

New version MyQ X 8.2

MyQ X 8.2 is an essential new product version which answers modern-day challenges of working out-of-office, the growing demand for equal opportunity for people with disabilities and touchless MFP operation.



MyQ customers can look forward to **Web Application accessibility** compliant to BITV 2.1 (WCAG 2.1 AA), unprecedented flexibility in accounting and managing costs also in server-less scenarios, secure remote printing thanks to a **connector to Universal Print** by Microsoft, **an all-new MyQ X Mobile Client** for completely touchless printing and much more.

MyQ X 8.2 also becomes the new LTS (version with long-term support) and replaces version 7.1 in this role upon its release as RTM.

Compliance with Web Content Accessibility Guidelines

Web accessibility refers to the inclusive practice of removing barriers that prevent people with disabilities (visual, auditory, motor, cognitive) from quality interaction with websites. MyQ started working on the Accessibility project in July 2020, and **has now received BITV accreditation** which confirms that MyQ web interfaces for users and admins are fully accessible and **comply with WCAG 2.1 standards, level AA.**

An accessible user experience is also enhanced by the new MyQ mobile application for easy printing and MyQ's device terminal UI adjustable thanks to the MyQ Theme Editor.

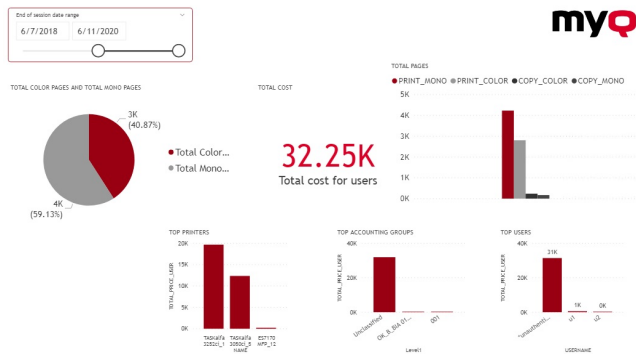


MyQ is the first print management solution fully adopting the WCAG 2.1 standard of level AA. Level AA is the medium difficulty level and has 20 additional success criteria. As part of this enhancement, MyQ has provided text labels to all elements within the web code of the web UI so that screen readers can interact with it and provide audio-based feedback to a visually impaired user as he navigates the web UI.

Other improvements include removing keyboard traps, adding support for arrow and tab navigation, improving focusable tabs so that the user can clearly see which tab is currently selected via keyboard, etc.

Additionally, contrast ratios of the colors used within the UI have been adjusted to support people with low vision and color blindness.

Significantly Enhanced Accounting and Reporting Options with MyQ X 8.2



Per-job accounting has been a crucial change in MyQ ever since version 8 was released with rewritten architecture.

Information regarding each accounted job is **stored with a higher level of detail** (paper format, color, simplex/duplex) and is now replicated from Site servers to the Central server database, where they are now available in new standard MyQ reports, and also for **connecting with and visualizing in various BI tools**, such as Microsoft Power BI.

New reports are now available on both print and central servers.

New Accounting Modes

For more flexible options in customer environments, a new **Cost Centers mode** of accounting was designed to complement the already existing **Accounting Group mode**. This feature has been implemented server-side (more details follow below). For complete compatibility, please say tuned for the release to our 8.2 embedded platforms!



Customer segments that will benefit from the new Cost Centers mode most are Education, Legal, Healthcare, but general public institutions as well. There are several practical advantages that these customers get with MyQ, e.g. the chance to have different quota accounts for different campuses under the same university, and allow the user to choose between using quota or credit as they wish.

In the Accounting Group mode, group accounting is kept – each user can be a member of a user group and any job they perform on the MFP is automatically accounted to their group. On top of that however, the users can now **select from 3 charging options** (v8 terminals) and select between **credit** or **quota** options (which was not possible before):

- MyQ credit
- External credit account
- Quota

MyQ Project accounting remained unchanged and offers accounting options per customer or client.



Use Case 1

A typical example of this is an Architecture firm with multiple clients. Each client of the firm will have a project account assigned. These project accounts can then be used when a user wants to assign prints or copies to a specific client account. Project accounting is ideal when used by organizations for billing of print costs to their respective clients.

