WATCHDOC

INSTALLATION AND INITIAL CONFIGURATION MANUAL

Toshiba WES

DOXENSE Print, breathe !

47, avenue de Flandre - 59290 Wasqhehal - France
65, rue de la Tombe Issoire - 75014 Paris - France

T +33 (0)3 62 21 14 00
www.doxense.com

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47, avenue de Flandre
59290 Wasquehal - FRANCE
contact@doxense.com

Tel : +33(0)3.62.21.14.00
Fax : +33(0)3.62.21.14.01
www.doxense.com

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.

WATCHDOC Certified Partner

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

Versions

Date	Description
15/04/2025	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

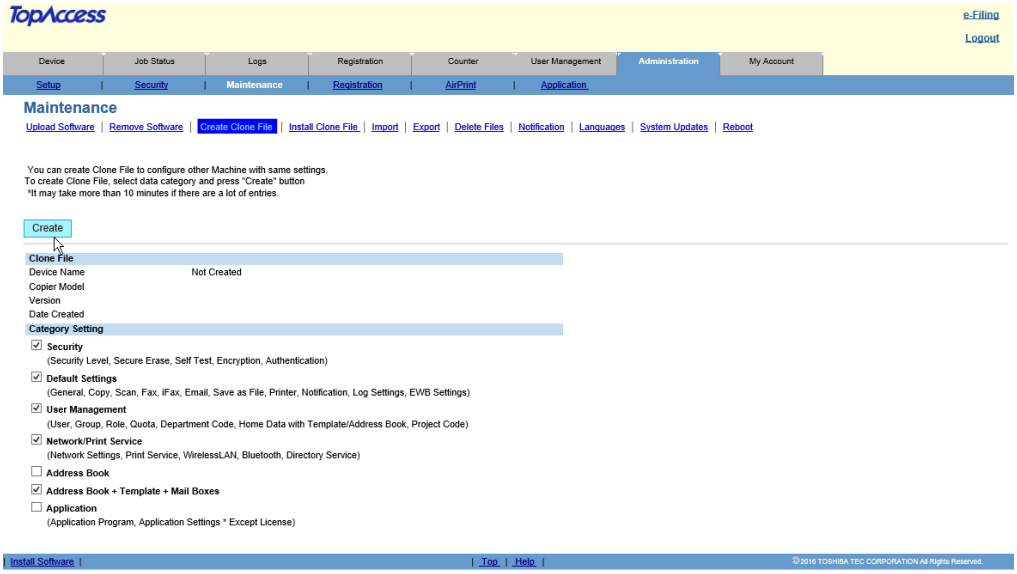
Configure printing devices

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

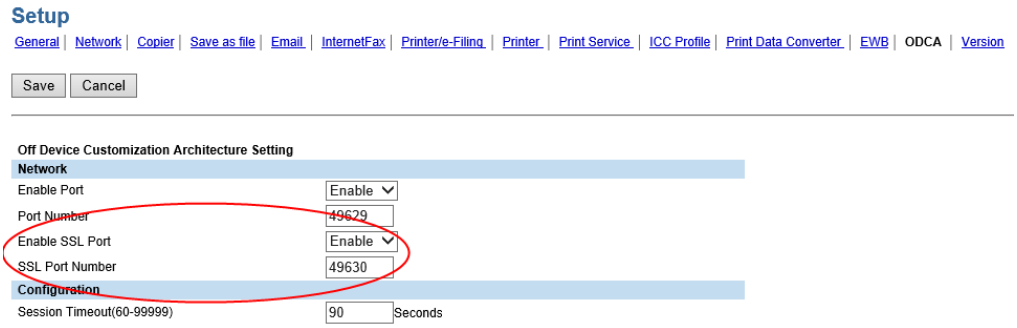
1. go to the following device administration interface **Administration** > **Maintenance** > **Create** a clone file
2. click on the **Create** button:



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. Yo 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

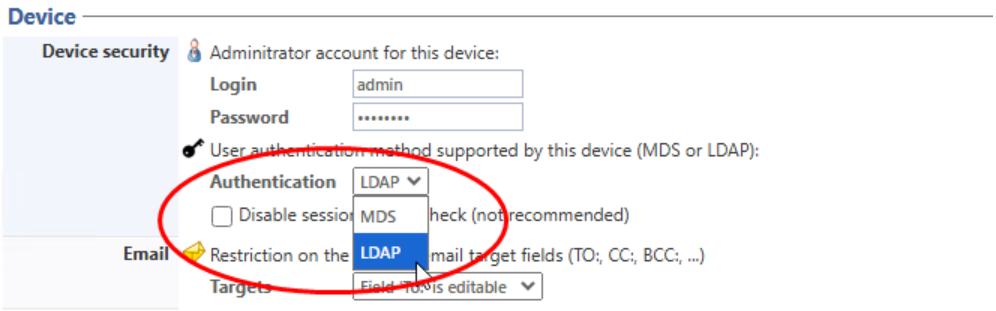
If your Toshiba device does not support the MDS authentication mode, you can use the traditional LDAP authentication mode.
The LDAP authentication mode is not compatible with the Watchdoc **Quotas** feature.
To install LDAP mode, you need to access the device administration interface and the WES profile.

