

# Third-party software solution compatibility with Xerox's new VersaLink B625, B415 & C415 and AltaLink 8100 series Service Pack releases

**Version - 230726**

## Summary

To deliver many of the new enhancements our Extensible Interface Platform (EIP) browser has also been upgraded and will simplify solutions development and customer support. The previous version second generation browser will no longer be supported in the newly launched VersaLink products or the AltaLink 8100 Series Service Pack R23-02 release. This may impact existing customers using older versions of some third-party software solutions.

## Affected Products

VersaLink B625, B415, C415 and AltaLink 8100 series (Service Pack R23-02 available on Xerox.com).

## Xerox Applications & Solutions

All Xerox branded ConnectKey applications and solutions including Xerox Workplace Suite and Xerox Workplace Cloud, support the new embedded third generation browser.

## Third Party Software Solution Partner Compatibility

Xerox has worked with its third-party software solution partners to ensure the availability of compatible versions of their solutions. Prior to deploying the new VersaLink B625, B415, C415 and/ or upgrading your customers' AltaLink 8100 MFPs software, you will need to check the interoperability for third-party software solutions being used. Table 1 (below) identifies the compatible version of popular third-party software solutions to ensure continued delivery of services.

If your third-party software solution is not listed above or you have questions, please contact [thirdgenbrowsersupport@xerox.com](mailto:thirdgenbrowsersupport@xerox.com) for additional support.

## Q&A

### **Why did you remove support for the previous version of the Extensible Interface Platform (EIP) browser?**

Xerox continues to develop innovative solutions to meet our customers' needs. The updated version of the EIP browser offers a more modern browser architecture as well as performance improvements that enable us to support new features and capabilities to continue to serve our customers' requirements into the future.

### **What third-party ISV partners have solutions that are compatible with Xerox's new VersaLink B625, B415 and C415?**

Review the table above to see the latest list of third-party ISV partner solutions compatible with the VersaLink B625, B415 and C415. The list will continue to be updated so check back periodically for the latest information.

### **Where do I find the Xerox AltaLink 8100 Series service pack upgrade?**

Go to the Xerox Support page and download Service Pack release R23-02

**Is the Xerox AltaLink 8100 Series service pack upgrade required for deployed devices?**

The upgrade is optional. Any associated third-party ISV solutions should be confirmed as compatible prior to upgrade.

**What third-party ISV partners have solutions that are compatible with Xerox's AltaLink 8100 Series Service Pack release R23-02?**

Review the table above to see the latest list of third-party ISV partner solutions compatible with the Xerox AltaLink 8100 Series Service Pack release R23-02. The list will continue to be updated so check back periodically for the latest information.

**What if the third-party ISV solution is at a version that is not compatible with the device using the new Xerox software?**

The automatic software upgrade capability on the device should be turned off. We encourage you to make plans to migrate the third-party solution to a compatible software version prior to device upgrade for continued trouble-free operation.

**Where do I go for help?**

You can find additional information in the device Knowledge Base and Service documentation or reach out to [ThirdGenBrowserSupport@xerox.com](mailto:ThirdGenBrowserSupport@xerox.com) .

Table 1

Third Party SW Partner (ISV)	Third Party SW Solution	Minimum Compatible Version
Celiveo		Cloud based solution - compliant
Cleo	Stream Server	7.4.3
Doxense	WatchDoc	5.5
iXWare	Smart Document Capture	All Apps currently available in the Xerox App Gallery
Kofax	AutoStore	8.2
Kofax	Combined Client for Xerox - AutoStore	8.2
Kofax	Combined Client for Xerox - Output Manager	5.2
Kofax	Control Suite	1.2
Kofax	E-Copy	6.5 Fix Pack 2
Kofax	Equitrac	6.2 ECSP (Note that 5.6, 5.7 supported)
Kofax	Output Manager	5.2
Kofax	SafeCom	G4 10.6
Kofax	Unified Client for Xerox - Equitrac	6.2
Kofax	Unified Client for Xerox – Output Manager	5.2
Kofax	Unified Client for Xerox - AutoStore	8.2
LRS	Cirrato	Not Supported. Need to migrate to alternative solution
LRS	DRIVVE	v9.10.428
LRS	MFPsecure Agent	1.3 / VPSX
MyQ	MyQ Print Server 10.1 RTM, and MyQ Central Server 10.1 RTM	Current supported server versions are: 8.2.x (LTS), and 10.1.x
OpenText	RightFax	RightFax v23.4
OpenText	XM Fax EIP	V10
OptimiDOC	OptimiCapture	OptimiCapture Pro Version: 23.06 supports OptimiCapture and OptimiPrint
OptimiDOC	OptimiPrint	OptimiCapture Pro Version: 23.06 supports OptimiCapture and OptimiPrint
PaperCut	MF	MF22.0.9
Pcounter		v2023.03.09
Pharos	Beacon/ Cloud	3.76.14
Pharos	Blueprint (with Sentry)	5.3 Update 3
Pharos	Uniprint (with Sentry)	9.2
PrintAnyWay Technologies Lda	PrintAnyWay	Cloud based solution - compliant