



**A Comparative Analysis of HP Web Jetadmin 10.0 Compared to Lexmark  
MarkVision Pro 11.0 and Xerox Centroware Web 4.4.20**

**Prepared by: Industry Analysts, Inc.**

**September 28, 2007**



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As part of the roll-out of the new Web Jetadmin 10.0 Printer/Fleet Management Utility, Hewlett Packard Company engaged Industry Analysts, Inc., an independent testing and research company, to conduct a detailed comparative analysis. The object of this analysis was to document the benefits of the enhanced features offered in the new Web Jetadmin 10.0 release as compared to Lexmark's MarkVision Pro 11.0 and Xerox's Centroware Web 4.4.20 utilities.

This analysis was conducted at Industry Analysts, Inc.'s Technical Services Division in Fairfield New Jersey, and was performed using the Beta 2 version of Web Jetadmin 10.0 supplied to IATSD by Hewlett Packard under nondisclosure prior to its official announcement, release, and availability. Testing was also performed using the latest versions of MarkVision Pro and Centroware Web which were downloaded from the vendor's web sites.

The protocol consisted of examining the three utilities in specified areas, detailing the differences found between them, and analyzing the impact that these differences might have in an average enterprise.

The areas examined were:

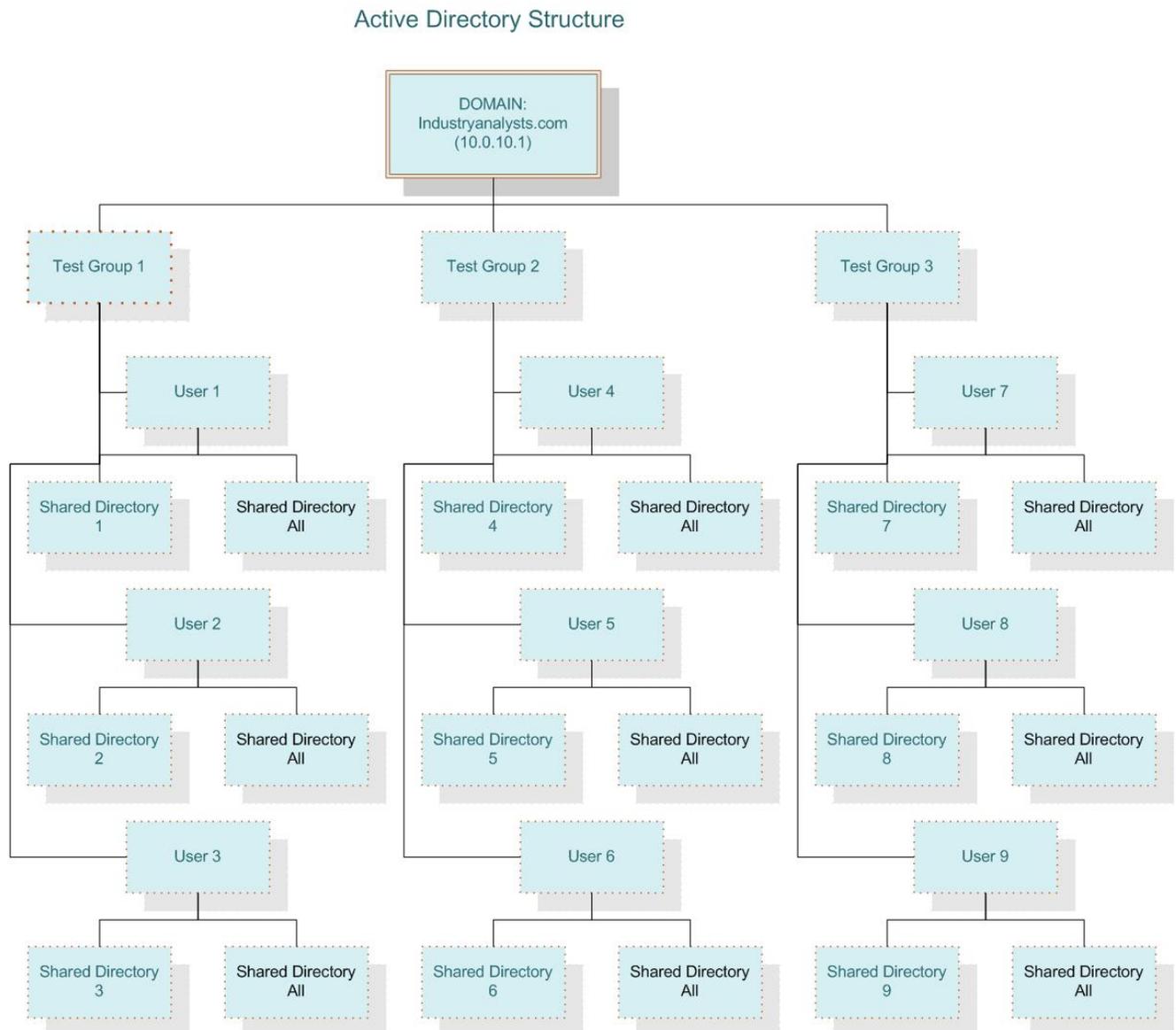
- Fleet Deployment
- Proactive Management and Problem Resolution
- Security
- Reporting and Optimization
- General Usability Features

