

myQ X



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MyQ Document Processor (MDP) is a document processing service that converts scanned documents into searchable and editable formats. MDP runs as a Windows Service and exposes an HTTPS API that MyQ Print Server uses to submit and retrieve processing jobs.

MDP supports a configurable processing pipeline that can include OCR, blank page filtering, and document separation. Output formats include searchable PDF, DOCX, XLSX, and PPTX.

All changes compared to the previous version are listed in [Release Notes - TODO].

1 System Requirements

The following specifications are required to install and run MyQ Document Processor.

Software

- MyQ X Print Server 10.3 or later
- Operating System (64-bit):
 - Windows Server 2016, 2019, 2022, or 2025 with all the latest updates
 - Windows 10 or Windows 11 with all the latest updates
- .NET 10 <http://ASP.NET> Core Runtime.



If .NET 10 is not already installed, the MDP installer downloads and installs it automatically. Internet access is required during installation if the runtime is not present. For offline installation, install the runtime manually before running the MDP installer.

Hardware

For reliable performance, deploy MDP on a dedicated machine to avoid resource contention with other applications.

- CPU: 4 single-threaded CPUs (minimum)
- Memory: 4 GB RAM (minimum)
- Disk space: **[CHECK - what do we recommend?]**

Accounts and network

- Administrator rights are required to run the installer (a UAC prompt will appear).
- Network access to the port that MDP listens on. The installer can open Windows Firewall for the selected port automatically.



For low-end environments or irregular workloads, MDP can be configured to process one job at a time with reduced CPU usage. In this mode, 2 single-threaded CPUs are sufficient.



See also:

- [Configuring Resources](#) (see page 11)

2 Release Notes

This page lists changes in each release of MyQ Document Processor.

2.1 MyQ Document Processor 1.0

[TODO: add release date]

New features

- Initial release of MyQ Document Processor.
- Asynchronous document processing via HTTPS REST API.
- Supported operations: OCR, blank page filtering, document separation.
- Output formats: searchable PDF, DOCX, XLSX, PPTX.
- Token-based authentication managed via the Systray Agent.
- Windows Service installer with automatic HTTPS certificate management.

3 Installing MDP

This page explains how to install MyQ Document Processor on Windows.

The installer deploys MDP as a Windows Service (**MyQ.DocumentProcessor.Api**). The

API service starts the document processing worker as a child process. The installer lets you configure the port the API listens on.

The API service uses HTTPS exclusively. Certificates are managed automatically by the

service. Settings are saved so you can change them later without reinstalling.

- **Service name:** MyQ.DocumentProcessor.Api
 - **Default install folder:** C:\Program Files\MyQ\Document Processor
-

3.1 Before you begin

Review system requirements and ensure all prerequisites are met before starting the installation.

3.2 Install MDP

1. Download **DocumentProcessorSetup.exe** from the MyQ Community portal.
2. Run the installer, and accept the UAC prompt.
3. Choose the installation folder, or keep the default.
4. On the **Server Configuration** page:
 - The protocol is fixed as **HTTPS**.
 - Enter the **Port** the API will listen on (for example, 8443).
 - **Open Windows Firewall for the selected port** is enabled by default. Clear this option if you manage firewall rules separately.
5. On the **Service Account** page, select the Windows identity that will run the service:
 - **Virtual service account** (default, recommended): uses NT SERVICE\<ServiceName>, and no password or manual account management is required. The identity is tied to the service name.
 - **LocalSystem**: runs with full system privileges. This option is less secure.
 - **Existing account**: uses a pre-created Windows user account. Provide the username and password.

6. Click **Install**. If the required .NET runtime is not found, the installer downloads and installs it automatically.
7. Click **Finish** when the installation completes.



If Windows blocks the installer file, click **Run** or **Allow** when prompted, or right-click the file, select Properties, and check Unblock on the General tab before running it again. If you see a "Windows protected your PC" message, click **More info**, then **Run anyway**.

After installation, the Systray Agent starts automatically and displays the MDP status in the Windows notification area.

4 Configuring MDP

This section describes the main configuration settings for MyQ Document Processor. Configuration is managed through the Systray Agent and the installer. Most settings are saved during installation and can be changed later by rerunning the installer in modify mode.

4.1 Using the Systray Agent

The Systray Agent is a desktop application that provides local monitoring and management for MyQ Document Processor. It runs in the Windows notification area (system tray).

