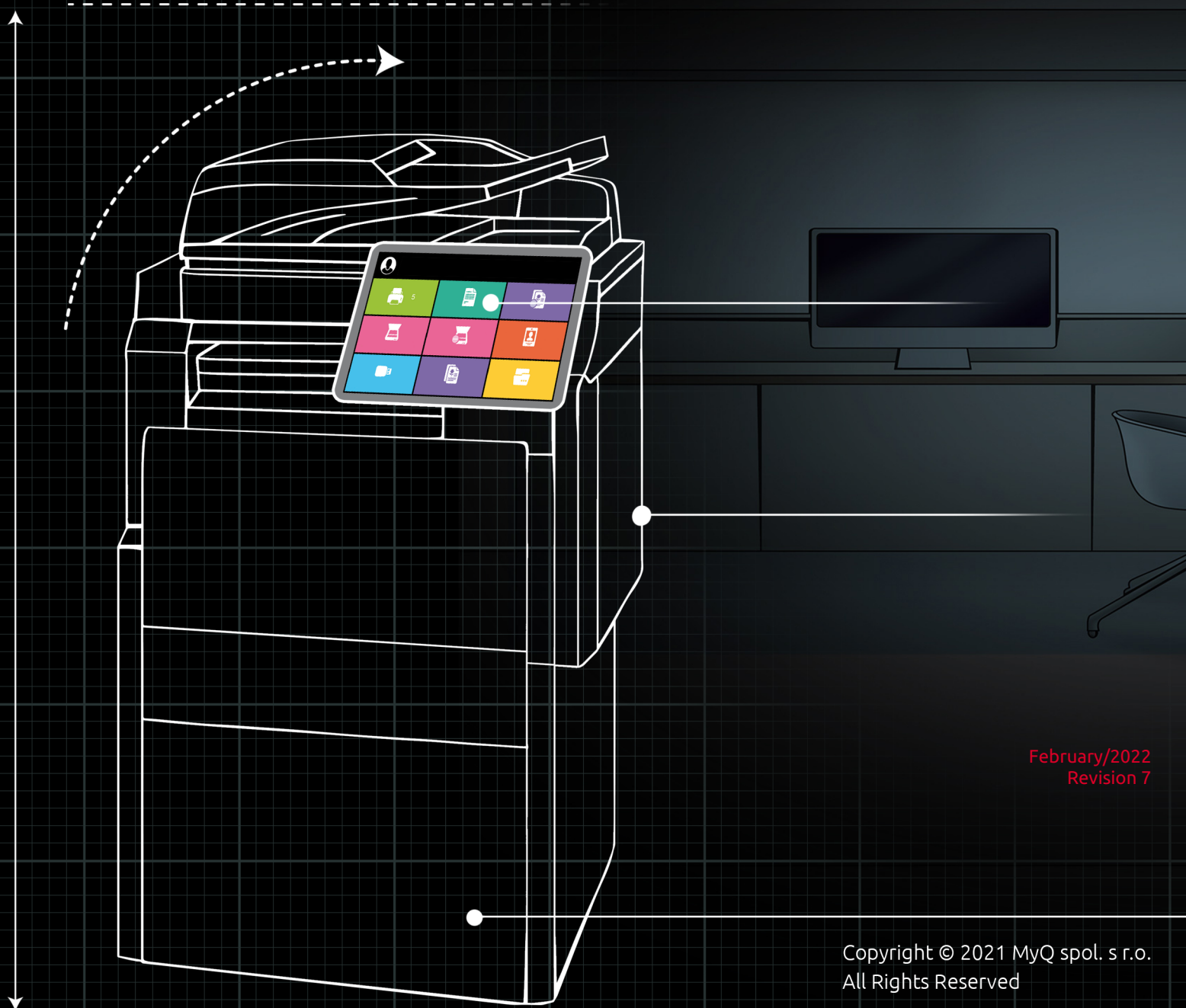


myQ X

MyQ X Smart Quick Setup Guide



February/2022
Revision 7

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1 Welcome

Welcome to the MyQ Smart Quick Setup Guide 8.2! This guide will tell you how easy it is to get your **SMART** license, add printers, and synchronize your users. After that, all your users will be able to print from every printer you have installed. It is that easy!

You will come across an array of features in the MyQ Web UI, however, be aware that not all of them will work with your free **SMART** license. This can be easily fixed by **upgrading to the ENTERPRISE license** at any time. If you are interested, please send an email to info@myq-solution.com.


