



LexmarkTM

Virtual Solution Center

Version 1.0

User's Guide

December 2017

www.lexmark.com

Contents

Change history.....	3
Overview.....	4
Supported web browsers.....	4
Getting started.....	5
Configuring web browser settings.....	5
Accessing the web portal.....	6
Finding documentation and supported printer models for an application.....	6
Installing the Virtual Solution Center Plugin.....	6
Using the web portal.....	8
Deploying applications.....	8
Updating firmware.....	9
Customizing the printer home screen layout.....	9
Troubleshooting.....	10
Cannot download the Virtual Solution Center Plugin.....	10
Cannot install the Virtual Solution Center Plugin.....	10
Cannot use the Virtual Solution Center Plugin.....	10
Cannot use the Java applet.....	11
An error occurs when using the web portal.....	12
Cannot see the application category on the VSC home page when using Internet Explorer 10 or 11.....	12
Cannot perform subnet discovery on Mac computer.....	13
Cannot import files on Mac computer.....	13
Notices.....	14
Index.....	26

Change history

December 2017

- Initial document release

Overview

Lexmark™ Virtual Solution Center (VSC) is a web portal that lets you do the following:

- Deploy free Embedded Solutions Framework (eSF) applications to printers.
- Configure some application settings.
- Configure the printer home screen layout.
- Update the printer firmware.

This document provides instructions on how to use the web portal. It is intended for use by users responsible for deploying and managing applications through VSC.

Note: You must have appropriate network access and a working knowledge of your network.

Supported web browsers

Windows® operating system

- Google Chrome™
- Microsoft Edge™
- Internet Explorer® 10 or later
- Mozilla Firefox

Mac OS operating system

Note: The Mac OS operating system supports only the Java applet.


- Safari

Getting started


Configuring web browser settings

We recommend using the following web browser settings:

For Internet Explorer 10 or later

- 1 From the web browser, click  > **Internet options** > **Security** > **Internet**.
- 2 Set the security level to **Medium-high** or lower.
Note: Setting the security level to **High** prevents VSC from running.
- 3 Click **Apply** > **OK**.


For Microsoft Edge

- 1 From the web browser, click  > **Settings**.
- 2 Click **View advanced settings** > **Open proxy settings**.
- 3 From the "Automatic proxy setup" section, enable **Automatically detect settings**.

For Mozilla Firefox

- 1 From the web browser, click  > **Options** > **Privacy**.
- 2 From the History section, select **Use custom settings for history** > **Accept cookies from sites**.

For Google Chrome

- 1 From the web browser, click  > **Settings** > **Advanced**.
- 2 From the "Privacy and security" section, click **Content settings**.
- 3 Do the following:
 - Click **Cookies**. Enable **Allow sites to save and read cookie data (recommended)**, and then disable **Block third-party cookies**.
 - Click **JavaScript**, and then enable **Allowed (recommended)**.

For Safari

The Java plug-in must be enabled to use VSC.

Note: The following instructions may vary for some versions of Safari.

- 1 From the web browser, click **Preferences** > **Security**.
- 2 From the "Web content" section, enable Javascript.
- 3 Click **Websites**.

- 4 From the Plug-ins list, select **Java**, and then set the VSC URL to **On**.
- 5 Restart the web browser.

Allowing the Java applet to run

Note: The following instructions are applicable only to some web browsers.

- 1 From the Java security prompt, select **Always trust content from this publisher**.
- 2 Click **Run**.

Accessing the web portal

Open a web browser, and then type **vsc.lexmark.com/public**.

Finding documentation and supported printer models for an application

- 1 From the web portal, click **Browse Applications**.
- 2 Click a category, and then select an application.
- 3 Do either of the following:
 - To view a list of supported printer models, click **View Compatible Printers**.
 - To download the documentation, do the following:
 - a In the "Publications for" menu, select a printer model, and then select a language.
 - b Select the documentation.

Note: Depending on the application, the list of supported printer models and languages may vary.

Installing the Virtual Solution Center Plugin

We recommend using the Virtual Solution Center Plugin for all supported web browsers on Windows operating systems. Web browsers on Mac OS operating systems support only the Java applet. For more information, see ["Supported web browsers" on page 4](#).

- 1 From the web portal, click **Deploy Applications**.
- 2 Run the plug-in installer.
- 3 From the setup wizard dialog box, click **Next**.
- 4 From the License Agreement dialog box, select **I accept the agreement**, and then click **Next**.
- 5 Review the security notification, and then click **Next**.
- 6 Close the web browsers listed in the Installation Alert dialog box, and then click **Next**.
- 7 From the Choose Install Location dialog box, browse to where the plug-in must be installed.

- 8 Click **Install** > **Next**.
- 9 Access the web portal as an unregistered user. For more information, see [“Accessing the web portal” on page 6](#).




Using the web portal

Note: If a prompt for opening the **startvscplugin** protocol appears, then select **Remember my choice for URL:startvscplugin Protocol links**, and then click **Open URL:startvscplugin Protocol**.

Deploying applications

1 From the web portal, click **Deploy Applications** > **Discover my devices**.

Notes:



- You can also type the IP address or host name of a printer, or import a list of printers.
- To remove a printer, select the printer, and then click .
- To remove all printers, click .
- To refresh the status of the printers, select one or more printers, and then click .

2 Click **Step 2**.

3 From the "Available solutions" section, click a category.

4 Select an application, and then click **Add**.

Notes:

- To remove a selected application, select the application, and then click .
- To remove all selected applications, click .
- Deploying multiple applications to multiple printers takes longer to complete.

5 Click **Step 3**.

6 If necessary, select an application, and then either configure or import its settings.

Notes:

- We recommend keeping the default application settings. To skip configuring the application settings, select **Do not configure application settings**.
- The Import feature is applicable only to e-Task 2+ printers or later.
- The application settings can also be configured from the printer Embedded Web Server.

