

INSTALLATION AND INITIAL CONFIGURATION MANUAL

Toshiba WES



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WATCHD

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 <u>Connect</u>, customer portal dedicated to partners.



For all other questions, please contact your Doxense[®] consultant or send us an email at <u>contact@doxense.com</u>





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.



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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

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





Toshiba WES

TopAccess	;								<u>e-Filing</u> Logout
Device	Job Status	Logs	Registration	Counter	User Management	Administration	My Account	1	
Setup I	Security	Maintenance	<u>Registration</u>	AirPrint	Application				
Maintenane Upload Software You can create Clone Fil "It may take more Create Cone File Device Name	Status Security Maintenance Maintenance Maintenance Ubiod Schware Remove Schware Create Close File Instal Close File Excert Delete Files Notification Languages System Updates Reboot								
Copier Model Version Date Created Category Setting	NC	or created			_				
Security (Security Lev	el, Secure Erase, Self Te	est, Encryption, Authentic	ation)						
Default Settin (General, Cop	ngs by, Scan, Fax, iFax, Ema	ail, Save as File, Printer, I	Notification, Log Settings, E	WB Settings)					
User Manage (User, Group)	ment Role, Quota, Departme	nt Code. Home Data with	Template/Address Book	Project Code)					
Network/Prin (Network Set	t Service ings, Print Service, Wire	elessLAN, Bluetooth, Dire	ctory Service)						
Address Boo	k								
Address Boo Application (Application P	k + Template + Mail Bo Program, Application Sett	oxes tings * Except License)							
Install Software 1				I Top I	Help I		© 2016 ·	TOSHIBA TEC CORPORATION AI Rights	Reserved.

ODCA Activation

We recommend that you enable OCDA. To activate OCDA,

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

Setup General Network Copier Save as file Email	InternetFax Printer/e-Filing Printer Print Service ICC Profile Print Data Converter EWB ODCA Version
Save Cancel	
Off Device Customization Architecture Setting	
Network	
Enable Port	Enable V
Port Number	49629
Enable SSL Port	Enable V
SSL Port Number	49630
Configuration	
Session Timeout(60-99999)	90 Seconds

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

 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

- 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**:

Users
9 Sec ?META
13 sec ?META******
11 sec ?META\

- 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**g:

TopAccess			User Name admin	Logout	ŧ 7 6
Device	Restriction on Address Book operation by administrator / AddressbookRemoteOperator			Save	Cancel
i, Job Status ∽	No Restriction @ Can be operated by Administrator / AddressbookRemoteOperator only				
🗐 Logs 🔷 🔨	Restriction of Destination Selection Method				
-View Logs > -Export Logs	Prohibit Direct Entry Prohibit Use Of Local Address Book				
-Log Settings	Confidentiality Setting				
📃 Registration 🗸 🗸	Target of Restriction	None 🗸			
1997 Counter X	Document Name	Enable V			
	User Name	Disable v			
😤 User Management 💙	FROM	Disable ¥			I
- Administration	Agent	Disable 🗸			
-Selun A	Log Data Privacy Setting	Store 🗸			
-Security >	SNMP Data Restriction	Enable v			
-Maintenance >	Energy Save				
-Registration >	Auto Clear	45 Seconds 👻			
-AirPrint >	Auto Power Save	30 Minutes 🗸			
-Application >	Sleep Timer	~			
-License >	Sleep Mode	Auto 🗸			
My Account	Expected recovery print setting during Super Sleep	Enable 🗸			
	Wake Up Setting	Please set the protocol for Wake up from Super Sileep mode. Select up to 7 items			

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:

ATCHDOC						DOXENS
Web, WES & Scan of User interfaces	destinations				自	wes OO
Veb and mobile release pro	ofiles					
onfiguration profiles of the web an	d mobile release station profile, accessible by the users				· Crea	te a new web release profile
Identifier	Name	Title	Identification	Payment	Timeouts	2
a default	Q Default profile	Print job release	🎥 Integrated Windows	Free	2#1-306-106	1 0 11 88
accounting	Q My Statistics	Consult your account.	鸄 Integrated Windows		285-306-106	X 😪 Ti EB
VES profiles						
infiguration profiles of the access of	control on the devices:					Create a new WES profile.
Identifier	Name	Printer Type	Keyboard identification	Card identification		Refs. 🗯
C canon	Canon	Canon MEAP	Use the default directory)	AUTO		X 11 BB
() hp	Hewlett Packard	HP CXPH	Use the default directory)	AUTO		· 🧎 11 🖼
konicaminolta	Konica Minolta	Konica Minoita OpenAPI		AUTO	Citier	1 🙊 11 🖼
can destinations			Select WES profile type:			
st of destinations that can be assoc	liated with scan profiles:		Brother BSI 100		6	Create a new destination
Identifier	Destination name		Canon MEAP 100	Scan	type	2
folder_default	Dossier		✓ Cap Monétique CapService 500	🕫 Scan	to Folder	T 18 88
mail_default	E-mail		Cartadis Copicode IP 100	🐳 Scan	to Mail	🙊 16 BB
mymail_default	Mon e-mail		Calleter TCPCorv 100	🐳 Scan	to MyMail	🙊 11 BB
ican post processors			Epson Open Platform 100			
			() HP CKPd 100		-	A
it of the post deathern diat can be	e associateo wisi a scan prome		Skonica Minella OpenAPI 100			Grant a new post proces
No scan post processor ha	is been definied		KyoceraMita HyPAS 100			
-			Lexmark eSP 100			
			000 OKI Open Platform / sXP2 100			
			R Ricch Streamline NX 122			
			P Birth Smart Operation Panel 122			
			Summer WOA 100			
			Com Off			
			Sharp OSA 100			
			Toshiba eSF 100			
			Toshiba Open Platform 100			
			Nerox BP 100			

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



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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:



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- Standard Login (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.
- **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 :

Authentication	Authentication						
Kevboard au	Keyboard authentication						
Director	Directory Allow PUK code authentication						
	Allow login and PIN code authentication						
	Allow login and password authentication						
	DIA META / META						

• **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:

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.

²An 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.



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- 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.

Card authent	2 Card authentication					
Directory	irectory 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 Notify the user on self-registration 					
Format	Ab					

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;





~	Anonymous connection					
	Button label	\diamond	Сору			
	Redirection		Home V			
			Home Copy 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).

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

Configure the Pull-print section

Accounting

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.

Dull print	
runpint	
Sort order	A By chronological order ("FIFO")
Redirection	Smart 🗸
Options	Release all documents at login
	All documents are checked by default
Display Options	Monetary information presented to the user None 💙
Optional pages	✓ Enable Page Zoom
	Enable spool edition
	Use a custom logo (\images\Embedded\Logo\logo.png)
	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, 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 useful 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	🖁 Adminitrator account for this device:
	Login admin
	Password
	User authentication method supported by this device (MDS or LDAP):
	Authentication LDAP ¥
	Disable session cookie check (not recommended)
Email	✓ Restriction on the allowed email target fields (TO:, CC:, BCC:,)
	Targets Field 'To:' is editable 💙
Network	₩ You can override the network settings if the device is not configured by default
	Server address Server DNS name 🗸
	✓ Use SSL to display Web Pages on the device
	Use a secured connection when interacting with the device for SOAP calls
	Zz, Timeout after which an inactive session will be forcibly closed:
	Session Timeout 45 V sec
LDAP	Roles description files :
Lorn	
	(leave empty to use the default file)
	💩 Account used by the device for any 'Bind' request towards the embedded LDAP server:
	LDAP Login watchdocldapuser
	LDAP Password
SOAP	You can override the SOAP settings if the device is not configured by default
	Port 0 Leave blank for auto. 49630 for SSL 49629 for non-SSL
	Path /OutputManagementService
	90 SOAP Token validity duration in seconds
	5 Interval in hours between subscription notifications checks
	The constraint being before a patification subscription for the constraints
	ine remaining nours 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 \bigotimes button to validate the WES profile configuration.
- \rightarrow Once validated, the WES profile can be applied to a print queue.



