

# INSTALLATION AND INITIAL CONFIGURATION MANUAL

# Canon MEAP WES



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## Introduction

### Purpose of the manual

This manual describes the procedure for installing WES v3 (Watchdoc Embedded Solution) on **Canon** MEAP devices, available for devices equipped with **MEAP** technology (iR-ADV type devices).

### Intended audience

This manual is intended to be used by technicians responsible for installing the WES on Watchdoc v6.x. Such technicians must have information on the print server, the Watchdoc hosting server, as well as the properties of the device.

### Symbols used

The terms followed by an asterisk \* are defined in the glossary.

) Information: reports important information required to fine tune the installation or configuration of the solution or information that may be useful for a better understanding or knowledge of a notion or a function of the tool, or provides a specific case of use of this tool.Contact Doxense<sup>®</sup>

Doxense's technical assistance service is reserved for certified, technical partners and can be contacted via <u>Connect</u>, customer portal dedicated to partners.



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### Versions

Date	Description
08/2024	Update of the WES v3 installation procedure
06/2022	Update of the licences download procedure
12/2020	Update of the available devices list
12/2019	Update of the device prerequisites before the WES installation
08/2017	Rereading and corrections
08/2017	Rereading and corrections
05/2017	Addition of the Authentication Method and Print Job Release Mode parts.
03/2017	UpDate of the screenshot.
02/2017	New graphical version, adding device prerequisites, adding Organisational Requirements
09/2016	First version.



## **Configuration prerequisites**

### **Compatible models**

WES v3 Canon is compatible with devices that support MEAP technology (iR-ADV devices), and in order to manage access rights, the device must also be AMS (Access Management System) compatible. If the device does not meet this condition, access rights management will not be functional.

### Licenses prerequisites

Before configuring the Canon MEAP WES, you need to download two licence files for the Watchdoc Authentication and Print on Demand applications.

#### Procedure

The configuration of the Canon WES v3 must be preceded by an operation to download the license files.

1. Go to the software distribution Canon web site

Download the licence file for the WES Authentication application

- In the License Manage system box, in the License Access Number Entry field, enter the identifier corresponding to the Auth application provided by Doxense (series of 4 x 4 alphanumeric characters separated by a dash), then click on Next;
- 2. in the **Product Check** box, check information entered, then click on the button **Apply to issue a licence**;
- in the Serial Number Registrationbox, enter the serial number (or the numbers) of the device on which the WES will be installed, then click on Next.
   N.B.: If more than 10 devices are involved, enter the the serial numbers in a .csv file and must be import it.

Software Distribution/License Management						
1 2 3	4 5	6				
Register Device Serial Nu	Register Device Serial Numbers					
Number of Registerable Devices	Unlimited					
Enter device serial numbers     * Use a CSV file to register 11 or m	ore devices at the sar	ne time.				
Device Serial Numbers	1. 7.	2. 8.	3.	4. 10.	5.	6.
Register device serial numb     * Up to the following number of device serial number of device series series number of device series number of de	ers from a CSV file evice serial numbers o	an be registered at one time: 1	000			
Sample File (.csv)	Download					
File Name	Choose File	Io file chosen				

4. in the **Confirm Serial Number** box, confirm the serial number(s), then click on the button **Next:** 



1 2 3	4 5	б	
Confirm Device Serial N *items must be entered.	umbers		
Device Serial Numbers*	1.	2.	I

- 5. In the **Information Confimation**, check the information, then click on **Licence File Insurance**;
- 6. **Download** the generated license file to your working environment (you can rename it).
- 7. Click on **Continue to apply** for the WES Pullprint application licence.

#### Download the licence file for the WES PullPrint application

- 1. In the **License Management System** box, in the **License Access Number** field, enter the identifier corresponding to the **PullPrint** application provided by Doxense (a series of 4 x 4 alphanumeric characters separated by a dash);
- 2. In the License Creation box, click the Request new licence file button;
- 3. In the **Serial Number Registration** interface, enter the serial number(s) of the devices on which the WES will be installed and click **Next**. If more than 10 devices are involved, the registered serial numbers should be imported into a .csv file.)
- 4. In the **Ckecking Information** box, click on the **Create License File** button after validating the information entered.
- 5. **Download** the generated license file into your working environment.

### **Pre-configuring the printing device**

Enable the USB port for card readers and storage devices

If the printing device allows the connection of storage devices or a USB badge reader, the USB parameters need to be configured:

### Activate the USB port for card readers and storage devices

If the print device allows the connection of storage devices or a USB badge reader, the USB parameters need to be configured:

- 1. access the print device configuration interface as an administrator;
- 2. go to Settings / Registration > Preferences > External Interface.
- 3. Click on USB Settings.
- 4. Tick the boxes :
  - Use as USB device
  - Use MEAP driver for USB input device





imageRUNNER ADVANCE DX	ir-ADV C357 / ir-ADV C357 /	To Portal	Login User : admin Log Out
Settings/Registration			E-Mail to System Manager
Restart Device	Settings/Registration : Preferences : External Interface > US8 Settings		
Apply Setting Changes	USB Settings		ast Updated : 21/05 2024 14:31:12
Preferences	Setting changes are effective after clicking [Apply Setting Changes] and performing the necessary operations.		OK 🔉 Cancel
Paper Settings	Use as USB Device		
Timer/Energy Settings	Use MEAP Driver for USB Input Device		
Network Settings	Use MEAP Driver for USB Storage Device		
External Interface	- Ose Ose storade neuro		
Volume Settings	•		
Adjustment/Maintenance			
Adjust Image Quality			
Function Settings			
Common Settings			
Сору			
Printer			
Send			
Receive/Forward			
Store/Access Files			
Set Destination			
Management Settings			
Lizer Management			

5. click on  $\mathbf{OK}$  to validate the configuration.



