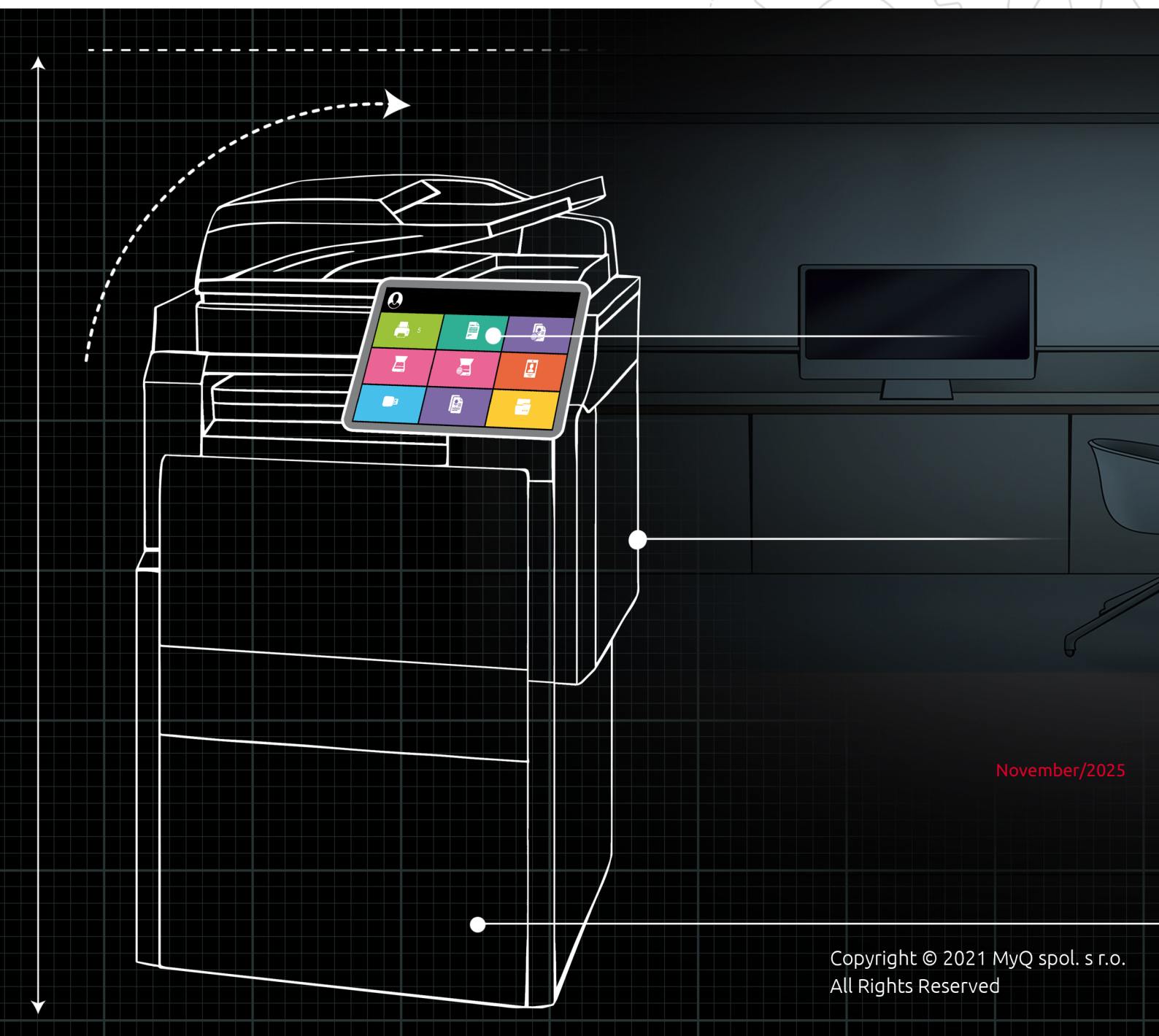




MyQ OCR Server 2.4



November/2025

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1 About MyQ OCR Server 2.4 LTS

Optical Character Recognition is a service that converts scanned documents to a searchable and editable format, such as an MS Word document or a searchable PDF. To employ this functionality in MyQ, you can either use the MyQ Optical Character Recognition (OCR) server, which is a part of the MyQ solution, or you can use a third-party application.

