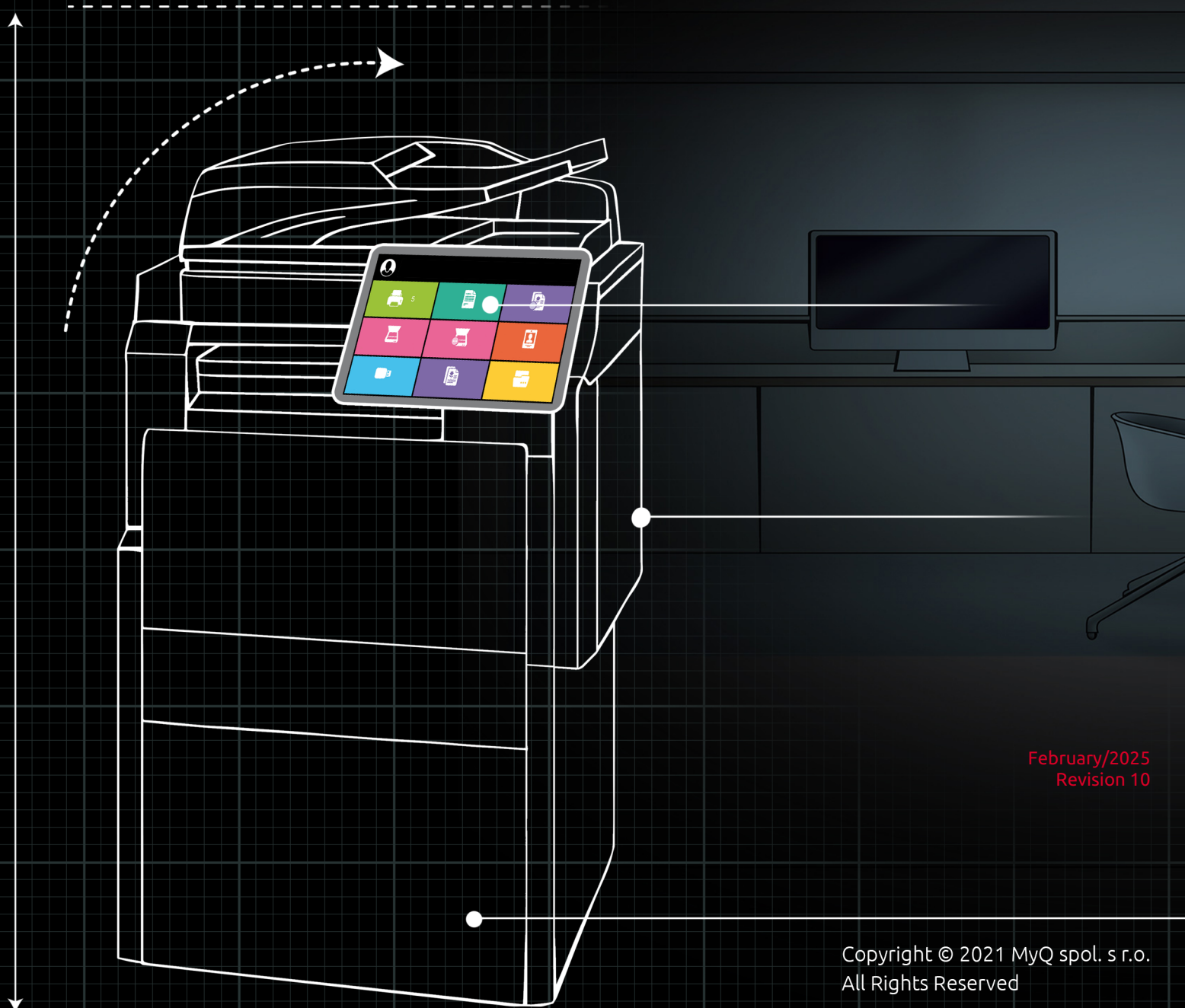


# myq X

## MyQ Desktop Client for Windows



February/2025  
Revision 10

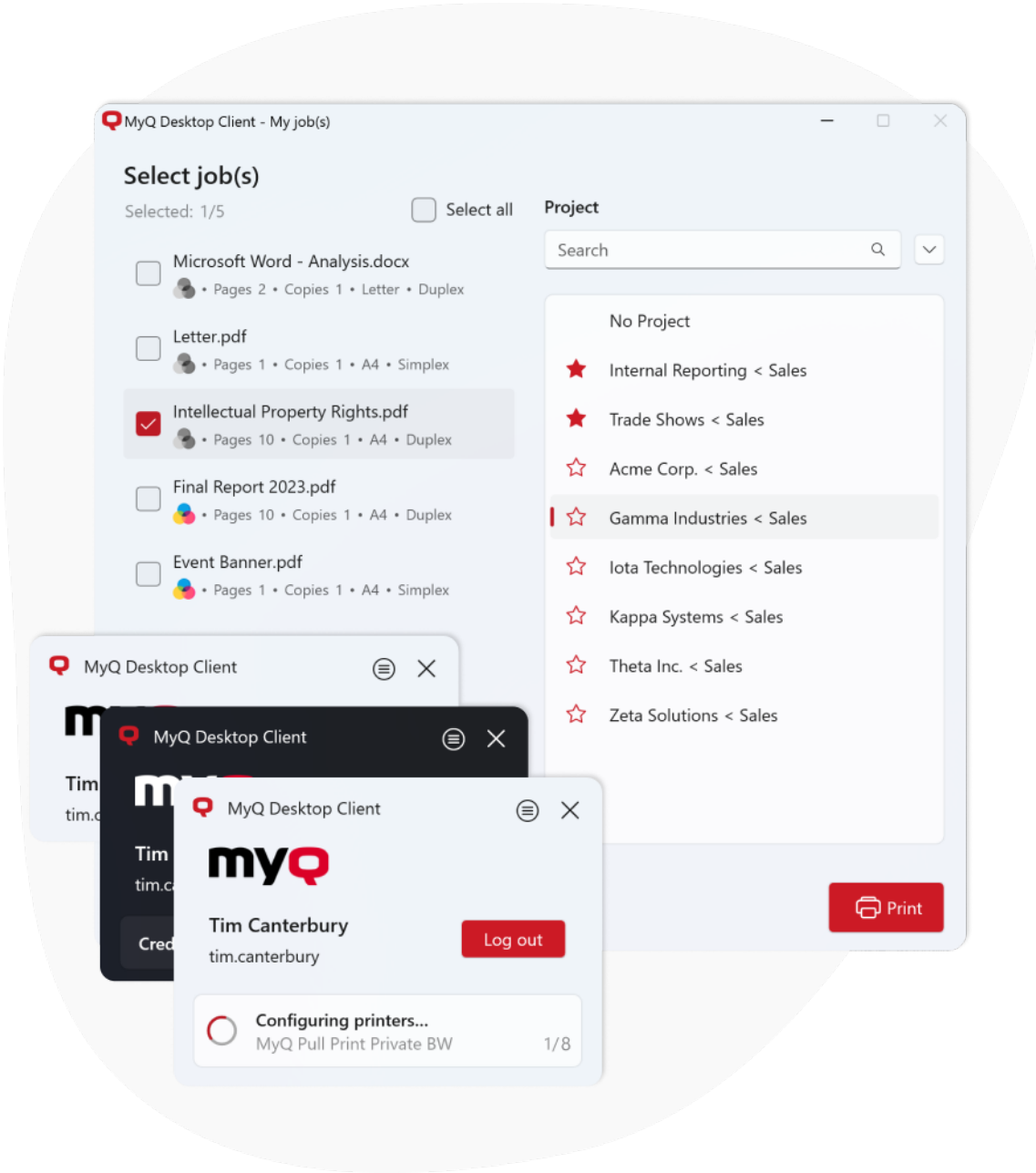
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# 1 MyQ Desktop Client for Windows 10.2


MyQ Desktop Client for Windows (aka *MDC*) is a client that provides secure printing and additional features such as user identification, assigning a charging account or project, automatic print driver provisioning, fallback printing, alternative printing methods such as direct IP printing to devices, and monitoring of local printing devices.



## 2 Desktop Client features

- User Identification
- User Account Information
- Job Management
- Client Printing Options
- Public vs Private Mode
- Printer Provisioning

 All changes compared to the previous version are listed in the [release notes](#).

 The guide is also available in [PDF](#).

## 3 System Requirements

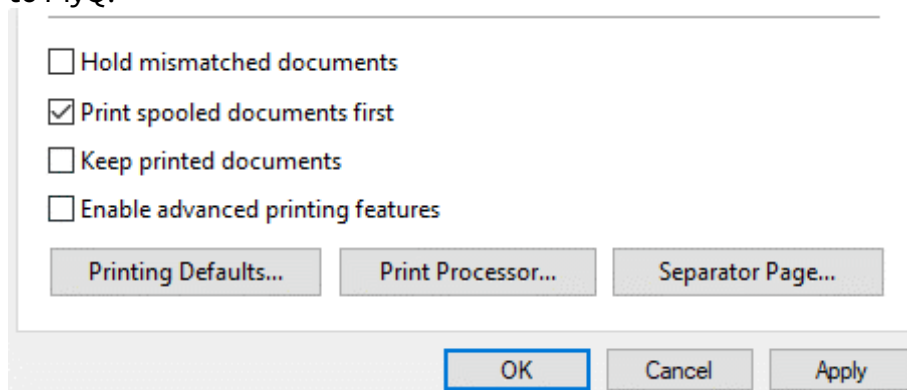
### 3.1 Server Requirements

The maximum recommended number of concurrent MyQ Desktop Clients connected to one MyQ server is estimated to *10,000*.


