



MarkVision Professional 11.2

Release Notes

November 2008

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This MarkVision™ Professional (MVP) 11.2 software release contains feature enhancements and functional improvements. This document describes these enhancements as well as current issues and their workarounds.

OVERVIEW

This release of MVP provides support for the 2008 line of Lexmark printers. These devices provide significant new capabilities and MVP 11.2 incorporates corresponding management support for them. In addition, this release of MVP contains updated support for operating platforms, addresses previous issues, and rolls in plug-ins for previous versions. MVP 11.2 also provides a few new features, including enhancements to Embedded Solutions Management.

OPERATING SYSTEM INFORMATION

SUPPORTED OPERATING SYSTEMS

MarkVision Professional 11.2, including all current functions except where otherwise specified, fully supports the following operating system environments and the associated hardware platforms.

Operating System	Platform
Windows Vista Business	Intel (IA32)
Windows Vista Enterprise	Intel (IA32)
Windows 2003 Server R2 Service Pack 2 (SP2), 32-bit only	Intel (IA32)
Windows 2003 Server Service Pack 2 (SP2), 32-bit only	Intel (IA32)
Windows XP Service Pack 3 (SP3)	Intel (IA32)
Windows 2000 Service Pack 4 (SP4)	Intel (IA32)
Mac OS X 10.4+	Intel and PowerPC
IBM AIX 5.3	POWER and PowerPC
HP-UX 11i 11.11	PA-RISC 2.0
Red Hat Enterprise Linux (RHEL) ES 4	Intel (IA32)
Red Hat Enterprise Linux (RHEL) Client 5	Intel (IA32)
SUSE Linux Enterprise 10	Intel (IA32)
Sun Solaris 9	Sun SPARC and Ultra SPARC
Sun Solaris 10	Sun SPARC and Ultra SPARC

SUPPORTED WEB BROWSERS

MarkVision Professional 11.2 supports the following web browsers.

Operating System	Browser
Windows	IE 6+
Mac OS X	Safari
IBM AIX	Mozilla 1.7
HP-UX 11i	Mozilla 1.7
Red Hat Enterprise Linux ES	Firefox 1.5+
SUSE Enterprise Linux	Firefox 1.5+
Sun Solaris Unix	Mozilla 1.7

**Note – “IE 6+” indicates the most recent version of Internet Explorer 6.0 as well as the most recent version(s) of any supported later editions (i.e. IE 7).*

**Note – “Firefox 1.5+” indicates the most recent version of Firefox 1.5 as well as the most recent version(s) of any supported later editions (i.e. Firefox 2x and 3x). Testing has been done with Firefox 2x and 3x and no problems have been found.*

In order to run the MarkVision web client, users must first enable their web browser to support Sun’s Java Runtime Environment (JRE) by installing the Java Plug-in. In Windows environments, the plug-in is provided, and the user is automatically prompted to install it the first time they run the web client.

**Note – The standalone MarkVision client program does not require installation of the browser plug-in.*

JAVA VIRTUAL MACHINE RECOMMENDATIONS

The following JVM levels are recommended for running MarkVision Professional 11.2.

Operating System	JVM Level
Windows	1.6.0_07
Mac OS X	1.5.0_13
IBM AIX	1.6.0 (build pap3260-20071123_01) Package Name: Java6.sdk
HP-UX	1.6.0.00 (build 1.6.0.00-jinteg_12_nov_2007_21_58-b00) Package Name: jdk6_16000_pa.depot
Linux	1.6.0_06
Sun Solaris SPARC	1.6.0_06

SUPPORTED DATABASE MANAGEMENT SYSTEMS

MarkVision Professional 11.2 supports the following database management systems. This applies only to tasks that supported export to external relational databases in previous versions of MVP, such as *Printer Inventory* and *Job Statistics*.

Windows

- Oracle (10g)
- Microsoft SQL Server (2005)
- Microsoft Access (2002, 2003)
- Comma-separated variable (CSV)

UNIX

- Oracle (10g)
- Comma-separated variable (CSV)

**Note – The ‘Oracle’ database option is available only after installing the Oracle JDBC Driver plug-in.*

SUPPORTED DEVICES

MarkVision Professional 11.2 supports the following devices.

**Note – The devices listed below have been tested with MarkVision Professional but are only a subset of the thousands of networked print devices MarkVision can discover and manage by means of the standard SNMP Printer Management Information Block. Note that actual support varies by device. Some devices expose more data than others and some report data fields in nonstandard locations.*

Supported Print Servers (Network Interface)	
Dell Wireless Printer Adapter 3300	MarkNet N2004fl-ST
Lexmark C750 Ethernet	MarkNet N2501e
Lexmark C910 Ethernet	MarkNet N4050e
Lexmark T520 Ethernet	MarkNet N7000e
Lexmark T520 SBE Ethernet	MarkNet N7002e
Lexmark T522 Ethernet	MarkNet N7020e
Lexmark T620 Ethernet	MarkNet N8020
Lexmark T622 Ethernet	MarkNet N8050
Lexmark W820 Ethernet	MarkNet Pro1
Lexmark X820 Ethernet	MarkNet Pro3
MarkNet N2000t	MarkNet S
MarkNet N2001e	MarkNet X2011
MarkNet N2002e	MarkNet X2030
MarkNet N2003fx-MTRJ	MarkNet X2031
MarkNet N2003fx-SC	MarkNet XI
MarkNet N2003fx-ST	MarkNet Xle
MarkNet N2004fl-MTRJ	MarkNet XL
MarkNet N2004fl-SC	

Supported Lexmark Devices	
Lexmark 4079 plus	Lexmark Optra Color 1200
Lexmark 4600 MFP	Lexmark Optra E
Lexmark C500n**	Lexmark Optra Ep
Lexmark C510	Lexmark Optra K 1220
Lexmark C520	Lexmark Optra M
Lexmark C522	Lexmark Optra N
Lexmark C524	Lexmark Optra Plus
Lexmark C530	Lexmark Optra S
Lexmark C532	Lexmark Optra SC
Lexmark C534	Lexmark Optra Se
Lexmark C540	Lexmark Optra Se plus
Lexmark C543	Lexmark Optra T
Lexmark C544	Lexmark Optra W810
Lexmark C750	Lexmark T420
Lexmark C752	Lexmark T430
Lexmark C760	Lexmark T520
Lexmark C762	Lexmark T520 SBE
Lexmark C770	Lexmark T522
Lexmark C772	Lexmark T620
Lexmark C780n	Lexmark T622
Lexmark C782n	Lexmark T630
Lexmark C910	Lexmark T632
Lexmark C912	Lexmark T634
Lexmark C920	Lexmark T640
Lexmark C935	Lexmark T642
Lexmark E120	Lexmark T644
Lexmark E120n	Lexmark T650
Lexmark E230	Lexmark T652
Lexmark E232	Lexmark T654
Lexmark E234	Lexmark W812
Lexmark E234n	Lexmark W820
Lexmark E238	Lexmark W840
Lexmark E240	Lexmark X340
Lexmark E240n	Lexmark X340n
Lexmark E250d**	Lexmark X342n**
Lexmark E250dn**	Lexmark X422
Lexmark E260	Lexmark X500 Series**
Lexmark E320	Lexmark X502
Lexmark E321	Lexmark X543
Lexmark E322	Lexmark X544
Lexmark E323	Lexmark X560n
Lexmark E330	Lexmark X642e
Lexmark E332n	Lexmark X644e
Lexmark E340	Lexmark X646e -- v1.1
Lexmark E342n	Lexmark X646ef Lexmark 4600 MFP = T64x+4600
Lexmark E350d	Lexmark X651de
Lexmark E352dn	Lexmark X652de
Lexmark E360	Lexmark X654de
Lexmark E450dn	Lexmark X656de
Lexmark E460	Lexmark X658de
Lexmark Forms Printer 2580	Lexmark X772e Lexmark C772 + 4600

