

# WATCHD C



## 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®

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



For all other questions, please contact your Doxense® consultant or send us an email at [contact@doxense.com](mailto:contact@doxense.com)

## 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

1. 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**;
3. in the **Serial Number Registration** box, 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 Numbers

Number of Registerable Devices: Unlimited

Enter device serial numbers  
\* Use a CSV file to register 11 or more devices at the same time.

Device Serial Numbers

1.  2.  3.  4.  5.  6.   
7.  8.  9.  10.

Register device serial numbers from a CSV file  
\* Up to the following number of device serial numbers can be registered at one time: 1000

Sample File (.csv) [Download](#)

File Name   No file chosen

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

Software Distribution/License Management

1 2 3 4 5 6

**Confirm Device Serial Numbers**

\*items must be entered.

Device Serial Numbers \*

1.  2.

5. In the **Information Confirmation**, 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

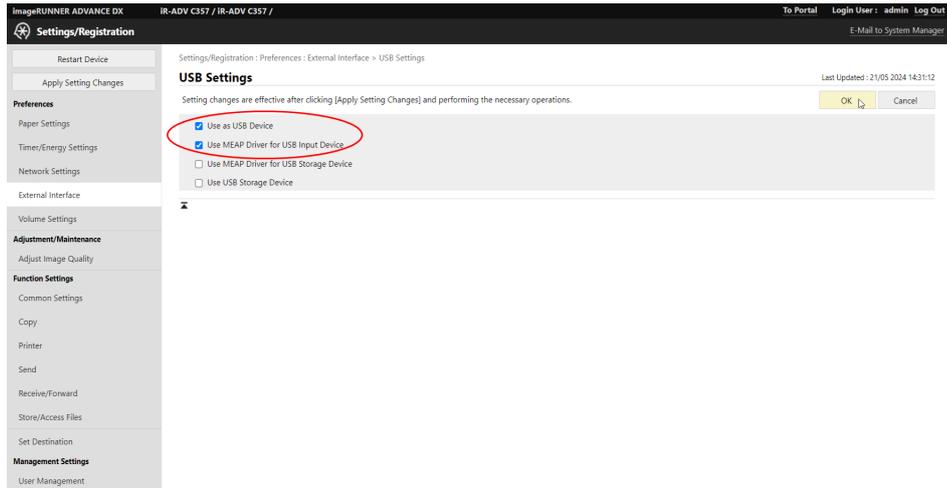
Enable the USB port for card readers and storage devices

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



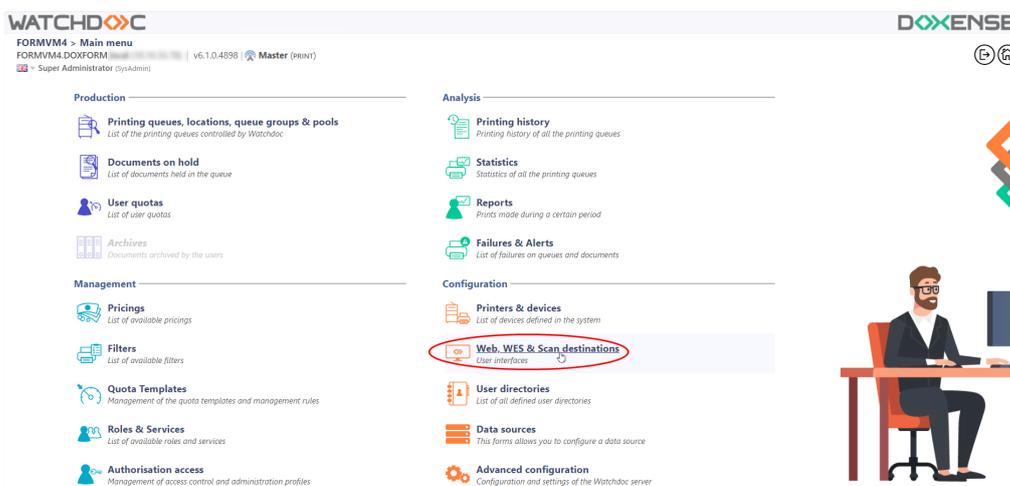
5. click on **OK** to validate the configuration.

