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Overview

Xerox offers the Xerox® Supplies Service program to resellers who want to ensure end customers receive quality output from their major brand printing products and timely delivery of top quality Xerox® supplies. Xerox® Supplies Service enables resellers to provide key device maintenance value while also developing further sales and consulting opportunities with their customers.

The main interface for resellers and customers is the Command Centre, your online tool for managing your Xerox® Supplies Service accounts.

How to Log In to Your Account

To access your Reseller Account in Xerox® Supplies Service, follow these steps:

1. Open the email from donotreply@xeroxsuppliesservice.com regarding your Reseller Account. The email will include a link to a login page (Command Centre, https://xeroxsuppliesservice.com). Based on your email settings, it could be inadvertently flagged as junk, so be sure to check your Junk Mail.

2. Click on the link and on the login page; enter the User Name and Password as directed in the email.
3. A Software License Agreement appears. To confirm that you have read and accept the terms of the Agreement, select Agree.

4. Your Xerox® Supplies Service Command Centre appears. Now you are ready to begin adding customer accounts and implementing your Xerox® Supplies Service program.
Command Centre Home Screen

When you log in to your Xerox® Supplies Service account, you will see the name of your company in the upper left corner. This indicates that you are at the home screen.

Customer Accounts Screen

Access your customer accounts by selecting the Accounts button in the upper left part of the screen. The account page will appear listing all of your Xerox® Supplies Service accounts.

Select one of these accounts to display the account details.

Account Details Screen

With an account selected, the Account Details screen appears and provides at-a-glance information about the printers at a customer’s account, including:

- Manufacturer (e.g., Xerox, HP, IBM, Lexmark)
- Model of the printer
- Serial number
- Location (Note: This has to be entered manually. Details on how to do this appear later in this section.)
- Toner cartridge levels (Black, Cyan, Magenta, Yellow)
- Other Supplies, such as drums, transfer belts, fuser, etc.
- Service Alerts
Low Supplies Alerts

A pink highlighted number in the Black, Cyan, Magenta, or Yellow columns indicate a low supply alert and specify the percentage life remaining.

- Low percentages indicate the low ink and toner supplies.
- Pink highlights in the Other Supplies column indicate supplies are needed for maintenance kits or other long-life supply items, such as drums and fusers.

Service Alert Details

A red warning symbol 🔴 in the right side column indicates a Service Alert. Select it to view details about the service problem.
2 Setting Up and Managing Customer Accounts

Adding New Customer Accounts

Process Overview

To add a customer account to your Xerox® Supplies Service account, follow this process:

1. Log in to your Reseller Account.
2. Enter the new account information in the Command Centre.
3. Download Xerox® SuppliesAssistant® to the customer’s system or send the installer link by email to the customer for them to download. Xerox® SuppliesAssistant is the software that finds the printers on the customer’s network and reports on device status.
4. Install the SuppliesAssistant software on the customer’s system. You can install SuppliesAssistant remotely or at a customer’s location.
5. Return to your Command Centre home screen to check that the account information is entered and that the software installation was successful.
6. Begin monitoring and managing your customer’s supplies needs from your Xerox® Supplies Service Command Centre.
Step 1: Open a New Account

From the Reseller Home screen, select the New Account button.

The Create an Account screen will appear. Enter the requested data.

- Fields in **bold** are required.

- Select the **Save** button. The system will generate a password and an email to the customer allowing them to access the Command Centre (customer version).
Step 2: Downloading the Xerox® SuppliesAssistant® Software

There are two ways to download and install the Xerox® SuppliesAssistant software: remote and on site. You can send a link to the customer for them to download and then install, or perform an on-site installation yourself.

Select the Accounts button and then select the desired customer account.

- Select the Account Setup tab.

Remote (Customer) Installation

There are two ways to send a pre-populated email to the end customer. One way is from the Command Centre, and the other is from your own reseller account.

- To send an email via the Command Centre to the end-customer that contains an installer download link, choose the name of the customer from the drop-down list.
  - Select Send. The Command Centre will send a pre-populated email containing the installer link to the identified contact at the end-customer’s site.

- To send an email via your own address to the end-customer that contains an installer download link, choose your own name under the Reseller Contacts drop-down list.
  - Select Send. The Command Centre will send you a pre-populated email containing the installer link for you to customize (e.g., add your own branding, text, etc.) and send to the end-customer.

