



# **Lexmark Cloud Services Fleet Agent**

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## **Configuration Guide**

# Contents

- Overview..... 3**
  - Overview..... 3
- Prerequisites.....4**
  - Deployment readiness checklist.....4
  - Firewall settings..... 5
- Creating and installing Fleet Agent..... 6**
  - Creating a Fleet Agent..... 6
  - Downloading the Fleet Agent.....7
  - Installing the Fleet Agent.....8
  - Configuring the Fleet Agent server settings..... 8
- Managing and uninstalling the Fleet Agent.....9**
  - Managing a Fleet Agent.....9
  - Editing the Fleet Agent.....9
  - Updating the Fleet Agent.....9
  - Uninstalling the Fleet Agent.....10
- Troubleshooting..... 11**
  - Cannot open the Fleet Agent application.....11
- Notices.....12**
  - Edition notice.....12
- Index.....13**

# Overview

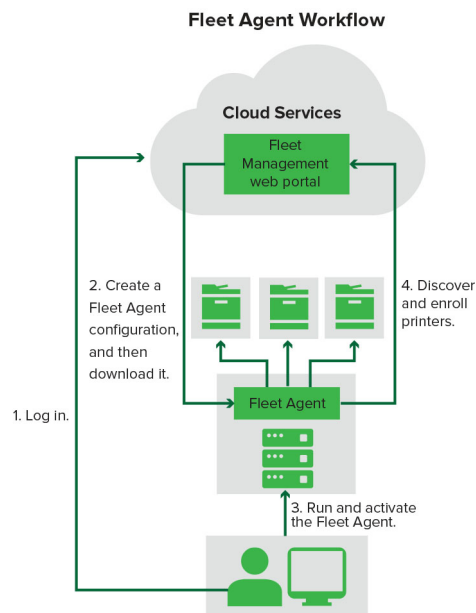
## Overview

Use the Fleet Agent application to manage printers in your organization.

Printers must be enrolled to the Lexmark Cloud Services website before you can manage them. To enroll printers, you can use Fleet Agent. The Fleet Agent acts as communication channel between printers and Lexmark Cloud Services (LCS).

A Fleet Agent is an application, configured and installed on a dedicated on-site computer system with high availability. It enrolls one or more printers from Lexmark and other manufacturers to LCS.

The following workflow shows the general process for Fleet Agent application:



### Using the Fleet Agent

- 1 Log in to the Lexmark Cloud Services website.
- 2 Create a Fleet Agent, and then download it.
- 3 Run and activate the Fleet Agent.
- 4 Discover and enroll printers.

**Note:** The Fleet Agent uses a secure connection to the Lexmark Cloud Services.

# Prerequisites

## Deployment readiness checklist

Before you begin, make sure that:

- You have any of the following web browsers to access the Lexmark™ Cloud Services website and its web portals:
  - Microsoft Edge version 40 or later
  - Mozilla Firefox version 69 or later
  - Google Chrome™ version 77 or later
  - Apple Safari version 12 or later
  - Microsoft Internet Explorer version 11 with the latest updates
  
- You have any of the following operating systems to run or install Fleet Agent application:
  - Windows Server 2016
  - Windows Server 2012 R2
  - Windows Server 2008 R2
  - Windows 10
  - Windows 8.1
  - Ubuntu 18.04 LTS
  - Debian 10
  - Red Hat Enterprise Linux 8
  
- If you use the Fleet Agent to discover and add printers to the Fleet Management portal, then the server must have the following specifications:
  - 1GHz dual-core processor
  - 2GB RAM or greater
  - 32GB storage capacity or greater

**Note:** The Fleet Agent requires 12GB of storage.
  
- The printers are configured properly so that they can be discovered and enrolled to the system.
  - The HTTP and HTTPS ports are turned on.
  - The SNMP community strings are configured correctly.

**Note:** For more information on discovery ports, see [“Firewall settings” on page 5](#)

### Notes:

- For more information, see the *Embedded Web Server—Security Administrator's Guide* for the printer.
- For more information on resolving printer errors, see the printer *User's Guide*.

## Firewall settings

For the firewall, make sure that the following ports are opened on the internal network:

Port	Protocol	Function
161	SNMP	Printer Discovery
5353	MDNS	
9300	NPANT	
5000	Object Store	
6100	Lexmark	
UDP / 6110 TCP	Secure Transport (LST)	
443	HTTPS	Retrieve Printer Configuration Agent
443	HTTPS	Install Printer Configuration Agent
9100	HTTP	
443	HTTPS	Printer enrollment
443	HTTPS	Report Printer Configuration Agent data
443	HTTPS	Report printer data

# Creating and installing Fleet Agent

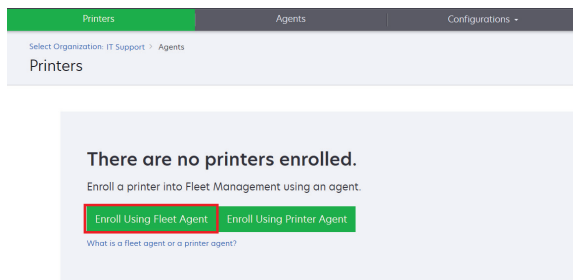
## Creating a Fleet Agent

The Fleet Agent discovers and enrolls printers to the Lexmark Cloud Services website.

