

Markvision Enterprise Release Notes (1.4)

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Support Statements

System Requirements

- CPU
 - Minimum: 1 physical 2GHz (Hyper-Threaded/Dual Core)
 - Suggested: 1+ physical 3+ GHz (Hyper-Threaded/Dual Core+)
- RAM
 - Minimum: 1 GB
 - Suggested: 2GB+
- Single network interface card
- Storage space: 60 GB
- Screen resolution: 1024x768 or greater

Operating Systems

It is expected the Operating System will have the latest patches/updates installed.

- Windows
 - 32-bit
 - Windows XP
 - Windows XP via VMWare ESX 3.5 U5
 - Windows XP via VMWare vSphere 4 U1

- Windows Server 2003 R2
- Windows Server 2003 R2 via VMWare ESX 3.5 U5
- Windows Server 2003 R2 via VMWare vSphere 4 U1
- Windows 7
- Windows 7 via VMWare ESX 3.5 U5
- Windows 7 via VMWare vSphere 4 U1
- 64-bit
 - Windows XP
 - Windows XP via VMWare ESX 3.5 U5
 - Windows XP via VMWare vSphere 4 U1
 - Windows Server 2003 R2
 - Windows Server 2003 R2 via VMWare ESX 3.5 U5
 - Windows Server 2003 R2 via VMWare vSphere 4 U1
 - Windows 7
 - Windows 7 via VMWare ESX 3.5 U5
 - Windows 7 via VMWare vSphere 4 U1
 - Windows Server 2008 R2 (aka Windows 7 Server)
 - Windows Server 2008 R2 (aka Windows 7 Server) via VMWare ESX 3.5 U5
 - Windows Server 2008 R2 (aka Windows 7 Server) via VMWare vSphere 4 U1

Browsers

It is expected the Browser will have the latest patches/updates installed. It must also have the latest version of both Adobe Flash Player (to run the client) and Adobe Reader (to view reports).

- Microsoft Internet Explorer 7.x
- Microsoft Internet Explorer 8.x
- Microsoft Internet Explorer 9.x
- Mozilla FireFox 3.6.x
- Apple Safari 4.x
- Apple Safari 5.0 (all platforms)
- Apple Safari 5.1 (Mac only)

databases

Firebird (included)

- 32-bit

Microsoft SQL Server (not included)

It is expected the database will have the latest patches/updates installed.

- 32-bit
 - 2005
 - 2008

Languages

1. English
2. French
3. Italian
4. German
5. Spanish
6. Brazilian Portuguese
7. Dutch

Models (oldest to newest)

- Lexmark T642/T644 with 4600 MFP
- Lexmark T640/T642/T644
- Lexmark W840
- Lexmark C520/C522/C524
- Lexmark C920
- Lexmark X850/X852/X854
- Lexmark X644/X646
- Lexmark X642
- Lexmark C770/C772
- Lexmark C772 with 4600 MFP
- Lexmark E350/E352
- Lexmark E250
- Lexmark E450
- Lexmark C530/C532/C534
- Lexmark C780/C782
- Lexmark C930/C935
- Lexmark X940/X945
- Lexmark C780/C782 with 4600 MFP
- Lexmark T650/T652/T654
- Lexmark C734/C736
- Lexmark E260

- Lexmark C540/C542/C544/C546
- Lexmark X658
- Lexmark X734/X736/X738
- Lexmark X543/X544/X546
- Lexmark X264/X363/X364
- Lexmark E360
- Lexmark E460/E462
- Lexmark X463/X464/X466
- Lexmark C792
- Lexmark X654/X656
- Lexmark X651/X652/
- Lexmark W850
- Lexmark X860/X862/X864
- Lexmark X792
- Lexmark T656
- Lexmark C925
- Lexmark X925
- Lexmark Forms Printer 2580/2581/2590/2591
- Lexmark C950
- Lexmark X950/X952/X954
- Lexmark 6500e
- Lexmark X548
- Lexmark Pro710 Series
- Lexmark Pro910 Series
- Lexmark Pro5500 Series
- Lexmark Pro4000 Series

New and Noteworthy

- General
 - SNMP v3 support.
 - Several windows had fixed sizes, which caused clipping problems on systems with a low resolution display. The sizes have been adjusted. This included the following windows: Asset Details, Advanced Search, Schedule items, Report window, System Log window. (DE8017)
- Asset Manager
 - Support for Lexmark Pro5500 Series
 - Support for Lexmark Pro4000 Series
- Event Manager
 - The Add Destination dialog can be successfully navigated using only the keyboard. (DE1425)

- Policies
 - Conformance
 - Better error message logged if a communication error occurs during a conformance check. (DE2179)
 - Conformance check of a firmware policy could result in a false positive in certain cases such as FTP was not enabled or Firmware Update was disabled on the device. The false positive has been corrected. The conformance will now show the device with a red X. (DE4373)
 - Cloning
 - SNMP V1,V2c PPM Mib Enabled setting is now cloned correctly. (DE7900)
 - Enforcement
 - Several missing values were added for the Send/Fax Server: Original Size setting for the X548 (DE8061).