Lexmark Forms Printer 2581	Lexmark X830e
Lexmark Forms Printer 2590	Lexmark X832e
Lexmark Forms Printer 2591	Lexmark X850e
Lexmark Optra	Lexmark X852e
Lexmark Optra C	Lexmark X854e -- v1.1
Lexmark Optra C710	Lexmark X940e
Lexmark Optra Color 40	Lexmark X945e
Lexmark Optra Color 45	

***The Lexmark C500n, E250d, E250dn, X342n, and X500 devices provide very limited configuration and management information to host management software such as MarkVision. As a result, MarkVision support for these devices is extremely limited, consisting of the display of only a few pieces of information such as serial number and model name.*

Supported (Other Manufacturer) Devices	
Brother HL-1470N Series	Kyocera FS-3830N
Brother HL-1650 / 1670N Series	Kyocera FS-7000
Brother HL-1870N Series	Kyocera FS-9000
Brother HL-2460 Series	Kyocera FS-9100DN
Brother HL-5070N	Lenovo C8300N
Brother HL-6050D	Lenovo C8700DN
Brother MFC-8820DN	Lenovo LJ3900D
Canon GP 200D	Lenovo MC8300DN
Canon ImageCLASS C2100	Minolta Color PageWorks
Canon ImageRunner 330	Minolta PageWorks 20
Canon ImageRunner 400	Minolta Magicolor 7300
Canon ImageRunner 500	Minolta-QMS Magicolor 2200
Canon ImageRunner 600	Minolta-QMS Magicolor 3100
Canon ImageRunner 2800	NEC SuperScript 1800
Canon ImageRunner 5000i	Oki C5300
Dell Color Laser Printer 3100cn	Okidata C7350n
Dell Laser Printer 1700	QMS Magicolor 2
Dell Laser Printer 1700n	QMS Magicolor 6100
HP 2000 C	Ricoh Aficio 180
HP 2500 C	Ricoh Aficio 270
HP 4345 MFP	Ricoh Aficio 350/355
HP 8550 MFP	Ricoh Aficio 450/455
HP 8550GN	Ricoh Aficio 550
HP Business InkJet 2250TN	Ricoh Aficio 650
HP Color LaserJet 2840 AIO	Ricoh Aficio 750
HP Color LaserJet 3000 DN	Ricoh Aficio 850
HP Color LaserJet 3550N	Ricoh Aficio 1045
HP Color LaserJet 3600N	Ricoh Aficio CL3000
HP Color LaserJet 3700 DTN	Ricoh Aficio CL7000CMF
HP Color LaserJet 3800N	Ricoh AP3800C Series
HP Color LaserJet 4500	Samsung ML-2152W
HP Color LaserJet 4550 Series	Tektronix Phaser 350
HP Color LaserJet 4650 DTN	Tektronix Phaser 550
HP Color LaserJet 4700 DN	Tektronix Phaser 560
HP Color LaserJet 4730 MFP	Tektronix Phaser 740/750
HP Color LaserJet 5550 DTN	Tektronix Phaser 750DX
HP Color LaserJet 8500	Tektronix Phaser 780GN

HP Color LaserJet 9500	Tektronix Phaser 850
HP Color LaserJet 9500n	Xerox DocuColor 4CP
HP LaserJet 1320 NW	Xerox DocuColor 2006
HP LaserJet 2100 Series	Xerox Document Centre 220/230
HP LaserJet 2200	Xerox Document Centre 240 ST
HP LaserJet 2420 DN	Xerox Document Centre 265 ST
HP LaserJet 2430 TN	Xerox Document Centre 332
HP LaserJet 3300 MFP Series	Xerox Document Centre 340
HP LaserJet 4000 Series	Xerox Document Centre 440
HP LaserJet 4050 Series	Xerox DocuPrint 4512
HP LaserJet 4100 MFP Series	Xerox DocuPrint C55/C55mp
HP LaserJet 4250 DTN	Xerox DocuPrint N17
HP LaserJet 4350 DTN	Xerox DocuPrint N24
HP LaserJet 5000 Series	Xerox DocuPrint N32
HP LaserJet 5/5M	Xerox DocuPrint N40
HP LaserJet 5si	Xerox DocuPrint N2025
HP LaserJet 8000 Series	Xerox DocuPrint N2125
HP LaserJet 8100 Series	Xerox DocuPrint N2825
HP LaserJet 8150 Series	Xerox DocuPrint N3225
HP LaserJet 9000 Series	Xerox DocuPrint N4025
HP LaserJet 9050N	Xerox DocuPrint N4525DX
HP Mopier 320	Xerox DocuPrint NC60
IBM InfoPrint 20	Xerox Phaser 790
IBM InfoPrint 21	Xerox Phaser 860
IBM InfoPrint 1145 MFP	Xerox Phaser 1235
IBM InfoPrint 1145L MFP	Xerox Phaser 2135DT
IBM InfoPrint Color 8	Xerox Phaser 3400
IBM LaserPrinter 4039	Xerox Phaser 3450
IBM Network Printer 12	Xerox Phaser 3500
IBN Network Printer 17	Xerox Phaser 4500DX
Konica KL-3015	Xerox Phaser 5400
Kyocera FS-C50 16N	Xerox Phaser 6200
Kyocera FS-1700	Xerox Phaser 6250
Kyocera FS-1750	Xerox Phaser 7700DN
Kyocera FS-1800	Xerox Phaser 8200
Kyocera FS-3750	Xerox Phaser 8400DP
Kyocera FS-3800	Xerox WorkCentre Pro 32C
Kyocera FS-3820N	

**Note – The level of support in MarkVision for networked print devices varies widely depending on the settings exposed on the device via SNMP and/or other network management protocols. On some devices, vendors use non-standard locations for management information. As a result, MarkVision is not always able to report the information.*

UPGRADING

The recommended process for upgrading from previous versions of MarkVision Professional is as follows.

For MarkVision 10.0 forward, install the new version directly over the old version. MarkVision will migrate any existing settings/configurations to the new version the next time it runs. Be aware, however, of back-version plug-ins that may not be supported in the new version, such as special product requests that are not part of the new release.

Before upgrading from a previous version, list any plug-ins installed on your system and compare them with the list of plug-ins folded into this release and the list of back-level plug-ins supported by this release. Contact your SE or technical support if you have plug-ins installed that are not included in this release.

NEW FEATURES

Settings Pack

The following features previously available in the MVP 11.1 Settings Pack Plug-In have been incorporated into MVP 11.2.

- Missing settings and tasks have been added on current (2005+) devices. See “New Settings” below for more details.
- The *Op Panel Lock/Unlock* task is now supported on 2005+ devices.
- Extended Print and Print Server features have been exposed for Lexmark devices.
- Scan/Copy/Fax Counts settings have been added.
- The non-functional *Supplies* task for the Lexmark C500, X340, and X342 devices has been disabled.
- Instance settings are now supported in eSF (Embedded Software Framework) solutions. Instance settings are groups of similar settings, like arrays, used in eSF solutions to provide groups of similarly classified values. For example, they could be used to configure a number of LDAP servers needed by a particular solution.
- The *Generic File Download* task has been enhanced to support HTTP and FTP to download files (some Digital Office UCF files require this protocol).
- Issues with the *Internal Account Management* task when used with the Lexmark X940e and X945e devices have been corrected.
- A redundant *WLAN* menu level has been removed from the *Settings* menus.
- Post-buffering settings have been distributed across tasks associated with their respective ports for ease of use.
- Some missing settings have been added to the *Manage Function Access* task.
- A *TCP/IP Port Access* task has been added to enable/disable specific IP ports.
- The *PS SmartSwitch* setting (enable/disable) has been added to the *Standard Network* task (*Settings* → *Printer* → *Ports* → *Standard Network*).
- *Fax Transmit Level* and *Receive Threshold* settings are now configurable (*Settings* → *MFP* → *Special Configuration/Debug (Print Server)*).

