MyQ Basic Installation Guide

REVISION 8

MyQ Server 7.6+
November 2019

Table Of Content

1. About this document

This document provides administrators with the information to install, configure, upgrade and uninstall the MyQ® print server. Furthermore, it describes the management options of the MyQ printing solution.

Typographical conventions

In this document the following textual conventions are used:

- Names of menu's, fields, tabs and other elements in a view, as well as applications, are displayed **bold**.
- Field input, file names, names of other manuals, user names & passwords, and folder paths are displayed *italic*.

Alerts

In this document the following alerts are used:

- **Info**: the info box gives useful, extra information about a feature, function, task or procedure.
- **Notice**: the notice box holds information with a higher urgency than the Info box..

Structure of the document

The chapters in the first part of the guide lead the administrator through the installation and setup of the MyQ print server and introduce the interfaces of the MyQ management, the chapters in the middle part of the guide show how to manage the main areas of MyQ operation, and the last chapter describes the update and the uninstallation of the server.

1.1. Audience

In order to get a good understanding of this manual, the reader should have experience in working with terminals for his company and a proven background in IT by successfully having passed exams in the field of system administration.

1.2. Changes to previous version

Compared to the previous version the following changes have been made:

Place in the document	Change
	Merged the MyQ Credit, Quota & Projects, the Advanced Jobs Manual and the Advanced User Manual with the Basic Installation Guide so only this document will be updated from now on.
-	Added the MyQ Credit, Quota & Projects, the Advanced Jobs Manual and the Advanced User Manual to the online webhelp
-	Added a section on Audience for this manual
"Updating MyQ" on page 387	Screen shot updated. Minimal upgrade version notice updated.
"Updating MyQ" on page 387	Added link to update document.
"Setting event actions" on page 111	Asset number parameter now available for event notifications
"Requiring setup - select to display the printing devices that still can be setup" on page 81	Printing devices search for remote setup added
"Operating " on page 7	For MyQ 7.6 higher version of .Net Framework required
"Installing MyQ®" on page 15	Link to download .Net Framework 4.7.2 added
"Server/PC:"* on page 6	Added a few more suggestions when to use higher requirements
"Adjusting the dashboard" on page 33	A few changes on the Home dashboard
"Task Scheduler settings tab " on page 58	New action in Task scheduler
"Providing users with rights to change task schedules settings" on page 62	You cannot set rights for every action in Task scheduler.
"System health check" on page 312	System health check added
"AirPrint & Mopria Print Service" on page 249	Mopria Print Service for Android users added
"Editing and saving the SNMP profile" on page 115	SNMP community strings now hidden.
"Individual user properties panel" on page 129	Credit tab added to user properties panel.
" Using credit" on page 135	Section added on Credit tab in user properties panel
"For the Database and settings backup you can set a password to protect the backup. See next figure." on page 60	Password field added to Database and settings backup in Task Scheduler
"Encrypting the main database" on page 25	Main database can be encrypted

Place in the document	Change
"Users" on page 120	Alias, Card and PIN properties for User synchronisation now support two attributes
"Configuration profiles" on page 82	Section on Configuration profiles added, used by Printer Discovery
"Automated printer discovery" on page 83	Short info on the automated new printer discovery setup.
"Editing printing devices" on page 95	Printer properties panel changed
"Security of communication" on page 53	Added example of a certificate
"MyQ main communication ports" on page 8	Added some incoming comunication ports
"Jobs via IPPS" on page 231	Unlimited size of jobs received over IPPS
"Setting up the print from email and from the MyQ Web Interface" on page 237	Limitations to sending jobs via Email/Web added
"Jobs via LPR protocol" on page 259	Limitations to sending jobs via LPR added
"Adding, activating and deleting main licenses" on page 71	License server address changed
"AirPrint & Mopria Print Service" on page 249	Tandem queues no longer available for mobile print
"Attaching profiles to printing devices" on page 118	Change in adding SNMP profile to single printer
"Printing from email and from MyQ Web User Interface" on page 236	OpenOffice no longer supported in printing from email and from MyQ Web User interface.
"Activating and deactivating printing devices" on page 91	Change in activating all or a selection of printing devices.
"Editing price lists" on page 292	Price lists are now attached to a configuration profile instead of printers.
"Google Cloud Print to MyQ" on page 246	Added info on Kyocera driver for setting up Google print environment and some general info on this method of printing.
"General " on page 53	Check hostname after license update in order to prevent error message during remote printer setup.
"MyQ main communication ports" on page 8	Added outgoing ports for Kyocera, added general outgoing ports table, incoming port 8082 now changeable.
"Printing from email and from MyQ Web User Interface" on page 236	Added information on supported MS Office applications for printing from email.
"Project Accounting" on page 375	Enable as Projects option on local printers no longer available

Place in the document	Change
"Syntax of the projects' CSV file " on page 381	Additional column added to csv file for project import

2. Basic Information

2.1. About MyQ®

MyQ® is a universal printing solution that provides a variety of services related to printing, copying and scanning. All functions are integrated into a single unified system, which is centrally managed by the administrator on the MyQ server.

The main areas of operation of the MyQ solution are monitoring, reporting and administration of MyQ users, printing devices, and print, copy and scan jobs. MyQ also enables extended access to the services via the MyQ Web Interface or the MyQ Mobile application and simplified operation of printing devices via MyQ Embedded terminals.

INFO: Information about the MyQ Embedded terminals can be found in MyQ manuals for terminals on particular brands of printing devices; information about the MyQ Mobile Printing application can be found in the *MyQ Mobile Printing Application User Guide*.

2.2. MyQ system requirements

The following sections discuss the configuration of the MyQ system, its components and its main communication ports.

2.2.1. Configuration

Server/PC:*	• 4 GB RAM and 4 CPU cores for a server with low system load
	• 8 GB RAM and 8 CPU cores in any of the following cases:
	  • More than 400 printers
	  • Activated Job Parser
	  • Activated Job Archiving
	  • High number of Office document printed via email/web/mobile
	  • Use of Smart Job Manager
	  • Use of Smart Print Services
	  • Watermarks used in queues
	  • Heavy usage of the MyQ API
	• 3 GB disk plus additional storage for print/scan jobs, logs, history, backups. Recommended size of the disk is at least 100 GB.
	
	For systems with a large number of direct queues, we strongly recommend using SSD.

MyQ Smart Job Manager **MyQ Smart Print Services**	**Supported versions**: MyQ Smart Job Manager version 1.0 or higher, Smart Print Services version 7.2 or higher **Requirements**: If there are more than 100 client computers using the MyQ Smart Job Manager and/or the MyQ Smart Print Services, the MyQ server requires 2+ CPU cores just for the SJM and/or the SPS operations.
Suggested No. of users and groups:	**Users:** up to **100,000 (30,000 - 60,000 per one synchronizing line)** . Depends on the length and number of fields for synchronization. **Groups:** up to **40 000 / 10 tree levels** (group in group in group). Each **user** can be in up to **50** groups.

<table>
<tr><td>Storage space:</td><td>
<table>
<tr><th>Application files:</th><th>Log:</th><th>Accounting records:</th><th>Print jobs:</th></tr>
<tr><td>300 MB</td><td>100MB (14 days)</td><td>6GB (4-year history)</td><td>Depends on the volume of print.</td></tr>
</table>
The size of the MyQ database depends on the size and complexity of your printing environment (number of users, printing devices, sent print jobs etc.).
During upgrade of the MyQ system, the actual size of the MyQ installation on the server (including the MyQ database) may temporarily grow up to four times.
</td></tr>
<tr><td>Operating system:</td><td>

Windows Server 2008 R2/ 2012 / 2012 R2/ 2016 / 2019, with all the latest updates (64 bit)
Windows 7/ 8/ 8.1/ 10 **, with all the latest updates, only 64bit OS is supported. For Windows 7 be aware of the connection limit of up to 20 clients.
+ Microsoft .NET Framework 4.7.2 or higher

</td></tr>
<tr><td>Web browser:</td><td>

Google Chrome 63 and higher versions (Recommended)
Mozilla Firefox 57 and higher versions (Recommended)
Internet Explorer 11 and higher versions
Microsoft Edge 14 and higher versions
Safari 10 and higher versions

Older browser versions will not function as required.
</td></tr>
</table>

INFO: The values of the minimal necessary configuration may increase in an environment with high system load. To ascertain that the system runs smoothly, monitor the server's performance during peak usage hours and adjust the settings accordingly.

INFO: MyQ should not be installed on a Domain Controller.

INFO: For trouble-free running of the machine we strongly recommend using a server operating system.

NOTICE: To make sure that the MyQ system runs smoothly, you need to set an exception for MyQ in your anti virus setup.

2.2.2. Installed parts and possible collisions

The installation file contains, besides the MyQ system itself, installations of Firebird database server, Apache web server, PHP runtime and Kyocera provider. With activated Scan Management function, the MyQ system uses its own SMTP server.

If there are other systems that run on the same server and use database, web interface, PHP, or email server, there is a danger of a system collision. This collision can cause malfunction of one of the systems. Therefore, we recommend you to install MyQ on a server with clean installation of operating system.

MyQ fully supports installation on virtual servers.

2.2.3. MyQ main communication ports

The following communication ports are used by MyQ and therefore have to be left unallocated and unoccupied in Firewall:

TCP Port 25	Incoming port used by SMTP protocol for Scan Management function, receiving email notifications from printers, and eventually for receiving emails with jobs (see *"Forwarding emails to the MyQ SMTP server"* on page 239)
TCP Port 515	Incoming port used by LPR protocol for print job transmission to the MyQ server
TCP Port 3050	Incoming port used by protocol for communication with Firebird database server

TCP Port 8080	Incoming port used by HTTP protocol for accessing MyQ web interface, communication with Embedded terminals and job roaming among MyQ servers
TCP port 8082	Incoming port used for communication with internal components (not opened in firewall)/ **NOTICE:** You can change this port in Change port in the installation folder /Server/platform.ini and then set the same port in the config.ini.
TCP Port 8090	Incoming has the same functions as the **8080** port except that MyQ runs in encrypted mode secured by SSL certificate on this port
UDP Port 161	port used by SNMP protocol for communication with printing devices
UDP Port 11108	Incoming port used for communication with terminals. When you use the Terminal Manager this port is sometimes TCP 11108.
UDP Port 11112	port for communication with LPM
ICMP Port Protocol	protocol used for PING command
TCP Port 389	Incoming port used for the MyQ LDAP server

TCP Port 636	Incoming port used for the MyQ LDAPS server
TCPPort 443	port used by IPPS protocol for print job transmission from MyQ to printing devices
TCP Port 515	Incoming port used by LPR protocol for print job transmission from MyQ to printing devices
TCP ports 21, 49152 - 65535	Incoming port used for MyQ FTP server (sending scans to MyQ server from Embedded terminals)
TCP port 8631	Incoming port used for job spooling via the IPPS protocol
TCP port 8632	Incoming port used for job spooling via the AirPrint/MOPRIA protocol
Incoming/outgoing ports needed for features of Kyocera provider i/o = incoming and outgoing, no addition means 'only incoming'.	
TCP Ports 9090-9091 i/o	TCP ports **9090** and **9091** are necessary for remote setup of Kyocera embedded terminals -

TCP Ports 9093-9099	TCP port **9093** is used for authentication and authorisation. TCP Port **9094** is used for driver access, mobile access and cannot be changed! **i/o** TCP port **9095** is used for Spooler service. **i/o** TCP port **9097** is used for Log information event. **i/o** TCP port **9098** is used for Job status event. **i/o** TCP port **9099** is used for Thrift access.
TCP Port 9101 - i/o	port used by the User session service
TCP Port 631	port for Mobile print via IPP
TCP Port 717	port for Mobile print via IPPS

Outgoing ports default

TCP Port 25/467/587	Used by SMTP protocol for sending outgoing emails from MyQ. Port depends on SMTP server.
TCP Port 80	License activation server. IP address of the MyQ license server is 217.11.225.212 (license.myq.cz), running on standard http port 80
TCP Port 110	POP3
TCP Port 143	IMAP
TCP Port 161	Used by SNMP protocol for communication with printing devices. Answer from printer is returned on some dynamic port

TCP Port 389	LDAP Server
TCP Port 443	Used by IPPS protocol for print job transmission from MyQ to printing devices
TCP Port 631	Used by IPP protocol for print job transmission from MyQ to printing devices
TCP Port 636	LDAPS Server
TCP Port 993	IMAPS
TCP Port 7627	Port used during remote setup of HP embedded terminal. Can be clcosed after the remote setup, but this is not recommended.
TCP Port 10040	MyQ Printing Protocol (Secured) - MPP(S)
TCP Port 9100	Used by Raw protocol for print job transmission from MyQ to printing devices.
TCP Port 11108	Communication between Terminal Manager/MyQ and Terminals
TCP Port 11112	MyQ sending data to Smart Job Manager

INFO: Some of the above mentioned ports can be changed in case of collision with other applications.

NOTICE: Collision of the communication ports with other software will be revealed by the ***Windows socket error 10048*** error message.

2.3. Licenses

Business or BusinessPro license is required. You can purchase the license with rights to a certain number of printers. For information about how to add licenses, see *"Licenses"* on page 70.

NOTICE: For information about differences between the two types of licenses, see *http://myq-solution.com/products*.

NOTICE: If you combine more levels of licenses, e.g. Business and BusinessPro licenses, you can use only those features that are allowed by the lowest version. (For example: if you add 20 Business licenses and 10 Business Pro Licenses, you will essentially have only 30 Business licenses and the features of the Business Pro licenses will not be available.)

3. Installation

This chapter shows you how to install the MyQ print management system. Prior to the installation, make sure that Microsoft .NET Framework 4.5 Full version is already installed on your computer. If it is not, install it using the steps in the following section.

> **NOTICE:** Before the installation on Windows Server 2008 R2/ 2012 / 2012 R2/ 2016 / 201 (or on Windows 7/ 8/ 8.1/ 10), make sure that all the latest Windows updates are downloaded and installed on the server.

Installing Microsoft .NET Framework 4.7.2 Full version

1. Download the Microsoft .NET Framework 4.7 Full version installation file: (https://support.microsoft.com/en-us/help/4054531/microsoft-net-framework-4-7-2-web-installer-for-windows)
2. Open the downloaded executable file.
3. Follow the directions of the installation wizard.

Installing MyQ®

To install MyQ:

1. Download the latest available version of MyQ from the MyQ Helpdesk portal.
2. Run the executable file. The **Select Setup Language** dialog box appears.
3. Select your language, and then click **OK**. The **License Agreement** dialog box appears.
4. You need to accept the terms of the agreement to continue with the installation.
5. Then click **Next**. The **Select Destination Location** dialog box appears.
6. Select the folder where you wish to install MyQ. The default path is:

   C:\Program Files\MyQ\ or C:\Program Files (x86)\MyQ\.
7. Then click **Next**. The **Setup options** dialog box appears.

8. If you select **Start services after finish**, MyQ will start immediately after the installation, otherwise you will have to start it manually. (See *"Managing services of the MyQ Server"* on page 19.)

9. Click **Next**. The **Ready to Install** dialog box appears.

10. Click **Install**. MyQ is installed on the server.

11. Click **Finish**. Depending on settings of the operating system on the server, you might be asked to restart the computer.

    - If you are asked to restart the computer, you need to do so in order to finish the installation. After the restart, the MyQ Easy Config application opens and the MyQ database is upgraded.

    - If not, you can select to directly run the MyQ Easy Config application by keeping the **Run MyQ Easy Config** option selected.

> **INFO:** The MyQ Easy Config application is the basic environment for setup of the essential parts of the MyQ server, such as the MyQ database and log.

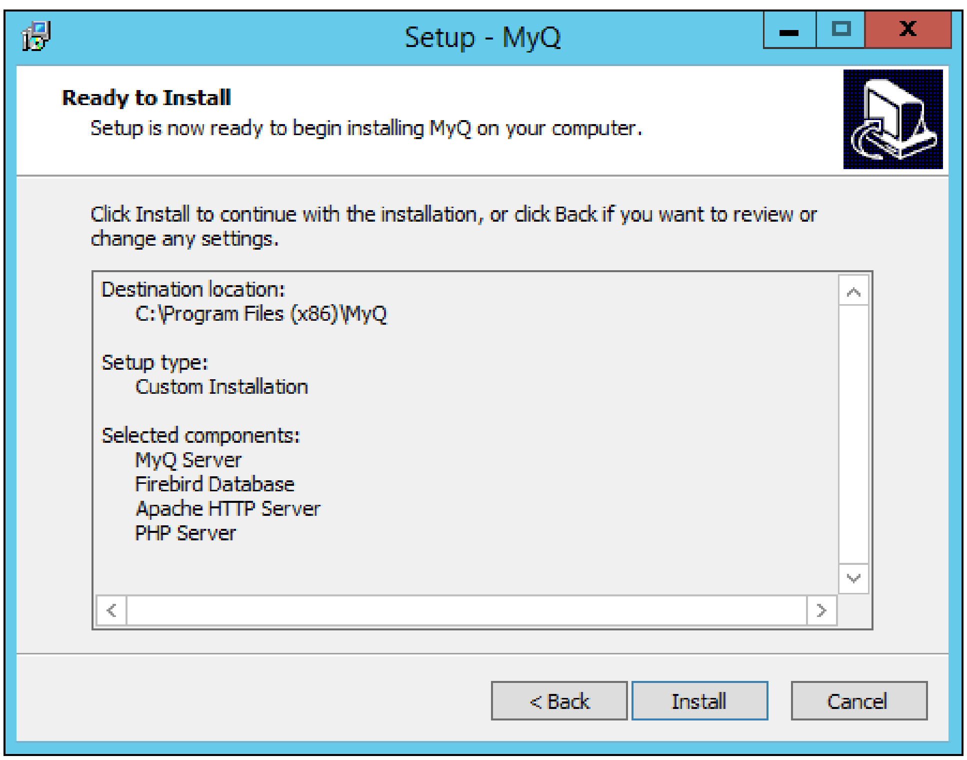


FIGURE 2.1. MyQ® installation dialog box

4. MyQ Easy Config

This topic introduces the MyQ Easy Config application and briefly describes its main features. Furthermore, it guides you through the following basic procedures:

- how to manage MyQ services
- how to change MyQ passwords
- how to relocate, back up and restore MyQ database
- how to change MyQ Web server ports
- how to clean up your Cache and Temp folders

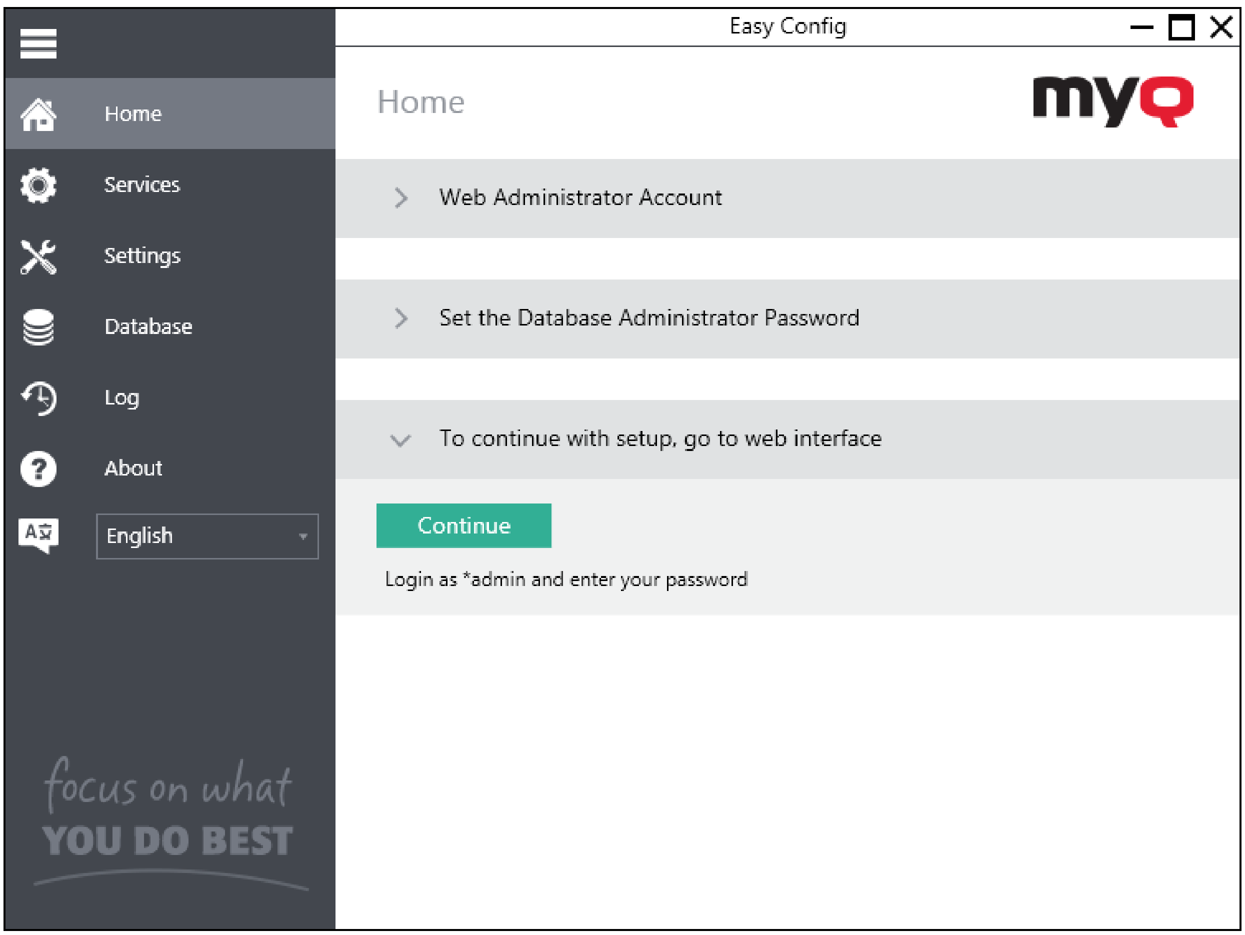


FIGURE 3.1. The initial tab of the MyQ Easy Config

4.1. Introduction

The MyQ Easy Config application is the basic environment for setup of the essential parts of the MyQ server, such as the MyQ database and log.

It automatically opens if you keep the **Run MyQ® Easy Config** option selected during the installation of the server. Otherwise, you can find it under **Start menu/Programs/MyQ/MyQ Easy Config** in Windows 7 and Windows 2008 or on the **Apps** screen in Windows 8, Windows Server 2012 and newer.

After you open the application, you see its menu on the left side of the dialog box. From this menu, you can access the following settings:

- On the **Home** tab, you can quickly change the default passwords for access to the Web Administrator account and the Database Administrator account. You can also log on to the **MyQ Web User Interface** from there.
- On the **Services** tab, you can control the run of the MyQ Master server's services.
- On the **Settings** tab, you can change both the Web administrator and the Database Administrator accounts, change file paths of the MyQ system data files, change the port of the web server and clean up your **Cache** and **Temp** folders.
- On the **Database** tab, you can recover MyQ data from its backup. For more information, see *"Relocating the data folder and the jobs folder"* on page 21.
- On the **Log** tab, you can overview all operations executed by the MyQ system.
- On the **About** tab, you can see the information about the current version of MyQ.

4.2. Managing services of the MyQ Server

On the **Services** tab of the MyQ Easy Config, you can stop, start and restart the services of the MyQ server.

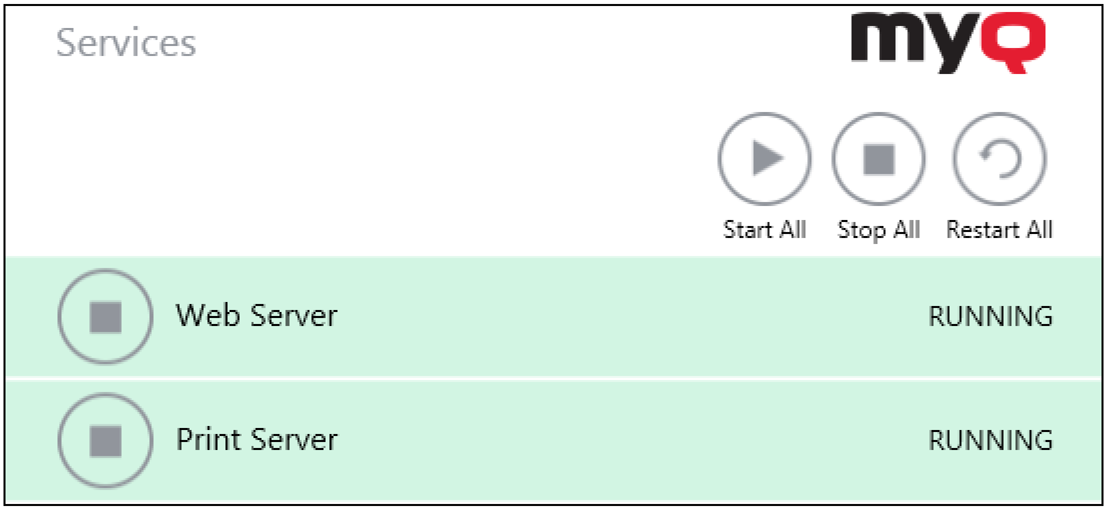


FIGURE 3.2. Services of the MyQ server

4.3. Passwords

On the **Home** tab and on the **Settings** tab of the MyQ Easy Config, you can change the default passwords for login to the MyQ Web Interface and for access to the MyQ Firebird database.

- The user name for access to the MyQ Web Interface is **admin* and the default password is *1234*.
- The user name for access to the MyQ database is *SYSDBA* and the default password is *masterkey*.

NOTICE: We strongly recommend you to change both of the passwords immediately after the installation.

4.3.1. Changing passwords on the Home tab

First time you open the application, on the **Home** tab, you can see the **Web Administrator Account** and the **Set the database administrator password** widgets. To change the passwords there, enter the new password in the two password fields, and then click **Change**.

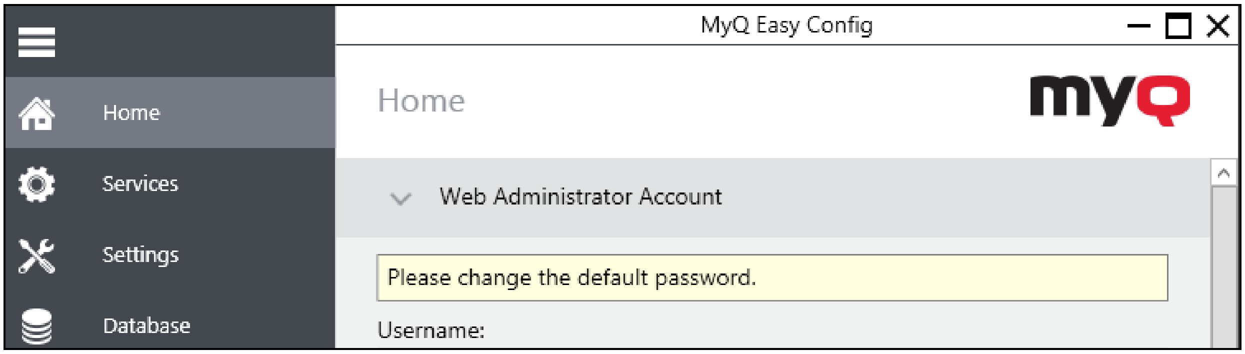


FIGURE 3.3. The Home tab of the MyQ Easy Config

NOTICE: After you change a password for the first time, its initial setup widget disappears from the **Home** tab.

4.3.2. Changing passwords on the Settings tab

After you replace a default password, its widget disappears from the **Home** tab and it cannot be set there anymore.

From that point on, it can be changed on the **Settings** tab of the MyQ Easy Config. To change the password there, enter the new password in the two password fields, and click **Change**.

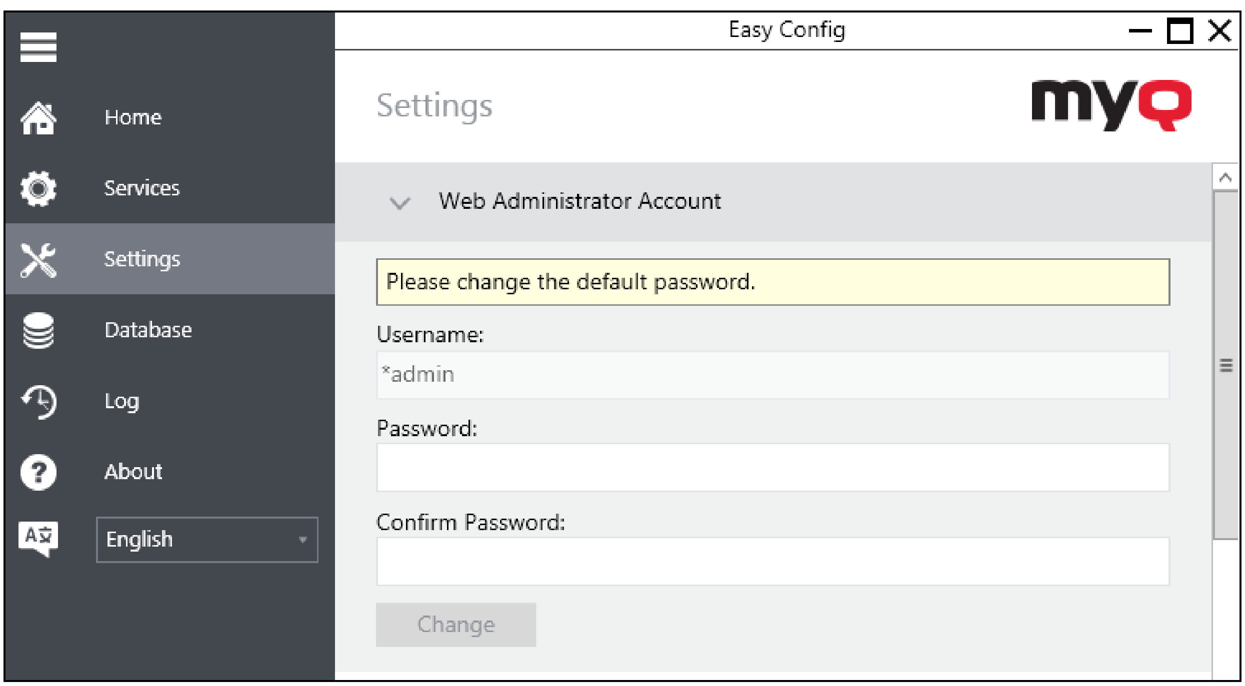


FIGURE 3.4. Password settings on the MyQ Easy Config **Settings** tab

4.4. Relocating the data folder and the jobs folder

On the **Settings** tab, you can see locations of the MyQ data folder and MyQ print jobs. The default folders are *C:\ProgramData\MyQ* for the data folder and *C:\ProgramData\MyQ\Jobs* for the print jobs. Under normal circumstances, there is no need to change these locations. In case you have to do it, for example when there is not enough space on the system disk, follow the instructions below.

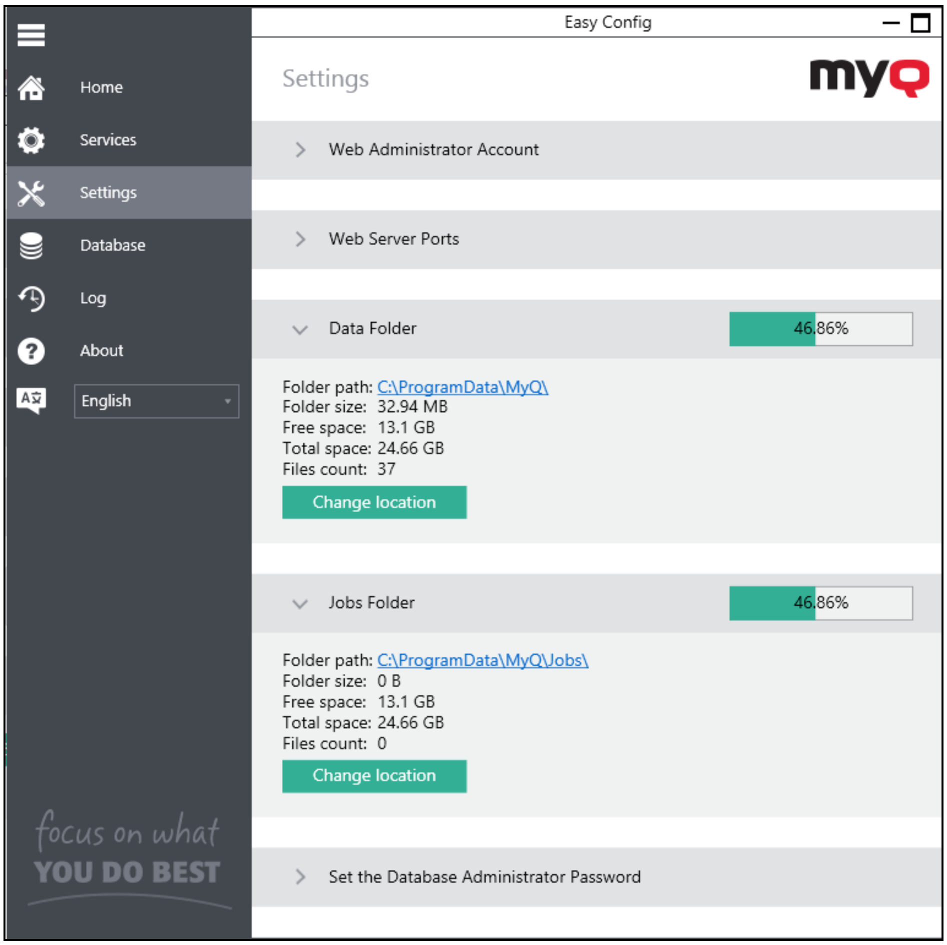


FIGURE 3.5. **Data folder** and **Print Jobs folder** location on the **Settings** tab

The **Data folder** contains the MyQ database and additional files with data used by the MyQ system, such as reports, certificates or config.ini file.

To change the MyQ Data Folder or the MyQ Jobs Folder location:

1. On the **Settings** tab, in the respective section, click **Change Location**. The **Change folder location** dialog box appears.

2. In the dialog box, under **New folder**, enter path to the new folder or click the browser icon and find the folder location.

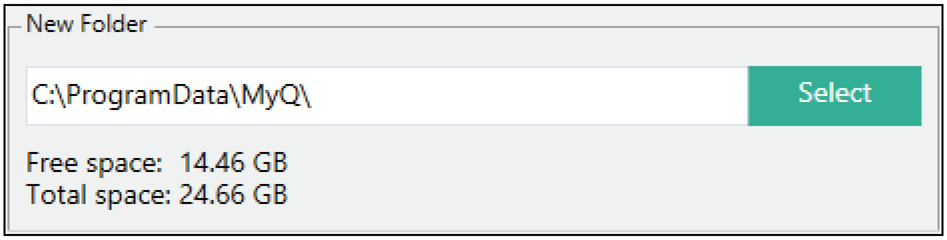


FIGURE 3.6. New folder location

3. Under **Change Operation**, select the required method of relocation of the existing data, and then click **Change Location**. The folder is moved to the new location.

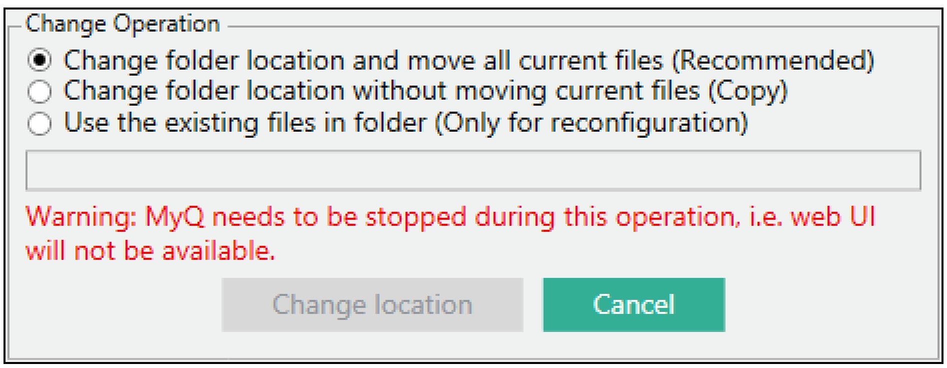


FIGURE 3.7. Selecting the method of relocation

NOTICE: The folder where the data are relocated has to be empty and cannot contain system directories.

4.5. Main database encryption and backup and restore of MyQ database and MyQ log

On the **Database** tab, you can check the status of the MyQ Main database and and the Log database and perform backup and recovery of MyQ data and the MyQ log. Under **Status**, you can see information about the current version of the database, available updates and also a warning in case there is a need for an upgrade.

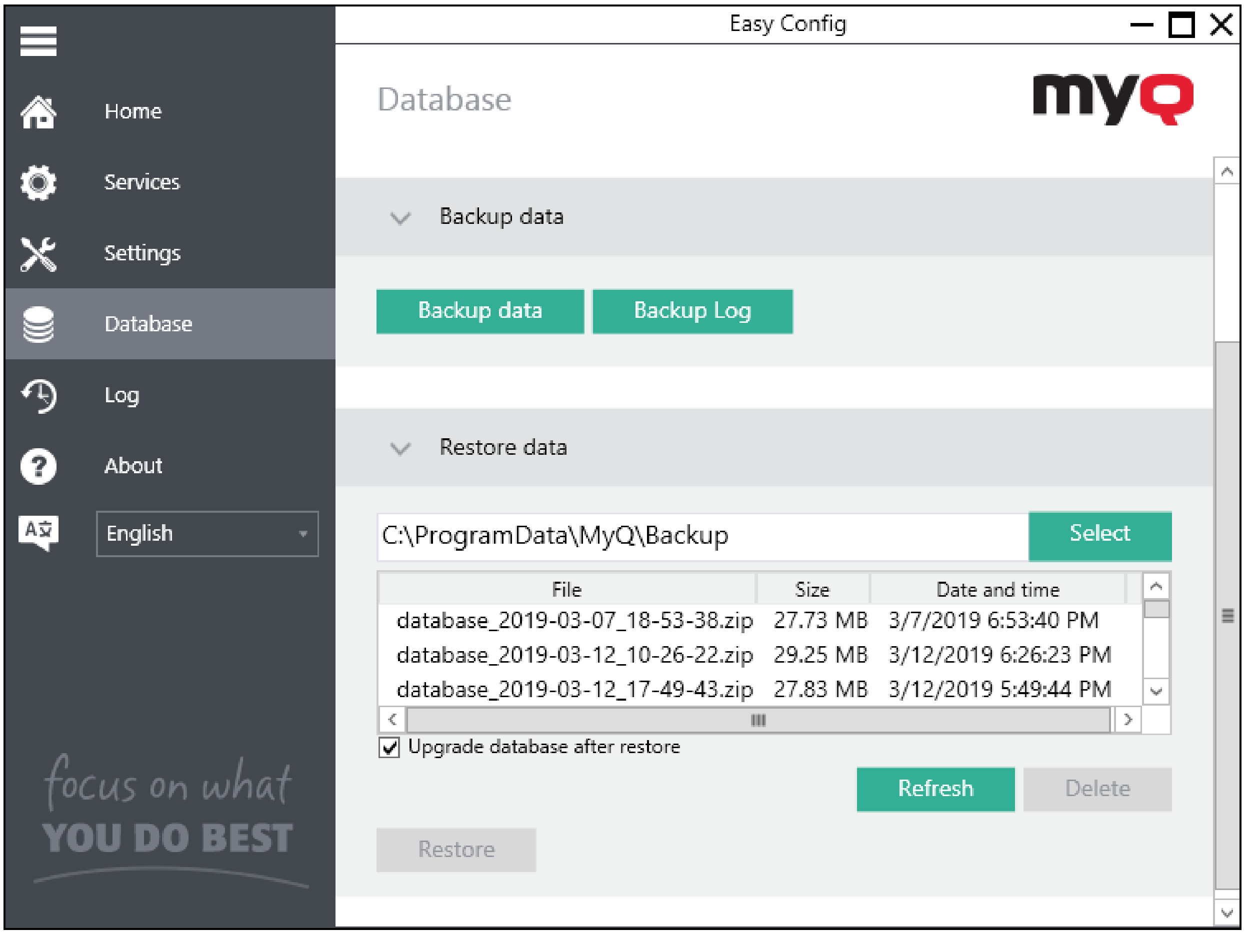


FIGURE 3.8. The **Database** tab of the MyQ Easy Config

When you back up the data or the log, MyQ creates a zip file with the following parts:

- The *database_*.zip* file contains the MyQ database and additional files with data used by the MyQ system, such as reports, certificates or the config.ini file.
- The *log_*.zip* file contains the database of the MyQ Log (MYQLOG.FDB) and the metadata.backup file for backup of the database.

4.5.1. Backing up MyQ data and the MyQ log

Backup of the data folder and backup of the log folder are almost identical. To back up either of the two, do the following:

1. Open the **Database** tab.
2. Under **Backup**, click **Backup Data**, or **Backup Log**. A new backup file is created.

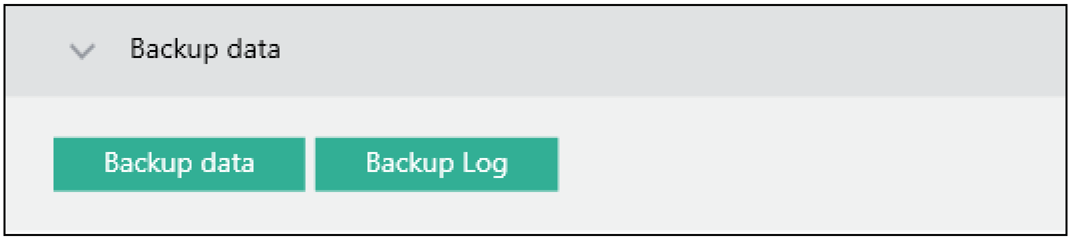


FIGURE 3.9. Backing up MyQ data on the MyQ Easy Config **Database** tab

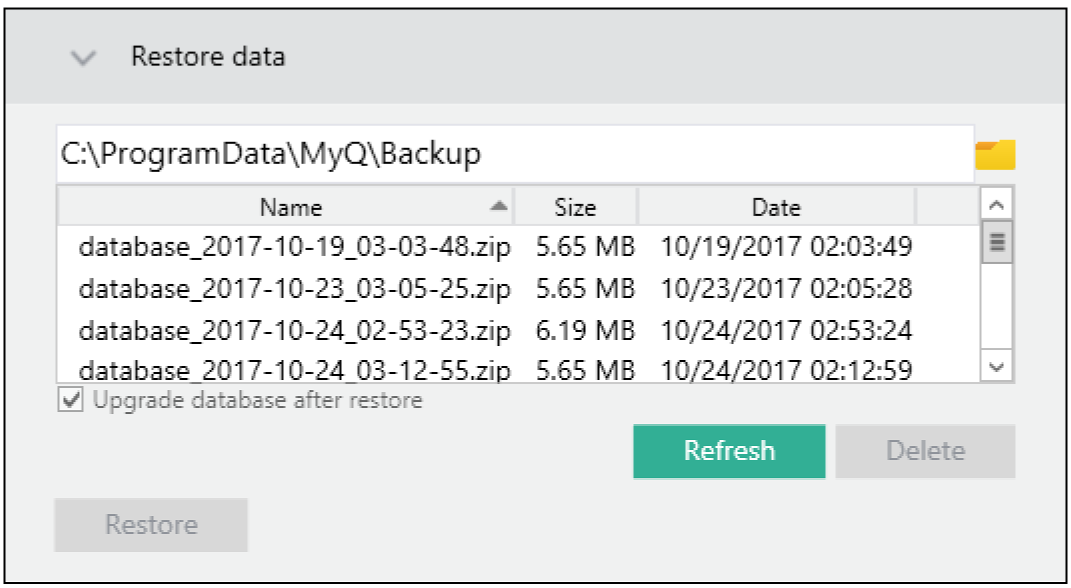


FIGURE 3.10. The newly created backup file appears in the file list under **Restore database**.

4.5.2. Restoring MyQ data and the MyQ log

NOTICE: The recovery of data on the SQL Master Server consists of restoring the database on the SQL server and restoring MyQ data file in MyQ. The log of the SQL Master server needs to be restored on the SQL server.

Restore of the data folder and restore of the log folder are almost identical. To restore either of the two, do the following:

1. Open the **Database** tab.
2. Under **Restore data**, select the *database_*.zip* file to restore **MyQ DATA**, or the *log_*.zip* file to restore **MyQ LOG**, and then click **Restore**. When asked to continue, click **Yes**.

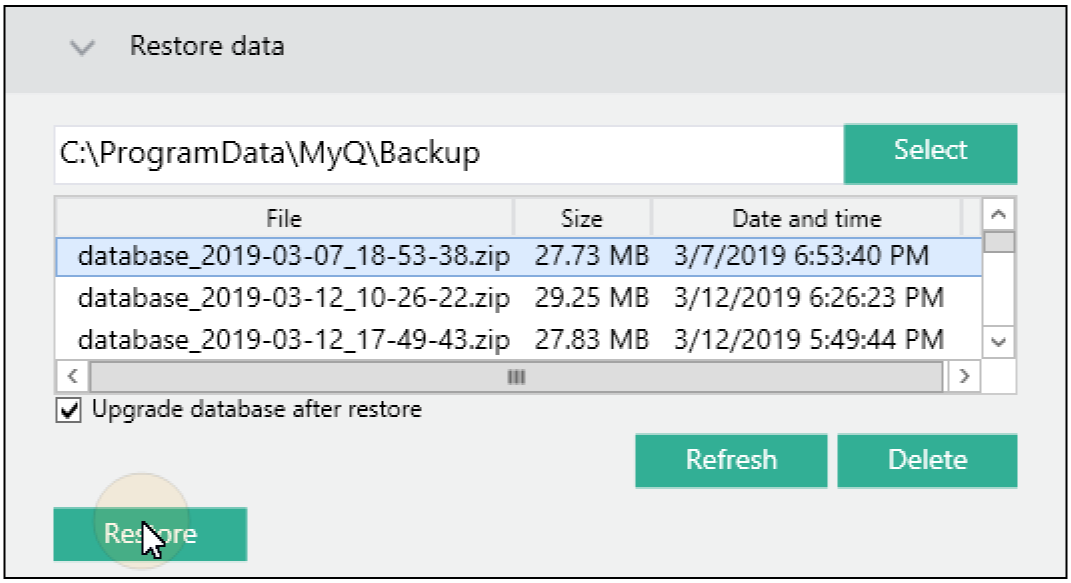


FIGURE 3.11. Restoring the database

NOTICE: If you want to use the restored database in the current state of the MyQ system, do not deselect the **Upgrade database after restore** option! You should deselect it only if you want to work with an older version of the database for some specific purposes.

4.5.3. Encrypting the main database

For a better security you can encrypt the main database using a certificate. MyQ does not provide these certificates. You must install and use your own. Once installed they will be visible in the **Certificate** drop-down list.

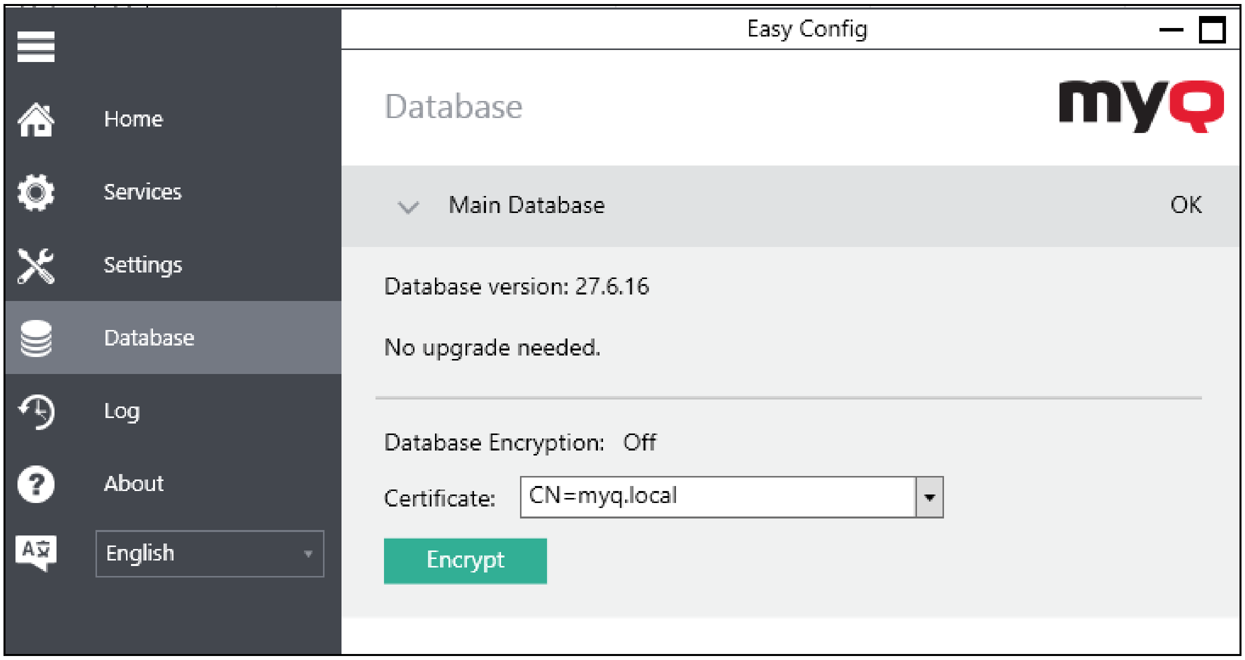


FIGURE 3.12. Encrypting the main database

During the encryption the printers will not be available.

After the encryption the **Encrypt** button will change to **Decrypt**, so you can reverse the action.

INFO: This functionality is only available for Firebird Databases. When you have SQL Server this section for encryption/decryption will not be displayed.

INFO: The Database Encryption requires a 32 byte length key. The key will be generated using the private key from a certificate stored on the local machine.

4.6. Changing MyQ Web server ports

On the **Settings** tab, under **Web Server**, you can change the two ports for connection to MyQ Web server:

- **Port**: communication port for the MyQ HTTP Apache server; the default value is *8080*.
- **Secure port (SSL)**: port for secured communication with the MyQ HTTP Apache server; the default value is *8090*.

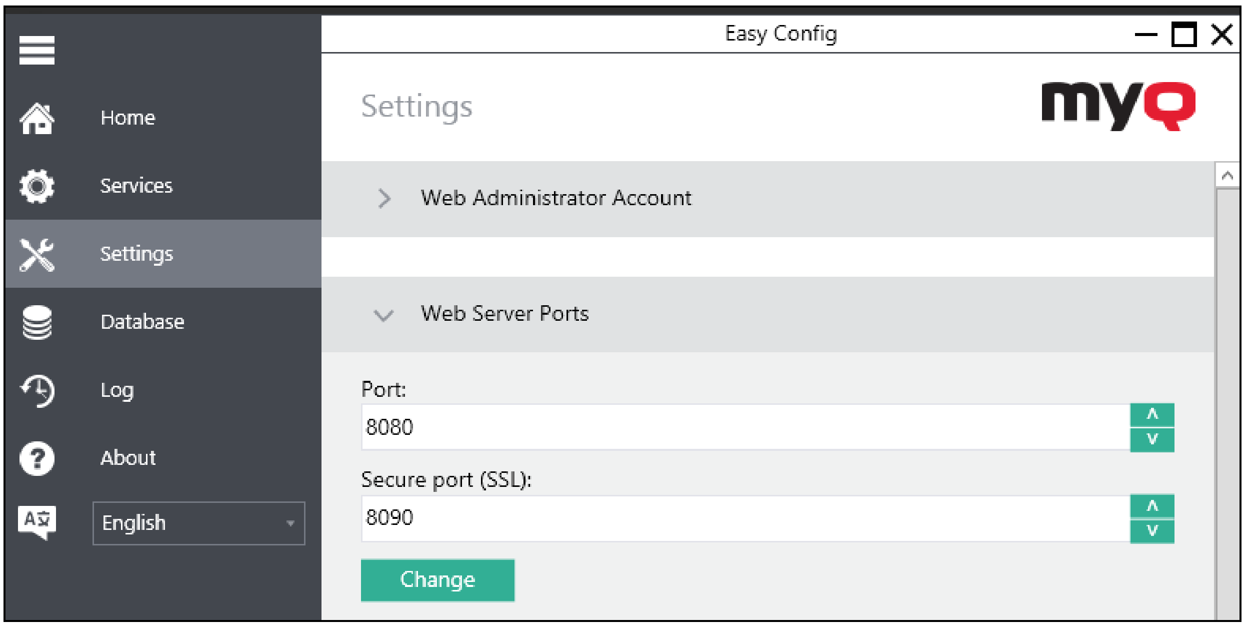


FIGURE 3.13. Two ports, one for unsecured connection and one for secured connection, are shown on the Settings tab

4.7. Cleaning Cache and Temp folders

In the **Server maintenance** section of the **Settings** tab, you can clean up your **Cache** and **Temp** folders. This might be necessary in cases when problems with the temporary files affect the run of the MyQ system.

To clean up the two folders, click **Start cleanup**.

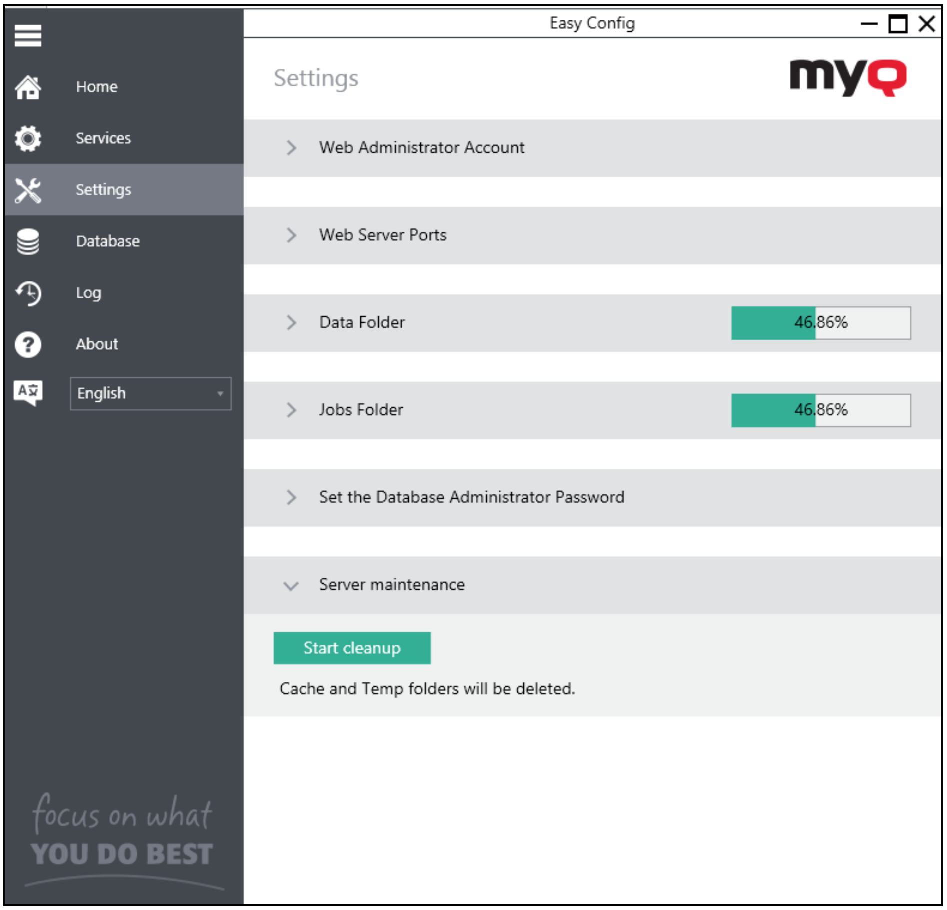


FIGURE 3.14. Cleaning up the folders with the MyQ temporary files

INFO: Default location of the Cache and Temp folders are: *C:\Program Files (x86)\MyQ\PhpApps\wsfCache* and *C:\Program Files (x86)\MyQ\PhpApps\wsfTemp*.

5. MyQ Web Interface

This topic describes the MyQ Web Interface where you manage most of MyQ functions. It shows you how to access the web interface and the two menus from which you can access all settings and functions on the web interface: the Main menu and the Settings menu. Furthermore, it describes the web interface's Home dashboard and shows you how to perform initial setup of MyQ there. The last two section introduces two MyQ logs: the MyQ Log and the MyQ Audit Log.

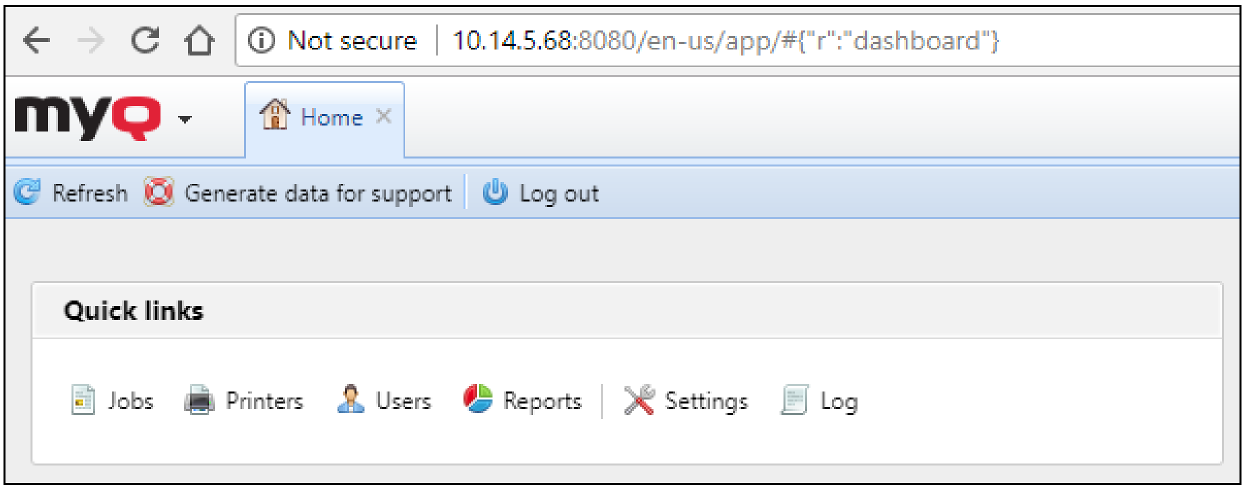


FIGURE 4.1. MyQ Web Interface

5.1. Accessing the MyQ Web Interface

To access the MyQ Web Interface, you need to open it in your web browser and log in as an administrator:

Opening the interface

There are three ways how to open the MyQ Web Interface:

- Open your web browser, and then enter the web address in the form: *http://*MyQserver*:8080*, where ***MyQserver*** represents the IP address or the host name of your MyQ server and *8080* is the default port for access to the server.

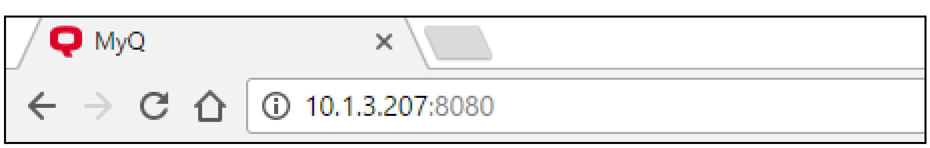


FIGURE 4.2. Entering MyQ address on a web browser

💡 **INFO:** In the secure mode of MyQ, the default access port is **8090**.

- Log on to the interface from the MyQ Easy Config application by clicking **Continue** on the **Home** tab, under **To continue with setup, go to web interface**.
- Open the **MyQ Web Administrator** application:
  - You can find this application under **Start menu/Programs/MyQ/MyQ Web Administrator** in Windows 7 and Windows 2008 or on the **Apps** screen in Windows 8, Windows Server 2012 and newer.

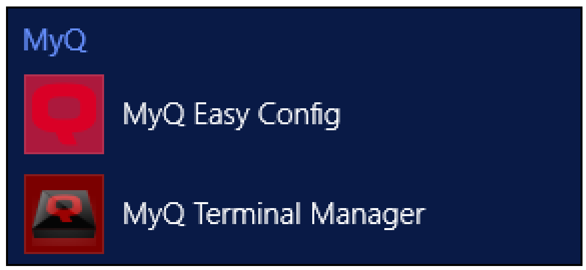


FIGURE 4.3. Accessing MyQ from the **Apps** screen in Windows 8

Logging on as an administrator

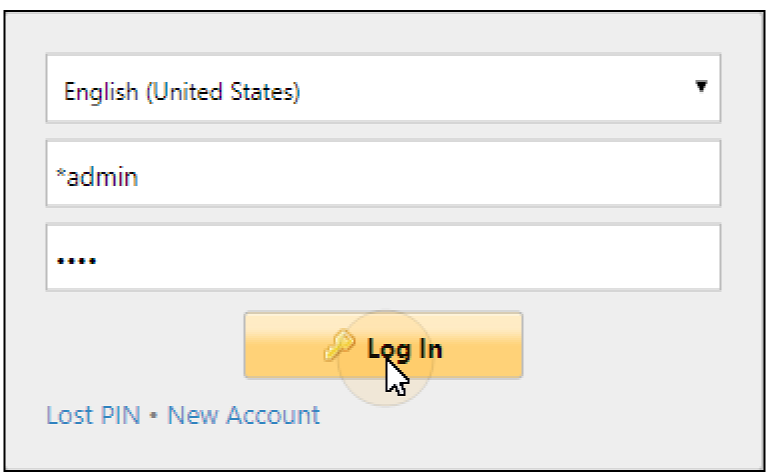


FIGURE 4.4. MyQ Web Interface login

💡 **INFO:** In the drop-down list box at the top of the login window, you can select your preferred language.

NOTICE: By not changing the default password, you leave the MyQ system unsecured and enable others to easily access it. If you have not done it yet, we strongly recommend you to change the password in the **MyQ Easy Config** application.

5.2. Main menu and Settings menu

There are two main menus from which you can access all features and settings of the MyQ server: the Main (MyQ) Menu and the Settings menu. They are described in the following two sections.

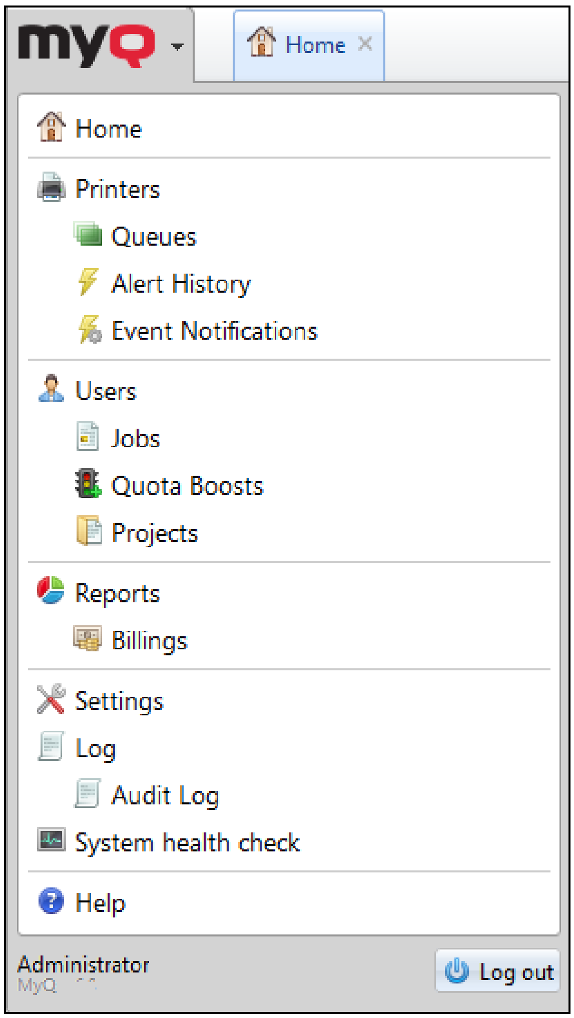


FIGURE 4.5. MyQ Main menu

5.2.1. Main menu

To open the **Main** menu, click the **MyQ** logo at the upper-left corner of screen.

From the menu, you can access the **Home** dashboard, the **Settings** menu and a number of tabs where you manage and use MyQ functions.

In this guide, all tabs accessed from the **Main** menu, except for the **Home** screen and **Settings** menu, are called **main** tabs as opposed to **settings** tabs that are accessed from the **Settings** menu.

5.2.2. Settings menu

To open the **Settings** menu, click **Settings** on the **Main** menu.

The tabs that are accessed from the **Settings** menu serve for global setup of the MyQ server. In this guide, all tabs accessed from the **Settings** menu are called **settings** tabs as opposed to the **main** tabs that are accessed from the **Main** menu.

5.3. Home dashboard

On the **Home** dashboard, you can perform the initial setup of MyQ. After the setup, you can use the dashboard to directly access MyQ key features, to display statistics and to generate data for support.

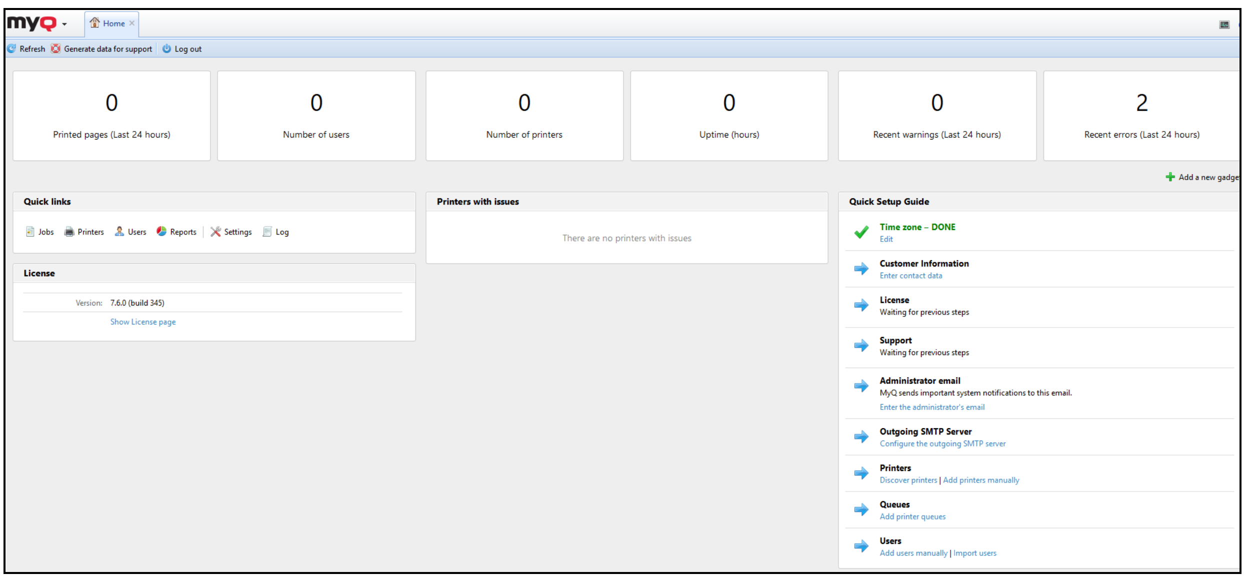


FIGURE 4.6. MyQ**Home** dashboard with the **Quick Setup Guide** before initial setup

The dashboard is fully adjustable; it consists of multiple building blocks (gadgets) that can be added and removed from the screen. You can use the blocks to customize both layout and functionality of the dashboard.

Printers with issues shows unreachable active printers and active printers with unresolved alerts. You can also see these issues in the **Issues** column of the Printer overview, click **MyQ - Printers** to view.

The six standard information blocks give you system information.

Info	Description
Number of users	Number of active users. Clicking opens the overview of Users page.
Number of printers	Number of printers where the status is not: Local, replicated or deleted. Cached every 15 seconds. Clicking directs you to the Overview printers page.
Printed pages (today)	Number of prited pages during the actual day. Cached every 60 seconds.
Uptime	Uptime of the MyQ system.
Recent errors	Number of error and critical log messages in the last 24 hours. Cached every 30 seconds. Clicking opens the Log page.
Recent warnings	Number of warning log messages in the last 24 hours. Cached every 30 seconds. Clicking opens the Log page.

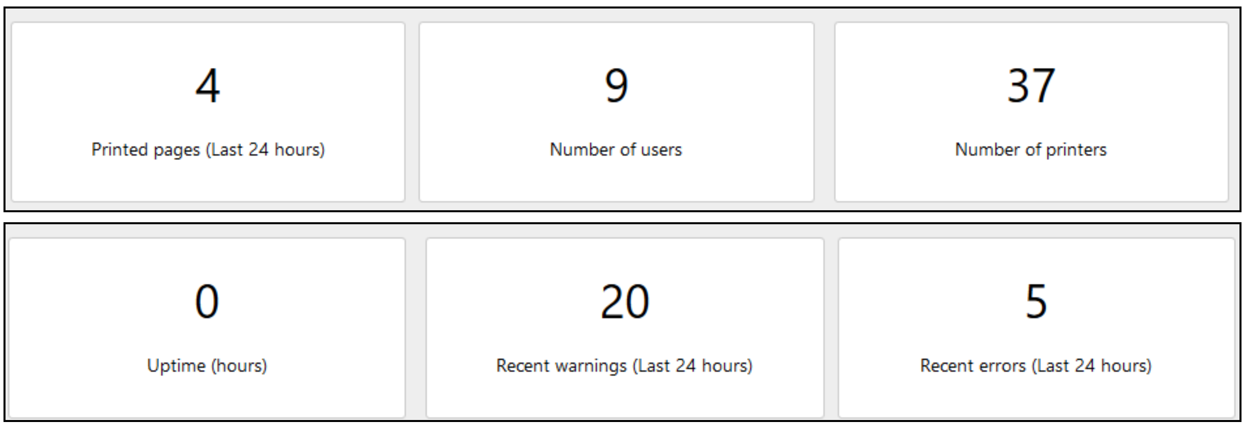


FIGURE 4.7. MyQ**Home** dashboard with the information blocks

5.3.1. Adjusting the dashboard

By default, there are four gadgets on the dashboard: **Quick links**, **License Printers with issues** and **Quick Setup Guide**. Apart from these, you can use the following additional gadgets:

Adding new gadgets and moving gadgets on the dashboard

To add a new gadget:

1. Click **Add a new gadget** at the top-right corner of the dashboard. The **Add a new gadget** dialog box appears.

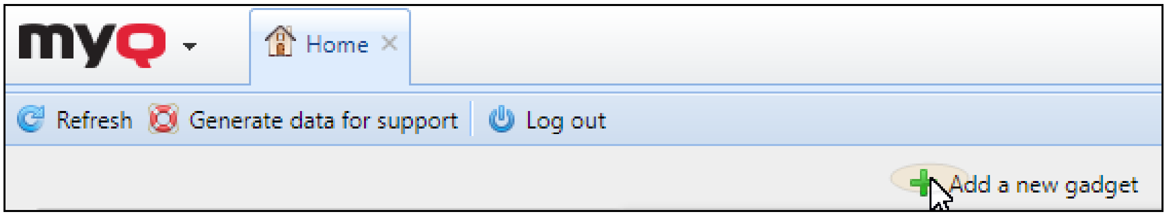


FIGURE 4.8. Opening the **Add a new gadget** dialog box, where the new gadgets can be selected.

2. In the dialog box, select the gadget, and then click **OK**. The new gadget is displayed on the board.

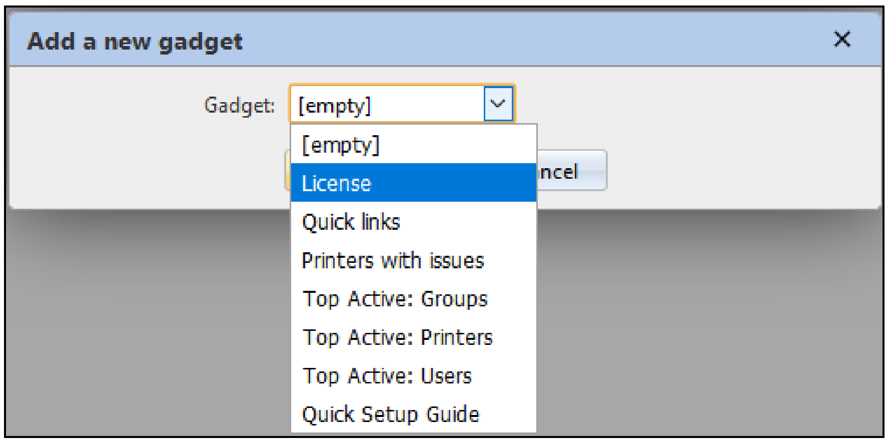


FIGURE 4.9. Selecting the new gadget.

INFO: To move gadgets, drag and drop them on the board.

Deleting gadgets from the dashboard

To delete a gadget from the dashboard, point at the upper-right corner of the gadget, click the down-arrow button and click **Delete**.

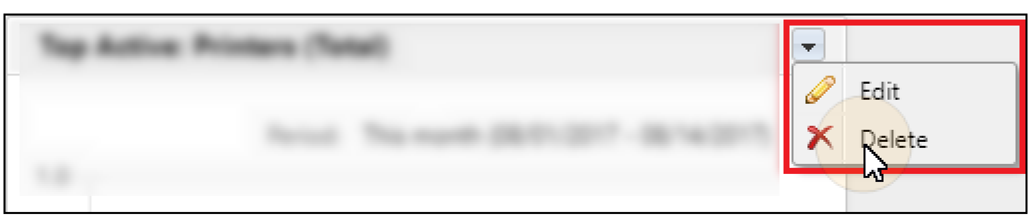


FIGURE 4.10. Deleting a gadget from the dashboard

5.3.2. Initial setup of the MyQ server on the Quick Setup Guide gadget

On the Quick Setup Guide gadget, you can set the basic and most important features of the MyQ system:

> 💡 **INFO:** The "MyQ Quick Setup Guide" gives you in more detail the basic setup of MyQ.

Time zone

- Here you can see if the time zone set in MyQ matches the Windows system time set on the server.
- By clicking **Edit**, you open the **General** settings tab, where you can change the time zone. (See *"General"* on page 46)

Customer information

1. Click **Enter contact data**. The **Customer Information** dialog box appears.
2. In the dialog box, fill out all the details, and then click **Save**.

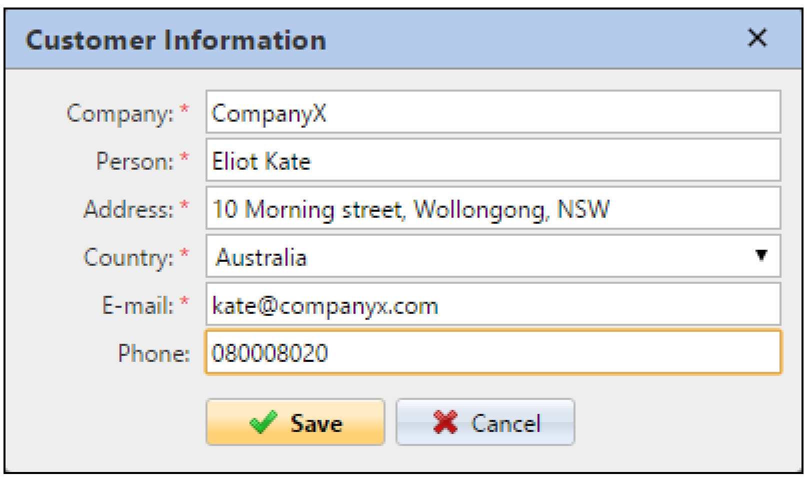


FIGURE 4.11. Entering data in the **Customer information** dialog box

License

Adding and activating licenses

1. Click **Add license**. The **Add license** dialog box appears.

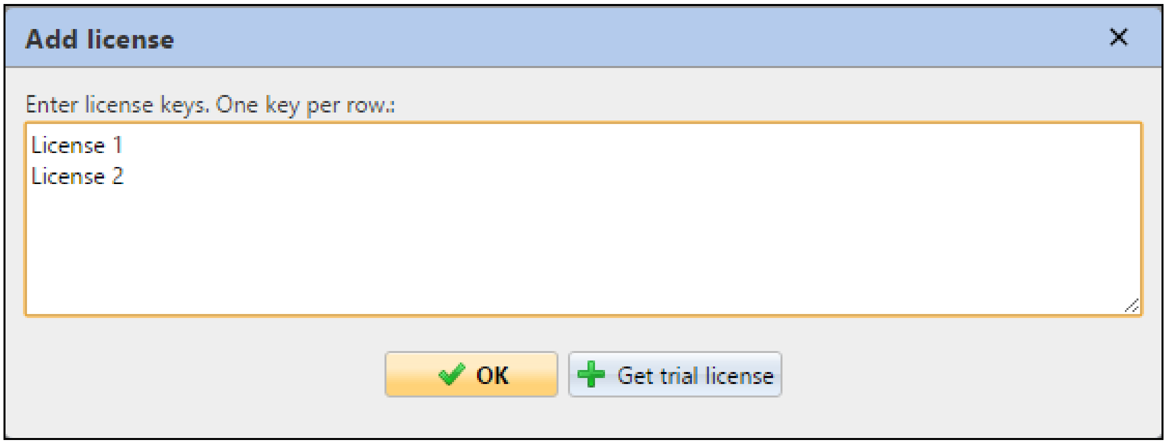


FIGURE 4.12. Adding license keys in the **Add license** dialog box

INFO: You can click **+Get trial license** to obtain a trial license. You automatically receive a two-month trial license for unlimited number of printers and a two-month trial license for ten embedded terminals. These licenses are automatically activated.

2. In the dialog box, enter the licenses, and then click **OK**. After the licenses are successfully added to MyQ, the **Activate** button appears.

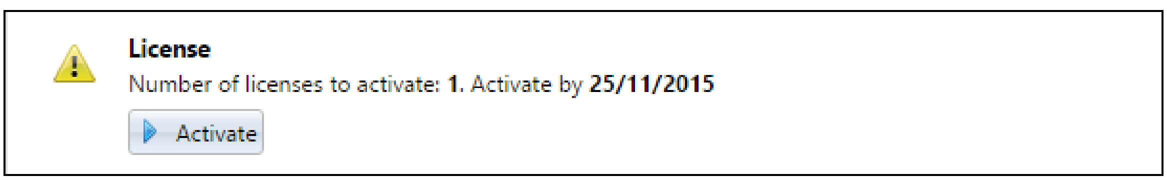


FIGURE 4.13. The Activate button appears after the license is added

3.
   a. If you are connected to internet, click **Activate**. The licenses are automatically activated.

   b. If you are not connected to internet, you have to manually activate the licenses on the **Licenses** settings tab. For information about how to manually activate licenses, see *"To manually activate a license:"* on page 74.

INFO: The licenses have to be activated by the date displayed in the **Activate by DD/MM/YYYY** message in the **License** section. Till this date, you can use them without activation.

Support

With active support licenses, you have access to MyQ technical support and freeMyQ products upgrades.

Extending support licenses

- Click **+Add support license**. The dialog box appears. You have two options of activating the license here. For information about these options and about the further steps, see *"Automatic and manual activation of support licenses"* on page 78.

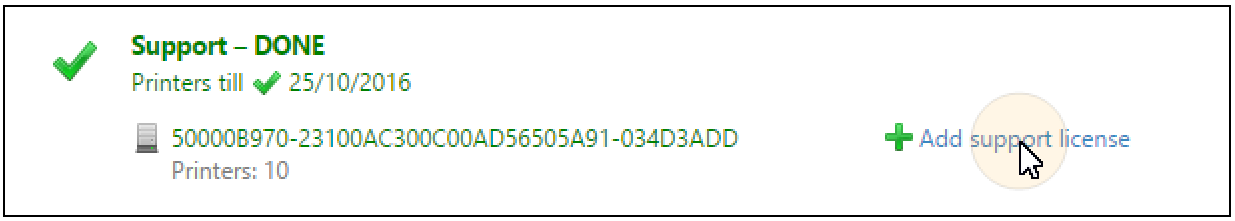


FIGURE 4.14. Extending support licenses on the Home screen

Administrator email

By clicking **Enter the administrator's email**, you open the **General** settings tab, where you can set the administrator email. (See *"General"* on page 46.)

> **INFO:** Important system messages (disk space checker warnings, license expiration etc.) are automatically sent to this email.

Outgoing SMTP server

By clicking **Configure the outgoing SMTP server**, you open the **Network** settings tab, where you can set the outgoing SMTP server. (See *"Outgoing SMTP server"* on page 55.)

Printers

Adding printers:

- By clicking **Discover Printers**, you open the **Printer discovery** settings tab, where you can discover and add printing devices. (See *"Discovering printing devices"* on page 83.)

- By clicking **Add printers manually**, you open the **Printers** main tab, where you can add printing devices. (See *"Manually adding printing devices"* on page 81.)

Activating added printers:

- Click **Activate** to activate all the added printing devices.

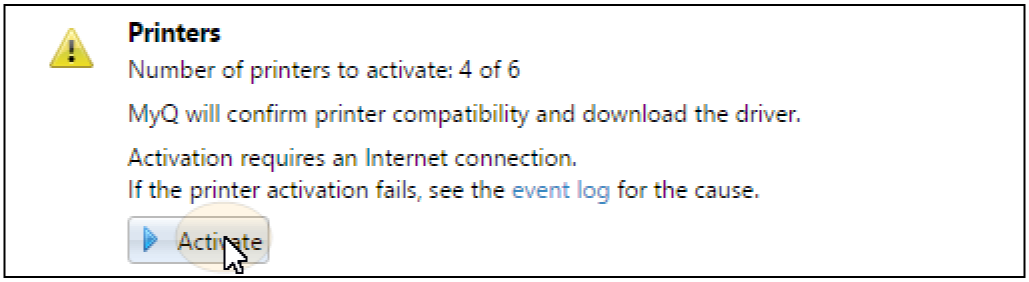


FIGURE 4.15. As long as there are any added printers that not activated, the **Activate** button is displayed.

NOTICE: You can activate only as many printers as your license supports.

Queues

- By clicking **Go to the printer queues**, you open the **Queues** main tab, where you can add queues. (See *"Queues "* on page 199.)

Users

- By clicking **Add users manually**, you open the **Users** main tab, where you can add users. (See *"Users"* on page 120.)
- By clicking **Import users**, you open the **Users synchronization** settings tab, where you can import users from the Master server, from LDAP servers or from a CSV file.where you can import users from LDAP servers. (See *"Users"* on page 120.)

5.3.3. Generate data for support

In case you encounter a problem that requires help of the MyQ support team, you may be asked to provide more information about your MyQ system configuration, licenses, printer devices, terminals, etc. In such case, you need to generate a MyQ-helpdesk ZIP file, which contains multiple files with all the necessary information, and send it to the MyQ support team.

The ZIP file includes the **Logs** folder which contains:

- error logs from Apache and PHP,
- two MyQ log files (*log_*dateandtime*.csv*, *log_*dateandtime*.xlsx*),

- and the *MyQ-helpdesk.xml* file with MyQ system information.

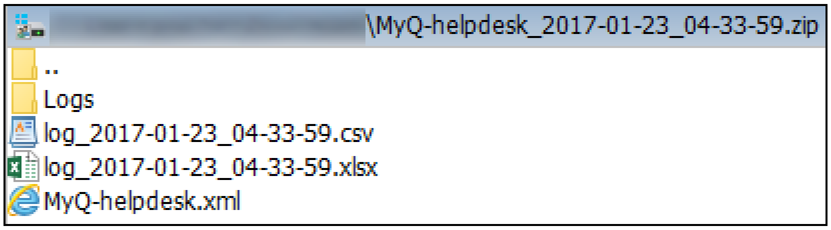


FIGURE 4.16. Files included in the MyQ-helpdesk ZIP

INFO: Both MyQ log files correspond to the MyQ log that can be displayed on the MyQ Web Interface or in the MyQ Easy Config application, but they differ from each other. The **XLSX** log file is more transparent and contains attachments with additional information. The only advantage of the **CSV** file is that it does not need to be opened in a spreadsheet application, such as Excel or OpenOffice Calc.

NOTICE: You should send the MyQ-helpdesk ZIP file each time you ask for technical support regarding the MyQ system.

To generate the MyQ-helpdesk ZIP file

1. Click **Generate data for support** on the bar at the top of the **Home** dashboard. The **Generate data for support** dialog box appears.

2. In the dialog box, specify the date and the exact time span of the MyQ events to be contained in the MyQ-helpdesk file, select if log files should be included, and then click **OK**. The file is generated and saved to your downloads folder.

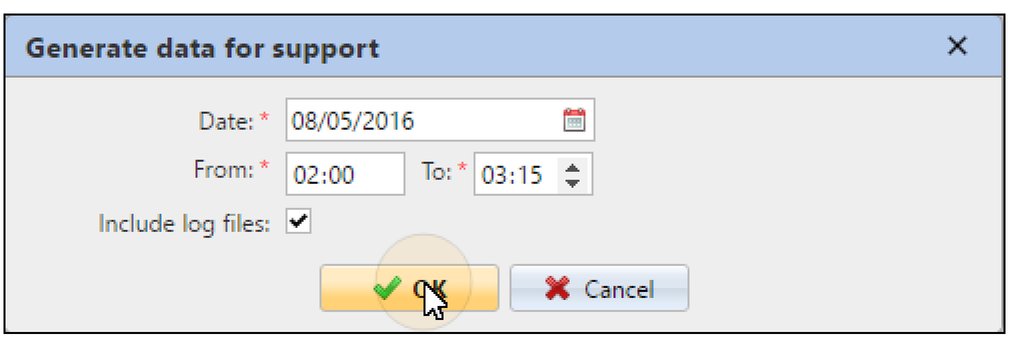


FIGURE 4.17. Selecting the XML file options on the **Generate data for support** dialog box

5.3.4. Quick links to important tabs of the MyQ Web Interface

From the quick links toolbar, you can directly access the most important tabs of the MyQ Web Interface.

FIGURE 4.18. Quick links on the **Home** screen

5.4. MyQ Server's Log

In the log, you can find information about all parts of the MyQ server: the MyQ server, MyQ Web UI etc. Log messages are sorted into six types (**Critical**, **Error**, **Warning**, **Info**, **Notice**, **Debug**) and you can select the types that you want to be displayed. You can also set the log to display only messages informing about specific subsystems of MyQ, such as Web UI, remote printer setup, user sessions on MyQ terminals, and also about a specific context, for example direct printing or a specific printing device.

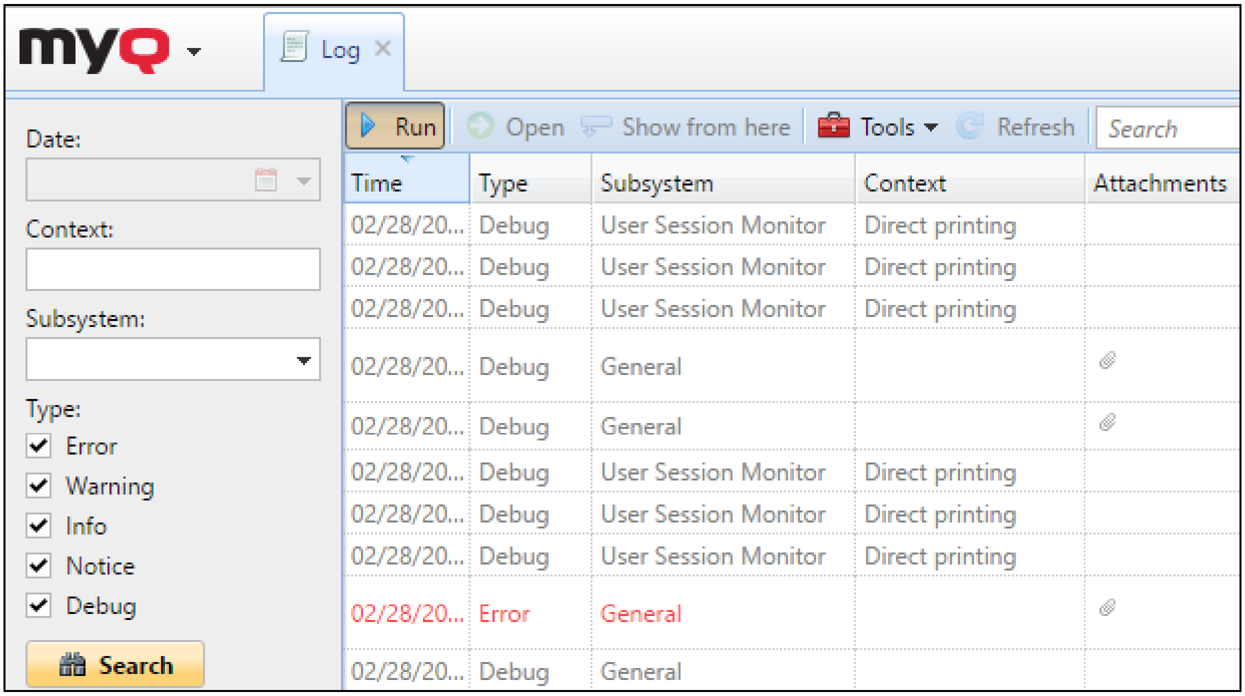


FIGURE 4.19. The **Log** tab on the My Q Web Interface

The log is updated in real time, but you can pause it and select to show messages from a specific time period, such as yesterday, this week, last week, last X hours, last X weeks etc.

Opening the MyQ Log

On the MyQ Web User Interface, click **MyQ**, and then click **Log**.

Pausing the log / refreshing the log

To pause or resume the real time run of the log, click **Run** on the bar at the top of the Log tab. To refresh the log up to the current moment, click **Refresh** on the same bar.

Filtering the log: selecting time period, types of information, subsystem or context

You can filter the log on the panel at the right side of the **Log** tab:

- After you pause the log, you can select the period in the **Date** combo box.
- The types can be select and deselected on the panel at the right side of the **Log** tab.
- On the **Subsystem** combo box, you can select / type one or more subsystems to be displayed in the log.
- In the **Context** text box, you can type the context to be displayed.

After the filters are set, click **Search** to submit them.

Exporting the log / generating data for support

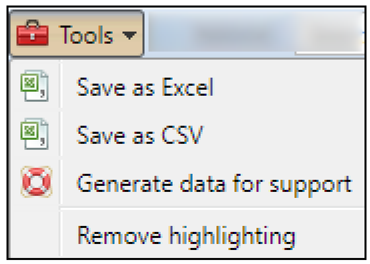


FIGURE 4.20. Log export options

Click **Tools** on the bar at the top of the **Log** tab, and then select one of the following export options:

- **Save as Excel** — export the log as an Excel file
- **Save as CSV** — export the log as a CSV file
- **Generate data for support** — generates a ZIP file with multiple files for MyQ support (see *"Generate data for support"* on page 38)

INFO: Both MyQ log files correspond to the MyQ log, but they differ from each other. The **XLSX** log file is more transparent and contains attachments with additional information. The only advantage of the **CSV** file is that it does not need to be opened in a spreadsheet application, such as Excel or OpenOffice Calc.

NOTICE: You can highlight particular log messages. To do so, select the message that you want to highlight and then press the **SHIFT + SPACE** keyboard shortcut.

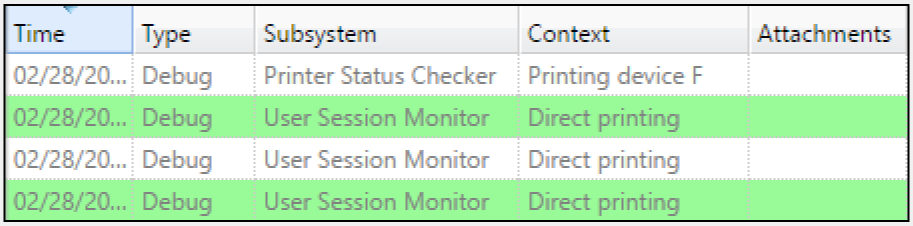


FIGURE 4.21. Highlighted log messages

To remove all highlights, click **Tools** on the bar at the top of the **Log** tab, and then click **Remove highlights** (See FIGURE 4.20 on the previous page.).

5.5. MyQ Audit Log

In the audit log, you can view all changes of MyQ settings, along with information about who made the changes, the time when they were made and which subsystem of MyQ was affected by them.

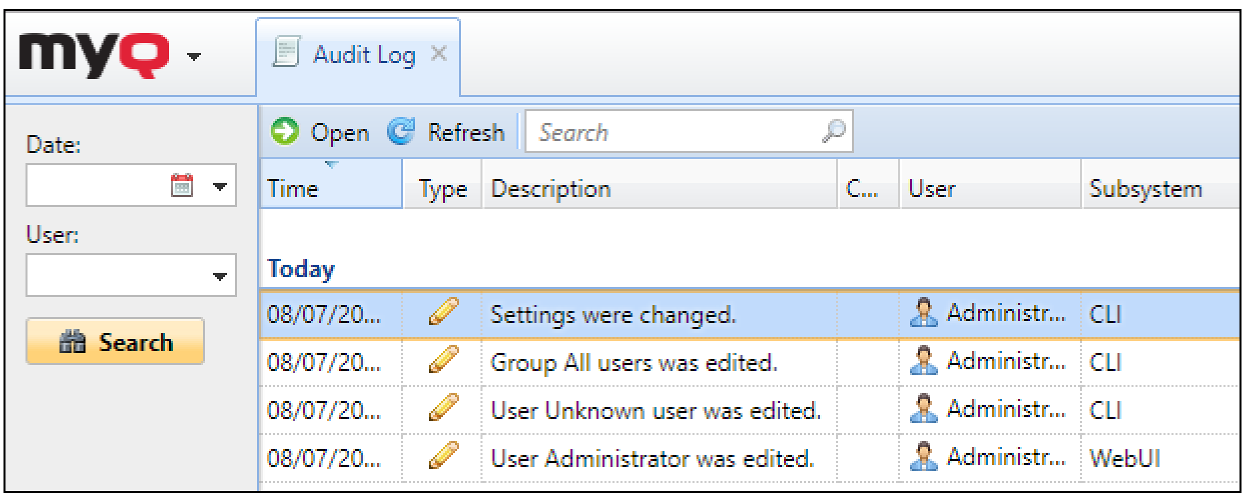


FIGURE 4.22. The MyQ Audit Log

Opening the MyQ Audit Log

On the MyQ Web User Interface, click **MyQ**, and then click **Audit Log**.

Filtering the log: selecting time period, user and type of event

The displayed data can be filtered by a time period, the user who made the changes and the type of the event.

INFO: To display additional information about a particular change, double-click the change. A panel with the detailed information opens on the right side of the **Audit Log** tab.

6. MyQ System Settings

This topic discusses basic system settings of the MyQ system. The settings are located on five tabs accessed from the **Settings** menu:

- On the **General** settings tab, you can set Administrator email, change regional settings of MyQ, add link to your own custom help to MyQ Web Interface, protect the MyQ system in case of insufficient disk space and set debug level of MyQ log.
- On the **Personalization** settings tab, you can add custom help links and custom logos to be used in various parts of the MyQ system.
- On the **Network** settings tab, you can change security of communication, change MyQ HTTP (Apache) ports and SMTP server ports, configure connection to mobile applications, configure outgoing SMTP server, configure HTTP Proxy server and automatically open firewall ports.
- On the **Authentication server** settings tab, you can add LDAP and Radius servers for user authentication.
- On the **Task scheduler** settings tab, you can add new task schedules, change their settings and run scheduled tasks.
- On the **Log & Audit** settings tab, you can set the Log notifier feature, which enables sending notifications informing about selected log events to administrator and/or any number of MyQ users.
- On the **System management** settings tab, you can change settings of the MyQ history, set maximum size of files that can be uploaded on the MyQ WebInterface, delete data from the MyQ database, and also reset MyQ components to apply settings previously made on other tabs.

6.1. General settings tab

The General settings tab is divided into the following sections: General, Disk space checker and Log.

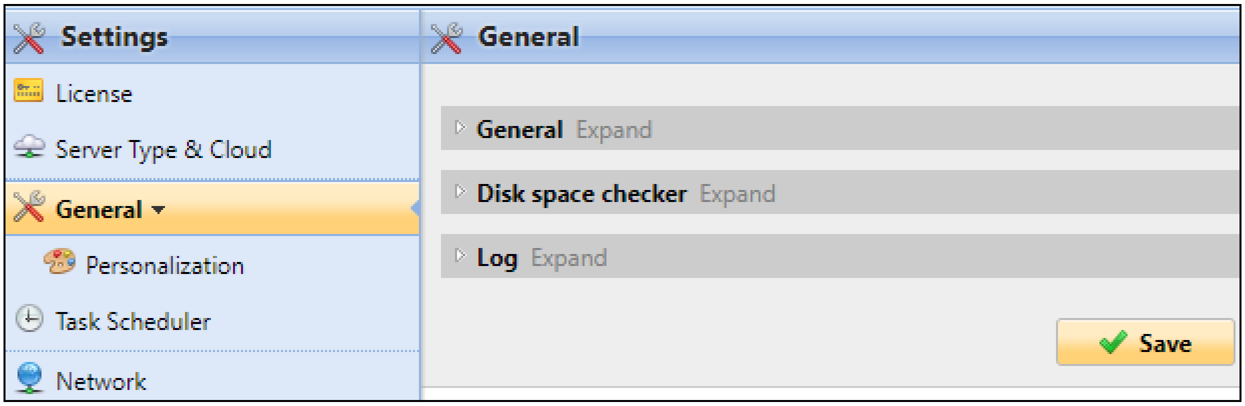


FIGURE 5.1. The General settings tab of the MyQ Web Interface

6.1.1. General

In this section, you can set administrator email, time zone, default language, currency, column delimiter in CSV files and custom logo.

- **Administrator email**: Administrator email receives important system messages (disk space checker warnings, license expiration etc.) that are automatically sent from MyQ.
- **Time zone**: For proper functioning of the MyQ system, make sure that the time zone set here is the same as the time zone set in the Windows operating system. After changing the time zone, you will be asked to restart the web server.
- **Default Language**: The default language setting determines the language of all emails that are automatically sent from MyQ and the language used on all connected terminals and interactive readers.
- **Additional languages**: You can set additional languages that will be used for custom fields. This way you can enter different names of the fields to be used in different languages.
- **Currency**: In the currency setting, you can enter name of the currency that you want to use in your pricelist. The **Number of digits after the decimal point** option can be set from 0 to 5.

- **Column delimiter in CSV**: The column delimiter in CSV files setting determines the delimiter in source and destination files used for all the import and export operations to and from CSV file format. The default value is based on the regional settings of your operating system.

6.1.2. Disk space checker

The disk space checker protects the system against failure caused by insufficient disk space. You can set two levels of alert:

- **Warning level**: If the disk space lowers below the first level, the administrator gets an alert email message.
- **Critical level**: If the disk space lowers below the second level, the administrator gets an alert email message and the MyQ services are automatically stopped to prevent corruption of the MyQ databases.

6.1.3. Log

If you select the **Log debug level messages** option, the system will generate more information for troubleshooting. These information will be shown in the MyQ Log.

> **NOTICE:** This feature will have impact on your system performance. Therefore, we recommend you to enable it only in case of a system malfunction or if you are requested by the MyQ support.

6.2. Personalization settings tab

On this tab, you can set the custom message to be shown on the Web accounts of MyQ users, add links to your own custom help and custom logos to be used in MyQ, on MyQ terminals and in the MyQ Smart Job Manager.

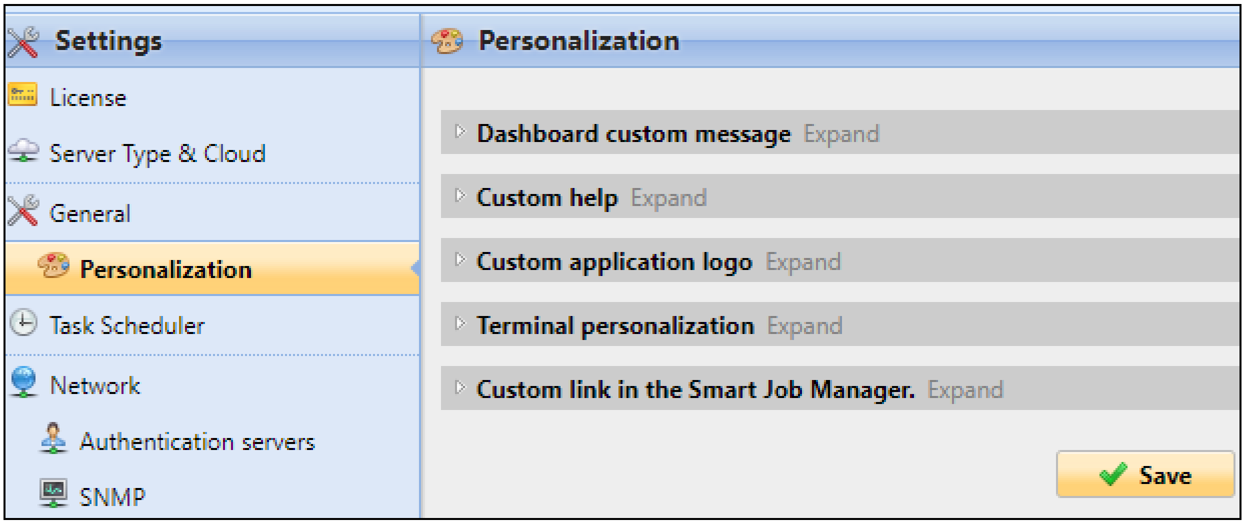


FIGURE 5.2. The Personalization settings tab of the MyQ Web Interface

6.2.1. Dashboard custom message

Here you can enter a message to be displayed on the Web accounts of MyQ users.

After you change the message, click **Save** at the bottom of the **Personalization** tab.

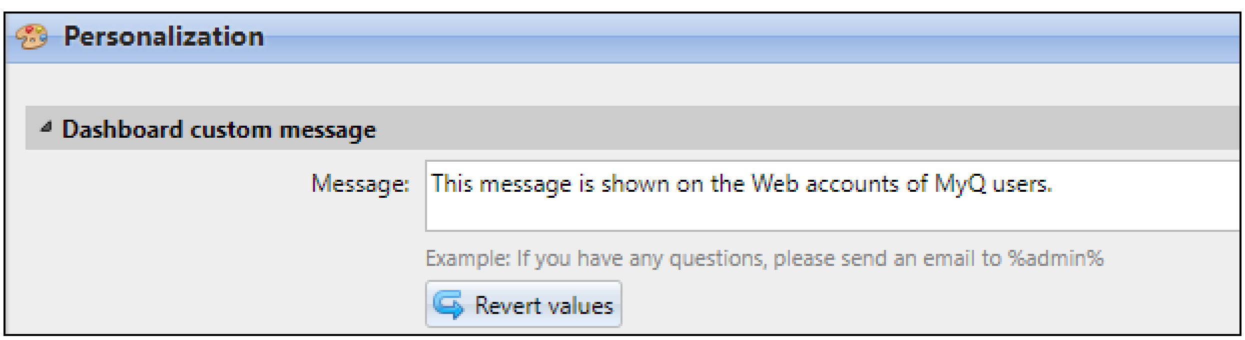


FIGURE 5.3. The custom message for MyQ users

The **%admin%** paramater can be used to display the email address of the MyQ administrator within the message (the **Administrator email** set on the **General** settings tab; see *"General"* on page 46).

6.2.2. Custom help

Here you can add a link to your own web based help that will be displayed as a gadget on user's home page on the MyQ Web Interface.

To add the custom help link, enter the title and the link of your custom help, and then click **Save** at the bottom of the tab.

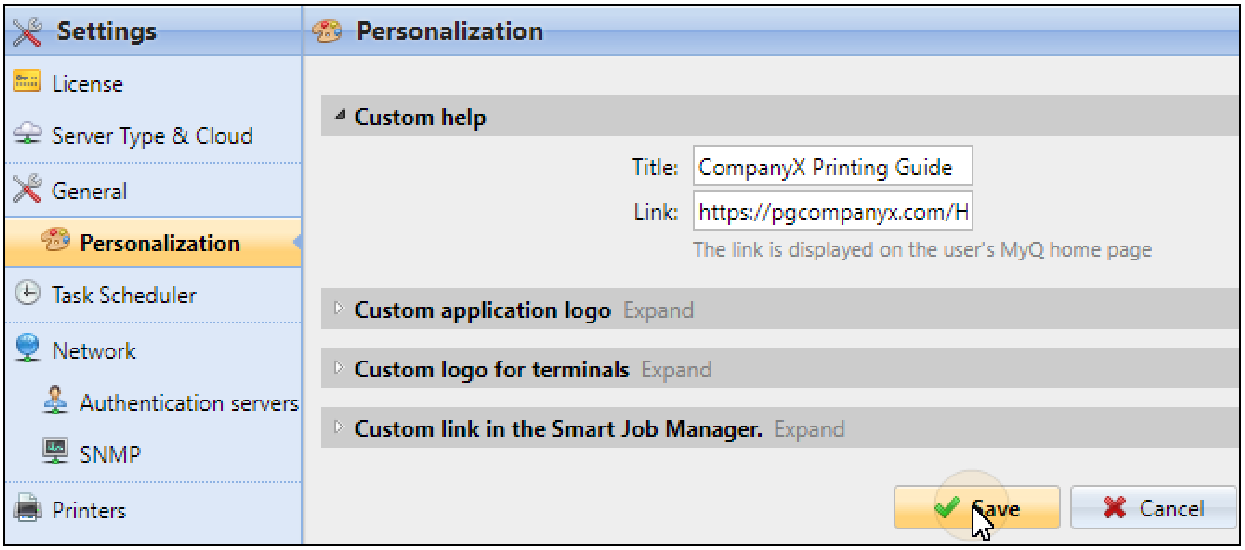


FIGURE 5.4. Adding the custom help link to MyQ

FIGURE 5.5. Example of the custom help gadget displayed on the user's home page on the MyQ Web Interface

6.2.3. Custom application logo

Here you can add your company's logo to be used in the MyQ system. The logo will appear on the upper-right corner of the MyQ Web Interface, in reports, on MyQ credit vouchers and in the MyQ Smart Job Manager. Supported picture formats are JPG/JPEG/PNG/BMP and the recommended size is 398px x 92px.

To import the logo, open its file, and then click **Save** at the bottom of the tab. A preview of the new logo is displayed on the tab.

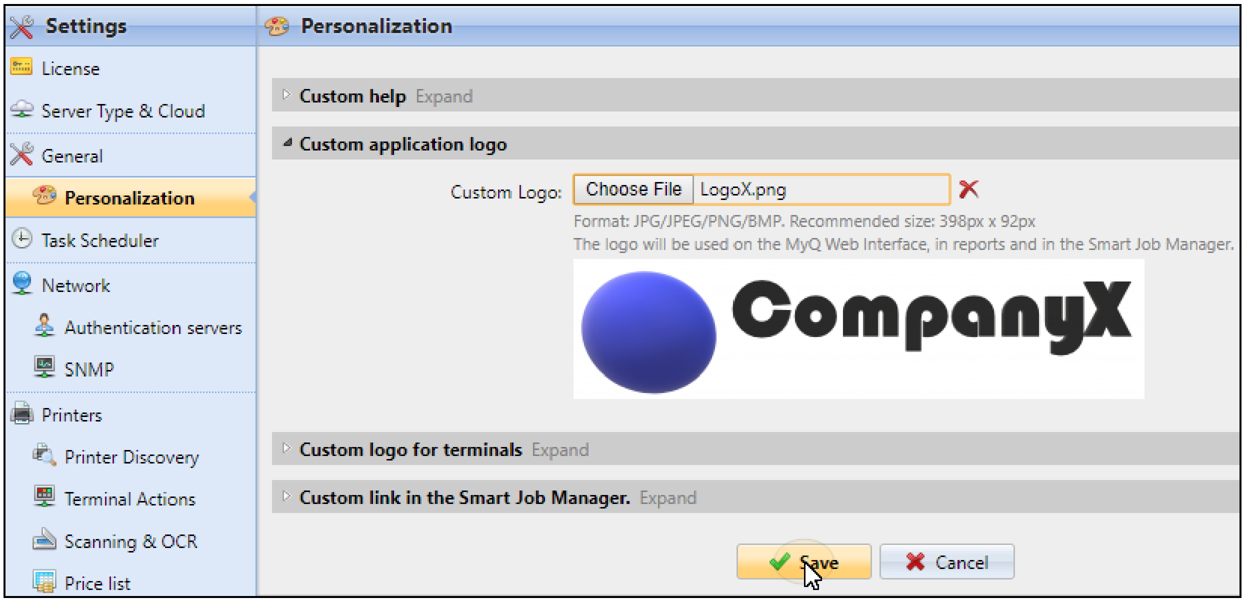


FIGURE 5.6. Importing the custom application logo to MyQ

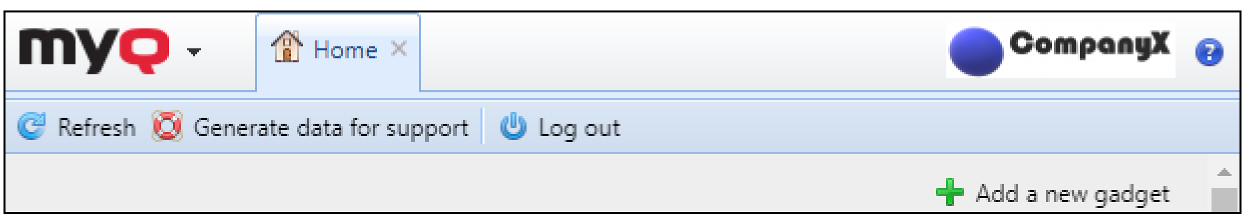


FIGURE 5.7. Example of the custom logo displayed at the upper-right corner of the MyQ Web interface

6.2.4. Custom logo for terminals

Here you can add your company's logo to be used on all MyQ embedded terminals. Supported picture formats are JPG/JPEG/PNG/BMP and the recommended size is 340px x 92px.

To import the logo, open its file, and then click **Save** at the bottom of the tab. A preview of the new logo is displayed on the tab.

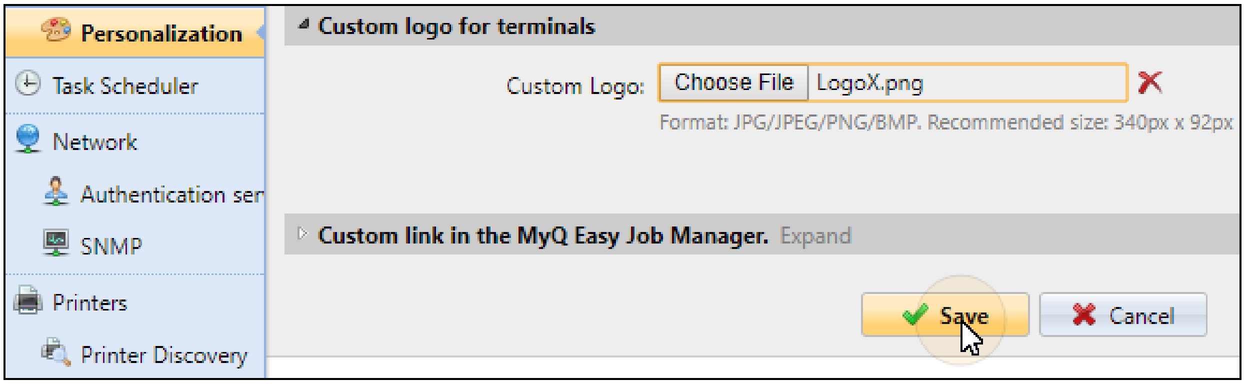


FIGURE 5.8. Importing the custom application logo to embedded terminals

6.2.5. Custom link in the MyQ Smart Job Manager

Here you can add a link to your own web based help that will be displayed in the MyQ Smart Manager.

To add the custom help link, enter the title and the link of your custom help, and then click **Save** at the bottom of the tab.

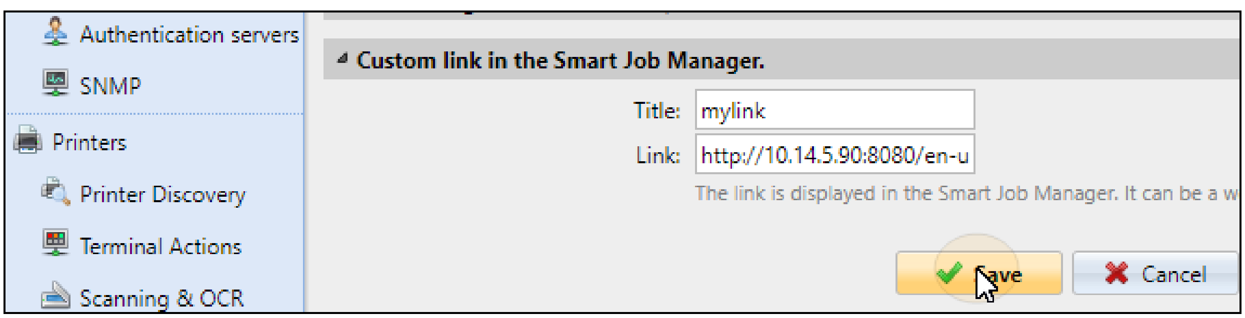


FIGURE 5.9. Adding the custom help link to MyQ Smart Job Manager

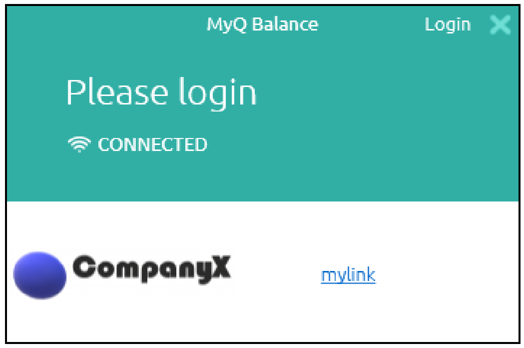


FIGURE 5.10. The custom link in the Smart Job Manager

6.3. Network settings tab

On the **Network** settings tab, you can manage network communication between the MyQ server and other parts of the MyQ solution. It is divided into ten sections: **General**, **Communication Security**, **MyQ HTTP Server (Apache)**, **MyQ SMTP server**, **Mobile application**, **Outgoing SMTP server**, **HTTP Proxy server**, **MyQ LDAP Server**, **Firewall** and **Kyocera provider**.