7 Click **Step 4**.

8 Confirm that all selected printers and applications are in the list.

9 Click .

Note: To deploy applications to all printers, click **Deploy all**.




Updating firmware

The Update Firmware feature is not applicable to the print engine, scanner engine, or other printer firmware.

Warning—Potential Damage: Make sure that all printers receiving firmware updates are turned on during the entire firmware update process. Turning off a printer during a firmware update may severely damage it.

- 1 From the web portal, click **Update Firmware > Discover my devices**.

Notes:




- You can also type the IP address or host name of a printer, or import a list of printers.
- To remove a printer, select the printer, and then click .
- To remove all printers, click .
- To refresh the status of the printers, select one or more printers, and then click .

- 2 Click .

Customizing the printer home screen layout

- 1 From the web portal, click **Customize Home Screen Icons > Discover my devices**.

Notes:

- You can also type the IP address or host name of a printer, or import a list of printers.
- To remove a printer, select the printer, and then click .
- To remove all printers, click .
- To refresh the status of the printers, select one or more printers, and then click .

- 2 Click **Step 2**.

- 3 In the Layout menu, select the number of buttons to include.

- 4 Drag an application in the list to the template.

Notes:

- To restore the default layout, select **Restore default layout**.
- To customize the home screen layout of another printer, click **Layout 2**.

- 5 Click **Step 3**.

- 6 Confirm that the home screen layout is correct.

- 7 Click **Deploy all**.

Troubleshooting

Cannot download the Virtual Solution Center Plugin

Contact customer support

In the U.S. or Canada, call 1-800-539-6275. For other countries or regions, go to support.lexmark.com.

Cannot install the Virtual Solution Center Plugin

Create a Temp.txt file in the location specified in the error message

The Temp.txt file may be missing in the location specified in the error message. Create a Temp.txt file, save it in the location specified, and then install the Virtual Solution Center Plugin again.

Contact customer support

In the U.S. or Canada, call 1-800-539-6275. For other countries or regions, go to support.lexmark.com.

Cannot use the Virtual Solution Center Plugin

If the plug-in is already installed but users are still prompted to download the plug-in, then try one or more of the following:

Use a supported web browser

For a list of supported web browsers, see [“Supported web browsers” on page 4](#).

Make sure that your web browser is configured correctly

For more information, see [“Configuring web browser settings” on page 5](#).

Make sure that port numbers 32101 to 32105 are not blocked

The firewall may be blocking the port numbers. For more information, contact customer support.

Make sure that the plug-in certificate is accepted

- 1 From the web browser, type **vscplugin.lexmark.com:y**, where **y** is any port number between **32101** to **32105**.

Note: To check the port number, from your computer, view the **VSCPlugin.log** file that is located in the Temp directory. To open the Temp directory, type **%temp%** in the Search field of the Start menu.

- 2 If prompted with an insecure connection error, then accept the provided certificate.

Note: The certificate is associated with the Virtual Solution Center Plugin to access the web portal.

Make sure that the Virtual Solution Center Plugin entry is added in the hosts file

Note: This solution is applicable only for Windows users.

- 1 From your computer, navigate to `\Windows\System32\drivers\etc`.
- 2 Using a text editor, open the **hosts file**.
- 3 At the bottom of the script, type `127.0.0.1 vscplugin.lexmark.com`.

Notes:

- Make sure that only one localhost entry for the Virtual Solution Center Plugin is added.
- If other entries for the localhost exist, then type `#` at the beginning of the entry.

Sample hosts file

```
# Copyright (c) 1993-2009 Microsoft Corp. # # This is a sample HOSTS file used by Microsoft
TCP/IP for Windows. # # This file contains the mappings of IP addresses to host names. Keep #
each entry on an individual line. Place the IP address # in the first column followed by the
corresponding host name. # Separate the IP address and the host name by at least one # space.
# # Comments such as the following may be inserted on individual # lines or following the
machine name denoted by a '#' symbol. # # For example: # # 102.54.94.97
rhino.acme.com # source server # 38.25.63.10 x.acme.com # x
client host # localhost name resolution is handled within DNS itself. # 127.0.0.1
localhost # ::1 localhost 127.0.0.1 vscplugin.lexmark.com
```

- 4 Save the file.

Reinstall the plug-in

This solution may be required in the following scenarios:

- A computer user is added after the Virtual Solution Center Plugin is installed.
- A supported web browser is installed after the Virtual Solution Center Plugin installation.
- Windows 7 or Windows 8 operating system is updated to Windows 10 while keeping the file system.

Note: Updating the operating system removes all web browser cookies and certificates.

Contact customer support

In the U.S. or Canada, call 1-800-539-6275. For other countries or regions, go to support.lexmark.com.

Cannot use the Java applet

Try one or more of the following:

Use a supported web browser

For a list of supported web browsers, see [“Supported web browsers” on page 4](#).

Make sure that your web browser is configured correctly

For more information, see [“Configuring web browser settings” on page 5](#).

Allow the Java applet to run

For more information, see [“Allowing the Java applet to run” on page 6](#).

Refresh the web browser**Contact customer support**

In the U.S. or Canada, call 1-800-539-6275. For other countries or regions, go to support.lexmark.com.

An error occurs when using the web portal

If the web browser is configured correctly and a general exception error occurs when using the web portal, then try one or more of the following:


Refresh the web browser**Contact customer support**

In the U.S. or Canada, call 1-800-539-6275. For other countries or regions, go to support.lexmark.com.

Cannot see the application category on the VSC home page when using Internet Explorer 10 or 11

Try one or more of the following:

Remove "lexmark.com" and "vsc.lexmark.com" in the Compatibility View list

- 1** From the web browser, click  > **Compatibility View settings**.
- 2** Remove the following URLs:
 - lexmark.com
 - vsc.lexmark.com
- 3** Click **Close**.

Contact customer support

In the U.S. or Canada, call 1-800-539-6275. For other countries or regions, go to support.lexmark.com.

