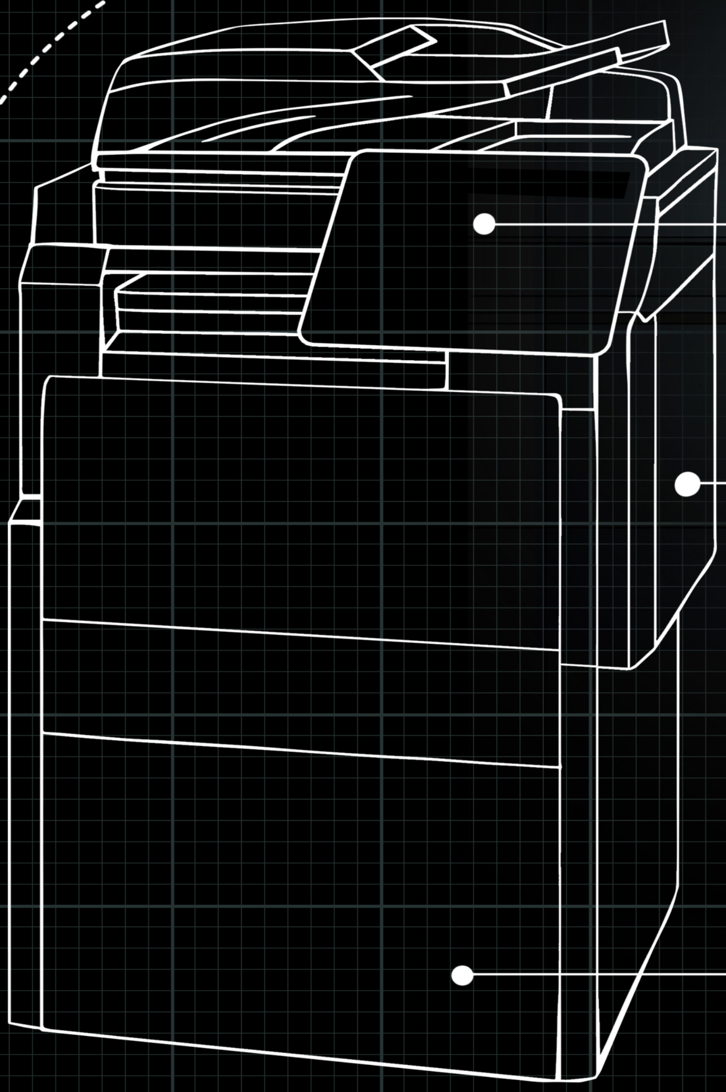
MyQ Central Server Installation Guide



MyQ Central Server 8.1(patch 7)

MyQ Site Servers 8.0+

May 2021

Revision 8

Table Of Contents

1. About this document

This document provides readers with the information needed to install and manage the MyQ Central server.

In the first part of the guide, you can find information on how to install and set up the server.

The chapters in the second part of the guide discuss the Central server's role in the Central / Site architecture (distribution of licenses, user management, central reporting, central management of site servers) and show how these roles are managed on the server.

Typographical conventions

- Menu names, fields, tabs and other elements in a view are displayed **bold**.
- Field input is displayed *italic*.

Alerts

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

1.1. Change History

Place in the document	Change
"Authentication servers settings tab" on page 43	New requirements for AD LDAP server creation
"Users" on page 1	On the Users overview the Phone column can be added. To do so: right click a column head and select Edit. Use arrow to move Personal queues or Phone from the left to the right box.
"MyQ System Settings" on page 1	MyQ HTTP Server (Apache) deleted from Settings - Network page.
"Recharging credit via WebPay" on page 110	WebPay available as payment provider for Credit.
"Recharging credit via CASHNet" on page 113	CashNet available as payment provider for Credit.
"Credit" on page 94	TouchNet UPay added as payment provider for Credit.

Place in the document	Change
"Central Reporting on the Central Server" on page 122	To use the Project tree structure in Reports you must upgrade the Firebird and SQL DB.
"Running replication of site servers' data" on page 122	New columns for Site server replication.
"Log & Audit settings tab" on page 46	Log & Audit Settings tab changed
"To delete a site server" on page 177	Licenses of deleted sites can be used again.
"Password for network communication" on page 29	On Home Page Password for network communication added to Quick Setup Guide.
"Encrypting the main database" on page 18	Busy indicator added to de-/encrypting process of main database
-	Business and Business Pro changed to SMART.
Reports	Report Environmental - Jobs renamed to Environmental - Expired or deleted jobs.
"Licenses in the Central/Site Architecture" on page 54	Info added about Enterprise license
-	Master renamed to Central
"Connection to BI tools" on page 161	BI tools connection
"Job privacy" on page 37	Job Privacy information added

2. Basic Information

2.1. About Central/ Site Architecture

The Central / Site architecture consists of one central server and multiple site servers. The Central server performs license management, central system management (the Central server's administrator can access and manage all the site servers) and user management. In addition, it functions as a central reporting server for statistical data. It cannot be used as a print server and its options are restricted solely to its central management role. Therefore it is not possible to administer printing devices or print jobs there.

All of the Central server's data are stored to the MyQ Database, where they can be accessed and managed. The server contains an Embedded (Firebird) database, but can also be used with an external MS SQL database.

The site servers work as print servers and perform local management of printing devices and print jobs. Data from these servers are replicated to the Central server's database and can be displayed in reports on the Central server.

2.2. MyQ Database Setup

Within the installation of the MyQ Central Server, you can either install an Embedded (Firebird) database, or later set up a connection to your own MS SQL Server.

If you select to install the Embedded database, you can still choose between both options afterwords, while if you install the MyQ server without it, you have to use the MS SQL Server.

NOTICE: Unless you have already been using an MS SQL server within your company and want to connect MyQ to your MS SQL database, we recommend you to install and employ the Embedded Database.

2.2.1. Embedded Database Configuration

As the Embedded Database is fully integrated with the MyQ server, it does not require any further configuration.

2.2.2. Central Server and MS Cluster

The MyQ MS Cluster consists of multiple nodes in the active/passive configuration with the MyQ server installed on each node. The MS Cluster administrates MyQ services and if the currently active node becomes unavailable, it switches to one of the available passive nodes. On how to install the Central server for MS Cluster check the *Guide to Administration of MyQ Central server in MS Cluster.*

2.2.3. Configuration of the MS SQL Server

To enable a connection to an MS SQL server, you need to make sure that the following options are set on there:

- Authentication has to be set to the **MS SQL Server and Windows Authentication** mode.
- A user account with the **public** fixed server role for access to the MS SQL Server; a user account with the **dbcreator** fixed server role for creation of the MyQ database. The default language of the user who creates the database must be set to **English (US)**.
- On MS SQL Server 2016 and older, the **common language runtime (CLR)** integration feature has to be enabled.
- **TCP/IP** protocol has to be enabled and the **IPAll** TCP Port has to be set to **1433**.
- A **TCP 1433** port inbound rule has to be created in FIREWALL.

INFO: In *"Appendix I — Installation and setup of an MS SQL Server"* on page 178, you can find an example of the installation and setup of the MS SQL server.

2.3. Licenses

An Enterprise or Ultimate license is required. You can purchase the license with rights to a certain number of printers. For information on how to add licenses *"License Management on the Central Server"* on page 56.

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

NOTICE: Check the *MyQ Licensing Quick Guide* for further details on the latest MyQ licensing model.

3. Installation

This topic shows you how to install the MyQ Central server and how to connect it to a database.

Before installing the MyQ Central server, make sure that Microsoft .NET Framework 4.7.2 (Full version) is installed on your system. If not, install it using the steps described in the following section.

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

3.1. Installing Microsoft .NET Framework 4.7.2 (Full version)

1. Download Microsoft .NET Framework 4.7.2 (Full version) installation file: (https://support.microsoft.com/en-us/help/4054531/microsoft-net-framework-4-7-2-web-installer-for-windows)

2. Open the downloaded executable file.

3. Follow the directions of the installation wizard.

3.2. Installing the MyQ® Central server

The MyQ Central server is installed simply by running the executable file and following the instructions of the installation wizard.

1. Download the latest available MyQ Central Server version from the MyQ Community portal (MyQC X.X.X.X).

2. Run the executable file. The **Select Setup Language** dialog box appears.

3. Select your language, and then click **OK**. The **License Agreement** dialog box appears. Select *I accept the agreement* and click **Next**. The **Select Destination Location** dialog box appears.

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

5. Click **Next**. The **Select Components** dialog box opens.

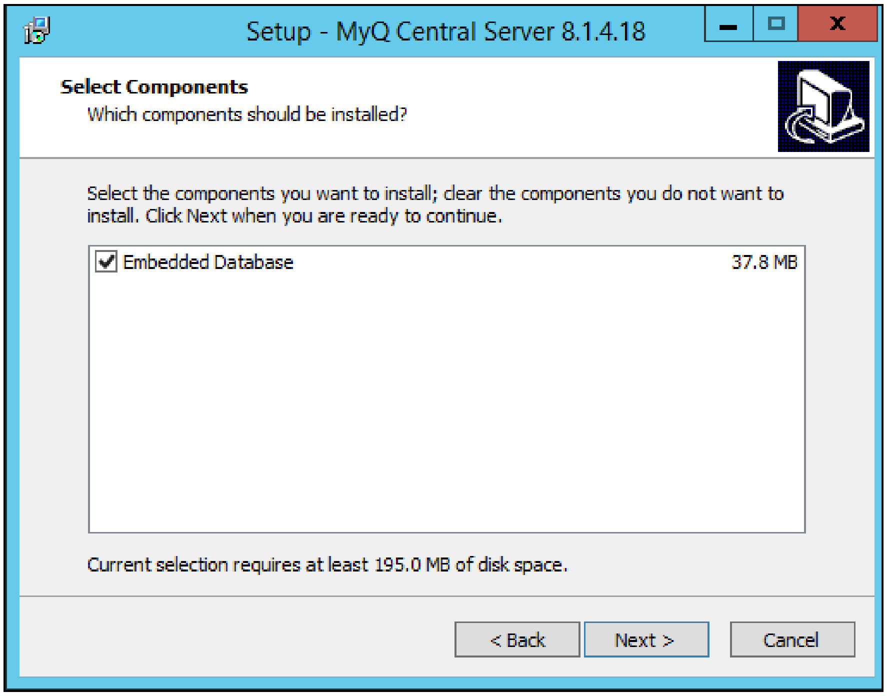


FIGURE 2.1. Selecting components to be installed

6. If you want to use the MyQ Embedded database server, keep the **Embedded Database** option selected (default setting). If you want to use an MS SQL database server, you should clear the selection. Click **Next**. The **Select Additional Tasks** window opens.

7. Select to **Create Easy Config desktop shortcut** if you want the task to be performed with the installation. Click **Next**. The **Ready to Install** dialog box appears.

8. Click **Install**.The MyQ Central server is installed on your computer. In the final setup window you can choose to **Run MyQ Central Server Easy Config** or not and click **Finish** to exit the Setup.

3.3. Selecting and setting up the Central Server database

After the MyQ Central server is installed, the **MyQ Central Server Easy Config** application opens and you are asked to select and set the MyQ database. The two following sections describe the setup of the database after the installation.

NOTICE: If you have deselected the Embedded Database option during the installation, the MyQ Embedded database option is not available on the MyQ server.

3.3.1. Setting up the Embedded Database

To set up the Embedded database, do the following:

1. Select the **Embedded Database (recommended)** option and click **Next**. The database is installed and upgraded if needed.

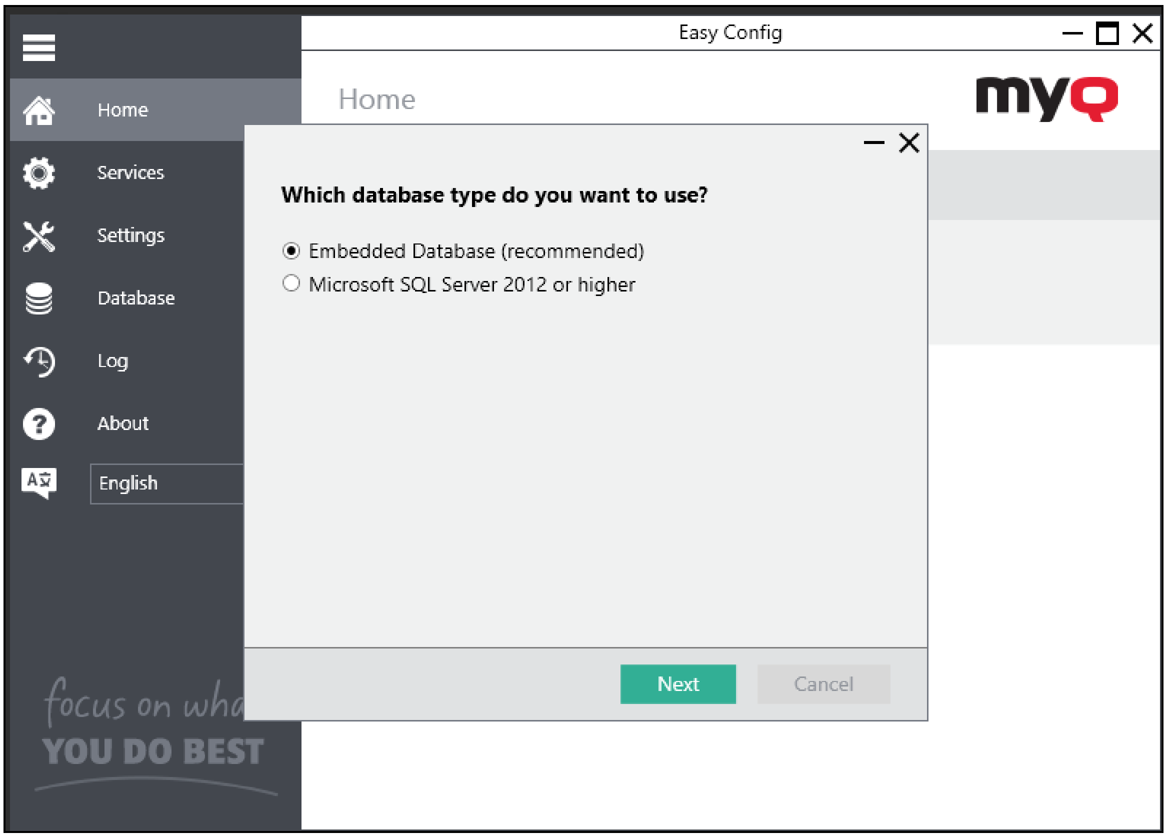


FIGURE 2.2. Database type selection

2. Click **Finish** to leave the MyQ Database Wizard.

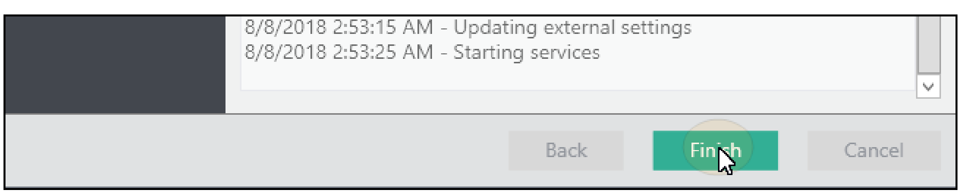


FIGURE 2.3. Leaving the MyQ Database Wizard

3.3.2. Setting up an MS SQL Database

To set up an MS SQL database, do the following:

1. If you have selected to install the **Embedded database** within the installation of the server, you are asked to choose which type of database you want to use. In such case, select the **Microsoft SQL Server 2012 or higher** option and click **Next**. Otherwise, continue with the next step.

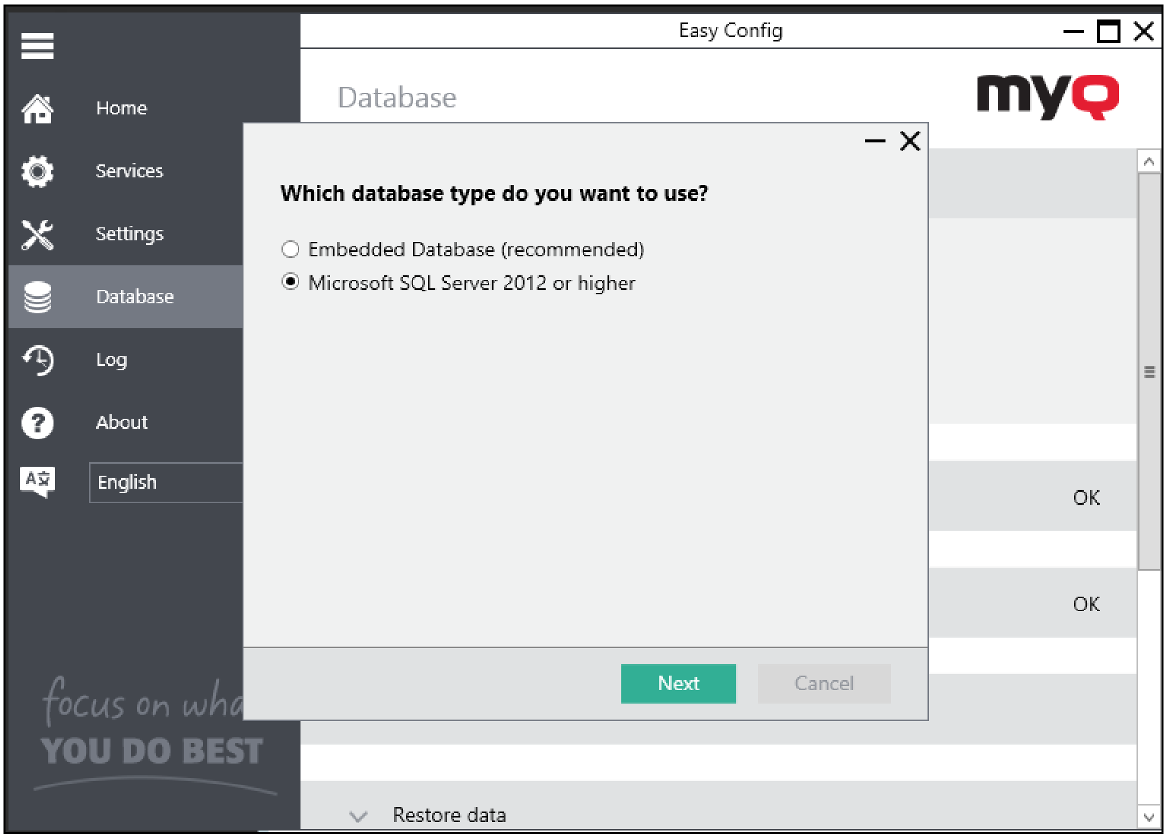


FIGURE 2.4. MS SQL server selection

2. Select if you want to use an existing MS SQL Database, or to create a new one.

3. Fill in the setup fields with the following information:

    - **Database name**: name of the new MyQ MS SQL database (for example MyQDatabase)
    - **Database server address**: the IP address or the hostname of the MS SQL server
    - **Server port**: TCP port used for communication with the MS SQL server; by default it is *1433*. In case of a Local database, the **Server port** field must be left empty.
    - **Username/Password**: Login credentials for accessing the MS SQL database management. The login account has to have the **public** fixed server role for access to the MS SQL database.

    After you fill in the fields, click **Next** to create the new database. The **Enter database creation credentials** dialog box appears.

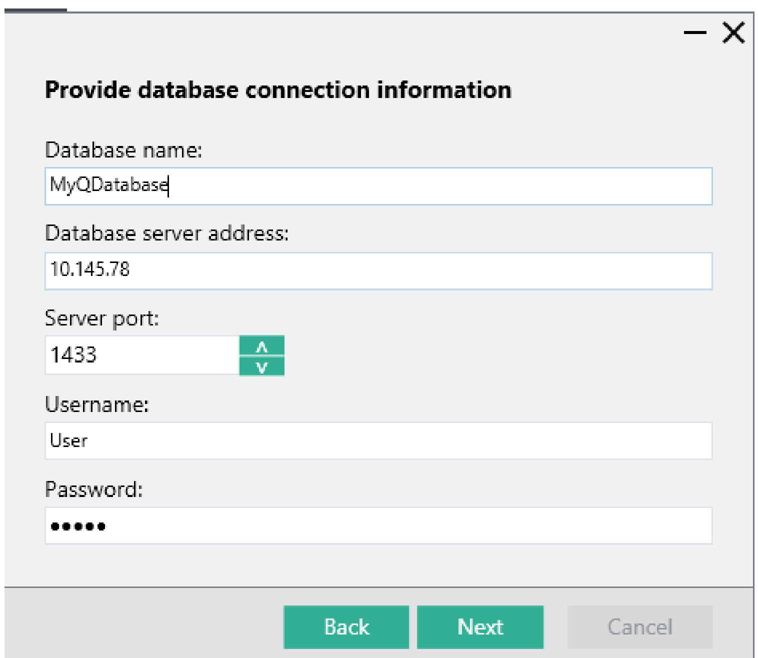


FIGURE 2.5. Filling in new MS SQL database connection details

4. In the dialog box, you need to provide credentials of an account with the permission to create databases. Enter the username and password of a user with the **dbcreator** fixed server role (and also the **sysadmin** server role if you are using the MS SQL Server 2017), and then click **Next**. The database is created (it can take a few minutes).

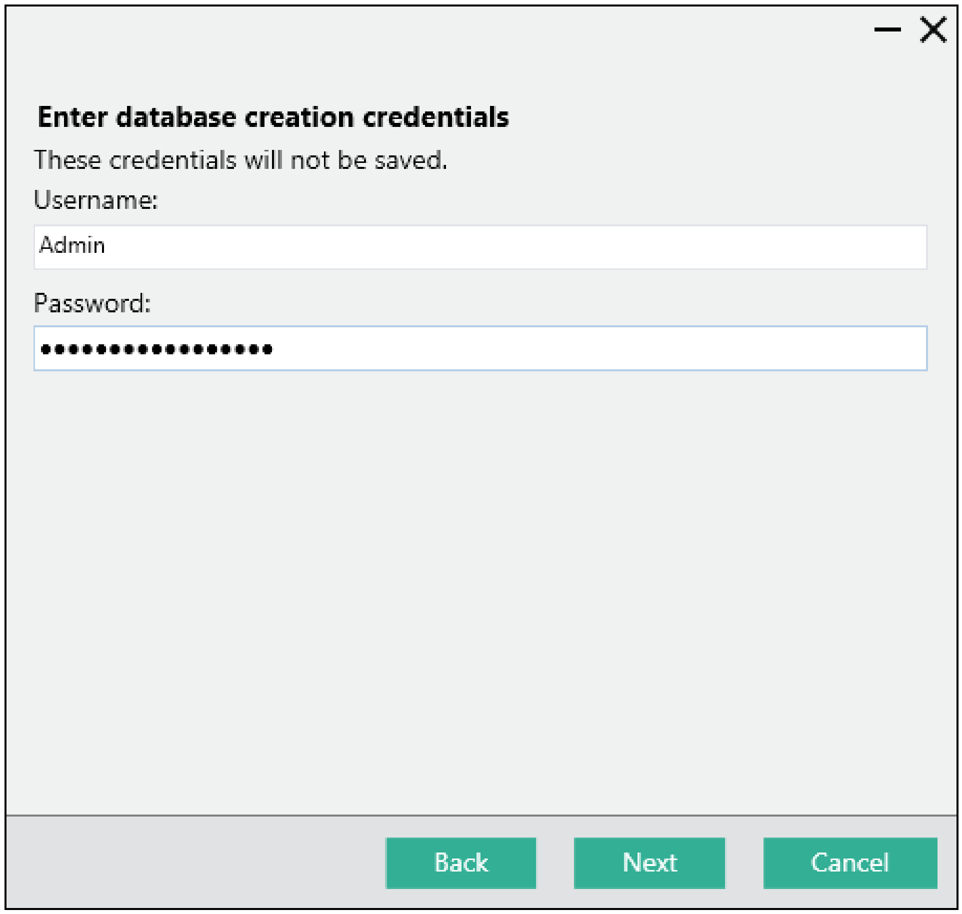


FIGURE 2.6. Entering credentials of an account with the database creation right

5. Click **Finish** to leave the **MyQ Database Wizard**.

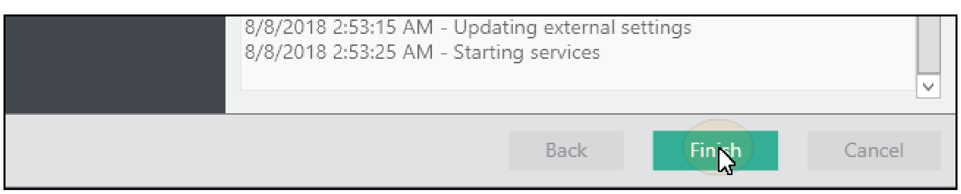


FIGURE 2.7. Leaving the MyQ Database Wizard

INFO: An MS SQL database does not support importing temporary cards.

4. MyQ Central Server Easy Config

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

- how to change passwords
- how to manage the MyQ Central Server services
- how to relocate MyQ folders
- how to backup and restore MyQ data and MyQ log
- how to clean up MyQ temporary files
- how to change MyQ Web Server ports

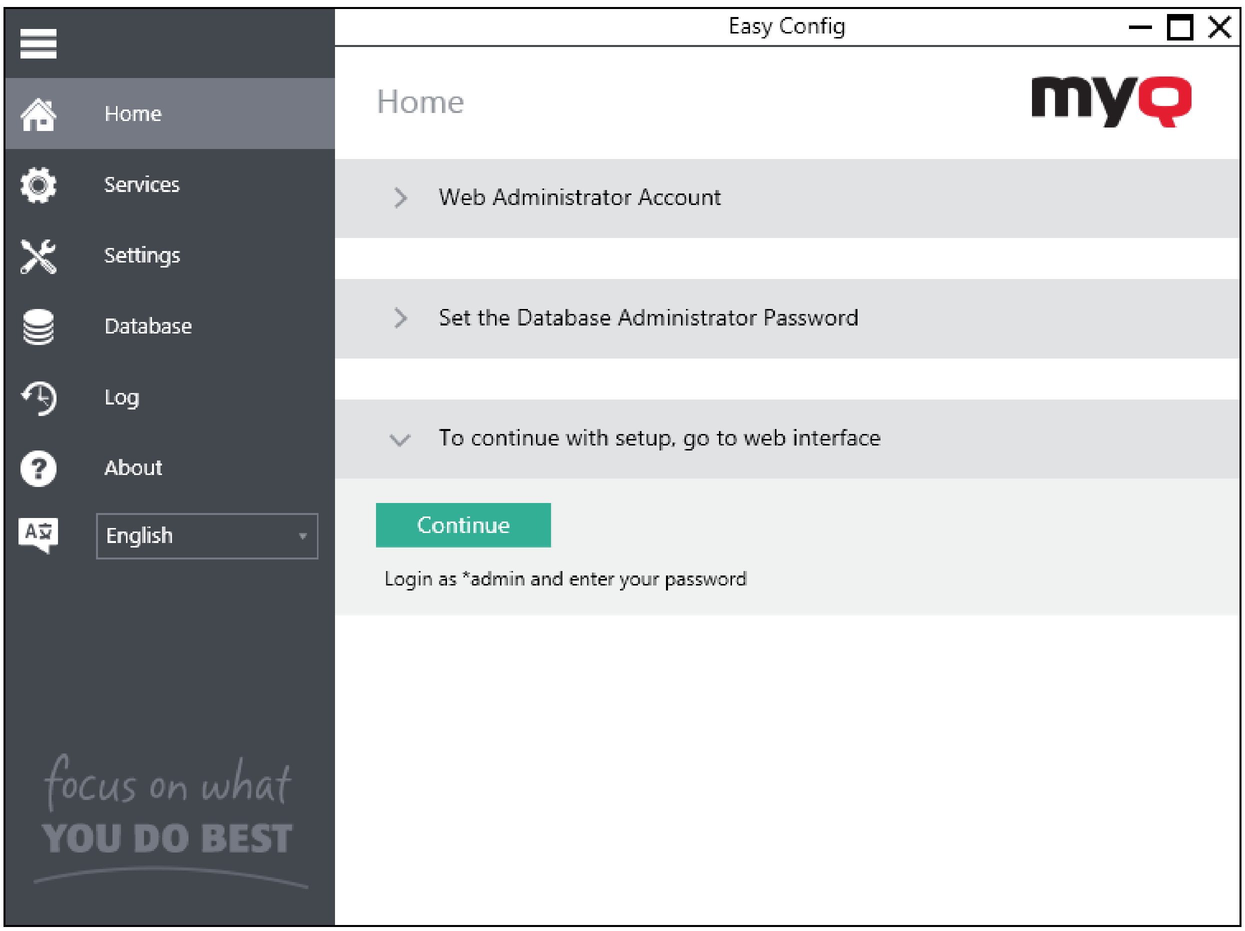


FIGURE 3.1. The Home tab of the MyQ Easy Config application

4.1. Introduction

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

It automatically opens if you keep the option selected during the installation of the server. Otherwise, you can find it on the MyQ Central Server Easy Config desktop shortcut, or on the **Apps** screen in Windows 8.1+, Windows Server 2012 and newer.

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

- On the **Home** tab, you can quickly change the default passwords of the Web Administrator account and the Database Administrator account. You can also be redirected to the **MyQ Web User Interface**.
- On the **Services** tab, you can view and control the MyQ services.
- On the **Settings** tab, you can modify the Web administrator, and Database Administrator accounts, change file paths of the MyQ system data files, change the port configuration of the MyQ server and clean up your **Cache** and **Temp** folders.
- On the **Database** tab, you can view information about the Main and Log Databases, change the type and settings of the MyQ database, as well as encrypt/decrypt, backup, and restore your data.
- On the **Log** tab, you can overview all the operations executed by the MyQ system.
- On the **About** tab, you can see the information regarding the current version of the MyQ Central server.
- Lastly, you can select the MyQ Easy Config display language from the drop-down list.

4.2. Passwords

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

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

NOTICE: We strongly recommend you to change the password to the Web Interface immediately after the installation. If you are using the MyQ Embedded database, we strongly recommend you to change its password as well.

4.2.1. Changing passwords on the Home tab

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

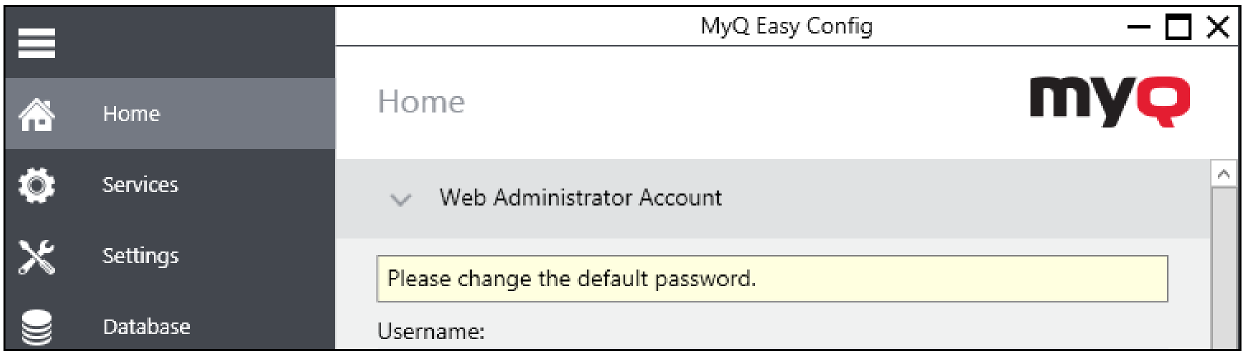


FIGURE 3.2. The Home tab of the MyQ Easy Config

4.2.2. Changing passwords on the Settings tab

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

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

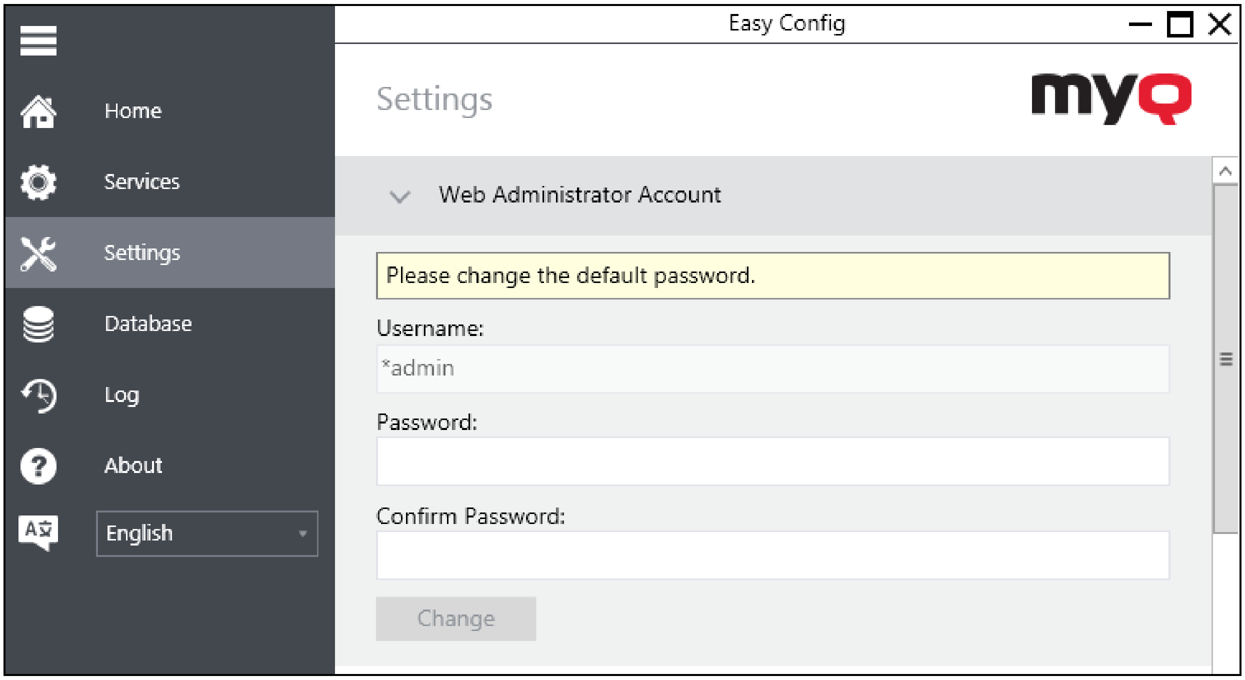


FIGURE 3.3. Password settings on the MyQ Easy Config **Settings** tab

4.3. Managing the MyQ Central Server services

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

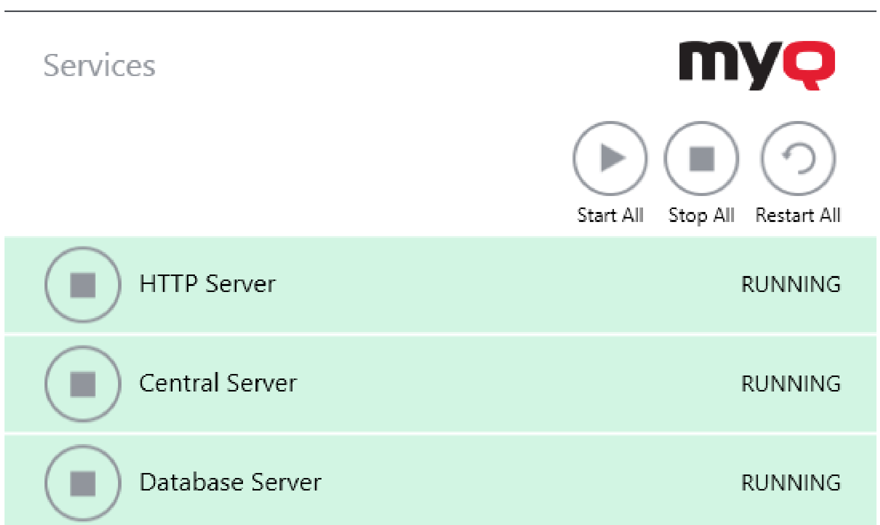


FIGURE 3.4. MyQ Central Server services

4.4. Relocating the data folder

On the **Settings** tab, you can see the location of the MyQ data folder. Under normal circumstances, there is no need to change this folder's location. In case you have to do it, for example when there is not enough space on the system disk, follow the instructions below.

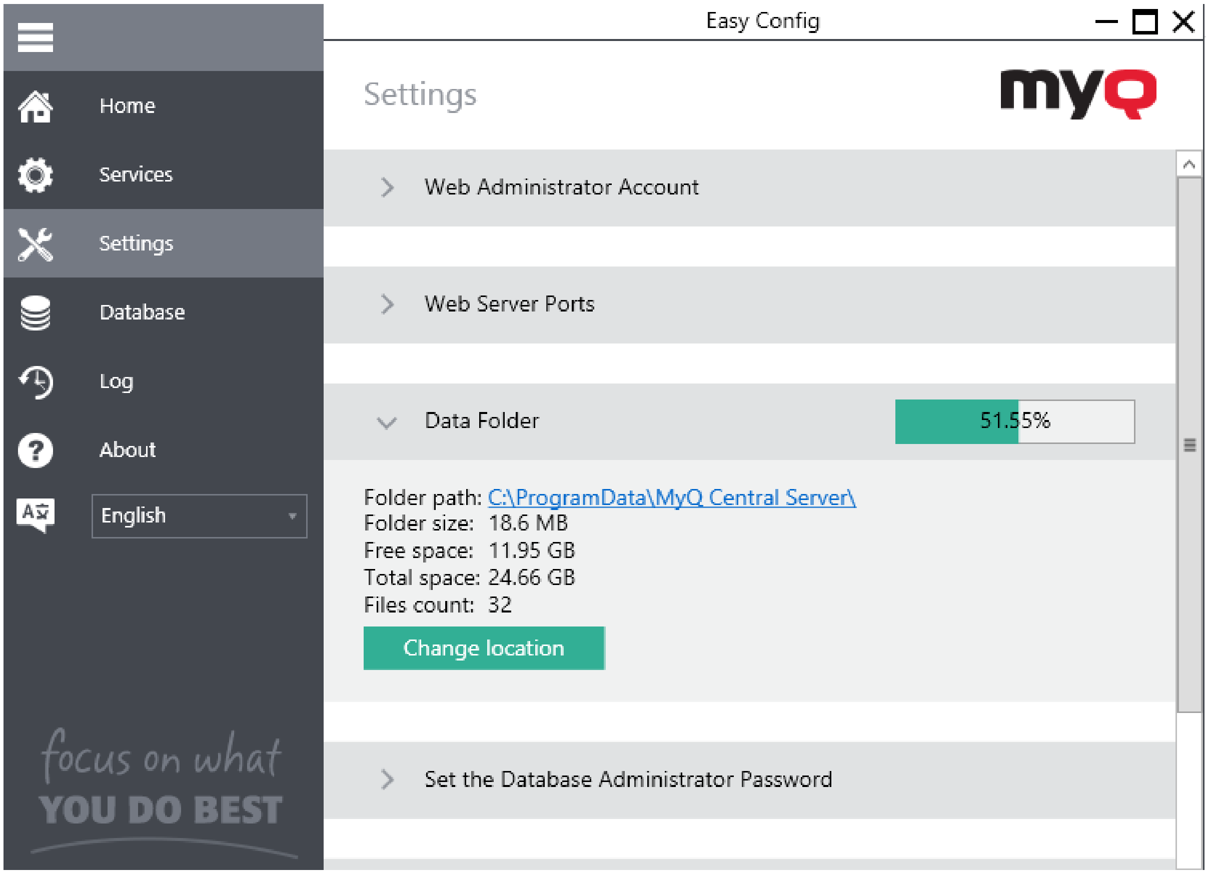


FIGURE 3.5. **Data Folder** location on the **Settings** tab

Depending on the type of the database, the **Data Folder** either does, or does not contain the MyQ database: the MyQ Embedded database is part of the folder, whereas the MS SQL database is stored on the MS SQL server. Besides the MyQ database, the folder contains additional files with data used by the MyQ system, such as reports, certificates or the config.ini file.

To change the MyQ Data Folder location:

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

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

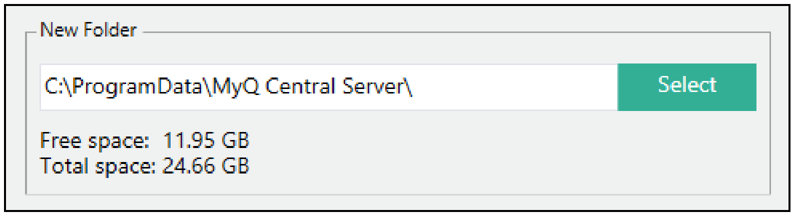


FIGURE 3.6. New folder location

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

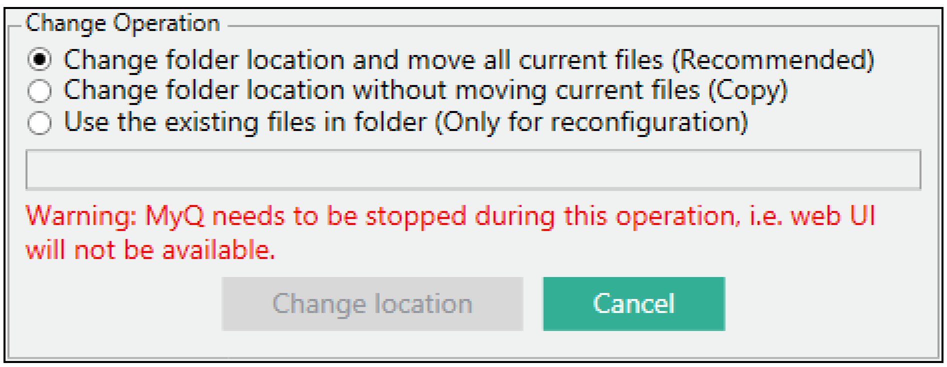


FIGURE 3.7. Selecting the method of relocation

NOTICE: The new folder has to be empty and should not contain system directories.

4.5. Main database encryption and backup and restore

On the **Database** tab, you can change the Database connection settings, check the status of the MyQ database and the Log database and perform backup and recovery of MyQ data and the MyQ log.

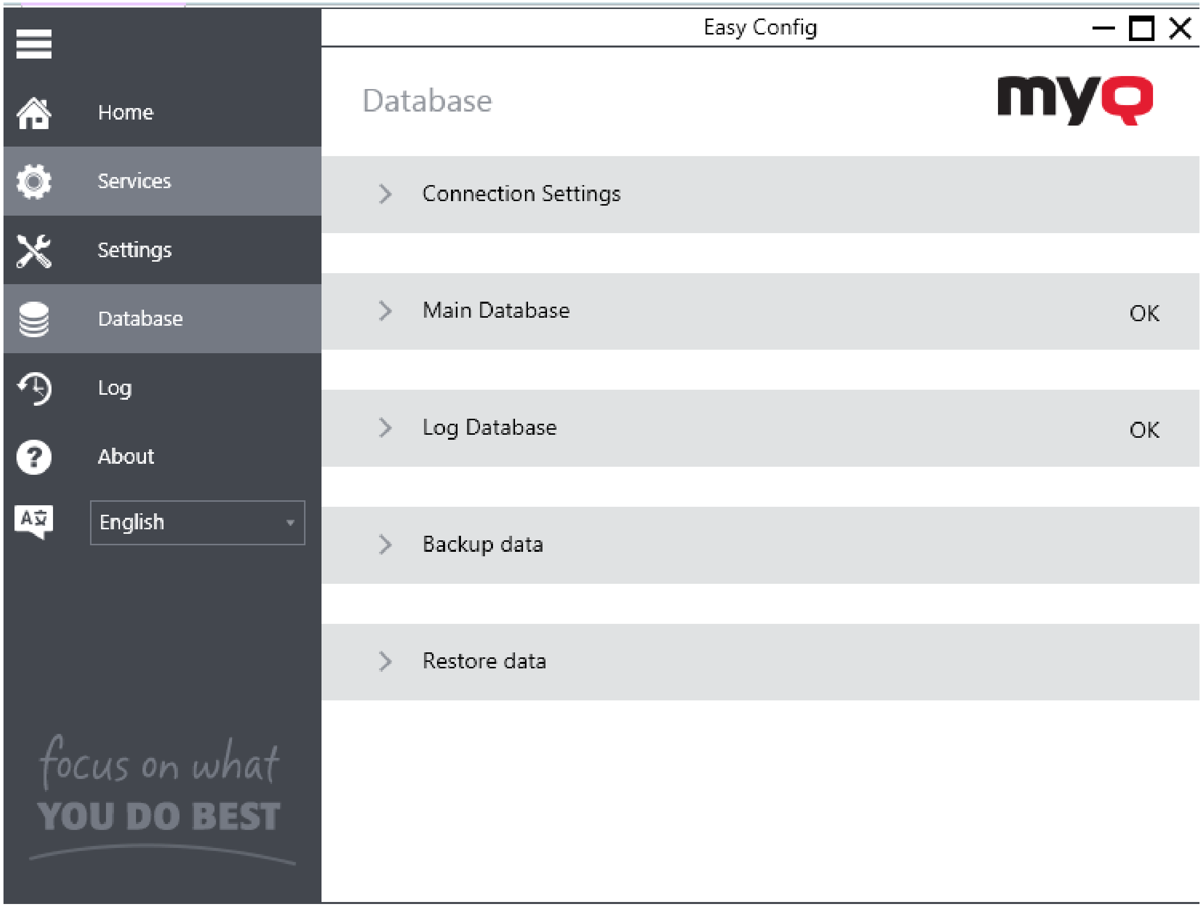


FIGURE 3.8. The **Database** tab of MyQ Easy Config

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

- Depending on the type of the database, the *database_*.zip* either does, or does not contain the MyQ database file (MyQ.FDB): the Embedded database is part of the folder, whereas the SQL database is stored on the SQL server. Besides the MyQ database, the folder contains additional files with data used by the MyQ system, such as reports, certificates or the config.ini file.

NOTICE: Data related to the SQL database need to be managed both in MyQ and on the SQL server, while the MyQ log is backed up and restored only on the SQL server.

4.5.1. Backing up MyQ data and the MyQ log

NOTICE: The backup of the MyQ data on the Central server with the SQL database should immediately follow the backup of the database on the SQL server. Backup of the log of the SQL Central server needs to be managed on the SQL server.

To back up your MyQ data:

1. Open the **Database** tab.
2. In the **Backup data** section, click **Backup Data** or **Backup Log**.

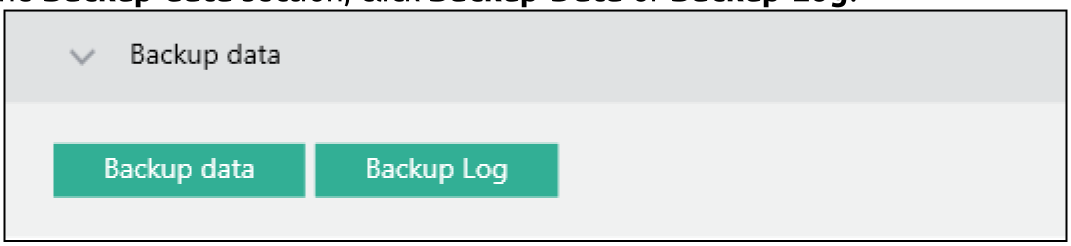


FIGURE 3.9. Backing up MyQ data on the MyQ Easy Config **Database** tab

3. Provide and confirm a password to protect the backup. If skipped, the backup will be created unprotected. (not needed in the Log backup)

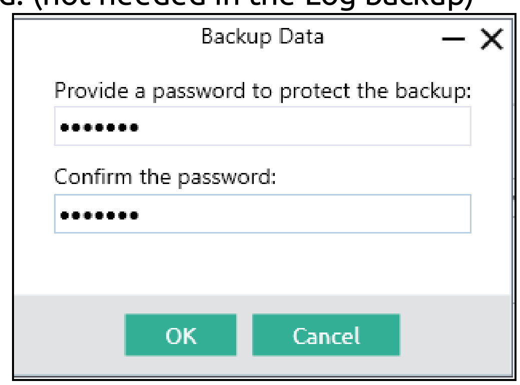


FIGURE 3.10. Backup Password prompt

4. A new backup file is created.

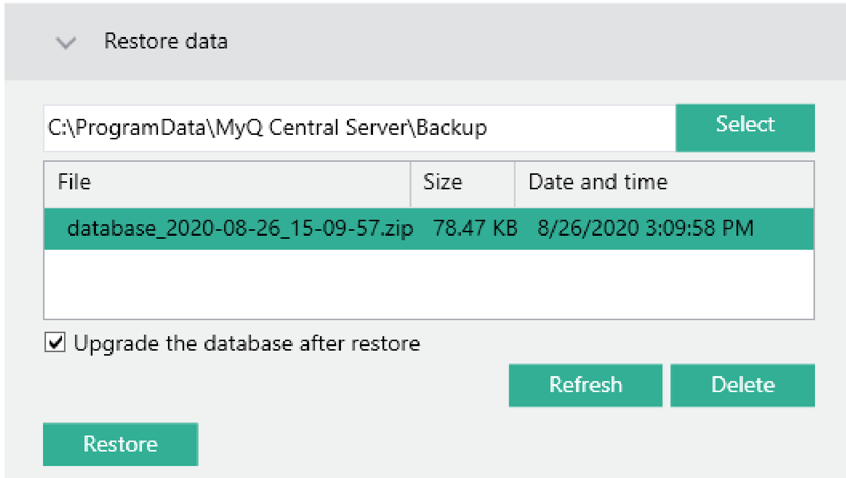


FIGURE 3.11. The newly created backup file appears in the file list under **Restore data**.

4.5.2. Restoring MyQ data and the MyQ log

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

To restore your MyQ data:

1. Open the **Database** tab.

2. In the **Restore data** section, select the *database_*.zip* to restore **MyQ data**, or the *log_*.zip* to restore the **MyQ log** and click **Restore**. If the backup is password protected, there is a prompt to provide the password. The database is restored and, if checked, upgraded as well.

