Lexmark Cloud Services

New and Changed Functionality

Lexmark Cloud Services, July 2022

Previous New and Changed Functionality documents.

- ## 2022-June
  - ▶ https://www.lexmark.com/content/dam/lexmark/documents/user-guides/y2022/2022-June-New_and_Changed_Functionality.pdf

- ## 2022-May
  - ▶ https://www.lexmark.com/content/dam/lexmark/documents/user-guides/y2022/2022-May-New_and_Changed_Functionality.pdf

- ## 2022-April
  - ▶ https://www.lexmark.com/content/dam/lexmark/documents/user-guides/y2022/2022-April-New_and_Changed_Functionality.pdf

- ## 2022-March
  - ▶ https://www.lexmark.com/content/dam/lexmark/documents/user-guides/y2022/2022-March-New_and_Changed_Functionality.pdf

New in This Release

What's New in This Version…

- Analytics
  - Full Data Export
    - Full export of organizational print activity.

- Print Management
  - Keep Print Job Filenames For Reporting
    - Administrative option to retain file name data in the Analytics Full Data Export.
  - Delegation E-mail Notification
    - Administrative option to notify print delegates of their assignment via e-mail.
  - New Lexmark Print Management Client for Linux
    - Provides print job submission into Cloud Print Management from Linux workstations.

- Fleet Management
  - New Fleet Agent
    - Release of Fleet Agent version 1.3.10
    - Release of Printer Support Library version 1.2.72
  - New Printer Enrollment Tool
    - Release of Printer Enrollment Tool version 2.8.0-2

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Analytics

Full Data Export

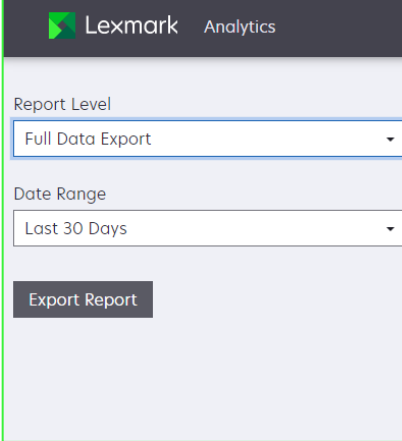# Analytics: Full Data Export

- Full Data Export
  - ▸ A new Report Level, Full Data Export, has been added.
  - ▸ Allows the administrative user to export the full range of data related to print job submission and release.
    - ▪ Print Release Management Administrator role is required.
  - ▸ The report requestor is e-mailed links to two csv reports.
    - ▪ FullDataExportSubmission_[organization name]_[date range].csv
    - ▪ FullDataExportRelease_[organization name]_[date range].csv

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Analytics: Generating a Full Data Export

- Generating a Full Data Export
  - Open the Analytics portal.
  - Select an organization if prompted.
  - Full Data Export from the Report Level drop-down list.
  - Select the date range to be covered by the report.
    - Date range can be set to this month, last month, or any 31-day interval.
  - Click the Export Report button.

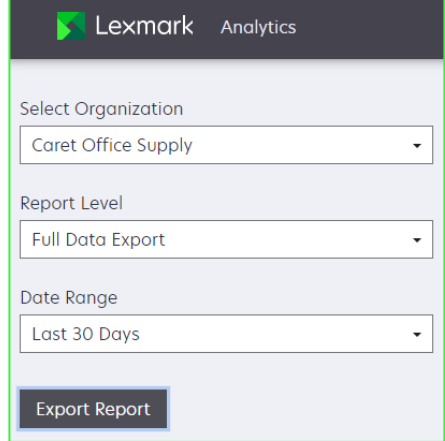- A report generation request confirmation message will be shown.

Note: The Full Data Export Report Level option is only available to Print Release Management Administrators in the organization where the files are generated.

Analytics: Full Data Export E-Mail

- When the Full Data Export request has completed, an e-mail will be sent to the requestor.

- The e-mail will contain:
 - ▶ Links to the two exported files.
  - ▶ Data about the file
    - Organization name.
    - Dates covered by the report.
    - File link expiration date
      - Links valid for 7 days.

