MyQ Quick Setup Guide

REVISION 2

MyQ Server 7.6+
November 2019

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1. Introduction

This manual will guide you through the basic steps of setting up the MyQ Web UI. After the setup you will have activated your license(s), imported users using a CSV file, created a queue, added and embedded printers with which your customers can print and scan, and provided your customers with a PIN so they have access to MyQ on the terminal.

Typographical conventions

In this document the following textual conventions are used:

- Names of menu's, fields, tabs and other elements in a view, as well as applications, are displayed **bold**.
- Field input, file names, names of other manuals, user names & passwords, and folder paths are displayed *italic*.

Alerts

In this document the following alerts are used:

- **Info**: the info box gives useful, extra information about a feature, function, task or procedure.
- **Notice**: the notice box holds information with a higher urgency than the Info box.

Mandatory fields

Fields marked with an * must always be filled in, else an error message will appear.

1.1. Accessing the MyQ Web Interface

To access the MyQ Web Interface, you need to open it in your web browser and log in as an administrator:

Opening the interface

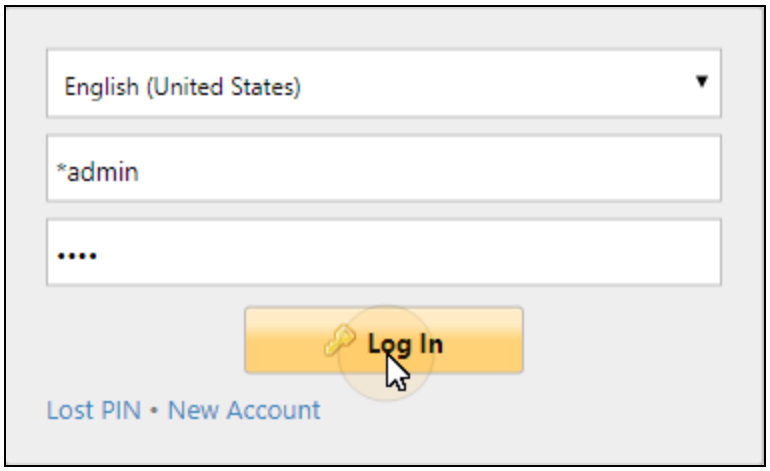
There are ways how to open the MyQ Web Interface:

- Open your web browser, and then enter the web address in the form: , where represents the IP address or the host name of your and *8080* is the default port for access to the server.

INFO: In the secure mode of MyQ, the default access port is **8090**.

- Log on to the interface from the MyQ Easy Config application by clicking **Continue** on the **Home** tab, under **To continue with setup, go to web interface**.

Logging on as an administrator

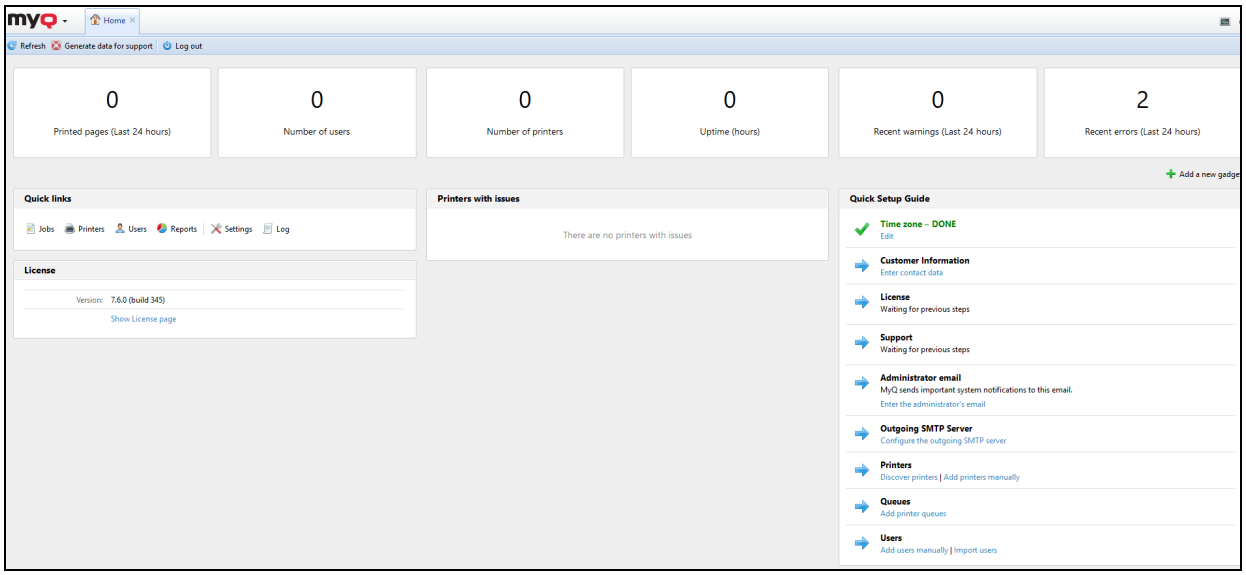


- Enter the MyQ administrator name (**admin*) and the password that you have set in the application, and then click **Login**. If you have not changed the default password yet, enter the default one: *1234*.

INFO: In the drop-down list box at the top of the login window, you can select your preferred language.

NOTICE: By not changing the default password, you leave the unsecured and enable others to easily access it. If you have not done it yet, we strongly recommend you to change the password in the application.

After logon you see the Home dashboard with the **Quick Setup Guide** gadget.


myQ
Home
Refresh
Generate data for support
Log out
0
Printed pages (Last 24 hours)
0
Number of users
0
Number of printers
0
Uptime (hours)
0
Recent warnings (Last 24 hours)
2
Recent errors (Last 24 hours)
Add a new gadget
Quick links
Jobs
Printers
Users
Reports
Settings
Log
License
Version: 7.6.0 (build 345)
Show License page
Printers with issues
There are no printers with issues
Quick Setup Guide
Time zone – DONE
Edit
Customer Information
Enter contact data
License
Waiting for previous steps
Support
Waiting for previous steps
Administrator email
MyQ sends important system notifications to this email.
Enter the administrator's email
Outgoing SMTP Server
Configure the outgoing SMTP server
Printers
Discover printers | Add printers manually
Queues
Add printer queues
Users
Add users manually | Import users

2. From time zone to Outgoing SMTP server

In this chapter you will:

- Check the time zone;
- Add Customer information;
- Activate your license(s);
- Create an administrator email account;
- Set the outgoing SMTP server.