# Create and configure the WES

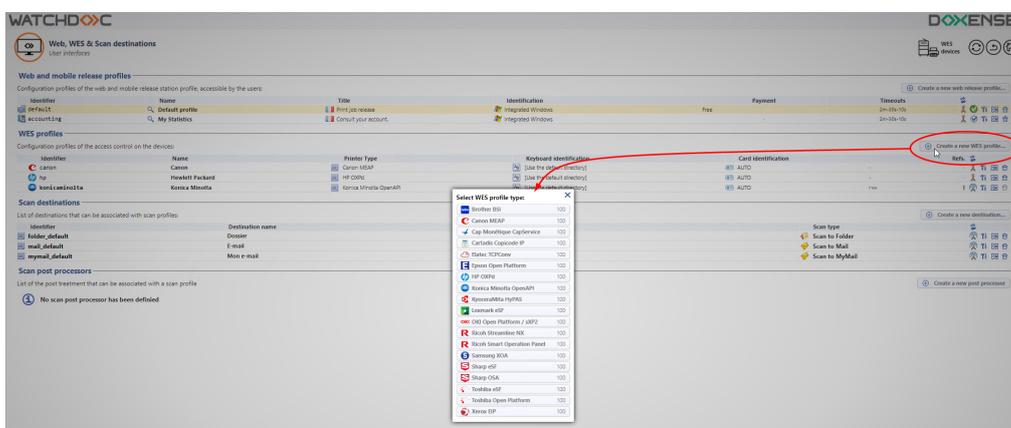
## Create the WES profile

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:



→ 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® orange customized (#FF9015). 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).

## WATCHDOC



### Configure a WES profile - Canon MEAP

This form allows you to configure a WES configuration profile

#### Properties

Identifier	<input type="text" value="canon"/>
Name	<input type="text" value="Canon"/>
Global	<input type="checkbox"/> Replicate this profile on all servers
Version	v3 <small>V3 interfaces are only available if the application is installed using the AMX2 option.</small>
Language	Automatic detection
Colour	Colour of the buttons on the screen, in web format (ex: '#FF9015'); #FF9015 <span style="display: inline-block; width: 15px; height: 15px; background-color: #FF9015; border: 1px solid black;"></span> R=255, G=144, B=21
Images	Path to the folder containing custom images: <input type="text"/> <small>Leave blank to use default images</small>



For more information on the customization procedure, see the section [Customize the WES 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** \_\_\_\_\_

Domain used to map the PIN Code to the user account

**Authentication modes**

Allow PUK code authentication

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.

## 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;

## 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 [Configuring quotas](#) article).

## 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.

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**

---

<b>Sort order</b>	<input fifo")"="" type="text" value="By chronological order ("/>
	<input type="checkbox"/> Release all documents at login
<b>Optional pages</b>	<input checked="" type="checkbox"/> Enable Page Zoom
<b>Display Options</b>	<input type="text" value="None"/>
	<input type="checkbox"/> Force the monetary display to 2 decimal digits Monetary information presented to the user
<b>Monetary symbol</b>	<input type="checkbox"/> Override the monetary symbol value defined in the tariffs Symbol: <input type="text"/>

## 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.

- **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 print-on-demand licence file in this field.

**Device**

<b>Network</b>	<input checked="" type="checkbox"/> Connection timeout (sec) <input type="text" value="60"/> Request timeout (sec) <input type="text" value="60"/>
<b>Server address</b>	Server IP Address <input type="text"/> Connection mode : <input type="text" value="Mixed"/>
<b>Device security</b>	Login <input type="text" value="7654321"/> Password <input type="password" value="*****"/>
<b>Licence file management</b>	<input type="checkbox"/> Enable licence files download <input type="text"/> Authentication application's licence file name (needs to be in the 'Redist' folder) <input type="text"/> 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 folder**

<b>Credentials</b>	Domain	<input type="text"/>
	Login	<input type="text"/>
	Password	<input type="password"/>
<b>Options</b>	Sub folder	<input type="text"/>

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

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<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.

