



Lexmark Cloud Services Azure Migration

Lexmark Cloud Services (LCS) is moving to the Microsoft Azure cloud computing platform. Services will begin moving March 7th, 2021 and all migration activities will be completed by March 28th, 2021.

Unless you currently add Lexmark Cloud Services URLs or IP addresses to your firewall's Allow List, no action is required.

No changes or updates are required for most clients. Existing versions of workstation client software, printer applications, mobile apps, and the Chrome extension will continue to work without any change. We would always encourage customers to update their client software components to the latest available to ensure access to the latest functionality during their regular update windows.

All maintenance windows will be announced on the Lexmark Cloud Services Dashboard (<https://cloud.lexmark.com/status>) as normal, including advance notice for any maintenance that requires downtime. All services will be fully operational throughout the migration, except during scheduled maintenance that requires downtime.

Action Required

- If you currently add URLs for Lexmark Cloud Services to an Allow List, see the [Allow List URLs](#) section below for the required actions.
- If you currently add IP Address ranges for Lexmark Cloud Services to an Allow List, please see the [Allow List IP Address Ranges](#) section below for the required actions.

A few specific older versions of some printer apps may require an update. This affects a small number of Lexmark Cloud customers, who will be notified individually.

Notice of Sub-processor Change

As part of this migration, Lexmark is hereby giving you notice that our sub-processor list will be changing. Microsoft Corporation with locations in the United States and the European Economic Area is hereby added as a new sub-processor for providing the cloud platform for Lexmark Cloud Print Management.



Current Update Timeline

Date	Timeframe	Maintenance
Sunday, March 7	11:00-17:00 UTC	Normal system maintenance
Sunday, March 14	11:00-17:00 UTC	Normal system maintenance
Sunday, March 21	11:00-17:00 UTC	Normal system maintenance
Sunday, March 28	11:00-17:00 UTC	Normal system maintenance

Print jobs will not be migrated during the March 14th update. Users must print the documents again if they wish to release these jobs. During other maintenance windows, jobs submitted before the maintenance window will be available once maintenance is completed.

Frequently Asked Questions

- Why is Lexmark Cloud Services moving to Azure?
As part of Lexmark's corporate initiatives, we are leveraging Microsoft services for many of our internal applications. With this, we are also investing in migrating from the current hosting platform for Lexmark Cloud Services to Microsoft Azure Services.
- Will there be functional differences as Lexmark Cloud Services migrates to Azure?
No. All services will provide the same level of functionality both during and after the migration to the Azure platform.
- Will I lose any historical data in Analytics due to this migration?
No. All historical data will be maintained.
- Will I need to re-enroll printers or redeploy any software?
No. Existing clients will continue to function with no changes required.
- Will my account passwords change?
No. All existing account information will be maintained.
- Will there be downtime for the migration?
All maintenance windows for the migration that require downtime will take place during weekends to minimize the impact on customers. Please register with the Lexmark Cloud Services Status page (<https://cloud.lexmark.com/status>) to receive updates on maintenance.
- Why is the migration happening over several weeks?
Moving services individually allows Lexmark to schedule the necessary maintenance outside our customers' typical business hours, reducing the impact of any related downtime on our customers.
- Are the datacenters hosting Lexmark Cloud Services changing?
Yes.
In AWS, services are hosted in two regions: EU-Central-1 and US-East-2.
In Azure, services are hosted in two regions: West Europe and East US 2.
- What if I need early access to Azure for validation?
Lexmark understands that some customers may need to perform some level of validation on the Azure platform to ensure their users will retain access during and after the migration.
- What if I have additional questions?
Contact your current Lexmark representatives, or Lexmark's Technical Support Center, for assistance with any questions.
Additional support is available via the LcsOnAzure@lexmark.com email address. This additional support is only available in English.

Allow List URLs

This section applies to customers who currently add the URLs used by Lexmark Cloud Services to an Allow List.

