

INSTALLATION AND INITIAL CONFIGURATION MANUAL

Hewlett Packard WES



47, avenue de Flandre - 59290 Wasqhehal - France 65, rue de la Tombe Issoire - 75014 Paris - France T +33 (0)3 62 21 14 00 www.doxense.com



Table of contents

Introduction	. 4
Purpose of the manual	4
Intended audience	. 4
Symbols used	4
Versions	. 5
Prerequisites and priorconfiguration	6
Configure ports	6
Device configuration	. 6
Admin password	6
Future Smart Level	6
Scan to mail - Scan and send by e-mail	7
Scan To Folder - Scan to a personal folder	8
Create and configure the WES profile	10
Create the WES profile	.10
Configure the WES profile	.11
Configure the Properties section	.11
Configure the keyboard authentication mode	.11
Configure the card authentication mode	12
Configure the Anonymous section	.13
Configure the Accounting section	.13
Configure the Pull-print section	.14
Configure the Device section	15
Configure the Scan section	15
Configure the Lockout section	.16
Configure the History section	17
Validate the profile	.17
Configure the WES onto the queue	.19
Access the interface	19
Configure the print queue mode	.19
Configure the WES onto the queue	.20
Configure the Spool transformation	21
Validate the configuration	21
Install a WES on the print queue	.23
Presentation	.23
Procedure	.23
Troubleshoot the WES	24
General troubleshooting rules	24
Scan, fax and photocopying are not in Watchdoc	.24
Activating WES Traces	.24
Card reader installation problem	25
Card enrolment not possible	.25
Home screen update problem	26





Copyrights

© 2025. Doxense[®]. All rights reserved.

 $\mathsf{Watchdoc}^{\mathbb{R}}$ and all product names or trademarks mentioned in this document are trademarks of their respective owners.

Reproduction in whole or part, by any means whatsoever is prohibited without prior authorisation. Any electronic copies, either by photocopy, photograph, film or any other means is an offense.

47, avenue de Flandre 59290 Wasquehal - FRANCE contact@doxense.com Tel:+33(0)3.62.21.14.00 Fax:+33(0)3.62.21.14.01 www.doxense.com



Introduction

Purpose of the manual

This manual describes the procedure for installing WES v3 (Watchdoc Embedded Solution) on PACKARD 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.

1

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 <u>Connect</u>, customer portal dedicated to partners.



For all other questions, please contact your Doxense[®] consultant or send us an email at <u>contact@doxense.com</u>





Versions

Date	Description
01/2025	Update of the troubleshooting section
10/2024	Update of the document formatting
05/2024	Update of the WES v3 installation procedure
03/2020	Update of the available devices list
09/2018	Update of the available devices list
06/2018	Update of the Device Lock out section.
11/2017	Addition of a note about the unsupported models.
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.



Prerequisites and priorconfiguration

Configure ports

The network ports to open are the following:

Source	Port	Protocole	Target
Service Watchdoc	TCP 57627 TCP 7627	HTTP HTTPS	Printing devices

Device configuration

Configuration of the Hewlett-Packard WES must be preceded by configuration on the device from its web administration interface.

Admin password

By default, no security parameters are defined on devices. To enable security settings:

- 1. access the device administration website using a browser;
- 2. cick on the **Security** tab;
- 3. In the **General Security** interface, enter a password for the admin user (or reset the password if it already exists):

HP Color I HP Color LaserJ	Laser Jet MFP E87640 Usac Search by Reyword Q 🗛 #	Administrator
nformation General	Copy/Print Scan/Digital Send Fax Supplies Troubleshooting Security HP Web Services Networking	
eneral Security ccount Policy	General Security	Help
cess Control otect Stored Data inage Remote Apps etificate. Manacomment	Set the Local Abhielestative Passawell An administrative Passawell as less to prevent unachiorated uses from emotely configuring the device or gaining access to functionality reserved for the reducek administrator at the control panel. This passawell is also the Device Administrator Access Code at the device.	
nail Domain Restriction eb Service Security ecurity Log	admi 604 Passand Verily Passand 	
	Set title streak Access Liske The Service Access Liske Service Access Liske Execution Scales to the Service Access Cale to the Service Access Cale to the Service Access Cale to the Listancy Advantation Service Access Cale to the Listance Servic	
	Set the female charge units assessed by default, USS set to EVS administrator passed to context to this product. If the Remote Configuration Pesseed has been set, it can be used by the DSS and other remote configuration tools to context. This allows the administrator to use separate EVS administrator pass By Remote Configuration tools to context to this product. If the Remote Configuration Pesseed has been set, it can be used by the DSS and other remote configuration tools to context. This allows the administrator to use separate EVS and DSS administrator pass By Remote Configuration tools to context. This allows the administrator to use separate EVS and DSS administrator pass exceeds	words.
	Leave persons of Helds Mark to double Revent Configuration Personnel. Embedded Med Scover Options:	
	Cauble forse-site Request Fourperty (ISBF) prevention BBS Section Timeset 30	
	teva 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Cancel Yeduct Suppor