The **Cost Centers mode, on the other hand**, allows the user to choose under which account to release their job. This mode can also track up to **5 different accounting options** (v8.2 terminals), which the user can also select from before submitting their job at the MFP:

- MyQ credit account
- External credit account
- Personal quota
- Cost center with quota
- Cost center without quota

The new Cost center mode affects the way MyQ accounts for jobs. It enables MyQ customers to use **both accounting and charging methods together**. The system administrator can select the preferred method of accounting based on the given customer's environment.



Use Case 2 - Education

Quite often in the Education sector, you will find that there are different requirements between staff and students when it comes to cost management and reporting.

Staff within a College, for instance, can use MyQ's Cost centers to allocate print costs to certain departments. Each department can also have its own monthly budget of quota or credit.

Students can make use of MyQ's personal credit account. It allows them to top and manage their credit via several recharge options. These funds can then be used to make copies and prints.

ACCOUNTING GROUP MODE

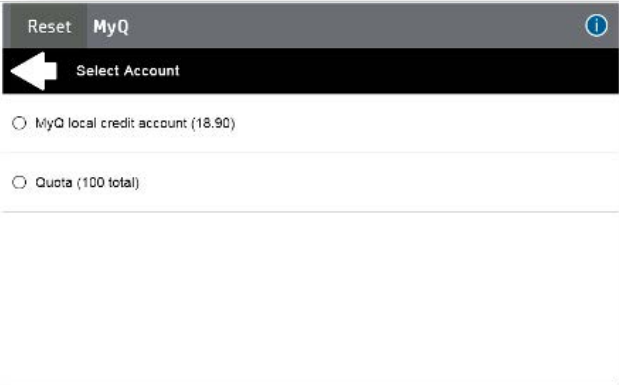
Option that uses a firmly set accounting group (defined by AD, manually or by CSV import) with the option to select if the costs should be charged against either credit or quota account.

COST CENTERS MODE

More dynamic option allowing selection from multiple different cost centers and giving users the option to affect which cost center is used.

This option uses firm cost centers and the user cannot affect it.

On top of that the user selects to which account the job will be charged, which provides a large variety of cost allocation options.



Reset MyQ

Select Account

☐ MyQ local credit account (18.90)

☐ Quota (100 total)



Reset MyQ

Select Account

☐ MyQ local credit account (18.90)

☐ New Jersey (999 total)

☐ personal (100 total)

☐ Prague

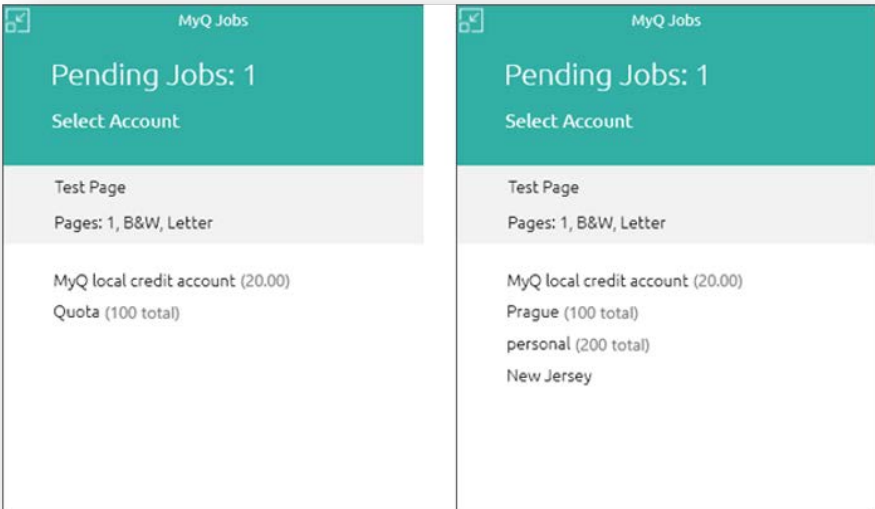


Use Case 3 - Current Accounting Group Mode

When using accounting groups, each user can have both a personal and a shared quota account. Users then have the option to select an account (credit or quota) at the time of print. Print jobs are allocated to the accounting group for reporting and quota management purposes.

The accounting group mode can also be used in a school where teachers' usage is being monitored. They may have the option to allocate jobs to their personal account or a shared account, however, when reporting is done, all their usage is allocated to their accounting group.

Customers can deploy **MyQ's Smart Job Manager** for direct printing queues, and they get access to this new functionality and selection options as well.