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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:**

DOC-CDA-VG-MAS > Main menu Doc-CDA-VG-MAS > Main menu Doc-CDA-VG-MAS = (10,) v6.1.0.4862 🕅 Master (MPRESSON.)		Doxense Dô
Production Production Control of the printing queues. locations, queue groups & pools Lat of the printing queues controldby Watabase	Analysis Printing history Printing history queues	
Documents on hold List of documents held in the queue	Statistics Statistics of all the printing queues	8
List of user quotas	Reports Prints made during a certain period	2
Archives Documents archived by the uners	Failures & Alerts List of failures on queues and documents	
Management	Configuration	
Pricings List of available pricings	Printers & devices List of devices defined in the system	
Filters List of available filters	Web, WE5 & Scan destinations User interfoces	
Quota Templates Management of the quota templates and management rules	User directories List of all defined user directories	
Roles & Services List of available roles and services	Data sources This forms allows you to configure a data source	
Authorisation access Management of access control and administration profiles	Advanced configuration Configuration and settings of the Watchdoc server	

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

MATCHD (>>>C									
Printing queues List of the printing queues controlled by Wate	hdoc								
Printing queues (3)			ß	Locations				🙈 Queue g	roups (5)
Search Name, Model, Description, I Q Emplacements	× All 🔻 🕻	Group × All groups	 Filter by 	× All queues (3)	Group by	Groups 🔻	Display by	Overview •	5 1
Name		Туре	Location	\times All queues (3)	IP Addr.	1h status	Supplies	Jobs	WES Session
🖁 Network Queues (2) - Shared network devices				Controlled (3)					
	III 🕑	in in ite	? Indétermin	Disabled (0)	10.10.27.178	00000	P	ø	Onknown
🔆 PRT LEX SL1	III 🕑	💼 🖬 🖻	? Indétermir	Physical (2)	10.10.22.92		۲	ø	
Universal Queues (1) - Globally available printing	queues			Virtual (0)					
* Secure Printing	()	🔁 🙈 🕅	P Racine	Oniversal (1)				ø	х
				Personal (0)					
				🗲 Active (0)					
				🏭 Failed (0)					
				付 Supplies (1)					
				🚖 VIP (0)					

2. For this queue, click the **Edit Queue Properties button** ¹ 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**.



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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 <u>Configure a</u> <u>WES</u> 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:





WES	
Device	e 🗹 Activate the embedded interface
Profile	€ Te toshibaop - Toshiba Open Platform
WES	Server-side configuration profile
Diagnosis	Vec specific logs
	Log level Auto V Files location
WES settings	3 Only change these settings if they differ from the profile! TLS/SSL TLS/SSL
	Device Password Device can handle colour documents
	Device can handle large format documents
Open Platform	Physical button for the web site

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 Transform	ation	_
Transformation	Spool transformation mode : Enabled	
Diagnostics	Log all spool transformation activity for troubleshooting purpose.	
	Level None 🗸	
	Enable for 🗸	
	Enable for	





Validate the configuration

Click on O to validate the WES configuration on the print queue.
 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.



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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**:

WATCHD Occ. CDA. V6-MAS > Main menu Doc-CDA. V6-MAS > Main menu (10) (v6.10.4862) (@ Master (waression.s)) Ger - Super Administrator Gyudamou (10) (v6.10.4862) (@ Master (waression.s))		D≫ENSE ©@
Production Printing queues, locations, queue groups & pools If the printing queues control by theotodes Productions on hold	Analysis Printing history Printing fuels of all the protting queues	4
Lat of documents held in the quove Lat of documents held in the quove Lat of documents held in the quove Lat of documents Lat of docum	Statatac of all the priviling queues	8
Dramments archited by the users Management Fridags Unr dralitable prinings	Les of failurs on queues and decuments Configuration Pinters & devices Usar of Anivers Affender In the system	
Filters Lat of available filters Verson Structs Templates Person Structs Templates	Web, WES & Scan destinations User interfaces User directories User directories	
Roles & Services Lif d'available roles and services Comparison of the services Comparison of the services Management d'available and administration profiles	Data sources Tris forms allow you to configure a data source Advance Advance Advance advance Advance Advance advance Advance Advance advance advance	

 \rightarrow You will access the print queues interface.