Future Smart Level

To operate, WES v3 requires at least FutureSmart level 4.

- To check the FutureSmart level field in the administration interface:
 - 1. open the device administration website using a browser;
 - 2. from the administration interface, go to the General or Troubleshooting tab;
 - 3. In the left-hand menu, click on Firmware Update;
 - 4. In the Current Firmware Information section, check the HP FutureSmart level;



ucherut	l Copy/Print Scan/DigitalSend Fax Supplies Troubleshooting Security HPWebServices Networking	
eneral Troubleshooting nline Help	FirmwareUpgrade	Help
ignostic Data libration/Cleaning	furrent Flemsore Information	
et Factory Settings	Firmure Bundle Version Firmure Reveloin Firmure Date (ade	
reduled Restart	WFaursbarted WFaursbarts	
	Install New Fermiore	
	Antomatic Back up/Restore	
	Select this agrees to easible the control of a submark taking file of orrent product sattings prior to a firmware upgrade and the ability to restore those sattings when installing the same version of firmware that the lackup file used. This satting uill apply when its page in home they be to be being the click's file used. This satting uill apply when its page in home they be to be being the click's file used. This satting uill apply when its page in home they be to be being the click's file used. This satting uill apply when its page in home they be to be being the click's file used. This satting uill apply when its page is those to be being the click's file used. This satting uill apply when its page is the sature of the click satting page is the sature of the click's file used. This satting uill apply when its page is the sature of the click satting page is a file sature of the sature of the click's file used. This satting uill apply when its page is the sature of the click satting page is the sature of the click's file used. This satting uill apply when its page is the sature of the click sature of the click's file used. This satting uill apply when its page is the click's file used. This satting uill apply when its page is the sature of the click's file used. This satting uill apply when its page is the sature of the click's file used. This satting uill apply when its page is the click's file used. This satting uill apply when its page is the click's file used. This satting uill apply when its page is the click's file used. This satting uill apply use its page is the click's file used. This satting uill apply use its page is the click's file used. This satting uill apply use its page is the click's file used. This satting uill apply use its page is the click's file used. This satting use its page is the click's file used. This satting use its page is the click's file used. This satting use its page is the click's file used. This satting use its page is the click's file used. This satting use its page is th	stalling firmware from this web
	Note: Disabling this option will delete any previously saved automatic backup Files.	
	Note: Disabling this system will delete any previously saved automatic backup files.	
	Note: Doaling this option will delete any previously saved automatic backup files.	
	Note: Disabling this getten will defete any previously saved automatic backup Files.	
	Note: Diability this option will delete any previously several automatic backup files. Including the option of the firm and the firm and the server, then club local. The latest fermance can be food on the Product Support] web page. Down file	
	Note: Daabling this option will delete any previously some automatic backup Itles. Including the option will delete any previously some automatic backup Itles. Including the option of the server, then cirk totals. The latest fermane can be found on the Predict Support web page. Including the option of the complete the fermane restaliation. A restart is required to complete the fermane restaliation.	
	Note: Blocking this option will delete any previously saved automatic backup files. Institution Inst	
	Ref: Booking this option will delete any previously sevel automatic backup files.	etwork settings, administrator

- 5. if the level is not at least 4, go to the section **Installing new firmware**;
- 6. go to the **Product Support** web page and select a higher firmware version;
- 7. check the firmware date: the firmware must be at least March 2014 old;
- 8. download the firmware to your workspace;
- 9. return to your device's administration interface and click on **Choose file**:
- 10. browse your working space to download the new firmware version;
- 11. once the firmware has been installed, restart your printing device to complete the installation;
- 12. the device will restart and the update will begin.