Our findings are detailed in the accompanying report.

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## Methodology:

Testing was performed on a single test system using the Microsoft XP Pro operating system. An Active Directory Structure was designed as per the following chart, and the hard disk was cloned so that the ADS structure could be restored to the initial setup configuration for each new test.



Each fleet deployment utility was installed and the same operations attempted using each of the utilities. Screen shots were obtained using TechSmith's SnagIt 7 screen capture utility, and detailed notes were taken during each phase of the testing. These notes, with the appropriate screen shots, are detailed in the section that follows.

A small dedicated network was established for testing, and each utility was tested using the printer and MFP specified by Hewlett Packard for the vendor under test as follows:

HP Web Jetadmin 10.0 was tested with:

HP Color LaserJet 4730mfp  
HP LaserJet 4250dtn

Lexmark MarkVision Pro 11.0 was tested with:

Lexmark X644e  
Lexmark C534

Xerox Centware Web 4.4.20 was tested with:

Xerox Phaser 6360  
Xerox WorkCentre Pro 128

## Executive Summary

### Fleet Deployment:

- ✓ ***Print Path Creation:*** Web Jetadmin 10.0 has an integrated print path creation feature. An Administrator can also import existing print paths for users if they exist in the Active Directory.
  - MarkVision Pro 11.0 lacks a feature to create print paths outside of the Active Directory Services.
  - Centreware Web 4.4.20 can only import existing print paths created in the Active Directory.
  
- ✓ ***Deploy Pre-configured Drivers:*** The ability to deploy pre-configured drivers is part of the feature set built into Web Jetadmin 10.0.
  - Lexmark's MarkVision Pro 11.0 can only accomplish this task by using a separate utility.
  - Xerox's Centreware Web 4.4.20 cannot perform this task.
  
- ✓ ***Configure device settings on groups of unlike devices (least common denominator):*** Web Jetadmin 10.0 allows an administrator to configure settings to accommodate all of the potential devices that will be administrated. This in effect, creates one large configuration file that contains details for numerous devices. The devices will use only those configuration details that pertain to them.
  - MarkVision Pro 11.0 has a very basic capability in this area.
  - Centreware Web 4.4.20 has none to speak of.

***Autoconfigure/autogroup:*** Web Jetadmin 10.0 allows an Administrator to set criteria which define groups. When a new device is detected during discovery, or when the characteristics of a device change, it can be automatically added to a group with similar criteria. Web Jetadmin 10.0 is the only utility of the three tested which provides these features.

**PROACTIVE MANAGEMENT AND PROBLEM RESOLUTION:**

- ✓ **Full-featured interactive status page:** Web Jetadmin 10.0 provides a fully interactive status page (called the Status Tab) that displays various device status options. These include the Embedded Web Server, the Configuration for one or more devices, and an On-Line/Off-Line indicator for one or multiple devices. The status page can display a wide variety of real-time information such as when a cover is open or where a paper jam is located. This status page can display up to three devices simultaneously, and the administrator can configure this page to present different information to different users. This data can be routed to a Help Desk or Support and also provides a Live Chat capability. The “Supplies” tab in Web Jetadmin 10.0 also prides real-time information such as supply status, date the device was installed, pages remaining on the current job, and similar information that would usually only be displayed in the device’s Embedded Web Server.
  - **MarkVision Pro 11.0 and Centreware Web 4.4.20 are limited to examining the Embedded Web Server to determine device status if an alert has not been received.**
- ✓ **Alerts:** All three of the utilities examined have the ability to alert the Administrator in the event of an error or other designated device condition.
  - **Web Jetadmin 10.0 also has the ability to continuously monitor multiple devices in real-time so an administrator may be able to avoid the alert condition and associated down time.**