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

VATCHD (>>C									
Printing queues List of the printing queues controlled by Watchdo	c								
Printing queues (3)			2	Locations				🙈 Queue g	proups (5)
Search Name, Model, Description, I Q Emplacements ×	All 🔻 Gr	oup 🛛 All group	s 🔻 Filter by	× All queues (3)	Group by	Groups 🔻	Display by	Overview •	50 1
Name		Туре	Location	\times All queues (3)	I Addr.	1h status	Supplies	Jobs	WES Session
B Network Queues (2) - Shared network devices				Controlled (3)					
		💼 🔒 🖻 🖗 🍓	? Indétermin	Disabled (0)	10.10.27.178	00000	P	ø	Onknown
🔆 PRT LEX SL1		● 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	? Indétermin	hysical (2)	10.10.22.92		۲	ø	
Universal Queues (1) - Globally available printing qu	eues			Virtual (0)					
* Secure Printing) ک	🔁 📣 🕅	💎 Racine	Our Control (1)				ø	x
				Personal (0)					
				Active (0)					
				Failed (0)					
				Supplies (1)					
				🔶 VIP (0)					

3. Click on the name of the queue on which you want to install the WES. \rightarrow 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:

WATCHDOC					D XENSE
PRT MASTER OP Powersave, intervention required. Q. User intervention is required.			Ę	Stdit properties Stdie the o	te 🜔 🔁 🧭
Paused D D Properties	ng 🛸 Policy	Statistics	🔇 Jobs	WE History	🐏 Failures
General information		_			
Identifier 🎥 MASTER-PRINT.PRT_KM_MASTER	Expirati	on 🔯 Deletion after 1d			WES
Group 📓 Network Queues (default)	Archivi	ng 💐 Manual confirmation		Hostname 📃 A/	A2M021072235
Mode Accounting	Spe	ed 🕘 ~10 ppm mono / ~8 ppm o	colour *	Status 42 W	aiting for user (17h55)
Comment 🗨 🕫		Unknown actual print speed, esti	mated from the type of device.	Last register 🦉 10	0.10.27.178 - Never seen
Location 👎 Doxense Wasquehal				😽 Br	owserAuthentication-5.1
Colour & Colour (Defined by the group)					Contact
Duplex Duplex (Defined by the group)				Manager 🖁	Admin
Large Size A Large format (Defined by the group)				Daily	print activity
Vendor 🥥 Automatic vendor detection				1	
Spool transf. 😣					
Configuration.dat 🚔 Download					

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.



WATCHD

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. <u>Creating a</u> <u>log report with DiagTool</u>).

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 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**;



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- 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/Queueld 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;
- 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;
- 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:





Toshiba WES

SQLQuery3.sql - DOC-CDA-V6-STDA\WATCHDOC.watchdocstats (sa (61))* - Microsoft SQL Se	ver Management Studio (Administrator)	Quick Launch (Ctrl+Q)	р <u> </u>
File Edit View Query Project Tools Window Help			
	C - M - M - N		
Watchdocstats			
Object Explorer - # × Connect ~ # ×¥ ■ ▼ C - # C - □ - □ - □	SQLQuery5xql - DOhdocstats (sa (60)) SQLQuery3xql - DOhdocstats (sa (61))* + × CREATE TABLE (fdo): [formatDreakdown]([fbID] [bigint] IDENTITY(1,1) NOT NULL,		+
Boo Databases B System Databases	[fbUSR] [nvarchar](54) NULL, [fbEULLNAME] [nvarchar](255) NULL,		
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	[fbAMOUNT] [flast] NOT NULL, [fbA4M] [flast] NOT NULL, [fbA4C] [flast] NOT NULL,		
Server Objects Management	[fbA3M] [float] NOT NULL, [fbA3C] [float] NOT NULL, [fbPA4N] [float] NOT NULL,		
KEvent Profiler	[fbPAAC][float]NOT NULL, [fbPA3M][float]NOT NULL,		
	[TDPA3C] [TIOAT] NOT NULL,		
	ga messages		
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	Completion time: 2024-09-10T15:18:44.4573558+02:00		
			-
	100 % - <		•
	Query executed successfully. DOC-CDA-V6-STDA\WATC	HDOC (1 sa (61) watchdocstats I	00:00:00 0 rows
☐ Ready			

- 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;
- in the /config/checkout section, add the line <useformatbreakdowntable>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.	48 128.220.13.153 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.	48 128.220.13.153 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.	48 128.220.13.153 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.	48 128.220.13.153 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.	48 128.220.13.153 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.	48 128.220.13.153 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.	48 128.220.13.153 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".



