Print Management Client

Configuration Guide

July 2024

www.lexmark.com

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Overview

The Lexmark Print Management Client (LPMC) is a software package installed on computers to let users submit print jobs securely to Cloud Print Management. It can be configured for any of the following environments:

- **Cloud Print Management**—Print jobs are stored on the Lexmark Cloud print queue until they are released from a printer installed with the Print Release application.
- **Hybrid Print Management**—Print jobs are stored on the user's workstation until they are released from a printer installed with the Print Release application.
- **Direct Print**—Print jobs are never held for release, but are sent and printed immediately on a configured printer.

Note: This document provides information on how to install, configure, and use LPMC with Lexmark Cloud Services.

Getting started

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 99 or later
  - Mozilla Firefox version 98 or later
  - Google Chrome™ version 99 or later
  - Apple Safari version 14 or later
- ☐ You have any of the following operating systems to run or install some Lexmark Cloud Services applications:

  Lexmark Print Management Client
  - Windows 11
  - Windows 10
  - macOS version 13 or later
  - Ubuntu version 20.4 or later
  - Windows Server 2022

  Note: To be able to use the LPMC version 3.4.x, make sure that you have installed Microsoft .NET Framework version 6.2 or later.

Configuring Lexmark Print Management Client

Downloading the Lexmark Print Management Client

The Lexmark Print Management Client is a software package deployed to computers to provide secure release of print jobs.

You can download the Lexmark Print Management Client package configured for either of the following environments:

- **Cloud Print Management**—Print jobs are stored on the Lexmark Cloud print queue until they are released from a printer installed with the Print Release application.
- **Hybrid Print Management**—Print jobs are stored on the user's workstation until they are released from a printer installed with the Print Release application.
- **Direct Print**—Print jobs are never held for release, but are sent and printed immediately on a configured printer.

  Note: The Direct Print feature is supported in the following operating systems and LPMC versions:

  - Microsoft Windows with LPMC version 2.3.1145 or later
  - macOS with LPMC version 3.3.0 or later
  - Ubuntu with LPMC version 3.3.0 or later

1. From the Print Management web portal, click **Print Clients**.
2. From the Select client menu, select an operating system.
3. For Chrome OS, iOS, and Android operating systems, select the link that appears, and then click **Leave Site**.

   For Windows, macOS, and Ubuntu operating systems, do any of the following:

   - **For the Cloud Print Management package type:**
     a. From the Select package type menu, select **Cloud Print Management**.
     b. Click **Download Client**.
   - **For the Hybrid Print Management package type:**
     a. From the Select package type menu, select **Hybrid Print Management**.
     b. Click **Download Client**.
   - **For the Direct Print package type:**
     a. From the Select package type menu, select **Direct Print**.
     b. Depending on the organizational settings, select one of the following:
        - **Cost Centers**
        - **Departments**
        - **Personal**
     c. Select the assignments that you want to download.
     d. Click **Download Client**.
   - **For the custom package type:**
     a. From the Select package type menu, select **Custom Package**.
     b. Click **Create Package**.
     c. From the Global Configuration Settings section, specify whether to show the print submission status notification.

d If you have a Lexmark Cloud Print Management environment, then do the following:

1. From the Cloud Print Management section, select **Enable Cloud Print Management**.
2. From the Print queue name section, select **Use default name [Cloud Print Management]** or **Set custom name**.

   Notes:

   - For custom print queue names, type the name of the print queue in the Set custom name field. The print queue name must be at least three characters and must not include special characters.
   - By using the Set custom name option, you can name the print queue for users.
   - The Set custom name option requires the use of the LPMC versions of Windows 2.3.942.0 or later or macOS version 1.1.1396 or later.

e If you have a Lexmark Hybrid Print Management environment, then do the following:

1. From the Hybrid Print Management section, select **Enable Hybrid Print Management**.
2. From the Print queue name section, select **Use default name [Hybrid Print Management]** or **Set custom name**.