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

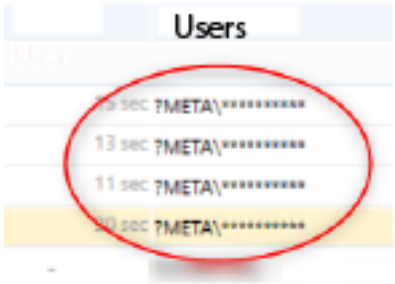
1. In the Watchdoc administration web interface, access the Toshiba WES profile (from the **Main Menu** > **Configuration** section > **Web&Wes** > Edit **Toshiba WES**) ;
2. In the **Device** section, **Authentication** type parameter, select **LDAP** mode.



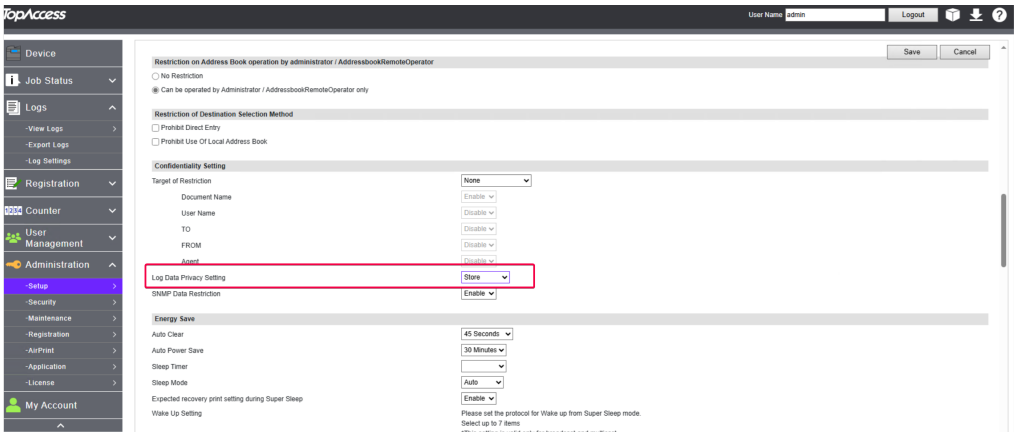
Configure the Confidentiality settings

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 settingg**:



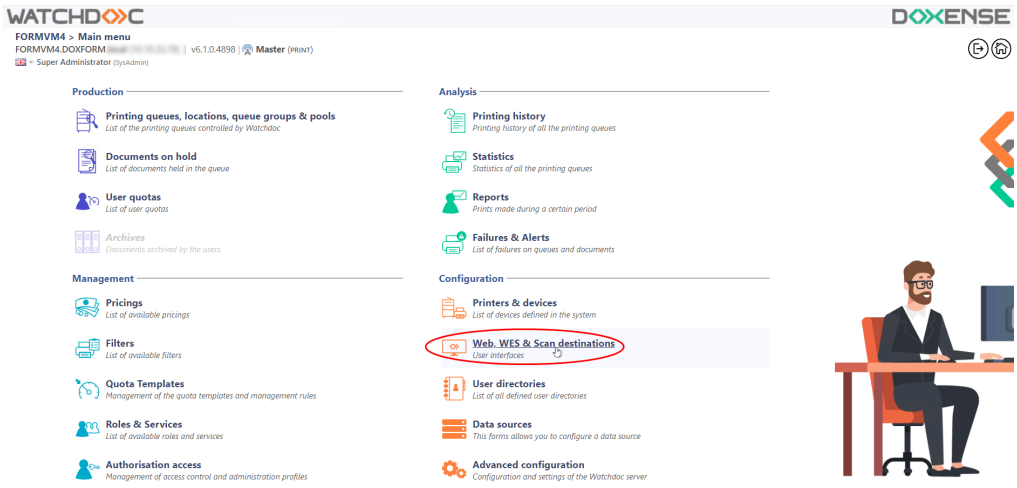
4. Click on **Save** to validate this setting.

Create and configure the WES profile

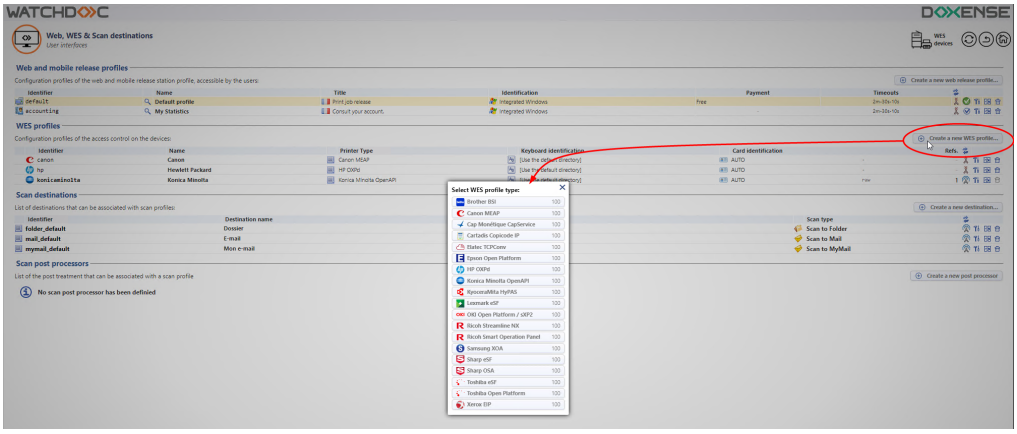
Create the WES profile

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.

