



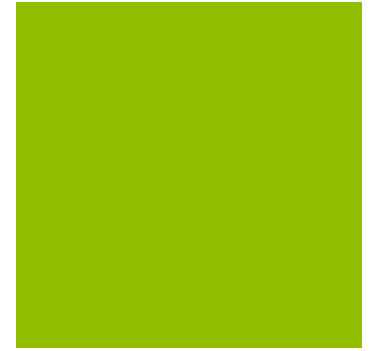
Printing in Enterprise World

Aveek Basu – **Lexmark**

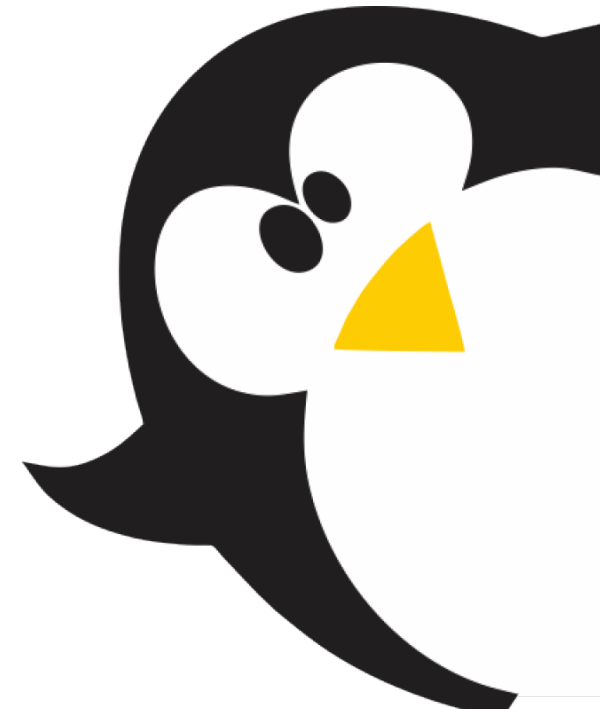
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Open Printing Summit – Sunnyvale CA
28th April 2015

Agenda



- Lexmark's footprint with respect to Linux – Drivers & Products.
- Supported Distributions.
- Salient features of Lexmark Print Driver.
- Upcoming plans.
- Issues faced.
- Suggestions \ Scope of Improvements.