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

### 3.2 Requirements on the Client's Workstation

- **Operating system:** Windows 11 (64-bit, ARM 64-bit) / Windows 10 (64-bit), Windows Server 2019 and higher.
- **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.



## 3.3 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**.

## 3.4 Upgrading the Client

You can simply run the installer, it will perform the upgrade automatically if an older version of the client is detected on the system.


## 3.5 Troubleshooting

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`

## 4 Installation

 MyQ Desktop Client can also be deployed in managed environments with Intune or Microsoft Endpoint Management, learn more [here](#).

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

### 4.1 Before Installation

#### 4.1.1 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, Strict is used as default. Examples:

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





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**.

```
*config - Notepad
File Edit Format View Help
[ConnectionInfo]
ServerPort="8090"
ServerAddress="acme.com"

[Security]
SecurityMode="Strict"
```

2 Edited config file

### 4.1.2 Silent Installation Parameters

Connection details can also be defined when the installer is run. See [Silent Installation](#) for a description.

### 4.1.3 Desktop Client Configuration

#### Creating and Editing Configuration Profiles

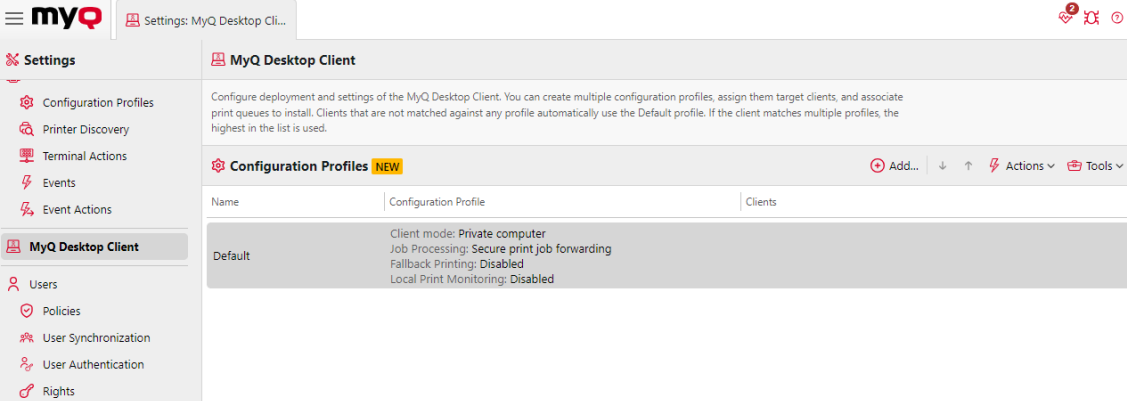
Administrators now have the option to save multiple different configurations for MyQ Desktop Client (MDC) in MyQ, so that they can deploy different configurations based on locations; for example, define different fallback printers in each of their offices or enable client spooling only for selected workstations.

**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. If the client matches multiple profiles, the highest-matched profile in this list will be used.



The screenshot shows the MyQ Desktop Client Settings interface. The left sidebar contains a navigation menu with the following items: Settings, MyQ Desktop Client, Users, Policies, User Synchronization, User Authentication, and Rights. The main content area is titled "MyQ Desktop Client" and contains a description: "Configure deployment and settings of the MyQ Desktop Client. You can create multiple configuration profiles, assign them target clients, and associate print queues to install. Clients that are not matched against any profile automatically use the Default profile. If the client matches multiple profiles, the highest in the list is used." Below this is a section for "Configuration Profiles" with a "NEW" badge and an "Add..." button. A table lists the profiles:

Name	Configuration Profile	Clients
Default	Client mode: Private computer Job Processing: Secure print job forwarding Fallback Printing: Disabled Local Print Monitoring: Disabled	

To create a new configuration profile for MDC:

**Desktop Client Configuration: <no name>**

General Printing

Name: \*

**▼ Clients**

Assign clients to this configuration profile. Define them by IP address ranges or hostnames. Hostname supports regular expressions.

Method: \*  IP range

From To

+ Add

Hostnames

Exclude: + Add

**▼ Authentication**

Client mode: \* Private computer

Use Public computer for public spaces such as libraries, and school printing rooms. One-off authentication and print via MyQ Desktop Client are expected in these environments.

Login methods: \*  Sign in with MyQ

ID Card

Integrated Windows Authentication

Select how the user can sign in to the Desktop Client.

**▼ Printer Provisioning**

When disabled, printers and drivers on clients using this profile will not be updated. Already provisioned printers are preserved.

+ Add Cancel

3 General Tab

**Desktop Client Configuration: Default**

General Printing

**▼ Job Processing**

Processing method: \*  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.

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.

Append domain name to username:

The username will be set as username@domain on the job.

**▼ Fallback Printing**

With Fallback Printing, users are given an alternative method of printing during server downtime. Configure how the fallback printer is selected, printing method, and release conditions.

Printers or group: \* All printers

Release conditions: \* Only if user has enough credit/quota

**▼ Device port**

Protocol: \* LPR

Port: \* 515

Queue: \* default

**▼ Local Print Monitoring**

Allows accounting of jobs released on local printers not managed by MyQ.

Monitored ports:

Comma separated list of ports (e.g., USB, LPT). If empty, all ports are monitored.

Release conditions: \* Always release the job

✓ Save Cancel

4 Printing Tab

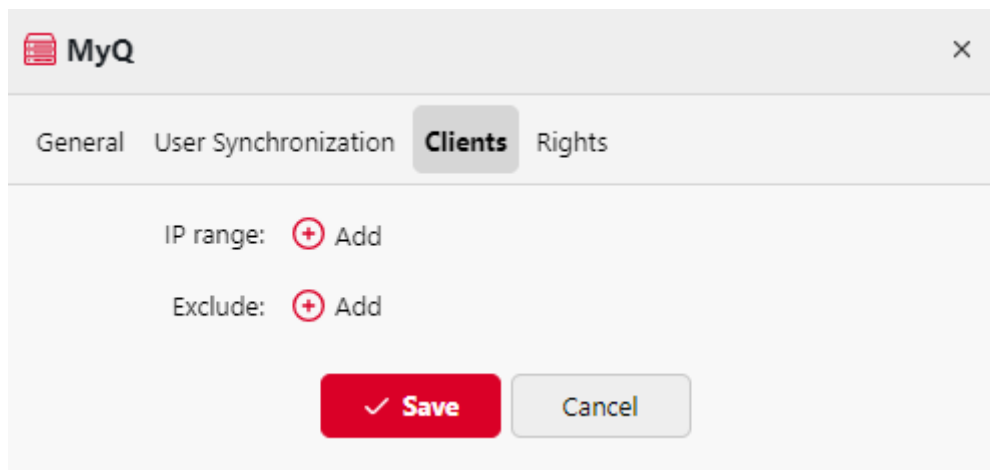
1. On the MyQ Desktop Client Settings tab, click **Add** in the top-right corner.
2. On the **General** tab enter a **Name** for your configuration profile.
3. In the **Clients** section specify which clients this configuration profile should apply to, either using an **IP range** or **Hostnames regex**. 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. In **Printer Provisioning** choose to enable or disable Printer Provisioning. When disabled, printers and drivers on clients using this profile will not be updated, which can be helpful to prevent unwanted changes, while preserving past ones.
7. 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.
8. Choose if you want to **Append domain name to username**, if enabled the username will be set as username@domain on the job.
9. 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, the printing method, and release conditions.
10. Enable or disable **Local Print Monitoring**, which allows the 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**.
11. Click **Save**, your configuration profile is created and automatically applied to the MDCs of the specified clients.

#### 4.1.4 Connecting to a Central Server

It is also possible to connect MyQ Desktop Client to a site via a Central Server.

1. Edit the installer name or config file as described above to correspond to the Server Address and Server Port of the Central Server.
2. Navigate to **Sites**, **Edit** the relevant site, and enter the **IP range** of the devices to be connected to this location with MDC (it is also possible to create exclusions).




