myQ X

MyQ Desktop Client for macOS

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1 About

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

It is the successor of the MyQ Smart Job Manager for macOS (SJM) software client.

Once installed on the MyQ users macOS workstations, it provides additional MyQ features to the users, such as user identification, support of credit, quota, projects, and easier management of print jobs.

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

2 Release Notes

MyQ Desktop Client 8.2 macOS (the successor of MyQ Smart Job Manager macOS)

2.1 **8.2 (patch 7)**

Bug Fixes

- Login fails when using credit from Central Server.
- Server disconnects after 1 minute when using Single Sign on.

2.2 **8.2 (patch 6)**

Bug Fixes

- Fallback printing doesn't work with SNMPv3.
- MDC versioning incorrect.
- After disabling remember me, the user is logged in, as the previous user if "Remember me" as Always was used.
- MDC crashes when the server address is not resolvable.
- Print job order mixed when printing to Direct Queue using MDC detection type.

2.3 **8.2 (patch 5)**

Improvements

- **NEW FEATURE** Reduce the number of API calls when connecting MDC.

Bug Fixes

- MDC Mac prompting for PIN multiple times.
- Currency format adjusted according to language.

2.4 **8.2 (patch 4)**

Bug Fixes

- MDC crashing when sending jobs without projects enabled.

2.5 **8.2 (patch 3)**

Improvements

- **NEW FEATURE** Added support of radio group and checkbox group for Desktop Client user interaction scripting.
- **NEW FEATURE** Error shown in case of invalid server version.

Changes

- Logs are more readable.

Bug Fixes

- Custom link not working.
- Unify job sending behavior.

2.6 8.2 (patch 2)

Improvements

- **NEW FEATURE** Shell script installer replaced with macOS standard .pkg signed installer simplifying installation process with a couple of clicks.
- **NEW FEATURE** Configuration settings can now be set/edited quickly via the Action menu>Settings in the MDC app.
- **NEW FEATURE** Connection to Print Server can be done via secure or unsecure communication. This can be set in Action menu>Settings>Secure communication.
- **NEW FEATURE** Via Apple Remote Desktop it is now possible to bulk deploy the installation of MDC and configuration file on multiple devices simultaneously.
- **NEW FEATURE** Action menu>Help - The MDC Manual will open up in the default web browser, which includes details and step-by-step instructions.
- **NEW FEATURE** Action menu>About- This will provide some more information about the current installed version of MDC.
- **NEW FEATURE** Action menu>Open Log - The MDC logs will open up in the console for quicker troubleshooting.
- **NEW FEATURE** Action menu>Quit - This was added just in case the user would need to quit the app, the app can then be reopened from Applications or Launchpad. The MDC app will always open automatically on system startup.
- New high quality icons for retina displays.

Bug Fixes

- Incorrect price shown on MDC when discount is applied.
- Searching of users speed optimized when 'list of users' is set as authentication method.

2.7 8.2 (patch 1)

Changes

- Smart Job Manager name changed to MyQ Desktop Client.

Bug Fixes

- SJM Connection to hostname .local.

3 Basic Information

MyQ Desktop Client for macOS is a software client of the MyQ server. Once installed on the MyQ users macOS workstations, it provides additional MyQ features to the users, such as user identification, support of credit, quota, projects, and easier management of print jobs.

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

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

> ⓘ   MyQ Server 8.2 patch 24 or higher is recommended.

Requirements on the client's workstation:

- macOS Monterey 12+
- macOS Big Sur 11+
- macOS Catalina 10.15+

4 Pre-Installation

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

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

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

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

In the **Communication Security** section, do the following:

- In the **Server alternative names** field, add the IP address of the computer running MyQ.
- Click **Generate new Server certificate** and then click **Save**.
- Click **Export CA certificate**.
- Install the exported certificate on the client's MAC workstation by copying the .crt file on the machine, double-click to install, and enter user's password.
- Go to KeyChain Access, locate the certificate and double-click on it. Under the Trust section, in **When using this certificate** select *Always Trust*. Close the window and enter the user's password again.

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

You can now proceed with the MDC installation, described below.

5 Installation

MyQ Desktop Client for macOS can be manually installed to a single user's workstation, or remotely installed to multiple workstations using Apple Remote Desktop.

5.1 Manual installation

This option allows users to manually install MDC, and to proceed with the configuration (see Settings) after the installation is complete.

