

An abstract graphic element on the left side of the page, consisting of three overlapping diamond shapes. The top diamond is light orange, the middle is medium orange, and the bottom is dark orange. They are arranged in a triangular pattern pointing towards the center of the page.

INSTALLATION AND INITIAL CONFIGURATION MANUAL

Epson WES

DOXENSE Print, breathe !

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Introduction

Purpose of the manual

This manual describes the procedure for installing WES v3 (Watchdoc Embedded Solution) on **EPSON**[®] 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

Versions

Date	Description
01/2026	Update of the Authentication Method section
07/2025	Update of the troubleshooting section
06/2025	Update of the WES Profile configuration's device's section: add of the End-point parameter
10/2024	Update of the document formatting
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.

Prerequisites and prior configuration

Configure ports

The network ports to open are the following:

Source	Port	Protocol	Target
Watchdoc service for authentication, secured port mandatory	TCP 80 TCP 443	HTTP HTTPS	Printing device

Install Open Platform

The device must support the Open Platform technology, which is indicated by the symbol on the back of the device, next to the serial number.

You can also determine whether the device supports Open Platform by its serial number, which consists of 4 letters followed by 6 digits:

- 5690 models: the second digit must be 2: XXXX02NNNN ;
- Other models: the second digit must be 1: XXXX01NNNN.

By default, as the standard firmware does not contain Open Platform, it must be updated:

1. visit the Epson firmware download site
<https://openplatform.epson.biz/download/op/en/>
2. accept the terms of the licence agreement
3. click on the download link corresponding to your model;
4. launch and follow the instructions for the Epson Firmware Updater executable;
5. go to <https://openplatform.epson.biz/license-op/inputInformation.html> and enter the serial number of your printer to activate OpenPlatform.

Recover the Epson Open Platform product key

Before configuring an Epson WES, you need to retrieve the product key. This comes in the form of a .csv file. To obtain it

visit the website <https://openplatform.epson.biz/license-op/inputInformation.html>;

1. Fill in the form with the serial number of your printing device and your usage information;
2. Click Next to send the information about your device;

EPSON

License issuing for Epson Open Platform

Saisissez le numéro de production (numéro de série) pour l'imprimante qui utilise OpenPlatform et les informations d'utilisation.
* Vous trouverez le numéro de série à l'arrière ou sur un autocollant (code-barres) en bas de l'imprimante, ou avec la garantie fournie avec l'imprimante.

SERIAL NO.
123456789012

Numéro de série(requis):

Saisie manuelle (vous pouvez saisir un seul numéro de série)

Lire depuis un fichier texte (vous pouvez saisir plusieurs numéros de série)
 Parcourir...

<Fichier texte lisible>
 • La structure est d'un numéro de série par ligne. (Exemple)
 • Vous pouvez saisir jusqu'à 150 numéros de série.

Informations d'utilisation(requis):

Type d'entreprise:

Entreprise de fabrication Impression et secteurs liés Agriculture, sylviculture, pêcheries et exploitation minière Industries de la construction et industries de services de la construction de génie civil
 Électricité, gaz, chauffage, eau et traitement des eaux usées Industries de la communication et de la radiodiffusion Industries de la presse et de l'édition Industries des services de l'information Secteur du transport
 Vente en gros Commerce de détail Finance et assurance Médical et bien-être Formation et éducation Immobilier Restauration Industrie hôtelière
 Services professionnels (scribe juridique/judiciaire/bureau de comptabilité/comptabilité fiscale, etc) Bureaux publics Autre

Nombre d'employés:

0 à 9 10 à 49 50 à 99 100 à 249 250 à 499 500 ou plus Inconnu

Utilisation principale pour l'application:

Epson Print Admin Produits tiers

[Suivant](#)

3. The Epson Open Platform licence management service provides a .csv file containing the product key.
4. Save this .csv file to a local folder on the Watchdoc server. You will need to provide the path to this file when configuring the Device section of the WES profile.

Create the administrator password

To enable automatic installation of the WES, an administrator password must be created on the Epson Open Platform printing device:

1. go to the print device administration website (http://ip_machine);
2. on the Change administrator **Password** > **Administrator Settings** page, fill in the form.
3. Click **OK** to confirm the new password.