The full functionality of MyQ is detailed in the *MyQ Print Server guide*.

To get your free **SMART** license, you have to self-register to our **Community Portal**: <https://community.myq-solution.com>. Just click **Login** and follow the procedure after clicking **Not a member?**. Once registered, you can get your license, but also get access to the **extra modules** (software clients) you are entitled to with the free **SMART** license:

- **MyQ Desktop Client**, which can be used for user identification, client spooling, failover printing, and more; or
 - **MyQ Smart Job Manager**, which can be used for identification of users and pairing them to all kinds of tasks.
 - **MyQ Smart Print Services**, which also entails failover printing, where jobs can be sent to another printer in case of a network breakdown.
- The **MyQ Mobile Print Agent**, which helps set up the server so your users can print using their mobile phone (with AirPrint for Apple iOS users and Mopria for Android users).

Allow us now to give you a short overview of the features that are **not available** under the free **SMART** version:

- Scanning is not available.
- Embedded terminals are not available, thus no terminal actions such as Print all, My Jobs, and ID and Card Registration among others.
- Quota, Credit, and Projects can only be viewed on the Web User Interface.
- No custom logo on the printers.

 Your free MyQ **SMART** license is valid for one year and can be renewed before expiration. It comes with limited software assurance support (updates, patches, community forum). For full MyQ Support, an upgrade to the **Enterprise** or **Ultimate** edition is required.

2 Installation

This chapter shows you how to install the MyQ print management system. Prior to the installation, make sure that Microsoft .NET Framework 4.7.2 (Full version) is already installed on your computer. If not, install it using the steps in the following section.

- Before the installation on Windows Server 2012/2012 R2/2016/2019/2022 (or on Windows 8.1/10/11), make sure that all the latest Windows updates are downloaded and installed.

2.1 Installing Microsoft .NET Framework 4.7.2 (Full version)

1. Download the Microsoft .NET Framework 4.7.2 (Full version) installation file: <https://support.microsoft.com/en-us/topic/microsoft-net-framework-4-7-2-web-installer-for-windows-dda5cddc-b85e-545d-8d4a-d213349b7775>
2. Open the downloaded executable file.
3. Follow the directions of the installation wizard.

2.2 Installing MyQ®

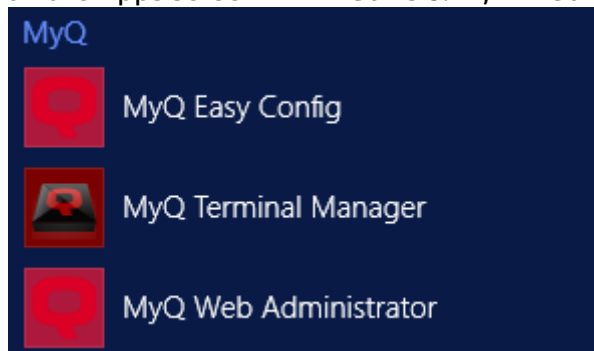
1. Download the latest available version of MyQ from the MyQ Community portal.
2. Run the executable file. The Select Setup Language dialog box appears.
3. Select your language and click **OK**. The License Agreement dialog box appears.
4. Select **I accept the agreement**, and click **Next**. The Select Destination Location dialog box appears.
5. Select the folder where you wish to install MyQ. The default path is: *C:\Program Files\MyQ*.
6. Click **Install**. MyQ is installed on the server.
7. Click **Finish**. Depending on the OS settings 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 **Finish installation in MyQ Easy Config** option selected.

3 Accessing the MyQ web UI

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

There are three ways to open the MyQ web administrator interface:

1. Open your web browser, and then enter the web address in the form: https://*MyQserver*:8090, where *MyQserver* represents the IP address or the host name of your MyQ server and *8090* is the default port for access to the server.
<https://10.14.5.816:8090>
2. Log on to the interface from the MyQ Easy Config **Home** tab, by clicking on the **MyQ Web Administrator** link in the **MyQ Web Administrator** section.
3. Open the **MyQ Web Administrator** application. You can find this application on the Apps screen in Windows 8.1+, Windows Server 2012 and newer.



3.1 Logging in as an administrator

Enter the MyQ administrator name (**admin*) and the password that you have set in the MyQ Easy Config application, and then click **Log in**. If you have not changed the default password yet (not recommended), enter the default one: *1234*.