1. Download the latest available version of the installation (.*pkg*) file from the MyQ Community portal.
2. Double-click on the installation file. The installation wizard opens; click **Continue**.
3. The Software License Agreement window opens; click **Continue.**
4. In the next prompt, select **Agree** to agree to the terms of the software license agreement.
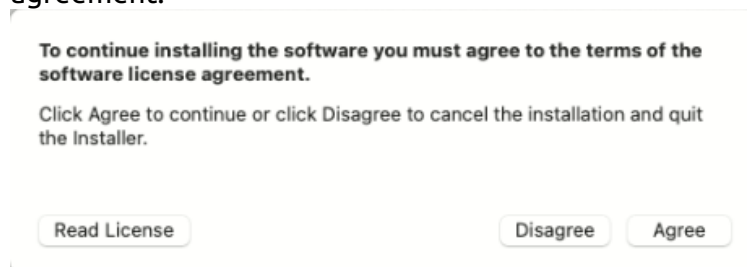
5. The Installation Type window opens, where you can select the installation destination. Click **Change Install Location** to browse for a new destination or click **Install** to start the installation to the predefined destination.
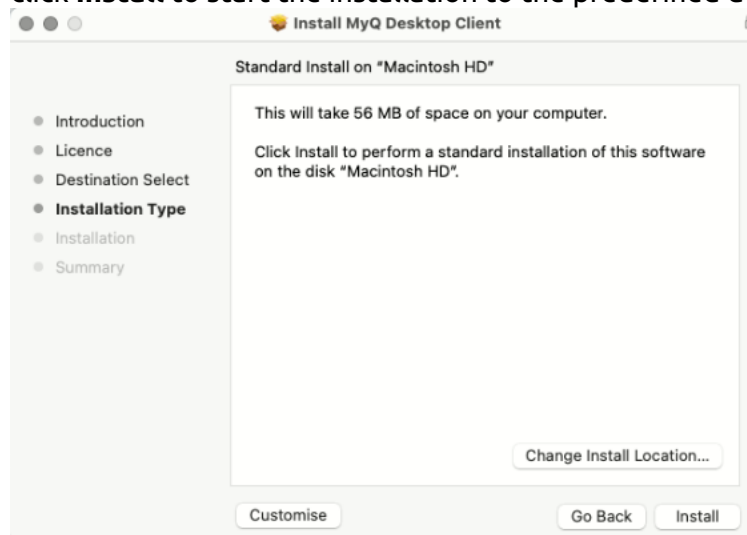
6. The Destination Select window opens and you can select where you would like to install MyQ Desktop Client, and click **Continue**.
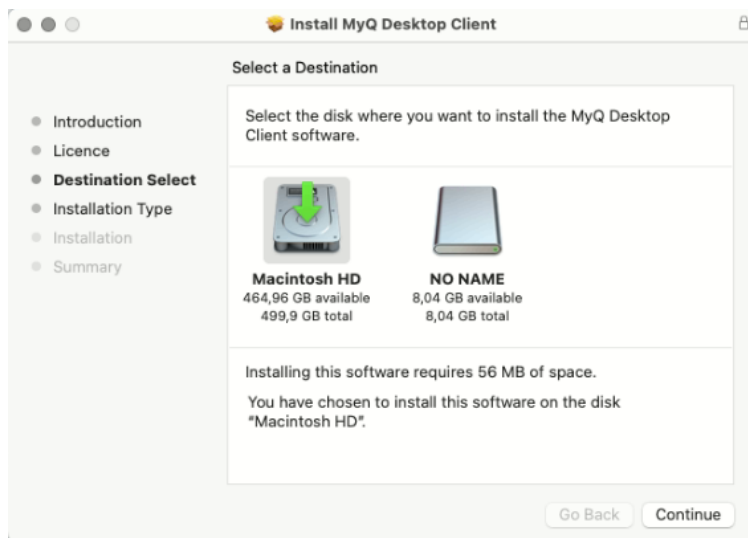
7. You are redirected to the Installation Type window, where you can click **Install** to start the installation.
8. On the Authentication prompt window, enter your MacOS user's **Password** and click **Install Software**.
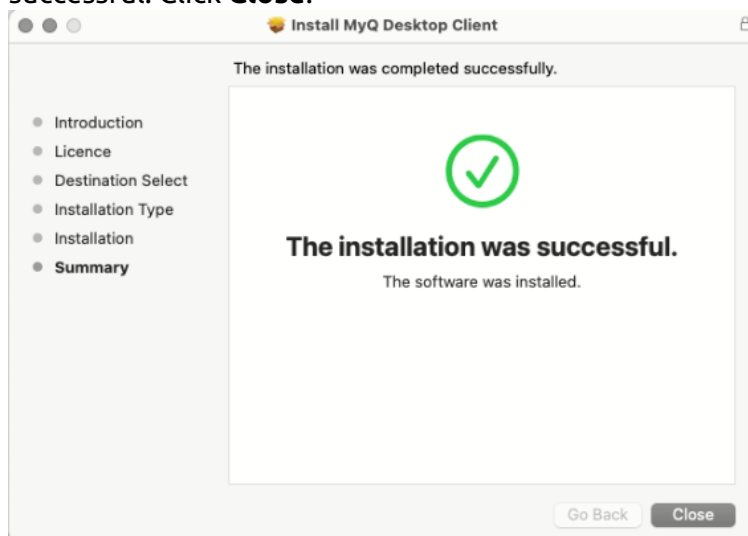9. The Installation window opens where you can see the installation's progress.
10. The Summary window opens. It should indicate that the installation was successful. Click **Close**.

11. The MyQ Desktop Client app is now installed and open. Check Settings for the steps to configure it.

5.2 Remote installation with Apple Remote Desktop

It is highly recommended to go through the manual installation in one workstation before deploying the app to multiple workstations. This way, the administrator can make sure that the installation and configuration is successful. Another advantage is that the administrator can copy the settings file of this manual installation and deploy it to the other workstations before remotely installing MDC. The settings

then are applied to all the workstations, without the need to set them up individually after the installation.