3. MDC will now connect to the specified Site server.

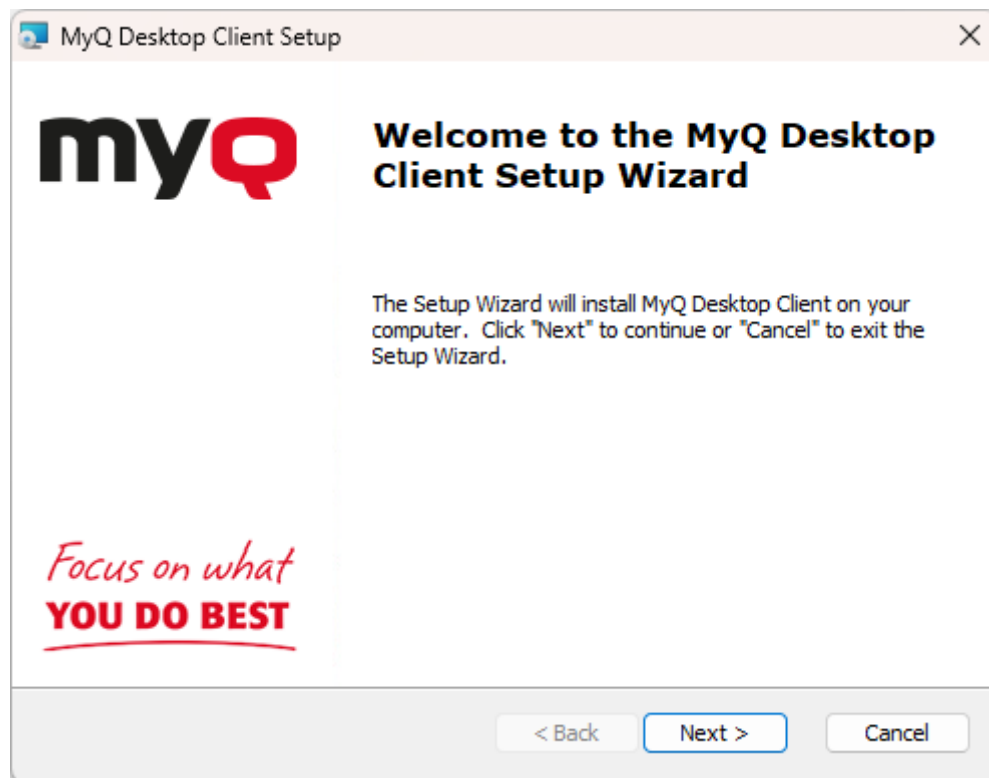
## 4.2 Installation Process

### 4.2.1 Manually Running the Setup Wizard

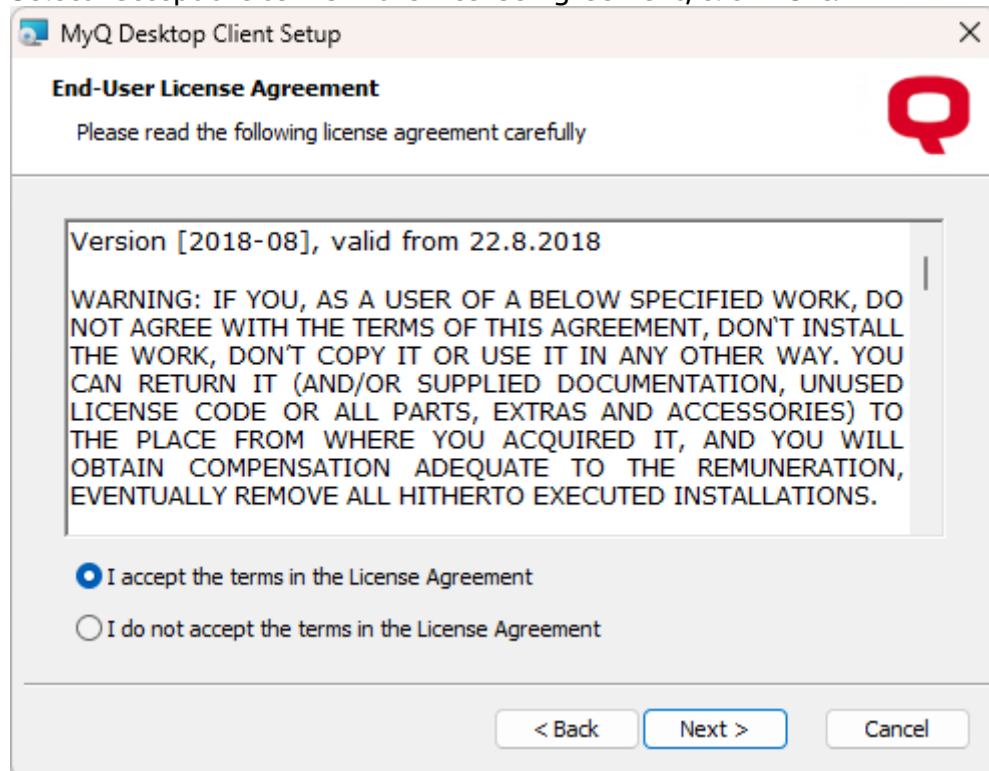
This option allows users to manually install MDC.

 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).

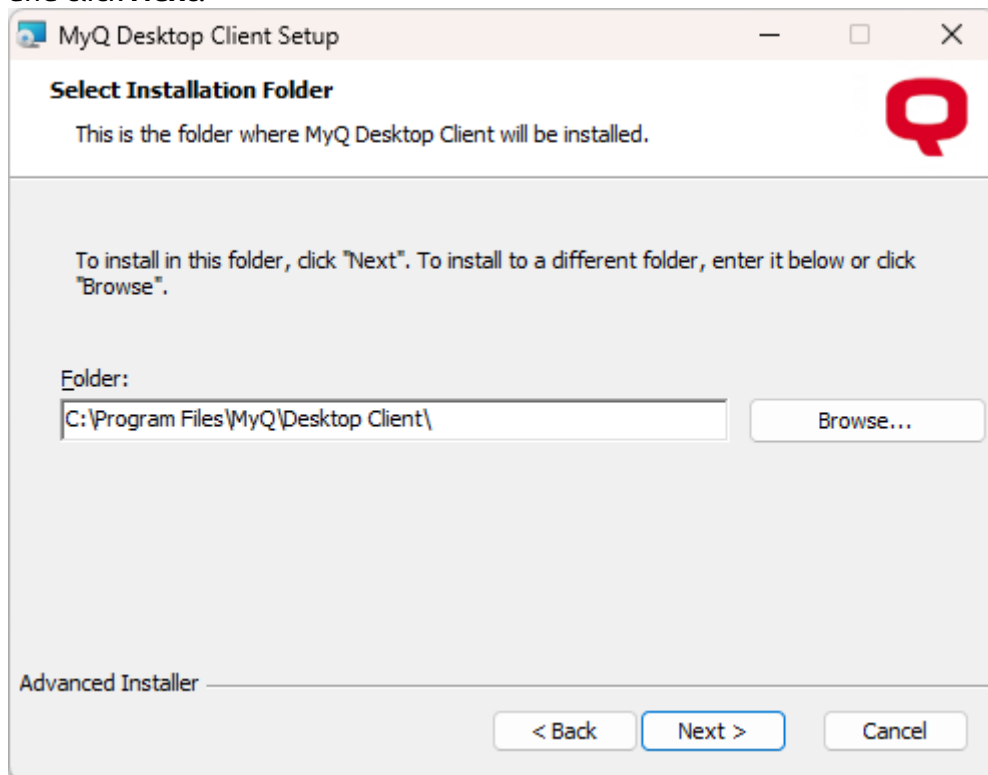
1. Download the latest available version of the installation (.msi) file from the MyQ Community portal.
2. Double-click on the installation file. The installation wizard opens; click **Next**.



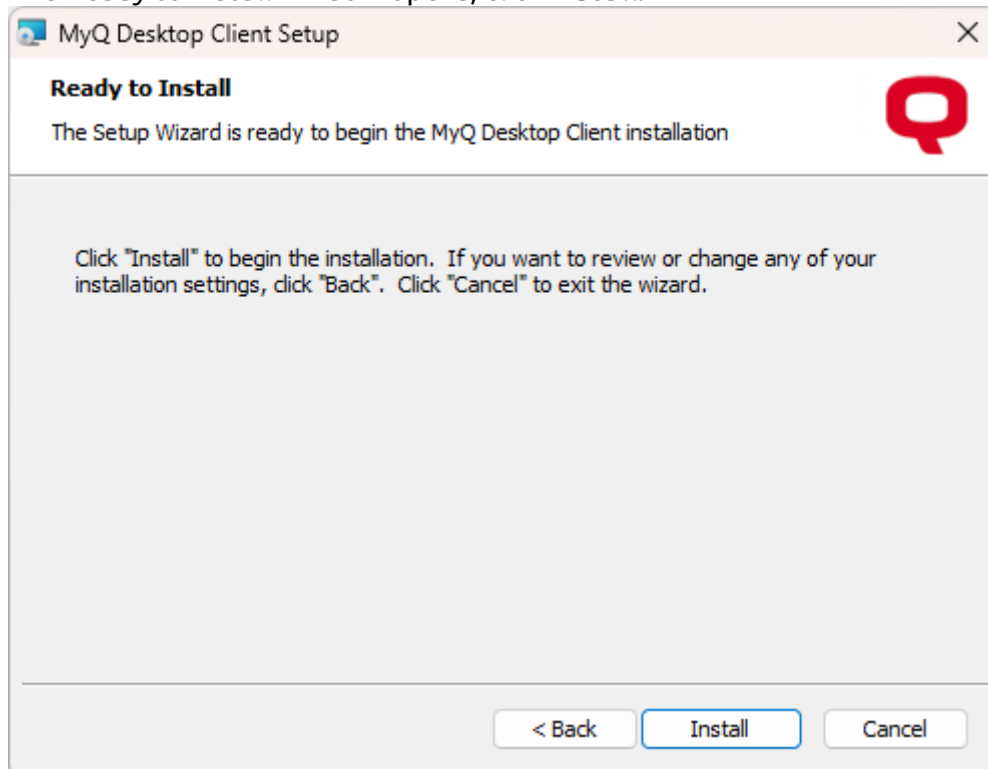
3. The End-User License Agreement window opens.
4. Select I accept the terms in the License Agreement; click **Next**.