Unlike third-party OCR applications, the MyQ OCR Server is integrated with the MyQ system, which makes it simple to install and easy to use.

2 Release Notes

MyQ OCR Server 2.4

2.1 MyQ OCR Server 2.4 (Patch 3)

Improvements

- EULA Updated.

Bug Fixes

- Quality of German Recognition.
- Page size dimensions larger than original scanned page.

2.2 MyQ OCR Server 2.4 LTS

Changes

- EULA was changed.

Bug Fixes

- Installation folder with all files are completely deleted during uninstallation..
- Fixed Tesseract engine, error message "Cannot extract embedded Font "GlyphLessFont"" is no longer happens, when processed file by Tesseract engine is opened in Acrobat Reader.
- Fixed issue when the scan is process by Tesseract engine, the output PDF file has a red HiQPdfEvaluation watermark on each page in the top left corner.

2.3 Component Versions

3rd-Party External Applications	OCR 2.4.3
.NET Framework	4.7.2
ABBYY	11.1.10.100
Tesseract	4.1.0

3 System Requirements

The following specifications are required to set up and run MyQ OCR Server 2.4.

3.1 OCR engines

Within the installation of the server, you can select from three OCR engines:

1. The **Tesseract** engine is free but it supports only the searchable PDF output format.
2. The **ABBYY** engine requires a paid license and supports multiple output formats.
3. The **AI Invoice Recognition** is an OCR service that extracts data from scanned invoices and saves them within the MyQ metadata XML file. The built-in key is provided to run a Rossum service.

3.2 Licenses

Licenses are only required for the ABBYY engine. For information on how to purchase them, contact the MyQ Sales department. For activation of the ABBY license, enter the key in MyQ OCR and click **Activate** or check https://help.abbyy.com/en-us/flexicapture/12/admin_guide/license_activation_manager . The used ports are hard-coded and cannot be changed.

3.3 Requirements

- Operating System:
 - Windows Server 2012/2012 R2/2016/2019/2022, with all the latest updates; only 64bit OS supported.
 - Windows 8.1/ 10/ 11, with all the latest updates; only 64bit OS supported.
- Required level of privileges: user with administrator rights.
- Memory for processing multi-page documents: 1GB RAM minimum, 1,5GB recommended.
- HDD space: 1.6 GB for the installation.
- If the ABBYY OCR engine is used, an internet connection is required for activation.
- If the AI Invoice Recognition engine is used, an internet connection is required for both the activation and run of the OCR server.
- It is recommended to deploy the OCR server on a dedicated server.
- OCR Service is registered after the installation and, by default, is running under the Local System account.

4 Setting up OCR in MyQ

Go to the MyQ web administrator interface, in the **Scanning & OCR** settings tab (**MyQ, Settings, Scanning & OCR**). In the **OCR** section, make sure that the OCR feature is **Enabled**. If not, enable it.

▼ OCR

Enabled: ☒

OCR server type: * ☐ Custom OCR server
For example, scans to the profile "Searchable PDF" are stored in a folder according to the profile name "InSearchable PDF". Connect the OCR software to this folder and set the folder to output documents to "Out". Folder locations are relative to the OCR working folder.

