



InfoPrint Solutions Company
Workarounds and Fixes for Windows XP SP2

WHITE PAPER

Version 1.0

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Introduction

Microsoft's Windows XP Service Pack 2 presents an impact to specific functions in software that communicates via networks. This white paper details the known fixes to enable adopters of this service pack to workaround issues uncovered in the field.

With Windows XP Service Pack 2, the Windows Firewall (previously called the "Internet Configuration Firewall") adds multiple security restrictions in the Windows registry, and is enabled by default. Many of the functions described in this White Paper deal with firewall issues, as the new Windows Firewall will prevent many of the software components from communicating properly with network-connected devices.

For more information about the new Windows XP Service Pack 2, visit the Microsoft informational Web page:

<http://www.microsoft.com/windowsxp/sp2/default.mspx>

Workaround Issues

General Issues

The following are upgrade issues that will affect customers when upgrading to Windows XP SP2.

Issue	Resolution
When users upgrade to Windows XP SP2 using the full upgrade CD from a down-level operating system, BIDI print paths may be removed.	Reinstall the BIDI Support for Drivers and all of the previously created ports will reappear.
The <i>File and Print Sharing</i> option is disabled by default during upgrade to Windows XP SP2.	Enable the <i>File and Print Sharing</i> option in the Firewall setting of the Windows XP machine. This setting can be found under the <i>Exceptions</i> tab in the Windows Firewall dialog box.

Browser Security Enhancements

Windows XP Service Pack 2 has some new browser security features that may affect customers.

ActiveX Controls


Issue	Resolution
Some software web applications must install ActiveX controls to function properly; the web browser may display a security message which reads as follows: <i>To help protect your security, Internet Explorer stopped this site from installing software on your computer. Click here for options.</i>	From the warning message, click <i>Click here for options</i> and then select <i>Allow this page to install ActiveX controls</i> . This will allow the download of a Java applet to the client PC.

Pop-Up Blocker

Issue	Resolution
Some software web applications may have their pop-up windows blocked by IE.	To completely turn off pop-up blocking in IE, follow the steps above to select <i>Pop-up Blocker</i> from the <i>Tools</i> menu, and then select <i>Turn Off Pop-up Blocker</i> . Or, After receiving the <i>A pop-up was blocked. To see this pop-up or additional options, click here</i> message, click on the <i>click here</i> text to see a list of options concerning pop-ups. Select either <i>Allow Pop-ups</i> or <i>Turn off Pop-ups</i> from the menu.

Custom Installer Issues

Remote Installation

Issue	Resolution
Remote installation on a Windows XP SP2 machine with the firewall enabled is not possible.	Enable <i>File and Print Sharing</i> option in the Firewall setting of the Windows XP machine. This setting can be found under the <i>Exceptions</i> tab in the Windows Firewall dialog box.
Uninstalling drivers that were installed remotely produces an <i>Open File - Security Warning</i> message in some legacy products.	Accept the security warning by clicking <i>Run</i> and continue. 

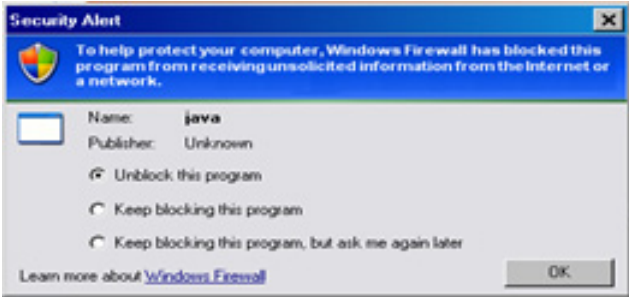
BIDI Support for Drivers Issue

The following is a problem area using the BIDI support for drivers.

Status Window

Issue	Resolution
With the Status Window open, the Windows Firewall will allow asynchronous responses (device status alerts) for up to 90 seconds after initial registration. After that time, however, the Windows Firewall will block all unsolicited alerts from the printer.	For any printer that uses the Network Port, the following executable should be added to the Windows Firewall exception list to enable the BIDI Driver Support software: lexbces.exe (Default path: C:\Windows\System32)

MarkVision Professional Issues

Issue	Resolution
Windows Firewall prevents MarkVision™ Server software from communicating properly with network connected devices and prevents all MarkVision Professional (MVP) clients from communicating properly with - local or remote MarkVision Server installations.	MVP users whom have not properly configured their installations will receive a warning message when starting their MarkVision Professional client application.  Select <i>Unblock this program</i> and complete the setup/configuration instructions in the <i>MarkVision Professional Client Application</i> section of this document.

MarkVision Server

Issue	Resolution
<p>The server cannot communicate properly with network-connected devices and will not broadcast its presence on the network. If a user attempts to connect to these MarkVision Server instances, they will receive the following error message: <i>Error connecting <server address>, Connection Refused.</i></p>	<p>The following executables should be added to the Windows Firewall exception list to enable the MarkVision Server software:</p> <ul style="list-style-type: none">LexMvService.exe (Default path: C:\Windows\System32)LexWebService.exe (Default path: C:\Windows\System32)java.exe (Default path: C:\Program Files\Printer\MarkVision Server\jre\bin)

MarkVision Professional Client Application

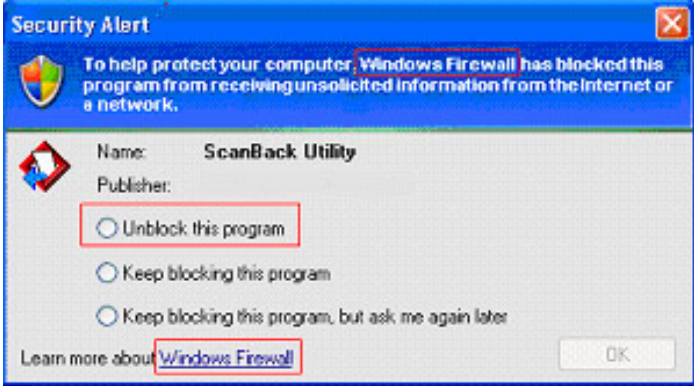
Issue	Resolution
<p>If a user attempts to connect using improperly configured installations of MarkVision Professional clients, they will receive the following error message: <i>Error connecting <server address>, Connection Refused.</i></p>	<p>The following executables should be added to the Windows Firewall exception list to enable the MarkVision Professional client software:</p> <ul style="list-style-type: none">MarkVision.exe (Default path: C:\Program Files\Printer\MarkVision Professional)java.exe (Default path: C:\Program Files\Printer\MarkVision Professional\jre\bin)

MarkVision Professional Web Client

After configuring the MarkVision Server installation (see the *MarkVision Server* section of this document), all MarkVision Professional Web clients will function properly.

Desktop Application Issues

ScanBack Wizard

Issue	Resolution
<p>Since the Windows Firewall utility is turned on by default in Windows XP SP2, users will encounter a <i>Security Alert</i> warning from this utility when a profile is set up in the ScanBack™ application.</p>	<p>Before the profile can be submitted to the MFP device, the user must select the <i>Unblock this program</i> option in order to run the profile from the MFP operator panel.</p>  <p>If the user closes the <i>Security Alert</i> dialog window without first selecting the first option, the profile will not be submitted to the MFP device.</p>

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