

WATCHD C



INSTALLATION AND INITIAL CONFIGURATION MANUAL

Konica Minolta WES

DOXENSE Print, breathe !

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Introduction

Purpose of the manual

This manual describes the procedure for installing Watchdoc Embedded Solution v3 on



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
26/06/2024	Update of the WES v3 installation procedure
12/07/2022	Update of the installation procedure
27/02/2020	Add of the ports matrix
22/09/2017	Rereading and corrections. Translation of the device configuration.
19/09/2017	Addition of the WES V3 description and configuration
15/09/2017	Rereading and corrections
14/09/2017	Rereading and corrections
29/05/2017	Addition of the Authentication Method and Print Job Release Mode parts.
02/03/2017	UpDate of the screenshot.
16/02/2017	New graphical version, adding device prerequisites, adding Organisational Requirements
16/09/2016	First version.

Installation prerequisites

Technical prerequisites

To enable Konica Minolta WES v3 to operate, devices must:

- be equipped with a hard disk ;
- support OpenAPI 3.5 technology (LK-101);
- have a memory extension (UK-204 i-option memory upgrade kit);
- the job release interface requires i-Option.

The spool transformation function is available from the version with **OpenAPI 3.5** compatible models equipped with **i-Option**..

The spool transformation tests were carried out on a Bizhub C258 model.

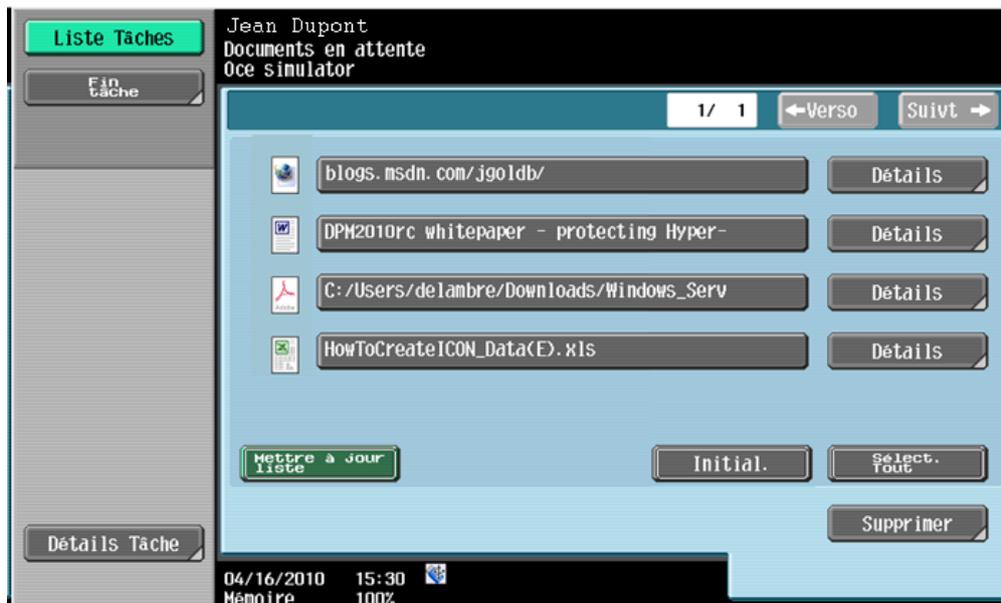
In addition, the **Scissors tool** (which deletes pages from the document before printing) is active on **OpenAPI 3.5** compatible models, with **i-Option** and with spools in PCL6 format only.

Flow matrix

Marque	Source	Port	Protocole	Target
Konica Minolta	Watchdoc	80	webdav	KM device
	Watchdoc	50003	SSL	KM device
	Watchdoc	50001	Non-SSL	KM device
	Watchdoc	59158	OpenAPI	KM device
	Watchdoc	59159	OpenAPI	KM device
	Watchdoc	59160	OpenAPI	KM device
	KM device	5753	SSL	Watchdoc
	KM device	5754	Non SSL	Watchdoc

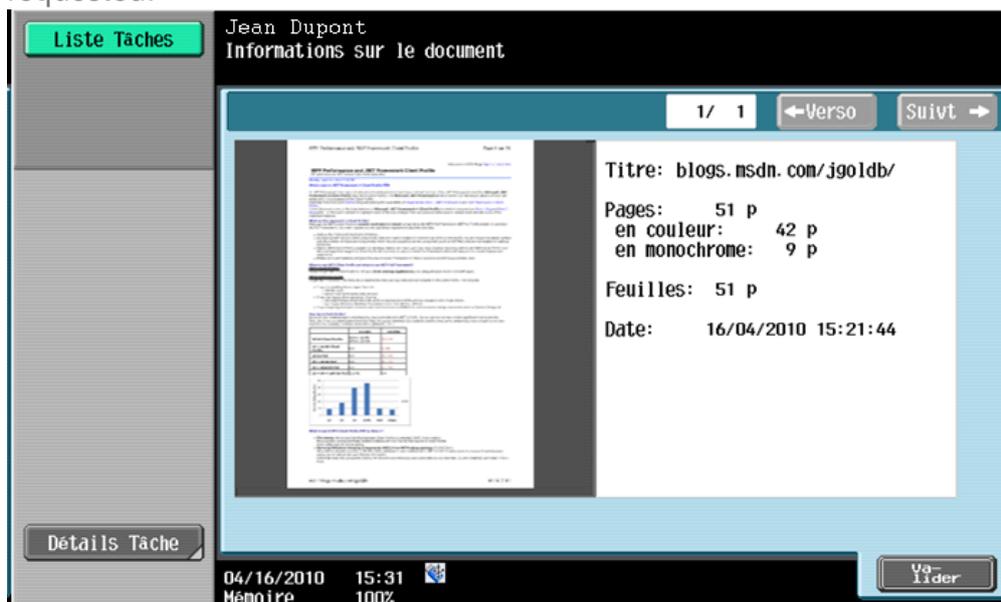
Models not compatible with WES v2 or v3 or not equipped with the i-Option option

For models not compatible with WES v2 or v3 or not equipped with the i-Option option, the print job release interface is the native Konica Minolta interface:

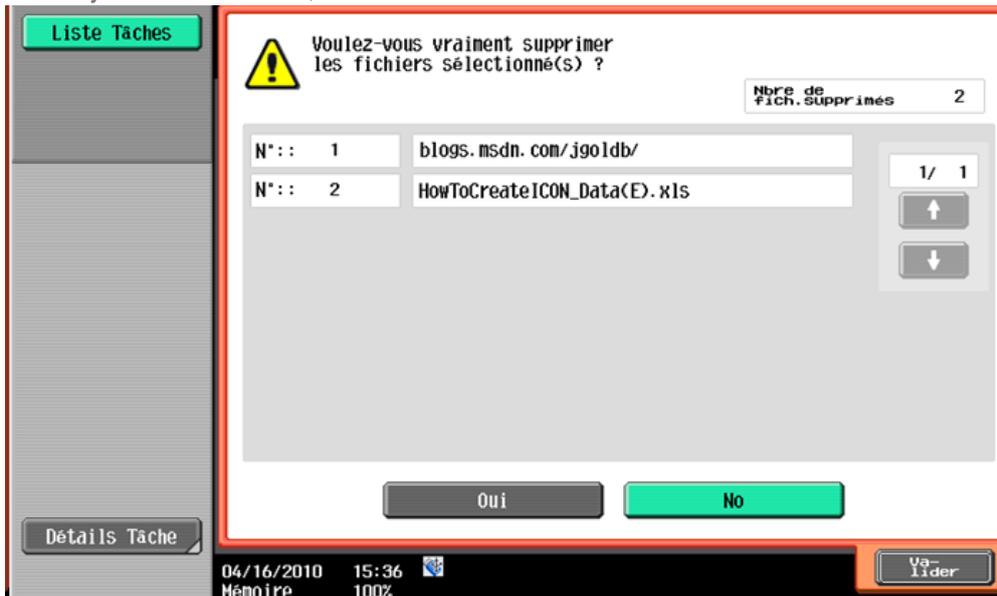


The list of documents shows the type and title of each document.

A **Details** button displays the screen showing additional information about each print job requested:



When jobs are deleted, the user is asked to confirm:



Configure devices

Principle

Before configuring the Konica Minolta WES, the device must be configured via its web administration interface.

Configure SSL certificate

Before activating the Open API, check that the device has a valid SSL certificate:

1. open the device administration website using a browser ([http://\[IP_Peripherique\]/wcd/spa_login.html](http://[IP_Peripherique]/wcd/spa_login.html));
2. Log in as administrator;
3. from the device administration website, in the left-hand menu, click **Security > PKI Configuration > Device Certificate Configuration**;
4. Check the list for a valid certificate:

The screenshot shows the 'Régles PKI' menu on the left with 'Réglage Certificat Périphérique' selected. The main area is titled 'Liste Certificat Périphérique' and contains a 'Nouvel enregistrement' button and a table of certificates.

Par défaut	Émetteur	Objet	Période de validité	Détail	Réglage
<input checked="" type="radio"/>	MKONICA01.ad-arch...	MKONICA01.ad-arch...	02/09/2023	Détail	Réglage

Buttons: OK, Annuler

The screenshot shows the 'Configuration certificat périphérique' dialog box. The title bar includes 'Web Connection', 'bizhub C250i', 'Administrateur', and 'Déconnexion'. The dialog has a left sidebar with 'Configuration PKI' and 'Configuration certificat périphérique' selected. The main content area shows a progress indicator 'pas1' and 'pas2', and three radio button options: 'Créer et installer un certificat auto-signé' (selected), 'Demander un certificat', and 'Importer certificat'. Buttons 'Annuler' and 'OK' are at the bottom right.

KONICA MINOLTA

Web Connection
Nom de modèle: bizhub C368 Prêt pour la lecture

Entretien Réglages PKI

Réglage Système Réglage Certificat Périphérique

Sécurité Activer SSL

Auth.Util / Compte Dép... Réglage Protocole

Réseau Réglage Certificat Externe

Boîte Réglages Vérification Certificat

Liste Certificat Périphérique

Nouvel enregistrement

(Lorsque vous devez sélectionner un certificat comportant le symbole *, le certificat devra être réémis. Mettez l'interrupteur principal sur OFF et ON.)