Configure the WES profile

Configure the Properties section

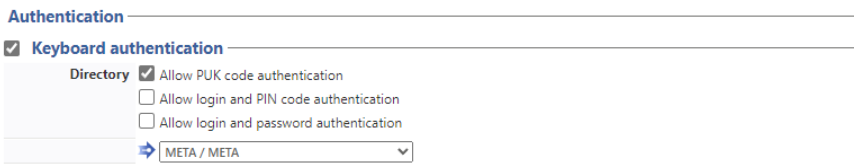
Use this section to state the main WES properties:

- **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 (#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).
    see Customize the WES.

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:

- **Standard - Login (PUK[1] 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.
- **Standard - Login and PIN Code:** consisting of 4 or 5 digits, the user PIN code (1234, for example) is registered as anLDAP attribute or in a CSV file. It is associated to the user login (available with the Watchdoc 5.1 version).
- **Standard - Login and password:** users will use their LDAP credentials. We do not recommend using this mode :



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

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

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**[2] from the WES, state how the user assigns their card to their account:

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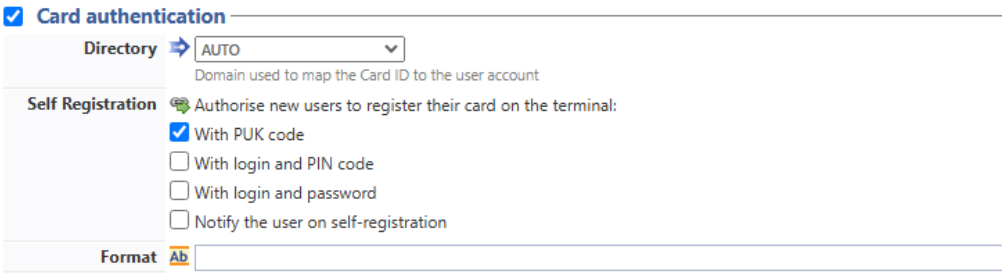
[1](Print User Key). In Watchdoc, this is a code associated with a user account to allow the user to authenticate in a WES. The PUK code is generated thanks to an algorithm. The user can consult it in the "My account" page of Watchdoc. For security reasons, we advise against using the PUK code and recommend using a login (user account)/PIN code.

[2]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.

  - **with PUK code:** the embedded solution will ask the user for its PUK code. If the PUK code is correct, Watchdoc stores the card number with the user's login in its database;
  - **with login and PIN code:** the embedded solution will ask the user for his login and his PIN cpde.
  - **with login and password:** the embedded solution will ask the user for his login and his password. If the data keyed in are correct, Watchdoc stores the card number with the user's login in its database.
  - **Notify the user on self-registration:** check this box to send a notification to the user when his badge has been enrolled.
- **Format :** State, where necessary, how the character string for the badge number string is to be transformed. E.g. raw;cut(0,8);swap.



Specificity of the **Format** parameter: typically, when the code PUK is stored in an attribute of the LDAP directory, it is encoded for security reasons. Obtaining the code corresponding to that of the badge therefore 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

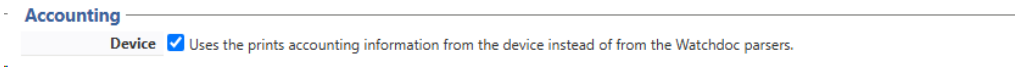
Tick this section to activate the **Anonymous connection** in order to allow an unauthenticated user to access to the device by clicking a button.
It is possible to restrict the features that the anonymous user can access by applying a privilege policy to the queue, group, or server, and using the Anonymous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

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

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).

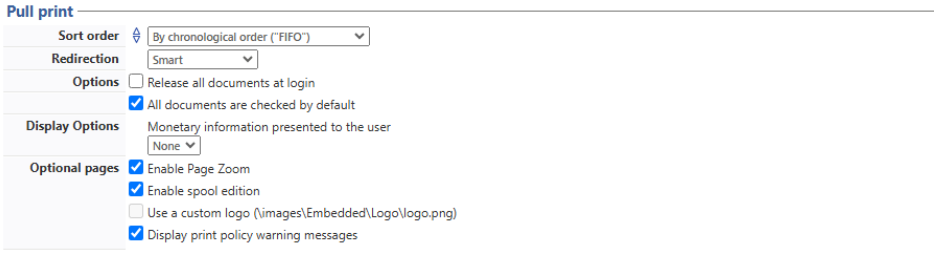


Configure the Pull-print section

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 o enable user adding more pages previews:
  - **Enable Page Zoom:** User can have a page by page preview (PCL 6 driver required)
  - **Enable spool edition:** User 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.



