




Display Summary of Devices and Agents

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1	Device/ Agent PC	<ul style="list-style-type: none"> Select the link to remove the display agent.
2	Agent ID/ IP Address	<ul style="list-style-type: none"> Select the Log link to view the system log for error or status messages. Each system log entry has an error code (e.g. C102) at the end of the message, which provides more detailed information on the log entry. Contact your Sharp service provider for details. A grey agent ID indicates the agent has not been used for 14 days or longer. A red triangle next to the agent ID indicates an agent error (e.g. agent is disconnected) that needs to be addressed. Select the envelope icon  to acquire the agent log files from the agent PC or server and email a link to the files to up to five email addresses. The log file will upload to the Synappx cloud and the link will be added to the email after selecting Send. The log link will remain active for seven days. <div data-bbox="944 750 1460 1176" style="border: 1px solid #ccc; padding: 5px; margin-top: 10px;"> <p>Email Agent Log Agent PC: PC123</p> <p style="text-align: right;"><small>* Mandatory</small></p> <p>To: <input type="text" value="admin@domain.com"/> <small>5 addresses max</small></p> <hr/> <p>Subject: Synappx Go Agent Log for desktop-1k40eog</p> <hr/> <p>Message: <input type="text" value="Click Link to open agent log"/> <small>The Link to the agent Log will be added automatically</small></p> <hr/> <p style="font-size: small; color: orange;">Note: The Log is available for next 7 days.</p> <p style="text-align: right;"><input type="button" value="Send"/> <input type="button" value="Cancel"/></p> </div>
3	Version	Select the agent version number to go to Agent Update page.
4	Updates	<ul style="list-style-type: none"> An orange dot indicates a recent agent version requiring an update. A red dot indicates an outdated agent version requiring an update.
5	Display Information	<ul style="list-style-type: none"> Select Configure to set up and manage display automatic input switching. Select Show All Devices to view all associated and unassigned MFPs. Select Show Unassigned to view display agents not associated with workspaces.
6	Workspace	<ul style="list-style-type: none"> Select a workspace to view associated devices.