



myQ X

MyQ Lexmark Embedded 8.1

Table of Contents

1 Release Notes	4
1.1 MyQ Lexmark Embedded Terminal 8.1 (patch 7)	4
1.2 MyQ Lexmark Embedded Terminal 8.1 (patch 6)	4
1.3 MyQ Lexmark Embedded Terminal 8.1 (patch 5)	4
1.4 MyQ Lexmark Embedded Terminal 8.1 (patch 4)	4
1.5 MyQ Lexmark Embedded Terminal 8.1 (patch 3)	5
1.6 MyQ Lexmark Embedded Terminal 8.1 (patch 1) LTS	5
1.7 MyQ Lexmark Embedded Terminal 8.1 RC	5
2 Supported Printing Devices	7
3 Supported Card Readers.....	11
4 Installation	13
4.1 Remote installation via Printer Discovery	14
4.2 Vendor-Specific Options: Lexmark.....	14
4.3 Changing login methods	14
4.4 Selecting languages	15
4.5 Accessing the Terminal via the MyQ Mobile App.....	15
4.6 Update and Uninstallation	16
5 Licenses	17
6 Personalization	18
7 Terminal Actions.....	19
7.1 Print All	19
7.2 My Jobs	20
7.3 Unlock Panel	23
7.4 ID Card Registration	24
8 Scan to Me.....	26
8.1 Setting up Scan to Me	26
8.2 Using Scan to Me.....	28
9 Business Contacts	30

MyQ Lexmark Embedded Terminal 8.1

The MyQ Lexmark Embedded terminal is a web based embedded terminal; no applications are running directly on the printing device, all files are saved in the MyQ directory and the device exchanges data with MyQ via the HTTP protocol.



All changes compared to the previous version are listed in the [release notes](#) (see page 4).

1 Release Notes

MyQ Lexmark Embedded Terminal 8.1

1.1 MyQ Lexmark Embedded Terminal 8.1 (patch 7)

20 October, 2023

Bug Fixes

- Custom logo was displayed blurred.
-

1.2 MyQ Lexmark Embedded Terminal 8.1 (patch 6)

1 September, 2023

Improvements

- **NEW FEATURE** : It is possible to [display My jobs immediately after login](#) (see page 13). At least one job has to be spooled in Ready jobs.
 - **NEW FEATURE** : [Lexmark specific parameter](#) (see page 13) is available in Configuration profiles.
 - **NEW FEATURE** : [Top menu](#) (see page 19) is available.
-

1.3 MyQ Lexmark Embedded Terminal 8.1 (patch 5)

21 July, 2023

Device Certification

- Model lines CX73x Series, CX93x Series and CX94x Series added for terminal support. (**LIMITATION** : new devices are not certified yet on the server, because we are not able to add them without certification data.)
-

1.4 MyQ Lexmark Embedded Terminal 8.1 (patch 4)

1 March, 2023

Improvements

- **NEW FEATURE** [ID Card registration](#) (see page 24) terminal action is implemented.
- Displaying of QR code improved.

Bug Fixes

- Favorites in My Jobs weren't working.

- Incorrect error message was displayed if terminal installation failed because of invalid device's administrator credentials.
 - Jobs were printed in incorrect order.
 - Language of the Login screen wasn't translated.
 - Login via QR code wasn't possible.
 - Login wasn't possible with allowed unsecure communication on the server.
-

1.5 MyQ Lexmark Embedded Terminal 8.1 (patch 3)

Bug Fixes

- Custom logo wasn't loaded on the login screen.
-

1.6 MyQ Lexmark Embedded Terminal 8.1 (patch 1) LTS

Bug Fixes

- All jobs were printed after login by card even if Print all after login has been disabled.
 - Fixed card login failure.
-

1.7 MyQ Lexmark Embedded Terminal 8.1 RC

Improvements

- **NEW FEATURE** Jobs which aren't possible to print because of [Job filters](#) (see [page 20](#)) (f.e. printing A3 jobs on A4 printer or Color jobs on BW printer) are marked with proper error message.
- Devices with 4.3" display size are supported for Embedded terminal.
 - Models which should be supported: CS622, CS720, CS725, CS727, CS820, CS827, CS921, CS923, CX622, CX625, MS622, MX522
 - New models will be certified in MyQ server 8.1 RTM+.
- [Devices without HDD are supported](#) (see [page 7](#)). **LIMITATIONS** :
 - custom logo and QR code aren't displayed after Lexmark web service restart immediately, they are displayed after few seconds.
 - critical accounting (loss of power during job) is not working and jobs will not be accounted correctly.
 - machine log is not stored and cannot be received.
- More options can be set in [Job properties](#) (see [page 20](#)) in My jobs:
 - color - BW / Color
 - duplex - Simplex / Duplex long edge / Duplex short edge

- copies
 - toner saving
-

2 Supported Printing Devices

Some models are not certified yet. A list of certified models can be found in **Certified Devices** on the [MyQ Community portal](https://community.myq-solution.com/)¹. If the requested device is not on the certified devices list but it is in the table below, please create a Device certification request.

Devices without an HDD are supported, with the limitations:

- Custom logo and QR codes take longer to be displayed after a web service restart.
- Critical accounting (i.e. in case of power loss) does not work and the jobs are not accounted correctly in that case.
- The machine log is not stored and thus, cannot be received.

