



MyQ 7 Basic Installation Guide

REVISION 2



MyQ Server 7.1
May 2018

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1. Basic Information

1.1 About this Guide

This document provides readers with all the information needed to install, configure, upgrade and uninstall the MyQ® print management system. It describes how to set up the system through Web Interface, activate licenses, and set print ports. Furthermore, it shows how to maintain the MyQ® system, acquire its statistical data, and monitor print environment.

The purpose of this document is to guide you through installation and setup of the system and show you how to use its main functions.

1.2 About MyQ

MyQ is a universal printing solution that provides a wide variety of services related to printing, copying and scanning. All functions are integrated into a single unified system, which results in an easy and intuitive employment with minimal requirements for installation and system administration.

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



INFO: Information about the MyQ Embedded terminals can be found in MyQ Embedded manuals.

1.3 MyQ system requirements

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


1.3.1 Configuration


| | |
|------------------------|--|
| Server/PC:* | RAM 4GB* |
| Without parsing | Number of printers (per server): Up to 100 Up to 400 Up to 600 |
| | CPU cores (2GHz): 2 4 8 |
| | For systems with a large number of direct queues, we strongly recommend using SSD. |
| With parsing | RAM 4GB* Minimal requirements for activated parser: 4 CPU cores (2GHz) or more (Depends on the size of the installation.). |

| | | | | | | | | | |
|---|---|----------------------------|---------------------------------|----------------------------|--------------------|--------|--------------------|----------------------|---------------------------------|
| SJM, SPS * | 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. | | | | | | | | |
| Recommended No. of users and groups: | <p>Users: up to 100,000 (30,000 - 60,000 per one synchronizing line). Depends on the length and number of fields for synchronization.</p> <p>Groups: up to 40 000 / 10 tree levels (group in group in group). Each user can be in up to 100 groups.</p> | | | | | | | | |
| Storage space: | <table border="0"> <tr> <td>Application files:</td> <td>Log:</td> <td>Accounting records:</td> <td>Print jobs:</td> </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> <p>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.).</p> <p>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.</p> | Application files: | Log: | Accounting records: | Print jobs: | 300 MB | 100MB (14 days) | 6GB (4-year history) | Depends on the volume of print. |
| Application files: | Log: | Accounting records: | Print jobs: | | | | | | |
| 300 MB | 100MB (14 days) | 6GB (4-year history) | Depends on the volume of print. | | | | | | |
| Operating system: | <p>Windows Server 2008 / 2008 R2/ 2012 / 2012 R2/ 2016, with all the latest updates</p> <p>Windows 7/ 8/ 8.1/ 10 **, with all the latest updates</p> <p>Both 32bit a 64bit OS supported</p> <p>+ Microsoft .NET Framework 4.5 Full Version or higher</p> <p>+ 32 Bits JAVA runtime version 8 or higher</p> | | | | | | | | |
| Web browser: | <p>Google Chrome 63 and higher versions (Recommended)</p> <p>Mozilla Firefox 57 and higher versions (Recommended)</p> <p>Internet Explorer 11 and higher versions</p> <p>Microsoft Edge 14 and higher versions</p> <p>Safari 10 and higher versions</p> <p>Older versions of browsers will not work as required. (For example, IE 8 does not support the drag and drop function.)</p> | | | | | | | | |

**Recommended configuration may vary according to the system load.*

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

 **WARNING:** To make sure that the MyQ system runs smoothly, you need to set an exception for MyQ in your antivirus setup.

 **WARNING:** MyQ should not be installed on Domain Controller.

1.3.2 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.

1.3.3 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 | 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 148.) |
| TCP Port 515 | port used by LPR protocol for print job transmission to the MyQ server |
| TCP Port 3050 | port used by protocol for communication with Firebird database server |
| TCP Port 8080 | port used by HTTP protocol for accessing MyQ web interface, communication with Embedded terminals and job roaming among MyQ servers |
| TCP Port 8090 | 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 | port used for communication with terminals |
| UDP Port 11112 | port for communication with LPM |
| | |

| | |
|--|--|
| ICMP Protocol | port used for PING command |
| | |
| TCP Port 9100 | port used by Raw protocol for print job transmission from MyQ to printing devices |
| TCP Port 631 | port used by IPP protocol for print job transmission from MyQ to printing devices |
| TCP Port 443 | port used by IPPS protocol for print job transmission from MyQ to printing devices |
| TCP Port 515 | port used by LPR protocol for print job transmission from MyQ to printing devices |
| | |
| Ports needed for features of Kyocera provider | |
| TCP Ports 9090-9091 | TCP ports 9090 and 9091 are necessary for remote setup of Kyocera embedded terminals |
| TCP Ports 9093-9099 | TCP port 9094 is used for access to printing devices and cannot be changed! |
| TCP Port 631 | port for Mobile print via IPP |
| TCP Port 717 | port for Mobile print via IPPS |



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



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

1.4 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 54.



NOTICE: For information about differences between the Business and the BusinessPro license, see versions comparison on <http://myq-solution.com/products>.



WARNING: 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.)

2. Installation

This topic shows you how to install the MyQ print management system. Prior to the installation, make sure that Microsoft .NET Framework 4.5 Full version and 32bit JAVA Runtime 8 are already installed on your computer. If they are not, install them using the steps in the following two sections.

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

Installing 32bit JAVA Runtime 8

1. Download the 32bit JAVA Runtime 8 installation file:
(<http://www.oracle.com/technetwork/java/javase/downloads/jre8-downloads-2133155.html>)
2. Open the downloaded executable file.
3. Follow the directions of the installation wizard.

Installing Microsoft .NET Framework 4.5 Full version

1. Download the Microsoft .NET Framework 4.5 Full version installation file:
(<https://www.microsoft.com/en-us/download/confirmation.aspx?id=30653>)
2. Open the downloaded executable file.
3. Follow the directions of the installation wizard.

Installing MyQ®

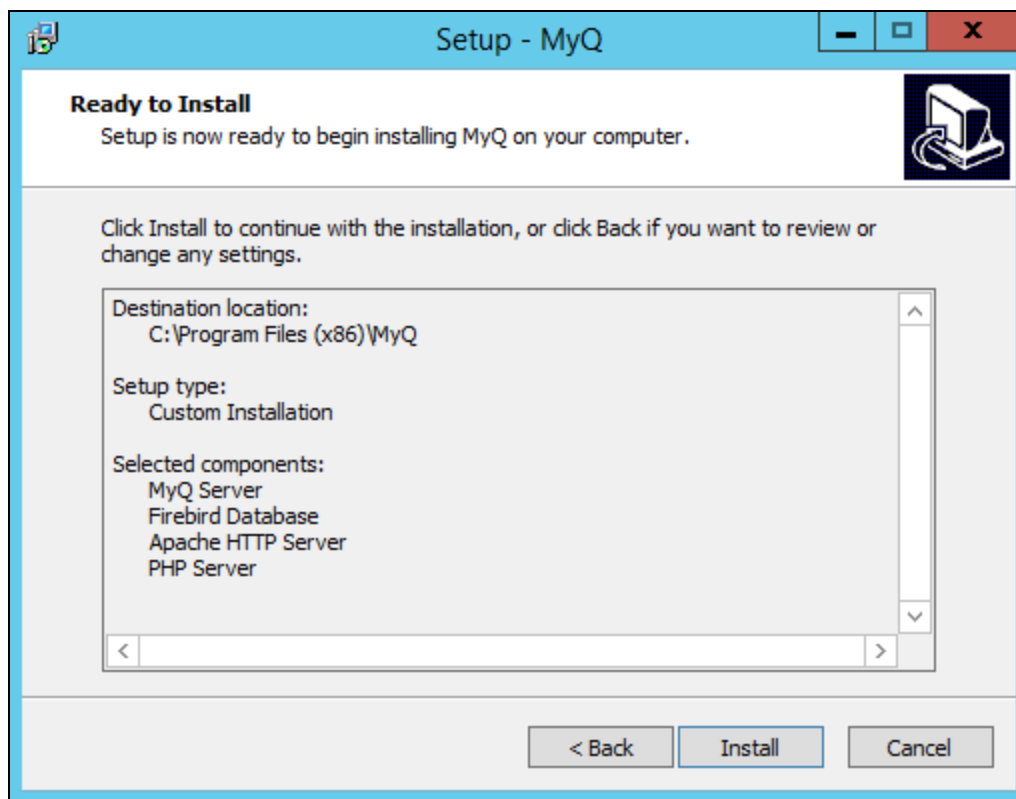


FIGURE 2.1. MyQ® installation **Welcome** screen

To install MyQ®:

1. Download the latest available version of MyQ® from the MyQ Helpdesk portal (MyQ 7.X.X.X).
2. Run the executable file. The **Select Setup Language** dialog box appears.
3. Select your language, and then click **OK**. The **Welcome to the MyQ Setup Wizard** dialog box appears.
4. Click **Next**. The **License Agreement** dialog box appears.

You have to accept the terms of the agreement to continue with the installation.

5. Click **Next**. The **Select Destination Location** dialog box appears.

Select the folder where you wish to install MyQ. The default path is: "C:\Program Files\MyQ" or "C:\Program Files (x86)\MyQ".

6. Click **Next**. The **Ready to Install** dialog box appears.
7. Click **Install**. After the required files are installed, MyQ services, Firebird database, Apache database and Kyocera provider are started, and the **Completing the MyQ Setup Wizard** dialog box appears.
8. Click **Finish**. To directly run the MyQ Easy Config, keep the **Run MyQ Easy Config** option selected.

3. MyQ® Easy Config

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

- [how to change MyQ passwords](#)
- [how to relocate, back up and restore MyQ database](#)
- [how to change MyQ Web server ports](#)

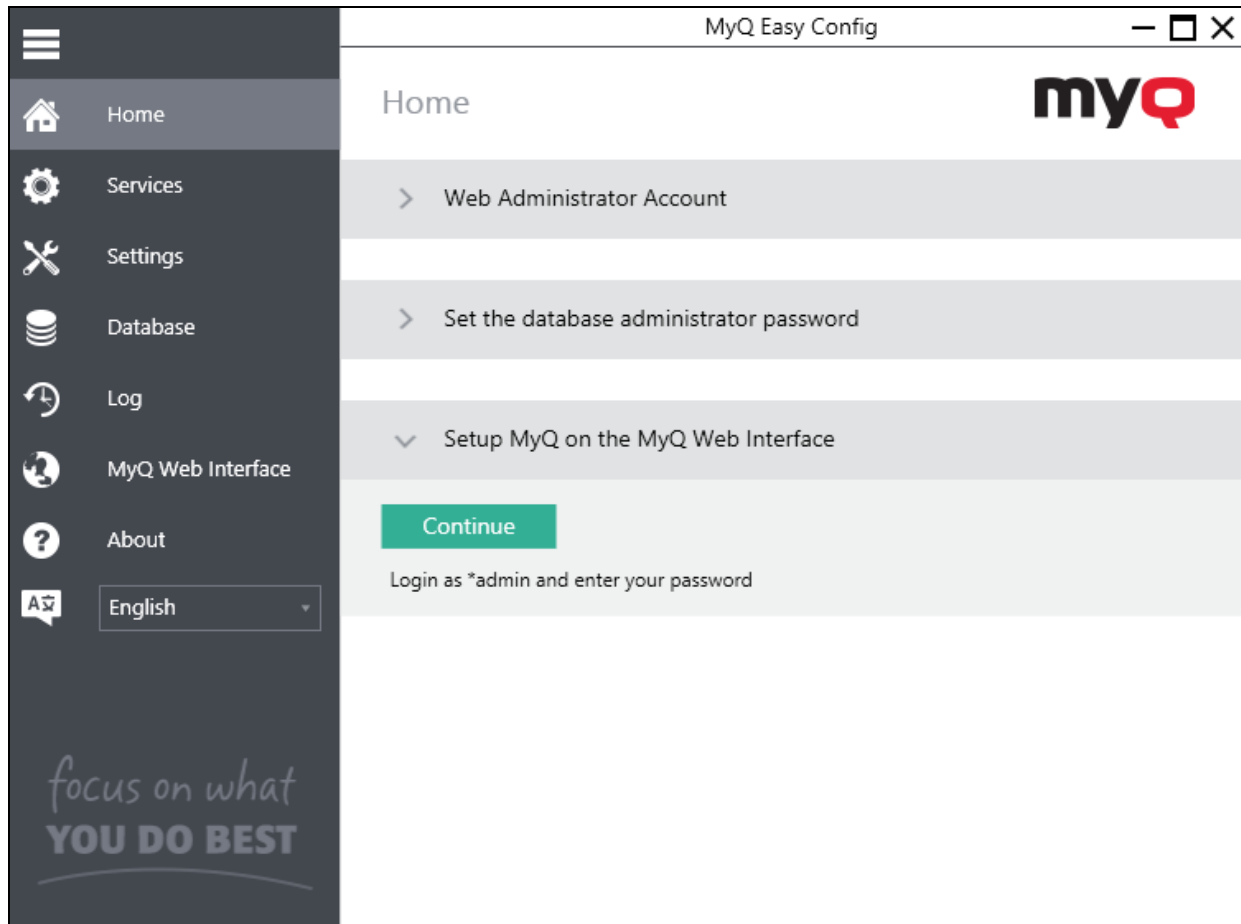


FIGURE 3.1. The initial tab of the MyQ Easy Config

3.1 Introduction

MyQ Easy Config application is the basic environment for setting and securing the MyQ system.

MyQ® Easy Config opens automatically if you keep the **Run MyQ® Easy Config** option selected during MyQ installation. 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 interface there.
- On the **Services** tab, you can control the run of MyQ 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 and change Web server port.
- 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 12.
- On the **Log** tab, you can overview all operations executed by the MyQ system. For more information, see "MyQ System Log" manual.
- The **MyQ Web Interface** is the main environment for setup and management of the MyQ printing solution.
- On the **About** tab, you can see information about the current MyQ version.

3.2 Passwords

After you open the MyQ Easy Config application for the first time, you should change two passwords: the password for access to the MyQ WEB interface and the password for access to the MyQ database.

MyQ WEB interface access user name is **admin* and its default password is *1234*. MyQ database access user name is *SYSDBA* and its default password is *masterkey*.

3.2.1 Changing the default passwords on the Home tab

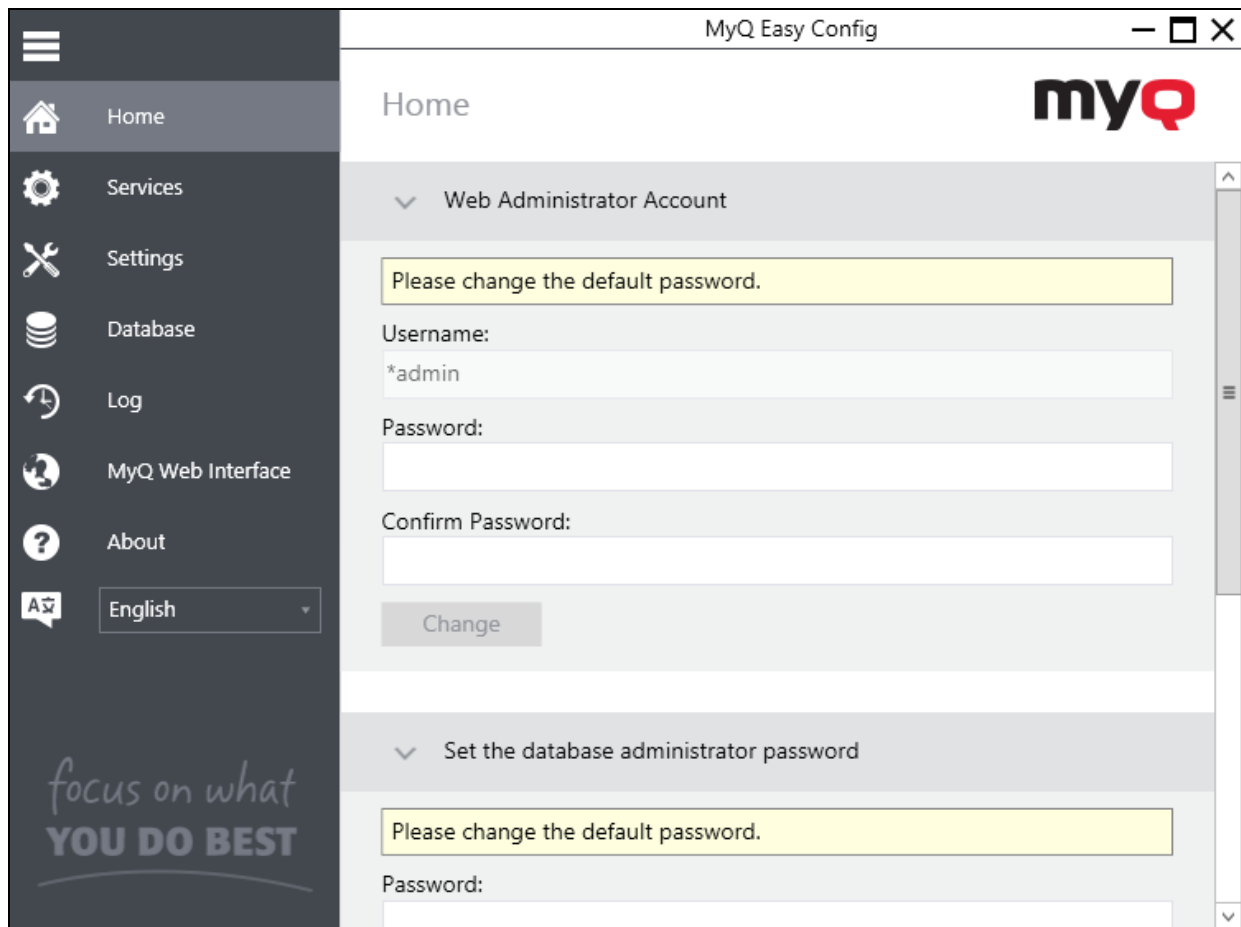


FIGURE 3.2. The Home tab of the MyQ Easy Config

To change the default passwords:

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. In each of the two widgets, type the new password and the confirm password, and then click **Change**.

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

3.2.2 Changing passwords on the Settings tab

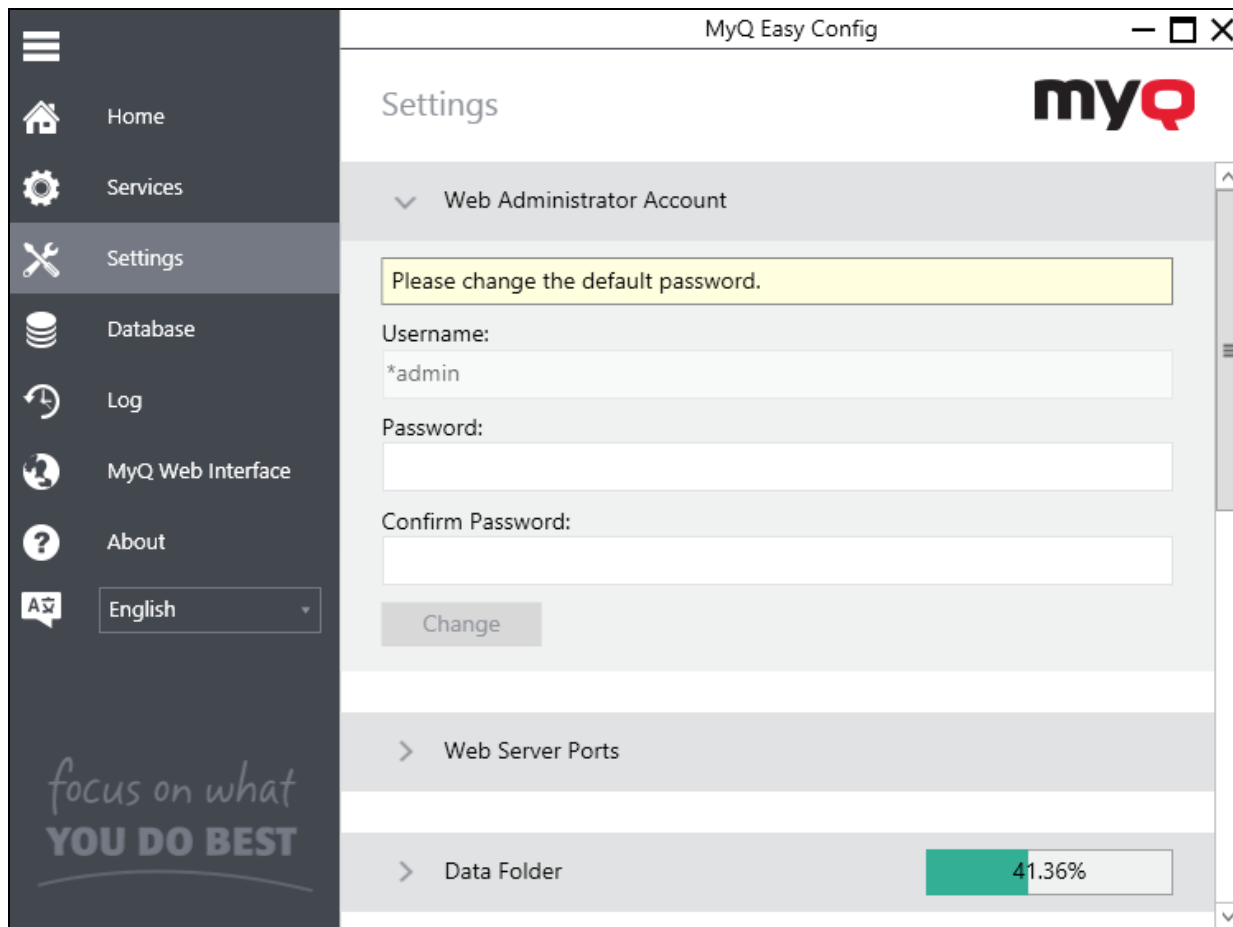


FIGURE 3.3. Password settings on the MyQ Easy Config Settings tab

After you replace the default passwords, the passwords widgets disappear from the **Home** tab and passwords cannot be changed there.

However, both of them can be changed at any time on the **Settings** tab under **Web Administrator Account** and **Set Database Administrator Account**.

3.3 Relocating the data folder and the jobs folder

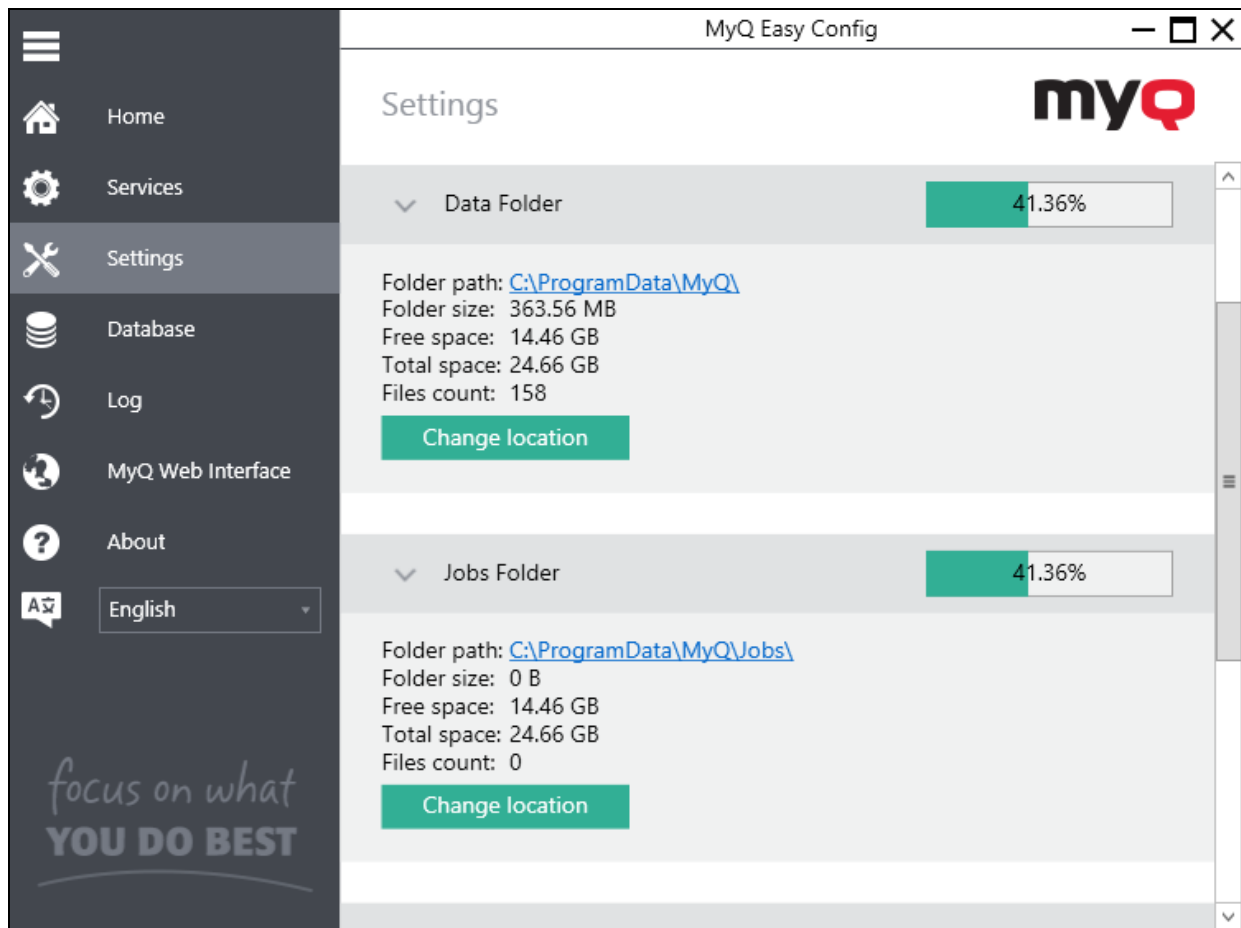


FIGURE 3.4. Data folder and Print Jobs folder location on the Settings tab

On the **Settings** tab, you can see locations of MyQ database and MyQ print jobs. The default folders are **C:\ProgramData\MyQ** for the database 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.

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.

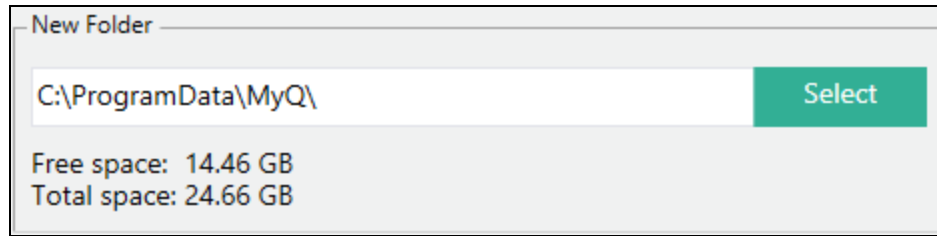


FIGURE 3.5. New folder location

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

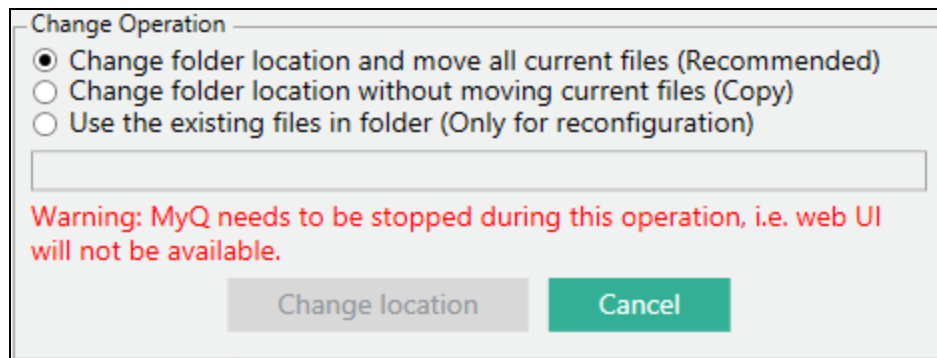


FIGURE 3.6. In the **Change Operation** section, you can choose what will be done with the files in the `ld` folder.

3.4 Backup and restore of MyQ database and MyQ log

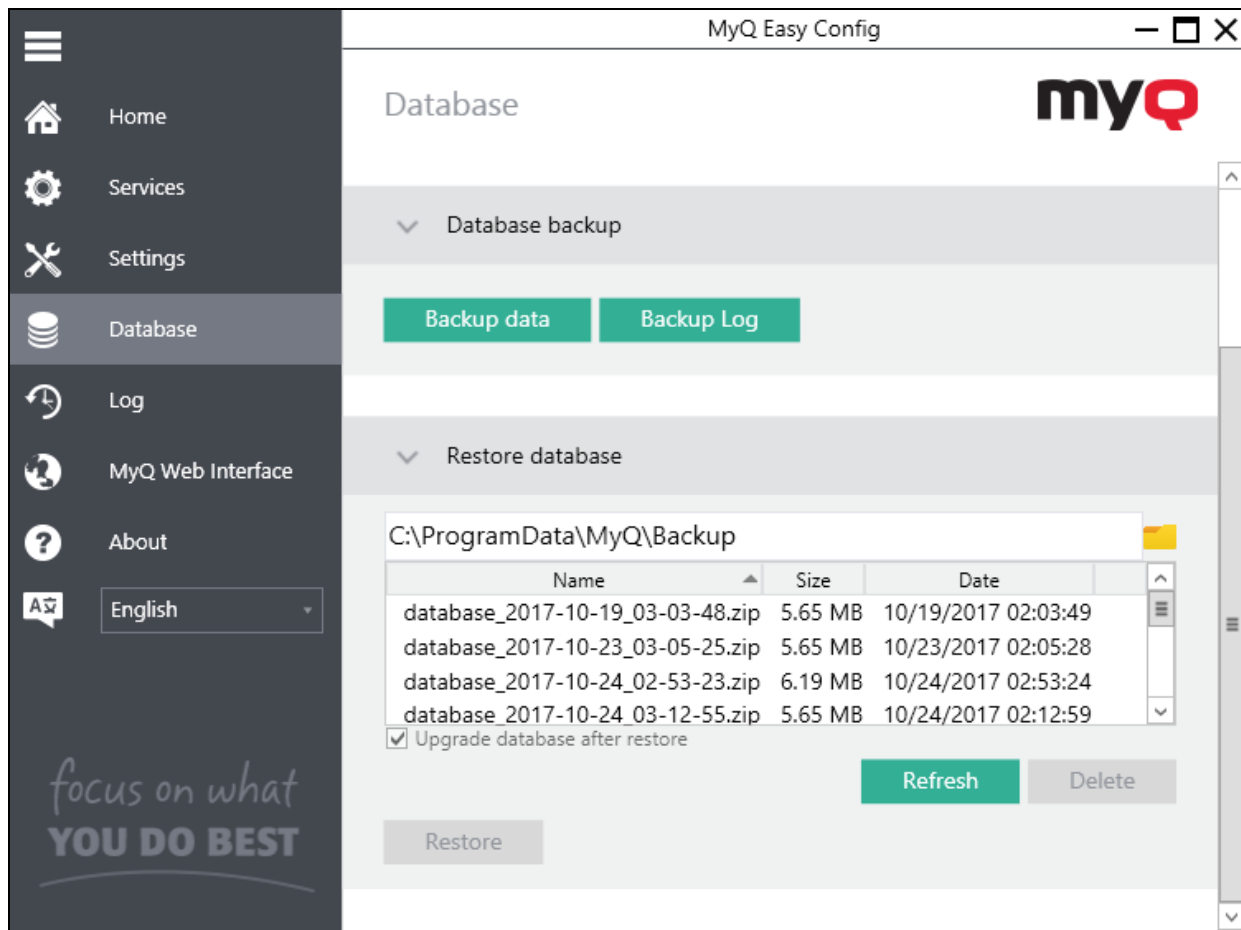


FIGURE 3.7. MyQ Easy Config Database tab

On the **Database** tab, you can check the database's status and perform its backup and recovery. 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.

To back up the MyQ Database (MYQ.FDB) or the MyQ Log (MYQLOG.FDB):

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

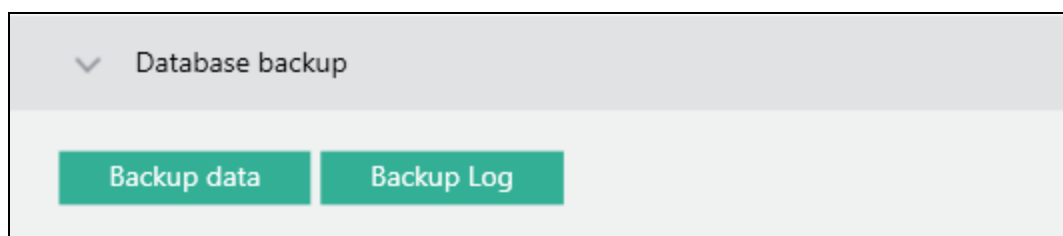


FIGURE 3.8. Backing up data in the **Backup** section of the MyQ Easy Config Database tab

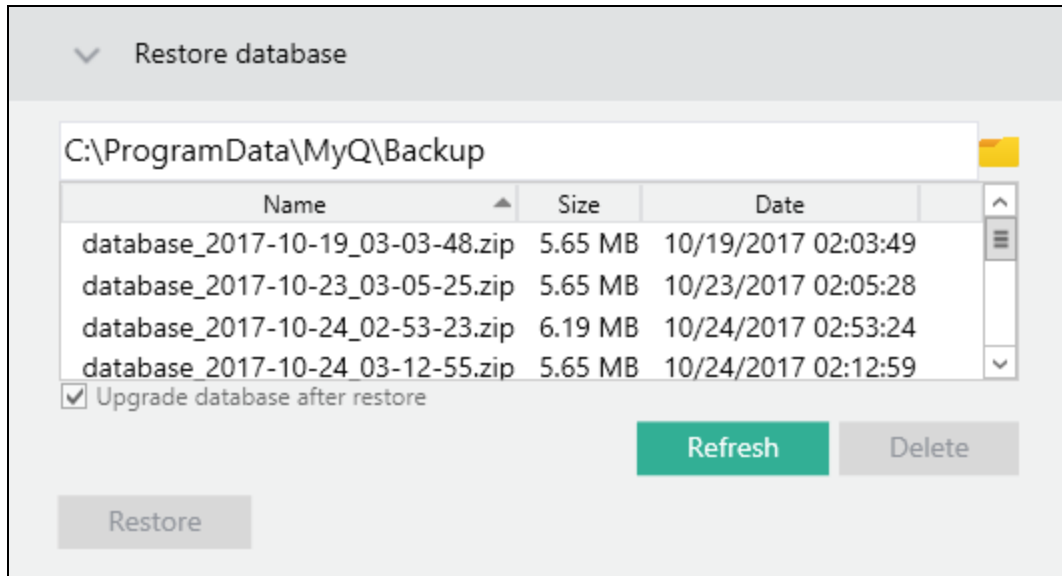


FIGURE 3.9. The newly created backup file appears in the file list under **Restore database**.

INFO: Backup files (database_*.zip and log_*.zip) are stored in the **Backup** subfolder of MyQ (The default location is **C:\ProgramData\MyQ\Backup**).

The database_*.zip file contains two folders: the Data folder stores important MyQ settings (including config.ini file) and the db_backup folder stores the backup of MyQ database itself — myq.fbk file (including all information about MyQ configuration, users, devices etc.)

The log_*.zip file contains the **db_backup** folder which stores the **myqlog.fbk** file with MyQ log.

3.4.1 Data and Log restore

To restore the MyQ Database (or the MyQ Log):

1. Open the **Database** tab.
2. Under **Restore from backup**, 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**.

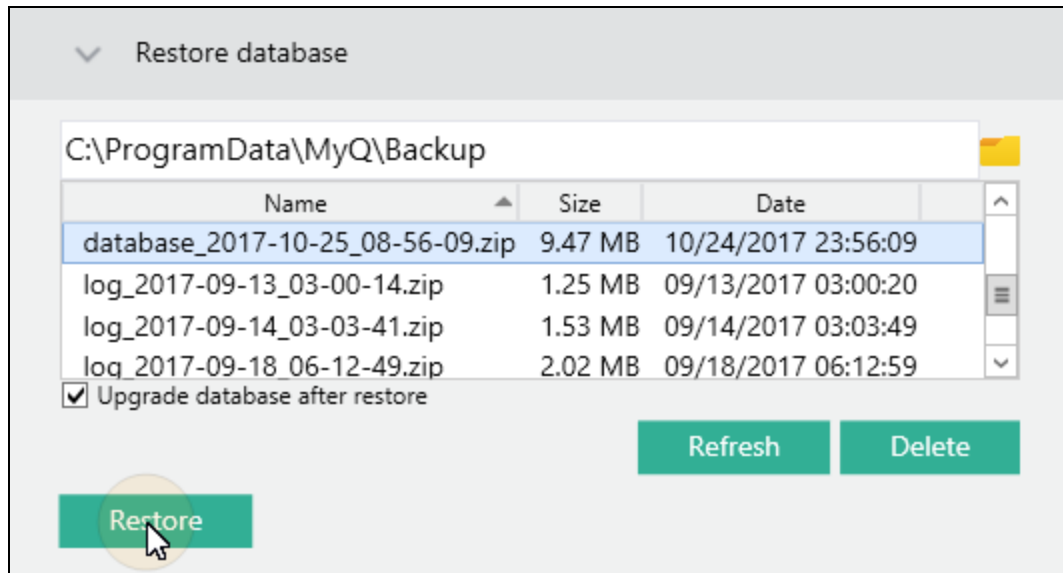


FIGURE 3.10. Restoring the database

INFO: 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.

3.5 Changing MyQ Web server ports

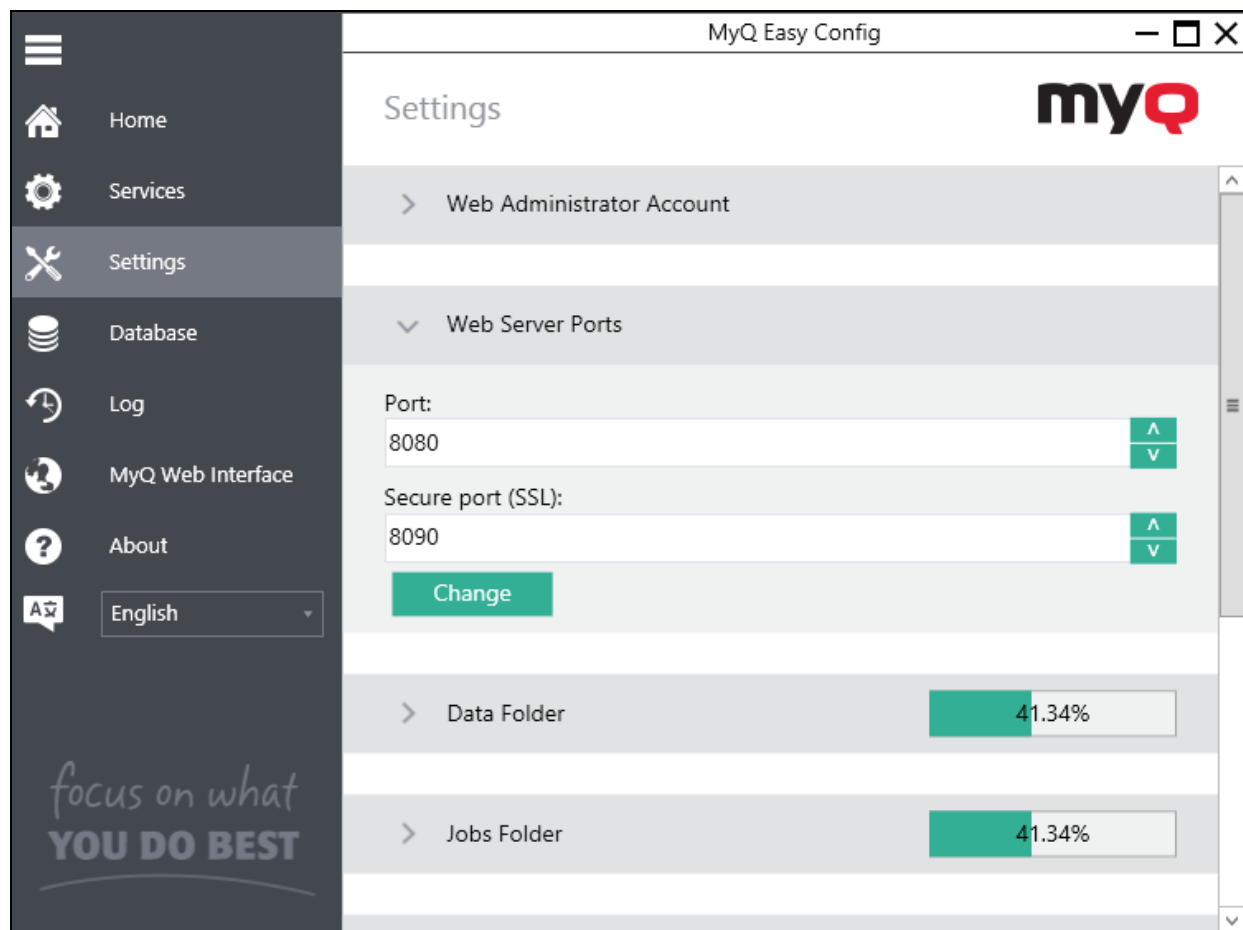


FIGURE 3.11. Two ports, one for unsecured connection and one for secured connection, are shown on the Settings tab

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**.

4. MyQ® Web Interface

This topic describes MyQ WEB interface where you can 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](#).

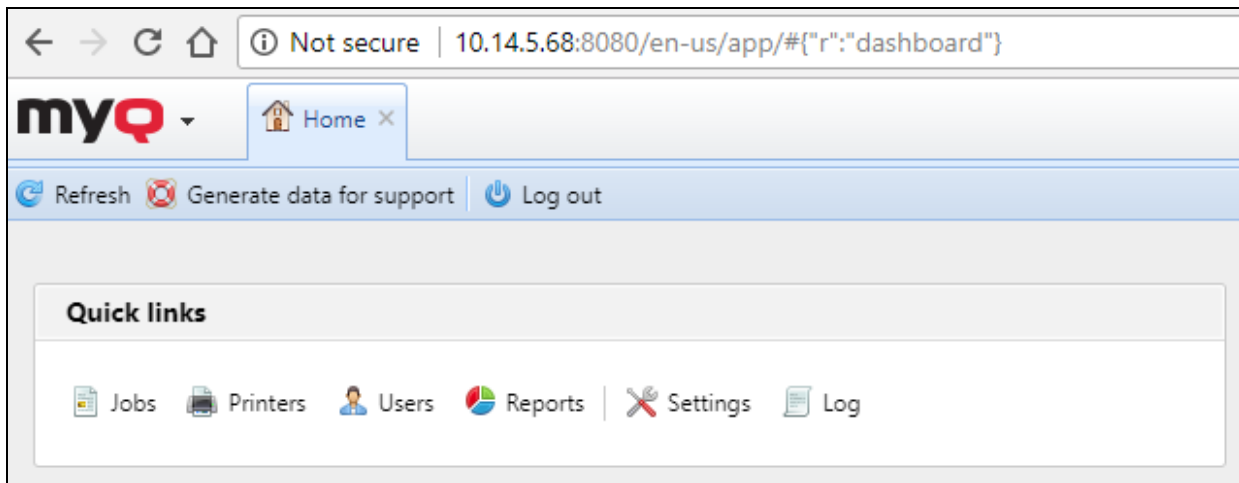


FIGURE 4.1. MyQ Web Interface

4.1 Accessing MyQ WEB interface

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

1) Opening the interface

There are three ways how to open the MyQ WEB interface:

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

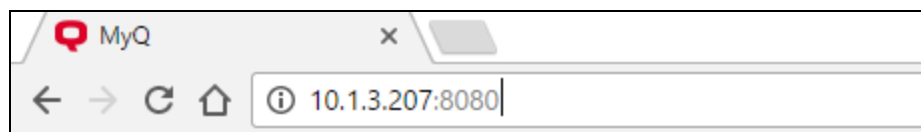


FIGURE 4.2. Entering MyQ address on a web browser

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

- Log on to the interface from the **MyQ Easy Config** application:
 - On the **Guide** tab, **Continue the setup in the MyQ WEB interface**.

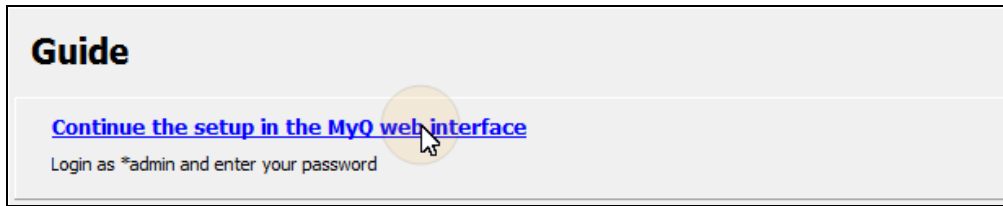


FIGURE 4.3. Accessing MyQ from the Guide tab of MyQ Easy Config

- On the **Settings** tab, under **Web Administrator Account**, click **Open Web Administrator**.

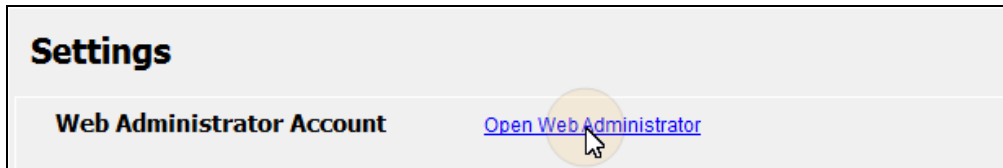


FIGURE 4.4. Accessing MyQ from the Settings tab of MyQ Easy Config

- 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.

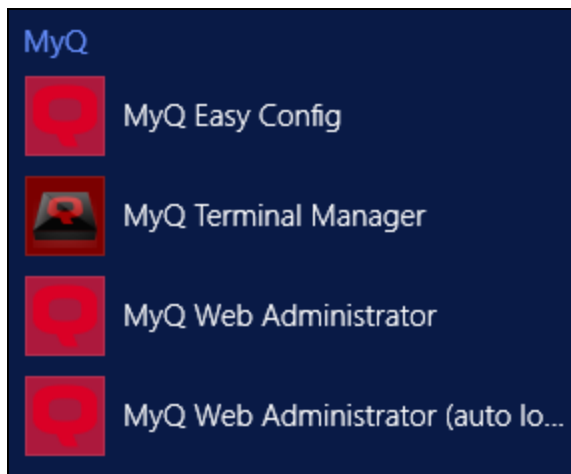


FIGURE 4.5. Accessing MyQ from the **Apps** screen in Windows 8

2) Logging on as an administrator

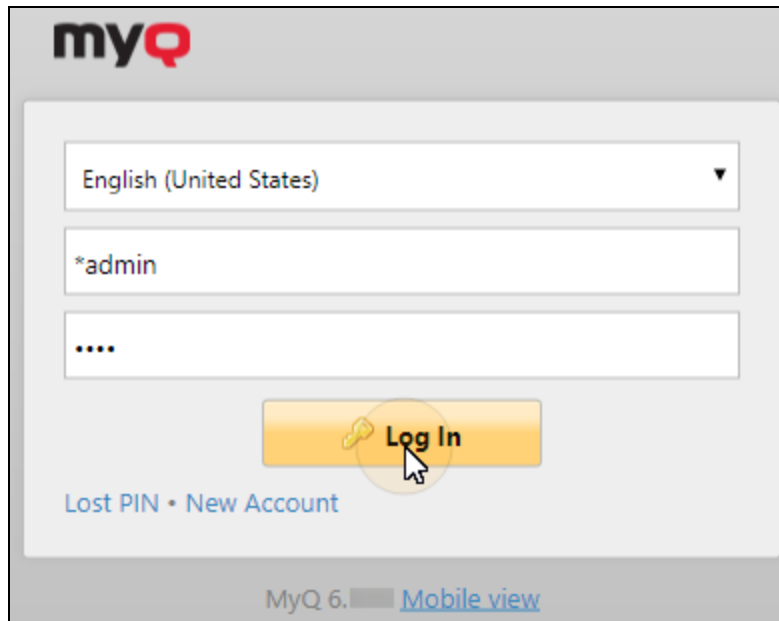


FIGURE 4.6. MyQ Web Interface login

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



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



WARNING: 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.

