

An abstract graphic element consisting of three overlapping diamond shapes in shades of orange and light orange, arranged in a triangular pattern pointing to the right.

INSTALLATION AND INITIAL CONFIGURATION MANUAL

Sharp WES OSA 3.5+ and G2 browser

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 **SHARP** 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®

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

Versions

Date	Description
01/2026	Update of the Authentication Method section
07/2025	Update of the troubleshooting section
06/2025	Update of the WES Profile configuration's device's section: add of the End-point parameter
10/2024	Update of the document formatting
07/2024	Update of the WES v3 installation procedure
12/2023	Addition of an information about the Associate a device button
06/2021	Update of the available devices list (Luna models)
10/2017	Addition of a note about Quota feature and AMX2 option
05/2017	Addition of the Authentication Method and Print Job Release Mode parts.
03/2017	UpDate of the screenshot.
02/2017	New graphical version, adding device prerequisites, adding Organisational Requirements
09/2016	First version.

Prerequisites and prior configuration

Configure ports

The network ports to open are the following:

Source	Port	Protocol	Target
Watchdoc	TCP 80 TCP 443	HTTP HPPS	Printing device

MX AMX modules installation

Watchdoc and Sharp WES are compatible with the following models and all OSA versions 3.5 and above.

WES v.3 is only compatible with models equipped with the G2 browser.

The following modules must be installed on the MX-M265, MX-M3051, MX-M3551, MX-M4051, MX-M5051 and MXM6051 printers for Watchdoc to work properly:

- MX AMX2;
- MX AMX3

If these modules are not installed, an error message appears during WES installation, preventing the installation from being completed.

They are installed by default on models MX-M3071, MXM3071S, MX- M3571, MX-M3571S, MX- M4071, MX- M4071S, MX- M5071, MXM5071S, MX- M6071, MX- M6071S.

From version 6.1.0.5290 onwards, only the AMX2 (BP-AM10) option is required for the WES to function properly, except for WEScan, which requires the AMX3 (BP-AM11) option.

Please note, however, that for an optimised user experience, we recommend installing both the AMX2 (BP-AM10) and AMX3 (BP-AM11) options.

Activate the user authentication

For some Sharp printing devices, prior authentication must be configured before installing the WES. If this has not been done, the WES Watchdoc welcome screen will not appear.

To enable authentication :

1. log on to the print device web interface as administrator;
2. go to **System Settings > Authentication Settings**;
3. in the **Default Settings > User Authentication** interface, select **Enable**:

4. Click on **Submit** to confirm the configuration.

Cards reader activation

If you want to use a cards reader, it's necessary to activate the feature. For most device, this activation is performed from the device administration interface.

For some older models, it's necessary to activate the maintenance mode to activate this feature;

1. access to the Sharp device web administration interface;
2. go to the **User Control > User Count** menu;
3. if the **Card Type / Card Reader Settings** option is displayed, you can configure the cards reader from the web interface.
If the feature doesn't not appear on the menu, the Maintenance mode must be used. Contact your Sharp vendor to guide you in this procedure.
4. In the **Card Type / Card Reader Settings** section:
 - i. in the field Card Type/ card reader,enter the **200** value;
 - ii. tick the Use IC Card for authentication box.
5. Validate you configuration by clicking on the **Submit** button.

Card Type / Card Reader Settings

Submit(U) Update(R)

Card Type / Card Reader:

Use IC Card for Authentication

Submit(U) Update(R)

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**:

WATCHDOC  **DOXENSE** 

FORMMV4 > Main menu FORMMV4 DOXFORM v6.1.0.4898 | Master (PRINT)  

Production

-  **Printing queues, locations, queue groups & pools**
List of the printing queues controlled by Watchdoc
-  **Documents on hold**
List of documents held in the queue
-  **User quotas**
List of user quotas
-  **Archives**
Documents archived by the users

Management

-  **Pricings**
List of available pricings
-  **Filters**
List of available filters
-  **Quota Templates**
Management of the quota templates and management rules
-  **Roles & Services**
List of available roles and services
-  **Authorisation access**
Management of access control and administration profiles

Analysis

-  **Printing history**
Printing history of all the printing queues
-  **Statistics**
Statistics of all the printing queues
-  **Reports**
Prints made during a certain period
-  **Failures & Alerts**
List of failures on queues and documents

Configuration

-  **Printers & devices**
List of devices defined in the system
-  **Web, WES & Scan destinations**
User interface 
-  **User directories**
List of all defined user directories
-  **Data sources**
This forms allows you to configure a data source
-  **Advanced configuration**
Configuration and settings of the Watchdoc server



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:

Web & Scan destinations

User interfaces

Web and mobile release profiles

Configuration profiles of the web and mobile release station profile, accessible by the users

Identifier	Name	Rate	Identification	Payment	Timestamps
default	Default profile	1 min job release	Integrated Windows	Free	24h-30s-10s
accounting	My Statistics	Consult your account.	Integrated Windows	Free	24h-30s-10s

WES profiles

Configuration profiles of the access control on the devices:

Identifier	Name	Printer Type
canon	Canon	Canon MEAP
hp	Hewlett Packard	HP OPOS
sononiadis	Konica Minolta	Konica Minolta OpenAPI

Scan destinations

List of destinations that can be associated with scan profiles

Destination name
Dossier
E-mail
Mail e-mail

Scan post processors

List of the post treatment that can be associated with a scan profile

④ No scan post processor has been defined

Create a new web release profile...

Create a new WES profile...

Create a new scan destination...

Create a new post processor...

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

A navigation bar helps you quickly access the desired section:

Go To: [Properties](#) [Keyboard authentication](#) [Card authentication](#) [Anonymous connection](#) [Accounting](#) [Pull print](#) [Quota](#) [Scan](#) [Device](#) [Misc](#)

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.
- **Application OSA - option AMX2:** Tick when activating WES V3 (optional in V2).
- **Global:** In the case of a domain configuration (master/slaves), tick this box to replicate this profile on the slave servers.
- **Language:** Select the WES display language configured from the list. If you select Automatic detection, the WES adopts the language it finds by default in the device configuration.
- **Version:** Select the version of WES. For v3, you can customise the interface by choosing the colour of the buttons and images to match your graphic identity:
 - **Colour:** enter the Hexadecimal color value corresponding to the WES button's colour. By default, the buttons are Watchdoc orange customized (#FF901). Once the value is entered, the colour is displayed in the field.
 - **Images:** if you want to customize the WES images, enter the folder path in which are recorded images you want to display instead of the default images (stored in C:\Program Files\Doxense\Watchdoc\Images\Embedded\Doxense\ [Manufacturer_Name] by default).

