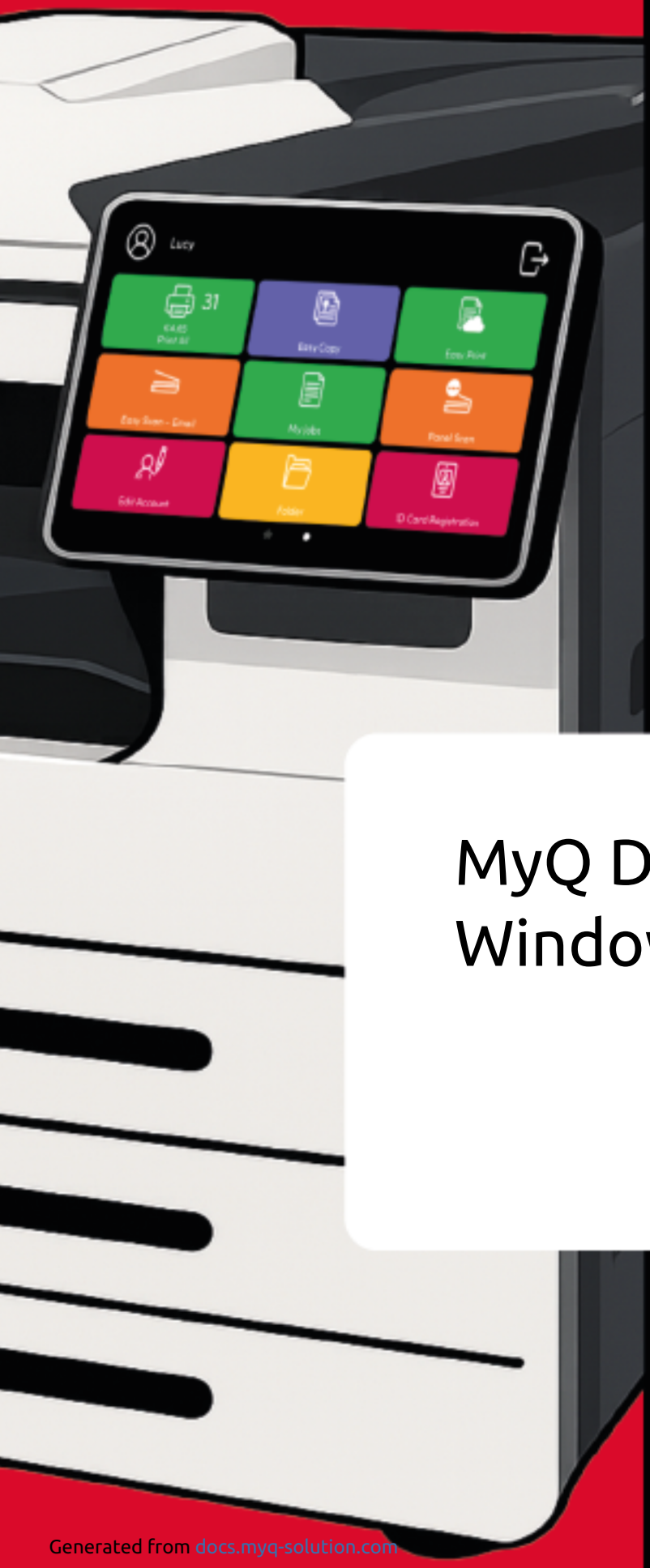



# MyQ Desktop Client 10.2 Windows

ENGLISH

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# 1 MyQ Desktop Client 10.2 for Windows

Work happens everywhere - across offices, homes, and on the move. The MyQ Desktop Client keeps printing just as flexible, delivering smart, reliable workflows for hybrid teams. It powers user print mobility, failover printing, and more to keep jobs moving even when networks or devices change.

**Key Features**

- User identification and print-job encryption
- Integrated job parsing and automatic printer provisioning
- Job accounting and policy enforcement
- Alternative paths like client spooling and fallback printing

Desktop Client can also monitor and apply print policies for locally connected multifunction printers, enabling IT administrators and users to enjoy enhanced functionality and convenience, and making it an essential tool for businesses in today's smart work environment.

For a list of changes in previous patch versions, see the (10.2) Release Notes.

# 2 Feature Overview

Here are the key reasons to consider whether MyQ X's Desktop Client is the right choice
for your organization.

| **Printing** | **MyQ X 10.2 Enterprise / Ultimate** |
|---|---|
| Secure Printing via MyQ X Print Server (with Cross-vendor Support) | ✅ |
| MDC's Client Spooling for Direct IP Printing (with Cross-vendor Support) | ✅ |
| Modification of Print Options on the Device | ✅ |
| Watermark Support | ✅ |
| Configuration Profiles for Specific Clients (per IP ranges or Hostnames) | ✅ |
| Public Mode for Shared Workstations and Release Stations | ✅ |
| Local Monitoring of USB-connected Devices | ✅ |
| Printing to Device Spooling-enabled MFDs (failover and serverless printing)[1] | ✅ |
| Fallback Printer Selection for Server Downtime Period | ✅ |
| Auto Location Switching in Multi-Site Environments | ✅ |
| Printing Rules and Interactive Printing Prompts | ✅ |
| **Accounting & Billing** | |
| Quota | ✅ |
| Credit (Pay-for-Print) | ✅ |
| Cost Center Assignment | ✅ |
| Project Assignment | ✅ |

| Printing | MyQ X 10.2 Enterprise / Ultimate |
|---|---|
| **Authentication & User Profile** | |
| Sign in with PIN | ✔ |
| Sign in with ID Card | ✔ |
| Sign in with Microsoft | ✔ |
| Sign in with Username + Password | ✔ |
| Automatic Integrated Windows Authentication for Domain Users[2] | ✔ |
| Quota/Credit Balance Status | ✔ |
| Generate New PIN | ✔ |
| **Printer Provisioning** | |
| Remote Printer Driver Deployment in Domain Environments | ✔ |
| Print Driver Deployment in Domain-less Environments & BYOD | ✔ |
| Print Driver Deployment Based on Security Groups | ✔ |
| Print Driver Configuration Profiles (Predefined Printing Defaults Supported) | ✔ |
| Secure Forward Printing to MyQ X Print Server | ✔ |
| Client Spooling for Direct IP Printing | ✔ |
| Universal IPP Printer Provisioning | ✔ |
| Windows, macOS Support | ✔ |

[1] *Support for Kyocera and Ricoh Embedded Terminals*
[2] *Only when using Desktop Client for Windows*

# 3 System Requirements

You can upgrade from previous versions of MyQ Smart Job Manager and MyQ Desktop Client.

## 3.1 Server Requirements

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

- MyQ Print Server 10.2 (Patch 3+; Patch 27+ for authenticated IPP printing and automatic IPP port updates)
- MyQ Central Server 10.2.

MDC requires at least one standalone Print Server. The maximum recommended number of concurrent Desktop Clients connected to one MyQ Print Server is estimated to *10,000*.

In a Central-Site deployment, you can assign clients to Sites using IP ranges. MyQ Central Server supports up to **50,000 MDC client logins within a one-hour window,** with each site server able to handle up to 10,000 connections.

- MyQ Print Server 10.2 (Patch 3+; Patch 27+ for authenticated IPP printing and automatic IPP port updates)
- MyQ Central Server 10.2 (Patch 25+ recommended for large MDC deployments)

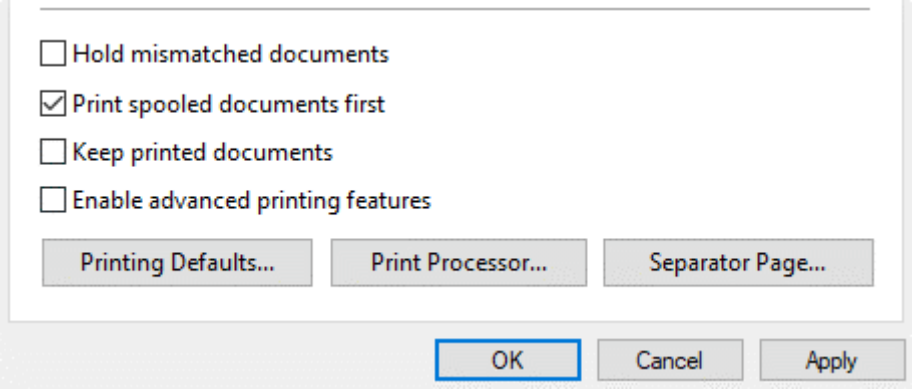
## 3.2 Client Requirements

- **OS**
  Windows 11 (64-bit, ARM 64-bit) / Windows 10 (64-bit, version 1809 and higher) Windows Server 2019 and later.

> ⚠ In an outdated version of Windows 11, a bug occurs after a system reboot in which the user cannot be detected and the job is discarded. If this bug occurs, the service log will display a warning that the Desktop Client agent could not be found, containing `HOSTNAME$` rather than `USERNAME`. To resolve this issue in the short-term restart the print spooler service, for a long-term solution keep Windows 11 updated.

- **Memory**
  2GB minimal requirement, client consumes 256 MB dependent on the print job load.

- **Hard Disk**
  350 MB for installation, with additional requirements in cases where jobs are spooled or if queue deploy is used.
- Microsoft .NET is bundled inside the Desktop Client and does not need to be installed.
- The Windows App SDK runtime is bundled inside the Desktop Client and does not need to be installed.
- To make sure that Desktop Client works properly, deselect the **Keep printed documents** option, and the **Enable advanced printing features** option on the **Advanced** tab of the print driver. They are used for sending jobs to MyQ.




Built-in IPP Driver is supported only on the following Windows versions:
- Windows 10 22H2 and higher.
- Windows 11 22H2 and higher.
- Windows Server 2022 20348.2849 and higher.

### 3.2.1 Certificate Management

Before you install Desktop Client, you should install a trusted certificate on the client computer. This will establish a secure connection to the MyQ Server.

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

To achieve that, export a CA certificate on the MyQ Server.

### Export a CA Certificate on the Server

1. Log in to the MyQ Web Interface as an administrator and go to **MyQ > Settings > Network.**
2. In the **General** section, ensure that the value in **This server hostname** matches the hostname of the computer running MyQ.
3. In the Certificates section, click **Export CA Certificate**.
4. Save the exported certificate to the client computer where Desktop Client will be installed.

⚠ If you're using an IP address or a hostname alias to access the server, make sure those values are included in the **Server Alternative Names** field under the **Certificates** section.

### Install the Certificate on Windows

1. On the client computer, double-click on the certificate .crt file and select **Install Certificate...**
2. Set the **Store Location** to *Local Machine* and click **Next**. Click **Yes** on the UAC confirmation that appears.
3. For the certificate store, select *Place all the certificates in the following store*
4. Click **Browse**, then select **Trusted Root Certification Authorities** and click **OK**.
5. Click **Next** and then **Finish**.

You have installed the server certificate on the Windows client system.

You are now ready to move on to the Desktop Client installation, described in Install and Configure (see page 10).

## 3.3 Upgrading the Client

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

## 3.4 Troubleshooting

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

`C:\ProgramData\MyQ\Desktop Client\Logs`

`C:\Users\[Windows User]\AppData\Local\MyQ\Desktop Client\Logs`

> ⚠ If you are running MyQ X Desktop Client and MyQ Roger Desktop Client, we recommend you run them on separate machines to avoid port conflicts.

# 4 Install and Configure

You can install the MyQ Desktop Client via the setup wizard, with a customized configuration file, or with a command line with parameters. While you can install Desktop Client on a single machine, it is typically deployed across managed environments. Desktop Client support these deployment methods:

- Deployment with Intune[1]
- Deployment with Microsoft Endpoint Management[2]

## 4.1 Before Installation

Customize your installation so that once installed, Desktop Client automatically connects to your server. You can perform a customized installation in these ways:

- Customize the installation package filename.
- Edit the `config.ini` file, then run the installer.
- Perform a silent installation, and pass the server details as arguments.
- Install Desktop Client manually and connect to the server later.

### 4.1.1 Customize the Installer Filename

Edit the installation filename to include your server address, server port, and security mode. The installer can be named with following the structure:

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

> **Notes**
>
> - Values for `ServerAddress` and `ServerPort` are required.
> - A value for `Normal|Strict` is optional (defaults to `Strict` when omitted).
> - You must include a space before **ServerAddress**!

**Examples**

- Desktop Client 10.2 contoso.myq.com-443.msi
  - Server Address: contoso.myq.com[3]
  - Server Port: 443
  - Security Mode: Strict

1. https://learn.microsoft.com/en-us/intune/intune-service/fundamentals/what-is-intune
2. https://www.microsoft.com/en-us/microsoft-365/business-insights-ideas/resources/what-is-endpoint-management
3. http://contoso.myq.com/

- Desktop Client 10.2 (Patch 2) acme.com-8090-Normal.msi
  - Server Address: acme.com[4]
  - Server Port: 8090
  - Security Mode: Normal

### 4.1.2 Edit the config.ini File

The **Server Address**, **Server Port**, **Security Mode**, and default system browser can be set by editing the config.ini included in the installation package. The available security modes are **Strict** and **Normal**.

> ⚠ The config.ini must be in the same directory as the installation package when the installer runs. The configuration is applied upon startup.

## 4.2 Silent Installation

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

```
msiexec /i "ClientInstaller.msi" /qn SERVERADDRESS=Address SERVERPORT=Port SECURITYMODE=Normal|Strict
```

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

## 4.3 Manual Installation

You can allow users to manually install Desktop Client on their machines.

To successfully run the installer, one of the methods to define the server to which Desktop Client should connect must be used.

1. Download the latest available version of the installation file from the MyQ Community portal.
2. Double-click on the installation file, and proceed through the installation wizard.
3. Desktop Client is now installed and open.

   Desktop Client runs as an application and background service.

4. http://acme.com/

If the security mode is set to **Normal**, a connection privacy warning appears after installation.

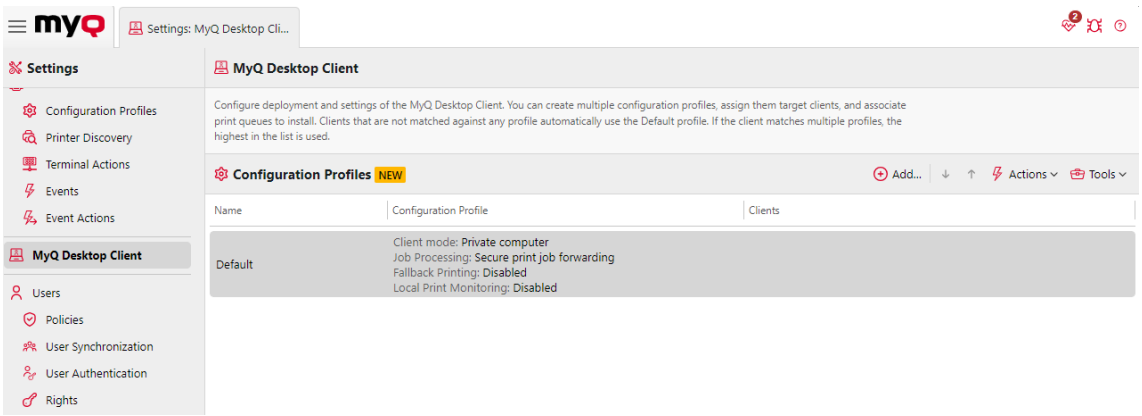
For information about how to configure Desktop Client, Configuration Profiles (see page 12) and Configure Printers and Job Processing (see page 14).