2.1. The first setup steps

On the Quick Setup Guide gadget, you can set the basic and most important features of the MyQ system:

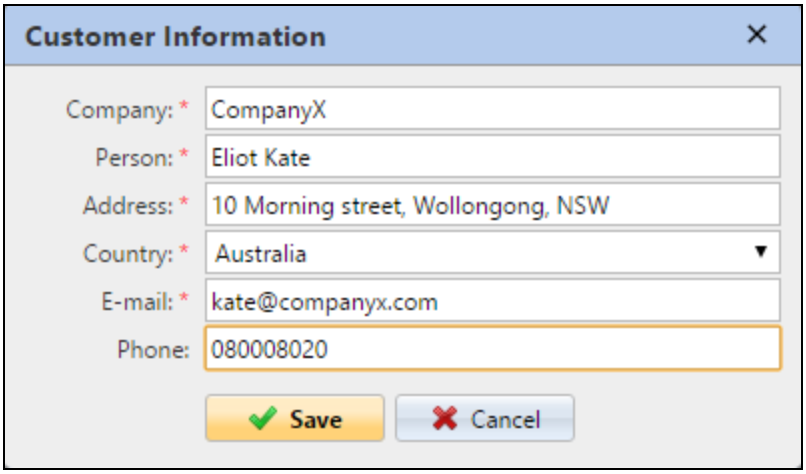
2.1.1. Time zone

- Here you can see if the time zone set in MyQ matches the Windows system time set on the server.
- By clicking **Edit**, you open the **General** settings tab, where you can change the time zone. For proper functioning of the MyQ system, make sure that the time zone set here is the same as the time zone set in the Windows operating system. After changing the time zone, you will be asked to restart the web server.

2.1.2. Customer information

1. Click **Enter contact data**. The **Customer Information** dialog box appears.

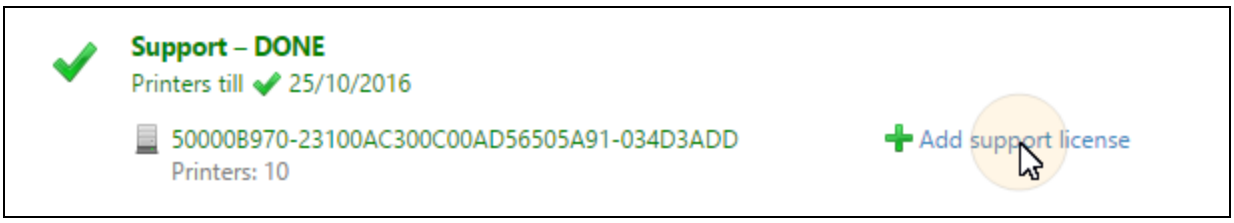
2. In the dialog box, fill out all the details, and then click **Save**.



INFO: The licenses have to be activated by the date displayed in the **Activate by DD/MM/YYYY** message in the **License** section. Till this date, you can use them without activation.

Extending support licenses

- Click **+Add support license**. The dialog box appears. You have two options of activating the license here. For information about these options and about the further steps, see "Automatic and manual activation of support licenses" on page 1.



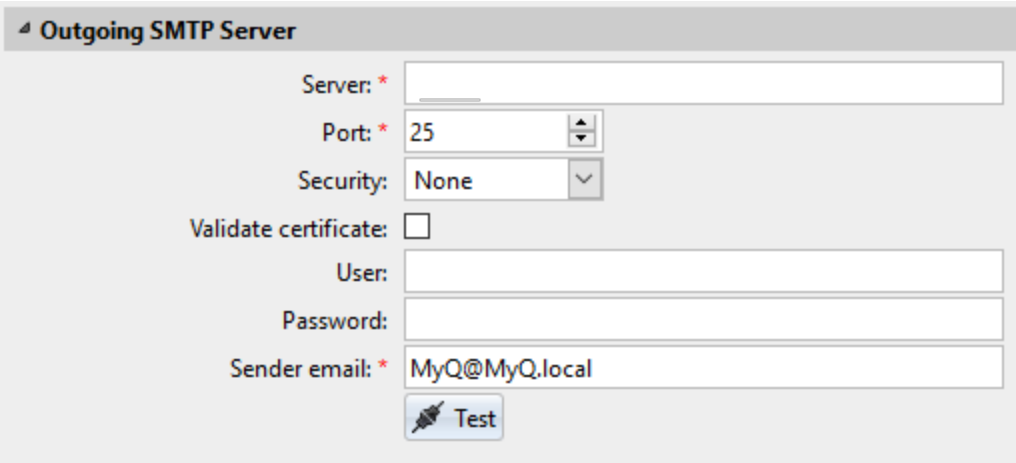
2.1.3. Administrator email

By clicking **Enter the administrator's email**, you open the **General** settings tab, where you can set the administrator email.

INFO: Important system messages (disk space checker warnings, license expiration etc.) are automatically sent to this email.

2.1.4. Outgoing SMTP server

By clicking **Configure the outgoing SMTP server**, you open the **Network** settings tab, where you can set the outgoing SMTP server. You will need this server to send email reports, send error messages to users, send automatically generated PIN to users and forward scanned documents, you have to configure the email server, where all the mails are forwarded.



Do the following:

1. Enter the server hostname or IP address in the **Server** text box. If the email server listens on other than 25 TCP port, change the **Port** setting to the right value.
2. If credentials are required, enter the user name and password.
3. Enter the Sender email that you want to be displayed as the sender address on PIN, alert and report messages.
4. After you enter the data, click **Test** to test connection to the email server.
    a. a yellow success message is shown when the test went well.
    b. a red line is shown when the test failed with an explanantion on why it failed.
5. Click **Save**. An **Apply Settings** popup appears.
6. Click **OK** in the popup.
7. Click the **Home** tab to see that the setup is well underway.