- Firmware
 - With some firmware levels, after a succesful firmware policy enforcement, a subsequence conformance check would fail. This has been corrected and the subsequent conformance check will show the devices with a green check mark. (DE7387)
 - When editing a firmware policy, the Policy Name field showed an error message that the policy name was not unique even though it was unique. This has been corrected. (DE8004)

- Paper
 - Paper policy for the X654 can now be created with Tray 3. (DE7643)

- Security
 - When a security policy is enforced to an unrestricted device, that results in the device being restricted, MVE would still consider it to be unrestricted could not communicate with it. The work around was to delete the device and re-discover it. This has been corrected and MVE will still be able to communicate with the device after the policy is enforced. (DE7803)

- Reports
 - Statistics: Jobs by Media Sides Counts
 - The mono color count for a device may not match the mono count reported by the device itself. The report has been updated to show mono count and blank sides. Combined these two numbers equal the mono count reported by the device itself. (DE6427)

- Service Desk
 - The Remote Operator panel was not working correctly for some devices including X26x, X36x, X54x, and W85x. This has been fixed. (DE 7637)

Known Issues

Upgrading to 1.4 from versions prior to 1.2 (LDAP)

- LDAP configuration will be lost due to a major overhaul of the feature.

Upgrading to 1.4 from prior versions (Active Alerts)

- Unresolved active alert conditions will be removed during the upgrade. As a result, devices with active alerts prior to the upgrade will no longer be in an active alert state after the upgrade.

Temporary

- Asset Manager
 - Discovery
 - Re-discovery of an offline printer is not changing the state to MISSING (DE838)
 - Audit
 - The state of the printer does not change when Hostname is changed (DE898)
- Event Manager
 - N/A
- General
 - Scheduled Conformance Checks & Enforcements do not always show up in the Active Tasks (DE911)
 - When prerequisites for SQL Server aren't met, the installer still installs without any error messages (DE926)
- Policies
 - Enforcement
 - Cloning or enforcing a policy on an unrestricted printer that is subsequently restricted, via the EWS, can result in a communications failure. MVE will cache the LST session token that is negotiated with an unrestricted device. When that device is then restricted, via the EWS, the device will honor LST communications using the cached LST session token but will not allow reading or writing of settings. This situation will not occur if the device is restricted by MVE. (DE1449)
 - Device communication credentials were designed to be set only when the security policy is successfully enforced. However, when any type of

policy is successfully enforced, the credentials will be set. (DE6489)

- Service Desk
 - Collect Current Status
 - A manual refresh must be done in order to see results of Collect Current Status
 - The supplies table for the Lexmark 6500e in the Service Desk summary displays null for the supply name. This is a firmware issue. A future firmware update will be made available that corrects this. (DE6121)
 - Lexmark X950/X952/X954 will show duplicate Maintenance Kit entries in the supply status. A future firmware update will be made available that corrects this. (DE5614)

Permanent

- General
 - If you export log file in CSV format junk characters may be displayed. Excel seems to expect csv files to be ANSI encoded. To resolve this problem use the following work around :
 - Open the exported log file in NotePad
 - Save it as ANSI encoding - when you click File > 'Save As' look at the bottom of the dialog and click ANSI in the drop down. The new file will display correctly in Excel.
 - If a Task is dealing with a large number of printers, it might take longer than expected to stop it, if the user chooses to do so (DE923)
 - 2032 Error when attempting to connect to the MarkVision server from the server machine. If the PC where MVE is running has access to the intranet, but does not have access to the internet, this error will occur. To correct the problem add "*.local" to the exception list in the Proxy Server settings in your browser.
- Installation/Uninstallation
 - There are known limitations to running MVE and MarkVision Professional (MVP) 11.0+, simultaneously, on the same machine. When MVP is communicating securely, via Lexmark Secure Transport (LST), there is a port conflict with the LST being used by MVE. If MVP is already installed on the machine make sure it is stopped before installing and using MVE. Once both are installed, only one can be used at a time.
 - There are known limitations to running MVE and Lexmark Document Solution Suite (LDSS) 4.x, simultaneously, on the same machine; due to the same LST limitation mentioned in the preceding note.