   Notes:

   - For custom print queue names, type the name of the print queue in the Set custom name field. The print queue name must be at least three characters and must not include special characters.
   - By using the Set custom name option, you can name the print queue for users.
   - The Set custom name option requires the use of the LPMC versions of Windows 2.3.942.0 or later, or macOS version 1.1.1396 or later.
3. Select the option whether to let users change the print settings when releasing jobs at the printer.

f If you have a Lexmark Direct Print environment, then do the following:

1. From the Direct Print section, select **Enable Direct Print**.
2. Depending on the organizational settings, select one of the following:
   - **Cost Centers**
   - **Departments**
   - **Personal**
3. Select the assignments that you want to download.

g From the Print Driver Type section, select a print driver to include in the package.

h From the Set Default Printer section, select which environment to use by default.

i Click **Create**.

j Download the package.

Installing the Lexmark Print Management Client

For Microsoft Windows operating system

1. From your computer, run the package.
2. Follow the instructions on the screen.

Notes:

- The executable files are saved in the Program Files folder.
- For custom packages, the configuration file is included in the downloaded compressed file. Make sure that the installer and the configuration file are in the same folder.
- The configuration and the log files are saved in the **%allusersprofile%\LPMC** folder after installation.
- To be able to use the LPMC version 3.4.x, make sure that you have installed Microsoft .NET Framework version 6.2 or later.

After the installation, you can either access Lexmark Cloud Print Management, or Lexmark Hybrid Print Management, or Lexmark Direct printer.

For macOS operating system software

1. From your computer, run the package.
2. Follow the instructions on the screen.

   Notes:

   - The executable files, the configuration file, and the SSL certificates are saved in the **/Library/Lexmark/LPMC** folder.
   - The log file is saved in **/var/LPMC** as **lpmc.log**.
   - For the custom package, the configuration file is included in the downloaded compressed file. Make sure that the installer and the configuration file are in the same folder.

For Ubuntu operating system

1. Download the package.
2. Unzip and run the **`.sh`** file.

   Notes:

   - The executable files are saved in the **/usr/share/Lexmark/PrintManagementClient** folder.
   - The configuration file is saved in the **/etc/Lexmark/PrintManagementClient** folder.
   - The SSL certificates are saved in **/var/Lexmark/PrintManagementClient**.
   - The log file is saved in **/var/Lexmark/PrintManagementClient/lpmc-universal-service.log**.

Note: It is not recommended to conduct antivirus scans on the **Lexmark/PrintManagementClient** folder. Antivirus scans may result in locking essential files, blocking access to configuration files, and preventing print job file creation.

Applying the driver configuration

The LPMC installer supports the use of LDC files from the Printer Driver Configuration Utility. During installation, the system looks for specific file names for the LDC files.

Notes:

- To apply a driver configuration when the LPMC is installed, save the LDC file in the same folder as the LPMC installer.
- For Ubuntu and macOS, the LPMC installer does not support the use of LDC files.

- For Ubuntu 20.04 or later, to make the LPMC **SysTray** icon visible, install **AppIndicator** and enable it in GNOME.

Use the following file names:

- **LPMSaaSPrintQueueConfiguration.ldc** for the Cloud Print Management print queue
- **LPMServerlessPrintQueueConfiguration.ldc** for the Hybrid Print Management print queue

The LDC configuration must use the following value for the print queue:

```
<PrinterObject value="Cloud Print Management - PCLXL"></PrinterObject>
```

You can also use the following generic values for the printer profile and printer model:

```
<PrinterProfile name="Lexmark Universal v2" version="1.0">
<PrinterModel value="Lexmark Universal v2"></PrinterModel>
```

Notes:

- If the legacy version of LPMC is installed on your workstation, then you can upgrade to the latest version of LPMC (version 3.4.x).
- Unreleased hybrid jobs are not retained. It is highly recommended not to have any pending jobs before the upgrade.
- Enabling automatic updates is supported only in the latest version of LPMC.

User can select one of the following settings when upgrading to the latest version of LPMC:

- **Keep User Setting**—To maintain your current settings, do the following:
  1. Run the LPMC package installer with your existing **configuration.xml** or **Directprintconfiguration.xml** file.
  2. Place a copy of the **configuration.xml** or **Directprintconfiguration.xml** file in the directory of the new LPMC package installer.
- **New User Setting**—To modify the existing settings, do the following:
  1. Download and edit the **configuration.xml** or **Directprintconfiguration.xml** file.
  2. Place the edited files in the same directory as the existing LPMC package installer.
- **Default Setting**—If no **configuration.xml** file is attached to the LPMC installer package, then the default configuration settings provided by the downloaded LPMC installer package are applied.