- Click on a file link to download the CSV file.
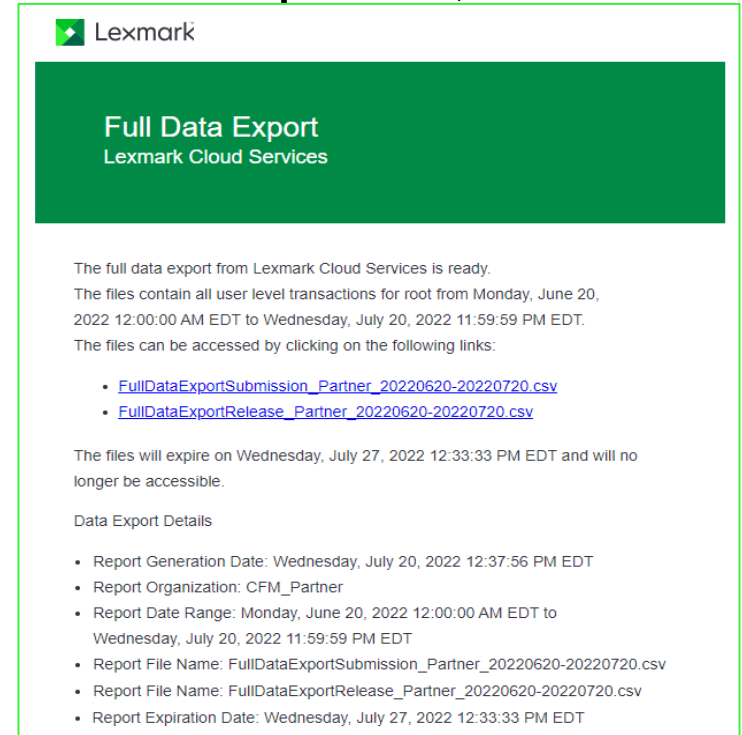
Analytics: Downloading a Full Data Export

- When a user clicks a file link in the Full Data Export e-mail, they will be prompted to login to Lexmark Cloud.

- The file will be downloaded based upon browser settings.
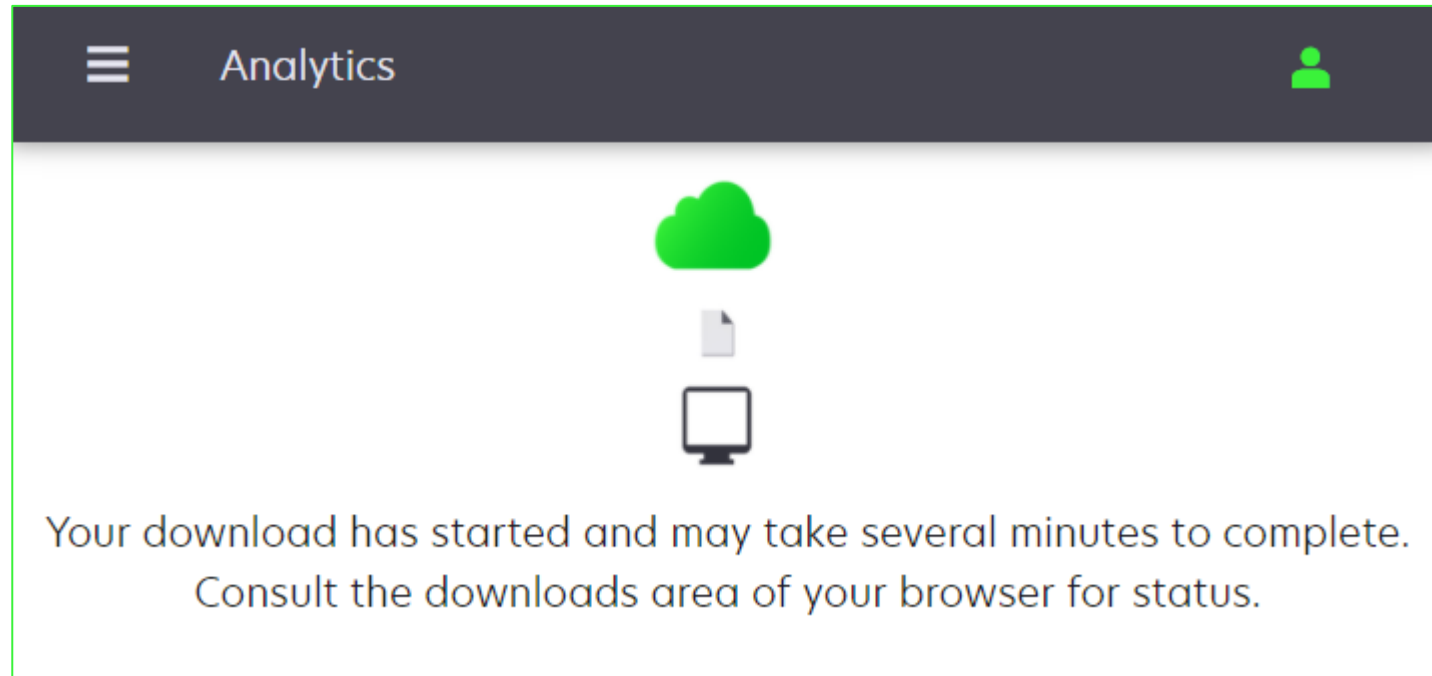
Note: These files can only be downloaded by a Print Release Management
        Administrator in the organization where the files were generated.

