

User's Guide

Brother Meter Read Tool



Copyright

Copyright© 2017 Brother Industries, Ltd. All rights reserved.

Information in this document is subject to change without notice. The software described in this document is furnished under a license agreement. The software may be used or copied only in accordance with the terms of those agreements. No part of this publication can be reproduced in any form or by any means without prior written permission of Brother Industries, Ltd.

Trademarks

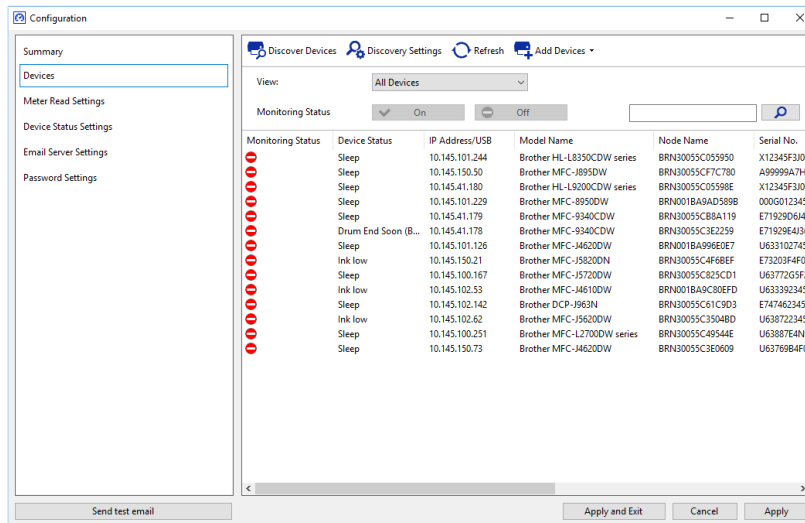
Brother is the trademark of Brother Industries, Ltd.

Any trade names and product names of companies appearing on Brother products, related documents and any other materials are all trademarks or registered trademarks of those respective companies.

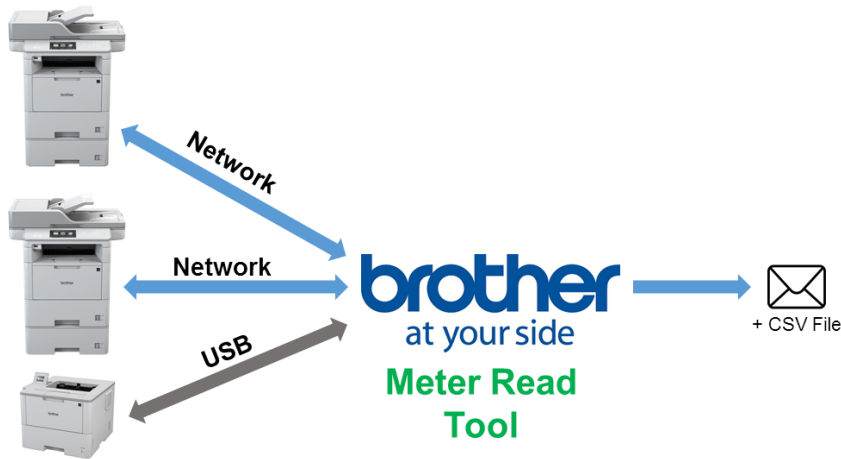
Table of Contents

1. Overview	4
Usage Information Collection Methods	4
System Requirements	5
Installing the Brother Meter Read Tool	5
2. Configuration	6
Select the Devices to Monitor	6
Configure the Device Log Settings	8
Configure the Device Status Notification Settings	8
Configure the Email Address Settings	9
Test and Deploy the Meter Read Configuration	10
Export the Settings	10
3. Troubleshooting	12

1. Overview



The Brother Meter Read Tool software collects usage information directly from network-connected and USB-connected devices and sends it via email. It can also send emails to notify you of any machine errors and consumables running low.