Cannot perform subnet discovery on Mac computer

Make sure that Java SE Runtime Environment 8 with the latest version is installed

Contact customer support

In the U.S. or Canada, call 1-800-539-6275. For other countries or regions, go to support.lexmark.com.

Cannot import files on Mac computer

Temporarily disable the safe mode on Safari

For more information, see the documentation for your web browser.

Contact customer support

In the U.S. or Canada, call 1-800-539-6275. For other countries or regions, go to support.lexmark.com.

Notices

Edition notice

December 2017

The following paragraph does not apply to any country where such provisions are inconsistent with local law: LEXMARK INTERNATIONAL, INC., PROVIDES THIS PUBLICATION “AS IS” WITHOUT WARRANTY OF ANY KIND, EITHER EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. Some states do not allow disclaimer of express or implied warranties in certain transactions; therefore, this statement may not apply to you.

This publication could include technical inaccuracies or typographical errors. Changes are periodically made to the information herein; these changes will be incorporated in later editions. Improvements or changes in the products or the programs described may be made at any time.

References in this publication to products, programs, or services do not imply that the manufacturer intends to make these available in all countries in which it operates. Any reference to a product, program, or service is not intended to state or imply that only that product, program, or service may be used. Any functionally equivalent product, program, or service that does not infringe any existing intellectual property right may be used instead. Evaluation and verification of operation in conjunction with other products, programs, or services, except those expressly designated by the manufacturer, are the user's responsibility.

For Lexmark technical support, visit <http://support.lexmark.com>.

For information on supplies and downloads, visit www.lexmark.com.

© 2017 Lexmark International, Inc.

All rights reserved.

GOVERNMENT END USERS

The Software Program and any related documentation are "Commercial Items," as that term is defined in 48 C.F.R. 2.101, "Computer Software" and "Commercial Computer Software Documentation," as such terms are used in 48 C.F.R. 12.212 or 48 C.F.R. 227.7202, as applicable. Consistent with 48 C.F.R. 12.212 or 48 C.F.R. 227.7202-1 through 227.7207-4, as applicable, the Commercial Computer Software and Commercial Software Documentation are licensed to the U.S. Government end users (a) only as Commercial Items and (b) with only those rights as are granted to all other end users pursuant to the terms and conditions herein.

Trademarks

Lexmark and the Lexmark logo are trademarks or registered trademarks of Lexmark International, Inc. in the United States and/or other countries.

Windows, Microsoft Edge, and Internet Explorer are either registered trademarks or trademarks of the Microsoft group of companies in the United States and other countries.

Google Chrome is a trademark of Google Inc.

Java is a registered trademark of Oracle and/or its affiliates.

Mac OS and Safari are trademarks of Apple Inc.

All other trademarks are the property of their respective owners.

Apache License Version 2.0, January 2004

<http://www.apache.org/licenses/>

TERMS AND CONDITIONS FOR USE, REPRODUCTION, AND DISTRIBUTION

1 Definitions.

"License" shall mean the terms and conditions for use, reproduction, and distribution as defined by Sections 1 through 9 of this document.

"Licensor" shall mean the copyright owner or entity authorized by the copyright owner that is granting the License.

"Legal Entity" shall mean the union of the acting entity and all other entities that control, are controlled by, or are under common control with that entity. For the purposes of this definition, "control" means (i) the power, direct or indirect, to cause the direction or management of such entity, whether by contract or otherwise, or (ii) ownership of fifty percent (50%) or more of the outstanding shares, or (iii) beneficial ownership of such entity.

"You" (or "Your") shall mean an individual or Legal Entity exercising permissions granted by this License.

"Source" form shall mean the preferred form for making modifications, including but not limited to software source code, documentation source, and configuration files.

"Object" form shall mean any form resulting from mechanical transformation or translation of a Source form, including but not limited to compiled object code, generated documentation, and conversions to other media types.

"Work" shall mean the work of authorship, whether in Source or Object form, made available under the License, as indicated by a copyright notice that is included in or attached to the work (an example is provided in the Appendix below).

"Derivative Works" shall mean any work, whether in Source or Object form, that is based on (or derived from) the Work and for which the editorial revisions, annotations, elaborations, or other modifications represent, as a whole, an original work of authorship. For the purposes of this License, Derivative Works shall not include works that remain separable from, or merely link (or bind by name) to the interfaces of, the Work and Derivative Works thereof.

"Contribution" shall mean any work of authorship, including the original version of the Work and any modifications or additions to that Work or Derivative Works thereof, that is intentionally submitted to Licensor for inclusion in the Work by the copyright owner or by an individual or Legal Entity authorized to submit on behalf of the copyright owner. For the purposes of this definition, "submitted" means any form of electronic, verbal, or written communication sent to the Licensor or its representatives, including but not limited to communication on electronic mailing lists, source code control systems, and issue tracking systems that are managed by, or on behalf of, the Licensor for the purpose of discussing and improving the Work, but excluding communication that is conspicuously marked or otherwise designated in writing by the copyright owner as "Not a Contribution."

"Contributor" shall mean Licensor and any individual or Legal Entity on behalf of whom a Contribution has been received by Licensor and subsequently incorporated within the Work.

- 2** Grant of Copyright License. Subject to the terms and conditions of this License, each Contributor hereby grants to You a perpetual, worldwide, non-exclusive, no-charge, royalty-free, irrevocable copyright license to reproduce, prepare Derivative Works of, publicly display, publicly perform, sublicense, and distribute the Work and such Derivative Works in Source or Object form.