- ✓ **Web Jetadmin 10.0 has the ability to discover a wide variety of devices connected to a host PC on the network via a USB or Parallel port connection. If the host PC is running an SNMP Proxy Agent utility, WJA 10.0's status tab can report on all of the same conditions and alerts as if the device were connected directly to the network.**
  - **Neither MarkVison Pro 11.0 nor Centreware Web 4.4.20 has this capability.**

### **SECURITY:**

- ✓ **Batch configure security features: Web Jetadmin 10.0 allows an Administrator to create "Roles" and "Tasks" which define what applications are available to users (as well as what features in the application the user is able to access.) By assigning a group of users to a set of Roles and Tasks, Web Jetadmin 10.0 provides batch security settings at the application level. With "Role Based Configuration" a user won't even see options that are not available to them.**
  - **MarkVision Pro 11.0 and Centreware Web 4.4.20 require that an Administrator access multiple security settings to configure multiple groups of users. It is also more difficult to customize the presentation of the interface to an individual user.**

### **Reporting and Optimization:**

- ✓ **Discovery of direct-connected devices:** Web Jetadmin 10.0 has the integrated capability of discovering devices attached to PCs on the network (which was a plug-in for prior versions.) For Web Jetadmin 10.0 to obtain the most information on a connected device, a small SNMP Proxy Agent must be installed on the host PC. With the SNMP Proxy Agent running on the Host PC, Web Jetadmin 10.0 provides an administrator with a comprehensive interactive real-time status page.
  - This feature is not available in MarkVision Pro 11.0 or Centreware Web 4.4.20.
- ✓ **Reporting – page counts:** All three utilities examined allow an Administrator to generate a report based on page counts.
- ✓ **Reporting – by user:** Web Jetadmin 10.0 can report on pages printed by a user including application details.
  - This is available in Centreware Web 4.4.20 only by logging onto the embedded web server as a specific user, and does not report on specific application details.
  - The feature is not available in MarkVision Pro 11.0.
- ✓ **Reporting – trending:** Web Jetadmin 10.0 allows an Administrator to produce trend reports in several areas including peak usage on an hourly basis, and a Supply Replacement Forecast.
  - This feature is not available in MarkVision Pro 11.0 or Centreware Web 4.4.20.
- ✓ **Color access control by application:** Web Jetadmin 10.0 allows an Administrator to set color access by both user and by specific applications. By locking users out of color in some applications and not others, the Enterprise has the flexibility of controlling both color use and cost.

- **MarkVision Pro 11.0 and Centreware Web 4.4.20 do not provide this feature. Both utilities allow an Administrator to set color print permissions on a global scale (all color for a particular printer, or no color on a particular printer) for a user or users.**

### **General Usability Features:**

- ✓ **Customizable user interface: An Administrator can customize the Web Jetadmin 10.0 interface for a specific user, group of users, or application. Tabs can be hidden, and window panels can be moved, expanded, or deleted.**
  - **MarkVision Pro 11.0 provides a limited amount of customization capability using the “Customize” menu selection next to the lists of commonly used functions.**
  - **Centreware Web 4.4.20 does not provide a customizable user interface.**
- ✓ **Drag-and-drop controls: Web Jetadmin 10.0 allows an Administrator (or a user with permission) to drag-and-drop window panes to different areas of the screen. These panes can also be re-sized so that those panes most frequently used can be positioned and sized to be the most easily accessible.**
  - **MarkVision Pro 11.0 and Centreware Web 4.4.20 do not have the ability to drag-and-drop areas of the user interface.**
- ✓ **Integration with Active Directory Services: Both Web Jetadmin 10 and Centreware Web 4.4.20 can integrate with ADS to discover network devices. Web Jetadmin 10.0 can use the LDAP protocol to discover PC-connected devices. Web Jetadmin 10.0 can also perform device group autogrouping based on ADS groups. WJA 10.0 can also add printer objects to the Active Directory as part of the process of creating a print queue.**

- **MarkVision Pro 11.0 does not integrate with ADS.**
- **Neither MarkVision Pro 11.0 or Centreware Web 4.4.20 perform device autogrouping using ADS groups.**
- ✓ **Right Mouse Button Enabled: Web Jetadmin 10.0 makes extensive use of the right mouse button to bring up additional choices, eliminating extensive menu hunting and menu hopping.**
  - **MarkVision Pro 11.0 and Centreware Web 4.4.20 do not enable the right mouse button.**

