

# WATCHD C



## INSTALLATION AND INITIAL CONFIGURATION MANUAL

Toshiba WES

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# Introduction

## Purpose of the manual

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


The **MDS Login Mode** is available for devices equipped with **OpenPlatform V3.0+**. If you cannot update your device to support this mode, refer to the Legacy mode chapter at the end of this document.

## 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](mailto: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
05/2025	Update of the troubleshooting section
10/2024	Update of the document formatting
12/2020	Update of the available devices list
11/2020	Update of the Troubleshooting chapter.
09/2017	Update of the troubleshooting chapter
07/2017	Update of the troubleshooting chapter
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

## Prerequisites

Watchdoc and the Toshiba WES v3 require:

- Open Platform technology v2.3 for LDAP authentication ;
- Open Platform technology v3.0 for MDS authentication and quotas function.

The Embedded Web Browser must be activated.

On **e-bridge N** devices, the minimum firmware version supported is version 10.3.

## Configure ports

The network ports to open are the following:

Source	Port	Protocol	Target
Watchdoc service	TCP 49629 TCP 49630	HTTP HTTPS	Printing device

## Configure printing devices

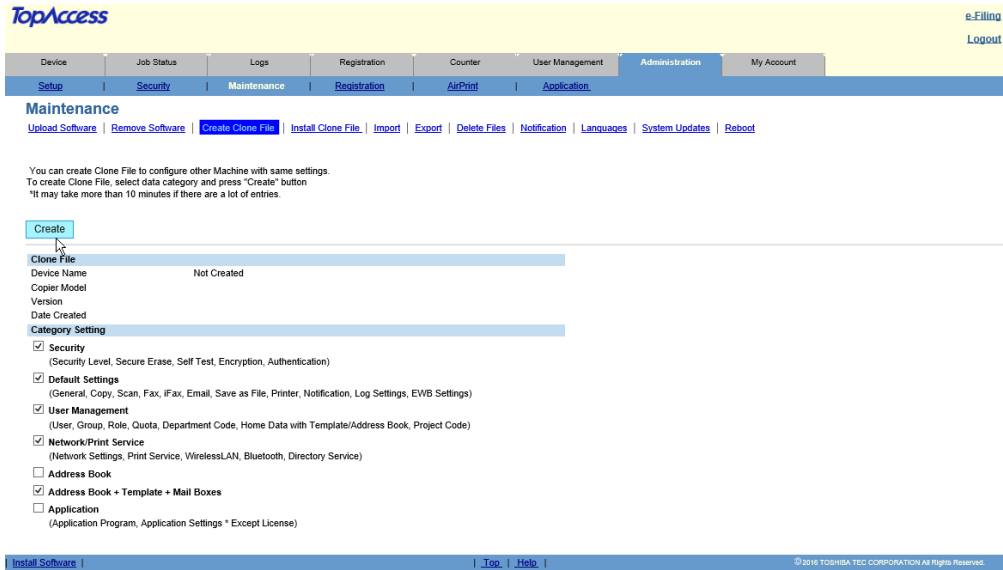
Configuration of the Toshiba WES must be preceded by configuration on the device via its web administration interface.

### Clone files

We recommend that you clone the current configuration of the device in order to be able to revert Watchdoc installation if needed (end of the proof of concept for example).

To clone files

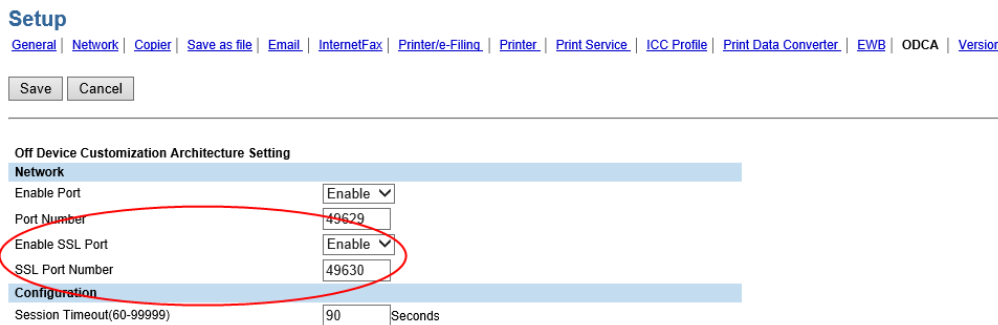
1. go to the following device administration interface **Administration > Maintenance > Create** a clone file
2. click on the **Create** button:



## ODCA Activation

We recommend that you enable **OCDA**. To activate OCDA,

1. go to **Administration > Setup > ODCA**
2. choose **Enable Port**:



## Service mode

These steps are mandatory before installing.

Toshiba technicians are the only ones that can set these settings, we do not provide documentation to access service mode.

- **Card reader Setup:** If this is not set, the card reader will not work. These values are those to use with card reader provided by Doxense. In any other case, please contact Toshiba directly to get the proper values
  - 08-3500
    - Value 60001: Elatec reader TWN3 or TWN4 with standard firmware
    - Value 90001: Elatec reader with Toshiba firmware
- **job authentication:** Those settings need to be set in order to use accounting.
  - 08-3642-0
    - Value 0: Enable job authentication
  - 08-3642
    - Value 1: Enable job authentication for DPWS Scan. Mandatory for

scan solution to work with MDS mode (Managed Document Services)

- **quota settings:** Those settings are to be set in order to enable Quotas. You can ignore it if you do not plan to use quotas.
  - 08-9787
    - Value 0: Execution of a job will be automatically stopped when the quota is empty (recommended)
    - Value 1: Execution of a job will continue even if quota is empty. Can result to negative quota value.
  - 08-6084
    - Value 1: Job quota. The only mode supported by Watchdoc

## Setting LDAP mode to Legacy mode

If your Toshiba device does not support the MDS authentication mode, you can use the traditional LDAP authentication mode.