Create a WES profile - Sharp OSA
This form allows you to create a new WES configuration profile

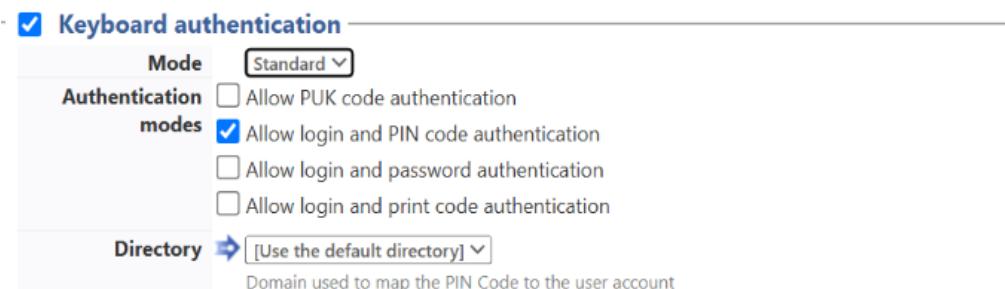
Properties

Identifier	sharp
Name	Sharp
Global	<input type="checkbox"/> Replicate this profile on all servers
Use AMX2 option	<input checked="" type="checkbox"/> Installed as an OSA application
Version	v3
V3 interfaces are only available if the application is installed using the AMX2 option.	
Language	Automatic detection
Usage	Device locked
Colour	Colour of the buttons on the screen, in web format (ex: '#FF9015') #FF9015 R=255, G=144, B=21
Images	Path to the folder containing custom images: Leave blank to use default images

Configure the Keyboard authentication mode

- **Keyboard authentication:** tick the box (at the section level) to enable user authentication from a physical keyboard or the touch screen one, then set out how this authentication works:

- **PUK¹ Code:** the PUK code is automatically generated by Watchdoc according to the parameters defined in the directory and communicated to the user on the "My account" page.
- **Login and PIN Code:** consisting of 4 or 5 digits, the user PIN code (1234, for example) is registered as an LDAP attribute or in a CSV file. It is associated to the user login (available with the Watchdoc 5.1 version).
- **Login and password:** users will use their LDAP credentials. We do not recommend using this mode :
- **Login and print code:** the user authenticates using their LDAP account and an alphanumeric code (that must contain between 4 and 16 characters and must not contain more than 2 digits). This authentication method must have been enabled beforehand in the LDAP directory configuration. The alphanumeric code must have been entered beforehand by the user on the "My Account" page (see [Using the "My Account" page](#)).
- **Directory:** From the list, select the directory to query during keyboard authentication. If no directory is set, Watchdoc will query the default directory.



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

- **Gallery:** This mode allows users to search for their account in a list using a specific identification attribute, and then complete their authentication using a second attribute. If the user cannot find his

¹(Print User Key). In Watchdoc, this is a code (associated with a user account but used alone) sufficient 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. For security reasons, we advise against using the PUK code and recommend using a login (user account)/PIN code.

account directly in the gallery, a search engine is available.

- **Search type:**
 - **strict:** select this type if the search criterion must correspond strictly to the value recorded in the directory (exact search);
 - **smart:** select this type if the search criterion should partially match the value recorded in the directory (approximate search, 3 characters minimum: "der" finds 'Derrick', 'Underwood' and 'Fielder'). In this case, specify which directory attribute the search is for:
 - **login:** account with which the user authenticates to the WES;
 - **full name:** the first name and surname of the user registered in the directory;
 - **mail:** email address of the user registered in the directory.
- **Primary field:** From the list, select the main search criterion;
- **Secondary field:** From the list, select the secondary search criterion;
- **Nb. max. or results:** specify the maximum number to be displayed in the list of results.

The screenshot shows a configuration interface for 'Keyboard authentication'. It includes the following settings:

- Mode:** Gallery
- Search type:** Smart
- Attr. Search:** Login, Full name, Mail (all checked)
- Primary field:** Login
- Secondary field:** Fullname
- Max. number of results:** 50
- Directory:** Use the default directory

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



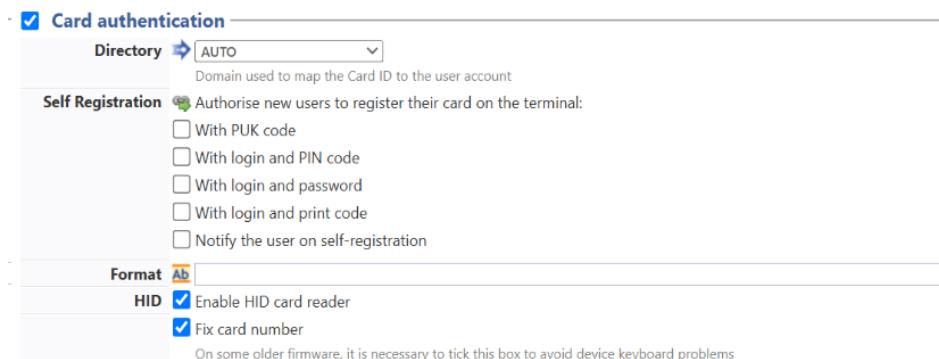
N.B.: in Gallery mode, authentication is performed using the user's PIN code. Make sure that users have a PIN code and that the 'PIN code: users have a PIN code' box is ticked in the directory configuration (see [Configuring an LDAP directory](#) or [Configuring an SQL directory](#)).

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 from the WES, state how the user assigns their card to their account:
- **Disabled**: the self-registration is not allowed: if the user is unknown, an error message is displayed;
- **with PUK code**: the embedded solution will ask the user for its PUK code. If the PUK code is correct, Watchdoc stores the card number with the user's login in its database;
- **with login and PIN code**: the embedded solution will ask the user for his login and his PIN code.
- **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.
- **with login and printcode**: the embedded solution will ask the user for his login and his PIN code. The user must enter its printcode in the "My Account" page.
- **Notify the user on self-registration**: check this box to send a notification to the user when his badge has been enrolled.
- **HID**:
 - **Enable HID Card reader**: indicate, in seconds, the time to wait before a second badge swipe is taken into account (5s < Time < 15s)
 - **Fix card number**: if there are any problems reading the badges, tick this box to correct them. With some older firmware, the badge numbers may not be read correctly:



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

¹An 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.

