



# Lexmark Cloud Services Version 2019R3 Release Notes

## Overview

Lexmark™ Cloud Services is a fully featured and integrated cloud-based website that is composed of the following components:

- **Account Management**—Supports the management of users and their access to the system
- **Fleet Management**—Supports the discovery, configuration, and management of printers
- **Print Management**—Supports the management of print jobs, delegates, and user quotas
- **Analytics**—Supports the reporting on usage and printer activities

This document provides information on the versions of Lexmark Cloud Services and its release history.

## Release history

### Version 2019R3, released January 2020

#### Account Management

- Removed Add Partner Administrator to an organization as an option and replaced it with child organization access groups.
- The organization administrator can now create a group that allows users in the group to have all roles assigned to that group on all child organizations. This feature is the Child Organization Access Group option in the Group user interface.
- Added an option to let a PIN expire after a certain period.
- Removed the following roles:
  - Hybrid Print Management Helpdesk
  - Print Release Management Helpdesk
  - Print Release Management Alternative File Conversion
  - Print Release Management Document Accounting
  - Print Release Management Document Submission E-Mail
  - Print Release Management Document Submission Mobile

#### Fleet Management

- Added the option to post notifications about service or toner orders to the printer control panel.
- Added the option to show supplies and printer alerts for assets. Supplies and printer alerts are shown near real time in the Fleet Management web portal.
- Added the option to see an aggregate list of all printers for partners. The list is view-only and no actions are allowed in this view.
- Added the option to export fleet data to a CSV file. Fleet data is based on current filters and the view applied. The Export feature works for a single organization or aggregate view.
- The system now collects more printer data, such as supplies coverage (current and lifetime), page count based on tiered coverage, and duplex pages.
- Added two new standard views.
  - **Supplies coverage**—Shows more supplies data collected from printers.
  - **Operational**—Shows data related to assets and associated agents.
- Added the option to update the location, asset tag, and contact information from the printer details page in the Fleet Management web portal.

- Added the following applications to the applications catalog:
  - Background and Idle Screen
  - MyShortcut/Shortcut Center
  - Scan to Hard Disk
  - QR Code Generator
  - Keyboard Reader Driver
  - Omnikey 5427ck Card Reader Driver
- The Printer Enrollment Tool now enforces a minimum firmware requirement for the Printer Configuration Agent during enrollment.
- The Printer Enrollment Tool now fixes incorrect date and time during enrollment.
- The Printer Configuration Agent has new capabilities:
  - Show the latest job performed by the Printer Configuration Agent, including the date, time, and status.
  - Test the connection.
    - Check the Printer Configuration Agent connectivity to Lexmark Cloud Services.
    - Check if Printer Configuration Agent has the appropriate printer credentials and permissions to perform its function.
  - Update the Printer Configuration Agent credentials so it can perform successfully.
- Added an integration client for the E-automate software (pilot only).
- Added the option to change the order of settings in a configuration.

## Print Management

- Changes for Cloud Print Management
    - **Web portal changes**
      - Quotas have been redesigned into definitions and assignments.
      - Quotas are no longer based on groups, and now use cost centers and departments from Account Management.
      - Hybrid print jobs are now shown in the user's print queue, and the separate Hybrid user interface has been removed.
      - Retention settings are now moved to the Organizational Policy page.

The following features can now be enabled through the Organizational Policy page.

      - Print job delegation
      - E-mail submission
      - Print quotas
      - The Lexmark Cloud Print Management for Chrome extension is now available as a client download.
      - Users can no longer be added or imported under the Administration tab.
      - Print Management groups are no longer supported.
      - Hybrid print jobs are now included in the user's printing quota.
    - **Lexmark Print Management Client changes**
      - The Universal Print Driver is updated to version 2.14.1.
      - Added support for new Hybrid Print Management APIs.
      - Added support for new Cloud Print Management APIs.
      - Added support for authenticated and non-authenticated proxy.
- Note:** Updating the Lexmark Print Management Client loses the Hybrid print jobs that are in the print queue. Print jobs to be printed after the update must be submitted again.
- **eSF applications changes**
    - Users can change the print options for Cloud jobs before printing.
    - If users choose to keep jobs after printing, then the modified print settings for the document are saved.
    - Print option modifications may be applied to the document when releasing a single job.
  - Added support for authenticated proxy.

## Analytics

- Added the Paper Type and Paper Size graphs in the Organization, Department, Cost Center, and User overview reports.
- Added the Coverage Tiers chart in the Printer Hardware Statistics report.

## Version 2019R2.14, released October 2019

### Planned maintenance update

- General system maintenance.
- Updated the reporting service in federated environments.