## 4.4 Configuration Profiles

As an administrator, you can manage multiple configuration profiles for MyQ Desktop Client in MyQ, and deploy them according to your needs. For example, you might want to specify fallback printers per office location, or you might choose to enable client spooling for selected workstations only.

> You can configure profiles before deploying Desktop Client 10.2+. Once Desktop Client connects to the server, it automatically uses settings from applicable profiles if this feature is enabled.

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




### 4.4.1 Create a Configuration Profile for Desktop Client

1. Go to **MyQ > Settings > MyQ Desktop Client**, click **Add** in the Configuration Profiles section.
2. On the **General** tab enter a **Name** for your configuration profile.
3. In the **Clients** section specify which clients this configuration profile should apply to, either using an **IP range** or **Hostnames regex**. You can also add exclusions.
4. In the **Authentication** section select a **Client mode**.

- **Private mode:** Desktop Client offers a more lenient authentication and session management approach, acknowledging the trust level of a personal or assigned device.
- **Public mode:** designed with communal device security in mind, ensuring that print jobs and user sessions are managed to prevent unauthorized access.
  For more information, see Public vs Private Mode (see page 38).

5. In the **Authentication** section choose an appropriate **Login method:**
   - **Sign in with MyQ**
   - **ID Card** (requires a card reader on the user's device)
   - **Seamless Single Sign-On** (Seamless SSO uses Microsoft Entra ID Single Sign-on. This feature is supported on Windows only.)
6. In the **Authentication** section, chose which browser to use for client authentication:
   - **Embedded Browser**
     Use the built-in browser of the Desktop Client application.
   - **Default System Browser**
     Use the default browser of the client OS.
     **Important:** When using Default System Browser on clients in public mode, the administrator must ensure that browser data and cookies are cleared after each user session to prevent unauthorized access.
7. In **Printer Provisioning** choose to enable or disable Printer Provisioning. When disabled, printers and drivers on clients using this profile will not be updated, which can be helpful to prevent unwanted changes, while preserving past ones.
8. On the **Printing** tab in the **Job Processing** section select a **Processing method** from:
   a. **Secure print job forwarding**: All print jobs received by the Desktop Client are automatically forwarded to the MyQ Print Server over a secure port. Desktop client is only used for authentication and accounting.
   b. **Client spooling**: The Desktop Client stores the job data on the computer and releases it directly to a printer upon server's command. This lowers network usage to the server.
9. Choose if you want to **Append domain name to username**, if enabled the username will be set as username@domain on the job.
10. Enable or disable Fallback Printing (see page 35), which allows users to be given an alternative method of printing during server downtime. Configure how the fallback printer is selected, the printing method, and release conditions.

11. Enable or disable **Local Print Monitoring**, which allows the accounting of jobs released on local printers not managed by MyQ.
    a. **Local Print Monitoring**: If enabled, jobs on printers not managed by MyQ server will be accounted.
    b. **Monitored ports**: Enter the names of the ports that you want to monitor, separated by comma (,). You can use '*****' to monitor all name-related ports (i.e.: USB* for ports USB1, USB2, etc.). Leave the field empty to monitor all ports.
    c. **Release conditions**: Select one of the available options - **Always release the job**, **Only if user has enough credit/quota**, **Only if print server is online**.
12. Click **Save**. Your configuration profile is created and automatically applied.

### 4.4.2 Connect to a Central Server

In a multi-site environment, Desktop Client can connect to the Central Server, which directs it to a Site server based on the client computer's IP address. This lets users who work at several offices print through the Site server at their current location, without reconfiguring the client.

1. Set the **Server Address** and **Server Port** in the installer file name or the configuration file to the Central Server. For details, see Install and Configure (see page 10).
2. In the Central Server web interface, go to **Sites** and edit the relevant site.
3. On the **Client** tab, enter the **IP ranges** of the client computers that should connect to this site. You can also exclude IP ranges.
4. Click **Save**.

Desktop Client connects to the Site server whose IP range matches the client computer's address.

When the client computer's IP address changes, for example when a laptop moves to another office, Desktop Client switches to the Site server for the new IP range during the session. It retrieves the matching configuration profile from that Site server in the background, so login method, job processing method, and fallback printers can differ by location.

## 4.5 Configure Printers and Job Processing

MyQ Desktop Client has two possible configuration options of Job Processing, which you configure in the Desktop Client setup wizard:

1. Secure print job forwarding
2. Client spooling

### 4.5.1 Secure Print Job Forwarding

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

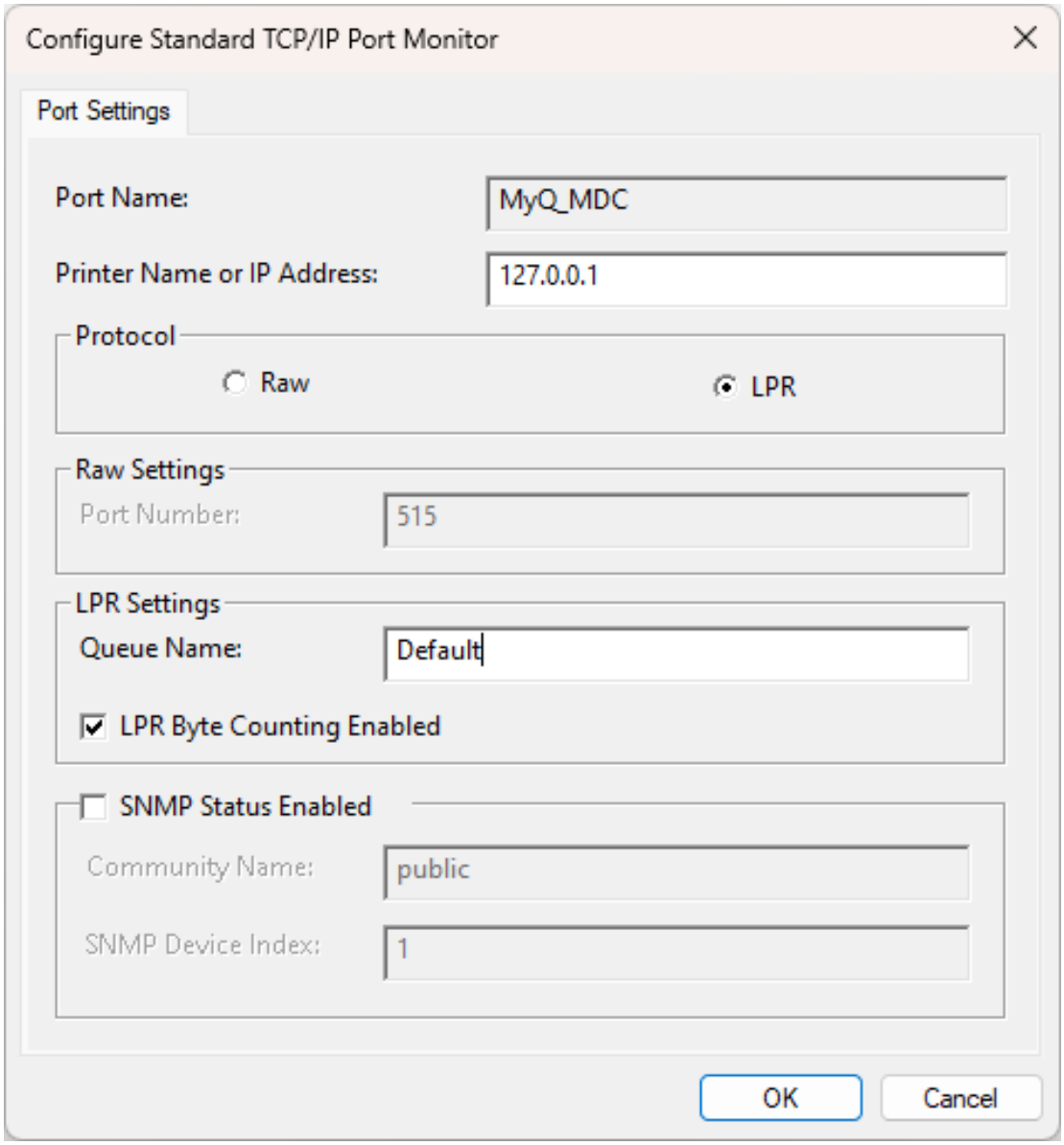
#### Setup in MyQ Web User Interface

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

#### Printer and Driver Setup

The printer and driver must be installed on the workstation where Desktop Client will be running. This can be automated with Printer Profile Provisioning (see page 40), or drivers and printers can be installed manually. The recommended configuration is the following:

- **Printer Name or IP Address: localhost** or **127.0.0.1** (this is the address that Desktop Client listens to on port 515).
- **Queue Name** should be your MyQ queue.




### 4.5.2 Client Spooling

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

#### Setup in MyQ Web User Interface

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

### 4.5.3 Refresh Client Configuration

After changes to the Client configuration have been made in the MyQ Web User Interface, use the **Admin Options > Refresh client configuration** option to immediately enact these changes in the Desktop Client.

⚠ Only admin users can use the **Refresh client configuration** option.

## 4.6 PowerShell Execution Policy Information

If Windows has set Powershell ExecutionPolicy[5] to AllSigned, it is not possible to run scripts unless a script is signed and also a certificate added to the Trusted Publishers in a certificate store. If the script is unsigned, it is not possible to execute it at all.

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

To export and install the certificate:

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

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

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

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

5. https://learn.microsoft.com/en-us/powershell/module/microsoft.powershell.core/about/about_execution_policies?view=powershell-7.3

- The printer port “MyQ_MDC” will not be created.
- Detecting parameters from the installer name will not function.

## 4.7 Deploy with Intune

To provide your users immediate access without them having to install it themselves, deploy Desktop Client with Intune.

### 4.7.1 Deployment Overview

Before you start, we recommend going through the Microsoft Intune Overview[6]. You will have a better understanding of Intune’s capabilities. After that, look at the Windows deployment guide that focuses specifically on managing Windows desktops and laptops in general.

As a next step, get familiar with Win32 app management in Microsoft Intune[7] which you will use to add the Desktop Client on Intune to be distributed on your managed devices.

Listed below are the basic steps to deploy the Desktop Client over Intune:

**1 Configure your Intune**

Enable the management for your users and devices and prepare the prerequisites for running MDC.

**2 Prepare the deployment package**

Create a `.intunewin` file with the MyQ Desktop Client installer which will be uploaded to Intune.

**3 Add the app in Intune**

Upload the deployment package file, configure assignments, app settings, and add the MDC configuration for silent installation.

### 4.7.2 Desktop Client Configuration

Before you start deploying the Desktop Client, you can prepare its configuration and features ahead of time.

You can edit the settings of the Default configuration profile on the server to enable features for all clients, create new configuration profiles to target only specific networks or hostnames, and enable a set of features tailored for this group of computers.

---

6. https://learn.microsoft.com/en-us/mem/intune/fundamentals/what-is-intune
7. https://learn.microsoft.com/en-us/mem/intune/apps/apps-win32-app-management

### 4.7.3 Intune Configuration

Follow the Microsoft manuals to configure your Intune users, groups, devices, policies, and assignments in the Microsoft Intune admin center[8].

### 4.7.4 Prerequisites for MDC

- Certificates must be installed on the client computers (if you are using custom certificates signed by a certificate authority not automatically trusted by your operating system).
- Dependencies (prerequisite software needed to run the MyQ Desktop Client) should be either already installed on the client computers or prepared in Intune to be deployed together with MDC.

⚠ If computers where MDC will be installed do not have the required software (namely *Microsoft .NET Framework*) already installed, you should first:

- either deploy the MDC prerequisite software on the clients before MDC deployment, or
- prepare and upload *.NET Framework* to Intune, so that you can later select it as a dependency that will be installed before the Desktop Client itself.

### 4.7.5 Prepare the Desktop Client Installer for Windows

#### Preparing the .intunewin Deployment Package

Intune uses the `.intunewin` file to wrap the installer and the configuration necessary to install the required apps on client workstations. You can use the Microsoft Win32 Content Prep Tool to create the package.

Follow the guide from Microsoft called Prepare Win32 app content for upload[9].

#### Prerequisites

- Downloaded **Microsoft Win32 Content Prep Tool**, link in the manual mentioned above.
- Downloaded **MyQ Desktop Client's installer**, extracted in its folder.

8. https://endpoint.microsoft.com/#view/Microsoft_Intune_DeviceSettings/AppsMenu/~/overview
9. https://learn.microsoft.com/en-us/mem/intune/apps/apps-win32-prepare

## Creating the Package

Microsoft Win32 Content Prep Tool is a command line app in which you will specify the location of your downloaded Desktop Client's installer. Run the tool and follow the instructions.

- Select the folder where the MDC `.msi` installer is located.
- Specify the actual installer `.msi` file.
- Define the folder where the tool will output a ready-to-use `.intunewin` file.

Once the tool finishes preparing the package, you should be able to find it in the defined target folder.

## Adding the Desktop Client App in Intune

You can now upload the installation package you created in Intune and start deployment. You can do this in the Microsoft Intune admin center[10], navigate to the **Apps** page, and select **All apps**.

Find the complete instructions on how to upload the `.intunewin` file in Microsoft's manual: Add and assign an app[11].

To get the client to automatically recognize and connect to the MyQ server after it is installed on target computers, specify the connection details with the **Install command** option on Intune via parameters for MDC silent installation or include this information in a config.ini file which can be placed next to the installer.

The MSI Desktop Client installer needs to be first packed into `.intunewin` format using Microsoft Win32 Content Prep Tool[12]. You can either pack it together with the configuration file (config.ini) or the installation parameters can be set later via command line arguments in Intune.

Example of using **Content Prep Tool:**

1. Move the installer into an empty folder
2. Optionally, copy there also the `config.ini` file with your desired settings
3. Run the command tool `IntuneWinAppUtil.exe -c PathToInstallerFolder -s NameOfMsiFile -o OutputFolder`

   e.g. `IntuneWinAppUtil.exe -c C:\DesktopClient\InstallerFolder -s "MyQ`

10. https://endpoint.microsoft.com/#view/Microsoft_Intune_DeviceSettings/AppsMenu/~/overview
11. https://learn.microsoft.com/en-us/mem/intune/apps/quickstart-add-assign-app
12. https://github.com/microsoft/Microsoft-Win32-Content-Prep-Tool/releases/tag/v1.8.6

`Desktop Client Win 10.2 (Patch 1).msi" -o C -q C:`

`\DesktopClient\OutputIntuneWinFolder\`

The converted `.intunewin` file can be easily uploaded to Intune.

If the configuration file was not packed together with the installer, you need to set the configuration parameters through the Installation command in the same way as for the silent installation.

Example:

```
msiexec /i "MyQ Desktop Client Win 10.2 (Patch 1).msi" /qn
SERVERADDRESS=print-server.contoso.com SERVERPORT=443 SECURITYMODE=Normal
```

**Upgraded Recommendations**

- When Desktop Client via Intune, add any installation parameters previously specified, otherwise installation can fail in specific cases.
- After a silent installation, MDC does not restart automatically. Consider using other means, for example scripts, to restart the application.

