myQ X

MyQ Desktop Client for Windows

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1 MyQ Desktop Client for Windows 10.2

MyQ Desktop Client for Windows (aka MDC) is a software client of the MyQ server.

Once installed on the MyQ users' Windows workstations, it provides additional MyQ features to users, such as user identification, communication between the users and the server, accounting, secure printing, and print driver capture.

> All changes compared to the previous version are listed in the **release notes**.

The guide is also available in **PDF**.

2 System Requirements

MyQ Desktop Client (MDC) for Windows is a software client of the MyQ server. Once installed on MyQ users' workstations, it provides additional MyQ features to users, such as user identification, communication between the users and the server, accounting, secure printing, alternative printing methods, print driver capture, and monitoring of local printing devices.

Upgrading from previous versions of MyQ Desktop Client is possible, and all the features are still supported.

The maximum recommended number of concurrent MyQ Desktop Clients connected to one MyQ server is *1000*.

The logs can either be accessed via the action menu or can be found in the following directory:

C:\ProgramData\MyQ\Desktop Client\Logs\service.log

C:\Users\[Windows User]\AppData\Local\MyQ\Desktop Client\Logs\agent.log

> (i) MyQ Desktop Client 10.2 requires:
> - MyQ Print Server 10.2 (Patch 3+)
> - MyQ Central Server 10.2.

2.1 Requirements on the client's workstation

- **Operating system**: Windows 11 (64-bit, ARM 64-bit) / Windows 10 (64-bit).
- **Memory**: 2GB minimal requirement for Windows (64 bit), client consumes 256 MB dependent on the print job load.
- **Hard disk**: 350 MB for installation, with additional requirements in cases where jobs are spooled or if queue deploy is used.
- Microsoft .NET Framework is bundled inside the MDC and does not need to be installed.
- The Windows AppSdk runtime is bundled inside the MDC and does not need to be installed.
- Visual C++ Redistributable 2015-2022 is installed during the client installation.
- To make sure that MyQ Desktop Client works properly, deselect the **Keep printed documents** option, and the **Enable advanced printing features** option on the **Advanced** tab of the print driver. They are used for sending jobs to MyQ.

Hold mismatched documents
☑ Print spooled documents first
Keep printed documents
Enable advanced printing features

Printing Defaults...   Print Processor...   Separator Page...

OK   Cancel   Apply
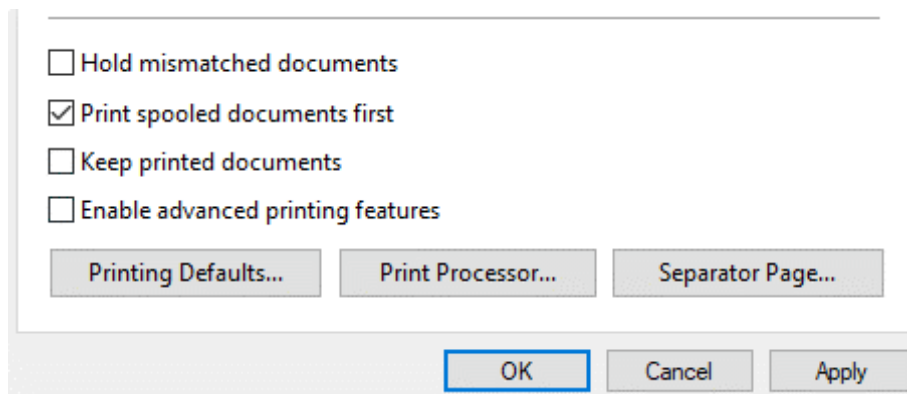
Certificate Requirements

> ⓘ It may only be necessary to generate certificates when using **Strict** security mode, follow the instructions below or use your own preferred method for certificate generation.

Before the installation of MyQ Desktop Client (MDC), it is recommended to install a trusted certificate on the client's PC in order to establish a secure connection to the MyQ Print Server.

You can achieve that by generating a CA certificate on the MyQ Print Server.

Log in to the MyQ web administrator interface and go to **MyQ, Settings, Network.**

In the **General** section, in the **This server hostname** field add the hostname of the computer running MyQ and click Save (this is usually generated by default when installing MyQ Print Server).

In the Certificates section, do the following:

1. In the Server alternative names field, add the IP address of the computer running MyQ.
2. Click **Generate new Server certificate** and then click **Save**.
3. Once your changes are saved, click **Export CA Certificate**.
4. Copy and paste the exported certificate to the client PC, where MyQ Desktop Client will be installed.
5. Double click on the certificate to install it.
6. Click **Install Certificate**.
7. Set Store Location to **Local Machine**.
8. Place all the certificates in the following store: **Trusted Root Certification Authorities**.
9. Click **Next**, and then **Finish**.

Before starting the installation, create a queue on the MyQ web administrator interface with the User Detection Method set to MyQ Desktop Client.

> Check MyQ DDI for information needed to set up the MyQ Desktop Driver Installer, which is a very useful automatic tool that enables bulk installation and configuration of MyQ printer drivers on local computers.

3 Installation

You can install the application either via the setup wizard or silently via a command line with parameters.

3.1 Before Installation

3.1.1 Preferences for Server Connection

There are three methods to pass mandatory connection details to MDC. These can be completed before the installation. They define to what server the Desktop Client connects on startup after the installation is completed.

Parameters in the Installer Name

The **Server Address**, **Server Port**, and **Security Mode** can be set by editing the Installer file name.

The installer can be named following the structure:

(MyQ-)DesktopClient ServerAddress-ServerPort(-Normal|Strict).msi

> ⚠ A space between MyQ Desktop Client (or any other name you choose to use for the installation), and the server address is required. If a hyphen is used the entire string (for example MyQ-contoso.myq.com-8090) will be interpreted as a valid hostname and an error will prevent installation.

ServerAddress , **ServerPort** and **Normal|Strict** are properties that need to be set; content shown in rounded brackets is optional. If the security mode is omitted, Normal is used as default. Examples:

- MyQ Desktop Client 10.2 contoso.myq.com-8090.msi
  - ServerAddress: contoso.myq.com
  - ServerPort: 8090
  - SecurityMode: Normal
- Desktop Client 10.2 (Patch 2) acme.com-443-Strict.msi
  - ServerAddress: http://acme.com
  - ServerPort: 443
  - SecurityMode: Strict

DesktopClient acme.co
m-443-Strict.msi

1 Example of the installer file with parameters

Editing the config.ini File

> ⚠️ The config.ini should be placed next to the installer .msi file before the installer is run; MyQ Desktop Client will use it to configure itself on the client startup.

The **Server Address**, **Server Port**, and **Security Mode** can be set by editing the config file which is included in the installation package. The available security modes are **Strict** and **Normal**.

2 Edited config file

3.1.2 Silent Installation Parameters

Connection details can also be defined when the installer is run. See Silent Installation for a description.

3.1.3 Desktop Client Configuration

Creating and Editing Configuration Profiles

Administrators now have the option to save multiple different configurations for MyQ Desktop Client (MDC) in MyQ, so that they can deploy different configurations based on locations; for example, define different fallback printers in each of their offices or enable client spooling only for selected workstations.

> (i) It is possible to configure profiles before deploying MyQ Desktop Client 10.2+. Once MyQ Desktop Client connects to the server, it starts automatically using settings from applicable profiles if this feature is enabled.

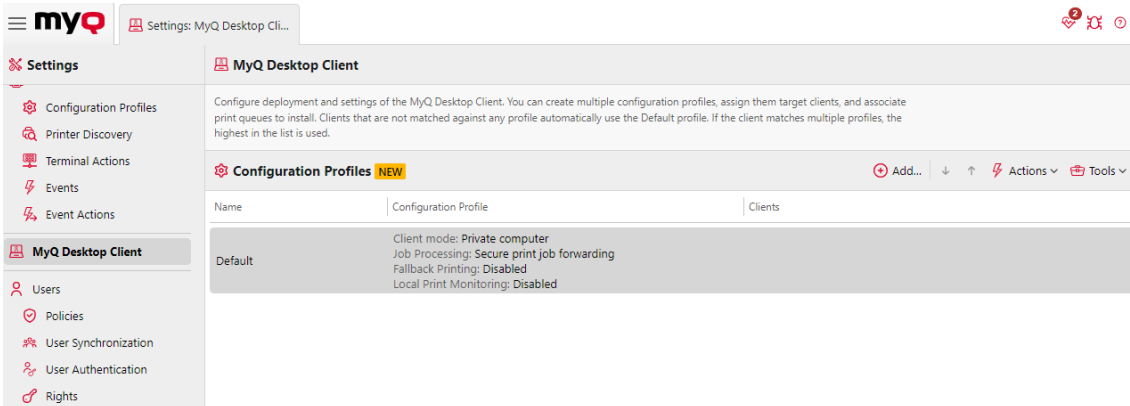On the MyQ Desktop Client Settings tab (**MyQ, Settings, MyQ Desktop Client**), you can configure the MDC settings and deployment.

You can create multiple configuration profiles, assign them to specific locations, and configure the Desktop Client's features for that particular location.

Clients that are not matched in any of the profiles will use settings from the Default profile. In case that the client matches multiple profiles, the highest matched profile in this list will be used.

To create a new configuration profile for MDC:

3 General tab

4 Printing Tab

1. On the MyQ Desktop Client Settings tab, click **Add** in the top-right corner.
2. On the **General** tab enter a **Name** for your configuration profile.
3. In the **Clients** section specify which clients this configuration profile should apply to, either using an **IP range** or **Hostnames regex**. You can also add exclusions.
4. In the **Authentication** section select a **Client mode**. In **Private mode**, the MDC offers a more lenient authentication and session management approach, acknowledging the trust level of a personal or assigned device. **Public mode** is designed with communal device security in mind, ensuring that print jobs and user sessions are managed to prevent unauthorized access. Read more about Private and Public mode here.
5. In the **Authentication** choose the appropriate **Login methods**, from **Sign in with MyQ**, **ID Card** (requires a card reader on the user's device), and **Integrated Windows Authentication** (read more about Integrated Windows Authentication here).

6. On the **Printing** tab in the **Job Processing** section select a **Processing method** from:
   a. **Secure print job forwarding**: All print jobs received by the Desktop Client are automatically forwarded to the MyQ Print Server over a secure port. Desktop client is only used for authentication and accounting.
   b. **Client spooling**: The Desktop Client stores the job data on the computer and releases it directly to a printer upon server's command. This lowers network usage to the server.
7. Choose if you want to **Append domain name to username**, if enabled the username will be set as username@domain on the job.
8. Enable or disable **Fallback Printing**, which allows users to be given an alternative method of printing during server downtime. Configure how the fallback printer is selected, printing method, and release conditions.
9. Enable or disable **Local Print Monitoring**, which allows accounting of jobs released on local printers not managed by MyQ.
   a. **Local Print Monitoring**: If enabled, jobs on printers not managed by MyQ server will be accounted.
   b. **Monitored ports**: Enter the names of the ports that you want to monitor, separated by comma (,). You can use '*****' to monitor all name related ports (i.e.: *USB** for ports *USB1*, *USB2,* etc.). Leave the field empty to monitor all ports.
   c. **Release conditions**: Select one of the available options - **Always release the job**, **Only if user has enough credit/quota**, **Only if print server is online**.
9. Click **Save**, your configuration profile is created and automatically applied to the MDCs of the specified clients.