## Version 2019R2.13, released October 2019

### Printer Configuration Agent

- EU update only.
- The Printer Configuration Agent is updated automatically.

## Version 2019R2.12, released October 2019

### Planned hotfix and general system maintenance update

Fixed an issue affecting check box selection. This issue appears in browsers based on Chromium™ open source project version 77 or later.

## Version 2019R2.11, released September 2019

### Planned maintenance update

Scheduled database maintenance to improve performance and stability.

## Version 2019R2.10, released September 2019

### Planned maintenance update

Updated the Printer Configuration Agent on enrolled devices to version 2.1.20 to address security vulnerabilities.

#### Notes:

- For more information on updating the Printer Configuration Agent, see the [help information documentation](#).
- If the eSF application does not appear, is stopped, or is disabled after the update, then see the [help information documentation](#).
- If there are errors or issues after the update, then see the [help information documentation](#).

## Version 2019R2.9, released August 2019

### Planned maintenance update

This update is only for the European data center. Updated the Printer Configuration Agent on enrolled devices to version 2.1.20 to address security vulnerabilities.

#### Notes:

- For more information on updating the Printer Configuration Agent, see the [help information documentation](#).
- If the eSF application does not appear, is stopped, or is disabled after the update, then see the [help information documentation](#).
- If there are errors or issues after the update, then see the [help information documentation](#).

## Version 2019R2 Hotfix, released August 2019

### Lexmark Cloud Services eSF applications

Important security fixes, including certificate validation changes.

## Version 2019R2, released May 2019

**Note:** This release does not require any customer action. No immediate changes to your configuration or environment are necessary.

### Cloud Print Management

#### Client workstation applications

- **New**

- Added an icon for Lexmark Print Management Client (LPMC) to the Windows system tray or to the Mac status menu.
- Added a feature to log out from Cloud Print Management from the LPMC icon.

**Notes:**

- Logging out deletes the user's login information on Cloud Print Management and Hybrid Print Management from the workstation. This feature requires users to log in again during their next print job submission using Cloud Print Management or Hybrid Print Management.
- Logging out deletes all Hybrid print jobs that are currently held on the user's workstation. Print jobs that are already submitted to the user's Cloud Print Management print queue are not affected when the user logs out.

- **Updated**

Updated the Universal Print Driver to version 2.14.

### Fleet Management

#### New

- Added the Views feature for customizing the asset information shown in the Printer Listing page.

**Note:** Views are shared at the partner level. Any user in the partner organization can edit or delete Views.

The following views are system generated, and cannot be edited or deleted:

- Standard (Default view)
- Configurations
- Meters
- Supplies

The Views feature lets you do the following:

- Search a name.
- Create a view, and then make it a default.

**Notes:**

- The default view is shown in bold.
- A user-created view can be edited or deleted any time.
- Manage views by editing, deleting, or copying them.
- Select a column for quick viewing of the asset data.

**Note:** Views that are not the default reset after logging out of Lexmark Cloud Services.

- Added the toner levels (black cartridge, cyan, magenta, and yellow) in the Printer Listing and Printer Details pages.

## Configuration Management

### • New

- Added support for the following in the resource library:
  - Universal Configuration File (UCF)
  - Settings bundle
  - Importing eSF applications
- Added the following eSF applications to the application catalog:
  - Email to Self
  - Scan Center
  - Scan to Network
  - Cloud Connector
  - Cloud Print Management

**Note:** The Cloud Print Management with Idle Screen and Cloud Print Management without Idle Screen applications are removed. "Enable Idle screen" is now a setting of Cloud Print Management. This update does not require any customer action. No immediate changes to your configuration or environment are necessary.

- Added the following application features:
  - Restore default
  - Expand all
  - Collapse all
- Added a feature for deleting the following:
  - Deployed configurations and resources
  - Resources that are assigned to configurations
- Added support for copying configurations between organizations.

### • Updated

- Configurations can now contain the following:
  - Settings using a UCF
  - Settings bundle
  - Imported eSF applications

**Note:** Added eSF applications can be imported directly into a configuration or imported to the resource library. After an application is imported, it is shown in the application catalog by default.

## Analytics

### • New

- Added a report for the following:
  - Organization that shows the hardware statistics for all printers in the organization.
  - Multi-tenant Partner Organization that shows the hardware statistics for all printers in all Customer Organizations.
- Added support for up to 10 customizable dashboards.
- Added support for searching for printers using their asset tag.