Par défaut	Émetteur	Objet	Période de validité	Détail	Réglage
<input checked="" type="radio"/> *	KMB64C08	KMB64C08	31/12/2037	Détail	Réglage



If the certificate installed is the default certificate, delete it and then recreate it.

- If no certificate exists or if it is invalid, install a new certificate before continuing with the configuration.
- Return to the **Security** menu, click on **Config. (settings) Verify**. Certificate and ensure that the **Certificate Verification Configuration** field is set to **OFF**:

Réglages PKI

Réglages Vérification Certificat

Définition adresse de

Réglages Vérification Certificat

Réglages Vérification Certificat OFF

Timeout 30 sec. (5-300)

Web Connection bizhub C250i Administrateur Déconnexion

Sécurité

Configuration PKI

Config. vérification certificat

Limiter accès aux destinations

Interdire accès utilisateur

Déconnexion automatique

Réglage verrouillage programme copie

Verrouiller élem. «Mes Paramètres» (...)

Suppression programme copie

Configuration vérification certificat

Configuration vérification certificat

Attente 30 sec. (5-300)

Service OCSP

URL

Paramètres proxy

Adresse du serveur proxy

- Go back to the first level, under the Home menu, click on Network > TCP port configuration menu, make sure that the Use SSL/TLS box is ticked :

▶ Paramètre TCP/IP	Paramètre TCP Socket (Fermer l'interrupteur principal et puis l'ouvrir lors de la modification de la prise TCP.) <input checked="" type="checkbox"/> TCP Socket Numéro de port <input type="text" value="59158"/> (1-65535) <input checked="" type="checkbox"/> Utiliser SSL/TLS Numéro de port (SSL/TLS) <input type="text" value="59159"/> (1-65535) <input checked="" type="checkbox"/> TCP Socket (Mode ASCII) Numéro de Port (Mode ASCII) <input type="text" value="59160"/> (1-65535)
▶ Réglage E-mail	
▶ Paramètre LDAP	
▶ Paramètre IPP	
▶ Paramètre FTP	
▶ Activation SNMP	
▶ Paramètre SMB	
▶ Réglages DPWS	
▶ Paramètre Bonjour	

KONICA MINOLTA

Web Connection
Nom de modèle: bizhub C368

- Entretien
- Réglage Système
- Sécurité
- Auth.Util / Compte Dép...
- Réseau
 - Paramètres WebDAV
 - Reglage OpenAPI
 - Paramètre TCP Socket**
 - Paramètres d'authentificat. IEEE...
 - Réglage LLTD

Paramètre TCP Socket
 (Fermer l'interrupteur principal et puis l'ouvrir lors de la modification de la prise TCP.)
 TCP Socket
 Numéro de port (1-65535)
 Utiliser SSL/TLS
 Numéro de port (SSL/TLS) (1-65535)

Web Connection bizhub C368 Administrateur Déconnexion

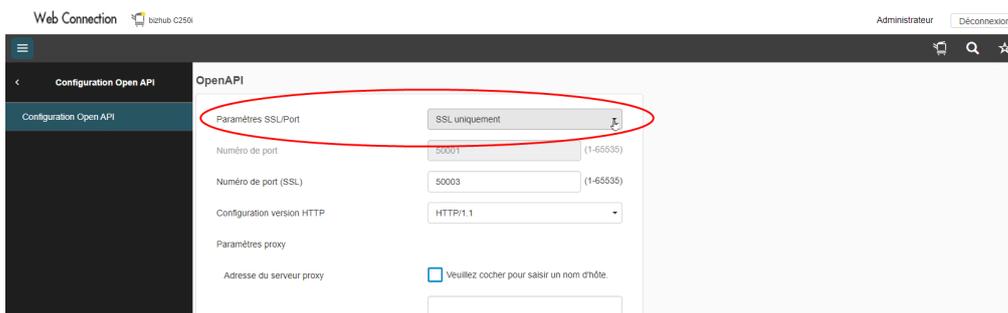
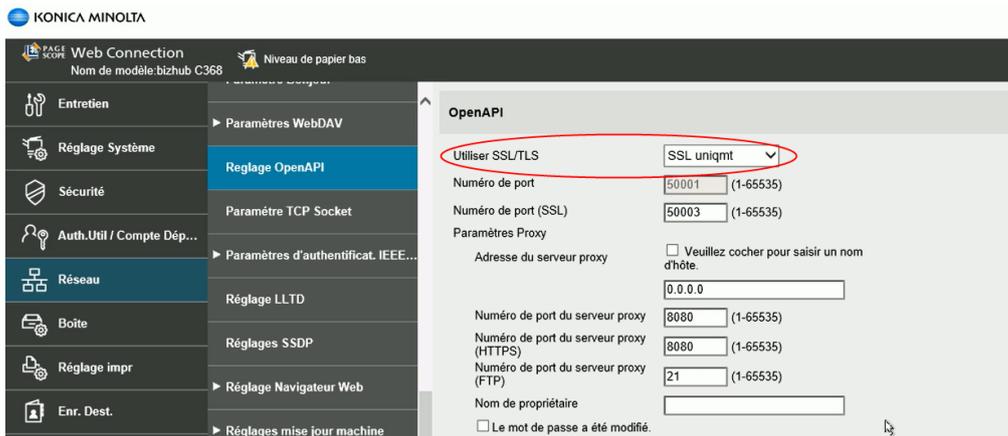
Réseau

- Configuration TCP/IP
- Configuration e-mail
- Configuration LDAP
- Configuration FTP
- Configuration SNMP
- Configuration SMB
- Configuration DPWS
- Configuration Bonjour
- Configuration WebDAV
- Configuration Open API
- Configuration port TCP**

Configuration port TCP
 (Fermer l'interrupteur principal et puis l'ouvrir lors de la modification de la prise TCP.)
 Port TCP
 Numéro de port (1-65535)
 Utiliser SSL/TLS
 Numéro de port (SSL/TLS) (1-65535)

8. in the **OpenAPI Configuration** menu, make sure that the **Use SSL/TLS** parameter is set to **SSL** only :

▶ Paramètre TCP/IP	OpenAPI <input checked="" type="checkbox"/> Utiliser SSL/TLS <input type="text" value="SSL uniqmt"/> Numéro de port <input type="text" value="50001"/> (1-65535) Numéro de port (SSL) <input type="text" value="50003"/> (1-65535)
▶ Réglage E-mail	
▶ Paramètre LDAP	
▶ Paramètre IPP	



Recreate a SSL certificate

An SSL certificate must be recreated in the following two cases:

- if the SSL certificate is designated as the default certificate ;
- if an error message appears after attempting to install the WES.

To recreate an SSL certificate:

1. in the device administration web interface, in the **Security > PKI configuration > Device certificate configuration menu**;
2. select the certificate from the list, then click **Configuration** ;
3. Check the **Remove certificate** box and confirm the removal request.
4. Restart the device.
5. Reconnect to the interface as administrator. If a blank page is displayed, use another browser to bypass the cache problems.
6. From the **Security > PKI Configuration (Settings) > Device Certificate Configuration (Settings)** tab, click the **New Registration** button;
7. Choose the **Create and install a self-signed certificate** option:
8. Complete the fields with the information requested, then click **OK** to validate the creation of the certificate.

▼ Réglages PKI	
▶ Réglage Certificat Périphérique	Créer et installer un Certificat auto-signé.
▶ Activer SSL	Nom commun: 10.10.0.32
▶ Réglage Protocole	Organisation: Doxense
▶ Réglage Certificat Externe	Unité organisationnelle: PS
▶ Réglages Vérification Certificat	Localité: Lille
▶ Définition adresse de référence	Etat/Province: Nord
▶ Accès Restreint Utilisateur	Pays: FR
▶ Déconnexion auto	Adresse email administrateur: test@test.com
▶ Param. Journal des émissions	Date début de validité: 02/09/2014 11:27:05
	Période de validité: 3650 Jour(s)(1-3650)
	Type Clé Cryptage: RSA-1024_SHA-1
	OK Annuler

KONICA MINOLTA	
Web Connection Nom de modèle: bizhub C368 Prêt pour la lecture	
Entretien	▼ Réglages PKI
Réglage Système	▶ Réglage Certificat Périphérique
Sécurité	Activer SSL
Auth.Util / Compte Dép...	Réglage Protocole
Réseau	Réglage Certificat Externe
Boîte	Réglages Vérification Certificat
Réglage impr	Définition adresse de référence
Enr. Dest.	Accès Restreint Utilisateur
Assistant	Déconnexion auto
	Créer et installer un Certificat auto-signé.
	2 / 2
	Nom commun: KMB64C08.valenciennes-metropole.intra
	Organisation: FR
	Unité organisationnelle: FR
	Localité: FR
	Etat/Province: FR
	Pays: FR
	Adresse email administrateur: COP_AILEA_Et1_ASC@valenc
	Date début de validité: 16/01/2018 15:12:44
	Période de validité: 365 Jour(s)(1-3650)
	Type Clé Cryptage: RSA-1024_SHA-1

Web Connection bizhub C250i Administrateur Déconnexion

Configuration PKI

Configuration certificat périphérique

Activer version SSL

Configuration de protocole

Configuration certificat externe

Créer et installer un certificat auto-signé

[+] champs obligatoires

STEP1 > STEP2

Nom commun KM42FCCAG.doxense.local

* Département

Nom de compte

* Localité

* Etat/province

* Pays

Adresse e-mail administrateur

Date début de validité 30/06/2022 16:38:51

Période de validité 1825 Jour (1-3650)

Type de clé cryptage RSA-1024_SHA-1

Utilisation améliorée de la clé (EKU)

Spécifier l'authentification du serveur (id-kp-serverAuth OID)