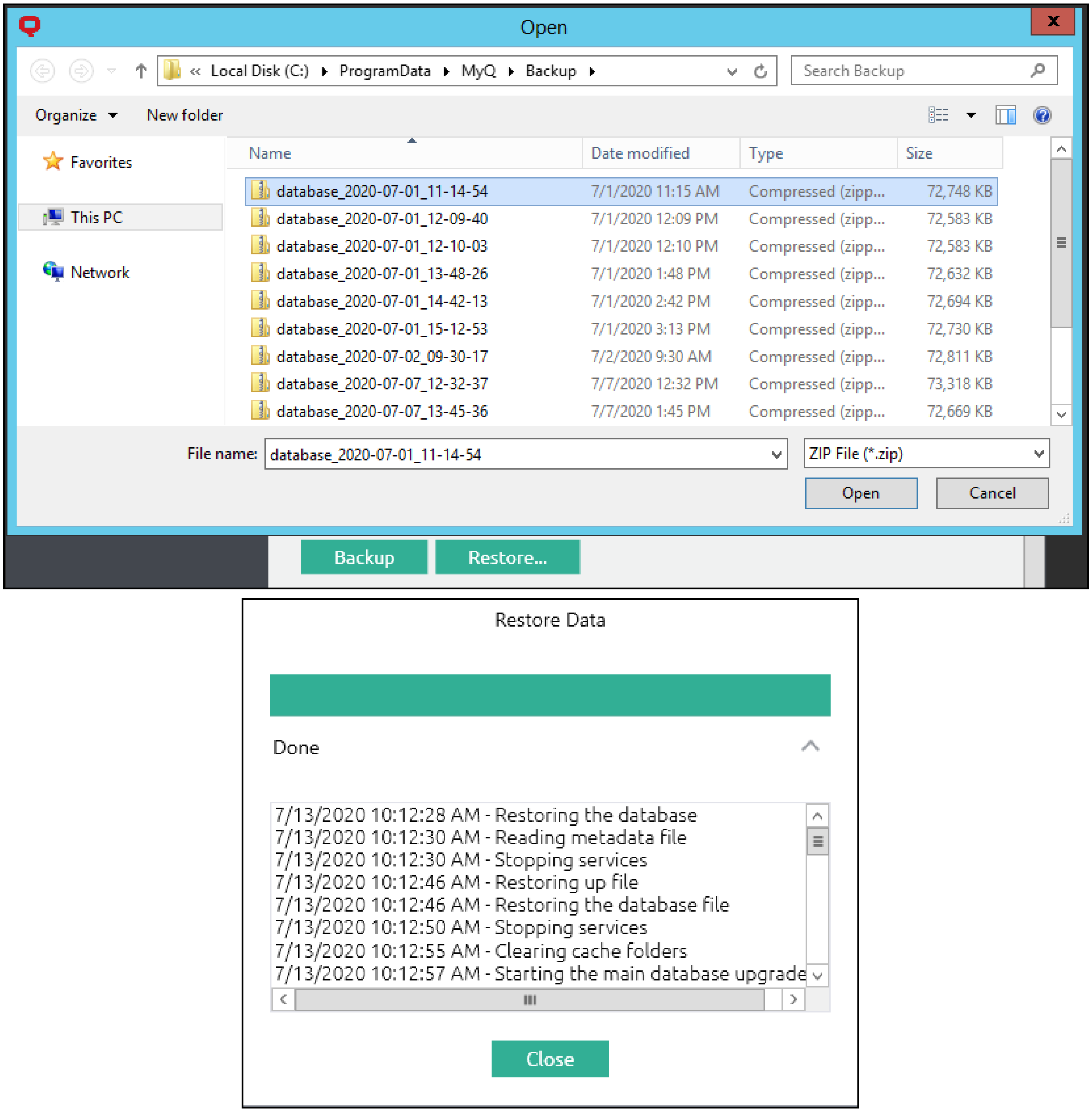


FIGURE 3.12. Restoring the database

4.5.3. Encrypting the main database

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

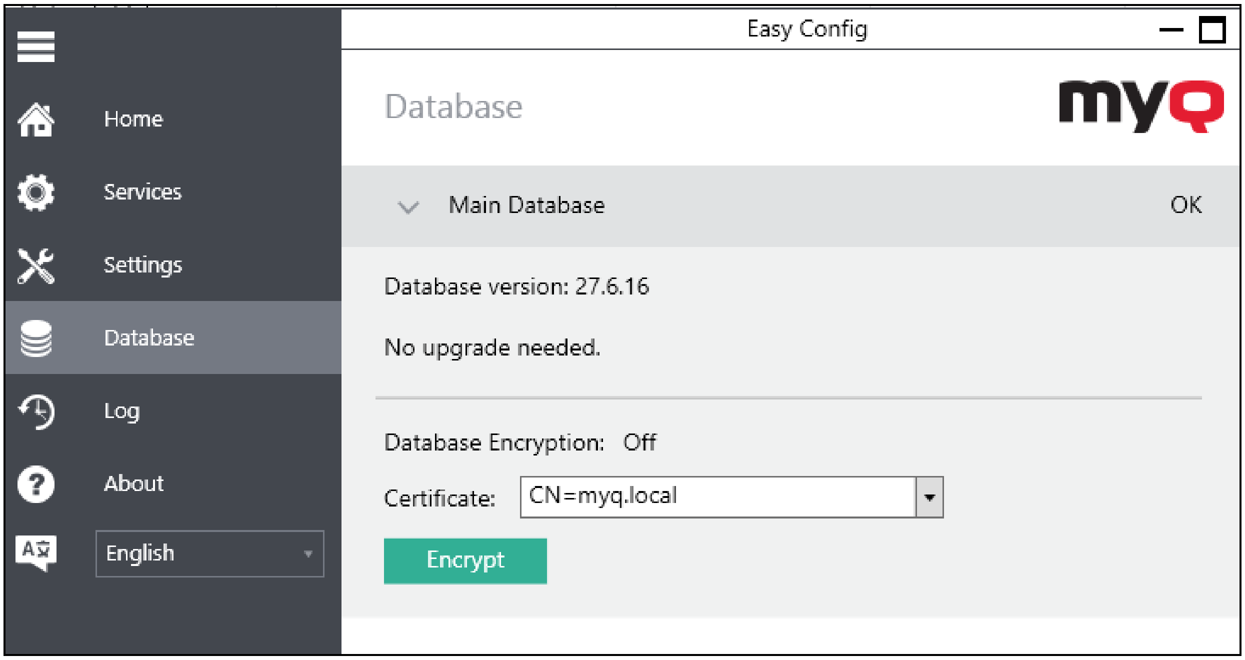


FIGURE 3.13. Encrypting the main database

During the encryption other services will not be available. A busy indicator will let you follow the encryption/decryption process:

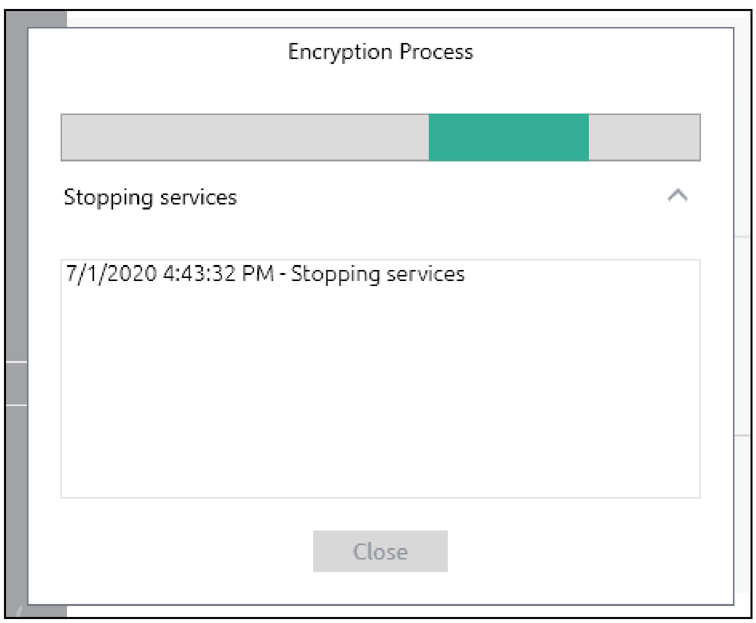


FIGURE 3.14. DB Encryption Busy indicator

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

INFO: This functionality is only available for Embedded Databases. If you have an SQL Server, this section for encryption/decryption will not be displayed.

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

4.6. Cleaning Cache and Temp folders

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

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

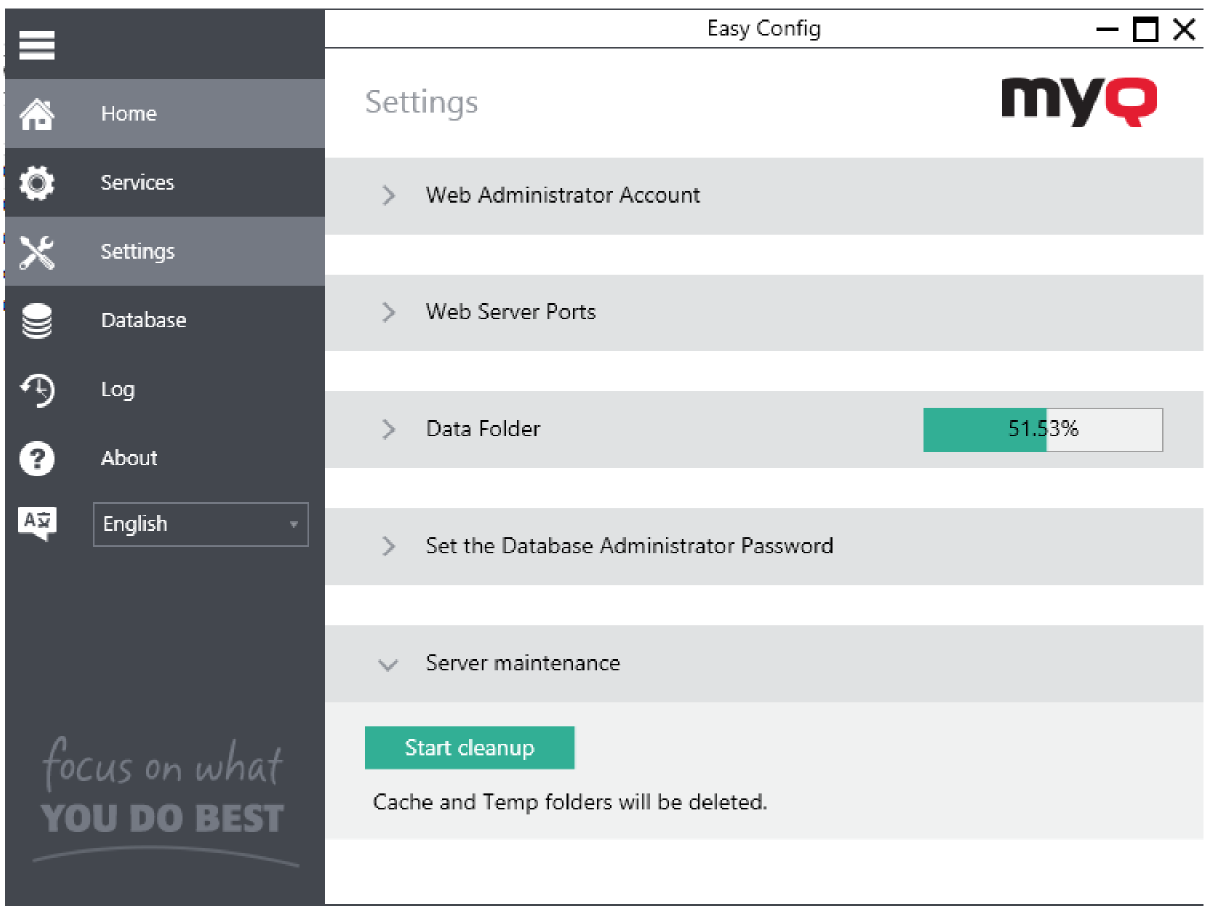


FIGURE 3.15. Cleaning up Cache and Temp folders

4.7. Changing the MyQ Web Server ports

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

- **Port**: communication port for the MyQ HTTP server; the default value is *8083* .
- **Secure port (SSL)**: port for secure communication with the MyQ HTTP server; the default value is 8093.

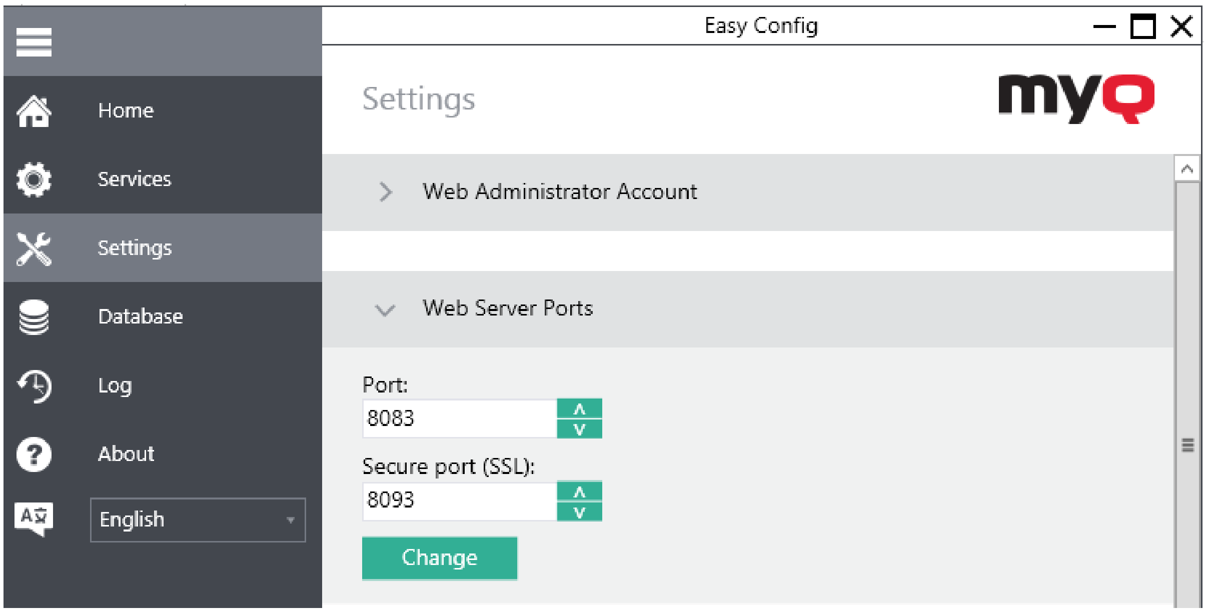


FIGURE 3.16. Port configuration on the Settings tab

5. MyQ® Central Web Interface

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

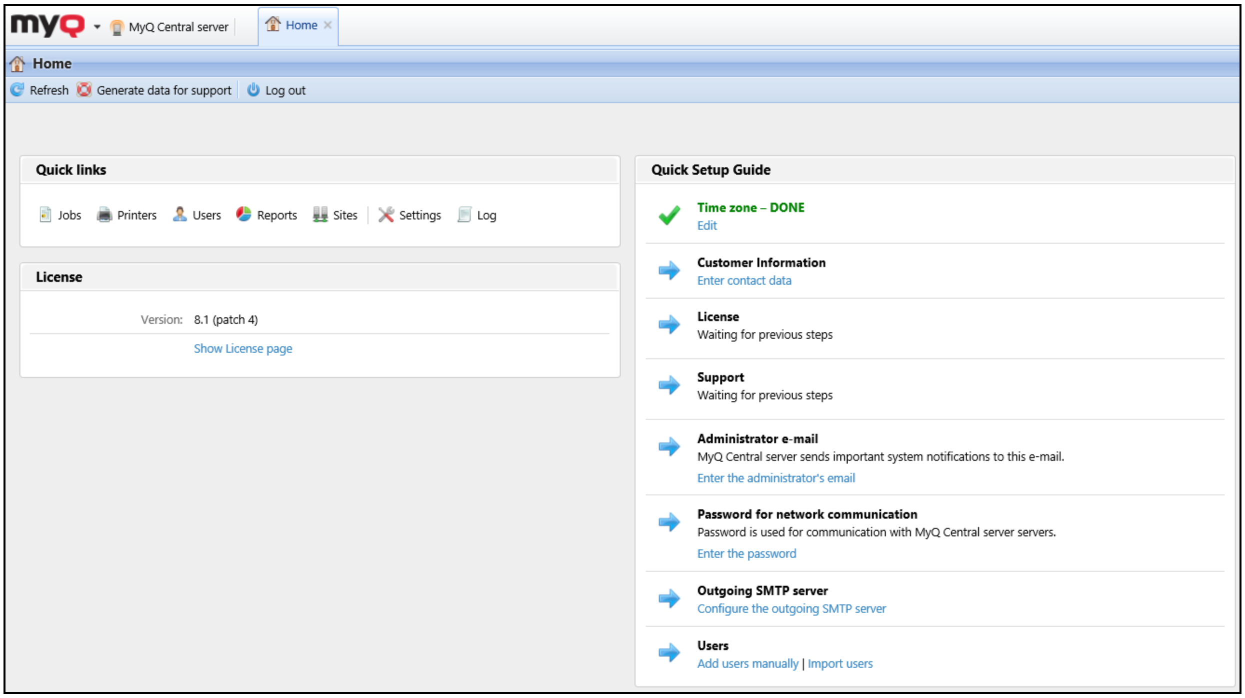


FIGURE 4.1. MyQ Central server Web UI

5.1. Accessing the MyQ Central server's Web Interface

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

Opening the interface

There are three ways to open the MyQ Web Interface:

- Open your web browser, and then enter the web address in the form: *http://*MyQCentralServerIP*:8083*, where ***MyQCentralServerIP*** represents the IP address or the host name of your MyQ Central server and *8083* is the default port for access to the server.

INFO: In the secure mode of MyQ, the default access port is 8093.

- Log on to the interface from the MyQ Easy Config application by clicking **Continue** on the **Home** tab, under **To continue with setup, go to web interface**.
- Open the **MyQ Central Server Web Administrator** application:
    - You can find this application on the **Apps** screen in Windows 8.1+, Windows Server 2012 and newer.

FIGURE 4.2. Accessing MyQ from the **Apps** screen in Windows 8.1

Logging in as an administrator

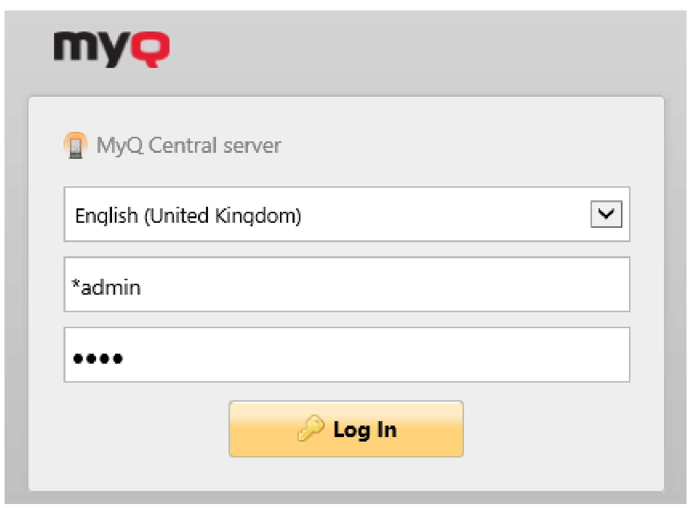


FIGURE 4.3. MyQ Web Administrator Interface login

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

INFO: Auto-filling of the credentials is only supported in Google Chrome.

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

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

5.2. Main menu and Settings menu

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

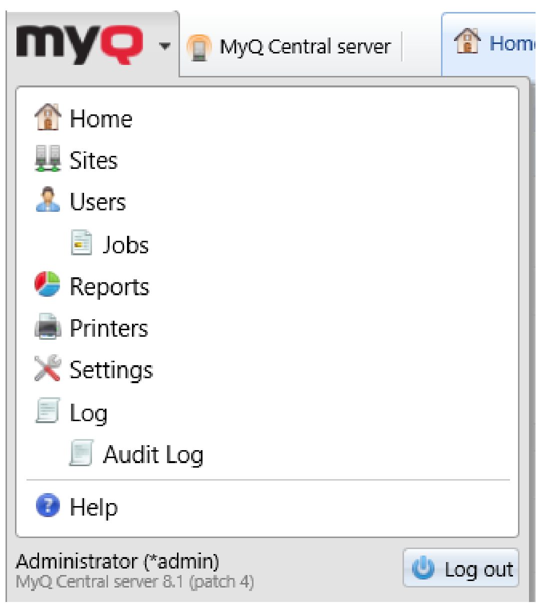


FIGURE 4.4. MyQ Main menu

5.2.1. Main menu

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

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

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

5.2.2. Settings menu

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

The tabs that are accessed from the **Settings** menu serve for the global setup of the MyQ Central server.

5.3. Home dashboard

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

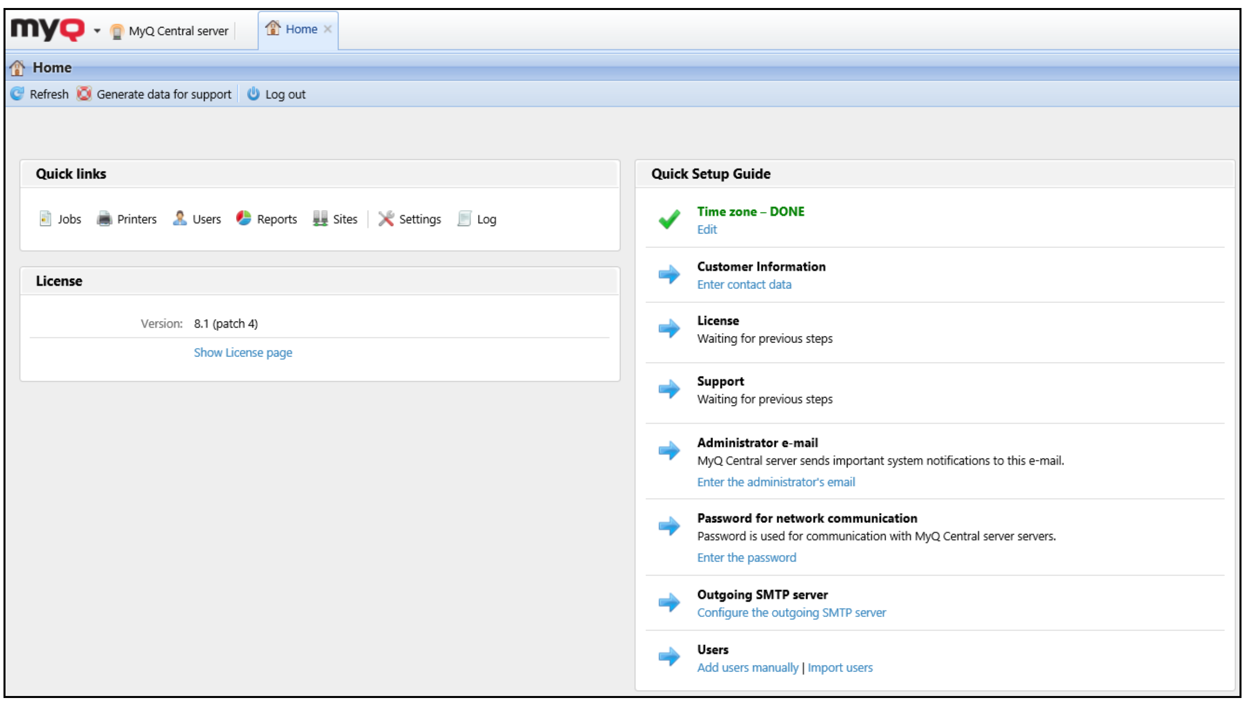


FIGURE 4.5. MyQ **Home** dashboard with the **Quick Setup Guide** before initial setup

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

5.3.1. Adjusting the dashboard

Adding new gadgets and moving gadgets on the dashboard

To add a new gadget:

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

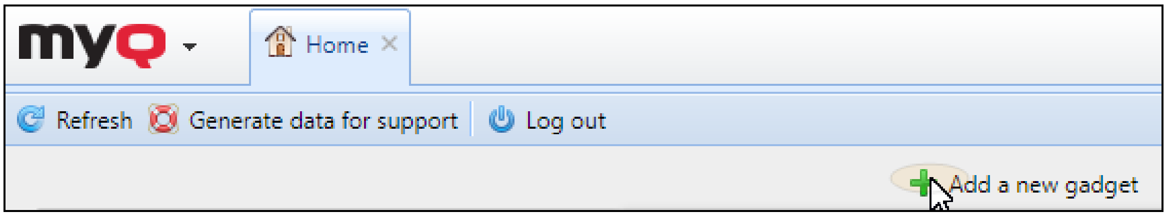


FIGURE 4.6. Opening the **Add a new gadget** dialog box, where the new gadgets can be selected.

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

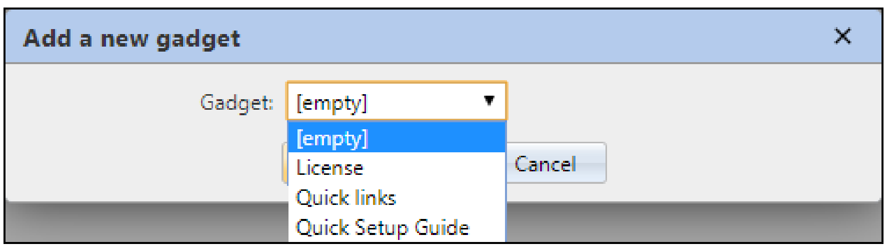


FIGURE 4.7. Selecting the new gadget.

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

Deleting gadgets from the dashboard

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

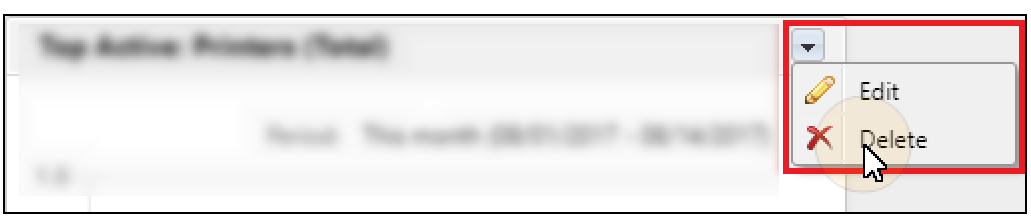


FIGURE 4.8. Deleting a gadget from the dashboard

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

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

Time zone

- Here you can see if the time zone set in MyQ matches the Windows system time set on the server.
- By clicking **Edit**, you open the **General** settings tab, where you can adjust the time zone.

Customer information

1. Click **Enter contact data**. The **Customer Information** dialog box appears.
2. In the dialog box, fill out all the details, and then click **Save**.
   You must fill out the Customer Information before you can add and activate licenses.

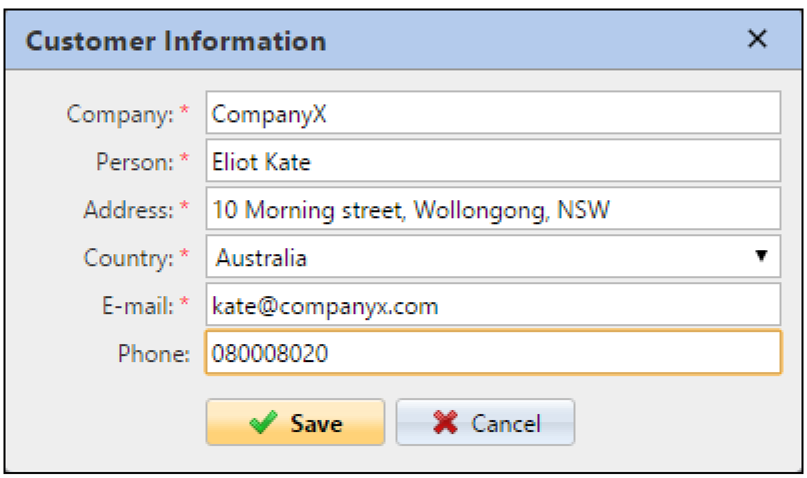


FIGURE 4.9. Entering data in the **Customer information** dialog box

License

Adding and activating licenses

Click **Show License page**. The **License** Settings tab opens. Check the Customer Information and modify if needed.

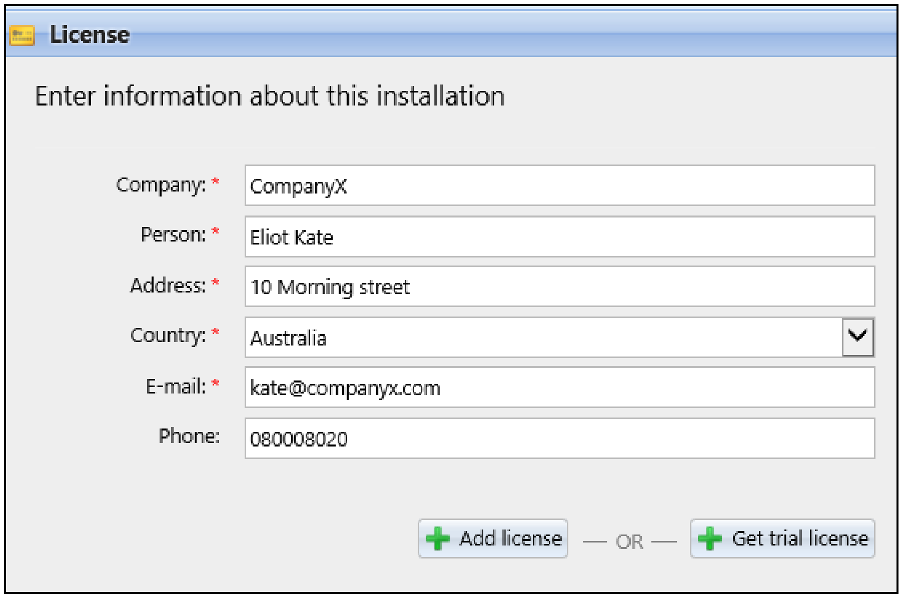


FIGURE 4.10. License Settings tab

Then you can either:

- Click the **+Add license** button, if you already have license or installation keys to add. Add the license/installation keys (one key per row) and click **Next**.
- Or click **+Get trial license**, to receive a two-month trial license for an unlimited number of printers and a two-month trial license for ten embedded terminals. These licenses are automatically activated.

Support

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

Adding or Extending support licenses

- Click **+Add support license**. The dialog box appears where you can add the support license.

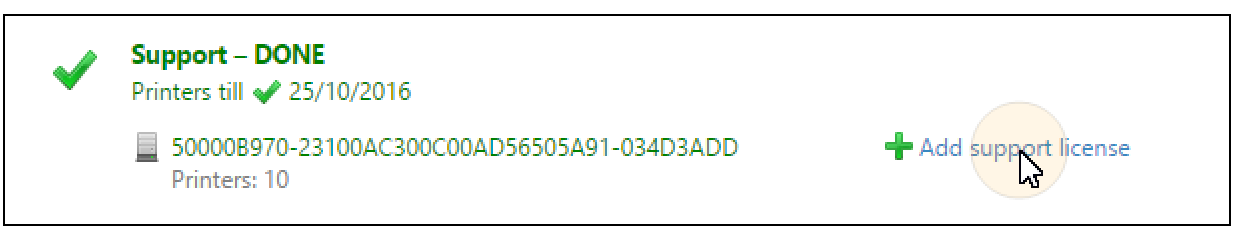


FIGURE 4.11. Extending support licenses on the **Home** screen

Administrator email

By clicking **Enter the administrator's email**, you open the **General** settings tab, where you can set the administrator email.

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

Password for network communication

For the MyQ Central server to communicate with the MyQ site servers, you must set a password. Click **Enter the password** and in the next window add a password and click **Save**.

Outgoing SMTP server

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

Users

- By clicking **Add users manually**, you open the **Users** main tab, where you can add users.
- By clicking **Import users**, you open the **Users synchronization** settings tab, where you can import users from LDAP servers or from a CSV file.

5.3.3. Generate data for support

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

The .zip file includes the **Logs** folder which contains:

- error logs from Apache and PHP,
- two MyQ log files (*log_*dateandtime*.csv*, *log_*dateandtime*.xlsx*),
- and the *MyQ-helpdesk.xml* file with MyQ system information.

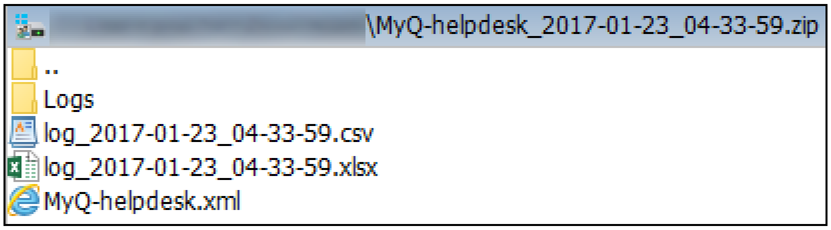


FIGURE 4.12. Files included in the MyQ-helpdesk .zip

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

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

To generate the MyQ-helpdesk.zip file

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

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

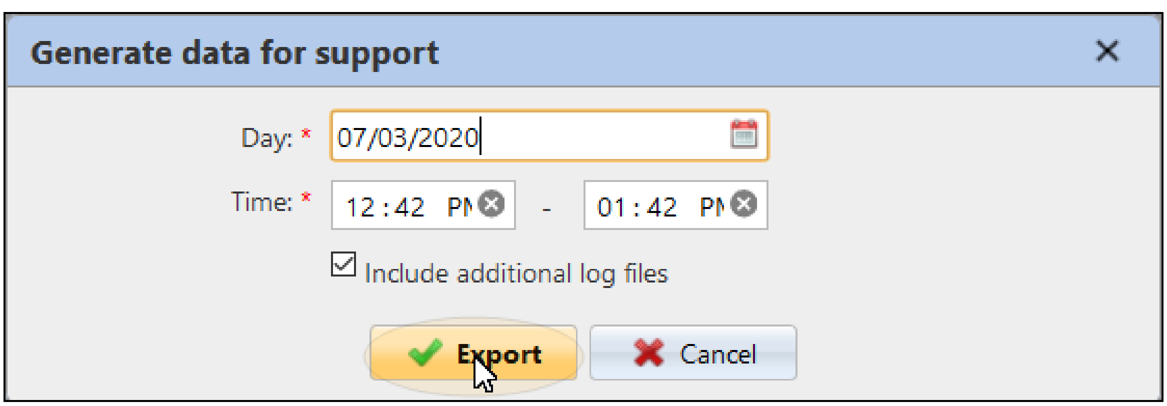


FIGURE 4.13. Selecting the MyQ-helpdesk .zip file options on the **Generate data for support** dialog box

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

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

FIGURE 4.14. Quick links on the **Home** screen

5.4. MyQ Central Server's Log

In the log, you can find information about all parts of the MyQ Central server: the MyQ server, MyQ Web UI etc. Log messages are sorted into these types **Critical**, **Error**, **Warning**, **Info**, **Notice**, **Debug**, **Trace** and you can select the types that you want to be displayed. You can also set the log to display only messages informing about specific MyQ subsystems, such as *Web UI, Replicator or Schedulers*, and also about a specific context, for example, *Email sender* or *Disk space checker*.

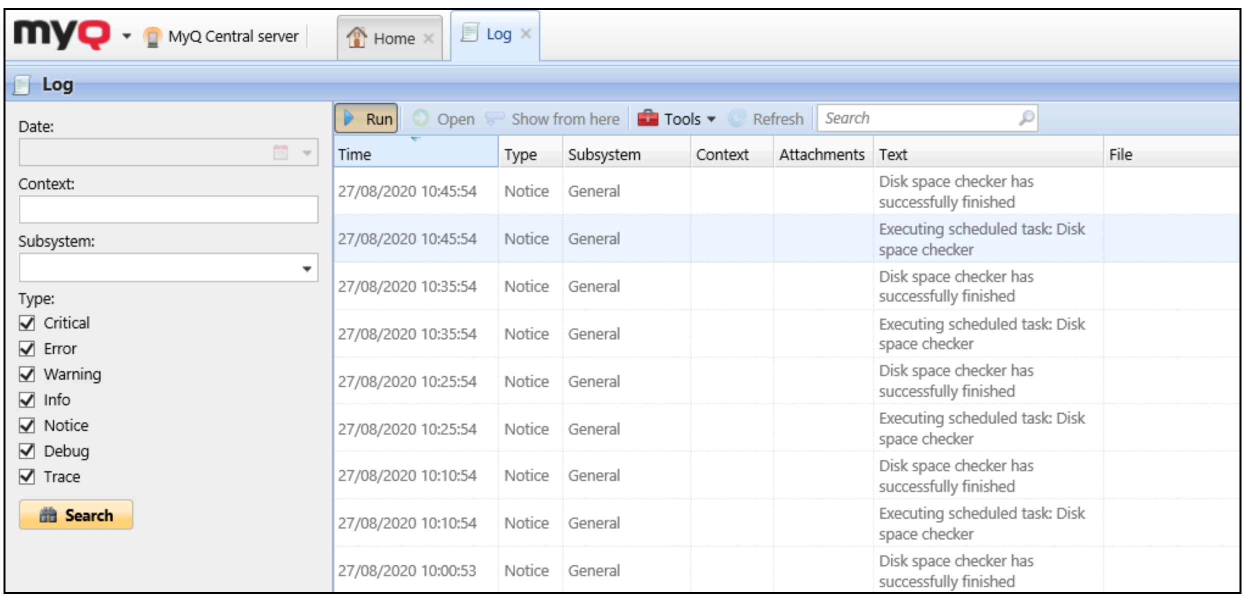


FIGURE 4.15. The **Log** tab on the MyQ Web Interface

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

Opening the MyQ Log

On the MyQ Web User Interface, click **MyQ**, and then click **Log**, or on the **Home** dashboard, click **Log** on the **Quick links** gadget.

Pausing/Refreshing the log

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

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

You can filter the log on the panel:

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

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

Exporting the log/Generating data for support

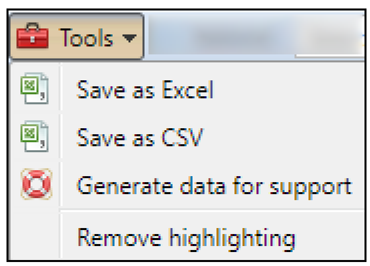
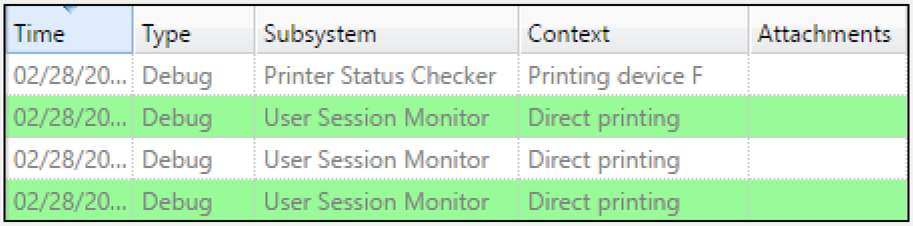


FIGURE 4.16. Log export options

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

- **Save as Excel** — export the log as an Excel file
- **Save as CSV** — export the log as a CSV file
- **Generate data for support** — generates a .zip file with multiple files for MyQ support (see *"Generate data for support"* on page 29) .

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



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

FIGURE 4.17. Highlighted log messages

To remove all highlights, click **Tools** on the bar at the top of the **Log** tab, and then click **Remove highlighting** (See FIGURE 4.16 on the previous page.).

5.5. MyQ Audit Log

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

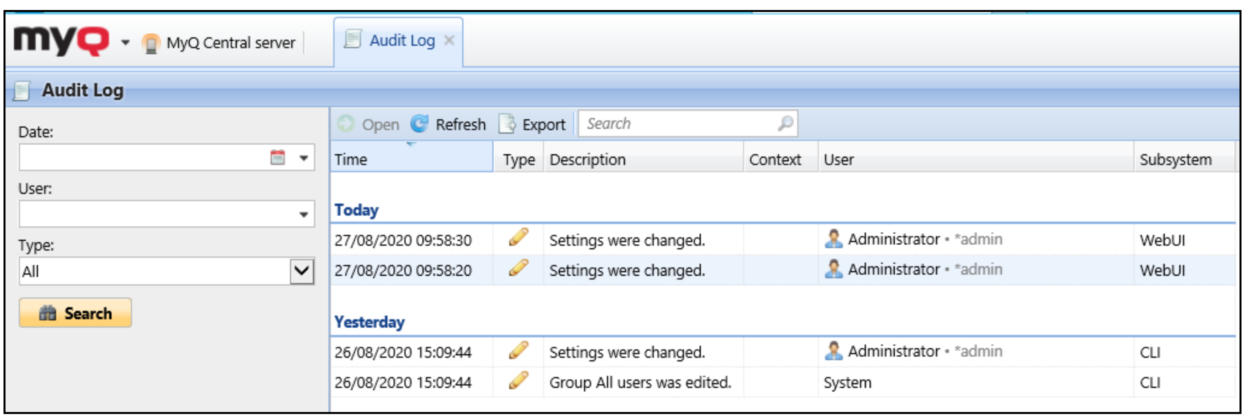


FIGURE 4.18. The MyQ Audit Log

Opening the MyQ Audit Log

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

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

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

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

6. MyQ® Central System Settings

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

- On the **General** settings tab, you can change regional settings of the server, protect the Central server in case of insufficient disk space and set the debug level of the server's log.
- On the **Personalization** settings tab, you can add custom help links, custom messages and custom logos to be used in various parts of the MyQ system.
- On the **Task Scheduler** settings tab, you can add new task schedules, change their settings and run scheduled tasks.
- On the **Network** settings tab, you can modify the network communication between servers.
- On the **Authentication servers** settings tab, you can add LDAP and Radius servers for user authentication.
- On the **Log & Audit** settings tab, you can set the Log notifier feature, which enables sending notifications informing about selected log events to the administrator and/or any number of MyQ users.
- On the **System Management** settings tab, you can manage MyQ history on the server, permanently remove data from the MyQ database and create rules for notifications informing about MyQ Log events.

6.1. General settings tab

The General settings tab holds the sections **General, Disk space checker and Log**.

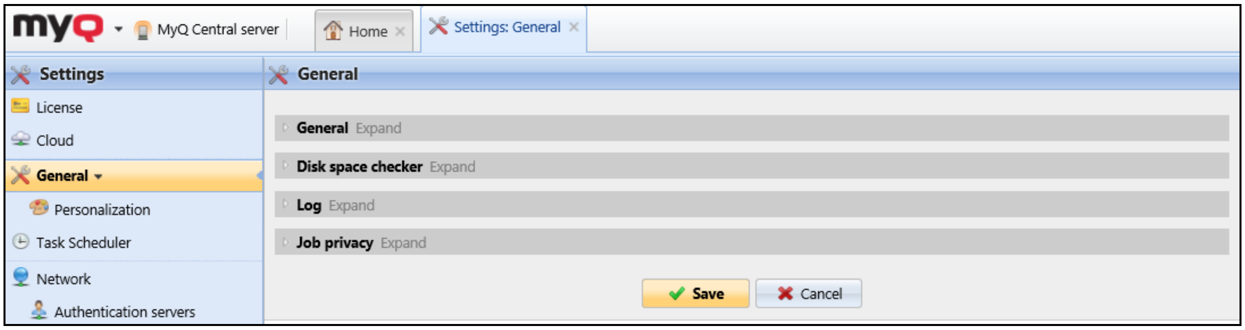


FIGURE 5.1. The **General** settings tab of the MyQ Web Interface

6.1.1. General

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

- **Administrator email**: The administrator email receives important system messages (disk space checker warnings, license expiration, etc.) automatically sent from MyQ.
- **Time zone**: For the proper functioning of the MyQ system, make sure that the time zone set here is the same as the time zone set in the Windows operating system. After changing the time zone, you will be asked to restart the web server.
- **Default Language**: The default language setting determines the language of all emails that are automatically sent from MyQ and the language used on all connected terminals and interactive readers.
- **Currency**: In the currency setting, you can enter the 3-letter currency code of the currency that you want to use in your pricelist.
  - The **Number of digits after the decimal point** option can be set from *0* to *5* (default is *2*).
- **Column delimiter in CSV**: The column delimiter in CSV files setting determines the delimiter in source and destination files used for all the import and export operations to and from the CSV file format. The default value is based on the regional settings of your operating system.

6.1.2. Disk space checker

In this section you can set warning and critical levels for the Central server's free disk space.

- **Warning level**: Set the level in MB (*2048*MB by default). When it is reached, an email notification is sent to the administrator.

- **Critical level:** Set the level in MB (*100*MB by default). When it is reached, the server is stopped and an email notification is sent to the administrator.

6.1.3. Log

In this section you can enable **Log debug level messages**. This will generate more information for troubleshooting purposes, but will impact the system's performance.

6.1.4. Job privacy

In this section you can enable the **Job privacy** feature.

The Job privacy feature limits access to sensitive job metadata for everyone, except for the job owner and their delegates.

If Job Privacy is enabled at your Central server, it will be automatically enabled on all the connected site servers.

WARNING: Once enabled, it cannot be disabled again!

To use the feature, click on the **Enable Job Privacy (irreversible)** button.

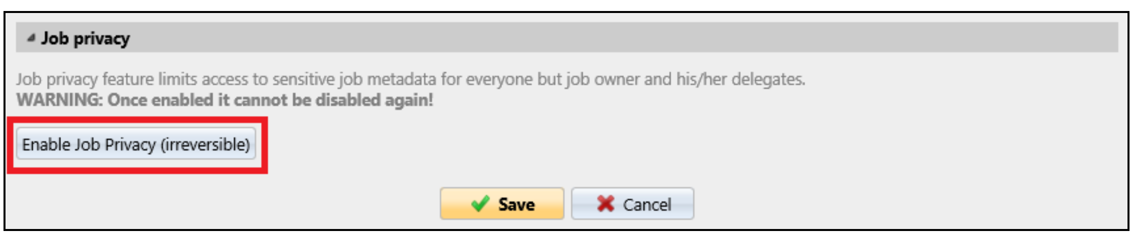


FIGURE 5.2. Enable job privacy button

In the confirmation pop-up, type your MyQ administartor password in the **Password** field, and click **Enable Job Privacy (irreversible)**.

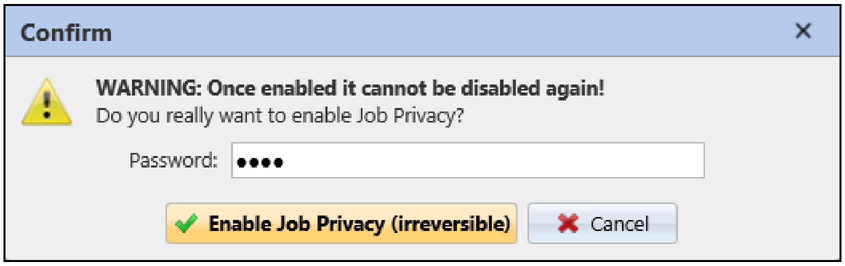


FIGURE 5.3. Job Privacy confirmation window

The Job Privacy feature is now enabled.

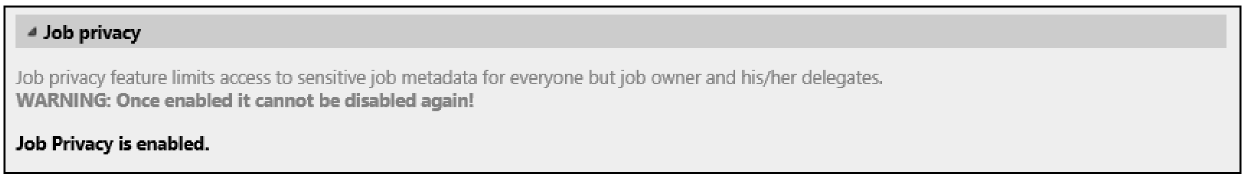


FIGURE 5.4. Job Privacy is enabled

6.2. Personalization settings tab

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

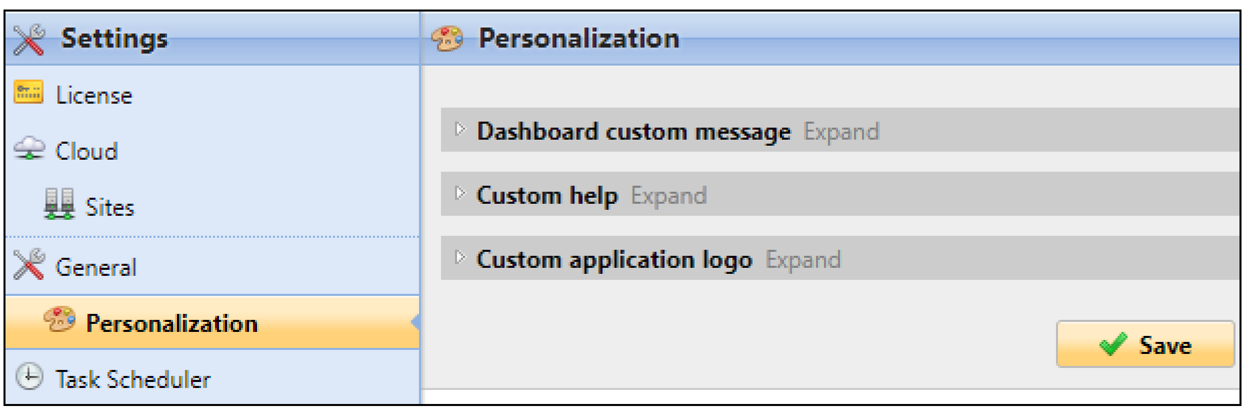


FIGURE 5.5. The **Personalization** settings tab of the MyQ Web Interface

6.2.1. Dashboard custom message

Here you can enter a message to be displayed on the Web accounts of MyQ users. After you change the message, click **Save** at the bottom of the **Personalization** tab.

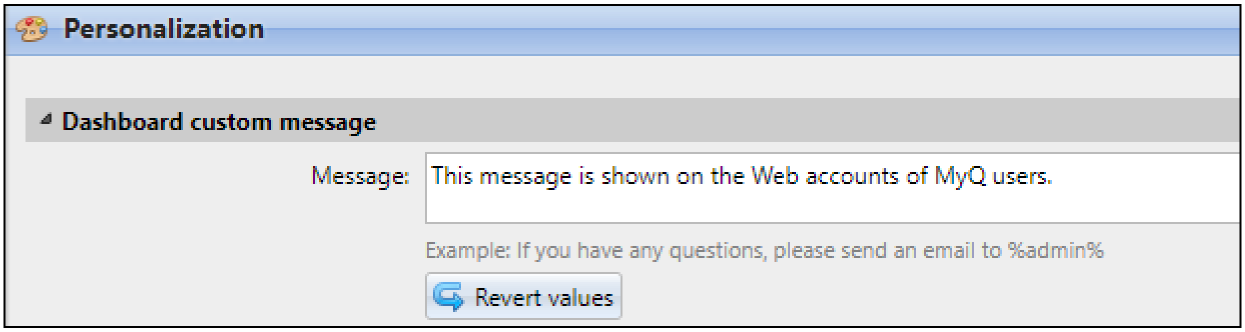


FIGURE 5.6. The custom message for MyQ users

The **%admin%** parameter can be used to display the email address of the MyQ administrator within the message (the **Administrator email** set on the **General** settings tab).

6.2.2. Custom application logo

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

To import the logo, click **+Add**, **Browse** for the file and **Open** it, and then click **Save** at the bottom of the tab. A preview of the new logo is displayed on the tab.

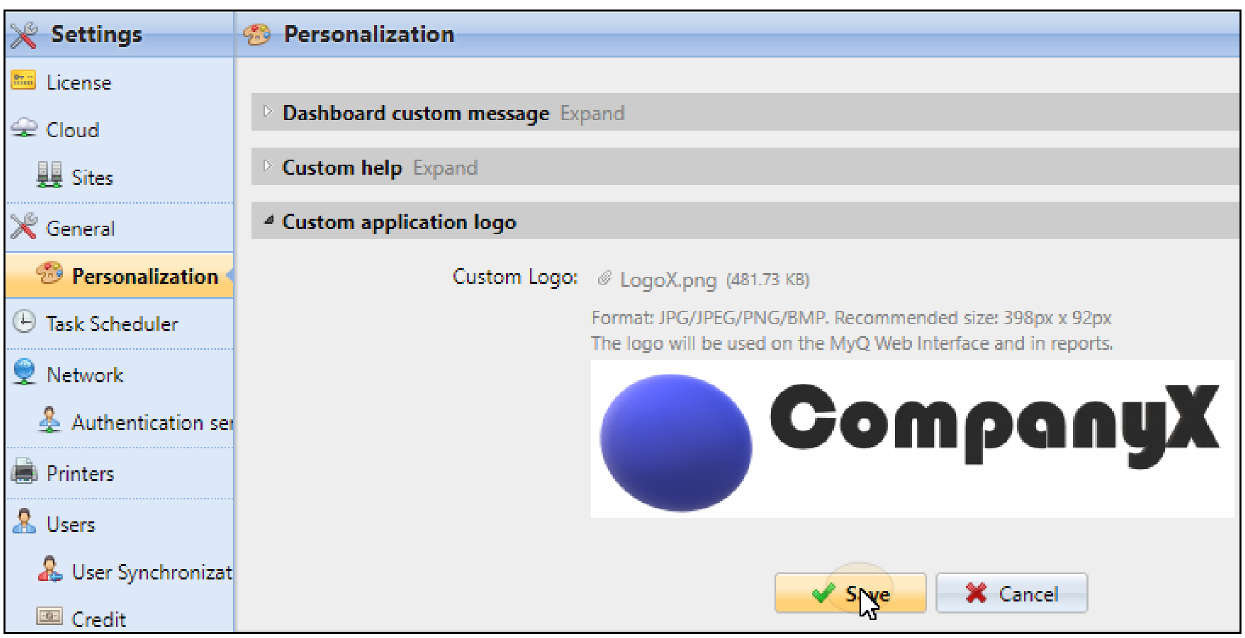


FIGURE 5.7. Importing a custom application logo to MyQ

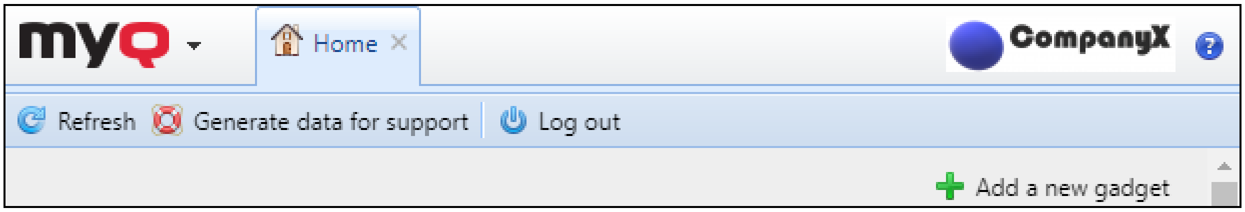


FIGURE 5.8. Example of a custom logo displayed at the upper-right corner of the MyQ Web interface

6.2.3. Custom help

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

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

FIGURE 5.9. Example of a custom help gadget displayed on the user's home page on the MyQ Web Interface

6.3. Network settings tab

The **Network** settings tab is divided into five sections: **General**, **Security of communication**, **Outgoing SMTP server**, **HTTP Proxy server** and **Firewall**.

