making the MFDs think™

YSoft SafeQ 5 - Release notes

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DOCUMENT DESCRIPTION

What´s new in YSoft SafeQ 5

The new version of the YSoft SafeQ print management solution includes several completely new features and numerous improvements to existing features – all designed to make sure YSoft SafeQ meets your needs. A key component of YSoft SafeQ 5 is the greatly improved and enhanced YSoft Payment System, which is especially beneficial for educational institutions, public libraries, or any other organization that accepts payment for print, copy, and scan services.

YSoft Payment System

A key requirement for schools, universities, libraries, and other institutions that want to make print services available to a wide range of users. Each user has a credit account to use for printing, copying, and scanning. The Payment System makes it easy for users to reload their accounts as necessary – and is simple to manage.

New browser-based embedded terminal

Fast response, a contemporary look, and a user-friendly, intuitive interface – you'll never want to work with any other printer user interface. This new generation of integrated terminals makes using MFPs easier and more convenient, throughout the day, day after day.

Mobile Print Server

We have shifted the freedom of printing and removed the dependency on Microsoft Office and LibreOffice. Print from anywhere at any time and then just pick up your document at the printer.

Management reports

Get a complete overview of your company's print environment with a single click. These new visually attractive, clear and simple reports let you see at a glance information such as the utilization of your MFPs, the top 5 users, and costs per individual departments.

YSoft SafeQ 5

High performance ORS

A single Offline Remote Spooler (ORS) can now support up to 200 printers – four times the number supported by previous versions. Limitations to the Private Cloud have been eliminated – so now you can use all the advanced features of YSoft SafeQ within complex print system architectures.

1 MORE HIGH-LEVEL DETAILS ABOUT YSOFT SAFEQ 5 FEATURES FOLLOW:

☑ **YSoft Payment System** - Allow users to pay for print, copy or scan services in your environment. Users are charged based on prices defined in YSoft SafeQ, using pre-charged money on their accounts. Users are able to recharge their account using YSoft Payment Machine (recharging station) and manually-operated Cash Desk. Integration with third-party systems is possible thanks to robust set of APIs. Support for PayPal and Dibs included in the form of standalone plugins.

☑ **Mobile Print Server** - Allow your end users to print from devices on the go. No need to teach your users anything complex or install drivers; the solution is as simple as sending an e-mail or uploading a document via designated web page. No need to install third-party software like Microsoft Office or Libre Office to perform document conversion.

☑ **YSoft SafeQ Embedded Terminal** - New browser-based terminal with updated graphical and interaction design lowers the amount of time your users need to spend with multifunction devices.

☑ **Management Reports** - Obtain visually beautiful and structured report with one click. Report provides a complete picture of the print environment, including information about paper consumption, printer utilization, prints per user for specified period.

☑ **Private Cloud Technology** - Large deployments are generally supported using distributed architecture model (central management and local spoolers). YSoft SafeQ 5 brings an improved **High-Performance Offline Remote Spoolers**, which are able to handle up to 200 connected devices. With server-level Print roaming, users can pick up their jobs in the entire print environment.

☑ **Rule-based engine** - Apply rules over print jobs. Force monochrome instead of color, double-sided instead of single-side print. Apply more rules based on different events and options. Simple wizard is available even for unexperienced administrators.

☑ **Collaboration** - Multiple users working on a same project, admin picking up jobs for the manager. Shared queues and Delegation print features allows sharing print jobs among working groups or delegate the print release to another team members.

☑ **Assignable price lists** - Create one price list or custom price list for every user, device or cost center. Make sure that each person, cost center or device is billed according to your internal guidelines and policies.

☑ **Multi-level Billing Codes** - Monitor costs for different customers, projects or even departments using multi-level billing codes (also known as project codes). Users can change the billing code using external or embedded terminal, or at the workstation.

☑ **Reporting** - Automatic or manual reports available in web administration, including Green reports and **Central Reporting Services** support. Check spent and saved money and allow your users to see their statistics.

☑ **Administration and User web interface** - Easy-to-use web interface, which includes Admin Dashboard and User Dashboard. Admin dashboard provides tools for managing users, devices, print queues, scan workflows and other parts of the system.

☑ **Integrated installation** - Basic server installation and deployment wizard. Advanced or large deployments can be satisfied with set of standalone packages for different parts of YSoft SafeQ.

☑ **Licensing System** - The all new per-device, flexible licensing model. Product can be quickly activated online or offline using new, user-friendly steps. New license information is automatically distributed within the entire system.