 A screenshot of the MyQ login interface. At the top is a dropdown menu showing "English (United States)" with a downward arrow. Below that is a text input field containing "*admin". Underneath is a password input field with four dots. At the bottom center is a yellow button with a key icon and the text "Log In". A mouse cursor is pointing at the button. At the bottom left, there are two links: "Lost PIN" and "New Account".

In the drop-down at the top of the login window, you can select your preferred language.

Once you login, you see the Home dashboard with the **Quick Setup Guide** widget.

4 Initial Setup

In this chapter you will:

- Check the time zone.
- Add your license(s).
- Create an administrator email account.
- Set the outgoing SMTP server.

4.1 The first setup steps

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

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 view and change the 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 are asked to restart the web server.

License

To add licenses, click **Enter License**. The **License** settings tab opens. You are asked to enter the following information about your installation:

License

Enter information about this installation

Fields marked by * are mandatory.

Company: *

Person: *

Address: *

Country: *

Email: *

Phone:

Insert the installation key

To get MyQ SMART license for free please register at [MyQ Community portal](#)

Once you have your license from the MyQ Community portal, **Insert the installation key** in the field and activate your licenses.

Assurance

With active software assurance licenses, you have access to MyQ technical support and free MyQ products upgrades.

Administrator email

By clicking **Enter the administrator's email**, you open the **General** settings tab, where you can set the administrator email. Important system messages (disk space checker warnings, license expiration etc.) are automatically sent to this email.

Outgoing SMTP server

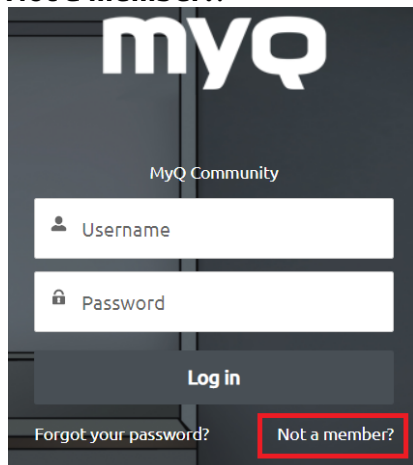
By clicking **Configure the outgoing SMTP server**, you open the **Network** settings tab, where you can set the outgoing SMTP server.

5 License

You can request your MyQ SMART license after you register in the MyQ Community portal.

5.1 Registering in MyQ Community

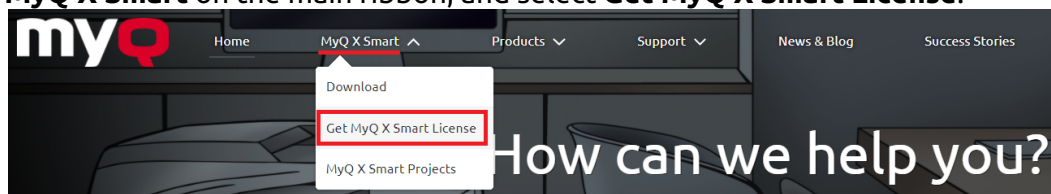
1. Go to the [MyQ Community portal](#) and click **Log in** at the top right corner.
2. If you are already registered, enter your credentials and click **Log in**. If not, click **Not a member?**.



3. Fill in the requested information and click **Sign up**, and then **Verify** your identity.
4. You receive a welcome email from MyQ, and are now logged in.

5.2 Getting a MyQ X Smart license

1. Once you are self-registered and logged in the MyQ Community portal, click on **MyQ X Smart** on the main ribbon, and select **Get MyQ X Smart License**.



2. In the next window, fill in the mandatory information (marked with an asterisk *****) and click **OK**.

Get MyQ X Smart License

New Smart Project

* Project Name

* Customer Name

* Admin Contact Name

* Admin Contact Email

* Admin Contact Phone

Description

Cancel OK

3. Your new Smart Project is created. At the top, you can see your project's name, license type, and expiration date. In the **Project** tab, you can see a banner informing you that you can prolong your Smart license one month before the expiration. You can do that in the **Subscription** section. In the **Licenses** sub-tab, you see your current license information.

Project Test + Follow

License Type: Smart ExpirationDate: 01.05.2022

Project Details Help

This is the Smart Project. The project can be prolonged only during the last month of the current one year expiration period.

