

PaperCut MF - Kyocera Embedded Manual

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1 Document revision history

Published date or release	Details of changes made
20.0.0	Document restructure for latest enhanced deployment changes.
19.1.0	Document restructure (to support Embedded Deployment Improvements: remote, bulk deployment)
19.0.0	2 Overview; 3.2 Requirements; 3.2.1 Held print job settings at the device: Device pre-requisites; 3.4 Verify installation and configuration; 5.2.2 Scenario 2: Copying with account selection; 5.2.3 Scenario 3: Print release; 6.4 Print release; 6.8 SNMP; 7.1 Config Editor; 7.7 Integrated scan workflow; 7.9 Version of the print release screens; 8.2 Device's default screen; 9.5 Why are users not permitted to access device functions?
18.3.3	6.1.1 Authentication Methods, 7.1 Config Editor, 7.6 Integrated scan job file settings
18.3.0	2 Overview; 3 Installation; 4 Upgrading to a newer version; 5 Post-install testing; 6 Configuration; 7 Advanced configuration; 8 Known limitations and security; 9 Troubleshooting and frequently asked questions; 10 Supported authentication card readers
18.2.3	7.1 Config Editor; 7.5 Zero Stop; 9 Troubleshooting and frequently asked questions

2 Installation

This section covers the installation of *PaperCut MF – Kyocera (HyPAS)*.

2.1 Supported devices

Ensure that the devices on the network are listed as supported devices on the [PaperCut MF for Kyocera](#) page.

2.2 Compatible devices

Ensure that the supported Kyocera devices on the network are compatible with PaperCut's embedded software solution *PaperCut MF – Kyocera (HyPAS)*:

- they are HyPAS-enabled,
- they have large panels (i.e. 7 inches or larger),
- their Hard Disk Drives (HDD) are manually formatted,
- if they are ECOSYS/FS devices, then they must have a Compact Flash card or SD card installed.

Note: This manual is only relevant to supported and compatible Kyocera devices. For more information on PaperCut's embedded software solutions for other devices and platforms, contact your reseller or Authorized Solution Center. You can find their contact information in your PaperCut MF Admin web interface, on the **About** page.

2.3 System requirements

Ensure that the following system requirements are met:

- The following entities are available:
 - Physical device – administrator and user access, and credentials
 - Device's web interface – administrator access, URL, and credentials
 - PaperCut MF Admin web interface – administrator access, URL, and credentials
- The latest version of PaperCut MF is installed and running on the network. For more information, see the [PaperCut MF manual](#).

Note: The minimum compatible version is PaperCut MF 18.3.0 or above.

- The networking/firewall configuration allows inbound connections to the PaperCut MF Application Server from the devices on the configured ports. For example:
 - 9191 (TCP/HTTP)
 - 9192 (SSL/TLS/HTTPS)
 - 9193 (Binary)

2.4 Setup procedure

To install PaperCut MF (i.e. device registration and integration):

- [2.4.1 Install the PaperCut MF embedded application](#)
- [2.4.2 Enable communication with the PaperCut MF Application Server](#)
 - [2.4.2.1 Remotely configure multiple devices](#)
 - [2.4.2.2 Remotely configure each device](#)
 - [2.4.2.3 Physically configure each device](#)

2.4.1 Install the PaperCut MF embedded application

To install the PaperCut MF embedded application on a device:

1. Copy the **pc-kyocera.pkg** file in to a FAT32 formatted USB drive.
Note: The **pc-kyocera.pkg** can be found in the following location:
`[PaperCut MF Install Location]\providers\hardware\kyocera\pc-kyocera.pkg`
2. Access the physical device.
3. Log in to the device as an administrator.
4. On the device's panel, click **System Menu**.
5. On the System Menu screen, locate and click **Application**.
6. Click **Add**.
7. Insert the USB drive with the **pc-kyocera.pkg** file into the device's USB port.
8. After the PaperCut MF embedded application appears on the list, select its checkbox and click **Install**.
9. Select the PaperCut MF embedded application and click **Activate**.
10. Verify that the Device Setup screen is displayed.
11. Remove the USB drive.
12. Restart the device.
13. Repeat this for each device.

2.4.2 Enable communication with the PaperCut MF Application Server

To enable communication between the PaperCut MF Application Server and the devices that have been installed with the PaperCut MF embedded application:

1. Log in to the PaperCut MF Admin web interface.
2. Navigate to **Options > Advanced**.
3. In the **External Hardware Integration** area, select **Enable external hardware integration (for supported devices only)**.
4. Click **Apply**.
5. Click **Log out**.
6. You can use any one of the following options:
 - [2.4.2.1 Remotely configure multiple devices](#), or
 - [2.4.2.2 Remotely configure each device](#), or
 - [2.4.2.3 Physically configure each device](#)

2.4.2.1 Remotely configure multiple devices

PaperCut MF 19.2.0 introduced a feature to create multiple devices in bulk through a CSV file via server commands. In 20.0.0 we added a way to load this CSV file via the PaperCut MF UI. You can find the feature under: PaperCut MF > Devices > Create multiple devices.

Using this feature increases your operational efficiency by significantly reducing the time taken to add devices to PaperCut MF. From version 20.0, this feature also allows for you to add devices to PaperCut MF before such devices are delivered to their installation site, such devices are added with a "Staged" status. The scenario for "Staged" devices applies when the system admin already knows all the device's attributes prior to its delivery.

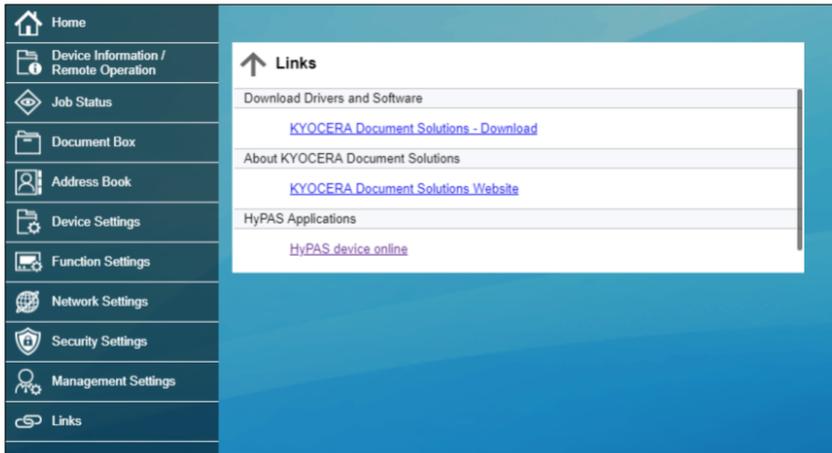
Note: Kyocera devices can be added as “Staged” at any time, however in order for them to be deployed (go live), it is a prerequisite that PaperCut MF is installed on the Kyocera device as per instructions on the [Enhanced Deployment Project](#) web page.

2.4.2.2 Remotely configure each device

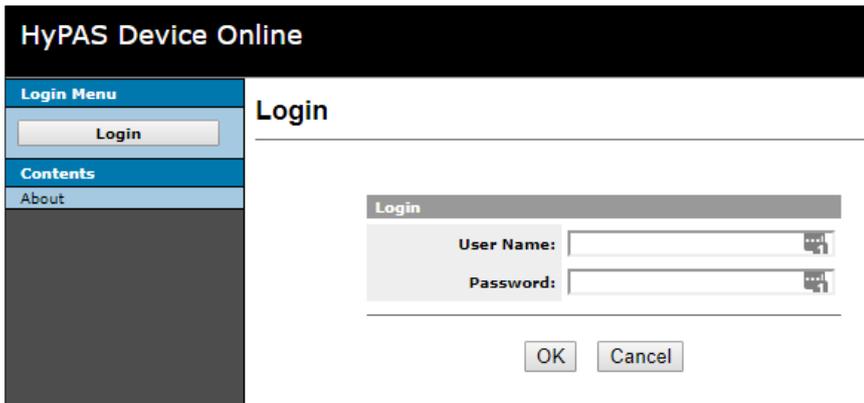
This option minimizes human errors but does not improve your operational efficiency.

To remotely configure a device to communicate with the PaperCut MF Application Server:

1. Log in to the device’s web interface as an administrator.
2. Navigate to **Links > HyPAS device online**.



3. Enter the administrator credentials (username and password) used for the device’s web interface.



4. In the PaperCut MF embedded application, click **Settings**.
5. Enter the administrator credentials (username and password) used for the device’s web interface.



6. On the Device Setup screen, enter the required details of the PaperCut MF Application Server:

- **Device name** — The unique name for the device that is used when registering the device on the PaperCut MF Admin web interface.
- **Server IP/host** — The IP or network address of the PaperCut MF Application Server.
- **Server port (binary)** — The HTTPS/ SSL port used to communicate with the PaperCut MF Application Server (see [2.3 System requirements](#)).

Note:

- Ensure HTTPS/ SSL is enabled on the device.
- If device is unable to communicate via this HTTPS/SSL port, then the device attempts to communicate with the PaperCut MF Application Server via the fallback HTTP port specified in the **Server port (HTTP)** field.

- **Server port (HTTP)** — The fallback HTTP port used to communicate with the PaperCut MF Application Server (see [2.3 System requirements](#)).

Note: If device is unable to communicate via the HTTPS/SSL port specified in the **Server port (binary)** field, then the device attempts to communicate with the PaperCut MF Application Server via this fallback HTTP port.

- **Locale override (optional)** — Specify the default language of the device, if it is different to the language of the locale in which the device is installed. The accepted values are: xx (language), xx_XX (language_region). For example, ja (Japanese), en_US (English_United States of America).

Note:

- This value does not change the device’s currency and paper size values to correspond to the geographical locale of value. For example, if the device is installed in Canada, and this field’s value is fr (French), the device’s currency does not change to Euros. It remains Canadian Dollar.
- If this is not configured, then the device’s default language is as per the device’s factory setting (via the device’s web interface’s **Device Settings > System > General > Language**):

7. Click **Apply**.

Note: If the device is configured to communicate with the PaperCut MF Application Server via an HTTPS/ SSL Port, then the device prompts you to accept the PaperCut MF Application Server's certificate. For more information, see the [PaperCut MF manual, Where is the "Fingerprint" of my Server?](#)

2.4.2.3 Physically configure each device

This is the least recommended option, because it neither improves your operational efficiency nor does it minimize human errors.

To physically configure a device to communicate with the PaperCut MF Application Server:

1. Access the physical device.
2. Log in to the device as an administrator.
3. On the Device Setup screen, enter the required details of the PaperCut MF Application Server:

Required		Advanced	
Device name	kyo1	Server port (binary)	9192
Server IP/host	10.100.67.102	Server port (HTTP)	9191
		Locale override (optional)	

- **Device name** — The unique name for the device that is used when registering the device on the PaperCut MF Admin web interface.
- **Server IP/host** — The IP or network address of the PaperCut MF Application Server.
- **Server port (binary)** — The HTTPS/ SSL port used to communicate with the PaperCut MF Application Server (see [2.3 System requirements](#)).

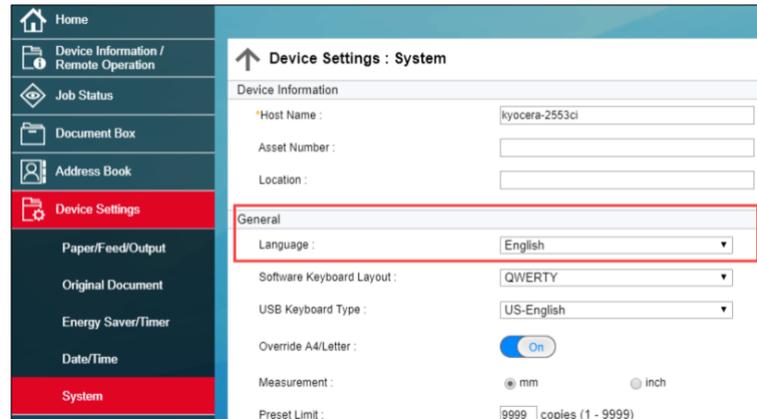
Note:

- Ensure HTTPS/ SSL is enabled on the device.
 - If device is unable to communicate via this HTTPS/SSL port, then the device attempts to communicate with the PaperCut MF Application Server via the fallback HTTP port specified in the **Server port (HTTP)** field.
 - **Server port (HTTP)** — The fallback HTTP port used to communicate with the PaperCut MF Application Server (see [2.3 System requirements](#)).
- Note:** If device is unable to communicate via the HTTPS/SSL port specified in the **Server port (binary)** field, then the device attempts to communicate with the PaperCut MF Application Server via this fallback HTTP port.
- **Locale override (optional)** — Specify the default language of the device, if it is different to the language of the locale in which the device is installed. The accepted values are: xx (language), xx_XX (language_region). For example, ja (Japanese), en_US (English_United States of America).

Note:

- This value does not change the device's currency and paper size values to correspond to the geographical locale of value. For example, if the device is installed in Canada, and this field's value is fr (French), the device's currency does not change to Euros. It remains Canadian Dollar.

- If this is not configured, then the device's default language is as per the device's factory setting (via the device's web interface's **Device Settings > System > General > Language**):



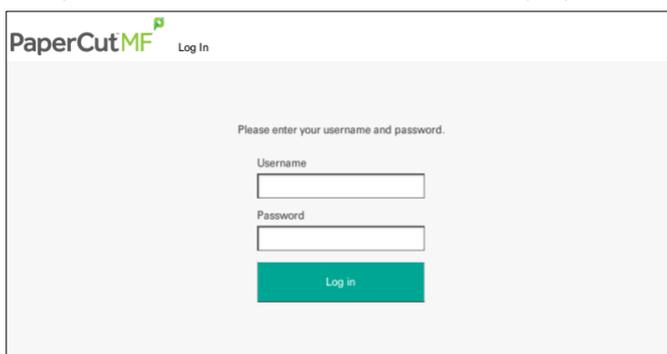
4. Click **Apply**.