HP Color Laser.	LaserJet MFP E87640 Jet MFP E87640 10.10.166.166			Recherche par n	not-clé	Utilisateur : Admin Q 🛕 🧁 Déconr	istrator 1exion
Informations Général	Copier / Imprimer Numérisation / Envoi numérique	Télécopie	Consom.	Dépannage	Sécurité	Services Web HP	Rése
Dépannage général Aide en ligne	Mise à niveau du micrologiciel Installation du nouveau micrologiciel						Aide
Etalonnage/nettoyage	Sauvegarde/restauration automatique						
Rétablir les paramètres d'usine Mise à niveau du micrologiciel Redémarrage programmé	Cochez pour créer automatiquement une sauvegarde des paramètres du produr micrologiciel du fichier de sauvegarde. Sapplique à l'installation du micrologici sauvegarde/restauration automatique Remarque : si vous décochez la case, les sauvegardes créées automatiquement foregener	it avant mise à nivei el depuis le produit (t sont supprimées.	au du micrologicie ou cette page. Coc	l et pouvoir les resta hez la case ci-desso	urer en cas d'insta us, puis cliquez sur	llation de la version du Enregistrer.	
	Installation du nouveau micrologiciel Stiectionnez Le fichier de micrologiciel à partir du disque dur ou du serveur de f Support produit . Cholsir le fichier	fichiers réseau, puis	cliquez sur install	er. Le micrologiciel le	e plus récent est di	sponible sur la page Web	produit
				Assistance instant	© Conversion 2010	2022 UD Development Com	product D

Scan to mail - Scan and send by e-mail

This function allows the user to scan a document and send it to an email address. If you want to use this function on your device:

- In the device administration web interface, on the Scan > Digital Send tab, select the Enable Scan to email check box Activate Scan to send by e-mail;
- 2. then click Default Job Options ;
- on the Default Task Options interface, select the Enable Scan to network folder check box;
- 4. complete the settings





- SMTP server: enter the address of the SMTP server used;
- From: select User address (login required) and uncheck the User editable box;
- 5. then click **Apply** to accept the settings:

HP Color LaserJ	aserJet MFP E87640 MMFP E87640 10.10.166.166	User: Administrator
Information General	Copy/Print <mark>Scan/Digital Send</mark> Fax Supplies Troubleshooting Security HP Web Services Networking	
Ernail Setup Default Job Options	Email Setup > Default Job Options	Нер
Quick Sets Scan to Network Folder Scan to SharePoint® Scan to USB Draw	This feature allow spen to scan documents and send attachments to some or more email addresses.	
Contacts	Outgoing Enail Servers (SMIP)	
Preferences	Cluck Add to configure a server *	
Folder Quick Setup Wizards Digital Sending Software Setup	Ad. Id. Smoe. Yoely Kaclow	
	Address and Nessage Field Control	
	Select the desired setting for each field and whether the field can be effeted by the user at the control panel. If any selections require users to sign in, set the base application to require signing in by maripating to the Security tab. From: Charter Security Control	
	built from * I Behalt Resource Resource	
	Mote: This is an optimal setting, if let, the display name is shown at the control panel earther than the Matalian Trans adding.	
	Subject: + 🔽 Øyse editable	
	Незаде	
	- View eduate	
	File Variase	
	The Name *	
	Document	
	Hit type Consultants PDF V Automatically detect color or black V	
	✓ Berreitzake	
	Quiling and Ris Size Bestatrian	
	Advenced Settings	Apply Cancel
		INP Instant Support Shop for Supples Product Support

Scan To Folder - Scan to a personal folder

This function allows the user to scan a document and send it to a personal network folder.

You will need to set up a service account with write access to users' network subfolders.