MyQ Jobs

Pending Jobs: 1

Select Account

Test Page

Pages: 1, B&W, Letter

MyQ local credit account (20.00)

Quota (100 total)

MyQ local credit account (20.00)

Prague (100 total)

personal (200 total)

New Jersey



The relevant accounting mode needs to be selected during server installation, which requires the partner to be aware of the customer's requirements and processes. It can be changed later, but with some limitations. Cost centers accounting mode works only with components including terminals version 8.2 and later.

Centralized User Rights Management

MyQ X 8.2 has been enhanced with centralized user rights management. It means that user roles setting per each Site server can be now managed centrally and automatically distributed to the Site servers during user synchronization.

Improved SPS with new Job Parsing

For environments located at remote locations with limited connectivity, MyQ SPS (Smart Print Services) can be installed on the client's workstation to enable communication with printing devices (secure printing with accounting, fallback printing, client spooling and local device monitoring).

Job parsing is now available for **Local Print monitoring** (i.e. local USB printers etc.) Every print job is analyzed before being sent to the printer and provides accurate accounting and reliable data in reports.

Extra information that is now available for reports:

- Number of pages mono / color
- Paper format (A3, A4...)
- Duplex / simplex
- Stapled / punch

The Job Parser is also enabled for Client spooling. This means client spooling can be used together with credit and quota, because the user can be informed in advance how much money the print job will deduct from their balance, if submitted with current settings.

This enhances also options for user policies, job filters etc.



A company needs accurate accounting of jobs at locations which do not have a print server in place and devices there communicate directly with the user's PC. Such scenarios can be remote branches with limited connection, small offices without a server on site and home offices where print monitoring and secure release is still required.

Jobs printed at the device are accounted precisely with detailed information (number of BW or color pages, paper format, duplex/simplex or finishing options like staple or punch). This information is then synchronized with a remote server located in the office network.

Connector to Universal Print by Microsoft

One of the most prominent upgrades MyQ and Microsoft customers will notice with MyQ X 8.2 is a **new connector to Universal Print by Microsoft**. Universal Print is a Microsoft 365 subscription-based cloud print service which runs entirely on Microsoft Azure, is fully integrated with Azure Active Directory and supports single sign-on scenarios.

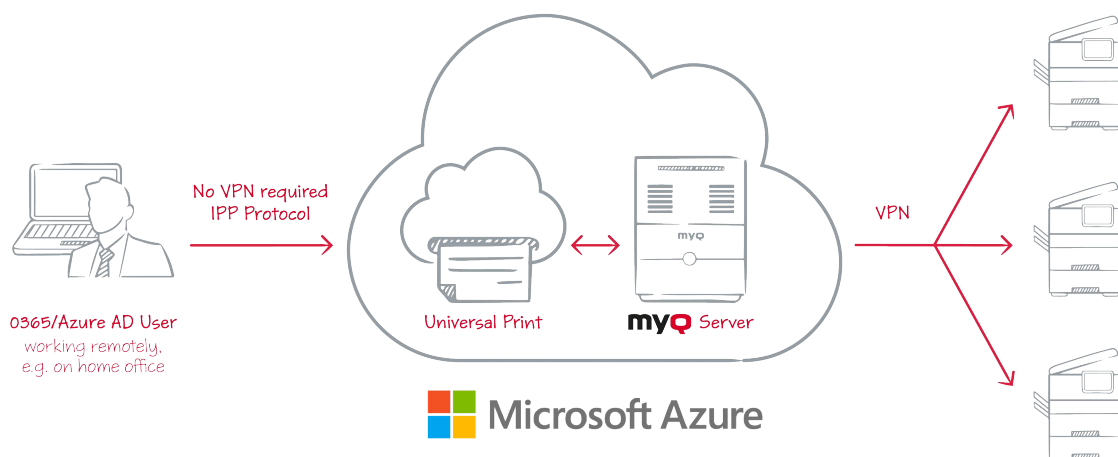
With Universal Print, customers can print from anywhere, as long as they are connected to the internet and authenticated by the Azure AD. It opens the way to leveraging cloud-based services without any complex print setups.

By combining MyQ and MS Universal print organizations get the benefit of secure remote printing for users together with the strong print management and monitoring capabilities of MyQ, **extended to even older MFPs in the fleet**, which would otherwise not natively support Universal Print.

