Celiveo® 8 – HotFix For December 2020 Release 20K

Release Notes for Celiveo Smart Appliance (CSA) Agent

Version: 8.8.020.1127

Celiveo

Copyright Information

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Version History

Date: 10th December 2020	
Celiveo Smart Appliance Agent (8.8.020.1127)	
Update and fixes	
#19552	Resolved condition that prevented tracking from working on HP OXDP Pro printers.
Date: 13 November 2020	
Celiveo Smart Appliance Agent (8.8.020.1106)	
Updates and Fixes	
#15951	ZeroConfig: Resolved Localization of Status Page error messages in Swedish.
#15482	ZeroConfig: Resolved condition that caused duplicate error messages on zero config status page for incorrect printer credentials.
#17882	UI Improvements: Some empty spaces are seen redundant on the job list for Large Format Printers.
# 17710	Enhancement to display LFP tracking data.
#17261	Resolved condition that caused smartcard authentication to fail on Xerox and KM printers.
#17040 #18931	Resolved UI issue - Printer screen cannot display selectable buttons to print one print job only on Xerox printers.
#14637	UI Improvement on Xerox printers to indicate the alternate login option.
#18280	UI Improvement on LFP printers – Celiveo logo icon should be above Balance shown.
#18212	UI Improvement on LFP printers – My job list.
#16437	UI Improvement on KM printers – Removed warning icon when enrollment is successful.
#17930 #19197	UI Improvement on HP LFP and Xerox Printers – Removed highlight color on My Print Jobs screen after clicking on Deselect all jobs button.
#15278	Improvement of Print Rules based on Quota.
#18107 #19185	Resolved condition that caused incorrect display name for every first-time authentication for users with a name containing Apostrophe.
#18159 #17246	Resolved condition that caused sync failure for Xerox printers.
#18834	Resolved condition that caused jobs not to display when generated by [domain]sAMAccountName with Printer Built-in Authentication on Xerox Printers.
#19461	Resolved condition that caused Select All button not to function on the My Print Jobs screen.
#18493	Resolved condition that caused no printout on KM printers.
#18493	Improvement on Xerox WorkCenter series to automatically disable/enable Xerox Secure Access when removing/synchronizing printers.
#14330	Resolved condition that caused Xerox printers to be rebooted after every re-synchronization.
#18746	Resolved incorrect display for Balance string in other languages than English.
#19319	ZeroConfig: Resolved condition that prevented status printout on KM printers.
#19484	Resolved condition that displayed a black UI after authentication on Xerox Versalink printers.
Date: 13 July 2020	
Celiveo Smart Appliance Agent (8.7.020.0703)	
Updates and Fixes	
#16716	Implementation of Tracking API on LFPs.

#13977	LFP Print jobs tracking are now included in the TGS 10 reports.
#15892	Xerox: upgrade to Latest SDK Version (4.1.1).
#14696	ZeroConfig: Resolved condition that caused the display of an incorrect time on the Status page.
#13920	ZeroConfig: Resolved condition that caused the Status page to report a Device registration error at the first synchronization.
#13765	ZeroConfig: Resolved condition that caused the Status page to display incorrect data for 'CSA USB port status' and DNS details.
#13981	ZeroConfig: Resolved condition that prevented Konica Minolta devices to be synchronized after a reset to factory settings.
#14865	Resolved condition that prevented users to enroll in AD/SQL if their username contained special characters.
#15312	Cost profiles are now displayed after date and time on LFP screens.
#15055	Resolved condition that prevented Xerox printers to prompt for an ID Code when required when the UI was in Japanese.
#14929	Resolved condition that caused the display of an error message when clicking the Celiveo icon after synchronizing an LFP.
#14834	Resolved condition that caused LFPs to crash when a user tried to enroll a card.
#13913	Resolved condition that prevented users to access Username and Password to log in.
#15243	Resolved condition that caused LFPs in Japanese to release blank pull print RAW jobs with PCL3 GUI Driver.
#14934	Resolved condition that caused the job list highlight color not to change after a job is selected/unselected on LFP screens.
#13873	Resolved condition that caused Job information to display a wrong job cost.
#14717	Resolved condition that caused Konica Minolta Printer Settings to disappear after upgrading the CSA to version 8.6.020.0131.
#16262	Resolved condition that prevented the "Print B&W" button to actually print in black & white.
#16856	Resolved condition that caused a Request timeout error when releasing Pull Print jobs on Xerox C405 printers.
#17294	Added error messages to Web Admin when the CSA is disconnected from an LFP.
#16910	Resolved condition that caused all application activities to be locked for Celiveo users on LFPs.
#17246	Resolved condition that prevented Xerox printers to be synchronized using CSA.
#17135 #17041	Resolved conditions that caused mismatches in the SQL Tracking Database table.
#19241	Correction for display of Spanish language for Mono Balance string on My Print Job.
Date: 24 February 2020	
Celiveo Smart Appliance Agent (8.7.020.0224)	
Updates and Fixes	
#13985 #13967	Zero Config: Improved printer uninstallation from the Web Admin.
#13895 #14307	Zero Config: support of Xerox devices.
#10703 #12613	Zero Config: merge between the self-configured mode to the current Web Admin configuration mode.
#13970	Zero Config: resolved inconsistency on Date and Time format on the Zero Config UI.