- An issue in *Printer Inventory* functions (applicable only if the Printer Inventory/Job Statistics plug-in is installed) has been corrected to ensure that MVP collects mono and color page counts correctly.

New Settings

The following new settings from the MVP 11.1 Settings Pack Plug-In have been incorporated into MVP 11.2. Note that many settings now appear in different menus than the ones in which they appeared in MVP 11.1.

- Settings → MFP → Default Scan to E-mail Settings
 - Weblink Path
- Settings → MFP → Default Scan to Network Settings
 - Allow Save As Shortcut, E-mail Images Sent As
- Settings → MFP → General Settings
 - Custom Text 1, Custom Text 2
- Settings → MFP → Special Configuration/Debug (Print Server)
 - Fax Receive Threshold, Fax Transmit Level
- Settings → Network → Date/Time
 - Allow NTP Broadcast
- Settings → Network → TCP/IP
 - Domain Search Order, SLP Broadcast, MTU
- Settings → Printer → General Settings
 - Banner Page
- Settings → Printer → Image
 - Scaling, Auto Fit, Invert, Orientation
- Settings → Printer → Paper → Paper Settings
 - Tray 5 Paper Size (All), Tray 5 Paper Type (All)
- Settings → Printer → Ports
 - Standard Network, Standard USB, Standard Parallel
- Settings → Security → Basic Security → LDAP Settings
 - Anonymous Bind, MFP Distinguished Name, MFP Password, Kerberos User Name, Kerberos Password
- Settings → Security → Basic Security → Manage Function Access
 - Protect Bookmarks
- Settings → Security → Device Security → On-Board Security
 - Authentication Method, Auto 'Log Out' Delay, Scan to PC Port Range
- Settings → Security → Device Security → SNMP
 - SNMP v1 Enabled, SNMP v3 Enabled, SNMP v3 Authentication Hash, SNMP v3 Minimum Authentication Level, SNMP 23 Privacy Algorithm
- Settings → Security → Device Security → TCP/IP Port Access
 - TCP 21 (FTP), UDP 68 (DHCP), UDP 69 (TFTP), TCP 79 (FINGER), TCP 80 (HTTP), TCP 443 (HTTPS), UDP 137 (WINS), UDP 161 (SNMP), UDP 162 (SNMP Traps), TCP 515 (LPR/LPD), TCP 631 (IPP), TCP 5000 (XML), TCP 5001 (IPDS), UDP 5353 (MDNS), TCP 8000 (HTTP), TCP 9000 (Telnet), TCP 9100 (Raw Print), TCP 9200 (IR Alerts), UDP 9200 (Discovery), UDP 9300 (NPAP), TCP 9400 (Lexmark Print Port), TCP 9500 (NPAP), TCP 9600 (IPDS), UDP 9700 (Plug-n-Print), TCP 10000 (Telnet)

In addition, many new settings have been added in the following locations.

- *Settings* → *Fax* → *Fax Holding Schedule*
- *Settings* → *Fax* → *Print Server*
- *Settings* → *MFP* → *Default Scan to USB Settings*
- *Settings* → *Network* → *802.1x*
- *Settings* → *Network* → *AppleTalk*
- *Settings* → *Printer* → *E-mail Alert Setup*
- *Settings* → *Printer* → *HTML*
- *Settings* → *Printer* → *PDF*
- *Settings* → *Security* → *Basic Security* → *Internal Account Management*
- *Settings* → *Security* → *Device Security* → *Confidential Print Setup*

Job Statistics and Printer Inventory

For user convenience, *Job Statistics* and *Printer Inventory* have been restored to out-of-the-box MVP. Users no longer have to install a plug-in to access these powerful features.

Removal of 512-Device Table Limit

Custom Tables and other table-based tasks can now support more devices. Previous versions of MarkVision implemented a limit of 512 selectable devices in any table-based task such as *Features* tasks or *Custom Tables*. This 512 device limit has been removed in MVP 11.2.

Menu Reorganization

Many MVP menus have been reorganized for better usability.

“Remove All” Button on Software Update Task

A *Remove All* button has been added to the *Software Update (Manage Plug-Ins)* task. This button uninstalls all plug-ins.

Displayed Information

New (2008) devices have a new feature called *Displayed Information*. This feature was designed to improve device support. *Displayed Information* consists of pairs of custom messages that are displayed in response to specified errors/warning conditions on a device. The two types of messages displayed are:

- “Default” messages – indicate the support path for particular conditions (i.e. “Black Cartridge Low – call Fred”)
- “Alternate” messages – change the support path during the time between the condition’s initial reporting and its resolution (i.e. “Black Cartridge Low – Fred has been called”)

Customization of Supply Notifications

New (2008) devices enable users to configure the percentage and behavior associated with several different supply levels. MVP 11.2 provides a task for reading and configuring all supply percentages and behaviors, as well as device policies node(s) for configuring these settings within a policy. The MarkVision *Status of Printer* task has been modified to display all new errors and warnings associated with new supply levels.

Diagnostics

Diagnostic and other important information can now be captured from within MVP instead of only on a device’s embedded web page. This diagnostic information can be captured using new tasks under the *View* → *Diagnostics* menu. Note that many date values under *Diagnostics* are

displayed in Coordinated Universal Time (UTC) format, implemented as the number of seconds since January 1, 1970.

ESF-RELATED NEW FEATURES

Applications as Fax Destinations

An eSF (Embedded Software Framework) application can now register as a fax destination on a device. This feature can be configured using the *Fax Forwarding* and *Forward To:* settings in the *Fax Settings* task when Fax Mode is set to Analog.

Generic Settings Import/Export

eSF solutions now support generic Import and Export functions to import and export the solution's settings values. This feature can be configured using the *Import / Export* buttons in the *Embedded Solutions* → *Solutions Management* task.

Locale-Specific Vendor Information

eSF applications can include vendor information such as name, e-mail address, phone number, and website URL. If available, this information is displayed as vendor-specific information for each solution on the device's embedded web page and in MVP in the *Features* → *Embedded Solutions* task.

Descriptor Read From A Device

Previous versions of MarkVision required solution descriptors to be distributed manually and installed into MVP. In MVP 11.2, a descriptor can be read directly from a device. The descriptor is packaged with the solution and can be exported on-demand to a remote host by means of a new Application Programming Interface (API). Clicking *Fetch Descriptor* loads the descriptor into MarkVision and makes the *Configure* button available.

Improved Remote Operator Panel Support

New (2008) devices have full remote operator panel support, including button presses. In addition, new (2008) multifunction printers (MFPs) have full remote operator panel support, implemented using VNC. The VNC communication takes place directly between the MVP client and the device instead of only on the MarkVision Server. MVP 11.2 also provides an option to use secure VNC.

Complete the following prerequisite tasks before launching the VNC Applet from the operator panel.

1. Get the descriptor for the *Remote Operator Panel* solution from the device (*Settings* → *Embedded Solutions* → *Solutions Management* → *Remote Operator Panel* → *Fetch Descriptors*). This is done so that MVP has knowledge about the *Enabled* setting based on whether the *Launch VNC Applet* button is enabled or disabled.
2. Check the *Enabled* setting for the embedded solution *Remote Operator Panel*. This can be done from either the device's embedded web page (*Configuration* → *Embedded Solutions* → *Solutions* → *Remote Operator Panel* → *Configure*) or from MVP (*Settings* → *Embedded Solutions* → *Solutions Management* → *Remote Operator Panel* → *Configure*).

ISSUES ADDRESSED WITH MVP 11.2

INCORPORATION OF PREVIOUS PLUG-INS

The following MVP 11.1 plug-ins have been merged into MVP 11.2.