If you want to use this function on the device :

- in the device administration web interface, on the Scan > Digital Send tab, click the Scan to network folder menu entry;
- 2. In the **Default Job Options** interface, select the **Enable Scan to Network Folder** check box;

HP Color Laser	Lasel Jet MFP E87640 10.10.166.166	Search by Keyword Q A 🔒 Sign Or
nformation General	Copy/Print Scan/Digital Send Fax Supplies Troubleshooting Security HP Web Services Networking	
- Email Setup Default Job Octoors	Email and Scan to Network Folder Quick Setup Wizards	
Quick Sets] Scan to Network Folder ant OSherePoint [®]] Scan to USB Drive notacts efferences mail and Scan to Network	Use this series of counters quickly set up or mostly the default sittings for the Scan to Email Instant, which allows users to send scanned images at email attachments. For complete setup, yo to the Found Scano, Jones	
der Quick Setup Wizards ital Sending Software Setup	Email Email Seure	
,	Scarbe Hetwork Folder Scarbe Hetwork Folder Set Weter	





- 3. Complete the **Folder settings** (path, authentication settings, Windows Domain) according to how you have configured the network folders dedicated to this function.
- 4. then click **Apply** to accept the settings.



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:



- 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:

ATCHDOC						DOXENS
Web, WES & Scan of User interfaces	destinations				自	avvices 🗇 🗇 🖯
Veb and mobile release pro	ofiles					
onfiguration profiles of the web an	d mobile release station profile, accessible by the users				· Crea	te a new web release profile
Identifier	Name	Title	Identification	Payment	Timeouts	2
a default	Q Default profile	Print job release	🎥 Integrated Windows	Free	2#1-306-106	1 0 11 88
accounting	Q My Statistics	Consult your account.	鸄 Integrated Windows		285-306-106	X 😪 Ti EB
VES profiles						
infiguration profiles of the access of	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)	AUTO		X 11 BB
() hp	Hewlett Packard	HP CXPH	Use the default directory)	AUTO		· 🧎 11 🖼
konicaminolta	Konica Minolta	Konica Minoita OpenAPI		AUTO	Citer .	1 🙊 11 🖼
can destinations			Select WES profile type:			
st of destinations that can be assoc	liated with scan profiles:		Brother BSI 100		6	Create a new destination
Identifier	Destination name		Canon MEAP 100	Scan	type	2
folder_default	Dossier		✓ Cap Monétique CapService 500	🕫 Scan	to Folder	T 18 88
mail_default	E-mail		Cartadis Copicode IP 100	🐳 Scan	to Mail	🙊 16 BB
mymail_default	Mon e-mail		Calleter TCPCorv 100	🐳 Scan	to MyMail	🙊 11 BB
ican post processors			Epson Open Platform 100			
			() HP CKPd 100		-	A
it of the post deathern diat can be	e associateo wisi a scan prome		Skonica Minella OpenAPI 100			Grant a new post proces
No scan post processor ha	is been definied		KyoceraMita HyPAS 100			
-			Lexmark eSP 100			
			000 OKI Open Platform / sXP2 100			
			R Ricch Streamline NX 122			
			P Birth Smart Operation Panel 122			
			Summer WOA 100			
			Com Off			
			Sharp OSA 100			
			Toshiba eSF 100			
			Toshiba Open Platform 100			
			Nerox BP 100			

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



WATCHD (>>C

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 domain configuration (master/slaves), 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).

see Customize the WES.

WATCHD	OC			
Configure a WES profile - HP OXPd This form allows you to configure a WES configuration profile				
Properties				
Identifier	Identifier 📎 hp			
Name	Hewlett Packard			
Global	eplicate this profile on all servers			
Version	■ v3 v Embedded application version			
Language	2 [®] Automatic detection ✓			
Colour	● Colour of the buttons on the screen, in web format (ex: '#FF9015'):			
	#FF9015 R=255, G=144, B=21			
Images	4 Path to the folder containing custom images:			
	Leave blank to use default images			

Configure the keyboard authentication mode

- **Keyboard authentication:** 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:
 - **Directory:** From the list, select the directory to query during keyboard authentication. If no directory is set, Watchdoc will query the default directory.