- 3 Grant of Patent License.** Subject to the terms and conditions of this License, each Contributor hereby grants to You a perpetual, worldwide, non-exclusive, no-charge, royalty-free, irrevocable (except as stated in this section) patent license to make, have made, use, offer to sell, sell, import, and otherwise transfer the Work, where such license applies only to those patent claims licensable by such Contributor that are necessarily infringed by their Contribution(s) alone or by combination of their Contribution(s) with the Work to which such Contribution(s) was submitted. If You institute patent litigation against any entity (including a cross-claim or counterclaim in a lawsuit) alleging that the Work or a Contribution incorporated within the Work constitutes direct or contributory patent infringement, then any patent licenses granted to You under this License for that Work shall terminate as of the date such litigation is filed.
- 4 Redistribution.** You may reproduce and distribute copies of the Work or Derivative Works thereof in any medium, with or without modifications, and in Source or Object form, provided that You meet the following conditions:
- a** (a) You must give any other recipients of the Work or Derivative Works a copy of this License; and
 - b** (b) You must cause any modified files to carry prominent notices stating that You changed the files; and
 - c** (c) You must retain, in the Source form of any Derivative Works that You distribute, all copyright, patent, trademark, and attribution notices from the Source form of the Work, excluding those notices that do not pertain to any part of the Derivative Works; and
 - d** (d) If the Work includes a "NOTICE" text file as part of its distribution, then any Derivative Works that You distribute must include a readable copy of the attribution notices contained within such NOTICE file, excluding those notices that do not pertain to any part of the Derivative Works, in at least one of the following places: within a NOTICE text file distributed as part of the Derivative Works; within the Source form or documentation, if provided along with the Derivative Works; or, within a display generated by the Derivative Works, if and wherever such third-party notices normally appear. The contents of the NOTICE file are for informational purposes only and do not modify the License. You may add Your own attribution notices within Derivative Works that You distribute, alongside or as an addendum to the NOTICE text from the Work, provided that such additional attribution notices cannot be construed as modifying the License.
- You may add Your own copyright statement to Your modifications and may provide additional or different license terms and conditions for use, reproduction, or distribution of Your modifications, or for any such Derivative Works as a whole, provided Your use, reproduction, and distribution of the Work otherwise complies with the conditions stated in this License.
- 5 Submission of Contributions.** Unless You explicitly state otherwise, any Contribution intentionally submitted for inclusion in the Work by You to the Licensor shall be under the terms and conditions of this License, without any additional terms or conditions. Notwithstanding the above, nothing herein shall supersede or modify the terms of any separate license agreement you may have executed with Licensor regarding such Contributions.
- 6 Trademarks.** This License does not grant permission to use the trade names, trademarks, service marks, or product names of the Licensor, except as required for reasonable and customary use in describing the origin of the Work and reproducing the content of the NOTICE file.
- 7 Disclaimer of Warranty.** Unless required by applicable law or agreed to in writing, Licensor provides the Work (and each Contributor provides its Contributions) on an "AS IS" BASIS, WITHOUT WARRANTIES OR CONDITIONS OF ANY KIND, either express or implied, including, without limitation, any warranties or conditions of TITLE, NON-INFRINGEMENT, MERCHANTABILITY, or FITNESS FOR A PARTICULAR PURPOSE. You are solely responsible for determining the appropriateness of using or redistributing the Work and assume any risks associated with Your exercise of permissions under this License.
- 8 Limitation of Liability.** In no event and under no legal theory, whether in tort (including negligence), contract, or otherwise, unless required by applicable law (such as deliberate and grossly negligent acts) or agreed to in writing, shall any Contributor be liable to You for damages, including any direct, indirect, special, incidental, or consequential damages of any character arising as a result of this License or out of the use

or inability to use the Work (including but not limited to damages for loss of goodwill, work stoppage, computer failure or malfunction, or any and all other commercial damages or losses), even if such Contributor has been advised of the possibility of such damages.

- 9 Accepting Warranty or Additional Liability.** While redistributing the Work or Derivative Works thereof, You may choose to offer, and charge a fee for, acceptance of support, warranty, indemnity, or other liability obligations and/or rights consistent with this License. However, in accepting such obligations, You may act only on Your own behalf and on Your sole responsibility, not on behalf of any other Contributor, and only if You agree to indemnify, defend, and hold each Contributor harmless for any liability incurred by, or claims asserted against, such Contributor by reason of your accepting any such warranty or additional liability.

END OF TERMS AND CONDITIONS

APPENDIX: How to apply the Apache License to your work.

To apply the Apache License to your work, attach the following boilerplate notice, with the fields enclosed by brackets "[]" replaced with your own identifying information. (Don't include the brackets!) The text should be enclosed in the appropriate comment syntax for the file format. We also recommend that a file or class name and description of purpose be included on the same "printed page" as the copyright notice for easier identification within third-party archives.

Copyright [yyyy] [name of copyright owner]

Licensed under the Apache License, Version 2.0 (the "License"); you may not use this file except in compliance with the License. You may obtain a copy of the License at

<http://www.apache.org/licenses/LICENSE-2.0>

Unless required by applicable law or agreed to in writing, software distributed under the License is distributed on an "AS IS" BASIS, WITHOUT WARRANTIES OR CONDITIONS OF ANY KIND, either express or implied. See the License for the specific language governing permissions and limitations under the License.

Licensing Terms for SLF4J

Copyright (c) 2004–2013 QOS.ch

All rights reserved.

Permission is hereby granted, free of charge, to any person obtaining a copy of this software and associated documentation files (the "Software"), to deal in the Software without restriction, including without limitation the rights to use, copy, modify, merge, publish, distribute, sublicense, and/or sell copies of the Software, and to permit persons to whom the Software is furnished to do so, subject to the following conditions:

The above copyright notice and this permission notice shall be included in all copies or substantial portions of the Software.

THE SOFTWARE IS PROVIDED "AS IS", WITHOUT WARRANTY OF ANY KIND, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO THE WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NONINFRINGEMENT. IN NO EVENT SHALL THE AUTHORS OR COPYRIGHT HOLDERS BE LIABLE FOR ANY CLAIM, DAMAGES OR OTHER LIABILITY, WHETHER IN AN ACTION OF CONTRACT, TORT OR OTHERWISE, ARISING FROM, OUT OF OR IN CONNECTION WITH THE SOFTWARE OR THE USE OR OTHER DEALINGS IN THE SOFTWARE.