On-site Installation (in-person at the customer location):

- Download the installer and begin the installation from the Account Setup page.
- Select Download. The Xerox® SuppliesAssistant installer download will begin.
Step 3: Install the Xerox® SuppliesAssistant® Software

Remote (Customer) Installation

From the customer’s desktop (or wherever you designated the download to save), open the exe file.

1. Open the email with the download link at the customer site, and click the link to begin the install process.

Remote (Customer) Installation and In-person at Customer Location

1. When the File Download—Security Warning popup appears, for best results, select Save to designate where to temporarily save the file.
2. Once the file is saved, navigate to the file’s location, right-click on the file name and select Run as administrator.
3. Read and accept the software license agreement.
4. Select Next to proceed through the installation wizard to perform the installation. Installation will take only a few minutes depending on your system.
5. Select Finish when prompted by the installation wizard. The installation is now complete.

Note: If a message about proxy servers appears during installation, refer to Installation Issues>Proxy Settings for instructions.
Customer System Requirements

At the customer’s location, the following system specifications are necessary to run the Xerox® SuppliesAssistant® and to facilitate effective use of the Command Centre.

Environment

Xerox® SuppliesAssistant/Customer System Requirements

Windows® System Requirements:

- PC with a 2.4 GHz or higher and 2 GB or higher of RAM
- Windows XP Service Pack 3 or later
- Windows Vista, 8, 8.1, or 10
  - SuppliesAssistant: Version 2 or v2.0 compatibility enabled
- 10 GB or higher of available disk space
- Broadband Internet connection to contact the Xerox® Supplies Service Command Centre
  - SNMP and TCP/IP supported environments
- Internet Explorer® 9 or higher, Google Chrome™, Mozilla® Firefox®, Apple® Safari®
- Intranet Traffic:
  - snmp (161)
  - http (80)
  - https (443)
  - Traps (162)

Notes:

1. Ensure that all of the latest Microsoft® service packs and updates have been downloaded at the time of the installation. At a minimum, .net 2.0 must be installed.
3. Some combinations are not supported by the OS.
4. Verify .net 2.0 compatibility is enabled in Windows Features.
5. Browser must be set to Compatibility mode.
Additional Requirements

- SNMP and TCP/IP supported environments
- MDAC 2.6. or higher
- .NET 2.0 Framework with Service Pack 2

Browsers Supported

- Internet Explorer® 9 or higher, Google Chrome™, Mozilla® Firefox®, Apple® Safari®
- As a general rule, use the most recent browser version available.
Managing a Customer Account

Adding Information about a Printer

One of the things you may want to do is add some details about the printers at a customer’s location. For example, if there are multiple printers of the same make and model, adding the Location will make it easier to identify which printer to replenish with the correct supply item.

To add additional details for a particular printer, select the corresponding information icon that appears at the left of each printer row. Information about the printer appears.

There are three fields available to enter information specific to each printer: Location, Installed Date and Service Coverage.

The Allow Supply Orders checkbox signifies the printer is eligible for you to order supplies. De-select this checkbox if, for example, the printer is already covered under a separate supplies contract. By de-selecting it, low supplies alerts will not appear on the Account Details screen.
Managing and Ordering Supplies

The Command Centre makes it easy to manage printer supplies for your customers. Follow this process to order from your distributor or supplies source.

From the Reseller home page in Command Centre, select the account name in your list.

- You can also select Alerted Devices from your home screen, which will show you all the devices that need or will soon need supply replenishment in all your accounts.

Note: Before you can order supplies through the Command Centre, you must acquire a Xerox® Supplies Service account number from your distribution partner.
To acquire a Xerox® Supplies Service account number, contact your Xerox sales representative or distribution partner.

**Note:** This message may appear: "No Items are available for the selected supply." This indicates that the supply item has not yet been mapped to this printer. Xerox will continue to update the mapping table to associate as many supplies as possible. Please order using your existing procedures if this message is displayed.

**Note:** This message may appear: "No matches in the catalog for [part number]." This indicates Xerox® Supplies Service cannot locate the part in the catalog provided by this distribution partner.

Enter the information required on the form. Select **Add to Cart**. A shopping cart icon will appear in the pink cell until you check out. You can continue to shop for supplies for multiple customers and distributors, or choose to check out.