The followings options must be enabled in the Mac workstations to allow the remote installation from the Apple Remote Desktop tool:

1. In OS X, open **System Preferences** and click **Sharing**.
2. In the Service list, select **Remote Management** and then click **Options**.
3. Select the following options: **Observe**, **Control**, **Open and quit applications**, **Change settings**, **Delete and replace items**, **Copy items**.
4. Click **OK**.
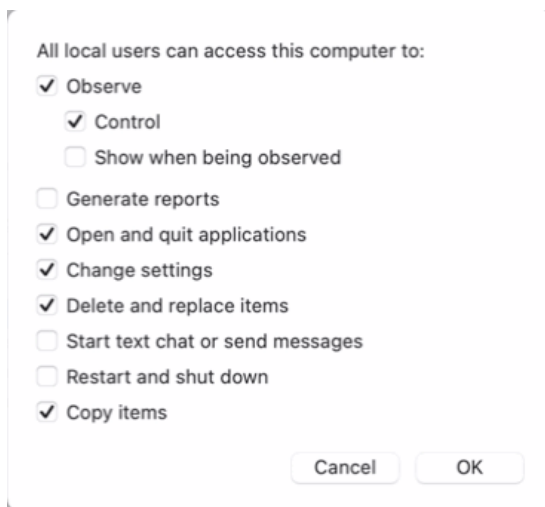
5.2.1 Deploying the settings file

If you have manually installed and setup MDC, you can copy the settings file (available in */Users/<MacOSUserName>/Library/Preferences/ cz.myq.mdc.settings.plist*) to the **System Preferences Folder**, and those settings will be applied to **all the users in the Mac workstations**.

1. On the administrator Mac, open Finder and click **Applications** > **Remote Desktop** to display the main window of Apple Remote Desktop (ARD).
2. Click **All Computers** in the left section of the ARD main window. The Mac workstations connected to your network are displayed in the right pane of the window.
3. Select the desired destination Macs and click **Copy** in the ARD toolbar (or select **Manage** > **Copy Items** menu). The **Copy Items** window opens.
4. Click **Copy** to copy the items to selected Macs. The progress is displayed in the main window. The result of the copy to each Mac is displayed in the **Status** column.
5. The settings file is copied in: */Library/Preferences*.
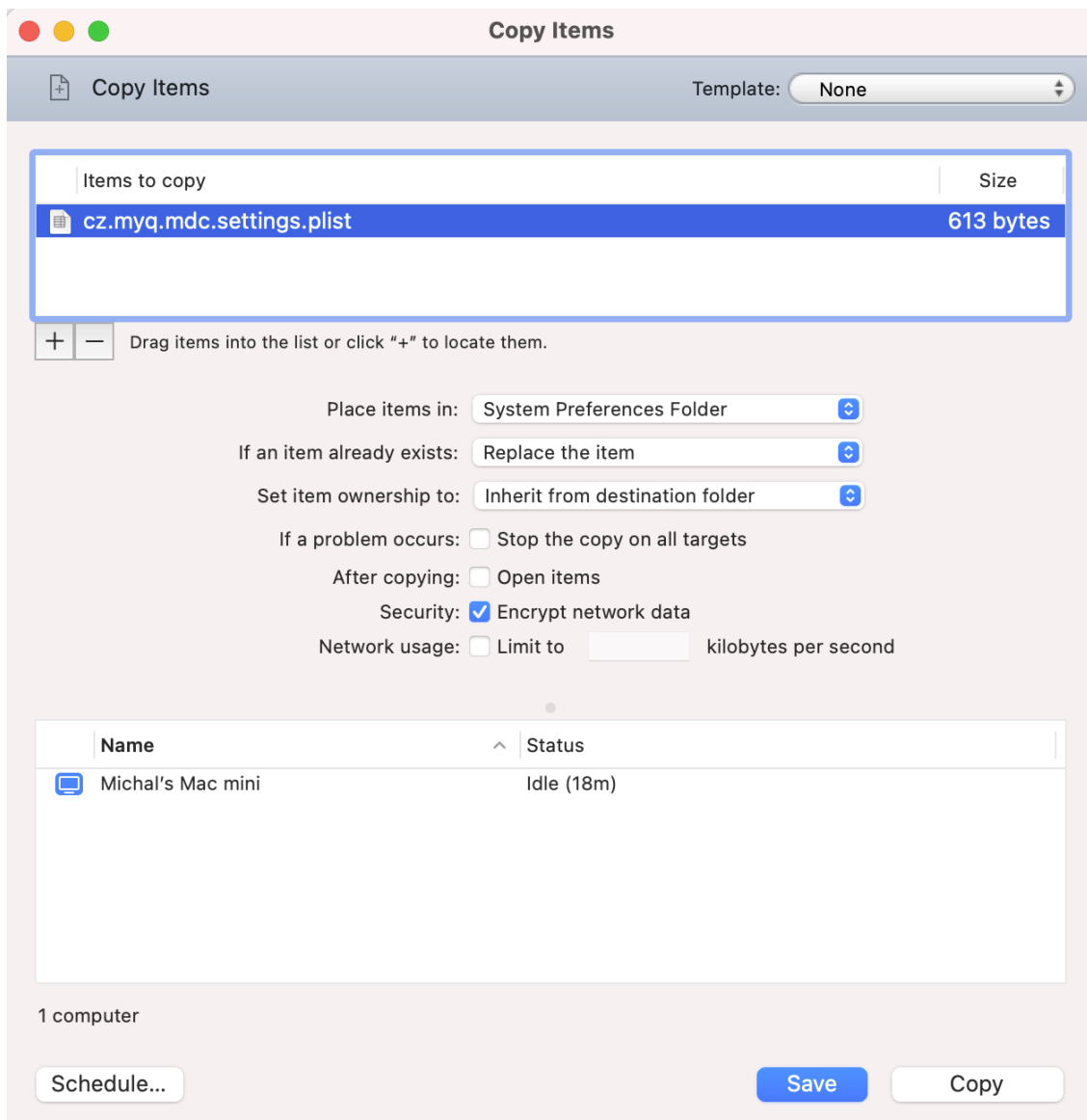
If the settings file is not copied, after the package installation finishes the user can configure MDC from the app's **Settings** option (see Settings). The settings file will be created under the user's home folder: *~/Library/Preferences*.