### **Overall Analysis:**

- ✓ **Web Jetadmin 10.0 has a more extensive and functional feature set for managing fleet deployment of enterprise printers and MFPs than either MarkVision Pro 11.0 or Centreware Web 4.4.20.**
- ✓ **Web Jetadmin 10.0 provides more information for proactively managing Enterprise-wide printers and MFPS, and this information is easier to access with WJA 10.0.**
- ✓ **Web Jetadmin 10.0 has more features and flexibility than either MarkVision 11.0 or Centreware Web 4.4.20 for setting up user security. Role-Based Security in WJA 10.0 lets an Administrator hide features and functions to which a user doesn't have access.**

- ✓ **Web Jetadmin 10.0 is particularly rich in reporting options when compared to MarkVision Pro 11.0 and Centreware Web 4.4.20. With WJA 10.0, an Administrator can set which applications a user can print in color. MarkVision Pro 11.0 and Centreware Web 4.4.20 only allow an Administrator to allow or deny a user global color printing privileges.**
- ✓ **The user interface is very highly customizable in Web Jetadmin 10.0. The Administrator can hide functions and features from a user, and the user can drag-and-drop and resize window panes. Very little of this user interface customizability is available in the other two utilities examined.**
- ✓ **Web Jetadmin 10.0 is the only one of the three utilities to extensively implement right-mouse button menus and functions. This makes WJA 10.0 even easier to use and the Administrator and users more productive.**
- ✓ **Web Jetadmin 10.0 has extensive documentation, so answers are easy to find. Documentation for MarkVision Pro 11.0 and Centreware Web 4.4.20 is sparse and is not as well organized, making installation, configuration, and use more difficult than it needs to be.**

## **THE BOTTOM LINE:**

**When compared to MarkVision pro 11.0 and Centreware Web 4.4.20, Web Jetadmin 10.0:**

- Is easier to use**
- Provides better security**
- Has more features and functionality**
- Has more customizability**
- Is clearly a better choice**

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## Detailed Analysis

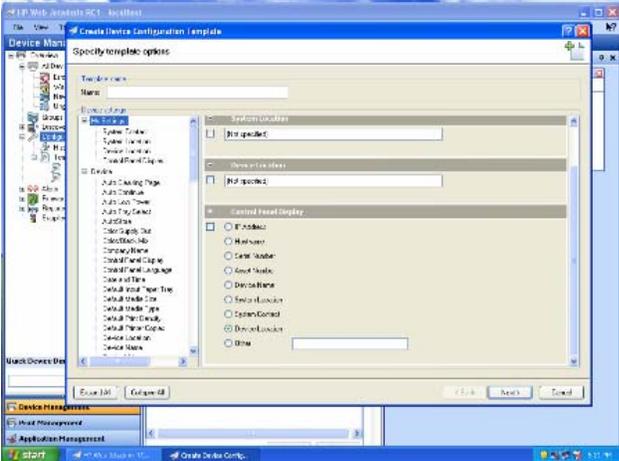
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# Fleet Deployment

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## Deploy Pre-configured Drivers

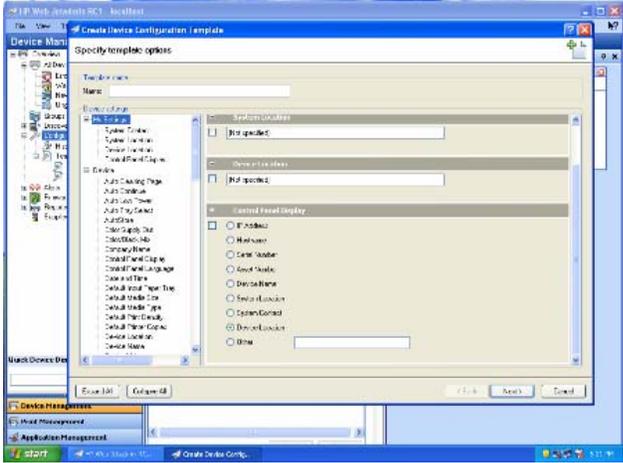
		
	<p style="text-align: center;"><b>Feature Not Available</b></p>	<p style="text-align: center;"><b>Feature Not Available</b></p>

**Web Jetadmin 10.0 allows an Administrator to pre-configure sets of print drivers which can then be easily assigned to an individual user or group of users.**