Note: If the device is configured to communicate with the PaperCut MF Application Server via an HTTPS/ SSL Port, then the device prompts you to accept the PaperCut MF Application Server's certificate. For more information, see the [PaperCut MF manual](#), [Where is the "Fingerprint" of my Server?](#)

2.4.3 Verify PaperCut MF installation

To verify that PaperCut MF is successfully installed (i.e. device registration and integration) on the required devices:

1. Log in to the PaperCut MF Admin web interface.
2. Navigate to **Devices**.
3. Verify that the required devices are listed without any errors in the **Status** column.
Note: If the **Status** column displays errors, see [6.3 Device Status "Connecting to server..."](#)
4. Click **Log out**.
5. Access the physical device.
6. Verify that the first screen on the device displays the PaperCut MF Login screen:



7. Log in to the device as an administrator.
8. On the device's panel, click **System Menu**.
9. On the System Menu screen, navigate to **Common > Default Application**.
10. Select the installed PaperCut MF embedded application.

3 Post-install testing

After PaperCut MF is installed on the device (i.e. device registration and integration is completed), it is recommended that you test some common usage scenarios. This is important for two reasons:

- To ensure that PaperCut MF works as expected.
- To familiarize yourself with the features and functionality of PaperCut MF.

This section covers the following post-install testing scenarios for *PaperCut MF – Kyocera (HyPAS)*.

- [3.2 Simple printing and copying](#)
- [3.3 Advanced copying](#)

3.1 Test preparation: create test users

To execute the post-install testing scenarios, ensure at least two test users are created:

- **Simple test user** – A user who performs simple printing and copying.
- **Advanced test user** – A user who performs advanced copying.

To create test users:

1. Log in to the PaperCut MF Admin web interface.
2. Navigate to **Options > User/Group Sync**.
3. In **Internal User Options**, select **Enable internal users**.
4. Click **Apply**.

Internal User Options
Provides management of user accounts in addition to those in the configured source.
[More Information...](#)

Enable internal users

Access control
Only admins can create users

Prefix usernames with: (optional)
guest-

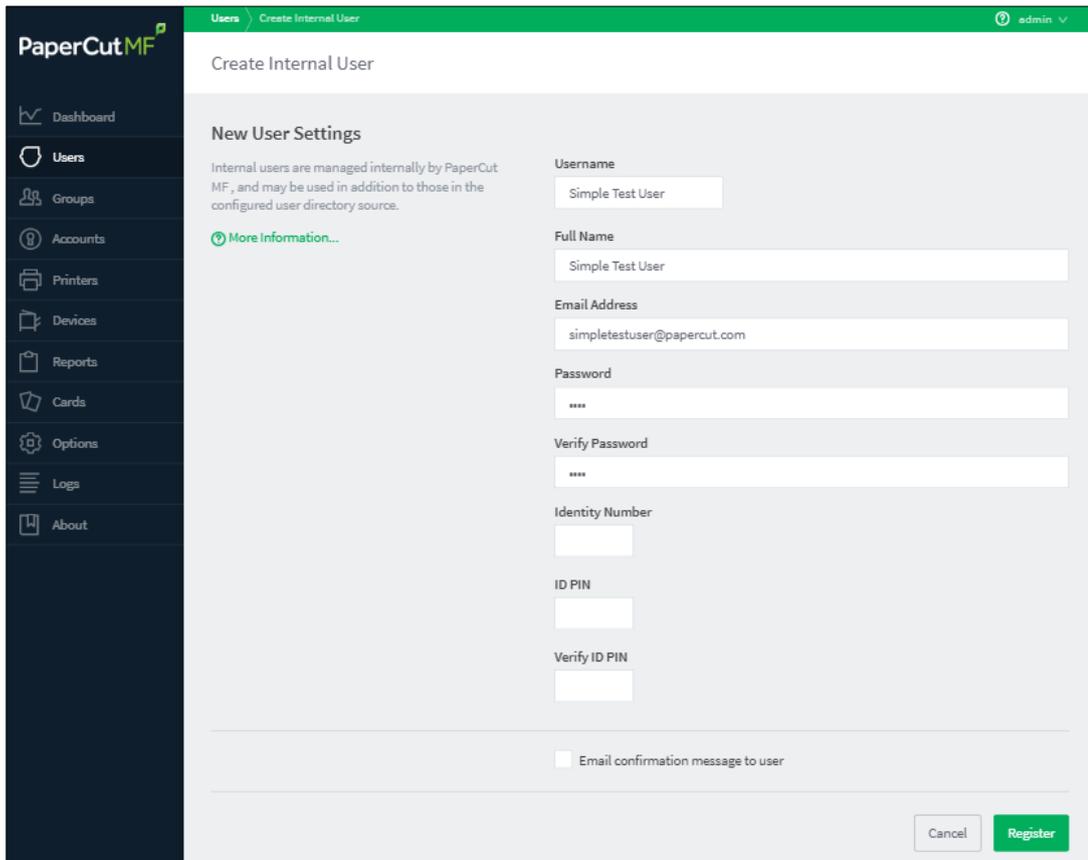
Confirmation message
Thank you for registering. Your details are:
Full Name: %full_name%
Username: %username%
Password: %password%
Identity Number: %id_num%

Also email confirmation message to user

Apply

5. Navigate to **Users**.
6. Click **Create internal user...**

7. Enter the required details for the test users as required (simple test user, advanced test user):



The screenshot shows the 'Create Internal User' page in the PaperCut MF Admin interface. The page has a dark sidebar on the left with navigation options: Dashboard, Users, Groups, Accounts, Printers, Devices, Reports, Cards, Options, Logs, and About. The main content area is titled 'Create Internal User' and contains a 'New User Settings' section. Below this section is a brief explanation of internal users and a link for 'More Information...'. The form fields are as follows:

- Username: Simple Test User
- Full Name: Simple Test User
- Email Address: simpletestuser@papercut.com
- Password: ****
- Verify Password: ****
- Identity Number: [Empty field]
- ID PIN: [Empty field]
- Verify ID PIN: [Empty field]

At the bottom of the form, there is a checkbox labeled 'Email confirmation message to user' which is currently unchecked. The 'Register' button is highlighted in green, and a 'Cancel' button is also visible.

8. Click **Register**.

3.2 Simple printing and copying

3.2.1 Test preparation: configure simple test user

To test the simple test scenarios, ensure at least one simple test user is created. For more information, see [3.1 Test preparation: create test users](#). Once created, ensure the simple test user is configured.

To configure the simple test user:

1. Log in to the PaperCut MF Admin web interface.
2. Navigate to **Users**.
3. From the **User List**, select the simple test user.

- In the **Account Details** area, set the **Balance** to **\$50.00** and select **Restricted**:

Account Details

To set the user's balance enter the value here. To adjust the amount, select the 'adjust' link. Making the user 'restricted' means that they will not be able to print when their account has no credit.

Balance

\$50.00 (adjust)

Restricted

Overdraft

Use default overdraft (\$0.00) ▾

- In the **Account Selection** area's **Print account selection**, select **Automatically charge to personal account**:

Account Selection

Account selection can be used to allow the user to select what account is charged, or even to confirm print jobs before they are sent to the printer. These options require running the user client tool on workstations.

Print account selection

Automatically charge to personal account ▾

- Click **Apply**.

3.2.2 Simple printing

Simple printing does not involve providing the simple test user with a choice of accounts to choose from. Printing is charged to the simple test user's default My Personal Account.

To test simple printing, ensure the following test preparation requirements are met:

- Simple test user** - A simple test user is created and configured. For more information, see [3.1 Test preparation: create test users](#) and [3.2.1 Test preparation: configure simple test user](#).
- Printer queue settings** - The printer queue's Hold/Release Queue Settings are configured. For more information, see the [PaperCut MF manual](#).

To configure the printer queue's Hold/Release Queue Settings:

- Log in to the PaperCut MF Admin web interface.
- Navigate to **Printers**.
- Select the Printer that is applicable to the device being tested.
- In the **Hold/Release Queue Settings** area, select the **Enable hold/release queue**.

Hold/Release Queue Settings

Hold/release queues cause print jobs to enter a holding state until released by a user or administrator.

Enable hold/release queue

Release mode

User release ▾

[More Information...](#)

- Click **Apply**.

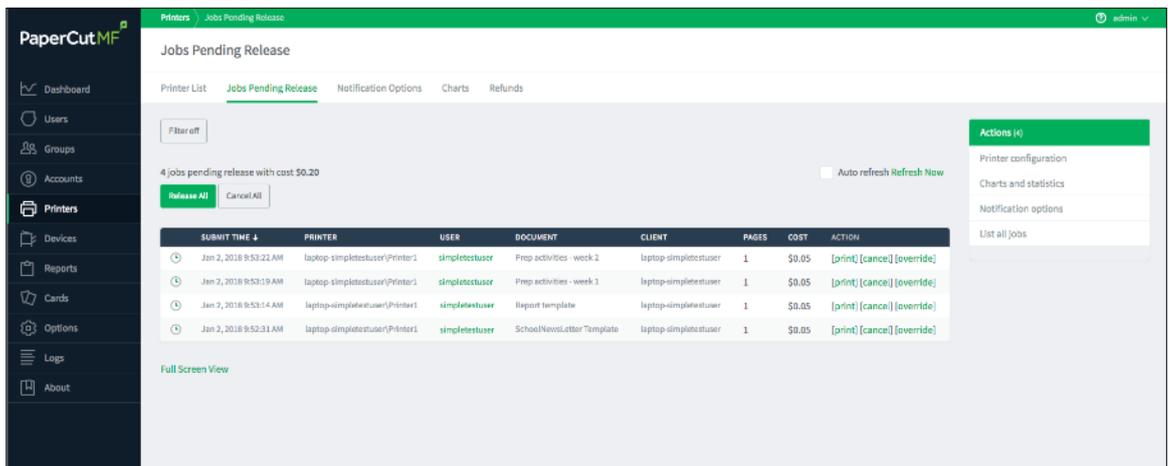
Print jobs to this printer queue are held until released by a user.

- Device functions** – Printing is enabled. To enable printing:
 - Log in to the PaperCut MF Admin web interface.
 - Navigate to **Devices**.
 - Select the required device being tested.

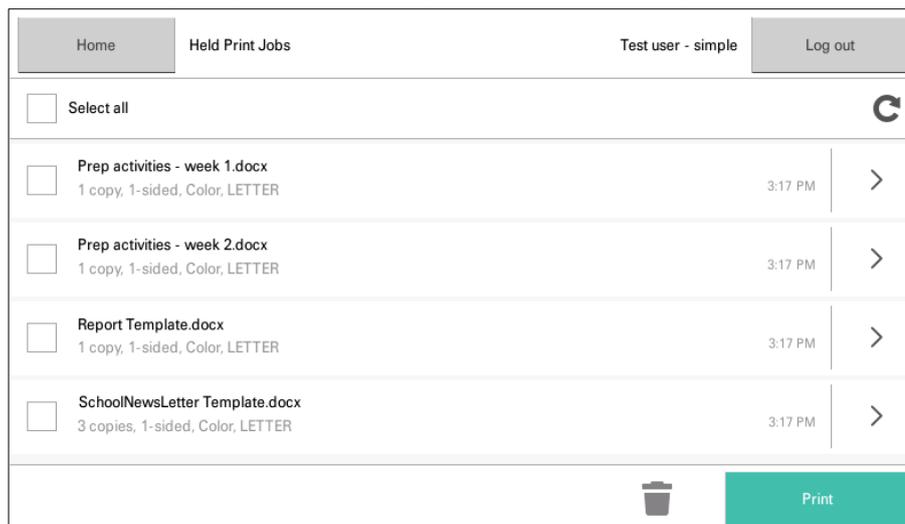
4. In the **Print Release** area, select **Enable print release**.
5. In the **This device will display jobs for release from the selected source queues**, select at least one source queue for print release that corresponds to this device's configured printer queue.
6. Click **Apply**.
7. Verify that the **Devices > External Device List** displays the device with **Print Release** in the **Function** column.

To test simple printing:

1. Log in to a computer as the simple test user.
2. Print a few jobs to the source queue that was selected in the **Devices > External Device List > Device Details > Print Release > Enable print release** area of the device being tested.
3. Log in to the PaperCut MF Admin web interface.
4. Navigate to **Printers > Jobs Pending Release**.
5. Verify that the print jobs for the simple test user are being held and listed:



6. Log out of the PaperCut MF Admin web interface.
7. Log in to the device as the simple test user.
8. Verify that the print jobs for the simple test user are being held and listed:



9. To release one or many held print jobs at once, select all the required held print jobs and click **Print**.

- To delete one or many held print jobs at once, select all the required held print jobs and click the **Bin** icon.
- To view and take actions on a single held print job, click the chevron:



Details of the held print job are displayed:

< Back
Print Job Details
Test user - simple
Log out

Prep activities - week 1.docx

Time	3:09 PM	Copies	1
User	testusersimple	Duplex mode	2-sided
Pages	1	Color mode	Grayscale
Account	My Personal Account	Page size	A4
Balance	\$49.80	Cost	\$0.10

Print

- Log out of the device.
- Log in to the PaperCut MF Admin web interface.
- Navigate to **Logs**.
- After printing is completed, verify that **Job Log** page displays the test user’s name, simple test user, in the **User** column and the **Charged To** column:

DATE	USER	CHARGED TO	PRINTER	PAGES	COST	DOCUMENT NAME	ATTRIBS	STATUS
Jan 3, 2018 11:27:15 AM	simpletestuser	simpletestuser	device/Library-5	1 (Color: 0)	\$0.05	Prep activities - week 1	A4 (ISO_A4) Duplex: No Grayscale: Yes 38 KB laptop-simpletestuser PostScript	Printed refund edit

- Log out of the PaperCut MF Admin web interface.

