Lexmark Cloud Services

New and Changed Functionality

Version A for Lexmark Cloud Services October 2020
Scan Management
Scan Management

- Scan Management is a Lexmark Cloud Service that provides a direct scan-to-Cloud solution.

- Scan destinations can be set for either OneDrive or SharePoint.

- Scanned files are sent directly to the designated destination.
  - Files do not pass through nor are stored in the Lexmark Cloud.

- Scan Management is made up of the following components
  - Cloud Scan Management portal
    - Setup and configuration scan destinations
    - Requires Scan Management Administrator and Organization Administrator roles
  - Cloud Scan eSF application
    - Scan documents using Lexmark printers and send them to a destination set in the Lexmark Cloud Services

- Scanned documents are limited to 20MB file size.

- Users are required to have an active Microsoft account.
Scan Management: Portal Configuration

- Access Scan Management by clicking the new card from the Lexmark Cloud dashboard.
  - The user must have the Scan Management Administrator and the Organization Administrator roles to setup and configure scan destinations.

- To enable Scan Management, click the Settings button or the gear icon in the Scan Management banner.

- If desired, set the e-mail address domain(s) allowed to use Scan Management.
  - If left blank, all users in the organization with any Microsoft e-mail address and the Scan Management User role can use Scan Management.
Scan Management: Configuring Destinations

- Scan destinations can be either OneDrive or SharePoint

  - **OneDrive**
    - Scan location folder
      - Scans go to user’s personal OneDrive folder
      - If the folder does not exist, it will be created

  - **SharePoint**
    - Scan location URL
Cloud Scan: At the Printer

- Locate the Cloud Scan icon.

- Select the scan destination.
  - Click Next and follow the prompts

- Scanned files are sent directly to the designated destination.
  - Files do not pass through nor are stored in the Lexmark Cloud.

Note: Scan jobs are limited to 20MB
Fleet Management
Fleet Management: Fleet Agent Hardware

- Fleet Agent runs on a server or hosted computer within the premises network.
  - To ensure performance, the server or hosted computer should be dedicated to the Fleet Agent.
  - The Fleet Agent must be installed on a high-availability device.

- Minimum specifications for the server or hosted computer

<table>
<thead>
<tr>
<th>Operating System</th>
<th>x86-64</th>
</tr>
</thead>
<tbody>
<tr>
<td>Processor</td>
<td>1Ghz dual core</td>
</tr>
<tr>
<td>RAM</td>
<td>2GB</td>
</tr>
<tr>
<td>Storage(^1)</td>
<td>32GB</td>
</tr>
</tbody>
</table>

1. Fleet Agent requires 12 GB of storage.
Fleet Management using Mobile Devices
Fleet Management for Mobile Devices

- New Fleet Agent functionality when using Fleet Management from mobile devices.
  - View and Search Fleet Agents.
  - Update Fleet Agent software.
  - Initiate printer Discovery and Enrollment.
Print Management
Lexmark’s Touchless Print Release allows an organization to configure their devices to print without employees touching the screen on the printer. This allows organizations to ensure their employees remain healthy and productive.

- Requires an update to the Cloud Print Management printer applications
- Organizational Policy setting.
  - Automatically release all the user’s print jobs when the user authenticates.
  - Affects all Print Release users in the organization.
Lexmark’s Touchless Print Release allows an organization to set their devices to print without users ever having to touch the screen on the printer. This allows organizations to ensure their employees remain healthy and productive.

- Requires an update to the Cloud Print Management printer applications
- Organizational Policy setting.
  - Automatically release all the user’s print jobs when the user authenticates.
  - Affects all Print Release users in the organization.
Print Management: Touchless Print Release

- When a user authenticates on a printer when Touchless Print Release is enabled:
  - If print jobs are in the user’s queue:
    - A pop-up announcing that Touchless Print Release will occur, is briefly shown.
      - A Cancel option is provided
        - Cancelling takes the user to the printer’s home screen without releasing any print jobs.
    - Print jobs are released, and the user is automatically logged out.
  - If no print jobs are in the user’s queue, the user is taken to the printer’s home screen.

- Requires an update to the printer’s Cloud Print Management apps.
  - Create or redeploy a configuration with the Cloud Print Management apps

Note: Only the print jobs that the user has submitted are automatically released. Print jobs delegated to the user are not automatically released.
Print Management: User Quota Status

- User Quota Status has been added to Administration menu.

- Shows quota assignments and remaining quota for users that have released print jobs this month.
  - Display reset monthly
  - Visual quota status indications
    - >10% remaining
    - <10% remaining
    - None remaining
Lexmark Cloud Services
Infrastructure
The following URLs are used by Cloud Fleet Management and Cloud Print Management.

- The URLs vary by data center.
- All URLs use port 443.
- If a firewall is used, these URLs must be whitelisted.

<table>
<thead>
<tr>
<th>CFM URLs for US Data Center</th>
<th>CFM URLs for EU Data Center</th>
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<tr>
<td>*.us.iss.lexmark.com</td>
<td>*.eu.iss.lexmark.com</td>
</tr>
<tr>
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<td>ccs.lexmark.com</td>
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<tr>
<td>ccs-cdn.lexmark.com</td>
<td>ccs-cdn.lexmark.com</td>
</tr>
<tr>
<td>*.s3.us-east-2.amazonaws.com</td>
<td>*.s3.eu-central-1.amazonaws.com</td>
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