When you are ready to begin the checkout process, select the **Shopping Cart** button. You have an opportunity here to review the Cart contents and modify them.

Select **Buy Now** to place your supplies order, as shown below.

![Shopping Cart](image)

Note that on the main Command Centre screen, the pink cells containing the shopping cart icon have turned blue and show the percentage remaining. This signifies that the order is placed.
Checking a Supplies Order Status

To check on the status of a supplies order for a customer, follow these steps:

- From the Reseller Command Centre, select the account for which you want to check the supplies order.
- Select the blue cell in the supplies column for the device.
- Review the order information in the popup window. The order date and order status will appear over the course of the order fulfillment process.

Adding a New User to the Reseller Command Centre

To add users to the reseller account, follow this process:

1. Select the Users tab.
2. Select the Add Contact button.
3. Enter the necessary information in the dialog box. The fields in **bold** are required.
4. Select OK. The user will receive their password in a system-generated email.

Using Supplies Service Information

The Command Centre provides information on each account’s printer usage and supplies. Reports can be presented by Reseller (total for Reseller) or by account (individual customers serviced by the reseller account).

- Report Data can be exported as an Excel® spreadsheet.
- **Note:** A Reseller can only see data relating to an account that they have created or set up.
By Reseller: You can create four types of reports for your accounts:

1. **Usage Report**: For an overview of key categories of usage in all accounts, select Usage.

   ![Command Centre Xerox](image)

   This report provides data on every account in the following categories:

   - **Country**: This is the country selected when the account was set up
   - **Creation Date**: This is the date the account was created
   - **Total Devices**: Total devices for this customer audited in the last seven days
   - **Supplies Enabled**: Total number of the customer’s devices that are enabled for supplies in Xerox® Supplies Service
   - **Percent Enabled**: Percent of fleet that is being supplied via Xerox® Supplies Service
   - **Supply Alerts**: Total number of supply alerts generated since initial audit
   - **Orders Placed**: Total number of orders placed via Xerox® Supplies Service from Alerts for devices audited in the last seven days
   - **Percent**: Percent of orders placed via Xerox® Supplies Service from the Alerts for devices audited in the last seven days
   - **Percent Xerox OEM**: Percent of supplies ordered that were Xerox OEM, for each account for devices audited in the last seven days
   - **Percent Xerox Other**: Percent of supplies ordered that were Xerox Other, for each account for devices audited in the last seven days
   - **Percent OEM Other**: Percent of supplies ordered that were OEM Other, for each account for devices audited in the last seven days
2. **Order History Detail**: Includes the following information for each account: Date, Order Number, PO Number and Customer Account Name, Reseller Name, Distributor, and Product Order details, such as Model, Serial Number, Part Number, Quantity, Cost and Type (Xerox OEM, Xerox Other, OEM).

![Order History Detailed](image)

3. **Order History Summary**: Provides an overview of your order history for each account.

4. **Device Report**: Includes the following for all devices, by model, not account: Model and total number of that model across all customers, Page Count information, Area Coverage, Total Orders, Supplies Alerts and Service Alerts for the models that were done in Command Centre.

**By Account**: To review reports for a particular account, follow these steps:

1. Select the **Accounts** button.
2. Select the customer account you wish to look at.
3. Select the **Reports** tab. You will receive data for the individual customer account you selected.

![Device Report](image)
3 Distributor / Vendor Setup

Adding a Distributor

Process Overview

To add a distributor to enable real-time stock/price checking and online ordering, follow this process:

1. Obtain credentials for Xerox® Supplies Service with your distributor of choice by sending an email request to the corresponding address below.
   a. Be sure to include the name of your business, address, phone number and contact name.