3.2 Installation Process

3.2.1 Manually Running the Setup Wizard

This option allows users to manually install MDC.

> ⚠ To successfully run the installer, one of the methods to define the server to which MDC should connect must be used. See above in Preferences for Server Connection. Potentially, you can perform Silent Installation instead (read below).

1. Download the latest available version of the installation (.msi) file from the MyQ Community portal.
2. Double-click on the installation file. The installation wizard opens; click **Next**.
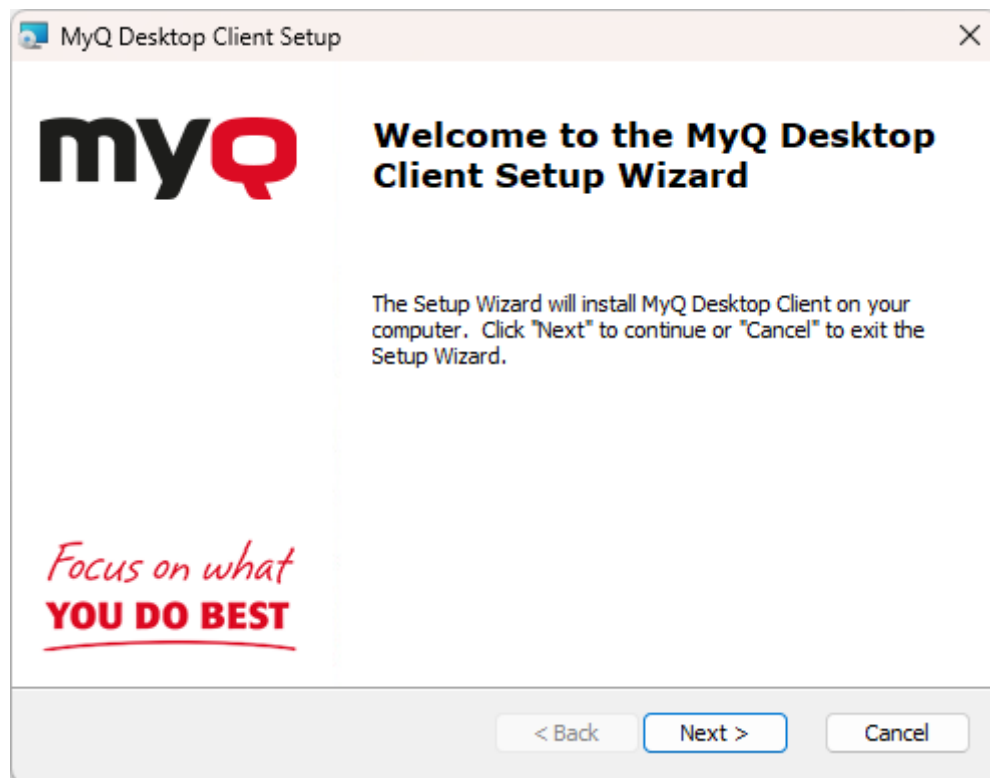
3. The End-User License Agreement window opens.
4. Select I accept the terms in the License Agreement; click **Next**.
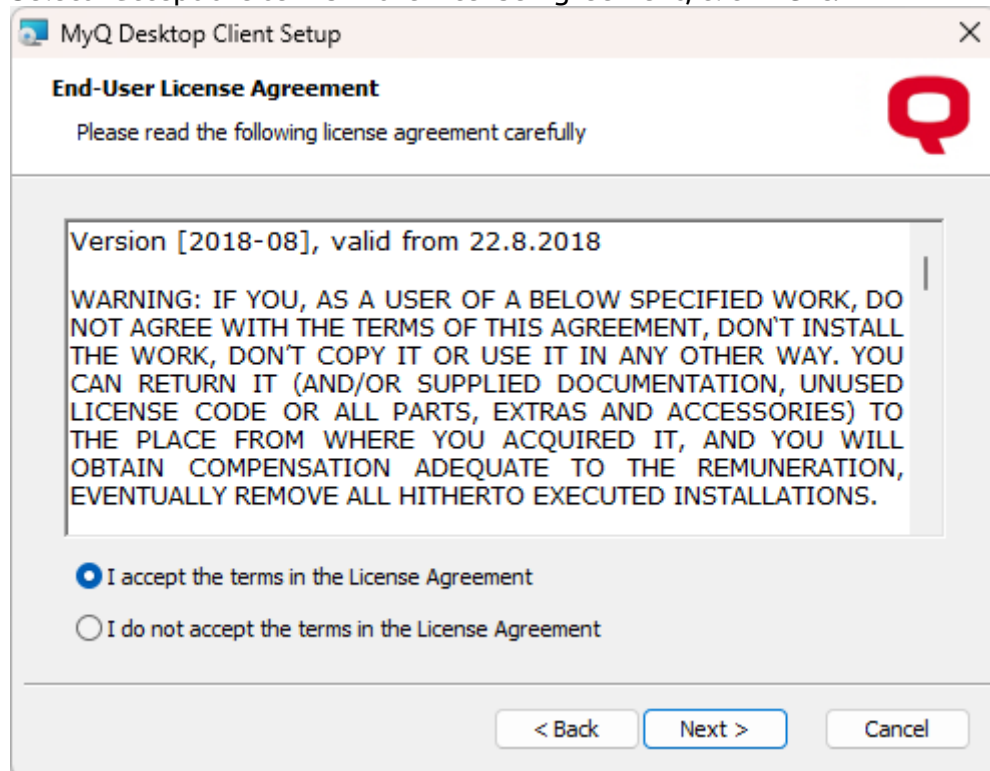
5. The **Select Installation Folder** dialogue opens, select in installation location and click **Next**.
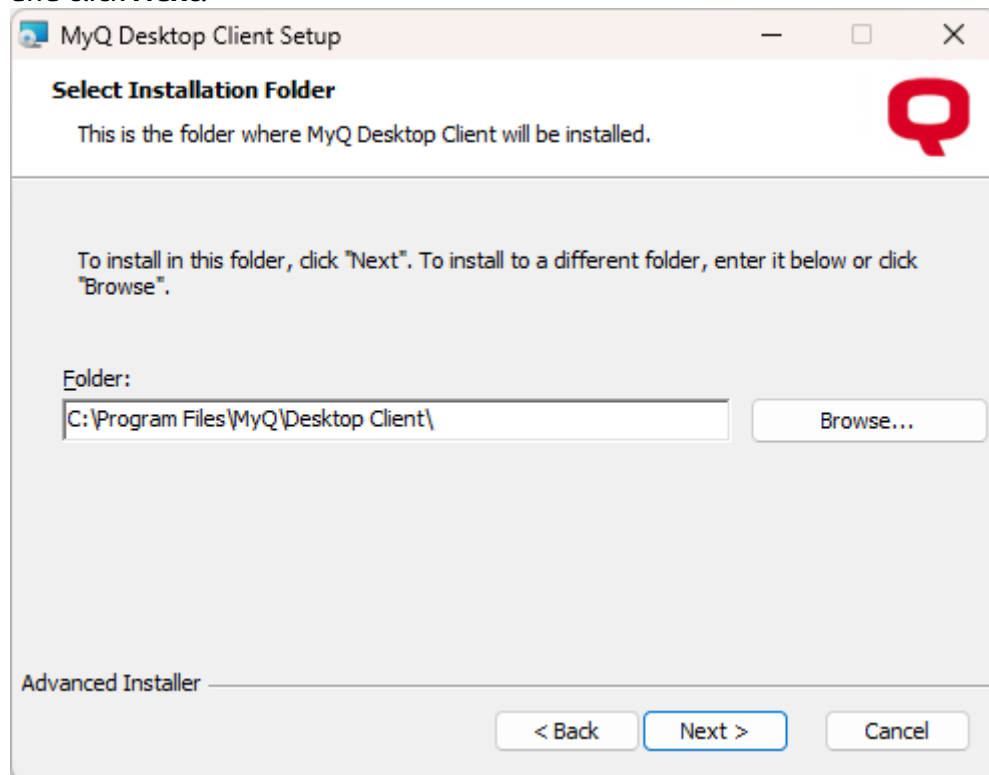
6. The Ready to Install window opens; click **Install**.
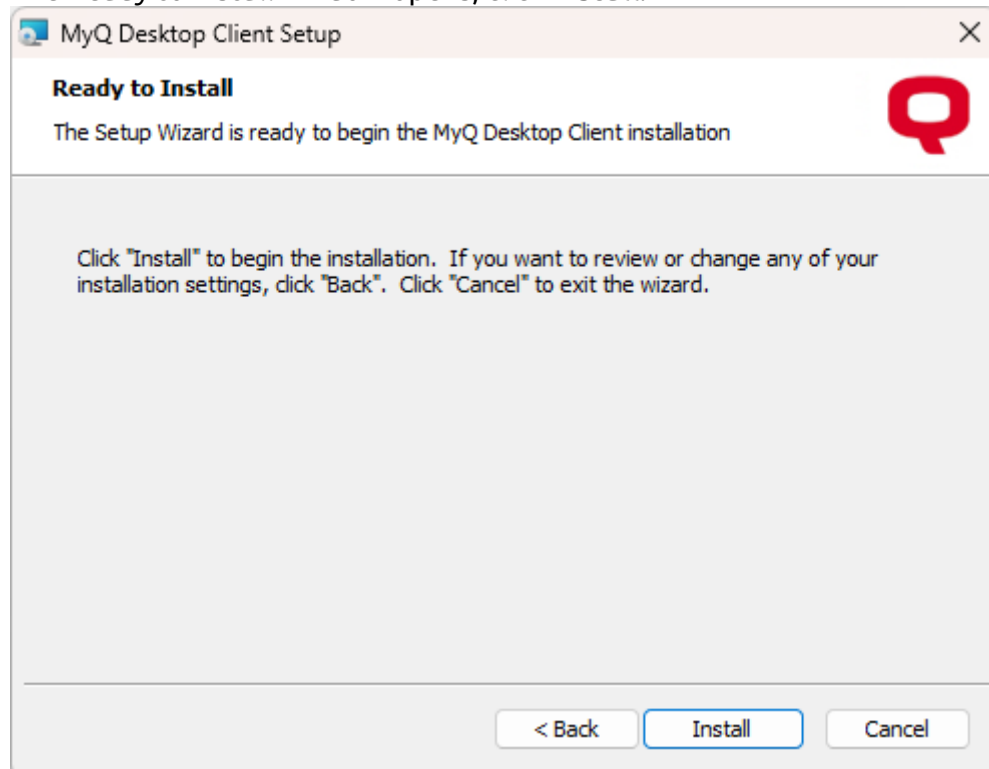
7. The Completing the MyQ Desktop Client Setup Wizard window opens; Click **Finish**.