MVP 11.1 Plug-Ins Merged into MVP 11.2	
BookMark_URL_Fix v1.4	Lexmark_Forms_Printer_25xx_11_1
Check_And_Delete_Duplicate_Devices v1.0	Lexmark_X34x_11_1
Check_Not_Communicating_Devices v1.0	Lexmark_x500_Series_11_1
Check_NotCommunicating_AND_Duplicate_Devices v1.1	Lexmark_X560_11_1
DBConnection_Cleanup v1.0	Lexmark_X85x_11_1
Delete_Duplicate_IP v1.5	Lexmark_X940e_X945e_11_1
DeviceLimit_11_1	MFP_AuthenticationMethod v1.0
DevicePolicy_Conformance v1.1	Missing_settings_Cash_America v1.1
Device_Policy_fax_Job v1.0	Monitor Performance v1.1
DevicePolicy_GrayCorrection v1.0	MVP_4600_MFP_OPTION_ABR_11
DisplayLanguageFix v1.0	NTP_Support v1.0
FQDN v1.0	PageCount_Correction v1.0
Host_Name_Source_Correction v1.0	PrtInvJobStats v2.1.mvp
InputConfigurations_Correction v1.3	Refinement_Correction v1.3
InstanceSettings_11_1	REWE_FOLDER_SPR v1.0
Jobstat_Debug v1.0	Service Pack_11_1 v1.0.mvp
LDAP_Distinguished_Name_Fix v1.0	SettingsPack_11_1 v1.0.mvp
Lexmark_C780_C782_11_1	TCPIP_Settings v1.0
Lexmark_C935_11_1	

EXISTING PLUG-IN SUPPORT

MVP 11.2 provides support for the Oracle JDBC Driver for MVP 11.1 v2.1.mvp plug-in.

CORRECTION OF PREVIOUS PROBLEMS

The following items have been corrected in MVP 11.2.

Incorporation of MVP 11.1 Service Pack Plug-In

The following field fixes previously available in the MVP 11.1 Service Pack Plug-In have been incorporated into MVP 11.2.

- A problem with the *Gray Correction* setting for the Lexmark T640, T642, and T644 devices has been corrected, along with a problem in *Menu Lockout* in device policies.
- A problem with the exclamation point warning icon under the *Finishing* node in printer device policies has been corrected for the Lexmark T640, T642, and T644 devices.
- A new setting, *Authentication Method*, has been added to the *Manage Function Access* task for the following devices: Lexmark X644e, X646e, X772e, X850e, X852e, X854e, X940e, X945e, and X646ef. The setting has the following values: Authentication Disabled, NTML, LDAP, LDAP+GSSAPI, Internal, and Kerberos 5. This setting corresponds to a setting in each MFP's embedded web page.

- Extended support for mDNS, DDNS, DNS Server, etc. (in *Settings* → *Network* → *TCP/IP* and in device policies) has been added for all applicable devices.
- Support has been added for “www2” in URL names in *Bookmarks*. A bug in *Bookmarks* that was preventing URLs beginning with “www2” or other variations from being entered has also been fixed.
- A fix has been added to correct the incompatibility issue in the Lexmark C762 for some Network Time Protocol settings in firmware levels 97.10.10, 97.10.16, and 97.10.17.
- A fix has been added to incorporate persistence of the LDAP Distinguished Name on the client and the server.
- A fix has been added to stop communicating devices from being populated under non-communicating folders.
- Performance enhancements have been made for the MarkVision Server. Internal process management operations in the MarkVision Server now operate slightly faster, improving overall performance. Memory usage will also be better over time.
- An option has been added to delete records of devices managed by MarkVision, which duplicated each time the MarkVision Server restarted. A parameter for configuring the behavior of this option has been added to the MarkVision Server web page.
- A problem with the display of fully-qualified printer hostnames in languages other than English has been resolved. Hostnames now support double-byte character set (DBCS) languages and hostnames containing double-byte characters are now displayed in MarkVision if hostname is used as the device-naming rule.
- A fix has been added to correct the handling of supply alerts. Supply levels are now displayed correctly.
- A fix has been added to show the Language under *Settings* → *Printer* → *General Settings*.
- The *Fax Job* setting has been added in device policies.
- A fix has been added to the RAWPISTATSSIDES table (part of the Job Statistics database) to include mono and color page counts.
- A fix has been added to eliminate errors under the *Internal Account Management* node during *Check Device Conformance* operations.
- A fix has been added to clear idle database connections.
- New options have been added to create folders with color device conditions, including life warnings, on many components.

Additional MVP 11.1 Field Fixes Added to MVP 11.2

The following field fix plug-ins from MVP 11.1 have been incorporated into MVP 11.2.

- DevicePolicy_FaxJob corrects a problem with the *Automatically Print Logs* setting under *Settings* → *Fax* → *Print Server* in Print Server policies.
- DevicePolicyNTP_Fix removes the extraneous *Thick DST* setting and uses the *Thin DST* setting to appropriately control Daylight Savings Time behavior on all types of print servers.
- NTP_CountryCode_Fix corrects a problem with the behavior of time zone settings under *Settings* → *Network* → *Date/Time*, as well as under the corresponding device policy node.

- MFP_Discovery_Fix corrects a problem with device discovery that occurred when certain device plug-ins were installed, in particular, Lexmark_Forms_Printer_25xx_11_1.
- MFP_Features_Fix corrects a problem in the *Features* → *MFP* task that prevented MFP data related to scanning from being presented.
- DevicePolicy_GeneralFailure corrects a problem that occurred when users applied policies to devices discovered during a previous session of the MarkVision Server (a restart had occurred between sessions). This problem occurred most often with the following devices: Lexmark C520, C522, C524, C920, T640, T642, T644, and W840.
- SupplyLevelCorrection corrects a problem that prevented some cartridge levels from being displayed in the *View* → *Supplies* task. The fix also corrects the inaccurate values displayed under *View* → *Supplies*, including Yellow and Black being reversed. This fix applies to the following devices: Lexmark C510, C524, C912, and C920.
- Encrypt_Cache corrects a problem that sometimes allowed passwords to be stored without encryption.

SETTINGS CHANGES AND CLARIFICATIONS

Shifted Menus

The previous location for the *Settings* → *MFP* → *Manage Function Access* menus has changed to *Settings* → *Security* → *Basic Security* → *Manage Function Access*.

The previous location for the *Settings* → *Security* menu has changed to *Settings* → *Security* → *Device Security*.

Two Settings with the Same Function

There is a slight variance between two settings labels (*Enable Receive Log* and *Enable Call Log*) that serve the same purpose. You can find the two settings in the following locations.

- *Enable Receive Log* is located under the *Fax Log Settings* heading under *Settings* → *Fax* → *Print Server* in MVP.
- *Enable Call Log* is located under *Fax Log Settings* on a device's embedded web page.

NTP Settings Locations

Network Time Protocol (NTP) settings for some devices are distributed between two separate nodes: *Printer Device Policies* and *Print Server Policies*. These tasks handle Network Time Protocol settings on different classes of devices. Most 2008 and later devices are supported by the (Printer) version.

Printer Device Policies

Automatically Observe DST
 DST End
 DST Offset
 DST Start
 Enable NTP
 NTP Authentication
 UTC Offset

Print Server Policies

Allow NTP Broadcast
 Date & Time
 Daylight Savings Time
 DST Mode
 Time Server IP Address
 Time Server Name
 Time Source
 Time Zone

X500 vs. X560n Clarification

In Basic Filters, when the *Model* (Printer/Print Server) filter is selected, the user can select a list of model names. One of these is the Lexmark X500 Series. Directly below it in the list is the Lexmark X560n. A common assumption might be that the first selection would automatically

include the second. In reality, it does not. Selecting the Lexmark X500 Series includes all devices marketed as Lexmark X500 and Lexmark X502, but not any others.

“Analog Fax” and “Fax Server” Settings May Switch Locations

If the *Analog Fax* and *Fax Server* settings have both been configured on a device, the settings may appear in one location and not the other when a policy is generated from the device. Ensure that settings are configured only for the fax mode that the device will be using.