4.2 Main menu and Settings menu

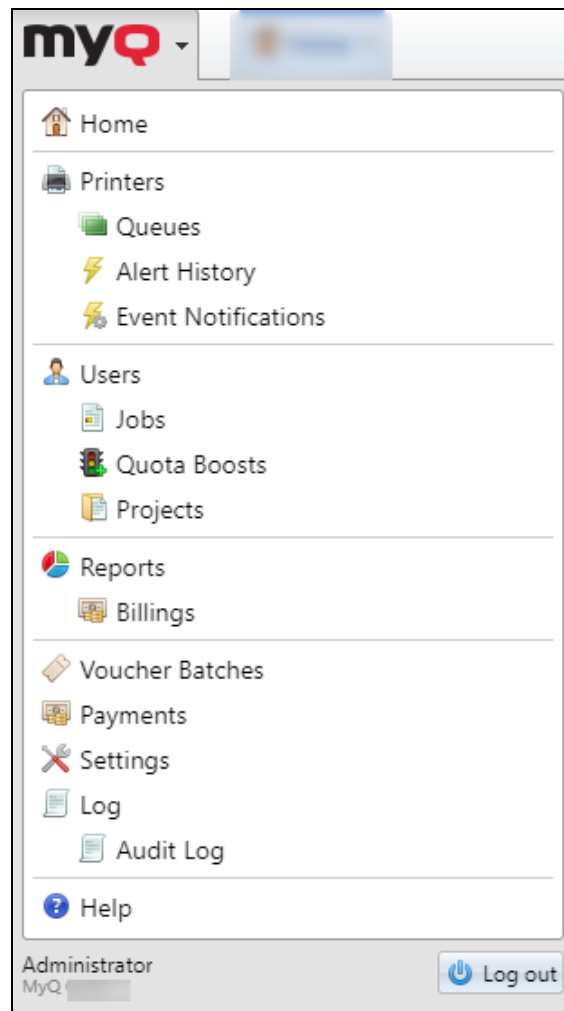


FIGURE 4.7. MyQ Main menu

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

4.2.1 Main menu

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

From this menu, you can access the **Home** screen, the **Settings** menu, the **Log** tab and a number of tabs where you manage and use MyQ functions. On these tabs, you can add, overview and manage individual elements of MyQ database, such as users, printers and queues. 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.

4.2.2 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 MyQ. In this guide, all tabs accessed from the **Settings** menu are called **settings** tabs as opposed to **main** tabs that are accessed from the **Main** menu.

4.3 Home dashboard

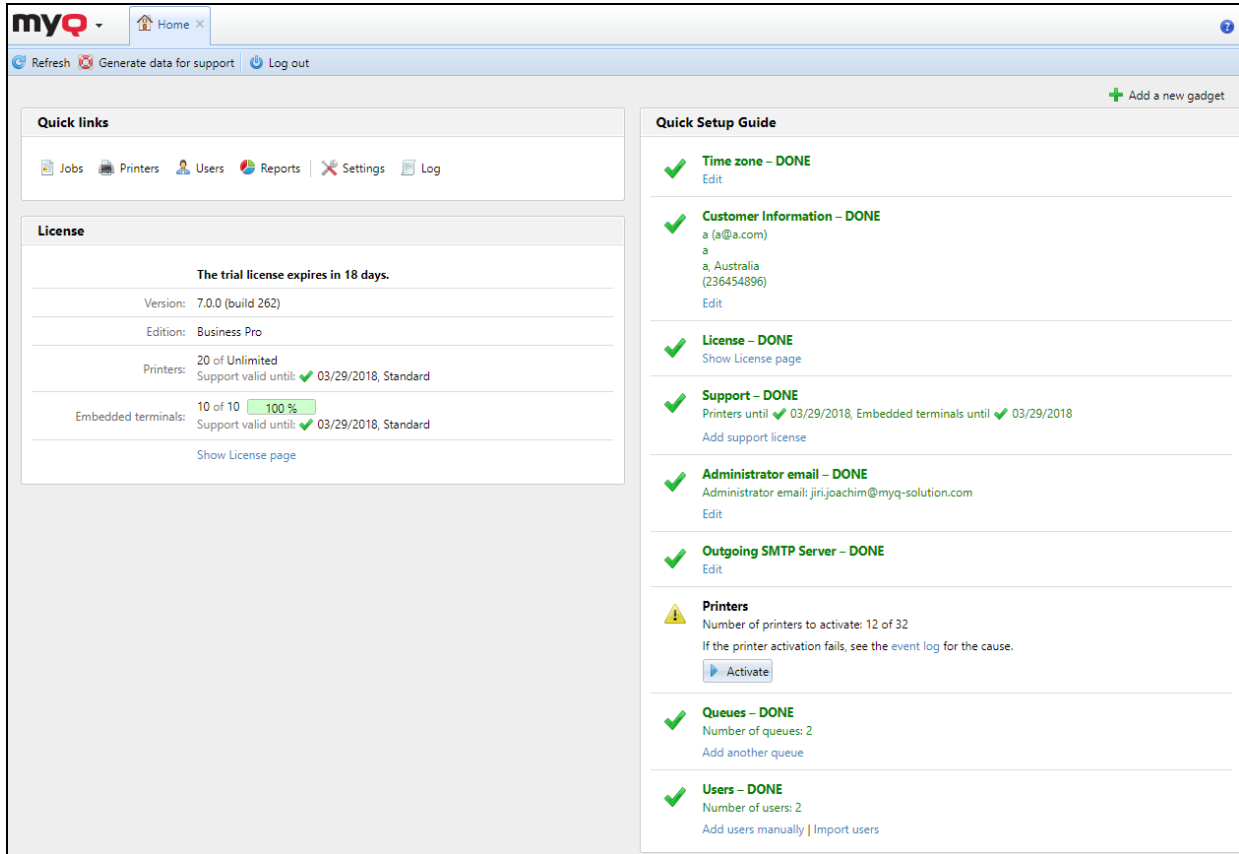


FIGURE 4.8. MyQHome dashboard with the Quick Setup Guide before initial setup

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.

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.

4.3.1 Adjusting the dashboard

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

- **System status** — Provides basic information about the MyQ system, such as number of users, number of printed pages or number of warnings in the MyQ Log.
- **Top Active: Devices** — Shows the most active printing devices.
- **Top Active: Groups** — Shows the most active printing groups.
- **Top Active: Users** — Shows the most active users.

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.

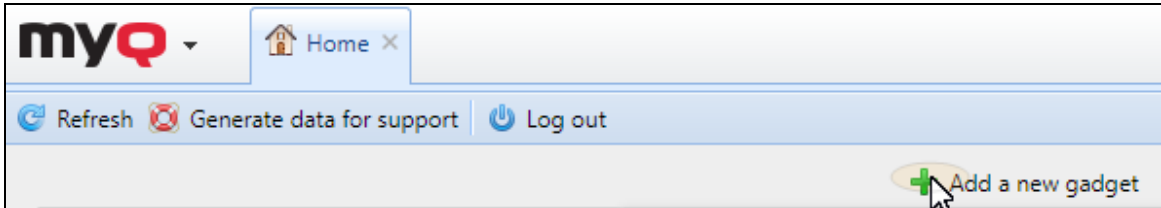


FIGURE 4.9. Opening the **Add a new gadget** dialog box, where the new gadgets can be selected.

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

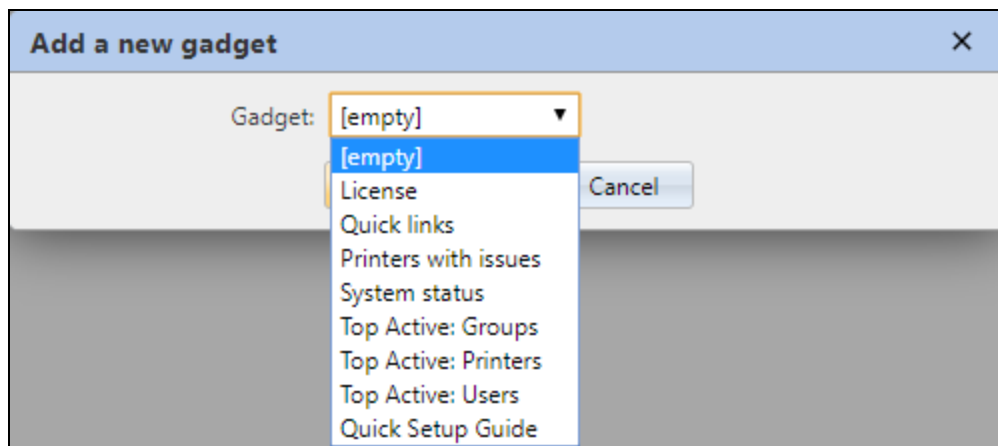



FIGURE 4.10. Selecting the new gadget.

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

Deleting gadgets from the dashboard

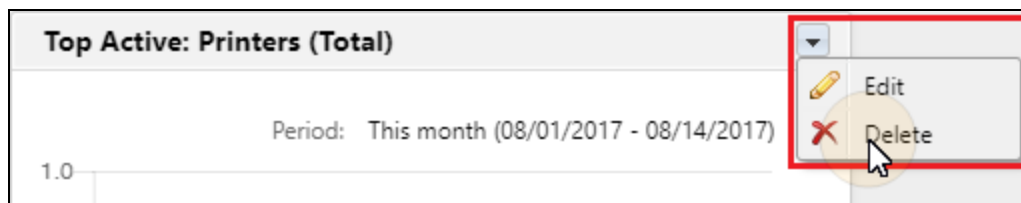


FIGURE 4.11. Deleting a gadget from the dashboard

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

4.3.2 Initial setup of the MyQ server on the Quick Setup Guide gadget

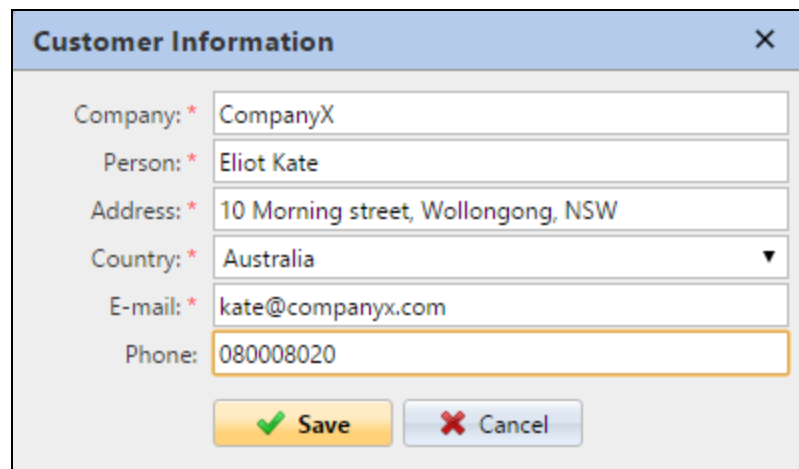
On the Quick Setup Guide gadget, you can set the basic and most important features of the MyQ system:

Time zone

By clicking **Configure the default time zone**, you open the **General** settings tab, where you can set the time zone. (See "General" on page 34.)

Customer information

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



The screenshot shows a dialog box titled "Customer Information" with a close button (X) in the top right corner. The dialog contains the following fields:

- Company: * CompanyX
- Person: * Eliot Kate
- Address: * 10 Morning street, Wollongong, NSW
- Country: * Australia (dropdown menu)
- E-mail: * kate@companyx.com
- Phone: 080008020

At the bottom of the dialog, there are two buttons: a yellow "Save" button with a green checkmark icon and a grey "Cancel" button with a red X icon.

FIGURE 4.12. Entering data in the **Customer information** dialog box

License

Adding and activating licenses

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

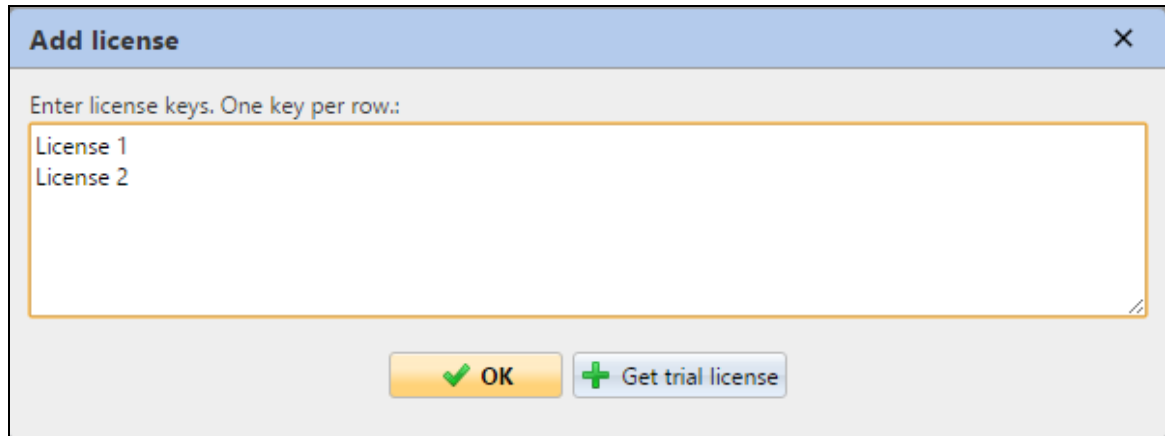


FIGURE 4.13. Adding license keys in the **Add license** dialog box

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.

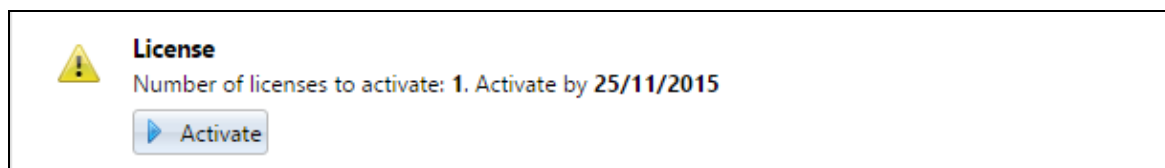


FIGURE 4.14. The **Activate** button appears after the license is added

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 58.

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 free MyQ® products upgrades.

Extending support licenses

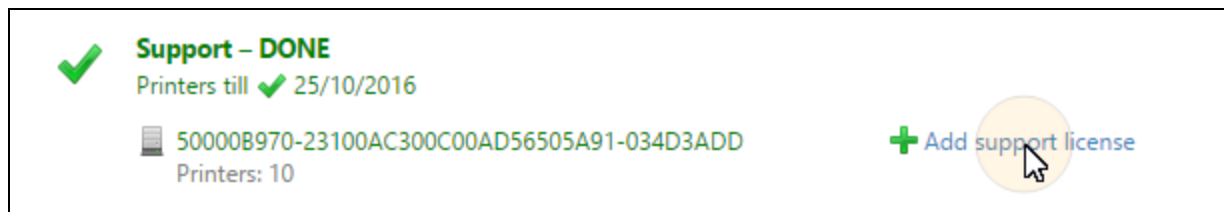


FIGURE 4.15. Extending support licenses on the Home screen

- 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 61.

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 34.)



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 42.)

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 65.)
- By clicking **Add printers manually**, you open the **Printers** main tab, where you can add printing devices. (See "Manually adding printing devices" on page 64.)

Activating added printers:

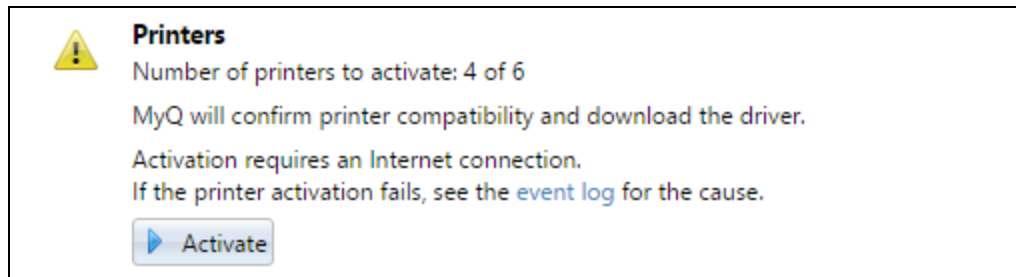



FIGURE 4.16. As long as there are any added printers that not activated, the **Activate** button is displayed.

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

 **WARNING:** 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 128)

Users

- By clicking **Add users manually**, you open the **Users** main tab, where you can add users. (See "Users" on page 95)
- By clicking **Import users**, you open the **Users synchronization** settings tab, where you can import users from LDAP servers. (See "LDAP synchronization setup" on page 102.)

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.

4.3.3 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.

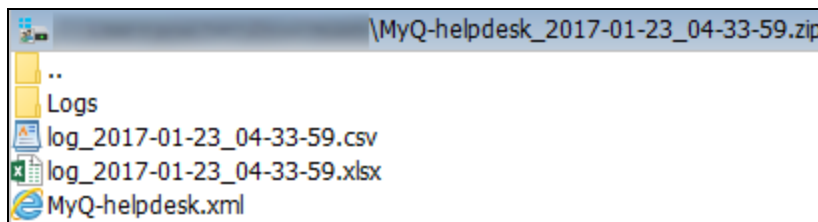


FIGURE 4.17. Files included in the MyQ-helpdesk ZIP



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.

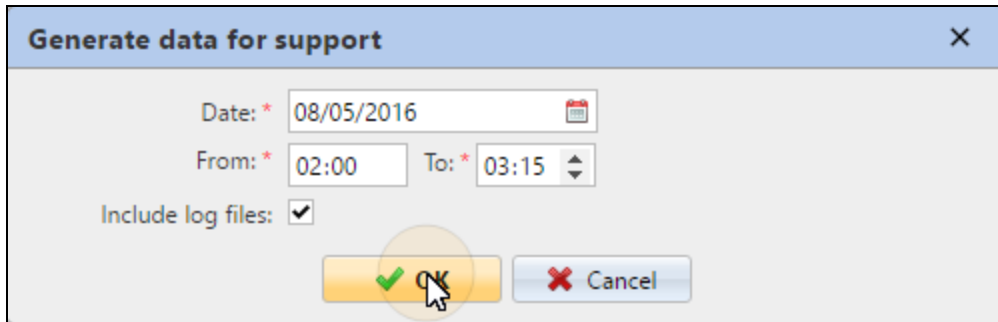


FIGURE 4.18. Selecting the XML file options on the **Generate data for support** dialog box

4.3.4 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.

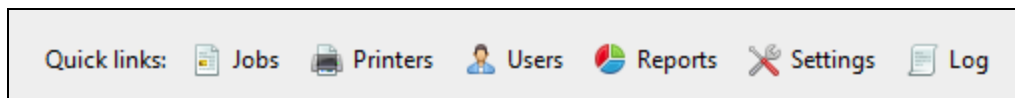


FIGURE 4.19. Quick links on the **Home** screen

4.4 MyQ Log

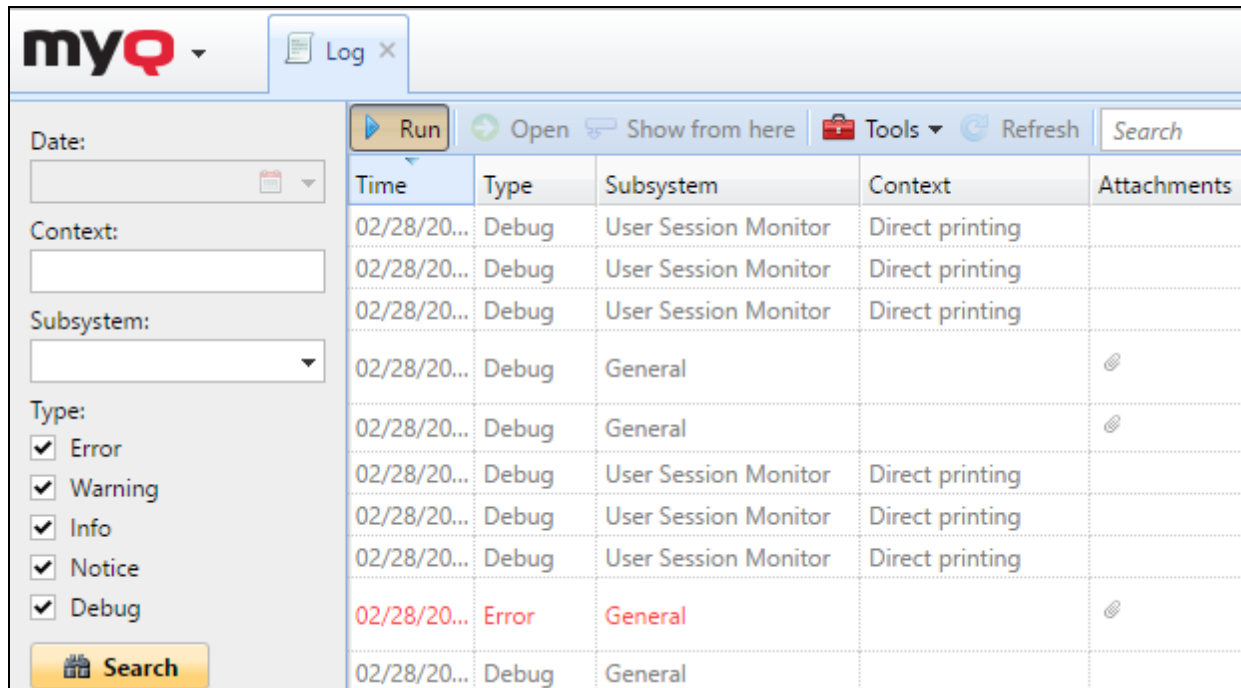


FIGURE 4.20. The **Log** tab on the MyQ Web Interface

In the MyQ Log, you can find information about all parts of the MyQ system — the MyQ server, MyQ Web UI, Embedded terminals etc. Log messages are sorted into five 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 or user sessions on MyQ terminals, and/or about a specific context, for example direct printing or a specific printing device.

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

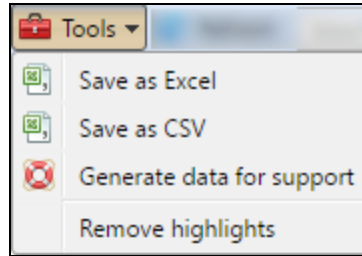


FIGURE 4.21. Log export options

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 28)



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.



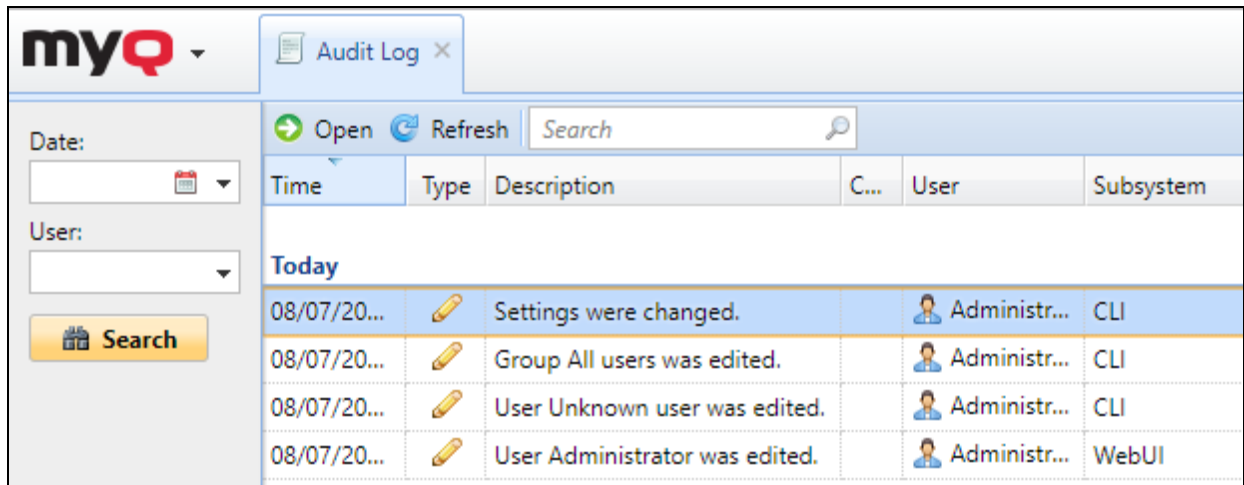
NOTICE: You can highlight particular log messages. To do so, select the message that you want to highlight and then press the **SHIFT + SPACE** keyboard shortcut.

| Time | Type | Subsystem | Context | Attachments |
|-------------|-------|------------------------|-------------------|-------------|
| 02/28/20... | Debug | Printer Status Checker | Printing device F | |
| 02/28/20... | Debug | User Session Monitor | Direct printing | |
| 02/28/20... | Debug | User Session Monitor | Direct printing | |
| 02/28/20... | Debug | User Session Monitor | Direct printing | |

FIGURE 4.22. 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 4.21 above.).

4.5 MyQ Audit Log



| Time | Type | Description | C... | User | Subsystem |
|--------------|------|--------------------------------|------|--------------|-----------|
| Today | | | | | |
| 08/07/20... | | Settings were changed. | | Administr... | CLI |
| 08/07/20... | | Group All users was edited. | | Administr... | CLI |
| 08/07/20... | | User Unknown user was edited. | | Administr... | CLI |
| 08/07/20... | | User Administrator was edited. | | Administr... | WebUI |

FIGURE 4.23. The 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.

Opening the MyQ Audit Log

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

Filtering the log: selecting time period and user

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



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.

5. 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 manage MyQ history, set maximum size of uploaded files and permanently remove data from MyQ database.

5.1 General settings tab

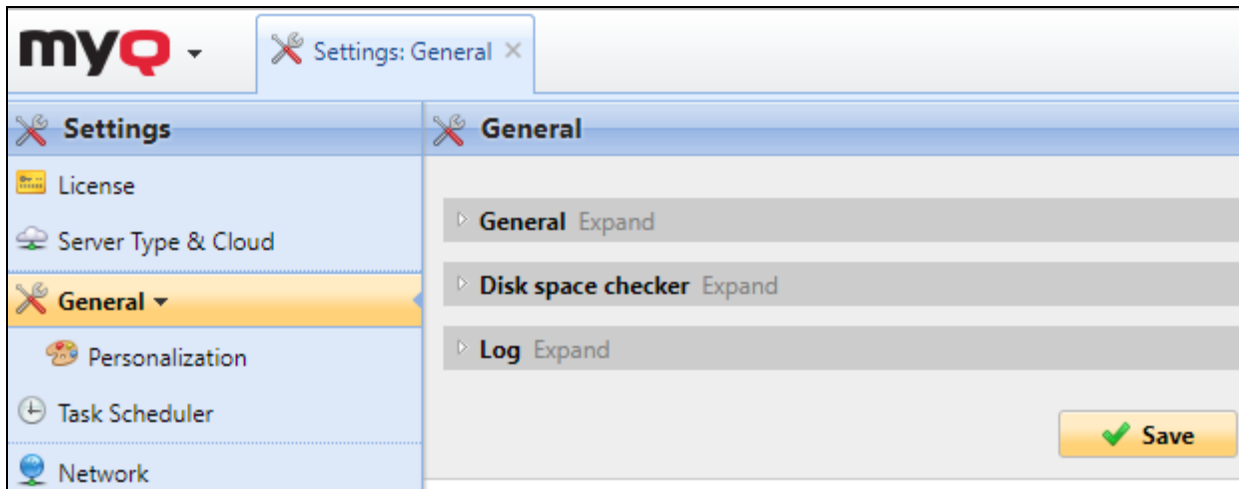


FIGURE 5.1. The General settings tab of the MyQ Web Interface

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

5.1.1 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.


5.1.2 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.

5.1.3 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.

 **WARNING:** 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.

5.2 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.

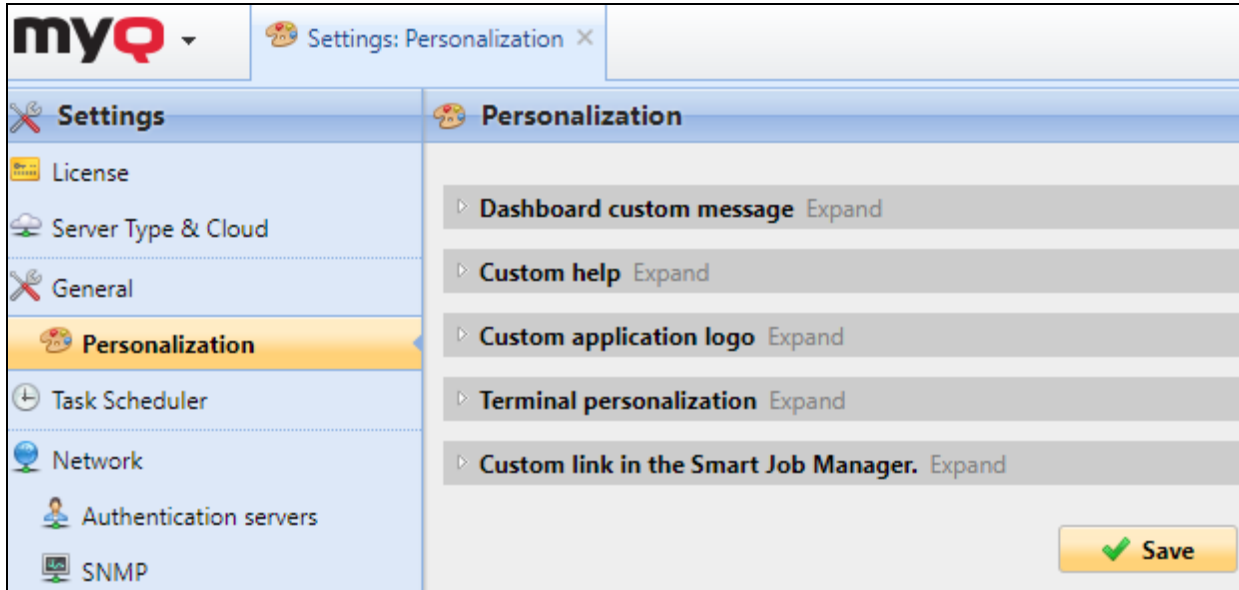


FIGURE 5.2. The Personalization settings tab of the MyQ Web Interface

5.2.1 Dashboard custom message

Here you can change the message that is displayed on the Web accounts of MyQ users.

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

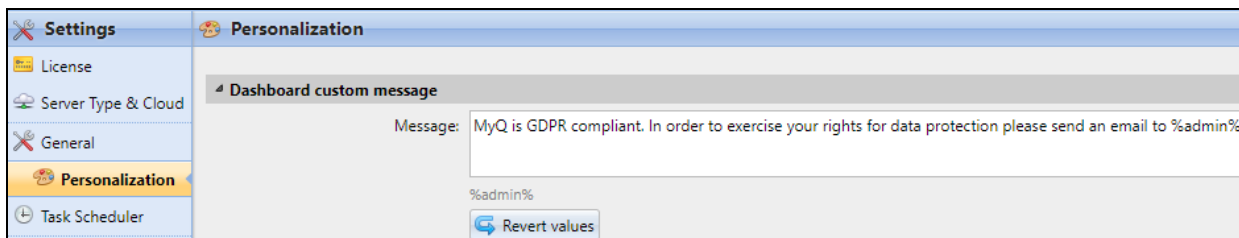


FIGURE 5.3. The custom message for MyQ users

5.2.2 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.

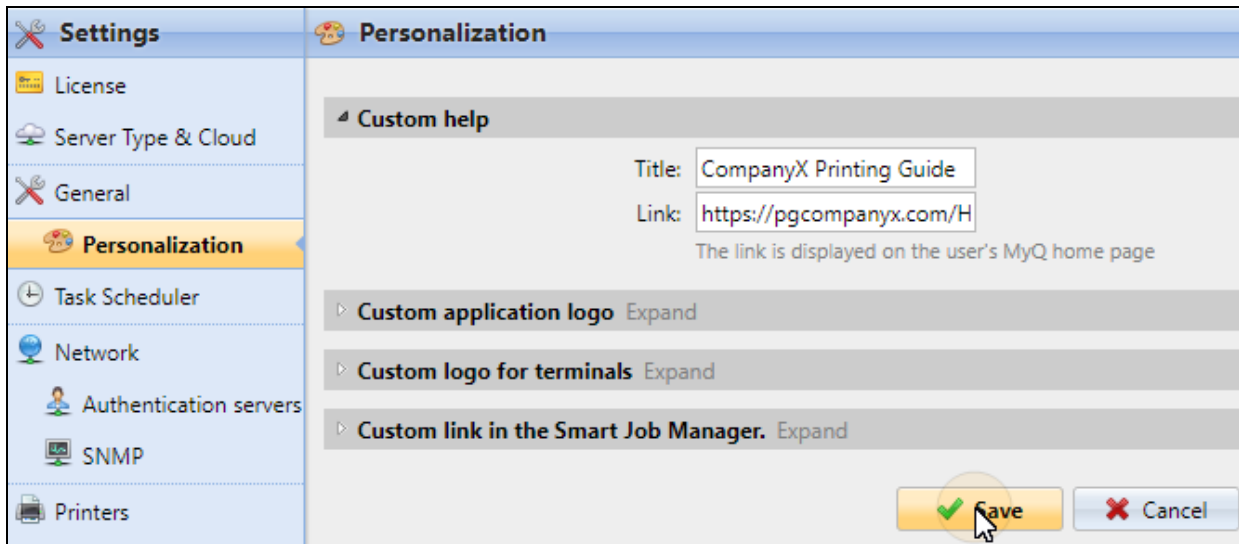


FIGURE 5.4. Adding the custom help link to MyQ

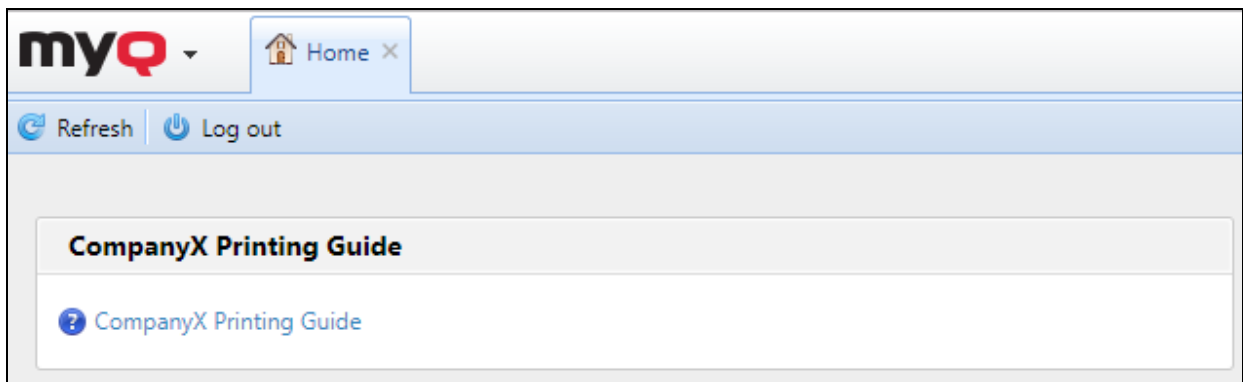


FIGURE 5.5. Example of the custom help gadget displayed on the user's home page on the MyQ Web Interface

5.2.3 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 and 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.

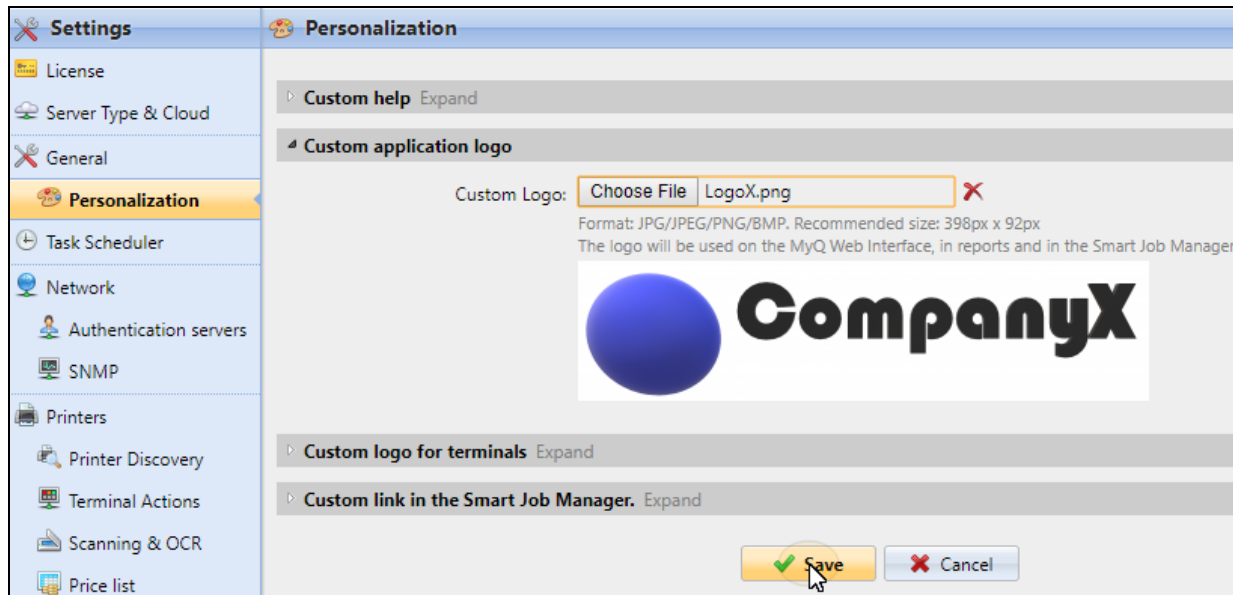


FIGURE 5.6. Importing the custom application logo to MyQ

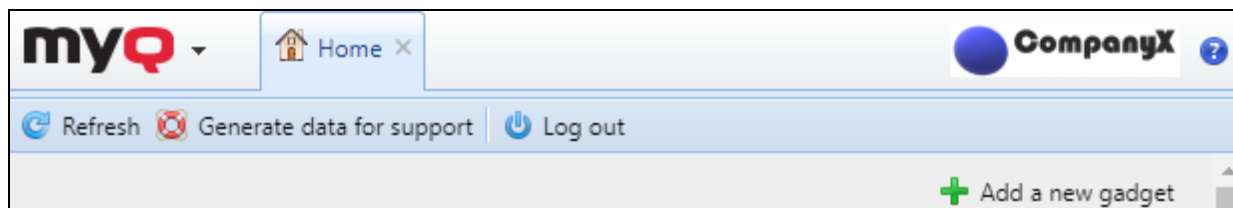


FIGURE 5.7. Example of the custom logo displayed at the upper-right corner of the MyQ Web interface

5.2.4 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.

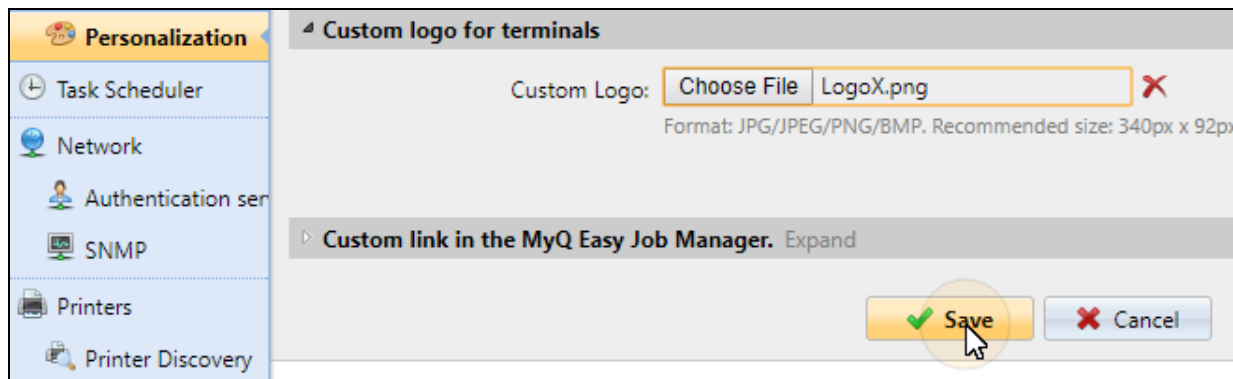


FIGURE 5.8. Importing the custom application logo to embedded terminals

5.2.5 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.

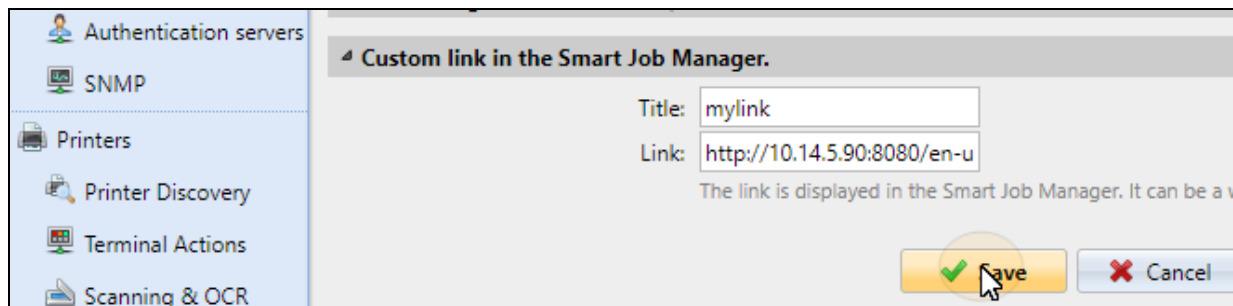


FIGURE 5.9. Adding the custom help link to MyQ Smart Job Manager

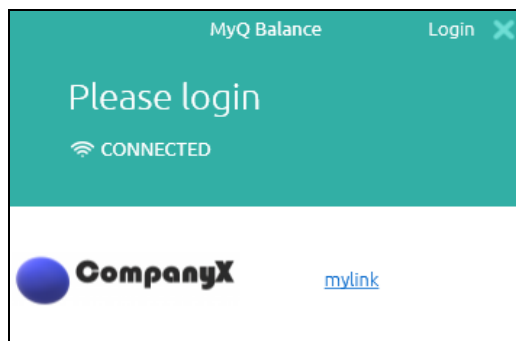


FIGURE 5.10. The custom link in the Smart Job Manager

5.3 Network settings tab

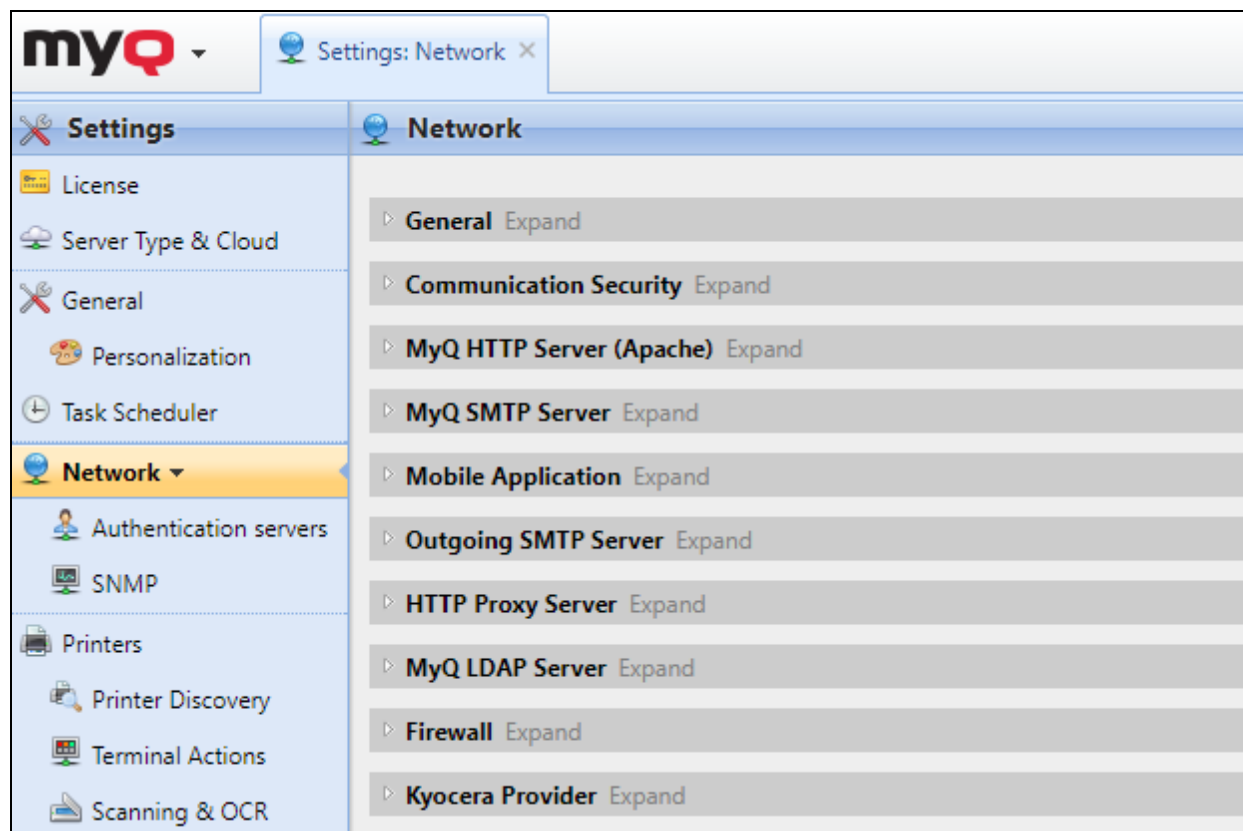


FIGURE 5.11. The Network settings tab of the MyQ Web Interface

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.

5.3.1 General

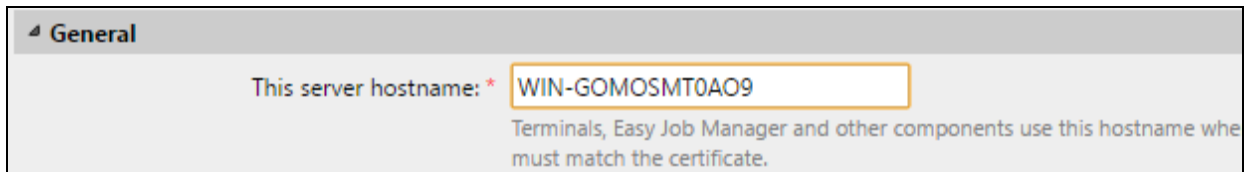



FIGURE 5.12. Hostname of the MyQ server


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:** 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.

5.3.2 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.
 3. 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**.

5.3.3 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 148).

 **NOTICE:** After changing ports, restart all MyQ services.

 **WARNING:** 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.

5.3.4 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.

 **INFO:** You can generate 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.

5.3.5 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:

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.

5.3.6 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**.

5.3.7 Firewall

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

5.4 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:

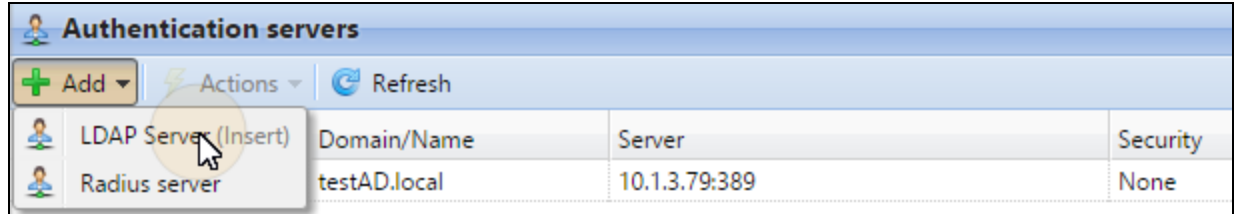


FIGURE 5.13. Adding a new LDAP server on the **Network** settings tab, under **Authentication servers**

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

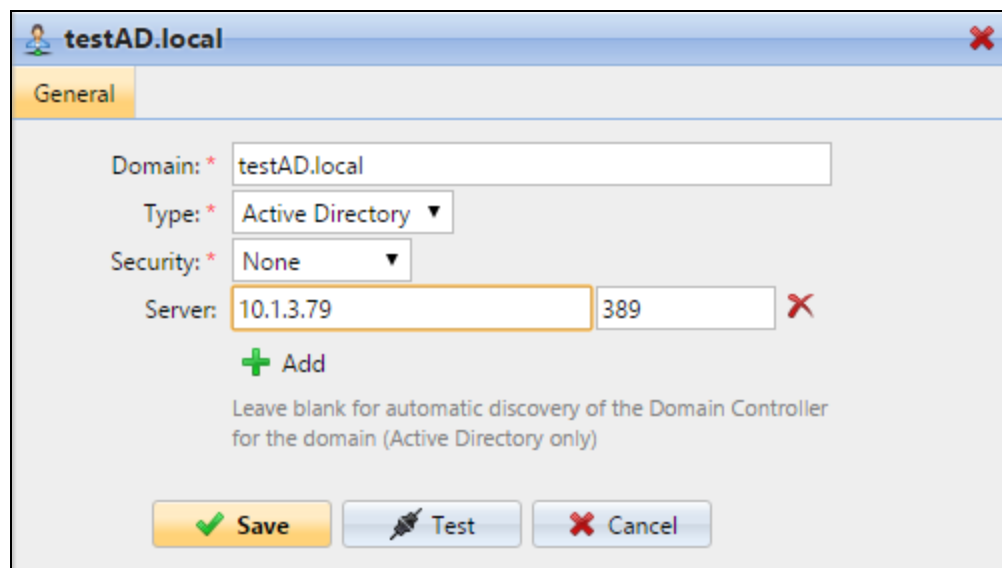


FIGURE 5.14. The LDAP server properties panel

To add a new Radius server

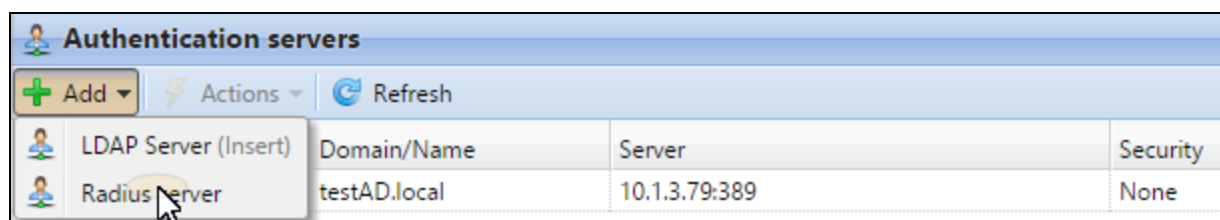


FIGURE 5.15. Adding a new Radius server on the **Network** settings tab, under **Authentication servers**

1. Click **+Add** and select the **Radius server** option. 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.

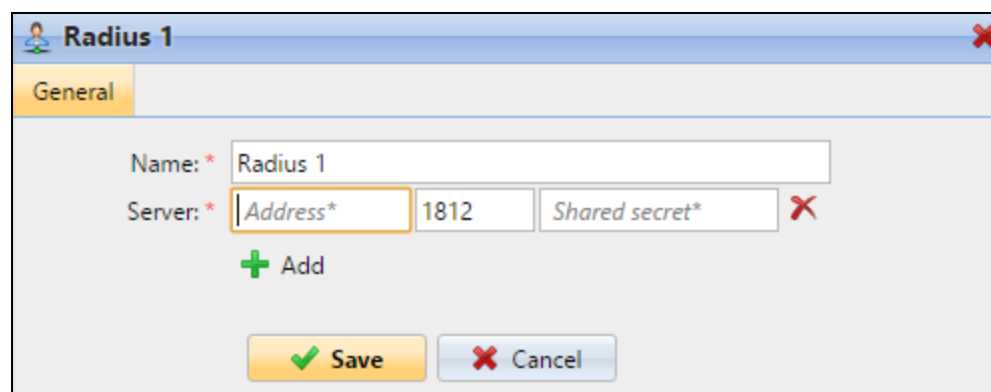


FIGURE 5.16. The Radius server properties panel

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.