Enabling automatic updates for Lexmark Print Management Client

1. From the Print Management web portal, click **Administration** > **Organizational Settings**.
2. From the General section, select **Enable automatic updates for installed print clients**.
3. Select either of the following:
   - **As soon as possible**—Does not provide the user any option to postpone an update. The system automatically downloads and installs the latest version of LPMC available in the portal.
   - **Within specific time period**:
     - Allows users to snooze updates up to a maximum of 7 days as configured by the administrator.
     - If the maximum snooze duration is exceeded, then the system initiates updates automatically.

– If a user does not click **Update Later** within 5 minutes of the snooze dialog being displayed, then the system initiates updates automatically.

Managing the Lexmark Print Management Client

Checking for updates for the Lexmark Print Management Client

The following steps apply to the following operating systems and LPMC versions:

- Microsoft Windows with LPMC version 3.3.0 or later
- macOS with LPMC version 3.3.0 or later
- Ubuntu with LPMC version 3.3.0 or later

1. From your computer, in the system tray or the menu bar, click the Lexmark Print Management Client icon.
2. Click **Check for Updates**.

Always update your operating system to maintain optimal security and performance of your LPMC. Regular updates protect your system from the latest vulnerabilities and provide secured connections through encrypted data transfers and updated SSL certificates.

Identifying the version of Lexmark Print Management Client

The following steps apply to the following operating systems and LPMC versions:

- Microsoft Windows with LPMC version 2.3.1026.0 or later
- macOS with LPMC version 1.1.1468 or later
- Ubuntu with LPMC version 3.1.0 or later

1. From your computer, in the system tray or the menu bar, click the Lexmark Print Management Client icon.
2. Click **About Print Management Client**.

Identifying the version of Lexmark Print Management Client from the Client Status page

The following steps apply to the following operating systems and LPMC versions:

- Microsoft Windows with LPMC version 2.3.1026.0 or later
- macOS with LPMC version 1.1.1468 or later
- Ubuntu with LPMC version 3.1.0 or later

1. From the Print Management web portal, click **Print Clients** > **Client Status**.
2. Locate the LPMC version in the Client Version column.

Logging out from the Lexmark Print Management Client

Logging out from Lexmark Print Management Client deletes all Hybrid print jobs stored on your computer, making them no longer available for release. However, the print jobs that are already sent to the Lexmark Cloud print queue remain available.

Note: The following steps apply to Microsoft Windows, macOS, and Ubuntu operating systems.

1. From your computer, in the system tray or menu bar, right-click the Lexmark Print Management Client icon.
2. Click **Log out from Print Management**.

Note: After you log out, your authentication credentials are deleted. When you print again, you are prompted for your user credentials.

Using configuration files

Understanding the configuration file elements and their values

configuration.xml file

Notes:

- The configuration file is case-sensitive.
- Modify only the elements that are applicable to your configuration.

- **Logger Settings**
  - **<LogFilePath>**—Type the location where event logs are saved.
  - **<LoggingEnabled>**—Type **true** to enable standard logs. Type **debug** to enable debug logs.

  <LoggingEnabled> can have the following values:
  - **true**—Enable logging
  - **false**—Disable logging
  - **warn**—Log error and warning messages only
  - **debug**—Enable debug logging
  - **debug-http**—Enable debug logging for http requests
- **Capture Settings**
  - **<LoopbackPort>**
    - **9167** for Hybrid Print Management
    - **9168** for Cloud Print Management
  - **<PrintJobFileNameFormat>**—Type the format for the print job file name. For Microsoft Windows operating system, the default format is **%d_%i.prn**. For macOS operating system software and Ubuntu operating system, the default format is **%d_%i.ps**.

    Notes:

    - **%d** represents the print job time stamp, and **%i** represents the system timer tick count.
    - You can change the file name format as long as **%d** and **%i** are present to differentiate the print jobs.

