

# myQ X



## MyQ OCR Server 3.3

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

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

Within the installation of the server, you can utilize the [Tesseract Engine](#) (see page 11).



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

# 1 Release Notes

## 1.1 MyQ OCR Server 3.3

2 April, 2026

### Improvements

- Improved document processing speed significantly.
- Added Arabic language support.


### Bug Fixes

- Processing of very large documents (hundreds of pages) may become stuck.
-

## 2 System Requirements

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

- MyQ X Print Server 10+
- Operating System (64bit):
  - Windows Server 2016, 2019, 2022, and 2025 with all the latest updates.
  - Windows 10, 11, with all the latest updates.
- .NET 8.

 .NET 8 is installed during the installation of the OCR Server. When offline, it must be installed manually prior installation of the OCR Server.

- Required privileges: user with administrator rights.
- Memory for processing multi-page documents: 1 GB RAM minimum, 1.5 GB recommended.
- HDD space: 1.6 GB for the installation.

We recommended to deploy the OCR server on a dedicated server.

OCR Service is registered after the installation and by default it runs under the Local System account.

## 3 Setting up OCR in MyQ


Configure OCR in MyQ to define where scanned documents are processed and how output formats are handled.

### 3.1 Enable OCR

1. In the MyQ web UI, go to **MyQ > Settings > Scanning & OCR > OCR**, and ensure that OCR is **Enabled**.

The screenshot shows the 'OCR' settings page in the MyQ web UI. At the top right, there is a red toggle switch for 'OCR' which is turned on. Below it, the 'OCR server type' is set to 'Custom OCR server' (selected with a radio button). A note explains that scans are stored in a folder relative to the profile name and the OCR working folder. The 'OCR working folder' is set to '%app%\OCR' in a text input field. A note below it states that the OCR server needs write permission and that '%app%' is the MyQ data folder. There is a 'Profiles' section with 'Add...', 'Edit', and 'Trash' icons. Below this is a table with a 'Name' column, which is currently empty. At the bottom, there are 'Save' and 'Cancel' buttons.

2. In **OCR server type**, select *MyQ OCR Server*.
3. In **OCR working folder**, you can specify the data folder used by the OCR service. We recommended to use the default location ( `C:\ProgramData\MyQ\OCR` ).  
Note that the **working folder** must also be set in the OCR Server configuration. For more information, see [Configuring OCR Server](#) (see page 10).

 Both the MyQ server and the OCR server must have read and write access to the OCR working folder.

### 3.2 OCR Folder Structure

The OCR folder (default is `C:\ProgramData\MyQ\OCR` ) contains the following sub-folders:

- **/in** – stores scanned documents before processing.
- **/out** – stores scanned documents after processing. These files are ready to be sent.
- **/profiles** – stores your OCR profiles.

### 3.3 Manage OCR Profiles

Profiles define the output format of scanned document, and are used by **Easy Scan** and email commands.

#### 3.3.1 Create a profile

1. Click **+Add** next to **Profiles**.

A new item with the settings of the new profile appears in the list below.

2. Type the **Name** of the profile, select the **Output format** from the list, and click **OK**. The profile is saved.

#### 3.3.2 Edit a profile

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

#### 3.3.3 Delete a profile

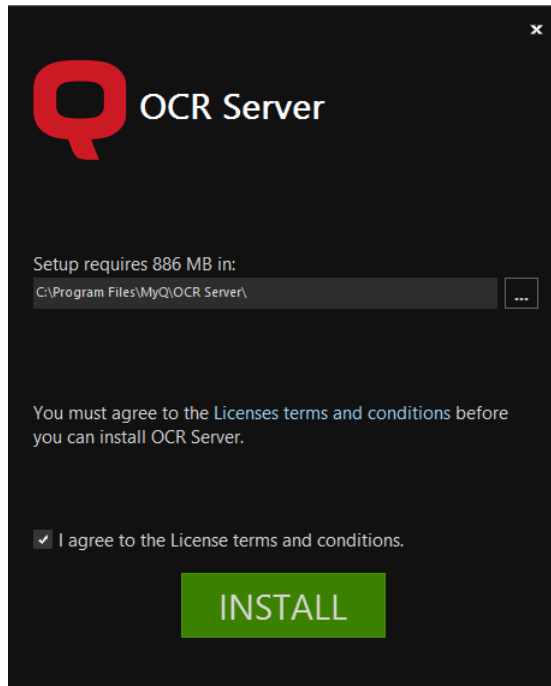
To delete a profile, select it and click the delete icon on the ribbon (or right-click and select **Delete** in the context menu).