☒ MyQ OCR Server

OCR working folder: *

The OCR server needs to be provided with the permission to write to this folder.
%app% is the MyQ data folder

Profiles: Add Edit

Name	Output format
OCRDOC	docx
OCRPDF	pdf
OCRXLS	xls

Profiles are available in the Easy Scan terminal action

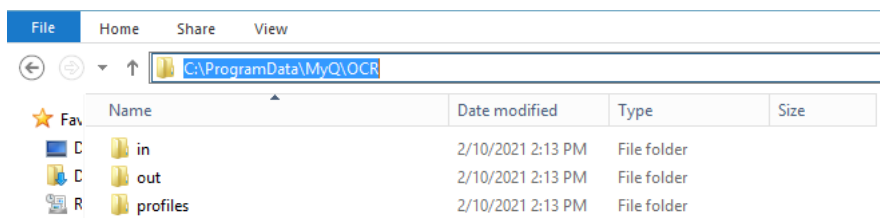
Save Cancel

In the **OCR server type**, select *MyQ OCR Server*.

In the **OCR working folder** field, you can change the folder where the scanned data is sent to. It is recommended to use the default folder (*C:\ProgramData\MyQ\OCR*), unless there is a major reason for it. The same folder will have to be set as the **Working folder** on the OCR Server (see [MyQ OCR Server Configuration](#)).

Both the MyQ server and the OCR server must have full access (read/write) to the OCR working folder.

The OCR folder contains three sub-folders: *in*, *out*, *profiles*. In the *in* folder, the scanned documents are stored before being processed. In the *out* folder, the processed documents are saved by the OCR software and are ready to be sent. In the *profiles* folder, your OCR profiles are stored.



To enable users to convert documents to a specific output format, you need to create a profile of that type. The users will be able to send scans to use this profile either via a special email command or by selecting the profile when scanning via the **Easy Scan** terminal action on MyQ embedded terminals.

To create a new profile:

1. Click **+Add** next to **Profiles**. A new item with the settings of the new profile appears in the list below.
2. Type the **Name** of the profile, select the **Output format** from the list, and then click **OK**. The profile is saved.

To edit a profile:

1. Select the profile on the list and click **Edit** (or right-click and select **Edit** in the shortcut menu).
2. In the profile editing options, you can change the name and the output format of the profile.

To delete a profile, select it and click the **X** (delete) button on the ribbon (or right-click and select **Delete** in the shortcut menu).

Click **Save** at the bottom of the screen to save your changes.

4.1 Attach metadata file option

If you want to use the **AI Invoice Recognition** engine, you need to enable the **Attach metadata file** option on the properties panel of the terminal action that you will be using for the OCR feature (either **Easy Scan**, or **Panel Scan**).

To enable the option, do the following:

Go to the **Terminal Actions** settings tab of the MyQ web administrator interface (**MyQ, Settings, Terminal Actions**) and double-click the scanning action to open its properties panel.

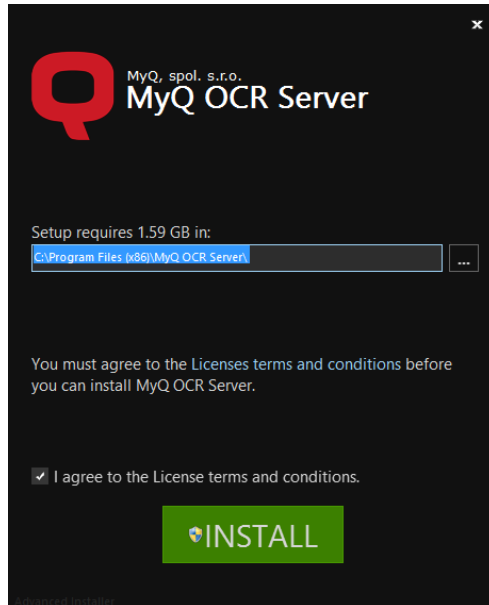
On the panel, depending on the type of the action, continue by one of the following steps:

- On the **Easy Scan** properties panel, open the **Destinations** tab, then double-click the destination of the OCR file, select the **Attach metadata file** option under **General**, and click **Save**.
- On the **Panel Scan** properties panel, select the **Attach metadata file** option under **Parameters for panel scan to email**, and click **Save**.