## **Create and configure the WES**

### Create the WES profile

On a clean Watchdoc installation, a first WES profile is automatically created with default parameters at the end of the wizard procedure, but you can, at any time, edit existing profiles to modify them or create a new profile.

- 1. From the Main menu in the administration interface
- 2. in the Configuration section, click on Web, WES & Scan destinations:



- 3. In the Web, WES & Scan Destinations Client Interface Management interface, click on Create a new WES profile.
- 4. In the list, select the profile you want to create:

						DOXENS
Web, WES & Scan User interfaces	destinations					
Web and mobile release pro-	ofiles					Create a new web release profile
Identifier	Name	Title	Identification	Payment	Timeouts	2
default	Q Default profile	Print job release	🛷 Integrated Windows	free	289-306-105	1 O 11 68 1
accounting	Q My Statistics	Consult your account.	🎥 Integrated Windows		211-301-101	1 🛞 Ti EB
WES profiles						
Ionfiguration profiles of the access	control on the devices:					Create a new WES profile
Identifier	Name	Printer Type	Keyboard identification	Card identification		Refs. #
C canon	Canon	Canon MEAP	Use the default directory)	OTUA III		- X TI BE
() hp	Hewlett Packard	HP CXPH	Use the befault directory)	OTUA 📧		11 12
konicaminolta	Konica Minolta	Konica Minoita OpenAPI	(cotyets to aten a fact in the	I AUTO	Pile .	1 🙊 11 🖼
Scan destinations			Select WES profile type:			
List of destinations that can be asso	ciated with scan profiles:		Brother BSI 100			Create a new destination.
Identifier	Destination name		Cation MEAP 100	Sci	n type	4
folder_default	Dossier		✓ Cap Monétique CapService 100	📢 Sca	in to Folder	TH E8
mail_default	E-mail		🗒 Cartadis Copicode IP 100	🐳 Sca	in to Mail	TH 58
mymail_default	Mon e-mail		Callec TCPConv 100	🤣 Sea	in to MyMail	🙊 Ti BB
			Epson Open Platform 100			
Scall post processors			C HP CKPd 100			
ist of the post treatment that can b	e associated with a scan profile		C Konica Minolta OpenAPI 100			() Create a new post process
(1) No scan post processor h	as been definied		KyoceraMita HyPAS 100			
~			Learnark eSP 100			
			COND Open Platform / sRP2 100			
			R Ricoh Streamline NX 100			
			R Ricch Smart Operation Panel 100			
			Samsung XOA 122			
			Sharp eSF 100			
			Stare 054 122			
			C Trubba eSF 100			
			Contraction Partners 100			
			A Years 00 100			
			V ARIAN DP 100			

 $\rightarrow$  you will access the **Create a WES profile** form, which contains a number of sections in which you can configure your WES.



### **Configure the WES profile**

#### **Configure the Properties section**

Use this section to state the main WES properties:

- **Identifier:** Enter the single identifier for the WES profile. It can comprise letters, numbers and the '\_' character with a maximum of 64 characters. This identifier is only displayed in the administration interfaces.
- **Name:** enter the WES profile name. This explicit name is only displayed in the administration interfaces.
- **Global :** in the case of a master/slave configuration, tick this box to replicate this profile on the slave servers.
- Language: Select the WES display language configured from the list. If you select Automatic detection, the WES adopts the language it finds by default in the device configuration.
- **Version:** select the version of WES. For v3, you can customise the interface by choosing the colour of the buttons and images to match your graphic identity:
  - **Colour:** enter the Hexadecimal color value corresponding to the WES button's colour. By default, the buttons are Watchdoc<sup>®</sup> orange customized (#FF901). Once the value is entered, the colour is displayed in the field.
  - Images: if you want to customize the WES images, enter the folder path in which are recorded images you want to display instead of the default images (stored in C:\Program Files\Doxense\Watchdoc\Images\Embedded\Doxense\[Manufacturer\_

Name] by default).

### WATCHD (>>C

Configu	Configure a WES profile - Canon MEAP				
Properties —	·				
Identifier	📎 canon				
Name	Ab Canon				
Global	Replicate this profile on all servers				
Version	v3 🗸				
	V3 interfaces are only available if the application is installed using the AMX2 option.				
Language	₽ Automatic detection ✓				
Colour	Colour of the buttons on the screen, in web format (ex: '#FF9015'):				
	#FF9015 R=255, G=144, B=21				
Images	🌾 Path to the folder containing custom images:				
	Leave blank to use default imanes				

) For more information on the customization procedure, see the section <u>Customize the WES</u> buttons and images.