Model Name	Color/B&W	Device Type
CS622	Color	Printer
CS720	Color	Printer
CS725	Color	Printer
CS727	Color	Printer
CS820	Color	Printer
CS827	Color	Printer
CS921	Color	Printer
CS923	Color	Printer
CX622	Color	Multifunction printer
MS622	B&W	Printer
MX522	B&W	Multifunction printer
CX625	Color	Multifunction printer
MX822	B&W	Multifunction printer
CX820	Color	Multifunction printer

1. <https://community.myq-solution.com/>

Model Name	Color/B&W	Device Type
CX825	Color	Multifunction printer
CX920	Color	Multifunction printer
CX860	Color	Multifunction printer
CX725	Color	Multifunction printer
CX924	Color	Multifunction printer
CX923	Color	Multifunction printer
CX922	Color	Multifunction printer
CX921	Color	Multifunction printer
MX721	B&W	Multifunction printer
MX722	B&W	Multifunction printer
MX622	B&W	Multifunction printer
MX826	B&W	Multifunction printer
XC4140	Color	Multifunction printer
XC4150	Color	Multifunction printer
XC4240	Color	Multifunction printer
XC6152	Color	Multifunction printer
XC8155	Color	Multifunction printer
XC8160	Color	Multifunction printer
XC9235	Color	Multifunction printer
XC9245	Color	Multifunction printer
XC9255	Color	Multifunction printer
XC9265	Color	Multifunction printer

Model Name	Color/B&W	Device Type
XM3250	B&W	Multifunction printer
XM5365	B&W	Multifunction printer
XM5370	B&W	Multifunction printer
XM7355	B&W	Multifunction printer
XM7370	B&W	Multifunction printer
CS730	Color	Printer
CS735	Color	Printer
CS943	Color	Printer
CS632	Color	Printer
MS632	B&W	Printer
MS822	B&W	Printer
MS826	B&W	Printer
CX730	Color	Multifunction printer
CX735	Color	Multifunction printer
CX942	Color	Multifunction printer
CX943	Color	Multifunction printer
CX944	Color	Multifunction printer
CX930	Color	Multifunction printer
CX931	Color	Multifunction printer
CX532	Color	Multifunction printer
CX635	Color	Multifunction printer
CX522	Color	Multifunction printer

Model Name	Color/B&W	Device Type
MX931	B&W	Multifunction printer
MX431	B&W	Multifunction printer
MX432	B&W	Multifunction printer
MX532	B&W	Multifunction printer
MX632	B&W	Multifunction printer

3 Supported Card Readers

Name	Vendor	Additional Information
MyQ-20-TR461U	Elatec	Dual reader with advanced formats (HID Prox, Cotag, Indala,...).
MyQ-20-TR462U	Elatec	Dual reader with advanced formats (HID Prox, Cotag, Indala,...).
MyQ-20-TR470U	Elatec	Dual reader with standard HF and LF formats, Legic Prime
MyQ-20-TR480U	Elatec	Dual reader with standard HF and LF formats, BLE
MyQ-20-TR520U	HID	HF reader with advanced formats (Mifare, ISO14443, ISO15693, iClass, Seos).
MyQ-20-TR530U	HID	Dual reader with advanced formats (HID prox, Indala, iClass, Seos), BLE, compact case.
MyQ-20-TR540U	HID	Dual reader with advanced formats (HID prox, Indala, iClass, Seos).
MyQ-20-TR541U	HID	Dual reader with advanced formats (HID prox, Indala, iClass, Seos), BLE.
MyQ-20-TR640U	RFIDeas	Dual reader with standard HF and LF formats.
MyQ-20-TR643U	RFIDeas	Dual reader with standard HF and LF formats, compact case.
MyQ-20-TR660U	RFIDeas	Dual reader with standard HF and LF formats, BLE.
MyQ-20-TR690U	RFIDeas	Magstripe reader.
SONY RC-S380/s	Sony	Read/Write capability with FeliCa card/FeliCa-compatible devices and ISO/IEC 14443 Type A/Type B cards.

Name	Vendor	Additional Information
Inepro Omni reader - 1DA6 0110	Inepro	RFID reader that supports all card technologies in both the 13,56 MHz and the 125 kHz range.
WAVE ID®Plus/ PcProx Plus (09D8 0410)	RFIDeas	A dual-frequency card reader.
WAVE ID® SP Plus/PcProx Plus SP	RFIDeas	A dual-frequency card reader.
PcSwipe (0C27 1000)	RFIDeas	A magnetic stripe card reader.

 For further information about supported card readers, contact MyQ support.

4 Installation

Requirements

The proper function of the MyQ Lexmark embedded terminal depends on the below:

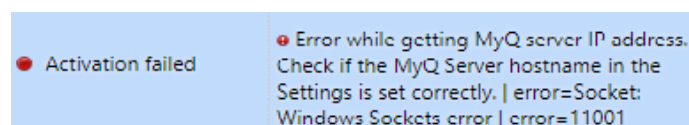
- .NET 4.7.2 or newer, or .netcore 2.1 needs to be installed on the MyQ Print server.
- The administrator's password has to be set on the printing device.
- The IP or Hostname of the printing device has to be valid.
- The correct time and date must be set on the printing device to avoid issues with the [Scan to Me](#) (see page 26) functionality.
- MyQ Lexmark Embedded terminal 8.1 is supported on MyQ Print server 8.1 and newer.

 While it is possible to install and use other applications (such as Cloud Connector) on your device alongside MyQ, MyQ must be installed first to prevent issues during remote installation.

The easiest way to install the MyQ Lexmark Embedded terminal is via remote installation from the MyQ Web administrator interface. This method is very simple and it is preferable, especially when you need to install the terminal on a large number of printing devices, since you can install multiple devices in a batch.

You do this by creating separate printer discoveries and adding a configuration profile to any one of them. At the same time, you can assign the discovered printers to a group and/or queue. Another possibility is to create a remote installation for just one printer and place it in a direct queue.

Before the installation, make sure that the server hostname/IP address in **MyQ, Settings, Network** is correct. If it's not, which could happen after a license update or upgrade, the remote setup will fail.



4.1 Remote installation via Printer Discovery

1. Follow the instructions in the MyQ Print Server guide to [create and configure a Printer Discovery](#)².
2. Then, [create a configuration profile](#)³ to attach to your Printer Discovery.
3. The **Lexmark** section is displayed when the Lexmark terminal package is installed on the MyQ server.