5 Installation

To install the MyQ OCR Server:

1. Download the latest available version of the MyQ OCR Server from the MyQ Community portal (MyQ OCR Server X.X.X.X).
2. Run the executable file. The OCR Server installation window appears.



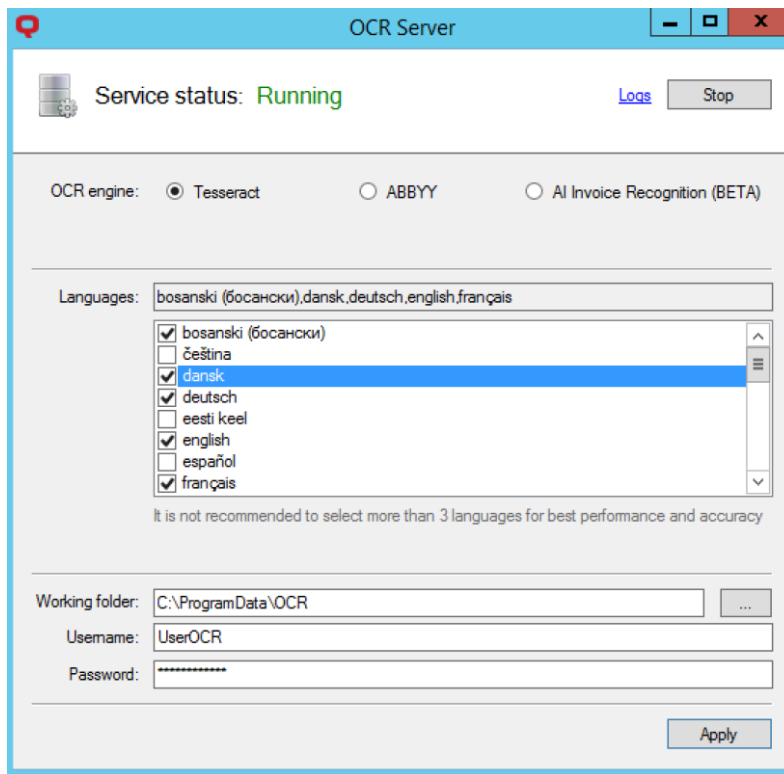
3. Select the folder where you want to install the OCR server. The default path is: *C:\Program Files\MyQ OCR Server*.
4. After this, you need to agree to the license terms and conditions to continue with the installation. Then click **INSTALL**. The OCR server is installed.
5. Click **Finish** to leave the installation wizard. The configuration window of the OCR server appears. The configuration steps are described below.

i In case the file is blocked from your browser or OS, click **Run** or **Allow**, or modify your Windows Security settings to allow the installation of unknown apps (turn off **App & browser control**).
 If you get the "*Windows protected your PC*" message when trying to run the file, click **More info**, and then click **Run anyway**, to begin the installation.
 If you still cannot run the file, right click on it, and select **Properties**. In the **General** tab, next to **Security**, mark the **Unblock** checkbox, click **Apply**, and then **OK**. Run the file again and begin the installation.


6 MyQ OCR Server Configuration

The MyQ OCR Server can be configured in the OCR Server configuration window, that opens automatically once the server's installation is finished. It can also be opened via the **MyQ OCR Server Settings** application in Windows apps.

In the configuration window, you can also stop and start the Windows service of the OCR server, and open logs.



- **OCR engine** - The default option is *Tesseract*. It is free and no licenses are required. If you want to use the *ABBYY* OCR engine, you need to enter the license for the OCR server, and then click **Activate**. For information about the licenses for the *ABBYY* OCR engine, contact the MyQ Sales department. If you want to use the *AI Invoice Recognition* OCR engine, you need to enter the **Secret Key** for the public endpoint (<https://all.rir.rossum.ai/>). The built-in key is provided to run a Rossum service.
- **Languages** - While you can select all the available languages, it is recommended to select only those that are likely to be used within the OCR process. Selecting less languages increases the speed and accuracy of the OCR process.
- **Working folder** - This is the folder where the OCR server and the MyQ server exchange the OCR scanned files. The path entered here has to be the same as the path to the OCR working folder, set on the **Scanning & OCR** settings tab in the MyQ web administrator interface (the default folder is `C:\ProgramData\MyQ\OCR`). In case you use a shared folder, enter the **Username** and **Password** for access to the folder.