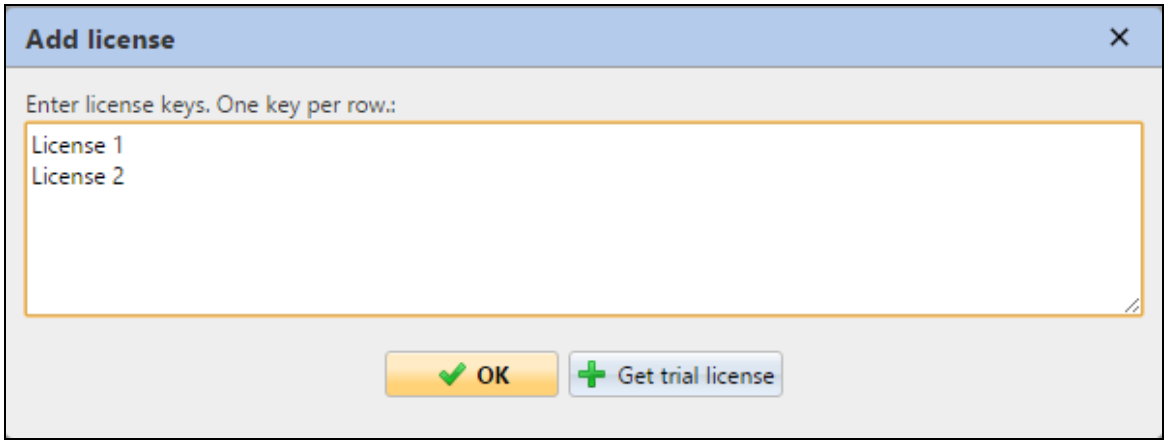
3. Licenses & Support

You can add new licenses on the **Home** screen during the initial setup of MyQ.

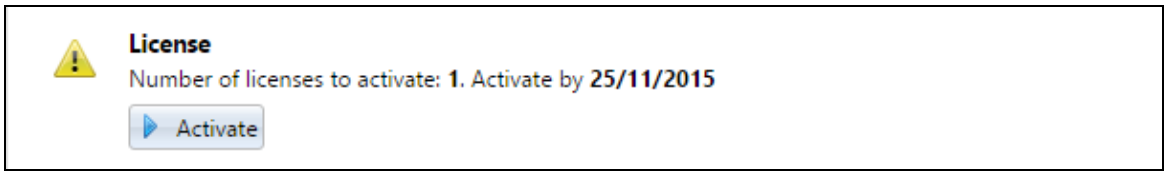
After activation, the license is linked with the hardware configuration of the server where MyQ is installed. One-year support is included in the main license.

3.1. Adding licenses

1. Click **Add license**. The **Add license** dialog box appears.



2. In the dialog box, enter the licenses, and then click **OK**. After the licenses are successfully added to MyQ, the **Activate** button appears.



3. a. If you are connected to internet, click **Activate**. The licenses are automatically activated.

   b. If you are not connected to internet, you have to manually activate the licenses on the **Licenses** settings tab. For information about how to manually activate licenses, see the *MyQ Basic Installation Guide*.

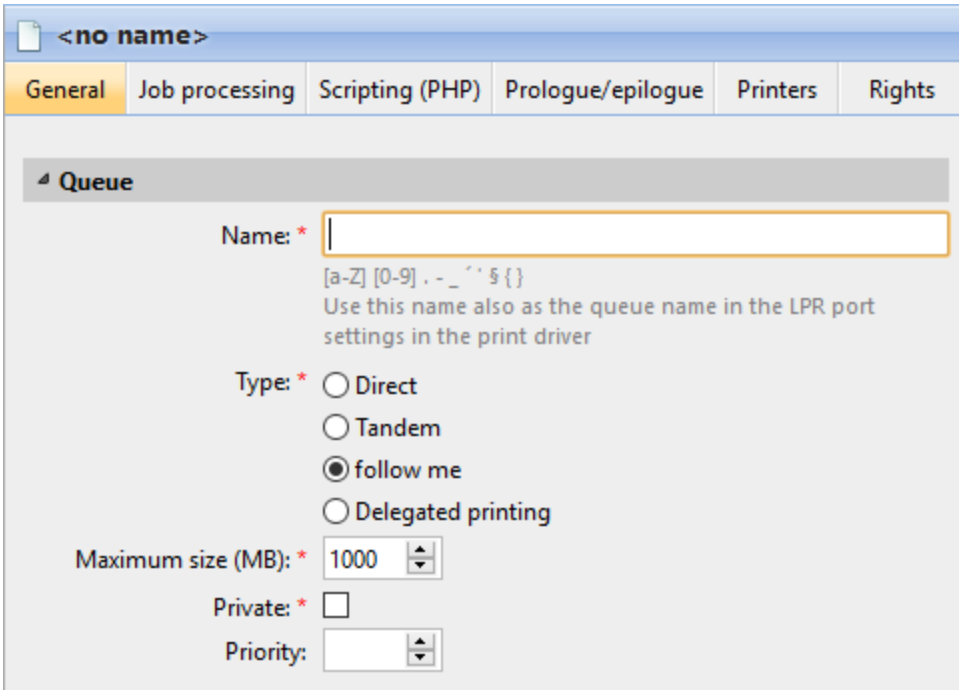
INFO: The licenses have to be activated by the date displayed in the **Activate by DD/MM/YYYY** message in the **License** section. Till this date, you can use them without activation.

4. Queues

You can start with creating on or more queues to store your print jobs. If you have different printer models and e.g. want to differentiate between B&W and Color printers it is advisable to create separate queues for these setups. You will use these queues in the next chapter.

1. In the **Quick Setup Guide** gadget on the **Home** window, click **Add another queue**.

2. On the **Queues** main tab, click **+New Queue**. The new queue properties panel opens on the right side of screen.



3. On the panel, enter the queue **Name**. You can not use spaces between words.

4. Leave **Type** as **follow me**.
   With a follow me queue, users can send multiple jobs and print them when they want on any of the printers assigned to the queue.
   The queue can have multiple printing devices assigned to it. All of the assigned printers have to be equipped with MyQ terminals. Jobs sent to a follow me queue are processed by the system and saved on the server. Once the user logs in on any printer assigned to this queue, the print job is sent to this device and the user can print it.