Licenses Installations

Software Licenses

Type of license: Smart

Type of license	Quantity	Available	Used	New
Connected Devices	Unlimited	Unlimited	Unknown	

4. To get your **installation key**, click on the **Installations** sub-tab. Click the **Show installation key** button, and your **installation key** is displayed.

Licenses Installations

Test

Installation key:

Show installation key Show details

5. Copy your **installation key**.

5.3 Adding the installation key to MyQ

1. Go to the MyQ web administrator interface.
2. In the **Quick Setup Guide**, under License, click **Enter License** (or go to **MyQ, Settings, License**).
3. In the **License** settings tab, fill in the mandatory customer information, and in the **Insert the Installation Key** field, paste the **installation key** you copied from the MyQ Community portal and click **Save**.

License

Enter information about this installation

Fields marked by * are mandatory.

Company: *

Person: *

Address: *

Country: *

Email: *

Phone:

Insert the installation key

Save

To get MyQ SMART license for free please register at [MyQ Community portal](#)

4. In the pop-up window, click **Activate** to activate your Smart license. A network connection is required.

License

Enter information about this installation

Fields marked by * are mandatory.

Installation Activation [X]

Installation: Test

Installation key: []

i This installation will be activated and bound to this server.

▶ Activate **✖ Cancel**

Insert the installation key

Enter the installation key: IK [] L2 []

✔ Save

To get MyQ SMART license for free register at [MyQ Community portal](#)

5. Your Smart license is added, activated, and bound to your server. You can see an overview at the top of the **License** settings tab.

License

↓ Update from License Server **✖ Remove license**

Version: 8.2 RC4 **SMART** (Subscription)

Status: **✔ OK**, expires in 376 days (2022-05-01)

Assurance: **✔ Standard**, expires in 376 days (2022-05-01)

Installation key: []

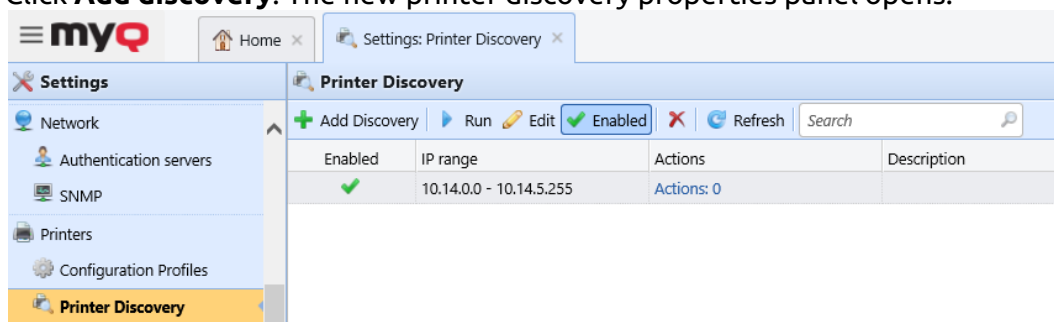
6 Printers

In this example of creating a printer discovery we show you how to do this in a full automatic way. Discovery, embedding, and activating all form part of this process.

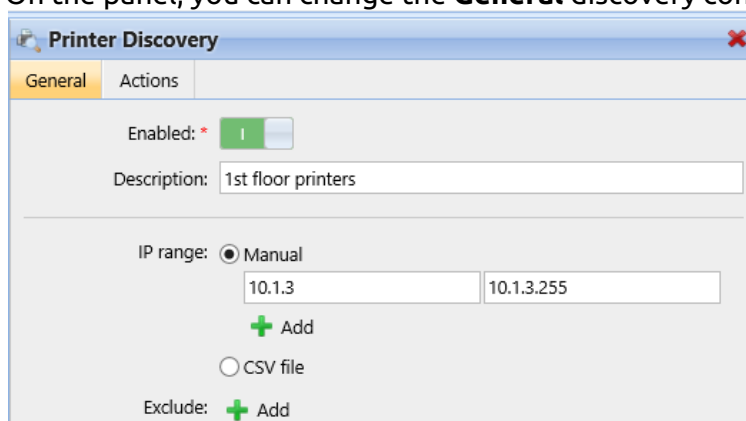
6.1 Discovering printing devices

On the **Printer discovery** pane, you can create and run printer discoveries to search for all network printing devices within a defined IP range of your company's network.