5.5 Task Scheduler settings tab

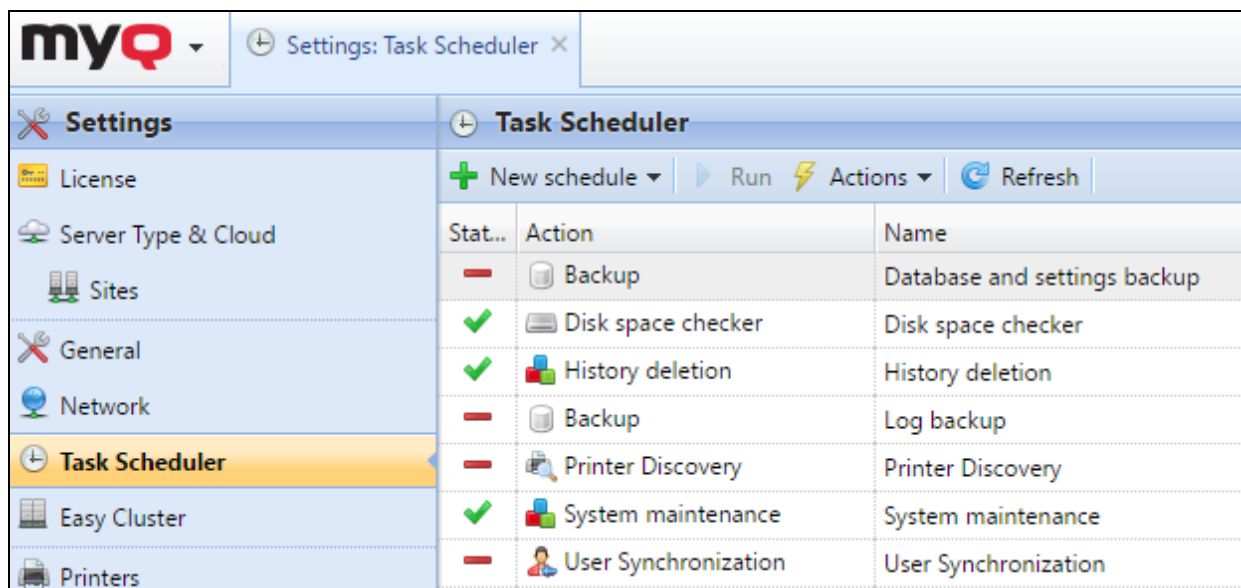


FIGURE 5.17. The Task scheduler settings tab of the MyQ Web Interface

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, Disk space checker, 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.

INFO: For more information about history deletion and system maintenance, see "System management settings tab" on page 52. For more information about printer discovery, see "Discovering printing devices" on page 65. For more information about user synchronization, see "Users import and synchronization from LDAP servers" on page 100. For more information about projects, see "Quota, Credit and Project accounting" manual. For more information about reports, see "Reports " on page 176.

5.5.1 Running task schedules

To manually run a task schedule:

- Select the task schedule that you want to run, and then click **Run** on the **Task Scheduler** toolbar (Or right-click the task schedule, and then click **Run** on the shortcut menu.)

To set a task schedule:

The screenshot shows the 'Database and settings backup' task schedule properties panel. The window title is 'Database and settings backup'. It has two tabs: 'General' (selected) and 'Rights'. The 'General' tab contains several sections: 1. 'Enabled: *' with a green 'ON' toggle switch. 2. 'Name: *' with a text box containing 'Database and settings backup'. 3. 'Description:' with an empty text box. 4. 'Schedule' section: 'Repetition: *' is a dropdown menu set to 'Daily'; 'Every N-th day: *' is a text box with '1'; 'Hours of run: *' is a text box with '3' and a hint 'hh:mm, hh, hh:mm; hh am ...'. 5. 'Notification' section: 'Send a notification after performing the task:' is a dropdown menu set to 'Administrator' with a hint 'Select a user or enter an e-mail'; 'Only in case of an error:' has a checked checkbox. 6. 'Backup' section: 'Destination folder: *' is a text box with '%app%\Backup' and a folder icon, with a hint '%app% is the MyQ data folder.'; 'Delete backup after: *' is a text box with '7' followed by 'day(s)'; 'Communication with Service center:' has an unchecked checkbox.

FIGURE 5.18. The Database and settings backup schedule properties panel: the first three sections are the same for all task schedules, the last section is particular to each type of schedule.

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 can set period of repetition of the task run and change the exact time of the task run start. You can 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 is particular to the type of task.

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

5.5.2 Providing users with rights to change task schedules settings

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

To provide users with rights to change settings of a task schedule:

1. Double-click the schedule that you want to set (Or right-click it, and then click **Edit** on the shortcut menu.). 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**.

5.5.3 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.

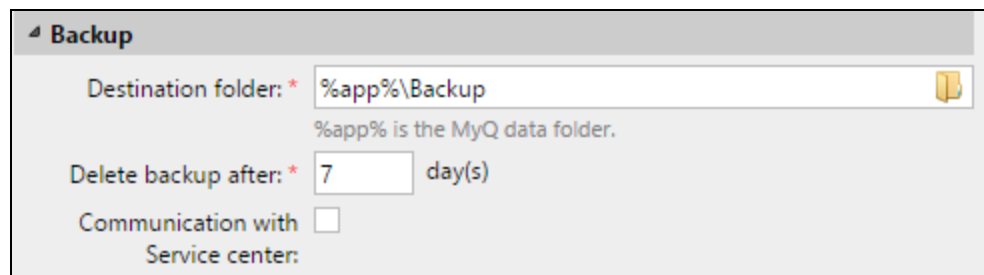


FIGURE 5.19. The **Backup** section of the backup schedule properties panel

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.

5.6 Log & Audit settings tab

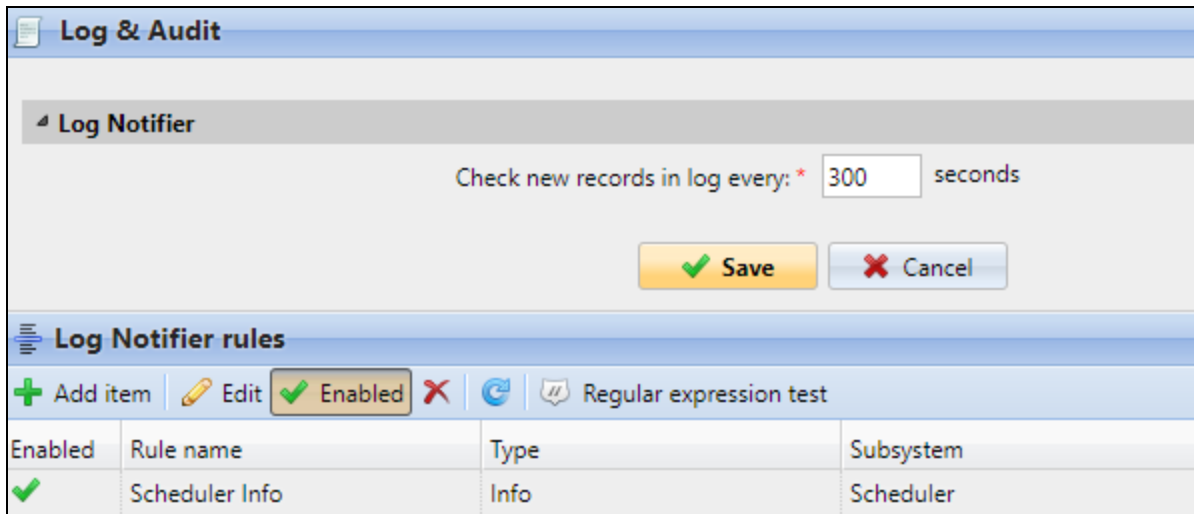


FIGURE 5.20. The Log & Audit settings tab of the MyQ Web Interface

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**.

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.

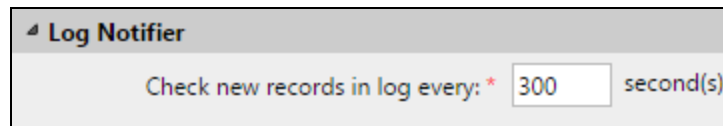


FIGURE 5.21. Setting of the period after which the log is checked

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.)

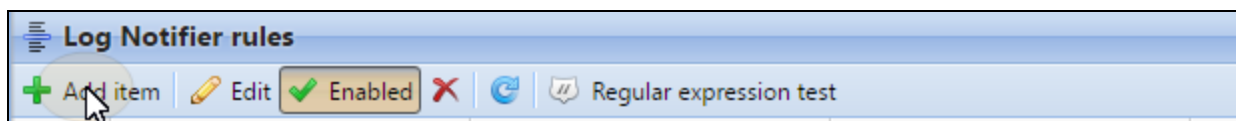


FIGURE 5.22. Adding a new Log Notifier rule

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.

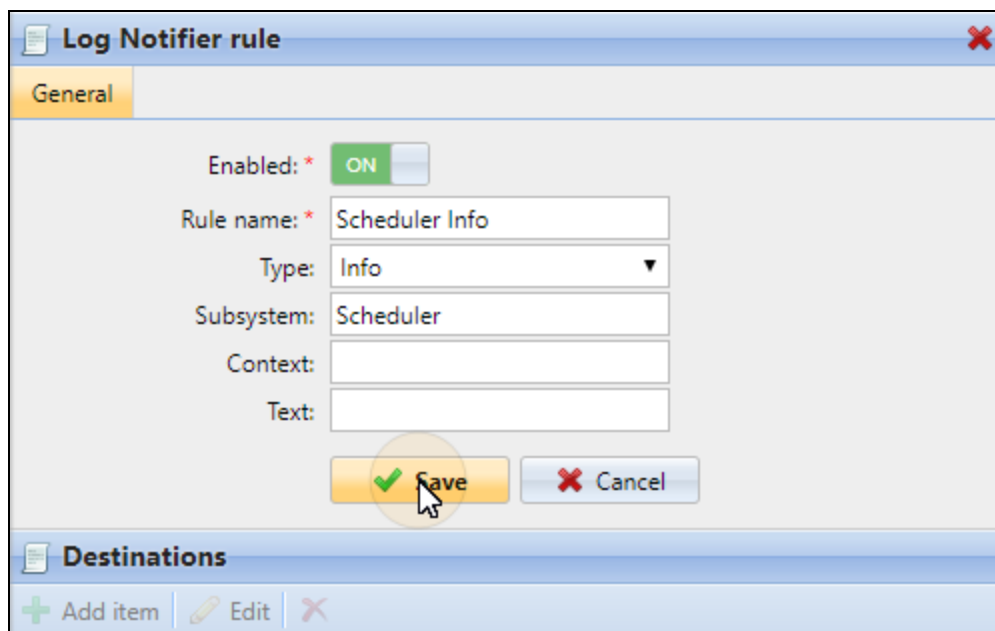


FIGURE 5.23. Editing a Log Notifier rule

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

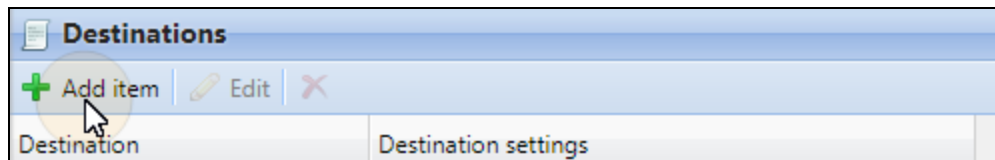


FIGURE 5.24. Opening the selection of destination options.

- 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.

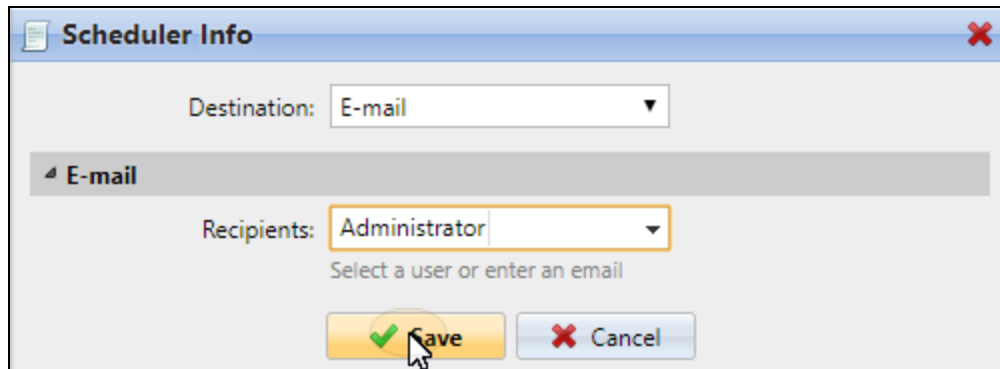


FIGURE 5.25. Saving an email destination.

| Enabled | Rule name | Type | Subsystem |
|---------|----------------|------|-----------|
| ✓ | Scheduler Info | Info | Scheduler |

FIGURE 5.26. The rule is displayed on the tab.

Disabling/enabling Log Notifier rules

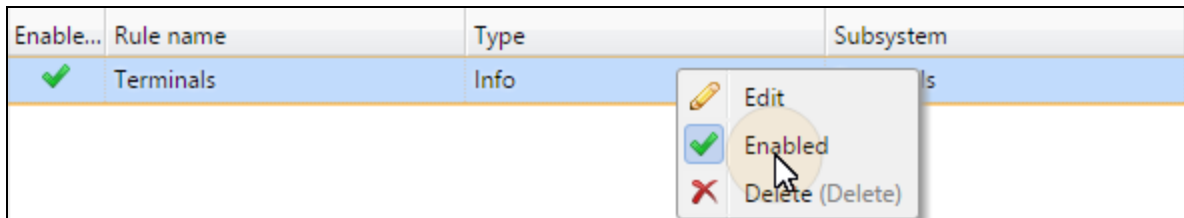


FIGURE 5.27. Disabling a Log Notifier rule

To disable (or enable) a rule, right-click the rule and click **Enabled** (or **Disabled**) on the shortcut menu.

Deleting rules

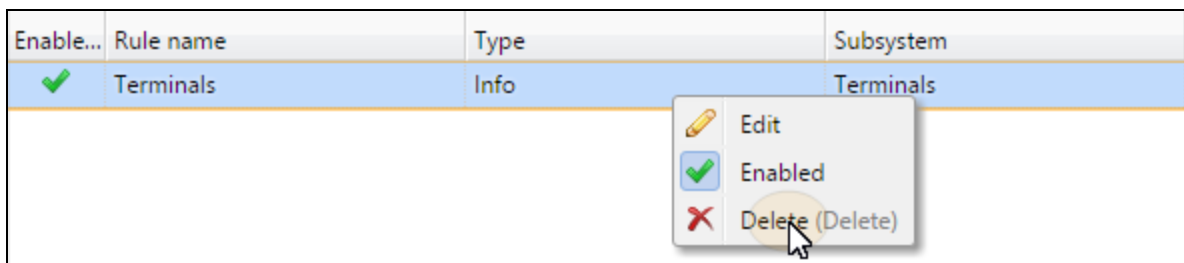


FIGURE 5.28. Deleting a Log Notifier rule

To delete a rule, right-click the rule and click **Delete** on the shortcut menu.

5.7 System management settings tab

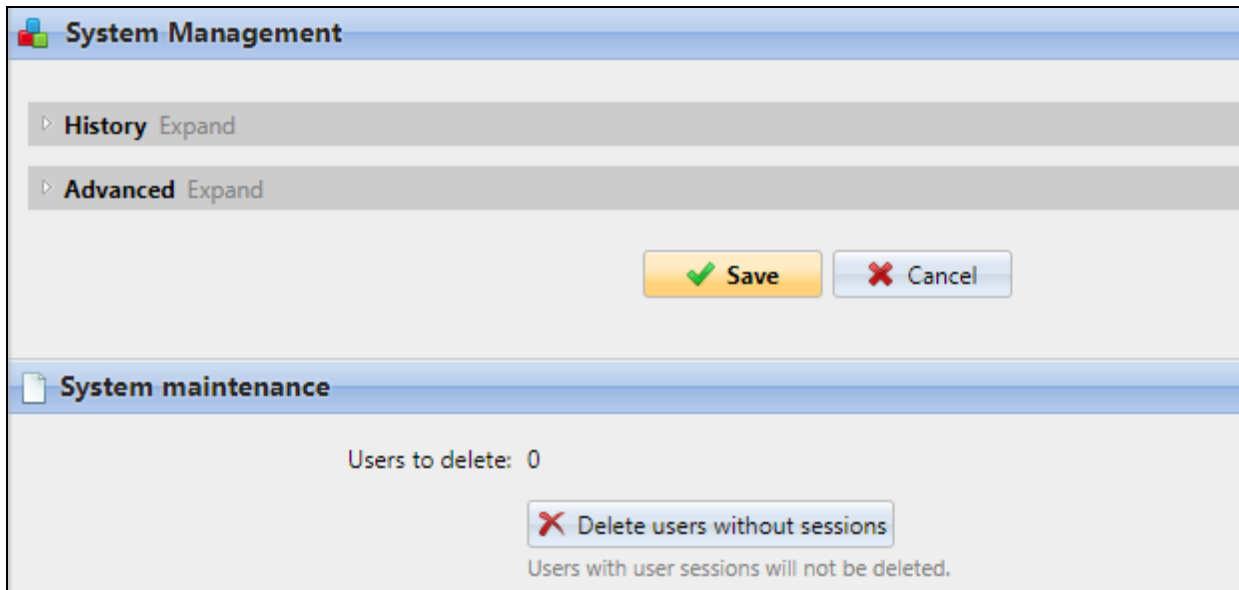


FIGURE 5.29. The System management settings tab of the MyQ Web Interface

On the **System management** settings tab, you can change settings of the MyQ history, delete data from the MyQ database and set maximum size of files that can be uploaded on the MyQ Web Interface. The settings are part of the following sections:

History

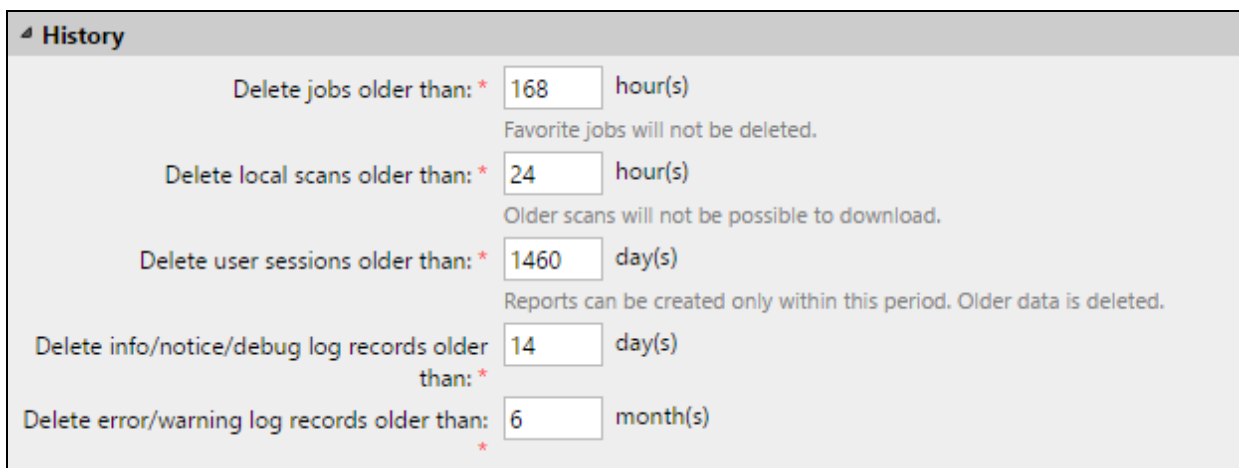


FIGURE 5.30. MyQ history options on the **System management** settings tab

In this section, you can change the periods after which jobs (see "Jobs" on page 159), local scans (see "Scan size limit, sending scans exceeding the limit" on page 189), job user sessions, error/warning log reports and info/notice/debug log reports are deleted.

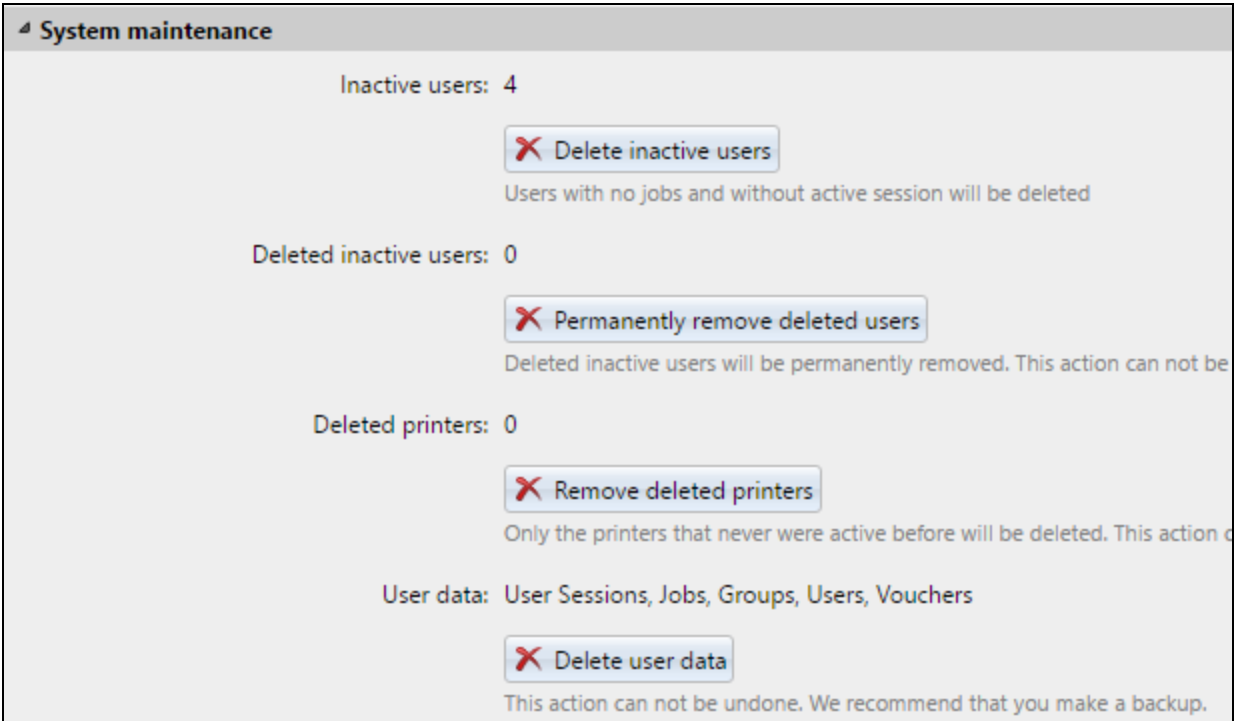
- To change the values, enter new values to the particular text box, and then click **Save**.

WARNING: 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.

Advanced

In this 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



The screenshot shows a 'System maintenance' panel with the following sections:

- Inactive users: 4**
Delete inactive users
Users with no jobs and without active session will be deleted
- Deleted inactive users: 0**
Permanently remove deleted users
Deleted inactive users will be permanently removed. This action can not be
- Deleted printers: 0**
Remove deleted printers
Only the printers that never were active before will be deleted. This action c
- User data: User Sessions, Jobs, Groups, Users, Vouchers**
Delete user data
This action can not be undone. We recommend that you make a backup.

In this section, you can delete inactive users, permanently remove deleted inactive users, remove deleted printers and delete all user data (User Sessions, Jobs, Groups, Users, Used vouchers) from MyQ database.

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

6. 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 inter-connected MyQ servers), the Cloud licensing model is recommended. Information in this manual concern 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](#)

The screenshot shows the 'License' settings tab in the MyQ application. The left sidebar contains various settings categories. The main content area displays the following information:

- Refresh** button
- The trial license expires in 17 days.**
- Version: 7.0.0 (build 262)
- Edition: Business Pro
- Printers: 20 of Unlimited
- Support valid until: ✓ 03/29/2018, Standard
- Embedded terminals: 10 of 10 100 %
- Support valid until: ✓ 03/29/2018, Standard
- HW Code: 3|8A74EA29EB0ADD58C27062585D537D4A|019E9E86A7AEF07FAE3F27B3A583998AB0D108A0D|
- [Export](#) button

Below this information is a table of active licenses:

| License Key | Count |
|---|-----------|
| 50001A84F-01231FFF503C40FFF6D5C3002FFF-AD80F49F | Unlimited |
| Trial license Edition: Business Pro Printers: Unlimited (cloud enabled) Initial support: 2 months, Standard | |
| 50001A850-014100A503C4000A6D5C100200A-6FB223D2 | 10 |
| Trial license Embedded terminals: 10 (cloud enabled) Initial support: 2 months, Standard | |

FIGURE 6.1. Licenses settings tab

6.1 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 28). 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 60.

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.

WARNING: To successfully activate licenses or request trial licenses, connection to MyQ license server (217.11.225.212) through standard HTTP port (80) must be open. Otherwise, an error message is displayed.

WARNING: 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.)

6.1.1 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 25.

6.1.2 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.

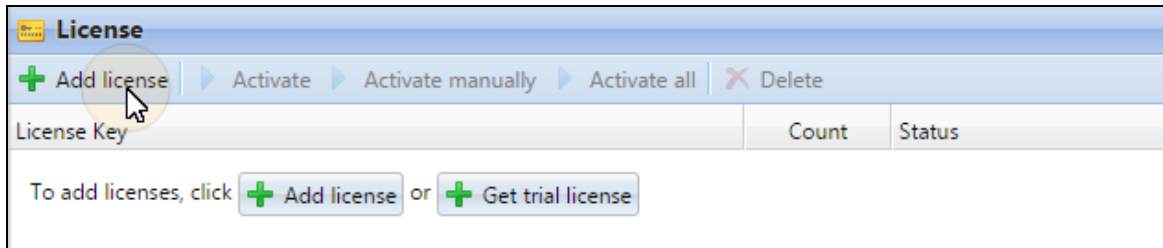


FIGURE 6.2. Adding license on the **License** section of the **License** settings tab



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.



WARNING: 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 60.

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

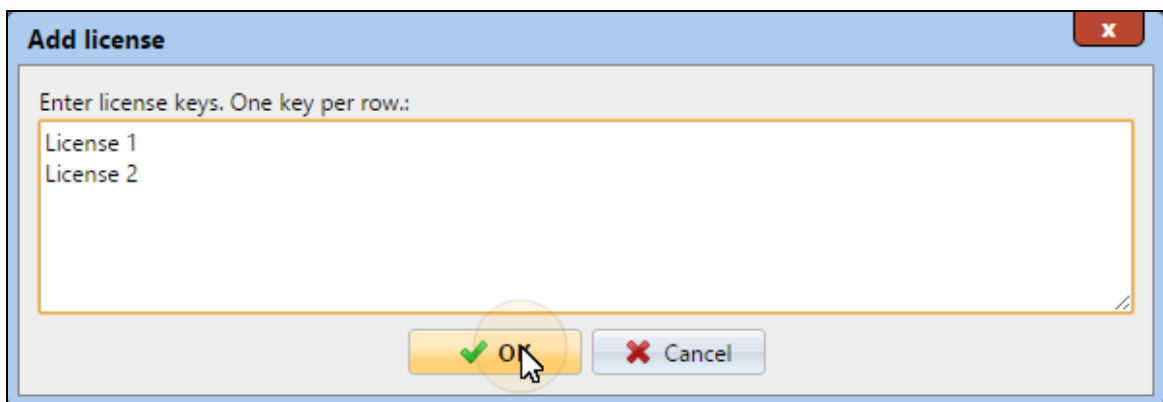


FIGURE 6.3. Entering licenses in the **Add license** dialog box

| License Key | Count | Status | Support |
|---|-------|---|---|
| 50000B354-23100AC300C00AD56501E91-F6258738 Edition: Business Pro Printers: 10 (cloud enabled) Initial support: 12 months, Standard | 10 | OK Expiration date: 11/04/2015 | Valid till: ✓ 10/04/2016 Manage support |
| 50000B775-4100AC100C00AD56505A91-7D091F5E Embedded terminals: 10 (cloud enabled) Initial support: 12 months, Standard | 10 | OK, activate by 11/22/2015 Expiration date: 01/21/2016 | Valid till: ✓ 10/22/2016 Manage support |

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.

6.1.3 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.)

| License Key | Count | Status | Support |
|---|-------|---|---|
| 50000B354-23100AC300C00AD56501E91-F6258738 Edition: Business Pro Printers: 10 (cloud enabled) Initial support: 12 months, Standard | 10 | OK Expiration date: 11/04/2015 | Valid till: ✓ 10/04/2016 Manage support |
| 50000B775-4100AC100C00AD56505A91-7D091F5E Embedded terminals: 10 (cloud enabled) Initial support: 12 months, Standard | 10 | OK, activate by 11/22/2015 Expiration date: 01/21/2016 | Valid till: ✓ 10/22/2016 Manage support |

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 internet.

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

| License | | | |
|--|-------|---|---|
| + Add license ▶ Activate ▶ Activate manually ▶ Activate all ✗ Delete | | | |
| License Key | Count | Status | Support |
| 50000B354-23100AC300C00AD56501E91-F6258738 Edition: Business Pro Printers: 10 (cloud enabled) Initial support: 12 months, Standard | 10 | OK Expiration date: 11/04/2015 | Valid till: ✓ 10/04/2016 Manage support |
| 50000B775-4100AC100C00AD56505A91-7D091F5E Embedded terminals: 10 (cloud enabled) Initial support: 12 months, Standard | 10 | OK, activate by 11/22/2015 Expiration date: 01/21/2016 | Valid till: ✓ 10/22/2016 Manage support |

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 28
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.

| License | | | |
|--|-------|---|---|
| + Add license ▶ Activate ▶ Activate manually ▶ Activate all ✗ Delete | | | |
| License Key | Count | Status | Support |
| 50000B354-23100AC300C00AD56501E91-F6258738 Edition: Business Pro Printers: 10 (cloud enabled) Initial support: 12 months, Standard | 10 | OK Expiration date: 11/04/2015 | Valid till: ✓ 10/04/2016 Manage support |
| 50000B775-4100AC100C00AD56505A91-7D091F5E Embedded terminals: 10 (cloud enabled) Initial support: 12 months, Standard | 10 | OK, activate by 11/22/2015 Expiration date: 01/21/2016 | Valid till: ✓ 10/22/2016 Manage support |

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**.

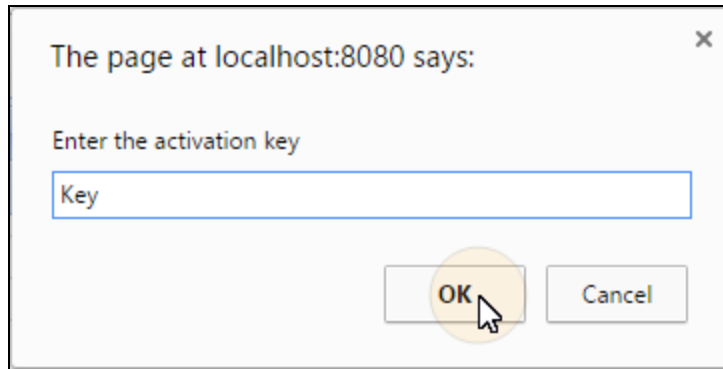


FIGURE 6.8. Entering the activation key

6.1.4 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.)

| License | | | |
|--|-------|---|---|
| + Add license ▶ Activate ▶ Activate manually ▶ Activate all ✖ Delete | | | |
| License Key | Count | Status | Support |
| 50000B354-23100AC300C00AD56501E91-F6258738 Edition: Business Pro Printers: 10 (cloud enabled) Initial support: 12 months, Standard | 10 | OK Expiration date: 11/04/2015 | Valid till: ✓ 10/04/2016 Manage support |
| 50000B775-4100AC100C00AD56505A91-7D091F5E Embedded terminals: 10 (cloud enabled) Initial support: 12 months, Standard | 10 | OK, activate by 11/22/2015 Expiration date: 01/21/2016 | Valid till: ✓ 10/22/2016 Manage support |

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

6.2 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.

6.2.1 Extending support licenses on the Home screen

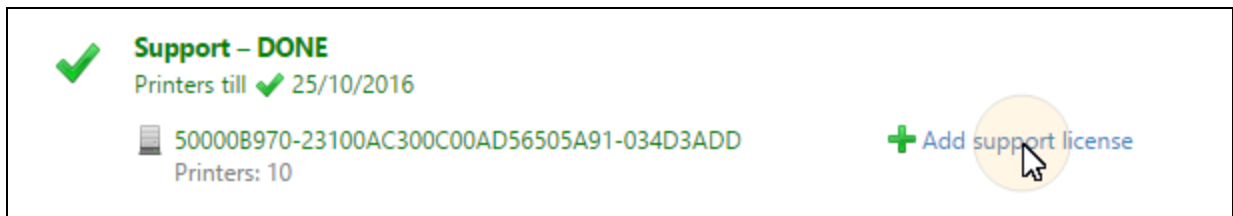


FIGURE 6.10. Extending support licenses on the **Home** screen

To extend a support license:

- 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 next page.

6.2.2 Extending support licenses on the License settings tab

| License | | | |
|---|-------|---|---|
| + Add license ▶ Activate ▶ Activate manually ▶ Activate all ✕ Delete | | | |
| License Key | Count | Status | Support |
| 50000B354-23100AC300C00AD56501E91-F6258738 Edition: Business Pro Printers: 10 (cloud enabled) Initial support: 12 months, Standard | 10 | OK Expiration date: 11/04/2015 | Valid till: ✓ 10/04/2016 Manage support |
| 50000B775-4100AC100C00AD56505A91-7D091F5E Embedded terminals: 10 (cloud enabled) Initial support: 12 months, Standard | 10 | OK, activate by 11/22/2015 Expiration date: 01/21/2016 | Valid till: ✓ 10/22/2016 Manage support |

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

To extend a support license:

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

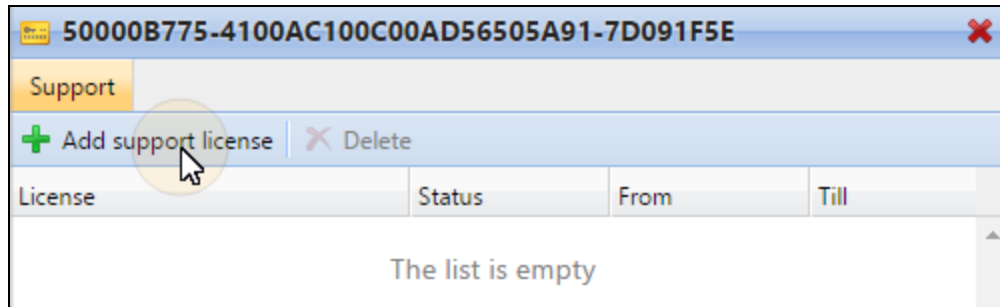


FIGURE 6.12. Adding support license on the **License** properties panel

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.

6.2.3 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**.

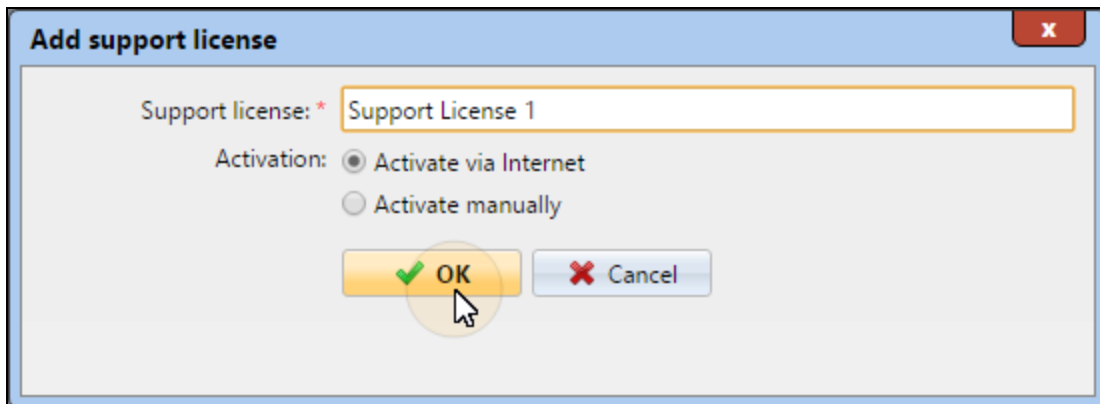


FIGURE 6.13. The **Add support license** dialog box

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**.

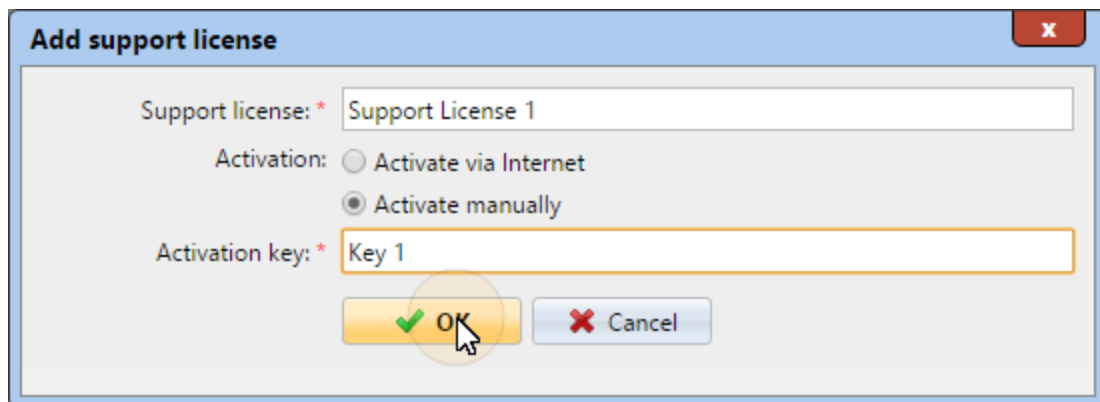



FIGURE 6.14. Entering the support license and the license key on the **Add support license** dialog box

To receive the activation key for manual activation:

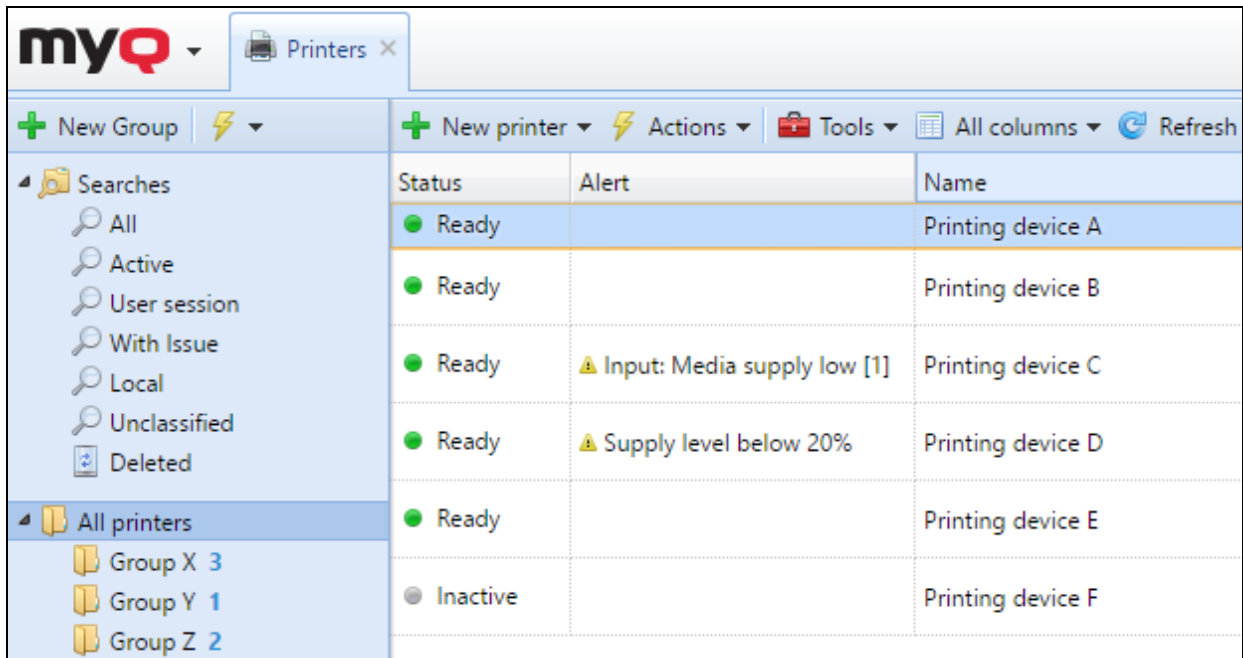
 **INFO:** To receive the key, send a request to license@myq-solution.com with attached MyQ-helpdesk XML file. The MyQ® license department will use the xml file to generate the key and provide the key in an email response

1. Generate the MyQ-helpdesk XML file. For information about how to do this, see "Generate data for support" on page 28.
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.

7. 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](#)



The screenshot shows the MyQ Printers main tab. The interface includes a sidebar with search filters and a main table of printer status and alerts.

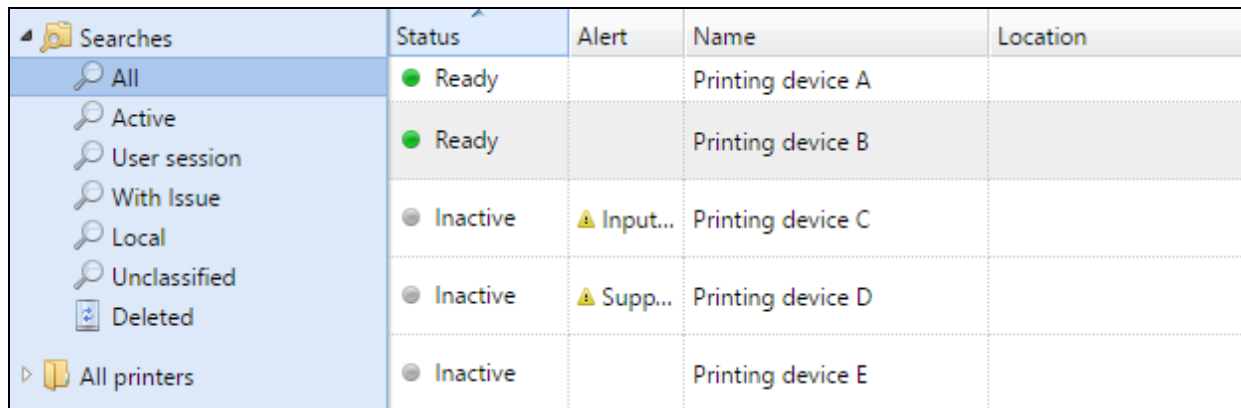
| Status | Alert | Name |
|------------|-------------------------------|-------------------|
| ● Ready | | Printing device A |
| ● Ready | | Printing device B |
| ● Ready | ⚠ Input: Media supply low [1] | Printing device C |
| ● Ready | ⚠ Supply level below 20% | Printing device D |
| ● Ready | | Printing device E |
| ● Inactive | | Printing device F |

FIGURE 7.1. The **Printers** main tab

7.1 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
- **Local** - select to display only locally connected printing devices (USB, LPT)
- **Unclassified** - select to display only printing devices that do not belong to any group
- **Deleted** - select to display only deleted printing devices



| Searches | Status | Alert | Name | Location |
|--------------|------------|------------|-------------------|----------|
| All | ● Ready | | Printing device A | |
| Active | ● Ready | | Printing device B | |
| User session | ● Inactive | ⚠ Input... | Printing device C | |
| With Issue | ● Inactive | ⚠ Supp... | Printing device D | |
| Local | ● Inactive | | Printing device E | |
| Unclassified | | | | |
| Deleted | | | | |
| All printers | | | | |

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

7.2 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**.

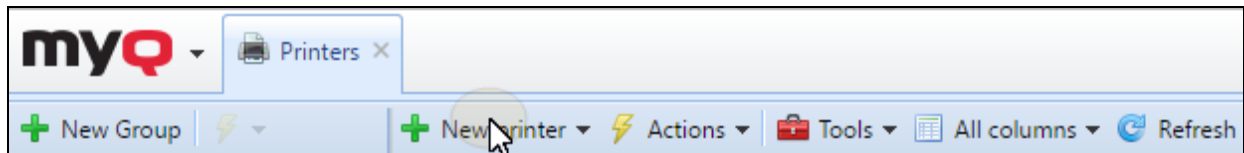


FIGURE 7.3. Manually adding printing devices on the **Printers** main tab

7.3 Discovering printing devices

On the 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 a multiple discoveries for different subnets.

To add a print discovery:

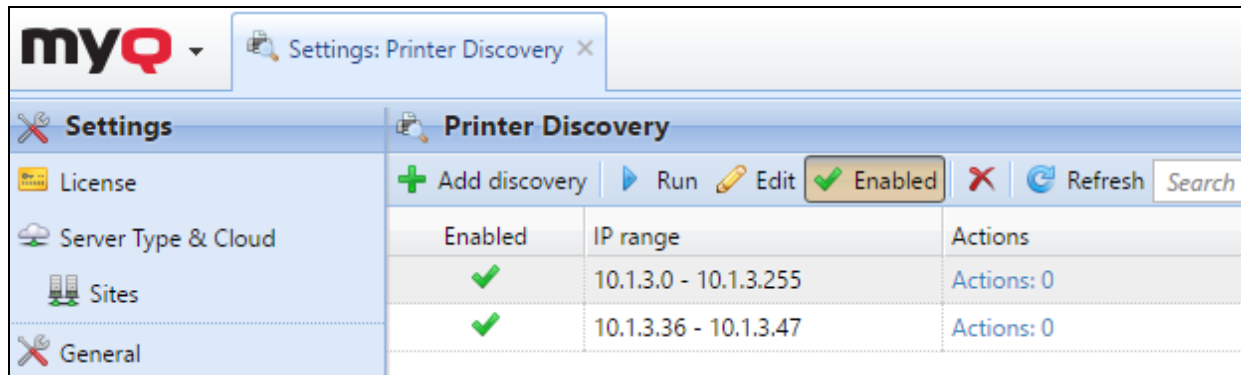


FIGURE 7.4. Adding a printer discovery on the **Printer Discovery** settings tab

1. On the **Printers** main tab, click **+New printer**. A drop-down box appears.
2. In this drop-down box, click **Discover printers**. The **Printer Discovery** settings tab opens.
3. On this tab, click **Add discovery**. The new printer discovery properties panel opens.