Benefits of Universal Print integrated with MyQ X:

- Users can print remotely over the internet from anywhere without the need of VPN for the users.
- It is easy to register MyQ queues as virtual printers do not need to install additional printer drivers
- The user experience is enhanced with auto-discovery of nearest printers based on geo-location
- Single sign-on via the Azure Active Directory, encryption with SSL/TLS 1.2, multi-factor authentication

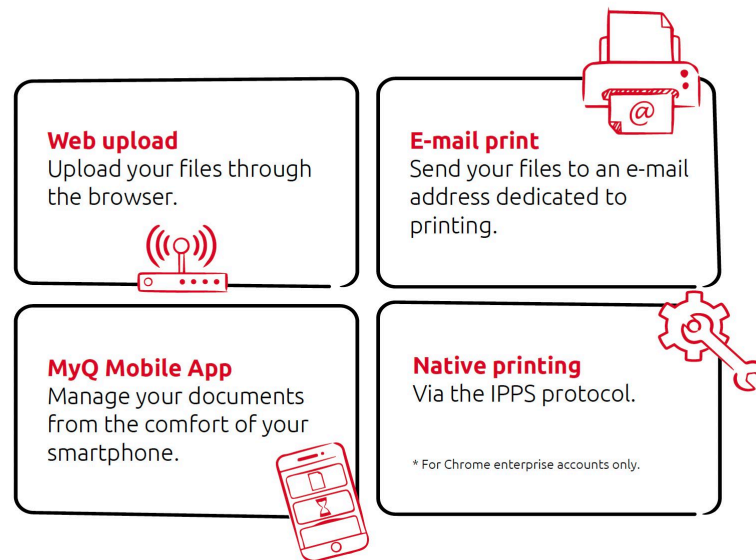
Deploying MyQ in Microsoft Azure Private Cloud



Chromebook Printing after Google Cloud Print Deprecation

After the termination of Google's cloud printing service, MyQ customers using Chromebooks have not been left without printing options. There are four different ways to print, and apart from the secure IPPS protocol they are not limited to Chromebook users only.

Web upload supports managing files in the browser, e-mail print is a **convenient out-of-the-network** option and printing from the MyQ Mobile App is a **completely touchless experience**. Chrome enterprise customers can use native printing via the IPPS protocol.



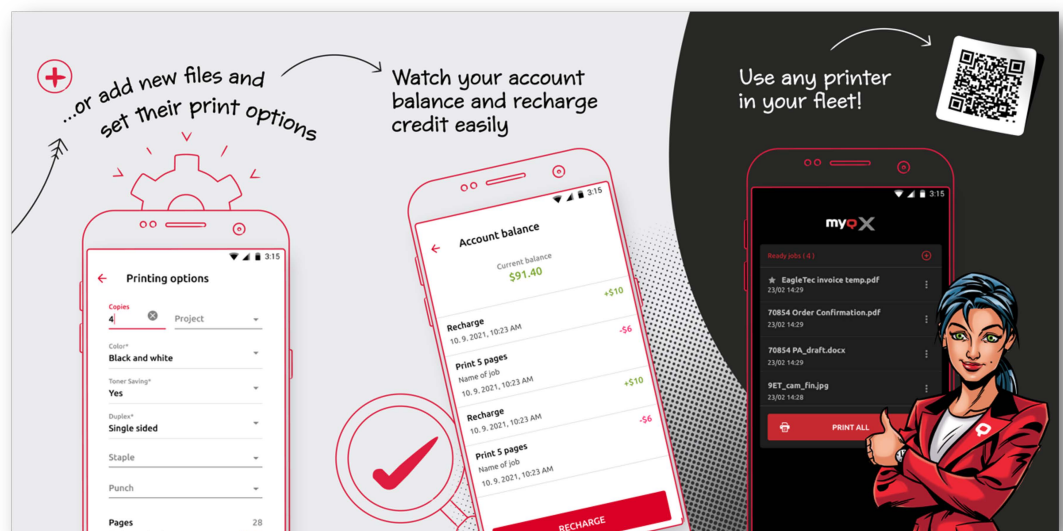
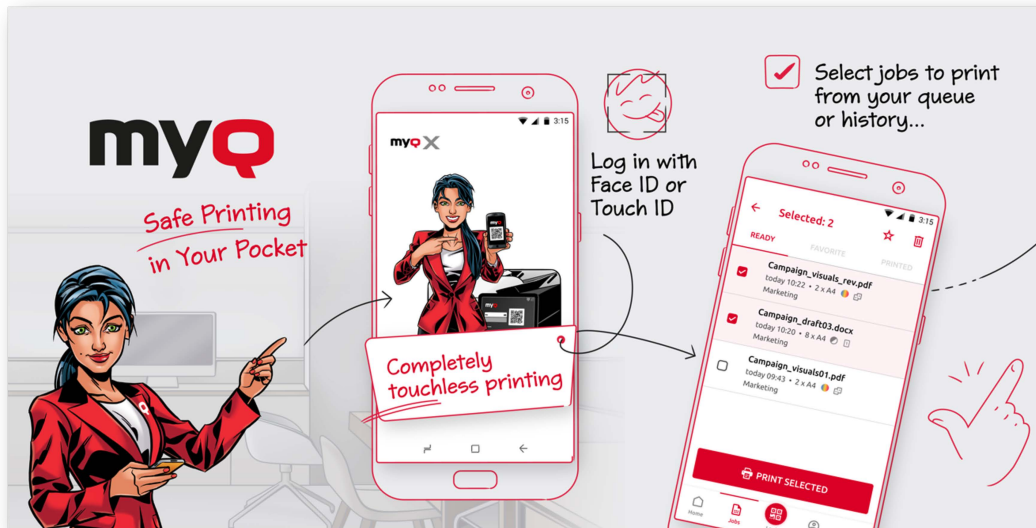
New MyQ X 8.2 Mobile Client