<p>Administrator Logout</p> <p><input type="checkbox"/> Status</p> <p>Printer Status</p> <p>Wi-Fi/Network Status</p> <p>Maintenance</p> <p>Contacts</p> <p><input type="checkbox"/> User Default Settings</p> <p><input type="checkbox"/> Access Control Settings</p> <p><input type="checkbox"/> Printer Settings</p> <p><input type="checkbox"/> Fax Settings</p> <p><input type="checkbox"/> Wi-Fi/Network Settings</p> <p><input type="checkbox"/> Network Security Settings</p> <p><input type="checkbox"/> Services</p> <p><input type="checkbox"/> System Settings</p> <p><input type="checkbox"/> Export and Import Setting Value</p> <p><input type="checkbox"/> Administrator Settings</p> <p>Change Administrator Password</p> <p>Delete Administrator Password</p> <p>Administrator Name/Contact Information</p> <p>Email Notification</p> <p><input type="checkbox"/> Epson Open Platform Settings</p>	<p>Administrator Settings > Change Administrator Password</p> <p>Current password : <input type="text"/></p> <p>New Password : <input type="text"/> Enter between 1 and 20 characters.</p> <p>Confirm New Password : <input type="text"/></p> <p>Note: It is recommended to communicate via HTTPS for entering an administrator password.</p> <p style="text-align: center;">OK</p>
---	--

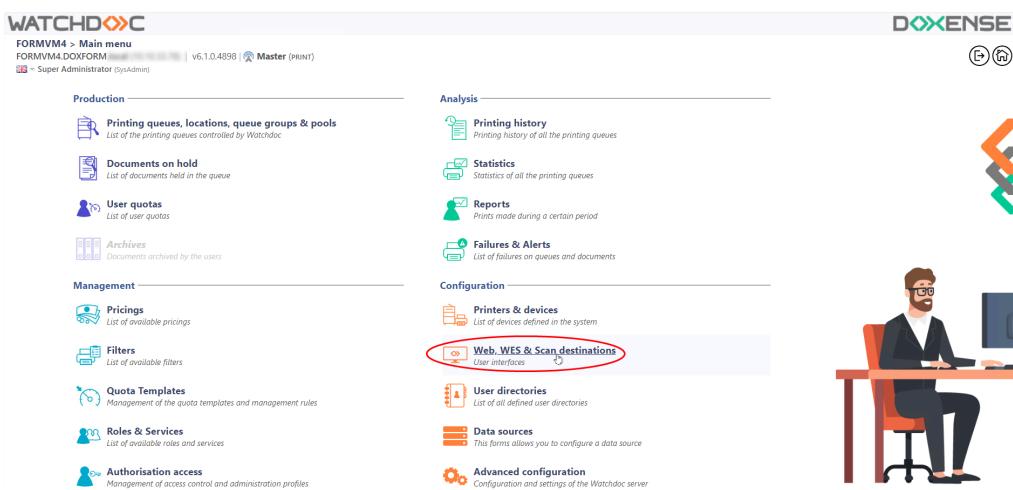
4. Keep this password for configuring the **Device** section of the WES profile..

Create and configure the WES profile

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.

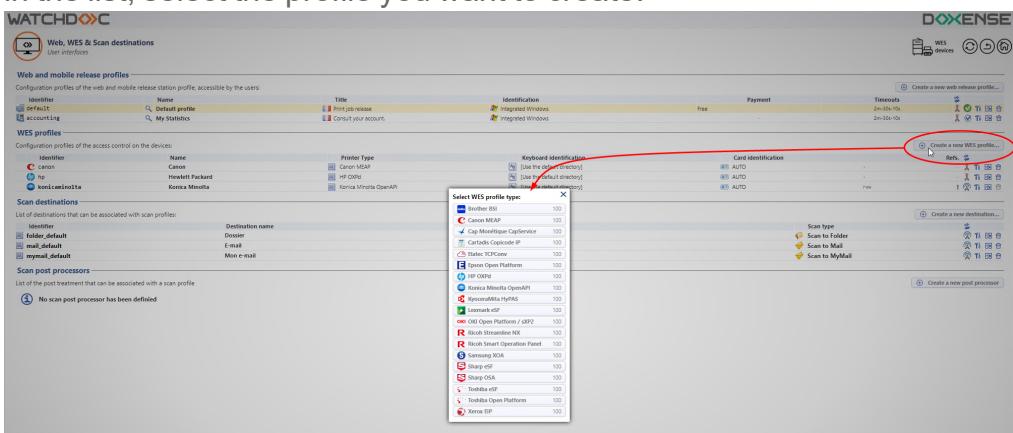
1. From the **Main menu** in the administration interface;
2. in the **Configuration** section, click on **Web, WES & Scan destinations**:



The screenshot shows the Watchdoc administration interface with the following navigation structure:

- Production** (greyed out):
 - Printing queues, locations, queue groups & pools
 - Documents on hold
 - User quotas
 - Archives
- Management** (greyed out):
 - Pricings
 - Filters
 - Quota Templates
 - Roles & Services
 - Authorisation access
- Analysis** (greyed out):
 - Printing history
 - Statistics
 - Reports
 - Failures & Alerts
- Configuration** (greyed out):
 - Printers & devices
 - Web, WES & Scan destinations (highlighted with a red circle)
 - User directories
 - Data sources
 - Advanced configuration

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:



The screenshot shows the 'Web, WES & Scan destinations - Client Interface Management' interface with the following sections:

- Web and mobile release profiles**: Shows a table with one row: **Default** (Name: My Statistics, Title: Print job release, Printer Type: Integrated Windows, Payment: Free, Timetables: 2m-15s/10s, 2m-10s/10s).
- WES profiles**: Shows a table with three rows: **canon** (Name: Canon, Destination: Dossier, Printer Type: Canon MFP, Payment: Free, Timetables: 2m-15s/10s, 2m-10s/10s), **konicaMinolta** (Name: Konica Minolta, Destination: E-mail, Printer Type: Konica Minolta OpenAPI, Payment: Free, Timetables: 2m-15s/10s, 2m-10s/10s), and **mymail_default** (Name: mymail, Destination: Mon e-mail, Printer Type: Konica Minolta OpenAPI, Payment: Free, Timetables: 2m-15s/10s, 2m-10s/10s).
- Scan destinations**: Shows a table with three rows: **default_default** (Destination: E-mail), **mymail_default** (Destination: Mon e-mail), and **scanpost_processors** (Destination: Scan post processor).
- Select WES profile type**: A dropdown menu listing various WES profile types, including:
 - Brother BSI
 - Canon MEAP
 - Cap Meap
 - Cap Meap Enterprise
 - Cartolo Connect IP
 - Dalet TCD/One
 - Epson Open Platform
 - Epson Open Platform
 - Epson MEAP
 - Epson MEAP OpenAPI
 - Epson MEAP Hybird
 - Lexmark eS7
 - OKI Open Platform / SPK2
 - Print Streamline NX
 - Print Streamline NX
 - Print Streamline Panel
 - Samsung Xpress
 - Sharp eSF
 - Sharp OSA
 - Shinkura eSF
 - Velista Open Platform
 - Velista IP
- Keyboard identification**: Shows a table with three rows: **Use the default directory** (radio button selected), **Use a default directory** (radio button), and **Use a specific directory** (radio button).
- Card identification**: Shows a table with three rows: **AUTO** (radio button selected), **OFF** (radio button), and **ON** (radio button).
- Scan type**: Shows a table with three rows: **Scan to Folder** (radio button selected), **Scan to Mail** (radio button), and **Scan to MyMail** (radio button).

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

A navigation bar helps you quickly access the desired section:

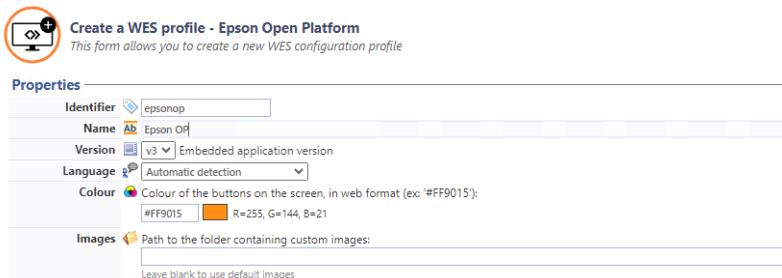


Configure the WES profile

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 (#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).



Create a WES profile - Epson Open Platform
This form allows you to create a new WES configuration profile

Properties

Identifier	epsonop
Name	Epson Of
Version	v3
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 images



For more information on the customization procedure, see the section [Customize the WES buttons and images](#).