### 4.7.6 App Dependencies

If your computers do not already have the software the MyQ Desktop Client requires installed, you can **specify the app's Dependencies**. Those are apps that will be checked for, and if not present, installed before the installation of the Desktop Client itself.

You can select the prerequisite apps from a list of your other Intune apps. to do so, these should already be configured.

### 4.7.7 Installation of MDC on Client Computers

Once you go through the steps above and create the app's configuration on Intune, the **installation of MDC should start** on the selected computers as per your assignments. It may take some time before the Desktop Client starts rolling out – this is solely managed by Intune.

If you correctly included the MyQ server hostname and port in the installer filename, the Desktop Client downloads its configuration automatically once it runs on the client computer after installation.

It will download settings from the configuration profile dedicated to this client based on its IP address or hostname.

### 4.7.8 Updating the Desktop Client for Intune

To update an installation of Desktop Client that has already been installed on your managed devices, create a new app in Intune with the deployment package containing the new version of MDC, as described above.

In the Add app guide's[13] **Supersedence** step, select the instance of the previous MDC version from the list of your Intune apps, and disable **Uninstall previous version**. This should result in the older app being updated with the newer version you have just added.

13. https://learn.microsoft.com/en-us/mem/intune/apps/quickstart-add-assign-app

# 5 Desktop Client Features

The MyQ Desktop Client equips users and administrators with comprehensive tools to streamline and secure print management across all client devices.

- **User Identification**
  Identify and authenticate users securely, with multiple authentication methods.
- **User Account Information**
  Enable authenticated users to view their account information, and their credit and quota status.
- **Job Management**
  Empower users with print job management, enabling them to select the credit, quota, or cost center to use, and assign jobs to billing projects.
- **Client Printing Options**
  Enable secure, flexible printing with features like client spooling (local job storage), secure print forwarding (TLS encryption), print job security (auto-logout and pending job deletion), local print monitoring, and offline operation for uninterrupted printing even if the server connection is lost.
- **Public and Private Mode**
  Use private mode for personal workstations, with persistent authentication and uninterrupted print job management. Use public mode for shared devices, with strict authentication, session timeouts, and automatic sign-out to enhance security and prevent unauthorized access.
- **Print Driver Capture and Printer Provisioning**
  Capture print drivers to a centralized store from where you can manage the deployment of drivers across your client pool. Provision print queues to users efficiently with minimal manual configuration.

## 5.1 User Identification

One of the essential functions of the MyQ Desktop Client application is identifying the MyQ user on the computer where it is installed. Thanks to this identification, Desktop Client can mediate communication between the user and the MyQ server:

- It can inform the user about the state of their account
- It enables the user to manage their print jobs
- It also enables the server to determine the job sender.

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

If the **Append domain name** option was enabled, Desktop Client automatically adds the host computer’s domain name to the username. This is often required in

environments with multiple domains, where users with the same login may exist. The username format is `login@domainname`. For example, `john.doe@MyQUS` and `john.doe@MyQUK`.

### 5.1.1 Seamless SSO with Entra ID and IWA

With seamless SSO using Entra ID and Integrated Windows Authentication and a domain-joined computer, the user is identified and authenticated using their operating system user account. The user is logged in to Desktop Client silently.

### 5.1.2 Sign in with MyQ/ID Card

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

### 5.1.3 Authentication in Private vs Public Mode

Depending on the **Client mode** selected in the relevant Desktop Client configuration profile, users will be logged in either in private or public mode. For information about the differences, see Public vs Private Mode (see page 38).

- A user logged in to the client in the **Private mode** of authentication is always remembered after login.
- A client in **Public mode** is automatically logged out after printing a document or one minute of inactivity.

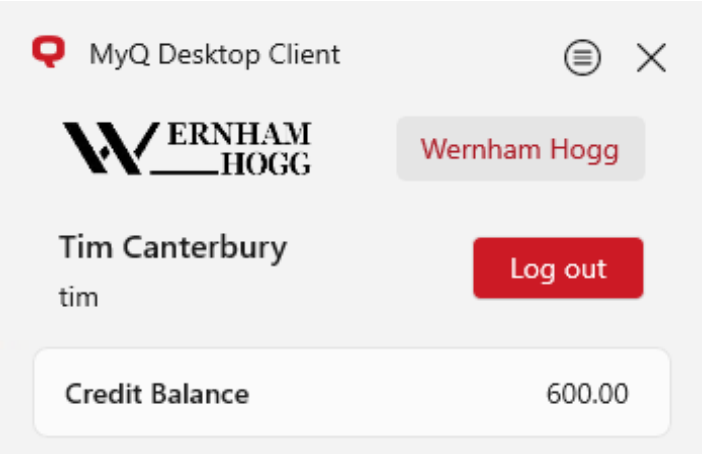
## 5.2 User Account Information

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

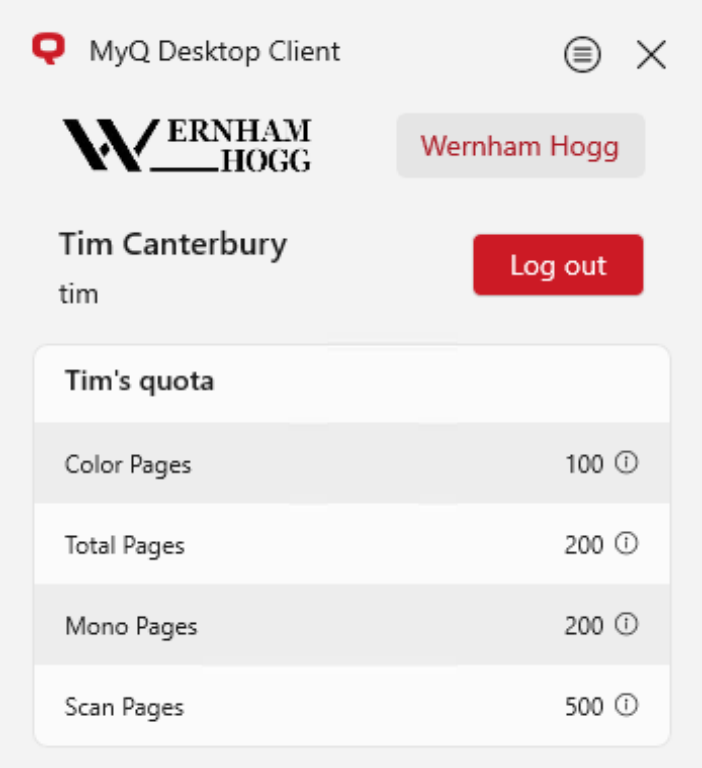
> ⚠ If a user's rights are edited in the Web UI while they are logged into Desktop Client, these changes are not reflected in the Desktop Client even after a restart. The user must log out and log back in to the Desktop Client for rights changes to take effect.
> For more information, see (10.2) Rights in the Print Server guide.

### 5.2.1 Credit and Quota Information

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




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



### 5.2.2 Generate New PIN

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

1. Log in to Desktop Client, click the options button and then select **Generate PIN**.
2. The new PIN is generated and displayed.

### 5.2.3 About

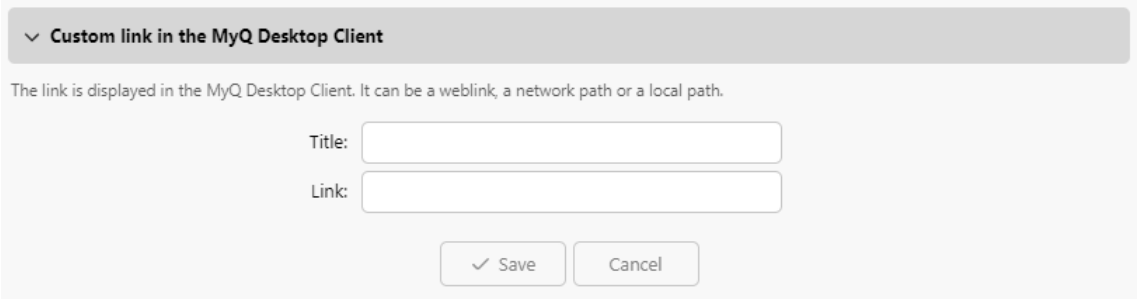
Clicking **About** in the context menu opens a pop-up which displays:

- The current **Client Version**.
- The **Connected server**.
- The **Configuration profile** assigned on the server.

This information can be copied and relayed to an administrator when a user experiences issues with their Desktop Client.

### 5.2.4 Additional Options

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




## 5.3 Job Management

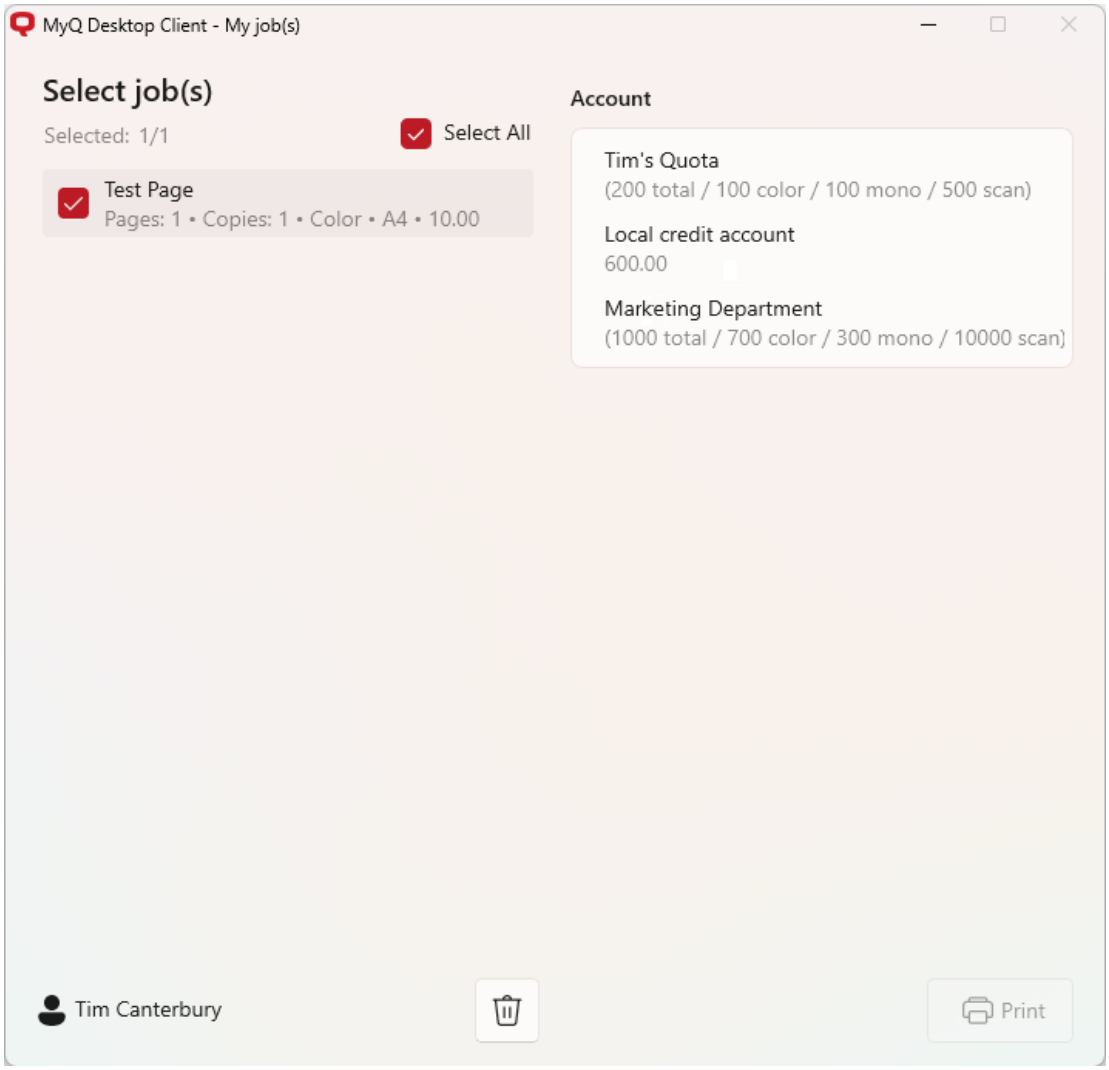
MyQ Desktop Client enables the user to manage their print jobs on the computer from which jobs are sent. This option is available if at least one of the following features is enabled on the MyQ server:

- User interaction script is set on the queue where the job is sent to, as described in Interactive Job Processing (see page 28).
- Projects are enabled and the sending user has access to more than one project, as described in Project Management (see page 29).

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

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

- **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)`
- **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 Desktop Client should appear only for **Direct Print** queues.

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

### 5.3.1 Interactive Job Processing

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

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

There are four dialog options available for this feature:

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

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

For example, if a user sends a job with more than 10 pages and submits the job in the job management window, they are informed that the job is large and asked if they want to print it in duplex.

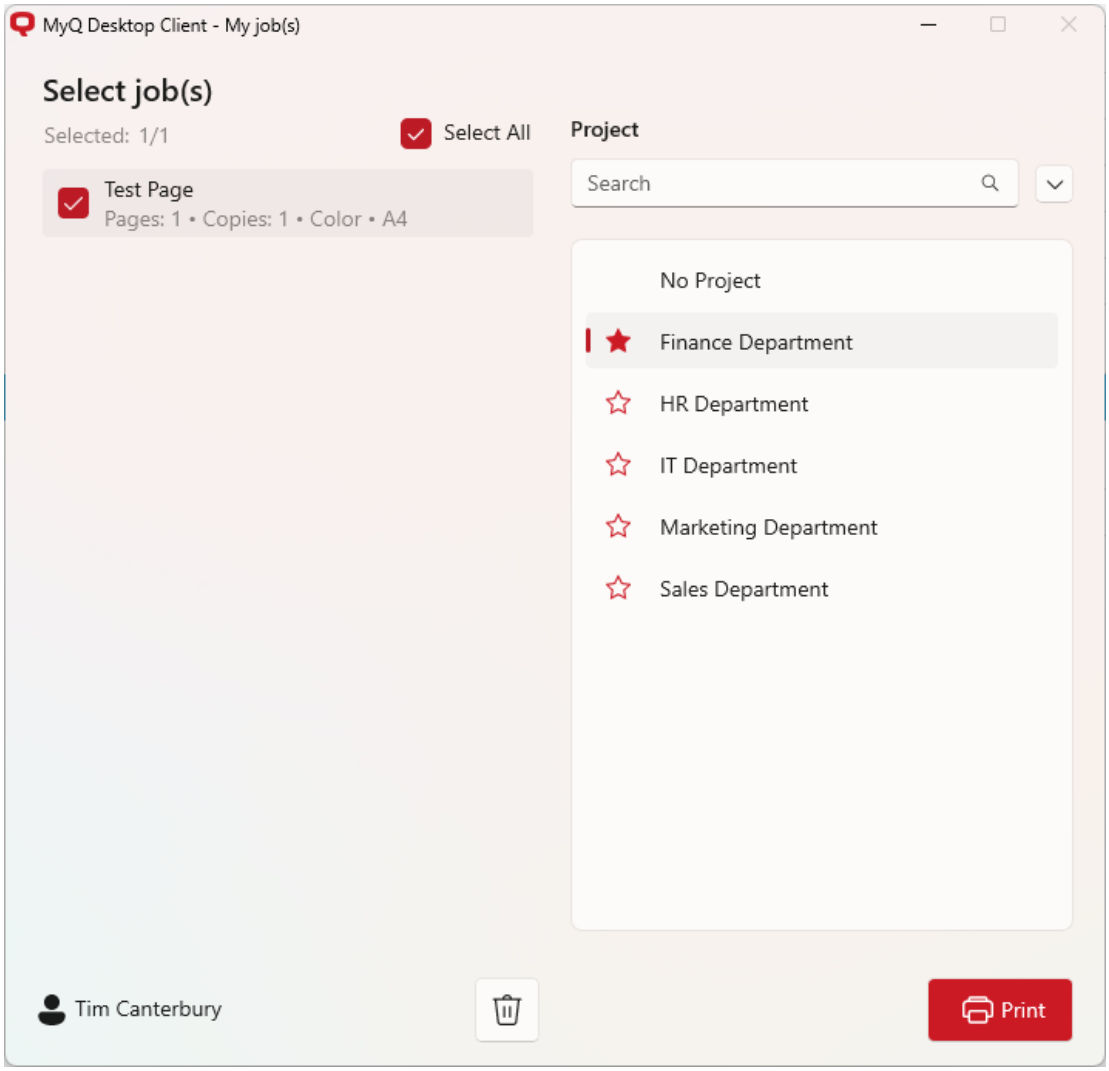


For more information on PHP job scripting, contact support.