Another significant piece of news is the **release of a powerful, completely redesigned MyQ Mobile Application**, which expands the capabilities of the older MyQ Mobile Printing App.

The MyQ X Mobile Client makes it possible for the user to not only release or send their print jobs using their smartphone, but also enjoy these convenient features:

- Secure login via biometrics (face and fingerprint recognition)
- Quick document print
- Job lists and editable print options
- Project, credit and quota accounting (including new cost Center accounting mode)
- Credit status overview & recharge options
- Completely touchless print

The app does away with the need to touch the MFP, starting with QR code login all the way to signing off again. It comes in light and dark mode and is **available for both Android** (via Google Play) **and iOS devices** (via the App Store). It is compatible with MyQ X 8.2 server installations and higher.



Event Notifications

There is a range of events and device malfunctions the IT administrator can choose to be notified of. SNMP Alerts inform about device status with predefined events, but it is also possible to configure them manually. In MyQ 8.2, these notifications are new:

Toner and counter monitoring has been added to alert the IT admin in case toner status drops below a certain value, or notify when the device counter surpasses a certain number of pages, e.g. 100 thousand.

Toner replacement prediction is a new predictive maintenance feature. Its algorithm uses data about the customer's history of toner consumption. The system administrator can set up how many days in advance they want to be notified to re-supply in time.



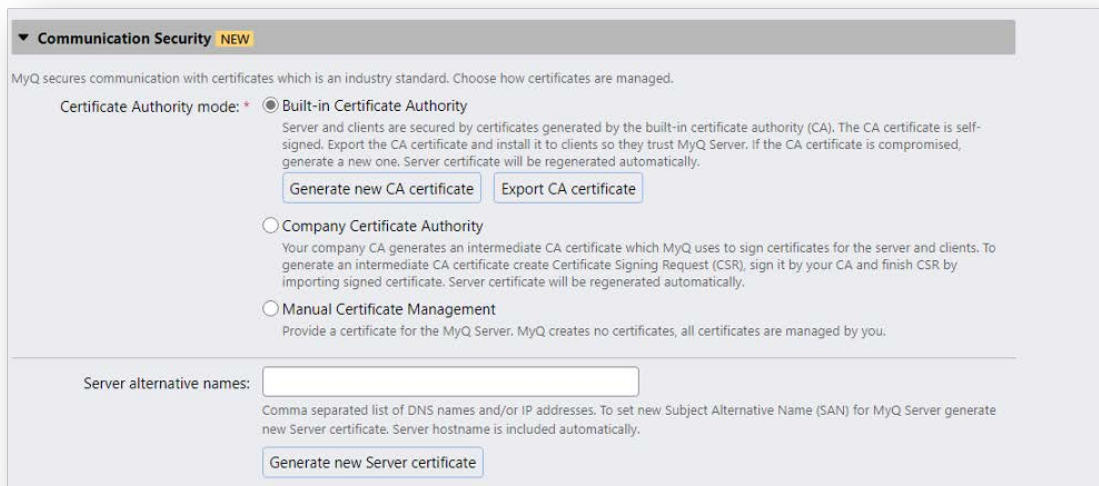
The administrator can include all active events in standard MyQ reports.