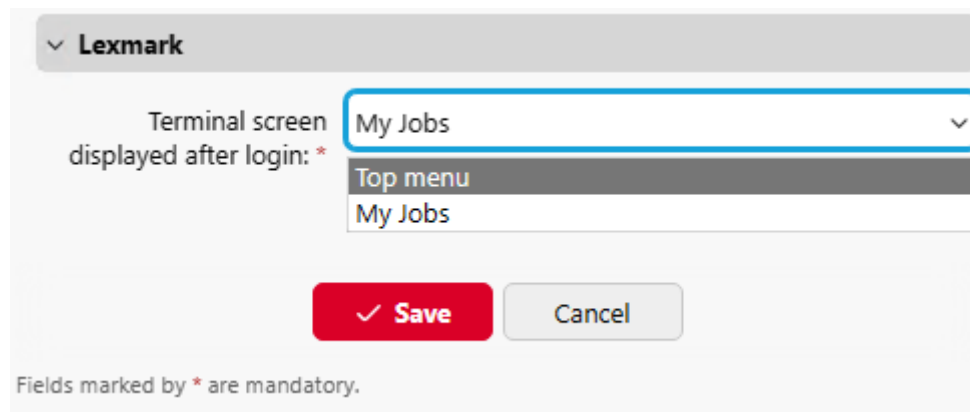
4.2 Vendor-Specific Options: Lexmark

After you install the terminal package on the Print Server, the following vendor-specific options are available in Configuration Profiles:

- **Terminal screen displayed after login**

Select the screen that appears on the terminal after user login. Available options are:

- Top Menu (default)
- My Jobs



The screenshot shows a configuration window for the 'Lexmark' section. Under the heading 'Terminal screen displayed after login: *', there is a dropdown menu. The dropdown is open, showing 'My Jobs' as the selected option, with 'Top menu' and 'My Jobs' as available choices. Below the dropdown are two buttons: a red 'Save' button with a checkmark and a grey 'Cancel' button. At the bottom left, a note states 'Fields marked by * are mandatory.'



Applying the changes in the **Lexmark** section on the terminal requires a force remote configuration of the device.

4.3 Changing login methods

If you want to change login methods after the installation, you need to edit the configuration profile and reactivate your printer(s).

2. <https://docs.myq-solution.com/en/print-server/10.1/discovering-printing-devices>

3. <https://docs.myq-solution.com/en/print-server/10.1/configuration-profiles>

You can choose between two types of login: simple login and two-step authentication.

With the simple login option, you can select up to three methods of login.

With the two-step authentication, you can select a combination of the login methods.

To change the login type:

1. In the MyQ Web administrator interface, go to **MyQ, Settings, Configuration Profiles**.
2. Select the profile you want to change and click **Edit** on the main ribbon (or right-click and **Edit**, or double-click). Choose the login method in the pane to the right.
3. Click **Save**. A pop-up window tells you that you need to activate the printers again.
4. Click **OK** if you want to re-activate all the printers connected to this profile, or click **Skip** if you only want to change the settings for specific printers.
5. If you chose to skip, go to **MyQ, Printers** to open the **Printers** overview. Select the printer(s) to change, right-click and select **Activate**.
6. Restart the printing device(s).

4.4 Selecting languages

The language selected as the default one on the MyQ server is also used on all the embedded terminals. You can change the language that will be used on individual user sessions on the terminals.

The default language:

The default language of the terminal is the default language set on the **General** settings tab. For more information, see *General Settings* in the *MyQ Print Server guide*.

The user's language:

You can set different languages for users by editing their properties panels on the **Users** main tab. These languages are then used on their user sessions on the embedded terminal. For more information, see *Editing user accounts* in the *MyQ Print Server guide*.

4.5 Accessing the Terminal via the MyQ Mobile App

You can enable the printing device management via a mobile application, in MyQ (**MyQ, Settings, Mobile Application**) and users will be able to unlock terminals and release their print jobs on printing devices via the MyQ mobile application. The

easiest way to log in to the terminal using the mobile application is to scan the QR code displayed on the embedded touch panel.

While the feature is enabled, two small icons are displayed at the top-right corner of the embedded terminal login screen: a keyboard icon and a QR code icon. By tapping the two icons, users can switch between the software keyboard and the QR code.

The QR code includes all the necessary information to identify the printing device and the MyQ server where the device is connected to.

The MyQ mobile application is available for free, both for mobile phones with Android and iOS.



If the Lexmark web service is restarted on a device without an HDD, the QR code is not immediately displayed; it is displayed after a few seconds.

4.6 Update and Uninstallation

Updating the terminal

Updating the terminal is done on the MyQ web administrator interface. (*MyQ Server 8.2 patch 6 or higher is required*).



Check [Terminal packages](#)⁴ in the MyQ Print Server guide for further details.

Uninstalling the terminal

MyQ embedded terminals can be remotely uninstalled on the MyQ web administrator interface.

- Go to **MyQ, Settings, Configuration Profiles**.
- Choose the profile and click **Edit** (or double-click, or right click and **Edit**).
- The properties panel opens on the right side. In the **General** tab, under **Terminal**, change the **Terminal type** to *No Terminal*.
- Click **Save**.

4. <https://docs.myq-solution.com/en/print-server/10.1/printers-and-terminals-settings>

5 Licenses

The total number of embedded terminals that can run at the same time is equal to the number allowed by the embedded terminal licenses. If the number of embedded licenses at the server is exhausted, the terminal is deactivated. As a result, users cannot log in to this terminal.

To regain access to the terminal, you can add a new license or deactivate one of the currently activated terminals and then, reactivate the printing device on the MyQ Web administrator interface.

 For information on how to add embedded terminal licenses, activate them, and extend the software assurance period, see [Licenses⁵](#) in the *MyQ Print Server* guide.

5. <https://docs.myq-solution.com/en/print-server/10.1/licenses>

6 Personalization

On the **Personalization** settings tab in the MyQ Web administrator interface, under **Terminal personalization**, you can customize the overall appearance of the Embedded terminal.

By a few simple steps, you can upload your personal logo or change the color and graphical design of the terminal's actions by importing themes.



If the Lexmark web service is restarted on a device without an HDD, the custom logo is not immediately displayed; It is displayed after a few seconds.



Check the MyQ Print Server guide for [Personalization Settings](https://docs.myq-solution.com/en/print-server/10.1/personalization-settings)⁶.