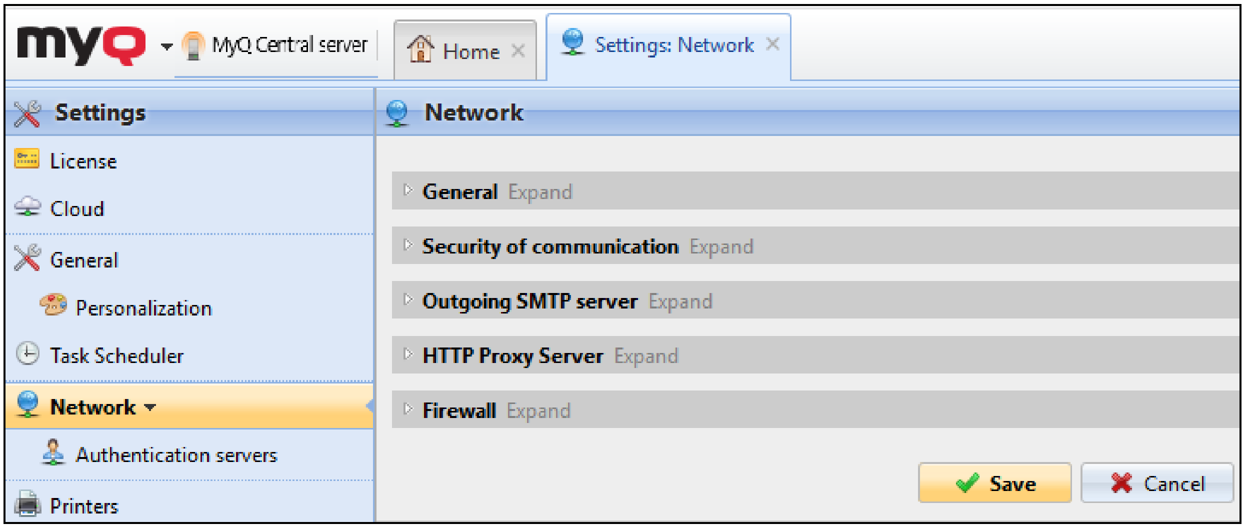


FIGURE 5.10. Network settings tab

6.3.1. General

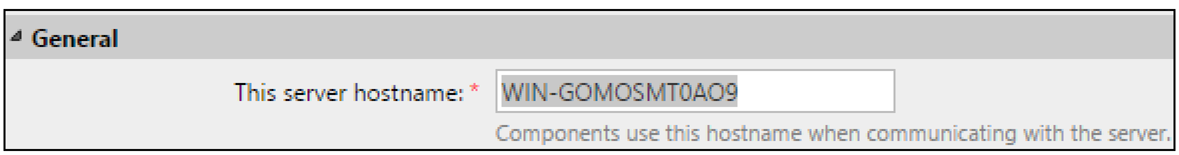


FIGURE 5.11. Hostname of the MyQ Central server

In this section, you can enter the hostname of the MyQ Central server. This hostname is used by components of the MyQ system, such as the MyQ replicator or the PayPal payment provider, and for communication with Site servers. It must match the certificate you are using.

6.3.2. Security of communication

In this section, you can enforce secured communication with the server's Web User Interface and with Site servers. You can also upload your safety certificate here.

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

- To upload the safety certificate:

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

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

INFO: For more information about how to secure the system, see the *MyQ Security Whitepaper* and the *Certificates in MyQ* guide.

6.3.3. Outgoing SMTP server

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

To configure the server:

1. Enter the server hostname or IP address in the **Server** text box. If the email server listens to other than the 25 TCP port, change the **Port** setting to the correct value.
2. Choose between the *None, SSL* and *STARTTLS* **Security** options.
3. Optionally choose to **Validate certificate** or not.
4. If credentials are required, enter the **User** and **Password**.
5. Enter the address that you want to be displayed as the **Sender email** on PIN, alert and report messages.
6. After you enter the data, you can click **Test** to test the connection to the email server.

6.3.4. HTTP Proxy server

In this section, you can set up a MyQ Proxy server which can be used for activating a license (only used with the old licensing model). Mandatory fields are **Server** (name) and **Port**. This is not supported for installation keys generated from the MyQ X Partner portal (new licensing model).

6.3.5. Firewall

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

6.4. Authentication servers settings tab

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

Adding a new LDAP server:

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

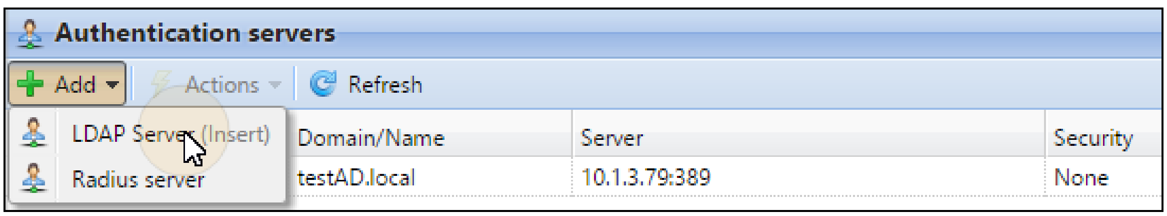


FIGURE 5.12. Adding a new LDAP server on the **Network** settings tab, under **Authentication servers**

2. Enter the LDAP domain.

3. Select the LDAP **Type**. You can select from **Active Directory**, **Novell**, **OpenLDAP, G-Suite** and **Lotus Domino**.

NOTICE: For Active Directory you must select *SSL* in the **Security** field and the **Server** port must be *636*.

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

5. Enter the **Server** IP address or hostname and the communication port.

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

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

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

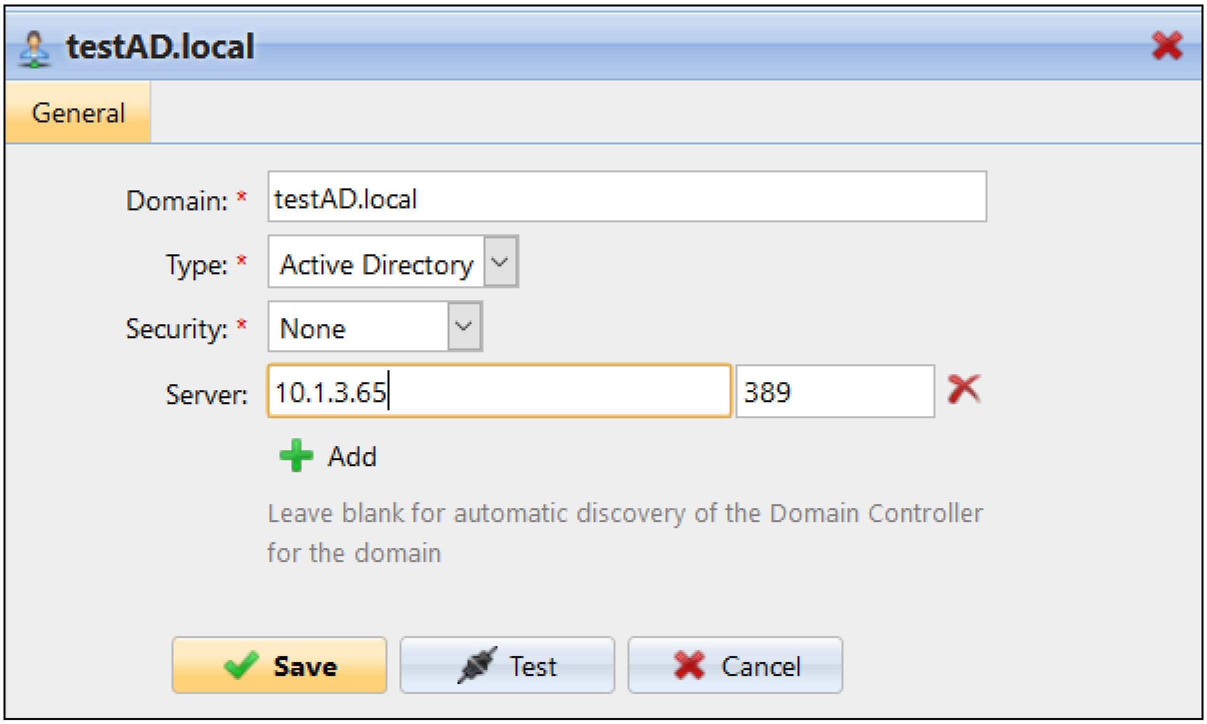


FIGURE 5.13. The LDAP server properties panel

6.4.1. Setup for the G-Suite LDAP type

G-Suite, a set of cloud computing, productivity and collaboration tools software and products developed by Google Cloud, is available from MyQ Central Server 8.0. For setting up the connection to MyQ before adding G-Suite as the LDAP type, follow the short procedure below.

1. Go to https://support.google.com/a/answer/9048541?hl=en to configure your G-Suite Environment for working with MyQ as LDAP Client.
    a. Turn the service status on or off

    b. Edit access permissions

2. Go to https://support.google.com/a/answer/9048541#generate-certificate-authentication to get a private key and a certificate.
    a. Generate certificate authentication

    b. Generate access credentials
    The downloaded file is a *zip that contains the private key and the certificate you need for connecting to MyQ.

Once done, you can setup your LDAP server with the G-Suite LDAP type.

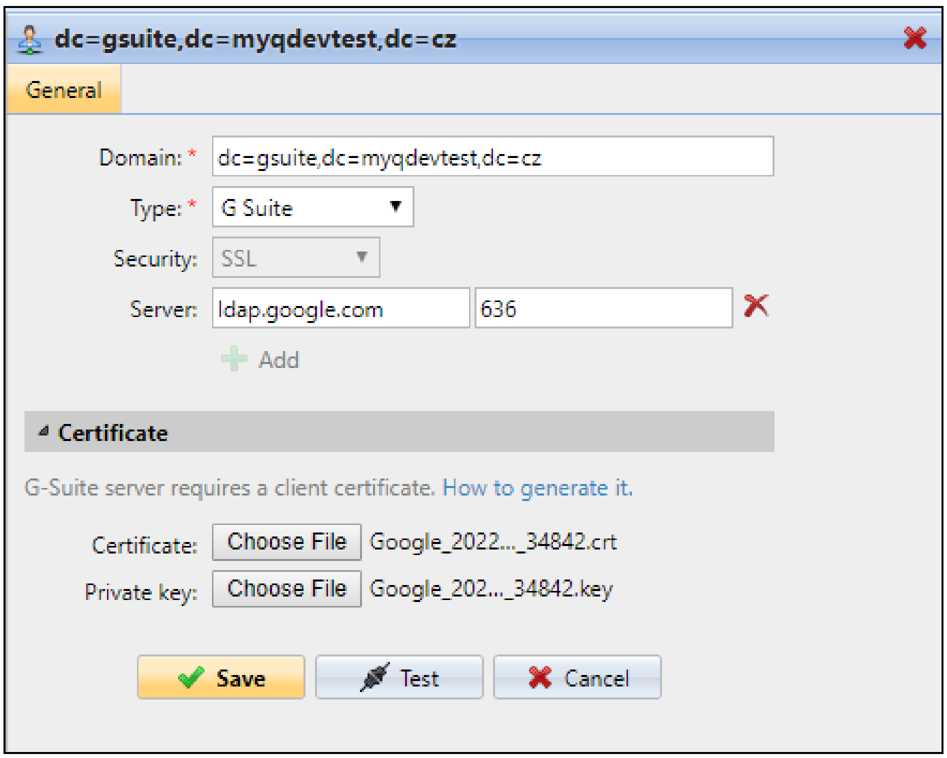


FIGURE 5.14. G-Suite LDAP type settings

Adding a new Radius server:

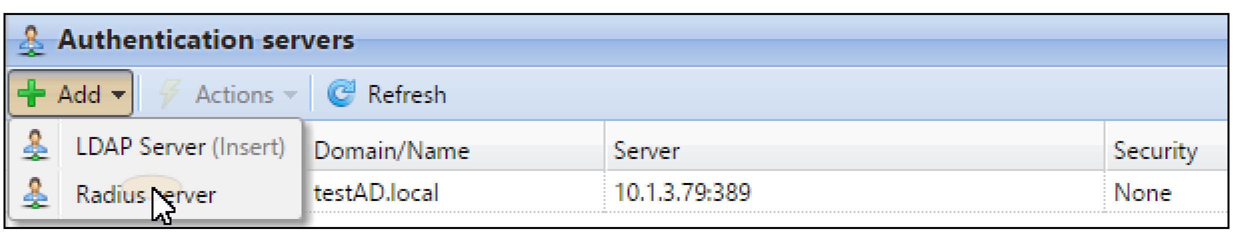


FIGURE 5.15. Adding a new Radius server on the **Network** settings tab, under **Authentication servers**

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

2. Enter the Radius server **Name**.

3. Enter the **Server** IP address or hostname, the communication port and the Shared secret.

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

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

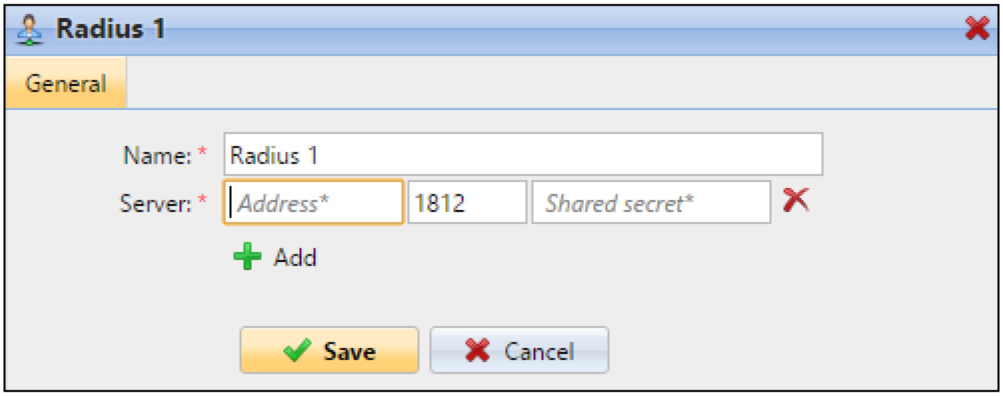


FIGURE 5.16. The Radius server properties panel

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

6.5. Log & Audit settings tab

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

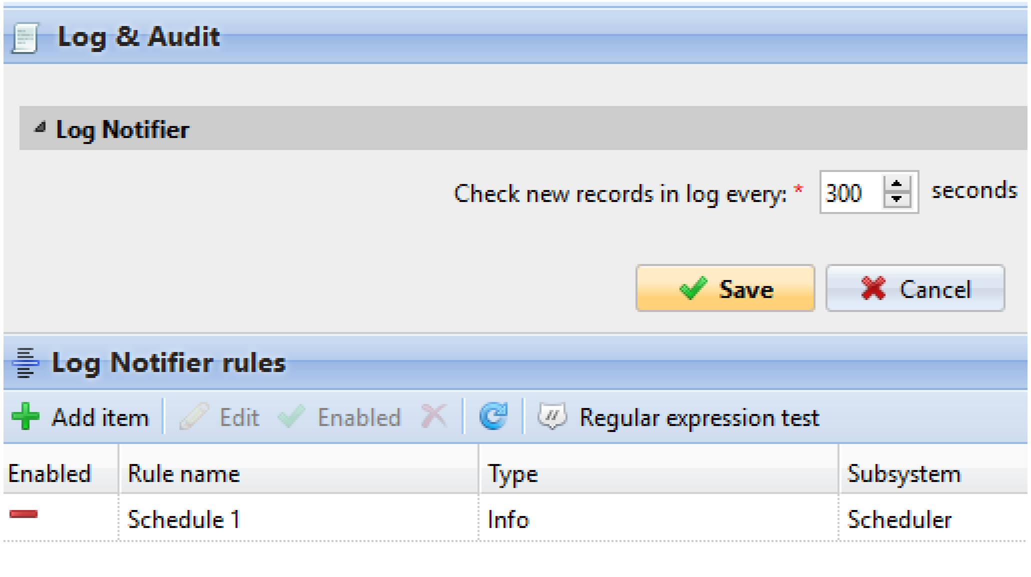


FIGURE 5.17. The **Log & Audit** settings tab of the MyQ Web Interface

Log Notifier

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

Under **Log Notifier**, you can set the period after which the log is checked for new events in the **Check new records in log every:** ... **seconds** text box (*300* by default).

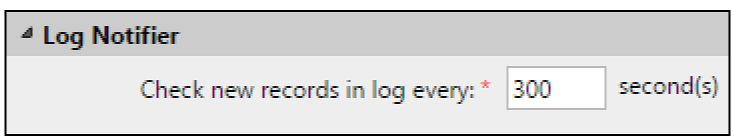


FIGURE 5.18. Setting of the period after which the log is checked

Management of the Log Notifier Rules

Adding new Log Notifier rules

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

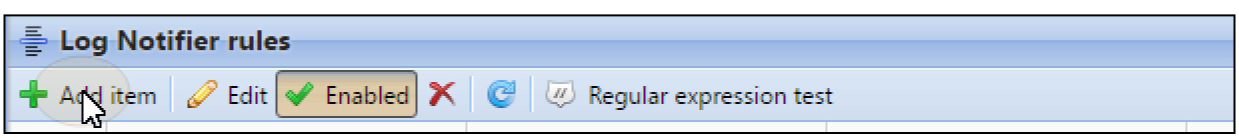


FIGURE 5.19. Adding a new Log Notifier rule

Editing a Log Notifier rule

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

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

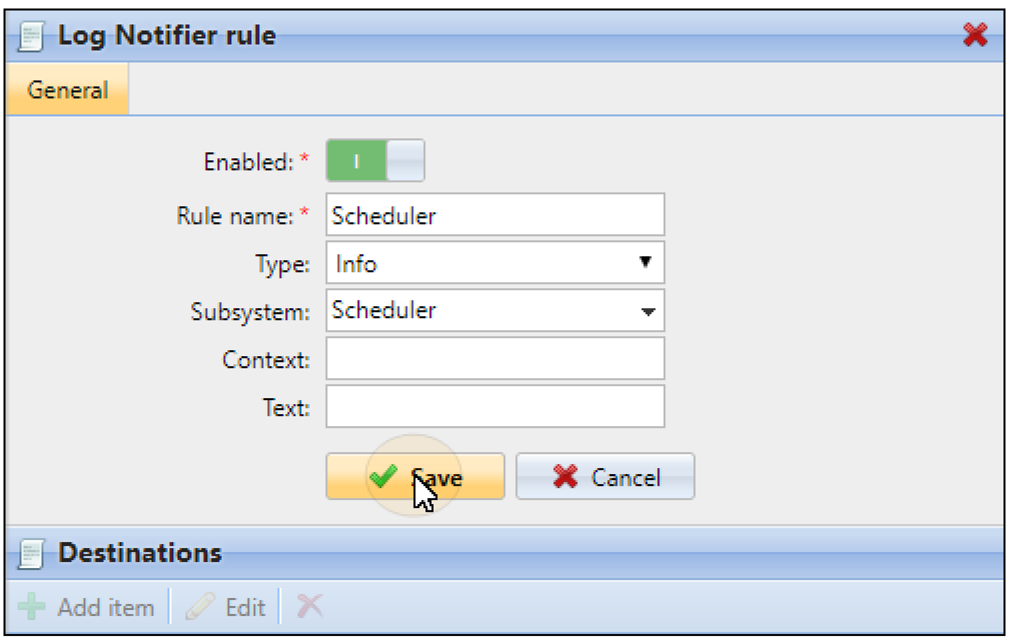


FIGURE 5.20. Editing a Log Notifier rule

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

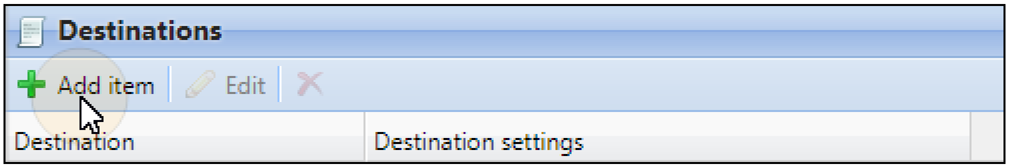


FIGURE 5.21. Destinations options.

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

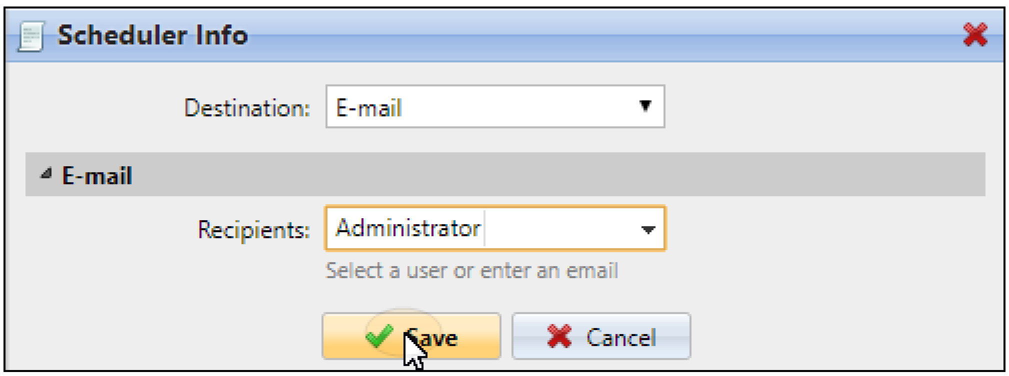
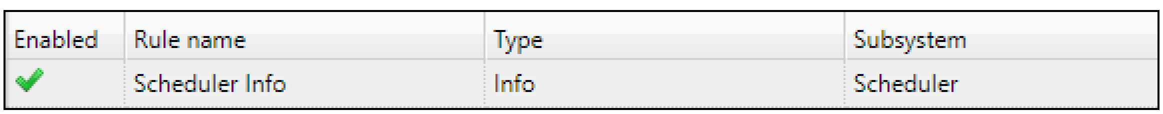


FIGURE 5.22. Saving an email destination.



Enabled	Rule name	Type	Subsystem
✔	Scheduler Info	Info	Scheduler

FIGURE 5.23. The rule is displayed on the tab.

Enabling Log Notifier rules

1. Right-click the rule.

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

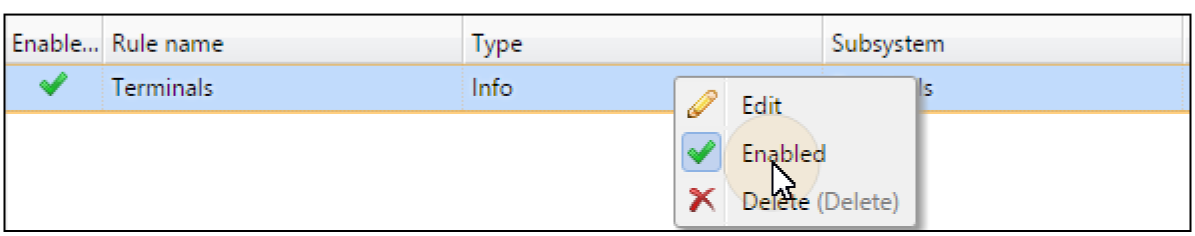


FIGURE 5.24. Disabling a Log Notifier rule

6.6. Task Scheduler settings tab

The **Task Scheduler** settings tab serves as a graphical interface for planning regular tasks on the Central server.

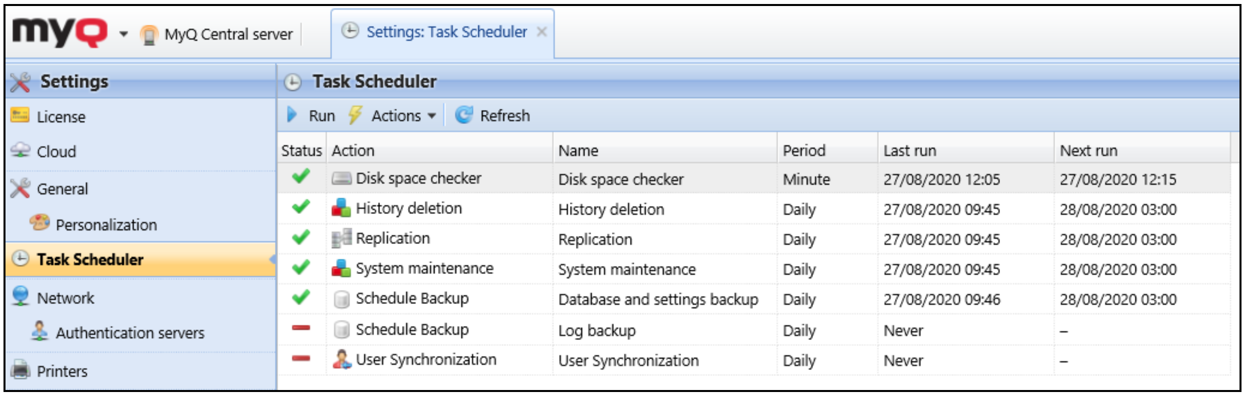


FIGURE 5.25. Task scheduler settings tab

There are seven predefined tasks:

Disk space checker, **History deletion**, **Replication**, **System maintenance**, **User Synchronization**, **Schedule Backup (Database and settings) and Schedule Backup (Log backup)**.

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

> **INFO:** For more information about history deletion and system maintenance, see *"System Management settings tab"* on the facing page. For more information about replication, see *"Central Reporting on the Central Server"* on page 122. For further information about the option to import the CSV projects, contact MyQ support.

6.6.1. Running task schedules

To manually run a task schedule:

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

To set a task schedule

1. Double-click the task schedule that you want to set.
   The respective task schedule's properties panel opens on the right side of screen.

The properties panel is divided into up to four sections:

- In the uppermost section, you can enable or disable the schedule, enter its **Name** and write its **Description**. Some schedules are always on and cannot be disabled.
- In the **Schedule** section, you can set the period of **Repetition** of the task run and change the exact time of the task run start.
- In the **Notification** section, you can select to send an email notification. You can also choose if you want to send the notification every time or just in case of an error.
- The bottom section, if present, is particular to the type of task.

2. Click **Save** after you have set the schedule.

6.7. System Management settings tab

On the **System Management** settings tab, you can change the settings of the MyQ history and also delete data from the MyQ database.

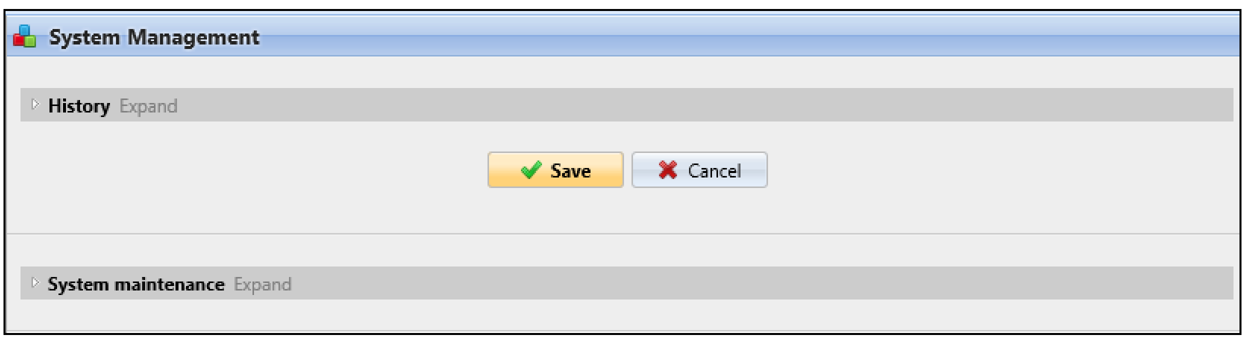


FIGURE 5.26. The **System Management** settings tab of the MyQ Web Interface

Changing MyQ History settings

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

Delete user sessions older than(*1460* days by default): This setting determines the time period for storing user sessions data, alerts on printing devices and counter history of the printing devices. Older data are deleted from the MyQ database and cannot be used in MyQ reports.

Delete archived reports older than(*90* days by default): Generated reports on the server are archived and are displayed on the **Reports** tab, where they can be reopened. Reports created before the period set here are deleted.

Close payment sessions older than (*24* hours by default): After this period, the shared credit blocked on the Central server is returned to the user. For more information about shared credit, see the *MyQ Shared credit on the Central/SIte Architecture* manual.

Delete info/notice/debug log records older than (*14* days by default); **Delete error/warning log records older than**(*6* months by default): These values determine how long the respective log data are stored. The error/warning records are important for troubleshooting and therefore their default archive period is longer.

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

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

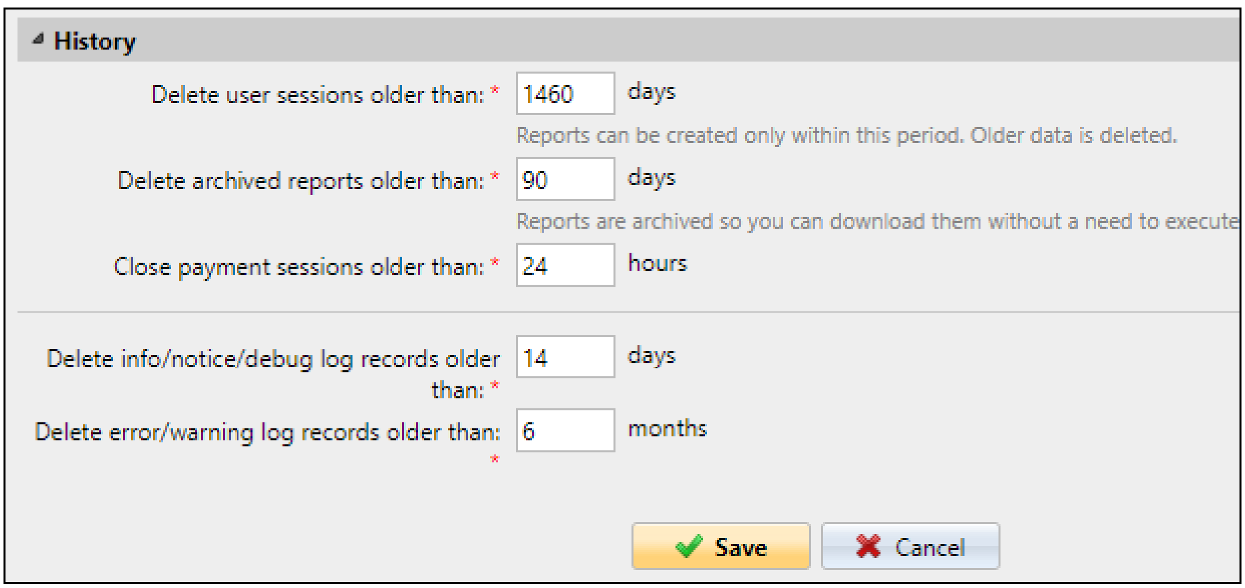


FIGURE 5.27. MyQ history options on the **System Management** settings tab

System maintenance

In the **System maintenance** section, you can delete all users without a session and permanently remove inactive users, printers, groups and user data from the MyQ database.

Deleting data from the MyQ database

The delete/remove buttons perform the following actions:

Delete users without sessions: Deletes all users without user sessions.

Permanently remove deleted users: Removes all inactive users from the MyQ database. The action cannot be undone.

Remove printers without user session: Removes all deleted printers or printers that have never been activated from the MyQ database. The action cannot be undone.

Delete user data: Removes all user related data from the MyQ database. It is recommended to backup your data before using this. The action cannot be undone.

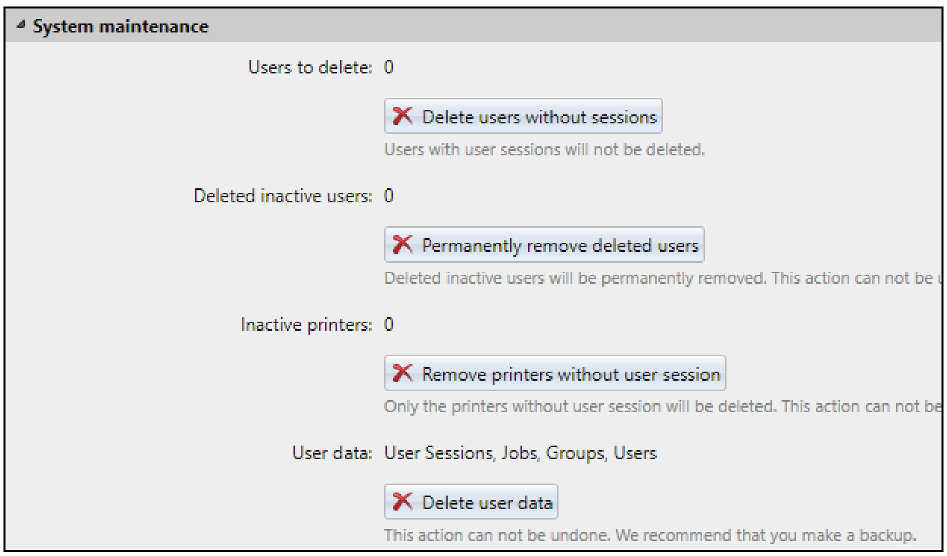


FIGURE 5.28. Data deletion options

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

7. Licenses in the Central/Site Architecture

This topic describes the Cloud licensing model used on multiple servers with the Central/Site architecture.

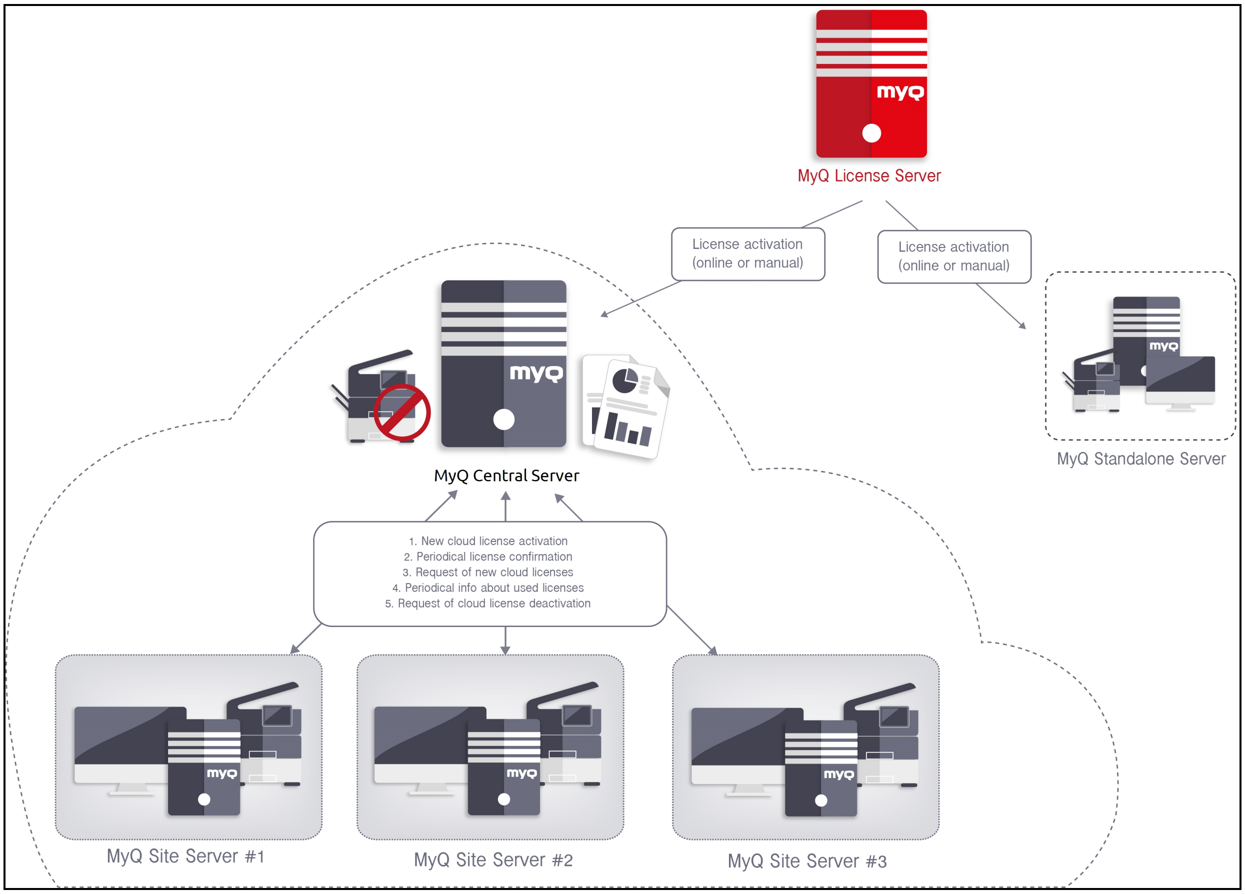


FIGURE 6.1. Comparison of the standard licensing model and the Central/Site Architecture Cloud licensing model

In the Cloud licensing model, licenses are first added to the Central server and then distributed to site servers; no licenses are added directly to site servers. On each site server, you set parameters of the site licenses (exact number of printers, embedded terminals and embedded lite terminals that will be available on the site server). The Central server generates corresponding site server licenses (Printers, Embedded terminals, Embedded Lite terminals) and accordingly subtracts the number of items from its own licenses.

When you add licenses to the Central server, make sure that you cover the needs of all the site servers that are used together with the Central server. For example, if you run two site servers, one with 12 activated printing devices and one with 17 activated printing devices, you need to add and activate a license supporting at least 29 printing devices, if there will be 23 terminals used together with these printing devices, you need to add and activate a license supporting at least 23 terminals etc.

NOTICE: Having a **Printers** license for 40 printing devices on the Central server automatically allows an unlimited number of the **Printers** licenses, each of them supporting an unlimited number of printing devices. This does not apply to embedded terminal licenses.

NOTICE: The older versions of licenses (version 3 and version 4) cannot be used in cloud. You can identify them by the first six key digits; the version 3 licenses begin with 300000 and the version 4 licenses begin with 400000. If you have these licenses and would like to use the Cloud licensing model, contact MyQ support.

8. License Management on the Central Server

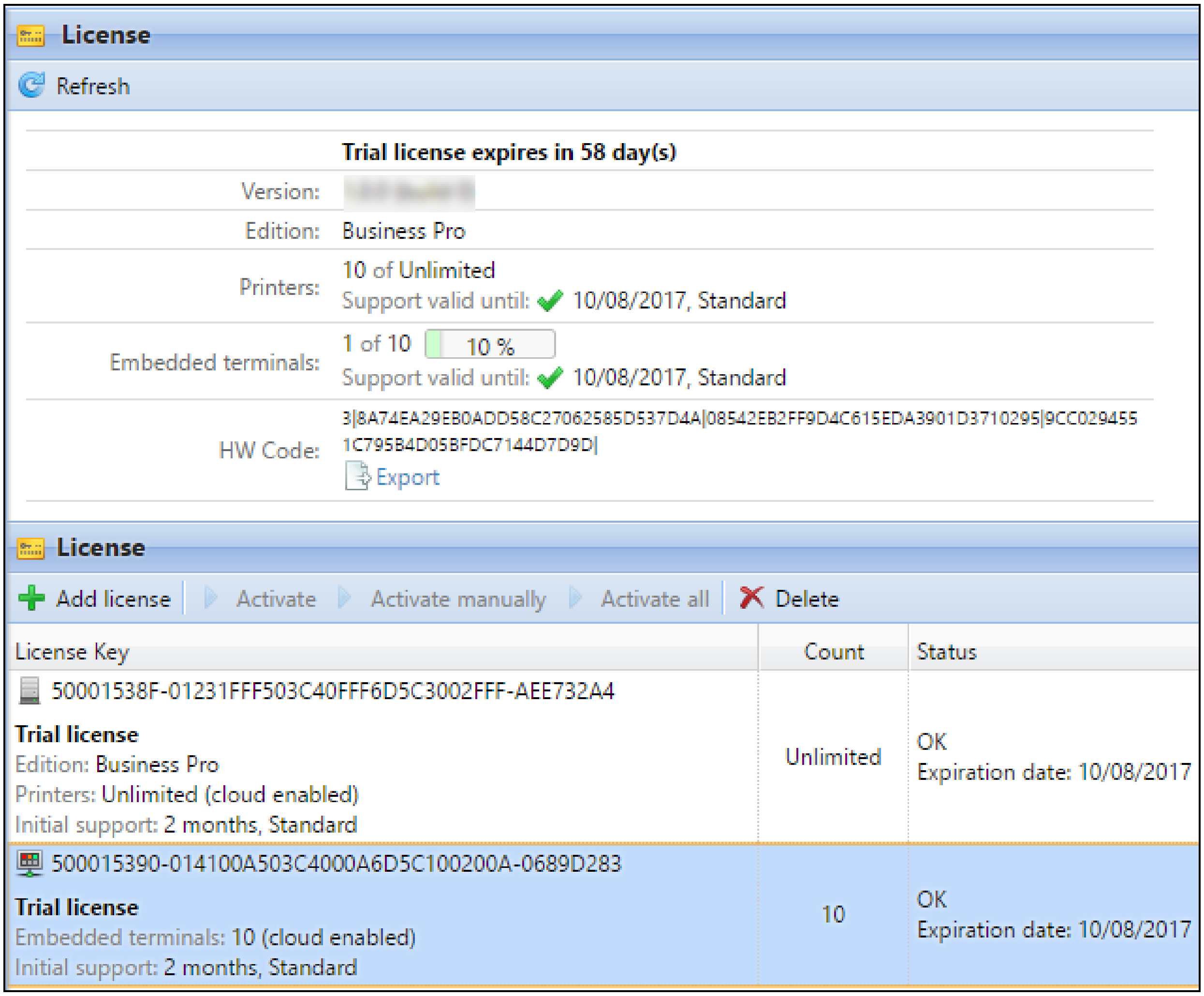


FIGURE 6.2. The **License** settings tab

There are two ways of licensing in MyQ. The one that has been used so far (old licensing model), with separate keys for each license, and the new licensing model -in use since MyQ Server 8.1 (patch 2), that introduced the use of an **Installation Key** per MyQ setup. Further details about the new licensing model can be found in the *MyQ Licensing Quick Guide*, available in the MyQ Community portal.

This chapter covers the following topics:

- adding , activating and deleting licenses
- extending support licenses

8.1. Adding, activating and deleting main licenses

You can add new licenses either on the **Home** screen during the initial setup of MyQ or any time on the **License** settings tab.

After activation, the license is linked with the hardware configuration of the server where MyQ is installed. If the configuration changes (for example, after you reinstall MyQ on a different server or after you change any of the hardware components of the server), the license becomes invalid and you have to reactivate it within seven days.

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

Main licenses include 1-month of software assurance support that expires on the 1st day of the upcoming month.

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

8.1.1. Adding licenses on the Home screen

The first time you set up the system, you can add new licenses on the **Home** screen, in the **Show License page** section. For more information about this option, see "Enter the license number" on page 1.

8.1.2. Adding licenses on the License settings tab

To add licenses:

1. Click **+Enter license** on the **License** settings tab.
   The **Enter license** dialog box appears.

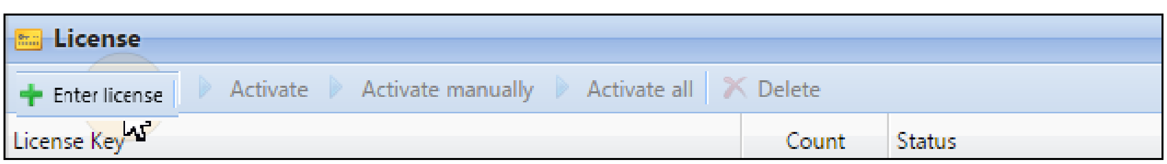


FIGURE 6.3. Adding licenses on the **License** settings tab

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

NOTICE: Licenses for support have to be assigned to the corresponding server license. If you have special support licenses, don't enter them here. For information about how to enter these licenses, see "Extending support licenses " on page 1.

2. In this dialog box, enter the license or Installation Keys that you want to add - one per row, and then click **Next**.

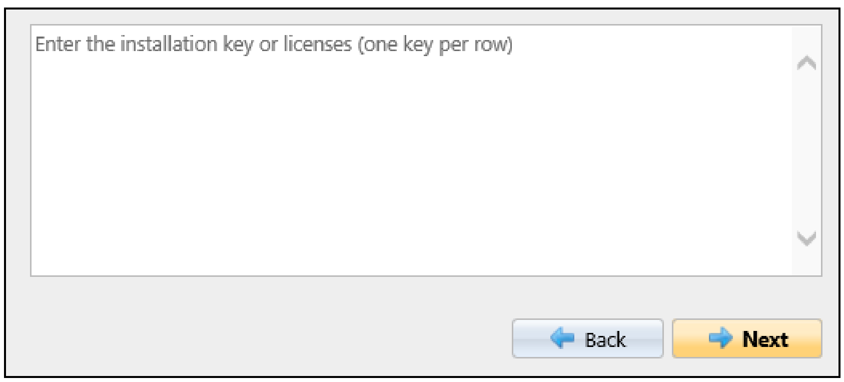


FIGURE 6.4. Entering licenses in the **Enter license** dialog box

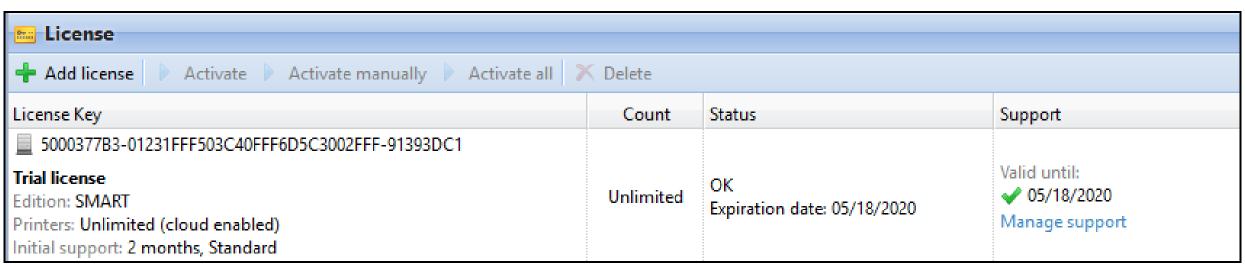


FIGURE 6.5. You can see the newly added licenses on the list under **License**

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

8.1.3. Activating licenses

To automatically activate a selected license:

The HTTP Proxy Server setting for license activation is not supported for License Keys generated on the MyQ X Partner portal. Manual (offline) activation must be used instead.

Installation Keys are automatically activated as soon as they are added (if connected to the Internet).

To manually activate a license:

If you are using the old licensing model (with license keys):

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

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

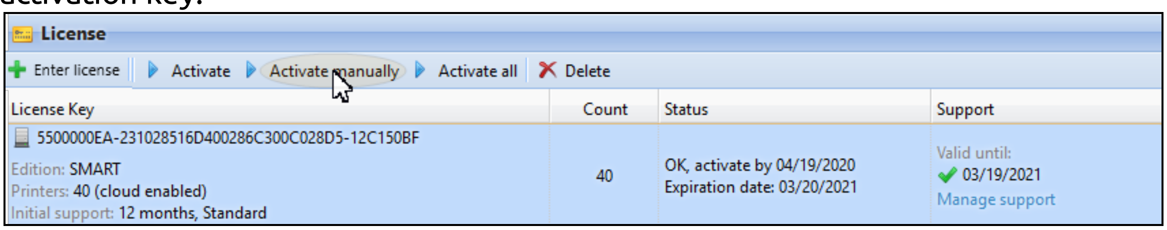


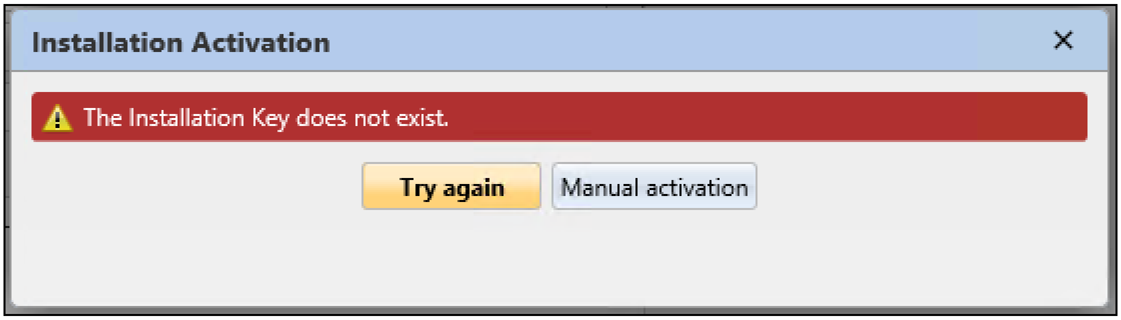
FIGURE 6.6. Manually activating licenses

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

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

If you are using the new licensing model (with Installation Keys):

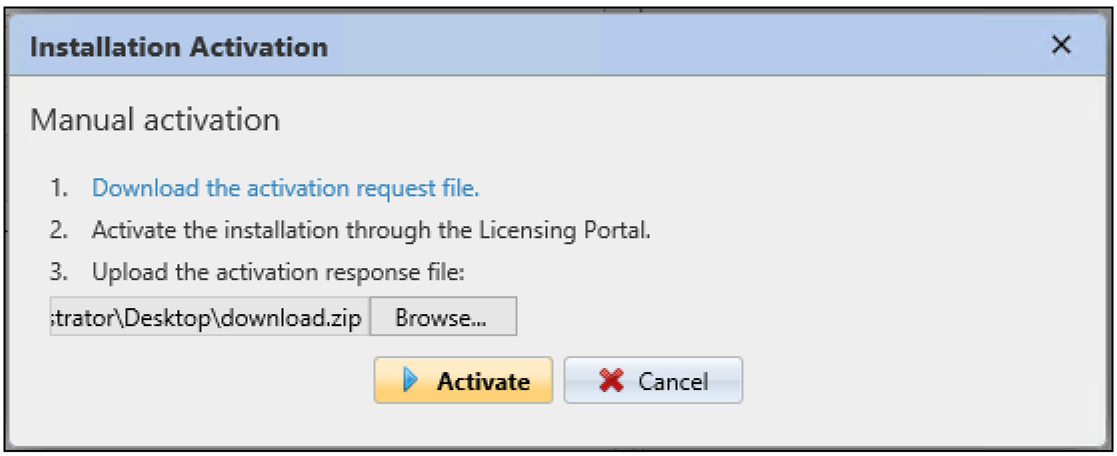
1. Go to the MyQ Web Administrator interface, in **MyQ, Settings, Licenses**. Add your Installation Key and click **Next**. The online activation fails and you get the following message. Click on **Manual Activation**.



2. In the newly opened window, click on **Download the activation request file**

3. Upload the file in the MyQ X Partner portal and download the activation response file (more info in the *MyQ Licensing Quick Guide).*

4. Go back to the MyQ Web Administrator interface, upload the activation response file and click **Activate**



8.1.4. Deleting licenses

To delete a license:

1. Select the license that you want to delete.

2. On the **License** settings tab, under **License**, click **Delete**.

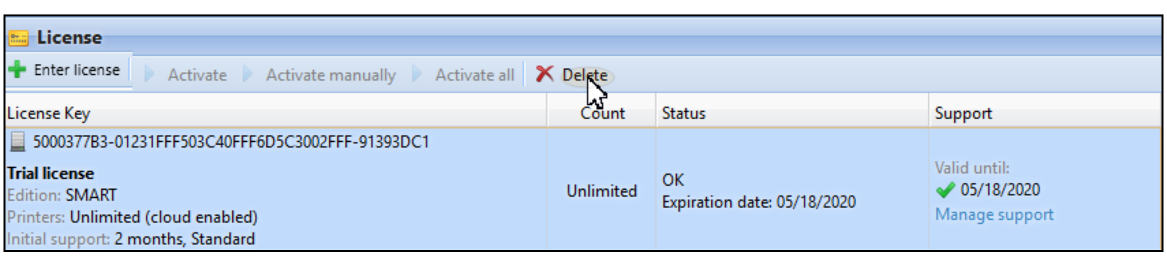


FIGURE 6.7. Deleting licenses on the **Licenses** settings tab

8.2. Extending support licenses

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

The licenses can be extended either on the **Home** screen or on the **License** settings tab.