5. The **Select Installation Folder** dialogue opens, select in installation location and click **Next**.

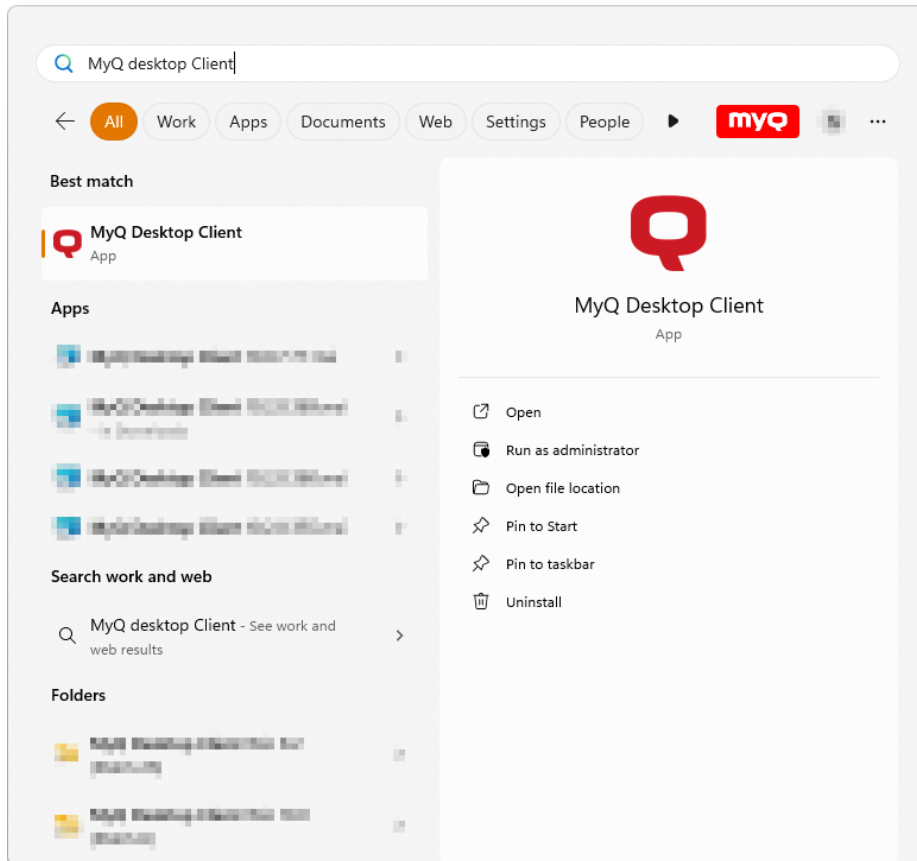


6. The Ready to Install window opens; click **Install**.

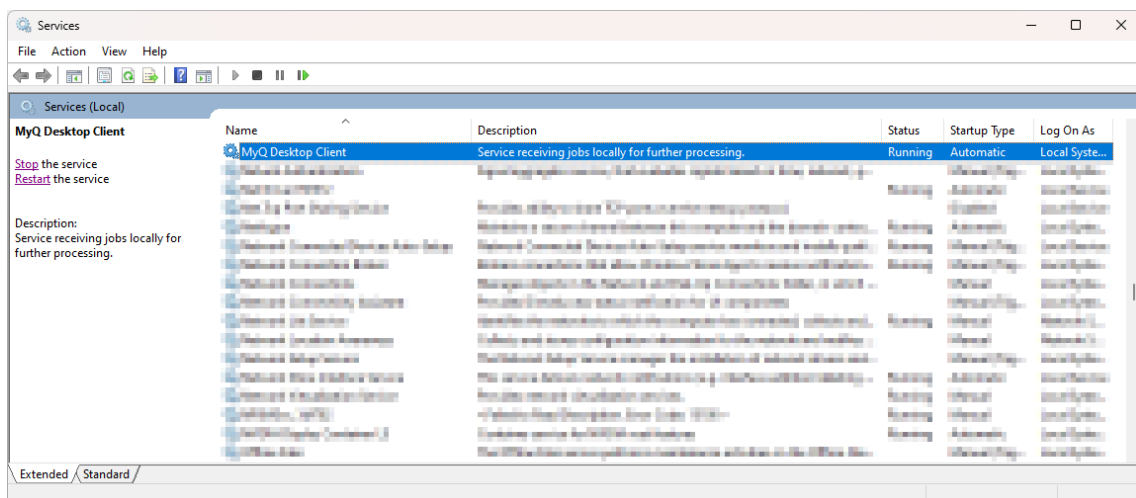


7. The Completing the MyQ Desktop Client Setup Wizard window opens; Click **Finish**.

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.





## 4.2.2 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.

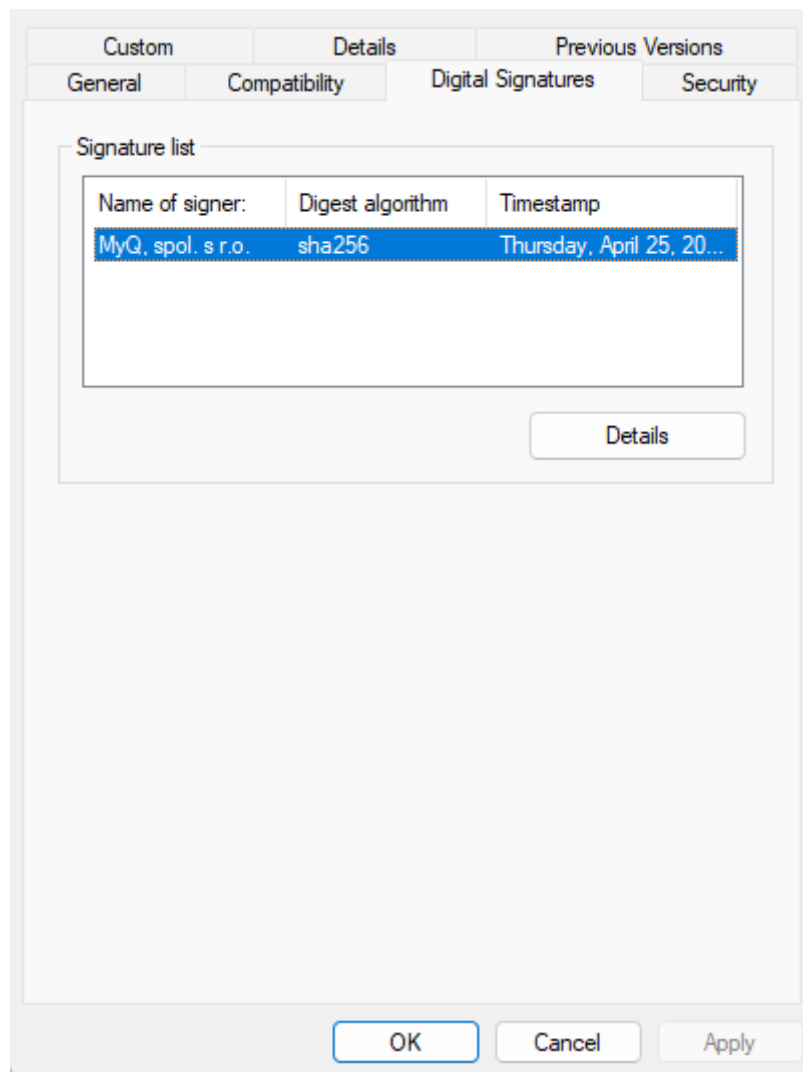
## 4.3 PowerShell Execution Policy Information

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.

