WATCHDOC

# INSTALLATION AND INITIAL CONFIGURATION MANUAL

## Lexmark eSF 4, 5 or 6 WES

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# Introduction

## Purpose of the manual

This manual describes the procedure for installing WES v3 (Watchdoc Embedded Solution) on  eSF SDK 4 to 6 devices.

## Intended audience

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

## Symbols used

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

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

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

WATCHDOC Certified Partner

For all other questions, please contact your Doxense® consultant or send us an email at contact@doxense.com

# Versions

| Date | Description |
|---|---|
| 09/2024 | Update of the installation prerequisites and the installation procedure |
| 04/2020 | Add of the "Custom rights" section in the WES profile configuration part |
| 02/2020 | Update of the available devices list |
| 06/2018 | Update of the available devices list. |
| 02/2018 | Update of the Lexmark available models list |
| 09/2017 | 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. |

# Configure devices

## Prerequisites

- Lexmark WES v2 is compatible with devices supporting eSF SDK v3.
- Lexmark WES v3 is compatible with devices supporting eSF SDK v4.X, 5.X or 6.X.
- The Lexmark device must be ready to accept embedded applications.
- To enable secure printing, models equipped with SDK 4.X must have a Lexmark-supplied eSF license installed on the devices.
- Printing devices with screens smaller than 4.3 inches are not supported.

## Prior configuration

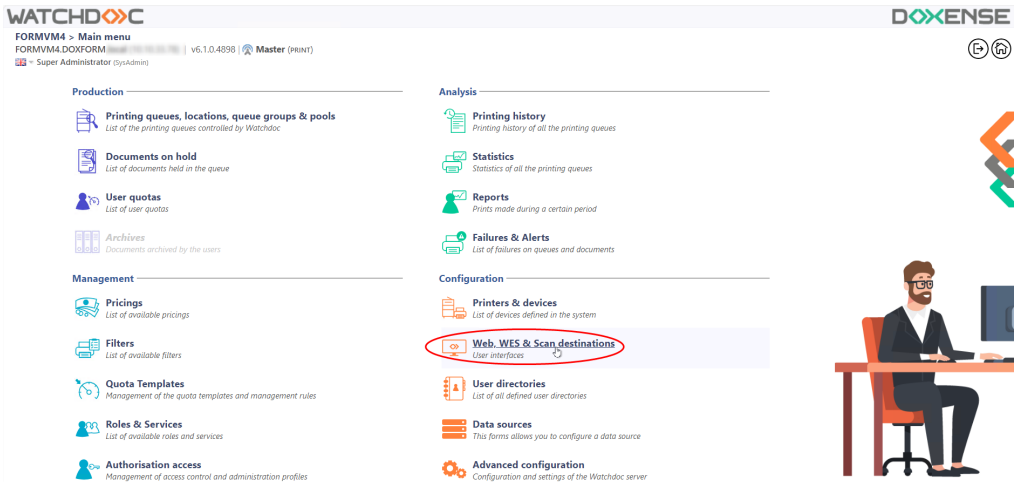
Consult the compatibility list to check that your device is compatible with the WES. The configuration of the Lexmark device is carried out automatically during the installation of the WES. No manual intervention is required.

# Create and configure the WES profile

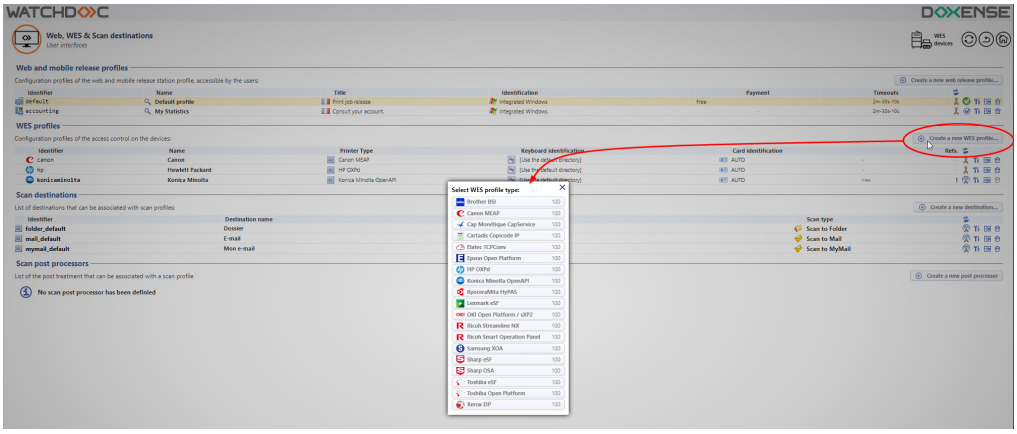
## Create the WES profile

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:




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

# Configure the Lexmark WES profile

## Properties section

Use this section to state the main WES properties:

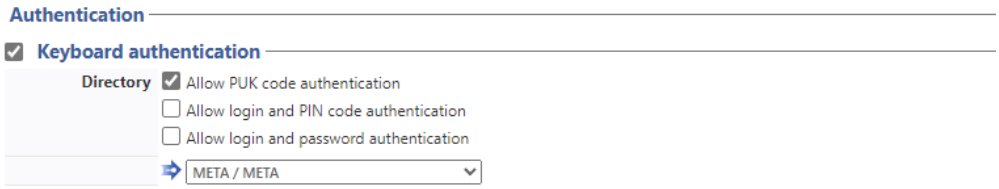
- **Identifier:** Enter the single identifier for the WES profile. It can comprise letters, numbers and the '_' character with a maximum of 64 characters. This identifier is only displayed in the administration interfaces.
- **Name:** Enter the WES profile name. This explicit name is only displayed in 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 see Customize the WES:
  - **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).

## Keyboard authentication mode section

- **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:
  - **Allow PUK[1] Code authentication:** 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.
  - **Allow Login and PIN Code authentication:** 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 authentication:** users will use their LDAP credentials. We do not recommend using this mode.

[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.

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



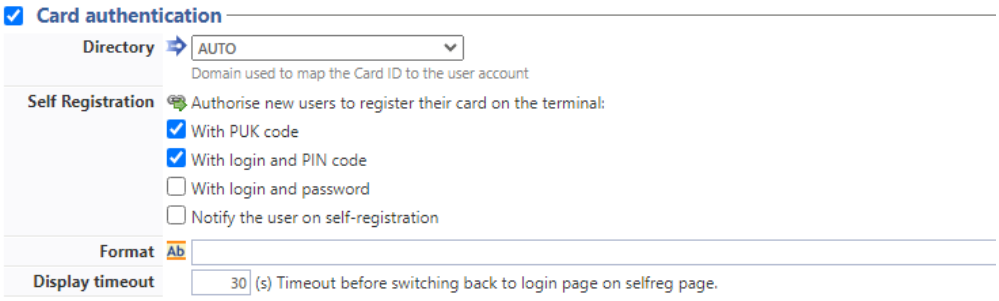

We do not recommend authentication by login and password. Nevertheless, if you opt for this mode, make sure that the device's screen and keyboard are configured in the user's language and that they allow all characters to be entered, even diacritics (accents, cedilla, tilde).

## 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] from the WES, state how the user assigns their card to their account:
  - **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;
  - **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.
- **Display timeout:**Specify the time, in seconds, during which the auto-enrolment interface is displayed before returning to the authentication page.

[1]An 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.

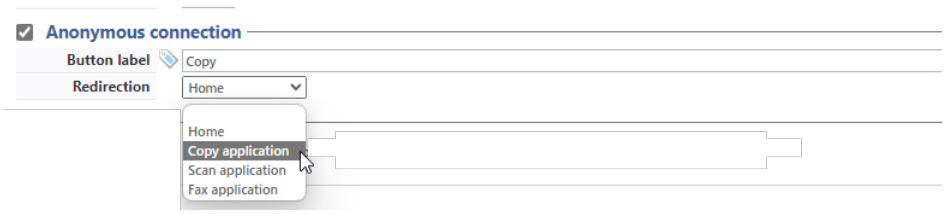



Specificity of the **Format** parameter: typically, when the code PUK is stored in an attribute of the LDAP directory, it is encoded for security reasons. Obtaining the code corresponding to that of the badge therefore requires a transformation of the format read by the badge reader. If you have a problem setting this parameter, contact Doxense Support.

## 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.

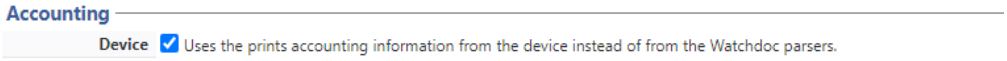
- **Button Label:** Enter in this field the label displayed on the access button to the device features. By default, the text is **Anonymous**;
- **Redirection:** From the list, choose the application to which the anonymous user must access after clicking the **Anonymous**:
  - **Home:** The user accesses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




## Accounting section

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

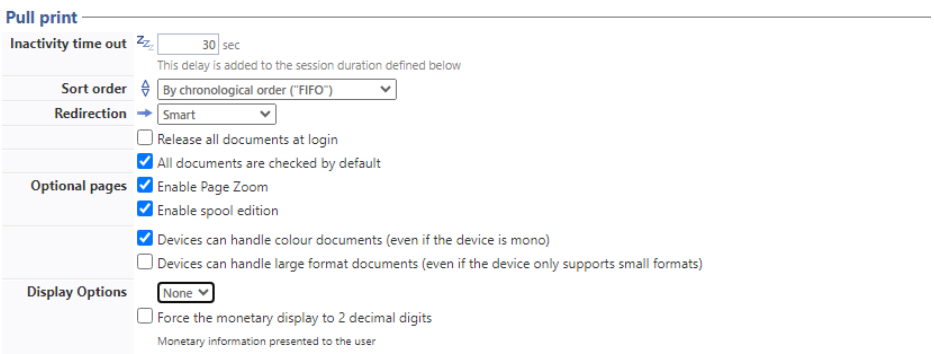
- **Device > Uses the prints accounting information from the device** : tick this box if you want accounting to be supported by the device instead of the Watchdoc parser. This only applies to print jobs. Results are more reliable especially when the job is not fully printed (canceled).




