


# MyQ Document Processor 10.3

ENGLISH

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MyQ Document Processor is a document processing service that converts scanned documents from MyQ X into searchable and editable formats.

> ⚠ Document Processor can be used with MyQ X Print Server 10.3+ only.

Document Processor supports a configurable processing pipeline that can include Optical Character Recognition (OCR), blank page filtering, and document separation by page count, barcode and QR code. Output formats include searchable PDF, TXT, DOCX, XLSX, and PPTX.

All changes are listed in Release Notes (see page 4).

# 1 Release Notes

## 1.1 MyQ Document Processor 10.3 RC

14 September, 2026

Initial release of MyQ Document Processor.

### 1.1.1 New Features

- Asynchronous document processing via HTTPS REST API.
- Supported operations: OCR, blank page filtering, document separation.
- Output formats: searchable PDF, TXT, DOCX, XLSX, PPTX.
- Token-based authentication managed via the Systray Agent.

### 1.1.2 Related Documentation




- System Requirements (see page 5)
- Installing Document Processor (see page 6)
- Configuring Document Processor (see page 14)
- Setting Up Document Processor in MyQ (see page 18)

# 2 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 Document Processor 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 Document Processor installer.

**Hardware**

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

- CPU: 4 single-threaded CPUs (minimum)
- Memory: 4 GB RAM (minimum)
- Disk space: 2 GB (minimum)

**Accounts and network**

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

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

# 3 Installing Document Processor

This section explains how to install MyQ Document Processor.

The installer deploys Document Processor as a Windows Service, with each document processing worker as a child process. Document Processor communicates over HTTPS and you configure the listing port during the installation.

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

---

## 3.1 Before you Begin

Download **DocumentProcessorSetup.exe** from the MyQ Community portal.

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

> ⚠ **Required permissions**
> The installer must be able to restrict `C:\ProgramData\MyQ Document Processor` to **SYSTEM**, **local administrators**, and the **service account**. Installation fails if these permissions cannot be applied.

## 3.2 Install Document Processor

1. Run **DocumentProcessorSetup.exe** and accept the UAC prompt.
2. Choose the installation folder, or keep the default.
3. On the **Select Additional Tasks** page, choose whether to **Create a Start Menu shortcut** (default: enabled). The selection is remembered for upgrades.
4. On the **Server Configuration** page:
   - The protocol is fixed as **HTTPS**.
   - Enter the **Port** that Document Processor will listen on (default: 8080).
   - **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. You must 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** runs automatically and starts each time a local administrator signs in. The Document Processor status appears in the Windows notification area.

After installation, open a browser and go to `https://localhost:PORT/` to see a basic health response.

## 3.3 Modify an Existing Document Processor Installation

You can change the port, firewall opening option, or the service account later without re-installing the program.

1. Go to **Settings > Apps > Installed apps** (or **Control Panel > Programs**)
2. Find **MyQ Document Processor** and click **Modify**. Alternatively, re-run the same version of the installer.
3. Adjust the settings on the **Server Configuration** or **Service Account** pages and continue.
4. The installer writes changes to the registry and **restarts the service** so they take effect immediately.

Modify mode updates settings and restarts the service. It does not re-copy application files unless they were missing. In Modify mode, the **installation path is locked** and cannot be changed.

> ⚠ **Warning:** Changing the **Service Account** will cause the **Root CA** and HTTPS certificates to be **regenerated**. This is because the certificate password is encrypted using the service account's identity (DPAPI). You will need to **redistribute the new CA certificate** to all clients to maintain connection trust.