### • Updated

- Improved the Users report to support the following time frame information:
  - Department and Cost Center memberships show the start and end dates for each user.
  - For existing users before the Lexmark Cloud Services version 2019R2 release, the following are implemented:
    - For users with print activity, start dates are shown based on their first print activity in their current Department or Cost Center.
    - For users without print activity, **April 1, 2019** is assigned as their start date.

- For existing deleted users before the Lexmark Cloud Services version 2019R2 release, the following are implemented:
  - For users with print activity, the end dates are shown based on their last print activity plus one day.
  - For users without print activity, **April 1, 2019** is assigned as their end date.
- The per-day and per-week activity bar charts, such as the Print Usage (Impressions) chart on the Overview reports, are now based on the user's time zone. The time zone is set to that of the user's computer instead of UTC.
- Improved the usage of local languages in exported CSV data tables.
- Improved the user experience when editing the dashboard layout.

## Account Management

### • New

- Added the following predefined groups with specific roles to reduce administrative work:

#### Admin

- File Service Administrator
- Fleet Management Administrator
- Hybrid Print Management Administrator
- Organization Administrator
- Print Release Management Administrator

#### Fleet Management

- File Service Administrator
- Fleet Management Administrator

#### Help Desk

Help Desk

#### Reporting

- Fleet Management Reporting Analyst
- Print Release Management Reporting Analyst

### Notes:

- The new groups and roles are added to organizations that existed before the Lexmark Cloud Services version 2019R2 release.
- Changes are not made to an organization where existing groups have the same name of groups that are provided with the Lexmark Cloud Services version 2019R2 release.

### • Updated

- Moved the Printer Login setting to the Users menu.
- Updated the process for deleting child organizations to avoid accidental removal.

**Note:** You can delete only one organization at a time. A prompt requires you to type the organization name correctly to confirm deletion.

## Lexmark Cloud Services eSF applications

### Features

- Added new screens to improve user experience during registration.
- Removed badge registration through a secure login code. Federated customers use the e-mail registration link only to register a badge on the printer control panel.
- Added PIN lockout if the user enters invalid PIN 10 times.
- Updated strings for user interface and error messages.

## Fixes

- Fixed deployment issues caused by freezes and thread leaks.
- Cloud Authentication version 2.2.13.1—Added the setting Warn if no card reader is attached to let you use the printer without the card reader attached.

**Note:** Fixes are to be ported to Lexmark Cloud Services version 2019R3.

## Version 2019R1.5, released April 2019

Fixed a My Account page issue where some users cannot set a PIN or request a Secure Login code.

## Version 2019R1.4, released April 2019

Fixed the Generate Login Code setting when manual or secure login is disabled to improve usability.

## Version 2019R1.3, released March 2019

Updated the Printer Configuration Agent to prepare for updates after the version 2019R2 release.

## Version 2019R1.2, released February 2019

Fixed a Printer Enrollment Tool issue when more than 100 child organizations are enrolled.

## Version 2019R1.1, released February 2019

Fixed an import issue for federated accounts when PINs are registered using custom attributes.

## Version 2019R1, released February 2019

### Updated

- Updated the format of the release version number to include the release year and order. For example, 2019R1 is the first version release for 2019.
- Enhanced security.

**Note:** This release does not contain new features or functions to Lexmark Cloud Services. There are no changes at the user level.

- Added the [Lexmark Cloud Services Status Dashboard](#) notification system. This feature provides the status and subscription for notifications of upcoming scheduled maintenance and incidents.
- Updated the "Terms of Use Agreement" for Fleet Management.

## Version 2.0, released December 2018

**Note:** This release has an update that affects future bulk badge imports. For more information, see [New CSV header](#).

### Server Communication

#### New

Added support for the printer HTTP proxy settings of the following Lexmark Cloud eSF applications:

- Print Release
- Cloud Authentication
- Device Usage
- Embedded Agent

## Cloud Print Management (Cloud Print Management and Lexmark Print Management Client)

### Updated

Changed the client workstation print queue names for Mac and Windows computers to the following:

- From **LPM Cloud - *driver*** to **Cloud Print Management - *driver***
- From **LPM Serverless - *driver*** to **Hybrid Print Management - *driver***

Where ***driver*** is the driver name.

**Note:** After upgrading to Lexmark Cloud Services version 2.0, both the old and new print queues are present and functional.

## Fleet Management (previously Printer Configuration)

### • New

- Added support for users to restart one or more printers remotely and see the time of the last known reboot for every printer.
- Added an expanded log support (Event, History, Security, and Fax).

#### Notes:

- All log requests before the version 2.0 release automatically expire during this release.
- The Lexmark Cloud Services stores only one log of each type at a time for every printer.
- Only some devices support all log types.
- Added a click-through agreement for Fleet Management users.
- Added support for unenrolling printers from the Printer Details page.