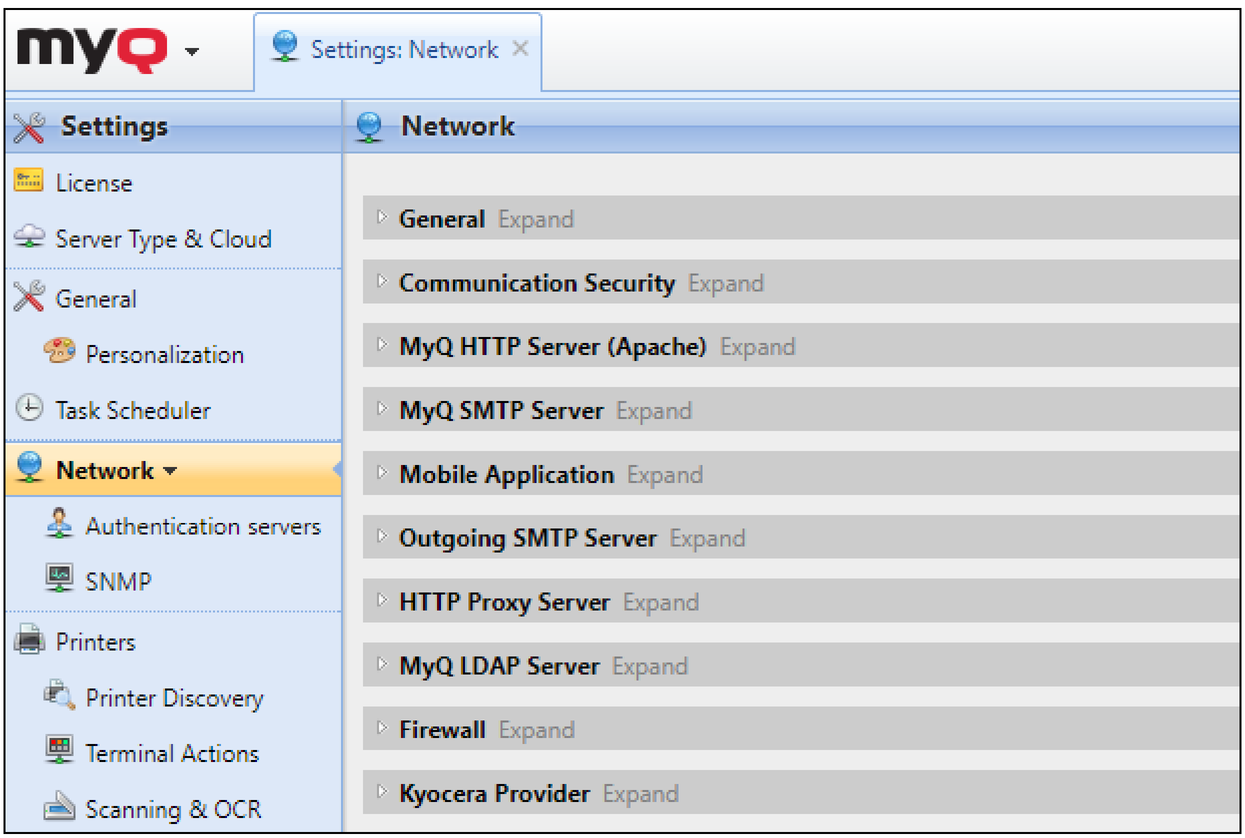


FIGURE 5.11. The Network settings tab of the MyQ Web Interface

6.3.1. General

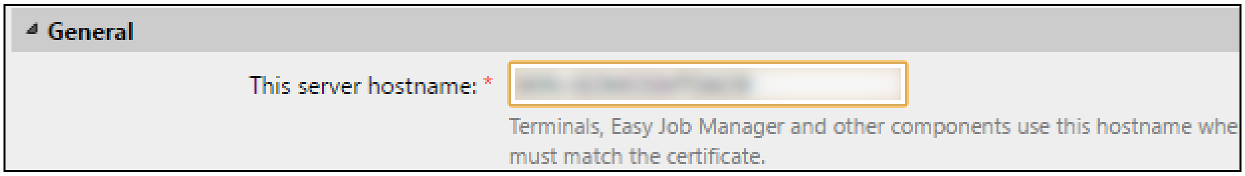


FIGURE 5.12. Hostname of the MyQ server

In this section, you can enter the hostname of the MyQ print server. This hostname is used by external components of the MyQ system, such as embedded terminals or the MyQ Smart Job Manager, for communication with the MyQ server.

INFO: During remote setup the server hostname should be a valid hostname or IP-address. Ir can happen that update of licenses changes the hostname to *myq.local*. Then the remote setup will fail and result in an error message.

INFO: On some embedded terminals, you can select if you want to remotely set the hostname of the server instead of the IP address during the remote setup of the device. For more information, see MyQ manuals dedicated to particular embedded terminals.

6.3.2. Security of communication

In this section, you can enforce secured communication for access to the web interface, terminals, MyQ Smart Manager and other servers in case you use MyQ in cloud. You can also upload your safety certificate here.

- To disable unsecured communication, change the **Enable only secure connection** setting value to **ON**.

- To upload the safety certificate:

  1. Click **Change certificate**. The **Change Certificate** dialog box appears.
  2. In the respective column, click **Choose files**. The **Open** dialog box appears. You can select from the **PEM** format and the **PFX (P12)** format.

> **INFO:** Below you find an example of such a certificate, to give a general idea about the content.
>
> ```
> # OpenSSL configuration file for creating a CSR for a server certificate
> # Adapt at least the CN, DNS.1, C and O lines, and then run
> # "c:\Program Files (x86)\MyQ\Apache\bin\openssl.exe" req -new -config CSR.conf -keyout myserver.key -out myserver.csr
> # on the command line.
>
> [req]
> default_bits = 2048
> default_md = sha256
> prompt = no
> encrypt_key = no
> distinguished_name = req_distinguished_name
> req_extensions = v3_req
>
> [req_distinguished_name]
> # Country Name
> C = US
> # State or Province Name, not required un-comment if needed
> #ST = VA
> # Locality Name, not required un-comment if needed
> #L = SomeCity
> # Organization Name
> O = MyCompany
> # Organizational Unit Name, not required un-comment if needed
> #OU = MyDivision
> # FQDN of the MyQ server
> CN = www.company.com
>
> [v3_req]
> keyUsage = keyEncipherment, dataEncipherment
> extendedKeyUsage = serverAuth
> subjectAltName = @alt_names
>
> [alt_names]
> # Please note: all DNS names must resolve to the same IP address as the FQDN.
> # DNS.1 should be same as CN
> # Edit and un-comment rows 2+ as needed
> DNS.1 = www.company.com
> #DNS.2 = company.com
> #DNS.3 = www.company.net
> #DNS.4 = company.net
> ```
>
> FIGURE 5.13. Example certificate

  2. Choose the certificate that you want to upload, and then click **OK**.

- Click **Generate Certificate** to recover the default MyQ test certificate (MyQ.local). Files *server.cer* , *server.key* and *server.pfx* are created in *C:\ProgramData\MyQ\Cert*.

> **INFO:** For more information about security of network communication, see the latest **MyQ Security Whitepaper**.

6.3.3. MyQ HTTP Server (Apache) and MyQ SMTP Server

In these sections, you can change communication ports for the MyQ HTTP Apache server and the incoming SMTP server. The incoming SMTP server receives email notifications from printing devices, scanned files and eventually emails with print jobs (see *"Forwarding emails to the MyQ SMTP server"* on page 239).

NOTICE: After changing ports, restart all MyQ services.

NOTICE: This SMTP server is not used for outgoing communication. For outgoing communication, you have to setup connection to an SMTP server that will forward system messages. For information about how to setup the connection, see *"Outgoing SMTP server"* below.

6.3.4. Mobile applications

In this section, you can set the server hostname or IP address and the communication port for the MyQ mobile applications which will be used when the corresponding QR codes are generated.

6.3.5. Outgoing SMTP server

To send email reports, send error messages to users, send automatically generated PIN to users and forward scanned documents, you have to configure the email server, where all the mails are forwarded.

To configure the server, do the following:

1. Enter the server hostname or IP address in the **Server** text box. If the email server listens on other than 25 TCP port, change the **Port** setting to the right value.
2. If credentials are required, enter the user name and password.
3. Enter the address that you want to be displayed as the sender address on PIN, alert and report messages.
4. After you enter the data, you can click **Test** to test connection to the email server.

6.3.6. HTTP Proxy server

If you use a proxy server, you need to enter its configuration here to be able to activate your MyQ license.

To enter the configuration:

1. Change the **Use Proxy Server** setting value to **ON**.

2. Enter the HTTP Proxy sever IP address or hostname, communication port and access credentials.

> **NOTICE:** After the license is activated, the Proxy server data are no longer needed. You can delete the data and change the **Use Proxy Server** setting value to **OFF**.

6.3.7. Firewall

In this section, you can automatically open all the ports on Microsoft Windows firewall that are necessary to run the MyQ application.

6.4. Authentication servers settings tab

If you want to authenticate users against an LDAP server, synchronize users with an LDAP server or authenticate users against a Radius server, you have to add all the servers on this tab.

To add a new LDAP server, do the following:

1. Click **+Add** and select **LDAP server**. The new LDAP server properties panel opens on the right side of screen.

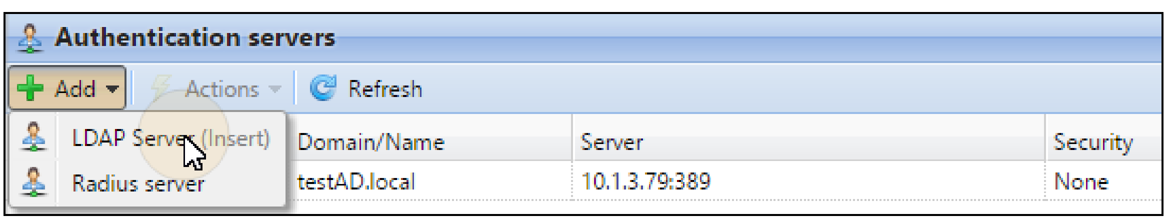


FIGURE 5.14. Adding a new LDAP server on the **Network** settings tab, under **Authentication servers**

2. Enter the LDAP domain.

3. Select the LDAP type. You can select from **Active Directory**, **Novell**, **OpenLDAP** and **Lotus Domino**.

4. If you want the communication with the LDAP to be secured, select the protocol that you want to use.

5. Enter IP address or hostname of the server and communication port.

INFO: For Active Directory you can leave the IP address or hostname empty if you do not know them. The server will then be saved as *Autodiscover*.

6. If you have more addresses related to one LDAP server, you can add them by clicking **Add**.

7. Click **Save**. The LDAP server appears on the list of servers.

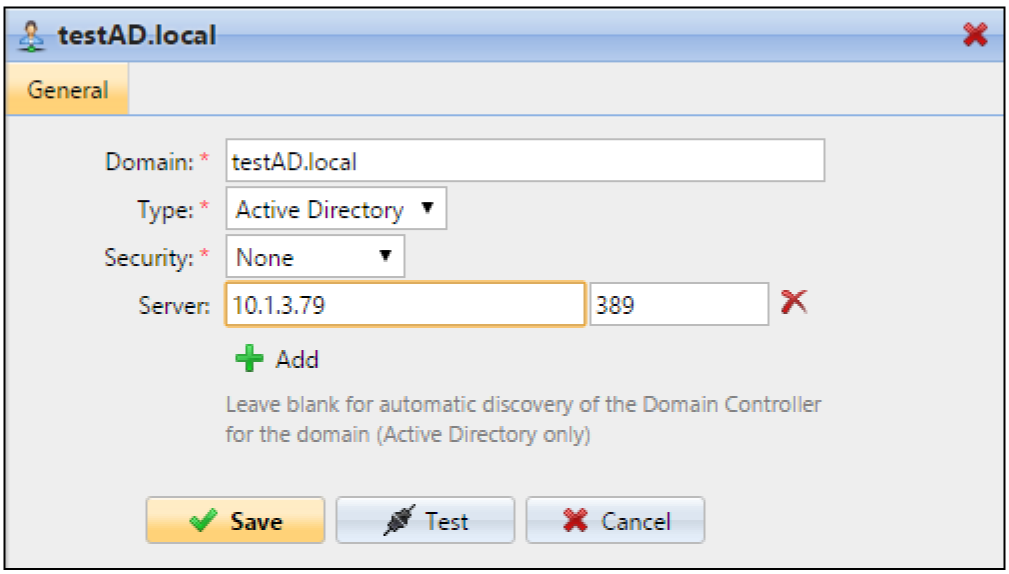


FIGURE 5.15. The LDAP server properties panel

To add a new Radius server

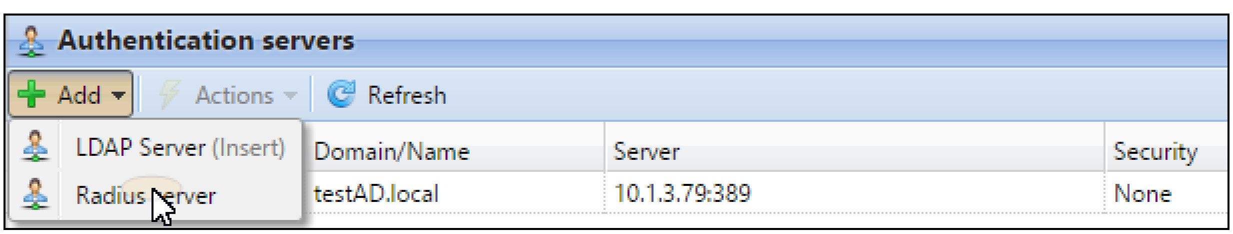


FIGURE 5.16. Adding a new Radius server on the **Network** settings tab, under **Authentication servers**

1. Click **+Add** and select **Radius server**. The new Radius server properties panel opens on the right side of screen.

2. Enter the Radius server name.

3. Enter IP address or hostname of the server, communication port and Shared secret.

4. If you have more addresses related to one Radius server, you can add them by clicking **Add**.

5. Click **Save**. The Radius server appears on the list of servers.

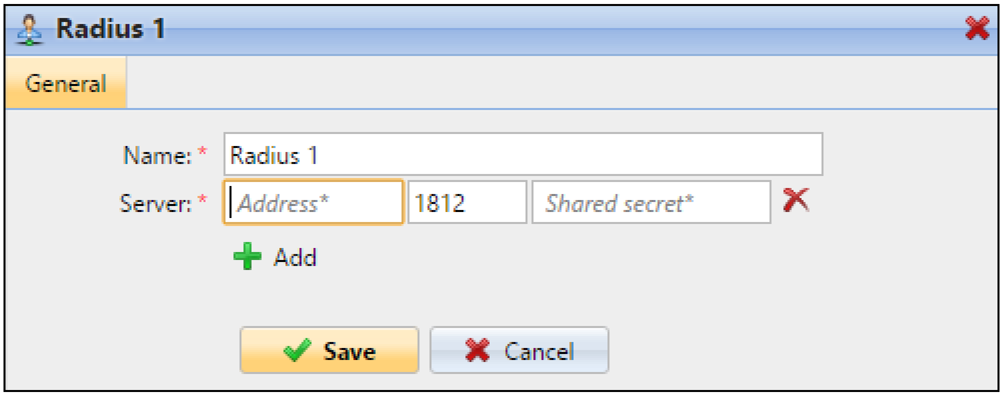


FIGURE 5.17. The Radius server properties panel

To edit a server:

1. Double-click the server on the list. The server properties panel opens on the right side of screen.

2. On the panel, change the settings, and then click **Save**.

To delete a server:

- Right-click the server on the list, and then click **Delete** on the shortcut menu.

INFO: To test connection to a server at any time, right-click the server, and then click **Test** on the shortcut menu.

6.5. Task Scheduler settings tab

The **Task Scheduler** settings tab serves as a graphical interface for planning regular tasks in MyQ®. There are seven predefined tasks:

Database and settings backup, **Log backup**, **System health check**, **History deletion**, **Printer discovery**, **System maintenance** and **User Synchronization**.

Apart from these, you can import projects from CSV files, add scheduled reports and execute external commands.

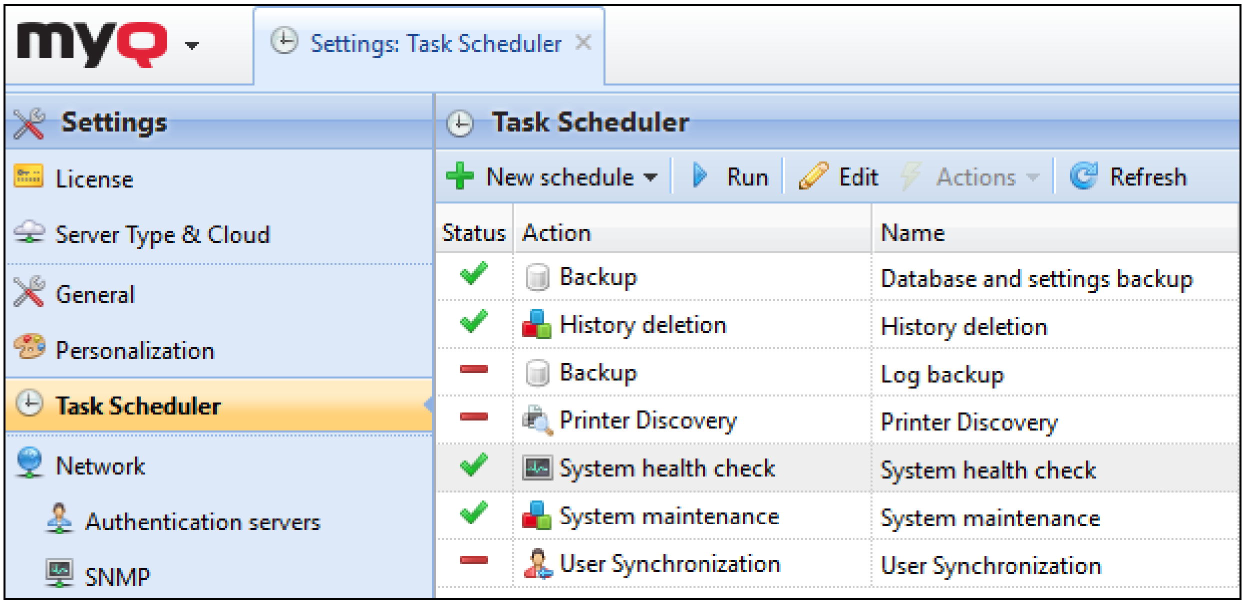


FIGURE 5.18. The Task scheduler settings tab of the MyQ Web Interface

INFO: For more information about history deletion and system maintenance, see *"System management settings tab"* on page 66. For more information about printer discovery, see *"Discovering printing devices"* on page 83. For more information about user synchronization, see *"Users"* on page 120. For more information about projects, see "Quota, Credit and Project accounting" manual. For more information about reports, see *"Reports "* on page 299.

6.5.1. Running task schedules

To manually run a task schedule, do the following:

1. Select the task schedule that you want to run.
2. Click **Run** on the **Task Scheduler** toolbar.

Or

1. Right-click the task schedule.
2. Click **Run** on the shortcut menu.

To set a task schedule, do the following:

Double-click the task schedule that you want to set (Or right-click it, and then click **Edit** in the actions shortcut menu.). The respective task schedule properties panel opens on the right side of screen.

The task schedule properties panel is divided into four sections:

- In the uppermost section, you can enable, or disable the schedule, enter its name and write its description.
- In the **Schedule** section, you must set a period of repetition of the task run and change the exact time of the task run start. You must also choose if you want to send the notification every time or just in case of an error.
- In the **Notification** section, you can select to send an email notification.
- The bottom section, if present, is particular to the type of task.

NOTICE: For the **Database and settings backup** you can set a password to protect the backup. See next figure.

After you set the schedule, click **Save**.

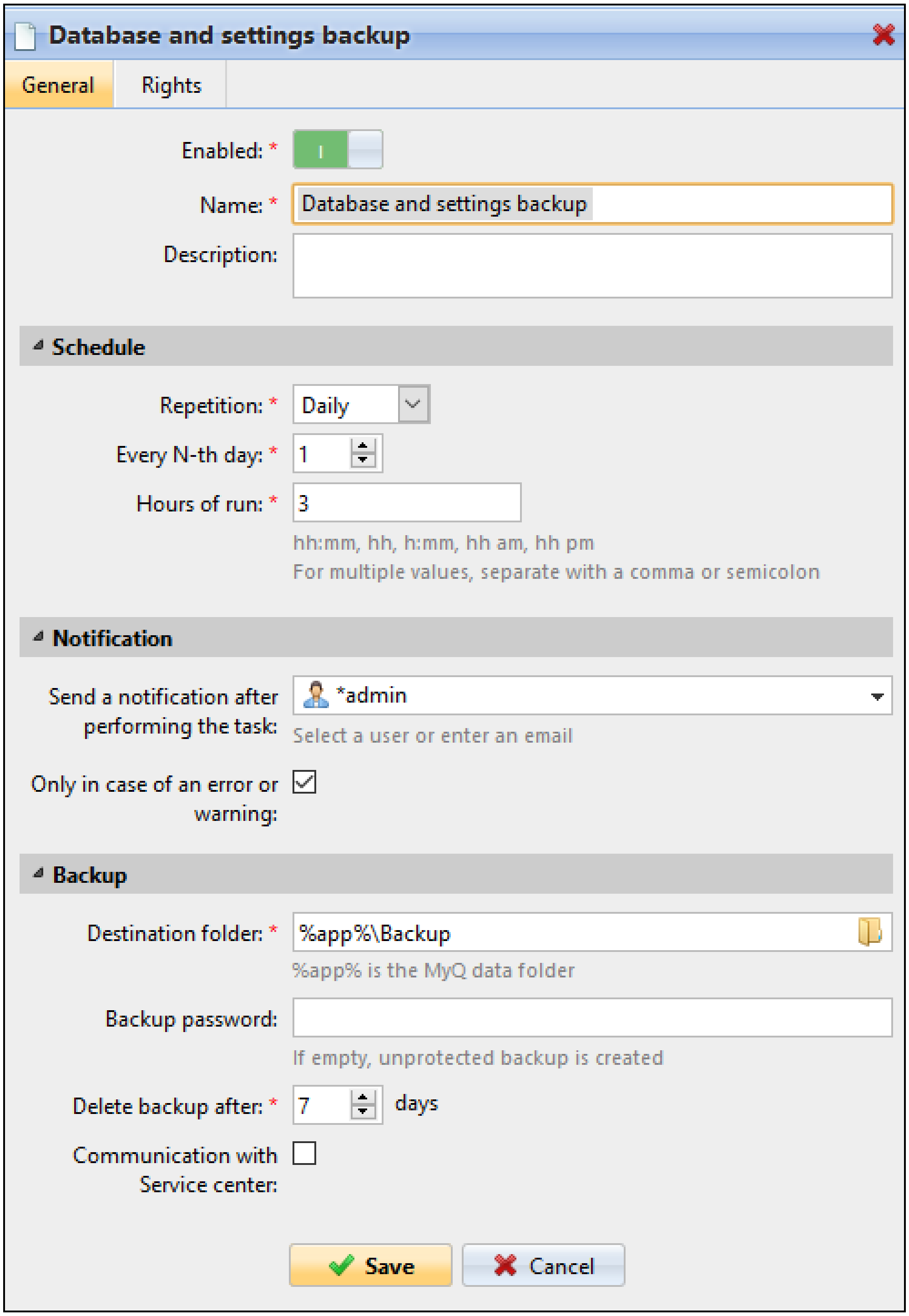


FIGURE 5.19. The Database and settings backup schedule properties panel

6.5.2. Providing users with rights to change task schedules settings

You can provide users with rights to change some task schedules settings themselves.

To provide users with rights to change settings of a task schedule, do the following:

1. Double-click the schedule that you want to set. The respective schedule properties panel opens on the right side of screen.
2. On the bar on the upper-left corner of the panel, click **Rights**. The **Rights** tab opens.
3. Click **+Add user**. The **Select user or group** dialog box appears.
4. Select the user or the group of users that you want to provide with the rights, and then click **OK**.

6.5.3. Automatic database and log backup

There are two automatic backup tasks on the **Task scheduler** tab. The first of them performs the backup of MyQ system database and settings and the second one the backup of its log. The backup process is automatic. The files are compressed and saved to the **Backup** folder.

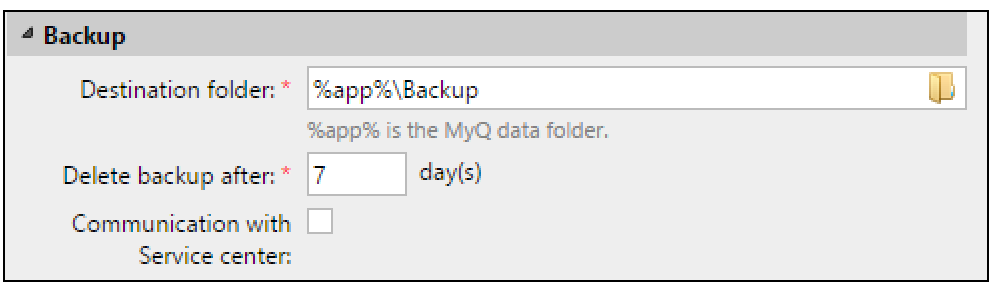


FIGURE 5.20. The **Backup** section of the backup schedule properties panel

Backup settings

- **Destination folder**: The folder where the backup data are stored.
- **Delete backup after**: The time period after which the data are deleted from MyQ.

> **NOTICE:** After installation and inserting licenses, the backup system will perform automatic backup of MyQ database and log.

6.6. Log & Audit settings tab

On this tab, you can set the **Log notifier** feature, which enables sending notifications informing about selected log events to administrator and/or any number of MyQ users. The notifications can be sent via email or they can be sent to **Windows Event Viewer**.

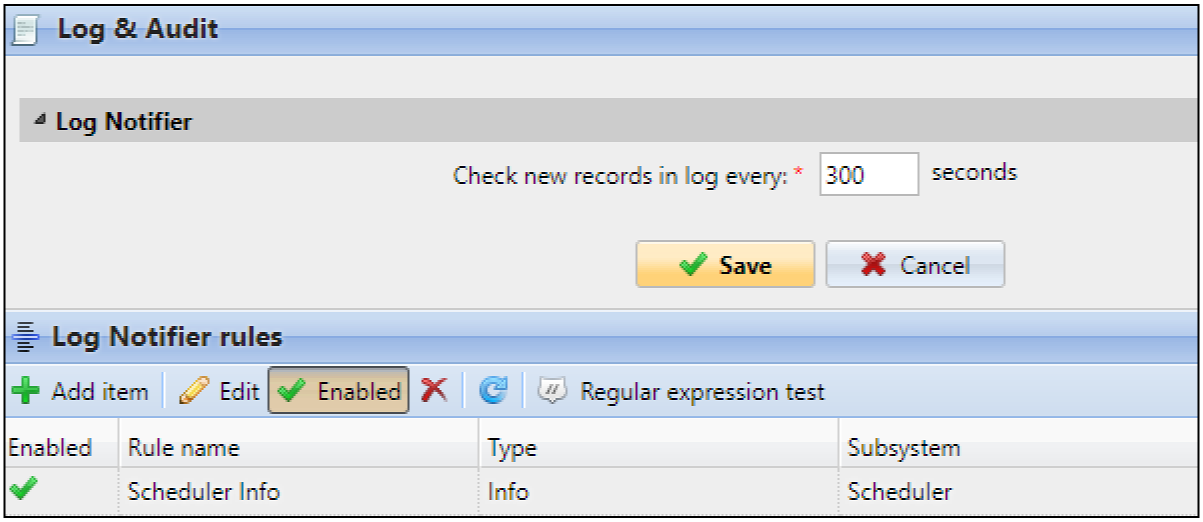


FIGURE 5.21. The Log & Audit settings tab of the MyQ Web Interface

The notifications and their destinations are both specified by log notifier rules.

Checking for new records

Under **Log Notifier**, you can set the period after which the log is checked for new events in the **Check new records in log every:** ... **seconds** text box.

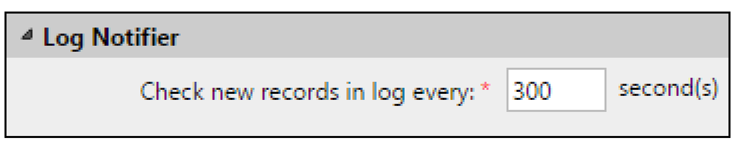


FIGURE 5.22. Setting of the period after which the log is checked

Management of the Log Notifier Rules

Adding new Log Notifier rules

To add a new rule, click **+Add item** at the upper-left corner of the **Log Notifier** rules widget. The properties panel of the new rule opens on the right side of the tab. On the tab, edit and save the rule. (See the following section.)

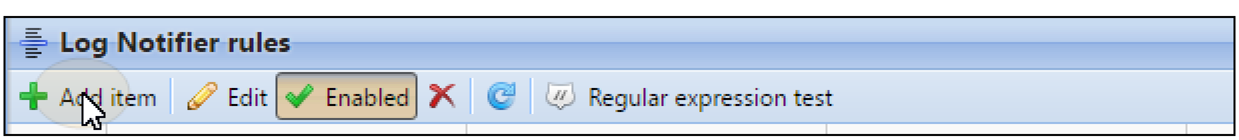


FIGURE 5.23. Adding a new Log Notifier rule

Editing a Log Notifier rule

1. To open editing options of a rule, double-click the rule (or right-click the rule, and then click **Edit** on the shortcut menu). The following settings can be changed:
    - **Enable**: activate, deactivate the rule
    - **Rule name**: name of the rule
    - **Type**: one or more of the event types (Info, Warning, Error, Notice, Debug)
    - **Subsystem**: subsystems of the MyQ application (Terminal, SMTP Server, CLI etc.)
    - **Context**: specific part of the subsystem
    - **Text**: text of the log event message; you can use Regular expressions to search for specific patterns

   After you set the notification rule, click **Save**. The rule is saved and you can select its destinations.

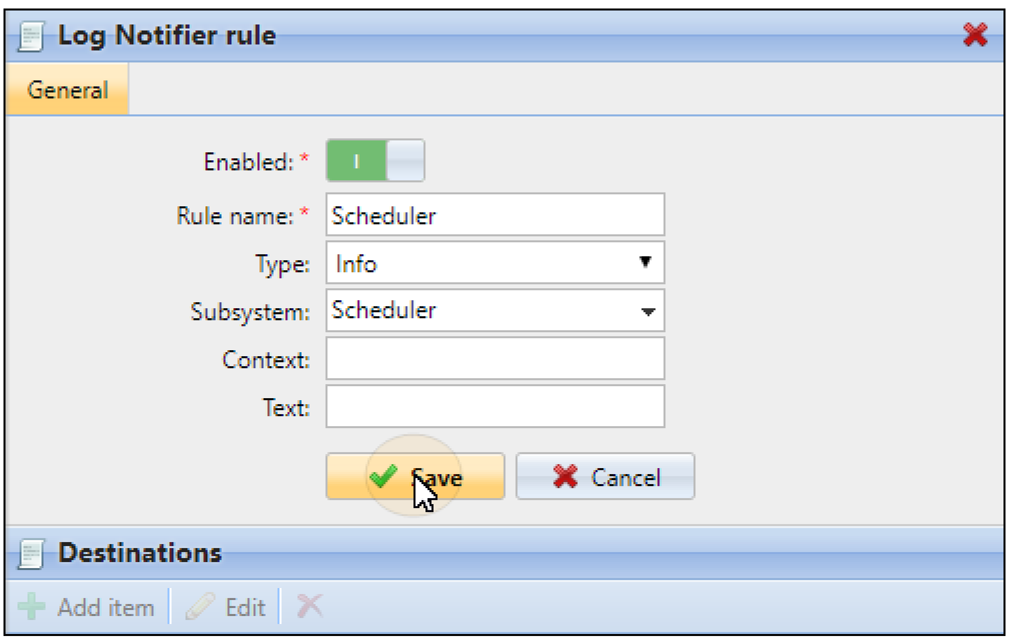


FIGURE 5.24. Editing a Log Notifier rule

2. To add the destination, click **Add item** under **Destinations**.

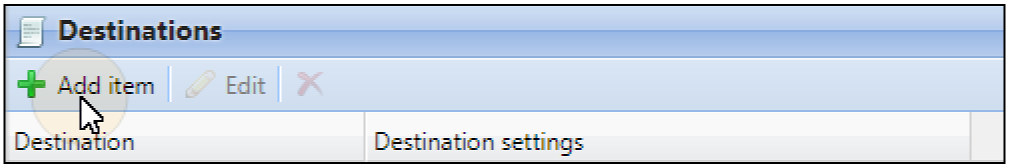


FIGURE 5.25. Opening the selection of destination options.

3. You can select from two destination options: **E-mail** and **Windows Event Log**. If you select the **E-mail** destination, you need to add one or more recipients, you can either select them from the list of MyQ users in the **Recipients** combo-box or directly type the addresses there. After you set the destination, click **Save**. The new rule is displayed on the tab.

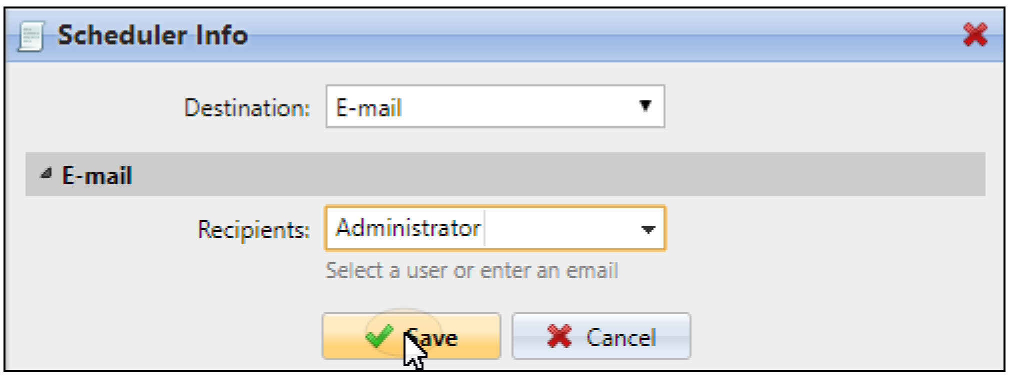
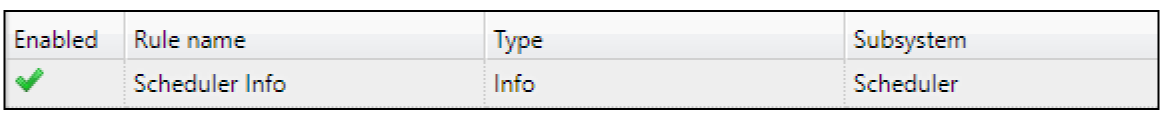


FIGURE 5.26. Saving an email destination.



Enabled	Rule name	Type	Subsystem
✓	Scheduler Info	Info	Scheduler

FIGURE 5.27. The rule is displayed on the tab.

Enabling and Disabling Log Notifier rules

1. Right-click the rule.

2. Click **Enabled** (or **Disabled**) on the shortcut menu.

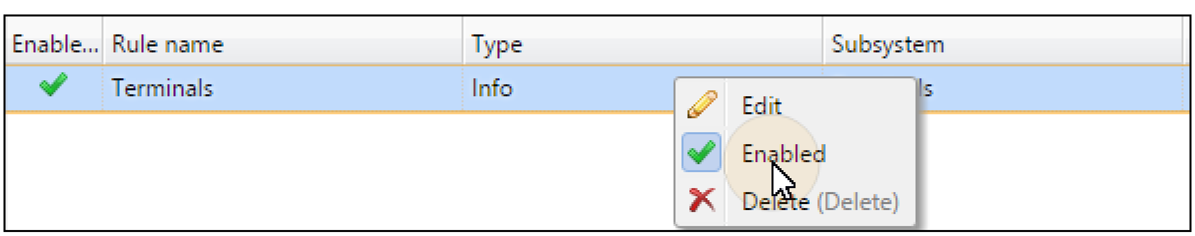


FIGURE 5.28. Disabling a Log Notifier rule

Deleting rules

1. Right-click the rule.
2. Click **Delete** on the shortcut menu.

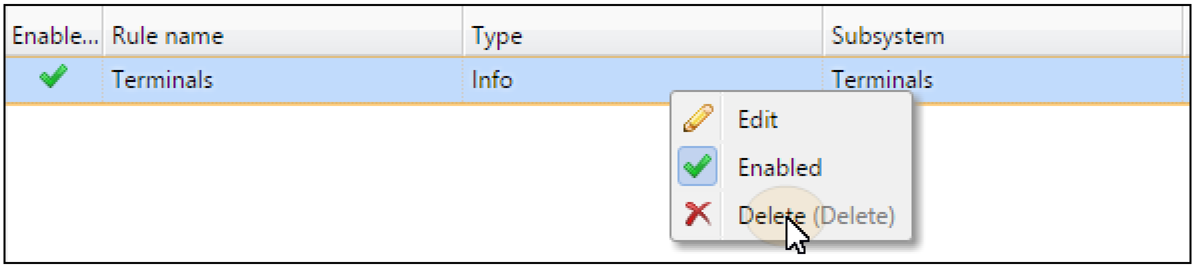


FIGURE 5.29. Deleting a Log Notifier rule

6.7. System management settings tab

On the **System management** settings tab, you can change settings of the MyQ history, set maximum size of files that can be uploaded on the MyQ Web Interface, delete data from the MyQ database, and also reset MyQ components to apply settings previously made on other tabs.

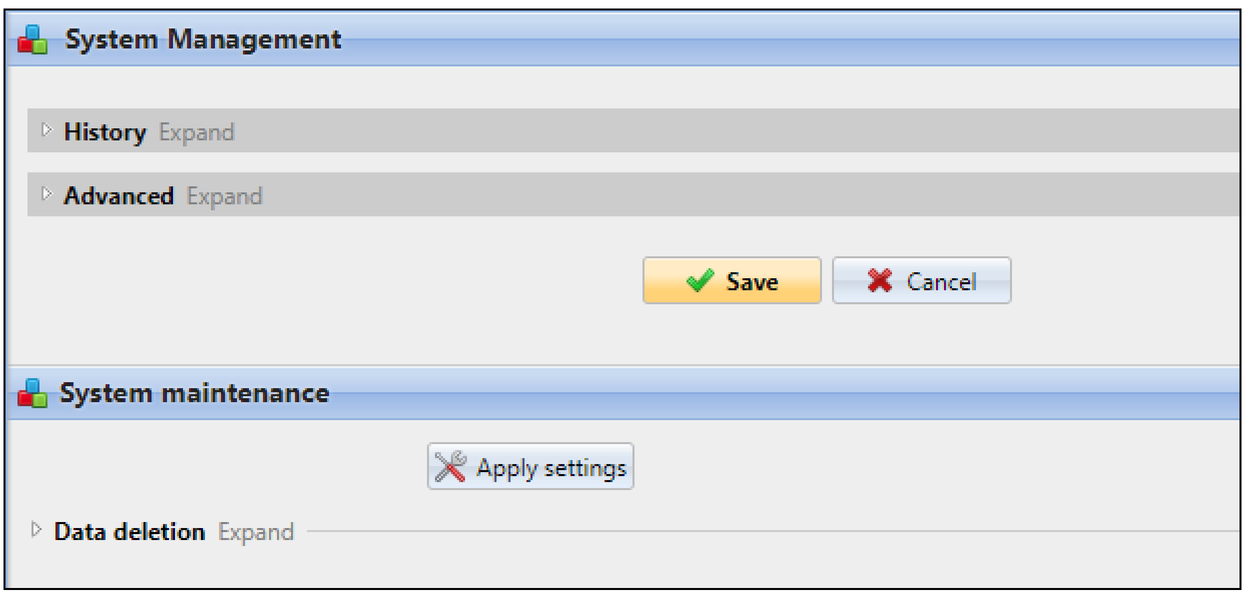


FIGURE 5.30. The System management settings tab of the MyQ Web Interface

Changing settings of MyQ History

In the **History** section, you can change the periods after which data stored on the MyQ server is deleted. You can set time periods for the following data:

Delete jobs older than: Jobs remain on the MyQ server for the period set here. Older jobs (except of Favorite jobs) are deleted and cannot be printed. Favorite jobs stay on the server until they are manually deleted by the user or by the MyQ administrator.

Delete local scans older than: Local scans (the scans stored on the MyQ server) remain on the MyQ server for the period set here. Older local scans are deleted and cannot be downloaded.

Delete history older than: This setting determines the time period for storing data of user sessions, alerts on printing devices and counter history of the printing devices. Older data are deleted from the MyQ database and cannot be used in MyQ reports.

Delete archived reports older than: Reports are archived for the period set here. Older reports are deleted.

Delete logs older than: All records in MyQ logs are archived for the period set here. Older records are deleted and cannot be viewed anymore.

- To change the values, enter new values to the particular text box, and then click **Save**.

NOTICE: After the user sessions are deleted, all data in reports preceding the set period are deleted as well and are not contained in reports anymore. The data cannot be undeleted. The same applies to log data.

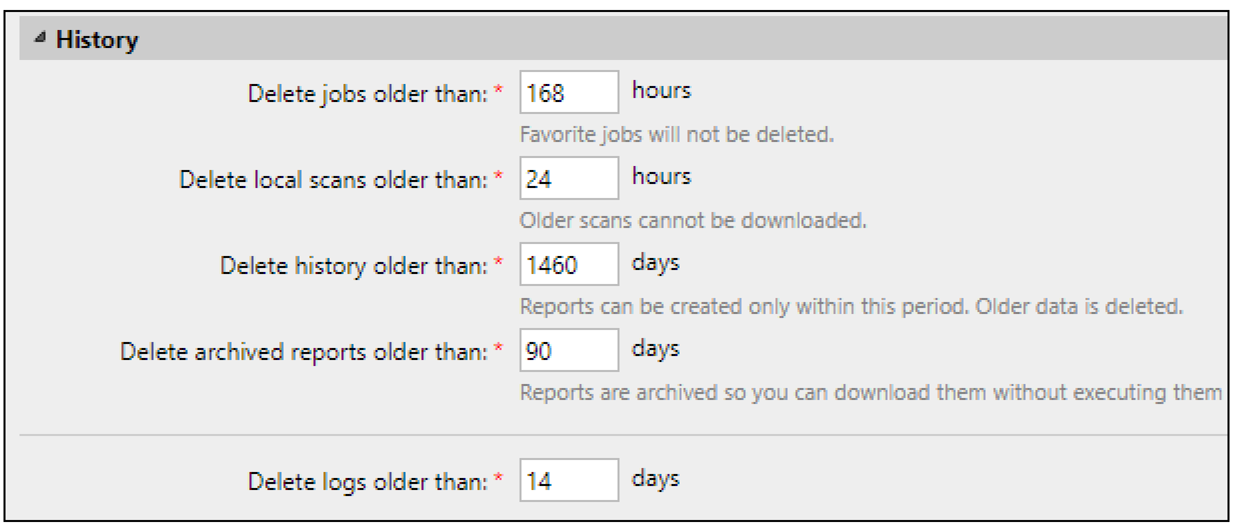


FIGURE 5.31. MyQ history options on the **System management** settings tab

Advanced

In the **Advanced** section, you can set the maximum size of files that can be uploaded on the MyQ Web Interface, such as print jobs uploaded on users' accounts or custom logos.

System maintenance

In the **System maintenance** section, you can reset MyQ components to apply settings previously made on other tabs, delete all users without session and permanently remove users, printers, groups and user data from the MyQ database.

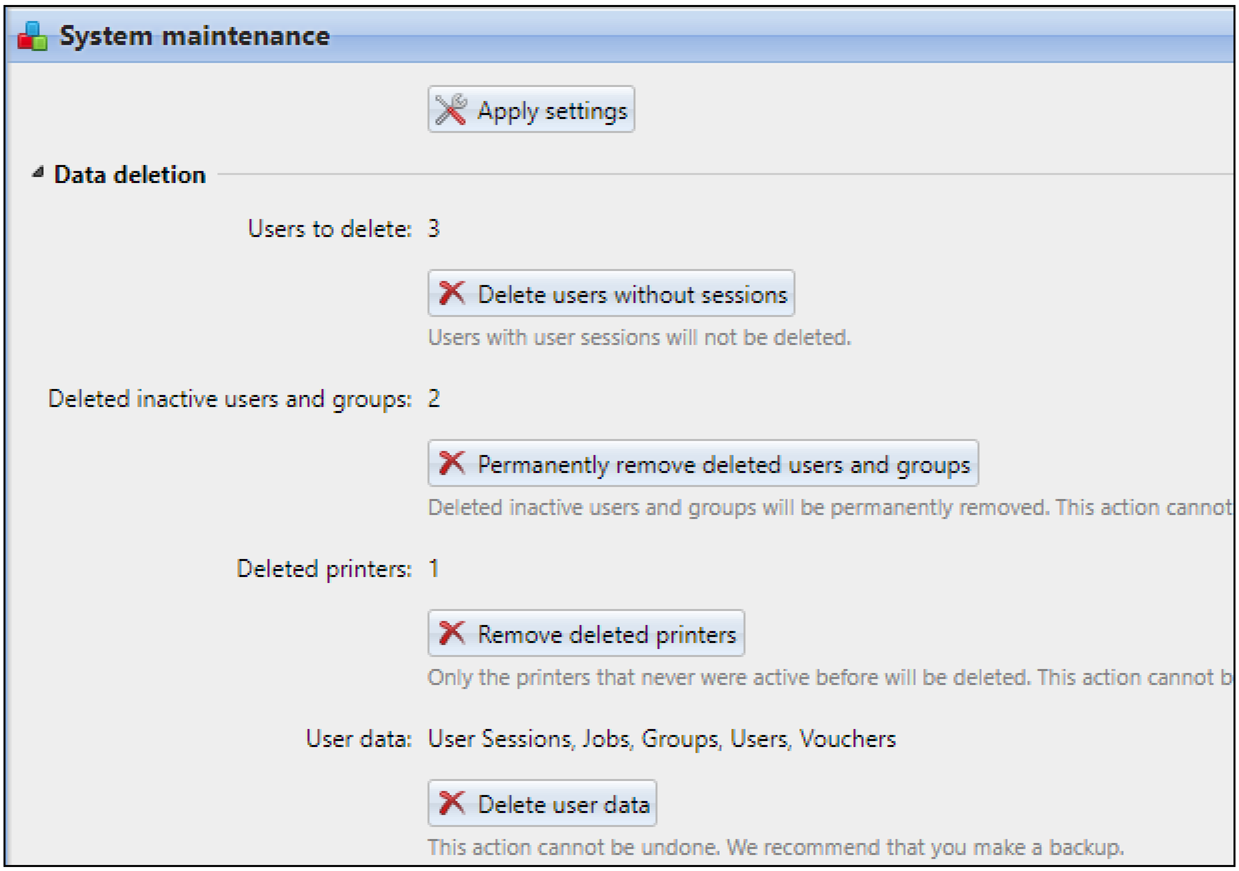


FIGURE 5.32. The system maintenance buttons

Applying changes of the MyQ server

Some changes of the MyQ server, such as enforcing secure communication on the **Network** settings tab, require reset of some of the server's components. When you save these changes, the system proposes to automatically perform the reset. If you decide to skip this action, you need to reset the components later.

Via the **Apply Settings** button, you can reset the components at any time. After you click the button, select the components that you want to reset, and then click **OK**.

INFO: To make sure that all the changes are applied, you can keep all options selected.

Deleting data from the MyQ database

The delete/remove buttons perform the following actions:

Delete users: Deletes all users without user sessions.

Deleted inactive users and groups: Removes all inactive users and all groups with no active users from the MyQ database.

Deleted printers: Removes all printers which are deleted and have never been activated from the MyQ database.

User data: User Sessions, Jobs, Groups, Users, Vouchers: Removes all user related data from the MyQ database.

NOTICE: These actions cannot be undone. We recommend you to backup your data before performing any of them.

7. Licenses

There are two ways of licensing MyQ. If you have one locality with a single **Standalone server**, you can add the licenses directly on this server. If you have MyQ installation with multiple localities (with multiple interconnected MyQ servers), the Cloud licensing model is recommended. The information in this manual concerns the standalone servers, for information about the Cloud licensing model, see the **Managing MyQ on Multiple Servers - Master and Site Architecture Guide** manual.

This topic discusses two main subjects:

- adding , activating and deleting licenses
- extending support licenses

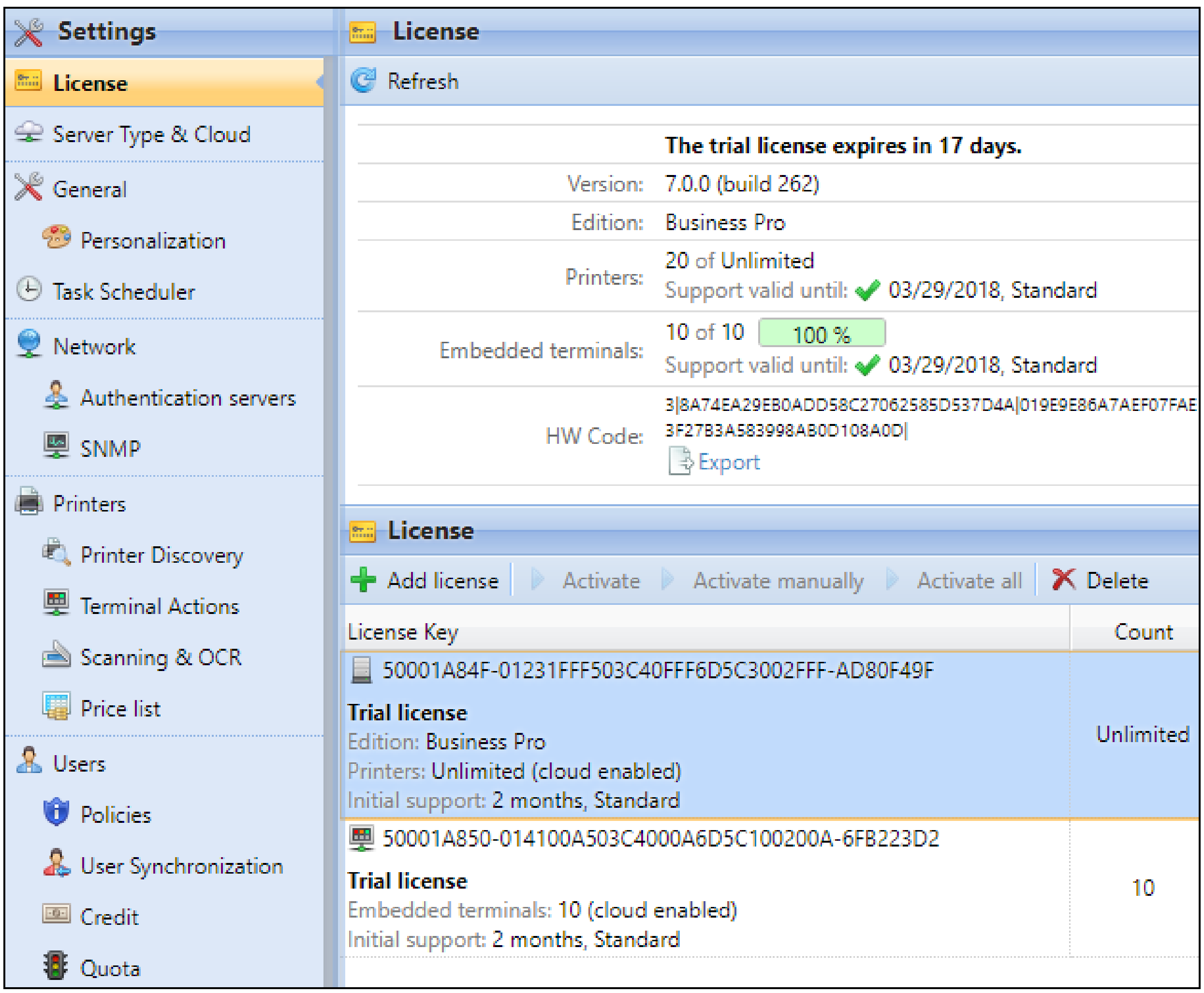


FIGURE 6.1. Licenses settings tab

7.1. Adding, activating and deleting main licenses

You can add new licenses either on the **Home** screen during the initial setup of MyQ, or anytime on the License settings tab. This way you can add **printer licenses**, **embedded terminal licenses** and **embedded lite terminal licenses**.

After activation, the license is linked with the hardware configuration of the server where MyQ is installed. If the configuration changes (For example after you reinstall MyQ on a different server or after you change any of the hardware components of the server.), the license becomes invalid and you have to reactivate it within seven days. In such case, send a request to reset the license to license@myq-solution.com with attached MyQ-helpdesk XML file containing information about the new hardware configuration (see *"Generate data for support"* on page 38). The license department deactivates the license and you can reactivate it.

The total number of devices allowed to be activated at the same time is equal to the number allowed by individual licenses (For example: a license allowing ten printing devices + a license allowing one printing device + a license allowing five printing devices = sixteen printing devices allowed to be activated.).

Main licenses include 1-year support. Each year of support includes one free reset of licenses. You can use these resets anytime during the support period. For example, if you use two free resets during the first year of a 3-years support, you have one remaining free license reset to use during the rest of the current support period. For information about how to extend support licenses, see *"Extending support licenses"* on page 77.

NOTICE: Having licenses for 40 printing devices automatically allows an unlimited number of printing devices to be activated at the same time on the server. This does not apply to embedded terminal licenses.

NOTICE: To successfully activate licenses or request trial licenses, connection to MyQ license server (13.74.29.11) through standard HTTP port (80) must be open. Otherwise, an error message is displayed.

INFO: If you combine two levels of licenses, e.g. Business and Business Pro licenses, you can use only those features that are allowed by the lowest version. (For example: if you add 20 Business licenses and 10 Business Pro Licenses, you will essentially have only 30 Business licenses and the features of the Business Pro licenses will not be available.)

7.1.1. Adding licenses on the Home screen

First time you set up the system, you can add new licenses on the **Home** screen, in the **Enter the license number** section. For more information about this option, see *"License"* on page 35.

7.1.2. Adding licenses on the License settings tab

To add licenses:

1. On the **License** settings tab, on the toolbar at the top of the **License** section, click **+Add license**. The **Add license** dialog box appears.

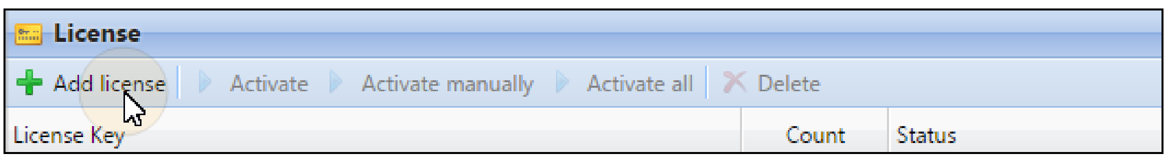


FIGURE 6.2. Adding license on the **License** section of the **License** settings tab

INFO: If there are no licenses added to MyQ, you can click **+Get trial license** to obtain a trial license. You automatically receive a two-month trial license for unlimited number of printers and a two-month license for ten embedded terminals. These licenses are automatically activated.

NOTICE: Licenses for support have to be assigned to the corresponding server license. If you have a special support licenses, don't enter them here. For information about how to enter these licenses, see *"Extending support licenses"* on page 77.

2. In this dialog box, enter the numbers of the licenses that you want to add - one per one row, and then click **OK**.

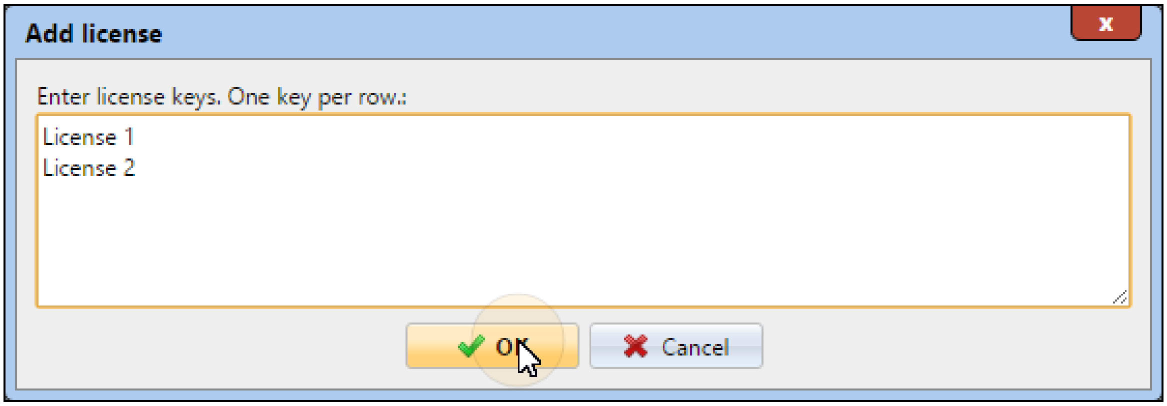


FIGURE 6.3. Entering licenses in the **Add license** dialog box

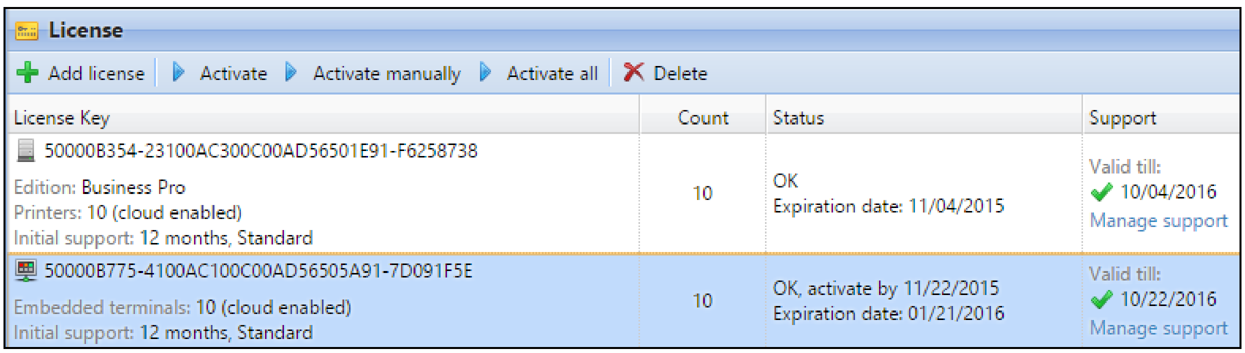


FIGURE 6.4. You can see the newly added licenses on the list of licenses on the **License** settings tab, under **License**

INFO: The licenses have to be activated by the date shown in the **"OK, Activate by DD/MM/YYYY"** message on the license status displayed in the **License** section. Till this date, you can use them without activation.

7.1.3. Activating licenses

To automatically activate a selected license:

NOTICE: To be able to use this option, you have to be connected to internet.

1. Select the license that you want to activate.

2. On the **License** setting tab, under **License**, click **Activate**. (Or right-click the license, and then click **Activate** on the shortcut menu.)

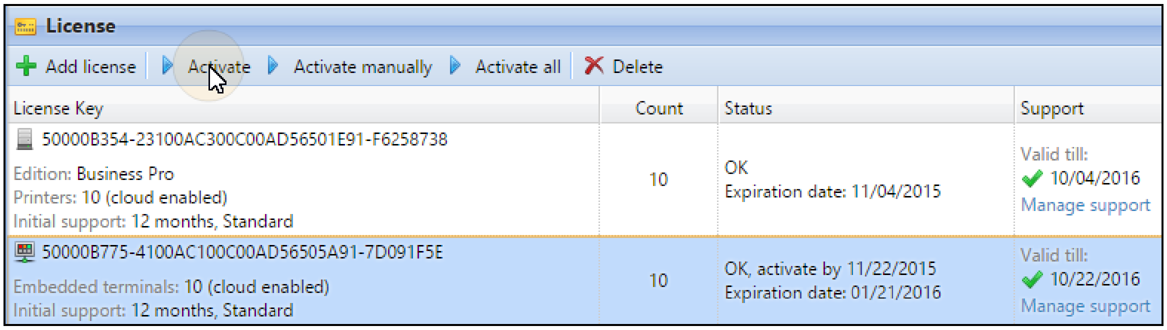


FIGURE 6.5. Automatic activation of the selected license

To automatically activate all licenses:

NOTICE: To be able to use this option, you have to be connected to the internet.

- On the **License** setting tab, under **License**, click **Activate all**.

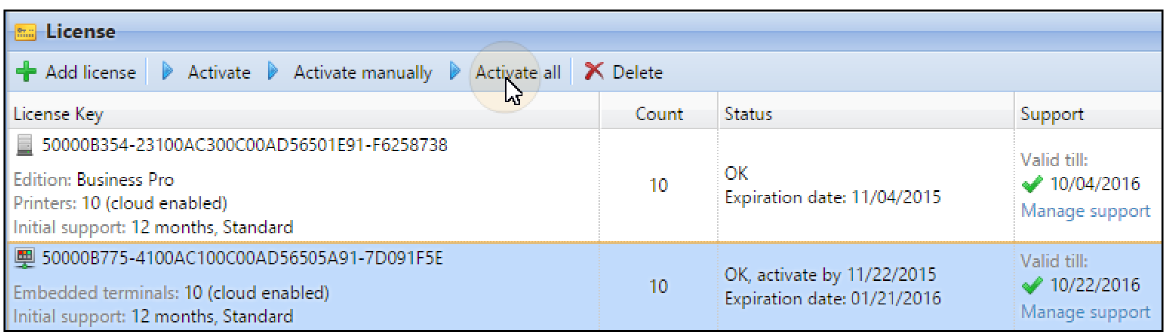


FIGURE 6.6. Automatic activation of all licenses

To manually activate a license:

INFO: You will need an activation key. To receive the key, send a request to *license@myq-solution.com* with attached MyQ-helpdesk XML file. The MyQ® license department will use the XML file to generate the key and provide the key in an email response.

1. Generate the MyQ-helpdesk XML file. For information about how to do this, see *"Generate data for support"* on page 38.

2. Send a request for an activation key to license@myq-solution.com with the MyQ-helpdesk XML file attached. You will get an email response with the generated activation key.

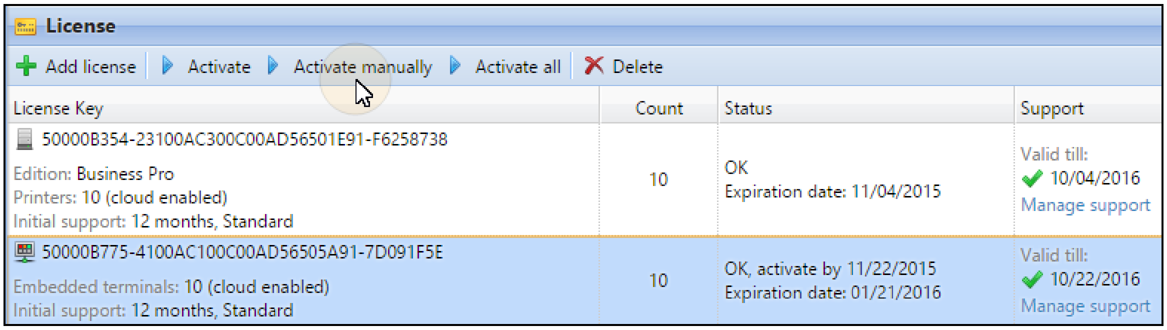


FIGURE 6.7. Manually activating licenses

3. Go to the **Licenses** settings tab. Under **License**, click **Activate manually**. (Or right-click the license, and then click **Activate manually** on the shortcut menu.) A dialog box for entering the activation key appears.

4. In the dialog box, enter the received activation key, and then click **OK**.

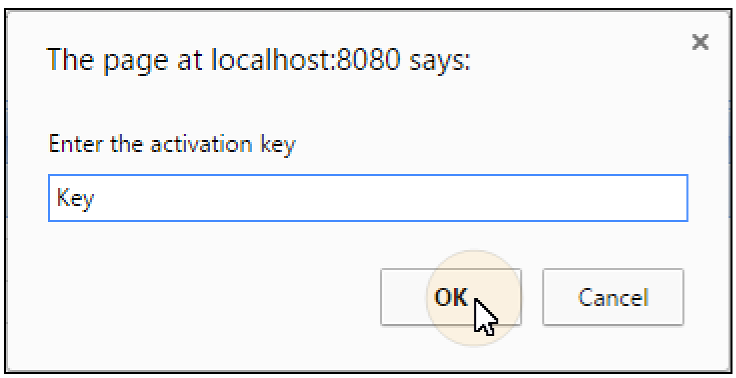


FIGURE 6.8. Entering the activation key

7.1.4. Deleting licenses

To delete a license:

1. Select the license that you want to delete.

2. On the **License** setting tab, under **License**, click **Delete**. (Or right-click the license, and then click **Delete** on the shortcut menu.)

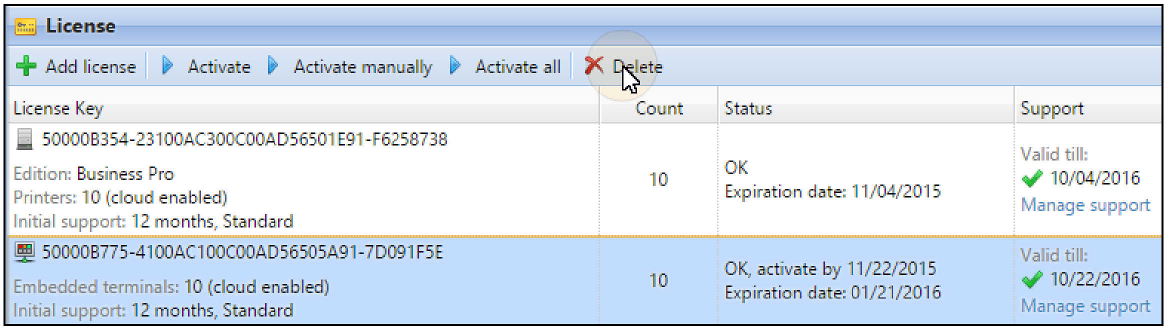


FIGURE 6.9. Deleting licenses on the **Licenses** settings tab

7.2. Extending support licenses

One-year support is included in the main license. You can extend the support period by assigning support license to the particular main license. This can be done at any time, even before your current support period expires. In this case, the service is extended from the last day of validity of the current support.

The licenses can be extended either on the **Home** screen or on the **License** setting tab. Both options are equal as to their result.

7.2.1. Extending support licenses on the Home screen

To extend a support license on the Home screen, do the following:

- On the **Home** screen, under **Support**, click **+ Add Support license**. The **Add support license** dialog box appears. You have two options of activating the license here. For information about these options and about further steps to extend the licenses, see *"Automatic and manual activation of support licenses"* on the facing page.

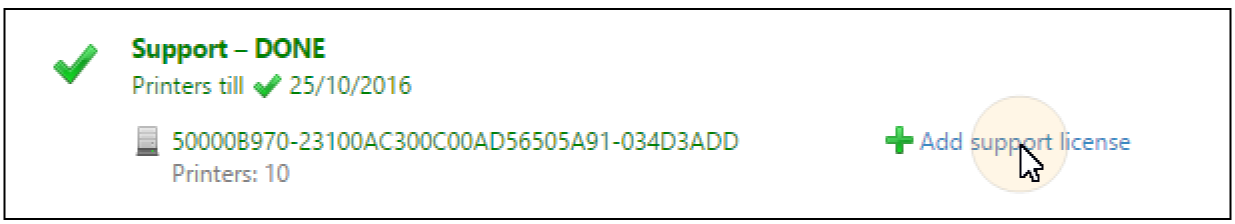


FIGURE 6.10. Extending support licenses on the **Home** screen

7.2.2. Extending support licenses on the License settings tab

To extend a support license on the License settings tab, do the following:

1. On the **License** setting tab, under **License**, click **Manage Support**. The license properties panel opens on the right side of screen.

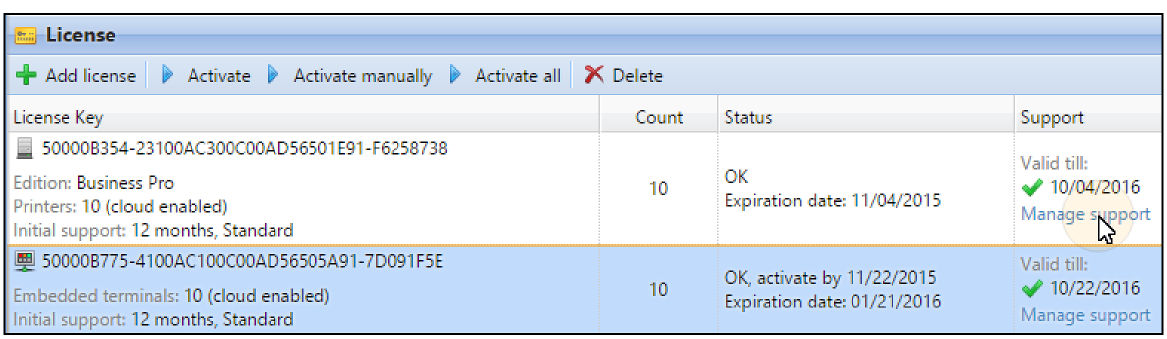


FIGURE 6.11. Extending support licenses on the **License** settings tab

2. On the panel, click **+Add Support license**. The **Add support license** dialog box appears. You have two options of activating the license here. For information about these options and about further steps to extend the licenses, see *"Automatic and manual activation of support licenses"* below.

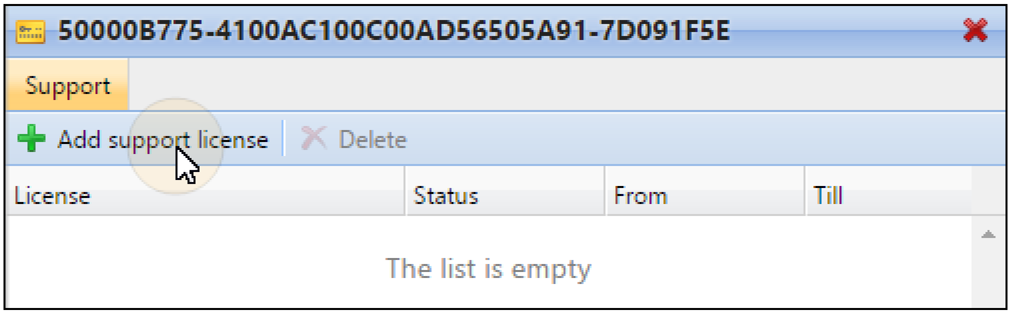


FIGURE 6.12. Adding support license on the **License** properties panel

7.2.3. Automatic and manual activation of support licenses

1. If you are connected to internet, select the **Activate via internet** option on the **Add support license** dialog box, enter the support license number, and then click **OK**.

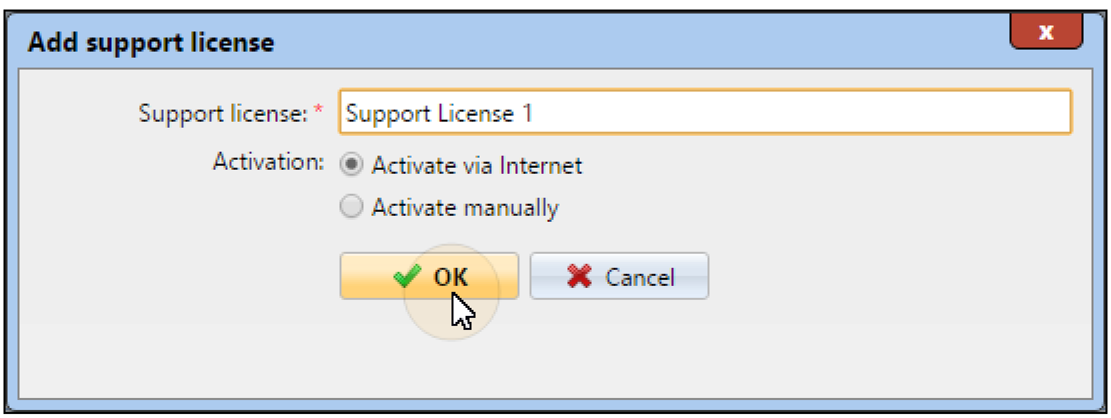


FIGURE 6.13. The **Add support license** dialog box

2. If you are not connected to internet, you need to activate the license manually: select the **Activate manually** option on the **Add support license** dialog box, enter the support license number, enter an activation key, and then click **OK**.

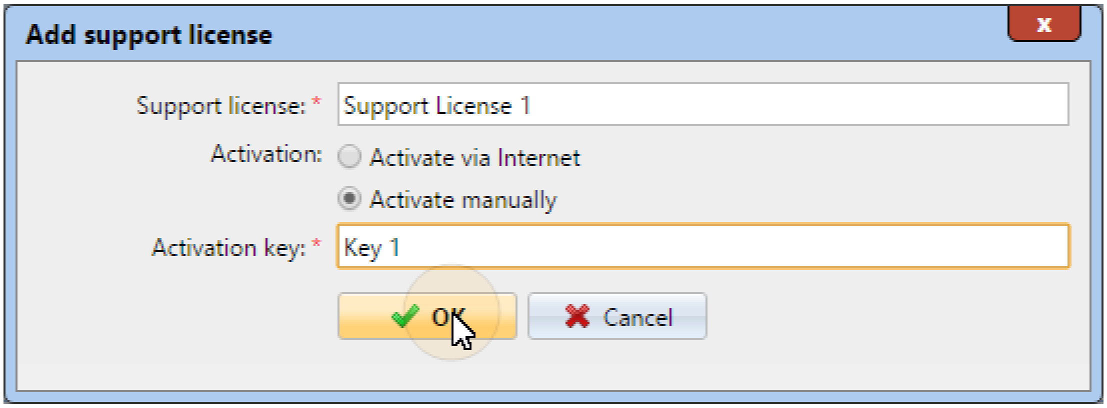


FIGURE 6.14. Entering the support license and the license key on the **Add support license** dialog box

To receive the activation key for manual activation:

> **INFO:** To receive the key, send a request to license@myq-solution.com with attached MyQ-helpdesk XML file. The MyQ® license department will use the xml file to generate the key and provide the key in an email response

1. Generate the MyQ-helpdesk XML file. For information about how to do this, see *"Generate data for support"* on page 38.

2. Send a request for an activation key to license@myq-solution.com with the MyQ-helpdesk XML file attached. You will get an email response with the generated activation key.

8. Printing Devices

This topic discusses one of the key functions of MyQ — setting and management of printing devices. It covers the following subjects:

- Overview, adding, activating and deleting printing devices: List of printing devices, Manually adding printing devices, Discovering printing devices, Activating and deactivating printing devices, Deleting and undeleting printing devices

- Individual devices setting, creating groups of printing devices and exporting the list of printing devices: Editing printing devices, Groups of printing devices, Exporting printing devices

- Monitoring of offline and local printing devices: Monitoring network printers in offline mode, Local printing device monitoring

- Sending email notifications of printing device alerts: Event notifications

- Creating and assigning SNMP profiles: SNMP profiles

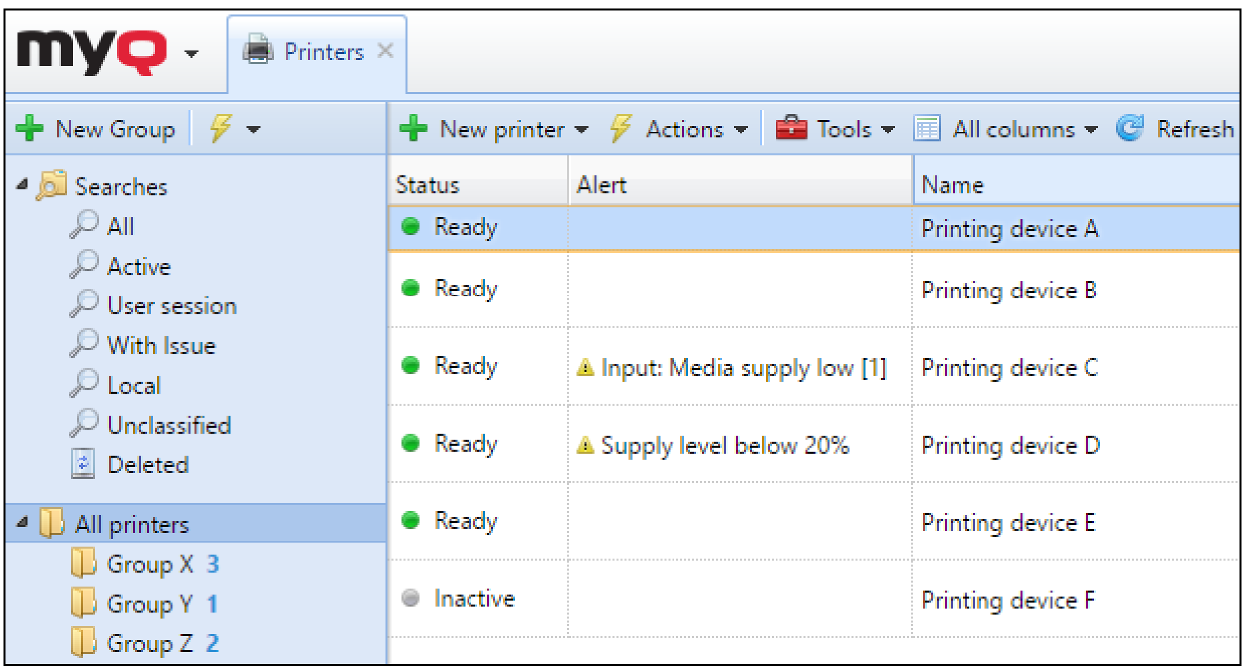


FIGURE 7.1. The **Printers** main tab

8.1. List of printing devices

On the **Printers** main tab, you can see printing devices and information about them. With the **All** search option selected, you see all printing devices that are currently in the system. Apart from this option, you can select from the following:

- **Active** - select to display only active printing devices
- **User Session** - select to display only printing devices that are currently in use
- **With issue** - select to display only printing devices reporting troubles, you see these printers also listed on the Home page
- **Local** - select to display only locally connected printing devices (USB, LPT)
- **Requiring setup** - select to display the printing devices that still can be setup
- **Unclassified** - select to display only printing devices that do not belong to any group
- **Deleted** - select to display only deleted printing devices

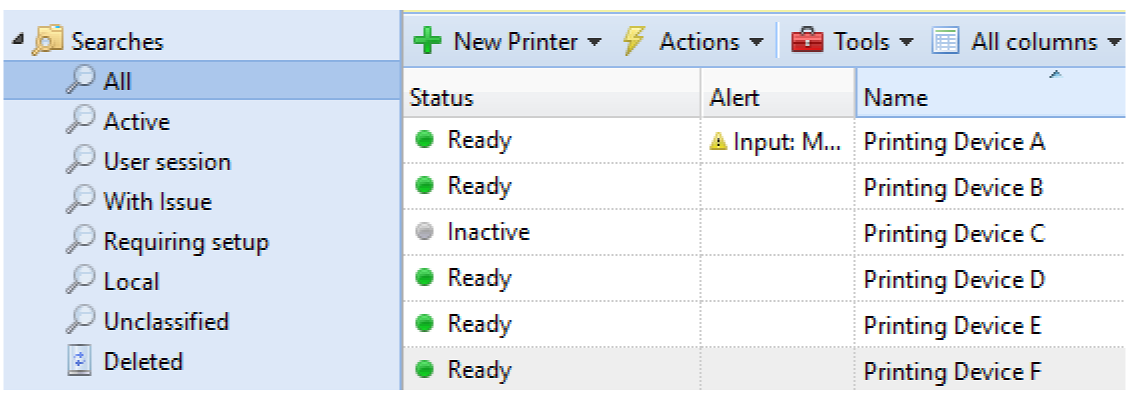


FIGURE 7.2. List of printing devices on the **Printers** main tab

8.2. Manually adding printing devices

To manually add a device, do the following:

1. On the **Printers** main tab, click **+New printer**. A drop-down box appears.
2. In this drop-down box, click **+New printer**. The new printing device properties panel opens on the right side of screen.
3. On the panel, enter the device name and IP address, and then click **Save**.

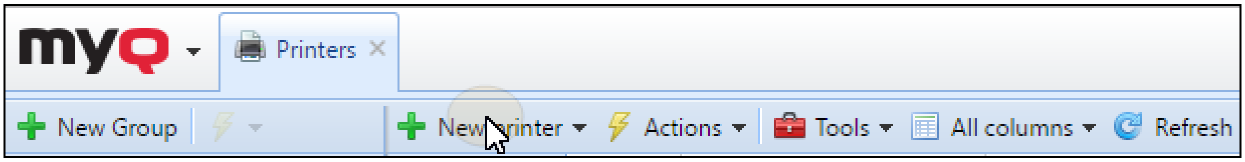


FIGURE 7.3. Manually adding printing devices on the **Printers** main tab

8.3. Configuration profiles

You use a configuration profile to configure some settings on a printer. The most important one is the Embedded part. Here you add an installation package to the profile. When you attach it to a printer and then activate it, the terminal will be embedded on the printer.

> **INFO:** We recommend to create a configuration profile per printer type if you have different printer types.

You need the configuration profiles when you do your printer discovery.

The following settings can be configured:

Name	It is mandatory to give the profile a name.
Price List	Select a price list from the drop-down list. For more information on price lists, see: *"Price List"* on page 292
Fax module	If it is selected, all printed faxes are charged on the FAX user account. It is available only for devices with the FAX option. Select only if the device has a fax module.
Coverage accounting	Select this option if you want to use the coverage accounting feature. It is supported only on selected printing devices. For some devices, you might have to activate coverage accounting on the printing device as well, otherwise the SNMP communication error message appears in MyQ log.
Terminal	Select *embedded* if you want that terminal setup, click **Install terminal package**, then select and install the package, and finally set the **Login methods**.

Printer Credentials	The credentials are used to configure the printer(s) is it attached to. You can override the defaults with the Printer Credentials in the properties of each printer.
Network	Here you can add an SNMP profile: see *"SNMP profiles"* on page 113. And if the **Network** should use the *IP address* or the *Hostname*. You can skip **IP filters** set up. If you skip it, MyQ does not deactivate current IP filters set up in the device. **INFO:** IP Filters is only supported by Kyocera devices.

8.4. Discovering printing devices

On the **Printer discovery** settings tab, you can create and run print discoveries to search for all network printing devices within a defined IP range of your company's network. You can create multiple discoveries for different subnets.

Automated printer discovery

It is possible to add an Action to your printer discovery. In that way you can add a Configuration profile to your printer discovery, or select to activate the discovered printers when you Run the printer discovery.

To add a print discovery, do the following:

1. On the **Home** tab click **Discover printers** in the **Quick Setup Guide** section.

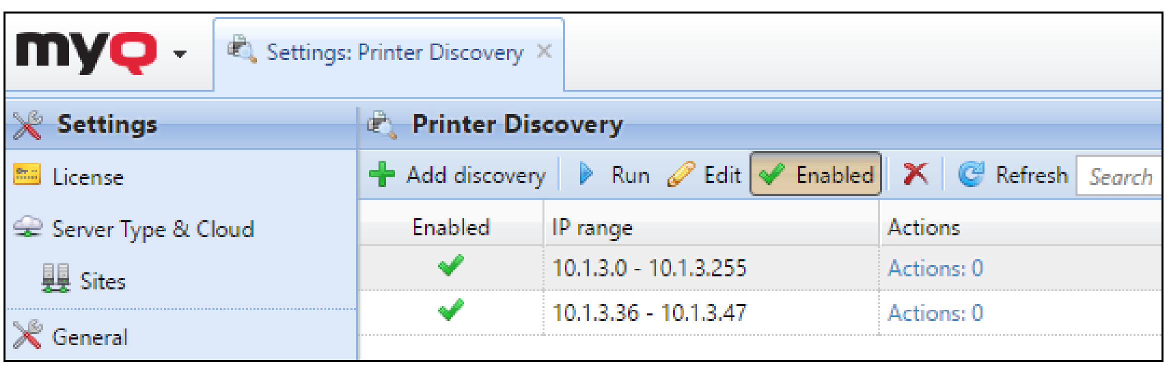


FIGURE 7.4. Adding a printer discovery on the **Printer Discovery** settings tab

2. On this tab, click **Add discovery**. The new printer discovery properties panel opens.

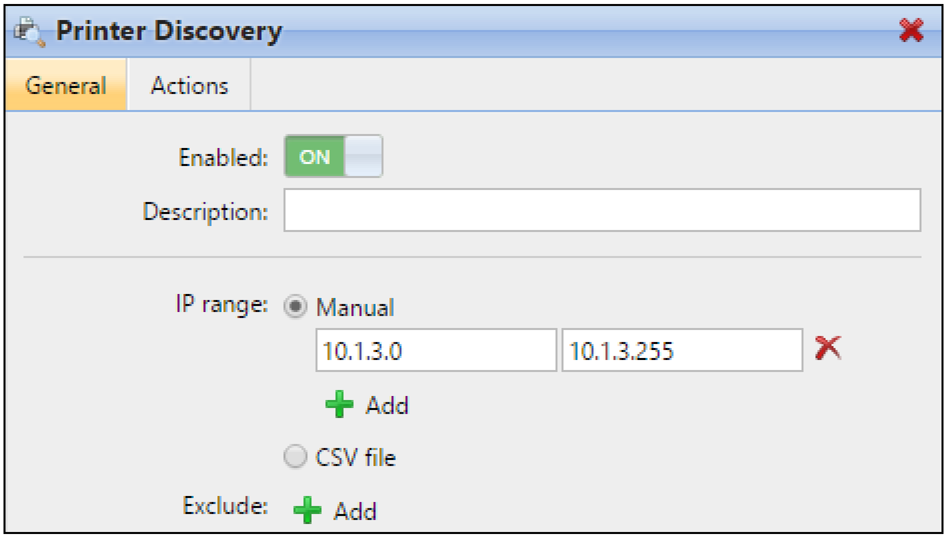


FIGURE 7.5. **Printer discovery** properties panel

3. On the panel, change the General discovery configuration. see *"Printer discovery general configuration"* on the next page.

4. Eventually set special **Actions** that will be performed during the discovery, see: *"Printer discovery actions"* on page 88.

INFO: If you want to automatically embed your terminals after printer discovery, we suggest that you select **Activate** in the **First run actions** section and set a configuration profile with your printer type as **Set configuration profile** in the **Every run actions** section.

5. Click **Save**. The new printer discovery appears on the list on the **Printer Discovery** settings tab.

NOTICE: After activation you could get a notice that your printer discovery schedule is not activated. Click **Change** and activate it to make the message disappear.

To run a discovery and add printing devices:

1. On the **Printer Discovery** settings tab, select the printer discovery that you want to use, and then click **Run**. The **Discovering** tab with a list of discovered printing devices opens. You can choose to add either all of the discovered devices or just a selection of them:

    a. If you want to add all discovered devices, click **Add to MyQ**, and then click **Add all** in the drop-down box. You can see the added printing devices on the **Printers** main tab.

    b. If you want to add selected devices, select the devices that you want to add, then click **Add to MyQ**, and then click **Add selected**. You can see the added printing devices on the **Printers** main tab.

8.4.1. Printer discovery general configuration

The basic configuration options are displayed in the table below:

> **INFO:** The options mentioned in the following table are basic and commonly used options of the printer discovery. Options that are not mentioned here are connected with advanced features of MyQ. You can find information about those options in particular manuals for advanced features of MyQ.

Enabled:	If you enable the discovery, it is included in the scheduled run of print discoveries.
Description:	Here you can add your own description of the discovery.

IP range:	- MyQ automatically detects the IP range from the IP address of a server. - If you want to use a different IP range, you can either manually change it or import it from a CSV file. - You can add additional IP ranges by clicking **+Add** under **IP range**. - You can delete IP ranges by clicking the delete red cross button. - You can exclude particular IP addresses by clicking **+Add** under **Exclude**.
Save printer address as:	Here you can select if you want to save the printing device address as an *IP address* a *Hostname* or a *FQDN*.
SNMP:	Here you can set the SNMP timeout period in milliseconds. This setting determines how long the MyQ system waits for a response from a printing device.

<table>
<tr>
<td>Name template:</td>
<td>
You can create a name template for each of the discovered printing devices; multiple parameters can be used to compose the name of the new device:

%model%: Model of the printing device.
%ipByte4%: The last byte of the device's IP address.
%sn%: Serial number of the printing device.
%id%: ID of the printing device in the MyQ database.

NOTICE: If the printer name template contains the %id% parameter and you run discovery and add the same printer again, the name will not be updated.

%hostname%: This parameter corresponds to the hostname resolved by DNS server.
%snmpHostname%: This parameter coresponds to the hostname of the printing device set in the MIB table. The value of this parameter is obtained via SNMP protocol within the discovery of each printing device.
%FQDN%: Fully Qualified Domain Name of the printer

If you select the CSV file option,you must enter the name of the CSV file as IP address/Hostname or serial number;printer name. You must also set the content of the First column in table, being either IP address, Hostname or Serial number.
</td>
</tr>
</table>

Initiated by terminal	Check this box when you have Java based terminals that need to be setup. Java based terminals can be installed and configured on the printer manually without a need to create a printer in MyQ and execute Remote Setup. When such a terminal connects to MyQ, MyQ tries to find a matching printer by an IP address match. If no printer is found, MyQ executes a Printer Discovery. When the IP range holds the IP address the Printer Dicovery will create a printer and MyQ will connect the printer to the terminal.

8.4.2. Printer discovery actions

INFO: The actions mentioned in the following table are basic actions that are commonly performed during print discoveries. Actions that are not mentioned here are connected with advanced features of MyQ. You can find information about those actions in particular manuals for advanced features of MyQ.

You can add multiple filters for performing discovery actions: every filter specifies on what type of printers the actions will be performed and which actions will be included.

- To add a new filter, click **+New Action**. The **Actions** panel opens.

Filter:

	Here you can specify the printing device models or the types of devices on which this action is performed during the discovery. • Enter the model on which you want to perform the action. If you want to add more models, you have to separate them by commas. • You can also select types of devices: color or B&W devices and distinguish between copiers or all.
Every run actions	
Add to queue:	Here you can select one or more queues where the device will be automatically added to. For more information about print queues, see *"Queues "* on page 199.
Set configuration profile	Here you can create a new configuration profile by selecting **Add new**. It gives you the option to install a terminal package and set the login method for the printers in the discovery. See: *"Configuration profiles"* on page 82.
Add printer to group:	Here you can select a group where the device will be automatically added. For more information about print groups, see *"Groups of printing devices"* on page 103.
Remove current groups:	If you select this option, the device is removed from all of its current groups.
Price List:	Here you can assign a price list to the device. For more information about the MyQ price list, see *"Price List"* on page 292.
Coverage accounting:	Activates coverage accounting. This feature is supported only by a limited number of printing device models. For more information about this feature, see *"Editing price lists"* on page 292.

Location	Here you can set location of the printing device; you have three options as to how to do this: • You can manually define the location by entering any text. Each printing device discovered or updated within this print discovery will contain this location. • You can automatically obtain the location via SNMP protocol by entering the **%location%** parameter. In such case, the location is taken from the location parameter defined on the Web User Interface of each particular device discovered or updated within this print discovery. • You can leave this setting empty. In such case, the location of the printing device is not set/updated during the discovery. Updated printers maintain their current location and new printing devices have the location parameter undefined. The location of a printing device is displayed and can be changed on its properties panel (see *"Editing printing devices"* on page 95).
First run actions	
Activate:	Automatically activates the device if the current license allows it.
Create direct queue:	If you select this option, MyQ will automatically create a direct queue for the device. The name of the queue is the same as the system name of the device. For more information about print queues, see *"Queues "* on page 199.
Copy settings from the queue:	Here you can enter or select a direct queue from which the settings of the newly created queue are copied. For more information about print queues, see *"Queues "* on page 199.

Print test page:	MyQ server will automatically send test page to the newly created direct queue.
Print as:	If you select the **Print test page** option, you have to select a user account under which the test page will be printed.
Install Windows printer:	In this section you can automatically install print port and printer driver on MyQ server. For more information about remote install of print ports and drivers see "MyQ DDI manual".

8.5. Activating and deactivating printing devices

Unless it was automatically activated during discovery, a newly added device is not active in MyQ and some of its data are not displayed (its serial number, type, counters etc.). The next step is to activate the device.

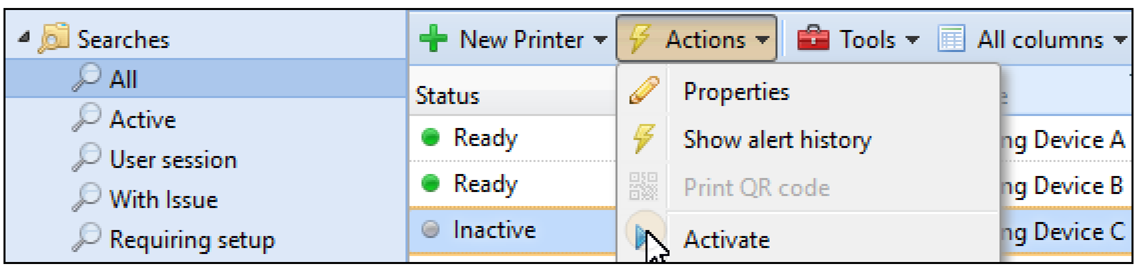


FIGURE 7.6. Activating printing devices on the **Printers** main tab

To activate selected print devices:

1. After selecting the printers right-click the selection and click **Set configuration profile**. A pop-up window with the same name opens.

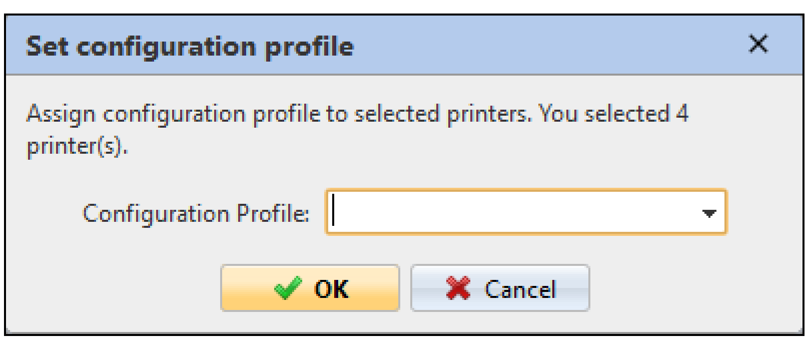


FIGURE 7.7. Set configuration profile for selected printers

2. Select a profile from the drop-down list and click **OK**.

NOTICE: If the selected profile has *Embedded* as **Terminal type** and an installation package that mirrors the selected printers, you will embed the selected terminals during activation.

3. With your selection still intact, right-click once more and select **Activate**.

INFO: You can also activate or deactivate printers separately by clicking the printer in the overview and in the properties panel click either the **Activate** or the **Deactivate** button.

To activate all devices:

1. On the bar at the top of the **Printers** main tab, click **Actions**. The **Actions** drop-down box appears.
2. Click **Select all.**
3. Right-click the selection and click **Set configuration profile**.

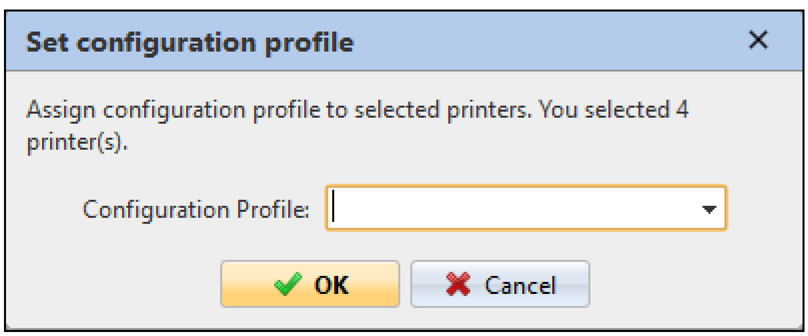


FIGURE 7.8. Set configuration profile for all printers

4. Select a profile from the **Configuration Profile** drop-down list and click **OK**.

NOTICE: If the selected profile has *Embedded* as **Terminal type** and an installation package that mirrors the selected printers, you will embed the selected terminals during activation.

5. Right-click the selection and click **Activate all**.

To deactivate activated printing devices

1. On the list of printers on the **Printers** main tab, select the devices that you want to deactivate, and then click **Actions**. The **Actions** drop-down box appears.

2. In the drop-down box, click **Deactivate**.

INFO: Alternatively, you can activate all printing devices by clicking **Activate** under **Activate printers** on the **Home** screen.

NOTICE: Although there is no limit on the number of printing devices you can add to the MyQ system, you cannot activate more printing devices than your license allows.

8.6. Deleting and undeleting printing devices

If you delete a printing device, you will not be able to use it but its data will be permanently stored in the MyQ database.

NOTICE: It is not possible to add the same device twice as its MAC address is unique and there cannot be two devices with identical MAC addresses in the system. If you want to use the deleted printing device again, you have to undelete and reactivate it.

8.6.1. Deleting printing devices

To delete selected printing devices, do the following:

1. Select the printing devices you want to delete from the list of printing devices on the **Printers** main tab.

2. Click **Actions**. The **Actions** drop-down box appears.

3. Click **Delete**.
   You can find the deleted printing devices under the **Deleted** search option.

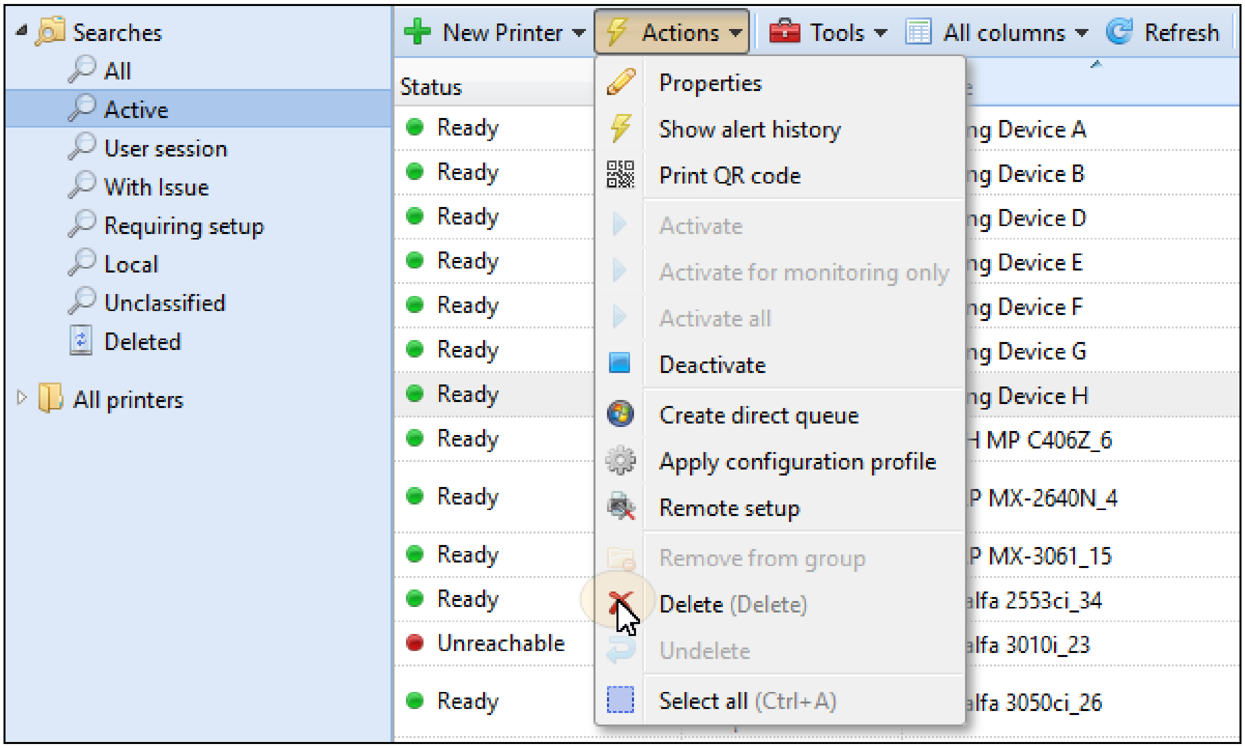


FIGURE 7.9. Deleting the selected printing device

8.6.2. Undeleting printing devices

To undelete selected printing devices, do the following:

1. On the group tab on the left side of the **Printers** main tab, under **Searches**, select the **Deleted** search option. The list of deleted printing devices appears.
2. On the list, select the printing devices that you want to undelete, and then click **Actions**. The **Actions** drop-down box appears.
3. In the drop-down box, click **Undelete**.

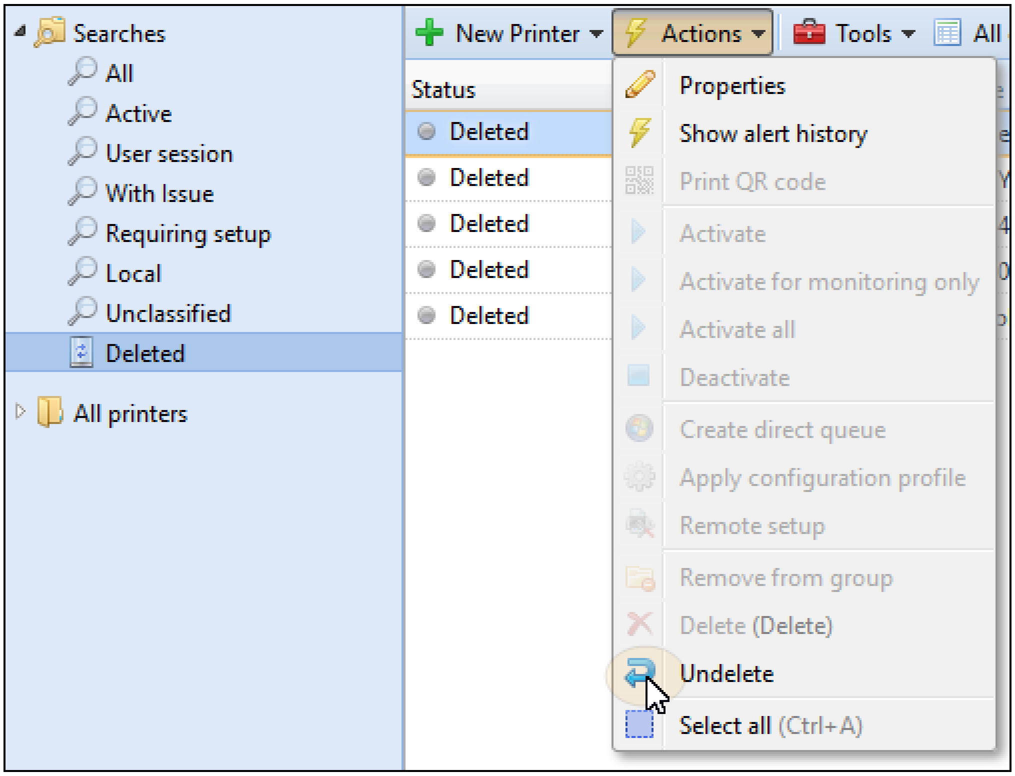


FIGURE 7.10. Undeleting the selected printing device from the **Deleted** list on the **Printers** main tab

NOTICE: The undeleted printing devices are not active; you have to activate them again.

8.7. Editing printing devices

Each individual printing device has its own properties panel. To open the panel, double-click the printing device on the list of printing devices on the **Printers** main tab. The properties panel opens on the right side of screen. There you can **Deactivate** it or perform some specific **Actions** on this printer.

The panel is divided into four tabs: **General**, **Supplies**, **Groups** and **Queues**. On the **General** tab, you can change the printing device settings, on the **Supplies** tab you can check ink and other supply related percentages, on the **Groups** tab, you can add the device to groups and on the **Queues** tab, you can add the printing device to queues.

INFO: It is possible to set Events for the supply related items. See: *"Event notifications"* on page 108.

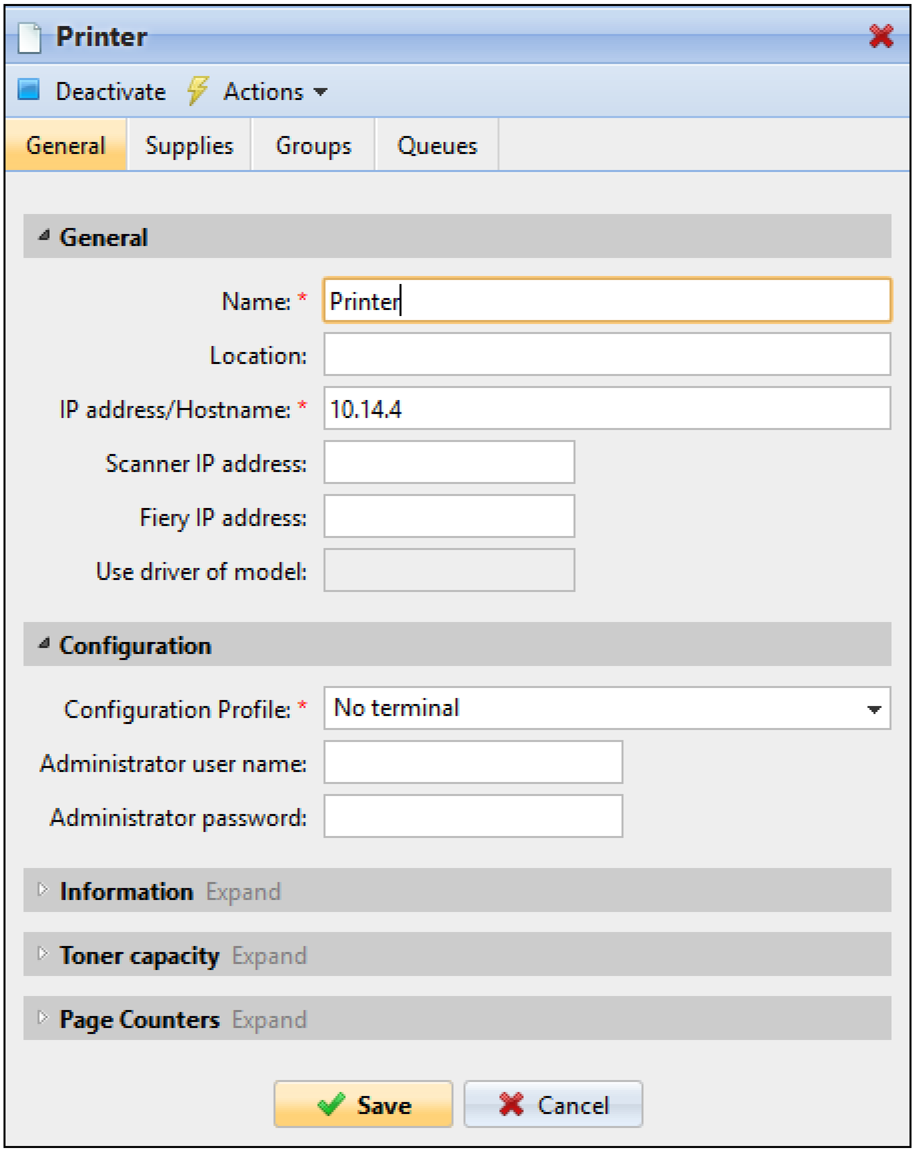


FIGURE 7.11. Individual printing device properties panel

8.7.1. Printing devices information and settings

In the table below, you can see the information and settings displayed on each printing device properties panel.

INFO: The settings mentioned in the following table are basic settings of printing devices. Settings that are not mentioned here are connected with advanced features ofMyQ. You can find information about those settings in particular manuals for advanced features ofMyQ.

General	
Name*	Name of the printing device, any string can be used.
Location	If it is required, you can specify the location of the printing device here.
IP address/Hostname*	The IP address or hostname of the printing device.
Scanner IP address	The IP address of the scanner (if the device scanner has a different IP than the printing device).
Fiery IP address	The IP address of the Fiery module (if the device is equipped with it).
Use driver of model	Alternative model name. If your printing device is not listed in the current database of supported models, you can enter the type of supported printing device which stands close to your model. For more information about support of particular models, please contact **support@myq-solution.com**.
Configuration	
Configuration Profile	Select a profile from the drop-down list or create a new one to embed the printer by clicking **Add new**. Then add a **Name** mandatory, download an installation package, set the **Login methods** and the **Printer credentials** as applicable to the printer.
Administrator user name	Enter the admin user name. If you embed the printer separately this user name should match the one in the configuration profile.
Administrator password	Enter the admin password. If you embed the printer separately this password should match the one in the configuration profile.

Information	
Brand	Information about the printing device manufacturer. It is automatically detected from the device.
Model	Information about the printing device model name. It is automatically detected from the device.
Serial number	The printing device serial number. It is automatically detected from the device.
MAC address	The printing device MAC address. It is automatically detected from the device and it is used as unique identification of the device in the MyQ® system. Therefore, only one device with a particular MAC address can be activated.
Asset number	Additional option for identification of the printing device.
Contact	Contact to the person responsible for the printing device maintenance.
Purchase date	Purchase date of the printing device.
Notes	Additional information about the printing device.
Toner Capacity	
C	Capacity of the printing device CYAN toner.
M	Capacity of the printing device MAGENTA toner.
Y	Capacity of the printing device YELLOW toner.
K	Capacity of the printing device KEY (black) toner.

Page Counters	
B&W Print	Total amount of B&W pages printed on the device.
Color Print	Total amount of color pages printed on the device.
B&W Copy	Total amount of B&W pages copied on the device.
Color Copy	Total amount of color pages copied on the device.
Single color copy	Total amount of single color pages copied on the device.
Scanner	Total amount of pages scanned on the device.
Fax	Total amount of incoming faxes printed on the device
Print total counter adjust for load balancing	The entered value is added to the printed pages counter to evenly spread print load between devices in tandem queues. For more information about this option, see *"Types of queues"* on page 207.

8.7.2. Adding printing devices to groups and removing them from groups

INFO: For more information about groups, see *"Groups of printing devices"* on page 103.

To add a printing device to a group, do the following:

1. On the bar at the top of the **Groups** tab, click **+Add**. The **Select group** dialog box appears.

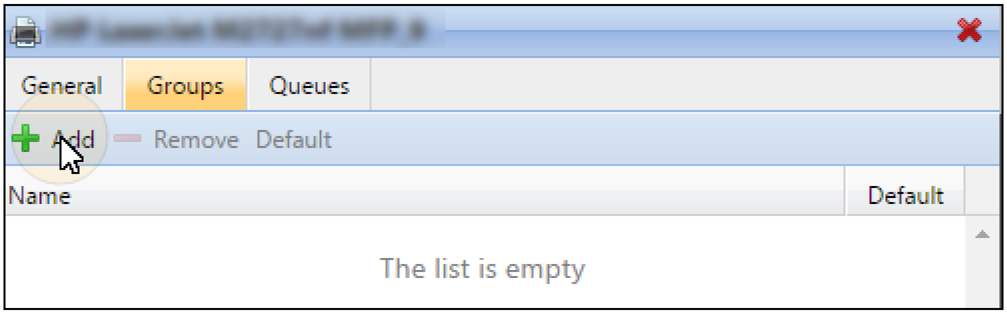


FIGURE 7.12. Adding a printing device to a group of printing devices

2. In the **Select group** dialog box, select the groups where you want to add the device, and then click **OK**.

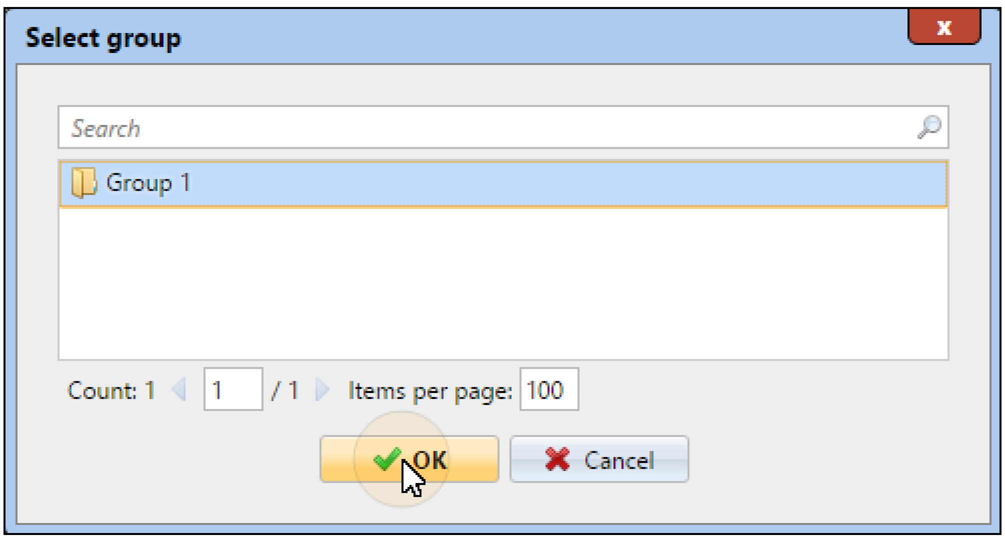


FIGURE 7.13. Selecting the group in the **Select group** dialog box

> **NOTICE:** To add a printing device to a group on the **Printers** main tab using drag and drop, drag the printer and drop it on the group icon on the groups tab on the left side of screen.