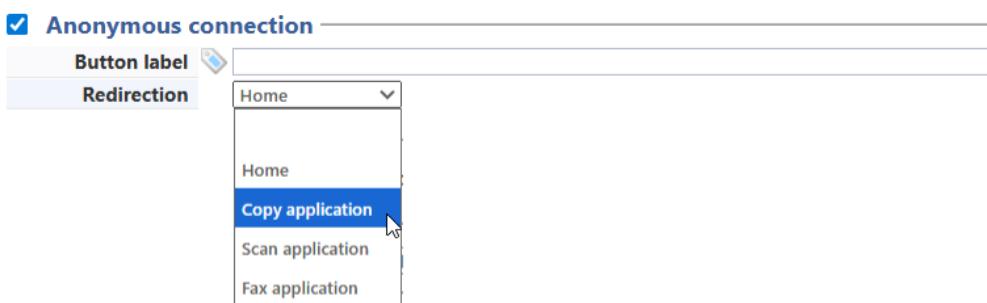


requires a transformation of the format read by the badge reader. If you have a problem setting this parameter, contact Doxense Support.

Configure the Anonymous connection section

Tick this section to activate the **Anonymous connection** in order to allow an unauthenticated user to access to the device by clicking a button. It is possible to restrict the features that the anonymous user can access by applying a privilege policy to the queue, group, or server, and using the Anonymous User filter.

- **Button Label:** Enter in this field the label displayed on the access button to the device features. By default, the text is **Anonymous**
- **Redirection:** Select the interface to which the anonymous user is sent :



Configure the Accounting section

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

- **Device > Uses the prints accounting information from the device** : tick this box if you want accounting to be supported by the device instead of the Watchdoc parser. This only applies to print jobs. Results are more reliable especially when the job is not fully printed (canceled).
- **Security > Allow anonymous printing:** tick this box to accept printing by non-authenticated users. In this case, the print jobs are assigned to an Anonymous virtual account. If you wish to assign these print jobs to another account, enter this account in the User account field, in the form of domain\account.
- **Password Required:** Select this check box to require users to enter their password in the Sharp driver or mobile application settings. If the password is missing, printing is considered anonymous and will be rejected if anonymous printing is not allowed.
- **Domain:** this parameter should be configured in specific cases of accounting inconsistencies. In some cases, the domain of the user who initiated print jobs and the domain recognised by the print device do not match. In this case, the accounting of print jobs can be distorted.
 - **Ignore the domain** returned by the device and use the user's domain as authenticated in the WES;
 - **Give priority to the domain** sent by the device or, if this is absent, to the user's domain;

- **Give priority to the domain** sent by the device, or treat the job as anonymous;
- **Use the domain selected from the list shown:**

- **Accounting**

Device	<input type="checkbox"/> Uses the prints accounting information from the device instead of from the Watchdoc parsers.
Security	<input checked="" type="checkbox"/> Authorise anonymous prints.  (optional) Specify the user account on which the anonymous prints will be affected : domain\account <input type="text"/>
<input type="checkbox"/> Password required in the print file, otherwise the print is considered as from an anonymous source.	
Domain	Domain used for the accounting: <input type="radio"/> Ignore the domain returned by the device and always use the profile domain (keyboard) <input type="radio"/> Use the domain returned by the device if present, use the profile domain (keyboard) otherwise <input type="radio"/> Use the domain returned by the device if present, consider the job as anonymous otherwise <input type="radio"/> Always use the following domain for the accounting <input type="text"/>

Configure the redirection management section (from v. 6.1.0.5290)

Configure here the WES operation with or without the AMX2 / BP-AM10 option (see [Installation prerequisites](#)).

- **Application OSA - AMX2- BP-AM10 option:** tick the box to use the WES with the AMX2 / BP-AM10 option. In this case, a specific screen is displayed after authentication to give access to the Watchdoc, WEScan and device functions. If you do not tick the box, the WES uses the AMX3 / BP-AM11 option with the classic WES v. 3 functions (but without access to WEScan).
- **Redirection:** if the user has no print jobs waiting, specify the behaviour of the WES:
 - **Smart:** the WES displays the default home interface;
 - **Ask user:** if there are jobs waiting, the WES goes directly to the jobs page or, if there are no jobs waiting, it goes to the device menu.
 - **Waiting jobs:** the WES displays the list of pending documents even if there are none.
 - **Home:** the device's default home interface is displayed ;
 - **Scan application:** the device's scanning interface is displayed;
 - **Easy Scan application:** the device's easy scanning interface is displayed;
 - **Copy application:** the device's photocopying interface is displayed;
 - **Easy Copy application:** the device's easy photocopying interface is displayed;
 - **Fax:** the machine's fax interface is displayed.
 - **Easy Fax:** the machine's easy fax interface is displayed.
- **Menu content:** click on **Add an entry** to select the application(s) to be displayed on the device screen:

- **Redirection management**

Use AMX2 option	<input checked="" type="checkbox"/> Installed as an OSA application
Redirection	<input type="radio"/> Smart <input type="radio"/> Application <input type="radio"/> MFP Menu <input type="radio"/> Add an entry
Menu content	<input type="radio"/> Application <input type="radio"/> MFP Menu <input type="radio"/> Add an entry

Configure the Pull-print section

In this section, you can change options about the Watchdoc release application: sort order of the document, tariff information and optional pages.

You can bypass this application by enabling the automatic release mode. When the user is authenticated on the device, all its documents are released.

- **Sort Order:** Set the documents order on the device screen:
 - **Reverse chronological:** More recent documents will top the list ;
 - **Chronological:** Older documents will top the list.
- **Use AMX2 option:**
 - **OSA request timeout:** Maximum request duration: specify, in seconds, the period of inactivity after which requests are no longer executed;
 - **Session Timeout:** Specify, in seconds, the duration of inactivity after which the user who has logged on to the WES is automatically logged off.
- **Redirection:** if the user has no print jobs waiting, specify the behaviour of the WES :
 - **Smart:** the WES displays the default home interface;
 - **Ask the user:** the WES goes directly to the pending jobs page if there are any, or to the device menu if there are no pending jobs.
 - **Waiting jobs:** the WES displays the list of pending documents even if there are none.
 - **Copy application:** the machine's copy interface is displayed;
 - **Scan application:** the machine's scanning interface is displayed;
 - **Fax:** the machine's fax 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 to enable user adding more pages previews:
 - **Enable Page Zoom:** User can have a page by page preview (PCL 6 driver required)
 - **Enable spool edition:** User can modify the initial printing criteria;
- **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.
 - **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.