Once the installation is finished, MyQ Desktop Client (MDC) starts running in the background. The application can be found in the Windows Apps menu.
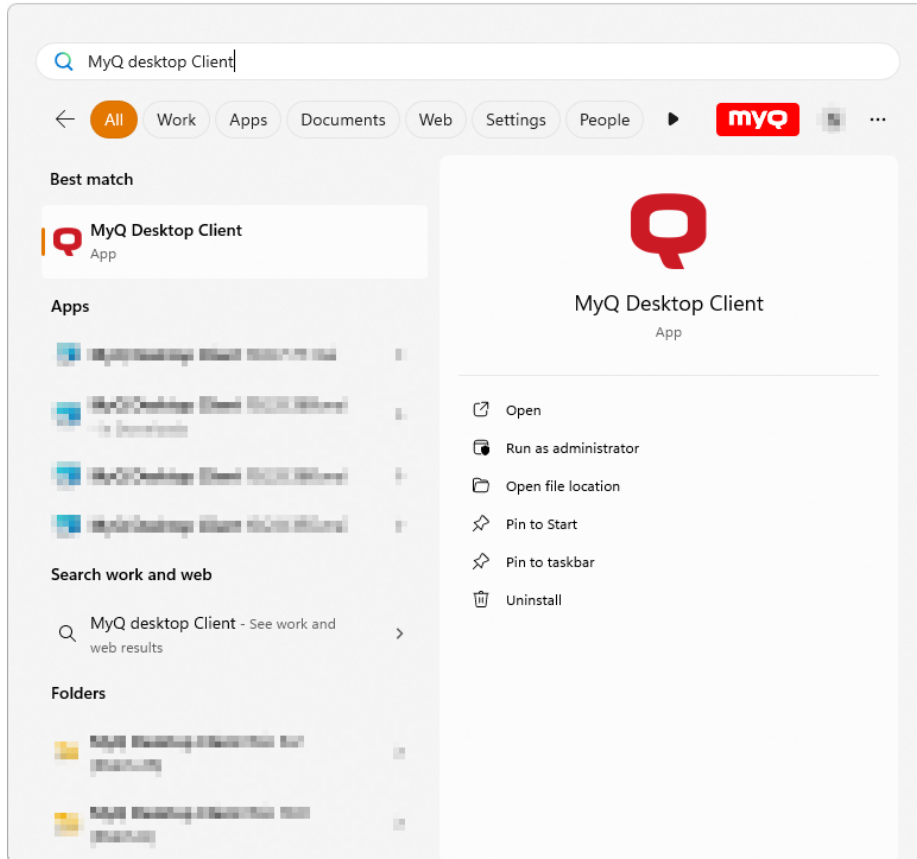
The MyQ Desktop Client Windows service also starts running in the background and can be found in Windows Services.
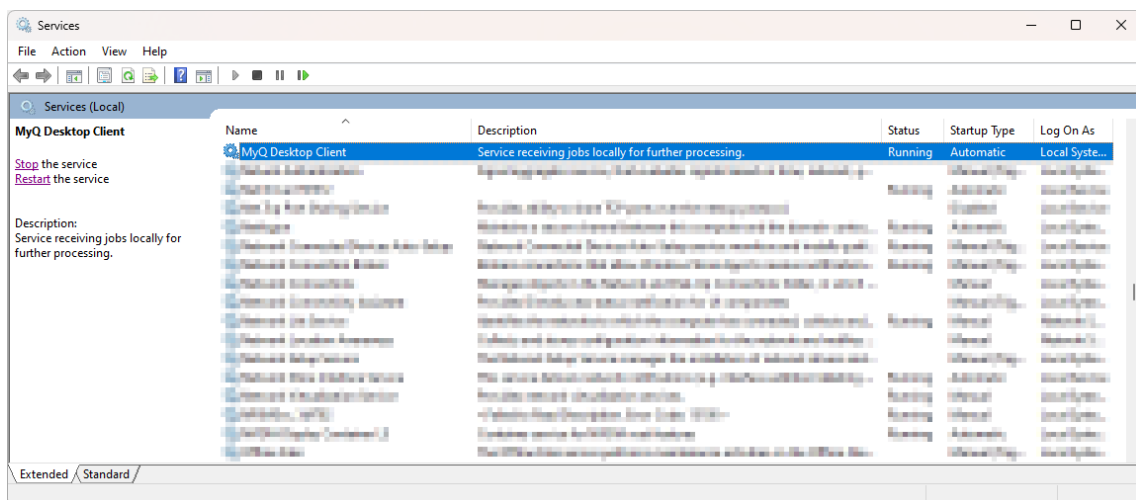
3.2.2 Silent Installation

To silently install the application, download the latest available version of the installation file from the MyQ Community portal, open the Windows command line, and use the following command with **Address** stating the server address, **Port** specifying the port, and **Normal|Strict** specifying the security mode:

 msiexec /i "ClientInstaller.msi" /qn SERVERADDRESS=Address

SERVERPORT=Port SECURITYMODE=Normal|Strict

Preferences after silent installation can be set using **Configuration Profiles**, as described above.

3.3 PowerShell Execution Policy Information

If Windows has set Powershell ExecutionPolicy to *AllSigned*, it is not possible to run scripts unless a script is signed and also a certificate added to the Trusted Publishers in a certificate store. If the script is unsigned, it is not possible to execute it at all.

Open Local Group Policy Editor, navigate to Administrative Templates\Windows Components\Windows PowerShell, set "Turn on Script Execution" to "Enabled", and set the Execution Policy to "Allow only signed scripts". Then export and install the certificate.

To export and install the certificate:

1. Open the properties of the signed file.
2. Select Digital Signatures and open the MyQ Certificate **Details**.
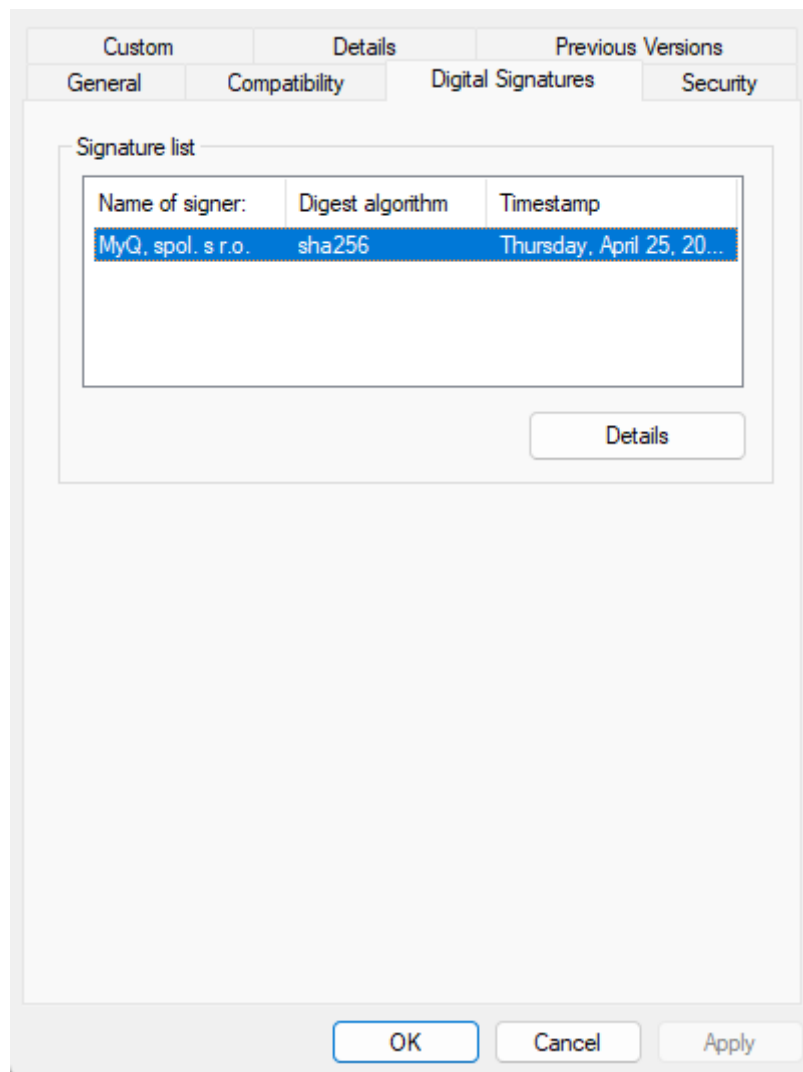
3. Click on **View Certificate**.
4. Click on **Install Certificate**.
5. Select the Local Machine store where you want to apply the certificate.
6. Select **Place all certificates in the following store**.
7. Click on **Browse**, choose **Trusted Publishers** and click **OK**.
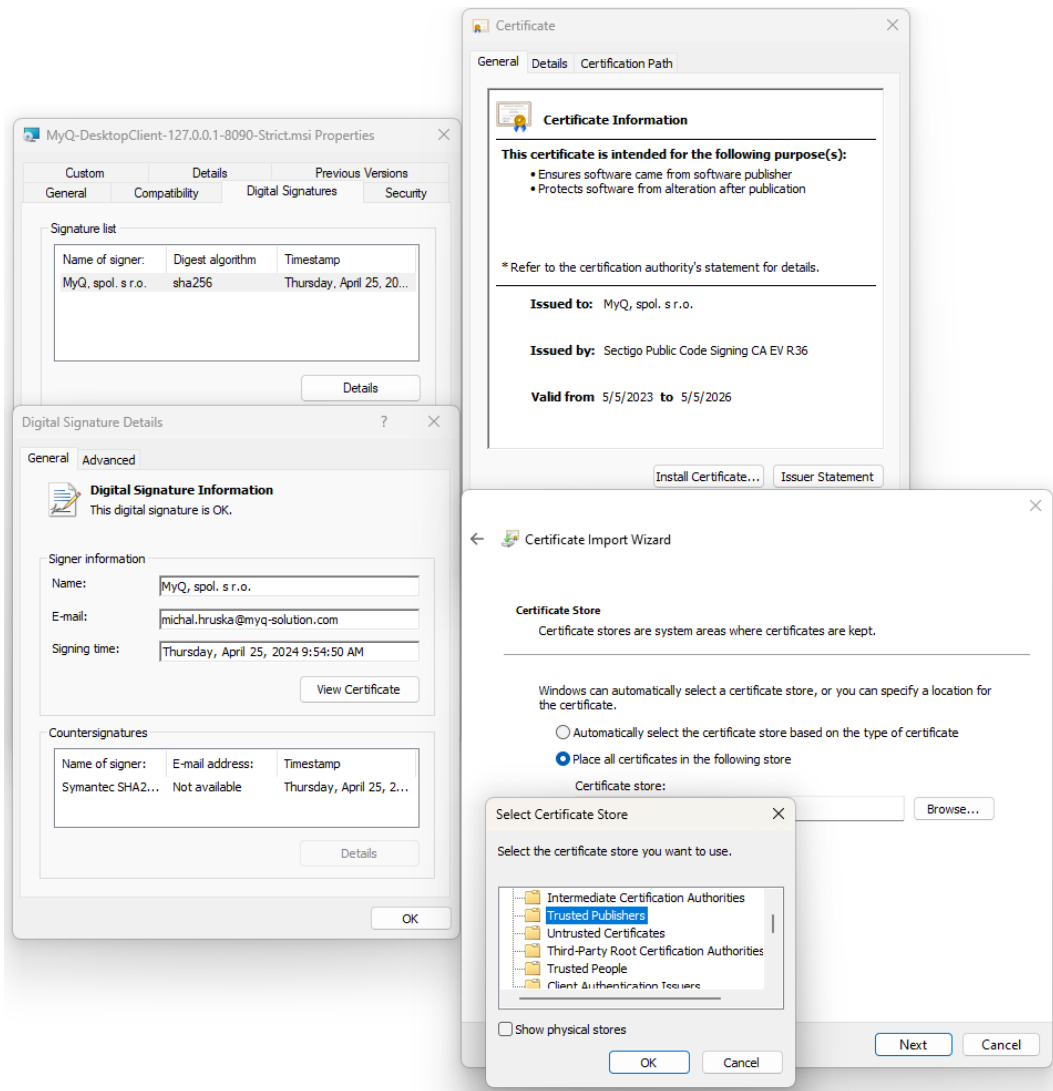
8. Finish the certificate installation.