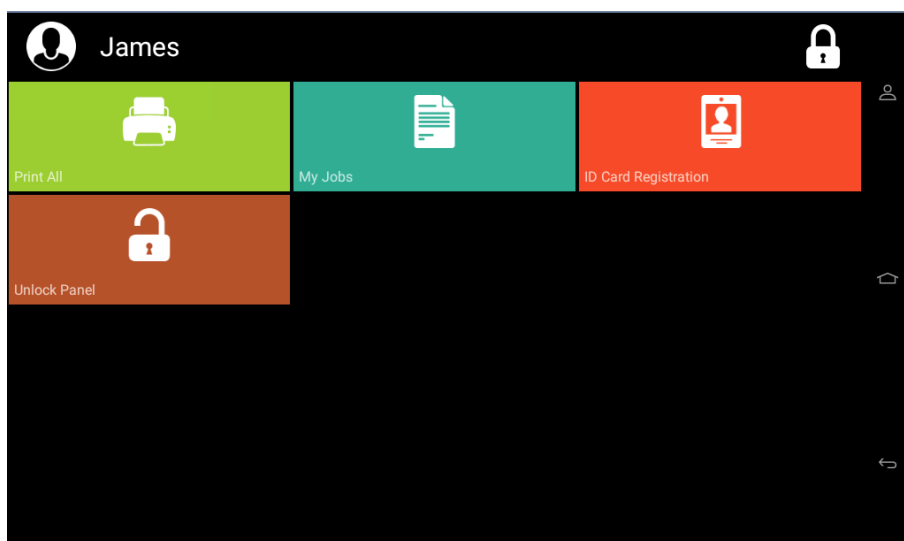
6. <https://docs.myq-solution.com/en/print-server/10.1/personalization-settings>

7 Terminal Actions

This topic discusses basic features of the terminal called actions and can be accessed from action nodes on the terminal.

The default terminal actions are:

- Print All
- My Jobs
- Unlock Panel
- ID Card Registration (only visible if ID Card is selected as a login method)



i For information related to terminal action nodes management, check [Terminal Actions Settings](#)⁷ on the MyQ Print Server guide.

7.1 Print All

This action prints all jobs that are waiting in queue in the Ready and Paused states, including jobs delegated by other users.

7.1.1 Print all jobs after logging in

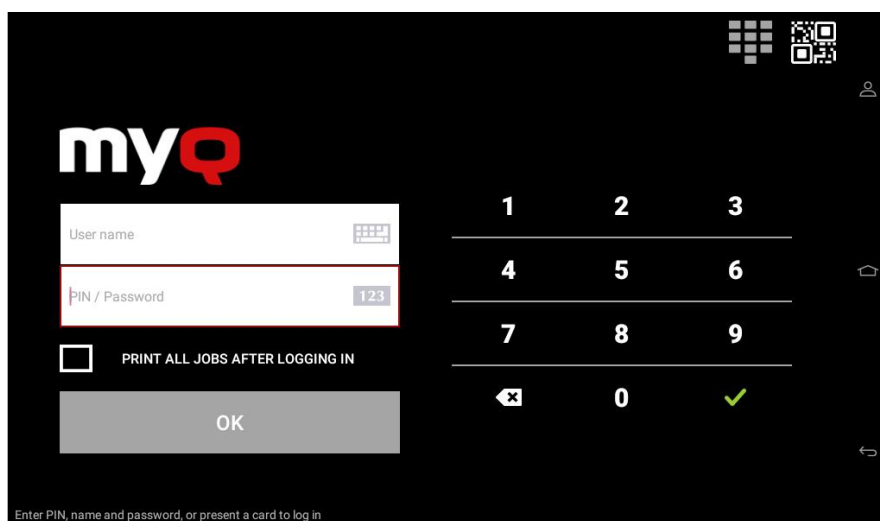
As an alternative to the **Print All** terminal action, you can use the **Print all jobs after logging in** feature. Once enabled on the **Printers & Terminals** settings tab, under **General**, all the user's jobs are printed immediately after they log in to an embedded

7. <https://docs.myq-solution.com/en/print-server/10.1/terminal-actions-settings>

terminal. This way, the user does not have to tap the **Print all** button to print the jobs.

Even if the **Print all jobs after logging in** option is selected on the server, users can disable the feature on the embedded terminal before they log in. This way, each user can individually decide if they want to print the jobs automatically or manually via the **Print all** button.

If the user disables the feature on the terminal and does not log in in 30 seconds, the terminal screen refreshes with the **Print all jobs after logging in** option selected.

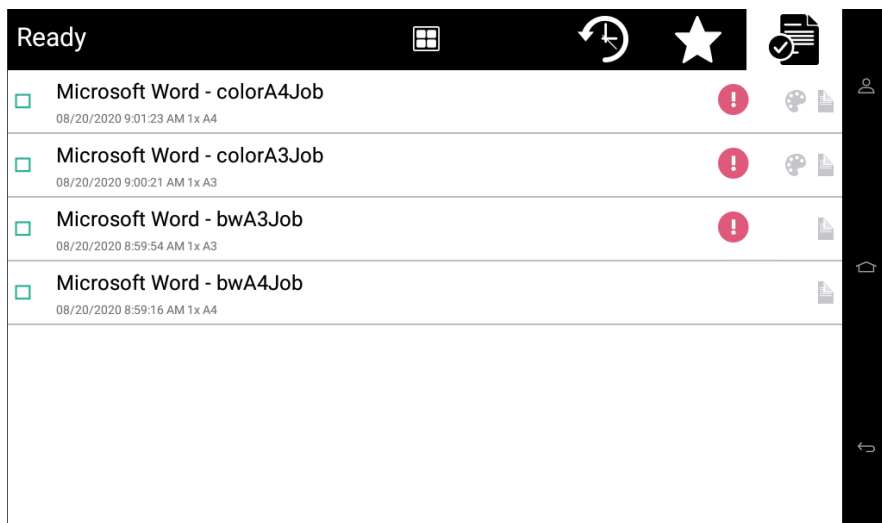


At the moment, the same setting on the MyQ Web administrator UI, in MyQ, Settings, Printers under the General section, is being ignored by the terminal.

7.2 My Jobs

This terminal action shows all the jobs that can be printed on the printing device. Users can manage their ready, favorite, and printed jobs here.