### 5.3.2 Project Management

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

After the print job is sent to MyQ, the application's pop-up window appears, where they can select the project to account the print job to.




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

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

## 5.4 Client Printing Options

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

It uses the same embedded job parser as the MyQ server, so it is able to provide the same level of accounting for locally printed jobs. It can also apply all the rules related to the print job policies, project accounting, and payment accounts. Desktop Client always parses jobs on the workstation, in every processing mode, so the MyQ server doesn't need to parse them. This lowers the load on the server, and lets Desktop Client enforce policies, credit, and quota while the server is unreachable (see **Offline Operation** below).

> The job parser supports the majority of available printer drivers in PCL5, PCL6 and PostScript. For more information, see Job Parser in the Print Server guide.

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

**Client Spooling** - With the Client Spooling feature enabled, users' print jobs are not sent to the MyQ server but stay stored at the users' computer.

**Local Print Monitoring** - MyQ Desktop Client is able to monitor the number of printed pages on devices connected locally via a parallel port or a USB port.

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

With Desktop Client 10.2 (Patch 13+) for Windows or 10.2 (Patch 7+) for macOS, and MyQ Print Server 10.2 (Patch 27+), secure printing also supports:

- **Authenticated IPP printing:** If the MyQ server requires authentication for IPP printing, Desktop Client authenticates each job automatically with the token of the signed-in user. This option is disabled by default on the server. Older Desktop Clients can’t print to a server that requires IPP authentication.
- **IPP port changes:** If an administrator changes the IPP port on the MyQ server, Desktop Client picks up the new port automatically after a short delay. You don’t need to restart Desktop Client.

**Offline Operation (LPM and Fallback Printing)** - The release conditions in the Desktop Client configuration profile control how Desktop Client handles jobs when the connection to the MyQ server is interrupted:

- **Fallback Printing: Always release the job** or **Only if the user has enough credit/quota**.
- **Local Print Monitoring: Always release the job**, **Only if user has enough credit/quota**, or **Only if print server is online**.

When using Local print monitoring or Offline accounting in MDC, local printers are automatically created with **@** at the beginning of their name.

- In case of Local Print Monitoring, it is the name of the port being monitored by MDC.
- In case of offline accounting, it is the name of the PC.

The purpose of creating these local printers is that the print job can be accounted but since they were not printed on a printer that is monitored by MyQ, a local printer is created.

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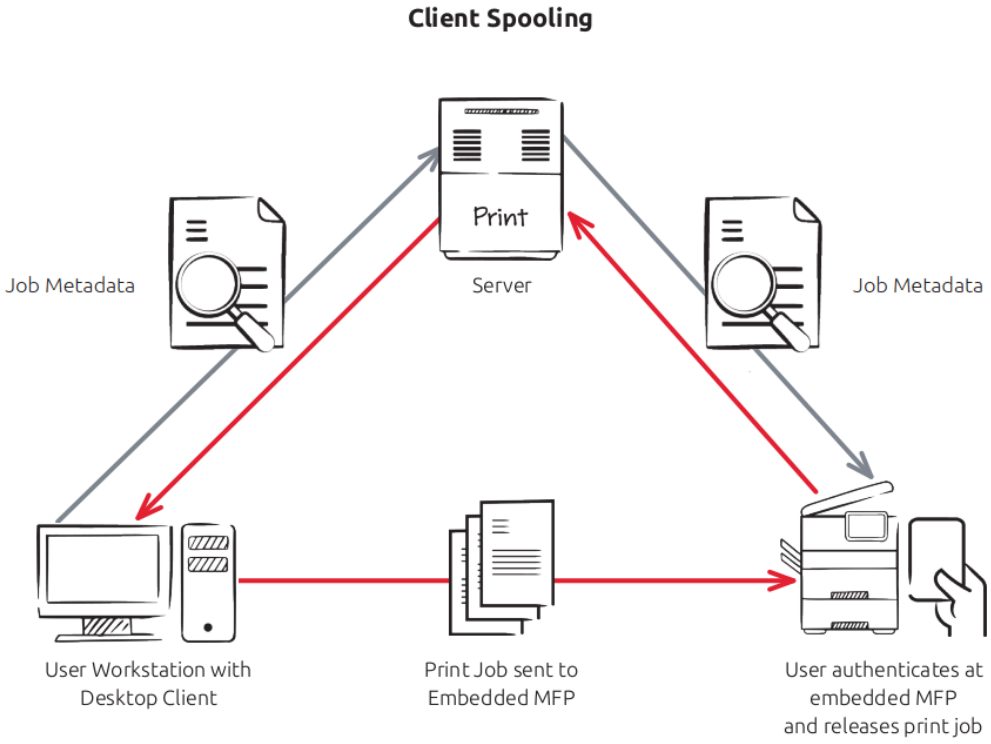
**See also:**


- Configuration Profiles (see page 12)
- Client Spooling (see page 32)
- Fallback Printing (see page 35)
- Local Print Monitoring (see page 34)


### 5.4.1 Client Spooling

With the Client Spooling feature enabled, users' print jobs are not sent to the MyQ server but stay stored at the users' computer. After they authenticate at a printing device and select the jobs to be printed, the jobs are released from the computer directly to the device. This method dramatically decreases traffic to the MyQ server and is suitable especially for small offices with limited network connection to the MyQ server.

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




**1 Client Spooling: only metadata goes to the server**

There is a dependency on queue types:

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

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

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

For guidance on when to use Client Spooling and how it combines with Device Spooling, Offline Login, and Fallback Printing, see (v2) Spooling Strategy in the Deployment guide.

**Limitations**

- Job processing:

    - The queue's user detection methods currently supported are "Job sender" and "MyQ Desktop Client". Detection from the job's PJL headers is not supported.
    - Job processing defined on the queue cannot be applied.
    - Prologues/epilogues are not applied to jobs. The print jobs are printed as configured in the print driver.
- If the client computer is off or unreachable when the user releases the job, the job isn't printed.
- Jobs cannot be marked as favorite.
- The jobs are deleted after 7 days. The Delete jobs older than option on the System maintenance settings tab should be set to 168 hours (as it is by default) in order to prevent discrepancy between the data stored in MyQ and the data stored on the client computer.
- Client Spooling is not available on Kyocera Embedded Lite devices.

### 5.4.2 Local Print Monitoring

MyQ Desktop Client is able to monitor the number of printed pages on devices connected locally, for example via USB or a parallel port. In such cases, the number of printed pages is extracted from the print spooler as it is being processed by the print driver.

Use Local Print Monitoring to account for printing on devices that MyQ doesn't manage, such as a USB printer in a home office or a small desktop printer at a branch. Desktop Client reports each monitored job to the MyQ server under the signed-in user. User policies, credit, and quota apply in the same way as for printing to network devices.

- If the job is rejected due to breaking the policies or insufficient balance, the reason for rejection is reported to server.
- If Credit or Quota (cost) is used, then a Price List needs to be assigned to the 'No Terminal' configuration profile.

#### Limitations

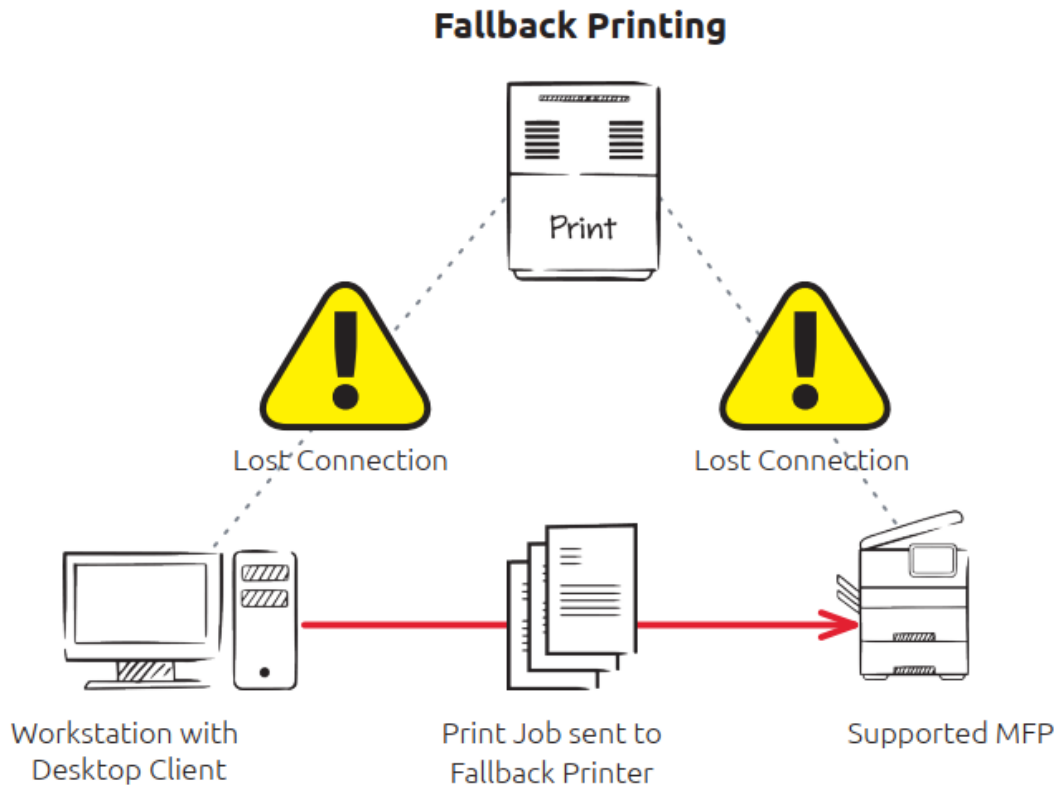
- LPM is supported on LPT, USB, TCP/IP and IPP ports. Monitoring of other ports may work, but it is not guaranteed.
- LPM does not work properly with a printer that has the **Keep printed document** option enabled in the Advanced printer properties.
- LPM does not work properly with a printer that has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

option is automatically switched off (if possible) for all monitored printers when LPM starts.

For more information, see (10.2) Monitoring Local Printers in the MyQ Print Server guide.

### 5.4.3 Fallback Printing

Fallback Printing allows MyQ Desktop Client to route print jobs to an alternative network printer when the MyQ server is unreachable. When the server connection is restored, Desktop Client reports the fallback job accounting data to MyQ.




**2 Fallback Printing when the MyQ server is unreachable**

Fallback Printing is configured through Desktop Client configuration profiles, so different fallback printers or printer groups can be assigned to different workstation populations or locations.

> ⚠ Fallback compatibility depends on the printer vendor and model. Some devices reject jobs that do not originate from their configured accounting server. Where supported, the device may provide an option to accept unauthorized jobs or jobs from unknown sources. Always test the intended fallback devices before production rollout.

## Before You Begin

The client printer must send jobs through MyQ Desktop Client rather than directly to the MyQ server.

For the required workstation printer and port configuration, see Configure Printers and Job Processing (see page 14).

Before configuring Fallback Printing:

- install and connect MyQ Desktop Client on the target workstations;
- identify the fallback printer or printer group for each configuration profile;
- confirm that the target printers accept jobs sent by Desktop Client.

## Enable Fallback Printing

1. In the MyQ Web Interface, go to **MyQ > Settings > MyQ Desktop Client**.
2. Open the configuration profile for the clients you want to configure.
3. On the **Printing** tab, expand **Fallback Printing** and enable it.
4. In **Printers or group**, select the printer or printer group to use for fallback.
5. Set **Release conditions**:
    - **Always release the job**
    - **Only if the user has enough credit/quota**
6. Under **Device port**, configure the connection used to send the fallback job:
    - **Protocol**
    - **Port**
    - **Queue**
7. Save the configuration profile.

## Fallback to Device Spooling Ports

On supported devices, Fallback Printing can send jobs directly to a Device Spooling port during a server outage. Depending on the selected port, the job can be printed immediately or held on the device for authenticated release.

This configuration requires **Device Spooling** and **Offline Login** to be configured for the target devices. Device Spooling is supported on Kyocera and Ricoh embedded terminals only.

Configure Fallback Printing as described above and set:

- **Protocol:** RAW
- **Port:** select the Device Spooling port that matches the required release behavior.

| Port | Behavior |
|---|---|
| **10010** | Direct print – the job prints immediately on delivery. |
| **10011** | Secure hold print – the job is held until the user authenticates. |
| **10012** | Pull print – the job is held and can be released at a Device Spooling device on the subnet. |
| **10013** | Delegate print – the job is held and can be released by delegate users. |

For most branch-office deployments, port **10011** or **10012** provides authenticated release. Use port **10010** only where immediate output is appropriate.

When the MyQ server connection is restored, Desktop Client reports the fallback job accounting data to MyQ.

## Printing During a Server Outage

When Desktop Client cannot reach the MyQ server and Fallback Printing is enabled:

- If only one suitable fallback printer is available, the job is sent to that printer automatically and the user receives a notification.
- If multiple fallback printers are available, the user is prompted to select one. The list can be filtered by printer characteristics such as large format, color, or black and white.

If Fallback Printing is disabled, the job cannot use a fallback printer and Desktop Client displays an error.

## Verify Fallback Printing

Test the fallback path before deploying it to production.

1. Confirm that normal printing works while the MyQ server is available.
2. Make the MyQ server temporarily unavailable.
3. Send a test job from a workstation using the configured Desktop Client profile.

4. Confirm that Desktop Client routes the job to the expected fallback printer.
5. If Device Spooling is used, authenticate at the device and confirm that the job is available and releases according to the configured Device Spooling port.
6. Restore the MyQ server connection.
7. Confirm that the fallback job accounting data is reported to MyQ.

Repeat the test for representative printer models and configuration profiles used in your environment.

### Kyocera-Specific Limitations

The following apply when fallback printing on a Kyocera device:

- Fallback printing to Device Spooling ports is recommended.
- Fallback printing to a port other than a Device Spooling port is supported but may cause print jobs to be accounted twice.
- If **KX Driver Net Manager** is being used as an integration with Desktop Client, only Device Spooling ports are supported for fallback printing. Attempting to use other ports will cause authentication errors.

