

TOSHIBA



Operator Manual

Version 5.9.0 - Oct-25

This documentation refers to the development status of Oct-2025.
The texts and images were assembled with greatest care. Yet
there can be minor discrepancies in program sequences or
displayed texts that might occur as this product advances

We will appreciate suggestions for improvement or error reports.

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Table of content

| | | |
|----------|---|-----------|
| 1 | Introduction..... | 9 |
| 1.1 | Symbols in this manual | 9 |
| 2 | Concept of queues and devices | 10 |
| 2.1 | Virtual Queues..... | 10 |
| 2.2 | Pull printing to MFP..... | 10 |
| 2.3 | Printing to printer | 11 |
| 2.4 | SSL printing to printer | 12 |
| 2.5 | Device types..... | 13 |
| 3 | End-to-End encryption | 14 |
| 4 | Requirements | 15 |
| 4.1 | Ports used by e-FOLLOW | 15 |
| 4.2 | Supported MFPs..... | 16 |
| 5 | Installing e-FOLLOW | 17 |
| 5.1 | Pull printing | 17 |
| 5.2 | Installing the software | 17 |
| 5.3 | Updating the software | 19 |
| 5.4 | Installing a remote PrinterManager | 20 |
| 6 | 1st start of e-FOLLOW management | 22 |
| 6.1 | Import user..... | 23 |
| 6.2 | Virtual queue | 24 |
| 6.3 | Encrypted printing (IPPS) Toshiba | 24 |
| 6.4 | Encrypted printing (IPPS) | 24 |
| 6.5 | Add Toshiba device | 25 |
| 6.6 | Add Toshiba eSF device | 25 |
| 6.7 | Permissions | 26 |
| 6.8 | Quotas | 26 |
| 6.9 | e-FOLLOW service helper | 27 |
| 7 | Configuration of e-BRIDGE X/Next MFPs | 28 |
| 7.1 | Device requirements | 28 |
| 7.2 | Configuring the 08-Service Mode settings | 28 |
| 7.2.1 | Activate USB Card Reader | 28 |
| 7.2.2 | Make EWB screen the default screen after login | 28 |
| 7.2.3 | Support zero stop functionality | 28 |
| 7.3 | Adding a e-BRIDGE X / Next device | 29 |
| 7.4 | Auto configuration..... | 29 |
| 7.5 | LDAP Configuration | 31 |
| 7.6 | Enable Off Device Customization Architecture (ODCA) | 33 |

| | | |
|-------------|--|-----------|
| 7.7 | Enable LDAP user authentication | 33 |
| 7.7.1 | PIN Code Authentication | 34 |
| 7.7.2 | Card Authentication..... | 35 |
| 7.7.3 | Email Address Setting | 37 |
| 7.8 | EWB Setting..... | 38 |
| 8 | Configuration of e-BRIDGE 3 MFPs..... | 39 |
| 8.1 | Device requirements | 39 |
| 8.2 | Trap Accounting | 39 |
| 8.3 | Configuring the 08-Service Mode settings | 40 |
| 8.3.1 | Enable SNMP-Traps | 40 |
| 8.3.2 | Make EWB screen the default screen after login | 40 |
| 8.3.3 | Activate USB Card Reader | 40 |
| 8.4 | LDAP Configuration | 41 |
| 8.5 | Enable LDAP user authentication | 43 |
| 8.6 | Role Based Access (RBAC) | 46 |
| 8.7 | EWB Setting..... | 47 |
| 9 | Configuration of Toshiba eSF MFPs..... | 48 |
| 9.1 | Device requirements | 48 |
| 9.2 | Required device settings | 51 |
| 10 | e-FOLLOW client PopUp | 52 |
| 10.1 | Default PopUp type..... | 53 |
| 10.2 | Executing the e-FOLLOW client PopUp..... | 53 |
| 10.3 | e-FOLLOW Web-PopUp | 55 |
| 11 | Configure TCPConv | 56 |
| 12 | e-FOLLOW reference | 58 |
| 12.1 | MANAGEMENT..... | 58 |
| 12.1.1 | User list..... | 58 |
| 12.1.1.1 | Search user | 59 |
| 12.1.1.2 | ADD (internal user)..... | 60 |
| 12.1.1.3 | SELECT (users)..... | 60 |
| 12.1.1.4 | FILTER..... | 60 |
| 12.1.1.5 | MANAGE | 61 |
| 12.1.1.6 | MODIFY | 61 |
| 12.1.1.7 | USER - CSV Import..... | 65 |
| 12.1.1.8 | Export Userdata | 66 |
| 12.1.1.9 | User details / Authentication..... | 67 |
| 12.1.1.10 | User Details / Advanced | 67 |
| 12.1.1.11 | User Details / User role | 69 |
| 12.1.1.11.1 | Cashier | 69 |
| 12.1.1.12 | User Details / Accounting | 71 |
| 12.1.1.13 | User details / EWB/Print settings..... | 74 |
| 12.1.1.14 | User details / Projects | 76 |
| 12.1.1.15 | User details / TeamPrint | 77 |
| 12.1.2 | Departments | 78 |
| 12.1.2.1 | Use Quotas..... | 79 |

| | | |
|------------|---|-----|
| 12.1.2.2 | Use user role | 80 |
| 12.1.2.3 | Search for departments | 81 |
| 12.1.3 | Permissions..... | 82 |
| 12.1.4 | Projects..... | 83 |
| 12.1.4.1 | Import Projects from .csv | 84 |
| 12.1.5 | Domains..... | 85 |
| 12.1.5.1 | Domains - ADD Domain..... | 86 |
| 12.1.5.2 | Domain - REMOVE | 87 |
| 12.1.5.3 | Domains – User import..... | 88 |
| 12.1.5.4 | Domains - Attribute names..... | 89 |
| 12.1.5.5 | Domains - Default user | 90 |
| 12.1.6 | Domains – ADD Microsoft Entra ID (Azure Active Directory) | 92 |
| 12.1.6.1 | Create an application in Microsoft Entra ID (Azure Active Directory) | 92 |
| 12.1.6.2 | Configuring e-FOLLOW domain Microsoft Entra ID (Azure Active Directory) synchronization..... | 99 |
| 12.1.7 | Domains – ADD Microsoft Entra ID (Azure Active Directory) with User self-enrollment | 101 |
| 12.1.7.1 | Create an application in Microsoft Entra ID (Azure Active Directory) with User self-enrollment | 101 |
| 12.1.7.2 | Configuring e-FOLLOW domain Microsoft Entra ID (Azure Active Directory) synchronization with User self-enrollment | 108 |
| 12.1.7.3 | Domain - REMOVE | 111 |
| 12.1.7.4 | Domains – User import..... | 111 |
| 12.1.7.5 | Domains - Attribute names..... | 112 |
| 12.1.7.6 | Domains - Default user | 113 |
| 12.2 | DEVICES | 115 |
| 12.2.1 | Virtual Queues | 115 |
| 12.2.1.1 | Adding virtual queues | 116 |
| 12.2.1.2 | Virtual queue properties..... | 118 |
| 12.2.1.3 | Virtual Queue Convert settings for images | 119 |
| 12.2.2 | Printers | 121 |
| 12.2.2.1 | ADD printer (Windows spool)..... | 121 |
| 12.2.2.2 | Add IPP printer..... | 123 |
| 12.2.2.3 | SNMP accounting | 125 |
| 12.2.2.4 | IPP printing from Windows..... | 126 |
| 12.2.2.4.1 | Printing to a virtual IPP queue..... | 126 |
| 12.2.3 | Toshiba | 129 |
| 12.2.3.1 | ADD Toshiba device..... | 130 |
| 12.2.3.2 | SEARCH for Toshiba devices | 132 |
| 12.2.3.3 | Edit Toshiba e-BRIDGE X/Next device | 134 |
| 12.2.3.3.1 | General Settings | 134 |
| 12.2.3.3.2 | Direct print..... | 137 |
| 12.2.3.3.3 | Prices | 138 |
| 12.2.3.3.4 | Quotas | 138 |
| 12.2.3.3.5 | Card login | 139 |
| 12.2.3.3.6 | EWB and SNMP settings..... | 140 |
| 12.2.3.3.7 | Print settings | 142 |
| 12.2.3.3.8 | Consumables | 143 |
| 12.2.3.4 | MANAGE Toshiba devices..... | 143 |
| 12.2.3.5 | MODIFY Toshiba devices | 144 |
| 12.2.4 | Toshiba eSF | 147 |
| 12.2.4.1 | ADD Toshiba eSF device..... | 147 |
| 12.2.4.2 | SEARCH for Toshiba eSF devices | 148 |
| 12.2.4.3 | Edit Toshiba eSF device..... | 150 |
| 12.2.4.3.1 | General Settings | 150 |
| 12.2.4.3.2 | Direct print..... | 151 |
| 12.2.4.3.3 | Prices | 153 |

| | | |
|-------------|---|-----|
| 12.2.4.3.4 | Quotas | 154 |
| 12.2.4.3.5 | Card login | 155 |
| 12.2.4.3.6 | Guest login..... | 156 |
| 12.2.4.3.7 | Print settings | 156 |
| 12.2.4.3.8 | SNMP Settings | 158 |
| 12.2.4.3.9 | Consumables | 159 |
| 12.2.4.4 | MANAGE Toshiba eSF devices..... | 160 |
| 12.2.4.5 | MODIFY Toshiba eSF devices | 160 |
| 12.2.4.6 | Updating eSF – App | 162 |
| 12.2.5 | NetCardReader | 164 |
| 12.2.6 | Mobile print..... | 165 |
| 12.2.6.1 | Mobile print release | 165 |
| 12.2.6.2 | E-Mail printing | 166 |
| 12.2.6.3 | Office 365 (modern Auth.) | 169 |
| 12.2.6.4 | Anonymous printing..... | 175 |
| 12.2.7 | Load.UP | 177 |
| 12.2.7.1 | Edit Headers | 178 |
| 12.2.7.2 | Collector credentials | 178 |
| 12.2.7.3 | Collecting cash..... | 180 |
| 12.3 | REPORT | 181 |
| 12.3.1 | Reports | 181 |
| 12.3.1.1 | [7] eco reports..... | 184 |
| 12.3.1.2 | [8] Balance Report..... | 186 |
| 12.3.2 | Accounting | 187 |
| 12.4 | SETTINGS | 189 |
| 12.4.1 | General | 189 |
| 12.4.1.1.1 | Database Backup & Restore..... | 189 |
| 12.4.1.2 | Services | 191 |
| 12.4.1.2.1 | Changing e-FOLLOW server IP | 191 |
| 12.4.1.2.2 | External server IP-Address..... | 192 |
| 12.4.1.2.3 | Directory service..... | 193 |
| 12.4.1.3 | License Information..... | 194 |
| 12.4.1.4 | Application..... | 196 |
| 12.4.1.4.1 | Logfile..... | 196 |
| 12.4.1.4.2 | General | 197 |
| 12.4.1.4.3 | Language..... | 197 |
| 12.4.1.4.4 | Encrypt management and ewb communication | 198 |
| 12.4.1.4.5 | Microsoft Login..... | 198 |
| 12.4.1.4.6 | Login settings | 198 |
| 12.4.1.4.7 | Card assign..... | 199 |
| 12.4.1.4.8 | PIN | 199 |
| 12.4.1.4.9 | Print | 200 |
| 12.4.1.4.10 | Notifications..... | 201 |
| 12.4.1.4.11 | Toshiba | 201 |
| 12.4.1.4.12 | Printer driver | 201 |
| 12.4.1.4.13 | Mobile App | 203 |
| 12.4.1.4.14 | Reports | 203 |
| 12.4.1.4.15 | Other settings | 204 |
| 12.4.1.5 | Use Radius Authentication..... | 205 |
| 12.4.1.6 | Auto configuration | 206 |
| 12.4.1.7 | Data protection..... | 208 |
| 12.4.1.8 | Custom formats..... | 210 |
| 12.4.1.9 | SMTP / E-mail..... | 211 |
| 12.4.1.9.1 | Authentication type SMTP | 211 |
| 12.4.1.9.2 | Authentication type OAuth 2.0 / App only (Office 365) | 212 |
| 12.4.1.9.3 | E-mail settings..... | 214 |
| 12.4.1.10 | Sending mails via Microsoft 365..... | 215 |

| | | |
|-------------|---|------------|
| 12.4.1.11 | E-Mail Template-Editor..... | 217 |
| 12.4.1.12 | Expert settings..... | 218 |
| 12.4.2 | User portal & User tools | 219 |
| 12.4.2.1 | User Portal | 219 |
| 12.4.2.1.1 | Connection..... | 220 |
| 12.4.2.1.2 | PIN self-assignment..... | 220 |
| 12.4.2.1.3 | IPP queues | 221 |
| 12.4.2.1.4 | Include printer properties template with lppInstaller package | 223 |
| 12.4.2.1.5 | Microsoft Login..... | 225 |
| 12.4.2.1.6 | Self-assignment / registration | 225 |
| 12.4.2.1.7 | Temporary instant print (TIP) | 227 |
| 12.4.2.1.8 | Print Job List..... | 229 |
| 12.4.2.1.9 | Show permissions menu | 229 |
| 12.4.2.1.10 | Braintree | 230 |
| 12.4.2.1.11 | PayPal | 231 |
| 12.4.2.2 | PopUp settings..... | 232 |
| 12.4.2.2.1 | Assignment of PopUp by (AND operation):..... | 232 |
| 12.4.2.2.2 | Unknown users | 233 |
| 12.4.2.3 | lppInstaller | 234 |
| 12.4.2.4 | Chrome Extension..... | 236 |
| 12.4.3 | Dashboard..... | 244 |
| 12.4.3.1 | Event Log | 244 |
| 12.4.3.2 | Device Warnings | 245 |
| 12.4.4 | Schedules | 247 |
| 12.4.4.1 | Synchronization | 248 |
| 12.4.4.2 | Report creation | 248 |
| 12.4.4.3 | Export transactions to MS SQL | 249 |
| 12.4.4.4 | Project Import | 250 |
| 12.4.4.5 | Database backup | 251 |
| 12.4.4.6 | Change balance | 251 |
| 12.4.4.7 | Change quota (user, department, device) | 251 |
| 12.4.4.8 | Remove Card IDs..... | 252 |
| 12.4.5 | Rules | 253 |
| 12.4.6 | Reader Profiles..... | 257 |
| 13 | IPP printing | 258 |
| 13.1 | 'Standard' printing to e-FOLLOW Server..... | 258 |
| 13.2 | Internal printing to a remote Print Server | 260 |
| 13.3 | Printing to e-FOLLOW from external (via internet) | 262 |
| 14 | IPP Printer-Installer | 264 |
| 14.1 | lppInstaller.exe (preconfigured) | 264 |
| 14.2 | lppInstaller ZIP archive..... | 265 |
| 14.3 | lppInstaller MSI installer | 265 |
| 15 | Manual creation of IPP Printer-Installer | 266 |
| 15.1 | lppInstaller config.cfg | 267 |
| 15.2 | lppInstaller – driver | 268 |
| 15.3 | lppInstaller – certificate | 269 |
| 15.4 | Roll out IPP printer with group policy..... | 270 |
| 16 | Braintree Account | 271 |
| 16.1 | Braintree sign up | 271 |

| | | |
|-----------|--|------------|
| 16.2 | Braintree Dashboard | 274 |
| 16.3 | PCI Compliance..... | 274 |
| 16.4 | API Keys..... | 275 |
| 17 | PayPal Account..... | 276 |
| 18 | Printing from Mac | 281 |
| 18.1 | IPP printing from MAC | 283 |
| 19 | Printing from Chromebooks | 284 |
| 20 | eSF Scan-to-Folder setup..... | 288 |
| 21 | Advanced Settings | 290 |
| 21.1 | HID Omnikey 5427 CK configuration..... | 290 |
| 21.2 | Toshiba eSF Admin access | 292 |
| 22 | Appendix A – SQL structure for e-FOLLOW_records table | 293 |

1 Introduction

Thank you for purchasing e-FOLLOW Essentials. e-FOLLOW is an advanced document management & accounting solution for Toshiba e-BRIDGE 3, e-BRIDGE X, e-BRIDGE Next and TOSHIBA eSF multifunctional printers providing features like

- Authenticated printing, copying, scanning and faxing
- Secure print release
- Print-2-Me
- End-to-end encrypted printing
- color, print, copy, scan and fax quota management
- accounting for print, copy, scan and fax
- mobile printing
- mobile print release

Additionally, e-FOLLOW provides queue management and accounting for standard printers (PCL/PS). This guide describes instructions on how to install and configure this software and Toshiba MFPs.

1.1 Symbols in this manual

In this manual, some important items are described with the symbols shown below. Be sure to read these items before changing any configuration.



Hint:

Indicates information to which you should pay attention



Warning:

Indicates a situation where modification of the settings may have severe impact on correct operation.

e-FOLLOW is available in two versions.

Essentials: This is the basic version of e-FOLLOW

Professional: provides additional features like

- management of projects
- management of user balances
- management of multi print server environments
- management of multi domain server environments



Pro:

This manual covers both versions. Chapters and/or functions that are only available in e-FOLLOW Professional are marked with this sign.

The screenshots in this manual usually are taken from the Professional version. So according the license you have installed some items or buttons may not be visible.

2 Concept of queues and devices

e-FOLLOW is designed to manage, track and route print jobs from the users clients (PCs, mobile devices etc.) to Toshiba multifunctional printers (MFPs). Additionally, e-FOLLOW allows to track and manage printing to any networked printer. Thanks to its advanced design, e-FOLLOW does not need to install any additional port or similar to take control of the Windows printing system / print queues. e-FOLLOW knows different device types and queues, that can be linked to them.

2.1 Virtual Queues

The concept of virtual Queues in e-FOLLOW is used to keep print jobs spooled on the server for a later release to a MFP when the user is in front of it. e-FOLLOW knows two types of virtual queues:

Virtual queue (Win)

A virtual queue is a shared Windows print queue that is NOT linked to a physical device (Toshiba MFP or printer). Print jobs that are sent to a virtual queue will be spooled on the e-FOLLOW server until they are requested for printout at any device/printer or deleted (by user/admin intervention or due to a rule).

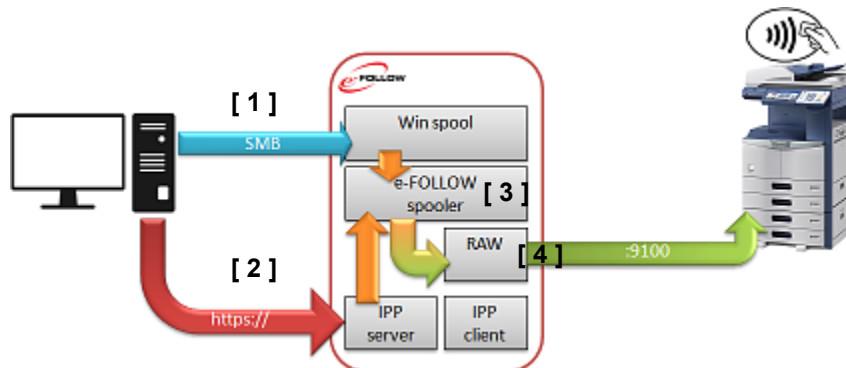


Virtual IPP queue

A virtual IPP queue is an URL offered by e-FOLLOW IPP server. HTTPS is used to securely send jobs SSL encrypted from any clients to e-FOLLOW server. Print jobs that are sent to a virtual IPP queue will be spooled encrypted on the e-FOLLOW server until they are requested for printout at any device/printer or deleted (by user/admin intervention or due to a rule).

2.2 Pull printing to MFP

The setup for (pull) printing to a MFP is very simple and straight forward. Usually the clients are printing to one (or several) virtual queue that is shared to the users. The **virtual queue** can either be of Windows type [1] or a virtual IPP-queue [2] provided by e-FOLLOW IPP server.



In both cases the print job is moved to the internal e-FOLLOW print spooler [3], waiting to be released.



Hint

If the clients are sending their jobs via IPP to the Virtual-IPP-queue, the spool files are stored encrypted.

[4] After login at the MFP e-FOLLOW is sending the job via RAW to the device.

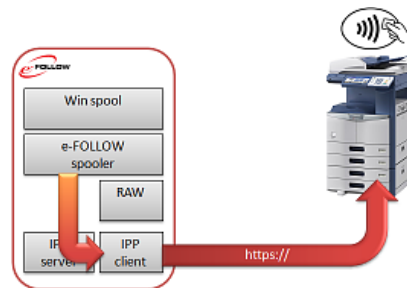


RAW print

e-FOLLOW supports to send print jobs / spool files directly via RAW printing (TCP to port 9100) to any printer or MFP. So no Windows queues needs to be setup on your print server for each MFP.



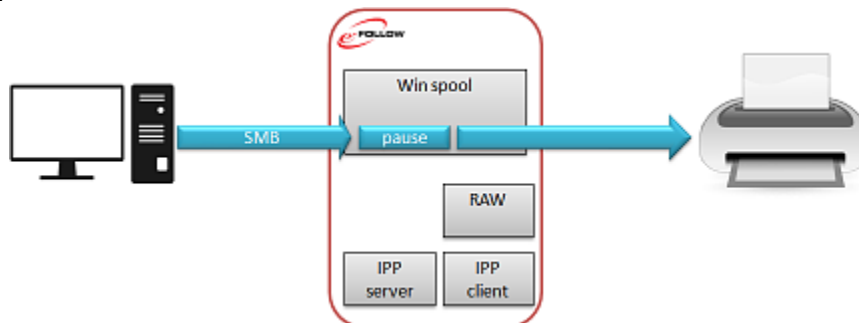
As an alternative to RAW you can define a Device-IPP-URL. The data stream to the MFP is now secured by SSL encryption.



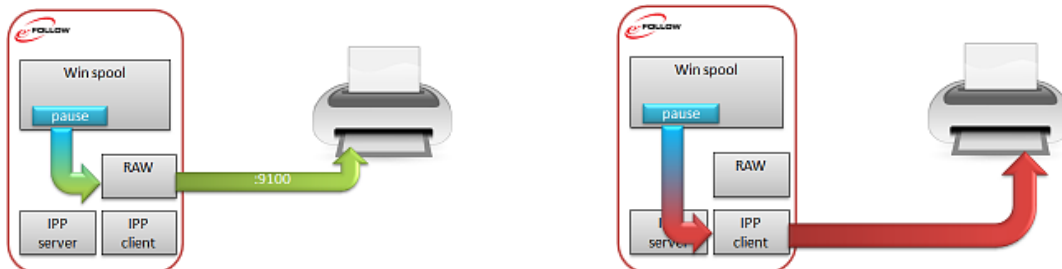
In both cases – RAW & IPP – no Windows queue is required to send out the print job to the MFP. This is a big advantage and eases the setup of a e-FOLLOW environment dramatically for pull-printing.

2.3 Printing to printer

printing to printers – actually their shared Windows print queue – can easily be controlled by e-FOLLOW.



e-FOLLOW is pausing the job and checking permissions, balance/quotas, rules, printer status, etc. before releasing it to the printer.

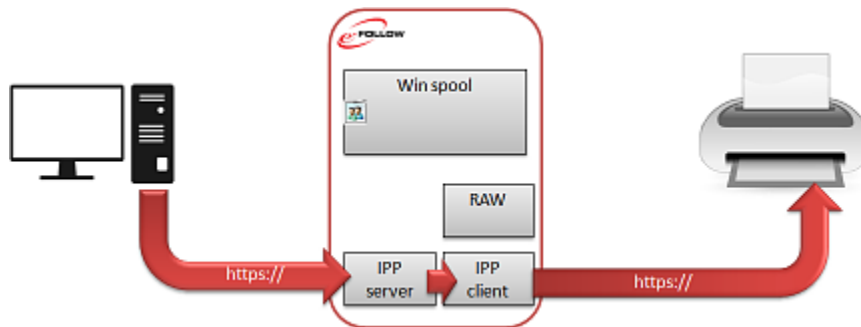


Alternatively, e-FOLLOW can remove the job from Windows spooling system and forward it via **RAW** or **encrypted via IPPs** to the printer.



2.4 SSL printing to printer

Clients can also send their print jobs encrypted to the printer. Therefore, only 2 IPP-URLs are required.



Direct IPP queue

This is the URL provided by the e-FOLLOW IPP-Server that can be shared to any client for '**directly**' sending print jobs securely to a printer or MFP via e-FOLLOW server.

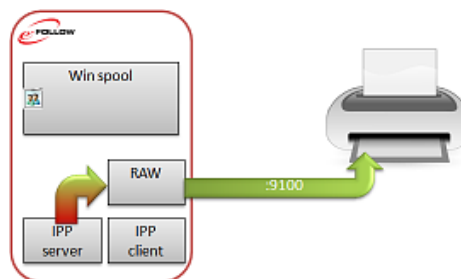
Printer IPP-URL

e-FOLLOW then forwards print jobs / spool files via it's IPP-client to the printer that supports IPP printing.



No Windows queue is required for this setup ☺

Alternatively e-FOLLOW can forward the job from e-FOLLOW IPP Server to the printer via **RAW**.



RAW print

e-FOLLOW supports to send print jobs / spool files directly via RAW printing (TCP to port 9100) to any printer or MFP. This is a big advantage and eases the setup of a e-FOLLOW environment dramatically as no Windows queues are required for printing to a printer device.

2.5 Device types

Toshiba devices (e-BRIDGE 3, e-BRIDGE X & e-BRIDGE Next, e-BRIDGE eSF) usually do NOT need a dedicated print queue in an e-FOLLOW environment. The built in PrintManager in e-FOLLOW is taking care of forwarding the print jobs to the correct MFP.

Depending the level of security jobs can be sent via RAW or SSL encrypted via IPP to the MFP.

If users shall be able to directly print to a Toshiba device – without the opportunity for pull-printing or secure print release - a **direct queue** or a **direct Printer URL** can be assigned to that device.

Printer

Is any SFP or non-Toshiba device. Printing to this printer usually is performed by assigning the dedicated shared direct Windows print queue to the printer.



Additionally, you can also share a 'direct printer URL' so the user's jobs are transmitted SSL secured. If supported by the printer e-FOLLOW can forward the job via IPPs to the printer.

Networked Card Readers

are used to offer PullPrinting capabilities for direct print queues. Therefore, print jobs are held in e-FOLLOW virtual queues. To release all print jobs of a user he simply swipes his card at the reader associated with the printer. e-FOLLOW will automatically send all jobs of that user to the printer's queue.



If supported by the printer e-FOLLOW can forward the job via IPPs to the printer.

Print Release App (iOS & Android)

Instead of a networked card reader spooled print jobs can be released using e-FOLLOW's mobile print release app. Users authenticate themselves to the server via the app. After selecting the printer (via printer list or QR code scan) the job list is shown on the mobile device. Jobs can individually be requested for printout.



If supported by the printer e-FOLLOW can forward the job via IPPs to the printer.



Load.UP is no longer available (end of life).

Load.UP

In payment environments load.UP kiosk can be used to accept money (bank notes and coins) or payment via bank cards, credit cards, google pay, apple pay (depending your region) to top up user's account balances.

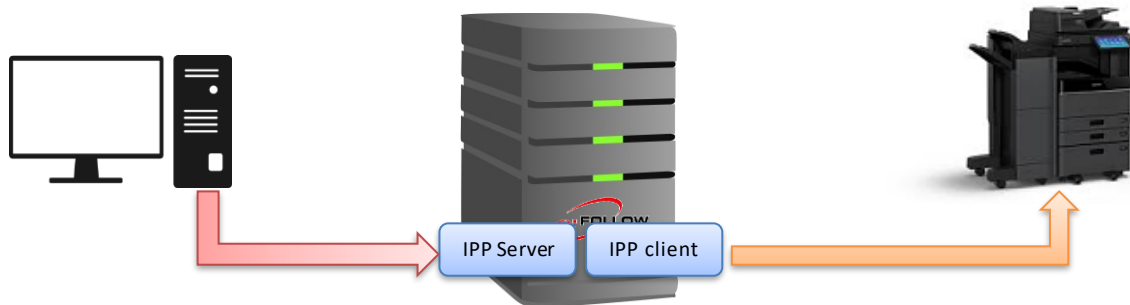
Braintree – payment service

e-FOLLOW is ready to interface to the online payment provider 'Braintree' via e-FOLLOW's user portal. This allows users to easily top up their account balances by numerous online payment methods (e.g. paypal, credit cards, google pay, and various others).



3 End-to-End encryption

e-FOLLOW offers highest security level by providing 100% end-to-end encryption of print job data.



The built in IPP Server allows clients to transmit print job data via secure socket connection HTTPs/IPPs to the e-FOLLOW server. In case jobs are held in a virtual queue for a later release the spool files are stored fully encrypted on the e-FOLLOW server's HD.

Via the built in IPP client e-FOLLOW can send the spool files SSL encrypted to the printer (MFP / SFP).



Attention

End-to-end encryption requires printers / MFP that support IPP printing. Else RAW or SMB/TCP needs to be used. These protocols do not support encryption.



Encrypting / decrypting requires a certain amount of server resources. So using secure IPPs protocol will slow down printing slightly. This should be taken into account when designing your e-FOLLOW setup.

4 Requirements

- Microsoft Windows (32 and 64-bit – Server OS recommended)
- Microsoft .NET 4.8
- Modern Web browser like: Firefox, Chrome, Edge
- Supported printer drivers:
 - Toshiba Universal 2
 - Toshiba V4 Printer Driver
 - Toshiba Universal PS3
 - Toshiba Universal XPS
 - Toshiba Generic PCL5
 - Toshiba Generic PS3
 - Toshiba Generic XL
- Support for non-Toshiba devices (printers) printers using PCL and Postscript printer drivers. GDL printers are not supported.
- 2 GB of Memory (Depending on the number of users/devices, up to 32 GB. Reports with a large number of transactions, in particular, require a lot of storage)
- 10 GB of Hard Disk (Depending on the size and storage duration of the print jobs and the number of transactions in the database, up to 500 GB)

4.1 Ports used by e-FOLLOW

| Function | Port (default) | can be changed | can be switched off | direction | mandatory |
|-------------------------|----------------|----------------|---------------------|-----------|-----------|
| DataManager | 11030 | Yes | No | IN/OUT | Yes |
| PrinterManager | 11031 | Yes | No | IN/OUT | Yes |
| UserPortal | 11070 | Yes | Yes | IN | No |
| WebServer | 11080 | Yes | No | IN | Yes |
| OpenPlatform Subscribes | 11081 | Yes | No | IN | Yes |
| MobileServer | 11082 | Yes | Yes | IN | No |
| CardServer | 11083 | Yes | Yes | IN | No |
| PopupServer | 11090 | Yes | Yes | IN | No |
| Web-PopUp | 11070 | Yes | Yes | IN | No |
| LDAP Server/SSL | 11389/11636 | Yes | No | IN | Yes |
| SNMP Traps | 162 | Yes | Yes | IN | No |
| IC TerminalServer | 2613,1234,1235 | No | Yes (when not used) | IN/OUT | No |
| SMTP | 25 | Yes | No | OUT | No |
| POP3 | 110 | Yes | Yes (when not used) | OUT | No |
| IMAP/IMAP SSL | 143/993 | Yes | Yes (when not used) | OUT | No |
| SNMP | 161 | Yes | Yes (when not used) | OUT | No |
| LDAP/SSL | 389/636 | Yes | Yes (when not used) | OUT | No |
| SQL Export | 1433 | Yes | Yes (when not used) | OUT | No |
| RAW Printing | 9100 | No | Yes (when not used) | OUT | No |
| IPP/IPPS | 631 / 443 | Yes | Yes (when not used) | IN/OUT | No |
| MongoDB (local only) | 11088 | Yes | No | OUT | Yes |
| ODCA/SSL | 49629 / 49630 | Yes | No | OUT | Yes |
| FTP | 20 / 21 | No | No | OUT | Yes |
| Toshiba eSF | 10084 | Yes | No | OUT | Yes |

4.2 Supported MFPs

- Supported Toshiba e-BRIDGE eSF devices

| | |
|--|--|
| A4 Monochrome e-STUDIO448S, e-STUDIO478S, e-STUDIO528P | A4 Color e-STUDIO338CS, e-STUDIO388CS/CP e-STUDIO389CS, e-STUDIO479CS |
|--|--|

- Supported Toshiba e-BRIDGE Next devices

| | |
|--|--|
| A3 Monochrome MFP e-STUDIO2508A/3008A/3508A/4508A/5008A e-STUDIO2518A/3018A/3518A/4518A/5018A e-STUDIO2528A/3028A/3528A/4528A/5528A/6528A | |
| A3 Eco Hybrid MFP - Monochrome e-STUDIO3508LP/4508LP/5008LP | |
| A3 Full Color MFP e-STUDIO2000AC/2500AC e-STUDIO2010AC/2510AC e-STUDIO2505AC/3005AC/3505AC/4505AC/5005AC e-STUDIO2020AC /2520AC e-STUDIO6526AC/6527AC/7527AC | e-STUDIO5508A/6508A/7508A/8508A e-STUDIO5518A/6518A/7518A/8518A e-STUDIO6529A/7529A/9029A e-STUDIO5506AC/6506AC/7506AC e-STUDIO2515AC/3015AC/3515AC/4515AC/5015AC e-STUDIO5516AC/6516AC/7516AC e-STUDIO2525AC/3025AC/3525AC/4525AC/5525AC/6525AC |
| A4 Full Color MFP e-STUDIO330/400AC | |

- Supported Toshiba e-BRIDGE X devices

| | | |
|---|---|---|
| A4 Monochrome MFP e-STUDIO477S e-STUDIO527S | A3 Monochrome MFP e-STUDIO257/307/357/457/507/557/657/757/857 e-STUDIO256SE/306SE/356SE/456SE/506SE e-STUDIO556SE/656SE/756SE/856SE | |
| A4 Full Color MFP e-STUDIO287CS e-STUDIO347CS e-STUDIO407CS | A3 Full Color MFP e-STUDIO2040C/2050C/2051C e-STUDIO2540C/2550C/2551C e-STUDIO3040C/3540C/4540C e-STUDIO5560C/6560C/6570C | A3 Full Color SE MFP e-STUDIO2040CSE/2540CSE e-STUDIO2555CSE/3055CSE/3555CSE e-STUDIO4555CSE/5055CSE e-STUDIO3040CSE/3540CSE e-STUDIO4540CSE/5540CSE e-STUDIO6540CSE/6550CSE |

- Supported Toshiba e-BRIDGE 3 devices

| | |
|--|--|
| A3 Monochrome MFP e-STUDIO255/305/355/455 e-STUDIO555/655/755/855 | A3 Full Color MFP e-STUDIO2020C/2330C/2820C/3520C/4520C e-STUDIO5520C/6520C/6530C |
|--|--|



Even if e-BRIDGE 3 devices are supported by e-FOLLOW, they are no longer maintained by development.

5 Installing e-FOLLOW

Before installing e-FOLLOW make sure your server host is supported, operational and the event viewer does not show any critical errors.



e-FOLLOW can take control / accounting of all printers locally installed on your print server. So it is recommended to install and configure all printers and their appropriate drivers before installing e-FOLLOW.

5.1 Pull printing

In case you intend to setup a pull printing environment at least one central (virtual) queue is required, where the users are printing to and where the print jobs are spooled until they will be released 'on demand' by the print job owner.

This virtual queue is a standard Windows queue that will be 'converted' by e-FOLLOW. So it is recommended to add a new printer to your server that will be used as virtual queue by e-FOLLOW.



Attention:

Jobs kept in a virtual queue will be routed to different target queues/devices. So keep in mind to assign a compatible printer driver to this queue.

5.2 Installing the software

To install e-FOLLOW run the Setup.exe program and follow the instructions.



Make sure the maintenance of your system is matching the version you are installing / updating to. Click Next

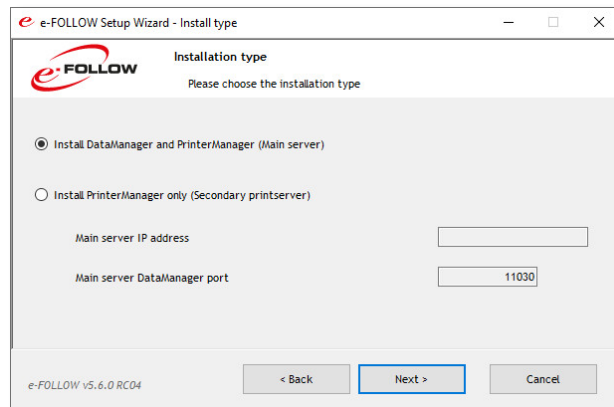


To continue accept the terms of the license agreement and click Next.



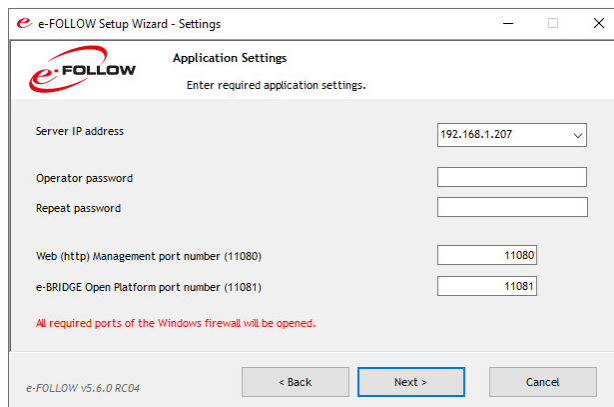
Select if you want to install a **main server** (DataManager & PrintManager) or a **secondary print server** (PrintManager only).

In this case you need to enter the main server IP address and the DataManager port (default = 11030)



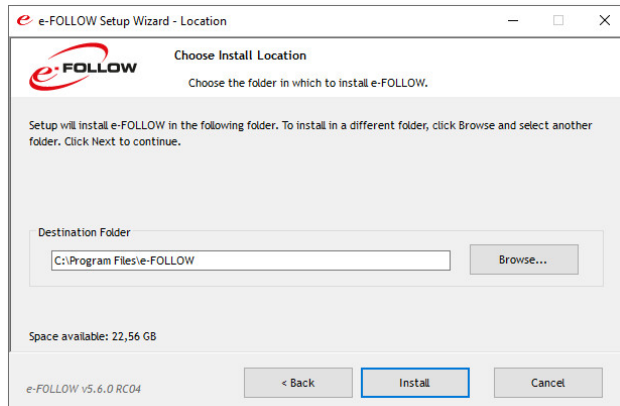
Accept or modify the ports required by e-FOLLOW.

Make sure the ports are available and not blocked by a firewall or other applications.



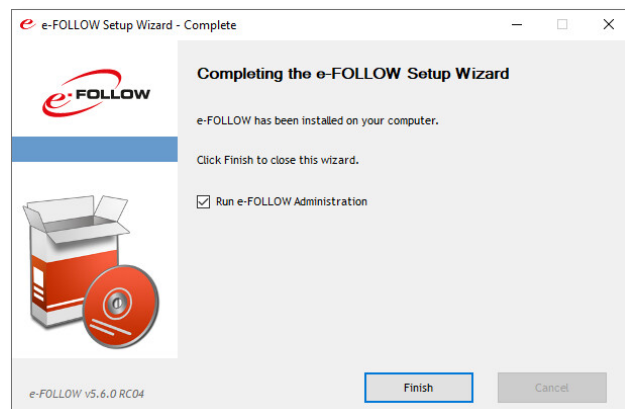
Select the destination folder for your e-FOLLOW installation.

Click Install.



Setup will now unpack the files to your system and install and run the e-FOLLOW services.

Done! You successfully installed e-FOLLOW on your server.



Click Finish to finalize the installation.

5.3 Updating the software

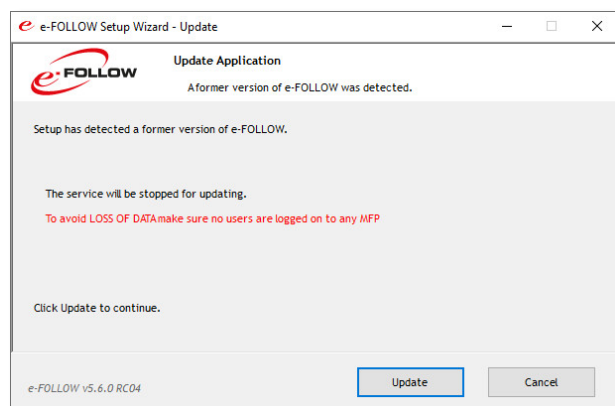
To update e-FOLLOW run the Setup.exe program and follow the instructions.

Make sure the maintenance of your system is matching the version you are updating to.



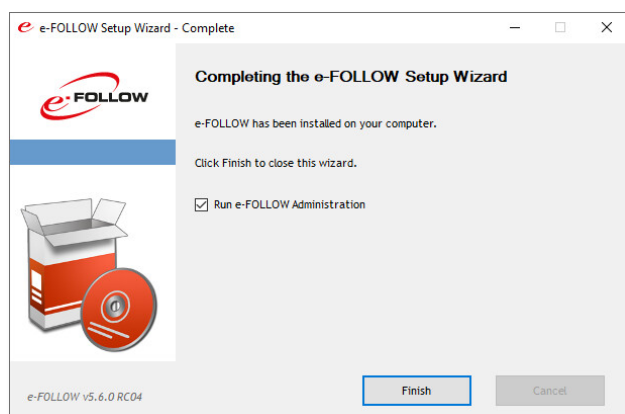
Click Next

Setup detects a former version of e-FOLLOW.



Click Update

Done! You successfully updated e-FOLLOW on your server.



Click Finish to finalize the installation.



In case you are running remote PrinterManagers these need to be updated accordingly.

5.4 Installing a remote PrinterManager

In case you are running several print servers in one or multiple locations e-FOLLOW can also take care of these remote servers. Therefore, only the PrinterManager part of e-FOLLOW needs to be installed on the remote server.

To install e-FOLLOW PrinterManager run the Setup.exe program and follow the instructions.

Make sure the maintenance of your system is matching the version you are installing.

Click Next

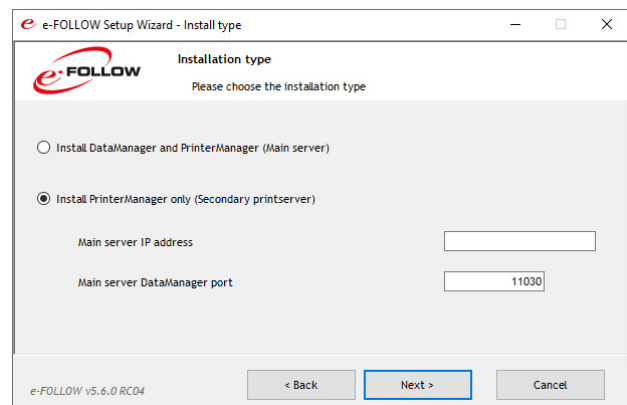


To continue accept the terms of the license agreement and click Next.



Select the 'Install PrinterManager only' option and enter the main e-FOLLOW server IP address.

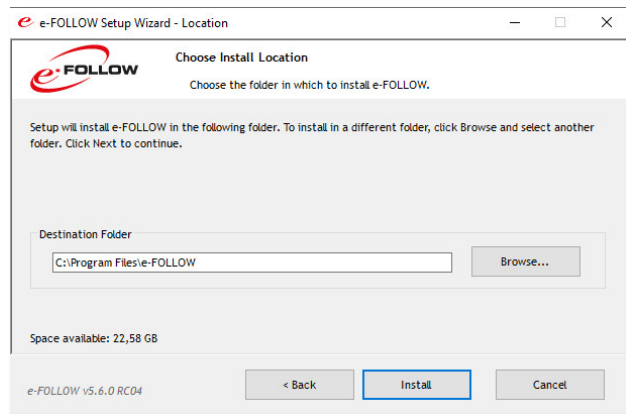
Click Next



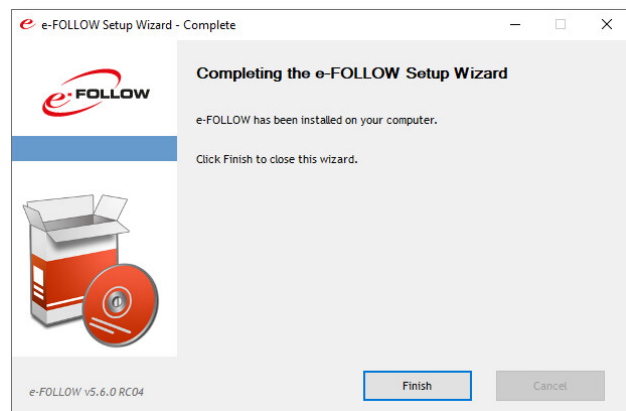
Select the destination folder for your e-FOLLOW installation.

Click Install.

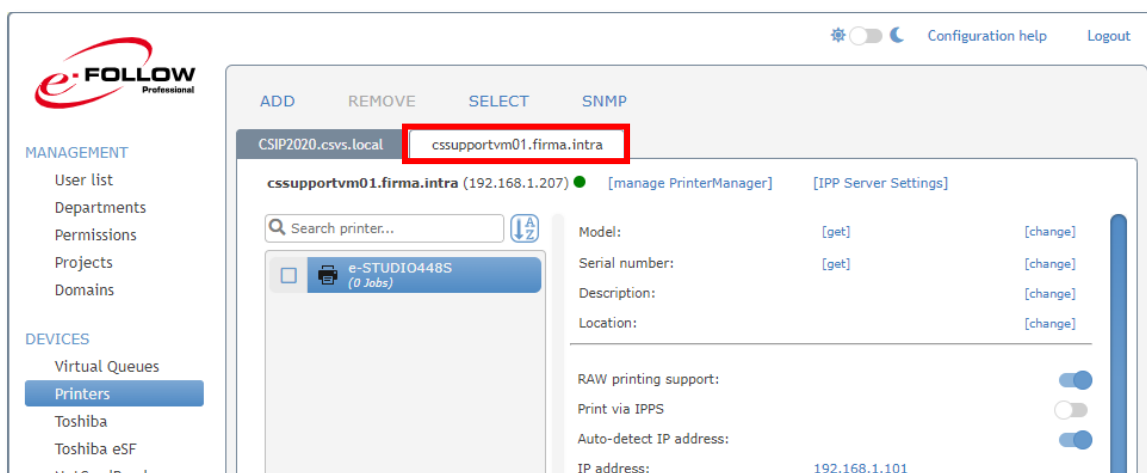
Setup will now unpack the files to your system and install and run the e-FOLLOW services.



Done! You successfully installed e-FOLLOW PrinterManager on your server.



The PrinterManager registers itself to the main e-FOLLOW server. A new tab for this PrinterManager appears in the **Printers** and **Virtual Queues** section.



Attention

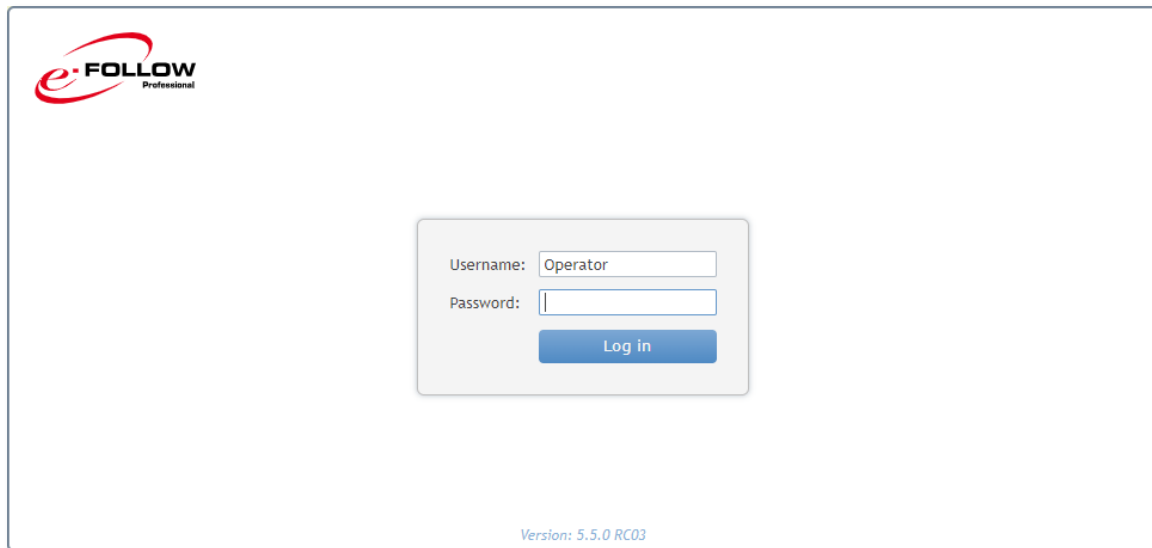
If you are creating IPP printers or virtual queues on a remote PrinterManager, be aware to Install the appropriate **client certificate** provided by this PrinterManager.

6 1st start of e-FOLLOW management

You can run e-FOLLOW management from any client computer in your network. Enter the URL:
<http://e-FOLLOW-Server-IP:11080>



Port 11080 is the default value for the application web server. It can be changed in the management general settings.



The screenshot shows the e-FOLLOW Professional login interface. It features the e-FOLLOW logo in the top left corner. In the center, there is a login form with two input fields: 'Username:' containing the text 'Operator' and 'Password:' which is empty. Below these fields is a blue 'Log in' button. At the bottom right of the page, the text 'Version: 5.5.0 RC03' is displayed.

The default value for the operator password is ' ' [blank] .



It is strongly recommended to change/enter a secure password!

e-FOLLOW management will automatically run the Configuration helper.

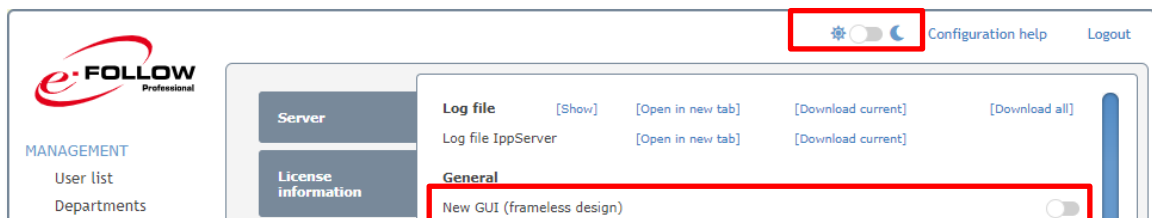


This helper will lead you to the basic steps to configure your e-FOLLOW environment.

You can run **Configuration help** at any time by clicking to the link on the top right.



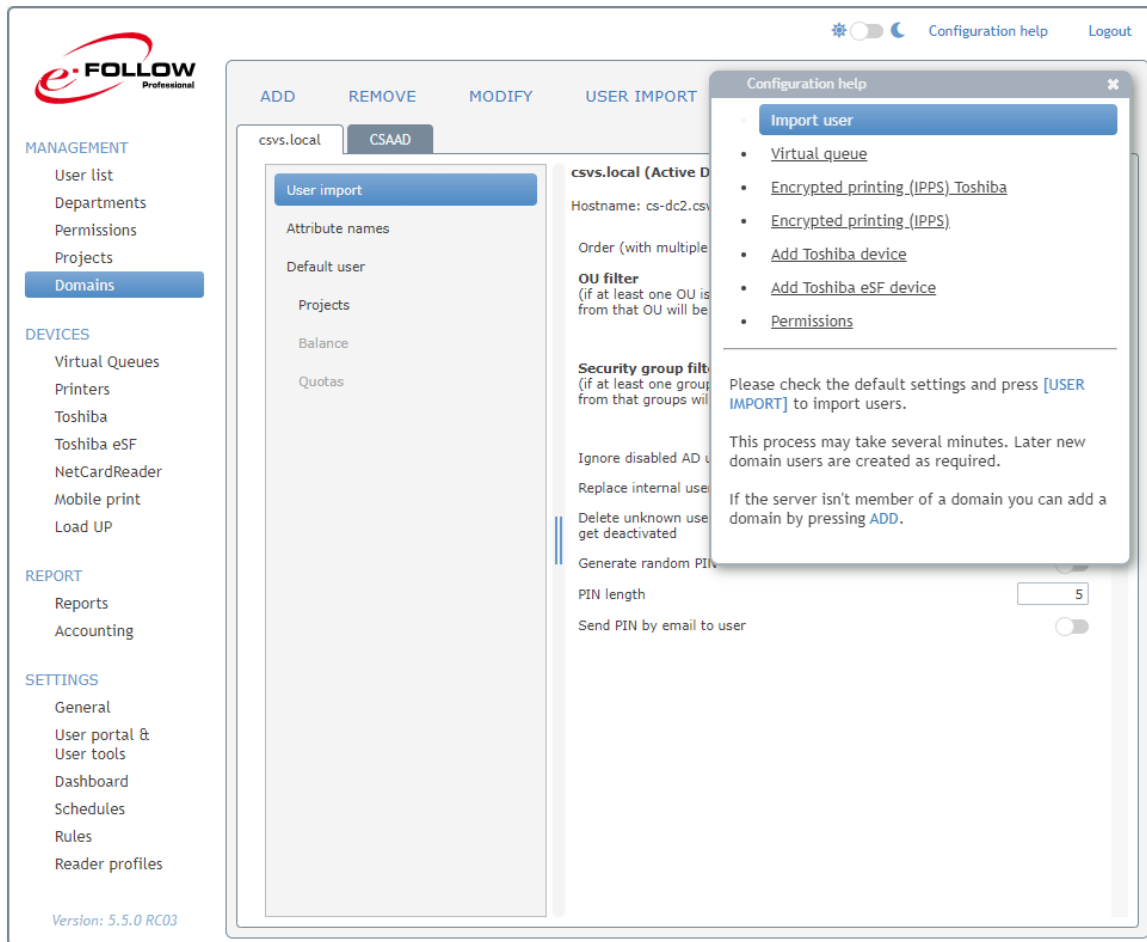
The e-FOLLOW Management GUI is available in a framed and a frameless design version. The screenshots in this manual are mainly taken from the framed version. You can easily switch the versions in → SETTINGS → General → Application



You can also run e-FOLLOW Management in Dark Mode by switching   

6.1 Import user

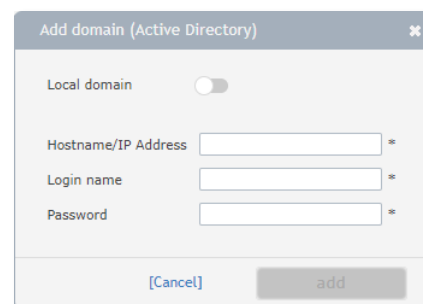
e-FOLLOW will automatically recognize the domain and hostname of your server.



In case "System Account" has no access to the domain click to **[Enter login data]** to enter the credentials of an administrative user.

Then select the synchronization options and check the attribute names.

For more details see [Domains](#)



6.2 Virtual queue

A virtual queue is required for pull printing to any Toshiba, Toshiba eSF device or printer. e-FOLLOW will collect and store print jobs sent to a virtual queue, until they are requested to release after login on to a device.

Follow the instructions to create Windows queue to be used as a virtual queue in e-FOLLOW.

6.3 Encrypted printing (IPPS) Toshiba

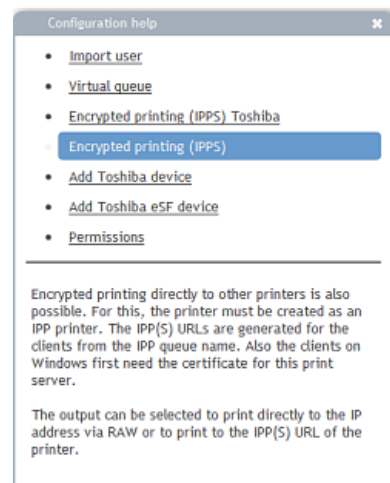
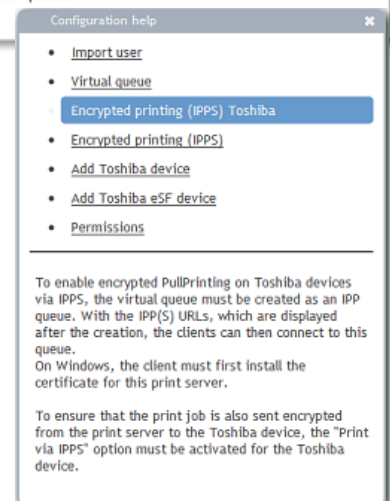
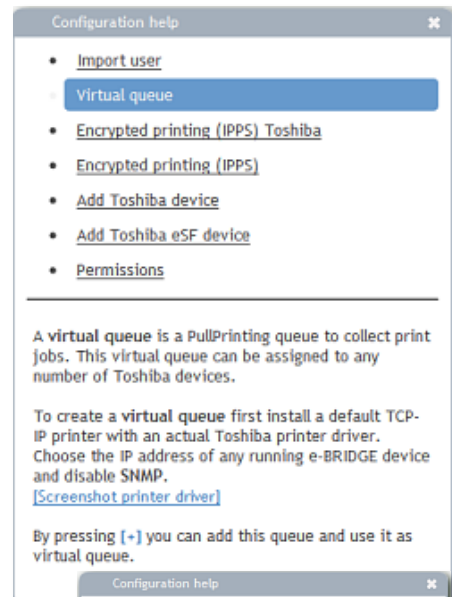
To enable encrypted PullPrinting on Toshiba devices via IPPS, the virtual queue must be created as an IPP queue. With the IPP(S) URLs, which are displayed after the creation, the clients can then connect to this queue.

On Windows clients install the client certificate from this print server first.

6.4 Encrypted printing (IPPS)

Encrypted printing directly to other printers is also possible. For this, the printer must be created as an IPP printer. The IPP(S) URLs are generated for the clients from the IPP queue name. Also the clients on Windows first need the certificate for this print server.

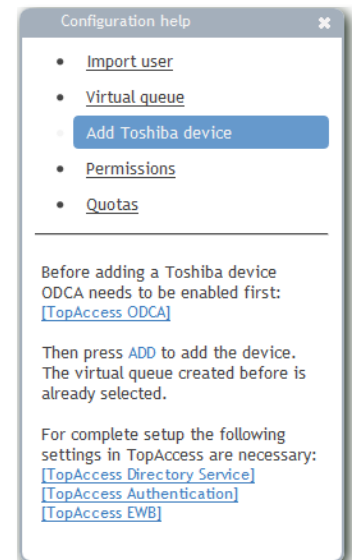
For the output you can select to print directly to the IP address via RAW or to print to the IPP(S) URL of the printer.



6.5 Add Toshiba device

Before adding a Toshiba device to the list, make sure the device settings in TopAccess have been done correctly.

Once it is added to the list click to the device and check it's general settings. [Import roles](#) and check the subscription addresses of the device. Click to [\(Check subscription addresses\)](#). Make sure the own address (your server) is subscribed.

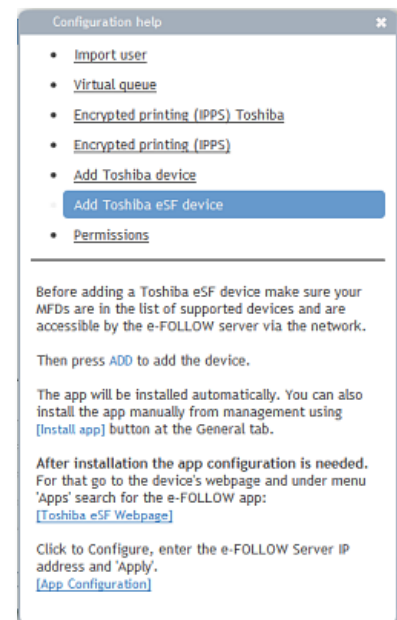


6.6 Add Toshiba eSF device

Before adding a Toshiba eSF device make sure your MFDs are in the list of supported devices and are accessible by the e-FOLLOW server via the network.

Then press ADD to add the device.

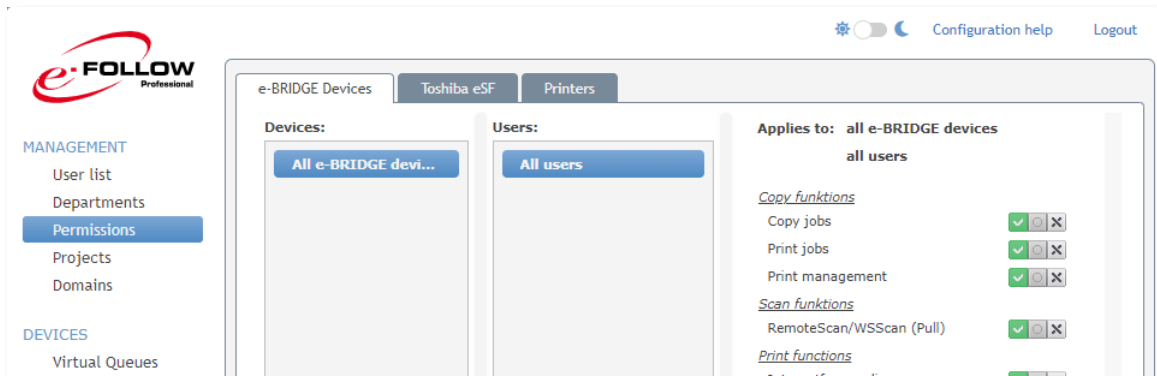
The app will be installed automatically. You can also install the app manually from management using [Install app] button at the General tab.



6.7 Permissions

The concept of permissions in e-FOLLOW describes what functions & features a user is allowed or denied to use at a Toshiba device or a printer.

Permissions are derived from a global setting "permission for **all users at all devices/printers**". By default all permissions are 'allowed'.



To modify permission e-FOLLOW offers a tri-state setting switch for each feature.



This feature is allowed



The permission for this feature is passed through (e.g. from **All devices** or **All users**)



This feature is denied



Priority of permissions is

1. User (highest)
2. Department
3. Security Groups/Entra ID Groups
4. All devices/users (lowest)

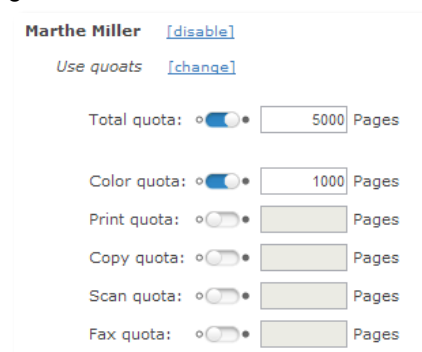
So once a feature is denied (e.g. on department level) it can only be allowed on a higher (user) level.

6.8 Quotas

Quotas are a powerful tool in e-FOLLOW to get control on the usage of Toshiba devices.

You can set a total quota for the general usage as well as quotas for color usage, printing, copying, scanning and faxing.

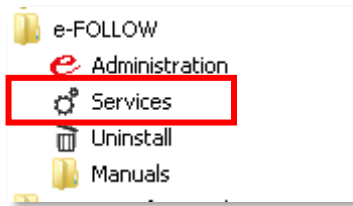
Quotas can be set for devices, departments and users.



Congratulations, the basic steps to configure e-FOLLOW are done.

6.9 e-FOLLOW service helper

In the startup folder you will find a service helper tool that allows the administrator to Start / Stop the e-FOLLOW services



Make sure to stop / restart the services while nobody is using the system or printing.

7 Configuration of e-BRIDGE X/Next MFPs

This chapter describes the setup of e-FOLLOW embedded for Toshiba e-BRIDGE X devices. The embedded application will allow user authentication, quota control, user permissions and monitoring of all device features. It also allows secure release of print jobs on demand as well as pull printing from a central virtual queue.

Therefore, a couple of settings need to be done at the MFP.

7.1 Device requirements

Make sure the following points are checked before starting to set up a Toshiba device:

- e-FOLLOW is installed and running
- Make sure your MFPs are in the list of supported devices
- Make sure the embedded web browser (EWB) is enabled on your devices (Option GS-1020)
- Make sure the Toshiba devices are accessible by the e-FOLLOW server via the network

7.2 Configuring the 08-Service Mode settings



Warning:
a qualified Toshiba technician should do all 08 "service mode" changes.

7.2.1 Activate USB Card Reader

In case login shall be performed using RFID cards the USB port needs to be enabled to support card readers.

- Enter 08-service mode
- Enter 3500 and press Start-Button
- Enter **90001** (for Elatec TWN reader) and press the **Start-Button**
(other values: e-BRIDGE IDGATE/HID iClass: **40002** e-BRIDGE IDGATE/Mifare: **30001**)
- Press "OK" button on the touch panel
- Shut down the MFP by holding down the main power button until it is shutting down.
- Press again to restart

7.2.2 Make EWB screen the default screen after login

- Enter 08-service mode
- Enter 9132 and press Start-Button
- Enter 99
- Press "OK" button on the touch panel
- Shut down the MFP by holding down the main power button until it is shutting down.
- Press again to restart

7.2.3 Support zero stop functionality

- Enter 08-service mode
- Enter 6086 and press Start-Button
- Enter 1
- Press "OK" button on the touch panel
- Shut down the MFP by holding down the main power button until it is shutting down.
- Press again to restart

7.3 Adding a e-BRIDGE X / Next device

Clicking to **ADD** will open the 'add device' window.

IP-address or hostname

Enter the IP address or hostname of the device.



When entering the device's DNS-hostname, e-FOLLOW needs to resolve the associated IP-address. This may take some seconds.



e-FOLLOW frequently resolves the device IP-address to properly handle the device in case the IP-address has changed.

Name for reports:

reports usually use the device IP to identify the MFP. When enabled in → **Settings General** → **Application** → **Reports** the field 'name for report' appears and must be filled with a unique name for the device.

7.4 Auto configuration

For e-BRIDGE X and e-BRIDGE Next devices e-FOLLOW provides a convenient auto configuration of most device settings.

- LDAP directory services
- Security settings
- EWB settings
- Home screen setting
- Roles
- LDAP mapping
- Auto change login user
- Enable guidance screen
- PIN code authentication

will be set automatically.

Therefore, just tag the 'Configure automatically' option when adding a new device.



The link [\[Autoconfig settings \]](#) will take you to the Autoconfiguration settings page.



Make sure ODCA setting for SSL port is enabled. Else the auto configuration will fail.

TopAccess

Device | Job Status | Logs | Registration

Setup | Security | Maintenance | Registration

Setup

General | Network | Copier | Save as file | Email | InternetFax | Printer/Filing | Printer

Save Cancel

Off Device Customization Architecture Setting

Network

Enable Port Enable

Port Number 49629

Enable SSL Port Enable

SSL Port Number 49630

Configuration

Session Timeout(60-99999) 90 Seconds

Notification Events

Delete All

*Delete all notification events that were registered from an application.



After auto configuration is finished a reboot of the MFP is recommended.



Make sure the ports for Non-SLL and SSL are set correctly and are enabled in e-FOLLOW General Server Settings

| | | | |
|------------------|-------|----------|-------------------------------------|
| Port [11389] | 11389 | [change] | <input checked="" type="checkbox"/> |
| SSL-Port [11636] | 11636 | [change] | <input checked="" type="checkbox"/> |

7.5 LDAP Configuration

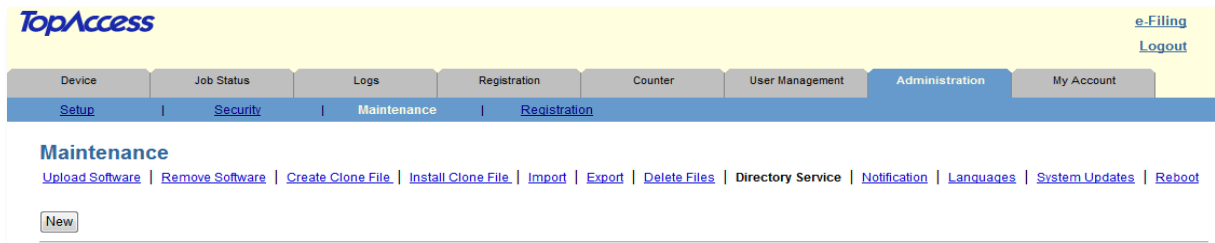


The following chapters describe the manual configuration of e-BRIDGE X and e-BRIDGE Next devices via Top Access. This is required only if you like to setup the device manually or to adjust specific settings.

The Toshiba devices connect to the e-FOLLOW server by using LDAP to authenticate users logging in via username & password, user ID (PIN) or card.

Logon as “Administrator” to the MFP web site (TopAccess)

Change to ➔ **Administration** ➔ **Maintenance** ➔ **Directory Service**



Click to **New** to add a new directory service. Enter the LDAP server settings as shown below.

| | |
|-------------------------------|--|
| Directory Service Name | Name for the directory service - e.g. e-FOLLOW |
| Server IP Address | The IP address of the e-FOLLOW server. |
| Port Number | 11389 |
| Authentication | Simple Bind |
| Search Base | Dc=e-follow |
| User Name | uid=admin,dc=e-follow |
| Password | eBX_0000 |
| Search Timeout | 5 |
| SSL | Accept all certificates without CA |
| SSL-Port | 11636 |



Above values are default values. If required, you can change the directory service settings in e-FOLLOW management. → **Settings** → **General** → **Server** → **Directory service**



Make sure that the Directory Service Name defined in e-FOLLOW Management is identical to the Directory Service Name used in TopAccess.

The screenshot shows the e-FOLLOW Professional configuration interface. The left sidebar contains navigation menus for MANAGEMENT, DEVICES, REPORT, and SETTINGS. The main content area is divided into sections: Server, Database, and Services. The Directory service section is highlighted with a red box.

Directory service

| | | |
|-----------------------------------|-----------------------|--|
| Name [e-FOLLOW] | e-FOLLOW | [?] |
| Search base [dc=e-follow] | dc=e-follow | |
| User name [uid=admin,dc=e-follow] | uid=admin,dc=e-follow | |
| Port [11389] | 11389 | [change] <input checked="" type="checkbox"/> |
| SSL-Port [11636] | 11636 | [change] <input checked="" type="checkbox"/> |

7.6 Enable Off Device Customization Architecture (ODCA)

To enable the advances communication capabilities the ODCA settings must be enabled.

Logon as “Administrator” to the MFP web site (TopAccess)
Change to

➔ **Administration**
➔ **Setup ➔ ODCA**

and make sure these settings are made.

The screenshot shows the TopAccess web interface. The 'Setup' tab is selected, and the 'Network' sub-tab is active. The 'Off Device Customization Architecture Setting' section is highlighted with a red box. The settings are as follows:

| Off Device Customization Architecture Setting | |
|---|------------|
| Network | |
| Enable Port | Enable |
| Port Number | 49629 |
| Enable SSL Port | Enable |
| SSL Port Number | 49630 |
| Configuration | |
| Session Timeout(60-99999) | 90 Seconds |
| Notification Events | |
| Delete All | |

*Delete all notification events that were registered from an application.

7.7 Enable LDAP user authentication

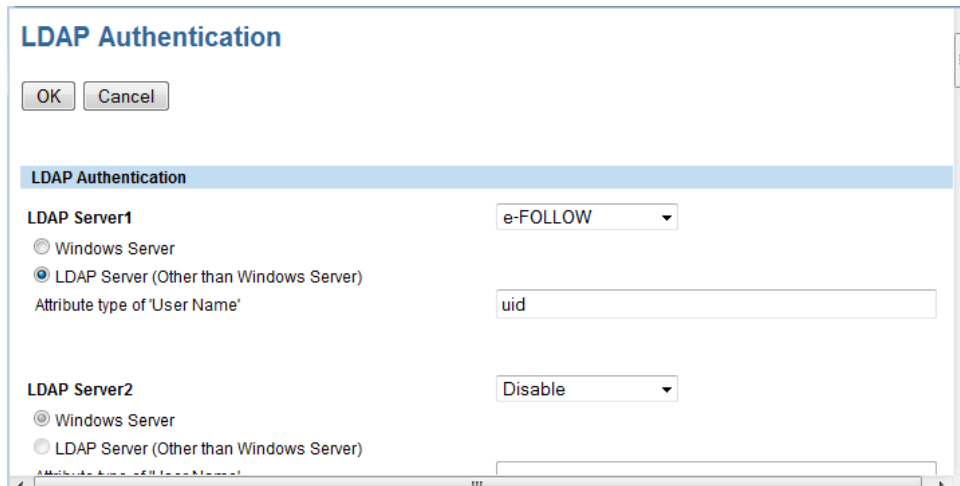
Logon as “Administrator” to the MFP web site (TopAccess)
Change to ➔ **Administration ➔ Security**

In the User Authentication section change the options as shown below

The screenshot shows the TopAccess web interface. The 'Security' tab is selected, and the 'Authentication' sub-tab is active. The 'User Authentication Setting' section is highlighted. The settings are as follows:

| User Authentication Setting | |
|--|------------------------|
| User Authentication | Enable |
| Copy | Enable |
| Fax | Enable |
| Print | Enable |
| Scan | Enable |
| List | Enable |
| User Functions | Disable |
| Authentication Method for Admin | User Name and Password |
| Authentication failed print job/Raw Print Job | Delete |
| Auto Release on Login | Disable |
| <input type="checkbox"/> Use Password Authentication for Print Job | |
| *It is not able to print from other than Windows Client when this function is enabled. | |
| <input type="checkbox"/> Enable Guest User | |
| Authentication Type | LDAP Authentication |
| <input checked="" type="checkbox"/> Create User Information Automatically | |

Select one of the LDAP server entries in the list that is not used (e.g. LDAP Server 1) and assign the e-FOLLOW server configured previously.



LDAP Authentication

OK Cancel

LDAP Authentication

LDAP Server1 e-FOLLOW ▼

☐ Windows Server

☒ LDAP Server (Other than Windows Server)

Attribute type of 'User Name' uid

LDAP Server2 Disable ▼

☐ Windows Server

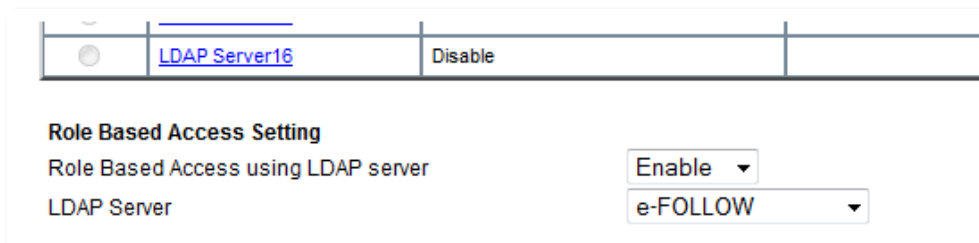
☐ LDAP Server (Other than Windows Server)

- Select the "LDAP Server (Other than Windows Server)" option
- Set the "Attribute type of 'user name'" to **uid**

Press **OK** to confirm.

Scroll down to **Role Based Access Setting**. Set "Role Based Access using LDAP server" to **"Enable"**.

Set the LDAP server to the e-FOLLOW server defined previously.



| | | |
|-----------------------|-------------------------------|---------|
| <input type="radio"/> | LDAP Server16 | Disable |
|-----------------------|-------------------------------|---------|

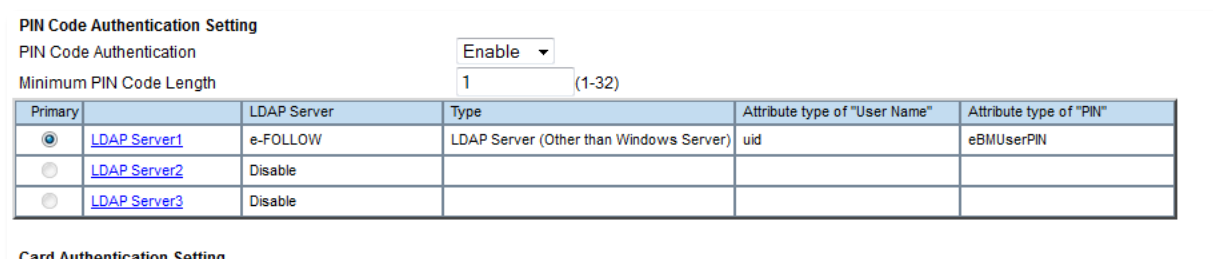
Role Based Access Setting

Role Based Access using LDAP server Enable ▼

LDAP Server e-FOLLOW ▼

7.7.1 PIN Code Authentication

If using PIN Code Authentication for user login enable **PIN code Authentication**.



PIN Code Authentication Setting

PIN Code Authentication Enable ▼

Minimum PIN Code Length 1 (1-32)

| Primary | LDAP Server | Type | Attribute type of "User Name" | Attribute type of "PIN" | |
|----------------------------------|------------------------------|----------|---|-------------------------|------------|
| <input checked="" type="radio"/> | LDAP Server1 | e-FOLLOW | LDAP Server (Other than Windows Server) | uid | eBMUserPIN |
| <input type="radio"/> | LDAP Server2 | Disable | | | |
| <input type="radio"/> | LDAP Server3 | Disable | | | |

Card Authentication Setting

Set the authentication server to the e-FOLLOW server defined previously.

PIN Code Authentication

OK Cancel

PIN Code Authentication

LDAP Server1 e-FOLLOW ▼

☐ Windows Server

☒ LDAP Server (Other than Windows Server)

Attribute type of "User Name" uid

Attribute type of "PIN" eBMUserPIN

LDAP Server2 Disable ▼

☒ Windows Server

7.7.2 Card Authentication

If using card authentication, set the LDAP server for card authentication to the e-FOLLOW server previously defined.

Device | Job Status | Logs | Registration | Counter | User Management | Administration

Setup | Security | Maintenance | Registration | AirPrint

Security

Authentication | Certificate Management | Password Policy

Save Cancel

| | | | | | |
|-----------------------|------------------------------|---------|--|--|--|
| <input type="radio"/> | LDAP Server2 | Disable | | | |
| <input type="radio"/> | LDAP Server3 | Disable | | | |

Card Authentication Setting

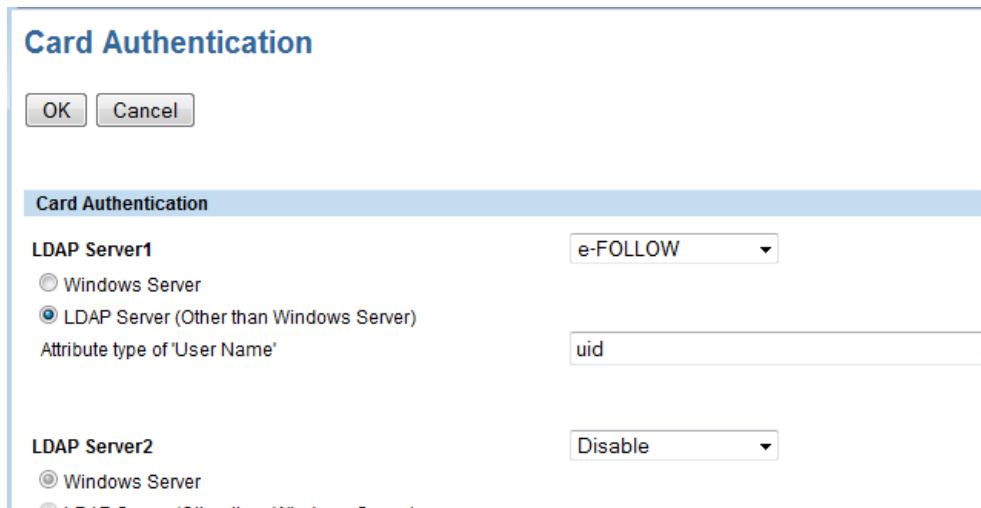
Auto Change Login User Enable ▼

☐ Enable Guidance Screen

☒ **Require PIN Code**

| Primary | LDAP Server | Type | Attribute type of "User Name" | Attribute type of "PIN" |
|----------------------------------|------------------------------|------------|---|-------------------------|
| <input checked="" type="radio"/> | LDAP Server1 | e-Follow.5 | LDAP Server (Other than Windows Server) | uid |
| <input type="radio"/> | LDAP Server2 | Disable | | |

In case PIN shall be required when swiping a card enable the option "**Require PIN code**"



The image shows a 'Card Authentication' dialog box. At the top, there are 'OK' and 'Cancel' buttons. Below them is a section header 'Card Authentication'. Under this header, there are two main sections: 'LDAP Server1' and 'LDAP Server2'. For 'LDAP Server1', there are two radio buttons: 'Windows Server' (unselected) and 'LDAP Server (Other than Windows Server)' (selected). To the right of these radio buttons is a dropdown menu currently showing 'e-FOLLOW'. Below the radio buttons is a text field labeled 'Attribute type of "User Name"' containing the value 'uid'. For 'LDAP Server2', there is a dropdown menu currently showing 'Disable'. Below this dropdown, the 'Windows Server' radio button is visible and selected.

**Attention**

To allow Card self-assignment after login **Auto Change Login User** must be Enabled.

**Attention**

If you enable "Require PIN Code" for Card Authentication Card self-assignment will not work

7.7.3 Email Address Setting

At login e-FOLLOW distributes the user's email address to the MFP. As an option you can define how this address is used.

The screenshot shows the TopAccess web interface. The top navigation bar includes links for Setup, Security, Maintenance, and Registration. The Security section is active, showing sub-links for Authentication, Certificate Management, and Password Policy. Below these are Save and Cancel buttons. The main section is titled 'Email Address Setting' and contains the following fields:

- From Address:** A dropdown menu set to 'User Name' of LDAP. Below it are fields for LDAP Server (e-Follow.5), Attribute type of 'User Name' (uid), Attribute type of 'Email Address' (mail), and Domain Name (domain.local).
- From Name:** A dropdown menu set to 'User Name' of LDAP. Below it are fields for LDAP Server (e-Follow.5), Attribute type of 'User Name' (uid), and Attribute type of 'From Name' (displayname).
- Restriction setting for Email Destination:** A dropdown menu set to 'To'.

A checkbox labeled 'From Address cannot be edited in Scan to Email.' is checked.

Select the e-FOLLOW server previously defined as LDAP server.

Restriction setting for Email Destination will define the usage of the email address of the authenticated user.

| Option | Mode |
|----------|--|
| None | User's email address is not used as destination |
| Fixed To | Destination is fixed to the authenticated user's email address |
| To | User's email address is added to the To destination(s) |
| Cc | User's email address is added to the Cc destination(s) |
| Bcc | User's email address is added to the Bcc destination(s) |

7.8 EWB Setting

Logon as "Administrator" to the MFP web site (TopAccess)

Change to ➔ **Administration** ➔ **Setup** ➔ **EWB**

The screenshot shows the TopAccess Setup page. The 'Setup' tab is selected, and the 'EWB' sub-tab is active. The 'Home Page' field is set to 'http://server-IP:11080/ewb'. The 'Proxy Setting' section has empty fields for Host Name, Port Number, and Exception URL. The 'EWB History Setting' section has a dropdown menu set to 'Disable'. The 'Server Registration Setting' section has an 'Add' button. The 'Save' button is highlighted with a red box.

Enter the following URL to the field „Home Page“

http://server-IP-address:11080/ewb

and click to **Save**

Enter the same address to "Server Registration Setting" and click to **Add** .



To avoid that users may log in if they have suspended jobs (e.g, due to running into low balance) e-FOLLOW requires two directory services – one configured with SSL for user login and a second one with No- SSL for user roles.

It is strongly recommended to run Auto-Configuration for each device. This will automatically create the required services.



Make sure the ports for Non-SLL and SSL are set correctly and are enabled in e-FOLLOW General Server Settings

The screenshot shows the 'General' tab of the 'SETTINGS' page. The 'Port [11389]' and 'SSL-Port [11636]' fields are highlighted with a red box. Both fields have a 'change' button and a toggle switch to the right, which is currently turned on.

8 Configuration of e-BRIDGE 3 MFPs

This chapter describes the setup of e-FOLLOW embedded for Toshiba e-BRIDGE 3 devices. The embedded application will allow accounting as well as secure release of print jobs on demand and pull printing from a central virtual queue.

Therefore, a couple of settings need to be done at the MFP.