1.1 Usage Information Collection Methods

The Brother Meter Read Tool uses the following methods to collect and send usage information:

Device Log	Device Status
<ul style="list-style-type: none"> Collected periodically: daily, weekly or monthly Sent as CSV or XML Can contain the following information: <ul style="list-style-type: none"> Machine status Consumables remaining life, drum count and replace count Paper jam count Error history 	<ul style="list-style-type: none"> Collected as per the collection cycle (minimum 1 minute) Supports multiple profiles containing customisable information Can be received when the following problems occur: <ul style="list-style-type: none"> Toner/ink low or needs replacing Consumables warnings and errors (both user-repairable and requiring a service engineer's visit) Paper jam, input, and output errors Cover open errors Memory errors Hardware, mechanical, and installation errors

1.2 System Requirements

The Brother Meter Read Tool supports the following operating systems and software environments:


OS	Windows® 7, Windows® 8, Windows® 8.1, Windows® 10, Windows Server® 2008, Windows Server® 2008 R2, Windows Server® 2012, Windows Server® 2012 R2, Windows Server® 2016 (both 32bit and 64bit)
.NET Framework	4.5.2 or later

1.3 Installing the Brother Meter Read Tool

You can install the Brother Meter Read Tool using the MSI installer or the EXE installer.

NOTE

If using the MSI installer, you must install the required version of Microsoft .NET Framework manually.

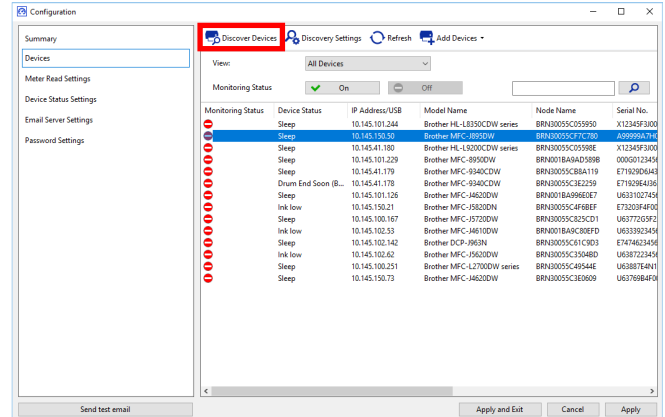
1. Double-click the installer file icon, and read and confirm the EULA.
2. Follow the on-screen instructions to select an installation folder for the tool, and then click the **Yes** and **OK** buttons to complete the installation.
3. When the tool is installed, right-click the  icon in the notification area, and click **Open**.
4. Click the **Configure** button to start configuring the meter read settings.

2. Configuration

2.1 Select the Devices to Monitor

Select the network-connected or USB-connected devices you want the Brother Meter Read Tool to monitor.

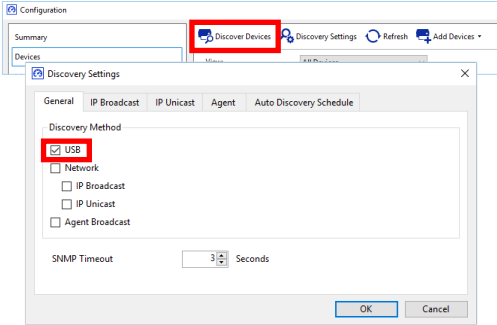
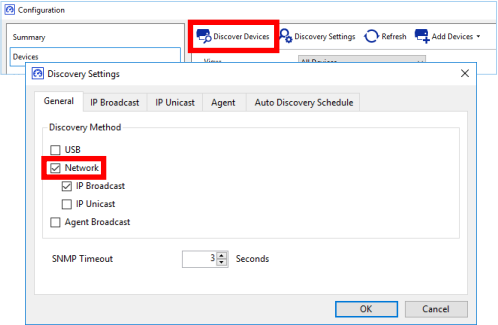
- Go to the **Devices** pane and click the **Discover Devices** button to update the device list. The tool displays the devices available for monitoring.
- Check if the device you want is in the list.
 - If the device is in the list, go to step 5.
 - If the device is not in the list, go to step 3.



NOTE

You can look for a specific device by typing its details in the search box.

- If the device is not in the list, you must connect the device and set it up first. Do one of the following:
 - Connect the device to a computer with a USB cable, and then install the driver.
 - Connect the device to your network (manual driver installation not required).