The Systray Agent provides a lightweight UI for status monitoring, log access, and API client management.

- Displays an MDP icon in the Windows notification area.
- Polls the local MDP REST API service to show whether it is reachable.
- Provides quick access to MDP log files.
- Generates a support bundle ZIP file with one click.
- Manages API clients (create, enable, disable, regenerate secrets, delete) used for REST API authentication.

4.1.1 Service Status

The tray icon tooltip shows the MDP service status:

- **Online:** The local MDP service responded to an HTTP request.
- **Offline:** The Systray Agent could not reach the local MDP service.



The Systray Agent treats any HTTP response as Online, including `401 Unauthorized`. This is expected because the tray app does not authenticate with an API key.

4.2 Managing API Clients

API clients are credentials used by external systems (such as MyQ Print Server) to authenticate with the MDP REST API.

To manage API clients, right-click the tray icon and open the client management section.

[TODO - procs and screenshots]

4.3 Trust the MDP Certificate on a Remote Client

When a remote client connects to the MyQ Document Processor (MDP) API over HTTPS, the client machine must trust the certificate used by MDP. MyQ Print Server 10.3+ is the only client that connects to the MDP API.

This procedure is required when MDP uses its internal Certificate Authority (CA). It is not required when the MDP API uses a certificate issued by a publicly trusted CA.

4.3.1 Prerequisites

Before you begin, make sure that:

- The client machine can reach the MDP server over the required network port.
- The MDP server has a hostname that resolves from the client machine.
- You know the hostname and port used by the MDP API.
- You have administrative access to the client machine.

Clients must connect to MDP using a hostname included in the MDP certificate.

For example:

```
https://doc-processor.local:8080
```

Do not use the MDP server IP address.

4.3.2 Set up Certificate Trust

1. Export the MDP CA package

On the MDP server, use the SysTray Agent to export the MDP CA package.

The exported ZIP file contains:

- `ca.crt`
- `install-ca.bat`

2. Copy the package to the client machine

Copy the exported ZIP file to the client machine using a secure method and extract it.

Keep `ca.crt` and `install-ca.bat` in the same folder.

3. Install the MDP CA certificate

You can install the MDP CA certificate in two ways – by running the exported batch script, or by installing the certificate manually.

Install the certificate with the batch script

On the client machine, run the `install-ca.bat` file. Confirm the User Account Control prompt when requested. The script installs the MDP CA certificate into the **Trusted Root Certification Authorities** store for the local machine.

When the installation completes successfully, the script displays:

```
[SUCCESS] Certificate installed successfully to Trusted Root Certification  
Authorities (Local Machine)
```

Install the certificate manually

1. On the client machine, double-click on the certificate `ca.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**.

4.3.3 Validate the Connection

Go to **MyQ > Settings > Connections**, and define a connection to connection from the client application. Fill in the required fields, and click **Test**.

MyQ Document Processor

Connection to the server was successful

Title: * MyQ Document Processor

URL: *
https://hostname:port

Client ID: *

Security key: *

Timeout: * 30 minutes
Job processing timeout. If the processing takes longer than the specified time, the scan job will be discarded.

Test OK Cancel

If the test is successful, the client trusts the MDP certificate correctly and you are ready to use MDP.

4.4 Configuring Resources

This page describes how MyQ Document Processor uses system resources and how to tune the configuration for your environment.

By default, MDP is configured to use available CPU resources:

- Process **2 jobs in parallel**.
- Use an automatic number of parallel pages per job, scaling to the available CPU cores.
- Assign more CPU cores to the MDP machine results in faster job processing.

4.4.1 Scaling with Additional CPUs

The default configuration scales automatically with the number of available CPU cores.

When more cores are available, MDP increases parallel page processing within each job, reducing overall processing time.

4.4.2 Low-end and Irregular-use Environments

For environments with limited hardware or infrequent processing workloads, you can reduce resource usage:

- Configure MDP to process **1 job at a time**. This reduces CPU demand but increases processing time per document.
- CPU utilization can be set to a value below 100%.
- In this reduced mode, **2 single-threaded CPUs** are sufficient.

[TODO: add config steps.]

4.4.3 Monitoring and tuning

Monitor actual workload and processing times after deployment. Adjust the number of parallel jobs and parallel pages per job to match your performance needs and available system resources.