8.1 Device requirements

Make sure the following points are checked before starting to set up a Toshiba device:

- e-FOLLOW is installed and running
- Make sure your MFPs are in the list of supported devices
- Make sure the embedded web browser (EWB) is enabled on your devices (Option GS-1020)
- Make sure the Toshiba devices are accessible by the e-FOLLOW server via the network

8.2 Trap Accounting

Change to ➔ **Administration** ➔ **Setup** ➔ **Network**

The screenshot shows the TopAccess web interface. The top navigation bar includes tabs for Device, Job Status, Logs, Registration, Counter, and User Management. Below this is a secondary navigation bar with links for Setup, Security, Maintenance, and Registration. The main content area is titled 'Setup' and contains a sub-navigation bar with links for General, Network, Copier, Save as file, Email, InternetFax, Printer/e-Filing, Printer, Print Service, ICC Profile, and Print Data Converter. A 'Save' button is located at the top left of the main content area. The 'SNMP Network Service' section is expanded, showing a table of settings. The 'IP Trap Address10' field is highlighted with a red box and contains the text 'server-IP'.

| SNMP Network Service | | | | |
|--------------------------------------|-----------|-------------------------|------------------|-------------------|
| Enable SNMP V1/V2 | Enable | | | |
| Read Community | public | | | |
| Read Write Community | private | | | |
| Enable SNMP V3 | Disable | | | |
| SNMP V3 User Information/Number | User Name | Authentication Protocol | Privacy Protocol | Permissions Level |
| Enable SNMP V3 Trap | Disable | | | |
| SNMP V3 Trap User Name | | | | |
| SNMP V3 Trap Authentication Protocol | HMAC-MD5 | | | |
| SNMP V3 Trap Privacy Protocol | None | | | |
| Enable Authentication Trap | Enable | | | |
| Enable Alerts Trap | Enable | | | |
| IP Trap Address1 | 0.0.0.0 | | | |
| IP Trap Address2 | 0.0.0.0 | | | |
| IP Trap Address3 | 0.0.0.0 | | | |
| IP Trap Address4 | 0.0.0.0 | | | |
| IP Trap Address5 | 0.0.0.0 | | | |
| IP Trap Address6 | 0.0.0.0 | | | |
| IP Trap Address7 | 0.0.0.0 | | | |
| IP Trap Address8 | 0.0.0.0 | | | |
| IP Trap Address9 | 0.0.0.0 | | | |
| IP Trap Address10 | server-IP | | | |
| IP Trap Community | public | | | |
| IPX Trap Address | | | | |

Enter the IP address of the server to the field "IP Trap Address10".

8.3 Configuring the 08-Service Mode settings



Warning:

a qualified Toshiba technician should do all 08 "service mode" changes.

8.3.1 Enable SNMP-Traps

For each job the MFP can send Trap-messages containing the usage data.

- Enter 08-service mode
- Enter **3623** and press **Start-Button**
- Enter **255** and press [**Enter**] on the touch panel
- Enter **3624** and press **Start-Button**
- Enter **4294967295** and press [**Enter**] on the touch panel
- Shut down the MFP by holding down the main power button until it is shutting down.
- Press again to restart

8.3.2 Make EWB screen the default screen after login

Newer e-BRIDGE firmware versions (since 04/2011) allow to set EWB as priority screen and automatically start EWB after the user has successfully logged on to the MFP.

- Enter 08-service mode
- Enter 331 and press Start-Button
- Enter 8
- Press "OK" button on the touch panel
- Shut down the MFP by holding down the main power button until it is shutting down.
- Press again to restart

8.3.3 Activate USB Card Reader

In case login shall be performed using RFID cards the USB port needs to be enabled to support card readers.

- Enter 08-service mode
- Enter 1772 and press Start-Button
- Enter **90001** (for Elatec TWN reader) and press the **Start-Button**
(other values: e-BRIDGE IDGATE/HID iClass: **40002** e-BRIDGE IDGATE/Mifare: **30001**)
- Press "OK" button on the touch panel
- Shut down the MFP by holding down the main power button until it is shutting down.
- Press again to restart

8.4 LDAP Configuration

The Toshiba devices connect to the e-FOLLOW server by using LDAP to authenticate users logging in via username & password, user ID (PIN) or card.

Logon as “Administrator” to the MFP web site (TopAccess)

Change to ➔ **Administration** ➔ **Maintenance** ➔ **Directory Service**

The screenshot shows the TopAccess web interface. The top navigation bar includes links for Device, Job Status, Logs, Registration, Counter, User Management, and Administration. The Administration menu is expanded, showing options like Setup, Maintenance, Registration, and Message Log. The Maintenance section is active, displaying a list of links: Upload Software, Remove Software, Backup, Restore, Delete Files, Directory Service, Notification, Import, Export/Clear Log, and Reboot. A 'New' button is visible below the links. At the bottom, a table shows the current directory service configuration:

| Default Server | Directory Service Name | Server IP Address | Search Base |
|----------------------------------|------------------------|-------------------|-------------|
| <input checked="" type="radio"/> | TOSHIBA e-STUDIO2820C | localhost | |

Click to **New** to add a new directory service. Enter the LDAP server settings as shown below.


The screenshot shows the 'Directory Service Properties' form in the TopAccess web interface. The form includes buttons for OK, Reset, and Delete. The fields are as follows:

- *Required**
- *Directory Service Name**: e-FOLLOW
- *Server IP Address**: server-IP-address
- *Port Number**: 11389
- Authentication**: Simple Bind (dropdown)
- Search Base**: dc=e-follow
- User Name**: uid=admin,dc=e-follow
- Password**: (masked with dots)
- Search Timeout**: 5 (dropdown)

| | |
|-------------------------------|--|
| Directory Service Name | Name for the directory service - e.g. e-FOLLOW |
| Server IP Address | The IP address of the e-FOLLOW server. |
| Port Number | 11389 |
| Authentication | Simple Bind |
| Search Base | Dc=e-follow |
| User Name | uid=admin,dc=e-follow |
| Password | eBX_0000 |
| Search Timeout | 5 |

**Important:**

Above values are default values. If required, you can change the directory service settings in e-FOLLOW management. → **Settings** → **General** → **Directory service**



⚙️ 🌙 Configuration help Logout

MANAGEMENT

- User list
- Departments
- Permissions
- Projects
- Domains

DEVICES

- Virtual Queues
- Printers
- Toshiba
- Toshiba eSF
- NetCardReader
- Mobile print
- Load UP

REPORT

- Reports
- Accounting

SETTINGS

- General**
- User portal & User tools
- Dashboard
- Schedules
- Rules
- Reader profiles

Version: 5.7.0

Server

- License information
- Application
- Auto configuration
- Data protection
- Custom formats
- SMTP / E-mail
- Expert settings

Database

[Backup database]
[Restore database]

Database backup path

Remove User-Transactions from database older than: [remove]

Services

| | | | |
|---------------------------------------|--------------|----------|-------------------------------------|
| Server Hostname / IP address | 192.168.1.55 | [change] | |
| External server Hostname / IP address | | [change] | |
| Web (http) port [11080] | 11080 | [change] | |
| DataManager port [11030] | 11030 | [change] | |
| Mobile service port [11082] | 11082 | [change] | <input checked="" type="checkbox"/> |
| Card server port [11083] | 11083 | [change] | <input checked="" type="checkbox"/> |
| eSF service port [11084] | 11084 | [change] | <input checked="" type="checkbox"/> |
| Popup server port [11090] | 11090 | [change] | <input checked="" type="checkbox"/> |
| SNMP trap port [162] | 162 | [change] | <input type="checkbox"/> |

Directory service

Name [e-FOLLOW] ?

Search base [dc=e-follow]

User name [uid=admin,dc=e-follow]

Port [11389] 11389 [change] ☒

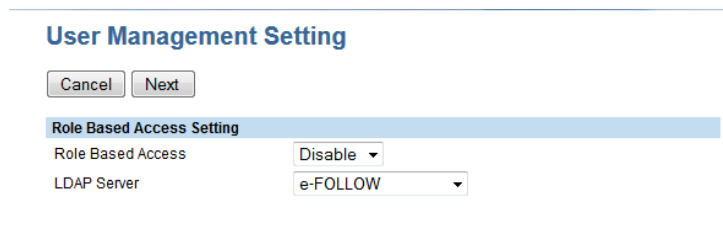
SSL-Port [11636] 11636 [change] ☒

8.5 Enable LDAP user authentication

Logon as “Administrator” to the MFP web site (TopAccess)

Change to ➔ **User Management**
➔ **Authentication**

Click to User Management Setting.



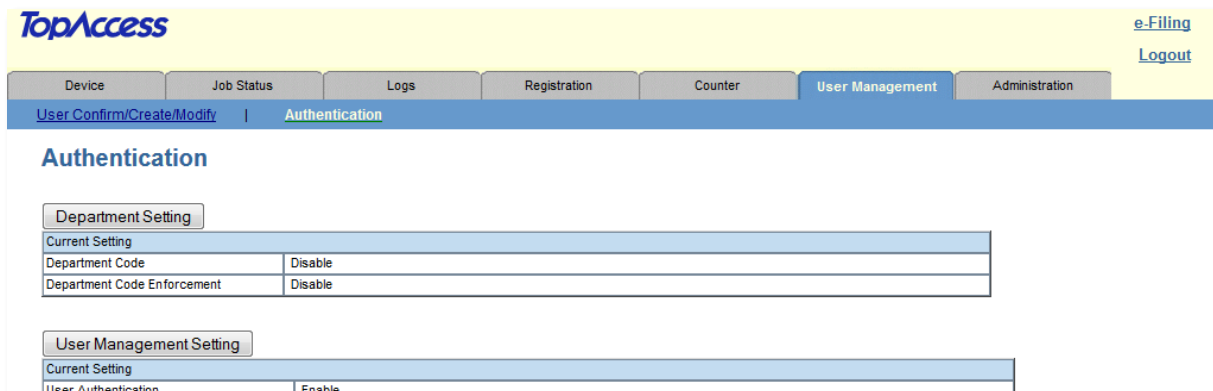
User Management Setting

Cancel Next

Role Based Access Setting

Role Based Access: Disable

LDAP Server: e-FOLLOW



TopAccess e-Filing Logout

Device Job Status Logs Registration Counter **User Management** Administration

User Confirm/Create/Modify | **Authentication**

Authentication

Department Setting

| | |
|-----------------------------|---------|
| Current Setting | |
| Department Code | Disable |
| Department Code Enforcement | Disable |

User Management Setting

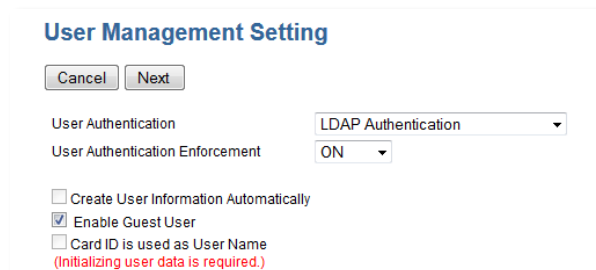
| | |
|---------------------|--------|
| Current Setting | |
| User Authentication | Enable |

Now follow the instructions of User Management Setting...

Select
LDAP Authentication

Select ON for “User Authentication
Enforcement”

Click to Next ..



User Management Setting

Cancel Next

User Authentication: LDAP Authentication

User Authentication Enforcement: ON

☐ Create User Information Automatically

☒ Enable Guest User

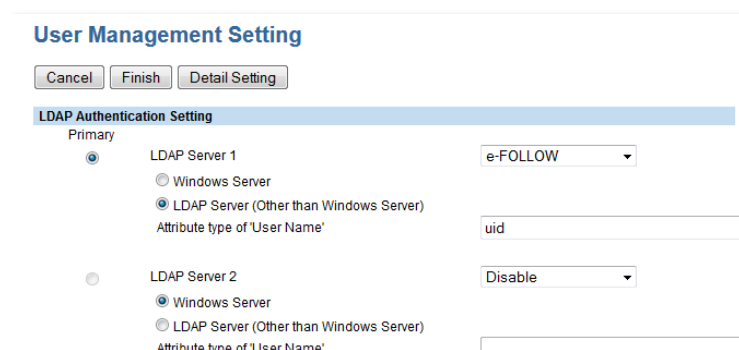
☐ Card ID is used as User Name
(Initializing user data is required.)

Now, select the LDAP server
created for e-FOLLOW

Enable
**LDAP Server (Other than
Windows Server)**

..and enter **uid** for “Attribute
type of User name”.

Click to Detail Settings.



User Management Setting

Cancel Finish Detail Setting

LDAP Authentication Setting

Primary

☒ LDAP Server 1: e-FOLLOW

☐ LDAP Server (Other than Windows Server)

Attribute type of 'User Name': uid

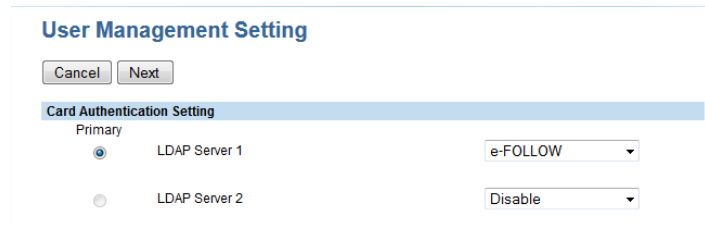
☐ LDAP Server 2: Disable

☒ Windows Server

☐ LDAP Server (Other than Windows Server)

Attribute type of 'User Name':

Role Based Access Setting: **Enable**



The dialog box is titled "User Management Setting" and has "Cancel" and "Next" buttons at the top. Below the title bar, the "Card Authentication Setting" section is highlighted. It contains two radio buttons: "Primary" (selected) and "LDAP Server 2". To the right of the "Primary" radio button, there is a dropdown menu showing "e-FOLLOW". To the right of the "LDAP Server 2" radio button, there is a dropdown menu showing "Disable".

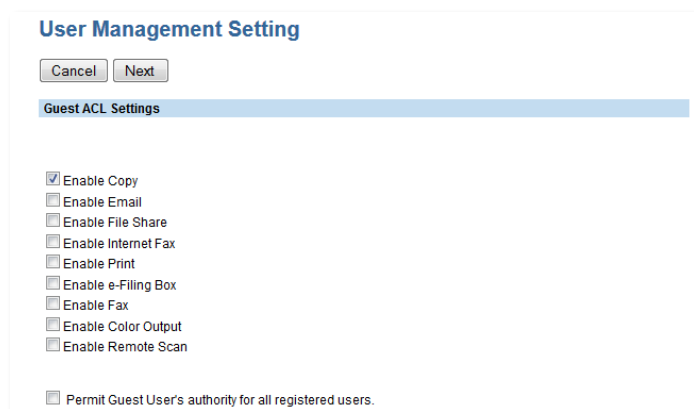
Click to **Next** ..

In case a Card reader is connected to the MFP and the Card reader configuration is activated the Card Authentication Setting appears.

LDAP Server1: select the LDAP server created for e-FOLLOW

Click to **Next** ..

In case you have enabled the Guest User you will be prompted to enter it's ACL settings..



The dialog box is titled "User Management Setting" and has "Cancel" and "Next" buttons at the top. Below the title bar, the "Guest ACL Settings" section is highlighted. It contains a list of checkboxes: "Enable Copy" (checked), "Enable Email", "Enable File Share", "Enable Internet Fax", "Enable Print", "Enable e-Filing Box", "Enable Fax", "Enable Color Output", and "Enable Remote Scan". At the bottom, there is a checkbox labeled "Permit Guest User's authority for all registered users." which is currently unchecked.

Click to **Next** ..

Select: **Setting Address is searching from 'User Name' of LDAP.**

Attribute type of 'E-mail Address': **mail**

Attribute type of 'User Name': **uid**

Mail Domain Name: **your Email-Domain-Name**

Click to **Finish** to save the current settings.

8.6 Role Based Access (RBAC)



To use card assign or to show login error messages (like not enough quota) it is necessary to login the user with limited rights. Therefore **RBAC_eFOLLOW.xml** must be uploaded to each MFP. This file contains all user roles required.

Change to ➔ **User Management** ➔ **User Confirm/Create/Modify** ➔ **Role Information**

TopAccess e-Filing
Abmelden

Gerät | Aufträge | Protokolle | Registrierung | Zähler | **Benutzerverwaltung** | Administration

[Benutzer Prüfen/Erstellen/Ändern](#) | [Authentifizierung für SASL](#)

[Liste der Benutzerinformationen](#) | **Funktionsinformation** | [Abteilungsverwaltung](#) | [Export/Import](#)

RBAC Setting Sample

| Befugnis | Einstellungen | Kopieren | E-Mail | File Share | InternetFax | Drucken | e-Filing | Fax | Farbausgabe | Remote Scan |
|---------------|---------------|----------|--------|------------|-------------|---------|----------|-----|-------------|-------------|
| Administrator | ON | ON | ON | ON | ON | ON | ON | ON | ON | ON |
| Manager | OFF | OFF | ON | OFF | ON | OFF | OFF | ON | OFF | ON |
| ColorUser | OFF | OFF | OFF | OFF | OFF | OFF | OFF | OFF | ON | OFF |

[Zurück zu Anfang der Seite](#)

Software installieren | [Oben](#) | [Hilfe](#) | ©2003-2008 TOSHIBA TEC CORPORATION All Rights Reserved

Click to [Export/Import](#)

http://192.168.1.112:8080/TopAccess/UserManagement/Confirm_Create_Edit/RoleInfo/

Export/Import

Export | [Importieren](#)

Export (Funktionsinformation)

| | |
|-------------|---------------------------------|
| Dateiname | CurrentRBAC.xml |
| Dateigröße | 11236 |
| Erstellt am | THU AUG 13 14:22:28 2009 |

Select **Import**

http://192.168.1.112:8080/TopAccess/UserManagement/Confirm_Create_Edit/RoleInfo/RoleInfoImpo.l

Export/Import

[Export](#) | **Importieren**

Importieren (Funktionsinformation)

Dateiname

Select the file **RBAC_eFOLLOW.xml** and click **Import**.

By default, the .xml file is located in the install directory **c:\Program Files\e-FOLLOW\etc**

8.7 EWB Setting

Logon as “Administrator” to the MFP web site (TopAccess)

Change to ➔ **Administration** ➔ **Setup**

Scroll down to the “EWB Setting” section

The screenshot shows the TopAccess web interface. At the top, there's a navigation bar with tabs: Device, Job Status, Logs, Registration, Counter, User Management, and Administration. Below this is a sub-navigation bar with links: Setup, Maintenance, Registration, and Message Log. The 'Setup' section is active, showing a list of sub-sections: General, Network, Copier, Save as file, Email, InternetFax, Printer, Print Service, ICC Profile, and Version. The 'General' sub-section is selected, and a red box highlights the 'Save' and 'Cancel' buttons. Below this, the 'EWB Setting' section is visible. It has a 'Default Page' section with radio buttons for 'Factory Default Page', 'Import HTML Page', and 'External URL'. The 'External URL' option is selected. Below this is a 'Server Registration' section with a text input field containing 'http://your-server-IP:11080/ewb' and an 'Add' button. A red box highlights the 'External URL' section and the 'Server Registration' section.

To register the e-FOLLOW server enter the address **http://your-server-IP:11080/ewb** into the Server registration field and click to **Add**.

Then select External URL and enter the same address **http://your-server-IP:11080/ewb**



Attention

Don't forget to save the settings. Click to **Save** at the top of the website.

9 Configuration of Toshiba eSF MFPs

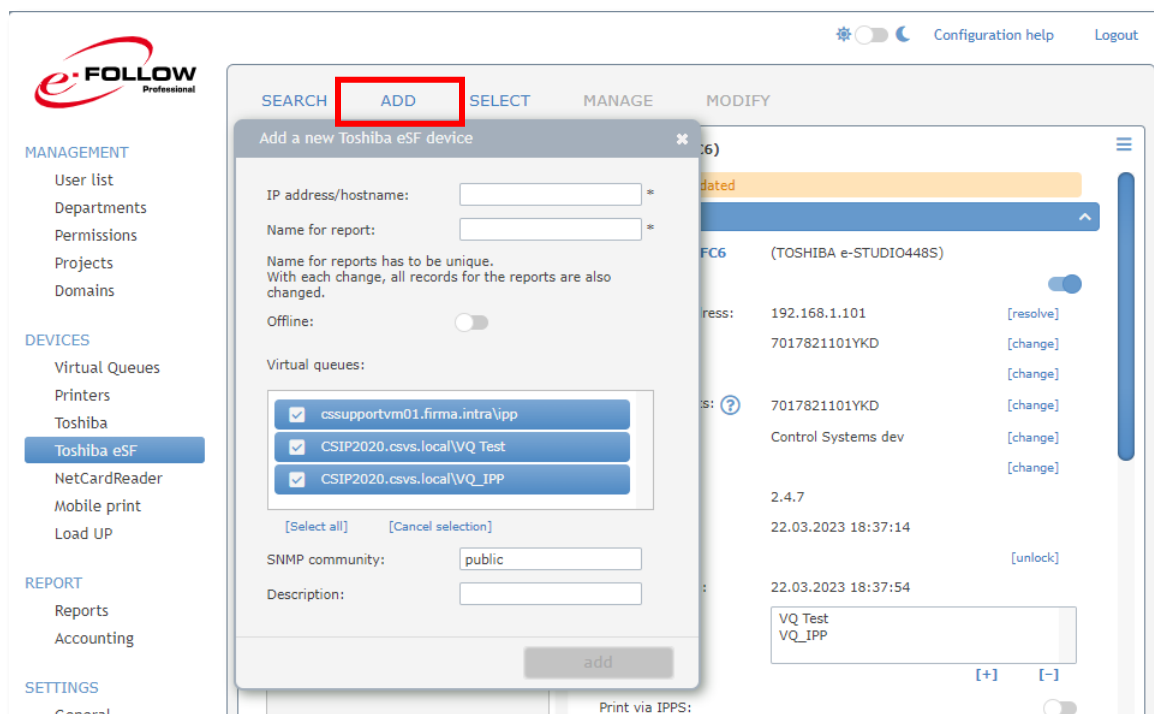
This chapter describes the setup of e-FOLLOW embedded for Toshiba eSF devices. The embedded application will allow user authentication, quota control, user permissions and monitoring of all device features. It also allows secure release of print jobs on demand as well as pull printing from a central virtual queue.

9.1 Device requirements

Make sure the following points are checked before starting to set up a Toshiba device:

- e-FOLLOW is installed and running
- Make sure your MFDs are in the list of supported devices
- Make sure the Toshiba devices are accessible by the e-FOLLOW server via the network
- Make sure FTP is enabled

Click to **ADD** to add a new Toshiba eSF device to the list. Enter its IP address or hostname and select the virtual queues for this device.



IP-address or hostname

Enter the IP address or hostname of the device.



When entering the device's DNS-hostname, e-FOLLOW needs to resolve the associated IP-address. This may take some seconds.



e-FOLLOW frequently resolves the device IP-address to properly handle the device in case the IP-address has changed.

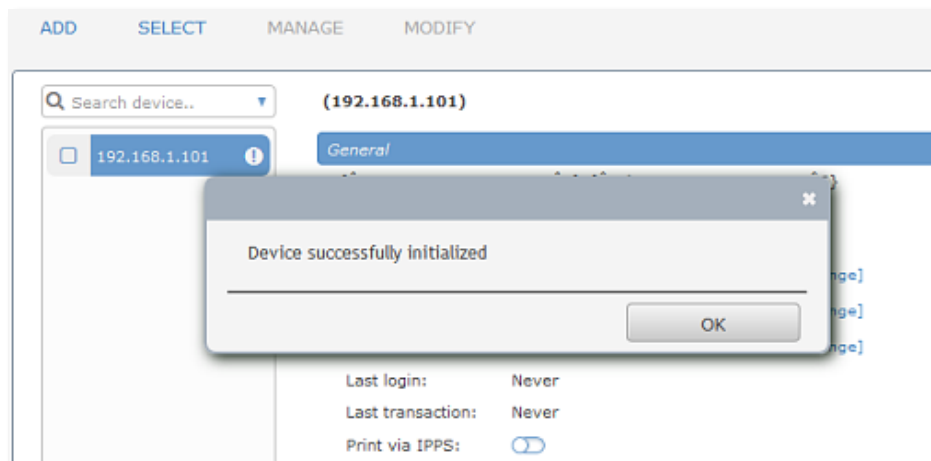
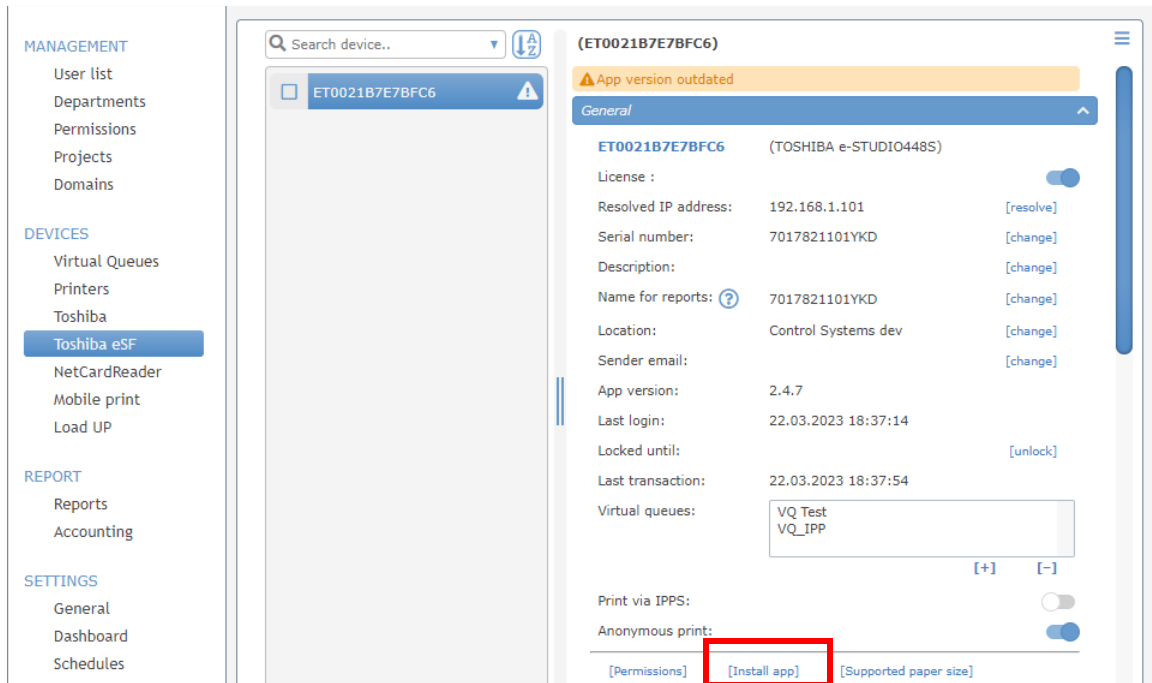


Name for reports:

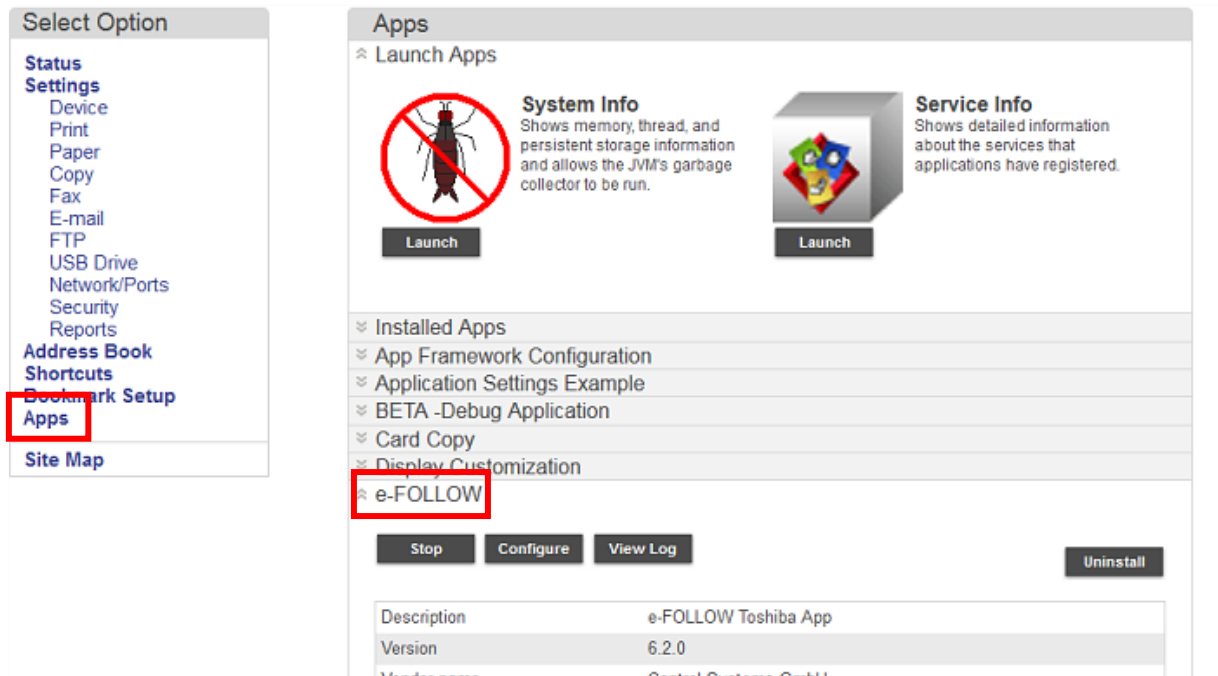
reports usually use the device IP to identify the MFP.

When enabled in → **Settings General** → **Application** → **Reports** the field 'name for report' appears and must be filled with a unique name for the device.

Clicking to **[install app]** will install the e-FOLLOW eSF-client on the device.



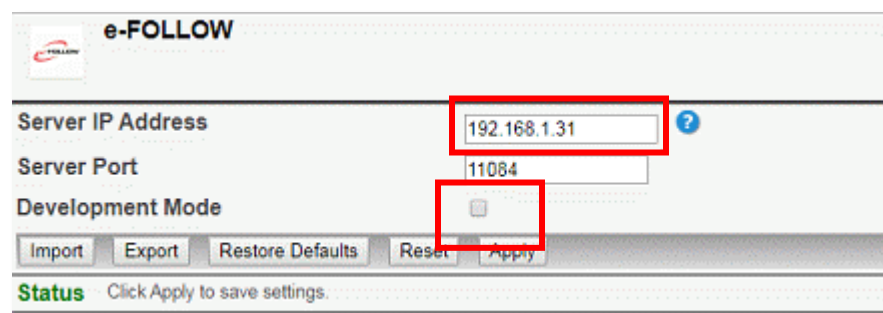
Log in to the eSF device's webpage and change to → **Apps** → **e-FOLLOW**



Click to Configure and enter the **e-FOLLOW Server IP address**.

Done!

Your Toshiba eSF device is ready for e-FOLLOW.



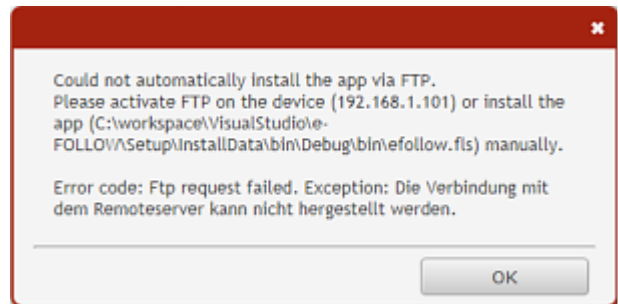
If requested by support the 'development mode' tag can be set.

9.2 Required device settings

To ensure that the e-FOLLOW eSF App can be automatically installed / updated blow device settings are required.

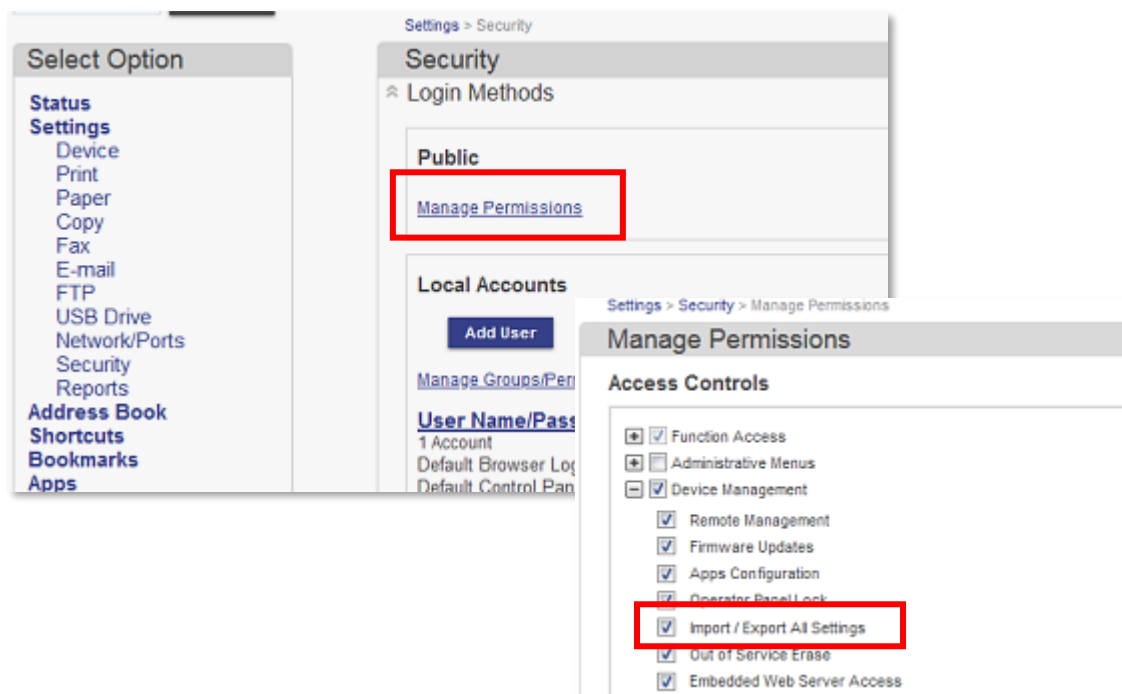


For newer models it might be necessary to enable FTP before e-FOLLOW can install or update the App.
If not enabled an error message will be shown when trying to install the App.



In order for the eSF-App to be updated automatically, the "Import / export all settings" option must be available for the public profile.

Otherwise the remote server is not available and e-FOLLOW cannot install the application.





10 e-FOLLOW client PopUp

The Windows clients in your network can be configured to have a window pop up after each print job, allowing the user to add additional information to the print job. e-FOLLOW provides different PopUp types according to the custom requirements.

| PopUp type | purpose |
|---|--|
| Confirmation | Provides a PopUp message containing the current print job information (number of pages, document name, etc.) |
| Username | This allows the user to enter / change the username (owner) of the current print job. (delegate job) |
| Username & Password | This type is intended for 'anonymous' workstations running under a guest account and requests to enter the username and password for assigning the current print job to a specific user. |
| Project selection | This PopUp provides a list of project codes to the user for assigning the print job to a specific project / sub-project. |
| Project selection & User credentials | This is a combination of the project selection PopUp and the Username & Password PopUp. |

The screenshot shows the user management interface for Ingo Pfeiffer (ip). On the left is a list of users with checkboxes. The right panel shows configuration details for the selected user. The 'Advanced Settings' tab is active. The 'Email address' field contains 'ingo.pfeiffer@control-systems.de'. The 'Department' is 'Control Systems / Softwareentwicklung'. The 'Homedirectory' is '\\csdaten\\user\$\\ip'. The 'Popup profile' dropdown menu is open, showing options: None, Confirmation, Username, Username with password, **Project selection** (highlighted), and Project selection with credentials. Below the dropdown is the 'Allow PIN login in Mobile App' checkbox and a '[Permissions]' link.

The PopUp type can be selected individually for each user.

Therefore, change to

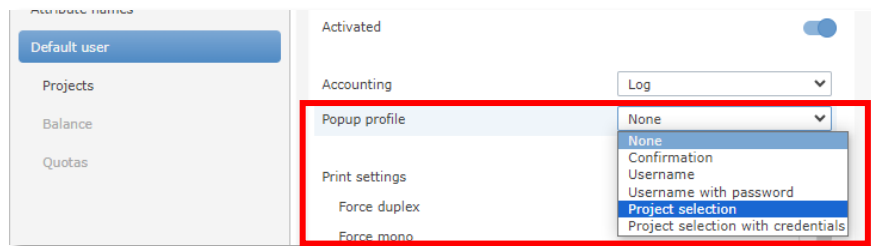
→ **MANAGEMENT** → **User list** → **select the desired user** → **General** → **Popup profile**



The Client PopUp does not need to be restarted if the PopUp type has changed.

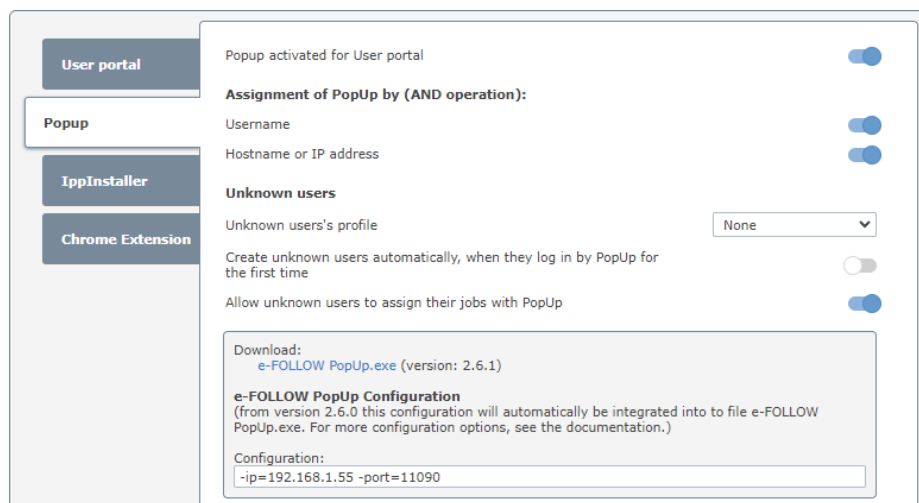
10.1 Default PopUp type

e-FOLLOW allows to define a default PopUp type that will be assigned to the user accounts while they are imported from the domain.



10.2 Executing the e-FOLLOW client PopUp

The e-FOLLOW PopUp executable can be downloaded from e-FOLLOW Management → SETTINGS → User portal & User tools → PopUp.



A good way to distribute e-FOLLOW PopUp would be to copy the executable to a shared network folder and copy it to the workstations via login or startup script.



If you download e-FOLLOW PopUp.exe from the management the .exe file will contain its configuration.

Configuration options can be overwritten by command line or via e-FOLLOW PopUp.ini file.

| | |
|----------------------|--|
| allow_closing | This option allows to quit e-FOLLOW PopUp by right clicking to the tray icon |
| lang= | This option forces e-FOLLOW PopUp to use the language specified. (e.g. lang=nl) |
| ip= | Enter the URL provided by Toshiba- This setting is mandatory! |
| port= | Enter the Port number provided by Toshiba. This setting is mandatory! |
| debug | This option will create debug messages in case of connection issues. The messages can be seen when right clicking to the tray icon -> INFO |

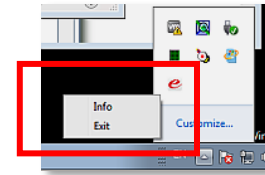
To run e-FOLLOW PopUp automatically when a user logs on, create a shortcut in Startup menu or add e-FOLLOW PopUp.exe to a login script.

Above options can also be used as command line options. In this case they need to be started with a dash '-'. e.g.

\e-FOLLOW PopUp.exe -allow_closing -ip=customer.e-follow.cloud -port=12345 -lang=nl

e-FOLLOW PopUp will place a icon to the system tray.

Right clicking the icon will give you the Info option and - if enabled - the option to exit the e-FOLLOW PopUp.

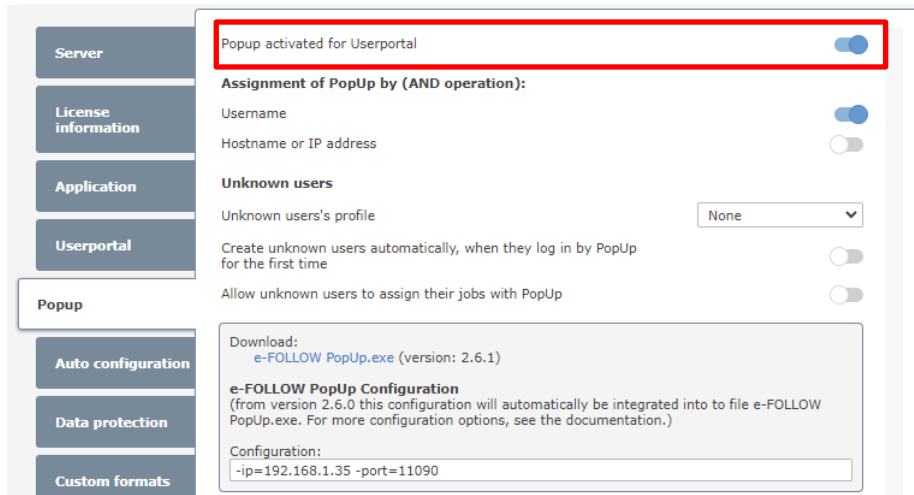


10.3 e-FOLLOW Web-PopUp

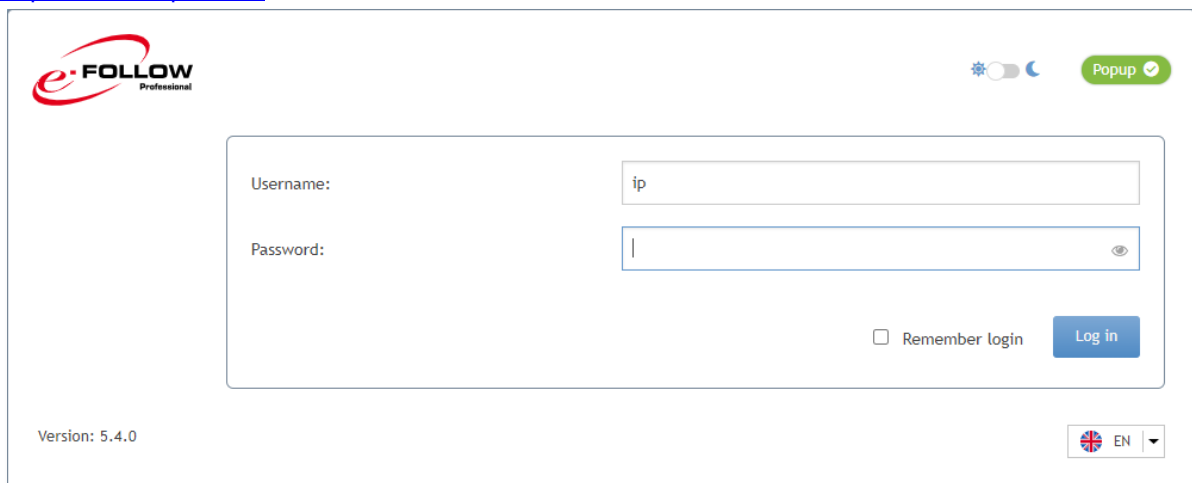
Beside the Windows-PopUp executable, e-FOLLOW provides a platform independent PopUp based on Web-Browser technologies.

To enable it, first you have to activate the PopUp for the UserPortal.

Then you will see the green Web-PopUp if you start e-FOLLOW UserPortal with your URL:

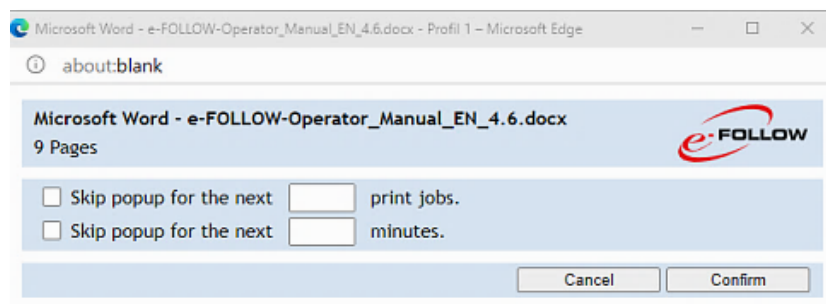


<https://server-ip:11070>



You probably need to accept browser popups/notifications for this specific URL.

For each print job the PopUp will now show up with the PopUp-type according the user's configuration.

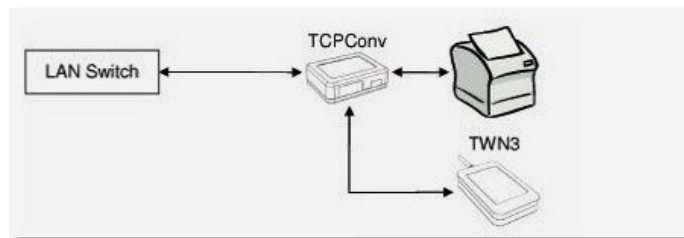


11 Configure TCPConv

e-FOLLOW supports PullPrinting and fast print release not only for Toshiba devices but also for any print queue. The user authentication can be performed by means of a networked card reader (NetCardReader).

A NetCardReader typically consist of a USB to Ethernet adapter (TCPConv) and a card reader supporting the specific card technology in use.

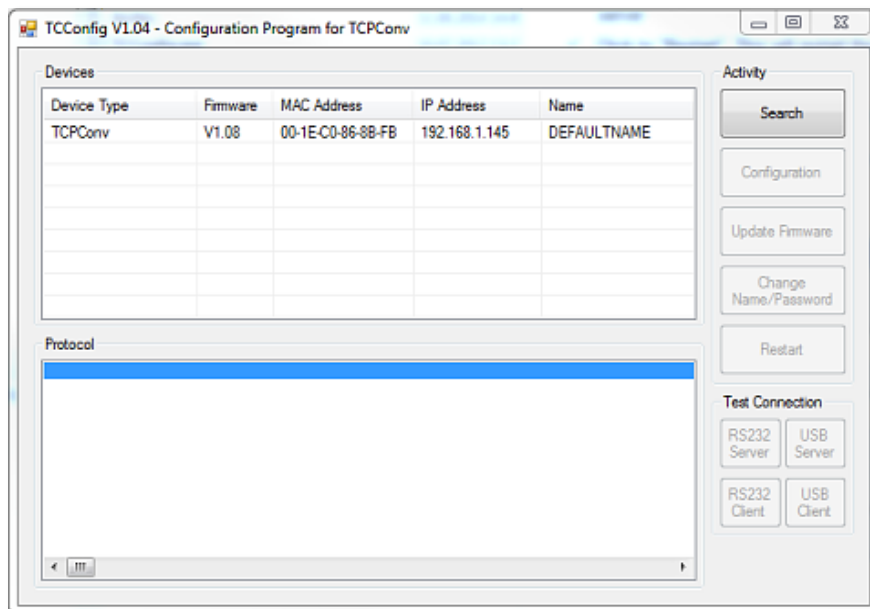
TPConv is a serial device server providing two Ethernet plugs connected to an internal TCP switch. This allows attaching a networked or USB reader to a printer or multifunctional even if only one Ethernet connection is available.



The device is transparent in regard of the communication to the printer. The card reader will keep it's own IP address and port.

The Configuration of TCPConv is performed with the **TCConfig tool** provided with the device server.

- to get the device server operational plug in the 5V power supply
- connect the network cable to the RJ connector
- Execute the Configuration tool (there is nothing to install)

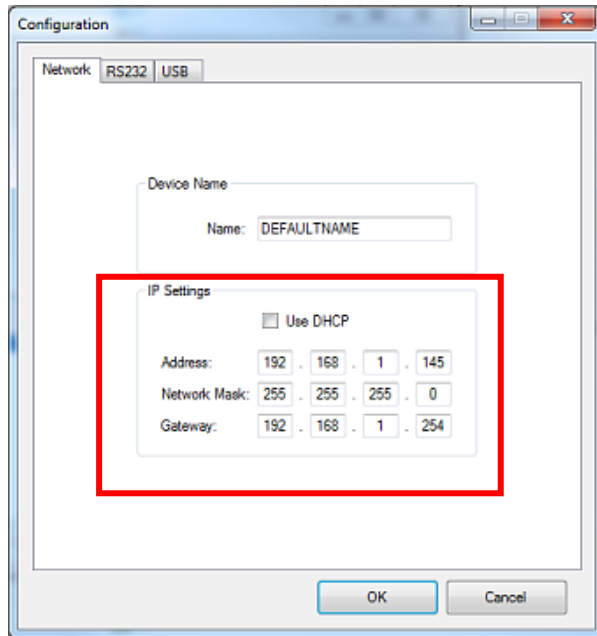


- Click to "Search"
- Select the TCPConv device of your choice and click to "Configuration"
- Enter the login credentials.

Name: admin

Password: by default this is blank

- Enter the appropriate IP settings for that device.

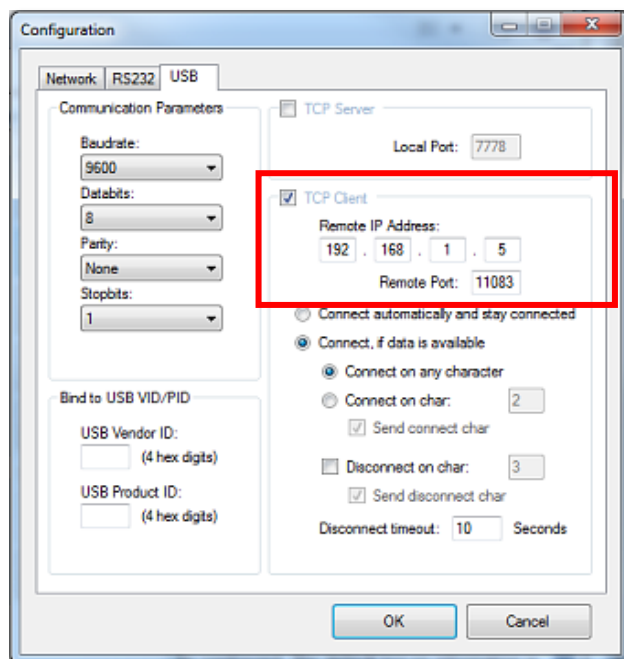


The screenshot shows the 'Configuration' window with the 'Network' tab selected. The 'Device Name' field is set to 'DEFAULTNAME'. The 'IP Settings' section is highlighted with a red box. It contains a checkbox for 'Use DHCP' which is unchecked. Below it, the 'Address' is set to 192.168.1.145, the 'Network Mask' is 255.255.255.0, and the 'Gateway' is 192.168.1.254. The 'OK' and 'Cancel' buttons are at the bottom.



Make sure to use a static IP. **Don't use DHCP.**

- Enter the USB settings.



The screenshot shows the 'Configuration' window with the 'USB' tab selected. The 'Communication Parameters' section is on the left, and the 'TCP Server' section is on the right. The 'TCP Client' section is highlighted with a red box. It contains a checkbox for 'TCP Client' which is checked. Below it, the 'Remote IP Address' is set to 192.168.1.5, and the 'Remote Port' is 11083. The 'Connect automatically and stay connected' checkbox is unchecked. The 'Connect, if data is available' checkbox is checked. The 'Connect on any character' checkbox is checked. The 'Connect on char:' field is set to 2. The 'Send connect char' checkbox is checked. The 'Disconnect on char:' field is set to 3. The 'Send disconnect char' checkbox is checked. The 'Disconnect timeout:' field is set to 10 seconds. The 'OK' and 'Cancel' buttons are at the bottom.



Remote IP Address: make sure to enter the **e-FOLLOW Server IP-Address** here.

- Click to OK to confirm the settings and to upload the configuration to the device server
- Click to "Restart". This will restart the device running the new configuration

12 e-FOLLOW reference

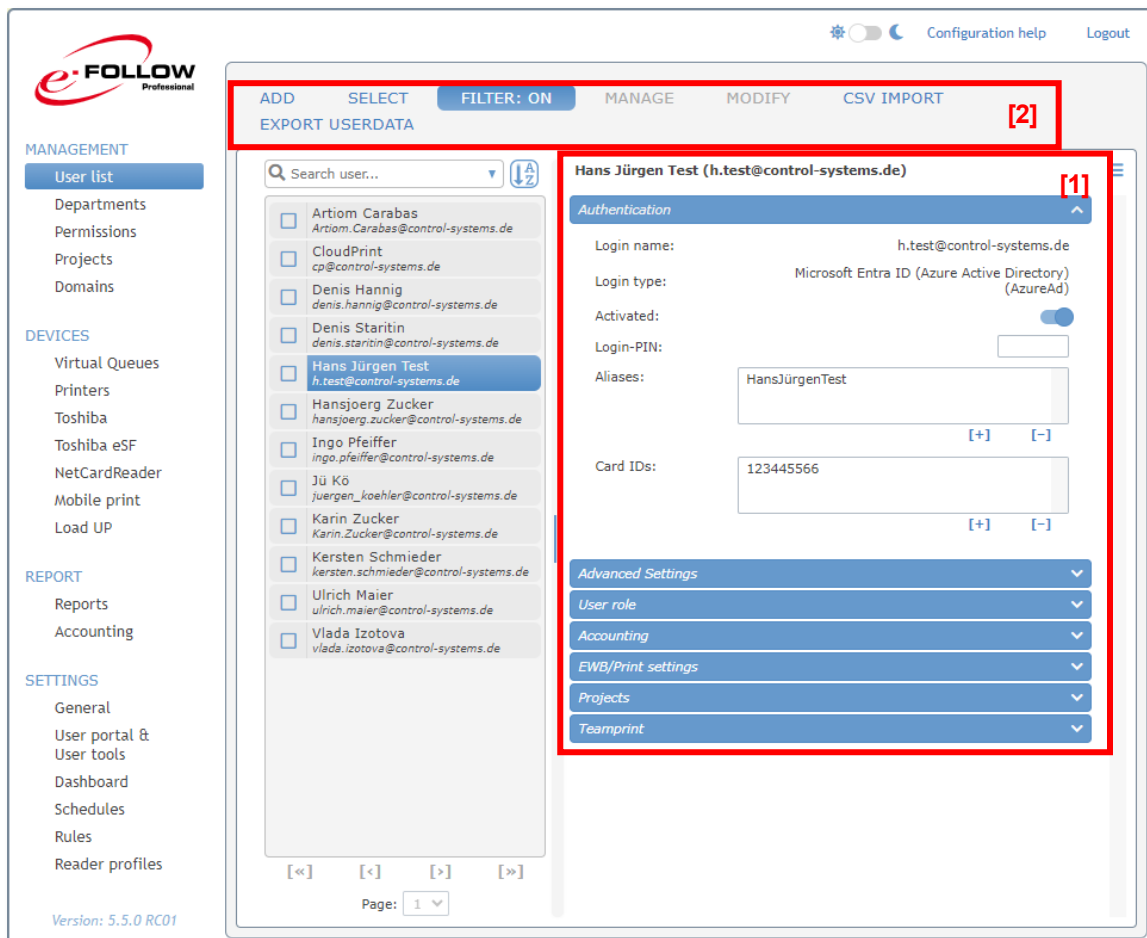
This chapter describes the sequence of menus, functions, parameters and it's dependencies.

12.1 MANAGEMENT

The user menu contains all data and settings related to users. The e-FOLLOW database can hold user data imported from the local domain (Active Directory) as well as 'internal' users (users that do not have an AD-account)




12.1.1 User list

The user list table shows all users (domain & internal) stored in the e-FOLLOW database.



The List shows the users **Username** and **Login name**.

[1] On the right you see the user details sections to modify the

- User's **Authentication** settings
- **Advanced** settings
- **User role** 
- **Accounting** settings
- **EWB/Print settings**
- User's **Projects** 
- **Teamprint** 

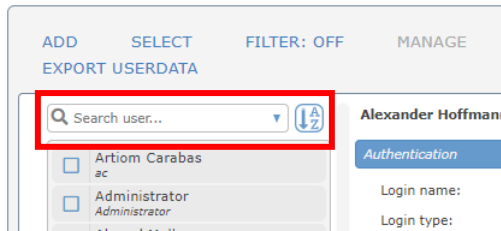
[2] Above the list you find the options to

- **Add** internal users

- **Select** users
- Setting **filters** for the user list
- **Manage** user accounts
- **Modify** user accounts
- **CSV Import**
- **EXPORT** Userdata

12.1.1.1 Search user

To search for a specific user e-FOLLOW provides a convenient search engine.

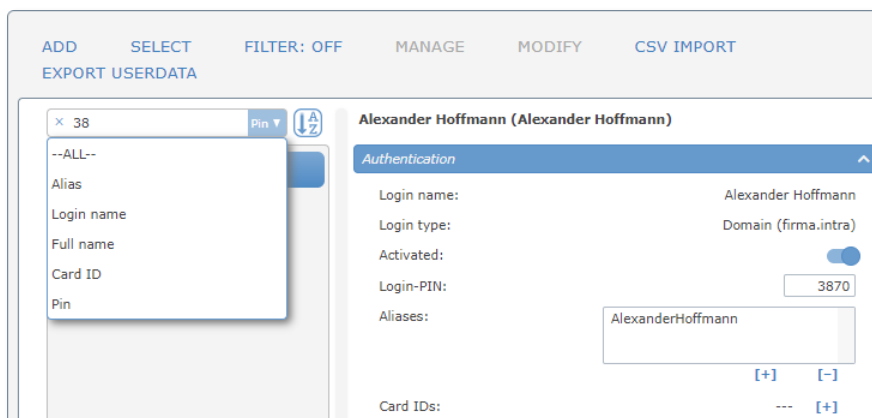



Enter any phrase into the search window. e-FOLLOW will query all relevant fields

- Alias
- Login Name
- Full Name
- Card- ID
- PIN

for that phrase.

The search can be narrowed down by selecting a specific field to be searched.



Use the  symbol to change the sort order of the search results.

12.1.1.2 ADD (internal user)

Click to Add to adding a new internal user.

Login name, Username and password are mandatory.

If available, select a department the user is belonging to and enter his/her email address and home directory.



The user's email address is registered to the Toshiba device when the user logs in and can be used according the [email address settings](#).

12.1.1.3 SELECT (users)

Using this option will help you to select/unselect multiple users.

[1] checking [v] will move the user to the **selected users** box [2]

Clicking to x will unselect the user and remove him from the selected user box

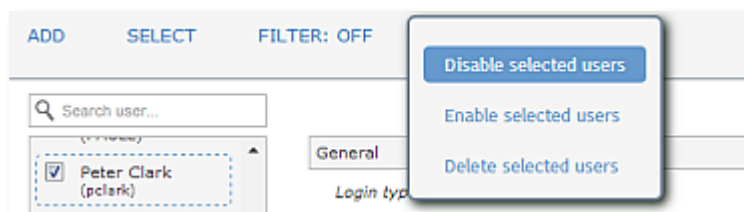
12.1.1.4 FILTER

The filter option allows setting a filter to the list of users by different criteria.

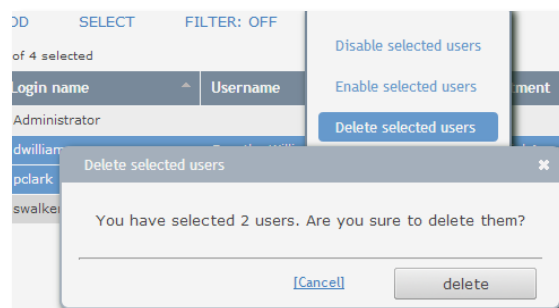
When a filter is active (set) this is indicated by a highlighted **FILTER: ON** in the function bar.

12.1.1.5 MANAGE

Use the manage function to disable/enable or delete a single or a number of selected users.

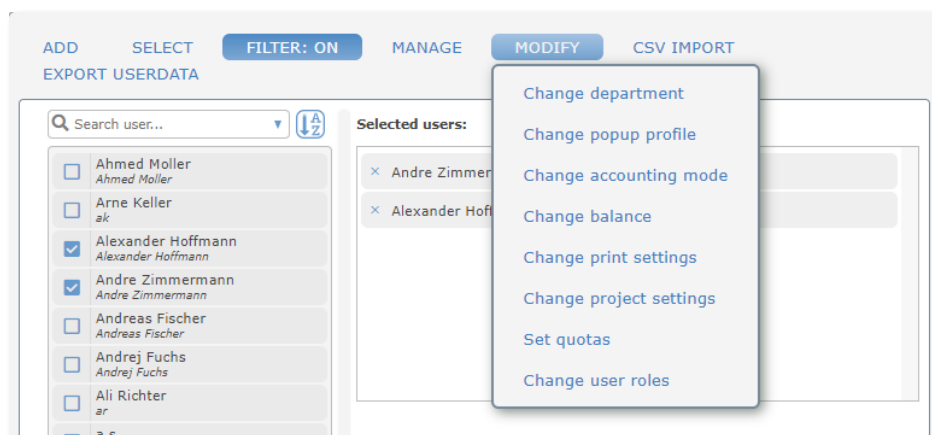


Before the execution of a management function you are requested to confirm this action.



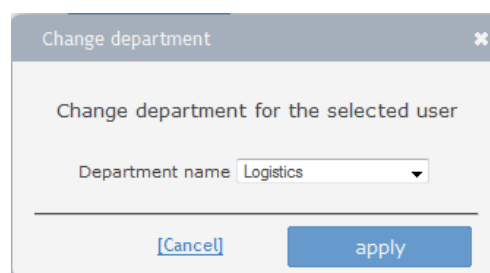
12.1.1.6 MODIFY

The modify function allows a couple of modifications to the accounts of the selected users.



Change department

Assign a department to the selected user/s.



Change accounting mode

Select the accounting mode for the selected user/s.



Attention

If you change the accounting mode to "Use quotas" you must make sure that quotas are set correctly. Else the users may not perform any printouts or copies.



Set/Add/Charge Balance

Here you can modify the balance of the selected user/s. You can

- set the balance to a specific amount (current balances will be replaced)
- add an amount to the selected user accounts
- deduct an amount from the selected user accounts



Set low balance limit

The low balance limit is an amount of money a user must have at minimum. If the current balance runs below this limit the user will not be allowed to print or to login to a device.



Set balance warning limit

If the user's balance runs below this limit he will be notified by email.



Make sure that the SMTP/E-Mail settings have been configured correctly.



Set user-specific prices

Here you can define prices for the selected users. These prices will replace the prices set for the Toshiba devices.



Clicking to **[don't use user-specific prices]** will remove all user-specific prices from the selected user accounts.

Change print settings

Here you can change the general print setting used on Toshiba devices for the selected users.

The settings can be

- enabled, overwriting any settings done for departments or devices
- unchanged. Settings will be taken as defined by departments or devices
- disabled, overwriting any settings done for departments or devices

Set project settings

Her you can change the project settings for the selected users.

The settings can be

- Setting will be set to enabled
- unchanged. Settings will be taken as defined previously
- Setting will be set to disabled

Set quotas

Here you can set quotas for the selected users. If you do not wish to use quotas for a certain function - e.g. faxing, scanning - you can disable the use of quotas by clicking to **[disable]**. The page quota field gets grayed out and the link changes to **[enable]**.

This will make the selected function 'unlimited'.

Change user roles

Here you can set the user roles for the selected users. When Use user role is enabled, the user is also allowed to log in the e-FOLLOW management. With the roles below you can manage the settings the user is able to modify.

- enabled, user is able to modify these kinds of settings
- unchanged.
- disabled, user will not see these kinds of settings (default)

12.1.1.7 USER - CSV Import

User data can be easily added or modified via .csv file. This function allows to add new (internal) users to the e-FOLLOW database and to modify or add data to existing user accounts.

[1] Import file:

Here you can upload a .csv file containing user data or you can replace the existing file, which is shown.

You can easily upload/replace the user_import.csv file by pressing the button Upload new CSV file.

[2] Syntax

Make sure the structure of the .csv file is correct. The first line will be imported too.

Valid values for Accounting type are

- None
- Protocol
- Quota

[3] Separators

Here you can define the field separators (comma, semicolon or tab stop).

[4] Check during import

Here you can define if all fields should be imported as they are or if pin, alias, card-id and e-mail address should be only imported if not used by any existing user.

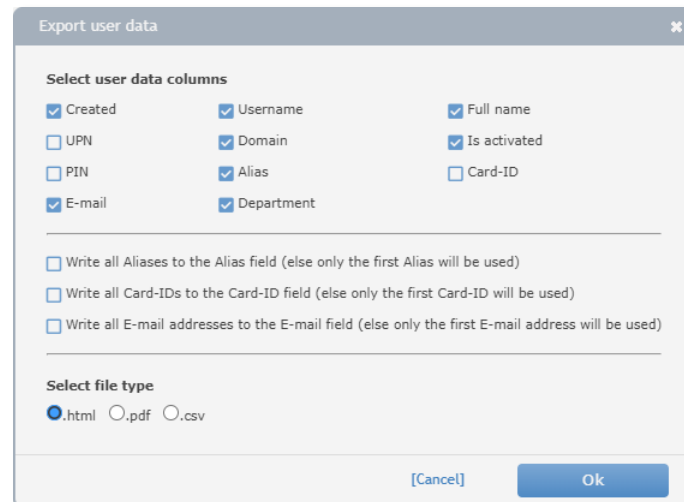


If the user already exists new values for Alias, Card ID and Email Address will be added. All other values will be overwritten. In general, empty values from the CSV file are ignored. All informations about import status and errors can be found in the dashboard.

12.1.1.8 Export Userdata

All users can be exported to an HTML, PDF, or CSV file. To do this, select the desired columns and click OK to start the export.

Some fields may contain multiple values, such as aliases, card IDs, or email addresses. With the corresponding settings, you can choose whether to export only the first value or all values.



The dialog box titled "Export user data" contains the following sections:

- Select user data columns:** A grid of checkboxes for selecting data columns. The columns are:
 - Created (checked)
 - UPN (unchecked)
 - PIN (unchecked)
 - E-mail (checked)
 - Username (checked)
 - Domain (checked)
 - Alias (checked)
 - Department (checked)
 - Full name (checked)
 - Is activated (checked)
 - Card-ID (unchecked)
- Write all Aliases to the Alias field (else only the first Alias will be used)** (unchecked)
- Write all Card-IDs to the Card-ID field (else only the first Card-ID will be used)** (unchecked)
- Write all E-mail addresses to the E-mail field (else only the first E-mail address will be used)** (unchecked)
- Select file type:** Radio buttons for file format:
 - .html (selected)
 - .pdf (unchecked)
 - .csv (unchecked)

At the bottom right, there are two buttons: "[Cancel]" and "Ok".

12.1.1.9 User details / Authentication

To view or modify the user details just click to the name of the desired user.

The screenshot shows the 'Authentication' tab for the user 'Hans Jürgen Test (h.test@control-systems.de)'. The left sidebar lists other users. The main panel shows the following details:

- Login name:** h.test@control-systems.de [1]
- Login type:** Microsoft Entra ID (Azure Active Directory) (AzureAd) [1]
- Activated:** [Switched On] [2]
- Login-PIN:** 99 [3]
- Aliases:** HansJürgenTest [4]
- Card IDs:** 123445566 [5]

[1] user details

- Login name: This is also known as 'User Principal Name' It needs to be entered when logging in with username and password
- Login type: Here you can see from which type of directory the user was imported and what its name is.



Domain user's passwords are always authenticated against the domain controller

[2] use this switch to disable/enable the user account.

[3] Login-PIN: If the login type "PIN Code" is enabled at the MFP, the user's PIN can be assigned here

[4] Aliases: here you can enter additional login names for the user. This can be useful, if e.g. the Login names are complex or very long. Aliases can also be used to map print jobs from other environments (e.g. SAP), where they use different user names. Users may have multiple (unlimited) aliases.

[5] Card IDs: If the users are allowed to login by card the card IDs can be entered here. Users may have multiple (unlimited) card IDs.

12.1.1.10 User Details / Advanced

Here you can define add advances user settings.

The screenshot shows a user management interface. On the left is a list of users, with 'Hans Jürgen Test' selected. On the right, the settings for this user are displayed under the 'Advanced Settings' tab. The settings are grouped into five red-bordered sections, each with a red label in the top right corner:

- [1]** Email address: A text input field containing 'h.test@control-systems.de' with '+' and '-' buttons below it.
- [2]** Department: A dropdown menu showing 'Demo'. Below it is a 'Homedirectory:' label.
- [3]** Popup profile: A dropdown menu showing 'Confirmation'.
- [4]** Allow PIN login in Mobile App: A toggle switch that is currently turned off. Below it is a '[Permissions]' link.
- [5]** Is a Multi-User for Chrome Extension: A toggle switch that is currently turned off.

[1] Email addresses: here you can enter one or more email-addresses for this user.



Multiple Email-addresses may be useful for Email-to-print when sending jobs from different accounts.

[2] Department/Home directory: select a department from the list the user is belonging to



By default, these values are synchronized from a directory service. If these items are not available or in case of internal (non-domain) users you can add this here.



[3] Popup profile: in case PopUps are required you can select the popup type for the specific user. In case the **Mandatory** flag is enabled all jobs must be processed by the popup, else they are refused by the server.

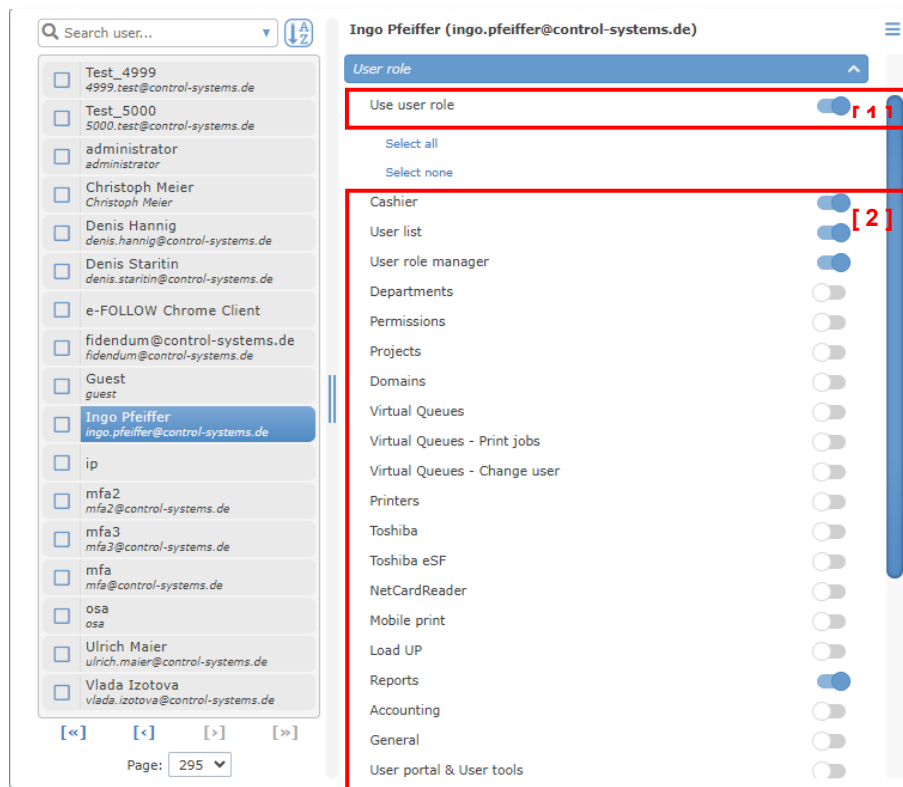
[4] If enabled the user can login to the mobile App by just entering his PIN.

[5] Shows if this is a Multi-User for the Chrome Extentsion



12.1.1.11 User Details / User role

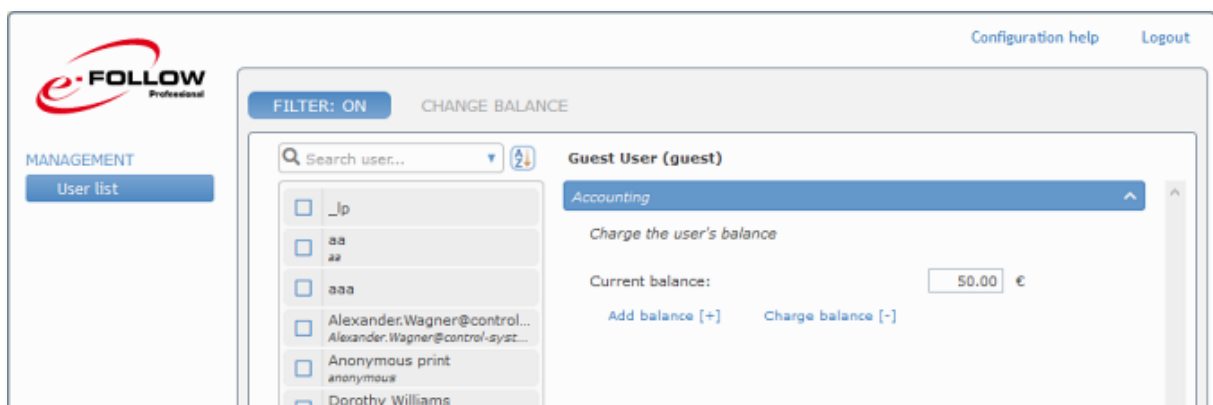
e-FOLLOW.cloud provides a user role concept, allowing individual users to get access to certain management options.



[1] Use user role: If enabled the user can login to e-FOLLOW.cloud management

[2] Here you can select the user's access permissions. All e-FOLLOW menu items can be selected individually.

After login, the user can only see the options enabled for his role.



12.1.1.11.1 Cashier

The special cashier role is intended for users who shall only be able to modify the users balance or quotas.

When you login as 'cashier' the access is limited to the balance/quota settings.

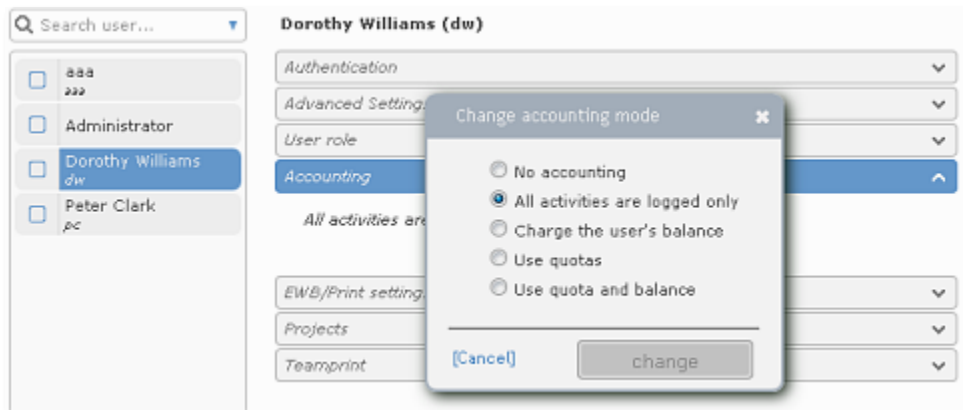
Click to **Current balance** to modify/set the balance to a new value (overwrite).

Add balance [+] and **Charge balance [-]** will allow the cashier to increase or decrease the user balance by the desired amount.

The modification of user quotas is performed accordingly.

12.1.1.12 User Details / Accounting

Here you can define the accounting type of the user.



To select a new accounting type, click to [\[change\]](#) and select the desired accounting mode.

No accounting: nothing will be tracked and logged for this user

Only log activities: All activities (print, copy, scan, fax) are logged in the e-FOLLOW transaction database. But the user is not restricted/limited.



Charge user balance: All activities (print, copy, scan, fax) are charged to the user's balance according the prices set.

Current balance The actual user's balance

Low balance limit for login If the user balance runs below this amount, he will not be allowed to print and to login to Toshiba devices.

Send low balance warning The user can be notified via email if his current balance runs below the limit for low balance warning

Limit for low balance warning

User-specific prices Here you can define a user-specific price table for Toshiba devices. This will override the prices set for the devices.

[Reset reserved balance]



When a user is logging in to a device his balance is transferred to this device. To avoid mis- or double use of this balance it is blocked for further use on a second or third device.

If – for any reason – the remaining balance can't be transferred back to the server (e.g. in case of switching off the device while printing) the balance keeps blocked. In such cases the administrator can Reset the user's balance and make it back available so the user can log in again to other devices.

Clicking to the [\[Reset reserved balance\]](#) link will show the device's IP address and the amount that is reserved.

Clicking to [Delete] will reset the reserved amount back to 0.

Use Quotas:

The user account is limited by quotas.

Beside a total 'over all' quota you can define additional quotas for color usage, prints, copies, scans and faxes.



Attention

Quotas can also be set for Departments and Devices. So it might happen that even if the user still has e.g. color quota available he can't do color prints or copies if the color quota of his department or the color quota of the device is used up.

Quotas are only checked at user login at the MFP. They are not used to interrupt jobs. Therefore it is possible for users to have negative quotas.

**Use quotas and user account balance:**

This mode allows the parallel use of both, quotas and user's account balances.



It is intended to give e.g. a periodical 'free quota' to students or staff. Jobs exceeding these free quotas need to be paid by the users account balances.

The free quotas may be assigned automatically by scheduled task whereas account balances can be added by users in self-service via Load.UP money loader or the user portal's web-pay option.

**Important**

It is important to know that quotas will always be used first.

The screenshot shows a web interface titled 'Accounting' with a sub-header 'Use quota and balance' and a '[change]' link. The settings are as follows:

| Setting | Value | Unit |
|---|--------------------------|-------|
| Total quota: | 1000 | Pages |
| Current balance: | 13.00 | € |
| Low balance limit for login: | 0.00 | € |
| [Reset reserved balance] | | |
| Send low balance warning: | <input type="checkbox"/> | |
| Limit for low balance warning: | | € |
| Use user-specific prices for Toshiba devices: | <input type="checkbox"/> | |
| Price for one black & white page (small): | | € |
| Price for one black & white page (large): | | € |

12.1.1.13 User details / EWB/Print settings

Here you can define basic EWB and print settings on e-BRIDGE for this user.

Print all jobs immediately after logging in (Quickprint):

If this function is enabled all print jobs of the user (also TeamPrint jobs) will be sent to the device immediately after login.

Notify user if “QuickPrint” failed

If there was an error while printing jobs immediately after login the user will receive a notification by email or popup.

Keep print jobs after printing for reprint

The checkbox “Keep job after printing” is checked by default.

Show “Keep print jobs” option in job list

Selects if the checkbox “Keep job after printing” is visible or not.

Show print and keep button

Will enable an extra button with “print & keep” next to the print button.

Force Duplex printing:

all printouts on e-BRIDGE devices will be converted to duplex

Enable duplex printing by default:

In case the Force duplex is set to off, you can configure if the Duplex setting is enabled by default.

Enable simplex printing by default:

In case the Force duplex is set to off, you can configure if the Simplex setting is enabled by default.

Force black & white printing:

all printouts will be done in B&W

Enabled black & white printing by default:

In case the Force black & white printing is set to off, you can configure if the B&W setting is enabled by default.

| | |
|---|---|
| Force erasable blue printing: | all printouts will be done in erasable blue (ECO device only) |
| Do not print on "Low Paper": | If enabled printing cannot be started if the device has low paper or no paper warning |
| Print job list sorted by: | Select the default sort order for the print job list |
| Show print job list immediately: | if enabled, the welcome screen will be skipped |

Automatic deletion of jobs (This will activate single print)

The **Automatic deletion of pending jobs on Toshiba / Toshiba eSF devices** settings defines the treatment of jobs that have already been selected for printing in case of an error, user log out or user login.

This will ensure that documents will only be retrieved by the authorized user.

| | |
|------------------|--|
| At Logout | As soon as the user is pressing the logout button, e-FOLLOW removes all jobs from the device's job list. |
|------------------|--|



To prevent removing the current job list due to auto-logout it is recommended to set the **Autoclear** function on the device to 'No limit'

| | |
|----------------------------|--|
| Cancel running jobs | If enabled the currently running job is stopped and removed additionally. Else the running job will be finished. |
|----------------------------|--|

| | |
|---------------------------------|--|
| Delete on error after .. | This will delete the current job that caused an error (e.g. paper jam) and the pending job list after xx seconds. If the error gets fixed in between the xx seconds, the device will continue to print and to process the user's current job list. |
|---------------------------------|--|



Once one of the 'Automatic deletion of jobs' option is enabled, the printing system will change to single-print-mode. This means that a next job of a selected list of jobs will not be sent to the device before the prior job has been completely finished.

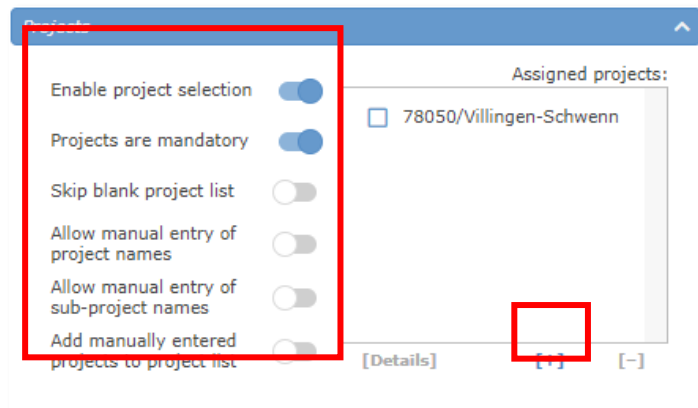


12.1.1.14 User details / Projects

Click to **[+]** to add one or multiple projects to the list of user assigned projects.



Global project can't be assigned to a user as they are available by default.



You can define the handling of Project Codes in e-FOLLOW.

Enable project selection.

This enables the project selection for jobs on e-BRIDGE devices (EWB client) for the current user.

Project are mandatory

If enabled the selection of a project code is mandatory. Jobs without a project code will be cancelled.

Skip blank project list

If a user does not have any project codes assigned (and there are no global projects available) the user will not be prompted to select a project code when this option is enabled.

Allow manual entry of project names

In addition to select project codes from a list, the user can be allowed to manually enter a project code.

Allow manual entry of sub-project names

..same for sub-project codes.

Add manually entered projects to list

If enabled, the manually entered project code will be added to the user's project code list.



Global projects (projects that are available to all users) cannot be added to the list.



12.1.1.15 User details / TeamPrint

Here you can allow this user to release jobs originally printed/owned by other users.

Hans Test (ht)

Authentication

Advanced Settings

User role

Accounting

EWB/Print settings

Projects

Teamprint

The user has access to print jobs of following users, departments and security groups [1]

Users: Andre Zimmermann, Andreas Fischer

Departments:

Groups (AD):

Groups (Entra ID): control-systems.de

User can create jobs, which don't appear in teamprint [2]

[1] Select individual users, departments, security groups or Entra ID groups.

[2] Privacy setting

This option allows the user to flag individual print jobs as 'private' jobs. These jobs will not be seen in the print job list on the MFP or mobile device by any other users, even if they have been granted the right to release his jobs.



To flag print jobs being private the client PopUp must be executed on the users Workstation.

Invoice-3324-03-2014.rtf

Invoice-3324-03-2014.rtf

1 Page

☐ Hide popup for the next jobs.

☐ Hide popup for the next minutes.

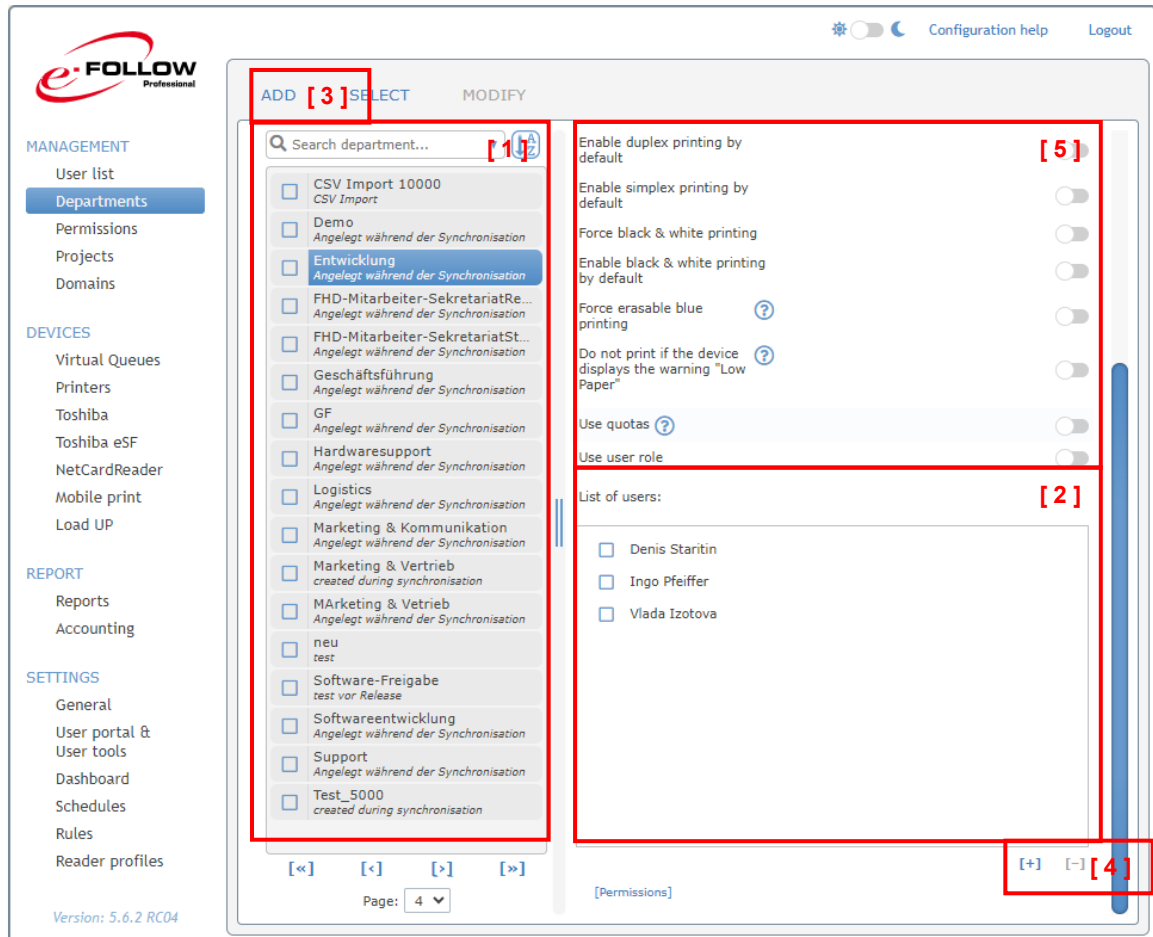
☐ Make this job private

Cancel Send

12.1.2 Departments

Departments are organizational units. Each user may belong to only one department. Usually the association of users to departments is done in Active Directory.