 Both the MyQ server and the OCR server must have full access (read/write) to the OCR working folder.

Click **Apply** for your changes to take effect.

To open the log files, click **Logs** at the top-right corner of the OCR Server configuration window.

To stop or restart the OCR Server Windows service, click **Stop** (or **Start**) at the top-right corner of the OCR Server configuration window. You can also manage the service in the Windows Task Manager, where it is called *OCRSERVICE*.

6.1 Tesseract engine

With the Tesseract OCR engine, only the *searchable pdf* format is supported.

Supported languages: Afrikaans (South Africa), Albanian (Albania), Azerbaijani (Azerbaijan), Belarusian (Belarus), Bosnian (Bosnia & Herzegovina), Bulgarian (Bulgaria), Catalan (Spain), Croatian (Croatia), Czech (Czech Republic), Danish (Denmark), English, Esperanto, Estonian (Estonia), Finnish (Finland), French (France), German (Germany), Hungarian (Hungary), Icelandic (Iceland), Indonesian (Indonesia), Irish (Ireland), Italian (Italy), Japanese (Japan), Javanese (Java), Kyrgyz (Kyrgyzstan), Latin, Latvian (Latvia), Lithuanian (Lithuania), Macedonian (Macedonia), Malay (Malaysia), Maltese (Malta), Norwegian (Norway), Polish (Poland), Portuguese (Brazil), Portuguese (Portugal), Romanian (Romania), Russian (Russia), Serbian (Serbia), Slovak (Slovakia), Slovenian (Slovenia), Spanish, Swedish (Sweden), Turkish (Turkey), Ukrainian (Ukraine), Uzbek (Uzbekistan), Vietnamese (Vietnam), Welsh (Wales), Yiddish.

Selecting multiple languages will take much more time to process the files.

For further information about the engine, see the dedicated documentation from its developer.

6.2 ABBYY engine

The ABBYY engine requires a paid license.

Supported formats: *pdf, pdfa, docx, xls, xlsx, odt, pptx*.

Supported languages: Arabic (Saudi Arabia), Bulgarian (Bulgaria), Chinese (Simplified), Chinese (Traditional), Croatian (Croatia), Czech (Czech Republic), Danish (Denmark), English, Estonian (Estonia), French (France), German (Germany), Hungarian (Hungary), Icelandic (Iceland), Italian (Italy), Japanese (Japan), Kazakh (Kazakhstan), Korean (South Korea), Latvian (Latvia), Lithuanian (Lithuania), Norwegian (Norway), Polish (Poland), Portuguese (Brazil), Portuguese (Portugal), Russian (Russia), Serbian (Serbia), Slovak (Slovakia), Slovenian (Slovenia), Spanish, Swedish (Sweden), Turkish (Turkey).

For further information about the engine, see the dedicated documentation from its developer.

6.3 AI Invoice Recognition engine

The engine recognizes invoices in the *pdf* and *png* formats, extracts the data, and stores it in the MyQ metadata XML file.

Supported languages: Czech (Czech Republic), Slovak (Slovakia), English (United Kingdom), English (United States), German (Germany).

Supported currencies: Czech Koruna, Danish Krone, Norwegian Krone, Swedish krona, British Pound, Euro, US Dollar.

Supported types of invoices: Tax invoice, Credit note, Proforma.