4 MyQ Desktop Client features

MyQ Desktop Client offers the following features:

- **User Identification** - users are identified via multiple authentication methods.
- **User Account Information** - once authenticated, users can view their account information, along with their credit and quota status.
- **Job Management** - print jobs management related to payment accounts (credit, quota, cost center selection), project management, and user interaction via custom scripts.
- **Client Printing Options** - Client Spooling and Secure print forwarding.
- **Print Driver Capture** - allows users to take a snapshot of the settings for a print driver and copy them to any other driver via MyQ.
- **Printer Provisioning** - allows the administrator to deploy MyQ queues more efficiently, requiring as little manual configuration as possible.

4.1 User Identification

One of the essential functions of the MyQ Desktop Client application is identifying the MyQ user on the computer where it is installed. Thanks to this identification, MyQ Desktop Client can mediate communication between the user and the MyQ server; it can inform the user about the state of their account, it enables the user to manage their print jobs, and it also enables the server to determine the job sender.

Before a job can be sent to a queue, the sending user must authenticate themselves in MyQ Desktop Client.

If the **Append domain name** option was enabled, MyQ Desktop Client automatically adds the host computer's domain name to the username. This is often required in environments with multiple domains, where users with the same log in may exist. The username's format is *login@domainname*. For example, *john.doe@MyQUS* and *john.doe@MyQUK*.

4.1.1 Sign in with MyQ/ID Card

With the **Sign in with MyQ**, or **ID Card** authentication method selected, the user can open the sign in options by clicking the MyQ icon on the Windows system tray. The user is can then log in with their MyQ credentials or swipe their ID card at an attached terminal.
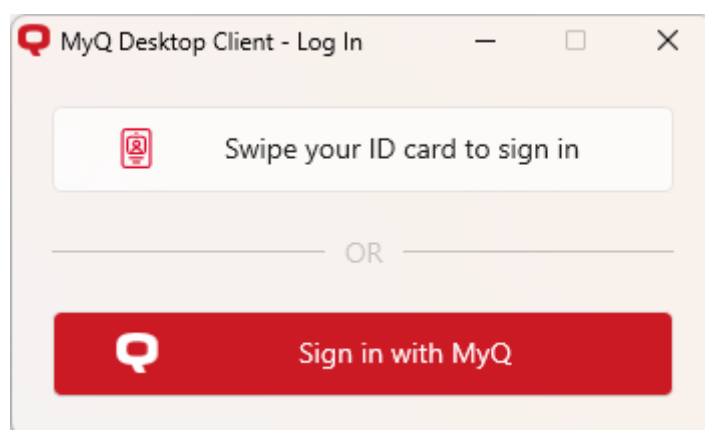
4.1.2 Integrated Windows Authentication

With the **Integrated Windows Authentication** method selected, the user is identified as the currently opened OS account user and is automatically logged in MyQ Desktop Client.

4.1.3 Authentication in Private vs Public Mode

Depending on the **Client mode** selected in the relevant MDC configuration profile, users will be logged in either in Private or Public mode.

A user logged in to the client in the **Private mode** of authentication is always remembered after login.

A client in **Public mode** is automatically logged out after printing a document or one minute of inactivity.

4.2 User Account Information

Once the user signs in, they can click MyQ Desktop Client's icon on the Windows system tray to open it. In this window, they can see their username and full name. If personalization settings on the server have been edited, they may also see their company logo and a link specified by their administrator.

4.2.1 Credit and Quota Information

If credit accounting is enabled on the MyQ server and applied to the user, they can also see the current state of their credit.
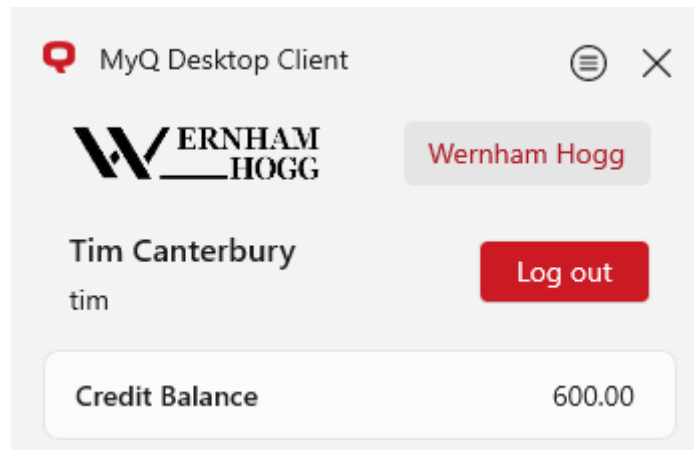
If quota is enabled on the MyQ server and applied to the user, they can also see the current state of their quota.
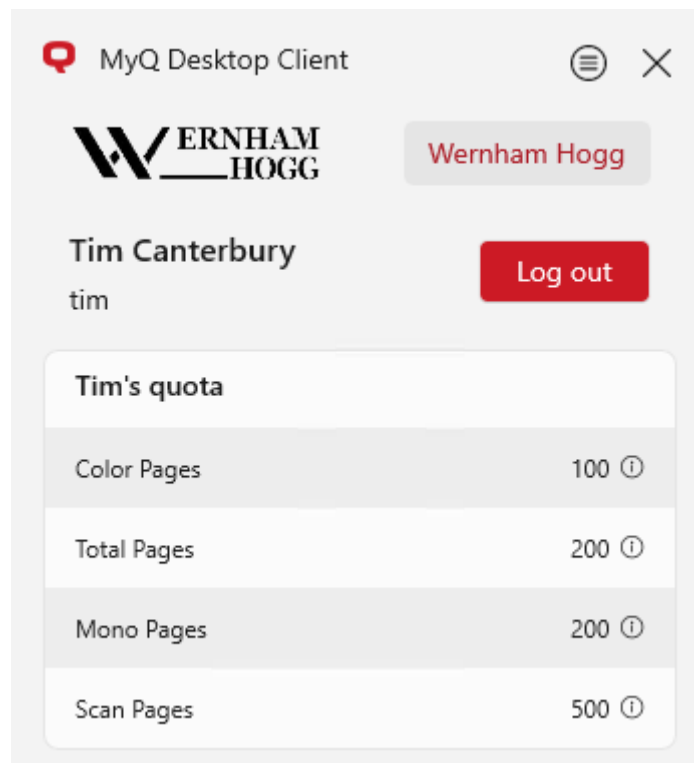
4.2.2 Additional Options

The **Log out** button logs the user out of the account. If selected in the **Personalization** tab of MyQ settings, a custom link may be shown in the MDC tab.

Custom link in the MyQ Desktop Client

The link is displayed in the MyQ Desktop Client. It can be a weblink, a network path or a local path.

Title: _____

Link: _____

✓ Save   Cancel

4.3 Job Management

The MyQ Desktop Client application enables the user to simply manage their print jobs on the computer from which jobs are sent. This option is available if at least one of the three following features is enabled on the MyQ server:

- User interaction script is set on the queue where the job is sent to; described in Interactive job processing.
- Projects are enabled and the sending user has access to more than one project; described in Project management.

If the user has credit, quota, and projects disabled, the job management window is not displayed, and the print job is directly sent to the server.

Depending on the Accounting settings (accounting group or cost center) on the server, the user may be prompted to select an account where the job will be charged.

