

Danwood DNA

Portal Reference Guide

DANWOOD

Access information when you need it, with the tools to help you stay on top of things.

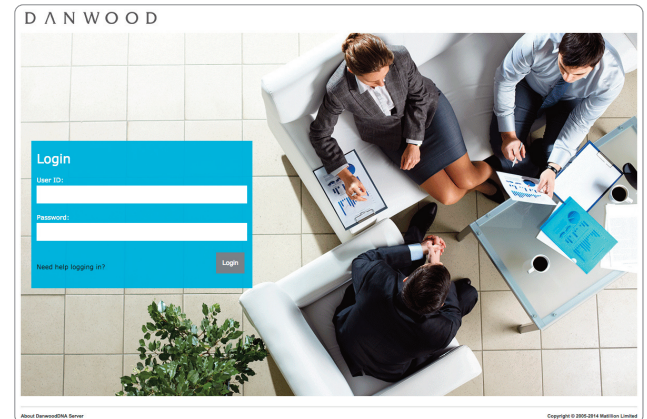
The Danwood DNA Portal helps you succeed by giving you end-to-end visibility of your network connected devices. Automated reports, drill-down analysis and device alerts will save you time and help make decisions faster than ever before. But first, you need to know how to use them.

This guide provides a basic overview of all the features available, from logging in, to using the tabular report search criteria. Should you need any more help, please email the Danwood DNA deployment team at dna@danwood.com

1. Logging on

To access the Danwood DNA portal please visit biportal.danwood.com or use the login link from the DNA section of the Danwood website.

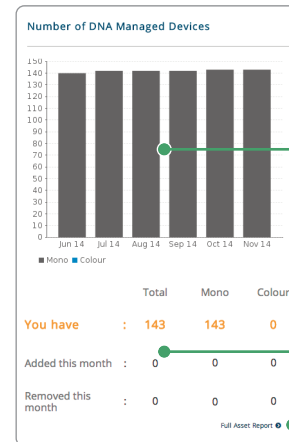
Log in using your supplied username and password. If you can't remember either of these please click 'need help logging in?' to contact the DNA deployment team for support.



2. Assets

From this area of the dashboard, you can view all of your networks devices that are managed by Danwood. You can also monitor your assets and see when devices are removed or added to your fleet.

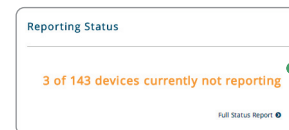
- To be taken to a detailed report of each of your machines simply click 'full asset report'.
- Clicking on a graph or table will take you to the report; however, it will be filtered based on where you first click; for example, clicking on mono only shows you mono devices. These filters can be removed once inside the report.
- Non-Danwood managed devices are not included in the figures; however, they can be added to the detailed report if required – please contact the DNA deployment team for help.



A month on month view of the size of your fleet, with colour and mono devices split.

A summary table outlines any additions or removals that may have occurred during the current month.

You can click here to see a full detailed report.

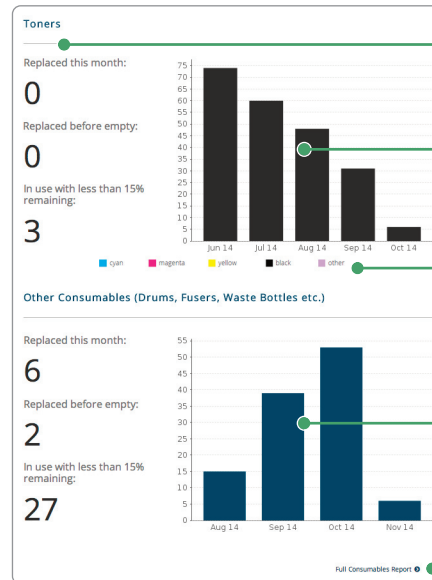


Reporting status shows you how many devices are currently 'live' and reporting. 'Live' is defined as sent data in the last 3 days.

3. Consumables

The consumables area provides a high level overview of your usage. Split into two sections, one for toners and one for all other items including drums, fusers and waste toner bottles.

- Consumable data is taken from a device level, it does not show active orders placed/delivered by Danwood, but rather when a device has sensed a toner change or entered a low toner state.
- Clicking on the graphs will take you to a full detailed report. By clicking on the numbers in the summary section to the left of the graphs, you will be taken to a specific report based on the number you clicked. For example, if you click on 'Replaced before empty:' you will only see details of those toners changed before empty.