You can set the number of retries and the Rossum timeout in the Windows Registry:

`HKEY_LOCAL_MACHINE\SOFTWARE\WOW6432Node\OCRServer`

Settings: maxRetryNumber - 3 by default; rosumTimeout - 300 (sec) by default; (range: 5-600 sec).

For further information about the engine, see the dedicated documentation from its developer.

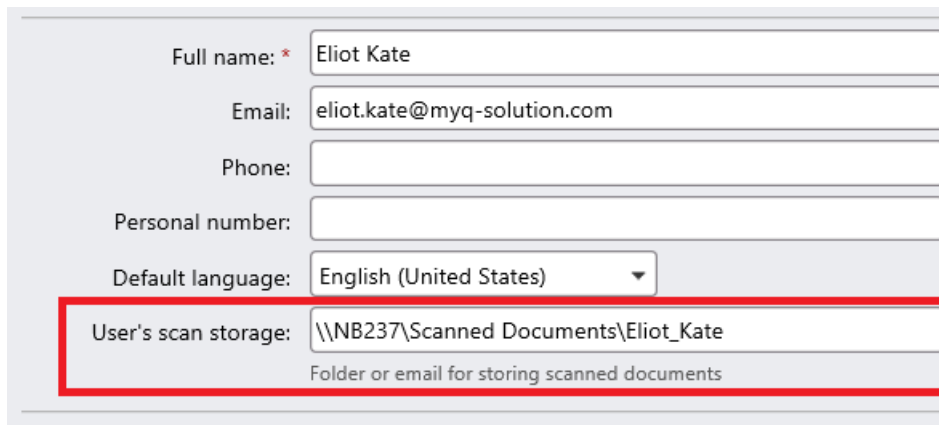
7 Scanning to OCR

7.1 Scanning to OCR via Panel Scan

To send the scanned document to be processed by the OCR server, the user needs to type the receiver email address in the form: `myqocr.*profilename*@myq.local` where **profilename** is the name of the profile for the requested output, for example *ocrpdf* or *ocrdoc*.

OCR is case sensitive. If you use **Panel Scan**, the email address `myqocr.*folder*@myq.local` must be the same as the OCR profile name.

The document is converted by the MyQ OCR Server and sent to the folder or email address that is set in the **User's scan storage** text box on the user's properties panel in the MyQ web administrator interface.



The screenshot shows a user profile form with the following fields:

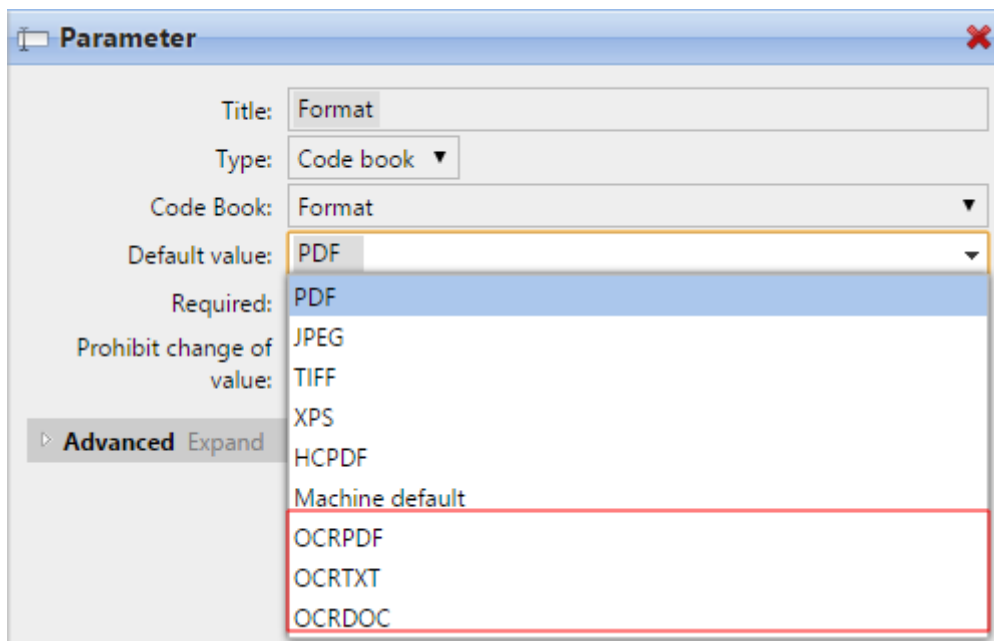
- Full name: * Eliot Kate
- Email: eliot.kate@myq-solution.com
- Phone: (empty)
- Personal number: (empty)
- Default language: English (United States) (dropdown menu)
- User's scan storage: \\NB237\Scanned Documents\Eliot_Kate (highlighted with a red box)