## 3.4 Silent Installation

Run the installer silently from an elevated PowerShell prompt.

```
# Install (HTTPS on 8443)
.\MyQDocumentProcessorSetup.exe /VERYSILENT /PORT=8443

# Install with non-interactive service account (Virtual Account)
.\MyQDocumentProcessorSetup.exe /VERYSILENT /PORT=8443 /SERVICEACCOUNT="NT
SERVICE\MyQ.DocumentProcessor.Api"

# Disable installer-managed firewall rule creation
.\MyQDocumentProcessorSetup.exe /VERYSILENT /PORT=8443 /OPENFIREWALL=0
```

**/OPENFIREWALL** accepts `1|true|yes` or `0|false|no`. If omitted, the installer uses the last saved value from previous install/upgrade (default is enabled for first install).

Silent installations create the Start Menu shortcut by default. To prevent this, use `/TASKS=""`

```
.\MyQDocumentProcessorSetup.exe /VERYSILENT /PORT=8443 /TASKS=""
```

---

## 3.5 Troubleshooting Installation Issues

### 3.5.1 Installation fails with a service-installation error

- Check `install-service.log` in the installation folder. Installation is aborted on purpose if the permissions on the data folder cannot be restricted – the product will not run with a private-key and credential store that local users can read.

### 3.5.2 The tray icon does not appear after logon

- The account must be a member of the local Administrators group; the agent does not run for standard users.
- Verify the scheduled task `MyQ DocumentProcessor Systray` exists and is enabled in Task Scheduler. You can always start the agent from the Start Menu shortcut.

### 3.5.3 Service won't start with HTTPS

- Check **Windows Event Viewer > Windows Logs > Application** for .NET runtime errors.
- Verify the service account has permissions to read the `Certificates` folder in `ProgramData`. If the password decryption fails (e.g., account changed), the service will regenerate the password and certificates.

### 3.5.4 Port already in use

- Pick a different port in Modify mode or stop the conflicting service.

### 3.5.5 How to test the API

```
# HTTPS (ignore self-signed in dev)
Invoke-WebRequest https://localhost:8443/ -SkipCertificateCheck
-UseBasicParsing
```

### 3.5.6 View Logs

- You can view logs for the Document Processor service in `%ProgramData%\MyQ Document Processor\logs\`

## 3.6 Trust the Document Processor Certificate on a Remote Client

When a remote client connects to MyQ Document Processor over HTTPS, the client machine must trust the Document Processor server certificate.

> ⚠ MyQ Print Server 10.3+ is the only client that connects to Document Processor.

This procedure is required when Document Processor uses its internally generated Certificate Authority (CA) and server certificate. It is not required when Document Processor uses a certificate issued by a publicly trusted CA.

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## 3.6.1 Prerequisites

Before you begin, make sure that:

- The client machine can reach the Document Processor server over the required network port.
- The Document Processor server has a hostname that resolves from the client machine.
- You know the hostname and port of the Document Processor server.
- You have administrative access to the client machine.

Clients must connect to Document Processor using a hostname included in the Document Processor certificate, for example:

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

Do not use the Document Processor server IP address.

## 3.6.2 Set up Certificate Trust

### 1. Export the Document Processor CA package

On the Document Processor server, use the SysTray Agent to export the Document Processor 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 Document Processor CA certificate

You can install the Document Processor 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 file `install-ca.bat`. Confirm the User Account Control prompt when requested. The script installs the Document Processor 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**.

### 3.6.3 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**.

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

# 4 Using the Systray Agent

You manage MyQ Document Processor 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.

The Systray Agent is a desktop application that provides local monitoring and management for 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.

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## 4.1 Service Status

The tray icon tooltip shows the Document Processor service status:

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

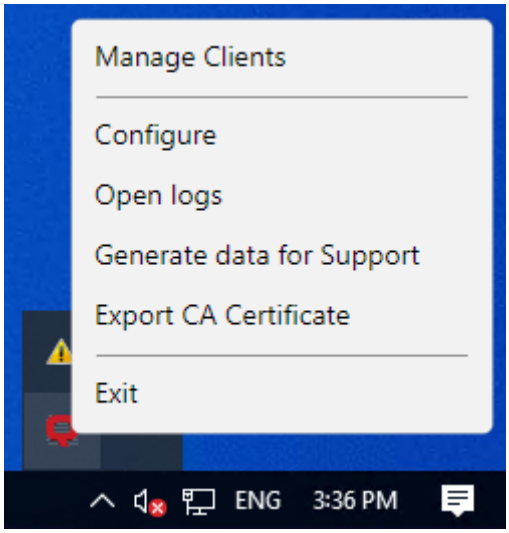
> The Systray Agent treats any HTTP response as Online, including `401 Unauthorized`. This is expected because the tray app does not authenticate with an API key.