2   MAINTENANCE UPDATE 20 (02/07/2015)

What's new

- TLS secured connection has been implemented to YSoft SafeQ subsystems (LDAP replicator, Spooler for Client and IPPSSL Backend), the configuration is set to true by default. To change the protocol settings, please do so in configuration option with prefix *customCipherSuites, filterExportedCipherSuites, cryptographicProtocol and allowCustomCipherSuites* for particular subsystem.
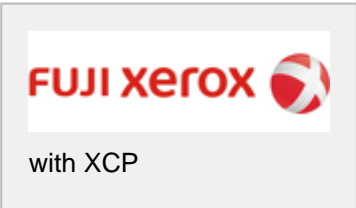
Fixes

- Filtering of accounts by personal balance in the YSoft SafeQ web administration has been fixed. Personal and virtual balances are separated into two values.
- List of billing codes is now displayed in the same order in the YSoft SafeQ Client an in the embedded terminals.
- Scanning workflow parameters entered on the embedded terminal are validated before scan is started.
- Rule Based Engine action "Deny authentication at terminal" is working correctly.
- Price defined for locally monitored devices is correctly synchronized to ORS.
- YSoft SafeQ Embedded Terminal for Toshiba/OKI: User access rights defined in the Access Definition are correctly applied.

Warning

- ⚠ YSoft SafeQ Embedded Terminal for Sharp: Please check the firewall settings before terminal re-installation as from MU 20, due to changes in the authentication process, from MU 20 the terminal uses different ports on the Terminal Server (TCP ports 5021, 5022).
- ⚠ Upgrade from Service Release 8 and lower requires re-installation of the YSoft SafeQ Embedded Terminals for Konica Minolta. In case the terminals are not re-installed, the users might not be able to authenticate.
- ⚠ When updating to a new Maintenance Update, all installed components (YSoft SafeQ CML/ORS /CRS servers, Mobile Print Server, YSoft Payment System and YSoft Payment System plugins) have to be updated.
- ⚠ Because of the change in classes used for logging, update of the CRS server to SR4 or higher will overwrite the log4j.xml file.
- ⚠ Upgrade from YSoft SafeQ 4 using the bundle installer is not supported.

3   EMBEDDED TERMINALS (MFP PANEL INTEGRATED)

ⓘ   List of compatible devices is always available in Hardware Compatibility List (HCL).

Vendor	Comments	Authentication
FUJI XEROX with XCP	Embedded Terminal is software extension of the Fuji Xerox devices. eXtensible Customizing Platform versions 1.2+ needs to be installed on the device. User interface walkthrough is available at Using YSoft SafeQ Embedded Terminal for Fuji Xerox with XCP. YSoft SafeQ Embedded Terminal for Fuji Xerox with XCP is available only under Early Access Program.	All authentication options (Terminal Authentication Matrix). Card authentication with optional USB card reader.
FUJI XEROX	Embedded Terminal is software extension of the Fuji Xerox devices. Embedded Terminal requires licensed and configured Fuji Xerox ApeOS Connection IV at the device. User interface walkthrough is available at Using YSoft SafeQ Embedded Terminal for Fuji Xerox Apeos. Direct printing in combination with Authentication module works, however (any) user must authenticate in order for the jobs to be released by the printer (technology limitation).	Username & password, PIN. Card authentication with optional EPA card reader. Card self-registration possible using Card Activation Code.

Vendor	Comments	Authentication
KONICA MINOLTA	Embedded Terminal is software extension of Konica Minolta devices. Embedded Terminal requires licensed and configured Konica Minolta OpenAPI platform at the device (OpenAPI version 3.6 or higher). Konica Minolta OpenAPI3 Account Map is recommended option for accounting. Konica Minolta MyPanel application or web-browser support requires OpenAPI version 3.6 or higher and an iOption license. Most of the printers require extended memory and hard drive for full functionality (more details in Hardware Compatibility List). User interface walkthrough is available at Using YSoft SafeQ Embedded Terminal for Konica Minolta (OpenAPI).	All authentication options (Terminal Authentication Matrix). Card authentication with optional USB card reader.
OKI	Terminal is software extension to the OKI MFP interface. Terminal requires properly licensed and configured Open Platform. see HCL - OKI for compatible devices. ❌ YSoft Payment System features are not supported.	Username & password, PIN. Card authentication with optional USB card reader.