#### Configure the Keyboard authentication section

You can activate Keyboard and/or Card authentications. For each option, you have to select the directory that Watchdoc will use for authentication requests. Enable: tick the box (at the section level) to enable user authentication from a physical keyboard or the touch screen one, then set out how this authentication works:

- Authentication mode: Specify how users are to authenticate themselves (entering a PIN code, a PUK code or an account and password).
  - **PUK code authentication:** codes are generated automatically by Watchdoc (Generation parameters are in the directory form);
  - Login and PIN Code: consisting of 4 or 5 digits, the user PIN code (1234, for example) is registered as an LDAP attribute or in a CSV file. It is associated to the user login (available with the Watchdoc 5.1 version).
  - Login and password: users will use their LDAP credentials. We do not recommend using this mode.
- **Directory:** from the list, select the directory to query during keyboard authentication. If no directory is set, Watchdoc® will query the default directory.

Keyboard authentication				
	incitication			
Domain used to map the	PIN Code to the user account			
Authentication	Allow PUK code authentication			
modes	Allow login and PIN code authentication			
	Allow login and password authentication			
Directory	[Use the default directory]			
	Domain used to map the PIN Code to the user account			

### Configure the card authentication mode

Tick the box (at the section level) to enable user authentication from a card, then set out how this authentication works:

- **Directory:** From the list, select the directory to query during badge authentication. If no directory is set, Watchdoc will query the default directory.
- Self Registration: : If you enable enrollment1 from the WES, state how the user assigns their card to their account, using their PUK code or their account and password.

Disabled: the self-registration is not allowed: if the user is unknown, an error message is displayed;

- with PUK code: the embedded solution will ask the user for its PUK code. If the PUK code is correct, Watchdoc stores the card number with the user's login in its database;
- Login and password: the embedded solution will ask the user for his login and his password. If the data keyed in are correct, Watchdoc stores the card number with the user's login in its database.
- Notify the user on self-registration: check this box to send a notification to the user when his badge has been enrolled.



• **Format:** State, where necessary, how the character string for the badge number string is to be transformed. E.g. raw;cut(0,8);swap.

Card autnent	
Directory	AUTO 🗸
	Domain used to map the Card ID to the user account
Self Registration	Authorise new users to register their card on the terminal:
	✓ With PUK code
	✓ With login and PIN code
	With login and password
	□ Notify the user on self-registration
Format	Ab

#### **Configure the Anonymous connection section**

Tick this section to activate the Anonymous connection in order to allow an unauthenticated user to access to the device by clicking a button.

It is possible to restrict the features that the anonymous user can access by applying a privilege policy to the queue, group, or server, and using the Anonymous User filter.

- **Button Label:** Enter in this field the label displayed on the access button to the device features. By default, the text is Anonymous;
- **Redirection:** From the list, choose the application to which the anonymous user must access after clicking the Anonymous:
  - Home: The user accesses to the device homepage;
  - Copy Application: The user accesses to the copy application;
  - Scan Application: The user accesses to the scan feature;
  - Fax application: The user accesses to the scan feature;

Approximation		
	, inteccion	
Button label	۱	
Redirection		~

#### **Configure the Quota section**

Not compatible with Anonymous connection

• Enable: tick the box to enable the WES to manage print quotas.



If you tick the box, complete the configuration:

- by adding at least one quota;

- by applying the VMS and rates to the print queues associated with the WES (see <u>Configuring quotas article</u>).

#### **Configure the Pull print section**

In this section, you can change options about the Watchdoc release application: sort order of the document, tariff information and optional pages.



#### WATCHD <>> C

You can bypass this application by enabling the automatic release mode. When the user is authenticated on the device, all its documents are released.

- Sort Order: Set the documents order on the device screen:
  - Reverse chronological: More recent documents will top the list;
  - Chronological: Older documents will top the list.
  - **Release all documents at login:** When the user logs on by swiping his card or typing his PIN code, Watchdoc releases all user documents on the device where he logs on.
- **Optional pages Enable Page Zoom:** Select this checkbox to enable the user to zoom in on jobs waiting to be printed (PCL 6 driver required).
- **Display options: monetary information presented to the user** Select which information will be displayed to the users : none, cost or price ;
  - Force the monetary display to 2 decimal digits: Tick the box to limit the number of decimal digits displayed to the user in the tariff information.
  - monetary information presented to the user Select which information will be displayed to the users (none, cost, price
- **Monetary symbol:** Tick the box if you want to customize the monetary symbol and enter a currency symbol other than the default € one in the **Symbol** field:

Pull print	
Sort order	By chronological order ("FIFO")     ✓
	Release all documents at login
Optional pages	✓ Enable Page Zoom
Display Options	None 💙
	Force the monetary display to 2 decimal digits
	Monetary information presented to the user
Monetary symbol	Override the monetary symbol value definied in the tarifs
	Symbol:

### **Configure the Device section**

This section is used to define the connection mode between the server and the print devices.

- Network: the two values can be used to set :
  - **Connection timeout (sec.):** the maximum waiting time for the connection between the copier and Watchdoc during a request (server off or service stopped);
  - **Request timeout (sec.):** the waiting time for processing the request: retrieving information about a user, sending and processing accounting requests.
- Server Address: The device needs to contact the Watchdoc server when the user tries to connect or wants to release his documents. You can specify the Watchdoc server address in three different ways: IP Address, DNS Address or Custom Address;
  - **Mixed:** the application uses SSL for sensitive data (PUK code, login/mdp, etc.) and not SSL for non-sensitive data;
  - **No SSL:** Select this item if the WES does not ever use SSL to communicate with the server.



#### WATCHD <>> C

• **Device security**: indicate the device administrator login and password which Watchdoc needs to communicate with it during certain operations (automatic installation, requests, etc.).

