

Fleet und Servicemanagement – Release Notes

MPS Version 14.22 – 31/03/2026

Fixes:

- Server: Threshold ignored events have never been cleared and thus never could be recorded more than once
- Server: Evatic communication errors now start a 3 minutes pause before retrying. After 3 retries, an Evatic task will be filed as ZIP in /error folder. The last error code will be appended at ZIP file name in brackets. The number of retries is 3 as default. In accserver.ini in section [Mailer Process] with key MaxEvaticRetries = 3, this number may be adjusted
- Server: Evatic communication errors -24 caused by missing date values has been fixed
- Server: A problem in Evatic communication was fixed with English date format causing error -24
- WebClient (Server): SNMP communication check was showing wrong protocols if 'none' was used
- WebClient (Server): User list was showing eShop column even when eShop wasn't licensed
- WebClient (Server): Showing user Default caused an SQL error
- WebClient (Server): With the default user, the accounting option were shown even when accounting wasn't licensed
- WebClient (Server): autocomplete="email" added for inputs of e-mail addresses on user page
- WebClient (Server): Columns Contracts, eShop, HP SDS and Kyocera KFS on user list will be only shown, when these features are licensed/activated and the user has their use granted
- WebClient (Server): With initial settings, the port for mail receiving was empty although the protocol was set to POP3
- DBSetup: Added a note that the default database supports max. 75 printers
- Log Entry "Error while calculating MIB value..." is not an error anymore but a warning

Features:

- WebClient (Server): SSO support via custom bearer and JWT
- WebClient (Server): Report 'Capacity Utilisation' now also shows monthly copy and scan volumes
- Server/Client: SQLite3 was dropped and replaced by SQLite3 Multiple Ciphers actually based on SQLite3 Version 3.51.2
- Server/Client: libcurl is updated to 8.15.0
- PHP 8.4.19
- Microsoft PHP Driver for SQL Server v5.13.0
- WebClient (Server): Superadmin now with eShop sees buttons on printer page to delete supply requests and supply references for repair
- Client: In accserver.ini, you can now force the client announcement mail to be sent at the next startup. To do this, set the following switch. The switch is automatically reset

MPS Version 14.21 – 09/02/2026

Fixes:

- WebClient (Server): tableexport.jquery.plugin updated to version 1.33.
- Client: On Server 2025 the start menu entry for the service settings applet did not work

Features:

- WebClient (Client): Login is now restricted to 3 attempts and will be locked for 30 min if exceeded.
- WebClient (Server): An new permission for customers allows them to manage their asset nos

MPS Version 14.20 – 15/01/2026

Fixes:

- accMailer: Unidentified mails containing characters illegal for file path caused an exception and were not deleted on server.
- Client: For clients that transfer device and event data via HTTP(S) or XML-RPC and the transfer fails for more than 30 days, no further attempts are made and data is discarded. Error message: "Data transfer denied due to failed connections for 30 days.". This block is now released by manually triggering the transfer in the client GUI.
- accDeviceAnnounce: This tool was broken since v12.32c and caused exceptions about missing DLL or dependencies.
- Server/Client: Since 2016 the automatic creation of the data tables, if started with an empty database, did not work.

Features:

- Server: The option "Bundling orders of all customers in a single order list" is now available under Data export/Order list for dealers. If this option is active, the settings for exporting the order list are no longer available for customers. All orders from all customers are then combined into one order list and transmitted to the address configured at the dealer.
- Web Client (Server): The report 'Devices overview' now also shows the level correction mode that is used with the printer.
- Web Client (Server): Order option as 'Ordering installation inclusive' and 'Reorder after replacement' are now available to customers only when the right 'Edit order options' was granted.
- Web Client (Server): Level correction mode can now be set to several printers via selection on printer list action menu.
- Web Client (Server): On printer page the supply graph now also shows waste toner in green color.
- Client: The error message for parse errors when determining PMD parameters now contains the printer address and model, if available, instead of the ID.
- Client: Witch SNMP v3 now also AES192 and AES256 as supported as privacy protocol

- Katun as device vendor added
- PHP 8.4.16 (64 Bit)
- VC-Runtimes v14.50.35719.0
- Server: Received files in cascade\in folder are now ignored and moved to error folder immediately if extension is not supported. This is noted as a warning in the logfile.
- Server/Client: The system control applet is now added to start menu as 'service configuration'

MPS Version 14.10a – 26/08/2025

Fixes:

- Web Client (Server): On printer list page switching pilot option at app deployment made button for applying customer data disappear.
- Web Client (Server): Customers with the right granted for own alert rules were not able to assign alert rules in the printer list. An error message about insufficient rights was shown.
- Web Client (Server): On user pages a Javascript exception was fixed, caused by a non existent control with customers.
- Web Client (Server): Assigning an alert rule via coverage tab failed, if the printer's alert rule was prior removed via printer list.
- Web Client (Server): The information 'more about SDS...' has been changed since HP doesn't offer access to the web platform anymore.
- Web Client (Client): HP doesn't allow loading the SDS connector GUI embedded in other web pages anymore. So this will be displayed in a separate window and opened by a new button.
- Web Client (Server): New CFG switch: \$cfg['EnableHpPilotDeployment'] = 0 (Default). Enables the pilot option on app deployment with HP printers. OXPD servers do not support pilot deployment, so this option can be enabled in future when deploy tools for HP printers are available. Until then, the pilot option for HP devices will be disabled in the GUI.

Features:

- Server: The notification mails about SNMP location/contact change or device address change now also show the device serial number.
- Server/WebClient(Server): Support for Brother PageCountCSPC.csv, this file can be sent in regular intervals to a specific e-mail address to feed a Brother CSP Connected system. Configuration is done per customer.

MPS Version 14.10 – 16/07/2025

Fixes:

- Server: New printer group option for threshold tolerance options did not work with standard group type 'All existing and future added printers' due to an SQL error
- Server: Click volume mails with a large number of counter types have been corrupt

- Server: Threshold alerts without any action active did continue sending mails, if there was a receiver entered before
- Server: If a printer didn't answer on some property queries, these properties, although already known, went lost on server side. Especially losing PS and PCLXL properties then made these printers disappear in the MCS product
- Web Client (Server): Creating a new alert rule, the titles of e-mail fields appeared as text after the table
- Web Client (Server): If an access code logged into the system and without having eShop authorization, he deleted the "Use eShop" authorization of customers when saving them
- Web Client (Server): On user list page the row coloring did not work for columns only displayed when used
- Web Client (Server): The SNMP check function on the printer page was using the IP address instead of the printer's address for DNS check
- Web Client (Server): The display of the pager areas on lists of alerts, thresholds, maintenance, coverage was not shown properly
- Web Client (Server): Creating a new contract was showing error messages like "TinyButStrong Error in field [var.G.contract.costschemeid...]"
- Web Client (Server): Creating a new contract always initialized the contact name with the name of the first created contract of the user that wasn't allowed for saving because of already existent
- Web Client (Server): Avoiding PHP errors with devices that don't deliver supply capacity data
- Web Client (Server): Display of customer count was incorrect in printer group list when a customer of the group was using network ranges
- REST API: Fixed an issue where an optional filter expression of an endpoint was not correctly bracketed.

Features:

- Client: Workaround for deviating MIB implementations of some printers (e.g. RICOH IM C401SRF). These do not implement the MIB in accordance with RFC and do not refer the ipAdEntIfIndex value directly to the interface index, but to a value in the ifTable (SQ1-2SE-HS6J)
- Web Client (Server) / Server: On the data export tab on the user page of a dealer, export of the order list now allows to choose between the previous option "E-mail or server directory" and the new option "Transfer to REST API". If this option is active for the dealer, it also applies to all their customers and cannot be configured differently there as with Mail/HotFolder. A dealer has one REST server that processes all its customers. The required parameters such as URL, user name and password must be configured. The transfer is done with Basic Auth authorization, the XML file is transferred as a raw payload in the body with a POST. The transfer itself is done by accMailer.exe.
- Web Client (Server) / Server: Evatic data transfers are only executed in piggyback to automatic reports via mail, whereby the mail is then often discarded. You can now enter the mail address "evatic@null.tld". Then the e-mail is suppressed and only the Evatic task is generated.
- Web Client (Server): The tooltip of the device column on order proposition page now also shows the content of the 3 user defined info fields, if they are not empty
- Web Client (Server): The DNS refresh button on the printer page now updates both, the FQHN as before, as well as the IP address if it has been changed. Only changes of one of these makes sense for updating. Changes are determined via the client and updated directly to the client and server.
- REST API: GET /dfmserver/v2/devices now supports the new filter and query parameter 'isActive'
- PHP 8.3.23

MPS Version 14.0a – 30/04/2025

Fixes:

- Web Client (Server): Saving a new printer group did not save the new option.
- Web Client (Server): New printer group option and threshold tolerance options are now also available without eShop access.
- Web Client (Server): Dealer access codes restricted to read only were able to switch HP SDS option
- Web Client (Server): Some authorization checkboxes were not disabled for users restricted to read only.
- Web Client (Server): Building the user list has been improved in speed.
- Web Client (Server): PHP Deprecated: DateTime::__construct() solved.
- Web Client (Server): On printer list release printer apps were shown as pilot versions.
- Web Client (Server): New printer group option was shown to group owners that didn't have shop access granted.
- Web Client (Server): Users without eShop granted were not able to save threshold definitions.
- Web Client (Server): When creating threshold definitions the new introduced tolerance values were not saved.
- Server: Threshold events caused by the new tolerance were showing the tolerance days instead of tolerance pages in their message.
- Server: On a server installation with the product web server installed, the web UI didn't load.

MPS Version 14.0 – 27/03/2025

Fixes:

- Web Client (Server): The list of customers shown with "more customers" on client page was showing too many customers if the logged in user was a dealer
- Web Client (Server): Threshold values in percent are now limited to 49%. Since an increase of 50% of capacity is treated as a replacement, higher values would make this impossible. Reminder: a threshold event is cleared by a replacement
- Server: With XML device import when activating a printer, the fields Deactivated and DeactivatedBy were not reset if this was done via XML import. In addition, these fields are now set when the printer is deactivated via XML Import
- Client: When announcing printers from server GUI the options Follow2Print and SecurePrint were lost after first poll of printer
- Client: Searching printers or using printer announcement may have used wrong SNMP v3 credentials on systems monitoring several source Id's

Features:

- Server: Threshold alert rules now offer a new action "Also trigger other parts of the device with a low remaining capacity above the threshold value if this is above the threshold value in the following tolerance" where days, pages or percent can be defined
- Web Client (Server): A new user right for deployment of pilot printer apps is introduced
- Web Client (Server): Deployment of printer apps now introduces an option to chose between production and pilot apps
- Web Client (Server): The deployment tab on printer page now shows the currently installed version of deployed printer apps and highlights pilot versions by color
- Web Client (Server): The report devices overview highlights installed pilot app versions by color
- Web Client (Server): New parameter \$cfg['RestrictedPrinterDomain'] in dfm-config.inc.php restricts printer announcement system wide to a specific domain
- Server: Supply order XML now also contains description tag of ordered supply
- Server: XML-RPC function fsm.server.threshold.set and fsm.server.threshold.get now support all actions and the new threshold parameters
- accDeploy: For installation of pilot apps a separate log file acdeploy-pilot.log is used
- accDeploy: The log files now also contain the previously installed version and the complete protocol of the deployment tools
- accMailer: SMPT, IMAP and POP log files are now also archived as ZIP with timestamp if longer than 10MB and purged if older than a month

MPS Version 12.32d – 31/01/2025

Fixes:

- WebClient (Server): Apply Button for SNMP parameters on printer page was enabled after successful check even if no changes were made.
- WebClient (Server): Supplies page was improved for large amount of data.
- WebClient (Client): SNMP v3 credential sets could be deleted except for one.

Features:

- WebClient (Server): SNMP communication check now also checks SNMP v3 SecurityName on Client and fails if same SecurityName is already known with different credentials or protocols.
- Client: SNMP communication check in log file now as INFO instead of DEBUG with FQHN if available

MPS Version 12.32c – 22/01/2025

Fixes:

- WebClient (Server): By default, ping tests are executed with ICMP sockets under PHP. If this is not possible due to restrictions on the system, you can use a new CFG switch `$cfg['AllowIcmpSocketsUsage']=0` to ping via `shell_exec`.
- WebClient (Server): Communication check at printer announcement did not work due to PHP SNMP session problems on IIS.
- WebClient (Server): Communication check at printer page SNMP configuration did not work due to PHP SNMP session problems on IIS.

MPS Version 12.32b – 17/12/2024

Fixes:

- WebClient (Server): Ping at communication check with printer announcement now does ICMP Ping instead of a TCP connect on port 80. This requires the PHP extension sockets to be loaded!
- WebClient (Server): The additional self-created page links defined in `/dfm-reportlinks.inc` are for Admin users only.
- Client: Certain OEM environments cannot wait for preferred bulks to finish before transmitting.

Features:

- WebClient (Server): Communication check at printer announcement has been improved.
- WebClient (Server): Communication check at printer page SNMP configuration has been improved

MPS Version 12.32a – 06/12/2024

Fixes:

- accDeploy: After renaming the Ricoh F2P app, the currently installed version wasn't displayed correctly.
- Web Client (Client): Display of the current SMTP port was wrong. Although changed and saved correctly, it was showing the default port depending on the selected security.
- Web Client (Client): In php.ini the parameters error_log and upload_tmp_dir were not set.

Features:

- Printer announcement has been improved. A “Check” button checks whether the address/FQHN is resolved by DNS, the printer can be reached via ping and can be read with the specified SNMP parameters. If these tests are successful, the OK button is enabled to announce the printer to the client.
- With printer announcement, the panel “SNMP configuration” on the printer page allows now changing the SNMP version. A “Check” button checks whether the address/FQHN is resolved by DNS, the printer can be reached via ping and can be read with the specified SNMP parameters. A changed SNMP configuration is only accepted with “OK” if it has been successfully checked beforehand. This is then also transferred to the client.
- In the file /dfm-reportlinks.inc, further self-created pages with URL can now be integrated. An example is delivered with the file /dfm-reportlinks.inc.dist. If the file exists and contains entries, these are shown in an additional “Other reports” panel on the reports page.

MPS Version 12.32 – 08/11/2024

Fixes:

- Server: Updating UUID at client solves a problem in specific CIID mode installations.
- Server: It happened that task files for mail or Evatic communication were delete by the server before.
- Server: Since 3rd party supplies could be created via CSV import in the GUI, these were assigned to the existing printers there. Conversely, however, newly registered printers were never assigned to these supplies. For existing installations, this is repaired via a database update. The assignment will then take place during the next transfer.
- Server: E-mail addresses with + notation, e.g. info+test@docuform.de were ignored as invalid. This affected automatic orders, device export and maintenance events.
- Server: It happened that task files for mail or Evatic communication were delete by the server before the mailer process had processed them. This caused e.g. outstanding Evatic notifications.
- Web Client (Server): Fixed an issue where changes in the REST API client configurations were not saved.

- Web Client (Server): Decoding file name with UTF8 in "encoded word syntax" for HTTP transfer of client data did not work.
- Web Client (Server): Maintenance events can only be assigned once to a printer! Thus it is not possible anymore to assign any event more than once. So far this was possible, but it caused a turmoil with clearing events. With printers having this problem, the assigned event list has to be saved again by "OK" on printer page.
- Web Client (Server): Avoiding PHP errors.
- Web Client (Server/Client): PHP extension php_zip wasn't loaded in php.ini.
- accMailer: QueuedCascadeln was read from database, but is located in accserver.INI.
- accMailer: Mails with modified subject as e.g. "[WARNING : MESSAGE ENCRYPTED]Mercury Managed Print Services..." were not processed and deleted.
- accMailer: prtlist mails were ignored as unknown subject format.
- accMailer: Attachments of unknown type while receiving mails caused an error message and moved the mail to the error folder.
- accMailer: Attachment files that cannot be assigned to an expected format are now ignored.
- accMailer: Entra ID sign on was using the wrong authority endpoint of Entra ID.
- accMailer: Mails with prtlist attachments named for a device manager were refused as unknown submitter.
- REST API: Charging data sent by printer apps has to be accepted also if accounting is not licensed or turned off.

Features:

- Server: With Brother MPS integration the event notifications for BrInfoMaintenance are not sent after each data transfer anymore. To reduce traffic they are only sent when BrInfoMaintenance has changed.
- Web Client (Server): On printer page, supplies tab the supply level value in percent now has a tooltip that shows the originally reported value and unit by the printer as e.g. "18000 of 25000 impressions".
- Web Client (Server): For LDAP login, there can be configured multiple LDAP servers in settings, separated by comma or blank. During login a user is tried to be validated going through the list of servers. If a server does not respond or denies the user, the next one is tried until the user will be validated or all servers have been tried.
- Web Client (Server): The printer list page now supports firmware as filter and option display column.
- The SNMP configuration for customers introduced with v12.0b with printer announcement is replaced by a new panel on printer page. \$cfg['SnmpV3ConfigByCustomer'] is obsolete.
- If "Printer announcements at client service allowed" is active in the settings and a customer has the right to "Announce / delete printers", he can add new network printers to the server via the printer list menu. They can now also enter SNMP v3 credentials, which are then transmitted to the client and stored there individually with the printer. These credentials are then also transferred encrypted with the device data to the server and saved there encrypted in the DB.
- If a customer is authorized for this procedure (see above) and the printer uses SNMP v3, a new panel is shown on the Printer page/General with the SNMP v3 credentials. These can be updated and are then transmitted encrypted directly to the client and also updated there.