5.2.2 Deploying the Package

To deploy the package to multiple Mac workstations:

1. On the administrator Mac, open Finder and click **Applications** > **Remote Desktop** to display the main window of Apple Remote Desktop (ARD).
2. Click **All Computers** in the left section of the ARD main window. The Mac workstations connected to your network are displayed in the right pane of the window.

3. Select the desired destination Macs and click **Install** in the ARD toolbar (or select **Manage** > **Install Packages** menu). The **Install Packages** window opens.
4. Add the ***MyQ Desktop Client.pkg*** file (available for download in the MyQ Community portal) to the **Packages** list either by drag-and-drop or by locating the package using the plus (**+**) button.
5. Click **Install** to distribute the package to the selected Macs. The installation progress is displayed in the main window. The result of the package distribution to each Mac is displayed in the **Status** column.
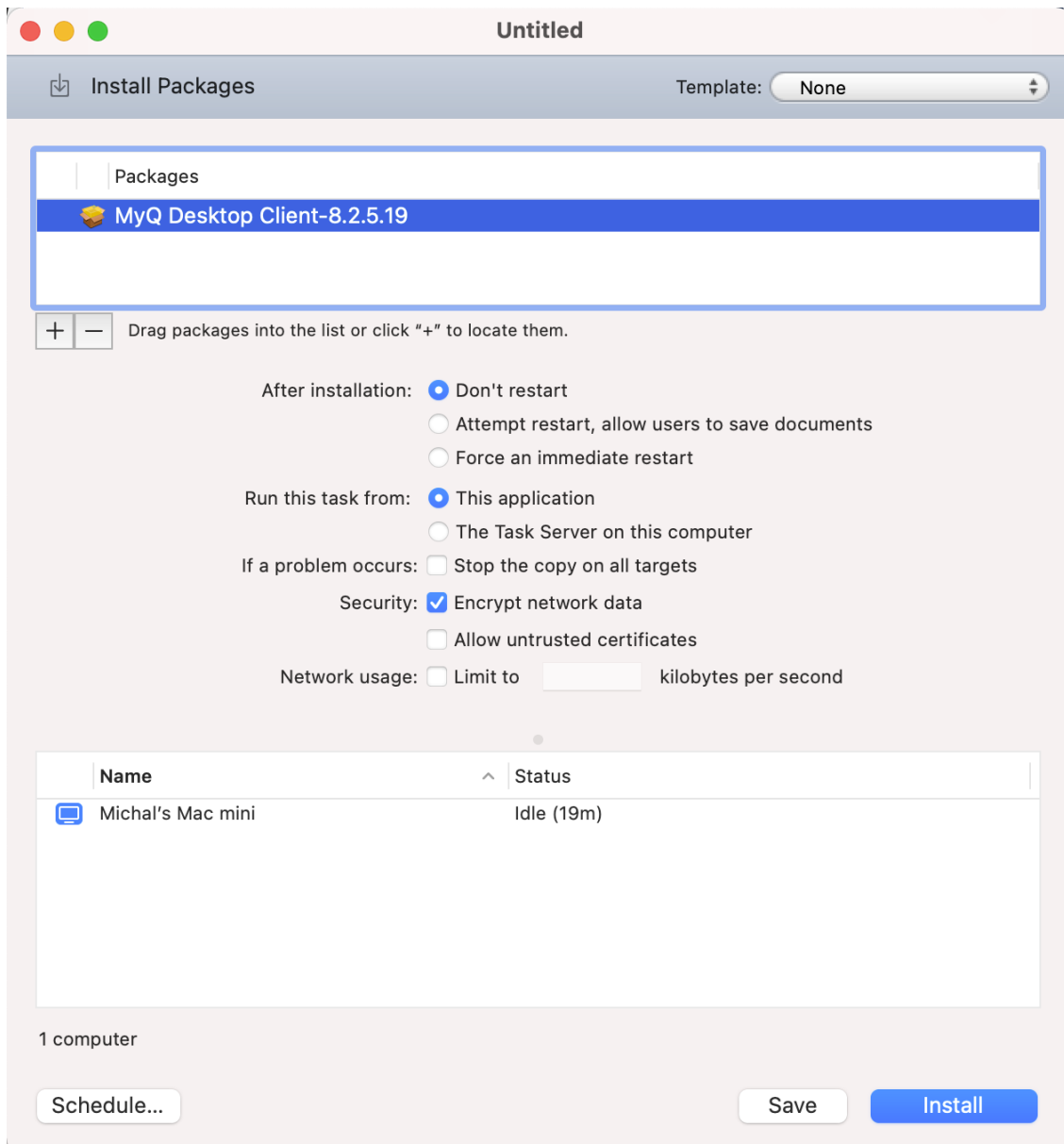
6 Settings