USB-Connected Devices	Network-Connected Devices
<p>a) Install the device's Full Driver & Software Package.</p> <p>b) Use a USB cable to connect your device to a computer.</p> <p>c) Select the USB check box in the Discovery Settings dialog box.</p>	<p>a) Connect your device to your local network.</p> <p>b) Select the Network check box in the Discovery Settings dialog box.</p> <p>NOTE Make sure the additional discovery settings are set correctly for your network.</p>
	
<p>d) Click the OK button.</p>	<p>c) Click the OK button.</p>

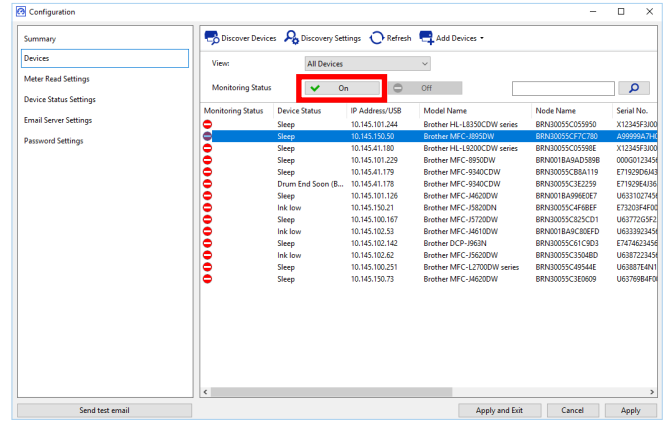
- Click the **Discover Devices** button to update the device list. If the device you want to monitor is still not in the list, make sure the device is connected to your computer or network and is set up correctly.

- Click the device you want to monitor, and then click the **On** button in the **Monitoring Status** area. A green tick appears next to the selected device.

NOTE

You can use the **View** drop-down list to sort the devices according to their monitoring status.

To remove a device from the list, click it and press the Delete key on the keyboard.



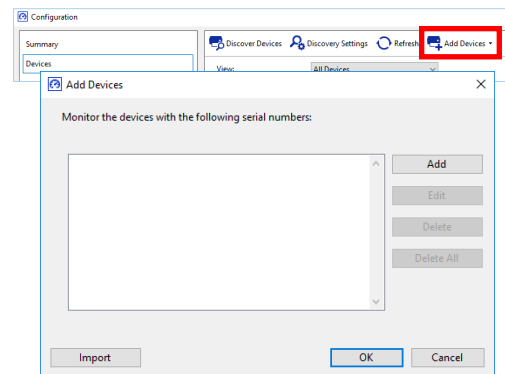
- Click the **Apply** button to save the settings.

Monitoring Devices Based on Their Unique Identifiers

You can start monitoring specific devices by specifying their unique identifiers, such as:

- Serial number
- Model name
- IP address
- MAC address

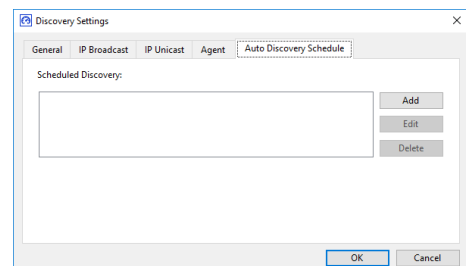
- Click the **Add Devices** button in the top-right corner, and then select the identifier you want.
- The Add Devices screen appears. Do one of the following:
 - Click the **Add** button and type in the device's unique identifier.
 - Create a text file containing many unique identifiers, click the **Import** button, and then select the file.
- Click the **OK** button. The tool will discover and monitor the devices you specified only if they are correctly connected and set up.



Periodic Discovery of Devices

You can set the period of time the tool automatically looks for new devices and adds them to the device list.

- Click the **Discovery Settings** button, and then click the Auto Discovery Schedule tab.
- Click the **Add** button and then set the time period you want.
- Click the **OK** button. The tool will discover and monitor the devices you specified only if they are correctly connected and set up.



2.2 Configure the Device Log Settings

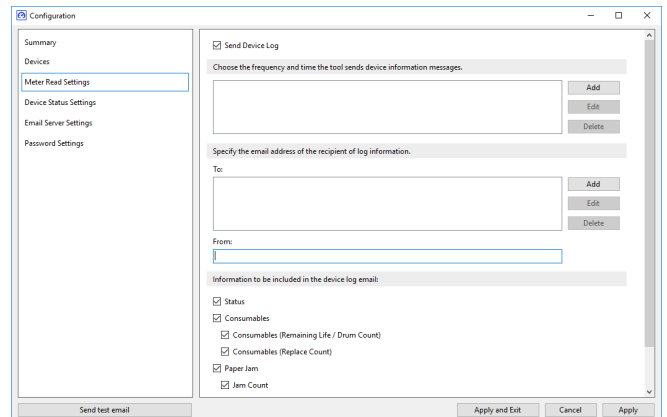
Specify the device log's contents, recipient and sender email addresses, and submission frequency.