MPS Version 12.31 – 11/09/2024

Fixes:

- Web Client (Server): Controls for sending page counters and consumable status at a specific day of the month did not work properly
- Web Client (Server): Help information about notification tab of printer group configuration was missing
- Web Client (Server): Configuration of hot folders for notifications requires knowledge of the server directory structure and therefore is only allowed to administrators
- Web Client (Server): Jumping to a printer page using a link inside the order proposals page and returning with the button labeled 'Back' left some controls not working. This is the right moment to remind that using the browser's back button always loads a page from cache and does not run any initialisation code of it. So always use the 'Back' buttons provided inside the pages.
- Web Client (Server): In statistic report "usage by costcenter" some columns were not correctly formatted in CSV export
- Web Client (Client): Validation of e-mail addresses did not allow the '+' character as in 'info+src1@docuform.de'
- Server: The MPS server might have run into a timeout while stopping the config server during shutdown

Features:

- Server: New scheduled report mail "Usage by cost center" on customer, dealer or printer group level. This requires the statistic module and the dealer having the "Fleet Management Statistics" right. Then Mercury OMS statistic data will be reported weekly or monthly. To have most actual OMS data, this mail won't be processed before 12:00 local time
- Server: Support for IMAP protocol to receive mails (server only)
- Server: Support for OAUTH2 authentication with Microsoft Entra ID for sending and receiving e-mails (requires an interactive single sign on)
- Client: Support of SHA224, SHA256, SHA384 and SHA512 as authentication protocols with SNMP v3 (requires client update)
- Client: Support for OAUTH2 authentication with Microsoft Entra ID for sending e-mails (requires an interactive single sign on) (requires client update)
- REST API - New endpoints: auth/.well-known/oauth-authorization-server and auth/v2/certs
- Entra ID Export command line tool for the unattended export of Entra ID users and groups to docuFORM products.
- A detailed description of the steps required to use the Entra ID Export command line tool with Entra ID is explained in this document: [Entra ID Export](#)
- PHP 8.3.11

MPS Version 12.30 – 04/07/2024

Fixes:

- Client: Automatic XML import of SNMP v3 devices from Server made them disappear in Mercury.
- Client: If several SourceIds used the same SNMP v3 security name but different credentials, this could lead to printers from SourceId A being addressed with credentials from SourceId B.
- Server: Producing of automated mails status mail was improved.
- Server: Since introducing the external mailer process at server start memory was allocated for mail tasks but never released.
- Server: Aborted XML-RPC connections were not handled correctly.
- Web Client (Server): Activating all printers on printer list page was setting them to inactive instead.
- Web Client (Server): E-Mail address for automated printer overview mail was not checked for validity.
- Web Client (Server): In "Printer-related maintenance events", a maintenance event/ticket can now be used multiple times. To make this possible, however, the position (1..5) is now significant. Previously, a ticket could be selected multiple times, but when triggering or clearing, all tickets were updated simultaneously and only one was displayed when the page was reloaded.
- Web Client (Server): With printer announcement active, deleting printers at client via XML-RPC will only be performed if the clients answers within 10 seconds.
- Web Client (Server): On user page/notifications the group of controls for device overview was not initialized (enabled although checkbox not set).
- Device Announcement Tool: Printer address was used as SNMP community.

Features:

- Server: New extended statistic format of Mercury v12.32 is now accepted. This offers information about bw or color pages in different formats.
- Server: Copies Scans and FAX reported by cardreaders or embedded apps are now counted in statistics with extended data.
- Server: The RPC function fsm.server.stat.volume now also supports the new extended statistics. A new parameter "Extended" has been introduced for backwards compatibility. If this is present and "1", the new format is returned, otherwise the old one.
- Web Client (Server): The "Print volume" and "Device usage by cost center" reports have been adapted to the new extended statistics. The columns for A3, Letter, Legal, Tabloid are only displayed if the customer has ever entered a number there. The columns for Copies, Scans and FAX are only displayed if the customer has ever entered a number there.
- Web Client (Server): Printer groups now support automated mails/hot folder files for device overview, counters, click volume and marker status.
- Web Client (Server): Deletion and purge of printers is now logged with printer address and username.
- Web Client (Server): The printer list page now offers an additional column with the last query date of the printer. This column is sortable.

MPS Version 12.20 – 18/03/2024

Fixes:

- Fixed an issue that could lead to an internal memory overflow when importing the accMibPropertyDef.xml file since version 10.00a, which then caused the import process to fail.

- Web Client (Server): CSV export of report 'Current Coverage' had columns of device serial and marker serial both labeled with 'S/N'.
- Web Client (Server): CSV export of report 'Consumables History' Didn't have a column for marker serial.
- Web Client (Server): SQL error with report Follow2Print was fixed.
- Web Client (Server): Card reader parameters especially the password so far was only accessible if accounting was licensed. This has now moved to settings/advanced.
- Server: A problem that could lead to a corrupt data table for MIB properties during update was fixed.
- OAUTH2-Server: Expiration of access tokens always was 60 minutes since 12.0a.

Features:

- Server: The log message for RPC Login now also shows the client remote address.
- Server: New notification mail for order at refill if this order option is active. Mail receiver and subject are the same configured at the threshold setting that is enabled for the printer.
- Web Client (Server): With threshold alerts there are now additional options for the action 'mark for order'. Selectively for markers, receptacles and/or other the order option 'reorder after replacement' can be enabled. In this case a reached threshold will not generate an order proposal, but activate this order option for the future. The order proposal will then be generated at the replacement. Generally the effect is the same as enabling this option via GUI as introduced in v12.10.
- Web Client (Server): With environments where a server can contact the client(s) via XML-RPC what allows printer announcement and this is enabled in settings as also DNS is active, a refresh button is shown near printer address on the printer page, if address is different from IP address. After the DNS name has changed, this button initiates a new learning of the printer with its new DNS name. The new name then will be transferred to the server asap. This allows a faster update than waiting for the next printer search.
- Web Client (Server): New interval values for automatic orders of 15 and 30 minutes.
- Client: New option "Days after which printers that can no longer be reached are deleted". 0 or empty switches off, 1-365 defines the number of days after which printers that are unreachable will be automatically removed. The criterion is the LastWalkdate. This requires a client update.
- Web Client (Server): With environments where server, client and printers are in the same network, when DNS is active, now a DNS refresh button near printer address on printer page allows a quick update, if a printer's DNS name has changed. This requires a client update.
- Lexmark App Version 1.4.9.

MPS Version 12.10 – 21/12/2023

Fixes:

- Web Client (Server): Managing access using LDAP granted rights according to group membership without checking whether the option was licensed or the dealer/customer had the right.
- Web Client (Server): Order options were shown in menu tree and contract details also if the dealer/customer didn't have eShop enabled at all.

- Server: XSLT transformation of XML data for automatic mails is now processed by a 'homemade' tool instead of MSXML via COM. This was made to solve several problems with memory shortage and e.g incomplete CSV files with huge numbers of devices and counters.
- Web Client (Server): Sticky headers of non grouped reports were shown with an offset on right column edge.
- Server: RPC function fsm.server.device.getcounters failed with an SQL error if the number of counters to report was higher than ~ 150.
- Server: The serial "0" correction for supply serials did not work correctly and is now done for HP printers only, since so far only these printers seem to have that problem.

Features:

- Web Client (Server): The previous installation option for supplies has been expanded to 'Options for ordering consumables' in the 'General\Advanced' tab of printers. The new option 'Reorder after replacement' is displayed, if activated for a supply on the 'Consumables' tab behind the order column indicated by a shopping cart. If the option is active for a supply, a threshold value does NOT trigger an order. To the threshold event, the addition 'No request generated, as it is automatically requested after replacement.' is added. However, after a replacement is detected, the request is generated automatically. The resulting eShop event then shows 'Replacement of consumables generates request...!'
- Web Client (Server): Report printers overview now also shows failed attempts to install printer apps.

MPS Version 12.0b – 29/11/2023

Fixes:

- Web Client (Server): If a user didn't have saved his setting for the CSV separator, the separator was always set to "," for newly initialized PHP sessions, not to the value set in system settings.
- Setup: With English setup of server the printer apps for deployment have been installed to wrong directory.
- Client (requires client update): A client tried again after a connection error after 17 seconds. With each further retry the waiting time was increased by 17 seconds until 3 minutes were reached, then retries continued every 3 minutes. This led to approx. 500 attempts within 24 hours. Now a 2-minute interval is used. In each case multiplied by the number of the retry. This means that after 2, 6, 12, 20, 30, 42, 58, then every 60 minutes transmission will be retried, i.e. within 24 hours there are 28 retries.

Features:

- Deployment: Versions of printer apps are now saved during deployment and shown in report devices overview.

MPS Version 12.0a – 17/11/2023

Fixes:

- Web Client (Server): Report 'Page counter click volume per month' was showing wrong figures.
- Web Client (Server): Report 'Management state' now shows SNMP version as 'v1/v2' or 'v3'.
- Web Client (Server): Previously saved printer app configurations during deployment did not contain newly added printer app parameters.

Features:

- REST API: Improved performance when generating results from endpoint queries.

MPS Version 12.0 – 13/10/2023

Fixes:

- Web Client (Server): Sorting the printer group list by device count didn't work correctly.
- Web Client (Server): With Firefox textareas on printer page tabs Service and Memo were oversized and blew up layout.
- Web Client (Server): Successful deinstallation of printer apps via deployment was shown as installed app in report devices overview.
- Server: So far supplies have been recognized by their description only. This caused problems with Canon printers. reporting all 4 colors with same description. Now the colorant is added as a criterion for recognition.
- Server: Deleting a device via Web Client, XML-RPC or REST did not delete the references for app deployment. Orphanes will be cleaned up at server start.
- accDeploy: Avoid possible dead lock.
- App deployment: RICOH and Lexmark apps have been updated.
- REST API: Since MS allows the '_' in DNS names although it is not allowed according to RFC, it is allowed now. So far printer host names with '_' were rejected as invalid parameters.

Features:

- Server Web Client (Server): With report 'Configured Notifications' there's now a new option to retrieve a list of printers with no notifications assigned only.
- Web Client (Client): When adding a scan range or broadcast for printer search, now it will be checked for overlaps with existing entries first. In case of an overlap adding will be refused with a message which existing entry collides.
- Web Client (Server): Report for consumables now with CSV export has the supply serials added.
- Client: When adding source identifiers using XML-RPC, a device list transmission to the server - even when empty - will be forced, to make the customer client relation known to the server. The

customer/source identifier has to be added to the server before. Otherwise the device list will be dumped because of an unknown customer.

- KFS: Default timeout was increased from 20 to the recommended 240 seconds and can now also be adjusted in DFOPTS2.INI setting value KfsTimeoutSec=<seconds> in section [Common Options]. A restart is not required after changing.
- REST API: New include option with /dfmserver/v2/devices. If set and there are printer apps installed at the device via deployment, the result contains an array appDeployment with apps installed. Each app is given with appType ('SVC' for Service app, 'F2P' for Follow2Print app, 'SOP' for SOP version test - RICOH only) and date of installation as installed.
- New card reader driver for newer Lexmark printers e.g. XM3350 but only for Elatec TWN3 and TWN4.

FSM Version 11.11c – 23/06/2023

Fixes:

- Client: Clients that no longer report because no properties are known. Usually the table accMibPropertyDef is empty and all language columns are missing. A new import of the accMibPropertyDef.XML doesn't work. This was caused by an MSAccess flaw. At client start, the critical tables are now checked for an MSAccess DB. If one of these tables is empty, it is repaired with local existent XML files. In case these files are missing an online update of the PMD.ZIP is triggered. This revives already 'broken' clients after an update to 11.11c.
- Server: HP printers sometimes forgetfully report a supply serial as "0", so far this was ignored. To improve serial change detection now the reported serial other than "0" last before will be kept instead.

Features:

- Server: KFS devices now also have the supply serials if delivered by KFS.
- Web Client (Server): New reports "Page counter per month", "Page counter per quarter", "Page counter click volume per month". Notice: the available data is depends on settings at dealer's page advanced/Storage period of historical data. These reports require SQL Server as database.

FSM Version 11.11b – 01/06/2023

Fixes:

- Web Client (Server): LDAP login was broken in v11.11a.
- Web Client (Server): Dealers saw order optimizations created by the administrator listed, but opening them resulted in 'not available'.
- Web Client (Server): Dealers may open order optimizations created by the administrator, but as read only.
- Web Client (Server): Adding network printers via printer list action menu wasn't working if a customer was having several clients.
- REST API: Hidden properties were returned as technicalSpecs.

Features:

- Web Client (Server): The events listed on event tab of printer pages can now be filtered by source, severity and search pattern for the event message.
- Web Client (Server): With report Capacity Utilisation now the evaluation column is exported to PDF and CSV also.

FSM Version 11.11a – 23/05/2023

Fixes:

- Web Client (Server): When creating a new customer as a superadmin, the combo box to select the assigned dealer was missing and when saving a Fatal PHP Error appeared.
- Web Client (Server): On servers with HP SDS support enabled a dealer without SDS enabled received a wrong error message about a missing SDS account at login.
- Web Client (Server): User list for dealers without contract right caused PHP warnings and some columns were not shown correctly.
- Web Client (Server): Dealer/customer choice for order proposals did not work since PHP 8.
- Web Client (Server): Logging in with an access key and user name not matching, ended with an SQL error.
- Web Client (Server): With new report 'Total Cost of Ownership', if less pages have been printed than free pages have been granted, page costs were negative.
- Web Client (Server): Changing the number of delivery days in order optimizations did not enable the OK button.

Features:

- Web Client (Server): Info fields for printers are now editable for customers also.
- Web Client (Server): Printer groups based on network ranges are now available for customers also.
- Client: Manually triggering a data transfer via "Send data now" on the client now always transmits all Source Ids, even if no devices are known yet. With this submitters are known to the server with their client ID and printers can be created manually on the server (only if server, client and printers are in same network). This requires a client update!
- Server: For Kyocera printers with data retrieved from KFS so far eshop orders were not possible. This is now supported as long as the server has the PMD files present. To get these, the admin has to use Update online available printer and counter definitions in settings/advanced.

FSM Version 11.11 – 05/05/2023

Fixes:

- Server: Kyocera KFS support stopped working after cookie specification change from KFS 1.10 to KFS 2.0 by Kyocera.
- Web Client (Server): When logged in as a customer, the MCS data set via REST API was not set in deployment dialog "use customer data" in printerlist.
- Web Client (Server): Plossys report lost trays with printers with more than 5 trays.
- accDeploy: Removed path of jar in deployment protocol.
- accDeploy: Avoid exception with empty UUID.
- REST API: Do not return deployment parameter for dealers in GET, as only relevant for customers.

Features:

- Server: Control of F2P and secure print properties by server doesn't require combi mode anymore.
- Web Client (Server): Follow2Print and SecurePrint properties of printers with server side control can also be set by a customer.
- Web Client (Server): With printers now a freely usable memo field is available.
- Web Client (Server): Introducing cost schemes to determine the total cost of ownership (TCO) for printers. For this purpose, cost templates are created that are assigned to the printers via a contract or directly.
- Web Client (Server): Introducing service operations. Date, labor costs, parts costs are recored for evaluation of the total cost of ownership (TCO).
- Web Client (Server): Introducing new report 'Total Cost of Ownership'. Based on cost schemes, service operations and the new fields for printers as purchase date and TCO runtime, this report calculates monthly costs, overall costs and effective click prices.
- REST API: Added new right for deployment to customers.
- REST API: New parameter f2pControl at GET/PUT/PATCH customers switches control of Follow2Print and SecurePrint properties by server or client.

FSM Version 11.10a – 06/04/2023

Fixes:

- Server: accMailer process reported exceptions with mails not using attachment files, keeping them for retries although sending was successful before.
- Web Client (Server): New column 'Follow2Print App installed' was offered for display and shown although app deployment wasn't enabled.
- Web Client (Server): New column 'Follow2Print App installed' hasn't been sorted correctly.
- Web Client (Server): Applying printer app configuration parameters by using the button 'Use customer data' at initiating a deployment task, removes those parameters from list for editing that have been set.
- Web Client (Server): PHP error fixed when saving user data.
- Server: With English setup the checking for NET 4.8 didn't work.

Features:

- Web Client (Server): Some configuration parameters for printer apps now can also be set during deployment of service apps. Therefore a new setting is introduced for setting the MPS server address.
- Web Client (Server): App deployment for customers is now controlled by granting a new right.
- Web Client (Server): Printer announced for customers is now controlled by granting the right for printer deletion.

FSM Version 11.10 – 24/03/2023

Fixes:

- Web Client (Server): Suppress auto completion of browsers in dialog for setting passwords.
- Web Client (Server): Max. password length for passwords with deployment increased from 32 to 48.
- Web Client (Server): Missing text string with app deployment in English fixed.
- REST API: GET dfmserver/v2/jobs sometimes caused PHP warnings and an SQL error. Now also the server setting of currency is returned.

Features:

- Web Client (Server): User list page rewritten with datatable control.
- Web Client (Server): Setting budget, page limits, locked or unlocked for multiple accounting users via selection in user list page.
- Web Client (Server): With REST API enabled the configuration of Follow2Print apps during deployment may use customer data that was set via REST API earlier (see below).
- Web Client (Server): Printer list page got a new column 'Follow2Print App installed' and the columns have been rearranged. Therefore the update resets the column visibility to standard columns.
- REST API: GET dfmserver/v2/customers now supports setting of MCS account data with POST and PATCH to be used for app deployment of Follow2Print apps via MPS GUI.

FSM Version 11.0a – 03/03/2023

Fixes:

- Web Client (Server): When creating a new accounting user, the notification tab was showed although irrelevant.
- Web Client (Server): Deployment logfile textarea wasn't read only.
- Web Client (Server): Plossys report now has additional column hardware class.
- Web Client (Server): Plossys report treat input tray type 4 as manual with Lexmark.
- Web Client (Server): Card reader password could not be set to empty.
- Server: Updated Lexmark deployment tool deploy.exe.
- Server: Updated Ricoh deployment tool deploy.jar.
- Server: accDeploy.log without debug enabled is growing less fast now.
- Lexmark deployment: Lexmark Apps V1.3.2.

Features:

- Web Client (Server): New counter widget showing the number of waiting deployment tasks.
- Web Client (Server): If the option "Printer announcements at client service allowed" is active in the settings, not only can printers be registered on the client via the GUI, but now printers that are deleted via the GUI are also deleted on the client via XML-RPC.
- Web Client (Server): Offer dashboard widget for deployment tasks when deployment is enabled.

- REST API: It's now possible to grant or revoke customer rights as dashboard, reports, eshop, customerThresholds, customerAlerts, deletePrinters, contractManagement via POST and PATCH. Also these rights are returned via GET.