## 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.

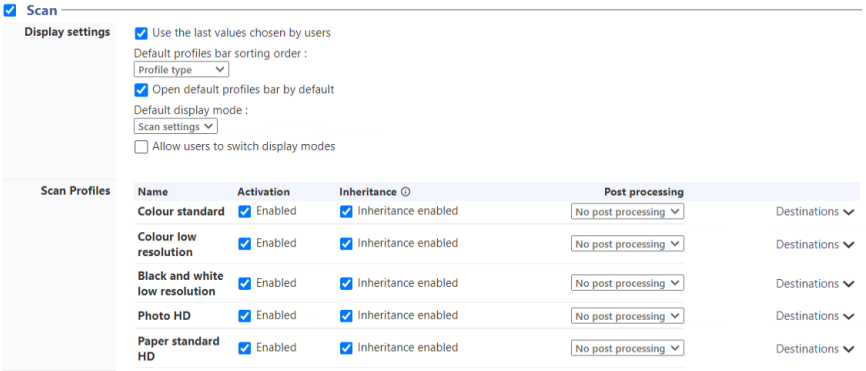
- **Inactivity time out:**
- **Sort Order:** Set the documents order on the device screen:
  - **Reverse chronological:** More recent documents will top the list ;
  - **Chronological:** Older documents will top the list.
- **Redirection:** if the user has no print jobs waiting, specify the behaviour of the WES:
  - **Smart:** the WES displays the default home interface;
  - **Home:** the WES goes directly to the home page;
  - **Waiting jobs:** the WES displays the list of pending documents even if there are none.
  - **Copy application:** the machine's copy interface is displayed;
- **Release all documents at login:** When the user logs on, Watchdoc releases all user documents on the device where he logs on. In this case, the user cannot access the list of pending jobs to delete or print them.
- **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.
- **Optional pages**: Tick the box o 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 carn modify the initial printing criteria;
- **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.



## Scan section

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

- **Display settings - 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.
- **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.



## Device section

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

- **Session Timeout:** Lexmark devices natively manage the automatic closing of the user session after a time configured in its options. To facilitate configuration, it is possible to specify this time in the form. The duration is taken into account when the embedded application is installed or when its configuration is updated.
- **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 ;
- **Connection mode:** Enables you to enable or disable SSL for the communications between the MFP and the server:
  - **Mixed**: the application uses SSL for sensitive data (PUK code, login/mdp, etc.) and not SSL for non-sensitive data;
  - **SSL Only**: select this item if the WES must use SSL to communicate with the server.
  - **No SSL**: Select this item if the WES does not ever use SSL to communicate with the server.
- **Device security:** enter the administrator login and password required to access the device.
  - **TLS/SSL:** tick the following box if you want to secure the device access.

Activating SSL may cause slowness or alerts in the event of unrecognised certificates. When SSL is deactivated, it is recommended not to use authentication or badge enrolment by account and password.

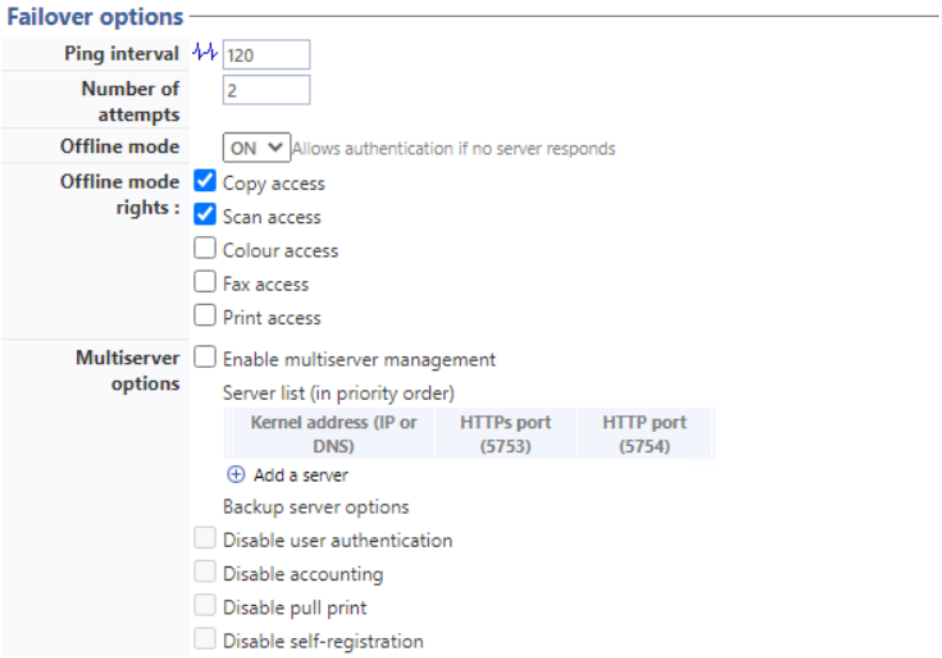
## Failover options section

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

- **Ping interval:** specify, in seconds, the frequency with which the device polls the server to check its configuration and inform it that it is operating correctly;
- **Number of attempts:** specify the number of connections the device should attempt to the main server before switching to the standby server.

- **Offline mode:** activate or deactivate **offline mode**[1] and complete the list by indicating the authorised functions if the server is off:
  - **Copy access:** Tick this box to enable the user to copy;
  - **Scan access:** Tick this box to enable the user to scan;
  - **Colour access:** Tick this box to enable the user to print in color;
  - **Fax access:** Tick this box to enable the user to send documents by fax;
  - **Print access:** Tick this box to enable the user to print documents.
- **Multiserver options - Enable multiserver management:** tick this box to relay requests to a backup server in the event of failure of the server with which the WES is associated, then enter the information required to access it in the Server list (in priority order): backup server address; https port; http port.
  Then check the functions provided by the backup server options:
  - **Disable user authentication:** tick this box if the rescue server does not authenticate users. For each request, it returns the details of an anonymous user with the rights defined for an anonymous user on the main server. The work carried out is then recorded under the "anonymous" account;
  - **Disable accounting:** If this is checked the accounting elements will be held on the device until it reconnects to the primary server. This is useful if you wish the accounting to be all sent to the same sever (if the databases are not common for example)
  - **Disable pull print:** With this option, the print on demand application will be disabled. This is useful because if the backup server has no access to the jobs of the user.
  - **Disable self-registration:** With this option, the self-registration will not be available on the backup server. This is useful if the cards database are not the same for both servers.

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

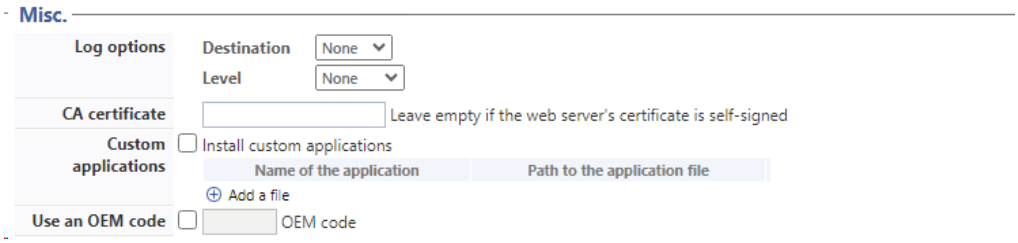



## Miscellaneous section

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

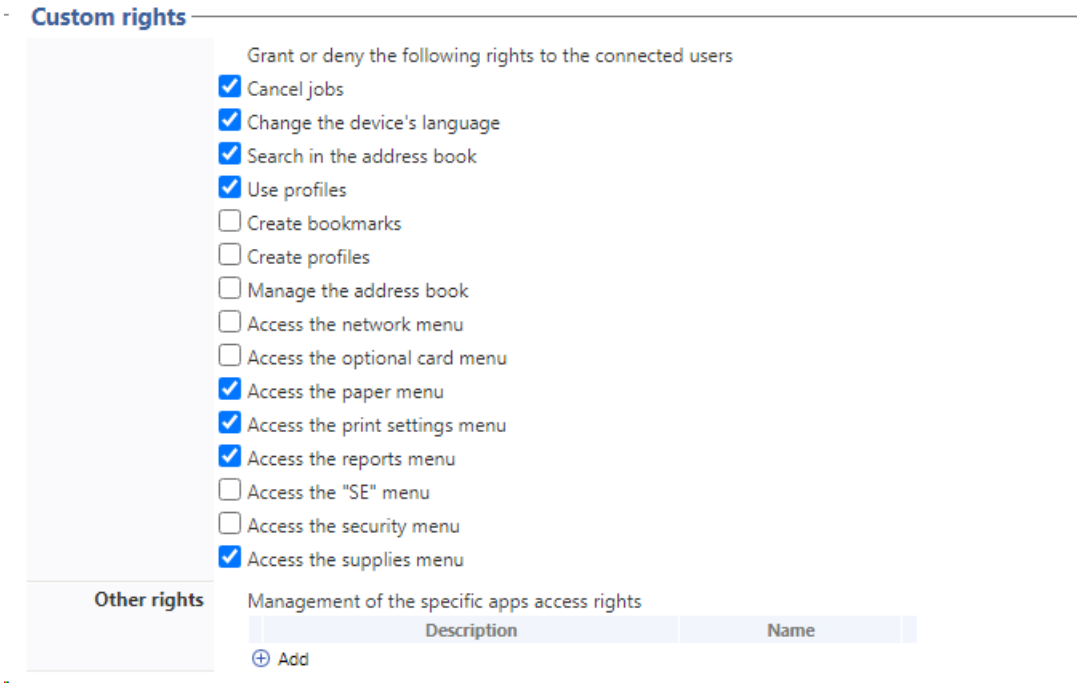
- **Log Options - Destination:** specify where the application should collect the information it records in the log files:
  - **file:** tick this box to save the information in a file accessible by Watchdoc;
  - **device:** tick this box to save the information on the device;
  - **all:** tick this box to save the information in a file accessible by Watchdoc and on the device.
  - **Log options - Level:** specify the level of detail of the WES information recorded:
    - **profile:** select this option to keep the traces left in the event of the WES profile ;
    - **debug:** select this option to keep the traces left in the event of a WES malfunction;
    - **verbose:** select this option to keep all traces of the WES;
    - **info:** select this option to keep only a minimum of information about how wes works;
    - **warning:** select this to keep all traces left by the WES in the event of an alert;
    - **error:** select this to keep a record of any error detected by the WES;
    - **fatal:** select this to keep a record of all blocking WES malfunctions.
- **CA Certificate:** Enter the path to the certificate (signed by a Certificate Authority) specifically for Lexmark printing devices, or leave blank if the certificate is self-signed;
- **Custom applications:** tick this box if you wish to install specific applications on the WES, then specify their name and the path to the application file (specific badge reader driver, for example).

- **Use an OEM code:** tick the box and enter the OEM code used for the Lexmark device in the field.




## Custom rights section

In this section, tick the boxes corresponding to the rights to be granted to users connected to the WES :



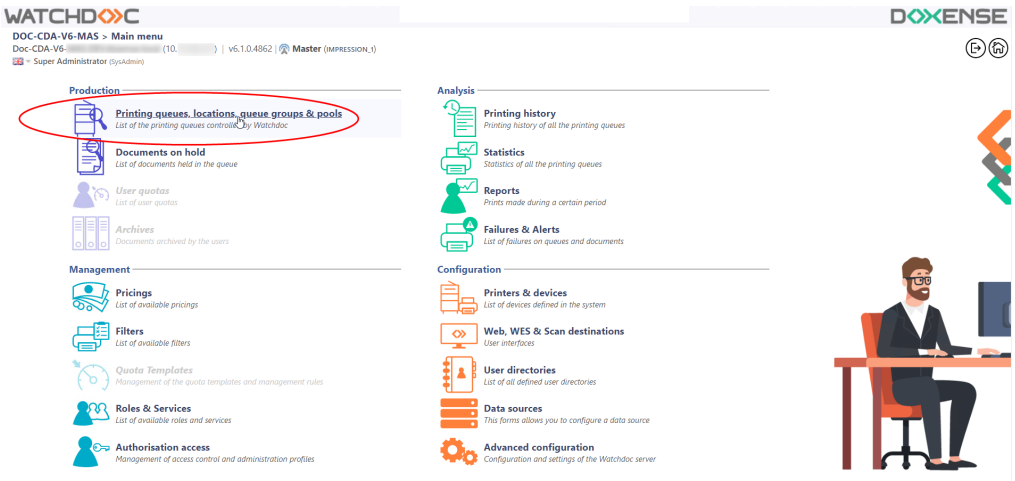

# Validate the profile

1. Click on the ✓ button to validate the WES profile configuration.
→ Once validated, the WES profile can be applied to a print queue. Une fois validé, le profil WES peut être appliqué sur une file d'impression.