<table>
<thead>
<tr>
<th>Distributor</th>
<th>Country</th>
<th>Email Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Beta Distribution</td>
<td>UK</td>
<td><a href="mailto:xss@betadistribution.com">xss@betadistribution.com</a></td>
</tr>
<tr>
<td>Tech Data</td>
<td>UK</td>
<td><a href="mailto:suppliesquotes@techdata.com">suppliesquotes@techdata.com</a></td>
</tr>
<tr>
<td>UFP</td>
<td>UK</td>
<td><a href="mailto:madnan@ufpuk.com">madnan@ufpuk.com</a></td>
</tr>
<tr>
<td>ALSO</td>
<td>Germany</td>
<td><a href="mailto:xerox@also.com">xerox@also.com</a></td>
</tr>
<tr>
<td>Tech Data EU</td>
<td>Belgium, Czech Republic, Denmark, Finland, Germany, Italy, Netherlands, Portugal, Spain, Sweden, Switzerland</td>
<td>Contact your Xerox sales representative or distribution contact.</td>
</tr>
<tr>
<td>Despec</td>
<td>Denmark, Finland, Iceland, Norway, Sweden</td>
<td><a href="mailto:salg@despec.dk">salg@despec.dk</a>; copy to <a href="mailto:itsupport@despec.dk">itsupport@despec.dk</a></td>
</tr>
<tr>
<td></td>
<td></td>
<td><a href="mailto:myynti@despec.fi">myynti@despec.fi</a>; copy to <a href="mailto:itsupport@despec.dk">itsupport@despec.dk</a></td>
</tr>
<tr>
<td></td>
<td></td>
<td><a href="mailto:info@despec.is">info@despec.is</a>; copy to <a href="mailto:itsupport@despec.dk">itsupport@despec.dk</a></td>
</tr>
<tr>
<td></td>
<td></td>
<td><a href="mailto:salg@despec.no">salg@despec.no</a>; copy to <a href="mailto:itsupport@despec.dk">itsupport@despec.dk</a></td>
</tr>
<tr>
<td></td>
<td></td>
<td><a href="mailto:info@despec.se">info@despec.se</a>; copy to <a href="mailto:itsupport@despec.dk">itsupport@despec.dk</a></td>
</tr>
<tr>
<td>eChannel</td>
<td>Italy</td>
<td><a href="mailto:xss@echannel.it">xss@echannel.it</a></td>
</tr>
</tbody>
</table>

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2. The distributor will email the necessary information required for account setup within the Xerox® Supplies Service Command Centre. Note that this varies by distributor.

3. Log in to the Command Centre and select **Account Setup: Vendor Setup**.

   ![Vendor Setup Table]

   1. Tech Data UK  
   2. UFP  
   3. ALSO  
   4. Beta  
   5. Tech Data EU  
   6. Despec  
   7. ECHannel

4. Select the information symbol corresponding to the desired distributor.

5. Enter the information provided by the distributor.

   As noted previously, the information provided to you by the distributor does vary from distributor to distributor.

   ![ ALSO (ALSO) ]

   ![ Beta (BETADIST) ]

   ![ Despec (DESPEC) ]
6. Select the **Enabled** checkbox and select **Save**.
7. Validate connection with the distributor by selecting any pink cell within the main Command Centre screen.

The distributor(s) that you have linked with will return available part numbers and pricing details for the selected supplies item.

If you do not see stock and pricing information, verify that you’ve entered the distributor-supplied information correctly into the appropriate field.
4 Integrate Xerox® Supplies Service with ERP / Back Office System

Invoicing via ERP System

Process Overview

To create an invoice for supplies ordered through the Command Centre to one of the Xerox® Supplies Service authorized distributors, follow this process:

1. Choose supplies to order by selecting pink cells and then select Add to Cart and Buy Now.
   - The supplies order is sent to the distributor.
2. Select the Reports tab and select Order History – Detailed.
3. In the Report Options box, select Export.
   - The Order History Excel® spreadsheet contains all relevant customer information and order / invoice details.
4. Input spreadsheet data into the ERP system and invoice the customer as usual.
Ordering and Invoicing via ERP System

Process Overview

You will need to contact your Xerox sales representative to enable this feature. Once done, follow the steps below.

To use the Command Centre to identify the correct supplies for your customer's printers and order and invoice through your ERP system, follow this process:

1. Obtain the necessary information to order / invoice the needed supplies by selecting the pink cells in the Command Centre main screen, then select Add to Cart and Buy Now.
   - Selecting Buy Now creates a record of the order but does not actually place the order.
2. Select the Reports tab and select Order History – Detailed.
3. In the Report Options box, select Export.
   - The Order History Excel® spreadsheet contains all relevant customer information and order / invoice details.
4. Input the spreadsheet data into the ERP system; place the order and invoice the customer as usual.
Adding Your Logo

Process Overview

To add your logo to your Xerox® Supplies Service account, follow this process:

1. Log in to your Reseller account.
2. Select the Account Setup tab.
3. Select the Account Logo tab.
4. Select Choose a File and navigate to the file location. Select the file and select Open. Note: The recommended file type is .jpg
5. Select Set Logo to add your logo to the Command Centre screen. Note that this will be visible on both the Reseller Command Centre screen and the Customer Command Centre Screen.
6. To remove a logo and replace it with the default Xerox® logo, on the main Account Setup screen, select No Logo.