FSM Version 11.0 – 08/02/2023

Fixes:

- Web Client (Server): Setting printers active/inactive on printer list was showing a message about adding/removing the follow2print status although this wasn't touched.
- Web Client (Server): Customers were able to modify the newly invented rights for printer deletion and contract management.
- Web Client (Server): On client list when entering an UUID with dashes as filter, the client was not found.
- Web Client (Server): Some granted rights were not saved when creating a new customer or dealer accounts.
- Web Client (Server): Autocompletion by browser disabled for access key creation.
- Web Client (Server): Avoid negative load values in 'counter overview' report.
- Web Client (Server): Avoid multiple manual trays in Plossys report.
- Web Client (Server): Line breaks in e-mail column of report 'user overview' caused blanks in data values when exported.
- Web Client (Server): web.config wasn't copied with new installations.
- Server: According to Asolvi (formerly Evatic) also device.LastActivedate and consumables.LastUpdatedAt must be initialized with the appropriate timestamp from the MPS XML file.
- Server: Sending automatic report mails with XML data embedded in mail body is now significantly faster and avoids server restart by BLS.
- Server: .NET-Framework 4.8 is now required. Setup tests if this is installed and aborts with a notice if not.
- Client: Since switching the mail dispatch to the accMailer process, the date under "Last data transmission" was no longer updated.
- Client: Firewall rules needed for installations with GPI were not installed.
- Client: For use of the modern mailer process introduced with v10.0 now .NET-Framework 4.8 is required. If not available, the old internal mailing code will be used. This is for backward compatibility and automatic updates only. It is not recommended for new installations.

Features:

- Support for app deployment of docuFORM apps for printers.
- Windows 8 and Windows 8.1 no longer supported.
- Now required on Server/recommended on client: .NET-Framework 4.8.

FSM Version 10.20d – 24/11/2022

Fixes:

- WebClient (Server): Deleteing of printers as a customer with right for deletion granted did not delete the printer when using the button on printer page.
- WebClient (Server): Reports panel users contained the overview for customers, but it was not displayed. Since this doesn't make sense either, the user panel is hidden for customers when empty.
- WebClient (Server): If there are no report options, an empty panel with the text "Scope" is no longer displayed, but the whole panel remains invisible.
- WebClient (Server): Showing a report directly if no options are available does not work anymore due to popup blockers of the browsers. These allow popup windows only through user actions like Button Click. Therefore the Show button has to wait for the user.
- WebClient (Server): Report "Average coverage" caused SQL error.
- WebClient (Server): The PLOSSYS report did not remove the manufacturer name from model name if the spelling of the vendor name was different e.g. EPSON/Epson.
- WebClient (Server): If logged in as an access key which was assigned a customer group, on client pages customers were shown with clients even if they were not members of the customer group.
- Setup: Changed text referring the YES button in restart warning.

Features:

- Server: Vendor support for Honeywell, Citizen, Datacard, Datamax, SATO was added
- WebClient (Server): New right for customers "Contract Management". If a dealer grants this right to a customer, the customer may assign his printers to his contracts, design and price the contracts as he wishes. He has full access to it, just like the dealer.
- WebClient (Server): The reports "Capacity Utilisation", "HP firmware table for security test", "PLOSSYS import device table" and "Continuous Feed / Label Usage" may now be created based on contracts.
- WebClient (Server): Reports "Statistics/Print volume" and "Statistics/Devices usage by cost centers" now show an additional column with calculated cost according to page charges in contract pricing if page charges are set in the contract of the relevant devices. Contractually agreed free pages are not taken into account.

FSM Version 10.20c – 28/10/2022

Fixes:

- Server: With Evatic (aka Asolvi) web services communication "old" unchanged meter readings were repeatedly transmitted with new time stamps, if a printer was offline for a longer time or does not exist anymore.
- Server: With notification data format csv-mini double quoting with text data was missing.
- WebClient (Server): With report Device Overview the columns Follow2Print and SecurePrint sometimes showed incorrect values.

Features:

- Server: An admin or dealer now can grant the permission to delete printers to a customer. If done, the customers themselves can delete printers reported by their clients on the server. It has to be clear that the customer thus also deletes the full history of the printer and it's the dealer's decision to accept that.
- Server: A new automatic report for customers is introduced. This report is identical with the web GUI report Devices Overview, except HD SDS is reduced to yes/no and not giving error states.
- Server: Support for REST API /dfmserver/v2/jobs.
- WebClient (Server): Configuration of the new report mentioned above has been added to tab notifications for customers.
- REST API: New route /dfmserver/v2/jobs for embedded apps.

FSM Version 10.20b – 18/10/2022

Fixes:

- Server: CSV attachments of mails could not be loaded correctly by 3rd party software if a text field contained " as a character. Now double quotes in data are doubled.
- REST API: /dfmserver/v2/devices/ parameter ciData/exceptionFleet didn't work correctly.
- REST API: /dfmserver/v2/devices/ parameters isLicensed and isActive did not set device obstacles correctly since last update.

Features:

- Server: With accounting active the accounting user and the system administrator now is notified by mail if the user exceeds their budget or page limitations.
- WebClient (Server): Report device properties has column Vendor added.
- Client: If a client is running on a system with more than one IP address, it is now possible to select the local IP that is reported to the server. This is important with printer announcement via GUI introduced with 10.20a.
- REST API: /dfmserver/v2/devices/ accepts new parameters notifications, itemDeliveryAddress, itemDeliveryNote and itemDeliveryInformation with POST and PATCH. With GET there are new includes notifications and itemDelivery.

FSM Version 10.20a – 27/09/2022

Fixes:

- Server: Supply changes detected by serial number change, caused another event about a refused replacement due to not enough pages printed after next data transfer from client.
- Server: Events reporting a supply replacements - refused or done - had the processing time as raised date instead of the reading time of the level in question.

- Server: Since v10.0 maintenance tickets lost the ticket message when recorded in event history.
- Server: To speed up processing of client data checking for coverage alerts after processing of device data from client is omitted if no device has a coverage alert assigned.
- Server: If printer apps reported jobs for accounting without or with an empty job name SQL errors occurred and these jobs were not accounted properly.
- Server: workaround to prevent BLS from shutting down the server process during building of page counter mails.
- WebClient (Server): Changing order of firmware via drag&drop did not update the order properly.
- Client: Source Ids without any device known will not be processed for device and event mails anymore. This is reported in the logfile a "Source ID x device|event mail skipped. No devices known".
- REST API: GET /dfmserver/v2/devices returned with error if follow2Print was used with capital P as value for parameter properties or with parameter filter as "properties=follow2Print".
- REST API: DELETE /dfmserver/v2/devices/{deviceId} was refused with 403 also for printers with 0 print jobs assigned.

Features:

- WebClient (Server): For the report 'Consumables Range' now in addition to 'with a remaining range of x days' also 'or with a remaining capacity of <= y%' can be optionally defined. The result will show devices with at least one of both conditions fulfilled.
- WebClient (Server): The report devices firmware now shows the minimum required release if defined.
- WebClient (Server): It is now possible to announce network printers to the MPS client via GUI. This requires that the MPS client is reachable via network from the WebClient server. Thus even a customer can add a printer to monitoring by giving its address. This function is optional and controlled by a system wide setting, also the clients have to be updated to v10.20a.
- Server: So far supply leves of KFS devices have been shown on printer pages, but not on reports. This was caused by a missing assignment of PMD files. Since those devices were retrieved from KFS, no MPS client assigning a PMD file was involved. Now an MPS server will do that task. Therefore the automatic update of the automatic online update of printer and counter definitions has to be enabled at the server.
- Server: Support vor REST API POST /dfmserver/v2/device to announce created printers to MPS clients.
- REST API: POST dfmserver/v2/device added. Requires CIID Mode License.
- REST API: Parameter "include" now also supported with GET /dfmserver/v2/devices/{deviceId}

FSM Version 10.20 – 08/07/2022

Fixes:

- WebClient (Server): After update to 10.1 the customer number of customers wasn't saved.
- WebClient (Server): After update to 10.1 creating customers didn't save their relation to the dealer and later they could not be updated.
- WebClient (Server): Solved caching problem with Firefox displaying old data after saving changes.

- WebClient (Server): Update of user data with users having rights granted for threshold and/or alert definition always showed a confirmation to remove all assigned alerts and also removed them if agreed. This happened if contracts were not active and HP SDS support was disabled.
- Server: Update of counter or property definitions now also resets the relative hash codes of devices. This avoids a problem when clients sending XML data with newer definitions to a server using still older definitions, in this case the new values wouldn't appear on the server since the hash is not changing.
- Client: If data transfer was set to "XML-RPX & E-Mail" there was a wrong error message about "E-mail ... could not be sent and will be dropped". The mail was sent, but the error message was wrong. (This requires update of clients!)
- Client: Up to now, when DNS was active, the host name was determined for the IP during the printer search. If afterwards however no IP to the hostname was not available over DNS, the printer was rejected with "is not a printer". Now the hostname is only kept as printer address if it can be resolved to an IP. Otherwise the printer address remains the IP. In this case a warning is now issued in the log (previously only debug) "OnPrinterIpFound (172.16.7.110): hostname lookup=lexmarkxc6152.ka.docuform.de, reverse IP lookup failed, hostname invalid, port=161, SNMP version=1, new printer". (This requires update of clients!).
- Device Announcement Tool: Changed 'in progress' to 'service busy, retry later' for better understanding.

Features:

- WebClient (Server): Firmware data can now be exported to CSV for mass editing and re-imported from CSV instead of doing these changes in the browser.
- Server: Messages about thresholds in events and notification mail, now also show the printer reported SNMP level and SNMP capacity as also the type of the saved value (held, interpolated, forced). Example: "The current capacity of marker black is 5% (interpolated, reported 450 of 8000).".
- Server: Dealers now may enable notification by e-mail if a printer address at their customers has changed.
- Server: Dealers now may enable/disable the so far always sent notification by e-mail when a printer's SNMP configured location or contact has changed.

FSM Version 10.1 – 11/05/2022

Fixes:

- Server: When importing users from CSV files, any number of user groups can now be imported.
- Server: Since the printer's IP address is saved separately, it was not reset to 0.0.0.0 when the Printers FQHN address was.
- Server: Deleting a user might have left orphan database records referencing the deleted user's Id or did not update contracts/printers by resetting rules owned by the deleted user when these rules were gone with the user.
- Server: A fix added on April, 8th (v10.0 SP4) for HP printers reporting a low supply condition falsified the supply index. This might have caused wrong supply orders/order propositions as e.g. black instead of an in fact low cyan. This was already solved with an v10.0 SP5.

- Server: The default minimum number of pages required for threshold or replacement triggering for waste supplies - if page range is unknown for the specific supply - has been changed to 1000. So far it was 500 as if it was a black marker.
- Web Client (Server): CSV import of manually managed printers sometimes failed, especially if the customer and dealer never had a printer before.
- Web Client (Server): Customers with rights granted to use their own threshold and/or alert rules were not able to assign these for printer groups.
- Web Client (Server): Using Firefox a logged in customer could change his user data which was updated after pressing OK, but reloading the page via menu Users did show the old data again.

Features:

- Server: Threshold notification mails now also show a part serial no. if available.
- Web Client (Server): Automatic counter and marker status notification now can be sent also monthly at any date from 1st to 28th.
- Web Client (Server): Printer groups covering a single customer can now be defined IP range based. By setting up one or more network ranges, all printers matching these ranges with their IP address will become members of the group, also newly reported printers automatically. They will leave the group automatically, if their IP address or the group's network range definitions won't match anymore.
- Web Client (Server): The Follow2Print and SecurePrint option of a printer could previously only be set at the client in the GUI but only if the client was running in Combi Mode or was a GPD client. Transferred to the server the data there was updated only if the server was running in was running in Combi Mode - Combi Client, same system. These options can now be set/reset by admins or device managers on printer page via checkboxes or on printer list page via menu command. If the server is running in Combi Mode, you can configure on Customer level which settings to use (client or server).

FSM Version 10.0 – 25/02/2022

Fixes:

- Client: With Lexmark printers counting down the remaining pages during a toner low state as "Replace magenta cartridge, 225 estimated pages remain" SQL errors occurred after a higher number (~100) of these events. Client Update required!
- Server: Improved coverage calculation. If a marker supply is a different color as black and a color sum counter is available, it will be used for calculation rather than the life time counter
- Server: In subject of notification mails '-.-.-' was used instead of 'Local printer'
- Server: E-mails produced by server now show mm/dd/yyyy as date format if the language for notification mails of the receiving user is set to english, otherwise dd.mm.yyyy. So far the format was depending on system language.
- Server: Server installations with a huge number of devices might have had problems at service start, due to long taking DB routines the service could have been stopped by BLS
- Web Client (Server): Manually clearing maintenance events did not save who did it
- Web Client (Server): With printer groups defined by customer subset and printer model on the printer pages of that model, the printer was assigned to that group even if the customer was not.

- Web Client (Server): Setting an inactive contract to active did not reset the end date
- REST: Wrong message 'Name conflict' was displayed, if an invalid REST base URL has been configured

Features:

- Client: Sending mails is now done by an external process and relieving the client service. Client Update required!
- Server: A new type of maintenance events "Remaining supply capacity". The event is triggered when the supply level falls below a certain level in % and is automatically cleared when the level is exceeded. Several supply levels can be triggered per printer. Apart from a notification e-mail and an entry in the event history, no further action is taken.
- Notification mails about maintenance events can now alternatively be sent to the SNMP contact stored in the printer, provided that it is a syntactically valid e-mail address.
- Server: LDAP Export, a command-line tool that can be used together with Windows scheduler to perform export of LDAP data automatically
- Server: Consumable replacements are now recorded as event, also identifying the reason that triggered the detection (S/N change, manually initiated by username, level raised by %)
- Server: Sending mails is now done by an external process and relieving the server service
- Server: Faster data synchronization after meter and level acquisition with the MPS Mobile App
- Web Client (Server): Manually managed printers can now be imported from a CSV file via action menu on printer list page
- Web Client (Server): Manually managed printers now also have the event history tab to see the maintenance events, but here only page or time intervals and tickets are supported
- Web Client (Server): If a maintenance ticket oder event is manually cleared, it's now visible in event history who did it

FSM Version 9.20 – 02/11/2021

Fixes:

- Server: In machinelog.csv for Brother MPS integration, the Sunday week day name was missing.
- Client: Fixed an issue where the time of the last data transmission of a source identifier was not updated in time.
- Web Client (Server): Prevent cross site scripting entering malicious data for users.
- Web Client (Server): Format of mail address for supply change wasn't checked properly and allowed entering invalid strings.
- Web Client (Server): Prevent deletion of rest api clients from the list of data collection clients.
- Web Client (Server): Since v9.1 new HP SDS devices reported by JAMC and MPS client were not recognized as SDS devices and thus SDS management not available for them
- Web Client (Server): All modifications recorded as 'Created/Modified/etc. by' now also save the Name on the AccessKey if one is active
- REST API: Fixed an issue where the endpoint /dfmserver/v2/customers always returned empty dealerUids

Features:

- Server: With XML Import of devices at server side, devices now can automatically move from one customer to another if the option Allow exchange of printers between customers is active and the CIID of the device is identical
- Server: Data modification is now recorded with AccessKey if used for login.
- Web Client (Server): Dealers now can control whether customers are allowed to use the dashboard per customer - default yes. This still requires the system wide dashboard configuration set to enabled for customers.
- Web Client (Server): The uuid of the website administrator (aka superadmin) is now displayed in the settings.
- REST API: New query parameter "include" added to endpoint /dfmserver/v2/devices.
- REST API: Improved query parameter checking for endpoint /dfmserver/v2/devices.
- REST API: Parameter isLicensed can be set at endpoint /dfmserver/v2/devices.
- REST API: MCS login with signed JWT access token.

FSM Version 9.1 – 03/09/2021

Fixes:

- Web Client (Server): Fixed an issue where actions could no longer be performed within the printer list for marked printers.
- Web Client (Server): Clicking on the dashboard counter widget configured for printers caused a PHP error. Now the printer list of the configured dealer/customer is loaded again.
- Web Client (Server): Printers that did not report their vendor properly did not appear in the printer list page
- Web Client (Server): Customers allowed to define their own threshold alarms were not able to edit the low values of consumables forced by 'marker low' events
- Web Client (Server): The newly introduced coverage alerts were not set for devices as part of a contract when the contract was assigned to printers
- Web Client (Server): Postponing order suggestions didn't work for printers that weren't assigned to a contract
- Web Client (Server): The CSV export of counter overview report was showing IP addresses without dots
- Web Client (Server): The select all checkbox on printer list wasn't reset after menu operations were completed
- Web Client (Server): The user Default could not be edited
- Web Client (Server): Applying some menu action on more than 200 printers on printerlist caused PHP errors
- Web Client (Server): Sorting the client list page didn't work on most columns except submitter
- Web Client (Server): Switching a printer from managed to unmanaged and vice versa might have been refused due to license exceeding but without any error message
- Web Client (Server): Device SLA codes were not shown in reports even if existing
- Web Client (Server): Entering a user defined period at report options required clicking the radio button twice to enable the date selection
- REST API: Orders were not displayed at printer service app since V9.0

- Server: Fixed an issue where the basic life support service would no longer monitor its processes if an emergency occurred during the startup phase
- Server: printers reported by the neutral customer Id and assigned manually to a customer on server side never notified thresholds, coverage alerts and supply change
- Server: Lexmark printers are not reporting stable serials for other supplies as markers. An update of Lexmark.vmd which enabled serials for supplies thus led to lots of wrong replacement notifications. The serial no. now for Lexmark is only a replacement criteria for marker.
- Server: Sometimes after processing device XML files from client, the threshold escalation was aborted and the coverage excess checking was omitted. In those cases the processing of the device XML file was reported with an error and the file moved to the error folder
- Server: Notification mails did not use the user defined names of fields info1, info2 and info3
- Server: After setting the send cycle via client_config.ini the configuration UI never showed the actual cycle correctly

Features:

- Server: The threshold notification mail now also contains the fields info1, info2 and info3 of the device record
- Server: HP SDS customers are now created without a name like 'c-6621...89B6' since the new SDS v3 API doesn't support names anymore. The name shown in HP JetAdvantage Management web platform will be the SDS customer Id.
- Server: HP SDS customers are now created with 'Automatically update connector software' and 'Remote Device EWS Access' set to true. This keeps the HP JAMC connector at customer's site up to date and allows the remote EWS access to the device (both can be changed on HP JetAdvantage Management web platform).
- Server: Automatic page counter mail now also contains the fields info1, info2 and info3 of the device record
- Web Client (Server): Counter report now also contains the fields info1, info2 and info3 of the device record
- Web Client (Server): It is now possible for device managers and admins to enable SDS on a customer page. This creates the customer Id in SDS. A later registered JAMC connector will be attached to this customer Id. Be aware that SDS only supports one customer per connector while MPS supports several customers per MPS client. As before, registering a JAMC connector at customer's site will automatically create an SDS customer and enable SDS for the MPS customer if not yet done for the registering client service.
- Web Client (Server): It is now also possible for device managers and admins to disable SDS on a customer page. This will delete the customer Id in SDS and also all connector data as well as all printer data related to this SDS customer so far!
- Web Client (Server): HP SDS Cloud DCA support is available now by onboarding devices with the CSV file created by the HP MPS Onboarding Tool (available here). Usage of the onboarding tool is documented here. If a customer is enabled for SDS either by already using a JAMC connector or manually by an admin or device manager, the CSV file can be used to register the devices to this MPS customer's SDS customer Id. For cloud DCA devices no JAMC connector is required, but still can be used in addition since cloud DCA is not available for all HP devices
- Client: The client now is able to detect and read local Epson USB printers. A client update is required. This also requires installation of the EpsonNet Runtime which is delivered in the "/AddOns/EpsonNet Runtime" folder. The client then is searching for local USB printers answering the EpsonNet API and retrieving their counters and supply data. Since a client supports several

source identifiers (customers), one of these identifiers has to be chosen at the source identifier page of client configuration for these local printers. The local printers then will be added to discovered network printers and reported to the server. The address of these printers is their local port name, eg. "USB001"

- Client: Support of Kodak Alaris scanner
- REST API: thresholdReached at devices/<id>/supplies endpoint

FSM Version 9.0a – 04/06/2021

Fixes:

- Client: Fixed an issue that prevented the automatic client update from version 8.17a to 9.0 and thus stopped the client software from continuing to run.
- Web Client (Server): Hourglass is now shown when browser is busy processing actions.
- Web Client (Server): menu actions as Set Active / Set Managed / Remove License / Delete Jobs / Delete due to limitations of PHP so far only processed about 250 devices even if more devices have been selected.