To remove a printing device from a group, do the following:

- On the bar at the top of the **Groups** tab, click **—Remove**. The group disappears from the **Groups** tab.

NOTICE: To remove selected printing devices from a group on the **Printers** main tab, select the group there, select the printing devices that you want to remove, click **Actions**, and then click **Remove from group** in the Actions drop-down box.

8.7.3. Adding printing devices to queues and removing them from queues

INFO: For more information about Queues, see *"Queues "* on page 199.

To add a printing device to a queue, do the following:

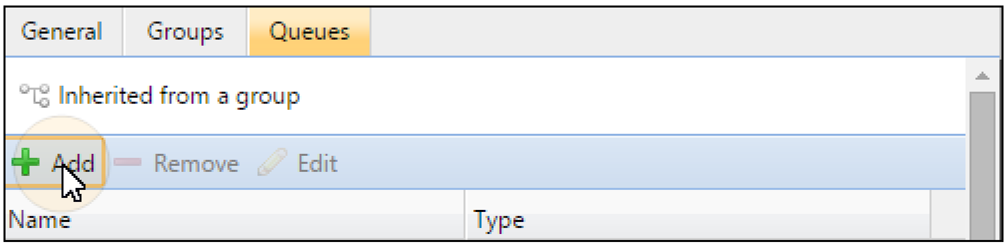


FIGURE 7.14. Adding printing devices to queues on the **Queues** tab

1. On the bar at the top of the **Queues** tab, click **+Add**. A search dialog box appears to the left.
2. In the **Dialog** box, find the queue where you want to add the device, and then click **OK**.

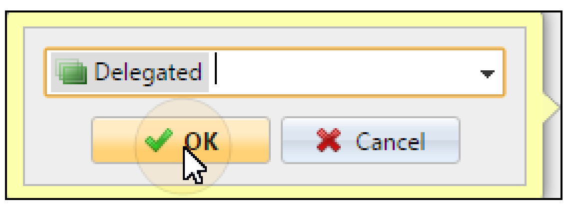


FIGURE 7.15. Selecting the queue

To remove a printing device from a queue:

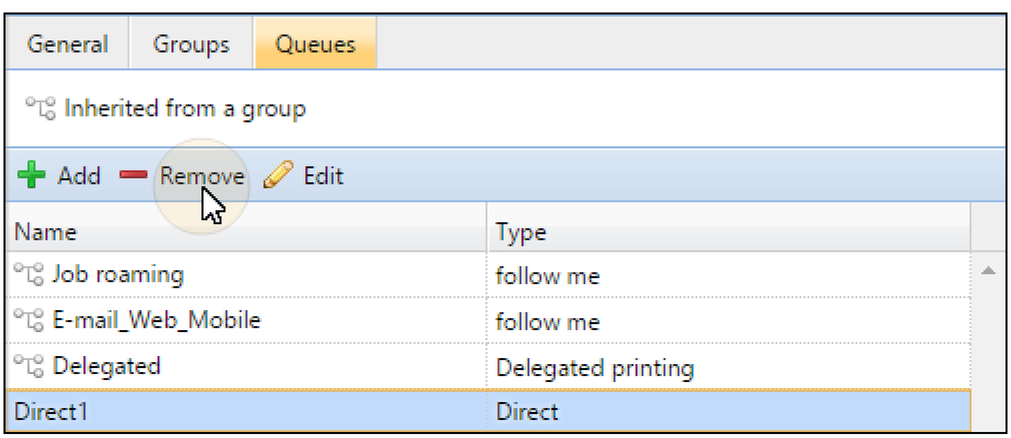


FIGURE 7.16. Removing printing devices from a queue on the **Queues** tab

- On the bar at the top of the **Queues** tab, click **— Remove**. The queue disappears from the **Queues** tab.

8.8. Groups of printing devices

All printing devices in MyQ can be divided into groups based on their location, model, vendor, category etc. On the **Printers** main tab, you can create new groups of printing devices. There are a number of MyQ functions where groups are used, for example, they can be assigned to particular print queues (see *"Queues "* on page 199), users can be given rights and restrictions concerning particular groups (see *"Users"* on page 120) and reports can be set to concern particular groups only (see *"Reports "* on page 299).

8.8.1. Creating groups of printing devices

To create a group of printing devices, do the following:

1. On the group tab on the left side of the **Printers** main tab, right-click **All printers**, and then click **+New Group** on the shortcut menu. The new group properties panel opens on the right side of screen.

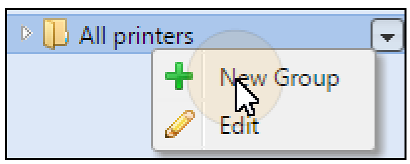


FIGURE 7.17. Adding new group of printers

2. On the panel, enter name of the new group, eventually give rights to users or groups of users, and then click **Save**.

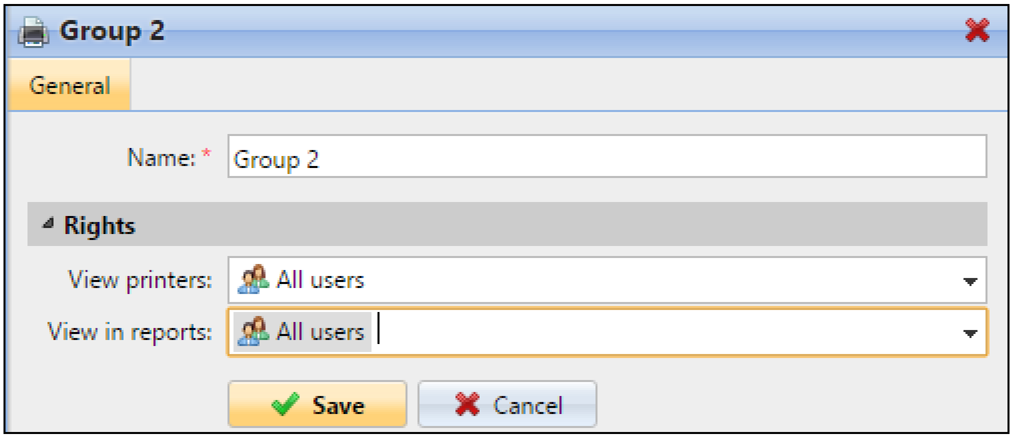


FIGURE 7.18. New group properties panel

Rights

View printers	The right to see and manage printers from this group on user interface.
View in reports	The right to see this group of printers in reports.

NOTICE: If you want the new group to be placed under an already existing group, select the parent group, and then click **+ New Group** (or right-click the parent group, and then click **+ New Group** on the shortcut menu).

8.8.2. Deleting groups

To delete a group of printing devices, do the following:

- On the group tab on the left side of the **Printers** main tab, right-click the group you want to delete, and then click **Delete** on the shortcut menu.

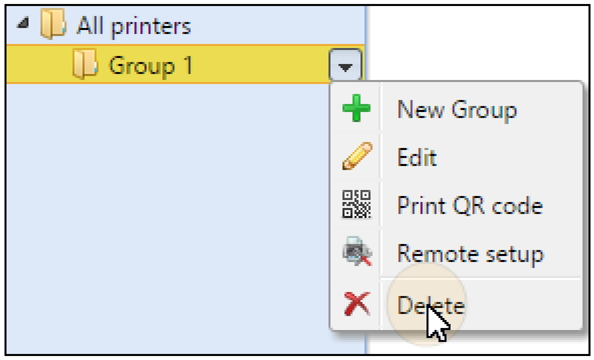


FIGURE 7.19. Deleting **Group 1** on the **Printers** main tab

8.9. Exporting printing devices

On the **Printers** main tab, you can export the list of printing devices with all the information that are displayed on the current view to a CSV file.

To export the list of printing devices:

1. On the toolbar at the top of the **Printers** main tab, click **Tools**, the tools drop-down box appears.
2. On the drop-down box, click **Export**.

8.10. Monitoring network printing devices in offline mode

The usual way of communication between the MyQ system and a printing device is via SNMP protocol. In case this method cannot be used, for example if the printing device does not support the SNMP protocol, you can use the MyQ parser to monitor number of pages and other basic properties of jobs sent to be printed on a printing device. This accounting method is referred to as the **Offline accounting**.

NOTICE: The main disadvantage of the offline accounting feature is its inaccuracy. Due to the fact that the communication of MyQ and the printing device is one-sided and restricted to sending print data to the device, it is not possible to check if the data are actually printed. Therefore, MyQ charges the print job based on the information from the job parser received after the job is sent to the printing device. Even if the print job is canceled halfway through the print, it is charged as a whole.

To enable the offline accounting mode of a printing device

1. On the **Printers** main tab, double-click the printing device to open its properties panel.

2. On the panel, in the **Use driver of model:** text box, enter the value **offline**, and then click **Save**.

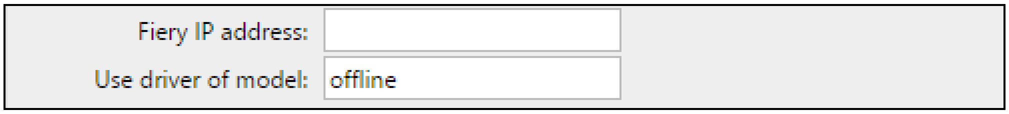


FIGURE 7.20. The Use driver of model setting on the printing device properties panel

NOTICE: Before enabling the offline accounting mode, deactivate the printing device. The **Use driver of model:** setting cannot be changed on activated printing devices. Once you enable the offline accounting mode, reactivate the printing device.
For information on activating and deactivating printing devices, see *"Activating and deactivating printing devices"* on page 91.

8.11. Local printing devices monitoring

Besides monitoring network printing devices, MyQ is able to monitor the number of printed pages on devices connected locally via parallel port or USB port. In such case, the number of printed pages is extracted from print spooler as it is being processed by print driver.

To extract the data provided by the spooler, you need to install the **MyQ Smart Print Services** Windows service to all computers from which you print to MyQ and set up the Local Print Monitoring there. All Jobs sent to selected types of ports will be detected from print spooler.

NOTICE: The main disadvantage of the local print monitoring feature is its inaccuracy. As the communication of MyQ and the local printing device is one-sided and restricted to sending print data to the device, it is not possible to check if the data are actually printed. Therefore, MyQ charges the number of pages extracted from the spooler when they are sent to the printing device. Even if the print job is canceled halfway through the print, it is charged as a whole.

NOTICE: Local printing devices monitoring is available only on computers with MS Windows.

8.11.1. Installation and setup of the MyQ Smart Print Services service on client's computers

For information on how to install and set up the MyQ Smart Print Services on client's computers, see the Guide to MyQ Smart Print Services for Windows.

> **NOTICE:** Whenever you add a local printer or change settings of print ports (see *"Printing to MyQ"* on page 226), you have to restart the **SmartPrintServices** service in the Windows Task Manager, under Services.

8.11.2. Accounting on the local printing devices

After the print job is sent to one of the local printing devices, the number of pages and other information about the print job are saved to the MyQ Smart Print Services folder of the particular register file. Once the connection with the MyQ server is established, all information are automatically transferred to the MyQ server and deleted from the registry. Therefore, it is not necessary to be permanently connected to the MyQ Server online.

Once the server is connected and data are sent to the server, information about the job appear in an **Info** entry in the MyQ log. Each entry contains information about the person who printed, the printing device that the user printed on and the number of printed pages. The MyQ server automatically creates a new local type printing device. Its name has the following form: **printer@computer**.

An appropriate price list can be set for local printing devices. Therefore, they can be included in the monetary reports. If the user that prints on the local printing device already exists, their prints are simply assigned to him or her. Otherwise, the job is accounted to ***unknown** user.

8.12. Event notifications

Event notifications are customizable actions initiated by specific events, which are based on alerts of printing devices. The notifications are set up by first defining the events and then selecting and setting the actions triggered by these events. The actions are of two kinds: as the response to an event on a printing device, MyQ can send an email notification to one or more persons or it can terminate the user session on the embedded terminal of the device.

Both the events and the event actions can be set on the **Event Notifications** main tab: **Events** on the **Events** sub-tab and **Event actions** on the **Event actions** sub-tab.

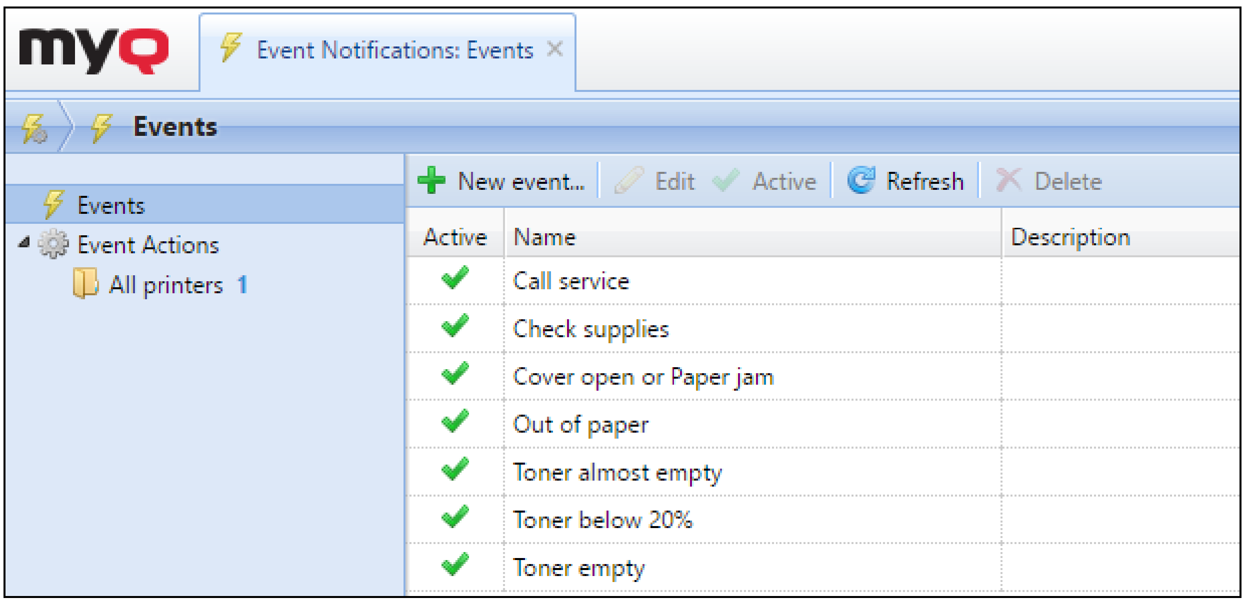


FIGURE 7.21. **Event notifications** main tab

INFO: You can create a report with the **Device events summary** type, which informs about all events on selected printers or groups of printers during a certain period of time.

INFO: Information regarding the MyQ Embedded terminals can be found in MyQ manuals dedicated to the terminals on particular brands of printing devices.

8.12.1. Events

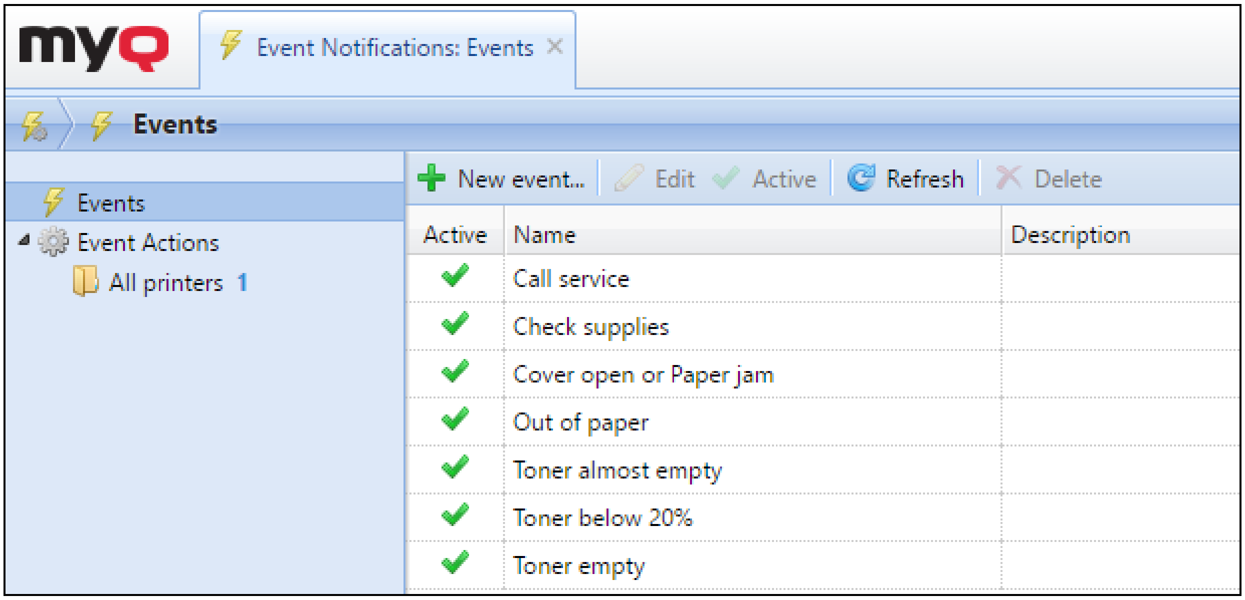


FIGURE 7.22. **Events** tab on the **Event Notification** main tab

There are seven predefined events on the **Events** tab. These events correspond to common situations, such as empty toner or jammed paper, or to states of printing devices that require particular actions, such as technical support or supply check. The events are triggered by the following states of a printing device:

- **Call service** — The printing device requires authorized technical service.
- **Check supplies** — Consumables of the printing device need to be checked.
- **Cover open or Paper jam** — Either some of the covers of the device are open or a paper is jammed inside.
- **Out of paper** — The printing device is out of paper.
- **Toner almost empty** — One or more toners of the device are almost empty.
- **Toner below 20%** — One or more toners of the device are below 20%.
- **Toner empty** — One or more toners of the device are empty.

Changing the toner level to be monitored

Toner level to be monitored is set to 20% as default but can be easily changed following the instructions below:

1. On the events list on the **Events** tab, double-click the event. The event properties panel opens on the rights side of screen.
2. On the panel, under **Filters**, double-click the filter with the **Supply level below X%** code. The **Filter** tab opens.
3. On the tab, in the **X** text box, enter the value of the X parameter, and then click **OK**.
4. Change the name of the event according to the level.

8.12.2. Event actions

The two available actions are 1) sending an email and 2) terminating the user session on an embedded terminal. Each action can be either applied to all printers, or it can be restricted to specific groups of printers.

There is one predefined event action: Toner below 20%. This action applies to all printers and responds to the Toner below 20% event (toner below X%, where X is set to 20).

List of printing devices groups

Each event action either applies to all printers, or is restricted to a certain group. To view the actions restricted to a particular group of printers, select the group on the list on the left side of the **Event Actions** tab.

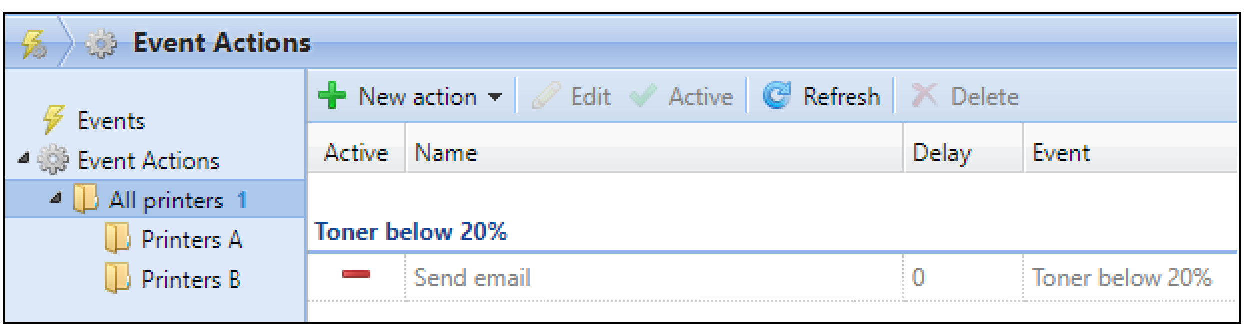


FIGURE 7.23. The list of printer groups on the **Event actions** tab

To create a new event action

1. In the list of printing devices groups on the left side of the **Event Actions** tab, select the group to which you want to restrict the action, then click **+New action**,

and lastly select the type of action. The new event action's properties panel opens on the right side of screen.

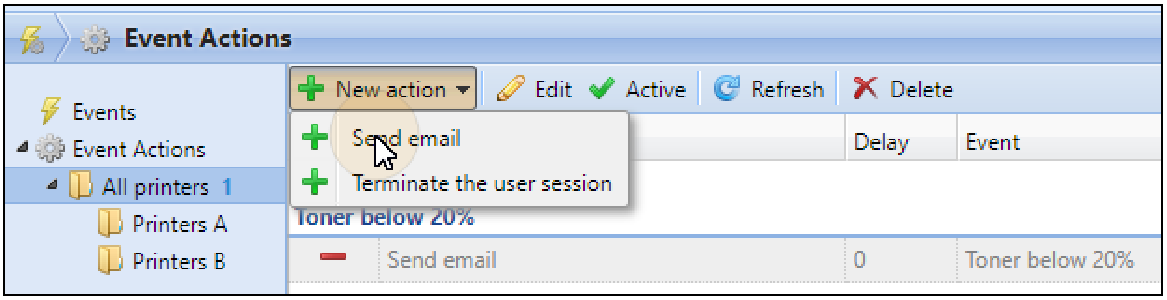


FIGURE 7.24. Creating new action under the **Printers A** group

2. On the panel, set all options of the action (see *"Setting event actions"* below), and then click **Save**.

Setting event actions

To open and edit an individual event action properties panel, double-click the event action on the list of event actions on the **Event Actions** tab.

> **INFO:** The **Send email** action type has the following settings: Enabled, Event, Delay, Retry, Recipient, Subect+Message. The **Terminate the user session** action type has the following settings: Enabled, Event, Delay.

Event Action	
Enabled	Enable, or disable the event action.
Event	Select the event that will initiate this action.
Delay	Here you can set a time period after which the email is sent.
Retry	Here you can set a number of retries to send the email.
Recipient	Enter the email recipient or recipients. If you enter multiple email addresses, separate them by commas or by semicolons. You can use the %PRINTER_CONTACT% parameter to send the email to the device's contact. See *"Contact"* on page 98.

Subject **+** **Message**	Enter the email subject and message. You can use the following parameters: {PRN.NAME} — name of the printer {PRN.IP_ADDRESS} — IP address of the printer {PRN.SERIAL_NUMBER} — serial number of the printer {PRN.MODEL} — model name of the printer {PRN.PRINTER_MONO} — counter of B&W-color pages printed on the device {PRN.PRINTER_COLOR} — counter of color pages printed on the device {PRN.COPIER_MONO} — counter of B&W-color pages copied on the device {PRN.COPIER_COLOR} — counter of color pages copied on the device {PRN.SCANNER} — counter of scanned pages sent to email or folder {SUPPLY.INFO} — level of consumables in percents {ASSET.NUMBER} - the asset number of the printer

8.13. SNMP profiles

By default, the SNMP v1 protocol is used for communication with printing devices in the MyQ system. Instead of it, you can use the more recent SNMP v2c protocol or the SNMP v3 protocol, which significantly increase security of communication with a printing device.

Multiple SNMP profiles can be created in MyQ and each printing device can be assigned one of the profiles. This way, you can have one profile for all printing devices with a particular SNMP configuration.

> **INFO:** You can change the default SNMP profile. To make any SNMP profile the default one, select it on the **SNMP** settings tab, and than click **Default** on the bar at the top of the tab (or right-click the profile, and than click **Default** on the shortcut menu).

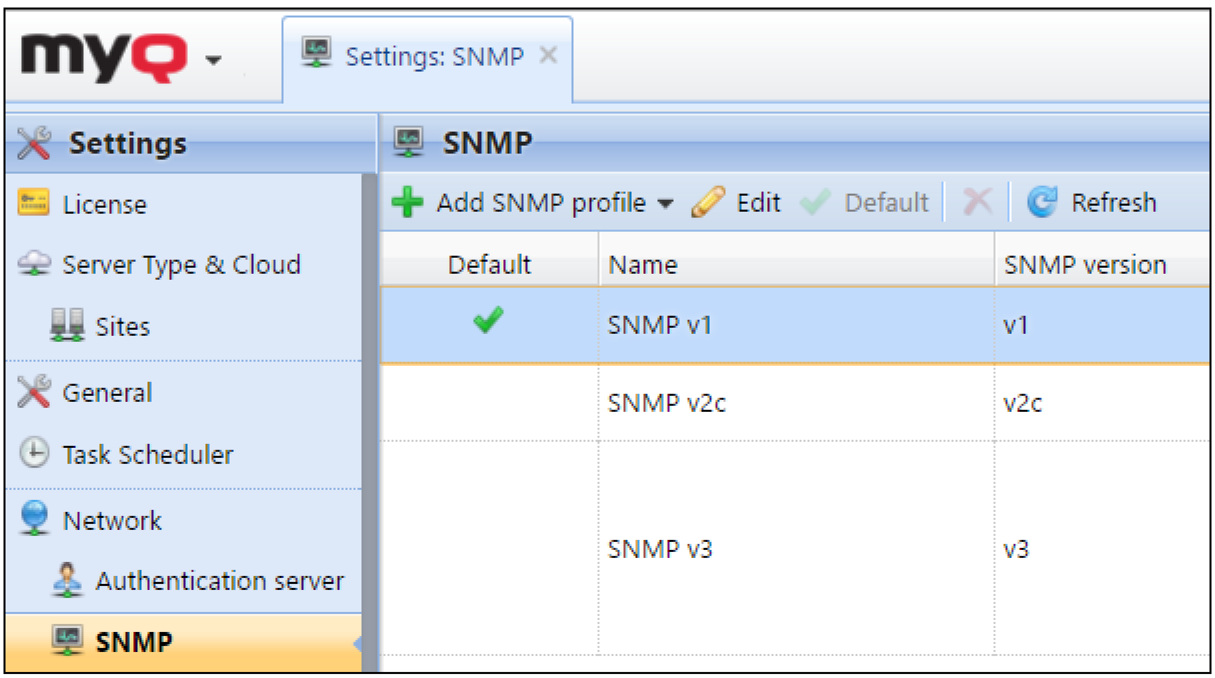


FIGURE 7.25. The SNMP settings tab of the MyQ Web Interface

8.13.1. Adding and editing SNMP v1 and v2c profiles

With the SNMP v1 and v2c protocols, a single string called "SNMP Community string" is used to allow access to the device. Only two parameters need to be set in MyQ: the **SNMP read community** parameter and the **SNMP write community** parameter. Their values have to match the values of their counterparts on the Web User Interface of the printing device (Read Community, Write Community).

To add a new SNMP v1 or v2c profile

1. On the MyQ Web Interface, open the SNMP settings tab. (At the top-left corner, click **MyQ**, then click **Settings**, and then click **SNMP**.)
2. On the bar at the top of the **SNMP** tab, click **+Add SNMP profile**, and then click **+SNMP v1** or **+SNMP v2c** on the shortcut menu. The new SNMP profile properties panel opens on the right side of screen.

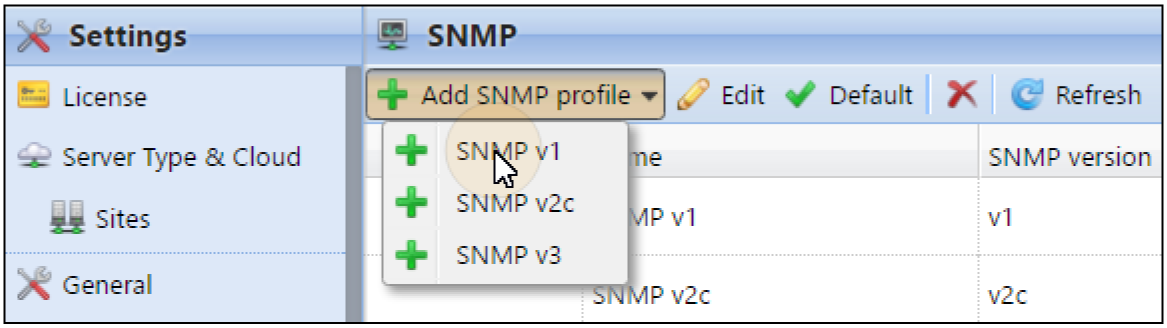


FIGURE 7.26. Adding the new SNMP v1 profile

3. On the panel, enter the name of the profile, set the parameters, and then click **Save**. The new profile is displayed on the list on the SNMP tab.

To open and edit a SNMP v1 or v2c profile

- To open the SNMP profile properties panel, select the profile on the SNMP settings tab, and then click **Edit** (or right-click the profile, and than click **Edit** on the shortcut menu). The profile's properties panel opens on the right side of screen.

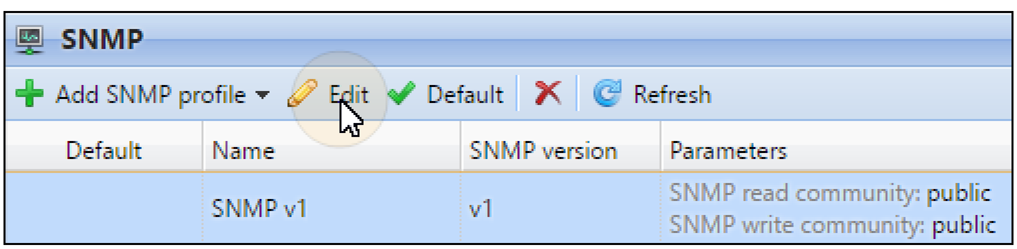


FIGURE 7.27. Openning the SNMP profile properties panel

- On the SNMP profile properties panel, you can change name of the profile and enter values of the **SNMP read community** parameter and the **SNMP write community** parameter according to the values that are set on the printing device's Web User Interface.
- Click **Save** to submit and store the changes of the profile.

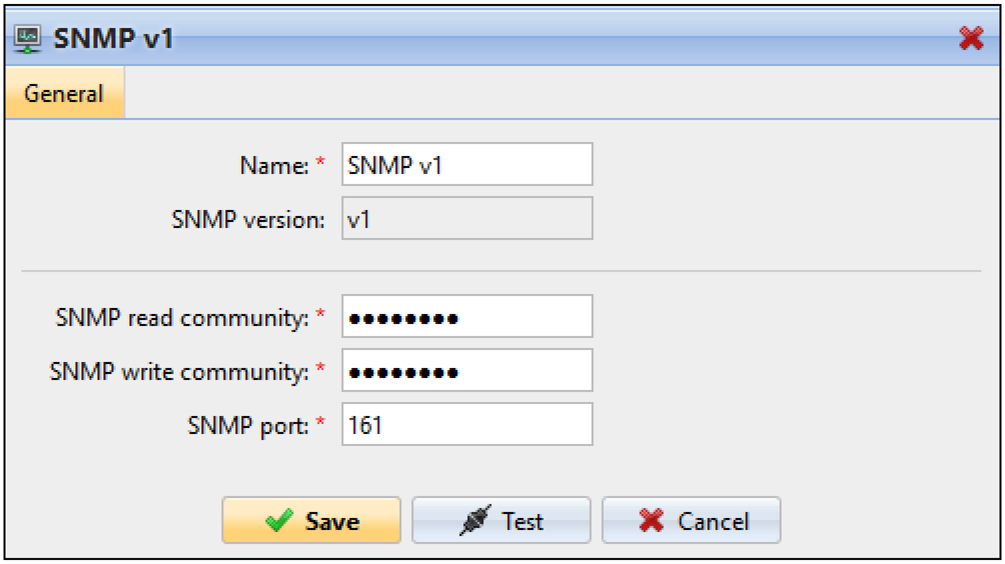


FIGURE 7.28. Editing and saving the SNMP profile

INFO: To check if you can connect to a printing device with the SNMP profile, click **Test**, enter the IP Address of the printing device and an OID, and then click **OK**. If the parameters are correctly set, the SNMP connection was successful message should be displayed on the panel.

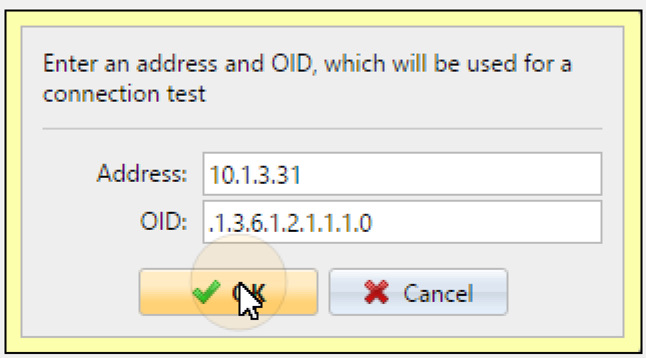


FIGURE 7.29. Testing the connection

FIGURE 7.30. Connection test result message

8.13.2. Adding and editing SNMP v3 profiles

The SNMP v3 protocol contains additional elements of security, such as authentication and encryption. Each of these elements is set on the printing device and needs to be accordingly set in MyQ.

To add a new SNMP v3 profile

1. On the MyQ Web Interface, open the SNMP settings tab. (At the top-left corner, click **MyQ**, then click **Settings**, and then click **SNMP**.)
2. On the bar at the top of the **SNMP** tab, click **+Add SNMP profile**, and then click **+SNMP v3** on the shortcut menu. The new SNMP profile's properties panel opens on the right side of screen.

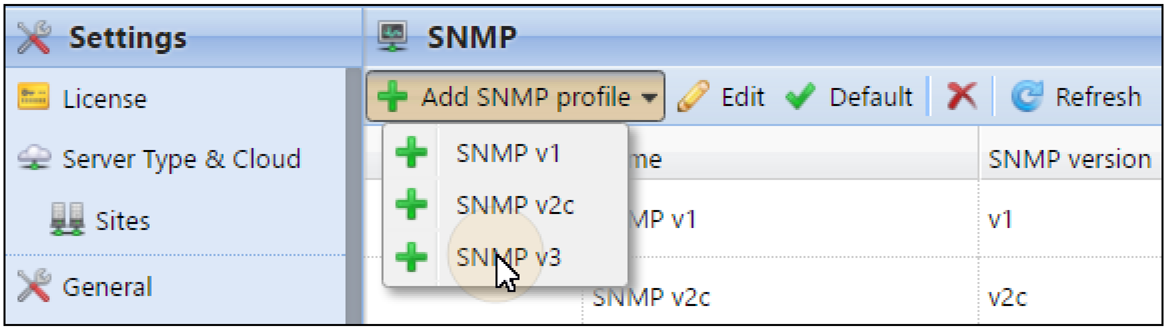


FIGURE 7.31. Adding the new SNMP v3 profile

3. On the panel, enter the name of the profile, set the parameters, and then click **Save**. The new profile is displayed on the list on the SNMP tab.

To open and edit a SNMP v3 profile

- To open the SNMP profile properties panel, select the profile on the SNMP settings tab, and then click **Edit** (or right-click the profile, and than click **Edit** on the shortcut menu). The properties panel opens on the right side of screen.

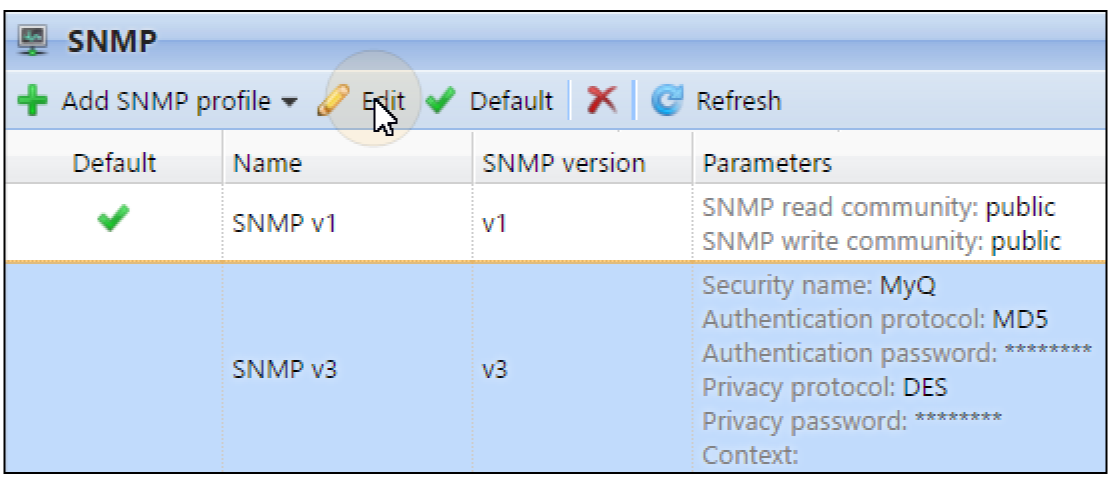


FIGURE 7.32. Openning the SNMP profile properties panel

- On the SNMP profile properties panel, you can change name of the profile, set its authentication parameters, its privacy parameters and eventually enter a context name. Values of all of the parameters have to match the values that are set on the printing device's Web User Interface.

- Click **Save** to submit and store the changes of the profile.

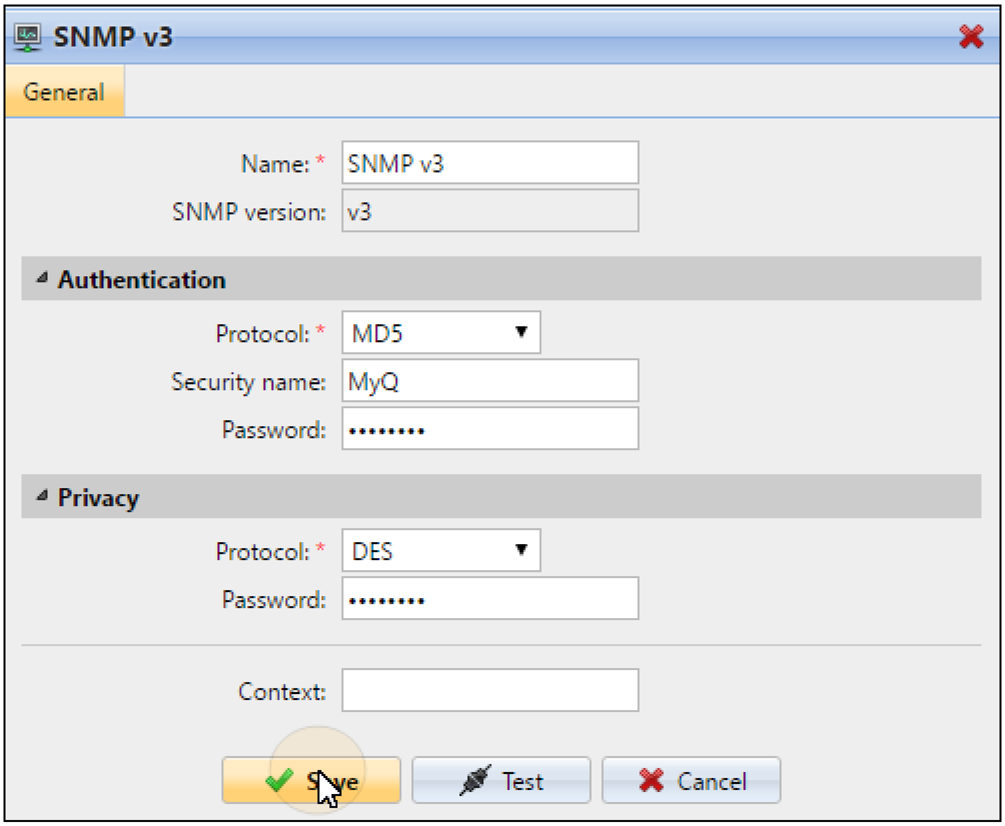


FIGURE 7.33. Editing and saving the SNMP profile

INFO: To check if you can connect to a printing device with the SNMP profile, click **Test**, enter the IP Address of the printing device and an OID, and then click **OK**. If the parameters are correctly set, the SNMP connection was successful message should be displayed on the panel.

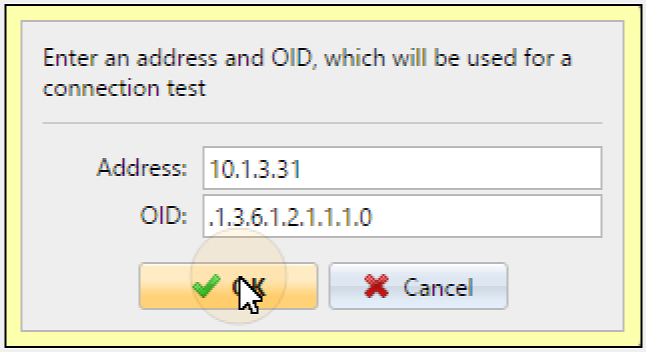


FIGURE 7.34. Testing the connection

FIGURE 7.35. Connection test result message

8.13.3. Deleting SNMP profiles

1. Select the SNMP profile on the **SNMP** settings tab.
2. Click **X**.
3. Confirm the action.

8.13.4. Attaching profiles to printing devices

1. On the MyQ Web Interface, open the **Printers** main tab. (At the top-left corner, click **MyQ**, and then click **Printers**.)
2. On the tab, select the printing device, click **Actions**, and then click **Properties** . The printing device's properties panel opens on the right side of screen.

3. On the panel, go to the **Configuration** section

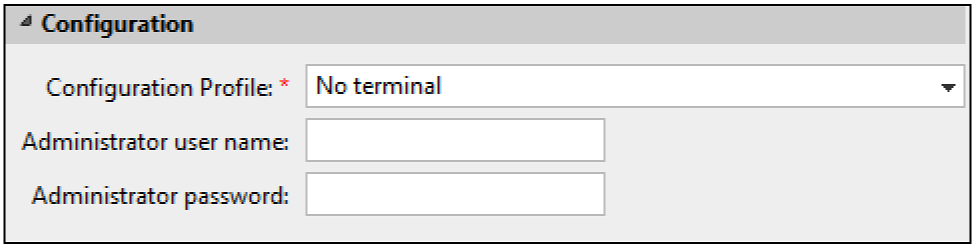


FIGURE 7.36. Printer - Configuration profile

4. Select a **Configuration Profile** that has the SNMP profile attached to it. In case of doubt go to **Settings - Configuration Profies** and check the profiles.

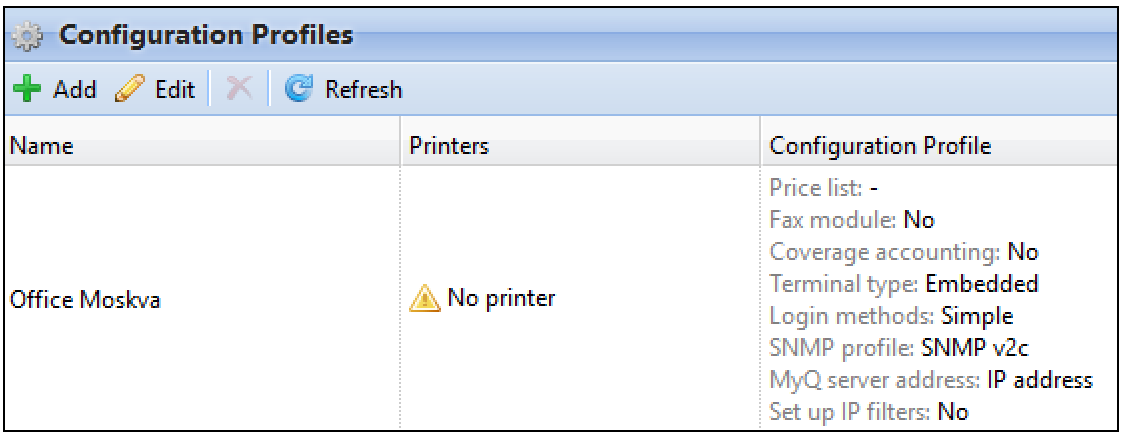


FIGURE 7.37. Configuration Profile - example

9. Users

This topic discusses one of the key functions of MyQ — setting and management of users (user accounts). It covers the following subjects:

- Overview, registration, adding, importing, synchronizing and deleting users: List of users, Automatic registration of users, Manually adding users, Deleting and undeleting users
- Generating PIN: PIN generation
- Individual user settings: Editing user accounts, Enabling users to edit their profiles and to select their delegates, Groups of users, Exporting users
- Job policies concerning users and printers: Policies
- Special administrative rights: Rights
- Securing personal data of MyQ users, anonymization: Securing personal data of MyQ users

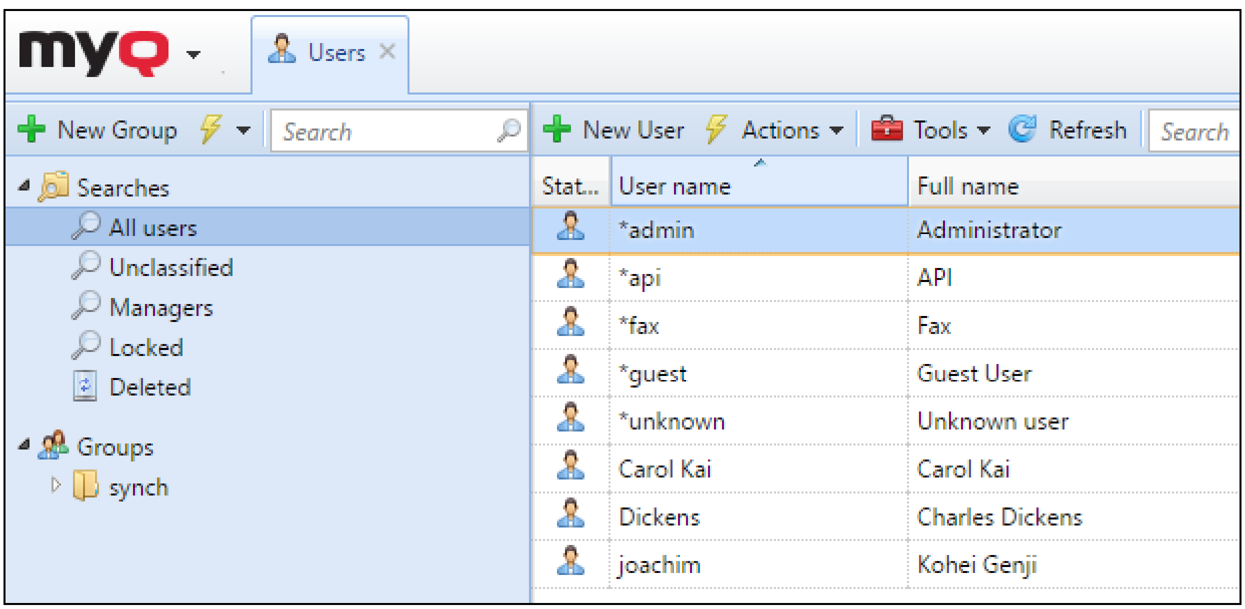


FIGURE 8.1. Users main tab

In the following chapters we describe other aspects of users and their accounts:

- Using External Authentication Servers for authentication in MyQ: user authentication using an LDAP or Radius server.

- User import and synchronisation: user synchronisation from LDAP, CSV files or Azure Active Directory, together with a manual and scheduled run of synchronisations.
- Detecting job owners: on how to identify the owner of a sent job.
- ID Card transformation: This chapter discusses the ID Card transformation feature in MyQ. The transformation might be necessary if you need to import card numbers from a third-party SW database and the card number format in this database doesn't match the format read by MyQ card reader.

9.1. List of users

On the **Users** main tab, you can see users and information about them. With the **All users** search option selected, you see a list of all users that are currently in the system. Apart from this option, you can choose from the following options:

- **Unclassified** - select to display only those users that do not belong to any group
- **Managers** - select to display only managers of groups
- **Locked** - select to display users whose accounts have been locked
- **Deleted** - select to display only deleted users

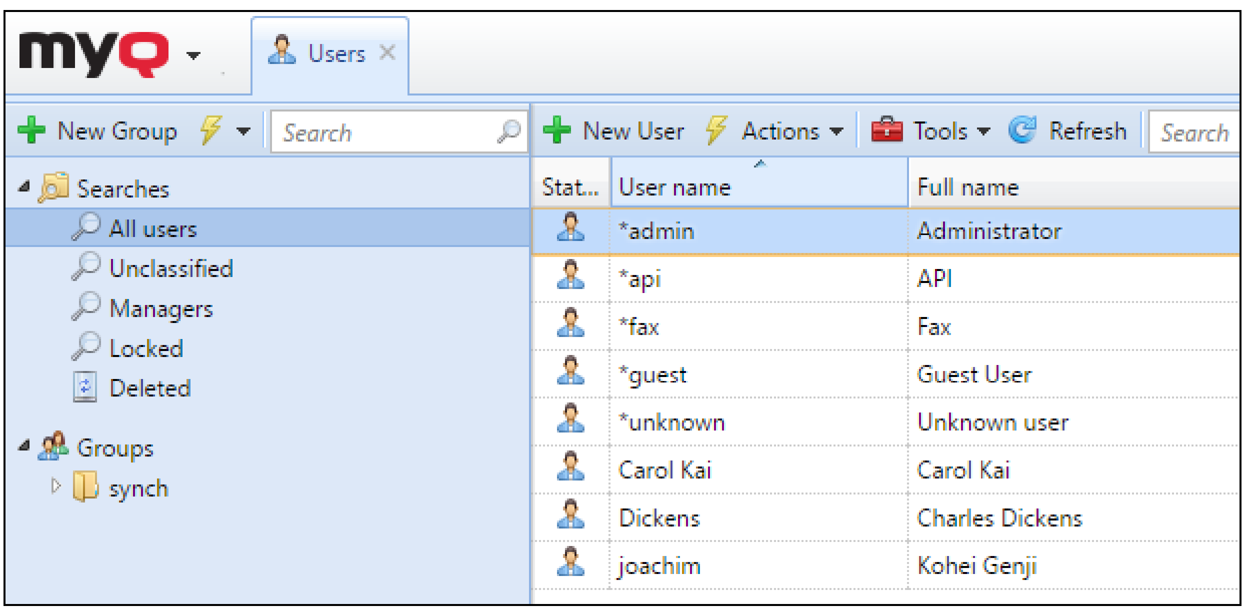


FIGURE 8.2. List of users on the **Users** main tab

9.1.1. Default system users

The database of every installation of MyQ contains five default system users. These users are used for administration of the MyQ system and cannot be deleted.

- ***api** - MyQ uses this account to connect to external applications.
- ***admin** - This is the administrator account of MyQ. It is used for administration of the MyQ on the Web User Interface.
- ***fax** - All faxes printed on printed devices are charged to this account.
- ***guest** - This is the default account for guest access to embedded terminals. All prints, copies, and scans made on the guest login screen are charged here, unless you set to use a different MyQ account for this purpose. For more information, see the respective embedded terminal manuals.
- ***unknown** - If there are any printed, copied or scanned pages that for some reason cannot be assigned to concrete users, they are charged to this account. This can happen for example if the print server is not available and users print in an emergency offline mode on a printing device. It can also happen if someone prints directly on a printing device, bypassing the MyQ system. In such case, you might need to check the printing device security settings.

9.2. Automatic registration of users

Usually, only registered users can access the MyQ system and use the services there. However, in some exceptional cases it might be useful to enable automatic registration and thus provide all users with access to MyQ. Users can be automatically registered to the MyQ system in two ways:

- either they can register themselves on MyQ Web User Interface or on an embedded terminal,
- or they can be automatically registered after sending a job to MyQ from their computer or by email as an attachment.

On the **Users** settings tab, under **New users registration**, you can enable and disable these options and for each option, you can select one or more groups to which the registered users will be added.

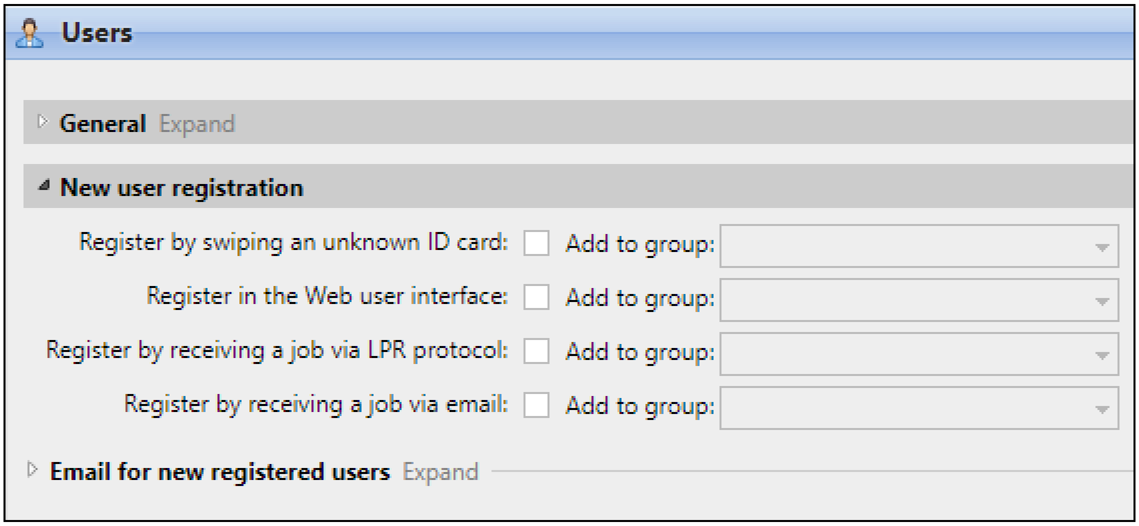


FIGURE 8.3. The four automatic user registration options can be set on the **Users** settings tab

Register by swiping an unknown ID card

With this option selected, users can register themselves at a printing device with embedded terminal by swiping an unknown ID card at a card reader.

- After they swipe the card, a new account called **anonymX** (anonym1, anonym2 etc.) is created and they are automatically logged on the terminal. There they can edit the account using the **Edit Account** embedded action. If the **Enable user profile editing** option is enabled on the **Users** settings tab, under general (See FIGURE 8.3 above.), they can change their full name, email and language, otherwise they can change only the language.

Register on the MyQ Web User Interface

With this option selected, users can create accounts on the MyQ Web User Interface.

1. Click **New Account** at the bottom-left corner of the MyQ login window.
   The **New Account** registration widget opens.

2. Enter name and email address.

3. Click **Register**. The newly created account is given the same name as the email address entered this way.

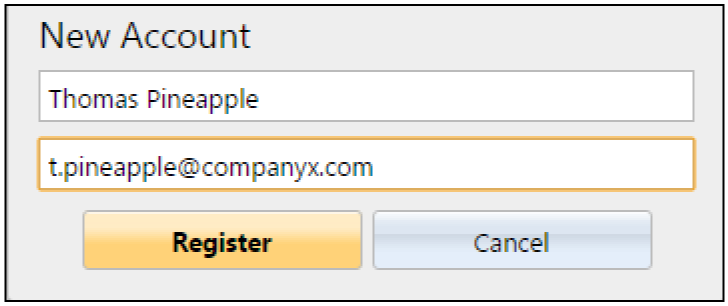


FIGURE 8.4. Registering the user

- After creating the account, the **New account created** message box appears. After clicking **Show PIN** there, the user can see their user name and password.
- The user receives an email with information about the new account. The default message contains their user name and password. You can change the message in the **Email for new registered users** section.

Register by receiving a job via LPR protocol

With this option selected, users can register themselves by sending a print job from their computer via LPR protocol, which is the standard way of sending jobs to MyQ.

- After a user sends the job, MyQ detects their name according to the currently set method of user detection, checks whether the user is already registered, and in case of an unknown sender username, it creates a new account. The newly created account is given the same name as the job sender name detected this way. For more information about the methods of detecting users, see *"User detection method"* on page 210.
- The user receives an email with information about the new account. The default message contains the user name and password. You can change the message in the **Email for new registered users** section.

> **INFO:** For more information about using the LPR protocol for printing to MyQ, see *"Printing to MyQ"* on page 226.

Register by receiving a job via email

With this option selected, users can register themselves by sending an email with an attached printable document. For more information about sending print jobs via email, see *"Printing from email and from MyQ Web User Interface"* on page 236.

- The name of the newly created account is the email address from which the email was sent.
- The user receives an email reply with information about the new account. The default message contains the user name and password. You can change the message in the **Email for new registered users** section.

Email for new registered users

Here you can change the scheme of the email that informs users about creating the new account.

- Values of the **%pin%**, the **%username%** and the **%realname%** parameters are PIN, user name and real name of the user.
- By clicking **Revert values**, you reset the scheme.

9.3. Manually adding users

To manually add a new user, follow these steps:

1. On the **Users** main tab, click **New User**. The properties panel of the new user opens on the right side of screen.
2. On the panel, enter the username and full name of the user, and eventually set other data of the user account (see *"User information and settings"* on page 130), and then click **Save**.

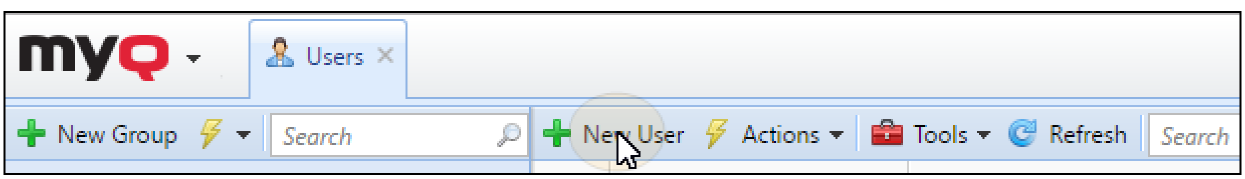


FIGURE 8.5. Manually adding users on the **Users** main tab

9.4. Deleting and undeleting users

When you delete a user, they are removed from all classes (including All users) and moved to "Deleted". They are not completely removed from the MyQ database and can be undeleted.

9.4.1. Deleting users

To delete a user, do the following:

1. On the **Users** main tab, select the users that you want to delete, and then click **Actions** . The **Actions** drop-down box appears.

2. In the **Actions** drop-down box, click **Delete**. You can find the deleted users under the **Deleted** Searches option.

9.4.2. Undeleting users

To undelete a user, do the following:

1. On the group tab on the left side of the **Users** main tab, under **Searches**, select the **Deleted** search option. The list of deleted users appears.

2. On the list, select the users that you want to undelete, and then click **Actions**. The **Actions** drop-down box appears.

3. In the drop-down box, click **Undelete**.

9.5. Generating PIN

On the Users settings tab, under **PIN**, you can select multiple options concerning PIN generation.

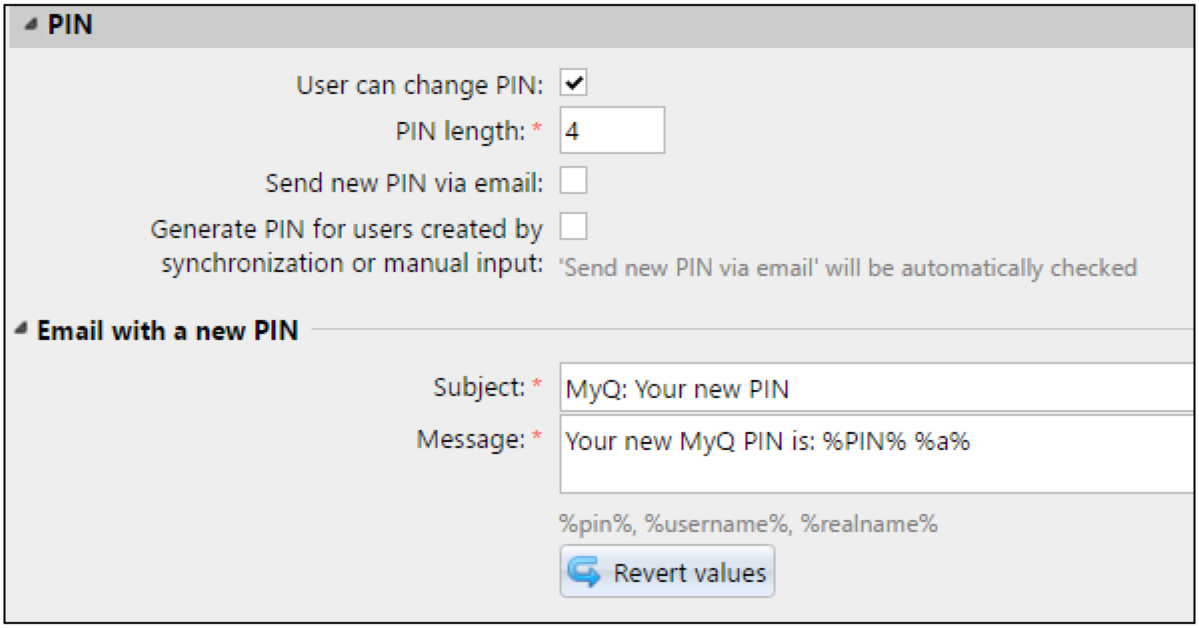


FIGURE 8.6. The **PIN** section of the **Users** settings tab

Users can change PIN

With this option selected, the user can enter or generate a new PIN on their account on the Web

User Interface.

INFO: The user can generate the new PIN by clicking **Generate PIN** on the **Home** screen of his web user account on the MyQ web interface.

PIN length

This option determines mandatory length of the PIN.

There is a required minimal PIN length that depends on the number of MyQ users:

- < 1000 — 4-digit pin is required
- 1000 - 10 000 — 5-digit pin is required
- 10 000 - 100 000 — 6-digit pin is required

INFO: The required minimal length lowers the chance of randomly guessing the PIN. Also, trivial PINs, such as "1111" or "22222", are excluded from the automatic PIN generation process.

Generate PIN for users created in synchronization or manually

With this option selected, a new PIN is generated every time a user is created.

Send new PIN via email:

With this option selected, users are sent an email informing about a new PIN every time the new PIN is generated.

NOTICE: If new PINs are generated anytime during the use of MyQ, make sure that you select this option. Otherwise users do not receive the new PIN and cannot access their MyQ accounts.

9.6. Editing user accounts

Each individual user has its own properties panel. To open the panel, double-click the user on the list of users on the **Users** main tab (or right-click the user, and then click **Edit**). The properties panel opens on the right side of screen.

The panel is divided into five tabs: **General**, **Credit, Groups**, **Queues** and **Delegates**.

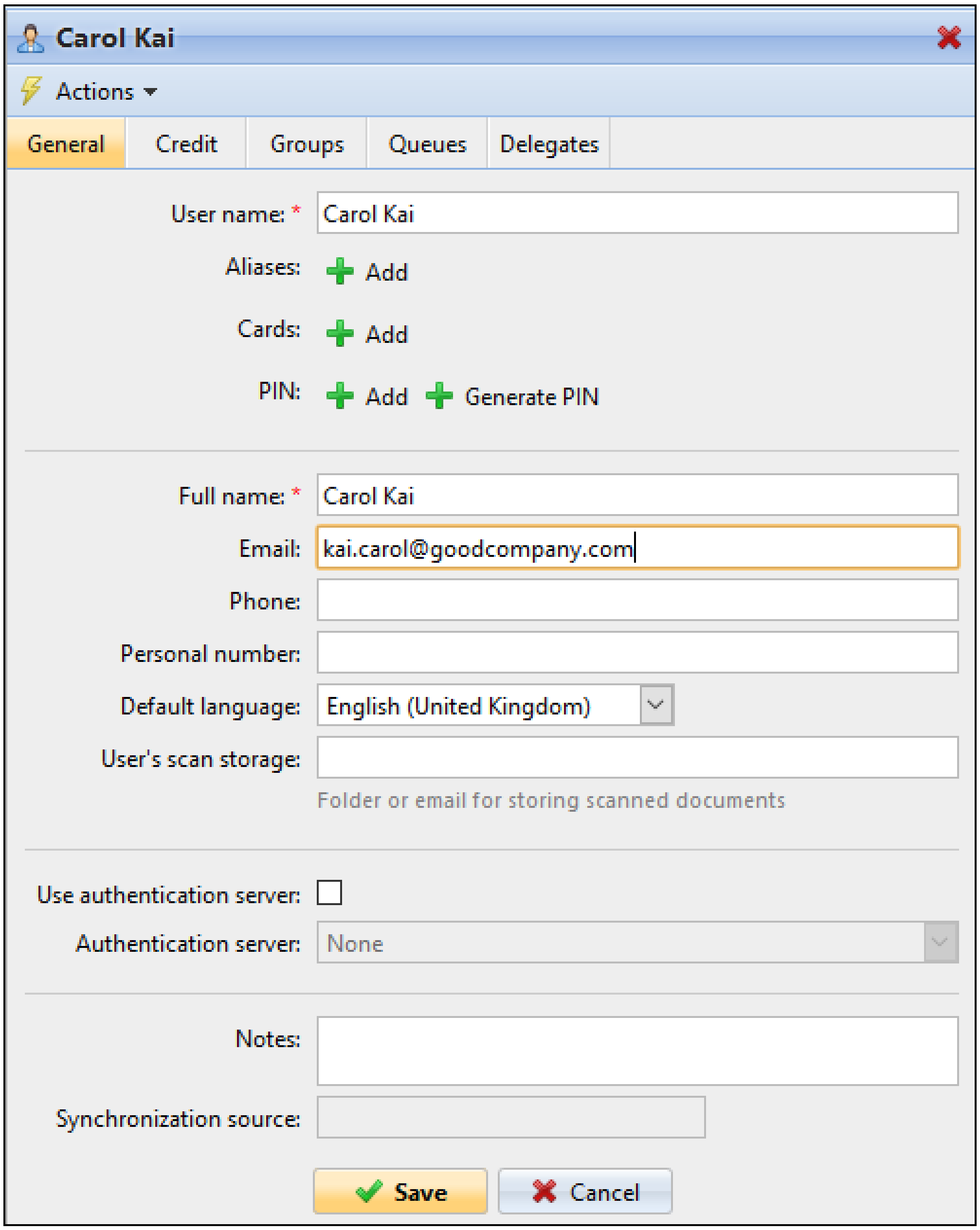


FIGURE 8.7. Individual user properties panel

9.6.1. User information and settings

INFO: The settings mentioned in the following table are basic settings of user accounts. Information about advanced settings can be found in in the Advanced User Management Guide.

User name*	Here you can enter or change the user name. This entry is mandatory. It is unique and is used to identify the user. It is compared to the parameter obtained from the **User detection method**. For more information, see *"User detection method"* on page 210.
PIN	Here you can manually create or automatically generate new PIN code for the user and remove existing ones. Unlimited number of PINs can be added.
Full name*	Here you can enter or change the user's full name. This entry is mandatory.
Email	Here you can enter or change the user's email.
Default language	Here you can select the language of the user's sessions on MyQ embedded terminals.
User's scan storage	Here you can set the folder or email, where scanned documents are saved. For more information, see *"Scan Management"* on page 314.
Use authentication server	If you select this option, an LDAP server is used for the user authentication. The user uses his LDAP credentials to authenticate to MyQ instead of having a password set in MyQ. Select the domain for the authentication on the setting below.

Authentication server	Here you can select the LDAP domain for the user authentication.

9.6.2. Adding users to groups and removing them from groups

To add a user to a group on the device Groups tab, do the following:

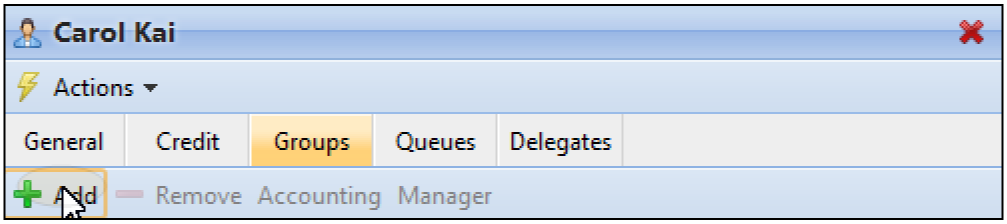


FIGURE 8.8. Adding users to groups on the **Groups** tab

1. On the bar at the top of the **Groups** tab, click **+Add**. The **Select group** dialog box appears.

2. In the **Select group** dialog box, select the groups where you want to add the device, and then click **OK**.

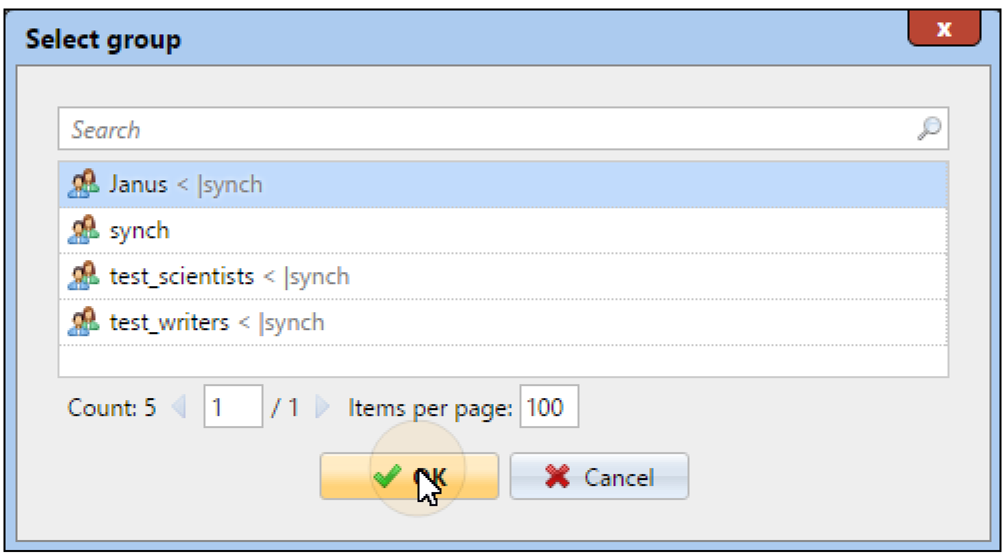


FIGURE 8.9. Selecting the group in the **Select group** dialog box

INFO: For more information about groups, see *"Groups of users"* on page 138

NOTICE: To add a user to a group on the **Users** main tab using drag and drop, drag the user and drop it on the group icon on the groups tab on the left side of screen.

Default group and Group manager options

On the bar at the top of the **Groups** tab, you can see two options: **Default** and **Manager**.

The **Default** group is the accounting group — group where the user is counted in reports (see *"Reports "* on page 299). Select the group that you want as the default one, and then click **Default**.

If you make user a **Manager** of a certain group, the user can see jobs and reports of all users from the group. To make the user a manager of a group, select the group and click **Manager**. For more information about reports, see *"Reports "* on page 299.

To remove a user from a group:

- On the bar at the top of the **Groups** tab, click **—Remove**. The group disappears from the **Groups** tab.

> **NOTICE:** To remove selected users from a group on the **Users** main tab, select the group there, select the users that you want to remove, click **Actions**, and then click **Remove from group** in the Actions drop-down box.

9.6.3. Overview of the queues to which the user has rights

On the Queues tab, you can see all queues where the user can send jobs.

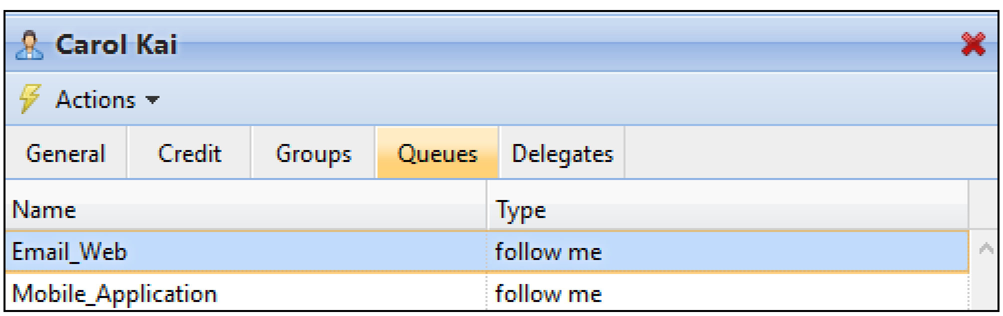
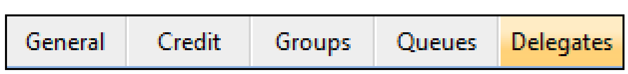


FIGURE 8.10. Overview of the queues

9.6.4. Selecting delegates for the user



On the delegates tab, you can select delegates (users or groups) who are able to print all of the delegating user jobs sent to a **Delegate printing** type of queue. The delegate will see the jobs on embedded terminal. The print jobs are displayed in the form:

(*Sending userName of the print job*)**. For more information about the delegate printing feature, see *"Delegated printing queue type"* on page 208.

NOTICE: Users have to have rights to a delegate printing type queue to be able to select delegates.

To select the delegates:

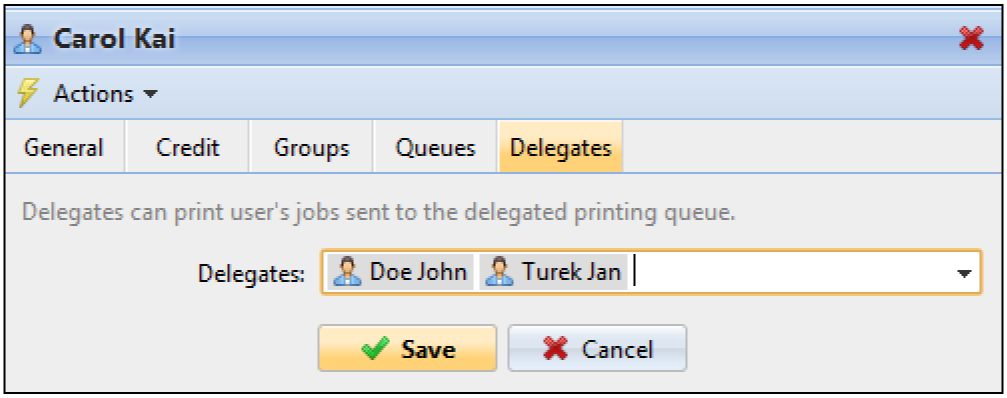
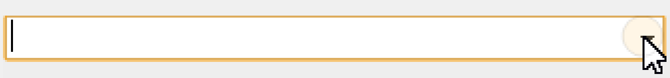


FIGURE 8.11. Selecting the delegates on the Delegates tab

- On the bar at the top of the **Delegates** tab, in the **Delegates** combo box, enter the user (or the group of users), and then click **Save**. This way you can add multiple users (or groups of users).

INFO: To select a user or a group of users in the combo box, click the arrow on the right side. A drop-down box appears. In the drop-down box, on the list of users and groups of users, select the user or the group of users.



To deselect a delegate:

FIGURE 8.12. Deleting the delegates from the Delegates tab

- On the bar at the top of the **Delegates** tab, in the Delegates combo box, point to the user (or group of users) that you want to deselect, and then click the remove button (✗) on the right side of the user (or group of users).

9.6.5. Using credit

By default, the only person who can recharge the credit is the administrator. However, the administrator can authorise a MyQ user to recharge the credit as well. The user needs to be provided with the rights to access the credit settings and to recharge the credit.

This is done on the **Rights** settings tab of the MyQ Web Interface, where you select the user and give him the **Recharge credit** and the **Manage Users** right. When thes rights are set the user can **Recharge credit** and **Reset credit** as well as release blocked credit.

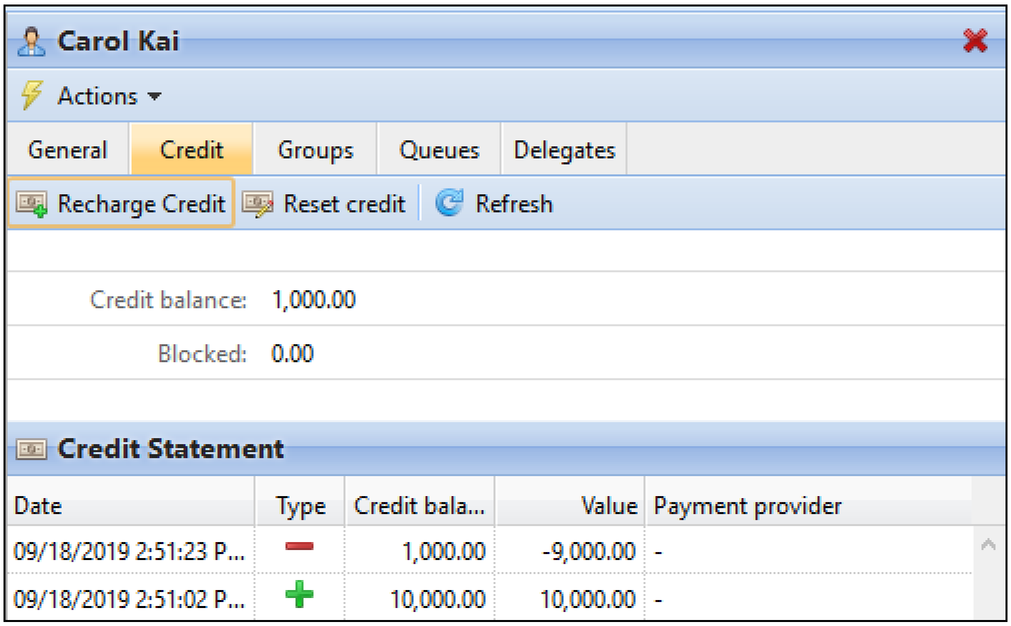


FIGURE 8.13. User profile - Credit tab

On the **Credit** tab you see this *Blocked credit*. When the server blocks credit on the account, it temporarely decresases the available balance until the user session finishes. This prevents spending the same credit multiple times resulting in a negative balance.

- Credit required for scanning, copying and other activities peformed by the device may not always be known ahead. So, here the blocked credit is debited after the job finishes.
- Credit required for a print job is always known and is debited on the account ahead of releasing it.

9.7. Enabling users to edit their profiles and to select their delegates

By default, all users can change their default language (see *"Default language"* on page 130) on their MyQ Web accounts and on some embedded terminals, while the rest of their properties can be changed only by the administrator. On the **Users** settings tab, you can provide users with additional editing options: you can enable them to change their full name and email and to select their delegates.

To enable users to change their full name and email, select the **Enable user profile** editing option.

To enable users to change their delegates, select the **Enable editation of delegates** option. (See *"Delegated printing"* on page 235.)

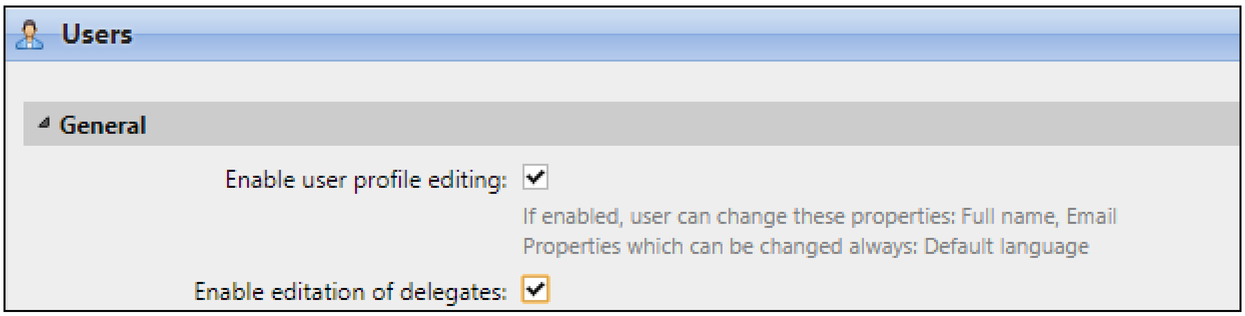


FIGURE 8.14. The option can be enabled o the Users settings tab, under General

INFO: For information about user's properties, see *"Editing user accounts"* on page 129.

INFO: Users open their profile management options by clicking **Edit** at the bottom-left corner of the **User profile** gadget on their MyQ Web accounts.

FIGURE 8.15. Opening the user profile settings

9.8. Groups of users

On the **Users** main tab, you can create new groups of users. In MyQ, different groups of users can be given different access rights to print queues (see *"Queues "* on page 199), print functions, such as color printing or scanning (see *"Policies"* on page 141), and reports (see *"Reports "* on page 299).

Creating groups of users

To create a group, do the following:

1. On the group tab on the left side of the **Users** main tab, point on the group under which you want to create the new group. A drop-down box appears to the right.

2. On the drop-down box, click **+New Group**. The new group properties panel opens on the right side of screen.

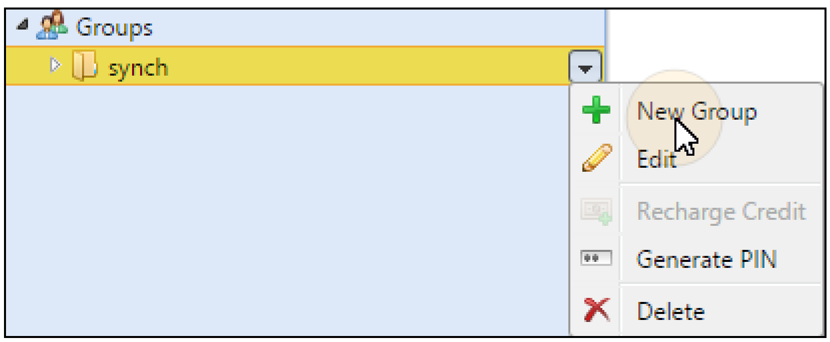


FIGURE 8.16. Adding new group under the synch group

3. On the panel, enter name of the new group, and then click **Save**.

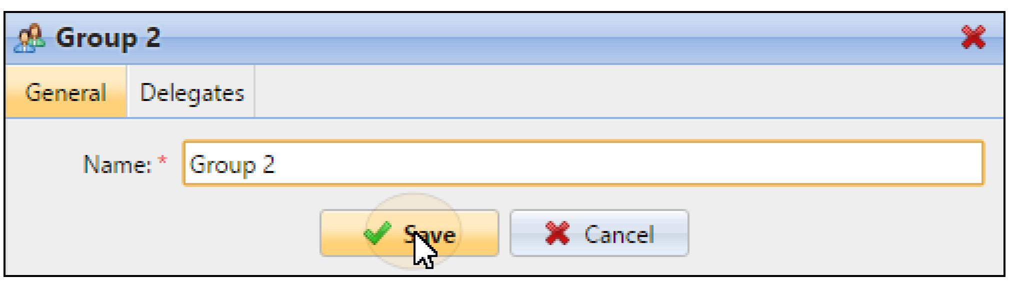


FIGURE 8.17. Saving the new group on the **General** tab

To select a delegate for the group, do the following:

1. Open the group properties panel by double-clicking the group on the tab on the left side of the **Users** main tab.

2. On the bar at the top of the **Delegates** tab of the group properties panel, in the **Delegates** combo box, enter or select the user (or the group of users), and then click **Save**. This way you can add multiple users (or the group of users).

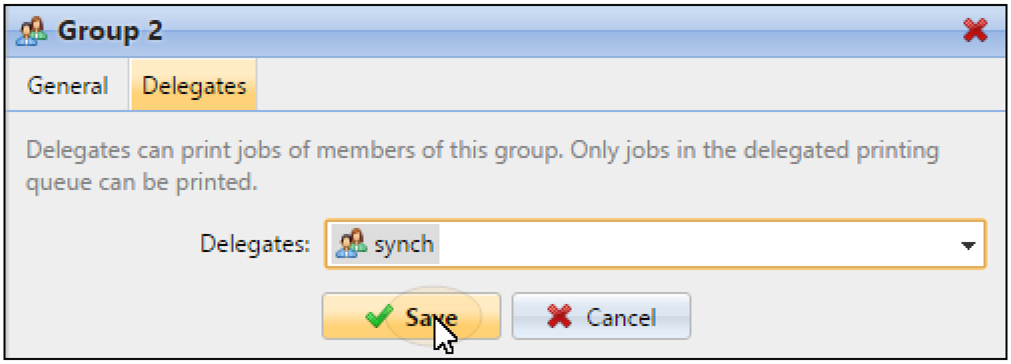
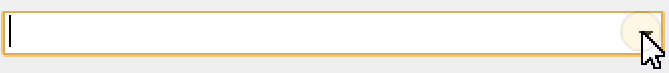


FIGURE 8.18. Adding delegates on the **Delegates** tab

INFO: To select a user or a group of users in the combo box, click the arrow on the right side. A drop-down box appears. In the drop-down box, on the list of users and groups of users, select the user or the group of users.



To deselect a delegate, do the following:

- On the bar at the top of the **Delegates** tab, in the Delegates combo box, point to the user (or group of users) that you want to deselect, and then click the remove button (✕) on the right side of the user (or group of users).

FIGURE 8.19. Deleting the delegates from the Delegates tab

Deleting groups

- On the group tab on the left side of the **Users** main tab, right-click the group that you want to delete, and then click **Delete** on the shortcut menu.

9.9. Exporting users

In case you need to export the list of MyQ users to a CSV file — for example if you want to use the CSV file for user synchronization — you can do so on the **Users** main tab of the MyQ Web Interface.

To export the list of users, do the following:

1. Click **Tools** on the toolbar at the top of the **Users** main tab, and then click **Export** in the **Tools** drop-down box. The **Users Export** dialog box appears.

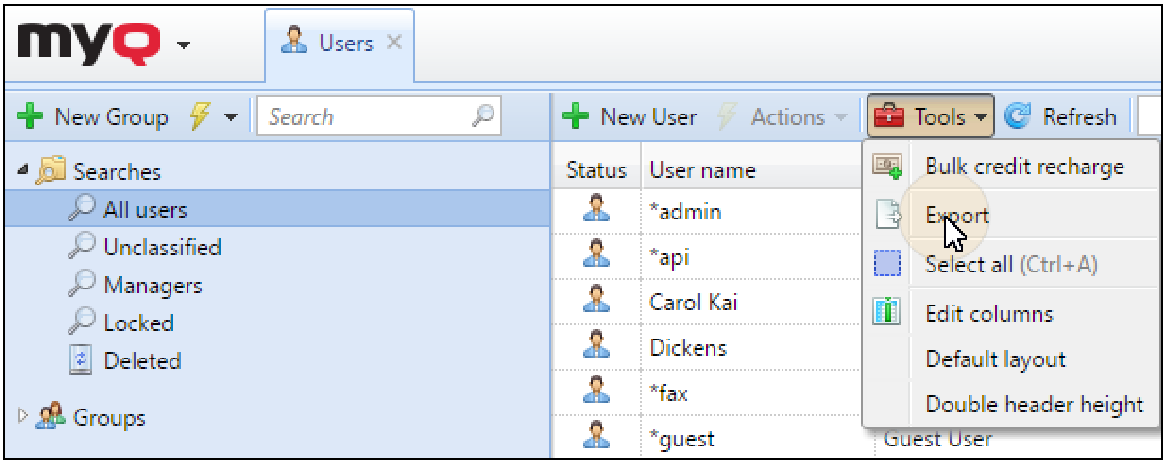


FIGURE 8.20. Exporting the list of users on the **Users** main tab

2. In the dialog box, select the group which you want to export, and then click **OK**.

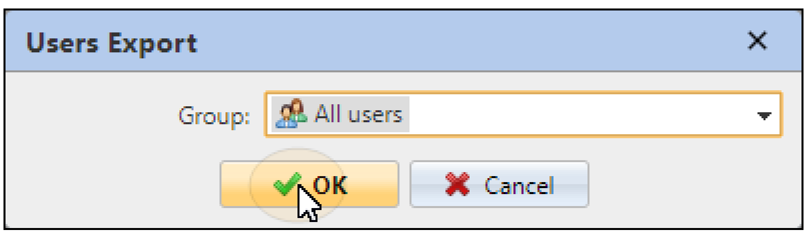


FIGURE 8.21. Selecting the group to be exported

INFO: The file is downloaded to the download folder set in your web browser.

9.10. Policies

The **Policies** settings tab is divided into two sections. The **Printer job policies** section contains settings that apply to all print jobs, all printers and selected users or groups of users. The **Printer policies** section contains settings that apply to all queues, all print jobs, selected users (or groups of users) and selected printers.

Printer policies have the highest priority. Settings in the **Printer policies** section apply to all queues and all of the selected users regardless on settings of queues and print job policies.

Policies in both sections are listed in order of precedence: every policy has higher priority than all policies below it. If two policies are in conflict, the policy that is higher on the list applies. The default policy has the lowest priority and is always at the bottom of the list, other policies can be moved up and down the list by clicking the left or right arrow buttons on the **Policies** setting tab toolbar.

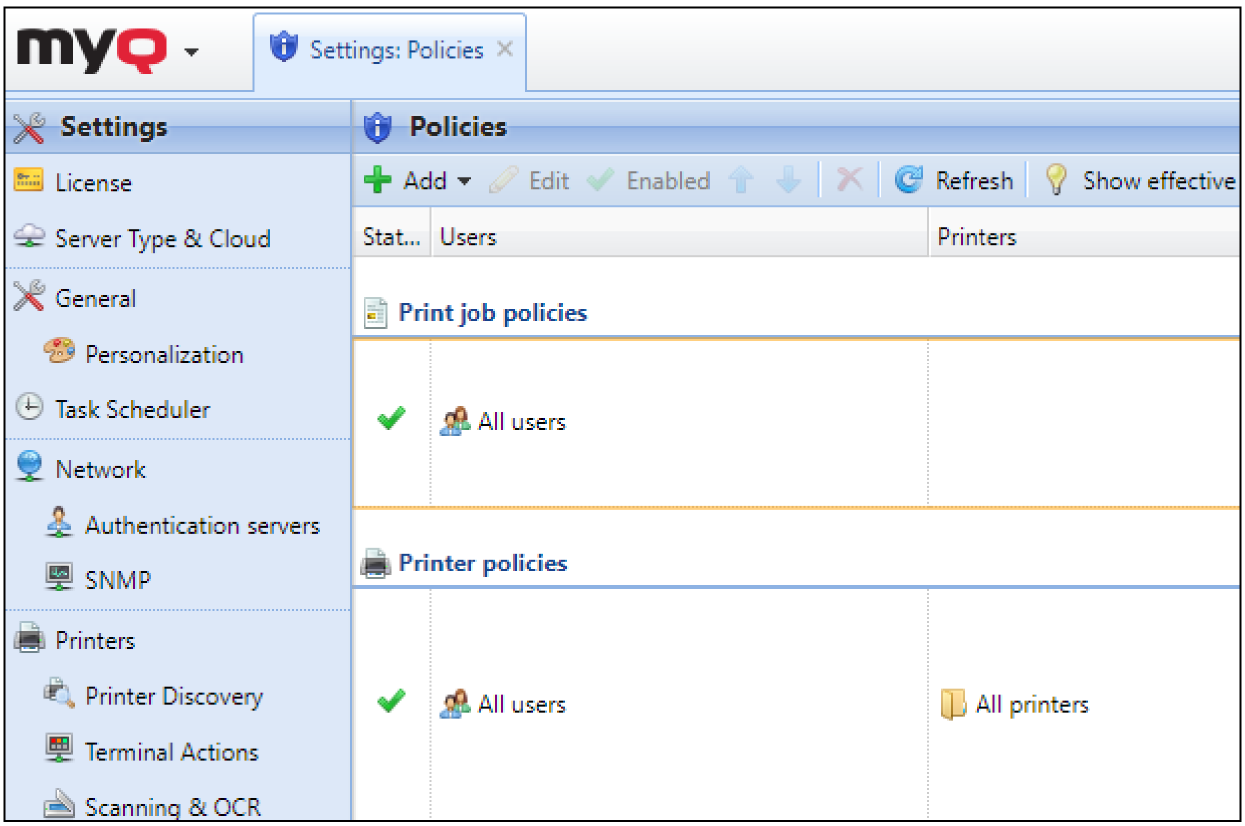


FIGURE 8.22. The **Policies** settings tab

9.10.1. Print job policies

> **NOTICE:** For each queue, you can disable print job policies by deselecting the **Force user policy** option on the queue properties panel, on the **Job processing** tab.

Print job policies settings

To open a print job policy properties panel, double-click the print job policy on the **Policies** settings tab list, under **Print job policies**.

Each print job policy panel is divided into two sections:

- In the upper section, you can enable, or disable the policy, select the users or groups of users to which it will apply to and write the policy description.
- In the **Print Job Properties** section, you can select to enforce toner saving print, B&W print and duplex print.

Default print job policy

Default policy applies to all users and has no restrictions. Except for its name and scope (It applies to all users.), all settings of this policy can be changed.

You can restore the **Default policy** default settings by clicking **Restore defaults** on the top-left corner of its panel.

Adding new print job policies

1. On the bar at the top of the **Policies** settings tab, click **+Add**, and then click **+Add print job policy**. The new print job policy properties panel opens on the right side of screen.

2. On the panel, select the users or group of users to which the policy will apply, optionally write description of the policy, change its settings, and then click **Save**. The new policy appears on the **Policies** setting tab, under **Print job policies**.

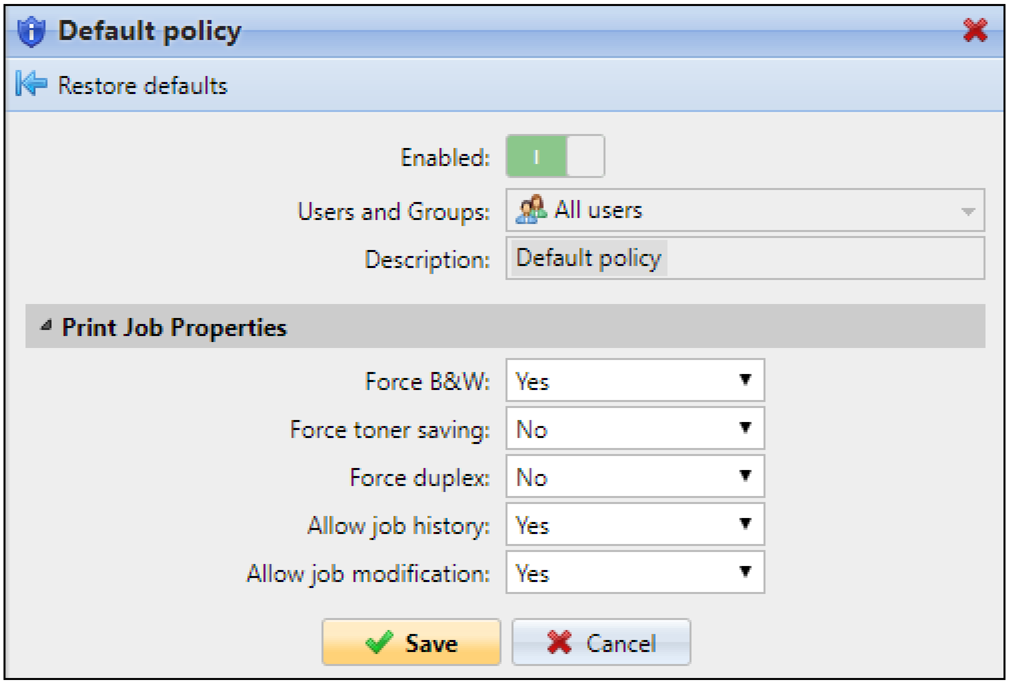


FIGURE 8.23. Print job policy properties panel

INFO: With the **Allow job history** setting disabled, users are not able to add their jobs to Favorites on their account on the MyQ Web Interface or on MyQ Embedded terminals and also cannot re-print old jobs on the embedded terminals.

INFO: With the **Allow job modification** setting disabled, users are not able modify their jobs on MyQ Embedded terminals.

9.10.2. Printer policies

Printer policies settings

To open a printer policy properties panel, double-click the printer policy on the **Policies** settings tab, under **Printer policies**.

Each printer policy panel is divided into three sections:

- In the uppermost section, you can enable, or disable the policy, select the users or groups of users to which it will apply, select the printing devices to which it will apply and write the policy description.
- In the **Allowed actions** section, you can restrict access to particular operations on the selected printing devices.
- In the **Other policies** section, you can provide users with administrator access to printing devices via embedded terminal menu. For some devices, this option is not supported.

Default printer policy

Default policy applies to all users, all printers, has no restrictions and gives users **User access** to embedded terminals. Except for its name and scope (It applies to all users and all printers.), all settings of this policy can be changed.

You can restore the **Default policy** default settings by clicking **Restore defaults** on the top-left corner of its panel.

Adding new printer policies

1. On the bar at the top of the **Policies** setting tab, click **Add**, and then click **+Add printer policy**. The new policy properties panel opens on the right side of screen.

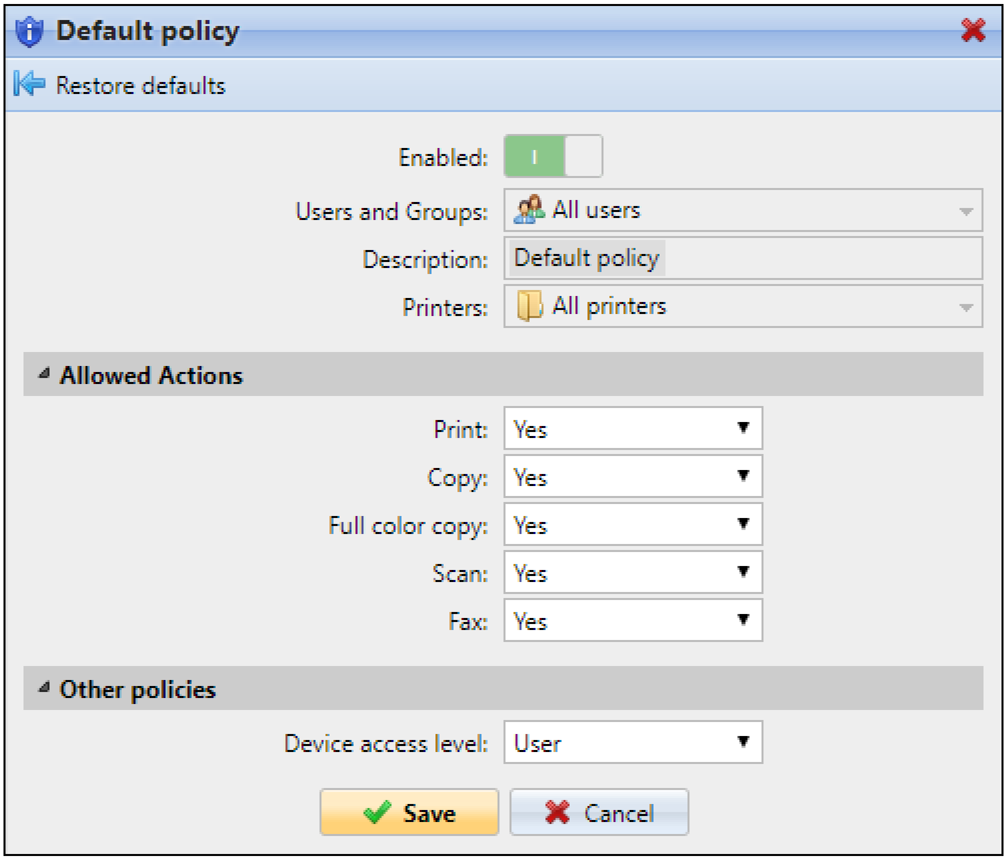


FIGURE 8.24. Print job policy properties panel

2. On the panel, select the users or group of users to which the policy will apply, optionally write description of the policy, change its settings, and then click **Save**. The new policy appears on the **Policies** settings tab, under **Printer policies**.

9.11. Rights

On the **Rights** settings tab, you can provide users or groups of users with administrator rights or provide them with rights to run one or more of the MyQ agendas: they can perform actions, change settings or see information that are inaccessible under standard user account. On the tab, you can add users or groups and provide them with the rights.

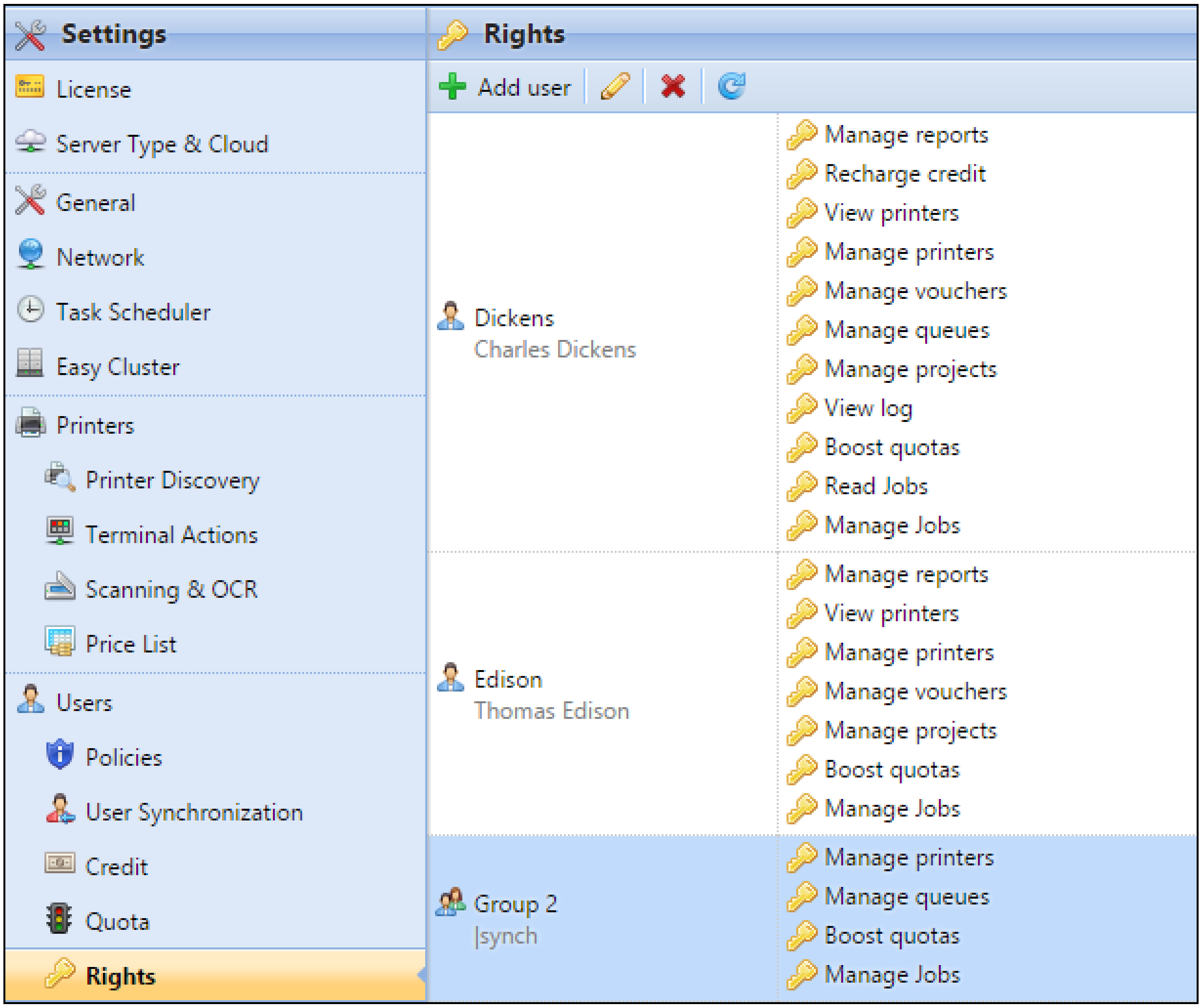


FIGURE 8.25. The **Rights** settings tab

9.11.1. Providing users and groups of users with rights

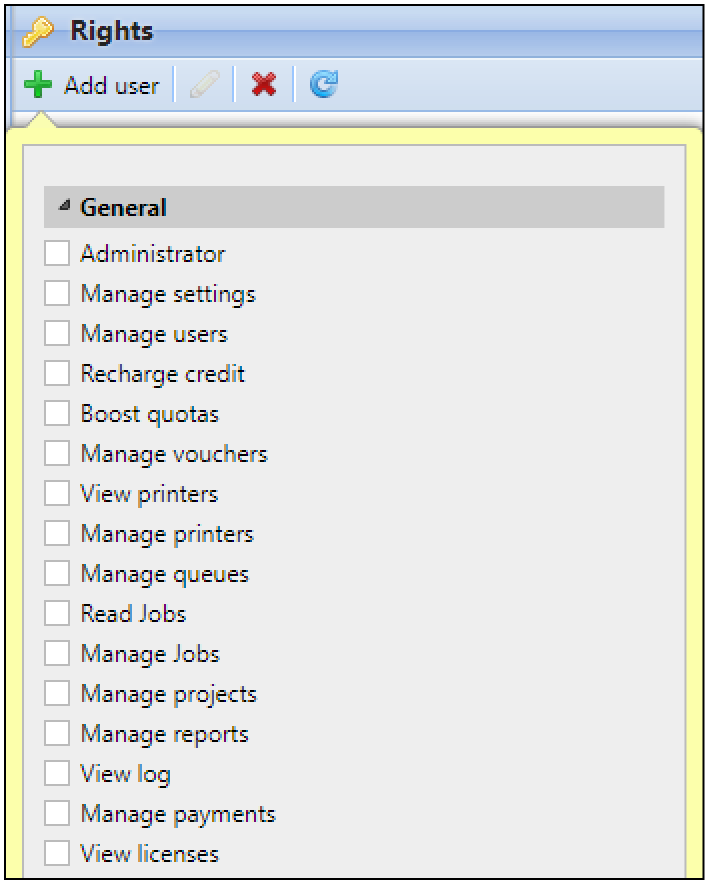


FIGURE 8.26. Providing users or group of users with rights

To add a new user or a group of users to the list on the Rights settings tab:

1. On the **Rights** setting tab toolbar, click **+Add User**. The **Select user or group** dialog box appears.
2. In the dialog box, select the user (or group), and then click **OK**. The new user (or group) properties panel opens on the left side of screen.
3. Select the user (or group) rights, and then click **OK**. The user (or group) appears on the list on the **Rights** settings tab.

9.11.2. Editing users' rights

To open the user rights properties panel (or the group rights panel), double-click the user (or the group) on the list of users and groups on the **Rights** settings tab. The panel appears on the left side of screen.

Each user rights panel is divided into two sections, in the **General** section, you can change rights concerning general run of MyQ. These rights are described in the table below.

> **INFO:** The **Service module** section contains rights concerning the MyQ Service module — an auxiliary module for the MyQ Service Center product, which is not part of the MyQ installation. (For more information about the Service Center and the Service module, contact your MyQ support.)

Role	Rights
Administrator	The user is provided with administrator (*admin) rights.
Manage settings	The user gets access to management of all settings on the **Settings** tab of the MyQ Web interface except of the settings on the **Rights** tab.
Manage users	The user gets access to the **User** main tab, the **User** setting tab and the **Policies** setting tab, can add users and change their settings and rights.
Recharge credit	The user gets access to the **Recharge credit** main tab.
Boost quotas	The user gets access to the **Quota boost** main tab.
Manage vouchers	The user can get access to the **Voucher batches** main tab.
View printers	The user gets access to the **Printers** main tab to monitor printers.
Manage printers	The user gets access to the **Printers** main tab to monitor printers and change their settings.
Manage queues	The user gets access to the **Queues** main tab and can change the settings there.
Read Jobs	The user can see other users' jobs.

Role	Rights
Manage jobs	The user can edit other users' jobs.
Manage projects	The user gets access to the **Projects** main tab, can add projects and change their settings.
Manage reports	The user can manage all reports.
View log	The user can view MyQ log.
Manage payments	The user gets access to the **Payments** main tab.
View licenses	The user can view MyQ licenses on the **License** settings tab.

9.12. Securing personal data of MyQ users

Except for the data shown in MyQ reports, all data stored in MyQ is necessary for the functioning of the system. This data is accessible only to people with the administrator rights in MyQ and are not processed by the system or disclosed to third parties. As to the information shown in MyQ reports, it is fully under the control of the MyQ administrator, who can provide certain users with rights to see information related to certain other users or groups.

MyQ users can access their personal data within the MyQ system and upon their request, the MyQ administrator can erase the data by anonymizing the user. The following sections show how the users can access the data and how to anonymize the users.

> **INFO:** These options are closely related to the General Data Protection Regulation (GDPR), which aims to protect personal data of EU citizens. For more information about how the GDPR is implemented in MyQ, contact the MyQ support department.

Providing users with their personal data

On their MyQ Web accounts, the users can see the **User profile** gadget with the personal information stored in MyQ.

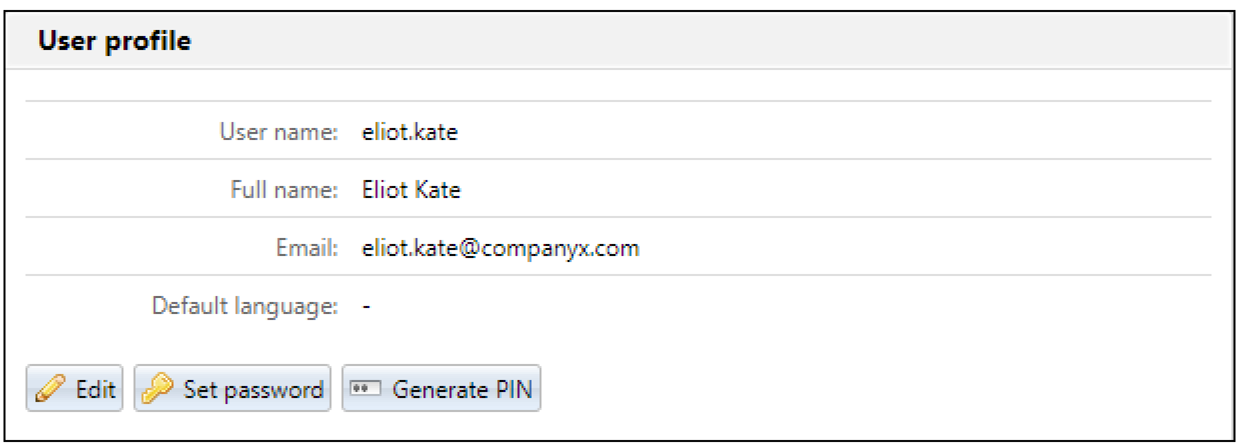


FIGURE 8.27. Information related to the MyQ user is displayed in the **User profile** widget

On their Web account, the MyQ user can generate reports related to their activity within MyQ, such as printing, copying and scanning to see what information is available in these reports. (See *"Reports "* on page 299.)

Users may also contact the MyQ administrator with the request to provide them with the data.

The MyQ administrator can create a custom message informing all users about the data protection options and include the admin email contact via the **%admin%** parameter (see *"Dashboard custom message "* on page 48) .

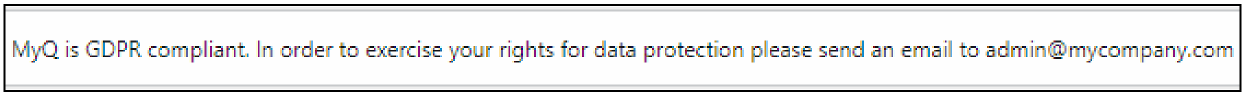


FIGURE 8.28. An example of the custom message that is shown on the MyQ Web account of each user

Anonymizing users

After the anonymization, the user is completely removed from the system and replaced by a randomly generated name in all of the relevant MyQ reports.

> **NOTICE:** After a user is anonymized, all of their personal data (including username and email) are erased from the system and cannot be retrieved.

To anonymize a user, do the following:

- On the **Users** main tab of the MyQ Web Interface (to open the tab, click **MyQ**, and then click **Users**), select the users that you want to anonymize, then click **Actions** (or select the users, and then right-click any of them), and finally click **Anonymize** in the users' actions dialog-box.

