WATCHDOC

INSTALLATION AND INITIAL CONFIGURATION MANUAL

Oki WES OpenPlatform

DOXENSE Print, breathe !

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Introduction

Purpose of the manual

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

Intended audience

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

Symbols used

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

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

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

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

Versions

Date	Description
10/2024	Update of the document formatting
07/2022	Update of the WES V3 installation procedure
09/2018	Update of the available devices list
06/2018	Update of the Device Lock out section.
01/2018	Update of the available devices list.
09/2017	Rereading and corrections. Translation of the device configuration.
09/2017	Rereading and corrections
09/2017	Rereading and corrections
08/2017	Rereading and corrections
05/2017	Addition of the Authentication Method and Print Job Release Mode parts.
03/2017	UpDate of the screenshot.
02/2017	New graphical version, adding device prerequisites, adding Organisational Requirements
09/2016	First version.

Prerequisites and prior configuration

Technical prerequisites

To enable WES v3 to run on OKI devices

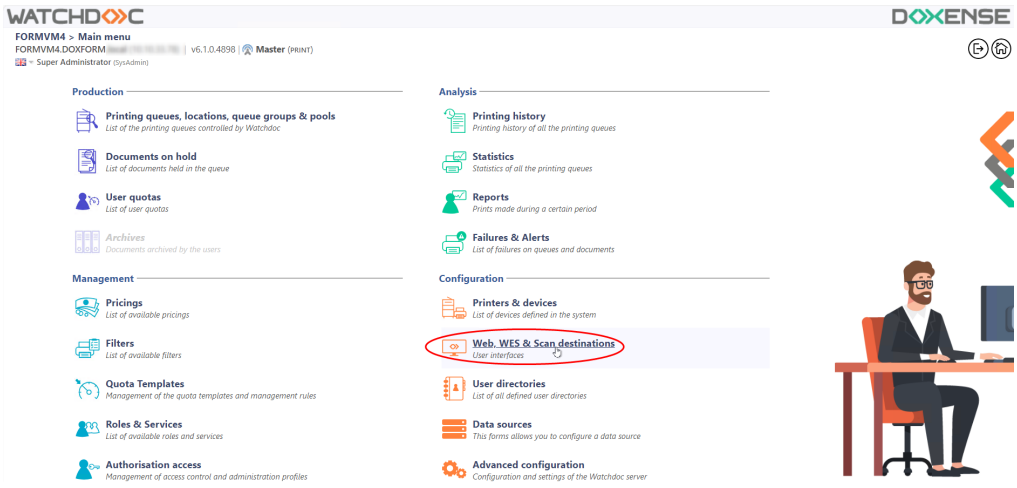
- devices must support the v2 WES
- devices must support sXP2 or Open Platform v2.3 technology
- the embedded EWB browser must be activated.