5 Setting Up MDP in MyQ [TODO]

This page will describe how to configure MyQ Print Server to use MyQ Document Processor as its document processing service.

6 Update and Uninstallation

This page describes how to update and uninstall MyQ Document Processor.

6.1 Update MDP

To update MDP to a newer version:

1. Download the latest **DocumentProcessorSetup.exe** from the MyQ Community portal.
2. Run the installer. The update wizard follows the same steps as a first-time installation.
3. Your existing settings are preserved. Review them on each page of the wizard and click **Install** to apply the update.

6.2 Uninstall MDP

You can uninstall MDP using the Windows installer in modify/remove mode, or through Windows Settings.

Using Windows Settings (Windows 10/11):

1. Go to **Settings > Apps > Installed apps**.
2. Find **MyQ Document Processor** in the list.
3. Click the options menu and select **Uninstall**.

Using Control Panel:

1. Go to **Control Panel > Programs and Features**.
2. Find and select **MyQ Document Processor** in the list.
3. Click **Uninstall** on the toolbar, or right-click and select **Uninstall**.

[CHECK: Does uninstalling MDP remove configuration data and certificates, or must these be cleaned up manually.]

7 Business Contacts

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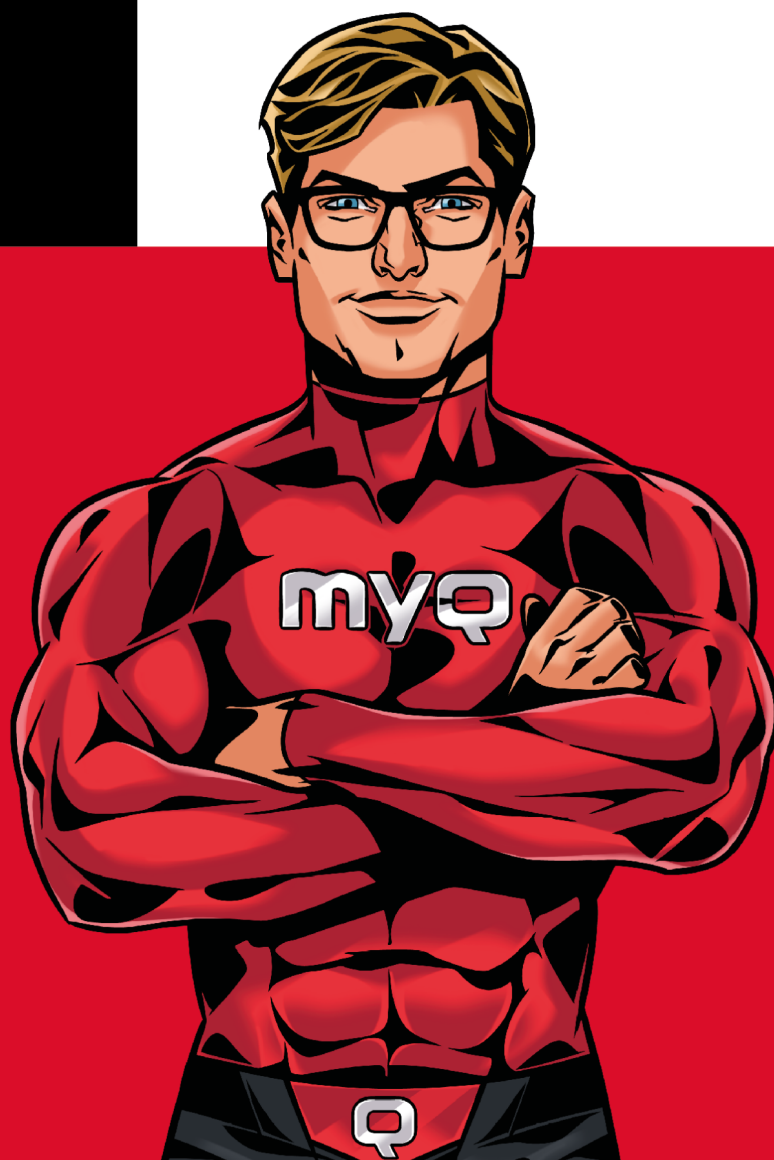
50+ million
Trusted users

1+ million
Active devices

26+
Brands supported

1000+
Certified partners

Operating in **140+**
countries



Awarded and certified