- **Ready jobs:** This is the initial tab of the **My Jobs** screen. It can be reopened by tapping the page icon at the upper-left corner of the screen. It contains jobs waiting in queue, ready to be printed.
- **Favorite jobs:** Favorite jobs can be displayed by tapping the **star** icon at the upper-left corner of the screen. It contains a list of jobs you have marked as favorites.
- **Printed jobs:** Printed jobs can be displayed by tapping the **clock** icon at the upper-left corner of the screen. It contains a history of your printed jobs.



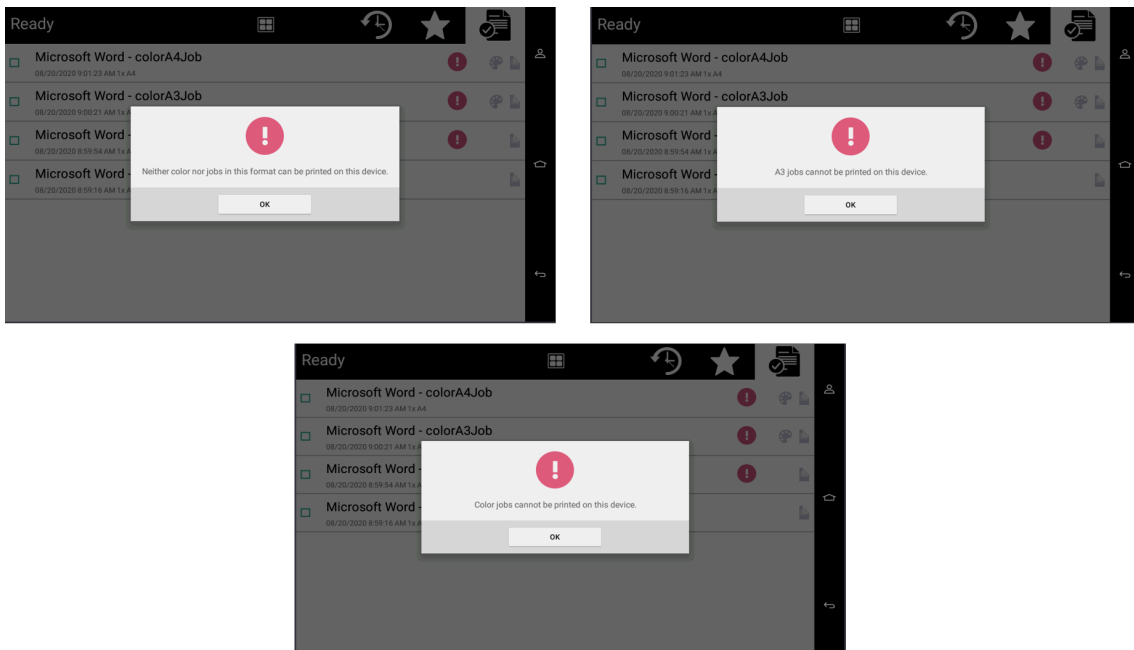
Job Filters

In the MyQ Web administrator interface, in **MyQ, Settings, Printers & Terminals**, under the **General** section, it is possible to **Allow a color job on a B&W printer**, but the job is accounted as B&W. This option is disabled by default.

If a job is not allowed to be printed because the selected format/color is not supported by the device, there will be a red exclamation mark icon next to the job.

Clicking the icon displays the reason for the error:

- *Color jobs cannot be printed on this device*, when a color job is spooled to a B&W printer.
- *A3 jobs cannot be printed on this device*, when an A3 job is spooled to an A4 printer.
- *Neither color nor jobs in this format can be printed on this device*, when an A3 and color job is spooled to an A4 and B&W printer.



Managing jobs on the My Jobs screen

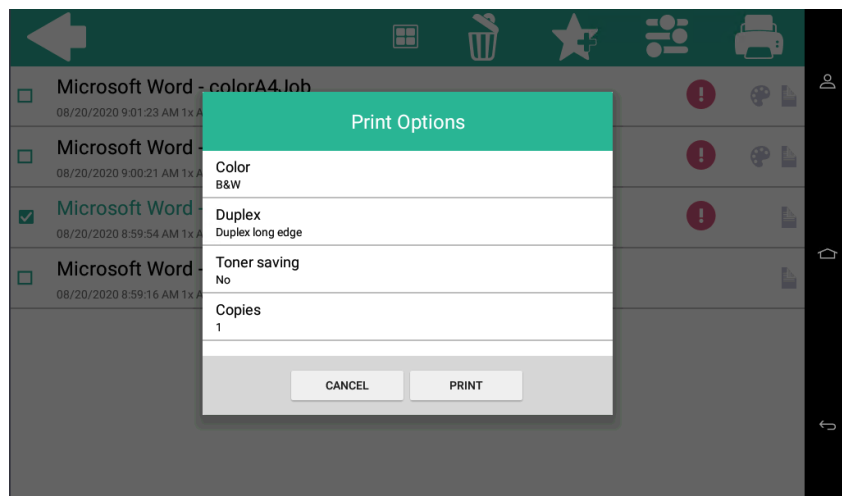
To display the available job management options, select the job from the list. The selected print jobs management bar opens at the top of the screen.



On the bar, you can select from the following options:

- **Print:** Tap the printer icon to print the selected jobs.
- **Edit:** Tap the edit icon to edit the print options of the selected jobs. In the **Print options** dialog box, depending on the permissions given by the administrator, the user can select between color or B/W, toner saving options, simplex/duplex options, and change the number of copies. After changing the print options, the user can tap **Print** to print the jobs.