Pull print

Sort order	<input fifo")"="" type="button" value="By chronological order ("/>
Use AMX2 option	OSA Requests timeout: <input type="text" value="30"/> sec
	Session Timeout: <input type="text" value="300"/> sec
<input type="checkbox"/> Release all documents at login	
Optional pages	<input checked="" type="checkbox"/> Enable Page Zoom <input checked="" type="checkbox"/> Enable spool edition <input checked="" type="checkbox"/> Enable documents preview
Display Options	<input type="checkbox"/> Monetary information presented to the user: <input type="button" value="None"/> <input checked="" type="checkbox"/> Force the monetary display to 2 decimal digits <input type="checkbox"/> Use a custom logo (\images\Embedded\Logo\logo.png) <input checked="" type="checkbox"/> Display print policy warning messages

Configure the Quota section

- Activate the 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.

Quota

Configure the Scan section

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

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

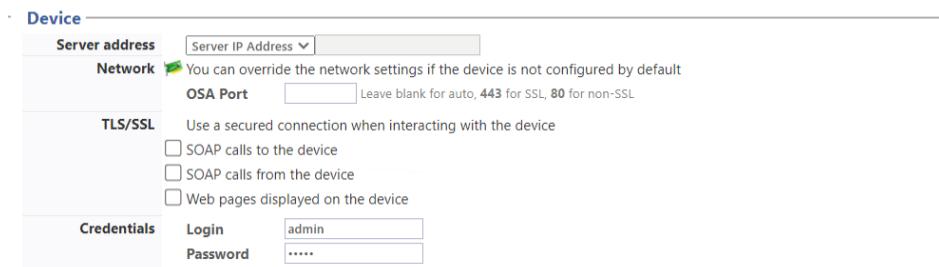
- **Post processing:** if a post-scan treatment has been configured (see [Post-scan processor](#)), select it from the list ;
- **destinations :** the **destination** is the place where the scanned document is sent. For each profile, you can activate, deactivate and define one or more destinations by 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 Profiles	Name	Activation	Inheritance	Post processing	Destinations
Colour standard	<input checked="" type="checkbox"/> Enabled	<input checked="" type="checkbox"/> Inheritance enabled	No post processing	Destinations	
Colour low resolution	<input checked="" type="checkbox"/> Enabled	<input checked="" type="checkbox"/> Inheritance enabled	No post processing	Destinations	
Black and white low resolution	<input checked="" type="checkbox"/> Enabled	<input checked="" type="checkbox"/> Inheritance enabled	No post processing	Destinations	
Photo HD	<input checked="" type="checkbox"/> Enabled	<input checked="" type="checkbox"/> Inheritance enabled	No post processing	Destinations	
Paper standard HD	<input checked="" type="checkbox"/> Enabled	<input checked="" type="checkbox"/> Inheritance enabled	No post processing	Destinations	

Configure the Device section

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

- **Fault tolerance:** tick this box to enable fault tolerance based on load-balancing. If you enable this function, you will need to configure interserver printing (see [Configuring interserver printing](#)).
- **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 the device in the field.



Device

Server address:

Network: You can override the network settings if the device is not configured by default
OSA Port: Leave blank for auto, 443 for SSL, 80 for non-SSL

TLS/SSL: Use a secured connection when interacting with the device
 SOAP calls to the device
 SOAP calls from the device
 Web pages displayed on the device

Credentials: Login:
Password:



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.

Configure the Misc. section

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

- **Ping delay:** specify, in seconds, how often the device should poll the server to check its configuration and inform it that it is working correctly:

Misc.

Ping interval:

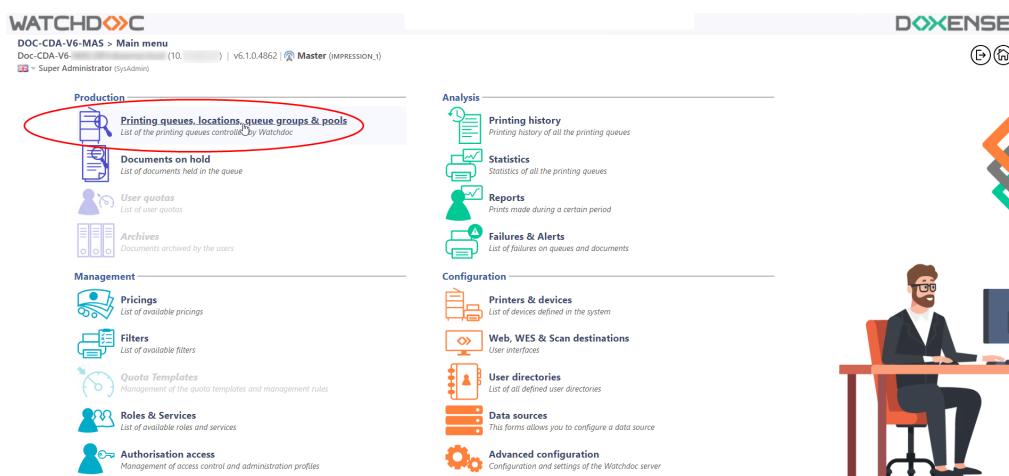
Validate the profile

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

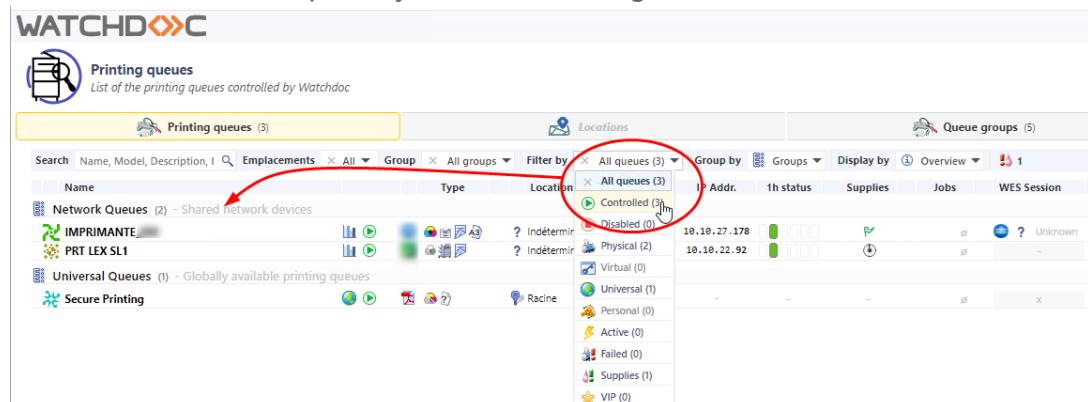
Configure the WES onto the queue

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 max. users number

To speed up authentication on the print queue, Watchdoc stores a number of users who have already been authenticated in a specific file (which is not a cache file). In the **Print Queue Properties interface**, in the **General Information** section:

- **Maximum number of users:** enter the maximum number of users to be kept in this file in the field.
If the queue belongs to a group and you do not specify a value, the number entered for the group is taken into account.