To set up or modify the MDC settings, click on the MyQ icon on the macOS system tray. Click the three dots in the upper-right corner to open the Actions Menu, and click **Settings**. You can also use the Actions Menu to visit the online help (Help), view information about the app (About), open the log (Open log), and close the application (Quit).
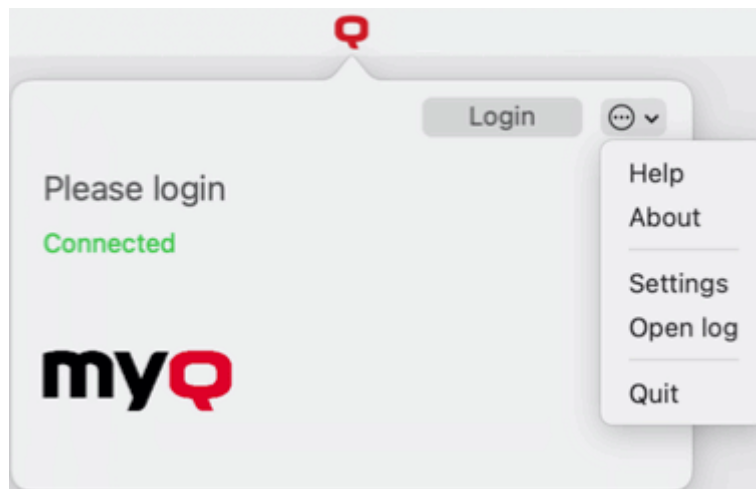
The following settings are available:
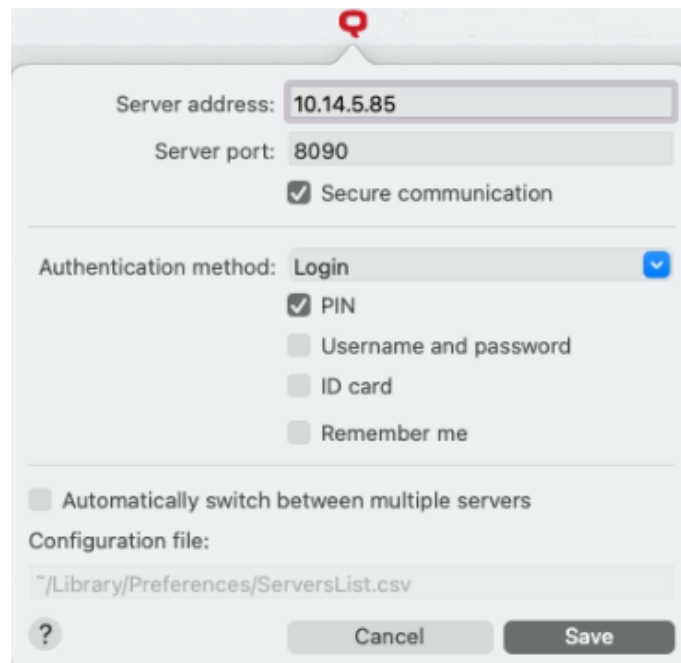
1. **Server address**: Enter the IP address or hostname of the MyQ server.
2. **Server port**: Enter the MyQ server's port. By default, it is *8090* for a secure (SSL) connection.
3. **Secure communication**: If enabled, the connection between MDC and the MyQ server is secure and requires a certificate. The option is disabled by default.
4. **Authentication method**:

a. **List of users**: With this option selected, the job sender has to select one of the MyQ user accounts from the list of all MyQ users. The job sender is then identified as the selected MyQ user.

b. **Login**: With this option selected, the job sender has to log in under their MyQ credentials. The job sender is then identified as the logged in MyQ user. You can select up to three login options: *PIN, Username and password, and ID Card*, as well as enable the *Remember me* feature, which is used to display/hide the option to remember the logging user.

c. **Mac single sign-on**: With this option selected, the job sender is identified as the macOS user account where the job is sent from.

5. **Automatically switch between multiple servers**: Check the box if you wish MyQ Desktop Client to automatically switch between multiple servers on an IP subnet. This is done by uploading a CSV file with the required information, by adding the exact path to the file in the **Configuration file** field.