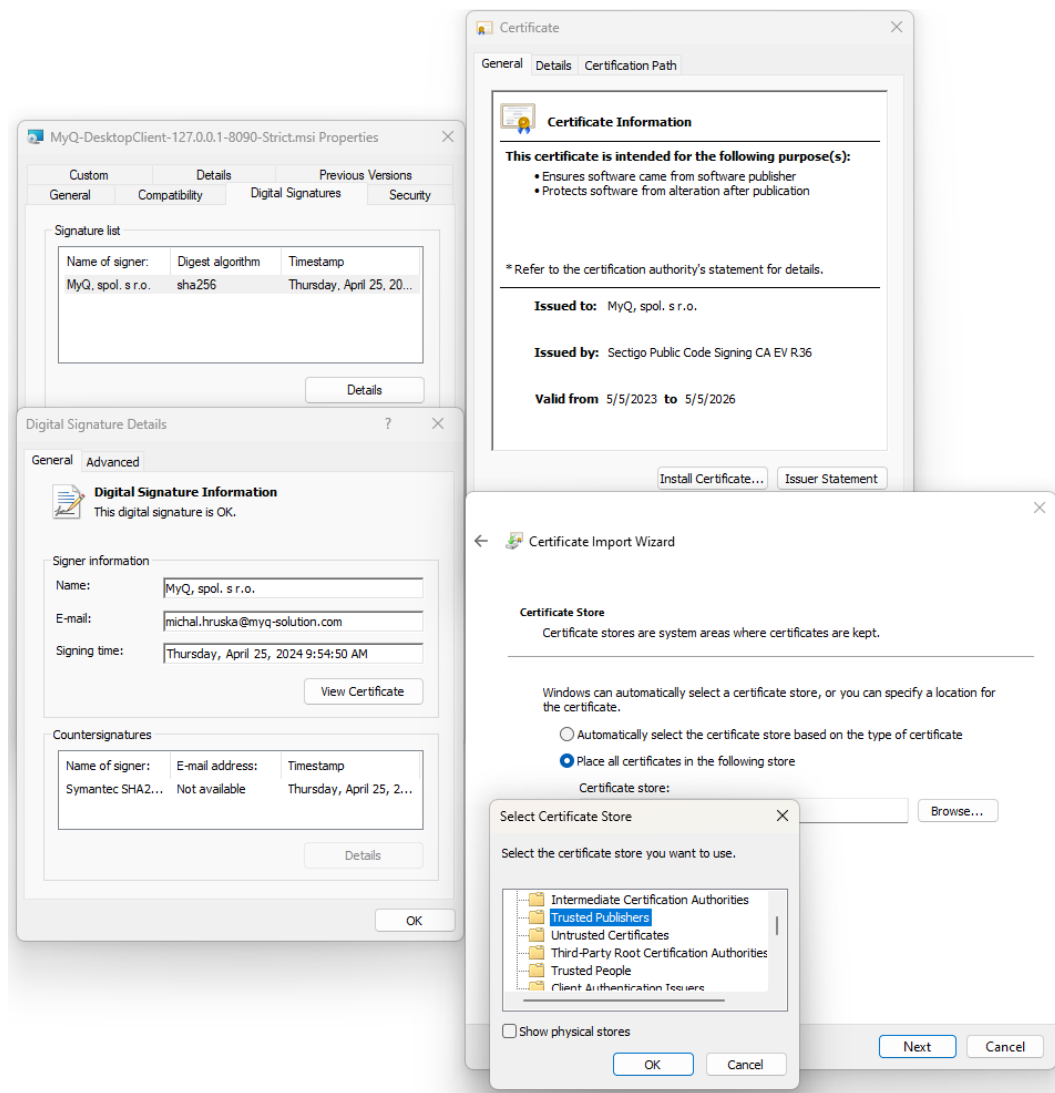
Open Local Group Policy Editor, navigate to Administrative Templates\Windows Components\Windows PowerShell, set "Turn on Script Execution" to "Enabled", and set the Execution Policy to "Allow only signed scripts". Then export and install the certificate.

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.

### 4.3.1 Skip Executing PowerShell Scripts (10.2 Patch 2 and higher)

Certain company restrictions may prohibit the execution of PowerShell scripts, potentially causing installation failures. To bypass the use of PowerShell scripts during installation, use the parameter **NOPOWERSHELL=TRUE** when initiating the installation process.

There are two limitations if the PowerShell scripts are not executed:

- The printer port “%BRAND%\_MDC” will not be created.
- Detecting parameters from the installer name will not function.

## 5 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.
- **Printer Provisioning** - allows users to get easy access to the right printers that are supposed to be available to them, and the administrator to deploy MyQ queues more efficiently, requiring as little manual configuration as possible.
- **Print Driver Capture** - allows administrators to take a snapshot of the settings for a print driver and upload the driver to a centralized driver repository on the MyQ Print Server for easy deployment with Printer Provisioning.

### 5.1 User Identification

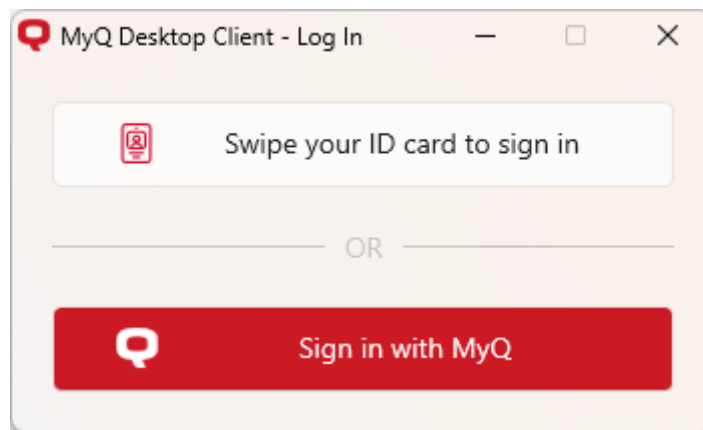
One of the essential functions of the MyQ Desktop Client application is identifying the MyQ user on the computer where it is installed. Thanks to this identification, MyQ Desktop Client can mediate communication between the user and the MyQ server; it can inform the user about the state of their account, 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*.

#### 5.1.1 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.



### 5.1.2 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.

### 5.1.3 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.

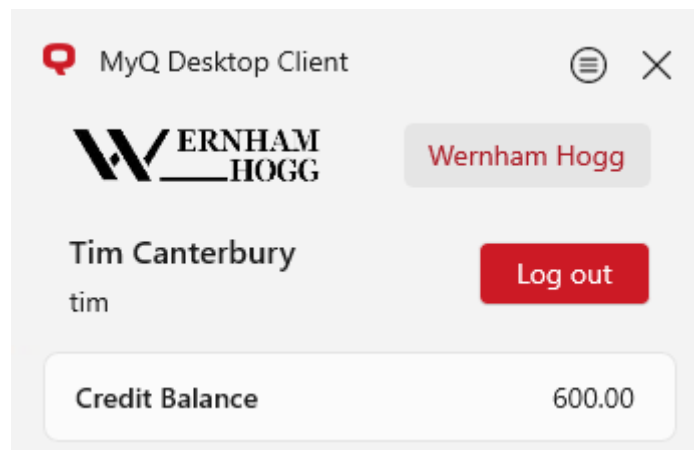
A client in **Public mode** is automatically logged out after printing a document or one minute of inactivity.

## 5.2 User Account Information

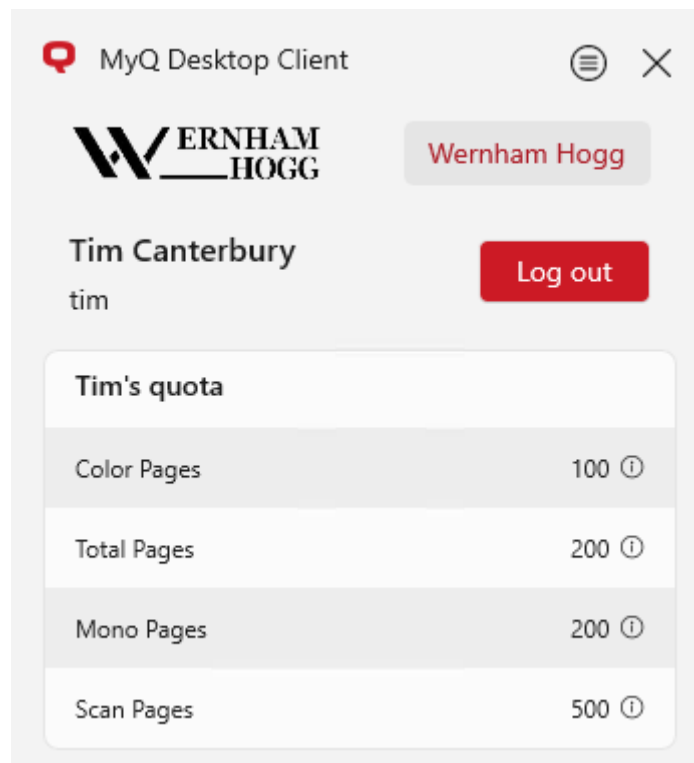
Once the user signs in, they can click MyQ Desktop Client's icon on the Windows system tray to open it. In this window, they can see their username and full name. If personalization settings on the server have been edited, they may also see their company logo and a link specified by their administrator.

### 5.2.1 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.



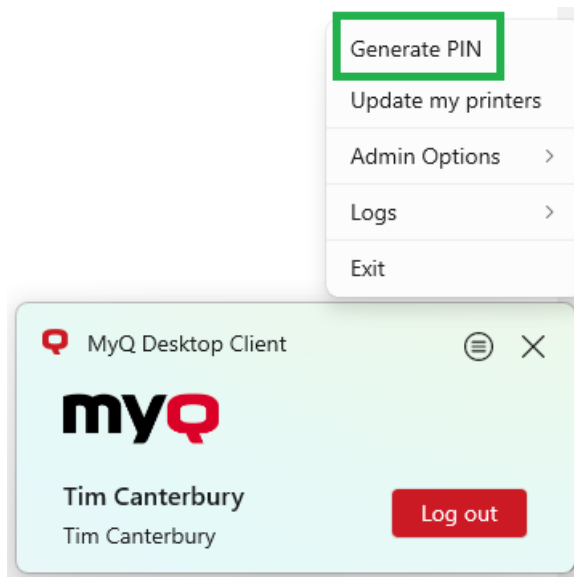
If quota is enabled on the MyQ server and applied to the user, they can also see the current state of their quota.



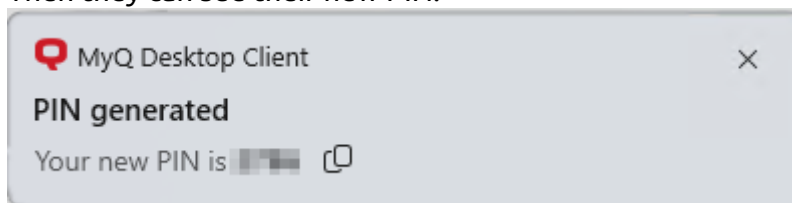
### 5.2.2 Generate New PIN

If this option is enabled on the MyQ server and applied to the user, they can generate a new PIN for themselves. To do so:

- Log in to MyQ Desktop Client.
- Click the options button and then select **Generate PIN**.