Affected customers must do the following:

- Add the new Azure File Storage URL before the migration begins on March 7 to prevent any interruption in services. The URLs may be found in the [Lexmark Cloud Services URLs](#) section below.
- Once you have received notification the migration is complete, you may safely remove the AWS File Storage URLs from your Allow List. All other URLs should remain on the Allow List.

Allow List IP Address Ranges

This section only applies to customers who must add IP address ranges used by Lexmark Cloud Services to an Allow list. If your firewall supports adding by URL, this section does not apply to you.

Affected customers must do the following:

- Add the Azure IP address ranges for your datacenter to your Allow List, before the start of the migration (March 7).
- Once you have received notification the migration is complete, you may safely remove the AWS IP address ranges from your Allow List.
- You must continue to monitor for new IP address changes, both during and after the migration. The IP address ranges used by Azure are maintained by Microsoft and published here: <https://www.microsoft.com/en-us/download/details.aspx?id=56519>.
 - ⊖ The Azure regions are: West Europe and US East 2.
 - ⊖ The relevant Service Tags used by Lexmark Cloud Services in Azure are:
 - AzureFrontDoor.FirstParty
 - AzureFrontDoor.Frontend
 - AzureFrontDoor.Backend
 - Storage.EastUS2 or Storage.WestEurope
 - AzureCloud.EastUS2 or AzureCloud.WestEurope
 - AzureIoTHub.EastUS2 or AzureIoTHub.WestEurope



Lexmark Cloud Services URLs

Some customers must add URLs for Lexmark Cloud Services to their firewall's Allow List. If you do not need to add URLs, this section does not apply to you.

The URLs used by Lexmark Cloud Services are determined by the Lexmark Cloud Services region for your current organization. Consult from the appropriate table below for the URLs for your organization:

- All customers should add the first six URLs from the appropriate table below to their Allow List.
- Customers using a Fleet Agent to manage devices should add the Fleet Agent.
- Customers using Cloud Print Management (either standard CPM or Hybrid) should add the CPM File Storage URL in addition to those above.
- If you previously added the LPM URL from the table below to your firewall's Allow List, do not remove that entry.

EU datacenter

Function	Applies to	AWS URL (current state)	Azure URL
Identity Provider	All customers	idp.eu.iss.lexmark.com	unchanged
API	All customers	api.eu.iss.lexmark.com	unchanged
APIS	All customers	apis.eu.iss.lexmark.com	unchanged
CFM File Storage	All customers	files-prod1-eu-data-iss-lexmark-com.s3.eu-central-1.amazonaws.com	prodwesteulexcloudk8s54.iss.lexmark.com
CCS	All customers	ccs.lexmark.com	unchanged
CDN	All customers	ccs-cdn.lexmark.com	unchanged
Fleet Agent	Fleet Agent users	prod-westeu-lex-cloud-iot.azure-devices.net	unchanged
CPM File Storage	CPM customers	files-prod-k8s-eu-cloud-onelex-co.s3.eu-central-1.amazonaws.com	prodwesteulexcloudk8s199.iss.lexmark.com
LPM	CPM legacy apps	lpm.eu.iss.lexmark.com	unchanged

US datacenter

Function	Applies to	AWS URL (current state)	Azure URL
Identity Provider	All customers	idp.us.iss.lexmark.com	unchanged
API	All customers	api.us.iss.lexmark.com	unchanged
APIS	All customers	apis.us.iss.lexmark.com	unchanged
CFM File Storage	All customers	files-prod1-us-data-iss-lexmark-com.s3.us-east-2.amazonaws.com	prodlexcloudk8s239.iss.lexmark.com
CCS	All customers	ccs.lexmark.com	unchanged
CDN	All customers	ccs-cdn.lexmark.com	unchanged
Fleet Agent	Fleet Agent users	prod-lex-cloud-iot.azure-devices.net	unchanged
CPM File Storage	CPM customers	files-prod-k8s-us-cloud-onelexk-co.s3.us-east-2.amazonaws.com	prodlexcloudk8s19.iss.lexmark.com
LPM	CPM legacy apps	lpm.us.iss.lexmark.com	unchanged