- **Release Settings**
  - **<EsfListenerPort>**—Type the port number to use for secure communication between the printer eSF application and the computer. The default port number is 9443.

    Note: Make sure that there are no other running applications using the port.
- **Server Settings**
  - **<ServerIP>**—Type the IP address of the Cloud Print Management (CPM) server.
  - **<ServerPort>**—Type the port number of the CPM server. The default port number is 443.
- **Server API Settings**
  - **<APIVersion>**—Type the version information of the API used. The API version for use with Lexmark Cloud Services is 3.0.
- **Late Binding Settings**
  - **<LateBindingEnabled>**—Type **true** to enable changing of print settings before printing hybrid jobs.

    Note: The default value is **true**. You can change only the Copies, Color, Two-sided, Staple, and Hole Punch settings.
- **Compliance Settings**
  - **<FilterAutoIPAddresses>**—Type **true** to enable filtering of automatic private IP addresses.
  - **<LogIPAddresses>**—Type **true** to log all the IP addresses for debugging.
  - **<RedactPrivateInformationFromLogs>**—Type **true** to redact private information like IP address, hostname, Mac, email, and user ID.
  - **<LogIpAddresses>**—Type **true** to display IP address in logs.
- **Print Queue Settings**
  - **<HybridPrintQueueName>**—Type the name for the Hybrid Print Management print queue.
  - **<CloudPrintQueueName>**—Type the name for the Cloud Print Management print queue.

  Note: The print queue name must be at least three characters and must not include special characters.
- **User Folder Settings**

  Note: These settings are only applicable for Windows operating systems.

  - **<UserDirectoryMode>**—Type either of the following:
    - **Roaming** to use the roaming directory **%appdata%**.
    - **Programdata** to use the non-user-specific folder **%programdata%**.
- **MonitorSchedule**—Type either of the following:
  - **<IpChangeMonitorIntervalInSeconds>**—to set the desired interval for IP refresh.
  - **<ProxyCacheResetIntervalInSeconds>**—to set the desired proxy details caching duration.
- **WebproxySettings**:
  - **<Address>**—Type the proxy address.
  - **<IsEnabled>**—Type **true** to enable routing through proxy.
- **<SubnetFilter>**—Include or exclude desired subnets.

  Note: Depending on the requirement, you can add either **<Include>** or **<Exclude>**. It is not compulsory to add both these filters together.

```
<SubnetFilter>
   <Include>
     <Subnet>10.141.0.0/16</Subnet>
```

```
      <Subnet>172.16.0.0/16</Subnet
    </Include>
    <Exclude>
      <Subnet>169.254.0.0/16</Subnet
    </Exclude>
  </SubnetFilter>
```

- **Other Settings**
  - **<DisplayNotifications>**—Type **true** to show the print submission status notification.
  - **<DefaultQueue>**—Type either of the following:
    - **LPMCloud**—to set the default print queue to **Cloud Print Management**.
    - **LPMServerless**—to set the default print queue to **Hybrid Print Management**.
    - **None**—to set no default print queue.
  - **<PrioritizeVirtualAdapters>**—Type **true** to use the IP address of the virtual adapter when registering print jobs.

    Note: This setting is used only when users release hybrid print jobs using a virtual private network (VPN).
  - **<DisplayConnectionErrorMessageBoxes>**—Type **true** to show connection error messages.
  - **<CertificateValidationSwitch>**—Type **true** to verify **X509Certificate2** and to build the **X509Chain** validation manually.
  - **<CertificateValidationDebugMode>**—Type either of the following:
    - **true** to enable logging of the certificate chain information.
    - **false** to disable logging of the certificate chain information.

    Note: This setting is used only when **<CertificateValidationSwitch>** is set to **true**.
  - **<CertificateRevocationMode>**—Type either of the following:
    - **0**—to disable the certificate revocation check.
    - **1**—to check the certificate revocation using an online certificate revocation list (CRL) or OCSP.

    Note: This setting is used only when **<CertificateValidationSwitch>** is set to **true**.