Features:

- Server: fsm.server.user.importdata, supports a new parameter to control MPS app usage by customers.
- Server: The automatically sent report mails for page counter, click volume and consumable status now support a personal HTML mail body or CSV formatting of the attachment on user level by user specific xslt files.

FSM Version 9.0 – 11/05/2021

Fixes:

- Server: The marker serial no. "0" as reported by various HP printers when door is open, is no longer accepted as valid serial no. to avoid detecting false replacements.
- Server: SQL errors reporting an unknown column INF when inserting supply levels have been fixed.
- Server: For a non continuous feed printer reporting the lifetime counter as 0 (or not at all), no supply levels are saved, but so far the supplies have been learned with a start level of 0 what was wrong.
- Server: More reliable providing of user account data to requesting Mercury NPS servers.
- Client: The network parameters for printer detection were not read from config.ini or config_reconfig.ini since April 2019.
- Client: SNMP v3 did not work with security levels NoAuthNoPriv and AuthNoPriv, only with AuthPriv. A client update is required.
- Web Client (Server): Revoking a printer license unnecessarily required a selected dealer/customer.
- Web Client (Server): With LDAP authentication access keys could not be managed.

- Web Client (Server): Plus sign wasn't allowed in username of e-mail addresses.
- Web Client (Server): Actual coverage report was showing abnormal values if page range or the consumed percentage was not available.
- Web Client (Server): Coverage percentage calculation at replacement won't be done for other supplies as markers anymore.
- Web Client (Server): When creating a new contract, the charge period always was saved as monthly.
- Web Client (Server): CSV export of report consumables since 10/2019 stopped with an PHP error.
- Web Client (Server): CSV export report dealer/customer overview did not format version numbers correctly.

Features:

- Server: New coverage alerts are introduced. After each data transfer the current coverage percentage of markers is compared to a userdefined limit and an event is created if that limit is exceeded. The event will be cleared automatically as soon as the current coverage percentage goes below the limit. Daily and weekly repeating notification is optional.
- Server: SNMP contact is now listed in automatic counter mails.
- Web Client (Server): New page for defining coverage alerts is available for dealers and admins.
- Web Client (Server): Coverage alerts can be assigned to printers individually or via contracts.
- Web Client (Server): The action menu on printer group list page now also offers functionality to assign or remove maintenance, thresholds, alerts and coverage alerts as does the printer list page.
- Web Client (Server): Unavailable printers (address 0.0.0.0) are no longer hidden when defining printer groups.
- Web Client (Server): A new option now allows also listing of printers without any notification configured in report 'Configured Notifications'.
- Web Client (Server): Printerlist now also supports filtering for printer groups. The search pattern is fully(!) compared to the group name.
- Web Client (Server): The report for average marker coverage now offers buttons to display a graph for each marker supply.
- Web Client (Server): <hostname> was invented as new variable for mail subjects, being replaced with the first part of a FQN host name before the first dot.

FSM Version 8.17a – 19/02/2021

Fixes:

- Web Client (Client): Input for SNMP community only accepted 15 chars while 31 are documented in RFC.
- Client: Testing if a poll was complete might have caused a deadlock in SNMP manager thread with huge numbers of printers.
- Web Client (Server): Extended menu and manager news defined in oem.ini did not fallback to english entries, if not defined in current browser language.
- Web Client (Server): Saving printer groups with a large number of printers failed.
- Web Client (Server): Printer group names could not be modified.
- Web Client (Server): Avoid orphan PHP session files.
- Web Client (Server): Choosing a user with no contracts on printer list made the busy indicator run wild.
- Server: New variable for notification mail subject will be replaced by the SNMP contact information retrieved from printer.
- Server: Curl communication with SDS or KFC sometimes caused config server crashes when passed data was voluminous.
- Server: Brother status notification didn't send Belt End Soon.
- Server: XML-RPC function fsm.server.device.getcounters did not return any counter if called by a user with admin rights granted that doesn't have customers or printers.

Features:

- Web Client (Server): Support for Brother MPS is now optional in settings.
- Web Client (Server): Threshold definitions now also offer Brother status notification as action.
- Web Client (Server): New Report 'average coverage'.
- Web Client (Server): Manual refills are now always possible for printing heads and paper of HP Designjet 1100/1200/1300/1700.

FSM Version 8.17 – 14/12/2020

Fixes:

- Web Client (Server): The client list page was starting with 2nd page and if the result set was less clients than a page full, it was empty.
- Web Client (Server): Selecting a customer on client list page produced an SQL error.
- Web Client (Server): Sorting printer list by asset no. failed with an SQL error.
- Web Client (Server): Printers could not be updated in some cases.
- Web Client (Server): Opening alert page, threshold page or maintenance page could have caused an error.
- Web Client (Server): Reports using a time period as option did not work for spanish, portuguese and japanese browser language.
- Web Client (Server): The most missed button since v8.14 'update list' on printer list page is back.
- Web Client (Server): On printer list page it was possible to use menu actions for licensing printers although no dealer/customer was selected, as a result the printer was not licensed.

- Web Client (Server): Since v8.14 the menu actions for licensing/unlicensing a printer on printer list page did not work with unlimited Printer license.
- Web Client (Server): Since v8.14 the back, delete and OK button on printer page always returned to a complete printer list, now the last filter settings when leaving the printer list are restored.
- Web Client (Server): Not all e-mail addresses for notification mails have been checked for a valid format.
- Web Client (Server): Deleting a printer from printer page using the delete button produces a PHP error.
- Web Client (Server): The dashboard server widget wasn't working for access code users even if the corresponding user had administrator right granted.
- Server: Automatic sent mails like counter, marker level, event etc. did not show the correct printer address but other text.
- Server: Under circumstances billing periods were assigned to printers, if contracting was not licensed.
- Server: XML-RPC function fsm.client.device.delete always returned -1.

Features:

- Server/Client/WebClient (Server): Support for Brother specific replacement counters and remaining life counters. These counters are shown as vendor specific counters on counter tab of printer page. A client update is required!
- Server/WebClient (Server): Support for Brother status notification mails. These mails are sent after each data transfer from clients to a specific e-mail address to feed a Brother MPS system. Configuration is done per customer. A client update is required!
- Server/WebClient (Server): Support for Brother machinelog.csv, this file can be sent in regular intervals to a specific e-mail address to feed a Brother MPS system. Configuration is done per customer.
- Server/WebClient (Server): The serial of the supplies is no longer discarded from the prtMarkerSuppliesDescription, but captured and is used for change detection. For printers that deliver the serial in the private MIB, the PMD file must be adapted. If a change of the serial is detected, a supply change is recorded without plausibility check. The respective recorded serials are shown in reports.
- Server/WebClient (Server): If a marker supply is constantly reporting -2 as prtMarkerSuppliesLevel, a level is now emulated by calculation from range and counter difference. Therefore the page range must be set in the system under consumables. Attention, as long as the last change has not "inserted" an orderable supply by an eShop order, the non-orderable supply of the printer model is considered as inserted and therefore its range. If the printer itself delivers a prtMarkerSuppliesMaxCapacity and the prtMarkerSuppliesSupplyUnit 7 (Impressions) or 8 (Sheets), this value is used automatically as page range. If a printer is newly detected, this value is not very reliable, because the actual level of the supply is not known. After a change, which can only be detected by serial change of the supply, the values are correct in all conscience.

FSM Version 8.16a – 21/10/2020

Fixes:

- Web Client (Server): Since 8.14 two-stage confirmations with menu actions on printer list page didn't show 2nd stage.
- Web Client (Server): Referring from user list page to printer list page clicking the number of printers of a user didn't show just that number of printers but all.

- Web Client (Server): Searching printers on printer page for a specific user and not assigned to a contract did not work.
- Web Client (Server): Since v8.12 entering a filter text on client list page caused an error message.
- Web Client (Server): The neutral submitter introduced with v8.15 was not shown correctly in client list.
- Web Client (Server): An empty result caused a JS error with client list.
- Web Client (Server): Since v8.14 the session timeout wasn't handled properly on printer list page.
- Web Client (Server): Local printers as introduced in v8.16 in printer list while creating a printer group were not listed as 'local printer'.
- Web Client (Server): The printer list while creating a printer group did show deleted printers also.
- Server: The automatic counter report mail did not show cost center.

Features:

- Web Client (Server): Printers can now be reassigned from one customer to another. The system option *Allow exchange of printers between customers* has to be enabled, then after selecting a customer on printer list page, selected printers may be reassigned to another customer of same dealer by menu action *Reassign*.

FSM Version 8.16 – 01/10/2020

Fixes:

- Web Client (Server): Report option for time interval didn't work correctly for 'this half year'.

Features:

- Web Client (Server): Dealers now may manually add local printers to a customer. These printers are not monitored though the customer has to enter the counters manually. Marker thresholds and SNMP alerts are not supported for these printers. Also the dealer may configure a reminder mail that will be sent to the customer on 15th and/or 30th of a month to report the counters on the printer's page. If done, an optional notification mail may be sent to the dealer about the manual counter report.

FSM Version 8.15 – 21/09/2020

Fixes:

- Server: XML-RPC function `fsm.server.device.getsupplies` was returning wrong values for thresholds for supplies of type other, if specific thresholds have been set for different supplies as fuser, OPC, etc..

Features:

- Server: At settings new options neutral submitter name and dealer for neutral submitter have been introduced. Printers reported by clients with this submitter name will not be assigned to a customer when created, but to the here configured dealer. They are shown on printer list page with as customer. The dealer configured for neutral submitter name and the administrator then may assign printers to this dealer's customers. As long as these printers are not assigned, counters and supply levels will not be aquired.
- Server: CSV import of *dfm []-prtlist.csv* now assigns unassigned printers to customers if the dealer name given in filename is the same as configured as *dealer for neutral submitter* and the CSV file contains a column with an existing customer name for each printer and an unassigned printer can be found by MAC address and/or serial number given in CSV data for the printer.
- Server: With CSV import of *dfm []-prtlist.csv* printer which so far were assigned to another customer than given in CSV file, will be transferred to the customer in CSV file. Prerequisite is that the dealer name given in filename is the same as configured as *dealer for neutral submitter* and the CSV file contains a column with an existing customer name for each printer and the option '*Allow exchange of printers between customer*' (Settings/General/System) is set.
- Web Client (Server): Creation of printer groups now supports also features and the 3 userdefined info fields as criterion for filtering existing printers.
- Web Client (Server): Filter criterions for printers used when stting up a printer group now are stored with the group definition.
- Web Client (Server): Page charging report now supports user defined date intervals. The free page quotas per month are used on a 30 days base. Time difference in days / 30 = number of months counted. If the remainder of days / 30 is > 15 another month is added.

FSM Version 8.14a – 21/08/2020

Fixes:

- Web Client (Server): Sorting printers on printer list page with PMD file columns caused an SQL error.
- Web Client (Server): Since v8.13 the suggesting combox box for printer models caused an SQL error.
- Web Client (Server): Pressing enter with printer list page caused page a reload.
- Web Client (Server): Report devices counter overview caused an SQL-Error when large page counters haven't been used on system.

Features:

- Server: The notification mail sent for threshold events now also informs about actual levels and thresholds of all markers in its body.
- Server: New XML-RPC functions `fsm.server.threshold.*` and `fsm.server.device.setthreshold`.

FSM Version 8.14 – 04/08/2020

Fixes:

- Web Client (Server): Fixed an issue where a dealer or customer with admin rights couldn't check some rights for third-party customers.
- Web Client (Server): Deleteing all customer groups deleted printer groups instead.

- Web Client (Server): User group names and printer group names with '<' or '>' in the name disappeared.

Features:

- Web Client (Server): Re-design of printer list page with column selection and new search options.

FSM Version 8.13 – 15/07/2020

Fixes:

- Web Client (Server): 'Select all' in client list fixed.
- Web Client (Server): Fixed an issue where a dealer with admin rights couldn't check some rights for third-party customers.

Features:

- Web Client (Server): The report devices overview now also shows if Kyocera KFS is active for a device.
- Web Client (Server): Contracts now support up to 2 more price options depending on printer model for page billing report.
- Web Client (Server): Searching printers now also supports using any of the 3 freely definable info fields as criterion.
- Web Client (Server): New report devices unreachable is listing devices not answering and showing possible reasons.
- Web Client (Server): A dealer is now able to configure the period how long historical data is kept in the database, such as already before supply levels(12), now also counter values(12), events(6) and supply orders(12) individually. Numbers in brackets are default values in months when creating a new dealer record. All data records older will be removed after each data transfer from client. Events have to be cleared and orders have to be complete to be removed.
- Web Client (Server): The supply orders report now also shows the notes that were entered when orders were done.
- Server / Client: Customer clients (update required) now always transfer numerical IP addresses to the server. In case the client has DNS activated, this makes the IP address in addition to the DNS name on the server web client available. If the numerical IP address differs from the printer's address, it will be shown as grey text below in the printer list. This also will be done in reports. IP address is now also available as search criterion on printer list page.
- Client: Support for Canon DR scanners, that are USB scanners connected to a PC on which an agent is installed that can be queried via SNMP.

FSM Version 8.12 – 13/05/2020

Fixes:

- Web Client (Server): Tables remain on the current page after editing or reload.
- Web Client (Server): Page charge report now also offers *month* as arbitrary charge period.

- Web Client (Server): For users without statistics right granted switching among the tabs on printer page didn't work correctly.
- Web Client (Server): Filter input on printers tab when defining printer groups stopped working when typing too fast.
- REST: Full styling of login dialog per login-config.php and login-user.css.

Features:

- Mobile App.
- Server: New feature Customer groups for assignment to access keys to grant access to a selected set of customer printers.
- Server: Printer groups now can be created based on model types.

FSM Version 8.11 – 20/03/2020

Fixes:

- Web Client (Server): If HP-SDS connection failed, 'Firmware actual' was display in printer details.
- BLS: Possible 'missing thread' messages during program start fixed.

Features:

- REST: Accelerated data transfer to server after creating a device.
- Server: Accelerated PMD update on server start.

FSM Version 8.10 – 13/03/2020

Fixes:

- Configuration server: Fixed an issue where the import of a device import file (nps.sqlite) into an older Mercury server (< 10.24) failed.
- Server: If a printer reported e.g. "cyan ink" or "cyan toner" as colorant, the colorant wasn't shown in color.
- Server: Umlauts in body of notification mails had been replaced by ' _ '.
- Client: Creation of source identifiers did not work in new installations.
- Client: Extended Counters were not enabled by default in some cases.
- Client: Fixed an issue where data acquisition has stopped on printers where the model name has changed (Lexmark Firmware Update).
- Client: Fixed an issue where the SNMP community were not applied on existing printers at FSM Client side (XML Printer Import).
- Web Client (Server): On settings page, SDS Tab, the button Test URL didn't work.
- Web Client (Server): If dealers had no alert rules created but the administrator, on printer list page in assign dialog for alert rules the list was empty.
- Web Client (Server): The order shop dashboard widget was showing a different number of open orders than the order history did.

- Web Client (Server): Duplicates could appear when displaying the dealer's client list.

Features:

- Kyocera KFS support.
- New report 'Surplus pages charging' - regarding the numbers of free pages and page prices configured with a contract, this report creates a charge bill for the selected period of months.
- If OrderShop is enabled, a notification mail about a reached threshold now also contains the order identification of an automatically placed order or the created order proposal for manual order. This order identification can be used for later reference to that order process.
- Client: Eastman Kodak Scanner Support.

FSM Version 8.00 – 23/01/2020

Fixes:

- Server: Avoid threshold notifications with empty
- Server: Since v7.24b the deletion of devices using XML-RPC function fsm.server.device.delete did not delete the device record.
- Client: Forcing a refresh of data at JAMC according to HP recommendation should avoid wrong state 'The device cannot be reached from the connector'.
- Client: Data transfer of newly found printers only after acquisition of features, counters and supply levels (bulk).
- Client: Data transfer at end of quarter fixed.
- Web Client (Server): eShop widget showed wrong data, if closed with 'cancel' on creation time.
- Web Client (Client): Import of networks.csv failed, if last column header was not preceded by a space.
- Web Client (Client): SMTP settings available in 'GPI only' mode.

Features:

- Server: XML-RPC function fsm.server.device.getsupplies now also returns up to 3 threshold values (days/pages/percent) for each supply if set in the threshold rule applied to the device.
- Server: Missing report mails now show e-mail contacts of customer and dealer.
- Server: Notification mails for exceeding click count now also show the customer name.
- Web Client: Graphs for page counter and marker levels are back and show last 30 days. The full history is still available via button.