1. Click **Add discovery**. The new printer discovery properties panel opens.



2. On the panel, you can change the **General** discovery configuration:



3. Set Enabled to **ON**.
4. Add a meaningful **Description**, so you can create more printer discoveries with different IP ranges.
5. Change, if needed, the **IP range** or add more IP ranges by clicking **+Add**.
6. Click **Save**.
7. Click the **Actions** tab. The Actions pane opens. Click **New action**.
8. Leave the **Filter** section unchanged.
9. In the **First run actions** section:
 - a. Click **Activate**, so all the discovered printers are automatically activated.
 - b. Click **Create direct queue**. Now every single printer will be added to its own queue. In this way, your users can print from any printer.
10. Leave the **Every run actions** section unchanged and click **Save**.

The new printer discovery appears on the list on the **Printer Discovery** settings tab, with the number of actions you have created for it.

6.2 Run a discovery and add all printing devices

1. On the **Printer Discovery** settings tab, select the printer discovery that you want to use.
2. Click **Run**. The Discovering tab with a list of discovered printing devices opens.
3. Click **Add to MyQ**, and then click **Add all** in the drop-down. You can see the added printing devices on the Printers main tab.
4. Click the arrow next to the MyQ icon and select **Queues**. You will see that for every printer, a direct queue has been created.

By clicking **Add printers manually**, you open the **Printers** main tab, where you can add printing devices. This option is not covered in this guide. You can find more information in the [MyQ Print Server](#) guide.

7 User Synchronization

You can add your users one by one, or import user data into MyQ from different sources.

- By clicking **Add users manually**, you open the **Users** main tab, where you can manually add users. This action is described in the *MyQ Print Server* guide.
- By clicking **Import users**, you open the **Users Synchronization** settings tab, where you can import users from the MyQ Central server, from LDAP servers or from a CSV file. In this manual we will describe the import via an LDAP server with an Active Directory. For the other methods, see the *MyQ Print Server* guide.

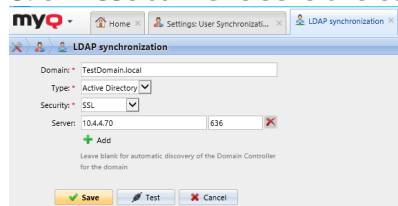
7.1 Creating the synchronization

Click **Import Users** on the **Quick Setup Guide** widget on the MyQ web administrator interface dashboard. The User Synchronization settings window opens.

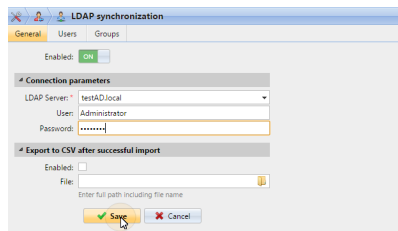
Click **+Add sync source** on the main ribbon, and select **Add LDAP source**. The LDAP synchronization window opens.

On the **General** tab, make sure LDAP synchronization is **Enabled**, and fill in the following:

1. In the **LDAP Server** field, click on the arrow and select **+Add new** from the drop-down.
2. Fill in the required information:
 - a. **Domain:** add the LDAP domain.
 - b. **Type:** Select *Active Directory* from the drop-down.
 - c. **Security:** Select *SSL* from the drop-down.
 - d. **Server:** Click **+Add** to manually add your server's IP address and port, or leave it empty for automatic discovery.
3. Click **Test** to make sure the connection is working, and then click **Save**.

