

Fleet und Servicemanagement – Release Notes

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 choose 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.
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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.
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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
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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
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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
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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: Initializing 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 get 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
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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
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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
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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.
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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
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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
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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
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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
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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.
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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
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- 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.
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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.
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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.
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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.
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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.
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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.
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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.
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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.
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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.
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FSM Version 5.65c - 10/06/2016

Fixes:

- Notification mails about supply changes have not been sent
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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.
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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 aquisition 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 OverrideSntp 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: Smtplib 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 diagram 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-Resoluation, ...) 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.

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.