The LDAP authentication mode is not compatible with the Watchdoc **Quotas** feature. To install LDAP mode, you need to access the device administration interface and the WES profile.

### Set the LDAP mode in EWB

1. **Service Mode > EWB Priority:** in menu 8-9132, enter the value 99. This is an advanced setting requiring a good knowledge of EWB (Embedded Web Browser). If you are not qualified to change this setting, contact your Toshiba representative.

### Set the LDAP mode in the WES profile

1. In the Watchdoc administration web interface, access the Toshiba WES profile (from the **Main Menu > Configuration** section > **Weblack and whitees > Edit Toshiba WES**) ;
2. In the **Device** section, **Authentication** type parameter, select **LDAP** mode.

The screenshot shows the 'Device' configuration page in the Watchdoc administration web interface. The 'Device security' section is visible, containing fields for 'Administrator account for this device' with 'Login' set to 'admin' and 'Password' masked. Below this, the 'User authentication method supported by this device (MDS or LDAP):' section is highlighted with a red circle. The 'Authentication' dropdown menu is open, showing 'LDAP' selected. Other options in this section include 'Disable session MDS check (not recommended)' and 'Restriction on the mail target fields (TO, CC, BCC, ...)' with a dropdown menu set to 'Field TO is editable'.

## Configure the Confidentiality settings

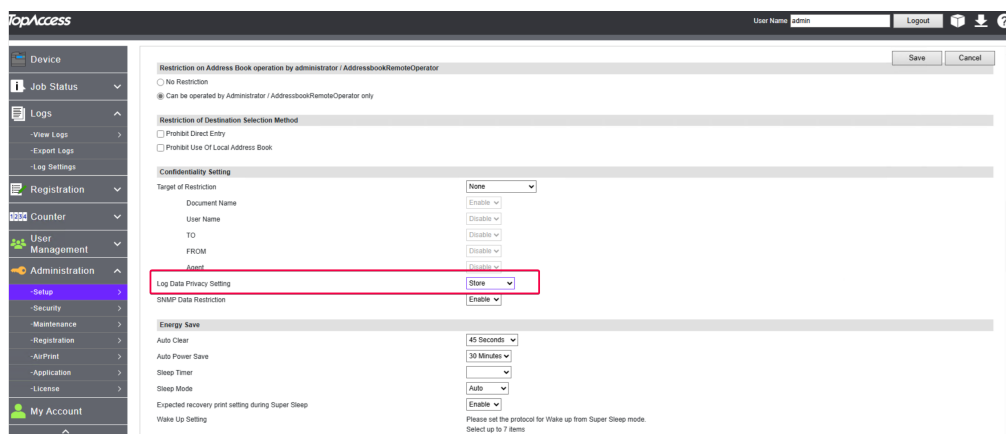
To obtain precise information about users in the Watchdoc print or scans history, you need to configure the confidentiality settings on the printing device.

Otherwise, user information will be hidden and replaced by stars `?\META\*****` or

the value **Anonymous**:



1. Access the device configuration interface as an administrator.
2. Click on **Administration > General** in the menu.
3. In the **Confidentiality settings** section, select '**Store**' for the **Log data privacy setting**:



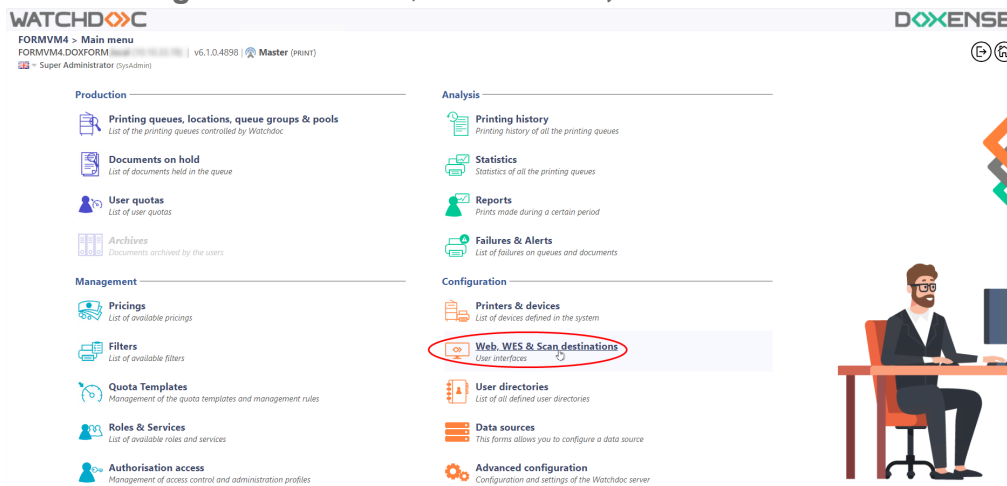
4. Click on **Save** to validate this setting.