3.2.3 Simple copying

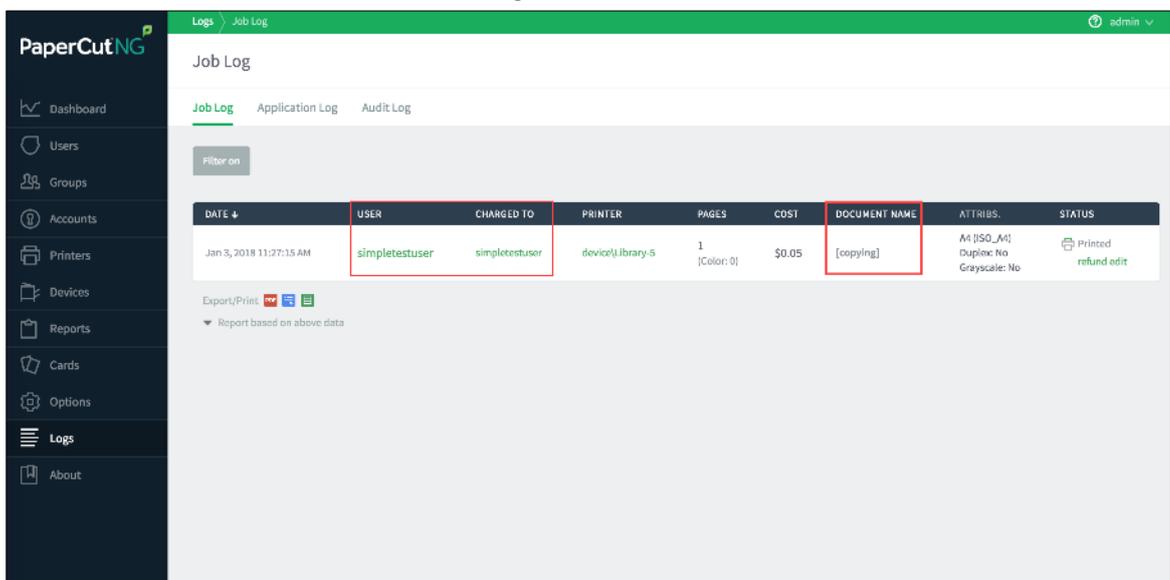
Simple copying does not involve providing the simple test user with a choice of accounts to choose from. Copying is charged to the simple test user’s default My Personal Account.

To test simple copying, ensure the following test preparation requirements are met:

- **Simple test user** - A simple test user is created and configured. For more information, see [3.1 Test preparation: create test users](#) and [3.2.1 Test preparation: configure simple test user](#).
- **Device functions** – Copying is enabled. To enable copying:
 1. Log in to the PaperCut MF Admin web interface.
 2. Navigate to **Devices**.
 3. Select the required device being tested.
 4. In the **External Device Settings > Tracking** area, select **Track & control copying**.
 5. Click **Apply**.
 6. Verify that the **Devices > External Device List** displays the device with **Copier** in the **Function** column.

To test simple copying:

1. Log in to the device as the simple test user.
2. Verify that the PaperCut MF Account Confirmation screen does not provide the simple test user with a choice of accounts to choose from, and charges copying to the simple test user's default My Personal Account.
3. Click **Access Device**.
4. Select **Copy**.
5. Complete copying by following the device's workflow.
6. Log out of the device.
7. Log in to the PaperCut MF Admin web interface.
8. Navigate to **Logs**.
9. After copying is completed, verify that **Job Log** page displays the test user's name, simple test user, in the **User** column and the **Charged To** column:



The screenshot shows the PaperCutNG Job Log page. The page has a dark sidebar on the left with navigation options: Dashboard, Users, Groups, Accounts, Printers, Devices, Reports, Cards, Options, Logs, and About. The main content area is titled 'Job Log' and has tabs for 'Job Log', 'Application Log', and 'Audit Log'. Below the tabs is a 'Filter on' button. A table displays the job log entries. The table has columns: DATE, USER, CHARGED TO, PRINTER, PAGES, COST, DOCUMENT NAME, ATTRIBS, and STATUS. A single entry is shown for 'Jan 3, 2018 11:27:15 AM' with the following details: USER: simpletestuser, CHARGED TO: simpletestuser, PRINTER: device\library-5, PAGES: 1 [Color: 0], COST: \$0.05, DOCUMENT NAME: [copying], ATTRIBS: A4 [ISO_A4], Duplex: No, Grayscale: No, and STATUS: Printed (with a 'refund edit' link).

DATE	USER	CHARGED TO	PRINTER	PAGES	COST	DOCUMENT NAME	ATTRIBS	STATUS
Jan 3, 2018 11:27:15 AM	simpletestuser	simpletestuser	device\library-5	1 [Color: 0]	\$0.05	[copying]	A4 [ISO_A4] Duplex: No Grayscale: No	Printed refund edit

10. Log out of the PaperCut MF Admin web interface.

3.3 Advanced copying

Advanced copying involves providing the advanced test user with a choice of accounts to choose from. Copying is charged to the account that is selected by the advanced test user.

To test advanced copying, ensure the following test preparation requirements are met:

- **Advanced test user** – An advanced test user must be created. For more information, see [3.1 Test preparation: create test users](#).

Once created, the advanced test user must be configured.

To configure the advanced test user:

1. Log in to the PaperCut MF Admin web interface.
2. Navigate to **Users**.
3. From the **User List**, select the advanced test user.
4. In the **Account Details** area, set the **Balance** to **\$50.00** and select **Restricted**:

Account Details

To set the user's balance enter the value here. To adjust the amount, select the 'adjust' link. Making the user 'restricted' means that they will not be able to print when their account has no credit.

Balance
\$50.00 (adjust)

Restricted

Overdraft
Use default overdraft (\$0.00) ▾

5. In the **Account Selection** area's **Print account selection**, select **Show standard account selection** and select the required options:

Account Selection

Account selection can be used to allow the user to select which account is charged. However, some options may require the user to run the User Client. [More Information...](#)

Print account selection
Show standard account selection ▾

⚠ This setting may require the user to run the User Client. [More Information...](#)

Allow user to:

Charge to their personal account

Select shared accounts from a list

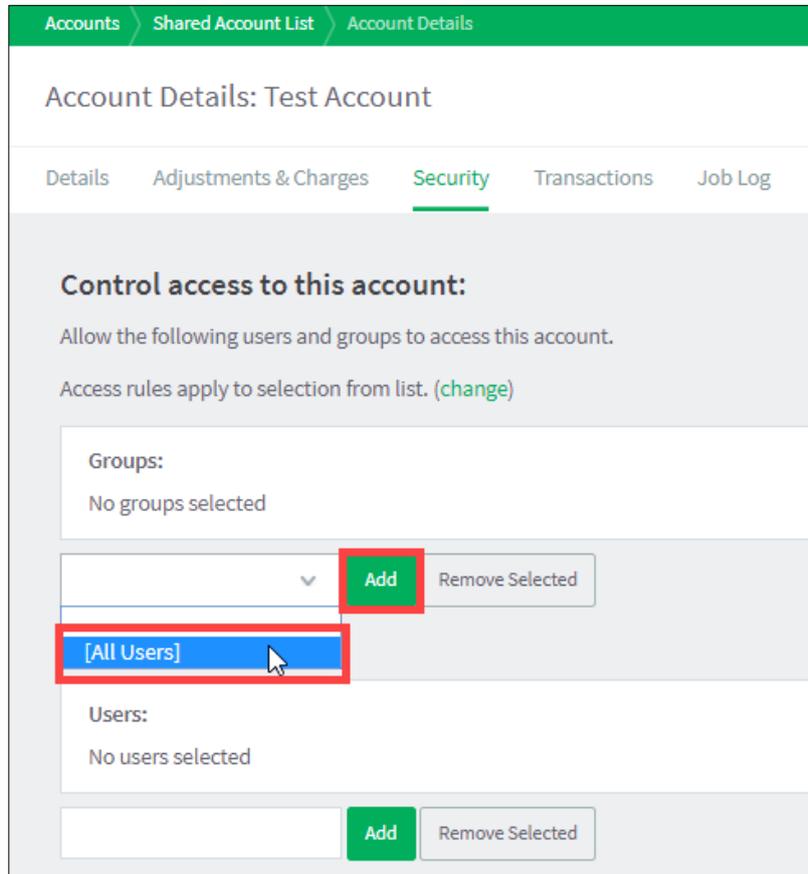
Select shared accounts using a PIN/code

Print as another user

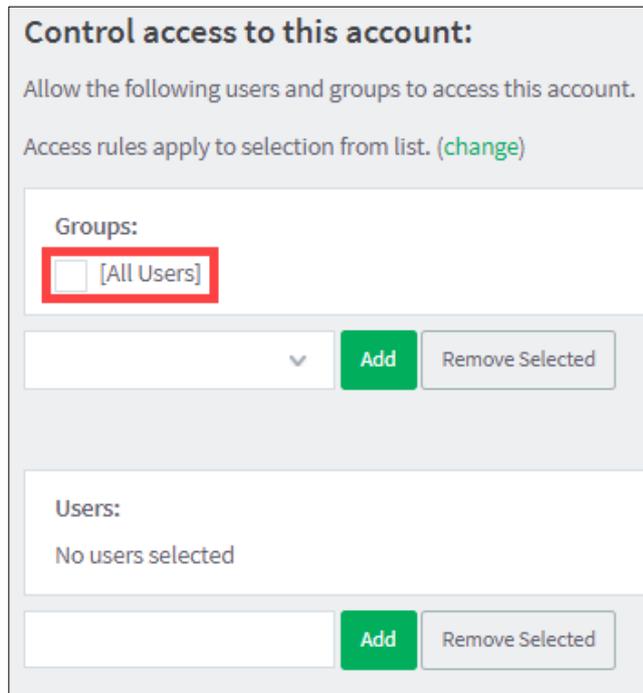
6. Click **Apply**.

- **Device functions** – Copying is enabled. To enable copying:
 1. Log in to the PaperCut MF Admin web interface.
 2. Navigate to **Devices**.
 3. Select the required device being tested.
 4. In the **External Device Settings > Tracking** area, select **Track & control copying**.
 5. Click **Apply**.
 6. Verify that the **Devices > External Device List** displays the device with **Copier** in the **Function** column.
- **Advanced account** – A test account is created. To create a test account:
 1. Log in to the PaperCut MF Admin web interface.
 2. Navigate to **Accounts**.
 3. Click **Create a new account....**
 4. In the **Details & Balance** area's field **Account Name**, enter the name of the test account (test account).
 5. Click **Apply**.
 6. Verify that the **Accounts > Shared Account List** page displays the test account created.
 7. Click the test account.

8. Navigate to **Security**.
9. In the **Control access to this account > Groups** area, select **[All Users]**; then click **Add**:

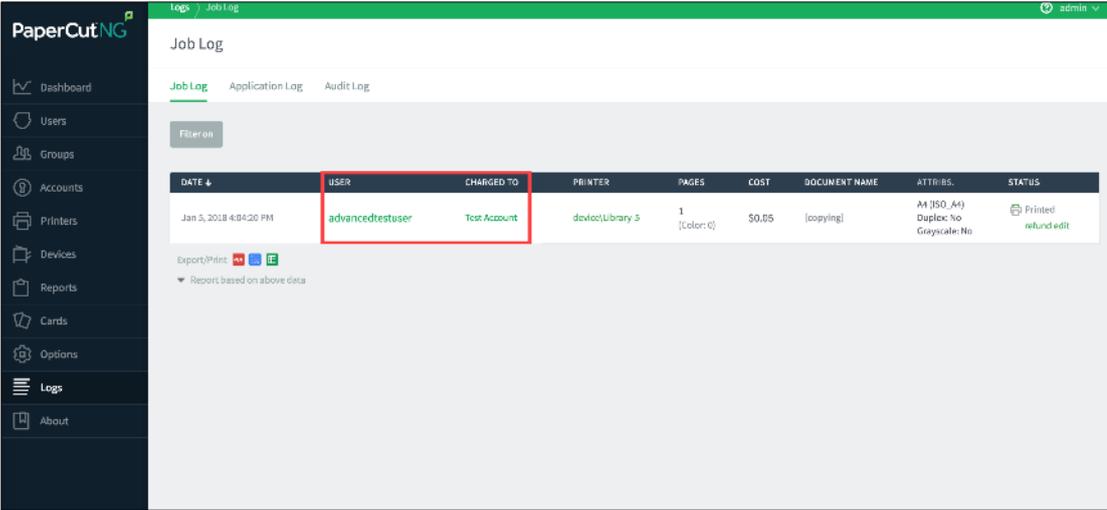


10. Verify that the **Control access to this account > Groups** area displays **[All Users]**:



To test advanced copying:

1. Log in to the device as the advanced test user.
2. Verify that the advanced test user is provided with a choice of accounts to choose from.
3. Select the required account, test account.
4. Continue copying by following the device's workflow.
5. Copying is charged to the account selected by the advanced test user, test account.
6. Log out of the device.
7. Log in to the PaperCut MF Admin web interface.
8. Navigate to **Logs**.
9. After copying is completed, verify that **Job Log** page displays the test user's name, advanced test user, in the **User** column and the selected account's name, test account, in the **Charged To** column:



The screenshot displays the PaperCut MF Admin web interface, specifically the Job Log page. The interface includes a sidebar with navigation options such as Dashboard, Users, Groups, Accounts, Printers, Devices, Reports, Cards, Options, Logs, and About. The main content area shows the Job Log table with the following data:

DATE	USER	CHARGED TO	PRINTER	PAGES	COST	DOCUMENT NAME	ATTRIBS	STATUS
Jan 5, 2018 4:04:20 PM	advancedtestuser	Test Account	device/Library 5	1 (Color: 0)	\$0.05	[copying]	A4 (ISO_A4) Duplex: No Grayscale: No	Printed refund edit

10. Log out of the PaperCut MF Admin web interface.

4 Configuration

PaperCut MF is installed on the device with default settings, which are reasonable for most environments. However, these settings can be further tweaked to suit your environment.

This section covers the configuration changes that can be made to the default settings of *PaperCut MF – Kyocera (HyPAS)*.

4.1 Additional network security

By default, the PaperCut MF Application Server allows device connections from any network address. However, communication between the PaperCut MF Application Server and the device can be further restricted to a set range of network addresses. This provides an additional level of security and ensures that only approved devices are connected to the PaperCut MF Application Server.