Annuler OK

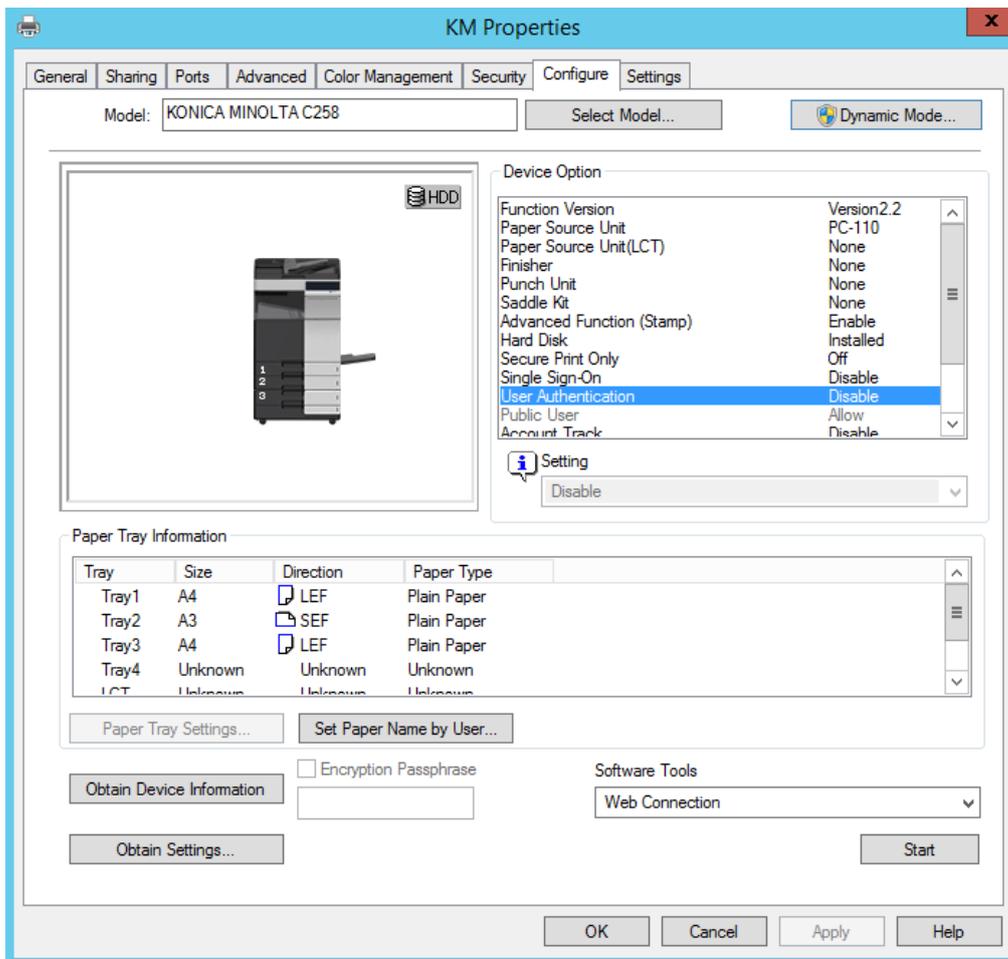
→ A message confirming that the certificate has been created is displayed and the new certificate is displayed in the list.

9. Repeat the steps in Preparing the device to check that the settings have been reset.

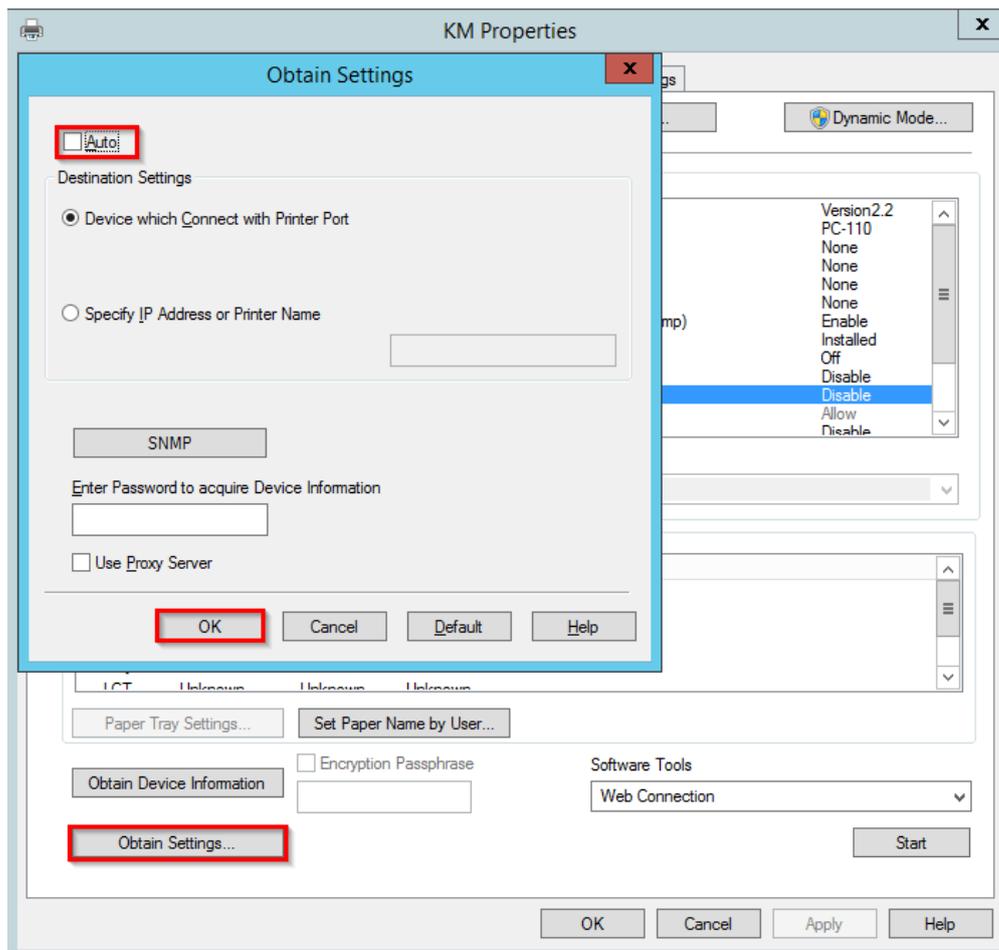
Configure the device driver

By default, when users release their print jobs, they are silently rejected by the device. To prevent this, authentication must be disabled in the device driver:

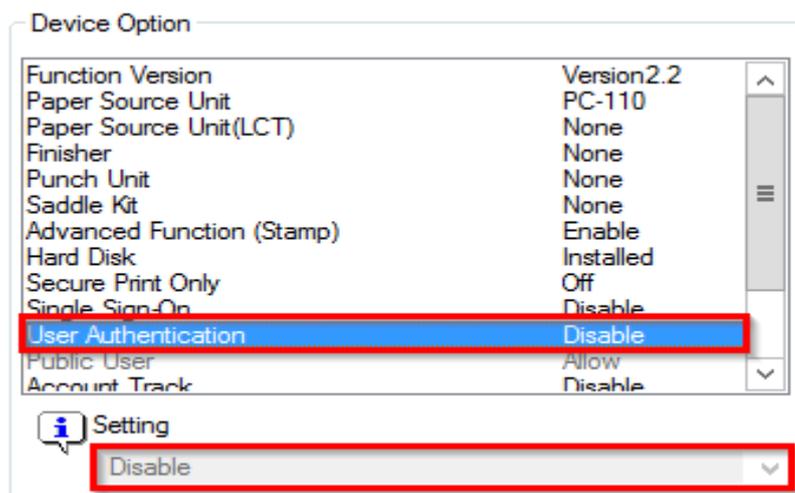
1. On the server, launch the **Print Manager**, select the print queue to be modified;
2. right-click and select the **Device Properties** menu;
3. under the tab, click the **Get Settings** button:



4. Uncheck the **Auto** box, then click **OK** to confirm the settings:



5. On the **Configuration** tab, in the **Device Options** list, select **Authentication** and then the value **Disabled** :



6. click on the **Apply** button to confirm the settings:

Device Option

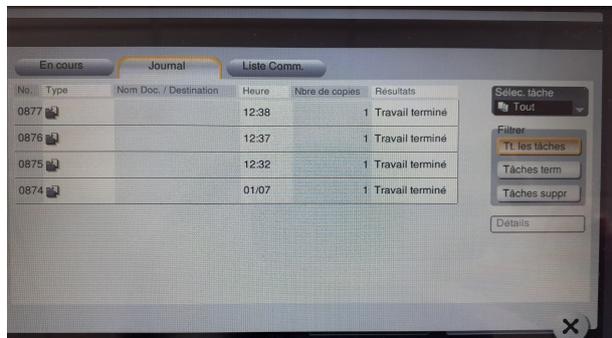
Function Version	Version2.2
Paper Source Unit	PC-110
Paper Source Unit(LCT)	None
Finisher	None
Punch Unit	None
Saddle Kit	None
Advanced Function (Stamp)	Enable
Hard Disk	Installed
Secure Print Only	Off
Single Sign-On	Disable
User Authentication	Disable
Public User	Allow
Account Track	Disable

Setting

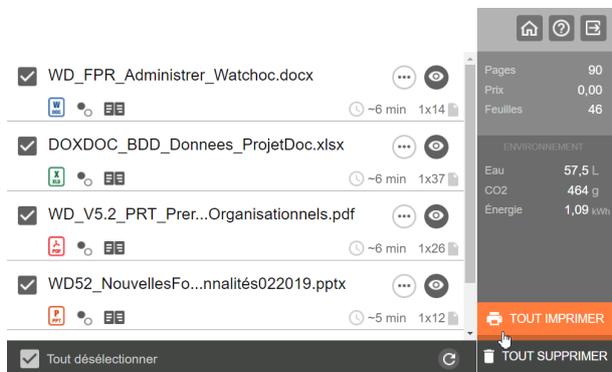
Disable

Activate the web browser

The Konica-Minolta WES can operate in standard mode or in web interface mode (which corresponds to the WES Watchdoc):



Job list in standard mode



Job list in WEB mode

WEB mode requires activation of the WEB browser in the device administration interface:

1. from a web browser, access the device administration website ([http://\[IP_Peripherique\]/wcd/spa_login.html](http://[IP_Peripherique]/wcd/spa_login.html));
2. log in as administrator (using your account and password);
3. click on the **Network** tab;
4. In the menu, click on **Settings / Web browser configuration**;
5. **Activate** the web browser;
6. Confirm your choice by clicking **OK**.