Create and configure the WES profile

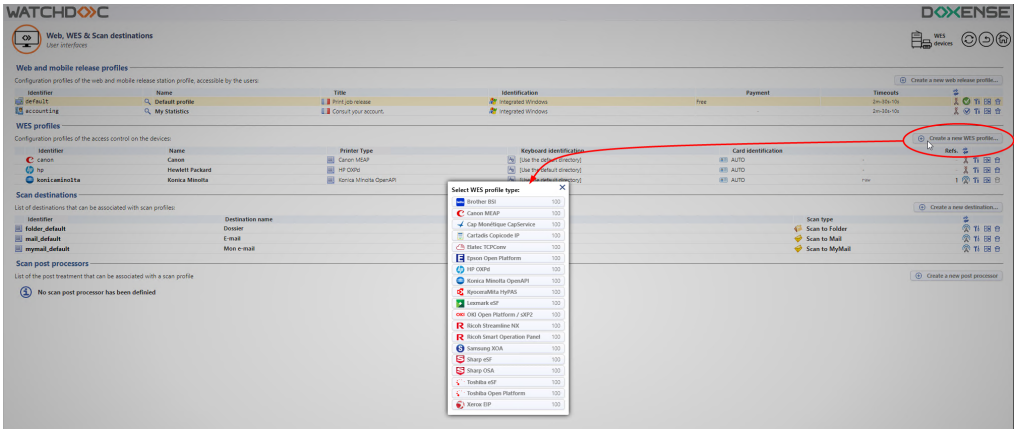
Create the WES profile

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

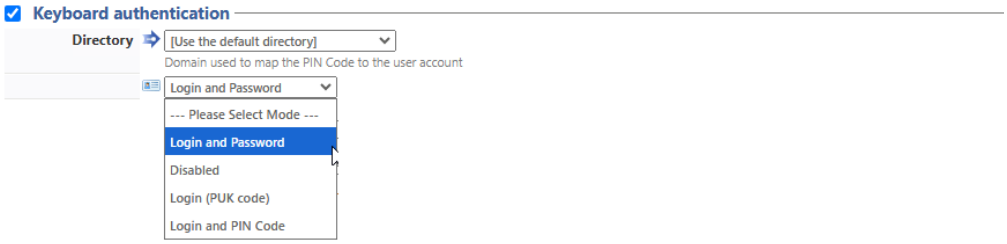
Properties section

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.
- **Type:** Select the device technology (sXP2 or Open Platform).

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



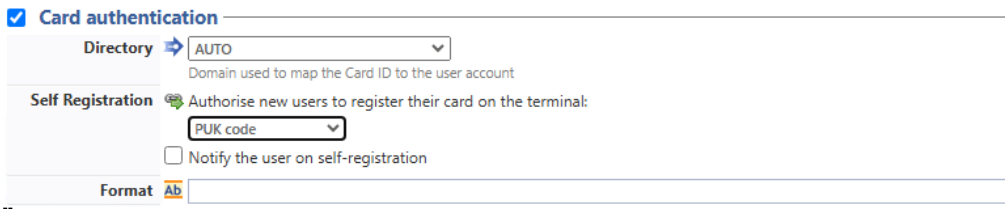
[1](Print User Key). In Watchdoc, this is a code associated with a user account to allow the user to authenticate in a WES. The PUK code is generated thanks to an algorithm. The user can consult it in the "My account" page of Watchdoc.

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.



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

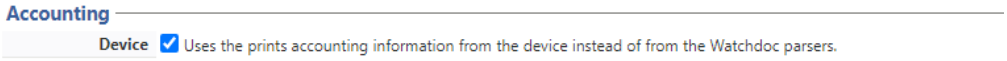
[1] An action in which a user account is associated with its own card code. Registration is carried out the first time a card is used. The registration can be carried out by the IT manager when he issues the card to a user or by the user himself who enters his identifier (PIN code, PUK code or username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

requires a transformation of the format read by the badge reader. If you have a problem setting this parameter, contact Doxense Support.

Accounting section

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

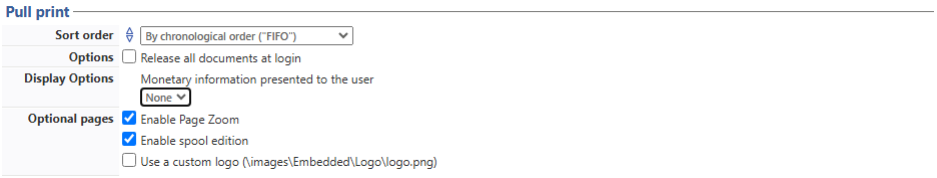
- **Device > Uses the prints accounting information from the device** : tick this box if you want accounting to be supported by the device instead of the Watchdoc parser. This only applies to print jobs. Results are more reliable especially when the job is not fully printed (canceled).



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.

- **Sort Order:** Set the documents order on the device screen:
  - **Reverse chronological:** More recent documents will top the list ;
  - **Chronological:** Older documents will top the list.
- **Release all documents at login:** When the user logs on, 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 one by one.
- **Display options:** monetary information presented to the user Select which information will be displayed to the users (none, cost, price);
- **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;
  - **Use a custom logo:** (WES v2 only) Tick the box to custom the WES by applying your organisation logo. In this case, the logo must be recorded in the Watchdoc server dedicated folder (C:\Program Files\Doxense\Watchdoc\Images\Embedded\Logo.png).