**Connection Mode**: Enables you to enable or disable SSL for the communications between the MFP and the server:

- Licence file management: these fields are used to manage Canon licences if they are to be applied en masse to a large number of devices (more than 11 simultaneously). In this case, you should have downloaded and saved the 2 licence files beforehand. You can then tick the box and indicate in the following 2 fields the folder in which the licence files are saved:
  - Authentication application's licence file name: indicate in this field the name of the licence file used for authentication;
  - **Pull print application's licence file name:** enter the name of the printon-demand licence file in this field.

Device	
Network	Connection timeout (sec) 60 Request timeout (sec) 60
Server address	Server IP Address V Connection mode : Mixed V
Device security	Login 7654321 Password ······
Licence file management	Enable licence files download     Authentication application's licence file name (needs to be in the 'Redist' folder)     Pull print application's licence file name (needs to be in the 'Redist' folder)

### Configure the Scan to home folder section

Check the box to enable this scanning feature supported by the device. Once authenticated in the WES, the user will see a "Scan" button that sends them to the Canon scanning function.

To access this function, Watchdoc needs the following parameters:

- **Credentials:** provide the parameters enabling Watchdoc to access the function (if these are not the default parameters).
  - **Domain:** enter the name of the directory in which the access account is registered;
  - Account name: the account must have write access to the specified subfolder;
  - **Password:** enter the password for the account authorised to write to the specified subfolder.
- **Options Subfolder:** use this field to specify the subfolder (specific to scans) to be created in each of the user's personal folders.



Scan to home	e folder ——	
Credentials	🖈 Domain	
	👌 Login	
	Tassword	••••••
Options	두 Sub folder	
		Sub folder to create in the user's home folder

### **Configure the Failover options section**

In this section, you configure the behaviour of the print devices in the event that the Watchdoc server does not respond.

- **Ping interval:** specify, in seconds, the frequency with which the device polls the server to check its configuration and inform it that it is operating correctly;
- **Number of attempts:** specify the number of connections the device should attempt to the main server before switching to the standby server.
- Offline mode: activate or deactivate offline mode<sup>1</sup> and complete the list by indicating the authorised functions if the server is off:
  - Copy access: Tick this box to enable the user to copy;
  - Scan access: Tick this box to enable the user to scan;
  - Color access: Tick this box to enable the user to print in color;
  - Fax access: Tick this box to enable the user to send documents by fax;
  - **Print access:** Tick this box to enable the user to print documents.
  - **Device administration right:** tick the box to authorize the user to access device administration.
- **Multiserver options:** tick this box to relay requests to a backup server in the event of failure of the server with which the WES is associated, then enter the information required to access it in the table: backup server address; https port; http port.

Then check the functions provided by the backup server:

- **Disable user authentication:** tick this box if the rescue server does not authenticate users. For each request, it returns the details of an anonymous user with the rights defined for an anonymous user on the main server. The work carried out is then recorded under the "anonymous" account;
- **Disable accounting:** If this is checked the accounting elements will be held on the device until it reconnects to the primary server. This is useful if you wish the accounting to be all sent to the same sever (if the databases are not common for example)
- **Disable pull print:** With this option, the print on demand application will be disabled. This is useful because if the backup server has no access to the

<sup>1</sup>Mode enabling the print device to operate in a degraded manner in the event of the print servers (main and backup) failing. In offline mode, printing is impossible, but the device's other functions can be offered: photocopying, faxing and scanning. If offline mode is disabled, in the event of a server failure, all device functions are blocked until the server is repaired. This mode is configured in the WES profile applied to the device.



jobs of the user.

Disable self-registration: With this option, the self-registration will not be available on the backup server. This is useful if the cards database are not the same for both servers.

ranover options								
Ping interval	44 120							
Number of attempts	2							
Offline mode	ON VAllows authentication if no server responds							
Offline mode	Copy access							
rights :	ghts : 🔽 Scan access							
	Colour access							
	Fax access							
	Print access							
Multiserver	Enable multiserver management							
options	Server list (in priority order)							
	Kernel address (IP or HTTPs port HTTP port DNS) (5753) (5754)							
	Add a server							
	Backup server options							
	Disable user authentication							
	Disable accounting							
	Disable pull print							
	Disable self-registration							

#### **Configure the Misc. section**

In this section, configure how and where the log files should be stored in the event of a of a malfunction between the WES and the server.

- Log options Destination: Specify where the application should collect the information:
  - file: Tick this box so that the information is saved in a file accessible by Watchdoc;
  - device: Tick this box so that the information is saved on the device;
  - **all** : Check this box to have the information saved in a file accessible by Watchdoc and on the device.
- Log options Level: indicate the level of detail of the information recorded:
  - **debug:** Option to keep track of WES malfunctions;
  - verbose: All detailed traces left by the WES;
  - info: Traces left by the WES;
  - warning: Traces left by the WES when there is a default;
  - error: Traces left when an error is detected at the WES.
  - fatal: Traces of faults detected on the WES
  - none: No trace

Misc.			
	Log options	Destination	None 💙
		Level	None 💙





### **Configure the History section**

This section displays information on the configured WES and on modifications made to it :

History —	
	GUID IIII bf482449-1f29-4117-89a6-046dcfc298bc
١	/ersion 🖉 Edited 3 time(s), last modified 02/09/2019 at 17h36
	Owner 🙊 This entry is managed by this server.