FSM Version 7.26a – 31/10/2019

Fixes:

- Server: If the LastWalkDate of a device was not identical with the time stamp of supply levels, these supplies were not shown in consumable level mails and automatic created reports.
- Server: Solved a possible performance problem creating manual or automatisch supply level reports.
- Web client: If the LastWalkDate of a device was not identical with the time stamp of supply levels, these supplies were not shown marker level report.
- Web client: Monitoring clients could not be deleted.
- Web client: Export of an order to PDF was showing wrong order state when order was in state 'shipping'.
- Web client: Export of reports to PDF or CSV might have shown column headers that were to be hidden and only visible in browser.
- Web client: Report options for report counter overview were offering counter selection although the report has a fixed format.
- Web client: Legend of F2P efficiency report was unclear.
- Web client: PDF creation of orders did not work for users with admin right.

Features:

- Web client: New column 'GPD capable' in devices overview report.
- Web client: Columns for large format added to counter overview report.

FSM Version 7.26 – 26/09/2019

Fixes:

- Web client: HP SDS OnDeviceServices now are shown with their title in local language, i.e. German or English in web GUI, all HP supported languages on device.
- Server: If another supply variant was ordered than the one that was set as preferred, at change detection the ordered one became the new preferred. Now the ordered will only be set to preferred if no supply was preferred yet.
- Server: Supply data delivered by clients with empty description AND capacity AND level set to 0 discards the whole set of supply data for the device. This is to avoid faulty threshold alerts and replacement records occurring with Kyocera printers.
- Server: With manually generated supply changes, there is no plausibility check on number of pages printed anymore.

Features:

- Server: New feature printer groups. With groups a dealer is able to merge several customers or particular printers of one or several of his customers into a group. Thus an overlapping group of printers is created which can be used as device selection for reports.

- Server: Automatically created report mails for counters, click volume and markers now also can be created yearly at Jan 1st or July 1st.
- Web Client: Missing customer options in SDS dialog on page 'monitoring clients' have been added.

FSM Version 7.25 – 27/08/2019

Fixes:

- Web client: On printer page event tab, event notes were showing an invert question mark when wrapped.
- Web client: Event notes on printer page events might have had characters added.
- Server: SDS event subscription refused event notification by SDS after first notification.

Features:

- Web client: Support of HP SDS Essential Security Policy.
- Server: SDS Event subscription now provides more information about the event details withing the event history - SDS notifies about events that do not appear in the SDS event list!
- Server: XML-RPC Funktion fsm.server.user.getlist has new optional parameter to allow retrieving the dealer list for administrator or user account with admin right granted.

FSM Version 7.24d – 26/07/2019

Fixes:

- Client: Data transfer after printer search optimized.
- Server: Fixed an issue where a database connection failed when using integrated Windows authentication with a Microsoft ODBC Driver 17 for SQL Server.
- Server: Forced SNMP bulks to gain actual levels with Low Toner/No Toner SNMP bits are now started at change of these bits only. The old behaviour requires a new PMD switch pmdVerifyTonerBitsByLevels=1.
- Web client: Sorting of counters in reports fixed.
- Web client: HP firmware report to support HP security assessment tool has been improved.
- Web client: Data export tab on user page wasn't showing for dealers if license did not contain order shop.

FSM Version 7.24c – 08/07/2019

Fixes:

- Server: SDS Event subscription was using in complete URLs.
- Server: Control chars have been found in XML files of notification mails and Evatic export.

Features:

- Client: Printers that haven't been successfully walked since last data transfer are not transferred. This reduces data and processing time.

FSM Version 7.24b – 12/06/2019

Fixes:

- Server: Wrong indices of V7.24a in newly created database fixed (users could not be added).
- Server: User import from a csv file consumes less memory and performs significantly faster.
- Server: Accelerated creation and transfer of the user list to Mercury systems.
- Server: SNMP v3 passwords with more than 16 chars didn't work.
- Server: HP SDS passwords were not handled correctly under circumstances.
- Server: Suppressing control chars retrieved from printer within location/contact in notification mails to keep life of post processing 3rd party software easy.
- Client updater: Since in rare cases an HTTP/2 connection to a web server is not possible, the connection can optionally be forced using the HTTP 1.1 protocol.
- Client: SNMP v3 credentials could go lost if more than one source ID was configured.
- Webclient: Creation of a new dealer failed under Access database.

Features:

- Webclient: Export and import of HP SDS printer configuration. Export saves the whole set of config items, import only overwrites the supported items that do not require an user defined value.

FSM Version 7.24a – 15/05/2019

Fixes:

- Server: Database error during refill detection fixed, if manual refills existed.
- Server: Since v7.23 XML-RPC function fsm.server.device.getevents returned duplicates.
- Server: If maintenance ticket name and ticket message together were longer than 253 chars, the ticket was notified every 5 minutes.
- Server: Skip client data with invalid encryption.
- Web client: Admin users did not see all events in system analysis.
- Web client: Admin users now can create reports for events / firmware / properties for all users.

Features:

- Web client: Counter report now also shows MAC address.
- Web client: New HP firmware report to support HP security assessment tool.

FSM Version 7.24 – 12/04/2019

Fixes:

- Client: Preconfigured network ranges in config.ini no longer worked since the introduction of SNMP V3 support.
- Web client: Customers didn't see the data export tab on user page.
- Web client: If a customer has disabled automatic orders, his dealer - although he might have orders set to automatic - needs to see order proposals.
- Web client: Customer with right for their own alert rules granted saw a PHP error on alerts page.
- Server: Supply levels of -2 with capacity of -2 have been treated as 100% full. Canon now changed capacity to 100%. This was treated as unknown and made a threshold trigger with toner low error impossible. Therefore this combination now is treated as 100% too, if the supply was not reporting other % values before.

Features:

- Threshold rules now support 3 different forced low levels. As before a marker level and now also another for receptacles and one for other supplies. If the printer reports a toner low/empty error and the alert table allows identification of the supply, the suitable of these three levels will be forced, according to the SNMP supply type. Precondition is either interpolation enabled or printer reports an SNMP level of -1|-2|-3

FSM Version 7.23 – 15/03/2019

Fixes:

- Server: XML-RPC function fsm.server.device.getorders did not return orders correctly with 'openonly' set to yes.
- Server: According to XML 1.0 specs allowed characters below 32 are only tab(9), LF(10) and CR(13). Other characters will be replaced with '_'.
- Web client: Selecting all clients on client list and then unselecting one or more and deleting was still deleting all
- Web client: Exporting some reports as CSV was always done with comma instead of configured CSV separator
- Web client: Fixed an issue where the input field for the supplier URL was truncated horizontally and the content was deleted when you clicked on it
- Web client: Customers were not able to create access codes since v7.22b
- Web client: Within HP SDS diagnosis, user reported problems could not be expanded as other diagnosis actions

- XML-RPC: fsm.server.device.getevents returned an empty submitter and didn't support event sources above 4

Features:

- Web client: Cost center is a new data field for printers that can be edited, imported and will be displayed in several reports
- Web client: Pagecounter graphic and marker level graphic is now to be opened via button and the diagram can be zoomed and panned
- Server: The dealer is able to control how long supply levels will be stored. So far it was the whole life time of a supply which is now default as long as not changed to 3/6/9/12/18 or 24 months. When changing to a shorter period, this has to be confirmed twice since it will result in a irretrievable loss of data collected before the period.
- Server: SNMP v3 security name and context name of printers will be transferred to requesting Mercury servers
- XML-RPC: fsm.server.device.getevents for threshold events now returns colorant if available
- XML-RPC: fsm.server.device.getlist for devices now returns submitterid
- XML-RPC: fsm.server.user.getlist for users now returns unique database id

FSM Version 7.22a – 31/01/2019

Fixes:

- Server: Solved problem of empty files in hotfolder of new feature of v7.22
- Server: Solved problem of memory leak with new hotfolder feature of v7.22
- MIBCollector: Solved problem of missing DLLs
- Webclient: SDS status texts have been revised

FSM Version 7.22 – 25/01/2019

Fixes:

- Webclient: Creating alert rules with coverage of model type and customer produced an SQL error
- Webclient: The number of days to purge deleted printers was not saved
- Client: Since version 7.20 the lifetime counter was only retrieved during a complete data request and no longer during the more frequent poll of a device

Features:

- Server: Automatic counter status, click volume and marker status now support saving post processor data (csv/xml/etc.) into hot folders in addition or alternatively to e-mail notification
- Server: New XML-RPC function fsm.server.device.getorders

- Webclient: New button to check if Admin password on HP SDS client matches with device

FSM Version 7.21 – 21/12/2018

Fixes:

- Accounting: When charging copies, pages were not marked as printed
- Webclient: HP SDS tab was missing in printer details in V7.20
- Webclient: Warning, when maximum number of users was exceeded, corrected
- Client: Download link of HP SDS connector did not work in V7.20
- Server XML-RPC: Admin right of logged in user making function calls is considered now

Features:

- Webclient: New report Devices Counter Overview
- Webclient: Report 'Customer List' without grouping
- Webclient: Sorting of columns in report 'Device Properties'
- Webclient: Displaying of print jobs without cost center in Statistics Reports
- Webclient: Error handling of HP SDS features improved
- Webclient: LDAP report group users have now access to all reports
- Webclient: Support for HP SDS On device services

FSM Version 7.20 – 30/11/2018

Fixes:

- Server: After hardware key of machine has changed, product must be reactivated within 7 days
- Server: Adjustments for database replication
- Server/Client: Strings will be truncated if maximum length is exceeded in csv file
- Web client: SDS Tab on printer page reported an error for users with umlauts in their name
- Accounting Addon: GUI setting 'Job cost confirmation' fixed
- Accounting Popup: Language file was not found since V7.0a
- Server: Supply thresholds defined by remaining days or pages did not work, if remaining percent was defined also
- Server: Login via XML-RPC failed for usernames with umlauts
- Server: Server could get stuck when receiving an utf-8 coded email
- Web client: Input field for SDS blackbox was too small to enter a complete upload token
- Web client: Customers with admin right granted were not able to uses SDS functions

Features:

- SNMP v3 Support

- Support for transmission of printed pages of embedded apps

FSM Version 7.13 – 08/10/2018

Fixes:

- Server: Under circumstances emails were sent twice.
- Server & Web client: Proxy settings were not used to communicate with the HP SDS cloud server.
- Web client: Fixed an issue where report maintenance preview could only be prepared until the end of the year.
- Web client: Default user could not be opened.
- XML-RPC API: Now supports UTF-8 encoded data and encoding issues with umlauts have been solved.
- XML-RPC API: Fixed some reported encoding issues with umlauts.
- XML-RPC fsm.server.getclicks did not return XMLRET_PARAM_ERROR with wrong parameters.
- XML-RPC fsm.server.user.import returned XMLRET_ERROR also when import was successful.

Features:

- Server: Threshold emails now also show description of orderable supplies in email body
- Server: Threshold emails can be suppressed by unchecking mail notification in threshold rule. If neither email nor order proposition is checked, an event will be generated only
- Web client: New Follow2Print reports 'Follow2Print print volume', 'Relative use of Follow2Print' and 'Devices usage by Follow2Print'. Note: Mercury 10.10 is required to collect information for building the reports
- Server & Web client: Options to export an order list can now also be configured for customers
- Server & Web client: Integration of Mercury's Secure Print feature
- Web client: Several improvements and enhancements related to HP SDS V2.0 support
- Web client: In order history list order information provided by suppliers can be shown optionally
- Web client: Manually creating a supply request now offers the ability to chose the quantity 1-9
- Web client: In case there was an increasing supply level but insufficient to be recognized as a replacement by the system, on the printer page/supply tab a button now is available to record a replacement/change manually. This will also set pending orders to complete as an automatic recognition would have done
- Web client: Export snmp community of printers
- Web client: If a dealer was 'read only' the administrator could not edit the eShop right of his customers

FSM Version 7.12b – 11/09/2018

Fixes:

- Server: If a printer reported a supply level of -2 after percent values before and no pages have been printed since last data transfer and interpolation was not active, an empty supply level was stored in database and with next transfer under same circumstances, the level was dropped to 0%.
 - Server: XML-RPC function fsm.server.device.setdata was broken.
 - Server: Encoding of multipart reply mails to event notifications wasn't processed correctly. As a result these replies could not be assigned to the customer.
 - WebClient: Logged in customers did not see their order propositions.
 - WebClient: Members of LDAP group orders lost ability to clear threshold and SNMP events on printer page.
 - WebClient: The layout of printer page supplies tab was broken with order shop.
 - WebClient: Granting admin right to a customer, automatically revoked order shop and report rights.
 - WebClient: Order history ignored periods longer than 1 month and was always showing last month.
-

FSM Version 7.12a – 24/08/2018

Fixes:

- Server: XML-RPC call of server.login did not work for username with umlauts.
 - Server: Processing reply mails to event and maintenance notification mails did not work since version 7.0.
 - Server: A temporary file of size 0 bytes has been left whenever a notification e-mail was build with XML attachment.
 - Server: SNMP Events with a message of 1024 chars could stop event processing on server.
 - Server: Avoid empty log messages when content is longer than 1024 chars.
 - Client: In the device export the SNMP community was always empty.
 - Client: Since v7.11 the alert table wasn't read anymore.
 - WebClient: The password of a newly created access key was not stored correctly, if it contained umlauts.
 - WebClient: Dealers were not able to define threshold rules.
 - WebClient: Specific threshold values for supplies of type other were not saved.
 - WebClient: Common threshold values for supplies of type marker and other were not saved.
 - WebClient: The color tiles in firmware report were broken.
 - WebClient: In report 'maintenance preview' next year could not be selected.
 - WebClient: Import of previously exported supply CSV or model data CSV failed.
 - WebClient: Saving contracts produced an error message and did not update device references.
-

FSM Version 7.12 – 24/07/2018

Fixes:

- No address link for USB printers

- Link to vendor removed, if not defined in PMD
- Data transfer with empty password failed
- Automatic client update with empty transmission password failed
- Page counter fixed at 'Monitoring activated' event
- The order of 'Monitoring activated' and 'Monitoring deactivated' events could get mixed up
- Notification mails about changed SNMP Contacts have been sent repeatedly for unlicensed printers
- WebClient: Licensing of unlicensed printers did not show up in action menu of printer list page
- WebClient: Reports with date options were broken in languages other than German

Features:

- Cross-customer networks
- Optionally color specific threshold alerts for marker and also specific thresholds for opc, fuser, developer and transfer unit
- Postponing an order suggestion removes that entry from the list without deleting. Therefor a date has to be entered until which the decision of the selected suggestions will be postponed. When this date will be reached, the suggestions will appear again in the list automatically. In addition the suggestions will appear also, if the remaining capacity will reach or go below the value that was configured for the customer. This might also happen before the reminder date is reached.

FSM Version 7.11a – 06/07/2018

Fixes:

- Support of HP SDS managed USB printers fixed.

FSM Version 7.11 – 29/06/2018

Fixes:

- Escalation period of 30 days could not be set on alert rules.

Features:

- HP SDS 2.0 Use Cases
 - Device property report now also shows SNMP location
 - Deleting a printer on server via GUI or XML-RPC now deletes collected data immediately as also frees the printer license, but keeps printer record as deleted to avoid re-creation by further delivery from client. System settings offer a day count after which these deleted printers are purged completely. Manual purge is available via GUI.
-

FSM Version 7.10a – 29/05/2018

Fixes:

- Client: Some printers with assigned defaults have not been reported completely to Mercury systems and therefore were not useable for GPD printing.
- Web client: Fixed an issue where status of deleted printers on client side didn't show properly

Features:

- Server: When importing device information via csv file, location data of printers can now also be imported for printers which were initially offline
 - Client: Improved initialization during service start by doing less dns queries
 - Printer manufacturer "Pantum" will be supported now
-

FSM Version 7.10 – 25/05/2018

Fixes:

- Client: Fixed an issue where the search process for printers got stuck when a broadcast address was specified within a search range

Features:

- Client & Server: Printer defaults can be assigned to newly found or imported printers which are offline and can not be monitored for that. The printer defaults will be used until the printer was switched on the first time.
 - Server: GPD support for some printer models that are capable of Epson ESC/P as PDL
-

FSM Version 7.0c – 19/05/2018

Fixes:

- XML-RPC function fsm.server.device.getclicks returned error if counter values started after the start date.
 - Fixed PHP errors with CSV export of reports
-

FSM Version 7.0b – 15/05/2018

Fixes:

- Server: Configuration server logfiles will be deleted after 14 days, as logfiles of server are.
- Server: Device properties fixed (were invalid, when database was created using version 7.0a)
- Server: Initialing a click volume mail manually caused database errors
- Server: Event 'No response from printer' was not notified by e-mail
- Server: Firmware version and device model have been mixed when storing firmware versions in database
- Client: Changed server address did not apply to already existing data packets buffered on disk
- Web client: Some option fields have been too short on web GUI and not displaying text completely
- Web client: Exporting orders to PDF did not wrap text of multiple lines correctly
- Web client: Changing quantity in order propositions didn't have effect
- Web client: With several printers checked for menu action on printer list page, only first printer was processed
- Web client: Dealer with admin right didn't got showed HP SDS option

Features:

- Client: Optimized method for detection of the language used for printers location and contact information
- Server: Whenever location or contact information reported via SNMP has changed with a printer, the dealer will receive a notification mail about that
- Web client: Added a configuration option to change the scheme part of the url that is used to open the website of a printer
- Web client: Display of order proposals may have failed
- Web client: Fields Info1-3 can be used as device criterion for reports

FSM Version 7.0a – 31/01/2018

Fixes:

- Improved UTF8 / Unicode support
- SMTP: Fixed an issue when using explicit TLS without STARTTLS

Features:

- Unterstützung von Sprachvarianten

FSM Version 7.0 – (Not officially released)

Features:

- UTF8 / Unicode support for better internationalization
 - Web client: LDAP authentication for users of sub domains
 - Web client: PHP updated to version 7.1.13
-

FSM Version 6.14f – 06/06/2018

Fixes:

- XML-RPC function fsm.server.device.getclicks returned error if counter values started after the start date.
-

FSM Version 6.14e – 26/04/2018

Features:

- New XML-RPC function fsm.server.device.getclicks.
-

FSM Version 6.14d – 11/04/2018

Fixes:

- Event mails concerning 'No response from printer' were not sent.