To restrict communication between the PaperCut MF Application Server and the device to a subset of IP addresses or subnets:

1. Log in to the PaperCut MF Admin web interface.
2. Navigate to **Options > Advanced**.
3. In the **Security** area's field **Allowed device IP addresses**, enter a comma-separated list of device IP addresses or subnets (<ip-address1 or subnet-mask1>, <ip-address2 or subnet-mask2>).
4. Click **Apply**.

4.2 User authentication options

PaperCut MF provides you with several authentication options to authenticate users when logging in to PaperCut MF on the device.

To configure the device's user authentication:

1. Log in to the PaperCut MF Admin web interface.
2. Navigate to **Devices**.
3. Select the required device.

The available authenticate options are in the **Device Details** page's **External Device Settings** area:

Access methods

User authentication

Username and password

Identity number

Swipe card

Guest access

Allow guest/anonymous access

Note: You may use any one or a combination of all the available authentication options, including the guest and anonymous access authentication options.

The available user authentication options are:

User authentication option	Description
Username and password	<p>This is the default authentication option.</p> <p>With this option, users use their domain/network username and password.</p>
Identity number	<p>With this option, users use their ID number. For more information, see the PaperCut MF manual.</p> <ul style="list-style-type: none">• Require PIN: With this option, users use their id number and the PIN associated with the id number. Note: Users can use an id number with or without a pre-set and associated PIN. If using an id number without a pre-set and associated PIN, users are prompted to set a valid PIN to associate with the id number.
Swipe card	<p>With this option, users use their registered swipe card (e.g. magnetic strip, smart card, RFID). For more information, see the PaperCut MF manual.</p> <p>Note: If you select this option, then see 4.3 User authentication via swipe cards.</p> <ul style="list-style-type: none">• Require PIN: With this option, users use their registered swipe card and the PIN associated with the card. Note: Users can use a swipe card with or without a pre-set and associated PIN. If using a swipe card without a pre-set and associated PIN, users are prompted to set a valid PIN to associate with the swipe card.• Enable self-association with existing user accounts: With this option, users can use a registered swipe card or a new, unregistered swipe card. If using new, unregistered swipe cards, users are prompted to complete card self-association using their username and password (i.e. associating a new unregistered card with a required, valid user account). After card self-association is completed, subsequent use of the registered swipe card does not require users to enter their credentials. You may use the config keys: ext-device.card-self-association.use-secondary-card-number, ext-device-msg.card-association and ext-device.self-association-allowed-card-regex. For more information, see 4.9 Config Editor.
Allow guest/anonymous access	<p>With this option, you may choose to activate guest or anonymous access, enabling users to be authenticated as guest or anonymous users, as per the user specified in the Inherit settings from user field.</p>

- **Inherit settings from user:** Enter the username of the PaperCut MF user's profile that is used while authenticating users as guest or anonymous users on the device.
- **Guest access** - Selecting the **Allow guest/anonymous access** authentication option *and also* selecting one or more of the other authentication options (Username and password, Identity number, Swipe card), activates **Guest access**. With this option:
 - A **Guest** button, which may be customized, is displayed on the PaperCut MF Login screen on the device, together with the other authentication options selected.
Note: To customize the text of the **Guest** button that appears on the PaperCut MF Login screen, use the config key **ext-device.kyocera-mita.guest-access.label**. For more information, see [4.9 Config Editor](#).
 - A user clicking this **Guest** button is authenticated as a guest user, as per the user specified in the **Inherit settings from user** field.
- **Anonymous access** - Only selecting the **Allow guest/anonymous access** authentication option *without* selecting any other authentication option, activates **Anonymous access**. With this option:
 - A user is authenticated as an anonymous user, as per the user specified in the **Inherit settings from user** field.
 - This anonymous user can view held print jobs belonging to all users.

4.3 User authentication via swipe cards

If the **Swipe card** authentication option is selected (see [4.2 User authentication options](#), [4.3.2 Handling card identifiers](#)), then:

1. Ensure that Kyocera Card Authentication Kit is installed and configured as required.
2. Ensure the card reader is a supported card reader (see [2.1 Supported devices](#)).
3. You may use the config key **ext-device.kyocera-mita.swipe-to-logout** to allow users to use their swipe cards to log out. For more information, see [4.9 Config Editor](#)

4.3.1 Supported card readers

PaperCut MF – Kyocera (HyPAS) supports the following configured and compatible card readers:

- RF IDEas (USB) using RDR-6081AKU and MS3-00M1AKU
- Elatec (USB) using TWN3 Mifare USB

- SCM (USB) using SCL010 and SCL011

4.3.2 Handling card identifiers

By default, PaperCut MF handles each card's unique identifier using the following pre-configured option:

- Cards whose identifiers consist of a number followed by special character and a checksum, are modified to include only the number (the special character and everything after it is ignored). This extracted, shortened identifier is used to identify the card and the corresponding user within PaperCut MF. For example, a card with the unique identifier 5235092385=8 is modified to 5235092385.

You can also tweak the way PaperCut MF handles each card's identifier by using any of the following options:

- Using utility or configuration tools directly on the card reader's hardware.
 - Using third party applications to decrypt card identifiers. For more information, contact your Reseller or Authorized Solution Center.
 - Using the following options within PaperCut MF:
 - Regular expression filters
 - Converters (standard format converters and custom JavaScript converters)
- Note:** If you use both an expression *and* a converter, then the card's identifier is handled first by the expression and then further by the converter

Verify the results of the expressions, convertors, or both applied using the PaperCut MF Admin web interface's **Application Log**.

4.3.2.1 Regular expression filters

To extract card identifiers using regular expression filters, use the config keys **ext-device.self-association-allowed-card-regex** and **ext-device.card-no-regex**. For more information, see [4.9 Config Editor](#).

Some regular expression filters include:

Expression	Description	Example
<code>(.{10})</code>	Extract the first 10 characters	AST%123456789 is modified to AST%123456
<code>(\d{5})</code>	Extract the first 5 numbers	AST%123456789 is modified to 12345
<code>\d*=(\d*)=\d*</code>	Extract only the numbers between the 2 special characters	123453=292929=1221 is modified to 1234532929291221

For more information, see www.regular-expressions.info.

4.3.2.2 Standard format converters

To modify card identifiers using standard format converters, use the config key **ext-device.card-no-converter**. For more information, see [4.9 Config Editor](#).

Some examples of standard format converters are:

Converter	Description	Example
hex2dec	Convert a hexadecimal (base 16) encoded card identifier to the decimal format. Note: Hexadecimal numbers usually contain 0-9 and A-F.	946EBD28 is modified to 2490285352
dec2hex	Convert a decimal encoded card identifier to the hexadecimal format.	2490285352 is modified to 946EBD28
ascii-enc	Unpack an ASCII encoded card identifier to its encoded ASCII number.	3934364542443238 is modified to its ASCII code 946EBD28.
ascii-enc hex2dec	First unpack an ASCII encoded card identifier to its encoded ASCII number. Then convert it to the decimal format. Note: Use a delimiting pipe () to chain or pipeline converters.	

4.3.2.3 Custom JavaScript converters

To use a custom JavaScript converter:

1. Create a JavaScript file. For example:
[install-path]/server/custom/card.js
2. Define a single JavaScript function in this file called **convert**. It must accept and return a single string. For example:

```
function convert(cardNumber) {  
    return cardNumber.substring(3,10).toLowerCase();  
}
```
3. Include a converter in the form: **javascript:custom/card.js**
4. Optionally, include a JavaScript script in the pipeline. For example:
ascii-enc|hex2dec|javascript:custom/card.js
5. Verify the JavaScript converter from the following log:
[install-path]/server/log/server.log
6. Use the config key **ext-device.card-no-converter** to modify card identifiers using custom JavaScript converters. For more information, see [4.9 Config Editor](#).

4.4 SNMP

PaperCut MF uses SNMP to:

- [block the release of jobs to the device when it is in error](#), and

- [retrieve the device's printer toner levels](#).

By default, PaperCut MF uses SNMPv1/v2c to perform these actions. You can, however, select to use SMPv3 for better security and encryption.

For more information about SNMP, see the [PaperCut MF manual](#).

To configure PaperCut MF to use SNMP:

1. Log in to the PaperCut MF Admin web interface.
2. Navigate to **Devices**.
3. Select the device.
4. In the **External Device Settings**, to enable PaperCut MF to use:
 - SNMPv1/v2c, ensure the **Use SNMPv3 for Toner Retrieval and Device Error Monitoring** checkbox is not selected (default).
 - SNMPv3, select the **Use SNMPv3 for Toner Retrieval and Device Error Monitoring** checkbox; and enter the following fields:
 - **Context name** – Enter **GWNCs**.
 - **Username, Privacy password, Authentication password** - If these values are available at the device's web interface, then use the same values. If not, leave them blank or enter your own value.
 - **Authentication protocol** – Select either **MD5** or **SHA**.
 - **Privacy protocol** – Select either **DES** or **AES**.
5. Click **Apply**.

4.5 Secure print release

Secure Print Release causes all print jobs to be held at the device until a user releases the job. If the device is configured with Secure Print Release, then when releasing held print jobs, users can select the following:

- [the account](#)
- [the job attributes](#)

To configure Secure Print Release:

1. Log in to the PaperCut MF Admin web interface.
2. Navigate to **Devices**.
3. Select the required device.
4. In the **Print Release** area, select **Enable print release**.
5. In the **This device will display jobs for release from the selected source queues**, select the required Hold/Release queue. For more information, see the [PaperCut MF manual](#).

4.5.1 User selection of an account

Note: This is only applicable to supported and compatible devices that:

- are running the NetFront 4 or WebKit device browser.
- use the new print release screens (the config key **ext-device.kyocera-mita.ui.use-legacy** is set to **N**). For more information, see [4.9 Config Editor](#).

All print jobs must be allocated to an account before they can be released (printed). This account can be either:

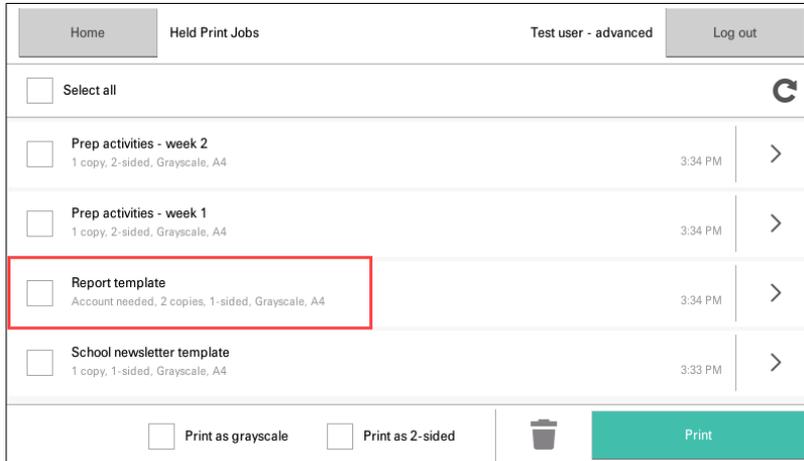
- a user's personal account, or

- a shared account for cost center, faculty, or client billing purposes.

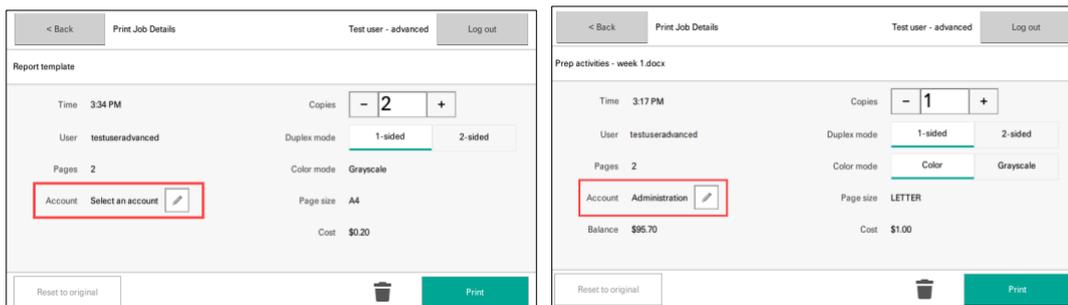
Users can allocate an account to a print job via the User Client and/or at the device. For more information about configuring cost allocation for users, see the [PaperCut MF manual](#).

At the device, users can:

- allocate the same account to *multiple* held print jobs without an account:



- allocate an account to a *single* held print job without an account or change a previously allocated account:



Note: By default, PaperCut MF allows users to select accounts at the device. However, you also have the option of disabling this. For more information, see the [PaperCut MF manual](#).

4.5.2 User selection of job attributes

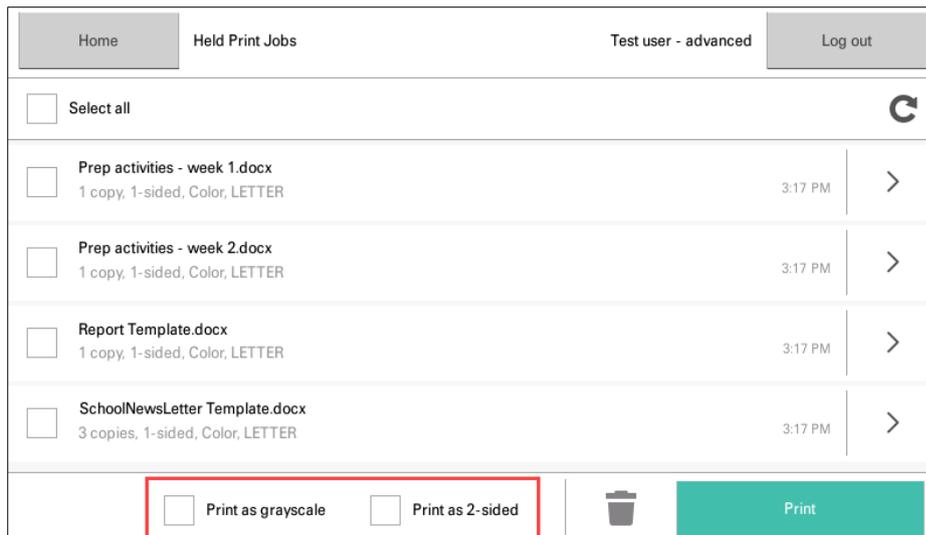
Note: This is only applicable to supported and compatible devices that:

- are running the NetFront 4 or WebKit device browser.
- use the new print release screens (the config key **ext-device.kyocera-mita.ui.use-legacy** is set to **N**). For more information, see [4.9 Config Editor](#).