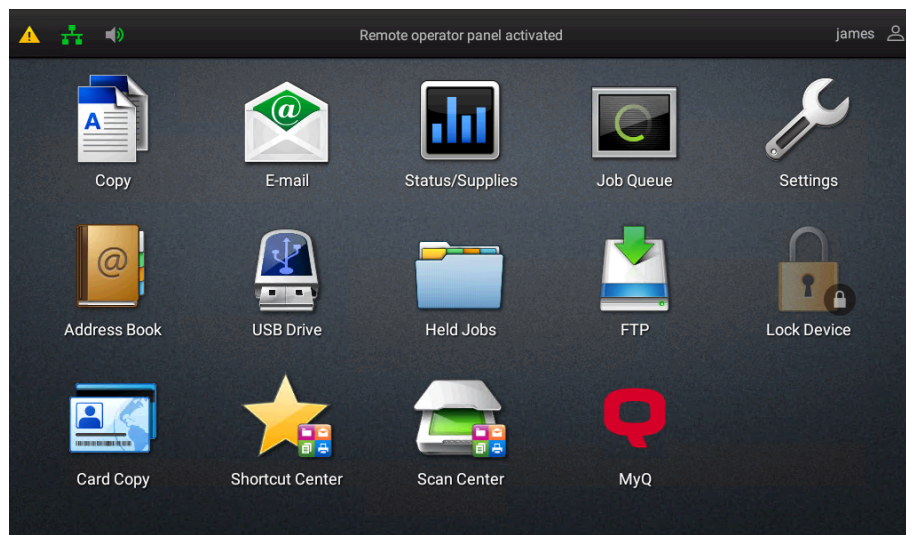
i In certain cases, you may see listed some print options that are not applicable due to the queue or printer being used. For example, you may see **Color** options despite printing from a queue set to B&W or on a printer that can only print B&W. In cases such as these, this command will be ignored.



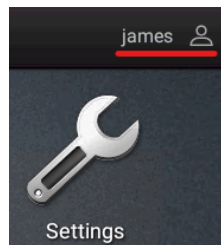
- **Add to favorites:** Tap the star-plus icon to add the selected jobs to your favorites (Visible on the Ready jobs tab and on the Printed jobs tab).
- **Delete from favorites:** Tap the star-minus icon to delete the selected jobs from your favorites (Visible on the Favorite jobs tab).
- **Delete:** Tap the bin icon to delete the selected jobs.

7.3 Unlock Panel

Unlocks the printing device's panel and opens the native device screen. Here it is possible to use panel operations like Panel Copy, Panel Scan or USB operations.

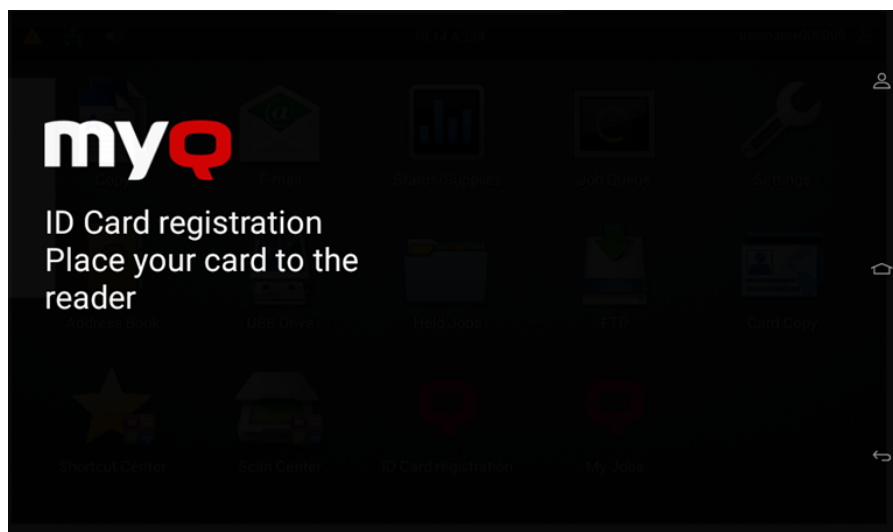


To return to the Top menu, it is possible to use the MyQ icon on the device panel. To log out from the native panel, the user has to press the username in the upper-right corner.

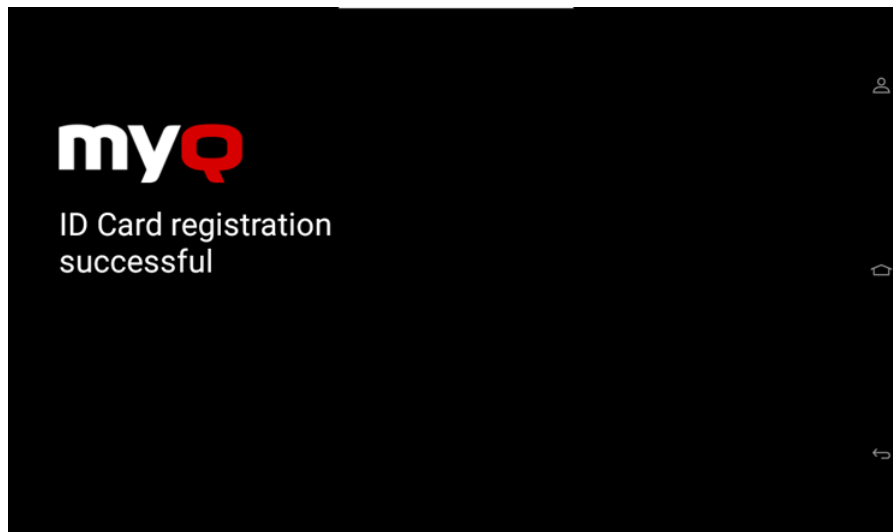


7.4 ID Card Registration

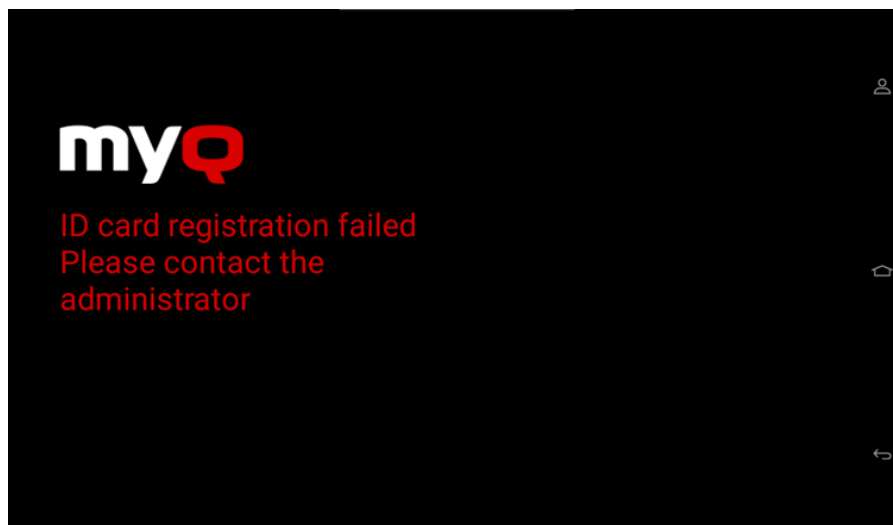
After tapping this action, the ID Card registration screen opens, and the logged user can register their card by swiping it at the card reader. There is **no back button** on the ID card registration screen. To exit the ID card registration screen, use the **Home** button.



