Nevill Knowledge Software Security

Nevill Knowledge Data Collector Agent

Overview

The Nevill Knowledge Data Collector Agent (DCA) is a software application that is installed on a networked computer/server running a Windows® OS to collect printer and copier metrics to be used in the Nevill Wizard application. It does not require a dedicated computer.

The Nevill Knowledge DCA attempts to collect the following information from printing devices during a network scan:

- Device description
- Meter reads
- LCD reading
- Device Status
- Error codes
- Toner level
- Manufacturer
- MAC address

Windows Service

The Nevill Knowledge DCA runs as a Windows service, allowing it to operate 24 hours a day, 7 days a week. You can customize the transmission interval to determine how often the DCA will perform a device discovery. After each discovery, the collected data will be sent to the hosting web server.

Alternatively, you can uninstall the Windows Service and run the DCA as a Windows Task Schedule.

Data Collection Protocols

The Nevill Knowledge DCA collects device data using SNMP (Simple Network Management Protocol), ICMP (Internet Control Message Protocol), and HTTP (Hypertext Transfer Protocol)

Transmission Options

There are 3 methods by which you can transmit the data collected from the Nevill Knowledge DCA, as listed below:
HTTPS, Port 443

Secure Hypertext Transfer Protocol. Data is transferred using the HTTP protocol, but instead of using plain text socket communication, the data is 128-bit encrypted using Secure Socket Layer (SSL) protocol during transit between the user’s computer and the server itself. To prepare a web server for accepting HTTPS connections the administrator is required to create a public key certificate for the web server. This certificate must be signed by a certificate authority of one form or another, ensuring the user that the certificate holder is who they say they are.

HTTP, Port 80

Hypertext Transfer Protocol. A protocol used to transfer information over the World Wide Web. FTP, Port 21 and/ or Port 20

File Transfer Protocol. The standard protocol used to transfer files over the internet between computers.

Network Traffic

The network traffic created by a DCA network scan is minimal, and will vary on the number of IP addresses being scanned. The network traffic created by the DCA when scanning a single subnet (254 IP addresses) is approximately equal to the network traffic created by visiting a single standard webpage.

One Way Communication Only

The Nevill Knowledge DCA uses one-way communication only. This means that the collected data can be transmitted from the user’s computer to the web server, but the DCA configurations cannot be accessed remotely.

No User Data Collected

No personal or user data is collected with the DCA. Only printer metrics that do not identify users or documents are collected, such as page counts, device description, device status, and so on.