PaperCut MF allows users to change the attributes of held print jobs at the device, before releasing (printing) them. Based on the changes made, PaperCut MF shows the updated cost and savings, to give immediate positive feedback to the user, encouraging behavior change.

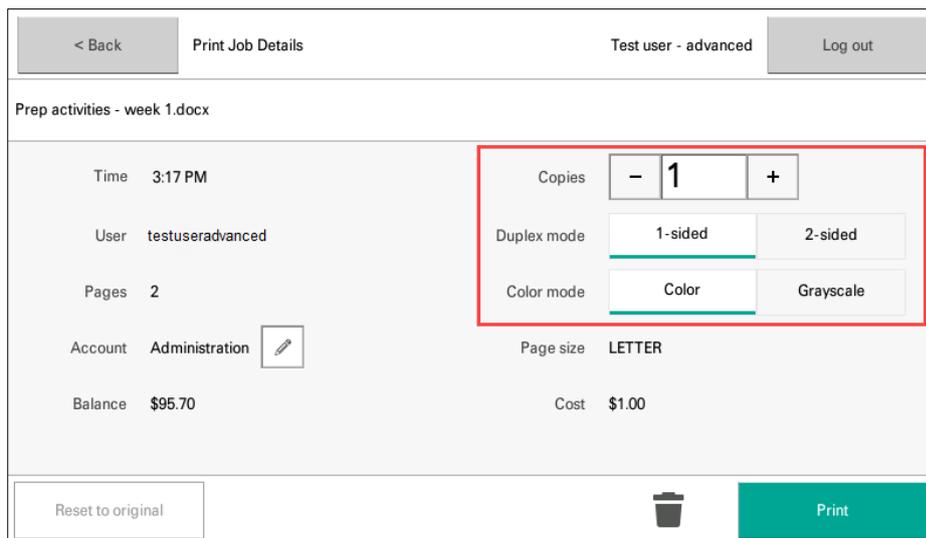
Users can make the following changes to one or many jobs, simultaneously:

- **Print as grayscale** (from color to grayscale)
- **Print as 2-sided** (from 1-sided to 2-sided)



Clicking the arrow to the right of a single held print job displays all the attributes for that job, allowing users to make the following additional changes:

- **Copies**
- **Duplex mode** (from 1-sided to 2-sided)
- **Color mode** (from color to grayscale)



To toggle the display of the cost of held print jobs on the PaperCut MF Print Release screens on the device, use the config key `ext-device.kyocera-mita.release.show-cost`. For more information, see [4.9 Config Editor](#).

Note: By default, PaperCut MF allows users to select jobs attributes at the device. However, you also have the option of disabling this. For more information, see the [PaperCut MF manual](#).

4.5.3 Block the release of jobs when the device is in error

To configure the device to block the release of jobs when the device is in error:

1. Log in to the PaperCut MF Admin web interface.
2. Navigate to **Devices**.
3. Select the required device.
4. In the **Print Release** area, select **Block the release of jobs when this device is in error**.

5. Ensure the config key **ext-device.kyocera-mita.release.show-busy** is set to **N**. For more information, see [4.9 Config Editor](#).

4.6 Device jobs

Device jobs include jobs initiated at the device, such as, scan, copy, fax, on-device printing.

4.6.1 Tracking device jobs

To specify the device jobs that PaperCut MF tracks and controls:

1. Log in to the PaperCut MF Admin web interface.
2. Navigate to **Devices**.
3. Select the required device.
4. In the **External Device Settings** area, select the required device jobs:
 - **Track & control copying** – PaperCut MF tracks and controls copy jobs and on-device print jobs
 - **Track & control scanning** – PaperCut MF tracks and controls scan jobs
 - **Track & control faxing** – PaperCut MF tracks and controls fax jobs

4.6.2 User selection of an account

If tracked device jobs (scan, copy, fax, on-device printing) are also being charged, then users must allocate them to an account. This account can be either:

- a user's personal account, or
- a shared account for cost center, faculty, or client billing purposes.

The options available to users at the device, is based on the way users and the device are configured:

- For more information about configuring cost allocation for users, see the [PaperCut MF manual](#).
- To toggle the display of the PaperCut MF Account Confirmation screen, use the **Show account confirmation** checkbox on the PaperCut MF Admin web interface (**Devices Details > Summary > External Device Settings > Device Options**).

4.6.3 Job costs and account balances (Zero Stop)

When printing, if a restricted user's account balance is insufficient to cover the cost of the restricted user's entire print job, PaperCut MF prevents the user from being able to start the print job. This ensures that the restricted user's account balance never drops below zero for print jobs.

When scanning, copying, faxing, or on-device printing, as a restricted user's job proceeds, PaperCut MF recalculates the restricted user's account balance after each sheet of paper is produced, based on its specific characteristics (paper size, duplex or simplex, color or grayscale). As soon as the balance reaches zero, PaperCut MF attempts to stop the job. However, depending on the device's capabilities, the job could overrun a few pages, causing the account's balance to drop below zero.

To overcome this, you have the option of configuring PaperCut MF to pre-calculate the cost of a single page (i.e. the Reference Page Cost, which is based on configured values). Using this Reference Page Cost, PaperCut MF calculates the number of reference pages that the restricted user's account balance will allow (i.e. the maximum number of Reference Pages Allowed). As a result:

- If restricted user's account balance is insufficient for even one Reference Page Allowed, then PaperCut MF prevents the user from being able to start a scan, copy, fax, or on-device print job.
- If restricted user's account balance is sufficient for at least one Reference Page Allowed, then PaperCut MF allows the user to start a scan, copy, fax, or on-device print job. As the job is in progress, if the maximum number of Reference Pages Allowed is reached, then PaperCut MF:
 - stops the job,
 - prevents it from being completed, and
 - deletes the job from the device's Job Status screen.

This ensures that the restricted user's account balance never drops below zero for scan, copy, fax, or on-device print jobs. For more information, see [4.6.3.1 Reference Page Cost and maximum number of Reference Pages Allowed](#).

Further restrictions can also be applied to restricted users to prevent their account balances from dropping below zero. For more information, see [4.6.3.2 Multiple Jobs](#).

4.6.3.1 Reference Page Cost and maximum number of Reference Pages Allowed

To configure the Reference Page Cost that is used to calculate the maximum number of Reference Pages Allowed for scan, copy, fax, or on-device print jobs:

1. Use the following config keys:
 - **ext-device.kyocera-mita.limit.strict**
 - **ext-device.kyocera-mita.limit-reference.duplex**
 - **ext-device.kyocera-mita.limit-reference.grayscale**
 - **ext-device.kyocera-mita.limit-reference.paper-size**

For more information, see [4.9 Config Editor](#).

2. Log in to the device's web interface as an administrator.
3. Navigate to **Management Settings > Job Accounting**.
4. Click **Settings**.
5. In **Job Accounting**, select **On**.
6. In **Job Accounting Access**, select **Network**.
7. In **Action Settings > Apply Limit** select **Immediately**.
8. Click Submit.

Note: This Reference Page Cost that is used to calculate the maximum number of Reference Pages Allowed for scan, copy, fax, or on-device print jobs, has some limitations. For more information, see: [5.1 Limitations of the configured Reference Page Cost and maximum number of Reference Pages Allowed](#).

4.6.3.2 Multiple Jobs

To further prevent restricted users' account balances from dropping below zero, you can prevent restricted users from being able to perform multiple transactions simultaneously on the device, by using the following config keys:

- **ext-device.kyocera-mita.restricted.allow-busy-login**
- **ext-device.kyocera-mita.restricted.allow-multiple-txn**

For more information, see [4.9 Config Editor](#).

4.6.4 PaperCut MF's Integrated scanning

Note: This is only applicable to supported and compatible devices that:

- are running API 2.1.1-subset or later.
- have the Scan Extension Kit installed.

To enable users to use PaperCut MF's Integrated Scanning:

1. Configure Integrated Scanning on the PaperCut MF Admin web interface. For more information, see [Integrated Scanning](#) or the [PaperCut MF manual](#).
2. Depending on the needs of your environment, you may need to:
 - configure the device's default scan settings as required (see [4.6.4.1 Device's default scan settings](#))
 - change the default settings of the config keys:
 - **ext-device.kyocera-mita.email.personalized-sender** (see [4.9 Config Editor](#))
 - **ext-device.kyocera-mita.scan.prompt.checkbox.checked** (see [4.6.4.2 Integrated scan workflow](#))
 - **ext-device.kyocera-mita.timeout.scan-prompt-send.secs** (see [4.6.4.2 Integrated scan workflow](#))

4.6.4.1 Device's default scan settings

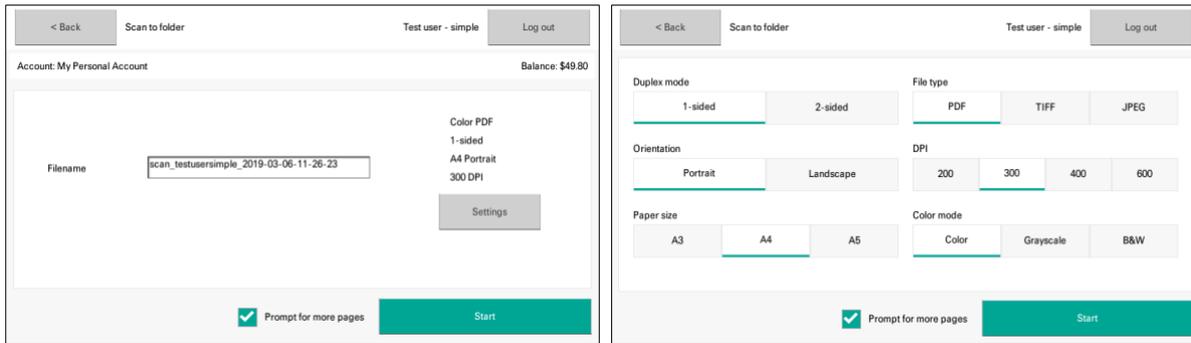
To configure the device's default scan settings:

1. Log in to the device's web interface as an administrator.
2. Navigate to any one of the following (depending on the type of device), and set the device's default scan settings as required:
 - In the Command Center RX, navigate to **Function Settings > Common/Job Defaults > File Default Settings**
 - In the Command Center, navigate to **Scanner > Defaults**
3. Depending on the needs of your environment, you may need to change the default settings of the following config keys:
 - **ext-device.kyocera-mita.scan.use-file-default-settings**
 - **ext-device.kyocera-mita.scan.pdf.searchable**
 - **ext-device.kyocera-mita.scan.pdf.high-compression**

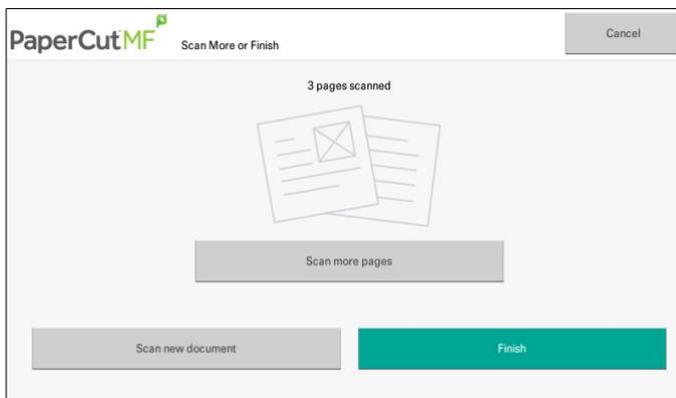
For more information, see [4.9 Config Editor](#).

4.6.4.2 Integrated scan workflow

If Integrated Scanning is enabled, then you can use the config key **ext-device.kyocera-mita.scan.prompt.checkbox.checked** to specify whether the **Prompt for more pages** checkbox on the Scan Details screen and the Scan Settings screen, is checked or unchecked by default (see [4.9 Config Editor](#))



- A checked **Prompt for more pages** checkbox enables the device to display the Scan More or Finish screen, providing users with the ability to carry out multiple scan jobs with the same scan settings as the first scan job:



Note: To specify the user inactivity timeout on this screen, use the config key `ext-device.kyocera-mita.timeout.scan-prompt-send.secs`. For more information, see [4.9 Config Editor](#)

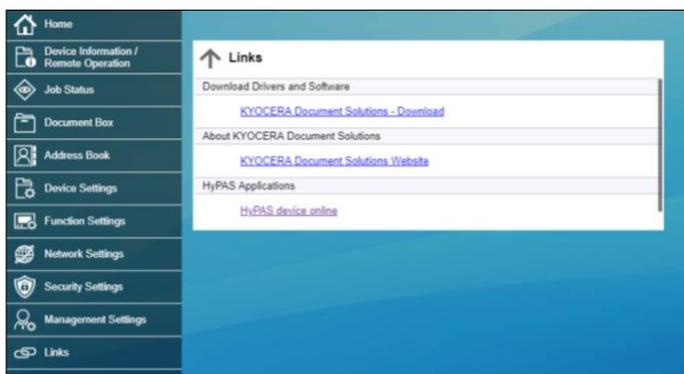
- An unchecked **Prompt for more pages** checkbox enables the device to complete the current scan and send it to the user (scan transfer).