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

## 4 Installing OCR Server

### 4.1 Install the MyQ OCR Server

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



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

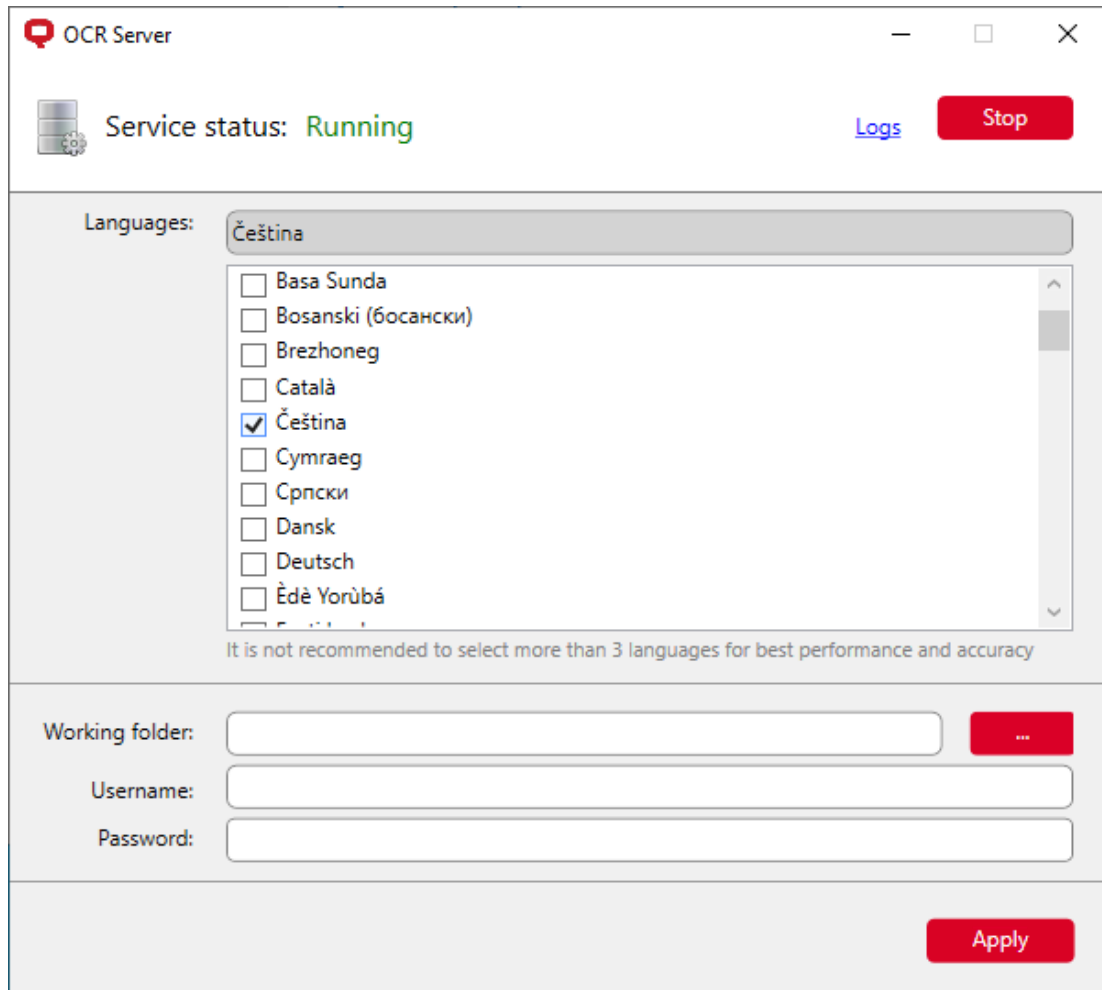
**i** In case the file is blocked from your browser or OS, click **Run** or **Allow**, or modify your Windows Security settings to allow the installation of unknown apps (turn off **App & browser control**).  
 If you get the “*Windows protected your PC*” message when trying to run the file, click **More info**, and then click **Run anyway**, to begin the installation.