5. Leave all the other settings unchanged. Automatically all printers and users will be assigned to this queue.

6. Click **Save**.

5. Set up printers

To set up printers you mus take two steps:

- create a printer discovery with one or more actions
- add the printers to MyQ

5.1. Printers

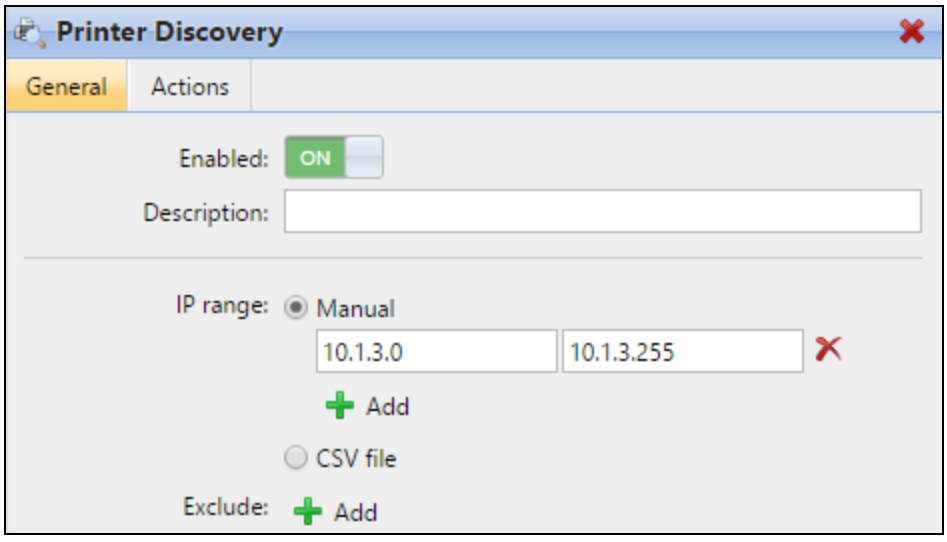
In this example of creating a printer discovery we show you how to do this in a full automatic way. Discovery, embedding and activating all form part of this process.

5.1.1. Discovering printing devices

On the **Printer discovery** pane, you can create and run print discoveries to search for all network printing devices within a defined IP range of your company's network.

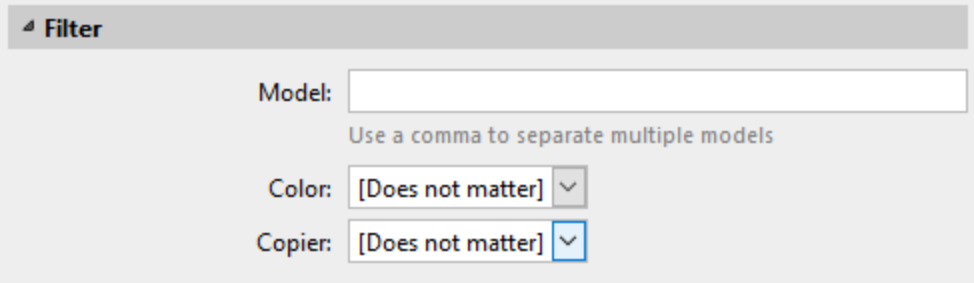
Add a print discovery

1. Click **Printer discovery** in the **Settings** pane.
2. Click **Add discovery**.
   The **Printer discovery** pane opens at the right side of the window.



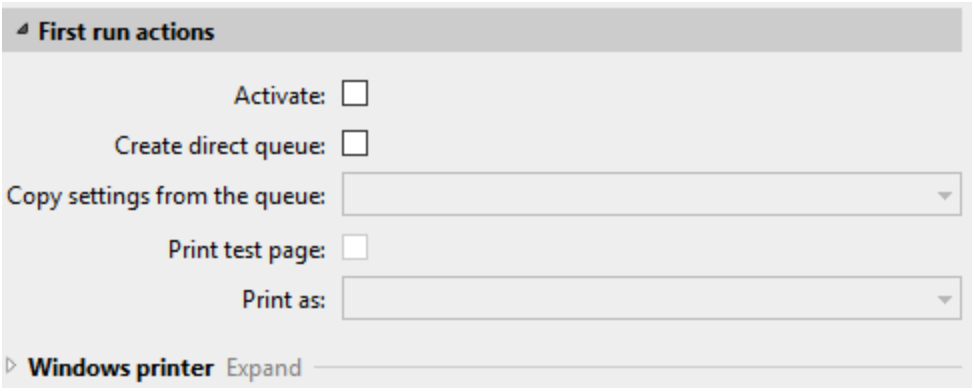
3. Set **Enabled** to ON.
4. Add a meaningful **Description**, so you can create more printer discoveries with different IP ranges.
5. Change, if need be, the IP range or add more IP ranges by clicking **Add**.

6. Click **Save**.
7. Click the **Actions** tab. The **Actions** pane opens.
8. Click **New action**.



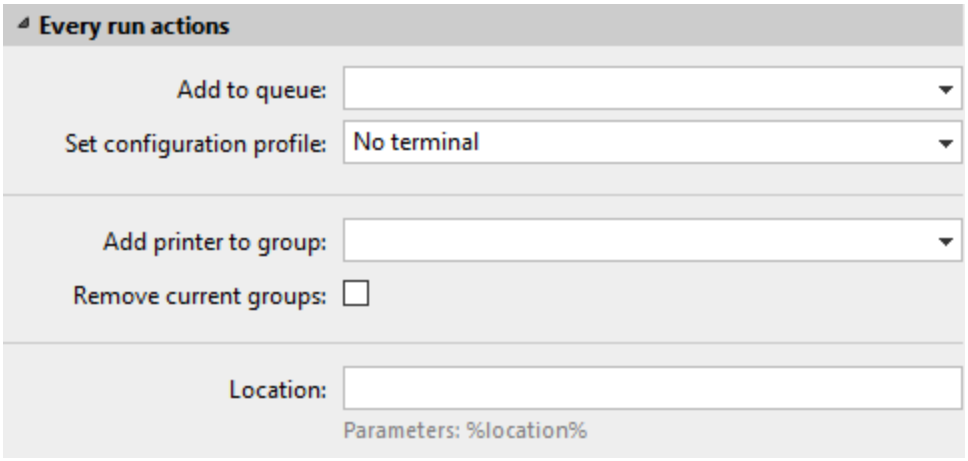
9. In the **Filter** section:
   a. Type the **Model** name of the printer. You can use more models in one action.
   b. Select a **Color** option.
   c. Select a **Copier** option.