8.2.1. Extending support licenses on the Home screen

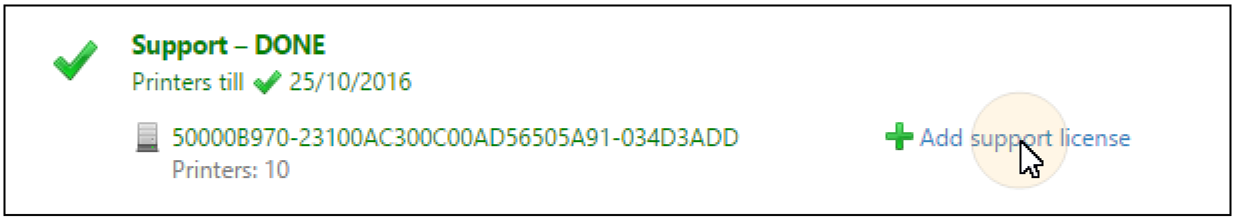


FIGURE 6.8. Extending support licenses on the **Home** screen

To extend a support license:

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

8.2.2. Extending support licenses on the License settings tab

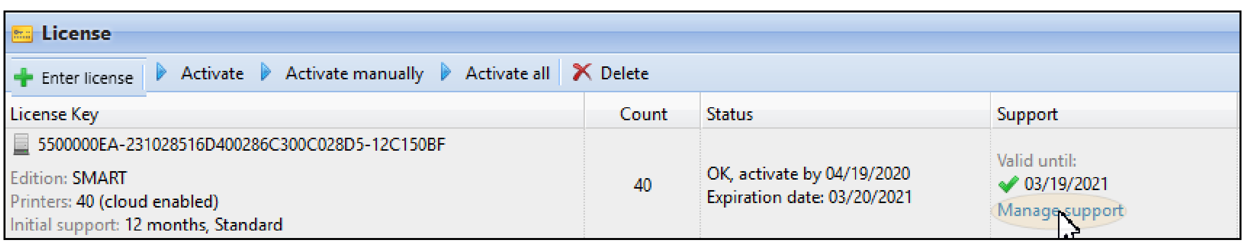


FIGURE 6.9. Extending support licenses on the **License** settings tab

To extend a support license:

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

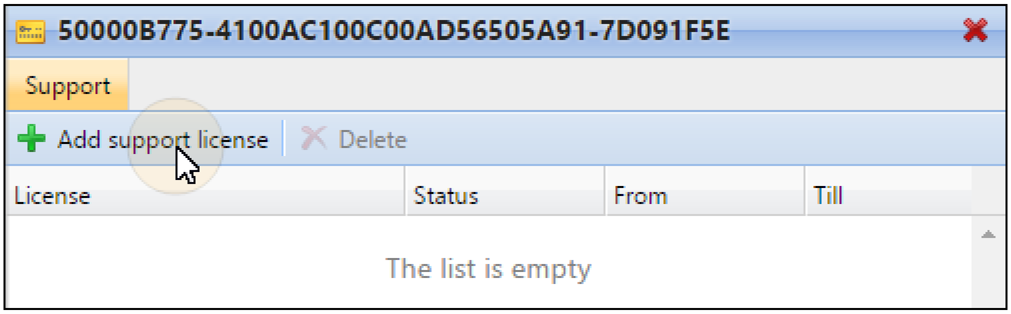


FIGURE 6.10. Adding support license on the **License** properties panel

2. On the panel, click **+Add Support license**. The **Add support license** dialog box appears. You have two options of activating the license here.

8.2.3. Automatic and manual activation of support licenses

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

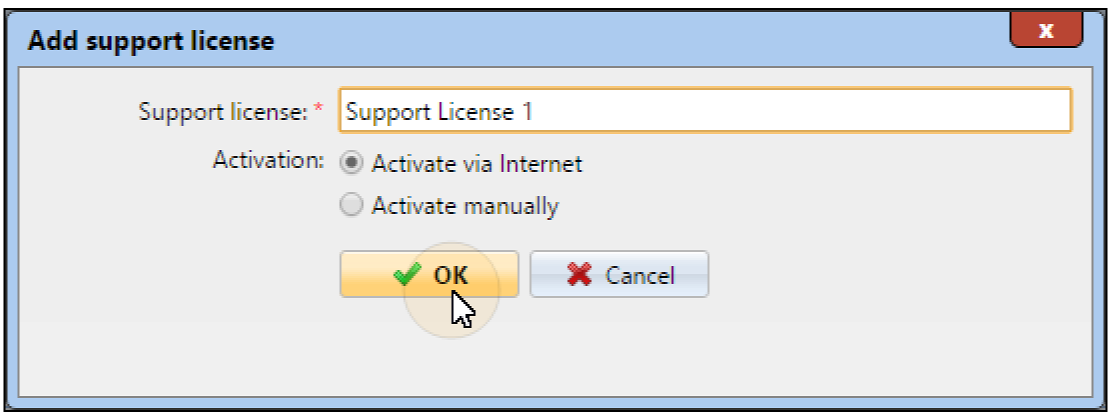


FIGURE 6.11. The **Add support license** dialog box

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

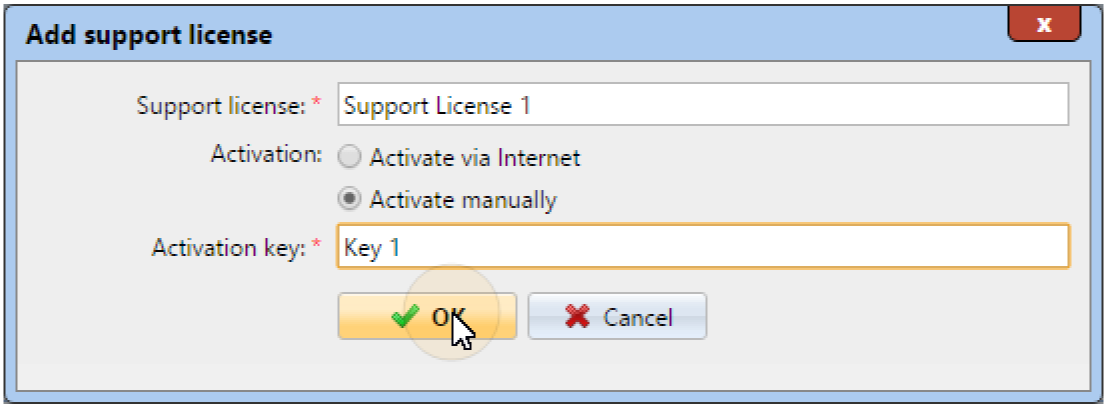


FIGURE 6.12. Entering the support license and the license key on the **Add support license** dialog box

To receive the activation key for manual activation:

1. Generate the MyQ-helpdesk XML file.

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

NOTICE: If you are using the new licensing model and want to manually activate your **Installation Key**, please check the *MyQ Licensing Quick Guide* in the MyQ Community portal.

INFO: MyQ Central Server distributes the Enterprise license to Site servers as two version 5 keys to maintain compatibility with Server versions 7.x and older.

9. User Management and Synchronization in the Central/Site Architecture

On each site server, you can choose between two options as to how user accounts are managed and how user synchronization is performed. Each site server can either run independently on the Central server and synchronize users from external sources, such as LDAP servers or CSV files, or it can synchronize users directly from the Central server and be almost entirely dependent on the changes made there. This chapter discusses the latter option and shows how to activate it on the site servers.

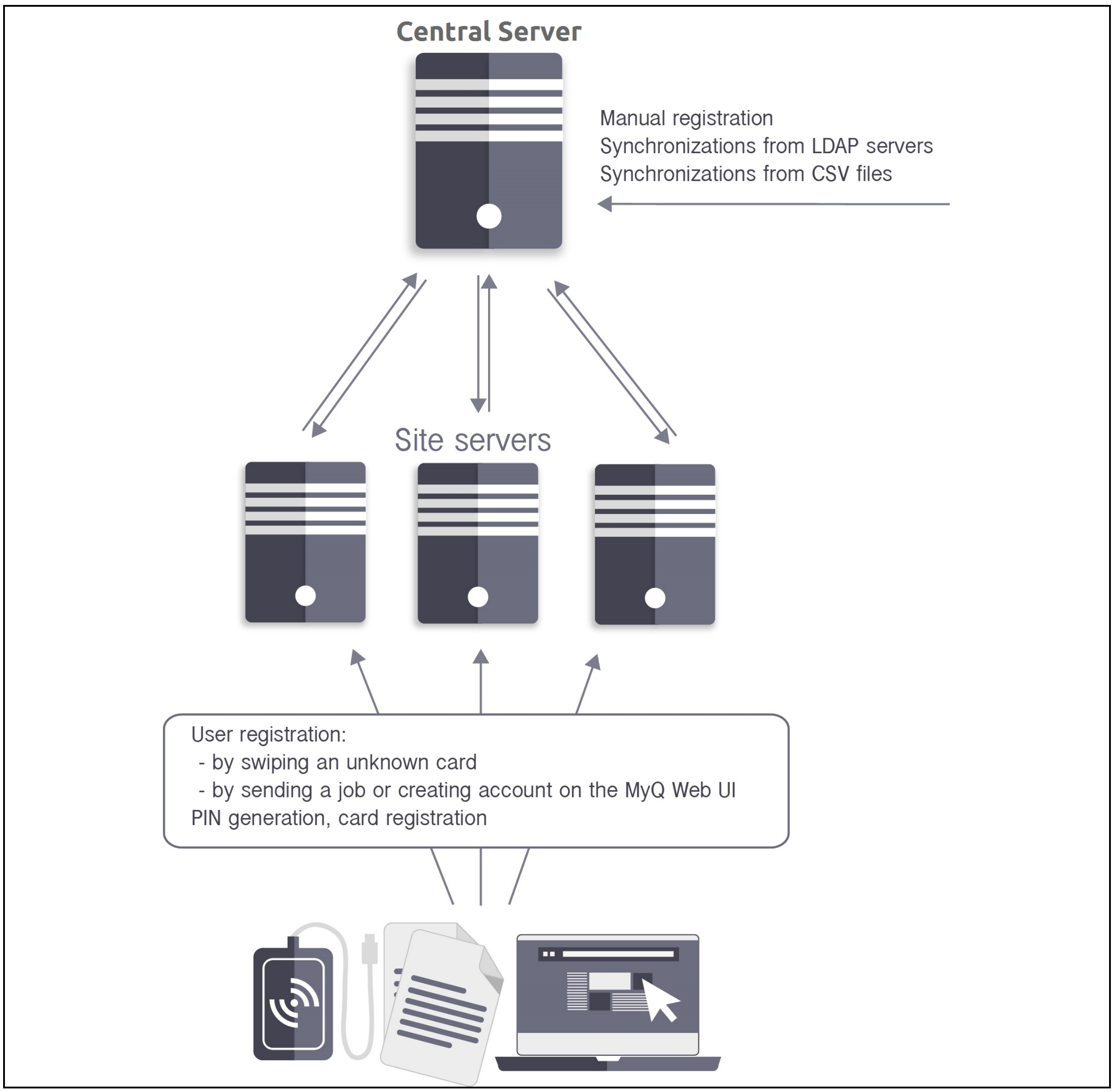


FIGURE 7.1. Scheme of User synchronization with the Central server

9.1. User synchronization from the Central server

All of the user management tasks, such as manually adding new users, synchronizing users with external sources and editing user accounts are performed on the Central server. The current state of user accounts is then exported to the site server during synchronization from the Central server.

However, there are a few exceptions:

- Users can register themselves by swiping an unknown ID card, by sending a job via the LPR protocol or by sending a job via email and by creating an account on the MyQ Web user interface.
  The newly created user is automatically replicated to the Central server (connection to the Central server must be available). If the connection to the Central server is working, the user is automatically added to the server database and also replicated to the Central server database. From there, the accounts are imported to all other sites using the Central server as a synchronization source during the scheduled process of synchronization. If there is no online connection to the Central server, the registration of the new user fails.

- Users that are already in the system can change their language and generate a PIN on the MyQ Web User Interface. In addition, they can register their cards on MyQ terminals. Every such change has to be authorized by the Central server. If there is no connection to the Central server, the registration of the new PIN/card fails.

- The administrator can add a new card and add or generate a new PIN for users that are already in the system. Every change has to be authorized by the Central server. If there is no connection to the Central server, the registration of the new PIN/card fails.

INFO: Under **Settings - Printers** you can set the validity (in hours) of temporary cards. When not valid anymore, the temporary cards are deleted via the System Maintenance scheduled task.

Data changed on the Central server or on one of the site servers are distributed to the other site servers during the next synchronization. For example, if a user registers their ID card on a site server, the change is immediately saved on the Central server, but it is not registered on the other site servers until the upcoming scheduled synchronization with the Central server. If you want to immediately register the change on the site servers, you have to manually run the synchronization.

INFO: For more information about managing and synchronizing users on the Central server, see *"User Management on the Central server"* on page 69.

INFO: Users' delegates on a site server are automatically synchronized within the Central server synchronization process. For more information about delegates, see "Delegated printing" under "Methods of Printing" in the *MyQ Basic Installation Guide*.

INFO: For more information about user self- registration, see "Automatic registration of users" under **Users** in the *MyQ Basic Installation Guide*.

Restricting the synchronization to selected groups of users

On a site server, you can restrict the synchronization to selected groups of users from the Central server. This can be done in two places:

1. To restrict synchronization to selected groups of users from the Central server:

    a. Open the **Server Type & Cloud** settings tab , and under **Server type**/**Options**, click **Edit Settings**. The Central server synchronization properties panel opens on the right side of the screen.

    b. Or open the **User Synchronization** settings tab and double-click the Central server synchronization there. The Central server synchronization properties panel opens on the right side of the screen.

2. On the panel, in the **Only these groups** drop-down list box, select the groups, and then click **Save**.

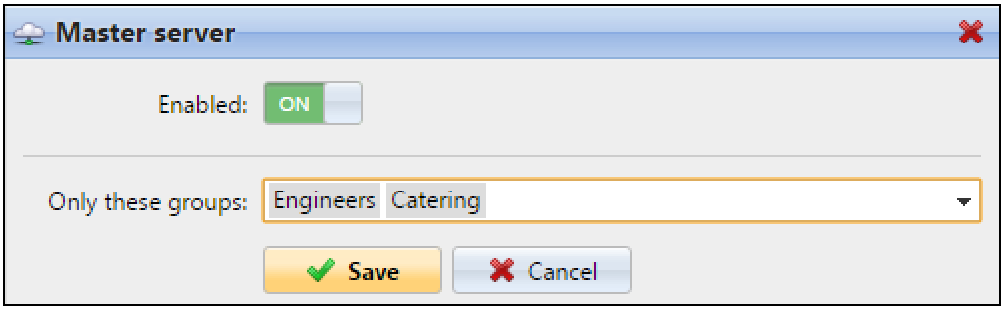


FIGURE 7.2. The Central server synchronization properties panel

To run the synchronization from the Central server on a site server:

1. Make sure that the **User synchronization with Central server** option is enabled on the **Server Type & Cloud** settings tab.

2. On the **User Synchronization** settings tab of the site server's MyQ Web Interface, click **Synchronize now**. The **Synchronization results** panel opens on the right side of the tab.

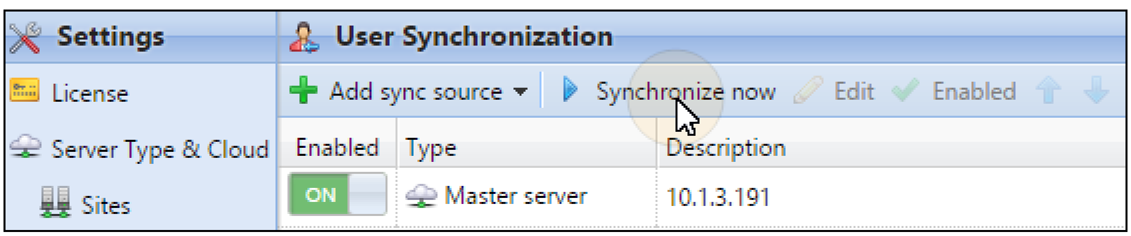


FIGURE 7.3. Starting the user synchronization with the Central server

FIGURE 7.4. The **Synchronization results** panel

Scheduled run of the user synchronization on a site server

On the **Task Scheduler** settings tab of the site server's MyQ Web Interface, you can enable and set set a scheduled run of the synchronization. For information on how to set up the schedule, see *"To set a task schedule"* on page 50.

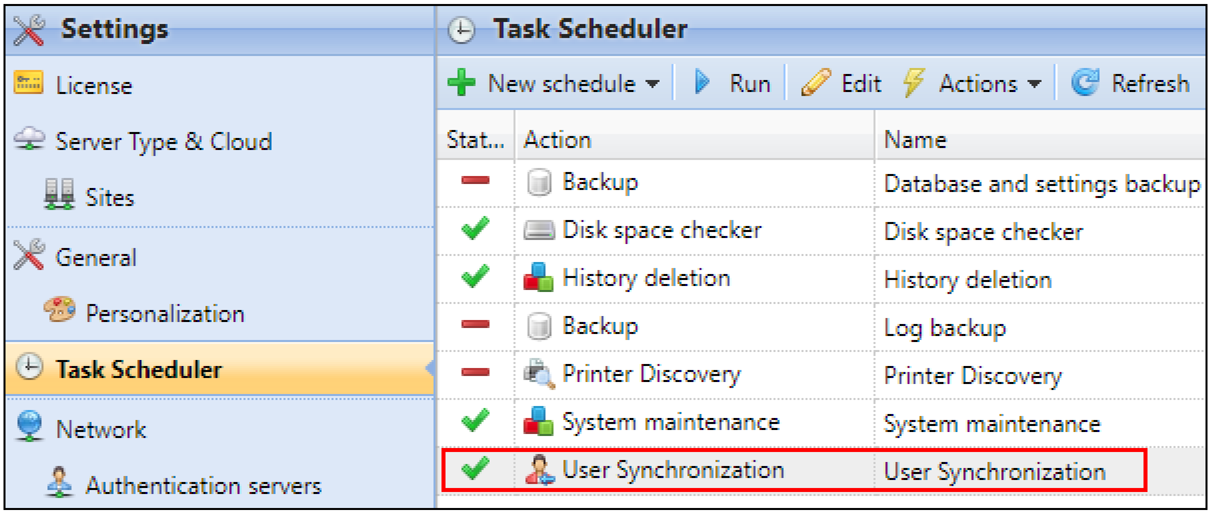


FIGURE 7.5. The **User synchronization** schedule is displayed on the list of scheduled tasks of the site server

10. User Management on the Central server

This topic discusses the user management options on the Central server. In the following sections, you can find information on how to import and administer user accounts of MyQ users:

- Overview, registration, adding, importing, synchronizing and deleting users: List of users, Manually adding users, Users import and synchronization from LDAP servers, Deleting and undeleting users,

- Generating PIN

- Individual users settings: Editing user accounts, Groups of users, Exporting users

- Special administrative rights

- Securing personal data of MyQ users, anonymization

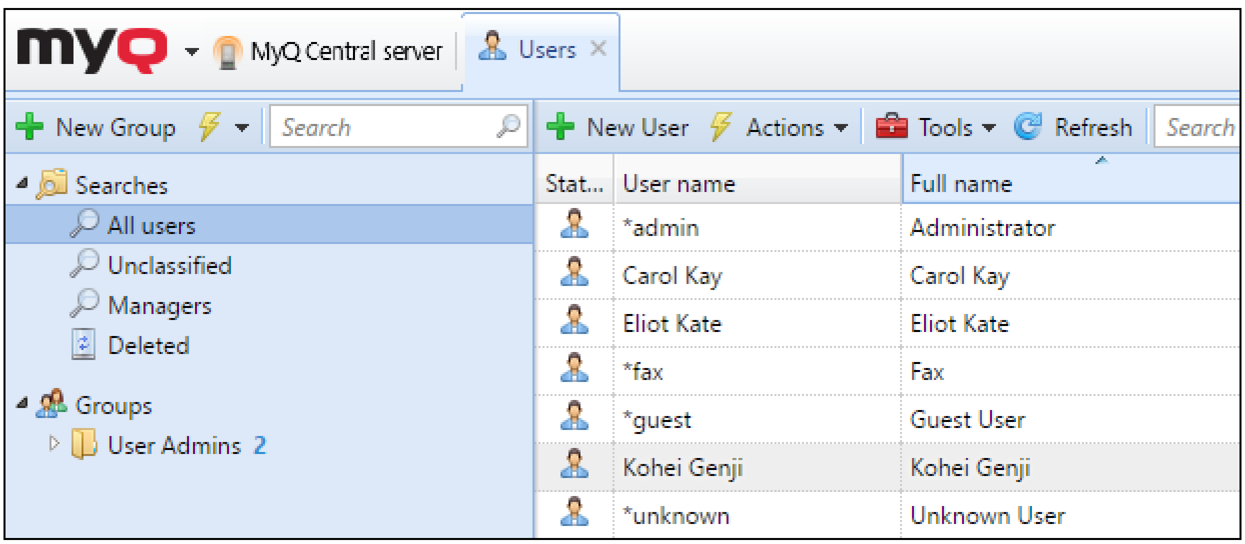


FIGURE 8.1. **Users** main tab

10.1. List of users

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

- **Unclassified** - select to display only those users that do not belong to any group

- **Managers** - select to display only managers of groups

- **Locked** - select to display users whose accounts have been locked
- **Deleted** - select to display only deleted users

10.1.1. Default system users

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

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

10.2. Add users manually

To manually add a new user, follow these steps:

1. On the **Users** main tab, click **+Add User**. The properties panel of the new user opens on the right side of screen.
2. On the panel, enter the username and full name of the user, and eventually set other data of the user account (see *"User information and settings"* on page 82), and then click **Save**.

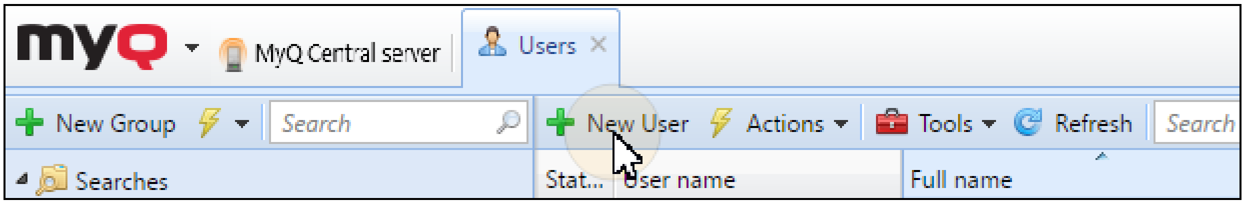


FIGURE 8.2. Manually adding users on the **Users** main tab

10.3. Users import and synchronization from LDAP servers

You can import and synchronize users from LDAP servers. MyQ can communicate with as much as five LDAP servers at the same time. It supports the *Active Directory, OpenLDAP, G-Suite, Novell* and *Lotus Domino* LDAP types. To import the users, you need to add the LDAP synchronization source first and then set it up. After that, you can either manually run it on the **User Synchronization** settings tab or set it as a regular task on the **Task Scheduler** settings tab.

10.3.1. Creating an LDAP synchronization

NOTICE: Before creating the synchronization, you have to add the LDAP server to MyQ. This can be done on the **Network** settings tab, under **Authentication servers**. For information about how to add LDAP servers, see *"MyQ System Settings"* on page 1.

To create a new LDAP synchronization, do the following:

1. Add the new synchronization

I. On the **User synchronization** settings tab bar, click **+Add Sync source**.

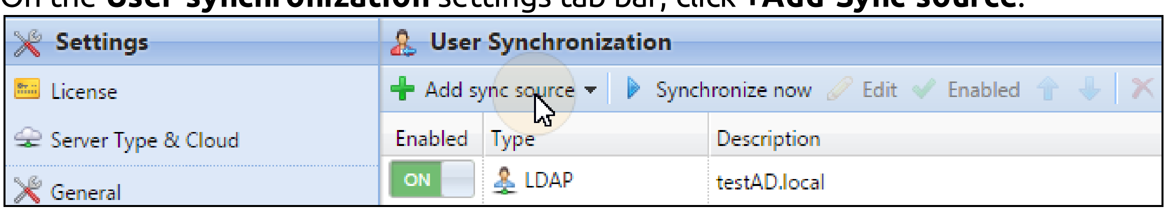


FIGURE 8.3. Adding new synchronization source on the **User Synchronization** settings tab

II. In the drop-down, click **Add LDAP source**. The **LDAP synchronization** properties panel opens.

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

The setup consists of three parts: creating the synchronization on the **General** tab, setting up the user import on the **Users** tab and setting up the group import on the

Groups tab. You can swap between these tabs on the bar on the upper-left corner of the **LDAP synchronization** properties panel.

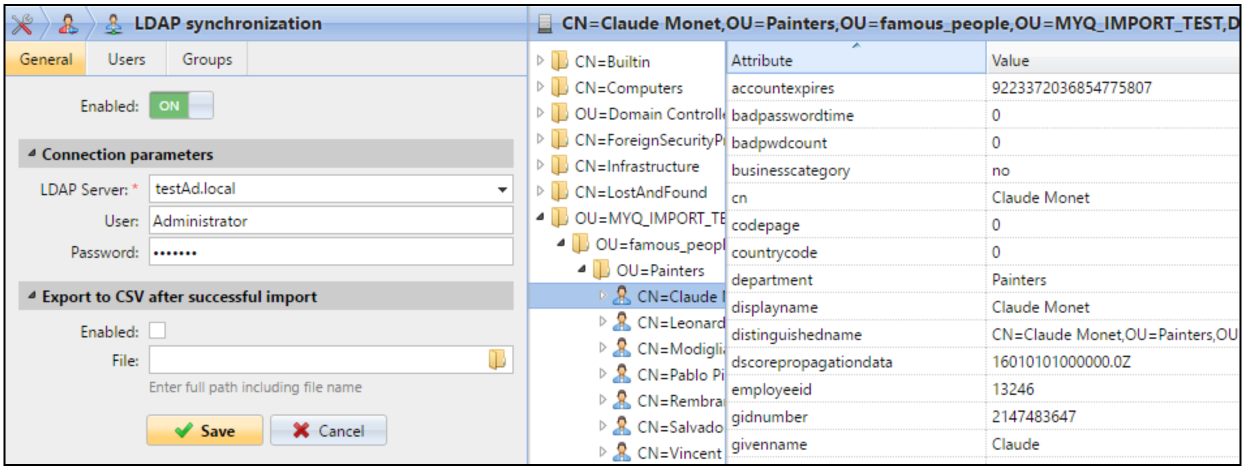


FIGURE 8.4. LDAP synchronization properties panel with the LDAP database browser to its right side.

On the **General** tab: select the LDAP Server from the drop-down, enter its access credentials and save the settings to create the synchronization.

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

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

The remaining settings on the **Users** tab and all the settings on the **Groups** tab give you additional options, such as filtering imported users and adding groups and group structures from the LDAP server.

The basic settings are described in the two following sections: *"a) General tab: Creating the synchronization"* below and *"b) Users tab: Selecting base DN, assigning attributes and additional settings"* on page 74. For information about the advanced settings, see "User Import and Synchronization" in the *MyQ Basic Installation Guide*.

a) General tab: Creating the synchronization

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

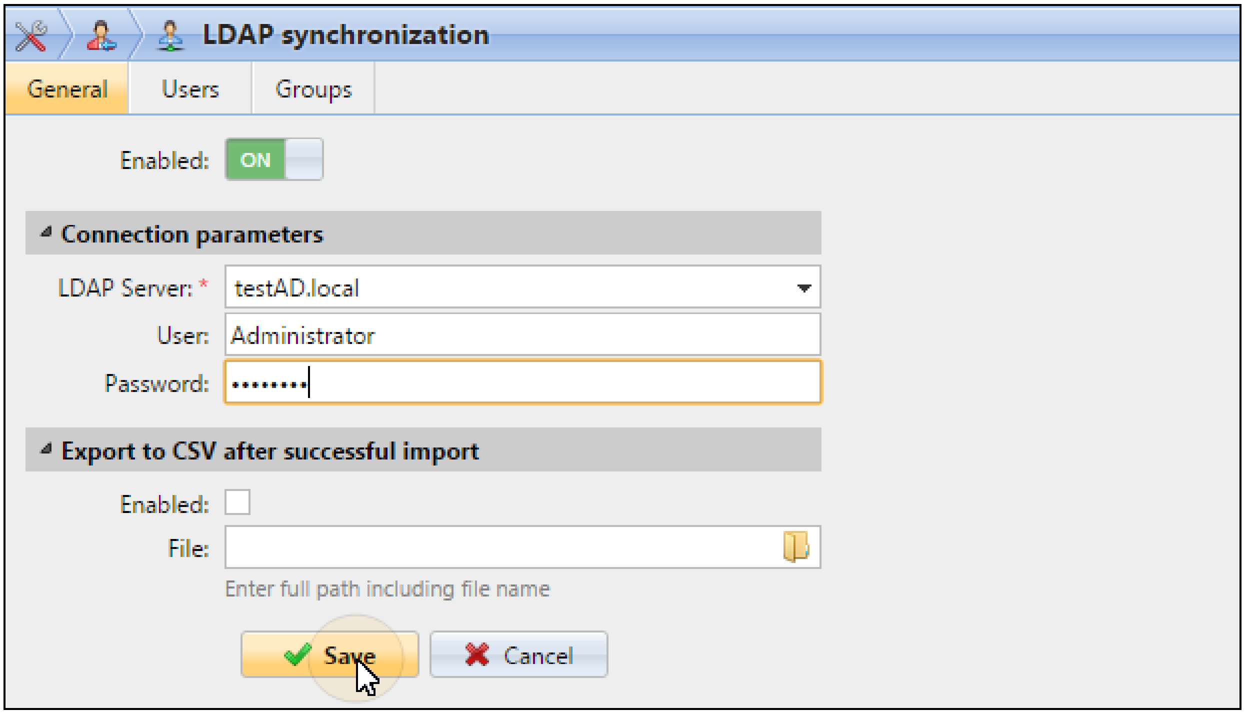


FIGURE 8.5. Saving the settings on the **General** tab

Enabled	Here you can enable or disable the synchronization.
Connection parameters	
LDAP Server	Here you can select the domain to synchronize from.
User	Enter the user name for access to the LDAP domain server.
Password	Enter the password for access to the LDAP domain server.
Export to CSV after successful import	

Enabled	If you enable this option, MyQ creates a CSV file with the imported users after the synchronization.
File	Select the folder where you want to save the created CSV file.

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

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

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

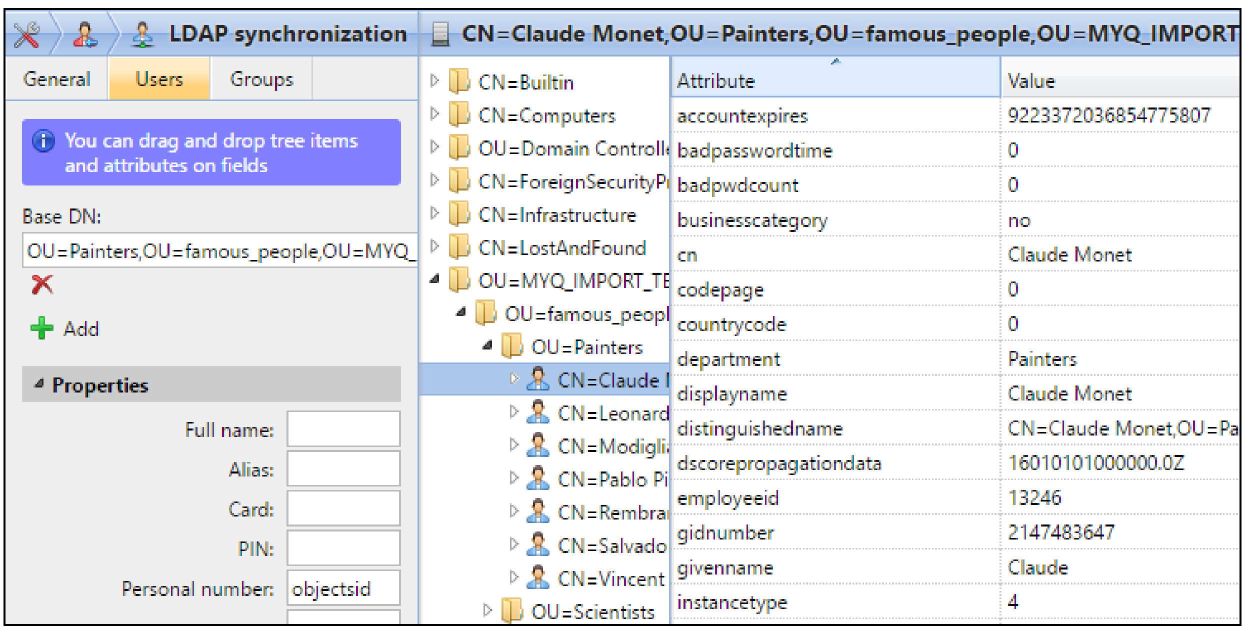


FIGURE 8.6. The **Users** tab on the LDAP synchronization properties panel

Base DN

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

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

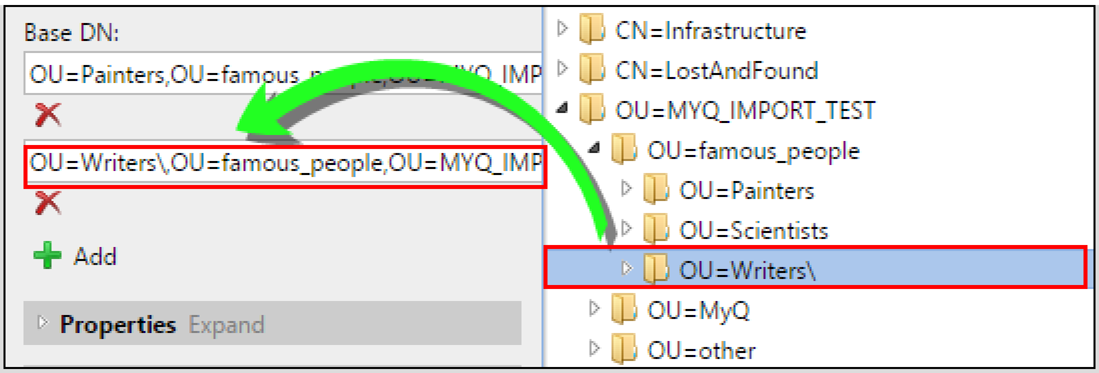


FIGURE 8.7. Dragging and dropping a domain

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

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

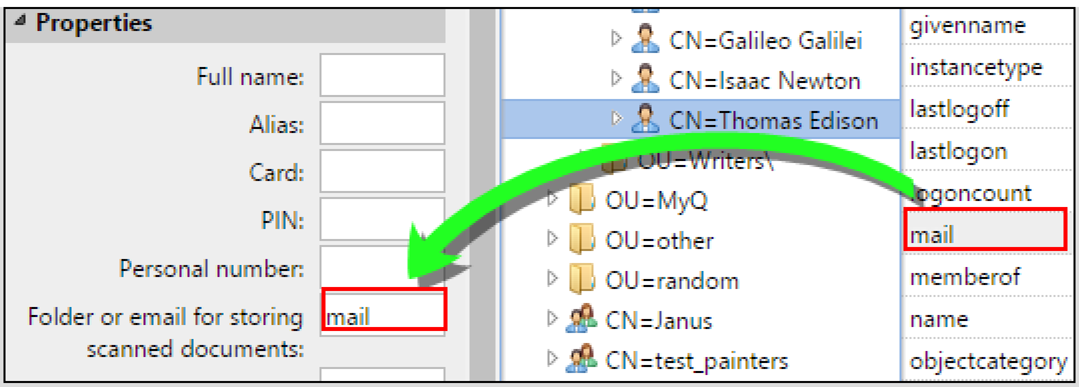


FIGURE 8.8. Dragging and dropping an attribute

For assigning default user languages, you have to use an attribute from the LDAP server with abbreviations of languages as its values. For example, you can create and use an attribute called **lang** with values **en** for English, **hr** for Croatian etc. You can find the list of abbreviations used in MyQ in *"Appendix I: List of available languages and their abbreviations"* on page 1.

INFO: When using G-suite, if you want to set a **Groups base DN**, you must also add the **Attribute** *memberof* to the **Group stored in user's attribute** field.

INFO: The fields **Alias**, **Card** and **PIN** support two entries, separated by a sign, e.g. *alias1;alias2*.

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

3. Return to the User synchronization settings tab

- The new LDAP source is displayed on the list, on the **User synchronization** settings tab.

10.3.2. Running an LDAP synchronization

To run an LDAP synchronization, select it on the **User synchronization** settings tab, and then click **Synchronize now** on the tab bar.

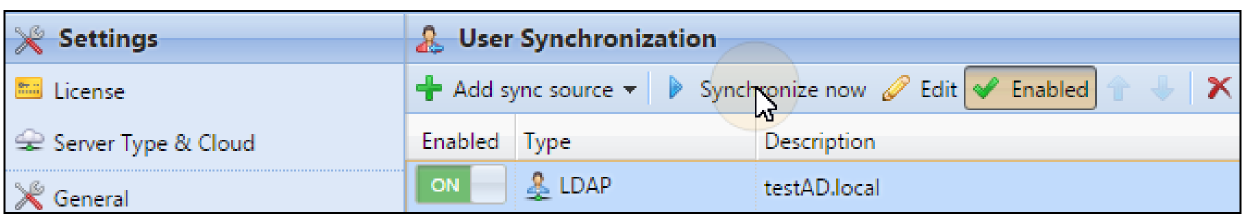


FIGURE 8.9. Running the user synchronization

10.3.3. User synchronization from Azure Active Directory

Azure Active Directory is a service accessed from the Microsoft Azure Portal. It has to be enabled and configured in Azure Active Directory Domain Services.

Activation and setup of the service are described in the following Microsoft guides:

- To enable and configure Azure Active Directory Domain Services: https://docs.microsoft.com/en-us/azure/active-directory-domain-services/active-directory-ds-getting-started

- Configure Azure AD Domain Servers to use SLDAP: https://docs.microsoft.com/en-us/azure/active-directory-domain-services/active-directory-ds-admin-guide-configure-secure-ldap

After you activate the Azure Active Directory, you need to add it to MyQ and set up the synchronization in the standard way (see *"User Import and synchronization"* on page 1 and *"User Management on the Central server"* on page 69). When setting up the Authentication server in MyQ, you need to make sure that the LDAP server parameters are set to the following values:

- Domain = **DNS DOMAIN NAME** of the Azure AD Domain
- Security: **SSL**
- Server = **SECURE LDAP EXTERNAL IP ADDRESS** of the Azure AD Domain

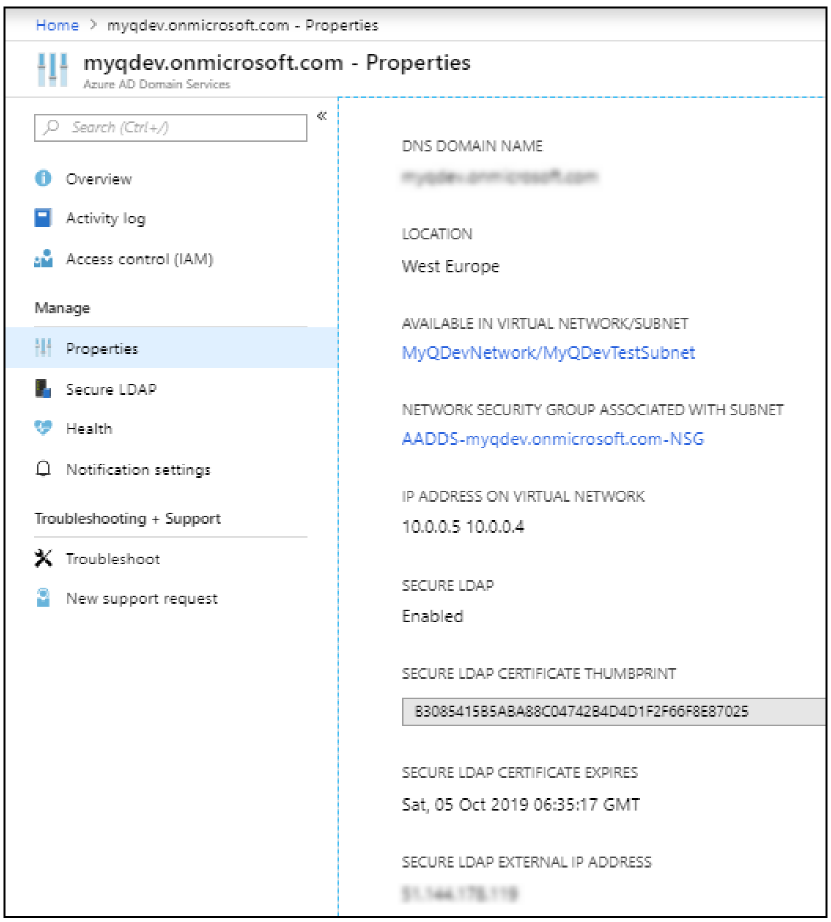


FIGURE 8.10. The relevant settings of the Azure AD Domain

10.4. Deleting and undeleting users

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

10.4.1. Deleting users

To delete a user, do the following:

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

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

10.4.2. Undeleting users

To undelete a user, do the following:

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

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

3. Click **Undelete**.

10.5. Generating PIN

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

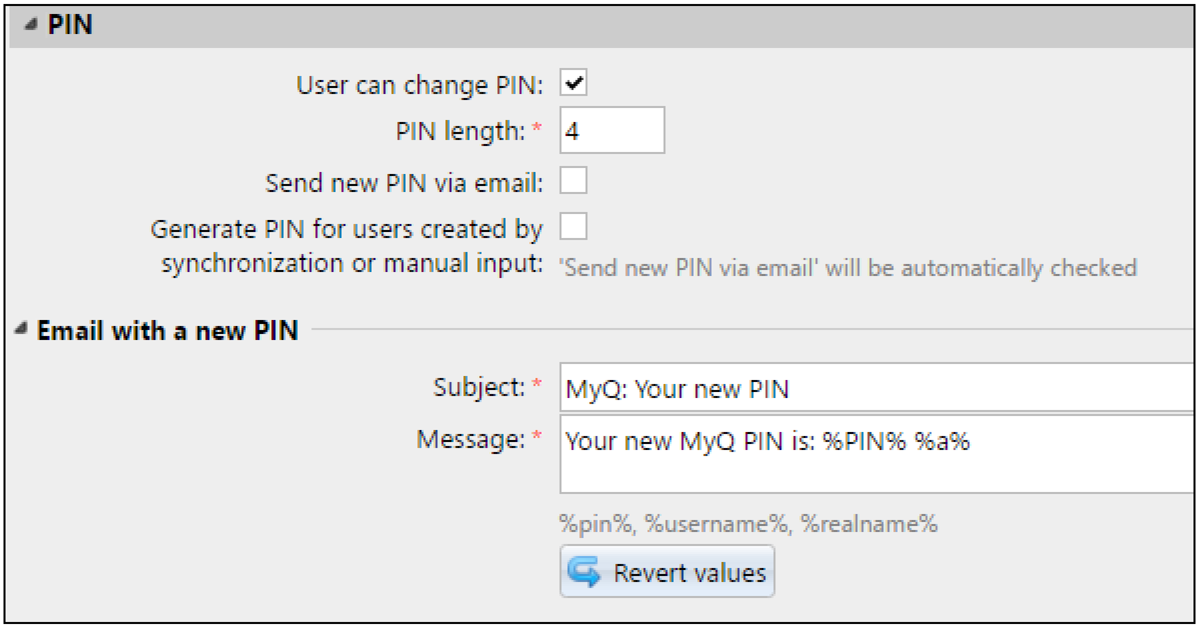


FIGURE 8.11. The **PIN** section of the **Users** settings tab

Users can change PIN

With this option selected, the users can generate a new PIN on their account on the MyQ Web User interface.

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

PIN length

This option determines the mandatory minimum PIN length. The number can be set between *4* and *16*.

If the administrator creates the PIN manually, it cannot be shorter than the value set in this field. If the PIN is generated by the system, it cannot be shorter than the value in this field and also cannot be shorter than the minimal value enforced by the number of users, described below.

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

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

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

Generate PIN for users created in synchronization or manual input

With this option selected:

- A new PIN is generated for new, manually created users.
    - A manually created user without an email address will not receive the new PIN via email.

- During User synchronization, a new PIN is generated for every user that does not already have a PIN.
    - PINs are generated only for users with an email address. Users without an email address are skipped.

Send new PIN via email:

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

This is automatically checked if the above option (**Generate PIN for users created in synchronization or manual input**) is selected.

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

There are also email templates you can use for informing the users about their new PIN (**Email with a new PIN**. The template is editable and the values can be reset to their defaults if needed, by clicking **Revert values**.

10.6. Editing user accounts

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

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

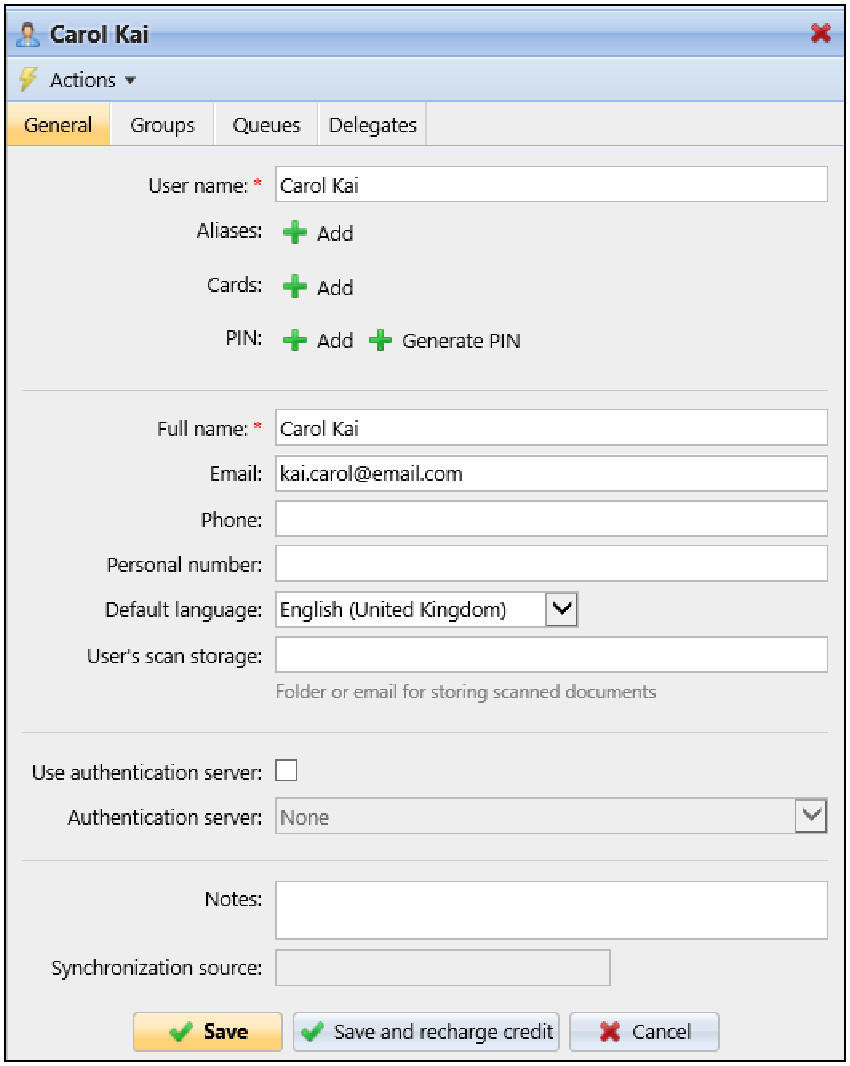


FIGURE 8.12. User properties panel

10.6.1. User information and settings

User name*	Here you can enter or change the user name. This entry is mandatory. It is unique and is used to identify the user. It is compared to the parameter obtained from the **User detection method**. For more information, see User detection method in the *MyQ Basic Installation Guide*.
PIN	Here you can manually create or automatically generate new PIN code for the user and remove existing ones. Unlimited number of PINs can be added.

Full name*	Here you can enter or change the user's full name. This entry is mandatory.
Email	Here you can enter or change the user's email.
Default language	Here you can select the language of the user's sessions on MyQ embedded terminals.
User's scan storage	Here you can set the folder or email, where scanned documents are saved. For more information, see *Scan Management* on the *MyQ Basic Installation Guide*.
Use authentication server	If you select this option, an LDAP server is used for the user authentication. The user uses their LDAP credentials to authenticate to MyQ instead of having a password set in MyQ. Select the domain for the authentication on the setting below.
Authentication server	Here you can select the LDAP domain for the user authentication.

10.6.2. Adding users to groups and removing them from groups

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

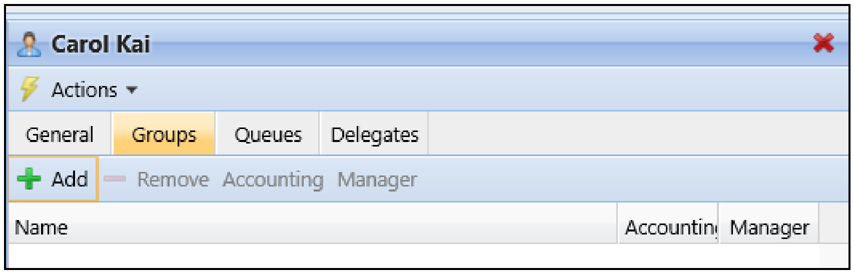


FIGURE 8.13. Adding users to groups on the **Groups** tab

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

2. In the **Select group** dialog box, select the groups where you want to add the user.

3. Click **OK**.

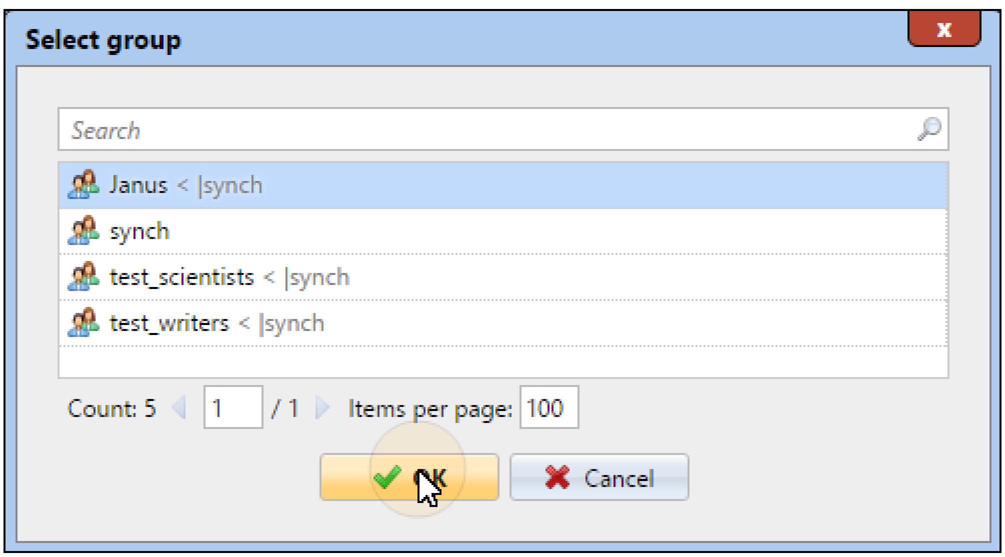


FIGURE 8.14. Selecting the group in the **Select group** dialog box

INFO: For more information about groups, see *"Groups of users"* on page 86

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

Default group and Group manager options

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

The **Accounting** group is the group where the user is counted in reports (see *"Reports Management"* on page 126) and it is set by default.

If you make a user the **Manager** of a certain group, the user can see jobs and reports of all users from the group. To make the user a manager of a group, select the group and click **Manager**. For more information about reports, see *"Reports Management"* on page 126.

To remove a user from a group:

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

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

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

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

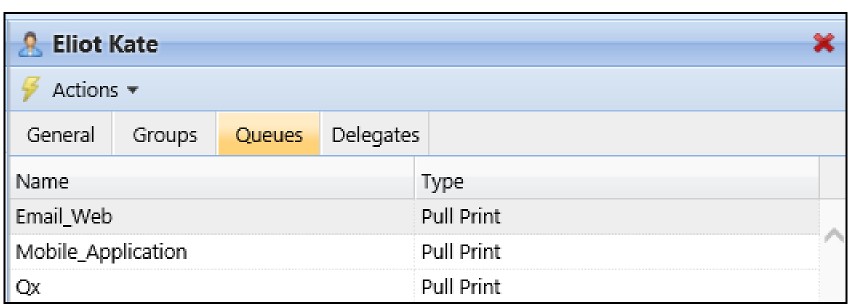
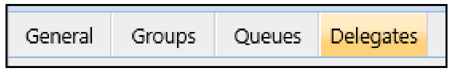


FIGURE 8.15. Overview of the queues

10.6.4. Selecting delegates for the user



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

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

To select the delegates:

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

To deselect a delegate:

FIGURE 8.16. Deleting the delegates from the Delegates tab

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

10.7. Groups of users

On the **Users** main tab, you can create new user groups. In MyQ, different groups of users can be given different access rights to print queues, print functions, such as color printing or scanning, and reports (see *"Reports Management"* on page 126).

Creating groups of users

To create a group, do the following:

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

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

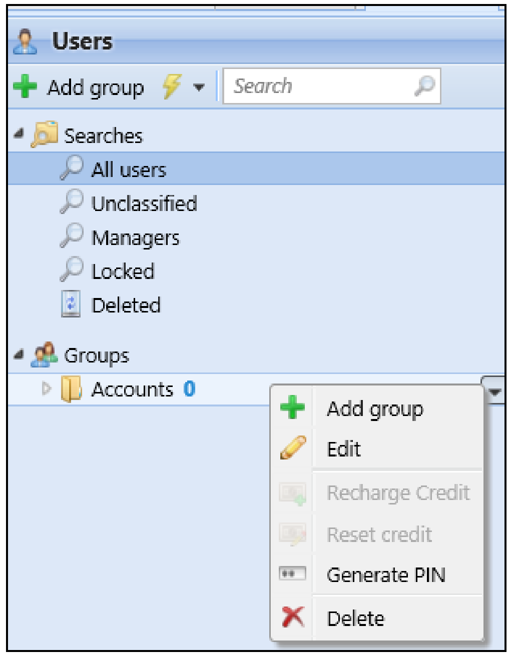


FIGURE 8.17. Adding a new sub-group

3. Enter a name for the new group.

4. Click **Save**.

To select delegates for the group, do the following:

1. Open the group properties panel by double-clicking on the group

2. On the bar at the top of the **Delegates** tab of the group properties panel, in the **Delegates** combo box, enter or select the user (or the group of users).