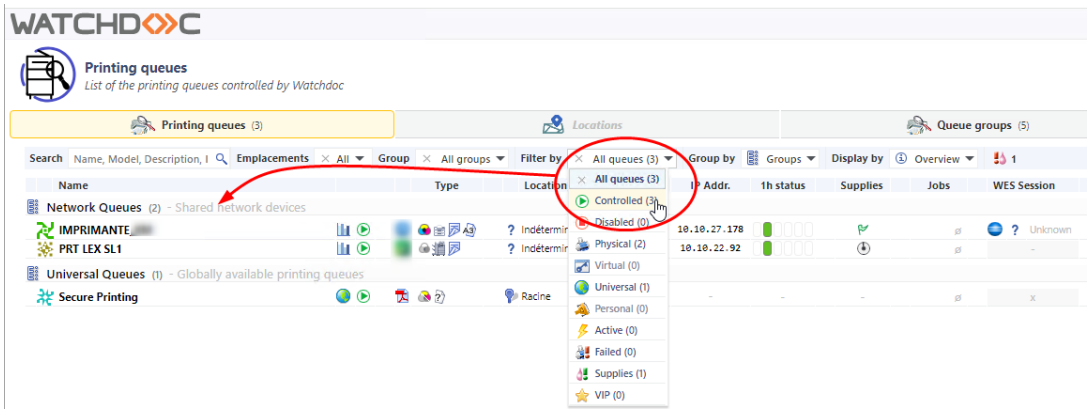
# Configure the WES onto the queue

## Access the interface

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




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




2. For this queue, click the **Edit Queue Properties button** at the end of the line.

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

## Configure the print queue mode

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

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

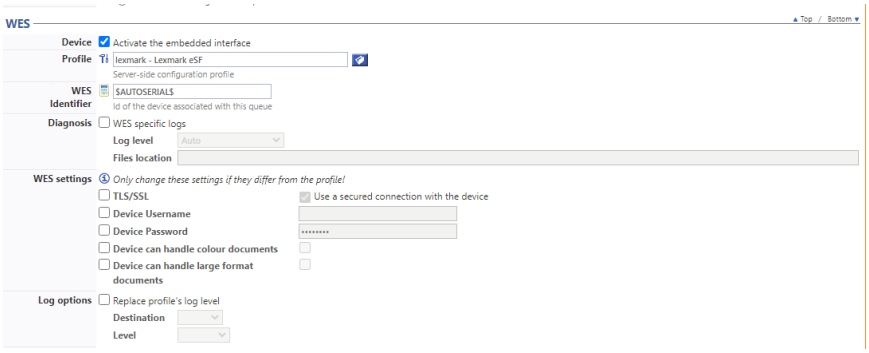
## Configure the WES onto the queue

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

- **Device - Activate embedded interface:** tick the box to use a WES.
- **Profile subsection:** From the list, select the WES to configure. The list comprises profiles created ahead of time in your instance of Watchdoc. If the desired profile is not found there, you will need to configure it (see Configure a WES article).
- **WES identifier subsection:** Once you have ticked the box and selected the profile, the ID of the WES field will fill itself with "$AUTOSERIAL$". Keep it that way so that the server will determine itself the serial number of the device and use it as the WES ID. You can also input directly the serial number of the device in this field.
- **Diagnosis subsection:** It may be useful to activate WES trace logging, especially to diagnose an anomaly. Use this subsection to specify settings relating to WES trace log files:
  - **Log level:**From the list, select the type of requests you wish to trace:
    - **Network trace:** Communications between server and WES.
    - **All requests:** Used to keep a trace of all of the requests (to APIs, to RPCs).
      Although all options are possible, we recommend strongly to opt for the activation of **All Requests** so that as much information as possible can be View of the diagnosis. For the sake of performance, the traces must not Be activated only for analytical and diagnostic purposes.
    - **Requests to APIs and RPCs:** Used to retain traces of requests to the API and the RPC requests sent,
    - **API Requests:** Used to retain traces of the requests sent to the APIs,
    - **None:** Not used.
  - **File locations:** Use this field to enter the path to the folder where you wish to save the trace files. If no path is specified, then by default, Watchdoc saves the trace files to C:\Program Files\Doxense\Watchdoc\logs.
- **WES settings:** 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;
  - **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 can print in colour;
- **Device can handle large format documents:** Tick this box if the print device offers large format printing.

- **Log options - Replace profile's log level:** if the WES trace files on this queue are different from the trace files configured on the WES, specify the parameters below:
  - **Destination:** Specify where the application should collect the information:
    - **file:** Tick this box so that the information is saved in a file accessible by Watchdoc;
    - **device:** Tick this box so that the information is saved on the device;
    - **all :** Check this box to have the information saved in a file accessible by Watchdoc and on the device.
  - **Level**: indicate the level of detail of the information recorded:
    - **profile:**level defined in the WES profile;
    - **debug:** Option to keep track of WES malfunctions;
    - **verbose:** All detailed traces left by the WES;
    - **info:** Traces left by the WES;
    - **warning:** Traces left by the WES when there is a default;
    - **error:** Traces left when an error is detected at the WES;
    - **fatal:** Traces of faults detected on the WES;
    - **none:** No trace.




# Validate the configuration

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

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

# Install the WES on a queue

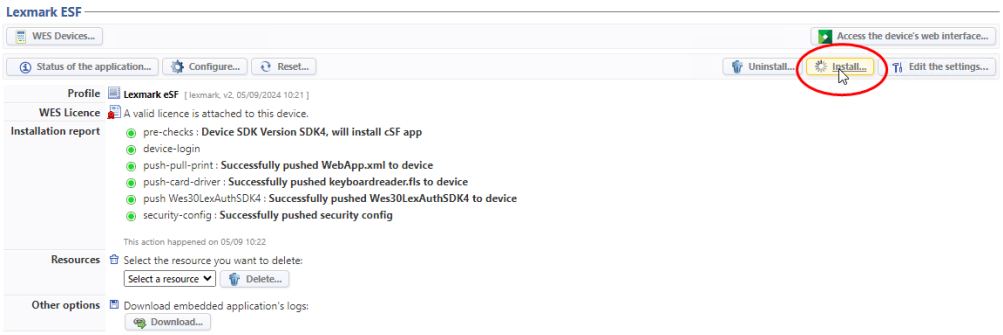
## Presentation of the WES section

Once the WES profile has been activated on the queue, the **Lexmark ESF** section appears in the **Queue Properties** interface. This section contains several buttons:

- **WES devices:** Gives access to a page summarising all the WES configured on the server;
- **Access the device's web interface:** Shortcut to the device's internal administration website;
- **Status of the application:** Gives access to the WES status on the queue;
- **Configure:** Once the WES has been installed, information can be sent to the Java® application. Configuration requires the server address.
- **Reset:** Enables to reset the settings;
- **Uninstall:** Enables Watchdoc to uninstall the WES on the device. Once the WES has been uninstalled, the device must be restarted;
- **Install:** Allows Watchdoc to install the WES on the device (may take 30 sec.), as well as the Elatec cards reader module;
- **Edit the settings:** Enables Watchdoc to edit the embedded interface (WES) settings.

## Procedure

1. In the section **Lexmark eSF**, click ont the **Install** button to complete the installation of the application:




There are several stages in the installation process, which are listed in the **Installation report**.
➔ 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 :

2. click on the button **Configure** to send the server address to the WES, enabling communication between the two.

# Other settings

Other buttons can be found in the installation section:

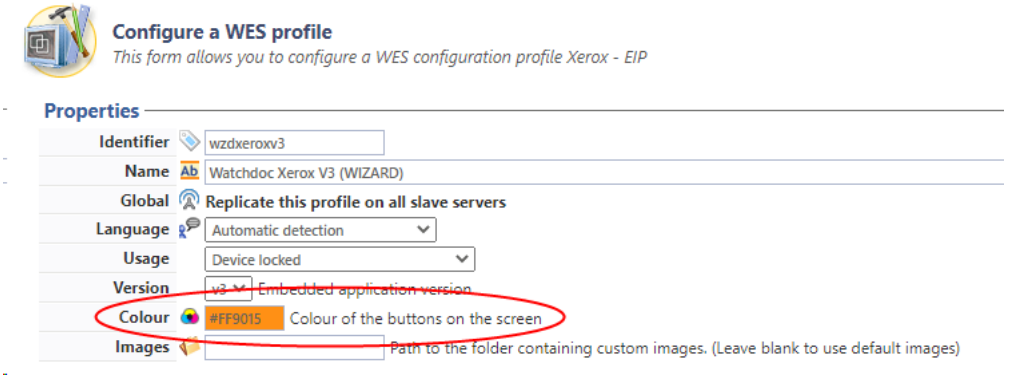
- **Resources Delete:** enables to delete the selected Java® resource:
  - **language pack:**
  - **Logs:** Java® application logs files;
  - **Configuration:** delete Java®'s application configuration (that is then reset to zero);
  - **Accounting:** account for current items not yet sent to the device;
  - **All:** all Java®'s information.
- **Other options - download logs:** the logs of a JAVA-based device can be downloaded directly from the WEB interface. Click on the **Download** button.