- **In the Accounting Group mode:**
  - Internal credit, external credit, and combined quotas (personal, shared, both) are the possible account options.
  - In case of combined quotas, only the lowest quota value is displayed.
  - If credit is used, no quota is spent (even when the quota is later edited and recalculated).
  - In case the user has personal quota "pages" and shared quota "cost" or vice versa, both pages and cost are displayed. For example: *Quota (10 total/9 color/8 mono/7 scan /3 USD)*
- **In the Cost Center mode:**
  - Internal credit, external credit, personal quota, and multiple shared quotas are the possible accounts options.
  - Only one (selected) quota is spent, so all quotas should be displayed as separate accounts.
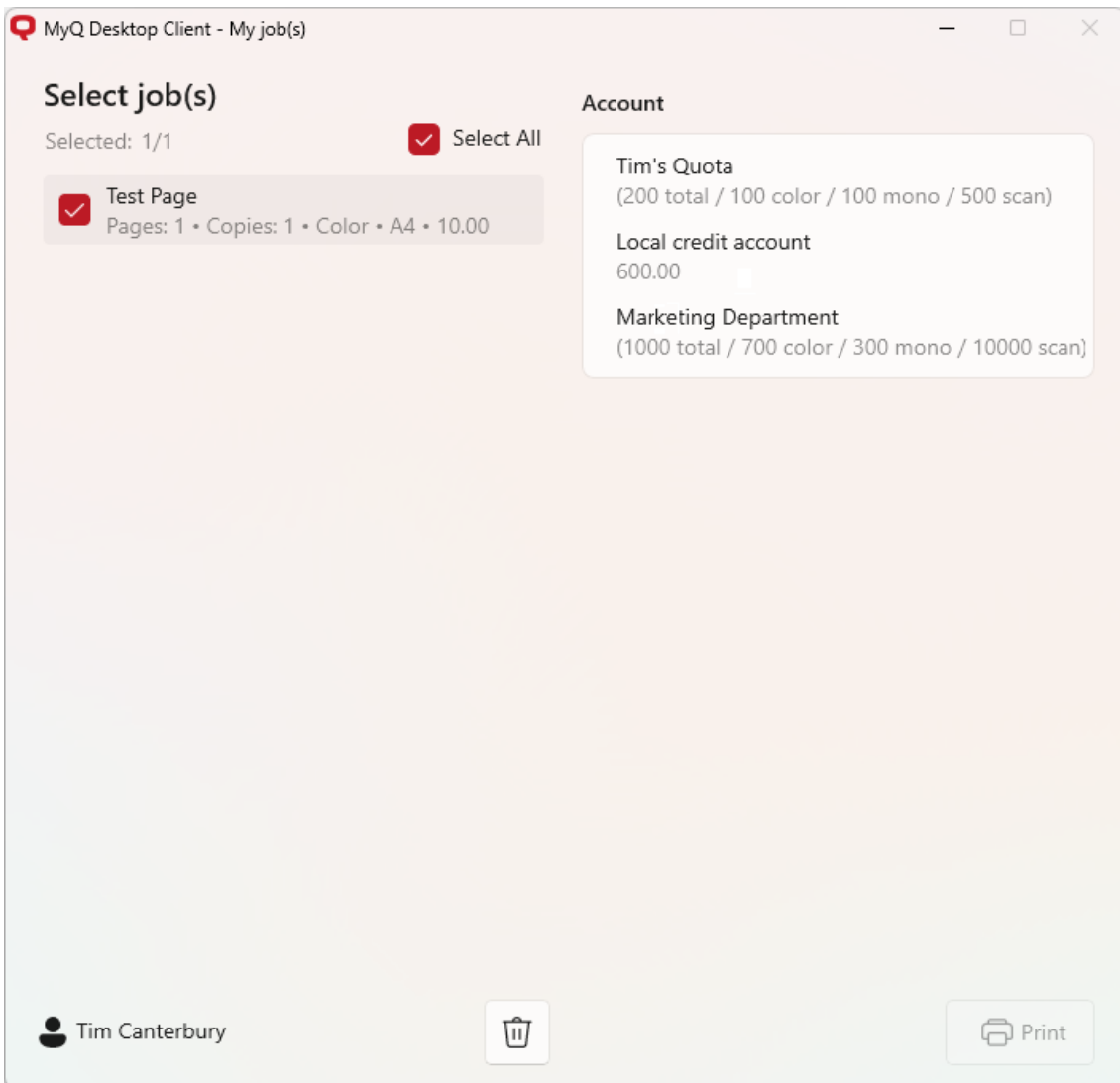
Cost Center selection in MyQ Desktop Client should appear only for **Direct Print** queues.

If there is only one account available for the user, it is selected and charged automatically, and there is no **Select Account** prompt.

4.3.1 Interactive Job Processing

With this feature, users can be informed about important print job properties and can be asked if they want to change some of them; for example, to print in duplex or in black and white.

To enable this option, the MyQ administrator has to add a PHP script to the queue where the job is sent.

There are three dialog options available for this feature:

- A dialog box with a text content and Yes/No options.

- A dialog box with a text content and Print/No options.
- A dialog box with a text content and Yes/No/Cancel options.
- A dialog box with a list of options the user can select from (selection can be limited to one option or allow checking multiple options).

Jobs sent to a queue with a user interaction script are automatically paused and the job management window with basic information about the job appears on the screen. After the user submits the job, the user interaction dialog box appears.

For example, if a user sends a job with more than 10 pages and submits the job in the job management window, they are informed that the job is large and asked if they want to print it in duplex.
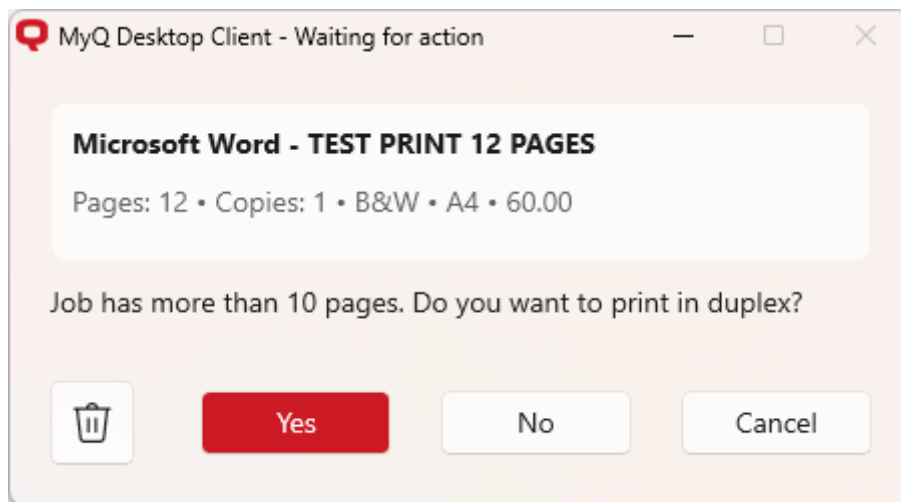
> ⓘ For more information on PHP job scripting, contact MyQ support.

4.3.2 Project Management

When project accounting is enabled on the MyQ server, the user who sends the print job needs to select a project (or the **No Project** option) to be allowed to print it. With MyQ Desktop Client, they can select the project directly on their computer.

After the print job is sent to MyQ, the application's pop-up window appears, where they can select the project to account the print job to.
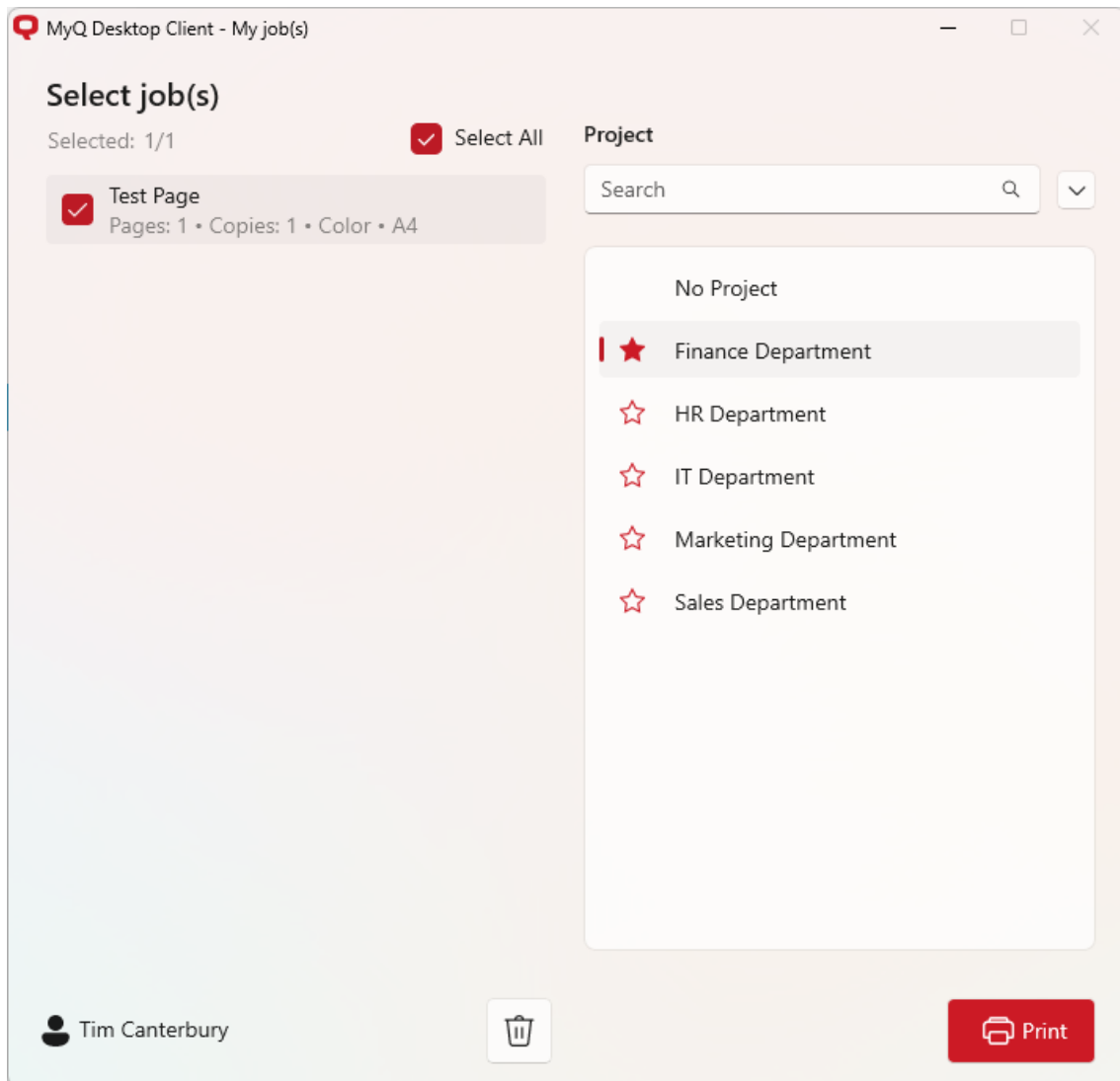
On the job management window, the user needs to select a project (or the **No Project** option), and then click **Print**. After this, the project is assigned, and the job can be printed. The maximum number of items displayed at once is 15. Refreshing the list will deselect a selected item.

If only one project is available to the user, it is automatically assigned to the print job, and the job is sent to the server. The job management window is not displayed.

4.4 Client Printing Options

MyQ Desktop Client (MDC) is capable of monitoring all the print jobs printed over the host computer, and even receiving the print jobs and forwarding them directly to the desired printer.

It uses the same embedded job parser as the MyQ server, so it is able to provide the same level of accounting for locally printed jobs. It can also apply all the rules related to the print job policies, project accounting, and payment accounts.

> ⓘ The job parser supports the majority of available printer drivers in PCL5, PCL6 and PostScript. For further information, check Job Parser.

Print Job Security - The print job security feature allows you to set up a time (in seconds) to log the user out as soon as the client gets to the idle state. If the option to delete all the pending jobs once the client is idle is enabled, that's another step to protect your users and their print jobs.

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. For further information, check Client Spooling.

Secure Printing (LPR over TLS) - With secure printing enabled, print jobs are sent from MyQ Desktop Client to the MyQ server over the TLS security protocol. This allows printing over MyQ to be end-to-end encrypted. A must in environments where confidential data are often printed.

4.4.1 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 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 the MyQ server and is suitable especially for small offices with limited network connection to the MyQ server.