Analytics: Full Data Export Data: Submission

- ## Submission file content

Column	Content
SUBMISSIONID	System ID assigned to submitted print job.
SUBMITDATE	Date print job was submitted.
DELETEDDATE	Date print job was deleted if not released.
USERID	Username in Lexmark Cloud Services of the submitting user.
SUBMISSIONNUMPAGES	Number of pages in the print job.
SUBMITCOLOR	Does the print job contain color?
SUBMITDUPLEX	Is the print job set to print in duplex?
SUBMITPAPERSIZE	Paper size of the submitted print job
CLIENTTYPE	Submission client used.
CLIENTVERSION	Version of the submission client.
PRINTJOBNAME	Name of the file submitted. [1]

1. The file name will only be shown if "Keep print job filenames for reporting" is enabled in the Print Management portal, Administration->Organizational Settings.

> ✅ Keep print job filenames for reporting
> *Stores the user's print job filenames for use in organizational reporting.*

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Analytics: Full Data Export Data: Release

- ## Release file content

| Column	Content
RELEASEID	System ID assigned to released print job.
RELEASEDATE	Date print job was released.
RELEASEUSERID	Username in Lexmark Cloud Services of the releasing user.
NUMPAGES	Number of pages in the print job.
SCANPAGES	Number of pages scanned.
IMPRESSIONS	Number of sides of pages printed.
RELEASEJOBCOLOR	Did the print job contain color?
RELEASEDUPLEX	Was the print job released in duplex?
RELEASEPAPERSIZE	Paper size of the released print job
JOBTYPE	Submission client used.
RELEASEIP	IP address of the release printer.
RELEASEMODEL	Model of the printer used.
RELEASEMODELCOLOR	Was printer used a color-capable model?
RELEASEHOSTNAME	Hostname of the release printer.

Print Management

Keep Print Job Filenames For Reporting

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Print Management: Keep Print Job Filenames For Reporting