# WES - Customize the colors and images of a WES v3

## Customize the buttons color

To change the color of the WES buttons :

1. in the interface **Configure a WES profile** interface, section **Properties**, for the **Color** parameter, enter the hexadecimal code corresponding to the coloour you want to give to the interface buttons:



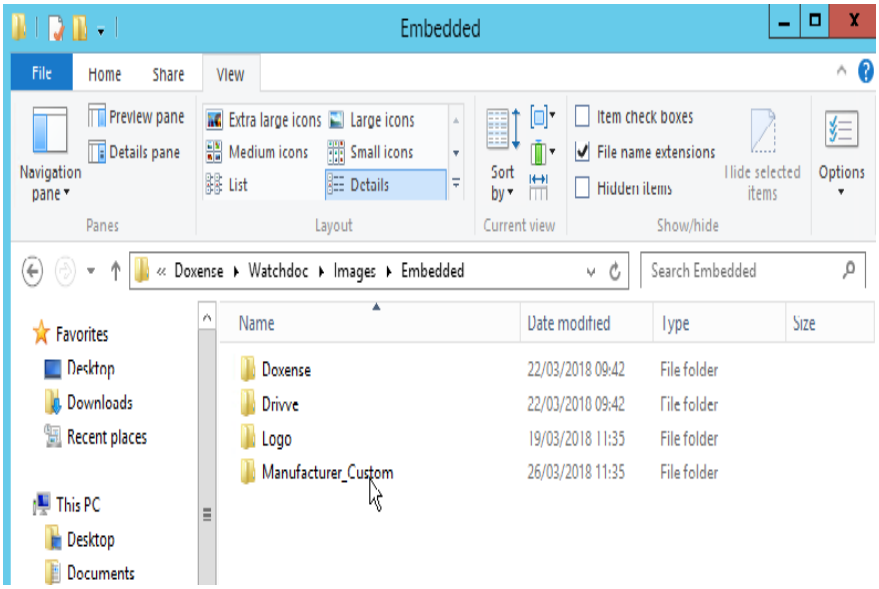

2. click on **Validate** to register the WES profile configuration ;
3. check that the new color is applied on the WES

> For some printer device models, it is necessary to reinstall the WES and restart the device for this change to take effect.
> If reinstalling the WES is to be applied to large numbers of devices, we recommend

## Customize the images

To change the default images to your own images:

1. go to the server where Watchdoc® is installed;
2. in the folder including the Watchdoc® installation files (C:\Program Files\Doxense\Watchdoc\Images\Embedded\Doxense\, by default), choose the folder of the device manufacturer and copy it;
3. go back one level in the folders tree, paste the folder you just have copied and rename it clearly (for example: ([MANUFACTURER]_Custom) before customising it ;

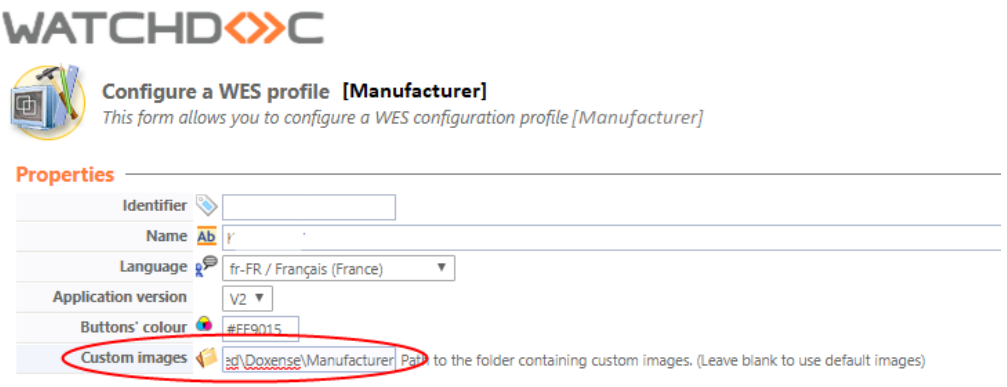



4. in the customised manufacturer folder, replace each original image with your own images, respecting the size of the original images (go to the images properties to know the detailled sizes):
   To make sure that the dimensions are respected, you can resize the custom images by overlaying them on the default images:
   1. open the default image in an image editor (such as MS Paint);
   2. overlay the custom image on the default image and size it by overlaying;
   3. Save the resized custom image with the name of the default image.

The number of images contained in the folder varies depending on the manufacturer and functionality of the WES:

- **large banner**: image displayed on the authentication screen before choosing the authentication mode (absent if the WES does not offer authentication) ;
- **small_banner:** image displayed on the authentication screen after the authentication mode has been chosen (absent if the WES does not offer authentication);
- **logo_small:** image displayed at the top of the print management interfaces;
- **logo:** image displayed on the WEScan home panel (220x25 px).

5. in the WES profile interface, go to the **WES Properties** section;
6. In the **Custom Image** field, enter the path to the folder where your customised images are saved (C:\Program Files\Doxense\Watchdoc\Images\Embedded\[Manufacturer]_custom);




7. click on Validate to save the WES profile configuration;
8. then verify onto the device screens that the WES is customised with your images.o

# 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 inciden

- **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. Iin 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.

---

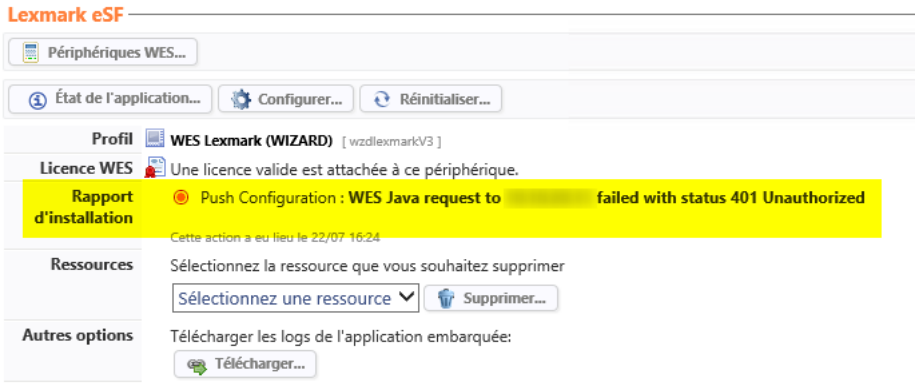
## Lexmark eSF - WES -Access control management

July 2021 5.2

### Context

It occurs that the Lexmark WES installation fails, and the following error message is displayed :

```
Push Configuration : WES Java request to 10.10..20.15 failed
with status 401 Unauthorized
```

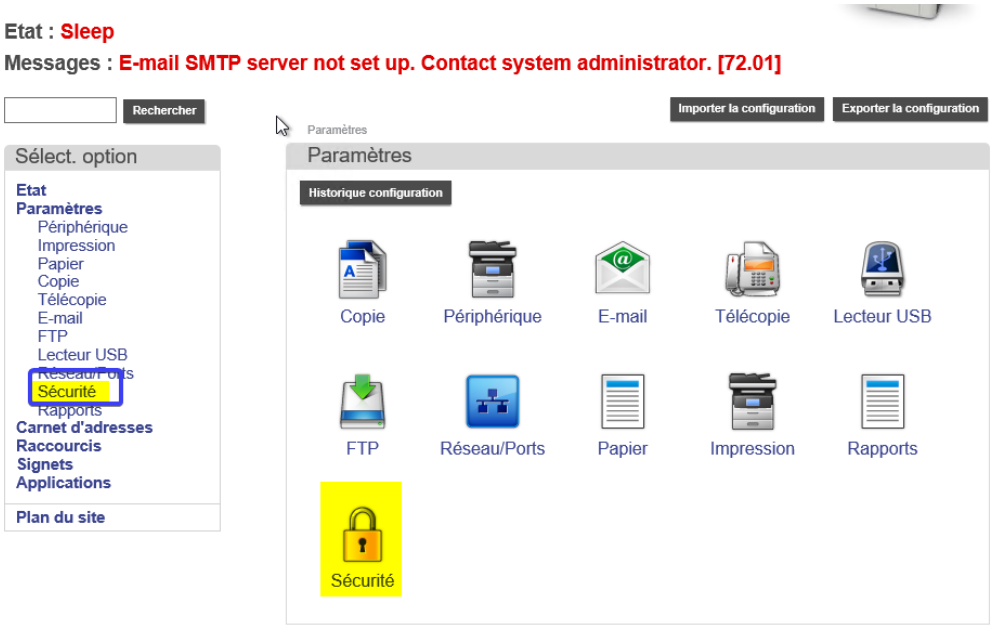



## Cause

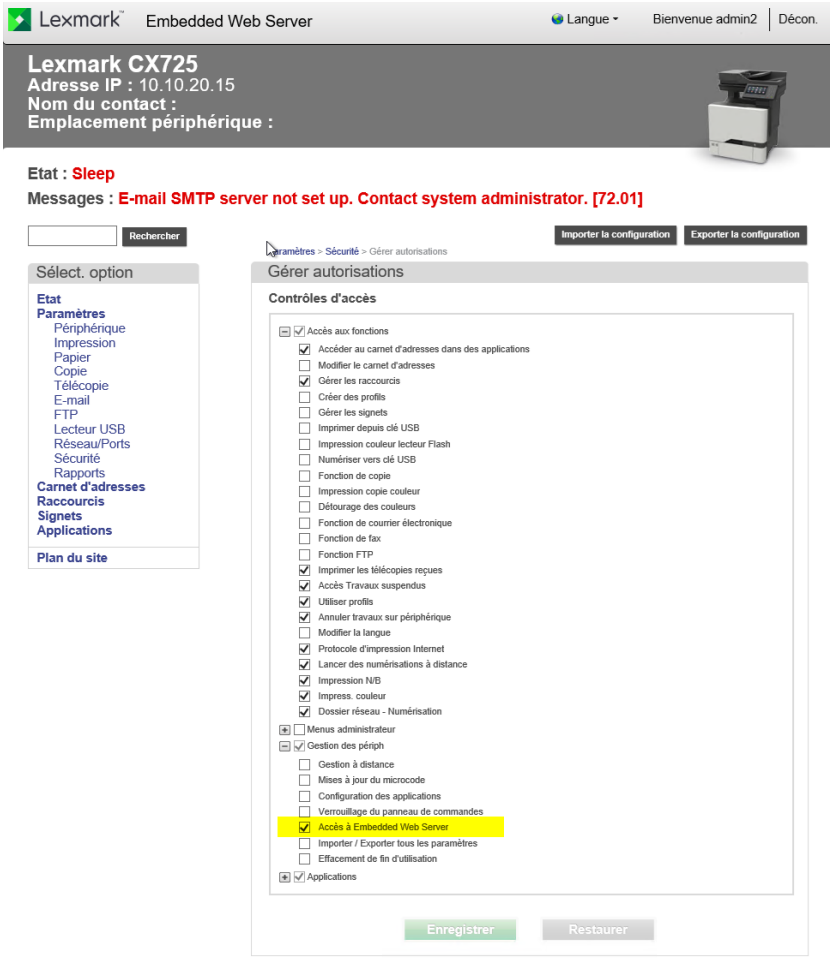
This error occurs when the Embedded Web Server access right is not enabled on the Lexmark print device.
By default, this right is enabled when Watchdoc is installed, but it may have been changed. It should be re-enabled.

## Resolution

1. Access the **Lexmark eSF device administration interface** as an administrator
2. On the **Settings** menu, click **Security**




3. On the **Security menu**, click **Manage Authorisation**, then **Access rights**.
4. On **Access rights**, click on **Devices management**.
5. Tick the box **Embedded Web Server Access rights**




6. save lthe setting of your access control.

→ Reinstall the Lexmark WES and check that installation is going well.

---

# Card Reader application installation failure

2017 - Watchdoc v5.x.

## Context

During the Lexmark WES automatic installation, an error message alerts that the Card Reader installation failed.