Vendor	Comments	Authentication
RICOH	Embedded Terminal is software extension of Ricoh devices. Terminal requires licensed and configured Ricoh ESA™ Platform at the MFP (SDK/J version 4+). Java Card (is already delivered with newer types of Ricoh devices). User interface walkthrough is available at Using YSoft SafeQ Embedded Terminal for Ricoh (ESA).	All authentication options (Terminal Authentication Matrix). Card authentication with optional USB card reader.
SAMSUNG	Embedded Terminal is software extension of Samsung devices. Devices built on XOA-E platform are supported only. See HCL - Samsung for compatible devices. YSoft SafeQ Embedded Terminal for Samsung requires XOA framework version 1.21 or higher. YSoft SafeQ Embedded Terminal for Samsung is available only under Early Access Program.	All authentication options (Terminal Authentication Matrix). Card authentication with optional USB card reader.

Vendor	Comments	Authentication
SHARP	Embedded Terminal is software extension of Sharp devices. Embedded Terminal requires licensed and configured Sharp OSA Platform (ACM and EAM module) at the device (OSA version 3.5 and higher). ⚠ Without EAM module, Scan management is not available and a print job list is not refreshed after print. YSoft Payment System is supported only on the devices with AMX 3 license. User interface walkthrough is available at Using YSoft SafeQ Embedded Terminal for Sharp (OSA).	All authentication options (Terminal Authentication Matrix). Card authentication with optional USB card reader or network card reader (which requires its own IP address).
TOSHIBA	Terminal is software extension to the Toshiba MFP interface. Terminal requires properly licensed and configured Toshiba Embedded Platform. see HCL - Toshiba for compatible devices. ❌ YSoft Payment System features are not supported.	Username & password, PIN. Card authentication with optional USB card reader.

Vendor	Comments	Authentication
	Embedded Terminal is software extension of Xerox devices. Embedded Terminal requires licensed and configured Xerox EIP Platform and Xerox XSA/CA at the device (EIP version 1.5 and higher). YSoft Payment System is supported only on the devices with EIP version 2 and higher. Xerox Network Accounting (JBA) kit is recommended for accounting. User interface walkthrough is available at Using YSoft SafeQ Embedded Terminal for Xerox (EIP). Scan to searchable PDF is available only on devices with EIP 2.5 and higher	All authentication options (Terminal Authentication Matrix) Card authentication with optional network card reader (requires its own IP address) or optional generic USB card reader (available at selected devices only - see HCL for more details).

3.1 KNOWN LIMITATIONS

- Embedded Terminal cannot be uninstalled or reinstalled when users are logged in.
- Xerox EIP, Fuji Xerox Apeos: It is not possible to restrict copying.
- Xerox EIP: It is not possible to restrict user access rights (copy, color,...) per user, this option can be configured for each device by administrator manually.
- Xerox EIP: If incorrect device credentials are used three times, device locks out access from the particular IP address for an hour. It is possible to erase the device lockout table manually.
- Xerox EIP: Automatic log out does not work from the native copy menu.
- Xerox EIP: Terminal inactivity timeout set in advanced tab of user's edit dialog (or in settings of Cost center, if this value is inherited from the Cost center) has to be different and ideally higher than the inactivity timeout set on device. If the timeout set per user is lower and a it expires, users will still be able to perform copies until the timeout set on device expires.
- Xerox EIP: When actual Billing code is changed while a copy job is being performed, the copy job will be assigned the new Billing code.
- Xerox EIP: Automatic color detection when scanning using YSoft SafeQ scanning application is supported only on devices with EIP 3.0 and higher.
- Fuji Xerox Apeos: After automatic log out from SafeQ Application user is navigated to device main menu. After given time (based on device settings) user is also automatically logged out from device main menu.