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**See also:**

- Configure Printers and Job Processing (see page 14)
- Client Spooling (see page 32)
- (10.3) Device Spooling
- (v2) Resilience, Fallback & High Availability

## 5.5 Public vs Private Mode

MyQ Desktop Client operates in two distinct modes: **Private** and **Public**. These modes are determined by the configuration profile specified by the administrator in the MyQ Web User Interface in settings. Public mode is suitable for environments such as shared workspaces or public access computers, where multiple users might access the same device. Private mode, conversely, is tailored for personal or dedicated workstations.

### 5.5.1 Private Mode

In private mode, Desktop Client offers a more lenient authentication and session management approach, acknowledging the trust level of a personal or assigned device.

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

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

### 5.5.2 Public Mode

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

It is an essential feature for environments where users access communal devices. It ensures that print jobs are securely managed and that sessions do not remain active beyond their necessary scope, thereby mitigating the risk of job misassignment or unauthorized access.

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

If using Printer Profile Provisioning (see page 40) while in public mode, only profiles targeted using IP ranges/hostnames are deployed. Profiles targeting particular users or groups are not deployed to public mode clients.

## 5.6 Printer Profile Provisioning

When combined with Print Driver Capture (see page 41), Printer Profile Provisioning (3P) provides a powerful tool, allowing administrators to easily assign printers, default settings, and queues to users, based on IP ranges and user identity.

Printer Profile Provisioning became available with Print Server patch 21, and Desktop Client for Windows patch 10. New accounts created after these updates automatically have the new 3P up and running. If your account was created before these releases, you will need to migrate to 3P, learn more in Migration to 3P (see page 50).

### 5.6.1 How it Works

1. **Prepare a template computer**

   Install and configure all required print drivers on a clean system that represents your organization's typical client environment.

2. **Capture print drivers using Desktop Client**

- Sign in as an administrator to Desktop Client.
- Capture the drivers for each required operating system.
- Group captured drivers into Print Driver Sets.

3. **Define deployment rules using Provisioning Profiles**

   Target specific end users or end-user computers, assign them print drivers, name the client printing device users will see, and specify to which MyQ queue it will print.

4. **Automatic deployment by Desktop Client**

- MDC clients connected to the same MyQ server download the provisioning configuration.
- MDC installs the printers defined by the administrator, using the appropriate drivers for the given platform.

## 5.6.2 Print Driver Capture

The information on this page is relevant for accounts using the new Printer Profile Provisioning (see page 40). If your account is using legacy Printer Provisioning, see Legacy Print Driver Capture (see page 45).

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

Printer driver capture, when combined with Printer Provisioning Profiles, allows you to:

1. Capture print drivers on a template computer.
2. Combine selected drivers with assigned queues and client printer names, creating a profile.
3. Assign this profile where appropriate, using IP addresses/ranges and users/user groups.

**Terminology Change**
The term for a group of print drivers and their settings, as it is stored in the MyQ driver store, is now known as a **print driver set** (previously, we used the term **print driver configuration profile**). This terminology change is in progress, but until all components have released their relevant updates, inconsistency of these terms may appear in the documentation and product user interface.

### Prepare and Capture Template Printers

#### Install Print Drivers

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

**Recommendations**
- Use official vendor drivers for each device.

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

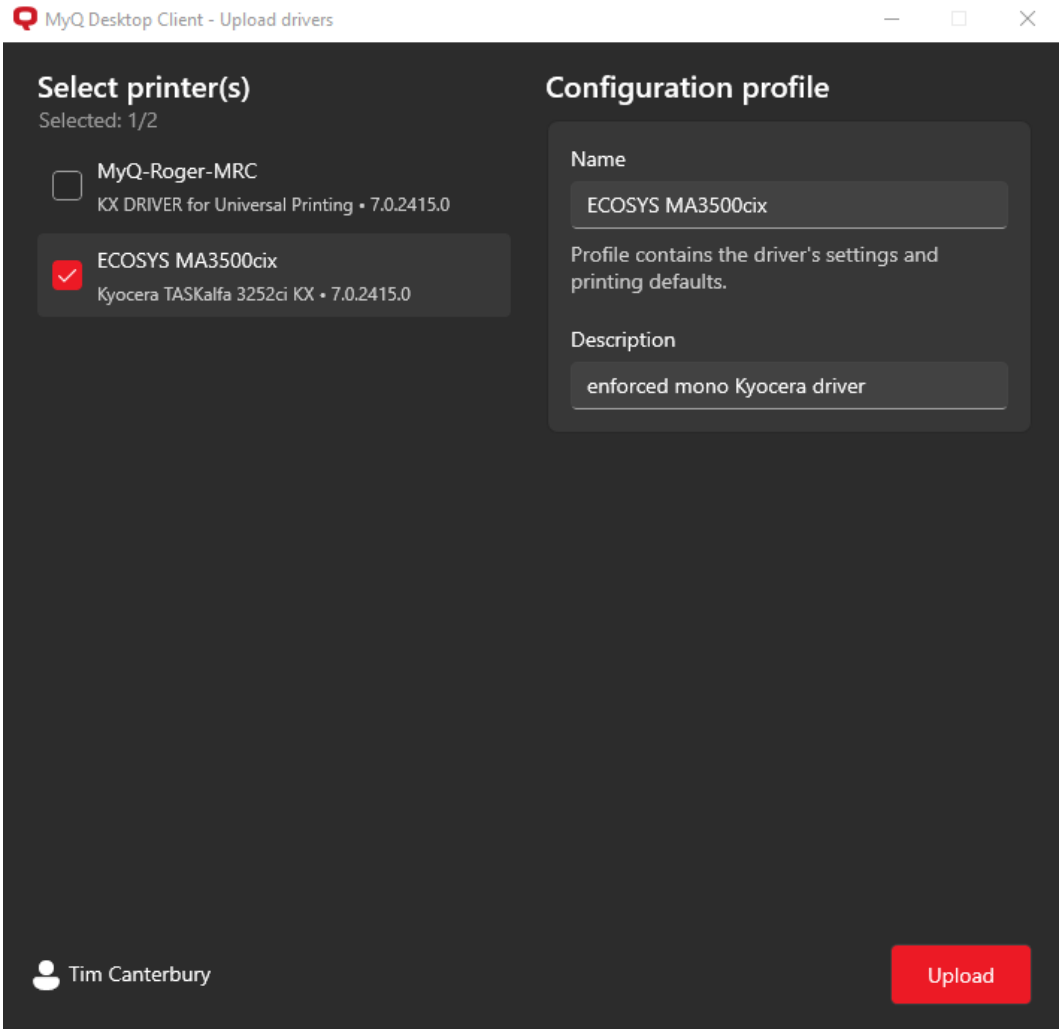
### Create Printers and Assign Print Drivers

Perform these steps on a template Windows machine:

1. Add your printers as normal. Go to **Control Panel/Settings > Devices & Printers > Add manually**.
2. Select the required driver in the printer's settings. Go to **Control Panel/Settings > Devices & Printers > Open a printer > Printer properties > Driver**. Alternatively, in the Start menu, search for and go to **Print Management > Print servers > Printers**.
3. Configure the desired driver capabilities and settings, such as finishing options. Go to **Printer Properties > General > Preferences** or **Printer Properties > Advanced > Printing Defaults**.
4. To test your configuration, print a document and verify that the configured printer options work as expected.

## Capture Driver and Settings

1. Run the Desktop Client on the template computer.
2. Sign in to the Desktop Client as a user with `Administrator` or `Manage settings` rights.
3. Right-click on the Desktop Client icon and then select **Admin Options** > **Capture drivers**.
   A dialogue opens with a list of printers.
4. Select printers that are using drivers you want to capture.




5. Under **Name**, specify the name of the print driver set; if it does not exist in MyQ already, a new set with this driver will be created. If you specify an existing driver set, the driver will be added to it.

⚠ If a driver for the same OS already exists in the set, it is replaced by the new one from capture. If you are capturing a driver for a different OS to those already in the set, this driver will be added and not replace anything (for example, there is already a Windows ARM driver in the set, if capturing a Windows x64 driver, the set will contain both).

By clicking the printer once, you select it for capture and open the Driver details for this printer. By clicking it again, you deselect this printer. If you select another printer (and select it), clicking another printer once opens its details, click again to deselect it.

6. Once you select all required printers and specify the print driver sets, they should be uploaded in, click **Upload**. Drivers will be compressed into ZIP files and uploaded to the MyQ Print Server.

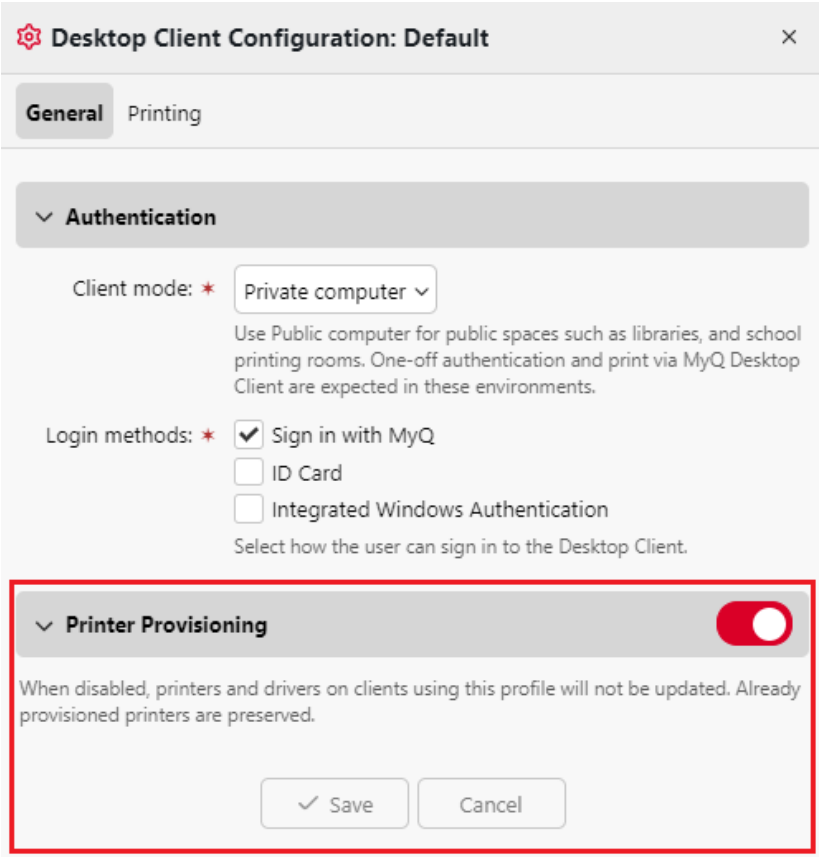
### Using Captured Drivers

Once driver sets have been captured, they can be used in combination with assigned queues and client printer names to create Printer Provisioning Profiles. These profiles can then be assigned to Desktop Clients based on IP address/range and user/user group. Read more in Getting Started with Printer Profile Provisioning (see page 51).

### Disable Printer Provisioning

On any selected Desktop Client configuration profile, **Printer Provisioning** can be disabled. When disabled, printers and drivers on clients using this profile will not be updated. Already provisioned printers are preserved.

This option can be configured in the MyQ Web Interface in **Settings**, **MyQ Desktop Client**, by selecting the relevant configuration profile and enabling/disabling **Printer Provisioning**.




## Limitations

- Capture fails to save custom paper format, as this is a Windows setting rather than that of a printer or driver.

## Legacy Print Driver Capture

> The information on this page is relevant for accounts using Legacy Printer Provisioning If your account is using new Printer Provisioning Profiles, see Print Diver Capture (see page 41).

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

Printer provisioning allows you to always deliver the right printers to your users. Together with features such as Printer Discovery and Desktop Client configuration profiles, the entire process can be largely automated:

1. Install and Update Printers in Domain Environments.
2. Install and Update Printers for BYOD Devices.
3. Provision printers to Windows and macOS client computers.
4. Update Available Printers as needed.

> **Terminology Change**
> The term for a group of print drivers and their settings, as it is stored in the MyQ driver store, is now known as a **print driver set** (previously, we used the term **print driver configuration profile**). This terminology change is in progress, but until all components have released their relevant updates, inconsistency of these terms may appear in the documentation and product user interface.

## Set up Printer Provisioning

Setting up printer provisioning has these main stages:

1. **Deploy Desktop Client**
   Deploy Desktop Client to all client computers where you want to use printer provisioning.
2. **Prepare and Capture Template Printers**
   Install print drivers on a single client machine, assign them to printers, and configure them as you would manually. Then use Desktop Client to create print driver sets and upload your drivers to the MyQ driver store.
3. **Assign Print Drivers Sets to Queues, and Deploy**
   Once your print drivers are stored in the MyQ driver store, you can attach these print driver sets to selected queues. Desktop Client users are then provisioned the correct printers automatically.

## Prepare and Capture Template Printers

### Install Print Drivers

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

> **Recommendations**

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

Create Printers and Assign Print Drivers

Perform these steps on a template machine.

1. Add your printers as normal.

   Go to **Control Panel/Settings > Devices & Printers > Add manually**.

2. Select the installed driver in the printer's settings.

   Go to **Control Panel/Settings > Devices & Printers > Open a printer > Printer properties > Driver**, or in the Start menu – search for and open **Print Management** – **Print servers > Printers**.

3. Assign a TCP/IP port to the printer

   Go to **Control Panel/Settings > Devices & Printers > Open a printer > Printer properties > Port**, or in the Start menu, search for and open **Print Management – Print servers > Printers**.