The number of toners changed before deemed empty (2% or more toner remaining).

The monthly view of the number of toners your fleet has used, and the split between the toner colour.

'Other' indicates any colours that fall outside the standard colours of cyan, magenta, yellow and black, such as green or orange found in some devices.

All non-toner consumables will be found here.

You can click here to see a full detailed report.

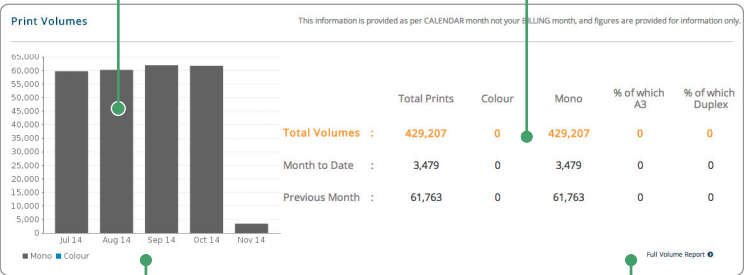
4. Print Volumes

From this area of the dashboard page, you can view the calendar monthly print volumes your devices are producing.

- Please note that volumes for non-networked devices will not be shown.
- Information is provided in CALENDAR month format, not your billing month.

Clicking on a bar takes you to a detailed volume report for the month you chose. This filter can be removed once inside the report.

This section shows the volumes that all of your devices have collectively produced since discovery on DNA, for the current month and for the previous month.



Monthly view of your device usage with colour and mono devices split.

Click here to access a detailed report that shows print volumes per device, and per calendar month.

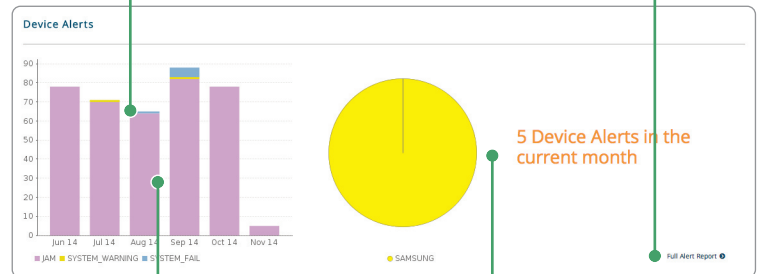
5. Device Alerts

All device alerts that impact a devices ability to print will be shown here.

- Please note that these are device generated alerts and may not represent the number of engineer callouts that have been required.

Clicking inside a bar takes you to a detailed report depending on the category of device alert clicked. Please note it will not also filter to the month that was clicked but this can be changed once inside the report as well as removing the alert category filter.

[Click here to access a detailed report.](#)



This chart displays the number of device alerts per month and the split between each alert category.

The number of device alerts split out across each of the manufacturers within your fleet.

6. Tabular Reporting Interface

The below provides an overview of how to filter results using the tabular reporting interface.

- The search and filter function enables you to look at specific devices based on selected criteria or can be used to look for a specific device.
- Clicking inside the boxes gives you a dropdown list or you can type in the box what you are looking for.
- Once you have selected the criteria, click 'apply' for the changes to take effect.
- To perform a new search based on different criteria, press 'reset' to clear all current settings.

The screenshot shows the 'Consumables Detail' report interface. On the left is the 'Options' sidebar with various filters like 'Install Date', 'Barcode', 'Manufacturer', 'Model', 'Zone', 'Consumable Type', 'Product', 'Current Capacity', and 'Removed Date'. The main area displays a table of consumables. Annotations with green lines point to specific features:

- The search and filter function**: Points to the search bar at the top right of the table.
- Scroll through the pages of the report using the arrows.**: Points to the pagination controls (Page 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15, 16, 17, 18, 19, 20, 21, 22, 23, 24, 25, 26, 27, 28, 29, 30, 31, 32, 33, 34, 35, 36, 37, 38, 39, 40, 41, 42, 43, 44, 45, 46, 47, 48, 49, 50, 51, 52, 53, 54, 55, 56, 57, 58, 59, 60, 61, 62, 63, 64, 65, 66, 67, 68, 69, 70, 71, 72, 73, 74, 75, 76, 77, 78, 79, 80, 81, 82, 83, 84, 85, 86, 87, 88, 89, 90, 91, 92, 93, 94, 95, 96, 97, 98, 99, 100, 101, 102, 103, 104, 105, 106, 107, 108, 109, 110, 111, 112, 113, 114, 115, 116, 117, 118, 119, 120, 121, 122, 123, 124, 125, 126, 127, 128, 129, 130, 131, 132, 133, 134, 135, 136, 137, 138, 139, 140, 141, 142, 143, 144, 145, 146, 147, 148, 149, 150, 151, 152, 153, 154, 155, 156, 157, 158, 159, 160, 161, 162, 163, 164, 165, 166, 167, 168, 169, 170, 171, 172, 173, 174, 175, 176, 177, 178, 179, 180, 181, 182, 183, 184, 185, 186, 187, 188, 189, 190, 191, 192, 193, 194, 195, 196, 197, 198, 199, 200, 201, 202, 203, 204, 205, 206, 207, 208, 209, 210, 211, 212, 213, 214, 215, 216, 217, 218, 219, 220, 221, 222, 223, 224, 225, 226, 227, 228, 229, 230, 231, 232, 233, 234, 235, 236, 237, 238, 239, 240, 241, 242, 243, 244, 245, 246, 247, 248, 249, 250, 251, 252, 253, 254, 255, 256, 257, 258, 259, 260, 261, 262, 263, 264, 265, 266, 267, 268, 269, 270, 271, 272, 273, 274, 275, 276, 277, 278, 279, 280, 281, 282, 283, 284, 285, 286, 287, 288, 289, 290, 291, 292, 293, 294, 295, 296, 297, 298, 299, 300, 301, 302, 303, 304, 305, 306, 307, 308, 309, 310, 311, 312, 313, 314, 315, 316, 317, 318, 319, 320, 321, 322, 323, 324, 325, 326, 327, 328, 329, 330, 331, 332, 333, 334, 335, 336, 337, 338, 339, 340, 341, 342, 343, 344, 345, 346, 347, 348, 349, 350, 351, 352, 353, 354, 355, 356, 357, 358, 359, 360, 361, 362, 363, 364, 365, 366, 367, 368, 369, 370, 371, 372, 373, 374, 375, 376, 377, 378, 379, 380, 381, 382, 383, 384, 385, 386, 387, 388, 389, 390, 391, 392, 393, 394, 395, 396, 397, 398, 399, 400, 401, 402, 403, 404, 405, 406, 407, 408, 409, 410, 411, 412, 413, 414, 415, 416, 417, 418, 419, 420, 421, 422, 423, 424, 425, 426, 427, 428, 429, 430, 431, 432, 433, 434, 435, 436, 437, 438, 439, 440, 441, 442, 443, 444, 445, 446, 447, 448, 449, 450, 451, 452, 453, 454, 455, 456, 457, 458, 459, 460, 461, 462, 463, 464, 465, 466, 467, 468, 469, 470, 471, 472, 473, 474, 475, 476, 477, 478, 479, 480, 481, 482, 483, 484, 485, 486, 487, 488, 489, 490, 491, 492, 493, 494, 495, 496, 497, 498, 499, 500, 501, 502, 503, 504, 505, 506, 507, 508, 509, 510, 511, 512, 513, 514, 515, 516, 517, 518, 519, 520, 521, 522, 523, 524, 525, 526, 527, 528, 529, 530, 531, 532, 533, 534, 535, 536, 537, 538, 539, 540, 541, 542, 543, 544, 545, 546, 547, 548, 549, 550, 551, 552, 553, 554, 555, 556, 557, 558, 559, 560, 561, 562, 563, 564, 565, 566, 567, 568, 569, 570, 571, 572, 573, 574, 575, 576, 577, 578, 579, 580, 581, 582, 583, 584, 585, 586, 587, 588, 589, 590, 591, 592, 593, 594, 595, 596, 597, 598, 599, 600, 601, 602, 603, 604, 605, 606, 607, 608, 609, 610, 611, 612, 613, 614, 615, 616, 617, 618, 619, 620, 621, 622, 623, 624, 625, 626, 627, 628, 629, 630, 631, 632, 633, 634, 635, 636, 637, 638, 639, 640, 641, 642, 643, 644, 645, 646, 647, 648, 649, 650, 651, 652, 653, 654, 655, 656, 657, 658, 659, 660, 661, 662, 663, 664, 665, 666, 667, 668, 669, 670, 671, 672, 673, 674, 675, 676, 677, 678, 679, 680, 681, 682, 683, 684, 685, 686, 687, 688, 689, 690, 691, 692, 693, 694, 695, 696, 697, 698, 699, 700, 701, 702, 703, 704, 705, 706, 707, 708, 709, 710, 711, 712, 713, 714, 715, 716, 717, 718, 719, 720, 721, 722, 723, 724, 725, 726, 727, 728, 729, 730, 731, 732, 733, 734, 735, 736, 737, 738, 739, 740, 741, 742, 743, 744, 745, 746, 747, 748, 749, 750, 751, 752, 753, 754, 755, 756, 757, 758, 759, 760, 761, 762, 763, 764, 765, 766, 767, 768, 769, 770, 771, 772, 773, 774, 775, 776, 777, 778, 779, 780, 781, 782, 783, 784, 785, 786, 787, 788, 789, 790, 791, 792, 793, 794, 795, 796, 797, 798, 799, 800, 801, 802, 803, 804, 805, 806, 807, 808, 809, 810, 811, 812, 813, 814, 815, 816, 817, 818, 819, 820, 821, 822, 823, 824, 825, 826, 827, 828, 829, 830, 831, 832, 833, 834, 835, 836, 837, 838, 839, 840, 841, 842, 843, 844, 845, 846, 847, 848, 849, 850, 851, 852, 853, 854, 855, 856, 857, 858, 859, 860, 861, 862, 863, 864, 865, 866, 867, 868, 869, 870, 871, 872, 873, 874, 875, 876, 877, 878, 879, 880, 881, 882, 883, 884, 885, 886, 887, 888, 889, 890, 891, 892, 893, 894, 895, 896, 897, 898, 899, 900, 901, 902, 903, 904, 905, 906, 907, 908, 909, 910, 911, 912, 913, 914, 915, 916, 917, 918, 919, 920, 921, 922, 923, 924, 925, 926, 927, 928, 929, 930, 931, 932, 933, 934, 935, 936, 937, 938, 939, 940, 941, 942, 943, 944, 945, 946, 947, 948, 949, 950, 951, 952, 953, 954, 955, 956, 957, 958, 959, 960, 961, 962, 963, 964, 965, 966, 967, 968, 969, 970, 971, 972, 973, 974, 975, 976, 977, 978, 979, 980, 981, 982, 983, 984, 985, 986, 987, 988, 989, 990, 991, 992, 993, 994, 995, 996, 997, 998, 999, 1000).
- Adjust the visual size of the report here**: Points to the zoom in/out arrows and the 100% zoom level indicator.
- Click 'back' to go to the dashboard**: Points to the 'Back' button in the top right corner.
- Sorting on individual columns is available**: Points to the dropdown arrow on the 'Live Service' column header.
- Export a copy of the report as PDF, Excel, CSV and XLSX**: Points to the export icons (PDF, Excel, CSV, XLSX) in the top right corner.