#13888	Zero Config: resolved defect that displayed wrong information on the CSA Status page when adding a Konica Minolta device with Zero Config.
#14025	Zero Config: resolved defect that displayed incorrect information when the license count is exceeded or with only Print-Direct licenses.
#14050	Zero Config: resolved incomplete error messages.
#13923	Zero Config: resolved alignment defect on the status print out page.
#13887	Zero Config: resolved defect that caused Zero Config device names to be displayed in small caps in the Web Admin.
#13588	Zero Config: resolved defect that prevented the upgrade the OSI to another version when the Zero Config OSI was already in the CSA.
#13580	Zero Config: resolved defect that prevented printouts for duplicate CSA IPs.
#12541	Zero Config: resolved defect that prevented the Appliance OS Version column on the database to be updated.
#13763	Zero Config: resolved incorrect details on Web Admin for the newly-added record and incorrect printouts.
#13884	Zero Config: resolved defect that caused the Status page to indicate that AD is unreachable while AD is up when Access Control Rule Profile include Rule Conditions on Konica Minolta printers.
#13963	Resolved defect that caused copyright not to be updated to 2020 after pressing the Celiveo Logo in the Job list on the Printer.
#13974	Zero Config: resolved defect that caused the display of a blank field for Copy printer instead of indicating NA when the SQL is down.
#13790	Zero Config: resolved defect that prevented printouts when the master printer is deleted from Web Admin after downloading the profile.
#14332	Resolved defect that prevented authentication when High Availability was enabled.
#13546	Resolved defect that prevented PIN Code from working for Xerox Versalink Using CSA firmware 8.6.019.1105.
Date: 31 January 2020	
Celiveo Smart Appliance Agent (8.6.020.0131)	
Updates and Fixes	
#11243	Implementation of Orange Pack ID authentication.
#5707 #11805	Upgraded KM Wrapper to support OpenAPI version 4.
#3334 #11251 #4040	Support of TLS 1.2.
#13663	Resolved defect that caused SQL Server High CPU usage.
#13611	Resolved defect that caused enrollment to fail when Dual Factor was enabled.
#13843	Resolved defect that prevented BLE mobile authentication to work properly.
#11080	Resolved defect that caused the display of incorrect characters in Chinese on the printer when Stealth mode was enabled.
#12601	Resolved Spanish localization defect.
#11674	Resolved tracking defect on Xerox Altalink C8055 printers.
#13544	Resolved defect that caused tracking information not to be captured for Xerox Versalink printers.
#13022	Resolved defect that caused ID to Print tracking data to be seen on TGS 8 instead of TGS 10.
#13607	Resolved defect that prevented Group information to be displayed for deleted jobs on Konica Minolta printers.