JSON License

Copyright (c) 2002 JSON.org

Permission is hereby granted, free of charge, to any person obtaining a copy of this software and associated documentation files (the "Software"), to deal in the Software without restriction, including without limitation the rights to use, copy, modify, merge, publish, distribute, sublicense, and/or sell copies of the Software, and to permit persons to whom the Software is furnished to do so, subject to the following conditions:

The above copyright notice and this permission notice shall be included in all copies or substantial portions of the Software.

The Software shall be used for Good, not Evil.

THE SOFTWARE IS PROVIDED "AS IS", WITHOUT WARRANTY OF ANY KIND, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO THE WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NONINFRINGEMENT. IN NO EVENT SHALL THE AUTHORS OR COPYRIGHT HOLDERS BE LIABLE FOR ANY CLAIM, DAMAGES OR OTHER LIABILITY, WHETHER IN AN ACTION OF CONTRACT, TORT OR OTHERWISE, ARISING FROM, OUT OF OR IN CONNECTION WITH THE SOFTWARE OR THE USE OR OTHER DEALINGS IN THE SOFTWARE.

Eclipse Public License - v 1.0

THE ACCOMPANYING PROGRAM IS PROVIDED UNDER THE TERMS OF THIS ECLIPSE PUBLIC LICENSE ("AGREEMENT"). ANY USE, REPRODUCTION OR DISTRIBUTION OF THE PROGRAM CONSTITUTES RECIPIENT'S ACCEPTANCE OF THIS AGREEMENT.

1. DEFINITIONS

"Contribution" means:

a) in the case of the initial Contributor, the initial code and documentation distributed under this Agreement, and

b) in the case of each subsequent Contributor:

i) changes to the Program, and

ii) additions to the Program;

where such changes and/or additions to the Program originate from and are distributed by that particular Contributor. A Contribution 'originates' from a Contributor if it was added to the Program by such Contributor itself or anyone acting on such Contributor's behalf. Contributions do not include additions to the Program which: (i) are separate modules of software distributed in conjunction with the Program under their own license agreement, and (ii) are not derivative works of the Program.

"Contributor" means any person or entity that distributes the Program.

"Licensed Patents" mean patent claims licensable by a Contributor which are necessarily infringed by the use or sale of its Contribution alone or when combined with the Program.

"Program" means the Contributions distributed in accordance with this Agreement.

"Recipient" means anyone who receives the Program under this Agreement, including all Contributors.

2. GRANT OF RIGHTS

a) Subject to the terms of this Agreement, each Contributor hereby grants Recipient a non-exclusive, worldwide, royalty-free copyright license to reproduce, prepare derivative works of, publicly display, publicly perform, distribute and sublicense the Contribution of such Contributor, if any, and such derivative works, in source code and object code form.

b) Subject to the terms of this Agreement, each Contributor hereby grants Recipient a non-exclusive, worldwide, royalty-free patent license under Licensed Patents to make, use, sell, offer to sell, import and otherwise transfer the Contribution of such Contributor, if any, in source code and object code form. This patent license shall apply to the combination of the Contribution and the Program if, at the time the Contribution is added by the Contributor, such addition of the Contribution causes such combination to be covered by the Licensed Patents. The patent license shall not apply to any other combinations which include the Contribution. No hardware per se is licensed hereunder.

c) Recipient understands that although each Contributor grants the licenses to its Contributions set forth herein, no assurances are provided by any Contributor that the Program does not infringe the patent or other intellectual property rights of any other entity. Each Contributor disclaims any liability to Recipient for claims brought by any other entity based on infringement of intellectual property rights or otherwise. As a condition to exercising the rights and licenses granted hereunder, each Recipient hereby assumes sole responsibility to secure any other intellectual property rights needed, if any. For example, if a third party patent license is required to allow Recipient to distribute the Program, it is Recipient's responsibility to acquire that license before distributing the Program.

d) Each Contributor represents that to its knowledge it has sufficient copyright rights in its Contribution, if any, to grant the copyright license set forth in this Agreement.

3. REQUIREMENTS

A Contributor may choose to distribute the Program in object code form under its own license agreement, provided that:

- a) it complies with the terms and conditions of this Agreement; and
- b) its license agreement:
 - i) effectively disclaims on behalf of all Contributors all warranties and conditions, express and implied, including warranties or conditions of title and non-infringement, and implied warranties or conditions of merchantability and fitness for a particular purpose;
 - ii) effectively excludes on behalf of all Contributors all liability for damages, including direct, indirect, special, incidental and consequential damages, such as lost profits;
 - iii) states that any provisions which differ from this Agreement are offered by that Contributor alone and not by any other party; and
 - iv) states that source code for the Program is available from such Contributor, and informs licensees how to obtain it in a reasonable manner on or through a medium customarily used for software exchange.

When the Program is made available in source code form:

- a) it must be made available under this Agreement; and
- b) a copy of this Agreement must be included with each copy of the Program.

Contributors may not remove or alter any copyright notices contained within the Program.

Each Contributor must identify itself as the originator of its Contribution, if any, in a manner that reasonably allows subsequent Recipients to identify the originator of the Contribution.

4. COMMERCIAL DISTRIBUTION

Commercial distributors of software may accept certain responsibilities with respect to end users, business partners and the like. While this license is intended to facilitate the commercial use of the Program, the Contributor who includes the Program in a commercial product offering should do so in a manner which does not create potential liability for other Contributors. Therefore, if a Contributor includes the Program in a commercial product offering, such Contributor ("Commercial Contributor") hereby agrees to defend and

indemnify every other Contributor ("Indemnified Contributor") against any losses, damages and costs (collectively "Losses") arising from claims, lawsuits and other legal actions brought by a third party against the Indemnified Contributor to the extent caused by the acts or omissions of such Commercial Contributor in connection with its distribution of the Program in a commercial product offering. The obligations in this section do not apply to any claims or Losses relating to any actual or alleged intellectual property infringement. In order to qualify, an Indemnified Contributor must: a) promptly notify the Commercial Contributor in writing of such claim, and b) allow the Commercial Contributor to control, and cooperate with the Commercial Contributor in, the defense and any related settlement negotiations. The Indemnified Contributor may participate in any such claim at its own expense.