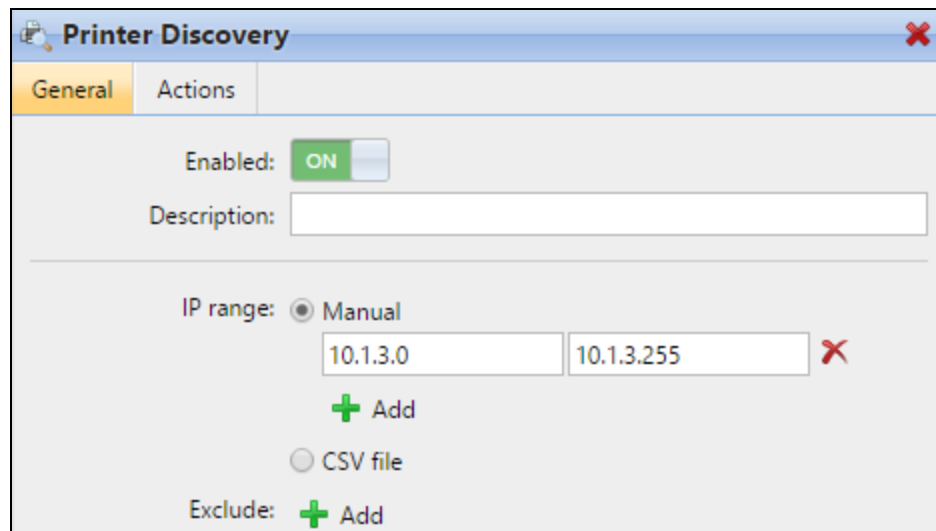


FIGURE 7.5. **Printer discovery** properties panel

4. On the panel, change the discovery configuration, eventually set special actions that will be performed during the discovery (see "Printer discovery general configuration" on the next page and "Printer discovery actions" on page 67), and then click **Save**. The new printer discovery appears on the list on the **Printer Discovery** settings tab.

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.

7.3.1 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®.


| | |
|---------|---------|
| General | Actions |
|---------|---------|

| | |
|---------------------------------|--|
| 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: | <ul style="list-style-type: none">• 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 <i>IP address</i> or as a <i>Hostname</i> . |
| Advanced: | 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. |

| | |
|-----------------------|--|
| Name template: | <p>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:</p> <ul style="list-style-type: none"> • %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. • %hostname%: This parameter corresponds to the hostname resolved by DNS server. • %snmpHostname%: This parameter corresponds 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. |
|-----------------------|--|

7.3.2 Printer discovery actions

| | |
|---------|---------|
| General | 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: | |
| | <p>Here you can specify the printing device models or the types of devices on which this action is performed during the discovery.</p> <ul style="list-style-type: none"> • 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 globally select types of devices: color or B&W devices and distinguish between printers and copiers. |
| Every run actions | |
| Add to queue: | Here you can select one or more queues where the device will be auto- |

| | |
|-------------------------------|---|
| | <p>atically added. For more information about print queues, see "Queues" on page 128</p> |
| Add printer to group: | <p>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 79.</p> |
| Remove current groups: | <p>If you select this option, the device is removed from all of its current groups.</p> |
| Price List: | <p>Here you can assign a price list to the device. For more information about the MyQ price list, see "Price List" on page 168.</p> |
| Coverage accounting: | <p>Activates coverage accounting. This feature is supported only by a limited number of printing device models. For more information about this feature, see "Price list settings" on page 1.</p> |
| Location | <p>Here you can set location of the printing device; you have three options as to how to do this:</p> <ul style="list-style-type: none"> • 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. <p>The location of a printing device is displayed and can be changed on its properties panel (see "Editing printing devices" on page 73).</p> |
| 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 128 |
| 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 128 |
| 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". |

7.4 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.

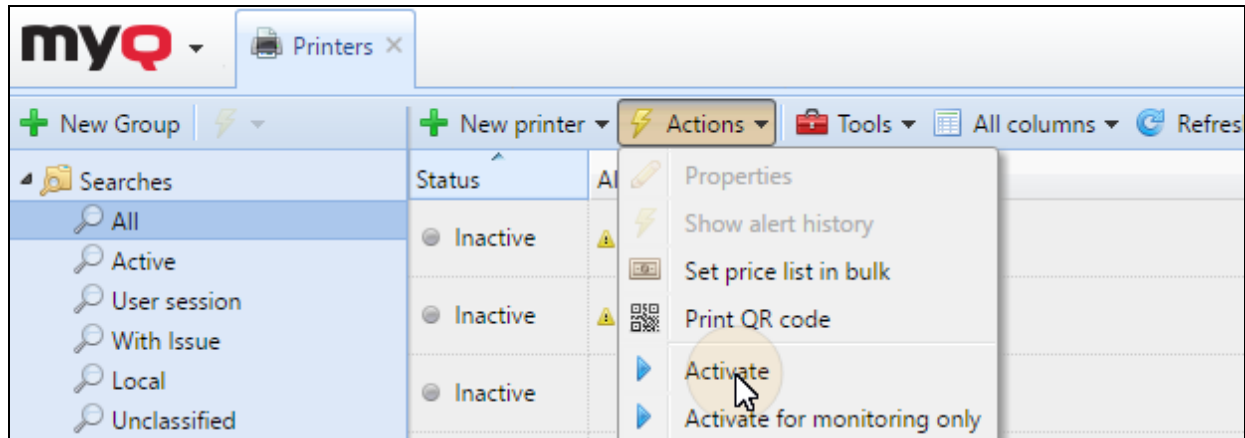


FIGURE 7.6. Activating printing devices on the **Printers** main tab

To activate selected print devices:

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

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. In the drop down box, 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.



WARNING: 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.

7.5 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.

7.5.1 Deleting printing devices

To delete selected printing devices:

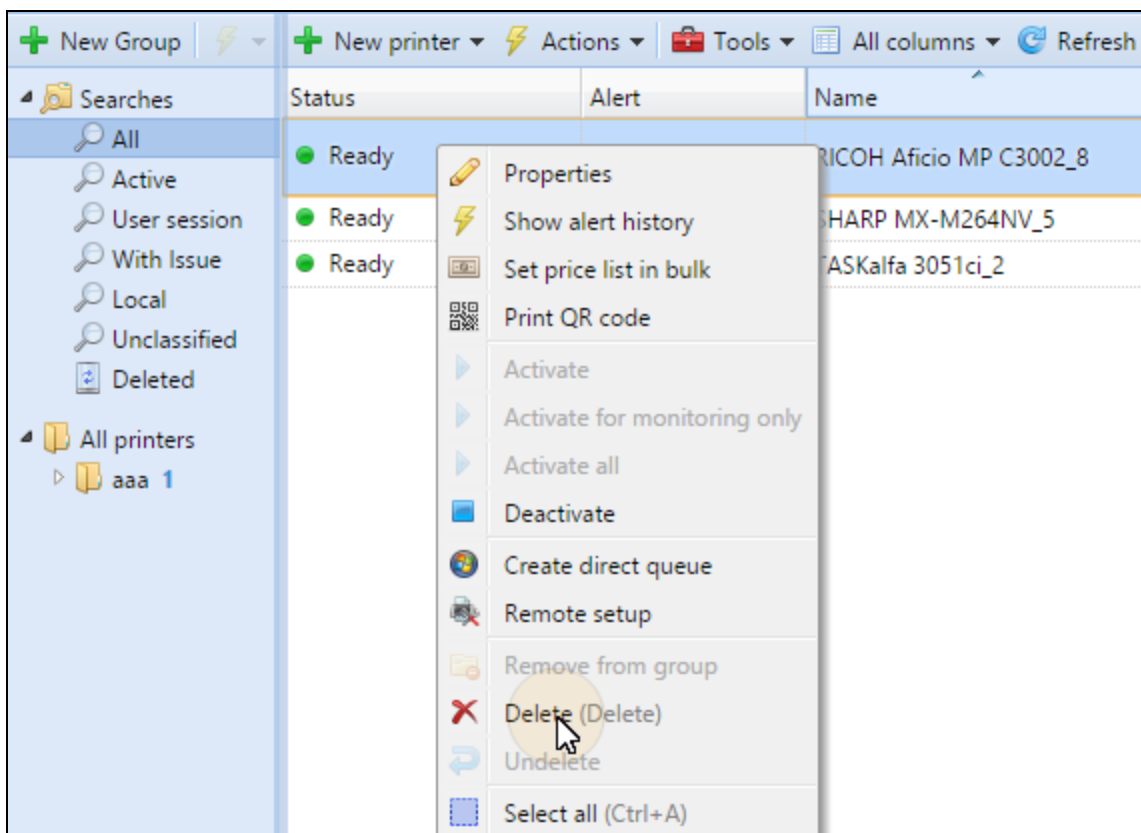


FIGURE 7.7. Deleting the selected printing device from the list of all printers on the **Printers** main tab

1. On the list of printing devices on the **Printers** main tab, select the printing devices 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 printing devices under the **Deleted** search option.

7.5.2 Undeleting printing devices

To undelete selected printing devices:

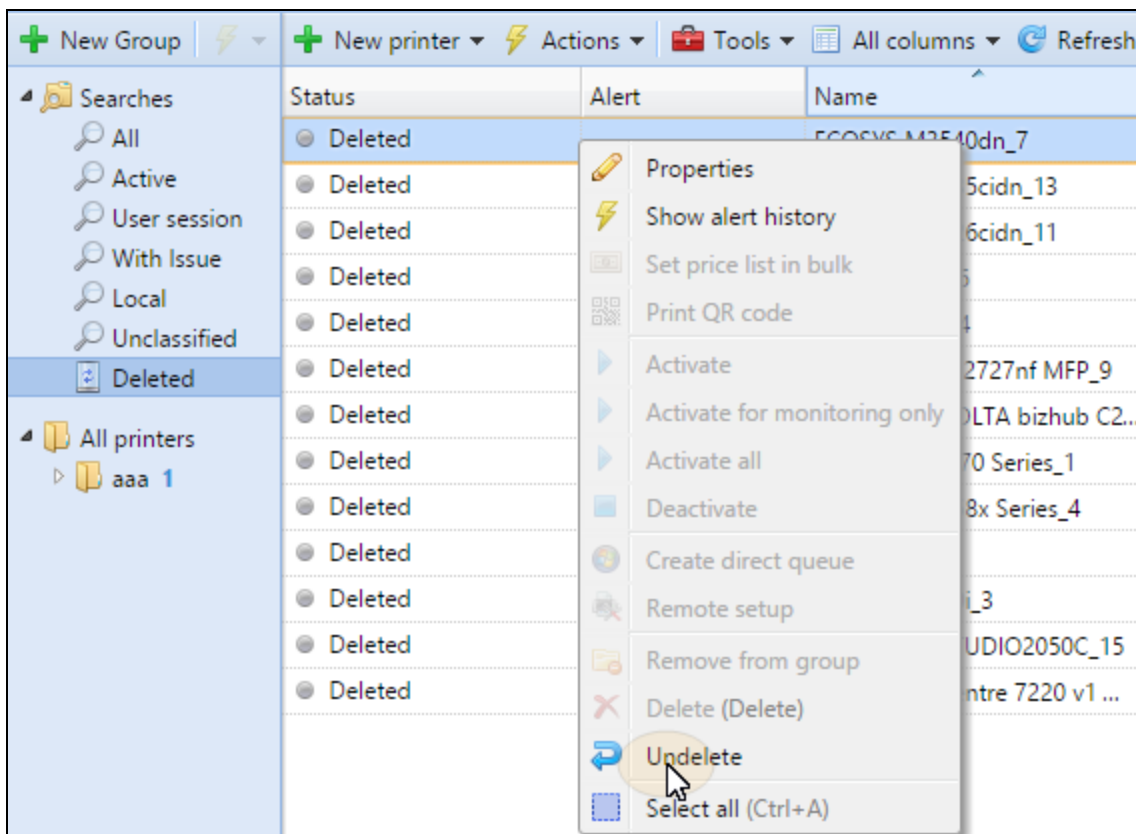


FIGURE 7.8. Undeleting the selected printing device from the **Deleted** list on the **Printers** main tab

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**.

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

7.6 Editing printing devices

The screenshot shows a window titled "Individual printing device properties panel" with a close button (X) in the top right corner. The window has three tabs: "General", "Groups", and "Queues". The "General" tab is selected and contains the following fields:

- Name: * [text input]
- Location: [text input]
- IP address/Hostname: * 10.1.3.52 [text input]
- Scanner IP address: [text input]
- Fiery IP address: [text input]
- Use driver of model: [text input]
- Fax module:
- Coverage accounting: *
- Price List: [dropdown menu]

Below these fields are two more text input fields:

- Administrator user name: [text input]
- Administrator password: [text input]

At the bottom of the panel are four expandable sections:

- Terminal type Expand
- Information Expand
- Toner capacity Expand
- Page Counters Expand

At the very bottom are two buttons: "Save" (with a green checkmark) and "Cancel" (with a red X).


FIGURE 7.9. Individual printing device properties panel

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 (or right-click the printing device, and then click **Properties**). The properties panel opens on the right side of screen.

The panel is divided into three tabs: **General**, **Groups** and **Queues**. On the **General** tab, you can change the printing device settings, on the **Groups** tab, you can add the device to groups and on the **Queues** tab, you can add the printing device to queues.

7.6.1 Printing devices information and settings

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

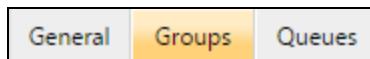
 **INFO:** The settings mentioned in the following table are basic settings of printing devices. Settings that are not mentioned here are connected with advanced features of MyQ®. You can find information about those settings in particular manuals for advanced features of MyQ®.

| <div style="display: flex; border: 1px solid #ccc; padding: 2px;"> General Groups Queues </div> | |
|---|--|
| 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* | 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 | <p>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.</p> <p>For more information about support of particular models, please contact support@myq-solution.com.</p> |
| 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 is physically equipped with 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. |
| Price List | Here you can assign a price-list to this printing device. |
| 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 135. |

7.6.2 Adding printing devices to groups and removing them from groups



INFO: For more information about groups, see "Groups of printing devices" on page 79.

To add a printing device to a group:

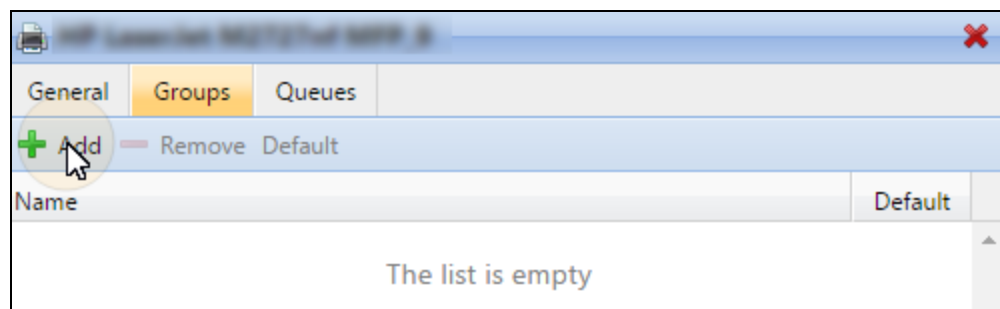


FIGURE 7.10. Adding a printing device to a group of printing devices

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**.

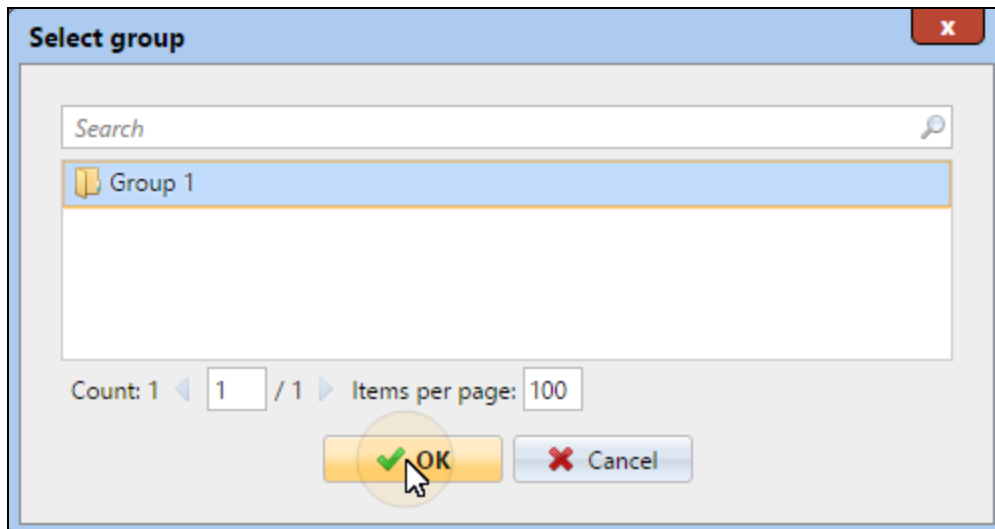


FIGURE 7.11. Selecting the group in the **Select group** dialog box



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.

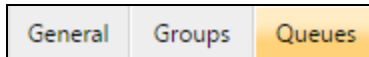
To remove a printing device from a group


- 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.

7.6.3 Adding printing devices to queues and removing them from queues



 **INFO:** For more information about Queues, see "Queues " on page 128.

To add a printing device to a queue:

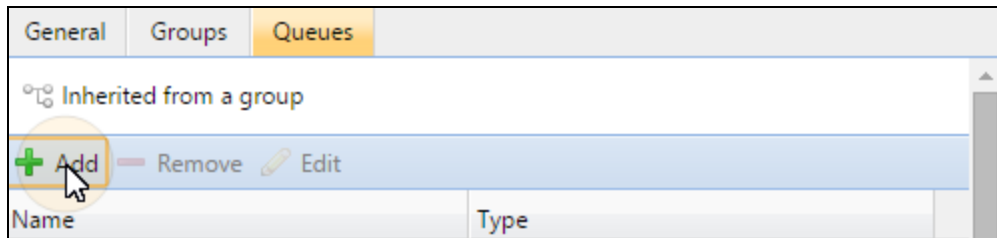


FIGURE 7.12. Adding printing devices to queues on the **Queues** tab

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**.

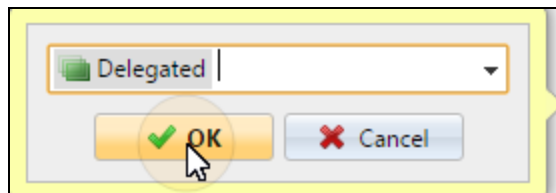


FIGURE 7.13. Selecting the queue

To remove a printing device from a queue:

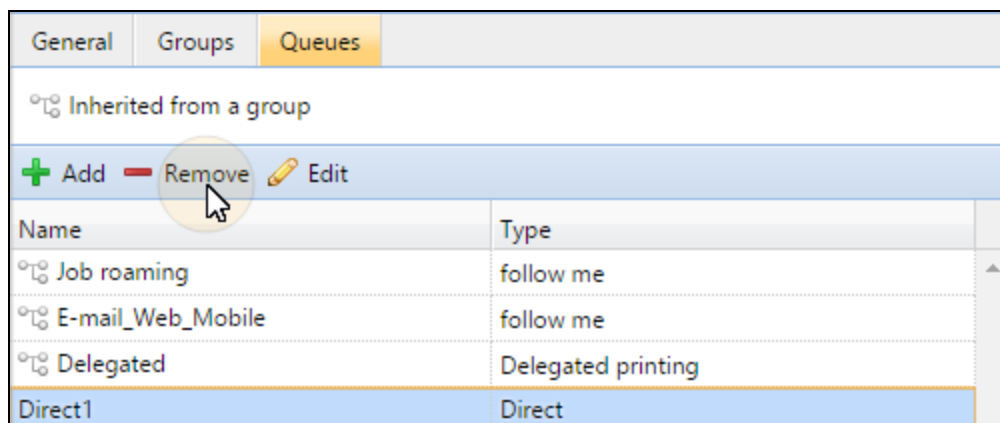


FIGURE 7.14. Removing printing devices from a queue on the **Queues** tab

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

7.7 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 128), users can be given rights and restrictions concerning particular groups (See "Users" on page 95.) and reports can be set to concern particular groups only (See "Reports " on page 176.).

7.7.1 Creating groups of printing devices

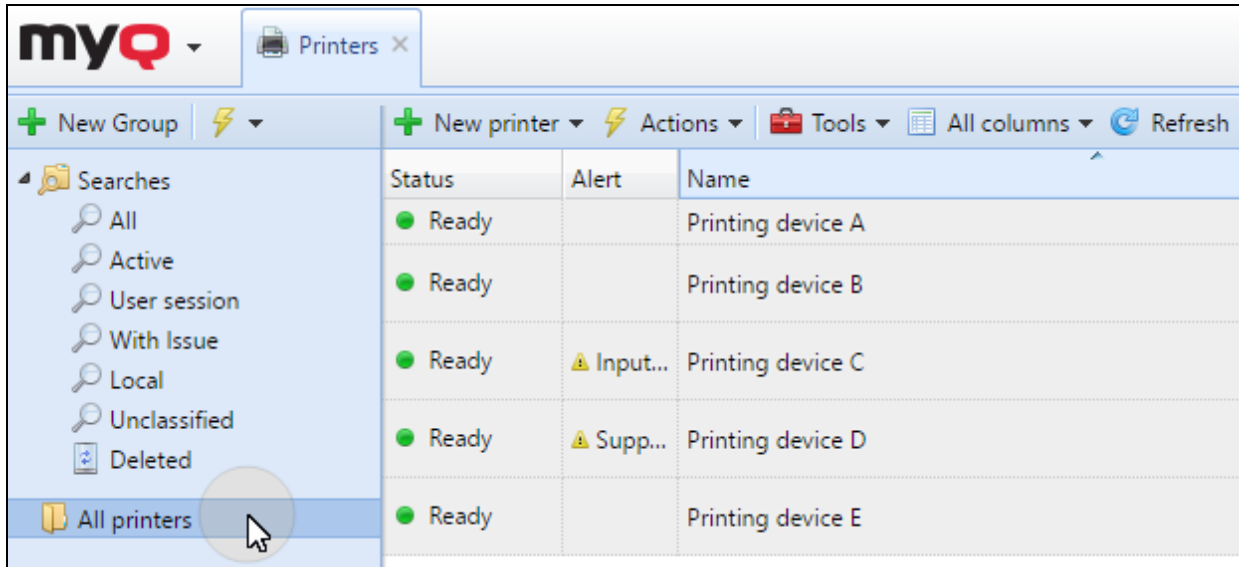


FIGURE 7.15. Creating groups of printing devices on the **Printers** main tab

To create a group:

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.

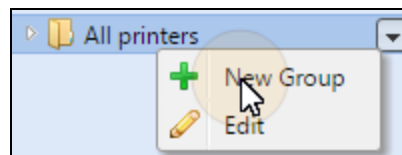


FIGURE 7.16. Adding new group of printers

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

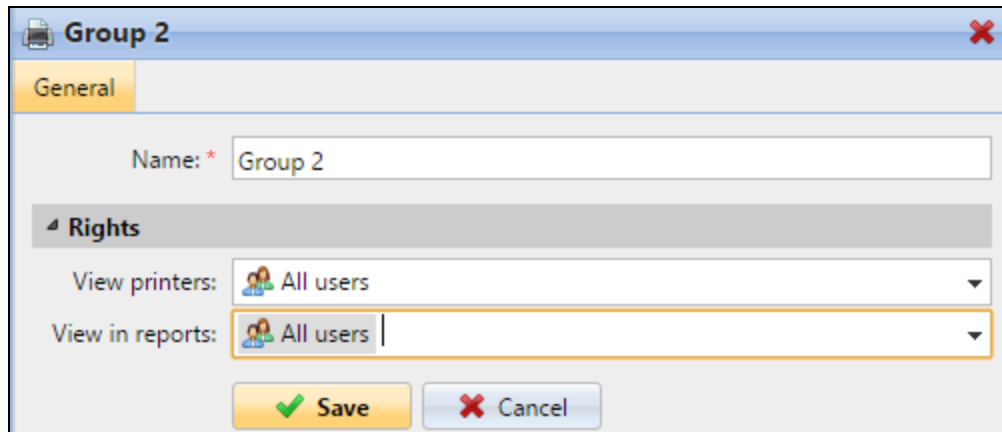


FIGURE 7.17. New group properties panel

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).

7.7.2 Deleting groups

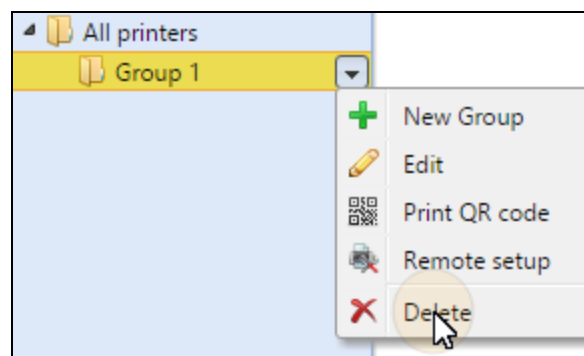


FIGURE 7.18. Deleting **Group 1** on the **Printers** main tab

- 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.

7.8 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**.

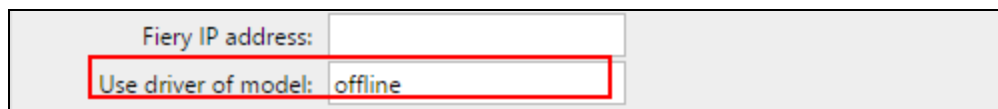
7.9 Monitoring network printing devices in offline mode

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**.

WARNING: 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**.



The image shows a screenshot of a software interface for configuring a printing device. It features two text input fields. The first field is labeled 'Fiery IP address:' and is empty. The second field is labeled 'Use driver of model:' and contains the text 'offline'. A red rectangular box highlights the 'Use driver of model:' field.

FIGURE 7.19. 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 70.

7.10 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.

 **WARNING:** 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.

7.10.1 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.

 **WARNING:** Whenever you add a local printer or change settings of print ports (see "Printing to MyQ" on page 140.), you have to restart the **SmartPrintServices** service in the Windows Task Manager, under Services.

7.10.2 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.

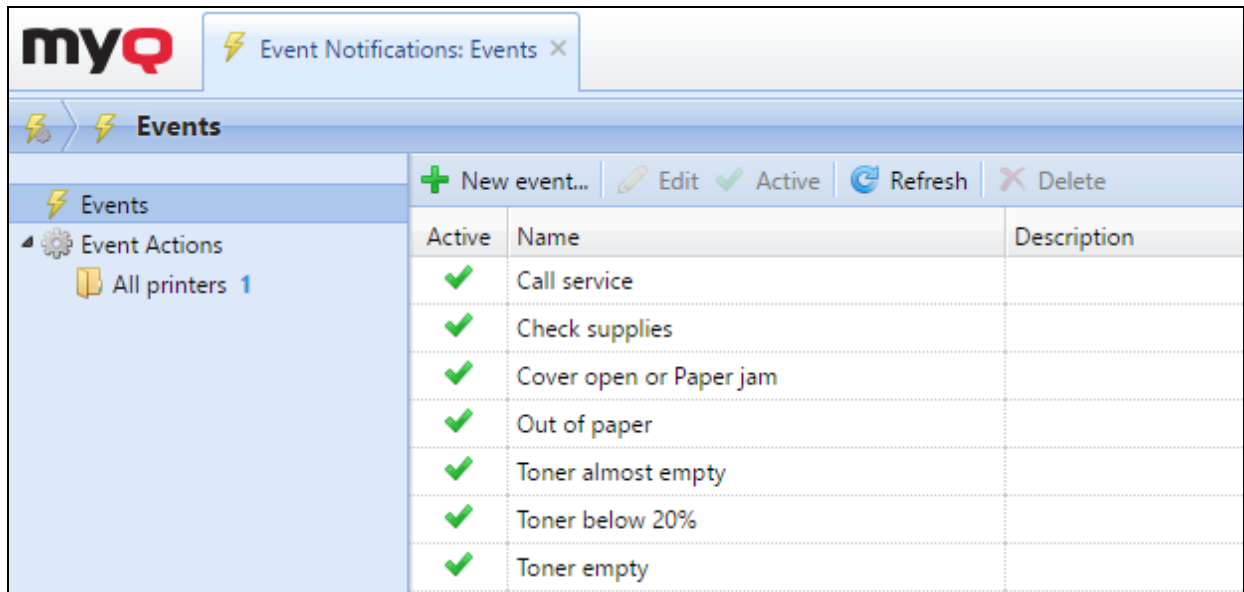
Once the server is connected and data are sent to the server, information about the job appear in an **Info** entry in the MyQ log. Each entry contains information about the person who printed, the printing device that the user printed on and the number of printed pages. The MyQ server automatically 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, his or her prints are simply assigned to him or her. Otherwise, the job is accounted to ***unknown** user.

7.11 Event notifications

Event notifications are customizable email reports notifying receivers about changes of states of monitored printing devices. They are initiated by alerts of the printing devices.

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



| Active | Name | Description |
|--------|-------------------------|-------------|
| ✓ | Call service | |
| ✓ | Check supplies | |
| ✓ | Cover open or Paper jam | |
| ✓ | Out of paper | |
| ✓ | Toner almost empty | |
| ✓ | Toner below 20% | |
| ✓ | Toner empty | |

FIGURE 7.20. 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.

7.11.1 Events

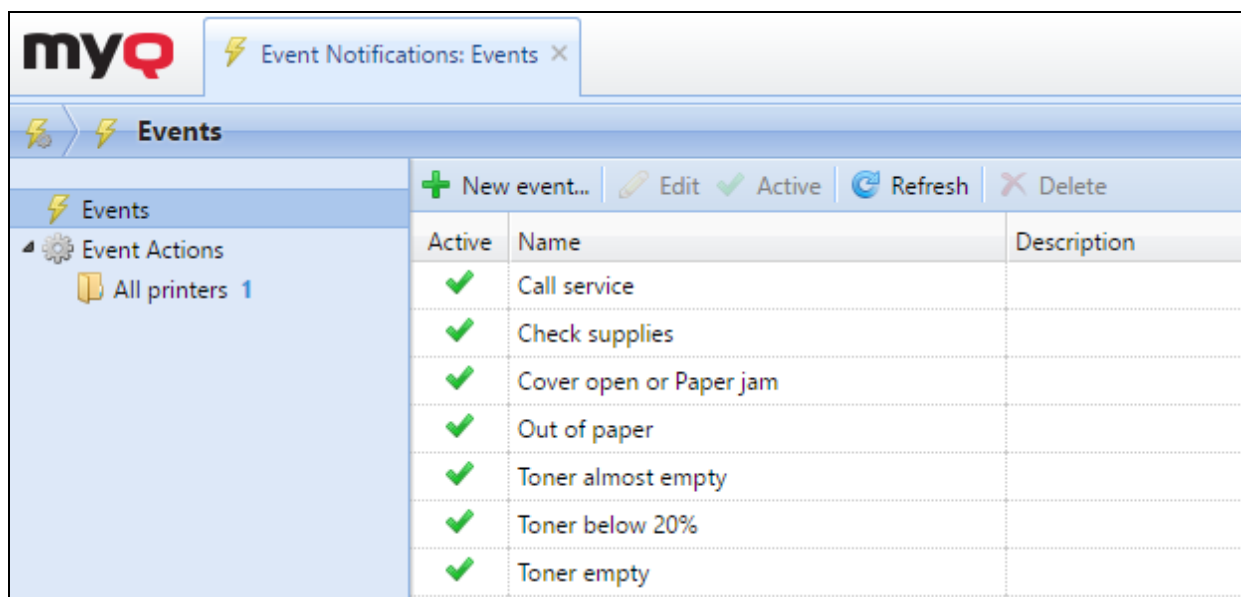


FIGURE 7.21. **Events** tab on the **Event Notification** main tab

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 X parameter. The **Filter** tab opens.
3. On the tab, in the **Severity** combo box, enter the value of the X parameter, and then click **OK**.
4. Change the name of the event according to the level.

7.11.2 Event actions

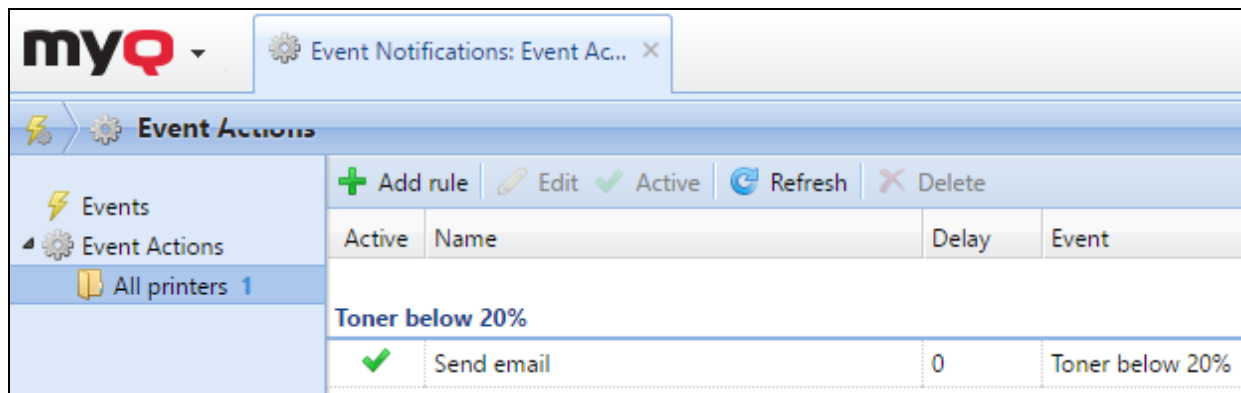


FIGURE 7.22. Event Actions tab on the Event Notification main tab

You can create your own actions with specific settings and custom email. Select from the available events and compile the email message from available parameters. You can apply these actions to all printers, or you can restrict them to groups of printers.

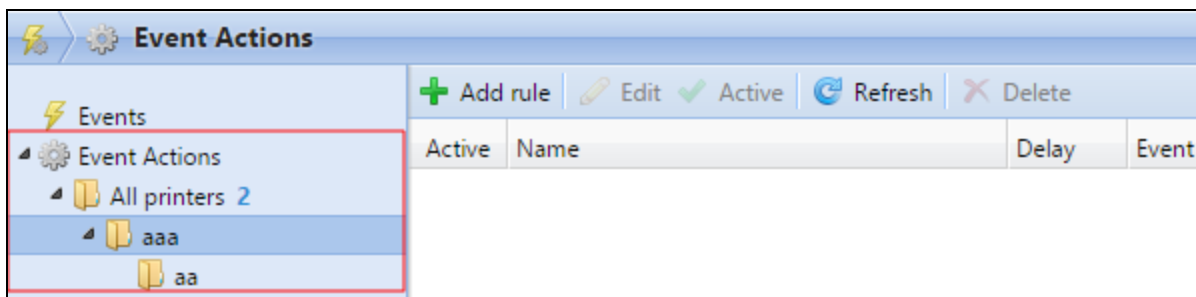


FIGURE 7.23. The list of printer groups on the Event actions tab

List of event actions

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.

There is one predefined event action on the list of event actions: 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).

To create a new event action

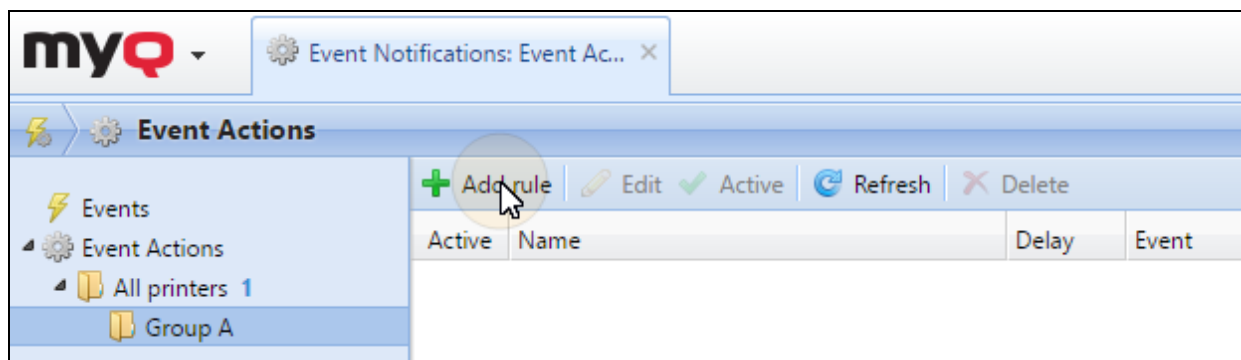


FIGURE 7.24. Creating new action under Group A

1. On the table on the left side of the Event Actions tab, select the group to which you want to restrict the action, and then click **+Add rule**. The new event action properties panel opens on the right side of screen.
2. On the panel, select the event name, enter the email addresses of its recipients, enter the subject of the email and its message, eventually set the delay and retry time, and then click **Save**.

FIGURE 7.25. Saving settings of an event action on the event action properties panel

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.

| 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. |

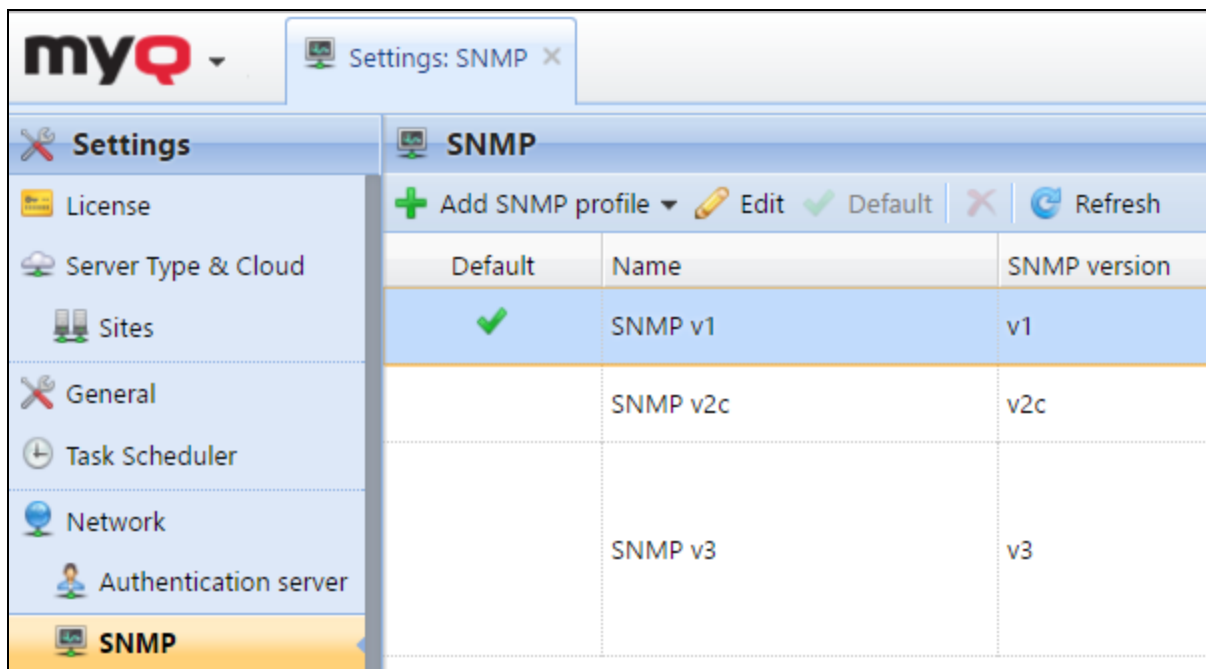
| | |
|----------------------------------|--|
| Retry | Here you can set a number of retries to send the email. |
| Recipient | Enter the email recipient or recipients. If you enter multiple email addresses, separate them by commas or by semicolons. You can use the %PRINTER_CONTACT% variable to send the email to the device contact. See "Contact" on page 75. |
| Subject + Message | <p>Enter the email subject and message. You can use the following parameters:</p> <p>{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</p> |

7.12 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 then click **Default** on the bar at the top of the tab (or right-click the profile, and then click **Default** on the shortcut menu).



| Default | Name | SNMP version |
|---------|----------|--------------|
| ✓ | SNMP v1 | v1 |
| | SNMP v2c | v2c |
| | SNMP v3 | v3 |

FIGURE 7.26. The SNMP settings tab of the MyQ Web Interface

7.12.1 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.

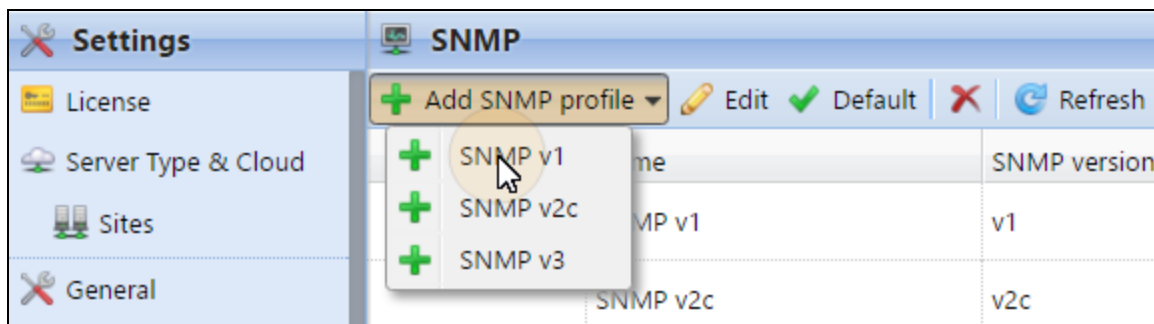


FIGURE 7.27. Adding the new SNMP v1 profile

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 then click **Edit** on the shortcut menu). The profile's properties panel opens on the right side of screen.

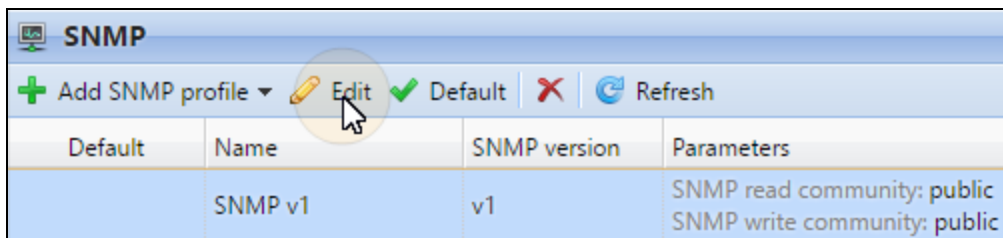


FIGURE 7.28. Opening the SNMP profile properties panel

- 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.

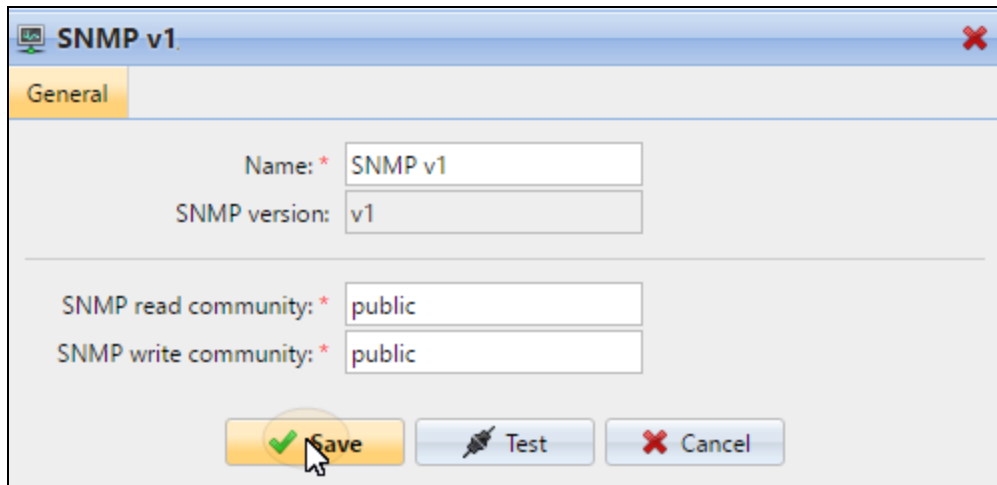


FIGURE 7.29. Editing and saving the SNMP profile

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.

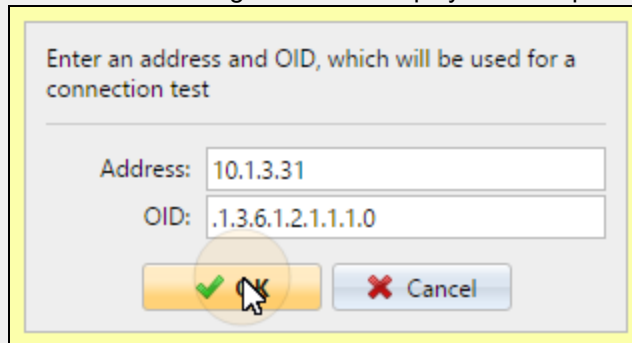


FIGURE 7.30. Testing the connection

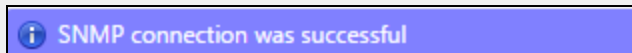


FIGURE 7.31. Connection test result message

7.12.2 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.

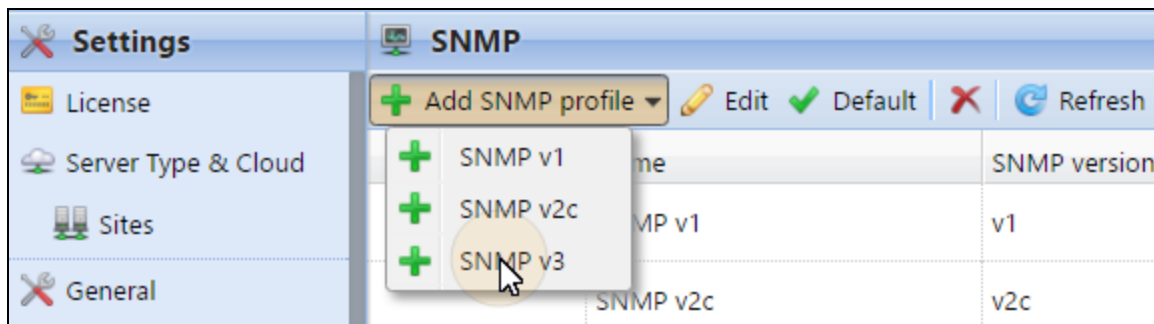


FIGURE 7.32. Adding the new SNMP v3 profile

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 then click **Edit** on the shortcut menu). The properties panel opens on the right side of screen.

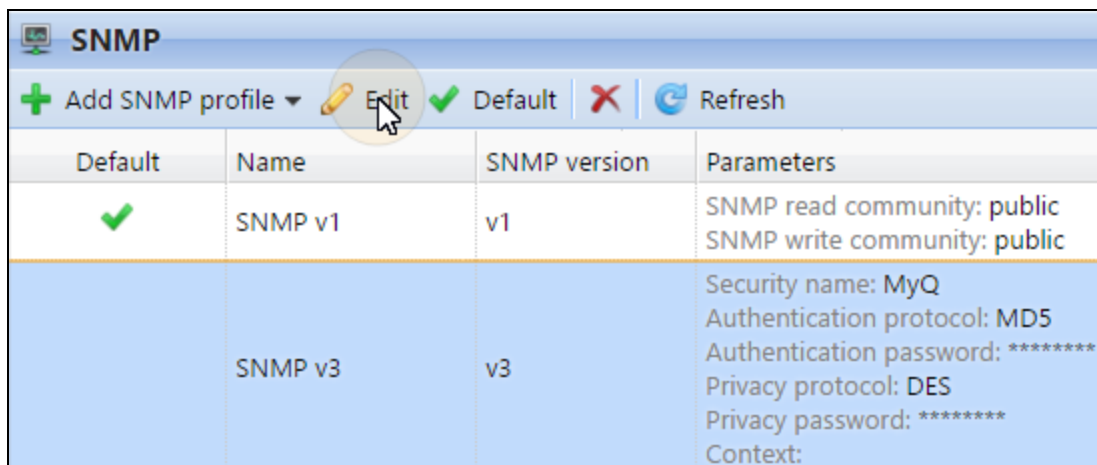


FIGURE 7.33. Opening the SNMP profile properties panel

- 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 7.34. 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 7.35. Testing the connection

i SNMP connection was successful

FIGURE 7.36. Connection test result message

7.12.3 Deleting SNMP profiles

- Select the SNMP profile on the **SNMP** settings tab, and then click **X** on the bar at the top of the tap (or right-click the profile, and then click **Delete** on the shortcut menu). After that, confirm the action in the confirmation dialog box.

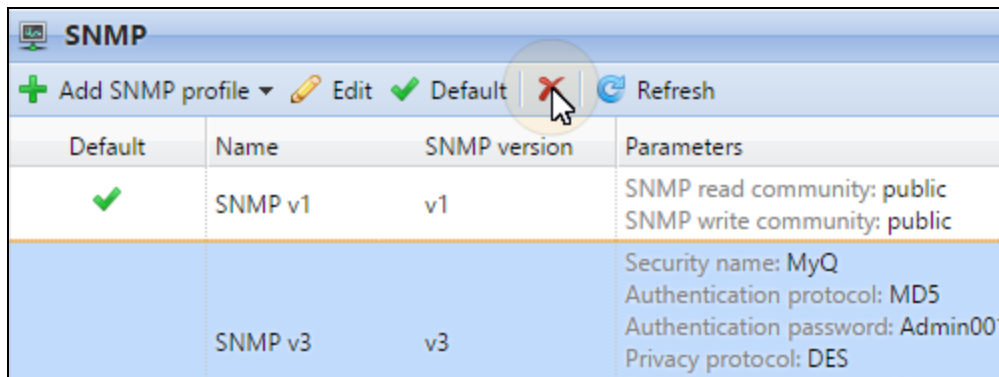


FIGURE 7.37. Deleting the selected SNMP profile

7.12.4 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** (or right-click the printing device, and then click **Properties** on the shortcut menu). The printing device's properties panel opens on the right side of screen.