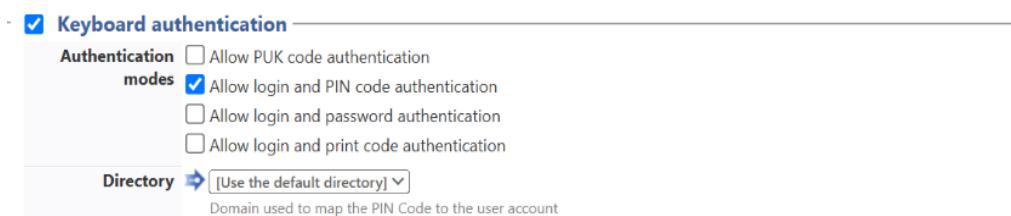
Configure the Keyboard authentication section

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.
- **Login and print code:** the user authenticates using their LDAP account and an alphanumeric code (that must contain between 4 and 16 characters and must not contain more than 2 digits). This authentication method must have been enabled beforehand in the LDAP directory configuration. The alphanumeric code must have been entered beforehand by the user on the "My Account" page (see [Using the "My Account" page](#)).
- **Directory:** from the list, select the directory to query during keyboard authentication. If no directory is set, Watchdoc will query the default directory.



For security reasons, we do not recommend PUK authentication. Nor do we recommend login and password authentication. Nevertheless, if you opt for this mode, make sure that the device's screen and keyboard are configured in the user's language, and that they allow all characters to be entered, even diacritics (accents, cedilla, tilde).

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.

- **Login and print code:** the user must enter their LDAP account and an alphanumeric code (that must contain between 4 and 16 characters and must not contain more than 2 digits).
- **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 authentication

Directory 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
 With login and print code
 Notify the user on self-registration

Format

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;

Anonymous connection

Button label

Redirection

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.

- **Redirection:** specify the behaviour of the WES when the user logs in, and in particular the redirection to a page other than the home page:
 - **Waiting jobs:** the WES displays the list of pending documents even if there are none.
 - **Smart:** the WES displays the default home interface if the user has no pending documents; on the other hand, if the user has pending documents,

- the WES displays the list of documents;
- **Home:** the WES displays the default home interface and does not redirect to any other interface.
- **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).
- **Optional pages:** Tick the box to enable user adding more pages previews:
 - **Enable Page Zoom:** tick the box to enable the user to zoom in on jobs waiting to be printed (PCL 6 driver required).
 - **Enable spool edition:** User can modify the initial printing criteria;
 - **Display print policy warning messages:** tick the box to limit the number of decimal places displayed to the user in the tariff information.

Pull print:

Redirection	Smart
Sort order	By chronological order ("FIFO")
Options	<input type="checkbox"/> Release all documents at login
Display Options	Monetary information presented to the user None
	<input checked="" type="checkbox"/> Force the monetary display to 2 decimal digits
Optional pages	<input checked="" type="checkbox"/> Enable Page Zoom <input checked="" type="checkbox"/> Enable spool edition <input checked="" type="checkbox"/> Display print policy warning messages

Configure the Scan to section

The **Scan** (to me or to Folder) function for the Epson WES has been available since version 6.1.0.5011.

To configure this function, you need to have all the SMTP settings specific to Epson devices.

As a prerequisite, this function assumes that the authenticated user has an email address associated with their account, registered in an attribute of the LDAP directory.

- **Enable:** tick the box if you wish to activate the function, then complete the following parameters:
 - **Email:** tick the box to create an account with the user's email address
 - **Contact number*:** if the Epson contact book is not used, leave the default value of 1;
 - **Contact name:** indicate the name associated with the proposed function (**ScanToMe** by default) in this field. This is the name that appears to the user in the list of applications on the print device screen.
- **To home folder:** tick the box to authorise the scan and send to user folder function.
 - **Contact number*:** if the Epson contact book is not used, leave the default value 2;
 - **Contact name:** In this field, enter the name associated with the proposed function (ScanToFolder by default). This name will appear in the list of

applications on the print device screen;

- **Nom de contact** : In this field, enter the name associated with the proposed function (ScanToFolder by default). This name :
 - determines the name in the Epson print device's contact list;
 - appears in the list of applications on the Epson print device screen;
- **SMB account**: enter the name of the account with write access to the folder;
- **SMB password**: enter the password for the SMB account authorised to write to the folder ;
- **Sub-folder**: by default, the scanned document is saved in the user's folder as defined in the '\$HomeDirectory' attribute of the directory (if LDAP). If you wish to change this, enter the name of the sub-folder dedicated to storing scanned documents here:

Scan to me

Enable	<input checked="" type="checkbox"/>	Enable the creation of scan2me accounts
Email	<input checked="" type="checkbox"/>	Create an account using the user's email
Contact number	<input type="text" value="1"/>	
Contact name	<input type="text" value="scan2Me"/>	
To home folder	<input type="checkbox"/>	Create an account with the user's home folder
Contact number	<input type="text" value="2"/>	
Contact name	<input type="text" value="scan2Me"/>	
SMB account	<input type="text"/>	
SMB	<input type="text"/>	
Password	<input type="text"/>	
Sub folder	<input type="text"/>	

* If the device's contact book is already in use for other applications, go to these contacts to find out which number(s) are already in use and which are available for each of the 'ScanToMe' and/or 'ScanToFolder' functions:

EPSON WF-C879R Series

Administrator [Log out](#)

Status Print Scan/Copy Fax Network Network Security Product Security Device Management Epson Open Platform Epson Remote Services

Contacts

You need to register the entry to use Contacts.
Select the entry with radio button and press the "Edit" button, you go to the Edit a Contact Page.

	Number	Name	Index Word	Type	Destination
<input checked="" type="radio"/>	1	scan2Me	scan2Me	Email	@doxens
<input type="radio"/>	2	scan to folder	scan to folder	Network Folder (SMB)	10.10.111\partage\gabriel
<input type="radio"/>	3				
<input type="radio"/>	4				

[Edit](#) [Delete](#) [Delete All](#) [Refresh](#)

Configure the Device section

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

- **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.
- **Secure endpoint:** specify the ports used for communication between the device and the Watchdoc server:
 - the custom access point (previously configured in the DSP section (see Configuring the Web Server):
 - the Watchdoc server's default port 5753 ;
- **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:

- **OpenPlatform product keys:** the product key is saved in a .csv file, provided by the Epson licence management service (see the operation described in the Installation prerequisites section). Enter the path to the .csv file in this field. If you do not have the key, click on the Epson web site link to access the form for obtaining the product key:

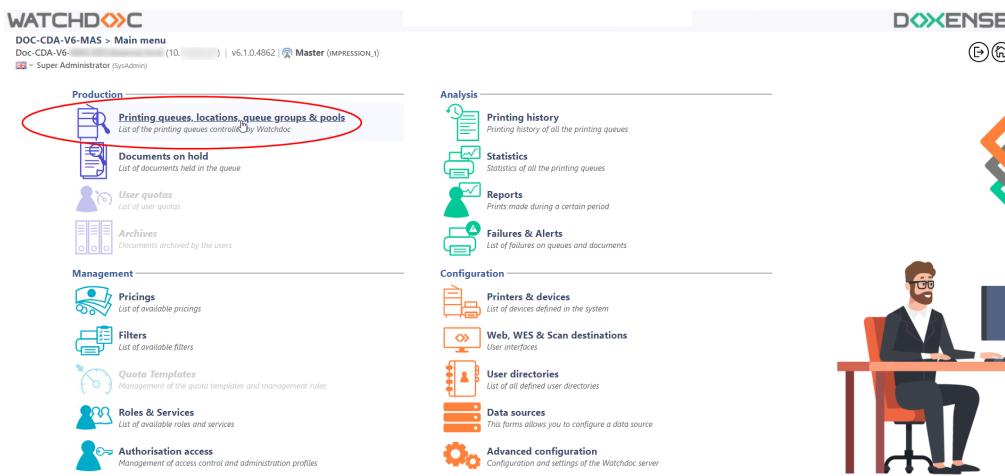
Validate the profile

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

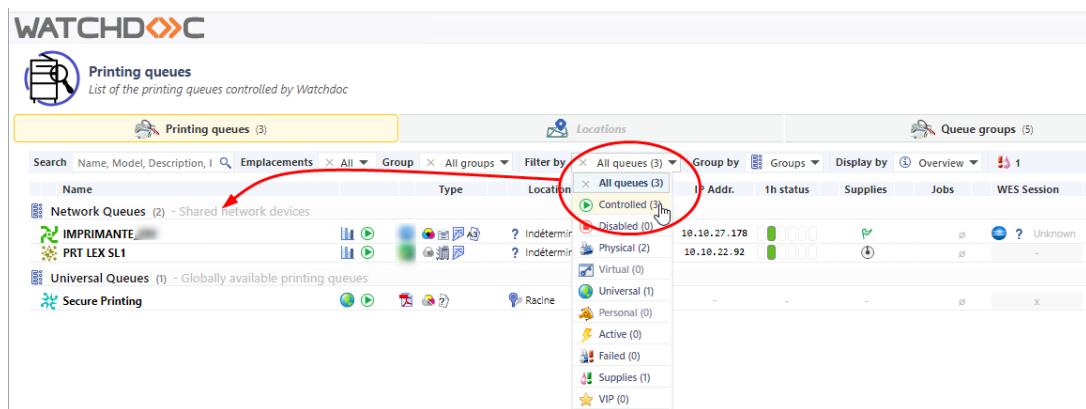
Configure the WES onto the queue

Access the interface

- 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:



- 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:
 - **Auto:** retains standard traces;
 - **Include binary content:** retains detailed traces.