Features:

- CSV import (server): Column 'Active' added.
 - Info1, Info2 and Info3 fields of device records can be used as criterion for reports.
-

FSM Version 6.14c – 01/03/2018

Fixes:

- With threshold notification mails the article no. of orderable supplies was not delivered but expected by Evatic CC.
 - Some reports didn't show device data since v6.14 when exported to PDF.
-

FSM Version 6.14b – 26/02/2018

Fixes:

- SMTP: Fixed an issue when using explicit TLS without STARTTLS
- User page did not show up with a very large number of accounting users

- Setting of accounting default users for copy, scan and fax charges did not work with very a large number of accounting users
- Input field for supply price only accepted 3 characters
- Assigning maintenance events owned by administrator as dealer caused errors
- Gauge on dashboard tiles was broken
- After import of user XML sent from NPS, users haven't been marked as modified
- Parsing reply mails failed with umlauts

Features:

- New report for device properties
-

FSM Version 6.14a – 24/01/2018

Fixes:

- Since version 6.14 the included web server used for simple installation was broken
 - Since version 6.14 HTTP(S) file transfer failed due on MIME encoded file names
 - HP SDS support: Fixed an issue where the HP SDS state couldn't retrieved from printers that have been monitored by several clients
 - User details: 'Valid until' could not be set since PHP 7
 - Activation of a hardware independent license could fail
 - If software was activated, the FSM Server tray icon did not reflect the license state properly
 - Maintenance, Thresholds and Alerts: Model suggest was broken
 - SMTP: STARTTLS fixed
 - SMTP: If using SSL, always port 465 was used
-

FSM Version 6.14 – 27/10/2017

Fixes:

- When creating a new user, the specified password was applied to the default user since V6.11a
- Setting empty passwords were not possible since V6.12
- SMTP: Mails could not be sent without user/password being specified (since V6.13)
- SMTP: Sending mails could fail in V6.13
- Web client: Fixed an issue where click volume reports showed negative total values
- Web Client: LDAP groups with username containing umlauts failed to log in

Features:

- Improved support of HP Smart Service Devices
-

FSM Version 6.13 – (Not officially released)

Fixes:

- Hardwarekey-independent license activation fixed
- HP-SDS: Activation failed, if configured email addresses (e.g. comma separated) were longer than 127 characters
- Server: The new option of sending an email to the customer's address whenever the note of an event is changed by a reply mail did not work for replies with XML attachments
- Mobile login fixed
- Server: Report 'printer models' did not show model names
- SNMP-Extender (64 bit) inadvertently was 32 bit

Features:

- Server: Thresholds criteria now are combined. Remaining pages, remaining days or remaining percent, each criterion with a set value will be checked. A threshold will be triggered if at least one of these conditions is fulfilled.
- Webclient: Reworked user interface
- Webclient: Optimized layout of pdf sheets when exporting supply orders
- Webclient: In dashboard the printer widget can now optionally display marker levels
- Automatic update of pmd files now also updates the ca certificate file that is required for peer SSL certificate verification
- Support of user defined CA certificate store in PEM format. This store must be named "cacert-user.pem" and placed into the "%commonappdata%\docuFORM\DevFleetMgmt\server" directory
- TLS 1.2 support for POP3S protocol
- SSL 3.3 support for HTTPS protocol

FSM Version 6.12 – 19/06/2017

Fixes:

- Server: Sending a reply mail to an event mail with an unknown event identification was causing an exception

Features:

- Webclient: New dialog for changing passwords
 - Server: A new notification mail confirms clearing events by reply mail
 - Server: A new option at customer user notifications 'mail on update of event note ' will send an email to the customer's address whenever the note of an event is changed by a reply mail
-

FSM Version 6.11a – 06/06/2017

Fixes:

- Fixed an issue where printers could become not licensed after updating a Fleet & Servicemanagement version that still had the old license system
 - Webclient: Supply graph on printer page was showing as title of HP icon 'HP JAM' instead of 'HP SDS'
 - Webclient: Creating a new dealer with HP SDS support granted did not save this right.
-

FSM Version 6.11 – 31/05/2017

Fixes:

- Client: After a printer search automatic data transmission to the server took place before the queried printer data were processed
- Server: Unchecking single orders after clicking 'select all' in order history did remove the check mark but did not reset the selection state
- Server: Deleting a customer did not delete the submitter client, this was still shown with 'no data available' for customer name
- Server: Ignore reply mails with invalid submitter
- Webclient: Unlicensed printers were shown in report 'Fleet Management Status'
- Webclient: Creating a new threshold rule did not save its action(s)
- Client Setup: Fixed an issue where an additional source identifier has been created, although a pre-configured identifier already existed
- Webclient: Fleet management report did not show states if printer did not deliver copy counter and/or fax counter
- Webclient: Changing update policy of submitter clients failed when previous value wasn't initialised
- Webclient: If printer models like Canon iPF750 1.38 reported a marker class as „1.3“ e.g. for MattBlackInkCartridge, the marker level report failed
- WebClient: Improved marker level report speed
- Server: Improved marker refill detection query

Features:

- Integration of „HP Smart Device Services“ (aka HP JetAdvantage Management) v1.5
 - Order XML now also contains tags for threshold event id <threshold_event_id> and shop event id <shop_event_id> that caused the order
 - Webclient: Supplies change analysis report now also shows approx. remaining pages and days at change, if available
-

FSM Version 6.10 – 13/03/2017

Fixes:

- Configuration server: Possible crash with simultaneous access fixed
- Configuration server: Zip error message fixed
- Client: After restart tasks which were saved to disk could not be transferred to server
- Server: Limit of TCP-connections using XMLRPC increased from 64 to 256
- Server/Configuration server: Possible crash when shutting down fixed
- Client: When network scan was configured, the scan was ending 1 address before last available IP address
- Server: The printer list did not show the column for managed if a dealer was set to read only access
- Server: With automatic supply orders the standard order note was used instead of a manually modified note during manual supply request
- Server: FM reporting now calculates total volume as total printing volume + copy volume + fax volume
- Server: Defining coverage of rules did not allow adding customers who have names that are part of another customer's name
- Server: Automatic monthly click volume mails covered the month before last month
- Server: Automatic quarter year click volume mail for 2nd quarter covered first half year
- Setup: Misleading german error message 'Fehler beim Entpacken der WibuKey Treiber', if client service could not be stopped
- Server: Notification mails for threshold events had incomplete message text if language was set to Italian, French, Spanish or Portuguese
- Server: Setting the 'order preferred' state for supplies did not work. 'Order preferred' can be chosen between alternatives, i.e. supplies of same SNMP type and same colorant for same printer model.
- Server: Model report ignored printers without PMD file assigned

Features:

- Configuration server: Zip error message fixed
- Client: After restart tasks which were saved to disk could not be transferred to server
- Server: Limit of TCP-connections using XMLRPC increased from 64 to 256
- Server/Configuration server: Possible crash when shutting down fixed
- Client: When network scan was configured, the scan was ending 1 address before last available IP address
- Server: The printer list did not show the column for managed if a dealer was set to read only access
- Server: With automatic supply orders the standard order note was used instead of a manually modified note during manual supply request
- Server: FM reporting now calculates total volume as total printing volume + copy volume + fax volume
- Server: Defining coverage of rules did not allow adding customers who have names that are part of another customer's name
- Server: Automatic monthly click volume mails covered the month before last month
- Server: Automatic quarter year click volume mail for 2nd quarter covered first half year
- Setup: Misleading german error message 'Fehler beim Entpacken der WibuKey Treiber', if client service could not be stopped

- Server: Notification mails for threshold events had incomplete message text if language was set to Italian, French, Spanish or Portuguese
 - Server: Setting the 'order preferred' state for supplies did not work. 'Order preferred' can be chosen between alternatives, i.e. supplies of same SNMP type and same colorant for same printer model.
 - Server: Model report ignored printers without PMD file assigned
-

FSM Version 6.0a – 21/12/2016

Fixes:

- Override of snmp contact and snmp location of a printer couldn't be switched off during csv import.
- Prevent loading of report options and client list from an older session from browser cache.
- Compact client database (Access) at program start.

Features:

- Backup directory of the installation is no longer used.
-

FSM Version 6.0 – 09/12/2016

Fixes:

- Manual clearing of threshold events did not work for printers without PMD file assigned.
- FSM Client GUI: saving settings produced an error message if password wasn't changed.
- Dealer- or customer specific data transmission password did not work with data transfer per XMLRPC.
- If addresses of card reader and printer are the same, no assignment is needed.
- Page counter mail in 'CSV Mini' format did not show color copies correctly.
- Select all checkbox with order history did not work properly.
- Client tray application: Menu item 'Install license' removed.

Features:

- Automatic online software update of the client.
 - Dongle support removed.
 - Thresholds now support e-mail as well as order shop. While formerly only one of those two options was possible, now one of them or both can be activated.
 - FSM clients will no longer be able to use the insecure SSLv3 protocol to transfer data to a FSM web server.
 - Click volume mail now supports 'CSV Mini' format as attachment.
-

FSM Version 5.67c – 30/11/2016

Fixes:

- When clicking the spin button of a quantity edit in order shop proposals, a modified order note was not restored aber denying the update.
- Granting threshold and alert rights to a user at same time did not work.

Features:

- Delivery note of a printer's supply delivery data is now unlocked to member of LDAP group orders.
-

FSM Version 5.67b – 29/11/2016

Fixes:

- Client: In case of a large printer amount, data acquisition may not have been worked for all printers.
 - Webclient: Column visibility fixed.
 - Corrupted description of firewall rule fixed.
 - After setup the installation directory could not be deleted, because it was the current directory of the tray application.
 - Setting preferred order with supply alternative radio buttons did not work anymore.
-

FSM Version 5.67a – 16/11/2016

Fixes:

- Accounting of Mercury jobs did not work, if system password was changed.
- Proxy password was lost, if other system settings were changed.
- The new actions with order history introduced with version 5.67 might not have been available for all those who would have had the right granted to use them.
- If saving a modified note was denied with order proposals, the modified content was not reset to its original value.
- Clicking the order button while focus was on a modified note of an order proposal, the button was not responding.
- FM reporting did not show some values with printers without copier since version 5.67.
- Changing subject of click excess notification mails did not work.
- Customer description in refill notification mail was always empty.

Features:

- Information entries in printer event log are now created when a supply order proposal is created manually or automatically by threshold, also whenever the state of an order has changed and in case an order is removed before completed or set to unavailable.
 - FSM Client: new transmission intervals every 4, 5 and 8 hours.
-

FSM Version 5.67 - 29/09/2016

Fixes:

- Servers without license for contract management did refuse creating the model list report
- The procedure to open a report window has been simplified internally so the window content can be displayed inside an iframe
- Printers with monthly PPM set individually did not appear in FM report when PPM in model data was still not set
- FM reporting now also counts copy volume in addition to print volume as total usage since copying is also printing
- Since version 5.62 saving of FM parameters on printer page fleet management was not functional
- Since version 5.66c device data delivered by clients older than 4.22 was skipped due to a missing creation date.
- Possible crash fixed if stopping system service immediately after starting it
- Reinserted empty cartridges were not displayed on some Kyocera printers
- Variable <prtsysname> was not replaced by value in notification mail subject
- FSM Client: Maximum printer poll cycle set to 1 hour on errors (if not overwritten by DFOPTS2.INI entry)
- FSM Client: Fixed an issue where a wrong mac address was retrieved from some printers with more than one network interfaces. This issue has been reported for Lexmark CX835 and CS820 printers
- Supply level interpolation might not work if enabled via PMD file. Setting via GUI did.
- FSM Client: Synchronising bulks when forced by polls improved.
- FSM Client: Handling of SNMP alert table entries for Low Toner and No Toner has been improved

Features:

- Supply orders now support more sophisticated states: Queued -> Pending -> Confirmed -> Shipping -> Delivered -> Mounted. The state of pending orders can be changed by user in order history. Also a state Not available is now supported to mark an order as complete if the supply can't be delivered any more
- Setting a supply order to Not available creates also an entry in the event history of the printer
- Notes in order proposals can be saved now when modified for later sessions, even if the proposal is not yet accepted. If the proposal is accepted, the latest content of the note goes to the order history
- Possible crash fixed if stopping system service immediately after starting it
- FSM Client: Maximum printer poll cycle set to 1 hour on errors (if not overwritten by DFOPTS2.INI entry)
- FSM Client: Suppressing uncleared Low Toner bit reported by an error in Taskalfa 250ci firmware in hrPrinterDetectedErrorstate although all supplies are fine (requires PMD version 5.5 or later for this printer model)

FSM Version 5.66c - 26/08/2016

Fixes:

- The order shop widget was counting order proposals, that were not listed on the order proposal page because there is no part number known to the system that could be ordered.
- Creating manual tickets as maintenance events did not work since version 5.60 due to changes with input validation.
- Dealers have been able to delete alert and threshold rules created and owned by the administrator.
- A printer serial number containing the '-' character (seen with Ricoh) was causing SQL errors when processing client data.
- To avoid SQL errors caused by already known timestamps when saving supplies levels, level data received from client is now skipped if there was a newer level received before.
- Date input at order history page now offers 5 years back (formerly 3) and can be extended back to year 2000.

Features:

- When processing client data the server now checks timestamp values Created, PageCountTime with devices and Raised, Cleared with events. A timestamp before year 2000 or later than current is treated as invalid and data will be skipped with an error message.
- Supply order XML now contains a colorant tag.
- Delivery note on printer supply page (only available with CI-ID printers and order shop) is now editable for administrator and dealer.

FSM Version 5.66b - 27/07/2016

Fixes:

- Avoid SQL errors with invalid timestamps sent by clients.
- Avoid javascript function window.opener which is causing problems with reverse proxy usage.

Features:

- New report: printer models, shows which models are used by a customer and how many of them.

FSM Version 5.66a - 14/07/2016

Fixes:

- Fixed a problem causing slow build of page counter mails.
 - Dashboard: Archive- and error files were only displayed, if 'Delete data from archive' was enabled.
 - Dashboard: Debug message was shown.
-

FSM Version 5.66 - 30/06/2016

Fixes:

- Reading devices from a XML file containing a 3 byte UTF-8 character starting with 0xEF, which in fact does not represent an usual known character, resulted in an endless loop and prevented the devices to be imported.
- Webclient: After changing the login order option in oem.ini, the tab order of input controls was not adjusted to the new order.
- Configuration client: Fixed an issue where import of a csv file containing a none ascii character in its file name failed.

Features:

- Dashboard with various widgets
 - The admin/dealer is now able to configure an automatic click volume mail at each customer. This mail will be sent monthly, quarterly or each half year and contains similar as the counter mail the click volume data for the counters. Manually scheduled the mail contains data of current month.
 - User data that are intended to be used for accounting users or to be delivered to querying Mercury systems can now be imported from a csv file.
 - Configuration client: For GPD printers Follow2Print support can be turned on or off in printer list.
 - Web client: Use printer's system name as new filter criterion for reports.
-

FSM Version 5.65c - 10/06/2016

Fixes:

- Notification mails about supply changes have not been sent
-

FSM Version 5.65b - 02/06/2016

Fixes:

- Fixed a problem with counter columns in csv-mini format of page counter mail
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FSM Version 5.65a - 02/05/2016

Fixes:

- Fixed a query for building counter status mails, which took too much time and thus led to a restart of the service.
 - Fixed a caching problem with renaming users on server.
-

FSM Version 5.65 - 27/04/2016

Fixes:

- Reduced memory load when building notification emails.
- Periodically sent page counter and supply level mails are now limited to 5.000 devices since more is significantly interfering with server availability and also cannot be handled by OS internal XML/XSLT transformation libraries. When activating these options a message is shown if the mail would cover more than 5.000 devices.
- Button Maintenance -> 'Reset interval' fixed.
- Fixed 'error' messages when leaving consumables or model data page while still loading.

Features:

- It is now supported to define a printer specific nominal print volume (PPM, pages per month). This value, if configured, overrides a model specific value when checking device overload or creating capacity reports.
 - Each printer now may have 2 minimum page numbers configured: a number of pages before a threshold alert will be plausible and the number of pages before a replacement will be treated as plausible.
 - Web client: Account name of dealers, customers and accounting users can be changed now.
 - New server-side XML-PRC function 'fsm.server.user.rename' to rename users.
 - New client-side XML-PRC function 'fsm.client.sourceidentifier.rename' to rename source identifiers.
 - Notification mails sent for consumables now may be configured separately for status and replacement.
-

FSM Version 5.64 - 20/04/2016

Fixes:

- Fixed memory leak when accounting job data.
- User notifications on customers configured by dealers required an email address for marker state/change to also send the mail for replacement without threshold notification in addition or alternatively. Now only one of those 2 emails needs to be configured. This allows getting the notification for replacement without threshold while not getting normal replacement notifications.
- Fixed a problem with events and notification of exceeded nominal print volume.
- Accounting: avoid charging paper costs for scans.

Features:

- Synchronization of users and devices that are received by a Mercury server are processed asynchronously now. Program version 8.25 of Mercury is needed for that!
 - Statistical data of copies and scans of supported MFP's will be collected and can be presented by reports.
 - Accounting users can be imported by using a csv file that has been dropped into the cascade/in folder or that has been sent by email.
 - Account data of accounting users can optionally be sent to an inquiring Mercury server.
 - Web client: Cost center and home folder of an accounting user can be edited.
-

FSM Version 5.63 - 24/03/2016

Fixes:

- Solved a problem with excessive SNMP walking of Kyocera printers reporting low toner.
- Fixed a memory leak when processing client data on server.
- Fixed a memory leak when checking for click excess.
- Fixed a problem assigning marker alerts to new printers when a preselection was set with coverage.

Features:

- Event and email notification of exceeded nominal print volume. Every day at midnight the page counters are checked with nominal print volume of the printer's model type, if set > 0. If from beginning of current month this volume is exceeded, a new event is raised which will be cleared automatically at beginning of next month. If also on user page of a customer, on tab 'notifications', in panel 'Email when exceeding nominal PPM or page limits' an email address is configured, this event is notified to this email address. Page limits for monochrome and color pages per day and printer can be disabled by setting them to 0.
 - New XML-RPC functions fsm.server.stat.usage, fsm.server.stat.volume, fsm.server.stat.costcenter to retrieve statistic data delivered by Mercury servers.
-

FSM Version 5.62a - 22/03/2016

Fixes:

- Fixed a minor issue where an unnecessary counter record have been generated when a printer without assigned pmd file and without a serial number got a pmd file assigned afterwards.
- Improved calculation of remaining page range for printers with high coverage and low printing volume.
- Solved a problem producing PHP error messages when loading printer page.
- Avoid losing supplies on printer page when PMD supply information has changed.