#14305	Resolved defect that prevented the Celiveo solution to be removed from the printer when the printer was removed from the Web Admin.
Date: 05 December 2019	
Celiveo Smart Appliance Agent (8.6.019.1205)	
Updates and Fixes	
#13233	Resolved defect that caused the failure of the CSA upgrade from the previous version.
Date: 18 September 2019	
Celiveo Smart Appliance Agent (8.6.019.0918)	
Updates and Fixes	
#6939	Implementation of cost profiles from the new Reporting tool.
#8849	Resolved defect that caused Tracking files to be deleted from the CSA after a power cycle event.
#4933	Resolved defect that prevented the scheduler from working if the printer time is set to local and not UTC.
#9554	Resolved defect that prevented Pull Print and Copy jobs to be tracked on Lexmark Printers.
#10950	Resolved defect that prevented Web Admin System logs to be generated when the user interface language at the printer is changed.
#11947	Resolved defect that made Web Admin System logs create a corrupted excel file while exporting.
#12328	Resolved localization defect when printer UI language is changed to Spanish.
#12035	Improvements in 'total impression' value to reflect the number of pages printed in the TGS 10 report.
#11746	A user releasing print jobs from one or more CVP workstations is now able to release all print jobs successfully, if both workstations are accessible. If any of the workstations are non-accessible then appropriate error messages are generated in Web Admin System logs and warning messages are displayed at the printer.
#12111	Resolved defect that caused information such as currency type, user email address, submitted time, released time etc. in TGS 10 tracking report to be inconsistent.
Date: 14 August 2019	
Celiveo Smart Appliance Agent (8.6.019.0731)	
Updates and Fixes	
#9106 #8430 #8048	Improvements on SQL support as part of AAG setup.
#8751	Authentication, job release/deletion is now possible using the Xerox Built-in Authentication feature.
#6047	Support Gemalto MD, Java 23K and Java 64K smart cards.
#6499	Validation of Certificate expiration for Smart cards.
#6035 #5410	Validation of Stealth mode feature - hide (mask) print job names in tracking reports.
#7314	Support Encrypted connection to SQL Server.
#9036	Support AlwaysOn Availability Group (AAG) feature for mono-region and multi-region (multi-subnet) environment.
#9556	Resolved defect that prevented User Balance to be updated when a user re-logs in.
#7814	Improvements in reset initialization with Pinhole button in CSA agent.
#10037	Resolved defect where there was long delay to display the tracking record in Track-Green Saver, when Stealth mode is ON (active).

#9940 #10075 #7274	There is no long delay (time-out) and Badge enrollment success notification is now displayed when user perform Badge enrollment for the first time at the printer.
#9910	Print jobs which were created when the Stealth mode was Inactive, can now be printed/deleted even after installing a Virtual Printer with Stealth mode activated.
#10420	Tracking and cost information is correctly displayed in TGS report for TGS 8 and TGS 10 when user performs a Pull print job at the printer.
#7817	Resolved defect where "Cost profile not set" status is displayed after printer synchronization during solution upgrade/ downgrade event.
#6737	Enhancements to support dual tracking
#9775	Updated Copyright information.
#9293	Resolved defect that prevented the CSA agent upgrade using Web Admin.
#9727	Resolved defect that prevented the CSA agent downgrade using USB.
#9884	Resolved defect that caused Firmware upgrade issues.
#9555	Resolved defect that caused an error after Badge enrollment.
#9373	Resolved synchronization defect that caused the CSA agent to be unresponsive.
#8652	Resolved defect that prevented authentication on Xerox WorkCentre 3655X Printers with the Built-in Authentication feature.
#8356	Resolved LDAP Service account rights defect that caused Authentication failure.
#6714	Resolved B&W printing defect in Konica Minolta and Xerox printers
#7523	Resolved defect that caused the CSA agent to crash during the upgrade process.
#6854	Change of LED behavior to indicate the Upgrade process in progress.
#6004	Resolved tracking incorrect information in Tracking reports, when performing Direct IP printing.
#8016	Resolved defect that made printers crash after downgrading the CSA agent.
#8235	Resolved localization defect seen for My Print Job icon in KM printers.
#9914	Resolved defect where user authentication failed when the database server is down, and high availability is enabled if **No Identification** method is configured in Authentication profile in Web Admin.
#10368	Celiveo Smart Appliance is now scheduled to reboot at 1:30 AM (local time).
#10458	Time zone settings configured in Web Admin for CSA agent is correctly applied during synchronization.
#10912	User enrollment to AD can be performed successfully irrespective of large OU/Group. **Note**: User access rights may not get applied when there are special characters such as (&,<,>,",') in the name defined for Organizational Unit (OU).
Date: 29 May 2019	
CSA Agent (8.5.019.0524)	
Updates and Fixes	
#9458	Resolved defect that prevented the CSA to function with Ricoh SOP 2.5 Devices.
#8315	Resolved defect that prevented Pull Printing from working on Xerox Printers.
Date: 02 April 2019	
CSA Agent (8.5.019.0402)	
Updates and Fixes	
#7904	Resolved synchronization defect for Xerox ColorQube printers.
Date: 14 March 2019	
CSA Agent (8.5.019.0312)	
Updates and Fixes	