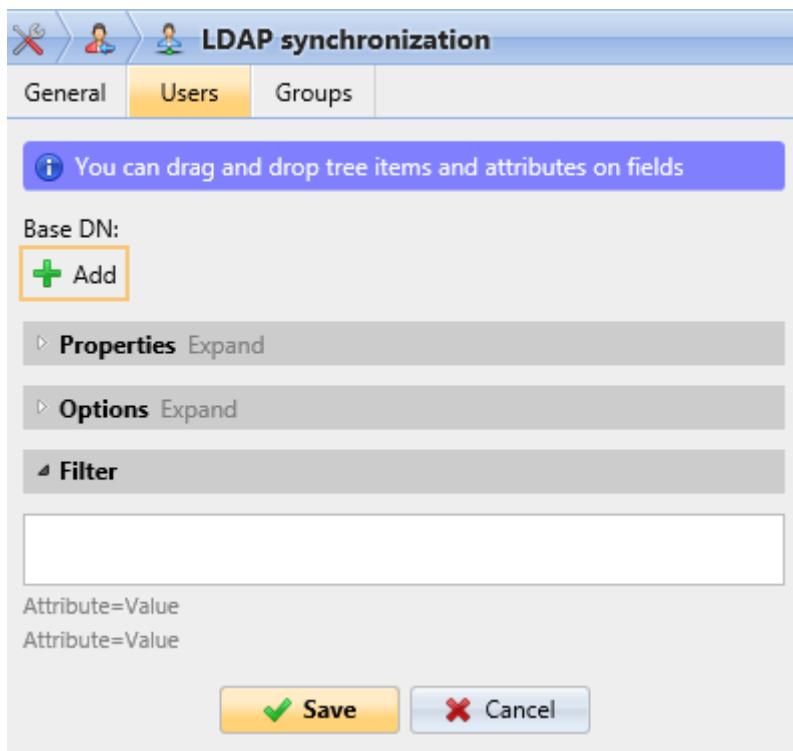


4. Your new domain should now occupy the **LDAP Server** field. Add the **User** and **Password** needed for authentication on your LDAP server.
5. You can enable the **Export to CSV after successful import** option and MyQ creates a CSV file with the imported users after the synchronization. You can then browse to select the folder where you want the CSV File to be saved in.
6. Click **Save**.

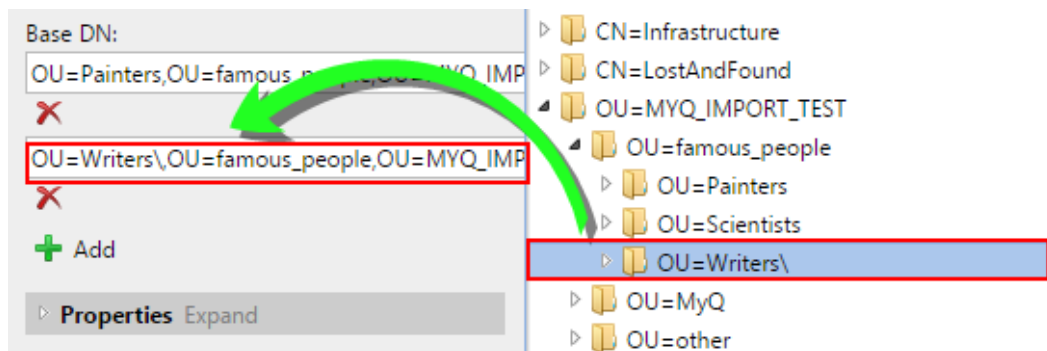


- In the **User** setting, a sub-domain user account with enough rights can also be used for authentication, but the sub-domain has to be specified in the username. For example, the user *Administrator* connects to the *testAD.local* LDAP server, but their account is in the *cz.testAD.local* sub-domain. For successful authentication, the filled in username should be: *Administrator@cz.testAD.local*

On the **Users** tab, pick one or more **Base DN** (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.



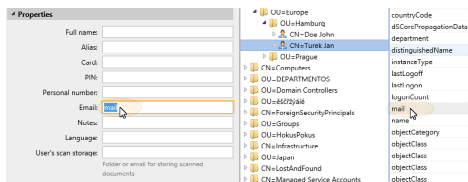
- Base DN:** Here you can pick the base domain or domains from which you import users. Click **+Add** to add a text box for the new base DN, and then drag a group from the database browser and drop it in the text box. You can add multiple domains this way.



- **Properties:** These are the 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 OpenLDAP 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 it from the attributes of any individual user and drop it in the text box. The following properties support adding multiple values to them, separated by a semicolon (;):
 - **Alias**
 - **PIN**
 - **Card**

For example, in the **Alias** property, you could add *alias1;alias2;alias3*.

The AD attribute name should not contain the semicolon (;) character. If a semicolon is part of the attribute's name, that attribute will not be synchronized in MyQ.