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:** 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:
 - **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.
 - **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 viewed 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.

- **OSA Settings:**
 - **Application n°:** automatically correctly filled during the installation, this value corresponding to the number done to the WES application in the device interface ;
 - **HID - Enable HID card reader:** Tick this box if your use a HID card reader;
 - **Pull Print only:** Tick this box to allow the pull print application to be accessible directly after the user is logged in (this setting is available with AMX2 option)
- **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 print device offers;
 - **Device can handle large format documents:** Tick this box if the print device offers large format printing

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:

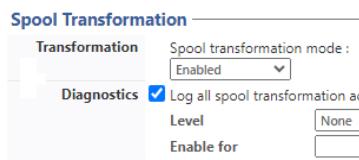
- **Activate monochrome conversion:** Tick the box to propose that a print job requested in colour be changed into a one colour document;

- **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.



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 saved 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).



Validate the configuration



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



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

Install the WES onto the queue



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

Access the interface

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

The screenshot shows the Watchdoc administration interface. The main menu is divided into several sections: Production, Analysis, Configuration, and Management. The 'Production' section is highlighted with a red circle around the 'Printing queues, locations, queue groups & pools' link. This link is described as 'List of the printing queues controlled by Watchdoc'. The 'Analysis' section contains links for 'Printing history', 'Statistics', 'Reports', and 'Failures & Alerts'. The 'Configuration' section contains links for 'Printers & devices', 'Web, WES & Scan destinations', 'User directories', 'Data sources', and 'Advanced configuration'. The 'Management' section contains links for 'Pricings', 'Filters', 'Quota Templates', 'Roles & Services', and 'Authorisation access'. On the right side of the interface, there is a cartoon illustration of a person sitting at a desk with a computer monitor.

→ You will access the print queues interface.

- In this list, activate the **Controlled** filter:

The screenshot shows the 'Printing queues' interface. At the top, there is a search bar and a filter section with a dropdown menu. The dropdown menu is open and shows several filter options, with 'Controlled (3)' highlighted with a red circle. Below the filter section, there is a table listing various printing queues. The table has columns for 'Name', 'Type', and 'Location'. The 'Location' column shows the IP address of each queue. The 'Controlled' filter has selected three specific queues: 'IMPRIMANTE' (IP 10.10.27.178), 'PRT LEX SL1' (IP 10.10.22.92), and 'Secure Printing'.

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

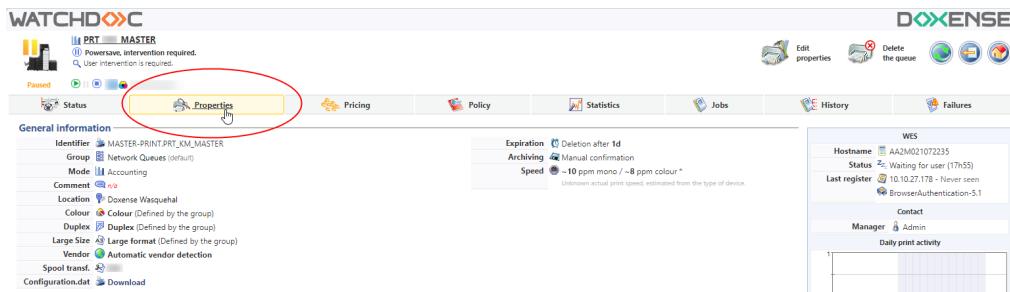
Configure the Validation mode

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 screenshot shows the Watchdoc queue management interface. At the top, there are tabs for Status, Pricing, Policy, Statistics, Jobs, History, and Failures. The 'Properties' tab is highlighted with a red oval. Below the tabs, there are two main sections: 'General information' on the left and 'WES' on the right. The 'General information' section contains various device details like Identifier, Group, Mode, Location, Duplex, Large Size, Vendor, and Spool trans. The 'WES' section on the right shows details for the WES device, including Hostname (AA2M021072235), Status (Waiting for user (17h55)), Last register (10.10.27.18 - Never seen), Contact (BrowserAuthentication-5.1), Manager (Admin), and Daily print activity.

This section 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;
- **Install...:** Enables Watchdoc ® to install the embedded interface (WES) on the device. It can take up to 30 seconds;
- **Associate the device to this queue:** this button may be usefull to re-synchronise the print queue with the device. Especially after the device has crashed and restarted. In this case, the WES may no longer be displayed on the device screen.
- **Uninstall:** Enables Watchdoc to uninstall the embedded interface (WES) on the device;
- **Edit the settings:** gives access to the WES profile configuration interface.

2. click on the button **Install** to install the application.

Watchdoc will first check that the device is compatible, then it will set LDAP directories, create roles, add the Watchdoc web site and change the device security settings. Each step is symbolized by an item (pre-checks, device-login, push-pull-print, push-login-app, security-config) and a green spot. For a successful installation, all spots must be green in the Installation report:



The screenshot shows the Watchdoc OSA interface. At the top, there are tabs for WES Devices..., MFP web interface..., Install..., Associate the device to this queue..., Uninstall..., and Edit the settings.... The 'WES Devices...' tab is selected. Below the tabs, there is a table with columns for Profile and WES Licence. The 'Profile' column shows 'Sharp avec AMX2 [sharpmxamx2]'. The 'WES Licence' column shows a note: 'A valid licence is attached to this device.' Below the table, there is a 'Installation report' section with a list of items: ssl_state : Enabled : false, OSA_version : 3.5, login_device, install_authentication : device will authenticate against server at :10.10.0.4, device_association, and reboot_device. Each item has a green circular status indicator. At the bottom of the report, it says 'This action happened on 04/05 10:04'.

3. In case of malfunction, especially after the device has crashed and restarted, if the WES is no longer displayed on the device screen, click the **Associate device** button to resynchronise the queue with the device.

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 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.