### • Updated

- Updated the Fleet Management interface, such as the following:
  - Reorganization of the Printer Listing taskbar
  - Addition of quick links to the Printer Details page
- Updated the Weekly Printer Information Refresh (system job) from weekly to daily to provide more accurate device information on the following:
  - Fleet Management service
  - Device Reports
- Added the printer Asset Tag and Contact Name collections on the Printer Details page.

**Note:** Asset Tag is also available on the Printer Listing page.

- Changed the *Printer Configuration* service name to *Fleet Management*.
- Enhanced the Printer Enrollment Tool loading screen for improved performance.
- Added a task status to the Printer Listing and Printer Details pages to show whether a printer has a task in progress.
- Added support for linking directly to the Printer Hardware Statistics device report from the Printer Details page.
- Added details to a task to show the number of steps necessary to complete a task and what step the task is on during execution.
- Added more robust error handling.

## Configuration Management

### • New

- Added support for including printer firmware and applications to configurations.
- Added support for selecting the recommended Lexmark firmware as part of the configuration.
- Added support for deploying the following by using a custom link provided by Lexmark Technical Support Center or Lexmark representative:
  - Specific firmware versions
  - Custom builds
  - Engineering releases
- Added support for managing firmware resources by using a resource library.



- Added the following applications and their basic and advanced settings to the eSF application library:
  - Customer Support
  - Card Copy
  - Device Quotas
  - BSD Bundle
  - Eco-Settings
- Added the following advanced settings to configure Lexmark Print Management eSF applications:
  - Print Release—Lets users add a custom label
  - Cloud Authentication—Lets users configure the shown user name, session access control, and login profile
- Added support for configuration deployments to add the latest versions of eSF applications from Lexmark Cloud Services.
- **Updated**
  - Added support for searching and filtering eSF applications from the selection library.

## **Analytics (previously Reporting)**

- **New**
  - Added the following Printer report levels to let users run reports for specific printers based on the printer serial number:
    - **Printer Overview**—Shows data on cloud-tracked printer usage.
 

**Note:** This report does not use the internal lifetime page count of the printer.
    - **Print Job History**—Shows data on cloud-tracked print jobs of a printer.
 

**Note:** The reporting database does not save print job names and are not shown in this report.
    - **Supply History**—Shows data on supplies used in a printer while it was registered with Lexmark Cloud Services.
 

**Note:** The data collection starts after the Lexmark Cloud Services version 2.0 release.
    - **Printer Hardware Statistics**—Shows data on the lifetime page counter of a printer and its toner supply levels.
 

**Note:** The data collection starts after the Lexmark Cloud Services version 2.0 release.
  - Added a **Users** report that shows all current users in the organization and their assigned department and cost center.
 

**Note:** Removed users are shown as **Deleted User** in this report.
  - Added the Fleet Reporting Analyst and LPM Reporting Analyst roles to enable report viewing without administrative access.
- **Updated**
  - Changed the *Reporting* service name to *Analytics*.
  - Changed the document types on Overview reports to show the breakdown of printed documents. The following are the new document types:
    - Presentation
    - Document
    - Spreadsheet
    - PDF
    - Image
    - Text
    - HTML
    - Other

## **Cloud Services Home**

### **Updated**

Improved the experience when changing the card layout order.

## **Account Management: Printer Login Configuration**

- **New**

**Note:** To use the new printer login configuration options, make sure that the Cloud Authentication application is updated to the latest version.

- Added the following authentication methods:
  - Standard authentication—Lets you authenticate using the following:
    - Badge Login
    - PIN Login
    - Manual/Secure Login, such as user name and password
  - Two-factor authentication—Lets you authenticate using Badge with PIN as the second factor. The following are supported:
    - Manual/Secure Login, such as user name and password
    - PIN support
      - A PIN can have four to twelve digits, with six digits as the default length.
      - A PIN can be created using any of the following ways:
        - Generated and e-mailed automatically from Lexmark Cloud Services
        - Set by administrator
        - Set by the user
- **Updated**
  - Printer login configuration

When the Printer Login Configuration is updated, the Cloud Authentication application settings are not automatically updated to show the portal changes. However, the latest version of the Cloud Authentication application checks the server configuration at a specified interval (default is at 15 minutes) for any update. If there are any changes in the portal configuration, then the application settings are also updated.
  - E-mail badge registration

The icon on the printer home screen lets you register using the e-mail function.
  - Temporary badge support

From the printer, users can register using a temporary badge.