3. Click **Save**. This way you can add multiple users (or the group of users).

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

To deselect a delegate, do the following:

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

FIGURE 8.18. Deleting the delegates from the Delegates tab

Deleting groups

1. On the group tab on the left side of the **Users** main tab, right-click the group that you want to delete.
2. Click **Delete**.

10.8. Exporting users

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

To export the list of users, do the following:

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

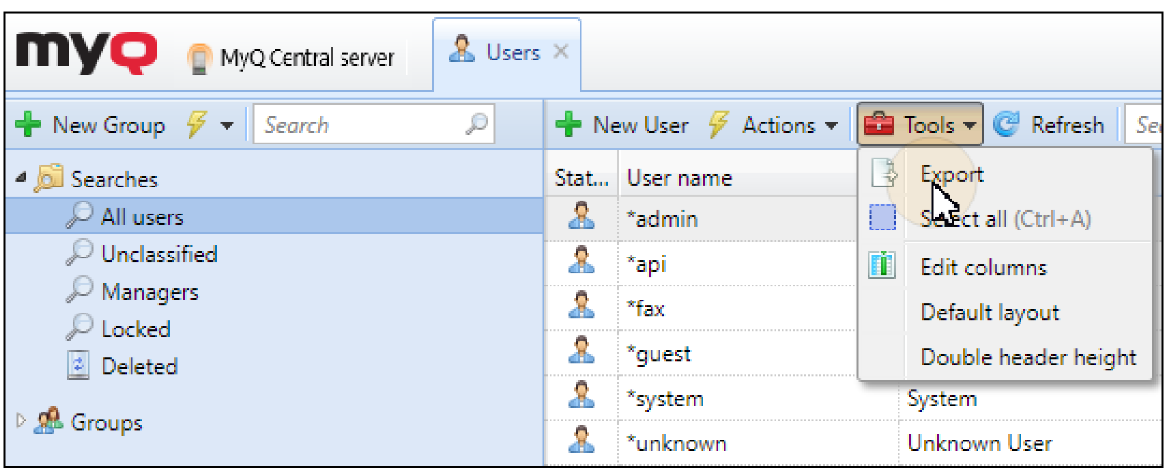


FIGURE 8.19. Exporting the list of users on the **Users** main tab

3. In the dialog box, select the group you want to export.

4. Click **OK**.

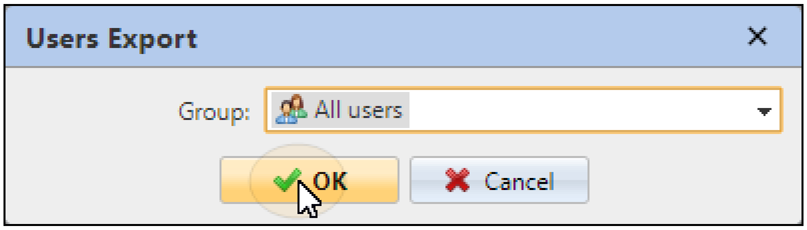


FIGURE 8.20. Selecting the group to be exported

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

10.9. Rights

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

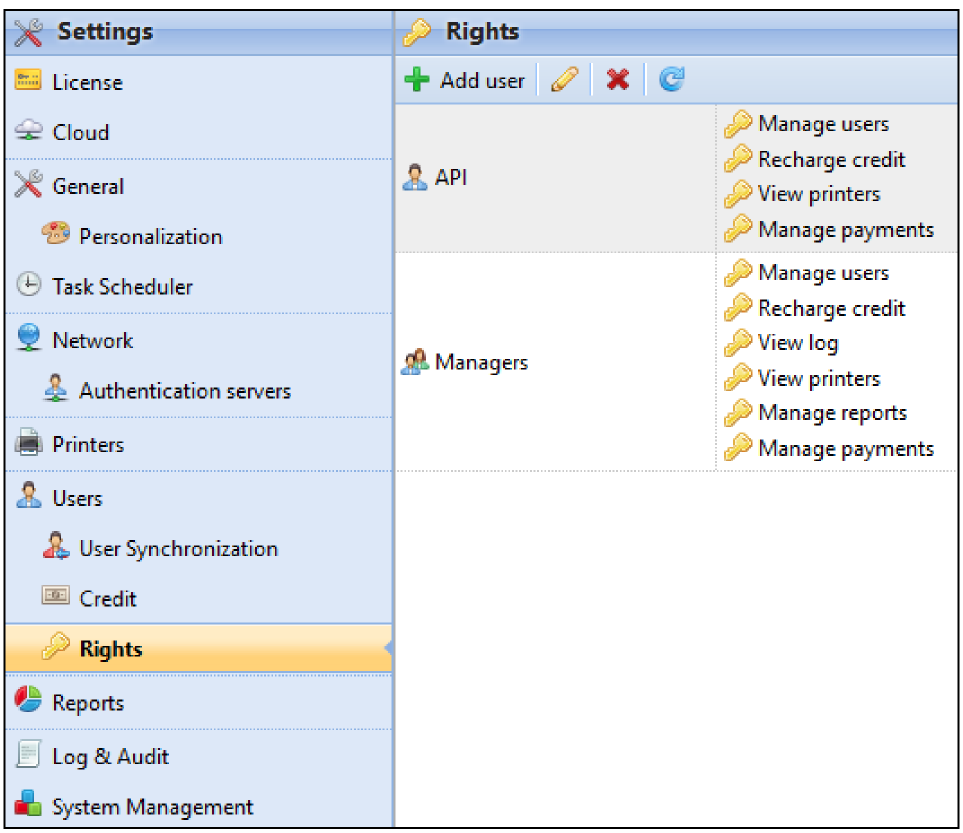


FIGURE 8.21. The **Rights** settings tab

10.9.1. Providing users and groups of users with rights

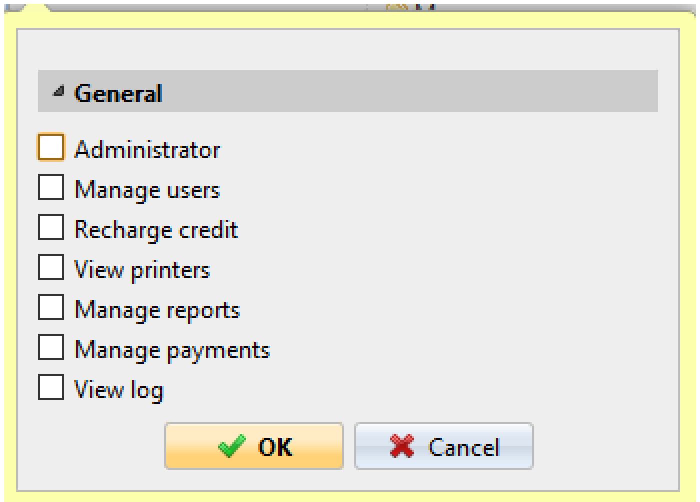


FIGURE 8.22. Providing users or group of users with rights

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

1. On the **Rights** setting tab toolbar, click **+Add User**.
   The **Select user or group** dialog box appears.

2. In the dialog box, select the user (or group),

3. Click **OK**.
   The new user (or group) properties panel opens on the left side of screen.

4. Select the user (or group) rights.

5. Click **OK**.
   The user (or group) appears on the list on the **Rights** settings tab.

10.9.2. Editing users' rights

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

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

Role	Rights
Administrator	The user is provided with administrator (*admin) rights.
Manage users	The user gets access to the **Users** main tab, the **Users** settings tab and the **Policies** settings tab, can add users and change their settings and rights.
Recharge credit	The user gets access to the **Recharge credit** main tab.
View printers	The user gets access to the **Printers** main tab, to monitor printers.
Manage reports	The user can manage all reports.
View log	The user can view the MyQ log.
Manage payments	The user gets access to the **Payments** main tab.

10.10. Securing the MyQ users personal data

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

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

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

Providing users with their personal data

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

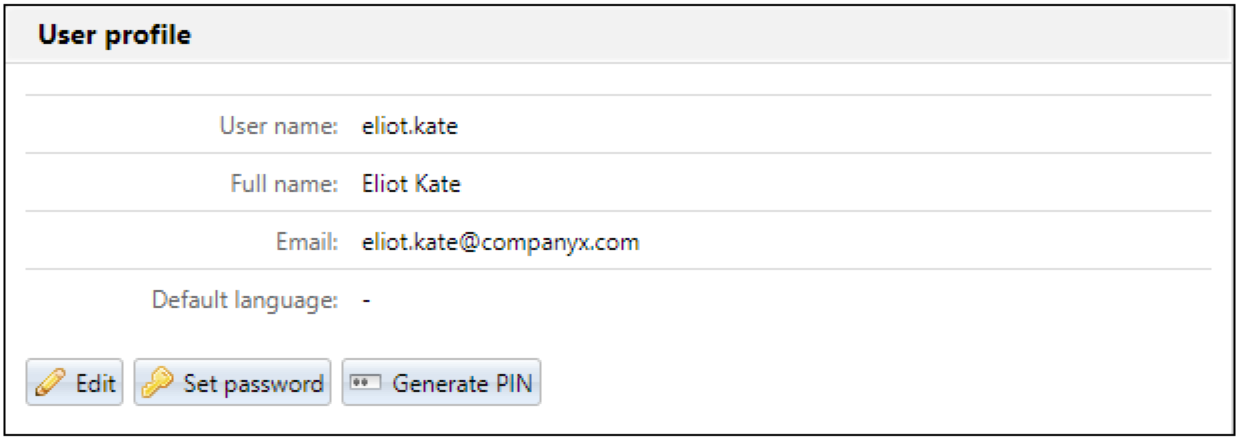


FIGURE 8.23. Information related to the MyQ user is displayed in the **User profile** widget

On their Web account, the MyQ user can generate reports related to their activity within MyQ, such as printing, copying and scanning to see what information is available in these reports. (See *"Reports Management"* on page 126.)

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

The MyQ administrator can create a custom message informing all users about the data protection options and include the admin email contact via the **%admin%** parameter (see "MyQ® System Settings" on page 1) .

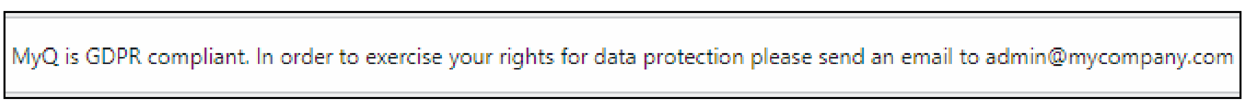


FIGURE 8.24. An example of the custom message that is shown on the MyQ Web account of each user

Anonymizing users

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

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

To anonymize a user, do the following:

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

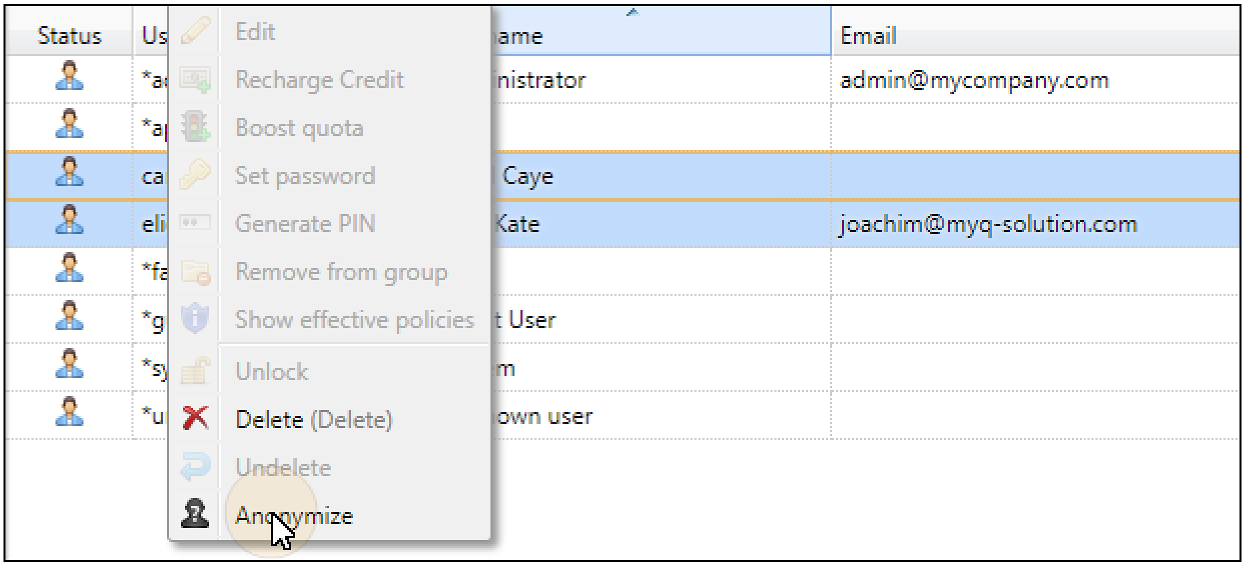


FIGURE 8.25. Deleting the selected user from the **All users** list on the **Users** main tab

11. Credit

With the credit accounting feature activated, users can copy, print and scan if they have enough credit on their MyQ account. Printing is allowed for print jobs that do not exceed the credit and copying is terminated immediately after the credit is exceeded. The credit system can be restricted to selected users and groups.

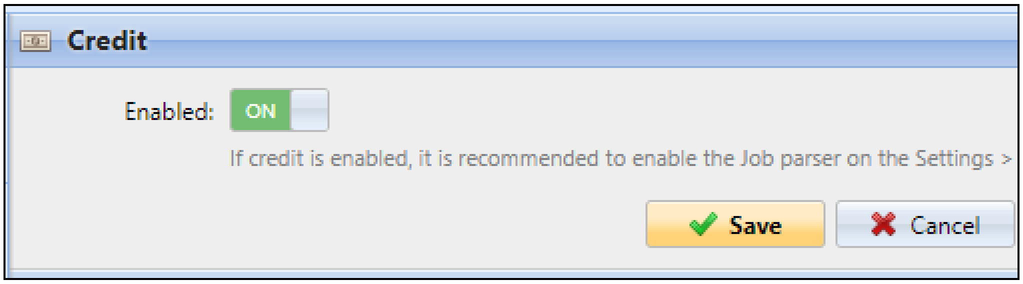


FIGURE 8.26. **Credit** settings tab

Users can view the current amount of credit on their accounts on the MyQ Web Interface and in the MyQ mobile application. If a printing device is equipped with an embedded terminal or a reader with an LCD display, the logged users can check the current state of their credit there and are allowed to select only those jobs that do not exceed their credit.

Based on the setup and properties of the printing environment, a variety of recharge methods can be employed. The MyQ administrator manages the credit on the MyQ Web Administrator Interface and provides the users with the option to recharge the credit themselves on embedded terminals, in the MyQ mobile application or via a third-party payment method.

11.1. Activation and setup of the Credit accounting

The activation and setup of the credit accounting is managed on the Credit settings tab. To open this tab, click **MyQ**, then click **Settings**, and lastly click **Credit**.

To set up the credit accounting, follow these steps:

1) Enable credit accounting on the Credit settings tab.

At the top of the tab, switch the **Enabled** option to **ON**, and then click **Save**.

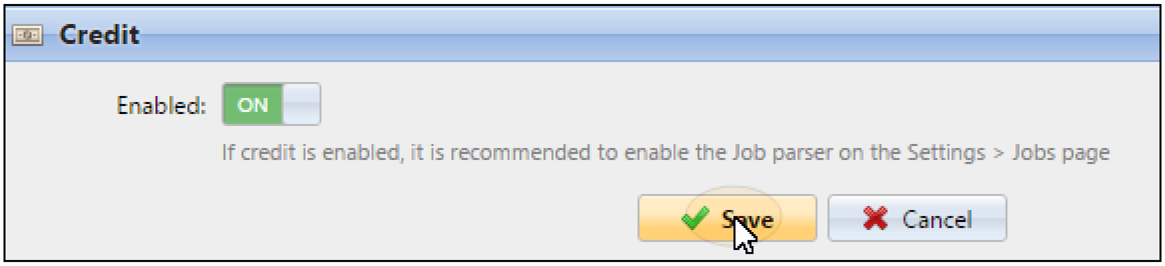


FIGURE 8.27. Enabling the credit accounting

2) Activate credit for a user or for a group of users.

Under **Users and Groups**, click **+Add item**. A new item appears on the list of users and groups on the **Credit** settings tab.

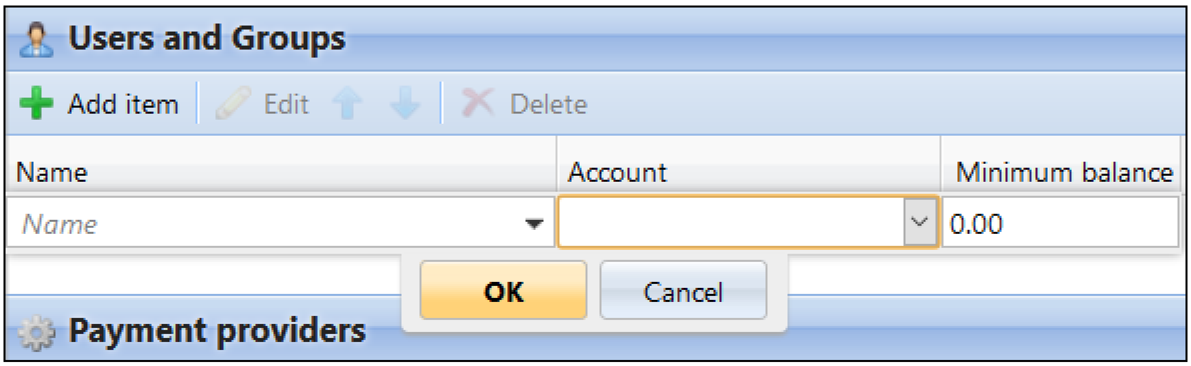


FIGURE 8.28. Adding new credit item to the list

a. Select a **Name** from the drop-down list:

b. Select an **Account** from the drop-down list.

c. Set the minimal balance.
Users cannot print, copy or scan if their credit is below this number.

Click **OK** to save the settings.

3) Under Payment providers, you can enable or disable the methods of payment for the credit recharge:

- PayPal
- WebPay
- CASHNet
- TouchNet uPay
- SnapScan

To enable any of these options (if disabled), select the **Internal account** / **Option** in the **Payment providers** section, and then click **Enabled** on the bar at the top of the section (or right-click the item, and then click **Enabled** on the shortcut menu).

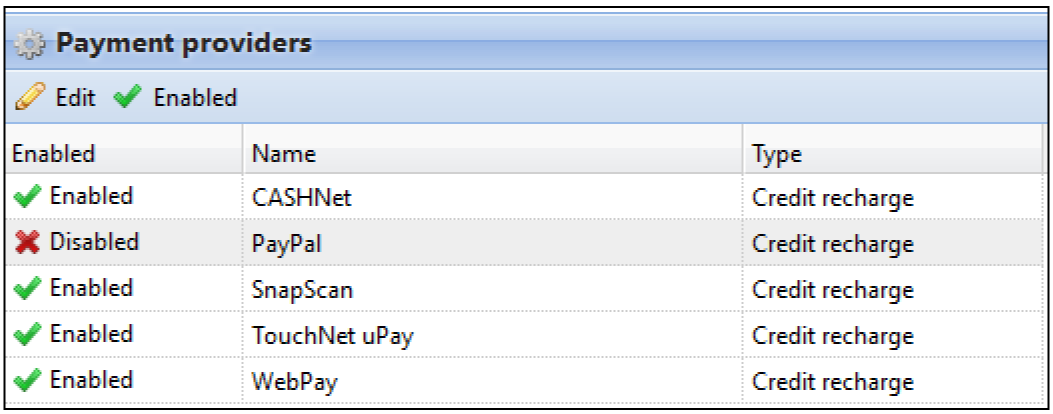


FIGURE 8.29. Payment providers overview

11.2. Recharging credit via TouchNet uPay

With partner driven recurring payments, the TouchNet Ready Partner application is the recurring engine controlling when payments take place, as well as the amount of each payment. The TouchNet Ready Partner's application links the user to the uPay payment pages where the user enters their payment information. This can be either a credit card or a bank account. This solution is widely used on American campuses for making payments and in other regions as well.

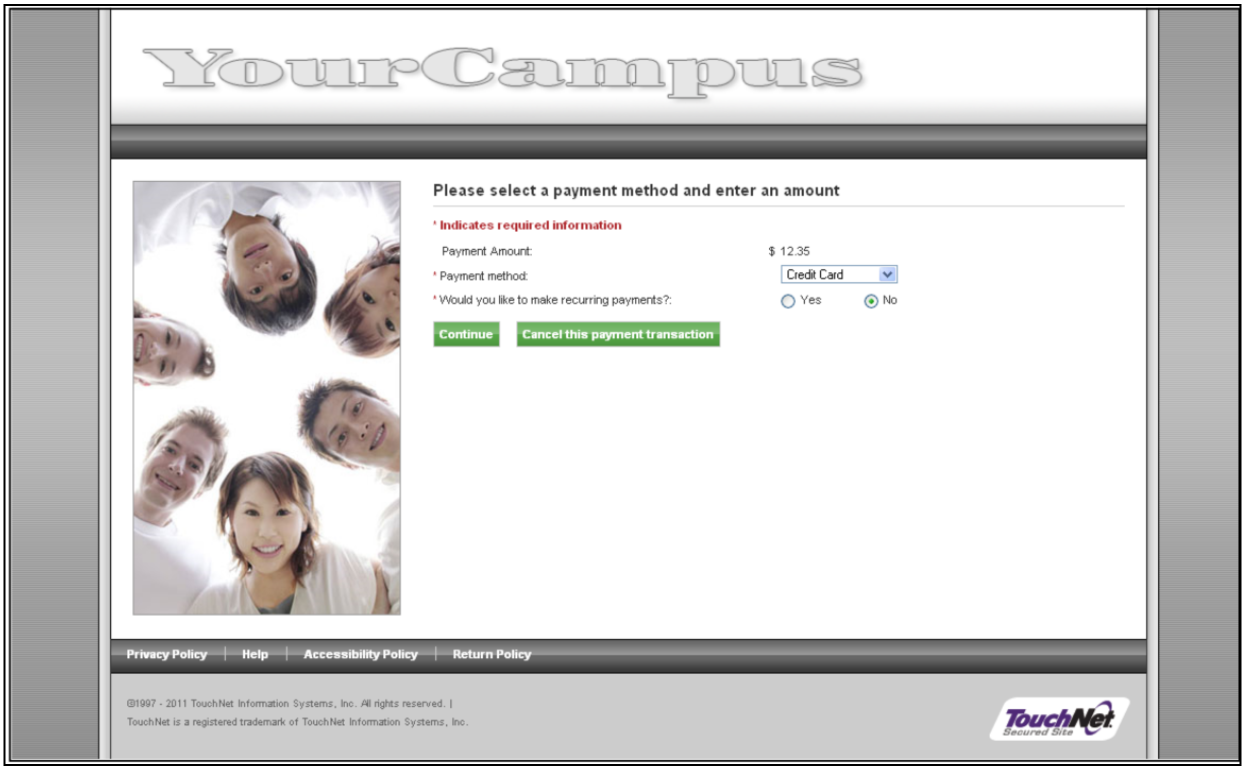


FIGURE 8.30. TouchNet uPay payment example

11.2.1. Setting up TouchNet uPay

Prerequisites and limitations:

- To use this provider with MyQ, you must first be a TouchNet Partner.
- TouchNet only uses *USD* as currency, thus you should set *USD* as your currency in **MyQ, Settings, General**.
- Make sure that your MyQ system uses a secure connection, with port **8093**.

To setup TouchNet uPay:

1. Go to **MyQ, Settings, Credit**. Under the Payment Providers section, select the TouchNet uPay row and click the **Enabled** button.
2. Once enabled, double-click the row or click **Edit**, so the TouchNet uPay properties panel opens on the right side.
3. Enter the information you got while configuring your TouchNet account into the mandatory fields: **Client ID, API Key** and **uPay Site ID**.
4. Use *TEST* as the **Mode** when you are not yet in production; otherwise, use *PRODUCTION*.

5. Enter a **Minimal amount** to pay when users recharge their credit. Leaving it blank will accept every payment.

6. Click **Save** to store your settings.

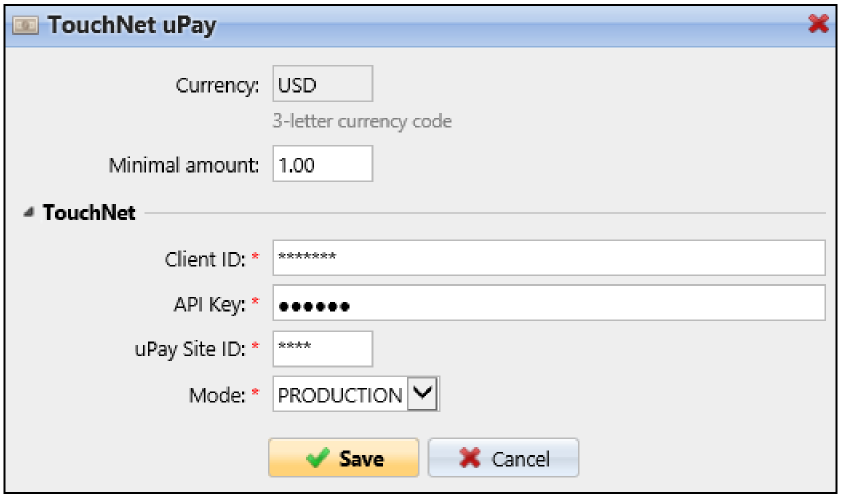


FIGURE 8.31. TouchNet uPay properties panel

11.2.2. Recharge Credit via TouchNet uPay in the MyQ Web UI

To recharge credit using TouchNet uPay via the MyQ Web User Interface, a user should:

- Log in to their account in the MyQ Web UI.
- Click **Recharge credit** under **Credit**. The **Recharge credit** dialog appears.
- Select the **TouchNet uPay** payment provider, enter the amount of credit to buy and click **Recharge Credit**.
- A window with the **TouchNet uPay** payment options opens in the web browser; the rest of the steps correspond to the standard **uPay** payment process.
- Once the payment is successfully sent to MyQ, the **Payment successful** dialog box appears and the user's credit is recharged.

11.3. Manual recharge of users' credit on the MyQ Web Interface

The administrator (and users authorized to recharge credit) can manually recharge credit of each user in the MyQ system. The credit can be recharged on the **Users** main tab.

INFO: Users' credit can be reduced by entering a negative number in the recharge credit dialog box. By entering **-100**, the credit is decreased by 100.

11.3.1. Providing users with the rights to recharge credit

By default, the only person who can recharge the credit is the administrator. However, the administrator can authorize a MyQ user to recharge the credit as well. The user needs to be provided with the rights to access the credit settings and to recharge the credit. This is done on the **Rights** settings tab of the MyQ Web Interface.

INFO: For more information about how to manage rights in MyQ, see . Rights

To authorize a user to recharge credit on the **Users** tab, you need to provide them with the right to **Recharge credit** and the right to **Manage Users**.

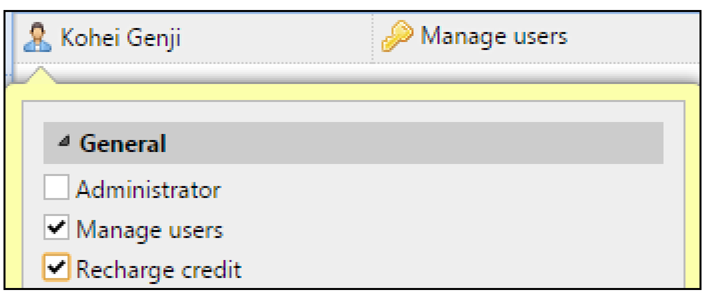


FIGURE 8.32. Authorizing users to recharge credit on the **Users** tab

The authorized user can recharge the credit on their MyQ Web interface in the same way as the MyQ administrator.

11.3.2. Recharging credit on the Users main tab

To open the **Users** main tab on the MyQ Web Interface, click **MyQ**, and then click **Users**.

Recharge credit to selected users

1. Select the users.

2. Click **Actions**.

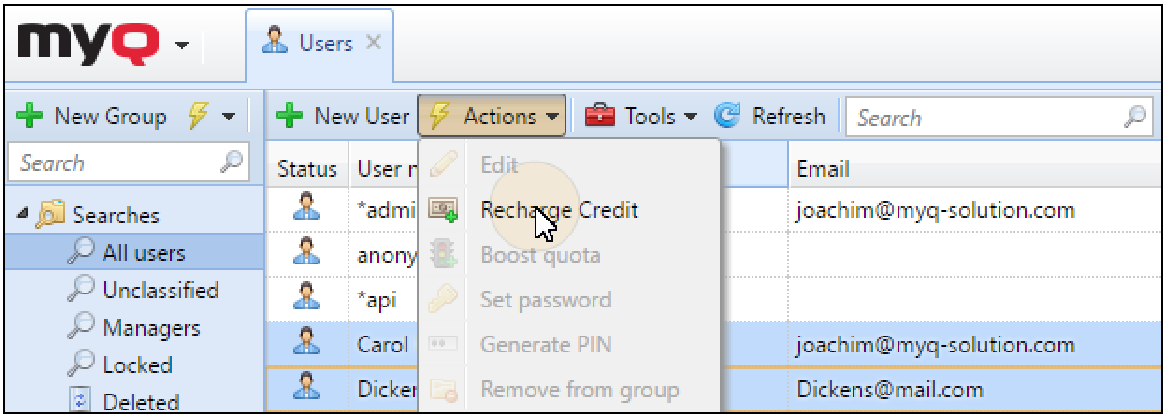


FIGURE 8.33. Recharging credit in the **Actions** drop-down menu on the **Users** main tab

3. Click **Recharge credit** in the **Actions** drop -down list. The **Recharge Credit** dialog box opens.

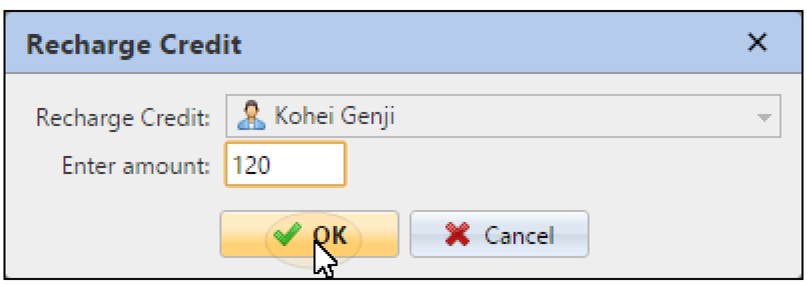


FIGURE 8.34. Entering the credit in the **Recharge Credit** dialog box

4. Enter the amount to be recharged, and then click **OK**. The credit is increased by the specified amount.

Recharge credit to a group of users

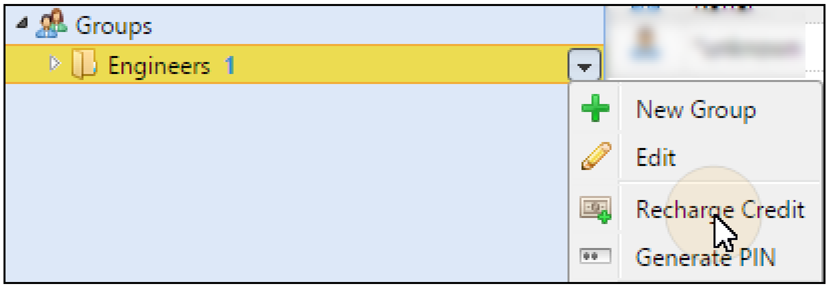


FIGURE 8.35. Recharging credit to a group

1. In the panel on the left side of the **Users** main tab, right-click the group, and select **Recharge Credit**. The **Recharge Credit** dialog box appears.

2. In the dialog box, enter the amount and click **OK**. The credit is increased by the specified amount.

11.4. Recharging credit via PayPal

Another way of recharging credit in MyQ is to let users directly buy the credit via PayPal on their accounts on the MyQ Web interface.

NOTICE: A PayPal Business account is required to receive the payments.

NOTICE: The currency used on the PayPal account of the paying users has to match the currency set on the MyQ server. In case someone pays in a different currency, the payment does not go through and stays in pending transactions of the receiving PayPal account. In order to receive the payment, the administrator has to approve the transaction on the PayPal account. After this, the credit must to be manually recharged on the MyQ server as the information about the payment is not sent to MyQ.

11.4.1. Setting up the PayPal payment option

All you need to do is to create a new App to link your company's PayPal business account with MyQ, and then set up the PayPal payment option on the MyQ Web Interface.

1) Create a new REST API app in the PayPal Developer environment

I. Log in to the PayPal Developer environment (https://developer.paypal.com/) with your PayPal Business account's credentials, and then open the **Dashboard**.

II. On the **Dashboard**, under **MyApps & Credentials**, create a new REST API app. The new app's settings tab opens.

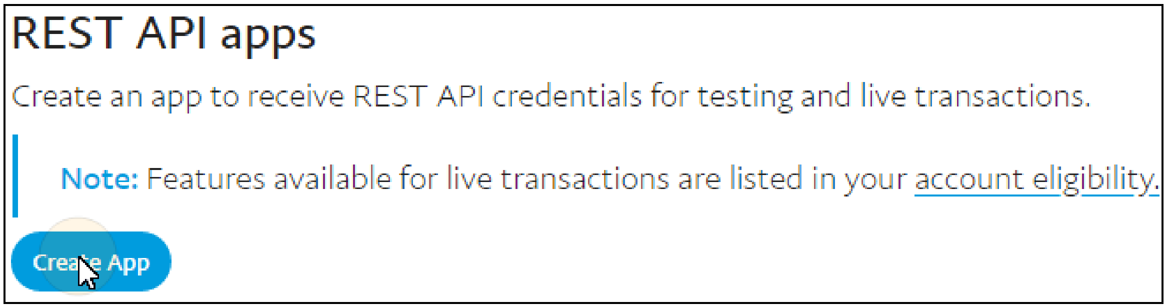


FIGURE 8.36. Creating the new REST API app on the PayPal Business account.

III. Select **Live** at the upper-right corner of the tab, and remember (copy) the app's **Client ID** and **Secret**. The credentials will be used to connect the account to MyQ.

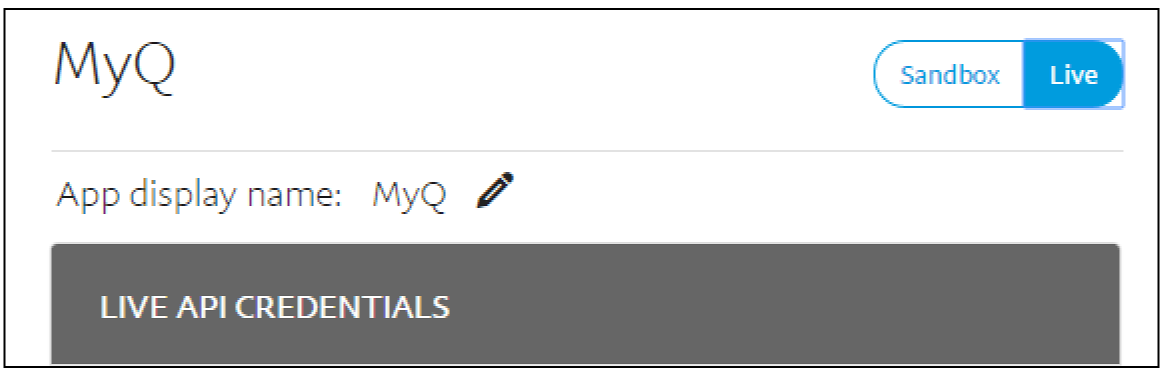


FIGURE 8.37. Creating the new REST API app on the PayPal Business account.

INFO: You can name the app anything you wish, as the name does not play any role within the setup.

2) Set up the PayPal payment option on the MyQ Web Interface

I. Open the **Credit** settings tab (**MyQ, Settings, Credit**).

II. On the tab, under **Payment providers**, double-click the **PayPal** payment provider. The **PayPal** properties panel opens on the right side of the tab.

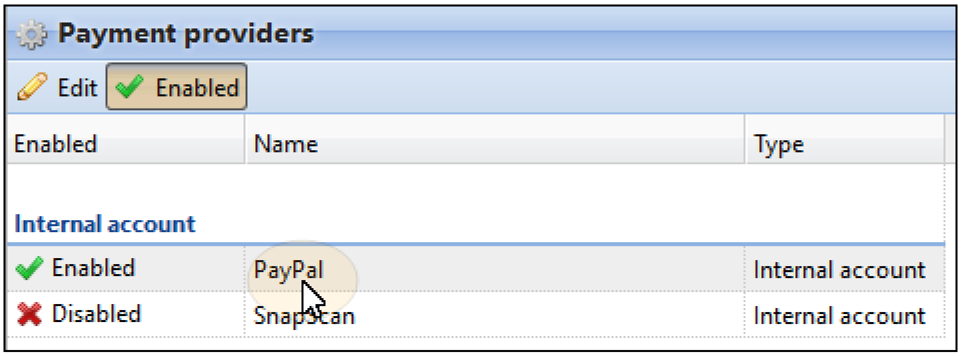


FIGURE 8.38. Opening the PayPal properties panel

III. The value of the **Currency** setting corresponds to the currency set on the **General** settings tab on the MyQ Web Interface.

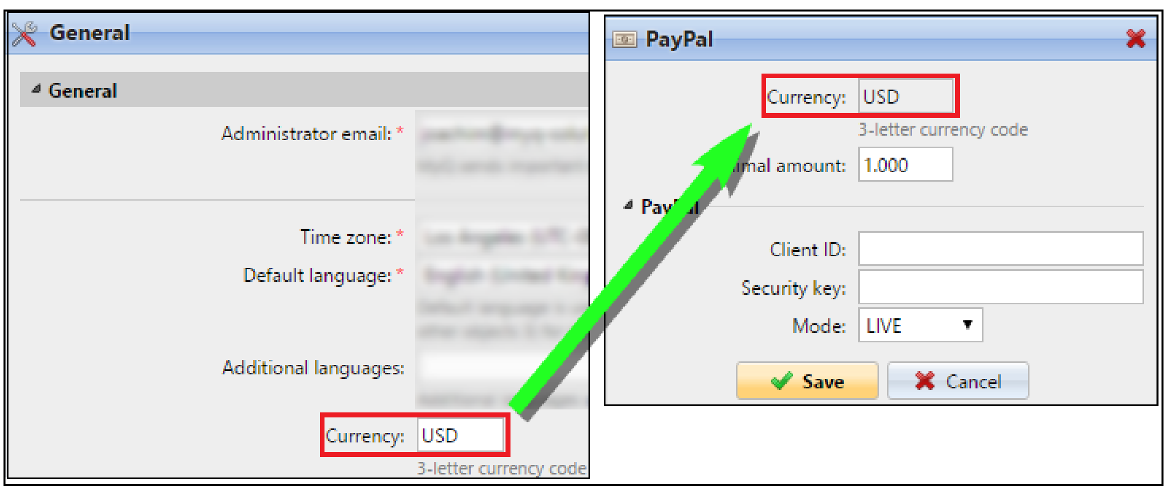


FIGURE 8.39. The currency selected on the General settings tab applies to the PayPal payments option.

IV. Type the minimal amount that users will have to pay when they buy credit.

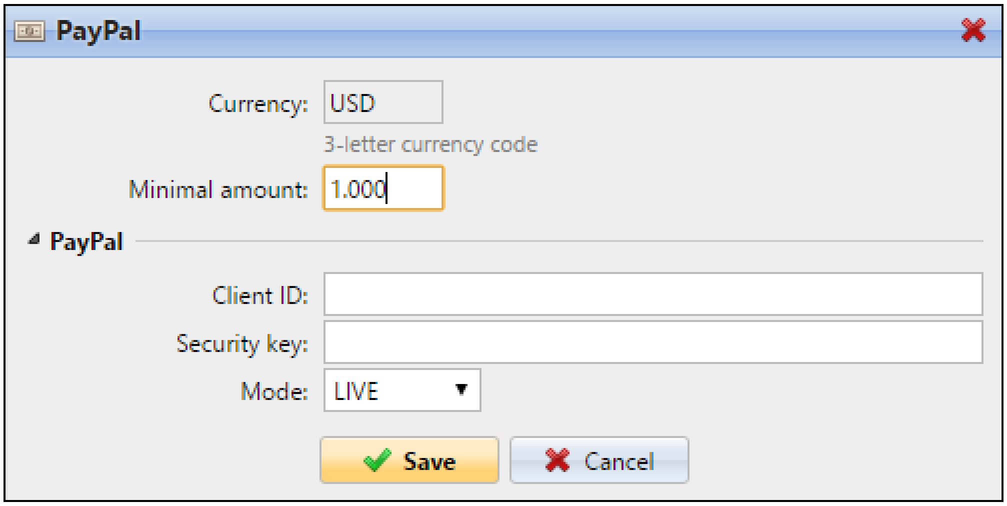


FIGURE 8.40. The credentials of the previously created app need to be entered in MyQ

V. Enter the **Client ID** of the REST API app into the **Client ID** text box on the PayPal properties panel and the **Secret** into the **Security key** text box below it.

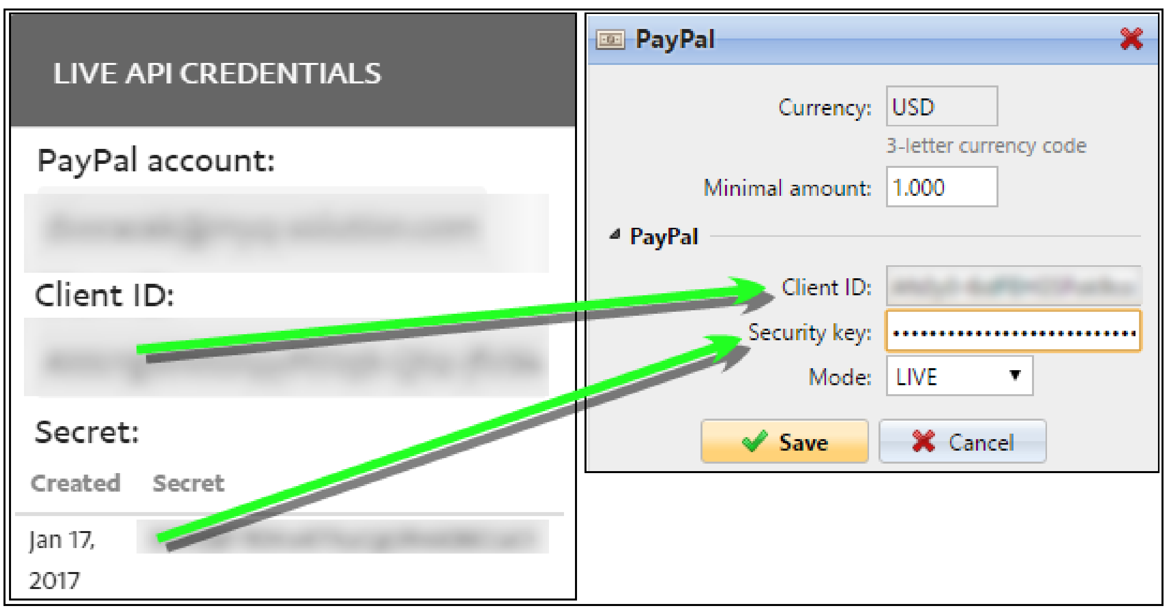


FIGURE 8.41. The credentials of the previously created app need to be entered in MyQ

VI. Make sure that the **LIVE** mode is selected, and then click **Save**. (The **SANDBOX** mode is used only for testing purposes.)

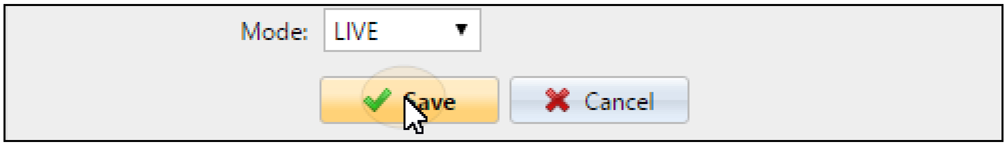


FIGURE 8.42. Saving the PayPal settings.

11.4.2. Recharging credit via PayPal on the user's account on the MyQ Web Interface

First of all, the user needs to log in to their account on the MyQ Web Interface.

To recharge the credit there, the user has to click **Recharge credit** under **Credit**. The **Recharge credit** dialog appears.

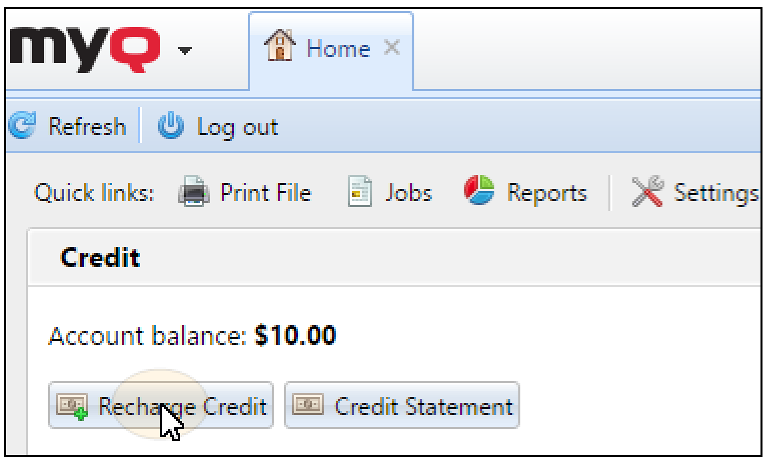


FIGURE 8.43. Opening the Recharge Credit dialog box

In the dialog box, the user has to select the **PayPal** payment provider, enter the amount of credit that they want to buy, and then click **Recharge Credit**.

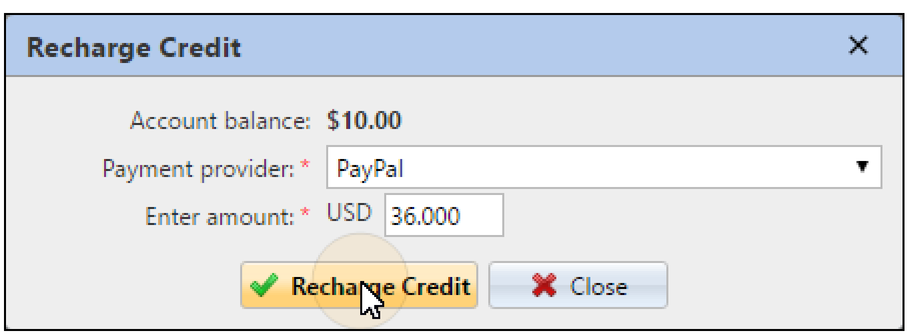


FIGURE 8.44. Recharging credit via the PayPal payment

A window with the PayPal payment options opens in the Web Browser; the rest of the steps correspond to the standard PayPal payment process.

After the payment is successfully sent to MyQ, the **Payment successful** dialog box appears.

NOTICE: PayPal tries to connect to the MyQ Central server via the hostname or IP address that is set on the **Network** settings tab of the MyQ Web Interface. In case a hostname is set on the tab and paying users receive the **"This site can't be reached / XYZ's server DNS address could not be found. / DNS_PROBE_FINISHED_NXDOMAIN "** message, try to replace the hostname with the IP address of your server.

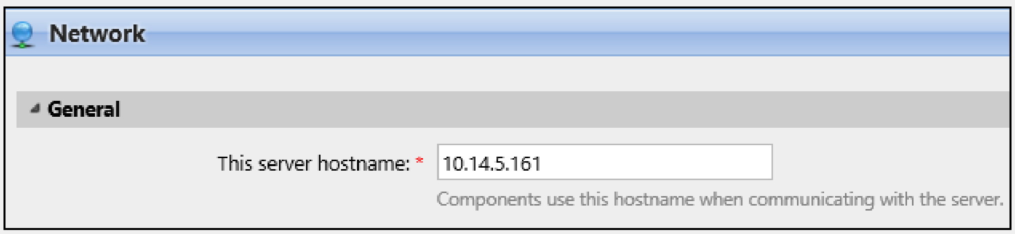


FIGURE 8.45. The information about the IP address of the MyQ Central server is taken from the **This server hostname** setting.

11.5. Recharging credit via SnapScan

With the SnapScan app, users can pay for their MyQ credit via a QR code displayed in the app on their mobile phones. The following two sections show how to set up and use this payment option.

To be able to connect SnapScan to MyQ, you need to create a **Merchant Snapscan Account** and obtain the **Merchant Account API**. Within the setup of the connection on on the MyQ Web Interface, you must enter the **Merchant ID** and the **API key** of the account.

As SnapScan is a South African service, users need to use a phone with a **South African Mobile number (+27)** to be able to scan the QR code and pay for the credit.

11.5.1. Setting up the SnapScan payment option

To set up the SnapScan payment option on the MyQ Web Interface, follow these steps:

I. Open the **Credit** settings tab.

   a. Click **MyQ** at the top-right corner,

   b. then click **Settings**,

   c. and finally click **Credit**.)

II. On the tab, under **Payment providers**, double-click the **SnapScan** payment provider. The **SnapScan** properties panel opens on the right side of the tab.

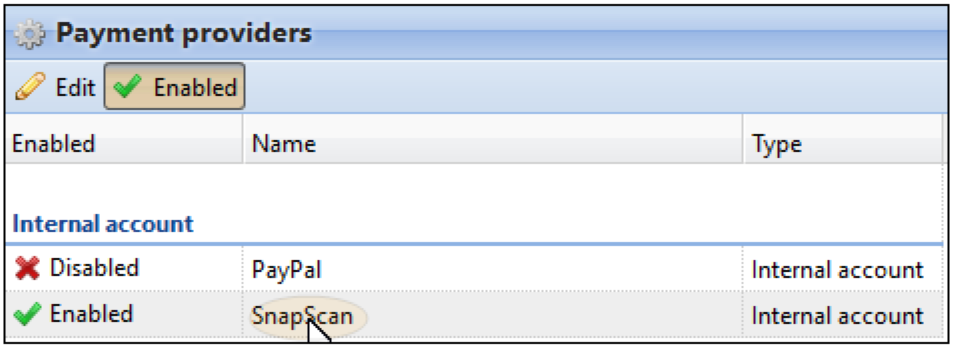


FIGURE 8.46. Opening the SnapScan properties panel

III. The value of the **Currency** setting corresponds to the currency set on the **General** settings tab of the MyQ Web Interface. In case of the SnapScan payment method, it needs to be set to **ZAR**.

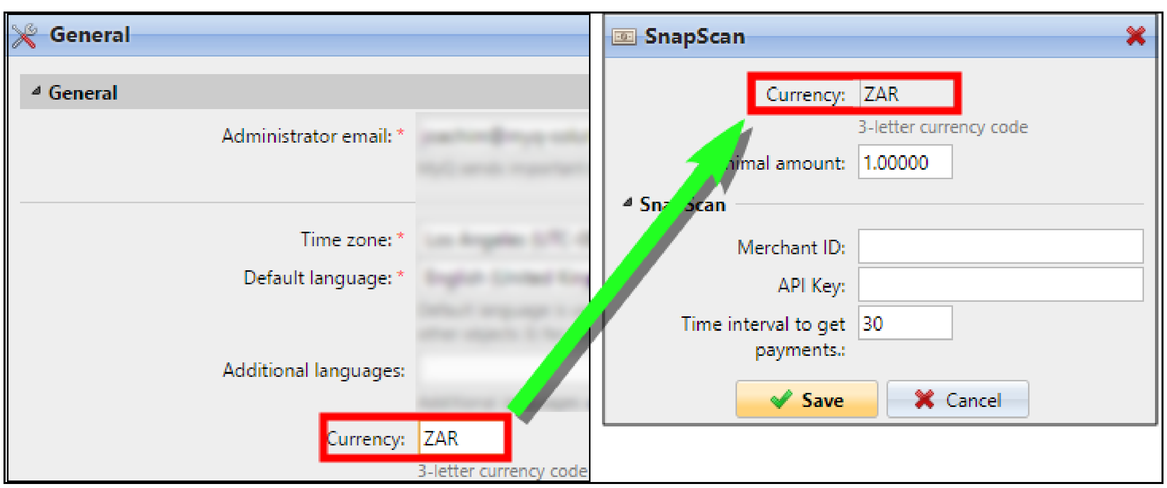


FIGURE 8.47. The currency selected on the **General** settings tab applies to the PayPal payments option.