#6962	Resolved defect that prevented Konica Minolta C224 printers from waking up from deep sleep after a version upgrade.
#7523	Resolved defect that caused the CSA to crash during the upgrade process.
Date: 07 March 2019	
CSA Agent (8.5.019.0304)	
Updates and Fixes	
#7286	Resolved defect of losing the serial number of Celiveo Smart Appliance during its upgrade, rendering the CSA device to be nonfunctional.
Date: 20 February 2019	
CSA Agent (8.5.019.0221)	
Updates and Fixes	
#7067	Improvements on handling SQL injection vulnerability, when adding apostrophe.
#6637	Rapid tapping (continuous login/logout) on the HID Rev E proximity card reader using an enrolled card, now does not display "Invalid ID" error message on the Konica Minolta printers.
#6697	By configuring **Without Job List** or **ID to Print** options in Web Admin, user is able to release all print jobs when authenticated with Smartcard on HP Future Smart 3 printers.
Date: 21 December 2018	
CSA Agent (8.5.018.1221)	
Updates and Fixes	
#6103	Increased CSS Response Timeout to avoid D14 message during Job Listing (in High-Availability mode).
#6054	Improvements in Job Listing and Job Release.
#5713	Ricoh: New RXOP Tool Version Update.
#6165	Resolved blank page defect on the My Print Job pages when using the Up/Down icons from the scrollbar on Ricoh and Xerox VersaLink Printers.
Date: 20 December 2018	
CSA Agent (8.5.018.1212)	
Updates and Fixes	
#5996	Removed Failover when CSS Client IP is unreachable.
#5762	CSS is now able to resolve hostname to fetch a new IP when the CSA cannot reach the original IP.
Date: 05 December 2018	
CSA Agent (8.5.018.1131)	
Updates and Fixes	
#2215	Cherry Keypad Support for CSA agent-based printer devices
#1084	HPAC proximity readers are accepted for user authentication and enrollment.
#2289 #2291 #1611	Resolved tracking defects in TGS report for Xerox printers.
#2654	Resolved Celiveo solution compatibility defects on new Lexmark printers (CX725, MX622)
#3447	Resolved defect of not implementing print rules to print jobs when the configuration is Instant Print Release (ID to Print) for Pull print jobs.
#4908	Resolved Self-Enrollment with PIN code defect.
#3631	Resolved defect of tracking color print jobs as B&W in TGS report (for Instant Print Release (ID to Print) configuration) for different printers.