DirectPrintConfiguration.xml file

- **All Print Setting Details**
  - **<PrintJobFileNameFormat>**—Type the format for the print job file name. For Windows operating system, the default format is **%d_%i.prn**. For macOS operating system software and Ubuntu operating system, the default format is **%d_%i.ps**.
  - **<APIVersion>**—Type the version information of the API used. The API version to use with Lexmark Cloud Services is **3.0**.
- **Print Setting Details**
  - **<LoopbackPort>**—Any available TCP port. The recommended ports are 9151–9160. The port must be unique per **<PrintSettingDetails>**.
  - **<LoopbackPortName>**—Type the name for the Direct Print port.
  - **<PrintQueueName>**—Type the name for the Direct Print queue.
  - **<DestIPAddress>**—IP address of the configured Direct Print printer.

- **Driver Name**—The name of the Universal Print Driver installed and used for creating Direct Print queue. Type the compatible version for any of the following operating systems:
  - **Windows**
    - Lexmark Universal v2
    - Lexmark Universal v2 XL
    - Lexmark Universal v2 PostScript 3 Emulation
  - **macOS**
    - Color
    - Mono
  - **Ubuntu**

    Color

  Note: The other options for DirectPrintConfiguration.xml file are to similar to the options for configuration.xml file.

Modifying the configuration file

- **Before installing LPMC**—The following steps apply when you want to modify the configuration file before installing LPMC:
  1. Extract the files from the ZIP folder.
  2. Open the **configuration.xml** file or the **Directprintconfiguration.xml** file with a text editor.
  3. If necessary, modify the values of the configuration settings.
  4. Save the file.
  5. Run the package. For more information, see "Installing the Lexmark Print Management Client" on page 6.
- **After installing LPMC**— If you want to modify the configuration file after installing LPMC, then do the following:
  1. Edit the configuration files according to the specific directory on the respective operating systems. For more information, see "Installing the Lexmark Print Management Client" on page 6.
  2. Restart your computer or the virtual machine after making changes to the configuration file.

Sample configuration file for Windows operating system

```
<?xml version="1.0" encoding="utf-8"?>
<Configuration xmlns:xsd="http://www.w3.org/2001/XMLSchema" xmlns:xsi="http://www.w3.org/2001
/XMLSchema-instance">
  <Logger>
    <LogFilePathC:\ProgramData\LPMC\lpmc.log</LogFilePath>
    <!-- true | false | warn | debug | debug-http -->
    <LoggingEnabledtrue></LoggingEnabled>
  </Logger>
  <LPMServerSettings>
    <CaptureSettings>
      <LoopbackPort>9168</LoopbackPort>
      <PrintJobFileNameFormat>%d_%i.prn</PrintJobFileNameFormat>
    </CaptureSettings>
    <ServerSettings>
      <ServerIP>apis.us.iss.lexmark.com/cpm</ServerIP>
      <ServerPort>443</ServerPort>
    </ServerSettings>
    <IDPServerSettings>
      <ServerIP>idp.us.iss.lexmark.com</ServerIP>
      <ServerPort>443</ServerPort>
    </IDPServerSettings>
    <APIVersion>3.0></APIVersion>
```

```
  </LPMServerSettings>
  <LPMServerlessSettings>
    <CaptureSettings>
      <LoopbackPort>9167</LoopbackPort>
      <PrintJobFileNameFormat>%d_%i.prn</PrintJobFileNameFormat>
    </CaptureSettings>
    <ReleaseSettings>
      <EsfListenerPort>9443</EsfListenerPort>
    </ReleaseSettings>
    <ServerSettings>
       <ServerIP>apis.us.iss.lexmark.com/cpm</ServerIP>
       <ServerPort>443></ServerPort>
     </ServerSettings>
    <ServerAPISettings>
       <APIVersion>3.0</APIVersion>
       <IDPServerSettings>
         <ServerIP>idp.us.iss.lexmark.com</ServerIP>
         <ServerPort>443</ServerPort>
       </IDPServerSettings>
     </ServerAPISettings>
  </LPMServerlessSettings>
  <LateBindingSettings>
     <LateBindingEnabled>true</LateBindingEnabled>
 </LateBindingSettings>
  <DisplayNotifications>true</DisplayNotifications>
   <DisplayConnectionErrorMessageBoxes>true</DisplayConnectionErrorMessageBoxes>
  <DefaultPrintQueue>
     <!-- Values are {LPMServerless|LPMCloud|None} -->
     <DefaultQueue>LPMCloud</DefaultQueue>
   </DefaultPrintQueu>
  <ConfiguredPrintQueueName>
     <CloudPrintQueueName></CloudPrintQueueName>
     <HybridPrintQueueName></HybridPrintQueueName>
   </ConfiguredPrintQueueName>
  <UserFolderSettings>
     <!-- Values are {Roaming|Programdata} -->
     <UserDirectoryMode>Programdata</UserDirectoryMode>
   </UserFolderSetting>
  <CertificateValidationSwitch>true</CertificateValidationSwitch>
 <CertificateValidationDebugMode>false</CertificateValidationDebugMode>
  <CertificateRevocationMode>0</CertificateRevocationMode>
  <PrioritizeVirtualAdapters>false</PrioritizeVirtualAdapters>
  <RedactPrivateInformationFromLogs>true</RedactPrivateInformationFromLogs>
  <LogIpAddresses>false</LogIpAddresses>
  <FilterAutoIPAddresses>false</FilterAutoIPAddresses>
  <!-- <MonitorSchedule>
     <IpChangeMonitorIntervalInSeconds>60</IpChangeMonitorIntervalInSeconds>
     <ProxyCacheResetIntervalInSeconds>60</ProxyCacheResetIntervalInSeconds>
 </MonitorSchedule> -->
  <!-- <WebproxySettings>
     <Address>http://169.254.0.0/proxy.pac</Address>
      <IsEnabled>true</IsEnabled>
  </WebproxySettings> -->
  <!-- <SubnetFilter>
      <Include>
          <Subnet>10.141.0.0/16</Subnet>
           <Subnet>172.16.0.0/16</Subnet>
      </Include>
      <Exclude>
          <Subnet>169.254.0.0/16</Subnet>
      </Exclude>
   </SubnetFilter> -->
 </Configuration
```