### Validate the profile

1. Click on the button  $\bigcirc$  to validate the WES profile configuration.  $\rightarrow$  Once validated, the WES profile can be applied to a print queue.



## **Configure the WES onto the queue**

### Access the interface

1. From the **Main Menu** of the Watchdoc administration interface, in the **Production** section, click **Print Queues, Queue Groups & Pools:** 

WATC	CHD⇔C		D
DOC-CDA Doc-CDA-V	-V6-MAS > Main menu /6- (10.)   v6.1.0.4862   🖗 Master (IMPRESSION_1) Administrator (SysAdmin)		6
<	Production Printing queues. locations, queue groups & pools List of the prunting queues controlled by Watchdoc	Analysis Printing history Printing history of all the printing queues	
	Documents on hold List of documents held in the queue	Statistics Statistics of all the printing queues	8
	User quotas List of user quotas	Reports Prints made during a certain period	2
	Archives     Documents archived by the users	Failures & Alerts List of failures on queues and documents	
	Management	Configuration	
	Pricings List of available pricings	Printers & devices List of devices defined in the system	
	Filters	Web, WES & Scan destinations	
	Quota Templates Management of the quota templates and management rules	User directories List of all defined user directories	
	Roles & Services List of available roles and services	This forms allows you to configure a data source	
	Authorisation access Management of access control and administration profiles	Advanced configuration Configuration and settings of the Watchdoc server	

 $\rightarrow$  This takes you to the print queues interface. In this queue, activate the **Controlled** filter, then select the queue you want to configure:

WATCHD									
Printing queues List of the printing queues controlled by Wat	chdoc								
Printing queues (3)			ß	Locations				🙈 Queue g	roups (5)
Search Name, Model, Description, I Q Emplacements	× All 🔻 G	roup × All groups	<ul> <li>Filter by</li> </ul>	× All queues (3)	Group by	Groups 🔻	Display by	Overview •	5 1
Name		Туре	Location	× All queues (3)	IP Addr.	1h status	Supplies	Jobs	WES Session
Network Queues (2) - Shared network devices				Controlled (3)					
2 IMPRIMANTE	LL 🕑	🛑 😬 📄 🦂	? Indétermir	Disabled (0)	10.10.27.178	00000	P	ø	Onknown
🔆 PRT LEX SL1	<b>III</b> 🕑	💼 🎯 🏥 🖻	? Indétermir	Physical (2)	10.10.22.92		۲	ø	
Universal Queues (1) - Globally available printin	q queues			Virtual (0)					
<b>*</b> Secure Printing		🔁 🙈 🖓	Racine	Oniversal (1)				ø	х
- N				Personal (0)					
				Active (0)					
				🏭 Failed (0)					
				付 Supplies (1)					
				🚖 VIP (0)					

2. For this queue, click the **Edit Queue Properties button** <sup>1</sup> at the end of the line.

→You are taken to the **Print Queue Properties** interface in which several sections are displayed. WES properties are managed in the **WES** section.

### Configure the print queue mode

In the Print Queue Properties interface, General Information section, select the operating mode for the queue:



• **Mode:** select Validation to have users validate queued jobs so that they are actually printed. If the queue belongs to a group configured in Validation mode, you can also select **Like Group**.

### Configure the WES onto the queue

In the Print Queue Properties interface, click on **WES** to access the dedicated section.

- Device Activate embedded interface: tick the box to use a WES.
- Profile subsection: From the list, select the WES to configure. The list comprises profiles created ahead of time in your instance of Watchdoc. If the desired profile is not found there, you will need to configure it (see <u>Configure a</u> <u>WES</u> article).
- WES identifier subsection: Once you have ticked the box and selected the profile, the ID of the WES field will fill itself with "\$AUTOSERIAL\$". Keep it that way so that the server will determine itself the serial number of the device and use it as the WES ID. You can also input directly the serial number of the device in this field.
- **Diagnosis subsection:** It may be useful to activate WES trace logging, especially to diagnose an anomaly. Use this subsection to specify settings relating to WES trace log files:
  - Log level: From the list, select the type of requests you wish to trace:
    - Network trace: Communications between server and WES.
    - All requests: Used to keep a trace of all of the requests (to APIs, to RPCs).

Although all options are possible, we recommend strongly to opt for the activation of **All Requests** so that as much information as possible can be View of the diagnosis. For the sake of performance, the traces must not Be activated only for analytical and diagnostic purposes.

- **Requests to APIs and RPCs:** Used to retain traces of requests to the API and the RPC requests sent,
- **API Requests:** Used to retain traces of the requests sent to the APIs,
- None: Not used.
- File locations: Use this field to enter the path to the folder where you wish to save the trace files. If no path is specified, then by default, Watchdoc saves the trace files to C:\Program Files\Doxense\Watchdoc\logs.
- Log options Replace profile's log level: if the WES trace files on this queue are different from the trace files configured on the WES, specify the parameters below:
  - Destination: Specify where the application should collect the information:
    - **file:** Tick this box so that the information is saved in a file accessible by Watchdoc;
    - **device:** Tick this box so that the information is saved on the device;
    - **all**: Check this box to have the information saved in a file accessible by Watchdoc and on the device.



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- Level: indicate the level of detail of the information recorded:
  - profile: level defined in the WES profile;
  - debug: Option to keep track of WES malfunctions;
  - verbose: All detailed traces left by the WES;
  - info: Traces left by the WES;
  - warning: Traces left by the WES when there is a default;
  - error: Traces left when an error is detected at the WES;
  - fatal: Traces of faults detected on the WES;
  - **none:** No trace.