INFO: You can create as many actions as you like. You could e.g. create an action for Model A with Color yes and Copier no and one for Model B with Color no and Copier yes. You could then add them to separate groups or queues.



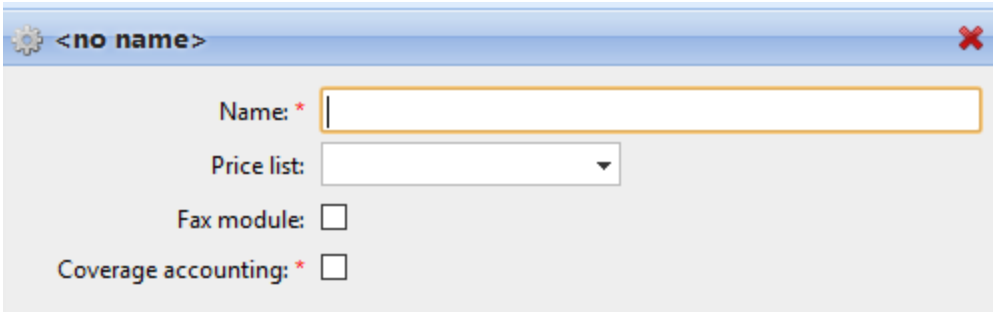
10. In the **First run actions** section:
    a. click **Activate**, so all the discovered printers are automatically activated.

NOTICE: You can activate only as many printers as your license supports.



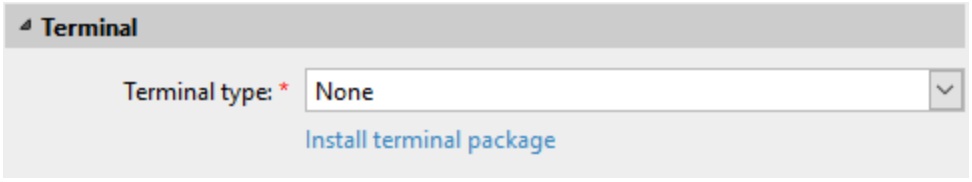
11. In the **Every run actions** section:
    a. Select a queue from the **Add to queue** drop-down list. You created one ore more queues in the previous chapter.

    b. Select **Add new** in the **Set configuration profile** drop-down list.
    The pane changes to the Configuration profile setup pane and has **<no name>** as name.

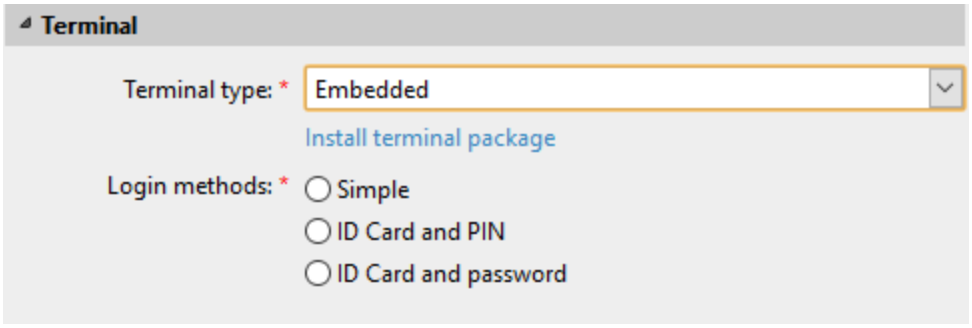


12. Mandatory type a **Name** for the profile. The pane will take this name as caption.

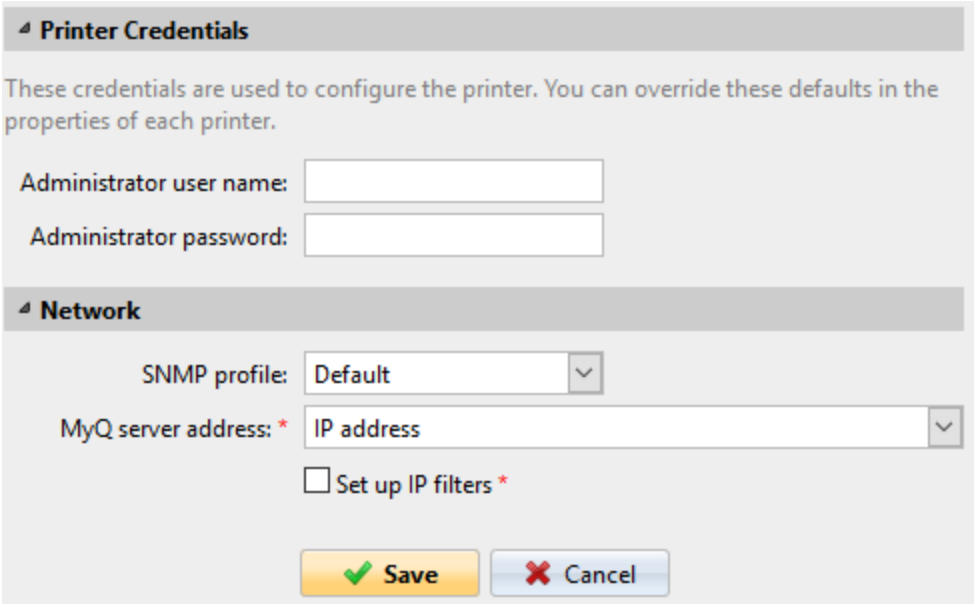
13. Select **Coverage accounting** if you want to charge for pages printed or copied in color according to three preset coverage levels. You can create a report in the the MyQ Web UI. For more information see the chapter "Reports" in the Basic Installation Guide.



14. Click the link **Install terminal package**.
    The Terminal package window opens.
15. Click **Choose File** to find and select the package.
16. Click **OK** to leave this window.



17. Select *Embedded* for **Terminal Type**.
18. Tick the **Simple** as **Login methods**.
19. Select **PIN**.



20. Enter the **Administrator user name** and the **Administrator password** which should be the same for all the printers in this profile.
    The Administrator user name and the Administrator password set on the printer properties panel override the ones you set here.