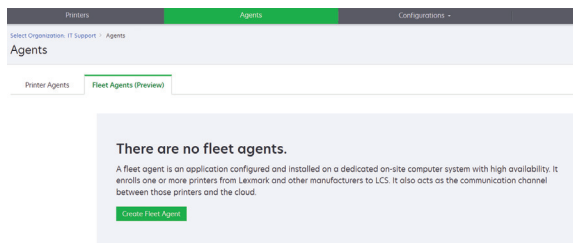
**Note:** The Fleet Agent requires a server with high availability and constant Internet connection.

1 From the Fleet Management web portal, do either of the following:

- Click **Enroll Using Fleet Agent > Create Fleet Agent**.



- Click **Agents > Fleet Agents > Create Fleet Agent**.



2 Type a unique name and description.

3 From the Discovery Criteria tab, do one or more of the following:

- If applicable, to prevent the Fleet Agent from taking over the management of enrolled printers, disable **Transfer management of discovered printers that are already enrolled through another agent**.
- To search for all printers in your local network, set Search Type to **Search Local Network**.
- To search for or exclude a specific IP address, subnet, range, or fully qualified domain name (FQDN), set Search Type to **Advanced search**. Do one or more of the following:
  - From the Include tab, click **Add Discovery Criteria to Include**, and then type the printer information.
  - From the Include tab, click **Import**, and then browse to the **csv** or **txt** file.

**Notes:**

- To view a sample file, click **Download sample file**.
- To overwrite the existing IP address, subnet, range, or FQDN in the discovery criteria, enable **Overwrite existing "included" discovery criteria**.
- From the Exclude tab, click **Add Discovery Criteria to Exclude**, and then type the printer information.
- From the Exclude tab, click **Import**, and then browse to the **csv** or **txt** file.

**Notes:**

- To view a sample file, click **Download sample file**.

- To overwrite the existing IP address, subnet, range, or FQDNs in the discovery criteria, enable **Overwrite existing "excluded" discovery criteria**.

You can also export or delete discovery criteria. From either the Export or Import tab, select one or more addresses, and then click either **Export** or **Delete**.

- Select an SNMP profile.

**4** From the SNMP Profile tab, create an SNMP profile. Do the following:

- a** Click **Create**, and then type a unique profile name.
- b** Select an SNMP version.

**Notes:**

- For Versions 1 and 2c, type a community name.
- For Version 3, select a security level, an authentication mode, and a privacy type.

**c** Set the discovery timeout and number of retries.

**d** Click **Create SNMP Profile**.

**5** From the Scheduled Tasks tab, set the Printer Discovery Task and Refresh Printer Information Task intervals.

**Note:** The Fleet Agent discovers and enrolls printers based on the Printer Discovery Task interval.

**6** From the Other Settings tab, configure the Log level and Network utilization delay settings.

**Note:** Setting the Network utilization delay value below 250 (default) may impact the network performance. We do not recommend setting the value to zero.

**7** Click **Create Agent**.

## Downloading the Fleet Agent

Before you begin, make sure that you have created a Fleet Agent. For more information, see [“Creating a Fleet Agent” on page 6](#).

**1** From the Fleet Management web portal, click **Agents > Fleet Agents**.

**2** Click the Fleet Agent name, and then click **Installation Package > Download**.

**Note:** To send the installation package link using e-mail, click **Installation Package > Email**, and then type an e-mail address.

**3** Select an installation package type, and then click **Download Package**.

**Notes:**

- Take note of the activation code.
- The activation code is valid for 72 hours. If it expires before activating the agent, then generate a new activation code. From the Fleet Management portal, click **Agents > Fleet Agents > select a Fleet Agent > Generate activation code**.

## Installing the Fleet Agent

Make sure that the Fleet Agent server and the printers are on the same network. The Fleet Agent also requires a server or host computer with high availability.

- 1 From a server or host computer, run the Fleet Agent installation package.
- 2 Accept the End-User License Agreement (EULA).
- 3 Enter the port number.

**Notes:**

- The default port number is 80.
- If port 80 is not available, then enter any available port, such as 8080 or 8088.

- 4 Click **Finish** to close the installation window, and launch the Fleet Agent in browser.

**Note:** The Launch Lexmark Fleet Agent in Your Browser option is selected by default.


- 5 From the Fleet Agent page in the browser, enter the activation code.

- 6 If necessary, enable **Use Proxy Settings**, and then provide the proxy information.

- 7 Click **Continue**, and then, if necessary, type an agent password.

**Note:** If you provided an agent password, then the password is required to access the installed Fleet Agent.

- 8 Click **Activate Agent**.