**Failover options**

---

**Ping interval**

**Number of attempts**

**Offline mode**  ON Allows authentication if no server responds

**Offline mode rights :**

- Copy access
- Scan access
- Colour access
- Fax access
- Print access

**Multiserver options**

- Enable multiserver management

Server list (in priority order)

Kernel address (IP or DNS)	HTTPs port (5753)	HTTP port (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 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**

**Level**

## Configure the History section

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

### History

---

<b>GUID</b>	 bf482449-1f29-4117-89a6-046dfc298bc
<b>Version</b>	 Edited 3 time(s), last modified <b>02/09/2019</b> at <b>17h36</b>
<b>Owner</b>	 This entry is managed by this server.

---

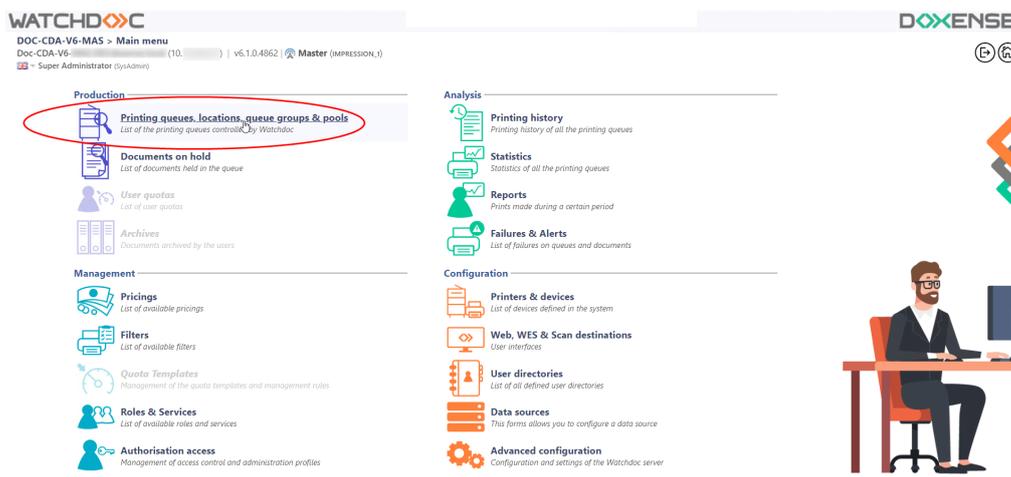
## Validate the profile

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

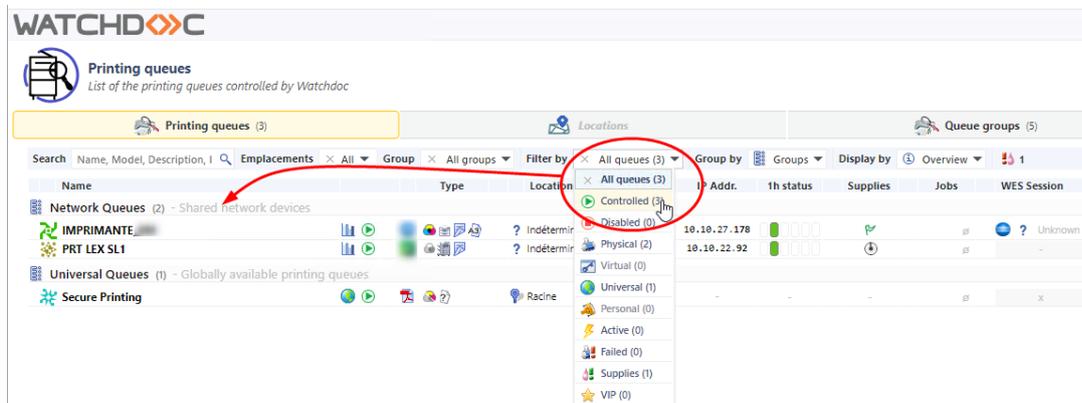
# Configure the WES onto the queue

## Access the interface

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



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



2. For this queue, click the **Edit Queue Properties** button  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:

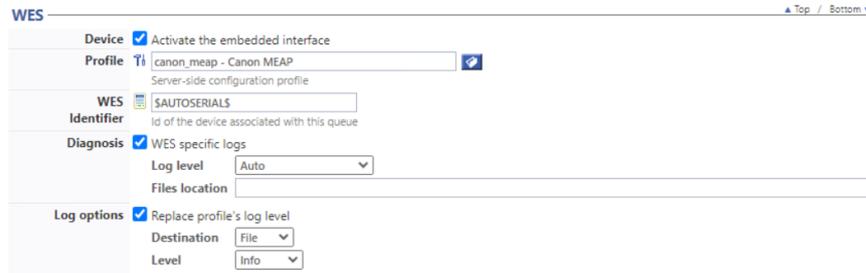