1. Go to the **Meter Read Settings** pane and make sure the **Send Device Log** check box is selected.
2. Use the **Add** buttons to specify the device log's submission frequency and the recipient's email address.

NOTE

Make sure you consult the customer to choose a suitable time to submit the device log. We recommend setting the Brother Meter Read Tool to send device log emails when both the device and the computer running the software are on.

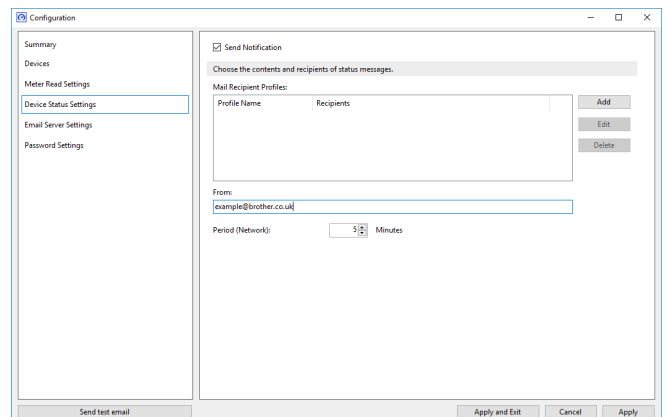
3. When finished, select the following:
 - The type of information to be included in the device log email
 - The format of the device log (CSV or XLS)
4. Click the **Apply** button to save the settings.



2.3 Configure the Device Status Notification Settings

Create a new device status email profile to specify sender and recipient email addresses, profile language and format, and the types of errors you want to be notified of.

1. Go to the **Device Status Settings** pane and make sure the **Send Notification** check box is selected.
2. Use the **Add** button to create a custom profile.
3. Click **OK** to close the **Add Profile** dialog box, and then click the **Apply** button to save the settings.



2.4 Configure the Email Address Settings

The Brother Meter Read Tool collects the information directly from network-connected or USB-connected devices and sends it via email. To use this feature, you must set up the email address you want to use.

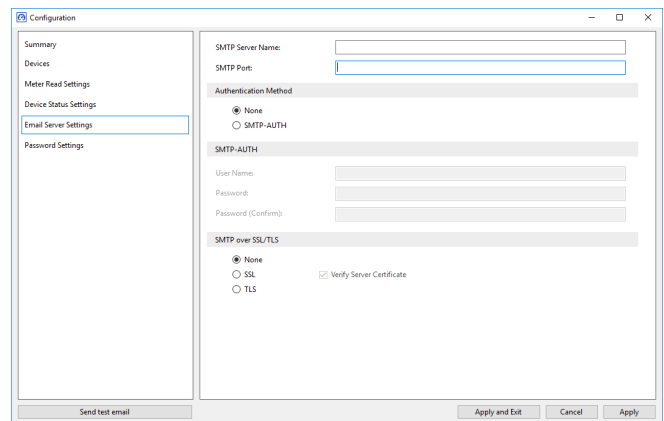
You can use a customer or dealer email address or use your own customised SMTP configuration.

To set up the email address, you will need the following information:

- SMTP server name
- SMTP port
- Authentication method
- SMTP-AUTH user name
- Account password
- SMTP Over SSL/TLS encryption method

Specify SMTP server details and authentication information in the **Email Server Settings** pane.

1. Go to the **Email Server Settings** pane.
2. Specify your email settings.
3. Click the **Apply** button to save the settings.



The screenshot shows a 'Configuration' dialog box with a sidebar on the left and a main configuration area on the right. The sidebar has a tree view with the following items: Summary, Devices, Meter Read Settings, Device Status Settings, Email Server Settings (highlighted), and Password Settings. The main area is divided into several sections: 'SMTP Server Name' and 'SMTP Port' are text input fields. Below them is the 'Authentication Method' section with radio buttons for 'None' (selected) and 'SMTP-AUTH'. The 'SMTP-AUTH' section contains 'User Name', 'Password', and 'Password (Confirm)' text input fields. At the bottom is the 'SMTP over SSL/TLS' section with radio buttons for 'None' (selected), 'SSL', and 'TLS', and a checked checkbox for 'Verify Server Certificate'. At the bottom of the dialog are four buttons: 'Send test email', 'Apply and Exit', 'Cancel', and 'Apply'.