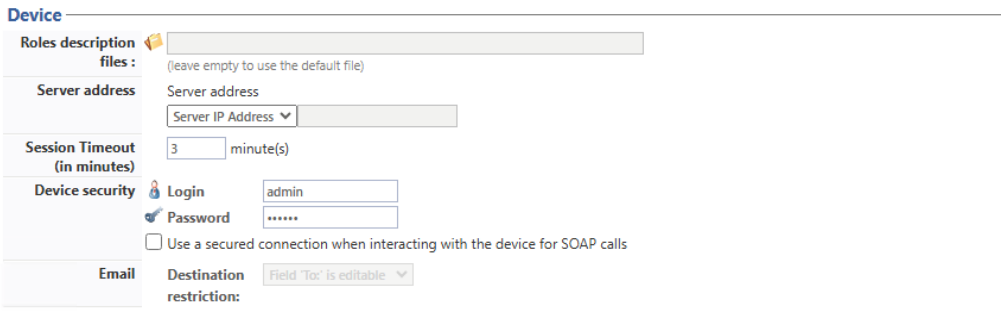


Device section

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

- **Roles definition file:** here you specify the path to the file in which the pre-device access roles are saved.

- **Server Address:** The device needs to contact the Watchdoc server when the user tries to connect or wants to release his documents. You can specify the Watchdoc server address in three different ways: IP Address, DNS Address and Custom Address ;
- **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.
- **Device security:** enter the administrator login and password required to access the device.
- **Use a secured connection** when interacting with the device for SOAP calls: tick this box if SOAP calls must be secure.
- **Email:** indicate whether the email destination field of the device screen can be modified by the user:



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.

