

Lexmark Cloud Services – Action Required

Lexmark Cloud Services (LCS) is making changes to the platform to enable additional security and reliability improvements. These changes will require older LCS clients to update, including applications installed on the printer and applications used for Cloud Print Management.

All applications listed below must be updated by **September 30, 2022**. Applications that are not updated to supported versions will be unable to communicate with Lexmark Cloud Services.

Agent Updates for All Customers

All customers must update the agents used to connect their printers to Lexmark Cloud.

- Within **Fleet Management**, the **Agents** tab lists all the agent types and displays the version of the installed agents within your organization.
- Minimum supported versions:
 - Fleet Agents must be updated to version 1.2.36 or later. Fleet Agents can be remotely updated from the **Agents** tab.
 - Printer Agents must be updated to version 3.0.23 or later. Printer Agents can be remotely updated from the **Agents** tab.
 - Local Agents must be updated to version 2.1.14 or later. Local Agents can be remotely updated from the **Agents** tab.
 - Native Agents must be updated to version 1.1.0 or later. To update a Native Agent, update the printer firmware to the latest release (075.281 or later).
 - Navigate to **Fleet Management**, then **Printers**.
 - Select the printers you want to update.
 - Under **Configure**, choose **Update firmware**.

Cloud Print Management Customers

Cloud Print Management (CPM) customers must update the CPM apps on their printers as well as the clients used to submit jobs to CPM.

To update the CPM apps on the printer:

- Within **Fleet Management**, re-deploy your existing configuration that includes the Cloud Print Management apps. The printer will update to the current version of the apps in production.
- All CPM apps deployed before January 25, 2022, must be updated.
- To review the versions of apps installed on your printer fleet:
 - Navigate to **Fleet Management**, then **Printers**.
 - Choose **Export to CSV**, then **Export the installed application versions**.
 - Your browser will download a csv file listing all printers and all eSF apps installed across your fleet. The minimum versions for the CPM apps are as follows:
 - Cloud Authentication 2.6.23 or 5.6.30, depending on printer generation
 - Print Release 2.6.24 or 5.6.3, depending on printer generation
 - Device Usage 2.4.19
 - The Printer Configuration Agent version is also included in the csv.

To update the Lexmark Print Management Client (LPMC):

- The minimum supported version for Windows is 2.3.960 (released in January 2021) and the minimum supported version for Mac is 1.1.1454 (released in August 2021).
 - Recent releases of both the Windows and Mac LPMC include an **About Print Management Client** option available from the LPMC tray icon. Selecting this option will display a dialog showing the version number of the LPMC.
 - On Windows, the LPMC version can always be found by looking at the properties for the following executable: C:\Program Files (x86)\Lexmark\Print Management Client\lpmc_pra.exe.
 - On Mac, the LPMC version can always be found by looking in the following file: /Library/Lexmark/LPMC/version.txt.
- To update the LPMC, run the new installer.
 - If you provide a custom settings file (configuration.xml) during LPMC installation, you should create an updated version of that file using the latest LPMC. This will ensure you are using the latest hostnames for LCS services and have access to all the latest LPMC features.
 - While there are no hostname changes due to this update, Lexmark recommends reviewing your firewall policy to ensure it allows traffic to all LCS hostnames. These hostnames are listed in the New and Changed Functionality document: https://www.lexmark.com/content/dam/lexmark/documents/user-guides/y2021/NA_US_New-and-Changed-Functionality_en-US.pdf
- To view the versions of LPMC clients being used to submit print jobs from your organization, do the following:
 - Within the LCS web portal, navigate to **Analytics**.
 - Under **Report Level**, choose **Client Version Export**.
 - Choose a date range and click on **Export Report**.
 - Your browser will download a csv file. The csv lists all users and the client version they used for their last submission from each client type. If an entry shows a client version number older than the required version, or shows a version number of "Legacy", that client must be updated.
 - If end users or multiple IT groups within your organization are responsible for performing the updates, you may want to run this report periodically to monitor your organization's overall progress in updating to supported LPMC versions.

CPM supports several other submission clients which update automatically by default. No action is required for these clients unless automatic updates are disabled. These clients include:

- Lexmark Cloud Print Management extension for Chrome - To determine the version you have installed, click on the extension icon, and choose Manage Extension. The minimum supported version is 1.2.0.114.
 - Version numbers for the Chrome extension are included in the **Client Version Export** described in the LPMC section above.

- Lexmark Mobile Print app for iOS - To determine the version currently installed, navigate to **Settings** and click on **About**. The minimum supported version is 2.11.6.
- Lexmark Print app for iOS - To determine the version currently installed, navigate to **Settings** and click on **About**. The minimum supported version is 3.0.942.
- Lexmark Mobile Print app for Android - To determine the version currently installed, select the **Settings** tab and then **About**. The minimum supported version is 2.12.0.6.
- Lexmark Print Plugin for Android - To determine the version currently installed, launch **Android Settings > Connections > Printing > Lexmark Print Service Plugin** and select the three dots at the top followed by **Settings**. The minimum supported version is 2.9.0.12.
- Lexmark Print app for Android - To determine the version currently installed, select the **More** tab and **About**. The minimum supported version is 3.1.0.22.

If automatic updates for these clients have been disabled, these clients should be updated to the current production versions available in their respective web stores.

Cloud Connector Customers

The Cloud Connector printer app must be updated to version 1.4.21 or later. This app includes its own automatic update feature, which prompts the user for permission to update.

To view the versions of the Cloud Connector app installed across your fleet:

- Navigate to **Fleet Management**, then **Printers**.
- Choose **Export to CSV**, then **Export the installed application versions**.
- Your browser will download a csv file listing all printers and all apps installed across your fleet. The version number is listed in the “Cloud Connector” columns of the csv. The minimum supported version for Cloud Connector is 1.4.21.

Required Version Numbers

Agents	Required Versions
Fleet Agent	1.2.36
Printer Agent	3.0.23
Local Agent	2.1.14
Native Agent	1.1.0 (firmware 075.281 or later)

Printer Apps	Required Versions
Cloud Authentication eSF app	2.6.23 or 5.6.30, depending on printer generation
Print Release eSF app	2.6.24 or 5.6.3, depending on printer generation
Device Usage eSF app	2.4.19

Print Management Clients	Required Versions
Windows LPMC	2.3.960
Mac LPMC	1.1.1454
Lexmark Cloud Print Management extension for Chrome	1.2.0.114
Lexmark Mobile Print app for iOS	2.11.6
Lexmark Print app for iOS	3.0.942
Lexmark Mobile Print app for Android	2.12.0.6
Lexmark Print Plugin for Android	2.9.0.12
Lexmark Print app for Android	3.1.0.22