WES installation not possible of an error message "Moved Temporarily" - Dec. 2025

Context

When installing WES on a print queue, after clicking the 'Install' button, the following error message appears in the installation report: 'WES Java request to [server_IP] failed with status 302 Moved Temporarily'. WES cannot be installed.

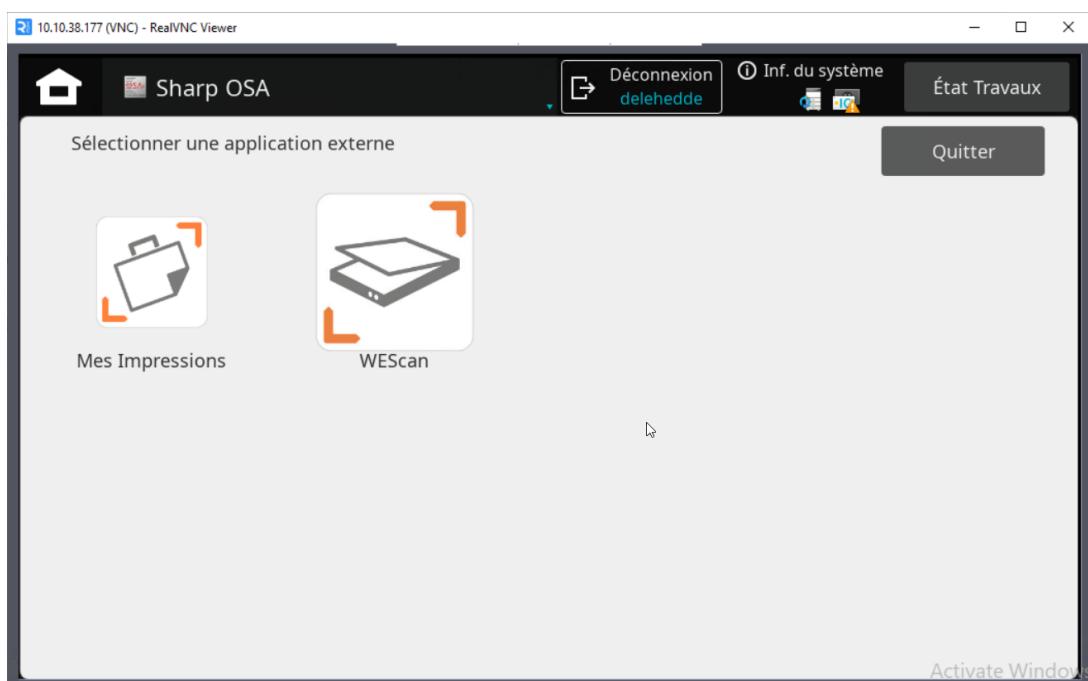
Resolution

Watchdoc should be updated to v. 6.1.1.546(, which corrects this anomaly.

The 'My Print jobs' and 'WEScan' icons are incorrectly sized on the device screen - Dec. 2025

Context

On the screen of the device where I have enabled the display of the Watchdoc and WEScan functions, the icons representing these functions are not the same size.



Resolution

It is therefore necessary to update Watchdoc to version 6.1.1.5486, which corrects this anomaly.

WES installation not possible because of AMX2 and AMX3 options problems

Context

When installing WES on Sharp MX-M2651, MX-M3051, MX-M3551, MX-M4051, MX-M5051 or MX-M6051 devices, the following error message appears in the report, preventing WES installation:

WES Java request to [IP Adress] failed with statuts 404 Not Found
Login failed (check credentials)

In the device configuration interface, under the System Settings > Sharp OSA Settings > Standard Application Settings tab, in the Application Name section, "Not determined" is displayed.

Cause

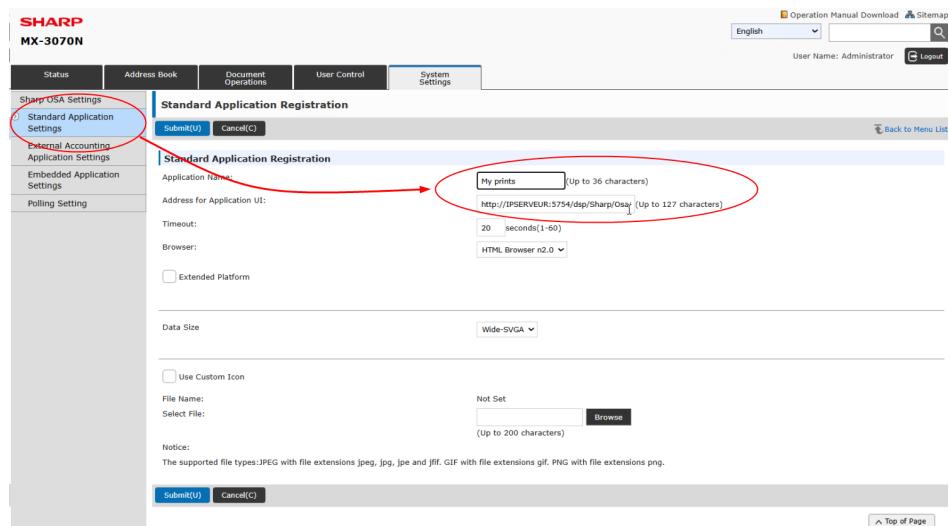
This problem is due to the AMX2 (application communication module) and AMX3 (external accounting module) modules not being installed on the device*. The device cannot communicate with Watchdoc.

* These modules are installed by default on the MX-M3071, MX-M3071S, MX-M3571, MX-M3571S, MX-M4071, MX-M4071S, MX-M5071, MX-M5071S, MX-M6071, or MX-M6071, but must be installed on the MX-M2651, MX-M3051, MX-M3551, MX-M4051, MX-M5051, or MX-M6051 printing devices.