- **Mode:** select Validation to have users validate queued jobs so that they are actually printed. If the queue belongs to a group configured in Validation mode, you can also select **Like Group**.

## 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 [Configure a WES](#) 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.

- **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.



The screenshot shows the WES configuration interface. It includes sections for Device, Profile, WES Identifier, Diagnosis, and Log options. The 'Device' section has a checked checkbox for 'Activate the embedded interface'. The 'Profile' section shows 'canon\_meap - Canon MEAP' as the selected profile. The 'WES Identifier' section shows '\$AUTOSERIALS' as the identifier. The 'Diagnosis' section has a checked checkbox for 'WES specific logs', a 'Log level' dropdown set to 'Auto', and a 'Files location' text field. The 'Log options' section has a checked checkbox for 'Replace profile's log level', a 'Destination' dropdown set to 'File', and a 'Level' dropdown set to 'Info'.

## Validate the configuration

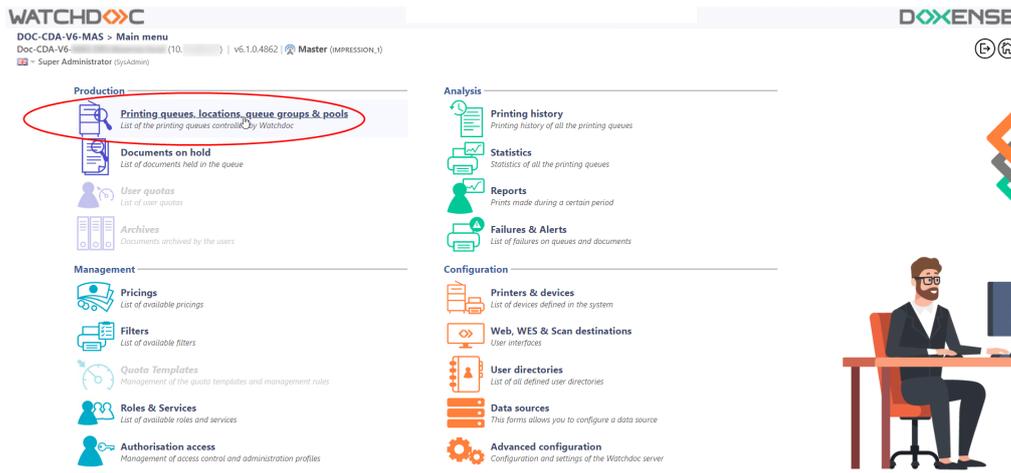
1. Click on  to validate the WES configuration on the print queue.
2. After having configured the WES onto the queue, you must install it.