#3638	Resolved incorrect display of printer names in TGS report for print records with Instant Print Release (ID to Print) configuration.
#2419	Resolved defect of synchronization status discrepancy in Web Admin when the Celiveo solution is being upgraded.
#3682 #2412	Resolved synchronization defect for Xerox VersaLink printer.
#2945	Resolved weekly full cache synchronization preventing authentication, for High Availability, when the printer time is set as local time or as UTC time.
#1326	Resolved blank screen display defect in Lexmark printer while rebooting the printer during synchronization.
#1596	Resolved defect of Celiveo solution not getting uninstalled / removed from the Xerox (WorkCentre 3655) printer, even if the printer (record) is deleted in Web Admin. Removing a printer in Web Admin now successfully removes Celiveo solution from the printer.
#1290	Resolved performance defect for job listing on printer, during High Availability when AD/ SQL server is inaccessible.
#1986	Resolved incorrect error message display during reenrollment to SQL server, when Badge authentication and Dual Factor is enabled.
#2659	Resolved defect of full cache download of 10K user records from Active Directory to CSA based printers.
#3060	Resolved in-built authentication defect on Xerox printers.
#3633	Resolved defect of not being able to track print rules and cost data set for print records with Instant Print Release (ID to Print) configuration, on TGS report.
#5207	Resolved wrong tracking information defect on TGS report for Instant Print Release (ID to Print) configuration in Brother printer.
#4872	Resolved defect of Print rules notification not being displayed on Xerox printer for selected print jobs.
#4790	Resolved defect of not being able to view the newly submitted print jobs, when all pending jobs have been submitted, and the print queue is empty.
#5213	Resolved solution synchronization defect on Samsung printers.
#4828	Resolved wrong tracking information defect on TGS report for 'Scan to Email' print jobs, on Lexmark, KM printers.
#4832	Resolved defect of print rule not being applied for 'Economode Printing' using Lexmark printers.
#4839	Resolved a one-time connection error seen on Lexmark printer while trying to print.
#4253	Resolved synchronization defect for Samsung printer.
#4848 #4886	Resolved defect of wrong information tracked in TGS reports for jobs printed on Xerox VersaLink printers.
#4814 #4815	Resolved authentication defect occurring on Xerox printer while printer is on sleep mode.
#4881	Resolved Print rules implementation defect on Xerox printers using PCL6 driver.
#4803	Printer device UI improvements (for Xerox).
#3634	Resolved defect of not releasing any print job, when a user authenticates with PIN for Instant Print Release (ID to Print) settings.
#4810 #4811	Resolved defect of enrollment/ un-enrollment/ authentication for users with multiple user rights defined, on different printers.
#5008	Celiveo solution configuration improvements.
#4812	When self-enrollment is disabled, card and ID/ password authentication is successful for users available in Active Directory.

#4864	Resolved wrong tracking information defect on TGS report on 'Pages' and 'Copies' for a print job.

Release Versions

This release includes the following packages.

Software/Firmware	Version
Celiveo Smart Appliance Agent	8.8.020.1127

Product Safety Testing

Celiveo 8 solution for Celiveo Smart Appliance Agent has come out clean and free of any virus while performing Antivirus scan using NOD32 ANTIVIRUS v14.0.22.0, with the detection engine 22457 (20201210).

Requirements for Printers

Refer to the respective Celiveo Administrator's guide for the manufacturer.

You can also visit the Celiveo training portal (portal.celiveo.com) to get information on printer configurations for Celiveo solution installation.

Supported Printers

Please see our website to access the full list of supported models for HP, Ricoh, Konica Minolta and Xerox printers.

Known Defects and Limitations

The following are known defects and limitations.

(Ref) No.	Description
Celiveo Smart Appliance (CSA) Agent	
7546	**Defect:** When gateway (private network) is not configured, the DNS emulator fails to function effectively (crash).
7190	**Defect:** Printing rules without having Notification text set shows a [C16] error at the printer.
5745	**Defect:** Elatec Reader is not supported by CSA-based printer devices. This is also applicable for solution HP embedded agent printer devices (HP Future Smart).
6158	**Defect:** Incorrect error message (Invalid ID) is displayed when **Last Activity Field Name** in the Active Directory field is empty (Read only). **Note:** If enrollment into AD is selected, to avoid any error, make sure that the **Last Activity Field Name** of the Active Directory fields is documented and that the field has read/write rights for the indicated AD service account.
11373	**Defect:** Not all print jobs which are generated are sent to the printer for printing. The number of actual print jobs printed differs from the print jobs generated.
1289	**Defect:** Incorrect/ missing tracking information in TGS report when user releases a print job from USB.
13873	**Defect:** Incorrect cost is displayed in the job information on the printer for Pull Print jobs.
13765	**Defect:** Incorrect data is displayed in the printout for CSA USB port status and CSA DNS details.
14632	**Limitation:** Localization for the Status page is not available for the February release. It will be available with the next CSA release.
Ricoh Printers	
9901	**Defect:** Information is not properly tracked in TGS report when printing multiple copies of a print job.
4875 4873 4876 4877	**Defect:** Tracking information is incorrect or missing in the TGS report for Pull Print/Copy/Scan to Folder/ Direct print jobs when the event is performed on Ricoh printers.
5750	**Defect:** Discrepancy in printer synchronization /Firmware upgrade status in Web Admin when performing solution upgrade in Ricoh printers.
6759	**Defect:** When upgrading the solution in printer via Web Admin, (RXOP Upgrade) "Please wait" message is displayed at the printer. User needs to click **Home** and **Login** to see the Badge authentication screen on printer.
11350	**Defect:** User rights of a user belonging to an OU does not work when AD and database is offline and High Availability is enabled.
Konica Minolta Printers	
4891	**Defect:** Incorrect tracking information is shown in TGS report for toner saving discount for Direct IP Printing print jobs. When printing rules such as Forced Duplex is applied for Direct IP printing, actual print outs are sometimes released as Simplex. .
4912 4890	**Defect:** Incorrect tracking information is shown in TGS report when user releases a print job via Pull printing/ Direct printing.