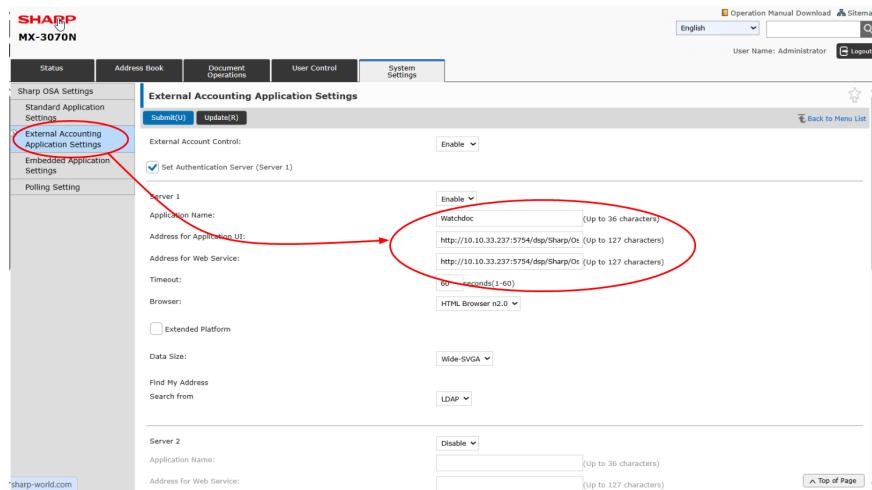
Resolution

To resolve this issue, contact **Sharp Support**,

1. activate the AMX2 on the printing devices
 1. Using a browser, access the device's web interface;
 2. Log in with an administrator account;
 3. in the menu, click **System Settings > Sharp OSA Settings > Standard Application Settings** ;
 4. in the **Standard Application Registration** interface, click **Add** and complete the following fields:
 - Application name: enter the name of the "Watchdoc" or "My Prints" application;
 - Application user interface address: enter the url
<http://IPSERVEUR:5754/dsp/Sharp/Osa/2.0/Web/Jobs>
or, if you are using SSL, enter the url
<https://IPSERVEUR:5753/dsp/Sharp/Osa/2.0/Web/Jobs>



2. Activate the AMX3 - BP-MX11 option
 1. Using a browser, access the device's web interface;
 2. Log in with an administrator account;
 3. in the menu, click on **System settings > Sharp OSA Settings > External Accounting Application Settings**;
 4. in the interface **External Accounting Application Settings**, set the parameters and complete the following fields:
 - **External Account Control:** select **Enable**;
 - **Set Authentication Server:** tick the box;
 - **Application Name:** enter the name of the '**Watchdoc**' or '**My prints**' application;
 - **Address for Application UI:** enter the url
http://IPSERVEUR:5754/dsp/Sharp/Osa/3.0/Web/Login
or, if you are in SSL,
https://IPSERVEUR:5753/dsp/Sharp/Osa/3.0/Web/Login
 - **Address for Web Service:** enter the url
http://IPSERVEUR:5754/dsp/Sharp/Osa/1.0/Service
or, if your are in SSL,
https://IPSERVEUR:5753/dsp/Sharp/Osa/1.0/Service
 - **Timeout:** keep the value chosen as the time during which the device talks to the server:



- Once the 2 options activated, check that these 2 options are displayed on the tab **System Settings > Sharp OSA settings >Standard Application Settings**.

Sharp WES cannot be accessed from the device's home screen

Context

When installing the WES on newer devices, no error message appears and the installation report indicates that it was successful.

However, the WES ("My Prints" button) does not appear on the Sharp device's home screen.

Cause

This problem may be due to the fact that WES is not enabled on the device, which therefore does not recognize it.

Resolution

- To resolve this issue, go to the device configuration interface;
- under the **System Settings > Home Screen Settings > Condition Settings** tab, the **Sharp OSA** option is checked;
- check the **Application** option ;
- validate this new setting;
- from the device's home screen, check that you are accessing the WES "My prints" application.

Printing device's malfunction with SNMP following preventive maintenance

Context

When SNMP is enabled on Sharp devices, sometimes these devices stop working after and send an error following preventive maintenance.

Sharp MFPs send information about preventive maintenance via SNMP through the MFP. Normally, the preventive maintenance messages are not supposed to block the MFPs, but the MFPs are in error in Watchdoc and impossible to print.

Cause

Sharp devices use SNMP to send out preventive maintenance information (e.g. empty toner or paper tray).

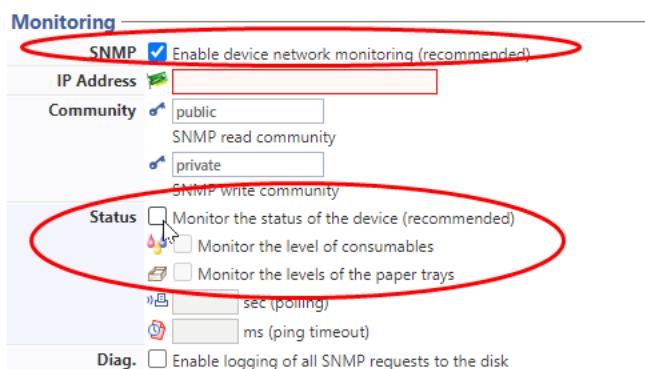
Watchdoc is then informed via SNMP that the device is down when it is not. The message remains even after the problem has been solved (e.g. by changing the toner and feeding the paper tray).

Resolution

One-time change

To solve the problem, it is possible to disable SNMP altogether, but this may result in the loss of device usage data. It is therefore recommended that you disable device status monitoring from the Watchdoc administration interface:

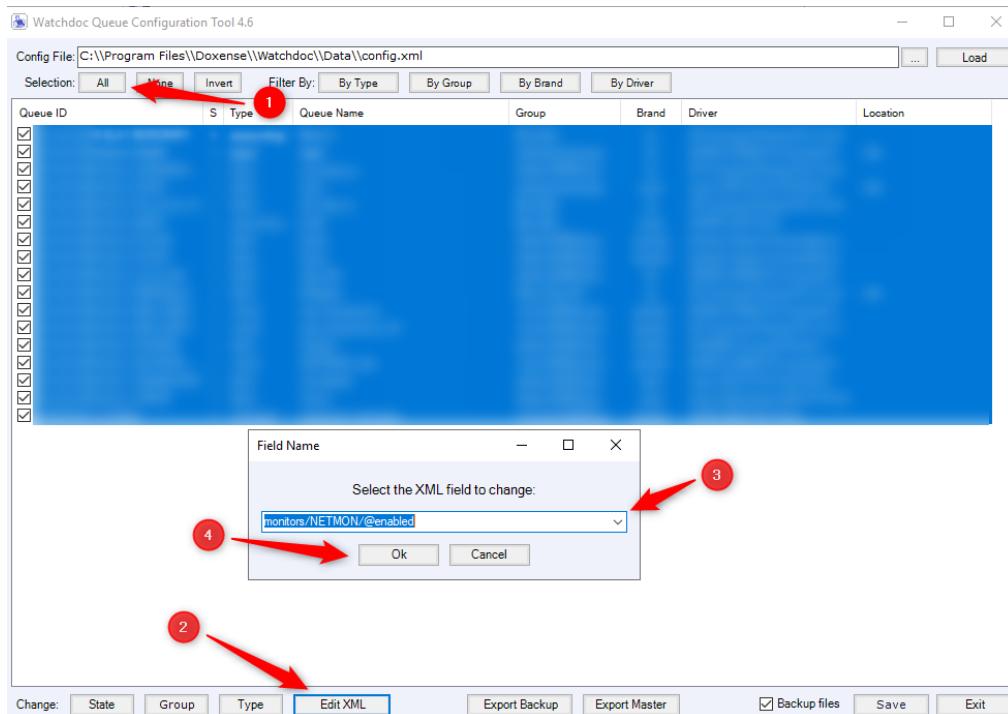
1. from the Watchdoc Main Menu, section Printers and MFPs, select the Sharp device affected by the problem;
2. In the device configuration interface, Monitoring section:
3. check the SNMP Enable Network Monitoring box;
4. Clear the Status > Monitor consumable levels check box;
5. Clear the Status > Monitor paper tray levels check box.