Sample configuration file for macOS operating system software and Ubuntu operating system

```
<?xml version="1.0" encoding="utf-8"?>
<Configuration xmlns:xsd="http://www.w3.org/2001/XMLSchema" xmlns:xsi="http://www.w3.org/2001
/XMLSchema-instance">
  <Logger>
```

```
    <LogFilePath/var/LPMC/lpmc.log</LogFilePath>
    <!-- true | false | warn | debug | debug-http -->
    <LoggingEnabled>true</LoggingEnabled>
  </Logger>
  <LPMServerSettings>
    <CaptureSettings>
      <LoopbackPort>9168</LoopbackPort>
      <PrintJobFileNameFormat>%d_%i.ps</PrintJobFileNameFormat>
    </CaptureSettings>
    <ServerSettings>
      <ServerIP>apis.us.iss.lexmark.com/cpm</ServerIP>
      <ServerPort>443</ServerPort>
    </ServerSettings>
    <IDPServerSettings>
      <ServerIP>idp.us.iss.lexmark.com</ServerIP>
      <ServerPort>443</ServerPort>
    </IDPServerSettings>
    <APIVersion>3.0</APIVersion>
  </LPMServerSettings>
  <LPMServerlessSettings>
    <CaptureSettings>
      <LoopbackPort>9167</LoopbackPort>
      <PrintJobFileNameFormat>%d_%i.ps</PrintJobFileNameFormat>
    </CaptureSettings>
    <ReleaseSettings>
      <EsfListenerPort>9443</EsfListenerPort>
      <UseSSLtrue</UseSSL>
    </ReleaseSettings>
    <ServerSettings>
       <ServerIP>apis.us.iss.lexmark.com/cpm</ServerIP>
       <ServerPort>443</ServerPort>
      <UseSSL>true</UseSSL>
   </ServerSettings>
    <ServerAPISettings>
       <APIVersion>3.0</APIVersion>
       <IDPServerSettings>
         <ServerIP>idp.us.iss.lexmark.com</ServerIP>
         <ServerPort>443</ServerPort>
       </IDPServerSettings>
     </ServerAPISettings>
  </LPMServerlessSettings>
  <LateBindingSettings>
     <LateBindingEnabled>true</LateBindingEnabled>
</LateBindingSettings>
  <DisplayNotifications>true</DisplayNotifications>
   <DisplayConnectionErrorMessageBoxes>true</DisplayConnectionErrorMessageBoxe>
  <DefaultPrintQueue>
     <!-- Values are {LPMServerless|LPMCloud|None} -->
     <DefaultQueue>LPMCloud</DefaultQueue>
   </DefaultPrintQueue>
  <ConfiguredPrintQueueName>
     <CloudPrintQueueName></CloudPrintQueueName>
     <HybridPrintQueueName></HybridPrintQueueName>
   </ConfiguredPrintQueueName>
  <PrioritizeVirtualAdapters>false</PrioritizeVirtualAdapters>
<CertificateValidationSwitch>true</CertificateValidationSwitch>
<CertificateValidationDebugMode>false</CertificateValidationDebugMode>
  <CertificateRevocationMode>0</CertificateRevocationMode>
  <PrioritizeVirtualAdapters>false</PrioritizeVirtualAdapters>
  <RedactPrivateInformationFromLogs>true</RedactPrivateInformationFromLogs>
  <LogIpAddresses>false</LogIpAddresses>
  <FilterAutoIPAddresses>false</FilterAutoIPAddresses>
  <!-- <MonitorSchedule>
     <IpChangeMonitorIntervalInSeconds>60</IpChangeMonitorIntervalInSeconds>
     <ProxyCacheResetIntervalInSeconds>60</ProxyCacheResetIntervalInSeconds>
</MonitorSchedule> -->
  <!-- <WebproxySettings>
     <Address>http://169.254.0.0/proxy.pac</Address>
      <IsEnabled>true</IsEnabled>
  </WebproxySettings> -->
  <!-- <SubnetFilter>
      <Include>
          <Subnet>10.141.0.0/16</Subnet>
```

```
            <Subnet>172.16.0.0/16</Subnet>
        </Include>
        <Exclude>
            <Subnet>169.254.0.0/16</Subnet>
        </Exclude>
    </SubnetFilter> -->
 </Configuration
```