6. Once done configuring the settings, click **Save**. The MyQ icon on the system tray should turn red if the connection to the server is successful.
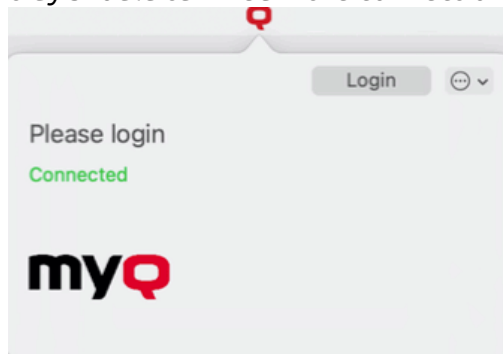
If the settings file exists in the folder: */Library/Preferences/cz.myq.mdc.settings.plist* the **user can't modify the settings** because they apply to all the users.

If the file doesn't exist in the folder mentioned above, then it is stored under the **user scope**: */Users/<MacOSUserName>/Library/Preferences/cz.myq.mdc.settings.plist* and the user can modify the settings.

6.1 IP subnet CSV file information

To automatically switch between multiple servers on an IP subnet, the uploaded CSV file should contain the information about the subnets. The file's headers should be **subnet**, **serveraddress**, **serverport**, and **lprport**, as seen on the image below.

◢	A	B	C	D	E
1	subnet	serveraddress	serverport	lprport	
2	10.1.9.0/23	10.1.9.68	8090	515	
3	10.1.5.0/24	10.1.5.60	8090	515	
4					

You can also use the following CSV template, modifying the fields according to your needs:

MDC - Configuration File...

In case the configuration for the current subnet does not match or something is incorrect on the file or it can't be opened, MDC will use the configuration for the connection from the registry, set during the installation.

7 MyQ Desktop Client features

MyQ Desktop Client offers the following features:

- **User Identification** - users are identified via multiple authentication methods.
- **Job Management** - print jobs management related to payment accounts (credit, quota, cost center selection), project management, and user interaction via custom scripts.

7.1 User Identification

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

Once a job is sent to a queue, the status changes to **Paused** and the user is set to ***unauthenticated** until they authenticate themselves in MDC. Once they do, the job's status changes to **Ready** and the user changes to the now authenticated job owner. If the authentication in MDC fails or if the user is not present in the MyQ server, the user is no longer created (needs to be created in MyQ) and the job is rejected.

Depending on how MDC was set up, the user is either identified as the currently opened OS account or they can identify themselves. The self-identification methods are described in:

- Identifying the job sender by logging in
- Identifying the job sender by selecting from the list of all MyQ users

> 🗐 The login options are selected within the MyQ Desktop Client setup. If you do not want the users to identify themselves, select the **Mac single sign-on** authentication method.
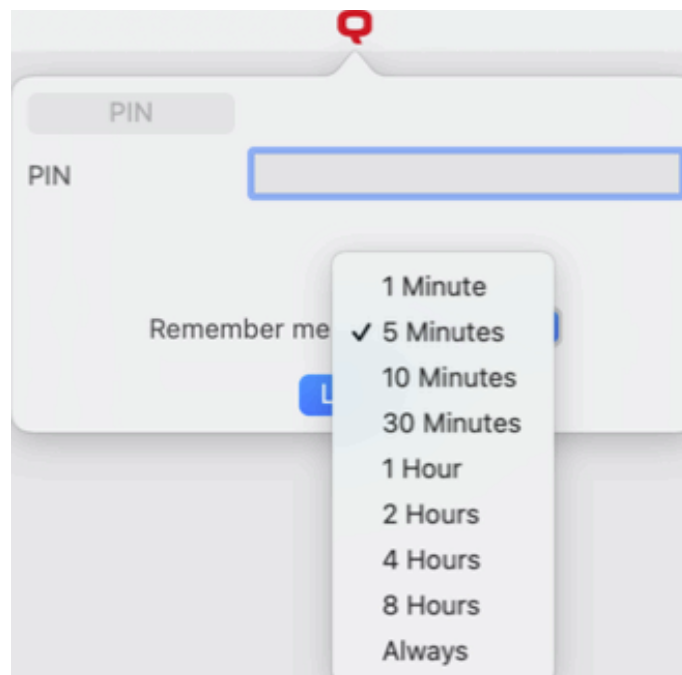
7.1.1 **Identifying the user by logging in**

With the **Login** authentication method selected, the user can open the sign in options by clicking **Login** in the application's window (to open the application's window, click the MyQ icon on the macOS system tray).
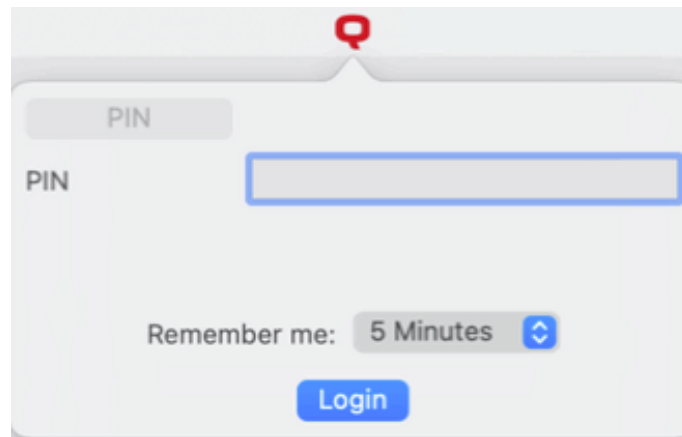
Remember me:

When the users log in, they can select how long they are going to stay logged in for. At the end of the selected time period, the users are logged out, and the login credentials are forgotten. Select **Always** to stay logged in even when the OS session is terminated.