New Alert Email

Configuring

For each printer that enters a low supplies state, Xerox® Supplies Service will send you an email alerting you that action is required.

- For a given Reseller account, each user will receive the alert email.
- To add people to the alert email distribution, you will need to add a user(s) to the Reseller account. Refer to the section “Adding a User”.

Unsubscribe

To unsubscribe to an email, simply select Unsubscribe within the email.

Re-subscribe

In the event you wish to re-subscribe to the alert emails, contact support@fmaudit.com.
5 Customer View

The customer can also log in to Xerox® Supplies Service to view his or her account. The customer can view the Devices tab and the Users tab, but does not have access to the supplies ordering forms or the reports.

Customer Access to Command Centre

To access the Command Centre, the customer logs in as illustrated in the screen below.

![Command Centre Screen](image)

To log in to the Command Centre the first time:

1. Open the email received from the reseller with the link to the Command Centre and a password to gain access.
   - Link: [https://xeroxsuppliesservice.com](https://xeroxsuppliesservice.com)
2. Select the link, then enter the User Name (email) and Password to log in.
   - User Name: email
   - Password: Use the password provided in the email for the first login.
   - If you need a new password, select **Forgot your password**?
3. The Command Centre screen appears.
Customer Uses for Command Centre

The customer can use the Command Centre in several ways:

- To view the same device data as the reseller.
  - Customer can select Service Alerts to view device information.

- To view the status of supplies orders the reseller has placed.
  - Customer can select blue highlighted numbers to see the order status.

- To add more contacts to the Account via the Users tab.
  - Customer can select Add Contact on the Users page.

- To check whether a device is Supplies Enabled. If it is not, this means the reseller is not managing or ordering supplies for the device. The customer can contact the reseller to add a device to their Supplies Service account.

The customer cannot initiate supplies orders from the Command Centre.
6 Common Resolutions

**Note:** To assist with any troubleshooting issues, the reseller resource must be on the client network (in person or remotely) at the host server to troubleshoot Xerox® SuppliesAssistant® settings.

## Common Resolutions

- **Installation**
- **Devices**

Data collection tools can automate much of the device and usage information for fleet management. Unfortunately, many legacy devices (generally manufactured earlier than 2005) and newer devices that are more suited for personal use, cannot accurately report device data for reporting supplies and meters into the Xerox® Supplies Service Command Centre. In some cases, these devices do not report at all. The reseller may still choose to support these devices, but where a device does not automatically report required data for the Supplies Service program, supplies may need to be replaced using other traditional processes.

It is the reseller’s responsibility to:

- Gather the customer and device information needed to prepare for the Supplies Service supplies replacement and verification of the number of devices for the program.
- Maintain accurate customer contact and device location information for service delivery and supplies shipments.
The Command Centre shows a “No devices found” message.

Prior to contacting Technical Support, please complete each of the following steps:

1. If an installation email was sent to the customer, confirm the email was received. The email is from donotreply@xeroxsuppliesservice.com, and it is sent in about 15 minutes.
   - The customer should check their junk mail if they don’t find it in their inbox.
2. Confirm the customer installed Xerox® SuppliesAssistant® on a PC or server on the network where the print devices reside.
3. Open the SuppliesAssistant installed on the customer’s PC or server and open the Activity Log to verify that devices are discovered or to identify a communication error message.
   - Select Account: Activity Log.
   - If you see a message “Number of Devices = 0”, then obtain the IP address of the printer that is not displaying, and enter it in the IPv4 Ranges dialog box in the Command Centre Account Setup tab.
   - If you see a message starting with the words “System.Net.WebException”, set up an appointment with your customer and Technical Support to review and perform additional resolution steps.

Not all of the printers on the network are displaying in the Command Centre.

Basic or Advanced Troubleshooting Steps are based on what can be managed from the Xerox® Supplies Service Command Centre.