When synchronizing the domain e-FOLLOW automatically imports all departments and the association of users.



1. List of departments
2. List of users belonging to the selected department
3. press ADD to manually add a department
4. press [+/-] to manually add users to the selected department
5. enable QuickPrint; enable/show keep print jobs; enable/force duplex printing; enable simplex by default; enable/force black&white printing; force erasable blue printing; enable prevent printing at low paper; set quotas and user roles for the selected department.

12.1.2.1 Use Quotas

Similar to user's quotas you can define quotas for departments as well.

Beside a total 'over all' quota you can define additional quotas for color usage, prints, copies, scans and faxes.

The screenshot displays the 'Department Quotas' configuration window. On the left, a list of departments is shown with checkboxes and a search bar. The 'Entwicklung' department is selected. On the right, various settings are configured for the selected department:

- Description:** Angelegt während der Synchronisation [change]
- Force duplex printing:** ☐
- Enable duplex printing by default:** ☐
- Enable simplex printing by default:** ☐
- Force black & white printing:** ☐
- Enable black & white printing by default:** ☐
- Force erasable blue printing:** ☐ ?
- Use quotas:** ☒ ?
- Total quota:** ☐ Pages
- Color quota:** ☒ 500 Pages
- Print quota:** ☐ Pages
- Copy quota:** ☐ Pages
- Scan quota:** ☐ Pages
- Fax quota:** ☐ Pages
- Use user role:** ☐



Attention

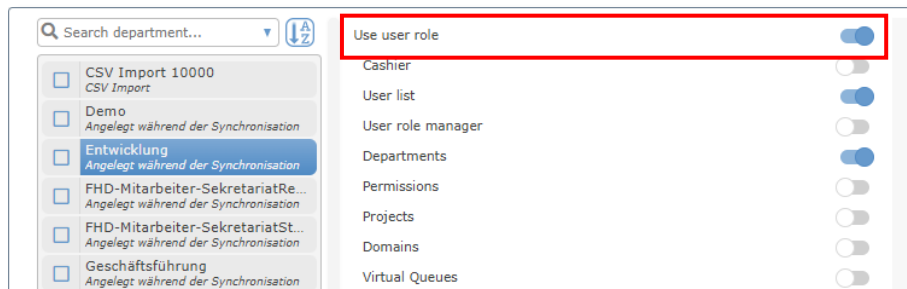
Quotas can also be set for Users and Devices. So it might occur that even if the Department still has color quota available a user can't do color prints or copies if his personal color quota or the color quota of the device is used up.

Quotas are only checked at user login at the MFP. They are not used to interrupt jobs. Therefore it is possible for users to have negative quotas.



12.1.2.2 Use user role

e-FOLLOW user roles can also be assigned by department. This means that a specific role can easily be assigned (or revoked) to all users belonging to the same department.



Use user role: If enabled, user roles get enabled for all users belonging to the selected department and you now can assign the desired roles to all users.

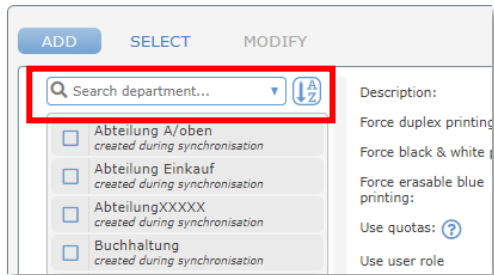


Attention

Disabling a user role will revoke the role from all users of that department.

12.1.2.3 Search for departments

To search for a specific department e-FOLLOW provides a convenient search engine.

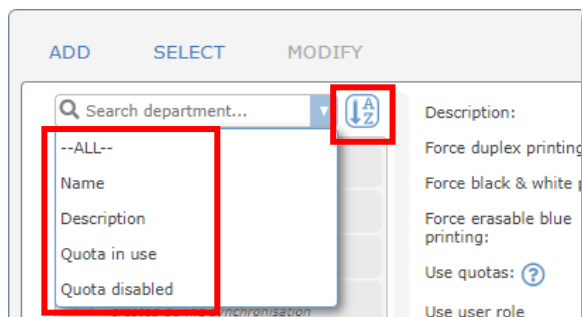



Enter any phrase into the search window. e-FOLLOW will query all relevant fields

- Name
- Description

for that phrase.

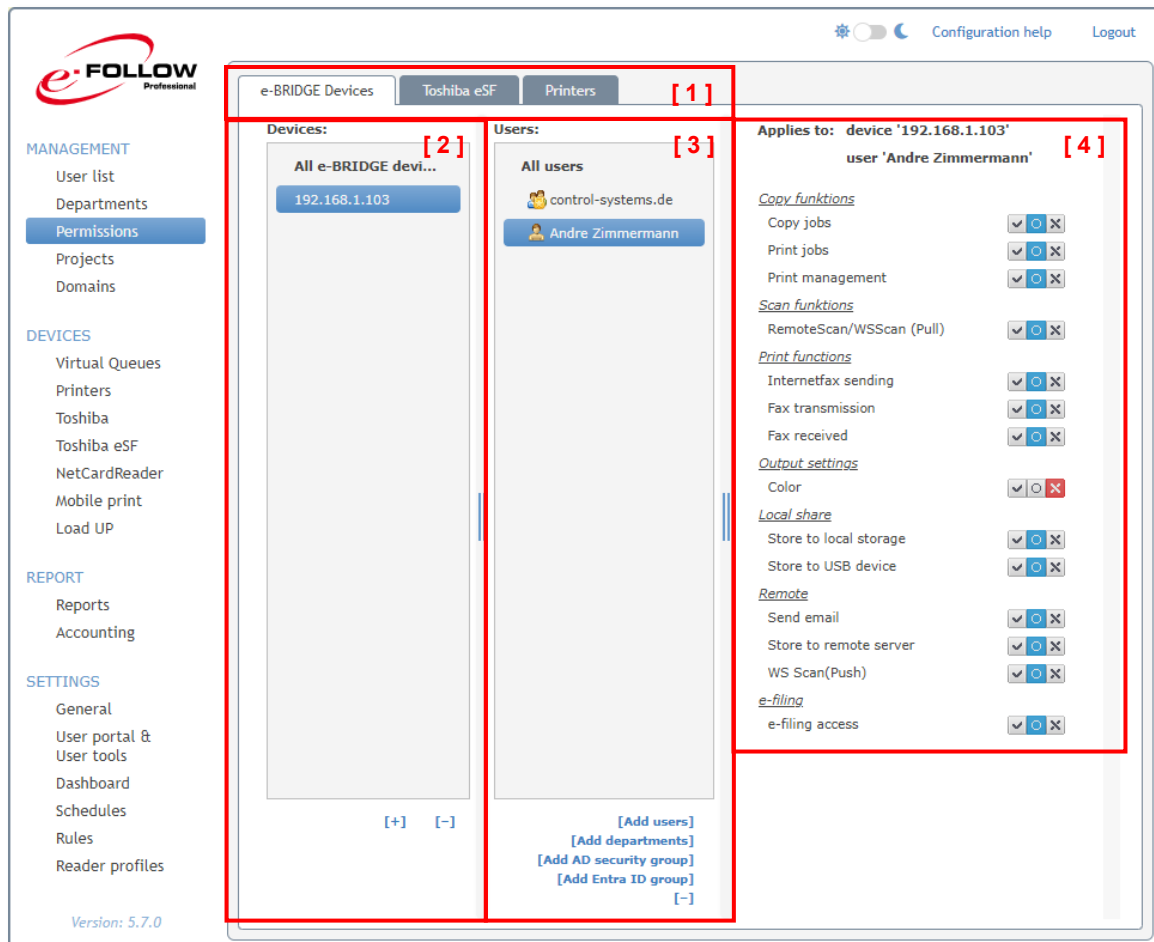
The search can be narrowed down by selecting a specific field to be searched or by departments that are configured with **Quota in use** or **with Quota disabled**.



Use the  symbol to change the sort order of the search results.

12.1.3 Permissions

The concept of permissions in e-FOLLOW describes what functions & features users are allowed or denied when printing to a direct queue or using a Toshiba e-BRIDGE X device.



1. Permission settings are set for **Toshiba / eSF devices** or **Printers**.
2. Device list: First of all permissions are globally set for **All devices/queues**. By default all features are 'allowed'. To deny a feature change its status to 'denied'

By pressing **[+]** you can add single Toshiba devices (or direct queues). By default permissions are derived from the global settings for all devices. This is indicated by the status

3. The list of users shows whom the permissions are applied to. By default the settings are applied to **All users**. Similar to the devices/queues you can add individual users, departments, security groups and Entra ID groups by pressing the corresponding icon.

This allows to individually apply permissions for each combination of user, department, group and devices or direct queues.

4. To adjust permissions e-FOLLOW offers a tri-state setting switch for each feature.

This feature is allowed

The permission for this feature is passed through

This feature is denied

The Priority of permissions is organized hierarchically:

1. Toshiba device / direct queue
2. User
3. Department
4. Security Groups
5. Entra ID groups



12.1.4 Projects

In e-FOLLOW print and copy transactions can - in addition to user and departments - optionally be assigned to a Project code. Projects can be used, e.g. to charge back cost to projects or clients. Each project can have an unlimited number of sub-projects allowing the administrator to realize a fine grained accounting structure.

e-FOLLOW knows two types of projects:

global projects

these projects (and sub-projects) are available to all users.

personal assigned projects

these projects must be assigned to specific users. Only the assignees are able to select these projects and their sub-projects.

Each project code can be specified as a 'personal' project or 'global' project by enabling or disabling the **User assignment enabled** option.

Projects can either be selected at the e-BRIDGE embedded client, the workstation client popup or the mobile print release App.

12.1.4.1 Import Projects from .csv

The list of projects, sub-projects and user assignment in e-FOLLOW can be imported via a .csv file.



[1] Import file:

The location and filename of the .csv file is fix. So please make sure the file is named project_import.csv and located in the root of e-FOLLOW install path as indicated here.



You can easily upload / replace the project_import.csv file by pressing the button Upload new Project Import File.

[2] Syntax

Make sure the structure / syntax of the .csv file is correct. Please refer to the examples for global and user assigned projects.

Global:

project-name
project-name, sub-project-name*

user assigned:

project-name,,username
project-name,sub-project-name*,username

*) sub-project name is optional. Make sure, that in case of user assigned projects the username is placed as third field.

[3] Separators

Here you can define the field separators (comma, semicolon or tab stop) and the type of brackets containing the descriptions.

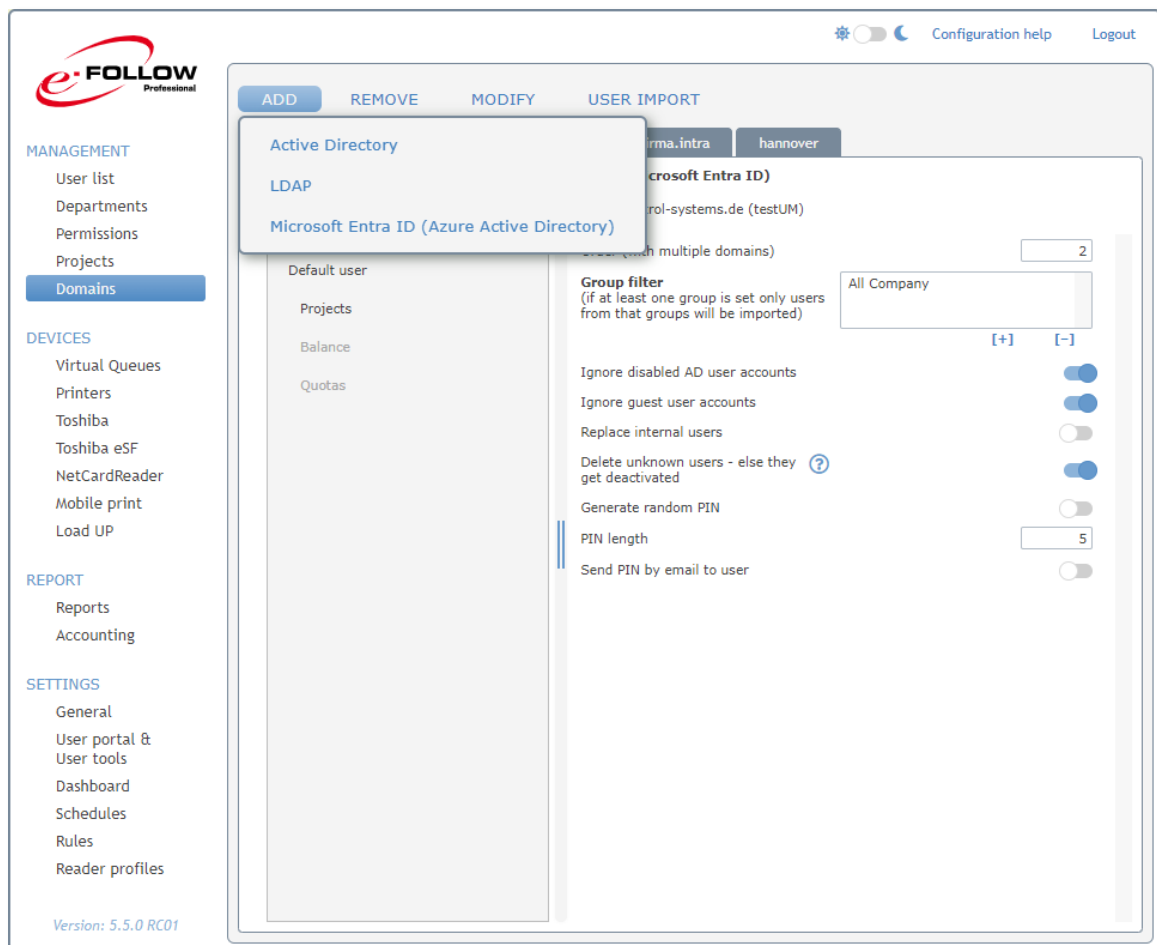


[4] !DROP_TABLE

If you add the expression '!DROP_TABLE' at the first line of the .csv file all project codes and user assignments will be deleted before importing the data from .csv. Else new data will be appended.

12.1.5 Domains

e-FOLLOW supports the synchronization of users from the local Windows domain (Active directory). Additionally, e-FOLLOW supports the synchronization via LDAP and Azure Active Directory (AAD). By default, the domain is auto detected according the membership of the e-FOLLOW server.



Synchronization will be performed immediately by clicking to **[USER IMPORT]**

Users can also be synchronized automatically. Please refer to the chapter **Schedules**.



12.1.5.1 Domains - ADD Domain



e-FOLLOW Professional can synchronize users from multiple active directories, LDAP Servers or Azure active directories. Clicking to **[ADD]** will allow entering the hostname/IP and credentials for an additional Server.

Active Directory

The 'Add domain (Active Directory)' dialog box contains the following fields and controls:

- Local domain:** A toggle switch, currently turned off.
- Hostname/IP Address:** A text input field with an asterisk (*) indicating it is required.
- Login name:** A text input field with an asterisk (*) indicating it is required.
- Password:** A text input field with an asterisk (*) indicating it is required.
- Buttons:** '[Cancel]' and 'add'.

LDAP

The 'Add domain (LDAP)' dialog box contains the following fields and controls:

- Name:** A text input field with an asterisk (*) indicating it is required.
- Hostname/IP Address:** A text input field with an asterisk (*) indicating it is required.
- Port:** A text input field with the value '389' and an asterisk (*) indicating it is required.
- SSL:** A toggle switch, currently turned off.
- Base DN:** A text input field with an asterisk (*) indicating it is required. Below the field is the example: 'Example: DC=domain,DC=local'.
- Admin DN:** A text input field with an asterisk (*) indicating it is required. Below the field is the example: 'Example: CN=admin,DC=domain,DC=local' and 'Active Directory: CN=Administrator,CN=Users,DC=domain,DC=local'.
- Password:** A text input field with an asterisk (*) indicating it is required.
- Buttons:** '[Cancel]' and 'add'.



LDAP import can only be performed if the LDAP Server supports ***paged search***.

Microsoft Entra ID (Azure Active Directory)

The 'Add domain (Microsoft Entra ID (Azure Active Directory))' dialog box contains the following fields and controls:

- Name:** A text input field with an asterisk (*) indicating it is required.
- Tenant ID:** A text input field with an asterisk (*) indicating it is required.
- Client ID:** A text input field with an asterisk (*) indicating it is required.
- Client Secret:** A text input field with an asterisk (*) indicating it is required.
- @Domain:** A text input field with the value '@your-azure-ad-domain-name.com' and an asterisk (*) indicating it is required. Below the field is the note: '(will be added to the username at printing at login if not present)'.
- User self-enrollment:** A toggle switch with a question mark icon, currently turned off.
- Buttons:** '[Cancel]' and 'add'.



Attention

When 'Write new Cad-IDs to A.D.' is enabled, the user specified here must have **write**-permission.

12.1.5.2 Domain - REMOVE

This will allow to remove a domain from e-FOLLOW.

**Attention**

When removing a domain all users, user settings and the jobs pending for these users will be deleted accordingly.

12.1.5.3 Domains – User import

Here the synchronization options are configured.

Order (with multiple domains)

If there are several domains, the search order for users can be set here.

OU filter

This allows you to import users only from specific OUs. Enter any part of the distinguishedName of the OUs you will like to import. This will also import users of any sub-OUs of the selected OUs.

Security group filter

This allows you to import users only from specific security groups. Enter any part of the distinguishedName of the security groups you will like to import.



e-FOLLOW allows to deal with filters containing only the relevant part of the OU/group name. e.g. your domain structure contains sub-OUs "users" in each "branch"-OU like:

OU=users,OU=branch-north,DC=domain,DC=com
 OU=users,OU=branch-south,DC=domain,DC=com
 OU=users,OU=branch-west,DC=domain,DC=com

In this case you do not need to enter 3 filters but only

OU=users or

OU=users,OU=branch

to avoid to import users from the common OU "users"



Attention

Filtering for groups in additional (non-local) domains is not supported.

Ignore disabled AD accounts

If enabled, accounts that are disabled in the domain will not be imported to the e-FOLLOW database.

Replace internal users

If enabled, internal users will be replaced by the domain users in case of identical user names (Login name / samAccountName)

Delete unknown users

Domain users that are present in the e-FOLLOW database will be removed if the corresponding account in Active Directory does not exist anymore.

Generate random PIN

If enabled this will assign a random PIN to each user account

PIN length

Defines the number of digits for new PINs

Send PIN by email to user

Each user will receive an email containing the new PIN

12.1.5.4 Domains - Attribute names

The database fields in e-FOLLOW are retrieved from specific attributes in AD. By default, the attribute names are set to common values. Here you can change/ add the attribute names holding the data for the specific database fields.

User import

Attribute names / Test

Default user

Projects

Balance

Quotas

AzureAd (Microsoft Entra ID)

Name: Control Systems GmbH & Co. KG (e-F-App)

To use the on-premises extension attributes, simply use extensionAttribute1, extensionAttribute2, ... as the attribute name.

Display name:

Alias:

Limit and shorten alias to allowed characters for windows login: ☒

Remove existing aliases before Import: ☐

Email address:

Home directory:

Custom home directory ?
Will be used if no home directory is found. Wildcards:

Department:

Card ID:

Login-PIN:

Company:

Test

Username / ID:

Password (optional):

[Test]

[Reset Entra ID Token]

To use the on-premises extension attributes, simply use extensionAttribute1, extensionAttribute2, ... as the attribute name.



The Alias field is mandatory and essential for assigning print jobs. Therefore the Alias must be changed to fit to the Windows login name (Limit and shorten alias to allowed characters for windows login).



The '**custom home directory**' can be used to define a user's homeDirectory even if it can't be retrieved from the directory service. Enter the SERVER & PATH and if required "::username" as a wildcard for the user login name (sAMAccountName)

For Entra ID authentication, a token is used. If the Entra ID configuration changes (e.g., permissions), you can press [Reset Entra ID Token] to obtain a new one.

You can also press [Check Entra ID Token] to view the assigned permissions and the token's expiration time (the token is automatically renewed).

12.1.5.5 Domains - Default user

Here you can define the user settings for newly imported users from this domain.

The screenshot shows the 'Default user' configuration page for the 'csvs.local (Active Directory)' domain. The left sidebar contains links for 'User import', 'Attribute names', 'Default user' (selected), 'Projects', 'Balance', and 'Quotas'. The main content area is titled 'csvs.local (Active Directory)' and shows the 'Hostname: cs-dc1.csvs.local'. Below this, there are several settings:

- Activated:** A toggle switch that is currently turned on (blue).
- Accounting:** A dropdown menu set to 'Log'.
- Popup profile:** A dropdown menu set to 'None'.
- Print settings:** A section with multiple toggle switches:
 - Print all jobs immediately after login ("Quickprint"): Off
 - Notify user if "QuickPrint" failed: Off
 - Keep print jobs after printing for reprint: Off
 - Show "Keep print jobs" option in job list: On
 - Show print and keep button: Off
 - Force duplex printing: Off
 - Enable duplex printing by default: Off
 - Enable simplex printing by default: Off
 - Force mono printing: Off
 - Enable black & white printing by default: Off
 - Force erasable blue: Off (with a question mark icon)
 - Do not print if the: Off

Activated

When not enable new users are imported in 'deactivated' mode. In this case they cannot print or login to any device.

Accounting

Select the accounting mode for new users. Depending the selected mode **Balance** setting or **Quota** setting are getting active.

Popup profile

Select a popup profile for new users

Print settings

Select the print settings for new users

EWB settings

Select if the print job list shall be shown immediately and the sort order of the job list.

Automatic deletion of jobs

This defines the treatment of jobs that have already been selected for printing in case of an error, user log out or user login. This will ensure that documents will only be retrieved by the authorized user



The default user settings for **Projects** are only available in e-FOLLOW Professional



The default user setting for **Balance** is only accessible in e-FOLLOW Professional.



Make sure the Accounting mode '**Balance**' has been selected for the Default user.



In case your e-FOLLOW server is not a domain-member the domain can't be resolved automatically. In this case you will see a message "No domains available".

Click to **ADD** and enter the hostname or IP address of the domain controller and the credentials of an administrative user as described above.

12.1.6 Domains – ADD Microsoft Entra ID (Azure Active Directory)

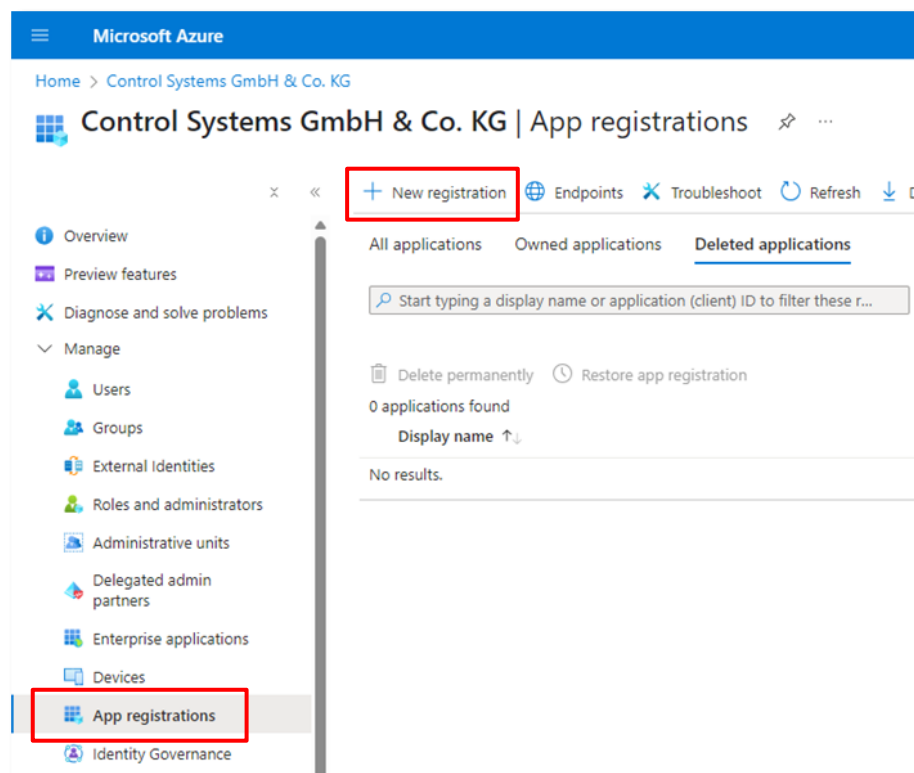
To synchronize your Microsoft Entra ID users with e-FOLLOW.cloud, you need to prepare one App at your Entra ID.

Then you need your Tenant ID, the Application (client) ID and the Secret Key to create a Entra ID domain at the management.

12.1.6.1 Create an application in Microsoft Entra ID (Azure Active Directory)

Start the Azure portal (<https://portal.azure.com>) and sign in with your Microsoft account and select "Microsoft Entra ID" in Azure services

Select "App registration" on the left and then click on "New registration"



Give a name, select a Supported Account Type and click "Register"

Microsoft Azure

Search resources, services, and docs (G+)

ingo.pfeiffer@control-s...
CONTROL SYSTEMS GMBH & CO...

Home > Control Systems GmbH & Co. KG | App registrations >

Register an application

*** Name**
The user-facing display name for this application (this can be changed later).

Supported account types

Who can use this application or access this API?

- ☒ Accounts in this organizational directory only (Control Systems GmbH & Co. KG only - Single tenant)
- ☐ Accounts in any organizational directory (Any Microsoft Entra ID tenant - Multitenant)
- ☐ Accounts in any organizational directory (Any Microsoft Entra ID tenant - Multitenant) and personal Microsoft accounts (e.g. Skype, Xbox)
- ☐ Personal Microsoft accounts only

[Help me choose...](#)

Redirect URI (optional)

We'll return the authentication response to this URI after successfully authenticating the user. Providing this now is optional and it can be changed later, but a value is required for most authentication scenarios.

Select a platform

Register an app you're working on here. Integrate gallery apps and other apps from outside your organization by adding from [Enterprise applications](#).

By proceeding, you agree to the [Microsoft Platform Policies](#)

Register

After creating the App you will find your Tenant ID and the Application (client) ID.

Microsoft Azure

Home > Control Systems GmbH & Co. KG | App registrations >

e-F-App

Search

Delete Endpoints Preview features

Overview

- Quickstart
- Integration assistant
- Diagnose and solve problems
- Manage
 - Branding & properties
 - Authentication
 - Certificates & secrets
 - Token configuration
 - API permissions
 - Expose an API

Essentials

Display name : [e-F-App](#)

Application (client) ID : [113a7f50c-1000-4000-8000-01a123456789](#)

Object ID : [113a7f50c-1000-4000-8000-01a123456789](#)

Directory (tenant) ID : [113a7f50c-1000-4000-8000-01a123456789](#)

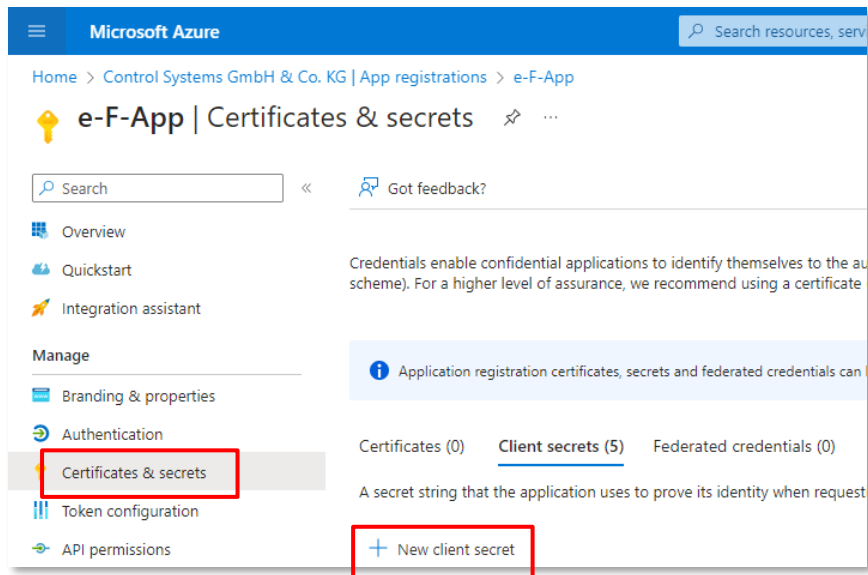
Supported account types : [My organization only](#)

Get Started Documentation

Starting June 30th, 2020 we will no longer add any new features to Azure Active Directory. [Learn more](#)

Select "certificates and secrets" on the left and click on "New client secret"

Enter a Description and an expiration date



..and click "Add"

Copy the value of the client secret that you just added.



Attention

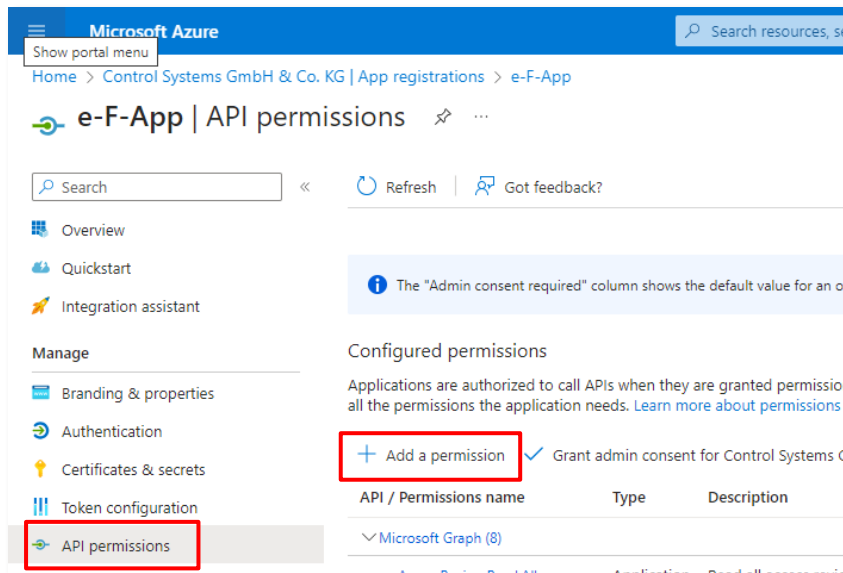
This is only shown once here. If you forget it, you can create another one

The Secret Key will expire after a certain time. Be sure to recreate it regularly or some feature of the Microsoft Entra ID (Azure Active Directory) like synchronization will fail.

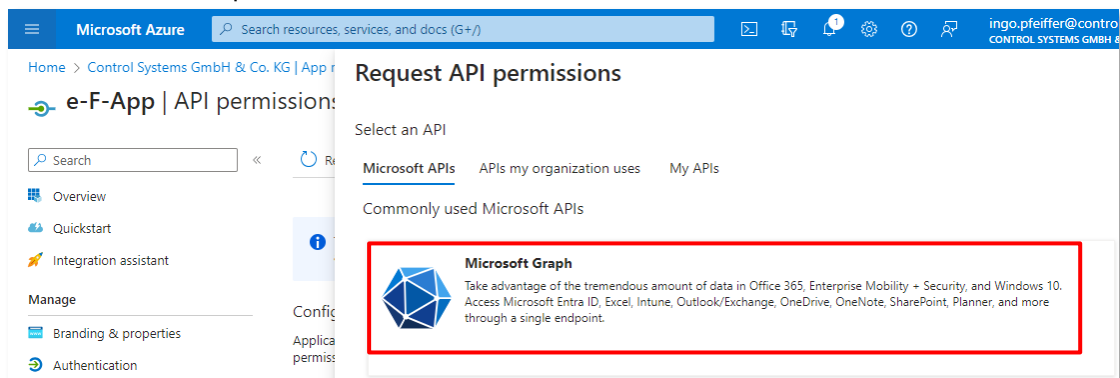
Select "API permissions" on the left
You must add the following rights

☁ Application-type API

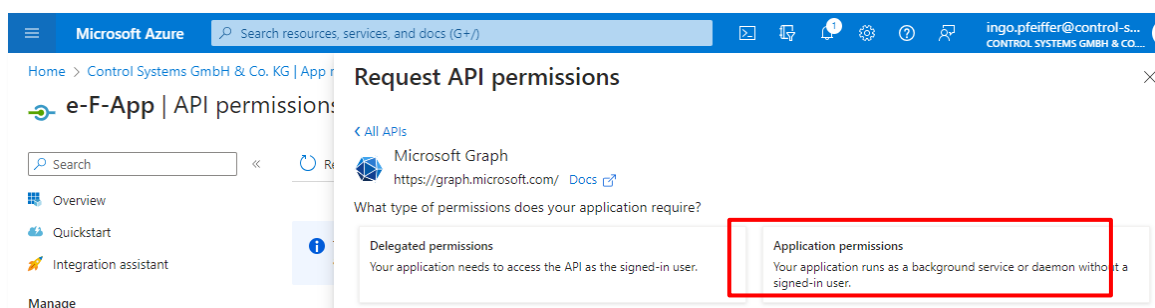
Therefore click **+Add a permission**



Then select "Microsoft Graph"



Select 'Application permissions'



Select the following API permissions

- ☁ AccessReview.Read.All
- ☁ Directory.Read.All
- ☁ Group.Read.All
- ☁ GroupMember.Read.All
- ☁ User.Read.All
- ☁ User.ReadBasic.All (Delegated Permissions)

Click "Add Permissions"

The top screenshot shows the 'Request API permissions' page. It has two tabs: 'Delegated permissions' (selected) and 'Application permissions'. Under 'Delegated permissions', there is a section 'Select permissions' with a search bar and a table of permissions. The table has columns 'Permission' and 'Admin consent required'. The permissions listed are:

| Permission | Admin consent required |
|--|------------------------|
| <input checked="" type="checkbox"/> AccessReview.Read.All (1) | Yes |
| Read all access reviews | Yes |
| <input type="checkbox"/> AccessReview.ReadWrite.All (1) | Yes |
| Manage all access reviews | Yes |
| <input type="checkbox"/> AccessReview.ReadWrite.Membership (1) | Yes |
| Manage access reviews for group and app memberships | Yes |

The bottom screenshot shows the 'Configured permissions' page. It has a message box at the top stating: "The 'Admin consent required' column shows the default value for an organization. However, user consent can be customized per permission, user, or app. This column may not reflect the value in your organization, or in organizations where this app will be used. [Learn more](#)". Below this is a table of configured permissions:

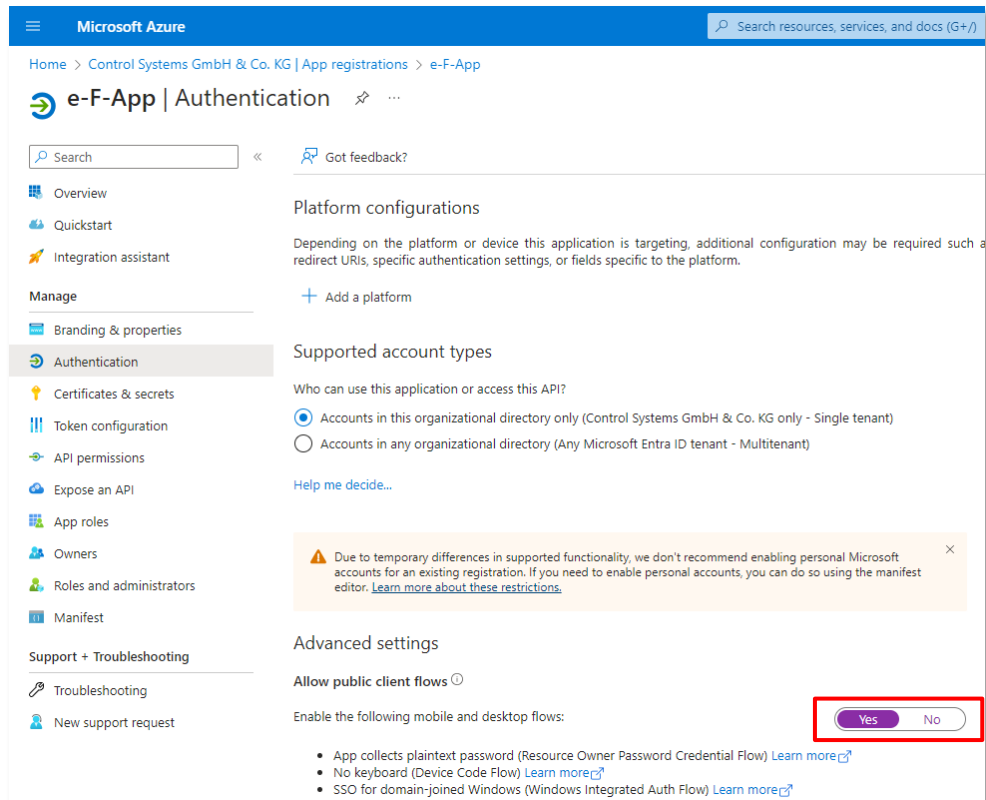
| API / Permissions name | Type | Description | Admin consent req... | Status |
|---|-------------|---|----------------------|-----------------------------|
| ▼ Microsoft Graph (8) | | | | |
| AccessReview.Read.All | Application | Read all access reviews | Yes | Granted for Control Syst... |
| Directory.Read.All | Application | Read directory data | Yes | Granted for Control Syst... |
| Directory.ReadWrite.All | Application | Read and write directory data | Yes | Granted for Control Syst... |
| Group.Read.All | Application | Read all groups | Yes | Granted for Control Syst... |
| GroupMember.Read.All | Application | Read all group memberships | Yes | Granted for Control Syst... |
| User.Read | Delegated | Sign in and read user profile | No | Granted for Control Syst... |
| User.Read.All | Application | Read all users' full profiles | Yes | Granted for Control Syst... |
| User.ReadWrite.All | Application | Read and write all users' full profiles | Yes | Granted for Control Syst... |

If you are not an administrator, you must ask your administrator for consent. He must then go to this page with his account and click on the button "grant administrator consent for YOUR.DOMAIN".

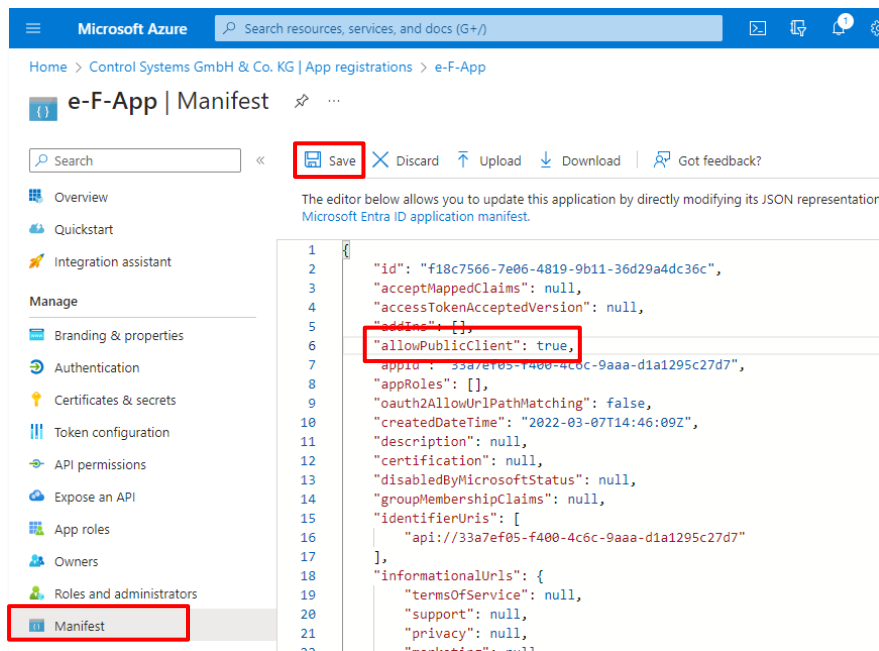
The status of all permissions should be green now.

Allow public client flows:

To enable login by username & password public client flow has to be enabled.



This can also be enabled at the "Manifest" on the left



Set "allowPublicClient" to 'true' and click save

In case e-FOLLOW.cloud shall be allowed to write back Card-ID or PINs to the AAD you need to grant **write-permission** to the registered App

+ Add a permission ✓ Grant admin consent for Control Systems GmbH & Co. KG

| API / Permissions name | Type | Description | Admin consent requ... | Status |
|--|-------------|---|-----------------------|-----------------------------------|
| ▼ Microsoft Graph (8) ... | | | | |
| AccessReview.ReadWrite.All | Application | Manage all access reviews | Yes | ✓ Granted for Control Syst... ... |
| Directory.ReadWrite.All | Application | Read and write directory data | Yes | ✓ Granted for Control Syst... ... |
| Group.ReadWrite.All | Application | Read and write all groups | Yes | ✓ Granted for Control Syst... ... |
| GroupMember.ReadWrite.All | Application | Read and write all group memberships | Yes | ✓ Granted for Control Syst... ... |
| User.Read | Delegated | Sign in and read user profile | No | ✓ Granted for Control Syst... ... |
| User.ReadBasic.All | Delegated | Read all users' basic profiles | No | ✓ Granted for Control Syst... ... |
| User.ReadWrite.All | Delegated | Read and write all users' full profiles | Yes | ✓ Granted for Control Syst... ... |
| User.ReadWrite.All | Application | Read and write all users' full profiles | Yes | ✓ Granted for Control Syst... ... |



In order to get the permissions effective, it is recommended to create a new App and apply above permissions instead of modifying an existing app.

12.1.6.2 Configuring e-FOLLOW domain Microsoft Entra ID (Azure Active Directory) synchronization

Click to ADD – Microsoft Entra ID (Azure Active Directory)

Add domain (Microsoft Entra ID (Azure Active Directory))

Name

Tenant ID

Client ID

Client Secret

@Domain (will be added to the username at printing at login if not present)

User self-enrollment ☐

Microsoft Login ☐





Redirect URIs for Entra ID app, when User self-enrollment or Microsoft Login is used:

User portal:

Management:*

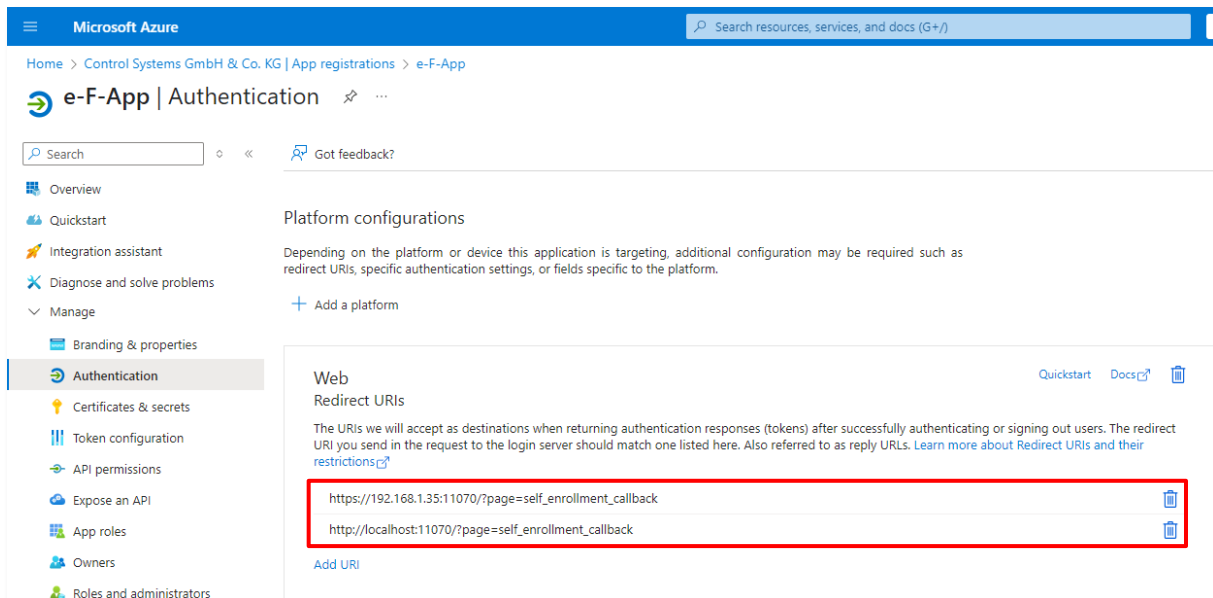
* If SSL is not enabled, only http://localhost... can be used as the redirect URI.
In this case, the functionality can only be used directly on the server.

[Cancel] add

| | |
|--|---|
| Name | Enter a name of your choice for the directory service |
| Tenant ID | Enter the Directory (tenant) ID of your AAD |
| Client ID | Enter the Application (client) ID of the service you just created |
| Client Secret | Enter the Client Secret for the service you just created |
| @domain | To simplify the login, this domain-addon will be added automatically to the username at login, so the users do not necessarily need to enter their full login name. E.g.: @control-systems.de |
|  User self-enrollment | This option disables automatic synchronization with Microsoft Entra ID (Azure Active Directory) (Explained in chapter 0 Fehler! Ungültiger Eigenverweis auf Textmarke.) |
|  Microsoft Login | This option enables the Microsoft Login for this domain. As "Sign in with Microsoft" button will be then available at the Management and User Portal login page. At SETTINGS→General and SETTINGS→User portal & User tools you can choose to allow only Microsoft Login. |
|  Redirect URI for User portal | The Redirect URI for the login page of the User Portal. This URI will be used for User self-enrollment and Microsoft Login. Enter it at your Entra ID App → Manage → Authentication → Web Redirect URIs. See screenshot below. |
|  Redirect URI for Management | The Redirect URI for the login page of the Management. This URI will be used only for Microsoft Login. |

| |
|--|
| Enter it at your Entra ID App → Manage → Authentication → Web Redirect URIs. See screenshot below. |
|--|

Redirect URIs example for User self-enrollment and Microsoft Login.





12.1.7 Domains – ADD Microsoft Entra ID (Azure Active Directory) with User self-enrollment

If you need a more secure and limited access to Microsoft Entra ID (Azure Active Directory) users then use the User self-enrollment feature.

There you also have to register an API for Microsoft Entra ID (Azure Active Directory) but without the rights to read all user informations.



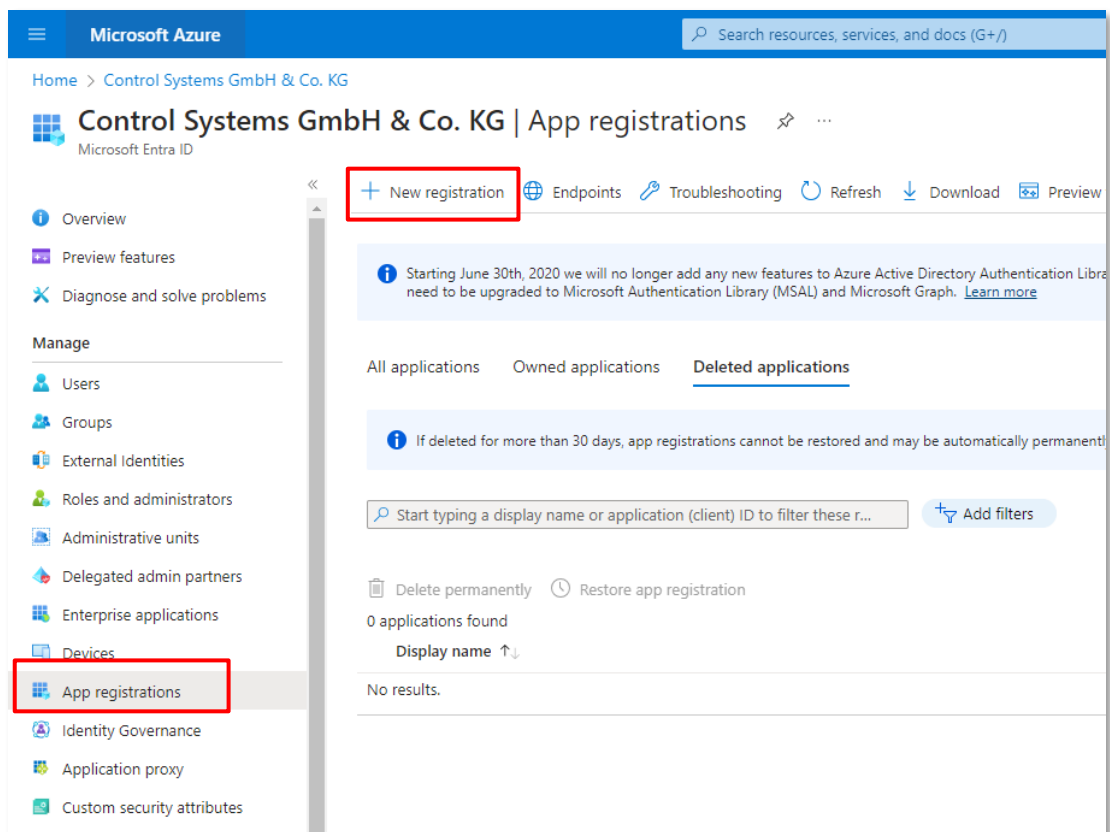
Because of this synchronization of all users is no longer possible. Users have to add themselves manually at the e-FOLLOW user portal by entering their email address. Then they will be redirected to the Microsoft login page.



12.1.7.1 Create an application in Microsoft Entra ID (Azure Active Directory) with User self-enrollment

Start the Azure portal (<https://portal.azure.com>) and sign in with your Microsoft account and select "Microsoft Entra ID" in Azure services

Select "App registration" on the left and then click on "New registration"

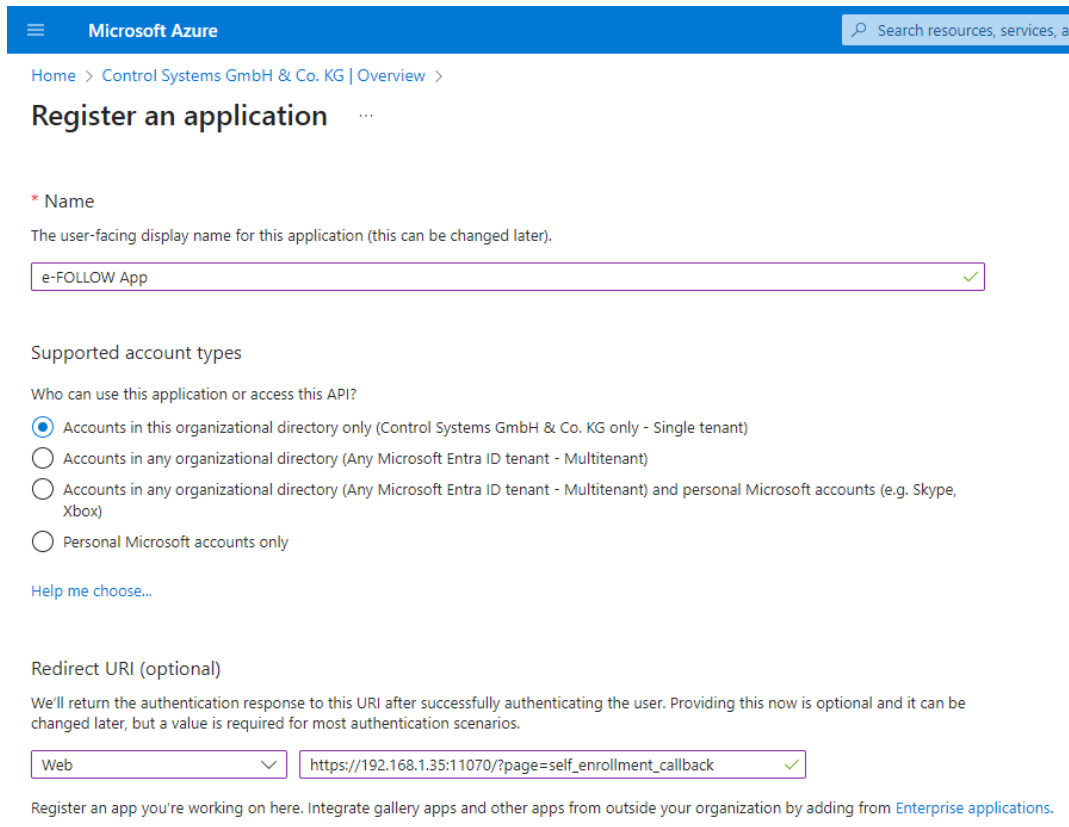


Give a name and select a Supported Account Type.

Choose at Redirect URI "Web" and enter the URL, which is shown at SETTINGS→Domains→ADD or MODIFY.

The redirect URIs can also be edited later in Azure Management Portal (Entra ID App → Manage → Authentication → Web Redirect URIs)

If SSL (HTTPS) is not enabled, only http://localhost... can be used as the redirect URI. In this case, the functionality can only be used directly on the server.



Microsoft Azure

Home > Control Systems GmbH & Co. KG | Overview >

Register an application

*** Name**

The user-facing display name for this application (this can be changed later).

e-FOLLOW App ✓

Supported account types

Who can use this application or access this API?

- ☒ Accounts in this organizational directory only (Control Systems GmbH & Co. KG only - Single tenant)
- ☐ Accounts in any organizational directory (Any Microsoft Entra ID tenant - Multitenant)
- ☐ Accounts in any organizational directory (Any Microsoft Entra ID tenant - Multitenant) and personal Microsoft accounts (e.g. Skype, Xbox)
- ☐ Personal Microsoft accounts only

[Help me choose...](#)

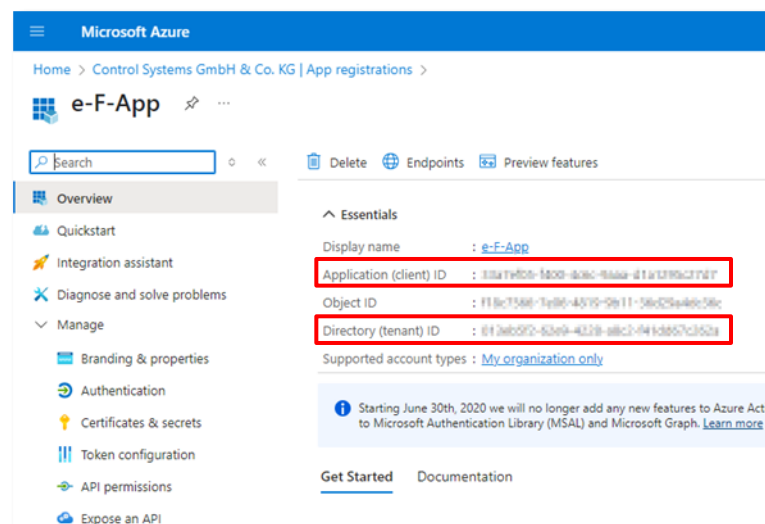
Redirect URI (optional)

We'll return the authentication response to this URI after successfully authenticating the user. Providing this now is optional and it can be changed later, but a value is required for most authentication scenarios.

Web ✓ https://192.168.1.35:11070/?page=self_enrollment_callback ✓

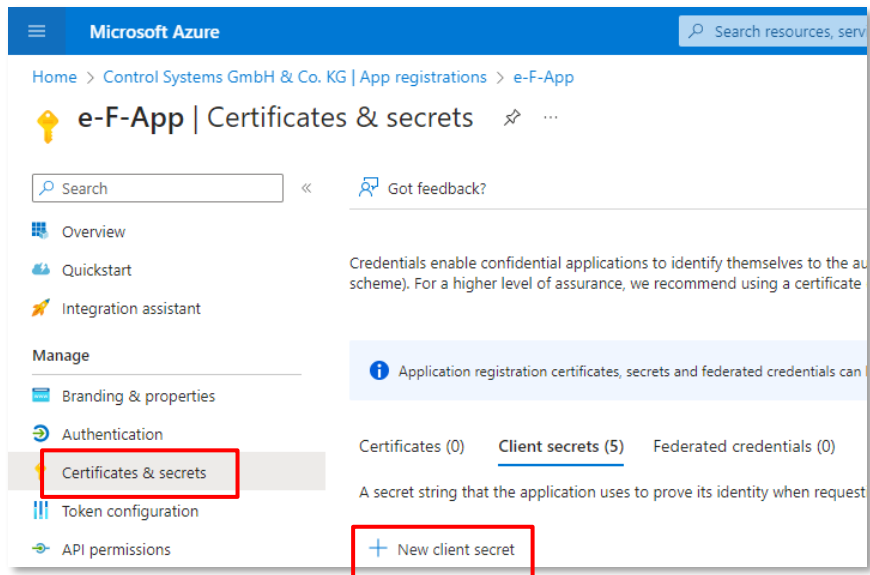
Register an app you're working on here. Integrate gallery apps and other apps from outside your organization by adding from [Enterprise applications](#).

After creating the App you will find your Tenant ID and the Application (client) ID.



Select "certificates and secrets" on the left and click on "New client secret"

Enter a Description and an expiration date



..and click "Add"

Copy the value of the client secret that you just added.



Attention

This is only shown once here. If you forget it, you can create another one

The Secret Key will expire after a certain time. Be sure to recreate it regularly or some feature of the Microsoft Entra ID (Azure Active Directory) like synchronization will fail.

Permissions:

- Remove User.Read permission
- Add Delegated permissions:
 - ☁ profile (View users' basic profile)
 - ☁ offline_access

Microsoft Azure | Search resources, services, and docs (G+)

Home > e-FOLLOW App

e-FOLLOW App | API permissions

Search | Refresh | Got feedback?

Overview
Quickstart
Integration assistant

Manage

- Branding & properties
- Authentication
- Certificates & secrets
- Token configuration
- API permissions**
- Expose an API
- App roles

Configured permissions

Applications are authorized to call APIs when they are granted permissions by users/admins as part of the consent process. The list of configured permissions should include all the permissions the application needs. [Learn more about permissions and consent](#)

+ Add a permission | Grant admin consent for Control Systems GmbH & Co. KG

| API / Permissions n... | Type | Description | Admin consent req... | Status |
|------------------------|-----------|-------------------------------|----------------------|-------------------|
| ▼ Microsoft Graph (1) | | | | |
| User.Read | Delegated | Sign in and read user profile | No | Remove permission |

To view and manage consented permissions for individual apps, as well as your tenant's consent settings, try [Enterprise applications](#).

Then click **+Add a permission**

Microsoft Azure | Search resources, services, and docs (G+)

Home > Control Systems GmbH & Co. KG | App registrations > e-FOLLOW Self-Enrollment@VI

e-FOLLOW Self-Enrollment@VI | API permissions

Search | Refresh | Got feedback?

Overview
Quickstart
Integration assistant

Manage

- Branding & properties
- Authentication
- Certificates & secrets
- Token configuration
- API permissions**

The "Admin consent required" column shows the default value for an app in your organization, or in organizations where this app will be used. [Learn more](#)

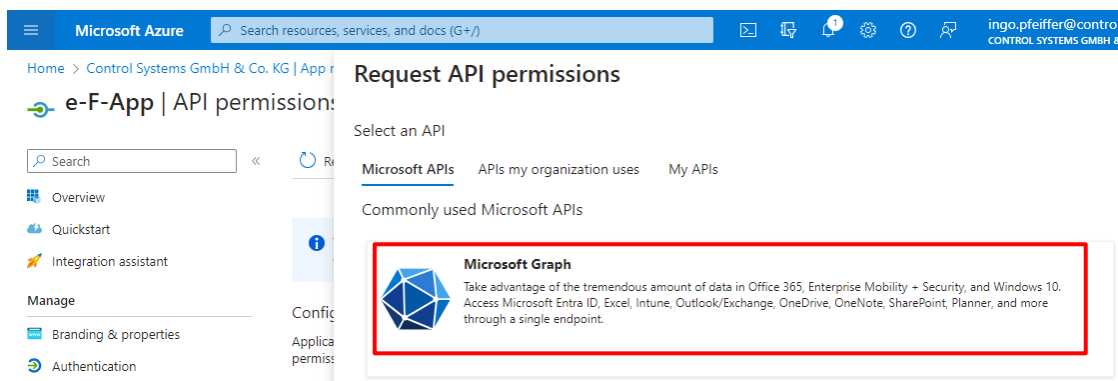
Configured permissions

Applications are authorized to call APIs when they are granted permissions by users/admins as part of the consent process. The list of configured permissions should include all the permissions the application needs. [Learn more about permissions and consent](#)

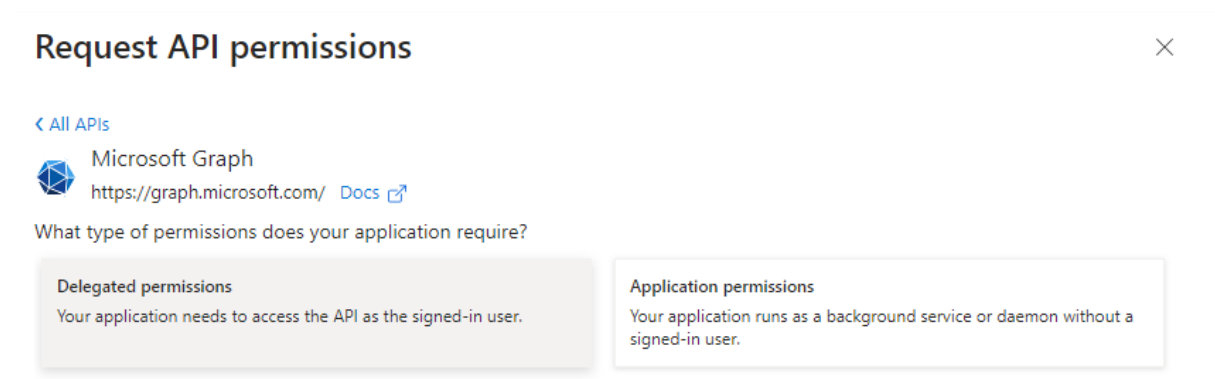
+ Add a permission | Grant admin consent for Control Systems GmbH & Co. KG

| API / Permissions name | Type | Description |
|------------------------|------|-------------|
| No permissions added | | |

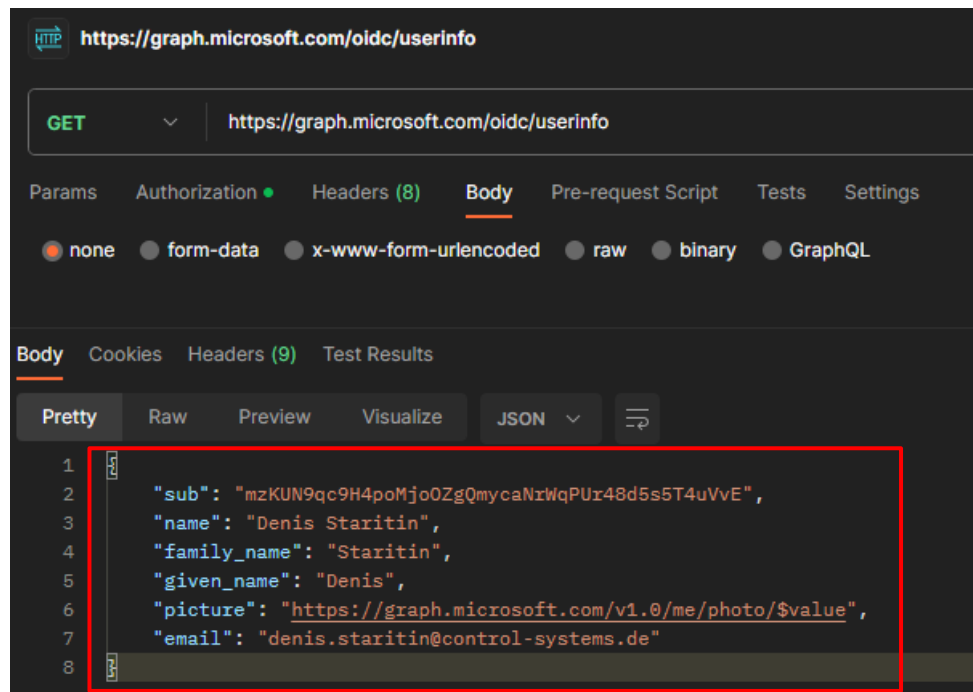
Then select "Microsoft Graph"



And then select delegated permissions



e-FOLLOW.cloud will only see this information about users (see screenshot below)



In Azure portal there is a possibility to track account logins.

Therefore click in your Microsoft Azure portal on Microsoft Entra ID → Enterprise applications.
Then select your created App in the list.
At Activity you can then see the Sign-in logs:

The screenshot displays the Microsoft Azure portal interface. The top navigation bar shows 'Microsoft Azure' and a search bar. The breadcrumb trail indicates the path: Home > Control Systems GmbH & Co. KG | Enterprise applications > Enterprise applications | All applications > e-FOLLOW App. The main heading is 'e-FOLLOW App | Sign-in logs'. The left sidebar lists various management options, with 'Sign-in logs' highlighted under the 'Activity' section. The main content area shows a table of sign-in logs for the 'e-FOLLOW App'. The table has columns for Date, Request ID, User, Application, Status, and IP address. A single log entry is visible, dated 9/6/2023 at 1:25:49 PM, with a Request ID of db23ff1d-f588-42e3-b8f5-f..., User Denis Staritin, Application e-FOLLOW App, Status Success, and IP address 2.207.230.34.

Microsoft Azure

Search resources, services, and docs (G+)

Home > Control Systems GmbH & Co. KG | Enterprise applications > Enterprise applications | All applications > e-FOLLOW App

e-FOLLOW App | Sign-in logs

Enterprise Application

Overview

Deployment Plan

Diagnose and solve problems

Manage

Properties

Owners

Roles and administrators

Users and groups

Single sign-on

Provisioning

Application proxy

Self-service

Custom security attributes

Security

Conditional Access

Permissions

Token encryption

Activity

Sign-in logs

Usage & insights

Audit logs

Download

Export Data Settings

Troubleshoot

Refresh

Columns

Got feedback?

Want to switch back to the default sign-ins experience? Click here to leave the preview. →

Date: Last 7 days

Show dates as: Local

Application contains 7c3378a4-f80e-4acf-870c-0b6d3fa8b93e

Add filters

User sign-ins (interactive)

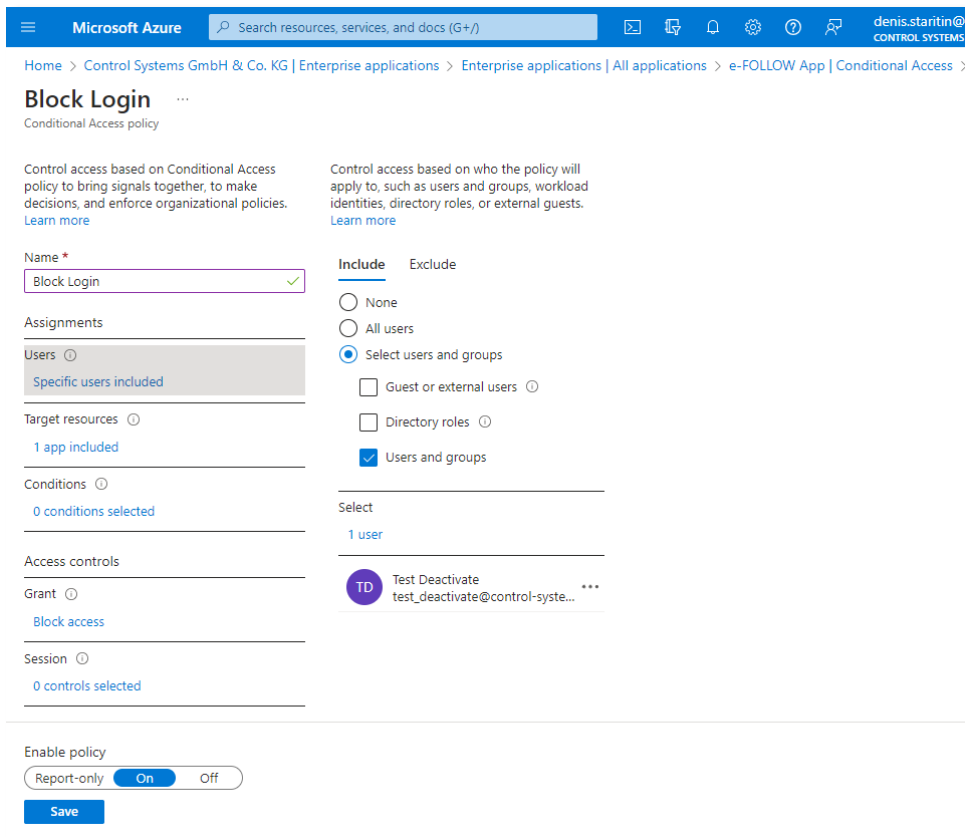
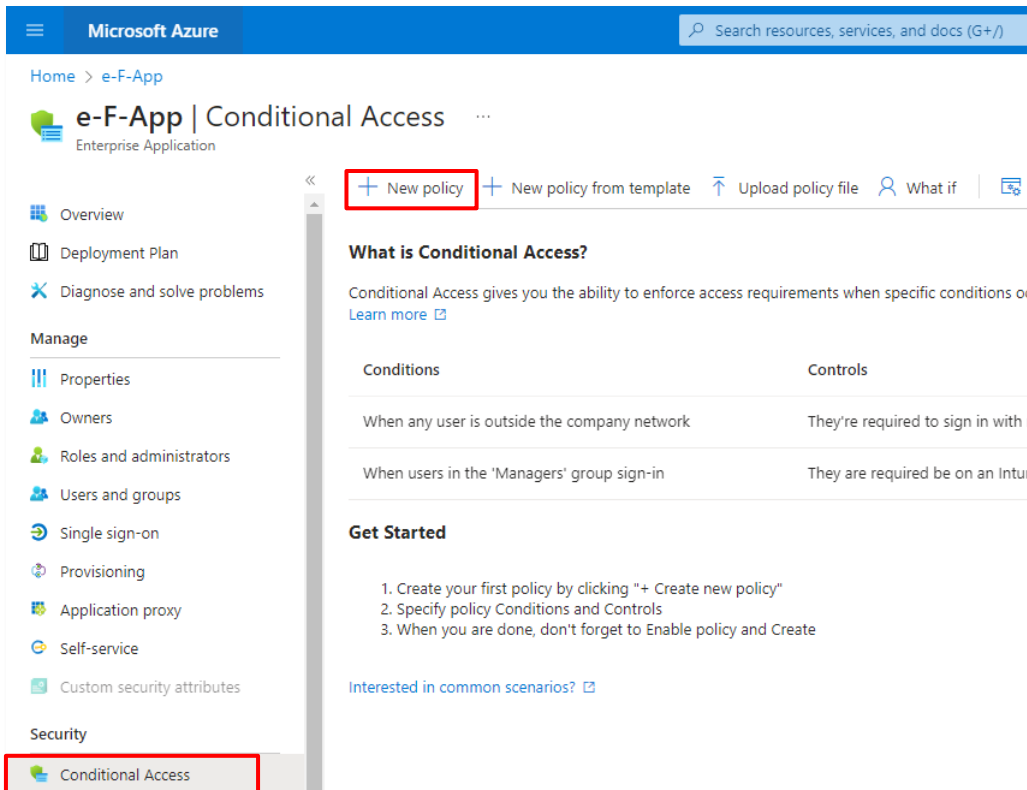
User sign-ins (non-interactive)

Service principal sign-ins

Managed identity sign-ins

| Date | Request ID | User | Application | Status | IP address |
|----------------------|------------------------------|----------------|--------------|---------|--------------|
| 9/6/2023, 1:25:49 PM | db23ff1d-f588-42e3-b8f5-f... | Denis Staritin | e-FOLLOW App | Success | 2.207.230.34 |

You can also filter users which can perform self-enrollment.
Therefore select Microsoft Entra ID → Enterprise applications. Then select your created App in the list.
Then select Conditional Access and create a new policy.





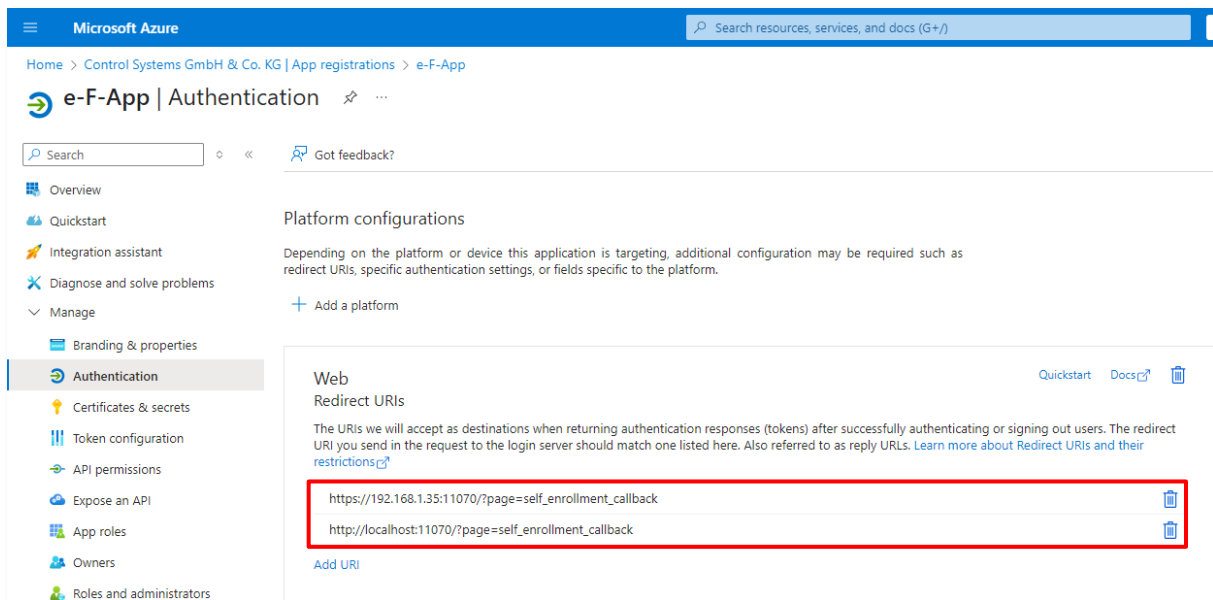
12.1.7.2 Configuring e-FOLLOW domain Microsoft Entra ID (Azure Active Directory) synchronization with User self-enrollment

Click to ADD – Microsoft Entra ID (Azure Active Directory)

| | |
|------------------------------|---|
| Name | Enter a name of your choice for the directory service |
| Tenant ID | Enter the Tenant ID of your AAD |
| Client ID | Enter the Client ID of the service you just created |
| Client Secret | Enter the Client Secret for the service you just created |
| @domain | To simplify the login, this domain-addon will be added automatically to the username at login, so the users do not necessarily need to enter their full login name. E.g.: @control-systems.de |
| User self-enrollment | Switch on User self-enrollment |
| Microsoft Login | This option enables the Microsoft Login for this domain. As "Sign in with Microsoft" button will be then available at the Management and User Portal login page. At SETTINGS → General and SETTINGS → User portal & User tools you can choose to allow only Microsoft Login. |
| Redirect URI for User portal | The Redirect URI for the login page of the User Portal. This URI will be used for User self-enrollment and Microsoft Login. Enter it at your Entra ID App → Manage → Authentication → Web Redirect URIs. See screenshot below. |
| Redirect URI for Management | The Redirect URI for the login page of the Management. This URI will be used only for Microsoft Login. Enter it at your Entra ID App → Manage → Authentication → Web Redirect URIs. See screenshot below. |

If SSL (HTTPS) is not enabled, only http://localhost... can be used as the redirect URI. In this case, the functionality can only be used directly on the server.

Redirect URIs example for User self-enrollment and Microsoft Login.



12.1.7.3 Domain - REMOVE

This will allow to remove a domain from e-FOLLOW.cloud.



Attention

When removing a domain all users, user settings and the jobs pending for these users will be deleted accordingly.

12.1.7.4 Domains – User import

Here the synchronization options are configured.

Group filter

This allows you to import users only from specific Groups. Click to **[+]** to select a Group from your AAD .

Ignore disabled AD accounts

If enabled, accounts that are disabled in the domain will not be imported to the e-FOLLOW.cloud database.

Remove Card IDs from disabled user accounts

If enabled, the assigned card ids of disabled users will be removed.

Ignore guest user accounts

If enabled, only 'Member' type user accounts will be imported/synchronized to the e-FOLLOW.cloud database.

Replace internal users

If enabled, internal users will be replaced by the domain users in case of identical user names (Login name / UserPrincipalName)

Delete unknown users

Domain users that are present in the e-FOLLOW.cloud database will be removed if the corresponding account in Azure Active Directory does not exist anymore.

Generate random PIN

If enabled this will assign a random PIN to each user account

PIN length

Defines the number of digits for new PINs

Send PIN by email to user

Each user will receive an email containing the new PIN

12.1.7.5 Domains - Attribute names

The database fields in e-FOLLOW.cloud are retrieved from specific attributes in AAD. By default, the attribute names are set to common values. Here you can change/ add the attribute names holding the data for the specific database fields.



The Alias field is mandatory and essential for assigning print jobs. Therefore the Alias must be changed to fit to the Windows login name (Limit and shorten alias to allowed characters for windows login).



The '**custom home directory**' can be used to define a user's homeDirectory even if it can't be retrieved from the directory service. Enter the SERVER & PATH and if required "::username" as a wildcard for the user login name (sAMAccountName)

For Entra ID authentication, a token is used. If the Entra ID configuration changes (e.g., permissions), you can press [Reset Entra ID Token] to obtain a new one.

You can also press [Check Entra ID Token] to view the assigned permissions and the token's expiration time (the token is automatically renewed).

12.1.7.6 Domains - Default user

Here you can define the user settings for newly imported users from this domain.

Activated

New users can be imported in 'deactivated' mode. In this case they cannot print or login to any device.

Accounting

Select the accounting mode for new users. Depending the selected mode **Quota** settings are getting active.

Popup profile

Select a popup profile for new users

Print settings

Select the print settings for new users

EWB settings

Select if the print job list shall be shown immediately and the sort order of the job list.

Automatic deletion of jobs

This defines the treatment of jobs that have already been selected for printing in case of an error, user log out or user login. This will ensure that documents will only be retrieved by the authorized user.

Select the default user settings for **Projects**

| | |
|--|---|
| User import Attribute names Default user Projects Balance Quotas | csvs.local (Active Directory) Hostname: cs-dc1.csvs.local Enable project selection <input type="checkbox"/> Projects are mandatory <input type="checkbox"/> Skip blank project list <input type="checkbox"/> Allow manual entry of project names <input type="checkbox"/> Allow manual entry of sub-project names <input type="checkbox"/> Add manually entered projects to project list <input type="checkbox"/> |
|--|---|



The Default User – Quotas options only gets available if the accounting mode for the default user is set to 'Quotas'.

| | |
|---|---|
| User import Attribute names / Test Default user Projects Balance Quotas | Test (Azure Active Directory) Name: control-systems.de (e-F-App) Total quota: <input type="checkbox"/> Pages Color quota: <input checked="" type="checkbox"/> 500 Pages Print quota: <input type="checkbox"/> Pages Copy quota: <input type="checkbox"/> Pages Scan quota: <input type="checkbox"/> Pages Fax quota: <input type="checkbox"/> Pages |
|---|---|

12.2 DEVICES

The devices menu contains all data and settings related to printing hardware (Toshiba e-BRIDGE 3, e-BRIDGE X, e-BRIDGE Next, e-BRIDGE eSF devices and printers), for NetCardReaders, and the settings for mobile printing, mobile release and the load.UP money loader.

12.2.1 Virtual Queues

A virtual Queue in e-FOLLOW is used to receive print jobs from Client PCs or mobile devices and store these jobs for a later release.



There is No hardware (printer or MFP) assigned to a virtual queue.

e-FOLLOW can share virtual queues (Windows or IPP) to clients. If a client is printing to a virtual queue

- The print jobs are held in e-FOLLOW internal spooling system
- The spool files are encrypted if sent via IPP
- Jobs can be released at any device (printer or MFP)
-

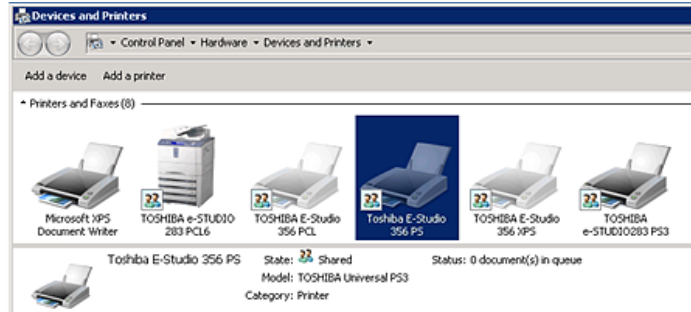


This icon indicates a **virtual Windows queue** in e-FOLLOW



This icon indicates a **virtual IPP queue** in e-FOLLOW

A **virtual Windows queue** must be created using the regular Windows printer dialog.

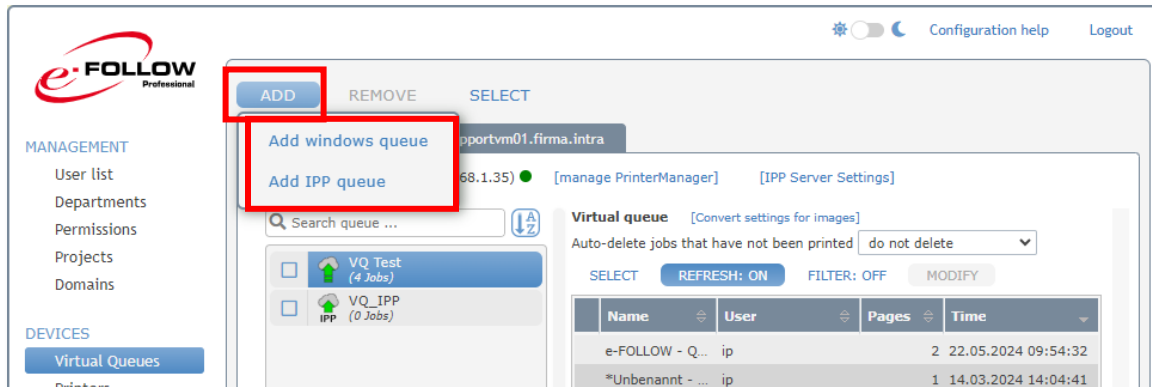


It is recommended to create the queue by (temporarily) using an IP address of an existing MFP that is currently online. This will enable the Toshiba printer driver to add the **JobEndInfo** to the spool file.

Once created the IP address can be changed to any value (e.g. 0.0.0.0)

12.2.1.1 Adding virtual queues

To add a virtual queue, click to **ADD** and select the virtual queue type you wish to add.

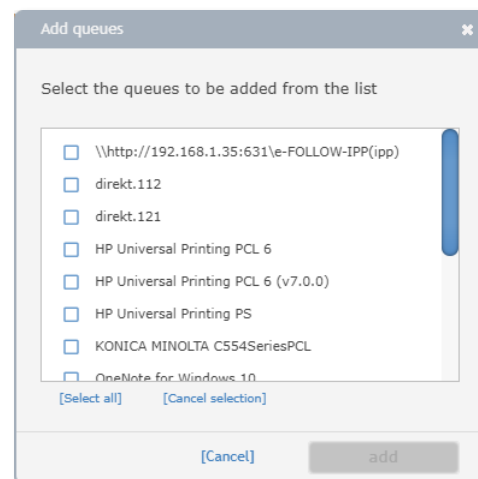


Windows queue

Select the queues you want to add to the list, so e-FOLLOW can take control.