→ From now on, the WES will run in the browser of the printing device.

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. The top navigation bar includes the Watchdoc logo, user information (FORM4M4 > Main menu, v6.1.0.4898, Master (PRINT)), and a user profile icon. The main content area is divided into several sections: Production, Analysis, Management, and Configuration. The Configuration section is expanded, and 'Web, WES & Scan destinations' is highlighted with a red circle. Other options in the Configuration section include Printers & devices, User directories, Data sources, and Advanced configuration. An illustration of a person sitting at a desk is visible on the right side of the interface.

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' interface. The top navigation bar includes the Watchdoc logo, user information, and a user profile icon. The main content area is divided into several sections: Web and mobile release profiles, WES profiles, Scan destinations, and Scan post processors. The 'WES profiles' section is expanded, and 'Create a new WES profile...' is highlighted with a red circle. A modal window titled 'Select WES profile type' is open, showing a list of printer models and their corresponding WES profile types. The list includes Canon, Ricoh, Sharp, and Xerox models.

→ 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 (#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).

For more information on the customization, see the section [Customizing the WES buttons and image](#).

Configure the keyboard authentication

- **Keyboard authentication:** tick the box to allow user authentication from a physical keyboard or touch screen, and then specify how this authentication is to be carried out:
- **Authentication mode:** from the list, select the authentication mode you wish to activate:
 - **PUK code:** the PUK code is automatically generated by Watchdoc according to the parameters defined in the directory. This code is communicated to the user on the "My account" page;
 - **Login and PIN code authentication:** composed of 4 or 5 digits, the user's PIN code (1234, for example) is stored as an LDAP attribute or in a CVS file;
 - **login and password authentication:** authorise authentication by username and password.

i We do not recommend authentication by login and password. However, 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, including diacritics (accents, cedilla, tilde).

- **Directory:** from the list, select the directory to be queried during keyboard authentication, depending on where the users are registered.
- **Keyboard:** from the list, select the type of keyboard to offer users for authentication:
 - **Virtual:** when the user clicks on the Pin Code button, the virtual keyboard is displayed so that they can enter their code. This type of keyboard is less user-friendly than the physical keyboard, but should be used if the PIN code can begin with '0';
With Konica-Minolta peripherals, use of the virtual keyboard in PUK code mode is almost compulsory, for two reasons:
 - the physical keyboards on peripherals only allow 9 digits to be entered, whereas the default PUK code algorithm has 10 digits;
 - devices' physical keyboards systematically delete the first character of the PUK code if it is a 0, which can lead to authentication errors.
 - **Physical:** the user clicks on the Pin Code button and types the code directly into the copier's numeric keypad. This type of keypad requires fewer steps, but cannot be used if the PIN code can begin with '0'.

Keyboard authentication

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

Keyboard [Default]

Virtual keyboard
Physical keyboard

Configure the card authentication section

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-registration**¹ (or enrolment) from the WES, state how the user assigns their card to their account:

¹Action when a user account is assigned to a badge number belonging to them. Enrolment takes place when a badge is used for the first time. Enrolment may be performed by the IT services manager when they issue a badge to a user or by the user themselves by entering their ID (PIN, PUK or ID and password) which is then assigned to their badge number. Once enrolment is complete, the badge number is definitively assigned to their owner.

- **PUK code:** the user enters their PUK code to enrol their badge;
- **User name and PIN code:** the user enters their name and PIN code to enrol their badge;
- **Login and password:** the user enters their LDAP account (login and password) to enrol their badge;
- **Notify the user:** tick the box to notify the user once their badge has been enrolled;
- **Format:** if necessary, indicate how the character string of the badge number read is to be transformed. Ex: raw;cut(0,8);swap.

Configure the Anonymous connection

Check this section to enable anonymous login to allow a non-authenticated user to access the device by clicking on a specific button.

You can restrict the functionality that the anonymous user can access by applying a rights policy to the queue, group or server and using the Anonymous User filter.

- **Button label:** in this field, enter the label displayed on the device functions access button. The default text is Anonymous :



Configure the Accounting section

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

- **Device:** Uses the prints accounting: tick this box if you want accounting to be handled by the device. In this case, specify the accounting mode:
- **Source:** select the source of the accounting data from the list:
 - **Job log:** this mode allows the job count to be read when a user logs on more than 15 minutes after the previous reading;
 - **Events:** this mode allows jobs to be logged as soon as a user authenticates. Anonymous jobs are therefore not counted. This Event mode works if the user's account (login and password) is registered in the printer driver on the user's workstation.



Configure the Pull-print section

In this section, you specify the parameters relating to the print-on-demand function, i.e. the interface from which users access their pending jobs and from which they delete or validate prints :

- **Menu icon:** to access the print-on-demand interface, the user clicks on the Watchdoc logo. By default, this logo is entitled **My print jobs**.

- **Application name:** enter the wording you wish to associate with the logo instead of the default wording ;
- **Sort Order:** in the list, select the order in which the printouts should be presented on the WES :
 - **by reverse chronological:** from most recent to oldest;
 - **Chronological:** from oldest to most recent.
- **Redirection:** specify the behaviour of the WES when the user logs on, and in particular the redirection to a page other than the home page:
 - **No redirection:** the WES displays the default home interface and does not redirect to any other interface;
 - **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;
 - **Waiting jobs:** the WES displays the list of pending documents even if there are none.
- **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.
- **Optionnal pages:**
 - **Enable Zoom Page:** tick this box to enable the user to zoom in on jobs waiting to be printed;
 - **Enable spool edition:** tick this box to activate the spool transformation function;
 - **Enable previews on job page :** tick this box so that the user can preview pending jobs before confirming printing
- **Display Options:** In the list, select the monetary information presented to the user via the WES: none, the price or the cost of their prints.
 - **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.
 - **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.
 - **Symbol:** if you wish, enter a currency symbol other than the default € symbol.

Pull print

Menu icon	Label of the application <input type="text"/>
Sort order	<input type="button" value="↑"/> By chronological order ("FIFO") <input type="button" value="↓"/>
Redirection	Smart <input type="button" value="v"/>
Options	<input type="checkbox"/> Release all documents at login
Optionnal pages	<input checked="" type="checkbox"/> Enable Page Zoom <input checked="" type="checkbox"/> Enable spool edition <input checked="" type="checkbox"/> Enable documents preview
Display Options	Monetary information presented to the user None <input type="button" value="v"/> <input type="checkbox"/> Use a custom logo (\\images\Embedded\Logo\logo.png) <input checked="" type="checkbox"/> Display print policy warning messages
Monetary symbol	<input type="checkbox"/> Override the monetary symbol value defined in the tariffs Symbol: <input type="text"/>

Configure the analytical codes section

In this section, you indicate whether you wish to activate the function that allows users to charge their jobs to predefined accounts to facilitate cost accounting for print jobs

- **Enable option:** tick the box to activate the **Analytical Codes** function;
- **Data source:** in the list, select the source corresponding to the analytical if there is more than one. By default, the data source is named DS_BILLINGCODES.
- **Deny access if the user does not have the analytical code selected:** tick the box to force the user the user to specify an imputation code.
- **Search scope:** if the user does not know the code to be allocated, they can carry out a search in the "Code" field, in the "Description" (label corresponding to the code) or on both fields simultaneously. From the list, select the field or fields available to the user to search for the account.
- **Search mode:** specify whether the search is for the beginning of the value or a part of the value.

Configure the Quota section

- **Enable option:** 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
- by specifying the pricing information presented to the user in the Print on Demand section.

Configure the Scan section

This section is used to configure the WEScan function (see WEScan).

- **Icon in the menu:** to access the interface, the user clicks on the WEScan logo. By default, this logo is called WEScan.
 - **Menu icon:** enter the wording you wish to associate with the logo instead of the default wording ;
- **Display settings**
 - **use last selected values...** Check the box to suggest the most frequently used scanning profiles (predefined settings), which saves time when scanning is used in the same way. Then specify whether classification should be done

using ;

- **profile type:** most frequently selected profile;
- **date of use:** profile chosen the last time it was used.
- **Open default profiles bar :** tick this box to offer an interface in which the user can choose between all the scan settings, which is useful when scanning is used for a wide variety of purposes. Then specify whether you want to display the scan settings: the user is free to choose the settings; profiles: the user chooses from predefined scan profiles.
 - **profiles type:** the user chooses from predefined scan profiles.
 - **Last date of use:** the user chooses from predefined scan profiles.
- **Allow users to switch display modes:** tick this box to allow users to customise their interface by choosing their preferred display mode.
- **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 [Post-scan processor](#)), 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

Menu icon

Display settings

Use the last values chosen by users

Default profiles bar sorting order:

Open default profiles bar by default

Default display mode:

Allow users to switch display modes

Name	Always active	Activation	Inheritance	Post processing	Destinations
Paper standard HD	<input type="radio"/> No	<input type="checkbox"/> Enabled	<input checked="" type="checkbox"/> Inheritance enabled	<input type="text" value="No post processing"/>	<input type="text" value="Destinations"/>
Colour standard	<input type="radio"/> No	<input type="checkbox"/> Enabled	<input checked="" type="checkbox"/> Inheritance enabled	<input type="text" value="No post processing"/>	<input type="text" value="Destinations"/>
Black and white low resolution	<input type="radio"/> No	<input type="checkbox"/> Enabled	<input checked="" type="checkbox"/> Inheritance enabled	<input type="text" value="No post processing"/>	<input type="text" value="Destinations"/>
Paper standard HD	<input type="radio"/> No	<input type="checkbox"/> Enabled	<input checked="" type="checkbox"/> Inheritance enabled	<input type="text" value="No post processing"/>	<input type="text" value="Destinations"/>
Colour standard	<input type="radio"/> No	<input type="checkbox"/> Enabled	<input checked="" type="checkbox"/> Inheritance enabled	<input type="text" value="No post processing"/>	<input type="text" value="Destinations"/>
Black and white low resolution	<input type="radio"/> No	<input type="checkbox"/> Enabled	<input checked="" type="checkbox"/> Inheritance enabled	<input type="text" value="No post processing"/>	<input type="text" value="Destinations"/>