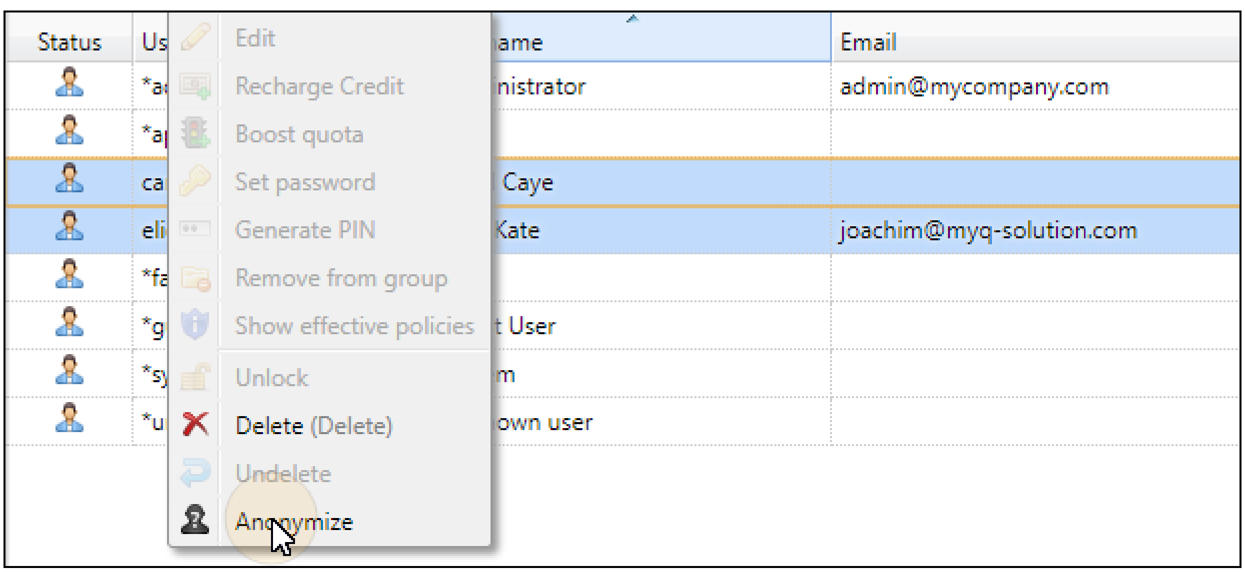


FIGURE 8.29. Deleting the selected user from the **All users** list on the **Users** main tab

10. Using External Authentication Servers for Authentication in MyQ

In addition to the internal MyQ authentication methods (password, PIN or a card added to the MyQ system), you can use two types of external authentication servers: LDAP and Radius.

With the two external methods, MyQ does not use the internal MyQ PIN or password for user authentication, but instead authenticates users against an LDAP or Radius server. After the user enters their credentials during the authentication, the credentials are sent to be verified directly by the external server. If there is no online connection with the LDAP or Radius server, users cannot log in.

To enable this method of authentication, you have to take two steps: register authentication servers in MyQ and select to use them for authentication of users. The later can be done automatically during import of the users from an LDAP server or a CSV file or manually on the properties panels of individual users.

First see: Adding LDAP or Radius server.

10.1. Setting the external user authentication option

There are two ways of setting the external user authentication option and assigning the servers to users. The first way is to select to use the external authentication option during import of users from an LDAP server or a CSV file. The second way is to manually select this option on properties panels of individual users.

Automatically selecting the external authentication option

Importing users from a CSV file

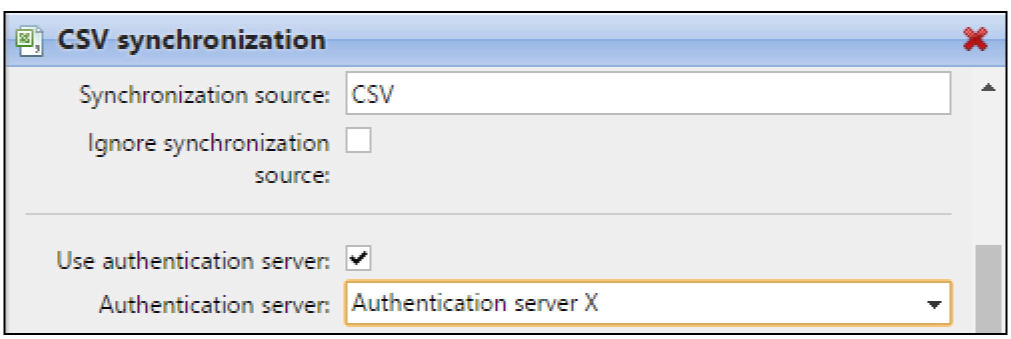


FIGURE 8.30. Selecting the authentication server for the users imported from the CSV file

When you import users from a CSV files, you have two options of selecting the authentication server for the users:

1. You can select the **Use authentication server** option and select the server during setup of the synchronisation on the synchronisation properties panel.

2. You can specify the Authentication server for a particular user in the **AUTHSERVER** field of the CSV file. If the field is not empty, its value has priority over the value selected on the properties panel.

For more information about importing users from CSV files, see *"User synchronization from CSV files"* on page 170.

To enable the authentication option for users imported from an LDAP server

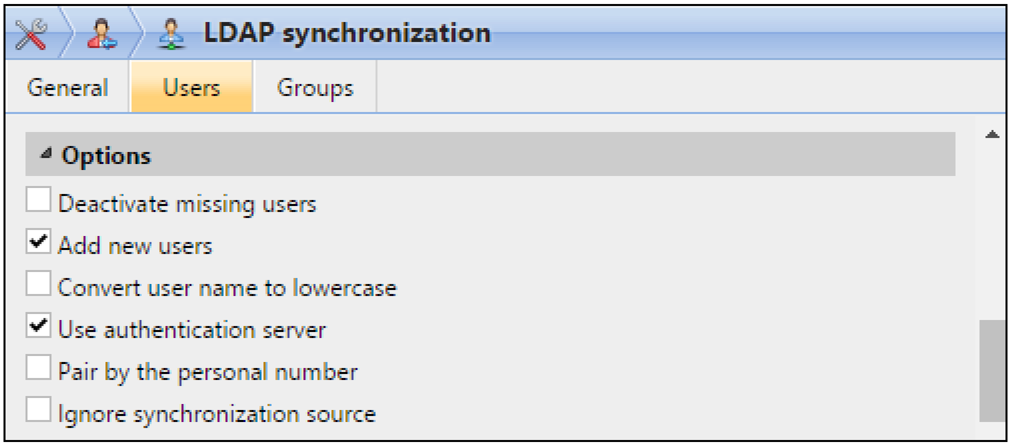


FIGURE 8.31. Selecting to authenticate the imported users from the LDAP server

During the import from an LDAP server, you can select the **Use authentication server** option, to use the current synchronisation source server for authentication of users. For information about importing users from LDAP servers, see *"User Import and synchronisation"* on page 155.

INFO: Unlike the **Use authentication server** setting for the import from a CSV file, which allows you to select the authentication server, the **Use authentication server** setting here gives you a single option — users will be authenticated against the LDAP server from which they are imported.

Manually selecting the external authentication option

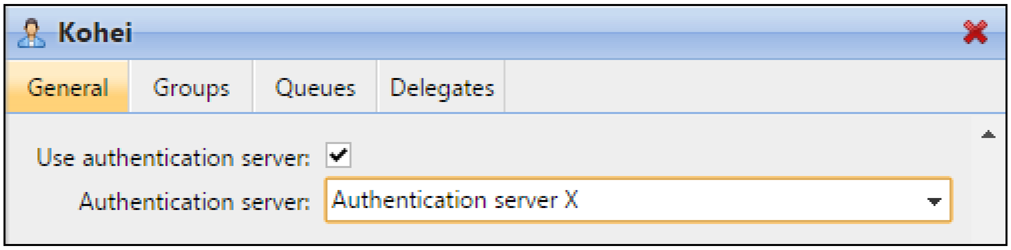


FIGURE 8.32. The Authentication server settings on the **General** tab of the user properties panel

To manually select the external authentication option

1. Open the **Users** settings tab and double-click the user. The user's properties panel opens on the right side of screen.
2. On the panel, select the **Use authentication server** option. The **Authentication server** setting appears on the panel.
3. On the **Authentication server** drop-down box, select the server that you want to use, and then click **Save** at the bottom of the panel.

11. User Import and synchronisation

User synchronisation is a method of synchronizing the user related data in the MyQ database with the data in external sources, such as LDAP servers or CSV files. Importing new users is an optional part of the synchronisation process. Within the setup of the synchronisation, you can activate or deactivate the import of new users; if you deactivate it, MyQ only updates accounts of the users that already are in its database.

This topic provides detailed information about the synchronisation. It fully describes two methods of import and synchronisation available in MyQ and presents two options of running the synchronisations:

- User synchronisation from LDAP servers
- User synchronisation from CSV files
- Manual and scheduled run of synchronisations

Furthermore, it shows you how to set up user synchronisation from Azure Active Directory:

- User synchronisation from Azure Active Directory

11.1. How does the user synchronization work?

First, you need to add the new synchronization source. Overall, there are four possible types of synchronization sources: LDAP server, CSV file, MyQ Master server and Custom script, but in this topic, we will discuss only the first two types. The synchronization from the Master server is used on the Master/Server architecture installations of MyQ and is explained in **MyQ Master Server Installation Guide**. The synchronization from the custom script is used only in very specific cases; for information about this option, please contact your MyQ support.

As soon as you add the synchronization source, MyQ opens its properties panel where you can set up the synchronization. Although they differ in their sources, all synchronizations have one thing in common, their goal is to adequately synchronize the user data in the source with the users' data in MyQ.

An important part of the synchronization setup is pairing user attributes in the synchronization source with their counterparts in MyQ. This can be done by setting the corresponding properties in the **Properties** section of the **Users** tab of the **LDAP synchronization** settings tab or by defining the corresponding fields in the CSV file.

Apart from that, you might want to select some additional options, such as adding new users, deactivating users that are not in the synchronization source, or converting user names to lowercases. These options can be selected in the **Options** section of the **Users** subtab of the **LDAP synchronization** settings tab or on the properties panel of the CSV synchronization.

Also, you can import groups of users or even whole group tree structures. This can be done by setting the groups on the **Groups** subtab of the **LDAP synchronization** settings tab or by defining the groups inside the CSV synchronization file.

The following two sections describe the user properties and synchronization options:

User properties in MyQ

- **User name**: Name of the user account in MyQ, in Active directory and Open LDAP, this property corresponds to the **samaccountname** user attribute on the LDAP server.

- **Full name**: MyQ Advanced User Management Guide this is the full name of the user, in Active directory and Open LDAP, this property corresponds to the **cn** user attribute on the LDAP server. Usually, it is the given name and the surname of the user.

- **Alias**: In addition to their user name, each user can have a number of aliases. MyQ treats the aliases as alternative user names. You can use aliases for example if you need to enable one user to send jobs to MyQ from different OS accounts.

- **Card**: Number of the user identification card. It can be either imported from LDAP or added to MyQ on the properties panel of the user. Also, it can be registered by an administrator on a card reader connected to PC USB slot or registered by the user on an embedded terminal.

- **PIN**: MyQ personal identification number is used for access to MyQ Web Interface and MyQ terminals.

- **Personal number**: The personal number can be used as the user ID in MyQ. The primary ID is the **user name** property. If you select the **Pair by the personal number** property during the user synchronization, the personal number is used instead.

- **Email**: Primary email of the user.

- **Notes**: You can use this text box to enter additional notes concerning the user.

- **Language**: Language used on the user's MyQ Web Interface and their home screen on the embedded terminal.

- **User's scan storage**: You can select a folder or one or more emails where MyQ sends scans of the user. Depending on the scanning setup, scans can be sent here, to the user primary email set in the **Email** property text box, or to other sources defined in MyQ or entered by the scanning users.

User synchronization options

- **Deactivate missing users**: If you select this option, MyQ deletes users that are imported from the current synchronization source and that are not in the source anymore. To delete users that were added from different sources, select the **Ignore synchronization** source option together with this option.

- **Add new users**: If you select this option, MyQ adds new users from the current synchronization source. If you do not select it, MyQ updates accounts of the users who are already in MyQ, but do not add any new users.

- **Convert user name to lowercase**: Unlike some other systems that do not differ between two words with the same letters but different cases (such as "Pear", "pear"), MyQ is case sensitive. You can use the **Convert user name to lowercase** option to prevent creating multiple accounts for one user.

- **Use authentication server**: If you select this option and a user logs in by entering their username and password, the credentials are not authenticated against MyQ database, but instead against an LDAP or Radius server.If you synchronize users with LDAP, the source LDAP server is automatically assigned as the authentication server. If you synchronize users with CSV, you can select the authentication server from the list of predefined authentication servers.

- **Pair by the personal number**: If you select this option, MyQ identifies users by their personal number instead of their user names. This way you can keep track of a single user with different names in different sources or a user whose name has changed for some reason. For example, if this option is activated and a username in LDAP changes from cat.stevens to yusuf.islam, MyQ does not create a new user account, but recognizes the old user by his personal number.

- **Ignore synchronization source**: If this option is not selected, MyQ recognizes two users from different synchronization sources as two different entities. This can cause conflicts during synchronizations from multiple sources. If it is selected, MyQ ignores the synchronization sources and treats all users the same, regardless of their synchronization source.For example, if you run a synchronization and MyQ would import/update a user that has been already added from a different synchronization source, it does not update the user. Instead, it shows the message **"The name/alias "X" is already used by the user "X"** among the synchronization results. After you select the **Ignore synchronization source** option, the user is updated by the latest synchronization.

> **NOTICE:** If you select this option together with the **Deactivate missing users** option, all users that were added from different sources and are not in the current synchronization source are deleted during the synchronization.

- **Append the domain name to the username (username@domain.local)**: With this option selected, the name of the domain can be retrieved from the MyQ username. The information about the domain can be needed for example when scaning to users' home folders is used on an embedded terminal. (For more information about this feature on a particular embedded terminal, see the embedded terminal's MyQ manual.)

11.2. User synchronization from LDAP servers

LDAP server contains a database that stores all user accounts, passwords and other user related data of an organization. On the LDAP Synchronization settings tab on the MyQ Web Interface, you can synchronize users directly from the server database.

MyQ can communicate with as much as five LDAP servers at the same time (with the BusinessPro license). It supports Active Directory, OpenLDAP, Novell and Lotus Domino. To synchronize the users, you need to add the synchronization source first and then setup the synchronization. After the synchronization is set up, you can either run it manually on the **User Synchronization** settings tab or set it as a regular task on the **Task Scheduler** settings tab.

> **INFO:** All settings described in this section apply only to Active Directory, although the settings for OpenLDAP, Novell and Lotus Domino are similar.

11.2.1. Creating an LDAP synchronization

> **NOTICE:** Before creating the synchronization, you have to add the LDAP server to MyQ. This can be done on the **Network** settings tab, under **Authentication servers**.

Creating the new LDAP synchronization consists of the following steps:

1) Add the new synchronization

I. On the **User synchronization** settings tab, click **+Add Sync source**. A drop-down box appears.

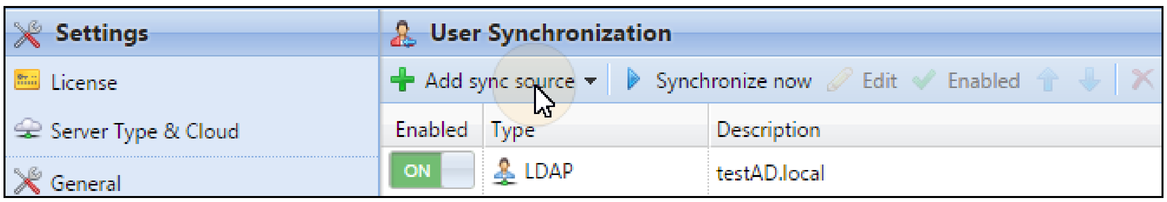


FIGURE 8.33. Adding new synchronization source on the **User Synchronization** settings tab

II. In the drop-box, click **+Add LDAP source**. The **LDAP synchronization** properties panel opens. On the panel, you can set up the synchronization.

2) Set up the synchronization on the LDAP synchronization properties panel

- Set up the synchronization on three tabs on the **LDAP synchronization** properties panel. On each of the tabs, click **Save** after changing the settings. For information about the synchronization setup, see *"Setting up the LDAP synchronization "* on the facing page.

> **INFO:** The synchronization is created when you save the settings on the **General** tab of the **LDAP synchronization** properties panel.

3) Return to the User synchronization settings tab

- The new LDAP synchronization is displayed on the list of synchronizations on the **User synchronization** settings tab.

11.2.2. Setting up the LDAP synchronization

The setup consists of three parts: creating the synchronization on the **General** tab, setting import of users on the **Users** tab and setting import of groups on the **Groups** tab. You can swap between these tabs on the bar at the upper-left corner of the **LDAP synchronization** properties panel.

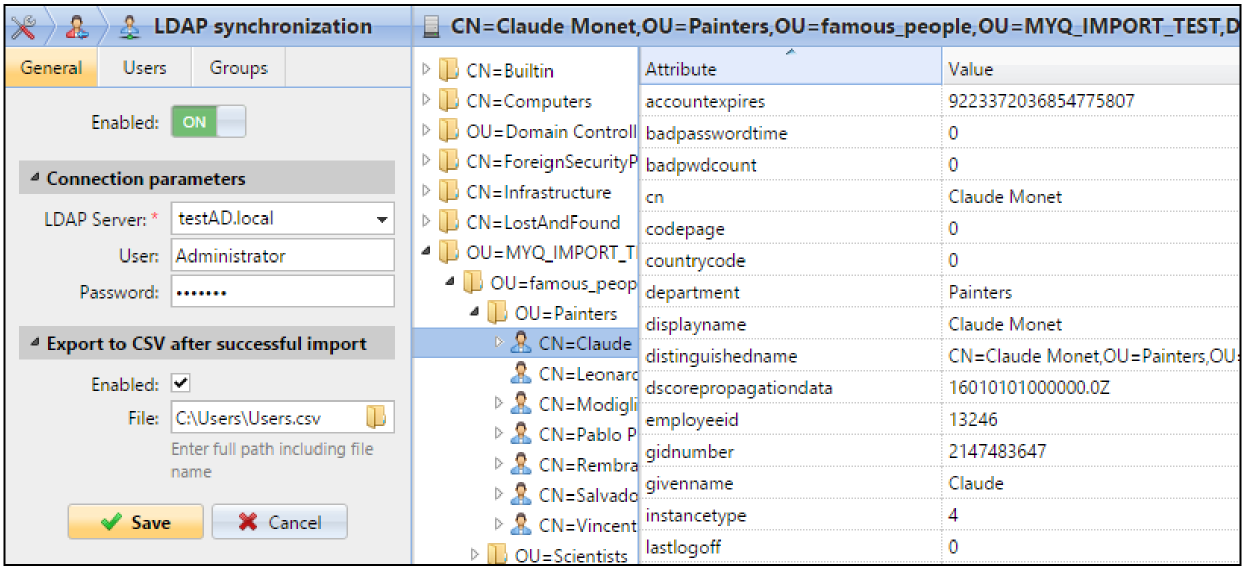


FIGURE 8.34. LDAP synchronization properties panel with the LDAP database browser to its right side.

For detailed description of the LDAP synchronization setup and its options, see the three following sections: *"1) General tab: Creating the synchronization"* below, *"2) Users tab: Selecting base DN, assigning attributes and additional settings"* on page 162 and *"3) Groups tab: Importing groups"* on page 165.

1) General tab: Creating the synchronization

On the **General** tab, set the general properties of the synchronization: enable or disable the synchronization, select the LDAP server domain, enter user name and password for access to the server, eventually select to export the imported users to a CSV file. See the list below for description of individual settings.

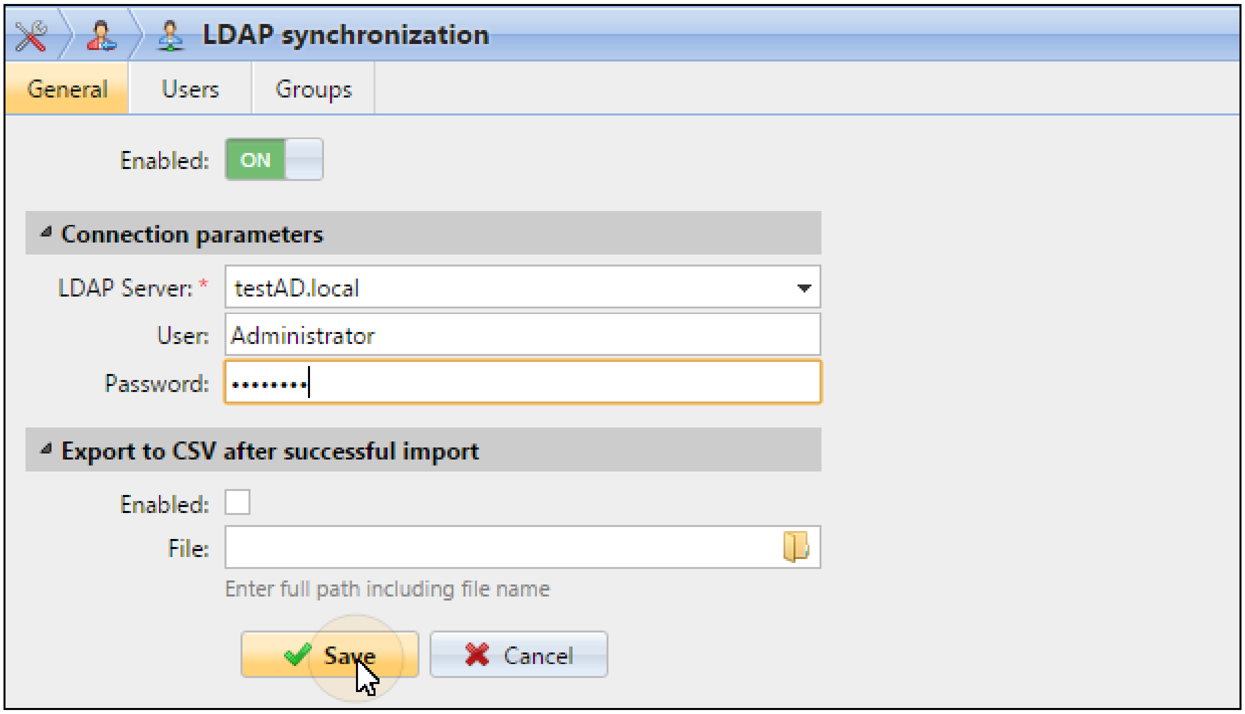


FIGURE 8.35. Saving the settings on the **General** tab

Enabled: Here you can enable or disable the synchronization.

Connection parameters:

LDAP Server: Here you can select the domain from which you want to synchronize.

User: Enter user name for access to the LDAP domain server here.

Password: Enter password for access to the LDAP domain server here.

Export to CSV after successful import:

Enabled: If you enable this option, MyQ creates a CSV file with the imported users after the synchronization.

File: Select the folder where you want to save the created file.

INFO: After you correctly set the connection parameters (LDAP server, username and password) and save the settings, the LDAP browser opens on the right side of screen.

2) Users tab: Selecting base DN, assigning attributes and additional settings

On the **Users** tab, pick one or more base DNs (distinguished names) from which you import the users. In addition, you can assign user attributes from the LDAP server to user properties in MyQ and select additional options concerning the synchronization.

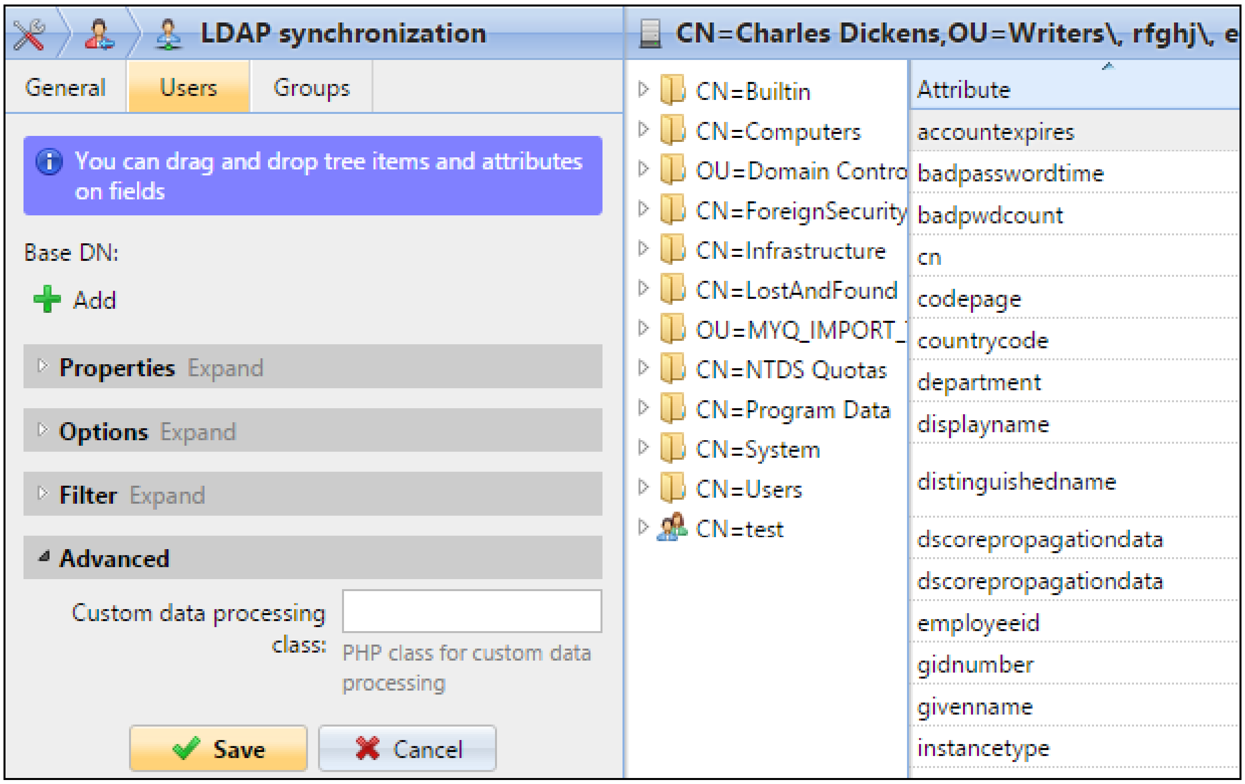


FIGURE 8.36. The **Users** tab on the LDAP synchronization properties panel

INFO: During the setup, you can use the **drag and drop** feature to move items and attributes from the LDAP browser to corresponding text boxes on the tab on the left.

The settings of the users import are described in the following part of this section.

Base DN:

Here you can pick the base domain or domains from which you import users.

Click **+Add** to add a text box for the new base DN, and then drag a group from the database browser and drop it in the text box. You can add multiple domains this way.

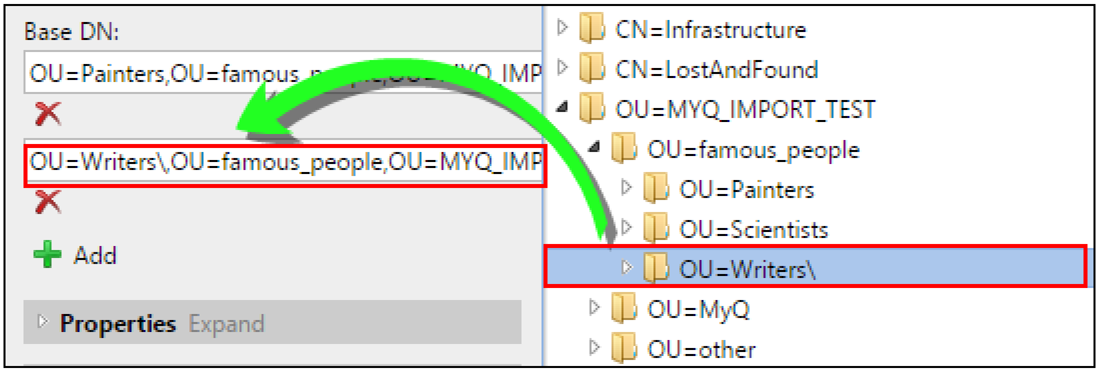


FIGURE 8.37. Dragging and dropping a domain

Properties:

These are properties of every individual user. MyQ will automatically find and assign the user's **SAM account name** to **user name**, **cn** to **full name** and **mail** to **email** (this applies to Active directory and Open LDAP only). The user name property is the only one that cannot be changed.

To assign an attribute to a property, write the name of the attribute in the property text box or drag the attribute from the attributes of any individual user and drop it in the text box.

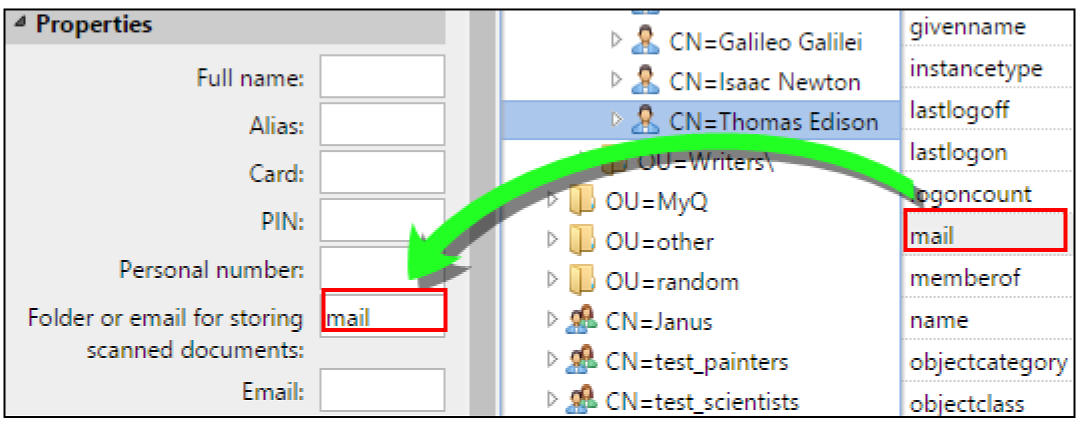


FIGURE 8.38. Dragging and dropping an attribute

For assigning default languages of users, you have to use an attribute from the LDAP server which has abbreviations of languages as its values. For example, you can create and use an attribute called **lang** with values **en** for English, **hr** for Croatian etc. The list of the abbreviations used in MyQ can be found here.

Options:

For description of the common synchronization options, see *"User synchronization options"* on page 157.

In addition to the basic options that are common for both the synchronization from LDAP servers and for synchronization from CSV files, there is one specific option that belongs only to the import from LDAP servers: **append the domain name to the username (username@domain.local)** . This option enables you to save the information about the LDAP server in the user name. For more information about this option, contact your MyQ support.

Filter:

You can filter the import of users by specifying values of attributes. Add the conditions in form: **Attribute=Value**. Users with different value of this attribute are not accepted and are filtered out of the import.

For atributes where the values are strings, such as the cn or or You can use the * symbol to search for substrings. The symbol can be appended from both sides. For example, if you add a cn=*in* condition, only users whose common name attribute contains "in" are accepted.

Add one condition per one raw. Users are accepted if they satisfy at least one condition.

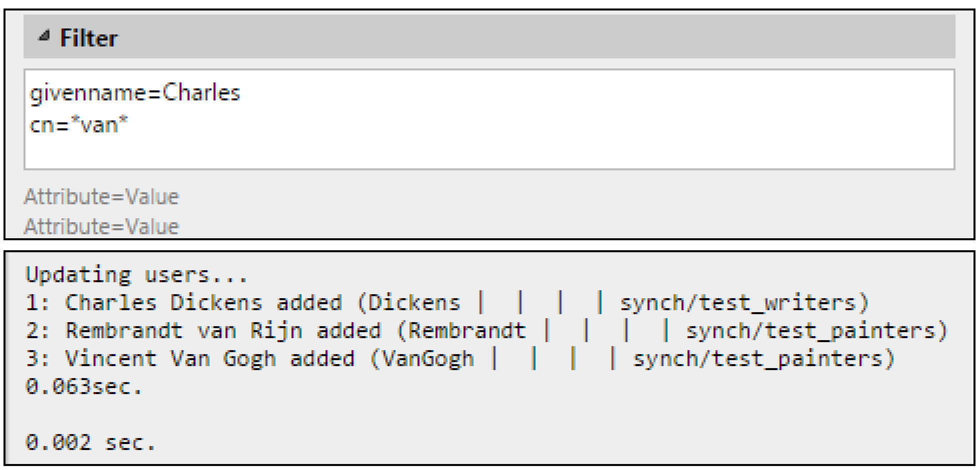


FIGURE 8.39. Example of a filter and the resulting synchronization

Advanced:

Custom data processing class: For further information about this option, contact your MyQ support.

NOTICE: After you change the settings, click **Save** to submit the changes.

3) Groups tab: Importing groups

On this tab, you can import groups and the group structure from the LDAP source. There are four different methods of specifying which groups are imported. You can use multiple different methods together and by each method, you can create different groups of users. You can also select to import the groups under an existing group in MyQ.

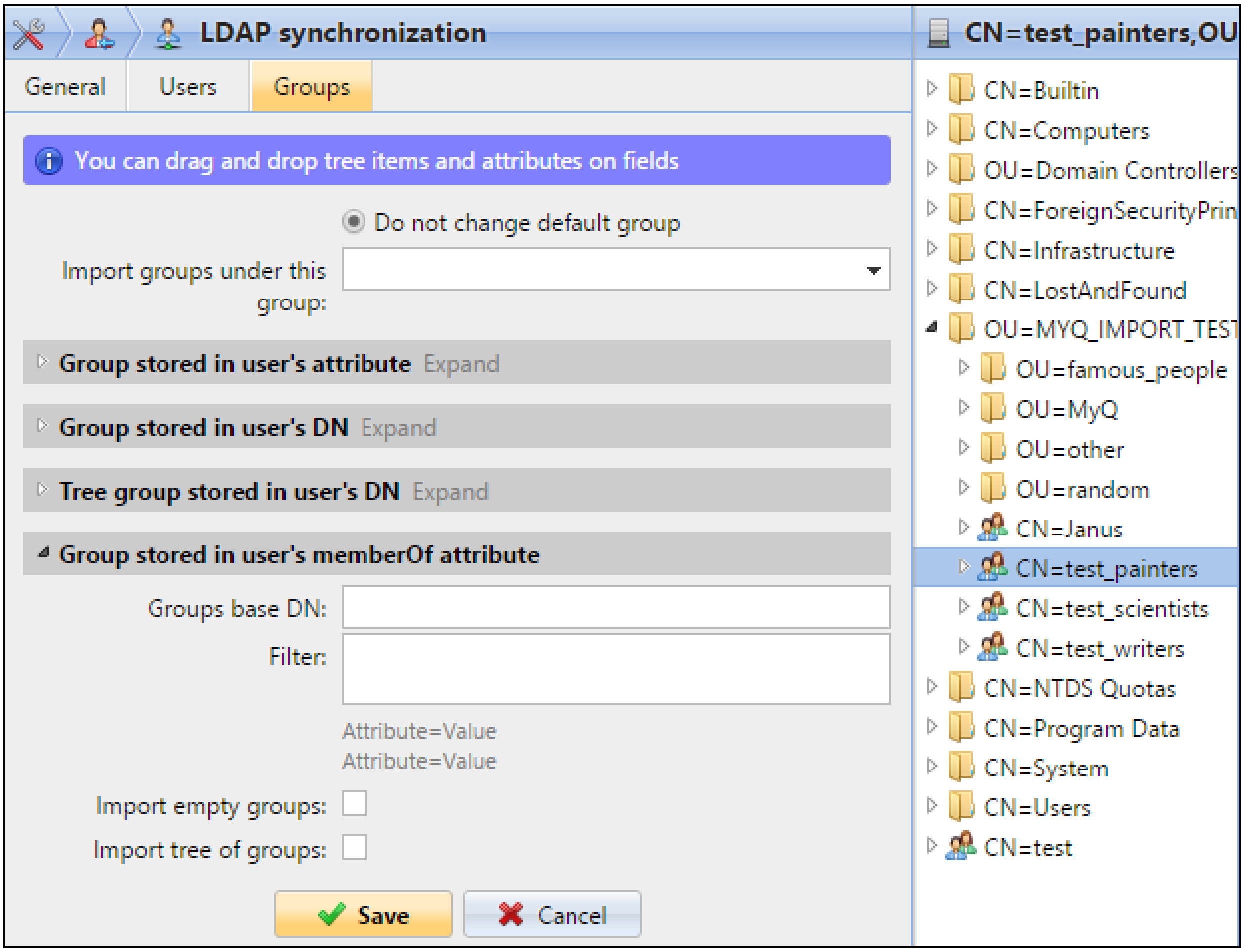


FIGURE 8.40. The **Groups** tab on the LDAP synchronization properties panel

The groups import options are described in the list starting on the next page.

Do not change default group:

A user can be member of multiple groups but all theirprints, copies and scans are accounted to only one group: the **Default group** of the user.

If you select this option, the default group of the selected user does not change during the synchronization.

Import groups under this group:

You can select an existing group in MyQ under which you import the groups from the LDAP database.

Groups stored in user's attribute:

Attribute: You can select this option if you want to use an attribute that defines groups in the LDAP database.

To add the attribute, type the name of the attribute in the property text box or drag the attribute from the attributes of any individual user and drop it in the **Attribute** text box.

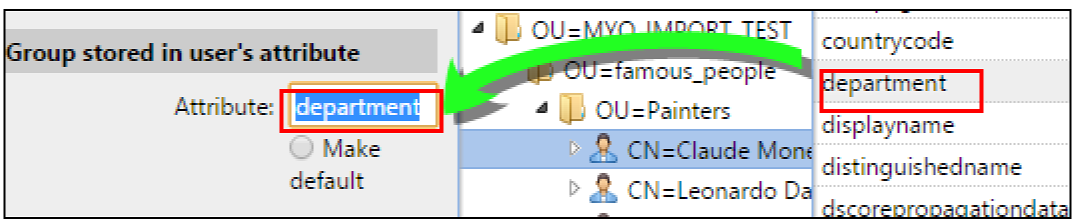


FIGURE 8.41. Dragging and dropping an attribute

You can also create groups by combining multiple attributes. To create such group, put each of the attributes between two percentage signs (%). For example, the combination of attributes **%attribute1%_%attribute 2%** , imports a new group named **value1_value2**.

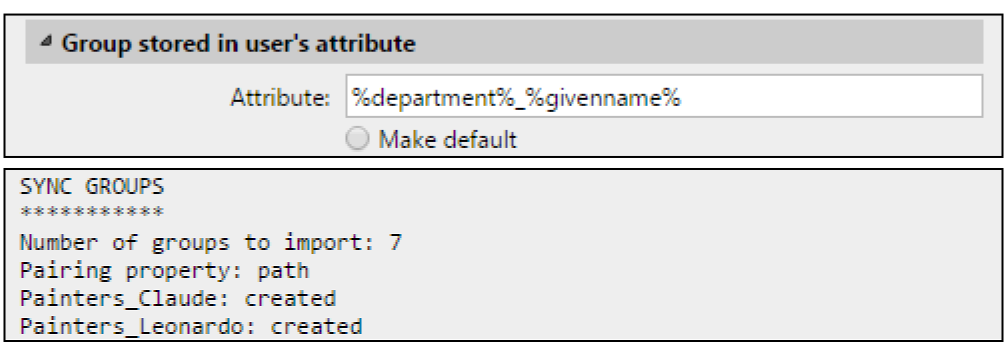


FIGURE 8.42. Example of a combined attribute group definition and the resulting synchronization

Furthemore, you can create tree structures of groups by separating the attributes with vertical bars. For example, the combination of attributes **%attribute1%|%attribute 2%**, imports a group attribute1, and its sub-group **attribute 2**.

Make default: If you select this option, the group becomes the default group of the imported user.

Group stored in user's DN:

OU component index: Here you can select a group by its OU (organizational units) index among the DN components. The index is counted from right to left: the first OU group from right has index 1, the second from right has index 2 and so on.

FIGURE 8.43. DN Components with three OU groups (Painters, famous_people and MYQ_IMPORT_TEST)

On the picture above, there are three OU groups: **MYQ_IMPORT_TEST** has index 1 (as it is the first OU group from right), **famous_people** has index 2 and **Painters** has index 3. The other components are not OU and therefore have no index.

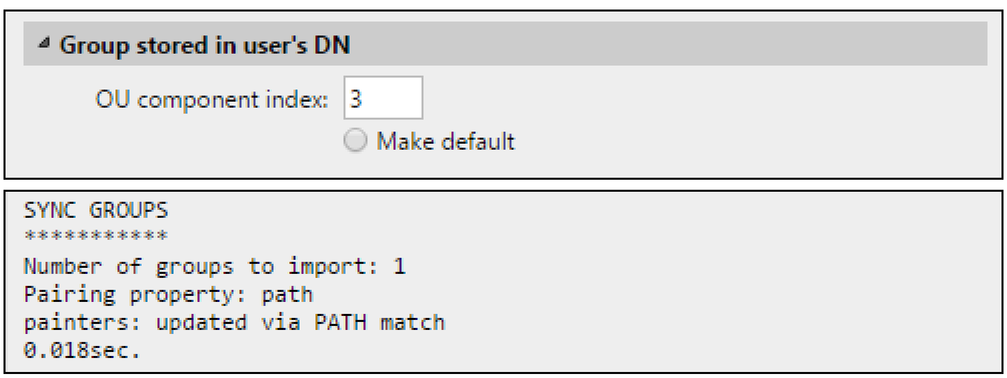


FIGURE 8.44. Example of an import of a group stored in user's DN

Make default: If you select this option, the group becomes the default group of the imported user.

Tree group stored in user's DN:

Here you can import the whole tree structure of groups. You can restrict the import to any part of the structure by striping the DN components from left and from right. In the respective text boxes, enter the ammount of components to be striped from left and from right side.

You have to strip at least one component from left (the user CN component) and one component from right (the right-most DC component).

FIGURE 8.45. DN Components

On the picture above, there are six components. If you strip one component from left and one from right, you import the following structure of groups: **testAD > MYQ_IMPORT_TEST > famous_people > Painters**.

By stripping components from left, you remove the groups from bottom to top of the structure. By stripping components from right, you remove the groups from top to bottom of the structure.

Make default: If you select this option, the bottom group of the imported structure becomes the default group of the imported user.

Group stored in user's memberOf attribute:

Group base DN: MyQ can import security and distribution groups stored in the user's **memberOf** attribute. The security groups are used to define access permissions granted to their members. Distribution groups can be used for sending emails to a group of users.

To specify which groups should be taken in consideration during the import, you have to insert the groups base DN. MyQ import only groups that are included in the base DN, other groups stored in the memberOf attribute are ignored. The group base DN does not have to be the same organizational unit as the users base domain.

If a user is member of more than one group on the LDAP server, all the groups are stored in the **memberOf** attribute. Therefore, the **Make default** option, which requires a single value, is not available for this method of import.

To add the groups base DN, drag it from the database browser and drop it in the **Group base DN** text box.

Filter: You can filter this import by specifying values of attributes. Add the conditions in form: Attribute=Value. Groups with different value of this attribute are not accepted and are filtered out of the import. You can use the * symbol to search for substrings. The symbol can be appended from both sides. For example, if you add a cn=*in* condition, only users whose common name attribute contains "in" are accepted. >Add one condition per one raw. Groups are accepted if they satisfy at least one condition.

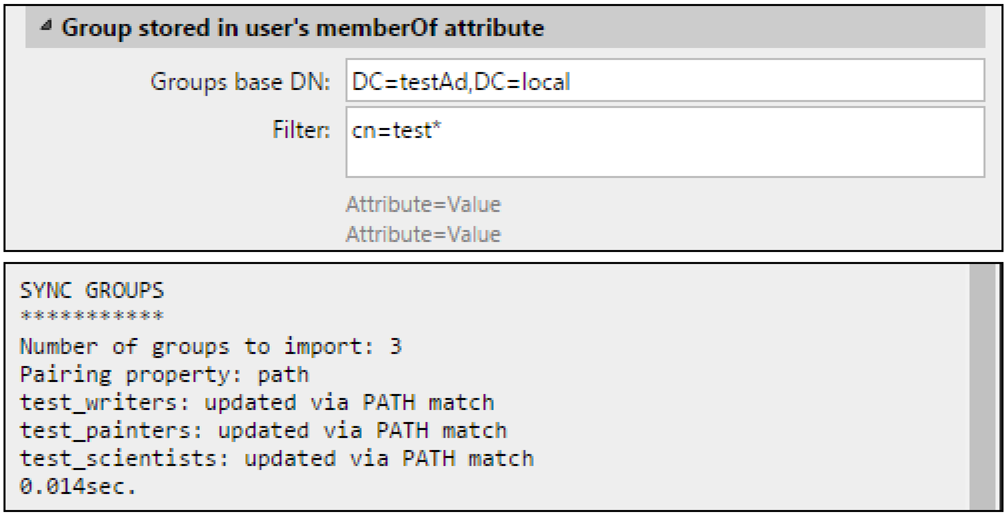


FIGURE 8.46. Example of an import of groups stored in memberattribute with the **cn=test*** filter applied

Import empty groups: If you select this option, groups from the Group base DN are imported even if there is no user having them in their memberOf attribute.

Import tree of groups: If you select this option, the whole tree structure is imported. Otherwise all groups are added separately; not as a part of a tree structure.

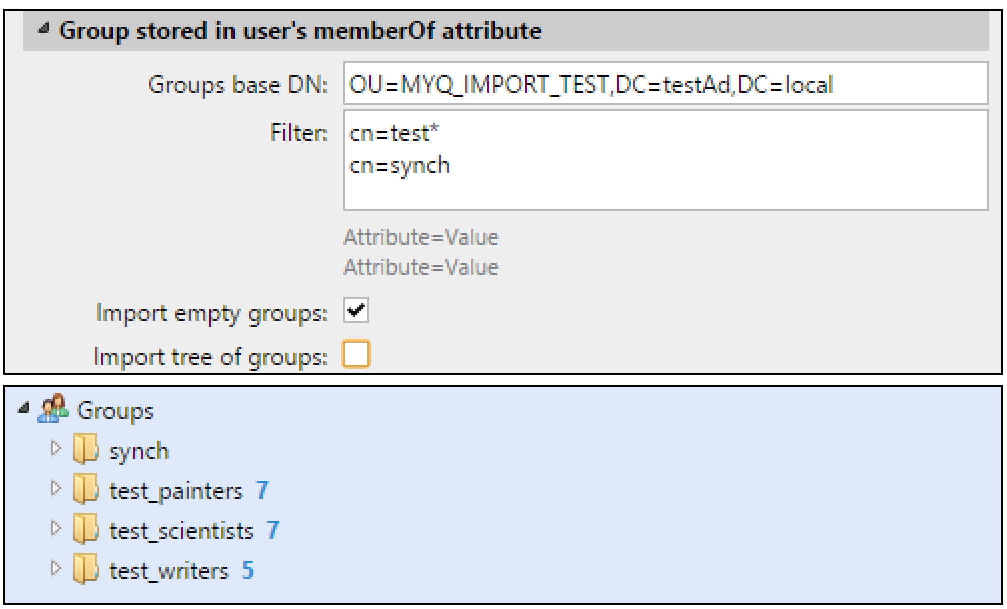


FIGURE 8.47. Import of groups stored in memberOf attribute with the **Import tree of groups** option deselected

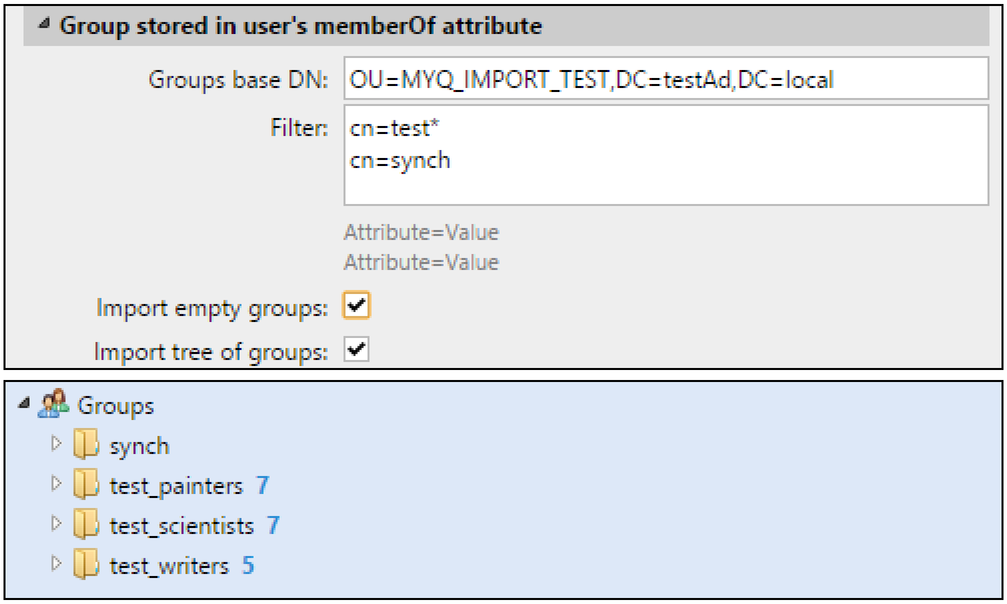


FIGURE 8.48. Import of groups stored in memberOf attribute with the **Import tree of groups** option selected

11.3. User synchronization from CSV files

Another method of storing user data is saving the data in CSV files. Each line of the file corresponds to one user and each field corresponds to one property of the user. To synchronize users from the CSV file, you have to create a new CSV synchronization on the **User Synchronization** settings tab and on the synchronization properties panel, add the source file and set properties of the synchronization.

After the synchronization is set up, you can either manually run it on the **User Synchronization** settings tab or set it as a regular task on the **Task Scheduler** settings tab.

11.3.1. Creating new CSV synchronization

To create a new synchronization, do the following:

1) Open the new synchronization

- On the bar at the top of the **User synchronization** setting tab, click **+Add Sync source**, and then click **+Add CSV source**. The **CSV synchronization** properties panel appears on the right side of screen.

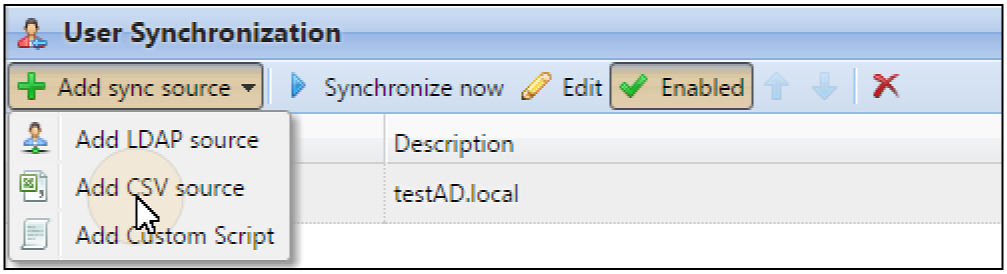


FIGURE 8.49. Adding new synchronization source on the **User Synchronization** settings tab

2) Set up the synchronization

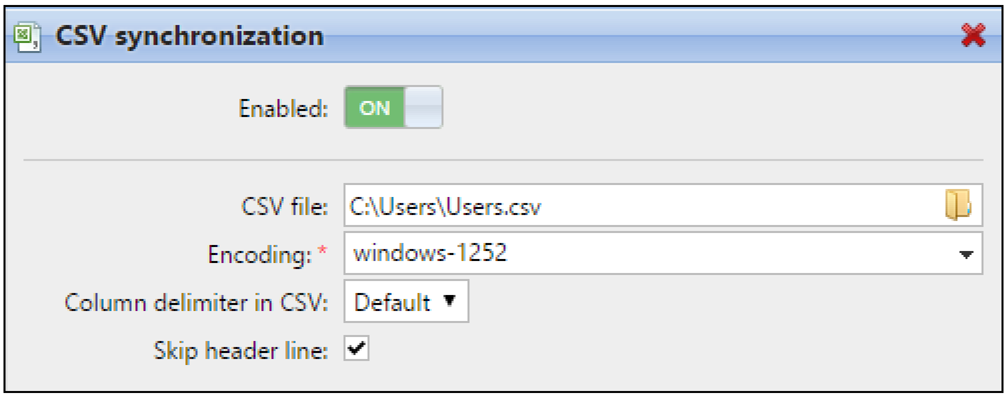


FIGURE 8.50. The **CSV synchronization** properties panel

- On the **CSV synchronization** properties panel, set the path to the CSV file and configure the synchronization. For information about the synchronization options, see *"CSV synchronization setup options"* below.

3) Save the setup

11.3.2. CSV synchronization setup options

These are the options of the CSV synchronization:

Enabled: Here you can enable or disable the synchronization.

CSV file: Here you can set the path to the CSV file on the MyQ server.

Encoding: Select the encoding that is used in the CSV file. The default value depends on the OS settings of the computer on which you access the MyQ Web Interface.

Column delimiter in CSV: Select the delimiter that is used in the CSV file.

If you select the **Default** option, MyQ scans for the delimiter set on the **Column delimiter in CSV** drop-down list box on the **General** settings tab.

Skip header line: In case the CSV file contain a header line, you need to select this option and skip the first line of the file during the synchronization. All lists of users exported from MyQ contain the header line.

Import groups under this group: Here you can select an existing group in MyQ under which you import the groups from the CSV file.

Synchronization source: Here you can specify a different source than the CSV to be marked as the synchronization source by the MyQ system. For example, you can insert an LDAP server domain.

Ignore synchronization source: If you select this option together with the **Deactivate missing users** option, all users that are not in the current synchronization source are deleted.

Use authentication server: If you select this option, an LDAP or Radius server is used for authentication of the imported users.

Select the domain for the authentication on the setting below.

Authentication server: Here you can select the LDAP or Radius domain for the user authentication.

Deactivate missing users: If you select this option, MyQ deletes users that are imported from the current synchronization source and that are not in the source anymore.

To delete users that were added from different sources, select the **Ignore synchronization source** option together with this option.

Add new users: If you select this option, MyQ adds new users from the current synchronization source.

Pair users by personal number: If you select this option, multiple accounts with a single personal number are paired.

Convert user name to lowercase: If you select this option, all letters in user names are converted to lowercase.

Cards / PIN / Groups / Delegates: In each of the three drop-down boxes, you can select from these synchronization options for the respective parameter (CARDS, PINS, GROUPS):

- Do not synchronize: Value of the respective parameter in MyQ is not changed.
- Full synchronization: Value of the respective parameter in MyQ is always replaced by the value in the CSV file. If the value in the source file is empty, the value in MyQ is erased.
- Synchronize if not empty: If the respective field in the CSV file is not empty, the parameter value in MyQ is replaced by the value in the CSV file. Otherwise, the parameter value remains unchanged. **This is the default setting.**
- Add new: If the parameter is already set in MyQ, it is not replaced. Only new values are added.

11.3.3. Syntax of the CSV file

```
"FULLNAME";"USERNAME_ALIASES";"EMAIL";"CARDS";"GROUPS";"CODE";
"SCANSTORAGE";"PIN";"MANAGED_GROUPS";"AUTHSERVER";"PHONE";
"LANG";"PWD";"EXTID";"DELEGATES"
"Thomas Pinapple";"Tom,Tomy,Apple";"t.pinapple@domain.com";
7E9700C9;"Imported Users,Activities|Outdoors|Swimming,
Activities|Outdoors|Birdwatching";22212;"\\Users\Tomy";
14BFA6BB14875E4;Birdwatching;testAD.local;080008020;en;
ldapAuth;;"Carol,Kohei,Eliot";
```

FIGURE 8.51. CSV file opened in a text editor

In thelist below, you can find information about individual fields of the CSV file.

NOTICE: A single word or a plain number can be put in the CSV fields as they are, while more complex strings, such as full name or email address, have to be bounded by quotes.

FULLNAME: Name of the user in double quotation marks, for example **"Thomas Pinapple"**.

USERNAME_ALIASES: Login of the user and eventually their aliases.

The login should be the same as the user's domain login name, for example **Tom**.

When you import multiple aliases, separate them with commas, for example **"Tom, Tomy, Apple"**.

EMAIL: Email of the user, for example **"t.pinapple@domain.com"**.

CARDS: Number of the user's authentication card/chip. It has to be inserted in the form in which it is read by the card/chip reader, for example **7E9700C9**.

GROUPS: Here you can add user groups.

You can import a whole branch of the groups tree structure. The groups on the imported branch have to be separated by vertical bars.

If you want to import multiple groups (or groups tree branches), separate them by commas.

For example, if you add two branches separated by a comma: **"Activities|Outdoor|Swimming, Activities|Outdoor|Birdwatching"**, MyQ imports a single parent group **Activities** with a single child group **Outdoor**, with two child groups **Swimming** and **Birdwatching** . (Activities>Outdoor>Swimming, Birdwatching)

> **NOTICE:** Commas and vertical bars cannot be used in group names as they are used as group delimiters.

CODE: The personal number of the user. The ID number must be unique for each user.

This parameter is very useful when using multiple sync sources.

SCANSTORAGE: The folder or email where the user wants their scans to be sent, for example **"\\Users\Tomy"**.

For more information about scanning, see Scan Management .

PIN : You can define one or more PINs to br assigned to users within the synchronization process. It is not absolutely necessary as PINs may also be generated later within the setup of the user account. The PINs should be in the hashed MD5 format, for example **14BFA6BB14875E4**.

MANAGED_GROUPS: You can make the user manager of a particular group by adding the group or path to the group here in the way in which you would import the group. If you want the user to be a manager of a child group, enter a whole branch ending with this group.

For example, enter the branch **"Activities|Outdoor|Swimming"** to make the user a manager of the **Swimming** group. If there are no parents of the group in the group structure, enter just the group name, e.g. **Activities**.

> **NOTICE:** Commas and vertical bars cannot be used in group names as they are used as group delimiters.

AUTHSERVER: In this field you may define the domain for user authentication, for example **"testAD.local"**.

PHONE: The user's phone number, for example **080008020**.

LANG: Default language of the user, for example **en**.

PWD: If you want the user to be authenticated against an LDAP server, insert the parameter **ldapAuth**. If not, let this parameter undefined.

EXTID: '**EXTID**' is an internal MyQ parameter. This field has to be left empty.

DELEGATES: For each user, you can import any number of delegates.

If you import multiple delegates, separate them with commas, for example **"Carol,Kohei,Eliot"**.

For information about delegates in MyQ, see Delegated printing .

11.4. Manual and scheduled run of synchronizations

The synchronization can be manually run on the **User Synchronization** tab of the MyQ Web Interface, or it can be set as a scheduled task on the **Task Scheduler tab**. The two options are described in the sections below.

Manually running a synchronization

On the **User synchronization** setting tab, enable the synchronizations that you want to run, and then click **Synchronize now** on the bar at the top of the tab.

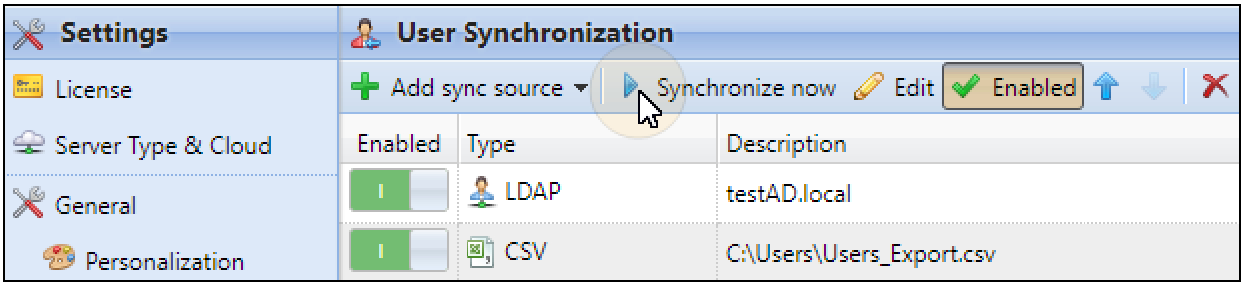


FIGURE 8.52. Manual run of the user synchronizations

Scheduled run of the synchronization

On the **Task scheduler** settings tab, you can setup scheduled run of the synchronization. For more information about this option, see [Task scheduler](#).

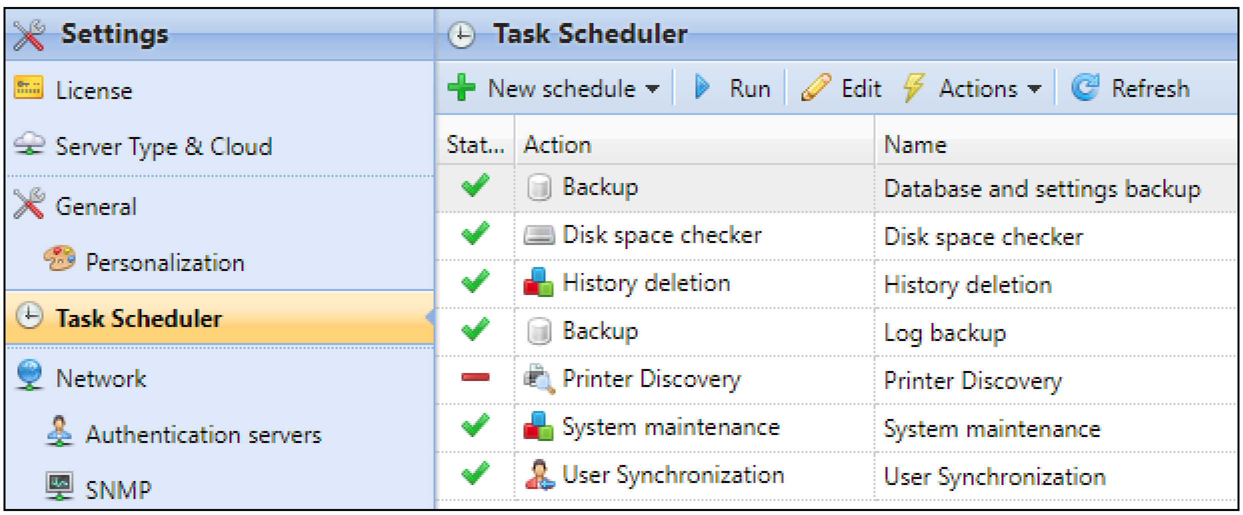


FIGURE 8.53. Scheduled tasks in MyQ

11.5. User synchronization from Azure Active Directory

Azure Active Directory is a service accessed from the Microsoft Azure Portal. It has to be enabled and configured in Azure Active Directory Domain Services.

Activation and setup of the service are described in the following Microsoft guides:

- To enable and configure Azure Active Directory Domain Services: https://docs.microsoft.com/en-us/azure/active-directory-domain-services/active-directory-ds-getting-started
- Configure Azure AD Domain Servers to use SLDAP: https://docs.microsoft.com/en-us/azure/active-directory-domain-services/active-directory-ds-admin-guide-configure-secure-ldap

After you activate the Azure Active Directory, you need to add it to MyQ and set up the synchronization in the standard way (see *"User Import and synchronisation"* on page 155 and *"User synchronization from LDAP servers"* on page 158). When setting up the Authentication server in MyQ, you need to make sure that paramaters of the LDAP server are set to the following values:

- Domain = **DNS DOMAIN NAME** of the Azure AD Domain
- Security: **SSL**
- Server = **SECURE LDAP EXTERNAL IP ADDRESS** of the Azure AD Domain

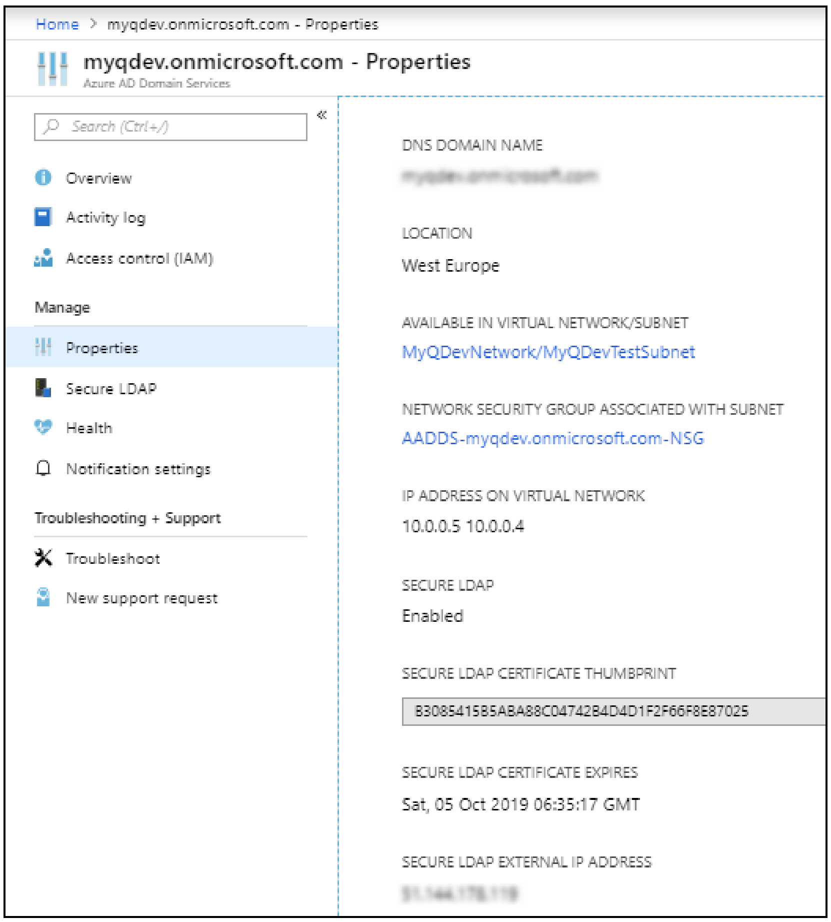


FIGURE 8.54. The relevant settings of the Azure AD Domain

12. Detecting Job Owners

One of the essential functions of MyQ is to identify the owner of a sent print job. In fact, MyQ rejects and discards all jobs where it cannot detect the owner.

You can select from a number of identification methods. The two commonly used ways of detecting owners are— identification of the user account of the OS from which the job was sent and identification via MyQ Smart Manager— . You can also select from the following identification methods:

- identifying the job owner with the name of the computer from which the print job was sent,
- using a DNS server to resolve the computer name to be taken as the job owner,
- detecting the job owner from the name of the print job and,
- detecting the job owner from the job PJL header of the printed job.

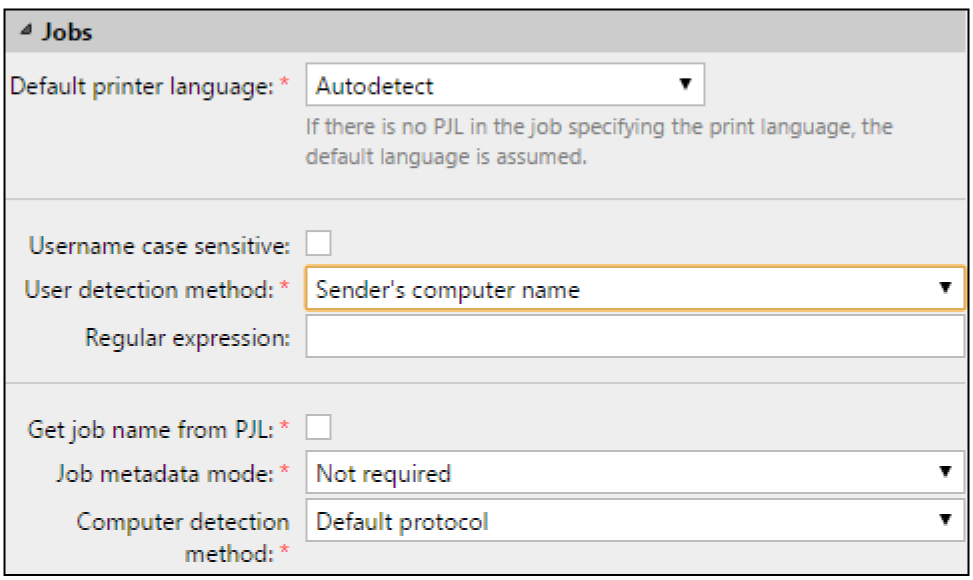


FIGURE 8.55. The **User detection method** setting on the properties panel of a queue

These options are described in the following sections:

- Identifying the job owner with the computer name
- Using DNS server to resolve the job owner
- Detecting the job owner from the job name
- Detecting the job owner from the job PJL header

The last section shows how to enable case sensitivity for the job owner detection in MyQ:

- [Enabling case sensitivity for the job owner detection in MyQ]

12.1. Identifying the job owner with the computer name

With the **Sender's computer name** option selected, the job owner is identified as the name of the computer from which the job is sent. This way it does not matter on which OS account the sending user is logged and all jobs are accounted on the computer.

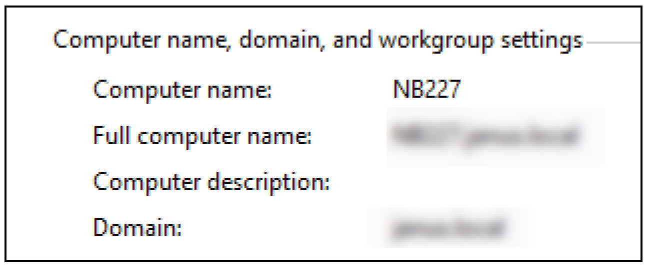


FIGURE 8.56. Computer name is displayed in Windows system settings.

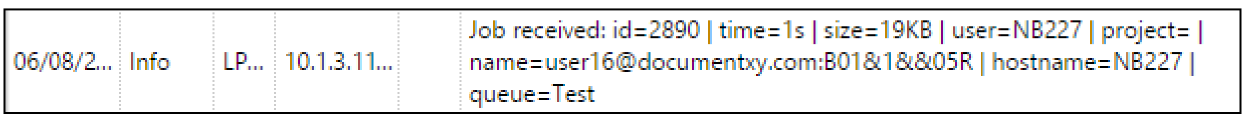


FIGURE 8.57. Log message informing about the received jobs shows user **NB227**, which is the sender's computer name

INFO: By default, the **Computer detection method** is set to **Default mode**. This is the standard setting that works in almost all cases. For information about the alternative option, please contact your MyQ support.

INFO: A regular expression can be used to capture a part of the detected string. See *"Using Regular expressions"* on page 183.

12.2. Using a DNS server to resolve the job owner

With the two options: **Print server's DNS name** and **Sender's computer DNS name**, a DNS server is used to resolve the job owner as one of the two respective values:

1) **Print server's DNS name**: The computer or server where the print driver is installed. If the DNS server succeeds in resolving the server IP address, the job owner is

identified with the server name, otherwise the job owner is identified with the IP address.

05/31/2...	Info	LPR ...	10.1.3....		Job received: id=2770 | time=1s | size=88KB | user=WIN-GOMOSMT0AO9.[illegible].local | project= | name=user16 | hostname=10.1.3.110 | queue=Test

FIGURE 8.58. Log message informing about the received jobs shows user **WIN-GOMOSMT0AO9.xxxx.local**, which is the print server's DNS name

2) **Sender's computer DNS name**: The computer from which the job is sent. If the DNS server succeeds in resolving the computer IP address, the job owner is identified with the computer name, otherwise the job owner is identified with the IP address.

05/31/2...	Info	LPR ...	10.1.3....		Job received: id=2772 | time=1s | size=88KB | user=10.1.3.110 | project= | name=user16 | hostname=10.1.3.110 | queue=Test

FIGURE 8.59. Log message informing about the received jobs shows user 10.1.3.110, which is the IP address of the sender's computer

The actual value depends on the location where the print driver is installed. For example:

If the print driver is installed on the print server **Server 1** and shared with the computer **laptop100** from which the user prints, the values are different:

- When you select the **Print server's DNS name** method, the job owner is identified with the server, e.g. Server1.domain.com,
- When you select the **Sender's computer DNS name** method, the job owner is identified with the computer, e.g. Computer100.domain.com.

If the computer does not use shared drivers but sends the jobs via its own drivers, both values are the same.

> **INFO:** A regular expression can be used to capture a part of the detected string. See *"Using Regular expressions"* on page 183.

12.3. Detecting the job owner from the job name

With the **Detect user from job name** option, the job owner is identified with the name of the print job. This method can be used for in cases where jobs are automatically generated and sent to print by external systems, such as ERP systems. These jobs can have a specific form where the user name is part of the job name, for example **user16@documentxy.com**.

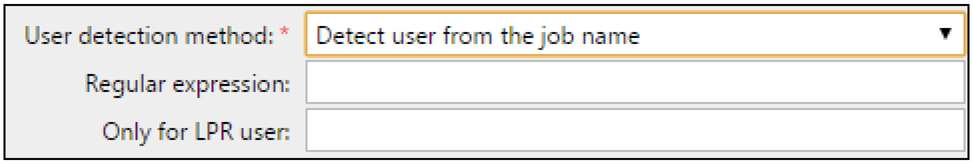


FIGURE 8.60. The **Detect user from job name** option and two related settings below

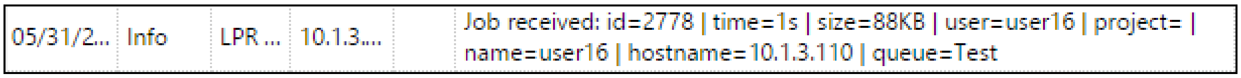


FIGURE 8.61. Log message informing about the received jobs shows user **user16**, which is the job name

INFO: A regular expression can be used to capture a part of the detected string. See *"Using Regular expressions"* on page 183.

12.3.1. Additional settings

Only for LPR user

The **Only for LPR user** setting is displayed after you select the **Detect user from job name** option. This setting allows you to combine the **Detect user from job name** method with the **Jobs sender** identification method. The job owner is first detected as the job sender and only if the username matches the name entered in the **Only for LPR user** text box, it is identified the job owner with the job name.

This advanced user identification may be required, for example, for some prints from the SAP system. Prints from SAP are usually not sent directly to printing devices, but first to Windows spooler (SAP LPD or SAP Print) which processes and forwards the prints to the device. This service usually runs under the system account (SYSTEM), and therefore the job sender detected from each such job is SYSTEM.

In such case, you can enter the user **SYSTEM** in the **Only for LPR user** text box. MyQ detects the sender and if it is **SYSTEM**, it identifies the job owner with the job name.

Get job name from PJL

If this option is selected, MyQ takes the job name from the **@PJL JOB NAME** parameter in the PJL header instead of detecting it from the LPR protocol.

NOTICE: The job name in the PJL header may differ from the name of the printed document.

12.4. Detecting the job owner from the job's PJL header

With the **User detection from PJL** identification option, MyQ detects the job owner from one of the command lines of the print job's PJL header.

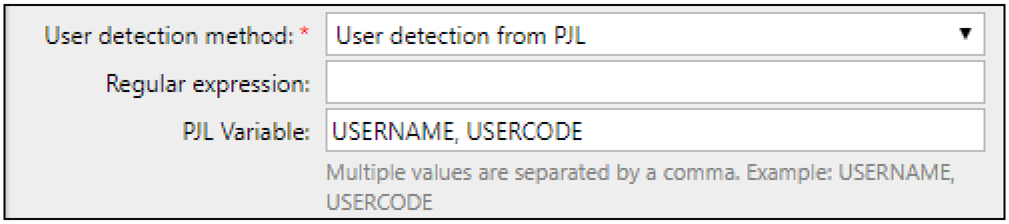


FIGURE 8.62. User detection from PJL

To select the line that is used for the definition of the job owner, you need to enter the variable (USERNAME, USERCODE etc.) in the **PJL Variable** field. If you enter two or more variables separated by a comma, MyQ tries to find a PJL line containing the first (leftmost) variable, and then eventually repeats the search for the next variable until it either finds a non-empty value with the definition of the job owner or there are no more variables to search for.

```
!R!SEM6;EXIT;←%-12345X@PJL JOB NAME="something 1 tom 051116 113449735"
@PJL SET TIMEOUT=300
@PJL SET RESOLUTION=600
@PJL SET BITSPERPIXEL=4
@PJL COMMENT="INFO:NUP 1; DUPLEX OFF; QTY 1; COLORMODE COLOR;"
@PJL COMMENT="APP:C:\Program Files\Windows NT\Accessories\WORDPAD.EXE;"
@PJL SET ECONOMODE=OFF
@PJL SET USERNAME="Kai"
@PJL SET JOBNAME="Something 051116 113449735"
@PJL SET QTY=1
@PJL SET KCOLORMODE=COLOR
@PJL SET KGLOSS=LOW
@PJL SET KTRAPPING=2
```

FIGURE 8.63. The PJL header can be found at the beginning of the job PRN file.

Similarly to the combination of the **Jobs sender** and the **Detect user from job name** detecting methods described in the previous section, you might need to select this option for print jobs sent to MyQ from the SYSTEM account.

INFO: A regular expression can be used to capture a part of the detected string. See *"Using Regular expressions"* on the next page.

12.5. Enabling case sensitivity for the job owner detection in MyQ

If you have a case sensitive operational system, such as LINUX, where you can create two users whose user names differ only in cases, for example users **juliette** and **Juliette**, you might need to select the **Username case sensitive** option.

FIGURE 8.64. Username case sensitive option selected on properties panel of a queue

With this option selected, MyQ differs between two users that differ only in cases. For example, if a user **Kohei** is registered in MyQ (and user **kohei** is not) MyQ rejects jobs sent from OS account **kohei**.

12.6. Using Regular expressions

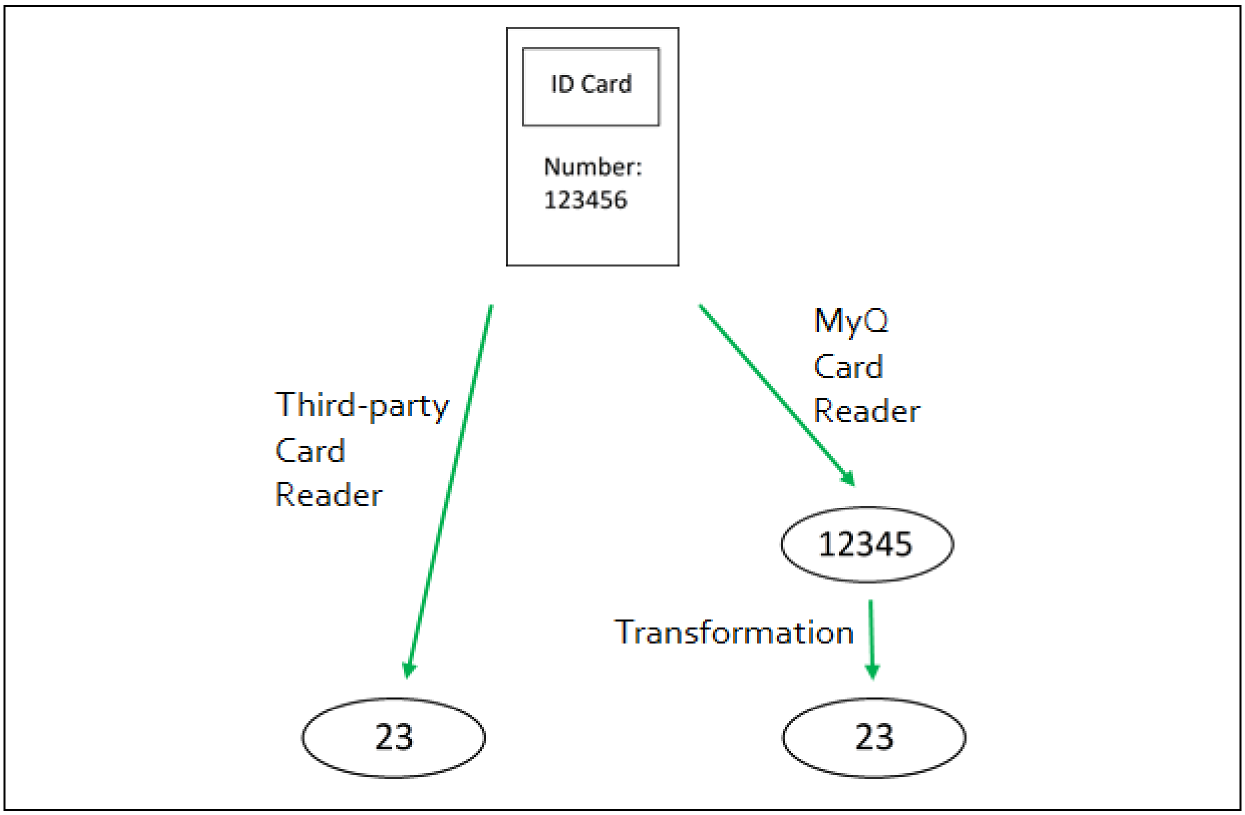
You can use regular expressions to capture a part of the string that MyQ detects within any of the detection methods. To do this, define the expression in the **Regular expression** field of the **Jobs** section.

MyQ searches for the desired job owner name in two steps. First, it finds the leftmost match for the regular expression, and then it identifies the job owner with the leftmost group captured in the match. This way you can search for a string and define which part of it will be identified as the job owner. For example, you can use the regular expression to find an email address in the detected name string and use the group capturing to save just the part preceding the @ symbol.

13. ID Card Transformation

This topic discusses the ID Card transformation feature in MyQ. The transformation might be necessary if the customer needs to import card numbers from a third-party SW database and the card number format in this database doesn't match the format read by MyQ card reader.

The third-party system card readers can give output in a different format than the card readers used in MyQ. In consequence, users card numbers imported from the third-party system can differ from the card numbers read by the MyQ card readers. To unify the format of the two outputs, you can define a specific sequence of commands that transforms the output of the MyQ card readers to the format used in the database of the third-party system.



INFO: With most of the MyQ card readers, you can use the card reader configuration software to set the format directly on the reader. However, it is simpler and faster to set one or two universal MyQ transformations than to separately change settings of each card reader.

Entering the transformation

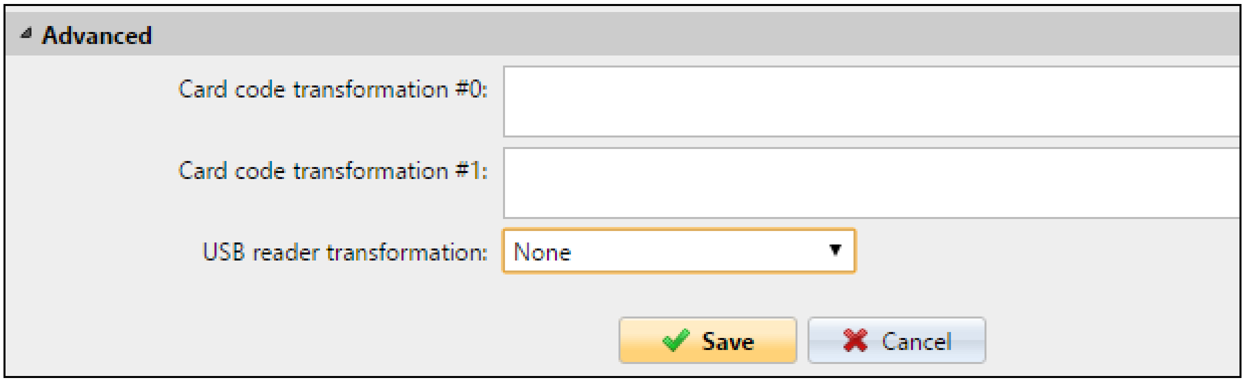


FIGURE 8.65. The **Advanced** section of the **Printers** settings tab

On the **Printers** settings tab, under **Advanced**, you can define and use up to two transformations for card readers and select to use one of them on a USB reader connected to the administrator PC. The second transformation can be used in case where you have a hardware terminal with two card readers attached to it. The USB reader can be used to recharge credit or associate cards.

Available options:

- Card code transformation #0: This transformation is used by Embedded terminals (with USB readers connected directly to the device) and by the reader for HW terminal that is connected as #0 (usually primary reader).
- Card code transformation #1: This transformation is used by the reader for HW terminal that is connected as #1 (usually secondary reader).
- USB reader transformation: The transformation selected here (#0 or #1) will be applied to card readers connected to PC USB slot. These card readers are usually used to recharge credit or to associate cards with user accounts.

Defining the transformation

You can define the transformation by adding commands from the table below. The commands have to be separated by semicolon and are read and executed from left to right, for example in the transformation **CommandX;CommandY**, the **Command X** is executed first and the **Command Y** second.

All commands, except for the + command, are applied in the following way:

The first command of the transformation and each command immediately behind the **+** command are applied to the initial card number. All other commands are applied to the result of their predecessors.

For application of the + command, see the description in the Table of commands below.

Table of commands:

ltrim(number of characters) — Remove the first X characters from left.
ltrim(2): 123456 —> 3456
rtrim(number of characters) — Remove the first X characters from right (the last X characters).
rtrim(2): 123456 —> 1234
prepend(character string) — Add the string in front of the card number.
prepend(AB): 123456 —> AB123456
append(character string) — Add the string behind the card number.
append(AB): 123456 —> 123456AB
left(number of characters) — Select the first X characters from left (and remove the rest).
left(2): 123456 —>12
right(number of characters) — Select the first X characters from right.
right(2):123456 —> 56
mid(number of characters, number of characters) — Remove X characters from left, remove Y characters from right and leave the characters in the middle.
mid(2,2): 123456 —> 34

lpad(number of positions, symbol) — Complete the string to the length specified by the **number of positions** parameter by adding value of the **symbol** parameter to the left (in front of the card number).
lpad(12,0): 123456 —> 000000123456
hex2dec () — Transform the card number from hexadecimal mode to decimal mode.
hex2dec(): 1000AB —> 1048747
dec2hex() — Transform the card number from decimal mode to hexadecimal mode.
dec2hex(): 1048747 —>1000AB
hex2bin — Transform the card number from hexadecimal mode to binary mode.
hex2bin(): 1000AB —> 100000000000010101011
bin2hex — Transform the card number from binary mode to hexadecimal mode.
bin2hex(): 100000000000010101011 —> 1000AB
dec2bin — Transform the card number from decimal mode to binary mode.
dec2bin(): 100023 —> 11000011010110111
bin2dec — Transform the card number from binary mode to decimal mode.
bin2dec(): 11000011010110111 —> 100023
reverse() — Reverse the byte sequence, i.e. take all characters by two and reverse the order of the pairs. (The last pair goes first, the second last goes second etc.)
reverse(): 1234AB —> AB3412

reverseString() — Reverse the character sequence. (The last character goes first, the second last goes second etc.)
reverseString(): 1234AB —> BA4321
reverseNibbleBits() — Convert each character from hexadecimal mode to binary mode, reverse the character sequence of each quadruple and convert the result back to hexadecimal mode.
reverseNibbleBits(): 10AB —> 0001 0000 1010 1011 —> 1000 0000 0101 1101 —> 805D
upper(): Converts the string to upper case.
upper():Abcd —> ABCD
plugin(reference): Calls a card transformation plugin with the given reference.
This option enables using custom PHP scripts for the transformation. For more information about this option, contact your MyQ support.
asciiCode2ascii — Converts ASCII characters encoded as hex-digits to ASCII characters.
asciiCode2ascii(): 414F —> AO

"string 1" + "string 2" — Merges strings in front and behind this command.

"string 1":

- Either the initial card number (if there are no commands preceding the **+** symbol),
- or the result of the last command before the **+** symbol (if there are no + commands preceding the **+** symbol),
- or the result of the previous **+** command.

"string 2":

- Either the initial card number (if there are no commands behind the **+** symbol or if the next command is another **+** command),
- or the result of the last command of the transformation (if there are no + commands behind the **+** symbol),
- or the result of the last command before another **+** command.

ltrim(number of characters) — Remove the first X characters from left.
ltrim(2): 123456 —> 3456
rtrim(number of characters) — Remove the first X characters from right (the last X characters).
rtrim(2): 123456 —> 1234
prepend(character string) — Add the string in front of the card number.
prepend(AB): 123456 —> AB123456
append(character string) — Add the string behind the card number.
append(AB): 123456 —> 123456AB

left(number of characters) — Select the first X characters from left (and remove the rest).
left(2): 123456 —>12
right(number of characters) — Select the first X characters from right.
right(2):123456 —> 56
mid(number of characters, number of characters) — Remove X characters from left, remove Y characters from right and leave the characters in the middle.
mid(2,2): 123456 —> 34
lpad(number of positions, symbol) — Complete the string to the length specified by the **number of positions** parameter by adding value of the **symbol** parameter to the left (in front of the card number).
lpad(12,0): 123456 —> 000000123456
hex2dec () — Transform the card number from hexadecimal mode to decimal mode.
hex2dec(): 1000AB —> 1048747
dec2hex() — Transform the card number from decimal mode to hexadecimal mode.
dec2hex(): 1048747 —>1000AB
hex2bin — Transform the card number from hexadecimal mode to binary mode.
hex2bin(): 1000AB —> 100000000000010101011
bin2hex — Transform the card number from binary mode to hexadecimal mode.
bin2hex(): 100000000000010101011 —> 1000AB

dec2bin — Transform the card number from decimal mode to binary mode.
dec2bin(): 100023 —> 11000011010110111
bin2dec — Transform the card number from binary mode to decimal mode.
bin2dec(): 11000011010110111 —> 100023
reverse() — Reverse the byte sequence, i.e. take all characters by two and reverse the order of the pairs. (The last pair goes first, the second last goes second etc.)
reverse(): 1234AB —> AB3412
reverseString() — Reverse the character sequence. (The last character goes first, the second last goes second etc.)
reverseString(): 1234AB —> BA4321
reverseNibbleBits() — Convert each character from hexadecimal mode to binary mode, reverse the character sequence of each quadruple and convert the result back to hexadecimal mode.
reverseNibbleBits(): 10AB —> 0001 0000 1010 1011 —> 1000 0000 0101 1101 —> 805D
upper(): Converts the string to upper case.
upper():Abcd —> ABCD
plugin(reference): Calls a card transformation plugin with the given reference.
This option enables using custom PHP scripts for the transformation. For more information about this option, contact your MyQ support.
asciiCode2ascii — Converts ASCII characters encoded as hex-digits to ASCII characters.
asciiCode2ascii(): 414F —> AO

"string 1" + "string 2" — Merges strings in front and behind this command.

"string 1":

- Either the initial card number (if there are no commands preceding the **+** symbol),
- or the result of the last command before the **+** symbol (if there are no + commands preceding the **+** symbol),
- or the result of the previous **+** command.

"string 2":

- Either the initial card number (if there are no commands behind the **+** symbol or if the next command is another **+** command),
- or the result of the last command of the transformation (if there are no + commands behind the **+** symbol),
- or the result of the last command before another **+** command.

ltrim(number of characters) — Remove the first X characters from left.
ltrim(2): 123456 —> 3456
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rtrim(2): 123456 —> 1234
prepend(character string) — Add the string in front of the card number.
prepend(AB): 123456 —> AB123456
append(character string) — Add the string behind the card number.
append(AB): 123456 —> 123456AB

left(number of characters) — Select the first X characters from left (and remove the rest).
left(2): 123456 —>12
right(number of characters) — Select the first X characters from right.
right(2):123456 —> 56
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dec2hex(): 1048747 —>1000AB
hex2bin — Transform the card number from hexadecimal mode to binary mode.
hex2bin(): 1000AB —> 100000000000010101011
bin2hex — Transform the card number from binary mode to hexadecimal mode.
bin2hex(): 100000000000010101011 —> 1000AB

dec2bin — Transform the card number from decimal mode to binary mode.
dec2bin(): 100023 —> 11000011010110111
bin2dec — Transform the card number from binary mode to decimal mode.
bin2dec(): 11000011010110111 —> 100023
reverse() — Reverse the byte sequence, i.e. take all characters by two and reverse the order of the pairs. (The last pair goes first, the second last goes second etc.)
reverse(): 1234AB —> AB3412
reverseString() — Reverse the character sequence. (The last character goes first, the second last goes second etc.)
reverseString(): 1234AB —> BA4321
reverseNibbleBits() — Convert each character from hexadecimal mode to binary mode, reverse the character sequence of each quadruple and convert the result back to hexadecimal mode.
reverseNibbleBits(): 10AB —> 0001 0000 1010 1011 —> 1000 0000 0101 1101 —> 805D
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This option enables using custom PHP scripts for the transformation. For more information about this option, contact your MyQ support.
asciiCode2ascii — Converts ASCII characters encoded as hex-digits to ASCII characters.
asciiCode2ascii(): 414F —> AO

"string 1" + "string 2" — Merges strings in front and behind this command.

"string 1":

- Either the initial card number (if there are no commands preceding the **+** symbol),
- or the result of the last command before the **+** symbol (if there are no + commands preceding the **+** symbol),
- or the result of the previous **+** command.

"string 2":

- Either the initial card number (if there are no commands behind the **+** symbol or if the next command is another **+** command),
- or the result of the last command of the transformation (if there are no + commands behind the **+** symbol),
- or the result of the last command before another **+** command.

ltrim(number of characters) — Remove the first X characters from left.
ltrim(2): 123456 —> 3456
rtrim(number of characters) — Remove the first X characters from right (the last X characters).
rtrim(2): 123456 —> 1234
prepend(character string) — Add the string in front of the card number.
prepend(AB): 123456 —> AB123456
append(character string) — Add the string behind the card number.
append(AB): 123456 —> 123456AB

left(number of characters) — Select the first X characters from left (and remove the rest).
left(2): 123456 —>12
right(number of characters) — Select the first X characters from right.
right(2):123456 —> 56
mid(number of characters, number of characters) — Remove X characters from left, remove Y characters from right and leave the characters in the middle.
mid(2,2): 123456 —> 34
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hex2dec(): 1000AB —> 1048747
dec2hex() — Transform the card number from decimal mode to hexadecimal mode.
dec2hex(): 1048747 —>1000AB
hex2bin — Transform the card number from hexadecimal mode to binary mode.
hex2bin(): 1000AB —> 100000000000010101011
bin2hex — Transform the card number from binary mode to hexadecimal mode.
bin2hex(): 100000000000010101011 —> 1000AB

dec2bin — Transform the card number from decimal mode to binary mode.
dec2bin(): 100023 —> 11000011010110111
bin2dec — Transform the card number from binary mode to decimal mode.
bin2dec(): 11000011010110111 —> 100023
reverse() — Reverse the byte sequence, i.e. take all characters by two and reverse the order of the pairs. (The last pair goes first, the second last goes second etc.)
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reverseString(): 1234AB —> BA4321
reverseNibbleBits() — Convert each character from hexadecimal mode to binary mode, reverse the character sequence of each quadruple and convert the result back to hexadecimal mode.
reverseNibbleBits(): 10AB —> 0001 0000 1010 1011 —> 1000 0000 0101 1101 —> 805D
upper(): Converts the string to upper case.
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"string 1" + "string 2" — Merges strings in front and behind this command.

"string 1":

- Either the initial card number (if there are no commands preceding the **+** symbol),
- or the result of the last command before the **+** symbol (if there are no + commands preceding the **+** symbol),
- or the result of the previous **+** command.

"string 2":

- Either the initial card number (if there are no commands behind the **+** symbol or if the next command is another **+** command),
- or the result of the last command of the transformation (if there are no + commands behind the **+** symbol),
- or the result of the last command before another **+** command.

Here is an example of a transformation:

Card number: 10AB

Tranformation: hex2bin();lpad(16,0);reverseString();ltrim(8);reverseString();bin2hex() + ltrim(4);lpad(4,10AB)

Result: 1010AB

Tranformation process:

("10AB" —>"1 0000 1010 1011" —> "0001 0000 1010 1011" —> "1101 0101 0000 1000" —> "0000 1000" —> "0001 0000" —> "10") + ("10AB"" —> "" —> "10AB") ==> "1010AB"

14. Queues

This topic discusses one of the key functions of MyQ — setting and management of print queues. It covers the following subjects:

- Overview, adding and deleting queues: List of queues, Adding queues, Deleting queues.
- Individual queues settings: Editing queues
- Description of different types of queues: Direct, Tandem, Follow me and Delegated printing queue types
- Ways of detecting users: User detection method
- You can create collections of watermarks and associate them with the queues where they will be used: Watermarks
- Some extra options for queues: Advanced options of queues

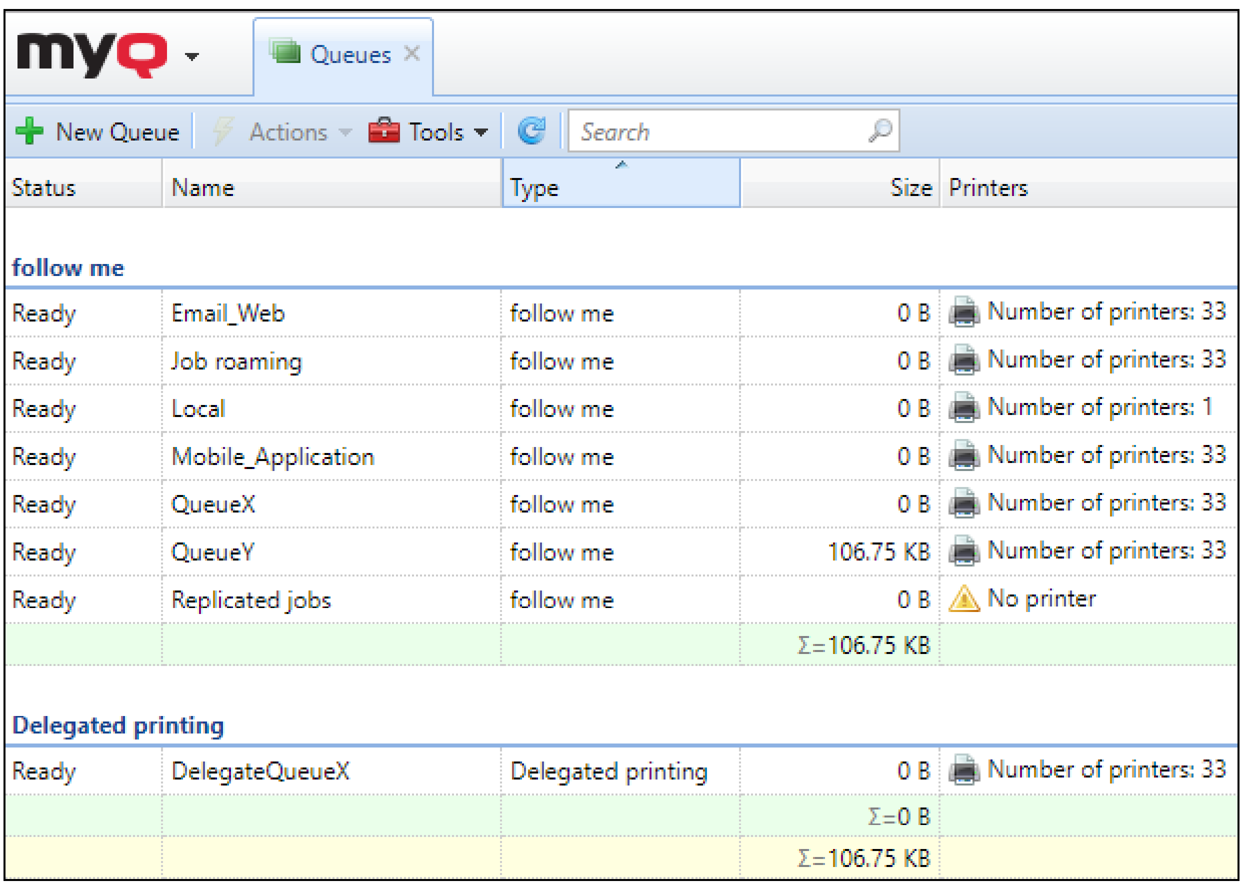


FIGURE 9.1. The Queues main tab

14.1. List of queues

On the **Queues** main tab, you can see queues and information about them. The queues are divided into groups with regard to their types: follow me, Direct, Tandem and Delegated printing.

Status	Name	Type	Size	Printers
Ready	Delegate	follow me	55.40 KB	Number of printers: 4
Ready	Direct1	Direct	0 B	No printer
Ready	Email_Web	follow me	0 B	No printer
Ready	Follow_Me_Wollongong	follow me	0 B	Number of printers: 1
Ready	Job roaming	follow me	0 B	No printer
Ready	Mobile_Application	follow me	0 B	No printer
Ready	QueueX	follow me	0 B	Number of printers: 4
Ready	Replicated jobs	follow me	0 B	No printer
Ready	Tandem1	Direct	0 B	No printer
			Σ=55.40 KB	

FIGURE 9.2. The list of Queues on the Queues main tab

Default queues

After installing MyQ, there are four default follow me queues on the **Queues** main tab: **Email_Web**, **Job roaming**, **Mobile_Application**, **Replicated jobs**.

Email_Web queue

All jobs sent from email or directly from web user interface are assigned to this queue. For more information about these jobs, see *"Printing from email and from MyQ Web User Interface"* on page 236.

Mobile_Application queue

All jobs sent from the MyQ mobile application are assigned to this queue. For more information about these jobs, see "MyQ Mobile Printing Application User Guide".

Job Roaming and Replicated jobs

For more information about these queues, see "MyQ Master and Site Architecture Guide".

14.2. Adding queues

To add a new queue, follow these steps:

1. On the **Queues** main tab, click **+New Queue**. The new queue properties panel opens on the right side of screen.

2. On the panel, enter the queue name, type, eventually change settings (see *"Queues general settings"* on page 204), and then click **Save**.

14.3. Deleting queues

To delete selected queues, follow these steps:

1. On the list of queues on the **Queues** main tab, select the queues that you want to delete, and then click **Actions** (or right-click the queue). The **Actions** drop-down box appears.

2. In the **Actions** drop-down box, click **Delete**. The queues disappear from the list.

14.4. Editing queues

Each individual queue has its own properties panel. To open the panel, double-click the queue on the list of queues on the **Queues** main tab (or right-click the queue, and then click **Edit**). The properties panel opens on the right side of screen.

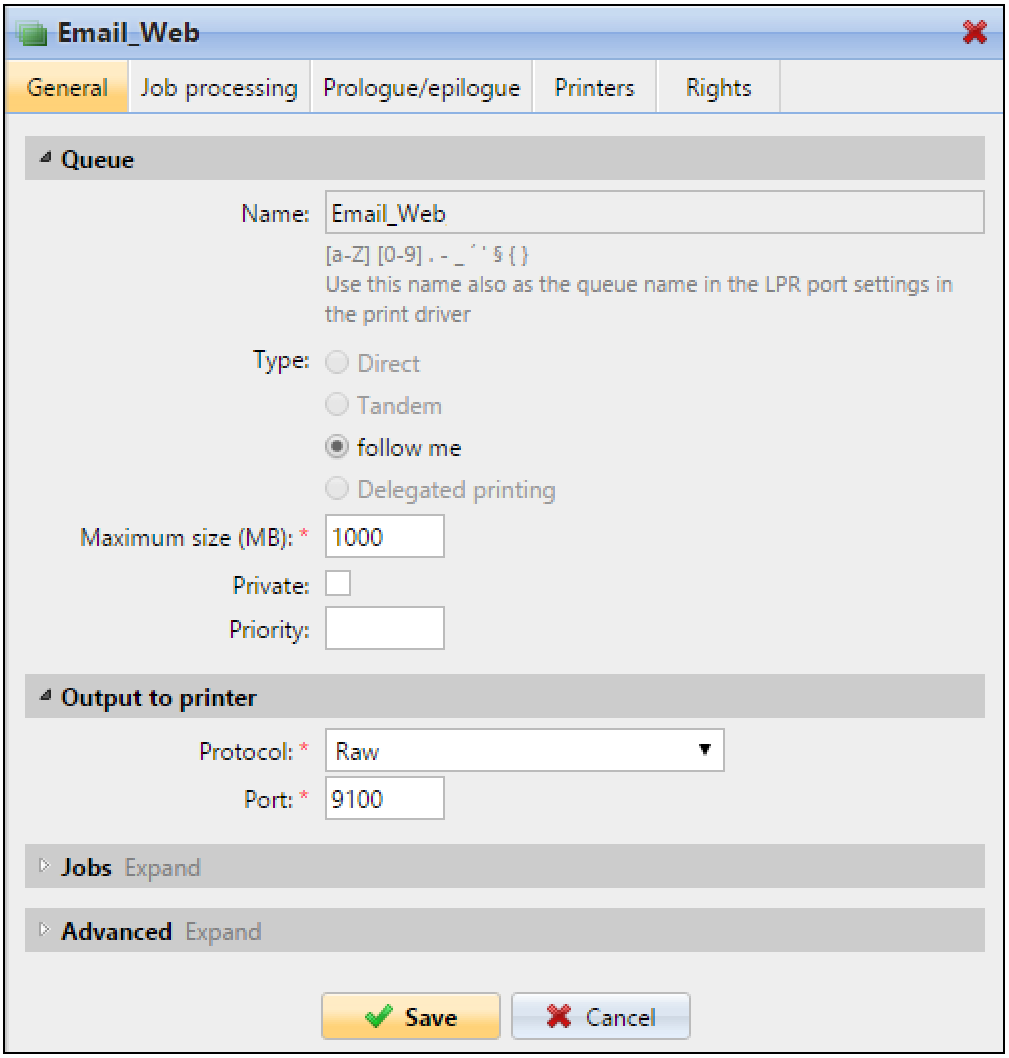


FIGURE 9.3. Individual queue properties panel

The basic setup of the queue can be done in three of the tabs of the panel: the **General** tab, the **Printers** tab and the **Rights** tab.

INFO: The settings mentioned in the following table are basic settings of print queues. Settings that are not mentioned here are connected with advanced features ofMyQ. You can find information about those settings in particular manuals for advanced features ofMyQ.

14.4.1. Queues general settings

Queue	
Name	Here you can enter the Queue name. Since it is the essential parameter for directing print jobs to MyQ and it is part of the print port setting, it is unique, case sensitive and cannot contain diacritics and spaces. This entry is mandatory.
Type	Here you can select type of the queue. For more information about queue types, see *"Types of queues"* on page 207.
Jobs	
User detection method	Here you can set the user detection method. For more information, see *"User detection method"* on page 210.

14.4.2. Adding printing devices or groups of printing devices to queues

INFO: By default, the group of all printers is automatically assigned to every queue. You can delete this group to restrict the number of assigned printers.

To add a printing device or a group of printing devices to the queue:

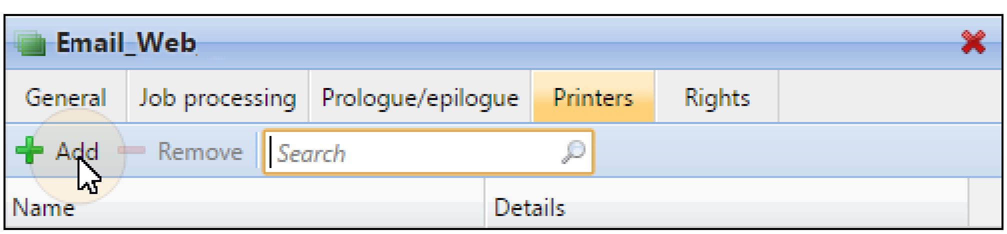


FIGURE 9.4. Adding new printing devices or groups of printing devices to the **Email_Web** queue

1. On the bar at the top of the **Printers** tab, click **+Add**. A search dialog box appears.
2. In the **Dialog** box, find the printing device (or group of printing devices) that you want to add to the queue, and then click **OK**.

To remove a printing device or a group of printing devices from the queue:

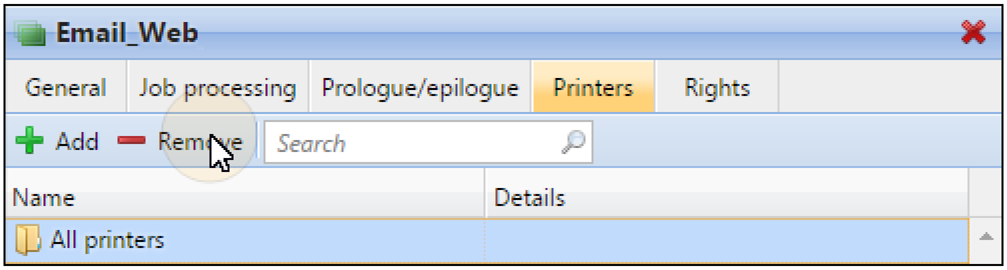
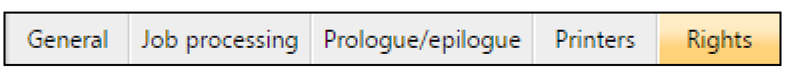


FIGURE 9.5. Removing printing devices or groups of printing devices from the **Email_Web** queue

- On the bar at the top of the **Printers** tab, select the printing device (or group of printing devices), and then click **—Remove**. The printing device (or group of printing devices) disappears from the **Printers** tab.

14.4.3. Providing users and groups of users with rights to queues

INFO: By default, the group of all users is automatically assigned to every queue. You can delete this group to restrict the number of users with the right to use the queue.



To provide a user or a group of users with rights to the queue:

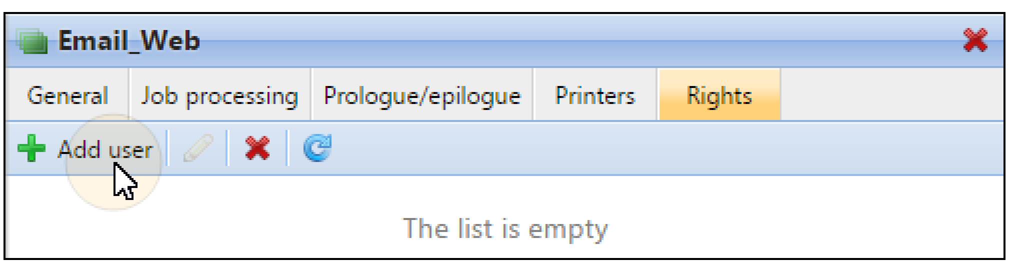


FIGURE 9.6. Providing users or groups of users with rights to the **Email_Web** queue

1. On the bar at the top of the **Rights** tab, click **+Add User**. The **Select user or group** dialog box appears.

2. In the **Select user or group** dialog box, select the user (or group of users) that you want to provide with rights to the queue, and then click **OK**.

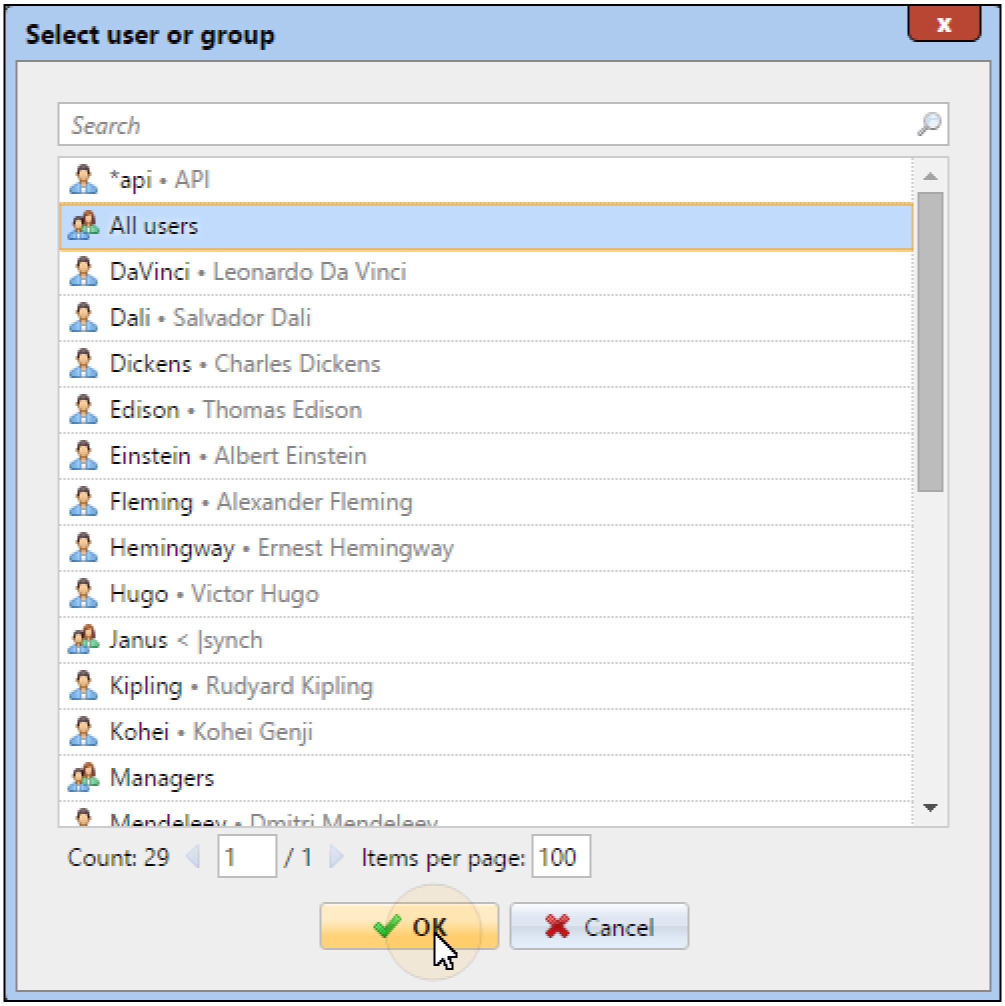


FIGURE 9.7. Selecting the user or the group of users from the list

To take away rights to the queue from a user or a group of users:

- On the **Rights** tab, select the user (or group of users), and then click the remove button
(). The user (or group of users) disappears from the **Rights** tab.