IV. Type the **Minimal amount** of money that has to be paid when a user buys the credit.

V. Enter the **Merchant ID**(Company Name) and the **API key** provided by SnapScan.

VI. Set the **Time interval to get payments** (in **seconds**), and click **Save**.

The **Time interval to get payments** setting limits the time for the recharge action; if MyQ does not receive confirmation of the payment within the interval, the credit recharge is canceled. If the payment is successful but MyQ does not receive the response within the time limit, the user has to contact the MyQ administrator, who can manually recharge the credit.

11.5.2. Buying credit via SnapScan on the user's account on the MyQ Web Interface

First of all, the user needs to log in to their account on the MyQ Web Interface.

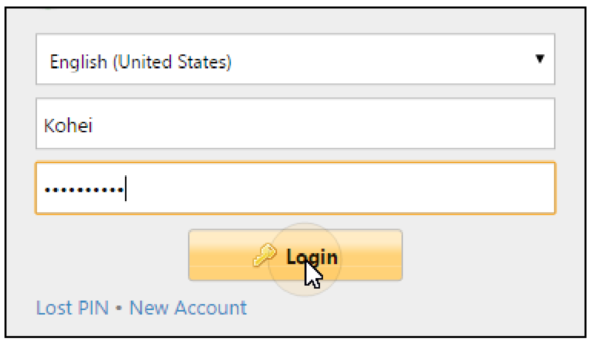


FIGURE 8.48. MyQ Web Interface Login

To recharge the credit there, the user has to click **Recharge credit** under **Credit**. The **Recharge credit** dialog appears.

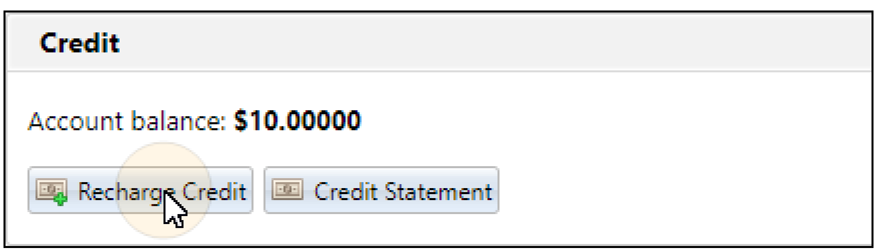


FIGURE 8.49. Recharging the credit

In the dialog box, the user has to select the **SnapScan** payment provider, enter the amount of credit that they wants to buy, and then click **Recharge Credit**.

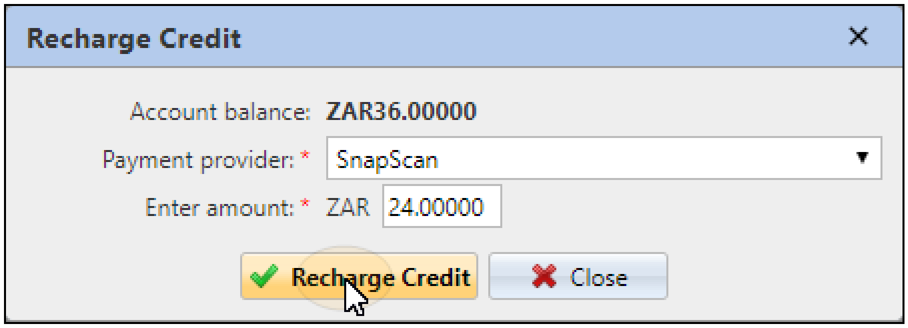


FIGURE 8.50. Recharging credit via the PayPal payment

A window with the SnapScan payment options opens in the Web Browser; the rest of the steps correspond to the standard SnapScan payment process.

After the payment is successfully sent to MyQ, the **Payment successful** dialog box appears.

NOTICE: SnapScan tries to connect to the MyQ Central server via the hostname or IP address that is set on the **Network** settings tab of the MyQ Web Interface. In case a hostname is set on the tab and paying users receive the **"This site can’t be reached / XYZ’s server DNS address could not be found. / DNS_PROBE_FINISHED_NXDOMAIN "** message, try to replace the hostname with the IP address of your Central server.

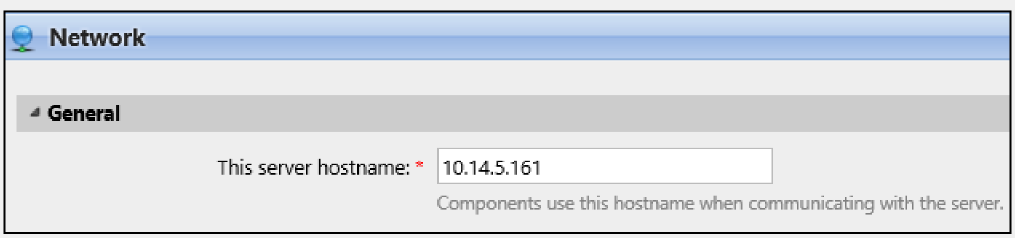


FIGURE 8.51. The information about the IP address of the MyQ Central server is taken from the **This server hostname** setting.

11.6. Recharging credit via WebPay

The WebPay payment gate enables customers to directly pay for their credit via a payment card or via a digital wallet. The following two sections show how to set up and use this payment option.

11.6.1. Setting up the WebPay payment option

You need to have a WebPay account, get a public and a private key; the public key has to be uploaded to the WebPay server and the private one needs to be uploaded to MyQ. Also, you need to remember/copy the password of the private key.

You can either use your own keys (with a help of the WebPay documentation) or use the WebPay tools to create new ones.

MyQ needs the following data:

- **Merchant number**: The Merchant number can be found on the WebPay portal, under **Key management**.
- **Private key**: The private key can be generated on the WebPay portal, under **Key Management**. It can be **.key**, **.pem** or **.crt**.
- **Private key password**: The private key password is the password that is provided to WebPay during generating of the private key or the passphrase used to create the private key manually.

To set up the WebPay payment option on the MyQ Web Interface, follow these steps:

I. Open the **Credit** settings tab. (At the top-left corner, click **MyQ**, then click **Settings**, and finally click **Credit**.)

II. On the tab, under **Payment providers**, right-click the **WebPay** payment provider, and then click **Edit** on the shortcut menu. The **WebPay** properties panel opens on the right side of the tab.

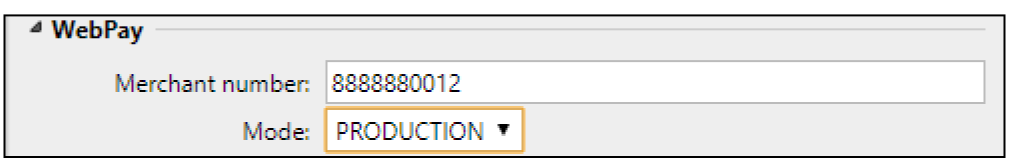


FIGURE 8.52. Opening the WebPay properties panel

III. The value of the **Currency** setting corresponds to the currency set on the **General** settings tab of the MyQ Web Interface.

FIGURE 8.53. The currency selected on the General settings tab applies to the PayPal payments option.

IV. Type the minimal amount that users will have to pay when they will buy credit.

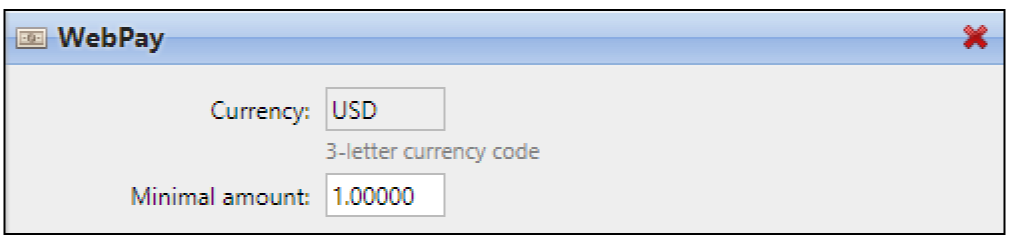


FIGURE 8.54. The credentials of the previously created app need to be entered in MyQ

V. Enter the **Merchant number** of the REST API app into the **Merchant number** text box and set **MODE** to **PRODUCTION**.

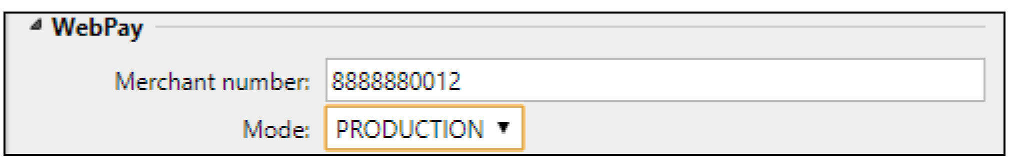


FIGURE 8.55. The credentials of the previously created app need to be entered in MyQ

VI. Upload the **Private key** from WebPay (click **Choose File**, select the file, and then click **Open**), enter the **Private key password** provided during generating of the private key, and then click **Save**.

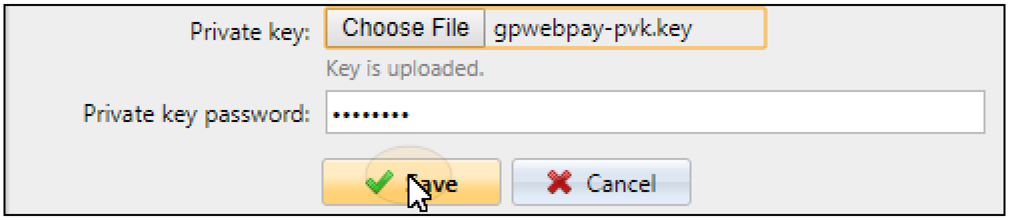


FIGURE 8.56. Saving the WebPay settings

11.6.2. Recharging credit via WebPay on the user's account on the MyQ Web Interface

First of all, the user needs to log in to their account on the MyQ Web Interface.

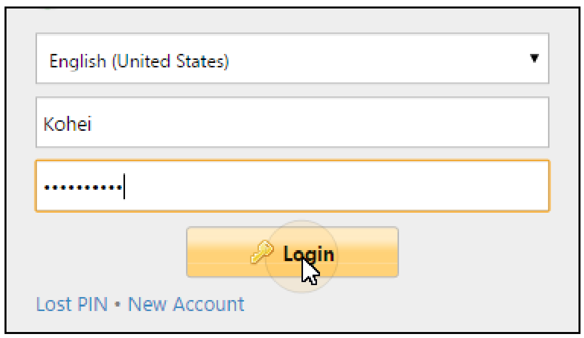


FIGURE 8.57. Logging in to the user's account

To recharge the credit there, the user has to click **Recharge credit** under **Credit**. The **Recharge credit** dialog appears.

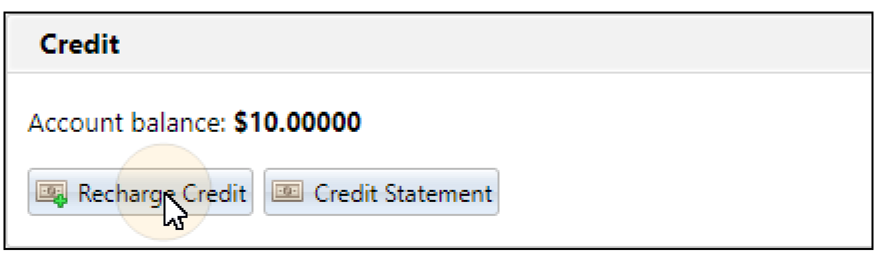


FIGURE 8.58. Recharging credit

In the dialog box, the user has to select the **WebPay** payment provider, enter the amount of credit that they wants to buy, and then click **Recharge Credit**.

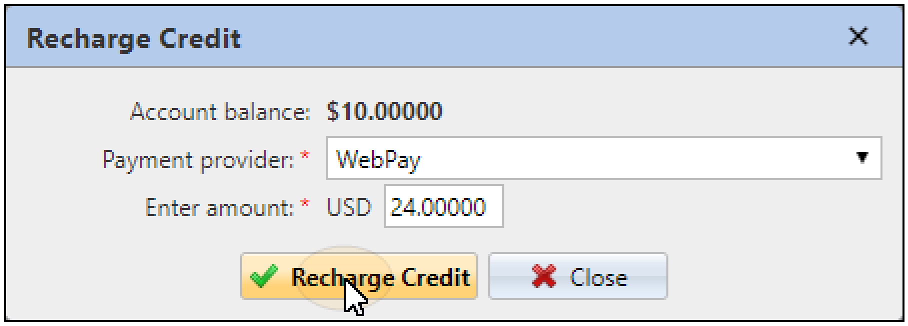


FIGURE 8.59. Recharging credit via WebPay

A window with the WebPay payment options opens in the Web Browser; the rest of the steps correspond to the standard WebPay payment process.

After the payment is successfully sent to MyQ, the **Payment successful** dialog box appears.

NOTICE: WebPay tries to connect to the MyQ server via the hostname or IP address that is set on the **Network** settings tab of the MyQ Web Interface. In case a hostname is set on the tab and paying users receive the **"This site can't be reached / XYZ's server DNS address could not be found. / DNS_PROBE_FINISHED_NXDOMAIN "** message, try to replace the hostname with the IP address of your server.

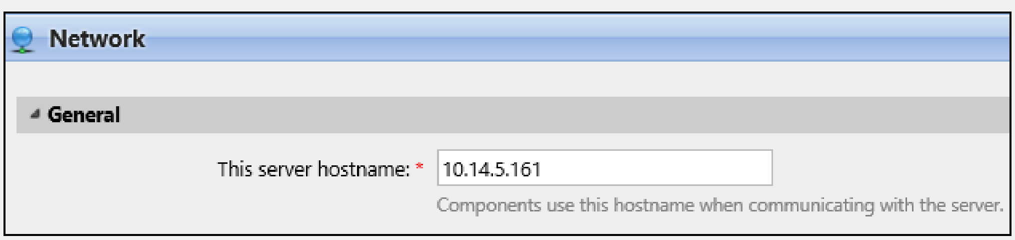


FIGURE 8.60. The information about the IP address of the MyQ server is taken from the **This server hostname** setting.

11.7. Recharging credit via CASHNet

The CASHNet payment gate enables customers to directly pay for their credit via a payment card or via a digital wallet. The following two sections show how to set up and use this payment option.

To be able to integrate the CASHNet payment gate into MyQ, you need to have a **Checkout** store created by the provider of the service. Also, you need to receive the following data:

- **Operator ID**, **Password**, **Station** and **Client Code** are necessary for login to the CASHNet Web User Interface

- **Merchant name**, **Station**, **Store URL** and **Item code** of the **Checkout** store are necessary for the integration into MyQ

11.7.1. Setting up the CASHNet payment option

1) Set up the eMarket store on the CASHNet Web User Interface

I. Log in to the CASHNet Web User Interface.

II. Open the **Store Setup** tab.

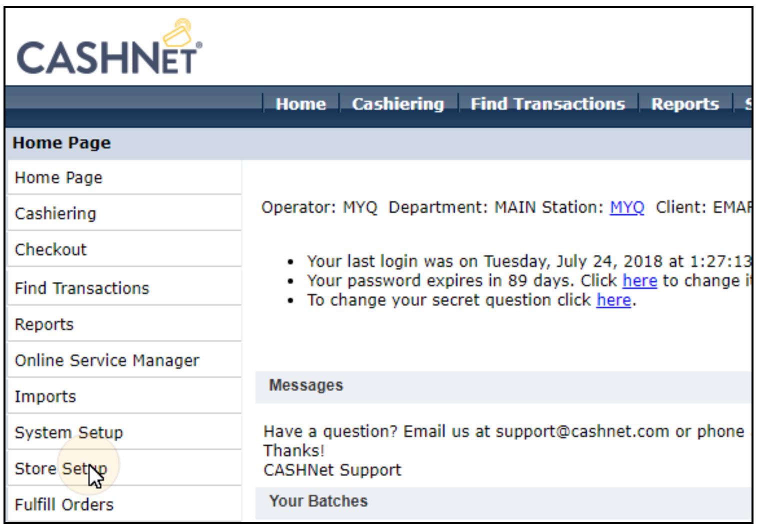


FIGURE 8.61. Opening the Store Setup

III. On the tab, click the dark blue button with the text **"Click here to use new eMarket store setup for Storefronts&Checkouts"**. The eMarket store setup page opens.

FIGURE 8.62. Opening the Store Setup

IV. On the page, double-click the Checkout store to open its setup page.

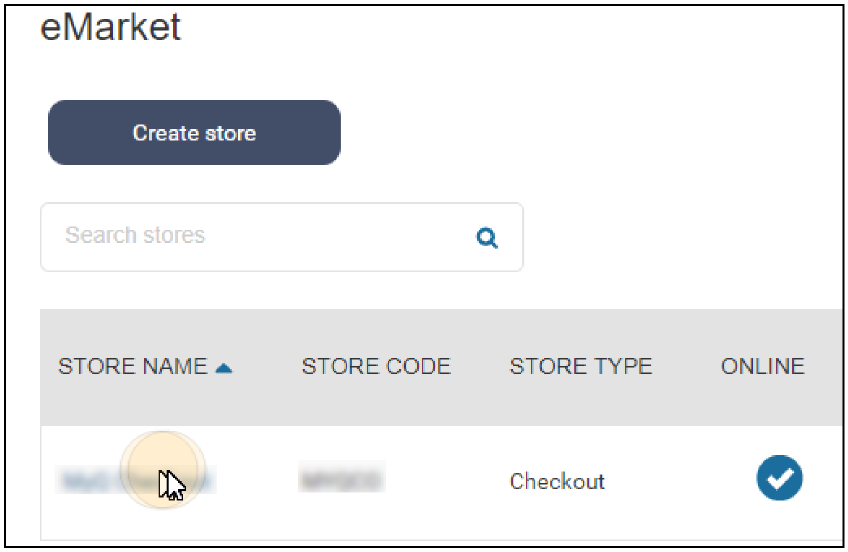


FIGURE 8.63. Opening the Store Setup

V. On the Checkout setup page, under **End of transaction behavior**, configure the following options:

- **Show receipt page**: disable
- **Use redirect URL(s)**: enable
- **Redirect URL for successful transactions & successful online post responses**: leave empty
- **Redirect URL for unsuccessful transactions or non-responsive online post attempts**: leave empty
- **Append data to the redirect URL**: set to **"Yes, and redirect using HTTP post"**

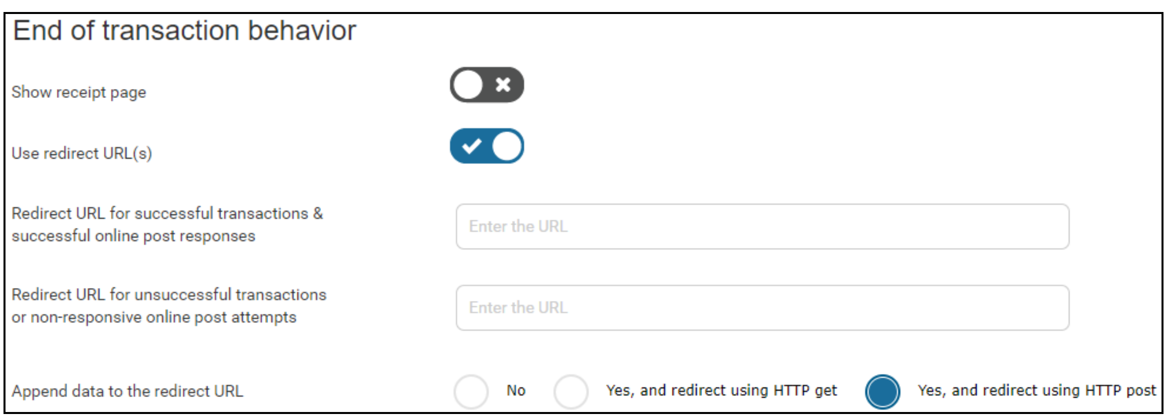


FIGURE 8.64. Opening the Store Setup

VI. Now you can leave the CASHNet Web User Interface.

2) Set up the CASHNet payment option on the MyQ Web Interface

I. Open the **Credit** settings tab. (At the top-left corner, click **MyQ**, then click **Settings**, and finally click **Credit**.)

II. On the tab, under **Payment providers**, double-click the **CASHNet** payment provider (or right-click the **CASHNet** payment provider, and then click **Edit** on the shortcut menu). The **CASHNet** properties panel opens on the right side of the tab.

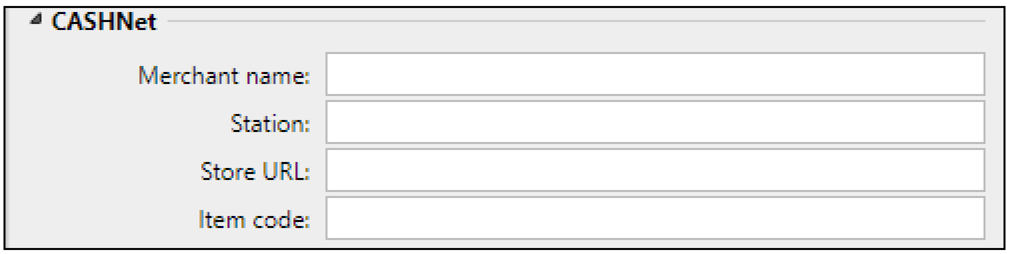


FIGURE 8.65. Opening the CASHNet properties panel

III. The value of the **Currency** setting corresponds to the currency set on the **General** settings tab of the MyQ Web Interface.

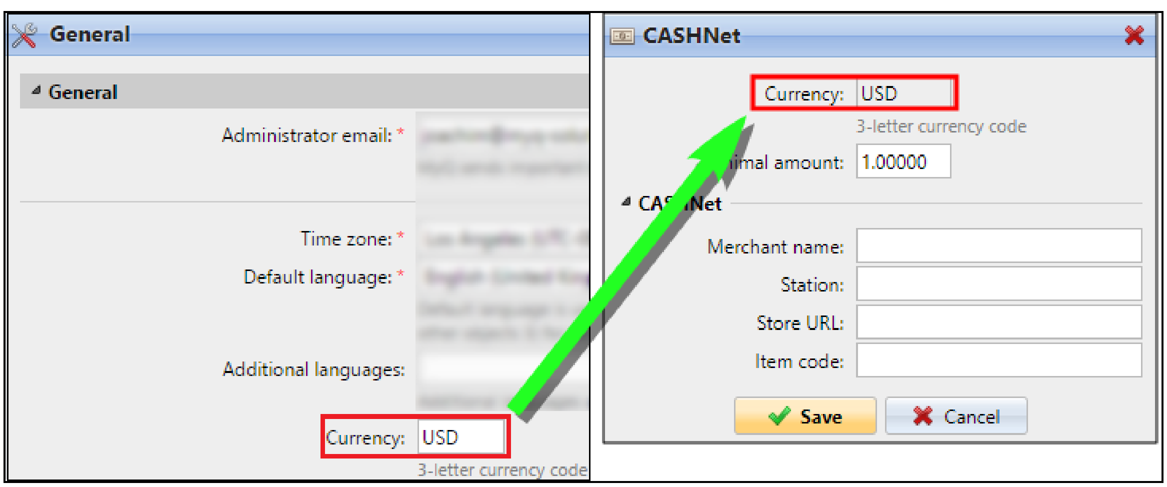


FIGURE 8.66. Setting the currency to be used on the MyQ server

IV. Type the minimal amount that users will have to pay when they will buy credit.

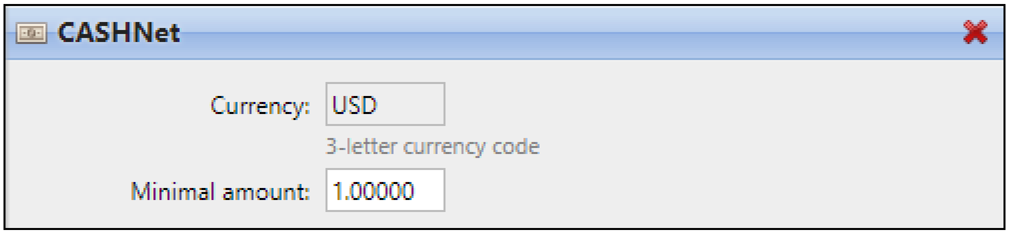


FIGURE 8.67. The minimal amount for recharging credit

V. Enter the **Merchant name**, **Station**, **Store URL** and **Item Code** of the **Checkout** store, and then clik **Save**.

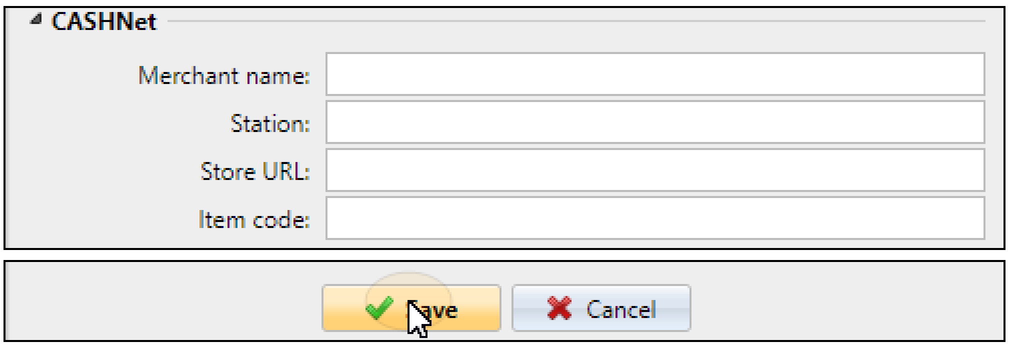


FIGURE 8.68. The credentials of the previously created app need to be entered in MyQ

11.7.2. Buying credit via CASHNet on the user's account on the MyQ Web Interface

First of all, the user needs to log in to their account on the MyQ Web Interface.

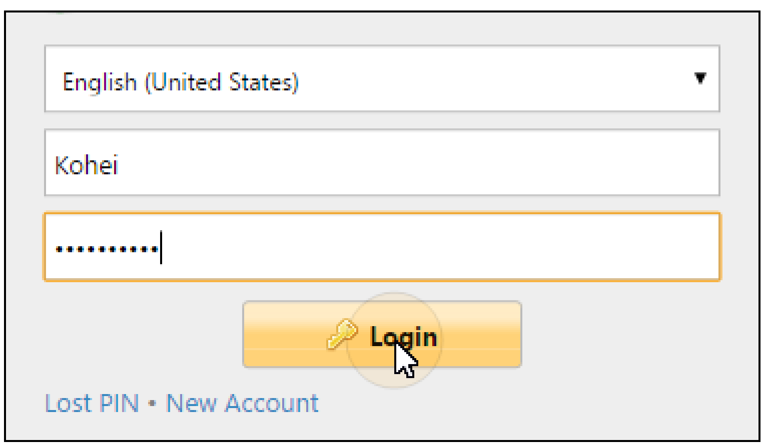


FIGURE 8.69. MyQ Web Interface Login

To recharge the credit there, the user has to click **Recharge credit** under **Credit**. The **Recharge credit** dialog appears.

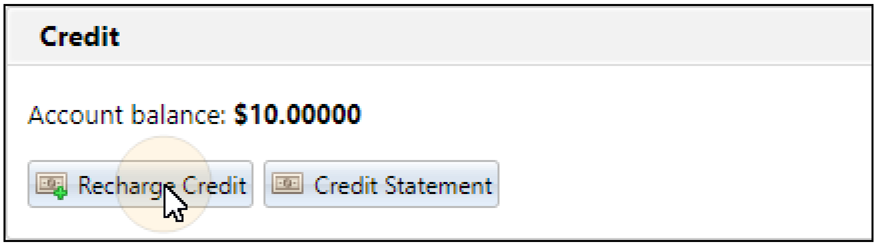


FIGURE 8.70. Recharging credit

In the dialog box, the user has to select the **CASHNet** payment provider, enter the amount of credit that they wants to buy, and then click **Recharge Credit**.

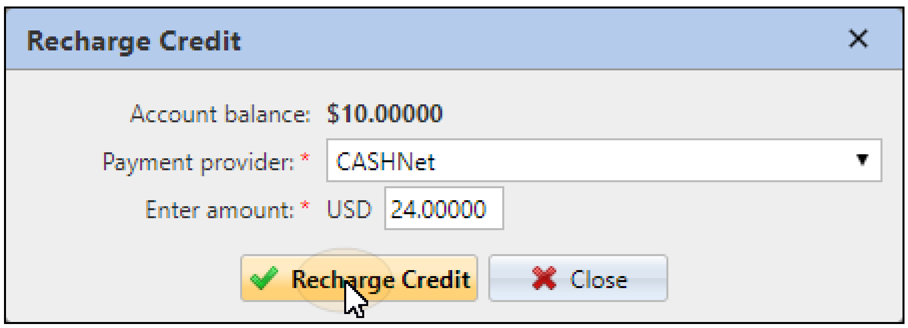


FIGURE 8.71. Recharging credit via the CASHNet

A window with the CASHNet payment options opens in the Web Browser; the rest of the steps correspond to the standard CASHNet payment process.

After the payment is successfully sent to MyQ, the **Payment successful** dialog box appears.

NOTICE: CASHNet tries to connect to the MyQ server via the hostname or IP address that is set on the **Network** settings tab of the MyQ Web Interface. In case a hostname is set on the tab and paying users receive the **"This site can't be reached / XYZ's server DNS address could not be found. / DNS_ PROBE_FINISHED_NXDOMAIN "** message.
Try to replace the hostname with the IP address of your server.

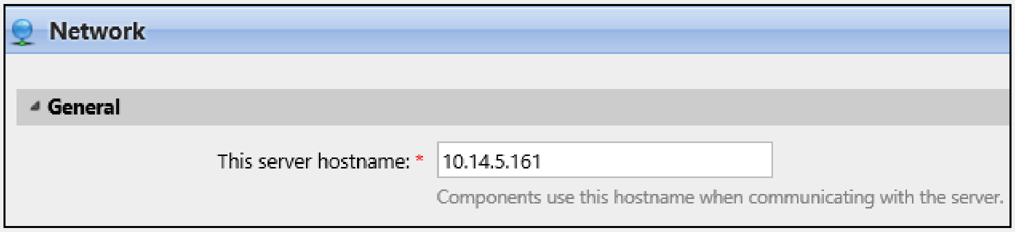


FIGURE 8.72. The information about the IP address of the MyQ server is taken from the **This server hostname** setting.

11.8. Manual reset of users' credit on the MyQ Web Interface

The administrator (and users authorized to recharge credit) can manually reset the credit of each user to a specific value.

On the **Credit Statement** tab, you first open the credit reset action, and subsequently select the users and groups whose credit is to be recharged. On the **Users** tab, you first select the users or the group, and then reset their credit.

11.8.1. Providing users with the rights to reset credit

By default, the only person who can reset the credit is the MyQ administrator. However, the administrator can authorize a MyQ user to reset the credit as well. The user needs to be provided with the rights to access the **Users** main tab and reset the credit there. This is done on the **Rights** settings tab of the MyQ Web Interface.

To authorize a user to reset credit on the **Users** tab, you need to provide them with the right to **Recharge credit** and the right to **Manage Users**.

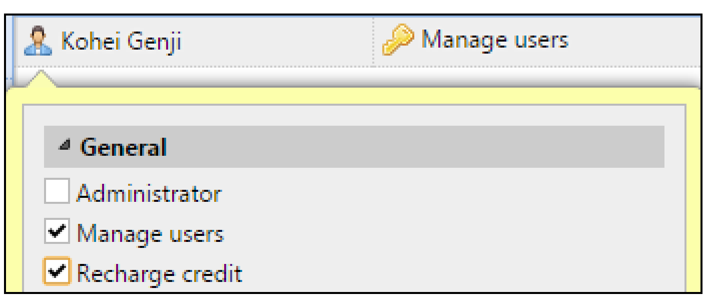


FIGURE 8.73. Authorizing users to recharge credit on the **Users** tab

The authorized user can reset the credit on their MyQ Web interface in the same way as the MyQ administrator.

11.8.2. Resetting credit on the Users main tab

To open the **Users** main tab on the MyQ Web Interface, click **MyQ**, and then click **Users**.

To reset the credit on the Users main tab, do the following:

1. Select the users, click **Actions**, and then click **Reset credit** in the actions drop-down box. (Or select the users, right click one of them, and then click **Reset Credit** on the shortcut menu.) The **Reset Credit** dialog box opens.

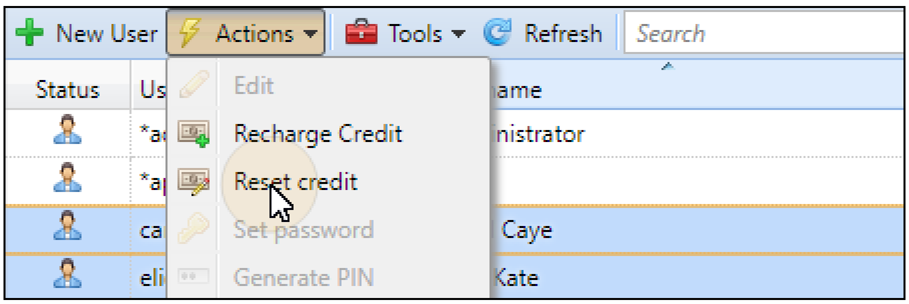


FIGURE 8.74. Resetting the credit in the **Actions** drop-down box on the **Users** main tab

2. In the dialog box, enter the new value of the credit, and then click **OK**. The credit is reset to the specified amount.

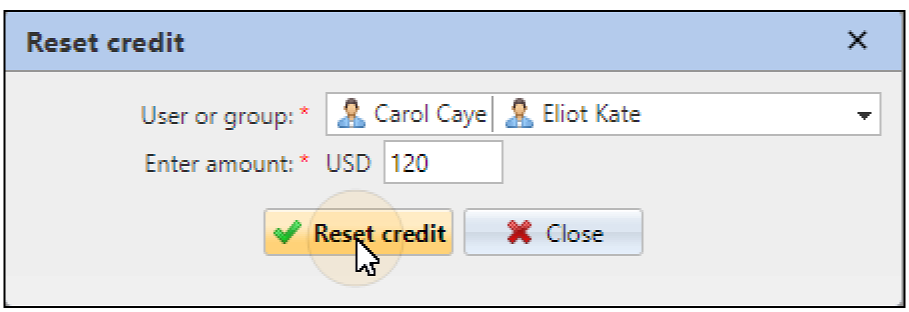


FIGURE 8.75. Entering the new value of the credit in the **Reset Credit** dialog box

To reset credit of a group of users, do the following:

1. On the panel on the left side of the **Users** main tab, right-click the group, and then click **Reset Credit** on the shortcut menu. The **Reset Credit** dialog box appears.

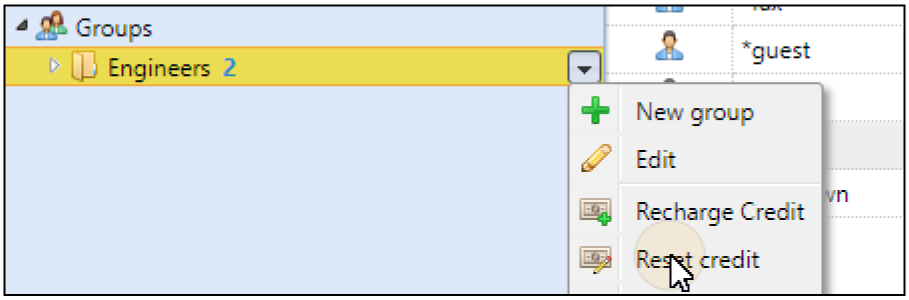


FIGURE 8.76. Resetting credit of a group

2. In the dialog box, enter the amount and click **OK**. The credit is reset to the specified amount.

12. Central Reporting on the Central Server

On the MyQ Central server, you can create and run reports which include all sorts of information that are downloaded from the site servers and stored on the Embedded or MS SQL database. Running reports on the Central server is useful especially if you have several branch offices and want to access overall statistics.

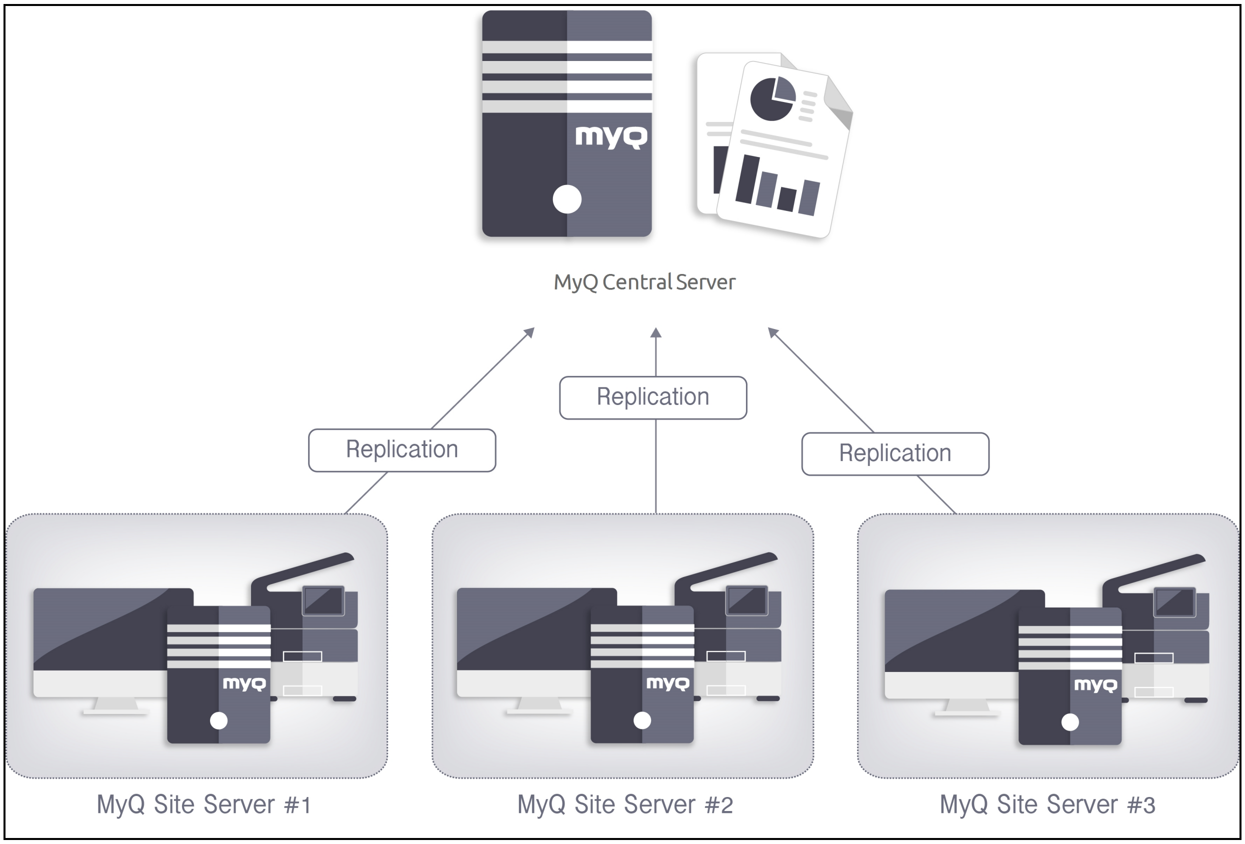


FIGURE 9.1. Scheme of the Central reporting on the Central server

The process of downloading data from site servers and storing them on the MyQ Central server's database is called **Replication**. It is essential for the central reporting — all site servers that are included in reports have to be fully replicated to ensure that the data in the reports are correct and up-to-date.

12.1. Running replication of site servers' data

The replication is set as a scheduled task on the Central server. You can change the time and period of its run on the **Task Scheduler** settings tab. This option is described in the section *"Scheduled run of the replication on the Central server "* on page 124.

In case you want to run the task outside of the schedule, you can do so on the **Sites** settings tab. This is described in the section *"To manually run replication of selected site servers' data"* below.

The replication consists of two stages: at the first stage, the data are downloaded from the site server to a folder on the Central server and at the second stage, they are uploaded to the Central server's database. Only data that are already uploaded to the database are included in the reports on the Central server.

On the **Sites** settings tab, you can check the current state of replications of all site servers:

- The **Status** column gives you the following information:
  - *green (Ready)*
  - *yellow (Unknown)* - http 404
  - *red (error)* - this can be a http 5xx or a http 200 with body '0' error
  - *gray (unreachable)* - a timeout. As an admin you can set the timeout and the period in the config.ini.
- The **Last downloaded data** column displays date and time of the last successful download of the site server data.
- The **Download Status** column shows either a green (OK) or a red (error) icon.
- The **Last successfully replicated data** column shows if any error happened during the replication. The displayed date and time represent the last record replicated before the error.
- The **Replication status** shows you any of three colored icons:
  - *green icon (OK)* = all the downloaded data were successfully replicated
  - *yellow icon (pending)* = there are downloaded data waiting to be replicated
  - *red icon (error)* = replication was not finished due to errors (not warnings!)

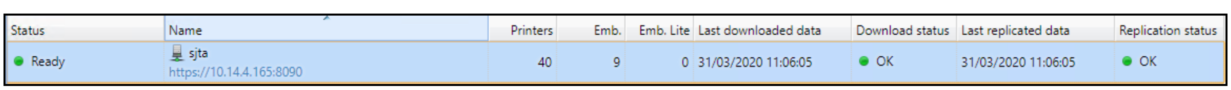


FIGURE 9.2. The three columns are informing about the replication success.

To manually run replication of selected site servers' data

1. Open the **Sites** settings tab. (Click the **MyQ** icon, then click **Settings**, and finally click **Sites**.)

2. On the **Sites** settings tab of the Central server MyQ Web Interface, select the site servers, click **Actions** on the toolbar, and then click **Download data**.

FIGURE 9.3. Running a replication of a site server

Scheduled run of the replication on the Central server

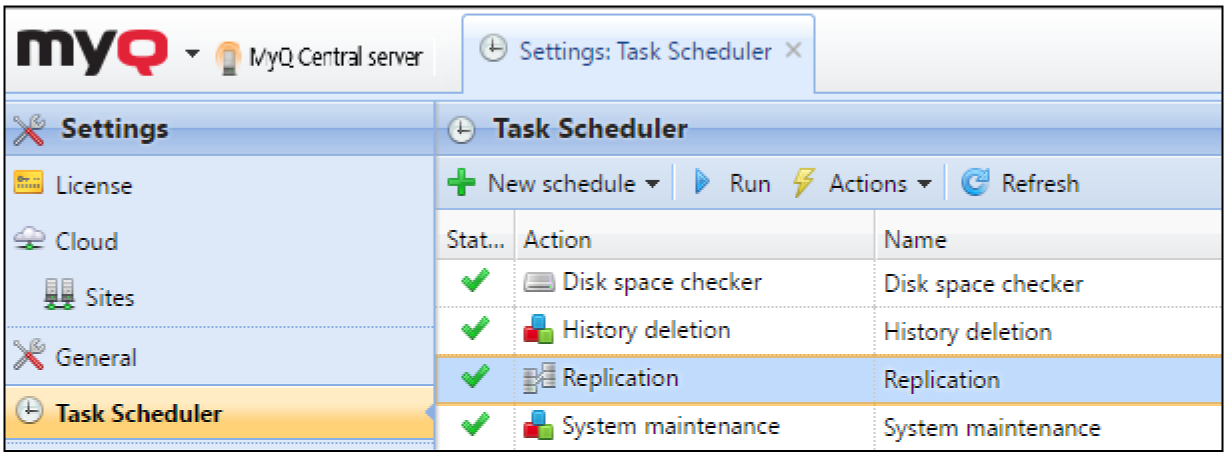


FIGURE 9.4. The **Replication** schedule is displayed on the list of scheduled tasks of the Central server

By default, the replication is set to run once per day.

To change the Replication schedule, open the **Task scheduler** settings tab (Click the **MyQ** Icon, then click **Settings**, and finally click **Task Scheduler**.), and then double click the **Replication** schedule to open its properties panel, where it can be set. For general information on how to set task schedules, see *"To set a task schedule"* on page 50.

INFO: To use the Project Group tree structure in your reports, you must upgrade the SQL or Embedded database in MyQ Easy Config. You can find the setting in **Databases - Restore data** where you have to check the checkbox **Upgrade the database after restore**.

NOTICE: The statistical data on site servers are stored for the period of time that is set on the **System management** settings tab of the site server MyQ Web Interface, under **History**. To maintain the data, make sure that the time intervals between replications are shorter than these periods. Furthermore, the time periods for storing the data on site servers should be long enough to avoid losing data in case the scheduled replication is delayed, for example due to lost connection between the Central server and a site server.For further information on setting the time periods, see *"Changing MyQ History settings"* on page 51.

13. Reports Management

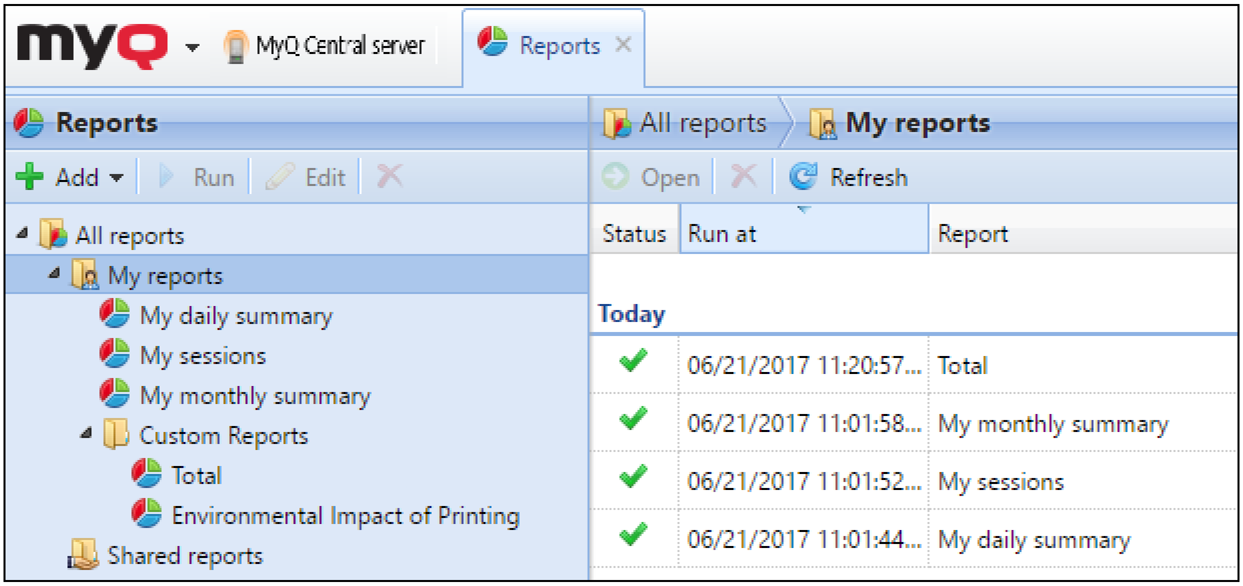


FIGURE 9.5. **Reports** main tab

In the MyQ web interface, on the **Reports** main tab (**MyQ, Reports**), you can create and generate reports with a variety of data concerning your printing environment. The reports can be related to users, printing devices, print jobs, etc. Reports in MyQ are divided into two main categories: **My Reports** and **Shared reports**. **My Reports** show users reports created by themselves, while **Shared reports** show them reports created by the administrator or by other users.

There are three default reports: **My daily summary**, **My sessions** and **My monthly summary**. These are displayed in the **My Reports** folder of the MyQ administrator, who can modify them, delete them or change their design. For all the other users, the default reports are displayed in the **Shared Reports** folder and cannot be changed in any way.

In addition to the three default reports, the administrator can create an unlimited number of reports and sort them into sub-folders of the **My Reports** folder. Users can create their own reports but they are limited to use only certain report types depending on the rights granted by the administrator.

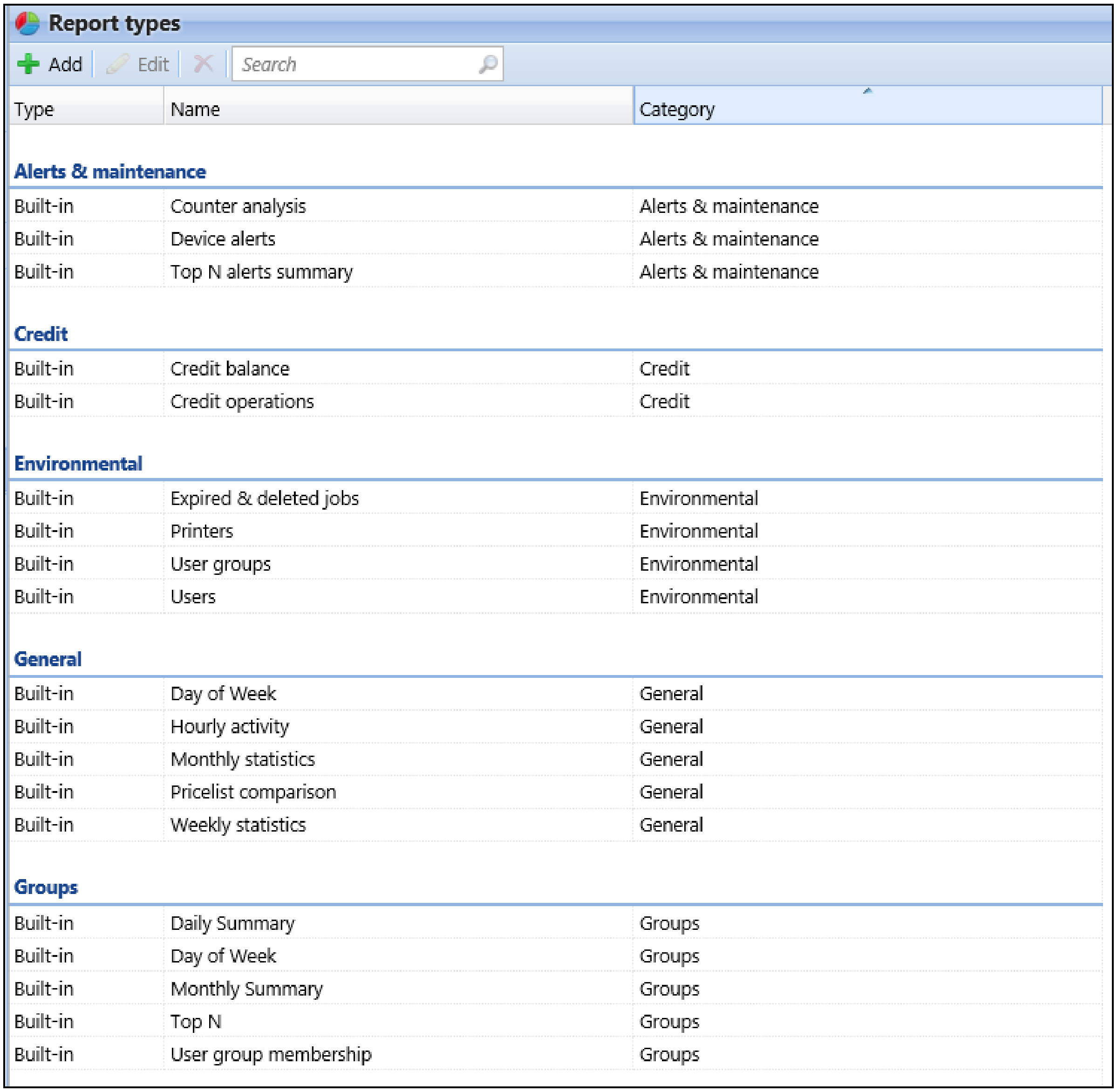
Each report can be directly displayed on the web interface and saved in any of the following formats: *PDF, CSV, XML, XLSX* and *ODS*. The reports can be automatically generated and stored in a predefined folder. There is no data limitation for the generated report, it includes all the data from the specified period.

All the reports have the MyQ logo displayed by default, but it can be replaced by your company's logo. To upload a custom logo go to **MyQ, Settings, Personalization**. In the **Custom application logo** section, click **+Add** next to **Custom logo** and upload your own file (supported formats - *JPG, JPEG, PNG, BMP* and recommended size - *398px x 92 px*).

13.1. Report Types

When you are creating reports on the **Reports** main tab, you can choose from a large number of built-in report types that are sorted into multiple categories. Some of the types are included in more categories (for example *Groups: Daily Summary*, *Print Jobs: Daily Summary*, etc.), while some of the types are particular to only one category (for example *Device Alerts* in *Alerts Maintenance* or *Credit Balance* in *Credit*).

You can overview all of the report types on the **Reports** settings tab, under **Report types** (in **MyQ, Settings, Reports**).