If the ID card registration was successful, you will see the “*ID Card registration successful*” message on the terminal.



If the ID card registration was not successful, you will see the *"ID card registration failed. Please contact the administrator"* message on the terminal.



8 Scan to Me

MyQ is able to automatically send scanned documents to a specified folder or email belonging to the scanning user, with the **Scan to Me** feature.

With the feature enabled, MyQ serves as an email server — it receives a scanned job from printing devices via the SMTP protocol, detects the device where the job is sent from, finds the user that is currently logged on the device, and sends the job to their folder or email (depends on the user's settings).

First, you need to set up the feature on the MyQ server and on the printing device to enable the MyQ users to use all of the scanning options. After that, you need to provide the users with receiver email addresses, where they can direct the scanned documents.

Scan to Me is a feature that allows users to send scan files to their e-mail address, registered in the Address Book.

8.1 Setting up Scan to Me

The setup of the **Scan to Me** feature consists of the following steps:

- Enable and set up scanning on the MyQ server.
- Set SMTP on the printing device.
- Set the destinations for the MyQ users on the MyQ server.

8.1.1 Enable and set up scanning on the MyQ server

 For details, check [Scan to Me⁸](#) on the MyQ Print Server guide.

8.1.2 Set SMTP on the printing device

The scanning function requires enabling the SMTP protocol, setting the SMTP server address, and entering a sender email on the printing device's web interface. For information about how to enter the printing device web interface and find the particular settings, see the printing device's manual.

To setup the email connection in the **Admin menu**:

8. <https://docs.myq-solution.com/en/print-server/10.1/scan-to-me>

1. Login to the **Admin menu**.
2. Select **Settings - Email**.
3. Use the settings as shown in the picture below where you have to replace the **Primary SMTP Gateway** with your own server.

E-mail

⌕ E-mail Setup

Primary SMTP Gateway Required.

Primary SMTP Gateway Port Range: 1-65535. Default = 25.

Secondary SMTP Gateway

Secondary SMTP Gateway Port Range: 1-65535. Default = 25.

SMTP Timeout Range: 5-30 seconds

Reply Address

Always use SMTP default Reply Address ☒

Use SSL/TLS

Require Trusted Certificate ☒

SMTP Server Authentication

Device-Initiated E-mail E-Mail Alerts, Fax Forwarding, etc.

User-Initiated E-mail

Use Active Directory Device Credentials ☐

Device Userid

Device Password

Kerberos 5 REALM Required for some Authentication Types.

NTLM Domain Required for NTLM Authentication.

Disable "SMTP server not set up" error ☐

8.1.3 Set the destinations for the MyQ users on the MyQ server

i For details, check [Set the destinations for the MyQ users on the MyQ Server⁹](https://docs.myq-solution.com/en/print-server/10.1/scan-to-me) on the MyQ Print Server guide.

9. <https://docs.myq-solution.com/en/print-server/10.1/scan-to-me>

8.2 Using Scan to Me

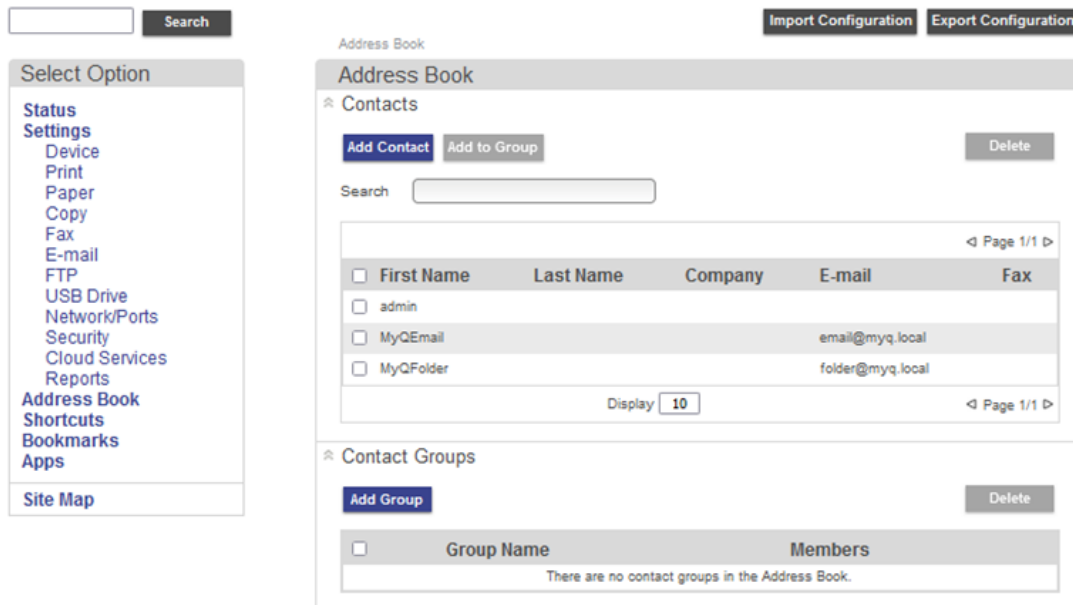
To send the email to the desired destination, the scan needs to be directed to a specific receiver email address. There are two options to enable MyQ users to send the scans there: provide them with the respective receiver email address, or predefine these email addresses on the printing device's Web UI.