**With MarkVision Pro 11.0, this feature is only available by using a separate Lexmark utility which is not included as part of the MarkVision install package.**

**Centaware Web allows you to clone existing driver configurations, at which point you can edit the clone to adapt it to the device actually being used.**

## Configure device settings on groups of unlike devices (least common denominator)

		
	<p><b>Must clone EWS configuration.</b></p>	<p><b>Not Available</b></p>

**Web Jetadmin 10.0's Template feature allows an Administrator to create a "master" device configuration that can be used with a number of unlike devices. When used for a particular device, the driver will use only those settings which pertain to the printer or MFP being used, and ignore the other settings in the configuration. MarkVision Pro 11.0 and Centaware Web 4.4.20 do not provide similar capabilities.**

### Autoconfigure/Autogroup

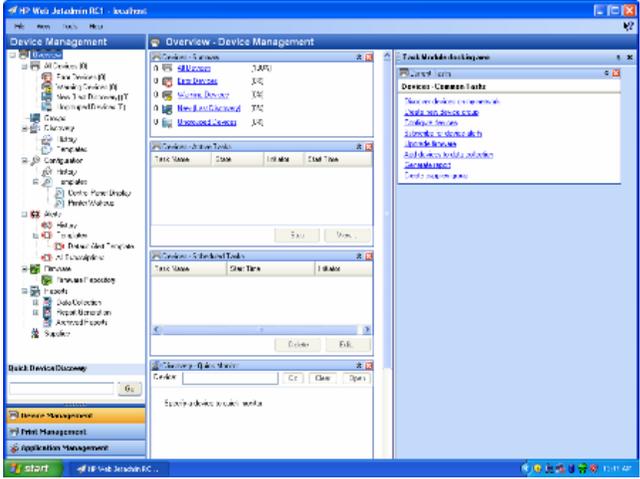
		
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**Autogrouping lets an Administrator have an added device automatically assigned to a group based on a set of filter criteria. When a new device enters the system during a device discovery, or if the characteristics of a device change (due to adding or deleting a feature or option), the device can be automatically assigned to a group of devices with similar features or which meet similar criteria (such as IP address range.) MarkVision Pro 11.0 and Centroware Web 4.4.20 do not provide a similar feature.**

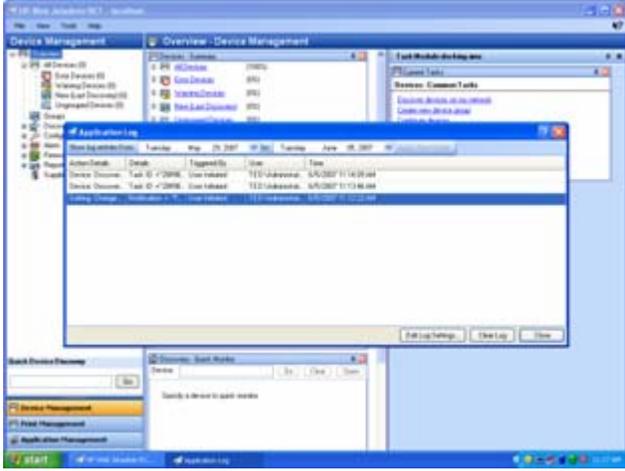
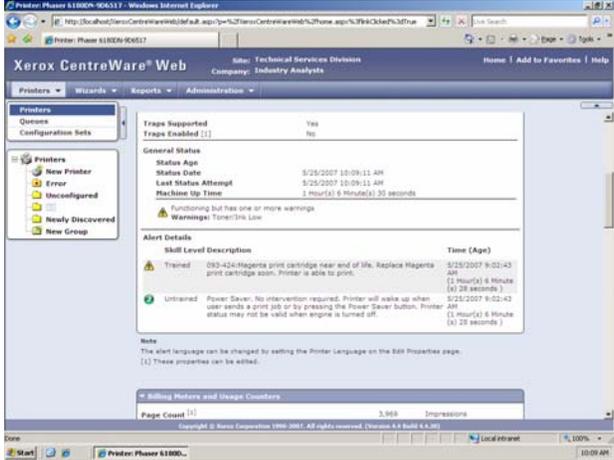
## Proactive Management and Problem Resolution Alerts

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## Full-featured interactive status page