		▲ Top / Bott
Device	Activate the embedded interface	
Profile	Te canon_meap - Canon MEAP	
	Server-side configuration profile	
WES	SAUTOSERIAL\$	
Identifier	Id of the device associated with this queue	
Diagnosis	✓ WES specific logs	
	Log level Auto 👻	
	Files location	
Log options	Replace profile's log level	
	Destination File 💙	
	Level Info Y	

### Validate the configuration

- 1. Click on  $\bigcirc$  to validate the WES configuration on the print queue.
- 2. After having configured the WES onto the queue, you must install it.

After **modifying** a WES profile already installed on a print queue, it is necessary to restart the queue so that it takes account of the profile modifications. To restart a queue, click on the "pause" and then "start" buttons in the queue list.



## Install the WES on a queue

### Access the interface

1. From the **Main Menu** of the Watchdoc administration interface, in the **Production** section, click **Print Queues, Queue Groups & Pools**:

WATCHDS>C           DOC-DA-V6-MAS - Main menu           Doc-DA-V6           "6" - Super Administrator (system)           "6" - Super Administrator (system)		D≫ENSE ⊕®
Production Production List of the pleases, locations, guesses, groups & pools List of the pleases queses controlly, Watching Documents on hold	Analysis  Printing history Printing history Printing history of the printing queues  Statistics	4
Int of documents hold in the queue           Image: Source queutes         Image: Source queutes <td< td=""><td>Statistics of all the printing queues  Statistics of all the printing queues  Report  Report  Failures &amp; Alerts  Failures &amp; Alerts</td><td>8</td></td<>	Statistics of all the printing queues  Statistics of all the printing queues  Report  Report  Failures & Alerts  Failures & Alerts	8
Community archived by the users  Management      Friends      Last of available pricings      Last of available pricings	Let of failures on quoues and documents Configuration Uniter & devices Let of devices Let of devices defined in the system	E II
Filters Lat of ovaliable filters	Web, WES & Scan destinations User interforse User directories Last qui ladimini dure directories	
Roles & Services           Lat of available role and services           Image: Authorisation access           Management of access correl and administration profiles	Data sources           Tria forms allows you to configure a data source           Advance Configuration           Advance Configuration and settings of the Watchdac server	

→ This takes you to the list of **Print Queues** controlled by Watchdoc.

2. Click on the name of the queue on which you want to install the WES.

### Install the WES

- 1. In the queue management interface, click on the **Properties** tab.
- 2. In the queue properties, the **Canon MEAP** section is displayed.
- 3. Click on the **Install** button:

WATCH	⊃∾C							ENSE
	-ADV C357 eady					Edit properties	Delete the queue	() () () ()
Enabled  > (])	🖲 🎥 🔒 Microsoft							
Status	Properties	Ricing	隧 Policy	M Statistics	🔇 🤣	KE History		Failures
General informa	tion							
Identifier	DOC-CDA-V6-MAS.IR-ADVC357			Expiration C Deletion after	4h			WES
Group	Network Queues (default)			Archiving a Manual confirm	nation		Hostname	\$AUTOSERIAL\$
Mode	Accounting			Speed 🔮 ~10 ppm mon	o / ~8 ppm colour *		Status	? Device status is u
Comment				Unknown actual p	rint speed, estimated from	the type of device.	Last register	Never seen
Location	P Indéterminé							Contact
Colour	Colour (Defined by the group)						Manage	er 🔏 Admin
Duplex	Duplex (Defined by the group)							Daily print activity
Large Size	Small format (Defined by the group)						1	
Vendor	Microsoft (Defined by the group)							
Spool transf.	🗟 default							
Configuration.dat	Download 🏶							
Canon MEAP								
WES Devices	C Access the device's web interface	<ol> <li>Status of the application.</li> </ol>	🖈 Install		Ti	Edit the settings	0 18h 20h 22h	0h 2h 4h 6h 8h
Profile	Eanon [canon, v1, 19/06/2024 16:37]						v	Veekly print activity
WES Licence	A valid licence is attached to this device	e.					1	
Status	Status of the embedded application							

4. you will be taken to the **Manual installation required** interface, where the installation is divided into 5 steps:





Manual ins	stallation required
STEP 1	
Retreive the two files needed for the installation by o	click the buttons below
Authentication application	Pull print application
STEP 2	
Click on the button below to go the the SMS portal	of the device and upload the application files
SMS Portal	
STEP 3	
Reboot the device from its administration portal	
To Device's administration portal	
STEP 4	
Start the pull print application from the SMS portal	
SMS Portal	
STEP 5	
Configure the application by clicking the button belo	w
🏠 Configure	

#### Step 1

- 1. click on the **Authentication application** button to download the **canonAuthApp.jar** file;
- 2. then click on the **Pull print application** button to download the **canonPpApp.jar** file.