Email addresses for Scan to Me

- **Sending scans to the user's primary email** - The scanned document is sent to the user email set in the email text box on the user properties panel. The receiver email address has to be *email@myq.local*.
- **Sending scans to other emails** - The scanned document is sent to all emails set in the **User's scan storage** text box (multiple emails are separated by commas) on the user properties panel. The receiver email address has to be *folder@myq.local*.
- **Storing scans to the user's scan folder** - You have to create a shared folder and ensure that MyQ has access to this folder. After this, enter the folder's location to the **User's scan storage** text box. The scanned document is sent to MyQ, and then stored in the shared folder via the SMB protocol. The stored document file name consists of the user account name, the date, and the time when the scan was sent.
The receiver email address has to be *folder@myq.local*.

List of the MyQ destinations on the printing device

Default addresses for the e-mail destination (*email@myq.local*) and the folder destination (*folder@myq.local*) must be registered via the device's web UI > Address Book, in order to be accessible.



8.2.1 Troubleshooting

In case that Panel Scan is not available, the message *"An attachment does not contain date time identifier. Cannot detect the scan owner."* is displayed in the MyQ server log. Follow these steps to solve the issue:

1. Open the *config.ini* file.
2. Add the value

```
[LexmarkPackage]
disableScanStartDate=1
```
3. Save the *config.ini* file
4. Restart all the services in MyQ Easy config.

9 Business Contacts

MyQ® Manufacturer	MyQ® spol. s r.o. Harfa Business Center, Ceskomoravska 2532/19b, 190 00 Prague 9, Czech Republic ID no. 615 06 133 MyQ® spol. s r.o. is registered in the Commercial Register at the Municipal Court in Prague, file no. C 29842 (hereinafter as "MyQ®")
Business information	http://www.myq-solution.com info@myq-solution.com ¹⁰
Technical support	support@myq-solution.com ¹¹
Notice	MANUFACTURER WILL NOT BE LIABLE FOR ANY LOSS OR DAMAGE CAUSED BY INSTALLATION OR OPERATION OF THE SOFTWARE AND HARDWARE PARTS OF THE MyQ® PRINTING SOLUTION. This manual, its content, design and structure are protected by copyright. Copying or other reproduction of all or part of this guide, or any copyrightable subject matter without the prior written consent of MyQ® is prohibited and can be punishable. MyQ® is not responsible for the content of this manual, particularly regarding its integrity, currency and commercial occupancy. All the material published here is exclusively of informative character. This manual is subject to change without notification. MyQ® is not obliged to make these changes periodically nor announce them, and is not responsible for currently published information to be compatible with the latest version of the MyQ® printing solution.

10. <mailto:info@myq-solution.com>

11. <mailto:support@myq-solution.com>

Trademarks	“MyQ®”, including its logos, is a registered trademark of MyQ®. Any use of trademarks of MyQ® including its logos without the prior written consent of MyQ® Company is prohibited. The trademark and product name are protected by MyQ® and/or its local affiliates.
-------------------	---



SAVE TIME WITH **PERSONALIZED** PRINT SOLUTIONS

MyQ X is an award-winning on-premise or private cloud print management solution trusted by millions of users.



info@myq-solution.com



myq-solution.com

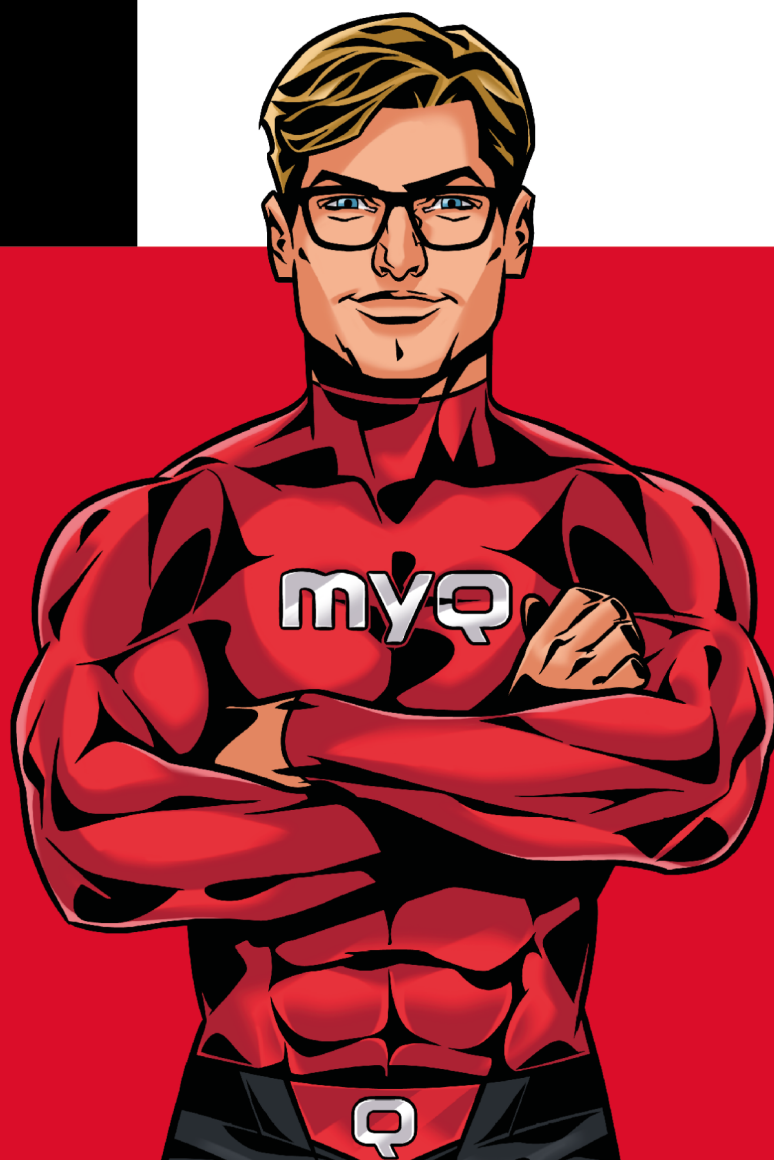
50+ million
Trusted users

1+ million
Active devices

26+
Brands supported

1000+
Certified partners

Operating in **140+**
countries



Awarded and certified

