The Importance of Updating Firmware

March 2020

Firmware Updates

Lexmark single-function (SFPs) and multifunction products (MFPs) are complex imaging devices that should receive the same firmware update policy considerations as other devices on your network. Keeping your Lexmark devices current with firmware will help improve the performance, reliability and security of the device. A regular patch management schedule will ensure you are taking advantage of the latest device features, hot fixes and security fixes to address known vulnerabilities.

What is firmware?

Firmware is a set of instructions that make the hardware function and operate as designed and manufactured. The firmware consists of device features/functions, security, network components, solutions, solution platform and more.

Why do we need firmware updates?

Firmware is crucial for maintaining functionality and security. Lexmark continually provides updated firmware that is responsible for running the device. It is important for your organization to determine how to handle these critical updates and fixes and develop a firmware update strategy.

Upgrading the firmware can provide the following benefits:

1. Possible device speed and efficiency improvements.
2. Increase your devices capabilities by enhancing current features or adding new features to the device.
3. Resolve firmware or hardware issues that you may be experiencing.
4. Enhance device compatibility with newly introduced operating systems or software printing applications.
5. Include fixes to known security vulnerabilities.

Tools for Updating Firmware

1. Markvision Enterprise (MVE)
2. Device Deployment Utility (DDU)
3. Device Embedded Web Server (EWS)

Recommendation:

To ensure your devices are most secure and contain the latest features, Lexmark recommends that you keep your Lexmark Devices at the latest firmware level, as provided on
http://support.lexmark.com

Helpful Links:

1. For the latest firmware, please visit: http://support.lexmark.com
2. For the latest Lexmark Security Advisories, please visit: http://support.lexmark.com/alerts
3. Lexmark Device Security Whitepaper: https://www.lexmark.com/content/dam/lexmark/documents/white-paper/y2017/security_white_paper_final-us.pdf
4. Subscribe to the Lexmark Communication Preference Center for updates on firmware, security, etc.: https://www.lexmark.com/en_us/GlobalPreferenceCenter.html
5. MVE information and download site: https://www.lexmark.com/en_us/solutions/print-solutions/markvision-enterprise.html
6. DDU Download: http://support.lexmark.com/index?docLocale=en_US&page=content&id=DR25069&locale=EN&userlocale=EN_US

If you need assistance, please contact:

1. Lexmark Technical Support Center — 1-800-539-6275 or visit support.lexmark.com
2. Your Lexmark Representative or Partner Contact