## Cause

This problem occurs because the Lexmark **keyboardreader.fls** application is not up to date in the Watchdoc setup Redist directory.

## Resolution

To solve this issue, you can:

1. either contact the Doxense Support Team to have a updated Watchdoc setup;
2. or reinstall the latest Watchdoc minor available version.

---

# WES v3 Lexmark on SDK 4 models - Impossible to install

2021 - Watchdoc v5.x.

## Context

When installing WES V.3 on Lexmark devices with SDK 4, the automatic deployment of WES fails.

## Cause

This problem is due to a missing certificate on the device.

## Resolution

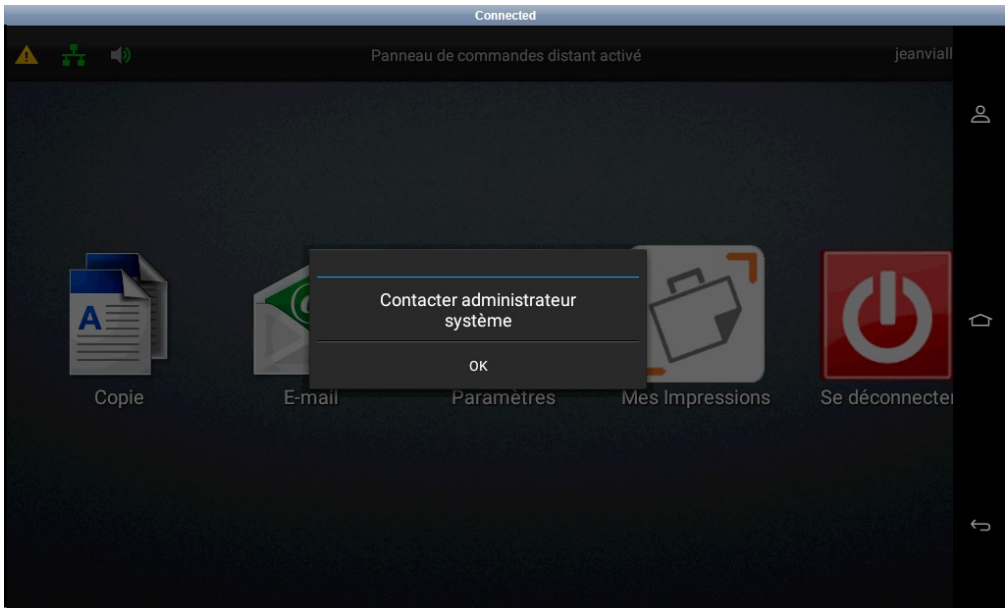
To resolve this issue, a cSF license must be installed on the SDK 4.x device(s) on which installation is not possible.
Contact Lexmark Support as they are the only ones who can provide this license.

---

# WES cannot be installed after printing devices have been updated with firmware 081.234

## Context

You have a fleet of Lexmark printing devices already installed in an environment controlled by Watchdoc.
The Lexmark devices have been updated with the new firmware (081.234, released in December 2023). Since this update, on the device screen, the message "Contact system administrator" is displayed and the user can no longer access Watchdoc :



## Cause

The new firmware made available by Lexmark requires a certificate with the extension CA=TRUE which means that it is marked as a Certification Authority (CA).

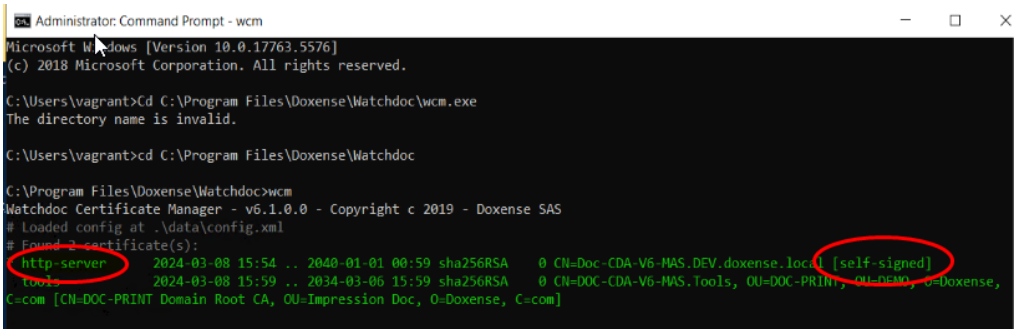
## Resolution

To solve this problem, there is a workaround, described below. We provide it as a quick fix if you do not have an authenticated certificate, but please note that it is neither permanent nor regular. In addition, it requires WES to be reinstalled on all Lexmark printing devices in the fleet, whether or not they were affected by the problem. Once this procedure has been completed, it will not be necessary to reinstall the WES on the devices.

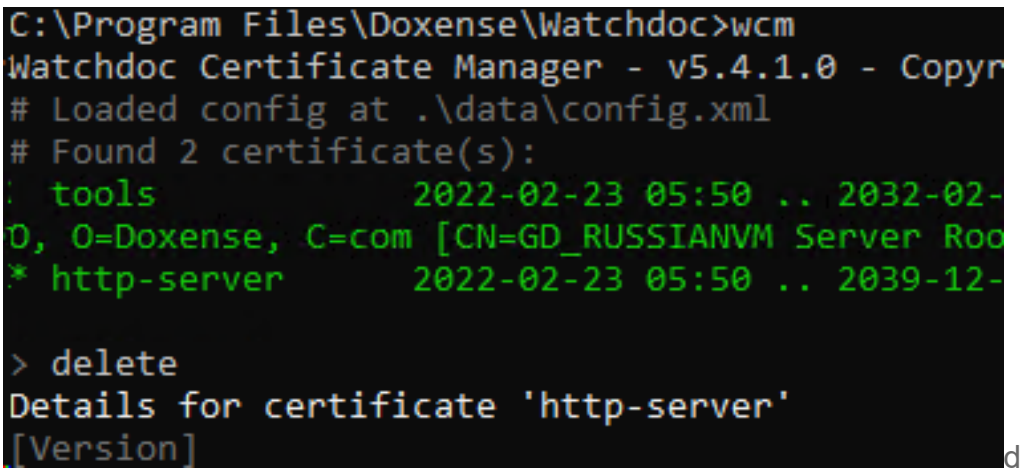
To apply the workaround, **it's necessary to update Watchdoc in 6.0.0.4856** version and to use the WCM tool.

### Delete the previous certificate

1. Stop the Watchdoc service.
2. Start a Windows command prompt in administrator mode, then access the wcm tool:
   `Cd C:\Program Files\Doxense\Watchdoc`
   `C:\Program FilesDoxense\Watchdoc>wcm`
   WCM displays information indicating that the http-server certificate is self-signed:




3. Enter the delete command to delete the previous certificate:



4. Enter `y` to confirm the deletion.
5. Then enter `save` to save the deletion:

```
> Confirm deletion of 'http-server' [y/n]: y
Certificate 'http-server' has been removed.

Configuration has been changed! Don't forget to 'save' or 'reload'
[UNSAVED]> save
Changes have been changed to .\data\config.xml
```

➔A message confirms that the changes have been taken into account.

### Create a new certificate

1. Enter `create` to create a new certificate.
2. Press **Enter** after each line to confirm the information.
3. For the More IP or DNS line, add the IP, DNS or FQDN addresses of all the servers affected by the change, separated by a semicolon.
4. WCM indicates that the certificate is a CA: by clicking on Enter to approve, you agree to install a certificate that is declared to be a CA, but which is not. If you do not accept this condition, consult the regular procedure for obtaining and installing a real CA certificate.
5. Enter y to confirm creation:

```
> create
Please provide details for new certificate 'http-server':
> Primary Host Name? Doc-CDA-V6-MAS.DEV.doxense.local
> More IP or DNS (use ';' as a separator)? DOC-CDA-V6-MAS;10.10.28.227
> RSA Key Size (1024, 2048, 4096, ...)? 2048
> Signature Algorithm (SHA1, SHA256 (default), ...)? SHA256
> Is CA? true
Certificate will be generated with the following parameters:
- Subject: CN=Doc-CDA-V6-MAS.DEV.doxense.local
- Additional Names: Doc-CDA-V6-MAS.DEV.doxense.local;DOC-CDA-V6-MAS;10.10.28.227
- Is CA: True
- Not Before: 4/17/2024 9:42:49 AM UTC
- Not After: 4/18/2034 12:00:00 AM UTC
- RSA Key Size: 2048 bits
- Signature Algorithm: SHA256
> Confirm creation of 'http-server' (y/n/a)? y
```

6. Once the keys have been generated, enter `save` to save the changes.
7. Exit WCM.

### Reinstall the Lexmark WES

1. Restart Watchdoc's service
2. Reinstall the WES on **all** Lexmark print devices (concerned, or not, by the previous problem).

## Other solution

To resolve the problem permanently and regularly, we recommend that you gain a CA-signed certificate from your DC for web sites and follow the procedure to install it for Watchdoc, WSC and the Watchdoc users portal (cf. WCM - Sign a certificate).

# Unable to use WEScan Scan to folder and Scan to mail - 900.70 firmware error

## Context
On Watchdoc v5.5, after authentication on the WES, the user launches the WEScan application. When they launch Scan to folder or Scan to mail (scan to folder or scan and mail), the following error message is displayed: "Firmware Error [900.70]. JVM exit status 1: General Failure /usr/share/java/jre/bin/java:928 IP Address: [ip_address]. Logging crash... Do not power off.
The printing device then reboots. After several attempts, the device no longer restarts automatically: it must be restarted manually.

## Cause
The problem is linked to an instability in the firmware.

## Resolution
The Lexmark firmware on the printing device must be updated.

---

# Register manually Watchdoc ScanCare on a Lexmark device

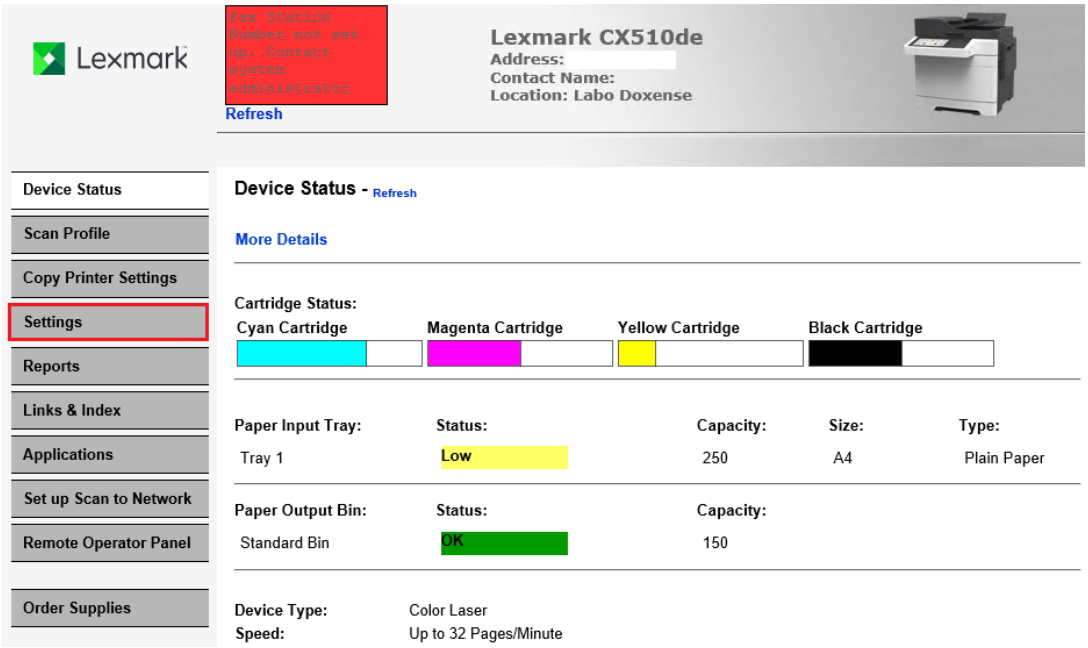
june 2022

## Context
Sometimes the automatic installation of Watchdoc ScanCare on a Lexmark device fails. In this case, it is necessary to install manually.