If you still cannot run the file, right click on it, and select **Properties**. In the **General** tab, next to **Security**, mark the **Unblock** checkbox, click **Apply**, and then **OK**. Run the file again and begin the installation.

## 5 Configuring OCR Server

To configure MyQ OCR Server, use the OCR Server configuration window that opens automatically after the MyQ OCR Server installation completes. To open it directly, go to Windows apps and select **MyQ OCR Server Settings**.

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



- **Languages** - While you can select all the [Supported Languages](#) (see page 11), we recommend to select only those that are likely to be used within the OCR process. Selecting fewer languages increases the speed and accuracy of the OCR process.
- **Working folder** - This is the folder where the OCR server and the MyQ server exchange the OCR scanned files. This value must be the same as OCR working folder that you set in **MyQ > Settings > Scanning & OCR**. In case you use a shared folder, enter the **Username** and **Password** for access to the folder.



Both the MyQ server and the OCR server must have read and write access to the OCR working folder.

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

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

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

## 5.1 Tesseract Engine

**Tesseract** is an open source Optical Character Recognition (OCR) engine, which is used by MyQ in the MyQ OCR Server.

The Tesseract OCR engine supports the following formats:

- *PDF*
- *PDFA* (the compliance level of PDFA is **PDFA-1B**)
- *TXT*

Tesseract can be used to process documents in many language – for more information, see [Supported Languages](#) (see page 11).



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

## 5.2 Supported Languages

The following languages are supported and can be processed by the Tesseract OCR engine used by the MyQ OCR Server:

Language	Language Code
Afrikaans	afr
Albanian	sqi
Arabic	ara
Azerbaijani	aze

Language	Language Code
Belarusian	bel
Bosnian	bos
Breton	bre
Bulgarian	bul
Catalan	cat
Cebuano	ceb
Corsican	cos
Croatian	hrv
Czech	ces
Danish	dan
Dutch, Flemish	nld
English	eng
Middle English (1100-1500)	enm
Esperanto	epo
Estonian	est
Faroese	fao
Filipino	fil
Finnish	fin
French	fra
Scottish Gaelic	gla
Galician	glg
German	deu

Language	Language Code
Haitian	hat
Hebrew	heb
Hungarian	hun
Icelandic	ici
Indonesian	ind
Irish	gle
Italian	ita
Japanese	jpn
Javanese	jav
Kyrgyz	kir
Latin	lat
Latvian	lav
Lithuanian	lit
Luxembourgish	ltz
Macedonian	mkd
Malay	msa
Maltese	mlt
Māori	mri
Norwegian	nor
Occitan	oci
Polish	pol
Portuguese	por

Language	Language Code
Quechua	que
Romanian, Moldovan	ron
Russian	rus
Serbian	srp
Serbian Latin	srp_latn
Slovak	slk
Slovenian	slv
Spanish	spa
Sundanese	sun
Swahili	swa
Tajik	tgk
Tonga	ton
Turkish	tur
Ukrainian	ukr
Uzbek	uzb
Uzbek Cyrillic	uzb_cyrl
Vietnamese	vie
Welsh	cym
Western Frisian	fry
Yoruba	yor
Georgian	geo

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

## 6 Scanning to OCR

To scan documents using OCR, create and configure Easy Scan actions that send scans to specific OCR profiles (or let users choose the output format).

### 6.1 Scanning to OCR with Easy Scan

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

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

The screenshot shows a 'Format' configuration window. The 'Default value' dropdown is open, displaying a list of output formats. The 'OCRPDF' option is currently selected and highlighted in blue. Other visible options include PDF, JPEG, TIFF, XPS, HCPDF, Default, OCRPDFA, and OCRTXT. The 'Advanced' section is also visible, containing a 'Reference' field with a left-pointing arrow icon.

You can also enable users to select the profile themselves. For more information about how to set up the **Easy Scan** action on a MyQ Embedded terminal, see (10.2) OCR in the Print Server guide.

### 6.2 About OCR Processing

The OCR software listens to the document sub-folders of the **\in** folder (*in\pdf*, *in\txt*,...), processes the file that was sent there, saves the converted document to the **\out** folder and then deletes the source file from the **\in** folder.

MyQ listens to the **\out** folder, sends the converted file to the user and deletes it from the folder. The converted file is sent to the folder listed in the **User's storage** text box, in the user properties panel.