“AppleTalk” Settings Duplicated Under “Ports”

Some of the settings that appear under *Settings* → *Network* → *AppleTalk* also appear under *Settings* → *Network* → *Ports*. Changing the value of a setting in one of these locations changes the setting in the other location.

“Job Timeout” Setting Appears in Two Tasks

The *Job Timeout* setting appears in two different tasks:

- *Settings* → *Network* → *General Settings*
- *Settings* → *Network* → *Job Timeout (Print Server)*

TCP/IP “Enabled” Setting is a Read-Only Field

In the *Settings* → *Network* → *TCP/IP* task, the *Enabled* setting is a read-only field. However, it can be set to “Yes” or “No” in the Printer Server Policy. If a user disables TCP/IP by changing this setting to “No,” MVP will no longer be able to discover the device. If this occurs, go to the device’s embedded web page or operator panel and re-enable the TCP/IP setting.

Acceptable Early Warning Level Values

The *Early Warning Cartridge Percent* level only accepts values greater than the *Toner Low* value.

SUGGESTIONS AND RECOMMENDATIONS

Nested Folders and Memory

If folders are nested at three or more levels deep, it is recommended that you configure the MarkVision Server’s Java Virtual Machine (JVM) to use 1GB of memory or more to avoid generating “out of memory” errors in the system log.

See the MVP 11.2 User’s Guide for instructions on increasing the amount of memory allocated to the JVM.

Medium/High Security and Memory

If you have more than 2,000 devices discovered in MarkVision and you have the “Server to Device Security” set to either “Medium” or “High,” it is recommended that you increase the memory allocated to the MarkVision Server to 1GB (by default it is set to 512MB).

To complete this task, follow the procedure in the MVP 11.2 User’s Guide under “How do I increase the JVM maximum heap memory?”.

KNOWN ISSUES

The following issues may be addressed in a future release.

All MVP Main Window Options Disabled After Power Failure

If a power failure occurs while the MarkVision Server is writing its settings to cache, the cache can become corrupted and all menu items on the MVP client become disabled (grayed out). When this occurs, all server settings are lost, including policies, discovery profiles, etc.

If this issue occurs:

1. Close the MVP client.
2. Stop the MarkVision Server.
3. Delete the contents of the `data` folder.
4. Copy the contents of the `lastSavedData` folder (which is created in the same hierarchy as the `data` folder) into the `data` folder.
5. Restart the MarkVision Server.
6. Re-launch the MVP client.

You can choose how frequently the data is backed up in the `lastSavedData` folder by using the `services.dataBackup.interval` parameter on the MarkVision Server web page.

MarkVision Server Service Temporarily Disappears if “Services” Window is Open During Upgrade

For Windows installations, keeping the *Services* window open during an upgrade from MVP 11.1 to MVP 11.2 may cause the MarkVision Server service to briefly disappear from Windows service management utilities. This results in a failed installation. To avoid this problem, close the *Services* window before starting the installation.

SSL Encrypted Connections Not Supported on a MVP Client Running on AIX

The *Communications Security* option under *Administrative Settings* is not supported for AIX. The *Server to Client Security* check box must NOT be checked because the IBM JVM does not support SSL. If the check box is checked, you will be unable to log in again and will have to reinstall MVP 11.2.

Instance Settings Not Retrieved Correctly

When a user manages embedded solutions using the *Configure* task under *Settings* → *Embedded Solutions* → *Solutions Management*, solutions with instance settings do not always retrieve the instance settings correctly. Instance settings are groups of similar settings, like arrays, used in eSF solutions to provide groups of similarly classified values.

MVP Continues to Discover Disconnected Devices

In some environments, the number of discovered devices may appear to increase even though no discovery is running. This can occur when a device that MVP has already discovered is turned off/disconnected and its IP address is assigned to another device. When MVP periodically checks its devices, it discovers the disconnected device as a new device, even though it is no longer communicating. This can occur, for example, in a DHCP environment when a printer is turned off and its IP address lease expires.

To work around this issue, remove the device that is no longer communicating from MVP’s list of managed devices.

Discovered Devices May Not Match the Specified Community Name

When discovering Lexmark devices, MarkVision does not consider SNMP community names specified in discovery profiles or in the default SNMP community name that is configurable in *Administrative Settings*. As a result, devices may be discovered that do not match the specified community name.

To work around this issue, set the following MarkVision Server parameter to TRUE: `device.mdnsQuery.snmpCommunityName` (to configure the MarkVision Server operating parameters, enter the URL `http://[IP address or hostname]:9180/~MyServer/index.jsp` in a compatible web browser, substituting the IP address or hostname of the computer running MarkVision Server).

WARNING: This workaround may cause a failure to discover devices when a discovery profile contains consecutive devices with the same IP address but different community names. In this case, a further workaround is to group devices by community name in different discovery profiles.

Cannot Launch MVP Web Client Locally or Remotely in Safari Browser

If MVP is installed on a local machine or on a remote machine (not necessarily a MAC OS X, but any MVP supported operating system) and a user tries to launch the MVP web client in the Safari web browser, the web client does not launch. To work around this issue, complete the following steps.

1. Copy (not move) the `log4j.properties` file from:
`/usr/local/lexmark/mv_pro/mvweb/mvp-tomcat/common/classes`
to:
`/usr/local/lexmark/mv_pro/mvweb/www/webapps/markvision/lib.`
2. Launch Safari.
3. Access `http://localhost:9180` (if MVP is installed on a local MAC machine) or `http://<IP address or hostname of the remote machine>:9180` (if MVP is installed on a remote machine).
4. Launch the MVP web client.

MVP Operator Panel Does Not Change to Reflect Device Operator Panel Changes

On devices that support the operator panel feature, any changes made on the device's physical operator panel are dynamically reflected in the *Operator Panel* task in MVP. However, if a user deletes, re-discovers, and re-selects a device, the *Operator Panel* task in MVP no longer dynamically changes to reflect actions performed on the physical operator panel.

If this occurs, to view the current operator panel status in MVP, press F5. This refreshes the MVP screen. To re-enable the *Operator Panel* task's ability to dynamically reflect changes made on the physical operator panel, restart the MarkVision Server.

Linux - "Connection Refused" Message When Connecting to MarkVision Server

On Linux systems, users may receive a "Connection Refused" message when trying to connect to the MarkVision Server from a remote MarkVision client. This can occur if the SUSE server's hostname is mapped to the localhost IP address in the `/etc/hosts` file. You can determine this by logging into the SUSE server where the MarkVision Server is running and pinging the server's hostname. If the IP address shown is 127.0.0.x, then this is the problem.

To work around this issue, modify the `/etc/hosts` file so that the server's IP address is assigned to its real IP address. Then restart the MarkVision Server before trying to connect again.

Devices May Not Display a Fully-Qualified Hostname

When discovering Lexmark devices, MarkVision does not obtain fully-qualified domain names for some newer devices. As a result, devices may not display a fully-qualified hostname (including the domain components) for these devices.

To work around this issue, set the following MarkVision Server parameter to TRUE: `device.hostName.FQDN` (to configure the MarkVision Server operating parameters, enter the URL `http://[IP address or hostname]:9180/~MyServer/index.jsp` in a compatible web browser, substituting the IP address or hostname of the computer running MarkVision Server).

WARNING: This workaround may significantly impact the performance of discovery operations.

“General Failure” Error Displayed Though Network Settings Are Successfully Applied

When a user configures network settings by going to *Settings* → *Network* → *TCP/IP*, if *LPD Configuration* or *Thin Print* values are changed, a “General Failure” error is displayed even though the settings are successfully applied.

Limited Lines Per Inch

MVP allows lines per inch on the PPDS task to be set as high as the value for which the devices officially claim support, which is 3,000 (the number 3,000 maps to the real number 30 on the device). Current devices do not actually support values higher than 1,900 (or 19.0), so attempts to set higher values, even though MVP will allow the attempt, may fail on the device.