Sample Direct Print configuration file for Windows, macOS, and Ubuntu operating system

```
<?xml version="1.0" encoding="utf-8"?>
<DirectPrintConfiguration>
    <Logger>
        <LogFilePathC:\ProgramData\LPMC\lpmc.log</LogFilePath>
        <!-- true | false | warn | debug | debug-http -->
        <LoggingEnabled>true</LoggingEnabled>
     </Logger>
    <AllPrintSettingDetails>
        <PrintJobFileNameFormat>%d_%i.prn</PrintJobFileNameFormat>
        <APIVersion>3.0</APIVersion>
        <PrintSettingDetails>
                <LoopbackPort>9151</LoopbackPort>
                <LoopbackPortName>DirectPrintPort1</LoopbackPortName>
                <PrintQueueName>Printer1</PrintQueueName>
                <DestIPAddress>10.10.10.10</DestIPAddress>
                <TrueUpData>false</TrueUpData>
           </PrintSettingDetails>
         <PrintSettingDetails>
                <LoopbackPort>9152</LoopbackPort>
                <LoopbackPortName>DirectPrintPort2</LoopbackPortName>
                <PrintQueueName>Printer2</PrintQueueName>
                 <DestIPAddress>10.10.10.11</DestIPAddress>
                <TrueUpData>false</TrueUpData>
        </PrintSettingDetails>
     </AllPrintSettingDetail>
     <LPMServerSettings>
        <ServerIP>apis.us.iss.lexmark.com/cpm</ServerIP>
        <ServerPort>443</ServerPort>
     </LPMServerSetting>
     <IDPServerSettings>
        <ServerIP>idp.us.iss.lexmark.com</ServerIP>
        <ServerPort>443</ServerPort>
     </IDPServerSetting>
     <APIVersion>3.0</APIVersion>
     <ESFDirectPrintListenerPort>9443</ESFDirectPrintListenerPort>
     <DriverName>Lexmark Universal v2 XL</DriverName>
     <DisplayNotifications>true</DisplayNotifications>
     <DisplayConnectionErrorMessageBoxes>true</DisplayConnectionErrorMessageBoxes>
     <CertificateValidationSwitch>true</CertificateValidationSwitch>
     <CertificateValidationDebugMode>false</CertificateValidationDebugMode>
     <CertificateRevocationMode>0</CertificateRevocationMode>
     <PrioritizeVirtualAdapters>false</PrioritizeVirtualAdapters>
     <RedactPrivateInformationFromLogs>true</RedactPrivateInformationFromLogs>
     <LogIpAddresses>false</LogIpAddresses>
     <FilterAutoIPAddresses>false</FilterAutoIPAddresses>
     <!-- <MonitorSchedule>
        <IpChangeMonitorIntervalInSeconds>60</IpChangeMonitorIntervalInSeconds>
        <ProxyCacheResetIntervalInSeconds>60</ProxyCacheResetIntervalInSeconds>
     </MonitorSchedule> -->
     <!-- <WebproxySettings>
        <Address>http://169.254.0.0/proxy.pac</Address>
        <IsEnabled>true</IsEnabled>
     </WebproxySettings> -->
     <!-- <SubnetFilter>
        <Include>
            <Subnet>10.141.0.0/16</Subnet>
            <Subnet>172.16.0.0/16</Subnet>
        </Include>
        <Exclude>
            <Subnet>169.254.0.0/16</Subnet>
```

```
        </Exclude>
    </SubnetFilter> -->
</DirectPrintConfiguration
```