Configure the Quota section

- **Activate the option:** tick the box to enable the WES to manage print quotas

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

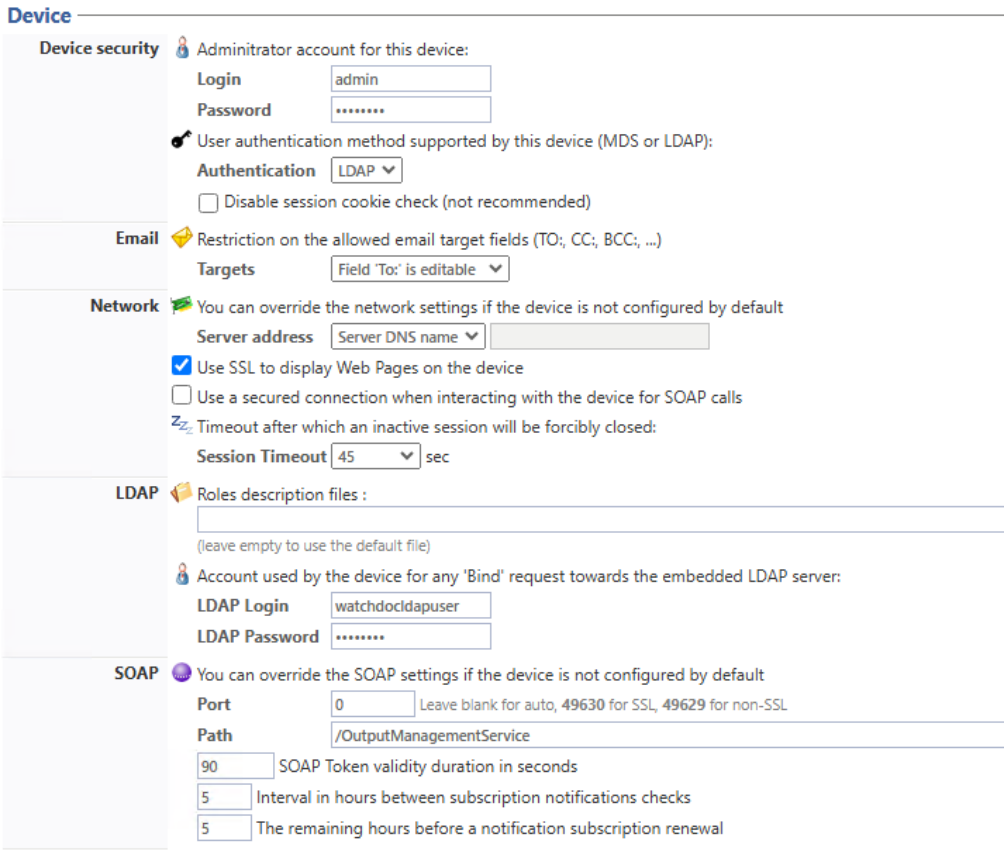
Configure the Device section

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, wich is recommended.
- **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;
- **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.
  - Timeout after which an inactive session will be forcibly closed:
- **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.



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.