- Since last version PDF export of reports didn't work with Internet Explorer.

Features:

- Transfer of Cost Center to NPS system.
-

FSM Version 5.62 - 11/03/2016

Fixes:

- Order history filter using date range from/until on english page did not work.
- Delete NPS-Statistic files after import.
- When printing or exporting (pdf) reports containing level bars of consumables, the produced output didn't show the colored level bars. Note: When printing such a report the option "Print Background colors and images" has to be turned on in the browsers print settings.
- Fleet management reporting: Settings dialog did not show any values.
- Configuration client: Printer list was not refreshed after deleting a printer.
- Improved supply level interpolation and page/day range calculation for printers with shorter supply ranges i.e. higher slope at supply level curve.
- Report options: Selection of customer did not work correctly.
- Accounting users with permission 'Show statements' did not see their 'Account statement'.
- When losing database connection while running, the system service ran into an exception.
- If the initial ODBC connect to database server at start was not successful, retrying subsequently did not work.
- Several issues fixed in zipping routines.
- The additional data fields for devices named info1,info2,info3 as introduced with version 5.51 could not be renamed in settings nor have been displayed on printer pages.
- The option to chose a specific user/department/billing with accounting reports did not work since version 5.60.
- The description field on printer page did not show or was showing partial content if the data was entered containing "-signs.
- Calling XML-RPC function fsm.server.device group did not return XMLRET_PARAM_ERROR when calling with parameter deviceid set to 0.
- XML-RPC function fsm.server.device.getcounters ignored parameters printerip, assetno, inventno although passed when calling.
- XML-RPC function fsm.server.device.getevents returned results even when called with wrong combination of parameters.
- XML-RPC function fsm.server.device.getrefills returned results even when called with wrong combination of parameters .
- Reducing the list of order proposals by selecting a customer or dealer did not prevent from deleting all existing order proposals when using the 'check all' checkbox

Due to the following important fixes, clients version 5.60f or newer should be updated asap:

- Since version 5.60f recognizing known SNMP events did not work on client side with MS-Access as database, as a result events were added each poll even if already known and not cleared when the printer had them cleared.
- SNMP events 'marker low' and 'marker empty' have often been left uncleared.

Features:

- Dealers and the administrator may define an 'installation inclusive' flag depending on printer and supply for subsequent orders. This is then shown in order proposals and order mails.
- If supply data is controlled by XML import, only the administrator is allowed to change settings since this information is normally delivered by XML.
- For the administrator now a link is available on the printer page to manually clear all open SNMP alerts.
- For the administrator now a link is available on the printer page to manually clear threshold alerts by selection.
- New statistic report 'Printer usage' (requires Mercury V8.23).

FSM Version 5.61d - 15/02/2015

Fixes:

- Webclient accessibility: using aria attributes for page control buttons to provide the label to assistive technologies.
- Focus on login error message under Internet Explorer (accessibility).
- When accepting order proposals as an order, a manually modified order quantity was not considered. Always the internally counted quantity was ordered, which was e.g. 2 when the proposal was a result of a threshold and also a manual request was done before.
- Accounting: canceled print jobs have been ignored within reports.
- Entering supply data sometimes did not save all changes.
- Event history tab on printer pages was showing misplaced characters sporadically.
- Import of supply data via CSV was screwing up special characters as e.g. the Euro sign '€'.
- On printer monitoring page the status icons for printers did not show up.
- Customer filter at report options did show more customers than expected.
- Prefix for supply order id's and purchase request numbers (BANF) for supply orders did not work as expected, if configured for customers.
- Using customer filter with IE browsers as report option was resulting in empty reports.

FSM Version 5.61c - 29/01/2015

Fixes:

- Customers that are members of LDAP group "orders" were not able to build firmware reports.
- When preparing a firmware report, dealers couldn't select a specific customer to filter report data.

- Order suggestions was always showing an 'installation included' option, which is only available with XML import license.
- XML import of installation included was setting the flag for all supplies of same type and colorant to the same value.
- A modification of interpolation of supply levels didn't catch drops from high levels to 1-4% since v5.60c

Changes:

- Web client: New filter type "system name" for filtering and searching in printer list.
- Configuration client: Counters below printer list now show the total number of printers and the number of confirmed printers (requires update of client service).
- Configuration client: when exporting the printer list to CSV, a new column 'validated' contains 'yes'|'no'. Printers with this column set to 'no' have never answered. (requires update of client service).

FSM Version 5.61b - 15/01/2015

Fixes:

- Improved client data processing on server that was slowed down by changes introduced with version 5.60d.
- Since version 5.61a the € sign was not shown on supply page.

FSM Version 5.61a - 14/01/2015

Fixes:

- With large numbers of accounting users the settings page didn't show up.

Changes:

- Using PHP version 5.5.9.
- Install option to use Mercury integrated web server for web application is dropped, due to possible conflicts with different PHP versions.

FSM Version 5.61 - 07/01/2015

Fixes:

- FSM client: Since last update clear filter buttons didn't work any more.

Features:

- Added Riso to the list of known snmp vendors
-

FSM Version 5.60f - 18/12/2015

Fixes:

- If a client was reporting a printer as 'all fine', it happened that known open SNMP events were not cleared.

Features:

- When a printer reports 'Toner Low' or ' No Toner' the current supply level is now recorded. Later when the printer stops reporting that event, the supply level is compared. Clearing that event now requires at least a 3% higher supply level. This avoids toggling these events in case the printer replaces them with others of higher priority as e.g. 'out of paper' that stops printing. [requires update of client service]
-

FSM Version 5.60e - 07/12/2015

Fixes:

- Several fixes for better accessibility.
- Configuration of networks for printer search in client GUI improved.
- Resolving printer conflicts fixed.
- Possible conflict when generating temporary files fixed.
- Webclient: PHP error when saving system settings fixed.
- Webclient: Space handler for links did not work.
- Webclient: A customer filter was ignored or leading to an empty result set by erroneous query in these reports: Users/Contracts, Devices/Contract Membership and Devices/Configured Notifications.
- Webclient: Error in session timeout handling fixed.

Features:

- For printers reporting a supply low or empty but not reporting an alert text in SNMP, this missing text now will be added by the software, mentioning the name of the supply as e.g. 'almost empty: waste toner'. This is to solve problems known especially with Kyocera printers.

FSM Version 5.60d - xx/xx/2015

Fixes:

- Moving printers automatically from one customer to the other produced multiple threshold assignments. As a result, duplicate threshold events have been produced.
- CSV import of supplies via GUI was producing device references even when model was different but original part no. identical.
- Assignment of labels to printers was lost after software update.

Features:

- Order history page improved.

FSM Version 5.60c - 30/10/2015

Fixes:

- FSM client accessibility: While in screen reader mode a source identifier couldn't be selected by arrow keys.
- Red bullet in user list for expired users.
- Some settings could be changed by dealers with read only right.
- Configuration of SNMP Ports > 32767 (e.g. extended port) did not work since V5.60.

Features:

- In order history page each order can be exported as PDF document.
- For manual supply orders there is now a new state 'delivered'. A replacement will prefer orders created automatically by thresholds for closing after then manually created orders. Manually created orders can be marked as 'delivered' in order history.
- New report "Orders".
- FSM client can import printers of multiple source identifiers (customers) from a single csv file.
- FSM server can update printer information of multiple customers reading data from a single csv file.
- Prefix can optionally be prepended to supply order id's.
- Purchase request numbers (BANF) for supply orders.
- Calculation of monthly print volume regarding the warranty data, delivered by XML import file.
- Support of tag 'installation_included' when importing data from XML import file.

FSM Version 5.60b - 14/10/2015

Fixes:

- Coverage (maintenance, marker alerts and alerts): Selected model has not been respected (introduced with V5.60).
 - Applying of alert rule to printers failed, if alert rule has been reset in printer details before.
 - When processing older data, e.g. from an archive, the global page counter of a printer will not be changed.
-

FSM Version 5.60a - 09/10/2015

Fixes:

- Several bugfixes introduced with version 5.60
-

FSM Version 5.60 - 02/10/2015

Features:

- Software is accessible to people with disabilities.
 - Printer detection is now configured with network address/network mask. Note: XML-RPC function fsm.client.scan now uses parameter networks.parameters.scan and broadcast are obsolete but still supported for compatibility reasons. Callers should modify their function calls.
 - If using SQLSERVER table indices will be rebuilt every 30 days.
-

FSM Version 5.51i - 05/11/2015

Fixes:

- Umlauts entered within a message for manual maintenance tickets have not been encoded correctly and went lost in the e-mail about it.
- Fixed an exception on server when database connection was lost.
- Improved detection of broken database server connection.
- Report change analysis was not working correctly.
- When processing older data, e.g. from an archive, the global page counter of a printer will not be changed.
- Applying of alert rule to printers failed, if alert rule has been reset in printer details before.
- Internet explorer failed to open help pages.
- With XML import option, processing supply import, could cause SQL errors.
- Report supply change analysis did not work properly if options have been added.

Features:

- New parameters 'licensed' {'yes'|'no'} and 'active' {'yes'|'no'} for XML-RPC function 'fsm.server.device.setdata'.
-

FSM Version 5.51h - 05/10/2015

Fixes:

- Printer list: A blue bullet, which means that the printer state could be retrieved, but the acquisition of counters and supplies failed, was only shown for three days. After three days a yellow bullet was shown by mistake.
 - After replacing supplies, threshold messages have been seen with an estimated date when the threshold will be reached that was before the actual date and supply level far above threshold level.
 - Problem with CSV device import at server solved.
-

FSM Version 5.51g - 29/09/2015

Fixes:

- SQL errors might have occurred while processing order mails
- Order mails were sent with quantity of 0.
- CSV import of alternative supplies was broken.
- Cache problem (Internet Explorer) solved.
- User import (csv): Support of UTF8 files with BOM.
- Input suggest did not work with Chrome or Opera Browser.
- Printer list: A blue bullet, which means that the printer state could be retrieved, but the acquisition of counters and supplies failed, was only shown for three days. After three days a yellow bullet was shown by mistake

Features:

- In case a threshold or a supply refill is ignored due to not enough printed pages since last refill, an event is now added once to the event history of the printer for this supply. The event will not be notified by e-mail, it will be cleared as soon as the threshold / refill is accepted.
-

FSM Version 5.51f - 15/09/2015

Fixes:

- Kill missing bulks after a timeout.
- Webclient: Login sometimes failed, if using the return key.
- Configuration webclient: 'Send data now' button did not work reliably.

- Temporarily heavy printing volume has caused gaps in remaining page and day range calculation for supplies and as a result threshold warnings based on pages or days went missing.

Features:

- New client option 'Data acquisition every 3 hours'.
-

FSM Version 5.51e - 03/09/2015

Fixes:

- CSV import (client): Import function was locked after import of an invalid file.

Features:

- CSV import (client): Printers, not available in the csv import file, may optionally be deleted.
 - CSV import: English and german column headers are supported.
-

FSM Version 5.51d - 28.08.2015

Fixes:

- CSV imported supplies became obsolete after update from before 5.51a or later. The update to 5.51d will fix this.
- Importing supplies via CSV upload sometimes was duplicating references to printers.
- CSV import of printers on server was producing SQL errors if the column OverrideSnmp was present in CSV file.
- The customer list for maintenance preview report was empty for dealers.
- Since v5.51 supply levels have not been processed if a printer reported a lifetime counter of 0 as e.g. plotters like HP Designjet. This now is working again for printers reporting a continuous feed paper source, but any interpolation or calculation of ranges which require counter values are omitted. Thus thresholds with such printers will work with percent values only.
- The marker low mechanism configured with thresholds did not work for automatic interpolation when a printer reported a level of -1, -2 or -3.
- This affected printers which also reported percent values as also those reporting only -1, -2 or -3.
- XML data of supply orders was showing original part numbers instead of manufacturer part numbers for alternative supplies on systems without XML import option.
- Threshold notification dates and empty dates of supplies have been seen with years as 197x, caused by an overrun during date prediction.
- When recording the first replacement of a supplies after a printer was added, the monochrome and color counters were not recorded properly since v5.17 and shown as 0.

- Depending on overlapping manual and threshold based supply requests, combined with a detected replacement, supplies might have been left in a non orderable state or orders were not completed.
- Setting a printer to 'managed' was deleting all supply information and event history.
- Webclient (only Internet Explorer): User was accidentally logged out, if a session timeout occurred in the past.

Features:

- XML-RPC functions `server.fsm.server.device.getdata` and `server.fsm.server.device.getlist` now also return `sysname` if available.
-

FSM Version 5.51c - 21.07.2015

Fixes:

- Deleting supplies in web client was producing SQL warnings

Features:

- The XML file for supply order s now also contains `monochrom` and `color` counter of each device as `pagesmono` and `pagescolor` tags with numeric values
-

FSM Version 5.51b - 07.07.2015

Fixes:

- On printer list page for customers the contract list as search criterion was showing all existing contracts.
 - Avoid SQL errors caused by insert of empty SNMP Values.
-

FSM Version 5.51a - 02.07.2015

Fixes:

- Clearing supply references when a supply was changing position in a printer did not work for supplies set to obsolete (XML import only).
- Long lasting XML-RPC calls might have encouraged BLS to restart server.
- Forced device data update by resetting hash codes in database was improved. Nethertheless a manual reset of device hash codes in order to force a device data update such as learning supplies requires a server restart. Do stop service, reset hash codes and then restart service.

FSM Version 5.51 - 26.06.2015

Fixes:

- Webclient: Report contract membership was showing automatically assigned printers only
- Webclient: In contract list mouseover was showing 'active' for inactive contracts
- Webclient: It was possible to assign printers to inactive contracts
- Webclient: Control events user list was not reduced to the active dealer account
- Webclient: CSV export of marker history report was using different number formats
- Webclient: Users with a name containing non ascii characters were unable to edit their account settings since version 5.50
- Webclient: Access keys did not work since version 5.50
- Webclient: If user, logged in by an access key, changed his password, all passwords of all access keys of this customer became invalid
- FSM Client: Bruteforce and scan ranges could not be edited since last version
- Under circumstances the data of a device were not acquired
- Accounting mail of printed job was corrupt since V5.50
- Webclient: Prevent 'Document expired' message
- Webclient: The "Functions utilization" value of a printer listed in a fleet management report differed from the value shown in the fleet management state of the printer
- Major revise of order shop functionality and supply overview
- 1st time reported printers did not raise threshold events, even when a level was below
- XML-RPC functions fsm.server.device.getcounter returned records with counters but without device data of printers that were set to unmanaged. Those printers need to be skipped completely.
- The XML supply order file now also delivers the contact field for each printer
- Webclient: Prevent order optimizations with duplicate name
- Webclient: When adding a new customer assign a default contract automatically
- Webclient: Fixed an issue with broken reports 'Acquisition periods' and 'Click Volume'

Features:

- Workaround for some Kyocera printers to replace a missing oid that can be used to query the system name (RFC 1213) of a printer
- FSM Client: Extended log messages to trace and analyze dns problems
- Thresholds detected with parts which are included in a maintenance kit are now recorded but will not generate an order proposition, if an order proposition for the maintenance kit already exists or an order for it is pending.
- New report change analysis
- Escalation time option for notification mail about missing data from client now also offers 7, 14 and 30 days
- The field pagecount of the printer was added to the supply order XML

FSM Version 5.23b - 25.03.2015

Fixes:

- Fixed an issue with supply names containing special characters that prevent display of order shop list and order shop history list.
 - After deleting an orderable supply from order shop list the supply could not be ordered again if an order was already pending.
 - Fixed an issue with an improper displayed order state in the devices supply page when manually reordering an already ordered supply.
 - SNMP events for printer error 'intervention required' which had error and warning codes added from alert table since v5.22b as e.g. '[W:503,I:1001]' have not been recognised as already known by server and added several times.
 - Order shop: Filter was not considered when ordering or removing supplies.
 - Linefeeds in printer description were displayed as HTML tags.
 - If supplies were replaced and changed name, it happened that the new supply was learned but the previous supply was still 'attached' if order shop was not active.
-

FSM Version 5.23a - 06.03.2015

Fixes:

- Manually turning off marker level interpolation did not work.
- Problems with export of reports solved.

Features:

- System analysis events showing supply level history now have an additional column 'before' to show values that might have been dropped by thinning. Thinning is standard and keeps only the last reported value of the day.
-

FSM Version 5.23 - 02.03.2015

Fixes:

- XML-RPC functions `fsm.server.device.getsupplies` and `fsm.server.device.getevents` returned records with supplies/events but without device data of printers that were set to unmanaged. Those printers need to be skipped completely.
- Since 5.22d the escalation time for SNMP events set in alarms ('Email if not resolved within') wasn't used to delay an event mail from time of event raise. All events were notified immediately after raise.

Features:

- Pre-configuration of email address for system notifications.
 - Pre-configuration of multiple source identifiers.
 - New XML-RPC function fsm.server.device.getrefills.
 - Added parameter "source" to XML-RPC functions "fsm.server.device.getevents" to retrieve a specific event type.
 - Added parameter "supply" to results of XML-RPC functions "fsm.server.device.getevents" and "fsm.server.device.getsupplies" to identify supplies by their position, independently from name.
-

FSM Version 5.22g - 18.02.2015

Fixes:

- Fixed an issue with missing firmware state in printer details window when global firmware management is enabled.
 - Fixed appearing ghost orders with order shop feature in case a refill was detected before an order was done.
 - Fixed remaining open orders with order shop feature in case a threshold was detected before an order was transferred.
 - Since 5.22f CSV import of devices at server was broken.
-

FSM Version 5.22f - 06.02.2015

Fixes:

- Ignore unprintable characters in SNMP event messages on server side. These caused problems with XML RPC function returns.

Features:

- CSV export of filtered report tables.
 - Import of UTF8 encoded CSV files.
-

FSM Version 5.22e - 04.02.2015

Fixes:

- Delimiter characters as D'ENCRE caused SQL errors when saving supply levels.
- Multiple orders of supplies did not work, if hot fix for 5.21e was installed or if the order was generated automatically.