Lexmark's Linux Footprint



- **Lexmark Linux Print Driver.**
- **Lexmark Scan Driver.**

- **Printer Utility Application.**

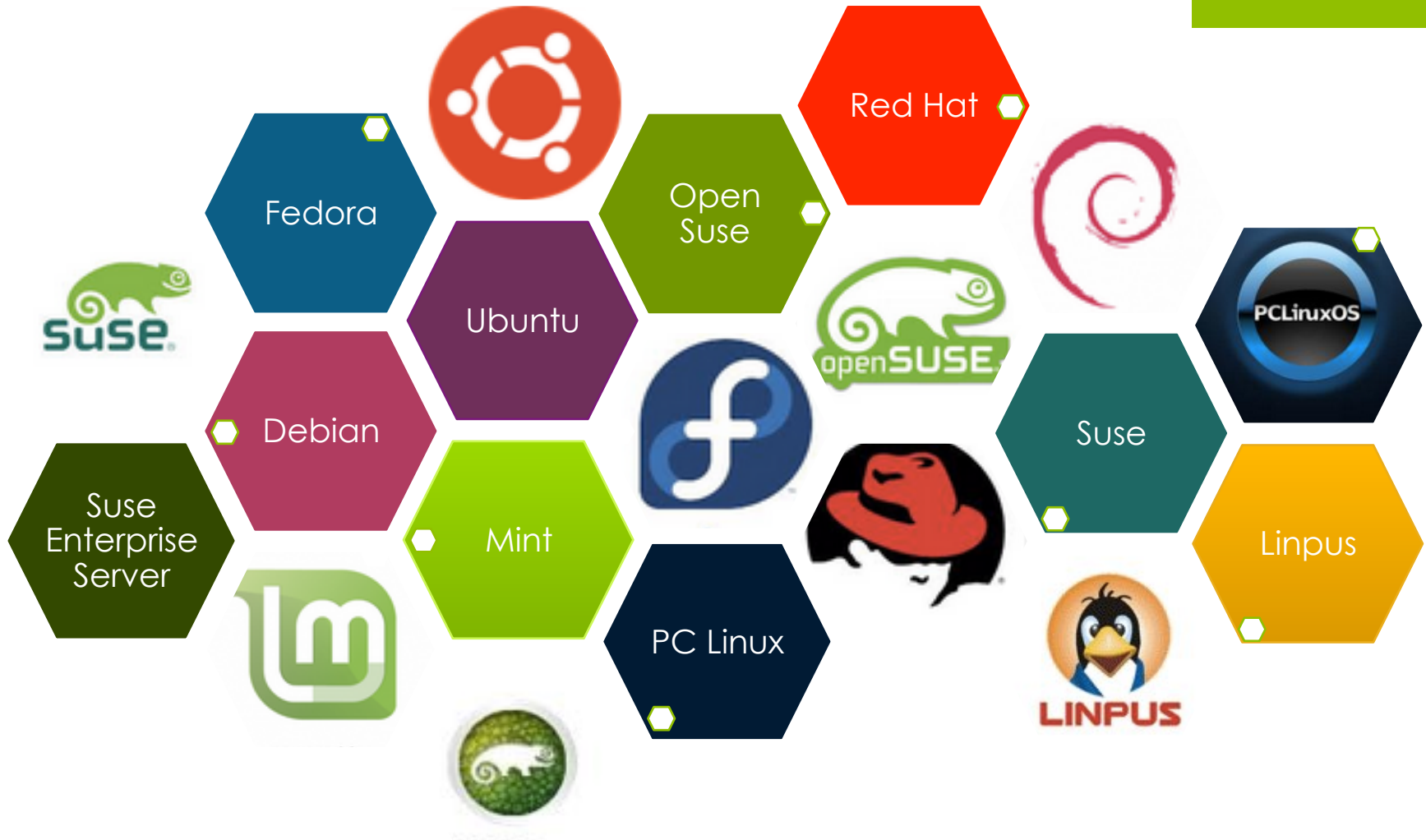
(to help customers easily configure
Lexmark printers over
wireless\USB\Network)



- **Huge number of Enterprise customers.**
- **Support for large family of Lexmark printers.**

- **Supported across 10 Linux Distribution.**

Supported Distributions

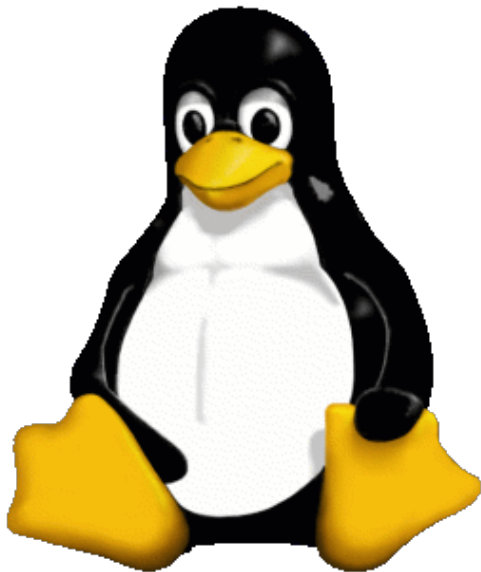


Salient features of Lexmark Printer Driver..!!

- Support for a vast range of Lexmark Printer models.
- Support for 17 Languages including RTL & DBCS
- Recently added RTL language support.
- “Query printer for default options” – supported in all connection type and protocols including mDNS discovery.
- Foomatic DB enriched with all Lexmark model drivers.