If the Remember me feature was not enabled during the installation and therefore is not available, the user is automatically logged out as soon as the batch of jobs is processed and any user interaction is finished.

7.1.2 Identifying the user by selecting from the list of all MyQ users

With the **List of MyQ users** authentication method selected, the user can open the list of users by clicking **Login** in the application's window (to open the application's window, click the MyQ icon on the macOS system tray).
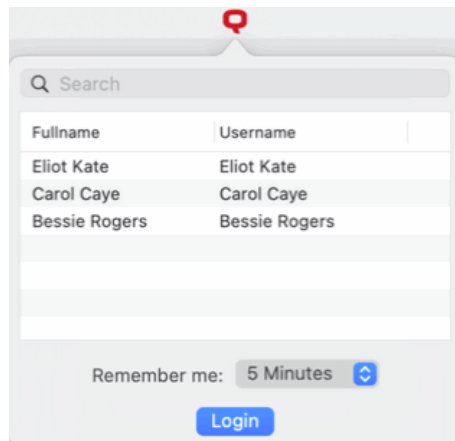
7.2 Job Management

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

- The queue where the job is sent has the user detection method set to **MyQ Desktop Client**. User detection methods are described in User Identification.
- User interaction script is set on the queue where the job is sent to; described in Interactive job processing.
- Projects are enabled and the sending user has access to at least one project; described in Project management.

Submitting and deleting sent print jobs

With the above mentioned features enabled on the MyQ server, sent jobs require additional information before they can be printed. After these jobs are sent to the MyQ server, they are paused there and cannot be printed until the necessary information is provided, for example until their project is selected.

Each time the job is paused, the job management window of the MyQ Desktop Client application appears on the screen. In this window, the user can submit the job by clicking **Print Job** or delete it by clicking **Delete Job**. They can also select the **Apply to all jobs** option to submit or delete all the jobs in this way.

Selecting **Logout** without any action will also delete the logged in user's print jobs. When the user logs out, all the unprinted jobs are, for security reasons, deleted from the server; no one else on a shared computer can now print those jobs.
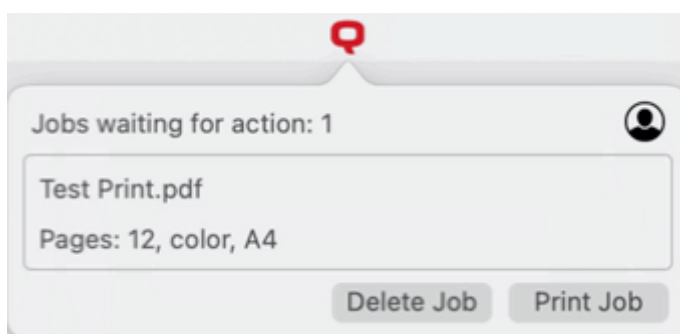
Depending on the Accounting settings (accounting group or cost center) on the server, the user may be prompted to select an account where the job will be charged to.

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

> Cost Center selection in MDC should appear only for **Direct Print** queues.
>
> If there is only one account available for the user, it is selected and charged automatically, thus there is no **Select Account** prompt.

## 7.2.1 Interactive Job Processing

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

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

There are three dialog options available for this feature:

- a dialog box with a text content and Yes/No options
- a dialog box with a text content and Print/No options
- a dialog box with a text content and Yes/No/Cancel options

Jobs sent to a queue with a user interaction script are automatically paused and the job management window with basic information about the job appears on the screen. After the user submits the job, the user interaction dialog box appears. For example, if a user sends a job with more than 10 pages and submits the job in the job management window, they are informed that the job is large and asked if they want to print it in duplex. For more information on PHP job scripting, contact MyQ support.
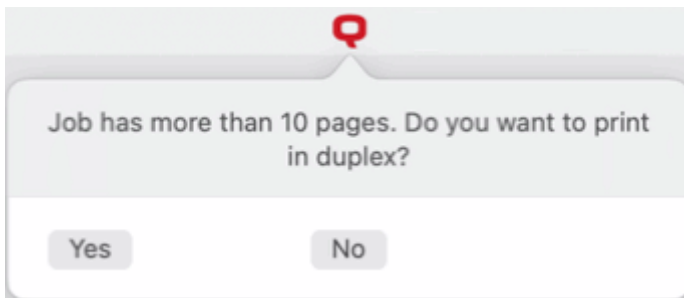
7.2.2 Project Management

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

After the print job is sent to MyQ, the application's pop-up window appears. If the user is not identified yet, they need to identify themselves to open the job management options window where they can select the project. If they are already identified, they are directly shown the project management options.

