

Discover the power of Xerox® Device Agent.

Painlessly detect and monitor all your office and multifunction print devices with one tool.



The Xerox® Device Agent features a built-in alert detection system and has the capability to send an e-mail message to an appropriate user when certain conditions exist in the monitored devices. It also provides clear and concise status of all networked printers.

KEY CAPABILITIES

- Discover Xerox® and non-Xerox® Printers and Multifunction Printers.
- Printer identity (i.e., model, serial number, manufacturer, etc.) Printer properties (i.e., input trays, output bins, serial number, etc.) Monitor printers and MFPs for status and alert conditions.
- Printer status including overall state, detailed status, UI messages, etc. Notify users via e-mail when faults occur.
- Proactive Automatic Supplies Replenishment and consumable capacity levels including; toner, fusers, drums, toner waste bottles, print cartridge and additional device unique parts.

- Provides fleet data to our Fleet Management Portal Tool.
- Supports TCP/IP protocol suite (SNMP, TCP, UDP, IP, NIC details).
- The application supports industry-SNMP MIBs for network printers; however, the amount and type of management that it can provide is dependent on the printer's level of conformance to those standards.

Xerox® Device Agent Application Basic Requirements

- PC or Server connected on the same network as the Printer/MFD
 - PC running on Windows 10, or 11
 - Windows server running on 2016-2022
 - 1.7 GHz Processor or better & 2.5 GB of RAM or higher
- .Net Framework 4.8 or greater (Full Version) Installed
- Admin access on the PC/Server where the application will be installed
- Ports 80 or 443 for outbound communication
- Port 161 (SNMP Protocol) traffic must be routable across the LAN or WAN

Firewall Settings

XEROX® DEVICE AGENT

- office.services.xerox.com
- transactions.services.xerox.com
- ws.services.xerox.com

DEVICE DIRECT

- *.support.xerox.com

XEROX® FLEET MANAGEMENT PORTAL

Xerox® Fleet Management Portal uses the data being monitored by Xerox® Device Agent to provide our customers with an intuitive, easy-to-use information portal, which provides our customers with an interactive dashboard for monitoring networked devices equipment status, consumable status, and meter readings for an entire fleet. Through the Fleet Management Portal users can order supplies, report technical incidents, and check on service order updates.

For additional information please download the: [Xerox Device Agent Security & Evaluation Guide](#)