21. Click **Save**.
    The new printer discovery appears on the list on the **Printer Discovery** settings tab with the number of actions you have created for it.

Run a discovery and add all printing devices

1. On the **Printer Discovery** settings tab, select the printer discovery that you want to use.

2. Click **Run**. The **Discovering** tab with a list of discovered printing devices opens.

3. Click **Add to MyQ**, and then click **Add all** in the drop-down box. You can see the added printing devices on the **Printers** main tab.

Because we selected them to be Embedded, this is what is shown in the Terminal column of the Printer overview. Double click a printer row to open the printer properties pane to the right of the window. Here you see that apart from being embedded the **Login methods** is set to **Simple**, meaning that the user needs a PIN or an ID Card to access the terminal.

INFO: By clicking **Add printers manually**, you open the **Printers** main tab, where you can add printing devices. This option is not covered in this guide. You will find more information in the *Basic Installation Guide*.

6. User synchronization

You can import user data into MyQ. These data could be cards or the pin of a user with which he can access a terminal. Having the email address of a user can direct a scan to his Inbox.

- By clicking **Add users manually**, you open the **Users** main tab, where you can add users. This action is described in the *MyQ Basic Installation Guide*.
- By clicking **Import users**, you open the **Users synchronization** settings tab, where you can import users from the Master server, from LDAP servers or from a CSV file. In this manual we only describe the import via CSV file. For importing users via LDAP see the *MyQ Basic Installation Guide*.

6.1. User synchronization from CSV files

If you want to store user data using a CSV file, each line of the file corresponds to one user and each field corresponds to one property of the user. To synchronize users from the CSV file, you have to create a new CSV synchronization on the **User Synchronization** settings tab and on the synchronization properties panel, add the source file and set properties of the synchronization.

After the synchronization is set up, you manually run it on the **User Synchronization** settings tab.

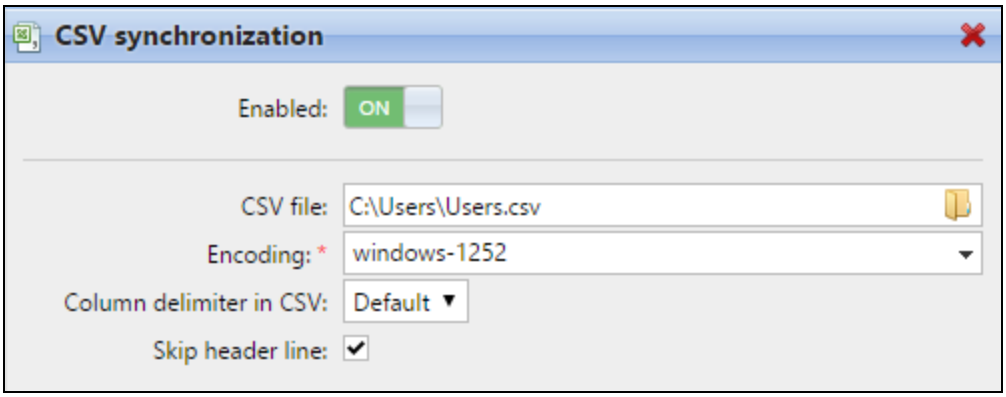
6.1.1. Creating new CSV synchronization

To create a new synchronization, do the following:

1. Click **Import users** in the **Quick Setup Guide** gadget on the **Home** window.
2. Click **+Add Sync source**, and
3. C click **+Add CSV source** from the drop-down menu. The **CSV synchronization** properties panel appears on the right side of screen
4. Set up the synchronization using the options below.

NOTICE: Make sure you synchronise the email address of the user. You need this later to send them a PIN to access MyQ.

First panel block



Enabled: Enable or disable the synchronization.

CSV file: Set the path to the CSV file on the MyQ server.

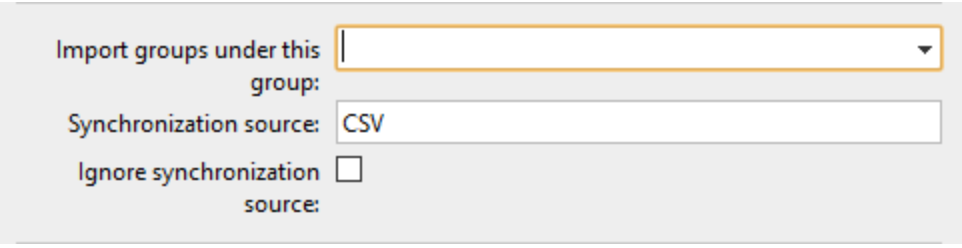
Encoding: Select the encoding that is used in the CSV file. The default value depends on the OS settings of the computer on which you access the MyQ Web Interface.

Column delimiter in CSV: Select the delimiter that is used in the CSV file.

If you select the **Default** option, MyQ scans for the delimiter set on the **Column delimiter in CSV** drop-down list box on the **General** settings tab. For more information about the general settings, see "General" under "General settings tab" in the Basic Installation Guide.

Skip header line: In case the CSV file contains a header line, you need to select this option and skip the first line of the file during the synchronization. All lists of users exported from MyQ contain the header line.

Second panel block

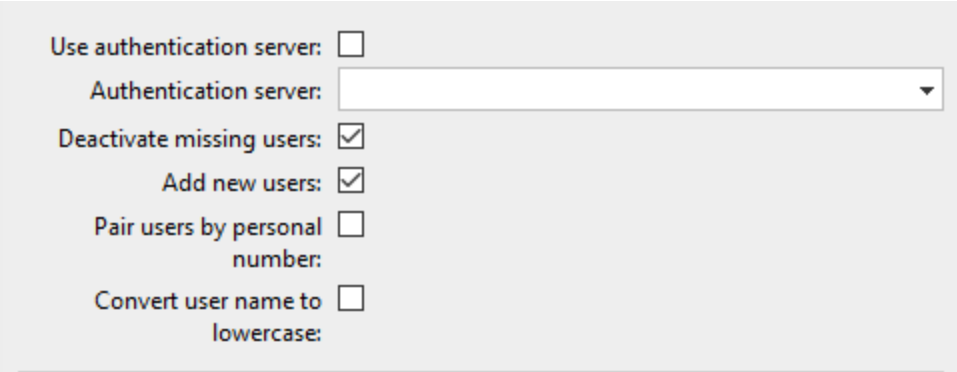


Import groups under this group: Here you can select an existing group in MyQ under which you import the groups from the CSV file.