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

7.2 Scanning to OCR via Easy Scan

The MyQ administrator can create any number of **Easy Scan** terminal actions for scanning to OCR. They can either create one **Easy Scan** action for each output or let the scanning user select the format themselves.

To enable users to scan to a specific profile, select the profile (such as *ocrpdf* or *ocrdoc*) among the values of the **Format** parameter of the **Easy Scan** action.



You can also enable users to select the profile themselves. For more information about how to set up the **Easy Scan** action on a MyQ Embedded terminal, see the "*Easy Scan to OCR*" section in the embedded terminal's manual.

7.3 OCR Processing

The OCR software should listen to the document sub-folders of the *in* folder (*in\OCRPDF*, *in\OCRDOC*,...), process the file sent there, save the converted document to the *out* folder, and delete the source file from the *in**** folder.

MyQ listens to the *out* folder, sends the converted file to the predefined destination (receiver email or email/folder defined on the Destinations tab), and deletes it from the folder.

The file sent to the *out* folder by the OCR software must have the same name as the source file in the *in**** folder. If the name of the converted file differs from the source file, it is deleted without being sent to the user.

8 Update and Uninstallation

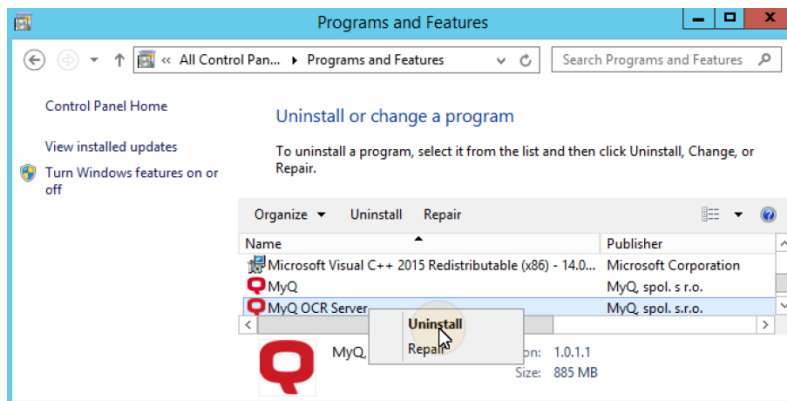
8.1 Updating the MyQ OCR Server

Download and run the latest available version of the MyQ OCR Server from the MyQ Community portal. The update process in the update wizard is identical to the MyQ OCR Server installation.

8.2 Uninstalling the MyQ OCR Server

The MyQ OCR Server can be uninstalled via the Windows Control Panel.

Go to **Control Panel > Programs and Features**, find and select the MyQ OCR Server application on the list, and click **Uninstall** on the ribbon (or right-click and select **Uninstall**).



9 Business Contacts

MyQ® Manufacturer	<p>MyQ® spol. s r.o. Harfa Business Center, Ceskomoravska 2532/19b, 190 00 Prague 9, Czech Republic</p> <p>ID no. 615 06 133 MyQ® spol. s r.o. is registered in the Commercial Register at the Municipal Court in Prague, file no. C 29842 (hereinafter as "MyQ®")</p>
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