For example, a Contributor might include the Program in a commercial product offering, Product X. That Contributor is then a Commercial Contributor. If that Commercial Contributor then makes performance claims, or offers warranties related to Product X, those performance claims and warranties are such Commercial Contributor's responsibility alone. Under this section, the Commercial Contributor would have to defend claims against the other Contributors related to those performance claims and warranties, and if a court requires any other Contributor to pay any damages as a result, the Commercial Contributor must pay those damages.

5. NO WARRANTY

EXCEPT AS EXPRESSLY SET FORTH IN THIS AGREEMENT, THE PROGRAM IS PROVIDED ON AN "AS IS" BASIS, WITHOUT WARRANTIES OR CONDITIONS OF ANY KIND, EITHER EXPRESS OR IMPLIED INCLUDING, WITHOUT LIMITATION, ANY WARRANTIES OR CONDITIONS OF TITLE, NON-INFRINGEMENT, MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. Each Recipient is solely responsible for determining the appropriateness of using and distributing the Program and assumes all risks associated with its exercise of rights under this Agreement, including but not limited to the risks and costs of program errors, compliance with applicable laws, damage to or loss of data, programs or equipment, and unavailability or interruption of operations.

6. DISCLAIMER OF LIABILITY

EXCEPT AS EXPRESSLY SET FORTH IN THIS AGREEMENT, NEITHER RECIPIENT NOR ANY CONTRIBUTORS SHALL HAVE ANY LIABILITY FOR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, OR CONSEQUENTIAL DAMAGES (INCLUDING WITHOUT LIMITATION LOST PROFITS), HOWEVER CAUSED AND ON ANY THEORY OF LIABILITY, WHETHER IN CONTRACT, STRICT LIABILITY, OR TORT (INCLUDING NEGLIGENCE OR OTHERWISE) ARISING IN ANY WAY OUT OF THE USE OR DISTRIBUTION OF THE PROGRAM OR THE EXERCISE OF ANY RIGHTS GRANTED HEREUNDER, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

7. GENERAL

If any provision of this Agreement is invalid or unenforceable under applicable law, it shall not affect the validity or enforceability of the remainder of the terms of this Agreement, and without further action by the parties hereto, such provision shall be reformed to the minimum extent necessary to make such provision valid and enforceable.

If Recipient institutes patent litigation against any entity (including a cross-claim or counterclaim in a lawsuit) alleging that the Program itself (excluding combinations of the Program with other software or hardware) infringes such Recipient's patent(s), then such Recipient's rights granted under Section 2(b) shall terminate as of the date such litigation is filed.

All Recipient's rights under this Agreement shall terminate if it fails to comply with any of the material terms or conditions of this Agreement and does not cure such failure in a reasonable period of time after becoming aware of such noncompliance. If all Recipient's rights under this Agreement terminate, Recipient agrees to cease use and distribution of the Program as soon as reasonably practicable. However, Recipient's obligations under this Agreement and any licenses granted by Recipient relating to the Program shall continue and survive.

Everyone is permitted to copy and distribute copies of this Agreement, but in order to avoid inconsistency the Agreement is copyrighted and may only be modified in the following manner. The Agreement Steward reserves the right to publish new versions (including revisions) of this Agreement from time to time. No one other than the Agreement Steward has the right to modify this Agreement. The Eclipse Foundation is the initial Agreement Steward. The Eclipse Foundation may assign the responsibility to serve as the Agreement Steward to a suitable separate entity. Each new version of the Agreement will be given a distinguishing version number. The Program (including Contributions) may always be distributed subject to the version of the Agreement under which it was received. In addition, after a new version of the Agreement is published, Contributor may elect to distribute the Program (including its Contributions) under the new version. Except as expressly stated in Sections 2(a) and 2(b) above, Recipient receives no rights or licenses to the intellectual property of any Contributor under this Agreement, whether expressly, by implication, estoppel or otherwise. All rights in the Program not expressly granted under this Agreement are reserved.

This Agreement is governed by the laws of the State of New York and the intellectual property laws of the United States of America. No party to this Agreement will bring a legal action under this Agreement more than one year after the cause of action arose. Each party waives its rights to a jury trial in any resulting litigation.

Mozilla Public License, Version 2.0

1 Definitions

- 1.1 "Contributor" means each individual or legal entity that creates, contributes to the creation of, or owns Covered Software.
- 1.2 "Contributor Version" means the combination of the Contributions of others (if any) used by a Contributor and that particular Contributor's Contribution.
- 1.3 "Contribution" means Covered Software of a particular Contributor.
- 1.4 "Covered Software" means Source Code Form to which the initial Contributor has attached the notice in Exhibit A, the Executable Form of such Source Code Form, and Modifications of such Source Code Form, in each case including portions thereof.
- 1.5 "Incompatible With Secondary Licenses" means (a) that the initial Contributor has attached the notice described in Exhibit B to the Covered Software; or (b) that the Covered Software was made available under the terms of version 1.1 or earlier of the License, but not also under the terms of a Secondary License.
- 1.6 "Executable Form" means any form of the work other than Source Code Form.
- 1.7 "Larger Work" means a work that combines Covered Software with other material, in a separate file or files, that is not Covered Software.
- 1.8 "License" means this document.
- 1.9 "Licensable" means having the right to grant, to the maximum extent possible, whether at the time of the initial grant or subsequently, any and all of the rights conveyed by this License.
- 1.10 "Modifications" means any of the following: (a) any file in Source Code Form that results from an addition to, deletion from, or modification of the contents of Covered Software; or (b) any new file in Source Code Form that contains any Covered Software.
- 1.11 "Patent Claims" of a Contributor means any patent claim(s), including without limitation, method, process, and apparatus claims, in any patent Licensable by such Contributor that would be infringed, but for the grant of the License, by the making, using, selling, offering for sale, having made, import, or transfer of either its Contributions or its Contributor Version.
- 1.12 "Secondary License" means either the GNU General Public License, Version 2.0, the GNU Lesser General Public License, Version 2.1, the GNU Affero General Public License, Version 3.0, or any later versions of those licenses.