- Then they can see their new PIN.



### 5.2.3 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.

 A screenshot of a settings form titled "Custom link in the MyQ Desktop Client". Below the title, there is a descriptive text: "The link is displayed in the MyQ Desktop Client. It can be a weblink, a network path or a local path." The form contains two input fields: "Title:" and "Link:". At the bottom of the form are two buttons: "Save" (with a checkmark icon) and "Cancel".

## 5.3 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](#).

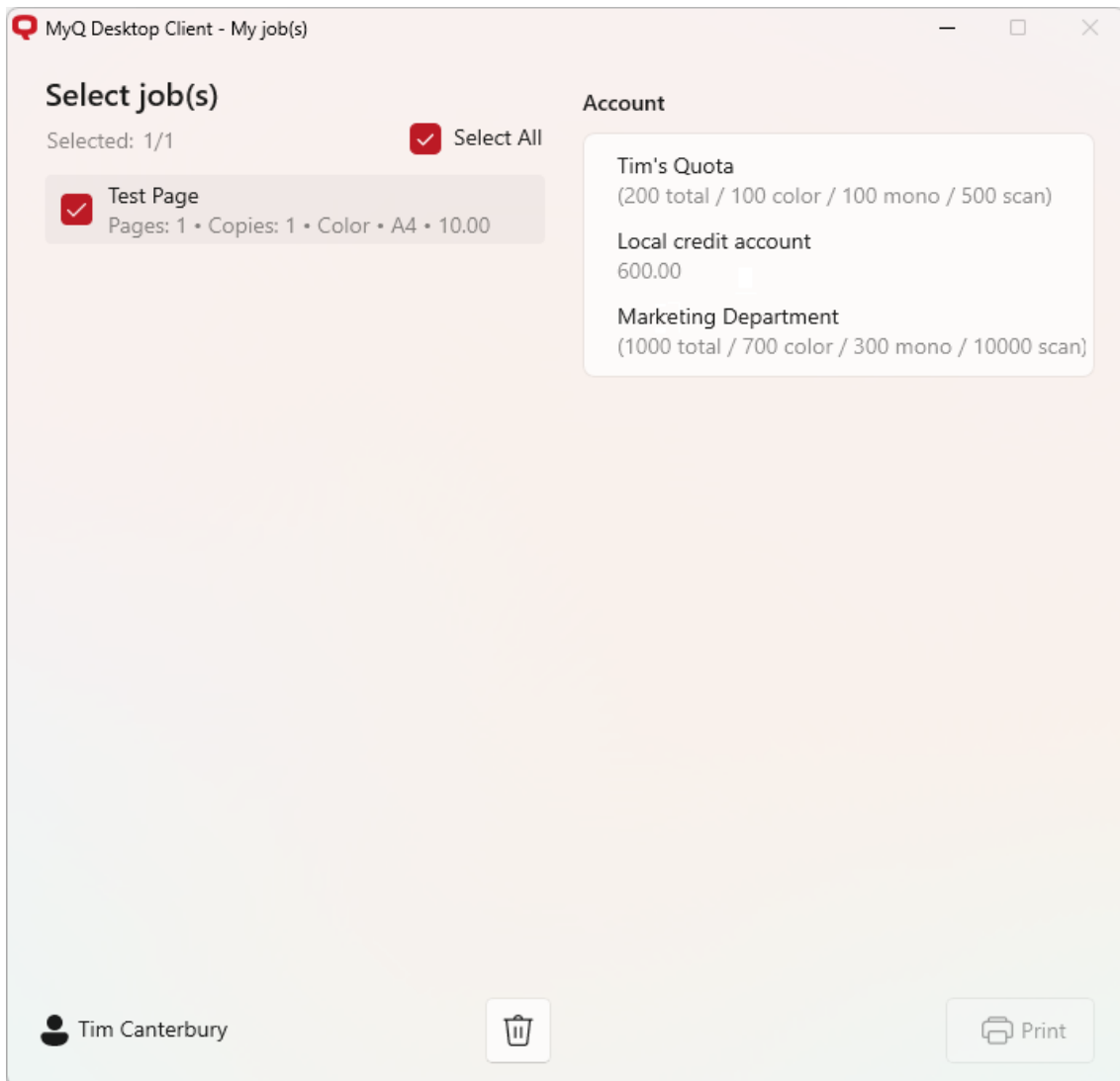
- Projects are enabled and the sending user has access to more than one project; described in [Project management](#).

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.

### 5.3.1 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.

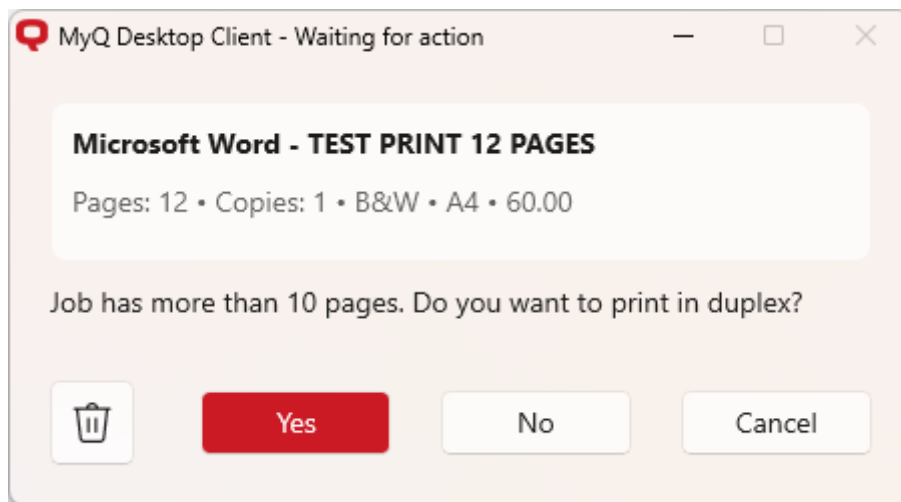
There are three dialog options available for this feature:

- 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.

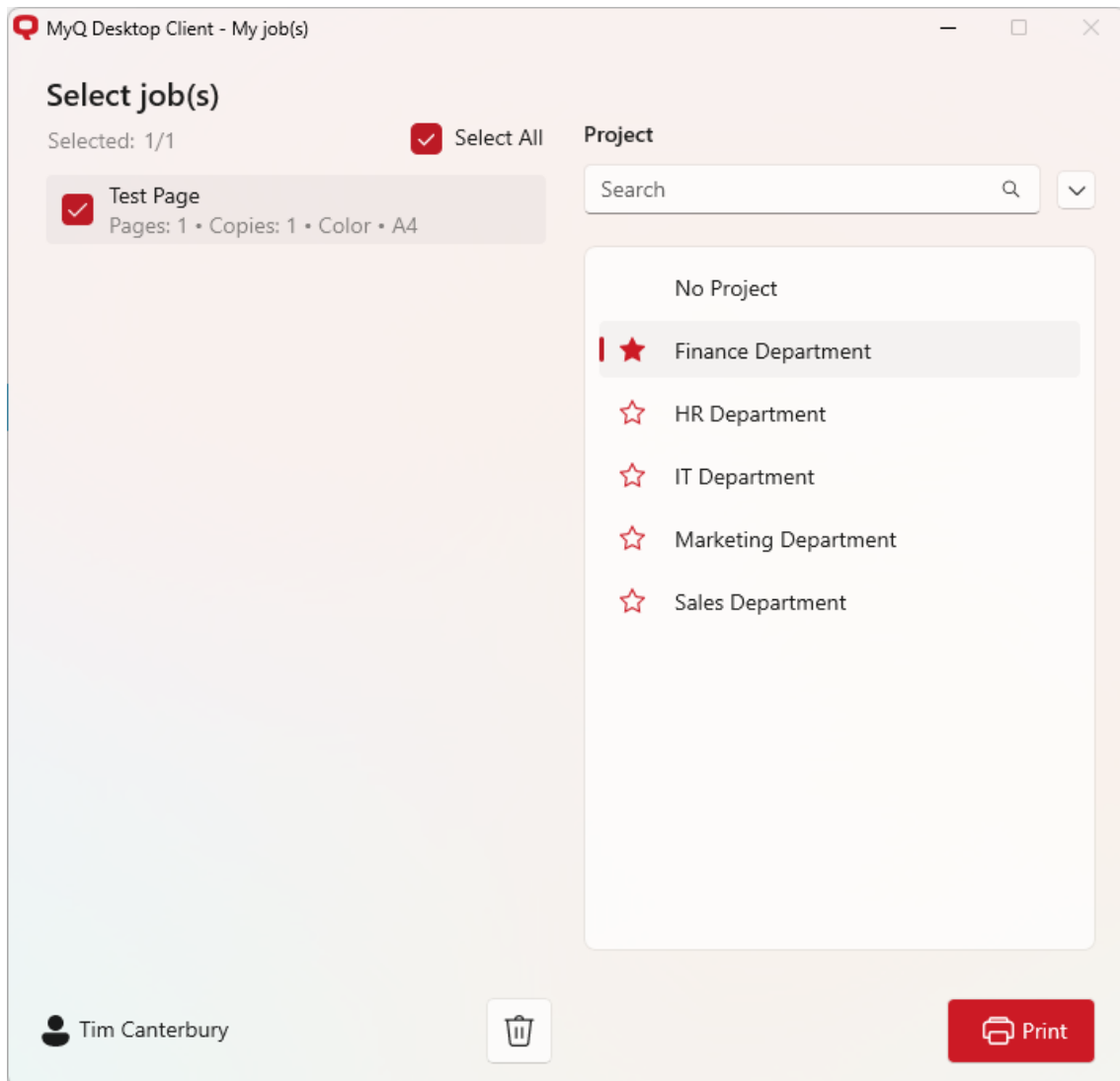


 For more information on PHP job scripting, contact MyQ support.