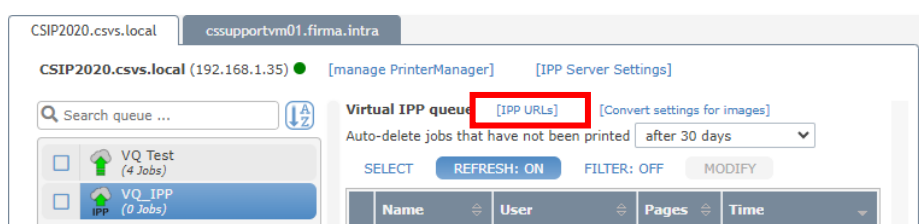
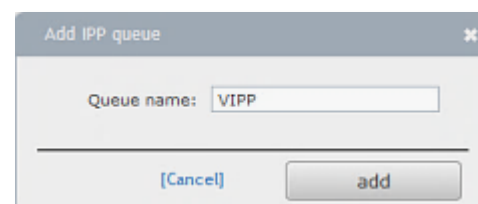
To add a virtual Windows queue, make sure this queue already exists.



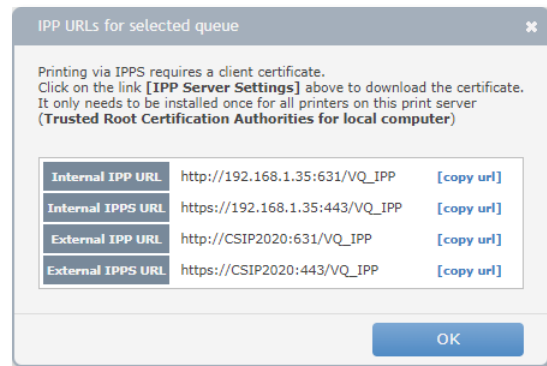
IPP queue

To add a virtual IPP queue simply enter a name for the queue. The URL prefix is fix and cannot be changed.

Clicking to [IPP URLs] will show the IPP/IPPS URLs for this virtual queue.



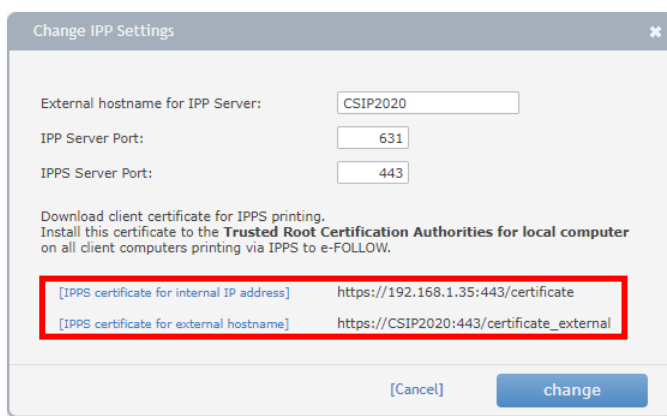
Share the full URL to the users so they can create an IPP port on their clients that points to this e-FOLLOW virtual IPP queue.



Make sure the **Internet printing client** is installed on the client PC. Else users cannot connect to the URL.



To perform printing via SSL the client PC (Windows only!) requires a certificate. The certificate can be downloaded by the link: http://e-FOLLOW_SERVER_IP:631/certificate or clicking to [IPP Server Settings]

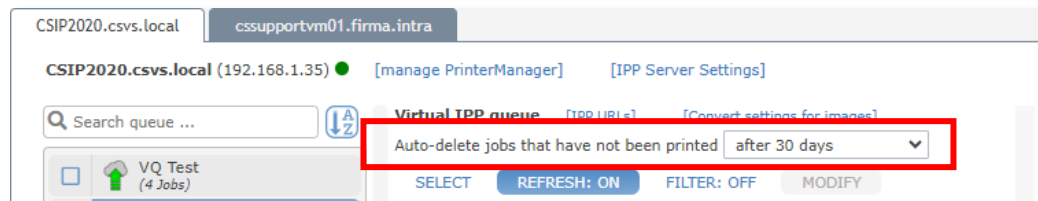


If you added a rule to your firewall to make e-FOLLOW available from 'outside' enter its External hostname for the IPP Server. A second certificate for external access will be generated and can be downloaded via http://e-FOLLOW_SERVER_IP:631/certificate_external or clicking to [IPP Server Settings]

12.2.1.2 Virtual queue properties

Virtual queues in e-FOLLOW are used to perform 'pull printing' or 'secure print release'. Being a regular (shared) Windows queue, users can print to it as usual. But instead of forwarding the job to the destination printer e-FOLLOW moves the jobs to an internal spooler and keeps the jobs until they are

- released by a user, or
- deleted due to a rule, by the user himself or by the administrator



The **Auto-delete** option will remove jobs that have not been released after the time defined by the administrator.

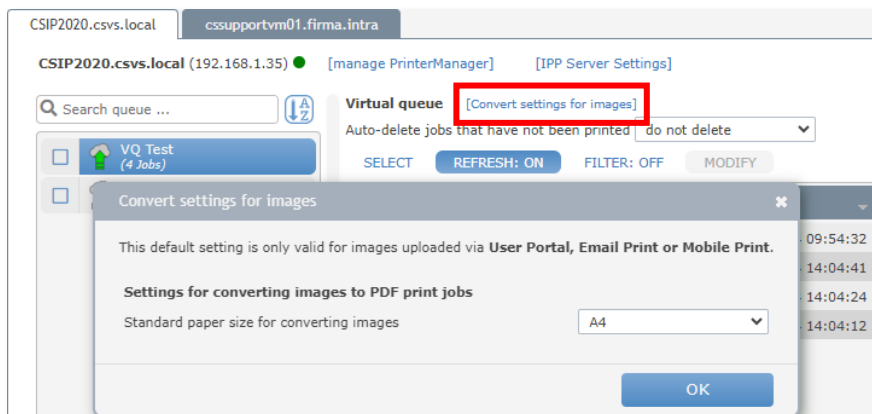
The virtual queue view shows all jobs that are currently spooled. Clicking to the job's row will show it's details.



The **REFRESH** option will update the list every 10 seconds if enabled.

Use **FILTER** to only show jobs of one or multiple user/s.

12.2.1.3 Virtual Queue Convert settings for images



Virtual Queues can be used to receive print jobs by User Portal, Email Print or Mobile Print. There the user can upload images. These settings can be used to determine which paper format these images will be printed on.

General notes for Virtual Queues:



In case the PopUp status is different from 'None' or 'Closed' the job cannot be released because e-FOLLOW is waiting for the client PopUp to be confirmed.

If you have selected one or multiple print job/s, the **MODIFY** option gets available. You can now

- move the selected jobs to another virtual queue
- Print on device (Toshiba / Toshiba eSF)
- change the user (job owner) for the selected print jobs
- delete the selected print jobs



To Release a Job to a Toshiba eSF device 'direct print' must be enabled.

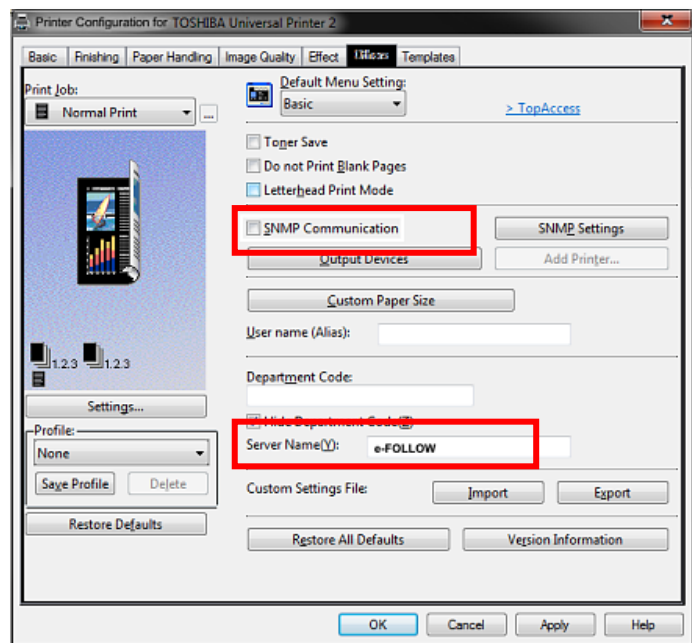


Attention

When creating a **virtual queue** make sure that it's port does link to a physical device (e-BRIDGE MFP) that is switched on and has connection to the network.

First install a default TCP-IP printer with an actual Toshiba printer driver. Choose **IP address: e-BRIDGE_device_IP**

If you use the Toshiba Universal 2 driver it is important that **SNMP Communication** is disabled and that your e-FOLLOW server is entered/selected as **Server Name**.

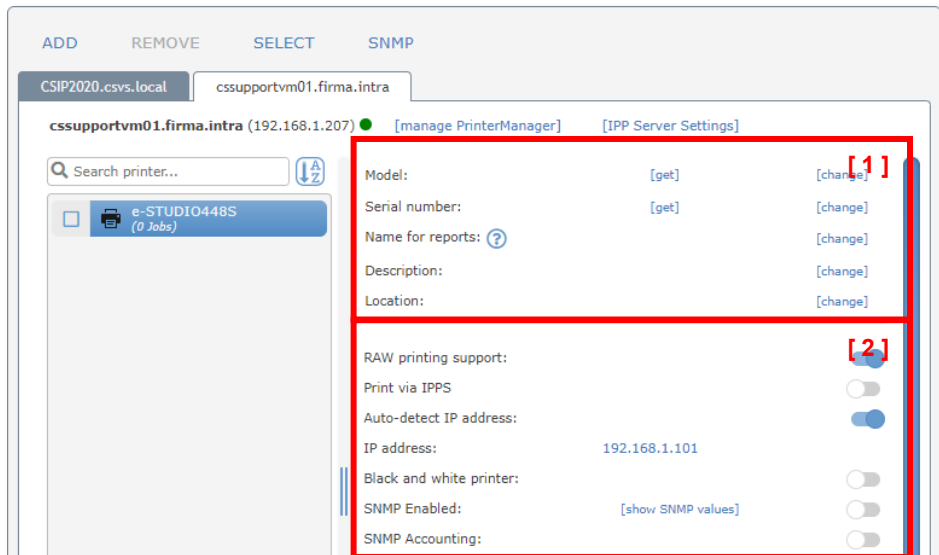


Attention

If the IP address selected for the virtual queue is not an existing device IP the reading of JobInfo (page count and page size) from PDL-header will fail.

12.2.2 Printers

In the printers menu all none-Toshiba eBX / eSF device – i.e. printers - are managed. A printer in e-FOLLOW means the physical printing HW. Client can send their print jobs via one (or more) shared Windows print queues or an IPP URL.



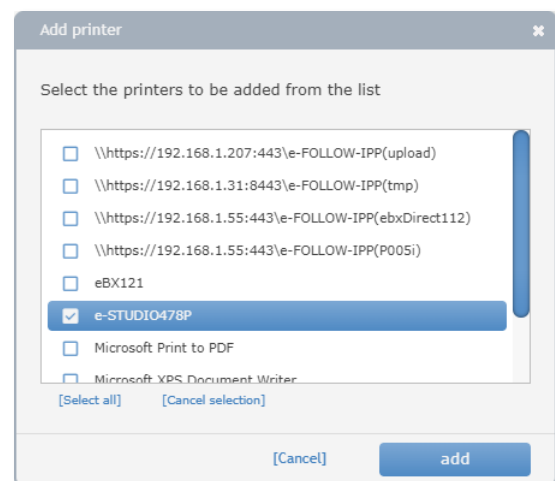
12.2.2.1 ADD printer (Windows spool)

Usually a Windows print server provides one print queue per printer. To ease the creation process of printer object in e-FOLLOW these queues can be added as physical printers.

Clicking to **ADD** → **Windows Printer** will show all queues that are seen by e-FOLLOW PrinterManagers.

Select the queues that shall be imported as printers.

[1] Here you can retrieve **[get]** the printer's Model and serial number and add **[change]** it's description and location. These data will be added e.g. to the reports or SQL-export.



[2] Connection type

Here you can define how e-FOLLOW is forwarding the print job to the printer.

RAW printing support:

By default, this option is enabled. If enabled, e-FOLLOW will pause the target queue, take over the spool from Windows printing system and send the job directly to the printer on port 9100, without using Windows print spooler.

This method is more robust than original Windows printing.

In case the printer does not support RAW-printing, (e.g. GDI, USB, or serial printer) this option must be disabled



Print via IPPs

By default, this option is disabled. If enabled, e-FOLLOW will pause the target queue, take over the spool from Windows printing system and send the job directly to the printer using the Printer URL specified here.

In case the printer does not support IPP-printing, (e.g. GDI, USB, or serial printer) this option must be kept disabled.

Auto detect IP-address: Usually e-FOLLOW can determine automatically the printer's IP address. In case this is not possible you can enter the IP manually here.

Black and white printer: enable this option in case the device is a B&W only printer.

[] SNMP accounting

Here you can enable / disable SNMP accounting for this printer. (see next chapter)



The price settings are only available in e-FOLLOW Professional.

By default all pages will be charged according the "unknown" size type. To add individual prices for specific paper formats click to [\[Add paper-size \]](#) and select the desired size.

You now can enter specific prices for that paper size.



Duplex price is per page. E.g. 2 sides printed in duplex (on one sheet of paper) are accounted 2 x duplex price



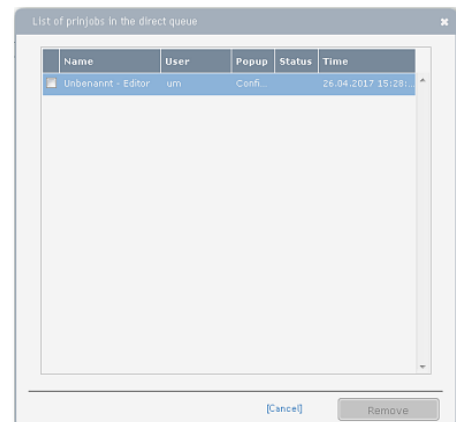
[\[Copy prices to all printers \]](#) will copy the current price table to all printers in e-FOLLOW.

[\[Show print jobs\]](#) will show a window with all non-executable jobs that are currently queued for this printer waiting for release.



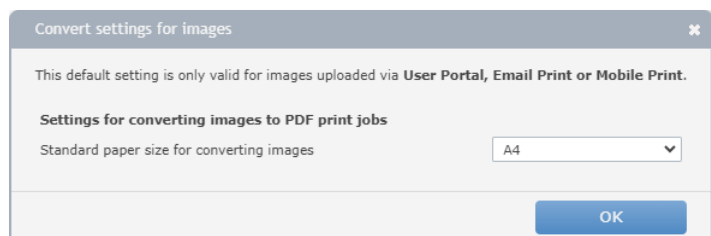
Reasons for staying here might be missing user-balance / permission, or waiting for the client PopUp to be confirmed.

The [\[Permissions\]](#) link leads you directly to the permission settings page.



[\[Convert settings for images\]](#)

Printers can be used to receive print jobs by User Portal, Email Print or Mobile Print. There the user can upload images. These settings can be used to determine which paper format these images will be printed on.





12.2.2.2 Add IPP printer

By adding an IPP printer users can send their print jobs to the e-FOLLOW built-in IPP Server.

Clicking to **ADD** → **IPP Printer** will open a dialog where you can enter the details of the new IPP printer.

IPP Queue Name:

This is the unique printer name to be shared to the clients.

The full IPP URL is shown.

IP-Address:

This is the printer IP-address.

e-FOLLOW will send out the jobs received via it's IPP Server by default to this IP-address to the RAW port (9100).

The 'Add printer' dialog box contains the following fields and controls:

- Input:**
 - IPP Queue Name: *
 - IPP-URL:
- Output:**
 - Print via IPP: ☒
 - Print via RAW: ☐
 - Printer IPP-URL: *
 - Name for report: *
 - Description:
- add** button

Print via IPP:

If supported by the printer, you can switch the outgoing connection to the printer from RAW to IPP. When enabled you can enter the printer's IPP-URL

Once the Printer is added to the printer list it is similar to the Windows printers described above.

The printer configuration interface for 'e-STUDIO448S (0 Jobs)' is shown. It is divided into two main sections, [1] and [2], highlighted with red boxes.

[1] General Information:

- Model: [get] [change]
- Serial number: [get] [change]
- Name for reports: [change]
- Description: [change]
- Location: [change]

[2] Printing Settings:

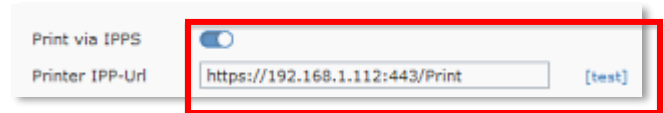
- RAW printing support: ☒
- Print via IPPS: ☐
- Auto-detect IP address: ☒
- IP address:
- Black and white printer: ☐
- SNMP Enabled: ☐ [show SNMP values]
- SNMP Accounting: ☐

[1] Here you can see the Direct IPP queue that clients can use to print to the e-FOLLOW IPP server. You can retrieve **[get]** the printer's Model and serial number and add **[change]** it's description and location. These data will be added e.g. to the reports or SQL-export.

[2] Here you can define how e-FOLLOW is forwarding the print job to the printer.

Print via IPPS: if switched off (default) e-FOLLOW is sending the print job via RAW directly to the printer on port 9100.

If enabled, you can enter the Printer IPP-URL so e-FOLLOW will forward the spool files to the MFP using secure HTTPS protocol.

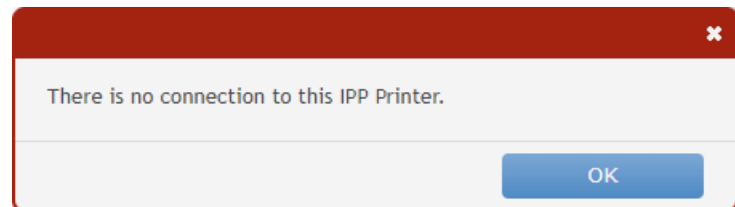


Press the **[test]** button to check you have entered the correct printer URL.

In case the device's IPP Server is responding you will get a SUCCESS message and the IPP version of your printer.



Else you will get the message that there is no IPP server responding to this URL.



This may be caused by

- Your printer does not support IPP
- The URL is not correct

Auto detect IP-address: Usually e-FOLLOW can determine automatically the printer's IP address. In case this is not possible you can enter the IP manually here.

Black and white printer: enable this option in case the device is a B&W only printer.

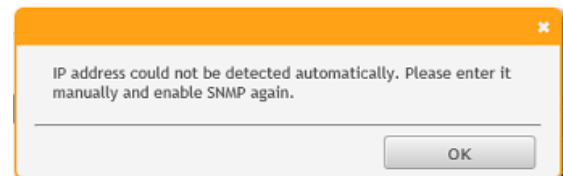
[] SNMP accounting

Here you can enable / disable SNMP accounting for this printer. (see next chapter)

12.2.2.3 SNMP accounting

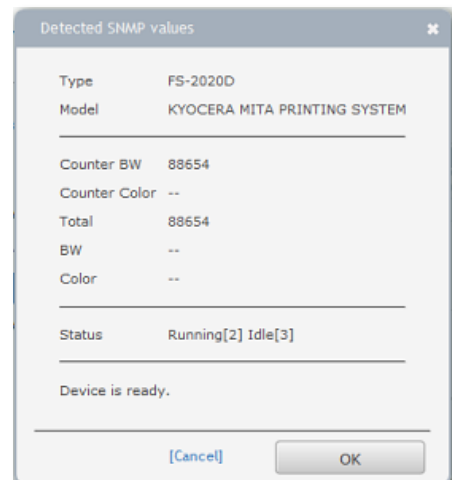
To achieve an accurate accounting of printed pages e-FOLLOW can check the counters via SNMP from the device's counter MIB.

If SNMP accounting is enabled e-FOLLOW automatically determines the IP address of the printer. If, for any reason, the IP address is not available a warning is shown.



You can now enter the IP address manually by clicking to **[change]**. Now SNMP accounting can be enabled.

By pressing **[show SNMP values]** you can check the current counters read from the device MIB database.



In case the values do not match the real counters of the printer the desired device may not be known by e-FOLLOW at current. Therefore we would appreciate your assistance by running a MIB-browse with the MIBWalk.exe tool.

[Enable SNMP for all queues] / [Disable SNMP for all queues]

These quick links will enable or disable SNMP accounting for all direct queues.



To determine the MIB values for a specific printer run **MIBWalk Vx.exe** (that is not part of the download package) and enter the IP address of the printer. Make sure nobody is printing to this printer while running the walk. Press **Start Walk** to execute the MIB-walk. The result will be stored in a file as indicated in **Path of output file**:



Then open the printer's webpage and browse to the page showing its counter information. Make a **screenshot** of this page and send it together with the **MibWalkFile.txt** as a .zip archive to support@control-systems.de.





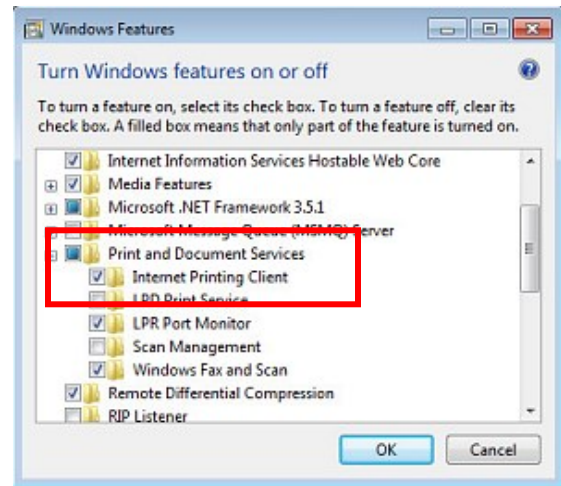
12.2.2.4 IPP printing from Windows

IPP printing is a common way to securely transmit print jobs via the network. There are some requirements to be met to allow SSL encrypted transmission of print jobs.

12.2.2.4.1 Printing to a virtual IPP queue

The client PC must meet the following prerequisites:

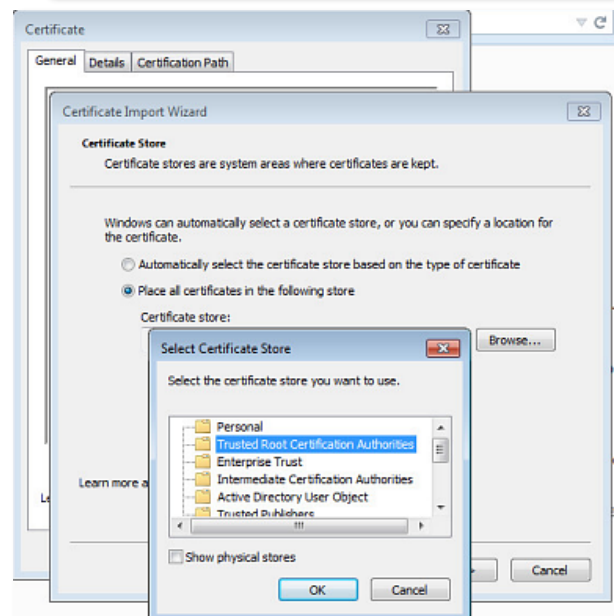
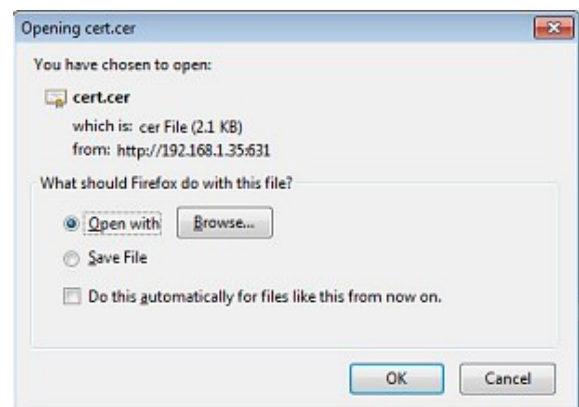
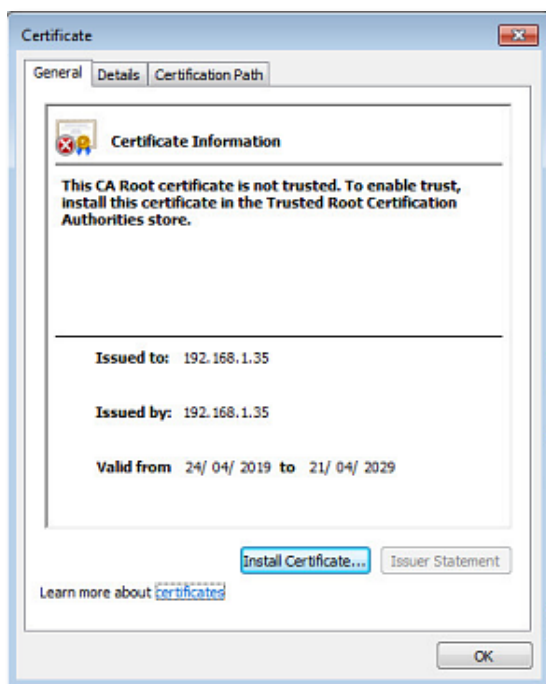
1. Internet printing client must be installed



2. The e-FOLLOW Server certificate must be imported

Browse to

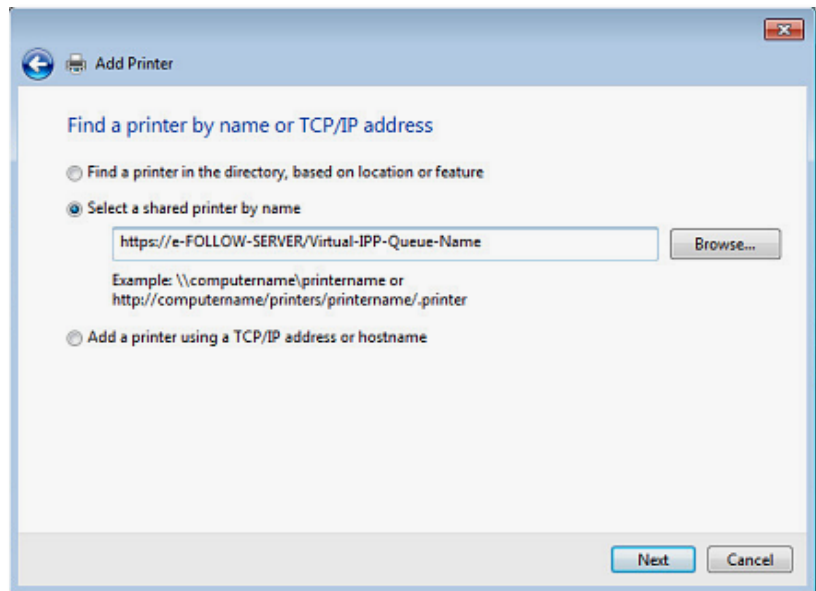
[HTTP://e-FOLLOW_SERVER_IP:631/certificate](http://e-FOLLOW_SERVER_IP:631/certificate)



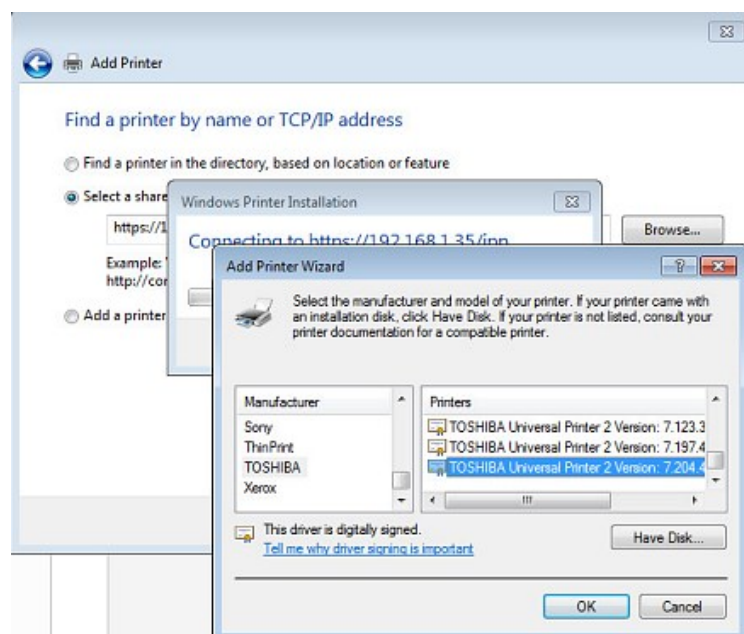
Install the certificate to the
Trusted root Authorities

You now can add the virtual IPP queue to your client by using the regular **Add a printer** dialog.

Select **Add a network, wireless or Bluetooth printer** and click to **The printer that I want isn't listed**.



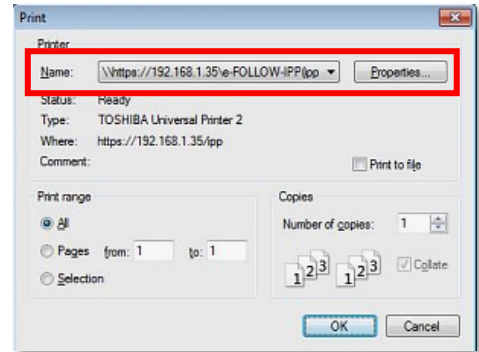
Select a shared printer by name and enter the virtual IPP queue URL defined earlier.



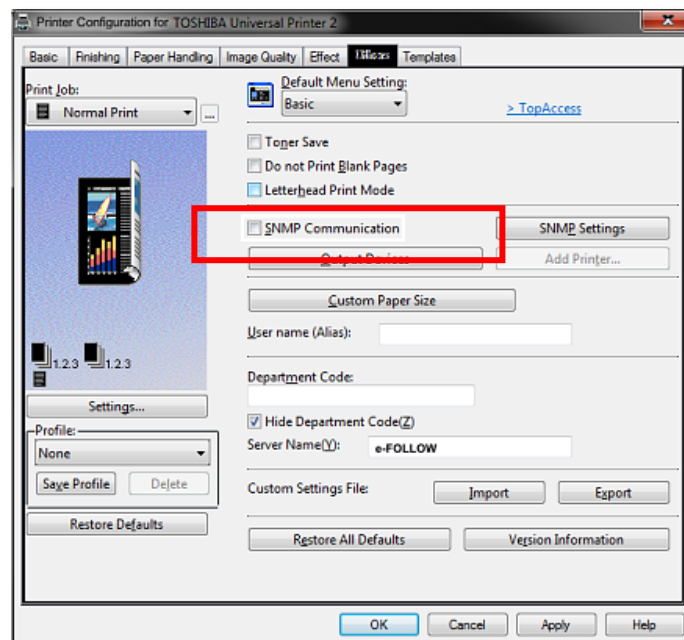
Select the printer driver. It is recommended to use
Toshiba Universal Printer 2 or
Toshiba V4 Printer Driver

That's it. When printing To e-FOLLOW select this new e-FOLLOW-IPP printer.

Your jobs will be sent encrypted.



If you use the Toshiba Universal 2 driver to avoid long waiting time when printing via IPP/S make sure that SNMP communication is switched OFF. Else the client will try to get the printer status from e-FOLLOW via SNMP. This will fail and printing will continue after a timeout of about 1 Minute.



12.2.3 Toshiba

This menu shows the list of all Toshiba devices (e-BRIDGE X and e-BRIDGE Next).



Add Toshiba devices here for secure print release or for pull printing from a central virtual queue and / or if you want to track and control user activities for copying, scanning and faxing.

The screenshot displays the e-FOLLOW Professional web interface. On the left is a navigation menu with sections: MANAGEMENT (User list, Departments, Permissions, Projects, Domains), DEVICES (Virtual Queues, Printers, Toshiba, Toshiba eSF, NetCardReader, Mobile print, Load UP), REPORT (Reports, Accounting), and SETTINGS (General, User portal & User tools, Dashboard, Schedules, Rules, Reader profiles). The 'Toshiba' option under DEVICES is selected. The main area has tabs: SEARCH, ADD, SELECT, MANAGE, and MODIFY. The 'ADD' tab is active, showing a search bar and a list of devices. One device, 'e-BRIDGE X mit Finisher IP 192.168.1.121', is selected. The right panel shows the configuration for this device, titled 'e-BRIDGE X mit Finisher IP (192.168.1.121)'. It includes a 'General' section with fields for License, Serial number, Description, Name for reports, Location, Sender email, Last login, Locked until, Last transaction, Use SSL for ODCA, ODCA port, ODCA SSL port, Overwrite SSL settings for EWB, Use SSL for EWB, Virtual queues, and Print via IPPS. At the bottom, there are links for [Permissions], [Configure automatically], [Autoconfig settings], [Check subscription addresses], and [change credentials]. A 'Direct print' button is also visible.

12.2.3.1 ADD Toshiba device

To add a new e-BRIDGE X or e-BRIDGE Next device to the list click to **ADD**.

Enter the IP address of the device.

The default port for ODCA usually does not need to be modified.



If enabled enter a unique Name for report that will be used to identify the device in e-FOLLOW reports.



Attention

Make sure that **SSL port for ODCA is activated** in case you like to use SSL.

If the Login name and Password for the device administration have not been changed you can leave it blank.

Roles are required to control user permissions. They can be imported automatically when registering. (**only e-BRIDGE X**)

Select a virtual queue(s) for pull printing.



If you have changed the SNMP community of the device this can be modified accordingly.



If the auto configuration is enabled, e-FOLLOW will set all relevant configuration settings

- LDAP directory
- Security settings
- EWB settings
- Home screen setting
- Roles
- LDAP mapping
- Auto change login user
- Enable guidance screen
- PIN code authentication

will be set automatically.

You may add a description for the new device (e.g. place of location).

Clicking to add will add the device to the list and perform the actions required.



Attention

Make sure the device is switched on and can be reached via the network. Else adding the device will fail.

To achieve a most convenient setup of your site – e.g. before rollout of the MFPs – you can ADD Toshiba devices in offline mode or copy a setup of an existing device.

When the **Offline** switch is enabled, user roles and subscriptions will not be applied to the device.



Make sure to **initialize** these devices once they are installed and online.
(MANAGE -> Initialize selected devices)

When adding a Toshiba device the Model, serial number and location are retrieved automatically from the device. In addition you can enter a description of the device.

These data can be modified by clicking to **[change]** or updated by clicking to **[get]**.



The location is updated automatically every 5 minutes.

12.2.3.2 SEARCH for Toshiba devices

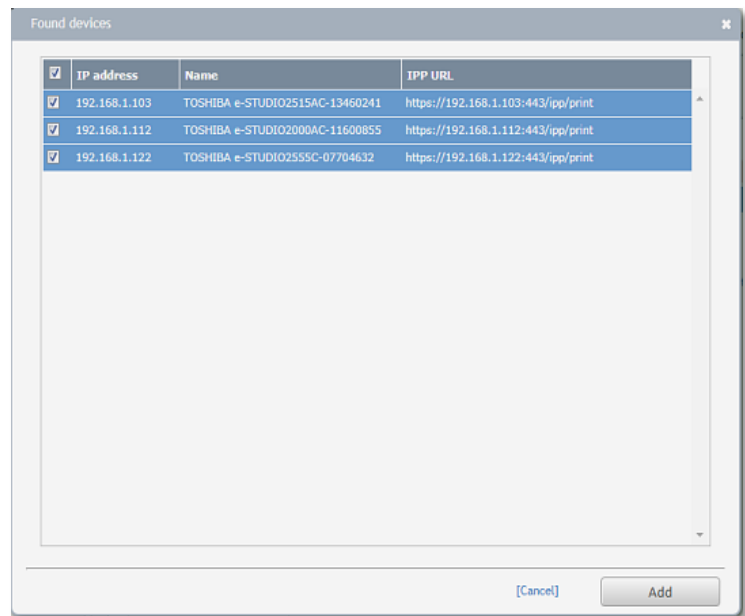
e-FOLLOW provides a convenient method to scan the network for finding Toshiba devices and add them to the management in one step.



Toshiba MFPs will only be found if the IPP / IPPS protocol is enabled.



IPP/IPPS = ON is the factory default.



Clicking to Add shows up the add-device window for multiple MFPs.



Attention

Make sure that **SSL port for ODCA is activated** in case you like to use SSL.

If the Login name and Password for the device administration have not been changed you can leave it blank.

Roles are required to control user permissions. They can be imported automatically when registering. (**only e-BRIDGE X & N**)

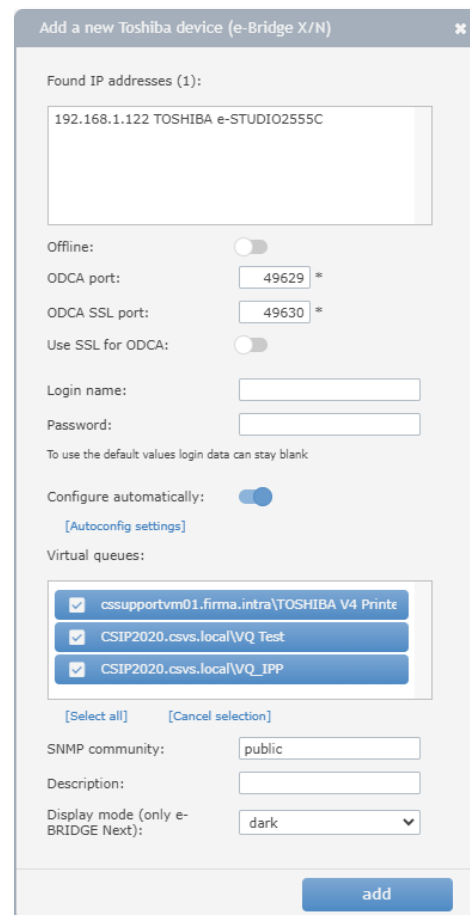
Select a virtual queue(s) for pull printing.



If the auto configuration is enabled, e-FOLLOW will set all relevant configuration settings

- LDAP directory
- Security settings
- EWB settings
- Home screen setting
- Roles
- LDAP mapping
- Auto change login user
- Enable guidance screen
- PIN code authentication

will be set automatically.





Clicking to OK will add the selected devices to the list and start the auto configuration process for these devices (if enabled).

12.2.3.3 Edit Toshiba e-BRIDGE X/Next device

To edit the settings for a Toshiba device click to the corresponding row in the device list.

Search device... [A-Z]

(192.168.1.103)

Low paper level for drawers: Large Capacity Feeder

General

192.168.1.103 (TOSHIBA e-STUDIO2515AC)

License : [toggle]

Serial number: CNLH59919 [change] [get]

Description: [change]

Name for reports: [change]

Location: Standort=Entwicklung [change]

Last login: 25.01.2023 16:17:09

Locked until: [unlock]

Last transaction: 12.01.2023 11:49:21

Use SSL for ODCA: [toggle]

ODCA port: 49629

ODCA SSL port: 49630

Overwrite SSL settings for EWB: [toggle] [1]

Use SSL for EWB: [toggle]

Virtual queues: ipp, VQ_Test, VQ_IPP [2]

Print via IPPS: [toggle] [3]

[<<] [<] [>] [>>]

Page: 1

[Permissions] [Configure automatically] [Autoconfig settings]

[Check subscription addresses] [change credentials]

12.2.3.3.1 General Settings

The settings in the General-Tab allow modifying the description, the ODCA port, ODCA SLL usage and the virtual queue settings. (e-BRIDGE X devices only)



[1] Overwrite SSL settings for EWB:

For some reasons it may be useful to run EWB for specific devices in SSL or non-SSL mode. E.g. older models may have issues showing EWB screens properly if SSL is enabled. In these cases SSL can be switched off for this individual machine.

By default 'Overwrite SSL settings for EWB' is switched off and the setting from →SETTINGS → General → Application is valid.

Application [add or customise language]

Userportal

Encrypt management and ewb communication [toggle]

[Download certificate] [?]

If enabled you can set **Use SSL for EWB** either switched ON or OFF for that specific MFP.

[2] Virtual queues:

Here you can add / remove virtual queues for that device.

When a user is logging in to that MFP e-FOLLOW will check these virtual queues for print jobs for that user and add them to the print release list.

e-FOLLOW

Welcome Ulrich Maierl

Balance: 49.75 €

Application [add or customise language]

Userportal

| Document name | Date | Pages | Cost | Details |
|---|------------|-------|--------|---------|
| Microsoft Word - e-FOLLOW-Operator_Manual_EN_4.3.docx | 2020-01-08 | 4 | 0.04 € | |
| Microsoft Word - B91AF27A.tmp | 2020-01-16 | 1 | 0.01 € | |
| Microsoft Word - B91AF27A.tmp | 2020-01-16 | 1 | 0.01 € | |
| 2020-01-17 2 | 2020-01-17 | 2 | 0.02 € | |
| Microsoft Word - Control-Systems-Firewall.docx | 2020-01-20 | 13 | 0.13 € | |
| Testseite | 2020-01-20 | 1 | 0.01 € | |

Select all [button] Print all [button]

1 2 [button]

[button]



[3] Print via IPPS

By default, e-FOLLOW is sending the print job / spool file directly to the MFP via RAW printing on port 9100. Alternatively, e-FOLLOW can send spool files SSL encrypted via IPPS.

If enabled, you can enter the Printer IPP-URL so e-FOLLOW will forward the spool files to the MFP using secure HTTPS protocol.

Press the **[test]** button to check you have entered the correct printer URL.

In case the device's IPP Server is responding you will get a SUCCESS message and the IPP version of your printer.

Else you will get the message that there is no IPP server responding to this URL.

In TopAccess you can find the URL under

- **Administration**
- **Setup**
- **Print Services**
- **IPP Print**

[Permissions]

This lead you to the permission settings page as described above. (see [Permissions](#))

[Configure automatically]

This will automatically configure LDAP directory, security settings, EWB settings and Home Screen settings. Roles and LDAP mapping of the device will be replaced with the default values.



Attention

Make sure to run configuration at least once for each device.

If not permissions cannot be applied to the device. By default, this is performed when adding a device to the list.

[Autoconfig settings]

This link will lead you to the auto configuration settings page. Here you can define the settings for the auto configuration of e-BRIDGE X/Next devices.



Authentication by username/password is enabled by default.

[Check subscription addresses]

A couple of events – like meter reporting to the server - need to be subscribed to the device. Here you can check if the subscription addresses are set correctly. Clicking to the link will show the current status of subscription addresses.

By default the server addresses are set automatically. If not clicking to [\[Subscribe own address\]](#) will add the subscription of the required actions to the e-FOLLOW server address.



In case of other applications are running in parallel on the device events can be subscribed to multiple servers.

To remove the subscription of an event from the device click to [\[delete\]](#) or [\[delete all\]](#)



Hint

Checking the **Last Login / Last transaction** entries shows if the subscriptions are working properly.

12.2.3.3.2 Direct print

The direct print option is intended to directly print from a client PC to a Toshiba e-BRIDGE X device. Printout will be performed immediately if permission, balance or quotas are sufficient.

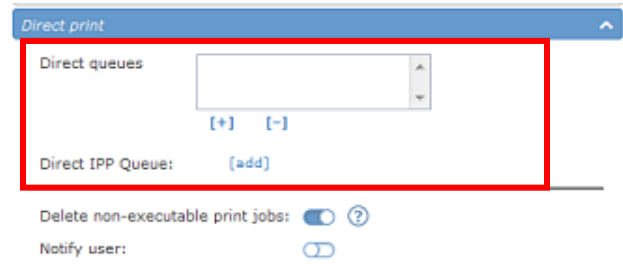
If **Direct print** is enabled, you can now add one or more shared Windows queues that allow users/clients to directly print to this device. Click to **[+]** and select the desired queue(s).



In case of multiple PrinterManagers installed all available queues from all PrinterManagers are shown.

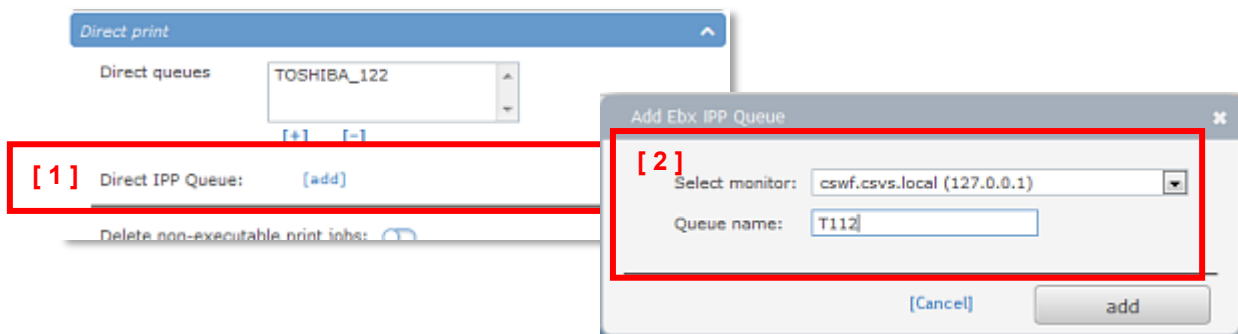
Associate the direct queue(s) to this device.

e-FOLLOW now can take care about settings, quotas and permissions even for direct printing to the device.



Direct IPP queue

Direct print to a Toshiba device can also be performed via secure IPPS.



[1] Click to **[add]** to define a Direct IPP queue for this MFP.

[2] In case you have multiple PrinterManagers installed select the desired PrinterManager (Monitor) that shall take care for this Direct IPP queue and the queue name.

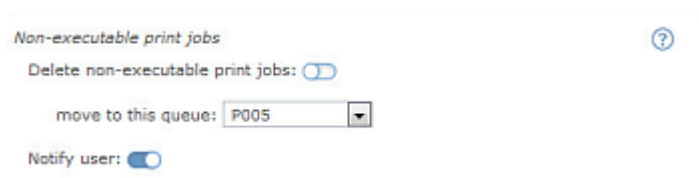
e-FOLLOW will now create an URL for the Direct IPP queue. Using this URL, clients can print securely to this MFP.



Pls. refer to chapter [IPP printing](#) to fulfill the client requirements.

If the job can't be printed due missing credentials or a technical issue you can decide whether to delete the job or move it to a virtual queue for a late release.

If enabled the **Notify user** option will send an email in case of the job has been deleted or moved.



12.2.3.3.3 Prices



Here you can set the prices for the selected device e-FOLLOW is charging to the user balance. Prices can be set according the paper size (large / small - e.g. A3 / A4,A5) and the color (full color, dual-color and black & white).

Search device... (192.168.1.103)

Low paper level for drawers: Large Capacity Feeder

General

Direct print

Prices

| | |
|---------------------------------|--------|
| One black & white page (small): | 0,10 € |
| One black & white page (large): | 0,20 € |
| One color page (small): | 0,40 € |
| One color page (large): | 0,80 € |
| One dual-color page (small): | 0,40 € |
| One dual-color page (large): | 0,80 € |
| One erasable blue page (small): | 0,10 € |
| One erasable blue page (large): | 0,20 € |
| One scan page in color: | 0,00 € |
| One scan page in black & white: | 0,00 € |

Quotas



The prices are common for print and copy.

12.2.3.3.4 Quotas

e-FOLLOW allows to control the usage of devices by setting quotas for color, prints, copies, scans and faxes.

To enable device quotas, check the "Use quotas" button.

You now can individually enable the different quotas and enter the appropriate page numbers. Quotas that are unchecked allow unlimited use.

Search device... (192.168.1.103)

Low paper level for drawers: Large Capacity Feeder

General

Direct print

Prices

Quotas

Use quotas ? ☒

Total quota: ☒ 1000 Pages

Color quota: ☒ 150 Pages

Print quota: ☐ Pages

Copy quota: ☐ Pages

Scan quota: ☐ Pages

Fax quota: ☐ Pages

Card login



Attention

Quotas can also be set for Departments and Users. So it might happen that even if the user still has e.g. color quota available he can't do color prints or copies if the color quota of his department or the color quota of the device is used up.

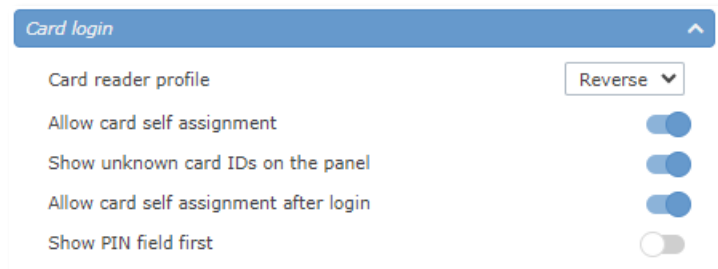
Quotas are only checked at user login at the MFP. They are not used to interrupt jobs. Therefore it is possible for users to have negative quotas.

12.2.3.3.5 Card login

Here you can modify the settings that are related to card reader usage.

Card reader profile:

reader profiles are used to convert the strings read from a card.
Reader Profiles can be created in
-> SETTINGS -> Reader profiles



Show unknown card IDs on panel:

this defines if the IDs of unknown cards are shown in clear on the device panel.

Allow card self-association:

if enabled this function will allow users to assign unknown card IDs to their account by entering their user credentials (username & password)

Allow card self-association after login

This will enable the option to self-associate a card from the Selection screen or print job list after the user has logged in.

Show PIN field first

If enabled the user will be prompted with the PIN-Authentication first (instead of username & password) when associating a new card to his account.

12.2.3.3.6 EWB and SNMP settings

Here you can modify the basic settings for EWB appearance, refresh time and SNMP settings.

EWB and SNMP settings

Display mode (only e-BRIDGE Next) bright

Refresh EWB display every (ms) 3000

SNMP settings for device status requests

SNMP port 161

SNMP-timeout (ms) 5000

SNMP community public

SNMPv3 settings

Use SNMPv3 ☒

SNMPv3 username user

Context MFP

Authentication protocol HMAC-MD5

Authentication password

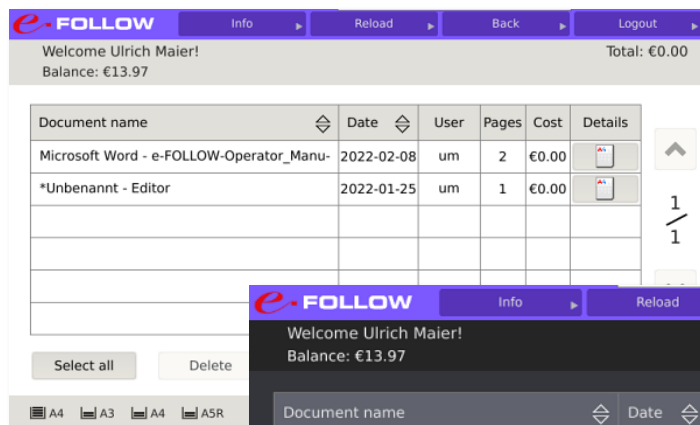
Privacy protocol CBC-DES

Privacy password

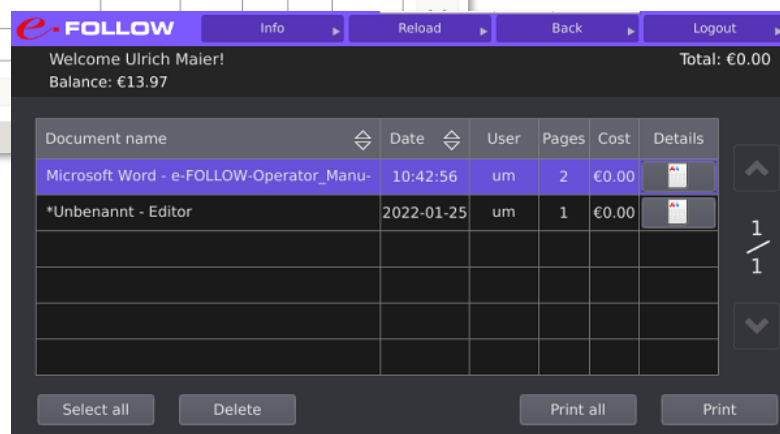
[\[Test SNMPv3 settings\]](#)

Display mode

For e-BRIDGE Next device the display mode of the e-FOLLOW application can be switched between dark-mode (default) and bright-mode.



bright-mode



dark-mode

SNMP settings for device status requests

SNMP is used to retrieve and update various device status information, such as paper drawer levels, toner levels, and operational states.

It is also used to query additional details like the device model name or whether the device supports color printing.

General SNMP parameters such as **SNMP port**, **SNMP timeout**, and **SNMP community** can be configured here.

SNMPv3 settings

For secure and encrypted communication, **SNMPv3** can be enabled.

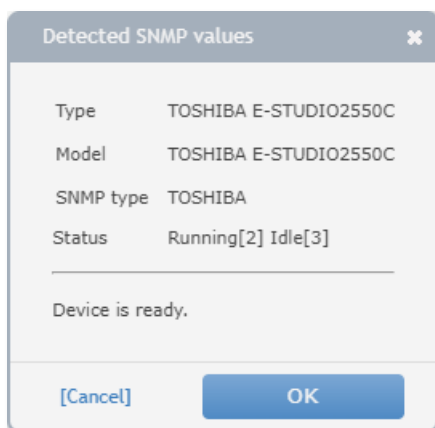
Ensure that all parameters — including **SNMPv3 username**, **Context**, **Authentication protocol**, **Authentication password**, **Privacy protocol**, and **Privacy password** — match the configuration defined in **TopAccess**.



For Toshiba MFPs, the **Context** value is fixed to **MFP**.

With **Test SNMPv3 settings**, you can verify your configuration.

If successful, the test result should display correct device information such as the model name and status.



12.2.3.3.7 Print settings

The settings in this section will have impact on the handling and release of print jobs.

QuickPrint:

If this function is enabled all print jobs of the user (also TeamPrint jobs) will be sent to the device immediately after login.



Attention

Users are not able to individually select jobs for printing when QuickPrint is enabled.

Notify user if QuickPrint fails:

In case one or more jobs could not be printed – e.g. due to missing permission, balance or quota – the user will be notified by email.

Keep print jobs after printing for reprint:

If enabled print jobs will not be deleted after printing. They will be kept in the virtual queue so they can be reprinted at a later time.

Show "Keep print jobs" option in job list:

If this option is enabled, the user can select for each job if it shall be kept for reprinting or immediately deleted after printing. A flag in the job list is accessible for each job.

Show print and keep button

If this option is enabled an additional print & keep button will be shown below the print job list. Releasing jobs by pressing this button will force the keep job for reprint option – independent of the individual print job settings.

Force duplex printing / black & white printing / erasable blue printing:

These options allow the administrator to force printing of each job in duplex and/or black & white / erasable blue.



Attention

If enabled it is impossible for users to print documents in simplex mode or in color on this device.

Enable duplex / simplex / black & white printing by default

In case the Force duplex, Force black & white is set to off, you can configure if as default these settings (duplex, simplex, b&w / erasable blue) are enabled when the user is logging in. In contrast to the "Force" -settings, these can be changed by the users.

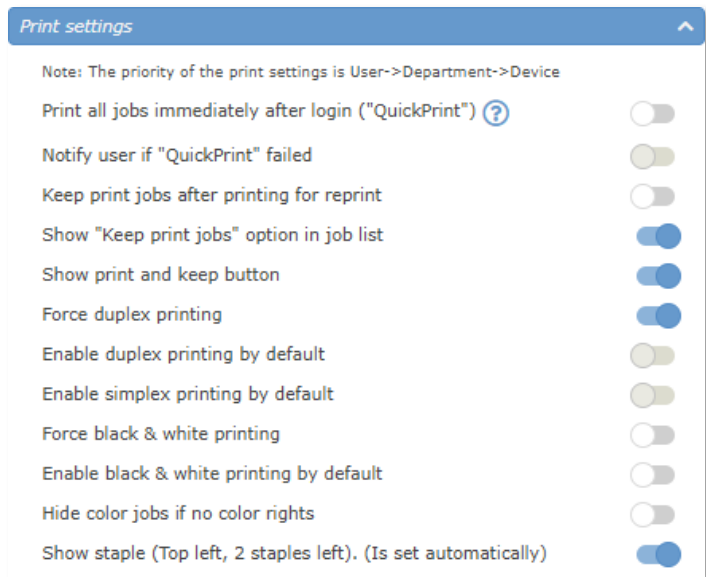
Show staple

When the device is equipped with a staple unit, stapling options (top left & 2 staples left) are added to the job details settings in EWB.



This is only an information and cannot be switched on/off.

If none of the options is selected in job details, the original stapling settings as set via printer driver are valid.

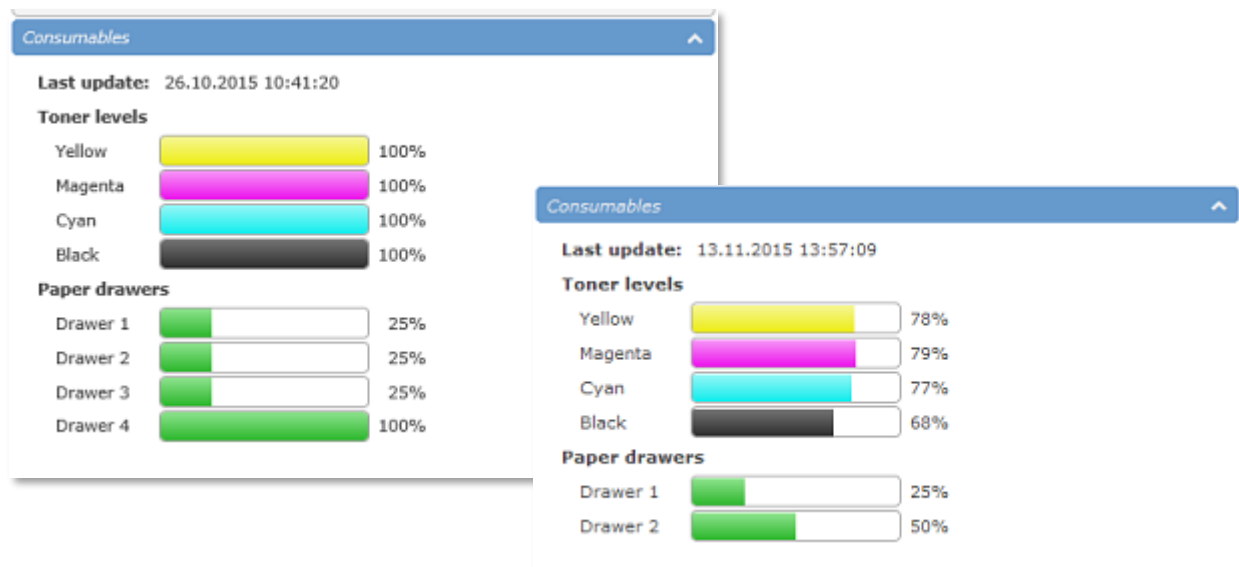


Hide color jobs if no color rights

If enabled, color jobs will not appear in the job list if the user has no permission to print color on this device. Else color jobs will be printed in BW.

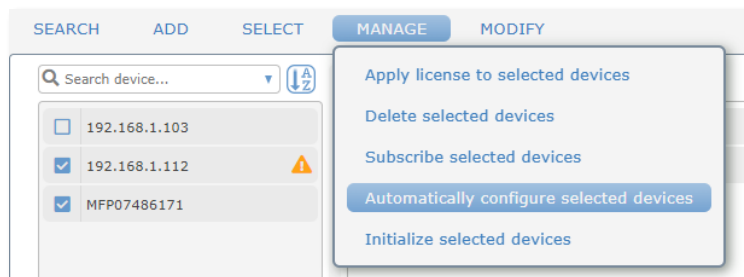
12.2.3.3.8 Consumables

Here you can see the status of the device's toner and paper level.



12.2.3.4 MANAGE Toshiba devices

When selecting one or multiple Toshiba devices the **MANAGE** option gets available.



You now have the possibility to

- apply a client license to the selected devices
- remove the selected devices from the list
- subscribe the selected devices
- Automatically configure selected devices
- Initialize the selected devices



Important

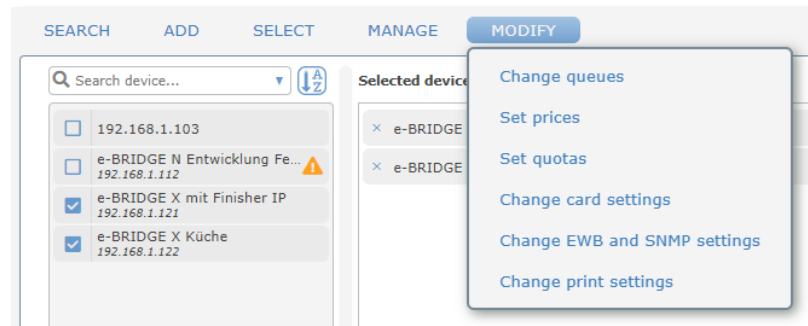
Initialization must be performed before use of the devices in case the devices have been added offline.

12.2.3.5 MODIFY Toshiba devices

When selecting one or multiple Toshiba devices the **MODIFY** option gets available. These options are very helpful to perform modifications for multiple devices in one single step.

Change queues

You now have the possibility to assign virtual queues to the selected devices or to remove all assigned virtual queues from the selected devices.



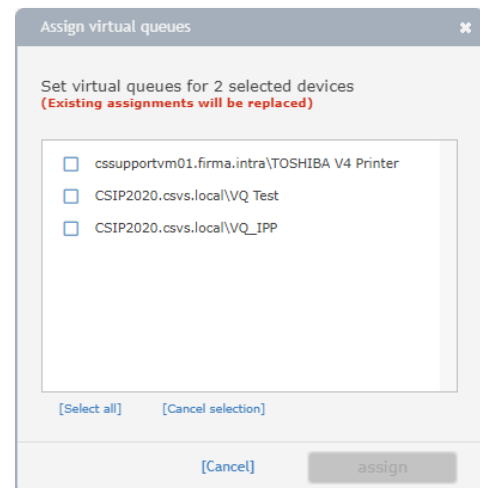
Assign virtual queues

This option allows assigning one or multiple virtual queue/s to the selected Toshiba devices in one step.



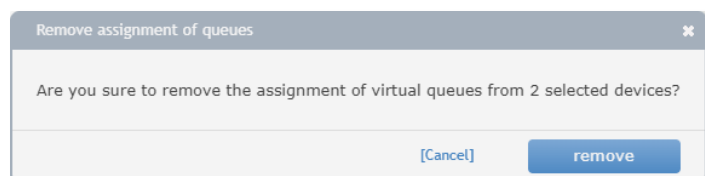
Attention

this action will replace existing assignments of virtual queues.



Remove assigned virtual queues

This option will remove all assigned virtual queues from the selected Toshiba devices.



Attention

Make sure to assign at least one virtual queue to each Toshiba device. Else it will not be possible to release print jobs.



Set prices

Here you can set the prices for the selected Toshiba devices.

The 'Set prices' dialog box is titled 'Set prices' and contains the text 'Set prices for 2 selected devices'. It lists ten pricing categories with input fields and a Euro symbol. The categories and their current values are: One black & white page (small): 0,05 €; One black & white page (large): 0,10 €; One dual-color page (small): 0,15 €; One dual-color page (large): 0,30 €; One color page (small): 0,15 €; One color page (large): 0,30 €; One erasable blue page (small): 0,01 €; One erasable blue page (large): 0,02 €; One scan page in color: 0,01 €; One scan page in black & white: 0,01 €. At the bottom are '[Cancel]' and 'save' buttons.

| Category | Price (€) |
|--------------------------------|-----------|
| One black & white page (small) | 0,05 |
| One black & white page (large) | 0,10 |
| One dual-color page (small) | 0,15 |
| One dual-color page (large) | 0,30 |
| One color page (small) | 0,15 |
| One color page (large) | 0,30 |
| One erasable blue page (small) | 0,01 |
| One erasable blue page (large) | 0,02 |
| One scan page in color | 0,01 |
| One scan page in black & white | 0,01 |

Set quotas

Here you can set quotas for the selected Toshiba devices. If you do not wish to use quotas for a certain function - e.g. faxing, scanning - you can disable the use of quotas by clicking to [\[disable\]](#).

This will make the selected function 'unlimited'.

The 'Set quotas' dialog box is titled 'Set quotas' and contains the text 'Set quotas for 2 selected devices'. It lists five quota categories with '[disable]' links, input fields, and 'Pages' labels. The categories and their current values are: Total quota: [disable] (empty) Pages; Color quota: [disable] 1000 Pages; Print quota: [disable] (empty) Pages; Copy quota: [disable] (empty) Pages; Scan quota: [disable] (empty) Pages; Fax quota: [disable] (empty) Pages. At the bottom are '[Cancel]', 'save', and '[Don't use quotas]' buttons.

| Category | Quota (Pages) |
|-------------|-------------------|
| Total quota | [disable] (empty) |
| Color quota | [disable] 1000 |
| Print quota | [disable] (empty) |
| Copy quota | [disable] (empty) |
| Scan quota | [disable] (empty) |
| Fax quota | [disable] (empty) |

Modify settings

This is a powerful method to change the settings for multiple Toshiba devices.

You have quick access to all settings as per individual device

- **Card login settings**
- **EWB and SNMP settings**
- **Print settings**

Generally, the pull downs offer three options:

- **do not change** - the current status keeps valid
- **enable** - enables the function
- **disable** - disables the function

Change device settings

Change settings for 2 selected devices

Card reader profile

Enable card self assignment

Show unknown card IDs on panel

[Cancel]

Change device settings

Change settings for 2 selected devices

Display mode (only e-BRIDGE Next)

Refresh EWB display every (ms)

SNMP port

SNMP timeout (ms)

SNMP community

SNMPv3 settings

Use SNMPv3

SNMPv3 username

Context

Authentication protocol

Authentication password

Privacy protocol

Privacy password

[Cancel]

Change device settings

Change settings for 2 selected devices

Print all jobs immediately after login ("QuickPrint")

Notify user if "QuickPrint" failed

Keep print jobs after printing for reprint

Show "Keep print jobs" option in job list

Show print and keep button

Force duplex printing

Enable duplex printing by default

Enable simplex printing by default

Force black & white printing

Enable black & white printing by default

Hide color jobs if no color rights

[Cancel]

12.2.4 Toshiba eSF

This menu shows the list of all Toshiba eSF.



Add Toshiba eSF devices here for secure print release or for pull printing from a central virtual queue and / or if you want to track and control user activities for copying, scanning and faxing.

12.2.4.1 ADD Toshiba eSF device

To add a new Toshiba eSF device to the list click to **ADD**.

Enter the IP address of the device.

Select a virtual queue for pull printing.



If you have changed the SNMP community of the device this can be modified accordingly.

You may add a description for the new device (e.g. place of location). Clicking to add will add the device to the list and perform the actions required.

12.2.4.2 SEARCH for Toshiba eSF devices

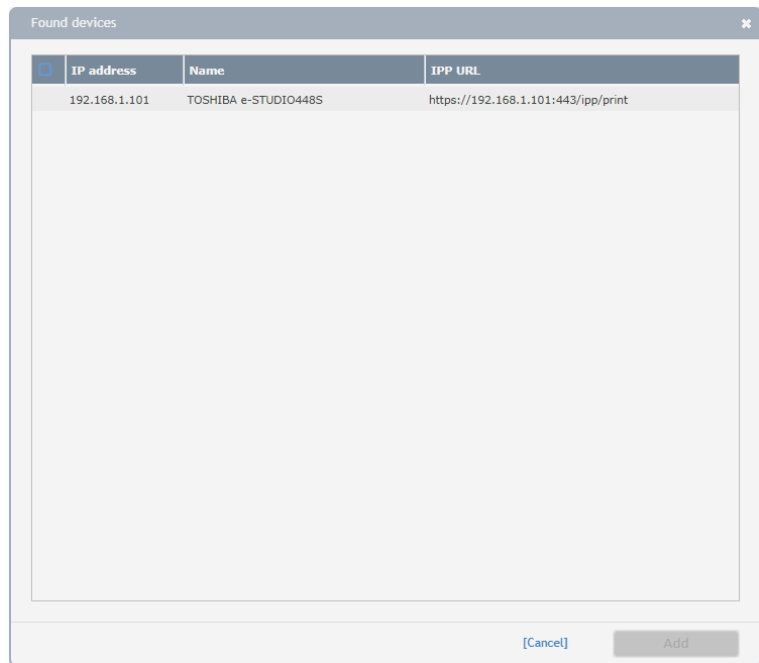
e-FOLLOW provides a convenient method to scan the network for finding Toshiba eSF devices and add them to the management in one step.



Toshiba eSF devices will only be found if the IPP / IPPS protocol is enabled.



IPP/IPPS = ON is the factory default.



Clicking to Add shows up the add-device window for multiple MFPs.

Select a virtual queue(s) for pull printing.



If the [install app] option is enabled e-FOLLOW will push the embedded client to all selected devices.



Attention

The eSF SDK currently does not allow the server to configure it's IP address to the installed application. Therefore, this has to be done manually.

Therefore for each device:

open the device's Webpage and find

Apps → e-FOLLOW → Configure

Enter the e-FOLLOW Server IP Address and port (default 11084)

Add a new Toshiba eSF device

Found IP addresses (1):

192.168.1.101 TOSHIBA e-STUDIO448S

Offline: ☐

Virtual queues:

- ☒ cssupportvm01.firma.intra\TOSHIBA V4 Printe
- ☒ CSIP2020.csvs.local\VQ Test
- ☒ CSIP2020.csvs.local\VQ_IPP

[Select all] [Cancel selection]

SNMP community: public

Description:

add

1 devices will be added. More details at Dashboard.

OK

12.2.4.3 Edit Toshiba eSF device

To edit the settings for a Toshiba eSF device click to the corresponding row in the device list.

The screenshot shows the 'General' tab for device ET0021B7E7BFC6. The settings are as follows:

- [1] Sender email:** A text field with a '[change]' button.
- [2] Virtual queues:** A list box containing 'VQ Test' and 'VQ_IPP', with '+' and '-' buttons.
- [3] Print via IPPS:** A toggle switch that is currently turned on.
- [4] Printer IPP-URL:** A text field containing 'https://192.168.1.101:443/ipp/print' and a '[test]' button.
- Anonymous print:** A toggle switch that is currently turned off.

12.2.4.3.1 General Settings

The settings in the General-Tab allow modifying the description, the ODCA port, ODCA SLL usage and the virtual queue settings. (e-BRIDGE X devices only)

[1] Sender email:

Here you can define a sender email-address for this device. If left blank the current user's email address will be set as from-address.

[2] Virtual queues:

Here you can add / remove virtual queues for that device.



[3] Print via IPPS: if switched off (default) e-FOLLOW is sending the print job via RAW directly to the printer on port 9100.

If enabled you can enter the Printer IPP-URL so e-FOLLOW will forward the spool files to the MFP using secure HTTPS protocol.

Press the **[test]** button to check you have entered the correct printer URL.

In case the device's IPP Server is responding you will get a SUCCESS message and the IPP version of your printer.

Else you will get the message that there is no IPP server responding to this URL.



[4] Anonymous print:

This option allows printing of jobs that do not have a PJI header referring to the job owner. The printer will see this job as 'anonymous' and therefore cannot be accounted for the real job owner. By default, e-FOLLOW will deny printing these kind of jobs.



Attention

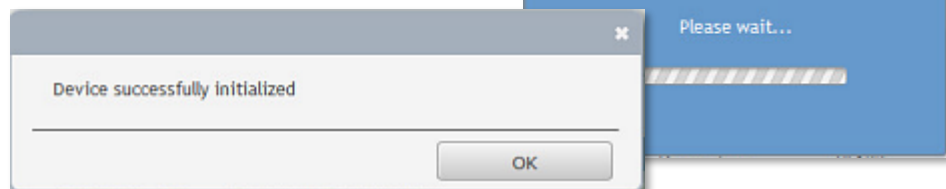
If you allow Anonymous print the jobs will not be accounted / charged to a user.

[Permissions]

This leads you to the permission settings page as described above. (see [Permissions](#))

[Install app]

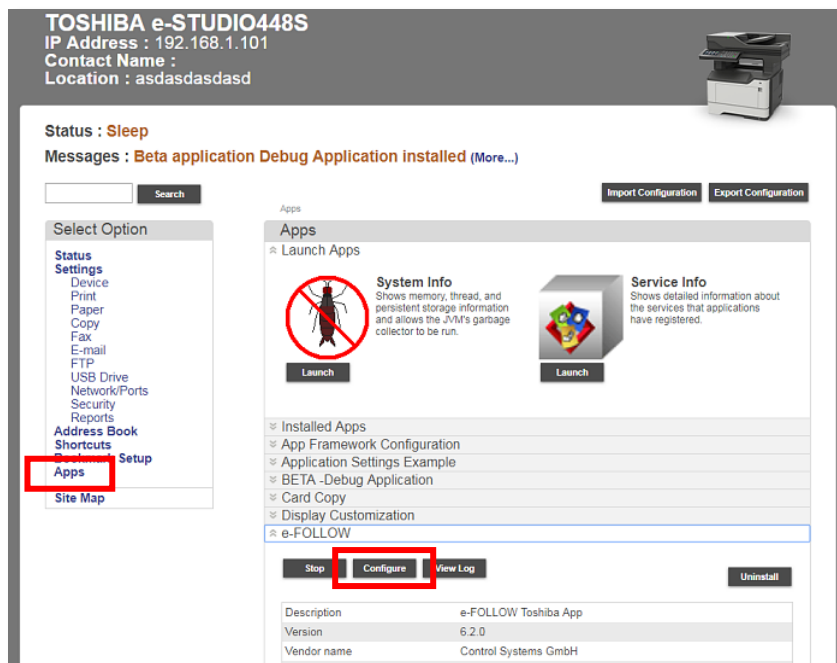
This will automatically install the eSF application to the Toshiba eSF device.



Attention

The eSF SDK currently does not allow the server to configure it's IP address to the installed application. Therefore, this has to be done manually.

Open the device's Webpage and find **Apps → e-FOLLOW → Configure**



Enter the e-FOLLOW Server IP Address and port (default 11084)

12.2.4.3.2 Direct print

Operator Manual

Version 5.9.0

The direct print is option is intended to directly print from a client PC to a Toshiba eSF device. Printout will be performed immediately if permission, balance or quotas are sufficient.

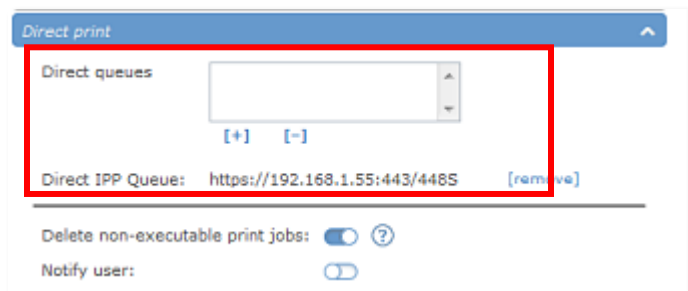
If **Direct print** is enabled, you can now add one or more shared Windows queues that allow users/clients to directly print to this device. Click to **[+]** and select the desired queue(s).



In case of multiple PrinterManagers installed all available queues from all PrinterManagers are shown. Depending the number of remote PM and network quality this may take some time.

Associate the direct queue(s) to this device.

e-FOLLOW now may take care about settings, quotas and permissions even for direct printing to the device.



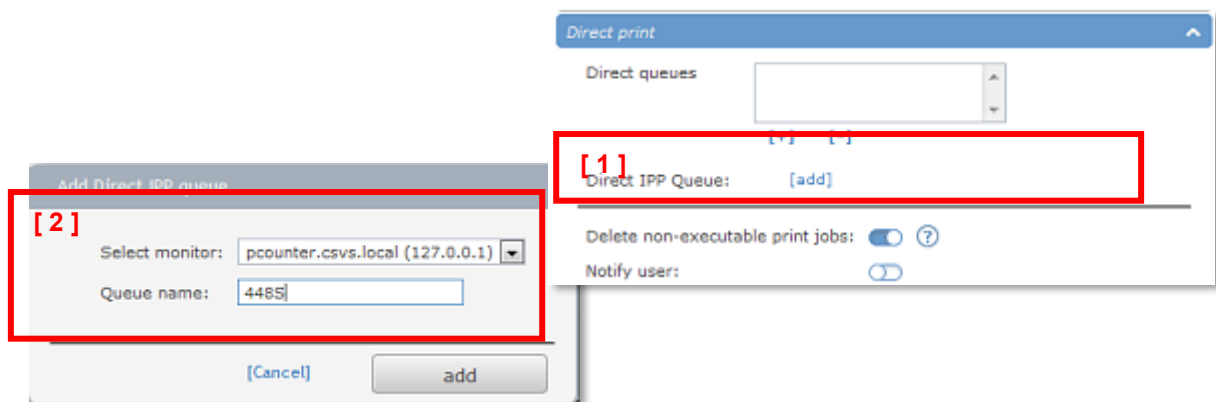
Important

If direct print mode is enabled the zero-stop functionality is no longer supported. So it is strongly recommended to disable direct print if users are charged by balance or quota.



Direct IPP queue

Direct print to a Toshiba device can also be performed via secure IPPS.



[1] Click to **[add]** to define a Direct IPP queue for this MFP.

[2] In case you have multiple PrinterManagers installed select the desired PrinterManager (Server) that shall take care for this Direct IPP queue and enter the queue name.

e-FOLLOW will now create an URL for the Direct IPP queue. Using this URL clients can print securely to this MFP.



Pls. refer to chapter [IPP printing](#) to fulfill the client requirements.

If the job can't be printed due missing credentials or a technical issue you can decide whether to delete the job or move it to a virtual queue for a late release.

If enabled the **Notify user** option will send an email in case of the job has been deleted or moved.



12.2.4.3.3 Prices

Here you can set the prices for the selected device e-FOLLOW is charging to the user balance. Prices can be set according the paper size (large / small - e.g. A3 / A4,A5) and the color (full color, dual-color and black & white).

| Job Type | Price (€) |
|---------------------------------|-----------|
| One black & white page (small): | 0,10 |
| One black & white page (large): | 0,10 |
| One dual-color page (small): | 1,00 |
| One dual-color page (large): | 1,00 |
| One color page (small): | 1,00 |
| One color page (large): | 1,00 |
| One scan page in color: | 0,00 |
| One scan page in black & white: | 0,00 |

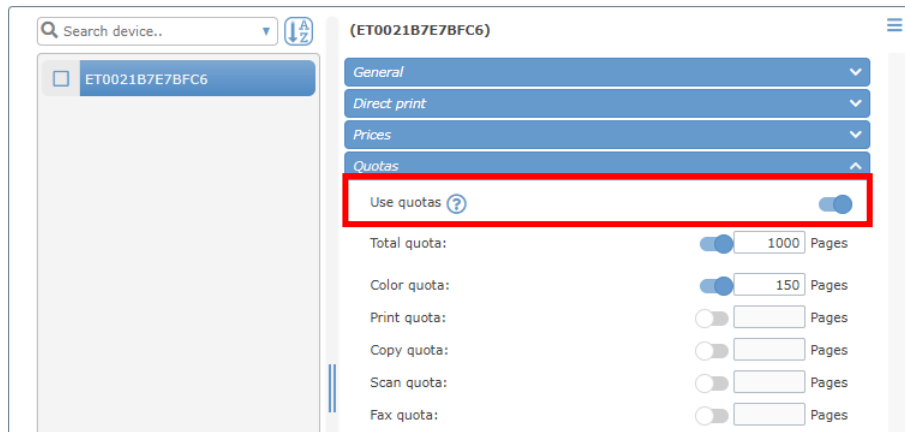


The prices are common for print and copy.

12.2.4.3.4 Quotas

e-FOLLOW allows to control the usage of devices by setting quotas for color, prints, copies, scans and faxes.

To enable device quotas, check the "Use quotas" button.



The screenshot shows the 'Quotas' configuration page for device ET0021B7E7BFC6. The 'Use quotas' toggle is highlighted with a red box and is turned on. Below it, individual quotas for Total, Color, Print, Copy, Scan, and Fax are listed with their respective page counts and toggle switches.

| Quota Type | Quota Value | Unit | Toggle |
|-------------|-------------|-------|--------|
| Total quota | 1000 | Pages | On |
| Color quota | 150 | Pages | On |
| Print quota | | Pages | Off |
| Copy quota | | Pages | Off |
| Scan quota | | Pages | Off |
| Fax quota | | Pages | Off |

You now can individually enable the different quotas and enter the appropriate page numbers. Quotas that are unchecked allow unlimited use.



Attention

Quotas can also be set for Departments and Users. So it might happen that even if the user still has e.g. color quota available he can't do color prints or copies if the color quota of his department or the color quota of the device is used up.

Quotas are only checked at user login at the MFP. They are not used to interrupt jobs. Therefore it is possible for users to have negative quotas.

12.2.4.3.5 Card login

Here you can modify the settings that are related to card reader usage.

Card reader profile:

reader profiles are used to convert the strings read from a card. Reader Profiles can be created in

-> SETTINGS -> Reader profiles

Allow card self-association

if enabled this function will allow users to assign unknown card IDs to their account by entering their

user credentials (e.g. username & password)

Show unknown card IDs in the panel

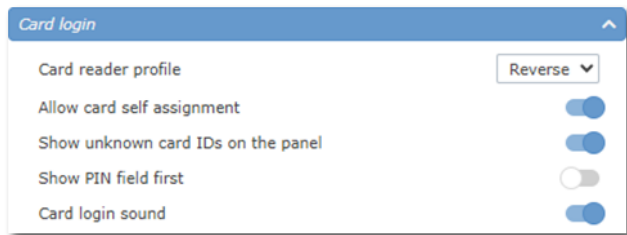
If enabled the card ID of a new unknown card is shown in clear on the panel during the card self-association process. Else the card IDs are starred out.

Show PIN field first

If enabled the user will be prompted with the PIN-Authentication first (instead of username & password) when associating a new card to his account.

Card login sound

Here you can enable or disable the sound that plays during card login.



12.2.4.3.6 Guest login

e-FOLLOW allows users that do not have an account to use the eSF devices. Therefore, a special Guest Login can be enabled.

Enable guest login: here you can enable / disable the guest login option

User for guest login: select a user that is used when a guest is logging in.

To assign transaction and apply permission or quotas a specific user must be selected as 'guest user'.



It is recommended to create an internal user (e.g. 'guest') that is used when logging in as guest. If required, you can assign individual guest users to each eSF device.

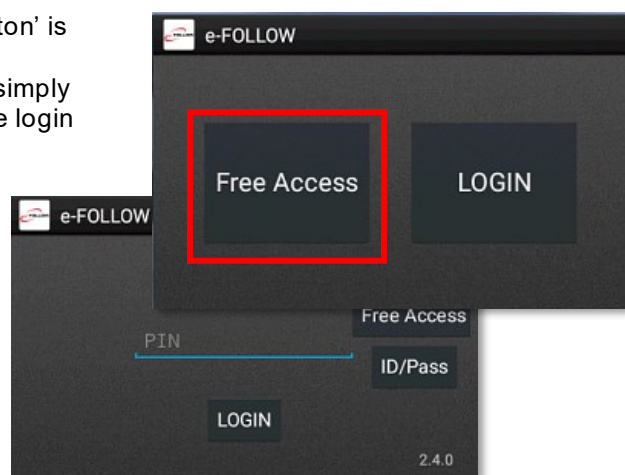
Guest screen first: if enabled a large 'guest button' is shown at the login screen.

If users need/want to login to their account they simply swipe their card or press "LOGIN" to switch to the login screen,

Guest button text: here you can modify the text for the guest button (e.g. Free Access)

[Copy settings to all printers]

Pressing this link will copy the current guest login settings to all Toshiba eSF devices.



12.2.4.3.7 Print settings

The settings in this section will have impact on the handling and release of print jobs.

QuickPrint:

If this function is enabled all print jobs of the user (also TeamPrint jobs) will be sent to the device immediately after login.



Attention

Users are not able to individually select jobs for printing when QuickPrint is enabled.

Notify user if QuickPrint fails:

In case one or more jobs could not be printed – e.g. due to missing permission, balance or quota – the user will be notified by email.

Skip blank job list

If enabled, the joblist will not be shown after login if there are not print jobs pending on the server. The user will be directly lead to the device home screen instead.

Keep print jobs after printing for reprint:

If enabled print jobs will not be deleted after printing. They will be kept in the virtual queue so they can be reprinted at a later time.

Show "Keep print jobs" option in job list:

If this option is enabled, the user can select for each job if it shall be kept for reprinting or immediately deleted after printing. A flag in the job list is accessible for each job.