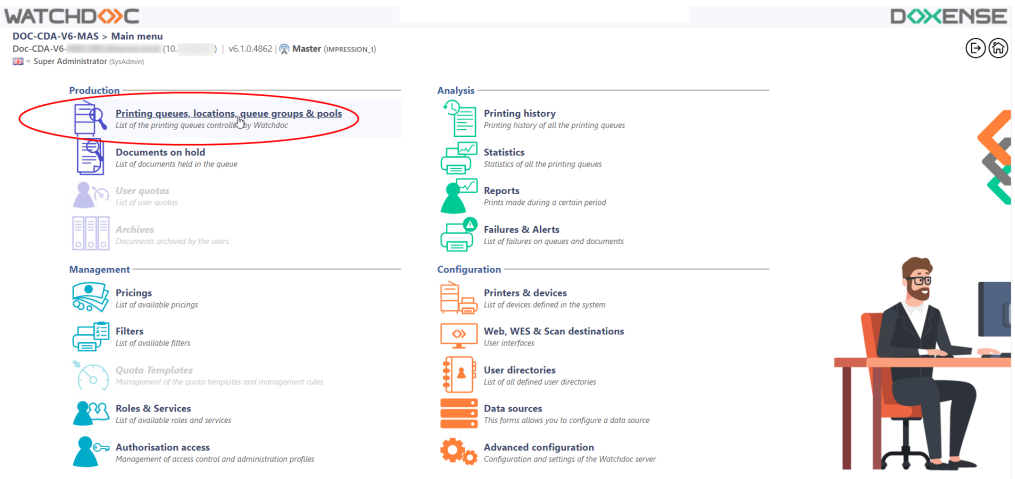
Validate the profile

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

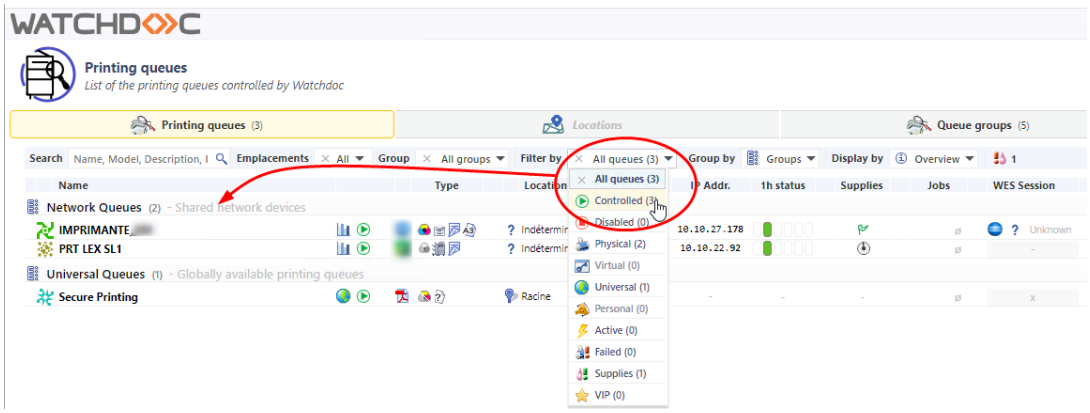
Configure the WES onto the queue

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

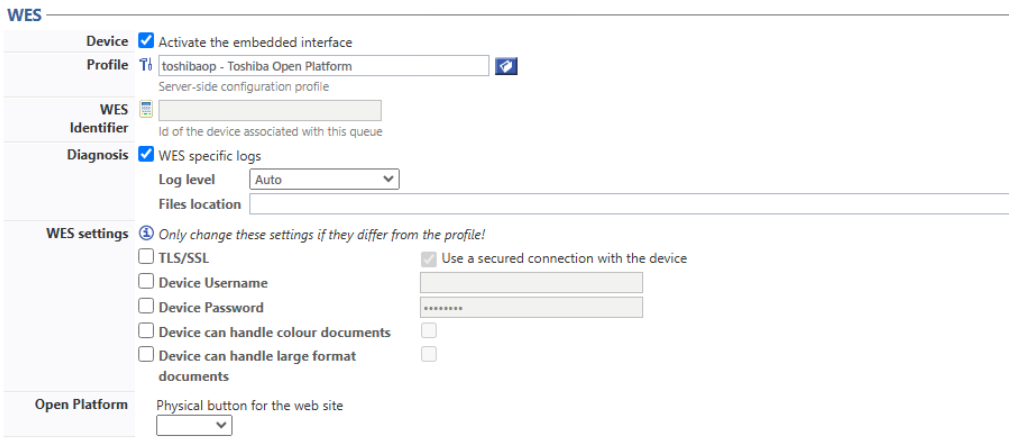
In the Print Queue Properties interface, General Information section, select the operating mode for the queue:

- **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;
    - **Indlude 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:



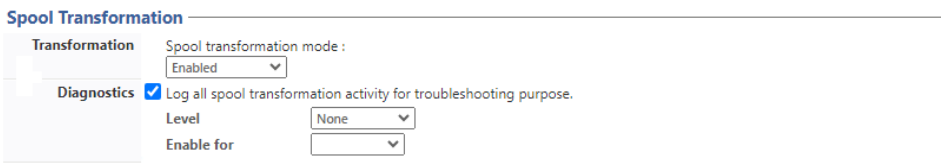
Configure the Spool transformation

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 numberof 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).



Validate the configuration

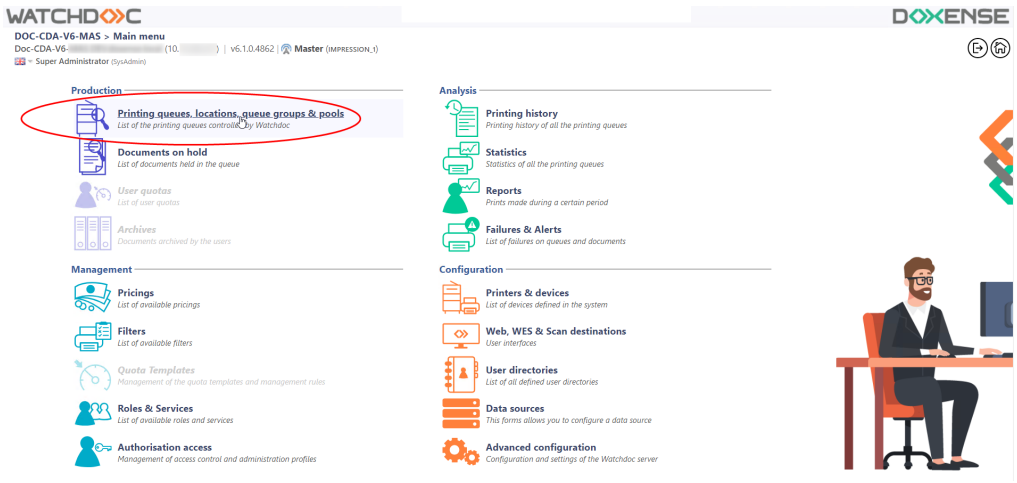
1. Click on  to validate the WES configuration on the print queue.
2. After having configured the WES onto the queue, you must install it.