**Note:** You can change the security setting, proxy settings, or agent password later by clicking  on the upper-right corner of the Fleet Agent home screen. For more information, see [“Configuring the Fleet Agent server settings” on page 8](#).




## Configuring the Fleet Agent server settings

- 1 From a server or host computer, open the Fleet Agent. Do either of the following:

- Click the Fleet Agent shortcut.
- Open a web browser, and then type **localhost**.

**Note:** If the Fleet Agent uses a port other than port 80, then type **localhost :x**, where **x** is the port number.

- 2 From the home screen, do one or more of the following:

- To configure the proxy settings, click  > **Proxy Configuration**.
- To protect the Fleet Agent with a password, click  > **Create Password**.
- To allow remote access to this Fleet Agent, click  > **Update Security Setting**.

**Note:** In the security setting, the Allow local host access only (Recommended) option is selected by default. This option prevents other computers on the network from accessing the Fleet Agent. Clear the option to grant access to other computers on the network.



# Managing and uninstalling the Fleet Agent

## Managing a Fleet Agent

- 1 From the Fleet Management web portal, click **Agents > Fleet Agents**.
- 2 Click a Fleet Agent, and then do one or more of the following:
  - To edit the Fleet Agent, click **Edit Agent**. For more information, see [“Editing the Fleet Agent” on page 9](#).
  - To initiate printer discovery and enrollment, click **Discover & Enroll Printers**.
  - To download the installation package, click **Installation Package > Download**.  
**Note:** To send the installation package link using e-mail, click **Installation Package > Email**, and then type an e-mail address.
  - To refresh all printer information before the scheduled refresh task, click **More > Refresh all printer information**.
  - To deactivate the Fleet Agent, click **More > Deactivate Agent**.  
Sometimes, a customer may want to suspend Fleet Agent activities temporarily or reinstall the Fleet Agent in the same or another machine. Deactivating the Fleet Agent saves the cloud configuration of the agent so that it can be reactivated later. This action also revokes its cloud credentials and stops printer status monitoring, but it does not uninstall the Fleet Agent.
  - To delete the Fleet Agent, click **More > Delete Agent**.  
When a customer terminates a contract, the partner may need to delete the Fleet Agent from the portal. However, that does not stop the Fleet Agent from running inside the customer's environment. The local server would still try to communicate with the cloud, but would fail because there is no longer a cloud record of that Fleet Agent. In this scenario, we recommend uninstalling the Fleet Agent from the customer's environment.
  - To request Fleet Agent logs, from the Log section, click **Request**.  
**Note:** It may take time for the logs to generate and make them available for download.

## Editing the Fleet Agent

If there are changes to your discovery criteria, task schedule, log level, or server delay settings, then edit the Fleet Agent.

- 1 From the Fleet Management web portal, click **Agents > Fleet Agents**.
- 2 Click the agent name, and then click **Edit Agent**.
- 3 Configure the settings, and then click **Save Changes**.

## Updating the Fleet Agent

- 1 From the Fleet Management web portal, click **Agents > Fleet Agents**.
- 2 Select one or more Fleet Agents, and then click **Update > Fleet Agent**.
- 3 Click **Continue**.

**Notes:**

- To update the Fleet Agent with the latest supported printers, select a Fleet Agent, and then click **Update > Printer support library**.
- To view Fleet Agents that require updating of the supported printers library, click **Library Update > Yes**.

## Uninstalling the Fleet Agent

Uninstall the Fleet Agent to remove it from a host computer permanently or before trying to reinstall it.

### For Windows operating systems

- 1 From a server or host computer, open Control Panel.
- 2 Select **Programs > Uninstall a program**.
- 3 From the list of programs, select **Fleet Agent**.
- 4 Click **Uninstall**.

### For Linux operating systems

- 1 Open the Linux shell prompt.
- 2 Run the shell prompt: **sudo ./uninstall**.

# Troubleshooting

## Cannot open the Fleet Agent application

Try one or more of the following:

### **Make sure that the server or browser allows connection to localhost**

If the Fleet Agent uses a port other than port 80, then the browser must allow connection to **localhost : x**, where **x** is the port number.

### **Contact your administrator**

# Notices

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September 2020

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# Index

## A

activating the Fleet Agent 8

## C

cannot open the Fleet Agent application 11

checklist

    deployment readiness 4

configuring the Fleet Agent server settings 8

creating a Fleet Agent 6

## D

deployment readiness

checklist 4

downloading the Fleet Agent 7

## E

editing the Fleet Agent 9

## F

firewall settings 5

Fleet Agent

    configuring the server settings 8

    creating 6

    downloading 7

    editing 9

    Installing 8

    managing 9

    overview 3

    uninstalling 10

    updating 9

## I

installing the Fleet Agent 8

## M

managing a Fleet Agent 9

## T

troubleshooting

    cannot open the Fleet Agent application 11

## U

uninstalling the Fleet Agent 10

updating the Fleet Agent 9