#### Step 2

1. click on the **SMS Portal** button to access the printing device administration interface (Service Management Service);

STEP 2
Click on the button below to go the the SMS portal of the device and upload the application files
SMSpPortal

- 2. authenticate yourself as an administrator with the login and password provided by Canon<sup>®</sup>:
- 3. in the Service Management Service interface, System Management menu, click on the Enhanced System Application Management entry;
- 4. in the Install Enhanced System Application/License section,
  - i. for the Enhanced System Application File Path setting, click on the choose a file button;



- select the **canonAuthApp.jar** file previously uploaded to your workspace;
- iii. for the License File Path setting, click on the Choose a file button;
- iv. select the **canonAuthAppv1.0.lic** file that you have previously downloaded:

ADV 4535 / iR-ADV 4535 /						To Portal	Login User: admin Log
rvice Management Service							
ice Serial Number: XWA04216							
IEAP Application Management	System Management : Enhanced System Application	on Manageme	nt				
stall MEAP Application	Enhanced System Application N	lanagem	ent			Upda	ted On:06/12 2019 14:59:42 📢
stem Management	Login Service						
nhanced System Application				Ø 0	io not resta	rt the device ev	en if network settings change
lanagement	Application Name		Updated	Status			License
ystem Application Management	WES Authentication	2.01	20/11 2019 11:18:55	Started	Switch	Uninstall	Unnecessary
ystem Information	User Authentication	2.0.0.0	27/06 2019 17:01:30	Installed	Switch	Uninstall	Unnecessary
EAP Application Information	DepartmentID Authentication	5.0.0.0	27/06 2019 17:01:30	Installed	Switch	Uninstall	Unnecessary
heck License	*						
hange Password	Other System Applications						
EAP Application Setting formation Management	Application Name		Updated	Status		Lic	ense
FAP Application Log Management	Install Enhanced System Application/License						
To Register/Update Software	Enhanced System Application File Path:		holsir un fichier	r choisi			
	Operation to Perform:		istall and Start or Enable only install				
							Install

5. once the two files downloaded, click on the **Install** button and accept the terms of the installation.

The **WES Authentication** application appears in the list at the top of the Connexion Service page.

6. Click on the **Change** button corresponding to the installed application to activate it:

Application Name			Application ID Status			
WES Authentication	1.0	08/01 2015	5e18436e-014a-1000-9189-00e000c4ae6f	Installed	SWITCH	Uninstall
Single Sign-On H	2.13.0.1	31/10 2014	4af4d4ce-0115-1000-9c36-00e000c4ae6f	Installed	SWITCH	Uninstall

→ The application status changes to **Start after restart**.

- 7. In the SMS portal, click on the **Install a MEAP application** menu item.
- 8. In the Install a MEAP application/license section;
  - i. for the **Application file path** parameter, click on the **Choose a file** button;
  - ii. select the **WES Pull Print\_1.0.jar** file previously uploaded to your workspace;
  - iii. for the **Licence file path** parameter, click on the **Choose a file** button;
  - iv. select the **WES\_PullPrint\_v1.0.lic** file that you have previously downloaded:
- 9. click **Install**, accept the terms of the installation and wait for it to complete.



#### Step 3

1. Back in the Watchdoc interface **Manual installation required**, click on the **Start the device from its administration portal** button;



2. in the SMS portail, click Settings/Registration, then Perform Restart:

imageRUNNER ADVANCE Settings/Registration Restart Device	iR-ADV 4535 / iR-ADV 4535 / Settings/Registration :	10.10.24.215:8000 says The main unit will be restarted. All current processes will be canceled. Is this OK?	To Portal Login User : 7654321 Log Out E-Mail to System Manager
Apply Setting Changes Preferences Paper Settings	Restart Main L Click (Perform Restart) When the device is resu Make sure that all proc	artequ an current processes will be carlicered.	Last Updated : 28/06 2022 9:33:09 CP
Timer/Energy Settings Network Settings External Interface	Basic Functions Status Printer : Scanner : Fax :	Ready to print.     Broudy to scan     Ready to send and receive faxes.	
Volume Settings Function Settings Common Settings	×		
Printer Send			
Set Destination			

- 3. Confirm twice that you want to restart the device (a message will inform you that jobs in progress will be lost).
- 4. Wait for the device to restart.

#### Step 4

1. back to the **Manual installation required**, in the **Step 4**, click on the **SMS portal** button;

tart the pull print application from the SMS portal
SMS Portal

2. in the Management portal, in Application Name, for WES Pull Print, click on **Start**;

MEAP Application Management						
Application Name		Installed on	Status			
WES Pull Print	1.0	19/12 2014	Installed	Start		
LoginContextViewer	1.90.01	11/12 2014	Installed	Start		

3. Wait for the device to restart.



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#### Step 5

1. In the **Manual installation required** interface, **Step 5**, click on the **Configure** button:



→ This will push the address of the server to the device so that it may be able to communicate with the server and to function correctly.

- 2. If the WES is correctly installed, a message displays in the **Status** section of the WES profile section of in the queue properties.
- 3. Click on the **Configure** button to complete the installation:



- 4. When the operation is complete, new **Update** buttons is displayed.
- 5. Run a print job to check that the WES is working properly.



## **Troubleshoot the WES**

### General troubleshooting rules

- What? What procedure can be used to reproduce the incident?
- When? What date and time did the incident occur?
- Where? On which printer did the incident occur?
- Who? On which user account did the incident occur?
- Watchdoc.log: thank you for providing the Watchdoc.log file;a
- config.xml file: thank you for providing the Watchdoc.log file;
- server/device communication logs: please activate the trace files on each file.

Once this information has been gathered, you can send a resolution request from the Connect portal, the incident management tool dedicated to partners.