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 three different ways: IP Address, DNS Address and

Custom Address ;

- **Network:** the two values can be used to set :
 - the maximum waiting time for the connection between the copier and Watchdoc during a request (server off or service stopped);
 - the waiting time for processing the request: retrieving information about a user, sending and processing accounting requests.
 - **OSA Port:** 443 if you are using the secure port using the SSL protocol; 80 if you are using the non-secure port using the SSL protocol.
 - **TLS/SSL:** tick the following boxes if you wish to secure :
 - SOAP calls to the device
 - SOAP calls from the device
 - pages displayed on the device screen;
 - **Credentials:** enter the administrator login and password required to configure OpenAPI in the field.
 - **Customisation of the home panel icons :**
 - **Enable:** tick the box to display only the **Print on Demand, Copy and WEScan** buttons on the print device menu (if these functions are enabled on the print devices) ;
 - **Use SSL:** tick the box to use this protocol when connecting Watchdoc to the device administration website to modify the menu icons;
 - **Port of the device's web site:** enter the port 50003 used to access the device administration website in this field:

Device

Network You can override the network settings if the device is not configured by default

Server address

Use SSL to display Web Pages on the device

Use a secured connection when interacting with the device for SOAP calls

Credentials The Administrator password is required to configure OpenAPI on the device

Admin. If left blank equals device default value

Password

Customisation of the home panel icons

Enable customisation

Use SSL to communicate with device's web site

Port of the device's web site Leave empty for default values (80 for non SSL and 443 for SSL)

Configure the Misc. section

- **Messages:** In this field, enter two help messages displayed on the device's screen to assist users in using the interface and asking for help if they need it:

Misc.

Messages Message explaining what the user should do, or what the fields are:

Ex: "Your PIN code should consist of 6 digits" (leave blank for default)

Message explaining how the user can get help if needed:

Ex: "For any problem or question, please contact your administrator (dial 123)" (leave blank for default)

Configure the History section

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

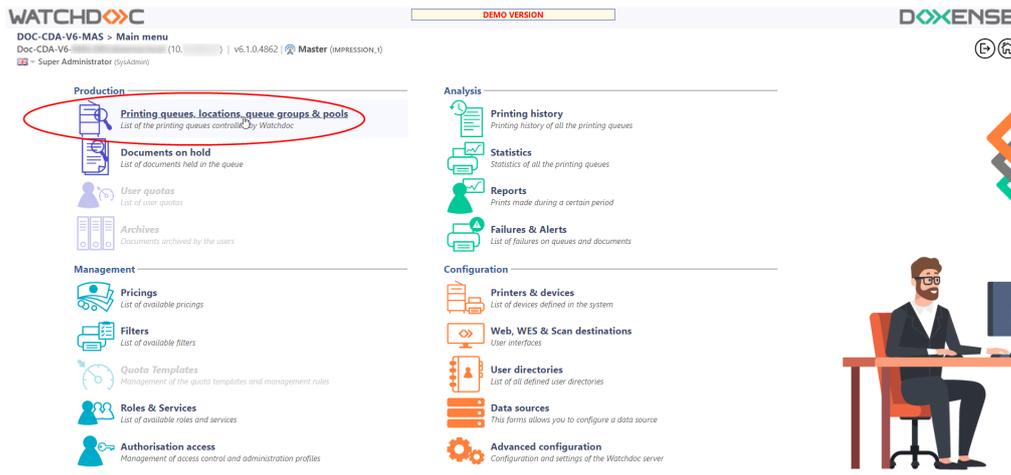
Validate the profile

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

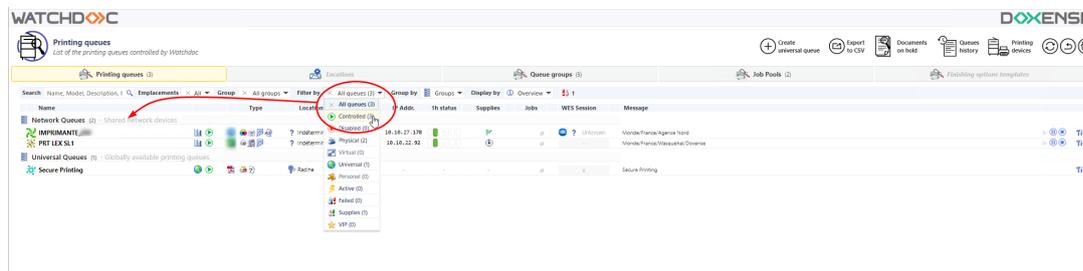
Configure the WES on the print queue

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 **Ti** 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.

- **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 - WES specific logs:** 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:** keeps track of all relevant diagnostic queries;
 - **Include Binary Data:** allows you to keep track of all requests for advanced diagnostics. We recommend that you choose the Include Binary Data level so that as much information as possible can be collected for diagnostics. For performance reasons, traces should only be activated for analysis and diagnostic purposes and deactivated during the production phase.
 - **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.
- **OpenAPI settings:** in this section, you configure the connection settings between the WES and Watchdoc in the event that the connection is secure and the default configuration inherited from the profile is not suitable. If you change the following settings, they will override the WES settings and only apply to the configured queue:
 - **M.d.P Admin:** enter the password associated with the device administrator account in this field;
 - **OpenAPI ID:** enter the device administration account ID in this field;
 - **M.d.P OpenAPI:** enter the password associated with the OpenAPI administrator account in this field.

WES

Device Activate the embedded interface

Profile 
Server-side configuration profile

WES Identifier
Id of the device associated with this queue

Diagnosis WES specific logs

Log level

Files location

OpenAPI Settings  Only change these settings if they differ from the profile!

Admin. Password

OpenApi Login

OpenApi Password

- **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;
 - **Device can handle large format documents:** Tick this box if the print device offers large format printing

WES

Device Activate the embedded interface

Profile 
Server-side configuration profile

WES Identifier
Id of the device associated with this queue

Diagnosis WES specific logs

Log level

Files location

OpenAPI Settings  Only change these settings if they differ from the profile!

Admin. Password

OpenApi Login

OpenApi Password

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:

- **Activate monochrome conversion:** Tick the box to propose that a print job requested in colour be changed into a one colour document;
- **Activate a change in the number of copies:** Tick the box to propose that the number of copies of a print job can be changed;
- **Activate conversion to two-side printing:** Tick this box to propose that a print job requested for one-side printing be printed on two-sides;
- **Activate conversion to one-side printing:** Tick the box to propose that a print job requested for two-side printing be changed to one-side printing.

i Activate the Spool transformation function activates Client Side Rendering mode in the Device section.

- **Dump spool sub-section:** Watchdoc enables spool dumping, especially to analyse the printing activity;
 - **Enable spool dumping:** tick the box if you want that the spools may be save and set the tracing conditions;
 - **Trace 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 Transformation

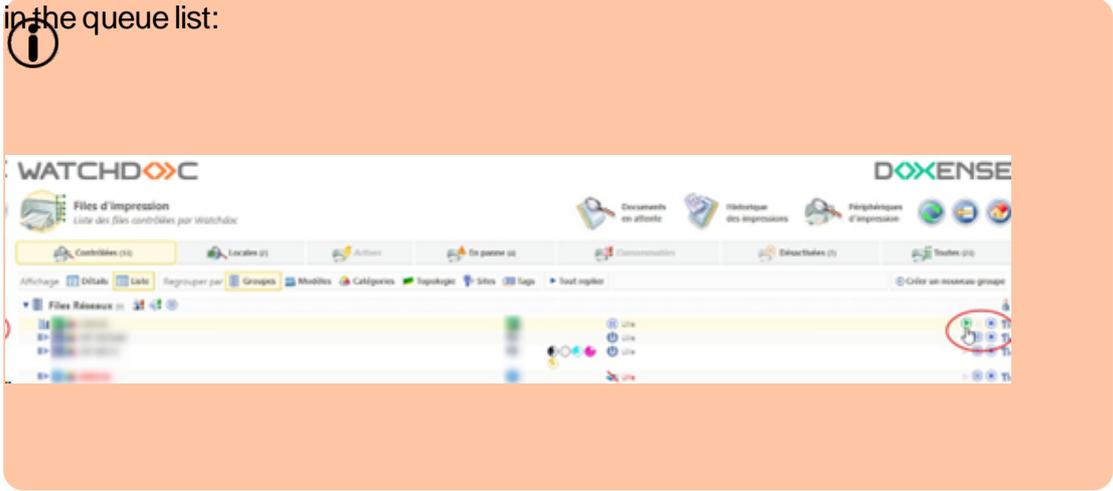
Transformation	Spool transformation mode :
	Enabled
Diagnostics	<input checked="" type="checkbox"/> Log all spool transformation activity for troubleshooting purpose.
	Level
	None
	Enable for

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.