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## 4.2 Systray Agent Options

Click the Systray Agent icon to open the menu and access the options. The following options are available:

- **Manage Clients**: create, enable, disable, regenerate secrets and delete clients.
- **Configure**: set limits, processing options, logging level, and manage certificates and security.
- **Open Logs**: access Document Processor log files.
- **Generate data for Support**: export a ZIP file for troubleshooting by our Support team.
- **Export CA Certificate**: export a ZIP file containing the CA certificate, and a batch script to install the certificate. Use this when you configure a remote client to trust the Document Processor server.


Manage Clients
Configure
Open logs
Generate data for Support
Export CA Certificate
Exit
ENG
3:36 PM

# 5 Configuring Document Processor

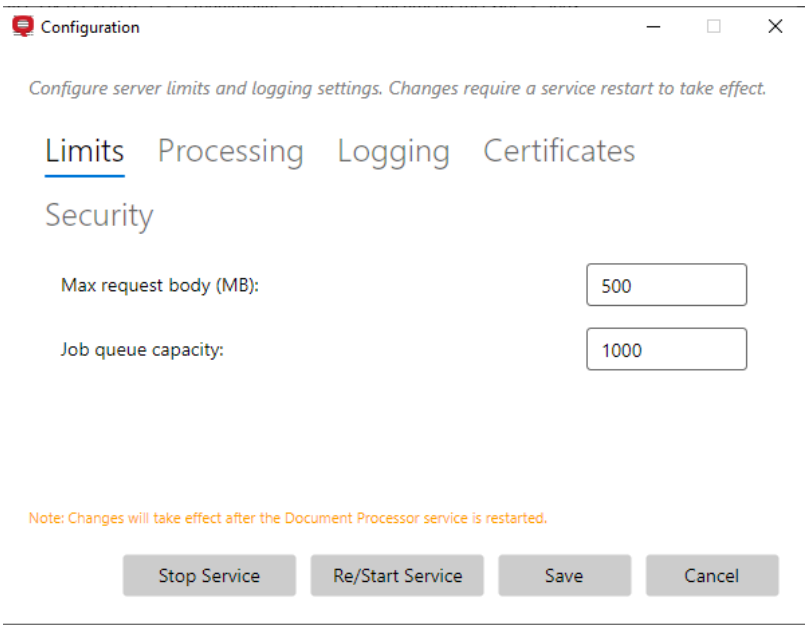
This section describes the main configuration options for MyQ Document Processor.

To open the configuration, right-click the **Systray Agent** and select **Configure**.

The Configuration window also provides controls for managing the Document Processor service and applying configuration changes:

- **Stop Service:** Stops the Document Processor service.
- **Re/Start Service:** Starts the service if it is stopped. Restarts the service if it is running.
- **Save:** Saves the current configuration.
- **Cancel:** Closes the window without saving changes.

Configuration changes take effect after the **Document Processor** service is restarted. After changing the configuration, select **Save**, then **Re/Start Service**.




## 5.1 Limits

Use the **Limits** settings to configure size and capacity limits for Document Processor.

- **Max request body (MB):** Specifies the maximum size of an incoming request that Document Processor accepts. Default: 500 MB. If this limit is exceeded, a `413 Payload Too Large` response is returned.
- **Job queue capacity:** Specifies the maximum number of jobs that can be held in the Document Processor processing queue. Default: 1000. If the server cannot accept more jobs in the queue, a `503` error is returned.