Features:

- Added new XML-RPC function `server.user.getlist`.
 - Filters for report tables.
-

FSM Version 5.22d - 16.01.2015

Fixes:

- XSLT transformation of cyclic notification mails as e.g. the page counter mail with a huge number (>15.000) of printers might have taken longer as BLS allowed to be busy without a sign of life and could cause a restart
- Alert codes 1001-1004 did trigger service required events always, now also the severity needs to be critical to trigger an event (clients monitoring Kyocera printers should be updated)
- Setting event notification of SNMP alerts to 'always' caused a flood of notification mails by post-reporting previously detected events

Features:

- Card reader: Support of billing codes
-

FSM Version 5.22c - 17.12.2014

Fixes:

- The new attachment format 'CSV Mini' did not show consumable levels if the printer did not have any colorant information. This is solved now for monochrome printers. Also any other colorant than black, cyan, magenta or yellow, as e.g. french or german names, has been ignored.
- Supplies that did not have a percentage level because of an SNMP level of -1 (other), -2 (unknown) or -3 (some) did not show up in consumable level mail.
- Order Shop: Order history ignored the dealer/customer selection since version 5.22b.
- Accounting module: The reports were treating currency fields as integer and therefore showing incorrect sums.
- Option 'Deactivate printers after days without data transfer' did not work correctly since version 5.10.
- Possible crash fixed, when determining printer display.
- Automatic printer search did not work reliably since V4.24e, if two or more source identifiers started the printer search at the same time.
- Raising system analysis events could have caused database deadlocks.
- Improvements concerning supply level interpolation.
- Read only access for firmware classification repaired.
- System analysis now only lists dealers having granted the required right.
- System analysis event 10005 was showing wrong percentage values.

- System analysis events 12xxx caused database errors.

Features:

- Card reader login via XML-RPC using name and password.
-

FSM Version 5.22b - 08.12.2014

Fixes:

- The files of the built-in web server could not be installed to an other destination path than the program files directory.
- Avoid database error, if syncing users from Mercury and user name or description contains single quote.
- Fixed an issue with csv import emails of customers with none ansi characters in their name. Depending on the email client that was used to send the email, the name of the attached csv file was not properly decoded and the email was discarded.
- Error while synchronization users from Mercury to FSM fixed. Increased timeout to 60 sec.
- A stopped BLS was not restarted, if a nightly restart was requested by system service.

Features:

- Webclient: New "Forgot your password?" feature. A new password may be sent to the email address of the notification receiver.
 - Definition of card reader to printer assignments are not limited to a licensed accounting module any longer. With that such assignments can optionally managed in a central place and delivered to requesting Mercury printing systems. In addition card reader to printer assignments can also be imported using csv files, xml import files and xml-rpc data transfer.
 - Order Shop: Notes in supply orders can be edited.
 - Order Shop: Display order id.
-

FSM Version 5.22a - 10.11.2014

Fixes:

- Invalid characters removed from cookie names.
- Umlauts did not work in detail window of control events.
- Fixed an issue where the basic life system (BLS) could not restart the FSM client/server service.

Features:

- Accounting module: information of card readers that are assigned to printers can be optionally transferred to requesting Mercury printing systems. These assignments will be learned by the Mercury system. Note that already existing assignments made on Mercury side will be overwritten in this case.
-

FSM Version 5.22 - 05.11.2014

Fixes:

- Characters "<", ">" and "&" could not be used within SMTP and POP3 password fields.

Features:

- System analysis.
-

FSM Version 5.21a - 30.10.2014

Fixes:

- Fixed an issue where the basic life system (BLS) could not restart the FSM client/server service.
 - Fixed an issue with not orderable supplies when a printer notified a colorant value for a supply that was learned without a colorant value.
 - Fixed an issue with duplicated devices in database when managing printers with xml import files. When a printer was physically replaced by an other printer before the old device was removed and the new device was added by receiving appropriate action commands within a xml import file, two device records exist with the same CIID.
 - Fixed an issue in supply change emails where the life time counter value was always 0.
 - Fixed an issue with corrupted content in csv attachments of notification emails after introducing the new data field asset number in FSM version 5.21.
 - Start of printer search may have been delayed, especially if many printers are active in system.
-

FSM Version 5.21 - 07.10.2014

Fixes:

- In printer list printers with acquired data older than three days will be marked with a yellow bullet.
- Whenever an SNMP event was notified by email, also all previously notified events of same printer error code were marked with the same notified timestamp.
- With order shop active, a bug was invented with version 5.20 when processing a supply replacement for which an order was made before. Affected users (order shop license) should do the update asap.

- On coverage tab of alert, threshold and maintenance rules, the default user was present within the customer list, but not invited.
- If granted access was read only, the display of threshold units on rule definition tab was left empty.
- Switching threshold action from order to email and back deleted the email settings.
- Since version 5.20 SNMP events with newly introduced AlertGroupIndex 0 have been duplicated after each poll and caused a massive event load on data transfer and servers. Clients and servers should be updated
- Some file types in error-directory where not deleted (e.g. 'Invalid mail').
- Correct handling of data mails, if name of xml file is different to name of zip file (e.g. missing spaces).
- Only the newest event 'Monitoring removed' will be stored, older events are removed.
- Event 'IP address changed' will be stored for 24 hours. Older events with identical message text are removed.
- If error directory contained unknown files, the system service could crash.

Features:

- New data field asset number has been introduced. Using an asset number let you identify a printer. This number must be unique within a dealer scope, but the same number can be used for different dealers.
- On definition tab of alert, threshold and maintenance rules, the current email settings as format, attachment and language are now shown.
- Supply level report now also exports the type/source of the level value (printer, hold, interpolated, forced), which is shown in browser by additionally added signs.

FSM Version 5.20 - 12.09.2014

Fixes:

- In case of using npsserver.ini to overwrite network addresses of NPS servers, those patched addresses need also be reported to Global Printer Drivers (GPD).
- 'Display text as alert text' did not work, if printer had no alert table entries.
- 'Display text as alert text': Keywords were used, even if 'keyword' was not specified.
- If a printer was not reachable, it was polled only every 10 minutes, even if it was reachable again.
- Customers with granted rights for threshold and/or alert rules, could see such rules at printer page even if those rules were not allowed to select because not defined by them. These rules are now removed.

Features:

- Data field 'description' of a printer added to Order Shop xml files.
 - A new parameter for threshold definitions 'marker low value', now enables checking SNMP alert table for 'low' and 'empty' alerts during interpolation of implausible reported values.
-

FSM Version 5.19 - 22.08.2014

Fixes:

- Under circumstances xml files were unpacked into the upload directory instead of moving the ppxml.zip.
- XMLRPC function server.fsm.server.device.setsnmpparam failed, if text contained single quotation marks.
- Setup: If GPDClientMode was set to 1 (GPD and FSM) in config.ini, the client-id could not be specified.
- BLS: Restart of services/processes did not work reliably.
- XMLRPC fsm.server.device.setsnmpparam: Database error fixed, when text contained a single quotation mark.
- Database error fixed, when supply data contained a huge capacity.

Features:

- Escalation of SNMP events by duration period now also supports 3, 7, 14, 21 and 30 days.
- Webclient: Changeable labels for dealer, customer, location and delivery information can be customized within a new settings dialog. Some of these labels will be used for GPD as well and will be visible there. By introducing this new feature label definitions made in "custom/web/oem.ini" become obsolete and have to be redefined in the new settings dialog.
- Possibility to use display text as alert text (must be activated by PMD file).

FSM Version 5.18 - 21.07.2014

Fixes:

- Printers that have been delivered daily to server, were displayed with a yellow bullet instead of a green bullet at the GUI printer list page
- SNMP answers to OIDs will be skipped if remote address is not equal target address. This is to avoid mixing printer data when multiple answers are received to a get that was sent to a broadcast address
- Supplies are only learned if a printer delivers a vendor id. If that id was missing or 0, a database query didn't return previous supply levels and in consequence, saving an existing level with same date caused SQL errors. This is now solved.

FSM Version 5.17 - 11.07.2014

Fixes:

- Reset of all threshold or alert assignments for a customer did not work since 5.16b.

- Printers that did not deliver a valid page counter value caused SQL errors when processing supply levels on server.
 - Client configuration did not show switch for proxy usage correctly.
 - Problems with proxy usage when HTTP code 302 was returned have been solved.
-

FSM Version 5.16b - 03.07.2014

Fixes:

- E-mails were sent using a priority one level lower than desired.
- Configuration client: Sntp port number could not be changed.
- Customers granted the new rights for thresholds and alerts as introduced with 5.16, now correctly see alerts and threshold assigned to their printers if this was done by their dealer or the administrator.
- Granting a right for a customer always forced a reset of alert or threshold assignments, if one of these rights was granted before.
- Option 'Update PMD files automatically' was only activated after a service restart.
- Timeout for stopping threads increased while stopping service.
- While deleting users with a large number of devices, the BLS could have restarted the system service.
- FSM client: Different devices of same printer model (esp. some Sharp models) report scan and fax counters on various oid positions. As a result of this the snmp query results of such printers became invalid and no data were acquired. Starting with this version pmd files of models in question can cover this problem and will be updated during periodically pmd file updates.
- Printers with actual page counters, but with missing data bulks, had a green status bullet in the printer list. Accessible printers with missing data will now have a blue bullet.
- If a printer changed reporting supply level values from percent to -2, the percentage was interpolated but display showed a gray bar with 'unknown'.
- If a printer since monitoring was started only reported -2 as supply level, the supply was not shown. This caused missing marker supplies with color printers.
- If a printer was temporarily reporting -2 as supply level, this value was not kept for 30 days as usually but dropped instead. This caused gaps in history which were displayed in the diagraph as a straight line.
- Supply parts learned from PMD files changed model when another different printer model was using same original part number.
- When a supply change is clearing a threshold event, now the clearing timestamp is the same as the refill timestamp, which is the walk time, when the level that was initiating a refill was read at the printer on customer site. Before it was the server site timestamp when the refill was detected.
- Raising a threshold event now requires a minimum of 33% clicks of the page range of the supply, e.g. a supply with a range of 10000 pages will not be able to raise a threshold event before 3300 pages are printed. If no page range is known, a default value of 500 for monochrome and 100 for color supplies is used.
- Always show bars of supply levels colored if a colorant information is available. No gray bars anymore, if we know a colorant.

Features:

- Webclient: Display date of supply levels.
 - Devices overview report now shows PMD version of the printers.
 - Evatic integration now is also supporting supply threshold mails.
 - Marker level mails and supply threshold mails now also contain the colorant information of the supplies, if available.
-

FSM Version 5.16a - 30.05.2014

Fixes:

- If only MAC address changes (e.g. due to a motherboard change), a new acquisition period will be started.
 - If a database error occurs, data mails will not be moved to the error directory and the data mail processing will be retried.
 - Configuration client: Jump to the login screen, if the session has timed out.
 - If the server is restarted, data acquisition will be continued with the printer, where it was stopped before.
-

FSM Version 5.16 - 26.05.2014

Fixes:

- After reinitialisation of an empty database the definition files for counters and properties need to be reloaded.
- Initiate rebuild of printer database for GPD after XML import or PMD update.
- With an order shop license CSV export of supplies always created a CSV file with supply parts that could be ordered, even when the unknown standard supplies were displayed that can't be ordered.
- After CSV import of supplies the entries have been displayed with bold font, what means preferred to order, even when there was no preferred field set or no order shop license.
- V5.15a: Even if no local address was defined in the applet, the communication channel was bound to a local IP address and communication from a Network Printing System may have failed.
- With threshold alerts resulting in automatic shop orders, also those supplies were marked as 'under review' that could not be ordered due to a missing part number or marked as obsolete. These orders were not shown in the order list but left the supply 'under review' in the printer page.
- If original part numbers from PMD files haven't been learned before v5.15, they have not been learned anymore - except there was one of those rare changes with them. In most cases the optimization invented with 5.15 skipped it.
- If an original supply part number from PMD was removed, the supply was correctly marked as obsolete. Incorrectly this was also done to XML imported supplies that had the same original part number.
- Some proxy servers do not accept a Content-Length value other than 0 while establishing a https connection.

- If location levels imported via XML have been containing '-signs, this caused errors with database statements.
- Changing internal e-mail handling during 2nd half of 2013 caused double %-signs in e-mail subjects, if this char was used in subject setting.
- After server restart deactivated devices were accessed once.

Features:

- Customer specific settings for periodical report mails concerning counters and supplies now can be configured by customers themselves. This also enables customers to request these mails manually at any time.
- Dealers now can grant threshold definitions to their customers. If done, the customer is able to define their own thresholds and assign them to their own printers.
- Dealers now can grant alert definitions to their customers. If done, the customer is able to define their own alerts and assign them to their own printers.
- Errors with Evatic server communication in addition to their negative error code, now also have a text comment in log file.

FSM Version 5.15a - 02.05.2014

Fixes:

- Download of PPDXML files, which are used for GPD printing, did not work.
- Users, that were removed using the web client interface, still could receive e-mails until they were completely deleted by the FSM server.
- Reworked PHP calling method of the client side builtin http server to avoid "503 Service unavailable" messages.
- Client data e-mails got lost if their attachment file name needed to be encoded and if the encoded name was longer than one message line and if in this case the line break was placed before a space character.
- Mails were sent to deleted users until they were finally deleted by the system service.

Features:

- Export of printers to csv formatted files on client side.
- Extended csv import of printers on client side when gpd support is enabled. In this case location levels and the Follow2Print option can be specified for the printers to be imported.

FSM Version 5.15 - 15.04.2014

Fixes:

- Several alert events caused by a single SNMP error bit, although distinguished by the alert table message text, got the same event id.
- Clearing of the 'No response from printer' event could fail, when it wasn't marked as critical event on client side.
- CSV import of printers at client side did not work if a printer was not reachable (e.g. turned off).
- GPD: Umlauts in user names did not work.

Features:

- Global Printer Driver support without the need to install a Fleet & Servicemanagement server (OMS only).
- Supply level display and supply report now mark values as carried on [-] or interpolated [~] due to implausible data received from printer.
- Updated config.ini (client configuration).
- XMLRPC login using access keys.

FSM Version 5.14a - 27.03.2014

Fixes:

- Data files will only be processed, if exclusive access is guaranteed. Files will not be processed while being uploaded.
- If an Evatic server was unreachable while delivering an Evatic task, later produced mail and evatic tasks could not be processed.
- Error messages in Evatic communication have been added to log file as information instead of error.
- Totals in sublevels of reports were sometimes incorrect.
- Some mail servers rejected messages after verification of domain name parameter in the EHLO command. A better FQDN hostname detection should circumvent this behavior of strict mail servers.

Features:

- CSV import of printers now also imports the columns NPSServerId, OfficePrint, Follow2Print, LocationLevel1-10, LocationDescription for use with GPD.

FSM Version 5.14 - 21.03.2014

Fixes:

- Deletion of a dealer or customer could lead to PHP timeouts. The according data will now be deleted by the system service.

- Spread download of PMD files over the whole day.
- Possible corrupt SQL statement fixed, if text of a printer event was larger than 1024 characters.

Features:

- Ignore invalid supply values that were reported by faulty printers. Ignored values will be replaced by interpolated values.
 - Speedup for large xmlrpc result sets.
 - New column 'Login as' in 'NPS server overview' page.
 - Webclient: New option `$cfg['extended_admin']=true` in file 'dfm-config.inc.php'. Setting this option to false prevents users with admin rights to view and manipulate system settings.
-

FSM Version 5.13 - 12.03.2014

Fixes:

- Setting the alarm rule notification of a SNMP event to always, caused belated notification of all events known so far which were not notified before.
- Nightly restart of system service did not work in V5.12.

Features:

- Evatic® Integration.
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FSM Version 5.12 - 05.03.2014

Fixes:

- Device event 'lost contact' was detected only once during runtime of client service.
 - Hidden device properties (e.g. Secure Print, Feed-Resolution, ...) were not imported after software update from V4 to V5.
 - Avoid possible restart of service during long-running database access after software update.
-

FSM Version 5.11 - 03.03.2014

Fixes:

- If a user with outstanding printer data was edited, the 'missing report' notification was sent again.

- Original supplies learned from PMD files with SNMP Type 1(other) or 2(unknown) are no longer named as 'unknown supply', the name delivered by the printer is used instead. This leaves e.g. Lexmark 'Maintenancekits' as what they are.
- Printer list could only be sent to clients V5.10 or higher.

Features:

- Interpolation is now used for supply levels with printers that are changing marker level values from a real percentage to -3 and no other information is available.
- Extended error handling and logging of FSM files that are transferred from client to server by using the HTTP(S) protocol.

FSM Version 5.10 - 05.02.2014

Fixes:

- Data e-mails were not retrieved, if many (XMLRPC-) files were present in the incoming directory.
- When using global firmware management, firmware reports showed incorrect classification states.
- Firmware names containing apostrophes could not be classified.
- Access error during update to database version 272 fixed.
- BLS: More retries, when restarting service.
- The administrator account did not have the action menu displayed on order suggestions page.
- If the € sign was used for currency, it was not correctly shown in order suggestions page.
- The timestamp for a threshold event now is the time, when the level was detected at the printer (walkdate). So far it was the time, when the server received the level information (transferdate).
- Original supply part numbers that are no longer in PMD files are not removed anymore, just marked as obsolete instead. If different customers have been using different versions of PMD files, these parts were removed and learned again as soon as customer data with older PMD information was received.

Features:

- Significant performance improvement while processing printer data on server side.
- Encrypted SMTP and POP3 connections using TLS/SSL.
- Using faster data en-/decryption method between client and server.
- In report 'Capacity utilisation' printers, which are used below capacity (< 50%), will be shown in blue color.
- Periodical update of counter definitions is now also supported.
- FSM Server: internet connections can be established using a proxy server.
- The printer serial number was added to eShop order files.

FSM Version 5.0a - 20.12.2013

Fixes:

- Process was eventually restarted, if a large amount of printers were present.
 - PMD files update: missing ssl libraries prevented fsm client to establish a ssl connection.
 - Webclient: Priority of LDAP groups changed to: operator-report-orders-admin.
 - Webclient: If session timed out, the suggest controls displayed invalid HTML code.
 - Configuration client: "Manage pmd files" page could not be called sometimes during the initialization phase of the FSM client and resulted in a "Gateway Timeout" message.
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FSM Version 5.0 - 06.12.2013

Fixes:

- FSM Client: Retrieve PMD files using SSL connection (HTTPS).
- Tray application will be restored after an explorer restart.
- Brute force scan for printers failed sometimes if the scan range covered more than 65534 ip addresses.
- Tray application wrote some data to the virtual store, if UAC was activated.

Features:

- Global Printer Driver (GPD).
- Configuration server for GPD added.
- New printer properties: number of paper trays, output trays, print resolution in DPI.
- Tray application: Menu items 'Configuration log' and 'BLS log' added.