1.13. "Source Code Form" means the form of the work preferred for making modifications.

1.14. "You" (or "Your") means an individual or a legal entity exercising rights under this License. For legal entities, "You" includes any entity that controls, is controlled by, or is under common control with You. For purposes of this definition, "control" means (a) the power, direct or indirect, to cause the direction or management of such entity, whether by contract or otherwise, or (b) ownership of more than fifty percent (50%) of the outstanding shares or beneficial ownership of such entity.

2 License Grants and Conditions

2.1. Grants Each Contributor hereby grants You a world-wide, royalty-free, non-exclusive license: (a) under intellectual property rights (other than patent or trademark) Licensable by such Contributor to use, reproduce, make available, modify, display, perform, distribute, and otherwise exploit its Contributions, either on an unmodified basis, with Modifications, or as part of a Larger Work; and (b) under Patent Claims of such Contributor to make, use, sell, offer for sale, have made, import, and otherwise transfer either its Contributions or its Contributor Version.

2.2. Effective Date

The licenses granted in Section 2.1 with respect to any Contribution become effective for each Contribution on the date the Contributor first distributes such Contribution.

2.3. Limitations on Grant Scope

The licenses granted in this Section 2 are the only rights granted under this License. No additional rights or licenses will be implied from the distribution or licensing of Covered Software under this License.

Notwithstanding Section 2.1(b) above, no patent license is granted by a Contributor: (a) for any code that a Contributor has removed from Covered Software; or (b) for infringements caused by: (i) Your and any other third party's modifications of Covered Software, or (ii) the combination of its Contributions with other software (except as part of its Contributor Version); or (c) under Patent Claims infringed by Covered Software in the absence of its Contributions. This License does not grant any rights in the trademarks, service marks, or logos of any Contributor (except as may be necessary to comply with the notice requirements in Section 3.4).

2.4. Subsequent Licenses

No Contributor makes additional grants as a result of Your choice to distribute the Covered Software under a subsequent version of this License (see Section 10.2) or under the terms of a Secondary License (if permitted under the terms of Section 3.3).

2.5. Representation

Each Contributor represents that the Contributor believes its Contributions are its original creation(s) or it has sufficient rights to grant the rights to its Contributions conveyed by this License.

2.6. Fair Use This License is not intended to limit any rights You have under applicable copyright doctrines of fair use, fair dealing, or other equivalents.

2.7. Conditions

Sections 3.1, 3.2, 3.3, and 3.4 are conditions of the licenses granted in Section 2.1.

3 Responsibilities

3.1. Distribution of Source Form

All distribution of Covered Software in Source Code Form, including any Modifications that You create or to which You contribute, must be under the terms of this License. You must inform recipients that the Source Code Form of the Covered Software is governed by the terms of this License, and how they can obtain a copy of this License. You may not attempt to alter or restrict the recipients' rights in the Source Code Form.

3.2. Distribution of Executable Form

If You distribute Covered Software in Executable Form then: (a) such Covered Software must also be made available in Source Code Form, as described in Section 3.1, and You must inform recipients of the Executable

Form how they can obtain a copy of such Source Code Form by reasonable means in a timely manner, at a charge no more than the cost of distribution to the recipient; and (b) You may distribute such Executable Form under the terms of this License, or sublicense it under different terms, provided that the license for the Executable Form does not attempt to limit or alter the recipients' rights in the Source Code Form under this License.

3.3. Distribution of a Larger Work

You may create and distribute a Larger Work under terms of Your choice, provided that You also comply with the requirements of this License for the Covered Software. If the Larger Work is a combination of Covered Software with a work governed by one or more Secondary Licenses, and the Covered Software is not Incompatible With Secondary Licenses, this License permits You to additionally distribute such Covered Software under the terms of such Secondary License(s), so that the recipient of the Larger Work may, at their option, further distribute the Covered Software under the terms of either this License or such Secondary License(s).

3.4. Notices

You may not remove or alter the substance of any license notices (including copyright notices, patent notices, disclaimers of warranty, or limitations of liability) contained within the Source Code Form of the Covered Software, except that You may alter any license notices to the extent required to remedy known factual inaccuracies.

3.5. Application of Additional Terms

You may choose to offer, and to charge a fee for, warranty, support, indemnity or liability obligations to one or more recipients of Covered Software. However, You may do so only on Your own behalf, and not on behalf of any Contributor. You must make it absolutely clear that any such warranty, support, indemnity, or liability obligation is offered by You alone, and You hereby agree to indemnify every Contributor for any liability incurred by such Contributor as a result of warranty, support, indemnity or liability terms You offer. You may include additional disclaimers of warranty and limitations of liability specific to any jurisdiction.

4 Inability to Comply Due to Statute or Regulation

If it is impossible for You to comply with any of the terms of this License with respect to some or all of the Covered Software due to statute, judicial order, or regulation then You must: (a) comply with the terms of this License to the maximum extent possible; and (b) describe the limitations and the code they affect. Such description must be placed in a text file included with all distributions of the Covered Software under this License. Except to the extent prohibited by statute or regulation, such description must be sufficiently detailed for a recipient of ordinary skill to be able to understand it.