When a user prints their job while this feature is activated, only the print metadata are sent to the server and the actual print job does not leave the computer (in fact, it is stored there as a RAW file). It waits until the user is authenticated at a printing device and selects to print the job there. Then, the printing device notifies the server, the server notifies the computer, and the computer sends the job to the printing device where it is printed. Release options set on the embedded terminal, print policies, and watermarks are supported when using this method.

There is a dependency on queue types:

- A job from a Direct queue is printed immediately.
- A job from a Pull Print and/or Delegated queue waits until the user has selected it.
- A job from a queue marked as private is deleted immediately after printing.

Be aware that when MyQ Desktop Client receives a job, only the metadata for this job are sent to MyQ. The data file of the job is stored in MyQ Desktop Client on the machine.

> 🗐 The protocol used for Client Spooling is decided by the Protocol setting in the corresponding MyQ Queue. Supported protocols are RAW, LPR, IPP, and IPPS.

For further information, see **Client Spooling** in the *MyQ Print Server* guide.

> ⚠️ **Limitations**
> - **Job processing:**
>   - The queue's user detection method mut be set to "Job sender". Detection from the job's PJL headers is not supported.
>   - Job processing defined on the queue cannot be applied.
> - 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.
> - Client Spooling is not available on Kyocera Embedded Lite devices.

4.4.2 Fallback Printing

With MyQ Desktop Client installed and running on the end user's workstation, you can set a backup printing device to be used for printing when the connection to the MyQ Server is lost. The Fallback printing feature serves as an important backup tool in case of a server outage. After the connection to the server is re-established, the job is automatically accounted.

Fallback printing means that when a job cannot be spooled to MyQ, the job is spooled to a specified network printer.

Enable Fallback Printing

Fallback printing can be enabled or disabled in any given MDC Configuration Profile in the MyQ Web Interface.

1. In the web interface, navigate to **MyQ**, **Settings**, **MyQ Desktop Client** and select the configuration profile for which you want to enable fallback printing.
2. Open the **Printing** tab of the configuration profile and expand and enable **Fallback Printing**.

3. Specify the **Printers or group** which should be used for fallback, and set the **Release conditions**, you can choose to **Always release the job** or **Only if the user has enough credit/quota**. Set up the **Device port** which should be used during fallback printing.

Printing Using Fallback

When a user attempts to print a file, but the server is offline, in cases where they're configuration profile allows fallback printing, there are two possible outcomes:

- If the user has only used one printer in the past, and fallback is enabled there, the job will print automatically on that printer, and the user receives a notification.
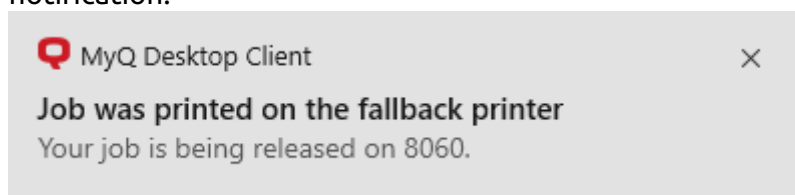
- If the user has used multiple devices and more than one is available for fallback printing, they will be prompted to choose the fallback printer they wish to use.

4.4.3 Local Print Monitoring

MyQ Desktop Client is able to monitor the number of printed pages on devices connected locally via a parallel port or a USB port. In such cases, the number of printed pages is extracted from the print spooler as it is being processed by the print driver. If the job is rejected due to breaking policies or insufficient balance, the reason for rejection is reported to server.

If Credit or Quota (cost accounting) is used, then a Price List needs to be assigned to the 'No Terminal' configuration profile.

Known limitations:

- LPM is supported on LPT, USB, TCP/IP and IPP ports. Monitoring of other ports may work, but it is not guaranteed.
- LPM does not work properly with a printer that has the **Keep printed document** option enabled in the Advanced printer properties.
- LPM does not work properly with a printer that has the "**Enable advanced printing features**" option enabled in the Advanced printer properties. This option is automatically switched off (if possible) for all monitored printers when LPM starts.

For further information, see **Monitoring local printers** in the MyQ Print Server guide.

4.5 Public vs Private Mode

The MDC operates in two distinct modes: **Private** and **Public**. These modes are determined by the configuration profile specified by the Administrator in MyQ Desktop Client settings in the MyQ Web User Interface. The primary goal is to adapt the client's behavior based on its operational environment, enhancing user convenience and security. In **Public mode**, the system is geared towards environments like shared workspaces or public access computers, where multiple users might access the same device. **Private mode**, conversely, is tailored for personal or dedicated workstations.
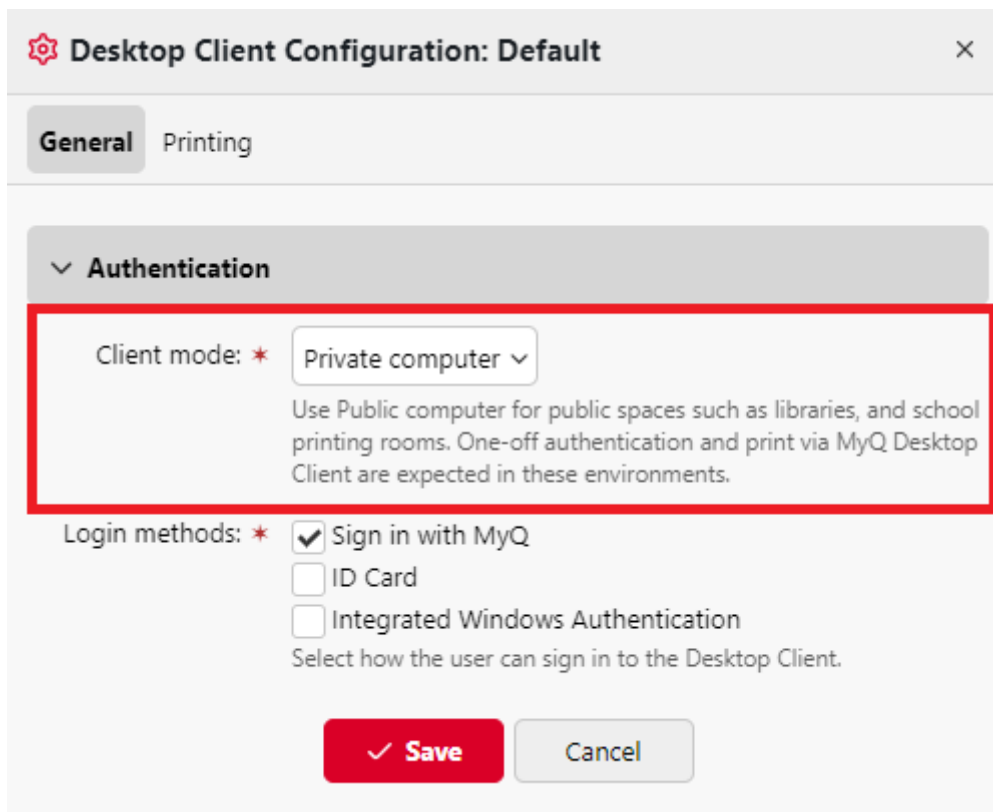
4.5.1 Private Mode

In **Private mode**, the MDC offers a more lenient authentication and session management approach, acknowledging the trust level of a personal or assigned device.

It acknowledges the trust and security inherent in personal or assigned workstations, allowing for a more seamless and uninterrupted workflow. Users benefit from persistent authentication and the flexibility to manage print jobs over extended periods.

- **Persistent Authentication**: Users remain signed in until the expiry of their refresh token or they log themselves out.
- **Continuous Job Management**: Users can spool jobs before and after authentication, selecting the relevant account/project and confirming the print queue as needed.
- **Job Retention**: Spooled jobs are not automatically canceled on server side as there is no user-session timeout.

4.5.2 Public Mode

Public mode is designed with communal device security in mind, ensuring that print jobs and user sessions are managed to prevent unauthorized access.

It is an essential feature for environments where users access communal devices. It ensures that print jobs are securely managed and that sessions do not remain active

beyond their necessary scope, thereby mitigating the risk of job misassignment or unauthorized access.

- **Authentication on Job Spooling**: Upon spooling a job, users are prompted for authentication. This ensures that each job is associated with an authenticated session.
- **Timeout for Authentication and Job Confirmation**: If a user does not complete authentication or job confirmation (including account/project selection) within 1 minute, the pending job is canceled and removed from the local storage of MDC and the user gets logged out preventing abandoned jobs misuse.
- **Automatic Sign-out After Printing**: Post-authentication, users can complete their print jobs. The system then automatically signs them out, securing the session once the intended action is completed.

5 Configure Printers and Job Processing

MyQ Desktop Client (MDC) has **two possible configuration options** of Job Processing, configurable in the MDC setup wizard:

1. Secure print job forwarding
2. Client spooling

5.1 Secure Print Job Forwarding

If you enable this feature, jobs sent to MDC will be automatically forwarded to the MyQ Print Server over a secure encrypted LPR protocol. This feature requires significantly more network resources than Client Spooling, as all jobs are forwarded to the MyQ Server.

5.1.1 Setup in MyQ Web User Interface

In the **MyQ Desktop Client** tab of the **Settings** in the MyQ Web User Interface, make sure that the **Job Processing** method of the relevant configuration profile is set to **Secure print job forwarding**.

5.1.2 Printer and driver setup

The printer and driver must be installed on the workstation where MDC will be running. The recommended printer driver port configuration is that the **Printer Name or IP Address** should be **localhost** or **127.0.0.1**, as this is the address MDC is listening to on port 515, and the **Queue Name** should be the MyQ queue.

5.2 Client Spooling

If you enable this feature, jobs sent to MDC are locally spooled and stored in the user's computer. This feature is helpful when the network resources are limited since the jobs are spooled locally and stored in the user's computer; only metadata is sent to the MyQ Print Server.

5.2.1 Setup in MyQ Web User Interface

In the **MyQ Desktop Client** tab of the **Settings** in the MyQ Web User Interface, make sure that the **Job Processing** method of the relevant configuration profile is set to **Client Spooling**.

5.2.2 Printer and driver setup

The printer and driver must be installed on the workstation where MDC will be running. The recommended printer driver port configuration is that the **Printer Name or IP Address** should be **localhost** or **127.0.0.1**, as this is the address MDC is listening to on port 515, and the **Queue Name** should be the MyQ queue.

6 Printer Provisioning

Installing printers and print drivers manually can be tedious, especially if you are setting up print for a whole department or an entire company. You need to not only prepare the **correct drivers for devices** you have in your environment but then install Windows or macOS printers on each computer, install these print drivers, and test if everything works as intended.

Printer provisioning allows you to always deliver the right printers to your users. Together with the rest of MyQ's Quick Deployment features, such as Printer Discovery and MyQ Desktop Client's configuration profiles, the entire process can be largely automated.

- Install and Update Printers in Domain Environments.
- Install and Update Printers for BYOD Devices.
- Deploy Print to both Windows and MacOS.
- Update Available Printers as needed.