10083	**Defect:** Actual printout is missing and the print job is not tracked, when user performs Pull printing and releases print job from Konica Minolta 4050 printer.
10028	**Defect:** TGS tracking report displays incorrect information when multiple copies are printed for a print job.
4939	**Defect:** The Reset button is available even when no print jobs are selected in Pending Lobs list.
4918	**Defect:** The List Update button does not refresh pending job list.
4921	**Defect:** Sometimes user is not able to un-select a particular print job after pressing **Select All** (select all print jobs) on **My Print Jobs** screen in KM printers.
4923	**Defect:** Case-insensitive for **User Name** and incorrect balance display (based on Quota settings) at **My Print Jobs** screen on KM printers.
4788	**Defect:** Sometimes, user is not provided a third attempt, after two unsuccessful attempts to login at the printer. If user gives invalid credentials 3 times, "Please Wait "message is displayed instead of locked screen.
10022	**Defect:** File size is not tracked in TGS report for Copy jobs.
10054	**Defect:** File size is tracked as zero, in TGS report when performing Scan to Email jobs at the printer.
9941	**Defect:** Sometimes Card password input UI fails to display when canceling the card password input popup and tapping the card again.
9969	**Defect:** Pull printing jobs are sometimes not properly tracked in TGS report for KM printers.
10797	**Defect:** An extra record is created in the Tracking report, when performing pull print (print jobs with multiple pages), with Stealth mode enabled in Web Admin.
Xerox Printers	
5260	**Defect:** Users tend to have the same access rights based on different authentication method, when multiple rights are configured in access control rules.
5746	**Defect:** User is unable to authenticate using Smartcard reader at Xerox VersaLink printers.
4893	**Defect:** Duplex/ Toner Saving Discount fails to apply sometimes on Pull print jobs when printed via Xerox printers. The TGS report shows incorrect entry for the Toner saving discount applied.
4847	**Defect:** Keyboard is not displayed if user wishes to change card password at the Xerox VersaLink printer.
4884	**Defect:** Incorrect tracking information is shown in TGS report for Scan to Email print jobs.
1981	**Defect:** "Error" is displayed in Enrollment Successful screen for Xerox printers.
9422	**Defect:** Celiveo users may not be able to use Scan and Copy functions on Xerox VersaLink printer.
14191	**Defect:** With Xerox Versalink and WorkCenter 3655, the Celiveo Virtual Printer displays an error state for these printers even if they are working correctly.
14330	**Defect:** With Xerox Versalink C 305, the printer restarts after every synchronization.
HP Printers	
11369	**Defect:** The total cost for Pending jobs shown at the printer panel is not precise to the exact decimal points as displayed for each print job.
11338	**Defect:** Tracking information is not reported by the printer correctly if the print job contains blank pages.