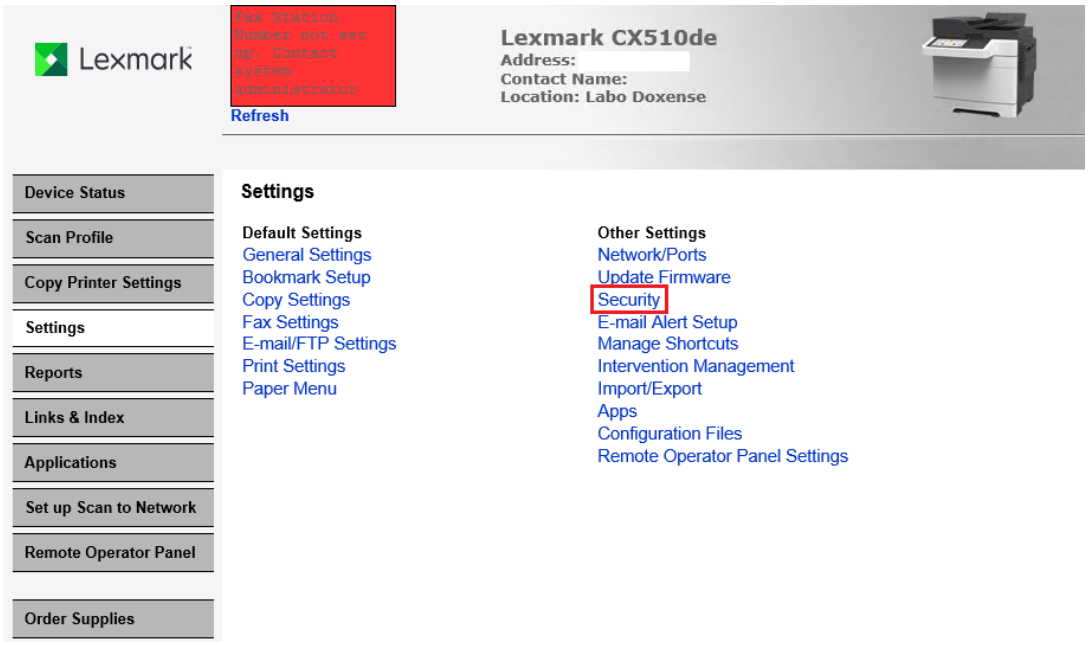
## Prerequisites
To manually register Watchdoc ScanCare on a Lexmark device, the following conditions must be met:
- The device is already declared in Watchdoc ScanCare Device Management (see Automatically registering Watchdoc ScanCare to a device).
- A license has been assigned to the device in the Watchdoc ScanCare setup program.

## Preliminary
Before manually installing Watchdoc ScanCare, make sure that Use Profiles is set to the No Security setting:
1. Access the Lexmark device's administration web interface (by entering its IP address in a web browser);

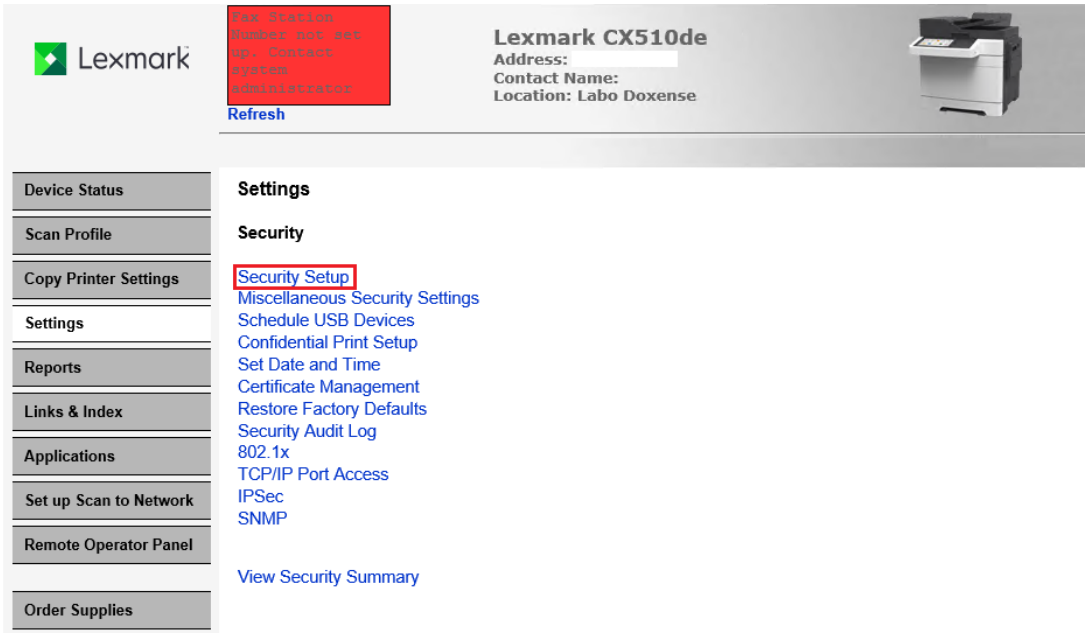
2. On the Lexmark device administration page, click the Settings menu entry:



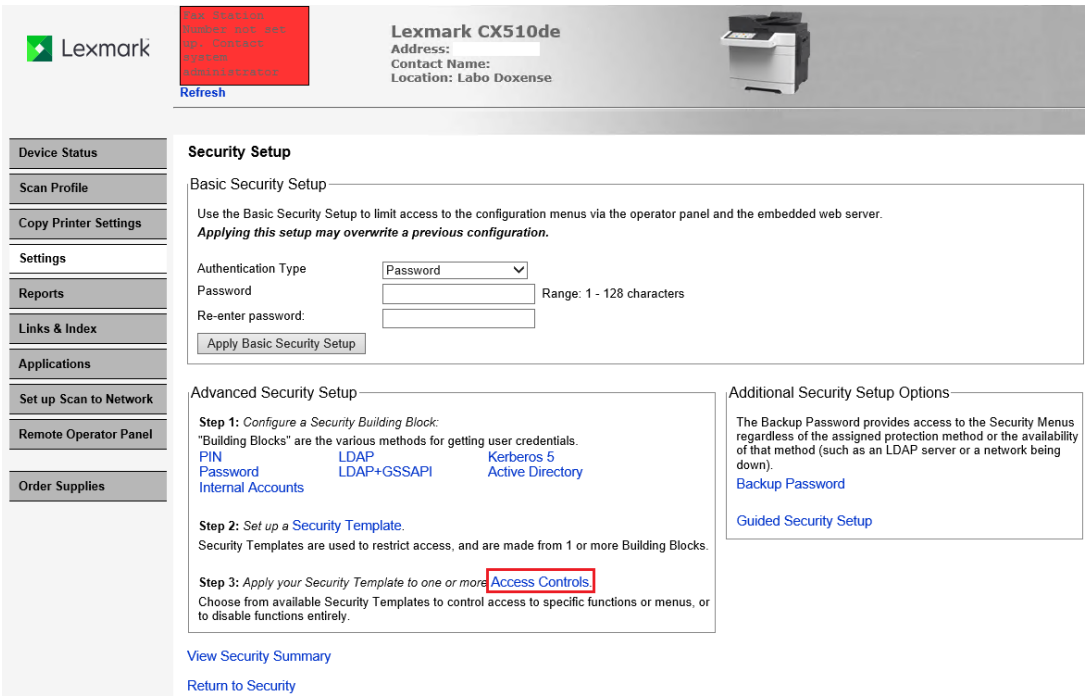

3. Go to **Other Settings** and click **Security**:



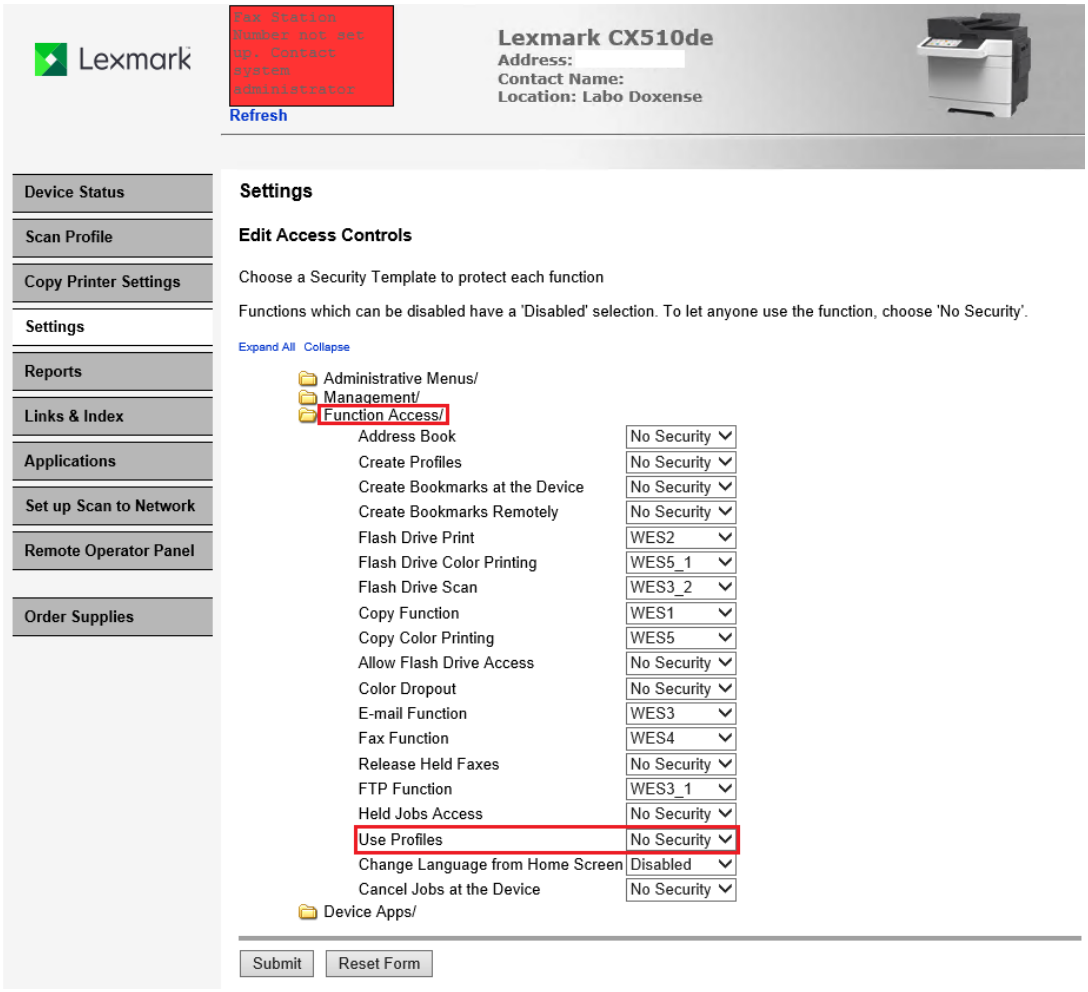

4. On the **Security** section, click **Security Setup**:




5. Go to the section **Advanced Security Setup**, click **Acces Controls**:



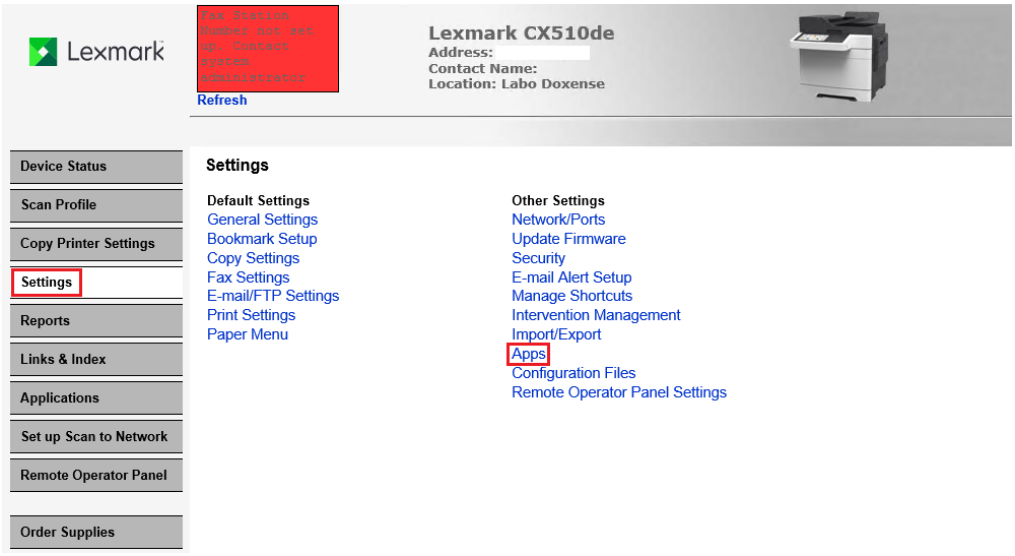

6. Expand the folder **Function Access**. Go to the drop-down list Use Profiles and make sure the value **No Security** is selected :




7. Validate this setting.

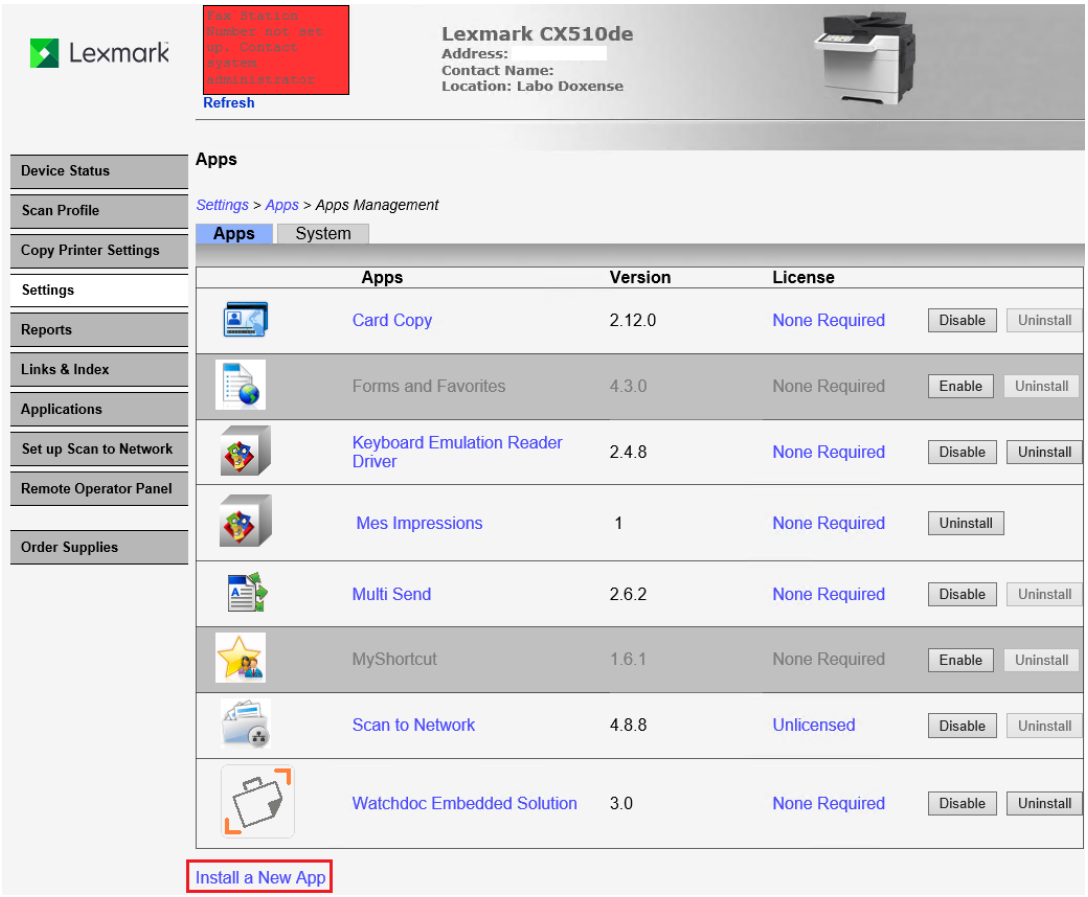
## Manually registering Watchdoc ScanCare on a Lexmark device (eSFv3, eSFv4)

1. Enter the IP address of the Lexmark device into your web browser.
2. The Lexmark device administration page is displayed.
3. In the navigation bar, click Settings. Then, go to Other Settings and click Apps.



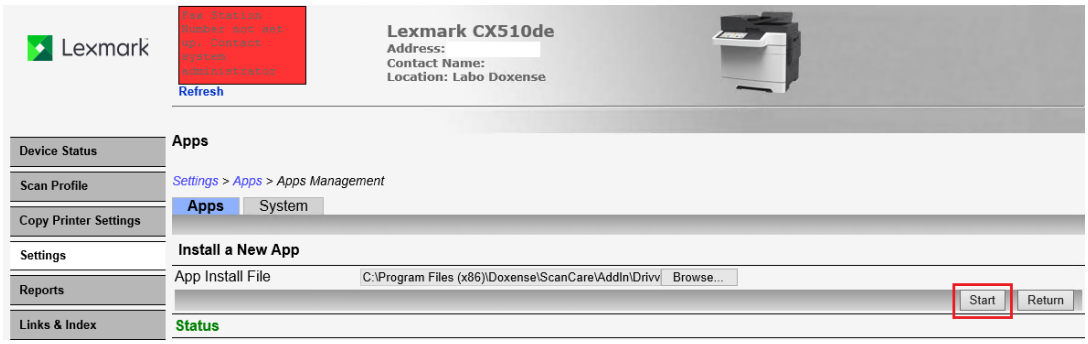

4. in the **App**. interface, section **App. management**, click on **Set app.** :

5. At the bottom of the **App.** interface, click on **Install New App.** :

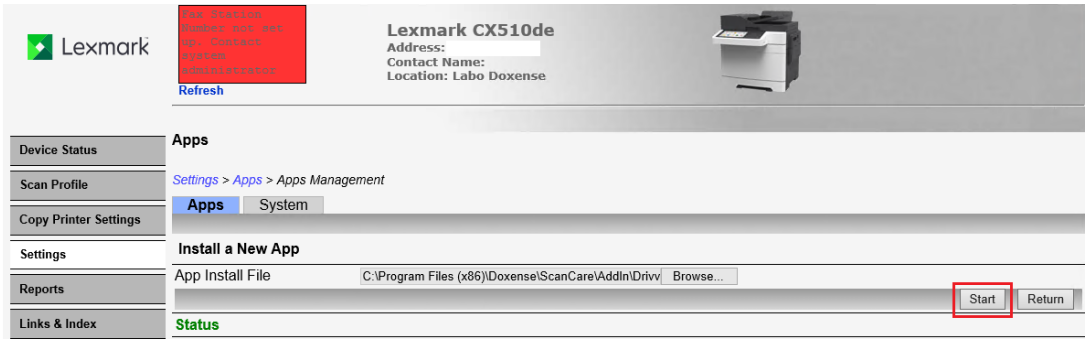



6. In the **Install New App**. section, click **Browse** to go to the [...]**DoxenseScanCareAddIn** folder;
7. In this folder, select the **DrivveImage.fls** file and click **Open**:

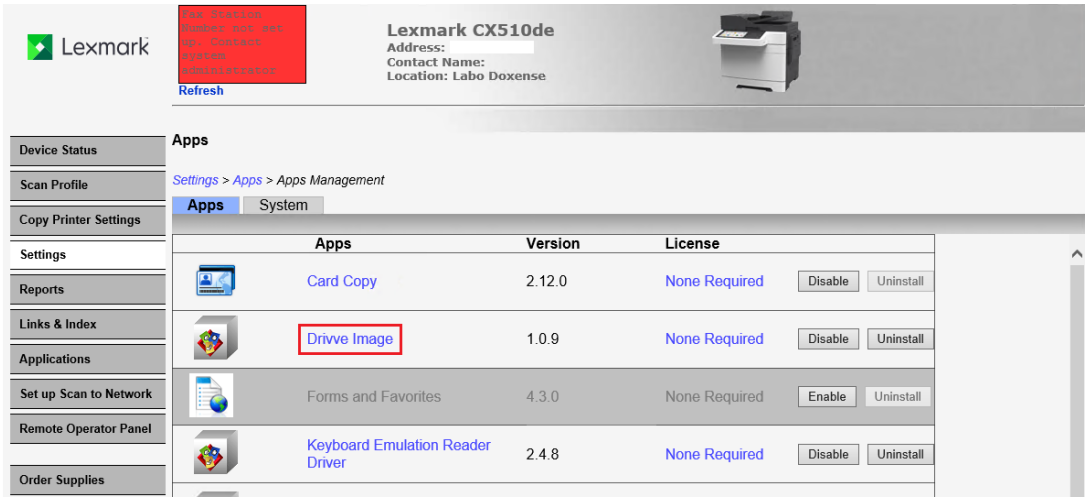
8. Once the file is displayed in the selection field, click on the **Start button**:



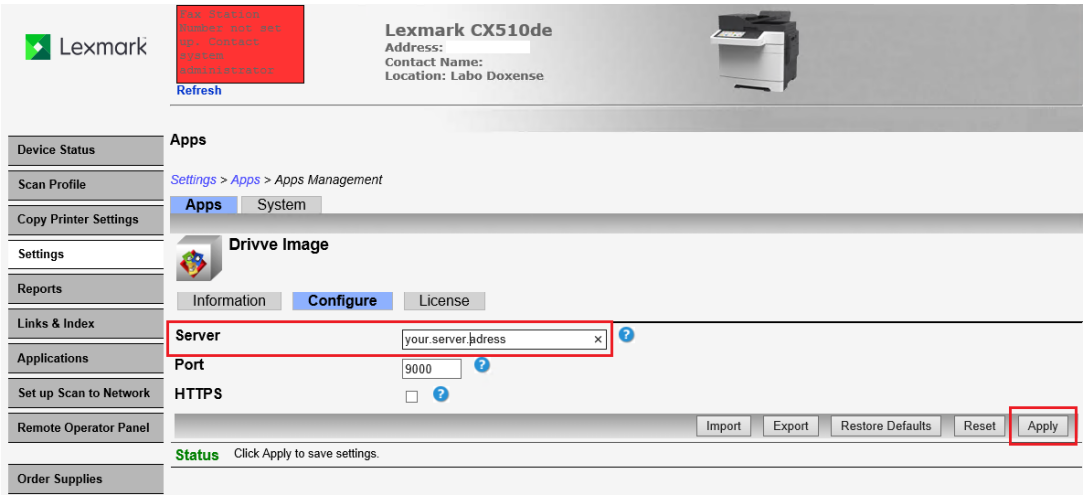

9. When the message indicates that the application is successfully installed, click on the **App tab.**:




10. Under the **App tab**, click on **Drivve Image**:




11. On the **Configure tab** of the Drivve Image interface, for the **Server setting**, enter the IP address of the Watchdoc ScanCare server
12. Then click on **Apply**:



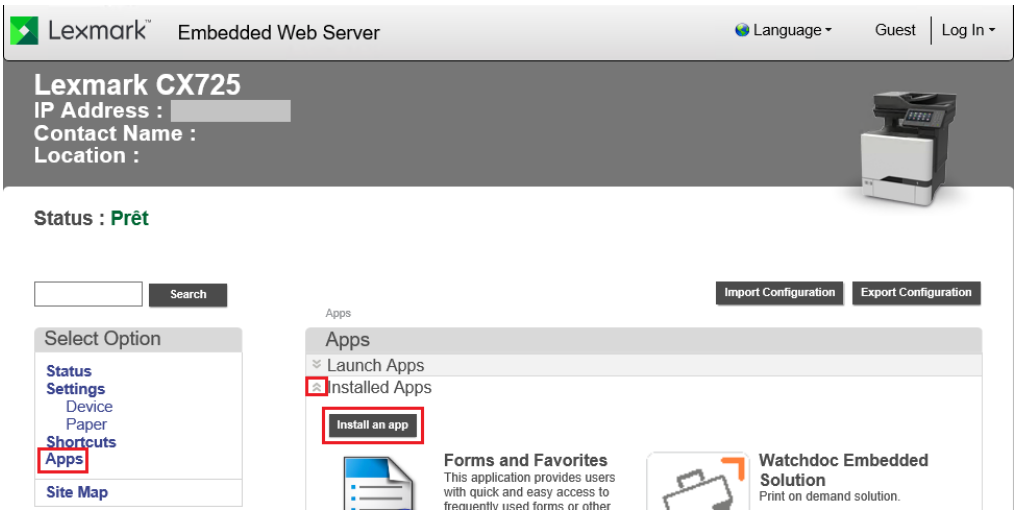

➔ Watchdoc ScanCare registration on the Lexmark device is complete.

## Manually registering Watchdoc ScanCare on a Lexmark device (eSFv5, eSFv6 AndroiD based)

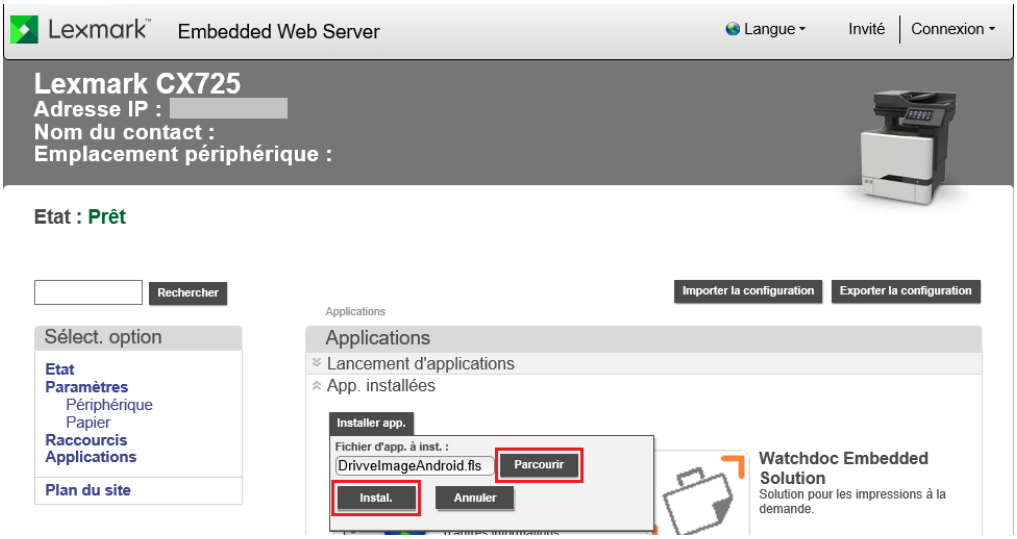
> Support for the Lexmark embedded Solutions Framework v5 & v6 devices started with Watchdoc ScanCare version 7.0.740.

Proceed as follows:

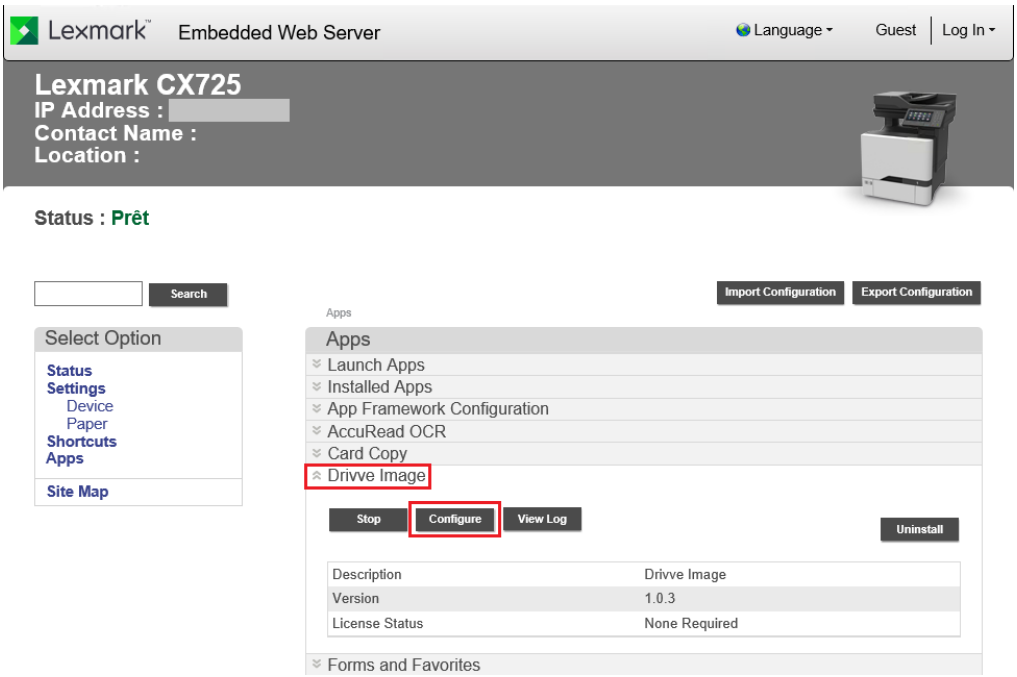
1. Enter the IP address of the Lexmark device into your web browser.
2. The Lexmark device administration page is displayed.
3. Choose the option **Apps**.
4. Expand the menu item **Installed Apps**.
5. Click **Install an app**.



6. in the **Installer app**. section, click **Browse**
7. Select the file …\Doxense\ScanCare\AddIn\DrivveImageAndroid.fls on the Watchdoc ScanCare server.
8. Click **Install**.

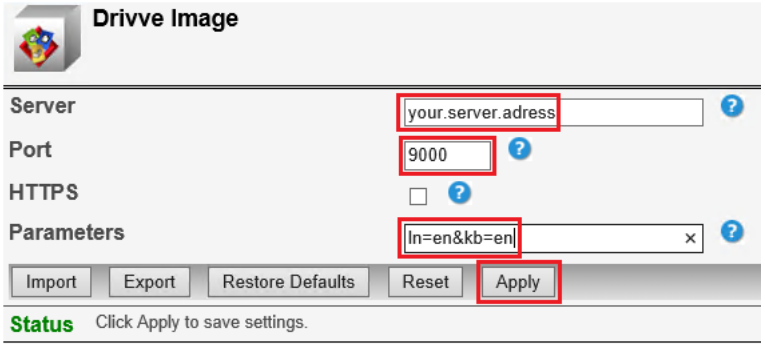



9. Confirm the installation success message with **OK**.
10. Expand the new menu item **Drivve Image** (or click on the Watchdoc ScanCare app icon).
11. Click **Configure**:




- For Server enter the IP address of the Watchdoc ScanCare server.
- If the Port differs from the Watchdoc ScanCare Server URL shown in Device Management, enter the port shown in the Watchdoc ScanCare Device Management here.

- In Parameters you can provide the usual Watchdoc ScanCare parameters to define UI and keyboard language (e.g. ?ln=en or ?kb=en to set UI and keyboard language to English). Please use the ampersand (&) after the first parameter before providing a further parameter (e.g. dev=lexmark&ln=en&kb=en).




Watchdoc ScanCare 7.x: It might be the case that you have to enter the parameter dev=lexmark in Parameters for some models. For Watchdoc ScanCare 8.0 and higher this is no longer necessary.

Usually you do not have to provide values in Parameters. The language parameters should only be entered to enforce a certain behaviour, if with default machine and server settings the correct language is not active for the UI or keyboard.énéralement, vous n'avez pas de valeur à indiquer dans Parameters.

12. Confirm with **Apply**.
➔ The Watchdoc ScanCare registration on the Lexmark device is finished