14.5. Online/offline queues

While the default queues are always online, each of the manually added queues can be switched to the offline mode. Queues switched to the offline mode do not receive any print jobs. However, users can still print jobs that are already waiting in these queues.

Jobs sent to an offline queue are rejected with the log message: **"Unknown or inactive queue '...'. The job was discarded."** displayed in the log on the **Log** main tab of the MyQ Web Interface.

To switch between the online and the offline mode of a queue:

1. Select the queue on the list of queues on the **Queues** main tab, and then click **Actions** (or right-click the queue). The **Actions** drop-down box appears.

2. In the **Actions** drop-down box, click **Offline** (or **Online**). The queue switches to the offline or (online mode).

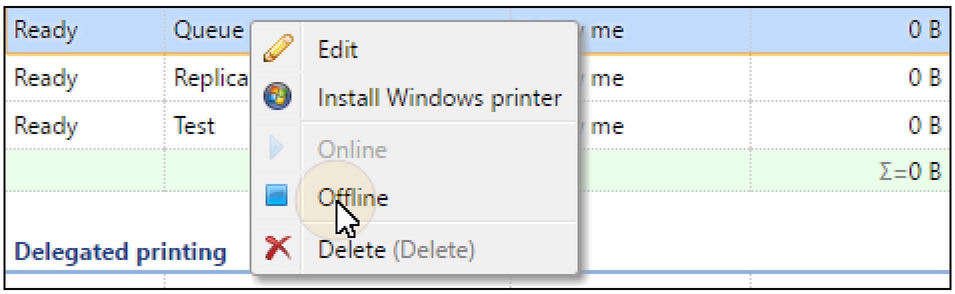


FIGURE 9.8. Switching a queue to the offline mode

14.6. Types of queues

For each queue, except for the default queues, you can select from four options as to what happens with the jobs that are sent there. This section describes these four types of queue.

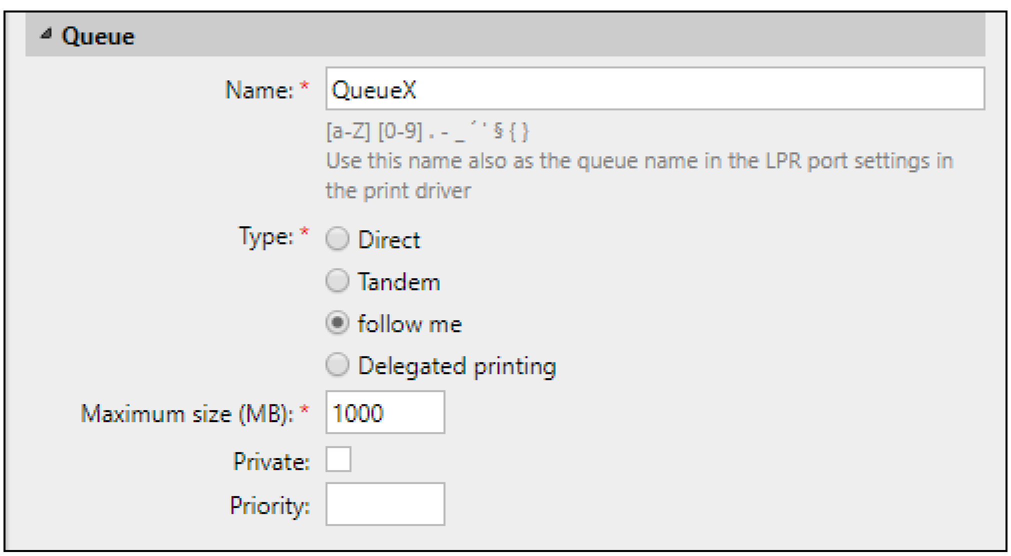


FIGURE 9.9. Selecting the type of queue in its editing options

14.6.1. Direct queue type

Direct queue can have only one printing device assigned to it. Print job in this queue is sent directly to the printing device and immediately printed.

INFO: When you add printers using printer discovery, you can automatically create a direct queue for every newly discovered device. For more information about printer discovery, see *"Printer discovery actions"* on page 88.

14.6.2. Tandem queue type

Tandem queue can be used on places with multiple printers and higher amount of print. Jobs sent to this queue are evenly distributed among the devices and do not have to wait for one particular printer. This way a large volume of print jobs can be spread between the printers and printed in shorter time.

The queue can have multiple printing devices assigned to it. Print jobs from the queue are distributed among the printing devices that are not busy at the moment and there they are immediately printed. If there are more idle printing devices, the print job is sent to the printer with the lowest printed pages counter.

To maintain balanced printing device load, make sure that the printed page counters on all of the used printing devices are similar. Otherwise the printing devices with the lower printed page counter might be overused.

You can manually change the page counter on the **Printer total counter adjust for load balancing:** setting on the printing device properties panel on the **Printers** main tab. The number that you enter is added to the counter. (See *"Editing printing devices"* on page 95.)

14.6.3. Follow me queue type

With this queue, users can send multiple jobs and print them when they want on any of the printers assigned to the queue.

The queue can have multiple printing devices assigned to it. All of the assigned printers have to be equipped with MyQ terminals. Jobs sent to a follow me queue are processed by the system and saved on the server. Once the user logs in on any printer assigned to this queue, the print job is sent to this device and the user can print it.

14.6.4. Delegated printing queue type

Delegated printing feature enables users and groups of users to choose delegates who can print their print jobs. After the delegating user (or group of users) sends a job to the **Delegated printing** type queue, all delegates can see the jobs and print them. For further information about the Delegated printing feature, see *"Delegated printing"* on page 235.

The **Delegated printing** queue type works in the same way as the **Follow me** queue type except that it supports the delegate printing feature.

> **INFO:** The delegates do not have to have rights to the delegated printing queue where the job was sent.

> **INFO:** For information about how to assign delegates, see *"Selecting delegates for the user"* on page 133 and *"To select a delegate for the group, do the following:"* on page 138.

14.7. User detection method

One of the essential functions of MyQ is to identify the owner of a sent print job. You can select from a number of identification options. The most common way is to identify the user as the OS account from which the job was sent. If there are many users who send their jobs from one account, you can use one of the three authentication options: prompt for a PIN/card, prompt for a username and password or prompt the user to select from a list.

Apart from the above-mentioned options, MyQ offers several advanced identification options that can be used in special cases, such as if you want to use DNS server to identify the user's computer or detect the user from the job name. These options are described in the Advanced User Management Guide.

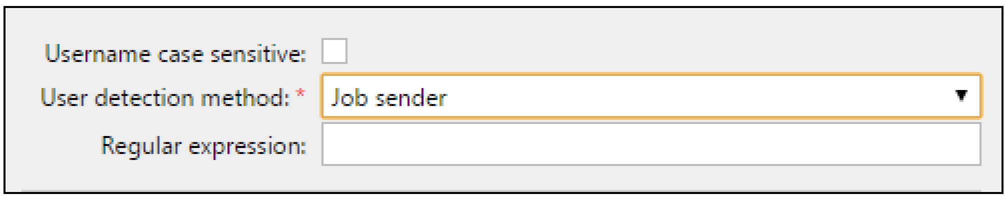


FIGURE 9.10. The user detection method setting on the queue properties panel

14.7.1. Job sender

The basic and most common option is to identify the owner as the OS user account from which the job was sent. If the user logs on the account **Eliot.Kate** and sends the job from there, MyQ identifies him or her as **Eliot.Kate**.

14.7.2. Smart Job Manager

This option is available on computers with either Windows or Mac OS operational systems. It requires the Smart Job Manager application running on the computer from which the print job is sent.

When a user sends a job to this queue, the job is automatically paused on the MyQ server and remains in the **Paused** status until the user authenticates themselves via the MyQ Smart Job Manager application. Depending on the setting of the application's Authentication method, the user is prompted to either enter their PIN, swipe their card at a card reader, enter their user name and password, or select themselves on the list of all MyQ users. After the user is authenticated, the job's status on the MyQ server is changed to **Ready** and the job can be printed.

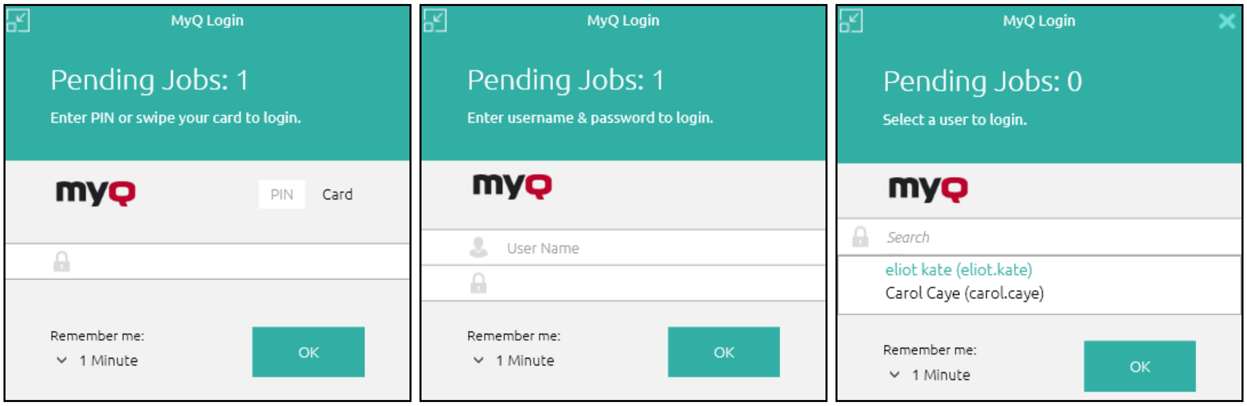


FIGURE 9.11. The SJM's login options

For information on how to install and set up the MyQ Smart Job Manager, see the Guide to MyQ Smart Job Manager for Windows. For information on how to install and set up the MyQ Smart Job Manager, see the Guide to MyQ Smart Job Manager for MAC OS. Als see: Advanced setup of the MyQ Smart Job Manager.

NOTICE: In cases where there is no card reader connected to the computer from which the users identify themselves, users can type the card number instead of swiping the card.

15. Watermarks

On the MyQ Web Interface, you can create collections of watermarks and associate them with the queues where they will be used. Each collection can contain multiple watermarks and can be associated with any number of queues.

Jobs sent to a queue will have the watermarks of the associated collection printed on each page.

Individual watermarks can be positioned horizontally at the top of the page, horizontally at the bottom of the page, or diagonally. The text of the watermark can have one of the three predefined sizes (small, normal, large). You can also represent the text of the watermark as a QR code or a Bar code.

INFO: A watermarks collection cannot be deleted if there is at least one queue attached to it.

15.1. Creating, editing and deleting watermark collections

The collections of watermarks are created in the **Watermark collections** section at the bottom of the **Jobs** settings tab. To open the tab, click **MyQ**, then click **Settings**, and lastly click **Jobs**.

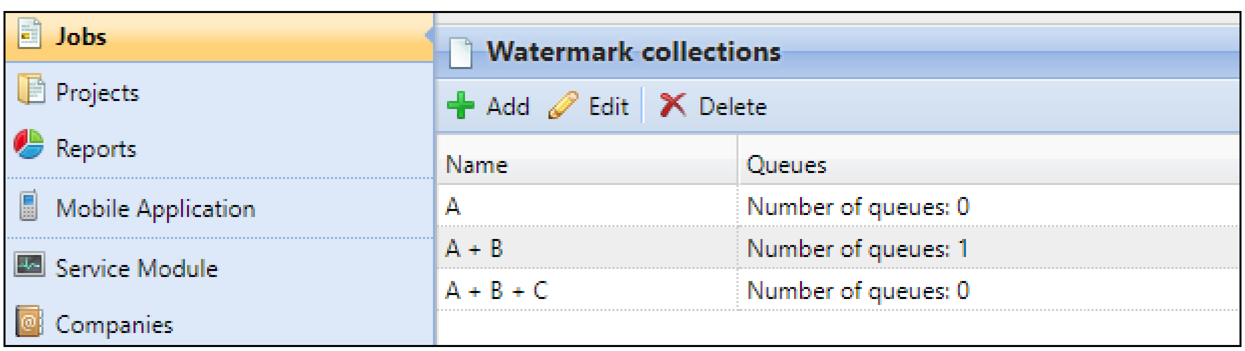


FIGURE 9.12. The setup of watermark collections on the Jobs settings tab

15.1.1. Creating a new watermark collection

To create a new watermark collection, do the following:

1. On the **Jobs** main tab, under **Watermark collections**, click **+Add**. The properties panel of the new collection opens on the right side of the screen.

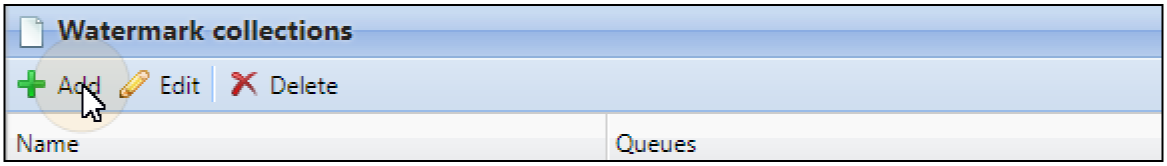


FIGURE 9.13. Adding a new watermark collection

2. On the panel, enter the name of the collection, then create the watermarks, and lastly click **Save**. For information on how to add and remove the watermarks, see *"Adding, editing and deleting watermarks within a collection"* on the next page.

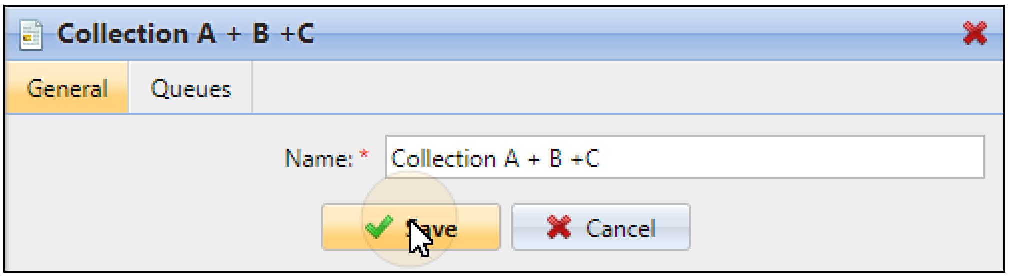


FIGURE 9.14. Editing and saving the collection

15.1.2. Editing a watermark collection

The properties panel of the collection opens immediately after the collection is created. To open a properties panel of an already existing collection, select it on the on the list on the **Jobs** main tab, under **Watermark collections**, and lastly click **Edit**.

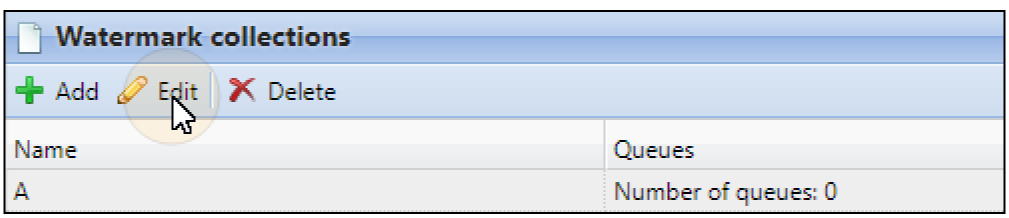


FIGURE 9.15. Opening the editing options of a watermark collection

On the properties panel, you can rename the collection, create watermarks and remove them. For information on how to add and remove the watermarks, see *"Adding, editing and deleting watermarks within a collection"* on the next page.

15.1.3. Deleting a watermark collection

To delete a collection, do the following:

- On the **Jobs** main tab, under **Watermark collections**, select the collections that you want to delete, and then click **Delete**.

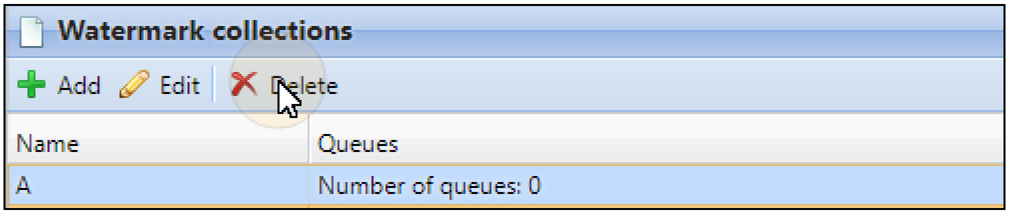


FIGURE 9.16. Deleting a watermark collection

15.2. Adding, editing and deleting watermarks within a collection

Within each collection, you can create an unlimited number of watermarks. Each of the watermarks in the collection can be activated or deactivated.

15.2.1. Creating a new watermark

To create a new watermark, do the following:

1. On the properties panel of the watermark collection, click **+Create watermark**. The properties panel of the new watermark opens.

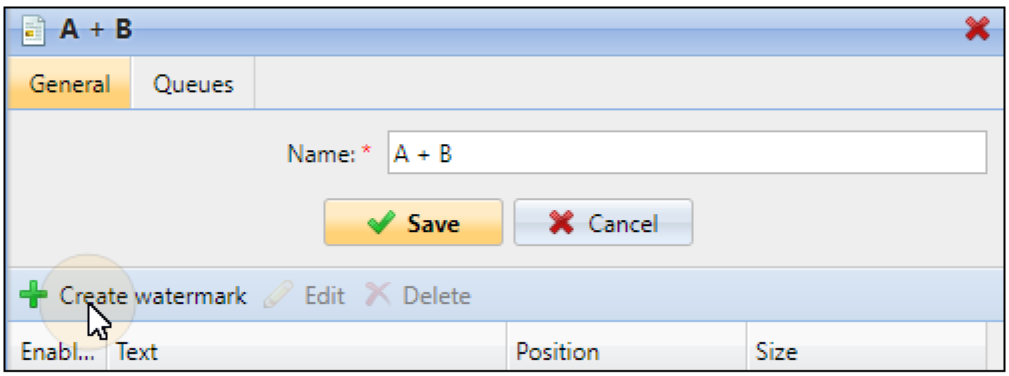


FIGURE 9.17. Creating a new watermark

2. On the panel, set up the watermark, and then click **Save**. For information on how to set up the watermark, see *"Editing a watermark "* on the facing page.

15.2.2. Editing a watermark

The properties panel of a watermark opens immediately after the watermark is created. To open properties of an already existing watermark, double-click it on the list on the **Jobs** main tab, under **Watermark collections**.

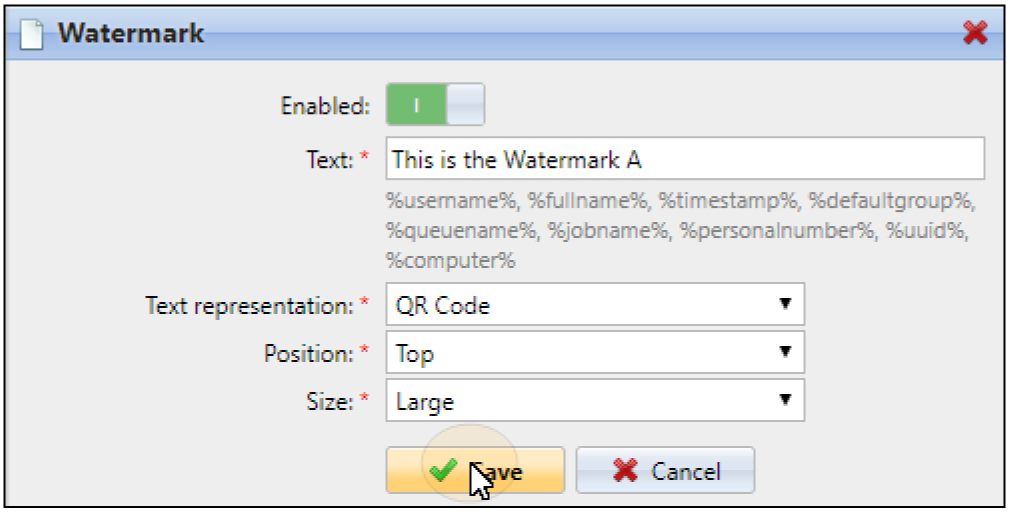


FIGURE 9.18. Editing and saving the watermark

After you set the properties, click **Save** to submit the changes.

Each watermark has the following properties:

- **Enabled**: Enable / disable the watermark
- **Text**: Text of the watermark; max. length: 512 characters
- **Text representation**: The text can be represented in the following forms:
  - Text
  - QR Code
  - BAR Code 128
  - BAR Code 39
  - BAR Code PDF417
- **Position**: Position of the watermark on the page (top, bottom, diagonal: bottom-left to top-right)
- **Size**: Size of the text of the watermark (small, normal, large)

15.2.3. Deleting a watermark

To delete a watermark, do the following:

- On the properties panel of the watermark collection, select the watermarks that you want to delete, and then click **Delete**.

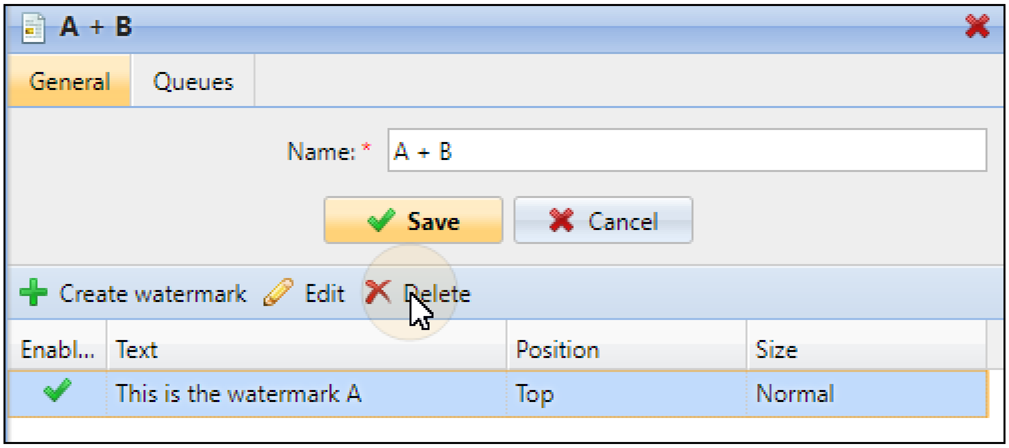


FIGURE 9.19. Deleting a watermark

15.3. Attaching watermark collections to queues

You can attach a watermark collection to a queue either within the setup of the collection, or within the setup of the queue.

Each queue can have only one watermark collection attached to it.

15.3.1. Attaching watermark collections to queues within the setup of the queues

The collection can be selected on the **Job processing** tab of the properties panel of the queue. To open the properties panel, click **MyQ**, then click **Queues** to open the **Queues** tab, and then double-click the queue on the list of queues.

To attach a watermark to a queue here, select it in the combined box on the **Job processing** tab, and then click **Save**.

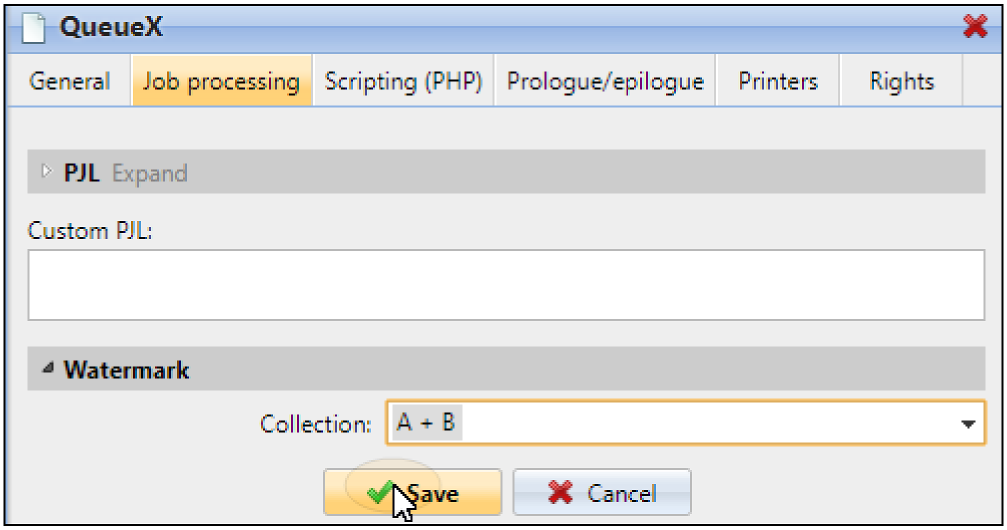


FIGURE 9.20. Selecting and saving the collection

15.3.2. Attaching watermark collections to queues within the setup of the collections

Within the setup of the watermark collection on the its properties panel, you can select the queues to which the collection will be attached.

To assign a new queue to a watermark collection here, do the following:

1. On the properties panel of the watermark collection, click **Queues**. The **Queues** tab opens.

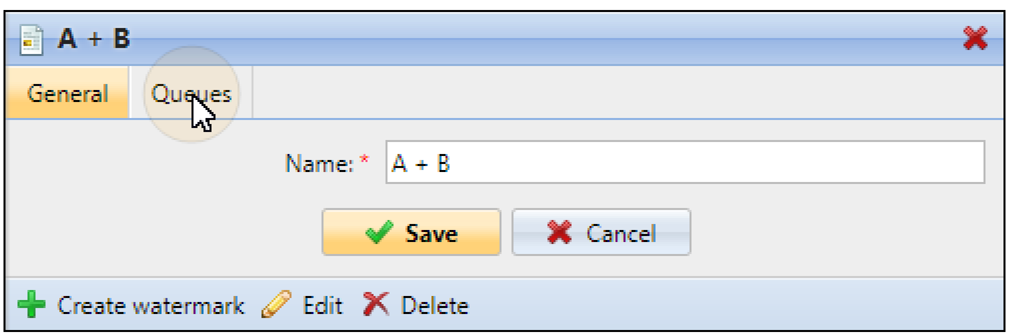


FIGURE 9.21. Opening the Queues tab on the watermark collection's properties panel

2. On the tab, click **+Add**. A dialog box with a selection of queues appears.

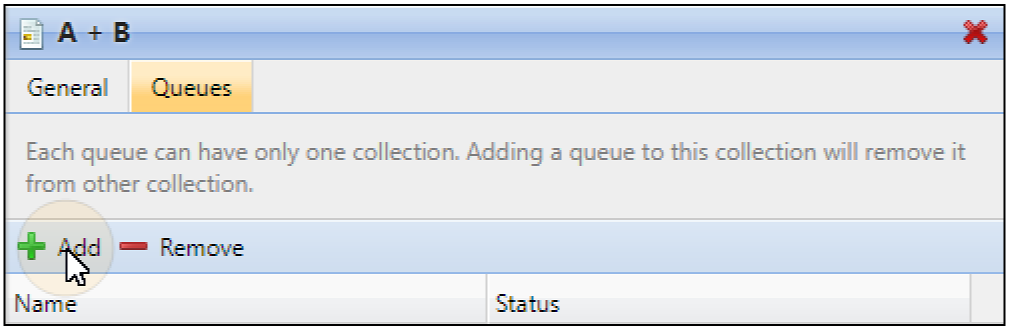


FIGURE 9.22. Adding a new queue to the watermark collection

3. In the dialog box, select the queue, and then click **OK**.

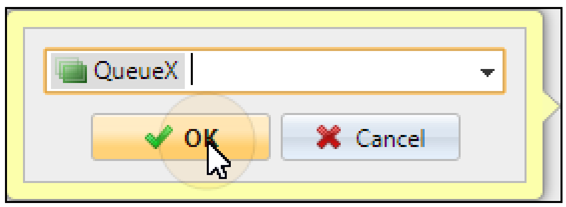


FIGURE 9.23. Selecting the queue

16. Advanced Options of Queues

This topic introduces advanced options related to Queues in MyQ. The first section describes options and parameters available within the setup of the queue. The second section shows you how to activate and use personal queues in MyQ.

16.1. Advanced options on the General tab of the Queue

Once you have created a queue and set the common options, such as its type or user detection method, you can select some of the more advanced job management features. This topic describes a few jobs related options available on the **General** tab of queues' properties panel.

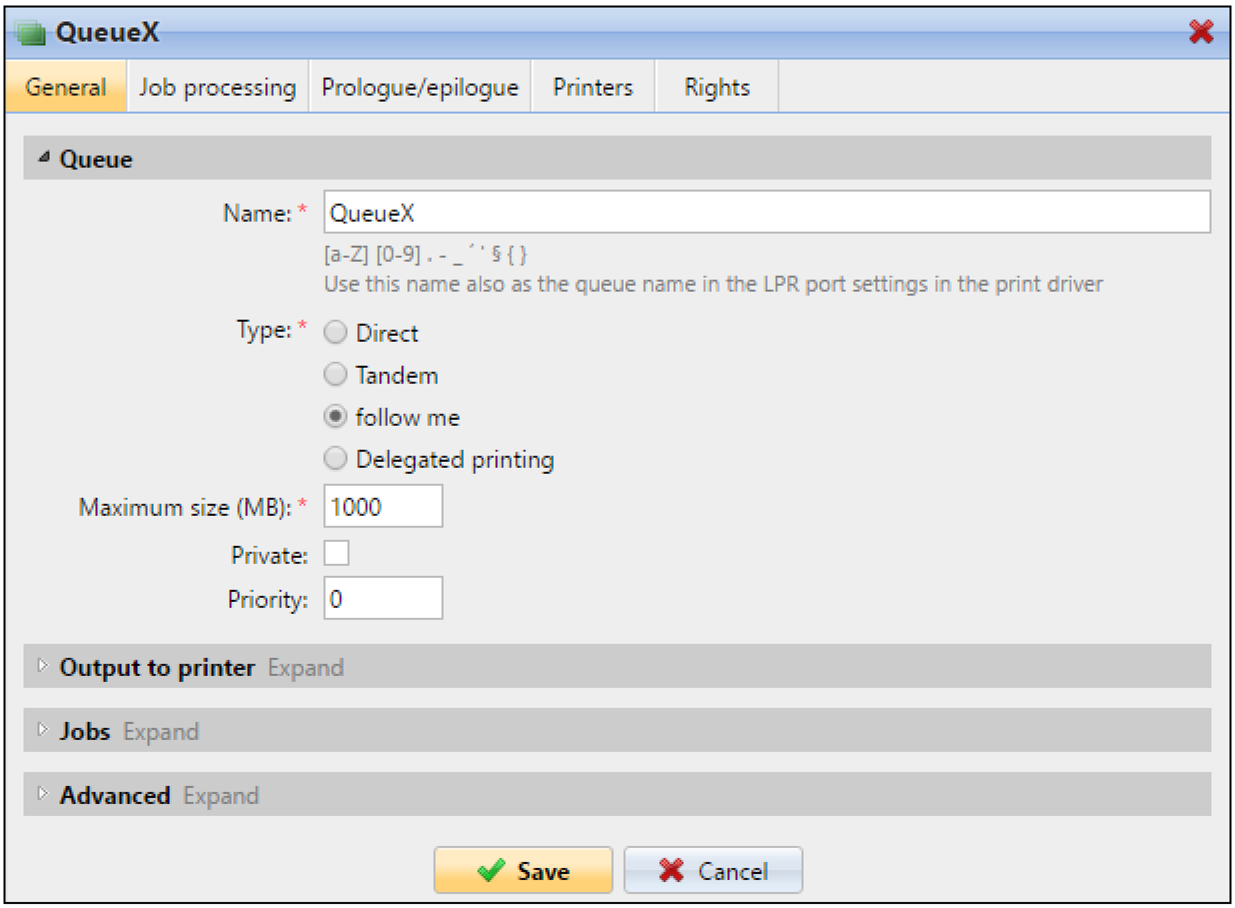


FIGURE 9.24. The General tab of a queue's properties panel

Maximum jobs size, Private jobs, Priority of the queue

Maximum size

Here you can change the size of the queue. On the **Queues** main tab, you can see the ratio of the actual size of all jobs sent to the queue to the maximum size of the queue.

Status	Name	Type	Size	Printers	Maximum size	Used
Ready	Delegate	follow me	3.24 MB	Number of printers: 4	1.00 MB	324 %

FIGURE 9.25. The actual size of all jobs sent to the queue and the jobs size / maximum size percentage are part of the queue's overview.

Private jobs

The jobs sent to a Private queue are immediately deleted after they are printed. Select this option if you want to disallow reprinting of printed jobs.

Priority

When multiple jobs from follow me queues are to be released at the same time, the jobs that are sent to queues with higher priority are released before the jobs with lower priority.

*For example, if there are three jobs waiting to be released on a printing device, one with a priority number **0**, one with a priority number **-1** and one with a priority number **2**, the job with the priority number **2** is printed first, the job with the priority number **0** is printed second and the job with the priority number **-1** is printed third.*

Output to printer

Protocol + Port

By default, print jobs are sent from MyQ to printing devices via the **RAW** protocol. Instead of it, you can use one of the alternative standard protocol options (**IPP**, **IPPS** or **LPR**) or the **MyQ printing protocol**, which can be used in two versions:

- **MPP**: jobs sent via this protocol are compressed
- **MPPS**: jobs sent via this protocol are compressed and encrypted via SSL

On the **Port** setting, you can change the port of the selected protocol.

Use Fiery if available

If you use a Fiery module for processing Postscript jobs, make sure that this option is selected and set the IP address of the module on the properties panel of the printing device to which the module is conneced. Otherwise, you can deselect the option.

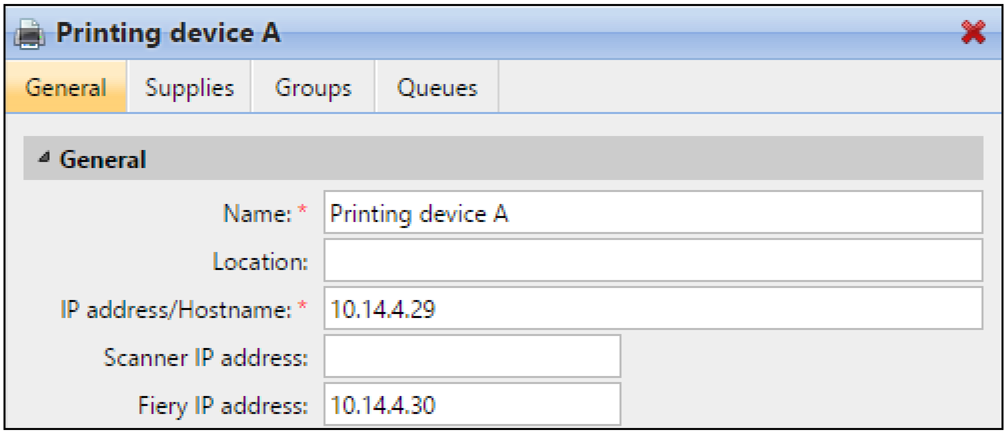


FIGURE 9.26. The Fiery IP address setting on the printing device's properties panel on the Printers main tab

Jobs

Get job name from PJL

If this option is selected, MyQ takes the job name from the **@PJL JOB NAME** parameter in the PJL header instead of detecting it from the LPR protocol.

INFO: The job name in the PJL header may differ from the name of the printed document.

Job metadata mode

If this option is selected, MyQ discards all jobs that do not contain metadata from the Job Parser. It can be used together with the Credit or the Quota features to prevent printing of jobs without necessary information (number of pages, color etc.).

When a job is discarded due to this setting, the following message appears in the MyQ Log: "**Job metadata is required for the queue but the job parser is turned off. Job is canceled. | queue=QueueX**".

NOTICE: If you select this option, make sure that the Job Parser is enabled.

INFO: On the **Jobs** settings tab, you can enable automatic notification on the refused jobs via email for both the administrator and the job sending users. For more information, see Notifying administrator and users about refused job".

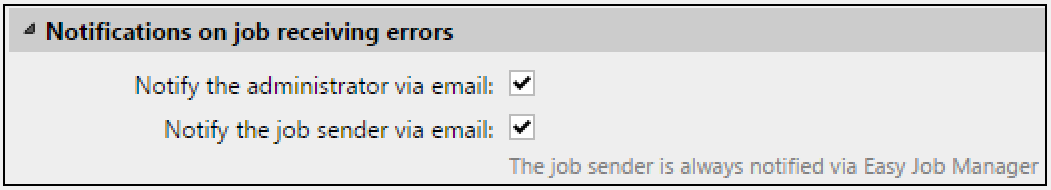


FIGURE 9.27. Notifications on job receiving errors

16.2. Personal Queues

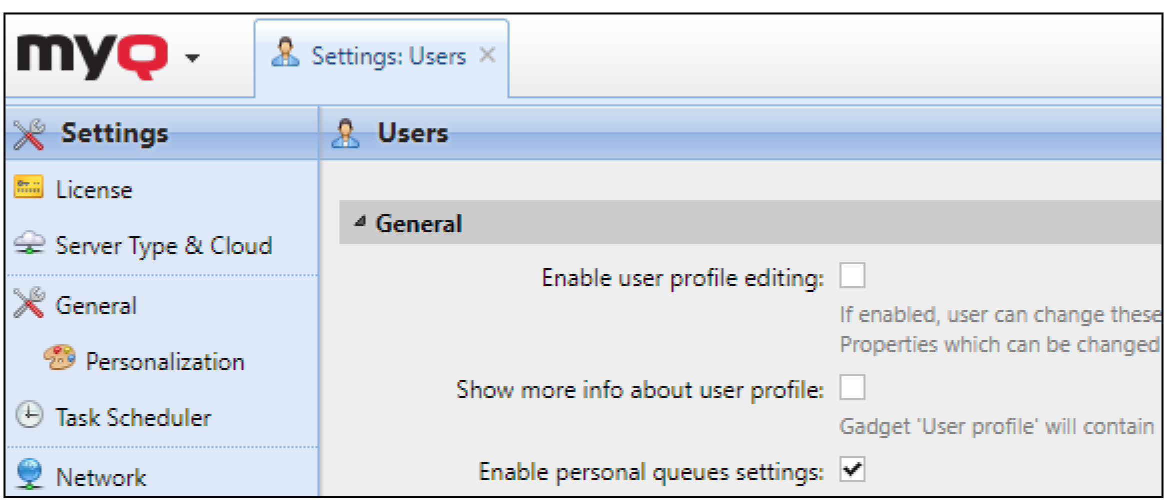
Personal queues in MyQ enable users to select the queues where their print jobs are sent. The users can create multiple queues to ascertain that at least one of them has available printing devices where the job can be released.

INFO: If a user is not allowed to send the job to the currently checked personal queue, MyQ skips it and moves to the next one. If all personal queues are skipped, the job is sent to the queue set on the print port.

16.2.1. Activating the feature

To activate the personal queues, do the following:

1. On the **Users** settings tab, select the **Enable personal queues settings** option.



2. On the properties panel of the queue where the user's jobs are sent by the print driver, add the PHP script shown below. The script moves the jobs to the first available personal queue of the user.

   - ```
     // get all user's queues sorted by priority
      $personalQueues = $this->owner->personalQueues;
     // loop them
     foreach ($personalQueues as $q) {
      // skip queue if no printer is available
      if ($q->isAnyPrinterAvailable() === false) {continue;}
      // queue printer is available, move job to queue
      $this->moveToQueue($q->name);
      // job is moved, stop the loop
     break;}
     ```

After the feature is set up, each user can see a button for setup of their personal queues on their account on the MyQ Web Interface.

16.2.2. Selecting and using the personal queues

Once the feature is activated, both the MyQ users and the MyQ administrator can add and delete the personal queues.

Adding and deleting the personal queues by users

Users add and delete the personal queues on their user account on the MyQ Web Interface. To do this, they need to log in to the interface, then click **Personal queues** there, and lastly set the queues in the **Personal queues** dialog box.

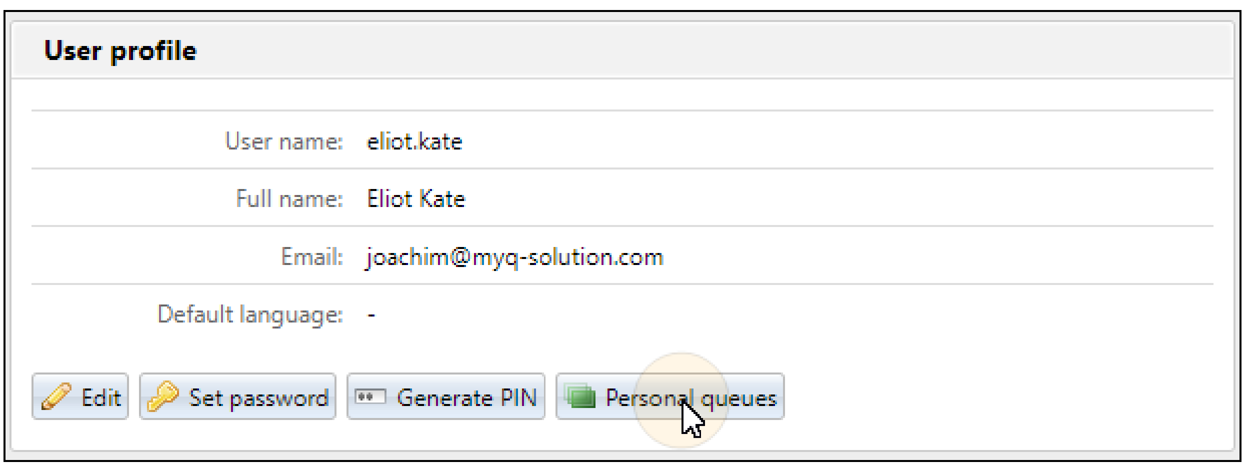


FIGURE 9.28. Opening setup of personal queues
     ```

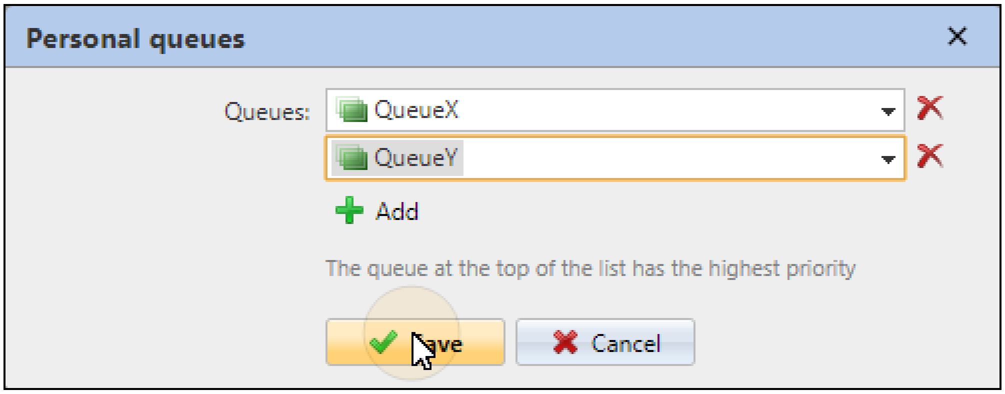


FIGURE 9.29. Setting the personal queues

After the user sends the job, MyQ checks the personal queues and sends the job to the first queue with available printing devices.

Adding and deleting the personal queues by the administrator

The adminstrator adds and deletes the user's personal queues on the **Queues** tab of the user's properties panel on the **Users** main tab of the MyQ Web Interface.

To access the tab, open the **Users** main tab (Click **MyQ**, and then click **Users**), then double-click the user (or right-click the user, and then click **Edit** on the shortcut menu) to open the properties panel, and lastly click **Queues** on the panel.

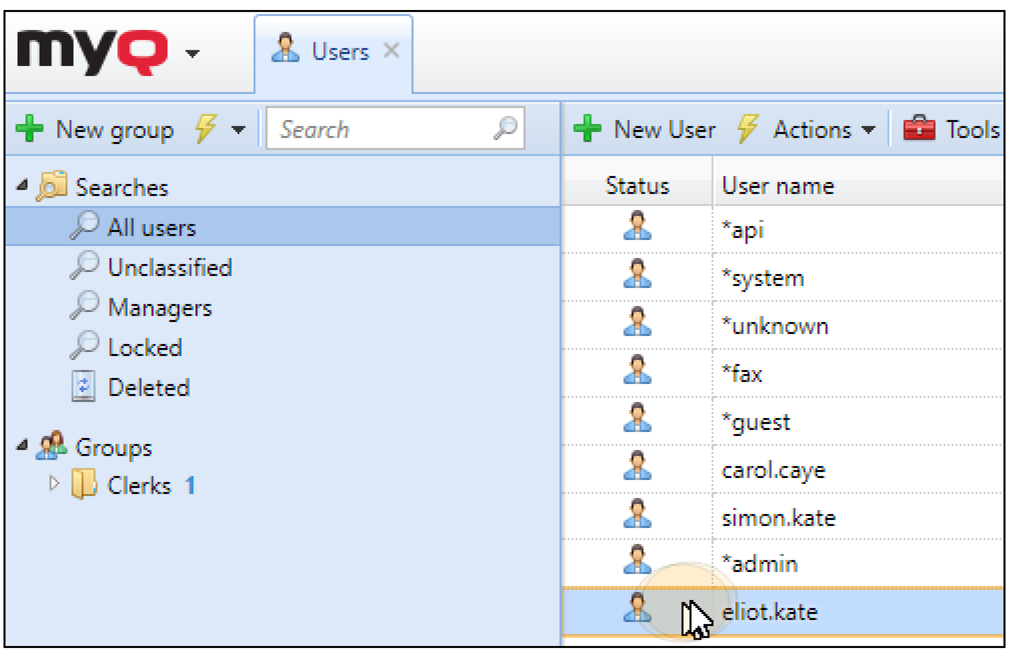


FIGURE 9.30. Opening the user's properties panel

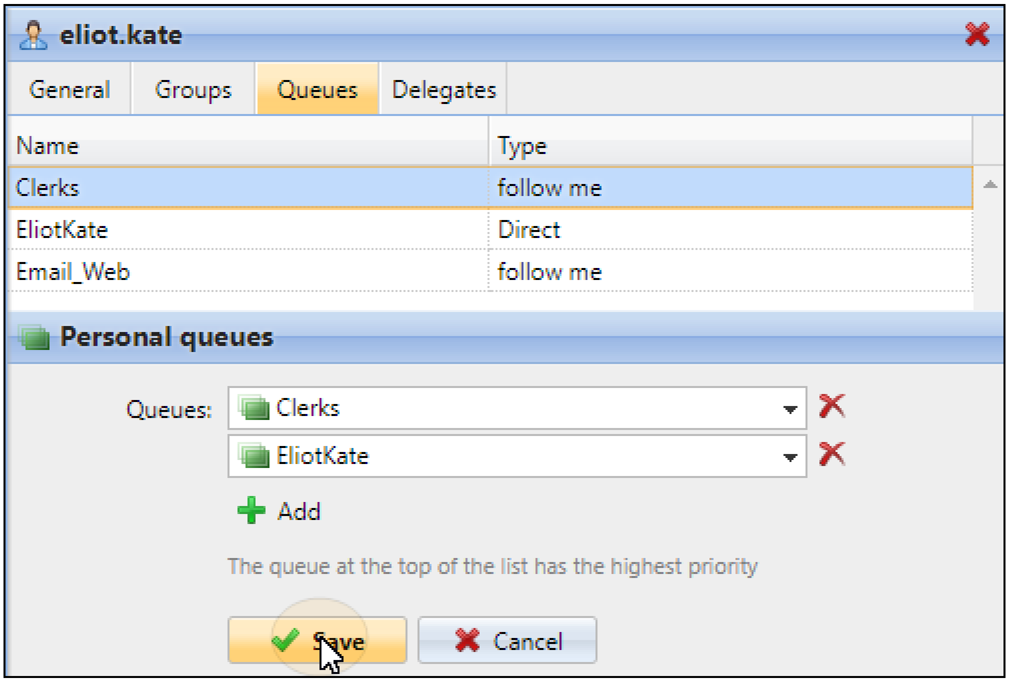


FIGURE 9.31. Personal queues on the Queues tab of the user's properties panel

17. Printing to MyQ

This topic discusses the settings that need to be done outside of MyQ to enable MyQ essential functions, such as monitoring jobs and detecting users.

> **INFO:** Although the procedure of installing and setting the print drivers is different on other operational systems, the principal remains the same. You need to add a print port, set IP address or hostname of MyQ server and set the name of the queue where jobs are sent via this port.

Adding print ports in Microsoft Windows

To add the new port, do the following:

1. In **Windows**, under **Devices and Printers**, select any printer, and then click **Print server properties**. The **Print server properties** dialog box appears.

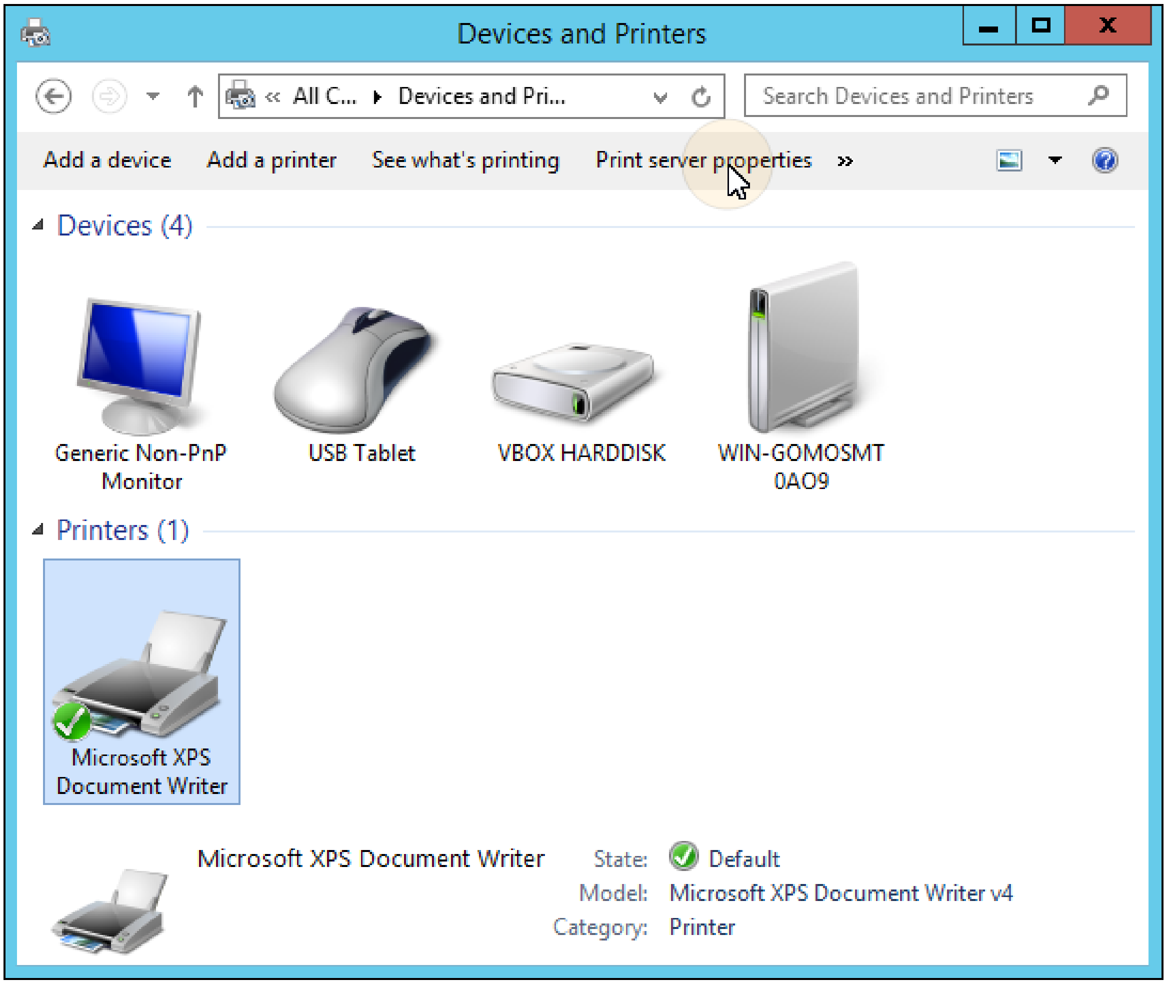


FIGURE 10.1. Opening **Print server properties** in Windows

2. In the dialog box, open the **Ports** tab, and then click **Add Port**. The **Printer Ports** dialog box appears.

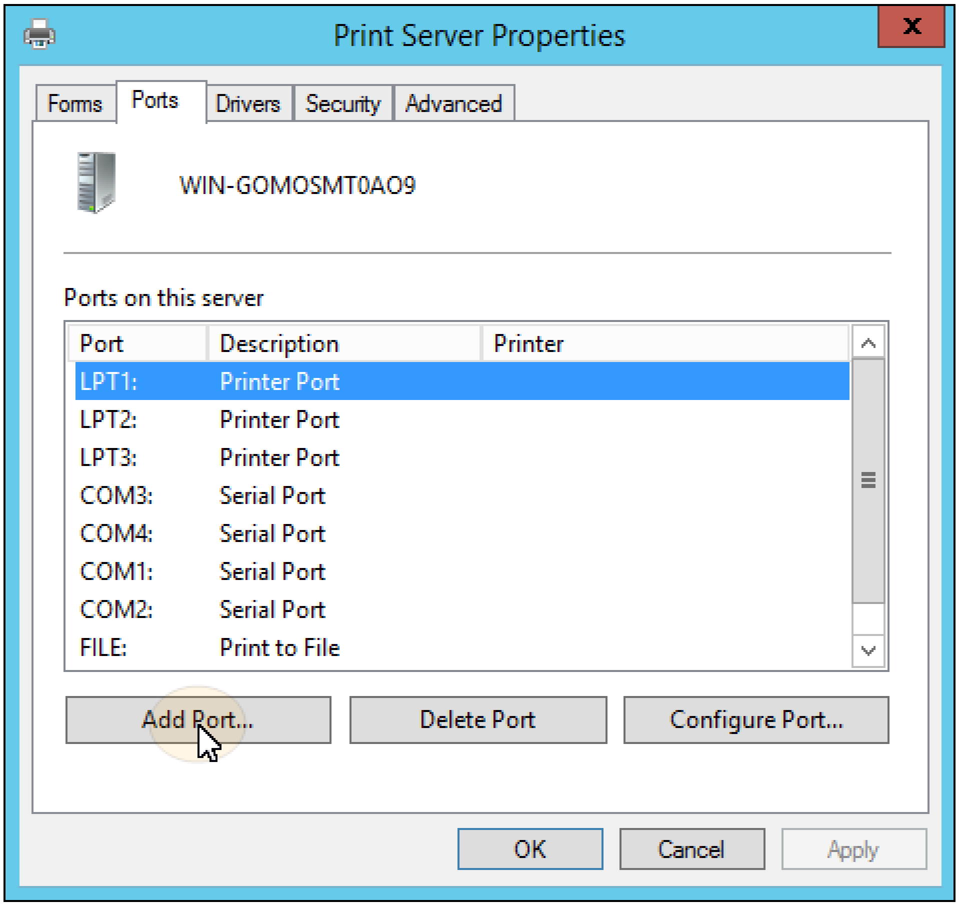


FIGURE 10.2. The **Ports** tab in the **Print Server Properties** dialog box

3. On the **Printer Ports** dialog box, select **Standard TCP/IP Port**

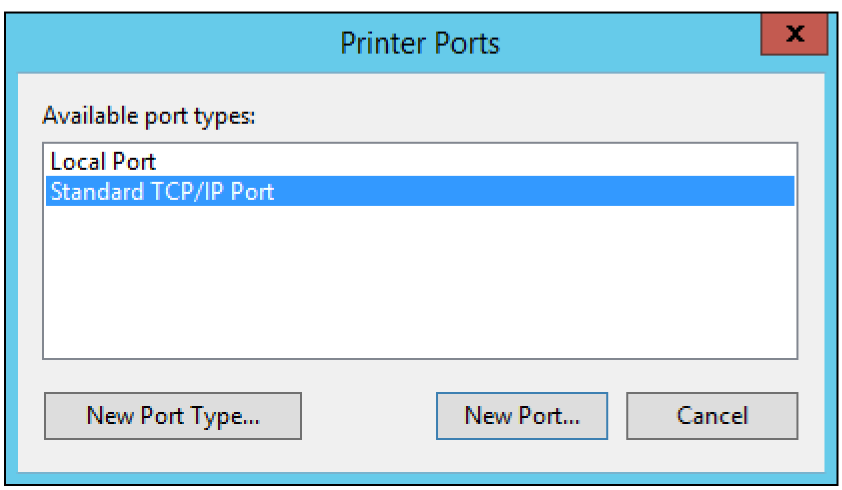


FIGURE 10.3. The **Printer Ports** dialog box

4. Click **New Port**. The **Add Standard TCP/IP Printer Port Wizard** dialog box opens.

5. Click **Next**.

6. Enter the **IP address** or **the hostname** of the MyQ **server**, optionally change the name of the port, and then click **Next**. You are asked to provide additional port information.

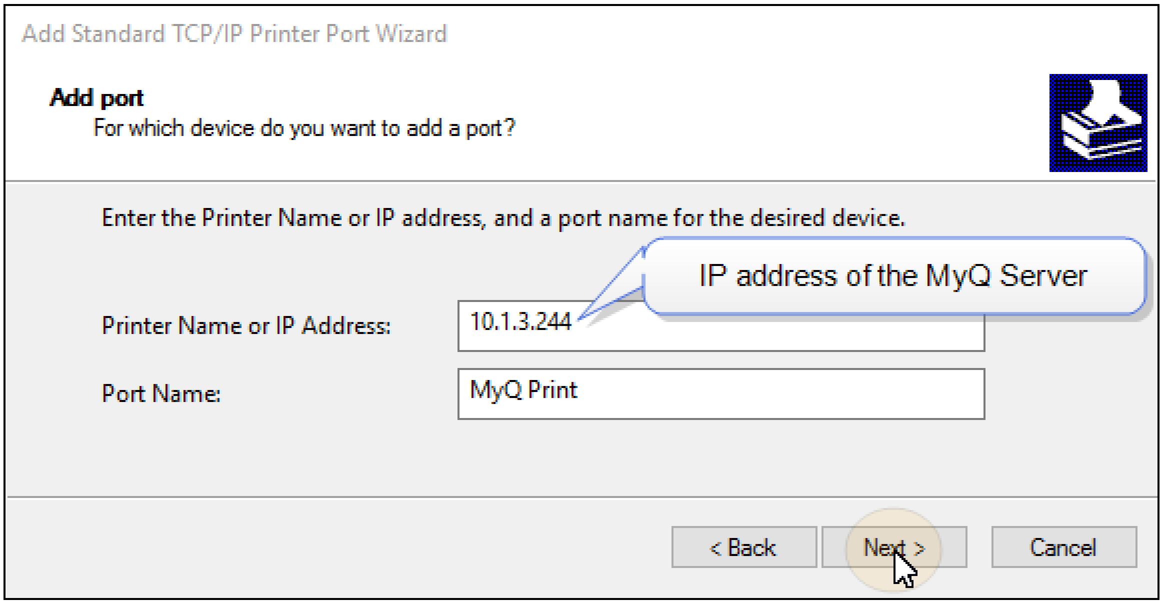


FIGURE 10.4. Entering the IP address or hostname of the MyQ server

7. Under **Device Type**, select **Custom**, and then click **Settings**. The **Configure Standard TCP/IP Port Monitor** dialog box appears.

8. In the dialog box, under **Protocol**, select the **LPR** option. Under **LPR settings**, enter the name of the MyQ **queue** to which you want to print, and select the **LPR Byte Counting Enabled** option. After the settings are changed, click **OK**.

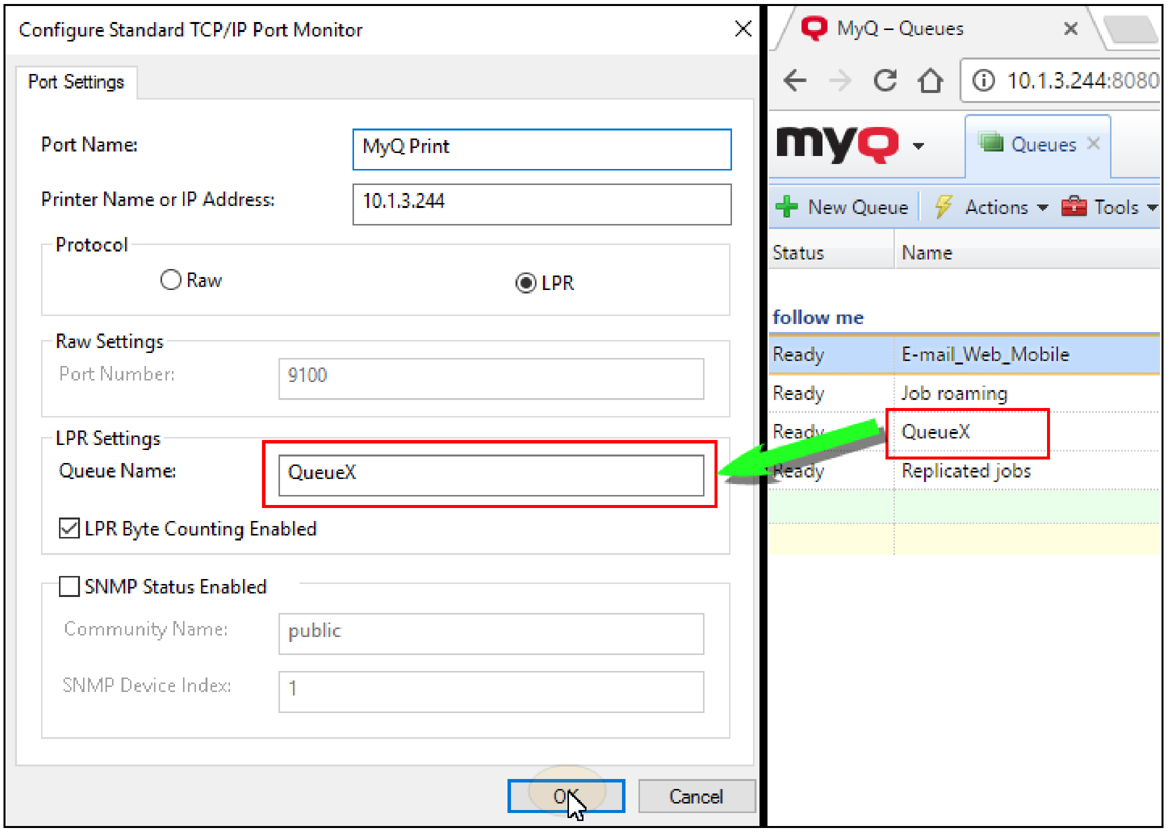


FIGURE 10.5. The **LPR option** is selected, the name of the **MyQ queue** is entered and the **LPR Byte Counting** is Enabled.

9. Back on the **Add Standard TCP/IP Printer Port Wizard** dialog box, click **Next**. You are informed about the characteristics of the new port.

10. Click **Finish**. The new port is added to the list of ports in the **Ports** section of the **Print server properties** dialog box.

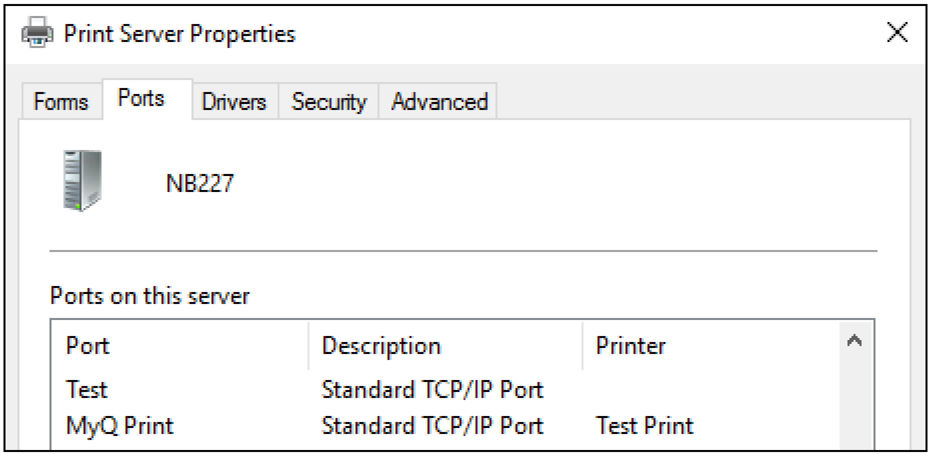


FIGURE 10.6. The new port in the **Print server properties** dialog box.

17.1. Jobs via IPPS

To use Jobs via IPPS you must enable this setting in **MyQ - Jobs - Jobs via IPPS**

The feature is available on Windows, Linux and Mac PCs. For all three of them you need to adjust the URL https://{hostname}:{port}/queue/{queue-name} to your own needs to get IPPS working. For the port number use the one set in **MyQ - Jobs - Jobs via IPPS**; this is *8631*.

INFO: The maximum job size received over IPPS is unlimited.

NOTICE: Kyocera PM provider uses the port 631 for IPP printing and 717 for IPPS. Both ports cannot be used for IPPS printing.

IPPS via Windows

When you add a new network printer make sure to search using the queue name, host name and port in the URL.

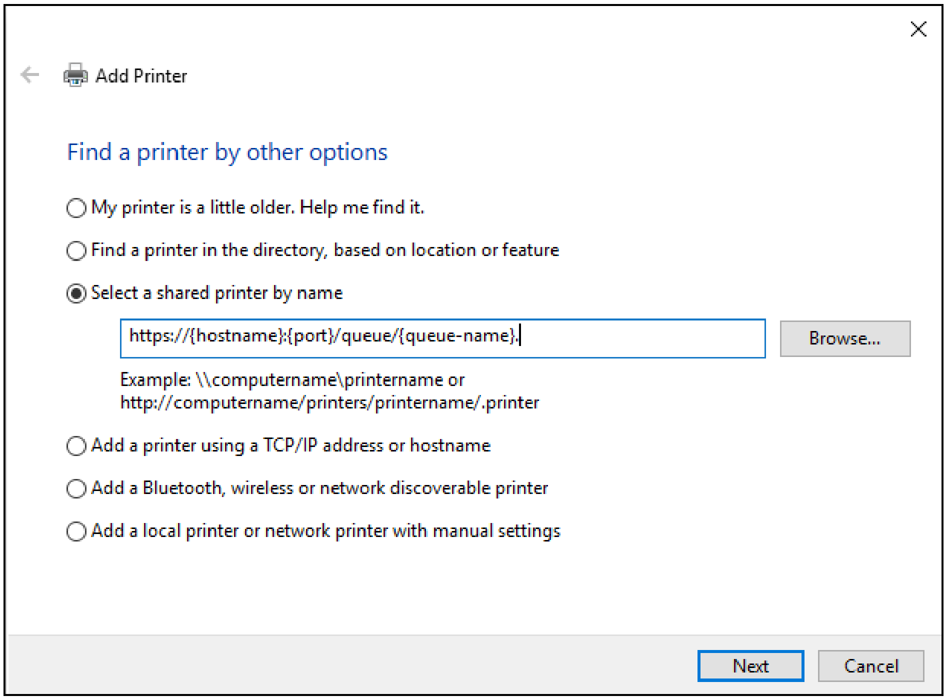


FIGURE 10.7. Adding IPPS printer in Windows

INFO: The sharing of a Windows IPPS printer is not supported.

IPPS via MacOS

On a Mac the setup is a bit different. The Mac has his own features.

1. Go to the Add printer page.
2. Click the **IP** button on the ribbon
3. Fill out the following fields:
   i. **Address**: use htpps:// to get IPPS printing,
   ii. **Protocol**: select the IPP protocol,
   iii. **Queue**: the name of the MyQ queue.
4. Click **Add**.

IPPS via Linux

To add IPPS printing via Linux do the following:

1. Set up a CUPS service in order to add a printer.

2. Add a printer.
    i. In the **New printer** window click **Enter URI**. See for the URL syntax the intro of this paragraph.

    i. Type the device URI in the **Enter device URI** field.

    ii. Click **Forward**.

    iii. In the **Choose Driver** pane select **Generic**.

    iv. Click **Forward**.

    v. In the next window select **IPP Everywhere** as driver. Although the selection option says IPP this protocol is used for IPPS spooling.

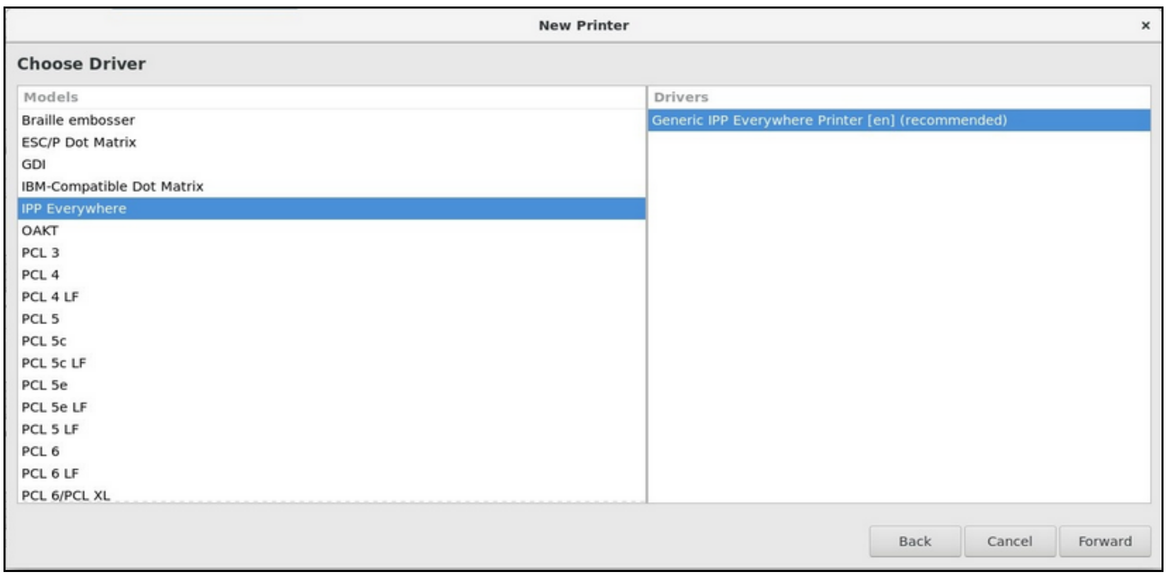


FIGURE 10.8. Selecting driver for Linux printer

    vi. Click **Forward**.

    vii. Enter the name of the printer.

    viii. Click **Finish**.

18. Methods of Printing

This topic presents several options of printing with the MyQ system. The first four sections describe the basic printing methods and features available to MyQ users:

- Direct printing
- Follow me printing
- Delegated printing
- Printing from email and from MyQ Web User Interface
- Printing from the MyQ mobile application
- Google Cloud Print to MyQ
- AirPrint & Mopria Print Service

The last two sections describe additional printing features that can be set up on the clients' workstations:

- Client Spooling
- Failover Printing

INFO: Other printing options, which are related to advanced features of MyQ, such as running MyQ on multiple servers, or to a variety of embedded terminals that can be purchased together with the MyQ system. Information about these options are provided in the respective guides describing these features and in manuals of the embedded terminals.

18.1. Direct printing

With the direct printing method, users can send their print jobs to be immediately printed on a particular printing device via dedicated queue. The queue is created especially for this device and cannot have any other devices attached to it. As soon as MyQ receives the job, it sends it to the printing device to be printed.

From the user's point of view, it works in the same way as the common method of print where the job is sent directly to a selected printing device. The main difference is that MyQ collects the job data to be used for reports and accounting.

For information on how to create a direct print queue, see *"Queues "* on page 199.

INFO: Users that send their jobs using this method do not need to be identified on the printing device and therefore no terminal is needed there.

18.2. Follow me printing

Whereas the previous printing method is intended to be direct and quick, the follow me printing method is used for opposite reasons. With this method, users can send the print job to be held on the MyQ server for as long as they need and select from a number of printing devices where it can be printed.

To print the job, the user just needs to authenticate on the printing device terminal. After the authentication, the job is either immediately printed or displayed on the terminal touch panel, where it can be managed by the user. Depending on type and settings of the terminal, users might have either one, or both of these options.

For information on how to create a follow me queue, see *"Queues "* on page 199.

18.3. Delegated printing

The Delegated printing feature is an extension of the follow me printing method that allows users to share their print jobs with a specified group of other users. These users can release the jobs on an embedded terminal in the same way they would release their own jobs.

The users that are allowed to print jobs of a certain user (or a certain group of users) are called their (or its) delegates. The delegates can be designated by the users themselves or by the MyQ administrator. When a user sends a job to MyQ, they can decide to share it with the delegates. Jobs that are to be shared have to be sent via Delegated printing type queue.

Two settings are necessary to enable this feature: the delegates have to be defined and the Delegated printing queue has to be created and has to be accessible to the user or group. For information on how to define the delegates, see *"Selecting delegates for the user"* on page 133 or *"To select a delegate for the group, do the following:"* on page 138. For information on how to create and set the Delegated printing queue, see *"Queues "* on page 199.

18.4. Printing from email and from MyQ Web User Interface

MyQ enables users to print documents from MyQ web user interface or by sending an email to a special email address. It supports print of the following source formats:

- pdf/a
- jpeg, bmp, tif, png
- txt (UTF8)
- MS OFFICE and LibreOffice documents: doc, docx, xls, xlsx, ppt, pptx, odt, ods and odp. (You have to have the corresponding suite installed on the server.)
- email body in plain text and HTML

NOTICE: Minimal required version of the MS Office is MS Office 2010 with the latest service pack. This means that MS Office 2010, 2013, 2016 and 2019 as well as Office365 as 32-bits are supported .

NOTICE: All print jobs sent from email, web user interface or mobile apps are automatically assigned to the **Email_Web** queue and can be printed only on printing devices assigned to this queue.

18.4.1. Setting up the print from email and from the MyQ Web Interface

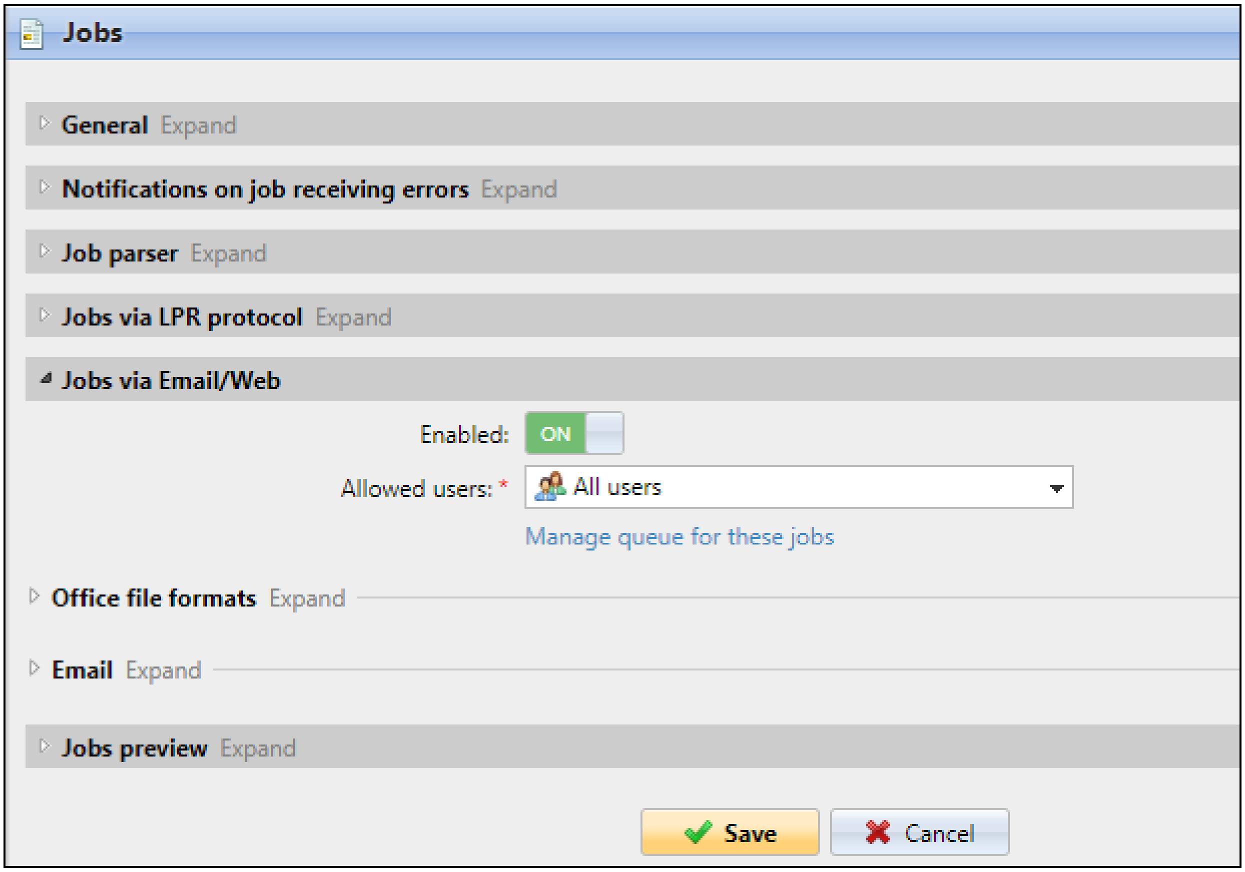


FIGURE 11.1. The **Jobs via Email/Web** section of the **Jobs** settings tab

INFO: Jobs uploaded by the Web UI are limited to 50MB, while jobs send via email are limited to to 500MB per email message, all attachments included.

To enable and setup the print, do the following:

On the **Jobs** settings tab, under **Jobs via Email/Web**, set the following parameters:

1. Enable the **Jobs via Email/Web** option.
2. Select the users that are allowed to use this function.

NOTICE: If you select the **Always generate a new PIN after a job is received** option, a new PIN is generated every time a user sends an email with a print job. If the user already has a PIN, it is replaced by the new one.
If you select this option, make sure that you select the **Send new PIN via email** option on the **Users** settings menu, under **PIN**. Otherwise users do not receive the new PIN and cannot access their MyQ accounts.

18.4.2. Printing documents from MyQ web user interface

If the **Jobs via Email/Web** option is enabled, all users with rights to the **Email_Web** queue have the **Print File** button displayed on their web user interface account. They can click this button and insert print jobs directly to MyQ.

18.4.3. Printing documents from email

If the **Jobs via Email/Web** option is enabled, a user can print a document by attaching it to an email and sending to a special email account dedicated to print.

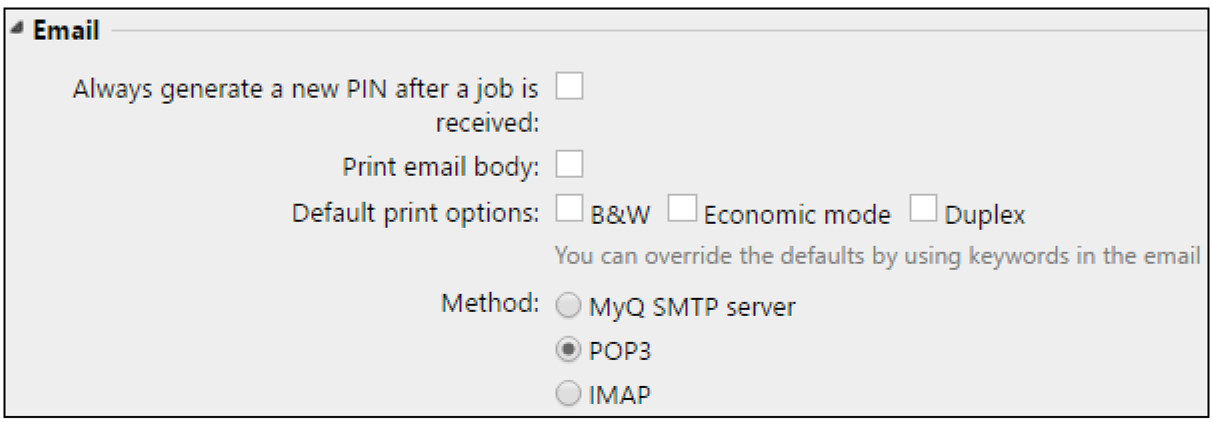


FIGURE 11.2. Settings of the email printing feature

You can enable users to print email body and restrict the print to monochrome, economic or duplex mode by selecting one or more **Default print options**.

In addition, users can change parameters of their print jobs by adding keywords to email subject. These changes have priority over the **Default print options** selected in MyQ. Users can choose from the following keywords: **#color** (color print), **#mono** (monochrome print), **#duplex** (print on both sides of a paper), **#simplex** (print on one side of a paper), **#ecoon** (toner-save print mode on), **#ecooff** (toner-save print mode off). They can be used as any part of the subject and do not have to be separated. For example, email with the **MyPrintJob #mono#duplex** subject will force the job to be printed in monochrome and duplex.

Setup of email printing

There are two ways of receiving the print jobs sent via emails: you can either use MyQ as a SMTP server and forward all emails with the print jobs there, or you can use MyQ as an email client that fetches all emails from a specific email account on your server via POP3 or IMAP protocol. These two methods are described in the following two sections:

Forwarding emails to the MyQ SMTP server

With this option, MyQ listens on the MyQ SMTP server port set on the **Network** settings tab (see "MyQ HTTP Server (Apache) and MyQ SMTP Server" on page 1) and receives any email starting with **print** as the email with the print job. If you select this option, you need to take the following steps:

1. On your company mail server, create an email account for receiving print jobs.

2. Redirect the sent emails from this address to **print@[IP/hostname]**, where **IP/hostname** is either the IP address of MyQ server, or its hostname. Any email received on this address will be processed as a print job and its owner will be identified by their email address.

Receiving print jobs via POP3 or IMAP

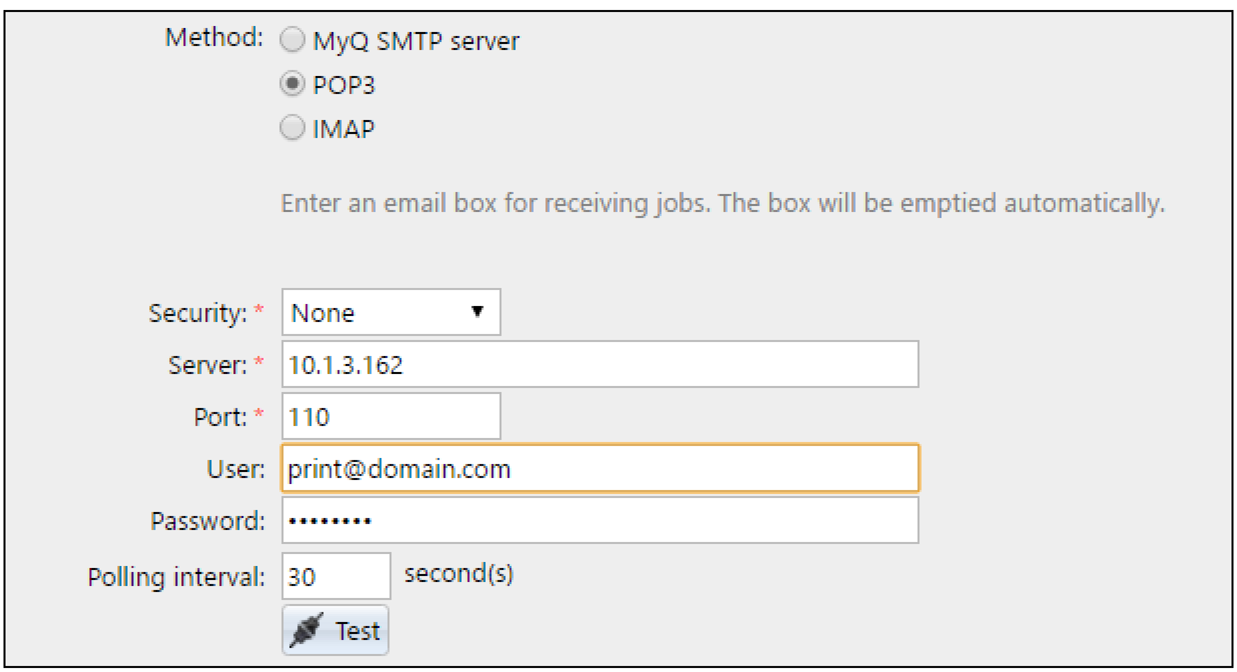


FIGURE 11.3. Setting POP3 and IMAP on the **Jobs** settings tab, under **Jobs via Email/Web**

1. On your company mail server, create an email account for receiving print jobs.

On the **Jobs** setting tab of the MyQ Web Interface, under **Jobs via Email/Web**, do the following:

I. Under **Method**, select the protocol that you want to use. Additional options appear on the tab: **Security**, **Server**, **Port User**, **Password**, **Polling interval** and **Test**.

II. Ensure that the protocol port is correctly set in the **Port** text box.

III. If you want to secure the communication between MyQ and the mail server, select one of the security options (SSL, Start TLS).

IV. Enter the IP address or the hostname of the mail server in the **Server** text box.

V. Enter the address of the email account that will receive the print jobs in the **User** text box.

VI. Enter the password of the email account in the **Password** text box.

2.

- By changing the value of the **Polling interval** setting, you can change the interval after which MyQ fetches new emails from the mail server.
- By clicking **Test**, you can test the connection to the mail server.

18.4.4. Processing documents in Office formats

On the **Jobs** setting tab, under **Office file formats**, select a method of processing the Office format files. You can select from two methods:

- **Convert to PDF** - - MyQ opens the document in the Office application, saves the job as PDF and sends it directly to the printing device. The printing device has to support direct print of PDF format.
- **Via a Windows printer** — MyQ opens the document in the Office application and prints it using a selected windows printer (print driver). (See *"Printing via Windows printer"* on page 243.)

NOTICE: The corresponding office package has to be installed on the MyQ account. The package needs to be of the same bit version as the MyQ system — 32bit.

NOTICE: For processing documents in Office formats, we strictly recommend to run MyQ service under other than default Local System account. The following section provides instructions on how to do this.

Creating a new account for MyQ

1. Create a new local admin account with full administration rights.

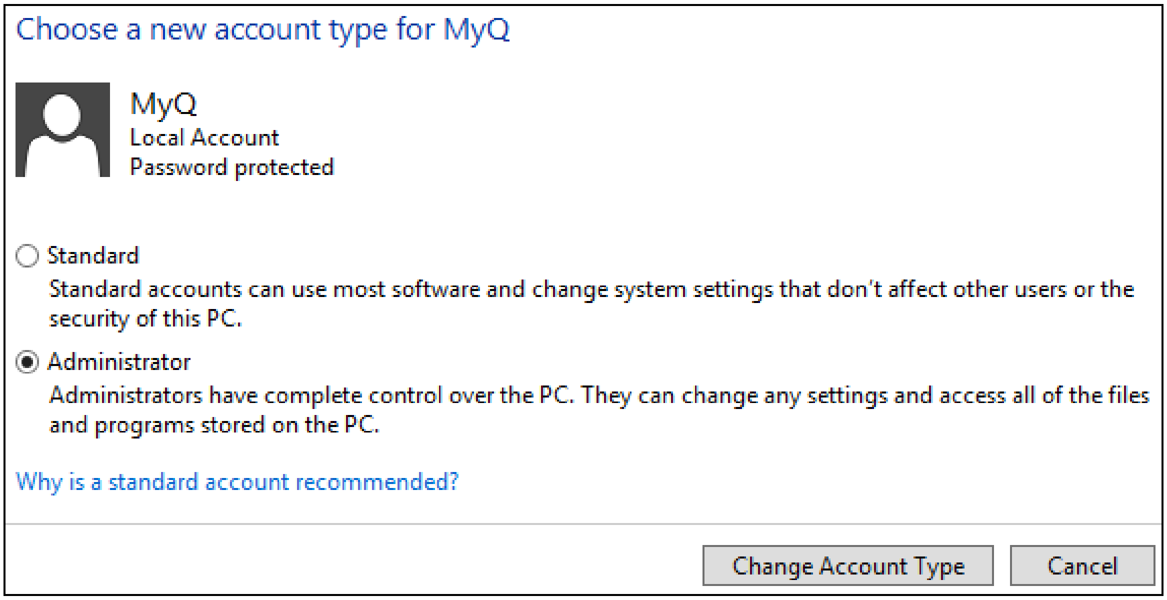


FIGURE 11.4. Changing the new account type to Administrator

2. Log on to the newly created account.
3. Install the corresponding Office package on the MyQ server.
4. Run all applications that will be used for the conversion (Word, Excel, PowerPoint etc.) and close all welcome screens and dialog boxes that might appear on the application startup.

5. Open Windows services, select MyQ Print Server service and in the **Log On** section, change the **Log on as** option from the **Local System account** to the newly created account.

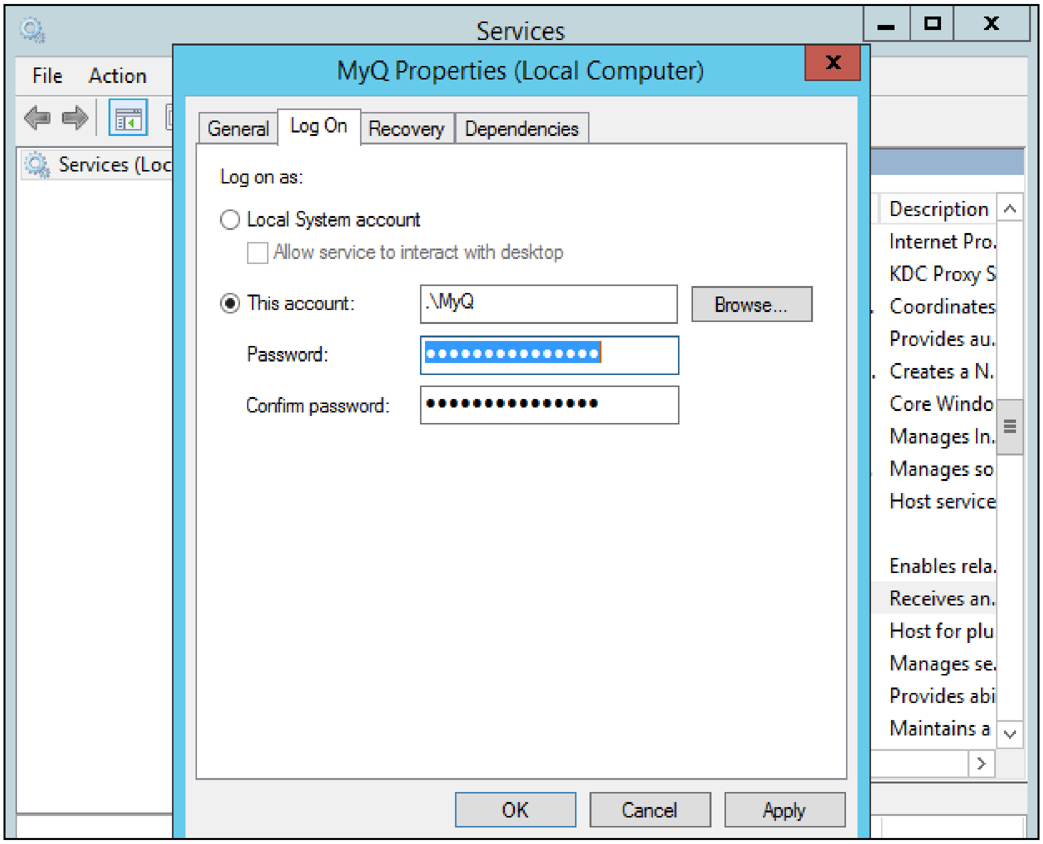


FIGURE 11.5. Changing the **Log on as** option from Local system account to the newly created account

6. In the MyQ **Easy Config** application, restart all MyQ services.

Printing via Windows printer

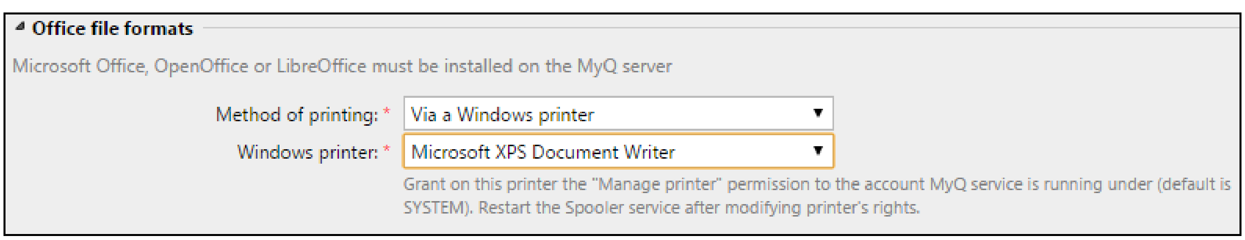


FIGURE 11.6. Printing via a Windows printer option on the **Office file formats** section on the **Jobs** settings tab

With the print Via a Windows printer option, you have to select one of the printers that are locally installed on the MyQ server. The selected printer is used for processing the print jobs. You also have to change the printer security settings to allow MyQ to print from the print driver.

To select the printer

1. On the **Jobs** setting tab, under **Office file formats**, under **Method of printing**, select the **Via a Windows printer** option. The **Windows printer** setting appears.

2. On the setting drop-down list box, select the printer that you want to use.

To change the security setting

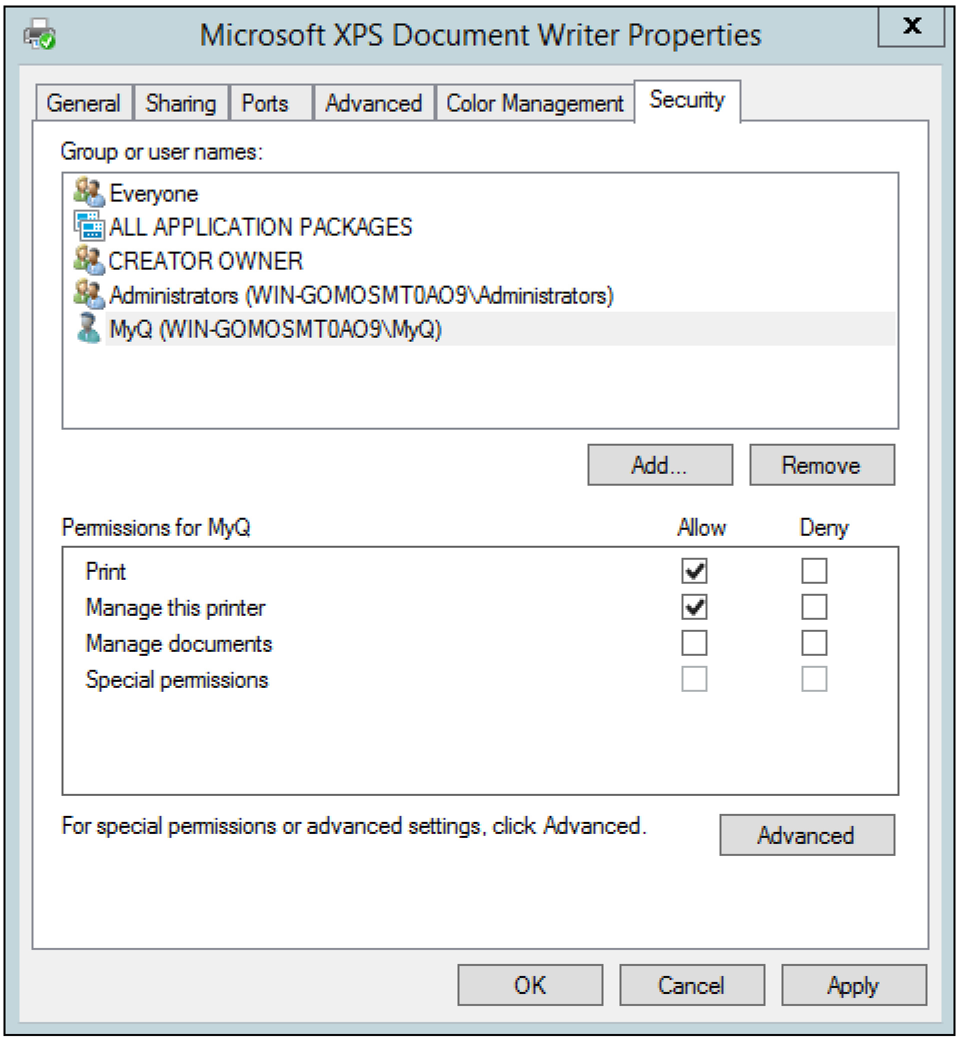


FIGURE 11.7. Allowing printing and print management on the printer Properties dialog box

1. In Widows, under **Devices and Printers**, right-click the printer. A drop-down box appears.

2. In the drop-down box, click **Printer properties**. The printer properties dialog box appears.

3. In the dialog box, open the **Security** tab.

4. On the tab, allow print and managing printers to the account under which the MyQ services are running.

5. Leave the setup.

18.5. Managing print jobs via the MyQ Mobile Printing application

If you enable print management via the MyQ mobile application in MyQ, users can use the application to manage print jobs and send them to the print server directly from their mobile phones, securely release the jobs on selected printing devices, unlock printing devices via scanning a QR code and recharge MyQ credit.

To enable the feature, do the following:

1. On the MyQ Web Interface, open the **Mobile Application** tab. (At the top-left corner, click **MyQ**, then click **Settings**, and finally click **Mobile Application**.)

2. On the **Mobile Application** tab, under **General**, set **Enabled** to **ON**. If you want enable users to unlock printing devices and release print jobs via the mobile application, select the **Enable login to a printer and releasing of print jobs** option.

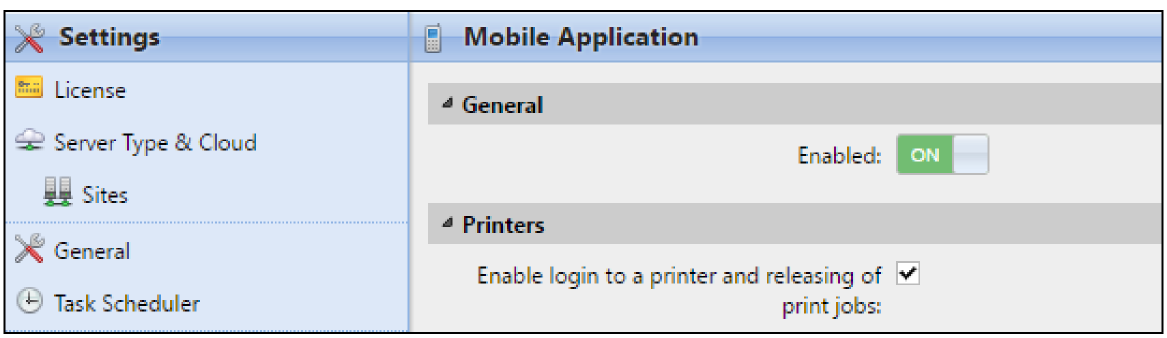


FIGURE 11.8. The Mobile Application settings tab

In the **Mobile Application** section of the **Network** settings tab, you can set the server hostname or IP address and the communication port for the MyQ mobile applications which will be used when the corresponding QR codes are generated.

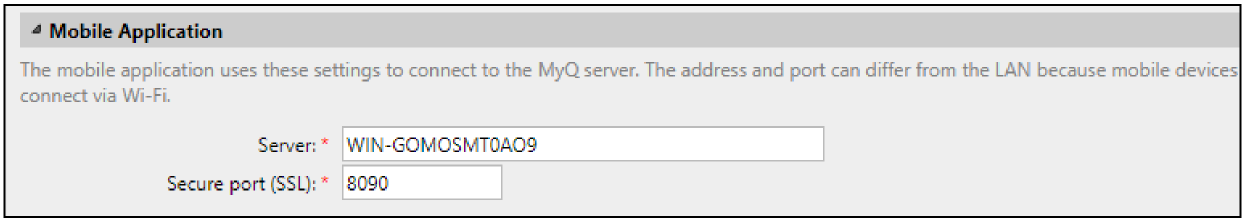


FIGURE 11.9. Hostname of the MyQ server and the secured port for the MyQ mobile application

INFO: You can generate a QR code for a printing device on the list of printing devices on the **Printers** main tab. Right-click the printing device there, and then click **Print QR code**. For more information about Mobile applications, see Mobile terminals manual.

18.6. Google Cloud Print to MyQ

Google Cloud Print is a service that connects your home and work printers to the web. Since your printer is connected to the web, you can print to it from anywhere, using any Internet-connected device, including PCs, Macs, Chrome books, phones, or tablets. Google Cloud Print integrates with the mobile versions of Gmail and Google Docs, allowing users to print from their mobile devices.[

In several steps, you can synchronize the MyQ Printing Environment with Google Cloud Print and enable users to print to MyQ via this feature. You need to create a dedicated queue in the MyQ Web Interface, install a print driver pointed to this queue on the MyQ server and use one Google account to share this printer. After this is done, you need to add the names of the Google accounts of your users as aliases.

Print jobs sent to MyQ via Google Cloud Print begin with the email address of the sender. MyQ use the first part of the address to distribute the print job to the user.

NOTICE: We recommend you to create a new Google account for the Google Cloud Print feature.

To set up the printing, follow these steps:

1) In the MyQ Web Interface, create a new print queue for Google Cloud Print.

I. Open the **Queues** main tab. (Click **MyQ**, and then click **Queues**.)

II. On the tab, click **+New Queue**. The properties panel of the new queue opens on the right side of the screen.

III. On the panel, enter a name of the queue, for example GooglePrint, and set the **User detection method** and the **Regular expression** to the following values:

- **User detection method**: **Detect user from the job name**
- **Regular expression**: **\b([a-z0-9._%+-]+)@[a-z]+.[a-z]{2,3}\b**

Other settings should be set according to the desired behavior of the queue (see *"Queues "* on page 199).

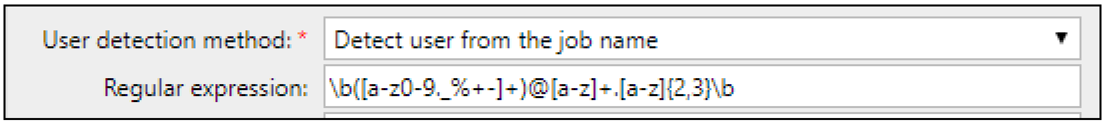
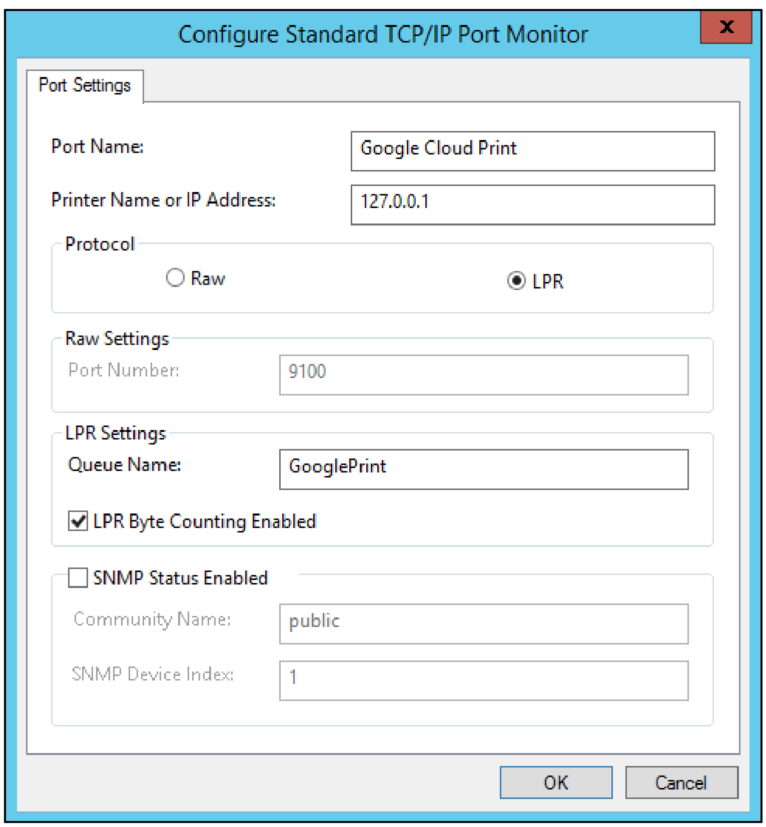


FIGURE 11.10. Settings of the queue for Google Cloud Print to MyQ

IV. Click **Save** to submit the settings.

2) On the MyQ server, install a new Windows printer with standard settings for printing to MyQ (see *"Methods of Printing "* on page 234). The **Queue Name** setting entered within the setup of the TCP/IP port must be the same as the name of the Google print queue created in **step 1)**.



INFO: The printer is installed directly to the MyQ server, so you can use the **127.0.0.1** IP address or the **localhost** hostname instead of the IP address of the server.

INFO: If you use a Kyocera driver we recommend to change the driver settings from the default values so it does not append the time information to the end of the job name. Go to: **Printer Properties** - **Advanced** - **Printing Defaults** - **Job** - **Overwrite job name** select from drop-down list **Replace existing file**.

3) Install Google Chrome to the MyQ server, then open the browser and add the printer installed in **step 2)** to the Google account that you want to use for Google Cloud Print. (see https://support.google.com/cloudprint/answer/1686197?hl=en)

4) Make sure that all users who should be enabled to print to MyQ via Google Cloud Print have Google accounts.

5) Share the printer via Google Cloud Print with the Google Accounts of the MyQ users who should be using this printer (see https://support.google.com/cloudprint/answer/2541899?hl=en).

6) In the MyQ Web Interface, add the names of the Google accounts as aliases to the users.

I. Open the **Users** main tab. (Click **MyQ**, and then click **Users**.)

II. Double-click the user to open their properties panel.

III. On the panel, next to **Aliases**, click **+Add**, and then enter the name of the user's Google account.

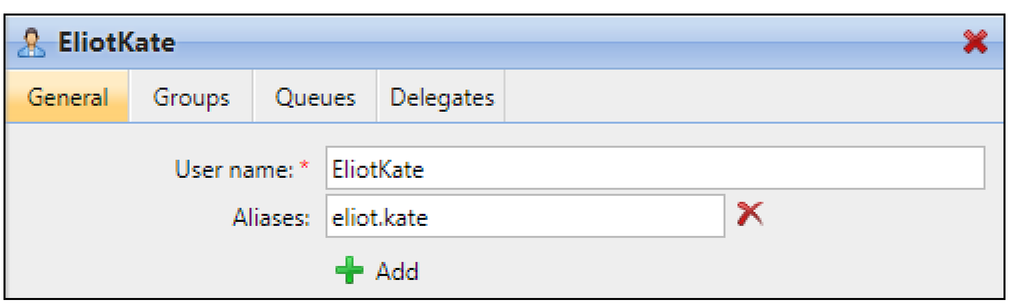


FIGURE 11.11. The user's properties panel with the alias

IV. Click **Save** to submit the changes.

7) Each user must accept the shared printer on their email account. After doing so, they can send print jobs to MyQ via the Google Cloud Print Feature.

18.7. AirPrint & Mopria Print Service

AirPrint enables users to print photos and documents from their iPhone, iPad, or iPod touch without having to install additional software (drivers). enables Mopria Print Service does the same for users with an Android smart phone or tablet. Android users must download the Mopria Print Service app from Google Play in order to print.

> **INFO:** As Admin you only have to install the Mobile Print Agent once to give your iPhone and / or Android users access to MyQ queues.

AirPrint and Mopria Print Service are working with MyQ by exposing MyQ print queues as AirPrint / Mopria Print Service printer devices. The MyQ user connects to the company's wifi network, selects the queue where they want to send the print job and authenticates themselves by their MyQ credentials. After the first authentication, the credentials are stored on the device. Follow me and Delegated printing queues are displayed as available printers on the user's device.

Enable AirPrint and / or Mopria Print Service

1. Make sure that on the MyQ Web UI:

    i. in **MyQ - Settings - Jobs - Jobs via Airprint** is **Enabled**.

    ii. in **MyQ - Settings - REST API applications** Mobile Print Agent is present.

2. Click **Show information** for the details. You need **Client ID** and **Secret** later on.

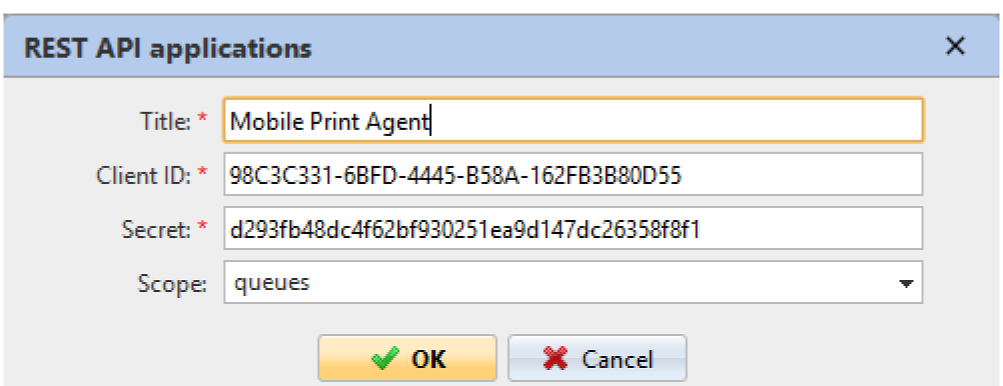


FIGURE 11.12. Mobile Print Agent details

3. Download the Mobile Print Agent from the MyQ Helpdesk portal on your network server.

4. Run the Mobile Print Agent on a network up to the point where you must enter the settings.

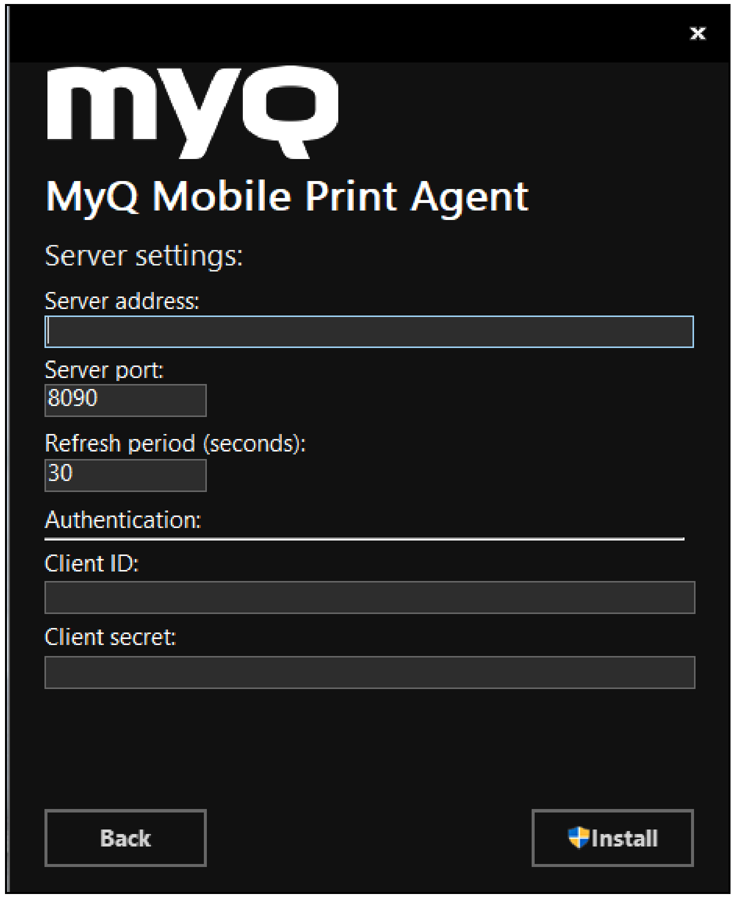


FIGURE 11.13. MyQ Mobile Print Agent Settings

5. Enter the settings:

    i. **Server address**: the IP address of the MyQ Print Server.

    ii. **Server port**: the editable port that the MyQ Mobile Print Agent will use.

    iii. **Refresh period**: The time taken to refresh connection with the Print Server.

    iv. **Client ID**: Copy this from the MyQ Mobile Print Agent details .

    v. **Client secret**: Copy this from the MyQ Mobile Print Agent details.

6. Click **Install** and wait until the installation has finished.

INFO: The user can authenticate themselves either by their user name and password, or their user name and PIN.

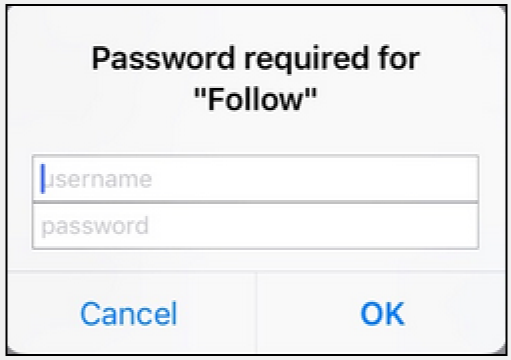


FIGURE 11.14. Entering acount credentials

18.8. Client Spooling

With the Client Spooling feature enabled, users' print jobs are not sent to the MyQ server, but stay stored at the users' computer. After they authenticate themselves at a printing device and select the jobs to be printed, the jobs are released from the computer directly to the device. This method dramatically decreases traffic to MyQ server and is suitable especially for small offices with limited network connection to the MyQ server.

When a user prints their job while this feature is activated, only the print metadata are sent to the server and the actual print job does not leave the computer (In fact, it is stored there as a RAW file.). It waits till the user authenticates theirselves at a printing device and selects to print the job there. After that, the printing device notifies the server, the server notifies the computer and the computer sends the job directly to the printing device, where it is printed.

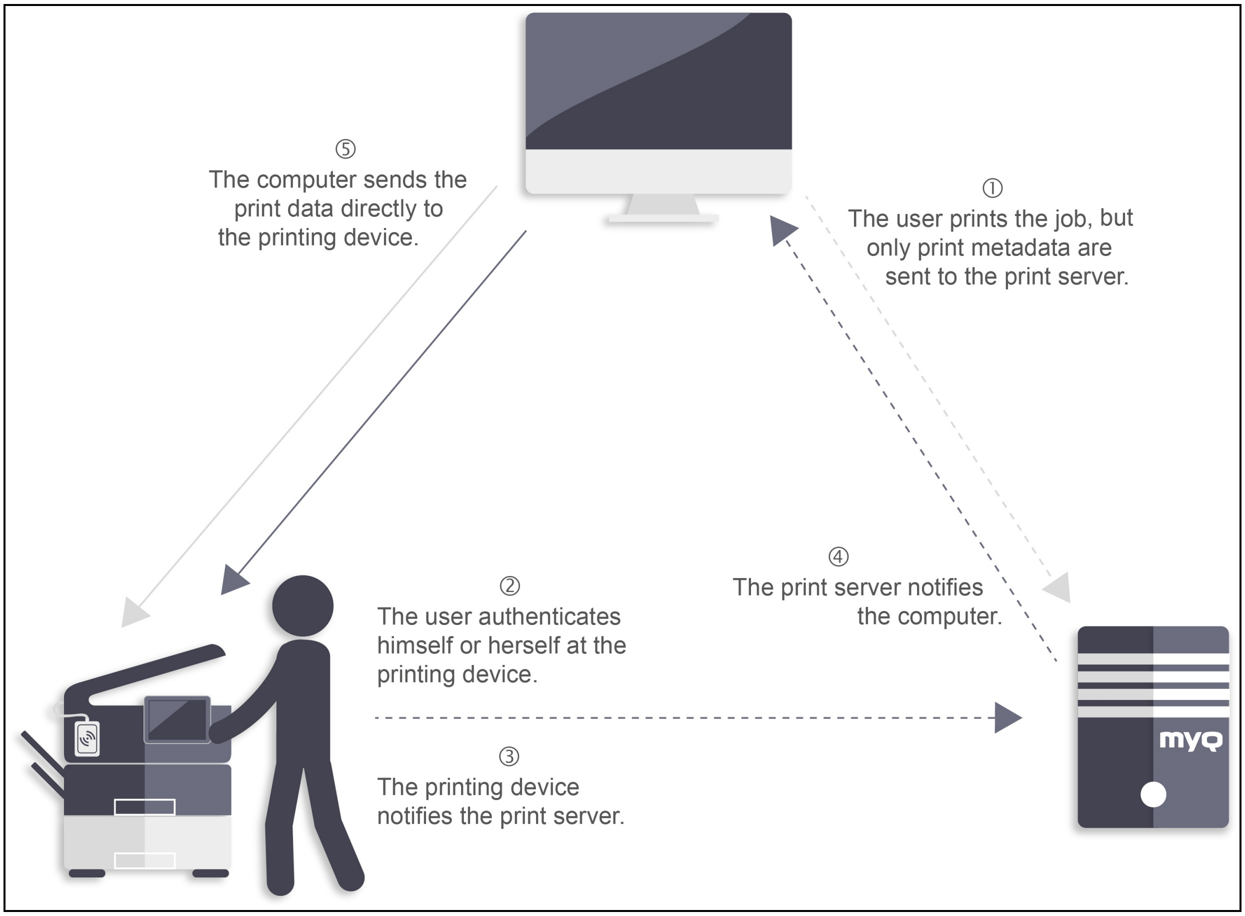


FIGURE 11.15. Scheme of the Client Spooling feature

To enable this feature, you have to set a TCP/IP port for the service, install the MyQ Easy Smart Services service on the client's computer and enable the Client Spooling feature within the setup of the service.

18.8.1. Setting TCP/IP port for the service

The settings in the **Configure Standard TCP/IP Port Monitor** dialog box must have the following values:

- **Printer Name or IP Address**: **127.0.0.1** (IP address of the localhost in Windows) or **localhost**
- **Protocol**: Select **LPR**
- **Queue Name**: queue name according to the MyQ server setting (same as if printing to the MyQ server**)**
- **LPR Byte Counting Enabled**: Selected
- **SNMP Status Enabled**: Deselected

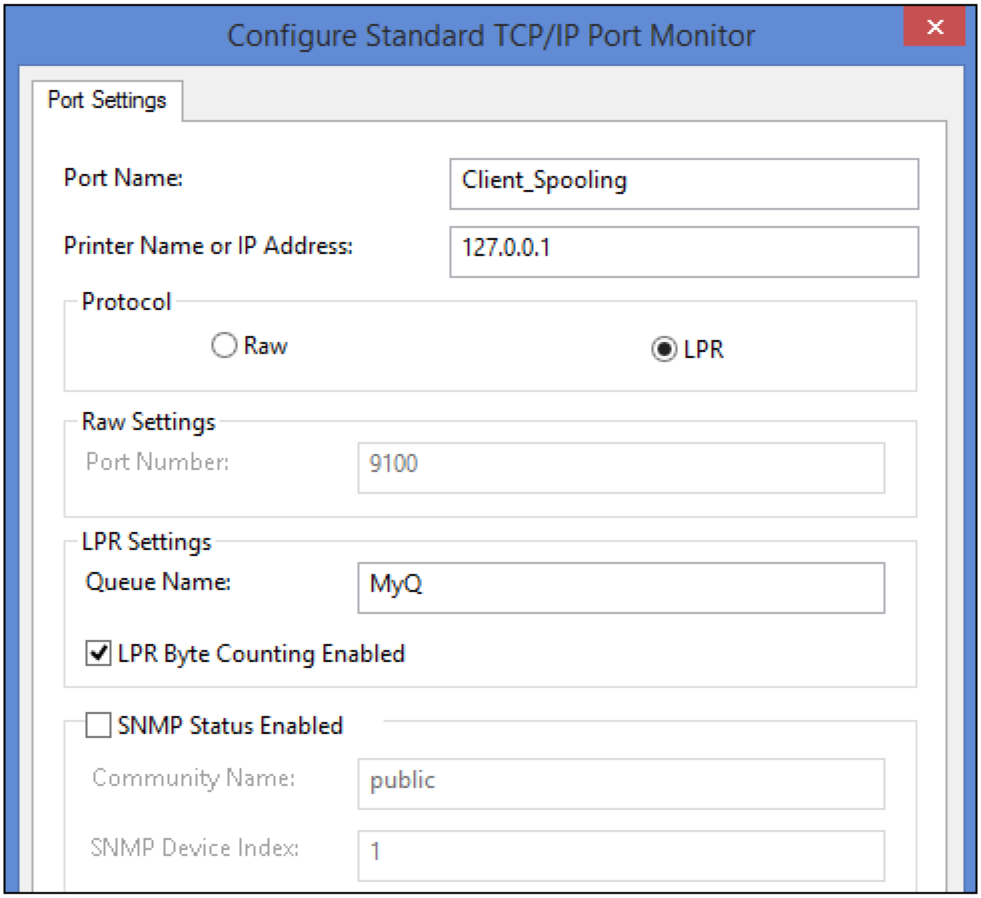


FIGURE 11.16. Settings of the TCP/IP port for the Local Spooling service

INFO: For information on how to create and edit print ports, see *"Adding print ports in Microsoft Windows"* on page 226.

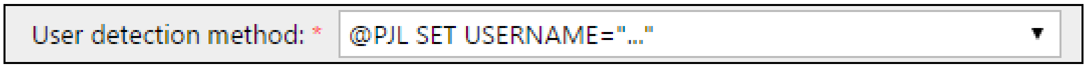
18.8.2. Installation and setup of the MyQ Smart Print Services service on client's computers

For information on how to install and set up the MyQ Smart Print Services on client's computers, see the Guide to MyQ Smart Print Services for Windows.

18.8.3. Limitations of the Client Spooling feature

The feature has the following limitations:

- Job processing:
  - Jobs are not parsed (number of pages, color etc. is unknown).
  - User detection from PJL header is not supported.



  - Computer detection from PJL header is not supported.

  - Job name cannot be read from PJL header.

  - Job processing defined on the queue cannot be applied.
  - User policies cannot be applied.
  - Prolog/epilog is not supported
- If the client PC is offline, the job is not printed, but it is marked as printed on the server. User is not notified.
- Jobs cannot be marked as favorite.
- The jobs are deleted after 7 days. The **Delete jobs older than** option on the **System maintenance** settings tab should be set to 168 hours (as it is by default) in order to prevent discrepancy between the data stored in MyQ and the data stored on the client computer.

18.9. Failover printing

With the MyQ Smart Print Services Windows service installed and running on the end user's workstation, you can select a backup printing device to be used for print when connection to the MyQ server is lost. The Failover printing feature serves as an important backup tool in case of server outage. Furthermore, it can be combined with the Device spool and the Offline login features on MyQ embedded terminals to enable using hold print, follow me print and delegated print on the printing device.

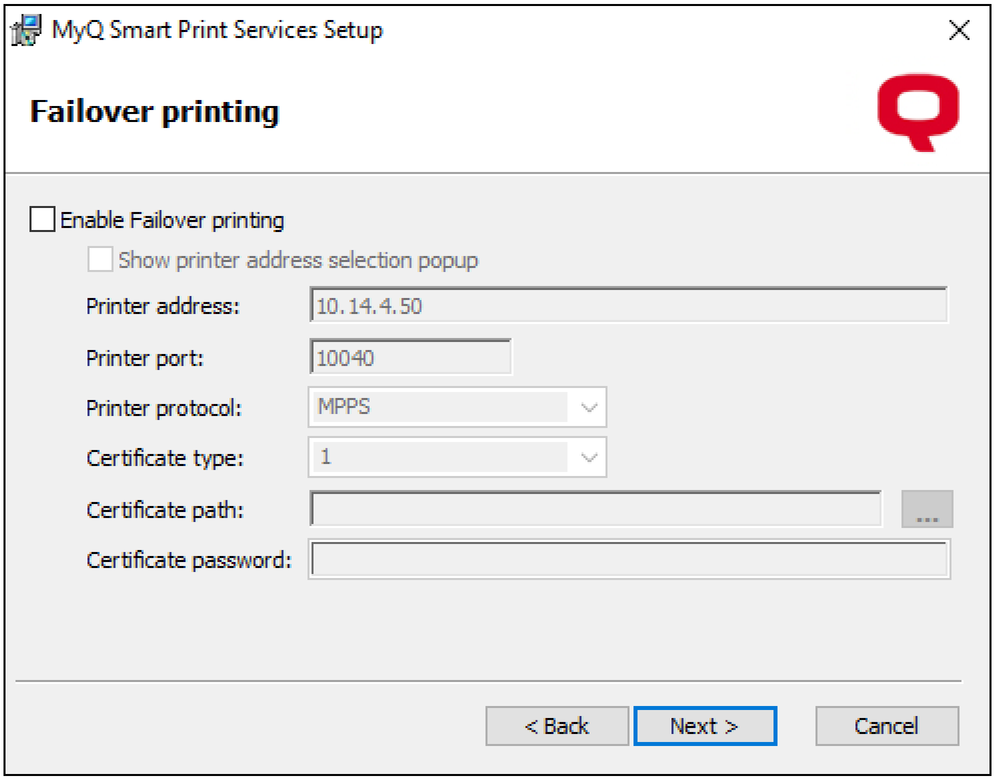


FIGURE 11.17. Settings of the feature in the Smart Print Services

See the following three sections for information on how to setup the feature.

> **INFO:** For information about support and setup of the Device spool and the Offline login features on a particular MyQ embedded terminal, see the respective MyQ embedded manual.

18.9.1. Installation and setup of the MyQ Smart Print Services service on client's computers

For information on how to install and set up the MyQ Smart Print Services on client's computers, see the Guide to MyQ Smart Print Services for Windows.

18.9.2. Changing the TCP/IP port on the print driver to localhost

After the installation, you need to configure the print driver port to send print files to the Smart Print Services, which then sends them either to the MyQ server or directly to the printing device, depending on the availability of connection to the MyQ server.

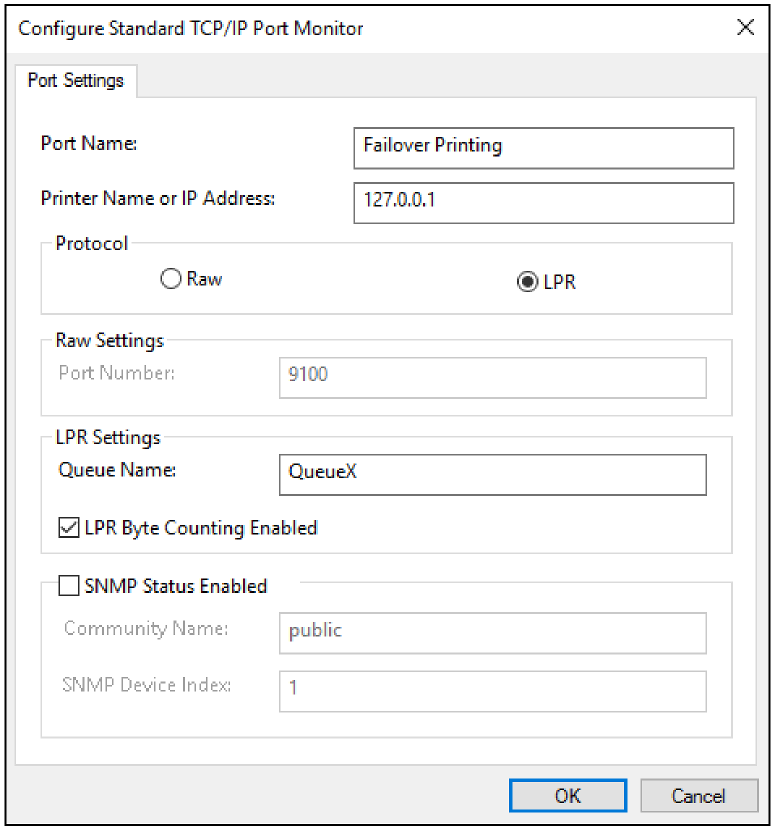


FIGURE 11.18. Settings of the TCP/IP port for the failover printing service

The settings in the **Configure Standard TCP/IP Port Monitor** dialog box must have the following values:

- **Printer Name or IP Address**: *127.0.0.1* (IP address of the localhost in Windows) or *localhost*
- **Protocol**: **LPR**
- **Queue Name**: queue name according to the MyQ server setting (same as if printing to the MyQ server)
- **LPR Byte Counting Enabled**: Selected
- **SNMP Status Enabled**: Deselected

INFO: For information on how to create and edit print ports, see *"Adding print ports in Microsoft Windows"* on page 226.

19. Jobs

This topic discusses one of the key functions of MyQ — setting and management of print jobs (further called jobs). It covers the following subjects:

- Print jobs global settings: Jobs Settings tab
- Print jobs list, individual jobs settings and deleting jobs: List of jobs, Editing jobs, Deleting jobs
- Print job languages: Print Job Languages
- Print jobs parser: Jobs Parser
- Notifying users and administrator about refused jobs: Notifying users and administrator about refused jobs
- Using PJL commands for additional job processing actions:Processing Jobs via PJL Commands
- You can use PHP scripts to further process the job after it is received by the MyQ server: Scripting (PHP
- When your brand supports PDL (page description language) check out this chapter: Prologue, Epilogue
- Setting up and previewing jobs: Job Preview
- When you have a dedicated Job Archiving license and the Job Preview feature set up on the MyQ server, you can automatically archive all print jobs that are sent to MyQ: Job Archiving

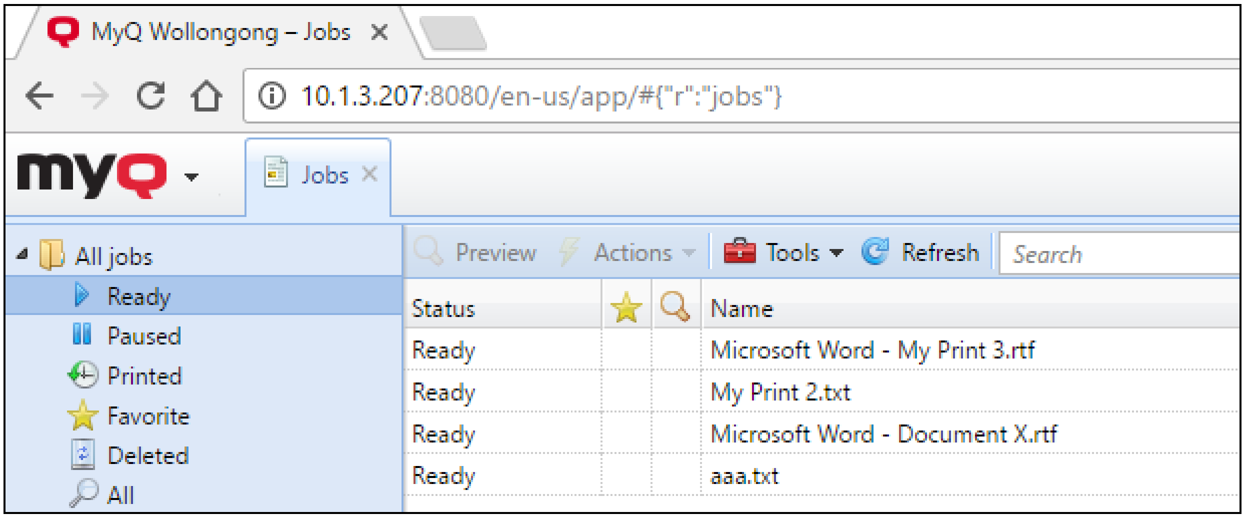


FIGURE 11.19. Jobs main tab

19.1. Jobs settings tab

On the Jobs settings tab, you can set global properties of jobs in the MyQ print environment.

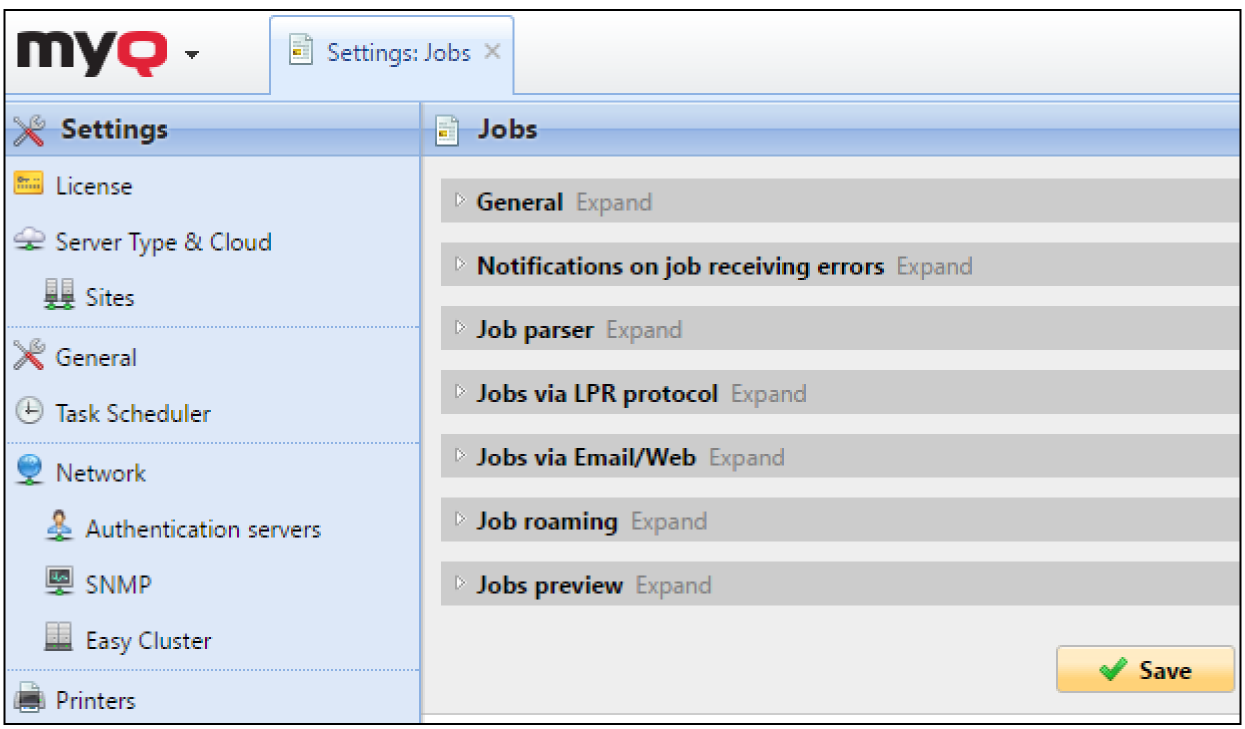


FIGURE 11.20. Jobs settings tab

19.1.1. General

Here you can set the maximum job size (default size is 600 MB).

You can also select whether the administrator is informed about refused print jobs and whether the last received job is kept for debugging.

19.1.2. Job parser

Here you can activate, or deactivate the **Job parser** tool. You need to activate the Job Parser if you need to know job details (number of pages, color, duplex etc.) before the job is printed. It is necessary for features like credit accounting or print job rules. If you don't use these features, you might want to disable the Job parser, as it is CPU intensive.

The default setting is **disabled**.

> **NOTICE:** For more information about job parser, see *"Job Parser"* on page 263.

> **NOTICE:** The jobs parser significantly affects system requirements. For more information, see *"Installation"* on page 15.

19.1.3. Jobs via LPR protocol

Here you can deactivate, or activate the **Jobs via LPR protocol** feature. If it is deactivated, MyQ cannot receive print jobs via LPR.

> **INFO:** The maximum job size received over LPR is 100GB.

> **NOTICE:** We recommend you to keep the **Jobs via LPR protocol** option enabled. If it is disabled, jobs sent from print drivers cannot be received by MyQ.

> **INFO:** You can also change the default port here, although we recommend you to use the default setting.

19.1.4. Jobs via Email/Web

Here you can activate, or deactivate the **Jobs via Email/Web** feature, which enables receiving print jobs sent by email and from user web interface. The email attachment is processed and sent as a print job (the email body can be processed as well). PDF/A, TXT and JPEG formats are supported. A third party software is required for MS OFFICE formats.

For more information about this feature and its settings, see *"Printing from email and from MyQ Web User Interface"* on page 236.

19.2. List of jobs

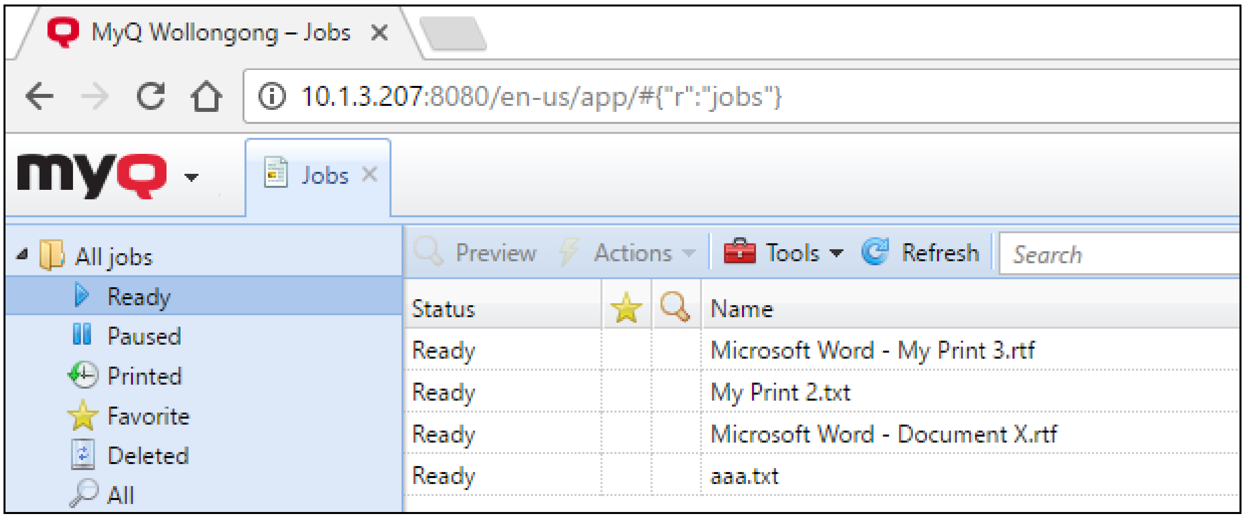


FIGURE 11.21. List of jobs on the **Jobs** main tab

On the list of jobs on the **Jobs** main tab, you can see all print jobs and information about them.

19.2.1. Jobs display options

On the left side of the **Jobs** main tab, you can see the **All jobs** drop-down menu. On the menu you can select from the following options:

- **Ready** - Displays jobs ready to print.
- **Paused** - Displays paused jobs.
- **Printed** - Displays printed jobs.
- **Favorite** - Displays favorite jobs.
- **Deleted** - Displays deleted jobs.
- **All** - Displays all jobs.

19.2.2. Job status

There are five print job status types:

- **Ready** - The job has been placed on a print queue and is waiting for users to authorize it or for preceding jobs to finish.
- **Printing** - The job is being sent to the printing device.
- **Paused** - The job has been paused by user or automatically by the MyQ system.
- **Printed** - The job has been printed and is stored on the MyQ server.
- **Deleted** - The job has been deleted from the MyQ server.

19.2.3. Favorite jobs

All print jobs except for the deleted ones can be marked as Favorite. Favorite print jobs are not automatically deleted after the period set on the **System maintenance** settings tab and remain permanently stored on the MyQ server.

19.3. Editing jobs

- To open a print job properties panel, double-click the job on the list on the **Jobs** main tab (or select the job, then click **Actions** on the toolbar above, and then click **Edit** in the job action dialog box). The panel opens on the right side of screen.

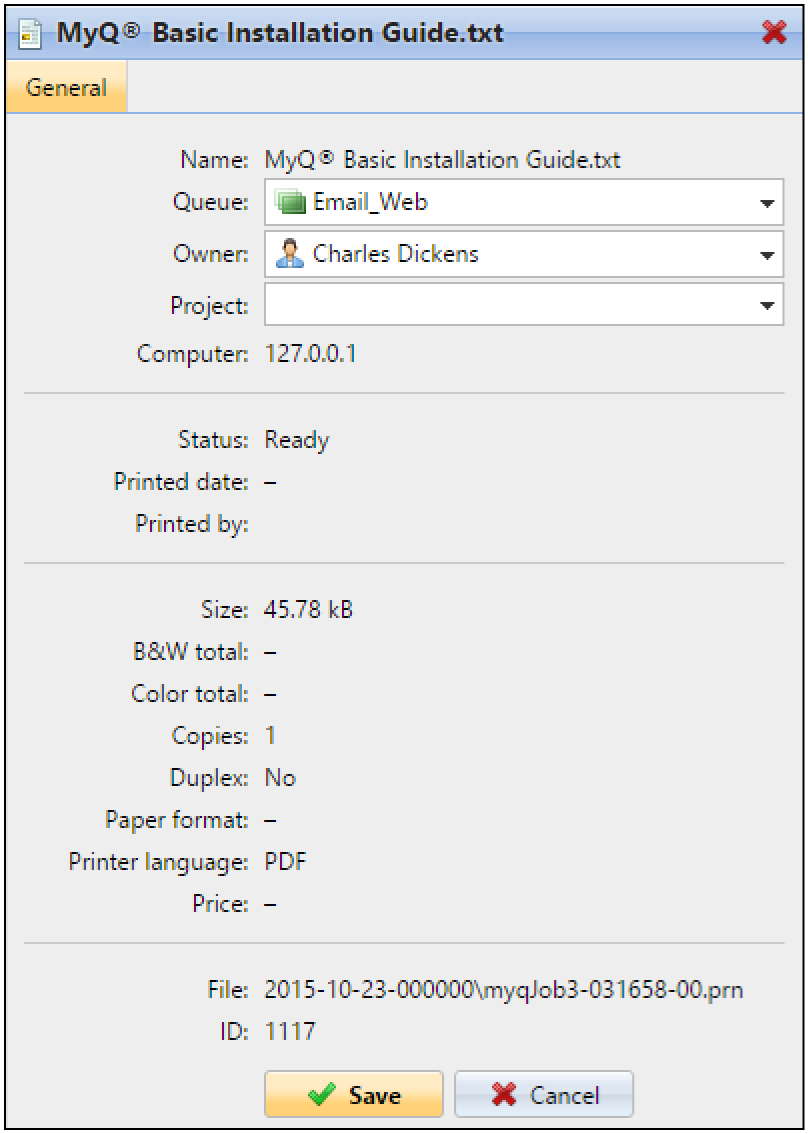


FIGURE 11.22. Individual job properties panel

On the panel, you can see general information about the print job, such as its name and ID, size, its author and the IP address of the author's computer. If you use the **Jobs Parser** tool, you can see additional data such as number of pages or paper format. For more information about the parser, see *"Job Parser"* on the next page.

You can also change the print job **Queue**, **Owner** and **Project** in their respective list boxes.

> **NOTICE:** Only administrator and user group leaders can change the owner of a print job. The administrator can move jobs between all users and the user group leader can move jobs between members of his subordinate group.

> **NOTICE:** If you change the job owner, the new owner has to have rights to the current queue and project. If you change either queue (or project), the current job owner has to have rights to the new queue (or project).

19.4. Deleting jobs

To delete selected jobs, follow these steps:

1. On the jobs list on the **Jobs** main tab, select the jobs that you want to delete, and then click **Actions**. The **Actions** drop-down box appears.

2. In the **Actions** drop-down box, click **Delete**.
   You can find the deleted jobs on the **Deleted** jobs list.

19.5. Print Job Languages (Page Description Languages)

A page description language (PDL) is a language that describes appearance of a printed page. It receives a code of a document sent to a printing device, interprets it and uses it to instruct the printing device where and how to place text and graphics onto the print page. The most common page description languages are PCL 5, PCL 6 (XL) and PostScript.

19.6. Job Parser

Status			N...	Size	Owner	Received	Queue	Computer	B&W total	Color total	Copies	Paper format	ID	P...
Ready			te...	5....	Dickens	10/27/2...	E-mail_...	127.0.0.1	–	–	1	–	1067	–
Ready			te...	5....	Dickens	10/27/2...	E-mail_...	127.0.0.1	1	10	1	A4	1062	–

FIGURE 11.23. Two print jobs displayed on the **Jobs** main tab — the second job with additional information from job parser

Part of the MyQ application is an embedded print job parser. This tool provides you with additional information about individual print jobs.

Based on these information, you can set additional print job rules or control job price before it is printed. This is important especially for credit accounting and quotas.

The job parser supports majority of available printer drivers in PCL5, PCL6 and Postscript.

> **NOTICE:** The job parser can be activated on the **Jobs** settings tab (see *"Jobs settings tab"* on page 258).

The data parser provides the following information:

- page description language (PDL)
- number of B&W pages
- number of color pages
- number of copies of a document
- Simplex/Duplex option
- paper format

19.7. Notifying administrator and users about refused jobs

In case a print job is refused for some reason, for example if it was sent to a wrong queue or if the user has been denied printing by a MyQ policy, the job owner and the MyQ administrator can both be informed about the event. The administrator can be notified via email and the user can be notified via email or via small pop-up dialog box at the bottom-right corner of screen. To be able to see the pop-up messages, users have to have the **MyQ Smart Job Manager** application installed and running on their computers.

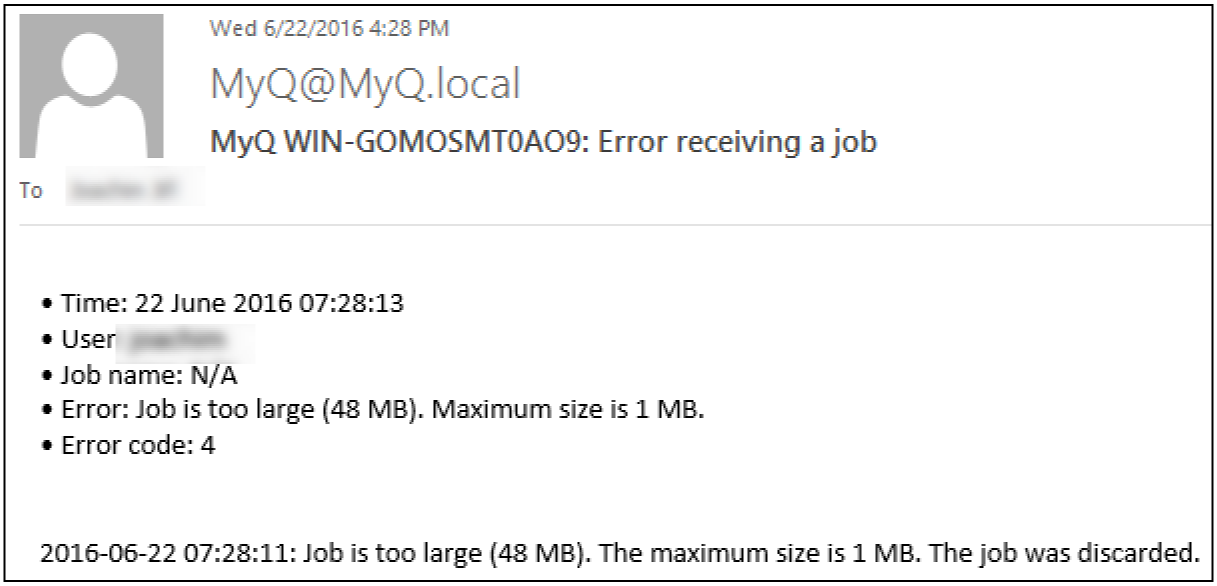


FIGURE 11.24. The email notification sent to the administrator

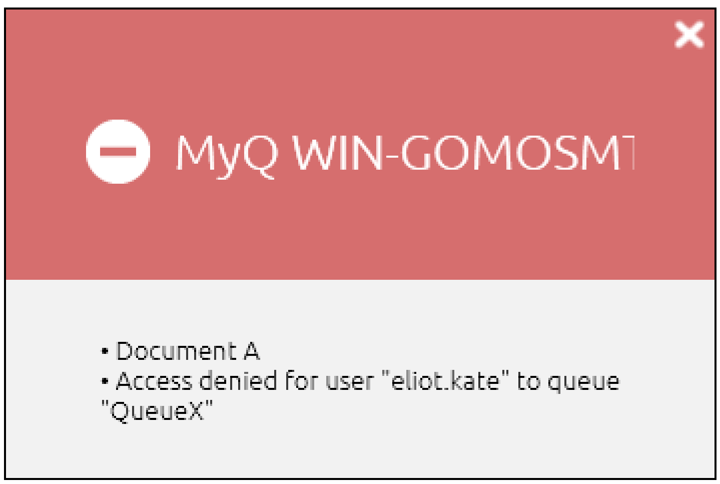


FIGURE 11.25. The pop-up notification shown on the sender's screen

NOTICE: User are just notified about the event, whereas the administrator is informed about details of the problem. As well, users are notified only about basic events, for example that they do not have rights to the queue, where the job was sent, or that they were denied printing by a MyQ policy.

19.7.1. To activate the notifications via email

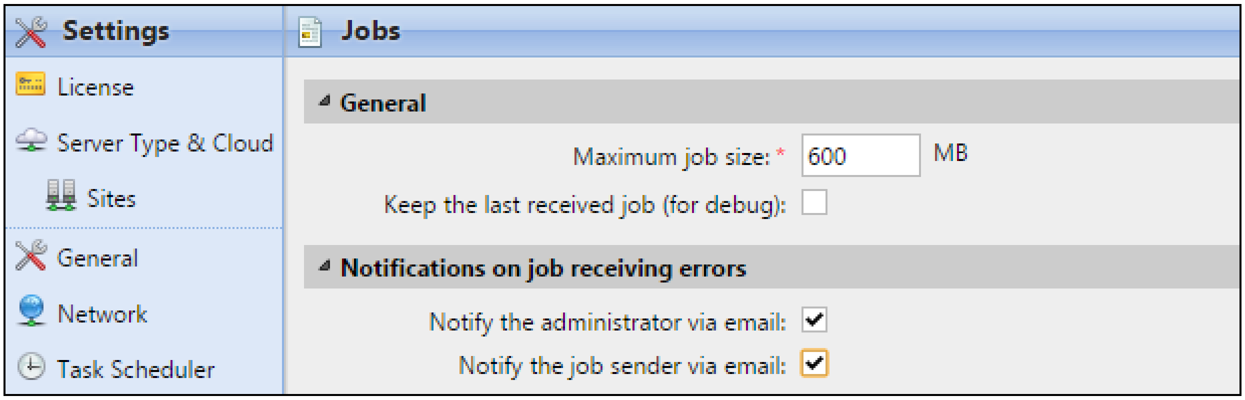


FIGURE 11.26. The **Notifications on jobs receiving errors**

On the **Jobs** settings tab, under **Notifications on jobs receiving errors**, you can select two options:

- **Notify the administrator via email**: The email message is sent to the administrator email address set on the **General** settings tab, under **General**. For more information about the administrator email, see *"General"* on page 46.

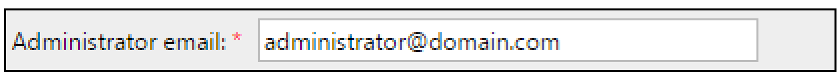


FIGURE 11.27. The **Administrator email** setting on the **General** settings tab

- **Notify the job sender via email**: the email message is sent to the primary email address set as **Email** on the user's properties panel on the **Users** settings tab. For more information about the email setting on the user properties panel, see *"Editing user accounts"* on page 129.

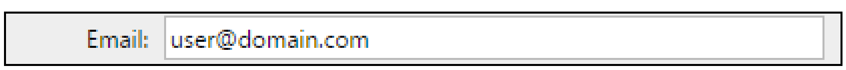


FIGURE 11.28. The **Email** setting on the user properties panel

19.7.2. To activate the notifications via pop-up window

The only condition for activation of the pop-up notification for a user is installation and run of the MyQ Smart Job Manager on their computer.

For information on how to install and set up the MyQ Smart Job Manager, see the Guide to MyQ Smart Job Manager for Windows. For information on how to install and set up the MyQ Smart Job Manager, see the Guide to MyQ Smart Job Manager for MAC OS.

20. Processing Jobs via PJL Commands

On the **Job processing tab** of each queue, under **PJL**, you can enforce additional job processing actions by selecting one or more of the predefined PJL commands or creating any number of custom commands.

When you select to enforce some of the predefined actions (duplex, stapling, number of pages), the original PJL sequences of the print job are replaced. If you enter your own PJL sequence, this sequence is added to the end of the PJL header of the original print job and overwrites all the original settings.

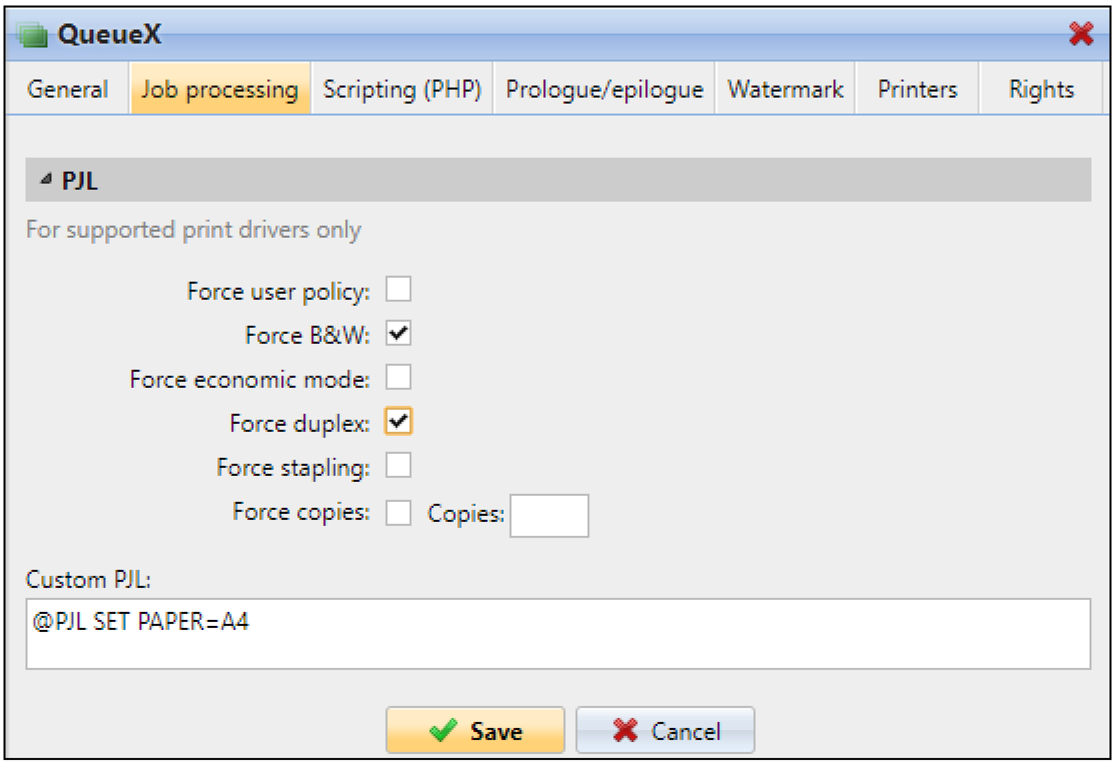


FIGURE 11.29. The PJL options of the Job processing

The predefined commands enforce the following actions:

- **Force user policy**: Applies all user policies attached to the user who releases the job.
- **Force B&W**: The job is printed in black and white.
- **Force economic mode**: A reduced amount of ink is used to print the job; the print appears lighter than in the normal mode.
- **Force duplex**: The job is printed on both sides of paper.
- **Force stapling**: The job is stapled by the finisher module of the printing device (if it is available on the device).
- **Force copies**: An exact number of copies of the job is released.

The custom commands can enforce other actions or provide additional information to the MyQ server. For examle, you can use the **@PJL SET PAPER=A4** to enforce the A4 paper format or the **@PJL COMMENT="USERDOMAIN:somedomain.com;"**to provide the MyQ server with the information about the domain of the printing user.

NOTICE: When you enter your own PJL sequence, it is necessary to enter the correct syntax. The command should always start with @PJL.

NOTICE: To be applied, the PJL command has to be supported by the printing device where the job is released. The information on what PJL commands are supported by a particular model of printing devices can be found in the documentation provided by the manufacturer of the devices.

21. Scripting (PHP)

You can use PHP scripts to further process the job after it is received by the MyQ server. Together with the PJL options and customizable queues, the PHP scripting provides you with a large variety of job management options, such as the distribution of jobs between printing devices based on their size or color. Furthermore, you can employ PHP scripts to set up interaction with MyQ users via dialog boxes displayed in the MyQ Smart Job Manager on their computer.

The first section of this topic presents the classes, methods and properties that can be used in the scripts. The other two sections describe the additional job related actions *"Actions after processing"* on page 276) and the interaction with MyQ users (*"User interaction"* on page 279).

21.1. Classes, methods, and properties

There are five classes that can be used within the scripts: **Job**, **User**, **Queue**, **Session** and **QuotaInfo**. The object of the **Job** class represents the job sent to MyQ, the object of the **User** class represents the job's owner, and the object of the **QuotaInfo** class represents quotas of the job's owner. The **Queue** class can be used to move the job to one of the personal queues of the job's owner and method sof the **Session** class might be used for additional specific tasks, such as sending a log message to MyQ.

This section describe the methods and properties belonging to the classes.

Job class

The **Job** class has the following **methods** and **properties**:

Methods

Name	Description
this **pause**()	Pause the job
this **copyToQueue**(string $queueName)	Copy the job to queue $queueName
this **moveToQueue**(string $queueName)	Move the job to queue $queueName

Name	Description
this **setPrinted**()	Mark the job as printed without it being released
this **delete**()	Delete the job

Properties

Name	Type	Writable	Description
name	string	yes	Name of the job
dataSize	int	yes	Data size of the job in bytes
monoCount	int	yes	Count of the monochrome pages of the job
colorCount	int	yes	Count of the color pages of the job
pageCount	int	-	Total sum of the pages of the job

Name	Type	Writable	Description
paper	int	yes	Format of the paper with the following numbers as its values: 'a4' => 5 'a3' => 6 'other' => 7 'a5' => 14 'b4' => 15 'b5' => 16 'folio' => 17 'ledger' => 18 'legal' => 19 'letter' => 20 'statement' => 21 This variable is emloyed by the 'get' method in MyQ. Use it in conditions of the PHP script.
paper	string	yes	Format of the paper with the following strings as its values: 'a4' 'a3' 'other' 'a5' 'b4' 'b5' 'folio' 'ledger' 'legal' 'letter' 'statement' This variable is employed by the 'set' method in MyQ. Use it in commands of the PHP script.

Name	Type	Writable	Description
duplex	bool	yes	Job is in duplex. Note: Changing this property only updates the meta data of the job. The job is not converted to simplex/duplex.
color	bool	-	Job is in color. Note: Changing this property only updates the meta data of the job. The job is not converted to B&W/color.
owner	User[ ]	yes	Owner of the job
copies	int	yes	Number of copies of the job Note: Changing this property only updates the meta data of the job. The number of copies to be released is not changed.
filename	string	yes	A path including the filename of the job. The path is relative to the job folder. Note: The path must exist, otherwise the job is not parsed and is declared as "deleted".
lang	int	-	The PDL of the job with the following integers as its values: 1 UNKNOWN = 0, PDL_PCL = 1, PDL_PS = 2, PDL_ESCP = 3, PDL_PRESCRIBE = 4, PDL_PCLXL = 5, PDL_PDF = 6, PDL_JPEG = 7

User

The **User** class has the following **methods** and **properties**:

Methods

Name	Description
this **sendEmail**(string $subject, string $body)	Send an email to the user.
bool **canPrintToQueue**(string $queueName)	The user has the rights to send jobs to the queue.
bool **hasGroup**(string $name)	The user is a member ot the group.
this **sendNotification**(string $type, string $title, string $body)	Send a notification to the user via the MyQ SJM: type: info, warning, error title: notification title body: notification text (plain text format)
QuotaInfo **getQuotaInfo**()	Get information about user's quotas.

Properties

Name	Type	Writable	Description
name	string	-	Login name of the user
email	string	-	Email of the user
fullname	string	-	Name anf surname of the user
delegates	User[ ]	-	Array of the user's delegates
notes	string	-	Notes

Name	Type	Writable	Description
personalQueues	Queue[ ]	-	Array of personal queues ordered by priority

Queue

The **Queue** class has the following **methods** and **properties**:

Methods

Name	Description
bool **isAnyPrinterAvailable** ()	There is at least one printing device available to the queue.

Properties

Name	Type	Writable	Description
name	string	-	Name of the queue

Session

The session object is accessible via the **MyQ()** global function. The **Session** class has the following **methods**:

Methods

Name	**Description**
User **getUserByUserName** (string $userName)	Find a MyQ user by their user name. If no user is found, null is returned.
this **logError**(string $message)	Create an error message in the MyQ log.
logWarning(string $message)	Create a warning message in the MyQ log.

Name	Description
logInfo(string $message)	Create an info message in the MyQ log.
logNotice(string $message)	Create a notice message in the MyQ log.
logDebug(string $message)	Create an debug message in the MyQ log.
string **getJobsPath**()	Get the path to the folder on the MyQ server where the print job is stored. Ends with a backslash.

QuotaInfo

The **QuotaInfo** class has the following **methods**:

Methods

Name	Description
bool canColor()	Check if the user can print or copy in color.
bool canPrint()	Check if the user can print.
bool canCopy()	Check if the user can copy.
bool canScan()	Check if the user can scan.

INFO: This class contains information about the user's current state of quotas.

21.2. Actions after processing

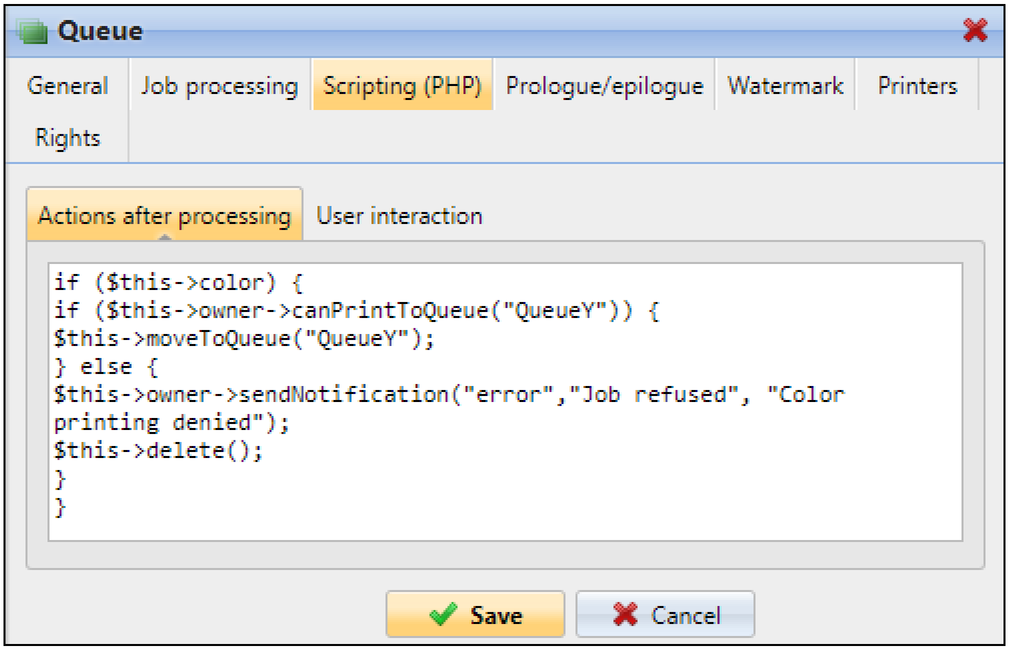


FIGURE 11.30. The Scripting (PHP) tab of a queue with an example of the PHP script

This section presents the options of processing the job received by the MyQ server. To set up the processing via the PHP script, go to the properties panel of the queue where you want to use it, open the **Actions after processing** tab and enter the script there.

In the scripts, you can use all basic PHP functions and all of the classes, methods and properties from section *"Classes, methods, and properties"* on page 269.

INFO: The PHP script runs immediately after the print job is parsed and before the job is marked as ready.

INFO: The properties of the print job can be obtained via the MyQ Job parser, the MyQ Smart Print Services or the job's PJL header.

21.2.1. Examples of use of the PHP scripts

In this section you can find examples covering a variety of job managemet options. These examples should give you an idea about how to use the PHP scripting in MyQ. You can also substitute the properties and methods in the examples to use them as building blocks of more complex scripts.

Actions based on the number of pages

Move jobs with a higher number of color pages to a monochrome queue.

- if ($this->colorCount>20) {$this->moveToQueue("ForceMonochrome");}

Delete jobs with a large number of pages.

- if ($this->pageCount>500) {$this->delete();}

Actions based on the size of the job

Move large jobs to a dedicated queue.

- if ($this->dataSize>1000000) {$this->moveToQueue("LargeJobs");}

Delete oversize jobs.

- if ($this->dataSize>5000000) {$this->delete();}

Actions based on paper format

Move jobs with the a3 paper format to a dedicate queue.

- if ($this->paper===6) {$this->moveToQueue("LargePaperFormat");}

Actions based on the job owner

Move jobs of a certain owner to a dedicated queue.

- if ($this->owner->name==="eliot.kate") {$this->moveToQueue("EliotKate");}

Change the owner of the job.

- if ($this->owner->name==="eliot.kate") {$this->owner=MyQ()->getUserByUserName("simon.kate");}

Actions based on the duplex property

Move duplex jobs to a duplex queue.

- if ($this->duplex) {$this->moveToQueue("Duplex");}

Move simplex jobs to a simplex queue.

- if ($this->duplex===false) {$this->moveToQueue("Simplex");}

Actions based on the color property

Move color jobs to a color queue.

- if ($this->color) {$this->moveToQueue("Color");}

Actions based on the job name or the source application

Move jobs printed in MS Word to a dedicated queue.

- if (strpos($this->name,"Microsoft Word")!==false) {$this->moveToQueue("MSWord");}

Delete jobs sent from Facebook.

- if (strpos($this->name,'Facebook')!==false) {$this->delete();}

Actions based on the rights to a queue

Move jobs of users who are not alowed to print to one queue to a different queue

- if ($this->owner->canPrintToQueue(Color)===false) {$this->moveToQueue(Monochrome);}

Actions based on group membership

Move jobs sent by members of a group to a dedicated queue

- if ($this->owner->hasGroup(Clerks)){$this->moveToQueue(Clerks);}

Actions based on the PDL of the job

Move all jobs sent in a certain PDL to a dedicated queue

- if ($this->lang===0){$this->moveToQueue(UnknownPDL);}

Sending custom log messages to MyQ

Send a log info message to MyQ Log

- MyQ()->logInfo("This message appears in the MyQ log.");

Complex actions

If number of pages multiplied by number of copies exceed a certain number, delete the job and inform the user