- ## Keep Print Job Filenames For Reporting
  - Administrative option to retain file name data in the Analytics Full Data Export.
    - Administration tab->Organizational Settings
  - Only applies to filename information returned in the file:
   - FullDataExportSubmission_[organization name]_[date range].csv
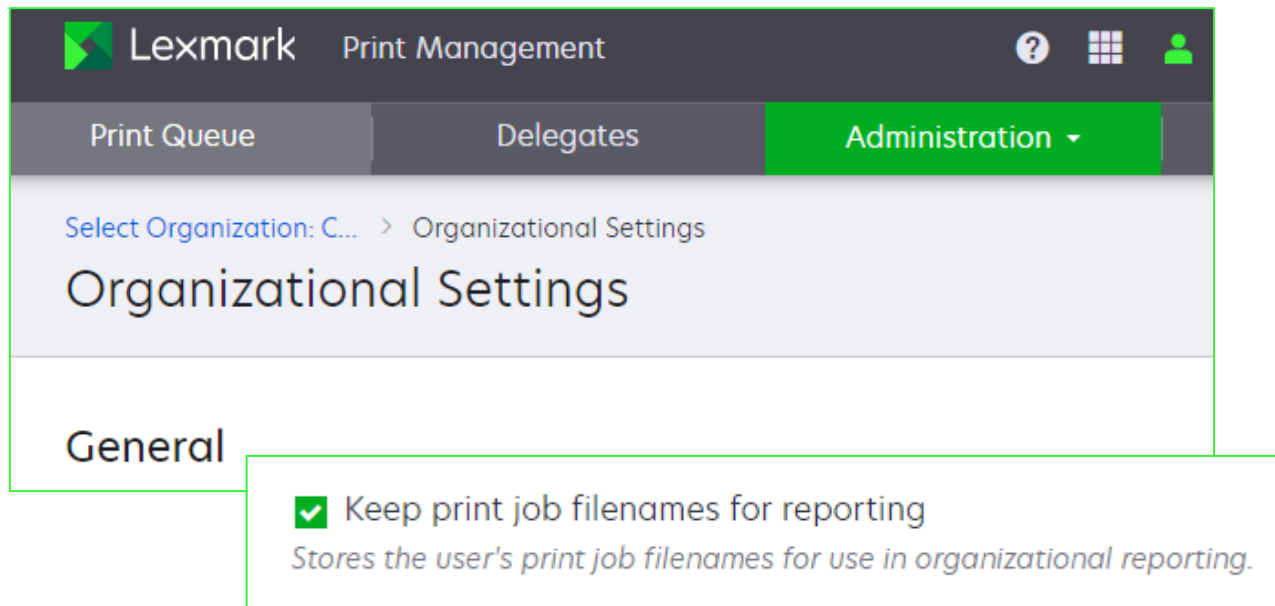
Print Management
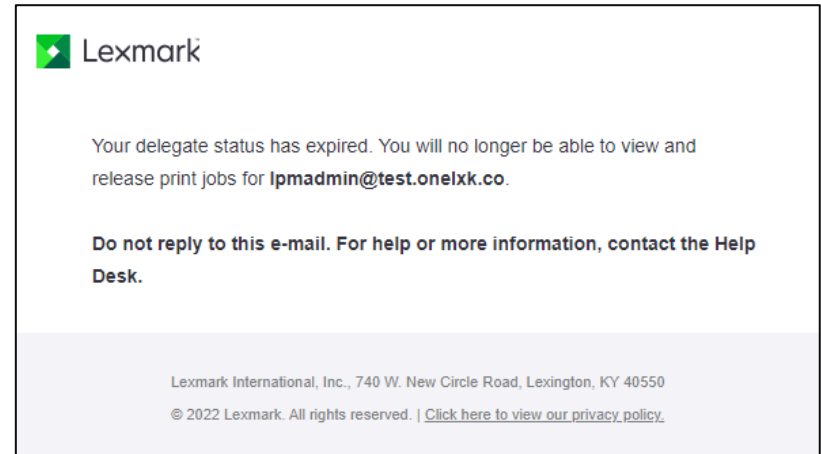
Delegate E-mail Notification

Delegate E-mail Notification - Overview

- Provides a method for a Cloud Print Management admin to allow delegates to be notified of their delegate status.

- Admin will enable the feature on the Organizational Settings of Cloud Print Management.

  ▸ Print job delegation must be enabled before this setting can be applied.
  ▸ The setting is disabled by default.
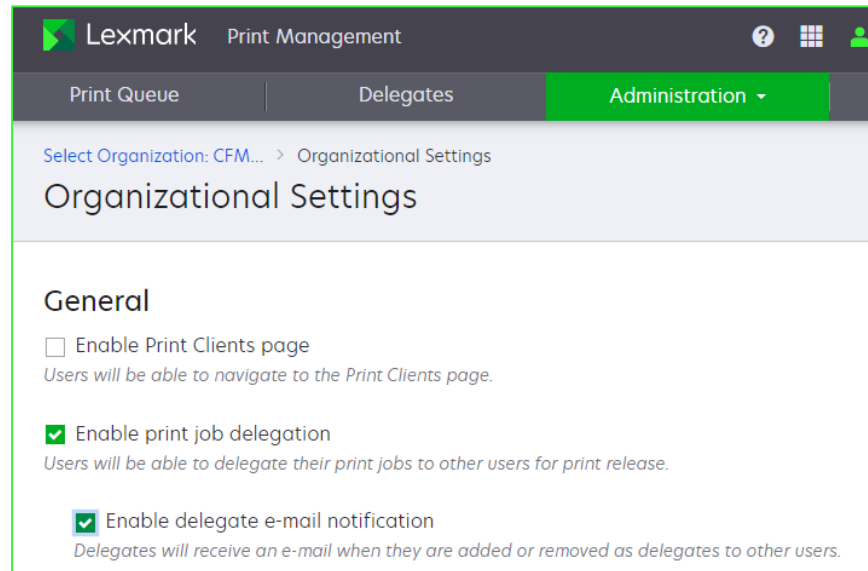
Delegate E-mail Notification