Report types

Add | Edit | Search

Type	Name	Category
Alerts & maintenance		
Built-in	Counter analysis	Alerts & maintenance
Built-in	Device alerts	Alerts & maintenance
Built-in	Top N alerts summary	Alerts & maintenance
Credit		
Built-in	Credit balance	Credit
Built-in	Credit operations	Credit
Environmental		
Built-in	Expired & deleted jobs	Environmental
Built-in	Printers	Environmental
Built-in	User groups	Environmental
Built-in	Users	Environmental
General		
Built-in	Day of Week	General
Built-in	Hourly activity	General
Built-in	Monthly statistics	General
Built-in	Pricelist comparison	General
Built-in	Weekly statistics	General
Groups		
Built-in	Daily Summary	Groups
Built-in	Day of Week	Groups
Built-in	Monthly Summary	Groups
Built-in	Top N	Groups
Built-in	User group membership	Groups

FIGURE 9.6. All predefined reports are displayed on the **Reports** settings tab

13.1.1. Providing users with rights to use a report

The administrator can run all the built-in reports and provide other users and groups with rights to run them as well. In **MyQ, Settings, Reports**, right-click on a report and click **Edit**. On the **General** tab, in the **Permission for running the report** field, choose users and groups from the list and click **Save**.

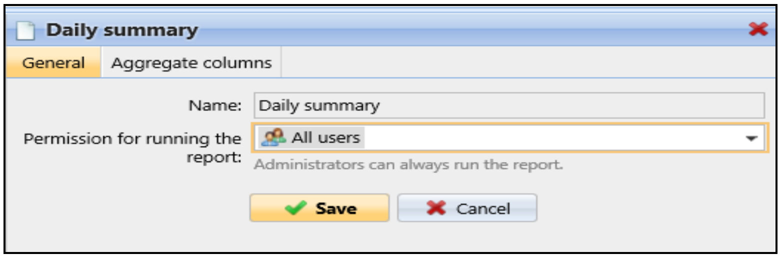


FIGURE 9.7. Grant users with rights to a report

INFO: You can also add custom report types developed by the MyQ development team. To do so, just click **+Add**, upload the custom report definition file, select users or groups to access it, and click **OK**. For more information about custom report types, please contact MyQ support.

Report Categories

Alerts and Maintenance

These reports provide information about device alerts and unusual changes on device counters.

Credit

These reports contain information concerning credit.

Environmental

These reports inform about the environmental impact of printing. They show how many trees needed to be harvested, how much energy was spent and how much carbon dioxide was emitted during the production of the paper used for printing and copying within your company's printing environment.

Data sources vary in their estimations. MyQ calculations in the report are based on the following data estimates:

- **Carbon dioxide for paper production**: 12,7 gram per paper sheet
- **Energy used for production**: 48 Wh per paper sheet or 32Wh for a recycled paper sheet
- **Trees**: 8333 paper sheets are counted as 1 tree.

General

These reports provide general information about the MyQ system, such as total counters statistics and printing peaks or comparison of price lists used for printers.

Groups

These reports inform about groups of users. They can contain information about membership, printed pages, weekly stats etc.

Print Jobs

These reports contain information about jobs printed in MyQ, such as the list of all expired and deleted jobs over a certain period.

Printers

These reports inform about all the printing devices in the MyQ system (both local and network). Generated reports can contain graphs of the device usage, daily, weekly and monthly counters etc.

Projects

These reports contain information regarding projects and project accounting in MyQ, such as daily summary of projects or projects assigned to selected users over a certain period.

Users

These reports can contain various information about users. They can concern their print jobs, credit statements, printed pages etc.

13.1.2. Alerts and Maintenance Reports

The reports included in the Alerts and Maintenance category are:

- **Counter Analysis**
- **Device alerts**
- **Top N alerts summary**

Parameters, filters and columns available:

Name	Parameters	Filters	Default Columns	Group by
Counter Analysis	Period Page counter	Site Printer name Printer group User name User group Page counter value (<, =, >)	Site Printer name Full name Session finish date Page counter B&W pages Color pages Total pages Scans Total price (additional column: Administrator price)	User name
Device Alerts	Period	Site Printer Printer group Resolved time (>)	Site Alert training level Alert code Alert name Alert severity Start date Resolved date Resolved in (hours)	Printer name
Top N Alerts Summary	Period N	Site Printer name Printer group	Site Alert name Alert training level Alert code Occurrences	Alert name

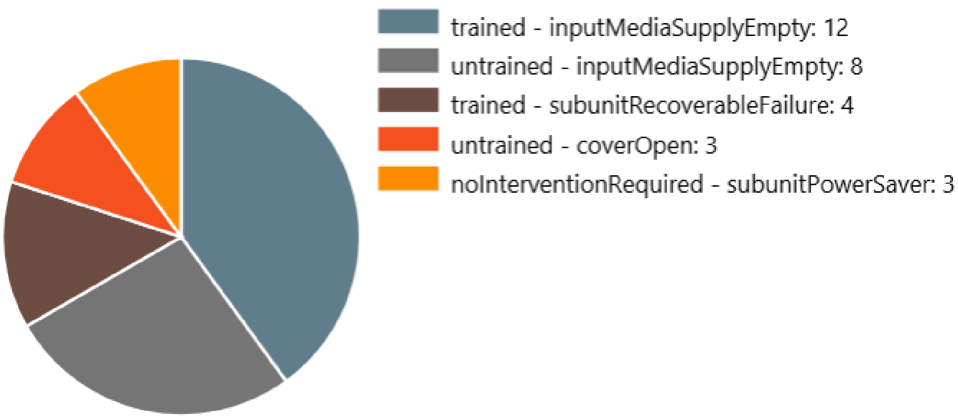
The above reports don't support aggregate columns.

Charts are not available, except for the **Top N alerts summary** report where a *Pie*, *Doughnut* or *Bar* chart can be selected with the **Alert name** and **Occurrences** values.

Alerts and maintenance – Top N alerts summary

Created 07/15/2020 3:39:02 PM

Period 07/09/2020 12:00:00 AM – 07/15/2020 11:59:59 PM



Alert name	Training	Code	Occurrences
trained - inputMediaSupplyEmpty	4	808	12
untrained - inputMediaSupplyEmpty	3	808	8
trained - subunitRecoverableFailure	4	29	4
untrained - coverOpen	3	3	3
noInterventionRequired - subunitPowerSaver	7	23	3
Alert name	**Training**	**Code**	**Occurrences**

FIGURE 9.8. **Top N alerts summary** report example

13.1.3. Credit Reports

The reports included in the Credit category are:

- **Credit balance**
- **Credit operations**

Parameters, filters and columns available:

Name	Parameters	Filters	Default Columns	Additional Columns
Credit balance		User name User group	User name Full name User group Credit balance	Personal number Phone Email Notes
Credit operations	Period	User name User group	Full name User group Created (date & time) Credit charge Credit balance Operation type Charge method Charger name Voucher code	Personal number Phone Email Notes

The above reports don't support aggregate columns, they are all grouped by the *User name* parameter and charts are not available.

13.1.4. Environmental Reports

The reports included in the Environmental category are:

- **Expired and deleted jobs**
- **Printers**
- **User groups**
- **Users**

Parameters, filters and columns available:

Name	Parameters	Filters	Default Columns	Additional Columns
Expired and deleted jobs	Period	Site User name Queue name	Site Queue name Job name Created (date & time) Job size (KB) B&W pages Color pages Total pages Job owner user name Job owner full name Trees CO2 (gram) Energy (Wh) Energy recycled (Wh)	
Printers	Period	Site Printer name Printer group	Site Printer name Total pages Trees CO2 (gram) Energy (Wh) Energy recycled (Wh)	
User groups	Period	Site Printer name Printer group User name User group	Site User group Total pages Trees CO2 (gram) Energy (Wh) Energy recycled (Wh)	

Users	Period	Site Printer name Printer group User name User group	Site User name Full name Total pages Trees CO2 (gram) Energy (Wh) Energy recycled (Wh)	Personal number Phone Email Notes

1 tree = 8333 pages / 1 page = 12.7g of CO2 / 1 page = 48Wh of energy / 1 recycled page = 32Wh of energy

The above reports don't support aggregate columns or charts.

13.1.5. General Reports

The reports included in the General category are:

- **Day of the week**
- **Hourly activity**
- **Monthly statistics**
- **Price list comparison**
- **Weekly statistics**

Parameters, filters and columns available:

Name	Parameters	Filters	Default Columns	Chart
Day of the week	Period Page counter	Site Printer name Printer group User name User group	Period (Day) B&W pages Color pages Total pages Scans Total price Administrator price	Pie, Doughnut or Bar Category: Day of the week Values: Page counter
Hourly activity	Period Page counter	Site Printer name Printer group User name User group	Period (Hour) B&W pages Color pages Total pages Scans Total price Administrator price	Pie, Doughnut or Bar Category: Daily hours Values: Page counter
Monthly statistics	Period	Site Printer name Printer group User name User group	Site Period (Year - Month) B&W pages Color pages Total pages Scans Total price (Additional columns: Administrator price Simplex Duplex)	Line X-axis: Month & year Y-axis: Page counter

Price list comparison	Pricelist Item	Printer name Printer group	Site Printer name B&W price Color price	Bar Category: Printers 1st value: Pricelist item
Weekly statistics	Period	Site Printer name Printer group User name User group	Site Period (Year - Week) B&W pages Color pages Total pages Scans Total price (Additional columns: Administrator price Simplex Duplex)	Line X-axis: Month & year Y-axis: Page counter

The above reports don't support aggregate columns.

13.1.6. Groups Reports

The reports included in the Groups category are:

- **Daily summary**
- **Day of the week**
- **Monthly summary**
- **Top N**
- **User group membership**

Parameters, filters and columns available:

Name	Parameters	Filters	Default Columns	Group by
Daily summary	Period	Site Printer name Printer group User name User group	Site Date B&W pages Color pages Total pages Scans Total price	Group name
Day of the week	Period	Site Printer name Printer group User name User group	Site Day B&W pages Color pages Total pages Scans Total price	Group name
Monthly summary	Period	Site Printer name Printer group User name User group	Site Period (Year - Month) B&W pages Color pages Total pages Scans Total price	Group name Month & Year
Top N	Period Page counter N Add remaining sum	Site Printer name Printer group User name User group	Site Group name B&W pages Color pages Total pages Scans Total price	

User group membership		Site User group Accounting group Managed group	Site User name Full name Group name Accounting group Managed group	

Available additional columns: *Administrator price, B&W pages, Color pages, Total price, Single color copy, B&W prints, B&W copies, Color prints, Color copies, B&W cost, Color cost, Fax, A4 paper, A3 paper, A5 paper, B4 paper, B5 paper, Other paper, Folio paper, Ledger paper, Legal paper, Letter paper, Statement paper, Rest of paper formats, Color pages (L1), Color cost (L1,) Color pages (L2,) Color cost (L2), Color pages (L3), Color cost (L3), Print color pages (L1), Copy color pages (L1), Cost color pages (L1), Print color pages (L2), Copy color pages (L2), Cost color pages (L2), Print color pages (L3), Copy color pages (L3), Cost color pages (L3), Simplex, Duplex, Personal number, Phone, Email, Notes, Day number.*

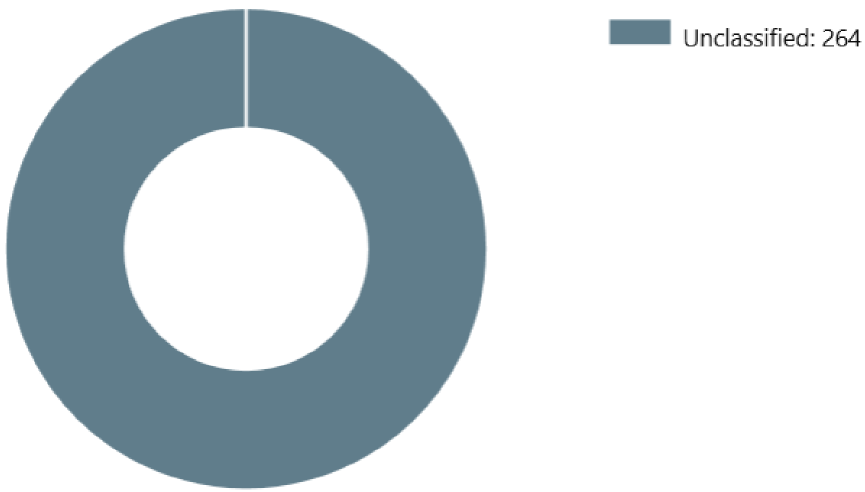
The above reports don't support aggregate columns except for the **Monthly summary** report.

Charts are not available, except for the **Top N** report, where a *Pie*, *Doughnut* or *Bar* chart can be selected with the **Groups** and **Page Counter** values.

Groups – Top N

Created 07/15/2020 5:23:01 PM

Period 07/09/2020 12:00:00 AM – 07/15/2020 11:59:59 PM



Group	B&W pages	Color pages	Total pages	Scans	Total price
Unclassified	156	108	264	9	0.00
Group	**B&W pages**	**Color pages**	**Total pages**	**Scans**	**Total price**
	156	**108**	**264**	**9**	**0.00**

FIGURE 9.9. **Top N** report example

13.1.7. Printers Reports

The reports included in the Printers category are:

- **Daily summary**
- **Day of the week**
- **Meter reading via SNMP**
- **Monthly summary**
- **Top N**

Parameters, filters and columns available:

Name	Parameters	Filters	Default Columns	Group by
Daily summary	Period	Site Printer name Printer group User name User group	Site User name Full name Date B&W pages Color pages Total pages Scans Total price	Printer name
Day of the week	Period	Site Printer name Printer group User name User group	Site Day B&W pages Color pages Total pages Scans Total price	Printer name

Meter reading via SNMP	Period	Site Printer name Printer group	Site Printer name IP address Serial number MAC address Model Location Terminal ID B&W prints B&W copies Color prints Color copies Scans Fax counter	
Monthly summary	Period	Site Printer name Printer group User name User group	Site IP address Serial number MAC address Model Location B&W pages Color pages Total pages Scans Total price	Printer name Month & Year
Top N	Period Page counter N Add remaining sum	Site Printer name Printer group User name User group	Site Printer name B&W pages Color pages Total pages Scans Total price	Pie, Doughnut, Bar Category-Printers Values-Page counter

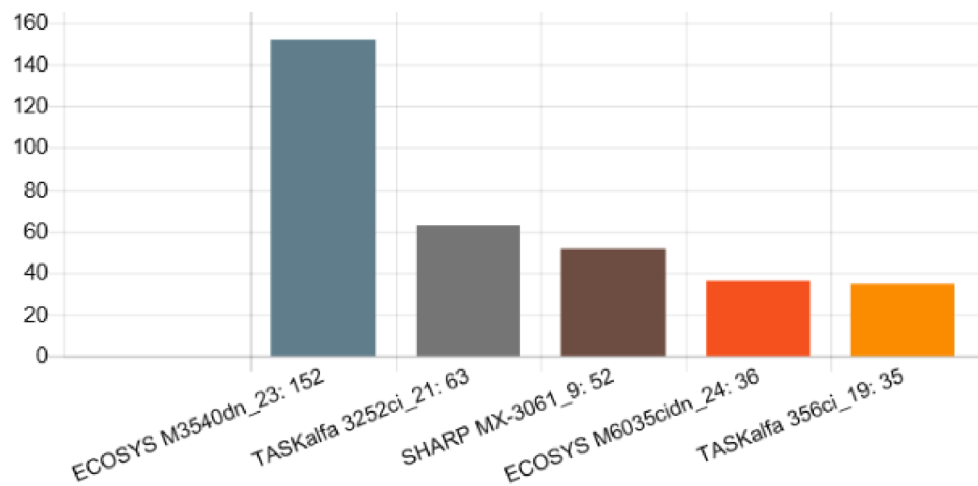
Available additional columns: *Administrator price, Printer ID, B&W pages, Color pages, Total price, Single color copy, B&W prints, B&W copies, Color prints, Color copies, B&W cost, Color cost, Fax, A4 paper, A3 paper, A5 paper, B4 paper, B5 paper, Other paper, Folio paper, Ledger paper, Legal paper, Letter paper, Statement paper, Rest of paper formats, Color pages (L1), Color cost (L1,) Color pages (L2,) Color cost (L2), Color pages (L3), Color cost (L3), Print color pages (L1), Copy color pages (L1), Cost color pages (L1), Print color pages (L2), Copy color pages (L2), Cost color pages (L2), Print color pages (L3), Copy color pages (L3), Cost color pages (L3), Start Mono, Start color, Finish Mono, Finish color, Finish M print, Finish C print, Finish M copy, Finish C copy, Finish scan, Simplex, Duplex, Personal number, Phone, Email, Notes, Day number.*

Aggregate columns are supported in the above reports, except for the **Top N** and the **Monthly summary** reports.

Charts are not available, except for the **Top N** report, where a *Pie*, *Doughnut* or *Bar* chart can be selected with the **Printers** and **Page Counter** values.

Printers – Top N

Created	07/16/2020 9:57:11 AM
Period	07/10/2020 12:00:00 AM – 07/16/2020 11:59:59 PM



Printer	B&W pages	Color pages	Total pages	Scans	Total price
ECOSYS M3540dn_23	152	0	152	0	0.00
TASKalfa 3252ci_21	7	56	63	0	0.00
SHARP MX-3061_9	41	11	52	5	0.00
ECOSYS M6035cidn_24	17	19	36	0	0.00
TASKalfa 356ci_19	0	35	35	0	0.00
Printer	**B&W pages**	**Color pages**	**Total pages**	**Scans**	**Total price**
	217	**121**	**338**	**5**	**0.00**

FIGURE 9.10. **Top N** Printers report example

13.1.8. Print Jobs Reports

The reports included in the Print Jobs category are:

- **Daily summary**
- **Expired and deleted jobs**
- **Printed jobs summary**

Parameters, filters and columns available:

Name	Filters	Default Columns	Additional Columns	Group by
Daily summary	Site User name Job name	Site Full name Created (date & time) Printed (date & time) Job name Document time	Queue name Personal number Phone Email Notes Total pages B&W pages Color pages	User name
Expired and deleted jobs	Site User name User group Queue name	Site Full name User name Job name Created (date & time) Document type Duplex Job size (KB) Total pages B&W pages Color pages	Personal number Phone Email Notes Trees CO2 (gram) Energy (Wh) Energy recycled (Wh)	Queue name
Printed jobs summary	Site User name User group Job name	Site Full name Period Queue name Printed (date & time) Job name Document type	Personal number Phone Email Notes Total pages B&W pages Color pages	User name Month & Year

All the reports use the *Period* parameter.

Charts are not available.

The reports don't support aggregate columns except for the **Expired and deleted jobs** reports, where aggregate columns are available.

13.1.9. Projects Reports

The reports included in the Projects category are:

- **Daily summary**
- **Day of the week**
- **Monthly summary**
- **Print jobs per project**
- **Projects per user**
- **Top N**
- **User project assignment**
- **Users per project**

Parameters, filters and columns available:

Name	Parameters	Filters	Default Columns	Group by
Daily summary	Period	Site Project name Printer name Printer group User name User group	Site Date B&W pages Color pages Total pages Scans Total price	Project name
Day of the week	Period	Site Project name Printer name Printer group User name User group	Site Date B&W pages Color pages Total pages Scans Total price	Project name
Monthly summary	Period	Site Project name Printer name Printer group User name User group	Site Period (year - month) B&W pages Color pages Total pages Scans Total price	Project name Month & Year

Print jobs per project	Period	Site Project name Job name User name	Site Job name Printed (date & time) Document type	Project name
Projects per user	Period	Site Project name Printer name Printer group User name User group	Site Full name Personal number Project name B&W pages Color pages Total pages Scans Total price	User name
Top N	Period Page counter N Add remaining sum	Project name Printer name Printer group User name User group	Project name B&W pages Color pages Total pages Scans Total price	
User project assignment		Site Project name Printer name Printer group User name User group	Site Full name Personal number Project name B&W pages Color pages Total pages Scans Total price	Project name
Users per project	Period	Site Project name Printer name Printer group User name User group	Site User name Full name Project name	User name

Available additional columns: *Administrator price, B&W pages, Color pages, Total price, Single color copy, B&W prints, B&W copies, Color prints, Color copies, B&W cost, Color cost, Fax, A4 paper, A3 paper, A5 paper, B4 paper, B5 paper, Other paper, Folio paper, Ledger paper, Legal paper, Letter paper, Statement paper, Rest of paper formats, Color pages (L1), Color cost (L1,) Color pages (L2,) Color cost (L2), Color pages (L3), Color cost (L3), Print color pages (L1), Copy color pages (L1), Cost color pages (L1), Print color pages (L2), Copy color pages (L2), Cost color pages (L2), Print color pages (L3), Copy color pages (L3), Cost color pages (L3), Simplex, Duplex, Personal number, Phone, Email, Notes, Day number.*

Aggregate columns are supported in the above reports, except for the **Print jobs per project**, **Top N** and the **User project assignment** reports.

Charts are not available, except for the **Top N** report where a *Pie*, *Doughnut* or *Bar* chart can be selected with the **Page Counter** values.

13.1.10. Users Reports

The reports included in the Users category are:

- **Daily summary**
- **Day of the week**
- **Monthly summary**
- **Session details**
- **Top N**

Parameters, filters and columns available:

Name	Parameters	Filters	Default Columns	Group by
Daily summary	Period	Site Printer name Printer group User name User group	Site Full name Date B&W pages Color pages Total pages Scans Total price	User name
Day of the week	Period	Site Printer name Printer group User name User group	Site Full name Day B&W pages Color pages Total pages Scans Total price	User name
Monthly summary	Period	Site Printer name Printer group User name User group	Site Full name Period (year-month) B&W pages Color pages Total pages Scans Total price	User name Month & Year

Session details	Period	Site Printer name Printer group User name User group	Site User group Full name Printer name Job name Date Total pages Scans	User name
Top N	Period Page counter N Add remaining sum	Site Printer name Printer group User name User group	Site User name Full name B&W pages Color pages Total pages Scans Total price	

The above reports don't support aggregate columns.

Charts are not available, except for the **Top N** report where a *Pie*, *Doughnut* or *Bar* chart can be selected with the **Users** and **Page Counter** values.

13.1.11. Creating new aggregate columns

For some types of reports, you can create any number of custom aggregate (summary) columns. An aggregate column can display either the sum or the average of a selection of any number of other columns available for the type.

To create a new aggregate column for a report:

1. On the list of the report types on the **Reports** settings tab, double click the report where you want to create the new aggregate column. The report properties panel opens on the right side of the screen.

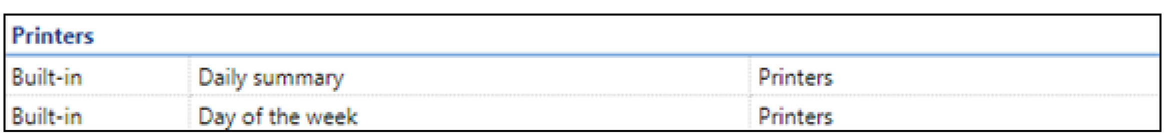


FIGURE 9.11. Opening the properties panel of the Daily summary report type

2. Click **Aggregate columns** .

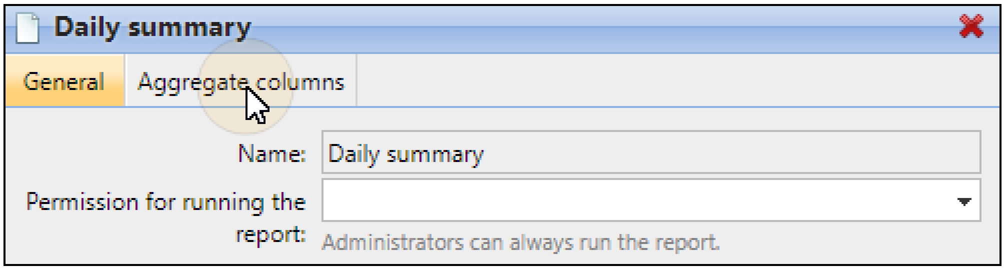


FIGURE 9.12. Opening the Aggregate columns tab

3. Click **+Add**.
   The properties panel of the new column opens.

4. In the panel:
   a. **Name** the column.

   b. Select the **Operation** you want to use (*Sum* or *Average*).

   c. Add one or more columns from the list to be included in the calculation.

5. Click **Save**.
   The new aggregate column is listed on the **Aggregate column** tab.

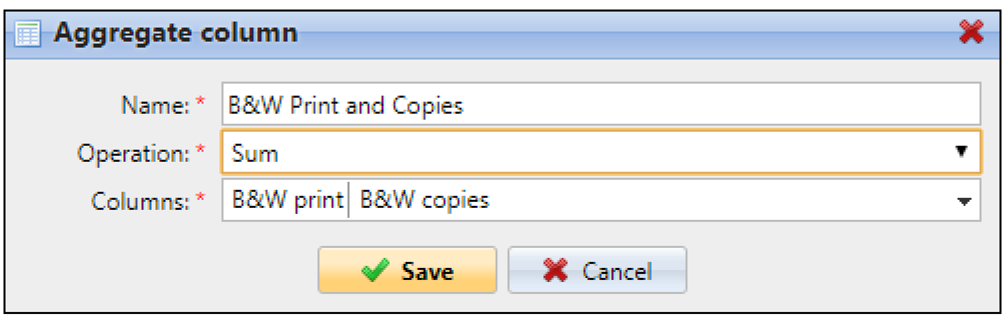


FIGURE 9.13. Opening the properties panel of the Daily summary report type

Supported types of reports for aggregate columns

The aggregate (summary) columns can be created for the following types of reports:

Category	Type
Groups	Monthly summary
Print jobs	Expired and deleted jobs
Printers	Daily summary
Printers	Day of the week
Printers	Meter reading via SNMP

Category	Type
Printers	Total summary
Projects	Daily summary
Projects	Day of the week
Projects	Monthly summary
Projects	Project groups total summary
Projects	Projects per user
Projects	Users per project

13.2. Reporting sources

Accounting in MyQ depends on the MyQ server version, the MyQ embedded terminal version and the printing device. MyQ 8.0+ currently uses the user-session architecture. The values in every report are based on user sessions (except for the **Meter reading via SNMP** printers report, described below).

- Counters are calculated in the following way:
  - B&W pages = B&W prints + B&W copies + Fax
  - Color pages = Color prints + Color copies + Single color copy
  - Total Pages = B&W pages + Color pages
  - Total prints = B&W prints + Color prints
  - Total copies = B&W copies + Color copies
- Price related columns include discounts.
- Any printers monitored via MyQ Smart Print Services are included in the reports.
- Any non-MyQ users activity (**unauthenticated*) is included in the reports.
- MyQ does not track deleted printers. If a deleted printer is later added and activated in MyQ, the reports will not include any activity during the time the device was deleted.
- If a printer is deactivated but not deleted, the reports include information about the period it was inactive only after it is reactivated. In that case, after the reactivation, all the activity is accounted to users not authenticated in a single session. The reports cannot include printers' data while they are deactivated.
- When an embedded terminal is installed on the printing device, accounting is also done for any direct / tandem print queues of the device.

- When an embedded terminal is not installed or a device is used with a MyQ Hardware terminal, accounting is done via SNMP by the MyQ Print Server (depends on provided data via SNMP from the device).

13.2.1. Values calculation in the Meter reading via SNMP printers report

The values in this report are based on counters read directly from the printers.

- Any printers monitored via MyQ Smart Print Services are **not** included in the reports.
- The highest and lowest values are compared for a selected period and printer/group of printers.
- The total value displayed in the report is the summary of all the subtotal values, without *Pages printed* while the device was deactivated.

13.3. Report values description

Description of values in the reports' default and additional columns and how they are accounted.

These values are accounted as page counts in the following way: 2 clicks for the A3/ Ledger page format and 1 click for the rest (A4 etc..); in case of Duplex, it is 4 clicks for the A3 / Ledger format and 2 clicks for the rest (A4 etc.). L formats are coverage counters.

- B&W prints
- B&W copies
- Color prints
- Color copies
- Single color copy
- Total prints
- Total copies
- Fax
- Color pages (L1)
- Color cost (L1)

- Color pages (L2)
- Color cost (L2)
- Color pages (L3)
- Color cost (L3)
- Print color pages (L1)
- Copy color pages (L1)

These values are accounted as paper sheets in the following way : 1x A3 / 1x A4 etc.

- A4 paper
- A3 paper
- A5 paper
- B4 paper
- B5 paper
- Other paper
- Folio paper
- Ledger paper
- Legal paper
- Letter paper
- Statement paper
- Rest of the paper formats

These values are accounted as paper sheets as well, however, when a printing device is used without an installed Embedded terminal, this counter is specified via SNMP and depends on the counter used from the printing device.

- Simplex
- Duplex

A job printed in 1x A3 monochrome sheet, on both sides in duplex mode, on a device where an Embedded terminal is installed, is accounted in MyQ as 1x A3 paper + 4x print monochrome and 1x duplex. In the MyQ log it will look like this:

PM=4, A3=1, Duplex=1

13.4. Creating and editing reports

You can create a new report in a few steps:

1. At the top-right corner of the **Reports** main tab, click **+Add**, and then click **+ New report**. The **New report** dialog box appears.

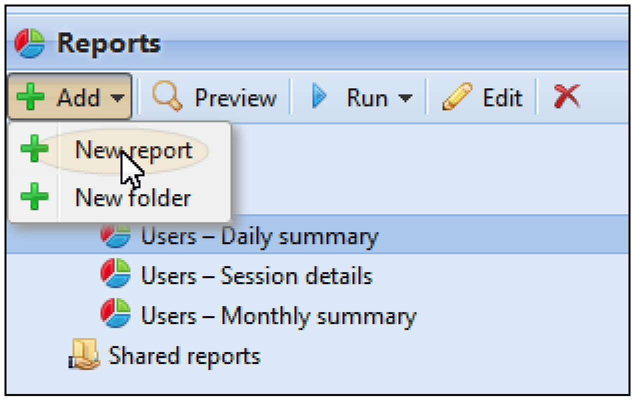


FIGURE 9.14. Adding the new report

2. In the box, select the type of the new report and the folder to place it, and then click **OK**. The editing panel of the new report opens. On the panel, edit and save the report.

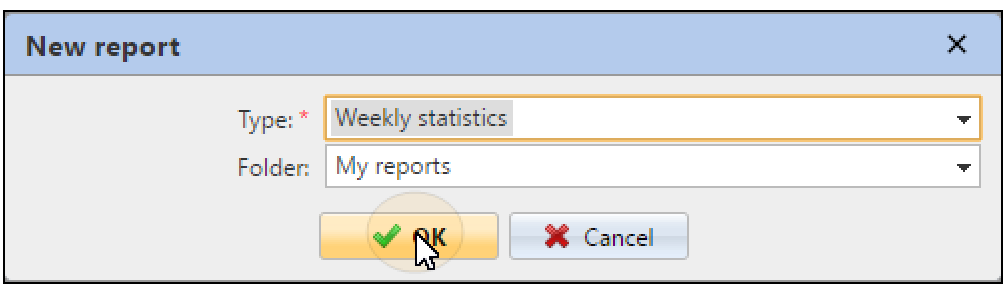


FIGURE 9.15. Submitting the new report's type and folder and opening its editing options

Editing a report

1. On the **General** sub tab of the report's editing tab, you can change the report's **Name**, add a **Description**, select **Sharing** rights, meaning the users or groups who will have the rights to **Run** the report and those who will have the rights to **Edit** the report. You can also click **Schedule** to set its scheduled run. Once done, click **Design** to open the **Design** sub tab of the report.

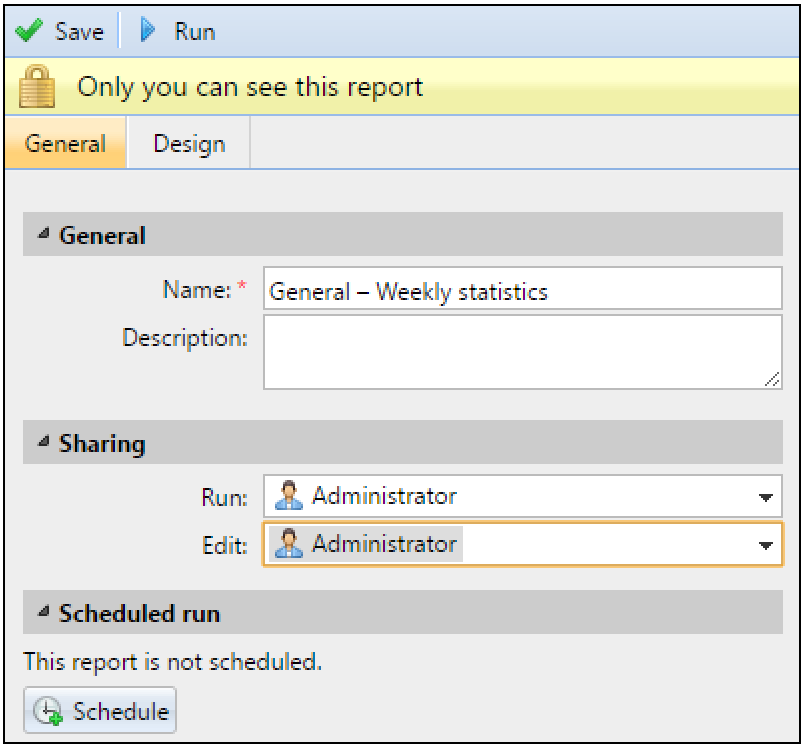


FIGURE 9.16. General sub tab of the new report properties

2. On the **Design** sub tab, you can set the report's layout, select the items (Users, Printers etc.) to be included in the report, add or remove columns and change their order.

Options

- **Orientation**: Select either the **Portrait**, or the **Landscape** orientation.

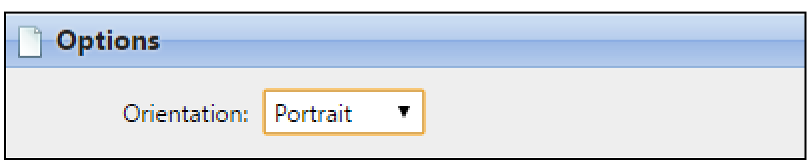


FIGURE 9.17. Orientation setting on the Design subtab of the report's editing panel

Filters and parameters

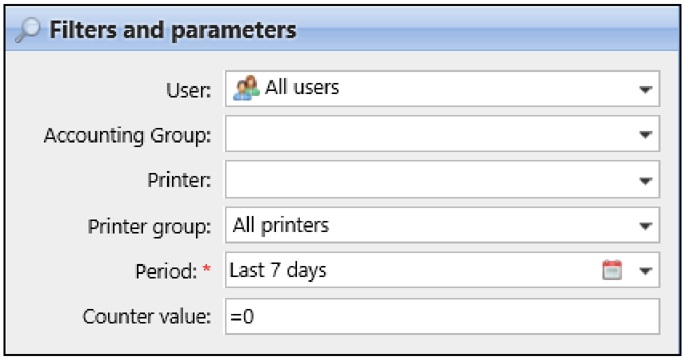
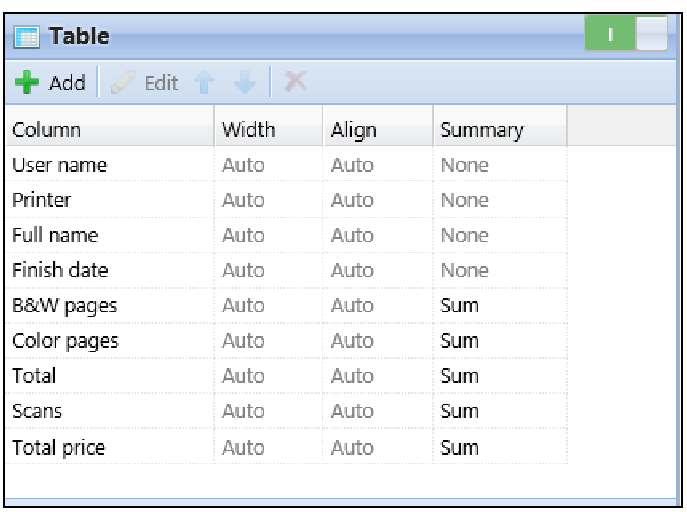


FIGURE 9.18. Filters and parameters on the Design subtab of the report's editing panel

Available filters and parameters differ depending on the report type. These are the main parameters available for most of the standard reports types:

- **User**: Select the users to be included in the report. If you select the **Me** option and share this report with all users, each user can only see just the data that concern themselves; this way you can make personalized reports for each user.
- **Accounting Group**: Select the accounting groups of users to be included in the report.
- **Printer**: Select the printers to be included in the report.
- **Printer group**: Select the groups of printers to be included in the report.
- **Period**: Select the time period to be covered by the report.

Table



Column	Width	Align	Summary
User name	Auto	Auto	None
Printer	Auto	Auto	None
Full name	Auto	Auto	None
Finish date	Auto	Auto	None
B&W pages	Auto	Auto	Sum
Color pages	Auto	Auto	Sum
Total	Auto	Auto	Sum
Scans	Auto	Auto	Sum
Total price	Auto	Auto	Sum

FIGURE 9.19. Table layout setting on the Design subtab of the report's editing panel

Here you can enable and disable the table.

You can also add and remove columns to the table, edit them and change their order. For each column, you can change the width, alignment and the type of summary that will be shown on the final (bottom) row (**Sum**, **Average** or **None**).

To add a new column, click **+Add**. To open the editing options of an existing column, double-click it (or select it, and then click **Edit**). To remove a column, select it and click . To move a column up or down the order, select it, and then use the / arrows.

Period	B&W pages	Color Pages	Total	Scans	Total price
2017-3	5,621	9,189	14,810	5,506	$5,440.000
2017-4	1,211	569	1,780	1,234	$7,072.000
Period	**B&W pages**	**Color Pages**	**Total**	**Scans**	**Total price**
	6,832	**9,758**	**16,590**	**6,740**	**$12,512.000**

FIGURE 9.20. An example of a generated tab

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

Chart

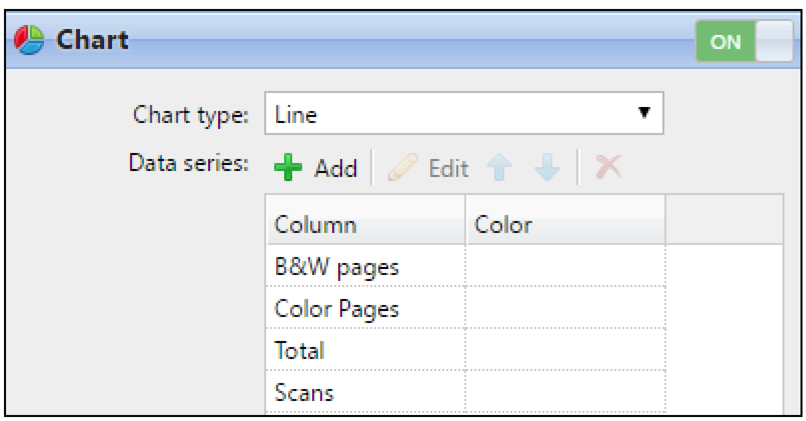


FIGURE 9.21. Designing the chart on the report's editing panel

Here you can enable and disable the chart.

You can also select from the **Bar**, **Line**, **Pie** and **Doughnut** chart types. Furthermore, you can add and remove data types to be shown on the chart and select colors for each data type.

To add a data type, click **+Add**. To open editing options of a data type, double-click it (or select it, and then click **Edit**). To remove a data type, select it and click ✕. To move a data type up or down the order, select it, and then use the ↑ / ↓ arrows.

> **INFO:** Some reports do not include the option to use charts and their data can be displayed only in the table form.

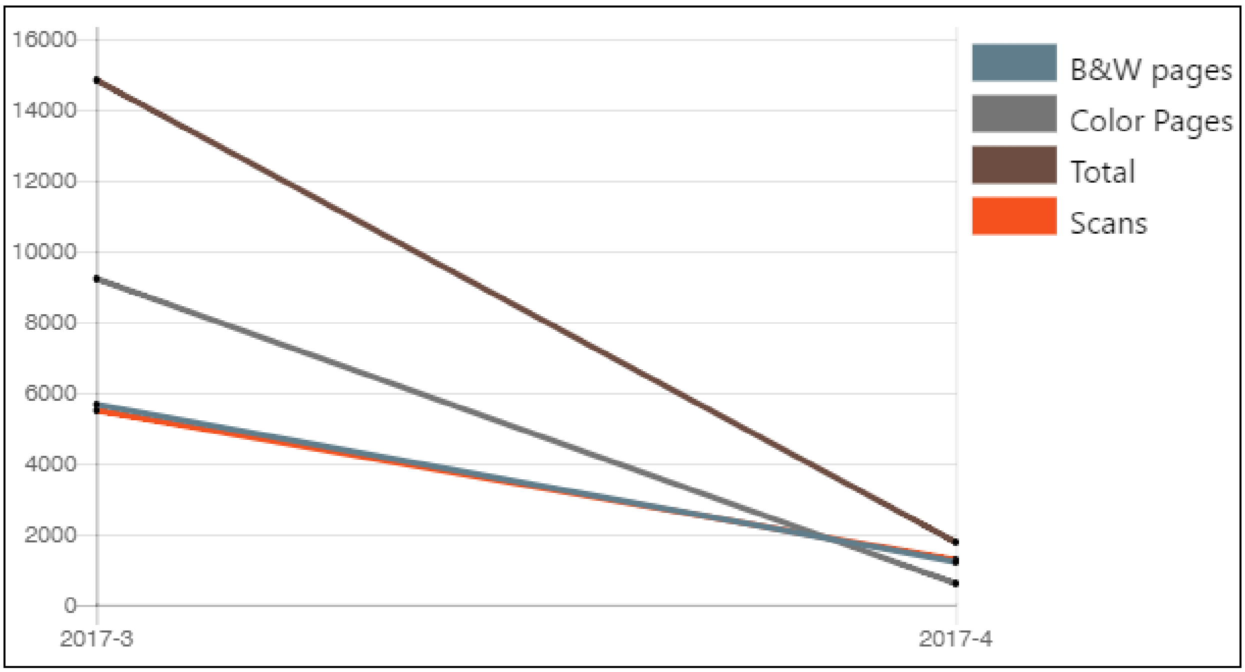


FIGURE 9.22. An example of a generated line chart

3) Designing your own reports can be a bit tricky, since it always depends on many factors - amount of data included (columns), length of column names and values, report orientation etc. To get the best result, you can click **Preview** anytime during the report's creation to check what the new design will look like. Only after you are satisfied with the layout, click **Save** to save the report.

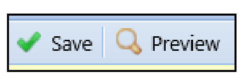


FIGURE 9.23. Save/Preview reports

13.5. Generating reports

To preview a report

- Select the report and click **Preview** (or right-click it and click **Preview** on its shortcut menu). The report is shown in HTML format and the number of included data is limited.

To run a report

- Select the report and click **Run**. (Or right-click it and click **Run** on its shortcut menu). The report runs in the specified format (*PDF, CSV*, *XML*, *XLS* or *ODS*) with no data limitation.

To export the displayed report

- After the report is generated, click one of the format buttons on the bar at the top of the report screen to download it.

FIGURE 9.24. The format selection bar is visible above the report preview on the left side of the screen

NOTICE: There is a fixed limit of records of the reports that are generated on the **Reports** main tab of the MyQ Web Interface. It can be set in the **Limit results to:** text box on the **Reports** settings tab (**MyQ / Settings / Reports**). It is set to **1000** by default. This only applies to the reports run on the MyQ Web Interface, scheduled reports are always complete.

14. Connection to BI tools

Starting from version 8.1 (patch 2), MyQ Central Server exposes data to be analyzed with external BI tools (Business Intelligence tools).

The below information refers to the setup and use of **Power BI** by Microsoft, along with a MyQ setup.

For further information about Power BI, visit:

https://docs.microsoft.com/cs- cz/powerbi/ fundamentals/desktop-getting-started

14.1. Embedded Database Connection Configuration

Power BI can access the MyQ Embedded Database via ODBC. In order to create an ODBC data source:

1. Download and install the latest ODBC driver for Firebird from: *https://firebirdsql.org/en/odbc-driver/*
2. Once installed, open the **ODBC Data Sources** application from the Windows Apps menu
3. Go to the **System DSN** tab and click **Add**

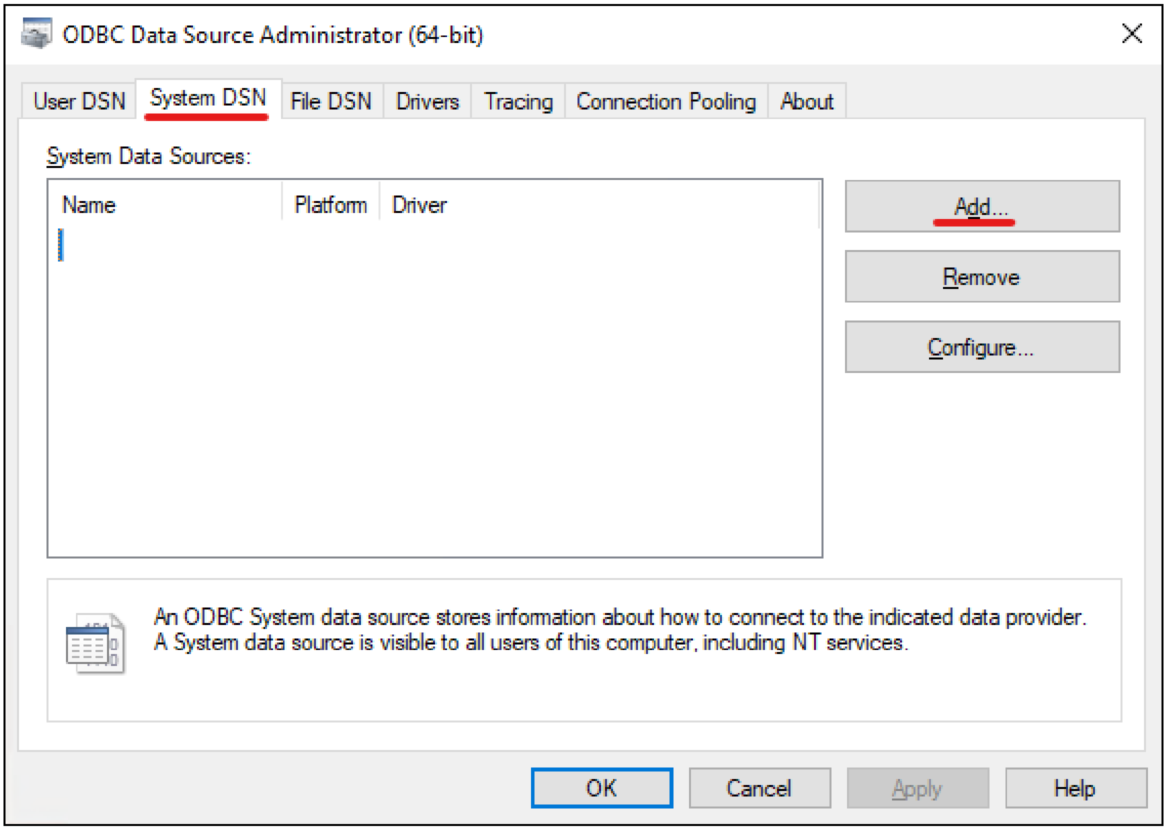


FIGURE 9.25. Add System DSN in ODBC Data Sources

4. In the **Create New Data Source** window, select *Firebird/InterBase(r) driver* and click **Finish**.

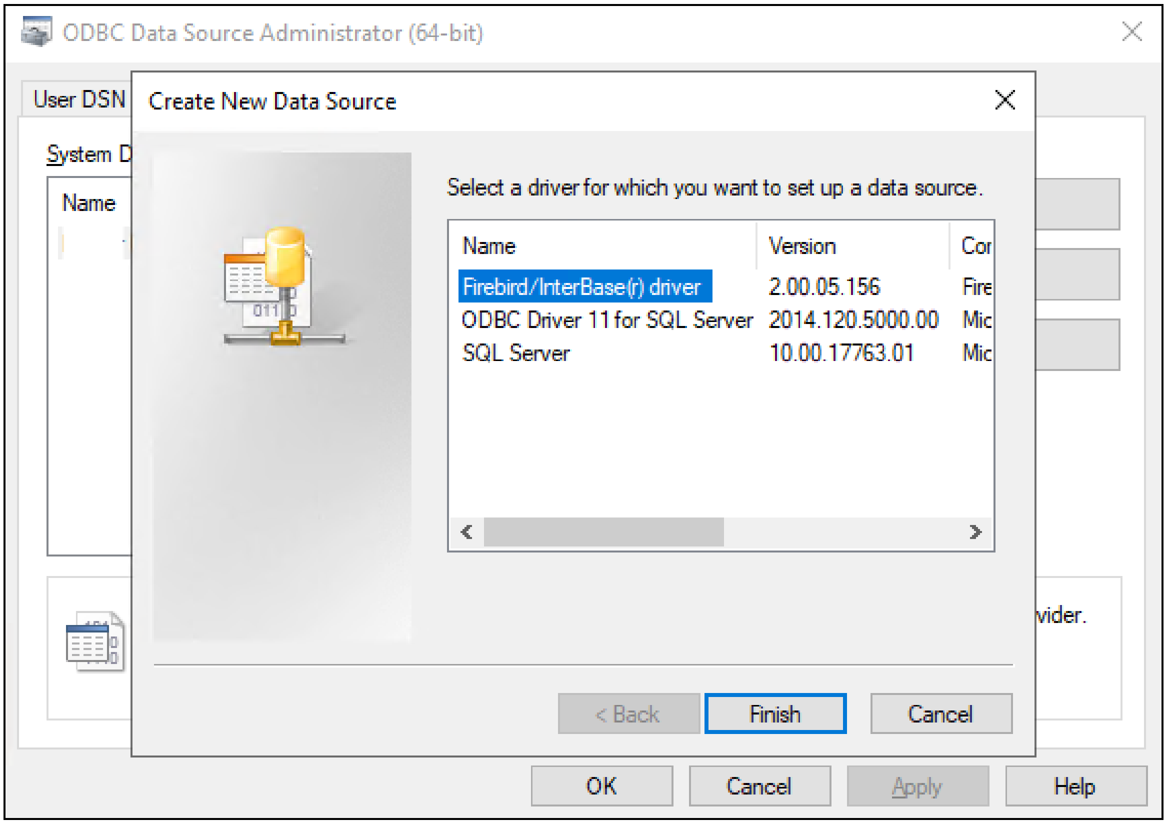


FIGURE 9.26. Select driver in ODBC Data Sources

5. In the **Firebird ODBC Setup** tab, enter the connection details:
   - **Data Source Name (DSN)**: Add a name as an identifier for the connection
   - **Database**: Add the path to your database file (*C:\ProgramData\MyQ Central\MYQ.FDB* by default)
   - **Client**: Add the path to the Firebird library client used for the connection. It is recommenced to use the **MyQ Central Server** client, found in *C:\Program Files (x86)\MyQ Central\Firebird\fbclient.dll* by default
   - **Database Account**: Add the Database Account user name, *SYSDBA*
   - **Password**: Add the Database Account password. In case you haven't changed the password in **MyQ Central Easy Config**, the default one is *masterkey*
   - The rest of the fields can be left unchanged. Click **Test Connection** and if successful, click **OK**.