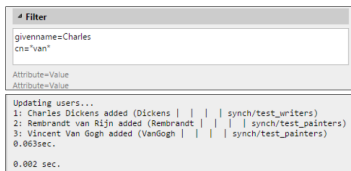


For assigning default languages to users, you have to use an attribute from the LDAP server that has the language abbreviations as its values. For example, you can create and use an attribute called **lang** with the values *en* for English, *hr* for Croatian, etc. The list of the abbreviations used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

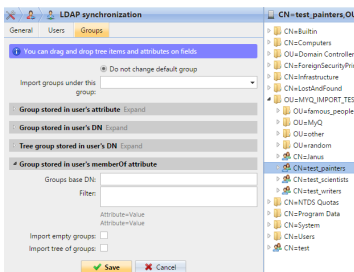
- **Options:** For a description of the common synchronization options, see User information and settings. In addition to the basic options that are common for both the synchronization from LDAP servers and for synchronization from CSV files, there is one specific option that belongs only to the import 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 users import by specifying the values of attributes. Add the conditions in the form: **Attribute=Value**. Users with a different value on this attribute are not accepted and are filtered out of the import. For attributes where the values are strings, such as the **cn** attribute, 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.

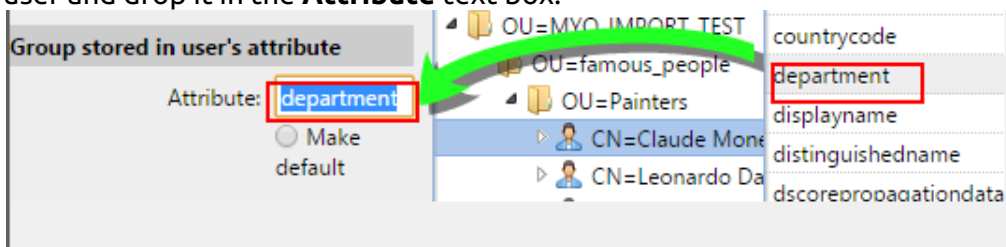
Add one condition per row. Users are accepted if they satisfy at least one condition.



On the **Groups** tab, you can import groups and the group structure from the LDAP source. There are four different ways 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.



- **Do not change default group:** A user can be a member of multiple groups but all their prints, copies and scans are accounted to only one group: the default (accounting) 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 it, type the name of the attribute in the property text box or drag the attribute from any individual user and drop it in the **Attribute** text box.



You can also create groups by combining multiple attributes. To create such groups, put each of the attributes between two percentage signs (%). For example, the combination of attributes `%attribute1%_%attribute2%`, imports a new group named `value1_value2`.



Furthermore, you can create tree structures of groups by separating the attributes with vertical bars. For example, the combination of attributes `%attribute1%|%attribute2%`, imports a group *value1*, and its sub-group *value2*.

- **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 unit) index among the DN components. The index is counted from right to left: the first OU group from the right has index 1, the second from the right has index 2 and so on.

`CN=Claude Monet,OU=Painters,OU=famous_people,OU=MYQ_IMPORT_TEST,DC=testAD,DC=local`

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

- **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 stripping the DN components from the left and from the right. In the respective text boxes, enter the amount of components to be striped from the left and from the right side. You have to strip at least one component from the left (the user CN component) and one component from the right (the right-most DC component).

`CN=Claude Monet,OU=Painters,OU=famous_people,OU=MYQ_IMPORT_TEST,DC=testAD,DC=local`

On the image above, there are six components. If you strip one component from the left

and one from the right, you import the following structure of groups: *testAD > MYQ_IMPORT_TEST > famous_people > Painters*. By stripping components from the left, you remove the groups from the bottom to the top of the structure. By stripping components from the right, you remove the groups from the top to the 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 into consideration during the import, you have to insert the groups base DN. MyQ imports 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 in the same organizational unit as the users base

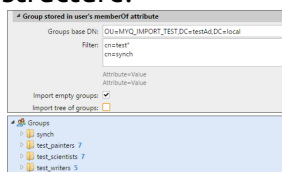
domain. If a user is member of more than one group on the LDAP server, all the groups are stored in the **memberOf** attribute. Therefore, the **Make default** option, which requires a single value, is not available for this method of import.

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 the values of attributes. Add the conditions in the form: *Attribute=Value*. Groups with a different value on 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. You can add one condition per row. Groups are accepted if they satisfy at least one condition.



- **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.



8 MyQ X Mobile Client Application

The MyQ X Mobile Client application is a multifunctional tool for simple task management within the MyQ solution printing environment. It assists you anytime and anywhere you need to print or manage your print jobs, and provides you with simple access to a variety of MyQ features.

8.1 Basic Information

Requirements:

The MyQ mobile application can be used only with MyQ Print Server version 8.2+, and Android 5.0+ or iOS 10+.