Force duplex printing / black & white printing:

These options allow the administrator to force printing of each job in duplex and/or black & white / erasable blue.



Attention

If enabled it is impossible for users to print documents in simplex mode or in color on this device.

Enable duplex / simplex / black & white printing by default

In case the Force duplex, Force black & white is set to off, you can configure if as default these settings (duplex, simplex, b&w / erasable blue) are enabled when the user is logging in.

In contrast to the "Force" -settings, these can be changed by the users.

Hide color jobs if no color rights

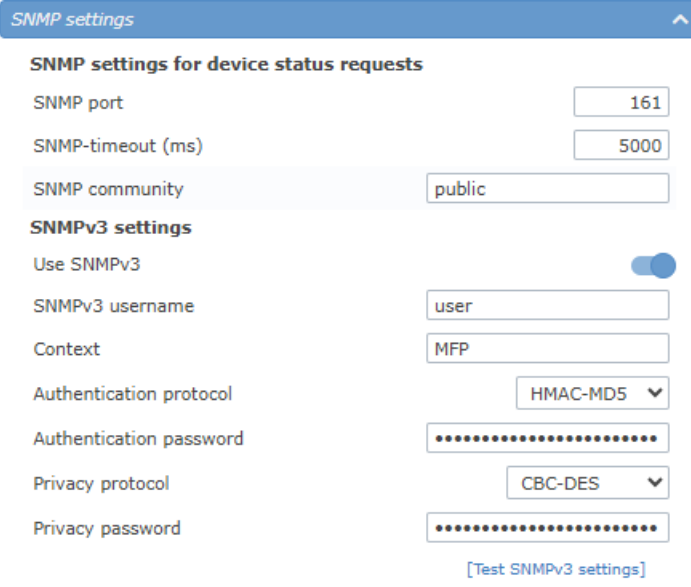
If enabled, color jobs will not appear in the job list if the user has no permission to print color on this device. Else color jobs will be printed in BW.

12.2.4.3.8 SNMP Settings

SNMP is used to retrieve and update various device status information, such as paper drawer levels, toner levels, and operational states.

It is also used to query additional details, such as the device model name.

General SNMP parameters such as **SNMP port**, **SNMP timeout**, and **SNMP community** can be configured here.



The image shows a software window titled "SNMP settings" with a blue header bar. It contains two main sections: "SNMP settings for device status requests" and "SNMPv3 settings".

SNMP settings for device status requests

- SNMP port: 161
- SNMP-timeout (ms): 5000
- SNMP community: public

SNMPv3 settings

- Use SNMPv3: ☒
- SNMPv3 username: user
- Context: MFP
- Authentication protocol: HMAC-MD5
- Authentication password: [masked]
- Privacy protocol: CBC-DES
- Privacy password: [masked]

At the bottom right of the settings area is a link: [Test SNMPv3 settings]

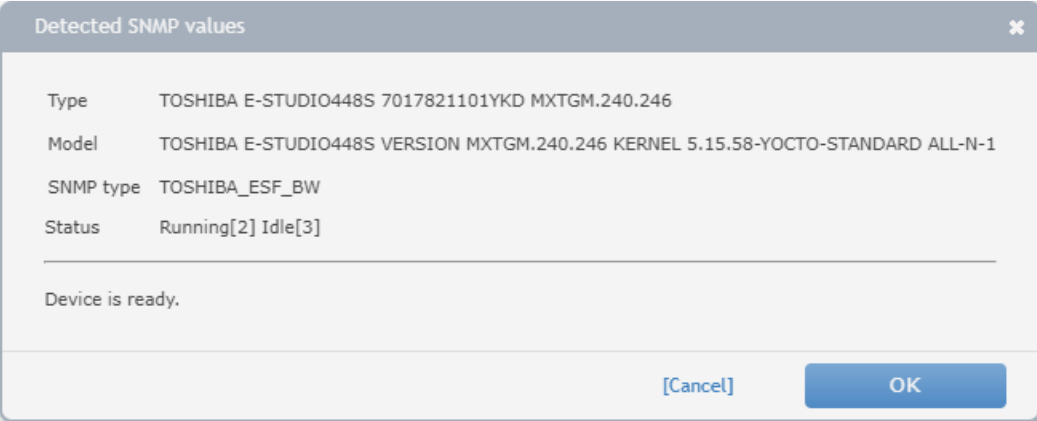
SNMPv3 settings

For secure and encrypted communication, **SNMPv3** can be enabled.

Ensure that all parameters — including **SNMPv3 username**, **Context**, **Authentication protocol**, **Authentication password**, **Privacy protocol**, and **Privacy password** — match the configuration of the device.

With **Test SNMPv3 settings**, you can verify your configuration.

If successful, the test result should display correct device information such as the model name and status.



The image shows a software window titled "Detected SNMP values" with a grey header bar and a close button (X) in the top right corner. It displays a table of detected values.

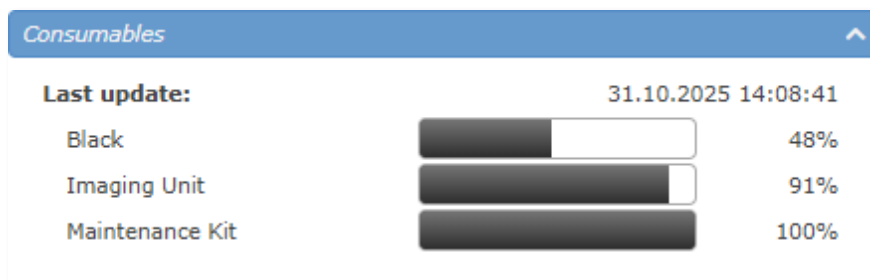
| | |
|-----------|--|
| Type | TOSHIBA E-STUDIO448S 7017821101YKD MXTGM.240.246 |
| Model | TOSHIBA E-STUDIO448S VERSION MXTGM.240.246 KERNEL 5.15.58-YOCTO-STANDARD ALL-N-1 |
| SNMP type | TOSHIBA_ESF_BW |
| Status | Running[2] Idle[3] |

Below the table, it says "Device is ready."

At the bottom right are two buttons: [Cancel] and OK.

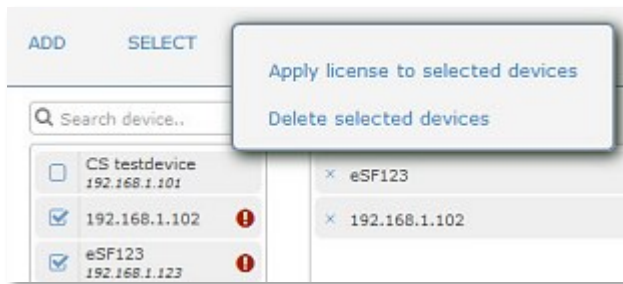
12.2.4.3.9 Consumables

Here you can see the status of the device's toner and consumables level.



12.2.4.4 MANAGE Toshiba eSF devices

When selecting one or multiple Toshiba devices the **MANAGE** option gets available.

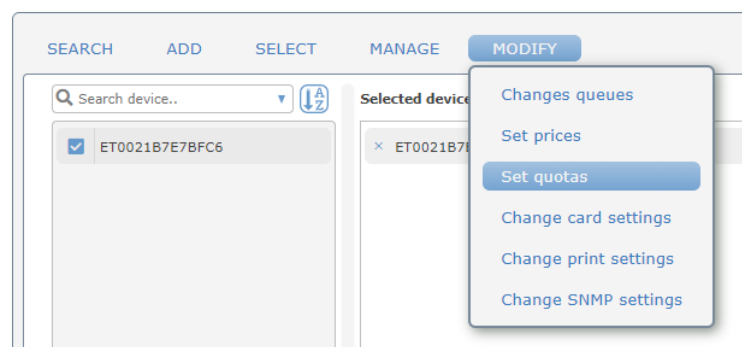


You now have the possibility to

- apply a client license to the selected devices
- remove the selected devices from the list

12.2.4.5 MODIFY Toshiba eSF devices

When selecting one or multiple Toshiba devices the **MODIFY** option gets available. These options are very helpful to perform modifications for multiple devices in one single step.

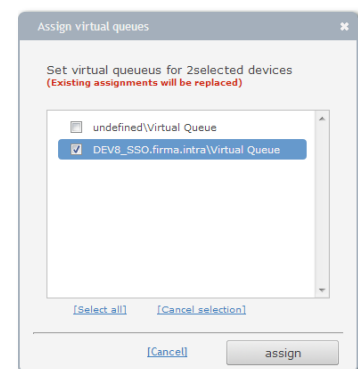


Change queues

You now have the possibility to assign virtual queues to the selected devices or to remove all assigned virtual queues from the selected devices.

Assign virtual queues

This option allows assigning one or multiple virtual queue/s to the selected Toshiba devices in one step.

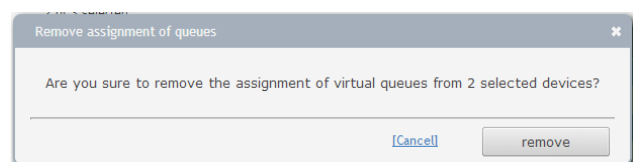


Attention

this action will replace existing assignments of virtual queues.

Remove assigned virtual queues

This option will remove all assigned virtual queues from the selected Toshiba devices.





Attention

Make sure to assign at least one virtual queue to each Toshiba device. Else it will not be possible to release print jobs.



Set prices

Here you can set the prices for the selected Toshiba devices.

| Function | Price (€) |
|---------------------------------|-----------|
| One color page (small): | 0,15 |
| One color page (large): | 0,29 |
| One dual-color page (small): | 0,10 |
| One dual-color page (large): | 0,15 |
| One black & white page (small): | 0,05 |
| One black & white page (large): | 0,08 |
| One erasable blue page (small): | 0,02 |
| One erasable blue page (large): | 0,05 |
| One scan page in color: | 0,03 |
| One scan page in black & white: | 0,02 |

Set quotas

Here you can set quotas for the selected Toshiba devices. If you do not wish to use quotas for a certain function - e.g. faxing, scanning - you can disable the use of quotas by clicking to [\[disable\]](#).

This will make the selected function 'unlimited'.

| Function | Quota (Pages) |
|--------------|----------------------|
| Total quota: | [enable] (unlimited) |
| Color quota: | [disable] 5000 |
| Print quota: | [enable] (unlimited) |
| Copy quota: | [enable] (unlimited) |
| Scan quota: | [enable] (unlimited) |
| Fax quota: | [enable] (unlimited) |

Modify settings

This is a powerful method to change the settings for multiple Toshiba devices.

You have quick access to all settings as per individual device

- **Card login settings**
- **Print settings**
- **SNMP settings**

| Setting | Value |
|--------------------------------|---------------|
| Card reader profile | do not change |
| Show PIN field first | do not change |
| Enable card self assignment | do not change |
| Show unknown card IDs on panel | do not change |

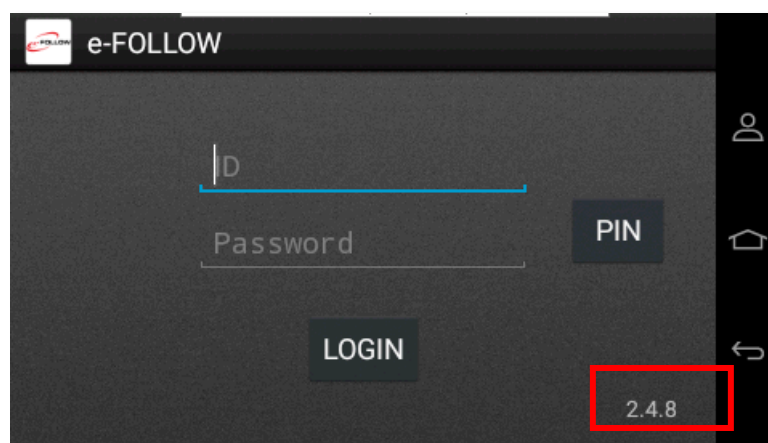
Generally, the pull downs offer three options:

- **do not change** - the current status keeps valid
- **enable** - enables the function
- **disable** - disables the function

12.2.4.6 Updating eSF – App

By default, the e-FOLLOW installer package contains the latest eSF-App.

The current version of the installed App is shown on the login screen.



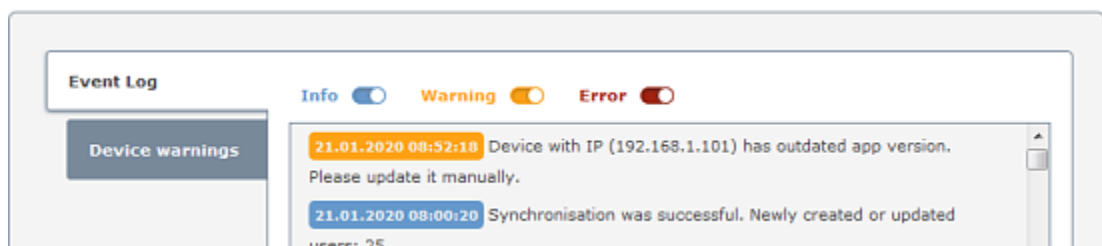
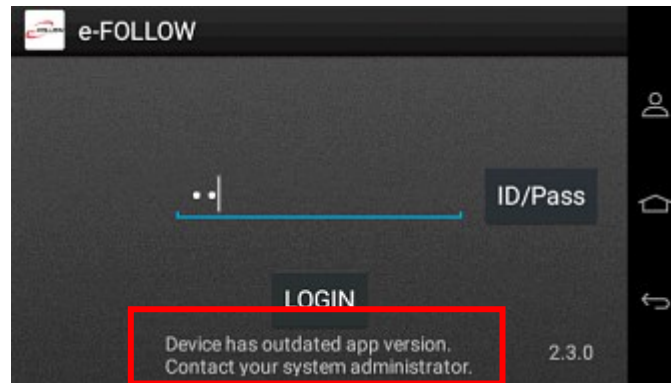
Once the App is installed on a device it automatically updates itself if a newer version is available on e-FOLLOW server.

Else click to **[Install app]** in the device's general settings.



To guarantee unrestricted functionality it is mandatory that the latest eSF App version is installed on the devices. If a deprecated version of the e-FOLLOW eSF App is installed on the MFP the users are not allowed to login.

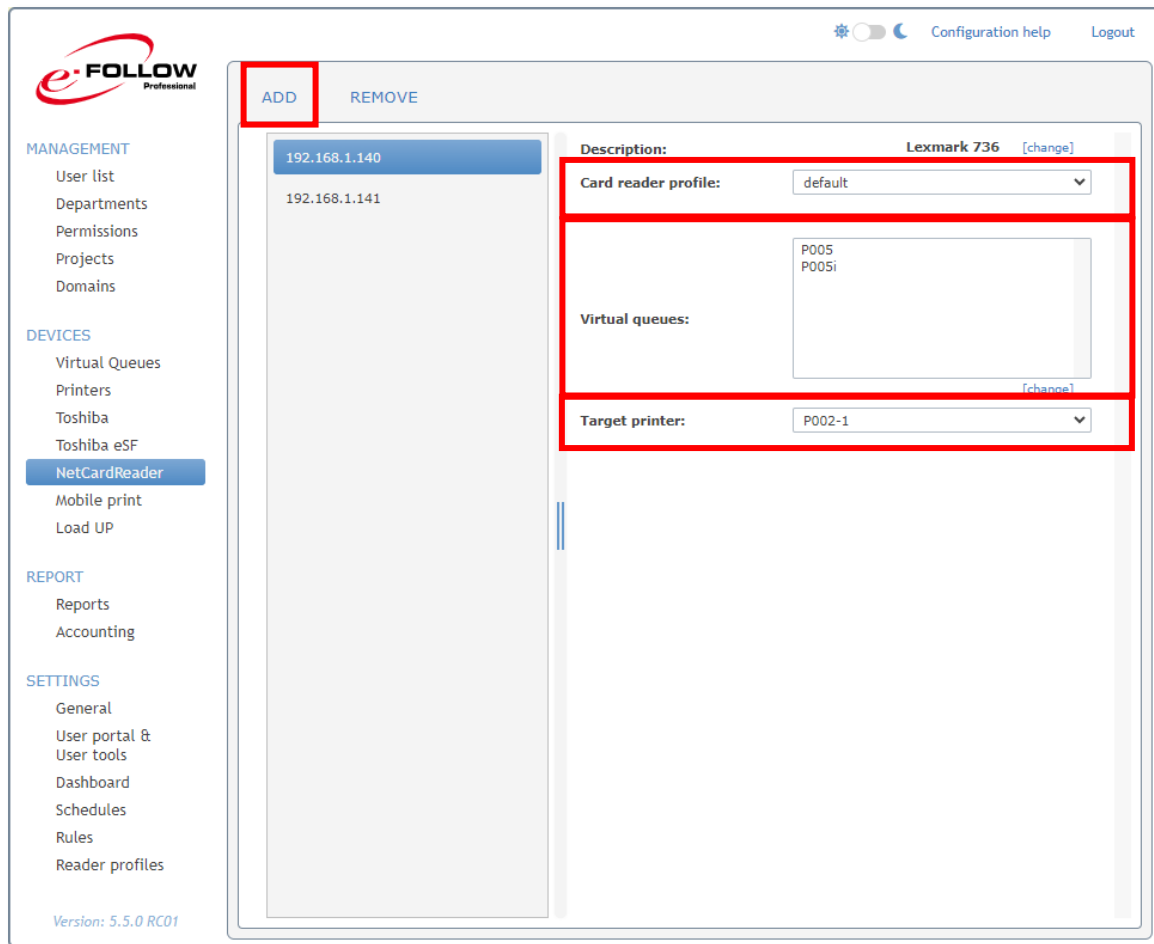
A corresponding message is shown on the device when trying to login.



In the e-FOLLOW Event Log you will also find a corresponding Warning.

12.2.5 NetCardReader

e-FOLLOW supports the usage of networked card readers (NetCardReader) to release print jobs from a virtual queue to a **printer**.



A NetCardReader has no physical connection to the printer it is attached to. Therefore, they need to be 'connected' logically. (see [Configure TCPConv](#))

Click to **[+]** to add a new NetCardReader.
Enter its IP address and a description (e.g. the printer name it is attached to).

Card reader profile:
Select a card reader profile if necessary.

Virtual queues:
Add one (or multiple) virtual queue to check for jobs of the user swiping his card.

Target printer:
Select a printer the jobs shall be sent to.



Important

Make sure the target printer is compatible to the driver applied to the virtual queues.

12.2.6 Mobile print

e-FOLLOW allows users to send documents for printing via email from any (mobile) device. Most common office file formats, images and PDF are supported.

An advanced print release App (iOS & Android) is available for print release via the user's mobile phone or tablet. The mobile App can also be used to upload documents from you Android or iOS device to an e-FOLLOW queue.

12.2.6.1 Mobile print release

Print jobs held in a virtual queue can also be released to any **direct queue** or **Toshiba direct queue** by using the e-FOLLOW mobile App.

Similar to the NetCardReaders a device identifier or a QR-code are used to logically link the printer so e-FOLLOW knows at which device the user currently is in front of.

Click to **[ADD]** to add a new Device identification.
Enter its IP address and a description (e.g. the printer name it is attached to).

Virtual queues:

Add one (or multiple) virtual queue to check for jobs of the user is selecting this device identifier.

Target printer:

Select a printer the jobs shall be sent to.

**Attention**

Make sure the target printer is compatible to the driver selected for the virtual queues.

Use the **UTILITY** menu to generate a [**.html**] or [**.pdf**] document containing the QR-codes generated by e-FOLLOW. These labels can be attached to the appropriate printer to easily be identified by the e-FOLLOW app.



HP LJ - Room 123



HP LJ - Room 421



Samsung - Room 213

12.2.6.2 E-Mail printing

E-mail printing is very convenient way to send documents for printing as almost every device with an internet or WLAN connection is capable to send out emails.

e-FOLLOW Professional

Configuration help Logout

MANAGEMENT

- User list
- Departments
- Permissions
- Projects
- Domains

DEVICES

- Virtual Queues
- Printers
- Toshiba
- Toshiba eSF
- NetCardReader
- Mobile print**
- Load UP

REPORT

- Reports
- Accounting

SETTINGS

- General
- User portal & User tools
- Dashboard
- Schedules
- Rules
- Reader profiles

Version: 5.5.0 RC01

ADD REMOVE

Mobile release Mail printing

gmail_imap

gmail_pop3

h.test_exchange (ex.control-systems.de) [change]

h.test_imap (ex.control-systems.de)

h.test_pop3 (ex.control-systems.de)

public_imap (Strato)

public_pop3 (Strato)

test

h.test_exchange (ex.control-systems.de) [change]

Enabled ☐

Protocol **Exchange**

User **h.test**

Password *********

URL **https://ex.control-systems.de/EWS/Exchange.asx**

Domain name (FQDN) **csvs.local**

[Test]

Print to queue **\\https://192.168.1.55:443\e-FOLLOW-IPP(upload)** [change]

Min. size for images **5** KB

Max. mail size **20** MB

Validation token ?

Additionally print mail text ☐

E-mail Notification ☐

Send PIN with notification ☐

Anonymous printing

Enabled ☐

Therefore, e-FOLLOW can constantly check one or more email accounts of different type (IMAP, POP3 or Exchange).

e-FOLLOW separates the attachments and processes them into a print job. All common file formats are supported.

| | |
|----------------|---|
| PDF | PDF |
| Words: | DOC, DOCX, XML, RTF, HTML, XHTML, MHTML, ODT, XPS, SWF, TXT, EPUB |
| Cells: | XLS, XLSX, XLSM, XLSB, ODS, CSV |
| Slides: | PPT, POT, PPS, PPTX, POTX, PPSX, ODP, PPTM |
| Images: | GIF, JPG, JPEG, PNG, TIFF, TIF, BMP, EMF, EXIF, ICO, ICON, WMF |



If Anonymous mode is disabled e-FOLLOW accepts only emails from known senders. So the sender's email address must be identical to one of the email addresses stored in the user database. If a sender address is unknown the email will not be processed and deleted.

Click to **ADD** to add a new email account to be monitored by e-FOLLOW.

Enter a name for this account and select the account type (IMAP, POP3, Exchange or Office 365).

Depending the account type you need to enter the account credentials:

[1] - IMAP/POP3

| | |
|-----------------|--|
| User | Enter the username for this email account |
| Password | Enter the password to login to the account |
| Hostname | Enter the hostname or IP address of the email server |
| Port | Port number of the server (the default values for IMAP and POP3 usually work fine) |
| Use SSL | Enable to connect via secure SSL connection |

[3] - Exchange

The settings for an exchange account are different from the above.

| | |
|-----------------|--|
| User | Enter the username for this email account |
| Password | Enter the password to login to the account |
| URL | Enter the correct URL for the web access of your Exchange server |
| Domain | Enter the name of your exchange's domain |



To determine the correct **URL for the Exchange Web Service (EWS)** of your server you may logon to your exchange server and enter below power-shell command.

Get-WebServicesVirtualDirectory |Select name, *url* | fl

[2] - The following settings determine the processing and routing of the mails.

| | |
|-----------------------------------|---|
| Print to queue | This is the queue the processed document will be sent to. By default the (first) virtual queue is pre-selected |
| Min. size for images | This value avoids print out of small images like logos or icons |
| Max. mail size | As processing of jobs needs some resources the size of emails can be limited. |
| Validation token | This is a security feature to avoid SPAM. If you enter any string here all emails' subject must begin with this string. |
| Additionally print text | If enabled not only the attachment will be processed but also the email (body) itself. |
| E-Mail notification | If enabled the sender will receive a confirmation email with the status of the transmitted job. |
| Send PIN with notification | If enabled the mail sent will contain the user's login PIN |



Changing the output queue from a virtual queue to a direct queue will lead to an immediate printout of the documents.

12.2.6.3 Office 365 (modern Auth.)

e-FOLLOW.cloud supports fetching mails from an Office365 account. The high Office365 security level (modern Auth.) requires some additional configuration.

Exchange

gmail

gmail_pop3

h.test

o365

print

public

o365 [change]

Enabled

Protocol Office 365

Tenant ID [1]

Client ID/App ID [2]

User [3]

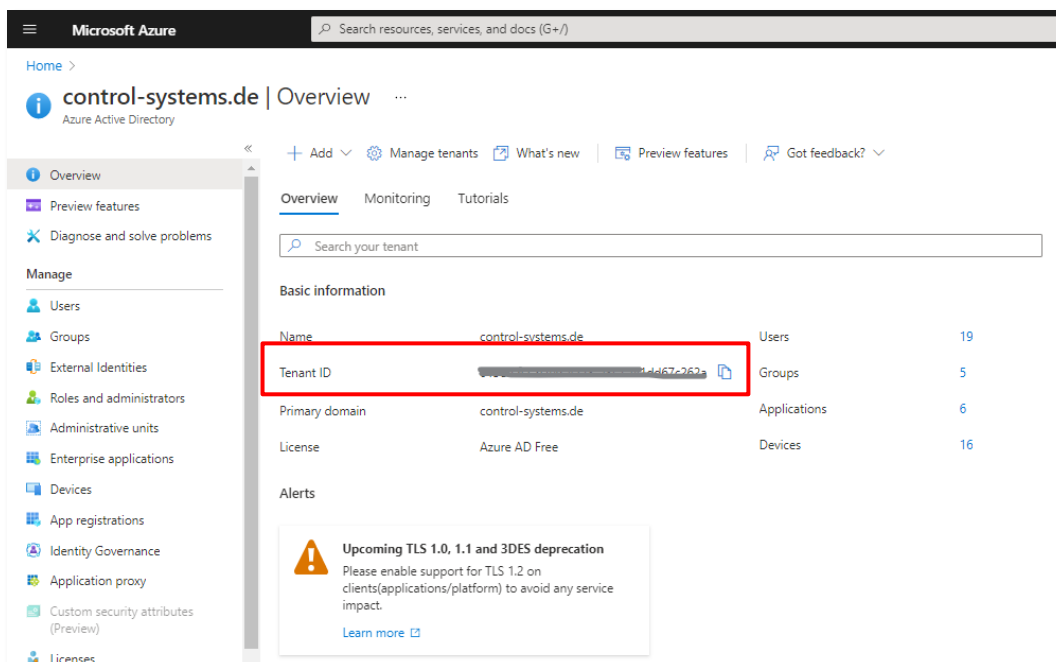
Password

Mailbox URI https://outlook.office365.com/EWS/Exchange.asx

[Test]

[1] Finding the Tenant-ID

Start the Azure portal and login with an Administrator account. Then select Azure Active Directory in Azure services.



You will find your Tenant-ID in the basic information of your AAD service.

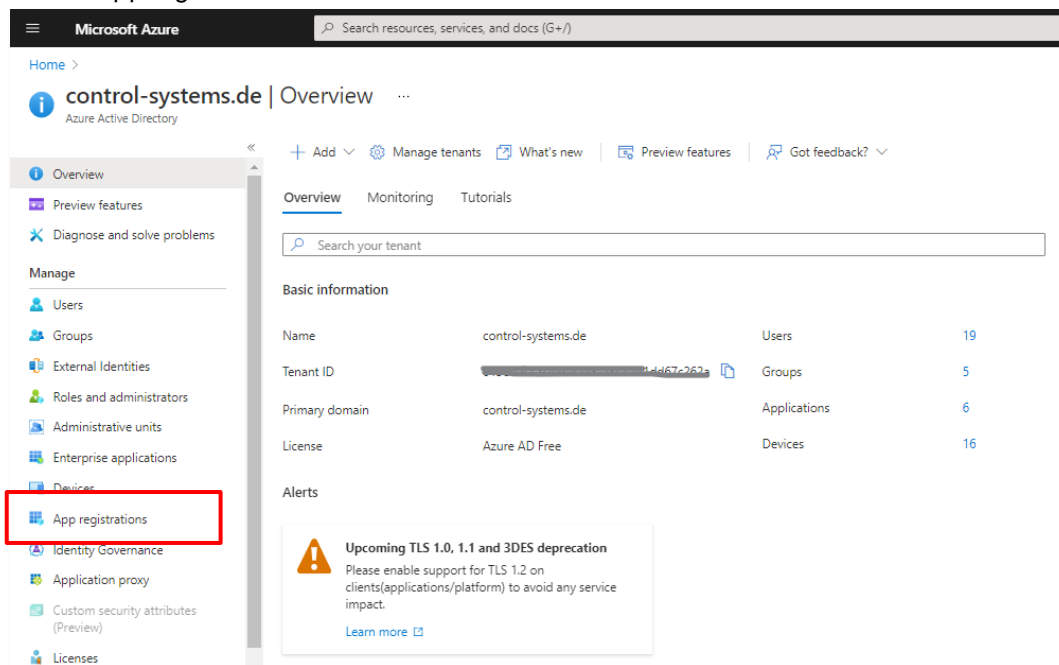
[2] Client ID/App ID

As Office365 does not allow direct access to a user mailbox, a specific client application needs to be defined granting the required permissions.

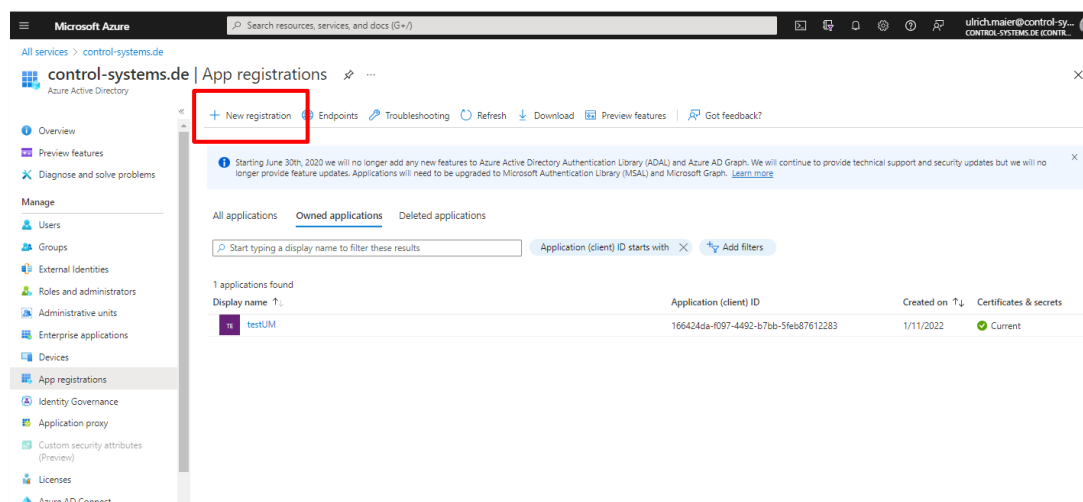
Create an application in Azure Active Directory

Start the Azure portal (<https://portal.azure.com>) and sign in with your Microsoft account and select "Azure Active Directory" in Azure services

Select "App registration" on the left



Click on "New registration"



Give a name, select a Supported Account Type and click "Register"

Microsoft Azure Search resources, services, and docs (G+)

All services > control-systems.de >

Register an application

Name
The user-facing display name for this application (this can be changed later).

Supported account types
Who can use this application or access this API?
☒ Accounts in this organizational directory only (control-systems.de only - Single tenant)
☐ Accounts in any organizational directory (Any Azure AD directory - Multitenant)
☐ Accounts in any organizational directory (Any Azure AD directory - Multitenant) and personal Microsoft accounts (e.g. Skype, Xbox)
☐ Personal Microsoft accounts only
[Help me choose...](#)

Redirect URI (optional)
We'll return the authentication response to this URI after successfully authenticating the user. Providing this now is optional and it can be changed later, but a value is required for most authentication scenarios.

Web

Register an app you're working on here. Integrate gallery apps and other apps from outside your organization by adding from [Enterprise applications](#).

By proceeding, you agree to the [Microsoft Platform Policies](#)

Register

Copy the Application (client) ID, you'll need and enter it to the mobile print account configuration [2].

Microsoft Azure Search resources, services, and docs (G+)

All services > control-systems.de >

e-F-App

Overview | Quickstart | Integration assistant | Manage | Branding & properties | Authentication | **Certificates & secrets** | Token configuration | API permissions | Expose an API | App roles | Owners | Roles and administrators | Manifest | Support + Troubleshooting | Troubleshooting | New support request

Get Started | Documentation

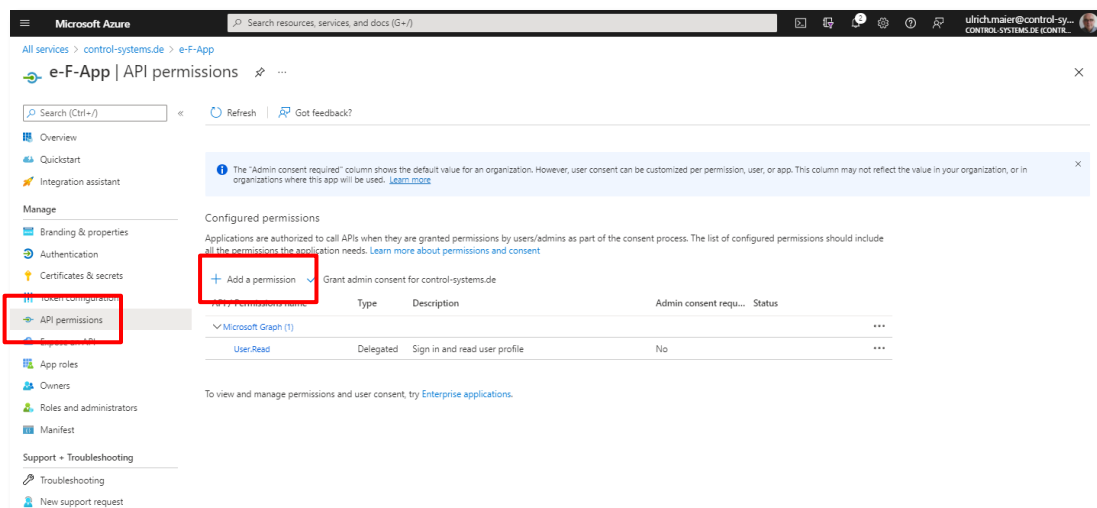
Build your application with the Microsoft identity platform

The Microsoft identity platform is an authentication service, open-source libraries, and application management tools. You can create modern, standards-based authentication solutions, access and protect APIs, and add sign-in for your users and customers. [Learn more](#)

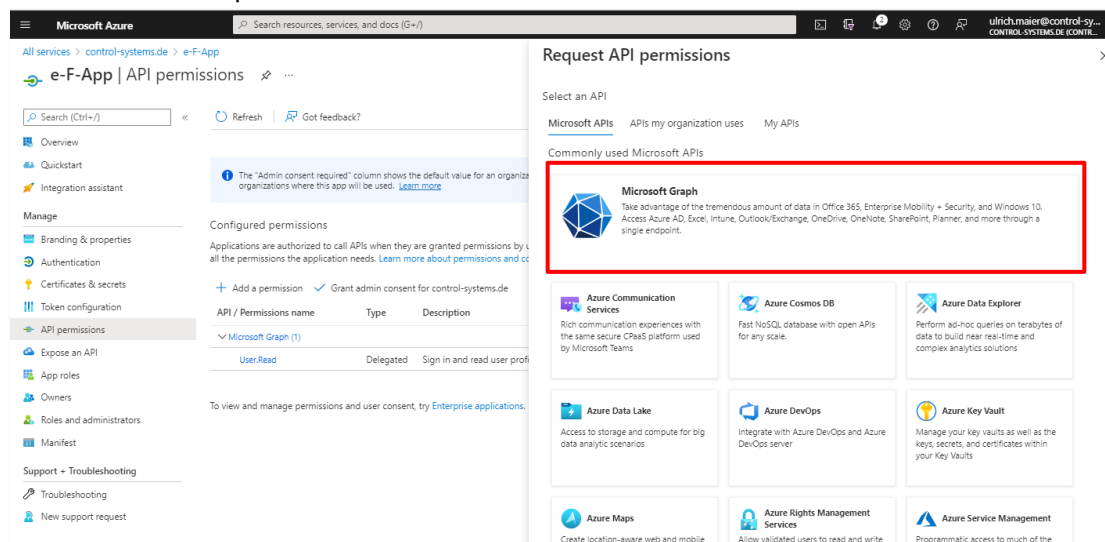
Select "API permissions" on the left
You must add the following permission

☁ EWS.AccessAsUser.All

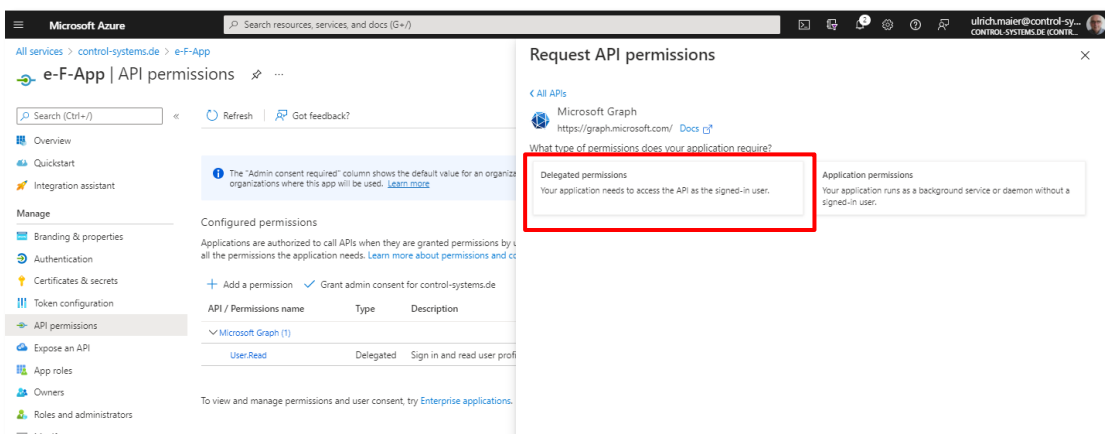
Therefore click **+Add a permission**



Then select "Microsoft Graph"

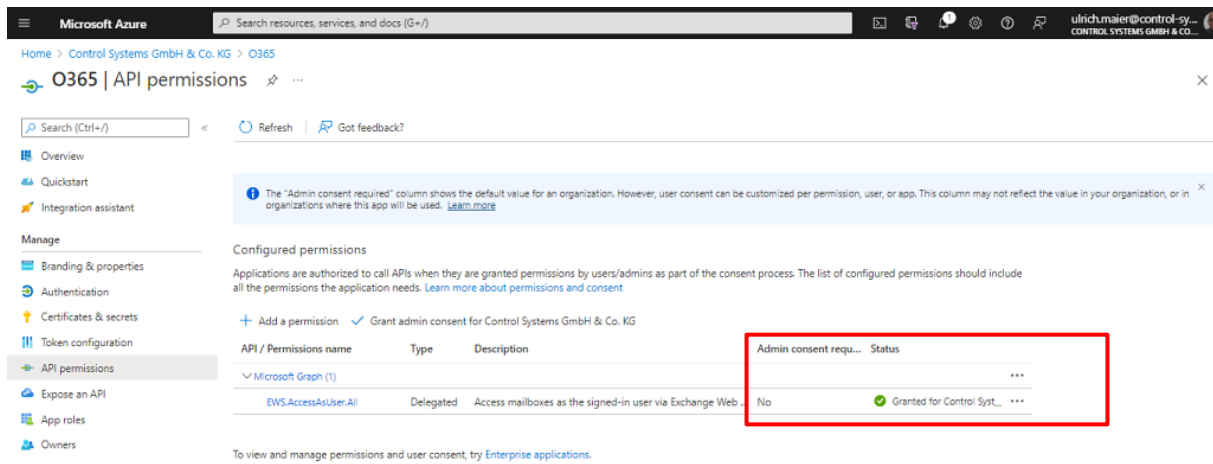


Select "Delegated permissions"



Search/Select the following API permission
 ☁ EWS.AccessAsUser.All

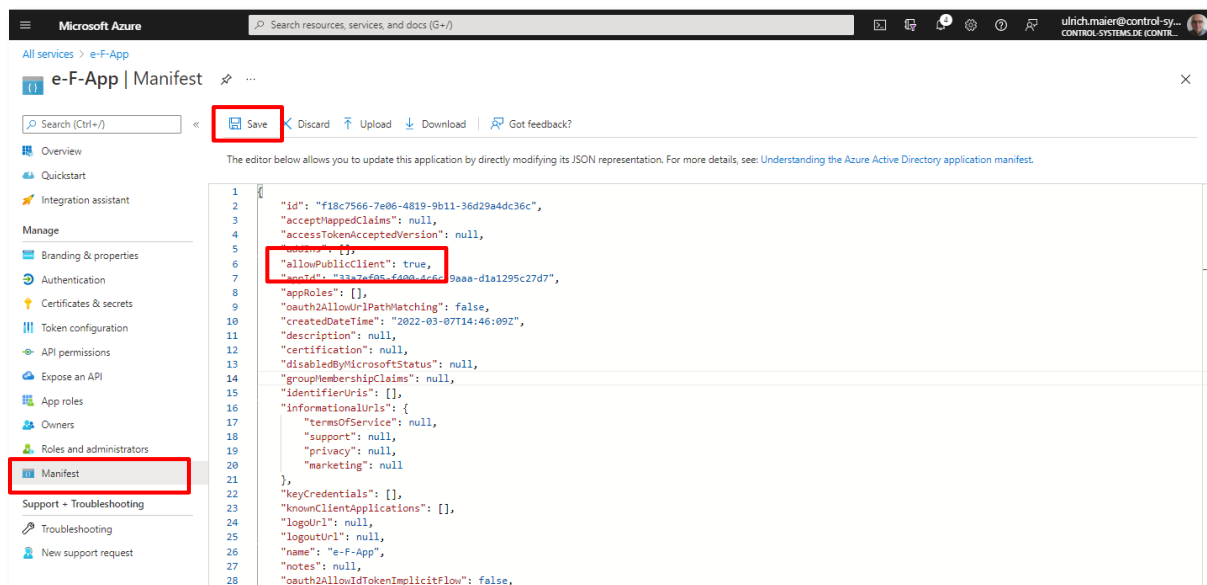
Click "Add Permissions"



If you are not an administrator, you must ask your administrator for consent. He must then go to this page with his account and click on the button "grant administrator consent for YOUR.DOMAIN".

The status of all permissions should be green now.

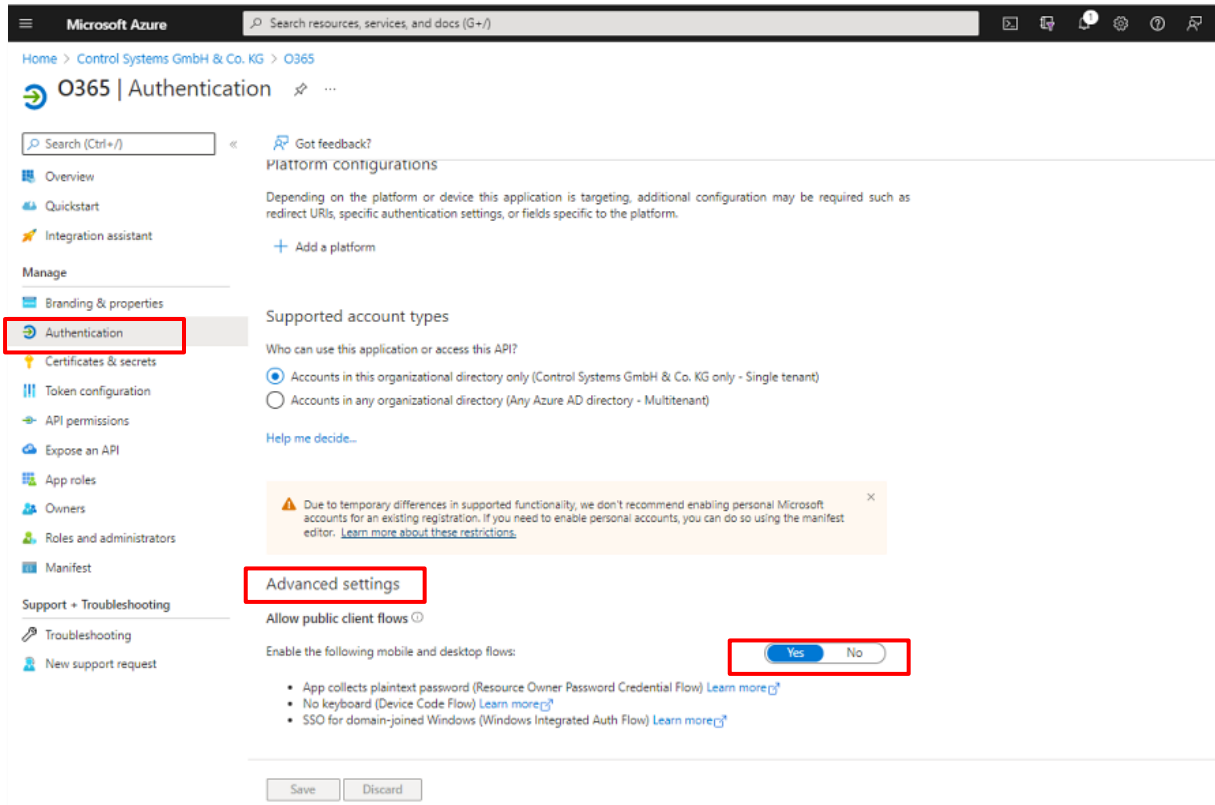
Select "Manifest" on the left



Set "allowPublicClient" to 'true' and click save

The Manifest setting can also be modified via:

- ➔ Authentication
- ➔ Advanced Settings
- ➔ Allow public client flows..



[3] User Account & Mailbox URI

| | |
|--------------------|---|
| User | Enter the username for this O365 email account |
| Password | Enter the password to login to the account |
| Mailbox URI | https://outlook.office365.com/EWS/Exchange.asmx |



Make sure the Email-Account is licensed

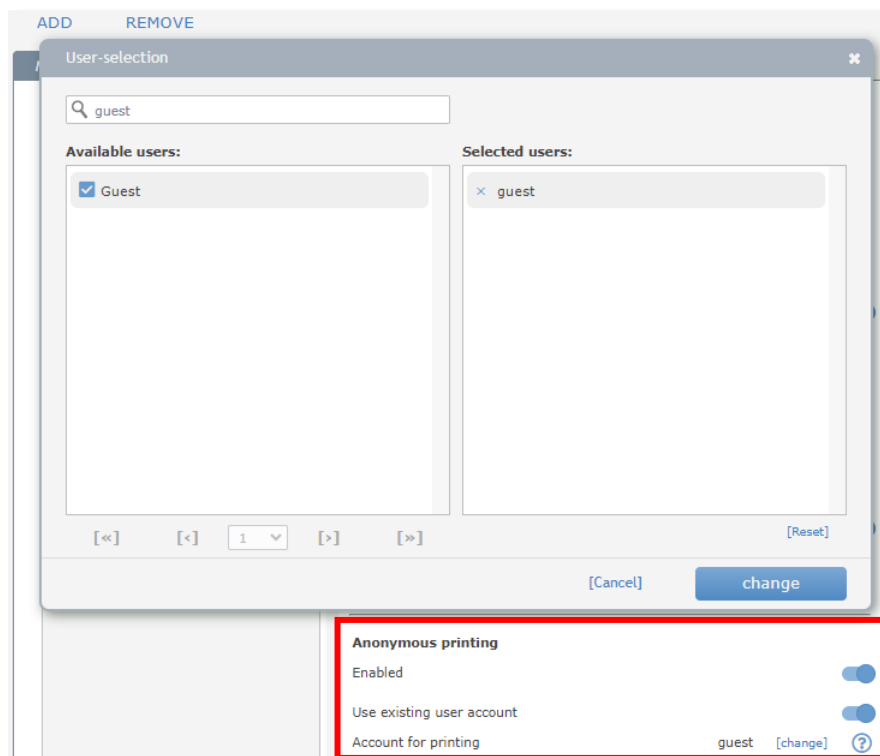
12.2.6.4 Anonymous printing

By default, e-FOLLOW discards emails from unknown senders.

To allow emails from anonymous users being sent to this email account, e-FOLLOW offers two different methods of handling emails from unknown senders.

Use a common user account

All emails from unknown senders will be assigned to a specific account.



If the jobs will be held in a virtual queue, print jobs from anonymous senders need to be assigned to a user account for a later release.



It is recommended to create a specific account for anonymous guest prints. This allows to disclose it's login credentials / PIN to guests and set a (daily?) limit to it.

Of course any other user account can be selected as well.

Create new user account

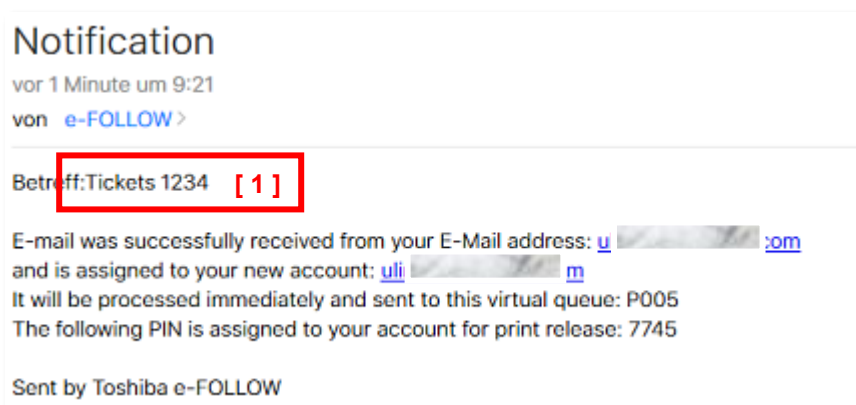
This option will create a new 'internal' user account for each email received from an unknown sender.

The account name (login name) and full name will be set to the **email address**.
The account password and login PIN will be generated by e-FOLLOW according the PIN length setting.



You can also define the accounting mode for these new accounts and a limit (balance or total quota). This might be useful to avoid unlimited use of your printers for guests.

The user will be informed about the creation of his new account by email.



Here the user can find his

- Username/login: email address
- Password / Login PIN: randomly created by e-FOLLOW
- Queue / Printer to where the job will be processed.



[1] It is recommended to secure the email account for anonymous users by using a validation token. This will ensure that e-FOLLOW will only accept emails when the subject contains this token.



To avoid uncontrolled number of 'anonymous' user accounts an expiry period can be defined for these accounts. Once expired the account and pending print jobs will be deleted automatically.

Delete users automatically

after days hours



12.2.7 Load.UP

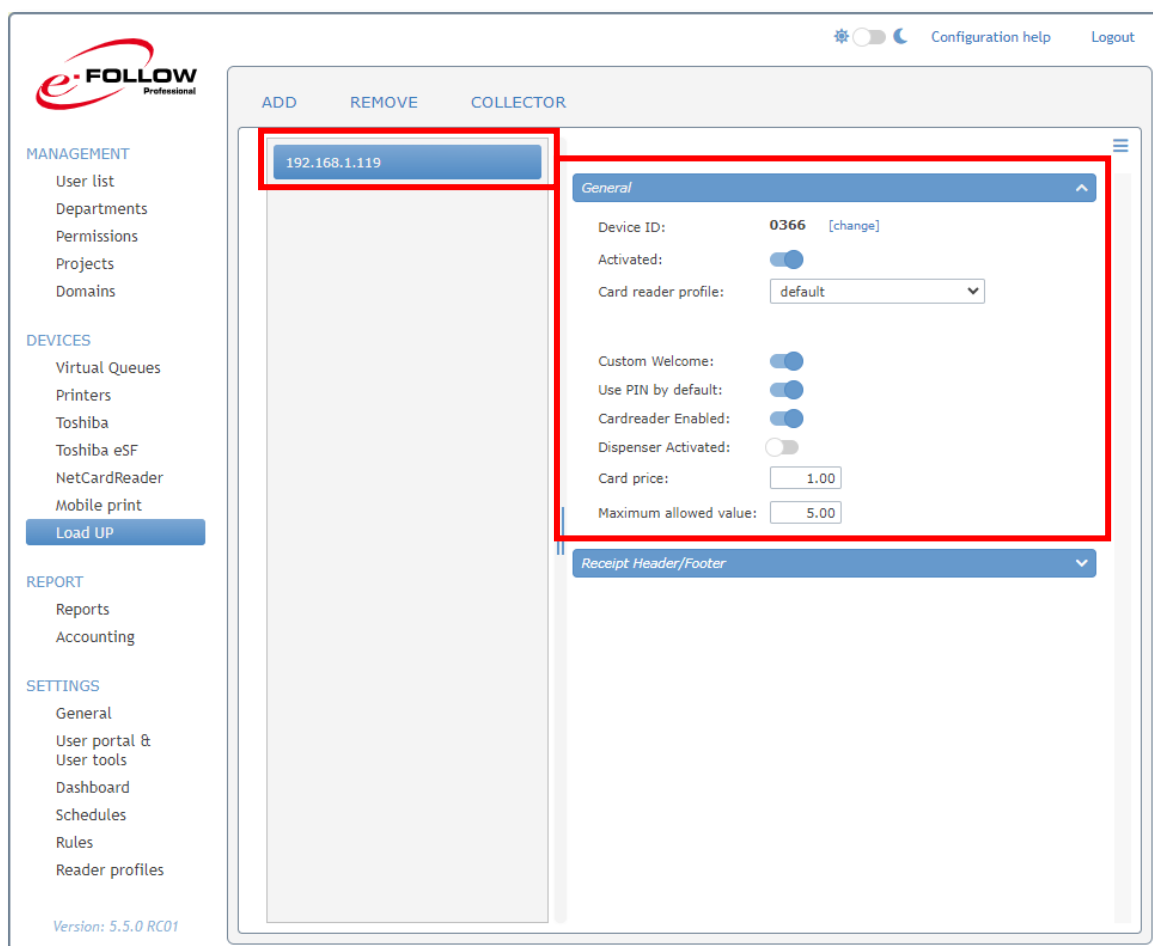


Load.UP is no longer available (end of life).

e-FOLLOW provides two methods for self-service account recharge.

- Online Payment (see chap 12.4.2.1.10 Braintree)
- Money loader – Load.UP

For the installation and commissioning of load.UP refer to the manual that comes with the device. This chapter describes the integration of load.UP into e-FOLLOW.



Load.UP usually will self-register to e-FOLLOW after powering on.



Make sure the correct network settings and e-FOLLOW server IP-address are applied to Load.UP.

| | |
|----------------------------|---|
| Device ID | By default part of the Load.UP MAC address will be entered here. You can modify the device description – this will also be printed on the receipt. |
| Activated | Here the Load.UP can be enabled / disabled – e.g. if a service is required |
| Card reader profile | Select a card reader profile if necessary |
| Dispenser Activated | If your Load.UP is equipped with a card dispenser unit this can be enabled/disabled here. |
| Card reader enabled | If required the card reader can be enabled / disabled |
| Use PIN by default | Login can be performed by username & password or PIN (if enabled, login by card is always possible in parallel) Select which login type is shown first. |

12.2.7.1 Edit Headers

Load.UP is equipped with a ticket-printer to print a receipt for the customer after each charging transaction. The basic content of the receipt like account balance, money inserted, etc. are fix.

Nevertheless, you can design the header and footer of the printout according your requirements.

Therefore, you can edit up to 8 lines of text for the header and up to 3 lines of text for the footer area of the receipt.

Add strings for the receipt

To remove string from receipt, type @ in text input

Header String 1: MYTOWN University

Header String 2: *****

Header String 3: This is a receipt for buying prints and

Header String 4: copies at Matown university.

Header String 5:

Header String 6:

Header String 7:

Header String 8:

Footer String 1: Thank you for your purchase!

Footer String 2:

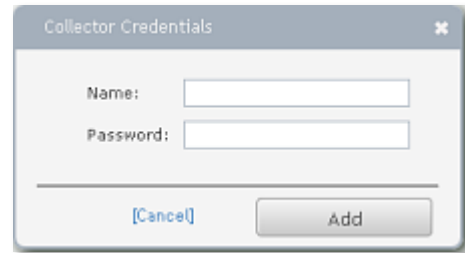
Footer String 3: see us on www.mytown-university.edu

[Cancel] Add

12.2.7.2 Collector credentials

Load.UP provides a sales statistic that will allow the (financial) administrator to monitor sales and turnover of each load.UP terminal.

To get access to the Load.UP administration you will need to log on with specific Collector Credentials. Here you can determine the collector's username and password.

A screenshot of a software dialog box titled "Collector Credentials". The dialog has a light gray background and a standard window border with a close button (X) in the top right corner. Inside the dialog, there are two text input fields. The first field is labeled "Name:" and the second is labeled "Password:". Below these fields, there is a horizontal line. At the bottom of the dialog, there are two buttons: "[Cancel]" on the left and "Add" on the right. The "Add" button is highlighted with a darker gray border.

Collector Credentials

Name:

Password:

[Cancel] Add

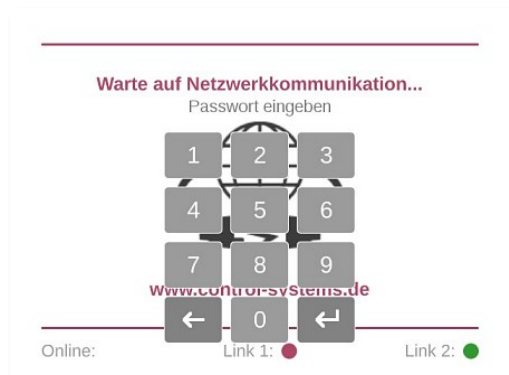
12.2.7.3 Collecting cash

Once you enter the collector credentials load.UP will disconnect from e-FOLLOW and you can get access to the load.UP menu.

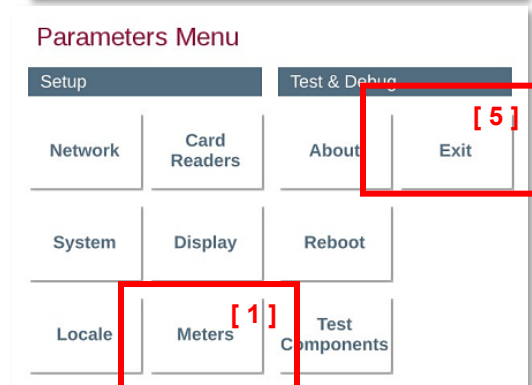
Press once to each corner of the touchscreen.



You will be prompted to enter the login PIN. By default this is: 12345



You now have access to the Parameters Menu.



[1] Press to 'Meters' to show the current statistics of load.UP

[2] Then press 'Print' to get a receipt of the current meters. The receipt will contain two sections.

- Resettable meters
- Permanent meters

[3] If the printout is OK you can clear the resettable meters by pressing Clear.

You can now collect the money and close the door.

[4] Press 'Exit' to leave the Meters Menu.

[5] Then press Exit to leave the Parameters Menu.



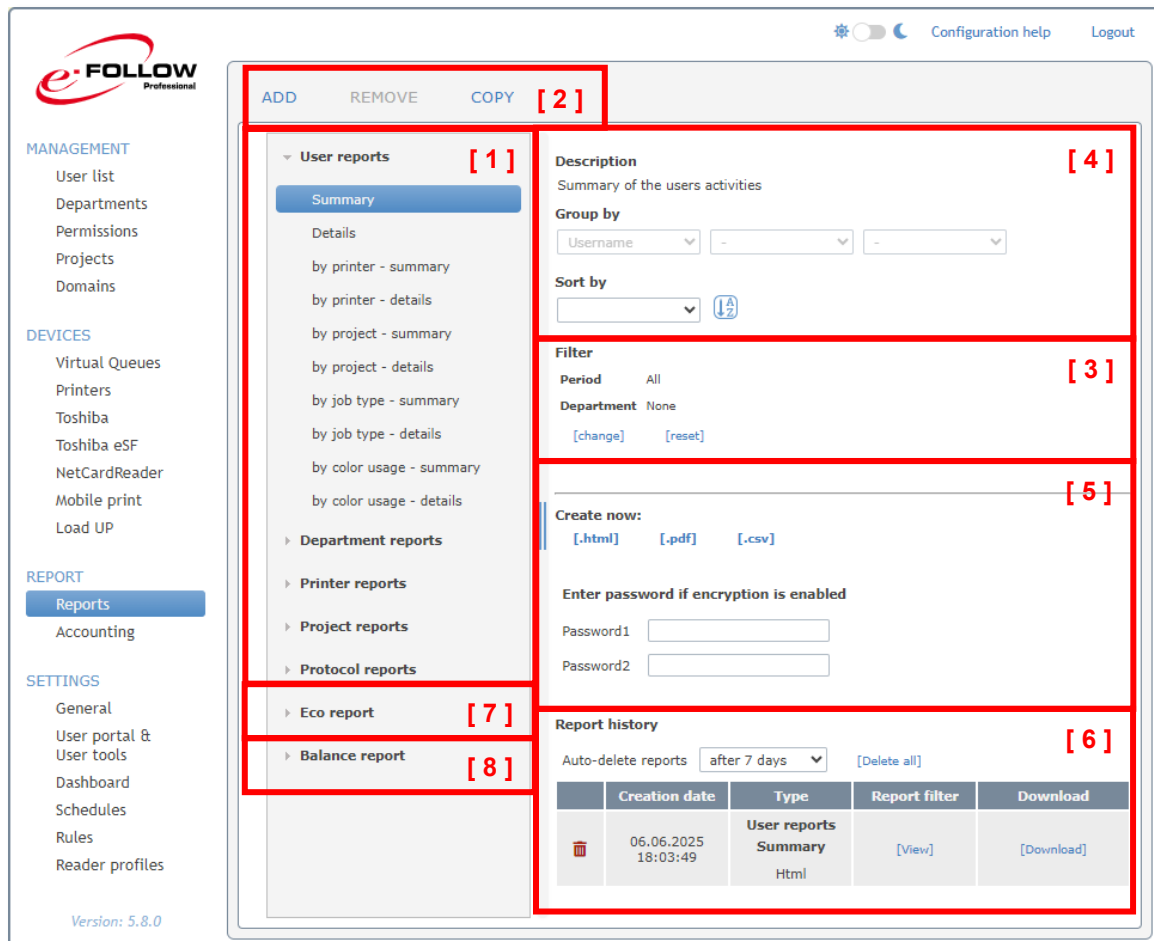
Load will now automatically reconnect to e-FOLLOW.

12.3 REPORT

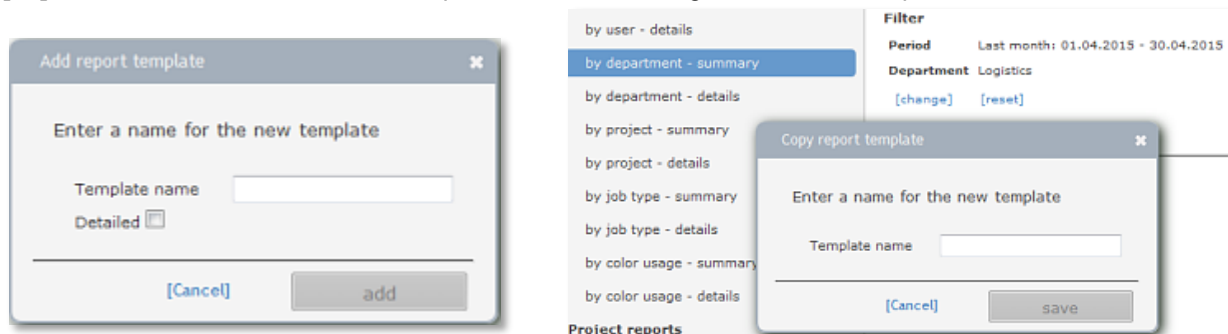
e-FOLLOW provides a numerous amount of standard reports. By simply selecting the desired report and it's parameters the Operator has quick access to all transaction data stored in the e-FOLLOW database.

12.3.1 Reports

This menu contains the powerful built in report generator. e-FOLLOW offers a row of predefined report templates for user-, department- and printer-based reports [1].



[2] The **ADD – REMOVE – COPY** options allow to manage customized Reports.



You can ADD a new template and configure it's settings or COPY the current 'active' template with all it's settings into a customized report template.


[3] Filter

When you have selected the template you can specify the time period for the report, specific users, Departments, printers, projects etc. to filter the data for the report.

You can also filter on paper size (e.g. only jobs that contain A3) or on color-/duplex-usage, or job type.

Columns allows to select / deselect the data/columns that are taken to create the reports.

[4] Grouped by / Sort order

According the selected template data can be grouped and the sort field and order can be selected. Click to  to select the sort order ascending or descending.

[5] Create now:

Confirm the template you have selected by clicking to one if the [.html] [.pdf] or [.csv] buttons. The report will be generated according your selection, filters, etc.

| Grouped by Department and User name. | | | | | | | | | | |
|--|-----------------------------------|------------------|---------------|----------|---------------|-------------|---------------|-------------|-------------|---------------------|
| Period from 01.10.2013 to 31.10.2013. Created on 31.10.2013. | | | | | | | | | | |
| | Department | User name | Device | Job type | Document name | Total pages | Black & white | Color pages | Job details | Recording time |
| Department: 'Financial Accounting and Auditing' - Dorothy Williams | | | | | | | | | | |
| | Financial Accounting and Auditing | Dorothy Williams | 192.168.1.102 | Copy | | 1 | 1 | 0 | 1xA4; | 24.10.2013 16:30:52 |
| | Financial Accounting and Auditing | Dorothy Williams | 192.168.1.102 | Copy | | 3 | 3 | 0 | 3xA4; | 24.10.2013 16:43:52 |
| | | | | | | 4 | 4 | 0 | | |
| Department: 'Marketing' - Peter Clark | | | | | | | | | | |
| | Marketing | Peter Clark | 192.168.1.102 | Copy | | 5 | 5 | 0 | 5xA4; | 24.10.2013 16:30:52 |
| | | | | | | 5 | 5 | 0 | | |
| | | | | | | 9 | 9 | 0 | | |



Reports can also be exported to a PDF file by clicking to [.pdf] or to a comma separated file by clicking to [.csv].

In case usernames / document names are encrypted, you'll need to enter the passwords (1 + 2) to create the reports decrypted. Else the report will replace usernames and document names with the phrase 'encrypted'.

Grouped by Department.

Period from 12.03.2018 to 13.03.2018

| | Department | User name | Printer | Job type | Document name | Project | Cost | Total pages | Black & white | Color pages | Erasable blue | Job details | Recording time |
|---------------------|------------|-----------|--------------|----------|---------------|---------|-------|-------------|---------------|-------------|---------------|-------------|---------------------|
| Department: Support | | | | | | | | | | | | | |
| | Support | encrypted | 002-1 | Print | encrypted | | 0.00€ | 1 | 1 | 0 | 0 | 1xA4; | 12.03.2018 12:05:51 |
| | Support | encrypted | 002-1 | Print | encrypted | | 0.00€ | 2 | 2 | 0 | 0 | 2xA4; | 12.03.2018 12:06:03 |
| | Support | encrypted | 190 56.1.122 | Print | encrypted | | 0.04€ | 1 | 1 | 0 | 0 | 1xA4; | 12.03.2018 12:16:58 |
| | Support | encrypted | 190 56.1.122 | Print | encrypted | | 0.12€ | 3 | 3 | 0 | 0 | 3xA4; | 12.03.2018 |

Create new:

[\[.html\]](#) [\[.pdf\]](#) [\[.csv\]](#)

Enter password if encryption is enabled

Password1 *****

Password2

[6] Report history

Here you can view an overview of the latest reports that have been generated or are currently being generated. The Report filter provides more details and helps you find the correct report if you've tried multiple filters.

12.3.1.1 [7] eco reports

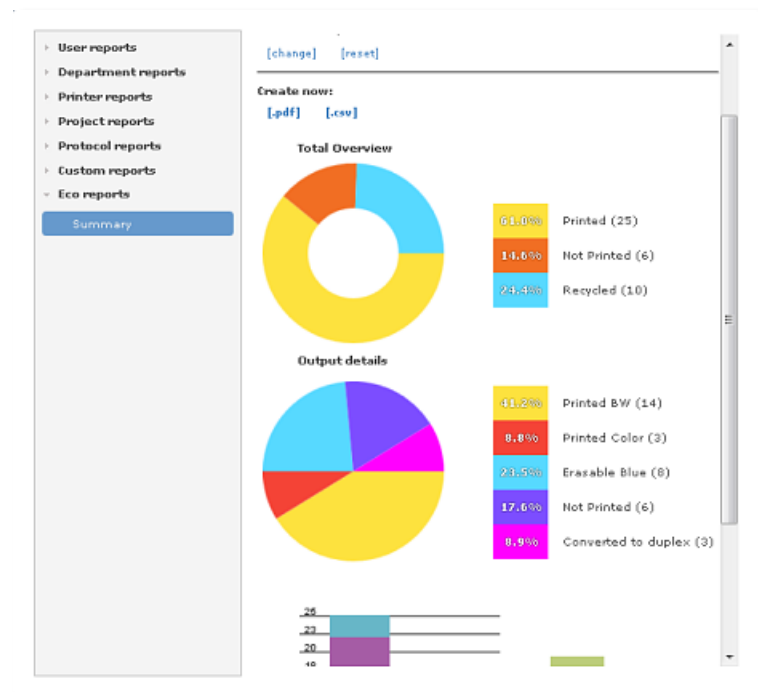
e-FOLLOW is not just tracking the number of pages printed, but also the sheets of paper that have been saved due to jobs not being printed or converted to duplex.

Reasons for 'saved' paper may be:

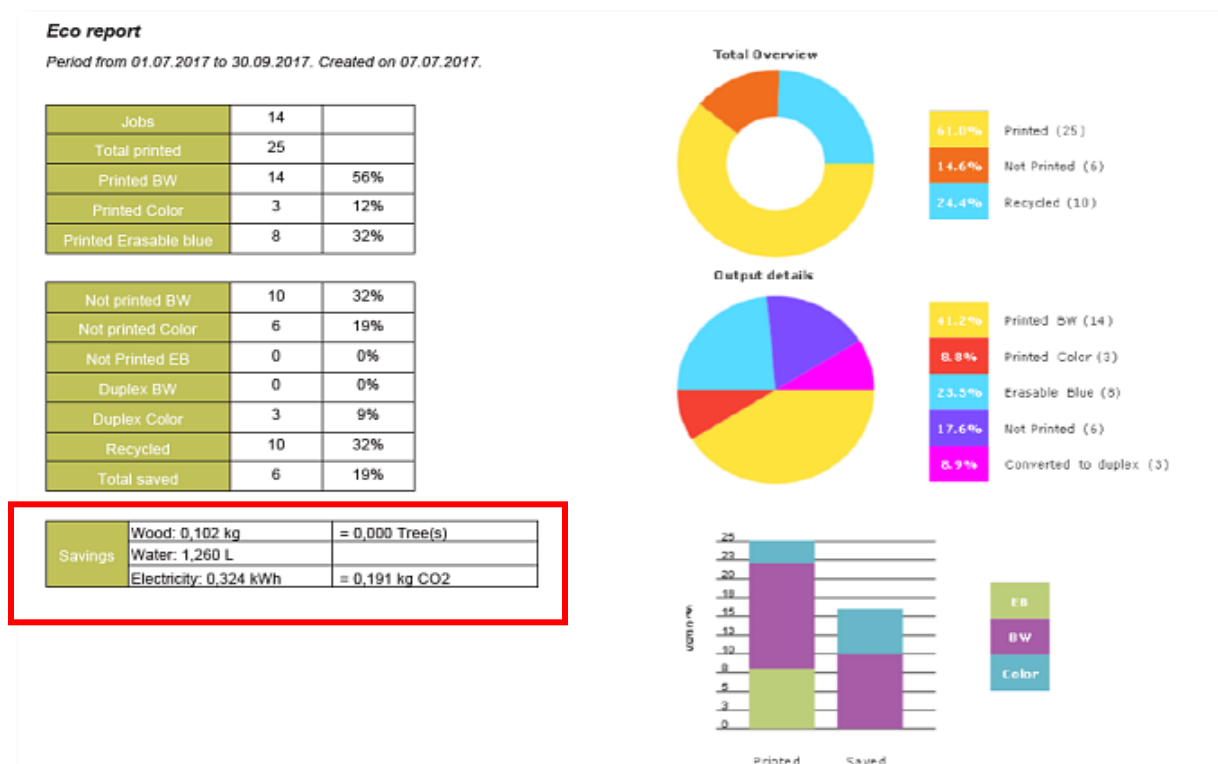
| | |
|--------------------------------|--|
| Job deleted by user | User don't need the job anymore and deletes it from the job list at the MFP |
| Job deleted by system | Job is timed out and automatically deleted from the virtual queue |
| Job deleted by rule | The job is deleted due to a rule set in e-FOLLOW – e.g. no jobs > 100 pages on this device.. |
| Job converted to duplex | Jobs that are converted to duplex by a rule or policy will save 50% of the sheets |

Additionally e-FOLLOW is also tracking the number of sheets of paper that have been recycled (erased) for re-use by e-STUDIO3508LP/4508LP/5008 devices.

The report gives a brief overview of the pages printed, not printed, converted to duplex and recycled.



By clicking to the [.pdf] link a PDF file is generated containing the detailed eco-statistics and graphs.



Besides the paper saving it also shows the savings for wood, water, electricity and CO2.



The calculation is based on below parameters and can easily be adjusted in **SETTINGS** → **General** → **Expert Settings** in terms the basic input values are different in your region.

Expert settings

DirectPrintingCheckDeviceErrorCodes ()

DirectPrintingCheckDeviceSnmpp (false)

EbxLargeFormats (A3,Tabloid,AnsiC,AnsiD,AnsiE)

EbxOnlyPrintDirectly (false)

EbxSessionLifetimeHours (48)

EbxSessionTimeout (3600000)

EcoValueElectricity (0,054)

EcoValueKGC02 (0,0059)

EcoValueWater (0,21)

EcoValueWood (0,017)

| name | default | description |
|----------------------------|---------|--|
| EcoValueWood | 0,017 | Kg wood used to produce 1 sheet of paper (80g/sq.m. - size A4) |
| EcoValueWater | 0,21 | liter of water used to produce 1 sheet of paper (80g/sq.m. - size A4) |
| EcoValueElectricity | 0,054 | Kw/h electricity used to produce 1 sheet of paper (80g/sq.m. - size A4) |
| EcoValueKGC02 | 0,0059 | Kg CO ₂ emitted to produce 1 sheet of paper (80g/sq.m. - size A4) |

12.3.1.2 [8] Balance Report

The balance report is a special report showing the user's balance / quota status at the time the report is created.

Balance report

Summary report. Created on 07.11.2019.

| User name | Department | Balance | Low Balance | Total Quota | Color Quota | Print Quota | Copy Quota | Scan Quota | Fax Quota |
|------------------|--------------------|----------|-------------|-------------|-------------|-------------|------------|------------|-----------|
| Dorothy Williams | Softwaresupport | 15.00 | 0.00 | N/A | N/A | N/A | N/A | N/A | N/A |
| Peter Clark | Softwaresupport | N/A | N/A | 10000 | 500 | unlimited | unlimited | unlimited | 5 |
| peter test | without department | protocol | N/A | N/A | N/A | N/A | N/A | N/A | N/A |



The balance report can also be exported to a PDF file by clicking to [**.pdf**] or to a comma separated file by clicking to [**.csv**].



Setting the 'period' filter has NO effect as the report shows the balance / quotas at the time when the report is created.

The 'Change report filter' dialog box shows a list of filters on the left: Period, User, Department, Printer/device, Project, Format, Job type, Color usage, and Duplex. The 'Period' filter is selected. On the right, there is a 'Template' dropdown menu set to 'All', and two empty input fields labeled 'From' and 'To'.



The balance report can also be scheduled. When **'Send report to all users'** is enabled each user receives an individual report containing his current balance / quota status.

The 'Task type: Report creation' window has the following settings: 'Send report to all users' is enabled (toggle switch), 'Recipient e-mail address' is empty with a '[show details]' link, 'Report:' is set to 'Balance - summary' with a '[show report]' link, and 'File type' is set to '.pdf' (radio button selected over '.csv').

12.3.2 Accounting



The accounting report shows a list of all transactions according the change of user balances.

FILTER: ON EXPORT AS PDF EXPORT AS CSV

< Page 1 of 1 > 10 transactions in total

| Transaction time | User | Type | Old | New | Amount | Operator |
|---------------------|----------------|------|---------|---------|---------|-----------|
| 22.06.2017 22:08:37 | Ulrich Maier | | 50.00 € | 51.00 € | 1.00 € | Braintree |
| 23.06.2017 12:17:20 | Artiom Carabas | | 45.00 € | 50.00 € | 5.00 € | Scheduler |
| 23.06.2017 12:18:20 | Artiom Carabas | | 50.00 € | 55.00 € | 5.00 € | Scheduler |
| 23.06.2017 12:19:20 | Artiom Carabas | | 55.00 € | 60.00 € | 5.00 € | Scheduler |
| 26.06.2017 17:21:51 | hans test | | 50.00 € | 55.00 € | 5.00 € | Braintree |
| 26.06.2017 17:22:28 | hans test | | 0.00 € | 1.34 € | 1.34 € | Operator |
| 27.06.2017 13:46:52 | Artiom Carabas | | 0.00 € | 55.00 € | 55.00 € | Operator |
| 27.06.2017 15:39:50 | hans test | | 1.34 € | 6.34 € | 5.00 € | Braintree |
| 30.06.2017 15:05:28 | Ulrich Maier | | 0.00 € | 10.00 € | 10.00 € | Load UP |
| 02.07.2017 11:38:48 | ufm@gmx.net | | 0.00 € | 10.00 € | 10.00 € | Braintree |

Each line shows:

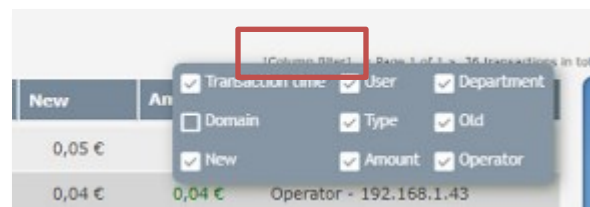
- the type of transaction

| | |
|--|---|
| | set balance to an amount (replacing the current user balance) |
| | add balance, by load.UP or scheduler |
| | charge balance |
| | User was deleted |
| | add balance by Credit Card transaction |
| | add balance by PayPal transaction |
| | Buy a new card |

- the user's balance before the transaction
- the user's balance after the transaction
- amount of the transaction
- the operator performing the transaction

By clicking to the [Column filter] link you can select/deselect the columns that will be seen in the Accounting report.

These will also be used for the Export to PDF or CSV.



You can filter the data included by selecting one or multiple users, departments and the period.

Click to **[+]** to add users / departments

The screenshot displays a web application interface for filtering transactions. At the top, there are tabs for 'FILTER: OFF', 'EXPORT AS PDF', and 'EXPORT AS CSV'. Below these is a 'Set filter options' dialog box titled 'Filter all transactions according below criteria'. The dialog contains several filter criteria, each with a '+' icon to add more options:

- Period:** A dropdown menu set to 'Free period' with date range '07.10.2015' to '07.11.2015'.
- User:** A dropdown menu with a '+' icon.
- Department:** A dropdown menu with a '+' icon.
- User Roles:** A dropdown menu set to 'All' with a '+' icon.
- Operator:** A dropdown menu with a '+' icon.
- Activity type:** A dropdown menu set to 'Paypal' with a '+' icon.

A calendar for November 2019 is overlaid on the dialog, showing the 7th as the selected date. At the bottom of the dialog are buttons for '[Cancel]' and 'filter'. The background shows a table of transactions with columns: Transaction time, Filter, Domain, Type, Old, New, Amount, and Operator. The table is partially obscured by the dialog box.

Click to **EXPORT AS PDF** or **EXPORT AS CSV** to save the current list in the selected format.

12.4 SETTINGS

In the settings section you have access to all global configuration settings in e-FOLLOW.

MANAGEMENT

- User list
- Departments
- Permissions
- Projects
- Domains

DEVICES

- Virtual Queues
- Printers
- Toshiba
- Toshiba eSF
- NetCardReader
- Mobile print
- Load UP

REPORT

- Reports
- Accounting

SETTINGS

- General**
- User portal & User tools
- Dashboard
- Schedules
- Rules
- Reader profiles

Version: 5.5.0 RC01

Server

- License information
- Application
- Auto configuration
- Data protection
- Custom formats
- SMTP / E-mail
- Expert settings

Database

[Backup database] [Restore database]

Database backup path: C:\Program Files\e-FOLLOW\db\backup

Remove User-Transactions from database older than: 2023-11-17 [remove]

Services

| Service | Port | Change | Status |
|---------------------------------------|--------------|----------|-------------------------------------|
| Server Hostname / IP address | 192.168.1.55 | [change] | |
| External server Hostname / IP address | | [change] | |
| Web (http) port [11080] | 11080 | [change] | |
| DataManager port [11030] | 11030 | [change] | |
| Mobile service port [11082] | 11082 | [change] | <input checked="" type="checkbox"/> |
| Card server port [11083] | 11083 | [change] | <input checked="" type="checkbox"/> |
| eSF service port [11084] | 11084 | [change] | <input checked="" type="checkbox"/> |
| Popup server port [11090] | 11090 | [change] | <input checked="" type="checkbox"/> |
| SNMP trap port [162] | 162 | [change] | <input type="checkbox"/> |

Directory service

Name [e-FOLLOW]: e-Follow.55 ?

Search base [dc=e-follow]: dc=e-follow

User name [uid=admin,dc=e-follow]: uid=admin,dc=e-follow

Port [11389]: 11389 [change] ☒

SSL-Port [11636]: 11636 [change] ☒

12.4.1 General

Here you find all configurations related to the application itself.

12.4.1.1.1 Database Backup & Restore

The **Database** settings allow to perform database maintenance tasks like Backup and Restore of the e-FOLLOW Database or remove old transaction records that are not needed anymore.

Server

- License information

Database

[Backup database] [Restore database]

Database backup path: C:\Programme\e-FOLLOW\db\backup\

Remove User-Transactions from database older than: 2023-06-23 [remove]

Database backup path

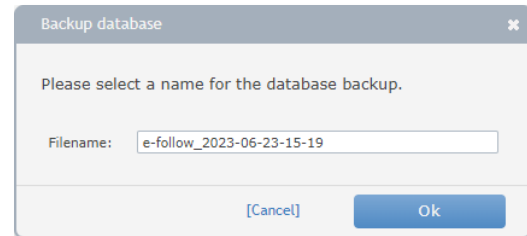
Here you can define the path to where the backup files are stored.



In case the path leads to another host or volume make sure the link to this path persists.

[Backup database]

Will create a backup archive. By default, the filename is e-follow_TIMESTAMP. You can modify the filename before executing the backup.



Backup database

Please select a name for the database backup.

Filename:

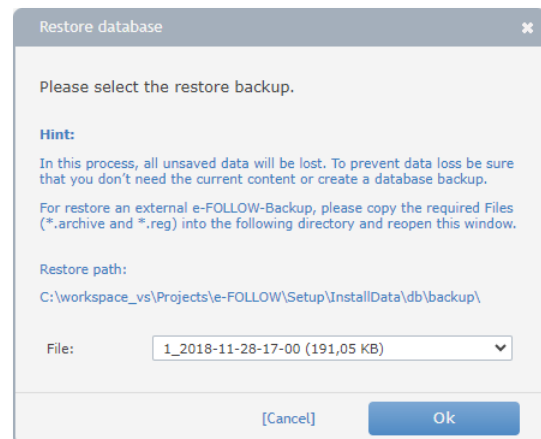
[Cancel] [Ok]

[Restore database]



Before restoring a backup make sure that the files required are located in
c:\Program Files\e-FOLLOW\db\backup\

Select the backup to be restored and click to OK.



Restore database

Please select the restore backup.

Hint:
In this process, all unsaved data will be lost. To prevent data loss be sure that you don't need the current content or create a database backup.
For restore an external e-FOLLOW-Backup, please copy the required Files (*.archive and *.reg) into the following directory and reopen this window.

Restore path:
C:\workspace_vs\Projects\e-FOLLOW\Setup\InstallData\db\backup\

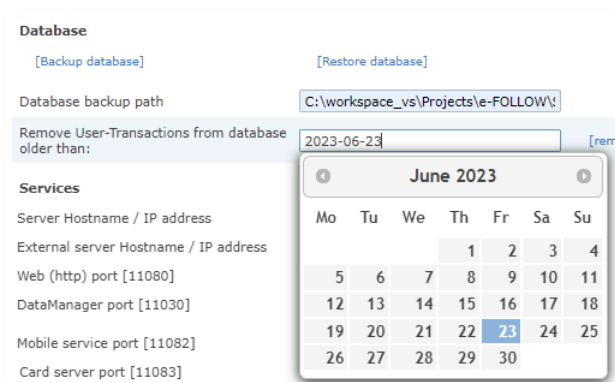
File:

[Cancel] [Ok]

e-FOLLOW will now replace the current database by the backup.