# Create and configure the WES profile

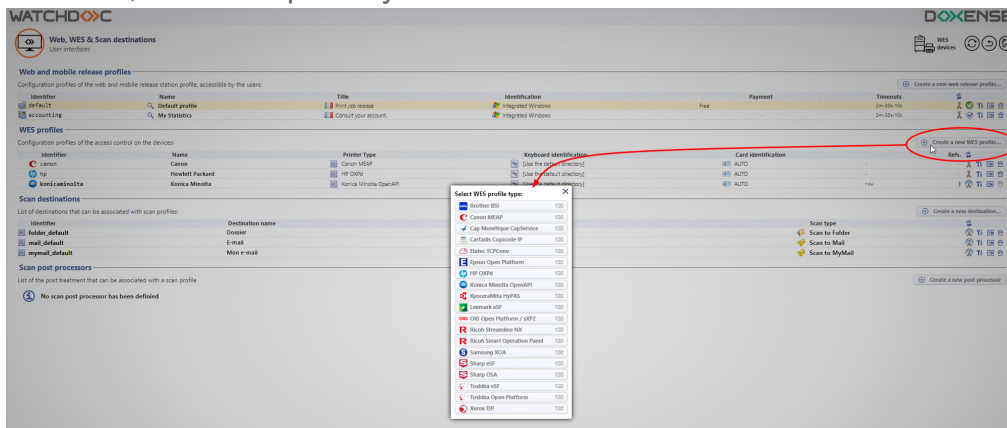
## Create the WES profile

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**:

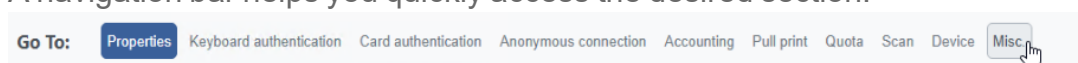


3. in the **Web, WES & Scan Destinations - Client Interface Management** interface, click on **Create a new WES profile**;
4. in the list, select the profile you want to create:



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

A navigation bar helps you quickly access the desired section:




## Configure the WES profile

### Configure the Properties section

Use this section to state the main WES properties:

- **Identifier:** Enter the single identifier for the WES profile. It can comprise letters, numbers and the '\_' character with a maximum of 64 characters. This identifier is only displayed in the administration interfaces.
- **Name:** Enter the WES profile name. This explicit name is only displayed in the administration interfaces.
- **Global:** In the case of a domain configuration (master/slaves), tick this box to replicate this profile on the slave servers.
- **Language:** Select the WES display language configured from the list. If you select Automatic detection, the WES adopts the language it finds by default in the device configuration.
- **Version:** Select the version of WES. For v3, you can customise the interface by choosing the colour of the buttons and images to match your graphic identity:
  - **Colour:** enter the Hexadecimal color value corresponding to the WES button's colour. By default, the buttons are Watchdoc orange customized (#FF9015). Once the value is entered, the colour is displayed in the field.
  - **Images:** if you want to customize the WES images, enter the folder path in which are recorded images you want to display instead of the default images (stored in C:\Program Files\Doxense\Watchdoc\Images\Embedded\Doxense\[Manufacturer\_Name] by default).  
see [Customize the WES](#).

 **Configure a WES profile - Toshiba Open Platform**  
*This form allows you to configure a WES configuration profile >*

**Properties**

Identifier	<input type="text" value="toshibaop"/>
Name	<input type="text" value="Toshiba Open Platform"/>
Version	v3 <input type="button" value="v"/> Embedded application version
Language	<input type="button" value="L"/> Automatic detection
Colour	Colour of the buttons on the screen, in web format (ex: '#FF9015'): #FF9015 <input type="color" value="#FF9015"/> R=255, G=144, B=21
Images	Path to the folder containing custom images: <input type="text"/> <small>Leave blank to use default images</small>

### 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:

- **Login (PUK<sup>1</sup> 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:

**Keyboard authentication**

**Directory**

Allow PUK code authentication

Allow login and PIN code authentication

Allow login and password authentication

Allow login and print code authentication

[Use the default directory] ▼

Domain used to map the PIN Code to the user account



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).

## 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.



---


<sup>1</sup>(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.

- **Self registration** : If you enable the **self-registration**<sup>1</sup> 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 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.
- **Login and print code**: the user must enter their LDAP account and an alphanumeric code (that must contain between 4 and 16 characters and must not contain more than 2 digits).
- **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.

**Card authentication**

---

**Directory**  AUTO   
Domain used to map the Card ID to the user account

**Self Registration**  Authorise new users to register their card on the terminal:

With PUK code


With login and PIN code

With login and password

With login and print code

Notify the user on self-registration

---

**Format** 



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.

## Configure the Anonymous section

Tick this section to activate the **Anonymous connection** in order to allow an unauthenticated user to access to the device by clicking a button.

<sup>1</sup>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.

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 :

**Anonymous connection**

**Button label**

**Redirection**

- Home
- Copy application**
- Scan application
- Fax application

## Configure the Accounting section

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

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

**Accounting**

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

## Configure the Pull-print section

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

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

- **Sort Order:** Set the documents order on the device screen:
  - **Reverse chronological:** More recent documents will top the list ;
  - **Chronological:** Older documents will top the list.
- **Redirection:** If the user has no print jobs waiting, specify the behaviour of the WES :
  - **Smart:** The WES displays the default home interface;
  - **Waiting jobs:** The WES displays the list of pending documents even if there are none.
  - **Copy application:** The device's copy interface is displayed;
  - **Home:** The device's home 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;
  - **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	By chronological order ("FIFO")
Redirection	Smart
Options	<input type="checkbox"/> Release all documents at login <input checked="" type="checkbox"/> All documents are checked by default
Display Options	Monetary information presented to the user None
Optional pages	<input checked="" type="checkbox"/> Enable Page Zoom <input checked="" type="checkbox"/> Enable spool edition <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
- Quota**



The quota function is not compatible with Accounting mode. If you enable the Quotas function, you must disable Accounting mode.