- ```
  // get the number of pages and the number of copies
  $pages_number = $this->pageCount; $copies_number = $this->copies;
  // if total (pages*copies) exceeds 500, delete the job and notify its owner
  if ( $pages_number* $copies_number>500)
  {$this->delete(); $this->owner->sendNotification("error","Job refused", "Cannot print jobs exceeding 500 pages.");
  }
  ```

Send color jobs to a dedicated queue; if the job owner does not have rights to this queue, delete the job and inform the user

- ```
  // if the job is color, perform the next action
  if ($this->color) {
  // if the owner has rights to the queue, move the job to the Color queue
  if ($this->owner->canPrintToQueue("Color")) {
  $this->moveToQueue("Color"); }
  // if they don't have rights to the queue, delete the job and inform the user
  else {
  $this->owner->sendNotification("error","Job refused", "Color printing denied");
  $this->delete(); }}
  ```

21.3. User interaction

You can set up this feature to provide users with elementary interaction options via the MyQ Smart Job Manager. A dialog box informs the user about a certain situation and lets them select from the following options: YES/NO, PRINT/NO, YES/NO/CANCEL. After the choice is made, the job is either printed, canceled, or processed based on the Yes/No selection.

In the scripts, you can use all basic PHP functions and almost all of the classes, methods and properties from the section *"Classes, methods, and properties"* on page 269. The only two methods **not supported** by the feature are **$this->job->setPrinted()** and **$this->job->pause()**. Apart from the common classes, methods and properties, you can use several additional functions to communicate with the MyQ Smart Job Manager application.

The User interaction script runs in the context of the UserScript class. The sent job can be accessed as **$this->job**. Objects from all classes except the Session class can be accessed via the job object, for example the owner **$this->job->owner**. Objects from the Session class can be accessed via the **MyQ ()** global feature, for example **MyQ()->logInfo("This message appears in the MyQ log.");**.

> **INFO:** The properties of the print job can be obtained via the MyQ Job parser, the MyQ Smart Print Services or the job's PJL header.

21.3.1. How does the user interaction work?

1. After a user sends a job to be printed, the main function is called to decide which dialog boxes should be shown.
2. The dialog boxes are shown to the user (one after another) and in each of them, the user reads the message and selects the interaction option (Yes, No, Print, Cancel).
3. Responses are sent back to the MyQ server.
4. If another user interaction is returned to SJM, the procedure returns to step 2.
5. When no more interactions are needed and if the job was not canceled, it is sent to MyQ.

21.3.2. Functions for communication with the Smart Job Manager

The following functions can be used for the communication with the Smart Job Manager application, the first three determine which dialog box will be created and the last one will terminate the script processing:

Name	Description
$this->dialogYesNo($text)	Creates a dialog box with $text as text content and Yes, No buttons.
$this->dialogPrintNo($text)	Creates a dialog with $text as text content and Print, No buttons.
$this->dialogYesNoCancel ($text)	Creates a dialog with $text as text content and Yes, No and Cancel buttons.
$this->terminate()	Terminates the script processing.

21.3.3. How to write the script?

First, you need to define the **main()**. function. This function decides if the dialog box should be opened (under which conditions) and which dialog box should be shown.

Then you can define on click functions with reactions to the selected option: **onYes()**, **onNo()**, **onPrint()**, **onCancel()**

> **NOTICE:** Public properties are kept between calls. In fact, they are sent to the client and back.

Example of the user interaction script

```
function main(){
// If the job is color, show a Yes/No dialog box to ask the user if they want to print the job in B&W.
if ($this->job->color){
$this->dialogYesNo("Jobs sent to this queue are printed in B&W,
do you still want to send the job here?"); }
}
function onYes(){
// The user is informed that the job was sent to the B&W queue via a SJM notification.
$this->job->owner->sendNotification("info","Job sucessfully sent","Your job was sent to the B&W queue.");
}
function onNo(){
//The job is deleted and the user is informed about it via a SJM notification.
$this->job->delete(); $this->job->owner->sendNotification("info","Job deleted","Your job was deleted.");
}
```

22. Prologue, Epilogue

Some brands of printing devices support the Prescribe PDL (page description language), which can be used to set up special rules for additional modification of printed output. For example, you can use Prescribe to add a custom header or footer to selected pages of a document or to the whole document.

In MyQ, these rules are part of the options available on properties panels of print queues. For each queue, you can create custom rules by importing a text file with a set of Prescribe commands and selecting in which part of printed document the commands should be applied.

> **INFO:** Multiple rules can be defined for each queue.

22.1. Adding, editing and deleting rules

The rules can be added and edited on the **Prologue/epilogue** tab of the queue's properties panel on the **Queues** main tab. To open this tab, click **MyQ** at the top left corner of the MyQ Web Interface, and then click **Queues** on the drop-down menu. Once you are on the **Queues** main tab, double-click the queue where you want to set up the rules (or select the queue, click **Actions** on the bar at the top of the tab, and then click **Edit**).

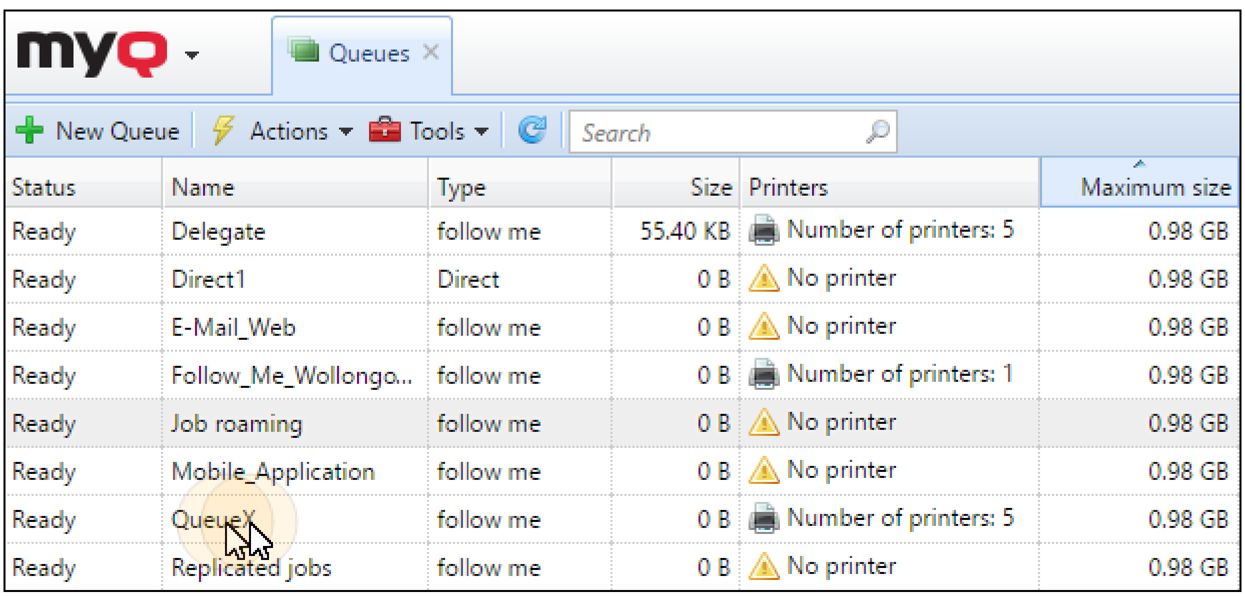
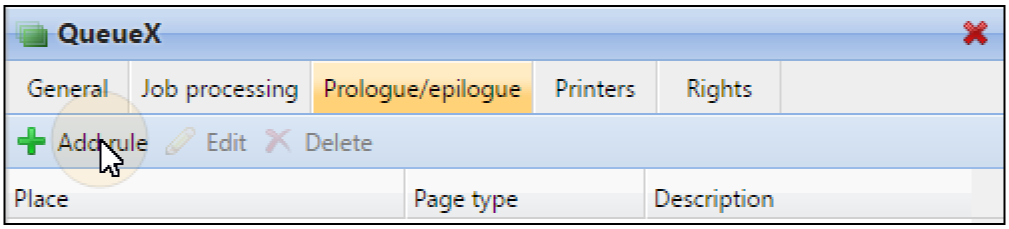


FIGURE 11.31. Opening the properties panel of the QueueX

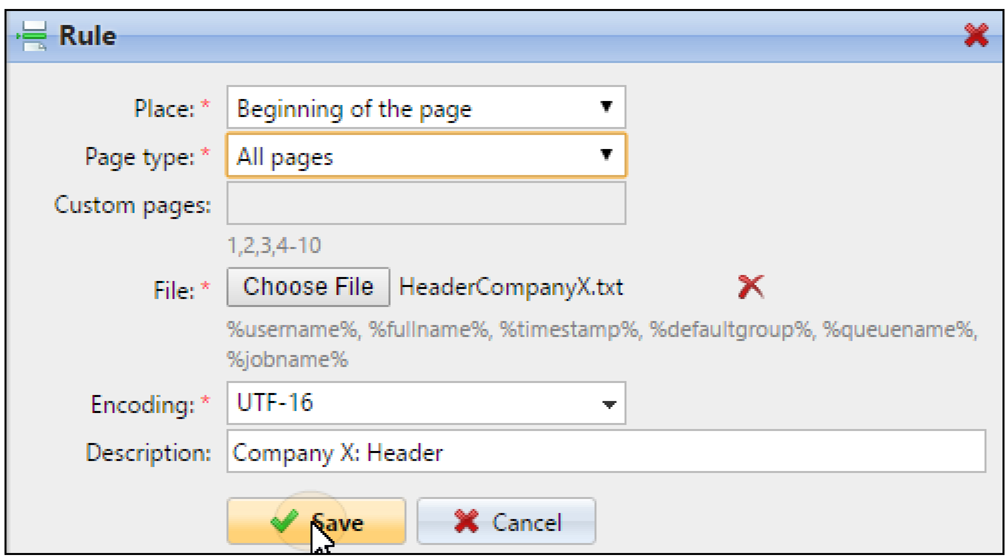
22.1.1. Adding rules to a queue

To add a rule to a queue, do the following:

1. Open the queue's properties panel.
2. On the panel, click **Prologue/epilogue**. The **Prologue/epilogue** tab opens.
3. On the tab, click **+Add rule**. A panel with settings of the new rule open at the bottom of the panel.



4. On the panel, download the rule, set it up (for information on the settings, see *"Table of settings "* on the facing page.), and then click **Save**. The new rule is added to the list of rules on the **Prologue/epilogue** tab.



22.1.2. Editing a rule

To open settings of a rule, double-click the rule on the **Prologue/epilogue** tab. Settings of the new rule open at the bottom of the panel.

Table of settings

Place	The object defined by the Prescribe code can be placed to the beginning of the document, end of the document, beginning of selected pages or end of selected pages.
Page type	Here you can select to which pages the Prescribe code will apply: All pages, Odd pages, Even pages or Custom pages.
Custom Pages	Here you can further specify to which pages the Prescribe code will apply.
File	Here you can upload the text file with the Prescribe code.
Encoding	Here you have to select the encoding that is used in the text file with the Prescribe code.
Description	Here you can type a description of the rule. You will see this description on the rules overview.

22.1.3. Deleting a rule

To delete a rule to a queue, do the following:

1. Open the queue's properties panel.
2. On the panel, click **Prologue/epilogue**. The **Prologue/epilogue** tab opens.
3. On the tab, select the rule, click **Delete**, and then confirm the action in the confirmation dialog box. The rule is removed from the panel.

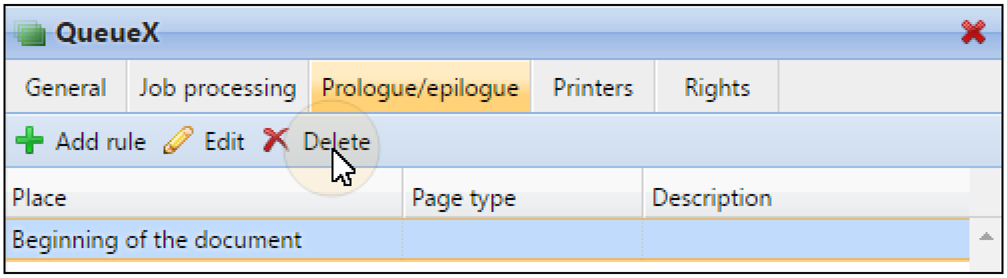


FIGURE 11.32. Deleting the "Beginning of the document" rule.

23. Job Preview

With a third-party job preview software installed on the MyQ server, you can enable MyQ users and the MyQ administrator to preview print jobs that are sent to MyQ in one of the three most common page description languages: PCL 5, PCL 6 and Postscript. After the feature is set up, both users and the administrator can open the job preview on the **Jobs** main tab of the MyQ Web Interface.

NOTICE: MyQ does not contain any software for preview of the print job; a third-party software has to be installed on the MyQ server and used for the preview.

23.1. Setting up the Job Preview feature

To set up the feature, open the **Jobs** settings tab of the MyQ Web Interface (click **MyQ**, then click **Settings**, and lastly click **Jobs**).

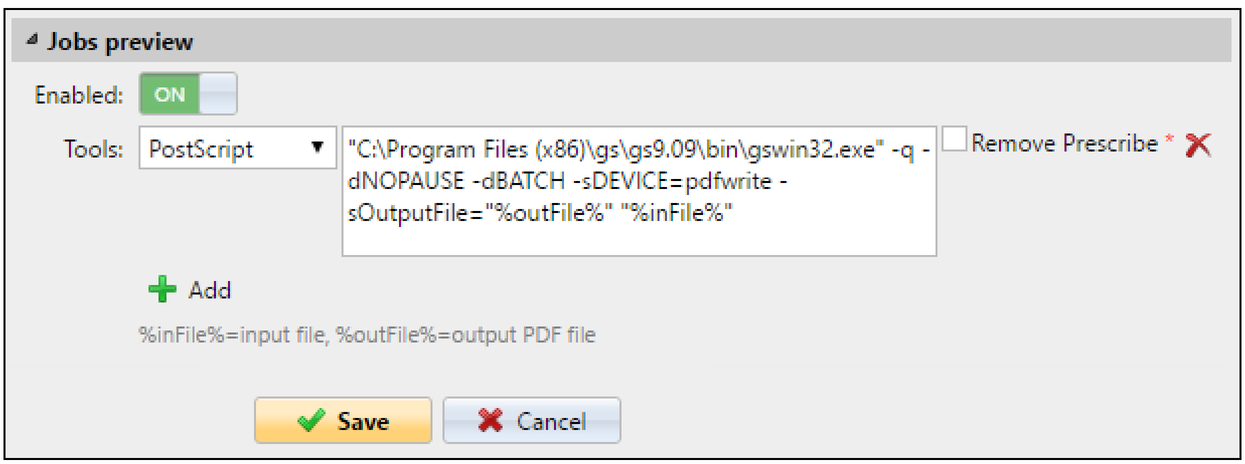


FIGURE 11.33. Settings of the Jobs preview

On the tab, you can enable or disable the preview and select the external applications to be used for the preview. For every type of output (PCL 5, PCL 6 and PostScript), you have to select the external tool and set parameters of the preview via the commands of the third-party application.

The following examples show you what the command line can look like:

PostScript (GhostScript): "c:\Program Files\Ghostscript\gswin64c" -q -dNOPAUSE -dBATCH -sDEVICE=pdfwrite -sOutputFile="%outFile%" "%inFile%"

PCL (GhostPCL): "c:\Program Files\GhostPCL\gpcl6win64" - dNOPAUSE -sDEVICE=pdfwrite -sOutputFile="%outFile%" "%inFile%"

PCL (Redtitan): "C:\Program Files (x86)\RedTitan\software\escapee.exe" /PDF "%inFile%" /PDF /TO "%outFile%" /pdfopts 65792 /errorok ALL /X /ERRORLOG "%inFile%error.log"

> **INFO:** For detailed information on how to use the commands, see the documentation of the third-party application.

To enable (or disable) the Jobs preview feature, do the following:

Click the **ON/OFF** button next to **Enabled**.

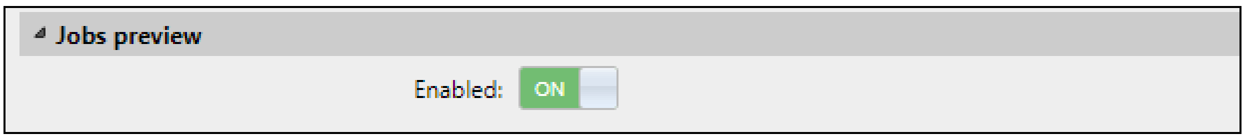


FIGURE 11.34. The ON/OFF button for enabling and disabling the feature

To set the tool for a particular print job output type, do the following:

1. Under **Jobs preview**, click **+Add**. The settings of the new tool appear on the tab.

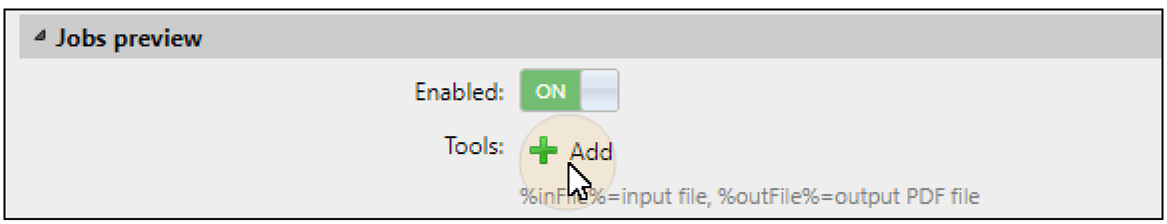


FIGURE 11.35. Adding the new tool for job preview

2. On the tools drop-down box on the left, select the page description language, in the text box on the right, enter the path to the external application to be used for this language and set the parameters of the preview using internal commands of the application. After this, click **Save** at the bottom of the tab.

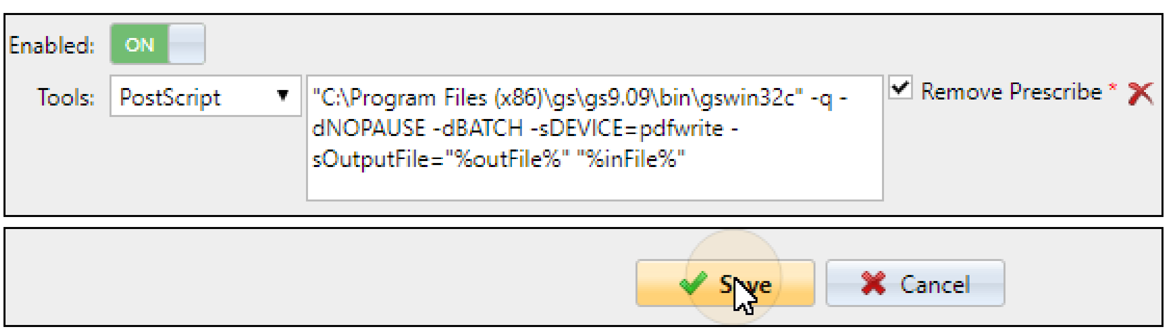


FIGURE 11.36. Setting and saving the new tool

NOTICE: The **Remove Prescribe** option can be used in case the external software does not support Prescribe orders. For information about the Prescribe orders, see *"Prologue, Epilogue"* on page 282.

23.2. Previewing the print jobs

The jobs can be previewed on the **Jobs** main tab of the MyQ Web Interface. To open the tab, click **MyQ**, and then click **Jobs**.

To preview the print job, select the job on the tab, and then click **Preview** at the left side of the toolbar. (Or right-click the job, and then click **Preview** on the shortcut menu.)

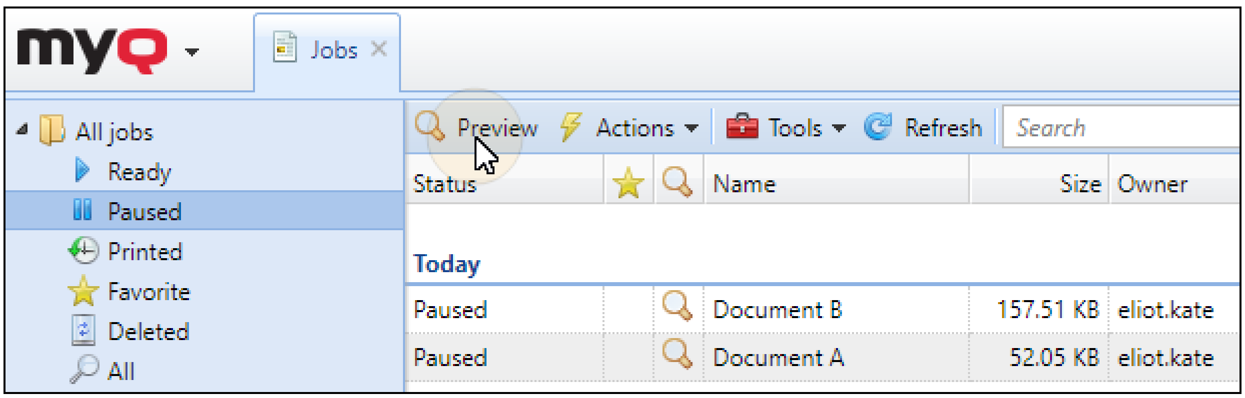


FIGURE 11.37. Previewing a job

INFO: To open the preview, you might need to allow pop-up windows in your Web browser.

24. Job Archiving

With a dedicated Job Archiving license and the Job Preview feature set up on the MyQ server, you can automatically archive all print jobs that are sent to MyQ. On selected brands of printing devices, you can also archive all copy and scan jobs.

This way you can have a full control over what has been printed, scanned and copied within your printing environment, which can be required for example in high security areas in order to identify sources of data leakage.

INFO: For information on how to acquire the Job Archiving license, please contact the MyQ Sales department. For information on how to set up and activate the Job Preview, see *"Job Preview"* on page 286.

24.1. Setting up the Job Archiving feature

The feature is not part of the default setup of the MyQ server and before the Job Archiving license is added to the server, the settings of the feature on the MyQ Web Interface are hidden from the administrator. After you add the licenses, you can set up the feature on the Jobs settings tab of the MyQ Web Interface.

Adding and activating the license

1. Open the **License** settings tab of the MyQ Web Interface (Click **MyQ**, then click **Settings**, and lastly click **License**).

2. On the toolbar at the top of the **License** section, click **+Add license**. The **Add license** dialog box appears.

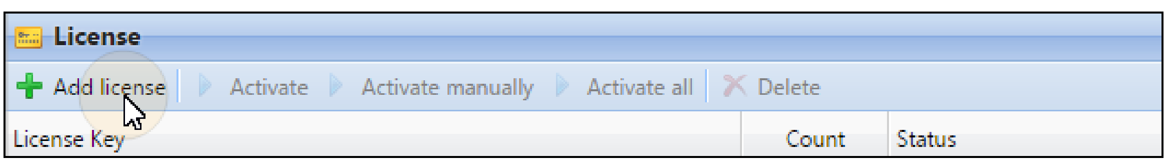


FIGURE 11.38. Adding the license on the **License** section of the **License** settings tab

3. In the dialog box, enter the license, and then click **OK**. The license is added to the server and displayed in the list of licenses on the **License** section.

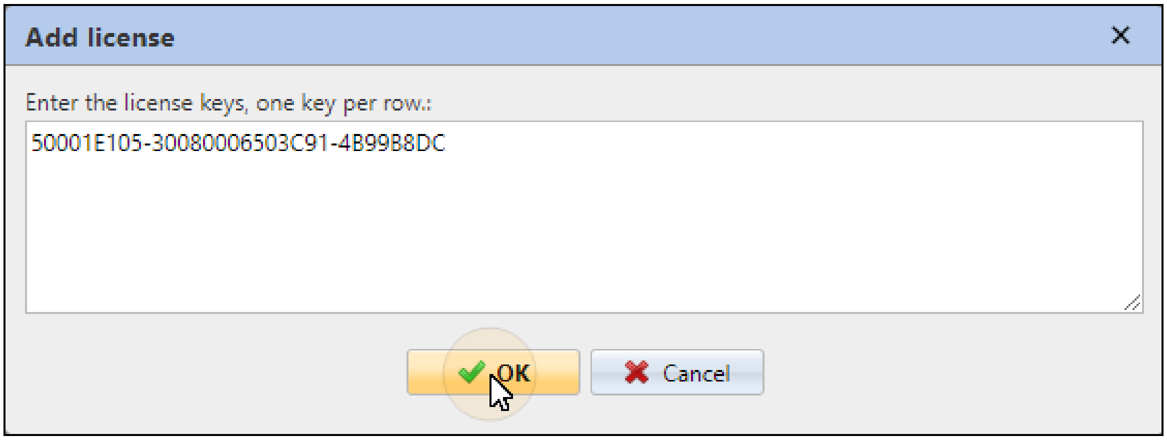


FIGURE 11.39.

4. To activate the license, select it on the list, and then click **Activate**.

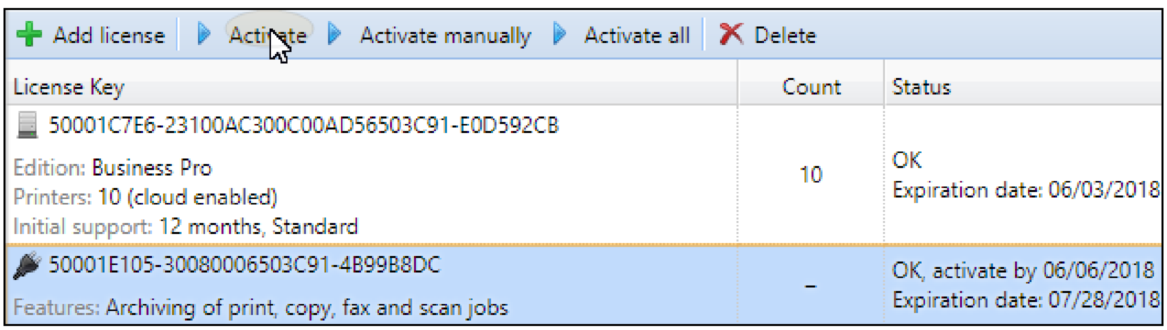


FIGURE 11.40.

Setting up the feature

On the **Jobs** settings tab of the MyQ Web Interface (to open, click **MyQ**, then click **Settings**, and lastly click **Jobs**), under **Jobs archiving**, you can enable or disable the feature and change the folder where the jobs are archived (by default it is the JobsArchive subfolder of the MyQ data folder).

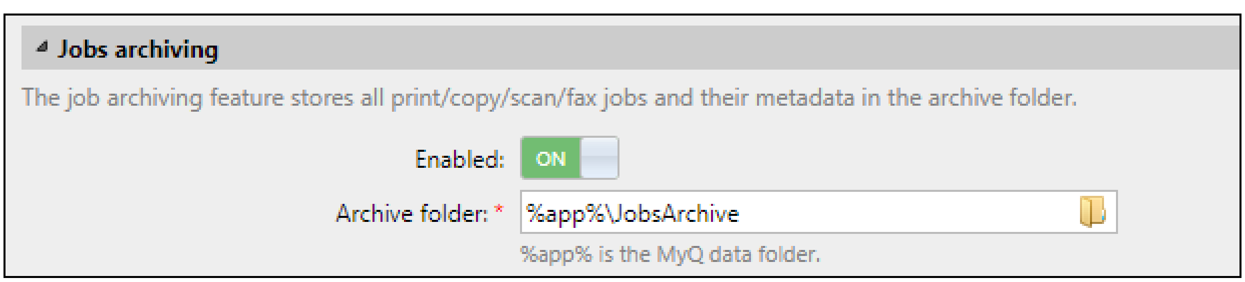


FIGURE 11.41. Enabling the Job archiving

24.2. Viewing the archived jobs

The jobs are stored in subfolders of the **Archive folder**, each of these sub-folders has the form: **YYYY-MM-DD-XXXX** where the front part informs about the date when the sub-folder was created, while the number at the bottom part serves to sort sub-folders created in the same day.

In the subfolders, you can find two files for each of the printed, copied or scanned jobs: a PDF file with the view of the job and an XML file with basic information about the job, such as the type of the job or the username of the printing user.

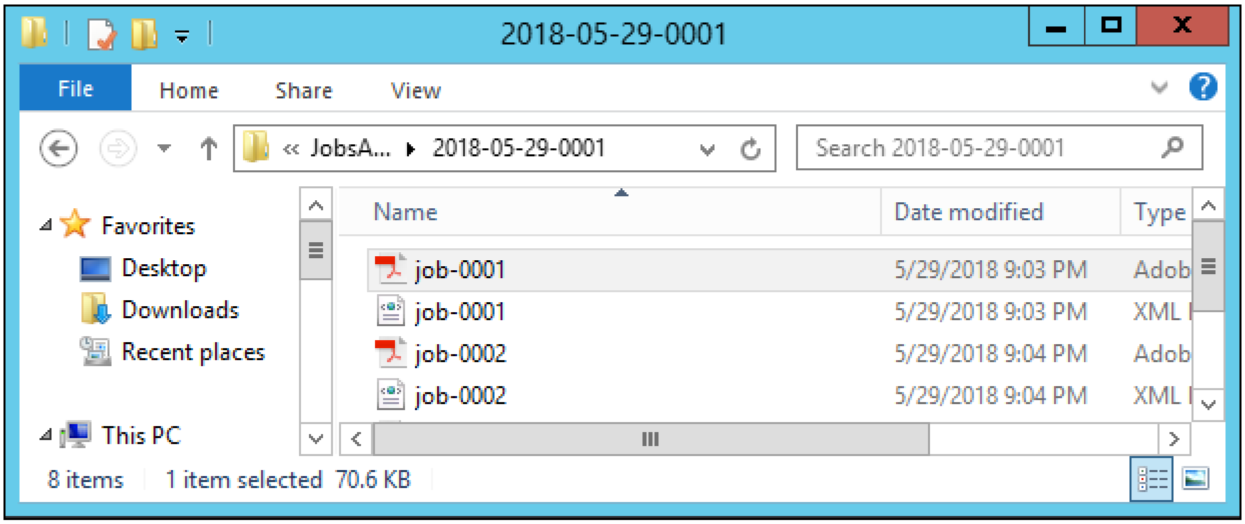


FIGURE 11.42. The folder with the archived jobs