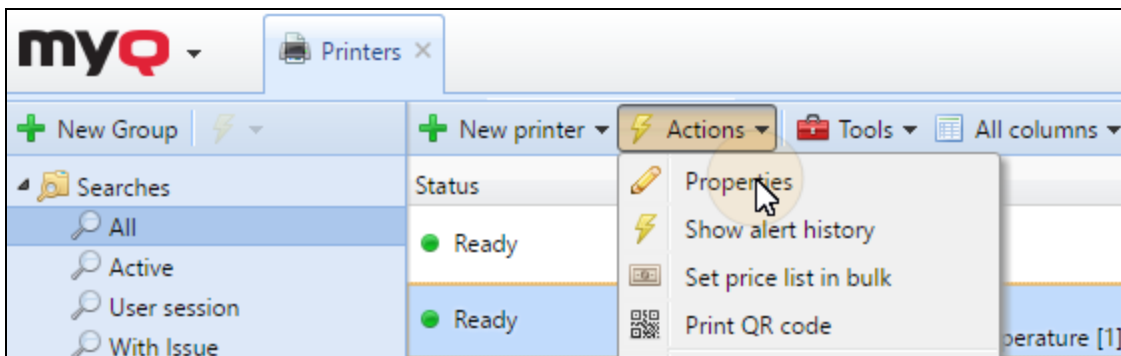


FIGURE 7.38. Opening the printing device's properties panel

3. On the panel, select the profile on the SNMP profile drop-down list box, and then click **Save** at the bottom of the panel. The selected SNMP profile is attached to the printing device.

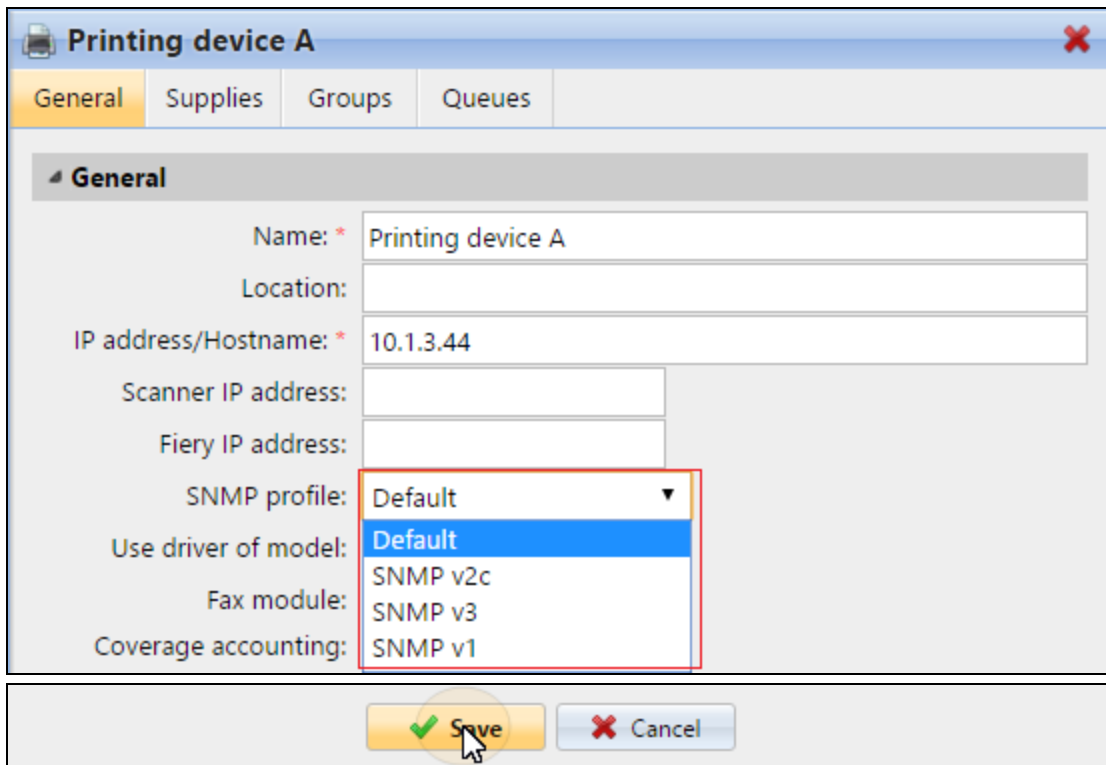
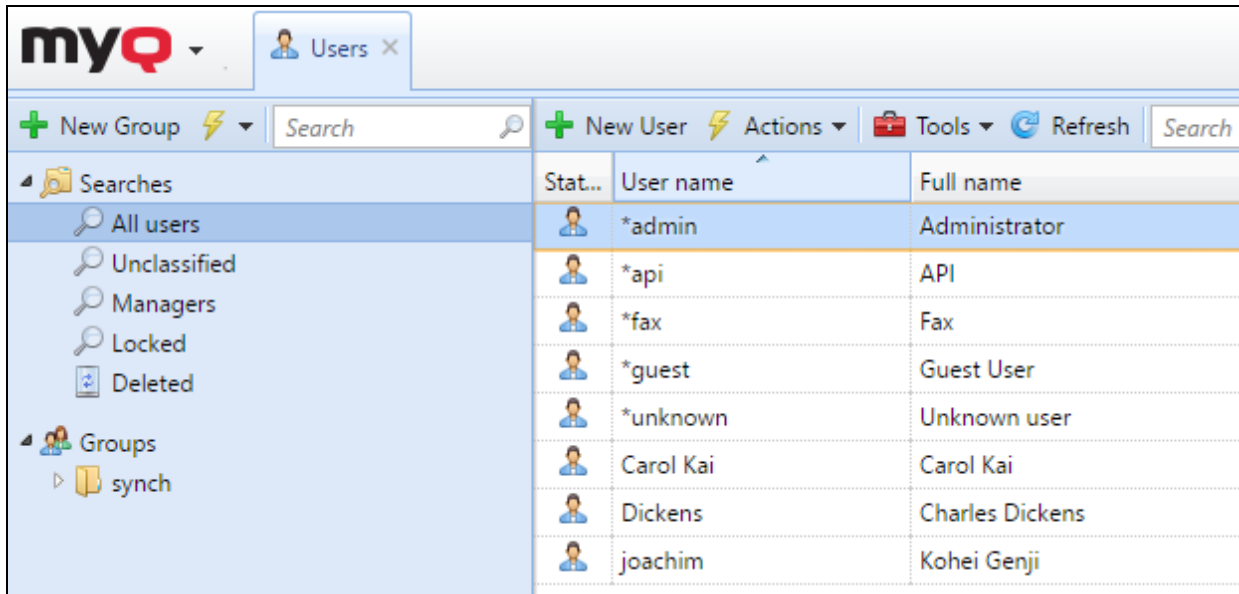


FIGURE 7.39. Selecting the SNMP profile on the printing device's properties panel and saving the settings

8. 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](#), [Users import and synchronization from LDAP servers](#), [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](#)



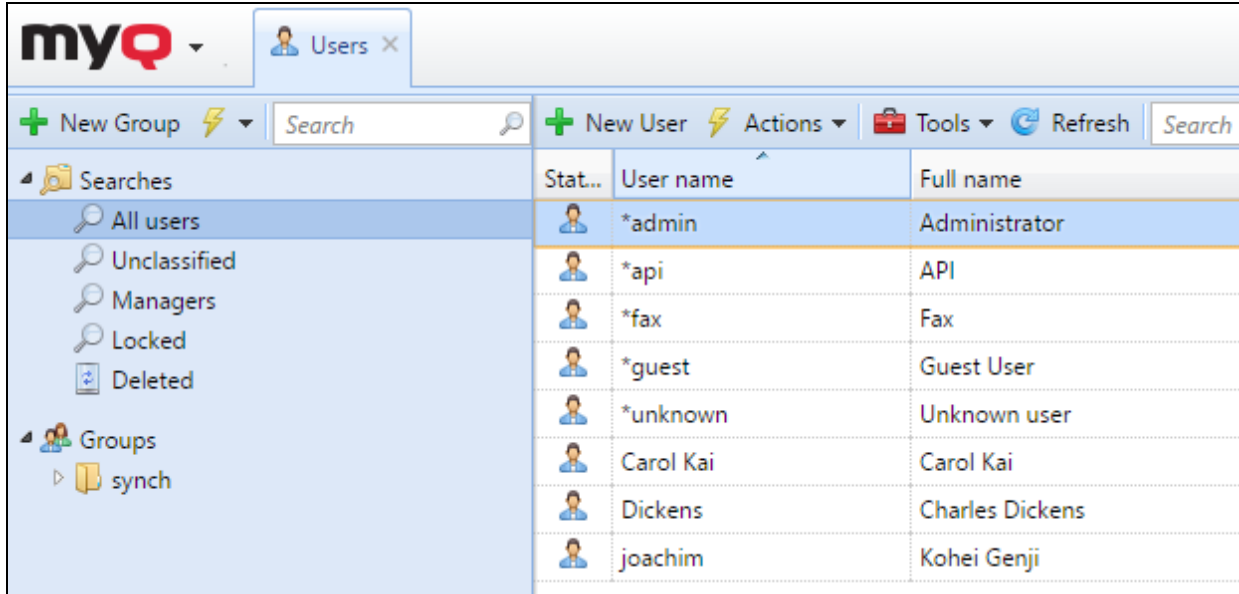
| Stat... | User name | Full name |
|---------|-----------|-----------------|
| | *admin | Administrator |
| | *api | API |
| | *fax | Fax |
| | *guest | Guest User |
| | *unknown | Unknown user |
| | Carol Kai | Carol Kai |
| | Dickens | Charles Dickens |
| | joachim | Kohei Genji |

FIGURE 8.1. Users main tab

8.1 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



The screenshot shows the MyQ web interface for the 'Users' tab. The interface includes a search bar, navigation buttons like 'New Group', 'New User', and 'Actions', and a table of users. The table has columns for 'Stat...', 'User name', and 'Full name'. The 'All users' search option is selected in the left sidebar.

| Stat... | User name | Full name |
|---------|-----------|-----------------|
| | *admin | Administrator |
| | *api | API |
| | *fax | Fax |
| | *guest | Guest User |
| | *unknown | Unknown user |
| | Carol Kai | Carol Kai |
| | Dickens | Charles Dickens |
| | joachim | Kohei Genji |

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

8.1.1 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.

8.2 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.

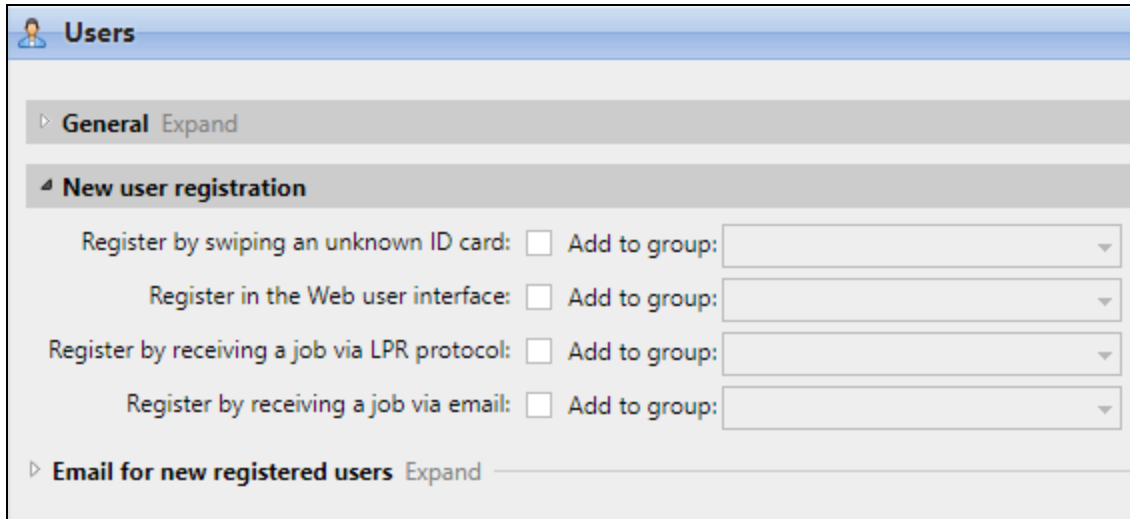


FIGURE 8.3. The four automatic user registration options can be set on the **Users** settings tab

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.

- A user can create a new account by clicking **New Account** at the bottom-left corner of the MyQ login window. After this, the **New Account** registration widget opens. In the widget, he or she has to enter name and email address and then click **Register**. The newly created account is given the same name as the email address entered this way.

- After creating the account, the **New account created** message box appears. After clicking **Show PIN** there, the user can see his or her user name and password.

FIGURE 8.4. The user can see his user name and PIN

- The user receives an email with information about the new account. The default message contains his or her 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 his or her 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 137.

- 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 140.

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 146.

- 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.

8.3 Manually adding users

To manually add a new user, follow these steps:

1. On the **Users** main tab, click **New User**. The new user properties panel opens on the right side of screen.
2. On the panel, enter the user name, full name and eventually set other data (See "User information and settings" on page 112), and then click **Save**.



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

8.4 Users import and synchronization from LDAP servers

You can import and synchronize users from LDAP servers. 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 import the users, you need to add the synchronization source first and then set up 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.



INFO: For more information about scheduled tasks in MyQ, see "Task Scheduler settings tab " on page 1.



WARNING: All settings described in this section apply only to Active Directory, although the settings for OpenLDAP, Novel and Lotus Domino are similar.

8.4.1 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. For information about how to add LDAP servers, see "Authentication servers" on page 1.

To create a new LDAP synchronization

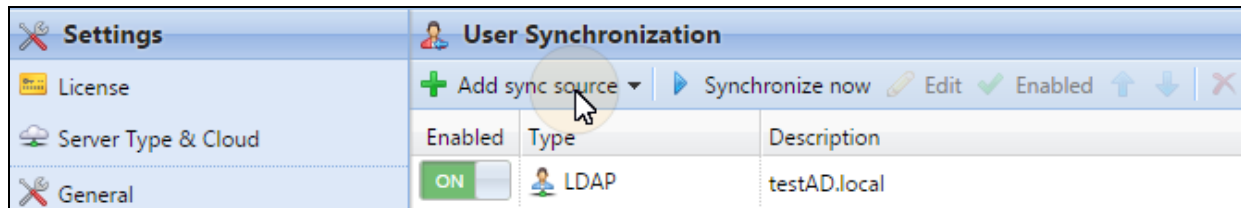


FIGURE 8.6. Adding new synchronization source on the **User Synchronization** settings tab

1) Add the new synchronization

- I. On the **User synchronization** setting tab bar, click **+Add Sync source**. A drop-down box appears.
- 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 "LDAP synchronization setup" on the next 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.

8.4.2 LDAP synchronization setup

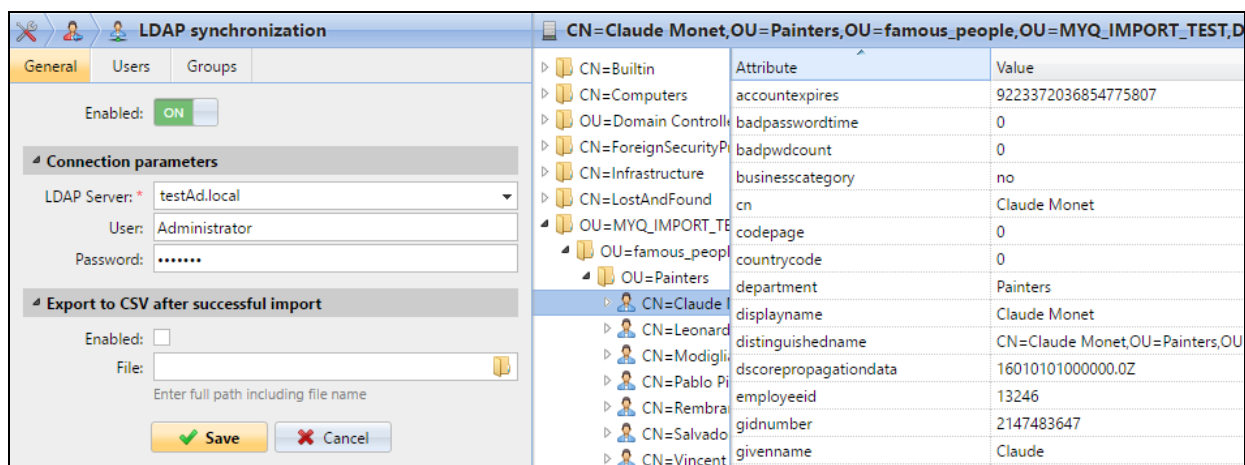


FIGURE 8.7. LDAP synchronization properties panel with the LDAP database browser to its right side.

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 on the upper-left corner of the **LDAP synchronization** properties panel.

Begin on the **General** tab: select the LDAP Server, enter access credentials, and then save the settings to create the synchronization.

Although it is created, running the synchronization would not have any effect and no users would be imported at its current state. You need to take at least two additional steps on the **Users** tab: pick the synchronization **base DN**, the group from which the users are imported, and check the **Import new users** option.

After this, the synchronization can be run and it already imports users. To further specify the process, continue with the configuration on the **Users** tab by assigning user attributes under **Properties** some and eventually selecting some of these options: **Deactivate missing users**, and **Use authentication server**.

When you get to know the basic settings mentioned above, you are more or less able to administer the LDAP synchronization. The remaining settings on the **Users** tab and all settings on the **Groups** tab give you additional options, such as filtering imported users and adding groups and the group structure from the LDAP server.

The basic settings are described in the following two sections: "1) General tab: Creating the synchronization" on the facing page and "2) Users tab: Selecting base DN, assigning attributes and additional settings" on page 104. For information about the advanced settings, see "User Import and Synchronization" in the Advanced User Management Guide.

1) General tab: Creating the synchronization


The screenshot shows the 'LDAP synchronization' configuration window with the 'General' tab selected. The window has three tabs: 'General', 'Users', and 'Groups'. The 'Enabled' toggle is set to 'ON'. Under the 'Connection parameters' section, the 'LDAP Server' dropdown is set to 'testAD.local', the 'User' text field contains 'Administrator', and the 'Password' text field is masked with dots. Under the 'Export to CSV after successful import' section, the 'Enabled' checkbox is unchecked, and the 'File' text field is empty. At the bottom, there are 'Save' and 'Cancel' buttons. A mouse cursor is pointing at the 'Save' button.

FIGURE 8.8. Saving the settings on the **General** tab

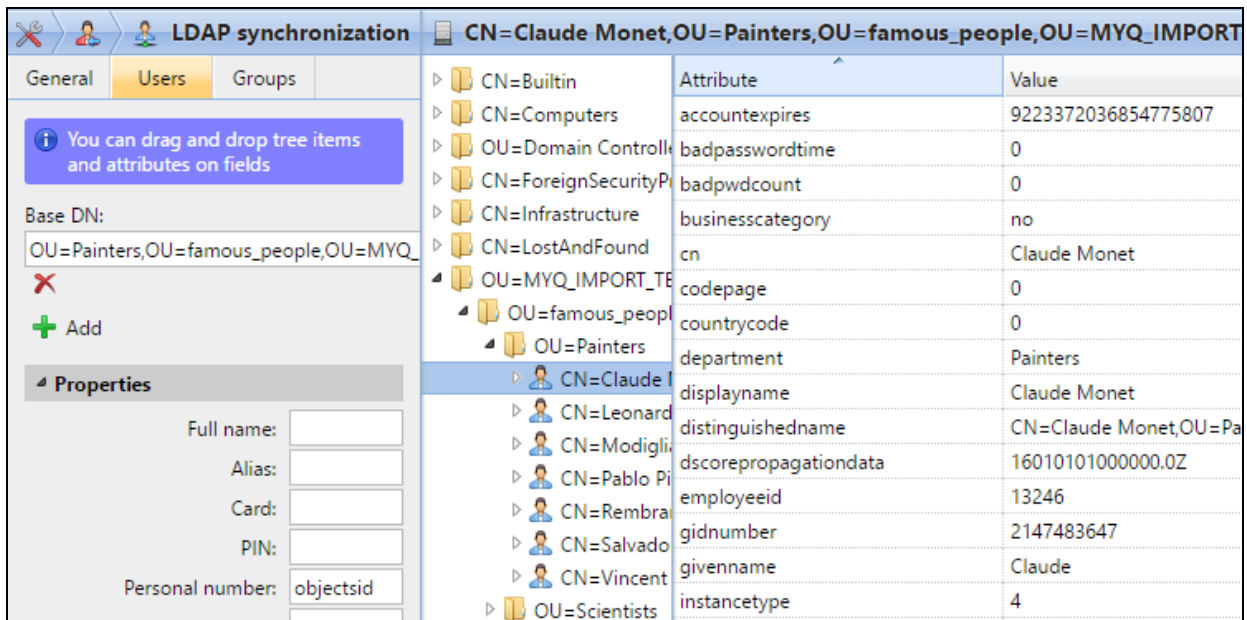
On the **General** tab, set the general properties of the synchronization: enable or disable the synchronization, select the LDAP server domain, enter user name and password for access to the server, eventually select to export the imported users to a CSV file. See the table below for description of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

| | |
|--|--|
| 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 the user name for access to the LDAP domain server here. |
| Password | Enter the 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), the LDAP browser opens on the right side of screen.

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




The screenshot displays the 'Users' tab in the LDAP synchronization properties panel. On the left, there is a tree view of LDAP objects with a blue tooltip that says 'You can drag and drop tree items and attributes on fields'. Below the tree, the 'Base DN' field is set to 'OU=Painters,OU=famous_people,OU=MYQ_'. There are 'Add' and 'Remove' buttons. The 'Properties' section includes input fields for 'Full name', 'Alias', 'Card', 'PIN', and 'Personal number' (with 'objectsid' selected). On the right, a table lists attributes and their values for the selected user 'CN=Claude Monet,OU=Painters,OU=famous_people,OU=MYQ_IMPORT_T...':

| Attribute | Value |
|-----------------------|-----------------------|
| accountexpires | 9223372036854775807 |
| badpasswordtime | 0 |
| badpwdcount | 0 |
| businesscategory | no |
| cn | Claude Monet |
| codepage | 0 |
| countrycode | 0 |
| department | Painters |
| displayname | Claude Monet |
| distinguishedname | CN=Claude Monet,OU=Pa |
| dscorepropagationdata | 16010101000000.0Z |
| employeeid | 13246 |
| gidnumber | 2147483647 |
| givenname | Claude |
| instancetype | 4 |

FIGURE 8.9. The **Users** tab on the LDAP synchronization properties panel

On the **Users** tab, pick one or more base DN's 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.

 **INFO:** Information about advanced settings can be found in "User Import and Synchronization" in the Advanced User Management Guide.

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.

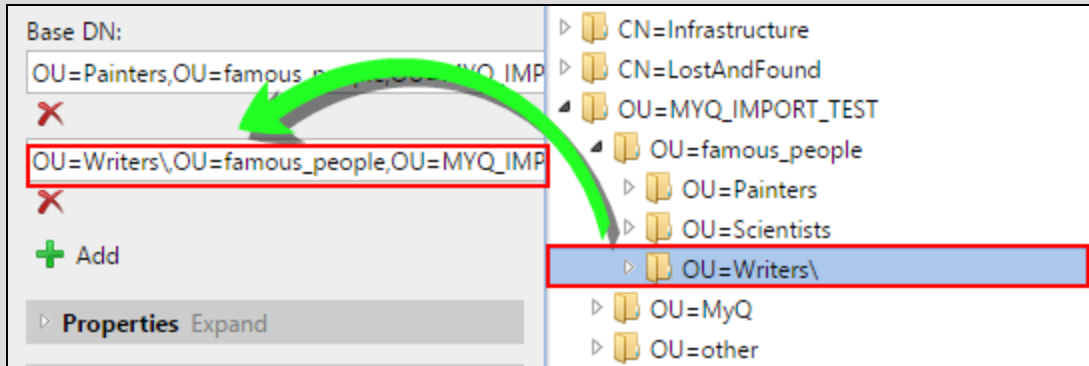


FIGURE 8.10. Dragging and dropping a domain

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.

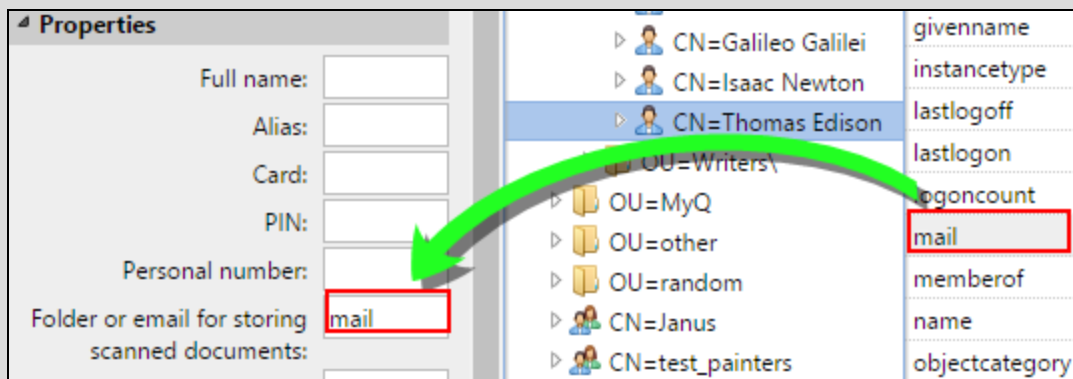


FIGURE 8.11. Dragging and dropping an attribute

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. You can find the list of abbreviations used in MyQ in "Appendix — List of available languages and their abbreviations" on page 1.

Options

| | |
|----------------------------------|--|
| Deactivate missing users | If you select this option, MyQ deletes users that are not in the synchronization source anymore. |
| Add new users | If you select this option, MyQ adds new users from the current synchronization source. |
| Use authentication server | If you select this option, the source LDAP server is used for authentication of the imported users on the MyQ web user interface and on MyQ terminals. |

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

8.4.3 Running an LDAP synchronization

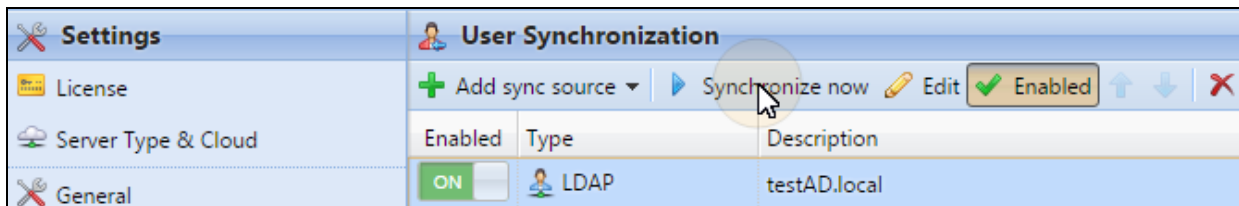


FIGURE 8.12. Running the user synchronization

- On the **User synchronization** setting tab, select the synchronization, and then click **Synchronize now** on the tab bar.

8.5 Deleting and undeleting users

Deleting users

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** search option.

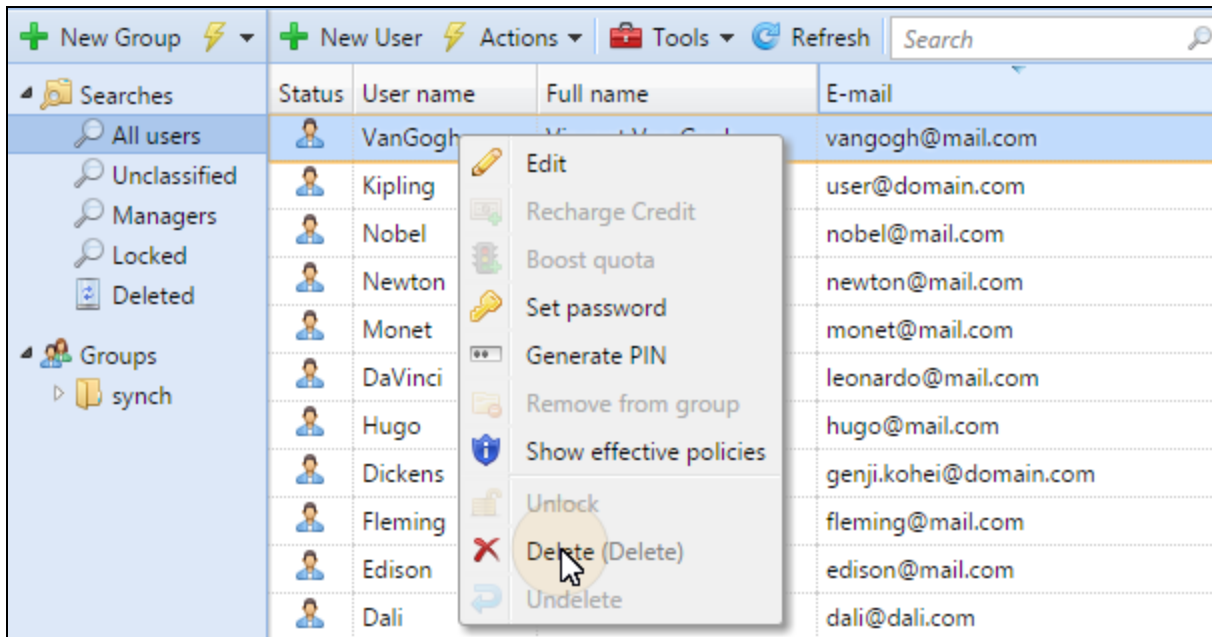


FIGURE 8.13. Deleting the selected user from the **All users** list on the **Users** main tab

Undeleting users

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**.

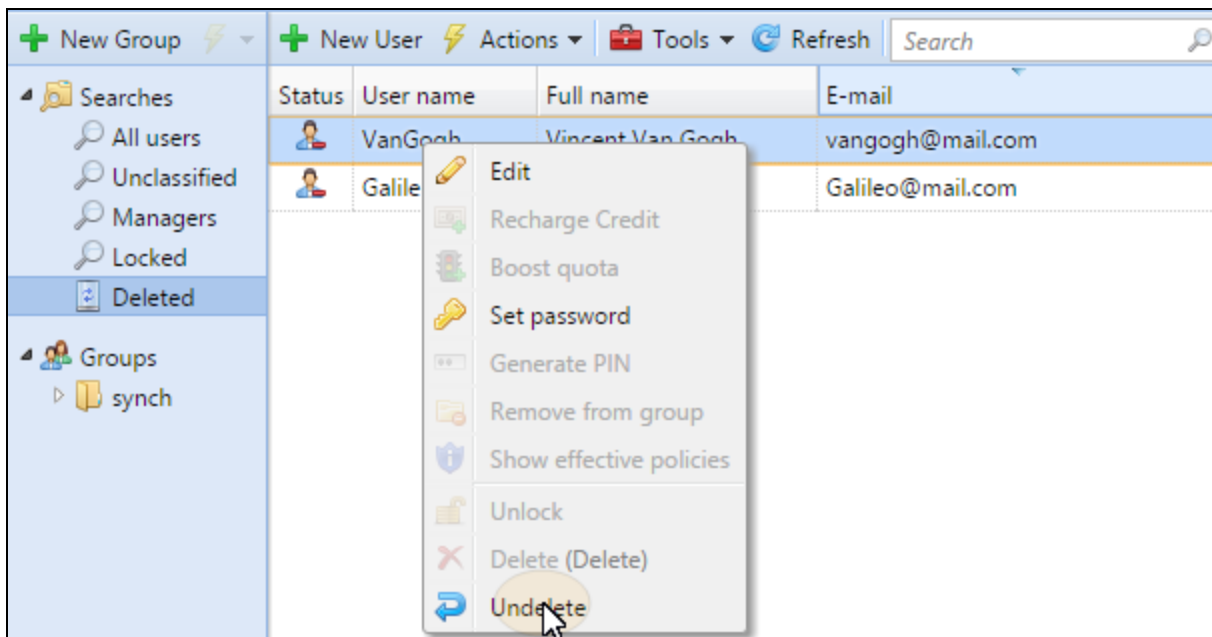


FIGURE 8.14. Undeleting the selected user from the **Deleted** list on the **Users** main tab

8.6 PIN generation

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

PIN

User can change PIN:

PIN length: *

Send new PIN via email:

Generate PIN for users created by synchronization or manual input:

'Send new PIN via email' will be automatically checked

Email with a new PIN

Subject: *

Message: *

Email with the PIN reset code Expand

FIGURE 8.15. 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 his or her 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 "2222", 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.



WARNING: 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.

8.7 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 four tabs: **General**, **Groups**, **Queues** and **Delegates**.

The screenshot shows a user properties panel for 'Carol Kai'. The panel has a title bar with a user icon and the name 'Carol Kai'. Below the title bar are four tabs: 'General', 'Groups', 'Queues', and 'Delegates'. The 'General' tab is selected. The form contains the following fields and controls:

- User name: * Carol Kai
- Aliases: + Add
- Cards: + Add
- PIN: (with a red X icon to the right), + Add, + Generate PIN
- Full name: * Carol Kai
- Email: kai.carol@companyx.com
- Phone: (empty)
- Personal number: (empty)
- Default language: English (United Kingdom) (dropdown menu)
- User's scan storage: (empty), Folder or email for storing scanned documents
- Use authentication server:
- Authentication server: [empty] (dropdown menu)
- Notes: (empty text area)
- Synchronization source: (empty)

At the bottom of the panel are two buttons: a green 'Save' button and a grey 'Cancel' button with a red X icon.

FIGURE 8.16. Individual user properties panel


8.7.1 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 username. 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 137. |
| 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 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 185. |
| | |
| 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. |

8.7.2 Adding users to groups and removing them from groups

 **INFO:** For more information about groups, see "Groups of users" on page 117

To add a user to a group on the device **Groups** tab:

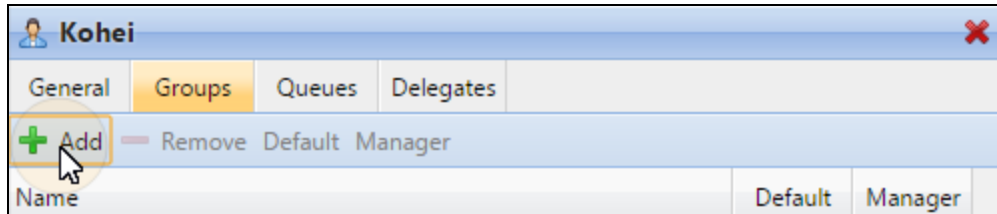


FIGURE 8.17. Adding users to groups on the **Groups** tab

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**.

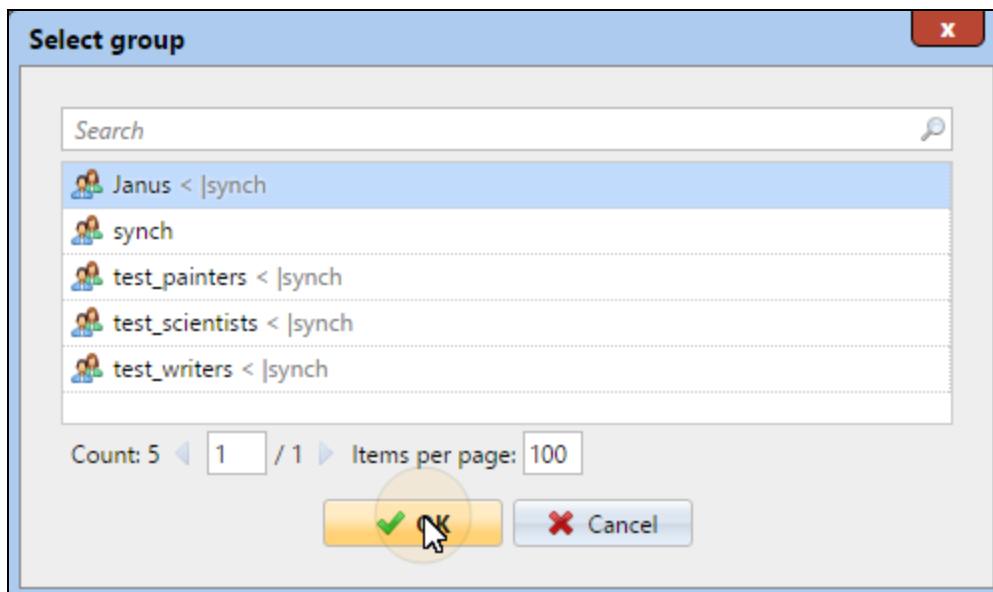



FIGURE 8.18. Selecting the group in the **Select group** dialog box

 **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 176). 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 176.

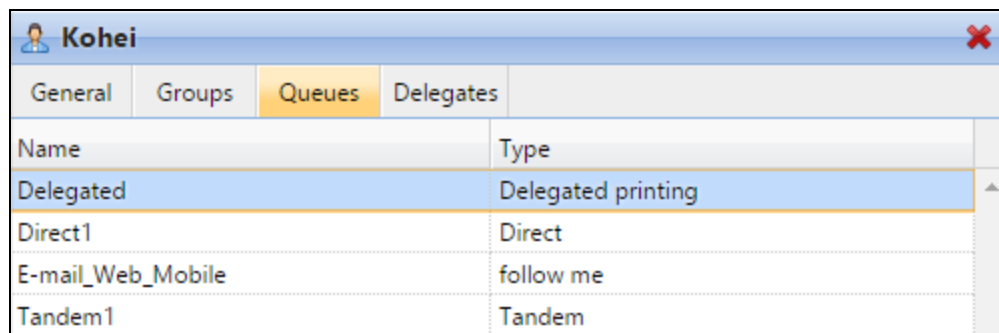
To remove a user from a group:

- 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.

8.7.3 Overview of the queues to which the user has rights

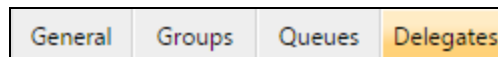
On the Queues tab, you can see all queues where the user can send jobs.



| Kohei | | | |
|-------------------|--------------------|--------|-----------|
| General | Groups | Queues | Delegates |
| Name | Type | | |
| Delegated | Delegated printing | | |
| Direct1 | Direct | | |
| E-mail_Web_Mobile | follow me | | |
| Tandem1 | Tandem | | |

FIGURE 8.19. Overview of the queues

8.7.4 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 user**Name of the print job***). For more information about the delegate printing feature, see "Delegated printing queue type" on page 136.

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

To select the delegates:

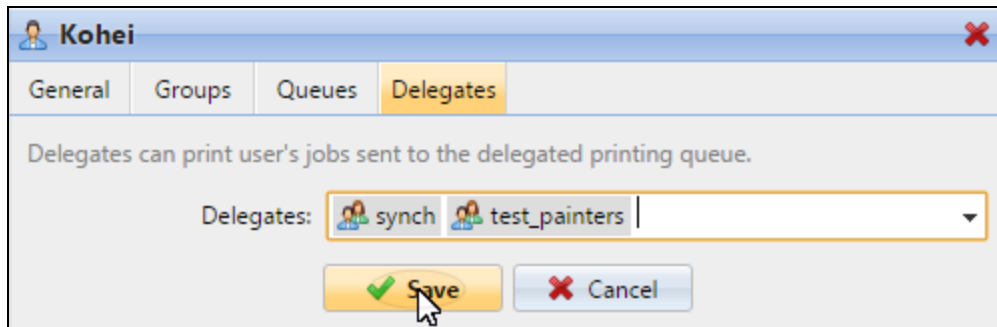


FIGURE 8.20. Selecting the delegates on the Delegates tab

- 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:

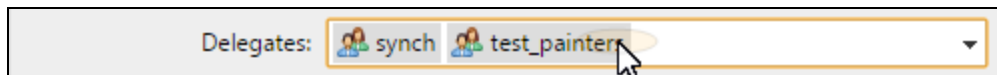


FIGURE 8.21. Deleting the delegates from the Delegates tab

- 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).

8.8 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 112) 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 edition of delegates** option. (See "Delegated printing" on page 145.)

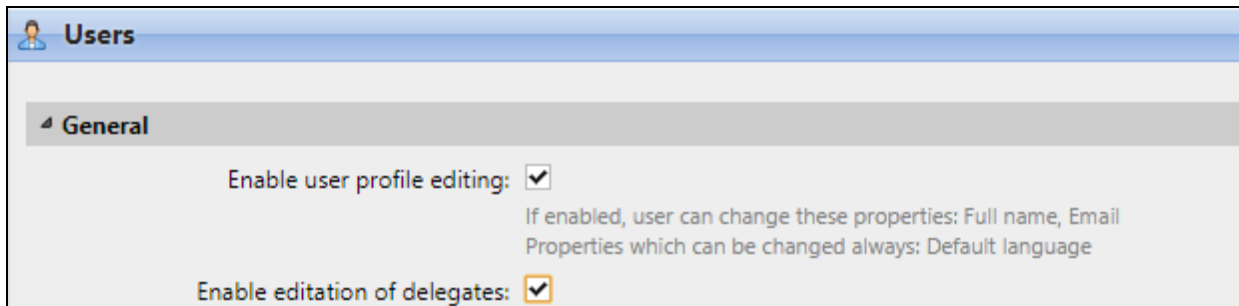


FIGURE 8.22. The option can be enabled on the Users settings tab, under General

 **INFO:** For information about user's properties, see "Editing user accounts" on page 111.

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.

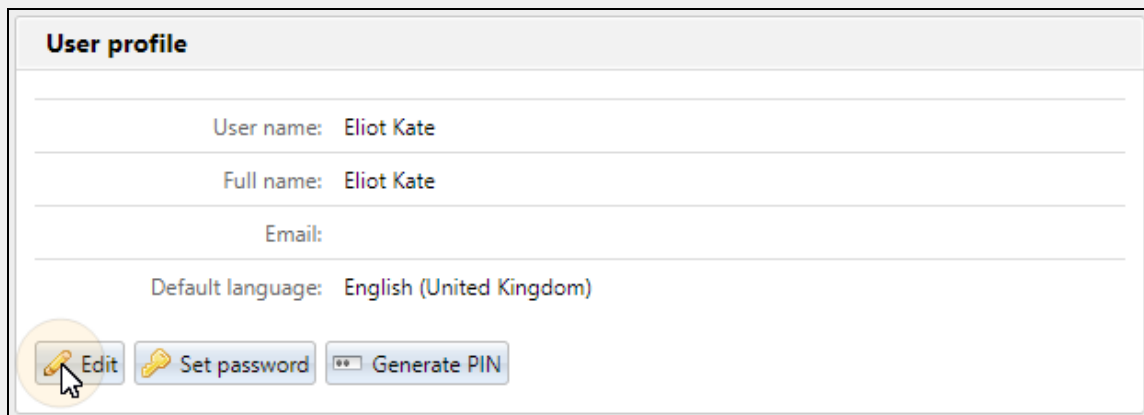


FIGURE 8.23. Opening the user profile settings

8.9 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 128), print functions, such as color printing or scanning (See "Policies" on page 120), and reports (See "Reports " on page 176.).

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.

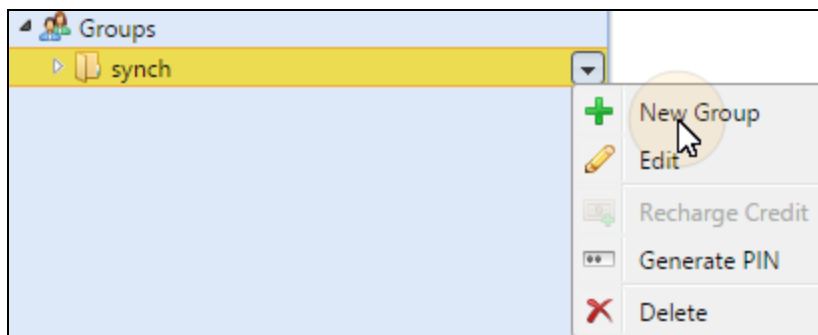


FIGURE 8.24. Adding new group under the synch group

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

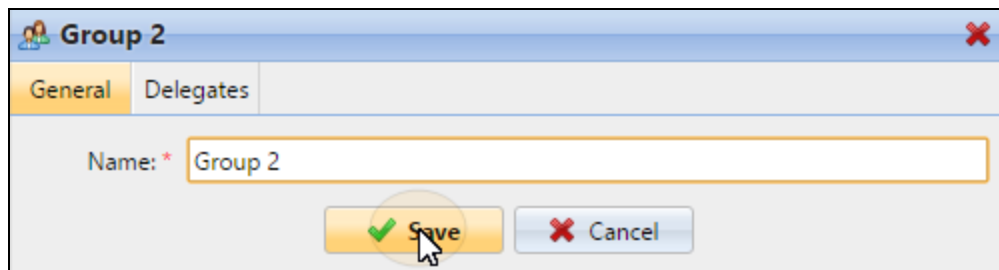


FIGURE 8.25. Saving the new group on the **General** tab

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

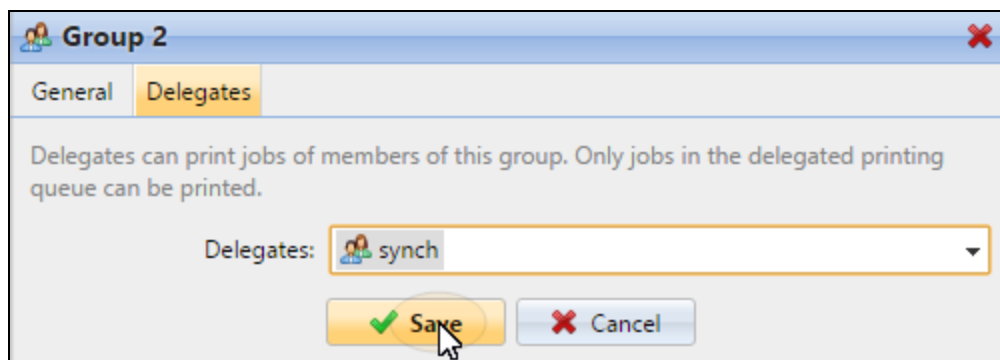


FIGURE 8.26. Adding delegates on the **Delegates** tab

To open the group properties panel, double-click the group on the tab on the left side of the **Users** main tab.

- 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).

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:

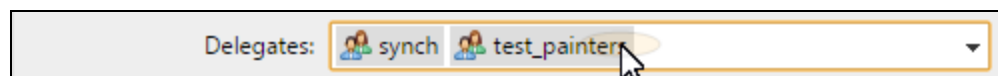


FIGURE 8.27. Deleting the delegates from the Delegates tab

- 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 (**X**) on the right side of the user (or group of users).

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.

8.10 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, click **Tools** on the toolbar at the top of the **Users** main tab, and then click **Export** in the **Tools** drop-down box. The file is downloaded to the download folder set in your web browser.

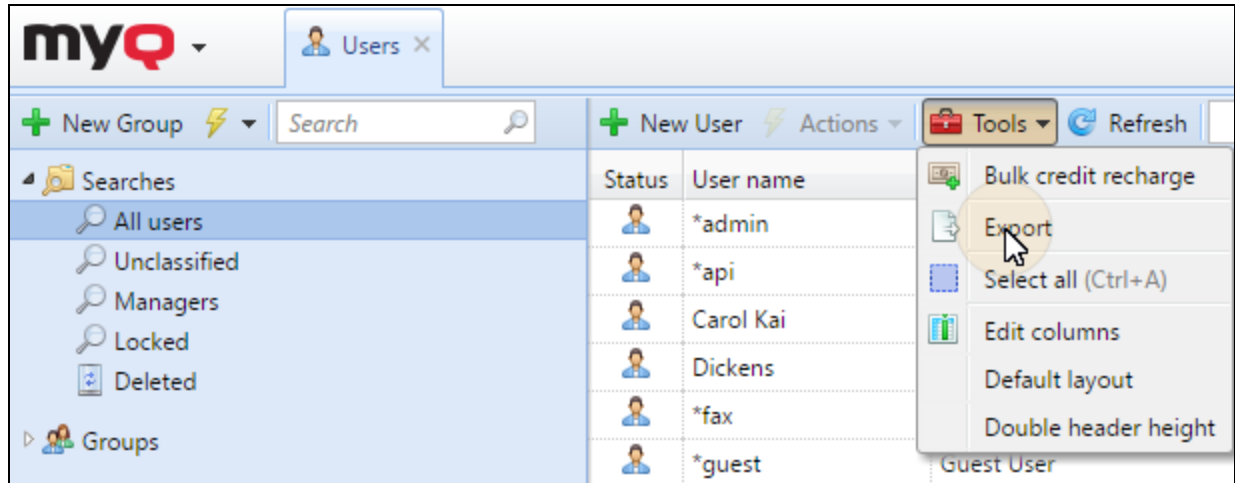


FIGURE 8.28. Exporting the list of users on the **Users** main tab

8.11 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.