On the job management window, the user needs to select a project (or the *No Project* option), and then click **Print Job**. After this, the project is assigned and the job can be printed. The maximum number of items displayed at once is 15. Refreshing the list will deselect a selected item.
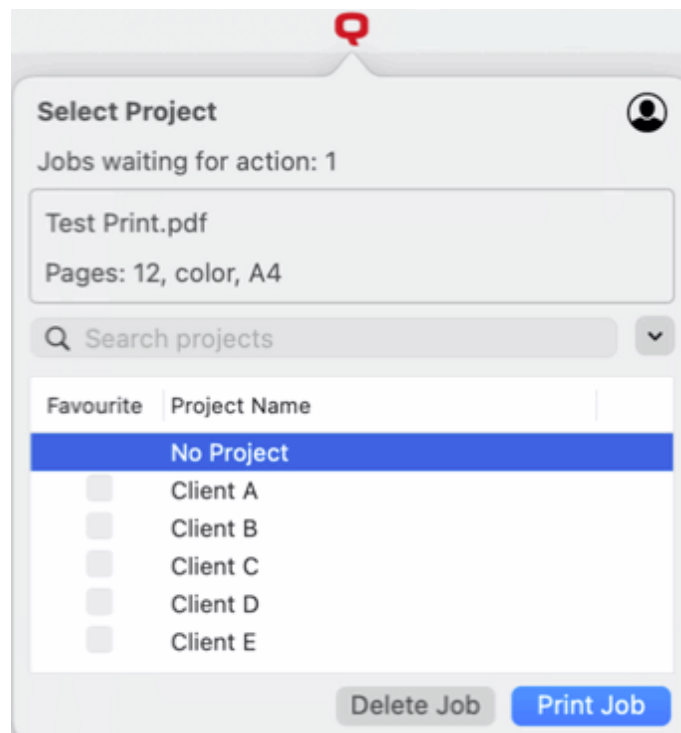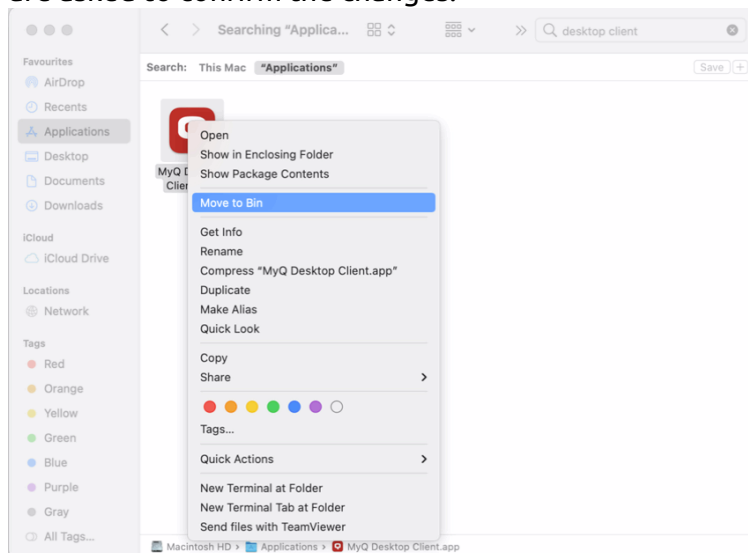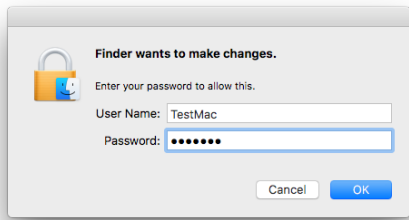
8 Uninstallation

To uninstall MDC:

1. Use the **Activity Monitor** app to check if MyQ Desktop Client is running, and quit if it does. For more information see: https://support.apple.com/guide/activity-monitor/quit-a-process-actmntr1002/mac
2. Click **Finder**, and then open the **Applications** tab.
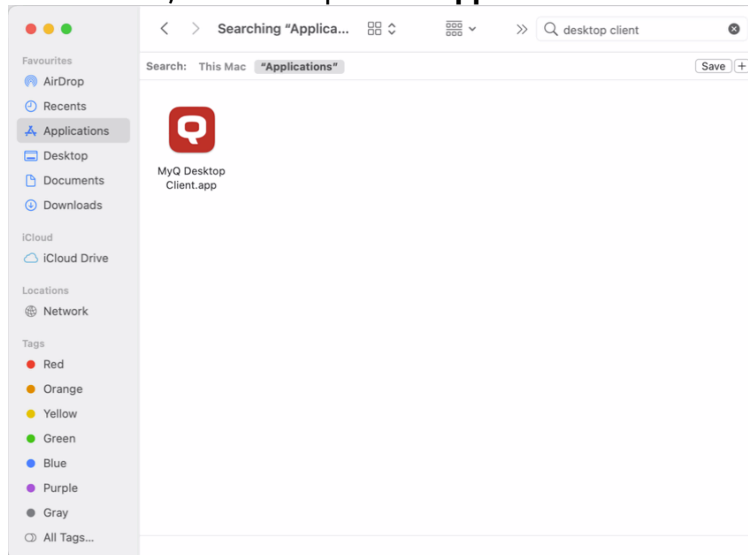
3. On the tab, right-click the MDC application, and then select **Move to Bin**. You are asked to confirm the changes.

4. Enter the credentials of the administrator's account and click **OK**. The application is uninstalled.

9 Business Contacts

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