Supply Notifications May Not Be Applicable to All Device Models

The *Supply Notifications* task and corresponding device policy entries show all possible supply notifications, some of which may not be applicable to all device models. When configuring multiple devices or devices with different capabilities, be aware that some values may not be applicable.

Instance Settings in eSF Solutions Not Handled Correctly

Some instance settings in eSF solutions are not handled correctly in the *Solutions Management* task's *Add* dialog. Some setting types do not pre-select default values and validation for numeric data in text fields is missing.

To work around this issue, ensure that numeric data is valid and select desired values manually in the *Add* dialog for all settings. Settings that do not pre-select defaults cannot be left blank because the *OK* button will not be enabled until a valid value is entered/selected for each setting.

“Authentication Method” Print Server Device Policy Present in Two Places

The *Authentication Method* Print Server device policy is present in two different places. One appears under *Settings* → *Security* → *Device Security* → *On-Board Security* and the other appears under *Settings* → *Security* → *Basic Security* → *Manage Function Access*.

When creating and applying a Print Server policy based on a specific device, if a user changes the value of any one of these two *Authentication Method* settings, the user's modified value may not be applied. To work around this issue, use one of the following methods.

1. Change the value of any one of the two *Authentication Method* settings in the Print Server policy, then un-check the other *Authentication Method* setting. The desired setting change will be applied throughout the policy.
2. Modify both of these settings with the same value while applying the policy.

Embedded Solutions Settings May Not Be Populated

In some cases, embedded solutions settings implemented as check boxes may not be populated when a user edits the solution configuration.

Coverage Estimator Cannot Be Set to “On”

The *Coverage Estimator* setting under *Settings* → *Printer* → *Special Configuration/Debug (Printer)* cannot be set to an “on” state from the device policy.

Non-Functional TCP/IP Port Access Settings

The following settings are not working properly in the *TCP/IP Port Access* task: TCP 9100/UDP 9100 (HBN3), UDP 1584 (HBN1).

“High” Security Level Changes to “Medium” When Discovery Is Stopped

This issue occurs if a user starts a discovery with the security level set to “High,” then stops the discovery early (i.e. before the completion of the discovery). Afterwards, if the user closes and re-launches the MVP client or restarts the MVP services and re-launches the MVP client, the security level is displayed as “Medium” instead of “High.”

“Korea” and “Japan” Time Zone Values Not Supported on Older Devices

The “Korea” and “Japan” time zone values are not supported on older (pre-2008) devices. On a pre-2008 device’s embedded web page, if a user goes to *Links & Index* and clicks *Date & Time*, they can select “Korea” and “Japan” from the *Time Zone* drop-down list. However, if a user applies one of these values and then views the *Time Zone* field in MVP under *Settings* → *Network* → *Date/Time* → *Network Time Protocol(Print Server)*, the field is blank. The value is not applied, but the user does not receive an error message stating that the value is not supported.

Custom Media Paper Type Bin Errors

Errors may occur when a user applies a printer device policy using settings under *Settings* → *Printer* → *Paper* → *Custom Media - Paper Type Bin* if the printer policy also has a value enforced (checked) under *Paper* → *Configure Bin*. To work around this issue, make sure this value is not enforced by un-checking *Configure Bin* before applying the policy.

“Tray 5 Hp” Option Missing When One Device is Selected

The *Tray 5 Hp* option is missing under *IPDS Map Input Trays* → *Tray Mapping* for Printer Device Policy, but is available when multiple devices are selected.

“Manage Function Access” Options Missing for Some Devices

The following options are missing under *Settings* → *Security* → *Basic Security* → *Manage Function Access* for the following devices.

Lexmark X422

- | | |
|-------------------------|-------------------------------|
| ▪ Profile Access | ▪ Protect Defaults |
| ▪ Protect Paper Menu | ▪ Protect Manage Destinations |
| ▪ Protect Print Reports | ▪ Menus |

Lexmark X620e, X632e, X752e, X762e, X820e, X830e, X832e, X912e

- | | |
|--------------------------|---------------------------------|
| ▪ Authentication Method | ▪ Password for MFP Touch Screen |
| ▪ Forms Access | Lock |
| ▪ Enable OpPanel Lockout | ▪ Menus |

Power Saver and Duplex Settings Are Dependent on Eco Mode

On devices that support the *Eco Mode* setting, the *Power Saver* and *Duplex* settings are dependent on *Eco Mode*. As a result, after a user applies a policy containing these settings, the values of *Power Saver* and *Duplex* may be different than the values the user selected before

applying the policy. This is because the *Power Saver* and *Duplex* settings changed when *Eco Mode* was configured. This issue affects the following devices.

- Lexmark C540, C543, C544
- Lexmark E260, E360, E460
- Lexmark T650, T652, T654
- Lexmark X651de, X652de, X654de, X656de, X658de

Changes Made in “Enable Call Log” Reflected in “Enable Receive Log”

Changes made to the *Enable Call Log* setting under *Fax Log Settings* on a device’s embedded web page are reflected in the *Enable Receive Log* setting in MarkVision under the *Fax Log Settings* heading under *Settings* → *Fax* → *Print Server*.

IPv6 Settings Prefix Length Error

In the *IPv6 settings* task, if a user clears the *Prefix Length* setting and clicks *Apply*, a default value of 64 appears and an error message is displayed stating that the setting cannot be applied. To work around this issue, enter valid values for *Prefix Length* and do not leave this setting blank.

“Fax Transmit Level” and “Fax Receive Threshold” Input Error

Under *Settings* → *MFP* → *Special Configuration/Debug (Print Server)*, for both *Fax Transmit Level* and *Fax Receive Threshold*, input from the keyboard is accepted only if there are values already present in the fields. To work around this issue, always modify existing values; do not highlight a value and press *Delete*.

Fax Holding Schedule Does Not Report Errors

The Fax Holding schedule does not report errors if multiple actions are scheduled at the same time.

Command Line Cannot be Executed on a Remote Windows Machine

An error is displayed when a user attempts to execute a command line on a remote Windows machine while creating a new action in MarkVision Messenger. Messenger cannot run the command because the remote host does not provide the necessary Rexec service.

PIN Cannot be Entered in Red Hat Enterprise Linux Client 5

In the MVP client under *Settings* → *Security* → *Advanced Security* → *Building Blocks* → *PIN*, users cannot enter a value in the PIN field. To work around this issue:

1. Go to *System* → *Preferences* → *More Preferences* → *SCIM Input Method setup*.
2. Select the keyboard and un-check the *Embed Predit String into Client Window* option.
3. Go to *Panel* → *GTK* and un-check all options present.

For more information, visit the following URLs.

- <http://java.sun.com/javase/6/webnotes/ReleaseNotes.html>
- <http://www.cs.wisc.edu/twiki/bin/view/CSDocs/RhelFiveFaq5>

Double-Byte Character Set (DBCS) Issues

- DBCS characters cannot be entered for custom paper names from *Configuration* → *Paper Menu* → *Custom Name* on a device’s embedded web page. To work around this issue, enter DBCS characters for custom paper names only from within MVP and not from the embedded web page.
- When running Windows XP or Windows Vista, the import certificate GUI may disappear when characters are entered through the Chinese Input Method Editor. If this happens, un-check the *At-carat* option from the context menu and try again.
- DBCS characters are not supported in passwords at this time.