Remove records older than:

This allows to clean up your transaction database by removing records 'older than...'



Database

[Backup database] [Restore database]

Database backup path:

Remove User-Transactions from database older than:

Services

Server Hostname / IP address

External server Hostname / IP address

Web (http) port [11080]

DataManager port [11030]

Mobile service port [11082]

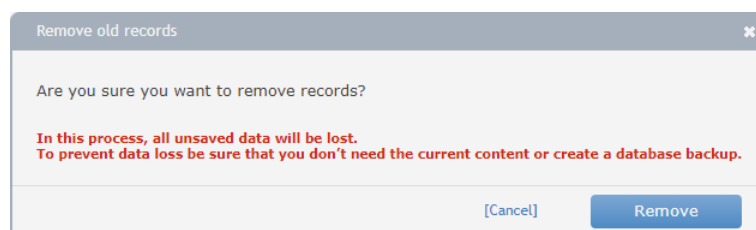
Card server port [11083]

June 2023

| Mo | Tu | We | Th | Fr | Sa | Su |
|----|----|----|----|----|----|----|
| | | | 1 | 2 | 3 | 4 |
| 5 | 6 | 7 | 8 | 9 | 10 | 11 |
| 12 | 13 | 14 | 15 | 16 | 17 | 18 |
| 19 | 20 | 21 | 22 | 23 | 24 | 25 |
| 26 | 27 | 28 | 29 | 30 | | |



It is recommended to perform a backup of the data before removing them from the database. Once the deletion is executed the data are gone.



Remove old records

Are you sure you want to remove records?

**In this process, all unsaved data will be lost.
To prevent data loss be sure that you don't need the current content or create a database backup.**

[Cancel] [Remove]

Depending the number of records that will be deleted the execution of this task may take some seconds or even minutes. When finished a message showing the number of records deleted is shown.

12.4.1.2 Services

e-FOLLOW auto detects the server IP address. In case your server has multiple network adaptors you can change its IP address by clicking to Services→Server Hostname /IP address [\[change\]](#).



In case you make e-FOLLOW reachable from external - e.g. by port forwarding – enter the **External server Hostname / IP-address** here by clicking to [\[change\]](#).

In case you need to change the default ports for e-FOLLOW Web access or DataManager you have access to these by clicking to [\[change\]](#).

12.4.1.2.1 Changing e-FOLLOW server IP

In case you need to change your e-FOLLOW server's IP address this will have some consequence on your current setup.

Change server IP address

Enter the new server IP address

IP address

After changing, note the following:

- All certificates are regenerated and have to be redistributed.
- The auto configuration must be done again for all Toshiba devices.
- The Server IP Address has to be adjusted at all Toshiba eSF device.
- The DataManager service has to be restarted.

[Cancel]

Restart Services

After clicking to 'save' the DataManager service needs to be restarted. This will force an update of the e-FOLLOW settings and the generation of new client-, user portal- and IPPS client certificates.

Certificates

If you have switched e-FOLLOW to encrypted Management and EWB communication the new certificates have to be distributed to all clients that have access to e-FOLLOW Management and Toshiba MFPs.

Application

Administrator user name: "Operator" [\[Change password\]](#)

Language [\[add or customise language\]](#)

Encrypt management and ewb communication [\[Download certificate\]](#) [?](#) ☐

If required, the client certificate for users accessing the User Portal needs to be replaced as well.

Userportal

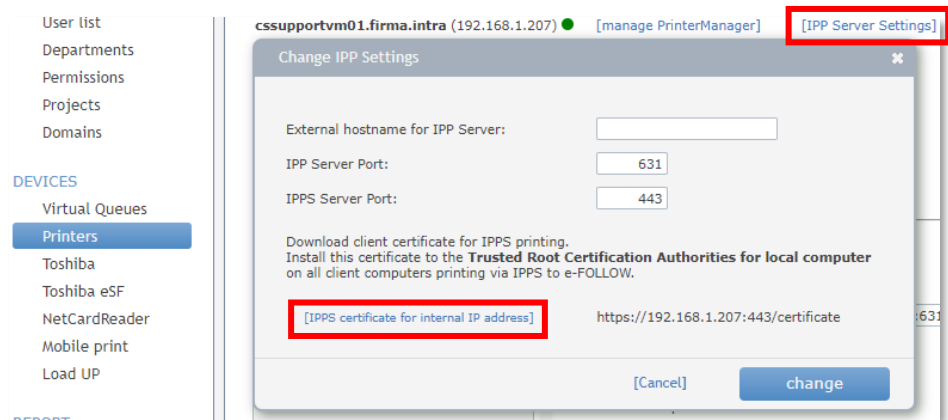
Connection

Port [11070] 11070 [\[change\]](#)

Use SSL [\[Download certificate\]](#) [?](#) ☐

Session timeout 30 minutes

All (Windows) clients printing via IPPS to e-FOLLOW need to add the new [**client certificate for IPPS**] to their trusted Root Certificates.

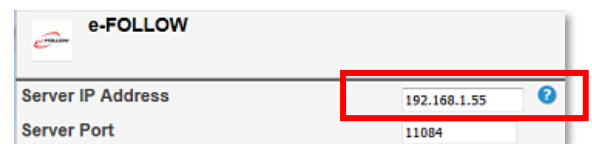


Device configuration

All Toshiba MPFs need to be reconfigured to deploy the new Server IP. It is recommended to use the e-FOLLOW [**auto configuration**] function.

This can be done in Batch-Mode (→ select all devices → MANAGE → Automatically configure selected devices)

For all eSF devices the server IP Address needs to be updated. Therefore login to each device and select → Apps → e-FOLLOW → Configure



12.4.1.2.2 External server IP-Address

In order to reach e-FOLLOW services

- Management
- User Portal
- Mobile App
- IPP

from external clients (e.g. via the WWW) you need to enter the external IP or URL, according your firewall settings and rules.

e-FOLLOW will generate an additional SSL-certificate that needs to be installed on the external clients.



Make sure to use the correct URL and certificates when reaching out for e-FOLLOW from external.

12.4.1.2.3 Directory service

The **Directory service** settings are required to setup the Toshiba directory service settings in TopAccess.

| Directory service | | | |
|-----------------------------------|--|--------------------------|-------------------------------------|
| Name [e-FOLLOW] | <input type="text" value="e-FOLLOW"/> | | ? |
| Search base [dc=e-follow] | <input type="text" value="dc=e-follow"/> | | |
| User name [uid=admin,dc=e-follow] | <input type="text" value="uid=admin,dc=e-follow"/> | | |
| Port [11389] | <input type="text" value="11389"/> | [change] | <input checked="" type="checkbox"/> |
| SSL-Port [11636] | <input type="text" value="11636"/> | [change] | <input checked="" type="checkbox"/> |

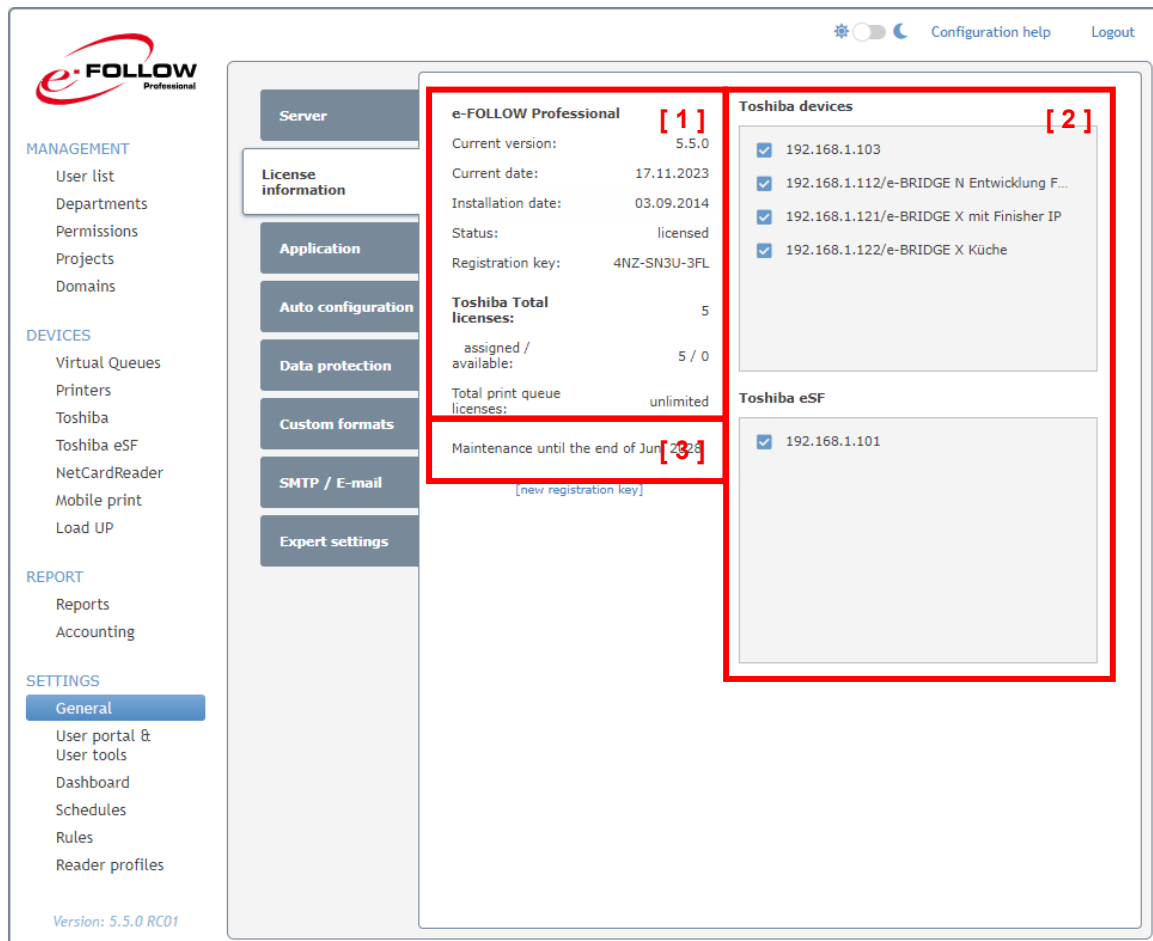
**Attention**

It is strongly recommended to run the Auto configuration for each device. This will setup and configure the required directory services. Keep in mind to update the device registration settings via TopAccess in case of you have made any modifications here.

Both ports standard and SLL are required by e-FOLLOW. Disabling one of them should only be done on request of a Toshiba technician.

12.4.1.3 License Information

Under the license tab you will find the current license status of your e-FOLLOW server.



[1] License Status

| | |
|-----------------------------------|--|
| License type | e-FOLLOW Essentials or Professional |
| Current version | e-FOLLOW version that is currently installed |
| Current date | Current system date of your server |
| Installation date | Date when e-FOLLOW has been installed the first time on this server |
| Status | License status - this can be TRIAL , licensed or DEMO . In case of TRIAL the remaining number of trial days will be shown |
| Registration key | Current registration key in use of the e-FOLLOW license |
| Toshiba total licenses | Number of supported Toshiba devices / embedded clients |
| Assigned / available | Number of Toshiba licenses in use (assigned to a device) and available |
| Total print queue licenses | Number of supported direct queues and Toshiba direct queues |
| Maintenance until... | Maintenance period. While maintenance is valid e-FOLLOW can be updated to the latest version. |

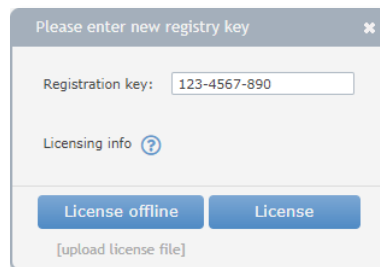
[2] Toshiba devices / Toshiba eSF devices

This list shows the list of your Toshiba devices. You easily can assign/remove a Toshiba device client license to/from a device by checking / un-checking it. The number of licenses **assigned/available** will change accordingly.

Licenses are not fixed to Toshiba or eSF. They can be mixed / interchanged.

[3] [new registration key]

Use this link to enter a registration key. Entering a registration key will apply a new license to your system or update your current license - e.g. to add additional Toshiba licenses or renew maintenance.



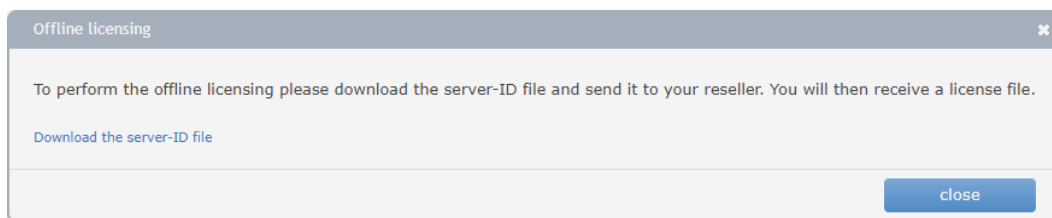
Enter the registration key and press **License** button.



As the registration key needs to be verified against the license server it is recommended that your e-FOLLOW server has **internet connection - at least for the duration of the registration process**.

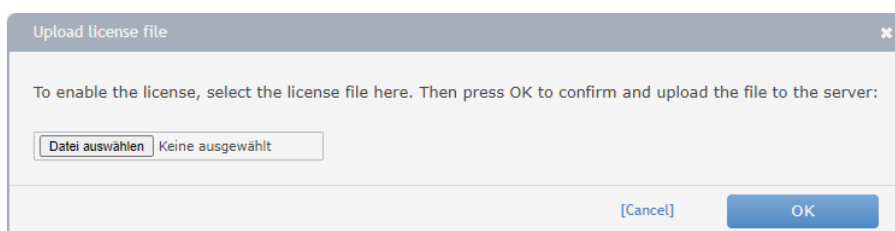
Else you need to perform the **offline licensing process** by clicking to the **[License offline]** link.

Download the Server-ID file generated by your e-FOLLOW server by clicking to the link **[Download the server-ID file]**.



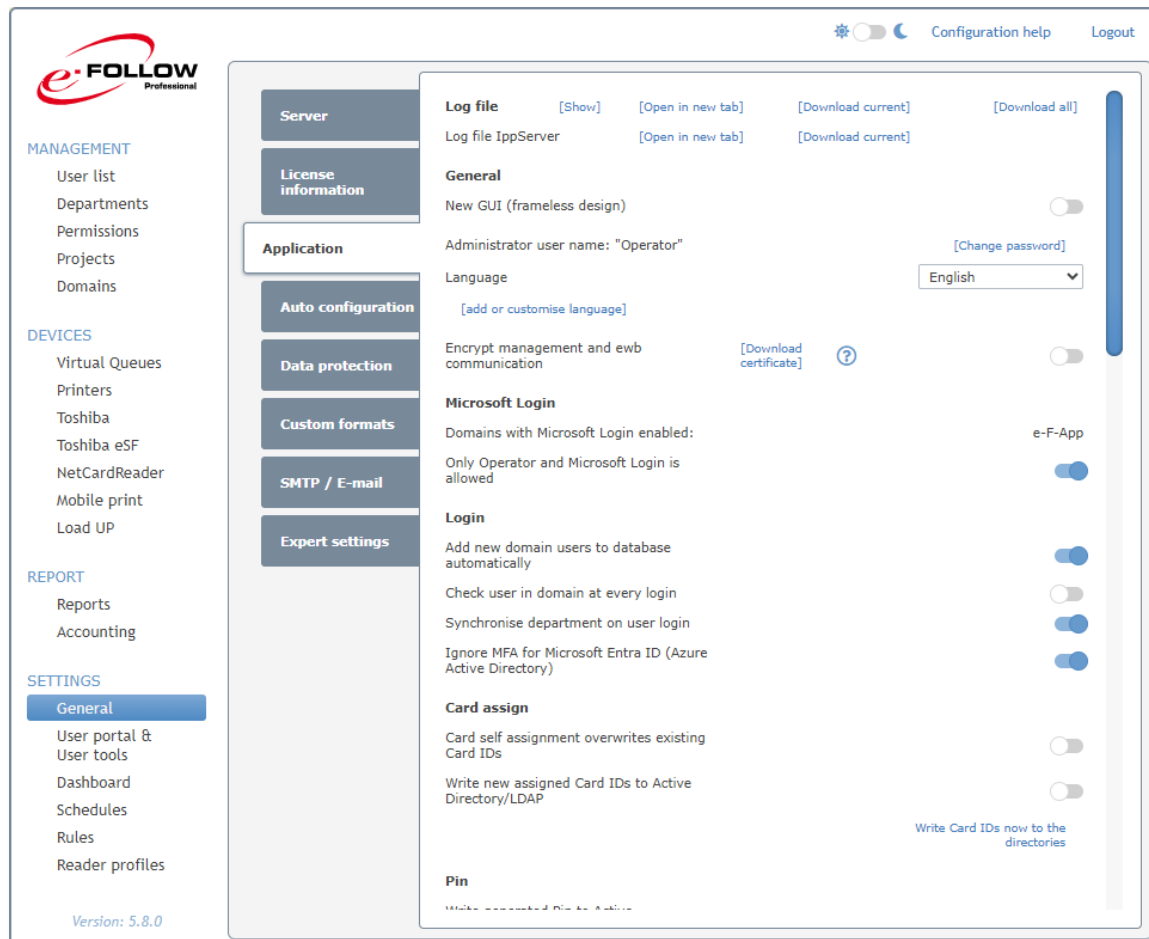
THEN send the server-ID file **e-follow.token** TOGETHER with the registration key you already obtained to your reseller.

You will then receive a license file. By clicking on **upload license file** you can upload it.



12.4.1.4 Application

The application tab allows changing some basic configuration.



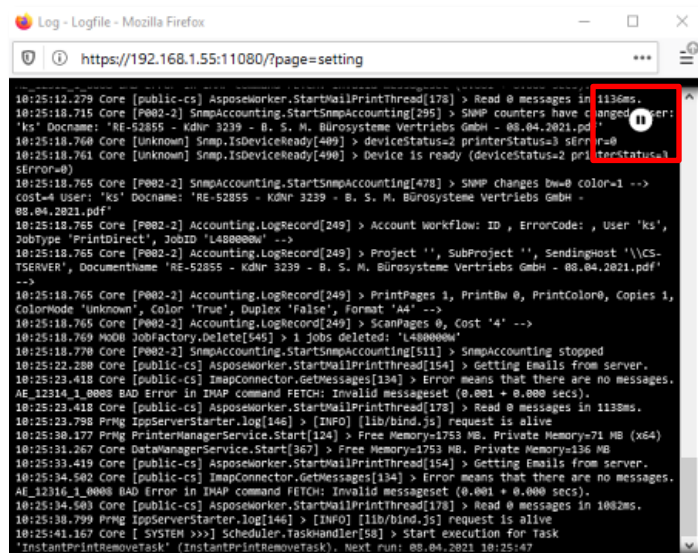
12.4.1.4.1 Logfile

Clicking to **[Show]** will open a new window.

This gives a live view to the content of e-FOLLOW Log file.

Use the pause/play button to stop / start the live viewing.

The **[Open in new tab]** and **[Download current]** options will allow to open or download the current log files.



12.4.1.4.2 General

New GUI (frameless design)

Here you can switch the GUI of the e-FOLLOW management between framed and frameless design.

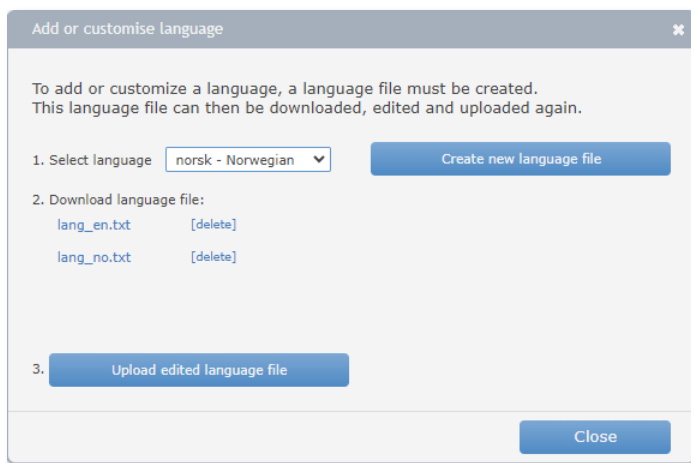
'Operator' password

Click to [\[Change password\]](#) to change the password for the user 'Operator'. Enter the current and the new password.

12.4.1.4.3 Language

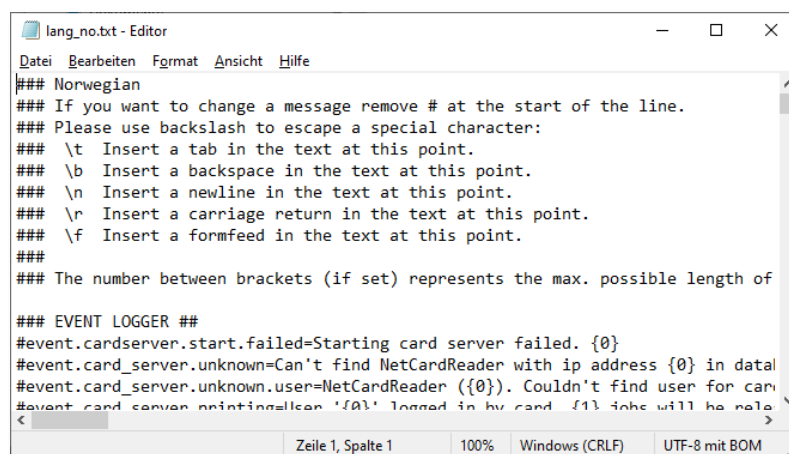
Select the **language** from the pull-down.

e-FOLLOW is designed to support up to 36 languages. Use the link [\[add or customize language\]](#) to modify the text or add new language.



Steps to create a new language file:

1. Select your preferred language and click on [\[Create new language file\]](#)
2. Then you can download the language file template and modify it. Make sure to remove the leading #-signs – else the modified string will not get effective.



3. Finally click on [\[Upload edited language file\]](#) and upload your new language file.

12.4.1.4.4 Encrypt management and ewb communication

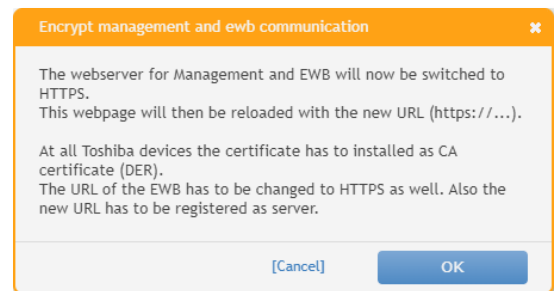
If enabled the http communication to e-FOLLOW Management and the device's EWB will be encrypted by using **HTTPS**.



To avoid SSL warnings, it is recommended to add the e-FOLLOW certificate to the clients **trusted root certificates** and to the **MFPs CA-certificates (DER)**.



Make sure to run the [**auto configuration**] for all Toshiba devices running in SSL mode. Else you manually need to modify the EWB-settings on all devices to [HTTPS://server-IP:11080/ewb](https://server-IP:11080/ewb)



You will find the certificate in **\\Program Files\\e-FOLLOW\\etc\\html\\e-FOLLOW-ssl.cer**



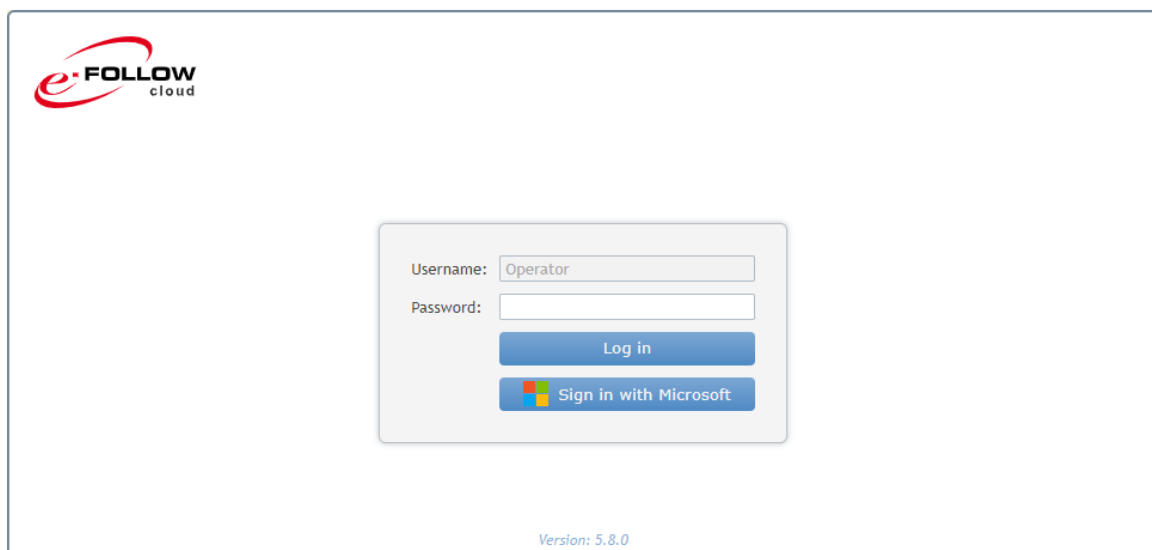
12.4.1.4.5 Microsoft Login

Domains with Microsoft Login enabled

Here all Entra ID domains are listed, where Microsoft Login is enabled.

Only Operator and Microsoft Login is allowed

If this option is active, the Username at the login is fixed to the Operator and can not be changed.



12.4.1.4.6 Login settings

Add new domain users to database automatically

If enabled, users will be added immediately to the e-FOLLOW user database after successful authentication when printing or logging on to a Toshiba device. Else, new users will only be added while synchronizing.

Check user in domain at every login

If enabled and login is performed by card or PIN, e-FOLLOW checks if the user is still available/valid in the domain.

Synchronize department on user login

If enabled e-FOLLOW will check the user's department at each login. In case the user's department has changed it will be updated immediately in the e-FOLLOW database.

Ignore MFA for Azure Active Directory

If enabled Multi Factory Authentication will be ignored for Azure Active Directory. Else you have to add your public IP address range of your e-FOLLOW server to the trusted IPs at your Azure Active Directory (Microsoft Azure → Azure Active Directory → Security → Conditional Access → Named locations → Configure multifactor authentication trusted IPs → Skip multi-factor authentication for requests from federated users on my intranet).

12.4.1.4.7 Card assign

Card self-association overwrites existing Card Ids

If enabled the user can associate a new card ID to his account. Any existing ID will be replaced by the new card ID.

**Attention**

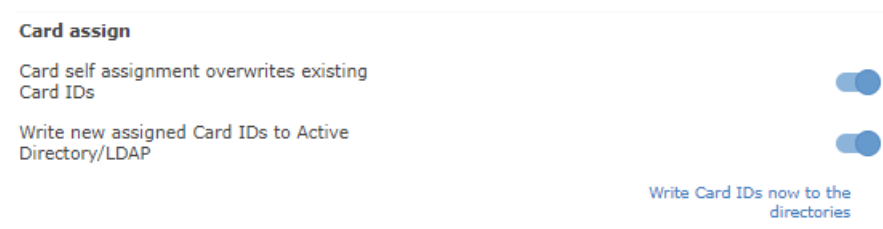
In case 'Write new Card-IDs to A.D.' is enabled, e-FOLLOW will not only replace existing Card-IDs in its own database, but also in the user's account in the directory service (A.D.).

Write new Card-IDs to A.D.

If enabled, e-FOLLOW can write new card ID's that are self-assigned by users back to the user's account in the directory service.

**This presupposes following conditions**

- The attribute for Card-ID is specified in domain settings
- The user specified in domain settings has the **permission to write**
- The user's Card-ID is not set in directory service (is blank)
or
- the Above parameter "**Card self-association overwrites existing Card IDs**" must be switched ON.

Write Card-IDs now to the directories

Clicking to this link/button will immediately start writing the current card -IDs to the corresponding directory services of each user.



Make sure writing card-IDs to directories is enabled.

12.4.1.4.8 PIN

Write generated Pin to Active Directory/LDAP

Here you can define that if a new PIN is generated for a user (by Import, Synch., UserPortal or Administrator), the PIN is written to the directory service attribute defined in 'domains'.

When writing the generated Pin to Active Directory/LDAP, overwrite existing pin

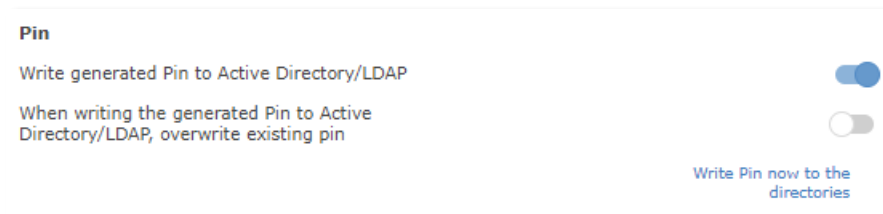
If enabled, e-FOLLOW will overwrite an existing PIN in the corresponding attribute when a new PIN is generated. Else an existing PIN in the directory service will be kept unchanged.



Attention

In case overwriting is disabled, the user's PIN in e-FOLLOW and the PIN stored in the directory service may not match.

Write PIN now to the directories



Clicking to this link/button will immediately start writing the current PIN to the corresponding directory services of each user.



Make sure writing PINS to directories is enabled.

12.4.1.4.9 Print



Add PrinterManager automatically

If enabled the PrinterManager of a secondary e-FOLLOW print server will be automatically registered and supported.

Allow unknown users to print

IF enabled, users that do not exist in the domain or in the e-FOLLOW database can print anyway.

Send notifications by e-mail

If enabled user notifications are sent via e-mail to the users.

PJL user name has priority

This will force e-FOLLOW to check the print job's PJP header to extract the username (or alias) to map the job to the correct user account. This may be helpful if the printer is mapped under a different username or in SAP environments.

Show printed jobs which are waiting for accounting in the virtual queue job list (these jobs are displayed in blue)

If enabled jobs that are already printed will stay visible in the virtual queue list until e-FOLLOW receives the accounting information from the MFP

Don't create preview of print jobs

If enabled the preview images of the print jobs will not be created and cannot be viewed on the MFP panel or in Mobile App.

Prevent users to enable QuickPrint

If enabled the checkboxes "Print all jobs immediately after logging in." at Toshiba EWB screen and "Print all jobs immediately after login ("Quickprint")" at UserPortal→ACCOUNT→Settings screen will not be available for users.

12.4.1.4.10 Notifications

Send Notifications by email

If enabled e-FOLLOW will send notifications to users via email.

Show notifications by PopUp

If enabled e-FOLLOW will send notifications to users via client- /web-PopUp.

12.4.1.4.11 Toshiba

Default display mode for new devices (only e-BRIDGE Next)

Here you can select the default display mode for new devices.

Keep foreign Subscribes for Toshiba devices

If enabled all subscribes of other 3rd party applications will be kept in addition to the e-FOLLOW subscription. Else the foreign subscribes will be replaced by the e-FOLLOW address.

User for accounting of system jobs / User for accounting of incoming faxes

Usually these types of jobs cannot be associated to a specific user and therefore do not appear in any reports.

If required, create an internal "system" user for assigning these job types.

Detect user from "Printope" print jobs and do accounting

In case the user is unknown (e.g. by an internal device error) the job will be printed as user 'Printope'.

If 'Detect user...' is enabled these jobs can be accounted properly if the job's ID is known.

Ping device before ODCA requests

If enabled e-FOLLOW sends a ping prior to every ODCA request to make sure the device is online and able to reply. Else a 1-minute timeout will be effective in case the device is not reachable.

ODCA ping timeout

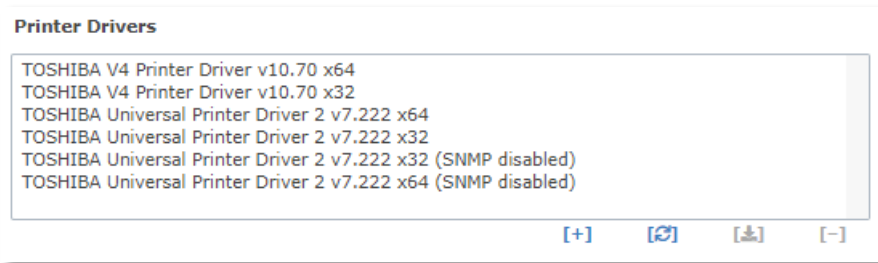
If ODCA ping is enabled, you can define the timeout for the ping in ms.

12.4.1.4.12 Printer driver

For an easy way of deploying printers to user's client-PCs, e-FOLLOW can provide IPP-printers and -printer installer packages. Beside the certificate and ports, the packages contain a printer driver that will be used on the user's clients.

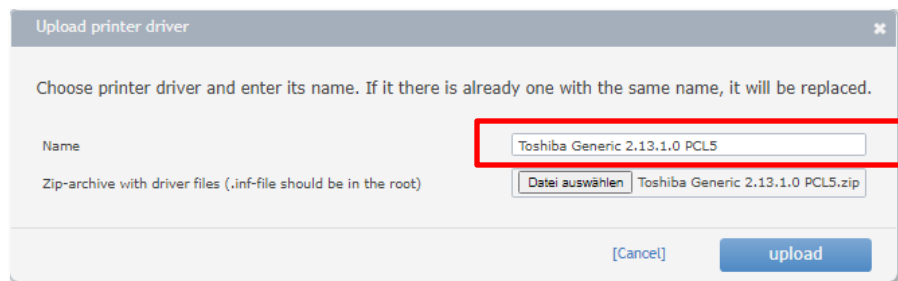
By default, Toshiba Universal 2 and Toshiba V4 printer driver are coming with e-FOLLOW.

Nevertheless, you can manage the drivers by uploading other drivers or delete unused drivers.



This is the list of drivers currently available on e-FOLLOW. You can easily upload additional drivers by pressing [+].

Select the .zip file that contains the driver files, .inf file.



By default the driver name is identical to the name of the .zip archive. But you can edit this to any other name that seems more convenient.

Press **upload** to add the driver to the list. The driver can now be assigned to virtual queues and will be used to create IPPinstaller packages.

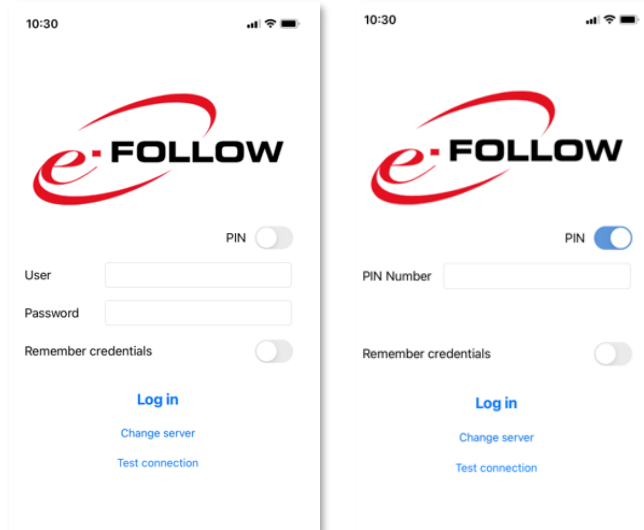


Assigning the driver to virtual queues for building IPP-Installer packages will be done in the section →SETTINGS → General →UserPortal

12.4.1.4.13 Mobile App

Allow PIN login

If enabled the option to login to the mobile app by using only the user's PIN is generally enabled. A switch to enable PIN login will appear on the mobile app login screen.



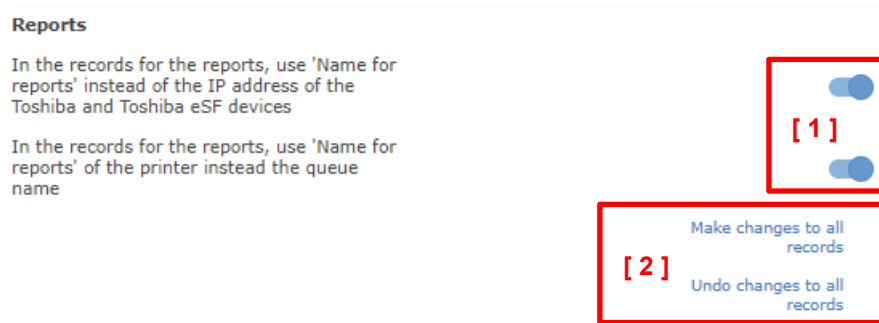
This feature then can be set individually for each user.

12.4.1.4.14 Reports

By default, the identification of devices and printers in reports is the IP-address for eBridge and eSF devices, the Windows queue name for printers and the IPP queue name for IPP printers.

Especially the IP address is not very meaningful.

This function now allows to define device- and printer-names that will be used for creating reports.



[1] When enabled, a new field will appear in the devices and printers general settings that allows you to give a name to the device or printer.



Attention: the names for reporting must be unique.

[2] These two links will perform a modification to all transaction records in the database. Depending the number of records this may take some time. All recent values are saved, so the changes to the records can be reverted by clicking to **“Undo changes...”**

12.4.1.4.15 Other settings

Reset all Microsoft Entra ID (Azure Active Directory) tokens

Certain changes to Azure Active Directory will not take effect until a new token is issued. By default, tokens are automatically regenerated after 60 minutes. With the manual deletion of the token, you no longer have to wait for it.

Also reduce Total Quota for scan and fax jobs

By default (enabled) e-FOLLOW will reduce the total quota for scan and fax jobs. In case the total quota shall stay untouched for these types of jobs it can be switched off here. (Scan- and Fax-quotas will still be reduced)

Custom Home Directory

Here you can enter / define the user's HomeDirectory. If – for example - scans shall be stored in a folder like `\\server\userData\scans\USERNAME` you can enter the path here. The wildcard `'::username'` will replace the actual user name logged in at the MFP.



In any case this Custom HomeDirectory will be used – even if it has been imported from A.D., LDAP or it has been entered manually.

Web session timeout

The operator will be auto logged out after this time of inactivity.

Log level

Here you can define the level of details stored in the e-FOLLOW log file.

- Verbose: log will contain detailed information
- Error: only errors will be logged

Log Filter

Here expressions can be entered to filter the log content.

A separate log file **e-FOLLOW-DATE.filter.log** will be created containing only messages matching the filter.

Active DB log (service must be restarted)

If enabled, e-FOLLOW will create separate log file showing all database communication.



This should only be enabled on request by support, as DB logs may get very large.

Max. DB cache (service must be restarted)

By default the database (Mongo DB) is configured to use 50% of the system memory (RAM) as cache (Setting = Automatic). It is possible to reduce the RAM used by Mongo DB to a lower level.



12.4.1.5 Use Radius Authentication

e-FOLLOW supports user authentication against a RADIUS server.



RADIUS authentication typically is used in environments where several domains or authentication servers shall be merged to one single point of authentication.

If enabled in **General – Application** the RADIUS authentication options get available.

Use RADIUS Authentication ☒

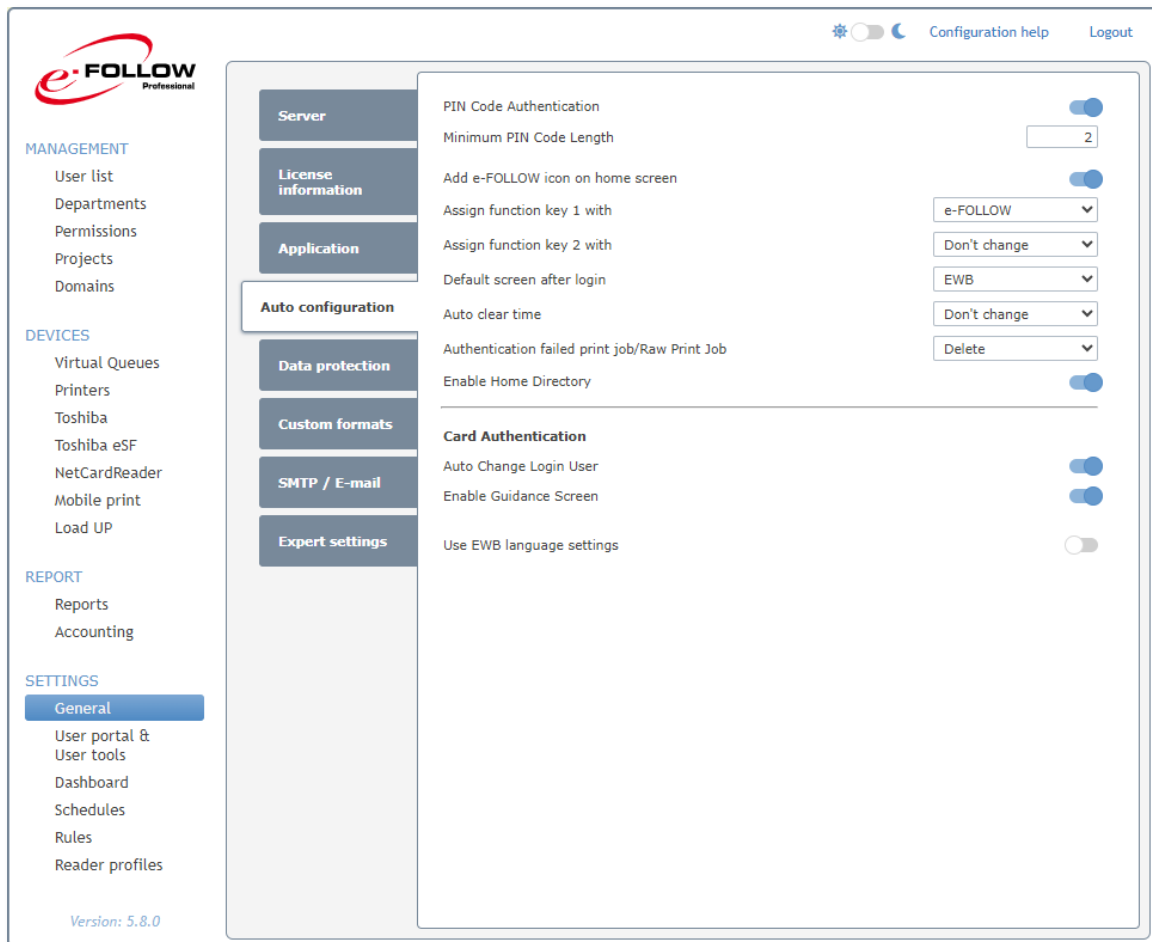
The screenshot displays the e-FOLLOW Professional configuration window. On the left, a sidebar lists various management and device settings. The 'RADIUS Server' option is highlighted with a red rectangular box. The main configuration area on the right is titled 'Use RADIUS Authentication' and includes several input fields and a toggle switch. The 'Use RADIUS Authentication' toggle is turned on. The 'IP address of primary server' is set to 192.168.1.142. The 'IP address of secondary server' is empty. The 'Authentication Port [1812]' is set to 1812. The 'Shared Secret' is masked with asterisks. The 'Attribute (NAS Identifier)' is set to LoginName. There is also a toggle for 'Convert all domain names in RADIUS name' which is turned on. The bottom of the sidebar shows the version: 5.5.0 RC01.



Please request your administrator to obtain the details for the configuration of the RADIUS authentication service.

12.4.1.6 Auto configuration

The Auto configuration tab shows the global setting when registering the application to **e-BRIDGE X/Next** devices.



PIN code authentication

If enabled the login method PIN Code Authentication will be enabled. The user then has the choice to login via username & password or PIN.

Minimum PIN Code Length

The minimum length for a valid PIN code.

Add e-FOLLOW icon on home screen

By default, e-FOLLOW is registering itself to the device home screen. If this is not desired the registration can be prevented by disabling this flag.



Once the e-FOLLOW application is registered it will not be removed automatically by disabling this flag.

Assign function key 1 / 2 with...

Here you can define the functions to be assigned to function hard keys 1 and 2

Default screen after login

Here you can define the screen that is shown after a successful user login. By default, EWB (e-FOLLOW) is selected.

Auto clear time

When a user performs no more activity at the device it is resetting / logging out the user automatically after the auto clear time [seconds],

Special values are:

No limit: Users will not be logged out automatically

Don't change: the current device setting will not be changed



In case the security setting **"Automatic deletion of jobs – at logout"** is enabled it is recommended to set the Auto clear time to **No Limit**. This will avoid an unwanted logout and stopping of printout.

Authentication failed print job/Raw Print Job

This parameter defines the behavior of the MFP for jobs that are unauthenticated. (e.g. directly sent by unknown user)

Delete: the job will be refused and deleted

Print: Job will be allowed and printed

Enable Home Directory

Here you can enable the Home Directory settings. Keep it disabled if you don't use a Home Directory and you don't want to have the warning message at the MFP display after login.

Auto change login user

If enabled subsequent user can login by swiping his card, even if the device is still enabled by another user. In this case the current user will be logged out and the subsequent user will be logged in automatically.

Enable guidance screen

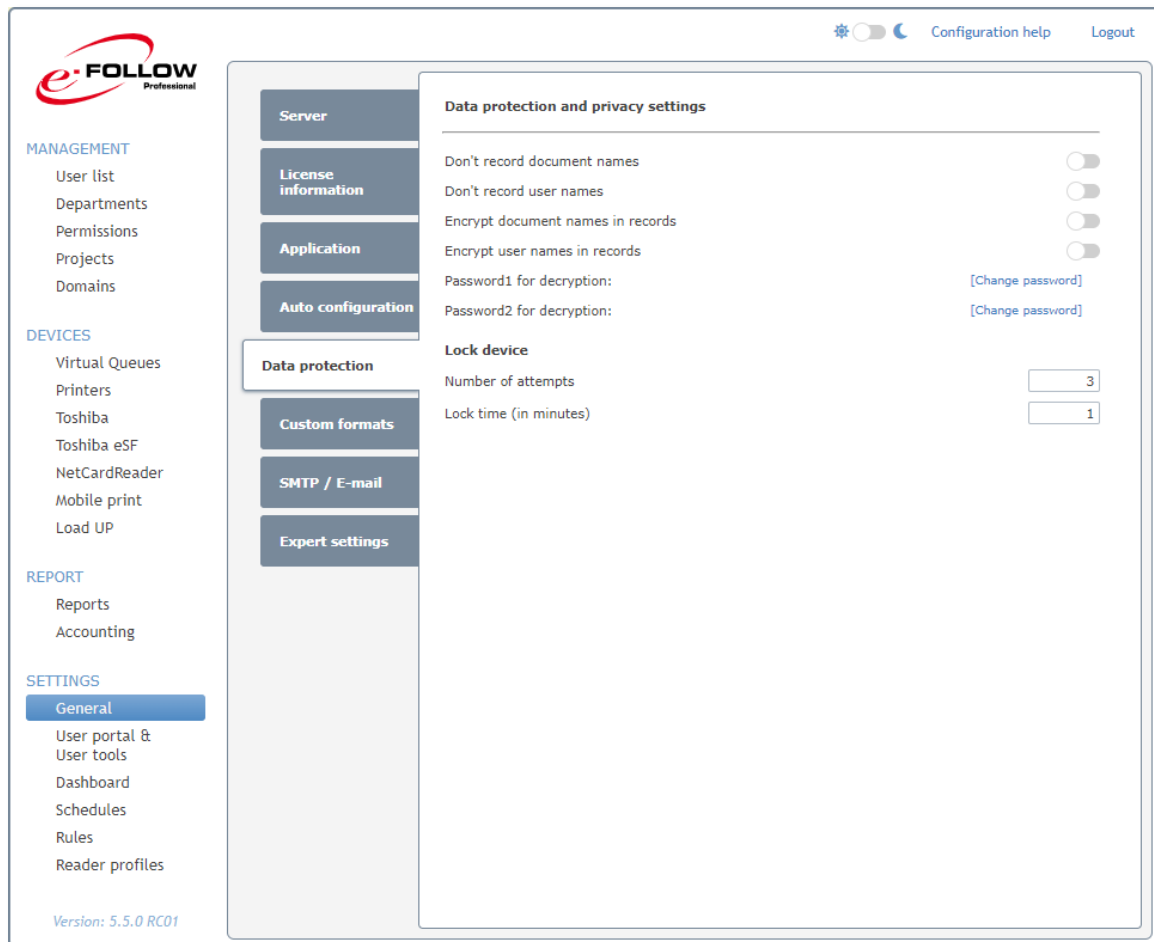
If enabled, the device's login screen will show a user guidance screen 'how to login'.

Use EWB language settings

If enabled the language used for EWB screens will be selected according to the device settings. Else the e-FOLLOW language settings will be used.

12.4.1.7 Data protection

e-FOLLOW provides some unique functions to ensure a maximum level of data protection and privacy of user data.



Don't record document names

If enabled the document names will not be recorded in the transaction database.

Don't record usernames

If enabled the usernames will not be recorded in the transaction database



Encrypt document names in records

If enabled, the document names will be stored encrypted in the transaction database



Encrypt user names in records

If enabled, the user names will be stored encrypted in the transaction database

Password1 for decryption:

Password 1 for the decryption of document names and user names when creating reports.

Password2 for decryption:

Password 2 for the decryption of document names and user names when creating reports.

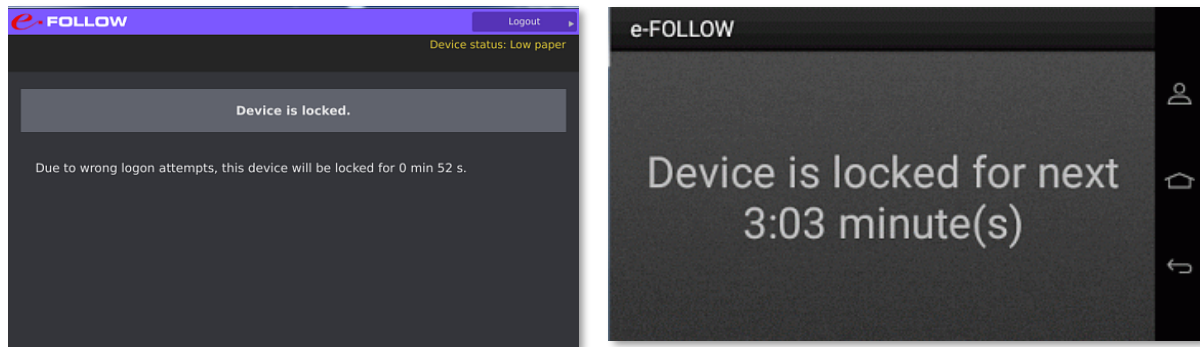


Password 2 may be left blank.

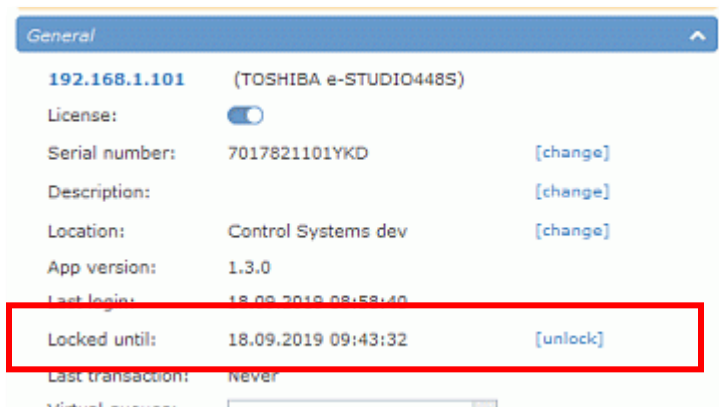
The usage of two passwords allows performing a 2 factor authentication for the decryption of user names and document names.

Lock device

This will enable a security option against trying out credentials. If a user enters multiple invalid user credentials (username, username & password, PIN) reaching the **Number of attempts**, the device gets locked for the **Lock time**.



Locking of a device is also indicated in the device's General settings.



You can unlock the device before the Lock time exceeds by pressing the **[unlock]** button.

12.4.1.8 Custom formats

e-FOLLOW allows to customize the time and currency formats to your specific requirements.

The screenshot shows the e-FOLLOW Professional configuration interface. On the left is a sidebar menu with categories: MANAGEMENT (User list, Departments, Permissions, Projects, Domains), DEVICES (Virtual Queues, Printers, Toshiba, Toshiba eSF, NetCardReader, Mobile print, Load UP), REPORT (Reports, Accounting), and SETTINGS (General, User portal & User tools, Dashboard, Schedules, Rules, Reader profiles). The 'General' settings page is active. The main content area is titled 'Custom formats' and contains several sections:

- Date/Time**: Fields for Date (Pattern: dd.MM.yyyy, Preview: 17.11.2023) and Time (Pattern: HH:mm:ss, Preview: 12:55:10). A Template pull-down menu is also present.
- Currency**: A toggle for 'Prices/cost in currency format' is enabled. Fields include Currency symbol (€), Decimal symbol (.), and Digits after decimal (2). Positive and Negative format pull-downs show €1.1 and -€1.1 respectively. Previews for positive and negative values are shown as €1234.56 and -€1234.56.
- Value Added Tax**: A field for 'Value in %' is set to 19.00.
- Report delimiter**: A field for 'Csv report delimiter' is set to ;.

At the bottom left of the interface, the version is noted as 'Version: 5.5.0 RC01'.

Date & Time

The Date/Time Pattern allows to specify your individual appearance of date and time inside e-FOLLOW and the reports. The most common patterns are available from the **Template** pull-down.

Currency

Currency settings can also be customized to your individual requirements.

Prices/cost in currency format

If enabled all prices and cost inside e-FOLLOW will be shown in currency format. (decimals & currency symbol).

You can define the currency symbol, decimal symbol, the number of decimals and the format for positive and negative values.

Value Added Tax (VAT)

Here you can enter the amount of VAT that is valid for your region. This is mainly important in case users can recharge their account balance via **load.UP** money loader.

The receipt printed after recharge operation will then contain the correct amount of VAT included.

Report delimiter

Here you can select the field delimiter that shall be used for the .csv export of reports.

12.4.1.9 SMTP / E-mail

This section allows you to configure the emails sent by the e-FOLLOW server.

The screenshot displays the e-FOLLOW Professional configuration interface. On the left is a sidebar with navigation menus: MANAGEMENT (User list, Departments, Permissions, Projects, Domains), DEVICES (Virtual Queues, Printers, Toshiba, Toshiba eSF, NetCardReader, Mobile print, Load UP), REPORT (Reports, Accounting), and SETTINGS (General, User portal & User tools, Dashboard, Schedules, Rules, Reader profiles). The 'General' settings tab is selected. The main content area shows the 'SMTP / E-mail' configuration page. It includes a sidebar with tabs: Server, License information, Application, Auto configuration, Data protection, Custom formats, SMTP / E-mail (selected), and Expert settings. The 'SMTP / E-mail' section contains the following fields and options:

- Authentication type:** SMTP (Username and password authentication) (selected)
- SMTP settings:**
 - Hostname / IP address: mail.control-systems.de
 - SMTP port: 25
 - SSL: ☐
 - SMTP authentication: ☒ [change credentials]
- E-mail settings:**
 - Admin e-mail: um@control-systems.de
 - Sender Email (From): h.test@control-systems.de
 - Subject: Notification
 - Signature: Sent by Toshiba e-FOLLOW
 - default e-mail address domain:
- E-Mail Template-Editor:**
 - E-Mail Template: --

Below the E-mail settings, there is a note: "If the user doesn't have an e-mail address, it will be created from login name and this domain." and a link: "[test the SMTP and e-mail settings]".

12.4.1.9.1 Authentication type SMTP

Configure the hostname or IP address of your SMTP server.

If you enable SSL/TLS, the specified hostname must match the hostname on the SMTP server's certificate.

When enabling SSL/TLS, note that only STARTTLS (explicit TLS) is supported — typically on port 587.

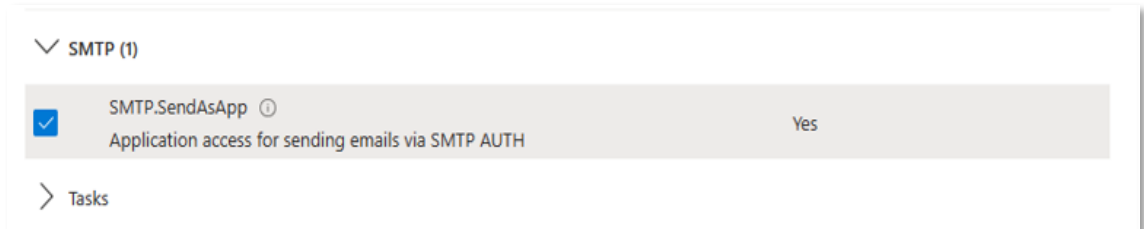
If SMTP authentication is required, enter the credentials of an account that is authorized to send emails through this server.

12.4.1.9.2 Authentication type OAuth 2.0 / App only (Office 365)

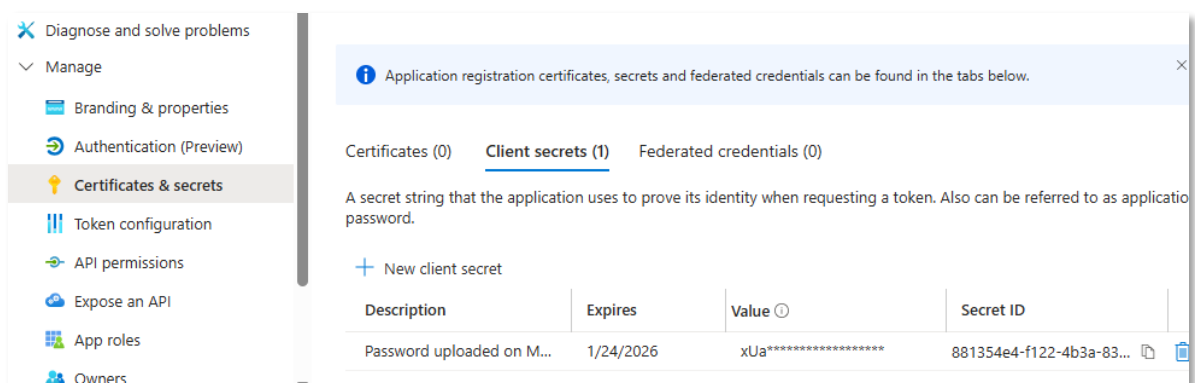
OAuth Setup

1. Create an OAuth Application

- Register a new application.
- Add permission
 - In the Azure portal, choose the **API Permissions**
 - Select Add permission.
 - Select the **APIs my organization uses** tab and search for "Office 365 Exchange Online".
 - Click **Application permissions**.
 - For SMTP access, choose the **SMTP.SendAsApp** permission
 - **Get tenant admin consent**



2. Create a Client Secret



3. Register service principals in Exchange

You must register your Entra application's **service principal** in Exchange via Exchange Online PowerShell. This registration is enabled by the New-ServicePrincipal cmdlet.

To use the New-ServicePrincipal cmdlet, install ExchangeOnlineManagement and connect to your tenant as shown in the following snippet:

```
Install-Module -Name ExchangeOnlineManagement
Import-module ExchangeOnlineManagement
Connect-ExchangeOnline -Organization <tenantId>
```

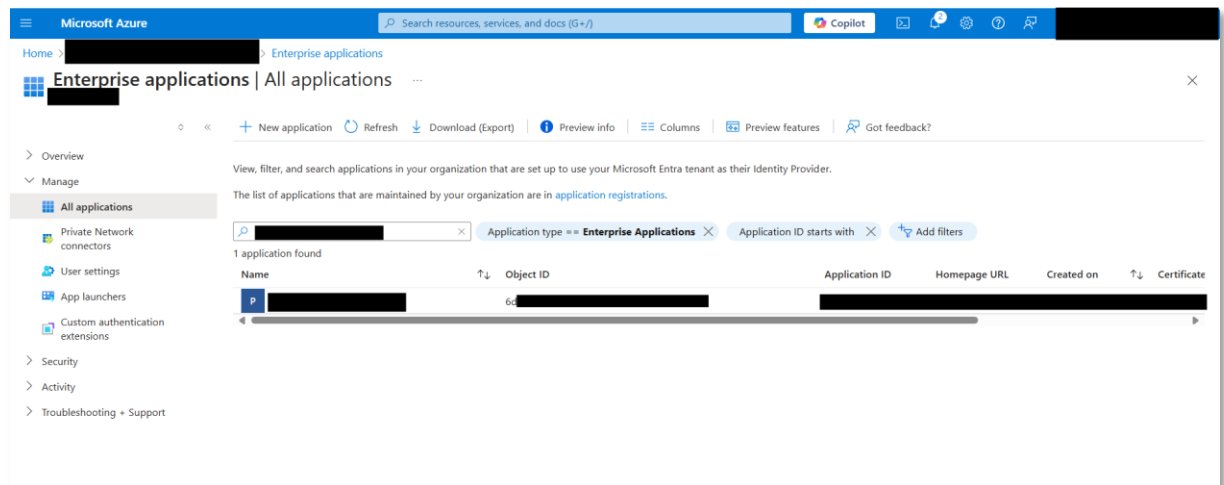
If you still get an error running the New-ServicePrincipal cmdlet after you perform these steps, it's likely because the user doesn't have enough permissions in Exchange online to perform the operation.

Registration of an Microsoft Entra application's service principal in Exchange is shown in the following example:

```
New-ServicePrincipal -AppId <APPLICATION_ID> -ObjectId <OBJECT_ID> [-Organization <ORGANIZATION_ID>]
```

The OBJECT_ID is the Object ID from the Overview page of the Enterprise Application node (Azure Portal) for the application registration. It is not the Object ID from the Overview page of the App Registrations node. Using the incorrect Object ID will cause an authentication failure.

The following screenshot shows an example that finds the correct Object ID.



The tenant admin can now add the specific mailboxes in the tenant that will be allowed to be accessed by your application. This configuration is done with the Add-MailboxPermission cmdlet.

The following example shows how to give your application's service principal access to one mailbox:

```
Add-MailboxPermission -Identity "john.smith@contoso.com" -User <SERVICE_PRINCIPAL_ID> -AccessRights FullAccess
```

If you're trying to use Client Credential Grant Flow with SendAs, you need to grant SendAs permissions to the sender: Add-RecipientPermission (ExchangePowerShell).

```
Add-RecipientPermission -Identity "no-reply@contoso.com" -Trustee "mailer@contoso.com" -AccessRights SendAs
```

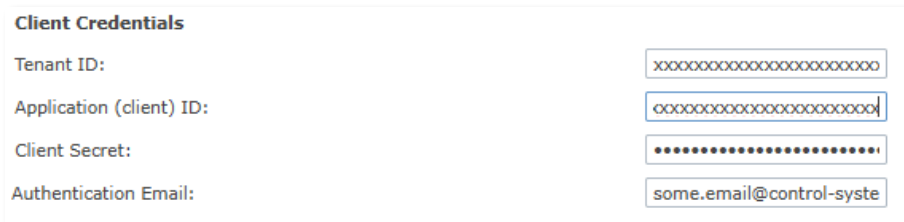
no-reply@contoso.com — the address you want to appear in the From field

mailer@contoso.com — the user you're authenticating as (using the token)

SendAs — this means the email will look like it's really from no-reply, and the recipient won't see the real sender (mailer)

4. Collect Required Information

- Tenant ID
- Client ID
- Client Secret
- User email (the mailbox to authenticate)



Client Credentials

Tenant ID:

Application (client) ID:

Client Secret:

Authentication Email:

Authentication email is used to authenticate with the SMTP server via OAuth.

Sender email (From) can either match the Authentication Email or be different if SendAs permission is configured.

Links:

<https://learn.microsoft.com/en-us/exchange/client-developer/legacy-protocols/how-to-authenticate-an-imap-pop-smtp-application-by-using-oauth>

<https://learn.microsoft.com/en-us/powershell/module/exchangepowershell/add-recipientpermission?view=exchange-ps>

12.4.1.9.3 E-mail settings

In case SMTP authentication is required, enter the credentials of an account that is allowed to send emails via this server.

Use the **E-mail settings** to enter a **From address**: a **Subject**: an a **signature**.

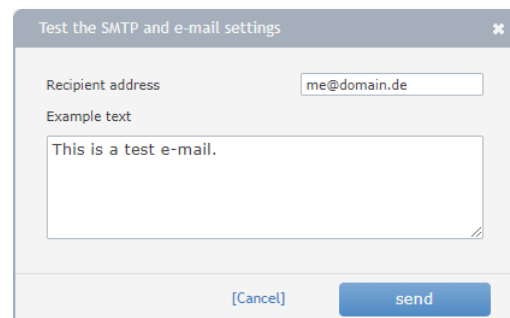
Enter an **Admin e-mail address** that will receive administrator notifications e.g. in case of Maintenance is going to expire

The **default E-mail address domain** will be used if the user has no e-mail address assigned. e-FOLLOW will then try to send notifications to '**username**'@'**default_E-mail_address_domain**'

[test the SMTP and e-mail settings]

Enter the sender and recipient and press

Send test e-mail. e-FOLLOW embedded will try to send a test email.



Test the SMTP and e-mail settings

Recipient address:

Example text:

[Cancel] send

Check the in-box of the recipient to make sure, settings are correct.

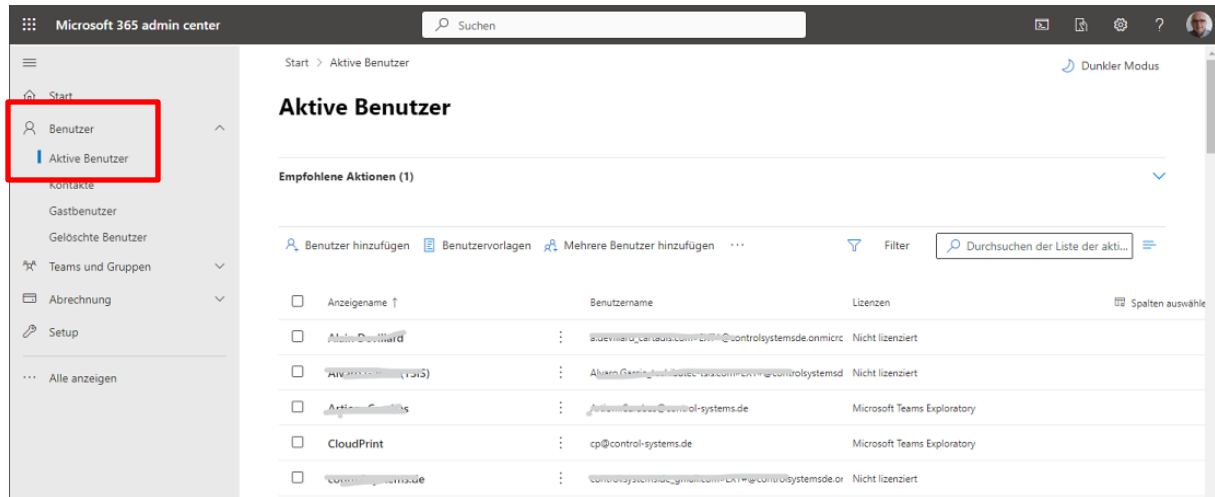
12.4.1.10 Sending mails via Microsoft 365

You can use Microsoft 365 as an SMTP server to send out mails to users.



It is recommended to add a specific user that is used for authenticating against MS365.

Login to **Microsoft 365 admin center** and select **Active Users**.

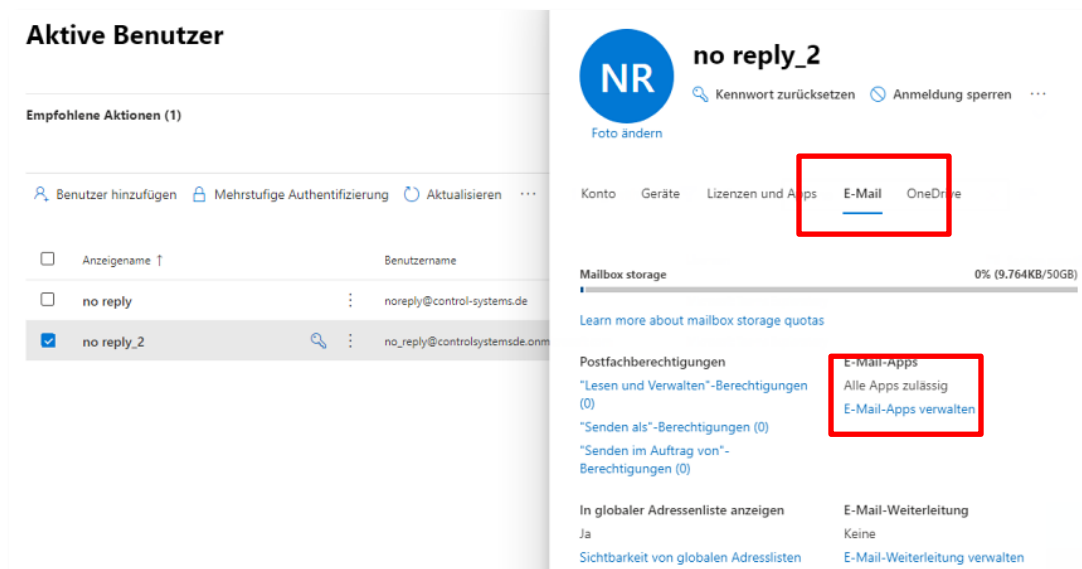


Add a new user for your domain.



It will take some minutes to create the user's mailbox.

Open the user settings and change to E-Mail – manage e-Mail apps.



Make sure 'authenticated SMTP' is checked.

E-Mail-Apps verwalten

Wählen Sie die Apps, in denen no_reply_2 auf Microsoft 365 E-Mail zugreifen kann.

- ☒ Outlook im Web
- ☒ Outlook Desktop (MAPI)
- ☒ Exchange-Webdienste
- ☒ Mobil (Exchange ActiveSync)
- ☒ IMAP
- ☒ POP
- ☒ Authentifiziertes SMTP

You can now enter/edit the SMTP settings in e-FOLLOW

Hostname smtp.office365.com
SMTP Port 587
SSL ON
SMTP authentication enter the username & password

SMTP settings

Hostname / IP address: smtp.office365.com

SMTP port: 587

SSL: ☒

SMTP authentication: ☒ [change credentials]

E-mail settings

Admin e-mail:

From address: no_reply@controlsystemsde.onmicrosoft.com

Subject: Notification from e-FOLLOW.cloud

Signature: Sent by Toshiba e-FOLLOW

default e-mail address domain: @control-systems.de

If the user doesn't have an e-mail address, it will be created from login name and this domain.

[test the SMTP and e-mail settings]

E-Mail Template-Editor

E-Mail Template: --



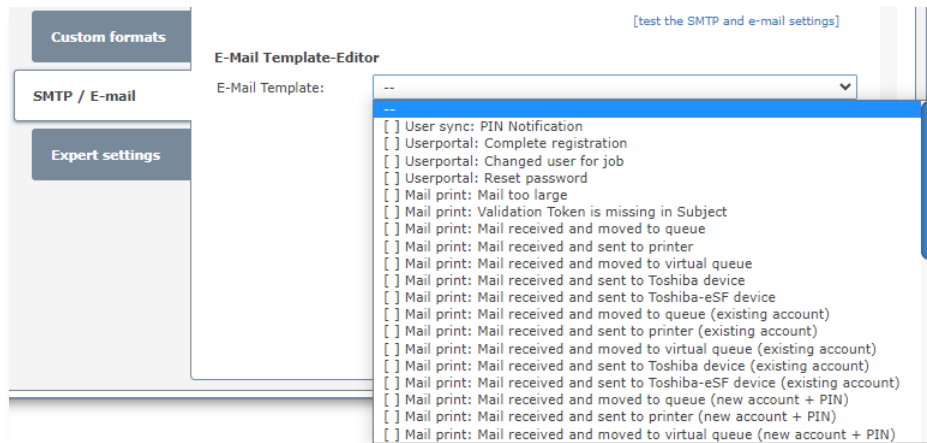
Attention

Make sure the '**From address**' is identical to the user credentials for logging in to MS365.

12.4.1.11 E-Mail Template-Editor

e-FOLLOW provides a convenient e-mail template editor that allows you to modify the e-mail content sent out to the users according your specific requirements.

Select the desired Template from the list.



You can now edit the default email content by using placeholders, images, links etc.

[1] Placeholders

here you find the placeholders/variables that can be used for this template.

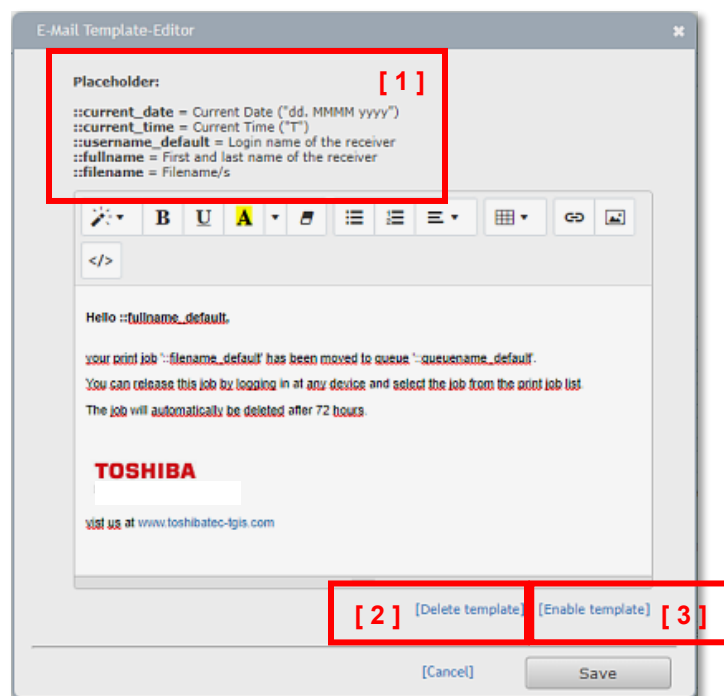
[2] Delete template

This will delete the current content of the template and the default content will be used.

[3] Enable/Disable template

If enabled the modified template will be used. Enabled templates are indicated by [*].

Else the default content will be used.



12.4.1.12 Expert settings

This menu lists all advanced parameters of the e-FOLLOW system.

**ATTENTION!**

These parameters **MUST** only be modified under the control of software support / development. Any change may lead to malfunction or make your site not working anymore.

Warranty may end at this point.

The screenshot displays the e-FOLLOW Professional configuration interface. On the left, a sidebar contains navigation menus: MANAGEMENT (User list, Departments, Permissions, Projects, Domains), DEVICES (Virtual Queues, Printers, Toshiba, Toshiba eSF, NetCardReader, Mobile print, Load UP), REPORT (Reports, Accounting), and SETTINGS (General, User portal & User tools, Dashboard, Schedules, Rules, Reader profiles). The 'General' setting is selected. The main area shows the 'Expert settings' menu, which is highlighted. The 'Expert settings' section contains a warning: 'Expert settings. Change of values at your own risk! The default value is always in parentheses.' Below this, a list of parameters is shown, each with a default value in parentheses and a corresponding input field. The parameters include: DataManager CSIP2020.csvs.local (127.0.0.1), AdminName (Operator), AllowRedirectToDirectOrEbx (false), AutoConfigExtraLogging (false), AzureAdExtraLogging (false), AzureAdGraphApiMaxResults (999), BalanceOverhead (0), CardServerTimeout (1500), ChromeExtensionId (fjpnappfembidnjpncglbfadocccp), ChromeGetPagesCountOnClient (true), ChromeGetPagesCountOnClientMaxChunkSize (104857600), ChromeMultiUsersSuffixLength (4), DbWatchdog (false), DebugLdap (false), DebugLdapSsl (false), DebugOutputManagement (false), DebugOutputManagementTimeout (300000), DebugPrintPreview (false), DebugPrintSelect (false), DebugProcessWorkflows (false), DefaultLanguageEnglish (false), DefaultPaperFormat (A4), DeleteNotificationsAfterHours (1), and DirectPrintingCheckDeviceErrorCodes ().

Expert settings. Change of values at your own risk!
The default value is always in parentheses.

DataManager CSIP2020.csvs.local (127.0.0.1)

AdminName (Operator) Operator

AllowRedirectToDirectOrEbx (false) ☐

AutoConfigExtraLogging (false) ☐

AzureAdExtraLogging (false) ☐

AzureAdGraphApiMaxResults (999) 999

BalanceOverhead (0) 0

CardServerTimeout (1500) 1500

ChromeExtensionId (fjpnappfembidnjpncglbfadocccp) fjpnappfembidnjpncglbfadocccp

ChromeGetPagesCountOnClient (true) ☒

ChromeGetPagesCountOnClientMaxChunkSize (104857600) 104857600

ChromeMultiUsersSuffixLength (4) 6

DbWatchdog (false) ☐

DebugLdap (false) ☐

DebugLdapSsl (false) ☐

DebugOutputManagement (false) ☐

DebugOutputManagementTimeout (300000) 300000

DebugPrintPreview (false) ☐

DebugPrintSelect (false) ☐

DebugProcessWorkflows (false) ☐

DefaultLanguageEnglish (false) ☐

DefaultPaperFormat (A4) A4

DeleteNotificationsAfterHours (1) 1

DirectPrintingCheckDeviceErrorCodes ()

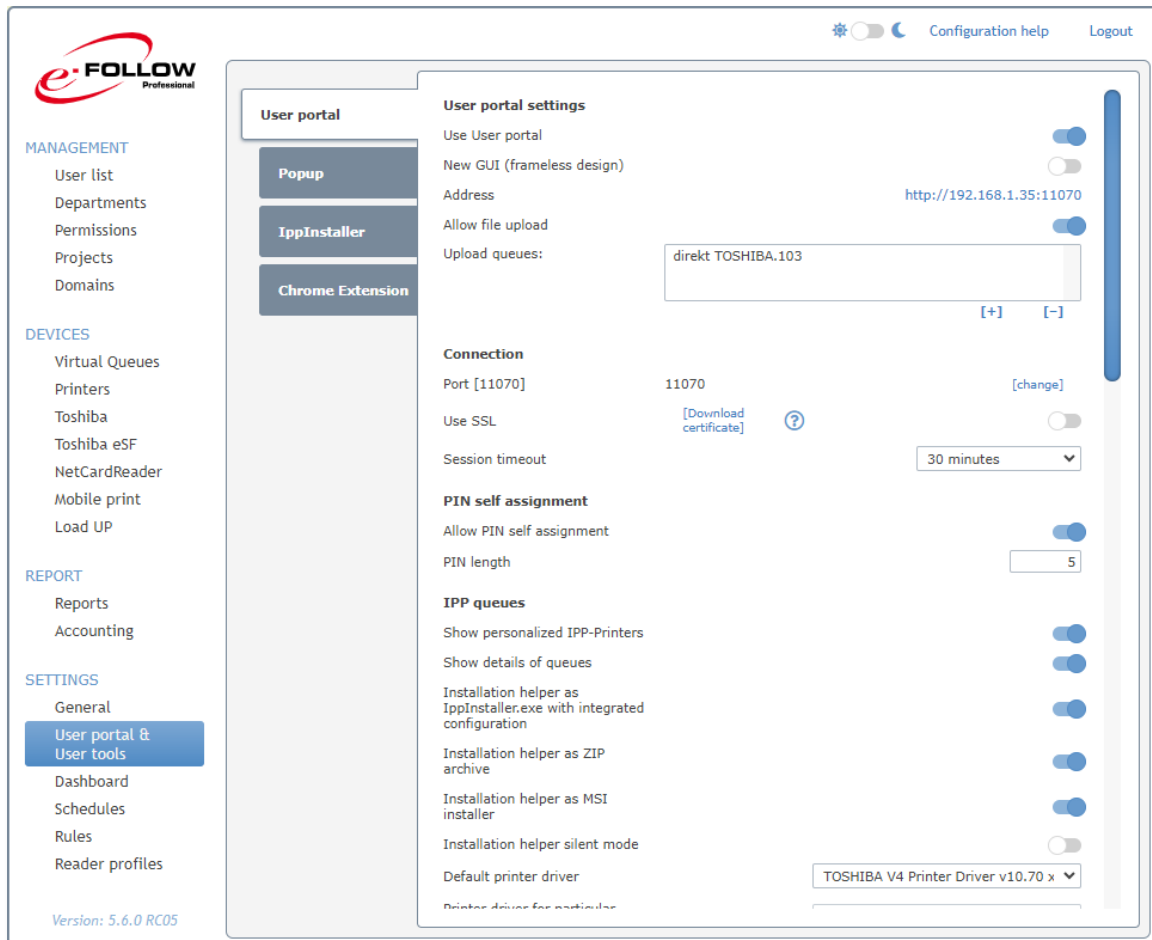
Version: 5.6.0 RC05



12.4.2 User portal & User tools

12.4.2.1 User Portal

e-FOLLOW provides an enhanced user portal. This allows users to maintain their account, upload documents or add/buy balance. Here you have access to the settings that are related to the e-FOLLOW user portal.



Use User portal

This will enable/disable the general availability of the portal to the users

New GUI (frameless design)

Here you can enable / disable the frameless design for the UserPortal.

Address

Here you will find the link to the UserPortal. This can be forwarded to all users. In case you have specified an external server Hostname or IP address, this will be used here.

Allow file upload

If enabled the upload option gets available for the users.

Upload queues

Add one (or multiple) **upload queues** the users can select as destination. This can be virtual queues (for a later release) or direct queues (for instant print job release)



12.4.2.1.1 Connection

Port

Defines the port number to access the portal. By default, the port number is 11070

To select another port number click to **[change]** and enter a port number that is available on your computer.

Use SSL

For security reasons the communication can be encrypted by using SSL.

To avoid an SSL warning on the client PCs a certificate can be installed. Right-Click to **[Download certificate]** to download the certificate. You can now add it to the trusted root certificates on all client PCs (e.g. via group policy).

Session Timeout

This defines the time after a user session is close automatically when there is no activity.

12.4.2.1.2 PIN self-assignment

Allow PIN self-assignment

If enabled the option to self-assign a PIN is available to the users.

PIN length

Defines the number of digits for the new PINs

Due to security reasons (trying/finding other user's PINs) the user cannot select a new PIN by himself. Instead the system will randomly create an available new PIN.

12.4.2.1.3 IPP queues

Show personalized IPP-Printers

This option enables the download for personalized IPP-Installer package that contains the certificate, the personalized URL and the driver files.

Show details

If enabled the option to display the personalized URL and the download link for the certificate is offered.

Installation helper as IppInstaller.exe with integrated configuration

If enabled the button with IppInstaller.exe (preconfigured) will be show. When this executable is started it will automatically download all necessary files and install the IPP printer.

Installation helper as ZIP archive

If enabled the button with Archive (.zip) will be show. This archive will contain all necessary files to install the IPP printer.

Installation helper as MSI installer

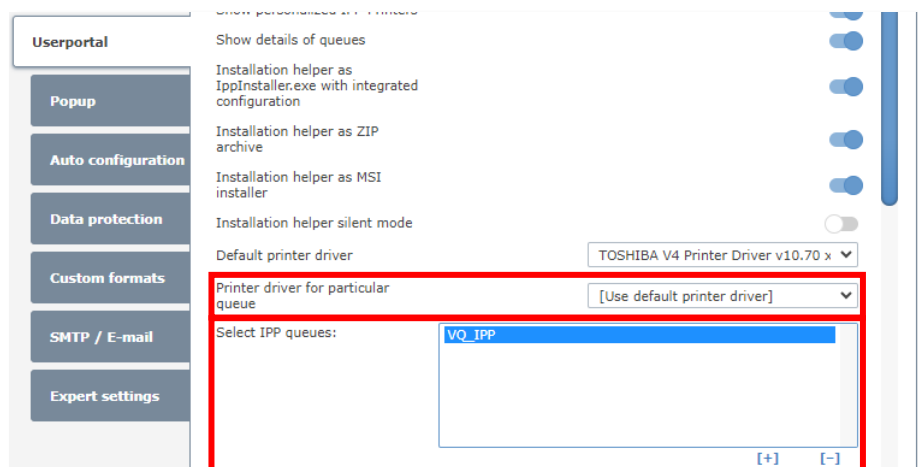
If enabled the button with Windows Installer (.msi) will be show. This installer contains all necessary files and will install the IPP printer. When the user uninstalls it, also the IPP printer will be uninstalled.

Installation helper silent mode

This option will turn on silent mode for all installation helpers.

Default Printer driver

Here you can select the default printer driver that will be chosen for building the IppInstaller packages.