i 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

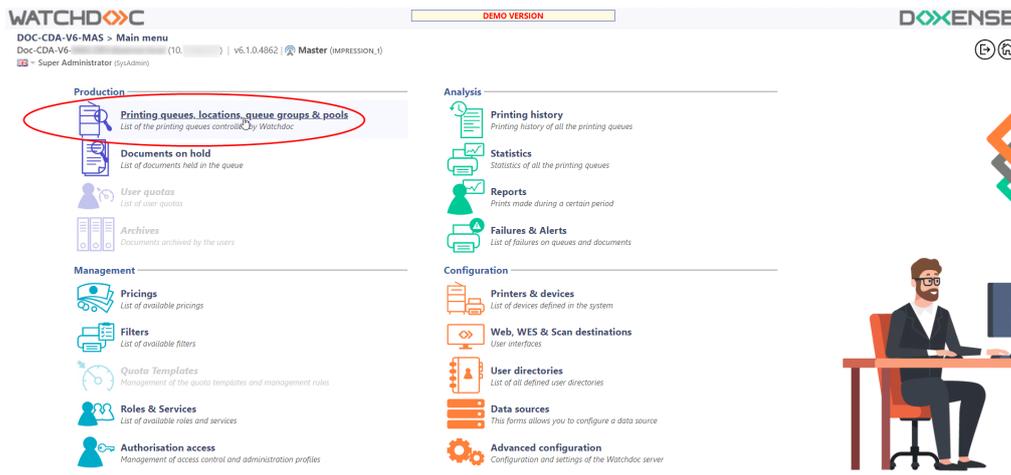
in the queue list:



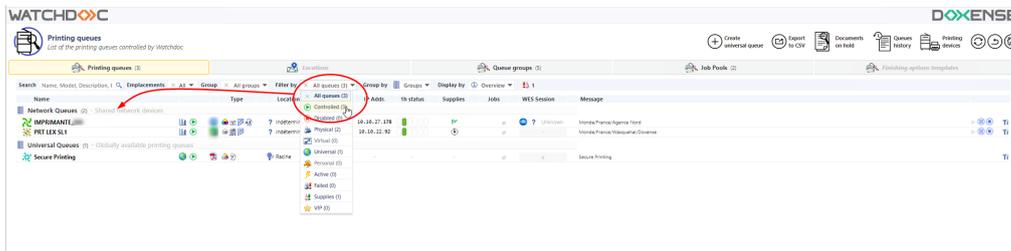
Install the WES onto the queue

Access the interface

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



- You will access the print queues interface.
2. In this list, activate the **Controlled** filter:



3. Click on the name of the queue on which you want to install the WES.
→ You access the **Queue management** interface.

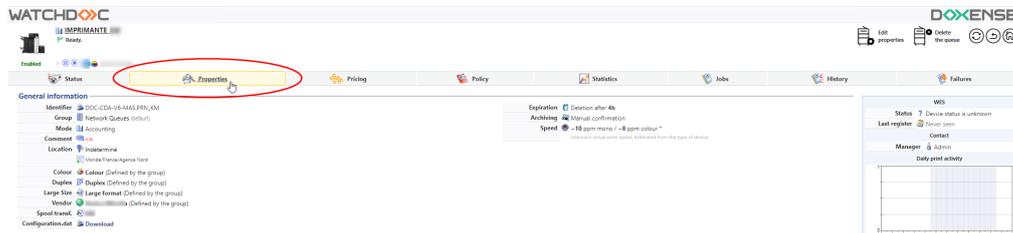
Configure the Validation mode

In the queue management interface, click on **Edit properties** button.

In the **General information** section > **Mode** subsection, select the **Validation** mode;
Save the queue configuration.

Install the WES

1. Go back to the queue management interface, then click on **Properties** tab:

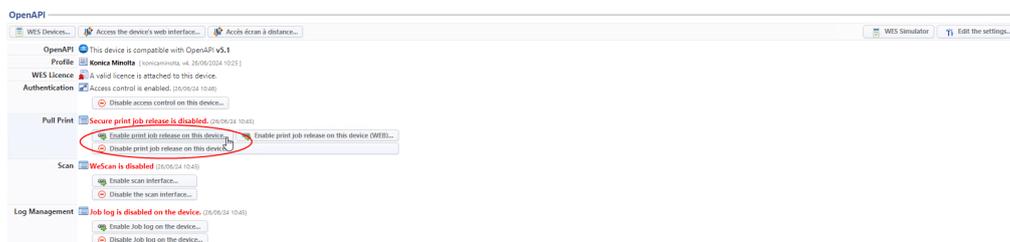


The section **OpenAPI** contains several buttons:

- **WES Device:** Displays a summary page for all WES devices configured on this server;
- **Access the device's web interface:** Is a shortcut to the device internal administration web site;
- **Remote access to the panel:** gives a remote access to the device panel;
- **WES Simulator:** gives a remote access to the WES device panel in order to check the WES configuration;
- **Edit the settings...:** Enables Watchdoc to edit the embedded interface (WES) settings;

In the **OpenAPI** section, click on the **Enable access control** button under each feature you want to enable on the WES :

- WES Authentication
- Pull print : to enable the device to display the Konica Minolta unlock interface;
 - enable print job : to enable the device to display the Watchdoc interface (if you have the i-Option version);
 - enable print job WEB : enable this function on non-i-option devices. In this case, the accounting must be done by the device (see [Setting up a WES profile > Accounting section](#)).
- Scan
- Log management



→ the message "[feature] is enabled" and a **Disable access** button are displayed as soon as installation is complete.

Click on the **WES simulator** button to check the WES configuration.

Then launch a print-job from the device to check the WES installation.

Troubleshoot the WES

General troubleshooting rules

In order to enable the Doxense Support team to establish a fast and reliable default diagnosis, please communicate as much information as possible during the declaration of the incident

- **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](#)).

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;

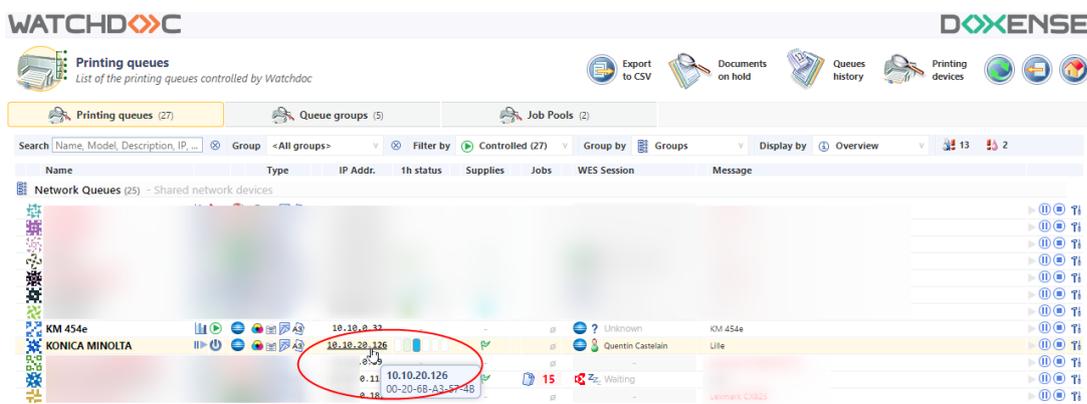
3. in the queue management interface, click on **Properties**;
4. in the **WES** section, click on the **Edit the settings** button;
5. in the **WES>Diagnostics** section, tick the **Enable traces** box;
6. in the **Trace level** list, select:
 - **Auto**: retains standard traces;
 - **Include binary 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 page. Under the 'Diagnosis' section, the 'WES specific logs' checkbox is checked. Below it, the 'Log level' is set to 'Auto' and the 'Include binary content' dropdown is set to 'Include binary content'. A red circle highlights the 'Diagnosis' section.

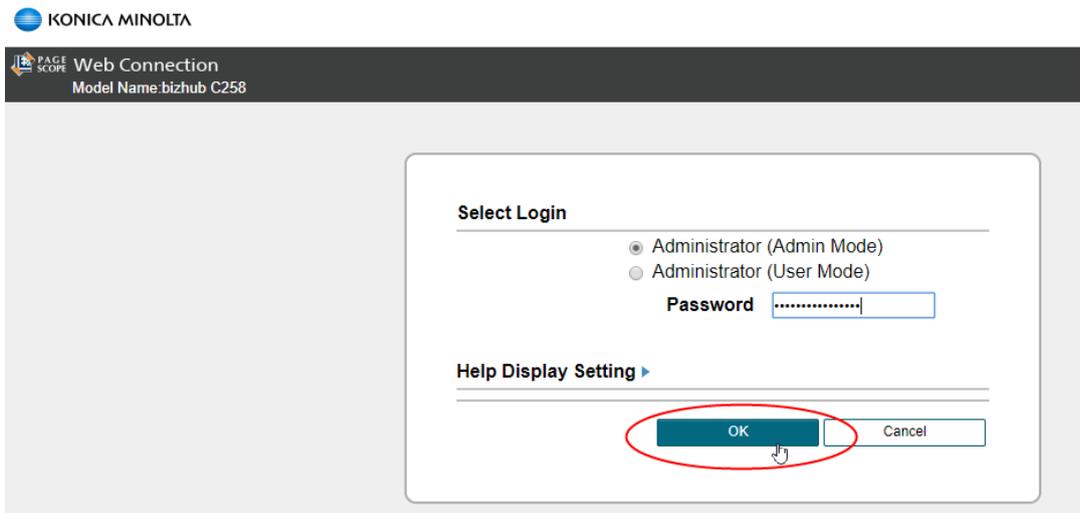
i Activating the logs may slow down the server, so it is strongly recommended that you deactivate this option once the problem has been resolved.