## 5.2 Processing

Use the **Processing** settings to configure how Document Processor processes and retains jobs.

- **Simultaneous jobs:** Specifies the maximum number of jobs that Document Processor can process at the same time. Default: 2.
- **Maximum CPU usage (%):** Specifies the maximum percentage of CPU capacity that Document Processor can use for document processing. Default: 100%.
- **Max processing timeout (seconds):** Specifies the maximum time allowed for processing a job. Default: 600 seconds.
- **Keep finished jobs for (days):** Specifies how long a completed job and its results stay available for download from the moment the job finishes. Default: 5 days.
  Queued or incomplete jobs are never removed.

## 5.3 Logging

Use the **Logging** settings to set the logging level and log retention for Document Processor.

- **Log level:** Specifies the logging level used by Document Processor. Select the required level from the list.
  - **Verbose**
  - **Debug**
  - **Information** (Default)
  - **Warning**
  - **Error**
  - **Fatal**
- **Logs retention (days):** Specifies how many days log files are retained. Logs older than the configured period are automatically removed. Default: 90 days.

## 5.4 Certificates

Use the **Certificates** settings to manage the certificates used by Document Processor for HTTPS communication.

- **Certificate Aliases:** Optional, additional DNS names to include in the server certificate. Separate multiple aliases with commas. Only DNS names are supported. IP addresses are ignored. If clients need to connect using an

address that does not have a suitable DNS name, create a DNS record for the IP address and add the DNS name as an alias instead.

- **Server certificate validity (days):** The validity period of newly generated server certificates, in days. Default: 365 days.
- **Server certificate will renew after:** Displays the date and time when the current server certificate is scheduled for renewal. To regenerate immediately, click **Regenerate Now.**
- **CA certificate validity (days):** The validity period of newly generated internal CA certificates, in days. Default: 730 days.
- **CA certificate will renew after:** Displays the date and time when the current CA certificate is scheduled for renewal. To regenerate immediately, click **Regenerate Now.** Regenerating the CA certificate requires the new CA certificate to be installed or trusted again on client machines.
- **Certificate renewal threshold (days):** Specifies how many days before certificate expiration Document Processor automatically renews the certificate. Default: 30 days.
- **Certificate grace period (minutes):** The period during which the the old certificate remains available after renewal. Default: 5 minutes.

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## 5.5 Security

Use the **Security** settings to invalidate all access tokens issued by Document Processor.

- **Revoke All Access Tokens:** Deletes the current JWT signing key and generates a new key. All existing access tokens become invalid and clients must obtain new tokens. Revocation affects *authentication* only. Nothing is deleted apart from the tokens, and no data is lost.

## 5.6 Managing API Clients

An API client is defined by the credential pair Client ID and Secret, used by MyQ Print Server to use MyQ Document Processor. To manage clients, right-click the tray icon and select **Manage Clients**.

### 5.6.1 Add a Client

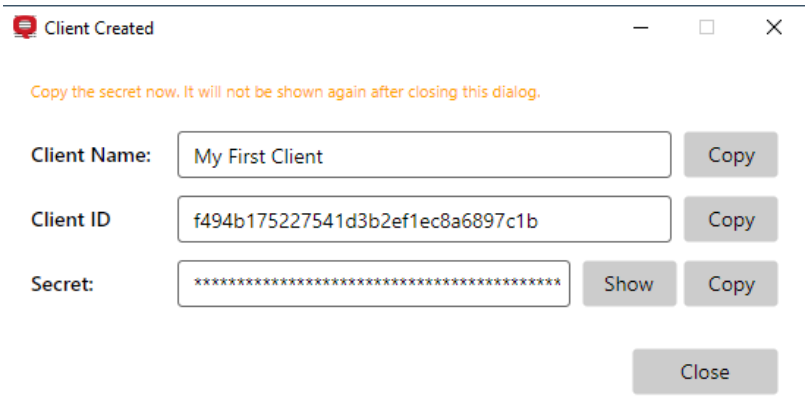
1. Enter a Client Name and click **Add Client**.