Synchronization source: Here you can specify a different source than the CSV to be marked as the synchronization source by the MyQ system. For example, you can insert an LDAP server domain.

Ignore synchronization source: If you select this option together with the **Deactivate missing users** option, all users that are not in the current synchronization source are deleted.

Third panel block



Use authentication server: If you select this option, an LDAP or Radius server is used for authentication of the imported users.

Select the domain for the authentication on the setting below.

Authentication server: Here you can select the LDAP or Radius domain for the user authentication.

Deactivate missing users: If you select this option, MyQ deletes users that are imported from the current synchronization source and that are not in the source anymore.

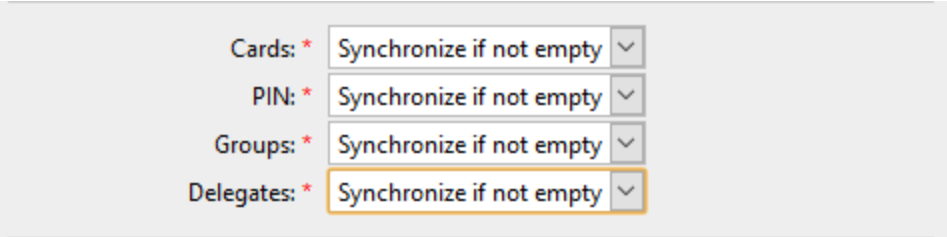
To delete users that were added from different sources, select the **Ignore synchronization source** option together with this option.

Add new users: If you select this option, MyQ adds new users from the current synchronization source.

Pair users by personal number: If you select this option, multiple accounts with a single personal number are paired.

Convert user name to lowercase: If you select this option, all letters in user names are converted to lowercase.

Fourth panel block



Cards / PIN / Groups / Delegates: In each of the three drop-down boxes, you can select from these synchronization options for the respective parameter (CARDS, PINS, GROUPS):

- *Do not synchronize*: Value of the respective parameter in MyQ is not changed.
- *Full synchronization*: Value of the respective parameter in MyQ is always replaced by the value in the CSV file. If the value in the source file is empty, the value in MyQ is erased.
- *Synchronize if not empty*: If the respective field in the CSV file is not empty, the parameter value in MyQ is replaced by the value in the CSV file. Otherwise, the parameter value remains unchanged. **This is the default setting.**
- *Add new*: If the parameter is already set in MyQ, it is not replaced. Only new values are added.

5. Click **Save** to store the setup.

6.1.2. Syntax of the CSV file

```
"FULLNAME";"USERNAME_ALIASES";"EMAIL";"CARDS";"GROUPS";"CODE";
"SCANSTORAGE";"PIN";"MANAGED_GROUPS";"AUTHSERVER";"PHONE";
"LANG";"PWD";"EXTID";"DELEGATES"
"Thomas Pinapple";"Tom,Tomy,Apple";"t.pinapple@domain.com";
7E9700C9;"Imported Users,Activities|Outdoors|Swimming,
Activities|Outdoors|Birdwatching";22212;"\\Users\Tomy";
14BFA6BB14875E4;Birdwatching;testAD.local;080008020;en;
ldapAuth;;"Carol,Kohei,Eliot";
```

In the list below, you find information about individual fields of the CSV file.

NOTICE: A single word or a plain number can be put in the CSV fields as they are, while more complex strings, such as full name or email address, have to be bounded by quotes.

FULLNAME: Name of the user in double quotation marks, for example **"Thomas Pinapple"**.

USERNAME_ALIASES: Login of the user and eventually their aliases.

The login should be the same as the user's domain login name, for example **Tom**.

When you import multiple aliases, separate them with commas, for example **"Tom, Tomy, Apple"**.

EMAIL: Email of the user, for example **"t.pinapple@domain.com"**.

CARDS: Number of the user's authentication card/chip. It has to be inserted in the form in which it is read by the card/chip reader, for example **7E9700C9**.

GROUPS: Here you can add user groups.

You can import a whole branch of the groups tree structure. The groups on the imported branch have to be separated by vertical bars.

If you want to import multiple groups (or groups tree branches), separate them by commas.

For example, if you add two branches separated by a comma: **"Activities|Outdoor|Swimming, Activities|Outdoor|Birdwatching"**, MyQ imports a single parent group **Activities** with a single child group **Outdoor**, with two child groups **Swimming** and **Birdwatching** . (Activities>Outdoor>Swimming, Birdwatching)

NOTICE: Commas and vertical bars cannot be used in group names as they are used as group delimiters.

CODE: The personal number of the user. The ID number must be unique for each user.

This parameter is very useful when using multiple sync sources.

SCANSTORAGE: The folder or email where the user wants their scans to be sent, for example **"\\Users\Tomy"**.

For more information about scanning, see "Scan Management" in the Basic Installation Guide.

PIN: You can define one or more PINs to br assigned to users within the synchronization process. It is not absolutely necessary as PINs may also be generated

later within the setup of the user account. The PINs should be in the hashed MD5 format, for example **14BFA6BB14875E4**.

MANAGED_GROUPS: You can make the user manager of a particular group by adding the group or path to the group here in the way in which you would import the group. If you want the user to be a manager of a child group, enter a whole branch ending with this group.

For example, enter the branch **"Activities|Outdoor|Swimming"** to make the user a manager of the **Swimming** group. If there are no parents of the group in the group structure, enter just the group name, e.g. **Activities**.

NOTICE: Commas and vertical bars cannot be used in group names as they are used as group delimiters.

AUTHSERVER: In this field you may define the domain for user authentication, for example **"testAD.local"**.

PHONE: The user's phone number, for example **080008020**.

LANG: Default language of the user, for example **en**.

PWD: If you want the user to be authenticated against an LDAP server, insert the parameter **ldapAuth**. If not, let this parameter undefined.

EXTID: '**EXTID**' is an internal MyQ parameter. This field has to be left empty.

DELEGATES: For each user, you can import any number of delegates.