**Note:** A temporary badge expires after 24 hours.
  - Badge registration
    - When Manual/Secure Login is not enabled on the Printer Login Configuration page of the organization, users can register their badge from the printer using e-mail. Administrators can also register badges using CSV imports, SAML, or manually from the web portal.
    - When registering a badge using a login code (secure) or a user name and password, specify whether the badge is temporary. By default, badges are registered as permanent.
  - Added the following PIN options:
    - Badge or PIN
    - Badge and PIN (as a two-factor authentication)
    - PIN-only
  - Updated the format of the CSV upload and removed the old format. Any new badge bulk uploads must use the following new format:
    - New CSV header: **BADGE, OPERATION, EMAIL, TEMPORARY, PIN**

### Sample CSV format for Badge-only

```
BADGE, OPERATION, EMAIL, TEMPORARY, PIN
12345, CREATE, johndoe@lexmark.it, FALSE,
12343, CREATE, johndoe@lexmark.it, TRUE,
```

### Sample CSV format for Badge and PIN

```
BADGE, OPERATION, EMAIL, TEMPORARY, PIN
12345, CREATE, johndoe@lexmark.it, FALSE, 122111
12343, CREATE, johndoe@lexmark.it, TRUE, 111122
```

## Sample CSV format for PIN-only

```
BADGE, OPERATION, EMAIL, TEMPORARY, PIN  
, CREATE, johndoe@lexmark.it, FALSE, 122111  
, CREATE, johndoe@lexmark.it, TRUE, 111122
```

## Lexmark Cloud Services eSF applications

### Features

- Added support for the following authentication methods:

- Standard authentication

- Badge Login
- PIN Login
- Manual/Secure Login

- Two-factor authentication

- Manual/Secure Login
- Badge+PIN as second factor

- Printer login configuration

When the printer login configuration in Lexmark Cloud Services is updated, the Cloud Authentication application settings are not updated automatically. The Cloud Authentication application checks the Lexmark Cloud Services configuration at a specified interval for any updates. The default interval is 15 minutes. If there are any changes in the configuration, then the application settings are also updated.

**Note:** The Cloud Authentication application enforces the printer login configuration set in Lexmark Cloud Services. The login settings in the application configuration page cannot be modified.

- E-mail badge registration

The icon on the printer control panel lets you register your badge using the e-mail function.

- Temporary badge

From the printer, users can now register using a temporary badge.

**Notes:**

- A temporary badge expires after 24 hours.
- When registering a badge using a login code, or a user name and password, the user can specify whether the badge is temporary. By default, badges are registered as permanent.

## Version 1.3, released September 2018

### Features

- **Printer Configuration**

- **Updated the administrator workflow for creating configurations**—For more information, see the Administrator's Guide.
- **Migration of existing configurations**—Because of an architecture change, all existing configurations are deleted. Some configurations are recreated and are appended with **migrated** in the configuration name.
- **Applications in configurations**—Starting with Lexmark Cloud version 1.3, configurations use the latest versions of applications when deployed.
- **Start or stop functions for eSF applications on multifunction products**—Depending on their roles, administrators can start or stop one or more eSF applications from the Printer Listing and Printer Details pages. For information on managing applications, see the Administrator's Guide.
- **Added the following columns in the Printer Listing table:**
  - Serial Number
  - Color Capability
  - Fax
  - Printer Type

- Duplex
- Hard Drive
- **Replaced Undelivered statuses with Pending**—Clarifies the state of operations in the Printer Configuration web portal and in the Start and Stop features.
- **Print Management**
  - Updated the Lexmark Universal Print Driver to version 2.13.1 on the Lexmark Print Management Client and Universal Print Driver (LPMC/UPD) Combined Installer.
- **Reporting**
  - **Added the Cost Center report level**—This level generates reports based on the cost centers that are assigned to users in the User Accounts web portal.
  - **Added the Cost Center column**—This column shows the cost center, department, and group information in existing reports.
  - Added monochrome and color impression counts in the following:

Report	Section
Organization Overview	<ul style="list-style-type: none"> <li>• Most Used Printers</li> <li>• Top Users</li> </ul>
Department Overview	<ul style="list-style-type: none"> <li>• Most Used Printers</li> <li>• Top Users</li> </ul>
Group Overview	<ul style="list-style-type: none"> <li>• Most Used Printers</li> <li>• Top Users</li> </ul>
Cost Center Overview	<ul style="list-style-type: none"> <li>• Most Used Printers</li> <li>• Top Users</li> </ul>
User Overview	<ul style="list-style-type: none"> <li>• Most Used Printers</li> <li>• Top Users</li> </ul>
Usage Analysis	<ul style="list-style-type: none"> <li>• Most Used Printers</li> <li>• Least Used Printers</li> <li>• Top Users</li> </ul>
Printer Activity	Print Activity
User Usage	Print Activity
Customer Usage	Print Activity
Department Usage	Print Activity
Group Usage	Print Activity
Cost Center Usage	Print Activity
Customer Usage Detail	Print Activity
Department Usage Detail	Print Activity
Group Usage Detail	Print Activity
Cost Center Usage Detail	Print Activity
Print Job History	Print Activity