- Once the setting is applied by the administrator:
  - ▶ Delegates will be notified via e-mail when their status changes in these conditions:
    - New Delegate is created
    - Delegate is expired
      - Expiration is configured by the delegator.
    - Delegate expiration timing has changed
    - Delegate is removed

- Delegates assigned before Delegate E-mail Notification is enabled will only receive a notification if:
  - ▶ They are manually removed as a delegate.
  - ▶ The duration of their delegate assignment has expired.
  - ▶ The duration of their delegate assignment has changed.

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Your delegate status has expired. You will no longer be able to view and release print jobs for **lpmadmin@test.onelxk.co**.

Do not reply to this e-mail. For help or more information, contact the Help Desk.

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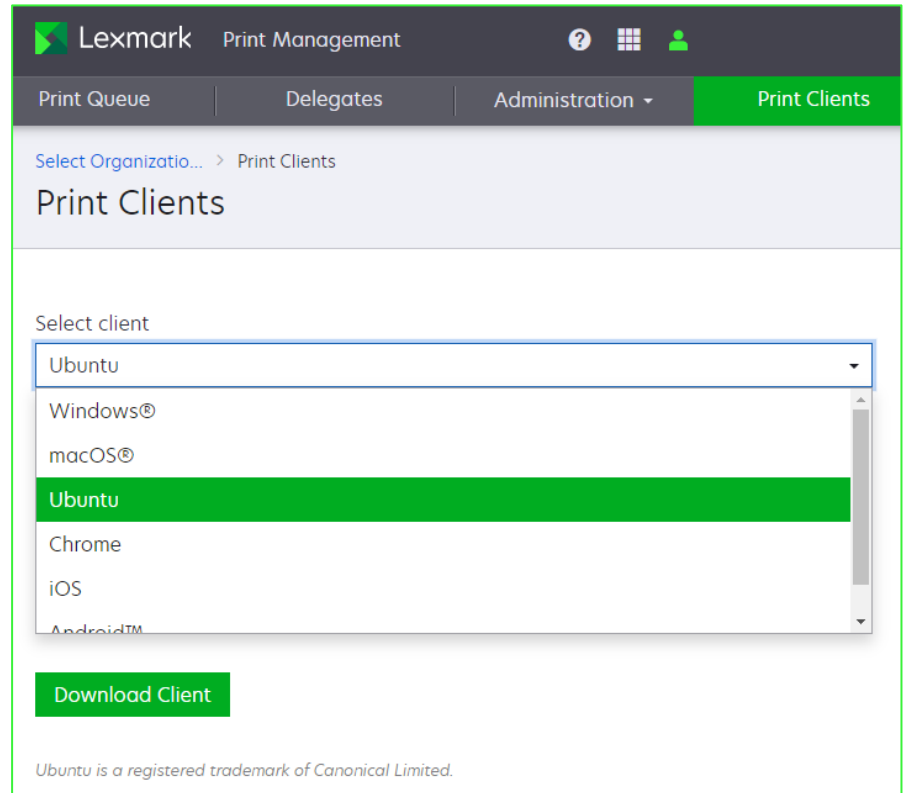
Print Management

Print Management Clients

Lexmark Print Management Client for Ubuntu

- A Lexmark Print Management Client for the Ubuntu Linux Distribution is now available.

  ▸ Ubuntu Desktop 20.04 LTS

- Provides print job submission into Cloud Print Management for systems supporting the Ubuntu Linux distribution.