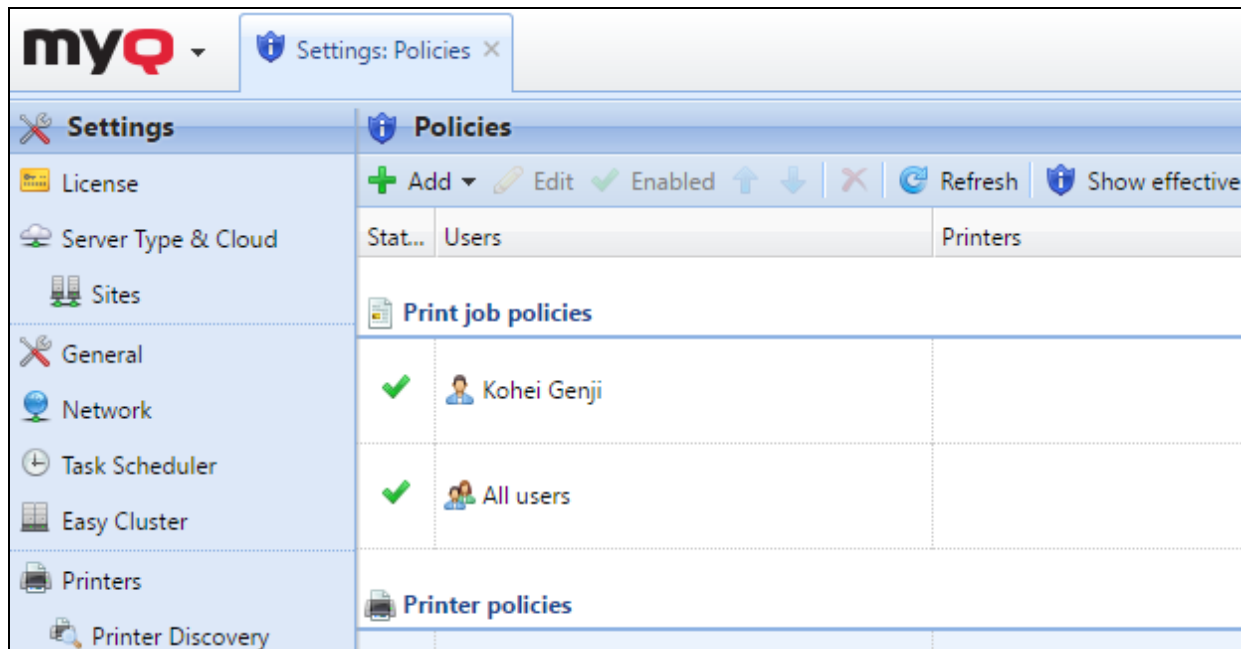


FIGURE 8.29. The **Policies** settings tab

8.11.1 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 print job policy**, 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**.

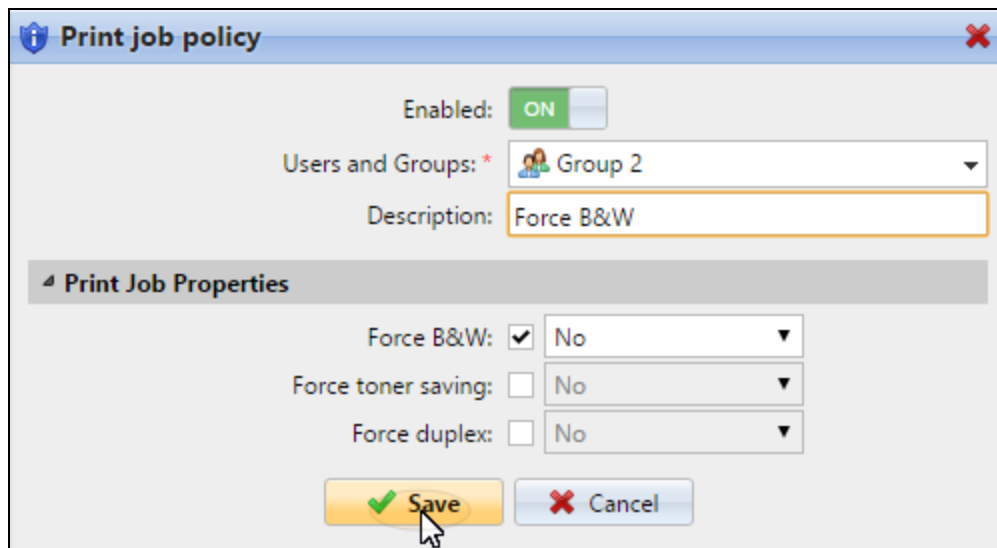


FIGURE 8.30. Print job policy properties panel

8.11.2 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.

Printer policy

Enabled: ON

Users and Groups: * Group 2

Description: No Copying

Printers: * Group 1

Allowed Actions

Print: No

Copy: No

Full color copy: No

Single color copying: No

Scan: No

Fax: No

Other policies

Device access level: User

FIGURE 8.31. 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**.

8.12 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.

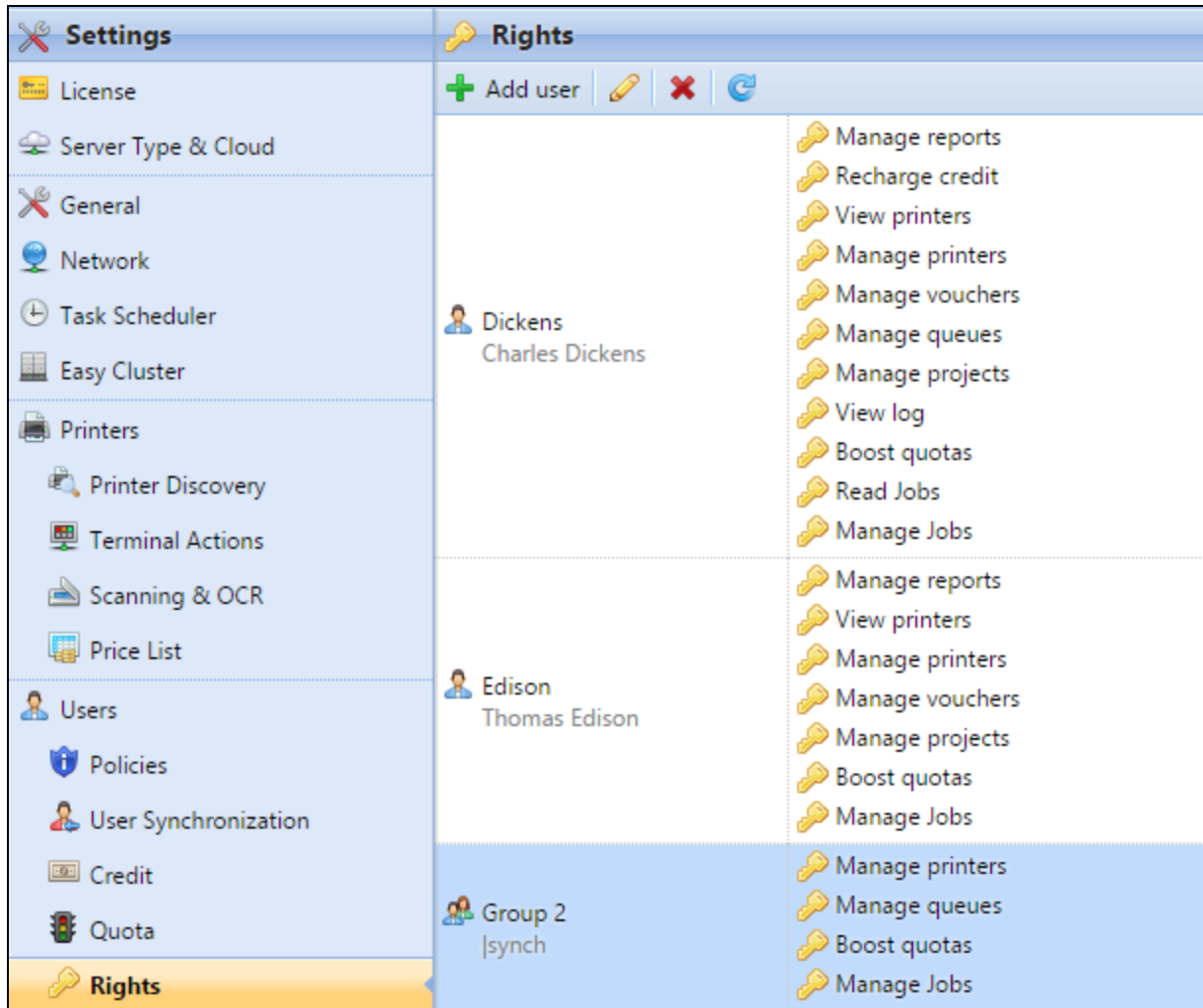


FIGURE 8.32. The **Rights** settings tab

8.12.1 Providing users and groups of users with rights

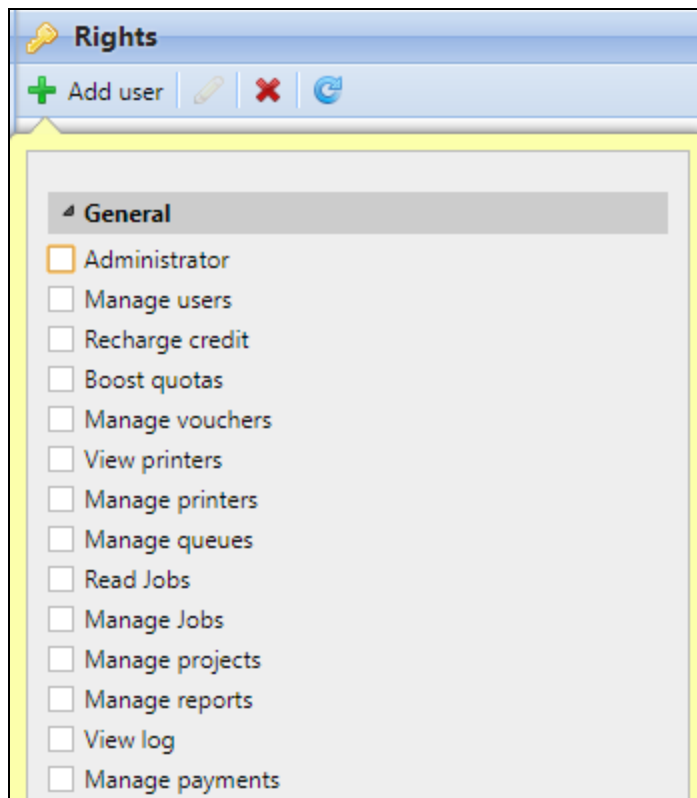


FIGURE 8.33. Providing users or group of users with rights

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.

8.12.2 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.)

| General | |
|------------------------|--|
| Administrator | The user is provided with administrator (*admin) rights. |
| 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. |
| 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. |

8.13 Securing personal data of MyQ users

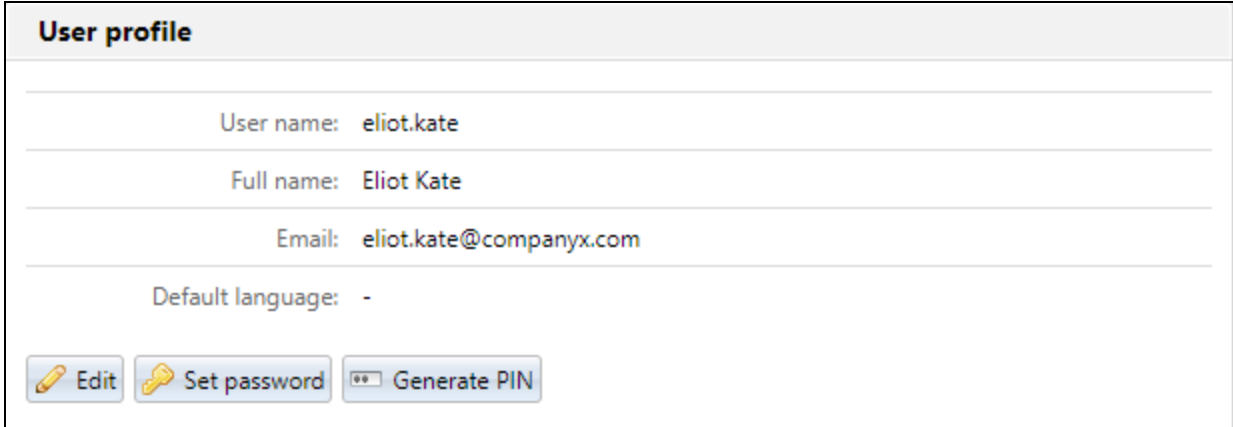
Except for the data shown in MyQ reports, all data stored in MyQ is necessary for the functioning of the system. This data is accessible only to people with the administrator rights in MyQ and are not processed by the system or disclosed to third parties. As to the information shown in MyQ reports, it 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.



The screenshot shows a 'User profile' widget with the following information:

- User name: eliot.kate
- Full name: Eliot Kate
- Email: eliot.kate@companyx.com
- Default language: -

At the bottom, there are three buttons: 'Edit' (with a pencil icon), 'Set password' (with a key icon), and 'Generate PIN' (with a PIN icon).

FIGURE 8.34. 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 176)

Users can also contact the MyQ administrator with the request to provide them with the data. The default form of the custom message shown on the users' Web accounts (see "Dashboard custom message " on page 36) contain the email address of the administrator, which is set on the **General** settings tab of the MyQ Web Interface (see "General settings tab" on page 34).

MyQ is GDPR compliant. In order to exercise your rights for data protection please send an email to admin@mycompany.com

FIGURE 8.35. The default form 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.

WARNING: 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.

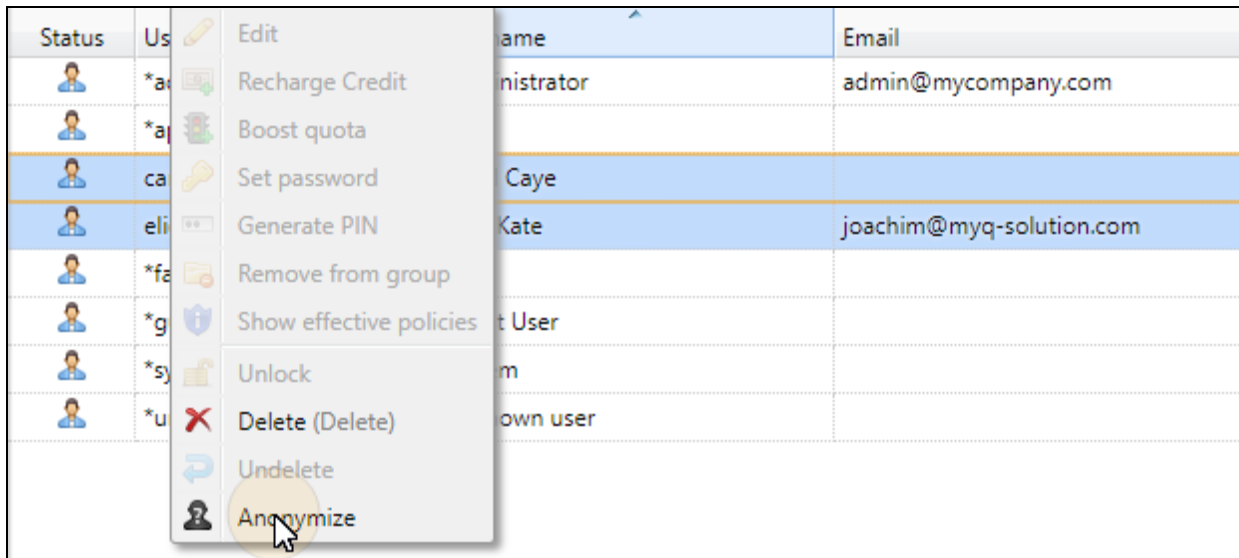


FIGURE 8.36. Deleting the selected user from the **All users** list on the **Users** main tab

9. 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](#)

| Status | Name | Type | Size | Printers |
|---------------------------|--------------------|--------------------|-------------|------------------------|
| follow me | | | | |
| Ready | Email_Web | follow me | 0 B | Number of printers: 33 |
| Ready | Job roaming | follow me | 0 B | Number of printers: 33 |
| Ready | Local | follow me | 0 B | Number of printers: 1 |
| Ready | Mobile_Application | follow me | 0 B | Number of printers: 33 |
| Ready | QueueX | follow me | 0 B | Number of printers: 33 |
| Ready | QueueY | follow me | 106.75 KB | Number of printers: 33 |
| Ready | Replicated jobs | follow me | 0 B | No printer |
| | | | Σ=106.75 KB | |
| Delegated printing | | | | |
| Ready | DelegateQueueX | Delegated printing | 0 B | Number of printers: 33 |
| | | | Σ=0 B | |
| | | | Σ=106.75 KB | |

FIGURE 9.1. The Queues main tab

9.1 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 |
| | | | $\Sigma=55.40$ 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 146.

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".

9.2 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 132), and then click **Save**.



FIGURE 9.3. Adding new queues on the **Queues** main tab

9.3 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.

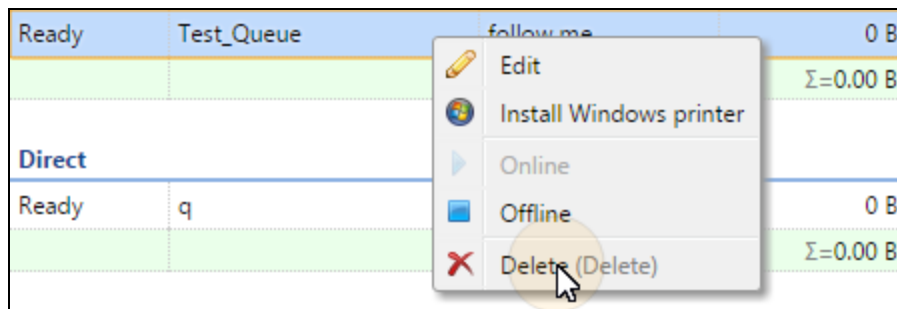


FIGURE 9.4. Deleting the selected queue from the list of queues on the **Queues** main tab

9.4 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.

The screenshot shows the 'Email_Web' queue properties panel. The window title is 'Email_Web' with a close button. It has five tabs: 'General' (selected), 'Job processing', 'Prologue/epilogue', 'Printers', and 'Rights'. The 'Queue' section includes: Name: 'Email_Web' (with a validation pattern [a-Z] [0-9] . - _ ' { } and a note to use this name in LPR port settings); Type: radio buttons for 'Direct', 'Tandem', 'follow me' (selected), and 'Delegated printing'; Maximum size (MB): * '1000'; Private: checkbox; Priority: text field. The 'Output to printer' section includes: Protocol: * 'Raw' (dropdown); Port: * '9100' (text field). There are expandable sections for 'Jobs' and 'Advanced'. At the bottom are 'Save' and 'Cancel' buttons.

FIGURE 9.5. 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 of MyQ®. You can find information about those settings in particular manuals for advanced features of MyQ®.

9.4.1 Queues general settings

| | |
|--|--|
| General Job processing Prologue/epilogue Printers Rights | |
| 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 135. |
| Jobs | |
| User detection method | Here you can set the user detection method. For more information, see "User detection method" on page 137. |

9.4.2 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.

| | | | | |
|---------|----------------|-------------------|----------|--------|
| General | Job processing | Prologue/epilogue | Printers | Rights |
|---------|----------------|-------------------|----------|--------|

To add a printing device or a group of printing devices to the queue:

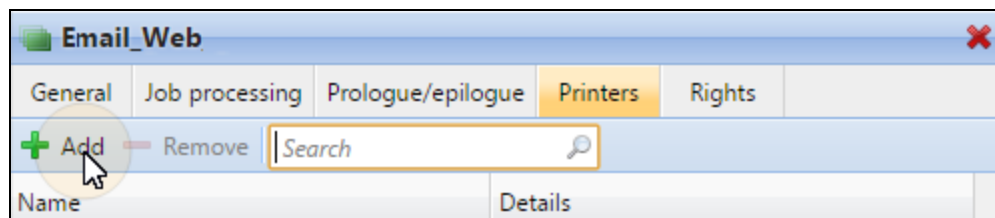


FIGURE 9.6. Adding new printing devices or groups of printing devices to the **Email_Web** queue

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:

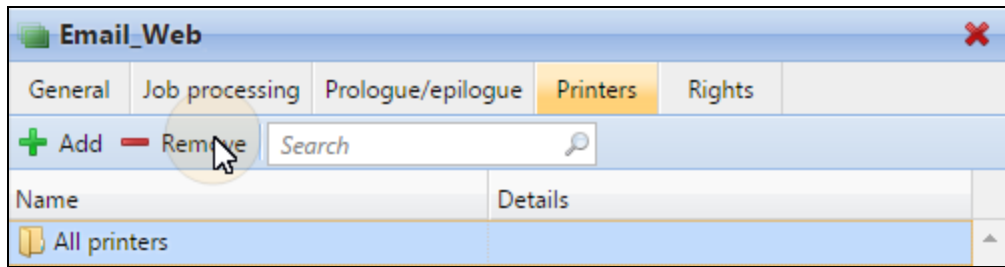


FIGURE 9.7. Removing printing devices or groups of printing devices from the **Email_Web** queue

- 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.

9.4.3 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:

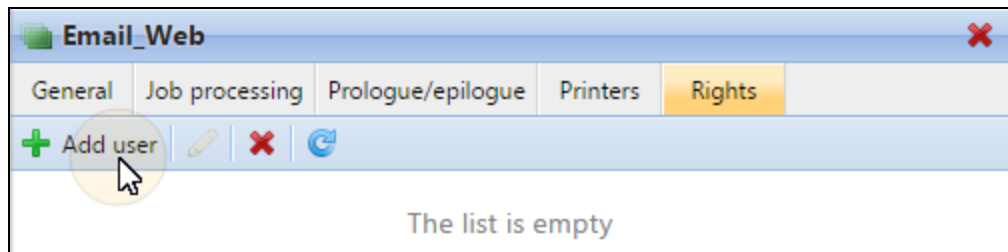


FIGURE 9.8. Providing users or groups of users with rights to the **Email_Web** queue

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**.

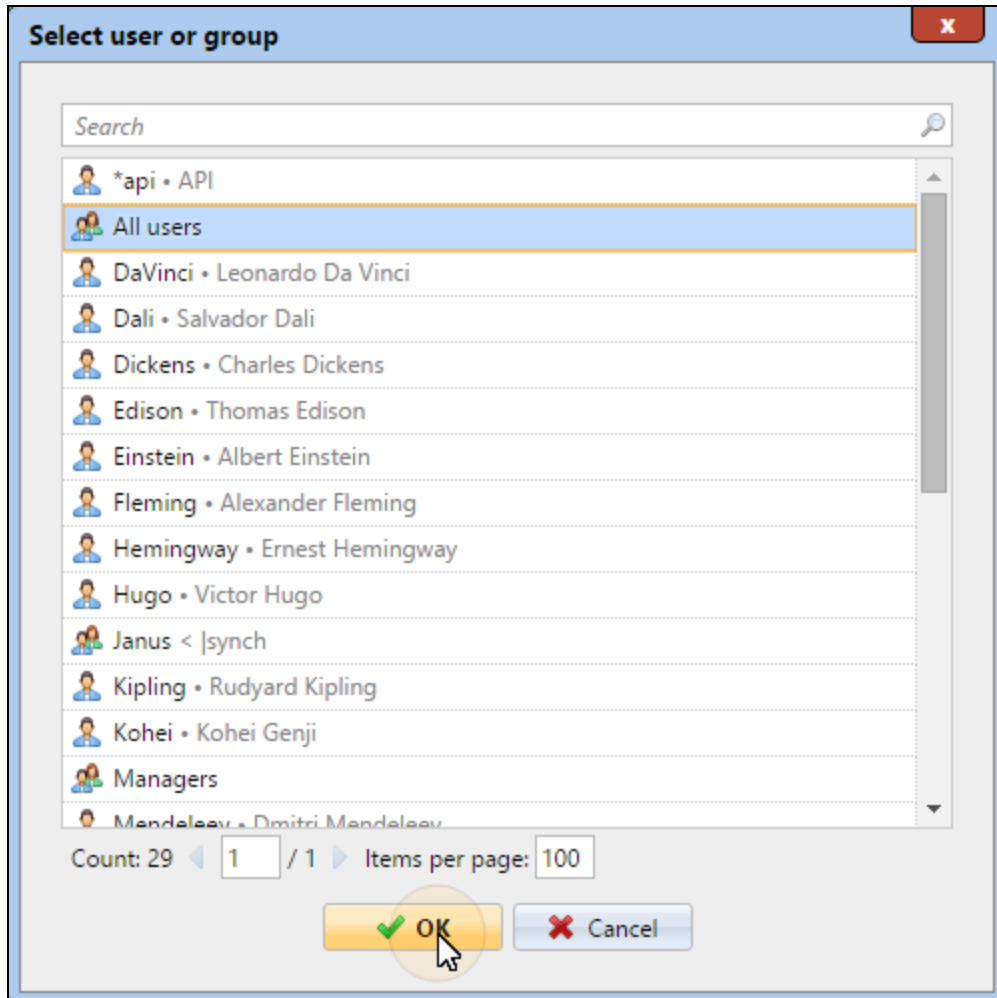


FIGURE 9.9. Selecting the user or the group of users from the list

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 (X). The user (or group of users) disappears from the **Rights** tab.

9.5 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.

- In the **Actions** drop-down box, click **Offline** (or **Online**). The queue switches to the offline or (online mode).

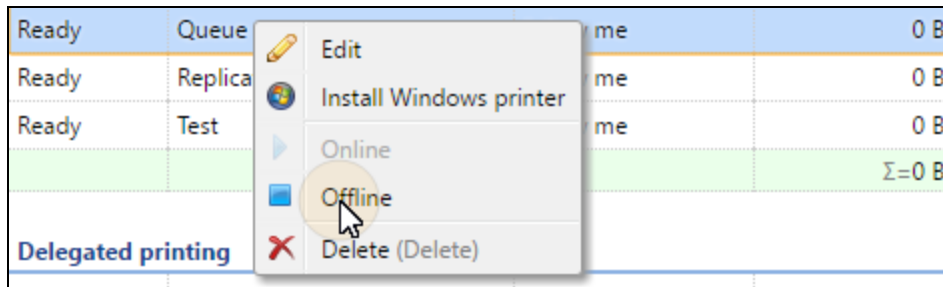


FIGURE 9.10. Switching a queue to the offline mode

9.6 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.

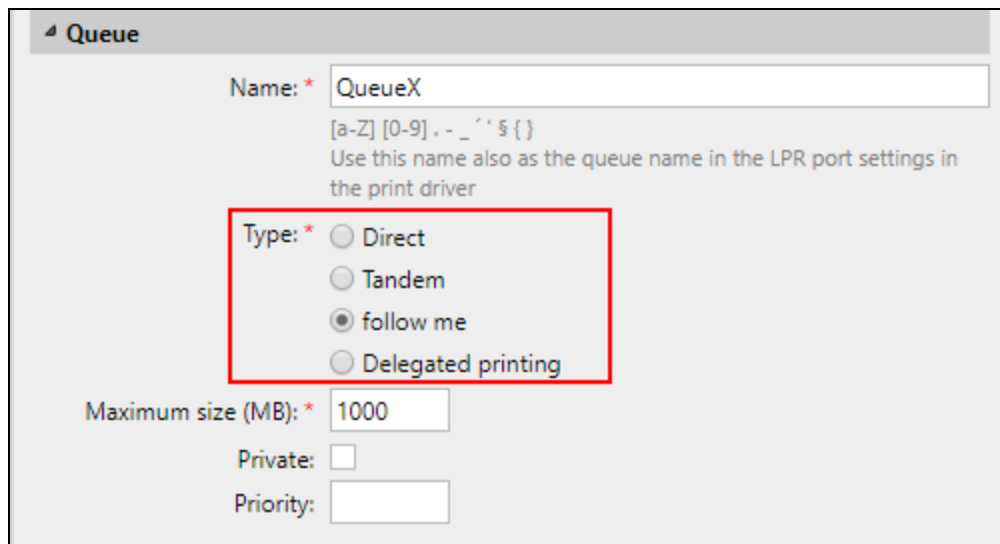


FIGURE 9.11. Selecting the type of queue in its editing options

9.6.1 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 67.

9.6.2 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 73.)

9.6.3 Follow me queue type

With use of 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.

9.6.4 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 145.

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.

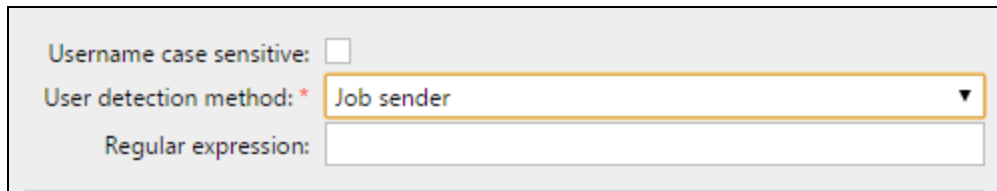


INFO: For information about how to assign delegates, see "Selecting delegates for the user" on page 114 and "To select a delegate for the group, do the following:" on page 118.

9.7 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.



The screenshot shows a configuration panel with three fields: 'Username case sensitive:' with an unchecked checkbox, 'User detection method: *' with a dropdown menu showing 'Job sender', and 'Regular expression:' with an empty text input field.

FIGURE 9.12. The user detection method setting on the queue properties panel

9.7.1 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**.

9.7.2 Prompt for a PIN/ID card

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. The application prompts the user to enter their PIN or swipe their card at a card reader. After the user is authenticated, the job's status on the MyQ server is changed to **Ready** and the job can be printed.

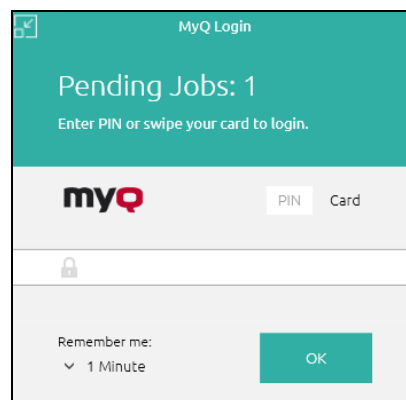


FIGURE 9.13. The SJM's login window

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.

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.

9.7.3 Prompt for a user name and password

This option is available on computers with either Windows or Mac OS operational systems. It requires the MyQ Smart 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 Smart Job Manager application. The application prompts the user to enter their user name and password. After the user is authenticated, the job's status on the MyQ server is changed to **Ready** and the job can be printed.

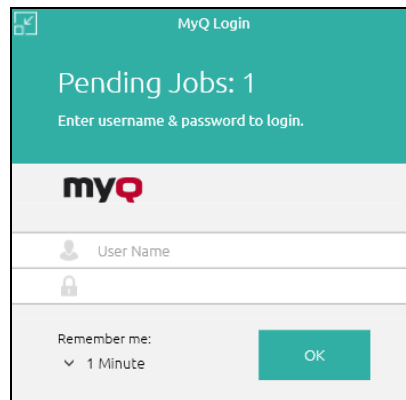


FIGURE 9.14. The SJM's login window

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.

9.7.4 Prompt to select a user from a list

This option requires installation of the MyQ Smart Job Manager application 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 job owner is selected on the list of users in the MyQ Smart Job Manager application's dialog box. After the user is selected, the job's status on the MyQ server is changed to **Ready** and the job can be printed.

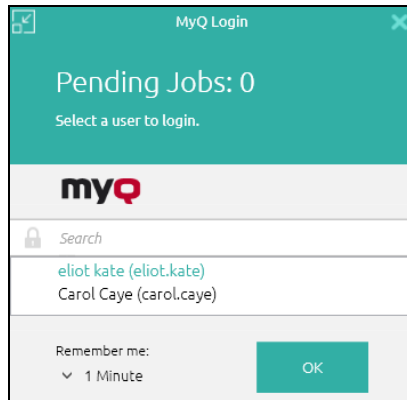


FIGURE 9.15. The list of MyQ user

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.

10. 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 name of the queue where jobs are sent via this port.

10.1 Adding print ports in Microsoft Windows

To add a new port:

1. In **Windows**, under **Devices and Printers**, select any printer, and then click **Print server properties**. The **Print server properties** dialog box appears.

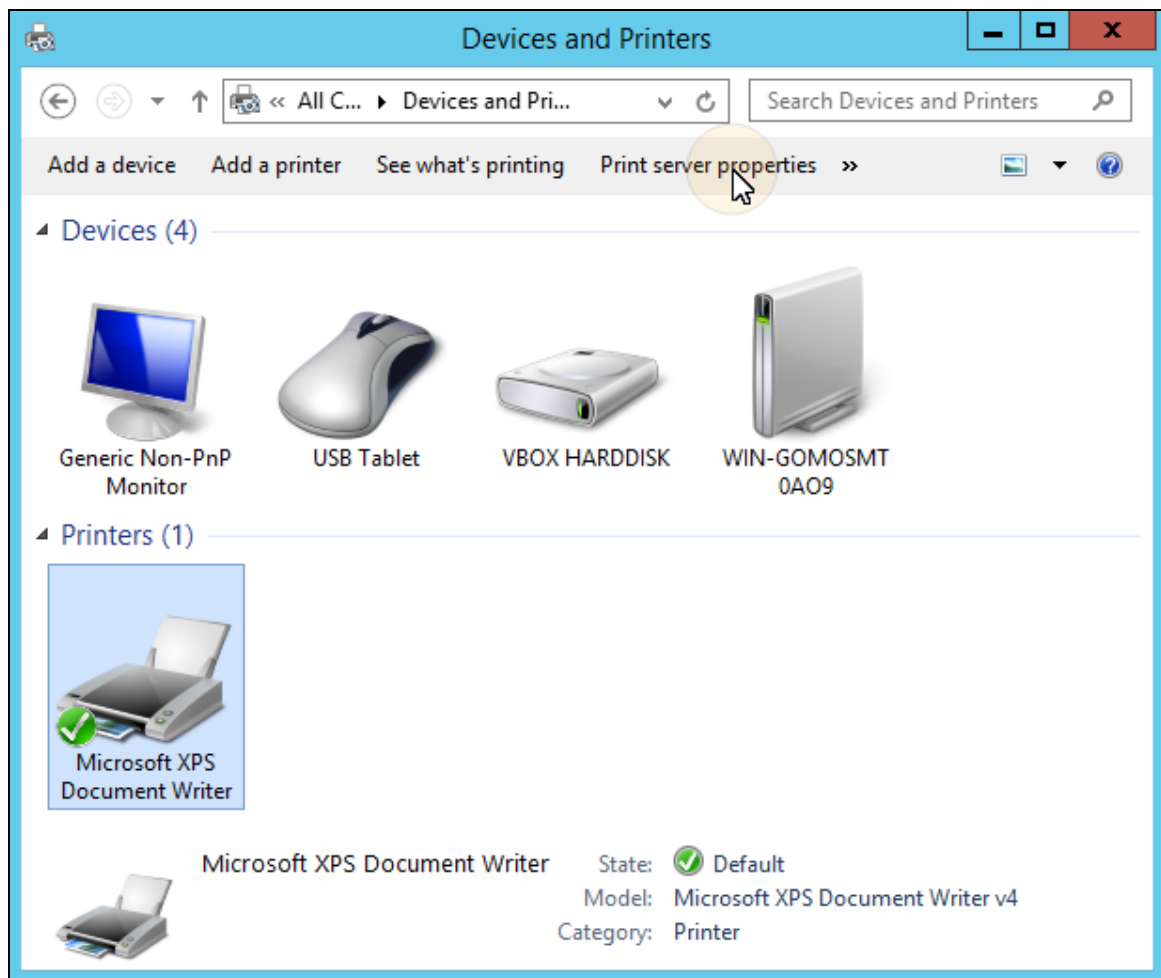


FIGURE 10.1. Opening **Print server properties** in Windows

2. In the dialog box, open the **Ports** tab, and then click **Add Port**. The **Printer Ports** dialog box appears.

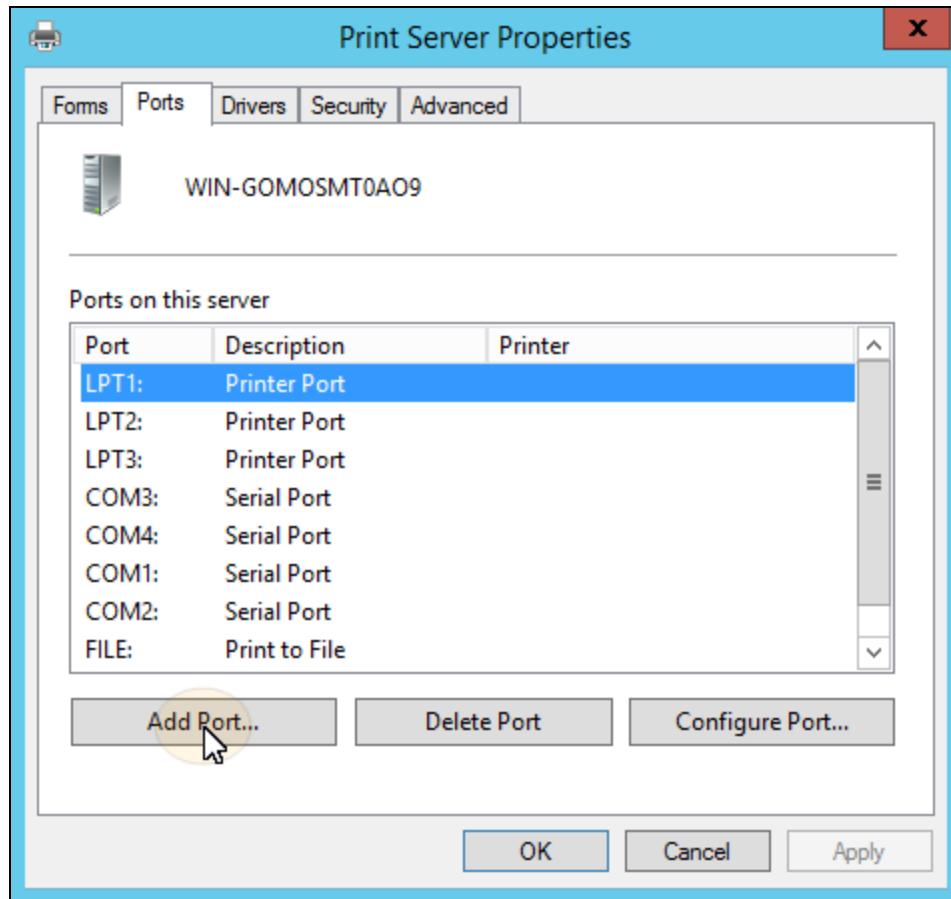


FIGURE 10.2. The **Ports** tab in the **Print Server Properties** dialog box

3. On the **Printer Ports** dialog box, select **Standard TCP/IP Port**, and then click **New Port**. The **Add Standard TCP/IP Printer Port Wizard** dialog box appears.

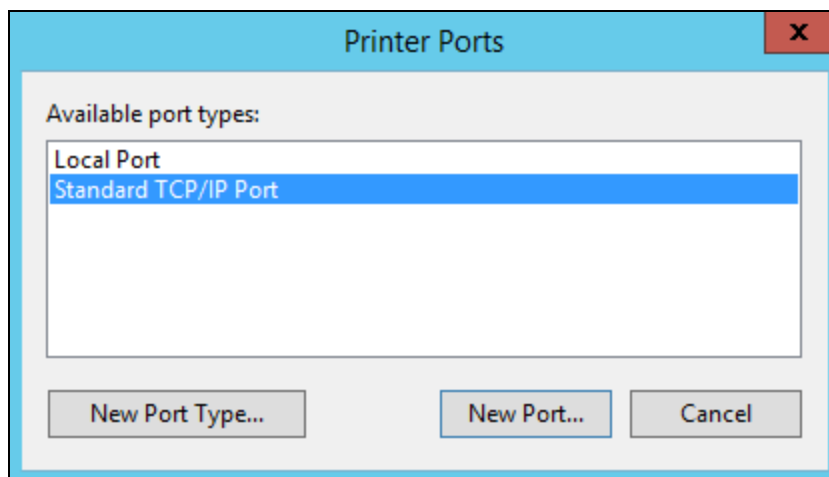


FIGURE 10.3. The **Printer Ports** dialog box

4. On the dialog box, click **Next**.

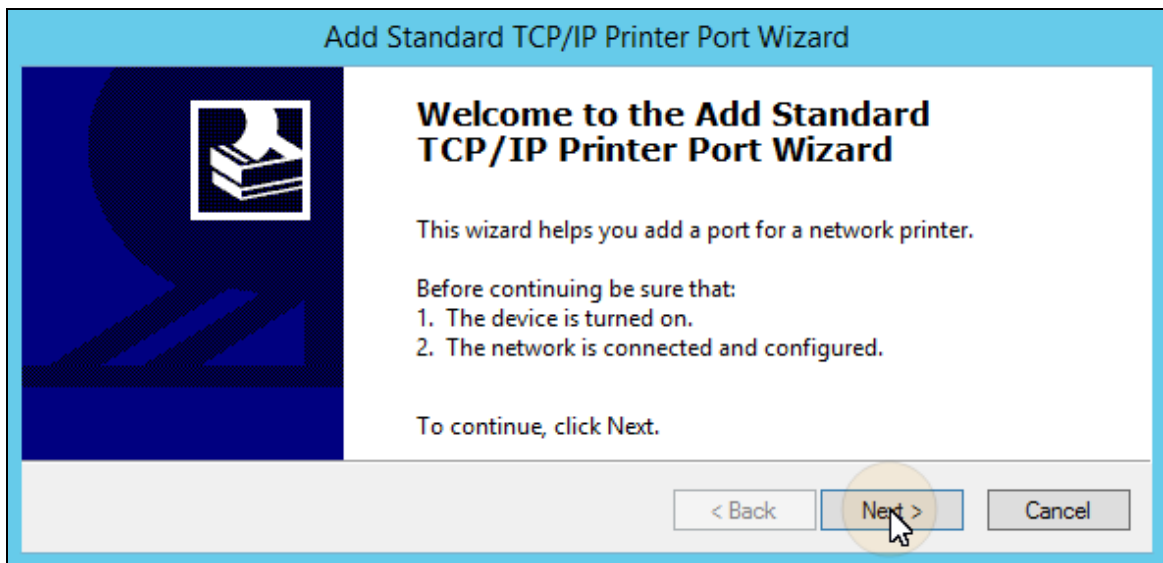


FIGURE 10.4. The **Add Standard TCP/IP Printer Port Wizard** dialog box

5. 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.

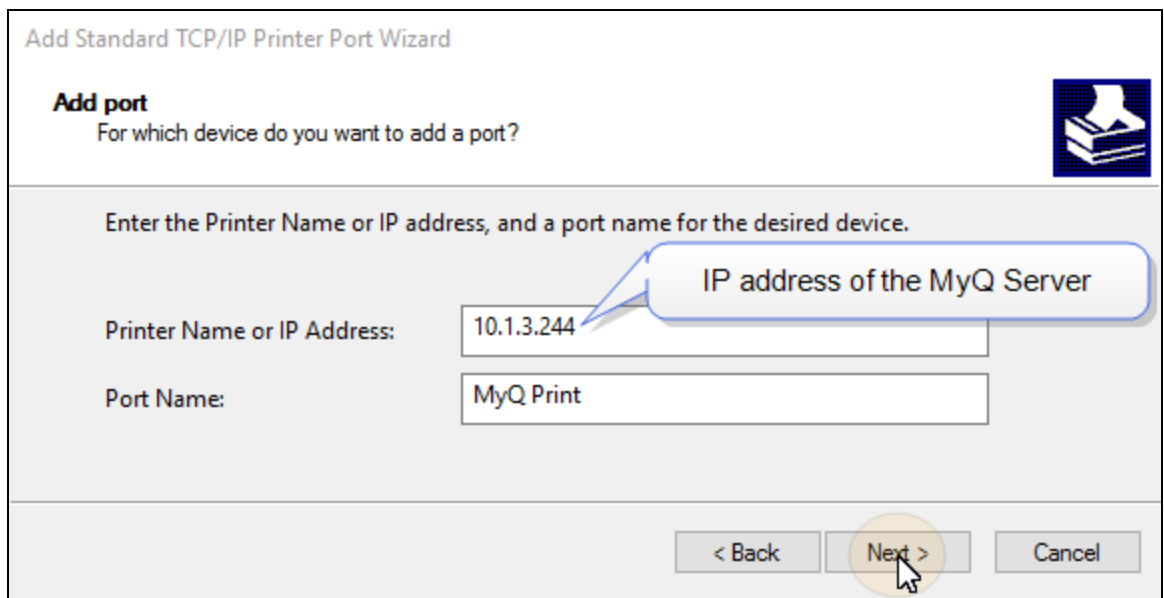


FIGURE 10.5. Entering the IP address or hostname of the MyQ server

6. Under **Device Type**, select **Custom**, and then click **Settings**. The **Configure Standard TCP/IP Port Monitor** dialog box appears.

- 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**.

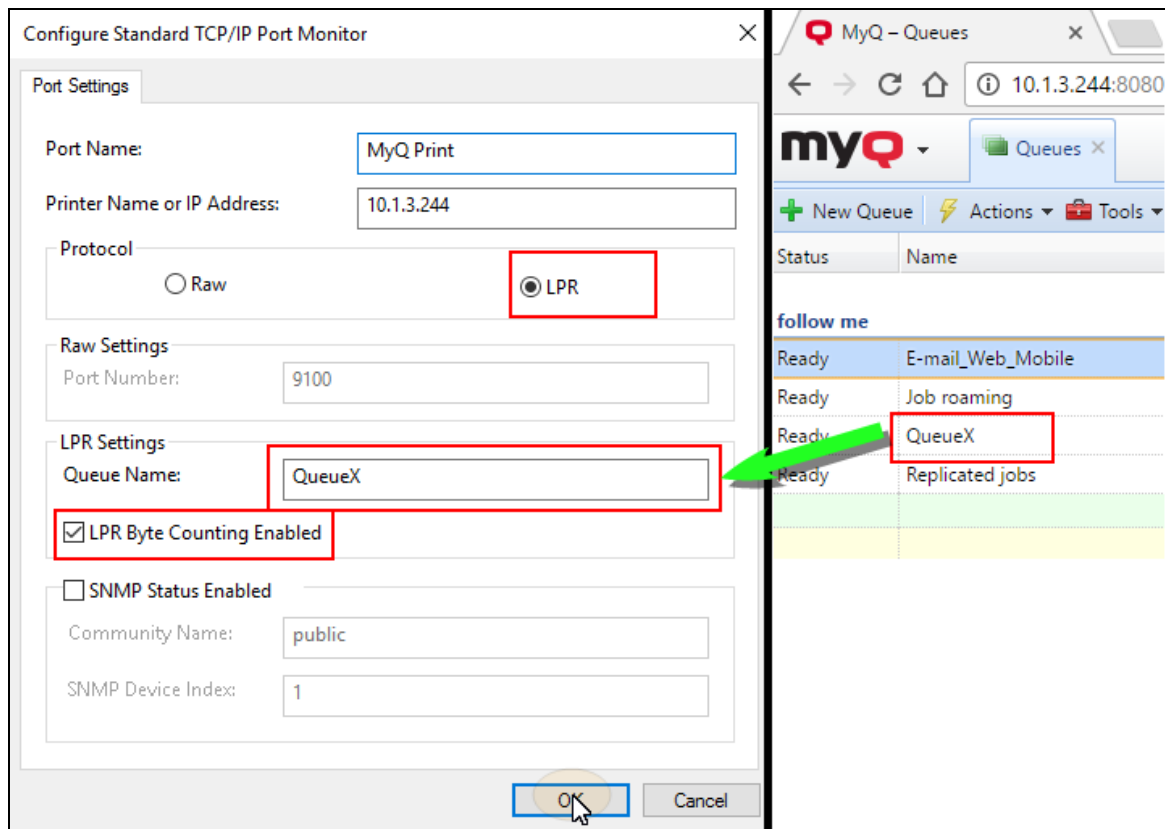


FIGURE 10.6. The **LPR** option is selected, the name of the **MyQ queue** is entered and the **LPR Byte Counting** is Enabled.

- Back on the **Add Standard TCP/IP Printer Port Wizard** dialog box, click **Next**. You are informed about the characteristics of the new port.
- Click **Finish**. The new port is added to the list of ports in the **Ports** section of the **Print server properties** dialog box.

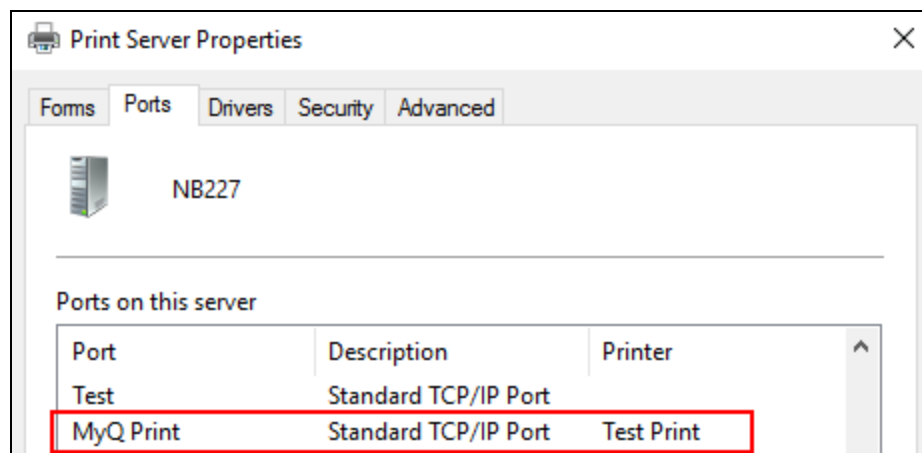


FIGURE 10.7. You can see the new port on the list of ports in the **Print server properties** dialog box.