- Added a stacked bar chart that shows monochrome and color impression counts in the following:

Report	Chart
Organization Overview	Print Usage (Impressions)
Department Overview	Print Usage (Impressions)
Group Overview	Print Usage (Impressions)

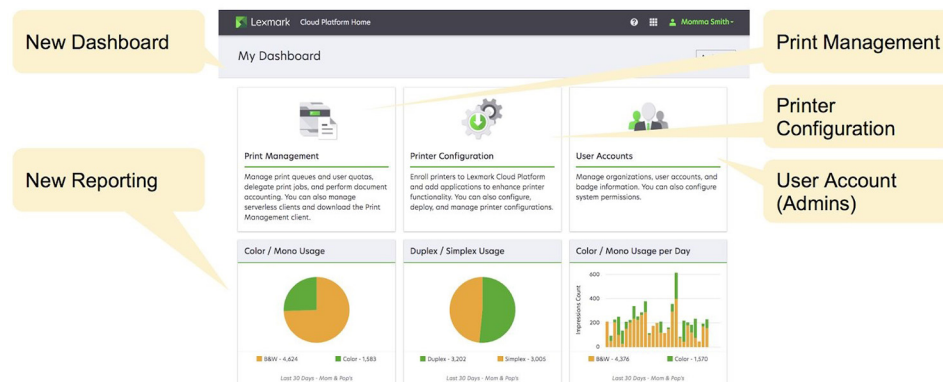
Report	Chart
Cost Center Overview	Print Usage (Impressions)
User Overview	Print Usage (Impressions)

## Version 1.2, released August 2018

### Features

#### • New

- Lexmark Print Management Cloud user and administrator dashboards.



- Reporting capabilities that offer quick access to reports and up-to-date activity graphs. The dashboard is customizable per user or administrator, and offers more information than the previous versions. The new Reporting web portal replaces the Print Management reporting feature.
- Enhanced user-identity federation capabilities (single sign-on).
- GDPR compliance updates:
  - Right to be forgotten.
  - Personally identifiable information of the user is scrubbed from the system upon deletion.
  - User data storage is made sure to remain in-region.
- Support for new Lexmark hardware announced on June 19, 2018.

**Note:** Users who use browser bookmarks for pages in the User Accounts, Printer Configuration, and Print Management web portals must update their links. The URLs have been shortened to be more concise. The URL for the Lexmark Cloud (cloud.lexmark.com) landing page has not changed.

#### • User Accounts

- Enhanced the “importing of users using a CSV file” feature.

**Note:** CSV files created before version 1.2 must be updated with the new format.

- Lexmark partners can create and administer their customers’ accounts.
- Removed the ability for a company to create child organizations.
- Alternate Document Conversion is now an organization permission and must not be assigned at a user or group level.

#### • Printer Configuration

- More features for updating printer and viewing device information include the following:
  - Update to the latest firmware.

**Note:** For Lexmark CS720, CS725, CX725, CS820, CX820, CX825, CX860, CS920, and CX920 printer models, this feature requires the printers to be at firmware version yyyy.050.xxx or later.

- View the current firmware version.
- View the version of the installed applications.

- Added the following features:
  - Remove specific applications that are installed on printers.
  - View page counts on the enrolled device list.
  - Deploy eSF applications, settings files, or Lexmark VCC bundle files to printers.

**Note:** Updating devices with VCC bundles only applies to settings. Applying eSF applications in VCC bundles is not supported.
- Enhanced the Printer Enrollment Tool to include mDNS support and SNMP v3 support.
- Enhanced user interface.
- Updated existing configurations with the URL changes. Deploying a configuration from a previous release installs newer versions of the LPM applications.
- To enable new features, all printer configuration agents are updated.
- Removed the Location and Features columns from the device table, but users can still filter and search based on location and printer features. The Location column is replaced with the lifetime page count information. The Features column is replaced with the firmware status information.

- **Print Management**

- Upgraded the Lexmark Print Management Client (PC software) to include the Lexmark Universal Print Driver version 2.13.0.
- Administrators can now change the settings on how long print jobs are retained while waiting to be released. The range is from 1 hour to 7 days. The default setting for new customers is 1 hour. Existing customers remain at their previous setting.