> 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

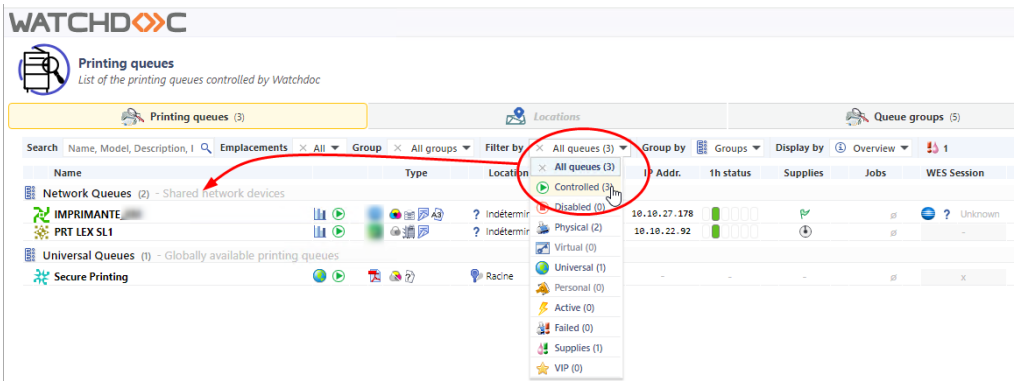
Access the interface

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



→ You will access the print queues interface.

2. In this list, activate the **Controlled** filter:



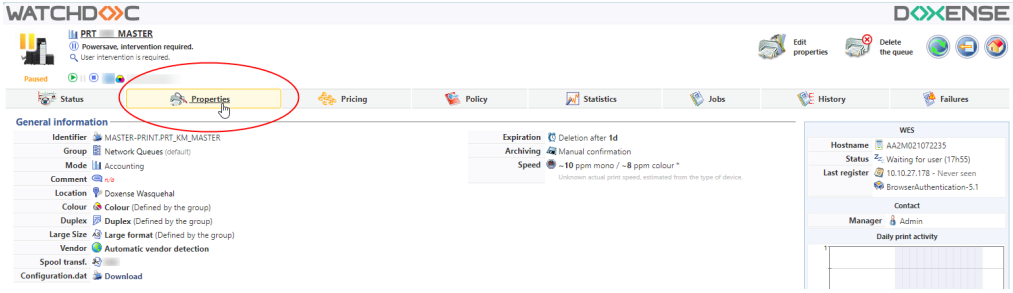
3. Click on the name of the queue on which you want to install the WES.
   → You access the **Queue management** interface.

Configure the Validation mode

In the queue management interface, click on **Edit properties** button.
In the **General information** section> **Mode** subsection, select the **Validation** mode;
Save the queue configuration.

Install the WES

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



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, clicl 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 inciden

- **What?** What procedure can be used to reproduce the incident?
- **When?** What date and time did the incident occur?
- **Where?** On which printer did the incident occur?
- **Who?** On which user account did the incident occur?
- **Watchdoc.log:** thank you for providing the Watchdoc.log file;a
- **config.xml file**: thank you for providing the Watchdoc.log file;
- **server/device communication logs**: please activate the trace files on each file.

Once this information has been gathered, you can send a resolution request from the Connect portal, the incident management tool dedicated to partners.

To obtain the best possible record of the data required for diagnosis, use the Watchdoc DiagTool® supplied with the Watchdoc installation program (cf. Creating a log report with DiagTool).

Scan, fax and photocopying are not in Watchdoc

If the scan, fax and photocopy jobs are not counted by Watchdoc, verify that the address (host name or IP) of the Watchdoc server configured in the device is correct:

1. Iin the configuration interface of the queue, in the WES section, click on the button **Application status** (displayed when the WES is properly installed);
2. Click the **Download** button to download the log files and WES configuration;
3. In the downloaded .zip file, open the Config.json file using a text editor and check the information corresponding to the address of the server (Address) and ports;
4. If the configuration of the address and / or ports is not correct, click on the Configure button on the queue configuration interface.
5. Verify that the procedure has resolved the problem.

Activating WES traces

To diagnose a problem with 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.

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.

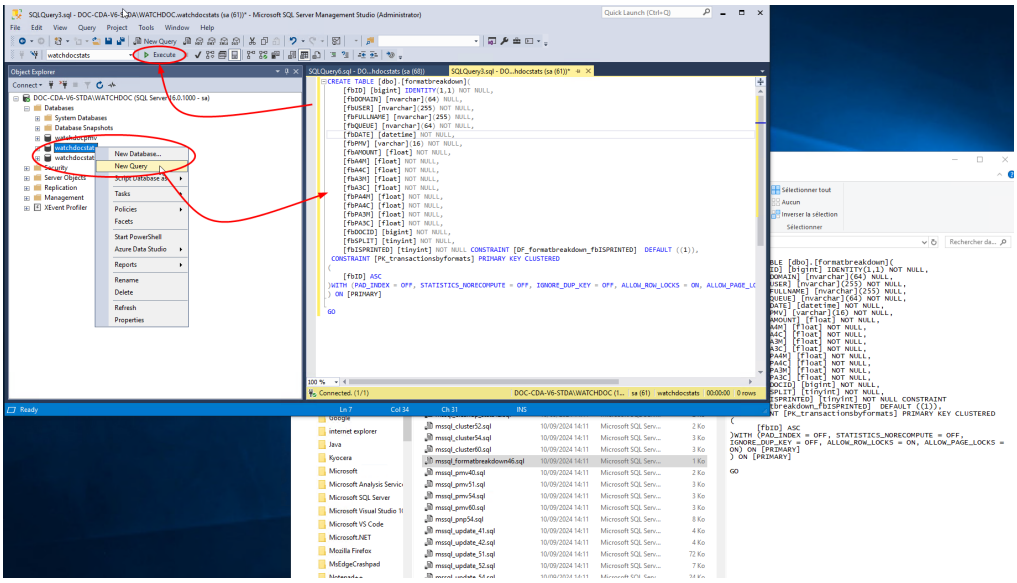
Cause

This problem may be due to the quota configuration.