4.7 Language

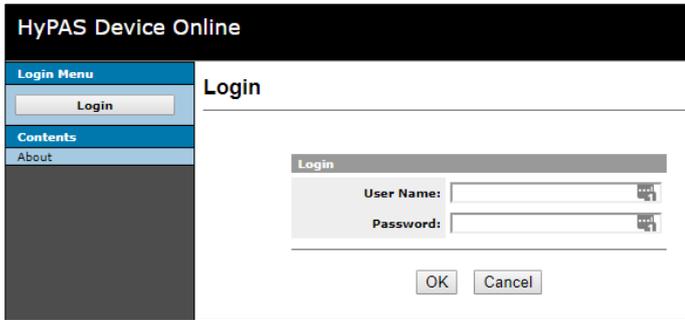
4.7.1 Device's default language

To configure the device's default language (if it is different to the device's factory setting or the language of the PaperCut MF Application Server):

1. Log in to the device's web interface as an administrator.
2. Navigate to **Links > HyPAS device online**.



3. Enter the administrator credentials (username and password) used for the device’s web interface.



4. In the PaperCut MF embedded application, click **Settings**.
5. Enter the administrator credentials (username and password) used for the device’s web interface.

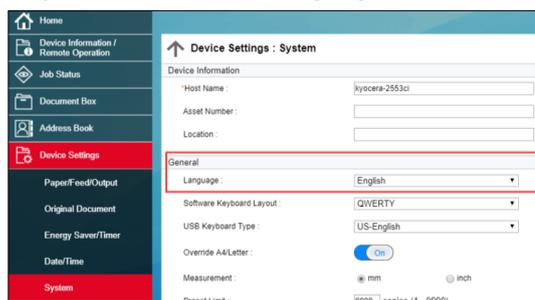


6. On the Device Setup screen’s **Locale override (optional)** field, specify the default language of the device, if it is different to the language of the locale in which the device is installed. The accepted values are: xx (language), xx_XX (language_region). For example, ja (Japanese), en_US (English_United States of America).

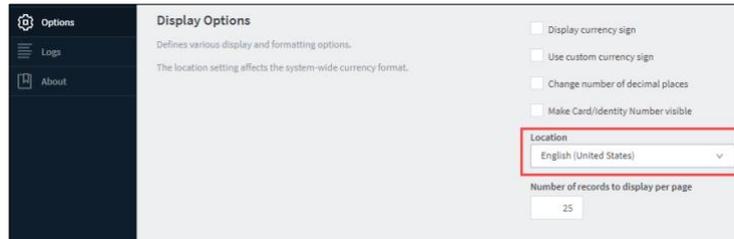


Note:

- This does not change the device’s currency and paper size values to correspond to the geographical locale of the changed language. For example, if the device is installed in Canada, and a user changes the device’s language to French, then the currency does not automatically change to Euros.
- This value overrides both:
 - the device’s factory setting (via the device’s web interface’s **Device Settings > System > General > Language**):



- the language of the PaperCut MF Application Server (via the PaperCut MF Admin web interface's **Options > General > Display Options > Location**):



- This value is overridden if PaperCut MF's Language Selection is configured and is used by a user to change the device's language (see [4.7.2 PaperCut MF's Language Selection](#)).

4.7.2 PaperCut MF's Language Selection

PaperCut MF allows authenticated users to select their preferred language at the device. After a user has selected a language, that language is used when they log in to any device that supports language selection at any location. This is particularly useful in multilingual and bilingual countries, such as Canada, Singapore, and India and for the *set-and-forget convenience*.

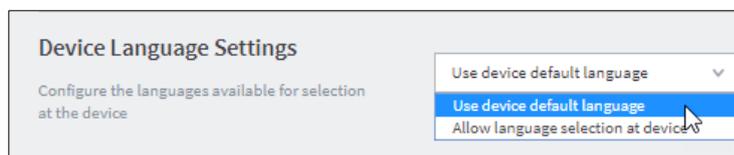
Note: The language selected at the device:

- does not persist for **Guest or anonymous** logins
- does not change the device's currency and paper size values to correspond to the geographical locale of the changed language. For example, if the device is installed in Canada, and a user changes the device's language to French, then the currency does not automatically change to Euros.
- overrides the device's default language (see [4.7.1 Device's default language](#)).

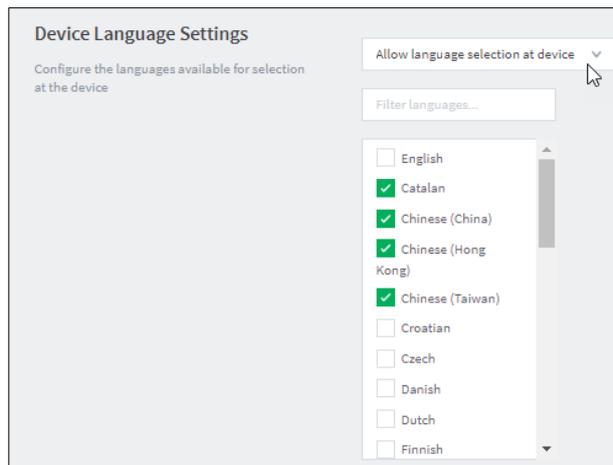
To configure PaperCut MF's Language Selection:

- Log in to the PaperCut MF Admin web interface.
- Navigate to **Devices**.
- Select the required device.
- In the **Device Language Settings** area, select either:
 - Use device default language**—users cannot select their preferred language via PaperCut MF's Language Selection.

The language used is the device's default language (see [4.7.1 Device's default language](#)).



- **Allow language selection at device**—allow users to select their preferred language via PaperCut MF's Language Selection:

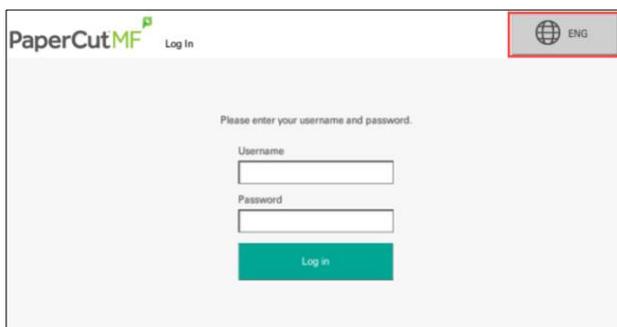


5. If you selected **Allow language selection at device**, select the languages you want to make available for users.
6. Click **OK**.

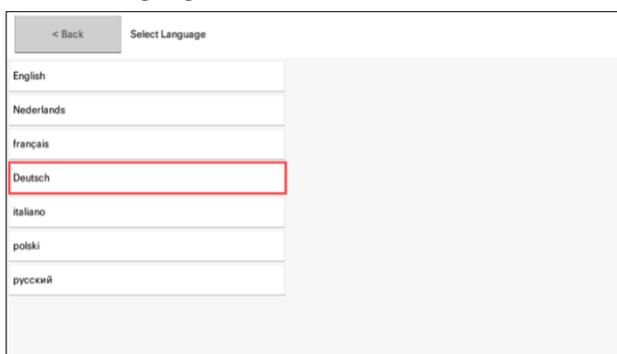
After configuring PaperCut MF's Language Selection, check that it works at the device:

1. Tap the globe button with the 3-letter language code to display the list of available languages.

Note: The language code is determined by the device's default language (see [4.7.1 Device's default language](#)).

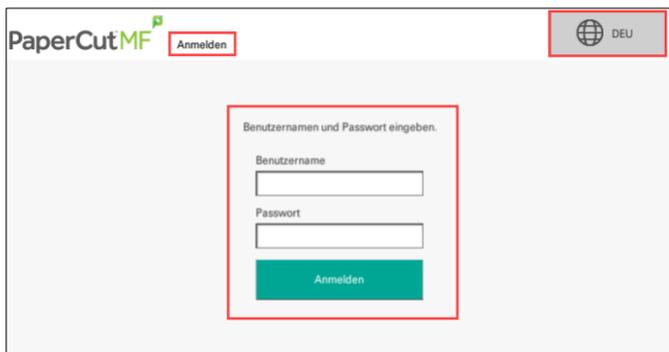


2. Select a language.



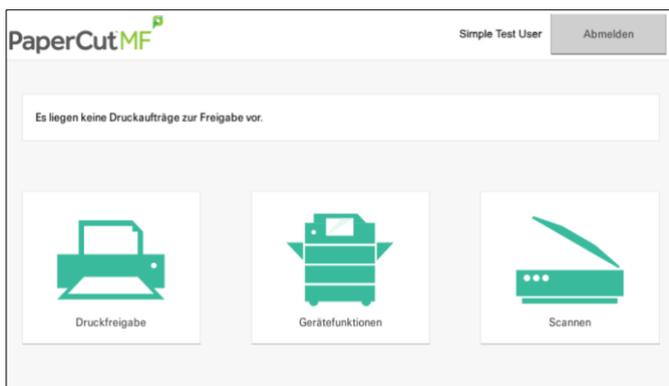
The PaperCut MF Login screen is displayed with the 3-letter language code for the selected

language.



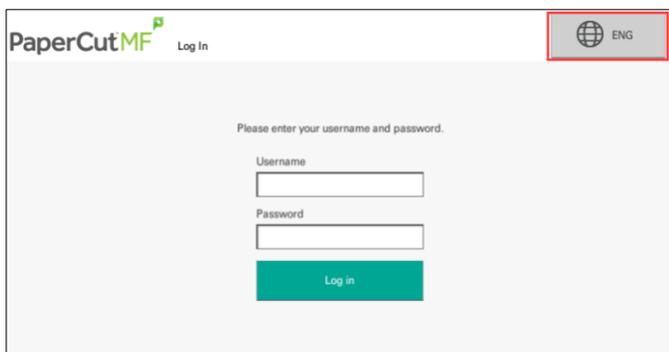
3. Log in to the device as a test user.

The text on all the PaperCut MF screens is displayed in the selected language:



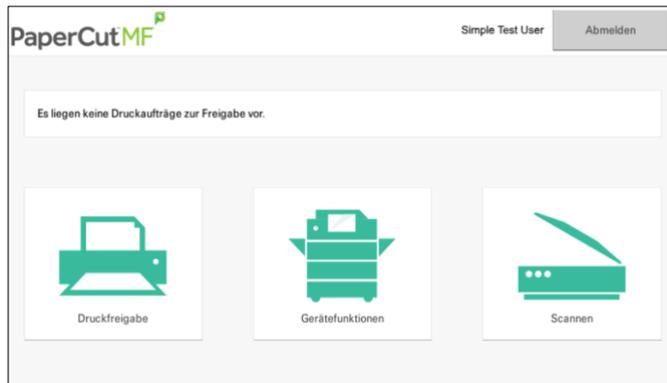
4. Log out of the device.

The globe button's 3-letter language code reverts to the device's default language (see [4.7.1 Device's default language](#)) ready for the next user.



5. Log in to the device as the same test user.

Check that the text on all the PaperCut MF screens is displayed in the previously selected language:



4.8 Screen headers

4.8.1 Header colors

To customize the colors (background and text) of the headers on all PaperCut MF screens:

1. Use the following config keys:
 - **ext-device.kyocera-mita.header.color**
 - **ext-device.kyocera-mita.header.textcolor**

For more information, see [4.9 Config Editor](#).

2. Log in to the device as a test user (simple test user).
3. Verify that the device's header background and text colors are as required.

4.8.2 Header logo

To customize the logo on the headers of all PaperCut MF screens:

1. Create the device's header logo as per the following specifications:
 - Image height = no more than 55 pixels
 - Image width = no more than 300 pixels
 - Image file size = less than 50 KB
 - Image file format = `.png`
 - Image filename = `logo.png`
 - Image file location = `[PaperCut MF Application Server Location]\server\custom\web\device\kyocera-mita\`
2. Log in to the device as a test user (simple test user).
3. Verify that the device's header logo is as required.

4.9 Config Editor

PaperCut MF provides you with several global and device-specific config keys that you can modify to suit your environment. While some keys are *only* global (impacting PaperCut MF on all devices) or *only* device-specific (impacting PaperCut MF on the selected device), other keys are *both* global *and* device-specific simultaneously. Such keys initially inherit their global settings (GLOBAL) as their default settings. However, changes made at the device-level overrides these globally inherited default settings.

To configure the device using the available global config keys (impact PaperCut MF on all devices):

1. Log in to the PaperCut MF Admin web interface.
2. Navigate to **Options > Actions > Config editor (advanced)**.

Note: For more information, see the [PaperCut MF manual](#).

To configure the device using the available device-specific config keys (impact PaperCut MF on the selected device):

1. Log in to the PaperCut MF Admin web interface.
2. Navigate to **Devices**.
3. Select the required device.
4. Click **Advanced Config**.

The available config keys are:

Config name	Description
Device screens	
ext-device.kyocera-mita.header.color	<p>Customize the background color of headers on all PaperCut MF screens.</p> <p>This is a device-specific config key.</p> <ul style="list-style-type: none">• Values: Valid CSS color specifications (color names or HTML RGB, HEX #rrggbb, HSL, RGBA, HSLA values), DEFAULT• Default: DEFAULT (#fff) <p>Note: For more information, see 4.8.1 Header colors.</p>
ext-device.kyocera-mita.header.textcolor	<p>Customize the text color of headers on all PaperCut MF screens.</p> <p>This is a device-specific config key.</p> <ul style="list-style-type: none">• Values: Valid CSS color specifications (color names or HTML RGB, HEX #rrggbb, HSL, RGBA, HSLA values), DEFAULT• Default: DEFAULT (#000) <p>Note: For more information, see 4.8.1 Header colors.</p>
ext-device-msg.welcome-text	<p>Customize the text that appears on the PaperCut MF Login screen, when the device is online. For example, instructions to help users log in to PaperCut MF on the device.</p> <p>This is a device-specific config key.</p> <ul style="list-style-type: none">• Values: Any text, DEFAULT• Default: DEFAULT (device-specific PaperCut MF text) <p>Note: To add a line break, use <code>\n</code>. For example, <i>PaperCut Software\nSwipe your card to log in.</i></p>

ext-device-msg.welcome-offline

Customize the text that appears on the PaperCut MF Login screen, when the device is offline. For example, a message to inform users that the device is offline.