- Improved badge login experience for companies that do not assign user quotas.
- Updated the Document Conversion Service for converting Microsoft Office documents.
- Users can see report cards when logging in to the web portal.
- Updated the e-mail addresses used for e-mailing print jobs:
  - North and South America: cloudprint@lexmark.com
  - Europe, Asia, Africa, and Australia: cloudprint.eu@lexmark.com

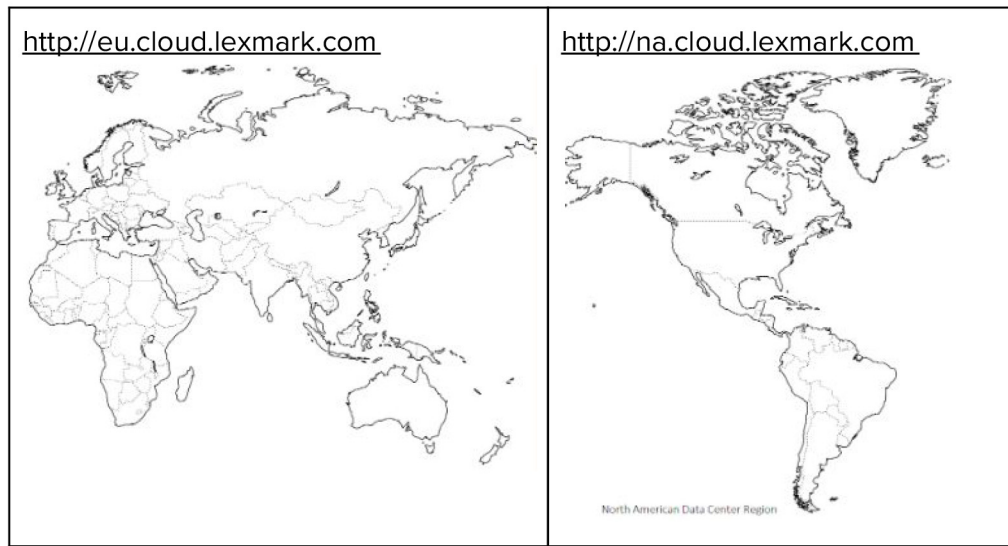
- **Reporting**

- Added the following features:
  - Reporting functionality and interface, containing up-to-date reporting on Lexmark Print Management activities.
  - Role-based reporting options for administrators to view reports on groups, departments, organizations, and individual users.
  - User reports that let employees view their print activities.
- Lexmark partners have a customizable view of their customers.
- Updated the report layouts and contents, and reorganized some data.
- Flash drive printing is not captured in the reports.
- The following solutions and applications must be updated to ensure accurate reporting:
  - Scan Center
  - Scan to Network
  - Cloud Connector

**Note:** Other solutions may not report all activities at this time.

## Traveling users

- Users traveling outside of the geographic region of the organization use new geographically specific URLs to access the Lexmark Print Management Cloud portal.



- We recommend that users with a PC client installed install the client again.
- Companies with traveling users must install a new geographically specific configuration file.

## Lexmark Cloud Services eSF applications

### Fixes

- Quota information is hidden when user quota is set to Unlimited.
- Fixed issues in reporting Print Release activities.
- Fixed issues in security. Application token is revoked after it is used.
- Fixed issues in showing QR code on the printer control panel.
- Improved performance in security and login.
- Print Release version 2.112.x—Fixes are now ported to Lexmark Cloud Services version 1.2.

## Version 1.1.5.1, released March 2018

### Fixes

- **Print Management**—Fixed the issues with e-mail submission for EU customers.

## Version 1.1.5, released February 2018

### Features

- **Print Management**
  - LPM reports include more usage data to give insight on activities beyond releasing print jobs.
  - Enhanced Lexmark Print Management Client (LPMC) that includes TLS 1.2 support.
- **Printer Configuration**
  - Enhanced device enrollment process.
  - The Device Usage eSF application is now included in the Print Release bundle, providing more device usage data for reporting.
  - The Cloud Authentication eSF application replaces the Card Authentication eSF application.

- Added the following features:
  - Track the status of bulk actions across multiple devices.
  - Stop tasks when the printer has not started performing the submitted tasks.

- **User Accounts**

Enhanced security with the following features:

- CAPTCHA option during the login process.
- Password requirement option to prevent password reuse.
- Printer login code option for federated users.

### Support changes

The Windows Vista OS is not supported.

### Recommendations

If an existing LPM application configuration exists, then delete it and build a new configuration to include the Device Usage features.