WATCHD <>> C

- **PUK¹ Code:** the PUK code is automatically generated by Watchdoc according to the parameters defined in the directory and communicated to the user on the "My account" page.
- Login and PIN Code: consisting of 4 or 5 digits, the user PIN code (1234, for example) is registered as anLDAP 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 :

Authentication -		
Keyboard aut	hentication	
Directory	Allow PUK code authentication	
	Allow login and PIN code authentication	
	Allow login and password authentication	
	META / META 🗸 🗸	

We do not recommend authentication by login and password. 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

Card authentication: 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 cards authentication. If no directory is set, Watchdoc will query the default directory.
- Self registration : If you enable the self-registration² from the WES, state how the user assigns their card to their account:
 - **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;

²An action in which a user account is associated with its own card code. Registration is carried out the first time a card is used. The registration can be carried out by the IT manager when he issues the card to a user or by the user himself who enters his identifier (PIN code, PUK code or username and password) which is then associated with his card code. Once the registration is completed, the card code is permanently associated with its owner.



¹(Print User Key). In Watchdoc, this is a code associated with a user account to allow the user to authenticate in a WES. The PUK code is generated thanks to an algorithm. The user can consult it in the "My account" page of Watchdoc.

WATCHD <>> C

- with login and PIN code: the embedded solution will ask the user for his login and his PIN cpde.
- with 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. Specificity of the Format parameter: typically, when the code PUK is stored in an attribute of the LDAP directory, it is encoded for security reasons. Obtaining the code corresponding to that of the badge therefore requires a transformation of the format read by the badge reader. If you have a problem setting this parameter, contact Doxense Support.

✓	Card authentication		
	Directory	AUTO 🗸	
	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 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 o	on	nection	
	Button label	\diamond	Сору	
	Redirection		Home 🗸	
			Home Copy application Scan application Fax application	

Configure the Accounting section

In this section, specify whether you want the accounting to be performed by the device itself or from the Watchdoc parser.

• Device > Uses the prints accounting information from the device : tick this box if you want accounting to be supported by the device instead of the Watchdoc parser. This





only applies to print jobs. Results are more reliable especially when the job is not fully printed (canceled).

Accounting
Device V Uses the prints accounting information from the device instead of from the Watchdoc parsers.

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.
- Options:
 - **Release all documents at login**: tick the box to ensure that all queued jobs are automatically printed when the user logs on to the print device. In this case, the user does not access the list of queued jobs to validate which ones to print.
 - All documents are checked by default: tick the box to ensure that all pending jobs are automatically ticked in the list of pending jobs when the user authenticates.
- **Display Options:** from the list, select the pricing information displayed to the user via the WES: none, the price or the cost of their printouts
- 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.
- **Display print policy warning messages:** tick this box if you wish to inform users of the printing policy in place which could change their initial choices.
- Optional pages: Tick the box to enable user adding more pages previews:
 - Enable Page Zoom: User can have a page by page preview (PCL 6 driver required)
 - Enable spool edition: User can modify the initial printing criteria;
 - Use a custom logo: (for WES V2 only) tick the box if you want to display a custom logo instead of the default Watchdoc logo. Then specify the path of this logo in the Properties > Images field.
- **Monetary symbol**: Tick the box if you want to customize the monetary symbol and enter a currency symbol other than the default € one.





Dull print	
runprint	
Sort order	⊕ By chronological order ("FIFO") ✓
Options	Release all documents at login
	✓ All documents are checked by default
Display Options	Monetary information presented to the user
	None 🗸
Optional pages	✔ Enable Page Zoom
	Enable spool edition
	Use a custom logo (\images\Embedded\Logo\logo.png)
	☑ Devices can handle colour documents (even if the device is mono)
	Devices can handle large format documents (even if the device only supports small formats)
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.

- Server Address type: 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 four different ways: IP Address, DNS address, DNS alias or Custom address ;
- **Device security**: Indicate the device administrator login and password which Watchdoc needs to communicate with it during certain operations (automatic installation, SOAP requests, etc.).

Device				
Server address		Server DNS nar	me 🗸	
Device security	8	Login	admin	
	a c	Password	•••••	

Configure the Scan section

This section is used to configure the <u>WEScan</u> function. It can only be activated with a WES V3.

- **Display preferences- Use the last values chosen by users:** allows the user to be offered the most used scanning profiles (predefined settings), which offers a time saving when scanning uses are often the same. Then specify whether the classification should be done using:
 - the type of profile: (the most frequently chosen profile);
 - the date of use (profile chosen the last time it was used).
- **Open default profile bar:** provides an interface in which the user can choose between all the scanning parameters, which is useful when the scanning uses are very varied. Then specify whether you want to display the settings or the (pre-set) profiles.
 - the scan settings ;
 - the scan profiles (pre-configured).
- Allow users to switch display modes: tick this box to allow the user to customize their interface by choosing their preferred display mode.