Sending print jobs from your computer

1. Open a file or image.
2. Select the print option, and then select the Lexmark Cloud Services print release queue.
3. Click **Print**.
4. If prompted, type your e-mail address and password.

   Note: If you cannot authenticate within three minutes, then the session expires and the submitted job gets deleted.

Getting help

Cannot install the Lexmark Print Management Client

Try one or more of the following:

Uninstall the previous versions of the Lexmark Universal Print Management Client

Contact your administrator

Cannot access the Print Management web portal

Try one or more of the following:

Make sure that the user roles are assigned appropriately

For more information, contact your organization administrator.

Contact the Lexmark Customer Support Center

A warning appears when downloading the Lexmark Print Management Client

Try one or more of the following:

Accept the warning

Some browsers warn users of the risk associated with downloading EXE files.

For Windows 10 operating system, disable the SmartScreen feature temporarily

For more information, see the documentation for your operating system.

Custom settings from a LPMC installation do not appear

Try one or more of the following:

Make sure that you have created an configuration.xml file

Make sure that the installer and the configuration files are in the same folder

- Download the installer (EXE) file from the Print Management portal.

Lexmark Cloud Print Management print queues do not appear on client workstations

Try one or more of the following:

Make sure that the configuration file has the correct modes

Notes:

- For Microsoft Windows operating system, the configuration file is saved in the **C:\ProgramData\LPMC** folder.
- For macOS operating system software, the configuration file is saved in the **/Library/Lexmark/LPMC** folder.
- For Ubuntu operating system, the configuration file is saved in the **/etc/Lexmark/PrintManagementClient** folder.

Make sure that the value in the <HybridPrintQueueName> or <CloudPrintQueueName> setting does not contain any special character

For more information, see “Using configuration files” on page 10.

Uninstall, and then install the package

Lexmark Print Management Client only enables modes defined in the configuration file during installation.

Installation with an LDC file is not working (Windows only)

Try one or more of the following:

Make sure to use the correct file names

During installation, the system looks for specific file names for the LDC files.

Use the following file names:

LPMSaaSPrintQueueConfiguration.ldc for the Cloud Print Management print queue
LPMServerlessPrintQueueConfiguration.ldc for the Hybrid Print Management print queue

Make sure to use the correct names for the print queue

The LDC configuration must use the following value for the print queue:

```
<PrinterObject value="Cloud Print Management - PCLXL"></PrinterObject>
```

Note: If a custom name is used for the print queue, then the value in **`PrinterObject`** must be the custom name of the print queue.

You can also use the following generic values for the printer profile and printer model:

```
<PrinterProfile name="Lexmark Universal v2" version="1.0">
<PrinterModel value="Lexmark Universal v2"></PrinterModel>
```

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July 2024

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