  ▸ Supports the following Print Management modes:

    ▪ Cloud Print Management

    ▪ Hybrid Print Management

- Lexmark Print Management Clients (LPMC) versions:

  ▸ LPMC for Windows

 ▸ LPMC for macOS

  ▸ LPMC for Ubuntu

Downloading the LPMC for Ubuntu

- To download the LPMC for Ubuntu installation package:
  - ▶ Open the Print Management portal and click on the Print Clients tab.
  - ▶ Expand the "Select client" drop-down control and select Ubuntu.
  - ▶ Select the package type
    - Standard Packages available for:
      - Cloud Print Management
      - Hybrid Print Management
    - Custom packages can also be created.
  - ▶ Click "Download Client"
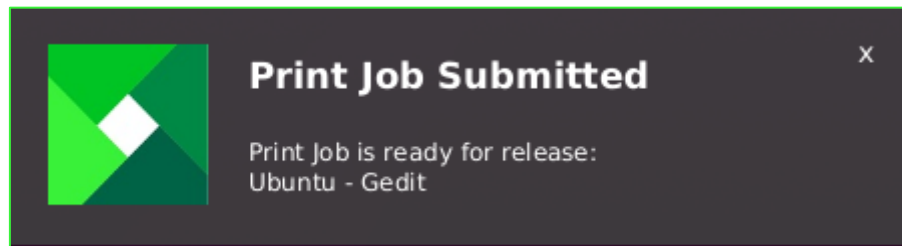   - Or "Create Package" if a custom package was selected.

Using the LPMC for Ubuntu

- Once the LPMC for Ubuntu is installed, the Cloud Print Management print queue can be selected.
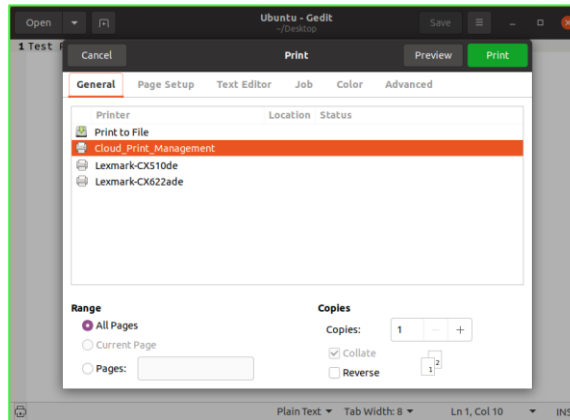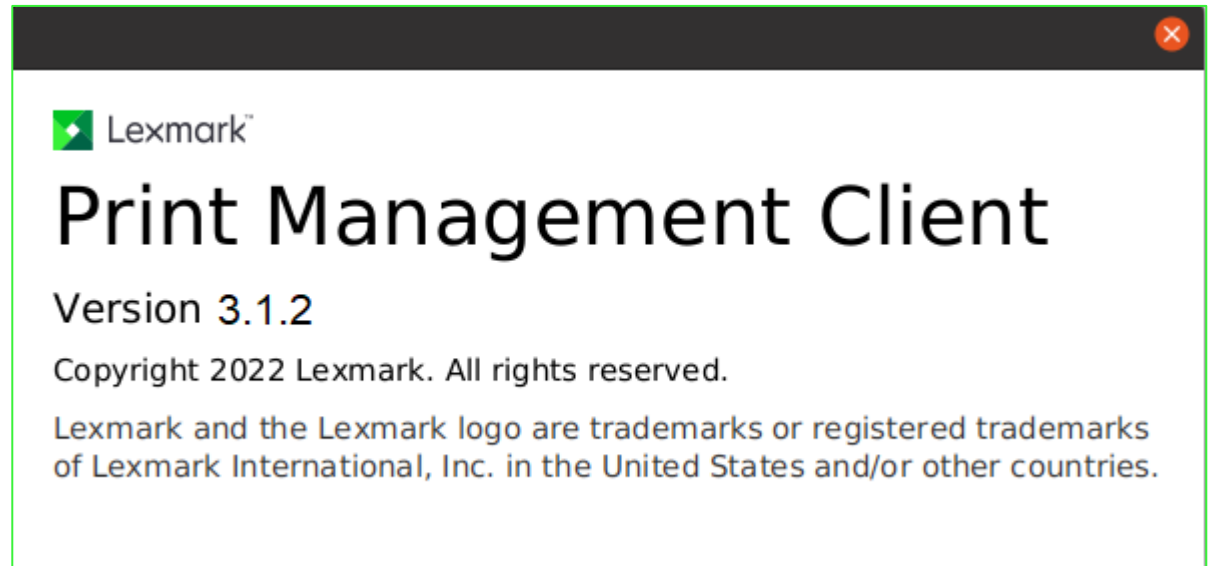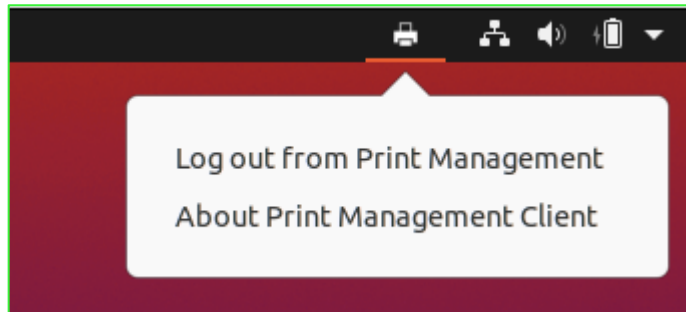

