



Callisto OneStop Client tool- Security FAQs

The Callisto OneStop Client is designed to collect device information from networked printers and copiers, and upload this information to the Sharp website. The OneStop client tool is a read only tool. At no point does it write any information or make any changes to any device it connects to.

General

What protocols does the OneStop Client use?

OneStop uses the Simple Network Management Protocol (SNMP). This is an industry standard protocol used to set and retrieve information from network enabled devices.

Where should the OneStop Client be installed?

The OneStop Client should be installed on a server or PC that is running 24/7 which is able to ping all the devices you want to collect information from. You will also need internet access from this PC or server. The OneStop client is installed as a service.

How often will the OneStop Client collect information?

The OneStop Client is configured differently for each customer's site. There are 2 different types of information collected the first is a general scan to discover devices and collect meter readings. This scans the networks or IP Addresses configured for the site at a set time of the day. The second is to check on the current device status which will only scan devices that OneStop is aware of at a set interval for example every 10 minutes.

Networked printers and copiers

What information does the OneStop Client collect?

The IP address, MAC address, device description, device status, consumable usage and meter reading information are collected. No other information is retrieved from the device.

How is this information stored?

The information is stored in a standard CSV file or XML file, which is stored locally before being uploaded to the dealer's website. This means the files can be viewed locally.

Where is the information sent?

The information gathered by the OneStop Client is uploaded to the Sharp web site using either HTTP or HTTPS.