## Version 1.0.1, released September 2017

### Features

Improved security monitoring.

### Fixes

#### User Accounts

- Updated the V1 role.
- Fixed the duplicate badge number issues with the Card Authentication eSF application.

## Version 1.0.2, released November 2017

### Lexmark Cloud Services eSF applications

#### Fixes

- Fixed integration issues with the Email to Self eSF application.
  - When a user logs in using a badge, the user's e-mail information is populated when Email to Self is accessed.
- Print Release version 2.1.7.1—Fixes are now ported to Lexmark Cloud Services version 1.0.2.
- Card Authentication version 2.11.10.1—Fixes are now ported to Lexmark Cloud Services version 1.0.2.

## Version 1.0, released September 2017

### Features

Lexmark Cloud Platform is a fully featured, scalable, and integrated cloud-based website that supports access, configuration, and management of the Print Release solution (LPM SaaS).

- No action is required for existing customers.
- All URLs and printer-client configurations are unchanged and function as is.
- Users are prompted for their credentials when they print for the first time after the upgrade.
- Users log in to the system using **lsp.lexmark.com/lexmark**, but see a new login screen and home page.
- The Print Management web portal replaces the LPM SaaS portal.
- For system administrators, the User Accounts web portal replaces the Identity Management system.



- More information on printer fleet management can be found in the Printer Configuration web portal section of the *Administrator's Guide*. This section describes the printer enrollment workflow and the configuration of Print Release through the Lexmark Cloud Platform.
- The *User's Guide*, *Administrator's Guide*, and *Configuration Guide* are published in the Lexmark support site.

The following web portals provide capabilities that support an end-to-end Print Release experience:

- **User Accounts**—Supports the management of users and their access to the system.
  - Assign organizational roles.
  - Manage access control and user identity.
  - Import and register user badges.
  - Configure system permissions.
- **Printer Configuration**—Supports the discovery, configuration, and management of printers.
  - Initiate printer discovery and enrollment using the Printer Enrollment Tool from your computer.
  - Enroll printers to the Lexmark Cloud Platform website.
  - Manage and deploy Print Release configurations on printers in the Lexmark Print Management Cloud and the Lexmark Print Management Serverless environments.
  - Configure printers to poll the cloud server continuously for configuration updates and apply configuration changes automatically using the Printer Configuration Agent.
  - Create tags, and then assign them to printers.
- **Print Management**—Supports management of print queues, delegates, and user quotas.
  - Provision users and groups of users.
  - Manage the Lexmark Print Management Cloud print queues.
  - Delegate print jobs.
  - Configure print usage quotas.
  - Generate print usage reports.
  - Configure document retention.
  - Manage the Lexmark Print Management Serverless users and workstations.
  - Create and download the Lexmark Print Management Client installation packages.

## Recommendations

Upgrade to the latest version of the Card Authentication eSF application to improve security with badge authentication.

## Lexmark Cloud Services eSF applications

### Features

- User authentication
  - Badge and manual login
  - Badge registration
- Support for Cloud Print Management
  - View and manage the user print queues.

## Appendix

### eSF application versions for major Lexmark Cloud Services releases

Printer generation (Release year)	eSF application name	Major Lexmark Cloud Services releases									
		1.0	1.0.2	1.1.5	1.2	1.2.x	2.0	2019R1	2019R2	2019R2 Hotfix	2019R3
2016–2018	Card Authentication	5.3.16	5.3.16	N/A							
	Cloud Authentication	N/A		5.0.0*	5.1.3*	5.1.4*	5.2.13*	5.2.13	5.3.22*	5.3.29*	5.4.12
	Print Release	5.3.4	5.3.4	5.4.13*	5.4.23*	5.4.23	5.5.3*	5.5.3	5.6.0*	5.6.3*	5.7.22
2016–2018, 2012–2014, 2010, 2008–2009	Card Authentication	2.11.10	2.11.11*	N/A							
	Cloud Authentication	N/A		2.0.0*	2.1.1*	2.1.2*	2.2.13*	2.2.13	2.3.27*	2.3.33*	2.4.13
	Print Release	2.1.7	2.1.8*	2.1.12*	2.1.16*	2.1.16	2.2.1*	2.2.1	2.2.2*	2.2.9*	2.3.19
2008–2009	eSF Security Manager	2.0.9									
2016–2018, 2012–2014, 2010, 2008–2009	Device Usage	N/A		2.2.15*	2.2.19*	2.2.19	2.3.2*	2.3.2	2.3.5*	2.3.9*	2.4.10

\* There are changes in the application since its previous release.

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