Communication Security Standard with MyQ Certificate Management

MyQ has enhanced network communication settings with certificate management, which brings **communication security between the server and clients to the next level**.

MyQ server can use in-built certificate authority to generate certificates which can be used for verification of MyQ clients. In this case the administrator can generate new certificates and export them on client components.

Other options include using the customer company's certificates which can be simply uploaded via MyQ's Web UI, or 3rd party certificate management (as it was before).



The screenshot shows the 'Communication Security' settings page in the MyQ web interface. The page has a header with a dropdown arrow and the text 'Communication Security NEW'. Below the header, a message states: 'MyQ secures communication with certificates which is an industry standard. Choose how certificates are managed.' The 'Certificate Authority mode' section has three radio button options: 'Built-in Certificate Authority' (selected), 'Company Certificate Authority', and 'Manual Certificate Management'. Each option has a descriptive paragraph. Under 'Built-in Certificate Authority', there are two buttons: 'Generate new CA certificate' and 'Export CA certificate'. Under 'Company Certificate Authority', there is a paragraph about generating an intermediate CA certificate and a CSR. Under 'Manual Certificate Management', there is a paragraph about providing a certificate for the MyQ Server. Below the radio buttons, there is a text input field for 'Server alternative names:' with a placeholder text: 'Comma separated list of DNS names and/or IP addresses. To set new Subject Alternative Name (SAN) for MyQ Server generate new Server certificate. Server hostname is included automatically.' Below the input field is a button labeled 'Generate new Server certificate'.

Migration from the old (deprecated) Central 8.1 to the new Central 8.2 Server

MyQ customers using old central server updated to 8.1 can easily migrate their data from the old Master server to the new MyQ X Central server (FB to FB migration, SQL is not supported). The migration process happens in two steps.

After a few minutes, where the quick first migration step requires the Central server to be "down" or "offline", the second step allows the Central server to run and keep the main system functional, but data replication may take longer, based on the size of the database. Licenses are migrated as well, and the old MyQ Master server is uninstalled automatically in the process.

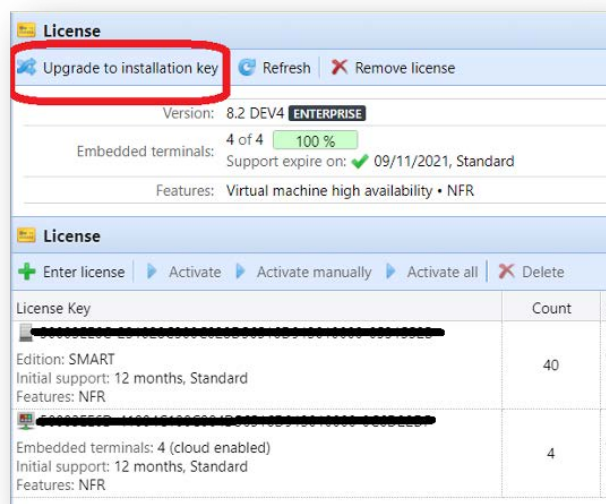
In an alternative scenario, MyQ X 8.2 Central server can be put in place **as a clean installation** while restoring the old database from Easy Config.

New License Server and Installation Key

The licenses associated with your MyQ installation can be migrated using a migration tool. The MyQ server will export a MyQ-licenses.xml file which will in turn be used to **generate a new license key** on the **MyQ Partner Portal**. The system administrator can then access the portal, retrieve the key and insert it in the admin web UI.

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MyQ to Support 3rd party Development by Opening APIs

For MyQ's technology partners and system integrators, MyQ now provides special API to support the development of compatible connectors by 3rd parties like external payment providers, centralized credit services or external authentication services.

Interested in becoming a technology partner?
Contact us at info@myq-solution.com!



Focus on what you do best... and leave us the rest!

If you are looking for an exhaustive list of changes featured in this update, please refer to the **Technical Change Log 8.2**.

Minimum requested support date for MyQ X 8.2: **15 January 2021**.