## Configure the Device section

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

- **Device security:** indicate the device administrator login and password which Watchdoc needs to communicate with it during certain operations (automatic installation, SOAP requests, etc.).
- **User authentication method supported:** the user must authenticate himself to release his documents. He can do it in 2 different ways:
  - **LDAP:** via the Legacy mode if the device do not support MDS mode. We do not recommend this mode;
  - **MDS:** via MDS if the device supports this mode, which is recommended.
- **Job log:** specify, in days, the retention period for the print device logs. The value -1 means that the logs are not deleted from the device, while 0 triggers log deletion. By default, job logs are deleted automatically.  
N.B.: as logs are stored on the printing device, we recommend setting the retention period as low as possible to avoid slowing down its operation. Values higher than 0 may cause malfunctions.
- **Disable session cookie check (not recommended):** tick the box to disable the function.

- **Email: Target:** if necessary, select the restriction placed on the destination when sending by email;
- **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](#)).
- **Network :**
  - **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 ;
  - **Use SSL:** Use a secured connection when interacting with the device for SOAP calls: tick this box if the connection must be secured when interacting with the device for SOAP calls.
  - **Secure endpoint:** if you have selected an SSL or Mixed connection mode, since v. 6.1.0.5262 you can specify whether you wish to use:
    - the **custom access point** (previously configured in the DSP section (see [Configuring the Web Server](#)):
    - the **Watchdoc server's default port 5753** ;
- **Timeout after which an inactive session will be forcibly closed:** Specify, here, in seconds, the maximum wait time that Watchdoc should not be exceeded when connecting to the device. This parameter is usefull when the server is over or when the service is stopped.
- **LDAP:** Enter the path to the file in which the roles are configured
  - **LDAP login:** Enter the account used by the device for any 'Bind' requests to the built-in LDAP server:
  - **MdP LDAP:** Complete the previous parameter by entering the password corresponding to the account.
- **SOAP:** Enter information dedicated to SOAP requests if they do not correspond to the default parameters.

**Device**

**Device security** Administrator account for this device:  
 Login   
 Password   
 User authentication method supported by this device (MDS or LDAP):  
 Authentication **MDS** ▾  
 Disable session cookie check (not recommended)

**Job log**  day(s)  
 Job log retention duration in days (put '0' for no retention and '-1' to never purge)

**Email** From  ▾  
 Targets  ▾  
 Restriction on the allowed email target fields (TO, CC, BCC, ...)

**Fault tolerance**  Enable fault tolerance  
 If you enable this feature the WES will need the interserver database to work

**Network** You can override the network settings if the device is not configured by default  
 Server address  ▾  
 Use SSL to display Web Pages on the device  
 Secure endpoint  Use default endpoint  
 \_defaultSecure> -httpServer- (5753)  
 \_crystal> -crystal- (5744)  
 Configure endpoints  
 Use a secured connection when interacting with the device for SOAP calls  
 Timeout after which an inactive session will be forcibly closed:  
 Session Timeout  sec

**LDAP** Roles description files :  
  
 (leave empty to use the default file)  
 Account used by the device for any "Bind" request towards the embedded LDAP server:  
 LDAP Login   
 LDAP Password

**SOAP** You can override the SOAP settings if the device is not configured by default  
 Port  Leave blank for auto, 49630 for SSL, 49629 for non-SSL  
 Path   
 SOAP Token validity duration in seconds  
 Interval in hours between subscription notifications checks  
 The remaining hours before a notification subscription renewal



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.

