SYNAPPX™ GO
MFP SUMMARY OF DEVICES AND AGENTS

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1	**Agent PC/Server**	• Select the link to remove associated MFPs or the agent. • If removing the agent, uninstall it from the PC or server using the normal Windows uninstall procedure to complete removal and avoid reconnection. • Select **Find MFPs** to access **SNMP Configuration** and initiate MFP discovery.
2	**Agent ID/ IP Address**	• 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 gray 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.
3	**Version**	Select the agent version number to go to the **Agent Update** page.
4	**Updates**	• An orange dot indicates a recent agent version requiring an update. • A red dot indicates an outdated agent version requiring an update.
5	**Device**	• Select the device view details. • Select **Show All Devices** to view all associated and unassigned MFPs.
6	**Workspace**	Select a workspace to view associated devices.