6.1 Set up Printer Provisioning

1 Deploy MyQ Desktop Client
To start with printer provisioning, you must start using the MyQ Desktop Client in your organization. MDC is used for creating print driver configuration profiles as well as for installing drivers on target machines.

2 Capture and upload drivers
You install print drivers and assign them to printers, simply configure printers the way you would manually. With the Desktop Client, you then create print driver configuration profiles and upload your drivers.

3 Assign and deploy
Once your print drivers are stored in the MyQ driver store, you can attach these driver profiles to selected queues.
The rest will happen automatically. Users running MDC will be provisioning the correct printers.

6.2 System Requirements

Printer provisioning is compatible with a wide range of drivers, encompassing print languages like PostScript, PCL5, PCL5e, and PCL6. Generally speaking, the majority of print drivers should be supported.

The printer on the template OS which uses the driver you want to upload to MyQ must use a TCP/IP port (either LPR, RAW, or IPPS). If the port name is an existing queue in MyQ, it will be automatically assigned to this queue, and can be immediately deployed by MDC to computers.

> (i) If you are using Print Server 10.2+ there is a built-in IPPS driver available. This driver can be chosen in the configuration profile on the Print Drivers page and in the Queue's MyQ Desktop Client tab. This enables provisioning of the queue by the Desktop Client as an IPPS printer.

6.3 Prepare and Capture Template Printers

As a first step, you will want to create your print driver configurations. After that, you will capture them, upload them to the MyQ X server, and finally test the setup.

1. Prepare template printers (install print drivers, create system printers and ports, and connect everything to have printers that are ready for print).
2. Capture template printers (select printers in the MyQ Desktop Client, upload them on the Print Server).

6.3.1 Prepare Template Printers

Install Print Drivers

The first step for this deployment is to collect the print drivers you will want to install and create printers as if you were doing it on a user's machine. Source these drivers from the manufacturers' download pages.

> **Recommendations for print drivers:**
>
> - Use official manufacturer's drivers.
>
> - Preferably, use device-specific or universal drivers in a traditional mode configured on a physical device. Universal drivers in dynamic mode might display prompts to the user to search devices on the network. Also, some drivers, e.g. HP Universal Print Driver may not allow for print in color when not configured on a specific model.
>
> - In a mixed fleet environment, try selecting drivers published for your target devices to achieve the best compatibility. You might be able to print successfully to a device even through a driver of a different manufacturer thanks to MyQ's cross-vendor printing support, but you will not get all the functionalities of the device.

Create Printers and Assign Print Drivers

1. Add your printers as normal:
   a. **Windows**: Control Panel/Settings – Devices & Printers – Add manually.
   b. **macOS**: System Settings, then click Printers & Scanners – + option or via CUPS configuration.
2. Select the installed driver in the printer's settings:

    a. **Windows**: Control Panel/Settings – Devices & Printers – open a printer – Printer properties – Driver or in the Start menu – search and open "Print Management" – Print servers – Printers.

    b. **macOS**: during the printer creation or, if the printer already exists, via CUPS configuration.

3. Assign a TCP/IP port to the printer:

    a. **Windows**: Control Panel/Settings – Devices & Printers – open a printer – Printer properties – Port or in the Start – search and open "Print Management" – Print servers – Printers.

    b. **macOS**: during the printer creation or, if the printer already exists, via CUPS configuration.

> (i) The queue name in the LPR port can be used to automatically attach the print driver configuration profile to a queue. If a queue with the same name already exists in MyQ, the profile is automatically assigned to it. This way you can instantly deploy or update the driver without further configuration.

4. Configure the desired driver's capabilities and settings such as finishing options:

    a. **Windows**: Printer Properties – General – Preferences or Printer Properties – Advanced – Printing Defaults.

    b. **macOS**: during the printer creation or, if the printer already exists, via CUPS configuration.

5. Test your configuration.

6.3.2 Capture Driver and Settings

1. Run the MyQ Desktop Client on the template computer.

2. Sign in to the Desktop Client as a user with **Administrator** or **Manage settings** rights.

3. Right-click on the MyQ Desktop Client icon to open a context menu and select **Capture print driver**, a dialogue is opened with a list of printers.
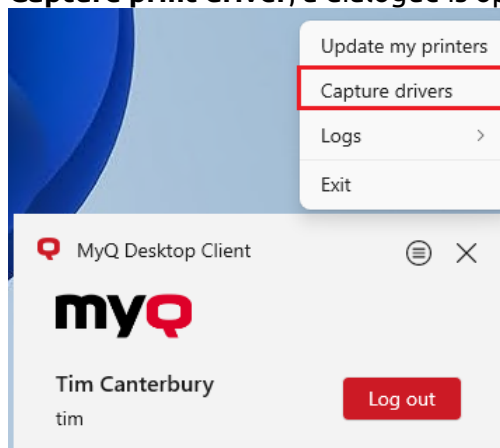
4. Select printers that are using drivers you want to capture.
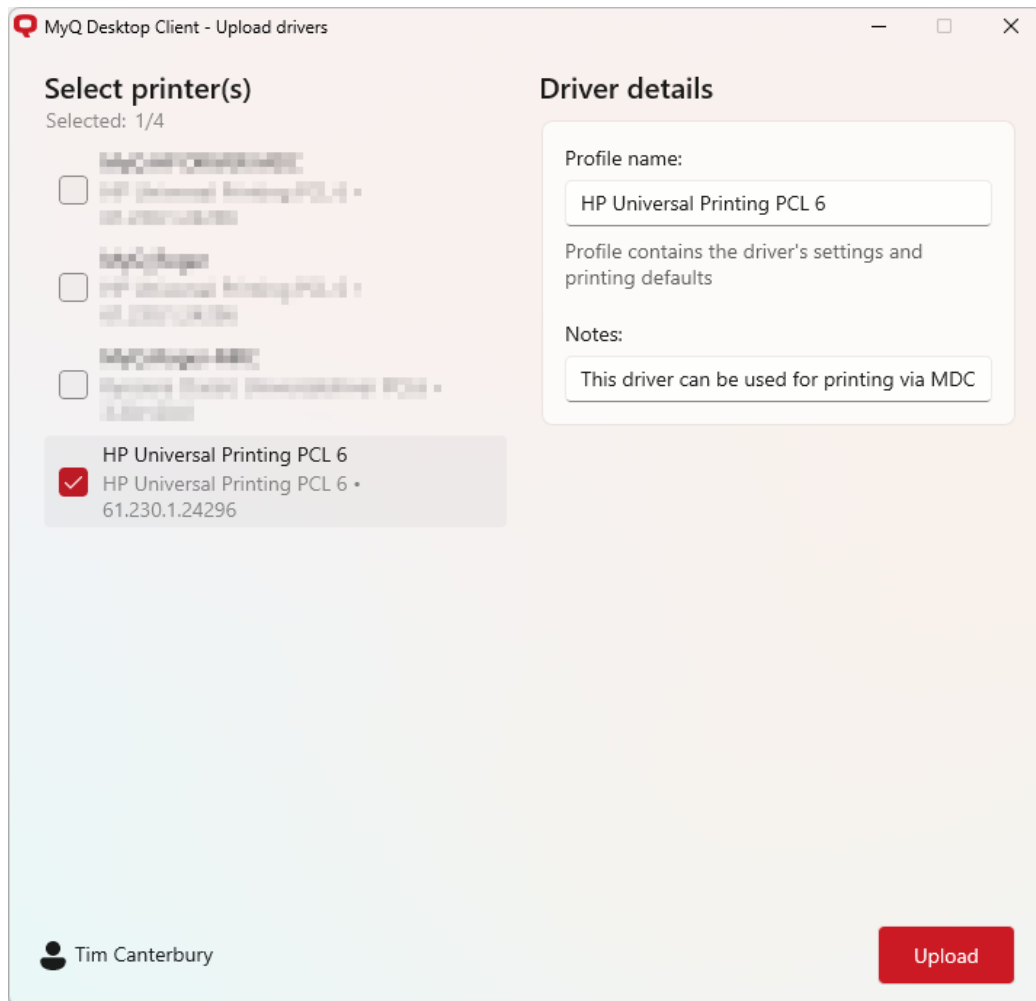
> ⓘ By clicking the printer once, you select it for capture and open the Driver details for this printer. By clicking it again, you deselect this printer. If you select another printer (and select it), clicking another printer once opens its details, click again to deselect it.

5. Specify the name of the print driver configuration profile; if it does not exist in MyQ already, a new profile with this driver will be created. If you specify an existing profile, the driver will be added to it. Read about the print driver configuration profiles below.
6. Once you select all required printers and specify the profiles they should be uploaded in, click **Upload**. Drivers will be compressed into ZIP files and uploaded to the MyQ Print Server.

6.3.3 About Print Driver Configuration Profiles

Configuration profiles for print drivers effectively bundle a collection of drivers that will be installed when queues are deployed. In a profile, you can have **one instance of a print driver for every supported OS** (Windows x64, Windows ARM, macOS).

When you assign a profile to a queue, MDC will install the driver it runs on automatically.

For this to work, it is necessary to capture a driver on various operating systems and upload all of them under one configuration profile name.

When capturing the driver in MDC, specify a profile name that already exists in MyQ.

Driver details

Profile name:

MyQ Default

Profile contains the driver's settings and printing defaults

Notes:

- If this profile already contains a driver for this OS, it is replaced by the new one.
- If the profile does not contain a driver for this OS, this driver is added.

Example: **Kyocera driver with stapling enabled for Windows 64bit and macOS**
1. On Windows 64bit, the administrator installs a Kyocera driver, enables stapling in the driver's printing defaults settings, and assigns this driver to the printer called "Kyocera Stapling Left".
2. Using the Desktop Client, the driver is captured and uploaded to the MyQ driver store; a new configuration profile "Kyocera Stapling Left" is created.
3. Now, on macOS, the administrator also installs the preferred Kyocera driver, enables stapling in the driver's settings, and during the driver capture, provides the same profile name to upload the driver under the same profile ("Kyocera Stapling Left").
4. The administrator goes to the Print Drivers settings in MyQ, and in this print driver configuration profile selects the queue "Staple_Left" and sets the final name of the installed printer to "Left Stapling" in MyQ.
5. Users running MDC on Windows and macOS with the right to print to queue "Staple_Left" will get the printer "Left Stapling" installed in the background; the correct driver for their platform will be used.

6.3.4 MyQ Driver Store

Once this setup is finished, confirm that the print drivers were successfully uploaded to the MyQ Print Server you see present in the driver store (**Settings** – **Print Drivers**).

Read more about Print Driver settings in Print Server 10.2 here.

6.4 Assign Print Drivers and Deploy Queues

Once the configured driver is uploaded to the MyQ driver store, you can see the profile and assigned drivers in the profile in **Settings** > **Print Drivers**, you can now assign it to MyQ queues that should be automatically installed.