Live Service	Asset	Sticker	Serial	Manufacturer	Model	Zone	Consumable Type	Product	Currently Installed	Install Date	Removed Date	Current Capacity	Rated Capacity
✓	ONEEXAMPLE	N/A	3046P13	SANJUNG	SCX-34025F6	BLACKBURN	TONER	BLACK TONER	✗	21/04/14	02/05/14	0	8
✓	ONEEXAMPLE	N/A	3046P13	SANJUNG	SCX-34025F6	NORTHAMPTON	TONER	BLACK TONER	✗	22/04/14	13/05/14	0	7
✓	ONEEXAMPLE	N/A	3046P13	SANJUNG	SCX-34025F6	HARROW	TONER	BLACK TONER	✓	10/05/14	03/06/14	0	38
✓	ONEEXAMPLE	N/A	3046P13	SANJUNG	SCX-34025F6	HEREFORD	TONER	BLACK TONER	✗	27/03/14	27/06/14	0	1
✓	ONEEXAMPLE	N/A	3046P13	SANJUNG	SCX-34025F6	PERTH	TONER	BLACK TONER	✗	15/04/14	23/05/14	0	8
✓	ONEEXAMPLE	N/A	3046P13	SANJUNG	SCX-34025F6	SHREWSBURY	TONER	BLACK TONER	✗	16/04/14	05/06/14	0	9
✓	ONEEXAMPLE	N/A	3046P13	SANJUNG	SCX-34025F6	TRURO	TONER	BLACK TONER	✗	25/04/14	13/06/14	0	9
✓	ONEEXAMPLE	N/A	3046P13	SANJUNG	SCX-34025F6	SAUSBRURY	TONER	BLACK TONER	✓	05/04/14	17/06/14	0	10
✓	ONEEXAMPLE	N/A	3046P13	SANJUNG	SCX-34025F6	ANDREWS	TONER	BLACK TONER	✓	04/04/14	10/06/14	0	9
✓	ONEEXAMPLE	N/A	3046P13	SANJUNG	SCX-34025F6	QUIMPER	TONER	BLACK TONER	✗	25/04/14	24/06/14	0	3
✓	ONEEXAMPLE	N/A	3046P13	SANJUNG	SCX-34025F6	FALMOUTH	TONER	BLACK TONER	✗	27/02/14	09/05/14	0	1
✓	ONEEXAMPLE	N/A	3046P13	SANJUNG	SCX-34025F6	ROSFORD	TONER	BLACK TONER	✗	17/04/14	10/06/14	0	8
✓	ONEEXAMPLE	N/A	3046P13	SANJUNG	SCX-34025F6	DORCHESTER	TONER	BLACK TONER	✗	08/04/14	06/06/14	0	7