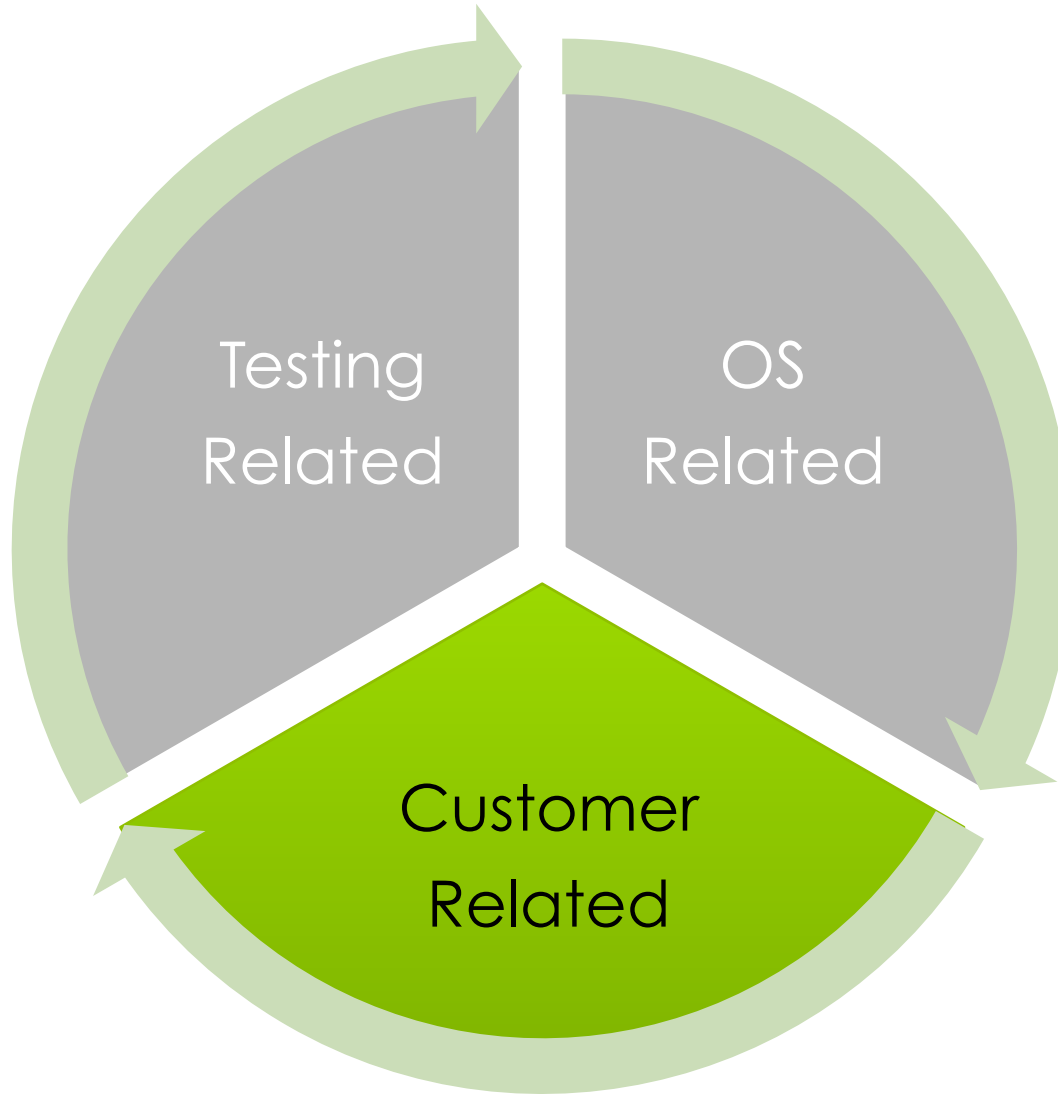


Upcoming Plans



- Support for the future versions of Lexmark Printers.
- Continued support for new releases of tier -1 Linux Distributions.
- Continued focus on quality enhancements.
- Looking forward for an engaging relationship with the various Linux Distribution companies aiming to deliver a better product.
- Leveraging most of OS provided features and options.

Issues Faced



Issues Related to Testing Customer

- Only generally available Distributions are tested.
- Hard to get the product and distribution release cycles in sync.



- Lot of customer support calls to understand how to install the drivers.
- No option to get the latest PPD files form the foomatic DB.



OS Related Issues !!



No Prereleases received

Resulting in many unwanted surprises

Increase In Product Costing

Too many Distributions to manage with

Hard to Get Usage data

No official records about the Customer Usage.



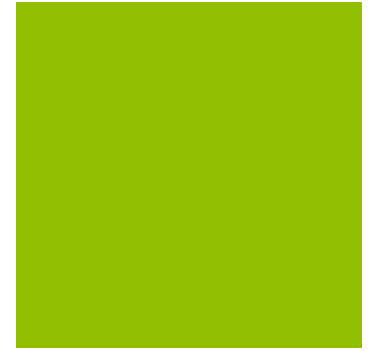
Hard To Reach Tech Support

No official tech Support, mostly open source communities

Suggestions \ Scope of Improvement

- Better communication with the Printing Vendors.
- Improved Tech Support.
- Availability of pre releases.
- Tracking of Customer Usage data.
- Coming up with concepts like Software Update.
- A framework to release the package (ppd + filters) in the Foomatic DB.





Thank You !!