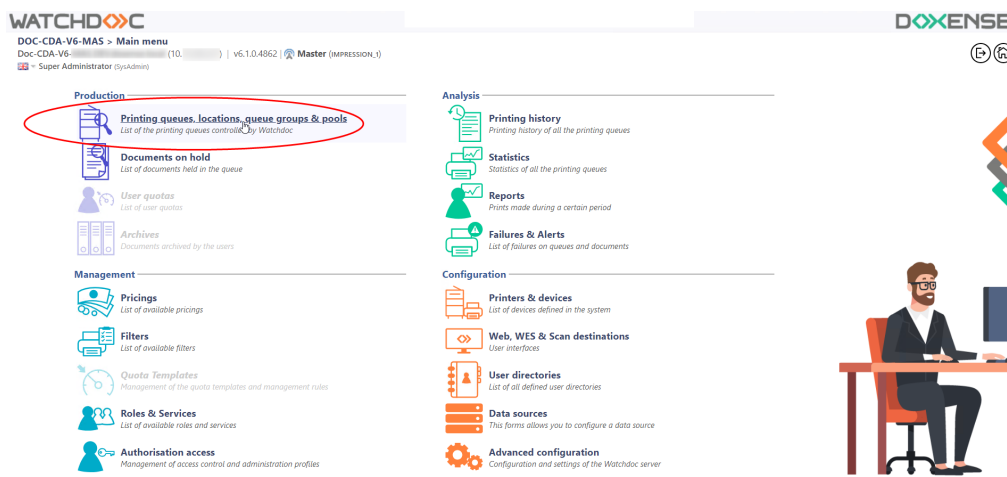
## Validate the profile

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

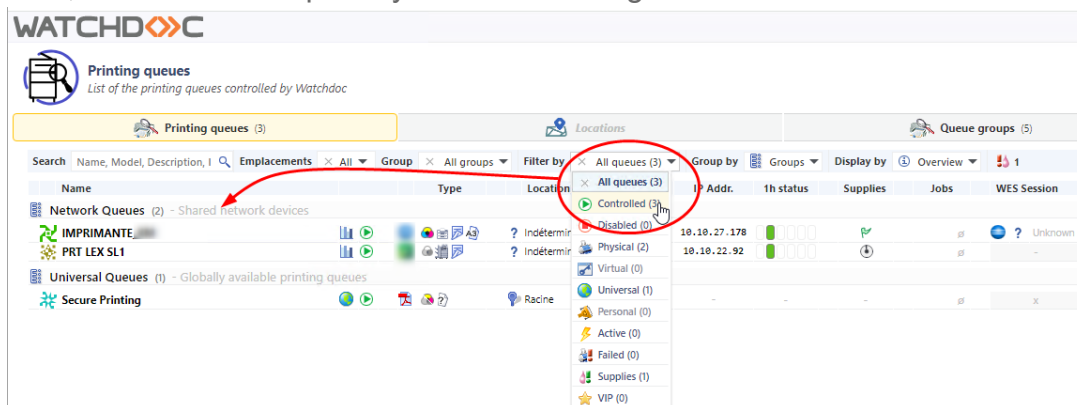
# Configure the WES onto the queue

## 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 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:
    - **Auto:** keeps track of all relevant diagnostic queries;
    - **Include binary:** allows you to keep track of all requests for advanced diagnostics. We recommend that you choose the Include Binary Data level so that as much information as possible can be collected for diagnostics. For performance reasons, traces should only be activated for analysis and diagnostic purposes and deactivated during the production phase.
  - **File locations:** Use this field to enter the path to the folder where you wish to save the trace files. If no path is specified, then by default, Watchdoc saves the trace files to C:\Program Files\Doxense\Watchdoc\logs.
- **Wes Settings subsection:** Use this section to configure the connection settings between the WES and Watchdoc in cases where the connection is a secure one, so that you can override the device username, password and the type of connection that is configured in the instance just for one queue:
  - **TLS/SSL:** Tick this box if the connection is secured using this protocol and fill-in the following fields:
  - **Use the default credentials:** Tick this box to use the identifiers already preset when the WES was configured.
  - **Device Username:** Use this field to enter the device administrator's account;
  - **Device Password:** Use this field to enter the password assigned to the device administrator;
  - **Device can handle colour documents:** Tick this box if the if the print device offers;
  - **Device can handle large format documents:** Tick this box if the print device offers large format printing
- **Open Platform:** as this parameter is no longer used, it should not be changed:


**WES**

**Device**  Activate the embedded interface

**Profile**  toshibaop - Toshiba Open Platform   
Server-side configuration profile

**WES Identifier**   
Id of the device associated with this queue

**Diagnosis**  WES specific logs  
Log level   
Files location

**WES settings**  Only change these settings if they differ from the profile!

TLS/SSL  Use a secured connection with the device

Device Username

Device Password

Device can handle colour documents

Device can handle large format documents

**Open Platform**

## Configure the Spool transformation

The **Spool transformation** function (available from WES v3) 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 save and set the tracing conditions;
  - **Trace level:** in the list, select the traces that you want to save (none, errors, edited spools and all);
  - **Enable for:** in the list, select how long you want to enable spool tracing (an hour, a day, a week or a month).


**Spool Transformation**

**Transformation** Spool transformation mode :

**Diagnostics**  Log all spool transformation activity for troubleshooting purpose.  
Level   
Enable for

## Validate the configuration

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

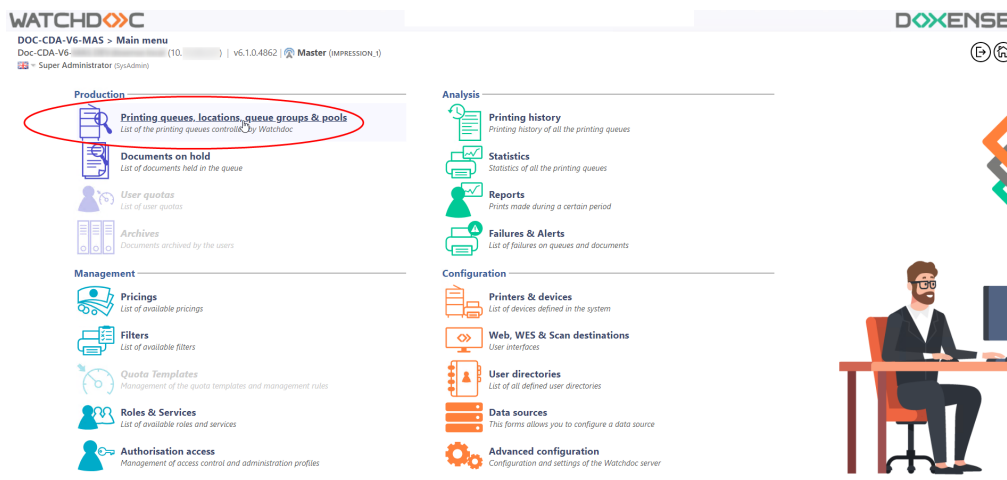
 After **modifying** a WES profile already installed on a print queue, it is necessary to restart the queue so that it takes account of the profile modifications. To restart a queue, click on the "pause" and then "start" buttons in the queue list.

# 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.

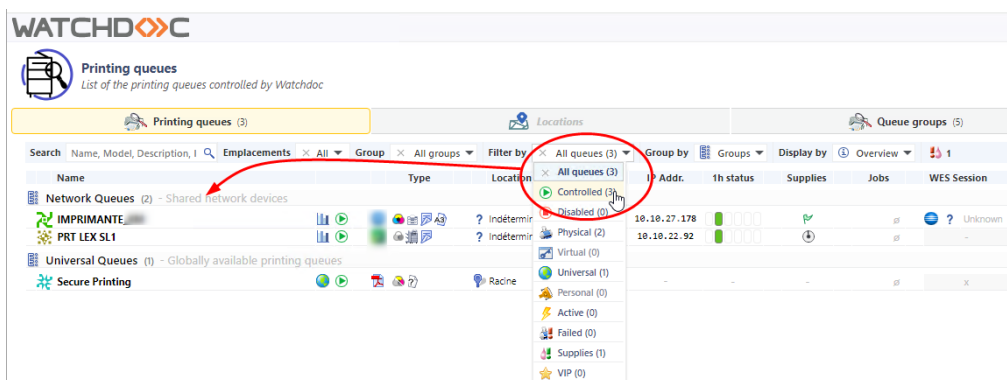
## Access the interface

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



→ You will access the network print queues interface.