WATCHD (>>C

- Scan profiles: for each profile listed, you can check:
 - activation: to make it active in the embedded interface;
 - **inheritance:** to allow the user to create a new profile inheriting the parameters of the existing profile. The user will then be free to modify one or more parameters of the original profile;
 - **Post processing:** if a post-scan treatment has been configured (see <u>Post-scan processor</u>), select it from the list ;
 - **destinations :** the **destination** is the place where the scanned document is sent. For each profile, you can activate, deactivate and define one or more destinations by default:
 - **E-mail:** Send the scan to the e-mail of a recipient entered in the interface;
 - **My e-mail:** send the scan to the user's email (always known if the user has an AD account);
 - Folder: send the scan to a predefined folder in the workspace accessible to the user.

✓	Scan											
	Display settings	✓ Use the last values chosen by users										
		Default profiles bar sorting order : Profile type v										
	Scan Profiles	Name	Always active	Activation	Inheritance	0	Post processing					
		Colour standard	Yes 🛈	Enabled	🗸 Inherita	nce enabled	No post processing 🗸	Destinations 🗸				
		Black and white low resolution	Yes ()	Enabled	🔽 Inherita	nce enabled	No post processing ¥	Destinations \checkmark				

Configure the Lockout section

In this section, you can configure the functions that are made accessible or inaccessible to users:

- Features always granted: The GUID of each application installed on the device can be found in the WEStraces once the WES has been installed (for example: "Print in color" = "68bccf58-bfd7-422e-9788-29a36dc061cd").
- Locking mode: from the list, select the appearance of the device screen when locked:

After changing the locking mode, stop and restart the print queue in question, in order to clear its cache to take account of the new settings.

- **Full login screen**: the user is asked to log into the WES using the credentials configured in the Authentication sections (by PUK code, user name and PIN code, user name and password or by card):
- **Full Home screen**: all applications are locked, but their icons are visible. After selecting an application, the user must authenticate before accessing it.
- **Selective**: you can select which applications will be locked (ticked box) and which will be open access (unticked box).





.

- Administration: gives access to the WES administration interface;
 - Reports: gives access to the following report pages:
 - Status page: provides information about the device's counters;
 - Configuration page: displays the device configuration page (address, ports, etc.);
 - Other pages: displays other report pages.
 - **Device maintenance**: gives access to the device maintenance interface;
 - Job Status: gives access to a page displaying the status of print jobs;
 - Supplies: gives access to a page showing the status of consumables;
 - **Supplies status page**: gives access to a page displaying the status of consumables;
 - Color usage: gives access to a page for using colour printing;
 - Trays: gives you access to a page displaying the status of the bins;
 - Photocopy ID card: gives access to the photocopy function
 - E-mail:Scan to mail: allows you to scan and send documents to an e-mail address;
 - Fax: accesses the fax function;
 - Retrieve from memory: allows you to print jobs saved in the device's internal memory;
 - **Retrieve from USB**: allows you to print jobs from a USB stick plugged directly into the device;
 - Save to memory: saves jobs to the device;
 - Save to network directory: scan to directory: scan and save to a network folder;
 - Save to SharePoint: scan to a SharePoint folder;
 - **Save to USB**:Scan to USB: scans and saves to a USB memory device.
- Unavailable features: By default, applications not listed are not locked. You can add to the list by clicking on the Add a new permission button and entering the name and GUID of the application. The GUID of each application installed on the device can be found in WEStraces once the WES has been installed.

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

 Version

 @ Edited 3 time(s), last modified 02/09/2019 at 17h36

 Owner

 \begin{subarray}{c}
 Yhis entry is managed by this server.

Validate the profile

1. Click on the \bigcirc button to validate the WES profile configuration.





 \rightarrow Once validated, the WES profile can be applied to a print queue.