To assign a different driver to an IPP queue, simply select the queue in the list and assign the **Printer driver for particular queue**

Select IPP queues

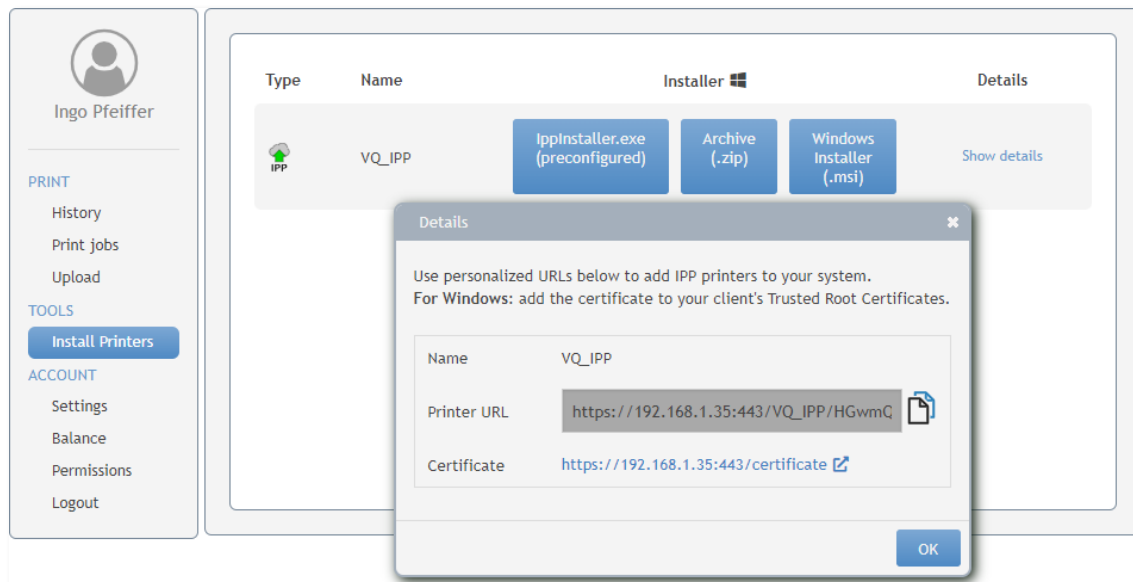
Click to **[+]** to add IPP queues that shall be published as personalized IPP-Installer packages via the user portal.

IPP-URL to be shown in the Userportal

As each printer may have an internal and external URL you can use this option to define which Downloads of installer packages are offered to users via Userportal.

- Only internal URL: package for clients located inside the local network
- Only external URL: package for clients located outside the local network
- Or both

The option 'Install Printers' is added to the menu of the user portal showing the download buttons for the lppInstaller package/s.



In Details the user has access to the URLs of the printers extended by an individual user-token. You can copy this URL and enter it into the URL field when adding the printer to your computer.



This might be necessary in case the Operating system or printer driver does not add the user information to the print jobs. (e.g. Chromebooks)



Depending on the operating system the URL can simply be copied and pasted or needs to be entered as required by the OS (e.g. Chrome)

On windows clients the certificate needs to be added to the trusted root certificates. lppInstaller will do this automatically.

12.4.2.1.4 Include printer properties template with lppInstaller package

This is a powerful method of configuring the capabilities and equipment of a virtual IPP queue.



This works only for Toshiba V4 printer driver!

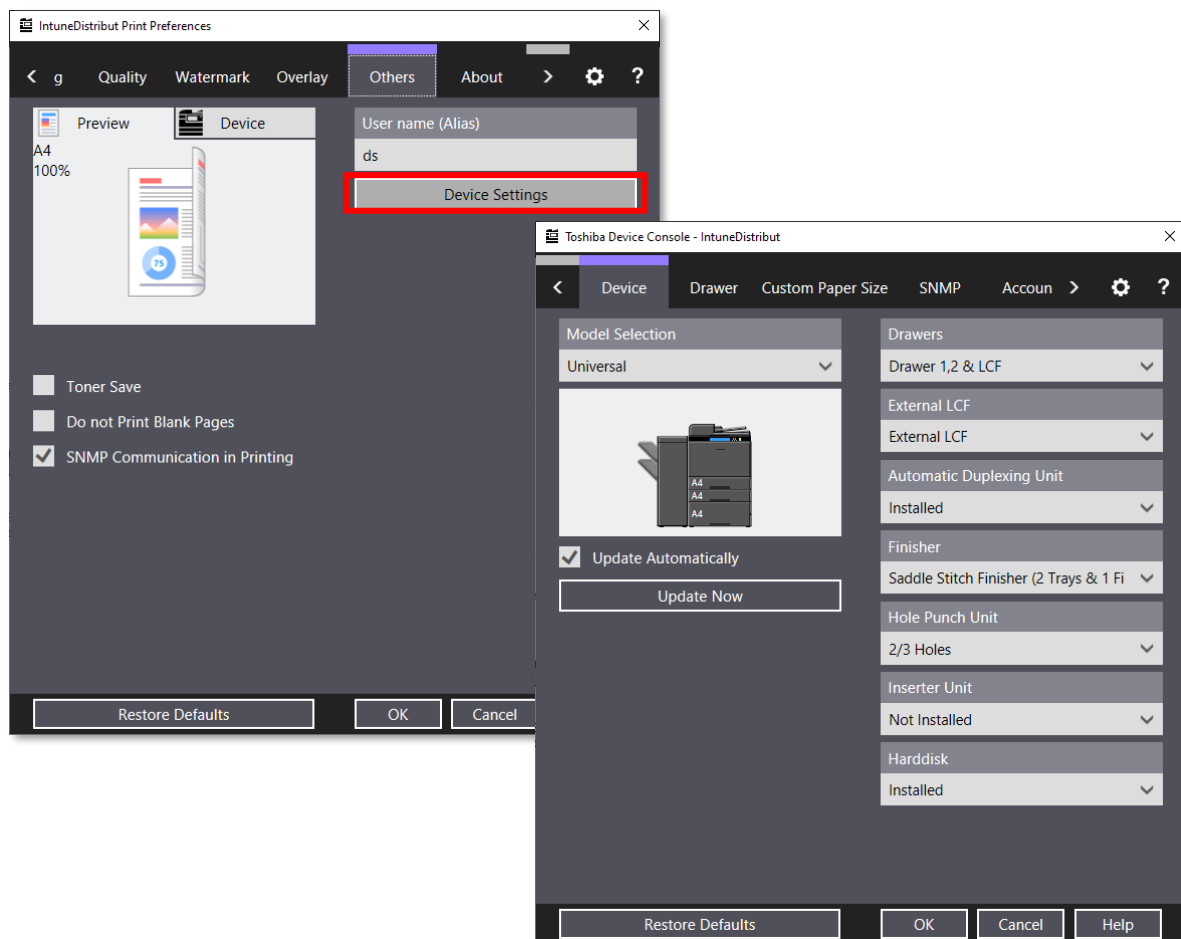
Click to [\[change \]](#) to start the procedure for creating a printer property template.

The dialog box titled "Manage printer's properties template file" contains the following sections:

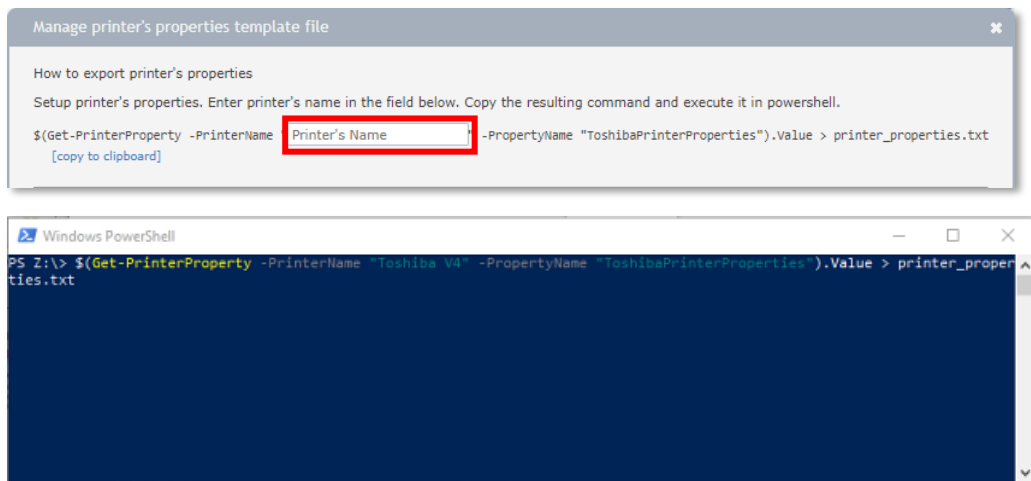
- How to export printer's properties:** A text area with instructions: "Setup printer's properties. Enter printer's name in the field below. Copy the resulting command and execute it in powershell." Below this is a PowerShell command: `$(Get-PrinterProperty -PrinterName "Printer's Name" -PropertyName "ToshibaPrinterProperties").Value > printer_properties.txt` with a "[copy to clipboard]" link.
- Upload printer's properties file:** A section with a "Datei auswählen" button (showing "Keine ausgewählt"), an "[Upload]" button, and a file list area.
- Download current printer's properties template file:** A section with a "[Download]" button.
- Delete current printer's properties template file:** A section with a "[Delete]" button.

A "Close" button is located at the bottom right of the dialog.

On your workstation install a printer using the Toshiba V4 driver and modify it's configuration. All the settings stored at **Device Settings** will be included to the property file.

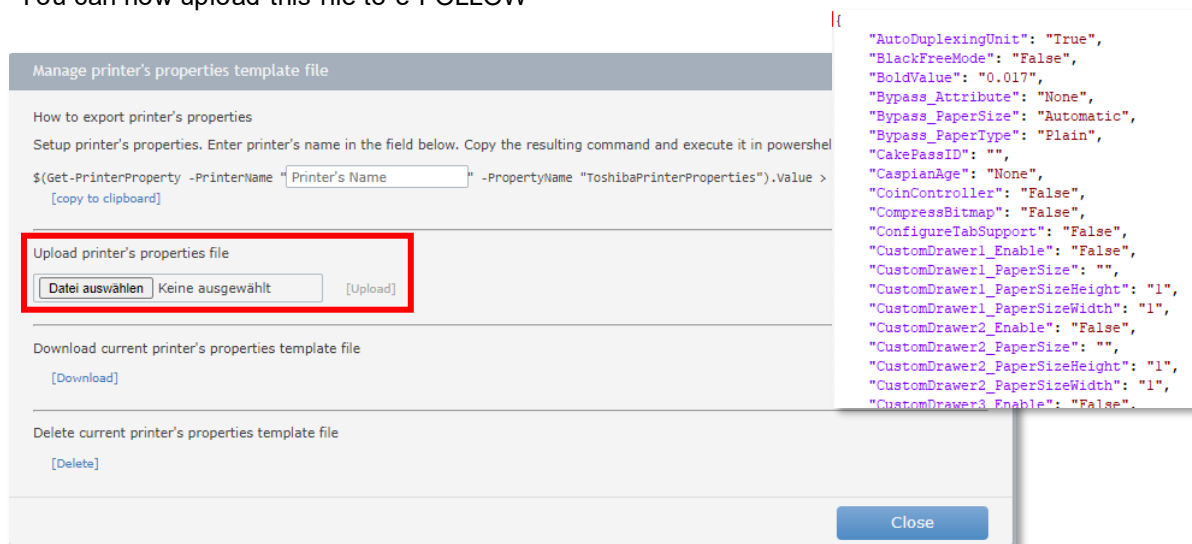


Then enter the printer name into the corresponding field in the Manage printer properties template dialogue. This will generate the PS command line. Copy the PS command line to clipboard, run PowerShell and execute the command.



This will now generate the file **printer_properties.txt**.

You can now upload this file to e-FOLLOW



Include certificate of IPP server

This option should be enabled for automatically adding the server certificate to the installer package.

Include personalized token in URL

Use this option to add a user-specific token to the IPP-printer URLs.



It should only be disabled if multiple users are using the same PC and if you can make sure that the username of the currently logged in user is added correctly to the print job PJI-header.



12.4.2.1.5 Microsoft Login

Domains with Microsoft Login enabled

Here all Entra ID domains are listed, where Microsoft Login is enabled.

Only Microsoft Login is allowed

If this option is active, the input fields for username and password are not longer available at the User Portal login screen.

12.4.2.1.6 Self-assignment / registration

Allow self-registration

If enabled users can self-register an internal account to e-FOLLOW. An appropriate link will be shown on the User Portal login page.

Allow E-Mail self-assignment

If enabled the users may add additional E-Mails to their account. This will allow the user to send print jobs by from other mail accounts.

Allow Alias self-assignment

If enabled the users may add additional Aliases to their account. This will allow the user to send print jobs under another user context (e.g. from SAP)

Accounting-Mode

Here you can define the accounting mode for users, that have self-registered to e-FOLLOW.

Self assignment

Allow self-registration

Allow email self assignment

Allow alias self assignment

Accounting

Allow to change password for internal users

Allow password reset for internal users

Validity time of the password reset email (in minutes)

Quotas

5

Allow password reset for internal users

If enabled internal users will see a [Forgot Password?] link in case the password they entered was wrong.

An email to reset the password is sent to the user. The reset Link in this mail must be used before the **Validity time of the password reset** time expires.

12.4.2.1.7 Temporary instant print (TIP)

Temporary instant print is intended to temporarily forward jobs that are sent to a virtual queue directly to a Toshiba/eSF output device.

When enabled users will get allowed to assign a Toshiba/eSF from the list of TIP-enabled devices to a virtual queue.

Notify user if Temporary Instant Print fails

If enabled, users will get a notification / -email if direct print to the selected device cannot be performed.

Delete non-executable print jobs

In case direct printing cannot be performed the print job can be deleted or it will remain in the original virtual queue for a later manual release.

Select TIP-devices

Here you can add Toshiba / Toshiba eSF devices that shall be selectable by users for routing jobs from a virtual queue.



At least one device must be added to the list so that users can redirect their jobs from a virtual queue to this device to be instantly printed.

Select TIP-Virtual queues

Here you can add the virtual queues that will be available for the users to apply TIP-devices in the user portal.



At least one virtual queue must be added to the list so that users can define then redirection for this (these) queue(s).

For TIP selectable duration in the UserPortal

Here you can define the durations the Userportal will offer to the users.

Click to [+] to add a new duration item.



TIP is a user-based setting. Each user can enable TIP for himself via the user portal.

Here you can configure the output device on which print jobs shall be printed immediately when you sent them to a virtual queue.

Attention!
For the selected duration printouts to this virtual queues are not available for 'FollowMe' printing.
E.g.: INPUT_QUEUE → OUTPUT_DEVICE_OFFICE → 30 Min.

| Queue name | Output device | Duration | Remaining |
|------------|-------------------------------|----------|-----------|
| eFV | -- | 30 Min. | - |
| P005 | main device 1 (192.168.1.122) | 30 Min. | 29 Min. |
| P005i | -- | 30 Min. | - |

[1] This is the list of all virtual queues in e-FOLLOW.

[2] Select a target device that is enabled for TIP

[3] Select the duration for how long TIP shall be effective



TIP for a virtual queue will automatically be disabled after the duration time has expired.



Attention

Jobs that are sent to a TIP-enabled virtual queue will be directly forwarded to the selected device.



Attention

Make sure 'Anonymous print' is enabled for Toshiba eSF devices that are made available for Temporary Instant Print.

12.4.2.1.8 Print Job List

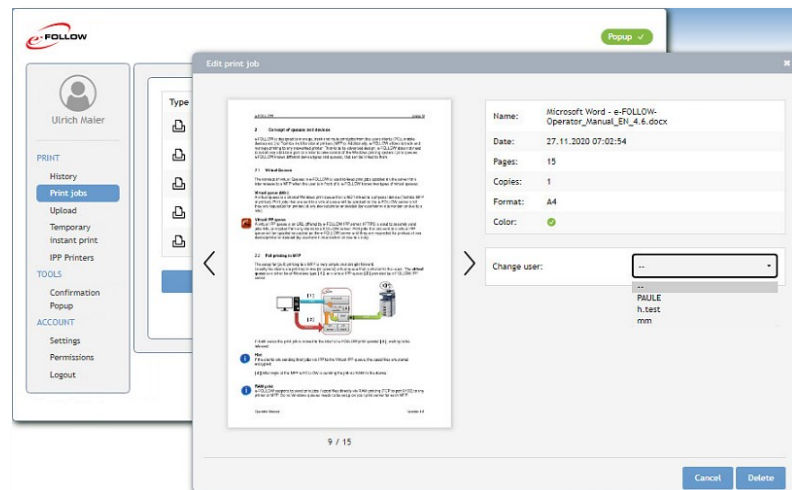
This option will enable/disable the print job list in the user portal.

Currently the user will have the option to preview the job, to delete the job or to reassign it to another user.

(more options will follow)



Preview is only available for non-IPP jobs.

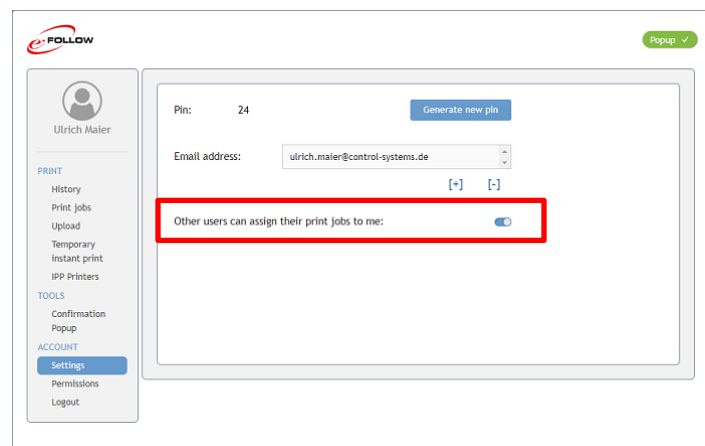


Allow users to reassign their jobs to other users

If enabled users will see the option to change the ownership of their own jobs in the print job list.



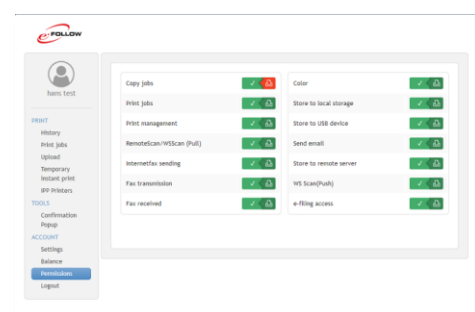
To assign a job to another user the 'recipient' needs to allow that users can assign jobs to him. If disabled he will not be selectable for other users.



Once a job has been assigned to another user the 'original' user has no access to this job anymore.

12.4.2.1.9 Show permissions menu

This option will enable / disable the user's permission table in the UserPortal



12.4.2.1.10 Braintree

e-FOLLOW supports recharging user accounts by Braintree's web payment service.

(www.braintreepayments.com)

Braintree is an advanced online payment service that is available in 40+ providing payment methods like PayPal, Venmo, Apple Pay, Android Pay, Bitcoin, Credit/Debit Cards depending your country/region.



See chapter **16 Braintree Account** for further information on how to sign up to the payment service.

Once you successfully sign up for Braintree you can start the configuration.

Deposit balance with Braintree

This will generally switch on the payment gateway and make it available to users inside the user portal.



Users that have an accounting mode different from 'charge user balance' will not see the payment gateway.

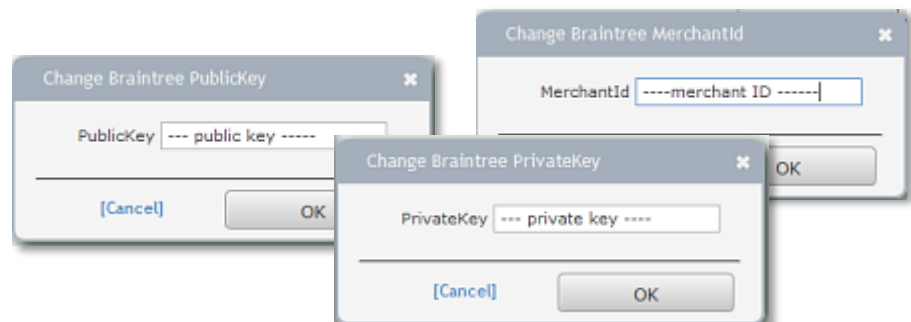
Sandbox mode

For testing purposes Braintree offers a special Sandbox account type. An explicit registration for a Sandbox account is required.

When you enter the credentials (Keys) for the real account, Sandbox mode must be switched off.

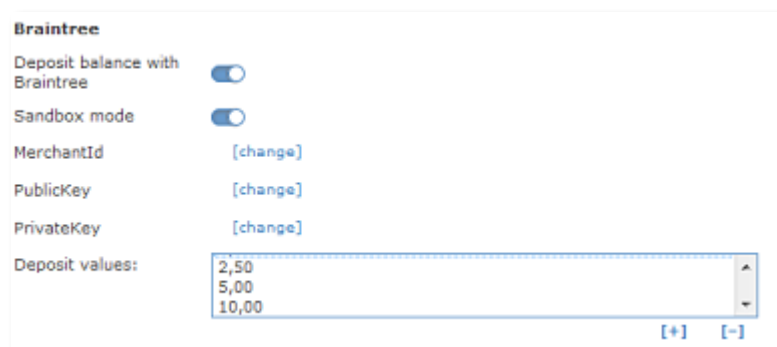
Merchant ID / Public Key / Private Key

Here you need to enter the Keys provided via the Braintree dashboard (**API Keys** - see chapter 11)



Deposit values

Here you can enter a list of values the users can select for recharging their account.



12.4.2.1.11 PayPal

e-FOLLOW supports recharging user accounts by PayPal's web payment service. (www.paypal.com) PayPal is an advanced online payment service that is available in 40+ countries providing payment methods like PayPal, Venmo, Apple Pay, Android Pay, Credit/Debit Cards depending your country/region.



See chapter **17 PayPal Account** for further information on how to sign up to the payment service.

Once you successfully sign up for PayPal you can start the configuration.

Deposit balance with PayPal

This will generally switch on the payment gateway and make it available to users inside the user portal.



Users that have an accounting mode different from 'charge user balance' will not see the payment gateway.

Sandbox mode

For testing purposes PayPal offers a special Sandbox account type. An explicit registration for a Sandbox account is required.

When you enter the credentials (Keys) for the real account, Sandbox mode must be switched off.

Client ID / Client Secret

Here you need to enter the Keys provided via the PayPal account.

Currency

Here you need to select the currency of your PayPal account.



Attention!

Selecting the wrong currency may lead to additional fees for converting currencies.

Deposit values

Here you can enter a list of values the users can select for recharging their account.



12.4.2.2 PopUp settings

The screenshot shows the e-FOLLOW Professional configuration interface. On the left is a sidebar with navigation menus: MANAGEMENT (User list, Departments, Permissions, Projects, Domains), DEVICES (Virtual Queues, Printers, Toshiba, Toshiba eSF, NetCardReader, Mobile print, Load UP), REPORT (Reports, Accounting), and SETTINGS (General, User portal & User tools, Dashboard, Schedules, Rules, Reader profiles). The 'User portal & User tools' menu is selected. The main content area has a top bar with a gear icon, a moon icon, 'Configuration help', and 'Logout'. Below this is a left sidebar with buttons for 'User portal', 'Popup', 'IppInstaller', and 'Chrome Extension'. The 'Popup' button is active. The main panel shows the following settings:

- PopUp activated for User portal:** ☒
- Assignment of PopUp by (AND operation):**
 - Username:** ☒
 - Hostname or IP address:** ☒
- Unknown users:**
 - Unknown users's profile:**
 - Create unknown users automatically, when they log in by PopUp for the first time:** ☐
 - Allow unknown users to assign their jobs with PopUp:** ☒

At the bottom, there is a 'Download:' section with a link to 'e-FOLLOW PopUp.exe (version: 2.6.1)'. Below this is a section titled 'e-FOLLOW PopUp Configuration' with a note: '(from version 2.6.0 this configuration will automatically be integrated into to file e-FOLLOW PopUp.exe. For more configuration options, see the documentation.)'. A 'Configuration:' field contains the text: '-ip=192.168.1.55 -port=11090'.

PopUp activated for Userportal

If enabled the Web-PopUp is generally enabled. Else – despite the user settings - no notifications will be sent via Web-PopUp.

12.4.2.2.1 Assignment of PopUp by (AND operation):

Username: If multiple users are sending print jobs from the same host/IP (e.g. Terminal server) the "sender" can additionally be identified by the username.

Hostname or IP address

By default, e-FOLLOW will identify the origin of the print jobs by the workstation name (hostname) or it's IP address if the hostname can't be resolved.



Make sure the PopUp is installed and running on the client PCs else users will not be able to release their jobs.



In case the **Web-PopUp** is used by clients make sure the **Hostname or IP address** option is enabled.

12.4.2.2.2 Unknown users

Here you can define the behaviour of PopUp if a job from an unknown user is received by e-FOLLOW

Unknown users' profile

Here you can define what type of PopUp shall be used for unknown users.

Create unknown users automatically when they login by PopUp for the first time

If enabled an unknown user that authenticates himself via e-FOLLOW PopUp will be automatically added to the e-FOLLOW database.

Allow unknown users to assign their jobs with PopUp

If enabled unknown users can assign their jobs to an existing account.



Make sure to select PopUp-profile Userame or Username & Password

Download

At the download section you can download the e-FOLLOW PopUp.exe with integrated configuration. You can also see and modify the configuration. Every time when you download e-FOLLOW PopUp.exe the current configuration will be integrated.

12.4.2.3 IppInstaller

Here you can generated preconfigured IppInstallers for all Virtual queues.

Installation type EXE with configuration

If selected IppInstaller.exe with included configuration (metadata info of the file) can be downloaded. When this executable is started it will automatically download all necessary files and install the IPP printer.

Installation helper as ZIP archive

If selected a Archive (.zip) can be downloaded. This archive will contain all necessary files to install the IPP printer.

Installation helper as MSI installer

If selected a Windows Installer (.msi) can be downloaded. This installer contains all necessary files and will install the IPP printer. When the user uninstalls it, also the IPP printer will be uninstalled.

Installation helper silent mode

This option will turn on silent mode for all installation helpers.

Printer driver

Here you can select the default printer driver that will be chosen for building the IppInstaller packages.

Printer properties

Here you can select if the printer properties file should be included to the IppInstaller package. More informations about the printer properties can be found here:

[12.4.2.1.4 Include printer properties template with IppInstaller package](#)

User (for personalized installer)

If a user is selected, a personalized IppInstaller package for this user can be downloaded. In this case the IPP Url will contain informations about the user. When the field is empty the IppInstaller package with default IPP Url can be downloaded.

It is also possible to create an lppInstaller package. Here you will find an lppInstaller ZIP archive to create your own installer.

Download:
[lppInstaller.zip](#) (version: 2.0.0)

More informations about the lppInstaller can be found in this chapter:

[14 IPP Printer-Installer](#)

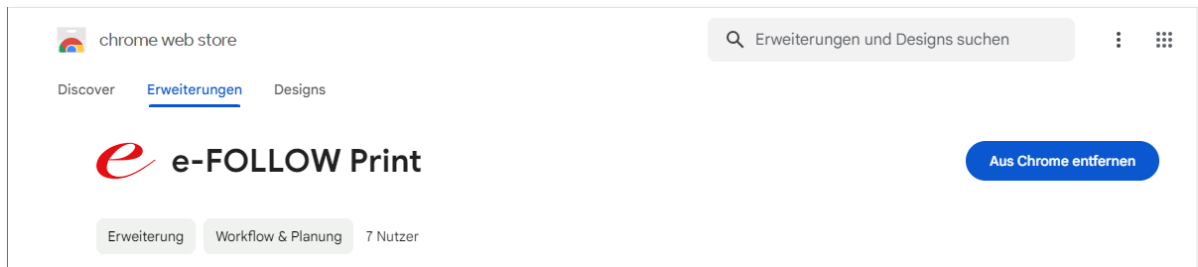
12.4.2.4 Chrome Extension

With the e-FOLLOW Print Chrome Extension you can easily distribute e-FOLLOW queue to users which are using Google Chrome browser or working on a Chrome Book.

It can be retrieved from the Chrome Web Store or directly from this URL:

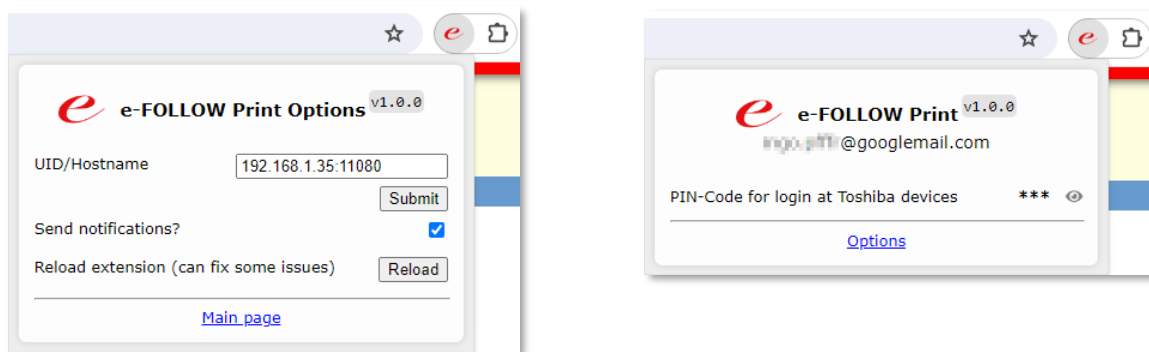
<https://chromewebstore.google.com/detail/e-follow-print/fjpnapffembidnjpnicglbfadococcp>

Or click on the link at SETTINGS→User portal & User tools→Chrome Extension.

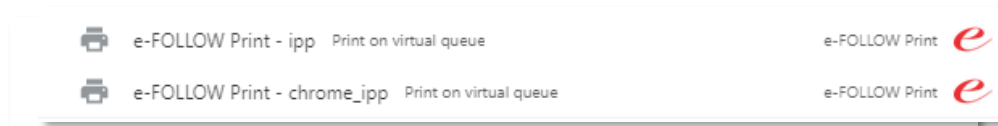


After installing the extension it will show it's options dialog. When you are using it outside a Google Workspace or the admin hasn't set the policy for the extension you have to enter the UID (for e-FOLLOW.cloud) or Hostname (for e-FOLLOW).

At the Main page of the extension you can access you PIN-Code for login at Toshiba devices.



The e-FOLLOW queues then will be shown additional to the other available printers when the user selects a printer.



Configuration:

e-FOLLOW Professional

MANAGEMENT

- User list
- Departments
- Permissions
- Projects
- Domains

DEVICES

- Virtual Queues
- Printers
- Toshiba
- Toshiba eSF
- NetCardReader
- Mobile print
- Load UP

REPORT

- Reports
- Accounting

SETTINGS

- General
- User portal & User tools**
- Dashboard
- Schedules
- Rules
- Reader profiles

Version: 5.5.0

User portal

Popup

IppInstaller

Chrome Extension

URL to e-FOLLOW Print Extension:
<https://chrome.google.com/webstore/detail/fjnpafffembidnjpnicglbfadococcp>

Configuration without Google Workspace

1. Install the extension
2. Enter next value to "UID/Hostname" field:
 [copy]

Configuration for Google Workspace

1. Sign in to your Google Workspace Admin Console
2. From the Admin console Home page, go to Devices > Chrome
3. Click Apps & extension, then Users & browsers
4. If the extension e-FOLLOW Print is not installed, then install it

Extension ID:
 [copy]

5. Choose e-FOLLOW Print extension
6. The following permissions must be allowed: "Identity", "Notifications", "Printers", "Storage", "Web requests"
7. Enter this JSON string as policy:

Policy for extension:

```
{
  "token": {
    "value": "60458b8b-f443-4566-a8a3-34e27a2637fa",
    "hostname": "192.168.1.35",
    "secured": {
      "value": false
    },
    "port": 11080
  }
}
```

[copy] [save to file] [save as registry value]

IPP-Queues, which will be installed as printers:
 [+] [-]

Default color mode:

Default duplex mode:

Additional print settings and restrictions are available in Google Workspace: [Google Workspace](#)

Default paper format:

Create users automatically from Google Workspace as internal user: ☐

Configuration without Google Workspace

First the users have to install the extension and then they have to enter the shown value at UID/Hostname at the Options screen of the Chrome Extension.

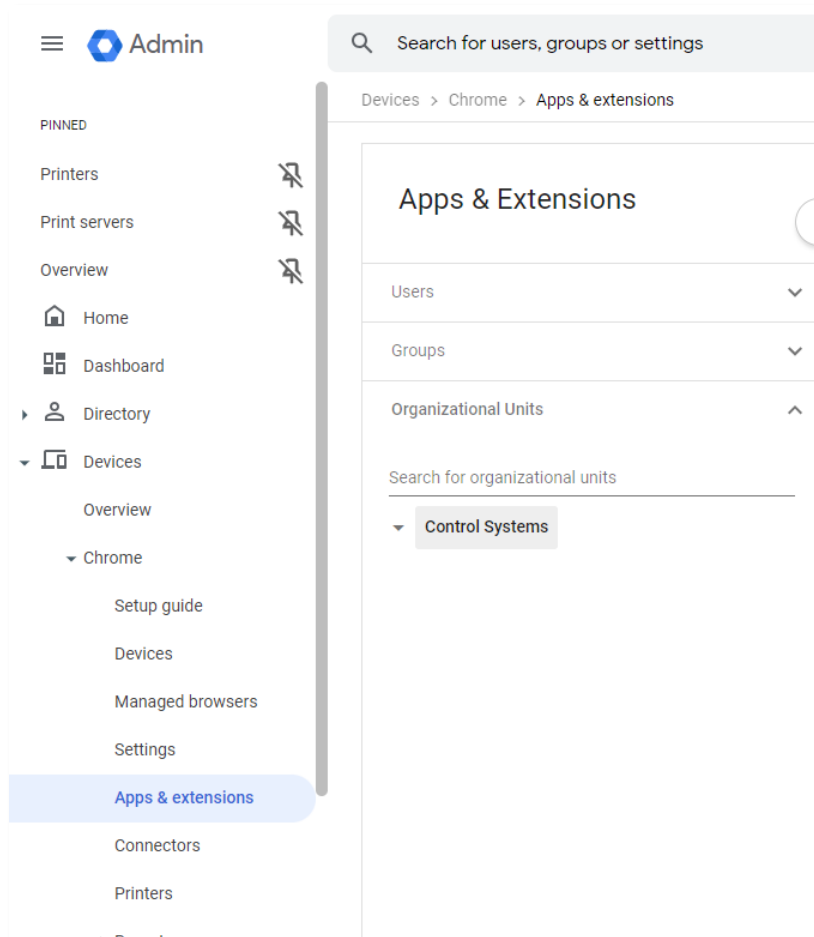
Administrators in a Windows Domain can also deploy the registry value from the „Policy for extension“ to the users. Then they don't have to enter UID/Hostname at the Options screen of the Chrome Extension.

Configuration for Google Workspace

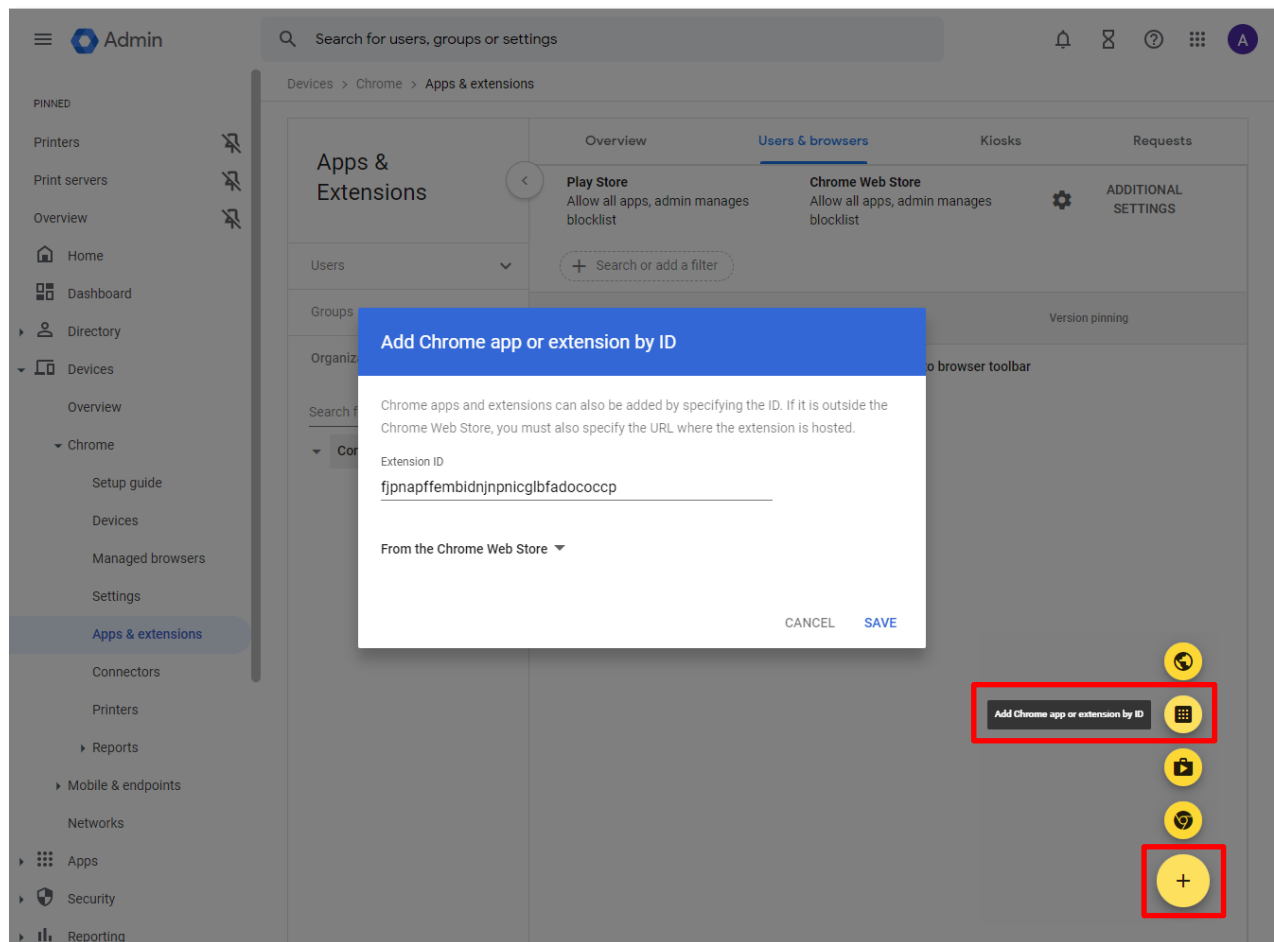
When the users are organized in a Google Workspace the e-FOLLOW Print Chrome Extension can be installed and configured automatically.

When you want to distribute the Extension to the users for your Google Workspace you need to execute the following steps.

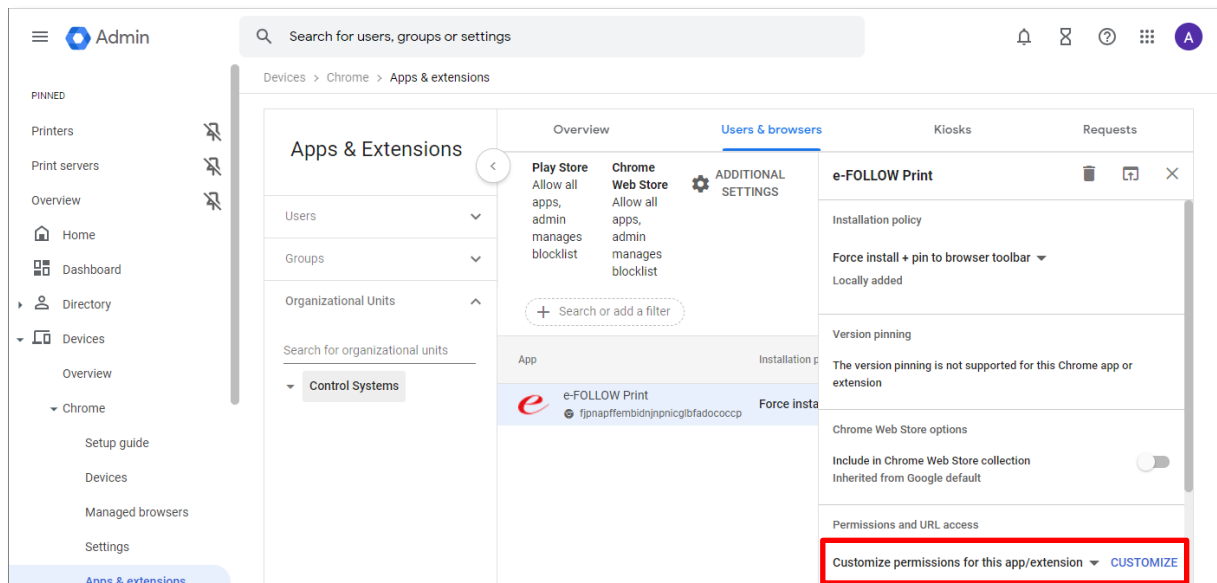
Login to you Google Workspace Admin Console and go to Devices → Chrome → Apps & extensions → Users and Browsers



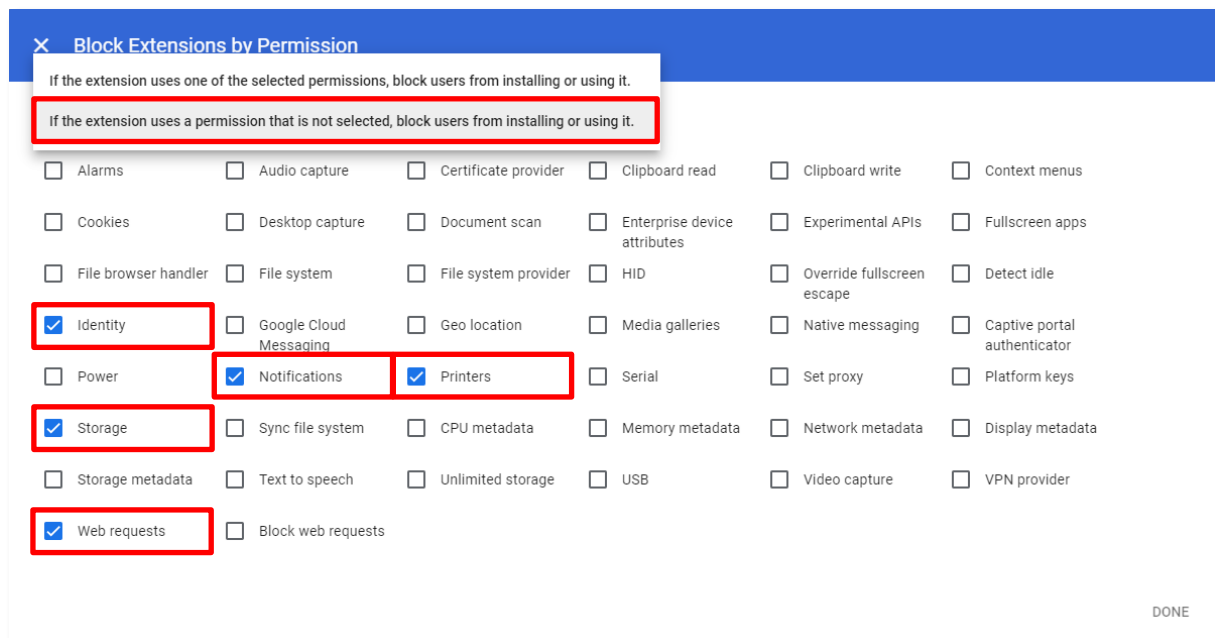
Then search for the Extension in the Google Web Store by name „e-FOLLOW Print“
or add it by ID: [fjpnappffembidnjpnicglbfadocccp](#)



After adding the e-FOLLOW Print extension click on Customize permissions for this app/extension



Then select „If the extension uses a permission that is not selected, block users from installing or using it.“ and check Identity, Storage, Web requests, Notifications and Printers.



Then select the extension e-FOLLOW Print and set the **Installation policy** (e.g.: Force install + pin to browser toolbar). Also set the **Policy for the extension** with the JSON value from the e-FOLLOW management.

The token from the Policy will e-FOLLOW allow to detect, if the user is from the Google Workspace or not. The uid is used to select the correct e-FOLLOW.cloud instance.

The screenshot displays the Chrome Admin Console interface for managing the e-FOLLOW Print extension. The left sidebar shows the 'Users & browsers' section with a search bar and a list of apps. The main content area shows the settings for the e-FOLLOW Print extension, including the 'Installation policy' set to 'Force install + pin to browser toolbar' and the 'Policy for extensions' set to a JSON value containing 'uid' and 'token'.

Installation policy

Force install + pin to browser toolbar

Locally added

Version pinning

The version pinning is not supported for this Chrome app or extension

Chrome Web Store options

Include in Chrome Web Store collection

Inherited from Google default

Permissions and URL access

Customize permissions for this app/extension

CUSTOMIZE

Blocked hosts

One per line. Maximum of 100 URLs.

Allowed hosts

One per line; allowed hosts override blocked hosts. Maximum of 100 URLs.

Locally applied

Policy for extensions

```
{
  "uid": "cs-ds00.test",
  "token": "16e2b24c-d1ad-4db1-a020-ebdcfe51d43e"
}
```

e-FOLLOW Management Settings:

IPP-Queue, which will be installed as printers

Select here the queues, which should appear as printers in Google Chrome.

Default color mode

Choose here if „Color“ or „Black and White“ should be the default color mode.

Default duplex mode

Choose here the default duplex mode for printing.

Additional print settings and restrictions are available in Google Workspace

If you are using the Google Workspace you can set here additional settings and restrictions. For example you can here restrict color printing or restrict duplex mode. Just click on the setting to change it.

| Setting | Configuration | Inheritance | Supported on |
|------------------------------|--------------------------------------|----------------|--------------|
| Printing | Enable printing | Google default | Android, iOS |
| Print preview | Allow using print preview | Google default | Android, iOS |
| Deprecated print printing | Disable deprecated print printing | Google default | Android, iOS |
| Print preview default | 4 sub settings | Google default | Android, iOS |
| Printer management | Allow users to add new printers | Google default | Android, iOS |
| Default color printing mode | Color | Google default | Android, iOS |
| Restrict color printing mode | Do not restrict color printing mode | Google default | Android, iOS |
| Default page sides | One-sided | Google default | Android, iOS |
| Restrict page sides | Do not restrict duplex printing mode | Google default | Android, iOS |

Default paper format

Default paper format for the printers

Create users automatically from Google Workspace as internal user

Create users automatically from outside Google Workspace as internal user

Here you can allow or deny the automatic user creation for Google Workspace users or users outside the Google Workspace.

At the [Default user settings](#) or [Default user settings outside Google Workspace](#) you can set the default values for new users.

For more details about the default user values see:

[12.1.5.5 Domains - Default user](#)

Delete users automatically:

Additionally you can setup that users will be automatically deleted, when they have no print jobs in a virtual queue.

Delete users automatically even if they have jobs:

Use this setting if the users should be deleted even when they still have jobs in a virtual queue.



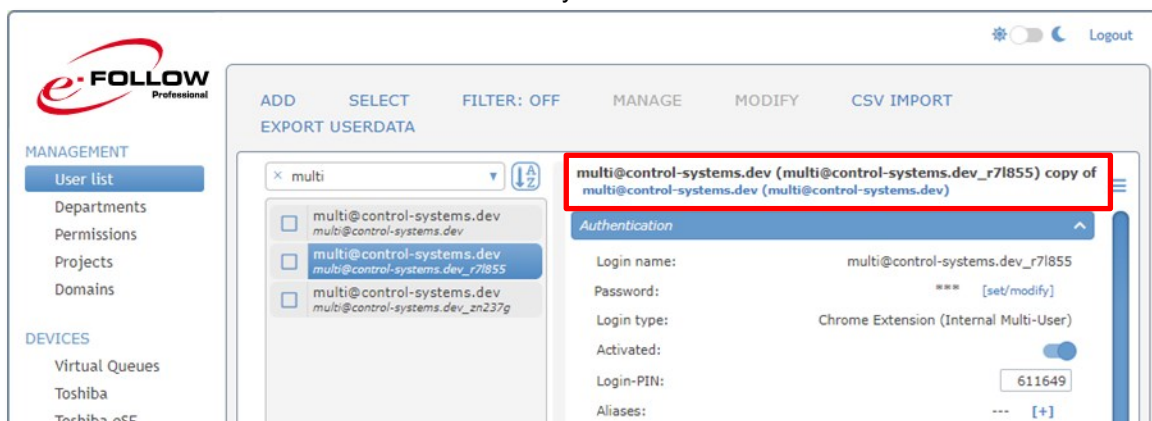
If the Google e-mail address of the user is not known at e-FOLLOW, printing with the Chrome Extension is not possible. Therefore the users' auto-creation has to be enabled or a user with the Google e-mail address as login name or e-mail address must already exist in e-FOLLOW.

Multi-Users

Here you can set up users, which are usually used by many individuals like „guest or student“.

When you now login with a Multi-User account on a new Chromebook or Chrome browser a copy of the original Multi-User will be created. The copy of the Multi-User account will have „_xxxxx“ added to the login name, where „_xxxxx“ stands for random characters. Also the copied user will get a new random PIN.

At the user list these users are shown in this way:



When you delete the original Multi-User account also the copied Multi-User accounts will be deleted.

PIN length:

Set here the length of the PIN for copied Multi-Users.

Account jobs of the copied Multi-Users to the Multi-User template account:

Use this setting if the job accounting should be assigned to the Multi-User template instead of the Multi-User copy.

Delete users automatically:

Additionally you can setup that Multi-Users copies will be automatically deleted, when they have no print jobs in a virtual queue.

Delete users automatically even if they have jobs:

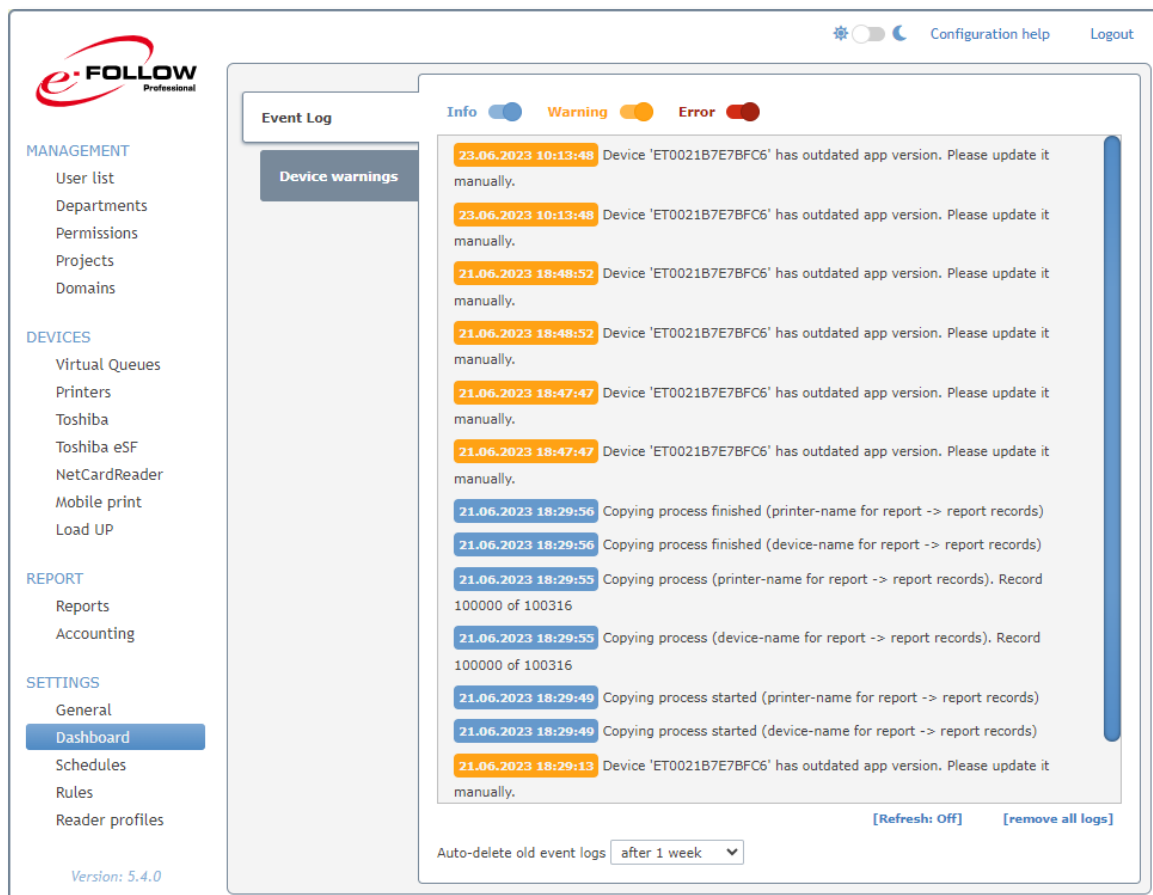
Use this setting if the Multi-Users copies should be deleted even when they still have jobs in a virtual queue.

12.4.3 Dashboard

The e-FOLLOW Dashboard is the central point of information.

12.4.3.1 Event Log

The **Event Log** shows the current status of activities by showing a list of messages.



Use the buttons on the top of the list to filter the list by message types **[info]**, **[warning]** or **[error]**.

If **[Refresh:On]** is active, the list will be auto-updated by new events.

[Clear log] will clear the current list.



The folder **\\Program Files\\e-FOLLOW\\log** contains daily log files **"DataManager_DATE.log"** and **"PrinterManager_DATE.log"** that might be requested by the support in case of an issue.

12.4.3.2 Device Warnings

Here an overview of the devices that at current are unavailable (offline) or that show any errors or warnings.

The screenshot displays the e-FOLLOW Professional web interface. The sidebar on the left contains navigation menus: MANAGEMENT (User list, Departments, Permissions, Projects, Domains), DEVICES (Virtual Queues, Printers, Toshiba, Toshiba eSF, NetCardReader, Mobile print, Load UP), REPORT (Reports, Accounting), and SETTINGS (General, User portal &, User tools, **Dashboard**, Schedules, Rules, Reader profiles). The main content area shows the 'Device warnings' section with a table of warnings.

| Device ID | Status |
|----------------|---|
| ET0021B7E7BFC6 | Not initialized |
| 192.168.1.112 | Offline (last online: -) |
| 192.168.1.103 | Empty drawers: Large Capacity Feeder (left) Low paper level for drawers: Drawer 1, Large Capacity Feeder |

Clicking to one device will directly switch to the corresponding device showing more details regarding the warning/errors.

The screenshot displays the e-FOLLOW web interface for a specific device, MFP07486171. On the left, a search bar and a list of devices are visible. The main panel shows the device's status and settings. A red warning banner at the top indicates 'Empty drawers: Drawer 1, Drawer 2, Large Capacity Feeder (left)'. Below this, a sidebar menu lists various settings categories. The main content area shows the 'Last update' time, 'Toner levels' for Yellow, Magenta, Cyan, and Black, and 'Paper drawers' status for Drawer 1, Drawer 2, Large Capacity Feeder, and Large Capacity Feeder (left).

Search device... [A-Z]

192.168.1.103
192.168.1.112
MFP07486171

(MFP07486171)

Empty drawers: Drawer 1, Drawer 2, Large Capacity Feeder (left)

General
Direct print
Prices
Quotas
Card login
EWB settings
Print settings
Consumables

Last update: 23.06.2023 16:42:03

Toner levels

| | | |
|---------|-------------|-----|
| Yellow | <div></div> | 78% |
| Magenta | <div></div> | 82% |
| Cyan | <div></div> | 75% |
| Black | <div></div> | 74% |

Paper drawers

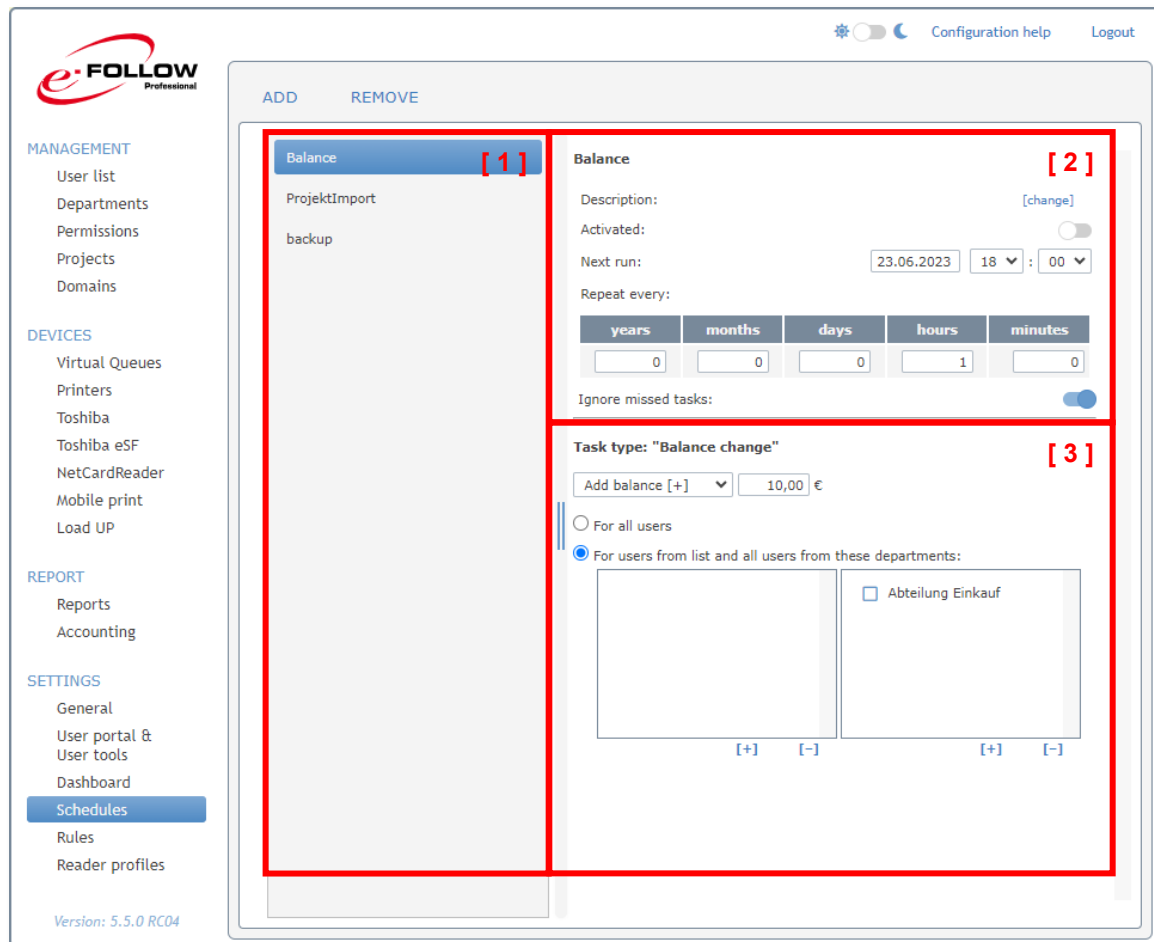
| | | |
|------------------------------|-------------|-----|
| Drawer 1 | <div></div> | 0% |
| Drawer 2 | <div></div> | 0% |
| Large Capacity Feeder | <div></div> | 25% |
| Large Capacity Feeder (left) | <div></div> | 0% |

[<<] [<] [>] [>>]

Page: 1

12.4.4 Schedules

A lot of tasks in e-FOLLOW can be performed automatically. e-FOLLOW provides a powerful schedule tool for defining and planning the execution of these tasks.



[1] Task list

The task list can hold an unlimited number of scheduled tasks. Click to **ADD** to create a new task or click to **DELETE** to remove an existing task from the list.

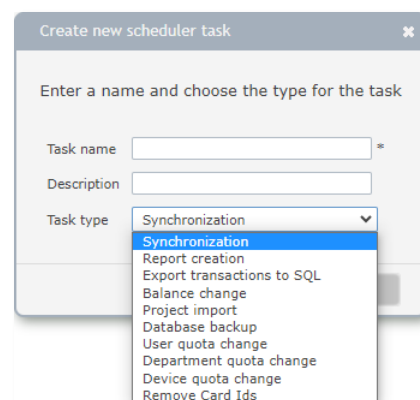
When adding a new task, you need to enter a task name and the type of the task. It is also recommended to enter a short description.

[2] Schedule

The schedule section defines when a task is executed. Select the date and time for the next (first) execution. Then select the repetition options.

[3] Task details

This section describes the details of the scheduled task.

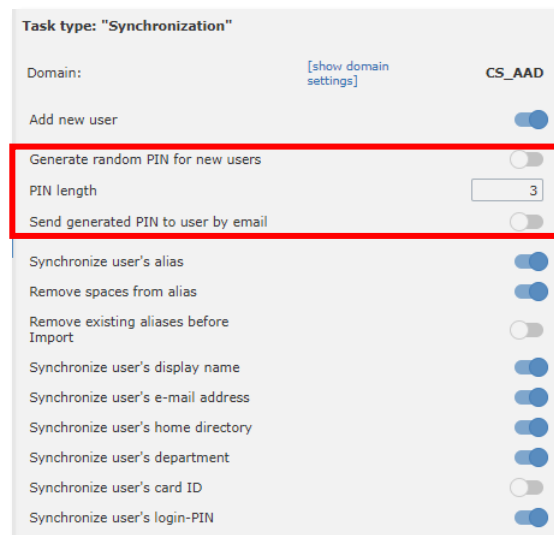


12.4.4.1 Synchronization

This will automatically synchronize the e-FOLLOW user database and the domain.

You can select if new users shall be added and/or what data shall be updated if they have changed in the domain.

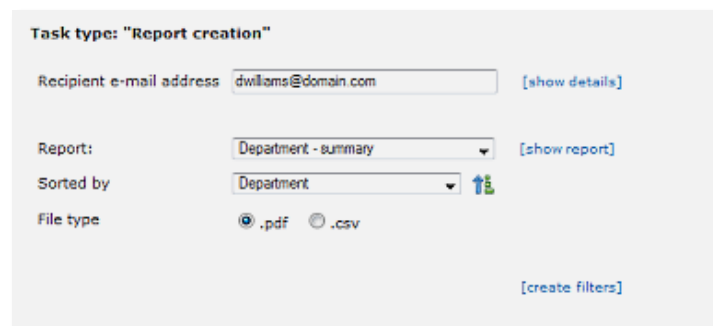
If new users are added to the database a random Login PIN can be created and sent to the new users email address.




12.4.4.2 Report creation

This task will automatically create a report and send it as an attachment via e-mail.

Here you can select the type of the report that shall be scheduled. Select the sorting order and the file type.




If you like to automatically receive reports like "last month device summary" or "Ytd total of department X" it is recommended to create a custom report first and have this scheduled here.

12.4.4.3 Export transactions to MS SQL



This task will export the transaction data (user's copy-, print-, scan- and fax-activities) to an external SQL database.

[1] Enter the database details and credentials.

If allowed by SQL Server, you can also use Windows Authentication.

[Execute now] will run the task immediately.

Task type: "Export transactions to SQL"

Hostname/IP: 192.168.1.234 **[1]**

Port: 1433

Windows Authentication: ☐

Username: SA

Password:

Database: tempdb

Schema: dbo

[Test connection]

Table: e-FOLLOW_records **[2]**

[Create table]

Last export: 10.03.2017 15:07:21

[Reset last export]



Use the **[Test connection]** link to check if e-FOLLOW can establish a connect to the selected SQL-database.

[2] The table **e-FOLLOW_records** will be created by clicking to the **[Create table]** link.

If the table already exists it will be deleted (dropped) and created new.

Drop and create table?

Drop table 'e-FOLLOW_records' and create new table?

This must be done before the first run, if table wasn't already created by another e-FOLLOW server.

[Cancel] **OK**

e-FOLLOW remembers the records already exported to the MS SQL database. In case you need to export again all data – e.g. after recreating the table – you can reset the last export by clicking to **[Reset last export]**



In addition to the default reports the device's serial number, Model, Location and description are exported to the SQL database.



At current no other SQL databases than MS SQL are supported.

12.4.4.4 Project Import

This task will automatically import the list of projects, sub-projects and user assignment into e-FOLLOW via a .csv file.



[1] Import file:

The location and filename of the .csv file is fix. So please make sure the file is named project_import.csv and located in the root of e-FOLLOW install path as indicated here.

[2] Syntax

Make sure the structure / syntax of the .csv file is correct. Please refer to the examples for global and user assigned projects.

| | |
|-----------------------|---|
| Global: | project-name project-name, sub-project-name* |
| user assigned: | project-name,,username project-name,sub-project-name*,username |

*) sub-project name is optional. Make sure, that in case of user assigned projects the username is placed as third field.

[3] Separators

Here you can define the field separators (comma, semicolon or tab stop) and the type of brackets containing the descriptions.



[4] !DROP_TABLE

If you add the expression '!DROP_TABLE' at the first line of the .csv file all project codes and user assignments will be deleted before importing the data from .csv. Else the data will be appended.

12.4.4.5 Database backup

This task will automatically create a backup of the e-FOLLOW database and registry settings.

The number of backup files defines how many backups will be stored. If the maximum number of backups is reached, the oldest backup will be replaced by the newest one.

The backups will be stored in
C:\Program Files\e-FOLLOW\db\backup\schedules\

Task type: "Database backup creation"

Number of backup files: 05

Hint:

The number of backup files indicates how many database backups will be kept in the backup folder. Once the number of max. backups is reached the oldest backup will be replaced by the newest backup file.

Scheduled database backups are stored in the directory:

C:\Program Files\e-FOLLOW\db\backup\schedules\

For restoring a backup please go to 'SETTINGS' -> 'General' -> 'Server' and select 'Restore database'.



12.4.4.6 Change balance

This task will automatically modify the balance (money) of the user's accounts.

Enter the amount of money and select if this amount shall be added to, deducted from the user balance or if the balance shall be set to this amount.

Then select if this task shall be applied to all users or to individual users and/or departments.

If you enable the switch **Ignore missed tasks** e-FOLLOW will not retry to execute tasks that could not be run at the scheduled time due to any reason.

Ignore missed tasks: ☒

Task type: "Balance change"

Add balance (+) 5,00 \$

☐ For all users

☒ For users from list and all users from these departments:

☐ Dorothy Williams

☐ Peter Clark

☐ Logistics

[+] [-]

[+] [-]

12.4.4.7 Change quota (user, department, device)

This task will automatically add or set quotas. Depending the task type quotas will be set for users, departments or e-BRIDGE X devices.

Select the type of quota (total, color, copy, print, fax, etc.), if it shall be set to an amount of pages or added to the current quota and finally the amount of pages.

Then select if this task shall be applied to all users or to individual users / departments / devices.

Ignore missed tasks: ☒

Task type: "Quota change"

Add color quota 500 Pages

☒ For all users

☐ For users from list:

Empty list box for selecting users.

If you enable the switch **Ignore missed tasks** e-FOLLOW will not retry to execute tasks that could not be run at the scheduled time due to any reason.

12.4.4.8 Remove Card IDs

This task will remove the association of card IDs to user accounts. This may make sense if a set of 'one day' cards is emitted to users that have forgotten their personal card or if cards are replaced every X months/years.

Select if all card ID associations shall be removed or if only the card IDs from the below list shall be removed.

Use **[+]** and **[-]** to add or remove card IDs to / from the list.

DelIDs

Description: [\[change\]](#)
Activated: ☒
Next run: 29.01.2019 00 : 00
Repeat every:

| years | months | days | hours | minutes |
|-------|--------|------|-------|---------|
| 0 | 0 | 1 | 0 | 0 |

[\[Execute now\]](#)
Ignore missed tasks: ☒

Task type: "Remove Card Ids"

☐ Remove all card Ids
☒ Card Ids from list:

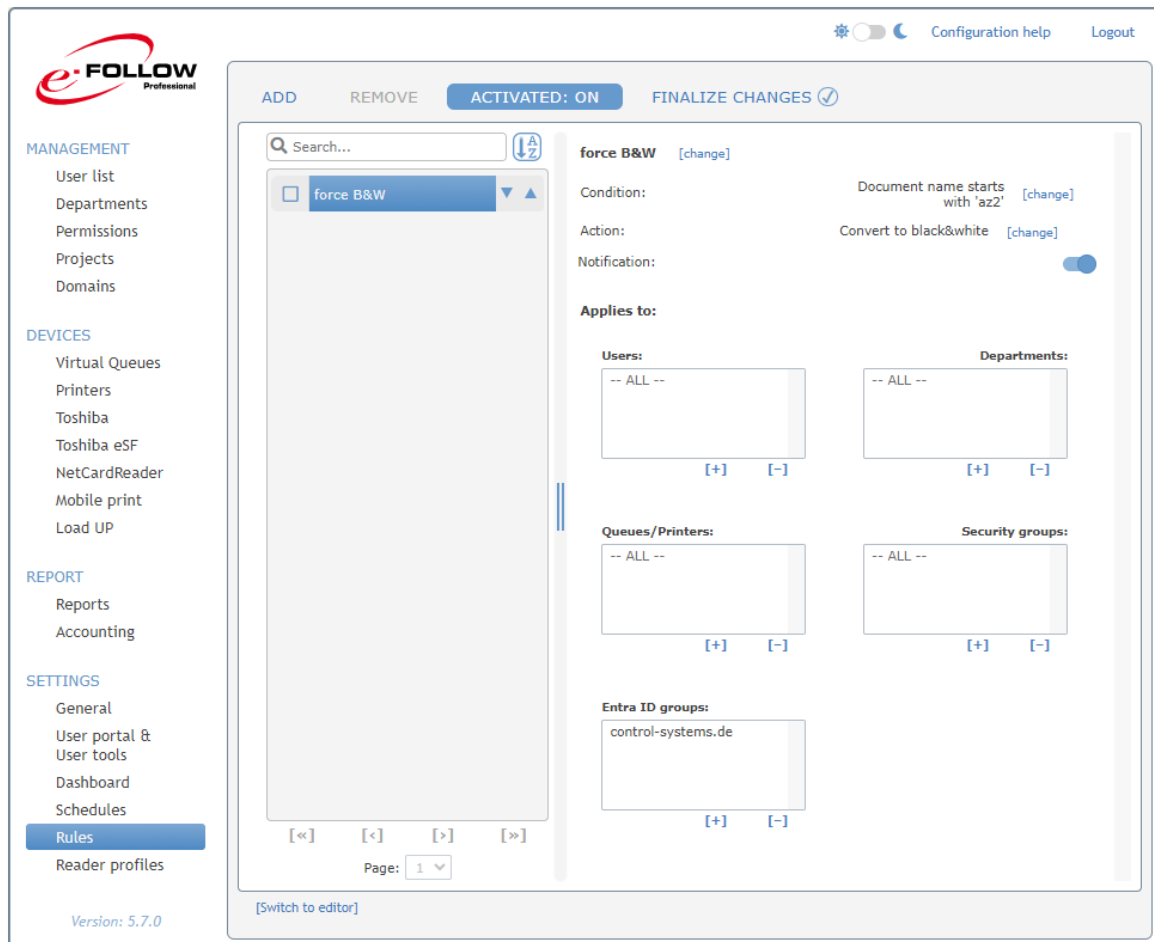
☐ 7756c34a
☐ 5b31c0f5
☐ 31ac38f7

[\[+\]](#)
[\[-\]](#)



12.4.5 Rules

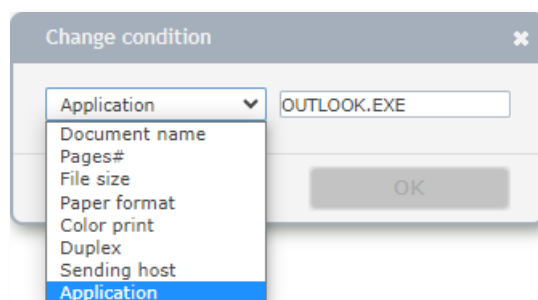
e-FOLLOW provides a very convenient and powerful tool to apply rules for routing and converting of print jobs.



This enables you to setup a very sophisticated rule based print management system.

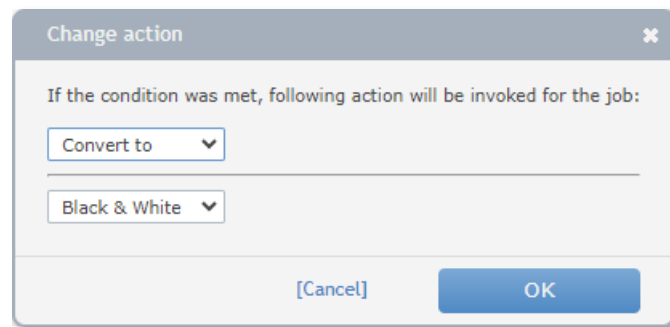
Based on several conditions

| Conditions | |
|------------------|--|
| Document name | Contains.. |
| | Ends with.. |
| | Starts with.. |
| Pages # | Greater than.. |
| | Less than.. |
| File size | Greater than.. |
| | Less than.. |
| Paper format | Unknown, A3, A4, A5, |
| Color print | Y / N |
| Duplex | Y / N |
| Printer language | Unknown, Postscript, PCL |
| Sending host | [client IP / hostname] |
| Application | Application name (Check Print job details in Virtual Queue for exact application name) |

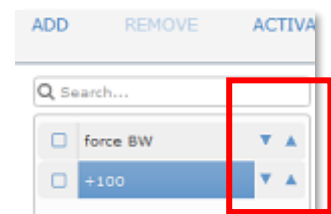


A specific action can be executed.

| Actions | |
|---------------|-----------------|
| Delete | - |
| Convert to | Black & White |
| | Duplex |
| | B&W + Duplex |
| Move to queue | [virtual queue] |
| Change user | [username] |

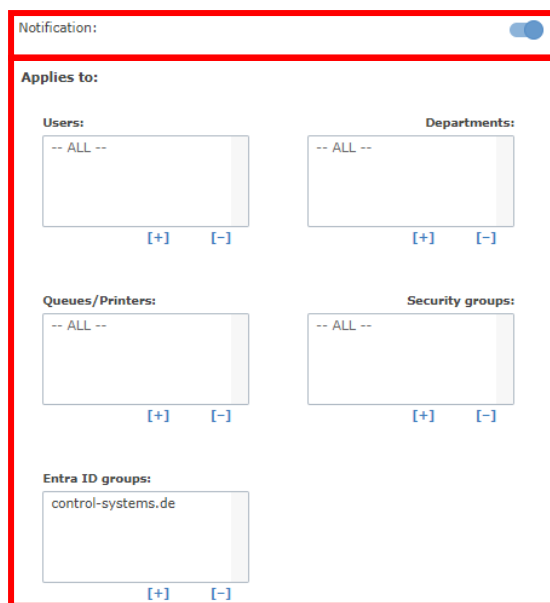


You can define as many rules as you like. Use the arrows behind the rule name to change the order of execution.



If enabled a Notification is sent to the user if the job has been processed / modified due to this rule.

For each rule you can define if it is a 'general' rule or if it shall apply to specific users, departments, groups or queues.



Attention

The '**Convert to..**' actions can only be applied to **Direct Queues** for Toshiba / Toshiba eSF devices. Trying to apply them to '**Printers**' will have no effect.

To not disturb current printing of users you can switch off the e-FOLLOW rule system by clicking to the **ACTIVATED** button.

Once it's **Off** you can add or modify rules without taking effect on current printing.

The screenshot shows the e-FOLLOW rule configuration interface. At the top, there are buttons for 'ADD', 'REMOVE', 'ACTIVATED: ON', and 'FINALIZE CHANGES' with a warning icon. The 'ACTIVATED: ON' button is highlighted with a red box. The 'FINALIZE CHANGES' button is also highlighted with a red box. Below these buttons, there is a search bar and a list of rules. The rule 'force B&W' is selected. The configuration options for this rule are shown on the right, including 'Condition', 'Action', 'Notification', and 'Applies to' (Users, Departments, Queues/Printers, Security groups, and Entra ID groups). The 'Applies to' section has several dropdown menus and buttons for adding and removing items.

When you have done any modifications on rules the FINALIZE CHANGES status changes to **FINALIZE CHANGES** with a warning icon.

Clicking to **FINALIZE CHANGES** with a warning icon will generate the script and save it to the database.

The FINALIZE CHANGES status is changing to .

e-FOLLOW is using the Python script language. By clicking to the **[Switch to editor]** link on the bottom you have direct access to the script editor.



Attention

any changes done inside the editor may lead to malfunction of the rules system. This editor is intended for administrators only being very familiar with the Python syntax.

ACTIVATED: OFF SAVE SCRIPT

Python script:

```
# coding=UTF-8
def runScript(job):

    #Rule 1: +100 - VQ
    if job.Pages > 100:
        job.MoveTo("54412f2b2a9c330ee01fadfa")

    #Rule 2: eml to BW
    if ".eml" in job.DocumentName.lower() and job.QueueName in ["Toshiba.alt3"]:
        job.ConvertToBW()

    return job
```

[Switch back to assistant]



Make sure to activate the rules system by clicking to the **ACTIVATED** button before leaving this page.

12.4.6 Reader Profiles

Card reader profiles are used to modify the string read by a card reader.

The screenshot shows the e-FOLLOW Professional configuration interface. On the left is a sidebar menu with categories: MANAGEMENT (User list, Departments, Permissions, Projects, Domains), DEVICES (Virtual Queues, Printers, Toshiba, Toshiba eSF, NetCardReader, Mobile print, Load UP), REPORT (Reports, Accounting), and SETTINGS (General, User portal & User tools, Dashboard, Schedules, Rules, Reader profiles). The 'Reader profiles' option is highlighted. The main area has 'ADD' and 'REMOVE' buttons. A 'Reverse' button is visible. The 'Test string' field is highlighted with a red box and contains the value '1234567890'. Below it are fields for 'Skip at front' (0), 'Skip at end' (0), 'Characters to use' (8), 'Revert byte-by-byte' (checked), 'Convert' (---), and 'Format' (---). A 'Default profile for new devices' toggle is at the bottom right. The version '5.5.0 RC04' is at the bottom left.

This can be required if the UUIDs of your cards are already stored in active directory. Depending how the IDs are read by the reader the IDs might need to be converted or reversed so they match.

To add a new profile click to **[+]**.

You can enter a test string to directly check the impact of the current settings to the string.

You can use the *Test string* field to insert data and check if the conversion is working properly according the data that are required.

13 IPP printing

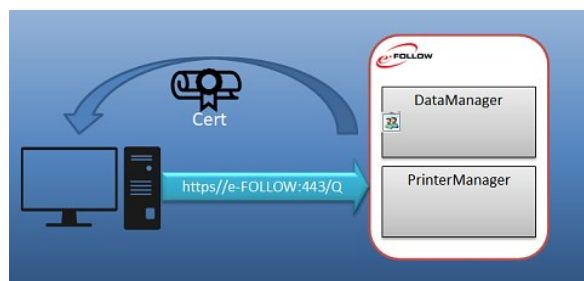
e-FOLLOW offers a variety of scenarios for printing via secure IPP to multiple print servers from inside an organization or from external via Internet. Therefore e-FOLLOW provides two main services

DataManager a unique service for each organization / site

PrinterManager a queue- and printer monitoring service that can be installed on multiple Print Servers of an organization. A stable network connection to the DataManager is mandatory.

13.1 'Standard' printing to e-FOLLOW Server

This is the most common setup. The e-FOLLOW PrinterManager is installed on the main server where the DataManager is hosted.



Clients, printing to a queue hosted on the local PrinterManager must use the queue's internal URL.

Click to **[IPP URLs]** and select / copy the URL – either IPP or IPPS – of the desired queue.

CSIP2020.csvs.local | cssupportvm01.firma.intra

CSIP2020.csvs.local (192.168.1.35) [manage PrinterManager] [IPP Server Settings]

Search queue ... [Virtual IPP queue] [IPP URLs]

Auto-delete jobs that have not been printed after

SELECT REFRESH: ON FILTER: OFF

| Name | User | Pages |
|------------------|------|-------|
| VQ Test (3 Jobs) | | |
| VQ_IPP (1 Jobs) | | |

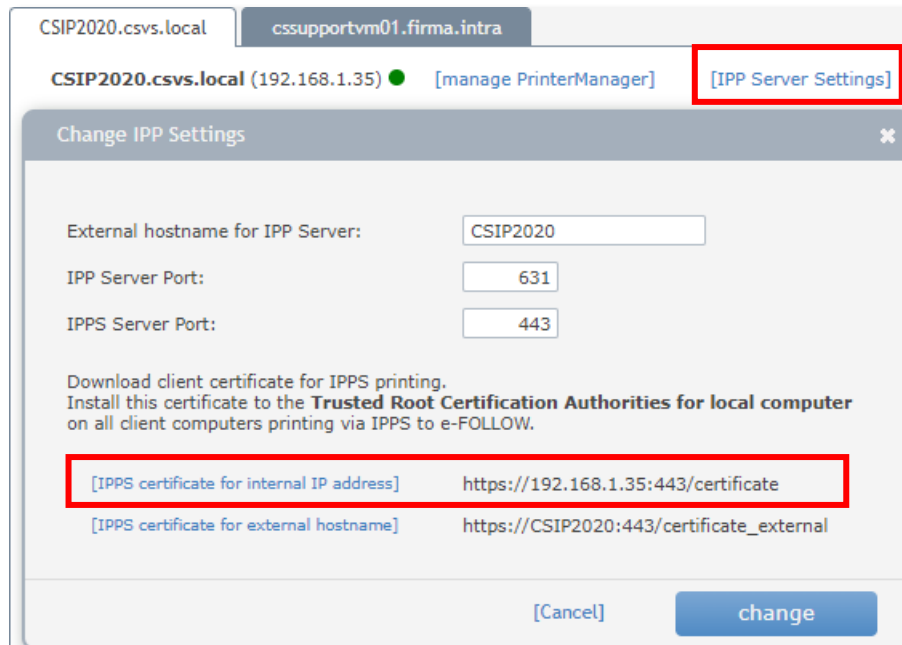
IPP URLs for selected queue

Printing via IPPS requires a client certificate. Click on the link [IPP Server Settings] above to download the certificate. It only needs to be installed once for all printers on this print server (Trusted Root Certification Authorities for local computer)

| | | |
|-------------------|---------------------------------|------------|
| Internal IPP URL | http://192.168.1.35:631/VQ_IPP | [copy url] |
| Internal IPPS URL | https://192.168.1.35:443/VQ_IPP | [copy url] |
| External IPP URL | http://CSIP2020:631/VQ_IPP | [copy url] |
| External IPPS URL | https://CSIP2020:443/VQ_IPP | [copy url] |

OK

In case IPPS shall be used on a Windows client, the appropriate certificate for that PrinterManager needs to be installed on the client.



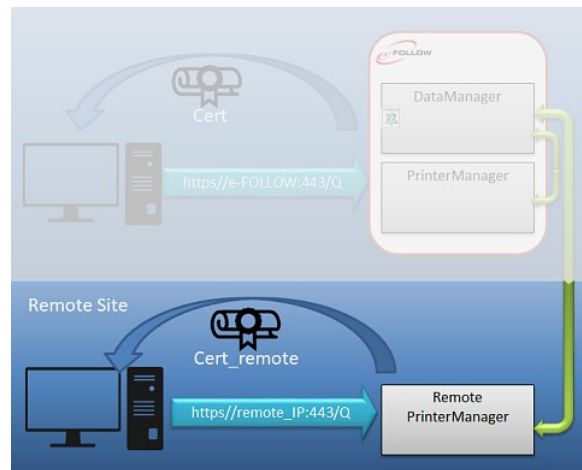
Click to [IPP Server Settings]. Here you can download the certificate for the PrinterManager.



You can also use the URL http://e-FOLLOW_Server_IP:631/certificate to download the certificate.

13.2 Internal printing to a remote Print Server

In case an organization runs multiple Print Servers the e-FOLLOW PrinterManager Service can be installed on each server as a **Remote PrinterManager**.