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



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

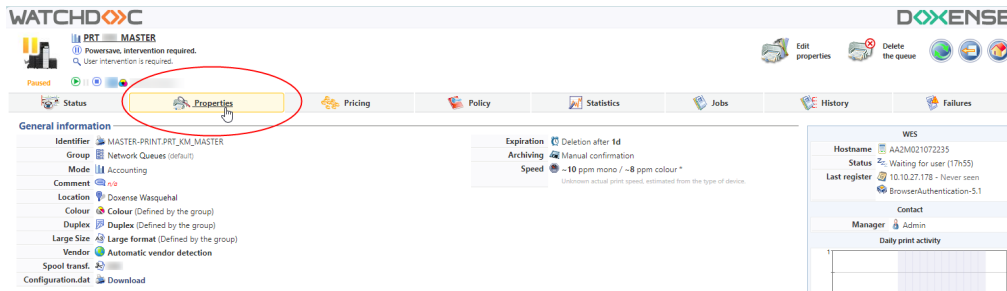
## Configure the Validation mode

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:



This section contains several buttons:

- **MFP web interface:** shortcut to the device's internal administration website. It can take up to 30 seconds;
- **Enable logs:** allows you to enable WES logs (WES traces);
- **Disable logs:** allows you to disable WES logs (WES traces);
- **Install...:** Enables Watchdoc to install the embedded interface (WES) on the device.
- **Uninstall:** Enables Watchdoc to uninstall the embedded interface (WES) on the device;
- **Edit the settings:** gives access to the WES profile configuration interface.

2. In the **Toshiba Open Platform** section, click on the Install button to finish installing the application:  
There are several stages in the installation process, which are listed in the **Installation Report**:



3. Try to print to check the WES installation.

# Troubleshoot the WES

## General troubleshooting rules

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

- **What?** What procedure can be used to reproduce the incident?
- **When?** What date and time did the incident occur?
- **Where?** On which printer did the incident occur?
- **Who?** On which user account did the incident occur?
- **Watchdoc.log:** thank you for providing the Watchdoc.log file;
- **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](#) ).

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## 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.
- 

## Unable to authenticate from WES - Slow performance observed on the device - November 2025

### Context

After updating to Watchdoc v. 6.1.1., users are unable to authenticate themselves from the WES: after entering the code or presenting the badge, the device appears to process the information for about 40 seconds, but then returns to the home interface.

The issue is resolved after restarting the device, but it reappears very quickly. The log shows that the response to the <deviceRecord:getLog> command is abnormally long. It is impossible to display the job log from the device's web page (infinite loading).

### Cause

This issue is related to the job log, which can slow down the device when it becomes too large.

### Resolution

The value of the 'Job log' parameter configured in the WES profile associated with the device must be modified (see [Configuring the WES profile](#)). We recommend using the value 0, which allows automatic purging, or limiting the number of days of retention to avoid these slowdowns. Please note: even a value slightly higher than 0 can cause malfunctions.

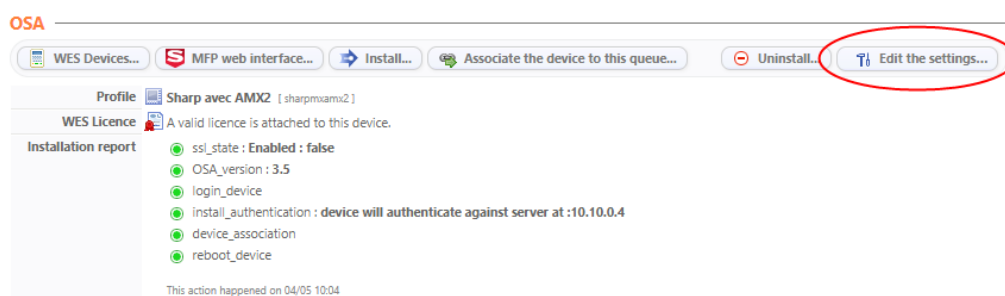
After changing the setting, restart the device before checking that authentication is working.

## Activating WES traces


To diagnose a problem with the WES, 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.

---

## Message in TopAccess administration interface: Job Logs deleted

June 2025

### Context

In the administration interface of a Toshiba TopAccess device, under the Logs > View logs tab, the administrator wants to view the job logs. However, he finds that the log has been deleted: message 'Job Logs deleted'.

### Cause

This is an automatic function of the WES which systematically deletes the job logs.

### Resolution

This automatic operation has been modified. To resolve this problem, please update Watchdoc to v. 6.1.0.5290 min.