		
	<p style="text-align: center;">Not Available</p>	<p style="text-align: center;">Not Available</p>
<p><b>Web Jetadmin 10.0 allows an Administrator to access a fully interactive printer status page directly from the application. This status page provides either individual printer status or multiple or composite views of more than one printer. Neither MarkVision Pro 11.0 nor Centroware Web 4.4.20 have this capability, but only permit the Administrator to view the embedded Web Server in an individual device.</b></p>		

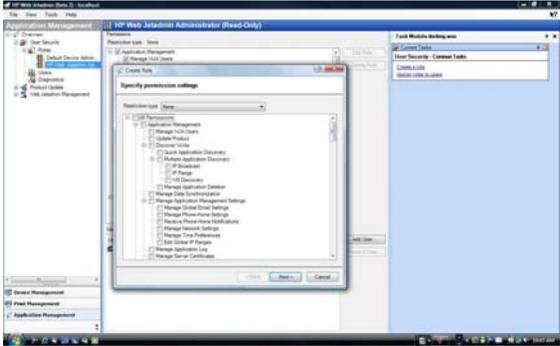
## ALERTS

		
	<p style="text-align: center;"><b>Requires a separate utility,          MarkVision Messenger, be used.</b></p>	
<p><b>All three utilities have the ability to send network or e-mail alerts to specified individuals or groups in the event of a supplies problem or printer error. MarkVision Pro 11.0 requires a separate Lexmark utility, called MarkVision Messenger to create “Actions” that will take place when an alert situation is detected. Web Jetadmin 10.0 and Centreware Web 4.4.20 have this capability integrated into the utility.</b></p>		

# Security

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### Batch Configure Security Features

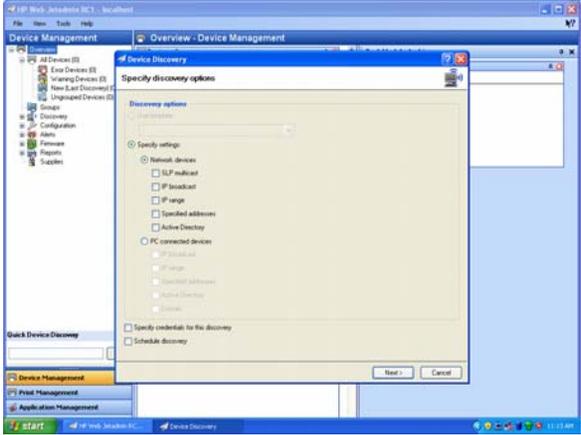
		
	<p style="text-align: center;"><b>Partial</b></p>	<p style="text-align: center;"><b>Not Available</b></p>
<p><b>Web Jetadmin 10.0 allows an Administrator to set up security features so that they can be batch configured for groups of individuals. MarkVision Pro 11.0 allows this to a small extent using the utility’s Global Password List. This feature is not available in Centreware Web 4.4.20.</b></p>		

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# Reporting and Optimization

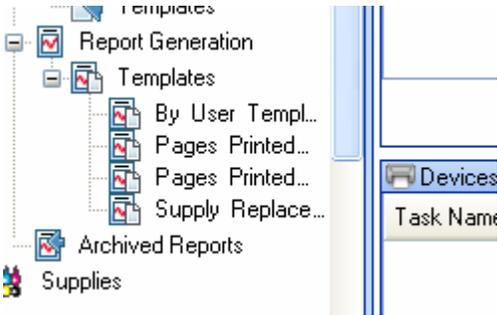
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## Discovery of direct-connected devices

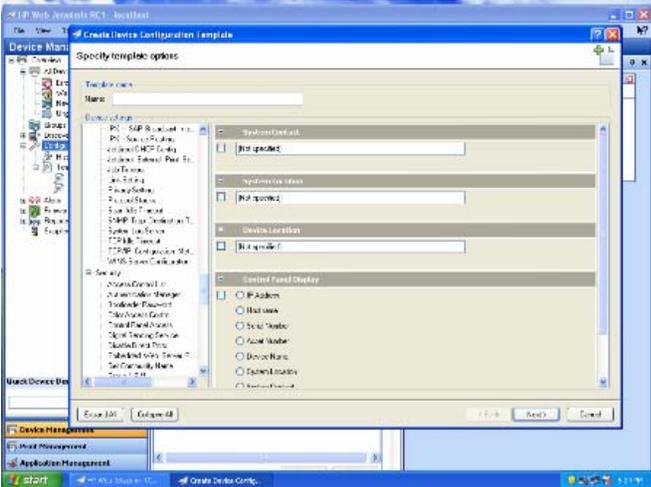
		
	<p style="text-align: center;">Not Available</p>	<p style="text-align: center;">Not Available</p>