If you import multiple delegates, separate them with commas, for example **"Carol,Kohei,Eliot"**.

For information about delegates in MyQ, see "*Delegated printing*" under "*Methods of Printing*" in the *MyQ Basic Installation Guide*.

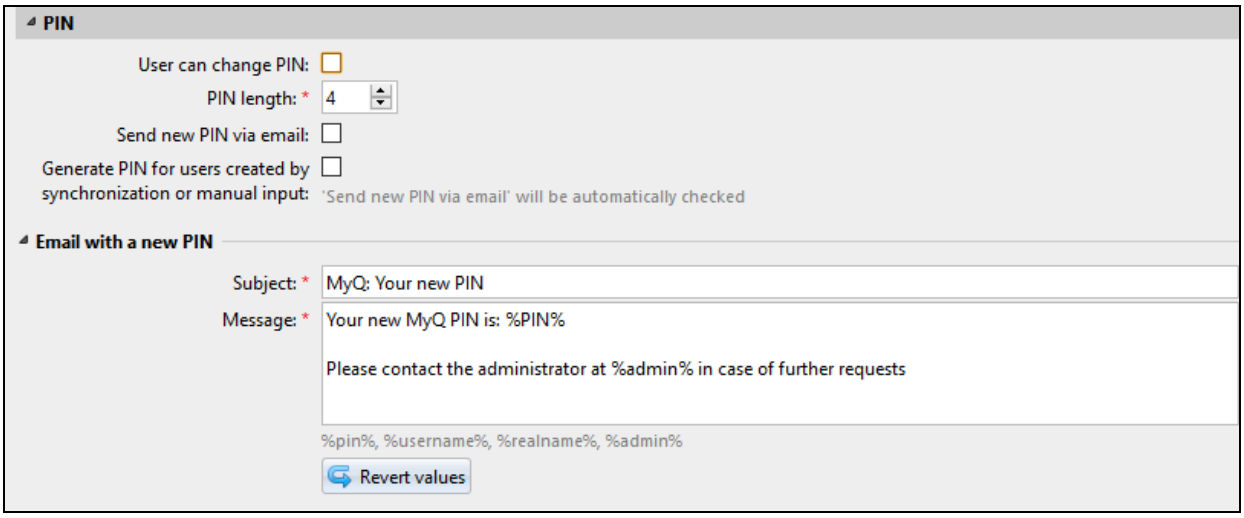
7. Generate PIN for users

To give users access to MyQ they must have a PIN. You can send them the PIN by email. They can change their PIN if you select this option. After sending the PIN users have access with it to all terminals and can copy and scan.

7.1. Set User PIN settings

First you need to save some User settings.

1. From the **Home** window click **Settings - Users**.
2. In the **Users** pane go to **PIN**.



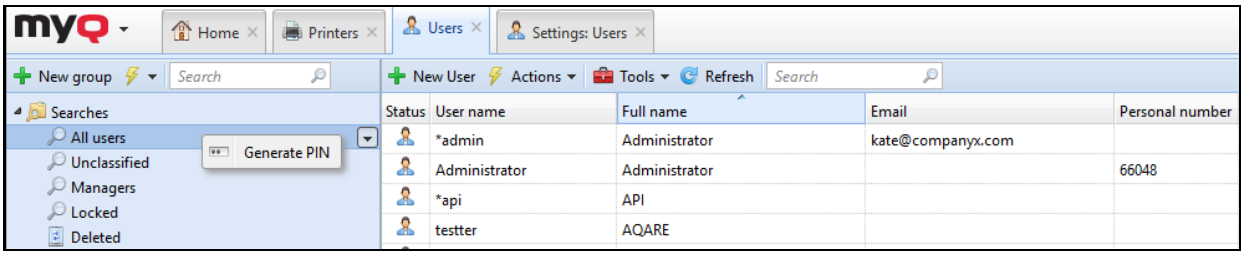
3. Select **Send new PIN via email**. Users are sent an email informing about a new PIN every time the new PIN is generated.
4. Use any of the following options:
   - **User can change PIN**: The user can generate a new PIN by clicking **Generate PIN** on the **Home** window of his web user account on the MyQ web interface.
   - **PIN length**: the mandatory length of the PIN
     - < 1000 — 4-digit pin is required
     - 1000 - 10 000 — 5-digit pin is required
     - 10 000 - 100 000 — 6-digit pin is required
   - **Generate PIN for users created by synchronization or manual input**: a new PIN is generated every time a user is created.

5. If you want you can change the content of the **Email with a new PIN** to be sent.
6. Click **Save**.

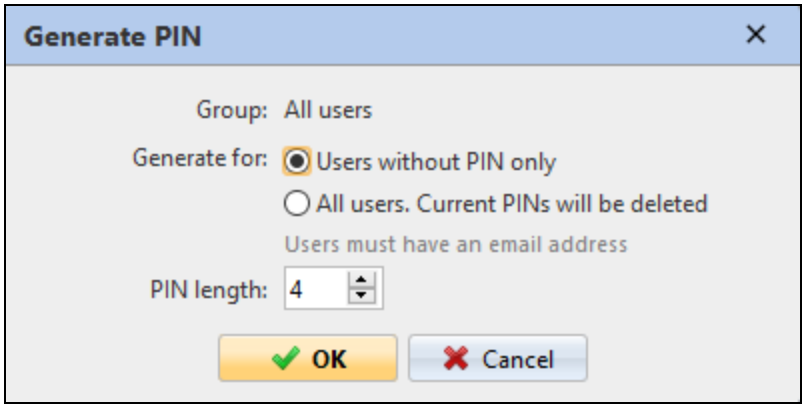
7.2. Generate PIN

The final action is to generate a PIN for the users, which they will get by email.

1. Click the arrow in the **MyQ** tab. A drop-down menu opens.
2. Click **Users**. The **Users** tab is added to the ribbon.
3. In the left pane right-click **All users** and click **Generate PIN**.



4. After this action a **Generate PIN** window opens.



5. Select for which users you want to **Generate for** a PIN.
6. Click **OK**. A yellow message is shown at the top of the window: *Task was added to queue. It will be launched soon.* This means that the emails will be sent instantly or maybe have to wait for a minute because their is some task ahead of them in the queue.

8. Business contact

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