```
  <?xml version="1.0" encoding="UTF-8"?>
- <data>
      <timestamp>2018-05-29 21:03:39</timestamp>
      <username>eliot.kate</username>
      <jobType>copy</jobType>
      <serverName>10.14.5.96</serverName>
      <serverVersion>7.1.0.366</serverVersion>
      <printerAddr>10.14.4.12</printerAddr>
    - <files>
          <file>job-0001.pdf</file>
      </files>
  </data>
```

FIGURE 11.43. The job's data shown in the XML file

25. Price List

On the **Price List** settings tab, you can create price lists and attach them to printing devices. Price lists are used to assess the price of each printing device operation. That is necessary for monetary accounting and MyQ advanced features such as credit accounting and monetary quotas.

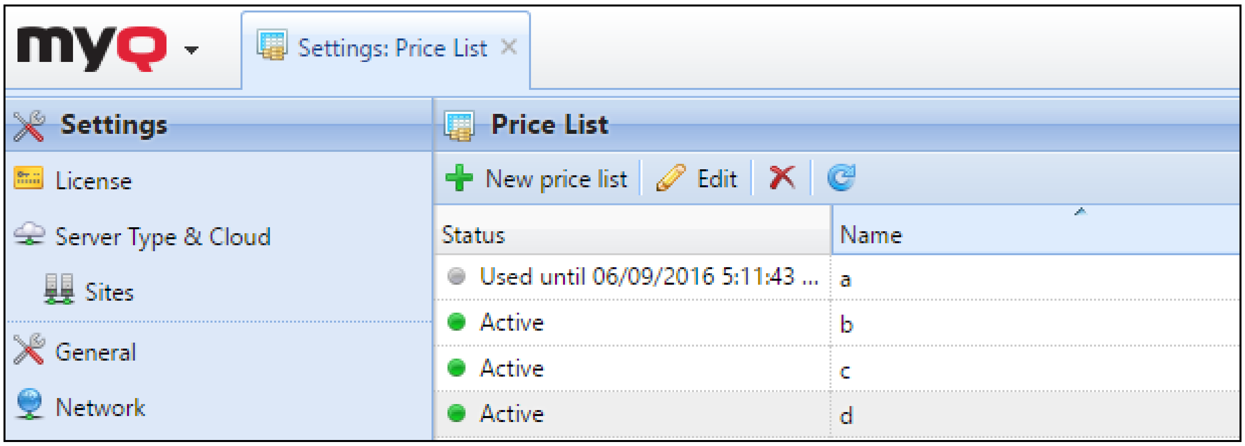


FIGURE 12.1. The Price List settings tab

You can also set discounts or increase price of print, copy, scan and fax services for particular users and groups.

To open the **Price list** settings tab, click the **MyQ** icon, then click **Settings**, and finally click **Price List**.

25.1. Adding price lists

To add a new price list:

1. On the bar at the top of the **Price List** settings tab, click **+New price list**. The new price list properties panel opens on the right side of screen.

2. On the panel, enter the price list name, set up the price list (see *"Editing price lists"* below), and then click **Save**.

25.2. Editing price lists

On the properties panel of the price list, you can rename the price list, define prices of print, copy, scan and fax services and attach the price list to printing devices. To open the panel, double-click the price list on the list of price lists on the **Price List** setting tab.

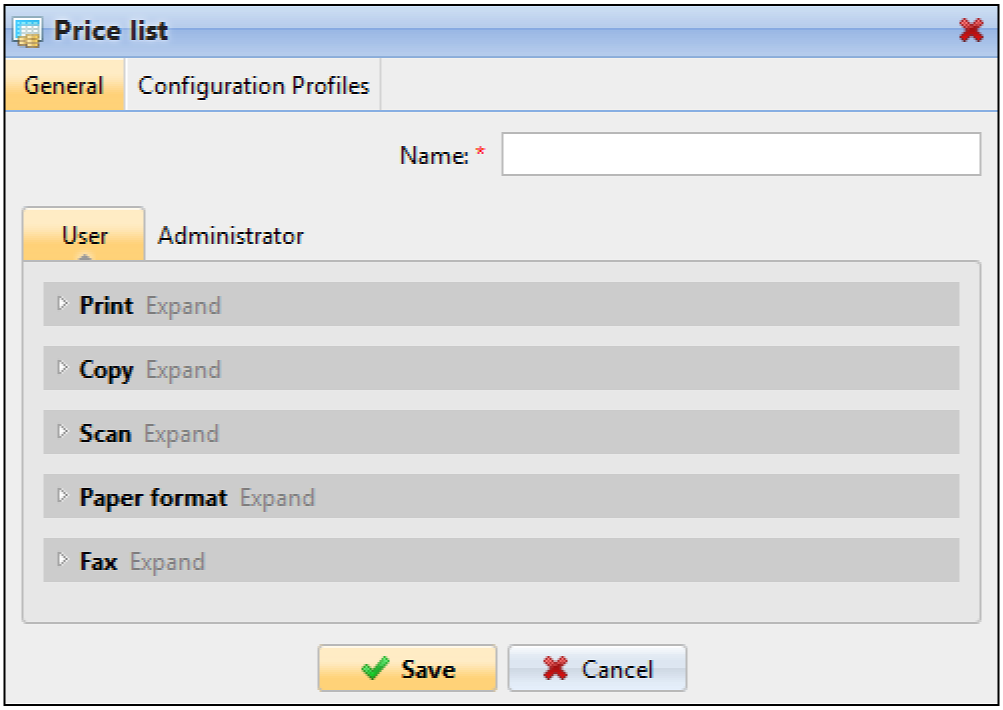


FIGURE 12.2. Price list properties panel

25.2.1. Setting prices of print, copy, scan and fax services

Of the **General** tab of the price list's properties panel, you can set prices of print, copy, scan and fax services. There are two subtabs, the **Users** subtab, where you set prices for MyQ users, and the **Administrator** tab, where you set prices for the MyQ administrator.

Print	In this section, you can set the price per printed page for monochrome and full-color print. Some printing devices allow pricing according to coverage of paper. You can set prices for three states of coverage: **Low**, **Medium** and **High**.
Copy	In this section, you can set the price per copied page for monochrome, full-color and single color copying. Some printing devices allow pricing by coverage of paper. You can set prices for three states of coverage: **Low**, **Medium** and **High**.
Scan	In this section, you can set the price per scanned page.

Paper format	In this section, you can set the price per sheet for different paper formats.
Fax	In this section, you can set the price per printed faxed page.

INFO: Some printing devices lack the counters necessary for obtaining information about some parameters, for example information about size of paper. Those parameters are not counted in the final price of jobs that are carried out on these machines.

INFO: Whenever the price list is updated, e.g. its parameters values are changed and the price list is saved, a new price list is created. Pages printed with the previous version of the price list are counted according to the old settings.

25.2.2. Attaching price lists to printing devices on the properties panel

1. On the list of price lists on the **Price List** settings tab, double-click the price list. The new price list properties panel opens on the right side of the window.

2. Click **Configuration Profiles**.

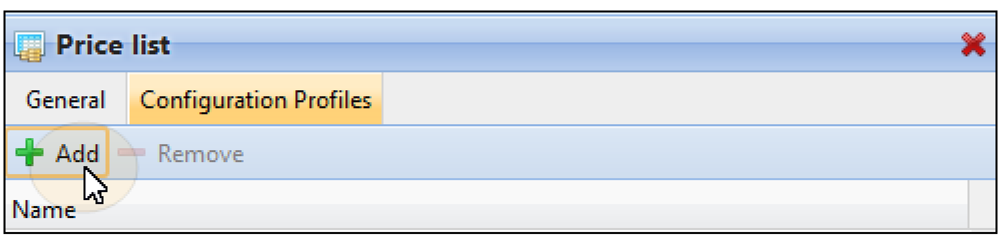


FIGURE 12.3. Adding printing devices to the price list on the **Printers** section of the price list properties panel

3. Click **+Add**. The **Select Configuration Profile** window opens.

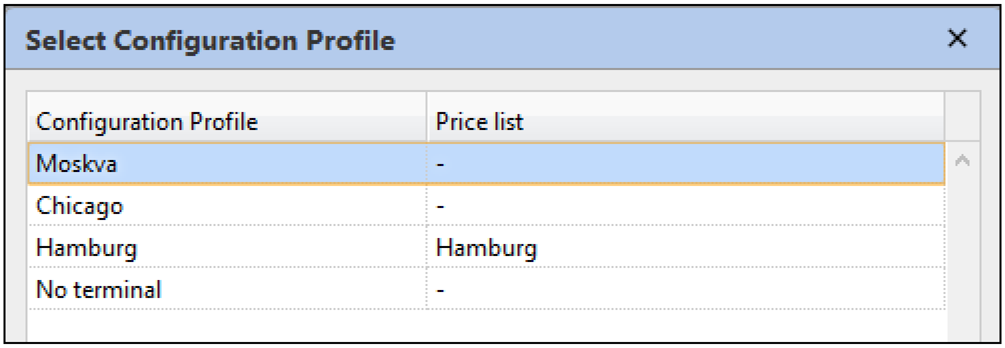


FIGURE 12.4. Selecting the configuration profile

4. In the dialog box, select the configuration profile to which you want to attach the price list, and then click **OK**. The configuration profile appears on the printing devices list on the **Printers** tab.

You can also attach a price list to a configuration profile when you go to **Settings - Configuration Profiles**, in the overview double-click a profile and change the Price List in the right pane on the window.

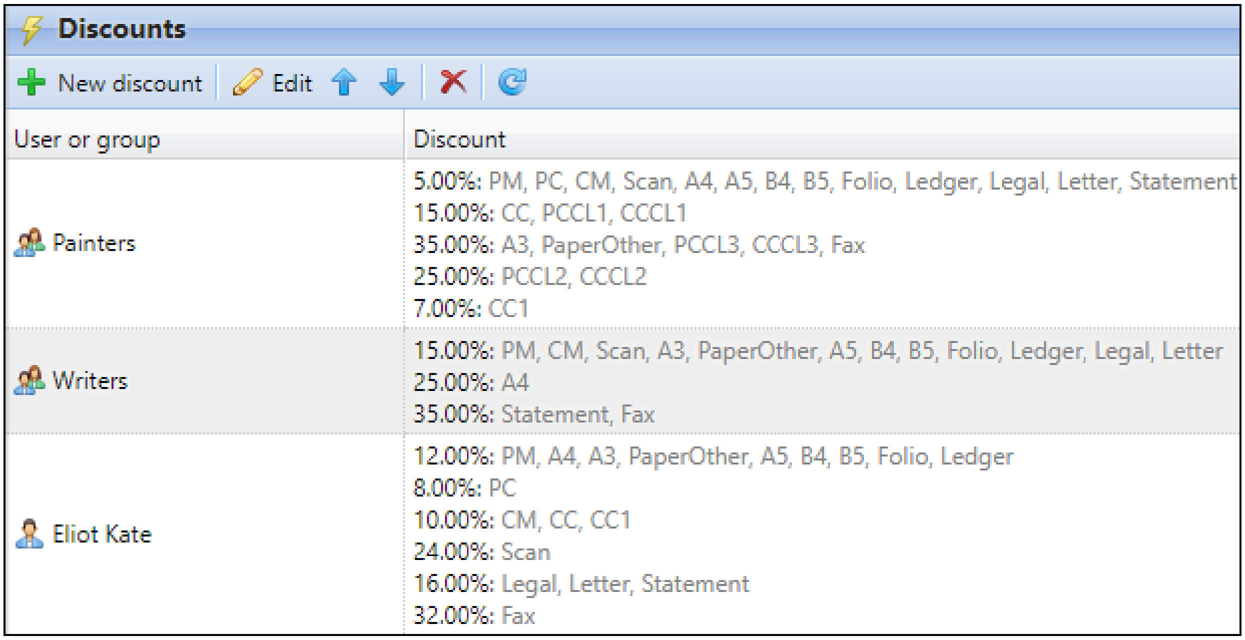
> **NOTICE:** You cannot attach more than one price list to a single configuration profile . If you add a price list to aconfiguration profile that already has a different price list attached to it, the old price list is replaced by the new one.

25.3. Discounts and increased prices of print, copy, scan and fax services

The prices set in price lists are applied to all users and groups without any possible distinction. To distinguish between particular users and groups, you can provide the users and groups with discounts, or increase the prices in the list for them.

The discounts are set in percents and are applied to all price lists. Within the discount, you can set a particular value for each print, copy, scan or fax price lists' item. The price of an action is increased by setting a negative discount for the item, for example a -15% discount.

The **Discounts** section, where the discounts are set, is also part of the **Price List** settings tab.



Discounts

New discount | Edit

User or group	Discount
Painters	5.00%: PM, PC, CM, Scan, A4, A5, B4, B5, Folio, Ledger, Legal, Letter, Statement 15.00%: CC, PCCL1, CCCL1 35.00%: A3, PaperOther, PCCL3, CCCL3, Fax 25.00%: PCCL2, CCCL2 7.00%: CC1
Writers	15.00%: PM, CM, Scan, A3, PaperOther, A5, B4, B5, Folio, Ledger, Legal, Letter 25.00%: A4 35.00%: Statement, Fax
Eliot Kate	12.00%: PM, A4, A3, PaperOther, A5, B4, B5, Folio, Ledger 8.00%: PC 10.00%: CM, CC, CC1 24.00%: Scan 16.00%: Legal, Letter, Statement 32.00%: Fax

FIGURE 12.5. The **Discounts** section of the **Price list** settings tab

INFO: If more discount definitions apply to a user, the one defined higher in the list is used. Use the up and down arrows to adjust the order.

Creating a new discount

1. Click **New discount** at the upper-left corner of the **Discounts** widget.
   The new discount properties panel appears on the right side of screen.

2. Set the discount.

3. Click **OK** to save it.

Editing a discount

To open editing options of a discount, double-click the discount (or right-click the discount, and then click **Edit** on the shortcut menu). The discount's properties panel appears on the right side of screen.

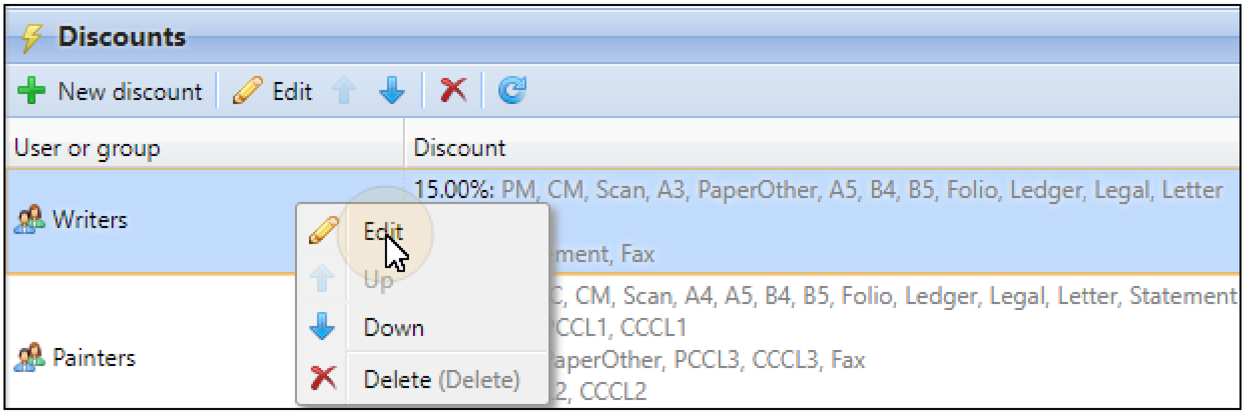


FIGURE 12.6. Opening a discount

For each discount, you need to set the user or group to which it will be applied and the values of each item (such as B&W print or Full-color copy) of the discount in percents. ***To increase the price of an item, set the discount to a negative number (such as -15%).***

After the discount is set, click **OK** to save it.

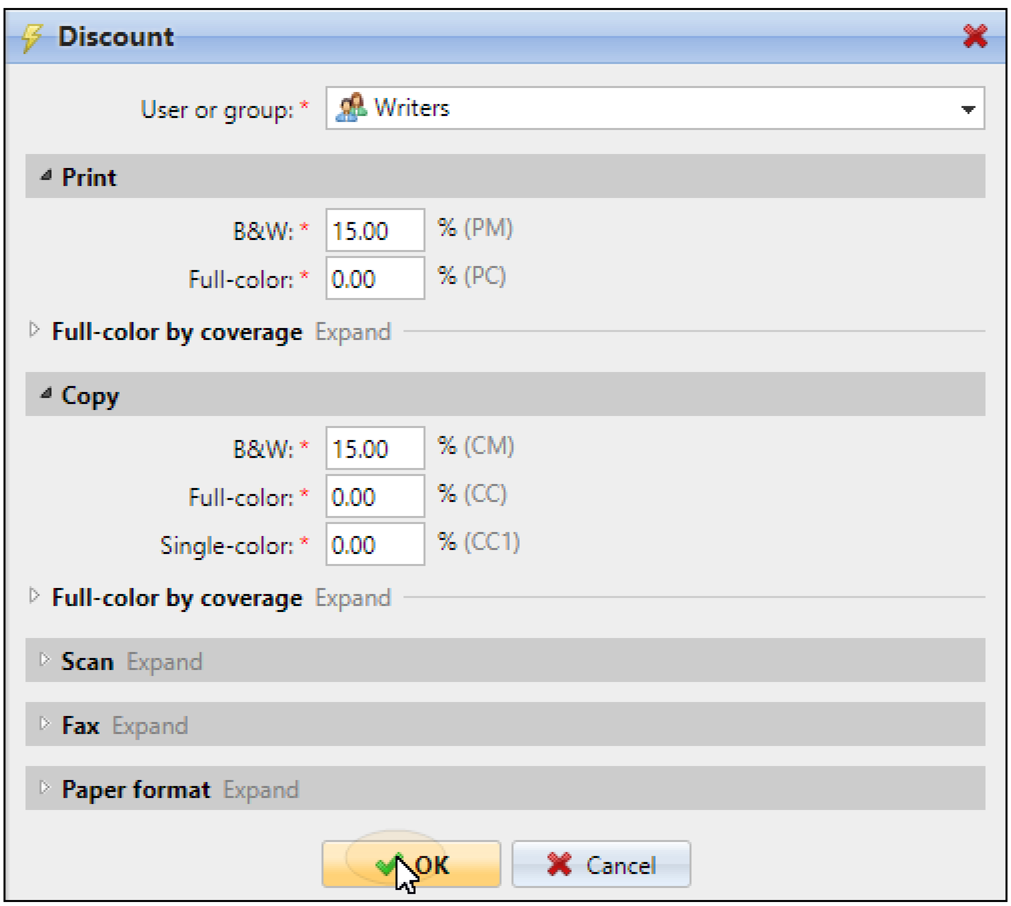


FIGURE 12.7. Editing a discount

Deleting a discount

1. Select the account.
2. Click .

26. Reports

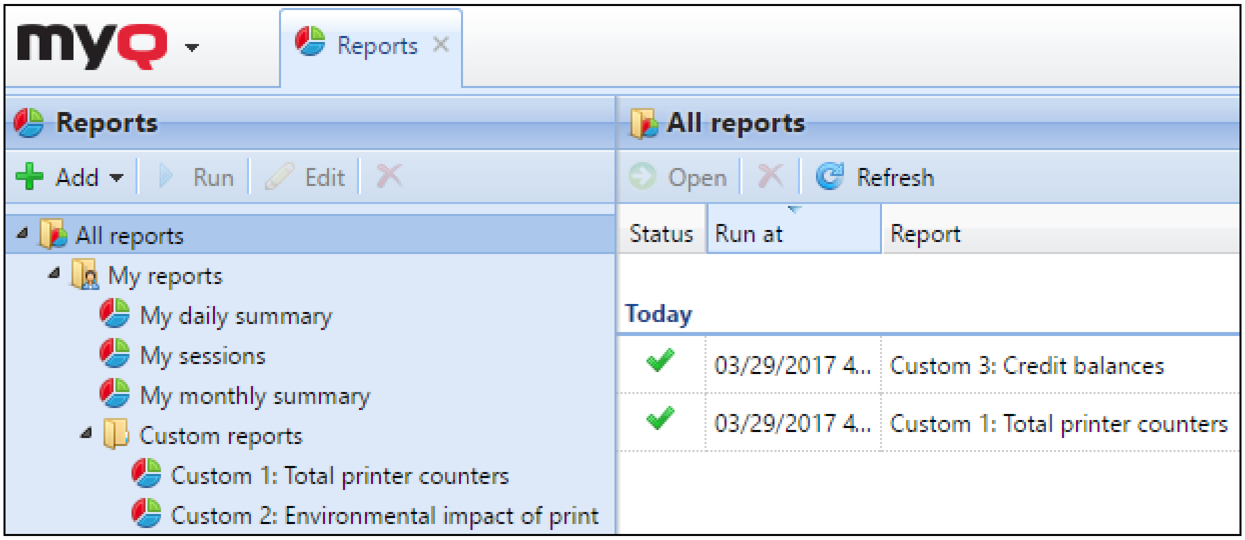


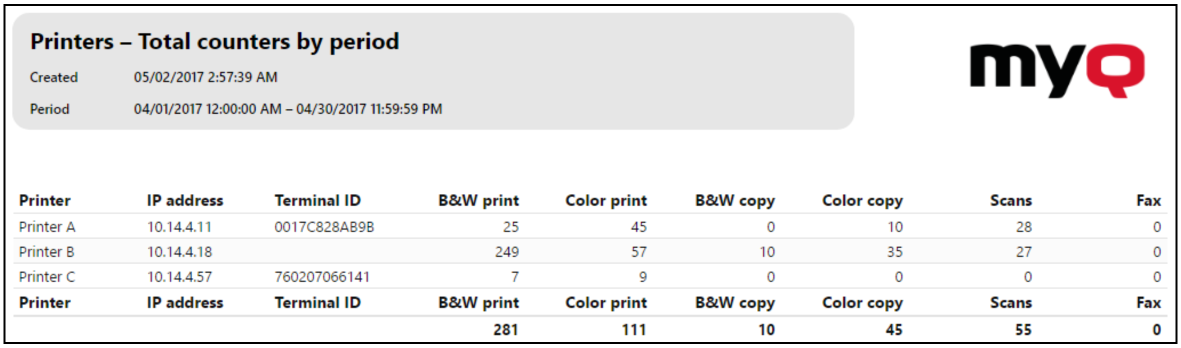
FIGURE 13.1. Reports main tab

On the **Reports** main tab, you can create and generate reports with a variety of data concerning your printing environment. The reports can be related to users, printing devices, print jobs etc. Reports in MyQ are divided into two main categories: My Reports and Shared reports. **My Reports** show users reports created by themselves, while **Shared reports** show them reports created by the administrator or by other users.

There are three default reports: **My daily summary**, **My sessions** and **My monthly summary**. These are displayed in the **My Reports** folder of the MyQ administrator, who can modify them, delete them or change their design. For all the other users, the default reports are displayed in the **Shared Reports** folder and cannot be changed in any way.

In addition to the three default reports, the administrator can create an unlimited number of reports and eventually sort them into sub folders of the **My Reports** folder. Users can create their own reports but they are limited to use only certain report types depending on the rights granted by the administrator. (See *"Providing users with rights to use report types "* on the next page.)

Each report can be directly displayed on the web interface and saved in any of the following formats: PDF, CSV, XML, XLSX and ODS. The reports can be automatically generated and regularly sent to email or stored in the predefined folder.



Printers – Total counters by period

Created 05/02/2017 2:57:39 AM

Period 04/01/2017 12:00:00 AM – 04/30/2017 11:59:59 PM

Printer	IP address	Terminal ID	B&W print	Color print	B&W copy	Color copy	Scans	Fax
Printer A	10.14.4.11	0017C828AB9B	25	45	0	10	28	0
Printer B	10.14.4.18		249	57	10	35	27	0
Printer C	10.14.4.57	760207066141	7	9	0	0	0	0
Printer	**IP address**	**Terminal ID**	**B&W print**	**Color print**	**B&W copy**	**Color copy**	**Scans**	**Fax**
			281	**111**	**10**	**45**	**55**	**0**

FIGURE 13.2. Generated PDF report of total counters of selected printing devices

26.1. Types of reports

When you are creating reports on the **Reports** main tab, you can choose from a large number of built-in report types that are sorted into multiple categories. Some of the types are in included in more categories (for example *Groups: Daily Summary*, *Print Jobs: Daily Summary*, etc.), while some of the types are particular to only one category (for example *Device Alerts* in *Alerts Maintenance* or *Credit Balance* in *Credit & Quota*).

You can overview all of the report types on the **Reports** settings tab, under **Report types**. To open the tab, click **MyQ** at the top-left corner of the MyQ Web Interface, then click **Settings**, and finally click **Reports**.

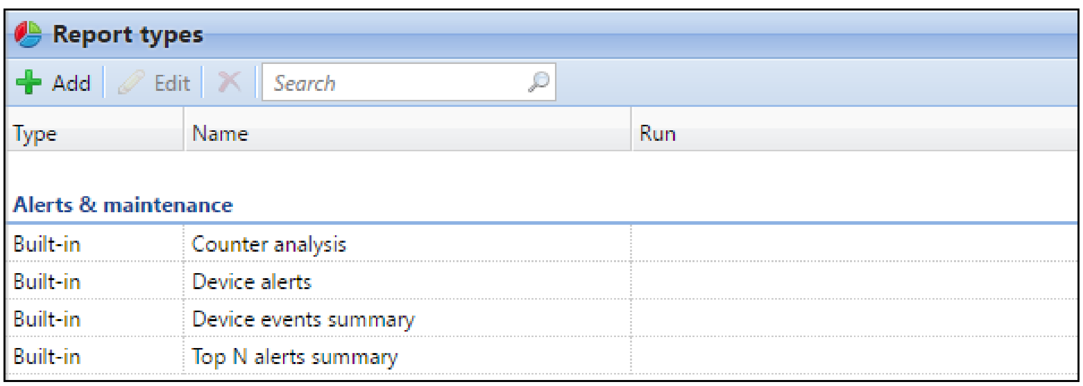


FIGURE 13.3. All predefined reports are displayed on the Reports settings tab

26.1.1. Providing users with rights to use report types

Users and groups that are listed in the **Run** column of a report type can use this type to create reports on their MyQ Web accounts. You can add and remove users and groups from this column. To provide a user or group with the right to create a report or to take it away from them, right-click the report, click **Edit** on the shortcut menu, and then add or remove the user or group from the **Use permission** combo box.

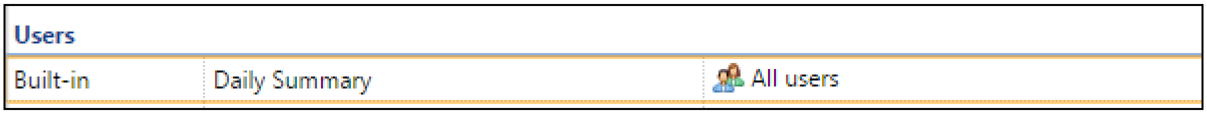


FIGURE 13.4. By default, all users can create the Daily summary, Monthly summary and Session details reports.

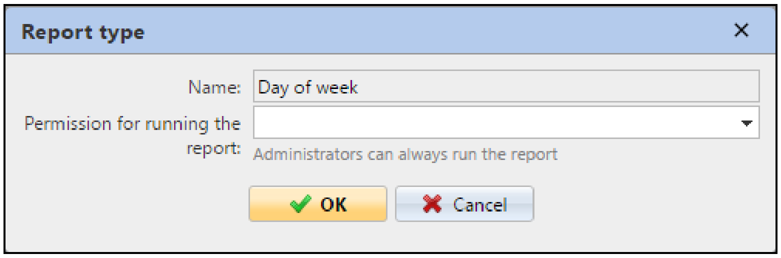


FIGURE 13.5. On the Report type dialog box, you can grant rights to use the report type.

INFO: You can also add custom report types developed by the MyQ development team. To do so, just click **+Add**, upload the custom file, eventually select users or groups that will have default access to the report, and then click **OK**. For more information about custom report types, please ask the MyQ support.

26.1.2. Categories of reports

Alerts & maintenance

These reports provide information about device alerts and unusual changes of device counters.

Credit & Quota

These reports contain information concerning credit and quota, for example the remaining credit or the state of quota of selected users.

Environmental

These reports inform about the environmental impact of printing. They show how many trees needed to be harvested, how much energy was spent and how much carbon dioxide was emitted during production of the paper used for printing and copying within your company's printing environment.

Data sources vary in their estimations. MyQ calculations in the report are based on the following data estimates:

- **Carbon dioxide for paper production**: 12,7 gram per paper sheet
- **Energy used for production**: 48 Wh per paper sheet or 32Wh Wh for recycled paper sheet
- **Trees**: 8333 paper sheets are counted as 1 tree.

General

These reports provide general information about the MyQ system, such as total counters statistics and printing peaks or comparison of price lists used for printers.

Groups

These reports inform about groups of users. They can contain information about membership, printed pages, current state of quotas etc.

Print Jobs

These reports contain information about jobs printed in MyQ , such as the list of all expired and deleted jobs over a certain period.

Printers

These reports inform about all printing devices in the MyQ system (both local and network). Generated reports can contain graphs of usage of the devices, daily, weekly and monthly counters etc.

Projects

These reports contain information regarding projects and project accounting in MyQ, such as daily summary of projects or projects assigned to selected users over a certain period.

Service Module

These reports contain information about the Service module feature. For more information about this feature, contact your MyQ support.

Users

These reports can contain various information about users. They can concern their print jobs, credit statements, printed pages etc.

26.1.3. Creating new aggregate columns

For supported types of reports (see *"Supported types of reports"* on the next page), you can create any number of custom aggregate (summary) columns. The column can display either sum or average of a selection of any number of other columns available for the type.

Creating the aggregate columns

To create a new aggregate column for a selected type of report, do the following:

1. On the list of the types of reports on the **Reports** settings tab, double click the type where you want to create the new column. The properties panel of the type opens on the right side of the screen.

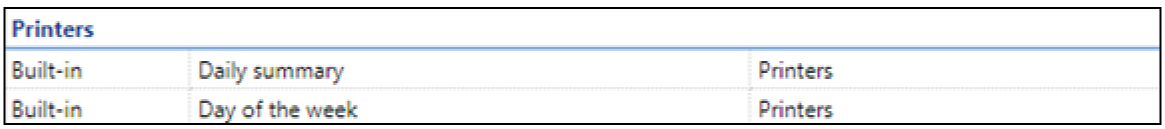


FIGURE 13.6. Opening the properties panel of the Daily summary report type

2. Click **Aggregate columns** .

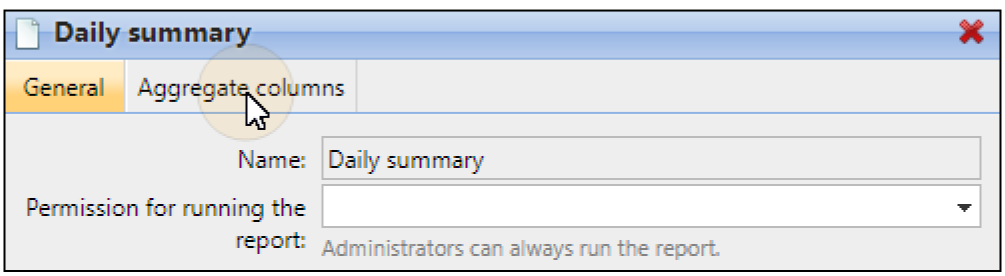


FIGURE 13.7. Opening the Aggregate columns tab

3. Click **Add**.
   The properties panel of the new column opens.

4. In the panel:
   a. Name the column.

   b. Select the operation which you want to use (**sum** or **average**).

   c. Add one or more columns to be included in the calculation.

5. Click **Save**.
   The new aggregate column is listed on the **Aggregate** column tab.

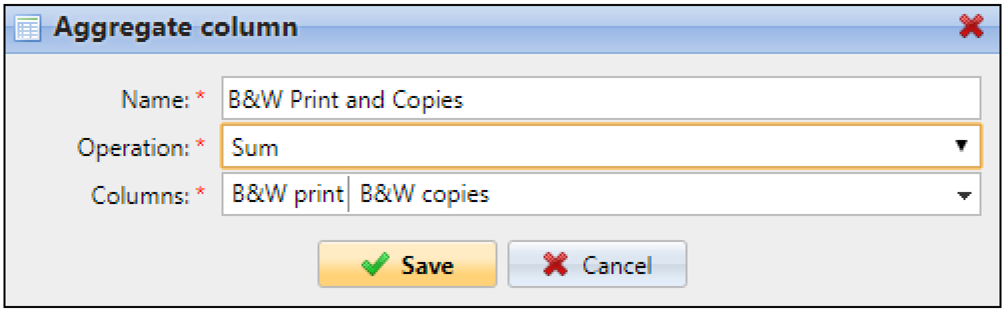


FIGURE 13.8. Opening the properties panel of the Daily summary report type

Supported types of reports

The summary columns can be created for the following types of reports:

Category	Type
Groups	Monthly summary
Groups	Total summary
Print jobs	Expired and deleted jobs
Printers	Daily summary
Printers	Day of the week
Printers	Meter reading via SNMP
Projects	Daily summary
Projects	Day of the week
Projects	Monthly summary
Projects	Projects
Projects	User per project

26.2. Creating and editing reports

You can create the new report in a few steps: just click **+ Add** on the **Reports** main tab, and than set the report's type, name and filters. You can also edit already existing reports by clicking **Edit** at the same tab.

Creating a new report

1. At the top-right corner of the **Reports** main tab, click **+Add**, and then click **New report**. The **New report** dialog box appears.

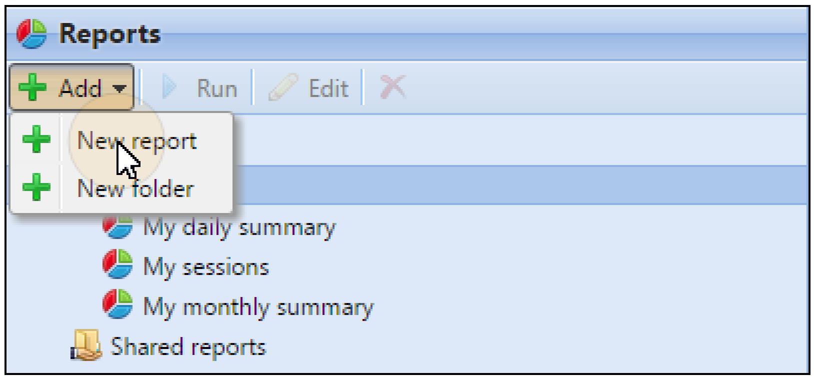


FIGURE 13.9. Adding the new report

2. In the box, select the type of the new report and the folder, where it will be placed, and then click **OK**. The editing panel of the new report opens. On the panel, edit and save the report. For information about the editing options, see *"Editing a report"* below.

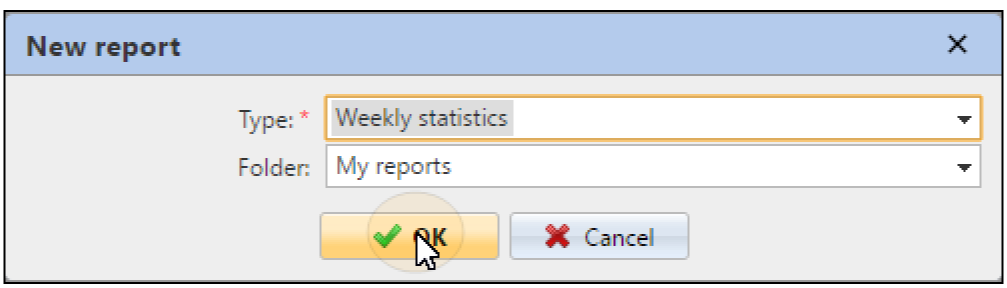


FIGURE 13.10. Submitting the new report's type and folder and opening its editing options

Editing a report

1. On the **General** sub tab of the report's editing tab, you can change name of the report, write its description, select the users or groups who will have the right to run the report and those who will have the right to edit the report. You can also click **Schedule** to set its scheduled run. After you are finished with the settings here, click **Design** to open the **Design** sub tab of the report.

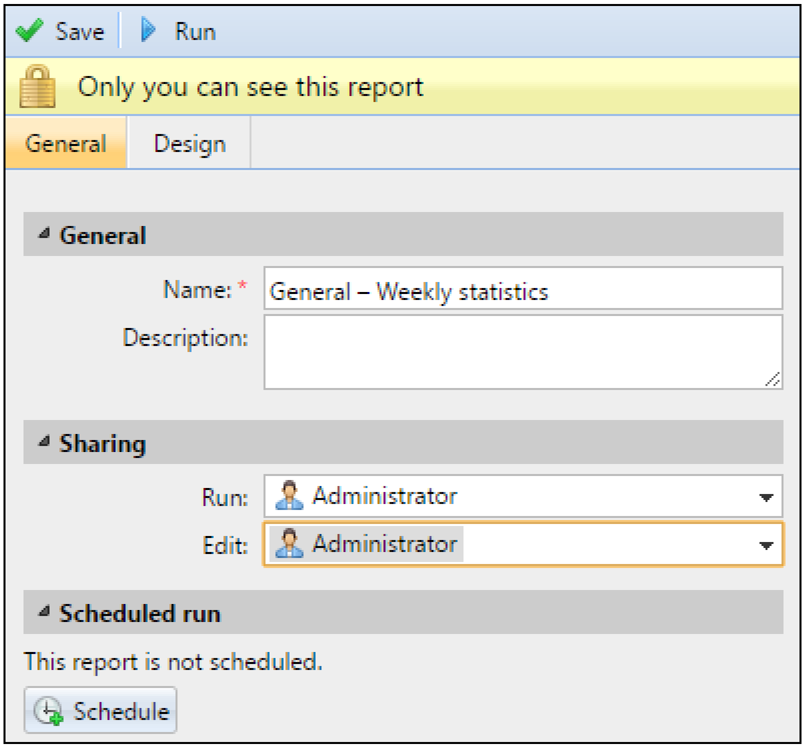


FIGURE 13.11. General sub tab of the project's setting tab

2. On the **Design** sub tab, you can set layout of the report, select the items (Users, Printers etc.) that will be included in the reports, add or remove columns and change their order.

Options

- **Orientation**: Select either the **Portrait**, or the **Landscape** orientation.

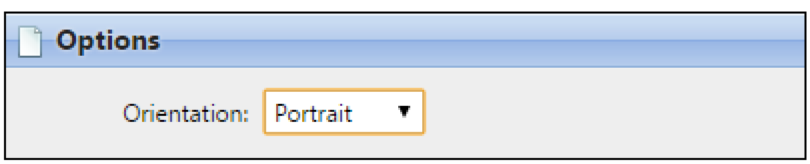


FIGURE 13.12. Orientation setting on the Design subtab of the report's editing panel

Filters and parameters

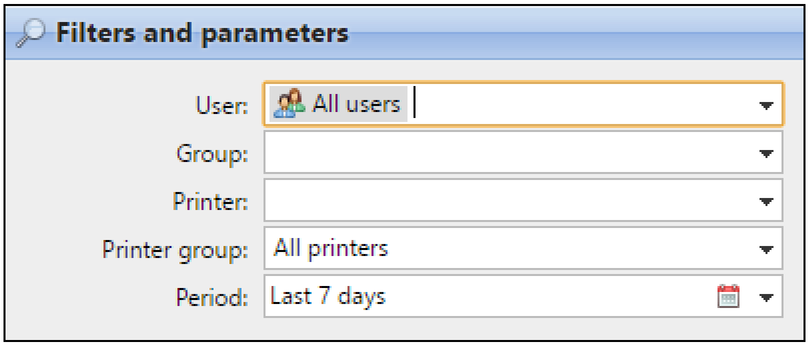
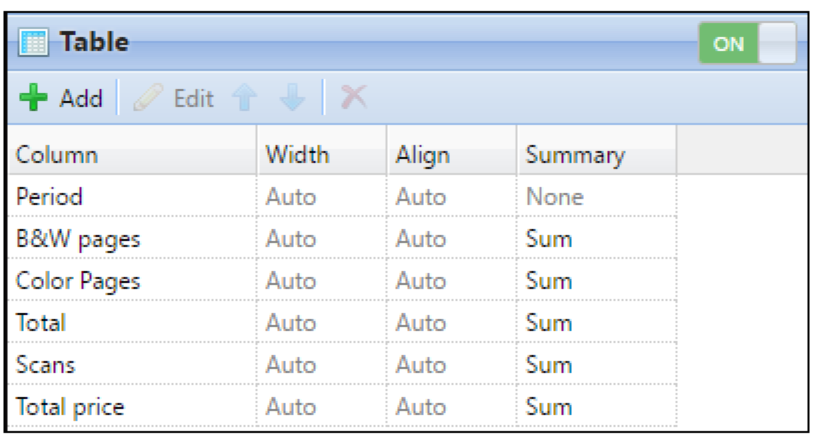


FIGURE 13.13. Filters and parameters on the Design subtab of the report's editing panel

Available filters and parameters differ depending on type of the report. These are the main parameters available for most of standard reports types:

- **User**: Select the users to be included in the report. If you select the **Me** option and share this report with all users, each user can see just the data that concern him or her, this way you can make peronalized reports for each user.
- **Group**: Select the groups of users to be included in the report.
- **Printer**: Select the printers to be included in the report.
- **Printer group**: Select the groups of printers to be included in the report.
- **Period**: Select the time period to be covered by the report.

Table



Column	Width	Align	Summary
Period	Auto	Auto	None
B&W pages	Auto	Auto	Sum
Color Pages	Auto	Auto	Sum
Total	Auto	Auto	Sum
Scans	Auto	Auto	Sum
Total price	Auto	Auto	Sum

FIGURE 13.14. Table layout setting on the Design subtab of the report's editing panel

Here you can enable and disable the table. (This makes sense if you can have both the table and the chart on the report and want to select just one of them.)

You can also add and remove columns to the table, edit the columns and change their order. For each column, you can change width, alignment and the type of summary that will be shown on the final (bottom) row (**Sum**, **Average** or **None**).

To add a new column, click **+Add**. To open editing options of an existing column, double-click it (or select it, and then click **Edit**). To remove a column, select it and click . To move a column up or down the order, select it, and then use the / arrows.

Period	B&W pages	Color Pages	Total	Scans	Total price
2017-3	5,621	9,189	14,810	5,506	$5,440.000
2017-4	1,211	569	1,780	1,234	$7,072.000
Period	**B&W pages**	**Color Pages**	**Total**	**Scans**	**Total price**
	6,832	**9,758**	**16,590**	**6,740**	**$12,512.000**

FIGURE 13.15. An example of a generated tab

INFO: You can also use the Aggregate columns created in settings of the type of report on the Reports settings tab of the MyQ Web Interface.

NOTICE: Some reports do not include the option to use tables and their data can be displayed only in the chart form.

Chart

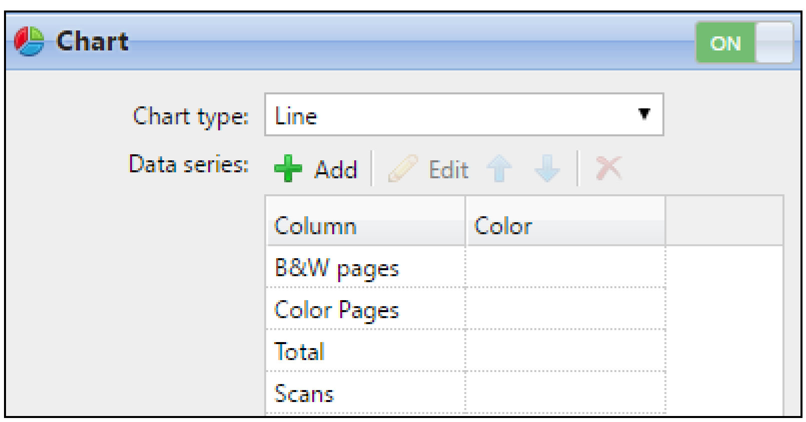


FIGURE 13.16. Designing the chart on the report's editing panel

Here you can enable and disable the chart. (This makes sense if you can have both the chart and the table on the report and want to select just one of them.)

You can also select from the **Bar**, **Line**, **Pie** and **Doughnut** report chart types. Furthermore, you can add and remove data types to be shown on the chart and select colors for each data type.

To add a data type, click **+Add**. To open editing options of a data type, double-click it (or select it, and then click **Edit**). To remove a data type, select it and click . To move a data type up or down the order, select it, and then use the / arrows.

INFO: Some reports do not include the option to use charts and their data can be displayed only in the table form.

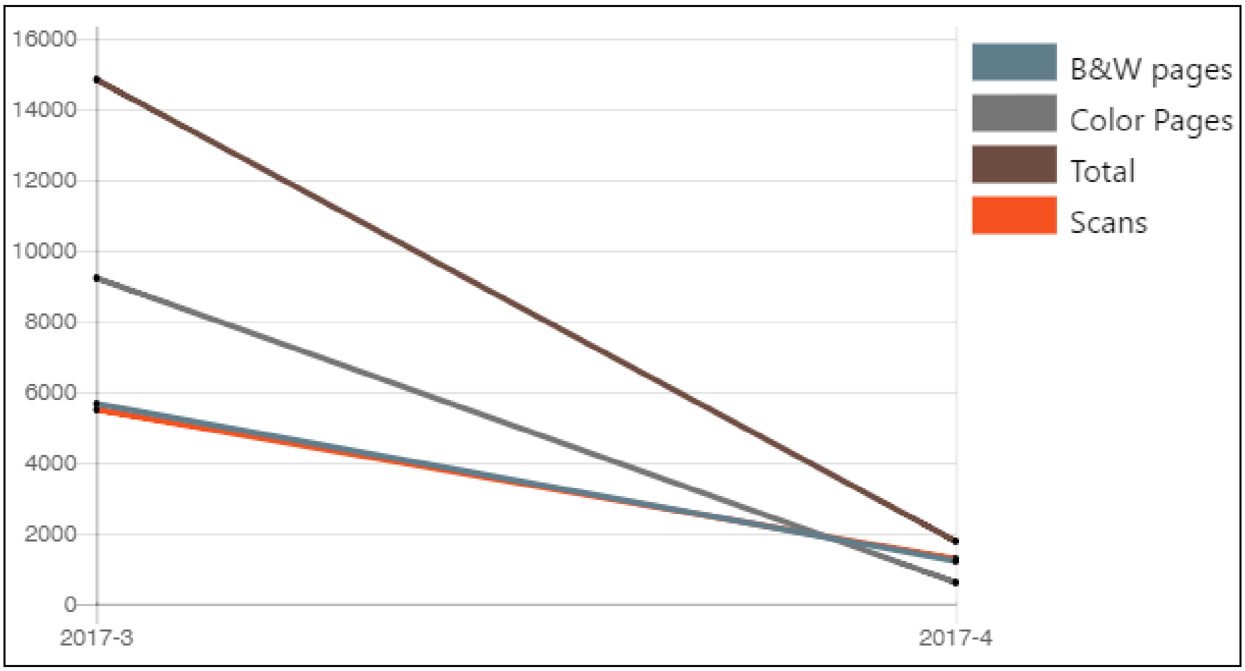


FIGURE 13.17. An example of a generated line chart

3) Designing your own reports can be a bit tricky, since it always depends on many factors - amount of data included (columns), length of column names and values, report orientation etc. To get the best result, you can click **Run** anytime during the report's creation to check what the new design will look like. Only after you are satisfied with the layout, click **Save** to save the report.

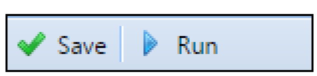


FIGURE 13.18. Run / Save reports

26.3. Generating reports and scheduled run of reports

To run a report

- Select the report and then click **Run**. (Or right-click a saved report, and then click **Run** on its shortcut menu.)

To export the displayed report

- After the report is generated, click one of the format buttons on the bar at the top of the report screen to download it.

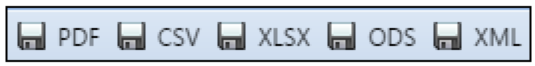


FIGURE 13.19. The format selection bar is visible above the report preview on the on the left side of screen

To set a scheduled run of a report

1. Open the report's editing options, and then click **Schedule** at the bottom of the **General** sub-tab. The **Task Scheduler** settings tab opens with the report properties panel opened on the left side of the tab.

2. On the properties panel, you can set the scheduled run of the report. For information on how to set up the schedule, see *"Task Scheduler settings tab "* on page 58.

NOTICE: There is a fixed limit of records of the reports that are generated on the **Reports** main tab of the MyQ Web Interface. It can be set in the **Limit results to:** textbox on the **Reports** settings tab of the MyQ Web Interface (**MyQ / Settings / Reports**). By default it is set to **1000**. This applies only to the reports run on the MyQ Web Interface, scheduled reports are always complete.

26.4. User rights for displaying specific reports / sharing reports

By default, administrator can access and manage all report types. On the **Rights** settings tab, you can provide users and groups of users with access to all report types independently on settings on the **Reports** settings tab (see *"Types of reports"* on page 300). For more information about providing rights in MyQ, see *"Rights"* on page 146.

The person who creates or edits the report (see *"Editing a report"* on page 305) can select other users and groups that will be able to run or edit the report as well. This can be done on the **General** subtab of the report's editing tab by adding users and groups to the **Run** / **Edit** selections under **Sharing**.

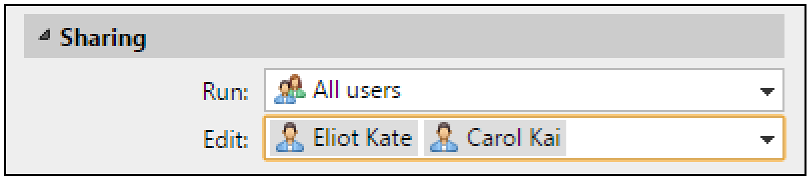


FIGURE 13.20. Sharing the report and providing users with rights to edit it

NOTICE: Managers of groups that are given access to a report see information about all members of the group in the report.

27. System health check

This option presents you with an overview of error messages with the level of severity added after some registered checks are done. The errors concern database health, disk space availability, PIN length settings and time zone configuration. They are listed in the table below.

Code	Severity	Description
101	High	Main database health is not good; multiple messages can appear in the log
102	High	Log database health is not good; multiple messages can appear in the log.
103	Medium	PIN length needs to be increased; see PIN generation
104	High	Disk space is on warning level; see Disk space check
101	Critical	Disk space is on critical level; see Disk space check
106	High	Timezones misconfiguration; see Time zone

When the error message has the severity Critical the administrator gets an email.

Every error message with a higher severity as Low will be logged in the MyQ main log.

27.1. Using system health check

You access the system health check overview by clicking the arrow in the MyQ icon and selecting **System health check** from the Main Menu. In doubt, see: Main Menu.

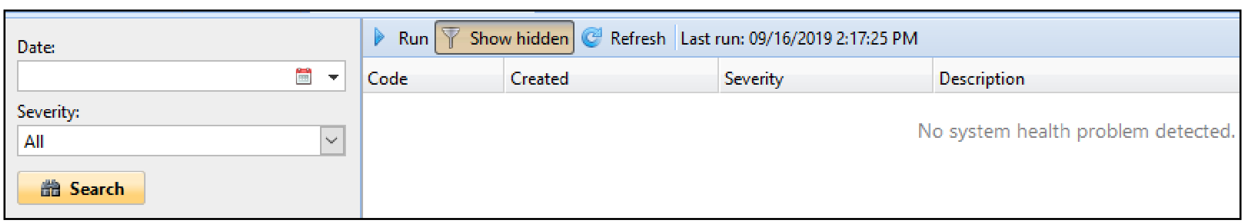


FIGURE 13.21. System health check

1. Set your search criteria in the left pane.
    a. You can search for errors on a specific **Date** by clicking the calendar icon. If you want to set a wider range search , click the arrow to choose a date selector:

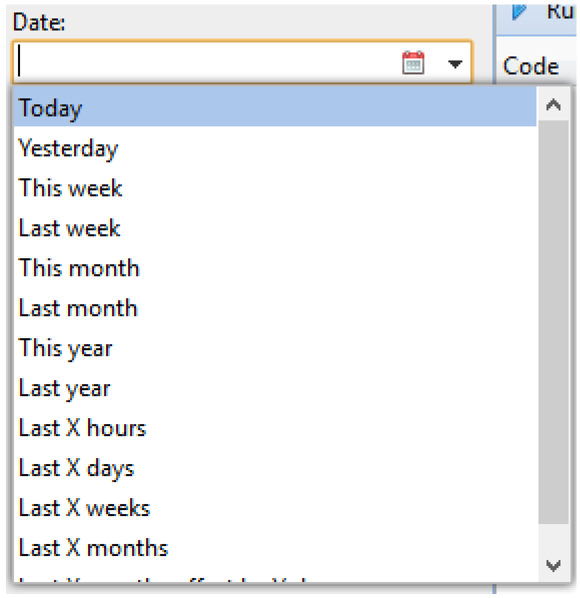


FIGURE 13.22. Date options

b. Select a **Severity** from the drop down list.

2. Click **Search**. The search result is shown in the right pane.

3. Click **Run** to trigger the System health check Task scheduler to perform a check with these date and severity settings.

28. Scan Management

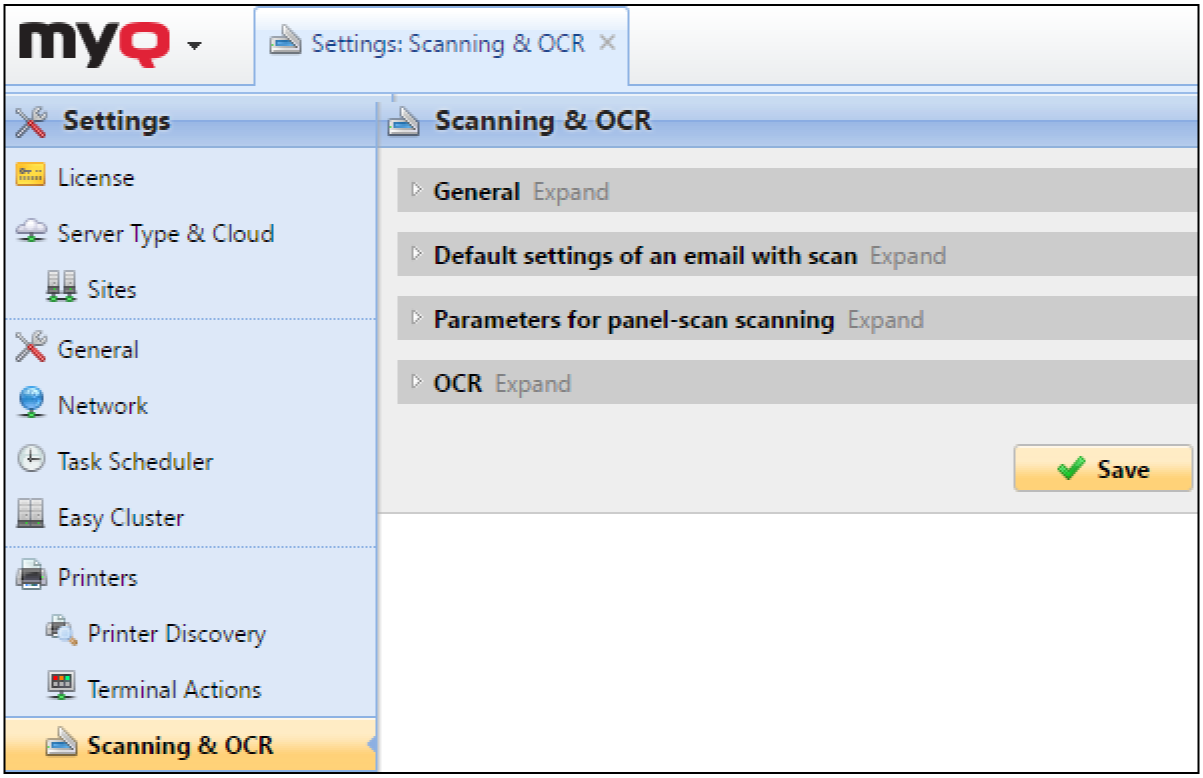


FIGURE 14.1. Scanning & OCR settings tab

The MyQ system is able to automatically send scanned documents a specified folder or email belonging to the scanning user, let us call it the **Scan to MyQ users** feature. With the feature enabled, MyQ serves as an email server — it receives a scanned job from printing devices via the SMTP protocol, detects the device from which the job is sent, finds the user that is currently logged on the device and sends the job to their folder or email (depends on the user's settings).

The first section of this topic shows you how to set up the Scan to MyQ Users feature on the MyQ server and how to use it. The following two sections present two advanced scanning options in MyQ: limiting the size of emails with scans and scanning to OCR. In the last section, you can view the table of all MyQ email commands.

INFO: Scanning to MyQ users is also one of the essential features of the MyQ Embedded terminals. Apart from it, the embedded terminals offer a large number of advanced destinations such as Cloud and FTP servers.

28.1. Scan to MyQ users

First, you need to set up the feature on the MyQ server and on the Printing device to enable the MyQ users to use all of the scanning options. After that, you need to provide the users with receiver email addresses, where they can direct the scanned documents.

28.1.1. Setting up the feature

The setup of the feature consists of the following consecutive steps:

- Enable and setup scanning on the MyQ server;
- Set SMTP on the printing device;
- Set the destinations for the MyQ users on the MyQ server.

Enable and setup scanning on the MyQ server

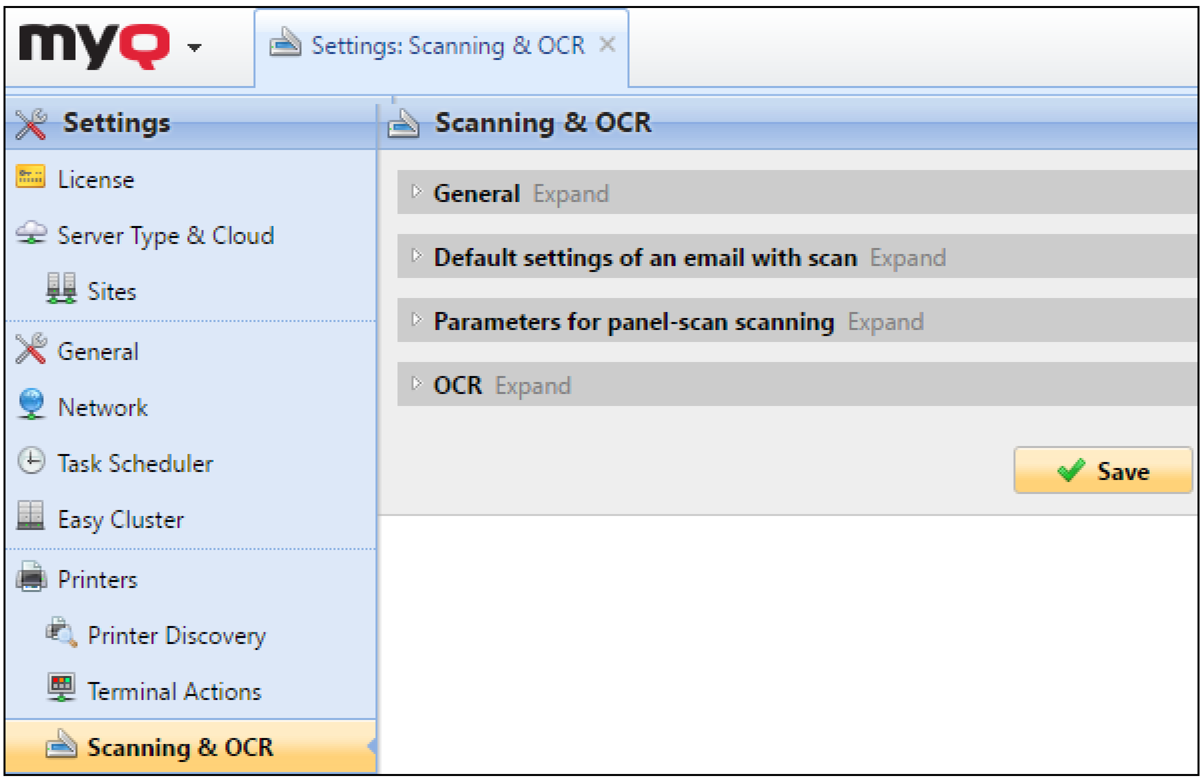


FIGURE 14.2. The **Scanning & OCR** settings tab

- Enable scanning on the **Scanning & OCR** settings tab, under **General**.
- You can also change the subject and message of the email with the scanned document there. As the sender of the document, you can select either email of the **logged user** or the **default sender** email set on the **Network** settings tab, under **Outgoing SMTP server**.

NOTICE: The outgoing SMTP server has to be set up on the **Network** settings tab, under **Outgoing SMTP server**. For information about how to set up the server, see *"Outgoing SMTP server"* on page 55.

Set SMTP on the printing device

The scanning function requires enabling SMTP protocol, setting SMTP server address and entering a sender email on the printing device web interface. For information about how to enter the printing device web interface and find the particular settings, see the printing device manual.

To enable the scanning function, take the following steps in any order on the printing device web interface:

- Enable SMTP protocol.
- Enter MyQ server IP address or host name.
- Ensure that the SMTP port is the same as the SMTP port in the **Network** settings tab, under **MyQ SMTP server**. The default port in MyQ is 25. (For more information, see *"MyQ HTTP Server (Apache) and MyQ SMTP Server"* on page 55.)
- Enter sender email address. The address value is arbitrary.

Set the destinations for the MyQ users on the MyQ server

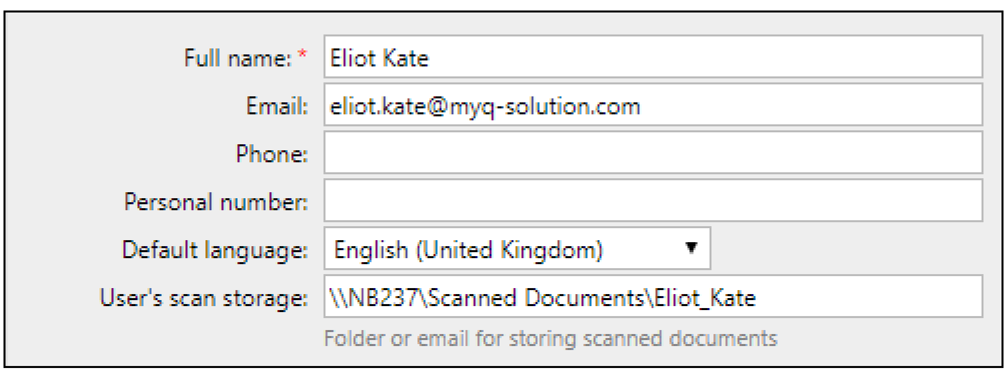


FIGURE 14.3. Setting the scanning destinations on the user properties panel

On the properties panel of each individual MyQ user (see *"Editing user accounts"* on page 129), you can set the destinations for the three options the feature: Sending scans to the user's primary email, Sending scans to other predefined emails, Storing scans to the user's scan folder.

To provide a user with these options, set the appropriate fields on the their properties panel according to the following table:

OPTION	PARAMETER	VALUE
Sending scans to the user's primary email	Email	User's primary email address (see *"Sending scans to the user's primary email"* on the facing page)
Sending scans to other emails	User's scan storage	Any number of email addresses separated by commas (see *"Sending scans to other emails"* on the facing page)
Storing scans to the user's scan folder	User's scan storage	Folder where the document should be stored (see *"Storing scans to the user's scan folder"* on the facing page)

NOTICE: You can set the parameters when adding, importing or synchronizing the user and later change them in their account settings. For more information, see *"User information and settings"* on page 130.

28.1.2. Using the Scan to MyQ Users feature

To send the email to the desired destination, the scan needs to be directed to a specific receiver email address. There are two options to enable the MyQ users to send the scans there: provide them with the respective receiver email address, or predefine these email addresses on the printing device's Web User Interface.

Email addresses for scanning to MyQ users

Sending scans to the user's primary email

The scanned document is sent to the user email set in the **email** text box on the user properties panel.

The receiver email address has to be *email@myq.local*.

Sending scans to other emails

The scanned document is sent to all emails set in the **User's scan storage** text box (multiple emails are separated by commas) on the user properties panel.

The receiver email address has to be *folder@myq.local*.

Storing scans to the user's scan folder

You have to create a shared folder and ensure that MyQ has access to this folder. After this, enter the folder's location to the **User's scan storage** text box.

The scanned document is sent to MyQ, and then stored in the shared folder via SMB protocol. The stored document file name consists of the user account name, the date and the time when the scan was sent.

The receiver email address has to be *folder@myq.local*.

> **NOTICE:** To enable MyQ to save the scan file in the user scan folder, you have to make sure that the folder is shared over your network and that the computer on which you run MyQ has all the necessary access rights to this folder.

Predefined list of the MyQ destinations on the printing device

On the Address List on the printing device's web interface, you can predefine email addresses where the scanned documents are sent.

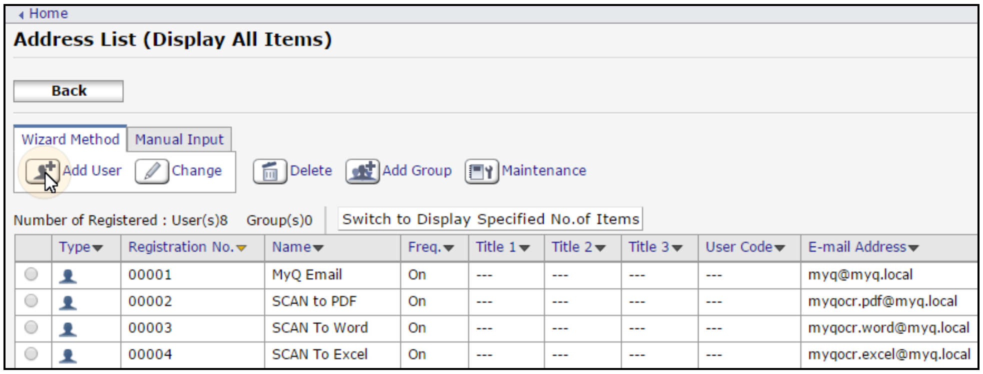


FIGURE 14.4. Defining scan destinations on the printing device's Web UI

28.2. Scan size limit, sending scans exceeding the limit

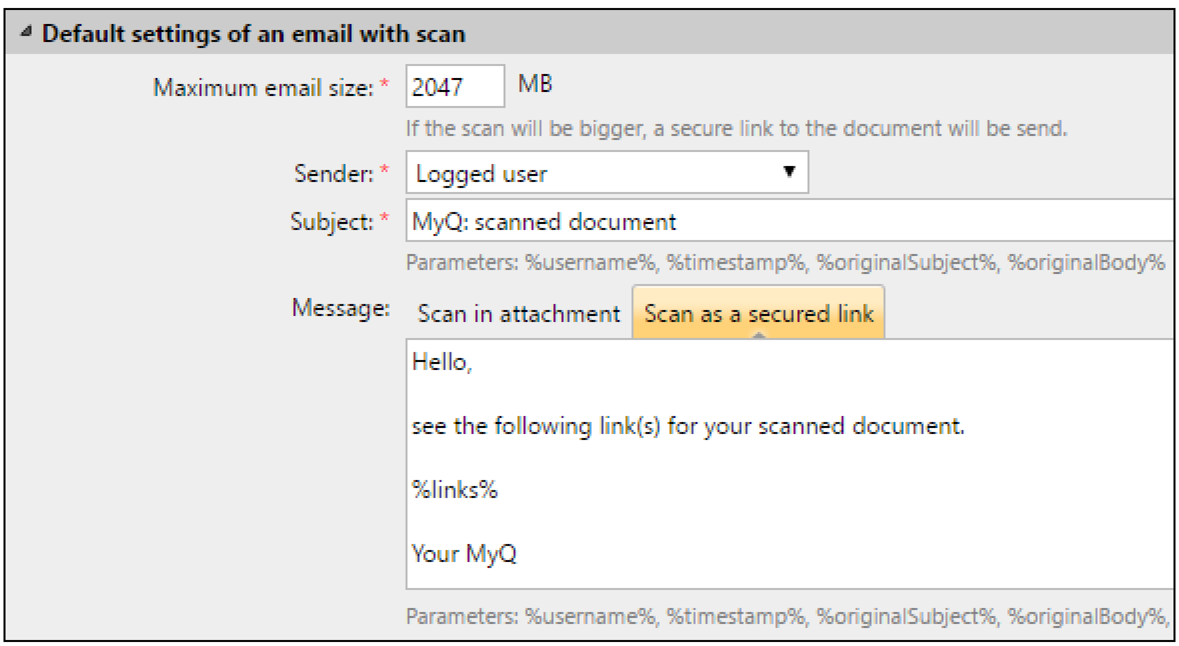


FIGURE 14.5. The **Maximum email size** setting and the **Scan as a secured link** text box on the **Scanning&OCR** settings tab

Due to email size restrictions of some email servers, users might not be able to send scans exceeding a certain size to their emails. To prevent such situations, you can set the maximum size of emails with scans on the MyQ Web Interface. Emails exceeding the limit are then replaced by emails with a secured link to the scan file, which is saved on the MyQ print server.

Maximum email size	Sets the maximum limit of the email with scan.
Scan as a secured link	Edit the body of the email with the secured link to the scan file. You can use multiple parameters, such as name of the sending user. The **%links%** parameter represents the actual link to the stored scan file.

INFO: Select **System management**- **History** to set the period after which the scan files are deleted. For further information about the MyQ history settings, see *"Changing settings of MyQ History"* on page 66.

28.3. Optical Character Recognition (OCR)

Optical Character Recognition is a complementary service that converts scanned documents to a searchable and editable format, such as an MS Word document or a searchable PDF. To provide this functionality, you can either use the MyQ OCR (Optical Character Recognition) server, which might be purchased as a part of the MyQ solution, or you can employ a third-party application.

The following two sections describe setup of the feature on the MyQ server.

INFO: For information on how to purchase the MyQ OCR server, please contact the MyQ sales department.

28.3.1. Activation and setup of the feature

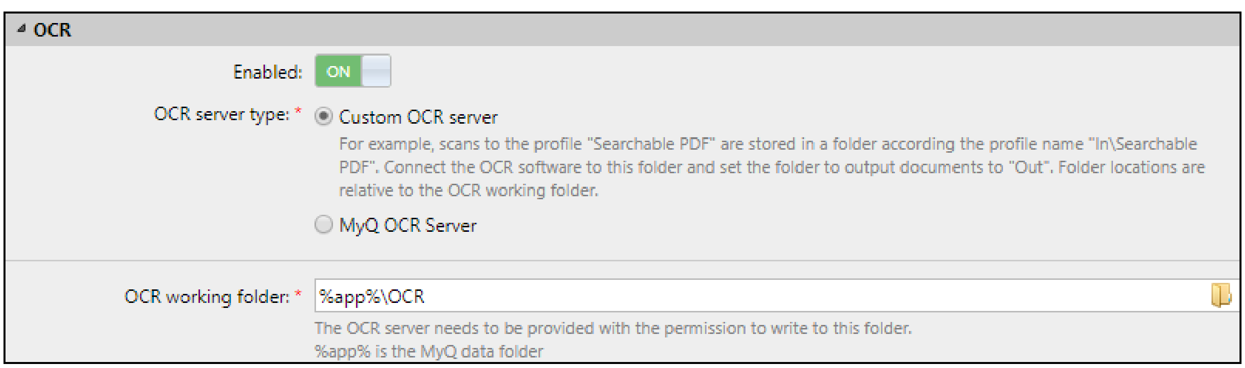


FIGURE 14.6. The General section and the OCR section of the **Scanning & OCR** settings tab

The OCR feature has to be enabled on the **Scanning & OCR** settings tab, under OCR.

On the **Scanning & OCR** settings tab, under OCR, you can change the folder, where the scanned data is sent. However, we recommend you not to change the default folder (*C:\ProgramData\MyQ\OCR*).

The OCR folder contains two sub-folders: **in** and **out**. In the **in** folder, the scanned documents are stored before being processed. In the **out** folder, the processed documents are saved by the OCR software and ready to be sent.

NOTICE: A document sent to be processed by OCR is received with a certain delay depending on the OCR software speed and size of the document.

NOTICE: Running the OCR software on the same production server as the MyQ service may affect your system performance.

28.3.2. OCR processing

To send the scanned document to OCR, the entered receiver email address has to be in the form: **myqocr.*folder*@myq.local**, where ***folder*** is the folder where the document is saved before it is proceeded by the OCR software, for example DOC or PDF. If the folder is not there, MyQ will create it.

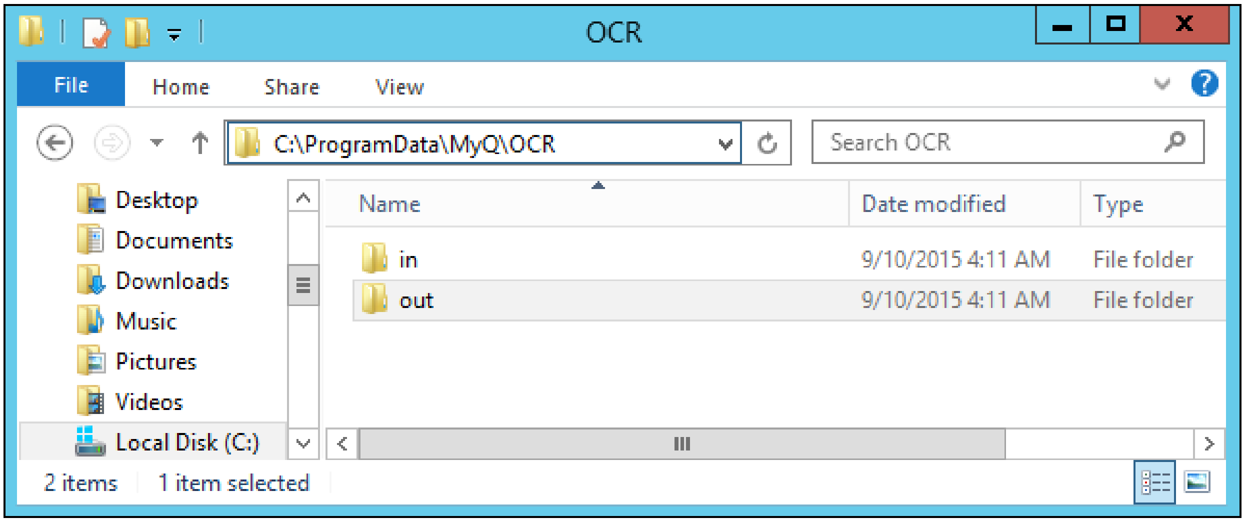


FIGURE 14.7. The OCR folder under MyQ Data folder

The OCR software should listen to the document sub-folders of the **in** folder (**in\doc**, **in\txt**,...), process the file sent there, save the converted document to the **out** folder and delete the source file from the **in*folder*** folder.

MyQ listens to the **out** folder, sends the converted file to the user and deletes it from the folder.

INFO: The converted file is sent to the folder or email address listed in the **User's scan storage** text box on the user properties panel.

NOTICE: The file sent to the **out** folder by the OCR software has to have the same name as the source file in the **in******* folder. If the name of the converted file differs from the source file, it is deleted without being sent to the user.

28.4. Email commands table

email@myq.local	Sends the document to the user's primary email.
folder@myq.local	Sends the document to the folder or emails set in the **User's scan storage** text box on the user's properties panel.
myqocr.*folder*@myq.local	Send the document to the OCR service. ***folder*** is the folder where the document is saved before it is proceeded by the OCR software.
myqfwd-*email*	Any email sent from a printing device directly to MyQ is discarded if the device is not in the user session status. If you want to forward messages from a printing device activated on the MyQ server to some email address, you have to add the **myqfwd-** prefix. *email* is the email address where MyQ forwards the sent mail. For example, if you want to forward messages to **admin@domain.com** address, you have to set the address as **myqfwd-admin@domain.com**.

INFO: Messages sent to **myqfwd-*email*** from printing devices that are not activated in MyQ are discarded.

29. Credit

With the credit accounting feature activated, users can copy, print and scan only if they have enough credit on their account in MyQ. Printing is allowed only for print jobs that do not exceed the credit and copying is terminated immediately after the credit is exceeded. The credit system can be restricted to selected users and groups.

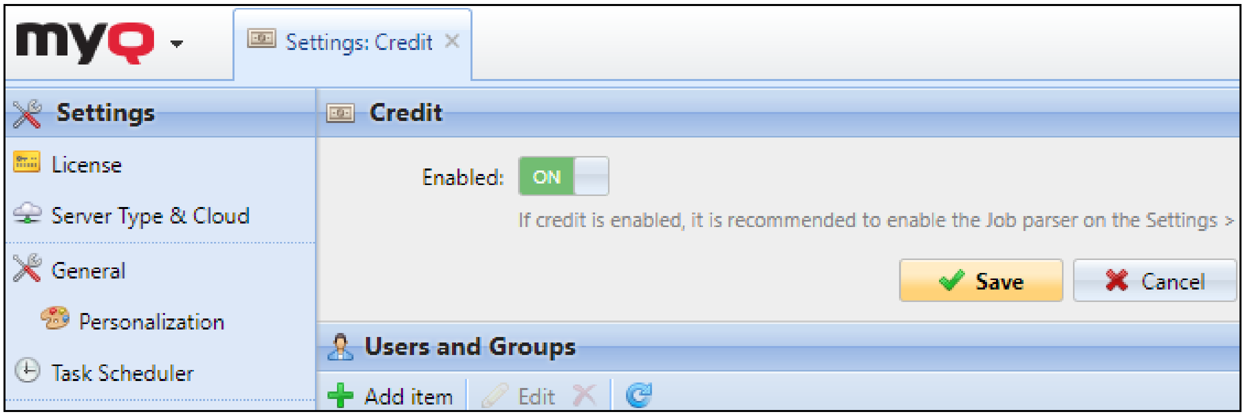


FIGURE 14.8. **Credit** settings tab

Users can view the current amount of credit on their accounts on the MyQ Web Interface and in the MyQ mobile application. If a printing device is equipped with an embedded terminal or a reader with an LCD display, the logged users check the current state of their credit there and are allowed to select only those jobs that do not exceed their credit.

Based on the setup and properties of the printing environment, a variety of recharge methods may be employed. The MyQ administrator can manage the credit on the MyQ Web Interface, and also provide the users with the option to recharge the credit themselves on embedded terminals, on recharging terminals, in the MyQ mobile application, via recharging vouchers, or via a third-party payment method.

The MyQ Administrator (and authorised MyQ users) can also reset the credit to a specific amount on the MyQ Web Interface.

NOTICE: For proper functioning of the credit accounting, it is necessary to set prices for particular functions (print/copy/scan – B&W/color) on each printer and to use MyQ parser to get the print job's metadata. For information on how to set prices and how to activate the MyQ parser, see Price List and Jobs.

29.1. Activation and setup of the Credit accounting

The activation and setup of the credit accounting is managed on the Credit settings tab. To open this tab, click **MyQ**, then click **Settings**, and lastly click **Credit**.

To set up the credit accounting, follow these steps:

1) Enable credit accounting on the Credit settings tab.

- At the top of the tab, switch the **Enabled** option to **ON**, and then click **Save**.

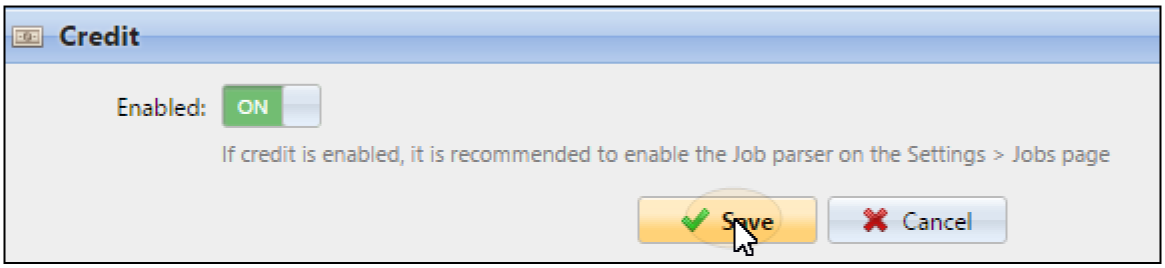


FIGURE 14.9. Enabling the credit accounting

2) Activate credit for a user or for a group of users.

I. Under **Users and Groups**, click **+Add new item**. A new item appears on the list of users and groups on the **Credit** settings tab.

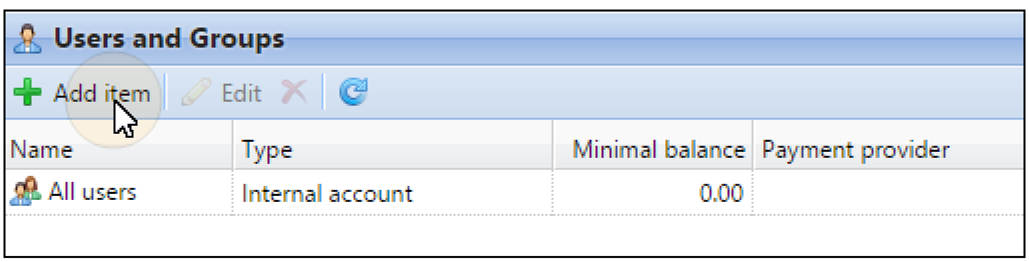


FIGURE 14.10. Adding new credit item to the list

There are three types of accounts for the credit accounting monetary operations:

- The MyQ **Internal account** is part of MyQ database. It is the most common and widely used option.
- The **External Account** type serves for connection to third parties accounting systems.
- The **Managed by printer** type is a specific type used with external payment services.

INFO: Users can use the PayPal and WebPay payment providers to send payments to the Internal account.

INFO: For more information about the External account payment type or the Managed by printer payment type, please contact MyQ support.

II. Set the credit options for the new user or group: enter or select the user (or group of users), select the type of payment for credit services, set the minimal balance (users cannot print, copy or scan if their credit is below this number), and if you select the external account payment type, select the external payment provider. Click **OK** to save the settings.

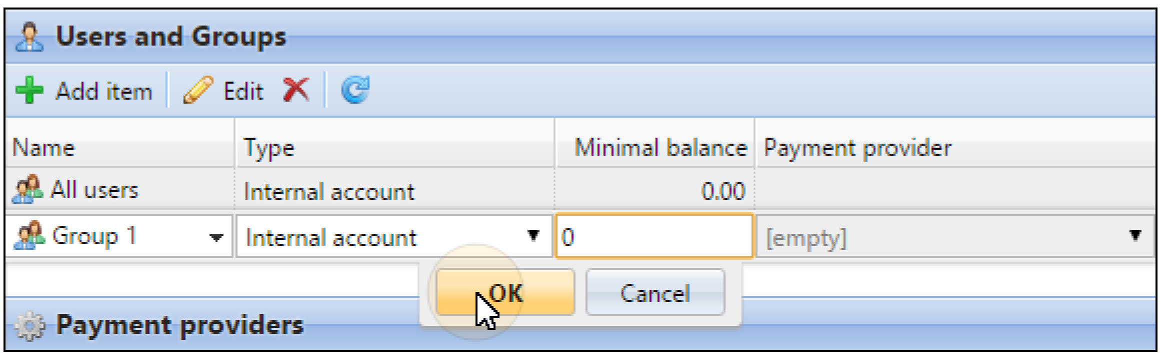


FIGURE 14.11. Setting the new credit item

3) Under Payment providers, you can enable or disable the methods of payment for the credit recharge:

- Recharge Credit (on a terminal attached to a printer)
- Vouchers
- PayPal
- External Payment Provider
- WebPay
- CASHNet
- SnapScan

To enable any of these options (if it is disabled), select the **Internal account** / **Option** in the **Payment providers** section, and then click **Enabled** on the bar at the top of the section (or right-click the item, and then click **Enabled** on the shortcut menu).

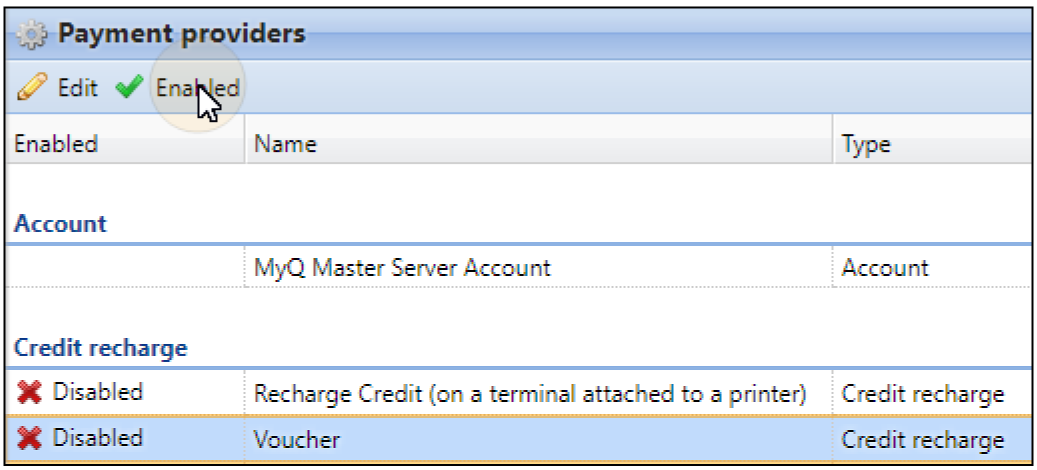


FIGURE 14.12. Enabling the Vouchers payment option

NOTICE: For information about the external recharge terminals and about the external payment providers, please ask the MyQ support.

29.2. Manual recharge of users' credit on the MyQ Web Interface

The administrator (and users authorised to recharge credit) can manually recharge the credit of each user to a specific value. This can be done either on the **Credit Statement** main tab, or on the **Users** main tab of the MyQ Web interface.

On the **Credit Statement** tab, you first open the credit recharge action, and subsequently select the users and groups to recharge the credit to.

On the **Users** tab, you first select the users or the group, and then recharge their credit.

INFO: Users' credit can be reduced by entering a negative number in the recharge credit dialog box. By entering **-100**, the credit is decreased by 100.

29.2.1. Providing users with the rights to recharge credit

By default, the only person who can recharge the credit is the administrator. However, the administrator can authorise a MyQ user to recharge the credit as well. The user needs to be provided with the rights to access the credit settings and to recharge the credit. This is done on the **Rights** settings tab of the MyQ Web Interface.

INFO: For more information about how to manage rights in MyQ, see Rights.

To authorise a user to recharge credit on the **Credit Statement** tab, you need to provide them with the right to **Recharge credit**.

To authorise a user to recharge credit on the **Users** tab, you need to provide them with the right to **Recharge credit** and the right to **Manage Users**.

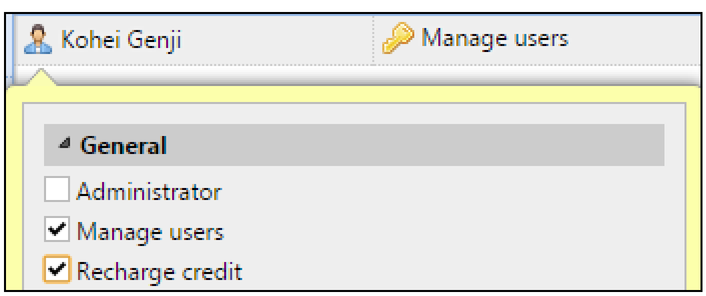


FIGURE 14.13. Authorizing users to recharge credit on the **Users** tab

The authorised user can recharge the credit on their MyQ Web interface in the same way as the MyQ administrator.

29.2.2. Recharging credit on the Credit Statement tab

On the **Credit Statement** tab, you can overview the changes in the credit balance of MyQ users, and also recharge credit to users and groups. To open the tab on the MyQ Web Interface, click **MyQ**, and then click **Credit Statement**.

To recharge credit to users or groups, do the following:

1. Click **Recharge Credit**. The **Recharge Credit** dialog box appears on the tab.

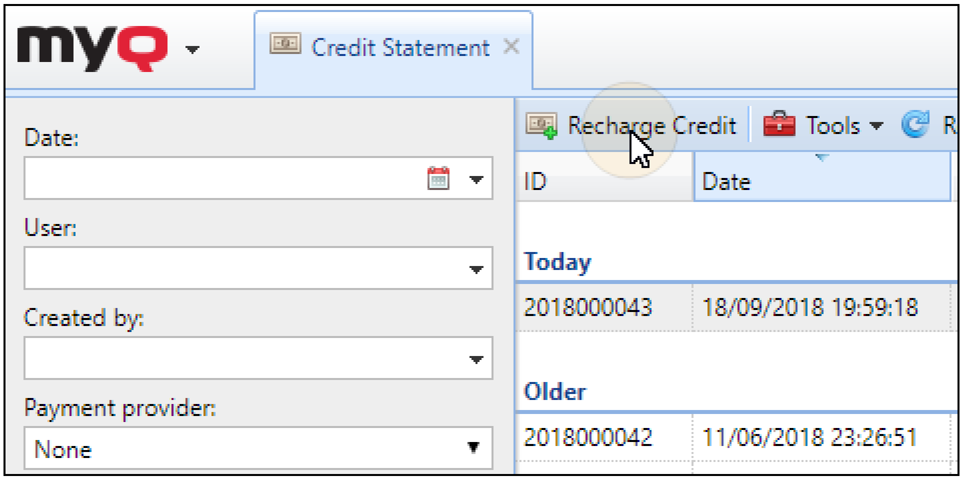


FIGURE 14.14. Opening the **Reset Credit** options

2. In the dialog box, either enter an ID of a user's card, or select the users and groups to recharge the credit to, then enter the amount to be recharged, and lastly click **Recharge Credit**.

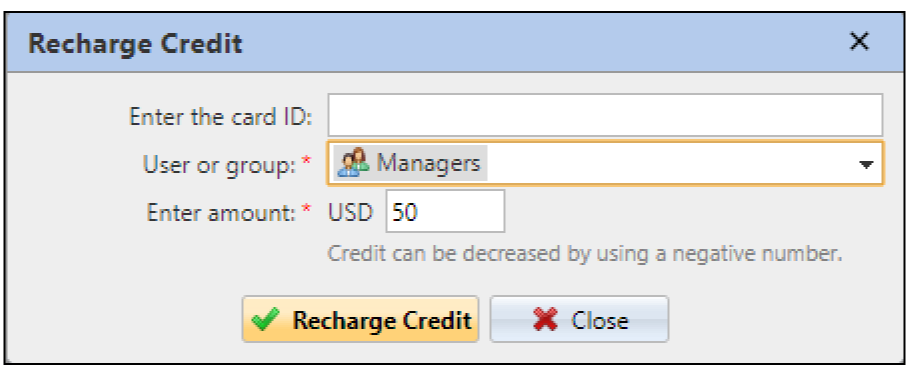


FIGURE 14.15. Setting the recharge in the **Recharge Credit** dialog box

29.2.3. Recharging credit on the Users main tab

To open the **Users** main tab on the MyQ Web Interface, click **MyQ**, and then click **Users**.

Recharge credit to selected users

1. Select the users.

2. Click **Actions**.

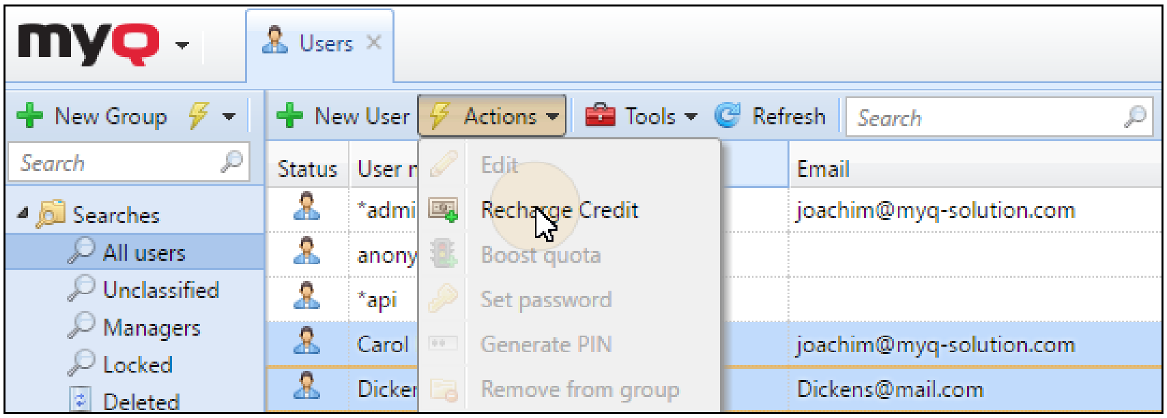


FIGURE 14.16. Recharging credit in the **Actions** drop-down menu on the **Users** main tab

3. Click **Recharge credit** in the **Actions** drop -down list. The **Recharge Credit** dialog box opens.

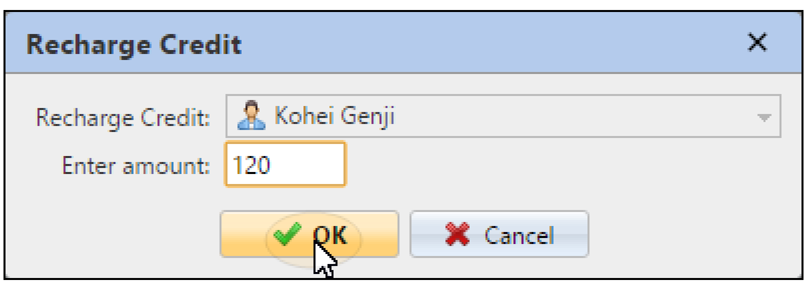


FIGURE 14.17. Entering the credit in the **Recharge Credit** dialog box

4. Enter the amount to be recharged, and then click **OK**. The credit is increased by the specified amount.

Recharge credit to a group of users

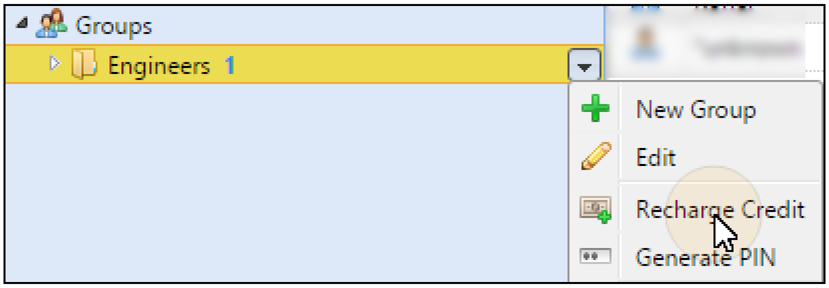


FIGURE 14.18. Recharging credit to a group

1. In the panel on the left side of the **Users** main tab, right-click the group, and select **Recharge Credit**. The **Recharge Credit** dialog box appears.

2. In the dialog box, enter the amount and click **OK**. The credit is increased by the specified amount.

29.3. Recharging credit by vouchers

The MyQ administrator (and users authorised to manage vouchers) can generate and print any number of vouchers of a defined value to be distributed to users.

The vouchers can be sold to MyQ users through any standard distribution channel. Once the user has the credit voucher, they can recharge their credit on their account on the MyQ Web Interface, on embedded terminals, on MyQ TerminalPro terminals and in the MyQ mobile application.

NOTICE: All generated and used vouchers are logged in MyQ database. The information which voucher was used for which user can be accessed on the MyQ web interface. This ensures full control and enable the administrator to prevent possible misuse. See *"Controlling usage of vouchers"* on page 336.

29.3.1. Setting the voucher format code

Before the vouchers are generated, it is necessary to set the format of the voucher unique code and define the text printed on the voucher. These parameters can be set and modified on the **Credit** settings tab, under **Payment providers**, under **Internal account**. Double-click the **Voucher** item (or select the item and click **Edit**) to open the **Voucher** properties panel.

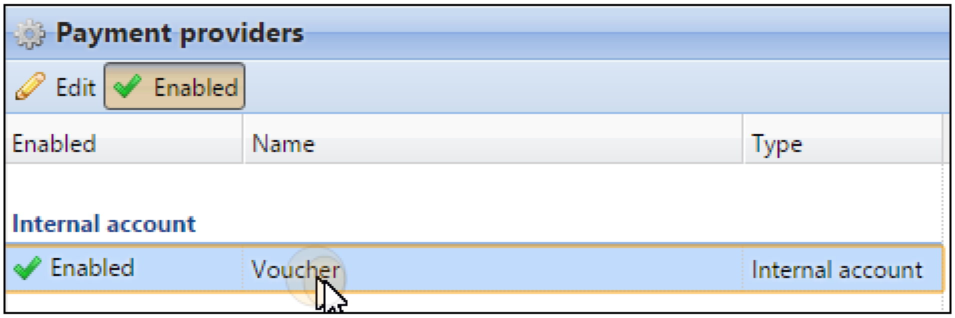


FIGURE 14.19. Opening the **Voucher** properties panel on the **Credit** settings tab

The unique code format can be defined by creating mask – predefined code template consisting of zeroes and lower case a's. Zeroes are substituted by numbers and a's are substituted by upper case letters or numbers. For example, the **00a0000aaa** mask will generate numbers such as 86D9841POE, 03E8976E67 etc.

NOTICE: Always set the code format adequate to the number of users and the frequency of voucher generating process to ensure sufficient variety of codes. If the amount of the currently valid codes is large and the variety not sufficient, the chance of randomly guesing the valid code number is high and the credit system can be easily bypassed.

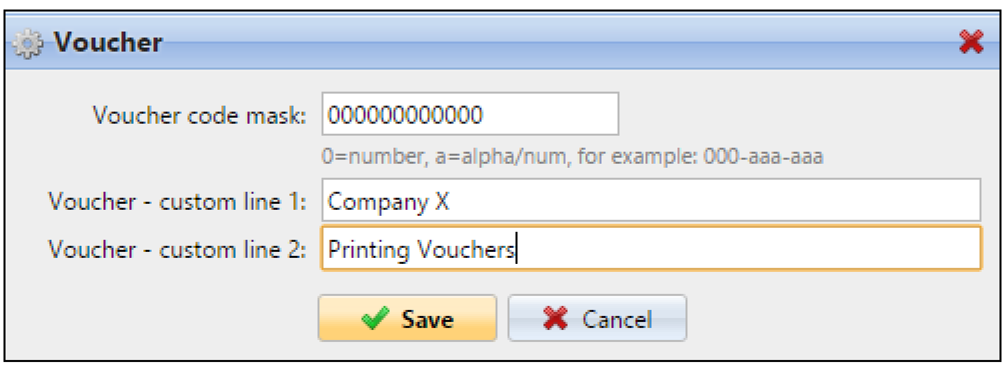


FIGURE 14.20. Editing vouchers on the **Voucher** properties panel

The text entered in the custom lines 1 and 2 is displayed on the printed vouchers. You can enter name of your company and additional information.

NOTICE: Do not forget to set the currency on the **General** settings tab, if you have not set it earlier. The currency on the printed voucher is the same as the one set in MyQ.

29.3.2. Importing a custom logo for Credit Vouchers

If you want to use your own logo on MyQ credit vouchers instead of the default MyQ logo, you can import the new logo on the Reports settings tab of the MyQ Web Interface.

The file with the logo has to be in the JPG, the PNG or the BMP format; the recommended size of the logo is **398px** x **144px**.

This logo will also be displayed on MyQ reports.

To import the logo:

1. On the MyQ Web interface, open the **Personalization** settings tab. (At the top-left corner, click **MyQ**, then click **Settings**, and then click **Personalization**).

2. On the tab, under **Custom application logo**, click **+Add**, then find and upload the file with the logo, and lastly click **Save** at the bottom of the tab. A preview of the new logo is displayed on the tab.

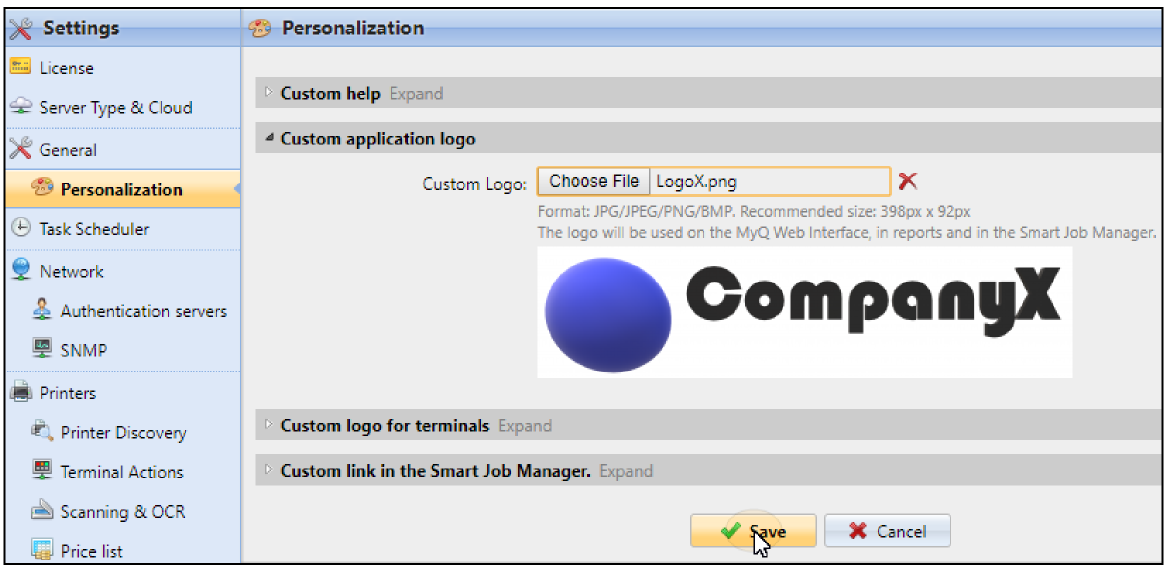


FIGURE 14.21. Uploading the file on the **Reports** settings tab of the MyQ Web Interface

29.3.3. Providing users with the right to manage vouchers

To enable users to manage vouchers on the **Voucher Batches** main tab, provide them with the **Manage Vouchers** right.

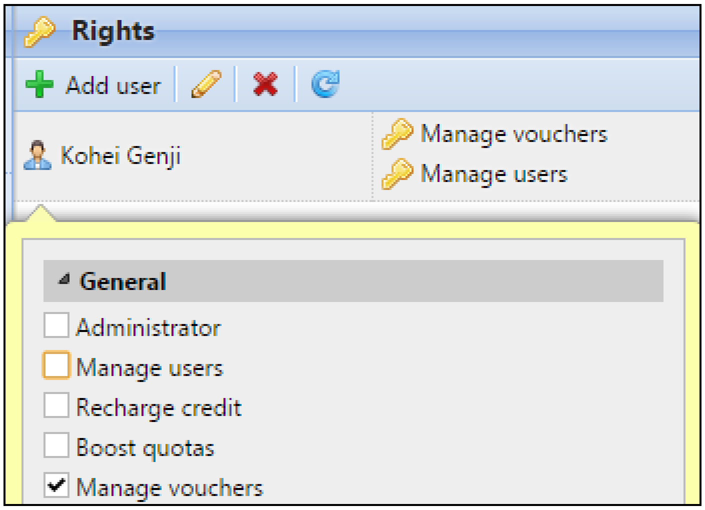


FIGURE 14.22. Selecting the right on the **Rights** settings tab

INFO: For more information about rights and how to provide them, see Rights .

29.3.4. Generating new vouchers

Vouchers can be generated on the **Voucher Batches** tab of the MyQ Web Interface. To open this tab, click MyQ, and then click **Voucher Batches**.

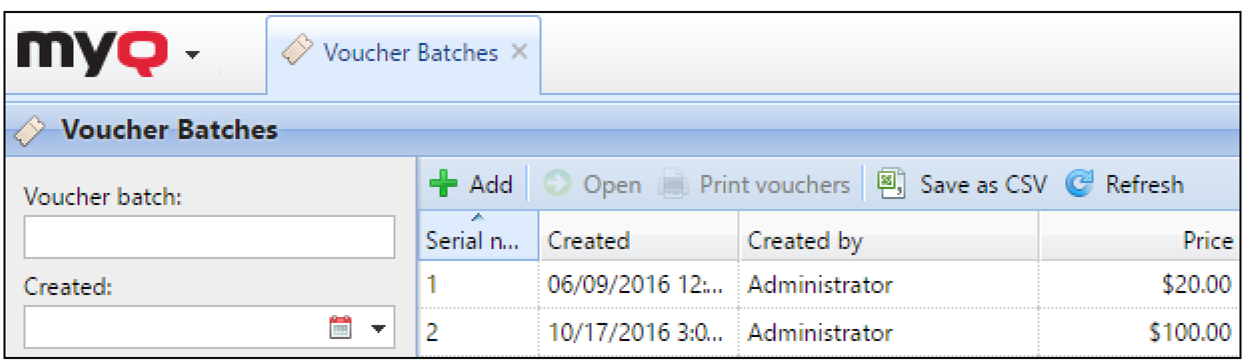


FIGURE 14.23. **Voucher Batches** main tab

To generate new vouchers:

1. On the bar at top of the **Voucher Batches** tab , click **+Add**. The **New Voucher Batch** dialog box appears.

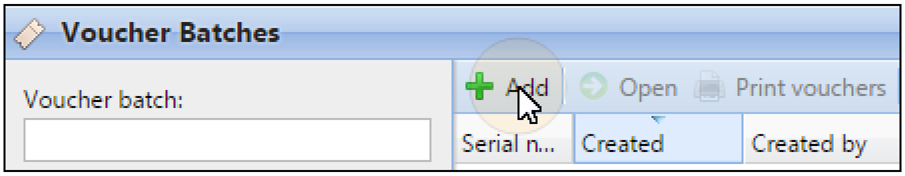


FIGURE 14.24. Adding a new voucher batch on the Voucher Batches main tab

2. In the dialog box, enter the number of vouchers to be generated, nominal price of the vouchers in the batch, validity period, and then click **OK**. The new voucher batch record is displayed in the voucher batches list. You can overview all of the vouchers by double-clicking this record.

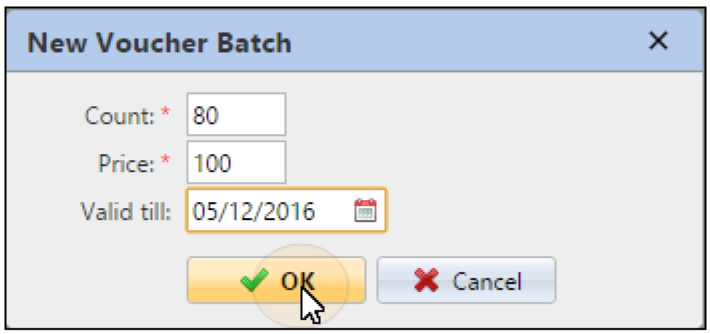


FIGURE 14.25. Setting the new voucher batch

29.3.5. Managing Voucher Batches

Voucher batches can be filtered by serial number, date, creator, price and expire date. From the **Voucher Batches** main tab, you can export the list of voucher batches to CSV, display and print vouchers included in particular batches.

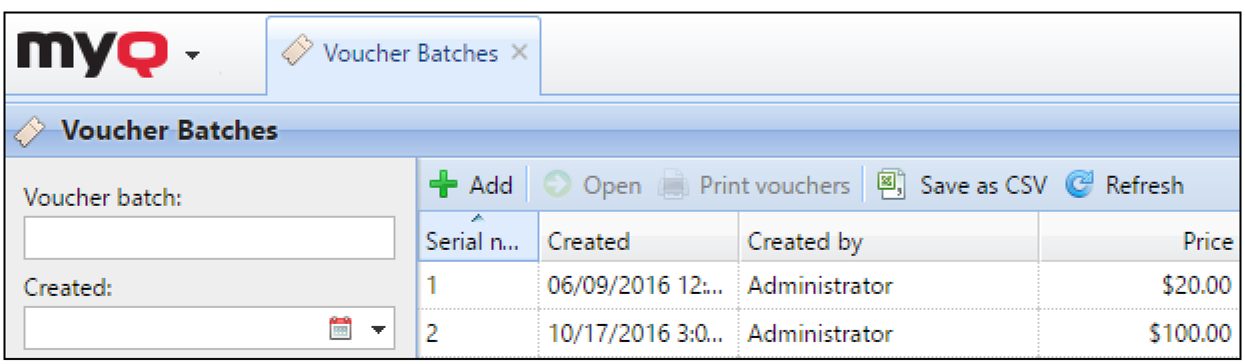


FIGURE 14.26. Options on the **Voucher Batches** main tab

29.3.6. Controlling usage of vouchers

To open the table of all vouchers generated in one batch, double-click the batch on the **Voucher Batches** main tab (or select the batch, and then click **Open** on the bar at the top of the tab).

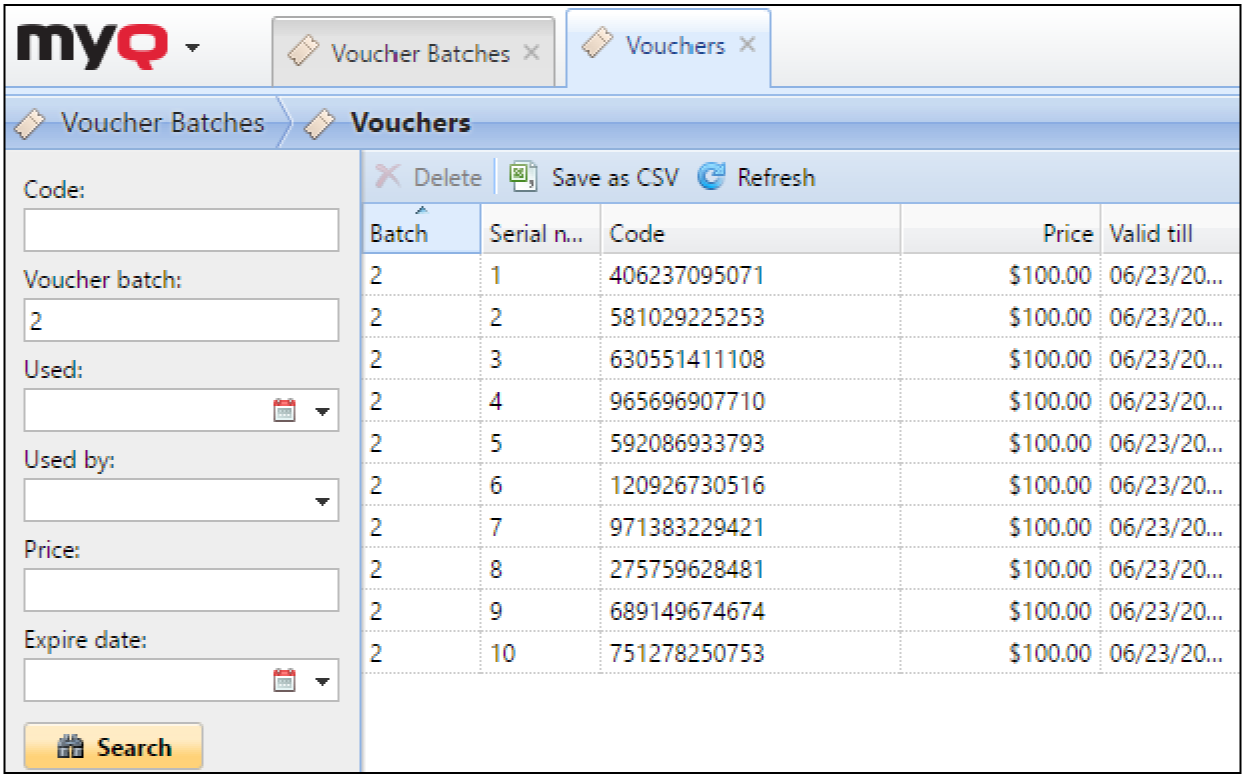


FIGURE 14.27. Vouchers overview on the **Vouchers** tab

In the table, you can see records of all of the generated vouchers with information such its unique code, price, validity, the current status of the voucher usage etc. If the number of records is too high to be displayed clearly, you can filter them by using filters on the left side. Vouchers can be filtered by code, voucher batch, price etc.

To delete a voucher, select it in the table and click **Delete** on the bar at the top of the tab.

NOTICE: When you delete a voucher, the code on the voucher becomes invalid.

Delete | Save as CSV | Refresh

Batch	Serial number	Code	Price	Valid till	Used	Used by	Deleted
3	1	14T8283LV	120.00	20/02/2...	–		–
3	2	62M7574HM	120.00	20/02/2...	–		–
3	3	13H125954	120.00	20/02/2...	01/12/20...	Kohei Genji	–
3	4	~~2270455LX~~	120.00	20/02/2...	–		01/12/2015 00:...
3	5	~~25D4530RO~~	120.00	20/02/2...	–		01/12/2015 01:...

FIGURE 14.28. Information about vouchers that are displayed on the **Vouchers** tab overview

29.4. Recharging credit via PayPal

Another way of recharging credit in MyQ is to let users directly buy the credit via PayPal on their accounts on the MyQ Web interface.

NOTICE: A PayPal Business account is required to receive the payments.

NOTICE: The currency used on the PayPal account of the paying users has to match the currency set on the MyQ server. In case someone pays in a different currency, the payment does not go through and stays in pending transactions of the receiving PayPal account. In order to receive the payment, the administrator has to approve the transaction on the PayPal account. After this, the credit must to be manually recharged on the MyQ server as the information about the payment is not sent to MyQ.

29.4.1. Setting up the PayPal payment option

All you need to do is to create a new App to link your company's PayPal business account with MyQ, and then set up the PayPal payment option on the MyQ Web Interface.