11. 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](#)

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.

11.1 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 128.



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.

11.2 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, the user can send the print job to be held on the MyQ server for as long as he or she needs 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 128.

11.3 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 his or her (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, he or she 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 114 or "To select a delegate for the group, do the following:" on page 118. For information on how to create and set the Delegated printing queue, see "Queues " on page 128.

11.4 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 formats:

- PDF/a
- JPEG, BMP, TIF, PNG
- TXT (UTF8)
- MS OFFICE, OpenOffice and LibreOffice documents. (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 2007 with the latest service pack.

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.

11.4.1 Setting up the print from email and from the MyQ Web Interface

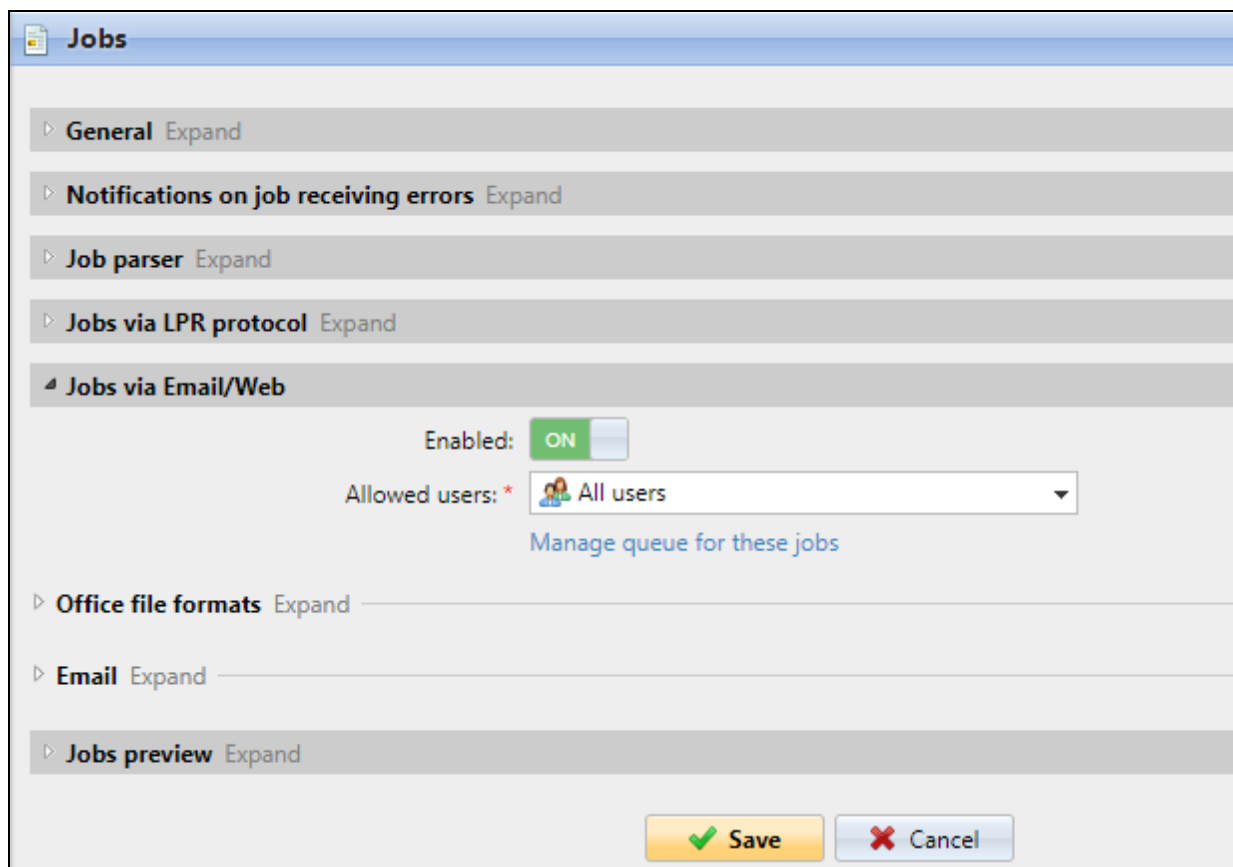


FIGURE 11.1. The **Jobs via Email/Web** section of the **Jobs** settings tab

To enable and setup the print:

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.

11.4.2 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.

11.4.3 Printing documents from email

Email

Always generate a new PIN after a job is received:

Print email body:

Default print options: B&W Economic mode Duplex

You can override the defaults by using keywords in the email

Method: MyQ SMTP server POP3 IMAP

FIGURE 11.2. Settings of the email printing feature

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.

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

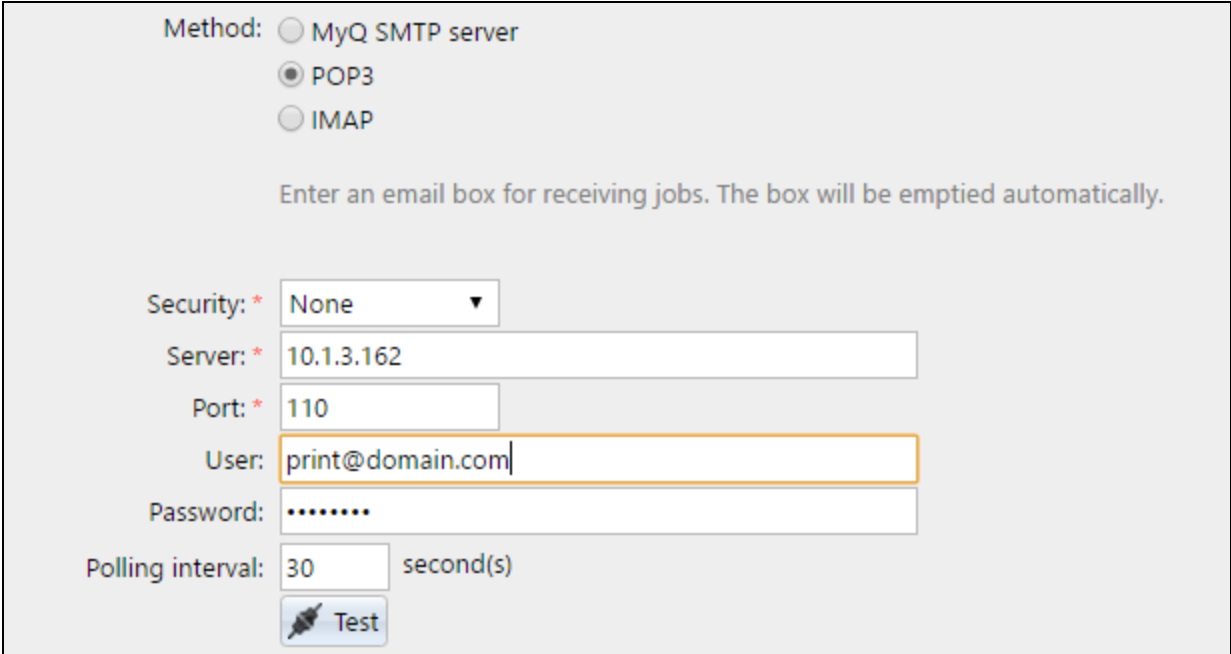
There are two ways of receiving the print jobs sent via emails: you can either use MyQ as a SMTP server and forward all emails with the print jobs there, or you can use MyQ as an email client that fetches all emails from a specific email account on your server via POP3 or IMAP protocol. These two methods 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 his or her email address.

Receiving print jobs via POP3 or IMAP



The screenshot shows a configuration window with the following elements:

- Method:** Three radio buttons are present: "MyQ SMTP server" (unselected), "POP3" (selected), and "IMAP" (unselected).
- Instruction:** "Enter an email box for receiving jobs. The box will be emptied automatically."
- Security:** A dropdown menu set to "None".
- Server:** A text box containing "10.1.3.162".
- Port:** A text box containing "110".
- User:** A text box containing "print@domain.com", which is highlighted with an orange border.
- Password:** A text box filled with seven dots.
- Polling interval:** A text box containing "30" followed by "second(s)".
- Test:** A button with a mouse cursor icon and the text "Test".

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.
2. In **MyQ**, on the **Jobs** setting tab, under **Jobs via Email/Web**:
 - 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.
 - 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.

11.4.4 Processing documents in Office formats

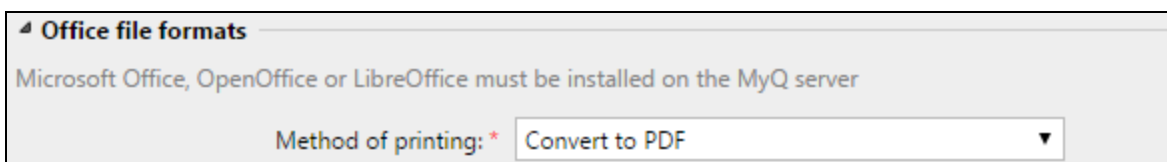


FIGURE 11.4. Office file formats section

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 152.



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.

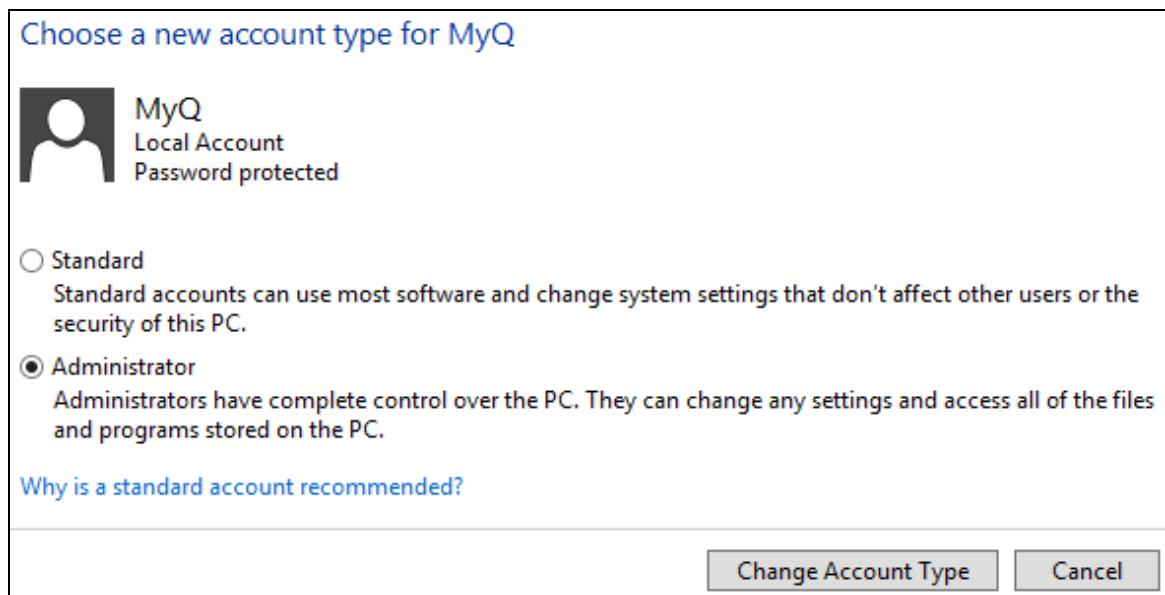


FIGURE 11.5. Changing the new account type to Administrator

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 service and in the **Log On** section, change the **Log on as** option from the **Local System account** to the newly created account.

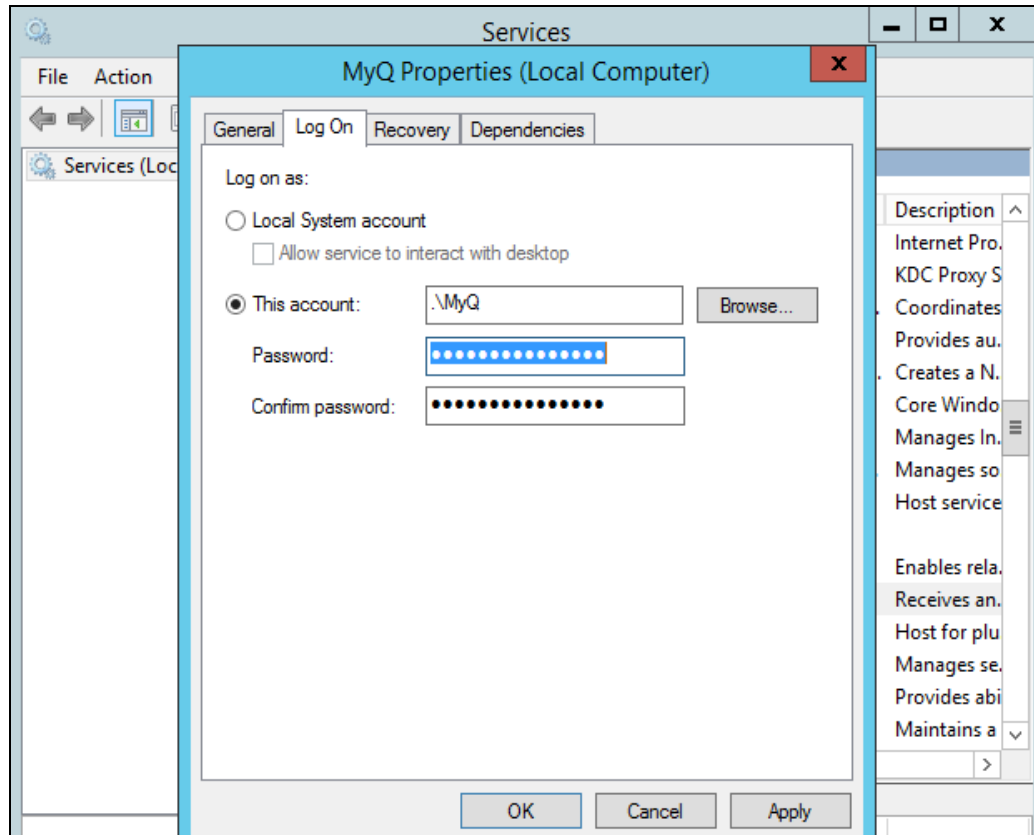


FIGURE 11.6. Changing the **Log on as** option from Local system account to the newly created account

6. In the **MyQ Easy Config** application, restart all MyQ services.

Printing via Windows printer

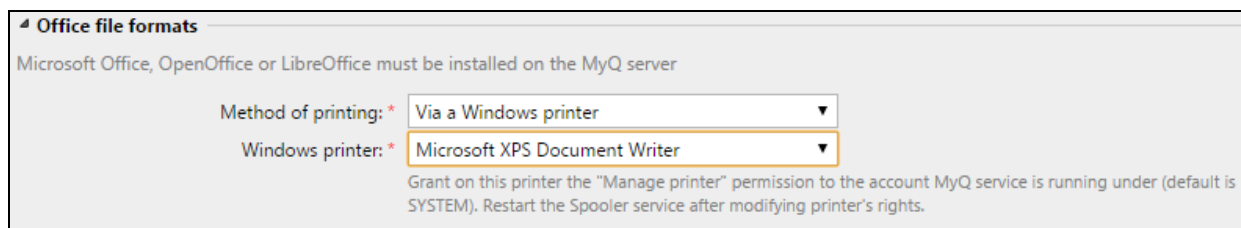


FIGURE 11.7. Printing via a Windows printer option on the **Office file formats** section on the **Jobs** settings tab

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

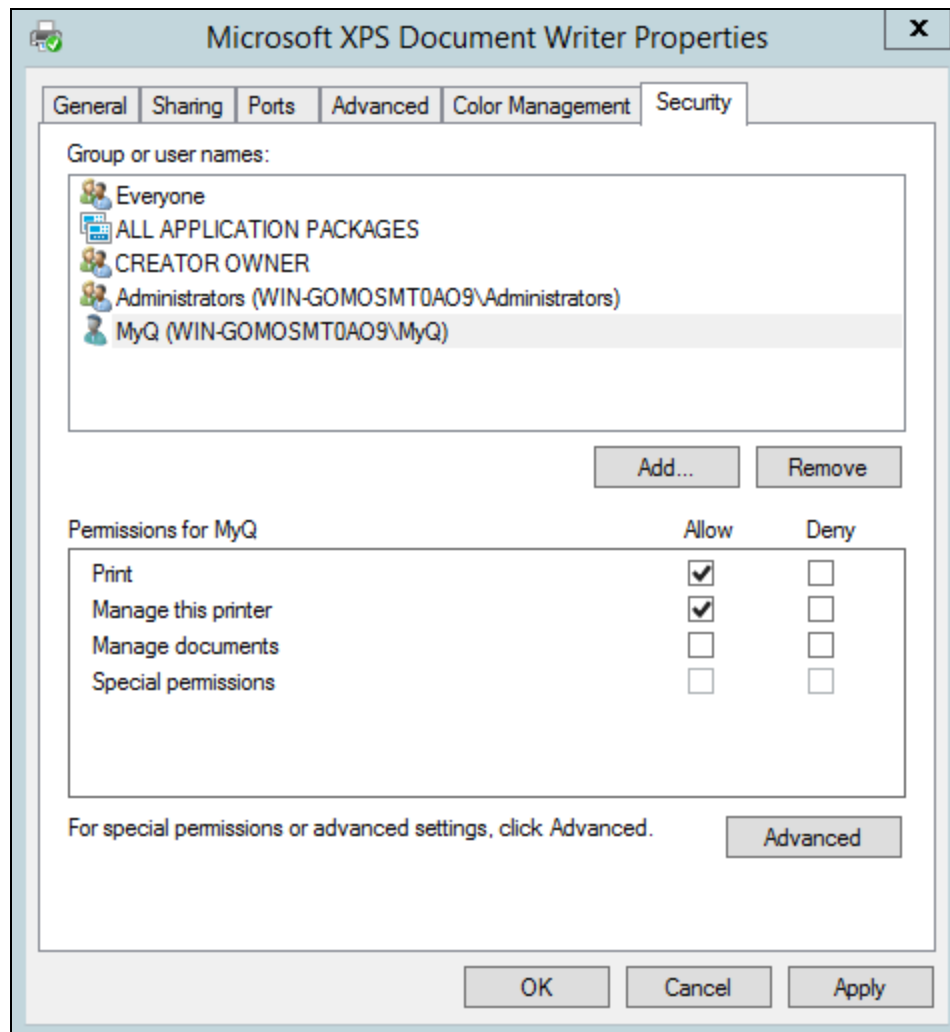


FIGURE 11.8. Allowing printing and print management on the printer Properties dialog box

1. In Windows, 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. Close the dialog box.

11.5 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 his or her 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 themselves 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.

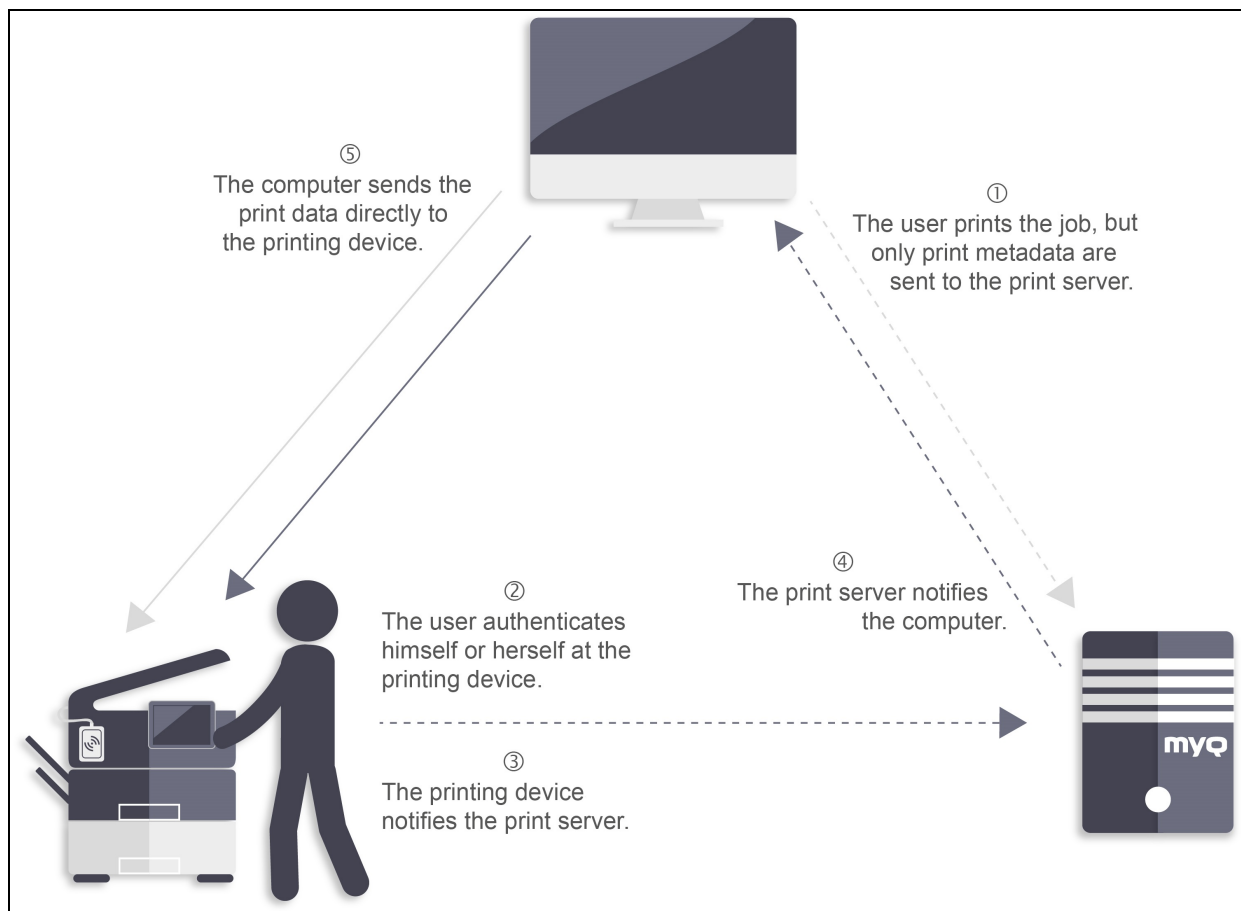


FIGURE 11.9. Scheme of the Client Spooling feature

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.

⚠ NOTICE: The Client spooling feature cannot be activated if the Failover Printing feature is enabled.

11.5.1 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)
- 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**

Configure Standard TCP/IP Port Monitor

Port Settings

Port Name: Client_Spooling

Printer Name or IP Address: 127.0.0.1

Protocol

Raw LPR

Raw Settings

Port Number: 9100

LPR Settings

Queue Name: MyQ

LPR Byte Counting Enabled

SNMP Status Enabled

Community Name: public

SNMP Device Index: 1

FIGURE 11.10. Settings of the TCP/IP port for the Local Spooling service



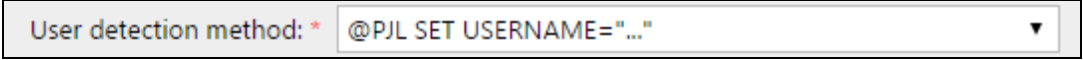
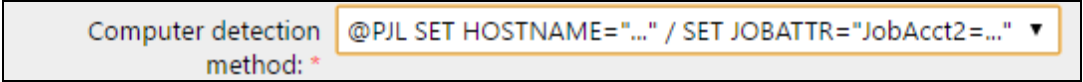

INFO: For information on how to create and edit print ports, see "Adding print ports in Microsoft Windows" on page 140.

11.5.2 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.

11.5.3 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 PJP header is not supported.

 - Computer detection from PJP header is not supported.

 - Job name cannot be read from PJP 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.

11.6 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 11.11. 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.



NOTICE: The Client printing cannot be activated if the Failover Printing is enabled.

11.6.1 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.

11.6.2 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.

The screenshot shows the 'Configure Standard TCP/IP Port Monitor' dialog box with the following settings:

- Port Name: Failover Printing
- Printer Name or IP Address: 127.0.0.1
- Protocol: Raw, LPR
- Raw Settings: Port Number: 9100
- LPR Settings: Queue Name: QueueX, LPR Byte Counting Enabled
- SNMP Status Enabled: SNMP Status Enabled, Community Name: public, SNMP Device Index: 1

FIGURE 11.12. 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)
- 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 140.

12. Jobs

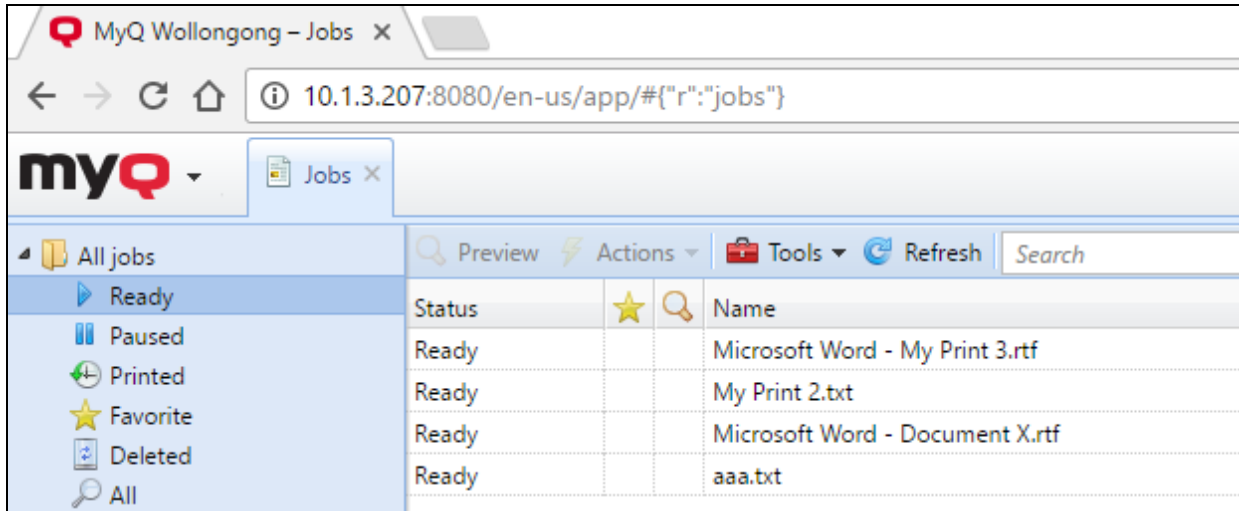


FIGURE 12.1. Jobs main tab

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](#)

12.1 Jobs Settings tab

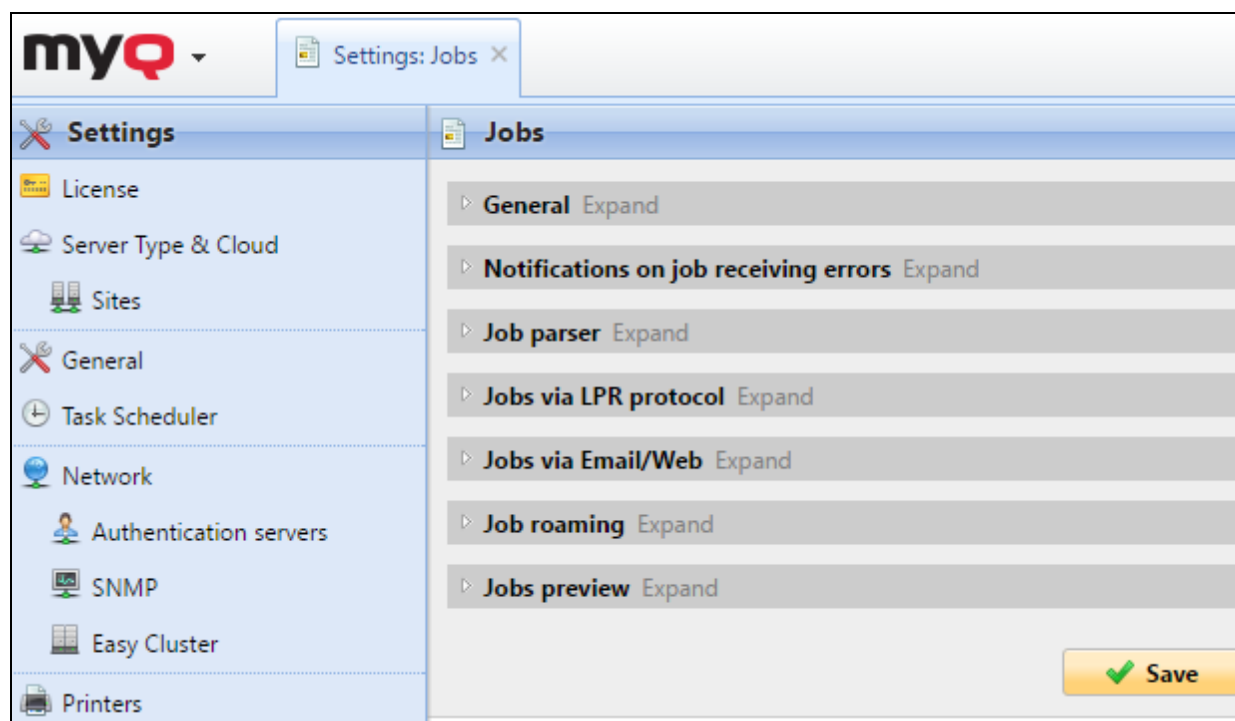


FIGURE 12.2. Jobs settings tab

12.1.1 General

In this section, you can set 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.

12.1.2 Job parser

In this section, 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 "Jobs Parser" on page 165.

WARNING: The jobs parser significantly affects system requirements. For more information, see "Installation" on page 6.

12.1.3 Jobs via LPR protocol

In this section, you can deactivate, or activate the **Jobs via LPR protocol** feature. If it is deactivated, MyQ cannot receive print jobs via LPR.



WARNING: 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.

12.1.4 Jobs via Email/Web

In this section, 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 146.

12.2 List of jobs

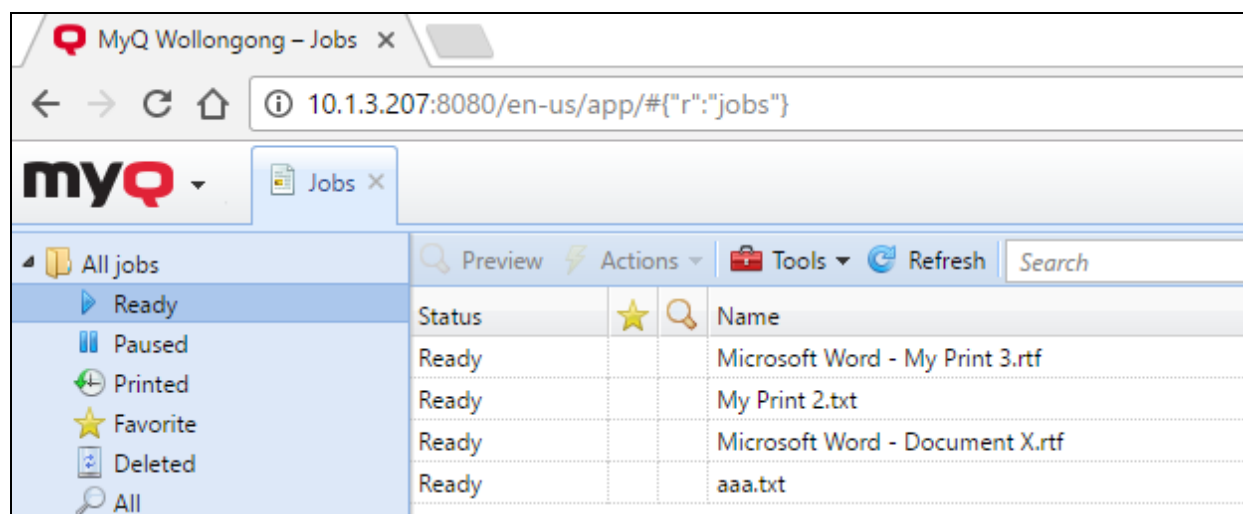


FIGURE 12.3. List of jobs on the **Jobs** main tab

On the list of jobs on the **Jobs** main tab, you can see all print jobs and information about them.

12.2.1 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.

12.2.2 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.

12.2.3 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.

12.3 Editing jobs

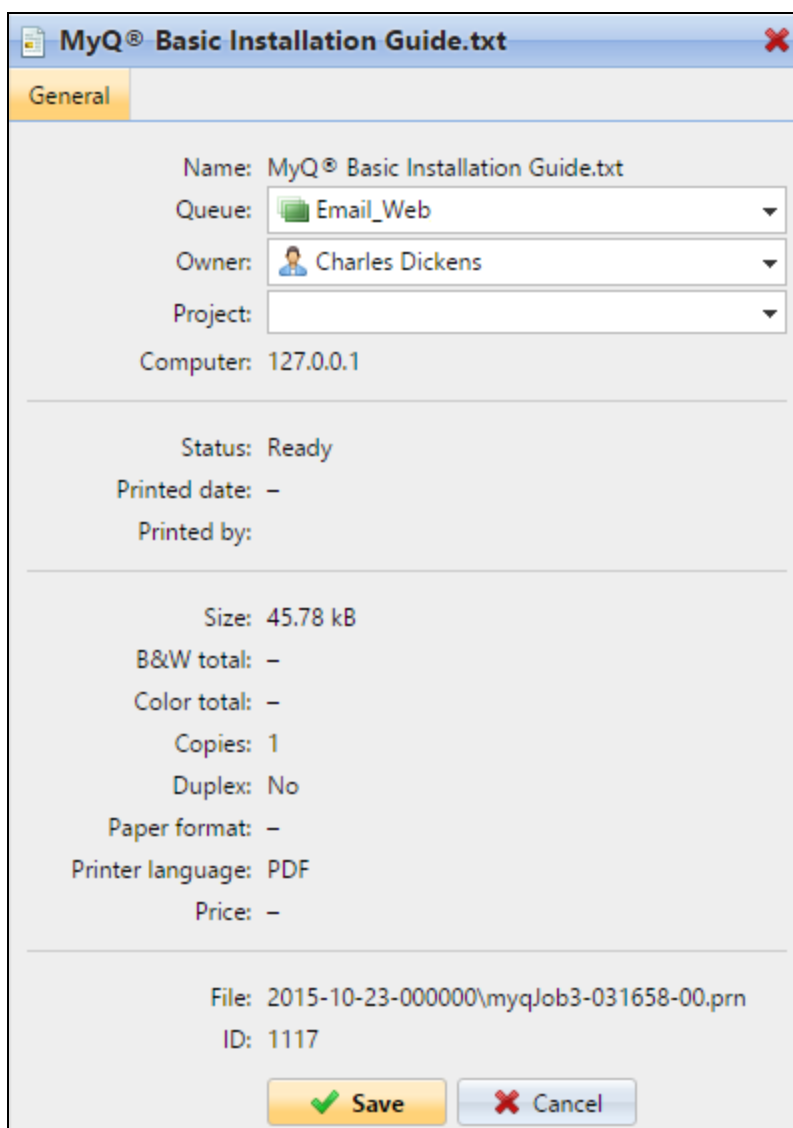


FIGURE 12.4. Individual job properties panel

- 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.

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 "Jobs Parser" on page 165.

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).

12.4 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.

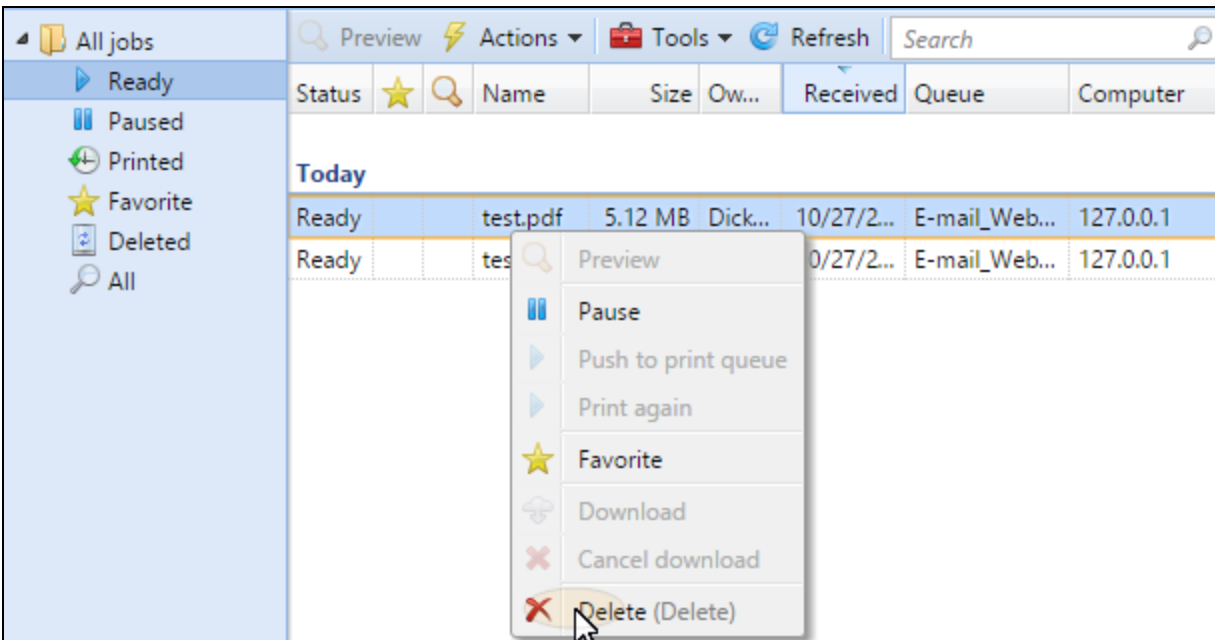


FIGURE 12.5. Deleting the selected user from the **Ready** jobs list on the **Jobs** main tab

12.5 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 PCL5, PCL 6 (XL) and PostScript.

12.6 Jobs 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 12.6. 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 160).

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

12.7 Notifying administrator and users about refused jobs

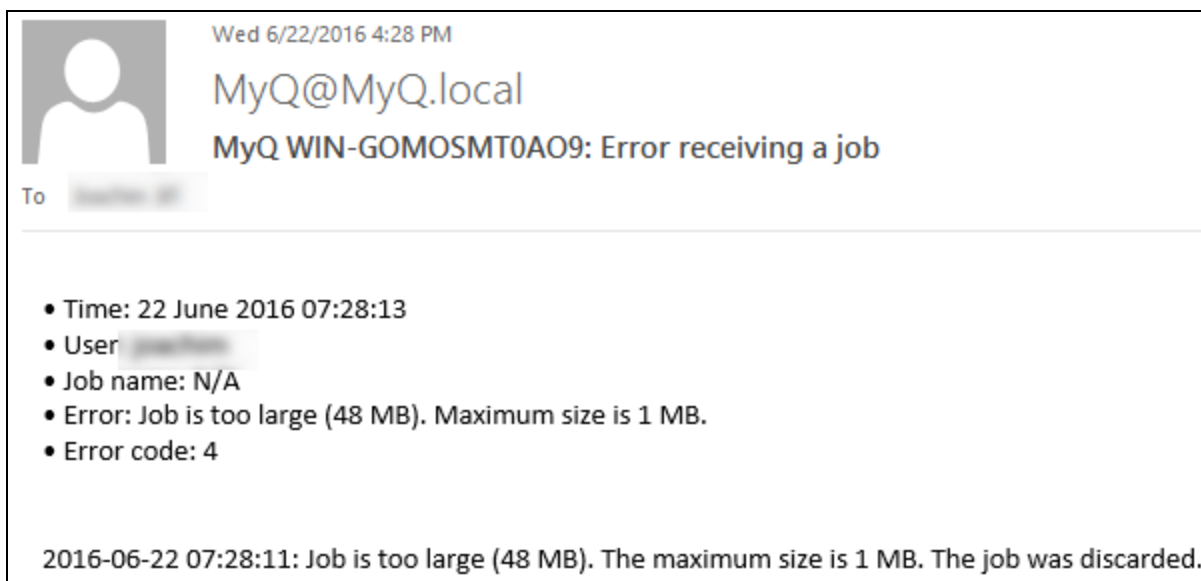


FIGURE 12.7. The email notification sent to the administrator

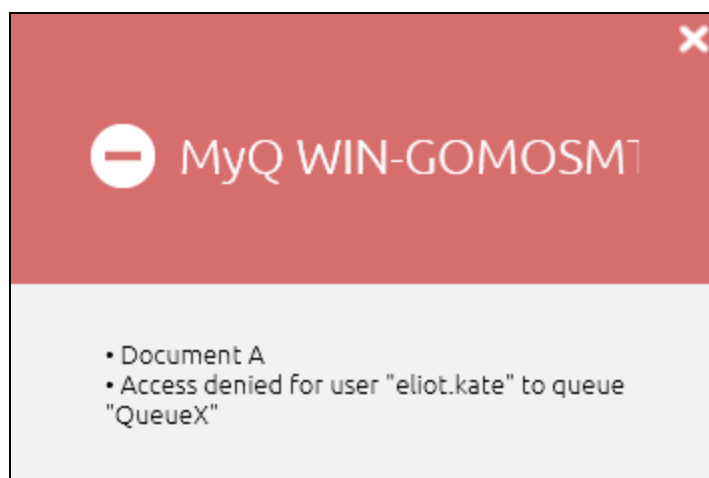


FIGURE 12.8. The pop-up notification shown on the sender's screen

In case a print job is refused for some reason, for example if the job was sent to a wrong queue or if the user is 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.

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.

12.7.1 To activate the notifications via email

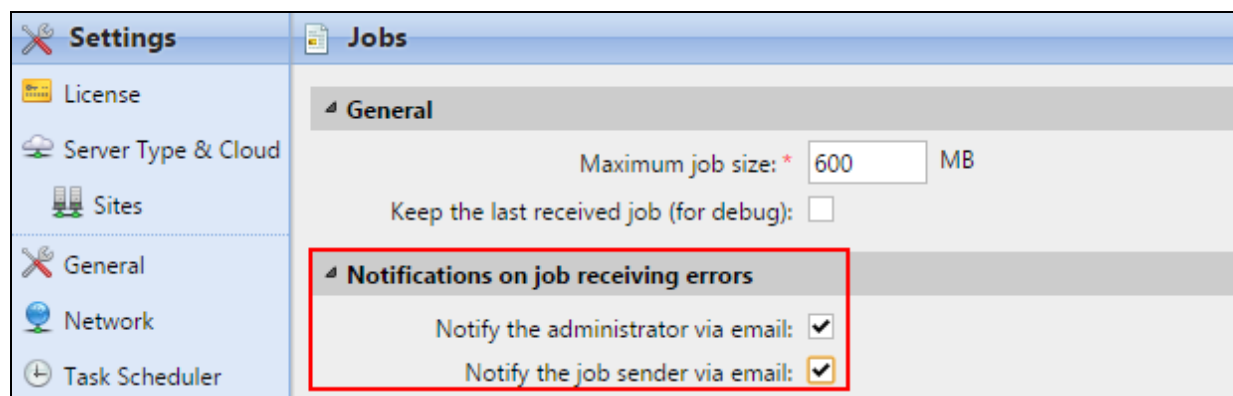


FIGURE 12.9. The **Notifications on jobs receiving errors**

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 1.

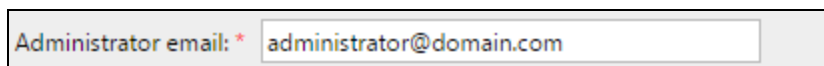


FIGURE 12.10. The **Administrator email** setting on the **General** settings tab

- **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 111.



FIGURE 12.11. The **Email** setting on the user properties panel

12.7.2 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 his or her 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.

13. 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 price of each printing device operation. That is necessary for monetary accounting and MyQ advanced features such as credit accounting and monetary quotas.

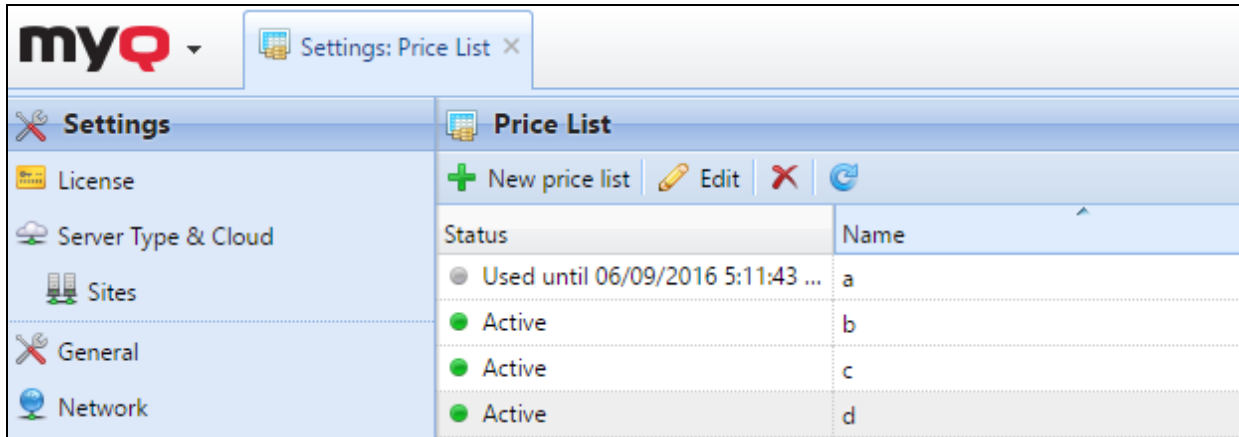


FIGURE 13.1. The Price List settings tab

You can also set [discounts on 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**.

13.1 Adding price lists

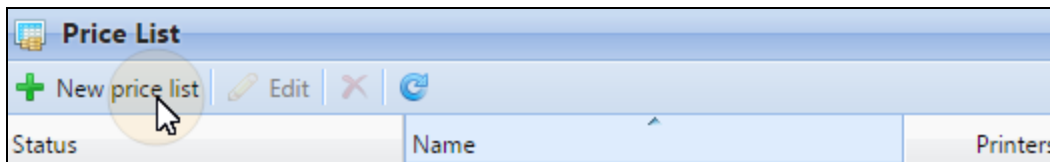


FIGURE 13.2. Adding new price list on the **Price List** settings tab

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" on the next page), and then click **Save**.

13.2 Editing price lists

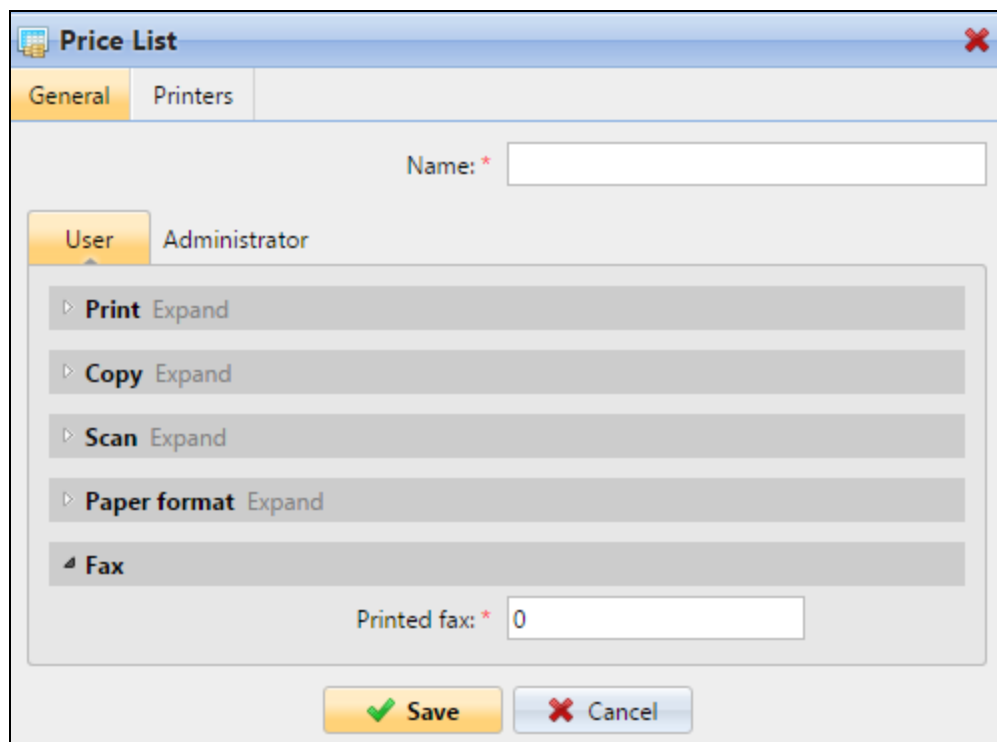


FIGURE 13.3. Price list properties panel

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.