WATCHD (>>C

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:

WATCHD													
Printing queues List of the printing queues controlled by Wate	hdoc												
Printing queues (3)					ß	Loc	ations				🙈 Queue g	roups (5)
Search Name, Model, Description, I Q Emplacements	× All 🔻 G	iroup	× All groups	Ŧ	Filter by	<	All queues (3) 🔻	Group by	Groups 🔻	Display by (Overview 🔻	53 1	
Name			Туре		Location	×	All queues (3)	IP Addr.	1h status	Supplies	Jobs	WES S	ession
Network Queues (2) - Shared network devices						۲	Controlled (3)						
2 IMPRIMANTE			🔒 🖃 🖉 🗟	?	Indétermir	0	Disabled (0)	10.10.27.178		P	ø	€ ?	Unknown
🔆 PRT LEX SL1	🔟 🕑		📾 🏥 🖻	?	Indétermir	۵	Physical (2)	10.10.22.92		۲	ø		
Universal Queues (1) - Globally available printing	queues					ð	Virtual (0)						
⅔ Secure Printing	۵ 🜔	1	(2)	2	Racine	0	Universal (1)				ø		×
						4	Personal (0)						
						ş	Active (0)						
						à!	Failed (0)						
						4	Supplies (1)						
						×	VIP (0)						

2. For this queue, click the **Edit Queue Properties button** ¹ 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**.



WATCHD (>>C

Configure the WES onto the queue

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

- 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:
 - WES specific logs: Tick the box if you would like to generate trace log files on communications between Watchdoc and the WES and to keep them on the server.
 - Log level: From the list, select the type of requests you wish to trace:
 - Auto: retains standard traces ;
 - Include binary content: retains detailed traces.
 - 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.
- Wes Settings subsection: Use this section to configure the connection settings between the WES and Watchdoc in cases where the connection is a secure one, so that you can override the device username, password and the type of connection that is configured in the instance just for one queue:
 - **TLS/SSL**: Tick this box if the connection is secured using this protocol and fill-in the following fields:
 - Use the default credentials: Tick this box to use the identifiers already preset when the WES was configured.
 - **Device Username**: Use this field to enter the device administrator's account;
 - **Device Password**: Use this field to enter the password assigned to the device administrator;
 - Device can handle colour documents: Tick this box if the if the print device offers:





WES	
Device	Activate the embedded interface
Profile	Tł hp - Hewlett Packard Server-side configuration profile
WES Identifier	Id of the device associated with this queue
Diagnosis	WES specific logs Log level Auto Files location
WES settings	Only change these settings if they differ from the profile! TLS/SSL Use a secured connection with the device Device Username Device can handle colour documents Device can handle large format documents

Configure the Spool transformation

The **Spool transformation** function lets Watchdoc impose or propose to users changes to the initial print criteria to better match the print policy implemented:

- **Enabled:** Tick the box to enable the feature. Enable this feature enables Client Side Rendering mode in the Device section.
- Disbabled: Tick the box to disable this feature
- Use group value: Tick this box to use this feature as set in the print queues group.
- **Diagnostics:** Watchdoc enables spool logs, especially to analyse the printing activity;
 - Enable spool logs: tick the box if you want that the spools may be save and set the tracing conditions;
 - Level: in the list, select the traces that you want to save (none, errors, edited spools and all);
 - **Enable for:** in the list, select how long you want to enable spool tracing (an hour, a day, a week or a month).

Spool Transform:	Speel Transformation										
Spoor transforma	spoor maistormation										
Transformation	Transformation Spool transformation mode :										
	Enabled 🗸										
Diagnostics	Diagnostics 🗹 Log all spool transformation activity for troubleshooting purpose.										
	Level	None 🗸									
	Enable for	✓									

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.

N.B.: 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:

1	WATCHD	C								ЖE	N٩	5E
	Files d'Impression	n par Watchdoe			Decument en attente	8	Historique des impressions	9	Nérgihérigues d'impression		Ð	•
	Controllion (12)	tocales (r)	6 Atlan	to parave (a)	Statementation		- 6 ⁰ 04	actuales (?)		angle Trache	.00	
	Affichage 🔝 Détails 🔝 Laite Ro	ngrouper par 🏢 Groupes 📰 N	Audites 🍓 Catégories 🗯	Topologie 🎙 Sites 🛲 Taga 🔸	Tout replice				84	biler um new	neae p	oupe
	• E Files Réseaux :: 28 48 4	8									_	â
)	in the second second				(B) sine					(34	81
	Do Man of South				000 0						4	-
	D. Contraction of the local sectors of the local se				200						1.00	× 15