**Unlike MarkVision Pro 11.0 and Centroware Web 4.4.20, which can only detect a printer or MFP connected directly to the network, Web Jetadmin 10.0 can detect these devices when they are installed on a host PC which is connected to the network being administered. To get the most information on a device connected to a host PC, a small proxy utility must be installed on the host. But even if the utility is not installed, the printer or MFP can still be detected, although not as much information about the connected device will be available.**

Reporting – trending

		
	<p style="text-align: center;">Not Available</p>	<p style="text-align: center;">Not Available</p>
<p><b>The reporting functions of Web Jetadmin have been greatly expanded and have been folded into the utility in WJA 10.0 rather than being provided as a plug-in as was the case with earlier versions. The reports now feature trend reports in several areas including a Peak Usage Report which can be produced on an hourly basis, as well as a Supply Replacement Forecast. Reports such as these enable an Administrator to work proactively, rather than reactively, and increase overall productivity as a result. This type of reporting is not available in MarkVision Pro 11.0 or Centreware Web 4.4.20.</b></p>		

**Color access control by application**

		
	<p style="text-align: center;"><b>Not Available</b></p>	<p style="text-align: center;"><b>Not Available</b></p>

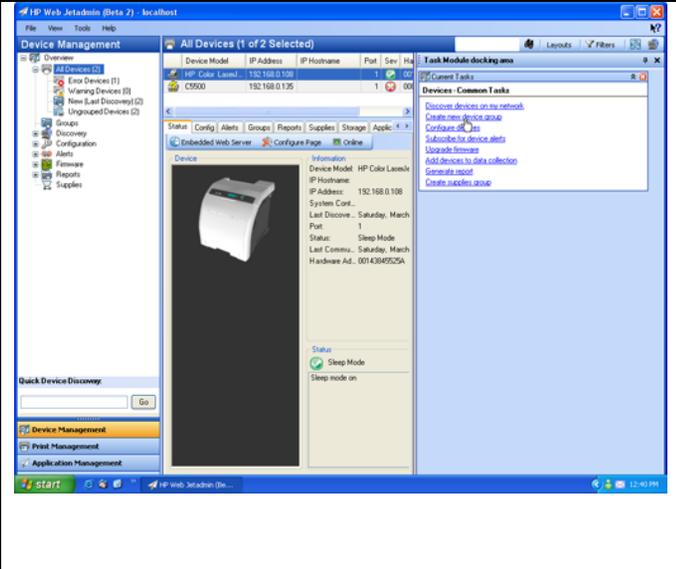
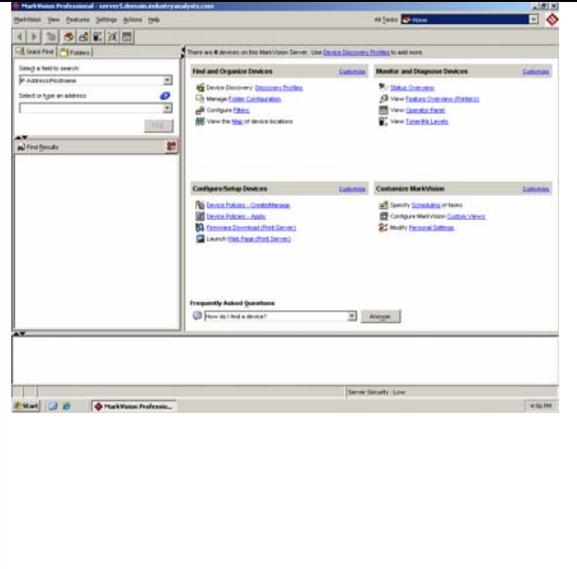
**Color access control is an important feature to help control costs. MarkVision Pro 11.0 allows an administrator to lock a user out of printing in color. If a user is granted color printing privileges in MarkVision Pro 11.0, it is global, and the user can print in color from any application. Web Jetadmin 10.0 allows an administrator to enable a user to print in color on an application-by-application basis. This permits color printing when necessary, and forces the user to print in less expensive monochrome where the administrator does not feel that color is appropriate. Xerox also permits only global color/monochrome user permissions.**

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## General Usability Features