To obtain the best possible record of the data required for diagnosis, use the Watchdoc DiagTool® supplied with the Watchdoc installation program (cf. <u>Creating a</u> log report with DiagTool).

### Scan, fax and photocopying are not in Watchdoc

If the scan, fax and photocopy jobs are not counted by Watchdoc, verify that the address (host name or IP) of the Watchdoc server configured in the device is correct:

- lin the configuration interface of the queue, in the WES section, click on the button Application status (displayed when the WES is properly installed);
- 2. Click the **Download** button to download the log files and WES configuration;
- 3. In the downloaded .zip file, open the Config.json file using a text editor and check the information corresponding to the address of the server (Address) and ports;
- 4. If the configuration of the address and / or ports is not correct, click on the Configure button on the queue configuration interface.
- 5. Verify that the procedure has resolved the problem.

### **Activating WES Traces**

To diagnose a problem with WES Konica Minolta applications, you need to activate the log files specific to WES communications :

- 1. in the Watchdoc web administration interface, from the **Main Menu**, **Production** section, click **Printing queues, queues groups & pools**;
- 2. In the list of queues, click on the name of the queue with the WES for which you want to activate the trace files;
- 3. in the queue management interface, click on **Properties**;
- 4. in the **WES** section, click on the **Edit the settings** button:
- 5. in the WES>Diagnostics section, tick the Enable traces box;
- 6. in the **Trace level** list, select:



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- Auto: retains standard traces;
- Include binary content: retains detailed traces.
- 7. In the **Path field**, enter the path of the folder in which the trace files should be saved. If you leave the field blank, the trace files will be saved by default in the Watchdoc\_install\_dir/Logs/Wes\_Traces/Queueld installation folder:

Device	Activate the embedded interface			
Profile	Ti Internet internet	1		
	Server-side configuration profile			
WES				
Identifier	Id of the device associated with this queue			
Diagnosis	WES specific logs			
	💑 level 🛛 Include binary content 🗸 🗸			
	Files location		 	

Activating the logs may slow down the server, so it is strongly recommended that you deactivate this option once the problem has been resolved.

### ScanToFolder doesn't work

#### Context

ScanToFolder has been available with Canon WES since Watchoc v6. However, it may not work after installing the WES.

#### Cause

This message relates to device options that need to be changed.

#### Resolution

In the device options, go to Function settings > Send > Common settings > Personal folder specification method:

- select User login server;
- deselect Use authentication info for each user.

### An unexpected error has occurred

#### Context

When authenticating by badge and/or login, regardless of the user, a beep sounds and the message "an unexpected error...." is displayed (problem on the ir-ADV Canon 5500 model).

#### Cause

The problem is linked to the activation of service number management on the device.



#### Resolution

The problem needs to be resolved in the Canon device configuration interface:

- 1. Using a web browser, go to the print device administration interface (SMS portal);
- 2. From the menu, click Settings/Registration > Management Settings > User Management > Service Number Management.
- 3. In the **Modify service** number management interface, uncheck the **Enable service** number management box;
- 4. click **OK** to confirm deactivation:

imageRUNNER ADVANCE IR I	ADV 4535 / IR-ADV 4535 /		Vers le portail dentité de	connexion : Administrator Déconnexion
Réglages/Enregistrement			Ē	nvoyer par e-mail à l'administrateur système
Redémarrer le périphérique	Réglages/Enregistrement : Réglages de gestion :	stion utilisateur > Gestion des numéros de service		
Appliquer modifications de réglage	Gestion des numéros de servic		C	λemière mise δ jour : 12/03 2024 11:31:53 🛟
Préférences	Gestion des numéros de service			
Réglages papier				Modifier.
Réglages horloge/énergie	Gestion des numéros de service	Oui		
Réglages réseau	Impressions sans codes confidentiels	Autoriser		
Interface externa	Lectures distantes sans codes confident	s Autoriser		
Distance control	Totaux pages	Non		
Neglages de Volume	Compter chaque page pour 2 (stand to	at uniquement)		
Reglages de fonction	Totaux pages numéros de service			
Réglages communs	Total pages ImageIUNNER ADVANCE	R. ADV 4535 / R. (DV 4535 /	Vers le portail de c	annexion: Administrator Deconnexion
Imprimante	"Plusieurs utilisateurs so 🛞 Réglages/Triregistre	nt	<u>6</u>	woyer par e-mail à l'administrateur système
Envoi	Mémoriser nouveau Rodemaner le périphérique	Régle ex, Torregistrement : Réglages de gestion : Gestion utilisateur > Gestion des numéros de service Modifier la gestion des numéros de service	e > Modifier la gestion des numéros de service	Demis 12/03 2004 11/32/21
Recevoir/Transférer	Politimon	Pours gestion des numéros de service, choisir (Activer gestion n° service), et cliquer sur (OK).		OK Ansuler Micher
Définir destinataire	Kéglages papier	C Activer gestion of service		$\checkmark$
Réaleans de anstion	Réglages horioge/énergie Numéro de service	Autoriser impressories same examples		
Gestion utilisateur	7654321 viterface externe	Totexx peges		
Gestion du nériobérique	Réglages de volume	Compter chaque page pour 2 citrand format uniquement		
	Réglages de fonction	z		
Licence/Autre				
Gestion des données				
Réglages de sécurité				
				Copyright CANON INC. 2016

5. Test authentication on the WES to check that the problem has been solved.