13.2.1 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 by 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 copy- |

ing.

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.

13.2.2 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 screen.
2. On the bar at the top of the panel, click **Printers**. The **Printers** tab opens.

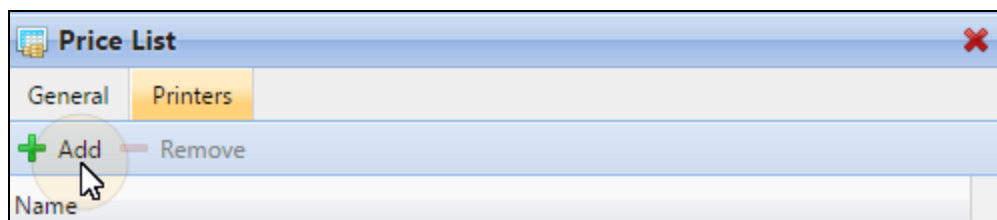


FIGURE 13.4. Adding printing devices to the price list on the **Printers** section of the price list properties panel

3. On the tab bar, click **+Add**. The **Select printer** dialog box appears.

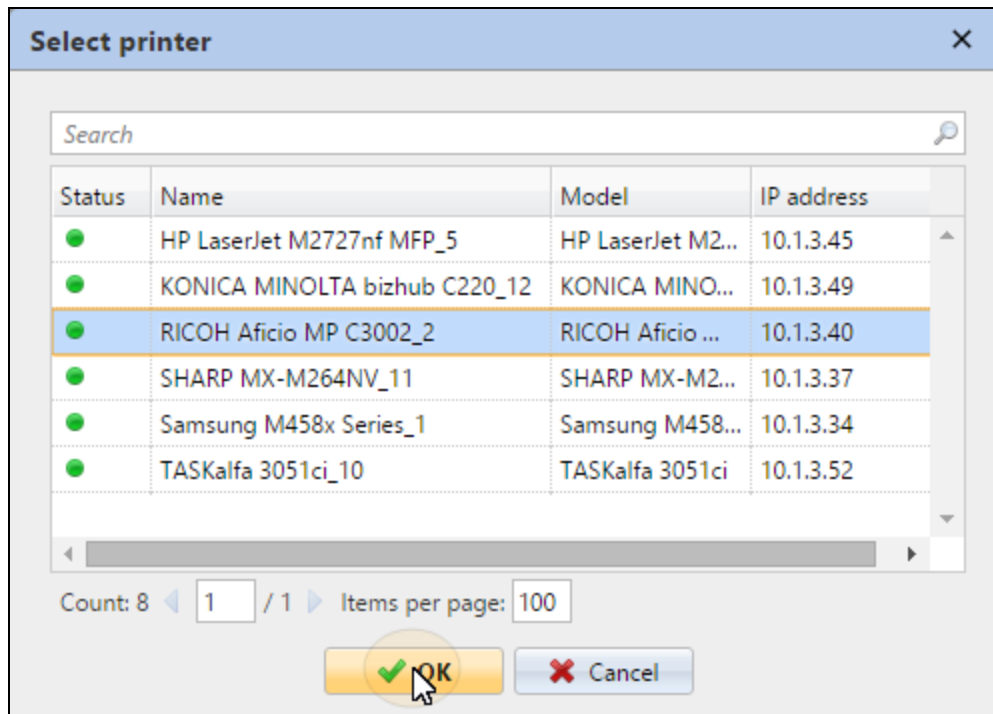


FIGURE 13.5. Selecting the printing device on the Select printer dialog box

4. In the dialog box, select the printer to which you want to attach the price list, and then click **OK**. The printer appears on the printing devices list on the **Printers** tab.

NOTICE: You cannot attach more than one price list to a single printing device. If you add a price list to a printing device that already has a different price list attached to it, the old price list is replaced by the new one.

13.3 Attaching price lists to printing devices on the Printers main tab

Another way of attaching price list to printing devices is to select one or more printing devices on the list of printing devices on the **Printers** main tab and attach the price list to the selection.

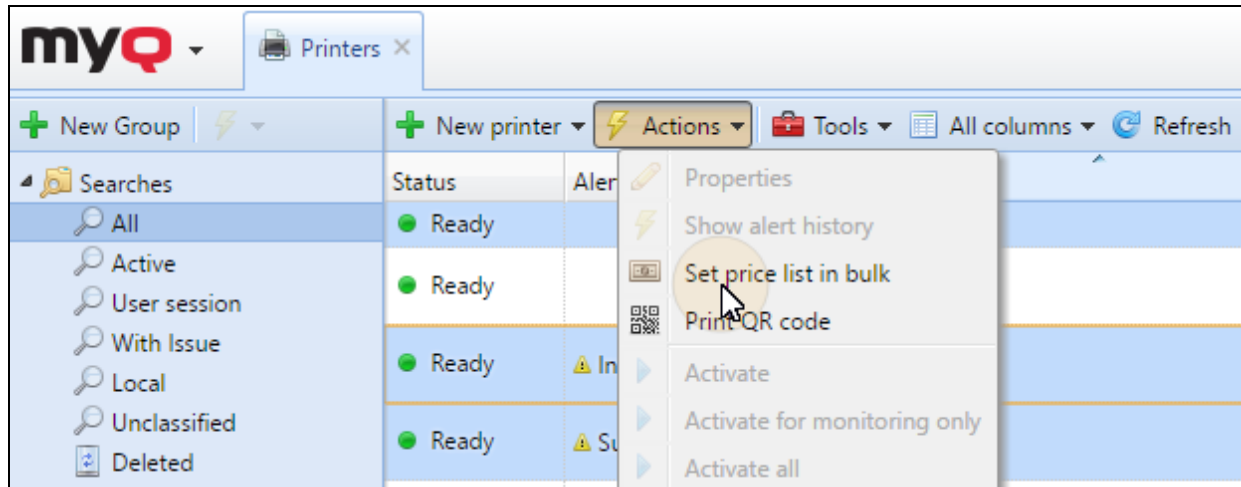


FIGURE 13.6. Attaching price list to selected printers on the **Printers** main tab

To attach a price list to selected devices on the Printers main tab

1. On the list of printing devices on the **Printers** main tab, select the printing devices to which you want to attach the price list, and then click **Actions** (or right-click any of the printing devices). A drop-down box appears.
2. In the drop down box, click **Set price list in bulk**. The **Set price list in bulk** dialog box appears.
3. In the dialog box, select the price list that you want to attach to the printing devices, and then click **OK**. You can see the price list under **General - Price List** on the printing device properties panel of any of the selected printers.

13.4 Discounts on print, copy, scan and fax services

| 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 13.7. The **Discounts** section of the **Price list** settings tab

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. 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 **Discounts** section, where the discounts are set, is also part 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

To create a discount, click **New discount** at the upper-left corner of the **Discounts** widget. The new discount properties panel appears on the right side of screen. Set the discount, and then click **OK** to save it.

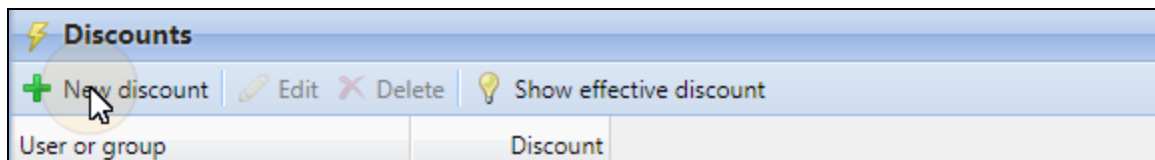


FIGURE 13.8. Creating a discount

Editing a discount

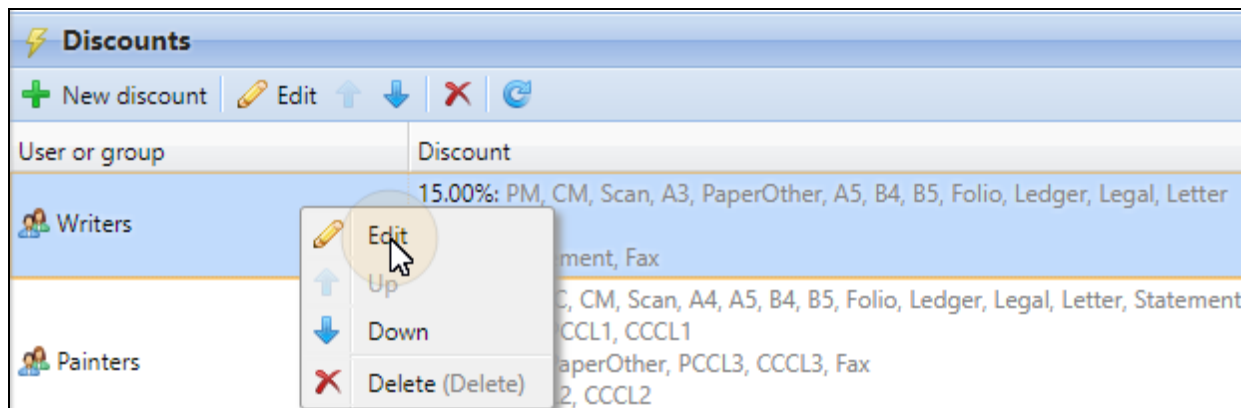


FIGURE 13.9. Opening a discount

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.

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. After you set the discount, click **OK** to save it.

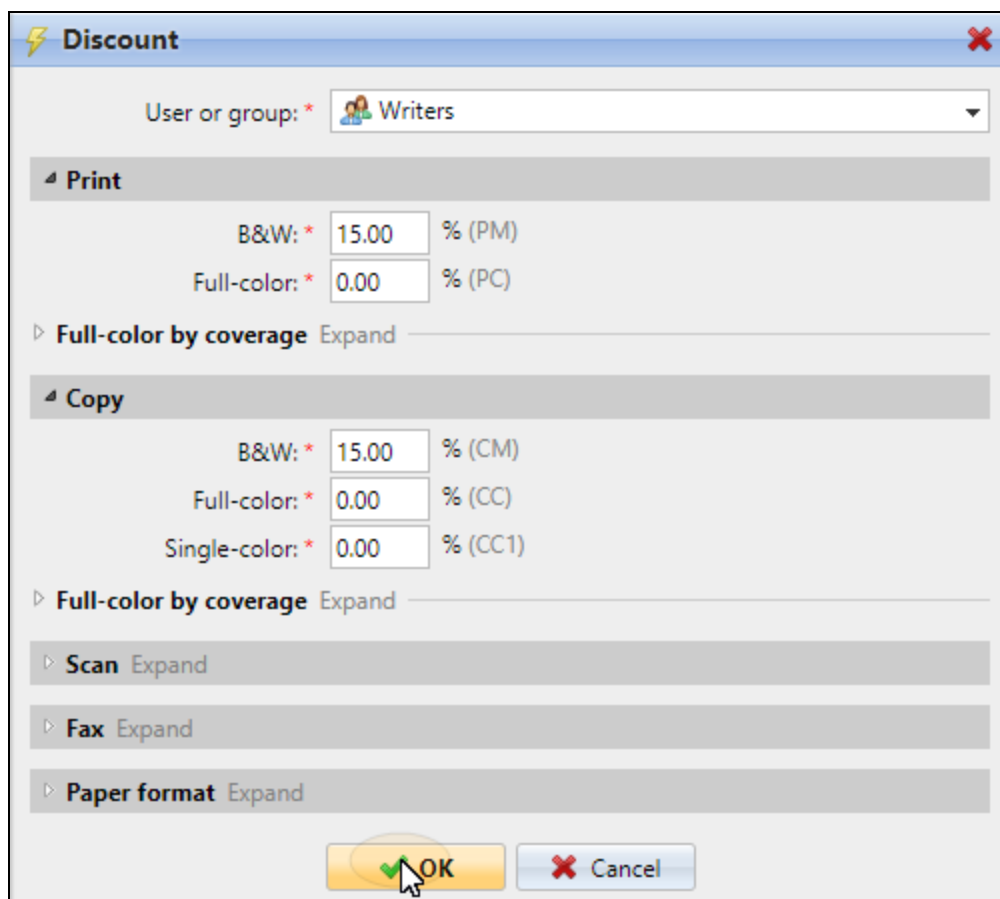


FIGURE 13.10. Editing a discount

Deleting a discount

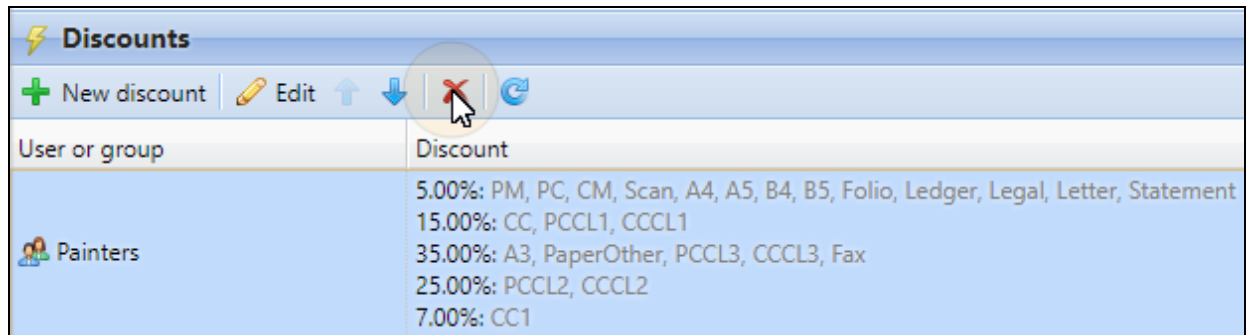



FIGURE 13.11. Deleting a discount

To delete a discount, select it, and then click  (or right-click it and click **Delete** on the shortcut menu).

14. Reports

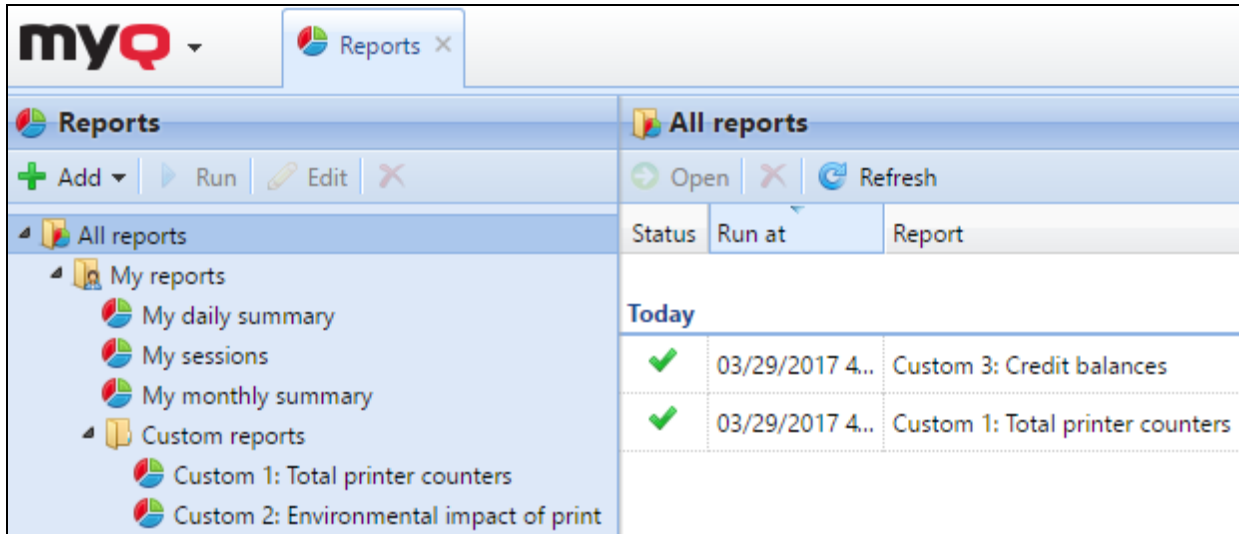


FIGURE 14.1. Reports main tab

On the **Reports** main tab, you can create and generate reports with a variety of data concerning your printing environment. They can be related to users, printing devices, print jobs etc. Reports in MyQ are divided in 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 3 default reports in MyQ — **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 subfolders 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 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 14.2. Generated PDF report of total counters of selected printing devices

14.1 Types of reports

| Type | Name | Run |
|---------------------------------|-----------------------|-----|
| Alerts & maintenance | | |
| Built-in | Counter analysis | |
| Built-in | Device alerts | |
| Built-in | Device events summary | |
| Built-in | Top N alerts summary | |

FIGURE 14.3. All predefined reports are displayed on the Reports settings tab

When you are creating reports on the Reports main menu, you can choose from a large number of built-in report types that are sorted into multiple categories. Some of the types are 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**.

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.

| Users | | |
|--------------|---------------|-----------|
| Type | Name | Run |
| Built-in | Daily Summary | All users |

FIGURE 14.4. By default, all users can create the Daily summary, Monthly summary and Session details reports.

Report type [X]

Name:

Permission for running the report:

FIGURE 14.5. 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.

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 much energy was needed and how much carbon dioxide was emitted during production of the paper used for printing and copying.

The calculation is based on the following data:

- **Carbon dioxide for paper production:** 4.5 gram per paper sheet
- **Energy used for production:** 17 Wh per paper sheet or 12 Wh for recycled paper sheet
- **Trees:** 80,500 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.

14.2 Creating and editing reports

You can create the new report in a few steps: just click **+ Add** on the **Reports** main tab, and then set the report's type, name and filters (See the section below for detailed information.). 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.

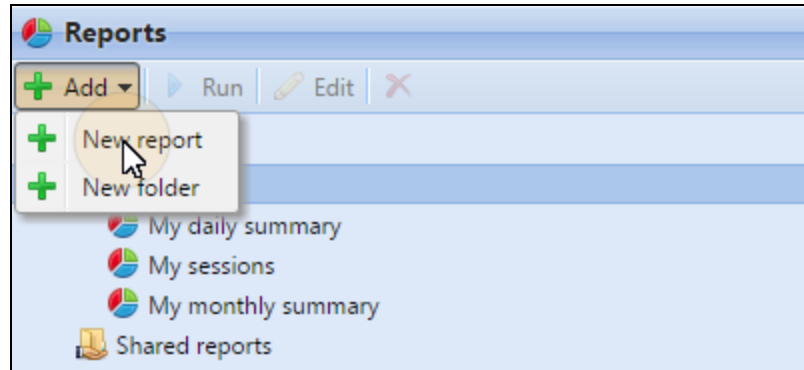


FIGURE 14.6. Adding the new report

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" on the facing page.

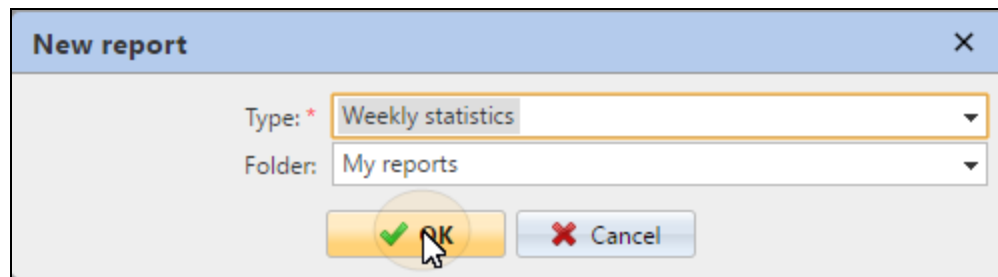
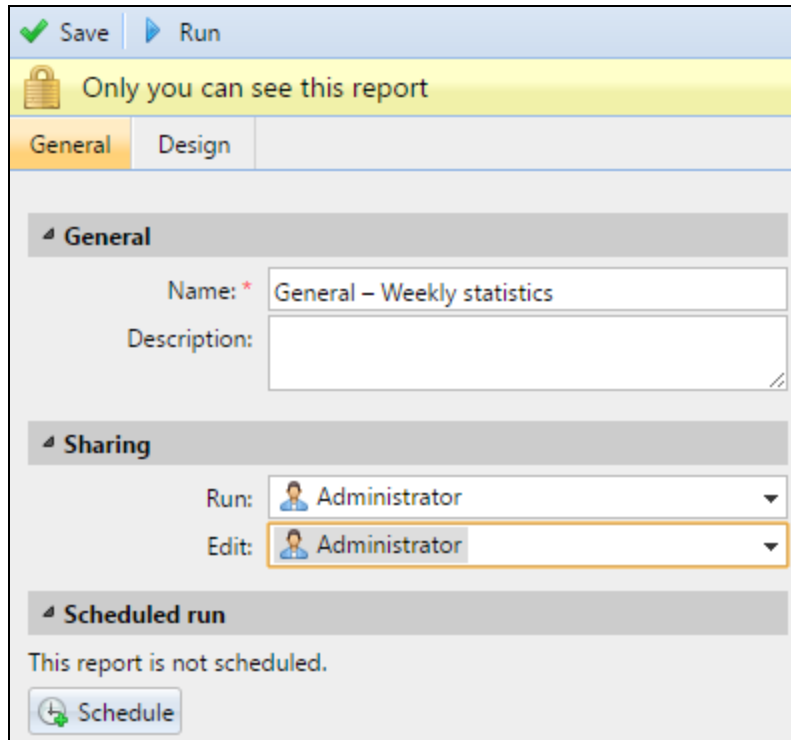


FIGURE 14.7. Submitting the new report's type and folder and opening its editing options

Editing a report

1) On the **General** subtab 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** subtab of the report.



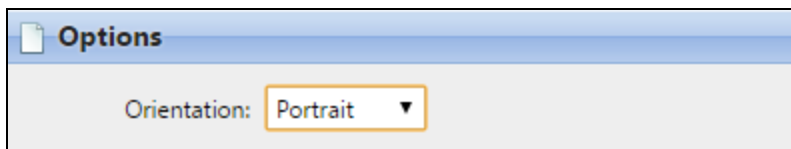
The screenshot shows the 'General' subtab of a report's editing panel. At the top, there are 'Save' and 'Run' buttons. Below them is a yellow banner with a lock icon and the text 'Only you can see this report'. The 'General' subtab is selected, and the 'Design' subtab is also visible. The 'General' section contains a 'Name' field with the value 'General - Weekly statistics' and an empty 'Description' field. The 'Sharing' section has 'Run' and 'Edit' dropdown menus, both set to 'Administrator'. The 'Scheduled run' section shows the text 'This report is not scheduled.' and a 'Schedule' button.

FIGURE 14.8. General subtab of the project's setting tab

2) On the **Design** subtab, 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.



The screenshot shows the 'Options' section of the report's editing panel. It features a dropdown menu for 'Orientation' set to 'Portrait'.

FIGURE 14.9. Orientation setting on the Design subtab of the report's editing panel

Filters and parameters

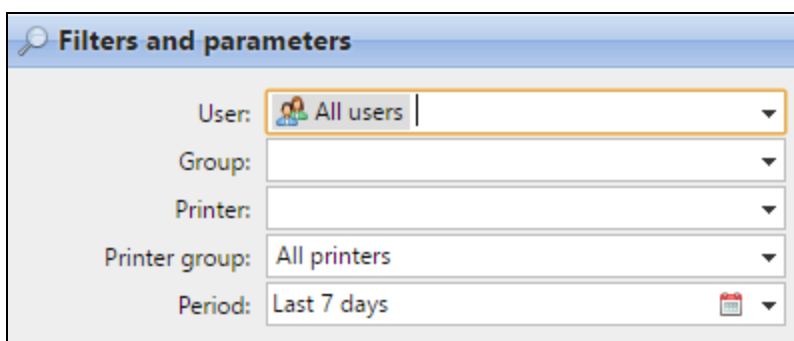


FIGURE 14.10. Filters and parameters on the Design subtab of the report's editing panel

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 personalized 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 14.11. 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 **X**. 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 14.12. An example of a generated tab



INFO: Some reports do not include the option to use tables and their data can be displayed only in the chart form.

Chart

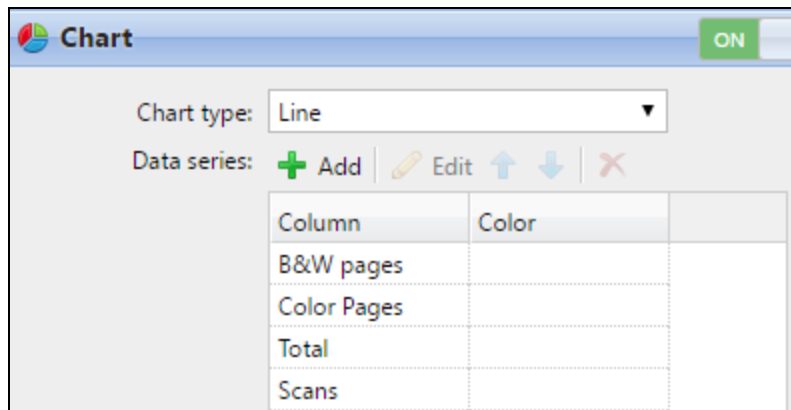


FIGURE 14.13. Designing the chart on the report's editing panel

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 **X**. 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.

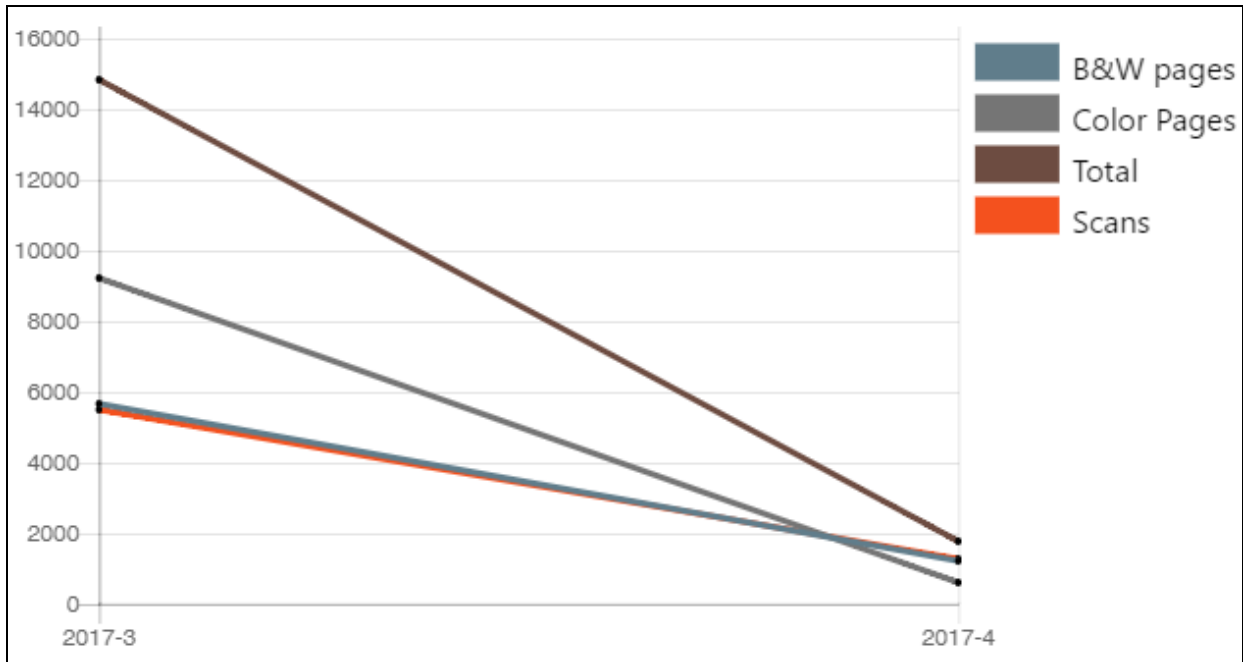


FIGURE 14.14. An example of a generated line chart

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 14.15. Run / Save reports

14.3 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.

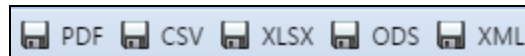


FIGURE 14.16. The format selection bar is visible above the report preview on the on the left side of screen

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** subtab. 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 1.

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.

14.4 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 177.). For more information about providing rights in MyQ, see "Rights" on page 123.

The person who creates or edits the report (See "Editing a report" on page 180.) 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**.

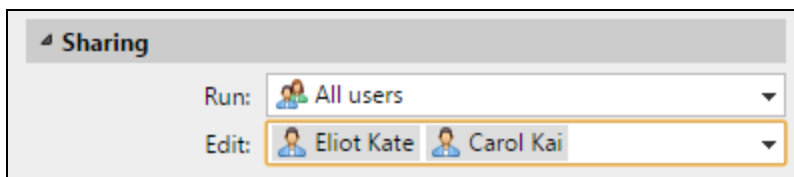


FIGURE 14.17. Sharing the report and providing users with rights to edit it

NOTICE: Managers of groups that are given access to a report see information about all members of the group in the report.

15. Scan Management

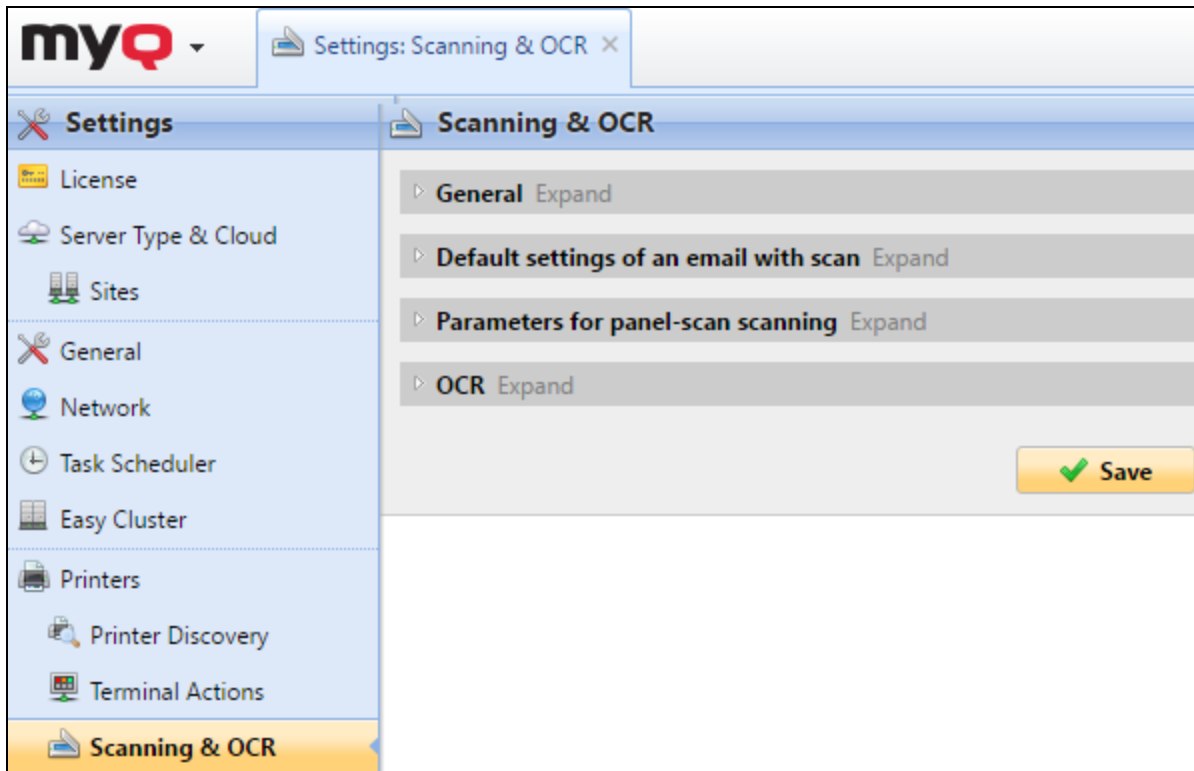


FIGURE 15.1. Scanning & OCR settings tab

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.

15.1 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.

15.1.1 Setting up the feature

The setup of the feature consists in the following steps:

1) Enable and setup scanning on the MyQ server

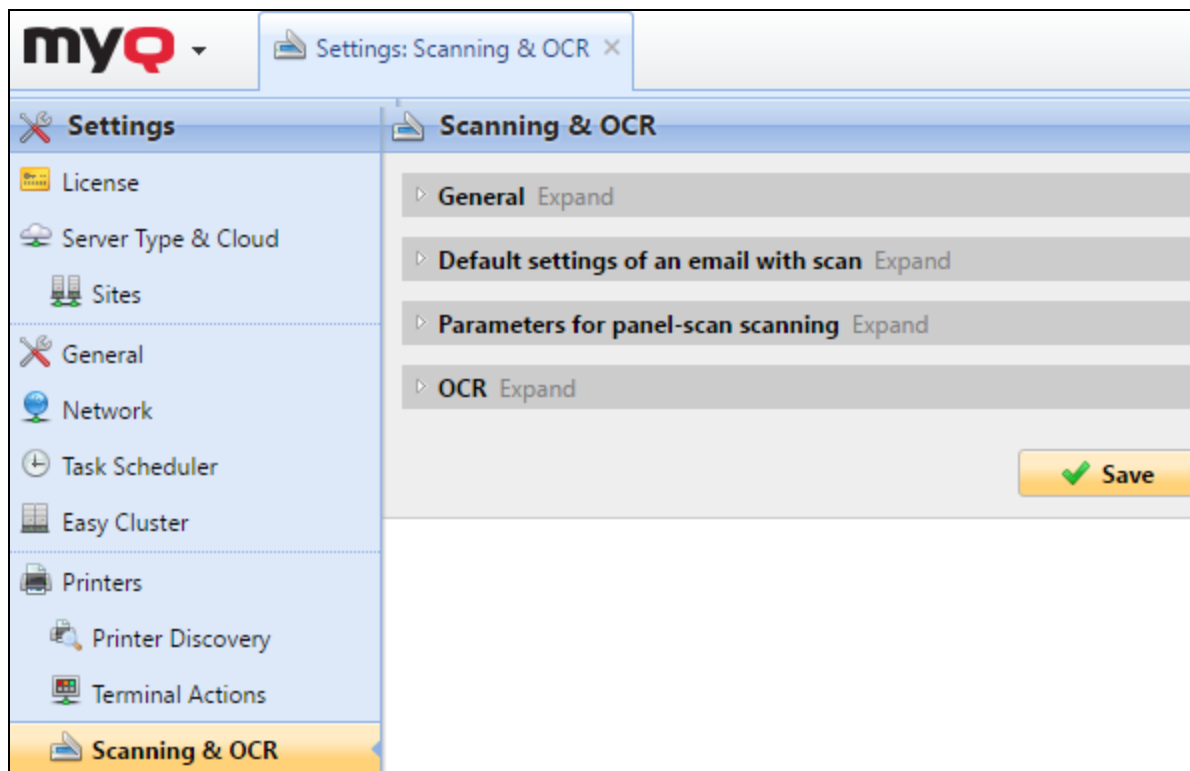


FIGURE 15.2. The **Scanning & OCR** settings tab

- 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**.

WARNING: 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 1.

2) 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, proceed 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 1.)
- Enter sender email address. The address value is arbitrary.

3) Set the destinations for the MyQ users on the MyQ server

The screenshot shows a user properties panel for 'Eliot Kate'. The fields are as follows:

- Full name: * Eliot Kate
- Email: eliot.kate@myq-solution.com
- Phone: (empty)
- Personal number: (empty)
- Default language: English (United Kingdom) [dropdown arrow]
- User's scan storage: \\NB237\Scanned Documents\Eliot_Kate

Below the 'User's scan storage' field, there is a note: 'Folder or email for storing scanned documents'.


FIGURE 15.3. Setting the scanning destinations on the user properties panel

On the properties panel of each individual MyQ user (see "Editing user accounts" on page 111), 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 next page) |
| Sending scans to other emails | User's scan storage | Any number of email addresses separated by commas ("Sending scans to other emails" on the next 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" below) |
|--|---------------------|--|

NOTICE: You can set the parameters when adding, importing or synchronizing the user and later  change them in his or her account settings. For more information, see "User information and settings" on page 112.

15.1.2 Using the Scan to MyQ Users feature

To send the email to the desired destination, the scan need to be directed to a specific receiver email address. There are two options of how you can enable the MyQ users to send the scans there: you can either provide them with the respective receiver email address, or you can 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.

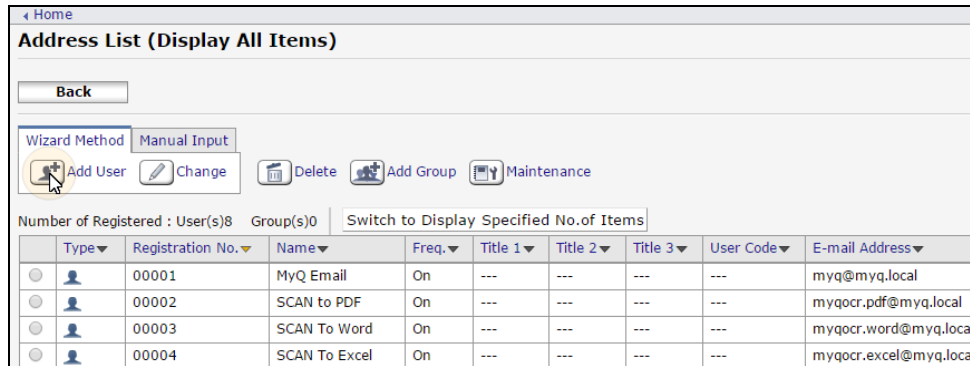
The scanned document is sent to MyQ, and then stored in the shared folder via SMB protocol. The stored document file name consists of the user account name, the date and the time when the scan was sent.

The receiver email address has to be **folder@myq.local**.

WARNING: 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.

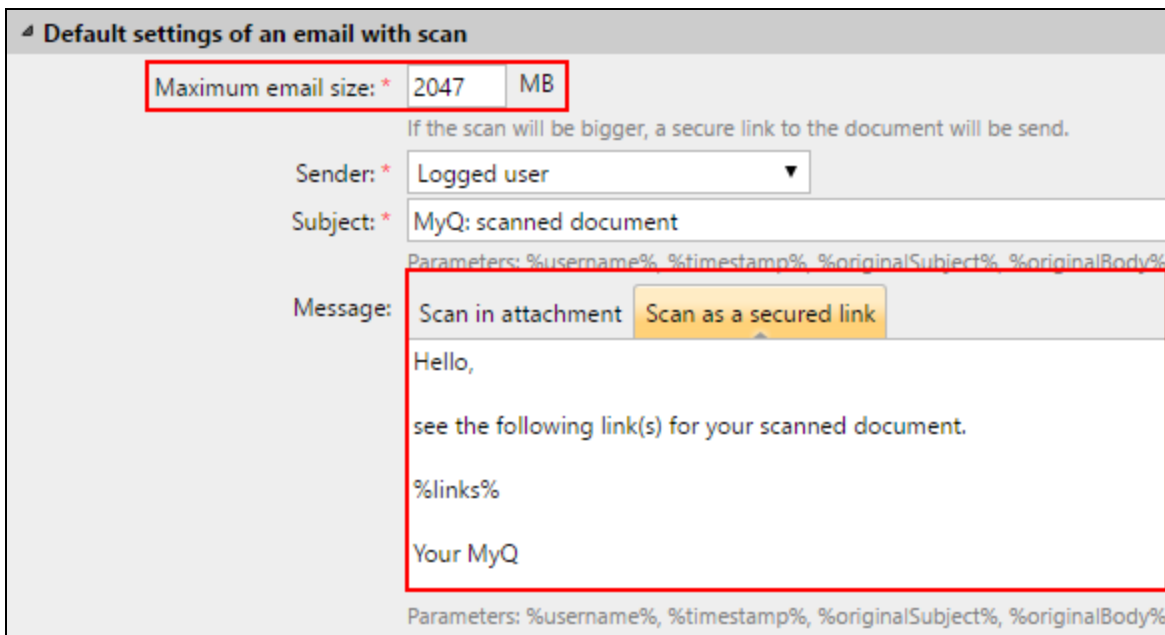


The screenshot shows the 'Address List (Display All Items)' page. It includes a 'Back' button, 'Wizard Method' and 'Manual Input' tabs, and action buttons for 'Add User', 'Change', 'Delete', 'Add Group', and 'Maintenance'. Below these are fields for 'Number of Registered : User(s)8' and 'Group(s)0', and a 'Switch to Display Specified No. of Items' button. The main content is a table with the following data:

| Type | Registration No. | Name | Freq. | Title 1 | Title 2 | Title 3 | User Code | E-mail Address |
|--------|------------------|---------------|-------|---------|---------|---------|-----------|------------------------|
| Person | 00001 | MyQ Email | On | --- | --- | --- | --- | myq@myq.local |
| Person | 00002 | SCAN to PDF | On | --- | --- | --- | --- | myqocr.pdf@myq.local |
| Person | 00003 | SCAN To Word | On | --- | --- | --- | --- | myqocr.word@myq.local |
| Person | 00004 | SCAN To Excel | On | --- | --- | --- | --- | myqocr.excel@myq.local |

FIGURE 15.4. Defining scan destinations on the printing device's Web UI

15.2 Scan size limit, sending scans exceeding the limit



The screenshot shows the 'Default settings of an email with scan' configuration page. Key elements include:

- Maximum email size:** A text box containing '2047' and a dropdown menu set to 'MB'.
- Sender:** A dropdown menu set to 'Logged user'.
- Subject:** A text box containing 'MyQ: scanned document'.
- Message:** A text area containing the following text:
Scan in attachment Scan as a secured link
Hello,
see the following link(s) for your scanned document.
%links%
Your MyQ

FIGURE 15.5. 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

Here you can set the maximum limit of the email with scan.

Scan as a secured link

Here you can edit 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: On the **System management** settings tab, under **History**, you can set the period after which the scan files saved on the MyQ server are deleted. For further information about the MyQ history settings, see "History" on page 1.

15.3 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. If you want to employ this functionality, you might use either the MyQ Optical Character Recognition (OCR) server, which can be purchased as a part of the MyQ solution, or a third party application.

The following two sections describe setup of the of the feature on the MyQ server.

INFO: For information on how to purchase the MyQ OCR server, please contact the MyQ sales department.

15.3.1 Activation and setup of the feature

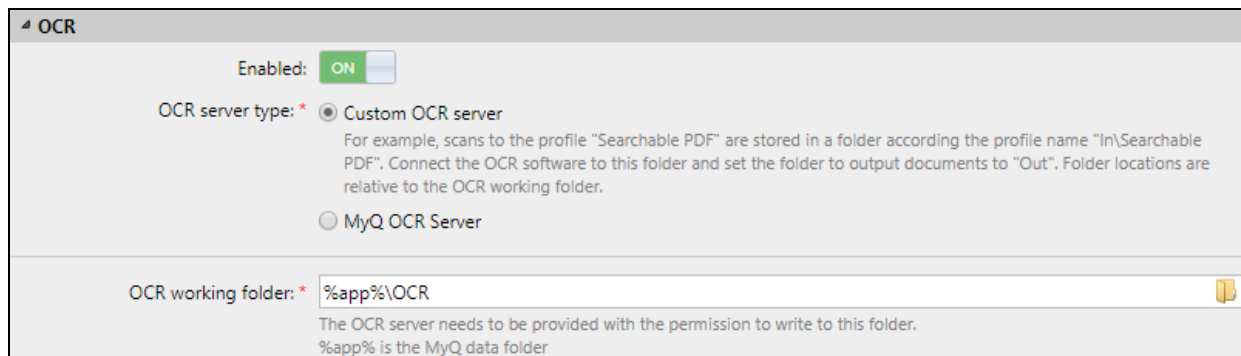




FIGURE 15.6. The General section and the OCR section of the **Scanning & OCR** settings tab

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.

 **WARNING:** Document sent to be processed by OCR is received with a certain delay depending on the OCR software speed and size of the document.

 **WARNING:** Running the OCR software on the same production server as the MyQ service may affect your system performance.

15.3.2 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 processed by the OCR software, for example **DOC** or **PDF**. If the folder is not there, MyQ will create it.

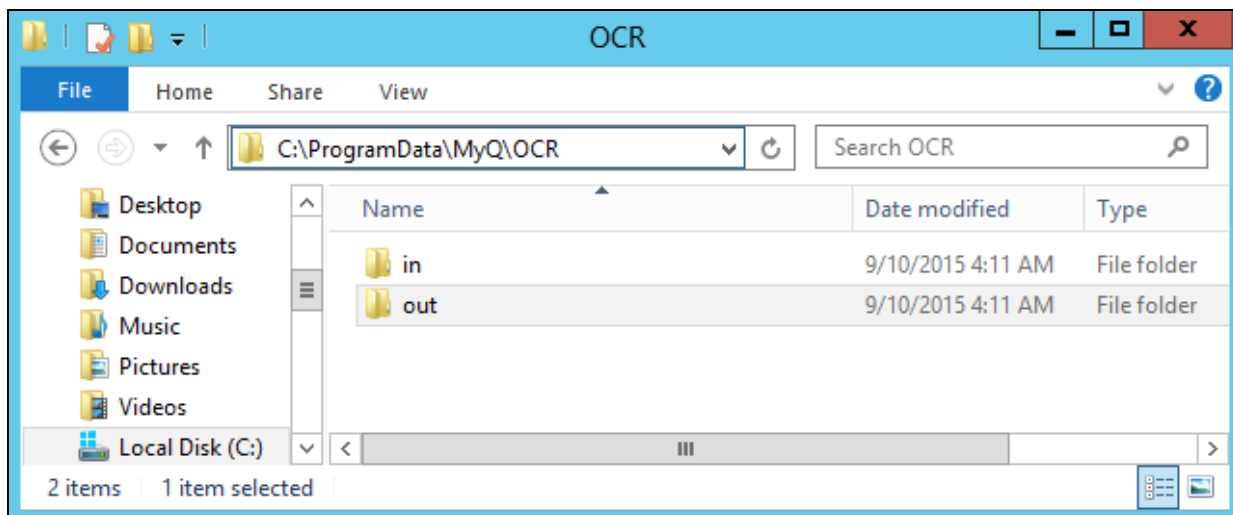


FIGURE 15.7. The OCR folder under MyQ Data folder

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.



WARNING: 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.

15.4 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* | <p>Any email coming from a printing device to MyQ is discarded if the device is not in the user session status. If you want to forward messages from the printer to certain email, you have to add the myqfwd- prefix.</p> <p>*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.</p> |

16. Version Update and Uninstallation

This topic shows you how to update and uninstall the MyQ system.

16.1 Updating MyQ

Update of MyQ to a higher version or reinstalling the same version is performed automatically after running the installation executable file.

WARNING: 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.

WARNING: Direct upgrade to 7.0 and higher versions from versions lower than 5.0 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.

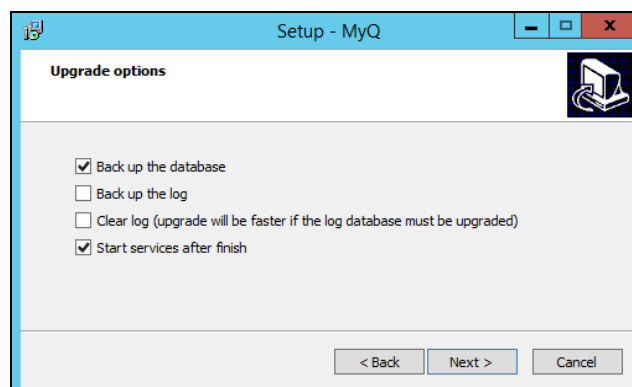


FIGURE 16.1. Upgrade options on the **Setup - MyQ** dialog box

WARNING: We strongly recommend you to backup MyQ data during the update.

16.2 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 of its Data Folder and its Job Folder (see "Relocating the data folder and the jobs folder" on page 12). You can delete these folders manually. In case you install MyQ again, the installation program will ask you if you want to use the old database files or replace them with new files.

17. 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 |
| English (United Kingdom) | en |
| English (United States) | en-us |
| Estonian (Estonia) | et |
| French (France) | fr |
| German (Germany) | de |
| Hungarian (Hungary) | hu |
| Icelandic (Iceland) | is |
| Italian (Italy) | it |

| Language | Abbreviation |
|--------------------------------|---------------------|
| 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 |
| Slovenian (Slovenia) | sl |
| Spanish (Spain) | es |
| Spanish (United States) | es-us |
| Swedish (Sweden) | sv |
| Turkish (Turkey) | tr |

18. Appendix II — Changes made up to Revision 2

This topic shows the changes made during revisions of the guide.

Revision 2

Changes in topics

Basic Information

- "1.3 MyQ system requirements": Changed the minimum versions of web browsers

MyQ® System Settings

- "5.2 Personalization settings tab": Added the section "5.2.1 Dashboard custom message"

Users

- Added the section "8.13 Securing personal data of MyQ users"

19. Business contact

| | |
|-------------------------------------|--|
| <p>MyQ® Manufacturer</p> | <p>MyQ® spol. s r.o.</p> <p>Harfa Office Park, Ceskomoravska 2420/15, 190 93 Prague 9, Czech Republic</p> <p>MyQ® Company is registered in the Companies register at the Municipal Court in Prague, division C, no. 29842</p> |
| <p>Business information</p> | <p>www.myq-solution.com</p> <p>info@myq-solution.com</p> |
| <p>Technical support</p> | <p>support@myq-solution.com</p> |
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