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

4. Configure the desired driver capabilities and settings, such as finishing options.

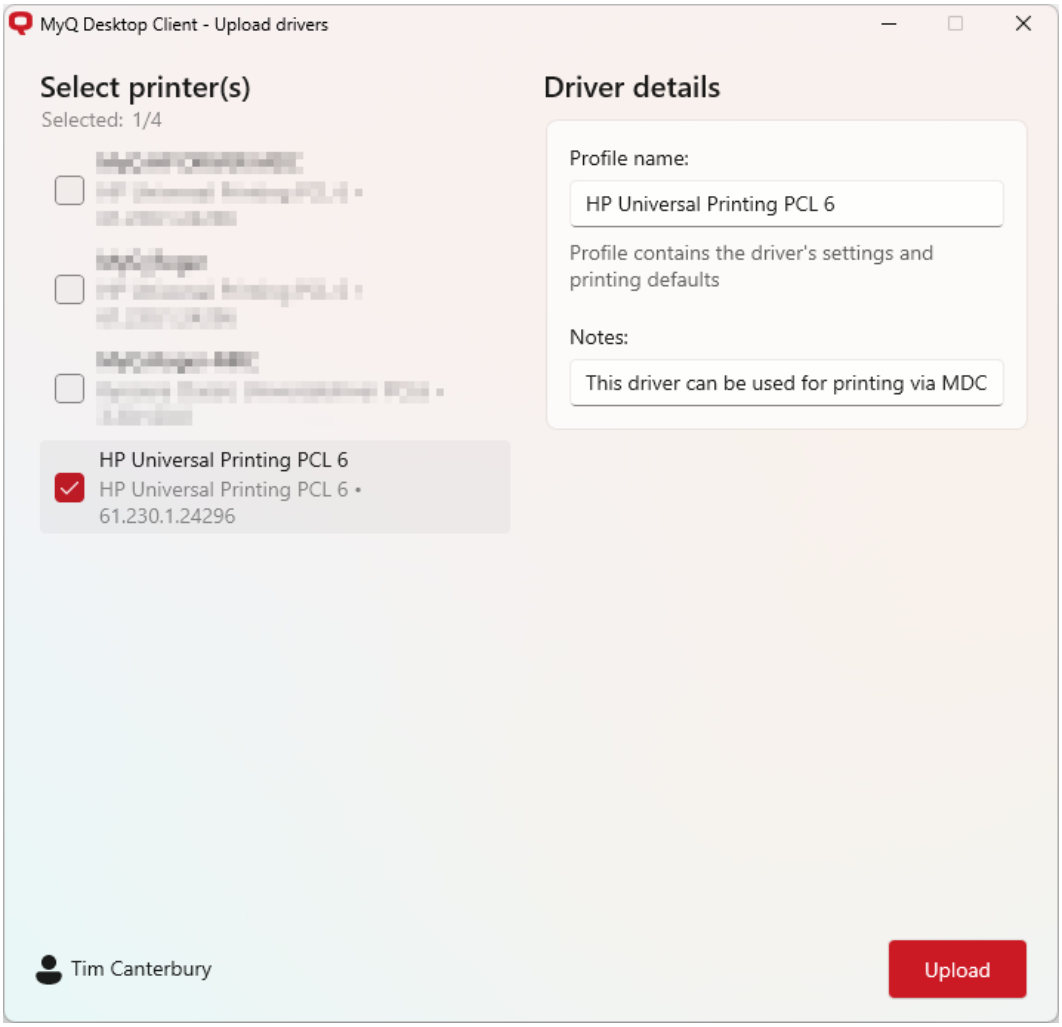
   Go to **Printer Properties > General > Preferences** or **Printer Properties > Advanced > Printing Defaults**.

5. Test your configuration.

## Capture Driver and Settings

1. Run the Desktop Client on the template computer.
2. Sign in to the Desktop Client as a user with `Administrator` or `Manage settings` rights.
3. Right-click on the Desktop Client icon and then select **Admin Options > Capture drivers**.

   A dialogue opens with a list of printers.
4. Select printers that are using drivers you want to capture.




5. Under **Profile name**, specify the name of the print driver set; if it does not exist in MyQ already, a new set with this driver will be created. If you specify an existing driver set, the driver will be added to it.

If a driver for the same OS already exists in the set, it is replaced by the new one from capture. If you are capturing a driver for a different OS to those already in the set, this driver will be added and not replace anything (for example, there is already a Windows ARM driver in the set, if capturing a Windows x64 driver, the set will contain both).

By clicking the printer once, you select it for capture and open the Driver details for this printer. By clicking it again, you deselect this printer. If you select another printer (and select it), clicking another printer once opens its details, click again to deselect it.

6. Once you select all required printers and specify the print driver sets they should be uploaded in, click **Upload**. Drivers will be compressed into ZIP files and uploaded to the MyQ Print Server.

When and how are drivers installed?

When the MyQ Desktop Client is running, it is connected to the MyQ Print Server and updates its configuration from time to time. When you make any changes to the configuration profile, including changes to print driver sets, the **Desktop Client reacts and updates the printers** at the next available opportunity.

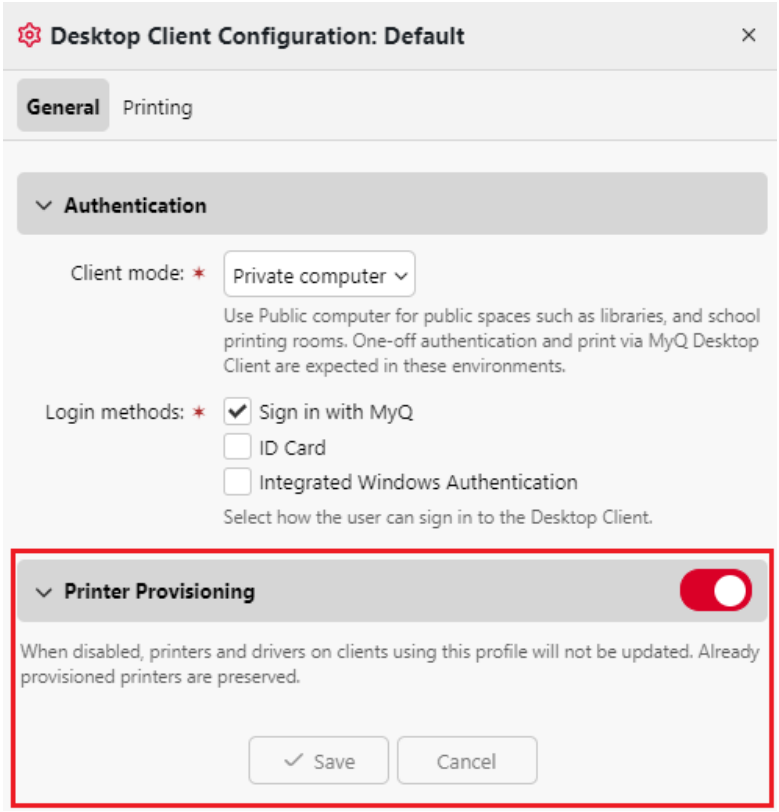
Whether the print queue will be deployed on a particular computer depends on the following:

- Is the computer's IP address within the range defined in the Desktop Client's configuration profile? Or does the computer hostname match the configuration profile settings? Is printer provisioning for this Desktop Client profile enabled?
- Does the user signed in the Desktop Client have rights to use this queue? Check the details on the Print Server in **Queues** > **queue settings** > **Rights tab**.

Disable Printer Provisioning

On any selected Desktop Client configuration profile, **Printer Provisioning** can be disabled. When disabled, printers and drivers on clients using this profile will not be updated. Already provisioned printers are preserved.

This option can be configured in the MyQ Web Interface in **Settings**, **MyQ Desktop Client**, by selecting the relevant configuration profile and enabling/disabling **Printer Provisioning**.




For more information about provisioning and managing driver profiles see (10.2) Print Driver Settings.

Limitations

- Capture fails to save custom paper format, as this is a Windows setting rather than that of a printer or driver.

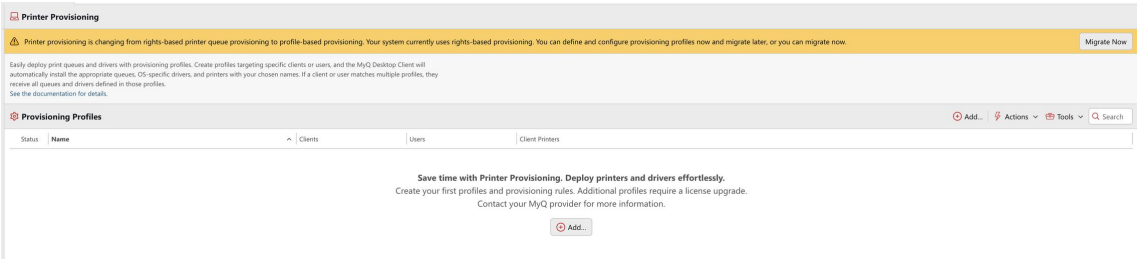
## 5.6.3 Migration to Printer Provisioning Profiles

Printer Profile Provisioning (3P) became available with MyQ Print Server patch 21. New accounts created after this update automatically have the new 3P up and running.

For accounts created before these updates, migration to new 3P is required. As migration is not automated, administrators can choose when to migrate. Before migration, in the Web UI the page **Settings** > **Printer Provisioning** becomes

available, with a warning that profile-based provisioning is not currently in use, and the option to **Migrate Now**.

> Creating printer provisioning profiles before migration does not require profile licenses (learn more about 3P licenses here (see page 57)). This enables administrators to prepare for migration while their installation still operates on the legacy printer provisioning, before they purchase provisioning licenses.




**3 Before migration a banner is visible on the Printer Provisioning page**

When migrating, administrators will be asked to confirm the action, please be aware that:

- Migration to new 3P cannot be undone.
- A sufficient number of 3P licenses is required to use this feature.
- Once confirmed, the installation immediately switches to using the printer provisioning profiles, however, no printers or drivers provisioned previously are removed.
- After migration, signed-in users will be asked to authenticate again in the Desktop Client once their current login session expires.

Once MDC receives the new configuration based on 3P, it performs a standard refresh operation:

- Unchanged printers remain installed. These are printers provisioned using the legacy provisioning method, when an identical printer is also deployed by 3P after the migration (identical client printer name, driver package, and queue).
- Printers not being deployed by profiles targeting the client/user are removed.
- New printers are installed.

### 5.6.4 Getting Started with Printer Provisioning Profiles

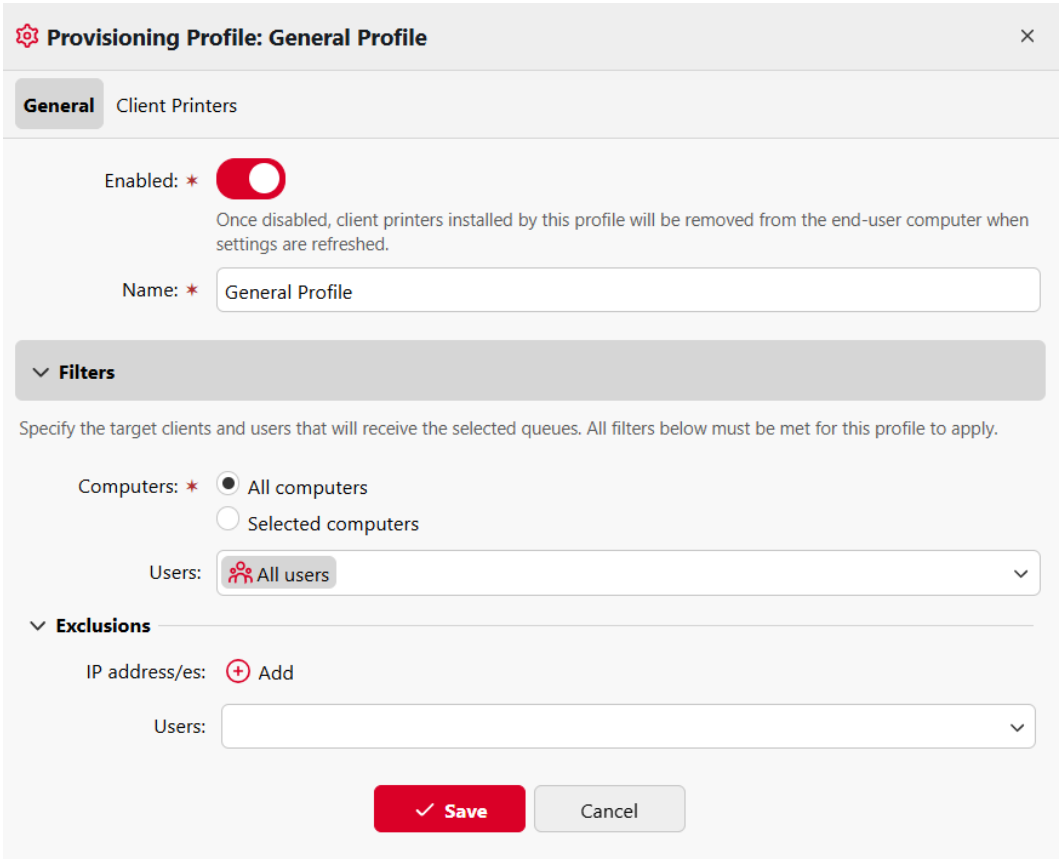
Before Printer Provisioning Profiles (3P) can be used, it's necessary to capture Print Drivers and Print Driver Sets, see details in Print Driver Capture (see page 41).

Provisioning profiles are managed in the Web UI in **Settings**>**Printer Provisioning**. A profile consists of:

- Profile Name: must be unique.
- Filters: these dictate which computers and/or users this profile is deploying queues to.
- Client Printers: defines which queue and print driver are deployed on the device targeted by the profile, and under which name the printer will be displayed to the user.

## Create a Provisioning Profile

1. In the **Web UI**>**Settings**>**Printer Provisioning** click **Add...**.
2. On the **General** tab:




   a. Choose to **Enable** or **Disable** this profile. Once disabled, client printers installed by this profile will be removed from the end-user computer when settings are refreshed.

   b. Enter a **Name** for this profile.

c. Set **Filters** to specify the target computers and users that will have access to this profile. A provisioning profile can target:

i. **Computers**

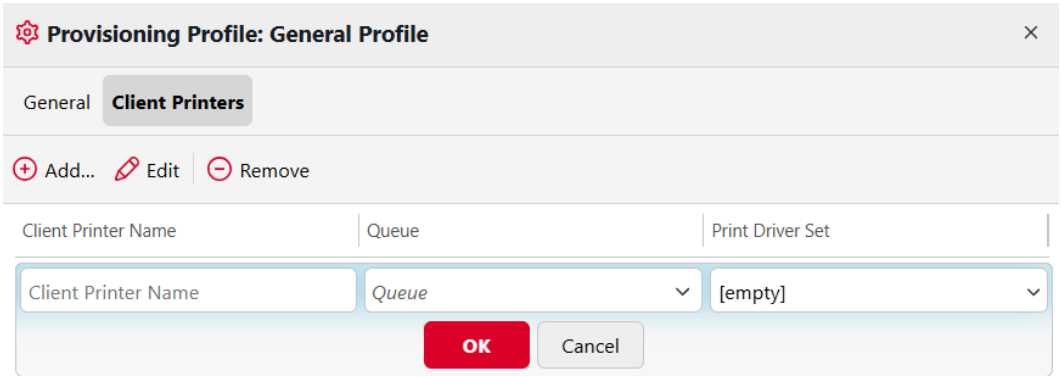
1. By **IP ranges** (e.g., 10.5.4.1–10.5.4.255), a device with IP **10.5.4.9** will receive queues defined in profiles covering the **10.5.4.x** subnet.
2. By **hostnames**, supporting regular expressions.
3. Individual IP addresses and users can also be excluded, for cases where a specific device should not receive the given printers, or when it is necessary to create a special profile for individual users.

ii. **Users**

1. By user groups.
2. By individual users.

⚠ If multiple filters are used in one profile, the queue is installed **only when all conditions of all filters are satisfied**.

3. On the **Client Printers** tab click **Add** and specify combinations of:




a. **Client Printer Name**: this is the device name users targeted by this profile will see.

b. **Queue**: this is the queue that will be used by this Client Printer.

c. **Print Driver Set**: selected from those that have been captured and are listed in **Settings**>**Print Drivers**.

If any user is provisioned multiple profiles with the same queue and driver combination, they will only see one client printer, as any others would be functionally identical.

⚠ Only online print queues can be successfully provisioned. Offline queues can be assigned to profiles but are not deployed.

Restrictions set in the chosen **queue** (such as which users have rights to use it, and presets defined there) will override settings in the provisioning profile. This means:

- If a user is assigned a profile but does not have rights to the queue selected for that profile, they will see the client printer but will be unable to print from it.
- If a print driver is captured with certain printing presets (for example, to allow a choice between duplex and simplex), but the queue presets deviate from these (for example, force duplex is enabled) the **queue** presets will have priority.