2.5 Test and Deploy the Meter Read Configuration

Before you deploy your configuration to monitor the customer's devices, send a test email to make sure your configuration is correct. During the first test, use your personal email address to test whether you can receive usage information emails.

1. Click the **Send test email** button in the lower-left corner.
2. Enter the test email address and then click the **OK** button.
3. The tool will perform the following tests:

- Collect device logs from all monitored devices
- Send the device log email
- Collect device status from all monitored devices
- Send one status notification email ^{1 2}

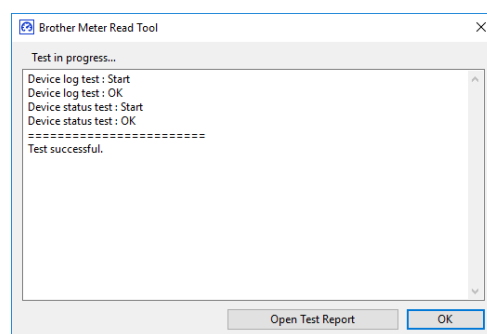
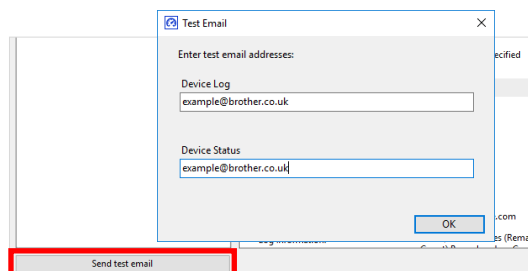
4. Check the test results:

- If the test succeeded
Deploy your configuration to the selected devices by using the relevant email address.

The Brother Meter Read Tool will send the device log and status information to the receivers you specified.

- If the test failed
Click **Open Test Report** to see the error log. For more information, see the *Troubleshooting* section.

5. You can lock the tool and its settings to prevent them from being changed. Go to the **Password Settings** pane, select the **Password Lock** check box, and then type your password. Click the **Apply** button to save the settings.



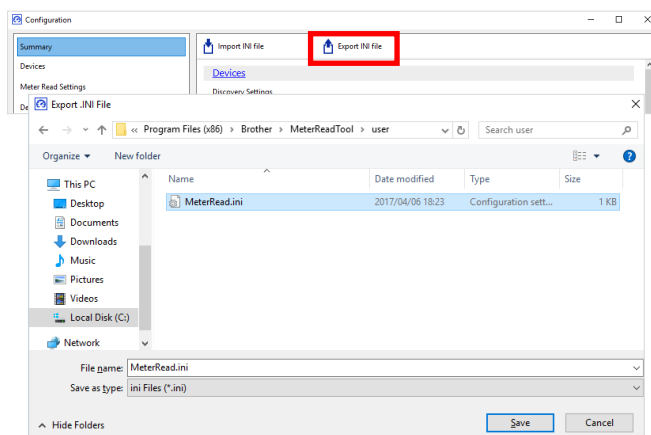
¹ During the first test the tool will send an example low ink/toner notification.

² To avoid sending many emails when multiple devices are selected, only the first device will be targeted.

2.6 Export the Settings

When you have finished deploying the configuration, we recommend exporting the settings for later use.

1. Go to the **Summary** pane.
2. Select the **Export INI file** option.
3. When saving the file, make sure you name it "METERREAD". The INI extension will be added automatically.
4. When finished, you can open the INI file in a text editor and make the changes you want.



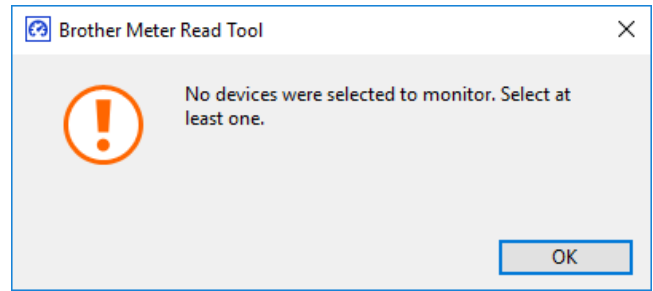
3. Troubleshooting

If the test was unsuccessful, do the following:

- Make sure the Brother device is on when the Brother Meter Read Tool is requesting the page count information.
- If using INI files, make sure the names of INI files are correct and are stored in the correct location.

For example: The `METERREAD.INI` file should be in the same location as the Meter Read installation package.

- If using INI files, make sure the settings in the INI file are correct.



brother
at your side