   The client name is displayed in the client manager only.

2. Record the **Client ID** and **Secret**.

   You will need this information when you define a connection in MyQ.

3. Click **Close**.




The Secret is visible only during client creation. Secrets cannot be recovered later, and must be regenerated. Go to Manage API Clients, select the client and click **Regenerate Secret**.

### 5.6.2 Client attributes

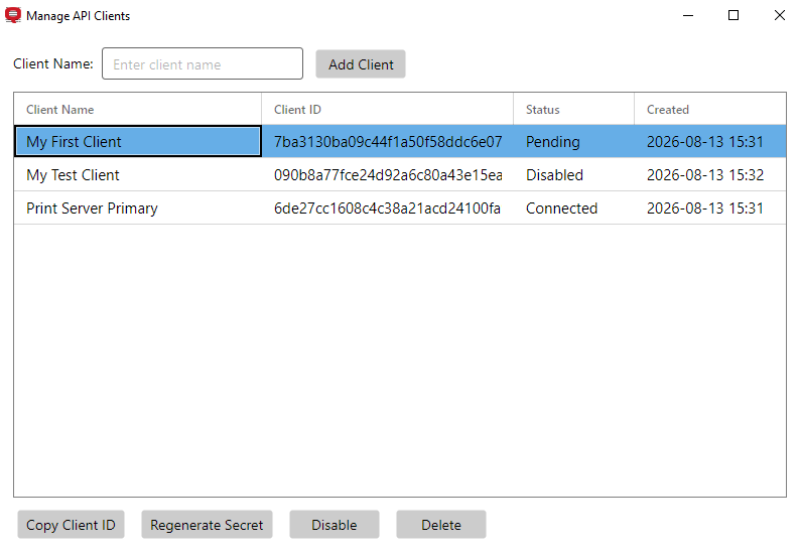
Each client has the following attributes:

- **Client Name**: a label to identify the client.
- **Client ID**: a unique identifier for the client.
- **Status**:
  - **Pending**: enabled, waiting for client to authenticate.
  - **Connected:** enabled and has authenticated at least once.
  - **Disabled**: Client is disabled. Document Processor blocks connections from a disabled client.
- **Created**: The date and time when the client was created.

### 5.6.3 Available actions

When you select a client, these actions are available:

- **Copy Client ID**: copy the client ID to your clipboard.
- **Regenerate Secret**: issue a new security key for the client.
- **Disable**: block the client from connecting to Document Processor.
- **Delete**: remove the client.




## 5.7 Setting Up Document Processor in MyQ

After your Document Processor server is configured and trusted on the client machine and you have defined a client, configure MyQ Print Server to use Document Processor.

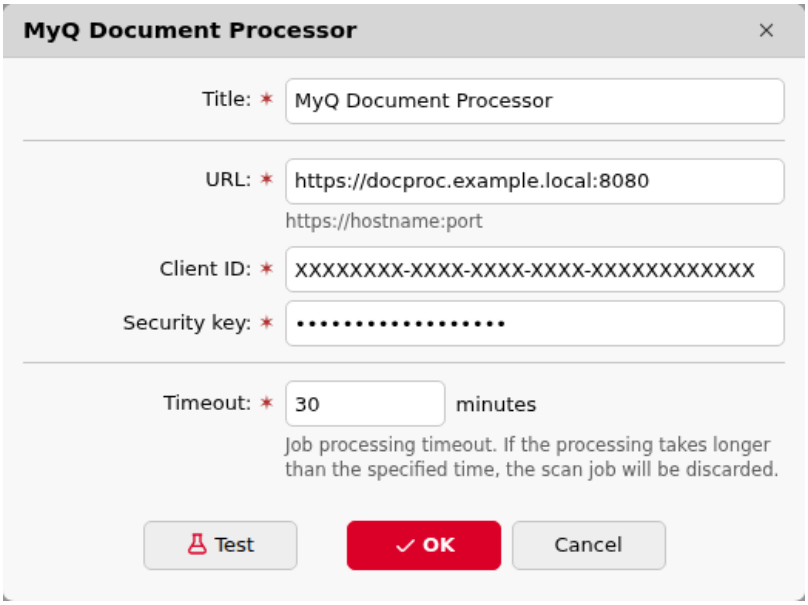
Perform these steps in MyQ Print Server:

1. Add a MyQ Document Processor connection.
2. Create an OCR Profile to use MyQ Document Processor
3. Configure an Easy Scan action to use the OCR Profile.

---

### 5.7.1 Add a MyQ Document Processor Connection

1. Go to **MyQ > Settings > Connections** and click **Add**.
2. Select **MyQ Document Processor**.
3. Configure the following fields:
   - **Title**: enter a name for the Document Processor connection.
   - **URL**: the hostname and port of the Document Processor server. For example: `https://docproc.example.local:8080`
   - **Client ID**: the client number configured in the Document Processor server
   - **Security key**: the secret that correspond to the client ID.
   - **Timeout:** The job processing timeout. If processing takes longer than this value, the scan job is discarded. Default: 30 minutes.
4. Click **Test** to verify the connection, then click **OK**.




**Important:** You must use the server hostname in the URL. IP addresses are not supported.

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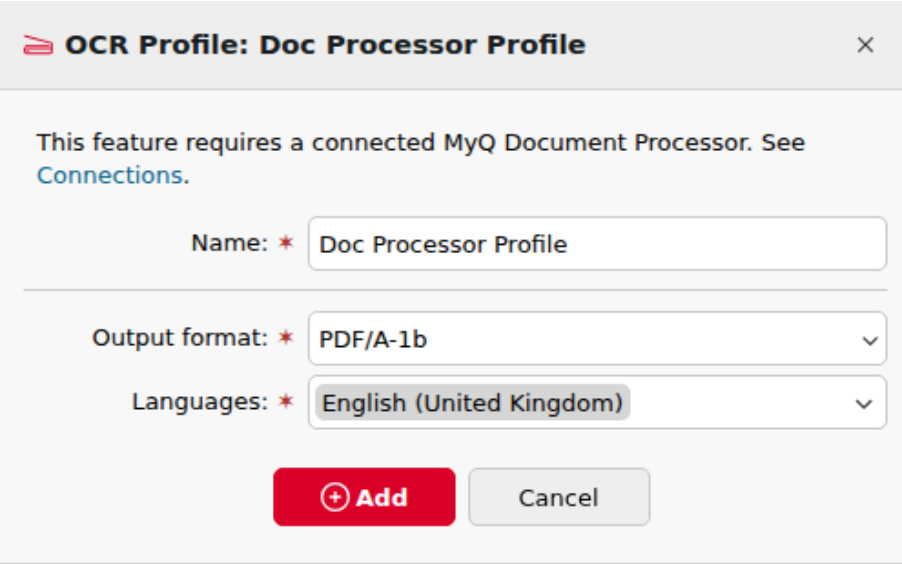
## 5.7.2 Create an OCR Profile

To use the MyQ Document Processor service for scan processing, define an OCR profile. Before you use this type of profile, first go to **MyQ > Settings > Connections** and create a connection to at least one MyQ Document Processor connection.

**MyQ Document Processor Profile Settings**

- **Name:** A unique name for the profile. The name appears in the Easy Scan action parameters in the Format option.
- **Output Format:** The format of the output document. The following output formats are supported:
  - pdf
  - PDF/A-1b
  - PDF/A-2b
  - PDF/A-3b
  - txt
  - docx
  - xlsx
  - pptx

- **Languages:** Select only the languages expected in the input documents. Selecting unnecessary languages can significantly reduce recognition accuracy.