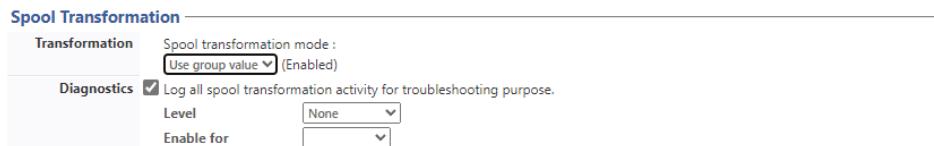
Although all options are possible, we strongly recommend that you opt to activate binary content so that as much information as possible can be collected for diagnostic purposes. For performance reasons, traces should only be activated for analysis and diagnostic purposes

WES	
Device	<input checked="" type="checkbox"/> Activate the embedded interface
Profile	<input type="text" value="epsonop"/> <input type="button" value=""/>
WES Identifier	<input type="text"/> <small>Id of the device associated with this queue</small>
Diagnosis	<input checked="" type="checkbox"/> WES specific logs
	Log level <input type="button" value="Auto"/>
	Files location <input type="text"/>

Configure the spools transformation

- **Transformation :** specify with this parameter whether or not the spool transform is enabled on the queue and specify its characteristics:
 - **Use group value:** by default, if the print queue belongs to a print queue's group, it's the parameter set for the group that applies on the print queue;
 - **Enabled:** choose this setting to activate the spool transformation from this print-queue;

- **Disabled:** choose this setting to disable the spools transformation from this print queue.
- **Diagnostics:** Tick the box if you would like the spools to be retained and set the trace conditions:
 - **Level:** From the list, select the trace level that you wish to retain (none, errors, edited spools and all);
 - **Enable for:** From the, select the duration for activating spool tracing (one hour, one day, one week or one month):



Activating the spool transformation function automatically activates Client Site Rendering (CSR) mode in the **Device** section.

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 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**:

The screenshot shows the Watchdoc administration interface with the following structure:

- MASTER-PRINT > Main menu**
- MASTER-PRINT.doxense.local (10.10.30.88) | v6.0.0.4715 | Master (WATCHDOC:DOM)
- Celine Dauby | 10.10.17.10 (sysadmin)
- Production** (highlighted with a red oval)
 - Printing queues, locations, queue groups & pools** (selected)
 - Documents on hold
 - User quotas
 - Archives
- Management**
 - Pricings
 - Filters
 - Quota Templates
 - Roles & Services
 - Authorisation access
- Analysis**
 - Printing history
 - Statistics
 - Reports
 - Failures & Alerts
- Configuration**
 - Printers & devices
 - Web, WES & Scan destinations
 - User directories
 - Data sources
 - Advanced configuration

→ You will access the **Printing queues** interface:

Install the WES

Note: Before installing a WES, check whether a WES is already installed. If so, you must uninstall the previous WES before starting a new installation.

1. click on the file for which you wish to install the WES;
2. in the queue management interface, click on the **Properties** tab;
3. In the queue properties, the **Epson Hello** section appears;
4. Click on the **Install** button:

There are several stages in the installation process, which are listed in the Installation Check report:

The screenshot shows the Epson Hello Installation Check report with the following details:

- Epson Hello**
- MFP web interface...**
- Profile**: Epson OP [epsonop.v1, 18/10/2024 11:35]
- Check report**:
 - Openplatform version : 1.0
 - Device serial number : TFQY010390
 - Get device configuration
 - Access control
 - AddUser
 - Openplatform settings : Server base URL : http://10.10.31.206:5754/dsp/Epson
 - Set config
- Buttons**: Install (highlighted with a red oval), Uninstall, Edit the settings...

→ When all the dots on the installation report are green, this means that the installation has been completed successfully and the WES is ready for use. Start a printout and go to the device interface to check that the WES is working.

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;
- **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](#)).

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 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:



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