This is a device-specific config key.

- Values: Any text, DEFAULT
- Default: DEFAULT (device-specific PaperCut MF text)

Note: To add a line break, use `\n`. For example, *PaperCut Software\nThe device is offline.*

ext-device.kyocera-mita.guest-access.label

Customize the text of the **Guest** button that appears on the PaperCut MF Login screen.

This is a device-specific config key.

- Values: Any text, DEFAULT
- Default: DEFAULT (Guest)

Note: This is only applicable if **guest access** is activated (the **Allow guest/anonymous access** authentication option is selected and at least any one other authentication option is also selected). For more information, see [4.2 User authentication options](#).

ext-device-kyocera-mita.login.device-admin-users

Specify the usernames of users who can access administrative jobs as authenticated administrators.

This is a device-specific config key.

- Values: NONE (no user has access to administrative jobs), * (all users have access to administrative jobs), or a comma-separated, case sensitive list of usernames
 - Default: NONE
-

ext-device.kyocera-mita.scan.default-device-function.screen

Specify the device job that the device defaults to when users attempt to access device jobs.

This is a device-specific config key.

- Values: DEFAULT, any one of the following device jobs:
 - APPLICATION
 - COPY
 - CUSTOM_BOX
 - FAX_BOX
 - JOB_BOX
 - PROGRAM
 - REMOVABLE_MEMORY_BOX
 - SEND
 - STATUS
 - UD_COPY
 - UD_SEND
-

-
- Default: DEFAULT (COPY)
-

ext-device.kyocera-mita.scan.default-device-function.enabled

Specify the device screen that the device defaults to when users attempt to access device jobs:

- Either, the device screen of the device job specified in the config key **ext-device.kyocera-mita.scan.default-device-function.enabled**
- Or, the device screen of the device job specified in the physical device's **System Menu > Common > Default Application** field.

This is a device-specific config key.

- Values: Y (screen of config value), N (screen of device setting)
 - Default: DEFAULT (Y)
-

ext-device.kyocera-mita.login.show-release

Configure the workflow after users have successfully logged in to the device to:

- Either, show the PaperCut MF Print Release screen
- Or, not show the PaperCut MF Print Release screen

This is a device-specific config key.

- Values: Y (show the PaperCut MF Print Release screen), N (not show the PaperCut MF Print Release screen)
- Default: Y

Note: Setting this to N –

- does not show the PaperCut MF Print Release screen, only if:
 - the device's **Show account confirmation** checkbox is not selected (via the PaperCut MF Admin web interface's **Devices Details > Summary > External Device Settings > Device Options**), and
 - the device is not enabled with Integrated Scanning.
 - is only recommended in environments where tracked device jobs (scan, copy, fax, on-device printing) are always ever charged to a specific account by default (either always a Personal Account or a specific, pre-configured default Shared Account); and do not require users to change the account that jobs are charged to.
-

ext-device.kyocera-mita.ui.use-legacy

Specify the version of the PaperCut MF Print Release screens that the device uses.

This is a device-specific config key.

- Values: Y (legacy screen), N (new screen)
- Default: N

Note: Setting this to Y –

- uses the legacy version of the PaperCut MF Print Release screens
- prevents users from being able to allocate accounts or change the attributes of held print jobs at the device (see [4.5.1 User selection of an account](#), [4.5.2 User selection of job attributes](#))
- is only recommended in environments with a mixed fleet of devices, some that support the new version of the PaperCut MF Print Release screens and some that don't support this.

ext-device.kyocera-mita.release.list-format

Specify the attributes of held print jobs that the device displays on the legacy version of the PaperCut MF Print Release screens. For example, `%user% - %document%` displays held print jobs as *<username of the user that printed the job – document name of the job.file extension of the job>*, *<jsmith – Tax Form.pdf>*

This is a device-specific config key.

- Values: Any one or a hyphen-separated combination of the following attributes of held print jobs (not case sensitive):
 - `%document%` (document name of the job)
 - `%user%` (username of the user that printed the job)
 - `%pages%` (number of pages)
 - `%time%` (time of printing)
 - `%cost%` (job cost)
 - `%client%` (the machine from which the job was printed)
- Default: `%document%` (document name)

Note: This is only applicable to devices using the legacy version of the PaperCut MF Print Release screens (i.e. the config key **ext-device.kyocera-mita.ui.use-legacy** is set to **Y**)

ext-device.kyocera-mita.timezone.use-server

Specify whether or not the PaperCut MF Application Server's time zone is used when displaying a held print job's time of printing.

This is a device-specific config key.

- Values: Y (uses the PaperCut MF Application Server's time zone), N (does not use the PaperCut MF Application Server's time zone)
 - Default: N
-

Note: Setting this to Y – is recommended to overcome shortcomings of daylight savings.

ext-device.kyocera-mita.release.show-cost

Toggle the display of the cost of held print jobs on the PaperCut MF Print Release screens.

This is a device-specific config key.

- Values: Y, N
- Default: Y

Note:

- Setting this to N –
 - hides the account balance, and
 - does not display the savings based on other changes made to held print job settings.

For more information, see [4.5.2 User selection of job attributes](#).

ext-device.kyocera-mita.extra-app-button.label

Specify the text for the additional button that the device displays on the PaperCut MF Print Release screens. For example, *scanner*.

This is a device-specific config key.

- Values: NONE (does not display the additional button), any text (displays the additional button with text specified)
- Default: NONE

Note: Ensure to set the config key **ext-device.kyocera-mita.extra-app-button.target** as required.

ext-device.kyocera-mita.extra-app-button.target

Specify the device job that the device displays when users click the configured button (via the config key **ext-device.kyocera-mita.extra-app-button.label**) on the PaperCut MF Print Release screens.

This is a device-specific config key.

- Values: Any one of the following device jobs (not case sensitive):
 - APPLICATION
 - COPY
 - CUSTOM_BOX
 - FAX_BOX
 - JOB_BOX
 - PROGRAM
 - REMOVABLE_MEMORY_BOX
 - SEND
 - STATUS
 - UD_COPY
-

- UD_SEND

Note: This is only applicable if the config key `ext-device.kyocera-mita.extra-app-button.label` is set as required.

ext-device.kyocera-mita.release.show-busy

Specify whether or not the device displays a message that new jobs cannot be started while the device is busy (i.e. if users are attempting to release held print jobs while there are other jobs that are already in progress).

This is a device-specific config key.

- Values: Y (displays message), N (does not display message)
- Default: DEFAULT (Y)

Note: Setting this to N –

- does not display a message that new jobs cannot be started while the device is busy,
 - is recommended if the device is also configured to block the release of jobs when it is in error (see, [4.5.3 Block the release of jobs when the device is in error](#)). This is because the message suggests that users can force the release of held print jobs, which is not an option if the device is in error.
-

ext-device.kyocera-mita.release.show-busy.job-timeout

When a device is busy and also in error (i.e. jobs in progress have been paused), specify whether the device's paused jobs are included or excluded in the device's *busy timeout* period, during which the device prevents users from releasing new held print jobs.

This is a device-specific config key.

- Values: Y, N
- Default: DEFAULT (Y)

Note:

- Setting this to N – excludes paused jobs from the device's *busy timeout* period, shortening the device's *busy timeout* period during which the device prevents users from releasing new held print jobs.
 - Setting this to Y – includes paused jobs in the device's *busy timeout* period, increasing the device's *busy timeout* period during which the device prevents users from releasing new held print jobs.
-

ext-device-msg.busy-on-release

If the config key `ext-device.kyocera-mita.release.show-busy` is set to **N** and the config key `ext-device.kyocera-`

mita.release.show-busy.job-timeout is set to **Y**, then customize the message that the device displays a message that new jobs cannot be started because there are existing queued jobs that have been paused because the device is in error.

This is a device-specific config key.

- Values: Any text, DEFAULT
- Default: DEFAULT (device-specific PaperCut MF text)

ext-device.kyocera-mita.scan.use-file-default-settings

Specify whether the device's scan settings defaults to:

- the device's scan settings, or
- the PaperCut MF scan settings.

This is a device-specific config key.

- Values: Y (device's scan settings), N (PaperCut MF scan settings)
- Default: DEFAULT (Y)

Note: For more information, see [4.6.4.1 Device's default scan settings](#).

ext-device.kyocera-mita.scan.pdf.searchable

Specify whether or not PaperCut MF attempts to produce searchable PDFs (if possible), when using Integrated Scanning for PDF scans.

This is a device-specific config key.

- Values: N (standard PDFs), Y (searchable PDFs)
- Default: DEFAULT (Y)

Note: This is only applicable if the device's scan settings defaults to the PaperCut MF scan settings (i.e. the config key **ext-device.kyocera-mita.scan.use-file-default-settings** is set to **N**). For more information, see [4.6.4.1 Device's default scan settings](#).

ext-device.kyocera-mita.scan.pdf.high-compression

Specify whether or not PaperCut MF attempts to produce high-compression color PDFs (if possible), when using Integrated Scanning for PDF scans.

This is a device-specific config key.

- Values: Y (high-compression PDFs), N (standard PDFs)
- Default: DEFAULT (N)

Note 1: This is only applicable if the device's scan settings defaults to the PaperCut MF scan settings (i.e. the config key **ext-device.kyocera-mita.scan.use-file-default-settings** is set to **N**). For more information, see [4.6.4.1 Device's default scan settings](#)

Note 2: Starting from PaperCut MF 22.0, scan actions can now have 3 levels of compression via PaperCut's document processing engine: low, medium, high. If you are using the high compression PDF config key above, we advise against using the new

compression settings in the scan action editor, to prevent double compression which could degrade the image quality. We recommend either using the device compression from the config key above, or using the scan action's compression from the scan action output settings. Please make sure no other compression setting is enabled natively in the device.

ext-device.kyocera-mita.email.personalized-sender

Specify whether or not the device's scan to email auto-populates the **From** and **Sender** fields with the user's email address as configured in PaperCut MF.

This is a device-specific config key.

- Values: Y (auto-populate **From** and **Sender** fields with users' PaperCut MF email address), N (do not auto-populate **From** and **Sender** fields)
- Default: Y

Note: This is only applicable if users' email addresses are already configured while creating and configuring users in PaperCut MF (**Users > User List > User Details > Primary email**).

ext-device.kyocera-mita.scan.prompt.checkbox.checked

Specify the default setting of the PaperCut MF Scan screens' **Prompt for more pages** checkbox (checked or unchecked) and the display of the PaperCut MF Scan More or Finish screen (with the three buttons – **Scan more pages**, **Scan new document**, **Finish**).

This is a device-specific config key.

- Values: Y (checked by default; can be changed by the user), N (unchecked by default; can be changed by the user)
- Default: N

Note:

- A checked **Prompt for more pages** checkbox displays the PaperCut MF Scan More or Finish screen (with the three buttons – **Scan more pages**, **Scan new document**, **Finish**) to provide users with the option of adding more pages to the scan job.
 - An unchecked **Prompt for more pages** checkbox causes the PaperCut MF Scan More or Finish screen (with the three buttons – **Scan more pages**, **Scan new document**, **Finish**) to not be displayed; the process of sending the completed scan job to the user (scan transfer) is automatically initiated, and only the PaperCut MF Scan Complete screen (with scan completed or failed status) is displayed. As a result, users are not provided with the option of starting a new scan job.
-

- For more information, see [4.6.4.2 Integrated scan workflow](#).

ext-device.kyocera-mita.show-account-columns

Specify whether the account selection screen is displayed in one or two columns.

This is a device-specific config key.

- Values: Y (displays in two columns), N (displays in one column)
- Default: Y

Note:

- A single column prevents data from being truncated.

"Swipe card" authentication option**ext-device.kyocera-mita.swipe-to-logout**

Enable or disable swipe-to-logout.

This is a device-specific config key.

- Values: Y (swipe-to-logout), N (no swipe-to-logout), DEFAULT
- Default: DEFAULT (N)

Note: This is only applicable if the **Swipe card** authentication option is selected. For more information, see [4.2 User authentication options](#) and [4.3 User authentication via swipe cards](#).

ext-device-msg.card-association

Customize the message that appears on the PaperCut MF Login screen, prompting users with new, unregistered swipe cards, to complete card self-association using their username and password (i.e. associating a new unregistered card with a required, valid user account).

This is a device-specific config key.

- Values: Any text, DEFAULT
- Default: DEFAULT (device-specific PaperCut MF text)

Note:

- This is only applicable if the **Swipe card** authentication option is selected. For more information, see [4.2 User authentication options](#).
- To add a line break, use `\n`. For example, *PaperCut Software\nAssociate your card with your user account.*

ext-device.card-self-association.use-secondary-card-number

Specify the use of the primary or the secondary card number slot to save card identifiers during card self-association.

This is a global and device-specific config key.

Device-specific:

- Values: Y, N, GLOBAL (inherited from global settings)
- Default: GLOBAL (inherited from global settings)

Global:

- Values: N (Primary), Y (Secondary)
- Default: N

Note: This is only applicable if the **Swipe card - Enable self-association with existing user accounts** authentication option is selected. For more information, see [4.2 User authentication options](#).

ext-device.self-association-allowed-card-regex

Specify the regular expression filter to be used to validate card identifiers during card self-association.

This is a device-specific config key.

- Values: Any valid regular expression, DEFAULT
- Default: DEFAULT

Note: This is only applicable if the **Swipe card - Enable self-association with existing user accounts** authentication option is selected. For more information, see [4.2 User authentication options](#) and [4.3.2 Handling card identifiers](#).

ext-device.card-no-regex

Specify the regular expression filter to be used to extract card identifiers for authentication.

This is a global and device-specific config key.

Device-specific:

- Values: Any valid regular expression, GLOBAL (inherited from global settings)
- Default: GLOBAL (inherited from global settings)

Global:

- Values: Any valid regular expression

Note: This is only applicable if the **Swipe card** authentication option is selected. For more information, see [4.2 User authentication options](#) and [4.3.2 Handling card identifiers](#).

ext-device.card-no-converter

Specify the converters (standard format converters, custom JavaScript converters, or both) to be used to modify card identifiers for authentication.