Device control panel remote access

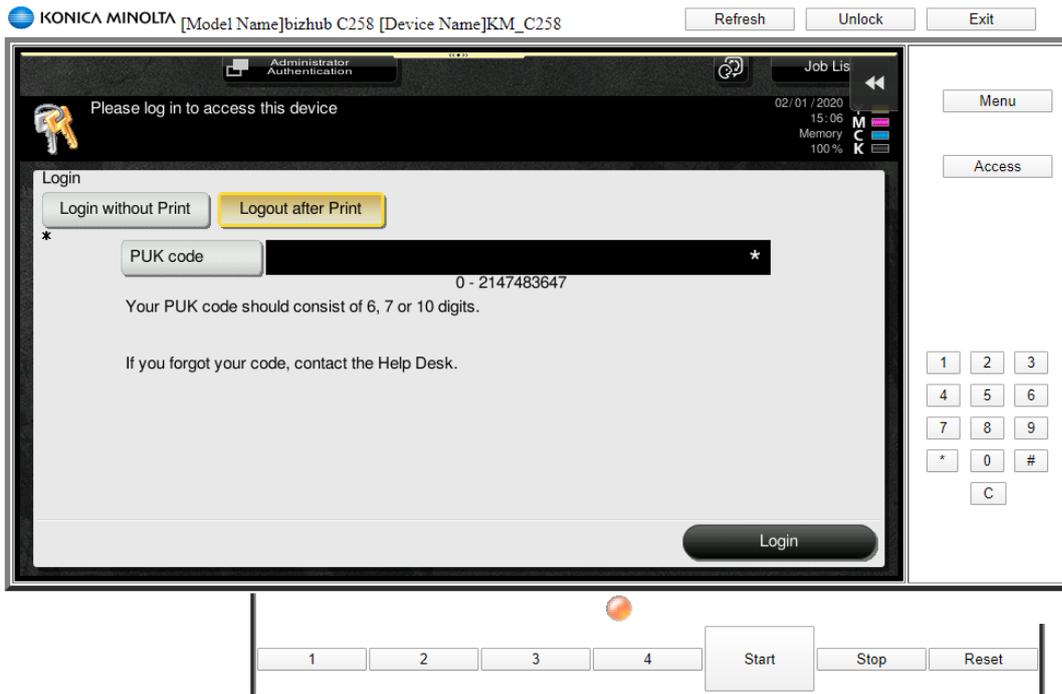
Access to the device control panel Context When installing the Konica Minolta WES, it may be useful to access remotely the control panel, especially when the device is far away and when actions must be performed on it. This remote control avoids physical movement to the device. In short To activate this remote control, it's necessary to: activate the Server Remote Panel in the device configuration interface; use the `https://[IP-MACHINE]:50443/panel/top.html` URL to access the control panel. Detailed procedure To access the control panel: in Watchdoc, from the Main Menu, Production section, click on Printing queues, queue groups & pools; in the printing queues list, locate the Konica Minolta queue concerned and click on the IP address allowing to access the administration interface :



in the Konica Minolta Web Connection interface, log as an administrator;



in the Web Connection device site menu, click on Network > Remote Panel Settings > Remote Panel Server Settings; in the Remote Panel Server Settings configuration interface, for the Server Setting parameter, select ON in the list;



then click on OK to validate this setting: once this setting validated, use the [https://\[IP-MACHINE\]:50443/panel/top.html](https://[IP-MACHINE]:50443/panel/top.html) URL to access the device control panel: → When the test is OK, go back to the device configuration web interface and reactivate the **Password Authentication = ON** setting, then click on OK to validate.

Error message when authenticating with PUK code

Context

When a user authenticates using his PUK code on the device's display, an error message may appear informing him that his PUK code is invalid, even though the code has been entered correctly, especially if the code begins with a zero (0).

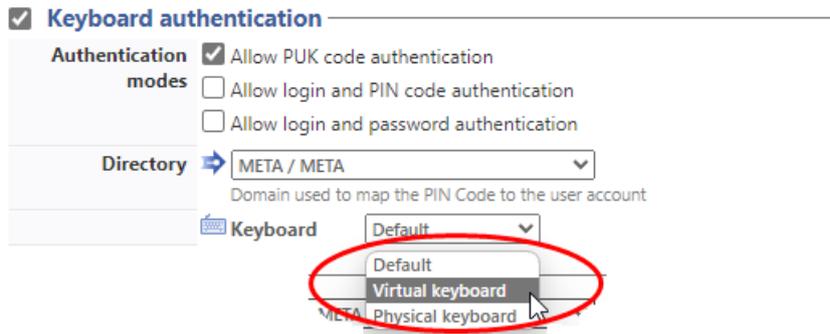
Cause

The error is due to a problem transforming the PUK code when entered on the peripheral's keyboard, for 2 main reasons:

- The peripherals' physical keyboards only allow 9 digits to be entered, whereas the default algorithm has 10 digits;
- the peripherals' physical keyboards systematically delete the first character of the PUK code if it is a 0.

Resolution

To solve this problem, select the "Virtual keyboard" option when configuring the WES profile, in the Keyboard authentication section:



Keyboard authentication

Authentication modes

- Allow PUK code authentication
- Allow login and PIN code authentication
- Allow login and password authentication

Directory → META / META
Domain used to map the PIN Code to the user account

Keyboard Default

- Default
- Virtual keyboard**
- Physical keyboard

To ensure that profile changes are taken into account, proceed as follows:

1. stop the file (or group of files) on which WES is installed;
2. modify the WES profile and confirm;
3. restart the queue (or queue group);
4. reinstall the WES on the queue (or queue group).

Connection to the server error

Context

When activating the WEB browser onto a Konica Minolta device, it occurs that an error message is displayed to alert that the connection to the server is not possible (ErrorCode:MAE001): Failed to connect to server - Please enter the license code and validate the function - Error Code:MAE001.

Echec de la connexion au serveur.
Veuillez saisir le code licence et valider la fonction.
CodeErreur:MAE001

OK

When you click on OK, you access the web interface to Generate License Code.

Cause

This problem occurs when the device does not have any licence code.

Resolution

1. Go to the web site Konica Minolta Generate Licence code (<https://lms.konicaminolta.com/activate>);
2. Enter the device serial number, then click on Next to obtain the licence code;
3. Enter the licence code in the device web administration interface (Page Scope Web Connection) and click on OK to validate;
4. Verify that the connection between the device and the serveur is operational.

Managing the anonymous users access rights

May 2020

Context

It may be necessary to manage the anonymous users access rights on a Konica Minolta (4e/8 & sup. range) printing device operating with a WES V3. For example, to allow the Anonymous user to scan from the device.

In brief

1. allow the Anonymous connection on the WES v3 profile ;
2. manage the users rights on the queue or the queues group concerned.

Detailed procedure

Configure the WES v3 profile

1. in Watchdoc, from the Main Menu, section Configuration, click on Web & WES templates;
2. in the WES profiles, edit the Konica Minolta WES v.3 profile applied on the printing queues on which you want to allow the Anonymous access;

3. in the Configure a WES profile Konica Minolta, tick the Anonymous connection (if the box is not clickable, check the WES version in the Properties section: anonymous connection is available with the v.3 version);
4. give a Title to the button that will permit, from the WES, to give the access to the anonymous user;
5. in the dropdown list Redirection, select the feature toward which the anonymous user must be directed (logically, there is a correspondence between the Button title and the selected feature);
6. validate the WES v.3 profile;

Configure the Anonymous user's rights

1. in Watchdoc, from the Main menu, Production section, click on Printing queues groups & pools;
2. click on:
 - either the Printing queues tab to apply the right on a specific queue;
 - or the Queues group to apply the right on a printing file group;
3. in the Printing queue configuration interface (or Queues group configuration), click on the Policy tab, then Usage authorisation tab (in v. 5.3) or Rights (in previous versions);
4. in the Device usage rights interface, edit either the Queue (if rights apply on the queue) or the Group (if rights apply on the group);
 - select the mode "Use the custom rights defined below";
 - in the Conditions list, select the "User without card" value;

 **Queue ACL**
This form allows you to update the role properties

Properties

Mode

No specific authorisation

Use an existing authorisation profile

Use the custom rights defined below

Rights

Conditions	access	color	print	printfromusb	large	copy	scan	scan2usb	scan2email	scan2smb	scan2ftp	fax	admin
- Select	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓
Closing hours													
Colour forbidden													
Copy forbidden													
Fax forbidden													
Guests													
Identified user													
Opening hours													
Print forbidden													
Print-from-USB forbidden													
Scan forbidden													
Scan-2-Email forbidden													
Scan-2-Folder forbidden													
Scan-2-Ftp forbidden													
Scan-2-USB forbidden													
User with card													
User without card													
VIPColor													
Weekend day													
Working day													

Legend

continues on the next line (or uses the default if the last line is reached)

the user has the specified role, or matches the filter.

the user has the specified role, or matches the filter.

the user does not have access to the device.

inheriting all the following lines, and go up to the parent profile (or use the default)

- for each right displayed in the columns, specify, with the arrows if it is allowed, refused, or if it inherits the parent profile (cf. the legend);
 - in the ACLs (of a queue or of a queue's group) interface:
5. validate the right configuration by clicking on the  button.

I-series configuration - Error code 23 : CMS failed

Context

When installing the Konica Minolta WES, an error message is displayed.

Cause

This message occurs on i-series devices that have been incorrectly configured at the factory.

These are printing devices from the i-series range, produced between November 2022 and March 2023.

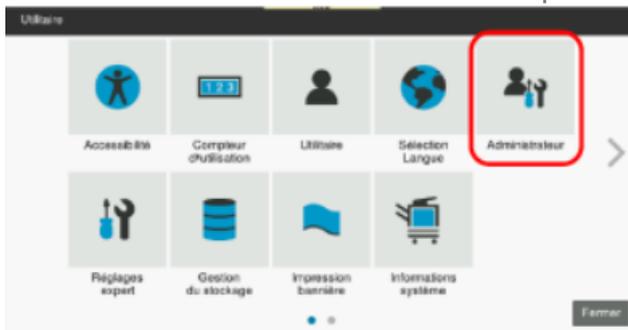
Some devices in the batch have been corrected: a green sticker has been affixed to the original cardboard.

Resolution

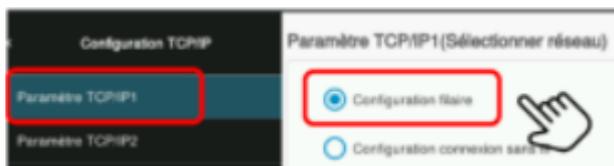
The initial configuration of the device must be modified before installing the WES.