- If a user enters more than thirteen DBCS characters into the “Custom Message,” “Default,” or “Alternate” fields under *Settings* → *Printer* → *Custom Messages*, after the user clicks *Apply*, the fourteenth character is displayed as a small box.
- The “Language” drop-down list under *General Settings (Printer)* contains the options “???” and “?esky.” If a user sets the language to “???” the device policy does not fetch anything from the printer and an error is generated.
- For the E460 and X658de devices, if a user enters DBCS characters into the “Custom Message” fields under *Settings* → *Printer* → *Display Messages*, after the user clicks *Apply*, the DBCS characters are displayed as question marks (????).
- For the X543 and X544 devices, when the printer’s operator panel language is set to Traditional Chinese, the *Operator Panel* task in MVP does not display the Chinese characters. When the printer’s operator panel language is set to English, the *Operator Panel* task in MVP displays “Ready.” However, if a user clicks the *Menu* button, the MVP operator panel display goes blank.
- For the X651de, X652de, X654de, X656de, and X658de devices, if a user enters more than ten DBCS characters into the “Custom Text 1” or “Custom Text 2” fields under *Settings* → *Printer* → *Displayed Information*, after the user clicks *Apply*, the DBCS characters are not displayed.
- The LCD display on the C540, C543, and C544 devices does not wrap DBCS characters correctly.

“LDAP Configurations” Window Clipping Issue

When a user is setting configuration preferences in the *LDAP Configurations* window, incorrect clipping of the text box may occur due to the mode in which Windows is running. To correct this, change the Windows theme to “Classic.”

Distorted Drop-Down Lists in Safari Browser

When the MVP web client is launched in the Safari web browser, all drop-down lists appear distorted. Some options in the drop-down lists are crowded together and some options are cut off at the top or bottom.

“Top Bin Timeout” Setting Issues

The value “0” cannot be applied to the *Top Bin Timeout* setting under *Settings* → *Printer* → *General Settings*. If a user sets the value of *Top Bin Timeout* to “0” and applies this setting, the “Disable” option is automatically selected.

There is also an inconsistency in the range of values that can be applied to the *Top Bin Timeout* setting. The range of possible values for this option is different depending on whether one device is selected or multiple devices are selected. If one device is selected, *Top Bin Timeout* has a range of “0-255.” If multiple devices are selected, *Top Bin Timeout* has a range of “5-255.”

Limitations for Creating a Printer Driver

- Creating a printer driver from an older operating system to a newer operating system (i.e. Windows XP to Windows 2003) is currently not possible.
- Creating a printer driver between the same level of operating system (i.e. Windows XP to Windows XP) remotely is currently not possible.
- Creating a printer driver in the Windows Vista operating system either locally or remotely is currently not possible.
- When users try to create a print object from a client while connecting through a remote MarkVision Server, the driver displays the following error message: “No installable drivers found.” This is only a problem when the client is connected through a remote server.

Launching MVP Messenger in Windows Vista

When using Internet Explorer 7 with Windows Vista, users cannot launch the MVP Messenger from the MarkVision web client. Use one of the following workarounds.

1. Navigate to *Internet Options* → *Security* and select the *Local intranet* icon. Next, uncheck the *Enable Protected Mode* box and click *Apply*. Then click *OK* and restart Internet Explorer.
2. Launch Internet Explorer 7 as an administrator (right-click and click *Run as administrator*).

Contact Name and Location Not Populated in Custom Table

When users create a custom table, if the number of columns displayed is limited, the *Contact Name* and *Contact Location* fields are populated correctly. If the custom table is created with all columns displayed, the *Contact Name* and *Contact Location* fields are not populated.

“Page Mode” Option Disappears After Unacceptable Value is Applied

When an unacceptable value is applied to multiple devices in the *Page Mode* field under *Settings* → *Printer* → *General Settings*, an error message should appear. Instead, the unacceptable value is applied, causing the *Page Mode* option to disappear under *General Settings* for each device. To restore the *Page Mode* option, re-select all of the devices and then apply a valid value to *Page Mode*.

MVP Client Fails to Launch After Migration to MVP 11.2

In some very rare instances, after a user migrates from MVP 11.1 to MVP 11.2 on Windows platforms, the MVP client fails to launch. This occurs when the client JRE files are not copied properly to the `C:\Program Files\MarkVision Professional\jre` directory during the migration install. To work around this issue, copy the MarkVision Server JRE folder (located in `C:\Program Files\Lexmark\MarkVision Server\jre`) to the client JRE location, then launch the MVP client.

DEVICE SPECIFIC ISSUES

Lexmark C500, X342

Cartridge Percentages Not Displayed

These devices do not report cartridge percentages. As a result, "Unknown" is displayed for each cartridge in the *Supplies* task.

Lexmark C520, C522, C524, C780n, C782n, C935

Missing Data in Printer Device Policies

Printer device policies generated from these devices may not include Users Table and Hosts Table (Print Permissions) data when the policy is edited. Currently, the only workaround is to re-enter hosts and user values.

Lexmark C540, C543, C544, E260, E360

Diagnostics Configuration Page Sometimes Shows Incomplete Data

For these devices, the *View* → *Diagnostics* → *Configuration Page* task may show incomplete data (device data only, no diagnostics information).

Lexmark C540, C543, C544, E460

Date/Time Field Issue in Event Log

After selecting a device, if a user navigates to *View* → *Diagnostics* → *Event Log*, the system sometimes reports incorrect values for the date and time. This problem occurs when the system time is not updated. Usually, device crashes are a common source of this kind of problem, especially when occurring in the early stages of Power On Reset. The "???" is an indication that this problem may have occurred.

Lexmark C760, C762

"Restricted Server" Setting Not Populated Correctly

When a Print Server policy is generated, the *Restricted Server* setting is not populated correctly. To work around this issue, manually edit the value for this setting.

Supply Type Not Displayed

When a user discovers a C760 or C762 device and attempts to view the supply type by going to the *View* → *Supplies* menu, nothing is displayed.

Lexmark C780n, C782n

"Toner Darkness" Not Available

Toner Darkness is not available in the *Settings* → *Printer* → *Finishing* task.

Lexmark E260, E360, E460

Emulation Setting Cannot Be Changed from Device Policy

The value of *Printer* → *General Settings* → *Emulation* cannot be changed from a device policy based on a specific device if the *PPDS > Active* setting under the device policy is activated (checked). To work around this issue, un-check *PPDS > Active* before changing and applying the emulation setting.

Lexmark Forms Printer 2580, 2581, 2590, 2591

Device Policy-Related Issues

- Settings nodes appear under the Print Server device policy instead of under the Printer device policy where a user may expect to find them.
- The *Configure Macro* table in the *Settings* → *258x/259x* → *Configure* menu is not supported in device policy.

Macro-Related Issues

- When the default macro is set to “Disable macro” on the device’s embedded web page, the default macro value (in MVP in the *Settings* → *258x/259x* → *Configure* menu) appears blank when it should appear as disabled.
- After the “Disable macro” option is applied, it is no longer displayed as an option. After any other Macro (1 to 4) is applied, the “Disable macro” option is available.
- In the *Configure Macro* table (in the *Settings* → *258x/259x* → *Configure* menu), converted values of “Top-of-Form ***” columns may differ slightly if centimeter units are used when set from MarkVision.

Wait Period for Automatic Device Resetting

Users may have to wait for some time after applying any settings that result in automatic device resetting.

Lexmark T620, T622

“Special Configuration/Debug (Printer)” Task Not Supported

The *Special Configuration/Debug (Printer)* task under *Settings* → *Printer* is not supported on these devices.

Lexmark X500 Series

Firmware Limitations

Due to firmware limitations:

- The *Actions* → *Reset* task is not supported.
- The value of *Gateway Address* is not populated in the *Feature Overview (Print Servers)* task.
- The *Supplies* task and the *Custom View* component are not supported.

Lexmark X543, X544

Unsupported Page Counts

The following page counts are not supported in the *Page Counts* task or in *Custom Tables*.

- Copy Page Count
- Fax Page Count
- Copy Scan Count
- Network Scan Count
- Fax Scan Count

Lexmark X560n

Incorrect Printing Speed Displayed

For this device, *Speed* is incorrectly displayed as “0 – Impressions Per Minute” in MVP under *Feature* → *Capabilities*. The device’s embedded web page displays the correct speeds of 20 Pages/Minute (Color) and 30 Pages/Minute (Mono).