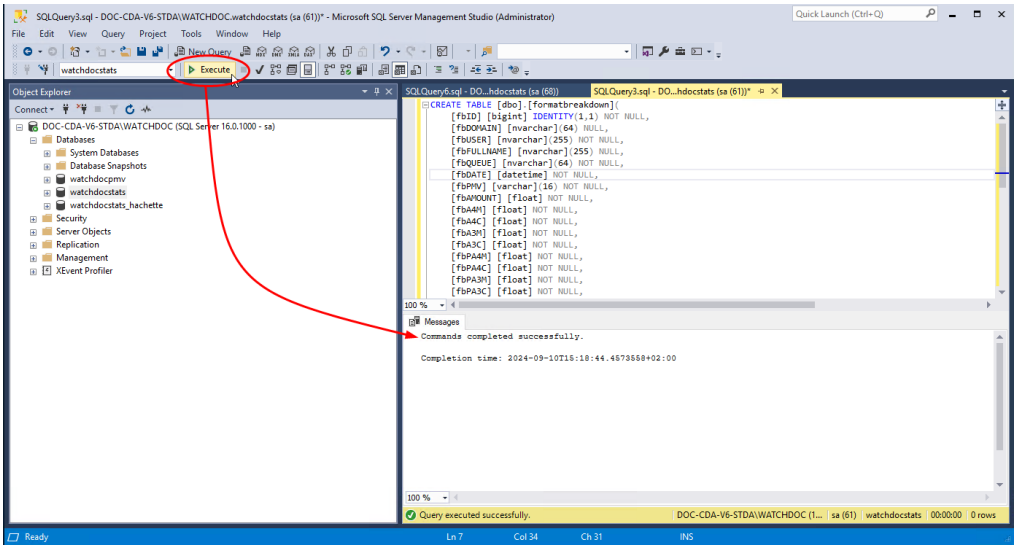
Resolution

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**;



9. then click on the **Execute** button;
10. A message will inform you that the script has been executed successfully:



11. Access the Watchdoc server as administrator;
12. Open the **config.xml** file (by default: C:\Program Files\Doxense\Watchdoc\config.xml) with a text editor;
13. in the **/config/checkout** section, add the line **<use-formatbreakdowntable>true</useformatbreakdowntable>**;
14. quit **SQL Server Management Studio** and restart the Watchdoc service;

➔Check that printing is running correctly on the WES, and that quotas are taken into account.

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).

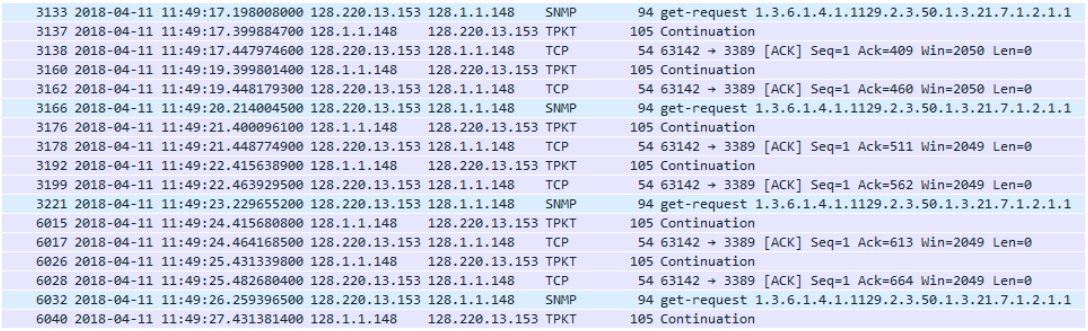
Delay before printing

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

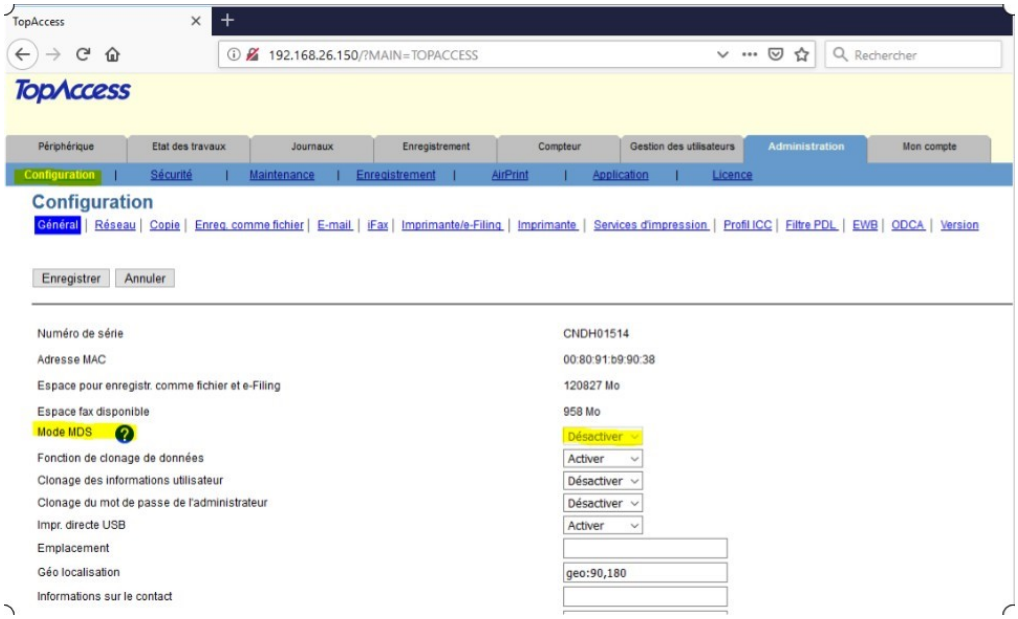
To resolve this issue, use the following procedure:

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.

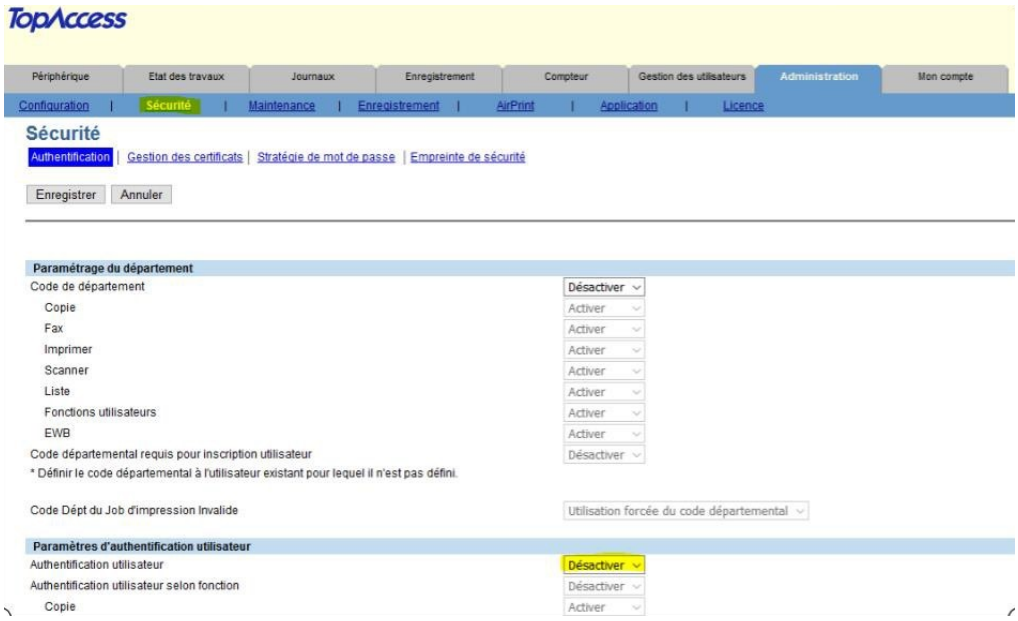
WES manual uninstall on Toshiba e-Bridge-N

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 authentification** parameter, disable the user authentication:



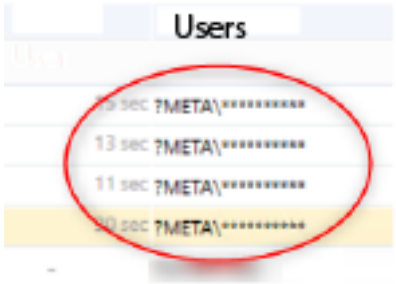
9. click on **Save** to validate the configuration modifications.

➔Watchdoc is therefore uninstalled and the device is able to operate normally.

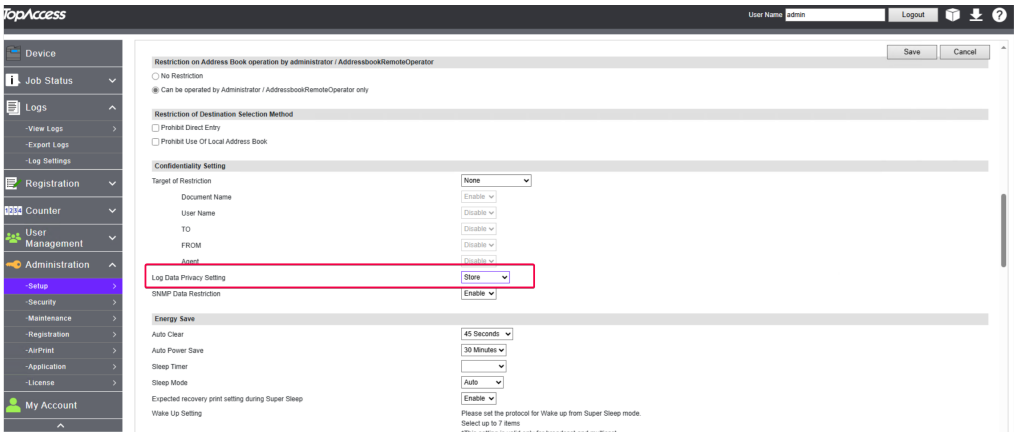
Configure the Confidentiality settings

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 settingg**:



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