Activate DHCP

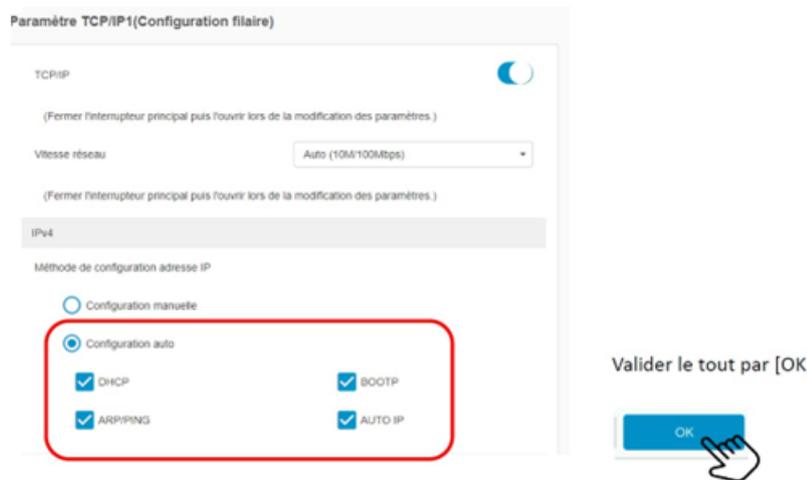
1. Access the "Administrator" menu of the printing device.



2. Log on as Administrator.
3. From the Home menu, go to Network > TCP/IP Configuration > Wired Configuration:



4. Tick **Auto configuration** and then the following boxes: :
 - DHCP
 - ARP/PING
 - BOOTP
 - AUTO IP



5. Click OK to confirm the configuration.
6. Log out of the Administrator account.

Access to the device control panel

Context

When installing the Konica Minolta WES, it may be useful to access remotely the control panel, especially when the device is far away and when actions must be performed on it. This remote control avoids physical movement to the device.

In short

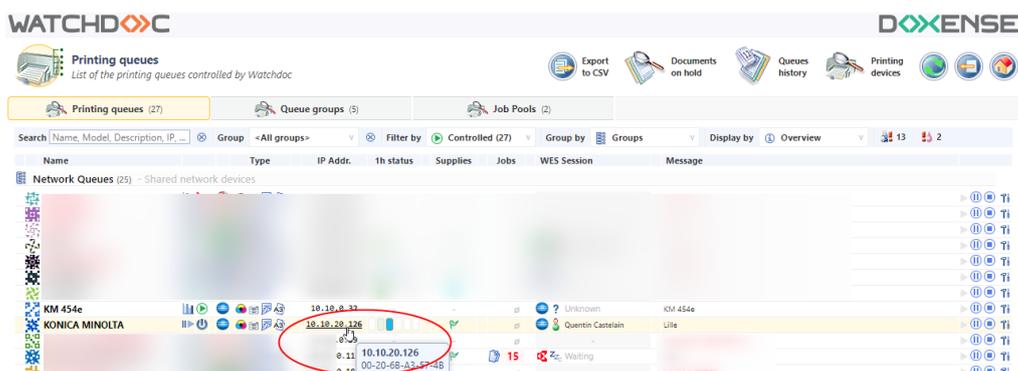
To activate this remote control, it's necessary to:

1. activate the Server Remote Panel in the device configuration interface;
1. use the [https://\[IP-MACHINE\]:50443/panel/top.html](https://[IP-MACHINE]:50443/panel/top.html) URL to access the control panel.

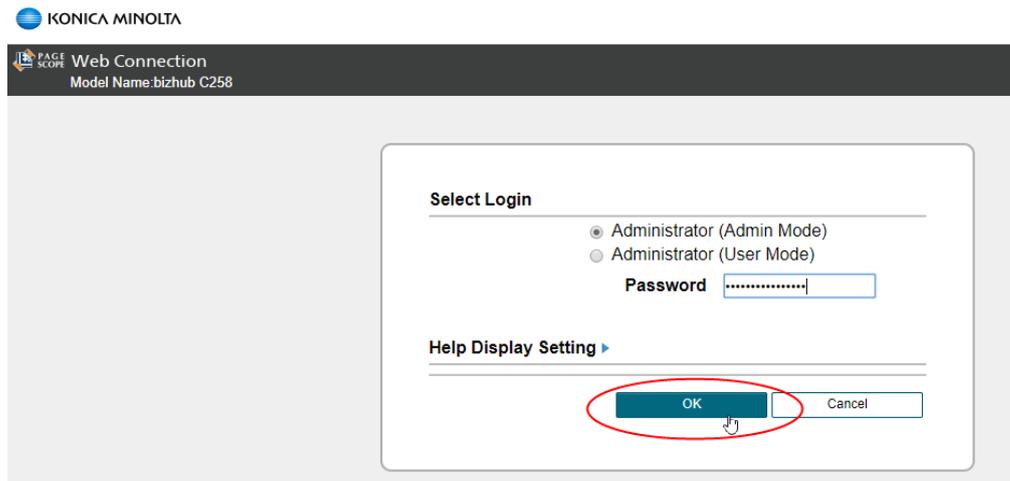
Detailed procedure

To access the control panel:

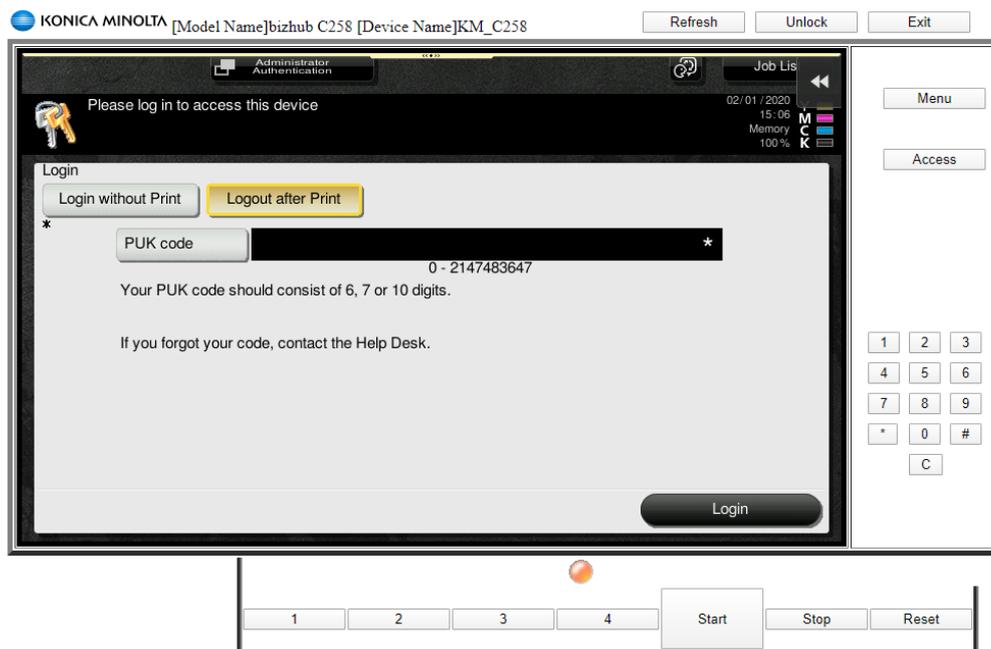
1. in Watchdoc, from the Main Menu, Production section, click on Printing queues, queue groups & pools;
2. in the printing queues list, locate the Konica Minolta queue concerned and click on the IP address allowing to access the administration interface :



- in the Konica Minolta Web Connection interface, log as an administrator;



- in the Web Connection device site menu, click on Network > Remote Panel Settings > Remote Panel Server Settings;
- in the Remote Panel Server Settings configuration interface, for the Server Setting parameter, select ON in the list;



- then click on OK to validate this setting;
- once this setting validated, use the [https://\[IP-MACHINE\]:50443/panel/top.html](https://[IP-MACHINE]:50443/panel/top.html) URL to access the device control panel:

→ When the test is OK, go back to the device configuration web interface and reactivate the **Password Authentication = ON** setting, then click on OK to validate.

ScanToMail feature error on a MS Windows Office 365 context

Context

When a user activates the ScanToMail function from a Konica WES installed in a Windows Office 365 printing environment, emails may be rejected.

Cause

In this context, rejection is due to the replacement of the sending e-mail: the e-mail configured as the default sender in the MFP is replaced by the e-mail of the user authenticated on the WES and generates a rejection from the Microsoft SMTP service (spoofing).

Resolution

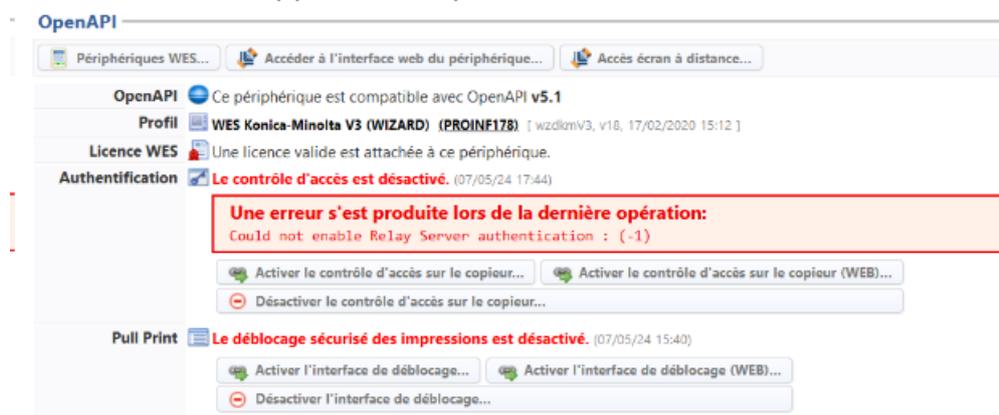
Changing the MFP configuration :

1. From the MFP configuration interface, click Security > Restricted User Access > Change "From" address>
2. Select Admin E-Mail Addr. instead of Administrator E-Mail Address. Login User Address

Unable to install a WES - An error occurred during the last operation - Could not enable Relay Server authentication : (-1)

Context

When installing a WES KM OpenAPI, a message indicates that an error has occurred and the WES does not appear on the print device.



Resolution

To resolve this problem:

- click the **Disable Access Control** button on the print device;
- click the **Access the device's** web interface button;

- In the device's **OpenAPIManager** management interface, uninstall the applications listed;
- perform a factory **reset** of the device;
- **reinstall** the WES.