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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;
- 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:



Installation and Initial Configuration Manual

Toshiba WES

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TopAccess	× +											
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TopAccess												
Périphérique	Etat des travaux	Journaux Enregistrement		ement	Compteur		des utilisateurs	Administration	Mon compte			
Configuration	Sécurité I	Maintenance	I Enregistrement	I <u>AirPrin</u>	t I Ar	plication	I Licenc	e				
Configuratic Général Réseau Enregistrer An	DN <u>Copie</u> <u>Enreq. co</u> nuler	mmefichier E-r	nail iFax Imprima	inte/e-Filing. Ir	mprimante Si	ervices d'imp	ression Profi	LICC Filtre PDL	EWB ODCA Version			
Numéro de série Adresse MAC	Numéro de série					CNDH01514 003091b99038						
Espace pour enregi	Espace pour enregistr. comme fichier et e-Filing				120827	120827 Mo						
Espace fax disponible				958 Mo	958 Mo							
Mode MDS ?	Mode MDS 🕜				Désact	Désactiver 💛						
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Clonage des informations utilisateur				Désact	Désactiver 🗸							
Clonage du mot de passe de l'administrateur				Désact	Désactiver ~							
Impr. directe USB				Activer	Activer 🗸							
Emplacement												
Géo localisation				geo:90	geo:90,180							
Informations sur le (contact								0			

- 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:

pAccess	5											
Périphérique	Etat des travaux	Journaux	Enregistrement	Compteur		Gestio	Gestion des utilisateurs		Administration	Mon compte		
onfiguration	Sécurité I	Maintenance I E	nregistrement I	AirPrint	I App	lication	1 1	icence				
Sécurité	Gestion des certificats	Stratégie de mot de p	asse Empreinte de :	sécurité								
Enregistrer	Annuler											
Paramétrage du	département											
Code de départer	ment			L.	Désactive	r ~						
Copie					Activer	~						
Fax					Activer	~						
Imprimer					Activer	~						
Scanner					Activer	~						
Liste					Activer	~						
Fonctions utilis	sateurs				Activer	~						
EWB					Activer	~						
Code département	ntal requis pour inscripti	on utilisateur			Désactive	r ~						
* Définir le code c	départemental à l'utilisati	eur existant pour lequel	il n'est pas défini.									
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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:

Users
13 SEC 7META
11 sec ?META*******
Sec PMETA

- 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**g:

TopAccess			User Name admin	Logout	1 ± 0
Device	Restriction on Address Book operation by administrator / AddressbookRemoteOperator			Save	Cancel
i. Job Status 🗸 🗸	No Restriction Can be operated by Administrator / AddressbookRemoteOperator only				
🗐 Logs 🔷 🔨	Restriction of Destination Selection Method				
-View Logs > -Export Logs	Prohibit Direct Entry Prohibit Use Of Local Address Book				
-Log Settings	Confidentiality Setting				
📃 Registration 🗸 🗸	Target of Restriction Document Name	None V Enable V			
1234 Counter 🗸	User Name	Disable v			- 1
🐣 User Management 🛛 🗡	FROM	Disable ~			- 1
- Administration	Agent Log Data Privacy Setting	Disable v			
-Setup > -Security >	SNMP Data Restriction	Enable V			
-Maintenance >	Energy Save				
-Registration >	Auto Clear	45 Seconds 👻			
-AirPrint >	Auto Power Save	30 Minutes 🗸			
-Application >	Sleep Timer	~			
-License >	Sleep Mode	Auto 🗸			
Account	Expected recovery print setting during Super Sleep	Enable 🗸			
	Wake Up Setting	Please set the protocol for Wake up from Super Sleep mode. Salact up to 7 fame			
~		White entries is which for her should be be allowed and the should be should			

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