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## Error Message - The remote SOAP service failed while processing request '&lt;unknown&gt;': User is operating the panel

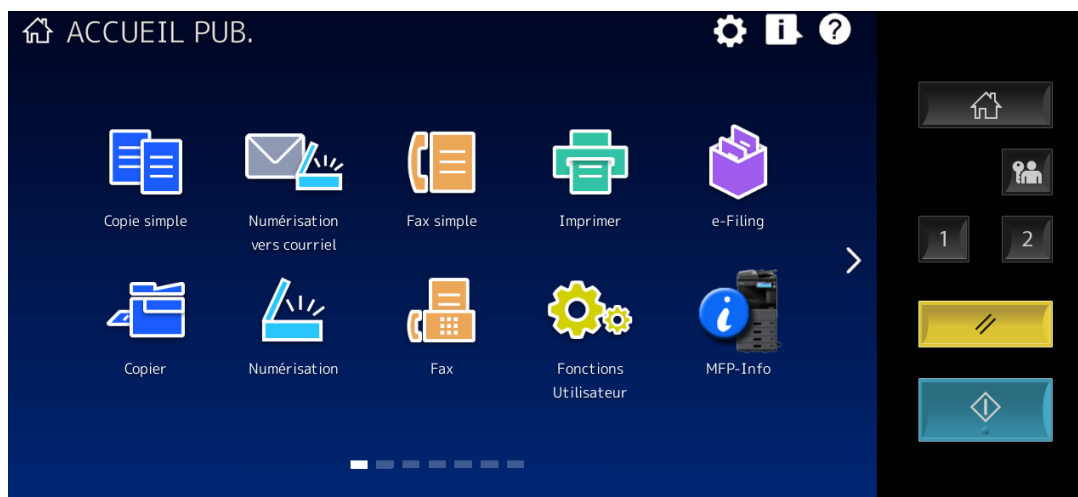
### Context

When uninstalling WES Toshiba Open Platform, the operation runs smoothly until the Set MDS settings line of the Installation report, which displays the following error message: The remote SOAP service failed while processing request '&lt;unknown&gt;': User is operating the panel.

In fact, the WES is still displayed on the device screen (authentication screen).

### Resolution

To solve the problem, press the device's screen button  twice to make the WES disappear and display the device's original home page again:



## Error while starting a newformat breakdown

### Context

While quotas were configured on the Toshiba WES, when a print job was validated, the user saw the 'Internal Server error' message displayed on the WES.

During analysis, the message 'Error while starting a newformat breakdown: Invalid object name "dbo.formatbreakdown"' appears in the log files.

Message "Internal Server Error" on the WES.

### Cause

This problem may be due to the quota configuration.

### Resolution

To solve this problem, it is necessary to complete the installation of WES after the installation steps:

1. connect to SQL server as administrator;
2. Open the `mssql_formatbreakdown46.sql` file so that you can copy its contents later;
3. open **SQL Server Management Studio** ;
4. in the **Connect to Server interface**, enter the following information:
  - i. server name :
  - ii. the authentication type, plus Login / Password if necessary.
5. in the left-hand tree, expand the **Databases** level
6. locate **watchdocstats** and right-click;
7. select **New Query**;
8. on the right-hand page, paste the contents of the **script mssql\_formatbreakdown46.sql**;



## InternalServerError. An Internal error occurred. JsonDbException

### Context

This error message appears after the WES has been installed, even though everything seems to be configured correctly: Doxense.data.JsonDv.JsonDbException: Database must be initialized before any operation.

### 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](#)).

---

## Delay before printing

### 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.

## WES Licences counting error - No valid licence.

### Context

When Toshiba WES is associated with a print queue, a failure of the MS Windows server or spooler may result in the number of WES licenses not appearing in the queue's properties (Main Menu > File Print + queue selection > Properties).

In this case, a error message is displayed in the WES profile interface:

"a malfunction has been detected, please consult the application log for more information. The on-board interface is not working properly. This device does not have a valid licence and will be rejected by this server".

Additionally, this problem is traced in the Watchdoc logs (which are stored by default in C:\Program Files\DoXense\Watchdoc\logs\Watchdoc.txt), where a JSON error message appears during the service start-up phase.

## Resolution

To resolve this issue, use the following procedure:

1. Verify that the server is up-to-date with the latest Watchdoc version;
  2. Verify the **JSON TOSHIBA** error message is present when the service starts;
  3. Inventory files that do not properly display licenses;
  4. Go to the **c:\Program Files\DoXense\Watchdoc\Data\queues.jsdb folder**;
  5. In this folder, locate the problem girls' files and rename them **"NOMSERVER.QUEUES\_OLD"**;
  6. Restart the Watchdoc service;
  7. Check in the queue properties that the WES licenses are displayed correctly.
- 