Lexmark X644e, X646e

“DST Mode” Value Not Retrieved When Editing A Device Policy

The value for the *DST Mode* setting under *Settings* → *Network* → *Date/Time* is not retrieved when a user edits a device policy. In addition, MarkVision may report an error when a value is applied to this setting even though the value has been applied successfully.

Lexmark X642e, X644e, X646e, X850e, X852e, X854e, X940e, X945e

“Menus” Setting Not Visible for Multiple Devices

The *Menus* setting under the *Settings* → *Security* → *Basic Security* → *Manage Function Access* task is not visible when multiple devices are selected. This setting is only visible when individual devices are selected.

Lexmark X651de, X652de, X654de, X656de, X658de

Scanner Jam Alert Not Displayed Correctly

When a scanner jam occurs, the “Scanner Jam” alert is not displayed correctly under *View* → *Status of Printer*. An incorrect alert that says “Scanner ADF Cover Open” is displayed instead of the correct “292.00 Scanner Jam” alert.

Fax Cover Page Settings Not Supported

Fax Cover Page settings are not supported for these devices.

Lexmark X940e, X945e

Missing Check Box for “Enable PPM Mib”

When navigating to *Settings* → *Security* → *Device Security* → *SNMP*, users should find a check box called *Enable PPM Mib*; however, this check box currently does not exist.

Lexmark X940e, X945e, C935

Specific Settings Always Included in Device Policy Creation

When a user creates a device policy based on a specific device under the *E-mail Alert Setup* node, the following settings are always included, regardless of whether a finisher is attached to the device.

1. (List 1 Supplies) Hole Punch Box
2. (List 1 Supplies) Staples
3. (List 2 Supplies) Hole Punch
4. (List 2 Supplies) Staples

UNSUPPORTED SETTINGS

The following device settings are not supported in MarkVision Professional 11.2. MarkVision is continually updated to expand device support. Support for these settings may be added in a future release.

Setting	Device(s)	Location on Embedded Web Page
Blank Pages	X651de, X652de, X654de, X656de, X658de	Settings → Finishing
Character encoding	X651de, X652de, X654de, X656de, X658de	Settings → Security → Kerberos 5
Color Dropout	X651de, X652de, X654de, X656de, X658de	Settings → Fax Send Settings
Color Dropout heading	X651de, X652de, X654de, X656de, X658de	Settings → Default Settings → E-Mail/FTP Settings → E-Mail Settings → Color Dropout
Custom Background Image	X651de, X652de, X654de, X656de, X658de	Settings → General Settings
Custom Scan Sizes	X543, X544, X651de, X652de, X654de, X656de, X658de	Settings → Paper Settings
Defective Cartridge	C540, C543, C544, E260, E360, X543, X544, X651de, X652de, X654de, X656de, X658de	Settings → E-Mail Alert Setup
Dialing Prefix Rules	X651de, X652de, X654de, X656de, X658de	Settings → Fax Send Settings
Enable Color Fax Receive	X651de, X652de, X654de, X656de, X658de	Settings → Fax Receive Settings
Envelope Enhance +	T650, T652, T654, X651de, X652de, X654de, X656de, X658de	Settings → Paper Menu
Feed Direction	X543, X544	Settings → Paper Settings → Universal Setup → Portrait Height
Font Name	E260, E360, E460	Settings → Print Settings → PCL Emul Menu
Font Source	E260, E360, E460	Settings → Print Settings → PCL Emul Menu
Fuser	C920	Settings → E-Mail Alert Setup
Home screen customization	X651de, X652de, X654de, X656de, X658de	Settings → General Settings
HTTPS Device Certificate	All supported devices	Settings → Network/Ports → TCP/IP
Import Fax Logo	X651de, X652de, X654de, X656de, X658de	Settings → Fax Send Settings
Invalid Cartridge	C540, C543, C544, E260, E360, X543, X544, X651de, X652de, X654de, X656de, X658de	Settings → E-Mail Alert Setup
Maintenance Kit	X651de, X652de, X654de, X656de, X658de	Settings → E-Mail Alert Setup

Oil Coating Roll	C920	Settings → E-Mail Alert Setup
One Page Copy	X651de, X652de, X654de, X656de, X658de	Settings → General Settings
Photo Developer	C920	Settings → E-Mail Alert Setup
PictBridge Menu	X544	Settings → Print Settings
Pitch	E260, E360, E460	Settings → Print Settings → PCL Emul Menu → PCL Emulation Settings
Register Domain	T650, T652, T654, X651de, X652de, X654de, X656de, X658de	Security → Edit Security Setups → NTLM
Replace Waste Toner	C540, C543, C544, E260, E360, X543, X544, X651de, X652de, X654de, X656de, X658de	Settings → E-Mail Alert Setup
Resource Capture	X651de, X652de, X654de, X656de, X658de	Settings → IPDS Settings → IPDS Configuration
Restricted Server List	All supported devices	Settings → Network/Ports → TCP/IP
Scan Preview	X651de, X652de, X654de, X656de, X658de	Settings → Fax Send Settings
Scanner	X543, X544, X651de, X652de, X654de, X656de, X658de	Settings → E-Mail Alert Setup
Select Device Certificate	E460, T650, T652, T654, X651de, X652de, X654de, X656de, X658de	Settings → Security → IPsec
Separator Sheets	X651de, X652de, X654de, X656de, X658de	Settings → Finishing
Separator Source	X651de, X652de, X654de, X656de, X658de	Settings → Finishing
Symbol Set	E260, E360, E460	Settings → Print Settings → PCL Emul Menu
Transfer Belt	C920	Settings → E-Mail Alert Setup
Tray 5 Adjust	Devices with 5 trays and an IPDS card	Settings → IPDS Settings → IPDS Configuration
Tray Renumber	E260, E360, E460	Settings → Print Settings → PCL Emul Menu
Universal Setup	C540, C543, C544, E260, E360, E460	Settings → Paper Menu
Zero Configuration Name	All supported devices	Settings → Network/Ports → TCP/IP

DISPLAYED SETTINGS DIFFERENCES

The following differences exist between the settings displayed for a device in MVP 11.2 and the settings displayed on the device's embedded web page.

“E-Mail Alert Setup” Supply Settings Differences

For the C520, C522, C524, T640, T642, T644, and W840 devices, the *E-mail Alert Setup* supply settings listed in MVP are different than the supply settings listed on the embedded web pages. Settings that appear only on the embedded web pages are not supported in MVP 11.2.

Device(s)	Supply Settings Displayed in MVP	Supply Settings Displayed on Embedded Web Page
C520, C522, C524	Toner Cartridge, PC Units, Waste Toner, Paper Handling	Toner Cartridge, Fuser, Waste Toner, Transfer Belt, PC Units, Paper Handling
T640, T642, T644	Toner Cartridge, PC Units, Waste Toner, Paper Handling	Toner Cartridge, Fuser, Paper Handling
W840	Toner Cartridge, Waste Toner, PC Units	Toner Cartridge, Fuser, PC Units

“Enable Receive Fax” And “Enable analog receive”

For the X651de, X652de, X654de, X656de, and X658de devices, the *Enable Receive Fax* setting is displayed in MVP under *Settings* → *Fax* → *Print Server* → *Fax Server Default Scan Setup* when Fax Mode is set as Fax Server. On the embedded web pages for these devices, this setting is called *Enable analog receive*. If a change is made to the *Enable Receive Fax* setting in MVP, the change is not reflected in the *Enable analog receive* setting on the embedded web page.

“NO_DROPOUT” Color Dropout Option

When multiple X651de, X652de, X654de, X656de, and X658de devices are selected, the *Color Dropout* drop-down list under *MFP* → *Scan to Network Settings* → *FTP Settings* contains an option called “NO_DROPOUT.” This setting should be called “None;” however, selecting the “NO_DROPOUT” option will apply the correct “None” setting.

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