	Defect: Printing rules may not be applied properly when printing on HP FutureSmart printers.
11396	**Defect:** User may not be able to enroll or authenticate successfully at the printer when printer in synchronized with LDAP over SSL server.
10576	**Defect:** Improvements to be made when configuring HP embedded agent in the printer using Windows domain account and access to Embedded Web Server (EWS).
10810	**Defect:** UI improvements to be made for PIN authentication screen.
4696	**Defect:** For the Scan to Email feature, authenticated user email addresses are populated only in the "FROM" field.
9915	**Defect:** [G6] error is displayed when user performs Smartcard authentication at the HP SFP printer. **Note:** This error is seen in HP printer with firmware 3.9.4 version
6736	**Defect:** The Balance is displayed as "Unlimited" in Print Job list at the printer when user performs Pull printing for confidential documents.
7897	**Defect:** When a mix of Push and Pull print jobs is sent to the Printer, not all jobs are listed in **My Print Jobs** and it is impossible to select a Push Print job.
	Defect: USB badge reader not working, USB errors, and other performance defects occur after the printer wakes from sleep mode when the **Auto Off after sleep** setting is enabled on an HP LaserJet Enterprise or HP PageWide Enterprise printer that has a USB badge reader accessory installed. The following symptoms might be seen: • USB badge readers not working until after the printer is rebooted for the setting to take effect • USB errors after the device wakes from sleep mode • Printer starting to sleep and then waking and initializing itself • Printer unexpectedly wakes from sleep or hibernate mode • Printer sleep or hibernate mode not working as expected • 61.WX.YZ error displays on the control panel of an HP PageWide Enterprise model **Workaround**: Disable the **Auto Off after sleep** and reboot the device. See https://support.hp.com/us-en/document/c05876768?jumpid=reg_r1002_usen_c-001_title_r0001 on how to do this.
2475	**Defect:** It takes a while to cancel any action using the Cancel [X] icon on the HP Pagewide Pro printer screen.
2235	**Defect**: The HP printer takes up to 5 minutes to wake up from deep sleep mode. This tends to increase the authentication process time.
	Defect: Printer failed to 'wake up' on touching the device panel/ tapping the badge.
2482	**Defect**: In HP Pagewide Pro printers, clicking the (black) Exclamatory mark on My Print Jobs page does not display the current balance available for the user. The user is notified of the balance only when trying to print with insufficient balance.
2483	**Defect:** TGS report tracks wrong information for Scan to Email jobs. Wrong values given in Document Name, Page Size, Area, Height, Width, and all page related fields. This is seen in HP OfficeJet/PageWide Pro devices.
8999	**Defect:** Incorrect error message is displayed, when user tries to enroll at the printer when HA is enabled and back-end is offline.

9027	**Defect:** User may not able to authenticate/login (missing enrollment icon) at the printer after a downgrade from a higher Celiveo version. **Note:** This may be seen only on 8.5.x release version.
	Defect: For any Report—selecting the **Refresh** button will revert/display report calculations to zero "0". **Workaround:** Exit the applicable report, then reopen the report to get the updated report calculations.
	Defect: Some icons are removed, for the screen to be accommodating when displaying on a 4.3-inch display control panel. The icons are displayed correctly on 8-inch display control panel.
	Defect: "…" button does not have a proper label although it works as **OPTION** button. This is to accommodate the button in different printers with varying screen sizes.
	Defect: Special characters like '+', '-', '.' Can be input along with number of copies in the **Copies** box. If such characters are input, the number of copies for printing is reset as 1.
4692	**Defect:** It takes longer time to authenticate at the printer when authenticating (PIN) via Cherry keypad.
	Defect: Duplex/ Toner Savings Discount Delta (negative value) is displayed on printer Control panel UI. The UI displays the user's balance as an increase when the discount is set at 100% for both duplex and toner saver. **Workaround:** Press **Refresh** icon on the control panel to display accurate value.
5117/ 5624	**Defect:** An error message displays when a user tries to authenticate with a badge from the Scan sub-menu. User can perform login/logout actions only from the Home screen at the printer panel.
5745	**Defect:** Elatec Reader is not supported in HP embedded agent printer devices (HP FutureSmart).
4758	**Defect:** User logging in at the Printer initially with Username and Password authentication option, will not be able to use Badge (if both Badge and manual authentication are configured for the user) to logout of the device. User has to tap the **Sign out** button at the printer panel to log out of the device.
6005	**Defect:** HP Pagewide Pro printers can display (in My Print Jobs page) and release maximum of 50 pull print jobs at a time, even when user quota (**Quota per user/Department(Jobs)**)settings in Web Admin is configured to be above 50.
8413	**Defect:** Optimization to successfully download information of 10K users to cache to support High Availability.