

Enhanced Lexmark Support

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Lexmark device support has been enhanced in SiteAudit v4.4 with the support of a proprietary Lexmark protocol. The result is more printer information to support MPS services for Lexmark devices.

Enhanced Lexmark Support

Most MPS tools collect printer data by using the SNMP protocol. Prior to SiteAudit v4.4 data was collected using both SNMP and HTTP (via HTML scraping). By using two protocols SiteAudit collected more data than other MPS tools but some data was still not accessible. That data is only accessible via a proprietary Lexmark protocol. In SiteAudit v4.4 this proprietary protocol support has been added.

Comparison

The impact of the enhanced Lexmark support is demonstrated comparing counter and supplies data.

SiteAudit without enhanced Lexmark support

Model	Installed	B/W Copy	B/W All	B/W Print	Color Print	Copy	Print	Total
Lexmark W850dn			88					88
Lexmark E450dn			16,307					16,307
Lexmark X854e			55,329					55,329
Lexmark E460dn			978					978
Lexmark X464de			35					35
Lexmark C736			1,982	1,982	7			1,989
Lexmark X734de			1,282	1,282	1,789			3,067
Lexmark T654			11,138					11,138

SiteAudit v4.4 with enhanced Lexmark support

Model	Installed	B/W Copy	B/W All	B/W Print	Color Print	Copy	Print	Total
Lexmark W850dn	2/16/2011		88	92			92	88
Lexmark E450dn	3/17/2006		16,307	15,859			15,859	16,307
Lexmark X854e	3/5/2009	676	55,329	54,158		676	54,158	55,329
Lexmark E460dn	9/25/2010		978	960			960	978
Lexmark X464de	9/22/2009		35	35			35	35
Lexmark C736	9/27/2010		1,982	1,982	7		1,980	1,989
Lexmark X734de	2/18/2011		1,282	1,282	1,789		3,056	3,067
Lexmark T654	4/28/2011		11,138	6			6	11,138

The Lifetime counter comparison gathered simultaneously, one with a version of SiteAudit not using enhanced support, and the other SiteAudit v4.4 with enhanced Lexmark support. The result is more Print and B/W Print data as well as Installation dates. A second data comparison with supplies shows Part (Supply) Serial, Part (Supply) Installed Date, and Coverage are being collected with the enhanced Lexmark support of SiteAudit v4.4.

SiteAudit without enhanced Lexmark support

Model	Description	Level	Part Serial #	Part Installed	Coverage
Lexmark T654	Black Toner	20.00%			
Lexmark T654	Maintenance Kit	100.00%			
Lexmark E460dn	Black Toner	100.00%			
Lexmark E460dn	Photo Drum	100.00%			
Lexmark E460dn	Maintenance Kit	100.00%			
Lexmark C736	Cyan Toner	100.00%			
Lexmark C736	Magenta Toner	100.00%			
Lexmark C736	Yellow Toner	100.00%			
Lexmark C736	Black Toner	0.00%			

SiteAudit v4.4 with enhanced Lexmark support

Model	Description	Level	Part Serial #	Part Installed	Coverage
Lexmark T654	Black Toner	20.00%	CAS090135E28	5/16/2011	5.00%
Lexmark T654	Maintenance Kit	100.00%			
Lexmark E460dn	Black Toner	100.00%	080673D29A	5/2/2011	6.00%
Lexmark E460dn	Photo Drum	100.00%			
Lexmark E460dn	Maintenance Kit	100.00%			
Lexmark C736	Cyan Toner	100.00%	0920902B9F	2/15/2011	0.00%
Lexmark C736	Magenta Toner	100.00%	092190144F	2/15/2011	0.00%
Lexmark C736	Yellow Toner	100.00%	091960142F	2/15/2011	0.00%
Lexmark C736	Black Toner	0.00%	092090270F	2/15/2011	4.00%

This enhanced Lexmark support is only available in SiteAudit v4.4 and later versions. Its support is a standard feature and no configuration is required.

MPS Services

MPS tools are used to offer customer services. With the new enhanced Lexmark support existing and new MPS services are possible. These include:

Meter Services

- ✓ Cost per page meter reporting that charges separate for print and copy output
- ✓ Cost per page meter reporting that uses toner coverage targets

Supplies Services

- ✓ Supplies replacement analysis to avoid replacing supplies before they are empty

Volume Services

- ✓ Volume analysis comparison between print and copy