 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

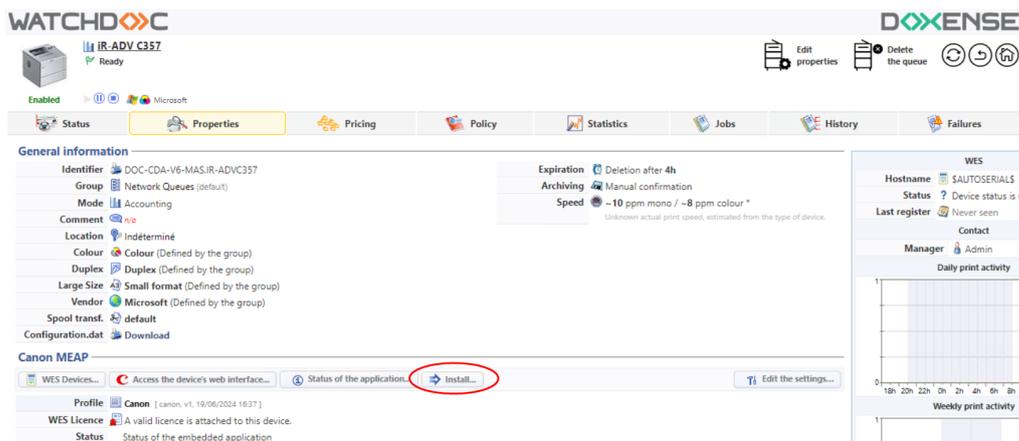
1. From the **Main Menu** of the Watchdoc administration interface, in the **Production** section, click **Print Queues, Queue Groups & Pools**:



- 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:



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

✕

### Manual installation required

STEP 1

Retrieve the two files needed for the installation by click the buttons below

STEP 2

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

STEP 3

Reboot the device from its administration portal

STEP 4

Start the pull print application from the SMS portal

STEP 5

Configure the application by clicking the button below

## 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 1

Retrieve the two files needed for the installation by click the buttons below

## Step 2

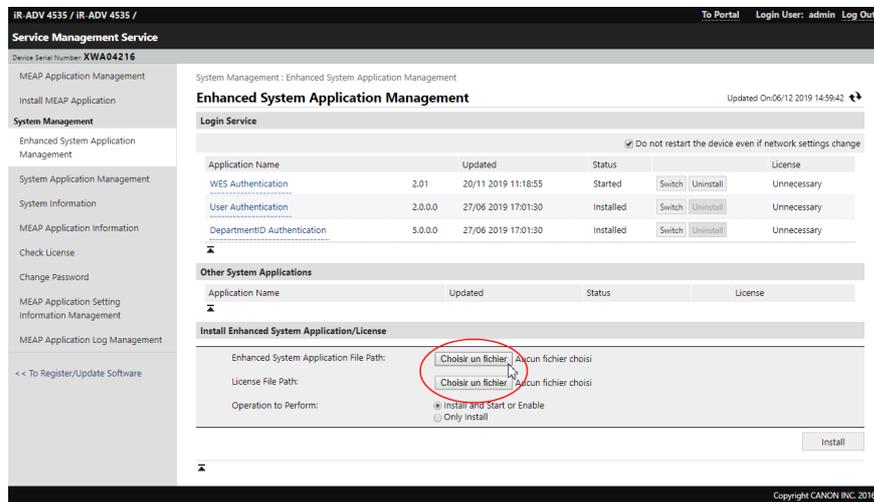
1. click on the **SMS Portal** button to access the printing device administration interface (Service Management Service);

STEP 2

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

2. authenticate yourself as an administrator with the login and password provided by Canon®;
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;

- ii. 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:



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	Installed on	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**.

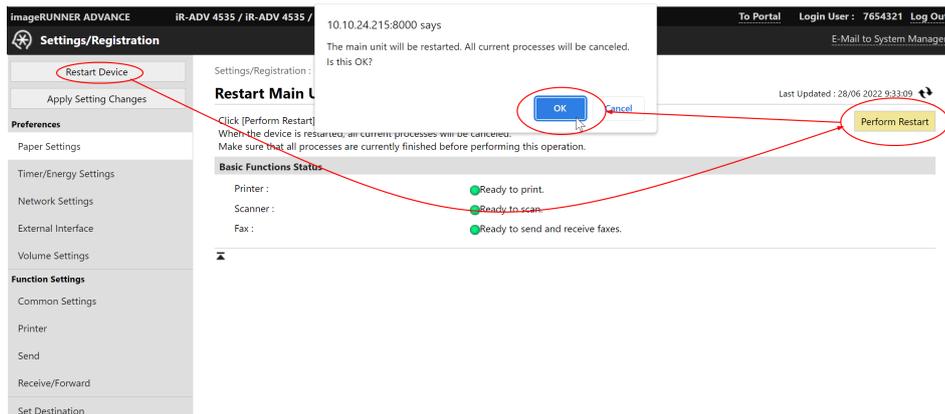
7. In the SMS portal, click on the **Install a MEAP application** menu item.
8. In the **Install a MEAP application/license** section ;
  - i. for the **Application file path** parameter, click on the **Choose a file** button;
  - ii. select the **WES Pull Print\_1.0.jar** file previously uploaded to 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;