### 5.3.2 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.

## 5.4 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.

### 5.4.1 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 must be set to "Job sender". Detection from the job's PJI 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. The user is not notified.
- Jobs cannot be marked as favorite.
- The jobs are deleted after 7 days. The Delete jobs older than the option on the System maintenance settings tab should be set to 168 hours (as it is by default) to prevent discrepancies between the data stored in MyQ and the data stored on the client computer.
- Client Spooling is not available on Kyocera Embedded Lite devices.

## 5.4.2 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**.

▼ **Fallback Printing**

With Fallback Printing, users are given an alternative method of printing during server downtime. Configure how the fallback printer is selected, printing method, and release conditions.

Printers or group: \*

Release conditions: \*

▼ **Device port**

Protocol: \*

Port: \*

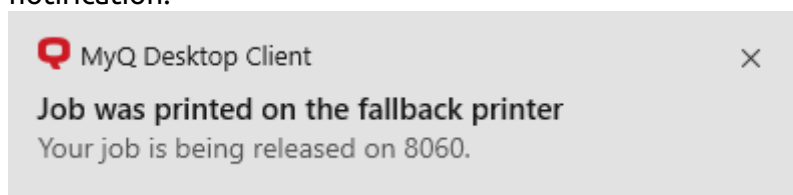
Queue: \*

- 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.

MyQ Desktop Client - Fallback printing

**i** The print server is offline. Select a fallback printer to use.

**Test Page**  
• Pages 1 • Copies 1 • Letter • Duplex

**Printers**

Search

- Desktop Client Printer 1  
10.14.4.40  
**LARGE**
- Desktop Client Printer 2  
10.14.4.11  
**LARGE**

Print now

Trash

### 5.4.3 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:

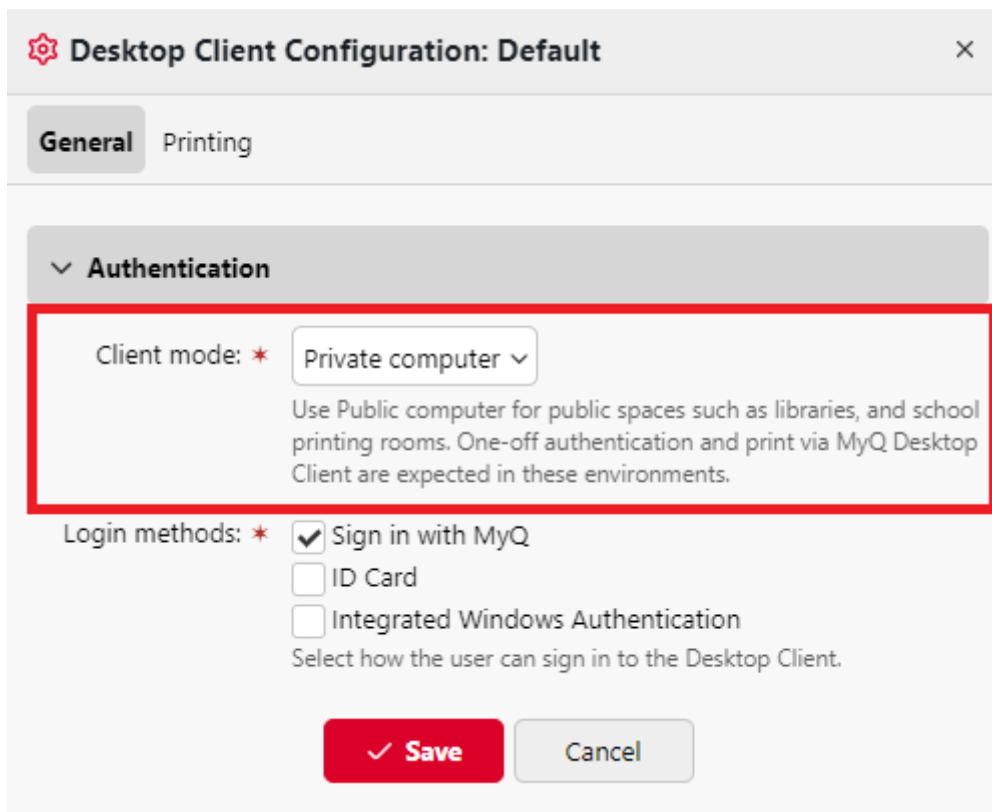
- LPM is supported on LPT, USB, TCP/IP and IPP ports. Monitoring of other ports may work, but it is not guaranteed.
- LPM does not work properly with a printer that has the **Keep printed document** option enabled in the Advanced printer properties.
- LPM does not work properly with a printer that has 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.

## 5.5 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.





### 5.5.1 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.

### 5.5.2 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.

## 5.6 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.

- ✓ This page serves as an introduction to the Printer Provisioning feature. Our complete guide to Printer Provisioning is available [here](#).

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.

### 5.6.1 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.

## 5.6.2 Prepare and Capture Template Printers


### 5.6.3 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.

### 5.6.4 Create Printers and Assign Print Drivers

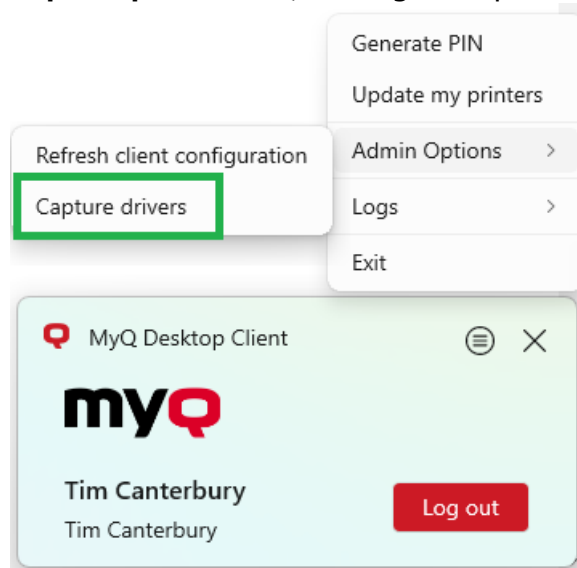
1. Add your printers as normal:
  - a. **Windows:** Control Panel/Settings – Devices & Printers – Add manually.
  - b. **macOS:** System Settings, then click Printers & Scanners –  option or via CUPS configuration.
2. Select the installed driver in the printer's settings:
  - a. **Windows:** Control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

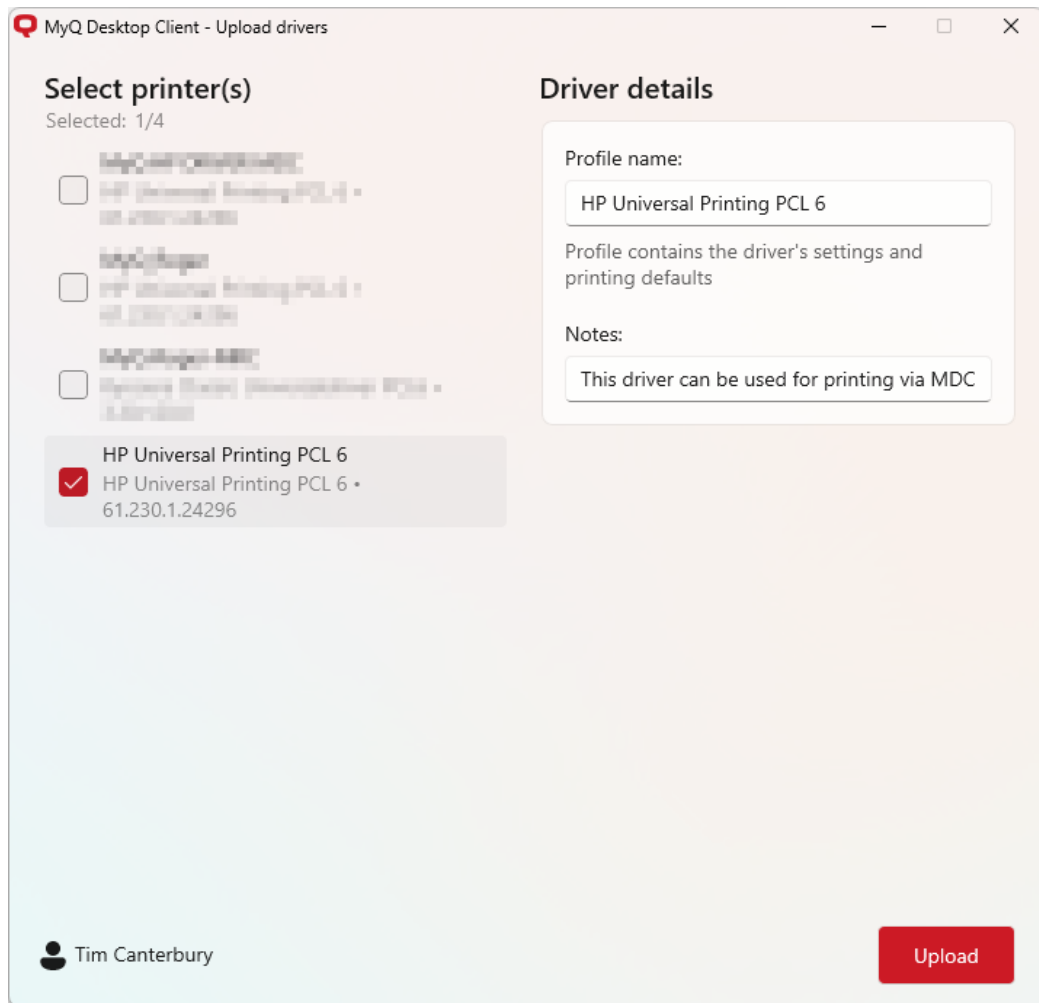
4. Configure the desired driver's capabilities and settings such as finishing options:
  - a. **Windows:** Printer Properties – General – Preferences or Printer Properties – Advanced – Printing Defaults.
  - b. **macOS:** during the printer creation or, if the printer already exists, via CUPS configuration.
5. Test your configuration.