Prior to contacting Technical Support, please complete each of the following steps:

1. The device must be powered on and not in a deep sleep mode.
2. Cycle the power off, then on.
3. Verify that the printer is on the network and a physical network cable is connected to the printer.
4. Obtain the IP address of the printer that is not displaying, and enter it in the IPv4 Ranges dialog box. Log in to the Command Centre, select the customer account, select the Account Setup tab, and enter the IP address into the IPv4 Ranges box. This IP address will be included in the next audit.
Xerox® SuppliesAssistant® configuration steps (requires either remote connectivity or to be at the customer location).

1. Open SuppliesAssistant and select **Account: Settings**.

2. Sometimes networks can be slow or there can be network chatter. Increase the Time Out setting to 4000 in the settings screen to give the devices more time to respond.
   - Select **Network: Communication**.
   - Change the SNMP Time-Out to 4000.
   - Select **Apply**.

3. Obtain the printer IP addresses and verify that the addresses/ranges in the SuppliesAssistant Settings screen are complete/correct.
   - Select **Account: Settings**.
   - Select the **IPv4** tab.
   - Next to the Unicast box, select **Add List**.
   - Enter the IP address or range into the IP Address List dialog box.
   - Select **Add** and then close the IP Address List dialog box.
   - Select **Apply**.
   - Select **Settings** and perform an audit.
   - Select **Historical Data**.
   - Select **Start Now**.
   - Select **Status Data>Start Now**.
   - Select **Service Data>Start Now**.

4. Open the Activity Log and verify that devices are discovered or to identify a communication error message.
   - Select **Account: Activity Log**.
   - If devices are discovered, return to the Command Centre and verify that they are listed.
   - If devices are not discovered, contact Technical Support at support@fmaudit.com or call +44 123 486 2361 (01234 862361 in the UK).
Frequently Asked Questions

Q: **How do I contact Technical Support?**
A: Reach Technical Support at support@fmaudit.com or call +44 123 486 2361 (01234 862361 in the UK) during the hours of 1:00 – 6:00 GMT.

Q: **I lost my password.**
A: Click on the lost password link on the Command Centre login page. You will receive an email at the address used when you registered, and you can then reset your password.

Q: **I selected lost password, but did not get an email.**
A: Check that your email client’s spam filter has not filtered the email. Check that you have entered the correct email address in the lost password prompt. Use the email address that was used at registration.

Q: **Users, Account Set Up and Reports tabs are grayed out and cannot be selected.**
A: You are viewing the devices for all accounts. Click on the Accounts button and select an individual account.

Q: **I cannot see all of the devices for an account.**
A: Check that you have not turned off some of the filter check boxes. Change the display to show data for the last 28 days or 365 days, locate the device and see when data was last collected. Contact the customer to see if the device is still connected to the network.

Q: **Sometimes the yields in the product description are not the same as those shown in the yield column of the supplies order dialog box.**
A: The values shown in the yield column are the most current Xerox-stated yields for Xerox® Replacement Cartridges and Xerox® Genuine Supplies.

Q: **User does not have write access to Temporary ASP.NET Files.**
A: Refer to the Advanced Troubleshooting section.

Q: **Proxy Settings were detected during the on-site installation.**
A: Refer to the Advanced Troubleshooting section, Proxy Settings.

Q: **Is the Xerox® SuppliesAssistant® licensed?**
A: Contact Technical Support.

Q: **In the Device Report, the number of supply alerts for a device is higher than expected.**
A: This is rare but it can result from printer firmware updates, incomplete audits or anomalies in the way printers report supplies levels. Please contact Support to report these issues.
Q: I would like to change my password.
A: In the Command Centre, place your cursor over your name in the upper right corner. Select Manage Account, Change Password. Enter your updated information into the dialog box and select Change to save updates.

Q: I selected a pink cell and received “No Items available for the selected supply.”
A: This message is displayed when the print device is not included in the Xerox® Supplies Service database. Please contact Support to request the printer to be added to the database.

Q: I selected a pink cell and received “No matches in the catalog for …”
A: This message is observed when a distributor does not carry the supply. Consider adding another distributor to expand the list of available supplies. Select the Account Setup tab, and then select Vendor Setup to see the list of distributors available in Xerox® Supplies Service.