1. Configure configuration profiles for the Desktop Client targeting your desired computers.
2. Deploy the MyQ Desktop Client.
3. Enable printer provisioning by assigning captured print driver configuration profiles to queues they should be installed with.

## 6.4.1 Assign Print Driver Profiles to Queues

By choosing a print driver configuration profile for a queue, it will automatically become deployable with the MyQ Desktop Client. You can accomplish this in:

- **Queues**, open a queue and go to the **MyQ Desktop Client** tab.
- **Settings** > **Print Drivers**, open a configuration profile and go to the **Queues** tab.

When assigning the print driver configuration profile to a queue, you can also specify the **Printer name**. Consequently, this queue will be installed with the designated printer name and driver on target computers.

Setup Recommendations

- You can start with test queues that you will use to create the configuration and set **Rights** only to your MyQ account. This will ensure that the queues and associated print drivers will not be deployed before you have the chance to test them.
- You will be able to copy the print driver settings from the test queue you are using to a production-ready queue when ready.
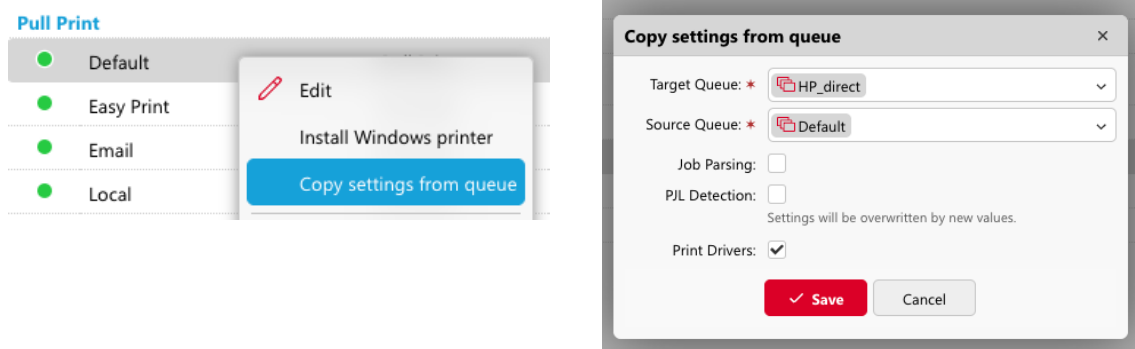
- Queues in MyQ can be in **Online** or **Offline** mode. Queues that are offline are not deployable. You can keep your queue in the offline mode during the setup, and then switch it online when you want to start deployment. Remember that users cannot print to offline queues. Similarly, you can turn a queue "off" to roll back its deployment, and printers using this queue will be removed from computers where installed.
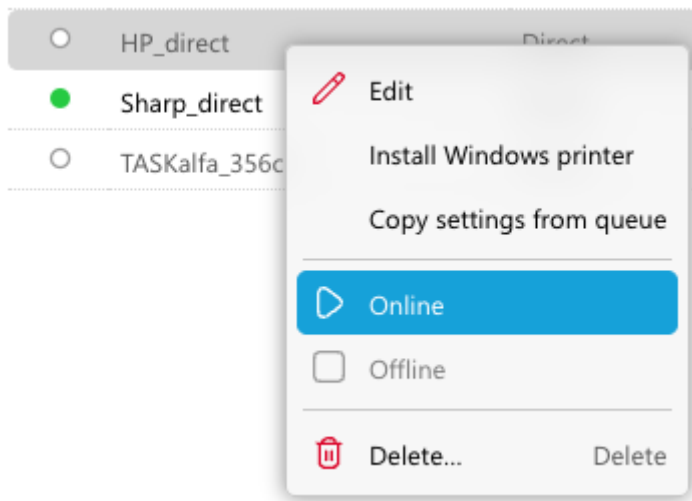
6.4.2 Testing

For best results and optimal testing conditions, you should either:

- Set up your template print queues (printers) on a computer with already installed drivers that you will be deploying, so that you can capture them, and then test your queue deployment on another computer where these drivers are not installed.
- Or configure print drivers, capture them with the MyQ Desktop Client, and before you test your deployment, uninstall these drivers from your computer (e.g. from the Print Management application in Windows or CUPS in macOS).

6.5 Monitor Printer Provisioning

Running MyQ Desktop Client occasionally updates its configuration which is stored on the Print Server. When a user signs in the client, the installation/update of their available printers is initiated.

1. Desktop Client checks which queues are available to the user.
2. It downloads a list of queues together with the print drivers and configurations.
3. Print provisioning is started.

> ⓘ Whether the print queue aka printer and print driver are deployed on a particular computer depends on the following:
> - Is the computer IP address within the range defined in the Desktop Client's configuration profile, or does the computer hostname match the configuration profile settings?
> - Does the user signed in the MyQ Desktop Client have rights to use this queue? Check this in the Print Server in **Queues** – **Queue settings** – **Rights tab**.

6.5.1 When and How are Drivers Installed?

When the MyQ Desktop Client is running, it is connected to the MyQ Print Server and updates its configuration from time to time. When you make any changes to the configuration profile, including print driver changes, the **Desktop Client reacts and updates the printers** as soon as possible.

6.5.2 Are Printers Removed?

Yes, if you make changes on the Print Server and remove print queues, they will be removed from computers where they had been installed.
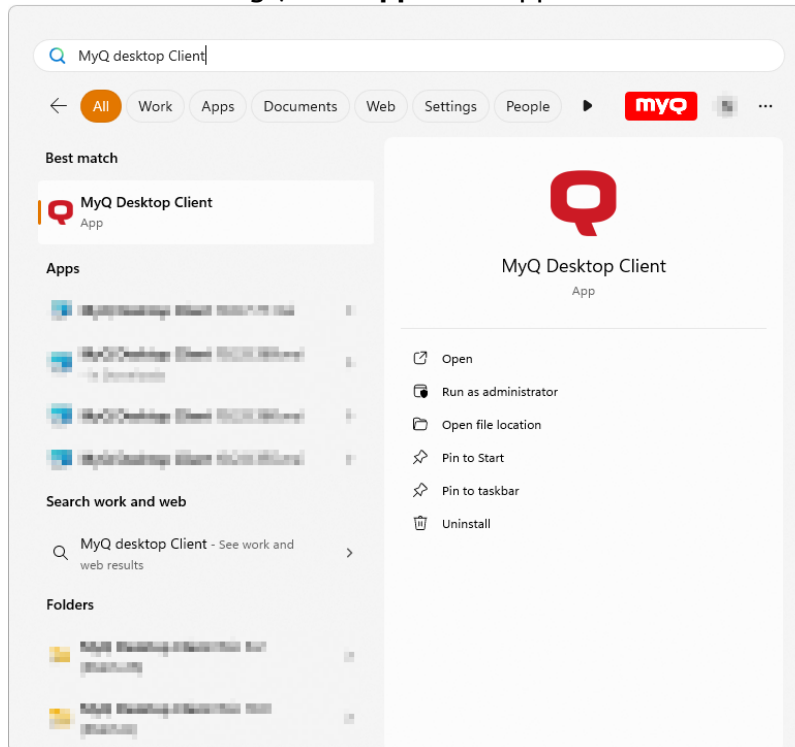
7 Uninstallation

The application can be uninstalled via the setup wizard, via silent uninstallation on the Windows command line or via the *Uninstall MyQ Desktop Client 10.0.exe.*
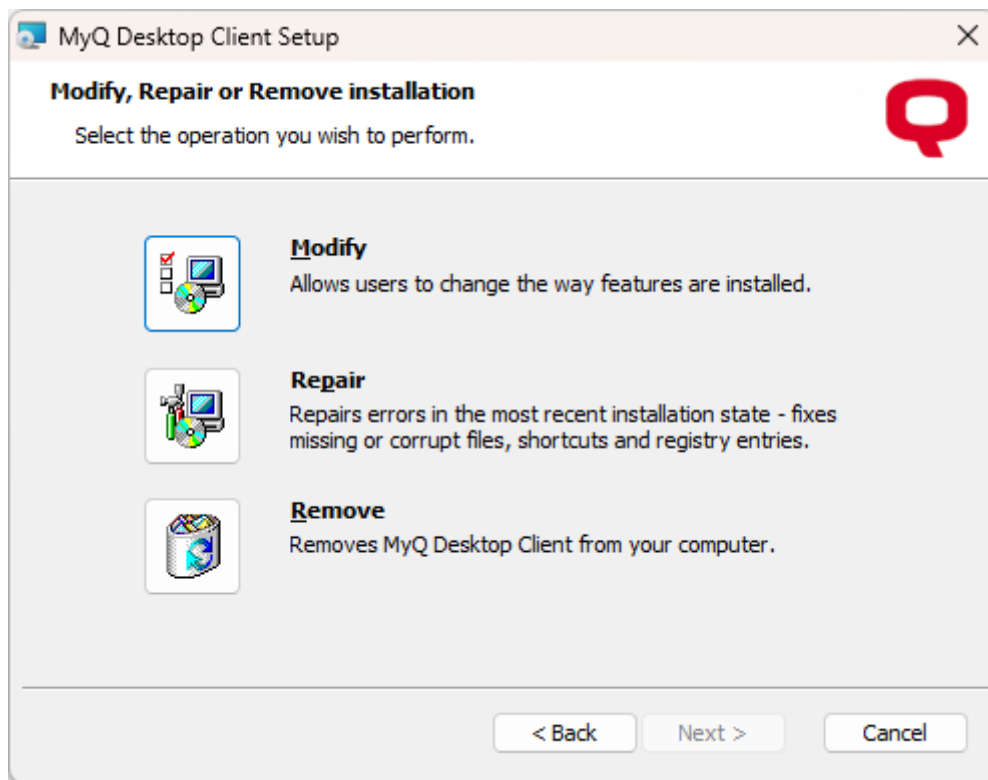
7.1 Uninstallation via the Setup Wizard

To uninstall the application via the setup wizard:

1. In Windows Settings, click **Apps**. The Apps and features menu opens.

2. On the menu, select the MyQ Desktop Client app and click **Uninstall**. When asked, confirm the uninstallation. The MyQ Desktop Client setup dialog box opens.
3. In the dialog box, select the **Remove** option.

4. Click **Remove** to confirm the uninstallation.
5. Click **Finish** to leave the setup wizard. MyQ Desktop Client is removed from the computer.

7.2 **Silent uninstallation**

To silently uninstall the application, open the Windows command line, and:

1. Find the `IdentifyingNumber` of the MyQ Desktop Client application via the following command:
   `wmic product where "Name like '%Desktop%'" get Name, Version, IdentifyingNumber`
2. Uninstall the application via the following command:
   `msiexec.exe /x *{IdNumber}*`

   where `*{IdNumber}*` is the **Identifying Number** of the application.

8 Business Contacts

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