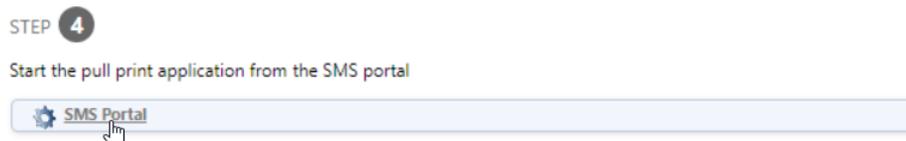
2. in the SMS portal, click **Settings/Registration**, then **Perform Restart**:



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;



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	<b>Start</b>
LoginContextViewer	1.90.01	11/12 2014	Installed	Start

3. Wait for the device to restart.

## Step 5

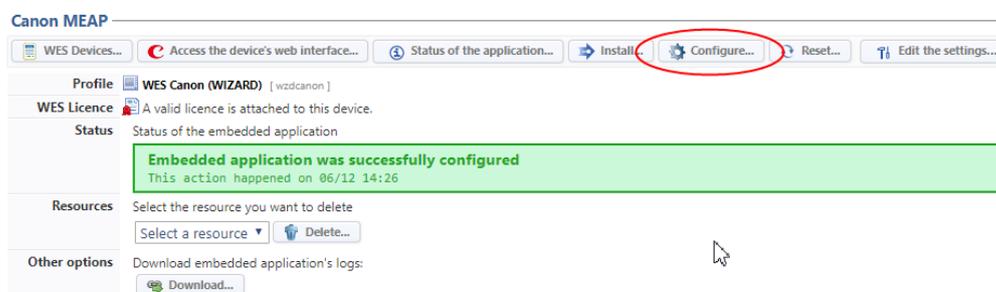
1. In the **Manual installation required** interface, **Step 5**, click on the **Configure** button:

### STEP 5

Configure the application by clicking the button below



- 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. [Creating a log report with DiagTool](#) ).

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## 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:

1. In 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:

- **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/QueueId installation folder:

The screenshot shows the WES configuration interface. The 'Diagnosis' section is highlighted with a red circle. It contains the following options:

- WES specific logs
- Log level: [dropdown menu]
- Include binary content: [dropdown menu]
- Files location: [text field]



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).

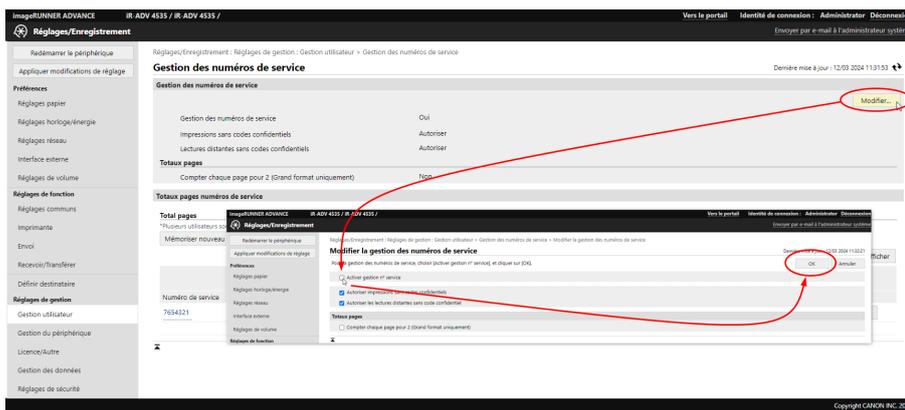
### Cause

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:



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