5 Termination

5.1. The rights granted under this License will terminate automatically if You fail to comply with any of its terms. However, if You become compliant, then the rights granted under this License from a particular Contributor are reinstated (a) provisionally, unless and until such Contributor explicitly and finally terminates Your grants, and (b) on an ongoing basis, if such Contributor fails to notify You of the non-compliance by some reasonable means prior to 60 days after You have come back into compliance. Moreover, Your grants from a particular Contributor are reinstated on an ongoing basis if such Contributor notifies You of the non-compliance by some reasonable means, this is the first time You have received notice of non-compliance with this License from such Contributor, and You become compliant prior to 30 days after Your receipt of the notice.

5.2. If You initiate litigation against any entity by asserting a patent infringement claim (excluding declaratory judgment actions, counter-claims, and cross-claims) alleging that a Contributor Version directly or indirectly infringes any patent, then the rights granted to You by any and all Contributors for the Covered Software under Section 2.1 of this License shall terminate.

5.3. In the event of termination under Sections 5.1 or 5.2 above, all end user license agreements (excluding distributors and resellers) which have been validly granted by You or Your distributors under this License prior to termination shall survive termination.

6 Disclaimer of Warranty

Covered Software is provided under this License on an "as is" basis, without warranty of any kind, either expressed, implied, or statutory, including, without limitation, warranties that the Covered Software is free of defects, merchantable, fit for a particular purpose or non-infringing. The entire risk as to the quality and performance of the Covered Software is with You. Should any Covered Software prove defective in any respect, You (not any Contributor) assume the cost of any necessary servicing, repair, or correction. This disclaimer of warranty constitutes an essential part of this License. No use of any Covered Software is authorized under this License except under this disclaimer.

7 Limitation of Liability

Under no circumstances and under no legal theory, whether tort (including negligence), contract, or otherwise, shall any Contributor, or anyone who distributes Covered Software as permitted above, be liable to You for any direct, indirect, special, incidental, or consequential damages of any character including, without limitation, damages for lost profits, loss of goodwill, work stoppage, computer failure or malfunction, or any and all other commercial damages or losses, even if such party shall have been informed of the possibility of such damages. This limitation of liability shall not apply to liability for death or personal injury resulting from such party's negligence to the extent applicable law prohibits such limitation. Some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, so this exclusion and limitation may not apply to You.

8 Litigation

Any litigation relating to this License may be brought only in the courts of a jurisdiction where the defendant maintains its principal place of business and such litigation shall be governed by laws of that jurisdiction, without reference to its conflict-of-law provisions. Nothing in this Section shall prevent a party's ability to bring cross-claims or counter-claims.

9 Miscellaneous

This License represents the complete agreement concerning the subject matter hereof. If any provision of this License is held to be unenforceable, such provision shall be reformed only to the extent necessary to make it enforceable. Any law or regulation which provides that the language of a contract shall be construed against the drafter shall not be used to construe this License against a Contributor.

10 Versions of the License

10.1. New Versions

Mozilla Foundation is the license steward. Except as provided in Section 10.3, no one other than the license steward has the right to modify or publish new versions of this License. Each version will be given a distinguishing version number.

10.2. Effect of New Versions

You may distribute the Covered Software under the terms of the version of the License under which You originally received the Covered Software, or under the terms of any subsequent version published by the license steward.

10.3. Modified Versions

If you create software not governed by this License, and you want to create a new license for such software, you may create and use a modified version of this License if you rename the license and remove any references to the name of the license steward (except to note that such modified license differs from this License).

10.4. Distributing Source Code Form that is Incompatible With Secondary Licenses

If You choose to distribute Source Code Form that is Incompatible With Secondary Licenses under the terms of this version of the License, the notice described in Exhibit B of this License must be attached.

Exhibit A - Source Code Form License Notice

This Source Code Form is subject to the terms of the Mozilla Public License, v. 2.0. If a copy of the MPL was not distributed with this file, You can obtain one at <http://mozilla.org/MPL/2.0/>. If it is not possible or desirable to put the notice in a particular file, then You may include the notice in a location (such as a LICENSE file in a relevant directory) where a recipient would be likely to look for such a notice. You may add additional accurate notices of copyright ownership.

Exhibit B - "Incompatible With Secondary Licenses" Notice

This Source Code Form is "Incompatible With Secondary Licenses", as defined by the Mozilla Public License, v. 2.0.

Index

A

- accessing the web portal 6
- applications
 - deploying 8

C

- cannot download the Virtual Solution Center Plugin 10
- cannot import files on Mac computer 13
- cannot install the Virtual Solution Center Plugin 10
- cannot perform subnet discovery on Mac computer 13
- cannot see the application catalogs on the VSC home page when using Internet Explorer 10 or 11 12
- cannot use the Java applet 11
- cannot use the Virtual Solution Center Plugin 10
- change history 3
- configuring web browser settings 5
- customizing the printer home screen layout 9

D

- deploying applications 8
- documentation for an application
 - finding 6

E

- error occurs when using the web portal 12

F

- finding documentation and supported printer models for an application 6
- firmware
 - updating 9

I

- installing the Virtual Solution Center Plugin 6

O

- overview 4

P

- printer home screen layout
 - customizing 9

S

- supported printer models for an application
 - finding 6
- supported web browsers 4

T

- troubleshooting
 - cannot download the Virtual Solution Center Plugin 10
 - cannot import files on Mac computer 13
 - cannot install the Virtual Solution Center Plugin 10
 - cannot perform subnet discovery on Mac computer 13
 - cannot see the application catalogs on the VSC home page when using Internet Explorer 10 or 11 12
 - cannot use the Java applet 11
 - cannot use the Virtual Solution Center Plugin 10
 - error occurs when using the web portal 12

U

- updating firmware 9

V

- Virtual Solution Center Plugin
 - installing 6
- Virtual Solution Center Plugin not downloaded 10
- Virtual Solution Center Plugin not installed 10

W

- web browser settings
 - configuring 5
- web browsers
 - supported 4
- web portal
 - accessing 6