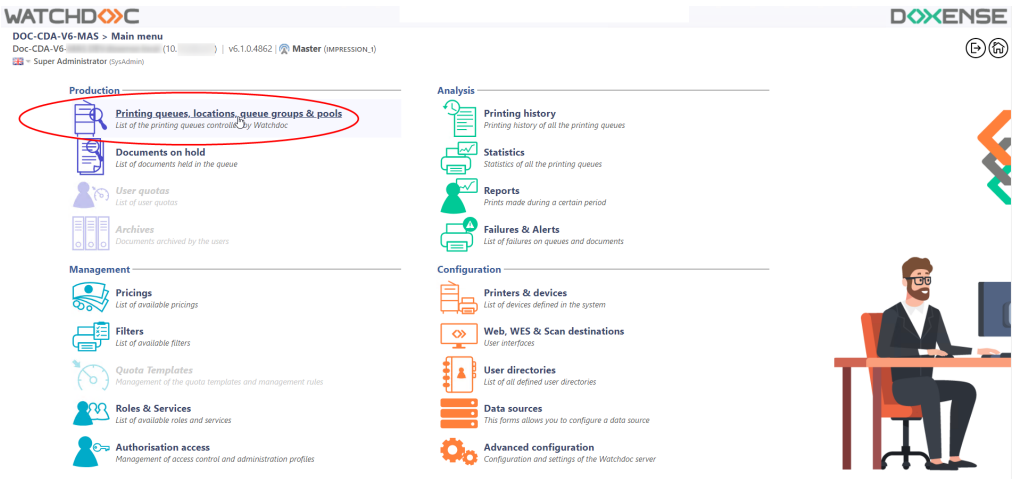
Validate the profile

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

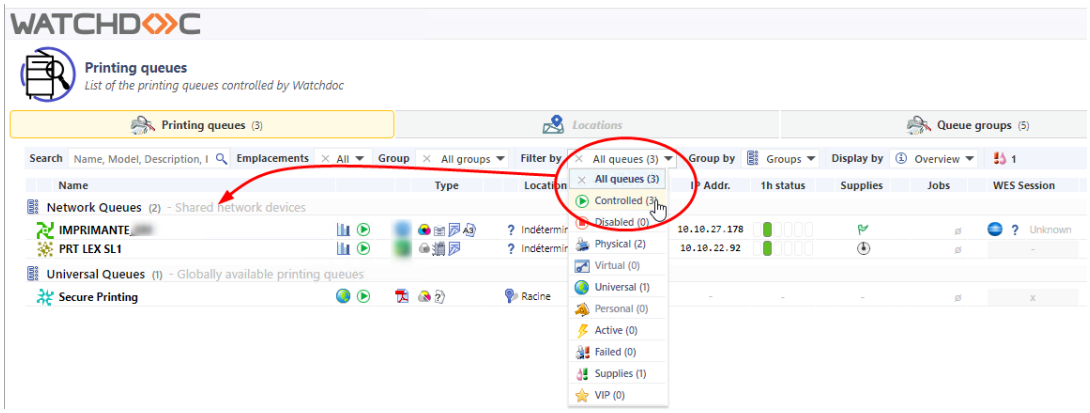
Configure the WES onto the queue

Access the interface

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



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



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

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

Configure the print queue mode

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

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

Configure the WES onto the queue

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

- **Device - Activate embedded interface:** tick the box to use a WES.
- **Profile:** 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:** 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:** It may be useful to activate WES trace logging, especially to diagnose an anomaly. Use this subsection to specify settings relating to WES trace log files:
  - **Log level:**From the list, select the type of requests you wish to trace:
    - **Auto:** retains standard traces ;
    - **Include binary content:** retains detailed traces.
  - **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

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

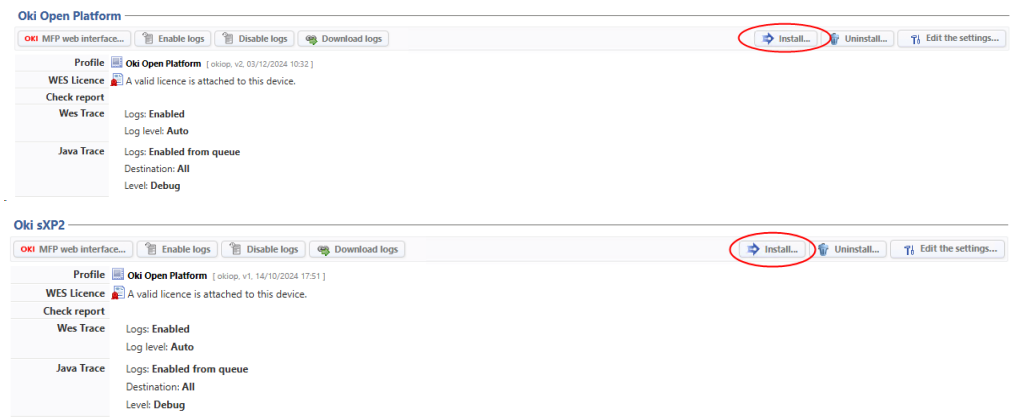
Presentation of the WES section

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

- **MFP web interface:** Shortcut to the device's internal administration website;
- **Enable logs:** Tick the box if you would like to generate trace log files on communications between Watchdoc and the WES and to keep them on the server.
- **Disable logs:** Tick the box if you would like to disable trace log files on communications between Watchdoc and the WES.
- **Download logs:**Tick the box if you would like to download trace log files on the server.
- **Install:** is used to install the WES configuration on the queue.
- **Uninstall:** is used to uninstall the WES configuration from the queue.
- **Edit the settings:** is used to access the WES configuration on the queue.

Procedure

1. In the section **Oki**, click on the **Install** button to complete the installation of the application:



➔This installation is carried out in several stages listed in the Report.
When all the dots in the report are green, this means that the installation has been completed successfully and the WES is ready for use. Start a printout and go to the device interface to check that the WES is working.
For some models, it might be necessary to complete installation on the device (cf. Additional configuration).

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.

Activating WES traces

To diagnose a problem with Sharp OSA on-board applications, you need to activate the log files specific to WES communications.

To activate the traces

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 **OSA** section, click on the **Edit the settings** button:

5. in the **WES>Diagnostics** section, tick the **Enable traces** box ;
6. in the **Trace level** list, select :
   - **Auto:** retains standard traces ;
   - **Include binary content:** retains detailed traces.
7. In the **Path field**, enter the path of the folder in which the trace files should be saved. If you leave the field blank, the trace files will be saved by default in the Watchdoc_install_dir/Logs/Wes_Traces/QueueId installation folder:

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

InternalServerError. An Internal error occurred. Doxense.data.JsonDv.JsonDbException: Database must be initialized before any operation.