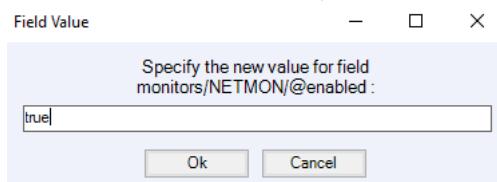
Mass modification

In case a large number of devices are affected by the problem, it is best to use the **ConfigTool** mass modification tool.

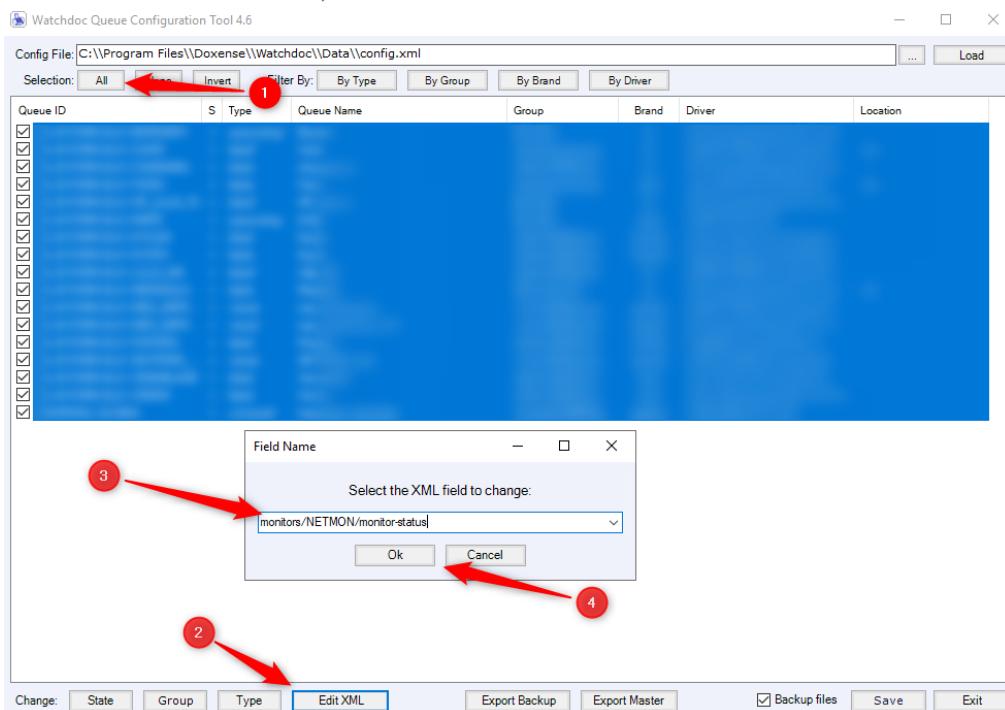
1. As an Administrator, access the server where Watchdoc is hosted;
2. go to C:\Program Files\Doxense\Watchdoc\Tools\ConfigTool and click on ConfigTool.exe
3. In ConfigTool, select the print queues to modify.
4. Stop the Watchdoc service
5. click on All at the top left, then on Edit XML
6. in the Field name box, select monitors/NETMON/@enabled



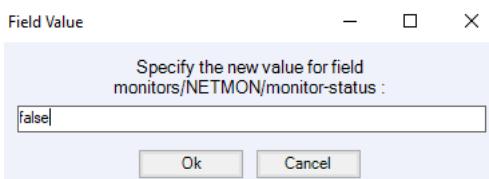
7. in the **Field value** box, enter the value "true" to enable SNMP in bulk.



8. in the **Field Name** box, then select **monitors/NETMON/monitor-status**:



9. in the **Field value** box, enter the value "**false**" to disable monitoring



10. Click on **Save** to start the operations, then restart the Watchdoc service.

Impossible to print from a virtual queue

Context

On Sharp WES-equipped devices with a print policy in place, the job does not print. The job is started and displays in the WES queue. When the user validates, the device activates, but the document is not printed.

In the logs, the users are not recognized for printing or the "scan all" copy is found in ?META/anonymous.

However, the pending jobs appear in the virtual queue.

Cause

The problem is related to a configuration of the Sharp virtual print queue driver that does not recognize the login name as the user name.

Resolution

The problem must be resolved in the Sharp driver configuration interface:

1. go to the Sharp device administration interface as an administrator;
2. in the menu, click on **Configuration** ;
3. In the Configuration interface, click **Print Policy**:
4. in the Print Policy interface, check the boxes
 - Use the MSWindows login name as the '**Login Name**'
 - Use 'Login Name' as '**User Name**':
5. Apply this setting.
6. Then go to the **Default Printing Preferences** interface and click on the **Job Management** tab.
7. In the **Initial Settings** section, for the **Authentication** setting, select **Login Name**:
8. Click **OK** to confirm the settings.

Error message - Unable to reach the auth. server

Context

Although all the installation prerequisites have been met and the WES has been installed without a problem on v.6 models, the error message 'Unable to reach the authentication server' is displayed on the print device when a user tries to identify himself.

Cause

The malfunction is due to a configuration on the printing device: when the WES was installed, the 'Enable offline authentication' parameter was activated.

Resolution

After installing the WES:

1. go to the device configuration interface;
2. on the **System Settings** tab, click **Authentication Settings > Default Settings**;
3. in the **Authentication Information Usage Settings** section, uncheck the box **Enable Offline authentication with stored User Information...**
4. check that a user can authenticate without encountering the error message.