



Lexmark™

Virtual Solution Center

Version 1.0

User's Guide

December 2017

www.lexmark.com

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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 **startvsplugin** protocol appears, then select **Remember my choice for URL:startvsplugin Protocol links**, and then click **Open URL:startvsplugin 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.

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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

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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

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Cannot perform subnet discovery on Mac computer

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

Contact customer support

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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

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