**Notes:**

- If multiple Document Processor connections are configured, MyQ selects one at random for each job.
- OCR processing time varies depending on the processing mode, the size of the document, and the speed of the Document Processor service.

## 5.7.3 Configure an Easy Scan action

1. Go to **MyQ > Settings > Terminal Actions** and edit an Easy Scan terminal action.
2. On the **Parameters** tab, set the **Options > Default value** to the OCR Profile that you defined.
3. On the **Processing** tab, set your processing options. The following OCR processing features are available:
    - **Separate Pages**
        - Split every N pages
        - Split on barcode/QR code
        - Group pages by matching barcode/QR code
    - **Skip Blank Pages**
4. Save the Easy Scan terminal action.

# 6 Update and Uninstallation

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

## 6.1 Update Document Processor

To update Document Processor 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 Document Processor

You can uninstall Document Processor 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**.

Uninstallation removes the application and system integrations but preserves `C:\ProgramData\MyQ Document Processor`; remove it and any installed CA certificates manually if no longer needed.

# 7 Available Languages

| Language | Abbreviation |
|---|---|
| Arabic (Saudi Arabia) | `ar` |
| Bosnian (Bosnia & Herzegovina) | `bs` |
| Bulgarian (Bulgaria) | `bg` |
| Chinese (China) | `zh-CN` |
| Chinese (Taiwan) | `zh-TW` |
| Croatian (Croatia) | `hr` |
| Czech (Czech Republic) | `cs` |
| Danish (Denmark) | `da` |
| Dutch (Belgium) | `nl-BE` |
| Dutch (The Netherlands) | `nl` |
| English (United Kingdom) | `en` |
| English (United States) | `en-US` |
| Estonian (Estonia) | `et` |
| Finnish (Finland) | `fi` |
| French (France) | `fr` |
| German (Germany) | `de` |
| Greek (Greece) | `el` |
| Hungarian (Hungary) | `hu` |
| Icelandic (Iceland) | `is` |
| Italian (Italy) | `it` |

| Language | Abbreviation |
|---|---|
| Japanese (Japan) | `ja` |
| Korean (South Korea) | `ko` |
| Latvian (Latvia) | `lv` |
| Lithuanian (Lithuania) | `lt` |
| Malay (Malaysia) | `ms` |
| Norwegian Nynorsk (Norway) | `no` |
| Polish (Poland) | `pl` |
| Portuguese (Brazil) | `pt-BR` |
| Portuguese (Portugal) | `pt` |
| Romanian (Romania) | `ro` |
| Russian (Russia) | `ru` |
| Serbian (Serbia) | `sr` |
| Slovak (Slovakia) | `sk` |
| Slovenian (Slovenia) | `sl` |
| Spanish (Spain) | `es` |
| Spanish (United States) | `es-US` |
| Swedish (Sweden) | `sv` |
| Thai (Thailand) | `th` |
| Turkish (Turkey) | `tr` |
| Ukrainian (Ukraine) | `ua-UA` |
| Vietnamese (Vietnam) | `vn` |

| Language | Abbreviation |
| --- | --- |
| Welsh (Wales) | `cy` |

# 8 Business Contacts

| | |
|---|---|
| **MyQ® Manufacturer** | **MyQ® spol. s r.o.**<br>Harfa Business Center, Ceskomoravska 2532/19b, 190 00 Prague 9, Czech Republic<br>ID no. 615 06 133<br>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<br>info@myq-solution.com[1] |
| **Technical support** | support@myq-solution.com[2] |
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1. mailto:info@myq-solution.com
2. mailto:support@myq-solution.com