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

### 6.3 Scan to OCR via Panel Scan (Deprecated)

 Support for scanning to OCR via Panel Scan was removed in MyQ Print Server 10.2. Use Easy Scan instead.

To send the scanned document for processing by the OCR server, the user must type the receiver email address in the form: `myqocr.*profilename*@myq.local`, where `*profilename*` is the name of the profile (case sensitive) for the requested output.

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

## 7 Update and Uninstallation

This section describes how to update and uninstall MyQ OCR Server.

### 7.1 Update MyQ OCR Server

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

### 7.2 Uninstall MyQ OCR Server

You can uninstall the MyQ OCR Server via the Windows Control Panel.

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

## 8 Business Contacts

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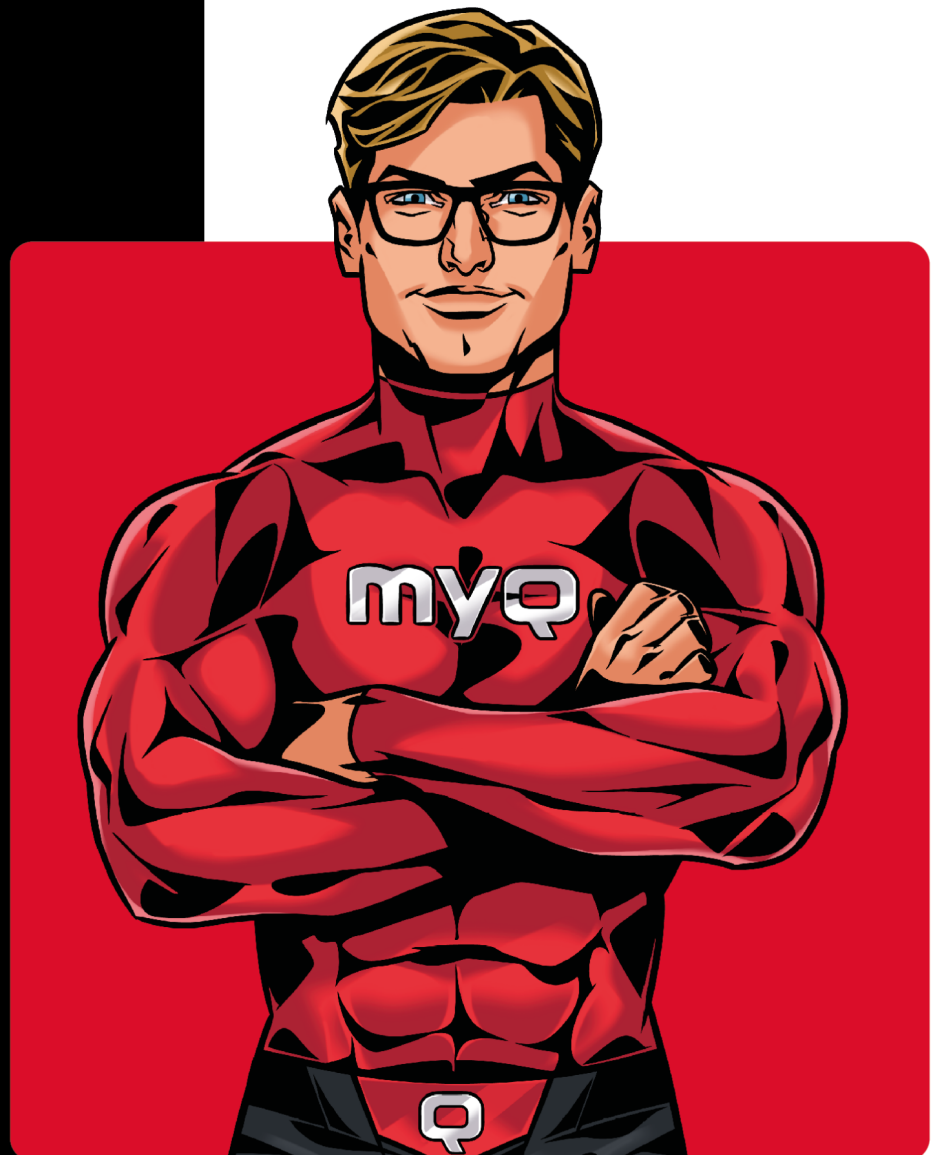
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