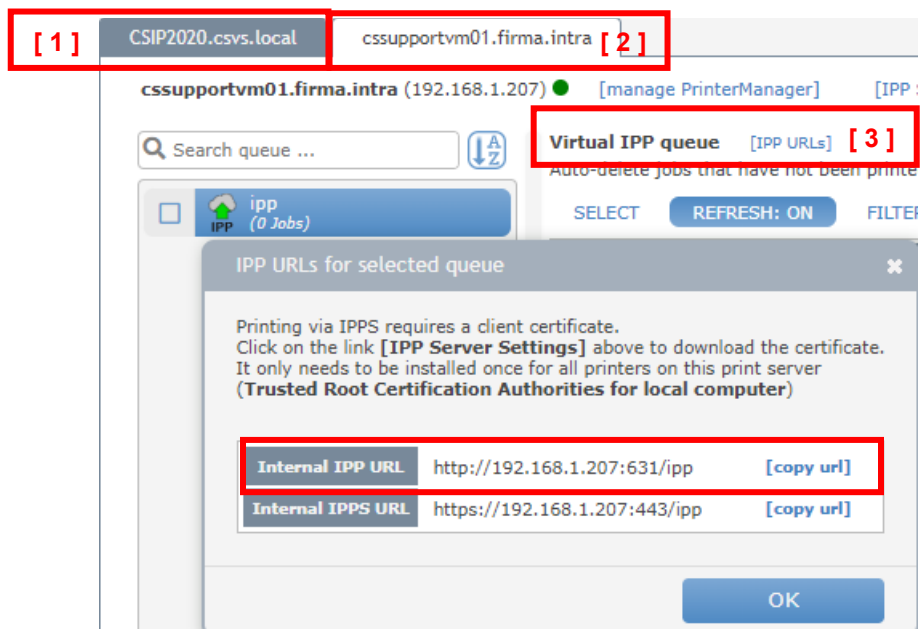


In e-FOLLOW Management each PrinterManager has its own tab.

[1] this is the local PrinterManager tab

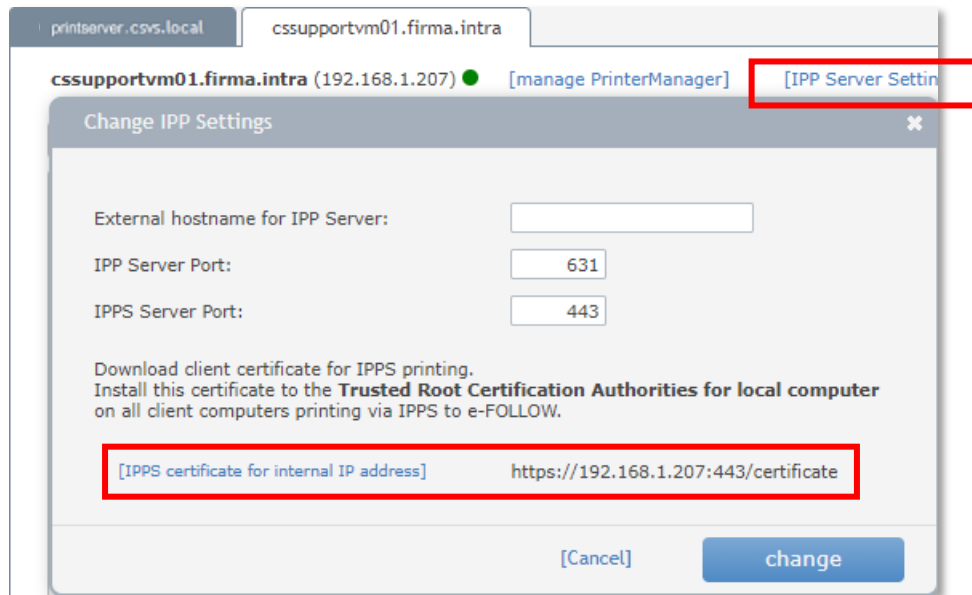
[2] this is the (first) Remote PrinterManager tab.

Clients, printing to a queue hosted on the Remote PrinterManager must use the queue's internal URL.



[3] Click to [IPP URLs] and select / copy the URL – either IPP or IPPS – of the desired queue.

In case IPPS shall be used on a Windows client, the appropriate certificate for that PrinterManager needs to be installed on the client.



Click to [IPP Server Settings]. Here you can download the certificate for the PrinterManager.

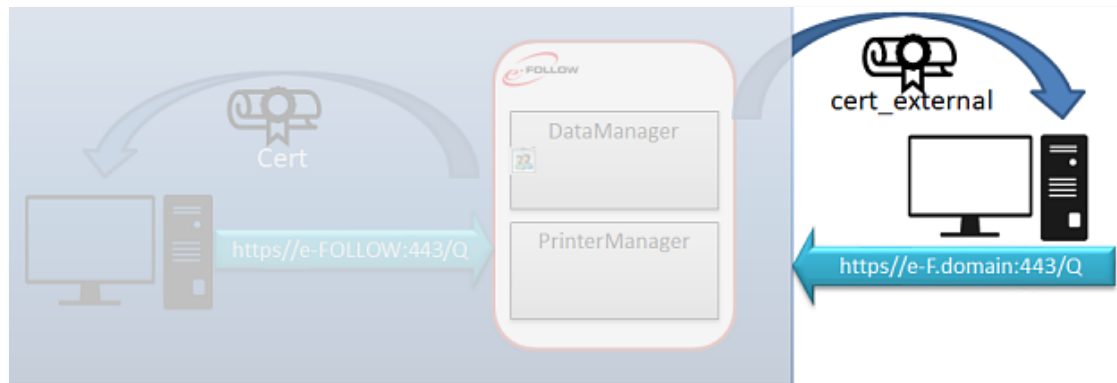


You can also use the URL http://Remote_Server_IP:631/certificate to download the certificate.

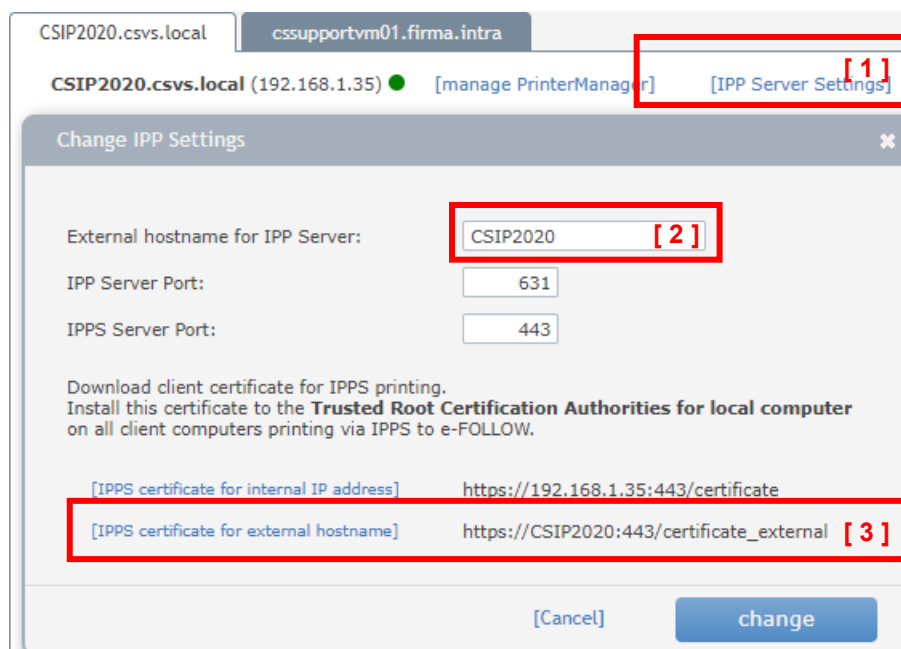
13.3 Printing to e-FOLLOW from external (via internet)



For this setup you need to make sure that your e-FOLLOW has an correct DNS setting so it can be resolved from any client connected to the internet.
Make sure your firewall is setup correctly to forward all requests on port **443** to your e-FOLLOW server.



[1] Click to [IPP Server Settings] to enter the external hostname [2] for the e-FOLLOW Server.



This will generate a second IPPS certificate for the external hostname of that PrinterManager [3].

Now you can download the certificate for the PrinterManager.

You can also use the URL http://e-FOLLOW_SERVER_IP:631/certificate_external to download the certificate.

Clients, printing from external via the internet to a queue hosted on the PrinterManager must use the queue's external URL.

[1] Click to **[IPP URLs]** and select / copy the URL – either IPP or IPPS – of the desired queue.

[2] Make sure to select external IPPS URL to connect from an 'outside' client computer.



For security reason it is strongly recommended to use IPPS on port 443 instead of unencrypted IPP port 631.

The screenshot shows the PrinterManager interface for the queue 'VQ_IPP (1 Jobs)'. A red box highlights the 'Virtual IPP queue' link, labeled **[1]**. Below it, the 'IPP URLs for selected queue' dialog box is open, displaying the following information:

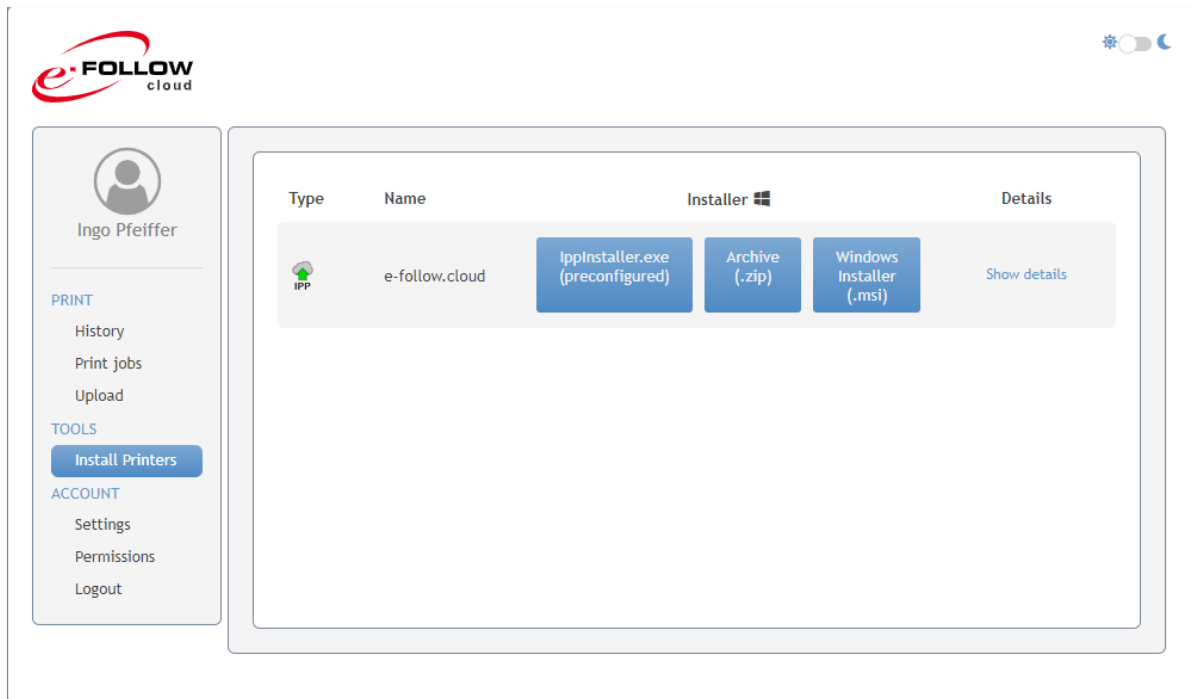
Printing via IPPS requires a client certificate.
Click on the link **[IPP Server Settings]** above to download the certificate.
It only needs to be installed once for all printers on this print server
(Trusted Root Certification Authorities for local computer)

| | | |
|-------------------|---------------------------------|------------|
| Internal IPP URL | http://192.168.1.35:631/VQ_IPP | [copy url] |
| Internal IPPS URL | https://192.168.1.35:443/VQ_IPP | [copy url] |
| External IPP URL | http://CSIP2020:631/VQ_IPP | [copy url] |
| External IPPS URL | https://CSIP2020:443/VQ_IPP | [copy url] |

A red box highlights the 'External IPPS URL' row, labeled **[2]**. The dialog box has an 'OK' button at the bottom right.

14 IPP Printer-Installer

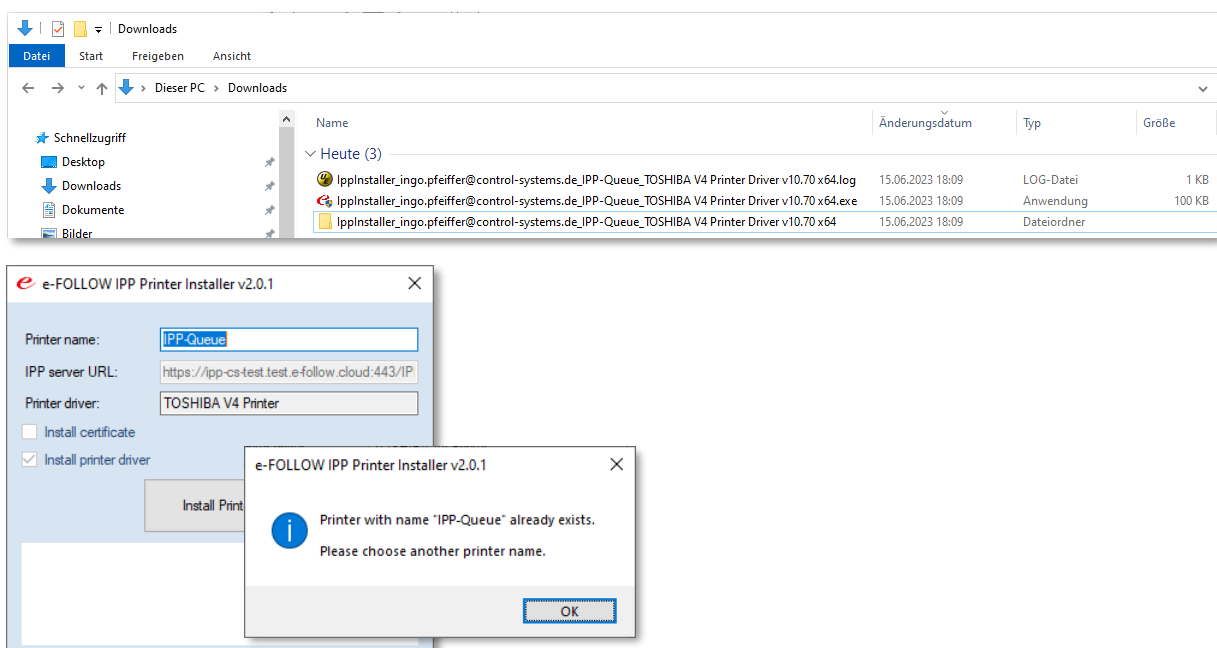
From the UserPortal users have access to the Installer-packages of IPP queues.



Any kind of IppInstaller must be run as administrator.

14.1 IppInstaller.exe (preconfigured)

After executing IppInstaller.exe (preconfigured) it will download all necessary files to a directory with the same name as the executable. Also a log file is generated, which can be sent to the support in case of problems.



It will also check if the printer name already exists and will force the user to use another printer name.

14.2 lppInstaller ZIP archive

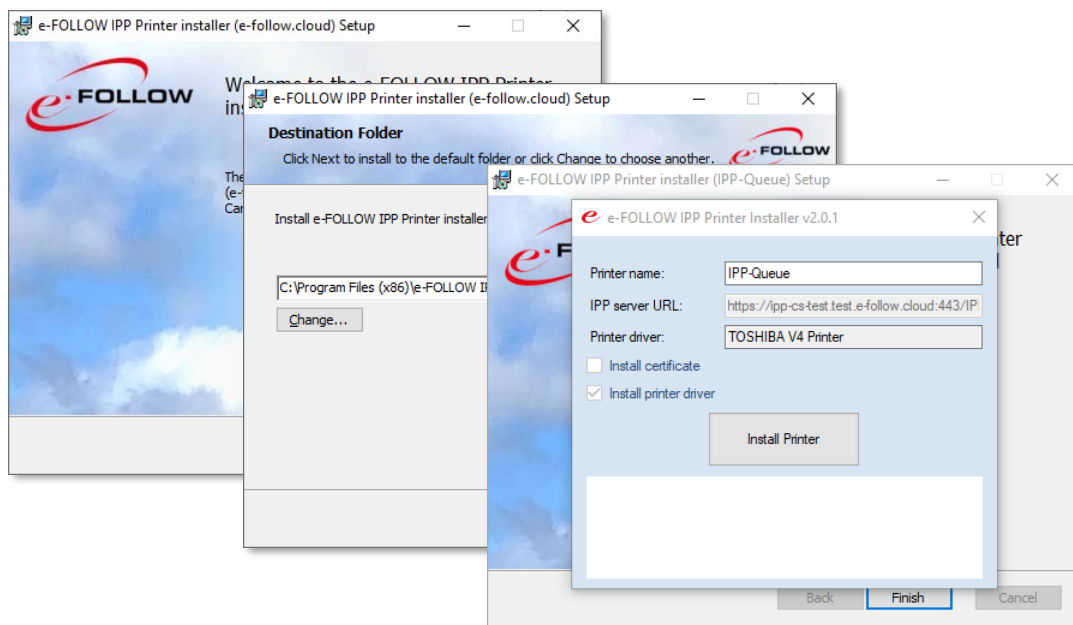
The lppInstaller ZIP archive contains all files which are needed. The configuration is included as the file config.cfg. The user has to extract the ZIP archive and run the lppInstaller.exe.

| Name | Größe | Gepackte Größe |
|------------------------|------------|----------------|
| driver | 38 873 729 | 18 932 419 |
| config.cfg | 165 | 170 |
| lppInstaller.exe | 101 376 | 36 485 |
| printer_properties.txt | 14 270 | 2 990 |

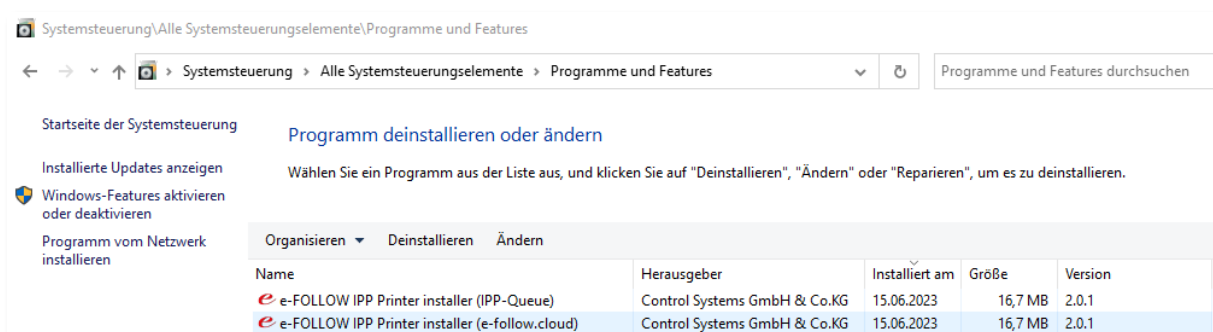
The lppInstaller is the same as mentioned above. It will also check for existing printer name and will also write a log file.

14.3 lppInstaller MSI installer

The MSI installer will install the lppInstaller to the desired location and will then execute the same lppInstaller as mentioned above.

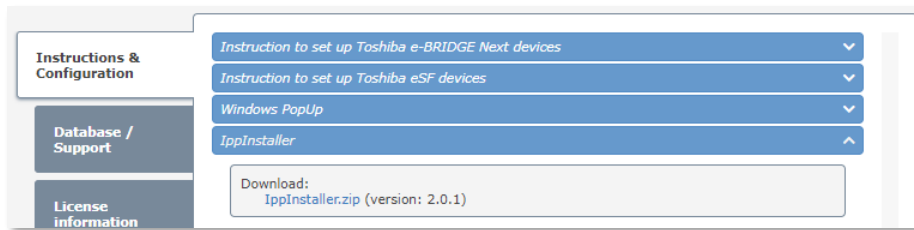


After the installation it can be uninstalled with the windows control panel. While uninstallation also the IPP printer will be removed.



15 Manual creation of IPP Printer-Installer

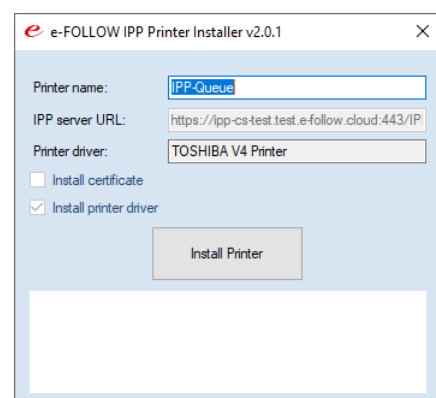
Beside of the autogenerated lppInstaller packages from the user-portal it is also possible to create an installer ZIP-archive manually. The package can be downloaded from the → SETTINGS → General → Instructions & Configuration page.



lppInstaller.exe must be executed as Administrator

There is also a silent version of lppInstaller, lppInstallerSilent.exe.

Before executing lppInstaller it needs to be customized for your specific needs.



IPP Installer consists of these components.

| Name | Typ | Komprimierte Größe |
|------------------------|--------------------------|--------------------|
| driver | Dateiordner | |
| config.cfg | Configuration-Quelldatei | 1 KB |
| lppInstaller.exe | Anwendung | 33 KB |
| lppInstallerSilent.exe | Anwendung | 33 KB |
| ReadMe.txt | TXT-Datei | 1 KB |

| | |
|-------------------------------|--|
| lppInstaller.exe | the installer program |
| lppInstallerSilent.exe | The same installer program but with build in silent parameter |
| config.cfg | the configuration file for lppInstaller |
| driver | Subdirectory holding the printer driver for the IPP/IPPS Queue |

This allows you to create individual lppInstaller-packages, suitable for your current requirements.

e.g.

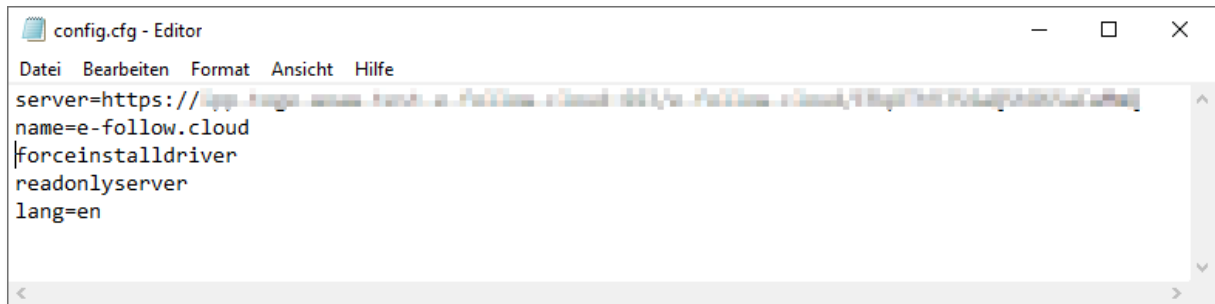
- packages for each IPP/IPPS queue
- packages for IPP/IPPS queues to be installed on PCs running inside your local network
- packages for IPP/IPPS queues to be installed on PCs running outside your local network

15.1 lppInstaller config.cfg

lppInstaller can get its configuration from command line parameters or config.cfg. If you download lppInstaller from the user-portal the configuration is included to the .exe file.

The configuration from config.cfg has priority over the included to .exe file configuration. And configuration by command line parameters has priority over config.cfg.

E.g. the config.cfg file for lppInstaller can look like this:



```

config.cfg - Editor
Datei Bearbeiten Format Ansicht Hilfe
server=https://
name=e-follow.cloud
forceinstalldriver
readonlyserver
lang=en
  
```

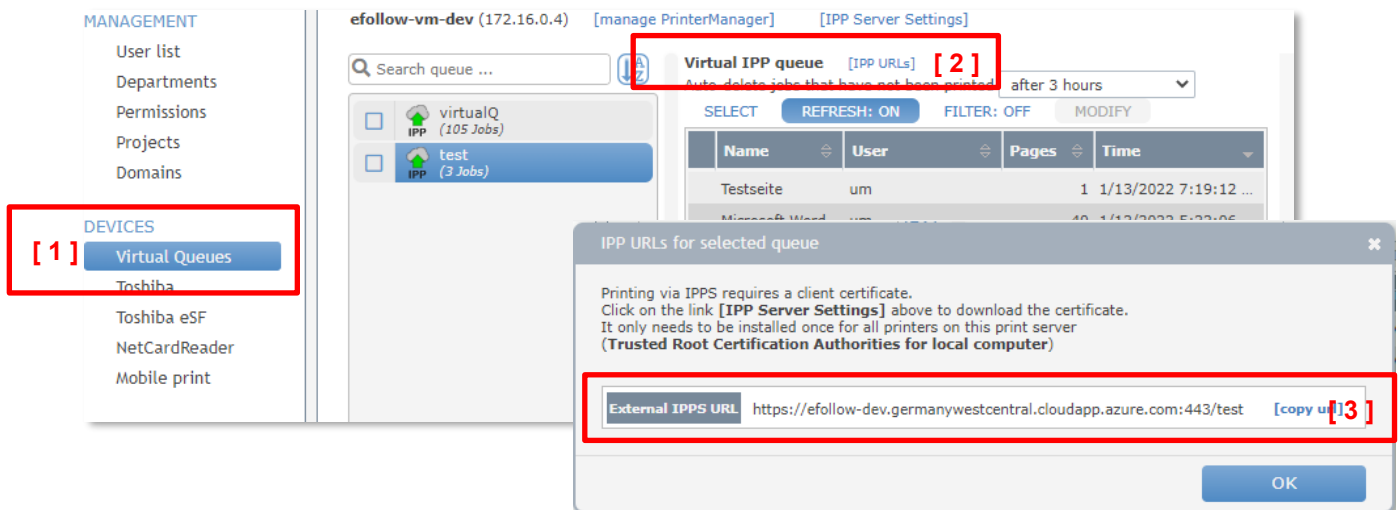
Parameters (for command line and config.cfg):

| | |
|-------------------------------------|---|
| debug | This will add more detailed information to the installer-log. It can be disabled by # or by removing it from the config.cfg file. |
| server= * | This defines the full URL of the IPP/IPPS printer to be installed. Make sure to enter the correct URL. |
| name= | shown name of the printer |
| silent | If enabled the installer will run in silent mode. It can be disabled by # or by removing it from the config.cfg file. |
| forcecertificate | If there is an .cer file in the certificate directory it will be forced to be installed. Not needed for e-FOLLOW.cloud |
| forceinstalldriver | If there is an driver in the driver directory it will be forced to be installed. |
| download_driver= | Download driver as ZIP archive from the given URL. The ZIP archive will be extracted at the start of lppInstaller.exe. |
| download_cert= | Download certificate from the given URL. |
| download_printer_properties= | Download printer properties file from the give URL. Explanation to get this file can be found at the e-FOLLOW.cloud Management→Settings→General→User Portal |
| readonlyserver | IPP Server URL is read only |
| readonlyname | Printer name is read only |
| lang= | Lanuage of IPP Installer. Currently available: de en |
| uninstall | Uninstall lppInstaller |
| uninstallall | Uninstall lppInstaller and remove printer |



***) Make sure to use the correct URL.**

- [1] Select the IPP printer / virtual queue of your choice
- [2] Click to 'Virtual IPP queue – IPP URLs'
- [3] Copy the URL – external IPPS

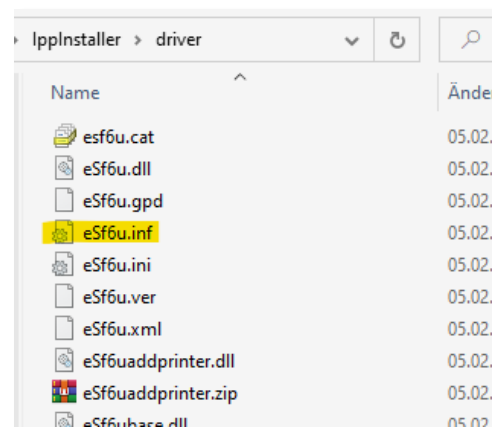


15.2 lppInstaller – driver

lppInstaller allows you to install any driver of your choice.

Copy the full content of the driver package to the **driver folder**.

Make sure the driver's **.inf** file is located in the root of the **..\driver** folder



If there is a ZIP archive with the name **driver.zip** in the lpp Installer root directory at start it will be extracted to the folder **\driver**.

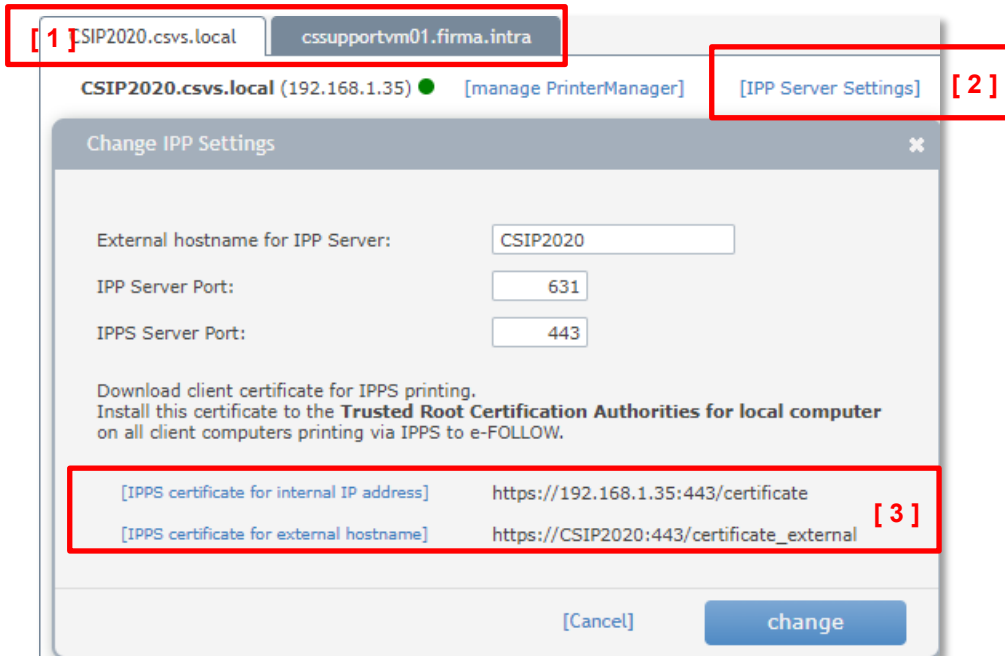
You can also specify one URL with **downloaddriver=** where **driver.zip** can be downloaded.



lppInstaller is optimized for **Toshiba V4 Printer Driver** and **Toshiba Universal 2 printer driver**.

15.3 lppInstaller – certificate

e-FOLLOW IPP-Server supports both SSL and non-SSL protocol on default port 443 (SSL) and 631 (non-SSL). If required the ports can be modified



[1] Select the desired PrinterManager

[2] Change the desired port settings if required



Attention

Some operating systems (e.g. Mac OS) require the default ports

[3] download the certificate and copy it to the **certificate folder**.



Make sure to select the correct certificate

- Use [IPPS certificate for **internal** IP address] for installing IPPS queues on client PCs inside your network (local)
- Use [IPPS certificate for **external** hostname] for installing IPPS queues on client PCs outside your network.



Attention

When running lppInstallerSilent.exe , the certificate in ..\certificate\ will NOT be added to the system. Make sure to add the correct driver to ..\driver\ and the settings for **server=** and **name=** are correct. You can also run lppInstallerSilent with server= and name= as start parameters. E.g.

lppInstallerSilent.exe server=https://printserver02.local:443/VirtualQueue name=VQps02

15.4 Roll out IPP printer with group policy

In case you like to roll out an IPP/IPPS queue to clients via policy it is recommended to

- roll out the certificate to client's **Trusted Root Certification Authorities**
- place the lppInstaller-package on a Server that all clients have access to
- create a .batch file executing lppInstallerSilent.exe
- Add the batch to clients GPO startup script

16 Braintree Account

To accept payment via Braintree online payment service you need to sign up. This chapter illustrates a typical Braintree Account sign up procedure and can be used as an example for setting up your own account for use with e-FOLLOW.

16.1 Braintree sign up



This example shows a typical sign up procedure. The actual sign up details may vary depending on your country.

- Open the Braintree website on <https://www.braintreepayments.com>
- Select your country on the bottom of the site
- Click "Sign Up"

A screenshot of the Braintree sign-up form. The form has a light gray background and a white border. It starts with the text "Hi, nice to meet you." followed by a paragraph: "Sign up for Braintree and start accepting cards and PayPal in minutes. If you already have an account, [log in](#)." Below this are four input fields: "Your Email Address" with the placeholder "example@email.com", "Your Password" with the placeholder "Create a password" and a "SHOW" button with a checkbox, "Where Is Your Business Located?" with a green checkmark and the value "Germany", and "What currency do you want to get paid in?" with a dropdown menu showing "Select one...". At the bottom, there is a gray box containing the text: "By creating an account you agree to the [Payment Services Agreement](#), [Privacy Policy](#) and the applicable [Bank Agreement](#)". Below this is a large green button with a white lock icon and the text "Agree & Create Account".

Hi, nice to meet you.

Sign up for Braintree and start accepting cards and PayPal in minutes. If you already have an account, [log in](#).

Your Email Address

example@email.com

Your Password

Create a password SHOW ☐

Where Is Your Business Located? ✓

Germany

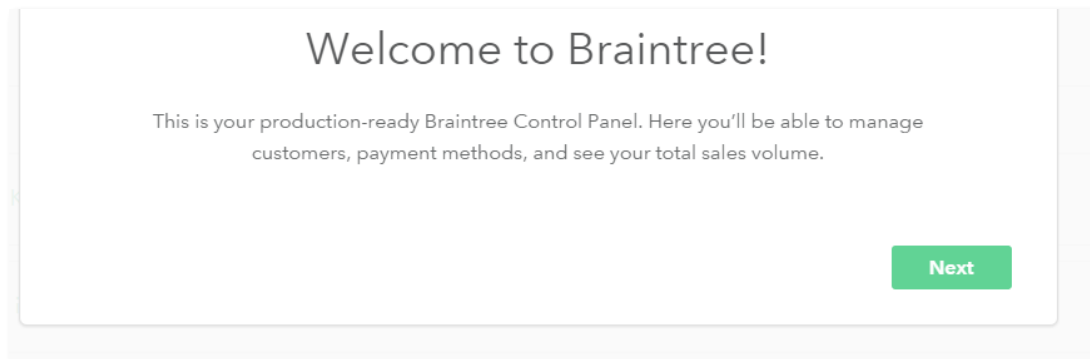
What currency do you want to get paid in?

Select one...

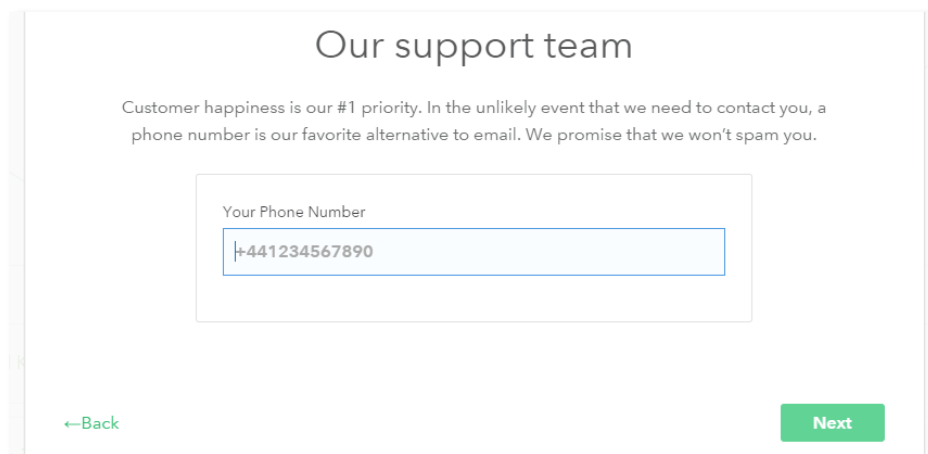
By creating an account you agree to the [Payment Services Agreement](#), [Privacy Policy](#) and the applicable [Bank Agreement](#)

Agree & Create Account

Enter all required information and confirm by clicking "Agree & Create Account".



Click next and continue to setup the account.

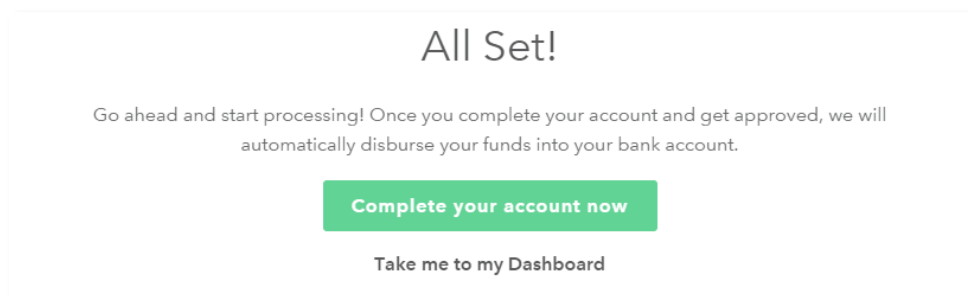


Enter your contact phone number and click Next.



You should have the following details on hand before starting this step

- Contact Name and Address Details
- Business Name and Address (the Business in this case is the entity accepting payments for e-FOLLOW).
- Banking Details (example: IBAN)



Proceed by clicking "Complete your account now"

Enter the owner information.

First Step: Owner Information

| | |
|---------------------------|------------|
| Full Name | |
| First Name | Last Name |
| Phone | Birthdate |
| Phone Number | yyyy-mm-dd |
| Where do you live? | |
| Country | |
| Home Address | |
| Start typing your address | |
| Next Step: Business | |

Enter your business details...

Second Step: Your Business

| | | |
|--|-----------------------------|--------------------|
| Industry | Business Type | |
| Select one... | Select one... | |
| Business Name | Legal Name | |
| ExampleCo | Example Co Enterprises, ltd | |
| Business Phone | Registration Number | Website |
| +441234567890 | Business Number (optional) | http://example.com |
| Business Description | | |
| What service do you provide? Who are your customers? | | |
| Business Address | | |
| Start typing business address | | |
| Next Step: Processing | | |

Enter some information regarding transactions sizes.

e-FOLLOW does not support subscription payments, so keep this to No.

Third Step: Processing Information

| | | |
|------------------------------|---------------------|---------------------|
| Do you offer subscriptions? | | |
| <input type="checkbox"/> Yes | | |
| Annual Sales | Average Transaction | Largest Transaction |
| £ 50,000 | £ 10 | £ 100 |
| Next Step: Delivery | | |

Enter the delivery details. Note that e-FOLLOW is a pre-payment service.

Enter your banking details and click to "Finish Account"

During completion you will be directed to the dashboard. You are requested to confirm your email address.



Check your inbox and confirm the account.
Your account is now ready to accept payments.

16.2 Braintree Dashboard

The Braintree dashboard is your account management interface covering all actions from transaction reporting to refunds and other policies. A full description of the account management functions is far beyond the scope of this document, however user guides and help topics are available from the Braintree support site.

| | |
|------------------------|---|
| General Support | https://support.braintreepayments.com |
| Overviews | https://articles.braintreepayments.com/get-started/explore |
| Control Panel | https://articles.braintreepayments.com/control-panel/basics/overview |
| Refunds | https://articles.braintreepayments.com/control-panel/transactions/refunds-voids-credits |

16.3 PCI Compliance



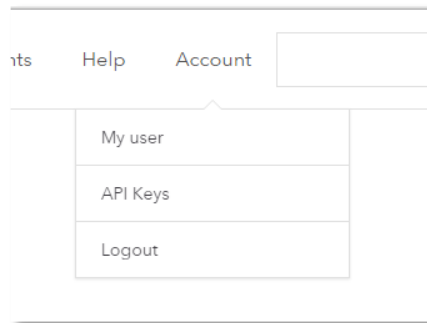
Although Braintree securely stores and processes card data, you will still need to complete an annual Self-Assessment Questionnaire (SAQ) in order to be PCI compliant. The Braintree accounts team will contact the account holder within 30 days of signing up with Braintree. More details on this procedure are described here

<https://articles.braintreepayments.com/reference/security/pci-compliance>

16.4 API Keys

The API Keys related to your account must be placed into the e-FOLLOW configuration.

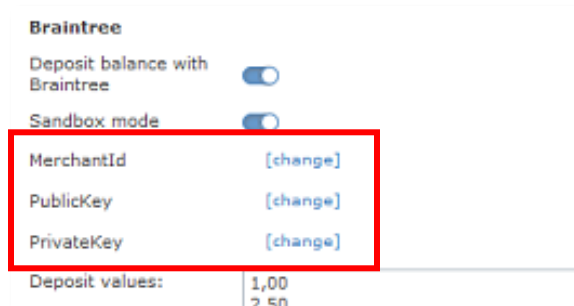
In the dashboard top menu navigate to Account->API Keys



Copy the values for

- Public Key
- Private Key
- Merchant ID

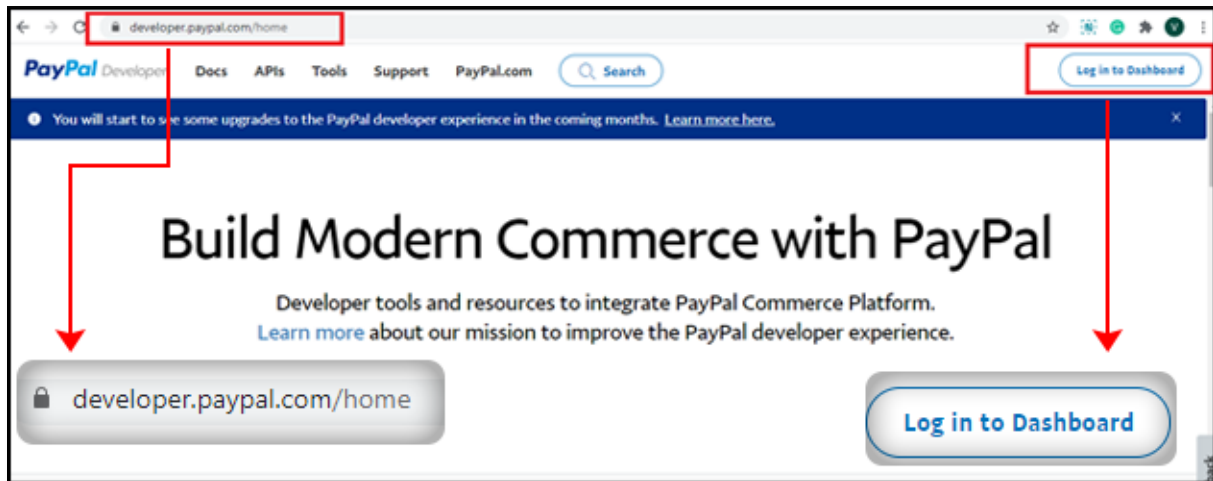
And insert them into the appropriate fields in e-FOLLOW configuration of the Braintree service.



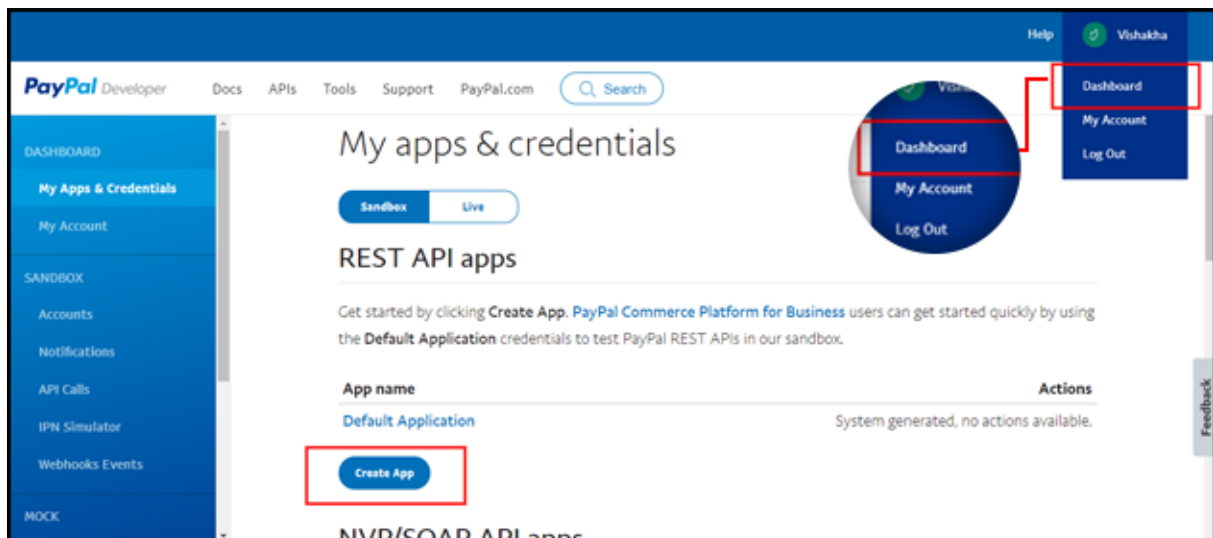
17 PayPal Account

There are a few steps to go to obtain your PayPal Client-ID and Client-Secret.

Step 1: First of all, visit [Paypal Developer Network](https://developer.paypal.com), and on the screen that appears, **Login to the dashboard**.



After successful log-in, you will be able to access the dashboard. Click on **Create App** button.



Step 2: Here is “Application details”, enter the name of your Application and click **Create App Button**.

Step 3: Make needful changes and save the settings. You will get the **Client ID**, **Sandbox account details**, and **Secret Key** on the next page.

Step 4: Set App return URL (live) as plugin redirect page URL of your store. In case you are using our Social login module ([PrestaShop](#), [OpenCart](#), or [Magento](#)) with SEO Friendly URL for your store, then use this for redirect URL – <http://www.yourstore.com/module/socialloginizer/paypal>

Otherwise, use this –

<http://www.yourstore.com/index.php?fc=module&module=socialloginizer&controller=paypal>

On this page itself, you will get the Client Id and Client Secret in **LIVE API CREDENTIALS** section.

However, you cannot use them until you complete step 5.

Social Loginizer

Sandbox Live

App display name: Social Loginizer

LIVE API CREDENTIALS

ⓘ

Please note that not all features are available for live. Features available for live transactions are listed in your **account eligibility**.

PayPal account:

.com

Live endpoint:

api.paypal.com

Credential Pairs

Client ID:

AYIDmRAG1cnS1LbGgH8foER0ImK42CYG3C9AdQLDtGqpQoDgXWXND8NjshGJ

Secret:

EChmMhCF8CsHzZXNNrGevvzBSID3-EKTh_PomPu0Pe1HTI-GuAUuJmxnVkl

LIVE WEBHOOKS

With webhooks, your app can be notified when certain events occur. You can create upto 10 webhooks at a time. Learn more about listening to webhooks in our [webhooks documentation](#).

| Webhook | Webhook ID | Events tracked |
|---|------------|----------------|
| This app has no webhooks at the moment. | | |

Add webhook

LIVE APP SETTINGS

Return URL - Where users will be redirected after live transactions.

http://pdxmcdmnewband.com

App feature options

☒
Accept payments
Accept one-time and subscription payments from PayPal members using PayPal and direct credit card processing. [Advanced options](#)

☒
Invoicing
Issue invoices for payments owed, manage partial balances due, and enable custom net payment terms.

☐
Payouts
Send batch payments to multiple PayPal accounts at once. You can vary the amount by recipient and select if you'd like it delivered by phone number or email.

☐
PayPal Here
Process swiped/card-present card transactions.

☒
Log in with PayPal
Identity service that enables your customers to log in with their PayPal login. [Advanced options](#)

Save

Step 5: Make sure that the live APIs are selected in LIVE APP SETTINGS tab completely as shown below:

LIVE APP SETTINGS

Return URL - Where users will be redirected after live transactions.

App feature options

- ☒ **Accept payments** Accept one-time and subscription payments from PayPal members using PayPal and direct credit card processing. [Advanced options](#)
- ☒ **Invoicing** Issue invoices for payments owed, manage partial balances due, and enable custom net payment terms.
- ☒ **Payouts** Send batch payments to multiple PayPal accounts at once. You can vary the amount by recipient and select if you'd like it delivered by phone number or email.
- ☐ **PayPal Here** Process swiped/card-present card transactions.
- ☒ **Log In with PayPal** Identity service that enables your customers to log in with their PayPal login. [Hide](#)

Information requested from customers

Select scope attributes for OpenID connect (OAuth) protocol. You are requesting your customers to share this data with you.

☒ **Basic authentication**
No information is requested from customers. Only a unique identifier (PPID) is provided to you.

☒ **Personal Information** [Hide](#)

- ☒ Full name
- ☒ Date of birth
- ☒ Age range

☒ **Address Information** [Hide](#)

- ☒ Email address
- ☒ Street address
- ☒ City
- ☒ State
- ☒ Country
- ☒ Zip code
- ☒ Phone

☒ **Account Information** [Hide](#)

- ☒ Account status (verified)
- ☒ Account type
- ☒ Account creation date
- ☒ Time zone
- ☒ Locale
- ☒ Language

Links shown on customer consent page

Privacy policy URL

User agreement URL

[Add customer support email ID](#)

[Preview the customer consent page](#)

Additional PayPal permissions

- ☐ **Use Seamless Checkout**
After your customers login with PayPal, they don't need to log in again at checkout (within an hour)
- ☒ **Allow the customers who haven't yet confirmed their email address with PayPal, to log in to your app.**

Save

Step 6: Now when you have correctly selected the live APIs, you can use the client secret and client ID to let your customers log in to your store using their PayPal account.

Just copy and paste these API details in specified fields of your social login module and save the configuration.

You are ready to accept PayPal social login on your store. In case you are using our Social Loginizer module ([PrestaShop](#), [OpenCart](#), or [Magento](#)) then the interface to enter the PayPal API details will look something like this.

Paypal Settings [Click here to get Paypal client id and client secret](#)

Enable/Disable: ☒ ON

*Paypal Client Id:

*Paypal Client Secret:

18 Printing from Mac

e-FOLLOW can not only receive print jobs from Windows clients but also from Mac (or Linux)

To print to a virtual queue configure your Mac as follows.

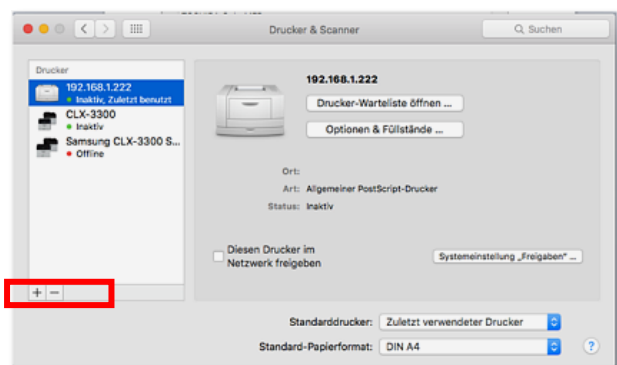
Visit <http://business.toshiba.com/support/index.jsp> to download an appropriate driver for your MFP.

Follow the installation instructions of the driver package...



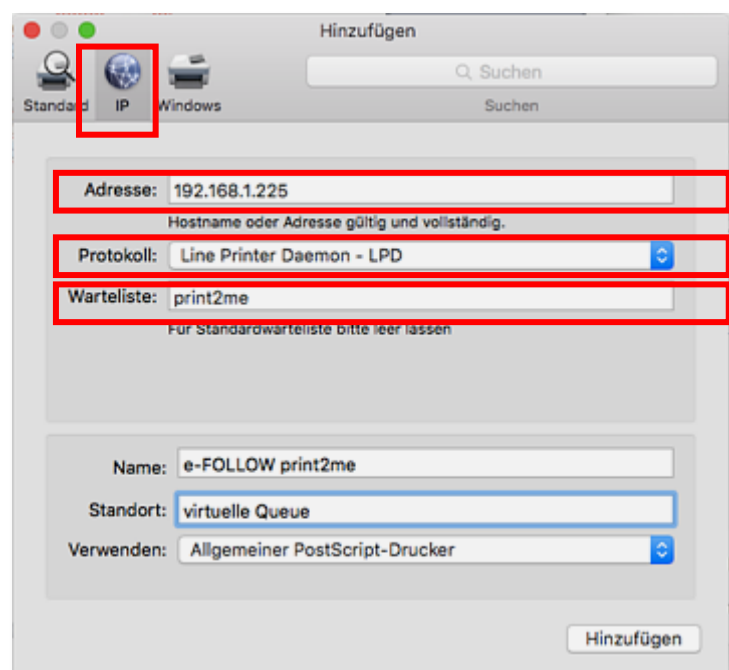
Add and Configure New Printer

Open 'System Preferences' → 'Print & Fax'



Klick '+' Sign to add a new printer

Select type 'IP' from the menu across the top, then fill in following options

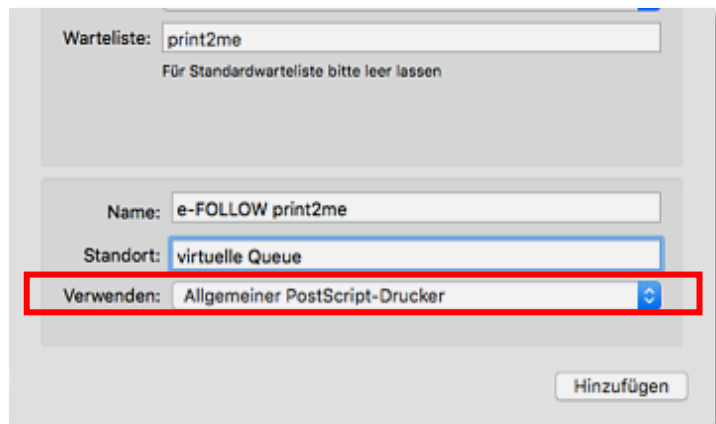


Address: IP-address of your e-FOLLOW server

Protocol: 'Line Printer Daemon – LPD' (default)

Queue name: enter the exact queue name of the virtual printer

Printer driver: here you can select the driver software as installed above.



Select the driver software and klick to OK.



Now your Mac is ready to print to e-FOLLOW.

18.1 IPP printing from MAC

e-FOLLOW.cloud can not only receive print jobs from Windows clients but also from Mac and Linux.

To print to a virtual queue configure your Mac as follows.

Visit <http://business.toshiba.com/support/index.jsp> to download an appropriate driver for your MFP.

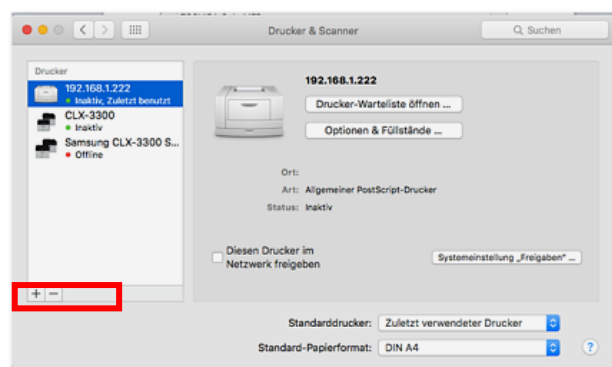
Follow the installation instructions of the driver package...



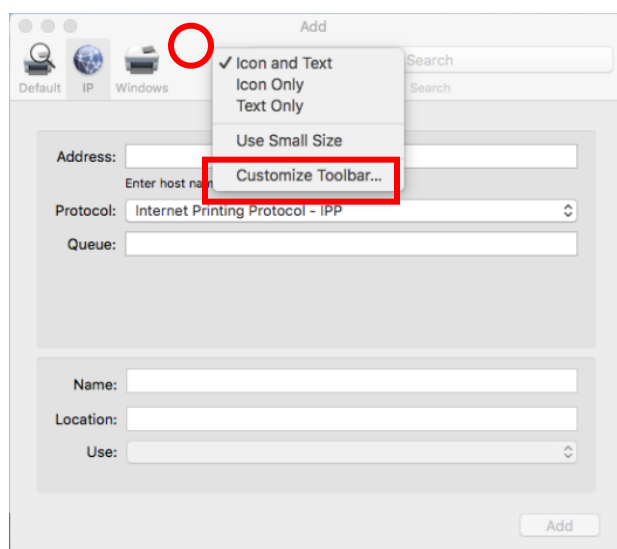
Add and Configure New Printer

Open 'System Preferences' → 'Print & Fax'

Klick '+' Sign to add a new printer

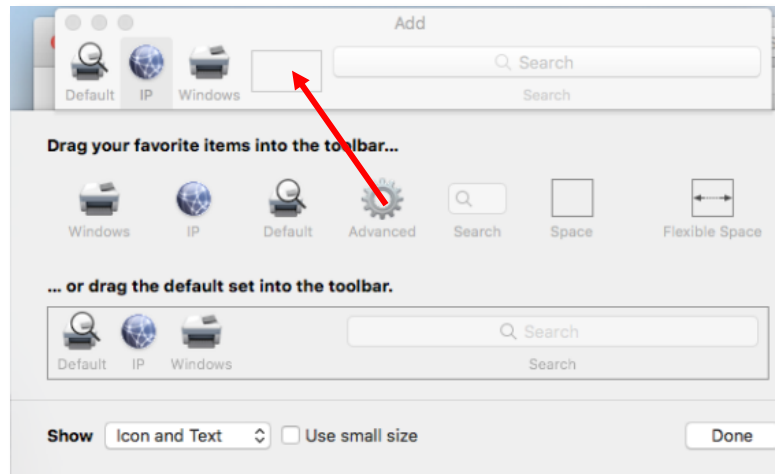


Customize the view of the "Add" dialog to access the "Advanced" entry. Right-click on the toolbar and enter "Customize toolbar..."



Drag the Advanced button to the toolbar.

Then click to the "advanced" option

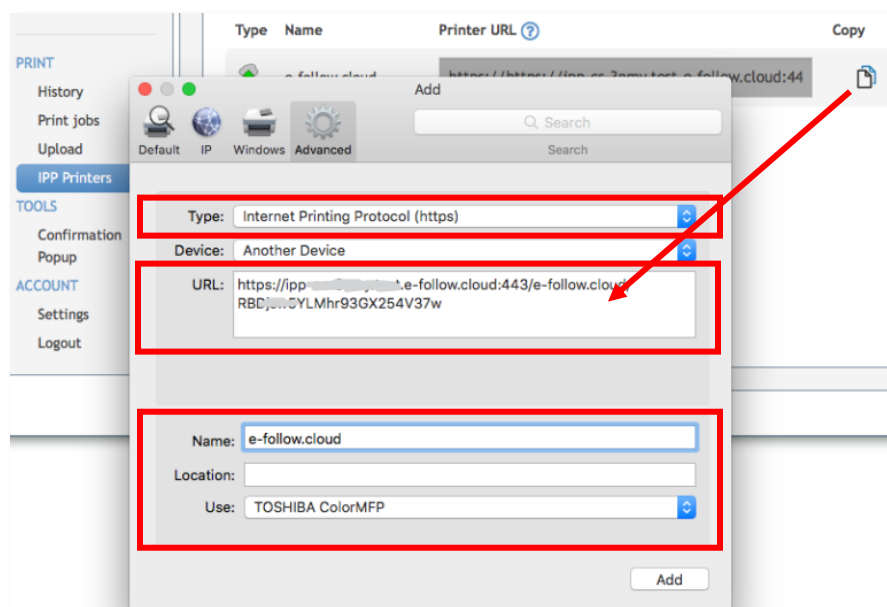


Type: select **Internet Printing Protocol (https)**

URL: enter the URL for the virtual queue copied from Management or UserPortal.

Name: ..the printer

Use: select the printer driver previously installed.



Click **Add** to finish the installation of the virtual queue on your MAC.

19 Printing from Chromebooks



These steps are not needed any more when the e-FOLLOW Chrome Extension is used. See: 12.4.2.4 Chrome Extension

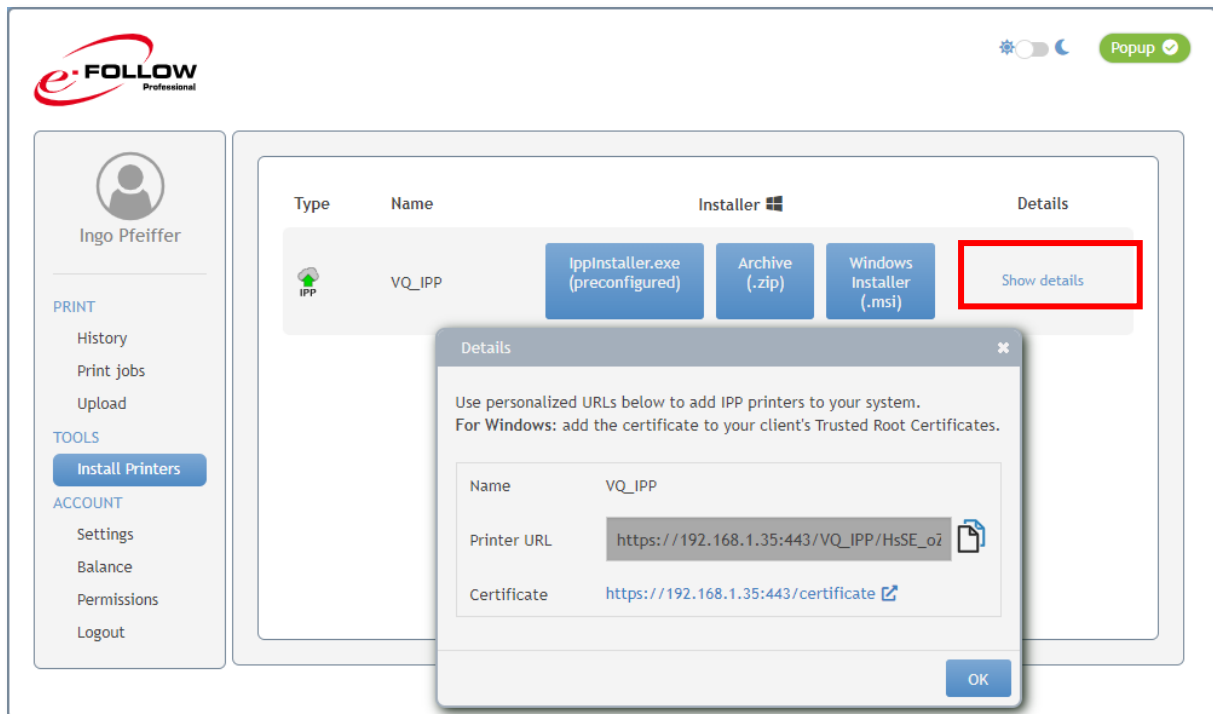
e-FOLLOW can not only receive print jobs from Windows clients but also from Chromebooks.

The challenge for printing from Chrome to e-FOLLOW server is the personalization of print jobs (assign a printjob to its owner). By default, all jobs are sent "anonymous".

e-FOLLOW can cover this by providing individual IPP URLs for each user. Once enabled in → SETTINGS → General → Userportal →



the Install Printers tab appears in the user portal.



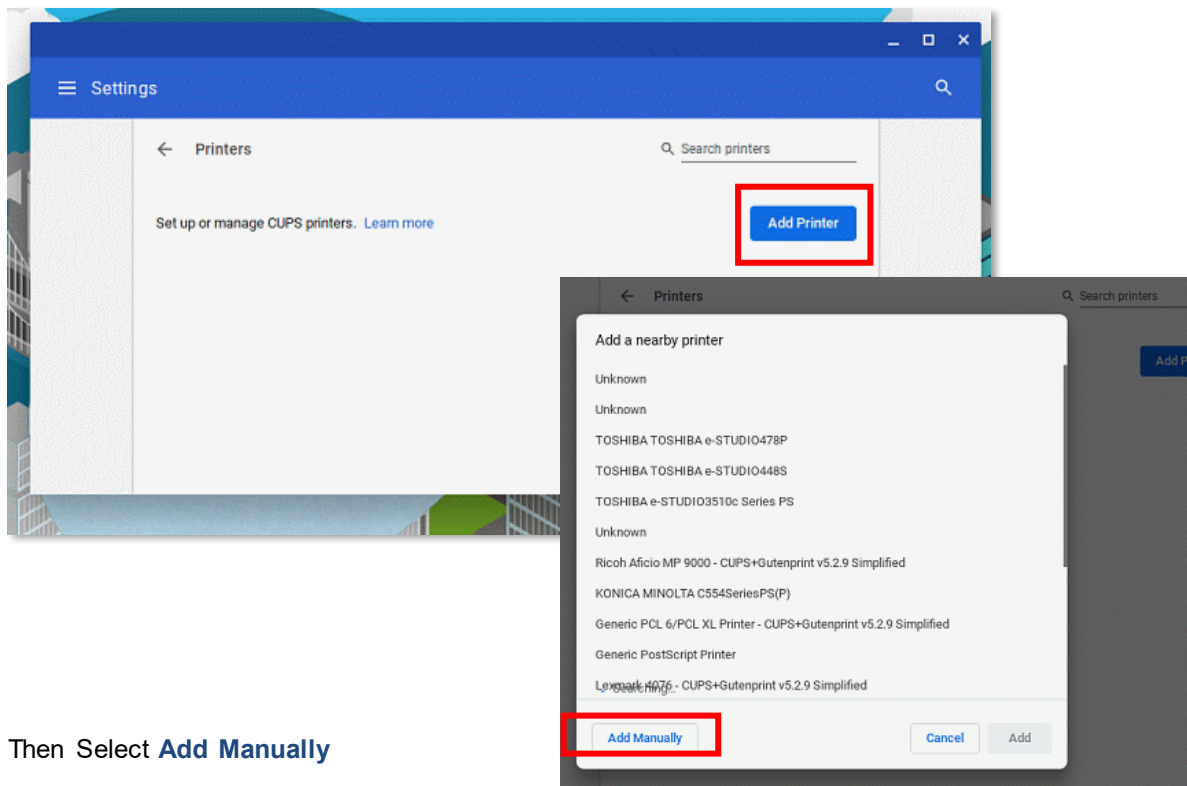
Here you will find the list of available IPP virtual queues and IPP printer queues followed by their personalized URLs.

To add a personalized queue to your Chromebook follow the steps as described below.



Personalized URLs may not only be used on Chrome but also on any other client that can print using the IPP protocol.

Change to the Printers section of Chrome Settings and click to Add Printer.



Then Select **Add Manually**



Attention

The URL shown in User portal cannot be entered in one step / filed.

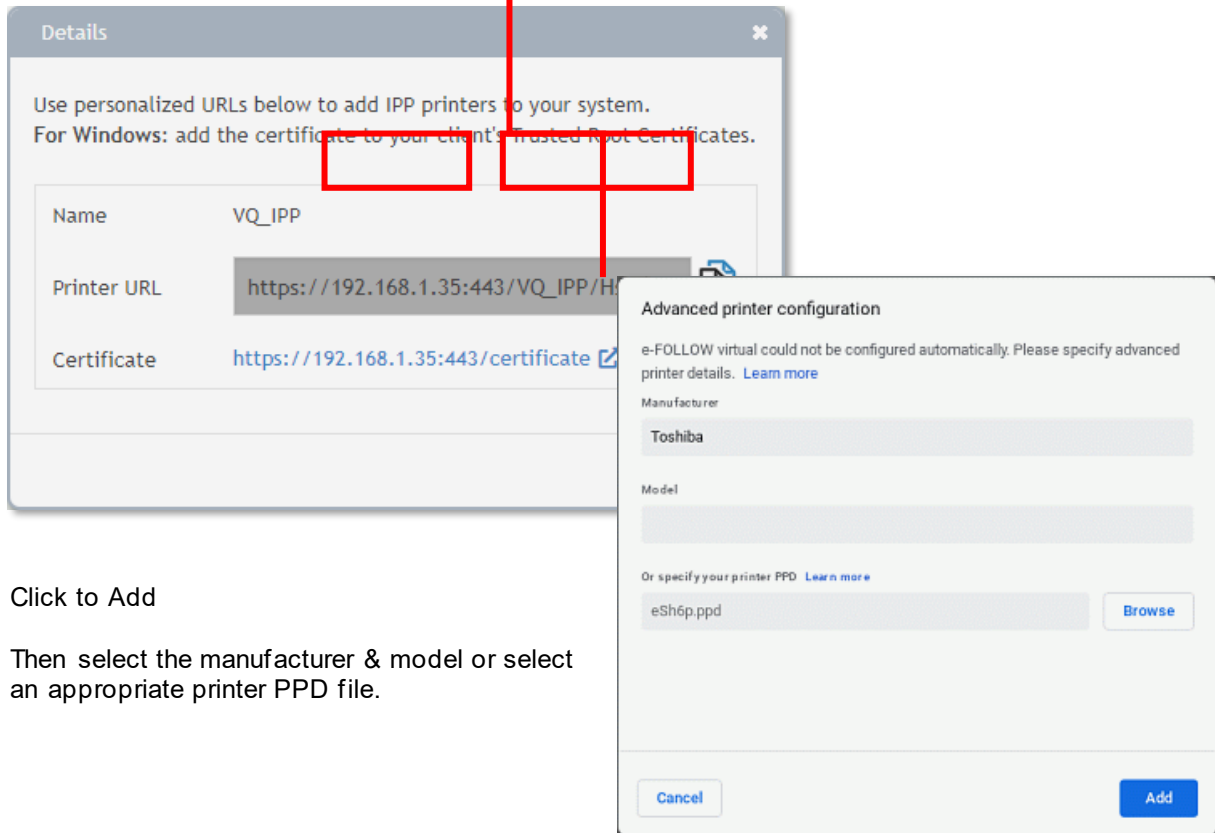
It has to be entered splitted in the fields.

Name: any printer name of your choice

Address: Server IP

Protocol: select HTTPS

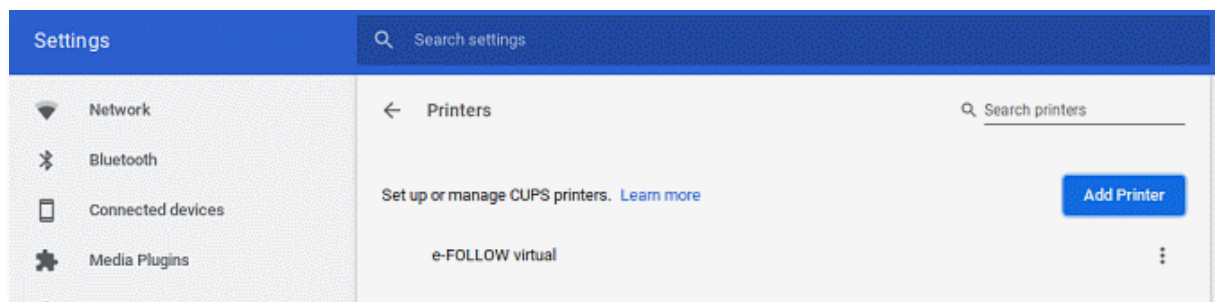
Queue: printer name + token



Click to Add

Then select the manufacturer & model or select an appropriate printer PPD file.

Clicking to Add will finish the printer setup.



Now the printer is available for printing from Chrome to e-FOLLOW and jobs will be assigned to your user name.

20 eSF Scan-to-Folder setup

Toshiba eSF devices come with a convenient Scanning-App called '**Scan Center**'

This chapter describes the relevant settings for **Scan Center** Scanner App so users can easily scan to their HomeDirectory folder defined in A.D. or another LDAP-Server.

Open the device's website and run the **Scan Center** Configuration.

In **Network Folder**:



Klick to **Create Nework Folder**

Enter the Display Name for this target and your local domain.



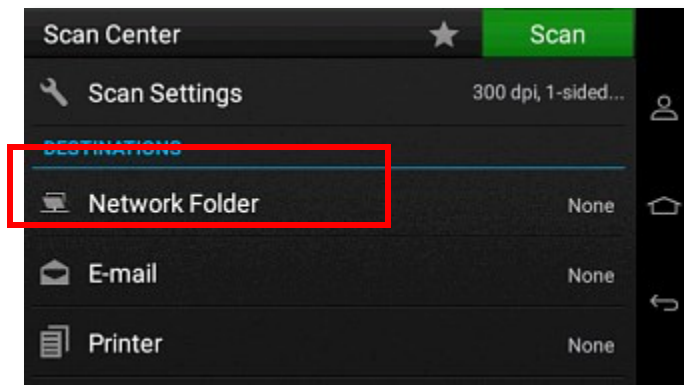
The Folder Address is %homedir%

Authentication Options

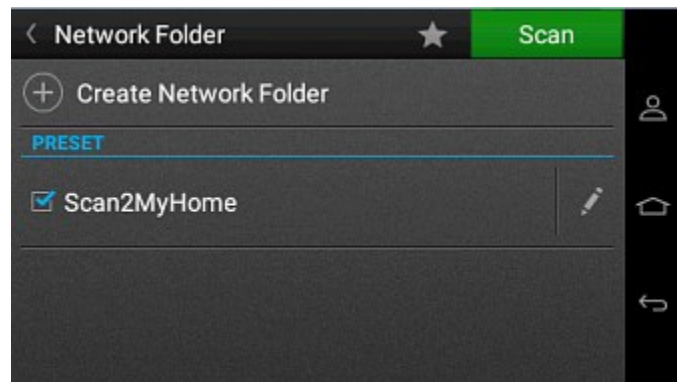
Ask for user name and password: if the users login to e-FOLLOW by e.g. PIN or Card this option will request the user's credentials when scanning.

Use static username and password: this option allows to define a 'global user'. Make sure that this user has write permission to all user's HomeDirectories.

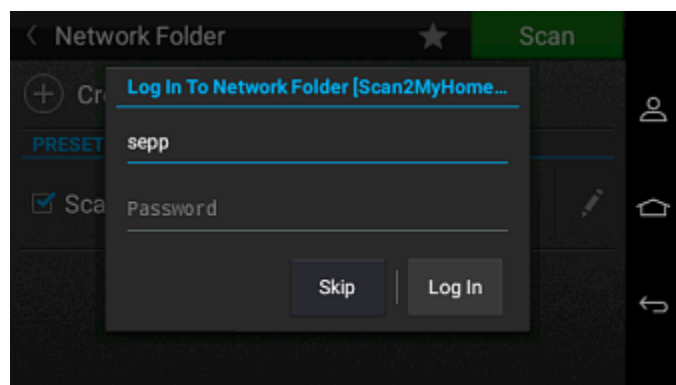
After launching the Scan Center App
select Network Folder.



Select the ScantMyHome target



If required, the user gets prompted to
enter his credentials



21 Advanced Settings

21.1 HID Omnikey 5427 CK configuration

HID provides documentation for their readers that describes how to configure KBW mode. See Chapters 2 and 3 in this document.

<https://www.hidglobal.com/documents/omnikey-5x27ck-keyboard-wedge-configuration-user-guide>

Keyboard mode configuration of this reader is complex and requires "boot interface" device

keyboard mode option enabled as well as [ENTER] post keystroke for each supported card type to work properly with our printers.



No extra apps or drivers are needed.

- 1) Enable Keyboard Wedge and Boot Interface

- 2) Configure all card types that are needed and set the Poststroke to [ENTER]

| Data Field | Prestrokes | Key | Key Type | Sector | Block | Offset | Length | Poststrokes |
|------------|--------------------------|-----|----------|--------|-------|--------|--------|-------------|
| CSN | <input type="checkbox"/> | | | | | | | [ENTER] |
| PACS | <input type="checkbox"/> | | | | | | | |

- 3) Configure Card Data Manipulation also for each type:

Card Type: MIFARE Classic

PACS Leading Byte: ☐

Hex Output Case: Lower

| Datafield | Filtering | Format | Reverse | Padding |
|-----------|---|--------|-------------------------------------|--|
| CSN | <input checked="" type="checkbox"/> Char 0 Direction: Leading | HEX | <input checked="" type="checkbox"/> | <input type="checkbox"/> Char 0 Direction: Leading Length: 0 |
| PACS | <input type="checkbox"/> Char 0 Direction: Leading | HEX | <input type="checkbox"/> | <input type="checkbox"/> Char 0 Direction: Leading Length: 0 |

- 4) To disable annoying Beeper go to Card Data Selection and remove content of Card In Event Keystrokes field.

Card Type: MIFARE Classic

Sets the Card Type

Enable MIFARE Classic: ☒

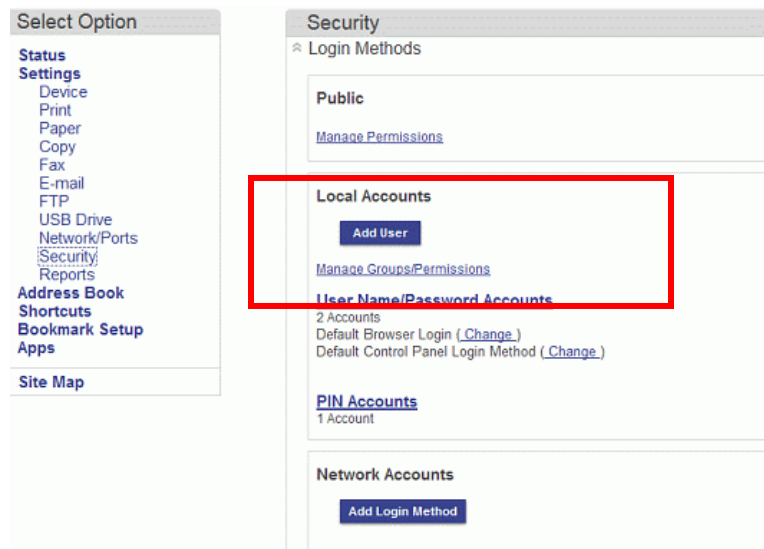
Card In Event Keystrokes: [LED_BUZZ]

| Data Field | Prestrokes | Key | Key Type | Sector | Block | Offset | Length | Poststrokes |
|------------|-------------------------------------|-----|----------|--------|-------|--------|--------|-------------|
| CSN | <input checked="" type="checkbox"/> | | | | | | | [ENTER] |

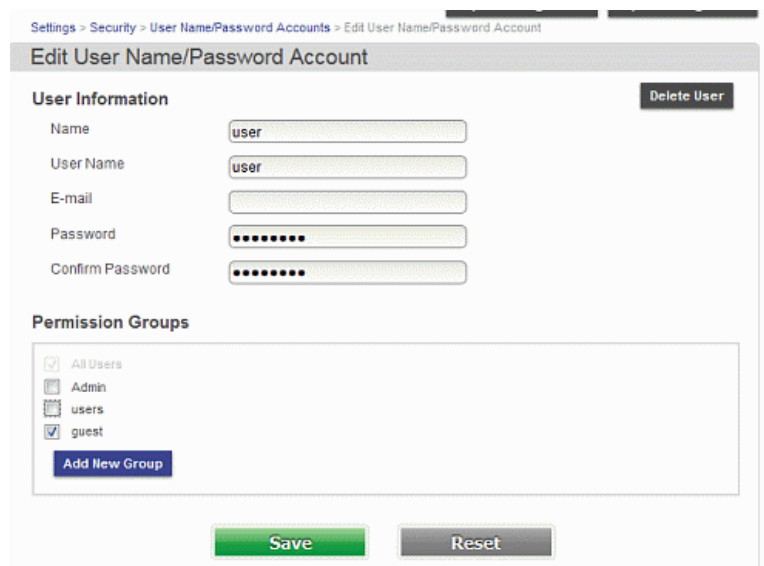
21.2 Toshiba eSF Admin access

In some cases, it may be necessary to locally log in to the device – e.g. for local device administrator.

Therefore, a local user need to be created via the device web interface.



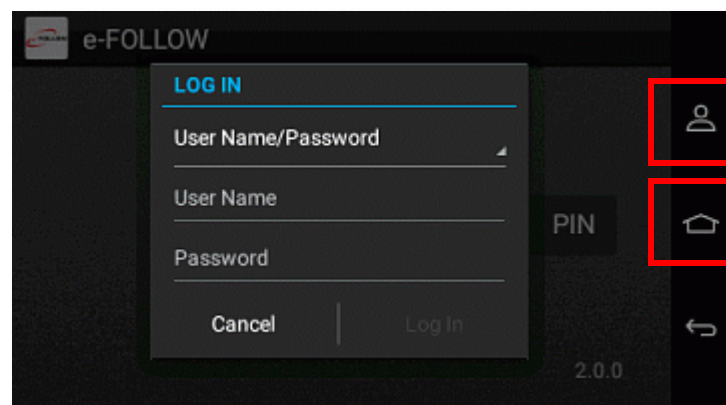
By assigning it to a specific group you can define the permissions and functions the user has access to.



So a local user can be Administrator or 'Guest' being allowed to do BW copies only.

To log in as local user/administrator press the **user icon** and enter the credentials.

If the login was successful press the **home icon** to access the device menu.



22 Appendix A – SQL structure for e-FOLLOW_records table

| | | |
|-----------------------|----------|------------|
| _id | GUID | (not null) |
| type | STRING | (not null) |
| username | STRING | (not null) |
| userfullname | STRING | |
| department | STRING | |
| domainname | STRING | |
| device | STRING | |
| device_type | STRING | |
| sending_host | STRING | |
| doc_name | STRING | |
| job_id | STRING | |
| submission_time | DATETIME | |
| finish_time | DATETIME | |
| workflow_id | STRING | |
| project | STRING | |
| subproject | STRING | |
| cost | INTEGER | |
| has_color | BOOLEAN | |
| accounted | INTEGER | |
| pages | INTEGER | |
| scan_pages | INTEGER | |
| fax_pages | INTEGER | |
| created | DATETIME | |
| Unknown_color_duplex | INTEGER | |
| Unknown_color_simplex | INTEGER | |
| Unknown_bw_duplex | INTEGER | |
| Unknown_bw_simplex | INTEGER | |
| A3_color_duplex | INTEGER | |
| A3_color_simplex | INTEGER | |
| A3_bw_duplex | INTEGER | |
| A3_bw_simplex | INTEGER | |
| A4_color_duplex | INTEGER | |
| A4_color_simplex | INTEGER | |
| A4_bw_duplex | INTEGER | |
| A4_bw_simplex | INTEGER | |
| A5_color_duplex | INTEGER | |
| A5_color_simplex | INTEGER | |
| A5_bw_duplex | INTEGER | |
| A5_bw_simplex | INTEGER | |
| A6_color_duplex | INTEGER | |
| A6_color_simplex | INTEGER | |
| A6_bw_duplex | INTEGER | |
| A6_bw_simplex | INTEGER | |
| B4_color_duplex | INTEGER | |
| B4_color_simplex | INTEGER | |
| B4_bw_duplex | INTEGER | |

| | | |
|-------------------------|----------------|--|
| B4_bw_simplex | INTEGER | |
| B5_color_duplex | INTEGER | |
| B5_color_simplex | INTEGER | |
| B5_bw_duplex | INTEGER | |
| B5_bw_simplex | INTEGER | |
| Postcard_color_duplex | INTEGER | |
| Postcard_color_simplex | INTEGER | |
| Postcard_bw_duplex | INTEGER | |
| Postcard_bw_simplex | INTEGER | |
| Invoice_color_duplex | INTEGER | |
| Invoice_color_simplex | INTEGER | |
| Invoice_bw_duplex | INTEGER | |
| Invoice_bw_simplex | INTEGER | |
| Executive_color_duplex | INTEGER | |
| Executive_color_simplex | INTEGER | |
| Executive_bw_duplex | INTEGER | |
| Executive_bw_simplex | INTEGER | |
| Legal_color_duplex | INTEGER | |
| Legal_color_simplex | INTEGER | |
| Legal_bw_duplex | INTEGER | |
| Legal_bw_simplex | INTEGER | |
| Letter_color_duplex | INTEGER | |
| Letter_color_simplex | INTEGER | |
| Letter_bw_duplex | INTEGER | |
| Letter_bw_simplex | INTEGER | |
| Tabloid_color_duplex | INTEGER | |
| Tabloid_color_simplex | INTEGER | |
| Tabloid_bw_duplex | INTEGER | |
| Tabloid_bw_simplex | INTEGER | |
| AnsiC_color_duplex | INTEGER | |
| AnsiC_color_simplex | INTEGER | |
| AnsiC_bw_duplex | INTEGER | |
| AnsiC_bw_simplex | INTEGER | |
| AnsiD_color_duplex | INTEGER | |
| AnsiD_color_simplex | INTEGER | |
| AnsiD_bw_duplex | INTEGER | |
| AnsiD_bw_simplex | INTEGER | |
| AnsiE_color_duplex | INTEGER | |
| AnsiE_color_simplex | INTEGER | |
| AnsiE_bw_duplex | INTEGER | |
| AnsiE_bw_simplex | INTEGER | |
| model | NVARCHAR(1024) | |
| serial | NVARCHAR(1024) | |
| location | NVARCHAR(1024) | |
| description | NVARCHAR(1024) | |