- Uninstalling Markvision Enterprise (MVE) that has been configured to use MS SQL Server will not drop created tables or databases. Administrators should manually drop the MS SQL Server databases created (named FRAMEWORK, MONITOR, and QUARTZ) after the uninstall.

- Asset Manager
 - Audit
 - Device Statistics
 - "install dates" are showing in the locale of the MVE server instead of the locale of the printer (DE914)
- Policy
 - Due to limitations in Lexmark device firmware, in order for MVE to be able to send files to a printer (Generic File Download & Firmware updates), the Firmware Function Access Control must not be set (for PR models).
 - Due to limitations in Lexmark device firmware, in order for MVE to be able to enforce policies on a printer, the NPA Network Adapter Setting Changes Function Access Control must not be set.
- Service Desk
 - Picture of Printer
 - The Lexmark X264 does not support the "Tray Open/Close" events.
 - The Lexmark X464 does not support the "Tray Open/Close" events.
 - Supply status level percentages for a supply nearing end-of-life becomes less accurate. The percentages retrieved from each device and each supply for that device are dependent on how that device handles low supplies.
 - Example: When toner gets below a certain threshold on one device, that device may simply return 1% remaining, while on a different device it may return percentages that are below that threshold.
- Event Manager
 - Perceived duplicate alert emails. Depending on how the email body is set up in MVE, the email could be seen as a duplicate. Email body can contain any messages, including the printer's and alert's variables. If the variable(s) that differentiate between alerts are omitted, then the email body will be the same. This become more apparent with active conditions that triggers multiple alerts. Users will see that one active condition has become active, but two emails are received.
 - Example: waste toner bottle: nearly full. This condition will generate two alerts. If user create the email body containing all the variables but missing the alert.type, then the email body will be identical.
 - (DE976/PTR389550) A Lexmark C935 can send multiple alerts, seemingly for the same, condition. For example, when registered for a 'Supply Low' alert with 'On Active and Clear' option & the device enters a 'Black_Toner_Low' condition, it issues four alerts, which are received by MVE:
 - Nov 15, 2010 5:38:29 PM \${configurationItem.ame} 10.195.7.106
Lexmark C930 Supply Low Black Toner Active Warning
 - Nov 15, 2010 5:38:34 PM \${configurationItem.ame} 10.195.7.106
Lexmark C930 Supply Low Black Toner Active InterventionRequired
 - Nov 15, 2010 5:38:41 PM \${configurationItem.ame} 10.195.7.106
Lexmark C930 Supply Low Black Toner Cleared Warning

- Due to firmware/hardware issues with the Forms 2580/2581/2590/2591 printers, if they boot up in the *Not Ready* state, MVE will be unable to communicate with them. The problem being, the NIC cannot talk to the printer when it's *Not Ready* so it cannot retrieve the Serial Number, which MVE needs in order to successfully discover it. Once the NIC can communicate with the printer, it will cache the Serial Number so subsequent *Not Ready* states will not be an issue (until the next reboot). The printer can come up in the *Not Ready* state for multiple reasons, including if it is out of paper. Pressing the Ready button should remedy the situation.
- Due to a a firmware issue, across multiple models, MVE cannot discover a printer whose SNMP Read Community Name contains a space. To remedy this, make sure the latest firmware is being used. If it still does not work, then the latest firmware does not contain this particular fix; contact Lexmark.
- Canon
 - Due to manufacturer restrictions, the Canon Color imageRUNNER C3200 does not make it's Controller Version (i.e. Firmware Revision), Marking Technology, or Color Capability generally available in it's public MIB.
- HP
 - Due to a firmware issue with the HP Color LaserJet 2550 series, it is not possible to retrieve any Options data. Also, the device incorrectly reports itself as being monochrome instead of color.
 - MVE will display Memory in both Capabilities and Options section for HP models as the printer's HOST_RESOURCES MIB is being queried as part of the Options setting during the audit. This MIB will give all the resources (including RAM).
- Xerox
 - The Xerox Phaser 3200MFP did not properly report its tray capacity in the SNMP MIB for the one printer we tested against. The Xerox's SNMP MIB reported that the capacity for the fixed input tray was 550 when the actual capacity is 250.