## WES manual uninstall on Toshiba e-Bridge-N

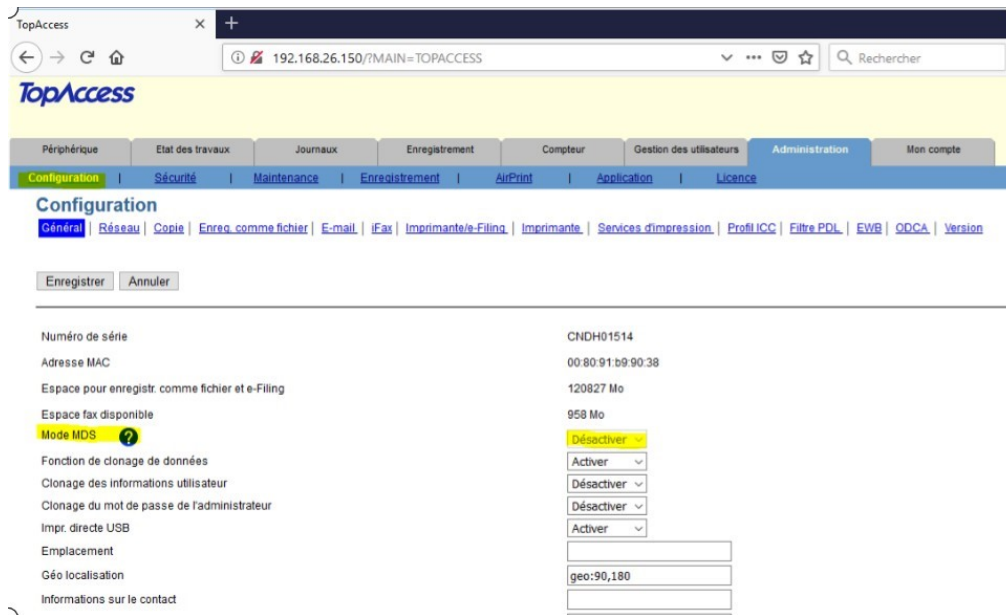
### Context

It can occur, especially after a test period onto the Toshiba e-Bridge-N device, that this one is not yet connected and can no longer interface with the Watchdoc print server. In this case, it is no more possible to uninstall the WES from the device from the Watchdoc administration interface. To be able to reuse the device, it is then necessary to uninstall the WES from the Toshiba e-Bridge-N device administration interface.

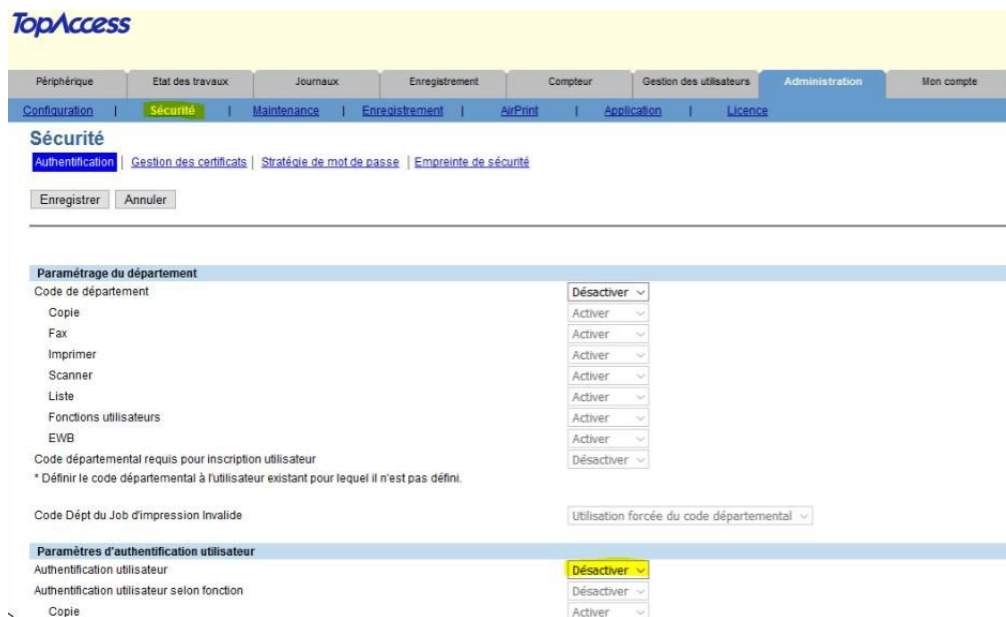
### Instructions

To uninstall manually the WES from the device:

1. thanks to a browser, access the device administration interface (TopAccess);
2. in the Administration tab, log on with an administrator account;
3. in the **Configuration** tab, click on **General**;
4. in the parameters list, disable the **Mode MDS**:



5. click on **Save** to validate the configuration modifications.
6. click then on the **Security** tab;
7. click on the **Authentication** entry;
8. in the **User authentication** parameter, disable the user authentication:



9. click on **Save** to validate the configuration modifications.
- Watchdoc is therefore uninstalled and the device is able to operate normally.

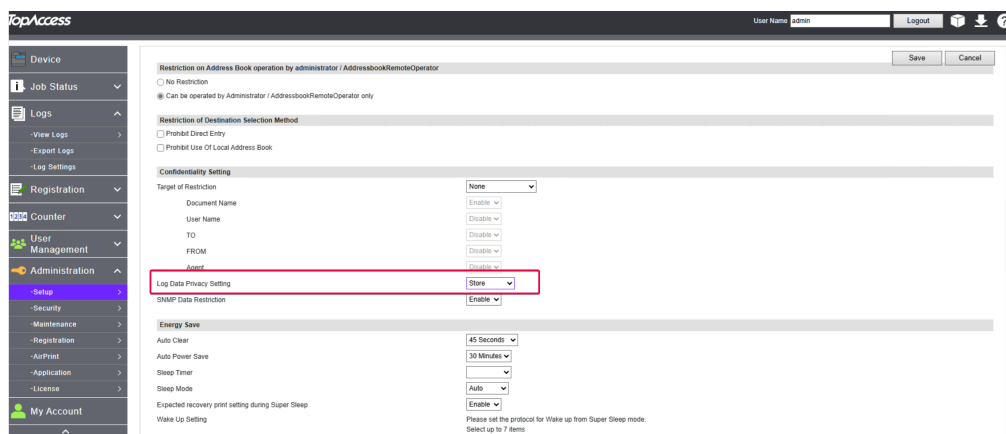
## Configure the Confidentiality settings

To obtain precise information about users in the Watchdoc print history, you need to configure the confidentiality settings on the printing device.

Otherwise, user information will be hidden and replaced by stars:



1. Access the device configuration interface as an administrator.
2. Click on **Administration** > **General** in the menu.
3. In the **Confidentiality settings** section, select 'Store' for the **Log data privacy setting**:



4. Click on **Save** to validate this setting.