Install a WES on the print queue

Presentation

In the **Print Queue Properties** interface, below the **General Information** section, the **WES OXPd** section appears. This section contains several buttons:

- Access the device's WEB interface: shortcut to the device's internal administration website;
- Install: used to install the WES on the print queue;
- **Uninstall**: enables Watchdoc to uninstall the WES on the device. Once the WES has been uninstalled, the device must be restarted;
- Edit configuration: shortcut to the WES section in the print queue properties.

Procedure

To install the HP WES automatically, click on the button Install.

This installation takes place in several steps listed in the **Installation Report** (verification, connecting to the device, push-pull-print, sending the login, security configuration).

→ When all the dots in the Installation Report are green, this means that the installation has gone well and the WES is ready to use.



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 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/Queueld installation folder:

Profile 1 Server-side configuration profile WES Identifier Id or the device associated with this queue Diagnosis WES specific logs Sig level Include binary content V	WES Device	Activate the embedded interface		
WES Identifier Identifier Id of the device associated with this queue Diagnosis WES specific logs vsg level Include binary content v	Profile	Server-side configuration profile	Ø	I
Diagnosis VES specific logs	WES Identifier	Id of the device associated with this queue		
	Diagnosis	WES specific logs		

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

Card reader installation problem

Context

When configuring a Hewlett-Packard WES, if you connect the card reader before installing the WES, the device issues an error message stating that "no application is supported by this USB device".

Cause(s)

This message occurs when the card reader is connected but WES Watchdoc is not yet installed.

Resolution

This problem can be solved by not connecting the card reader until the WES is installed (see the <u>WES profile configuration procedure</u> in the Hewlett-Packard WESI).

Card enrolment not possible

Context

When installing Hewlett-Packard WES with a Watchdoc version lower than 5.4.1.3967, when the user swipes his badge for auto-enrolment, the LED turns green, but nothing happens.

In WES Traces, the following message is displayed:

"startIndex cannot be larger than length of string".





Cause(s)

The problem in the WEs code has been corrected in Watchdoc versions higher than 5.4.1.3967.

Resolution

To resolve this problem, update Watchdoc (v. 5.4.1.3967 min.).

Home screen update problem

Context

After changing the screen lock mode in the WES profile (Full - home screen / Full - login screen), the change is not reflected on the print device screen:



Cause(s)

The old configuration may be cached.

Resolution

First of all, check that the Home screen Application setting is "Quit" (default):

1. from the general print queue information, click on the device IP address:

WATCHD						D
WHP Color MFP E87640-50-60 PCL-6 (V4) Powersave. Node will active?					Edit properties	the queue
Status Aroperties	🐎 Pricing	📡 Policy	M Statistics	🔇 Jobs	VE History	🐞 Failures
General Information Identifier ⇒ DC-CDA-V6-MAS-HPCMFPE37640-50-60- Group → Network Queues (ide/u/) Mode id Accounting Commer ⇔ of Colour ⇒ of Co	0/4 v of dimina.	Monitoring FAddress S Model Grain B M MACAddress P Firmware @ Uptime @	Lisocatoriog (E active (Idle) 1 Bables (Idle) HIP Concentration (Idle) HIP Concentration (Idle) B 30-11-71-82-48-24 V 2007405,000217 Ut 2 min		Devi Total © Duplex [] Copix [] Section 0 Ping time 4A Mode vi Status ? Down	ccounters 6 690 appel(s) 3 670 3 620 (54,40%) 3 629 sheet(s) 1 061 = 18,85% 1 080 = 18,85% 0 appel(s) 64.4 ms LCD UD WIS cc status is unknown





- 2. authenticate as administrator on the print device:
- 3. in the banner, click on the General tab;
- 4. in the **Control Panel Customization** menu, click on **Home Screen Customization**:
- 5. for the **Home screen application** parameter, check that the selected value is **Logout**. If not, select this value, then click on **Apply**:



- 6. Then, in the Watchdoc administration interface, stop the printing queue and restart it.
- 7. Check on the device screen that the configuration defined in the WES profile has been taken into account.