Q: Why is there a high number of Supply Alerts per Account in Usage Report or per device in the Device Report?
A: Depending on the device make and model, specific consumables or other supplies when audited will reply back with a higher number of alerts. For example, some supplies don't report percent remaining such as waste toner levels, which can result in a high number of alerts for that supply.

The root cause is because some of the consumables can only report full or empty. Our recommendation is to ignore the alert level for those consumables since an updated software release is under development to correct this reporting behavior.

A new update is expected by the end of March 2016.

Q: The Xerox® SuppliesAssistant® has stopped reporting after the customer upgrade to Windows® 10.
A: Occasionally after upgrading to Windows 10 the .NET framework gets disabled. Please contact Technical Support if you experience this issue.
Advanced Troubleshooting

Proxy Settings

If Proxy Settings were detected during installation of the Xerox® SuppliesAssistant® at the customer location, some steps must be taken to enable the Agent to see the network.

Follow these steps to enable a seamless installation of the Xerox® SuppliesAssistant and get your Supplies Service program up and running:

1. At the customer’s computer, launch Xerox® SuppliesAssistant.
   - Start menu > Program Files > Xerox SuppliesAssistant

2. Log into Xerox® SuppliesAssistant.
   - Select Login Only, no user name or password required.

3. Select Settings in the top navigation bar.

4. Select Network on the left navigation bar and select Proxy on the top navigation bar.
5. Enter the Proxy address. If you don’t know your proxy address, it is commonly found in Internet Explorer®.
   - Go to Tools > Internet Options.

6. Once completed, click on the Test button to verify that the SuppliesAssistant® can connect to FMAudit Central.
   - If the “Test Successful” message displays, click on the Apply button.
   - If the “Test Fails” message displays, end user credentials may be required.
     - To test, use the Proxy User Type drop-down menu.

7. Once completed, click on the Test button to verify SuppliesAssistant can connect to your FMAudit Central.

8. When a “Test Successful” message displays, click on the Apply button.
User does not have write access to Temporary ASP.NET Files.

Verify the Xerox® SuppliesAssistant® host server services are started. The customer IT Administrator will assist with this verification. (See steps below.)

If the current identity (domain\user) does not have write access to 'C:\Windows\Microsoft.NET\Framework\v2.0.50727\Temporary ASP.NET Files', this is usually because the Temporary ASP folder was not created when .NET was installed.

Follow these steps to enable successful installation of the Xerox® SuppliesAssistant:
1. Go to C:\Windows\Microsoft.NET\Framework\v2.0.50727\.
2. Right-click and create a folder and name it “Temporary ASP.NET Files” (without the quotes).
3. Go to Service, scroll to Xerox SuppliesAssistant, then select and Restart the service.
4. Refresh the Internet Explorer® page to see if it is resolved.
5. If the issue remains, make sure the user being mentioned "The current identity (domain\user)" has full rights to the newly created folder (Temporary ASP.NET Files).

SNMP Walk: What to do if devices are not displayed in the Command Centre and initial troubleshooting steps are unsuccessful.

The SNMP walk will provide the necessary detail to the Support team to investigate the cause for devices not displayed in the Command Centre.

2. Save the file: fma_net_tools.zip
3. Unzip the file and save the folder before launching start.bat
4. Refer to the Read_Me_First.txt in the Tools folder for Frequently Asked Questions.
5. We recommend running 1) Auto-single SNMPWALK. The results will be automatically sent to the Support team.
   - Make sure to type model with no spaces.
   - You may have to add a trailing number after the model name if you are performing multiple SNMP walks.
How do I know I have created a good SNMPWALK on a device?

This is a two step process:

1. Locate the zip file in the results folder. Open it up and look at the device_name_entire.txt file, scroll to the bottom and try to find where it says, "SNMP++ snmpwalk Error, SNMP: Variable does not exist."
   - This error is expected and correct. The SNMPWalk was successful! If you see that the SNMPWALK was not successful, do the snmpwalk on this device again. If it continues, please ensure the firmware has been updated.

2. To make sure the WebUI copied successfully, double-click on the folder with the IP address, navigate to the same folder structure as the Web UI in the URL. For example, the device’s Web UI address bar shows: http://192.168.1.11/web/guest/en/websys/webArch/mainFrame.cgi
   - In the zip file, navigate to web/guest/en/websys/webarch/mainframe.html and make sure you see value there. If not, repeat the SNMP walk.