Context
This error message appears after the WES has been installed, even though everything seems to be configured correctly.

Cause
The interserver database is not configured when the Watchdoc server is started.

Resolution
In the Watchdoc administration interface, check the configuration of the interserver database (see Enable the interserver printing function).

Print time

Context
When a user sends a document to a network printer targeting a print server, there is a delay of around twenty seconds before the document begins to be spooled and then sent to the server.

Cause
This anomaly is caused by the driver sending SNMP requests to the print server thinking it is a device. Each request causes a timeout.

3133	2018-04-11 11:49:17.198008000	128.220.13.153	128.1.1.148	SNMP	94	get-request 1.3.6.1.4.1.1129.2.3.50.1.3.21.7.1.2.1.1
3137	2018-04-11 11:49:17.399884700	128.1.1.148	128.220.13.153	TPKT	105	Continuation
3138	2018-04-11 11:49:17.447974600	128.220.13.153	128.1.1.148	TCP	54	63142 → 3389 [ACK] Seq=1 Ack=409 Win=2050 Len=0
3160	2018-04-11 11:49:19.399801400	128.1.1.148	128.220.13.153	TPKT	105	Continuation
3162	2018-04-11 11:49:19.448179300	128.220.13.153	128.1.1.148	TCP	54	63142 → 3389 [ACK] Seq=1 Ack=460 Win=2050 Len=0
3166	2018-04-11 11:49:20.214004500	128.220.13.153	128.1.1.148	SNMP	94	get-request 1.3.6.1.4.1.1129.2.3.50.1.3.21.7.1.2.1.1
3176	2018-04-11 11:49:21.400096100	128.1.1.148	128.220.13.153	TPKT	105	Continuation
3178	2018-04-11 11:49:21.448774900	128.220.13.153	128.1.1.148	TCP	54	63142 → 3389 [ACK] Seq=1 Ack=511 Win=2049 Len=0
3192	2018-04-11 11:49:22.415638900	128.1.1.148	128.220.13.153	TPKT	105	Continuation
3199	2018-04-11 11:49:22.463929500	128.220.13.153	128.1.1.148	TCP	54	63142 → 3389 [ACK] Seq=1 Ack=562 Win=2049 Len=0
3221	2018-04-11 11:49:23.229655200	128.220.13.153	128.1.1.148	SNMP	94	get-request 1.3.6.1.4.1.1129.2.3.50.1.3.21.7.1.2.1.1
6015	2018-04-11 11:49:24.415680800	128.1.1.148	128.220.13.153	TPKT	105	Continuation
6017	2018-04-11 11:49:24.464168500	128.220.13.153	128.1.1.148	TCP	54	63142 → 3389 [ACK] Seq=1 Ack=613 Win=2049 Len=0
6026	2018-04-11 11:49:25.431339800	128.1.1.148	128.220.13.153	TPKT	105	Continuation
6028	2018-04-11 11:49:25.482680400	128.220.13.153	128.1.1.148	TCP	54	63142 → 3389 [ACK] Seq=1 Ack=664 Win=2049 Len=0
6032	2018-04-11 11:49:26.259396500	128.220.13.153	128.1.1.148	SNMP	94	get-request 1.3.6.1.4.1.1129.2.3.50.1.3.21.7.1.2.1.1
6040	2018-04-11 11:49:27.431381400	128.1.1.148	128.220.13.153	TPKT	105	Continuation

Resolution
To solve this problem, disable the bidirectionality in the print queue properties from its configuration interface:

1. in the list of devices installed on the server, select the Toshiba device:
2. right-click, then, in the list, select "Properties";
3. On the **Ports** tab, check that the box **Activate the bidirectional mode management** is disabled:
4. On the **Device's settings** tab, check that the box **Self update** is unchecked.

5. On the **Advanced** tab, click on **By default printing** button;
6. On the **Others** tab, check that the box **SMNT Communication** is unchecked.