## Force Refresh

Once a profile has been created and assigned, it may take ~15 minutes for the client to refresh printers. A refresh can be completed manually by users at any time by selecting **Update my printers** in the MyQ Desktop Client options. At this point, the specified **Client Printer Name** should become available to the specified users/ computers.

## Managing Provisioning Profiles

To **Edit** a profile, double-click the profile name, or select the profile and click **Actions**>**Edit**.

To **Delete** a profile, select the profile and click **Actions**>**Delete**.

The **Search** bar can be used to quickly find particular profiles.

Profiles can be **Imported** or **Exported** in bulk in **Tools**, learn more in Provisioning Profile Import and Export (see page 55).

### Show Effective Profiles

Use this tool to view the profiles available to selected IP addresses, user groups, or users:

1. In the **Web UI**>**Settings**>**Printer Provisioning** click **Tools**>**Show Effective Profiles**.
2. Specify the relevant IP addresses, Users, or User Groups and click **Show Effective Profiles**.

3. The profiles available to the selected users/computers are listed.

### 5.6.5 Provisioning Profile Export and Import

The Import and Export functions provide administrators with a convenient way to manage provisioning profiles at scale. By exporting existing profiles into a CSV file, it is possible to transfer configuration and targeting rules between servers or sites, perform bulk edits, and maintain a backup of the current setup.

Administrators can create a template on one site, export it, and then adjust filters such as IP ranges or hostname patterns to match local networks before importing it into other sites.

#### Export Provisioning Profiles

1. In the **Web UI**>**Settings**>**Printer Provisioning** click **Tools**>**Export...**.
2. A dialogue opens where you can choose to export:
    a. **All provisioning profiles**: creates a CSV file containing all profiles currently configured on the server.
    b. **Selected provisioning profiles**: creates a CSV files of specific profiles from a multi-select list. Hold **Ctrl** to select multiple profiles.
3. Click **OK**. The system generates a CSV file that includes all selected profiles which is downloaded directly in the browser.

#### Import Provisioning Profiles

1. In the **Web UI**>**Settings**>**Printer Provisioning** click **Tools**>**Import...**.
2. A dialogue opens, click **Choose File** and select the relevant CSV file.
3. Choose an import **Mode**:
    a. **Update and add new**: adds any new profiles in the CSV, and updates any existing ones that have had details changed.
    b. **Full Synchronization**: replaces all profiles on the server with those defined in the CSV. Profiles missing in the CSV are removed.
4. Click **OK**, profiles are imported. Matching is based on the profile name. Invalid or missing values are reported in the logs with profile name, row number, and details.



- If two rows in the CSV share the same name, the last imported row overwrites the previous one.

- Licensing limits are enforced during import, preventing the creation of more profiles than allowed.

## CSV Syntax for Provisioning Profiles

Provisioning profiles are exported and imported in CSV format. Each row represents one profile, with the following columns:

| Column | Notes | Example |
|---|---|---|
| `NAME` | Unique, case-insensitive profile name. Used for matching during import. | `Profile_A` |
| `STATUS` | Profile status toggle ( `1 = enabled`, `0 = disabled` ). | `1` |
| `FILTER_COMPUTER_RANGE` | IP range or ranges (comma-separated). Each range is written as `startIP-endIP`. **Note**: Do *not* wrap individual ranges in quotes. | `10.0.0.0-10.0.0.255,10.0.1.0-10.0.1.50` |
| `FILTER_COMPUTER_HOSTNAME` | Hostname filters (in quotes, comma-separated). Supports regex. | `"*.example.com","server-[0-9]+"` |
| `FILTER_USER` | Users and groups to include (in quotes, comma-separated). Prefix groups with `*` and use full paths (e.g., `*a/b/c` ). Path separator is always `/` . | `"*IT/Managers","UserZ","*Partners/Internal"` |
| `FILTER_EXCLUDED_IP` | Excluded IP addresses (comma-separated). Each value is just one IP. **Note**: Do *not* wrap individual IPs in quotes. | `10.0.1.10,10.0.1.15,10.0.1.5` |
| `FILTER_EXCLUDED_USER` | Users and groups to exclude (in quotes, comma-separated). Prefix groups with `*` and use full paths (e.g., `*a/b/c` ). Path separator is always `/` . | `"*IT/Managers","UserY","*Partners/Internal"` |

| Column | Notes | Example |
| --- | --- | --- |
| `CLIENT_PRINTERS` | Client printers (in quotes, comma-separated).<br>Each entry contains the values: `ClientPrinterName`, `QueueName`, `DriverConfigurationName`, comma-separated. | `"ClientPrinter1,Queue1,DriverConfigA","ClientPrinter2,Queue2,DriverConfigB"` |

### Example CSV

```
NAME;STATUS;FILTER_COMPUTER_RANGE;FILTER_COMPUTER_HOSTNAME;FILTER_USER;FIL
TER_EXCLUDED_IP;FILTER_EXCLUDED_USER;CLIENT_PRINTERS
Provisioning 1;1;10.10.10.10-10.10.10.12;;;;;"""Kyocera Default
Q,Default,Kyocera CS 358ci KX"",""Universal HP,HP_Queue_Direct,HP
Universal Printing PCL 6 (v7.9.0)"""
Provisioning 2;1;;;"""User2""";;;"""Default IPPS,Default,IPPS Driver"""
```

## 5.6.6 Printer Profile Provisioning Licenses

Printer Provisioning Profiles (3P) are a paid feature, purchased via Provisioning Profile Licenses. These are licenses added on to a perpetual or subscription license, much like Embedded Terminal Licenses.

> ⚠ Disabling a printer provisioning profile does not make another license available; only deleting profiles does.

### Free Profiles

Before migration to 3P, an unlimited number of profiles can be created for testing and preparation purposes, however they will not function (no printers will be deployed to Desktop Client).

Enterprise and Ultimate customers receive a number of free profiles, depending on their license plan:

- **Perpetual** plan – 2 free profiles.
- **Subscription** plan – 5 free profiles.

These profiles are instantly available to them after they upgrade to Print Server 10.2 patch 21 with their current license key or, in the case of accounts created after patch 21, once they activate their Enterprise license.

## Additional Profiles

Additional Provisioning Profile Licenses can be purchased for your installation key in packages of 5, 50, or unlimited profiles from the Partner Portal.

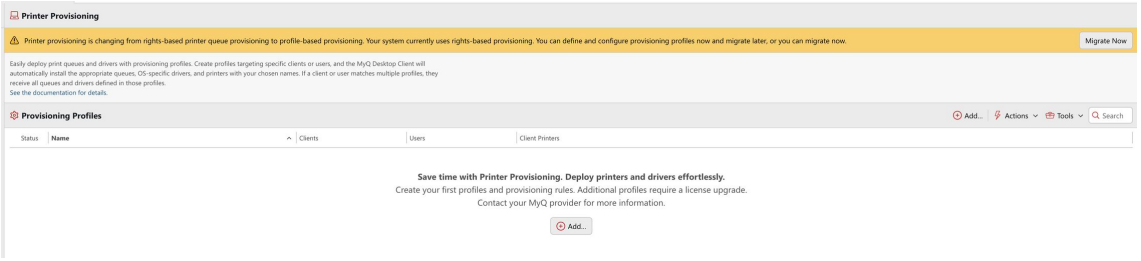
| Period | Included 3P profiles | Notes |
|---|---|---|
| Pre-migration | unlimited | Define as many provisioning profiles as you need and become familiar with the feature. |
| Post-migration (from 10.2 Patch 21) | 2 | Enterprise/Ultimate – Perpetual plan |
| | 5 | Enterprise/Ultimate – Subscription plan |
| | - | Purchase bundles of 5, 50, or unlimited for your installation key. |

### Accounts Created After Print Server 10.2 patch 21

On new installations, additional profiles beyond the free ones provided can only be created if a sufficient number of provisioning profile licenses are available.

### Existing Accounts Migrating to Printer Profile Provisioning

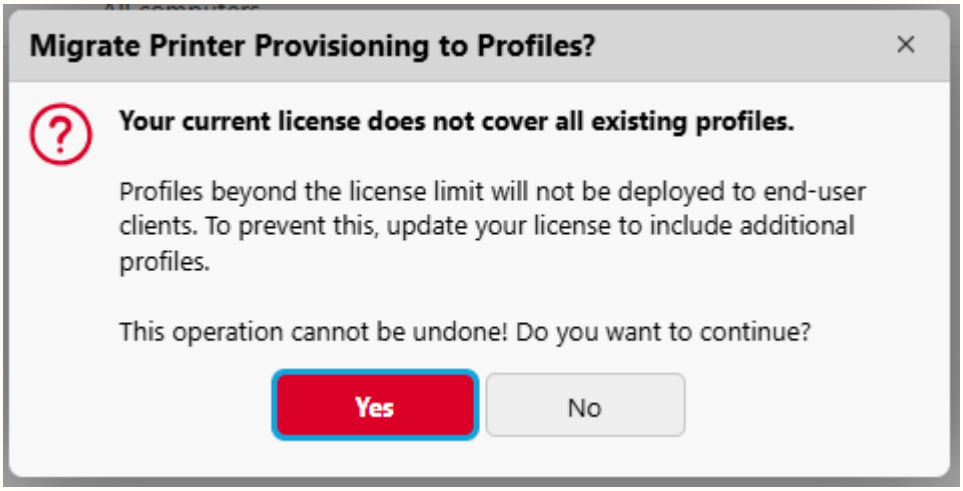
Accounts that have upgraded to Print Server 10.2 patch 21 remain in the legacy provisioning mode from previous versions. Administrators are informed in the UI that they can migrate to using provisioning profiles.




While in legacy provisioning mode, administrators can create as many profiles as they want. These profiles do not have any effect on provisioning, and they also do not require a license.

Once they migrate their installation to the new provisioning, profiles create immediately consume free licenses and additional licenses must be purchased for profiles over the free number provided.

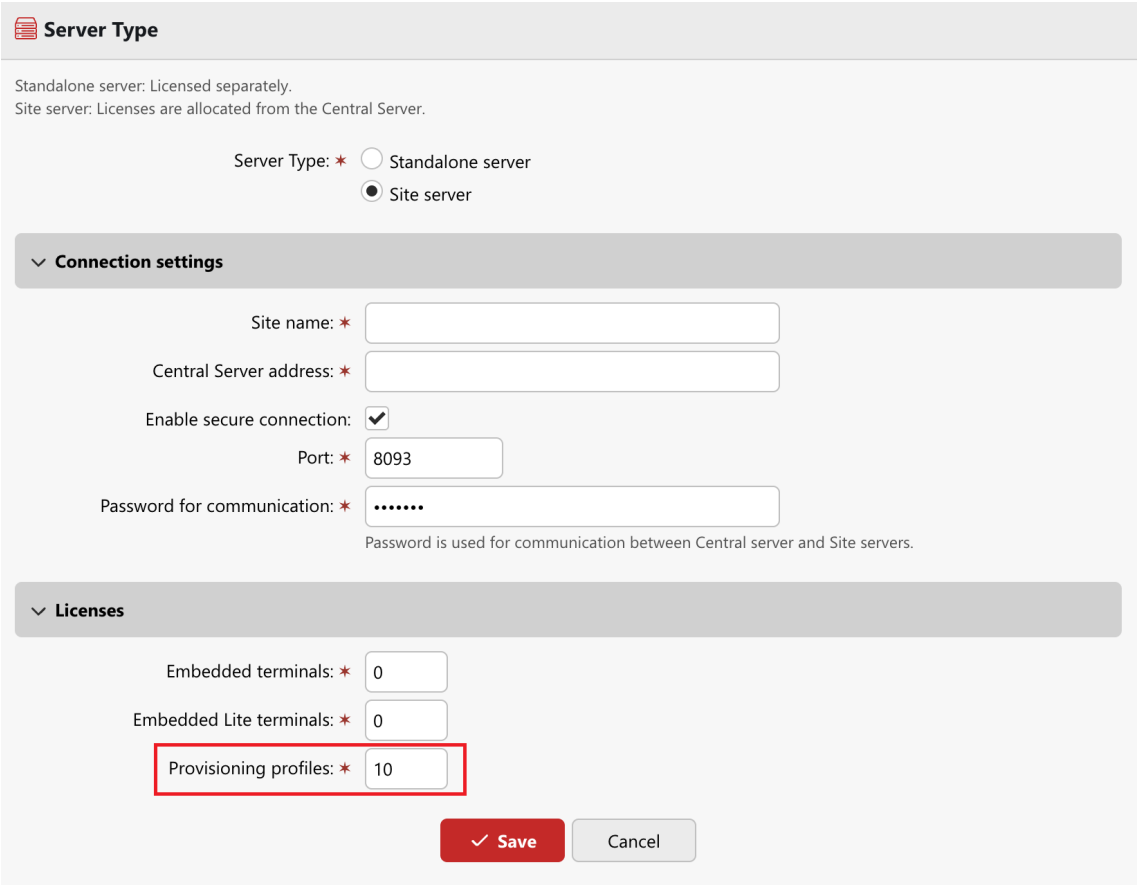
If during migration to 3P, the number of profiles exceeds the number of licenses available, a **License Provisioning Limit Exceeded** warning is displayed. 3P will not function as expected until excess profiles are deleted or more licenses are purchased.




If the license provisioning limit is exceeded, no existing profiles will be lost, however randomly selected printer provisioning profiles will remain visible in the UI but not be deployed to Desktop Client.

## Central-Site Licensing

In environments where a Central Server connects a number of sites, Provisioning Profile License allocation is set when a Site Server is connected and can be adjusted at any point in **Settings** > **License.**




## Profile Requirements

When determining if your organization requires additional 3P licenses, there are a few guidelines which can be helpful.

- Provisioning profiles are not created per printer or per queue.
- The number of profiles depends on the number of distinct deployment scenarios.
- The same queue may appear in multiple profiles if it must be deployed under different conditions.
- Increasing the number of printers or queues does not automatically increase the number of profiles.

The number of profiles required is likely to increase when:

- Different sites require different sets of queues.
- Users at the same site require different queues based on role or department.
- Different users require different driver configurations for the same queues.
- Different deployment conditions cannot be expressed within a single rule set.

### Typical Profile Quantities

| Organization type | Sites / Network Zones | Roles / Departments | Typical profiles |
|---|---|---|---|
| Very small | 1 | None | 1 |
| Small | 1 | 1–2 | 2–3 |
| Medium | 2–5 | None | 2–5 |
| Medium (complex) | 3–5 | 1–2 | 6–15 |
| Large | 5–15 | 2–4 | 15–40 |
| Enterprise | 10+ | 3–6 | 30–100+ |

## 5.6.7 Provisioning Manufacturer-Signed Windows Print Drivers

Since January 2026, Microsoft no longer signs most new printer drivers, so manufacturers sign many new driver versions with their own code-signing certificate. Windows installs such a driver silently only if the manufacturer's certificate is in the workstation's **Local Computer > Trusted Publishers** store.