- A notification can be shown when the print job is submitted.

Note: Users will be prompted for their username and password when they print the first time.

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LPMC for Ubuntu Version

- The version of the LPMC for Ubuntu can be determined by right-clicking on the printer icon and selecting **About Print Management Client**.

Fleet Management

Fleet Agent

Fleet Agent

- ## New Fleet Agent

  - ▶ Release of Fleet Agent version 1.3.10

  - ▶ Support for Managed Print Services Express.

- ## New Fleet Agent

  - ▶ Release of Printer Support Library version 1.2.72

  - ▶ SNMP update

  - ▶ Updates for third-party printer support.

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Fleet Management

Printer Enrollment Tool

Printer Enrollment Tool

- New Printer Enrollment Tool.
  - ▸ Release of Printer Enrollment Tool version 2.8.0-2
  - ▸ Update to support new models.

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Lexmark Cloud Services Infrastructure

Lexmark Cloud Services Infrastructure: EU Hosts

EU Data Center Hosts

- Ensure traffic is allowed to the following hostnames.
  - All hosts use port 443.

Function	Used by	Hosts for the EU Data Center
CFM	Native Agent only	apis.iss.lexmark.com
CFM	Native Agent only	iss.lexmark.com
Identity Provider	All customers	idp.eu.iss.lexmark.com
API	All customers	api.eu.iss.lexmark.com
APIS	All customers	apis.eu.iss.lexmark.com
CFM File Storage	All customers	prodwesteulexcloudk8s54.iss.lexmark.com
CCS	All customers	ccs.lexmark.com
CDN	All customers	ccs-cdn.lexmark.com
CFM	All customers	prod-westeu-lex-cloud-iot.azure-devices.net
CFM	Native Agent only	prod-lex-cloud-iot.azure-devices.net
CFM	Native Agent only	global.azure-devices-provisioning.net
CPM File Storage	CPM only	prodwesteulexcloudk8s199.iss.lexmark.com
LPM	Legacy CPM only	lpm.eu.iss.lexmark.com

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Lexmark Cloud Services Infrastructure: US Hosts

US Data Center Hosts

- Ensure traffic is allowed to the following hostnames.
  - ▸ All hosts use port 443.

Function	Used by	Hosts for the US Data Center
CFM	Native Agent only	apis.iss.lexmark.com
CFM	Native Agent only	iss.lexmark.com
Identity Provider	All customers	idp.us.iss.lexmark.com
Identity Provider	All customers	login.microsoftonline.com
Identity Provider	All customers	LexmarkB2C.b2clogin.com
API	All customers	api.us.iss.lexmark.com
APIS	All customers	apis.us.iss.lexmark.com
CFM File Storage	All customers	prodlexcloudk8s239.iss.lexmark.com
CCS	All customers	ccs.lexmark.com
CDN	All customers	ccs-cdn.lexmark.com
CFM	All customers	prod-lex-cloud-iot.azure-devices.net
CFM	Native Agent only	global.azure-devices-provisioning.net
CPM File Storage	CPM only	prodlexcloudk8s19.iss.lexmark.com
LPM	Legacy CPM only	lpm.us.iss.lexmark.com