Please note that an **Enterprise** license is required to use embedded terminals.

You need an **Enterprise** license for the below supported terminals. (All the embedded terminals that can work with MyQ Print Server 8.2+ are supported).

- Kyocera, Samsung, Toshiba, Ricoh SmartDK, OKI sxp2, OKI, Sharp, HP Enterprise.
- Terminals without a QR code are also supported: Ricoh SDKJ, Xerox, HP Pro. For these terminals, the QR code can be generated on the server, and then be used with the printer.

Supported operations:

With the MyQ mobile application, you can perform the following operations:

- Print PDF files, Office documents, and photos directly from your device.
- Securely release your print jobs.
- Unlock a printing device via scanning a QR code (**Enterprise** license required as devices are not locked without embedded terminals).
- Manage print jobs, re-print already printed jobs, select projects.
- Recharge MyQ credit.
- Register and setup a MyQ server via scanning a QR code.

Supported formats:

- pdf, bmp, png, tif, tiff, txt, jfif, jpe, jpeg, jpg, mime, myqurl.
- For the following formats you need to have installed LibreOffice or Microsoft Office on the server: odp, ods, odt, doc, docx, ppsx, ppt, pptx, xls, xlsx.

8.2 Installation

The MyQ X Mobile Client application can be installed directly from Google Play (Android version), or App Store (iOS version). It is free and does not require any licenses.

You can also check the [MyQ X Mobile Client App](#) guide, for further details.

9 Appendix of functionalities visible in the Web Admin UI

The functionalities listed below are visible on the MyQ web administrator interface, but not all of them can be used with a free **SMART** license.

If you are interested in more details, check the linked manuals or contact MyQ at info@myq-solution.com.

Functionality	Available in MyQ Smart	Available in MyQ Enterprise	Available in MyQ Ultimate	Related Links
Personalization	Only on the Web UI	Yes	Yes	https://docs.myq-solution.com/print-server/
Task Scheduler	Yes	Yes	Yes	https://docs.myq-solution.com/print-server/
Network / Authentication servers / SNMP	Yes	Yes	Yes	https://docs.myq-solution.com/print-server/
Printers	Yes	Yes	Yes	https://docs.myq-solution.com/print-server/
Configuration Profiles	Yes	Yes	Yes	https://docs.myq-solution.com/print-server/
Printer Discovery	Yes	Yes	Yes	https://docs.myq-solution.com/print-server/

Functionality	Available in MyQ Smart	Available in MyQ Enterprise	Available in MyQ Ultimate	Related Links
Terminal Actions	No	Yes	Yes	https://docs.myq-solution.com/
Users	Yes	Yes	Yes	https://docs.myq-solution.com/print-server/
Policies	Yes	Yes	Yes	https://docs.myq-solution.com/print-server/
User Synchronization	Yes	Yes	Yes	https://docs.myq-solution.com/print-server/
Credit	Only on the Web UI	Yes	Yes	https://docs.myq-solution.com/print-server/
Quota	Only on the Web UI	Yes	Yes	https://docs.myq-solution.com/print-server/
Rights	Yes	Yes	Yes	https://docs.myq-solution.com/print-server/
Jobs	Yes	Yes	Yes	https://docs.myq-solution.com/print-server/

Functionality	Available in MyQ Smart	Available in MyQ Enterprise	Available in MyQ Ultimate	Related Links
Scanning & OCR	No	Yes	Yes	https://docs.myq-solution.com/
Projects	Only on the Web UI	Yes	Yes	https://docs.myq-solution.com/print-server/
Price lists	Yes	Yes	Yes	https://docs.myq-solution.com/print-server/
Code Books	No	Yes	Yes	https://docs.myq-solution.com/
Reports	Yes	Yes	Yes	https://docs.myq-solution.com/print-server/
Mobile Application	Yes	Yes	Yes	https://docs.myq-solution.com/print-server/
External Systems	No	Yes	Yes	https://docs.myq-solution.com/print-server/
Log & Audit	Yes	Yes	Yes	https://docs.myq-solution.com/print-server/

Appendix of functionalities visible in the Web Admin UI

Functionality	Available in MyQ Smart	Available in MyQ Enterprise	Available in MyQ Ultimate	Related Links
System Management	Yes	Yes	Yes	https://docs.myq-solution.com/print-server/
ScannerVision	No	No	Yes	Upon request

10 Business Contacts

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