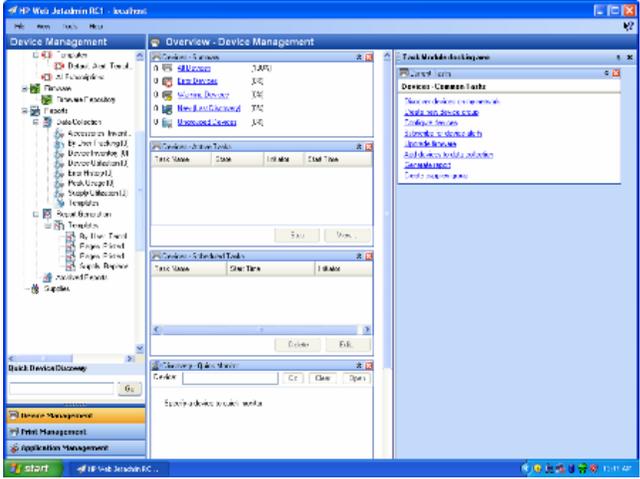
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Customizable user interface

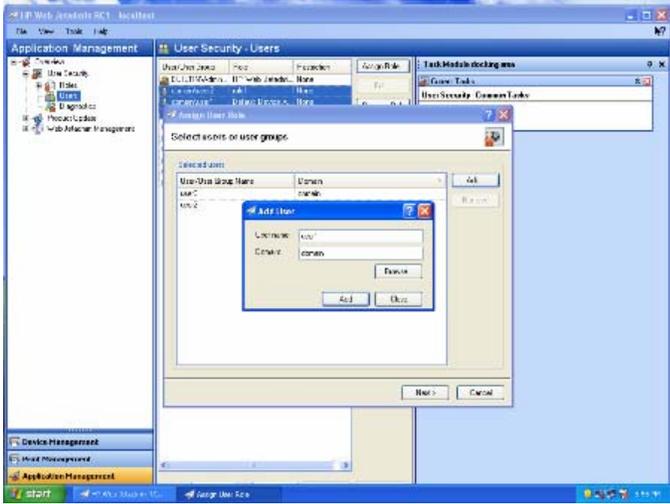
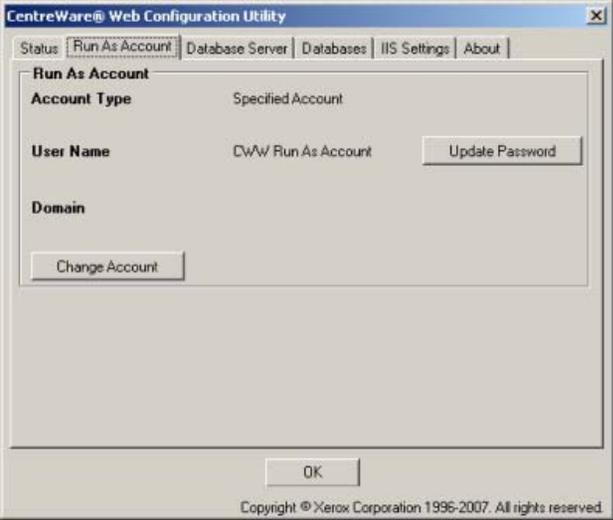
		
		<p style="text-align: center; font-size: 24px; font-weight: bold;">Not Available</p>

Customizability of the user interface is an important improvement in Web Jetadmin 10.0. The Administrator can show or hide a variety of controls and features that are presented to an individual user or group. This not only makes the utility easier to use, but also prevents a user from attempting to use or accidentally access functions for which they are not authorized. MarkVision Pro 11.0 provides a limited amount of customizability, an Administrator can change what options are displayed on certain menus, but Centware Web 4.4.20 has almost no customizability at all compared to the other two utilities.

## Drag-and-drop controls

		
	<p style="text-align: center;">Not Available</p>	<p style="text-align: center;">Not Available</p>
<p><b>As users become more familiar with a utility, they often wish to reorder the way that controls and displays are presented. With Web Jetadmin 10.0, a user has full control over the display (within the boundaries set by the Administrator.) They can drag and drop individual panes in the window to different locations, resize panes, and add or delete panes. This capability is not provided by MarkVision Pro 11.0 or Centreware Web 4.4.20.</b></p>		

Integration with Active Directory Services groups

		
	<p style="text-align: center;">Not Available</p>	

Both Web Jetadmin 10.0 and Centreware Web 4.4.20 can integrate with Active Directory Services to determine pre-existing groups and transfer these over for user authorization. MarkVision Pro 11.0 does not have this feature.

## About Industry Analysts, Inc.

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