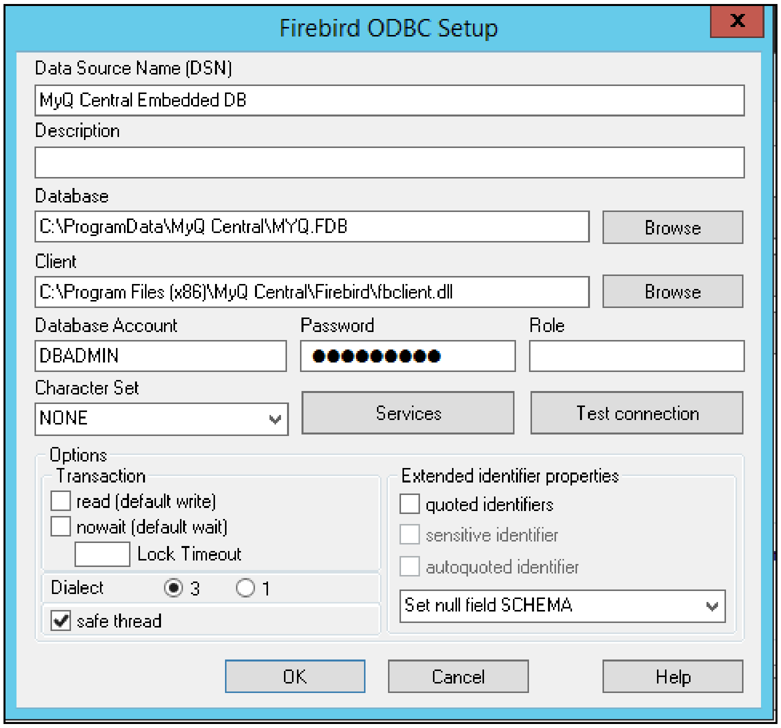


FIGURE 9.27. ODBC Connection details

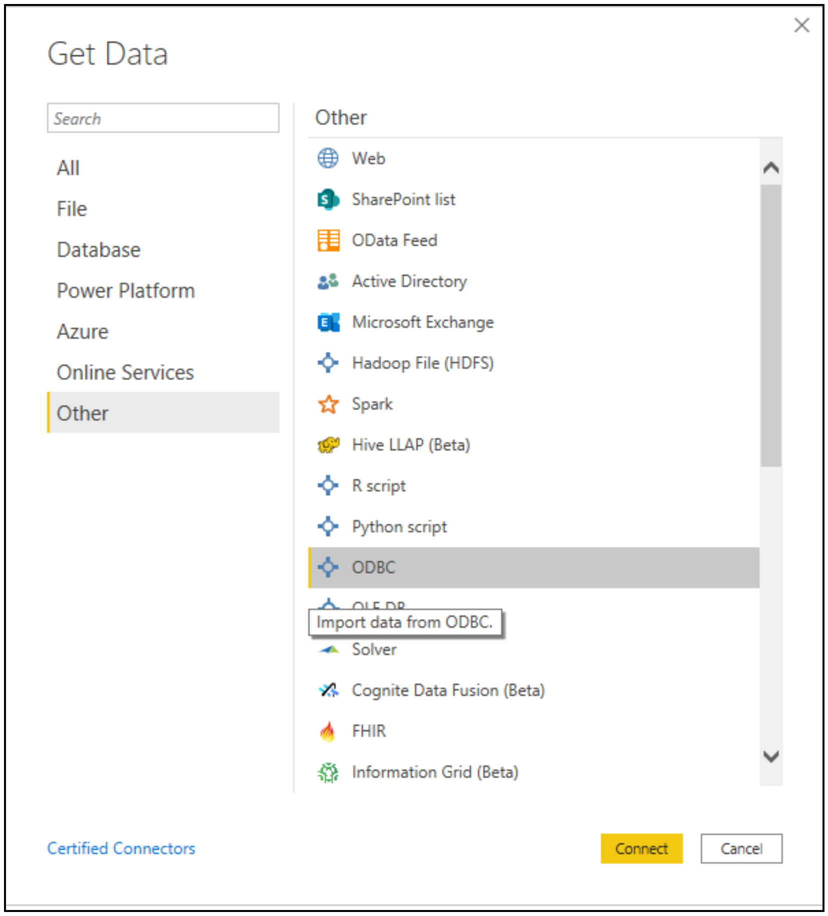
14.2. Creating Reports

Reports can be created according to each customer's specific requirements. It is possible to create the reports manually, or use the Power BI template created by MyQ and available in the MyQ Community, in order to generate reports quickly.

14.2.1. Manual Reports Creation

To manually create the reports, open **Power BI** and:

1. Establish the connection to your database:
   - For direct connection (**only for MS SQL servers**), click **Get data, SQL Server** and add the server and database name.
   - For ODBC, click **Get data, More...**. In the new window, select **Other**, click on **ODBC** on the list and click **Connect**. In the new prompt, select the **Data source name** (DSN) you created in the ODBC Data Sources app and click **OK**.



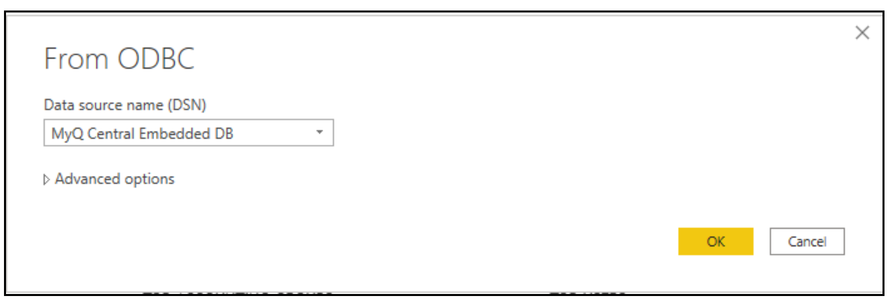


FIGURE 9.28. Add ODBC data source in Power BI

2. In the Navigator window, select all the options with the **DIM_** and **FACT_** prefixes and click **Load** (DIM_ and FACT_ described below)

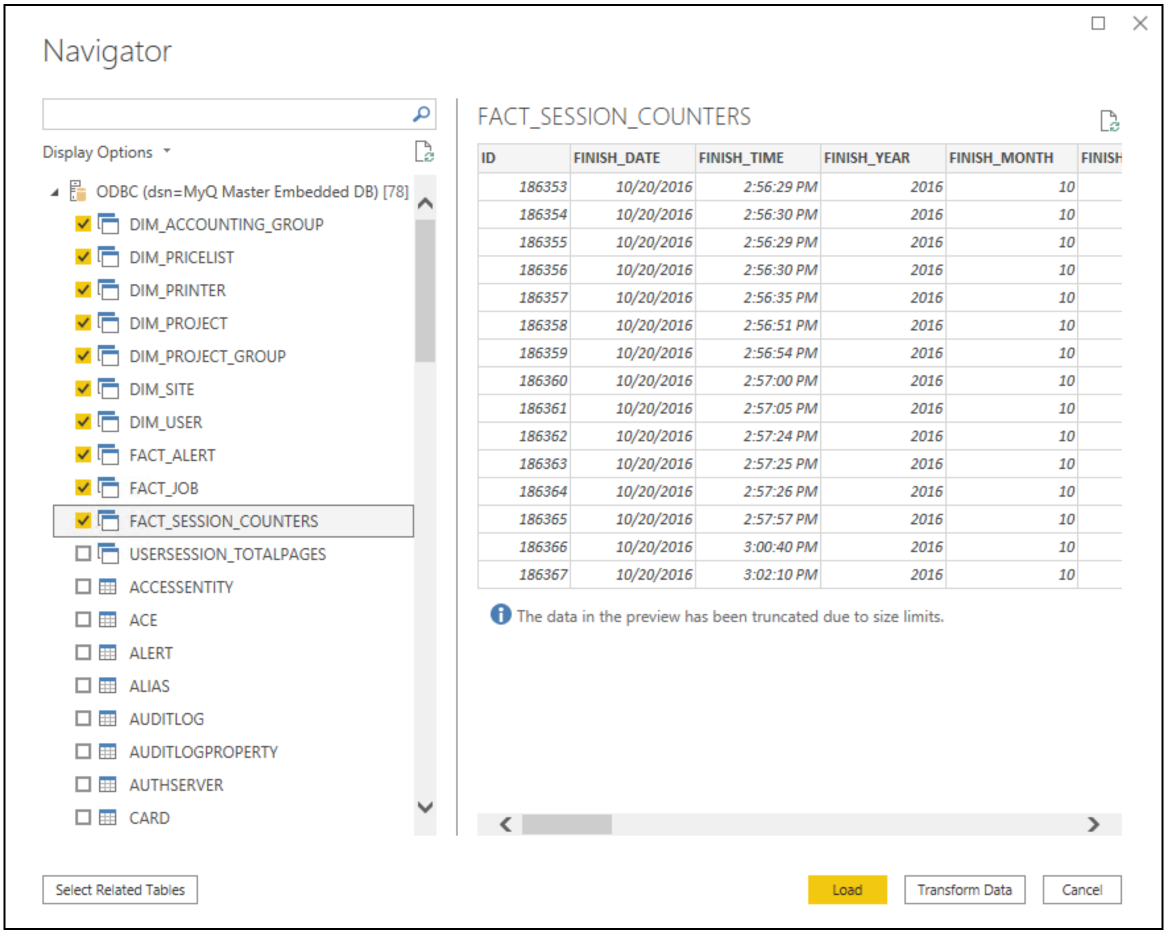


FIGURE 9.29. Data import in Power BI

3. Power BI loads the data, however the relationships between them must be created manually, since Power BI cannot extract them
   - Go to the **Modeling** menu and click on **Manage relationships**
   - Click **New...** and create the relationships between the views, selecting the **IDs** in each of them. Click **OK** once done.

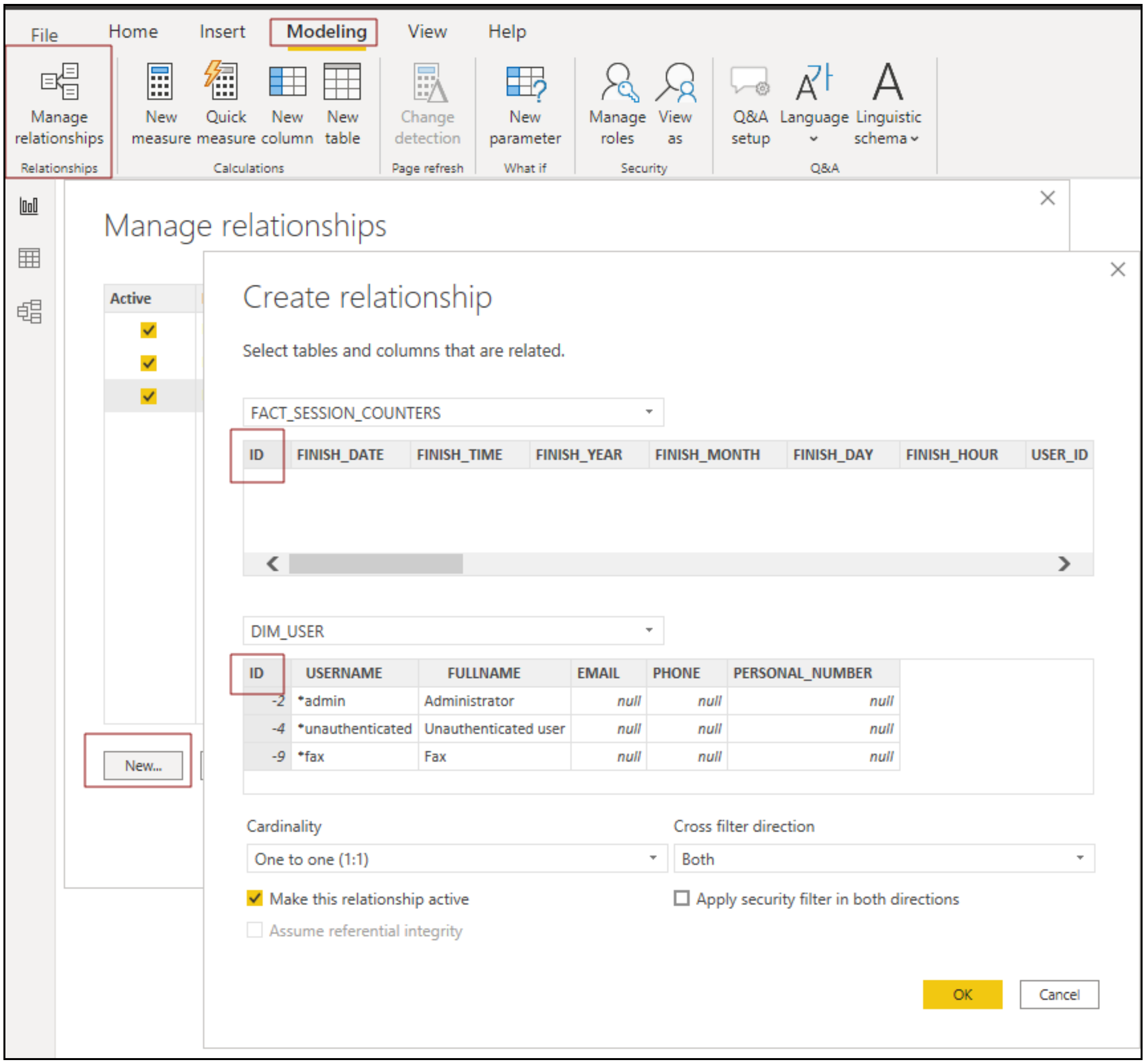


FIGURE 9.30. Create relationships between views in Power BI

4. Your model has been created and you can add visualizations to the report

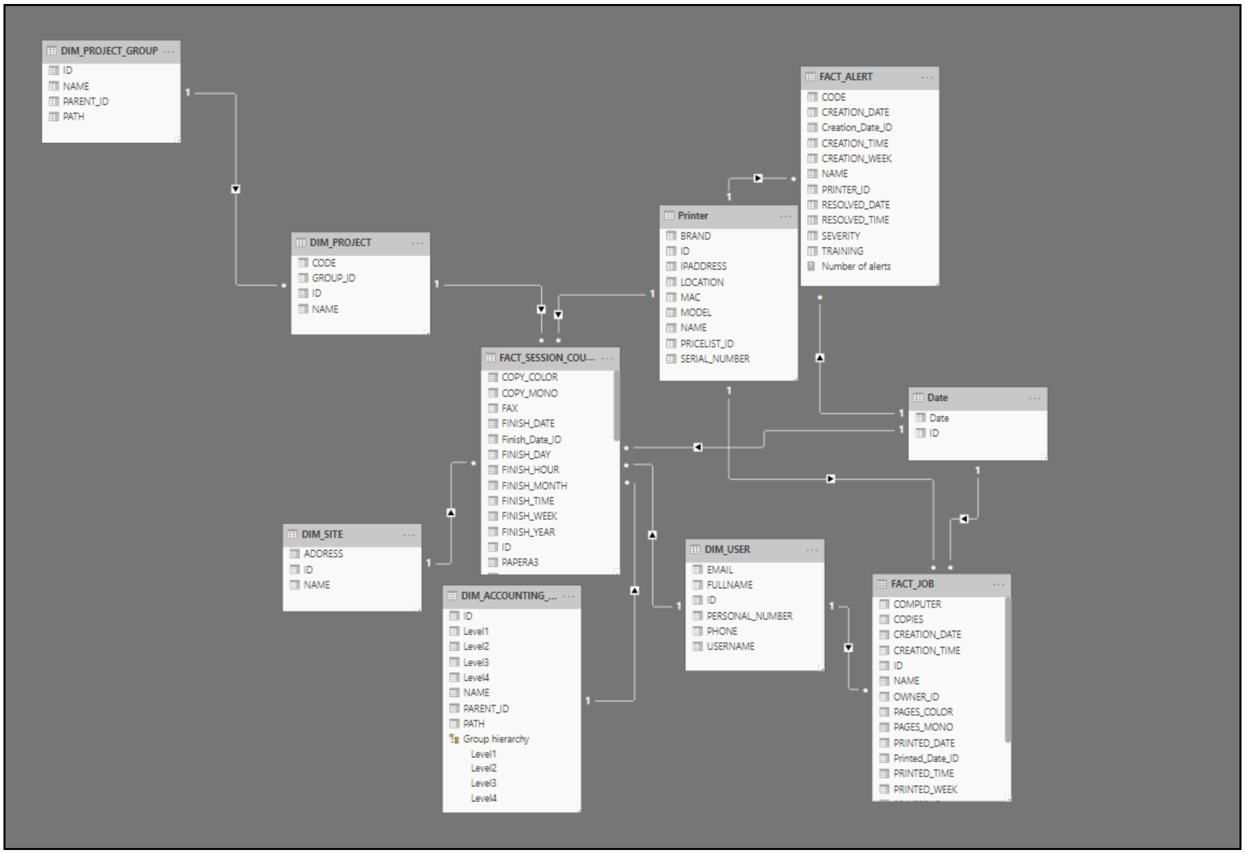


FIGURE 9.31. Model view in Power BI

14.2.2. Reports creation via template import

There are two template versions, one to be used with an Embedded database and one to be used with an SQL server. An ODBC DSN for either an SQL Server or Firebird must be configured before using the template.

To import the template provided by MyQ , open **Power BI** and:

1. Open the **File** menu, select **Import** and click on **Power BI template**. Find and open the correct template according to your database..

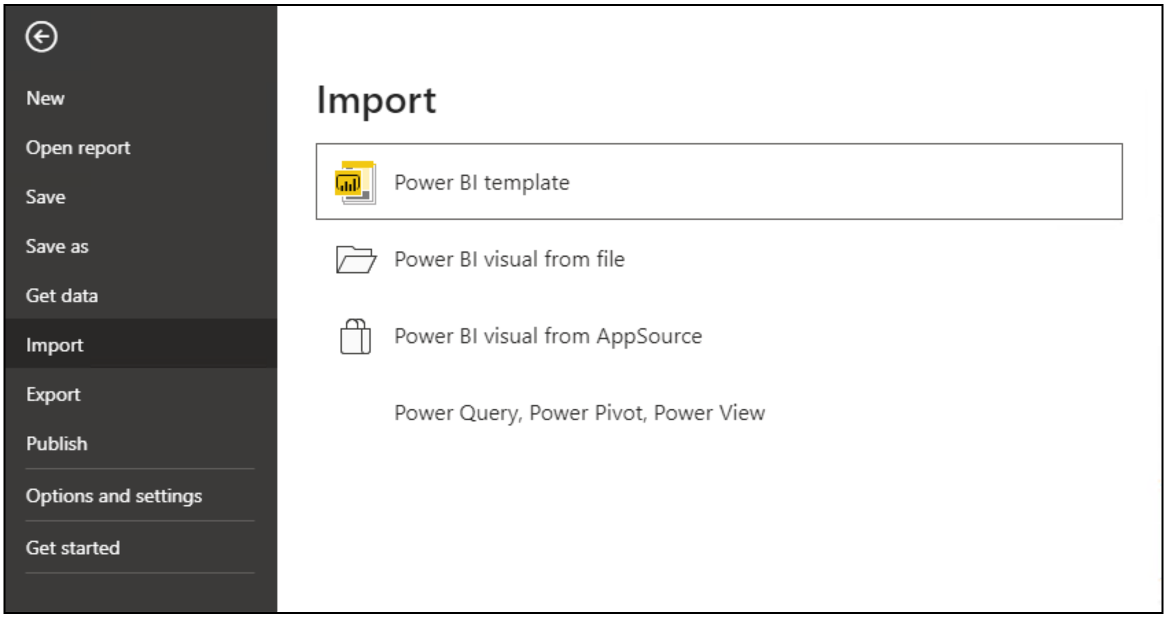
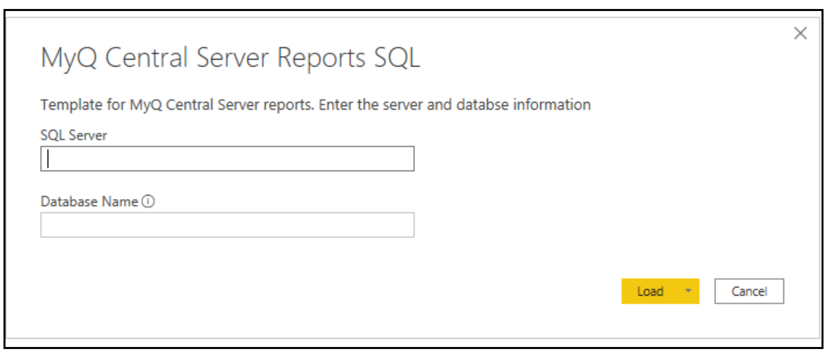
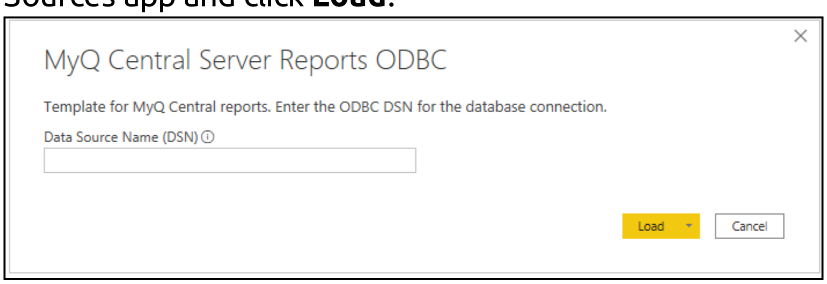


FIGURE 9.32. Template import in Power BI

2. Establish the connection to your database:
   - For direct connection to an MS SQL server, add the SQL Server and Database name and click **Load**.

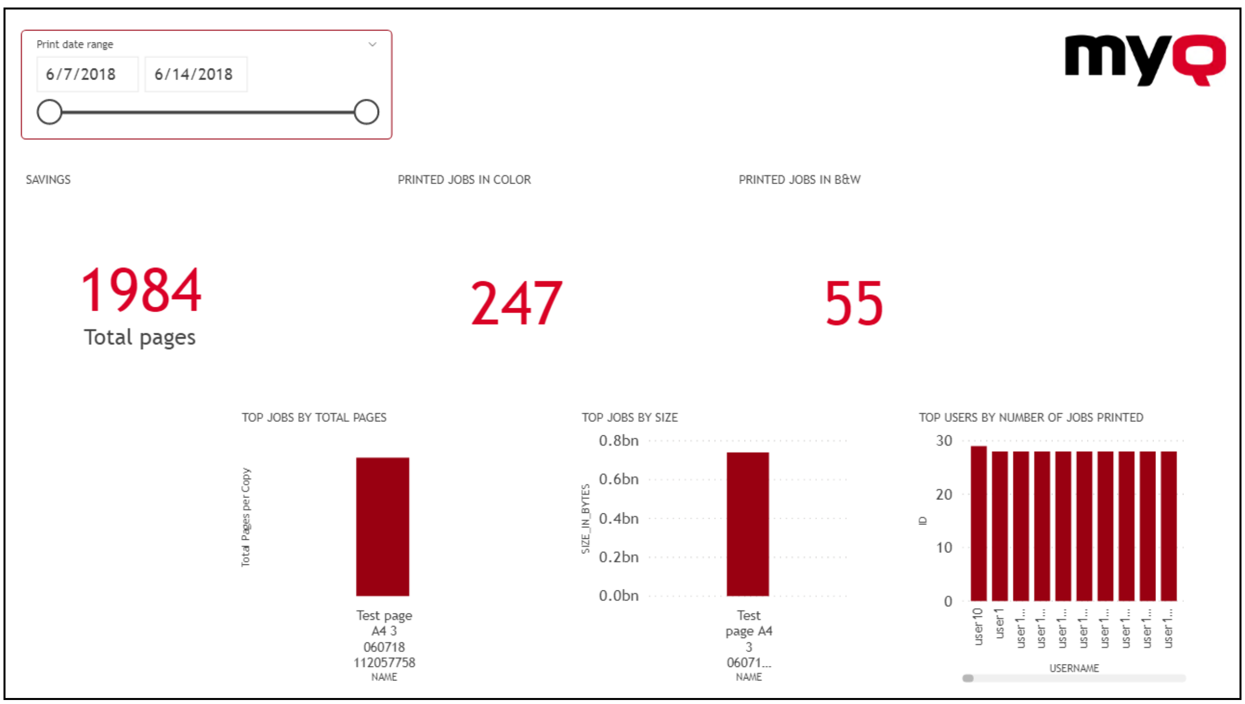


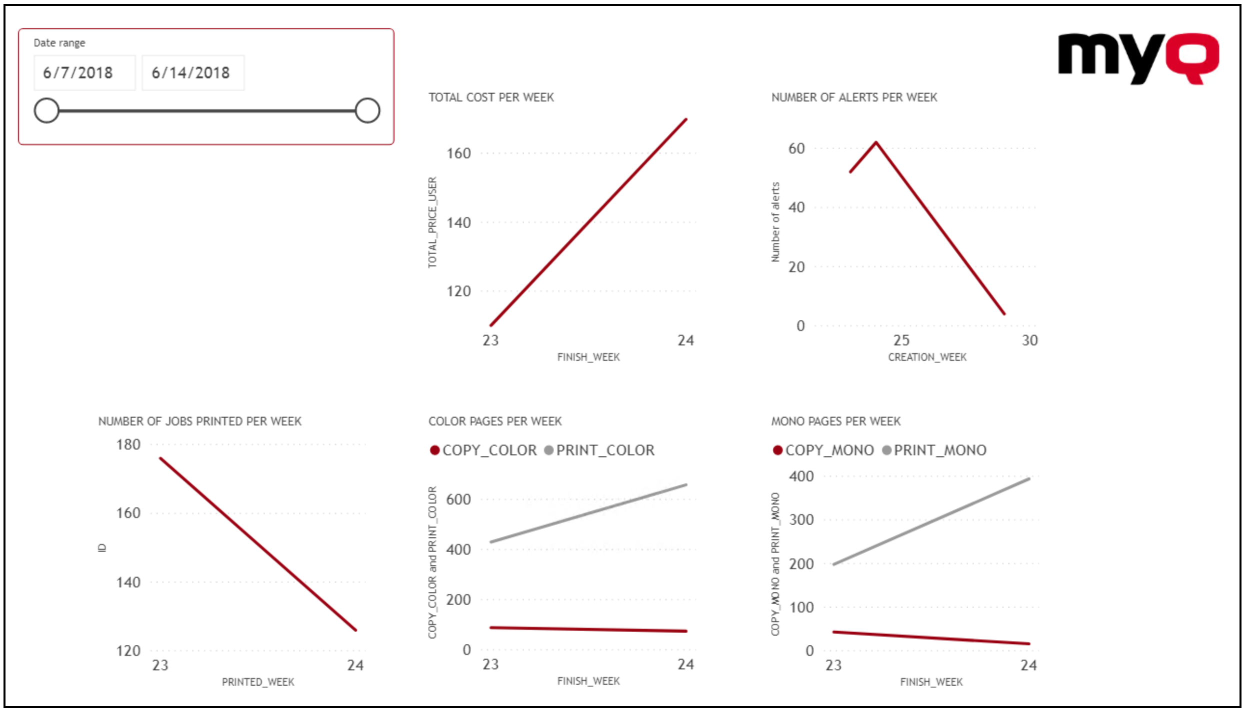
   - For ODBC, add the **Data source name** (DSN) you created in the ODBC Data Sources app and click **Load**.



3. Power BI imports the data. The reports can be edited; the changes are saved in a different file so the template can be reused.

14.2.3. Report examples using the MyQ template





14.3. Database Views Description

There are two groups of views; **dimensions** and **facts**. The **fact** views contain measures, numeric data which can be used in calculations for reports. The **dimension** views contain descriptive information used for the measures in the **facts**. **Dimension** views have the **dim_** prefix and **fact** views have the **fact_** prefix.

The **IDs** in the views are internal **MyQ IDs** and can be used to establish relationships between views.

Site Dimension (dim_Site) - Information about the site where the sessions were registered

Field name	Description
ID	Site ID
Name	Site name
Address	Site URL

Printer Dimension (dim_Printer) - Information about the printer

Field name	Description

ID	Printer ID
Name	Printer name
IPAddress	Printer IP address
MAC	Printer MAC address
Brand	Printer brand
Model	Printer model
Location	Printer location
Serial_Number	Printer serial number

User Dimension (dim_User) - Information about the user

Field name	Description
ID	User ID
Username	MyQ username
Fullname	User's name and surname
Email	User's email
Phone	User's phone number
Personal_number	User's MyQ personal number

Accounting Group Dimension (dim_Accounting_Group) - Information about user groups

Field name	Description
ID	Group ID
Name	Group name
Parent_ID	The parent group ID. Null if the group has no parent group.
Path	The path of the group, formed by the ID of the ancestor groups separated by the character "|". This can be used to build the hierarchy of user group

Project Dimension (dim_Project) - Information about projets

Field name	Description
ID	Project ID
Name	Project name
Code	Project code

Group_ID	ID of the project group containing the project

Project Group Dimension (dim_Project_Group) - Information about project groups

Field name	Description
ID	Project group ID
Name	Project group name
Parent_ID	The parent group ID. Null if the group has no parent group.
Path	The path of the group, formed by the ID of the ancestor groups separated by the character "|". This can be used to build the hierarchy of project group

Job Fact (fact_job) - Information about print jobs

Field name	Description
ID	Job ID
Name	Job name
Owner_ID	Job owner ID
Printer_ID	Printer ID where the job was printed. Null if not printed
Computer	Computer name or address where the job was sent from
Size_in_bytes	Job size in bytes
Pages_mono	Number of pages in black and white
Pages_color	Number of pages in color
Copies	Number of copies
State	Job state
Printed_date	Date when the job was printed
Printed_time	Time when the job was printed
Creation_date	Date when the job was created
Creation_time	Time when the job was created

Session Counter Fact (fact_Session_Counters) - Information about user sessions

Field name	Description

ID	Job ID
Finish_date	Date when the session was closed
Finish_time	Time when the session was closed
Finish_year	Year when the session was closed
Finish_month	Month when the session was closed
Finish_day	Day when the session was closed
Finish_hour	Hour when the session was closed
User_ID	ID of the user who created the session
Printer_ID	Printer ID
Site_ID	Site ID
Project_ID	Project ID
User_group_ID	Accounting group ID
Total_price_user	Total price of the session for regular users
Total_price_admin	Total price of the session for users with admin rights
Total_pages	Total pages of the session
Print_mono	Number of pages printed in black and white
Print_color	Number of pages printed in color
Copy_mono	Number of pages copied in black and white
Copy_color	Number of pages copied in color
Copies	Number of copies
State	Job state
Printed_date	Date when the job was printed
Printed_time	Time when the job was printed
Fax	Number of pages printed due to fax, in black and white
Scan	Number of scanned pages
PaperA4	Number of A4 sheets used
PaperA3	Number of A3 sheets used
PaperA5	Number of A5 sheets used
PaperB4	Number of B4 sheets used
PaperB5	Number of B5 sheets used
PaperFolio	Number of Folio sheets used
PaperLedger	Number of Ledger sheets used
PaperLegal	Number of Legal sheets used
PaperLetter	Number of Letter sheets used
PaperStatement	Number of Statement sheets used
PaperOther	Number of sheets with other paper formats used

Alert Fact (fact_Alert) - Information about printer alerts

Field name	Description
Printer_ID	Printer ID where the alert was generated from
Severity	Alert severity
Training	Level of training required to handle the alert
Code	Alert code
Creation_Date	Date when the alert was generated
Creation_Time	Time when the alert was generated
Resolved_Date	Date when the alert was resolved
Resolved_Time	Time when the alert was resolved

15. Direct Access to Site Servers from the Central server

From the Central server, you can directly access some of the site servers' management options (log, printer management, settings and reports). After you change the settings on the site server, you can return to the Central server.

To access settings on a Site:

1. Open the **Sites** settings tab on the Central server's Web Interface. (**MyQ, Settings, Sites**)

2. Select the site server from the list and click **Manage** and select one of the management options. (Or right-click on the site server, then point to **Manage** on the shortcut menu and select one of the management options).

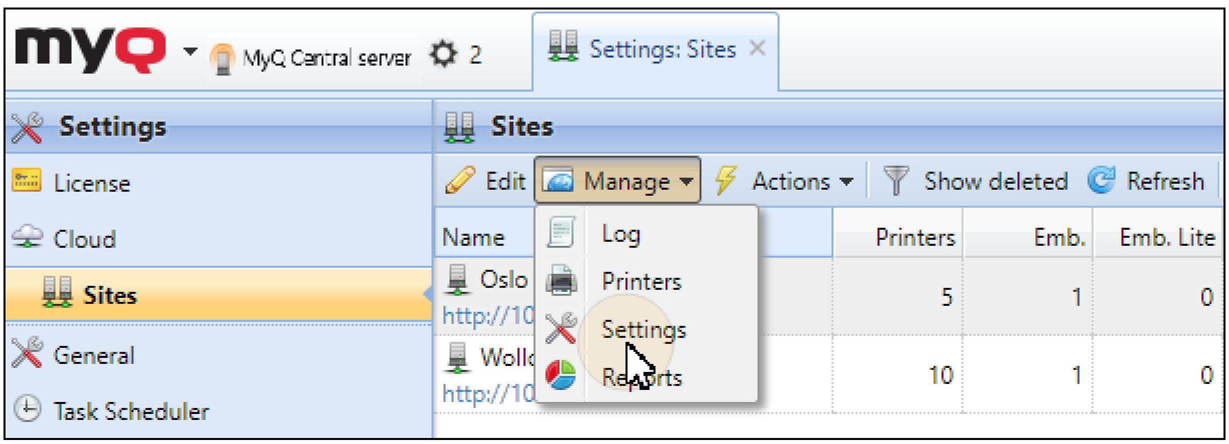


FIGURE 10.1. Accessing the Settings tab of the selected site server

To go back to the Central server from any of the site servers

- Click on the blue arrow at the top of the site server MyQ Web Interface. If you are logged in as a local admin on the site server, you are asked to enter the Central server administrator credentials.

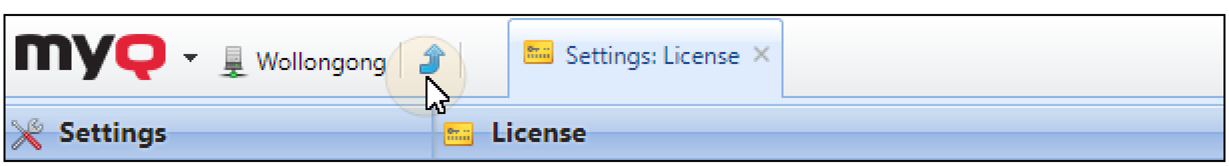


FIGURE 10.2. Accessing the Central server MyQ Web Interface

To delete a site server

1. Select the site you want to delete.
2. Click **Actions - Delete**.
3. Click **Show deleted** to check if the action was successful.

NOTICE: Site servers that are deleted have no licenses assigned to them. The licenses they had before can be reused on another site server.

16. Appendix I — Installation and setup of an MS SQL Server

In this topic, you can find a brief example of an installation of a Microsoft SQL server (MS SQL Server 2012 is used) and the setup necessary for its connection to the MyQ Central server. To install and set up the MS SQL server, follow the steps below:

1. Install the **MS SQL Server** and the **MS SQL Server Management Studio** application.

SQLEXPR_x64_ENU	6/5/2017 1:25 AM	Application	135,506 KB
SQLManagementStudio_x64_ENU	6/5/2017 12:46 AM	Application	614,560 KB

FIGURE 11.1. The two installation files necessary for the setup

2. Open the **SQL Server Management Studio** app.

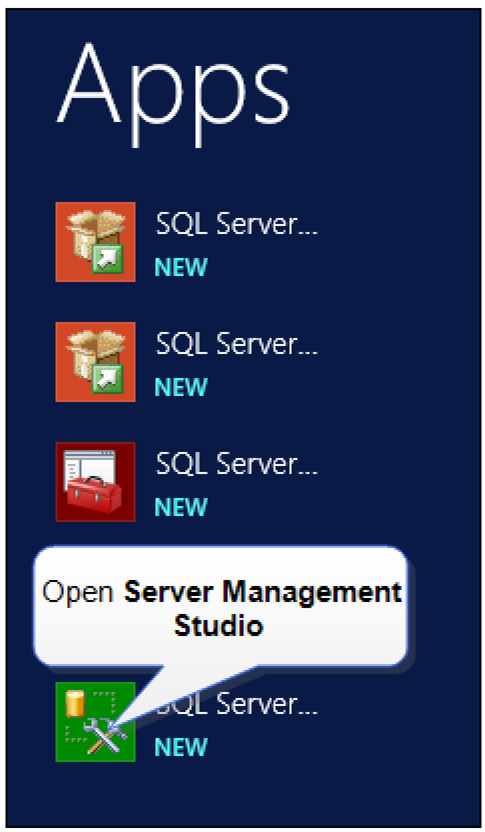


FIGURE 11.2. Opening the SQL Server Management Studio app

3. Change the **Server authentication** setting of the MS SQL Server from the **Windows Authentication** mode to **SQL Server and Windows Authentication** mode (Server Properties - Security).

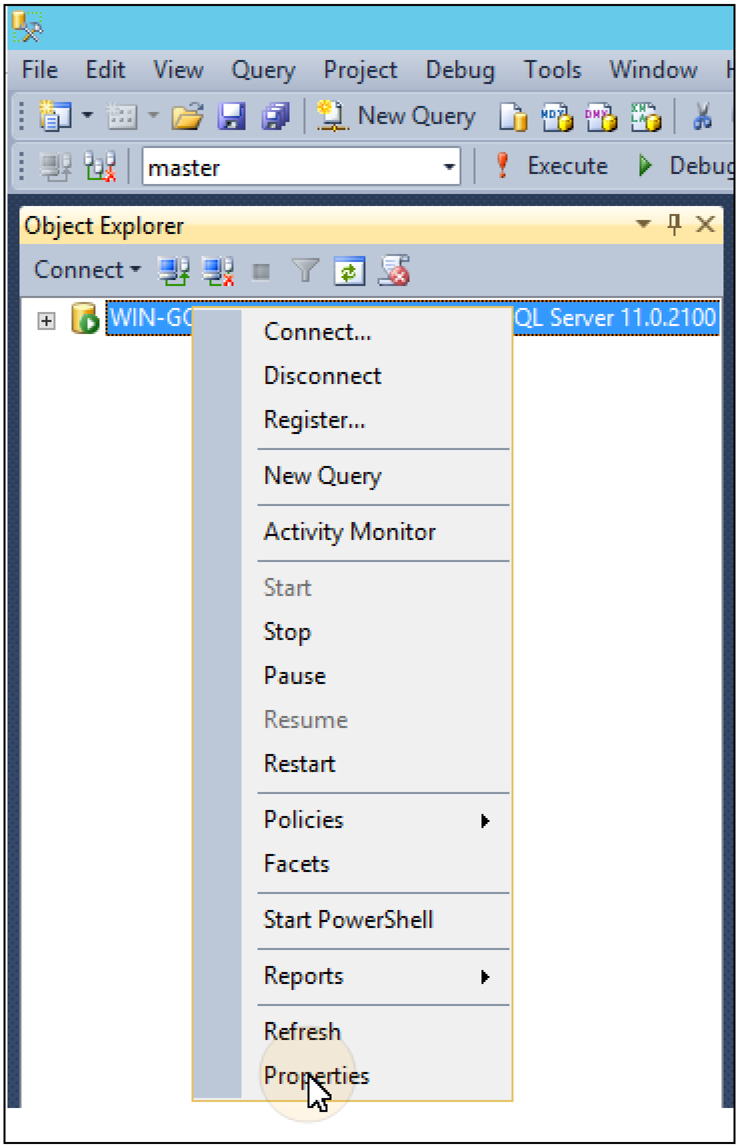


FIGURE 11.3. Opening properties of the MS SQL server

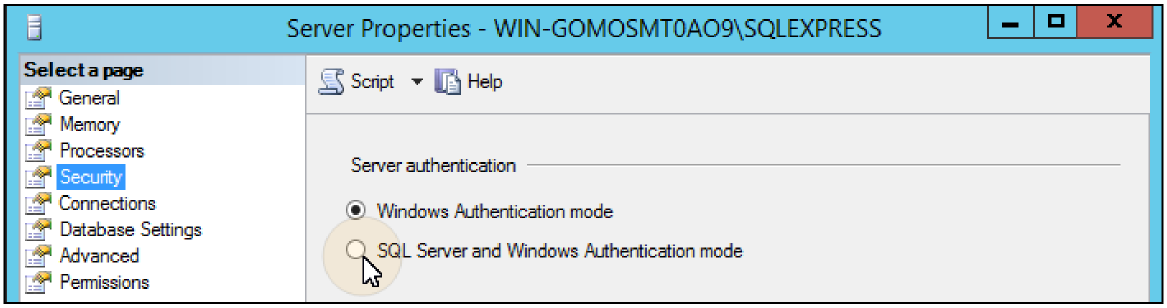


FIGURE 11.4. Changing the Server authentication of the MS SQL server

4. Provide any user account (existing or new) with the **Database Creator** role. This account will be used to access the MS SQL server and manage the MyQ database there, which means that the MyQ administrator needs to know its credentials. The default language of the user who creates the database must be set to English (US).

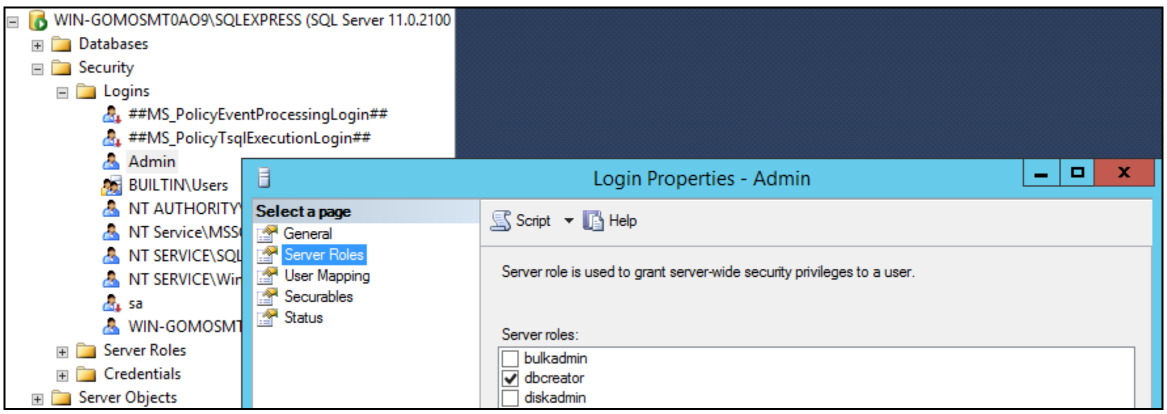


FIGURE 11.5. Providing the user account

5. On MS SQL Server 2016 and older, you need to enable the common language runtime (CLR) integration feature. If you are using the MS SQL Server 2017 or newer, you can continue to the next step. To enable the CLR, use the following script:

   sp_configure 'clr enabled', 1;
   GO
   RECONFIGURE;
   GO

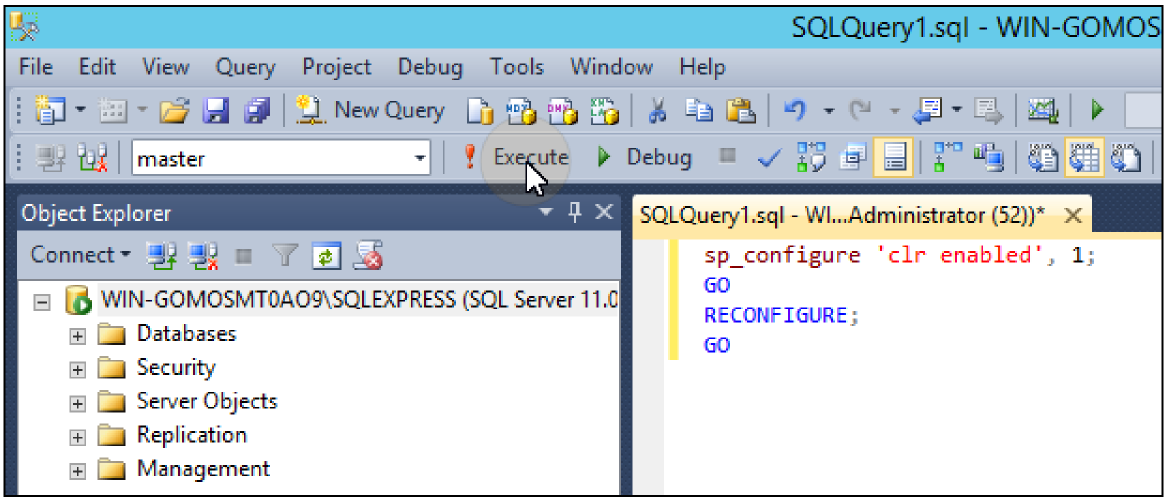


FIGURE 11.6. Executing the SQL query

6. Leave the **MS SQL Server Management Studio**.

7. Open the **SQL Server Configuration Manager** app.

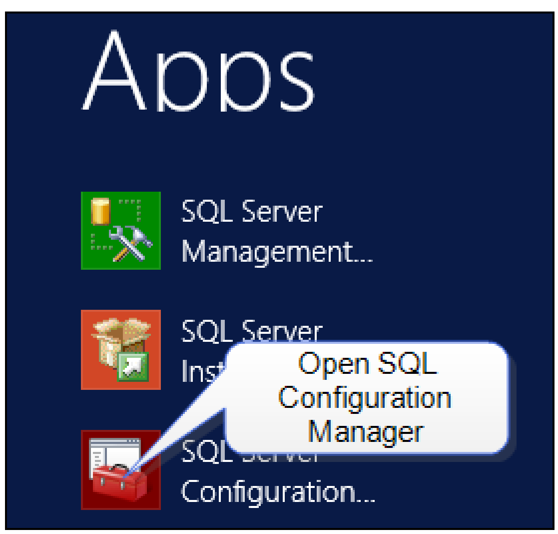


FIGURE 11.7. Opening the SQL Server Configuration Manager app

8. Enable the **TCP/IP** protocol.

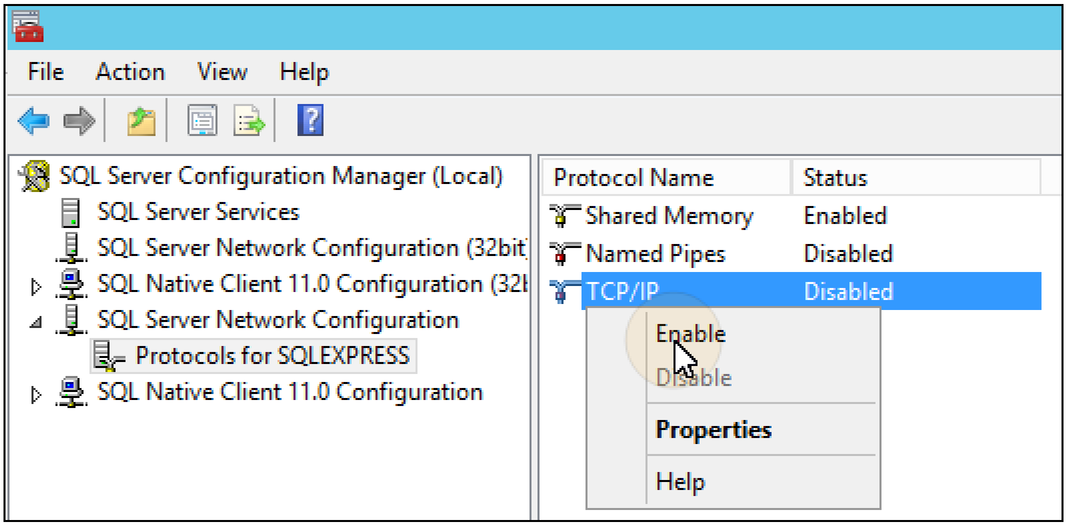


FIGURE 11.8. Enabling the TCP/IP protocol

9. Open the **TCP/IP Properties** and set the **IPAll TCP Port** to **1433** .

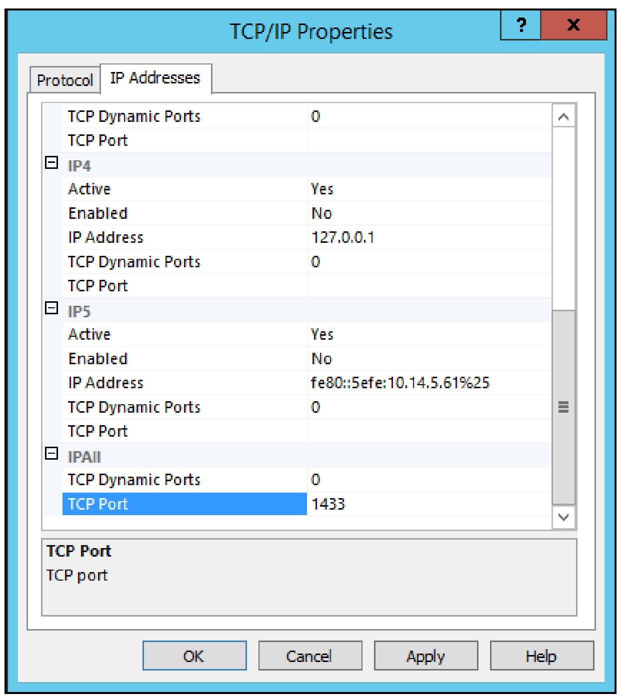


FIGURE 11.9. Setting the IPAll Port

10. Restart the **SQL Server** service.

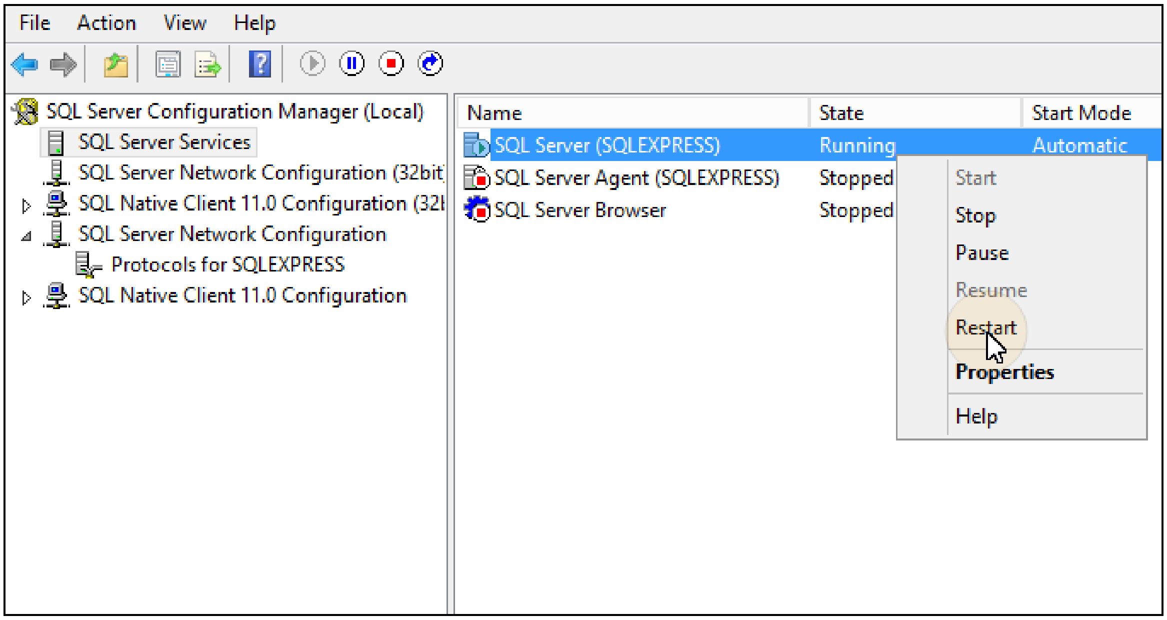


FIGURE 11.10. Restarting the SQL Server service

11. Leave the **SQL Server Configuration Manager**.

12. Create a **TCP 1433** port inbound rule in FIREWALL.

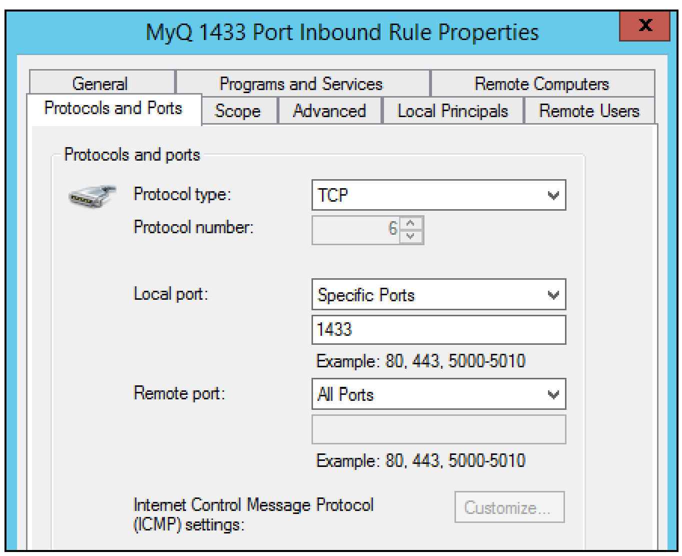


FIGURE 11.11. Creating the FIREWALL inbound rule

13. Leave the setup.

17. Appendix II — List of available languages and their abbreviations

Language	Abbreviation
Arabic (Saudi Arabia)	ar
Bosnian (Bosnia & Herzegovina)	bs
Bulgarian (Bulgaria)	bg
Chinese (Simplified)	zh-cn
Chinese (Traditional)	zh-tw
Croatian (Croatia)	hr
Czech (Czech Republic)	cs
Danish (Denmark)	da
Dutch (Nederland)	nl
English (United Kingdom)	en
English (United States)	en-us
Estonian (Estonia)	et
Suomi (Finland)	fi
Flemish (Vlaanderen - Belgie)	-

Language	Abbreviation
French (France)	fr
German (Germany)	de
Hungarian (Hungary)	hu
Icelandic (Iceland)	is
Italian (Italy)	it
Japanese (Japan)	ja
Kazakh (Kazakhstan)	kk
Korean (South Korea)	ko
Latvian (Latvia)	lv
Lithuanian (Lithuania)	lt
Norwegian (Norway)	no
Polish (Poland)	pl
Portuguese (Brazil)	pt-br
Portuguese (Portugal)	pt
Russian (Russia)	ru
Serbian (Serbia)	sr
Slovak (Slovakia)	sk

Language	Abbreviation
Slovenian (Slovenia)	**sl**
Spanish (Spain)	**es**
Spanish (United States)	**es-us**
Turkish (Turkey)	**tr**

18. Business contacts

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