

# Fleet und Servicemanagement – Release Notes

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## 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- Server: Umlauts in body of notification mails had been replaced by '\_ '.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 suitability 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 an 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 use 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
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## 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.
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## 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.

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## 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. Therefore 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.

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## 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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