| | |
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# myQ X

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info@myq-solution.com

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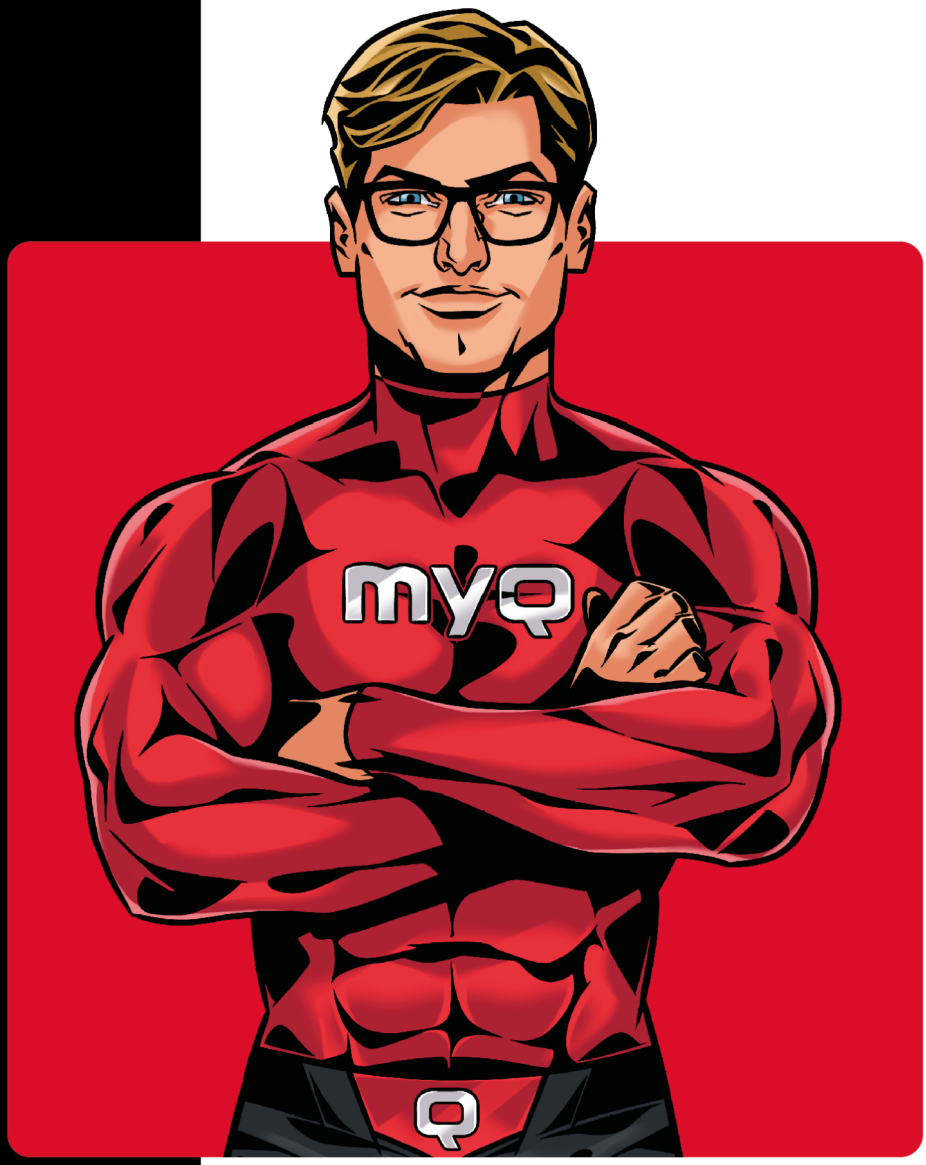
**50+ million**
Trusted users

**1+ million**
Active devices

**26+**
Brands supported

**1000+**
Certified partners

Operating in **140+** countries




**Awarded and certified**

BuyersLab PLATINUM TESTED SOLUTION 2023

BuyersLab PLATINUM TESTED SOLUTION 2022

BuyersLab PLATINUM TESTED SOLUTION 2021

ISO 9001 TÜV SÜD ISO 14001 ISO/IEC 27001