1) Create a new REST API app in the PayPal Developer environment

I. Log in to the PayPal Developer environment (https://developer.paypal.com/) with your PayPal Business account's credentials, and then open the **Dashboard**.

II. On the **Dashboard**, under **MyApps & Credentials**, create a new REST API app. The new app's settings tab opens.

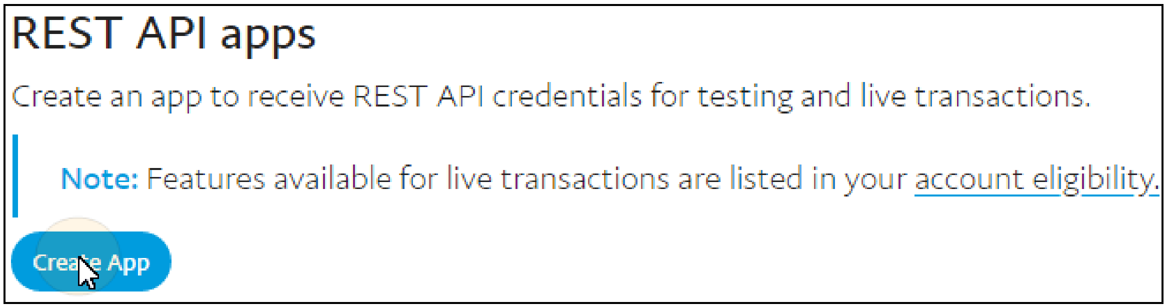


FIGURE 14.29. Creating the new REST API app on the PayPal Business account.

III. Select the **Live** option at the upper-right corner of the tab, and then remember (copy) the app's **Client ID** and **Secret**. The credentials will be used to connect the account to MyQ.

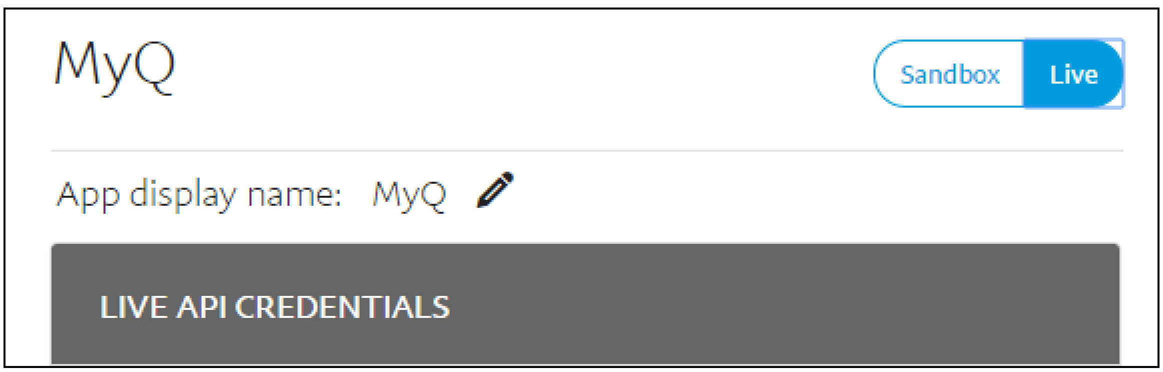


FIGURE 14.30. Creating the new REST API app on the PayPal Business account.

INFO: You can name the app anything you wish, as the name does not play any role within the setup.

2) Set up the PayPal payment option on the MyQ Web Interface

I. Open the **Credit** settings tab. (At the top-left corner, click **MyQ**, then click **Settings**, and finally click **Credit**.)

II. On the tab, under **Payment providers**, double-click the **PayPal** payment provider (or right-click the **PayPal** payment provider, and then click **Edit** on the shortcut menu). The **PayPal** properties panel opens on the right side of the tab.

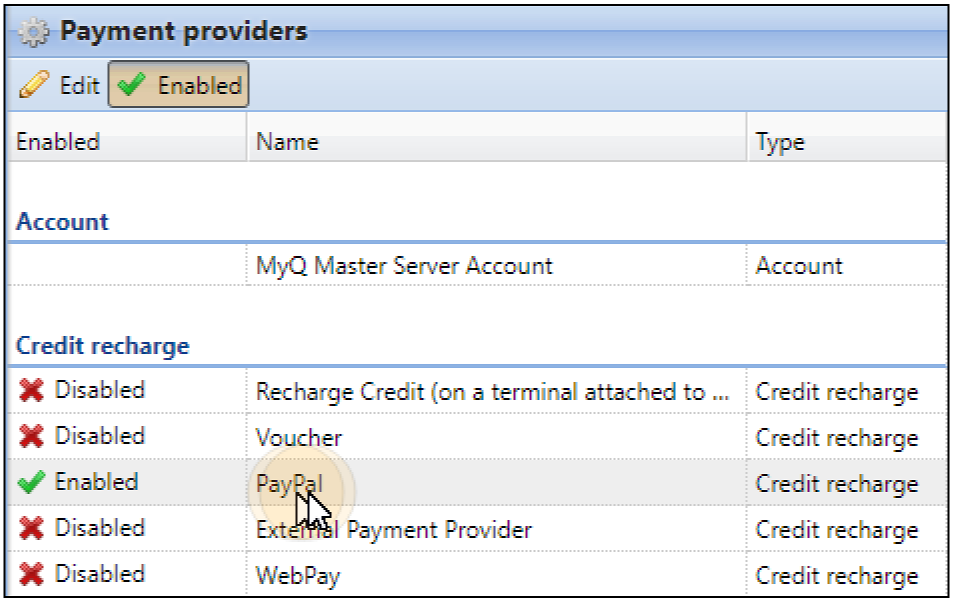


FIGURE 14.31. Opening the PayPal properties panel

III. The value of the **Currency** setting corresponds to the currency set on the **General** settings tab of the MyQ Web Interface , see Currency.

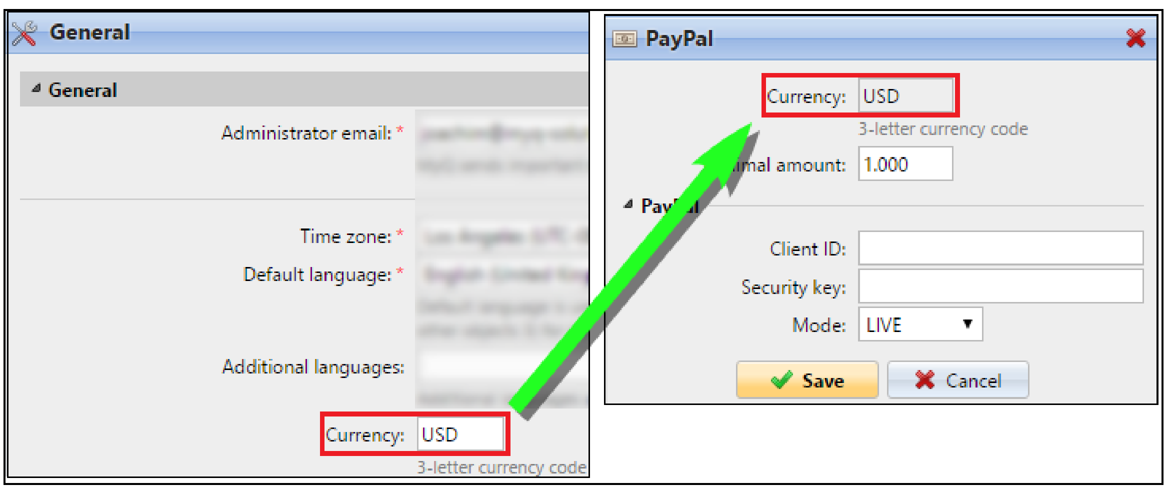


FIGURE 14.32. The currency selected on the General settings tab applies to the PayPal payments option.

IV. Type the minimal amount that users will have to pay when they will buy credit.

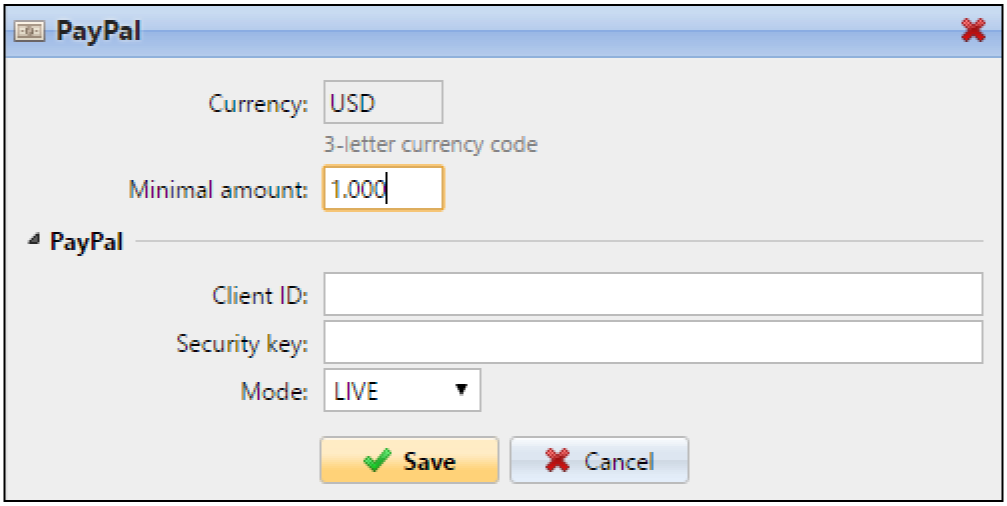


FIGURE 14.33. The credentials of the previously created app need to be entered in MyQ

V. Enter the **Client ID** of the REST API app into the **Client ID** text box on the PayPal properties panel and the **Secret** into the **Security key** text box below it.

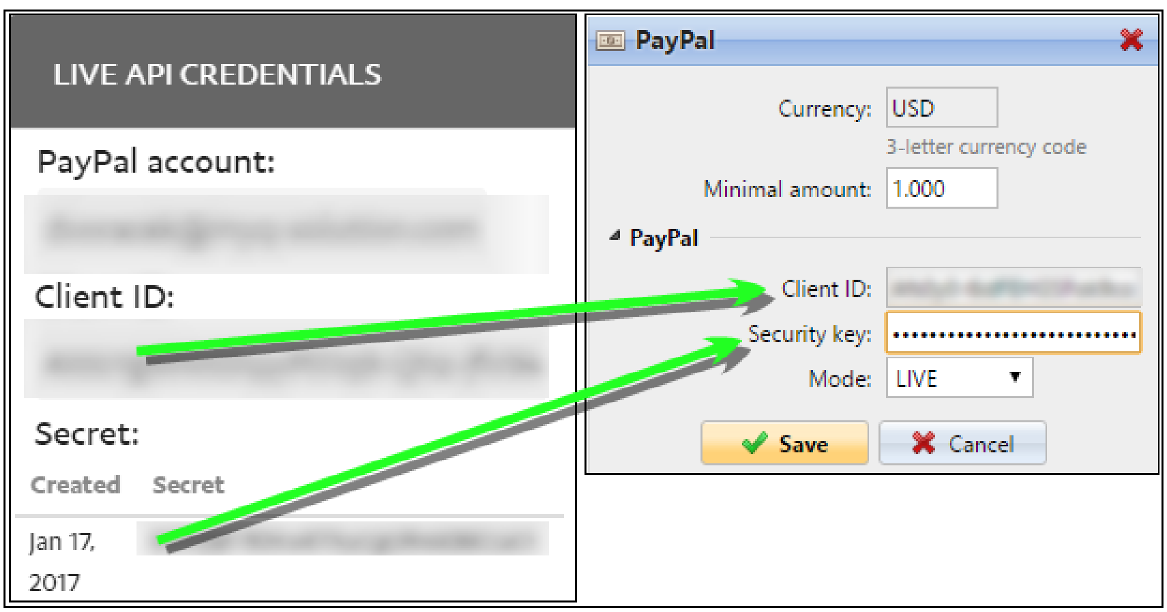


FIGURE 14.34. The credentials of the previously created app need to be entered in MyQ

VI. Make sure that the **LIVE** mode is selected, and then click **Save**. (The **SANDBOX** mode is used only for testing purposes.)

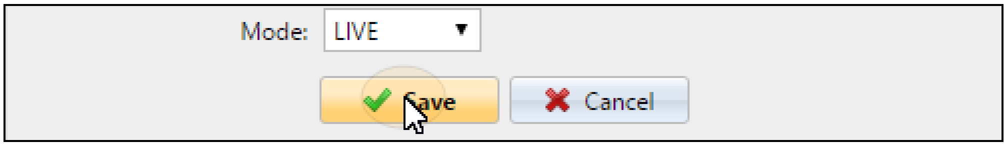


FIGURE 14.35. Saving the PayPal settings.

29.4.2. Recharging credit via PayPal on the user's account on the MyQ Web Interface

First of all, the user needs to log in to their account on the MyQ Web Interface.

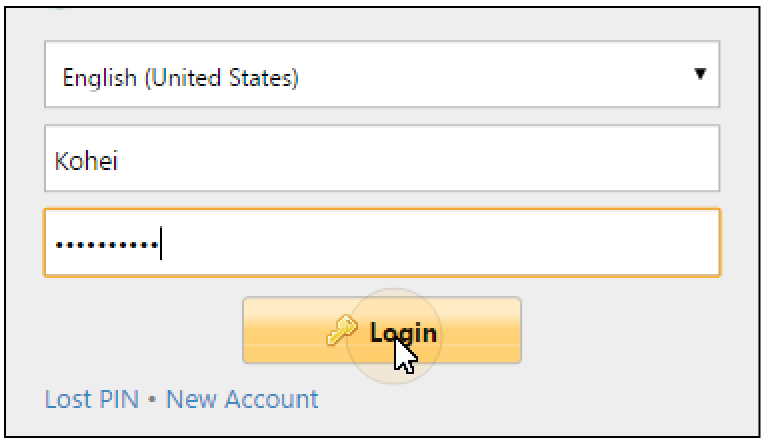


FIGURE 14.36. MyQ Web Interface Login

To recharge the credit there, the user has to click **Recharge credit** under **Credit**. The **Recharge credit** dialog appears.

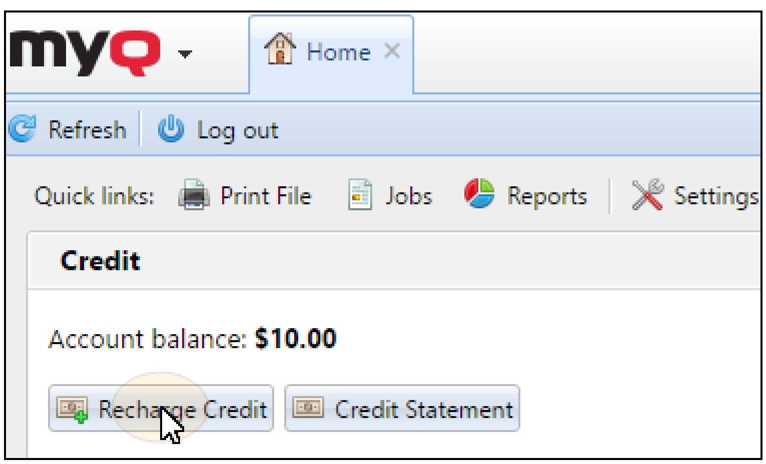


FIGURE 14.37. Opening the Recharge Credit dialog box

In the dialog box, the user has to select the **PayPal** payment provider, enter the amount of credit that they want to buy, and then click **Recharge Credit**.

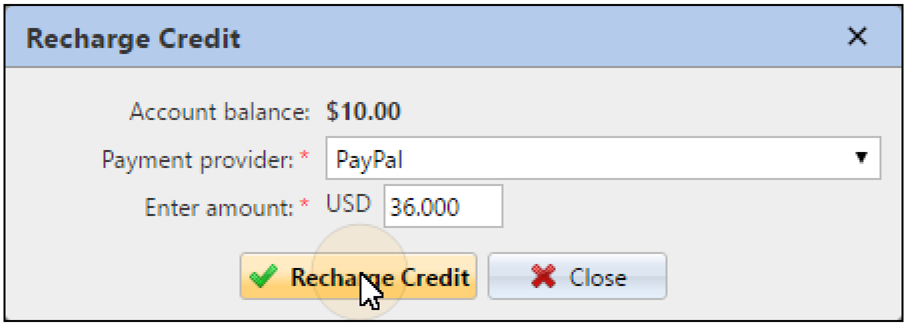


FIGURE 14.38. Recharging credit via the PayPal payment

A window with the PayPal payment options opens in the Web Browser; the rest of the steps correspond to the standard PayPal payment process.

After the payment is successfully sent to MyQ, the **Payment successful** dialog box appears.

NOTICE: PayPal tries to connect to the MyQ server via the hostname or IP address that is set on the **Network** settings tab of the MyQ Web Interface. In case a hostname is set on the tab and paying users receive the **"This site can't be reached / XYZ's server DNS address could not be found. / DNS_ PROBE_FINISHED_NXDOMAIN "** message, try to replace the hostname with the IP address of your server.

.

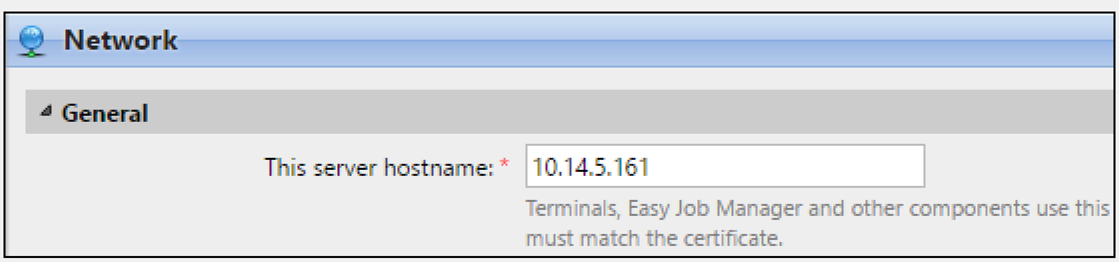


FIGURE 14.39. The information about the IP address of the MyQ server is taken from the **This server hostname** setting.

29.5. Recharging credit via WebPay

The WebPay payment gate enables customers to directly pay for their credit via a payment card or via a digital wallet. The following two sections show how to set up and use this payment option.

29.5.1. Setting up the WebPay payment option

You need to have a WebPay account, get a public and a private key; the public key has to be uploaded to the WebPay server and the private one needs to be uploaded to MyQ. Also, you need to remember/copy the password of the private key.

You can either use your own keys (with a help of the WebPay documentation) or use the WebPay tools to create new ones.

MyQ needs the following data:

- **Merchant number**: The Merchant number can be found on the WebPay portal, under **Key management**.
- **Private key**: The private key can be generated on the WebPay portal, under **Key Management**. It can be **.key**, **.pem** or **.crt**.
- **Private key password**: The private key password is the password that is provided to WebPay during generating of the private key or the passphrase used to create the private key manually.

To set up the WebPay payment option on the MyQ Web Interface, follow these steps:

1. Open the **Credit** settings tab. (At the top-left corner, click **MyQ**, then click **Settings**, and finally click **Credit**.)

II. On the tab, under **Payment providers**, right-click the **WebPay** payment provider, and then click **Edit** on the shortcut menu. The **WebPay** properties panel opens on the right side of the tab.

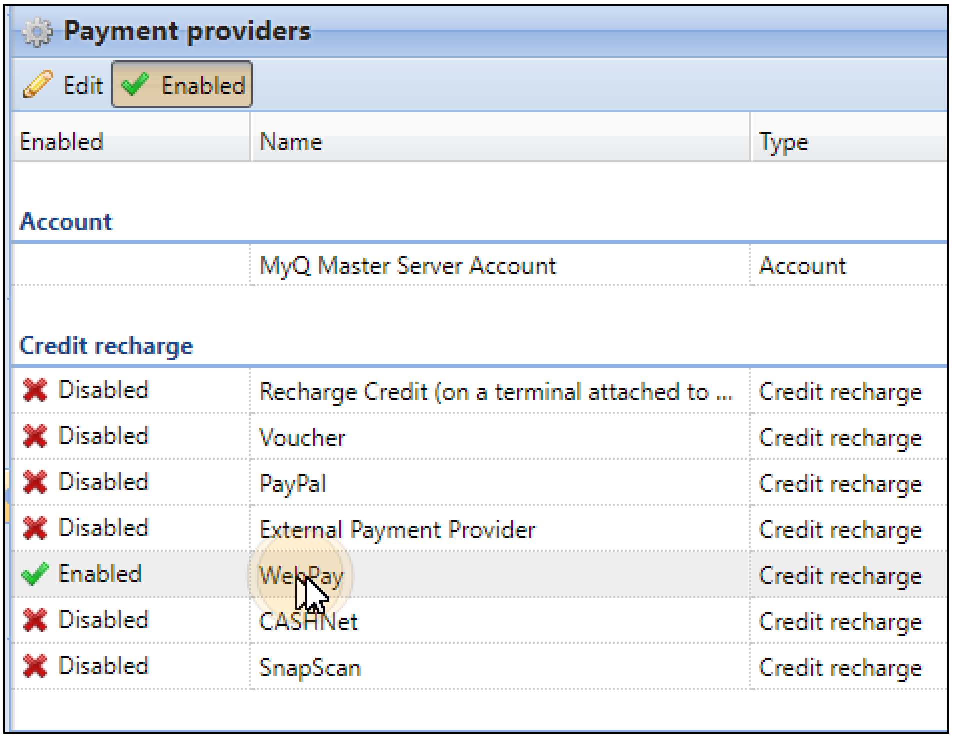


FIGURE 14.40. Opening the WebPay properties panel

III. The value of the **Currency** setting corresponds to the currency set on the **General** settings tab of the MyQ Web Interface.

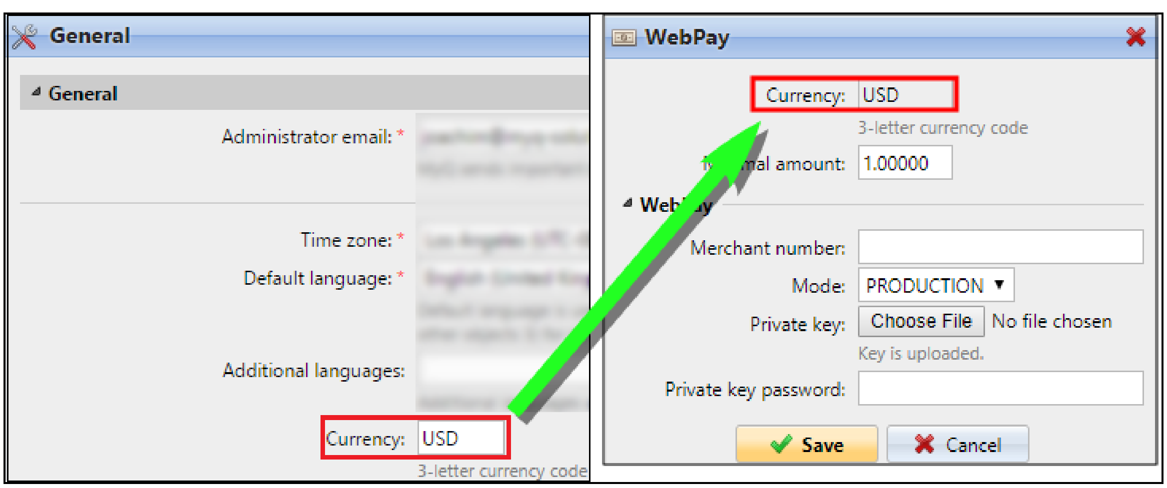


FIGURE 14.41. The currency selected on the General settings tab applies to the PayPal payments option.

IV. Type the minimal amount that users will have to pay when they will buy credit.

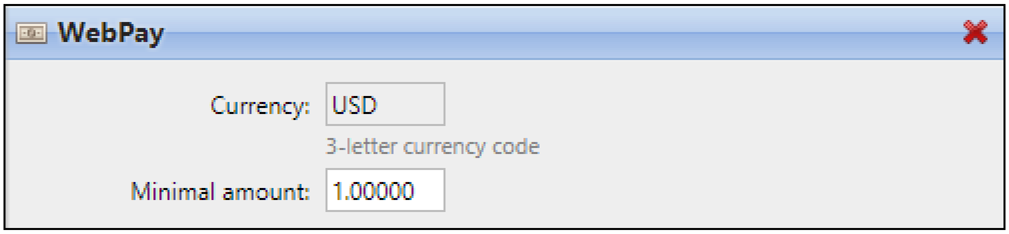


FIGURE 14.42. The credentials of the previously created app need to be entered in MyQ

V. Enter the **Merchant number** of the REST API app into the **Merchant number** text box and set **MODE** to **PRODUCTION**.

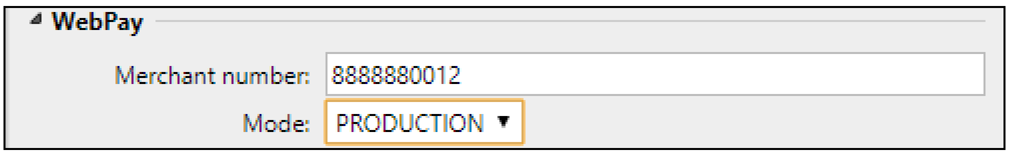


FIGURE 14.43. The credentials of the previously created app need to be entered in MyQ

VI. Upload the **Private key** from WebPay (click **Choose File**, select the file, and then click **Open**), enter the **Private key password** provided during generating of the private key, and then click **Save**.

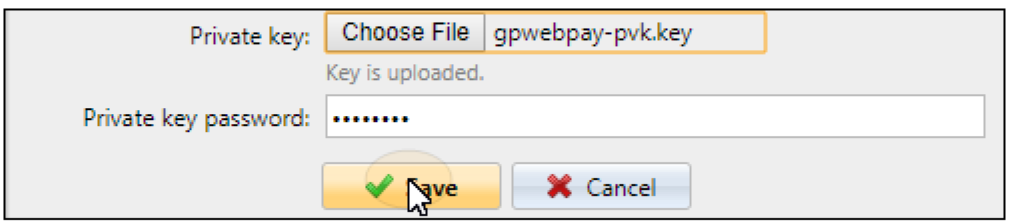


FIGURE 14.44. Saving the WebPay settings

29.5.2. Recharging credit via WebPay on the user's account on the MyQ Web Interface

First of all, the user needs to log in to their account on the MyQ Web Interface.

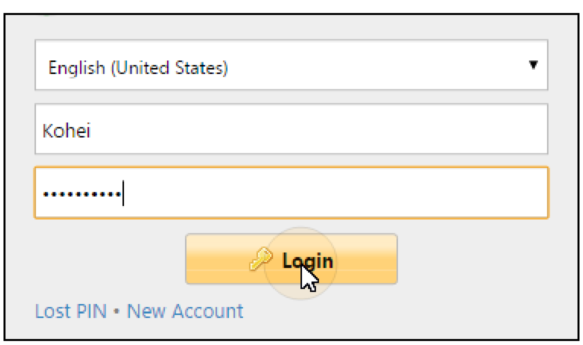


FIGURE 14.45. Logging in to the user's account

To recharge the credit there, the user has to click **Recharge credit** under **Credit**. The **Recharge credit** dialog appears.

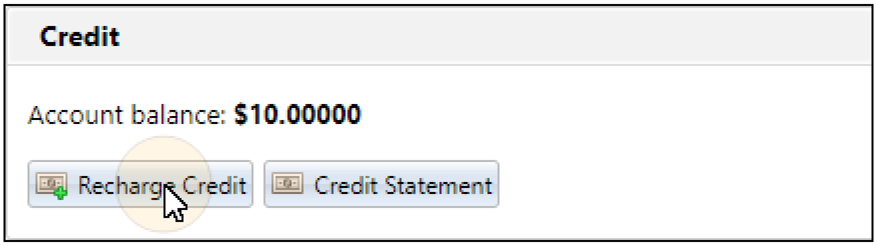


FIGURE 14.46. Recharging credit via the PayPal payment

In the dialog box, the user has to select the **WebPay** payment provider, enter the amount of credit that they wants to buy, and then click **Recharge Credit**.

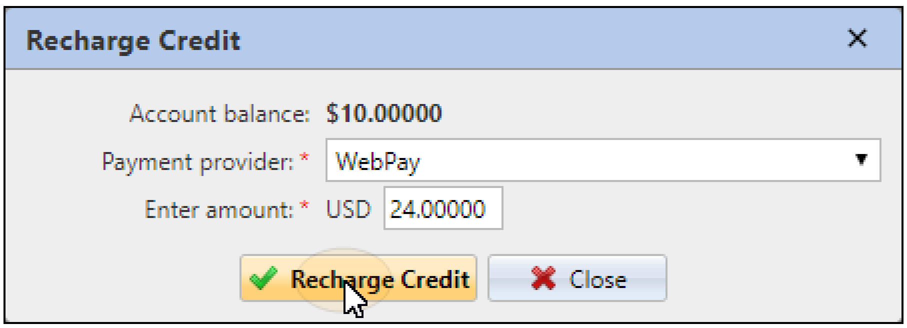


FIGURE 14.47. Recharging credit via the PayPal payment

A window with the WebPay payment options opens in the Web Browser; the rest of the steps correspond to the standard WebPay payment process.

After the payment is successfully sent to MyQ, the **Payment successful** dialog box appears.

NOTICE: WebPay tries to connect to the MyQ server via the hostname or IP address that is set on the **Network** settings tab of the MyQ Web Interface. In case a hostname is set on the tab and paying users receive the **"This site can't be reached / XYZ's server DNS address could not be found. / DNS_PROBE_FINISHED_NXDOMAIN "** message, try to replace the hostname with the IP address of your server.

For more information about MyQ network settings, see Network settings tab .

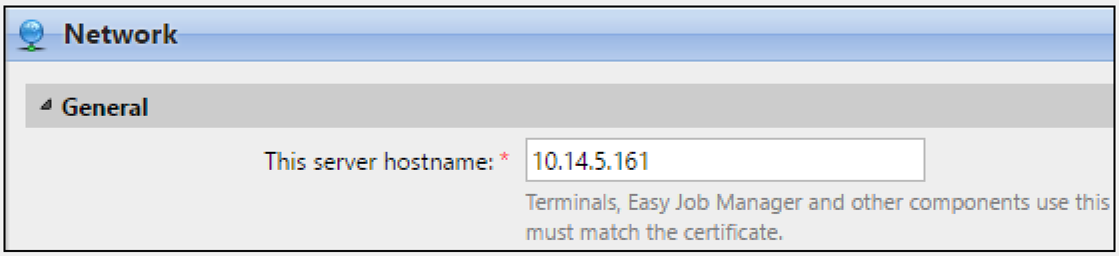


FIGURE 14.48. The information about the IP address of the MyQ server is taken from the **This server hostname** setting.

29.6. Recharging credit via CASHNet

The CASHNet payment gate enables customers to directly pay for their credit via a payment card or via a digital wallet. The following two sections show how to set up and use this payment option.

To be able to integrate the CASHNet payment gate into MyQ, you need to have a **Checkout** store created by the provider of the service. Also, you need to receive the following data:

- **Operator ID**, **Password**, **Station** and **Client Code** are necessary for login to the CASHNet Web User Interface
- **Merchant name**, **Station**, **Store URL** and **Item code** of the **Checkout** store are necessary for the integration into MyQ

29.6.1. Setting up the CASHNet payment option

1) Set up the eMarket store on the CASHNet Web User Interface

I. Log in to the CASHNet Web User Interface.

II. Open the **Store Setup** tab.

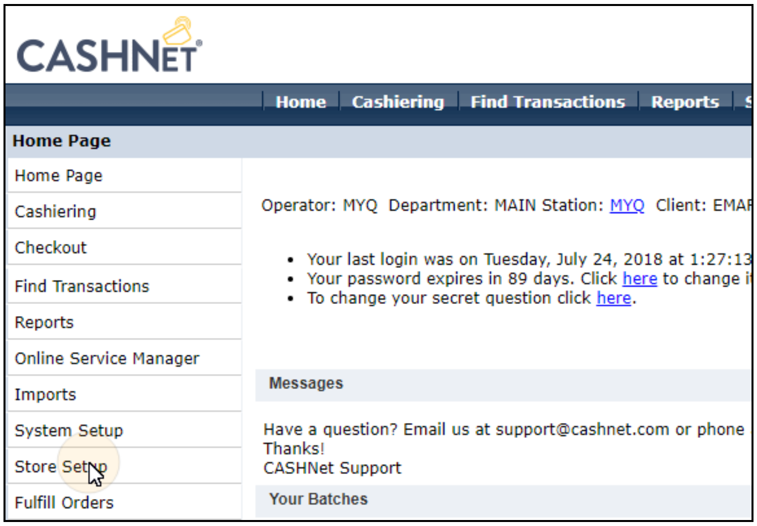


FIGURE 14.49. Opening the Store Setup

III. On the tab, click the dark blue button with the text **"Click here to use new eMarket store setup for Storefronts&Checkouts"**. The eMarket store setup page opens.

FIGURE 14.50. Opening the Store Setup

IV. On the page, double-click the Checkout store to open its setup page.

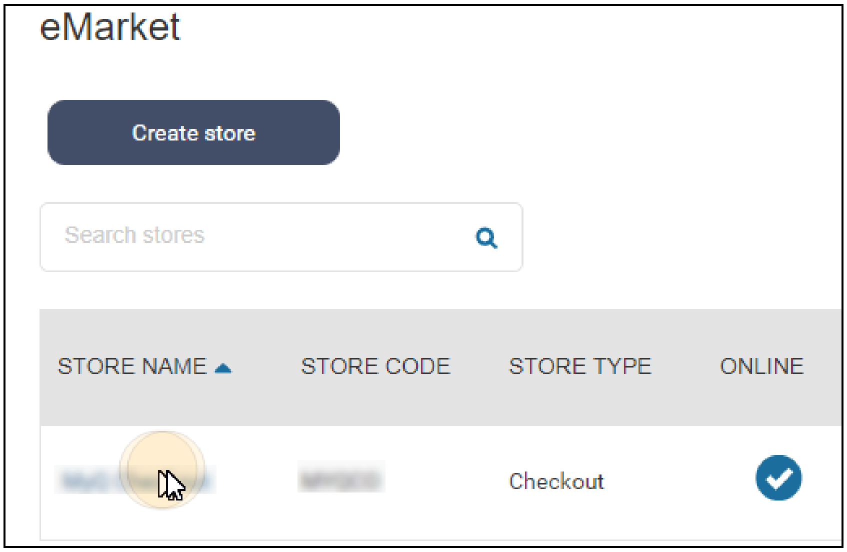


FIGURE 14.51. Opening the Store Setup

V. On the Checkout setup page, under **End of transaction behavior**, configure the following options:

- **Show receipt page**: disable
- **Use redirect URL(s)**: enable
- **Redirect URL for successful transactions & successful online post responses**: leave empty
- **Redirect URL for unsuccessful transactions or non-responsive online post attempts**: leave empty
- **Append data to the redirect URL**: set to **"Yes, and redirect using HTTP post"**

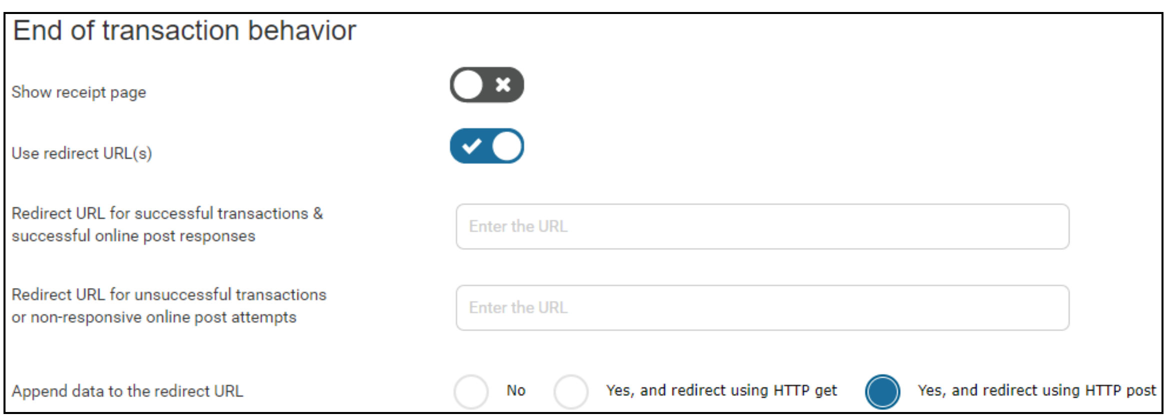


FIGURE 14.52. Opening the Store Setup

VI. Now you can leave the CASHNet Web User Interface.

2) Set up the CASHNet payment option on the MyQ Web Interface

I. Open the **Credit** settings tab. (At the top-left corner, click **MyQ**, then click **Settings**, and finally click **Credit**.)

II. On the tab, under **Payment providers**, double-click the **CASHNet** payment provider (or right-click the **CASHNet** payment provider, and then click **Edit** on the shortcut menu). The **CASHNet** properties panel opens on the right side of the tab.

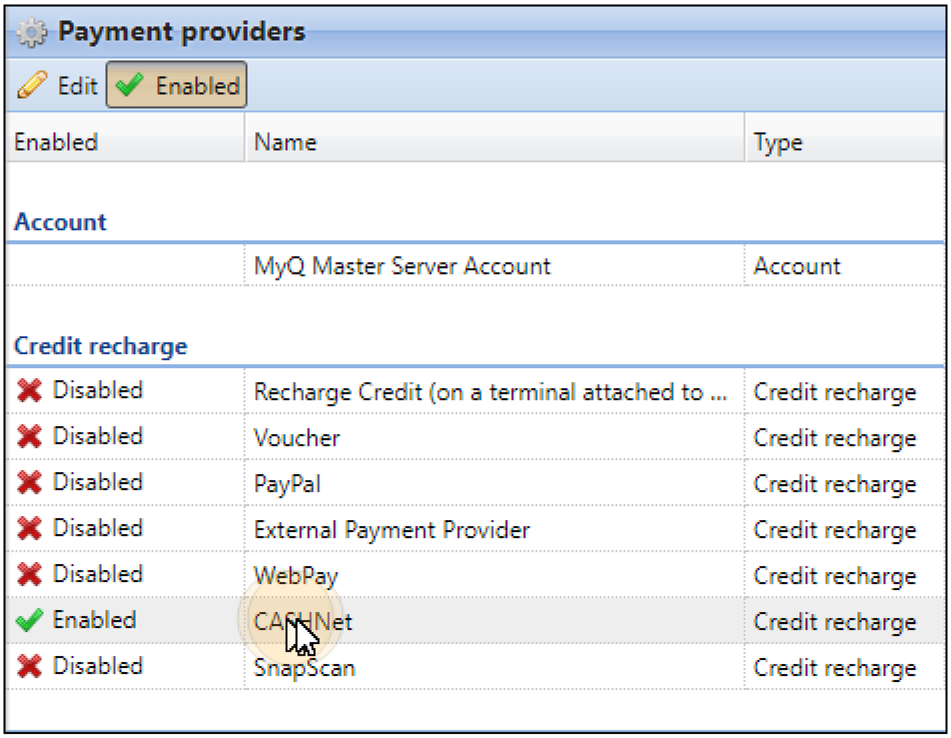


FIGURE 14.53. Opening the CASHNet properties panel

III. The value of the **Currency** setting corresponds to the currency set on the **General** settings tab of the MyQ Web Interface. For information on how to set currency in MyQ, see see Currency.

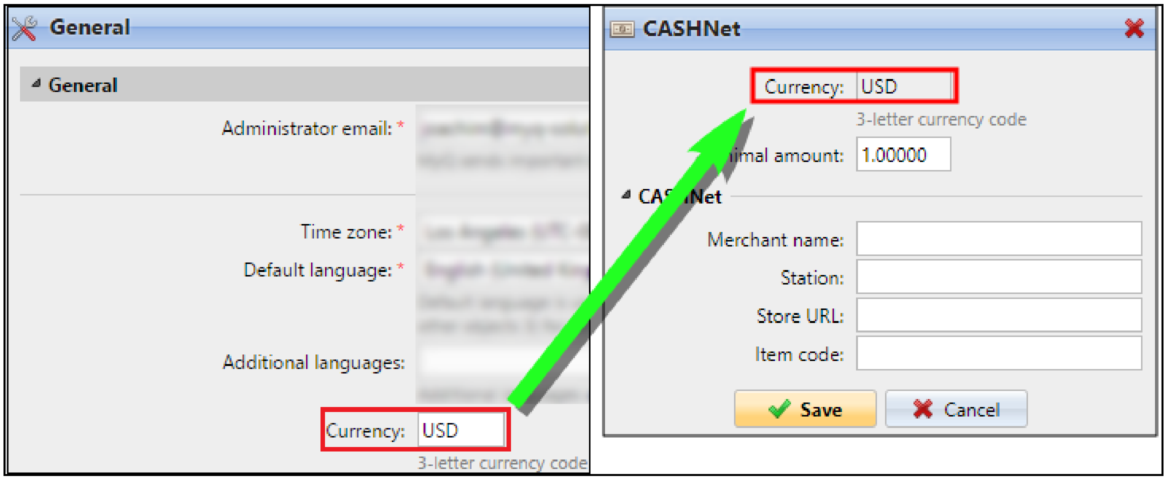


FIGURE 14.54. Setting the currency to be used on the MyQ server

IV. Type the minimal amount that users will have to pay when they will buy credit.

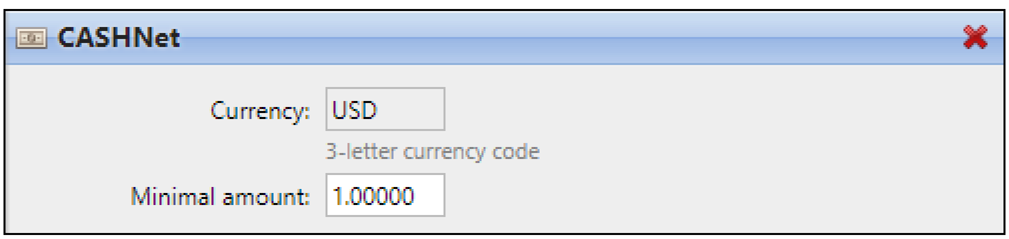


FIGURE 14.55. The minimal amount for recharging credit

V. Enter the **Merchant name**, **Station**, **Store URL** and **Item Code** of the **Checkout** store, and then clik **Save**.

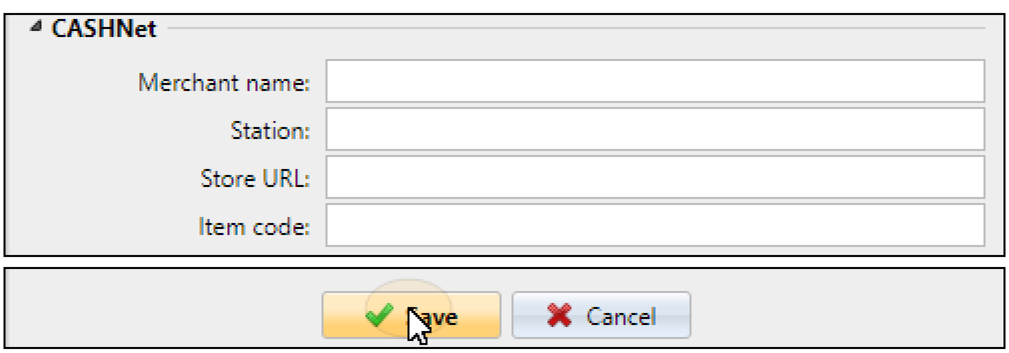


FIGURE 14.56. The credentials of the previously created app need to be entered in MyQ

29.6.2. Buying credit via CASHNet on the user's account on the MyQ Web Interface

First of all, the user needs to log in to their account on the MyQ Web Interface.

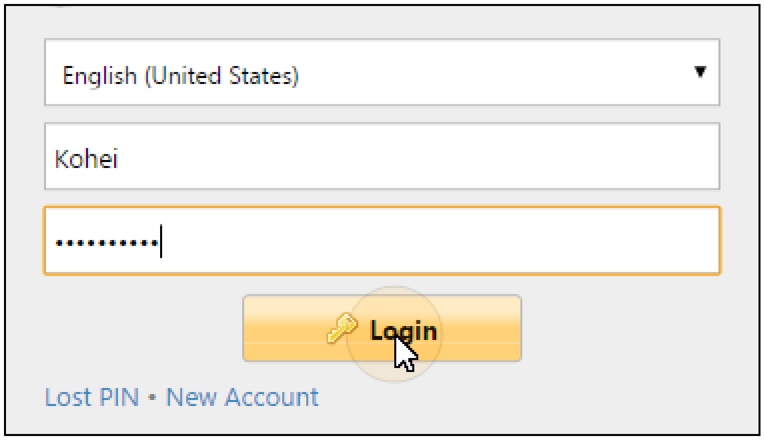
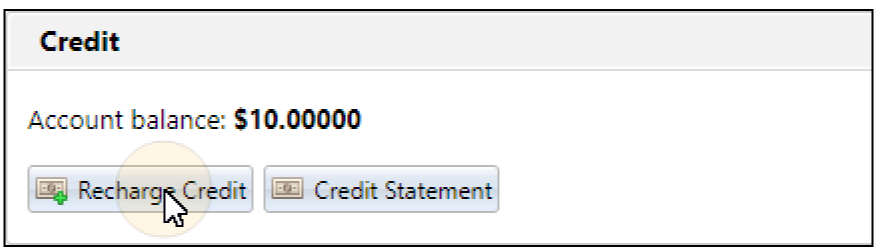


FIGURE 14.57. MyQ Web Interface Login

To recharge the credit there, the user has to click **Recharge credit** under **Credit**. The **Recharge credit** dialog appears.



In the dialog box, the user has to select the **CASHNet** payment provider, enter the amount of credit that they wants to buy, and then click **Recharge Credit**.

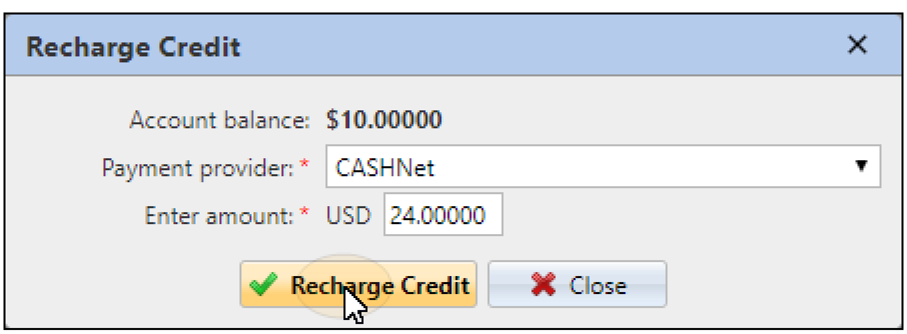


FIGURE 14.58. Recharging credit via the PayPal payment

A window with the CASHNet payment options opens in the Web Browser; the rest of the steps correspond to the standard CASHNet payment process.

After the payment is successfully sent to MyQ, the **Payment successful** dialog box appears.

NOTICE: CASHNet tries to connect to the MyQ server via the hostname or IP address that is set on the **Network** settings tab of the MyQ Web Interface. In case a hostname is set on the tab and paying users receive the **"This site can't be reached / XYZ's server DNS address could not be found. / DNS_PROBE_FINISHED_NXDOMAIN "** message.
Try to replace the hostname with the IP address of your server.

For more information about MyQ network settings, see "Network settings tab", under "MyQ® System Settings" in the Basic Installation Guide.

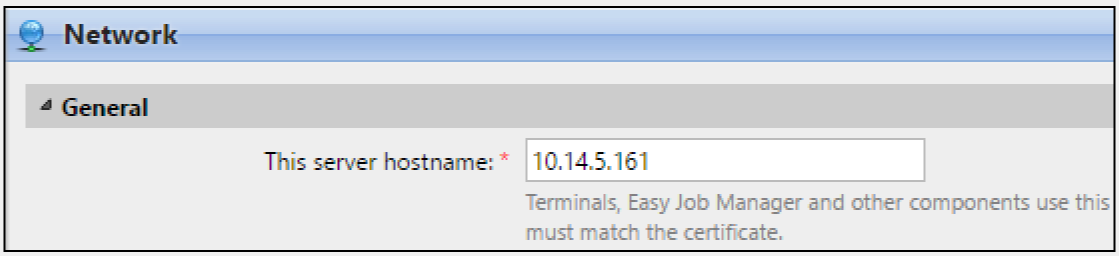


FIGURE 14.59. The information about the IP address of the MyQ server is taken from the **This server hostname** setting.

29.7. Recharging credit via SnapScan

With the SnapScan app, users can pay for their MyQ credit via a QR code displayed in the app on their mobile phones. The following two sections show how to set up and use this payment option.

To be able to connect SnapScan to MyQ, you need to create a **Merchant Snapscan Account** and obtain the **Merchant Account API**. Within the setup of the connection on on the MyQ Web Interface, you have to enter the **Merchant ID** and the **API key** of the account.

As SnapScan is a South African service, users need to use a phone with a **South African Mobile number (+27)** to be able to scan the QR code and pay for the credit.

29.7.1. Setting up the SnapScan payment option

To set up the SnapScan payment option on the MyQ Web Interface, follow these steps:

I. Open the **Credit** settings tab. (Click **MyQ** at the top-right corner, then click **Settings**, and finally click **Credit**.)

II. On the tab, under **Payment providers**, double-click the **SnapScan** payment provider (or right-click the **SnapScan** payment provider, and then click **Edit** on the shortcut menu). The **SnapScan** properties panel opens on the right side of the tab.

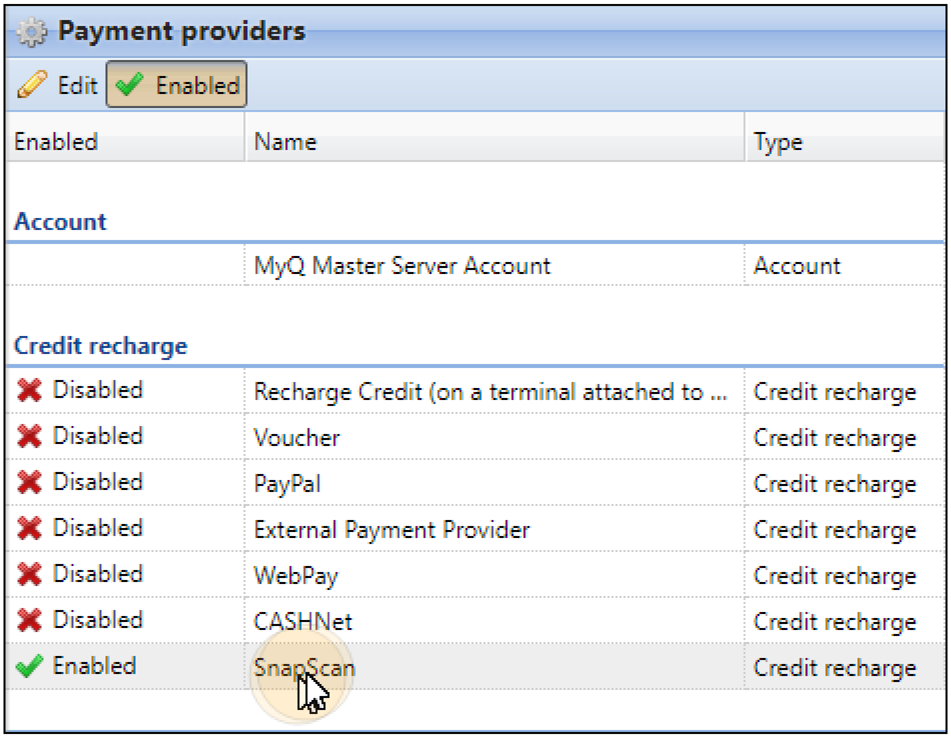


FIGURE 14.60. Opening the SnapScan properties panel

III. The value of the **Currency** setting corresponds to the currency set on the **General** settings tab of the MyQ Web Interface. In case of the SnapScan payment method, it needs to be set to **ZAR**. (For information on how to set the currency in MyQ, see see Currency.)

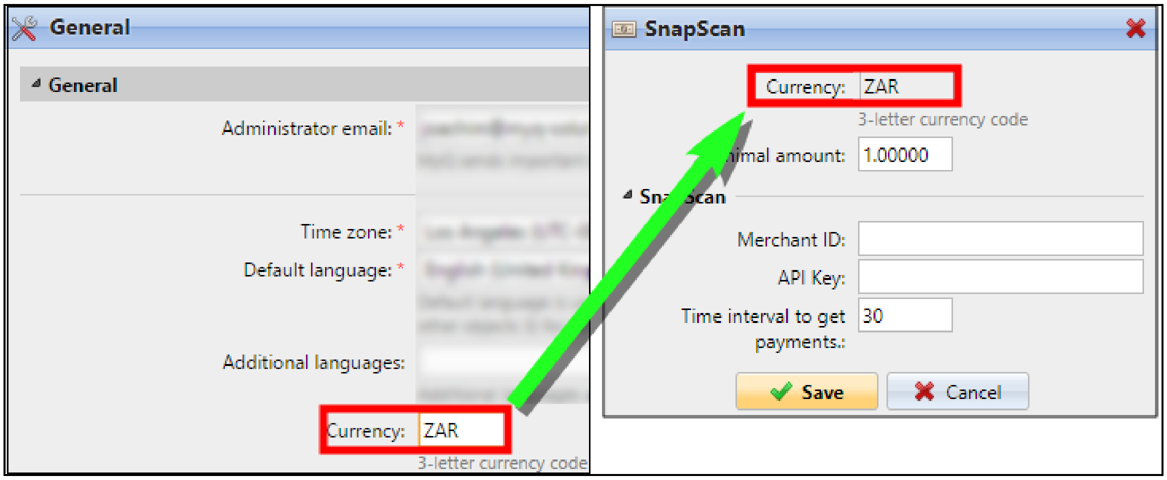


FIGURE 14.61. The currency selected on the **General** settings tab applies to the PayPal payments option.

IV. Type the **Minimal amount** of money that has to be paid when a user buys the credit.

V. Enter the **Merchant ID**(Company Name) and the **API key** provided by SnapScan.

VI. Set the **Time interval to get payments** (in **seconds**), and then click **Save**.

The **Time interval to get payments** setting limits the time for the recharge action; if MyQ does not receive confirmation of the payment within the interval, the credit recharge is canceled. If the payment is successful but MyQ does not receive the response within the time limit, the user has to contact the MyQ administrator, who can manually recharge the credit.

29.7.2. Buying credit via SnapScan on the user's account on the MyQ Web Interface

First of all, the user needs to log in to their account on the MyQ Web Interface.

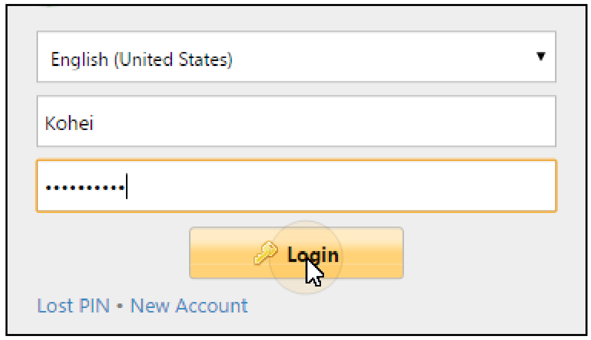


FIGURE 14.62. MyQ Web Interface Login

To recharge the credit there, the user has to click **Recharge credit** under **Credit**. The **Recharge credit** dialog appears.

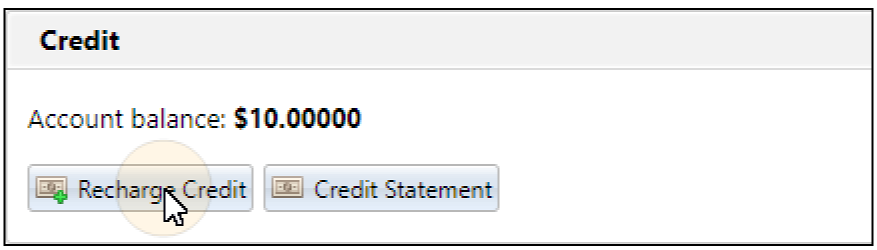


FIGURE 14.63. Recharging the credit

In the dialog box, the user has to select the **SnapScan** payment provider, enter the amount of credit that they wants to buy, and then click **Recharge Credit**.

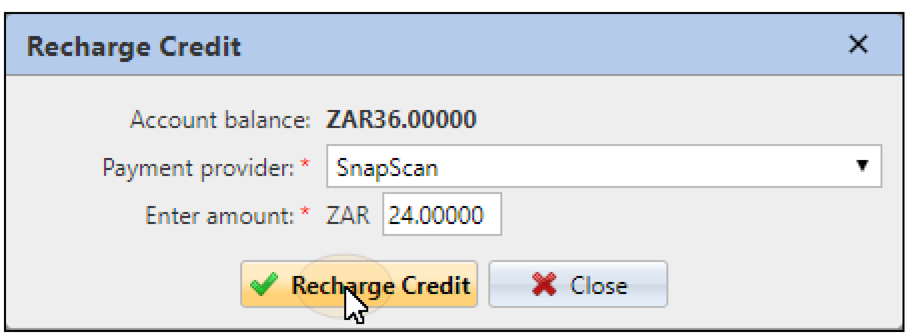


FIGURE 14.64. Recharging credit via the PayPal payment

A window with the SnapScan payment options opens in the Web Browser; the rest of the steps correspond to the standard SnapScan payment process.

After the payment is successfully sent to MyQ, the **Payment successful** dialog box appears.

NOTICE: SnapScan tries to connect to the MyQ server via the hostname or IP address that is set on the **Network** settings tab of the MyQ Web Interface. In case a hostname is set on the tab and paying users receive the **"This site can't be reached / XYZ's server DNS address could not be found. / DNS_ PROBE_FINISHED_NXDOMAIN "** message, try to replace the hostname with the IP address of your server.

For more information about MyQ network settings, see "Network settings tab", under "MyQ® System Settings" in the Basic Installation Guide.

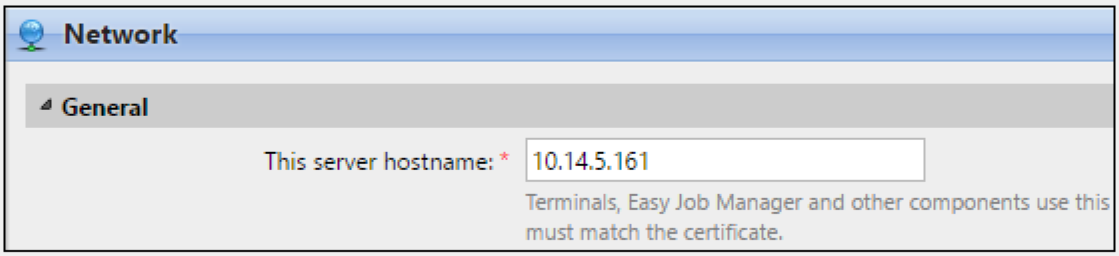


FIGURE 14.65. The information about the IP address of the MyQ server is taken from the **This server hostname** setting.

29.8. Importing credit from a bank statement

In MyQ, you can also import a bulk of credit from a bank statement. The system can process the data from a GPC file.

The variable symbol from the bank statement is used as the unique data for pairing of the payment and the MyQ user. The number must correspond to the personal number of the user. The personal number can be imported or manually entered in the **Personal Number** text box on the user properties panel on the **Users** main tab.

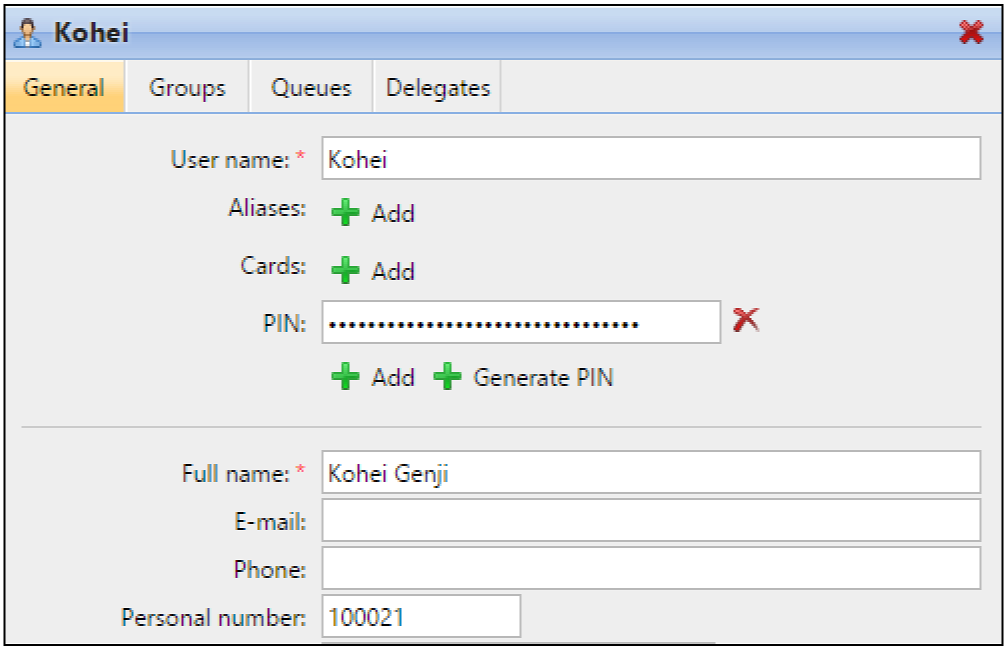


FIGURE 14.66. Personal number shown on the user properties panel

The feature can be managed on the **Credit statement** tab or on the **Users** main tab. To import a bulk of credit from a bank statement on either of the two tabs, do the following:

1. On the bar at the top of the tab (**Users** or **Credit statement**), click **Tools**, and then click **Bulk credit recharge** in the **Tools** drop-down box. The **Bulk credit recharge** dialog box opens.

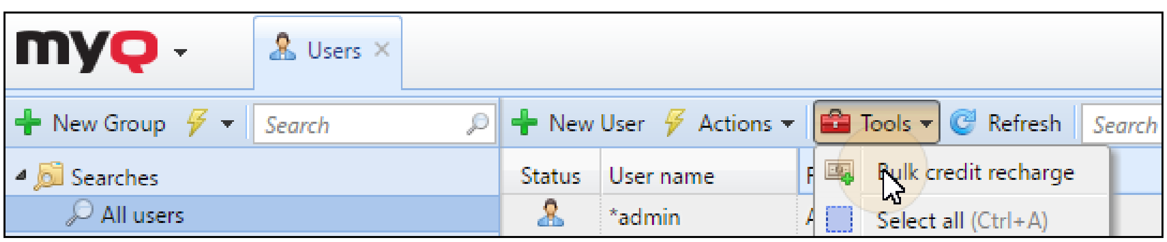


FIGURE 14.67. Opening the bulk credit recharge options on the Users tab

2. In the dialog box, select the **GPC** format option, choose the GPC file, and then click **OK**. Before importing the file,MyQ checks whether the GPC file has not already been imported. This avoids duplication of the credit recharge. If the system finds that the import of data from this file has already taken place, an error message appears and no data are imported.

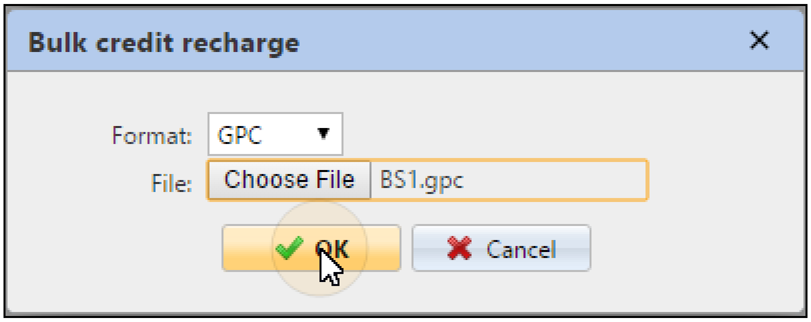


FIGURE 14.68. Recharging credit from a GPC file

If MyQ identifies the GPC file as new, it checks all the payments on the bank statement step by step, and if it finds a variable number equal to the personal number of a MyQ user, the user's credit is increased by the corresponding amount from the bank statement. Once MyQ checks the GPC file, it displays a new html page with a report. The report displays both the users with increased credit and the payments with variable number not corresponding to any personal number in MyQ.

29.9. Importing credit from a CSV file

Another way of recharging the credit is to upload the credit amounts for any number of MyQ users from a CSV file. This can be done either on the **Credit statement** main tab, or on the **Users** main tab of the MyQ Web interface.

To import a bulk of credit from a CSV file on either of the two tabs, do the following:

1. On the bar at the top of the tab (**Users** or **Credit statement**), select the user, then click **Tools** on the bar at the top of the tab, and then click **Bulk credit recharge** in the **Tools** drop-down box. (See FIGURE 14.67 on the previous page.) The **Bulk credit recharge** dialog box opens.

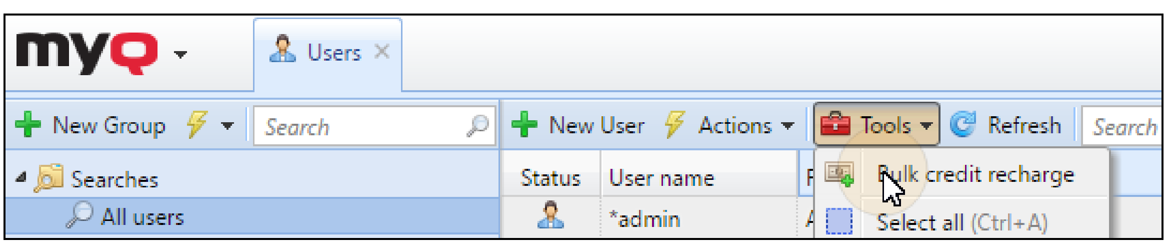


FIGURE 14.69. Opening the bulk credit recharge options on the Users tab

2. In the dialog box, select the **CSV** format option, choose the CSV file, and then click **OK**. You will be informed about the success of the operation. You may see the added amount of credit in the **Credit** columns on the user list.

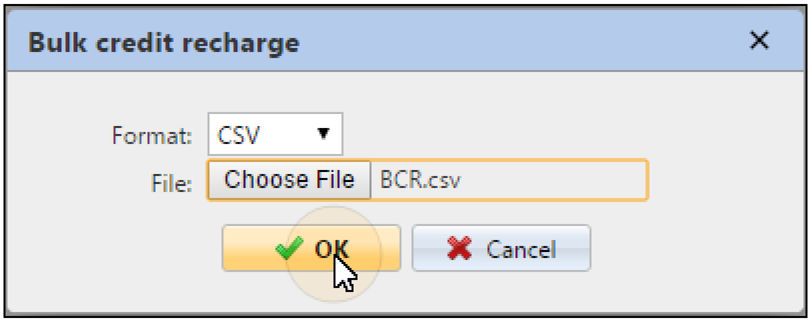


FIGURE 14.70. Recharging credit from a CSV file

Structure of the CSV file:

Each non-empty raw has to consist of two entries separated by a delimiter: **name of the user*delimiter*amount of credit**. The entered delimiter has to be the same as the delimiter set on the **General** settings tab under **Column delimiter in CSV**.

29.10. Manual reset of users' credit on the MyQ Web Interface

The administrator (and users authorised to recharge credit) can manually reset the credit of each user to a specific value. This can be done either on the **Credit Statement** main tab, or on the **Users** main tab of the MyQ Web interface.

On the **Credit Statement** tab, you first open the credit reset action, and subsequently select the users and groups whose credit is to be recharged. On the **Users** tab, you first select the users or the group, and then reset their credit.

29.10.1. Providing users with the rights to reset credit

By default, the only person who can reset the credit is the MyQ administrator. However, the administrator can authorise a MyQ user to reset the credit as well. The user needs to be provided with the rights to access the **Users** main tab and reset the credit there. This is done on the **Rights** settings tab of the MyQ Web Interface.

INFO: For more information about how to manage rights in MyQ, see Rights.

To authorise a user to reset credit on the **Credit Statement** tab, you need to provide them with the right to **Recharge credit**.

To authorise a user to reset credit on the **Users** tab, you need to provide them with the right to **Recharge credit** and the right to **Manage Users**.

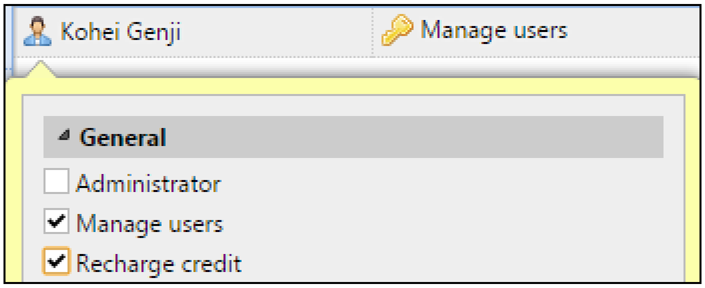


FIGURE 14.71. Authorizing users to recharge credit on the **Users** tab

The authorised user can reset the credit on their MyQ Web interface in the same way as the MyQ administrator.

29.10.2. Resetting credit on the Credit Statement tab

On the **Credit Statement** tab, you can overview the changes in the credit balance of MyQ users, and also reset credit to users and groups. To open the tab on the MyQ Web Interface, click **MyQ**, and then click **Credit Statement**.

To reset credit to users or groups, do the following:

1. Click **Reset Credit**. The **Reset Credit** dialog box appears on the tab.

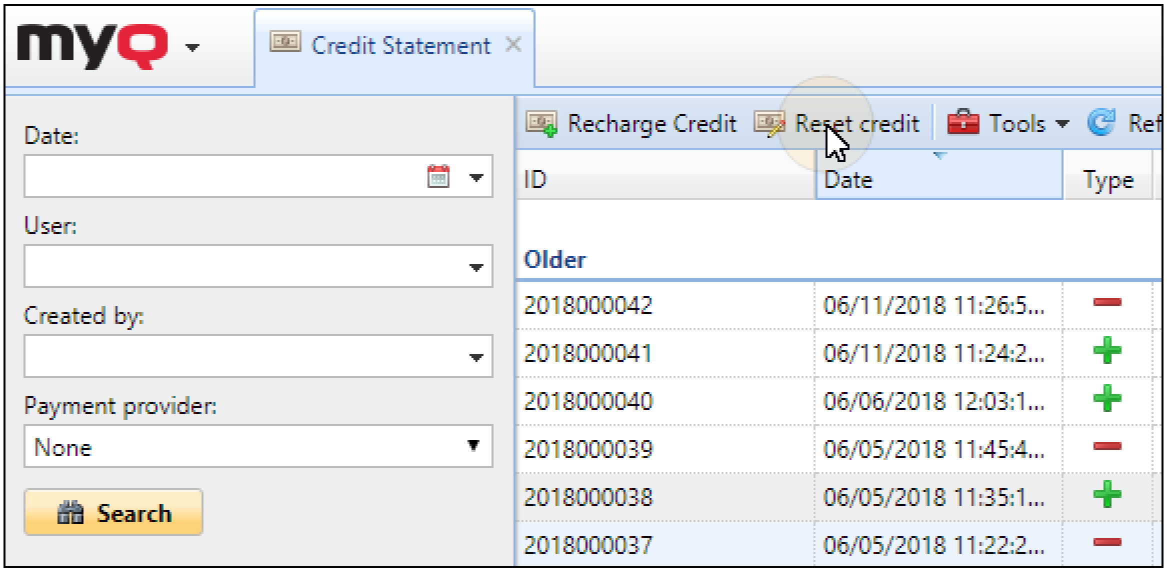


FIGURE 14.72. Opening the **Reset Credit** options

2. In the dialog box, either enter an ID of a user's card, or select the users and groups to reset the credit to, then enter the new value of the credit, and lastly click **Reset Credit**.

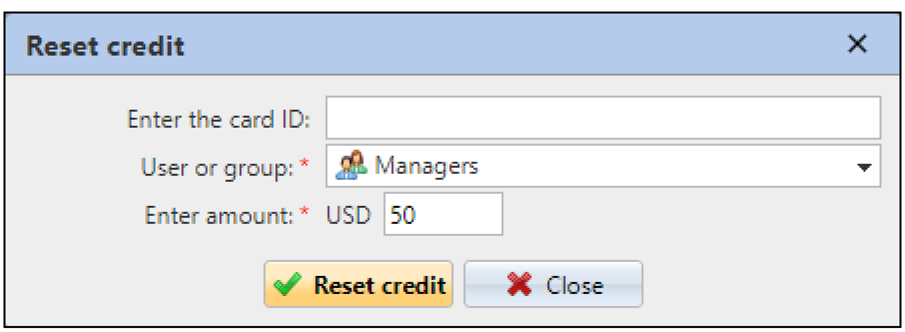


FIGURE 14.73. Setting the recharge in the **Recharge Credit** dialog box

29.10.3. Resetting credit on the Users main tab

To open the **Users** main tab on the MyQ Web Interface, click **MyQ**, and then click **Users**.

To reset the credit on the Users main tab, do the following:

1. Select the users, click **Actions**, and then click **Reset credit** in the actions drop-down box. (Or select the users, right click one of them, and then click **Reset Credit** on the shortcut menu.) The **Reset Credit** dialog box opens.

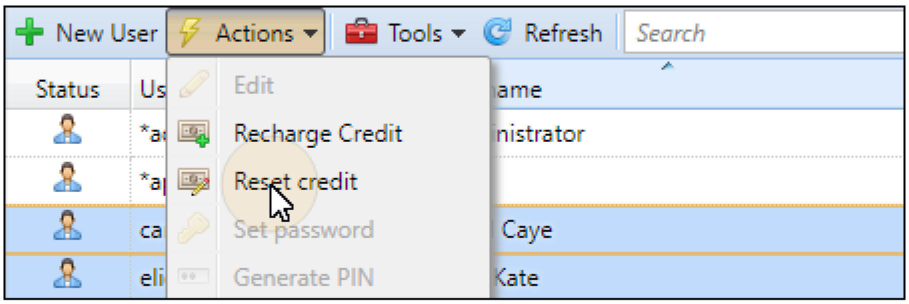


FIGURE 14.74. Resetting the credit in the **Actions** drop-down box on the **Users** main tab

2. In the dialog box, enter the new value of the credit, and then click **OK**. The credit is reset to the specified amount.

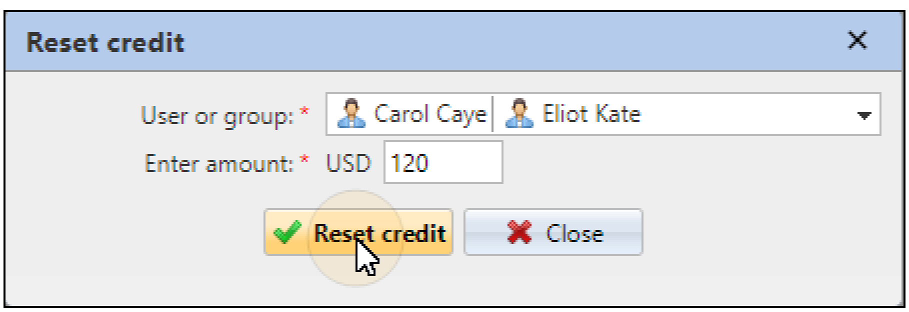


FIGURE 14.75. Entering the new value of the credit in the **Reset Credit** dialog box

To reset credit of a group of users, do the following:

1. On the panel on the left side of the **Users** main tab, right-click the group, and then click **Reset Credit** on the shortcut menu. The **Reset Credit** dialog box appears.

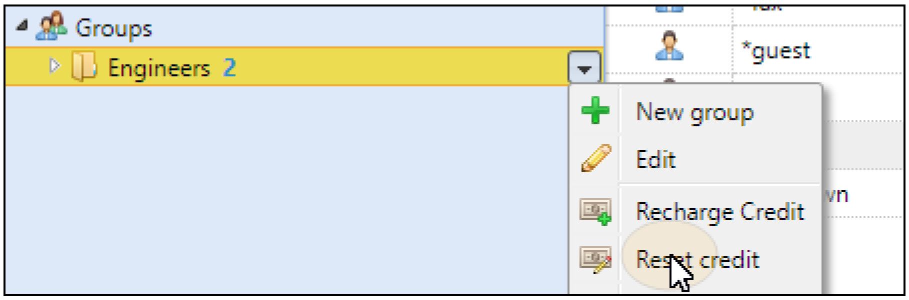
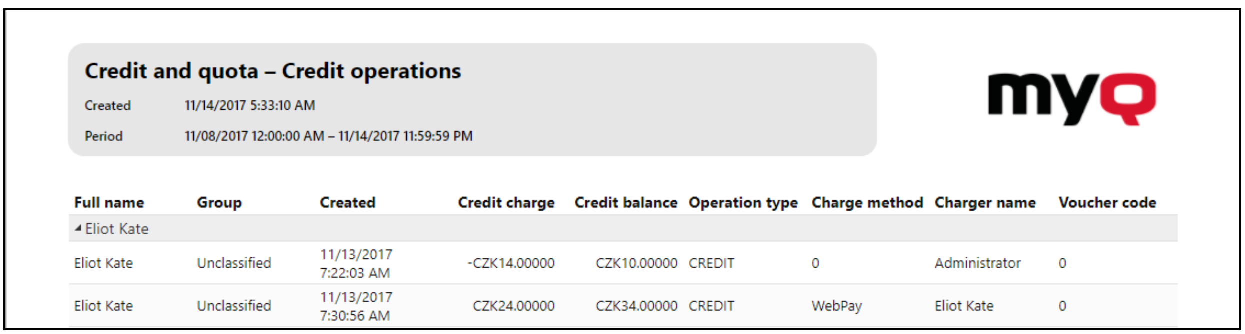


FIGURE 14.76. Resetting credit of a group

2. In the dialog box, enter the amount and click **OK**. The credit is reset to the specified amount.

29.11. Credit accounting reports



Credit and quota – Credit operations

Created 11/14/2017 5:33:10 AM

Period 11/08/2017 12:00:00 AM – 11/14/2017 11:59:59 PM

Full name	Group	Created	Credit charge	Credit balance	Operation type	Charge method	Charger name	Voucher code
Eliot Kate								
Eliot Kate	Unclassified	11/13/2017 7:22:03 AM	-CZK14.00000	CZK10.00000	CREDIT	0	Administrator	0
Eliot Kate	Unclassified	11/13/2017 7:30:56 AM	CZK24.00000	CZK34.00000	CREDIT	WebPay	Eliot Kate	0

FIGURE 14.77. The Credit operation report

On the **Reports** main tab, you can create, edit and generate two types of reports with information about credit:

- The **Credit balance** type of reports contains information about the actual state of the credit balances of the selected users (or members of the selected group). The data are ordered by user name.

- The **Credit operations** type of reports shows all changes of credit balance of the selected users (or members of the selected group) over a defined time period. It also contains information about the person who either spent or recharged the credit, the type of the recharge method and eventually about numbers of used credit vouchers. The data are ordered chronologically.

INFO: For more information about reports, see Reports.

30. Quota

With the quota feature activated, you can set a limit to the usage of print related services. You can either limit the number of printed or scanned pages, or set an overall cost limit for all the services using prices from a price list. If the limit is exceeded, the user or the group of users receives an email with warning and can be prevented from further printing and copying.

Each quota can monitor one of the following parameters:

- the total number of printed and copied pages
- the number of printed and copied color pages
- the total limit of scanned pages
- the overall cost of print services

Quotas can be active permanently, or for a limited time period and are reset after a specified interval. Users can check their quota status on their web user interface and in the MyQ mobile application. If a printing device is equipped with an embedded terminal, users can see the current percentage of their quota status there.

NOTICE: The quota on overall cost of print services requires setting a price list with prices of particular functions (print/copy/scan – B&W/color) on each printer. Both types of quota (the quota on the number of pages and the quota on the overall cost) require using MyQ parser to get the print job metadata (number of pages, color etc.). For information about how to set the prices and how to activate the parser, see Price List and Jobs.

30.1. Activation and general setup of quotas

You can enable the **Quota** feature by selecting the **Enable quota** option at the top of the **Quota** settings tab. Each quota can then be individually enabled or disabled on its properties panel.

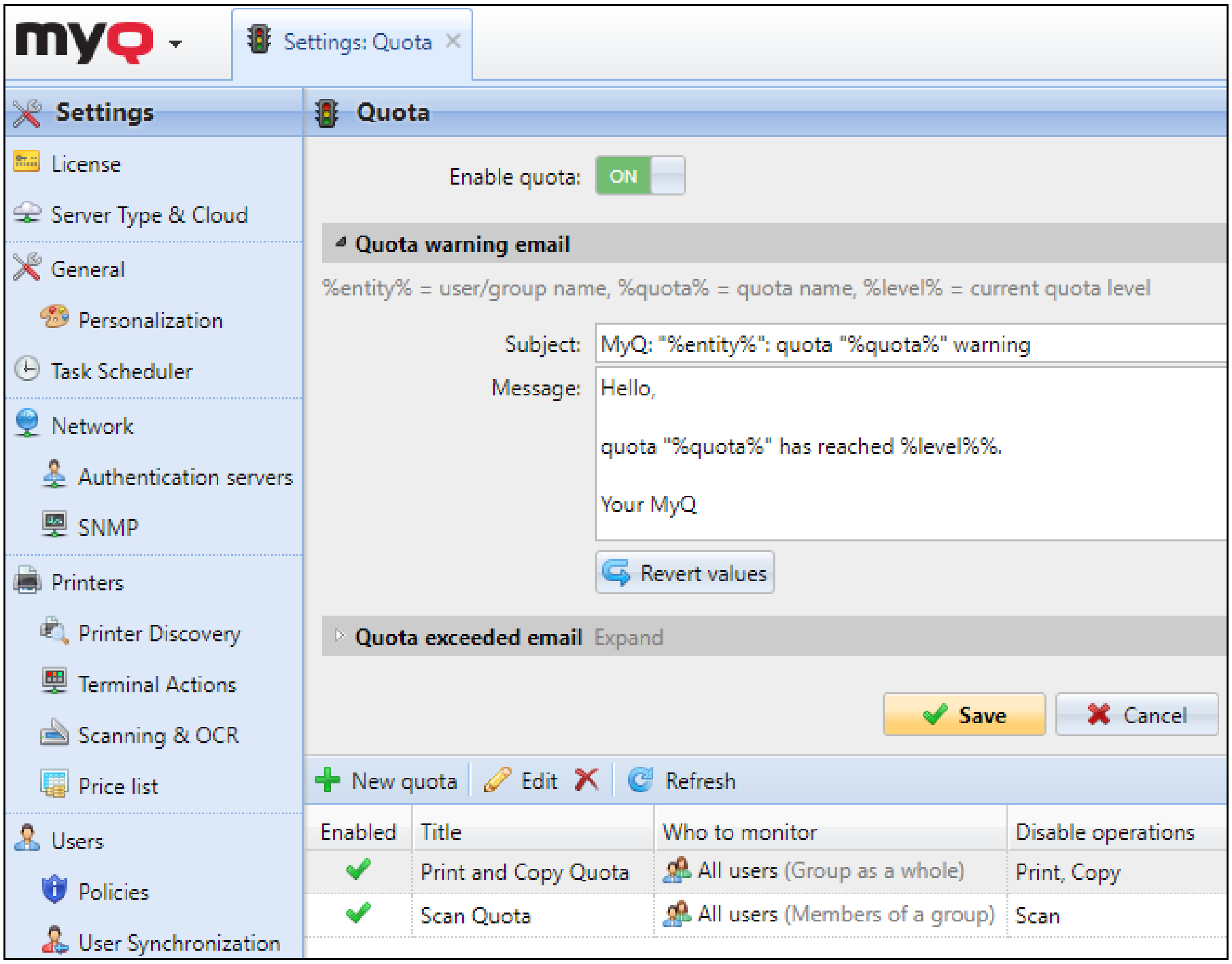


FIGURE 14.78. **Quota** settings tab

On this tab, you can also type the subject and the body of the email that is sent after reaching the preset warning (e. g. 70% of the quota) and the subject and the body of the email that is sent when the limit of a user or group is reached or exceeded.

30.2. Creating, editing and combining quotas

The first two subsections of this section show how to create and set up quotas. The last section, *"Combining quotas"* on page 371, describes the behavior of multiple quotas applied to one action.

30.2.1. Creating new quotas

To add a new quota, do the following

1. On the bar in the bottom section of the **Quotas** settings tab, click **+New Quota**. The new quota properties panel opens on the right side of screen.

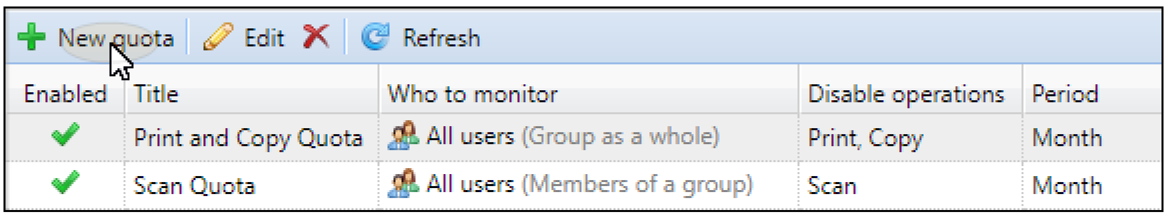


FIGURE 14.79. Adding new quota

2. On the panel, enter the quota name and set its parameters, and then click **Save**. For more information about the new quota settings, see *"Quota"* on page 366.

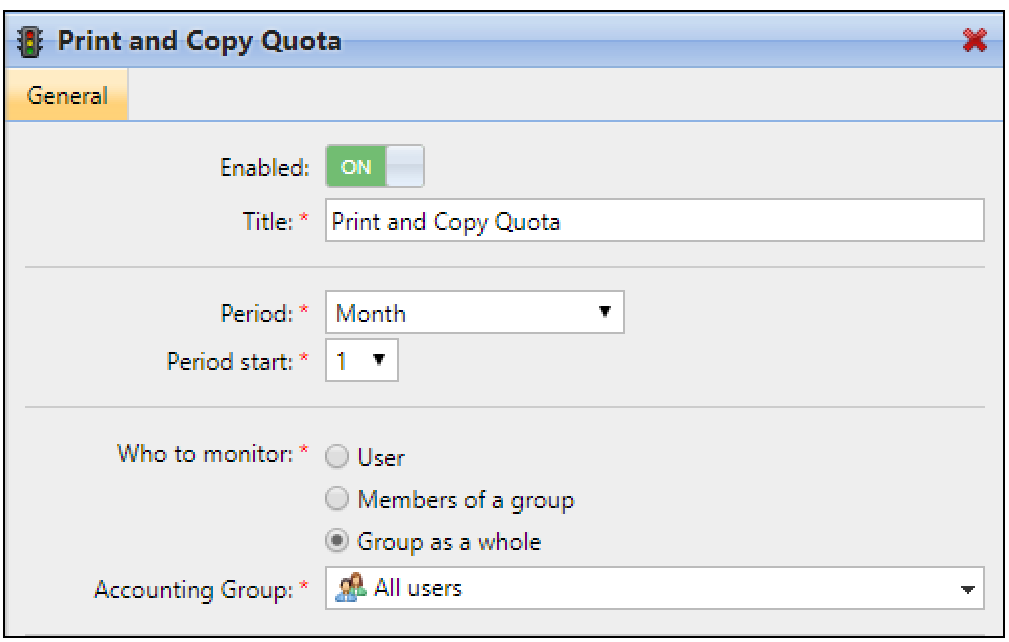


FIGURE 14.80. Part of the new quota properties panel

30.2.2. Editing quotas

The properties panel of the quota opens immediately after the quota is created. To open an already existing quota, double-click it on the list on the **Quotas** main tab.

After you set the properties, click **Save** to submit the changes.

Each quota has the following set of properties:

Basic settings: enabling and naming the quota

- Each quota is enabled by default. To disable or re-enable it, click the **Enabled** button.
- Enter the name in the **Title** text box. Each quota has to have a name.

Time period

- In the **Period** list box, select the reset period of the quota (Week, Month, Quarter, Half year, Year, Last X days). The default period is Month.
  The **last X days** period quota counts the number of pages or the overall cost over the last X days.

  For example, if the quota is 10 pages over three days and the user printed 5 pages the day before yesterday and two pages yesterday, they can print up to three pages today.
- In the **Period start** list box, select the date when the period starts for the Month, Quarter, Half year and Year period, day of the week for the Week period or the number of days for the Last X days period.

Monitored users or groups

You have to select from three options regarding the quota scope. It can apply to one user, to all members of one group, or to one group as a whole.

- To select a user to which the quota applies, select the **User** option, and then enter or select the user.
- To select a group and apply the quota to every member of, select the **Members of a group** option, and then enter or select the group. This way, the quota applies to each user independently. If the limit is ten pages, every user can print ten pages.

- To select a group to which the quota applies, select the **Group as a whole** option, and then enter or select the group. This way, every member contribute to the total. If the limit is ten pages and one meber prints seven pages, there are only three pages remaining for the group.

Monitored action and limit of the quota

- Select one of the four values to be monitored. If you select from the **Total pages**, **Color pages** and **Scanned pages** options, the quota is counted in pages. If you select the **Price** option, the quota is counted in amount of money spent.

- Enter the limit of the quota. Dependent on what value the quota monitors, you set the limit in pages or in amount of money spent.

Actions taken when the warning level is reached

- Enter the warning level (in %) in the **Warning level** text box. After the percantage of the overall limit is reached, the warning email is sent to the user.

- If you want someone else to be notified (for example manager of the user's department) to be notified after the warning level is reached, select or enter the users or email accounts in the **Send a notification to** combo box.

Actions taken when the quota is reached

- If you want to disable one or more operations after the quota is reached or exceed, select them under **Disable operations**. You can disable printing, copying, scanning or color printing and copying.

- Select one of the three options regarding the last operation before the quota is applied. You can allow the user to finish their current session (process all the pending tasks), logout immediately after finishing the job currently being processed or logout immediately and interrupt the job.

- If you want someone else to be notified (for example manager of the user's department) after the quota is reached, select or enter the users or email accounts in the **Send a notification to** combo box.

INFO: Quotas disabling scanning cannot be applied immediately.

30.2.3. Combining quotas

Quotas are independent of each other. Therefore, it is always the most strict quota that applies to a particular user or groups of users.

INFO: Example: There are two quotas applied to a user. Both of them disable printing after a certain amount of printed pages – one after five printed pages and the other after ten printed pages. After the users prints five pages, the lower quota applies and they cannot print.

The quota can be boosted, allowing the user to print more pages. If they prints five more pages, the higher quota applies.

30.3. Boosting quotas

In situations when a user or a group of users have reached their quota and urgently need to print, you can boost the quota by a specific number of pages or by a specific amount (in case of the overall price quota). Quotas can be boosted on two tabs of the MyQ Web Interface: the **Quota Boosts** main tab and the **Users** main tab.

30.3.1. Boosting quotas on the Quota Boosts main tab

To open the **Quota Boosts** tab on the MyQ Web Interface, click **MyQ**, and then click **Quota Boosts**.

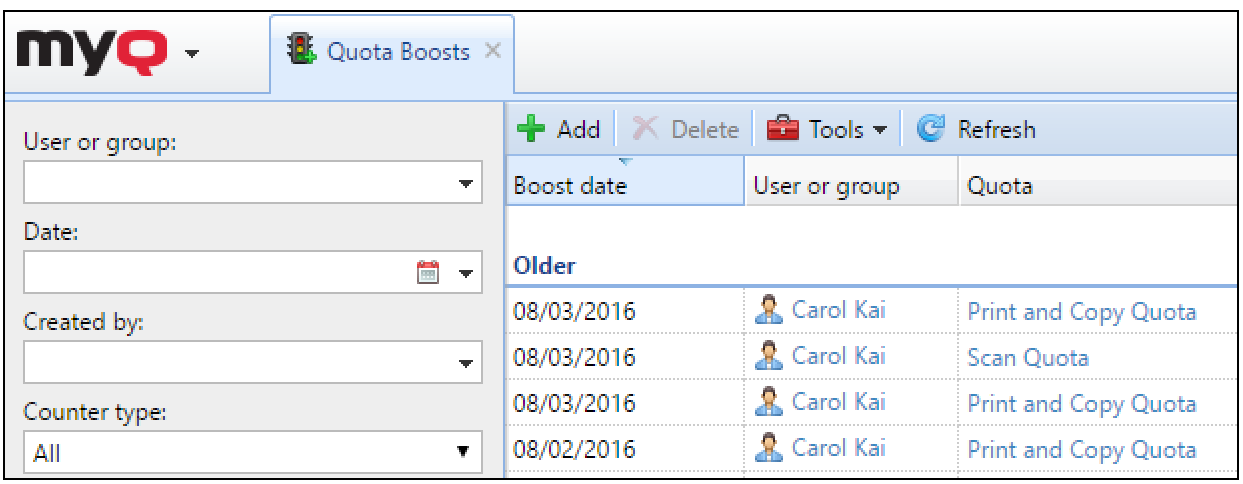


FIGURE 14.81. The **Quota Boosts** main tab of the MyQ Web Interface

To boost a quota here, do the following:

1. On the bar at the top of the tab, click **+Add**. The **Boost quota** dialog box appears.

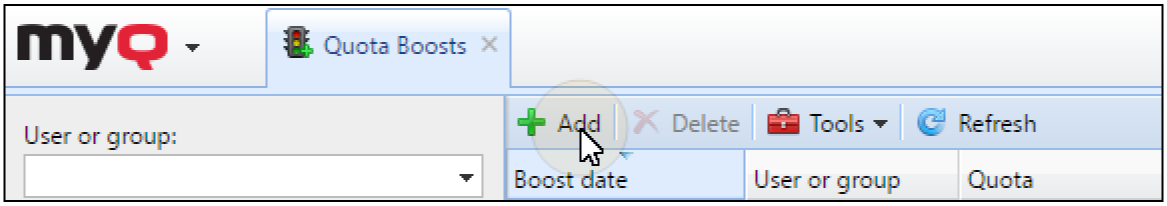


FIGURE 14.82. Opening the **Boost quota** dialog box

2. Select the user or the group of users and the day when you want to apply the quota boost, and then click **OK**. The **Boost quota** dialog box extends – more sections are displayed. First of the new sections shows the current availability of operations and the rest show the quotas applied to the user (or groups of users).

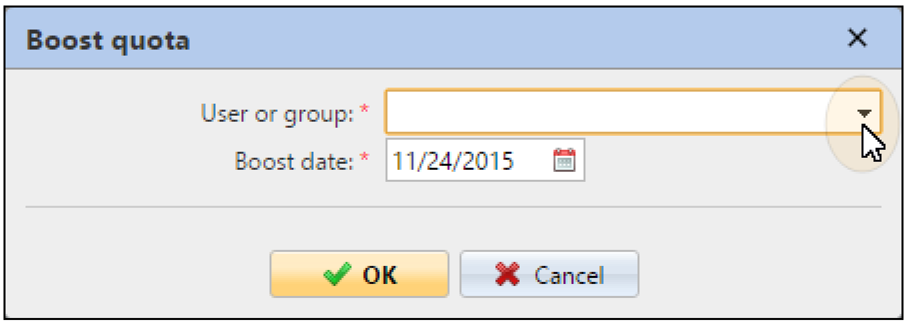


FIGURE 14.83. Boost quota dialog box before selecting the user or group

3. Enter the number of pages or the amount of money to the **Boost By** text box in the particular quotas sections (Each quota has to be boosted separately.), and then click **OK**.Records of the boosted quotas appear on the boost quota records list on the **Quota Boosts** main tab.

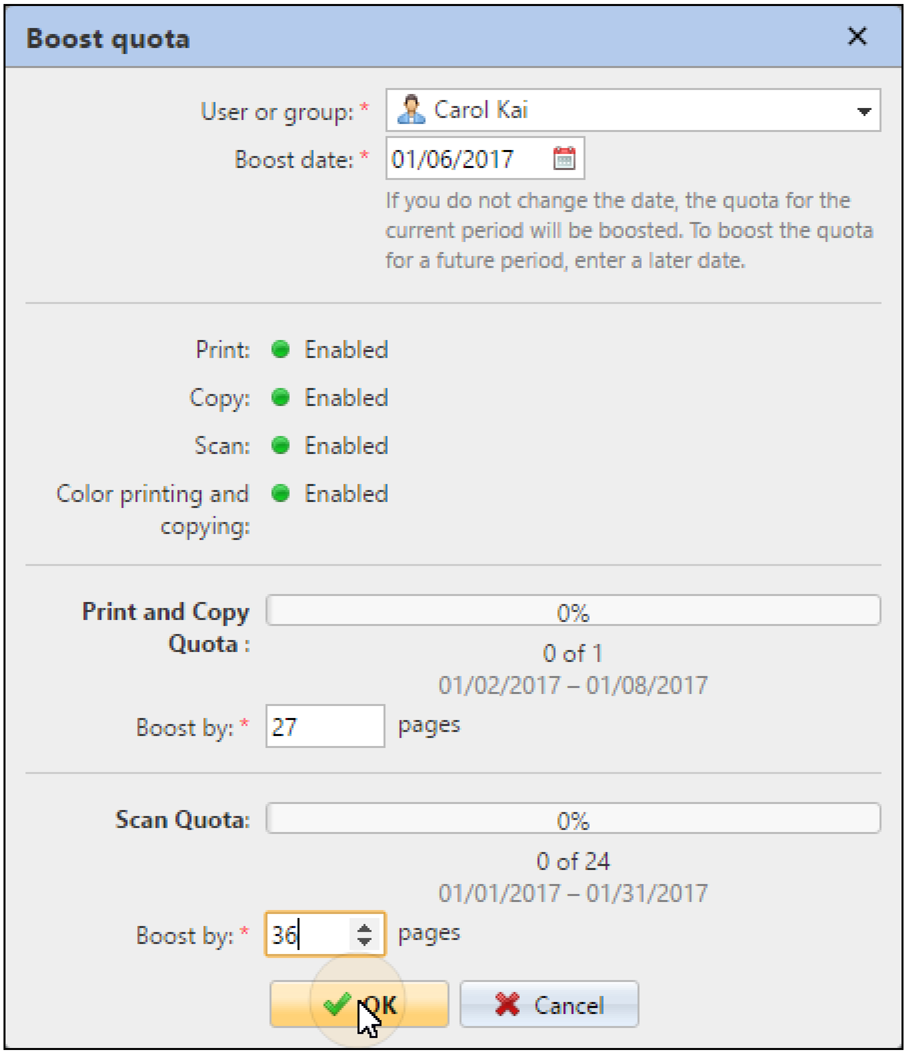


FIGURE 14.84. Boosting the quotas

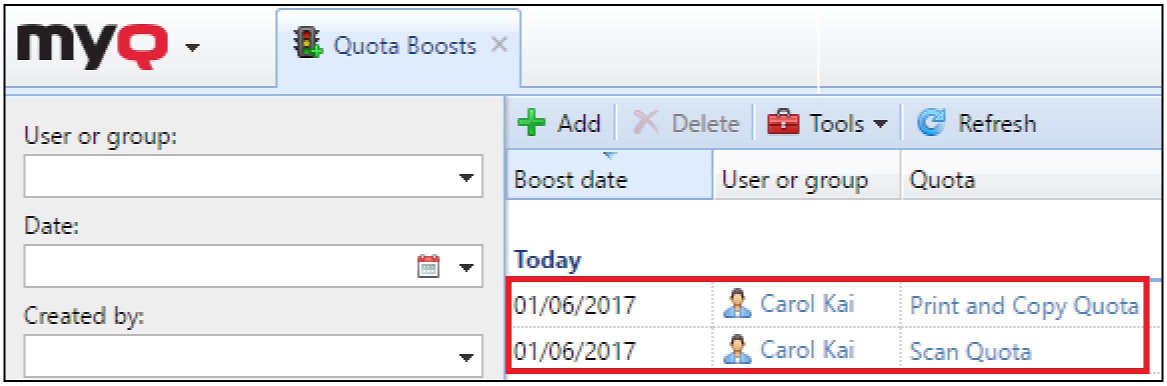


FIGURE 14.85. The records of the last quota boost displayed on the **Quota Boosts** main tab

30.3.2. Boosting quota of a particular user on the Users main tab

To open the **Users** main tab, click **MyQ**, and then click **Users**.

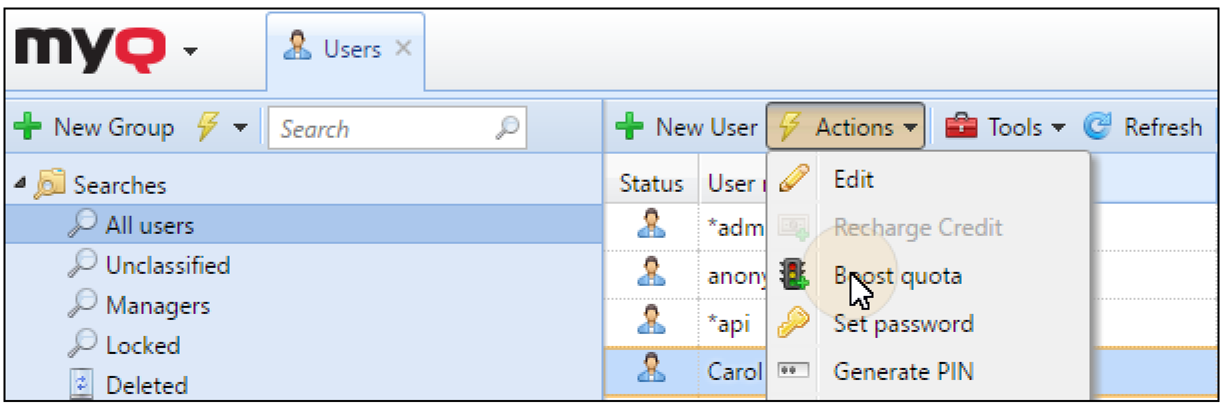


FIGURE 14.86. The Users main tab on the MyQ Web Interface

To boost a quota here, do the following:

1. On the tab, select the user, click **Actions** , and then click **Boost quota** in the Actions drop-down box. (Or right-click the user, and then click **Boost quota** on the shortcut menu.) The **Boost quota** dialog box appears with the user selected in the **User or group** drop-down combo box.

2. Enter the number of pages or the amount of money to the **Boost By** text box in the particular quotas sections (Each quota has to be boosted separately.), and then click **OK**. (See FIGURE 14.84 on the previous page.)

   Records of the boosted quotas appear on the boost quota records list on the **Quota Boosts** main tab. (See FIGURE 14.85 above.)

31. Project Accounting

With the project accounting feature activated, users can assign print, copy and scan jobs to particular projects and consequently distribute the print cost among the projects and charge it appropriately. Project accounting can also be used as another independent level of internal accounting in addition to devices, users, and groups. Projects can be manually created on the MyQ web interface or imported from a CSV file. They are assigned to print jobs in the Smart Job Manager pop-up window, on the MyQ web interface, on an embedded terminal, on a touch panel of a HW terminal or in the MyQ mobile application.

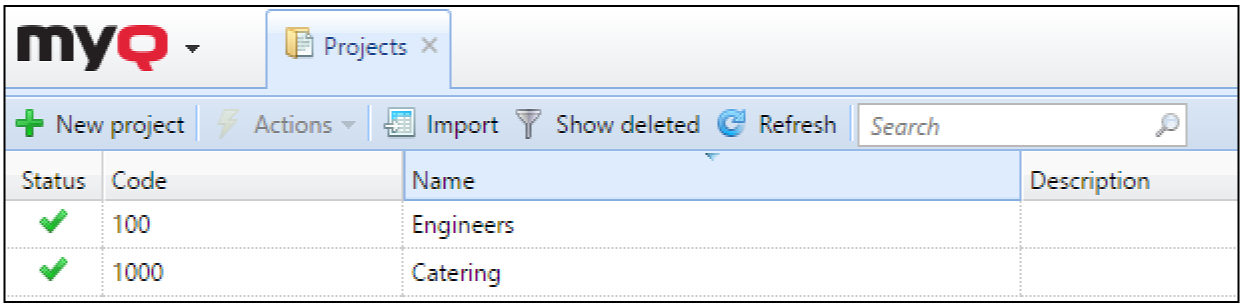


FIGURE 14.87. The **Projects** main tab of the MyQ Web Interface

INFO: On most of the MyQ embedded terminals, projects can be assigned to scanned and copied jobs as well.

31.1. Projects activation and setup

On the **Projects** settings tab, you can enable, or disable projects. Furthermore, you can change the global settings of the projects feature there.

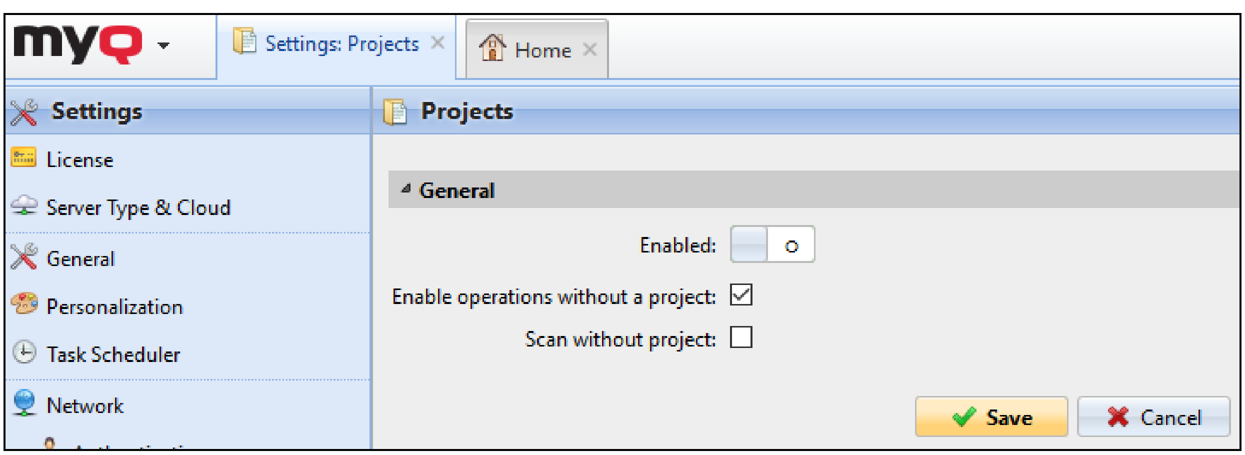


FIGURE 14.88. The **Projects** settings tab of the MyQ Web Interface

Select the **Enabled** option on the Projects settings tab, to globally activate project accounting

Projects options:

Enable printing without a project: Users can select the **Without project** option and print without a project. With this option deselected, users have to assign a project to every print job.

Scan without a project: Users scan directly when this option is selected. They have to select a project when the option is not selected.

> **INFO:** For more information about monitoring local printing devices, see Local Print Device Monitoring.

31.2. Adding and editing individual projects

On the **Projects** main tab of the MyQ Web Interface, you can create and edit projects. For each project, you can select the users or groups that will be able to use it. To open the **Projects** main tab, click **MyQ**, and then click **Projects**.

31.2.1. Creating projects

To add new projects to the MyQ system, do the following:

1. On the bar at the top of the **Projects** main tab , click **+New Project**. The new project properties panel opens on the right side of screen.

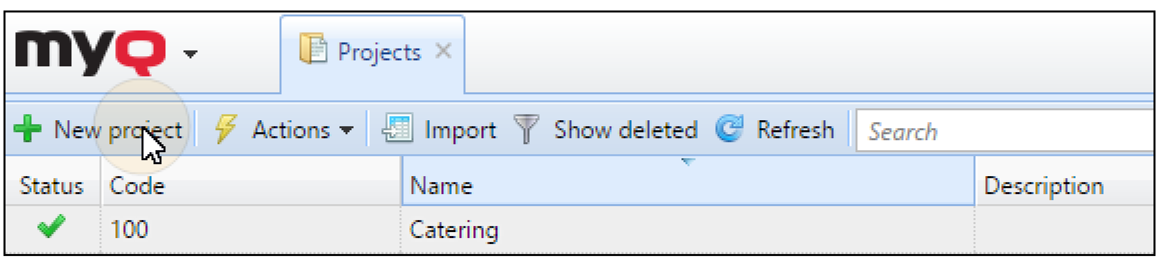


FIGURE 14.89. Adding new projects

2. On the panel, enter the project name, code, optionally its description, and then click **Save**.

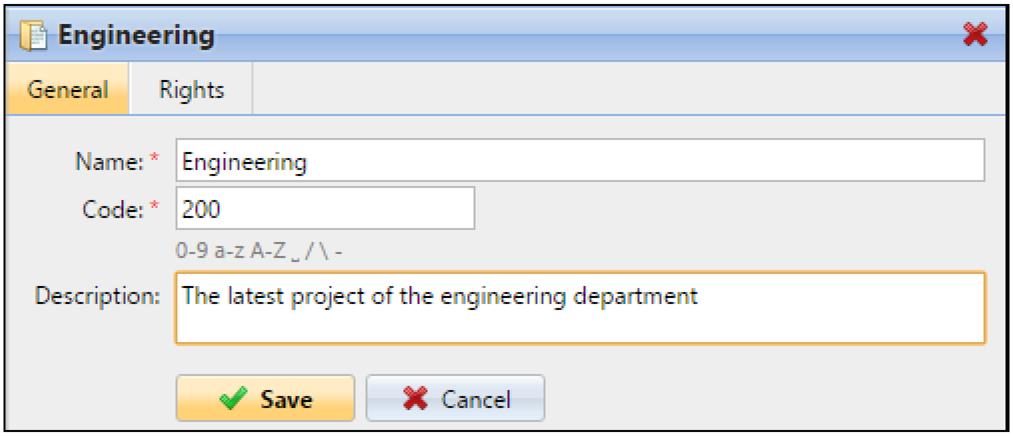


FIGURE 14.90. Setting and saving the new project on its properties panel

NOTICE: The project code must be unique.

31.2.2. Providing users with rights to a project

The rights are added on individual projects properties panels. To open a project properties panel, double-click the project. The panel opens on the right side of screen.

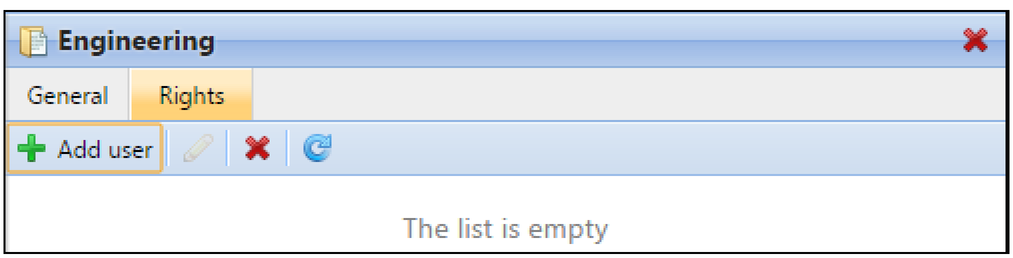


FIGURE 14.91. The **Rights** tab of a project properties panel

To provide a user or a group of users with rights to a project:

1. Open the project properties panel , and then click **Rights** on the bar at top of the panel. The **Rights** tab opens.
2. On the bar at the top of the **Rights** tab, click **+Add User**. The **Select user or group** dialog box appears.
3. In the **Select user or group** dialog box, select the user (or group of users) that you want to provide with rights to the project, and then click **OK**.

To remove rights to the project from a user or a group of users:

- On the **Rights** tab, select the user (or group of users), and then click the remove button (✕). The user (or group of users) disappears from the **Rights** list.

31.3. Project management

After the projects are created, you can see the list of them on the **Projects** main tab. Using the buttons on the bar at the top of the tab, you can add new projects, edit current projects, import projects from CSV files and display/hide deleted projects.

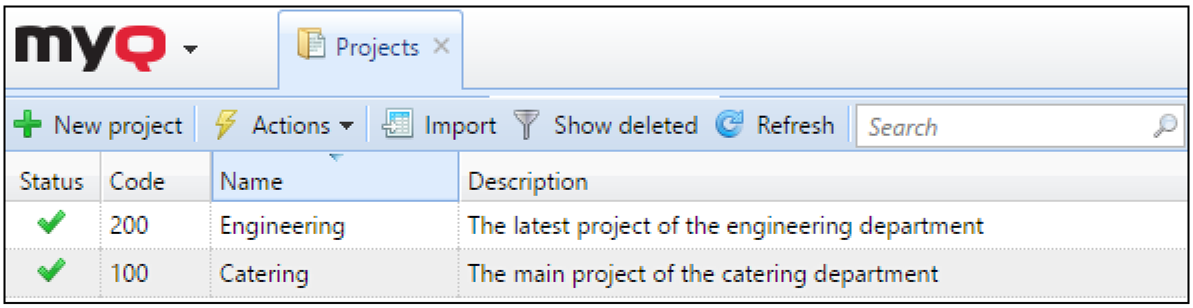


FIGURE 14.92. Managing projects on the **Projects** main tab

Restoring deleted projects

1. Click **Show deleted** to display the project.

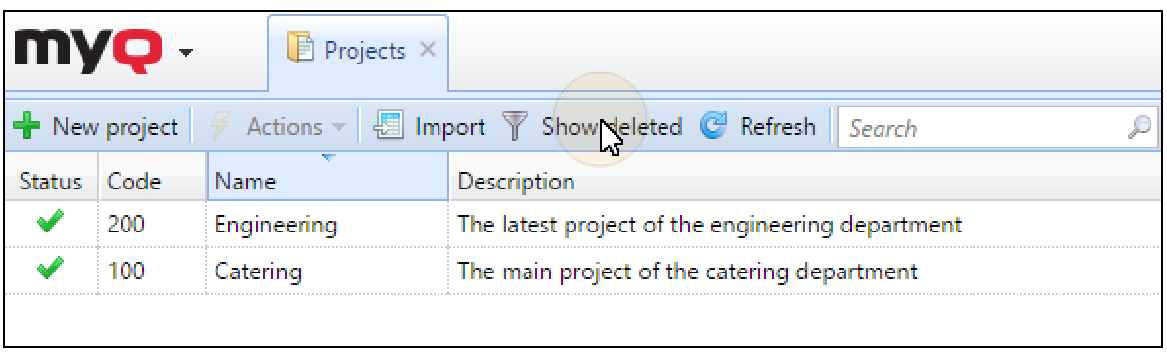


FIGURE 14.93. Managing projects on the **Projects** main tab

2. Select the project, click **Actions**, and then click **Undelete** in the **Actions** drop-down box.

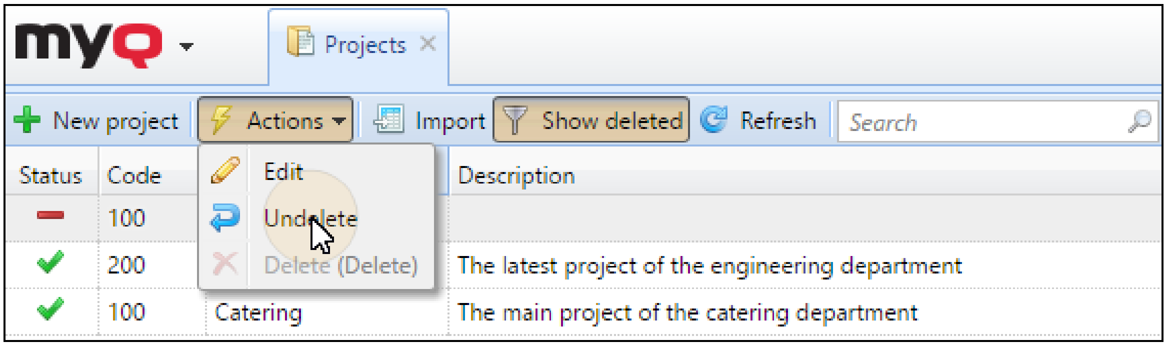


FIGURE 14.94. Managing projects on the **Projects** main tab

31.4. Importing projects from CSV files

Another option how to add projects to MyQ is to import them from CSV files. It can be done manually and also as a scheduled task. The manual import is described in *"Manually importing projects on the Projects main tab"* below; for information on how to set up the scheduled task, see *"Setting up the Project synchronization scheduled task"* on the facing page. In the last section, *"Syntax of the projects' CSV file "* on page 381, you can find the required syntax of the CSV file.

INFO: Within the CSV import, new projects are added and existing projects are updated. Projects already present in MyQ that are not listed in the CSV file are left untouched. Each project is recognized by the value of its code and updated only if the CSV file contains a raw with the same code.

31.4.1. Manually importing projects on the Projects main tab

1. On the bar at the top of the **Projects** main tab, click **Import**. The **Import** dialog box appears.

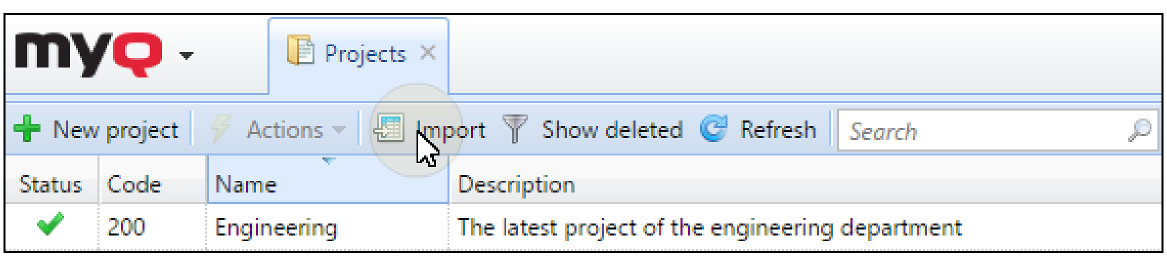


FIGURE 14.95. Opening the **Import** dialog box

2. In the dialog box, choose the CSV file, and then click **OK**. After the import is done, imported projects are displayed on the list of projects on the **Projects** main tab. In addition, an information message bar appears at the top of the tab. By clicking **log for details**, you can display the import log.

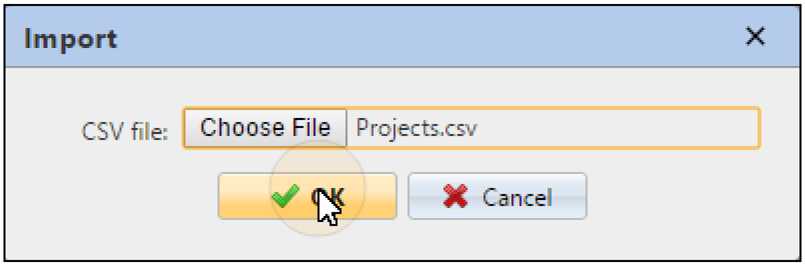


FIGURE 14.96. Importing the projects

> **NOTICE:** Eventual errors occurring during the import can be related to incorrect syntax or non-existing user or group of users listed in the CSV file.

31.4.2. Setting up the Project synchronization scheduled task

1. On the **Task Scheduler** settings tab, click **+New Scheduler**, and then click **Import projects from CSV**. The properties panel of the new synchronization opens on the right side of screen.

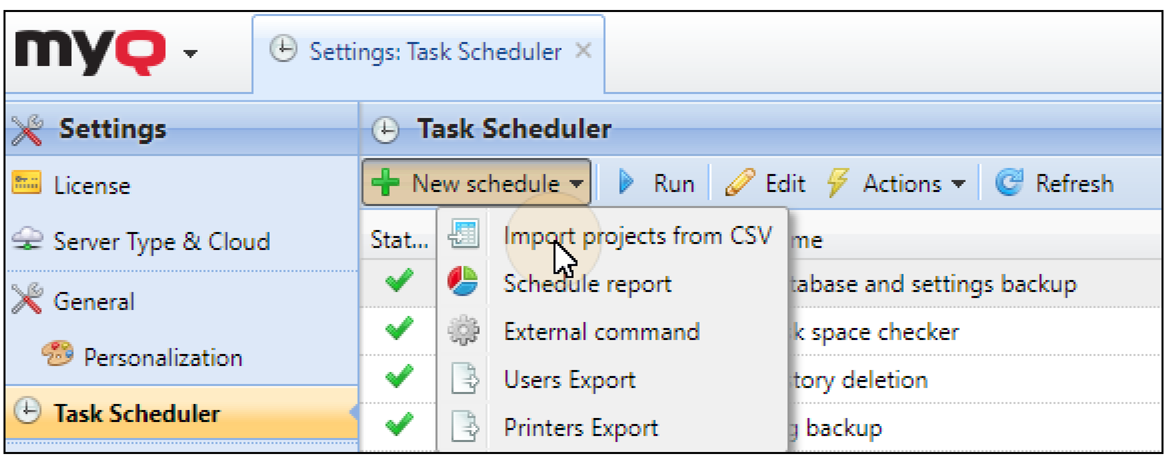


FIGURE 14.97. Creating the new schedule

2. On the panel, [set up the schedule](#)

3. Select the CSV file.

4. Click **Save**.

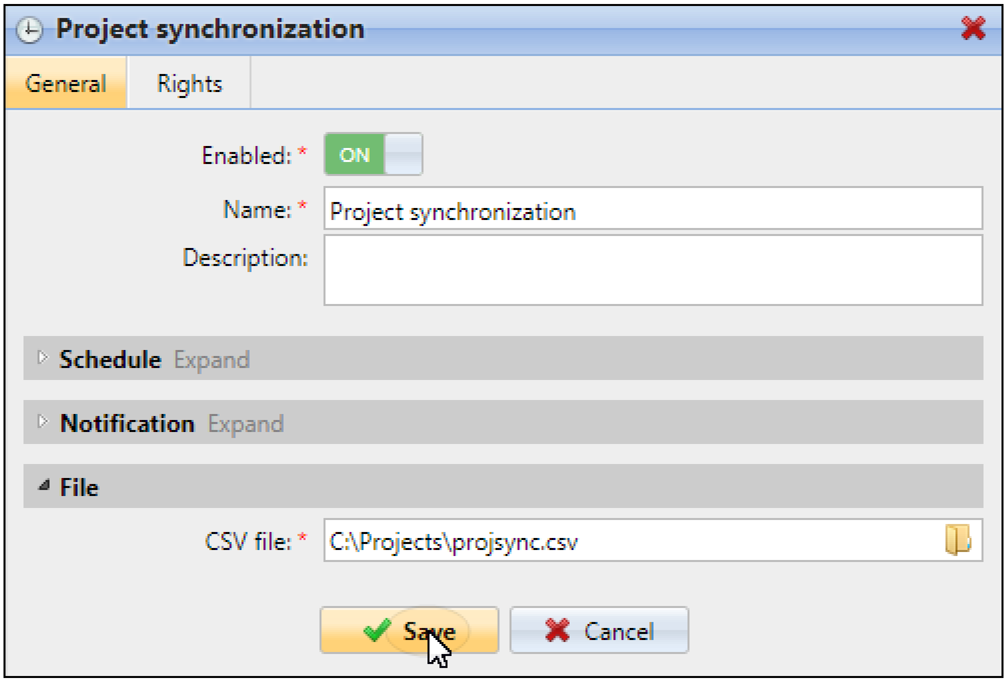


FIGURE 14.98. Setting up the Project synchronization scheduled task

NOTICE: The CSV file for the scheduled synchronization has to be stored on the MyQ server.

31.4.3. Syntax of the projects' CSV file

Each row must consist of five columns separated by the delimiter set on the **General** settings tab, under **Column delimiter in CSV**. The file has to contain the header row; otherwise the first row is ignored during the import.

active	code	name	description	users	groups
1	300		new department	gobel	
1	400			bors	
1	400			dolezal	

FIGURE 14.99. Six columns of the CSV file

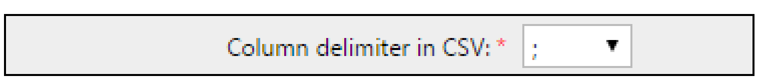


FIGURE 14.100. The **Column delimiter in CSV** setting

Values:

active	1 – project is added to MyQ 0 – project is not added to MyQ
code	unique code of the project
name	name of the project
description	internal description of the project
users	the users or groups of users allowed to use the project multiple entries should be separated by commas
group	the path of the project in the hierarchy. levels must be separated by the pipe character "|". If the column is empty, the project is created in or moved to the root of the hierarchy.

31.5. Assigning projects to print jobs

If project accounting is enabled, unassigned print jobs are paused and have to be assigned before they can be printed. They are displayed on the **Jobs** main tab, under **Paused**, with a question mark preceding the job name. You can assign them on the **Jobs** main tab, in the MyQ Smart Job Manager pop-up window or on an embedded terminal.

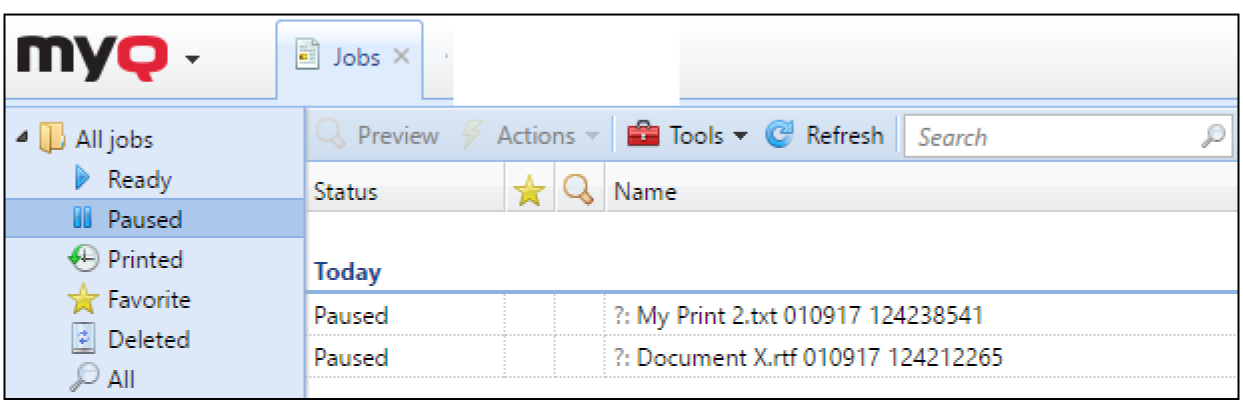


FIGURE 14.101. Unassigned jobs shown on the MyQ Web Interface

As soon as the project is assigned, its name is displayed instead of question mark. If "without project" is selected, the question mark disappears. For more information about how to assign projects in the Smart Job Manager or on the Jobs main tab on the web interface, see the two sections below.

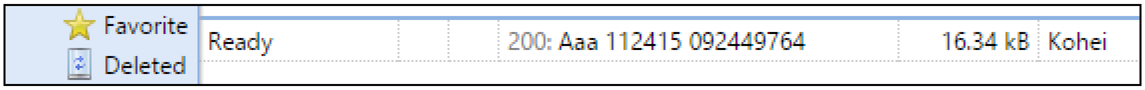


FIGURE 14.102. An assigned project with the project name displayed

INFO: Users who want to print an unassigned job on an embedded terminal have to select one of their projects (projects to which they have rights) or eventually select the **Without project** option there (if they are allowed to print without projects). The same applies to scanning and copying – users have to select one of the projects or the **Without project** option before opening the particular panel or performing a quick action. The exact behavior of project accounting on embedded terminals can vary depending on vendor and device model. See particular embedded terminal manual for further information.

31.5.1. Assigning projects in the MyQ Smart Job Manager

This option is available on computers with either Windows or Mac OS operational systems. It requires the MyQ Smart Job Manager application running on the computer from which the print job is sent.

INFO: For information about the MyQ Smart Job Manager, including installation, setup and optional features of the application, see the **Guide to MyQ Smart Job Manager for Windows** or the **Guide to MyQ Smart Job Manager for macOS**.

The MyQ Smart Job Manager is running in the background and unless Project accounting or any other features of the application are active for the logged user, all print jobs are sent to MyQ without any intervention. Once the user has rights to one or more projects, all the jobs that they send are paused and the MyQ Smart Job Manager pop-up window opens to offer available projects to the user.

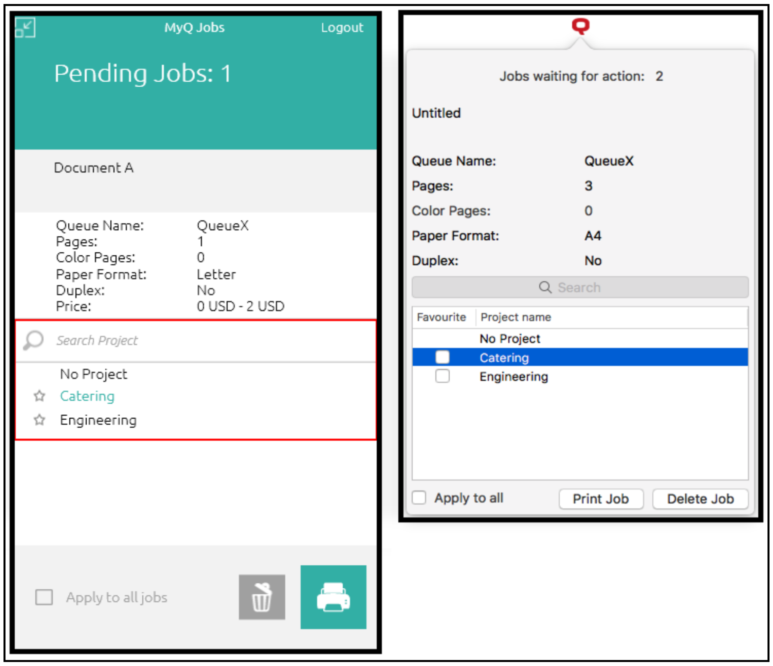


FIGURE 14.103. MyQ Smart Job Manager pop-up windows for MS Windows (left) and for MAC OS (right)

The user can assign the job to an available project and print within that project. If printing without a project is allowed in MyQ, the user can select the **Without project** option, otherwise he has to select one of the available projects. If there are more jobs waiting in the queue, the user can check only some of them to be printed to a particular project and jobs for another project can be printed in the next step.

31.5.2. Assigning Projects on the MyQ Web Interface

To assign a project to a print job do the following

1. On the **Paused** list on the **Jobs** main tab, double-click the print job to which you want to assign the project. The print properties panel opens on the right side of screen.

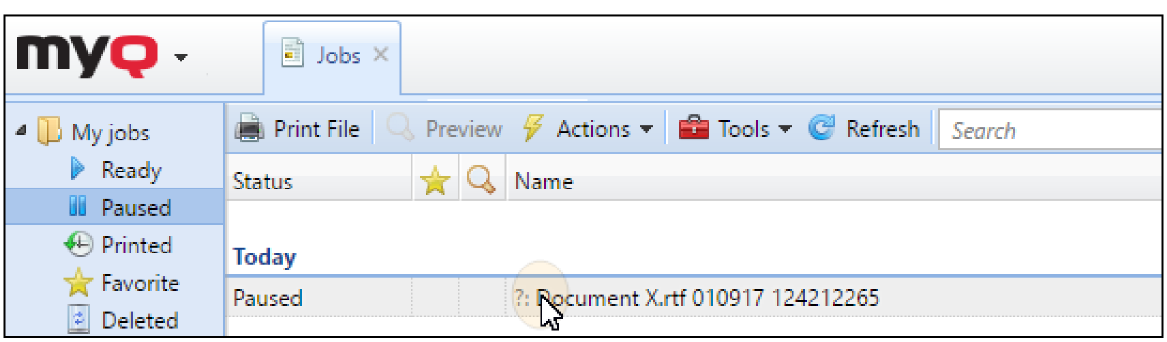


FIGURE 14.104. Opening the print job properties panel

2. On the panel, select the project that you want to assign to the job, and then click **Save**.

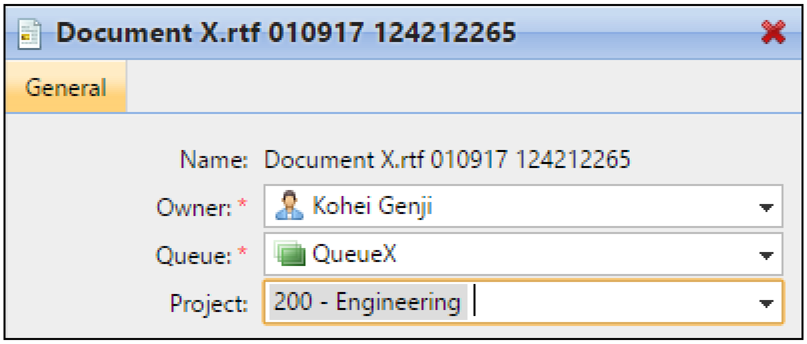


FIGURE 14.105. Assigning the project on the panel

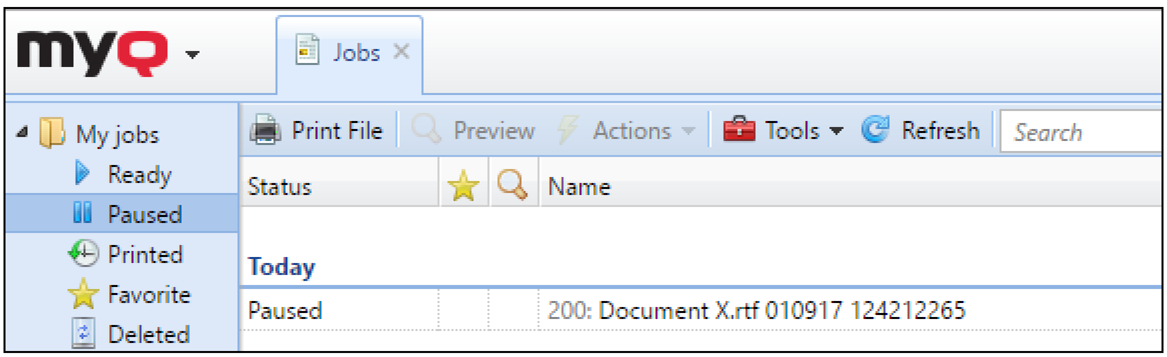


FIGURE 14.106. You can see the project code (200) preceding the project name

32. MyQ Smart Job Manager: Advanced Setup

Within the Windows installation of the Smart Job Manager, the settings of the application are stored in Windows registry under HKEY_LOCAL_MACHINE. Depending on the Windows system, it can be found under one of the following paths:

- Path for 32bit system: **Software\MyQ\Smart Job Manager\Settings**
- Path for 64bit system: **Software\WOW6432Node\Smart Job Manager\Settings**

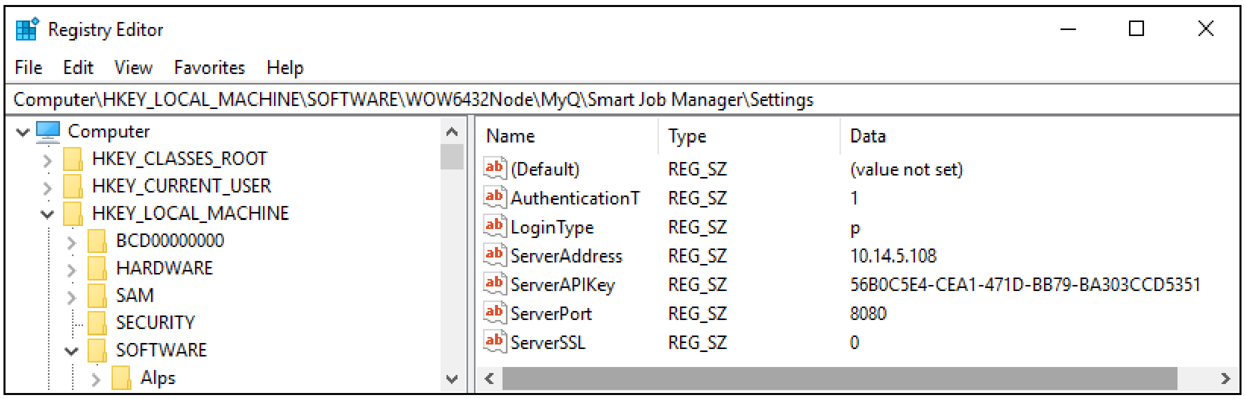


FIGURE 14.107. The **Smart Job Manager\Settings** Windows Registry key under HKEY_LOCAL_MACHINE

In specific cases where you do not want to use the local machine settings and instead want to set different properties of the application for the currently logged user, you can create a new key under HKEY_CURRENT_USER with the following path:

- **Sofware\MyQ\Smart Job Manager\Settings**

The settings and their values correspond to the parameters described under "Silent Installation" in the Guide to MyQ Smart Job Manager for Windows.

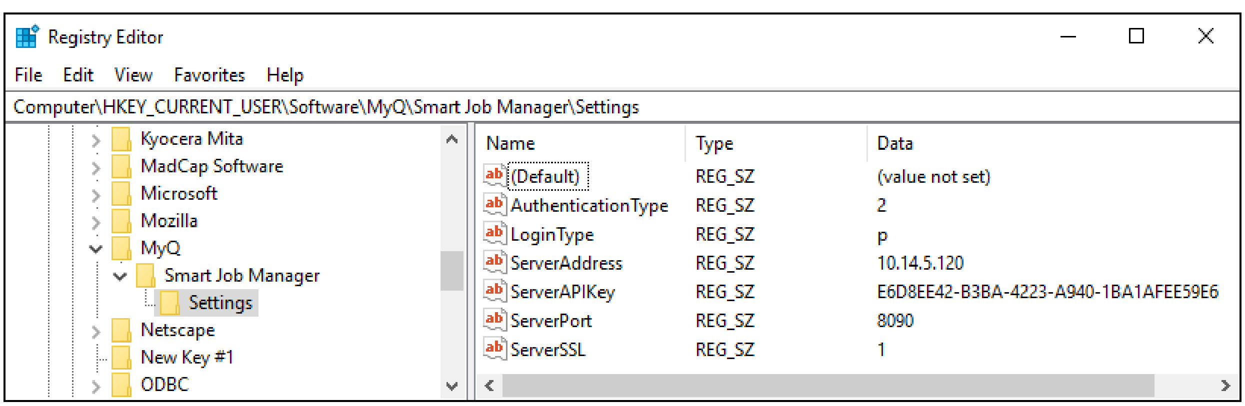


FIGURE 14.108. The **Smart Job Manager\Settings** Windows Registry key under HKEY_CURRENT_USER

33. Version Update and Uninstallation

This topic shows you how to update and uninstall the MyQ system.

33.1. Updating MyQ

Update of MyQ to a higher version or reinstalling the same version is performed automatically after running the installation executable file.

NOTICE: Before the update of MyQ on Windows Server 2008 / 2008 R2 / 2012 / 2012 R2 / 2016 (or on Windows 7/ 8/ 8.1/ 10), make sure that the latest Windows updates are downloaded and installed on the server.

NOTICE: Direct upgrade to 7.6 and higher versions from versions lower than 6.0 is no longer supported. These versions have to be upgraded via an intermediary version, for example via 6.2.

To update MyQ:

1. Run the MyQ software installation executable file. The **Select Setup Language** dialog box appears.

2. Select your language, and then click **Next**. The **Setup** dialog box appears. It informs you that there is an older version of MyQ and that the installer will start the update process.

3. Click **Yes**. The rest of the update process is nearly identical to this of installing MyQ except that you are asked to choose upgrade options.

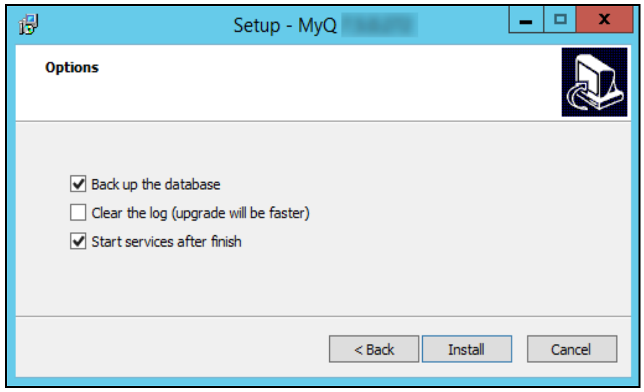


FIGURE 15.1. Upgrade options on the **Setup - MyQ** dialog box

NOTICE: We strongly recommend you to backup MyQ database during the update.

NOTICE: You find an update document with more details on: *https://community.myq-solution.com*. Click **Support Resources - MyQ Support Documents** on this site to retrieve it.

33.2. Uninstalling MyQ

To uninstall MyQ:

1. Run **unins000.exe**. You can find this file in your MyQ program folder (The MyQ default folder is: C:\Program Files\MyQ\ or C:\Program Files (x86)\MyQ\). The **MyQ Uninstall** dialog box appears.

2. Click **Yes**.

NOTICE: All parts of MyQ will be uninstalled except for the Data Folder and its Job Folder (see *"Relocating the data folder and the jobs folder"* on page 21). You can delete these folders manually. In case you install MyQ again, the installation program will ask if you want to use the old database files or replace them with new files.

34. Appendix I: List of available languages and their abbreviations

Language	Abbreviation
Arabic (Saudi Arabia)	ar
Bosnian (Bosnia & Herzegovina)	bs
Bulgarian (Bulgaria)	bg
Chinese (Simplified)	zh-cn
Chinese (Traditional)	zh-tw
Croatian (Croatia)	hr
Czech (Czech Republic)	cs
Danish (Denmark)	da
Dutch	nl
English (United Kingdom)	en
English (United States)	en-us
Estonian (Estonia)	et
Finnish (Finland)	fi
Flemish (Belgium)	-

Language	Abbreviation
French (France)	fr
German (Germany)	de
Hungarian (Hungary)	hu
Icelandic (Iceland)	is
Italian (Italy)	it
Japanese (Japan)	ja
Kazakh (Kazakhstan)	kk
Korean (South Korea)	ko
Latvian (Latvia)	lv
Lithuanian (Lithuania)	lt
Norwegian (Norway)	no
Polish (Poland)	pl
Portuguese (Brazil)	pt-br
Portuguese (Portugal)	pt
Russian (Russia)	ru
Serbian (Serbia)	sr
Slovak (Slovakia)	sk

Language	Abbreviation
Slovenian (Slovenia)	sl
Spanish (Spain)	es
Spanish (United States)	es-us
Swedish (Sweden)	sv
Turkish (Turkey)	tr
Welsh (Wales)	cy

35. Business contact

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