### 5.6.5 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.



**i** 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 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

### 6.1 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.

#### 6.1.1 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**.

**Desktop Client Configuration: Default** [Close]

General **Printing**

▼ **Job Processing**

Processing method: \*  **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.

**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.

Append domain name   
to username: The username will be set as username@domain on the job.

> **Local Print Monitoring** [Toggle Off]

[Save] [Cancel]

### 6.1.2 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.

Configure Standard TCP/IP Port Monitor

Port Settings

Port Name: MyQ\_MDC

Printer Name or IP Address: 127.0.0.1

Protocol

Raw  LPR

Raw Settings

Port Number: 515

LPR Settings

Queue Name: Default

LPR Byte Counting Enabled

SNMP Status Enabled

Community Name: public

SNMP Device Index: 1

OK Cancel

## 6.2 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.

### 6.2.1 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**.



⚙️ **Desktop Client Configuration: Default** ✕

General **Printing**

▼ **Job Processing**

Processing method: \*  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.

**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.

Maximum size of all jobs stored: \*  
 MB

Delete jobs after: \*  
 days

Append domain name   
 to username: The username will be set as username@domain on the job.

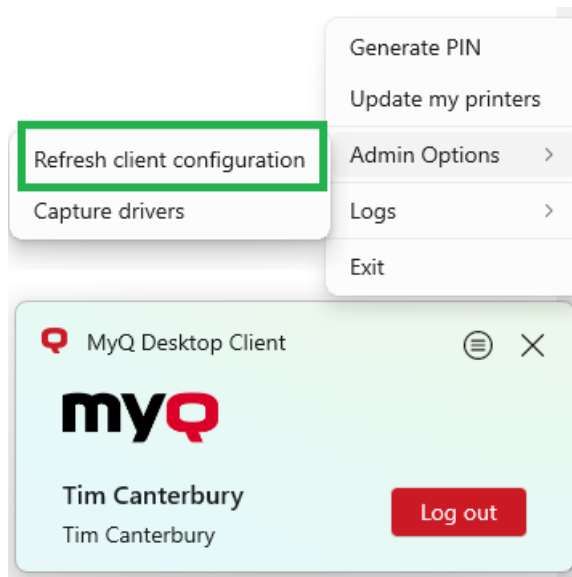
## 6.2.2 Printer and driver setup

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.

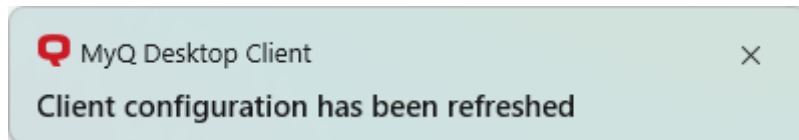
## 6.3 Refresh Client Configuration

After changes to the Client configuration have been made in the MyQ Web User Interface, use the **Refresh client configuration** button to immediately enact these changes in the MDC.

⚠️ Only admin users can **Refresh client configuration**.



After a successful refresh the following message is displayed.



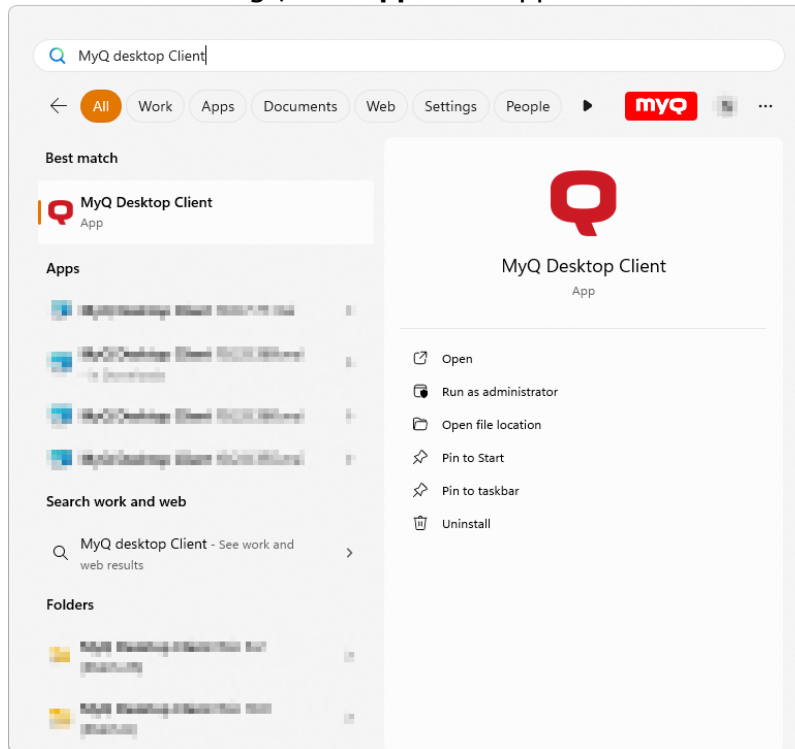
## 7 Uninstallation

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*.

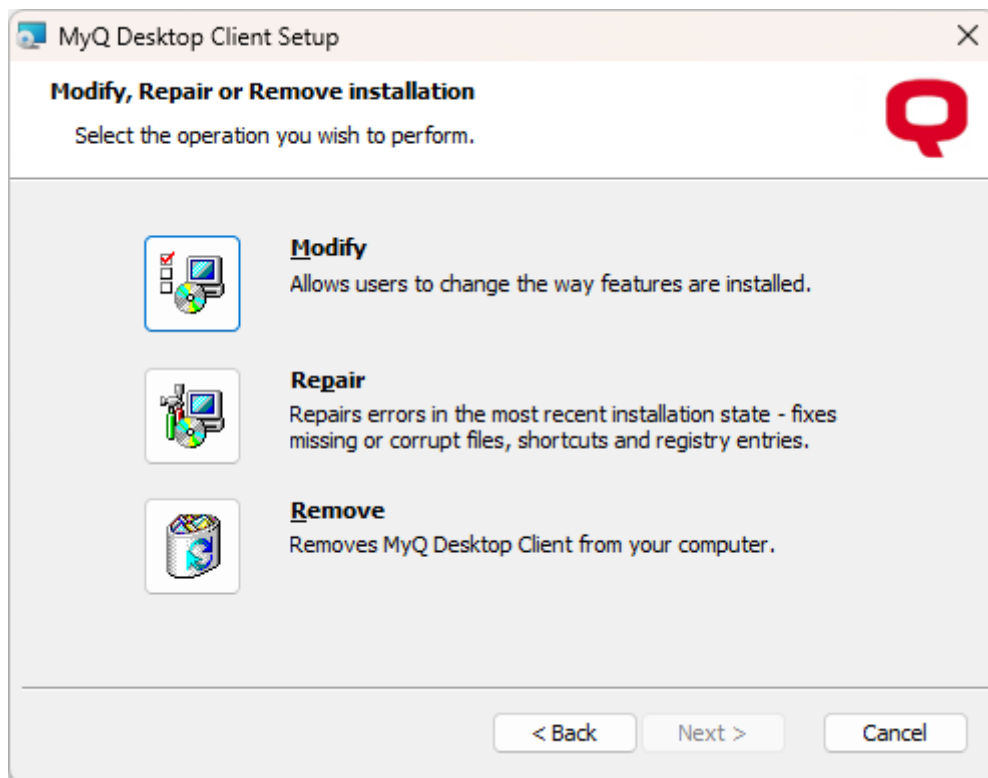
### 7.1 Uninstallation via the Setup Wizard

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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<b>Business information</b>	<a href="http://www.myq-solution.com">www.myq-solution.com</a> <a href="mailto:info@myq-solution.com">info@myq-solution.com</a>
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