If the certificate is not there, MyQ Desktop Client cannot provision the driver, and the MDC service log shows:

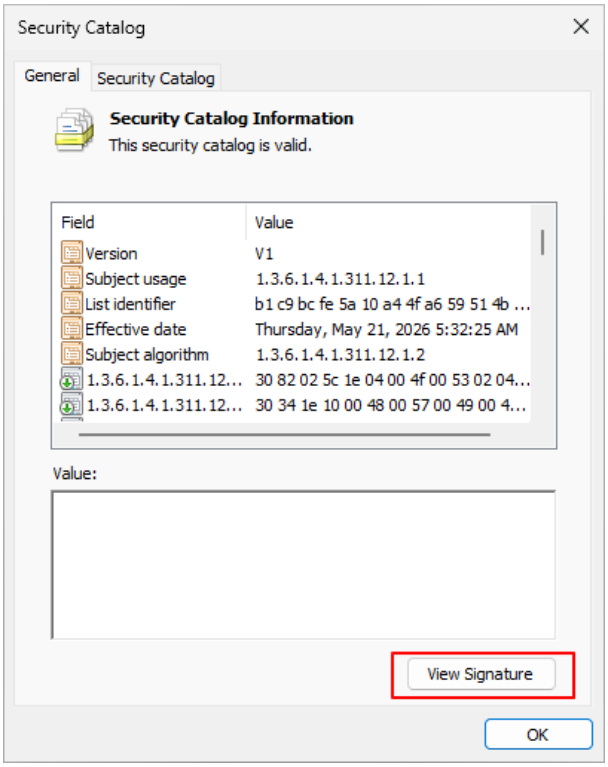
```
Error=The publisher of an Authenticode(tm) signed catalog has not yet been
established as trusted. (0x800F0242)
```

To fix this, extract the certificate from the driver package and publish it to Trusted Publishers on the target workstations before MDC provisions the driver.

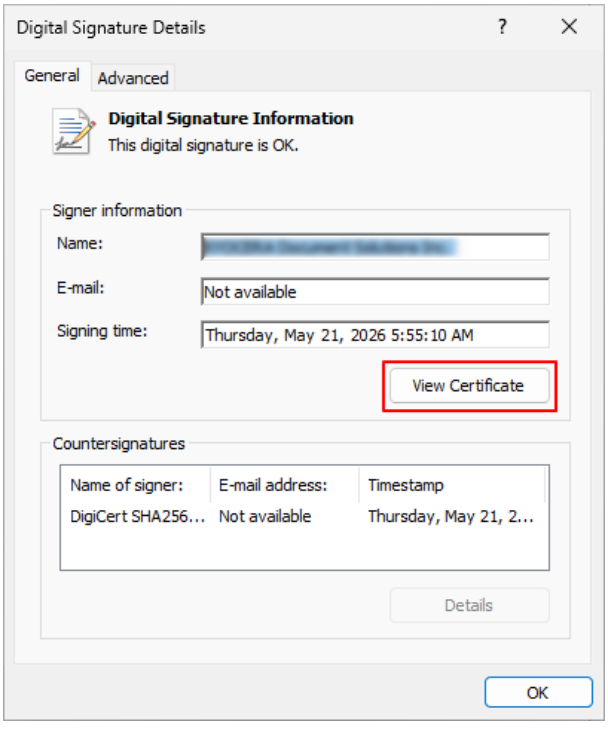
> This applies only to workstations with Windows Protected Print (WPP) off. Under WPP, Windows blocks third-party drivers whether or not they are signed. Use IPPS printers instead.

### Extract the Certificate

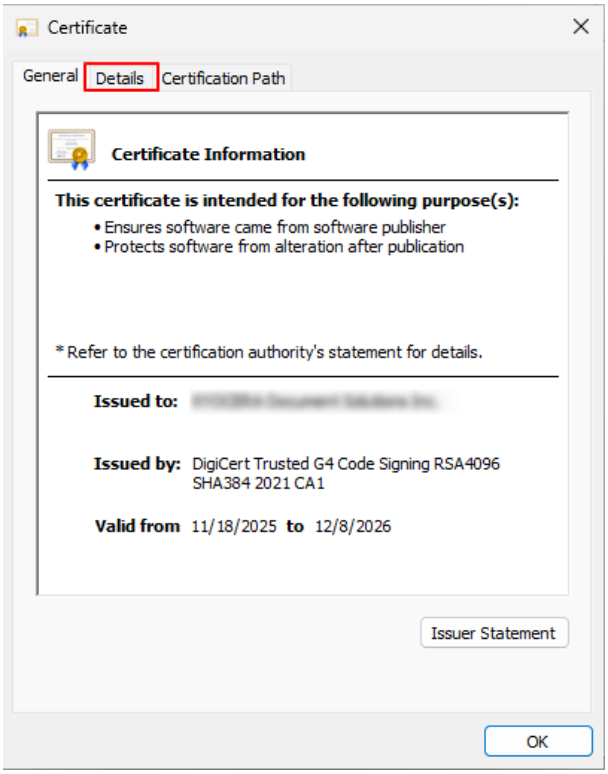
1. In the driver package, find the security catalog ( `.cat` ) files. A package that bundles several architectures can contain several catalogs. They are usually signed with the same certificate, but check each one you deploy. Double-click the catalog file.




2. On the **General** tab, select **View Signature**, then **View Certificate**.

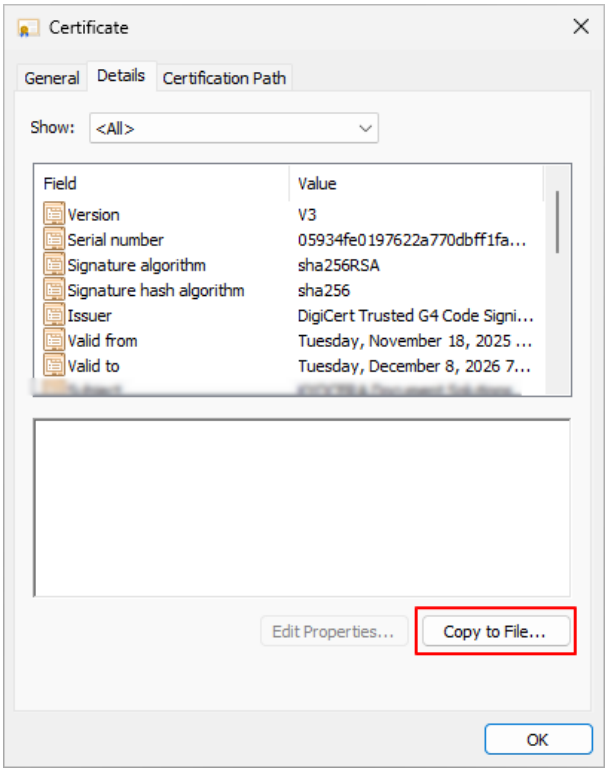



3. On the **Details** tab, note the **Valid to** date. You must publish the renewed certificate before it expires.




4. Select **Copy to File** and export the certificate as **DER encoded binary X.509 (.CER)**.

   Name the file after the manufacturer and driver version, for example `HP-UPD-8.2.0.26819.cer`.



Alternatively, use PowerShell:

```
$cert = (Get-AuthenticodeSignature 'C:
\Drivers\Vendor\driver.cat').SignerCertificate
$cert | Format-List Subject, NotAfter
Export-Certificate -Cert $cert -FilePath 'C:\Drivers\Vendor-driver.cer'
-Type CERT
```

## Publish the Certificate

- **Group Policy:** In a GPO linked to the target computers, go to **Computer Configuration > Policies > Windows Settings > Security Settings > Public Key Policies > Trusted Publishers**, and import the `.cer` file.
- **Single workstation:** In an elevated Command Prompt, run `certutil -addstore TrustedPublisher "C:\Drivers\HP-UPD-8.2.0.26819.cer"`. Alternatively, double-click the `.cer` file and install it to **Local Machine > Trusted Publishers**.

MyQ Desktop Client then provisions the driver at the next refresh, or when the user selects **Update my printers**.

## Limitations

- **ARM64 workstations:** According to Microsoft, Windows on ARM does not support deploying certificates to Trusted Publishers. Use IPPS printers.
- **Unmanaged devices:** You cannot distribute the certificate centrally to unmanaged devices. Use IPPS printers.

---

**See also:**

- Printer Profile Provisioning (see page 40)
- Troubleshoot Printer Provisioning with Windows Protected Print (see page 65)
- (v2) Windows Protected Print Mode
- Microsoft: Submit legacy printer drivers: suppress installation warnings[14]

14. https://learn.microsoft.com/en-us/windows-hardware/drivers/print/legacy-printer-driver-submission-process#suppress-installation-warnings

## 5.6.8 Troubleshoot Printer Provisioning with Windows Protected Print

Windows Protected Print (WPP) allows only IPP-based printers and drivers. If a Printer Provisioning Profile attempts to deploy a standard PCL, PostScript, or vendor-specific driver to a WPP-enabled workstation, Windows blocks the installation.

The user may see the following notification in MyQ Desktop Client:

`Configuring printers failed`

The printer is not installed, and the error can occur again when Desktop Client refreshes its configuration.

Windows Event Viewer can report an error similar to:

```
Creating printer failed | Name=<printer name> | Error=This program is
blocked by group policy. For more information, contact your system
administrator.
```

### Resolve the Provisioning Failure

Update the affected Printer Provisioning Profile to deploy an IPPS-based printer:

1. In the MyQ Web Interface, go to **MyQ > Settings > Printer Provisioning**.
2. Open the profile assigned to the affected workstation or user.
3. On the **Client Printers** tab, locate each client printer that uses a standard print driver.
4. Change its **Print Driver Set** to one that uses the built-in IPPS driver.
5. Save the profile.
6. In MyQ Desktop Client, select **Update my printers** to refresh the provisioned printers, or wait for the next automatic refresh.

Desktop Client removes or updates printers according to the effective provisioning profiles and installs the IPPS-based printer. Printer Provisioning Profiles define each client printer by its name, queue, and Print Driver Set. A manual refresh can be triggered with **Update my printers**.

If you cannot update the provisioning profile immediately, you can temporarily disable **Printer Provisioning** in the Desktop Client configuration profile. Existing provisioned printers are preserved, but Desktop Client does not update printers while provisioning is disabled.

## Central/Site Environments

In a Central/Site deployment, a WPP-enabled workstation can connect to different Site Servers. If a Site provides a Printer Provisioning Profile that still deploys a standard driver, provisioning fails when Desktop Client applies that profile.

During a WPP transition, ensure that the provisioning profiles available from every Site used by WPP-enabled workstations deploy WPP-compatible printers.

# 6 Uninstallation

The application can be uninstalled via the setup wizard, via silent uninstallation on the Windows command line or via the *Uninstall MyQ Desktop Client 10.2.exe*.

The uninstallation process removes the following:

- Client spooling jobs on the print server.
- Printers deployed by Printing Provisioning.
    - Only printers are removed, the installed drivers such as the KX driver or HP Driver are **not** removed.
- `C:\ProgramData\MyQ\Desktop Client`
- `C:\Program Files\MyQ\Desktop Client`
- `C:\Users\%User%\AppData\Local\MyQ`

## 6.1 Uninstallation via the Setup Wizard

To uninstall the application via the setup wizard:

1. In Windows Settings, click **Apps**. The Apps and features menu opens.
2. On the menu, select the Desktop Client app and click **Uninstall**. When asked, confirm the uninstallation. The Desktop Client setup dialog box opens.
3. In the dialog box, select the **Remove** option.
4. Click **Remove** to confirm the uninstallation, then click **Finish** to leave the setup wizard. Desktop Client is removed from the computer.

## 6.2 Silent uninstallation

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

1. Find the `IdentifyingNumber` of the Desktop Client application via the following command:

   `wmic product where "Name like '%Desktop%'" get Name, Version, IdentifyingNumber`
2. Uninstall the application via the following command:

   `msiexec.exe /x *{IdNumber}*`

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

# 7 Business Contacts

| | |
|---|---|
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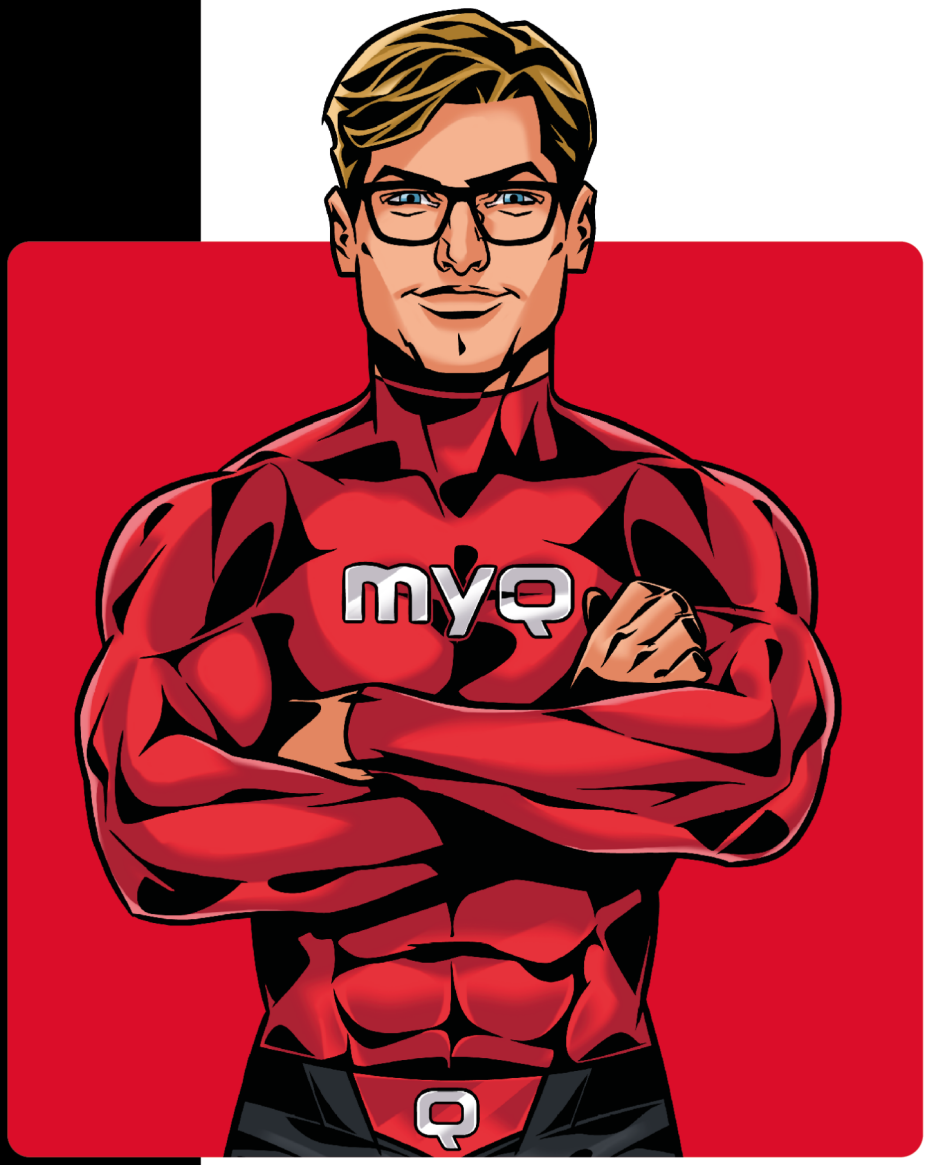
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