- Fuji Xerox Apeos: Only ASCII characters can be used when entering scanning workflow parameters on the embedded terminal.
- Fuji Xerox Apeos: SSMI 1.4 or higher is required for the proper function of Payment System. In case the SSMI version is lower, the quota system is not applied and user can reach negative balance.
- Fuji Xerox Apeos: Only card self-registration using card activation code is supported.
- Fuji Xerox Apeos: When the card activation feature is enabled and there is card swipe with registered card, the user must always navigate through the Card Activation Code screen.
- Fuji Xerox Apeos: Blank pages are accounted as BW print.
- Fuji Xerox Apeos: It can take up to 15 minutes for device to return blocked money back to money account (if Payment System is used for print/copy/scan charging).
- Fuji Xerox Apeos: Terminal inactivity timeout set in advanced tab of user's edit dialog (or in settings of Cost center, if this value is inherited from the Cost center) does not work. The session will be ended as soon as timeout set on device expires.
- Fuji Xerox Apeos: When actual Billing code is changed while a copy job is being performed, the copy job will be assigned the new Billing code.
- Fuji Xerox with XCP: Direct printing works, but the print jobs are performed even when the user has insufficient credit.
- Fuji Xerox with XCP: Print All works, but if the user is out of credit, the printing continues and a debt record is created.
- Fuji Xerox with XCP: When swiping a card at the card reader when the device is in a sleep mode, the user is not authenticated.
- Fuji Xerox with XCP: Scan feature can not be blocked on some firmwares of devices.
- Konica Minolta: Jobs performed by Public user and jobs sent directly to printer are not accounted.
- Konica Minolta: Scan jobs performed by a user with insufficient credit are accounted. This may cause discrepancy between SafeQ reports and the information in Payment System
- Konica Minolta OpenAPI 4.0: Name attribute of Scan workflow parameter has not to be longer than 16 characters and has to contain alphanumeric characters only.
- Konica Minolta: native interface: Simplex/duplex option for scan is not propagated from scan workflow template, so following settings has to be set manually on device's panel.
- Konica Minolta: native interface: It is not possible to mark jobs as favorite.
- Konica Minolta: Searchable PDF – searchable PDF (OCR) cannot be defaulted in Scanning Workflow - standard PDF is used instead.
- Konica Minolta: With browser-based embedded terminal, Waiting folder is not refreshed after print. The user must navigate to another folder in order to refresh the list.
- Konica Minolta: With browser-based embedded terminal, scanning via WebDav is not supported.
- Konica Minolta: User with login name admin is not supported with YSoft SafeQ Embedded Terminal for Konica Minolta.
- Konica Minolta: From Service Release 9 it is not possible to authenticate as an user via the web interface of the device.
- Konica Minolta: For limitations related to printing from USB see the article printing from USB on YSoft SafeQ Embedded Terminal for Konica Minolta.
- Konica Minolta C35: Logout before all jobs are printed causes that only the first job is accounted.
- Konica Minolta C35: Swipe with card immediately when authentication screen is displayed causes that user is not logged in.
- Konica Minolta C284, C654: Card registration and billing code selection in the same authentication causes terminal to stay in main authentication screen.

- Konica Minolta C364 PCL driver: Jobs with resolution of 1200 DPI generated by this print driver have blank preview and are not printed. Only one page of error report is released from printer.

- Ricoh: When accounting is not licensed (Reporting or Credit and billing modules), only the print application is available on the terminal (users are unable to access the scanning application and the native copy application).
- Ricoh: When a previously disconnected USB card reader is connected again to the device (or device is woken up from the sleep mode), it takes up to one minute (device dependent) untill USB card reader is responsive again. Ricoh C3002 has to be restarted for USB card reader to be responsive again.
- Ricoh: Print from USB is not supported with Payment System. Jobs would not be accounted.
- Ricoh: Credit balance is not displayed on devices with small displays (e.g. MP301SPF).
- Ricoh: Accounting for scanning via native scanning application is not supported.
- Ricoh Aficio MP 171, Aficio MP 171 SPF, Aficio MP C400 Series, Aficio MP 201, Aficio MP 201 SPF, Aficio MP 301 Series, Aficio MP C300 Series, Aficio SP 5200S + Aficio SP 5210SF + Aficio SP 5210SR, MP C305 SP, Aficio MP C305 Series, MP C401 Series: On these models there are two limitations related to duplex scanning:
    - Every even page may be rotated by 180 degrees in the resulting file when scanning from automatic document feeder (ADF) to JPEG format.
    - Every even page may be rotated by 180 degrees in the resulting file when scanning manually from glass to multiple TIFF files or to a single TIFF file. Note that duplex option for scanning from glass makes no sense.

- Sharp: See article about licensing details.
- Sharp: Print is not supported for users with username "admin", "blankuser", "service", "users", "other", "other2", "system", "invalid", "vendor", "vendor2" and "servicefss" as these are internally reserved words.
- Toshiba/OKI: Embedded terminal accounting does not account blank pages.
- Toshiba/OKI: Scanning multiple sheets (simplex or duplex) in one scan job is supported only when scanning using automatic document feeder (ADF).
- Toshiba/OKI: Authentication method Username and Password is not supported for users containing @ character. More details in the article configuring OKI for YSoft SafeQ Embedded Terminal with @ character in username.