7. Report Fields

The portal provides 4 tabular reports, each of which can produce an in depth output and can be downloaded for further offline analysis. Below highlights the fields displayed in each report and their description.

Assets Report Glossary			
Field	Description	Field	Description
Start Date	Date device first seen in DNA	Device Manufacturer	The manufacturer of the device
Danwood Managed	Danwood managed devices (shows a tick)	Model	The model of the device
Live Device	Devices currently in use (shows a tick)	IP Address	Network address of the device on your network (Note 127.0.0.1 is a loop back)
Removed Date	Date device stopped reporting data		
Zone	Location of the device in DNA system	Type	Copier, Large Format, MFD, Printer or Unknown (icon based)
Asset	The Danwood DW asset number	Mono/Colour	Whether the device is mono or colour
Sticker	Customer specific asset number or location	Reporting Status	Data sent in the last three working days (shows a tick)
Serial	Manufacturer serial number		

Consumables Report Glossary			
Field	Description	Field	Description
Live Device	Device currently in use (shows a tick)	Product	The name of the consumable
Asset	The Danwood DW asset number	Currently Installed	Component currently installed in the device (shows a tick)
Sticker	Customer specific asset number or location		
Serial	Manufacturer serial number	Install Date	The date the consumable was installed
Device Manufacturer	The manufacturer of the device	Removed Date	Date consumable was removed from device based on last report
Model	The model of the device	Current Capacity	Remaining capacity in a live consumable
Zone	Location of the device in DNA system	Wasted Capacity	Capacity remaining when consumable was changed
Consumable Type	Toner or other consumable part		

Print Volumes Report Glossary			
Field	Description	Field	Description
Date	Date of volume report (month)	Type	Copier, Large Format, MFD, Printer or Unknown (icon based)
Danwood Managed	Danwood managed devices (shows a tick)	Zone	Location of the device in DNA system
Live Device	Devices currently in use (shows a tick)		
Asset	The Danwood DW asset number	Total Mono	Total mono pages for reporting period
Sticker	Customer specific asset number or location	Total Colour	Total colour pages for reporting period
Serial	Manufacturer serial number	% of which A3	Percentage of total pages that are A3
Device Manufacturer	The manufacturer of the device	% of which Duplex	Percentage of total pages that are duplex
Model	The model of the device		

Consumables Report Glossary			
Field	Description	Field	Description
Alert Time	Time alert occurred	Model	The model of the device
Live Device	Device currently in use (shows a tick)	Zone	Location of the device in DNA system
Asset	The Danwood DW asset number	Criticality	Criticality of alert (in number of urgency)
Sticker	Customer specific asset number or location	Alert Class	Type of alert
Serial	Manufacturer serial number	Reason	Reason for alert
Device Manufacturer	The manufacturer of the device		

Need more help...

For further information on Danwood DNA or guidance on how to use the DNA portal, simply get in touch with the DNA deployment team dna@danwood.com or call 0800 597 5555



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