This is a global and device-specific config key.

Device-specific:

- Values: Any valid converter (standard format converters, custom JavaScript converters, or both), GLOBAL (inherited from global settings)
- Default: GLOBAL (inherited from global settings)

Global:

- Values: Any valid converter (standard format converters, custom JavaScript converters, or both)

Note: This is only applicable if the **Swipe card** authentication option is selected. For more information, see [4.2 User authentication options](#) and [4.3.2 Handling card identifiers](#).

Job costs and account balances (Zero Stop)

`ext-device.kyocera-mita.limit-strict`

Specify whether or not PaperCut MF uses the configured Reference Page Cost to calculate the maximum number of Reference Pages Allowed for device jobs (such as, scan, copy, fax, on-device printing).

This is a device-specific config key.

- Values: N (does not use Reference Page Cost), Y (uses Reference Page Cost)
- Default: N

Note: For more information, see [4.6.3.1 Reference Page Cost and maximum number of Reference Pages Allowed](#)

`ext-device.kyocera-mita.limit-reference.duplex`

When configuring the Reference Page Cost that is used to calculate the maximum number of Reference Pages Allowed for device jobs (such as, scan, copy, fax, on-device printing), specify whether the Reference Page used is a simplex page or a duplex page.

This is a device-specific config key.

- Values: N (simplex), Y (duplex)
- Default: N

Note: For more information, see [4.6.3.1 Reference Page Cost and maximum number of Reference Pages Allowed](#).

`ext-device.kyocera-mita.limit-reference.grayscale`

When configuring the Reference Page Cost that is used to calculate the maximum number of Reference Pages Allowed for device jobs (such as, scan, copy, fax, on-device printing), specify

whether the Reference Page used is a color page or a grayscale page.

This is a device-specific config key.

- Values: Y (grayscale), N (color)
- Default: Y

Note: For more information, see [4.6.3.1 Reference Page Cost and maximum number of Reference Pages Allowed](#).

ext-device.kyocera-mita.limit-reference.paper-size

When configuring the Reference Page Cost that is used to calculate the maximum number of Reference Pages Allowed for device jobs (such as, scan, copy, fax, on-device printing), specify the paper size of the Reference Page used.

This is a device-specific config key.

- Values: Any valid paper size, DEFAULT
- Default: DEFAULT (Worldwide: A4; North America: Letter)

Note: For more information, see [4.6.3.1 Reference Page Cost and maximum number of Reference Pages Allowed](#).

ext-device.kyocera-mita.restricted.allow-busy-login

Specify whether or not restricted users are permitted to perform multiple transactions simultaneously on the device. For example, perform a copy job while another print job is in progress.

This is a device-specific config key.

- Values: N (multiple transactions not permitted), Y (multiple transactions permitted)
- Default: N

Note:

- This is only applicable to restricted users.
 - Setting this to N – is recommended to ensure that restricted users' account balances do not drop below zero.
 - For more information, see [4.6.3.2 Multiple Jobs](#).
-

ext-device.kyocera-mita.restricted.allow-multiple-txn

Specify whether or not restricted users are permitted to perform multiple transactions simultaneously on the device, charging the jobs to the same restricted account. For example, perform a copy job while another print job is in progress, and charge them both to the same account.

This is a device-specific config key.

- Values: N (multiple transactions not permitted), Y (multiple transactions permitted)
-

- Default: N

Note:

- This is only applicable to restricted users.
- Setting this to N – is recommended to ensure that restricted users' account balances do not drop below zero.
- For more information, see [4.6.3.2 Multiple Jobs](#).

Network resilience, security, debug logs, uninstallation

ext-device.kyocera-mita.log.max-size

Specify the maximum size (bytes) of the debug log file.

This is a device-specific config key.

- Values: Any positive number (bytes)
- Default: 20480 (bytes)

ext-device.block-release-on-error.snmp-error-list

Specify the errors that will prevent jobs from being released.

This is a global config key.

- Values: DEFAULT, any one or a comma-separated combination of the following printer error types (not case sensitive):
 - lowPaper
 - noPaper
 - lowToner
 - noToner
 - doorOpen
 - jammed
 - offline
 - serviceRequested
 - inputTrayMissing
 - outputTrayMissing
 - markerSupplyMissing
 - outputNearFull
 - outputFull
 - inputTrayEmpty
 - overduePreventMaint
- Default: DEFAULT (noPaper, doorOpen, jammed, offline, inputTrayMissing, outputTrayMissing, markerSupplyMissing, outputFull)

Timeouts

ext-device.inactivity-timeout-secs

PaperCut MF timeout: Specify the interval of time (seconds) after which a user who is detected as being idle on PaperCut MF is automatically logged out.

This is a device-specific config key.

- Values: Any positive number (seconds)
 - Default: 60 (seconds)
-

ext-device.kyocera-mita.timeout.scan-prompt-send.secs

PaperCut MF Scan More or Finish timeout: Specify the interval of time (seconds) after which a user who is detected as being idle on the PaperCut MF Scan More or Finish screen (with the three buttons – **Scan next page**, **Scan new document**, **Finish**) is automatically taken to the PaperCut MF Scan Complete screen (with scan completed or failed status). The process of sending the completed scan job to the user (scan transfer) is also automatically initiated, and the user is logged out.

This is a device-specific config key.

- Values: 1-300 (seconds)
- Default: 30 (seconds)

Note: This timeout temporarily deactivates the PaperCut MF timeout (**ext-device.inactivity-timeout-secs**) and the device timeout. For more information, see [4.6.4.2 Integrated scan workflow](#).

5 Known Limitations

5.1 Limitations of the configured Reference Page Cost and maximum number of Reference Pages Allowed

The Reference Page Cost that is used to calculate the maximum number of Reference Pages Allowed for scan, copy, fax, or on-device print jobs, has the following limitations.

5.1.1 Limitation 1: Reference Page Cost is lower than the actual per page cost

If the Reference Page Cost is lower than the actual per page cost of the restricted user's scan, copy, fax, or on-device print job, then the restricted user's account balance could drop below zero. This is because the cost of the equivalent number of pages of the actual job would be much higher than the cost of the same number of Reference Pages Allowed.

Example 1 – Reference Page Cost is lower than actual job cost

The following is an example of what could happen if the Reference Page Cost is based on an A4 paper size (which costs less than Letter), but the actual job is a Letter paper size. The job is allowed, and the restricted user's account balance drops below zero.

- **Account's opening balance** = \$4.50
- **Attributes and costs of references:**
 - Configured attribute of one Reference Page = A4
 - Calculated cost of one Reference Page = \$1.00
 - Maximum number of Reference Pages Allowed = 4
 - Total cost of maximum number of Reference Pages Allowed = \$4
 - **Account's closing balance using References** = \$0.50 (*actual job is allowed*)
- **Attributes and costs of actuals:**
 - Attribute of actual page = Letter
 - Cost of actual page = \$1.50
 - Number of actual pages = 4
 - Total cost of actual pages = \$6
 - **Account's closing balance using actuals** = \$-1.50 (*account balance is negative*)

5.1.2 Limitation 2: Reference Page Cost is higher than the actual per page cost

If the Reference Page Cost is higher than the actual per page cost of the restricted user's scan, copy, fax, or on-device print job, then even if the restricted user's account balance has enough funds to cover the actual cost of the job, the following could occur:

- the user could be incorrectly prevented from starting a scan, copy, fax, or on-device print job,
- the user could be prematurely stopped in the middle of a scan, copy, fax, or on-device print job.

This is because the cost of the number of Reference Pages Allowed would be higher than the cost of the equivalent number of pages of the actual job.

Example 2 – Reference Page Cost is higher than actual job cost

The following is an example of what could happen if the Reference Page Cost is based on a Letter paper size (which costs more than A4), but the actual job is an A4 paper size. The job is not allowed although the account balance has enough funds to cover the job without dropping below zero.

- **Account's opening balance** = \$1.50
- **Attributes and costs of references:**
 - Configured attribute of one Reference Page = Letter
 - Calculated cost of one Reference Page = \$2.00
 - Maximum number of Reference Pages Allowed = 0 (*actual job is not allowed*)
- **Attributes and costs of actuals:**
 - Attribute of actual page = A4
 - Cost of actual page = \$0.50
 - Number of actual pages = 2
 - Total cost of actual pages = \$1.00
 - **Account's closing balance using actuals** = \$0.50 (*account balance would not have been negative, if the actual job was allowed*)

5.1.3 Limitation 3: Reference Page Cost and maximum number of Reference Pages Allowed is unavailable for some older devices

Some older devices cannot benefit from the Reference Page Cost and maximum number of Reference Pages Allowed. This is because, this feature requires the device's web interface's **Job Accounting** field to be set to **On**. However, this setting on some older devices causes some of the following problems:

- difficulties when attempting to log in to the device
- print jobs disappearing, preventing them from being tracked correctly.

As a result, the **Job Accounting** field on such older devices must be set to **Off**; preventing PaperCut MF from using the Reference Page Cost to calculate the maximum number of Reference Pages Allowed for scan, copy, fax, or on-device print jobs on such devices.

5.2 Device's Default Screen settings

If the device is configured to display the PaperCut MF Home screen (either because Integrated Scanning is enabled or the config key **ext-device.home-screen.force-show** is set to **Y**), then it is recommended that you do not set the device's **Default Screen** field (via the physical device's **System Menu/Counter > Common Settings > Default Screen**) to either of the following:

- **Status**
- **PaperCut MF**

This is because:

- If you set the **Default Screen** field to **Status**, then when users attempt to access PaperCut MF from any other device job, the device displays the Status screen, giving users the false perception that they have been logged out by the device, when they have not.
- If you set the **Default Screen** field to **PaperCut MF**, then when users attempt to access a device job from PaperCut MF, the device displays the PaperCut MF Home screen, preventing users from being able to access device jobs.

6 FAQ & Troubleshooting

6.1 IP addresses of the PaperCut MF Application Server

To get the IP addresses of the PaperCut MF Application Server, run any one of the following applicable commands from the command line prompt:

- For Windows: `ipconfig`
- For Linux, Mac OS: `ifconfig`

6.2 Command Prompt errors

6.2.1 Command Prompt error "Duplicate deviceName in csv"

After attempting to install PaperCut MF on the device, if the Command Prompt displays the following message, it implies that PaperCut MF installation is unsuccessful:

```
Duplicate deviceName in csv: "The device name '<deviceName>' is already specified for a device in this csv"
```

This is because the value of the CSV header **deviceName** is duplicated in other rows in the **batch-devices.csv** file.

To resolve this, ensure that the value of the CSV header **deviceName** for each device is unique (and not duplicated in any row). Then resume installing PaperCut MF. For more information, see [2.4.2.1 Remotely configure multiple devices](#).

6.2.2 Command Prompt error "Duplicate deviceHostnameOrIp in csv"

After attempting to install PaperCut MF on the device, if the Command Prompt displays the following message, it implies that PaperCut MF installation is unsuccessful:

```
Duplicate deviceHostnameOrIp in csv: "The address '<deviceHostnameOrIp>' is already specified for a device in this csv"
```

This is because the value of the CSV header **deviceHostnameOrIp** is duplicated in other rows in the **batch-devices.csv** file.

To resolve this, ensure that the value of the CSV header **deviceHostnameOrIp** for each device is unique (and not duplicated in any row). Then resume installing PaperCut MF. For more information, see [2.4.2.1 Remotely configure multiple devices](#).

6.2.3 Command Prompt error "Kyocera device is not supported"

After attempting to install PaperCut MF on the device, if the Command Prompt displays the following message, it implies that PaperCut MF installation is unsuccessful:

```
'<deviceName>' => "Kyocera device is not supported"
```

This is because the device is not supported.

To resolve this, verify that the device is supported and compatible with PaperCut's embedded software solution *PaperCut MF – Kyocera (SmartSDK)*. For more information, see [2.1 Supported devices](#), [2.2 Compatible devices](#).

6.2.4 Command Prompt error "The device's PaperCut Embedded Application does not support remote configuration. Please upgrade to 3.0.0+"

After attempting to install PaperCut MF on the device, if the Command Prompt displays the following message, it implies that PaperCut MF installation is unsuccessful:

```
'<deviceName>' => "The device's PaperCut Embedded Application  
does not support remote configuration. Please upgrade to  
3.0.0+"
```

This is because the version of the PaperCut MF embedded application on the supported Kyocera device is below 3.0.0. The recommended option of remotely configuring multiple devices via Command Prompt is only applicable to PaperCut MF 19.1.0 or above (PaperCut MF embedded application 3.0.0 or above).

To resolve this:

- Either, ensure the device is installed with the PaperCut MF embedded application 3.0.0+ (see [2.4.1 Install the PaperCut MF embedded application](#)) and then resume the process of remotely configuring multiple devices via Command Prompt ([2.4.2.1 Remotely configure multiple devices](#))
- Or, use any one of the following options to enable the device to communicate with the PaperCut MF Application Server:
 - [2.4.2.2 Remotely configure each device](#)
 - [2.4.2.3 Physically configure each device](#)

6.2.5 Command Prompt error "Failed to connect to the device. Please check the device supports HTTPS."

After attempting to install PaperCut MF on the device, if the Command Prompt displays the following message, it implies that PaperCut MF installation is unsuccessful:

```
'<deviceName>' => "The device's PaperCut Embedded Application  
does not support remote configuration. Please upgrade to  
3.0.0+"
```

This is because the PaperCut MF Application Server is unable to establish a connection with the device via the device's default HTTPS port, due to any one of the following reasons:

- Either, the device is an older device and does not support HTTPS/ SSL,
- Or, HTTPS/ SSL is disabled on the device

To resolve this:

- Either, use any one of the following options to enable the device to communicate with the PaperCut MF Application Server:
 - [2.4.2.2 Remotely configure each device](#)
 - [2.4.2.3 Physically configure each device](#)
- Or, ensure HTTPS/ SSL is enabled on the device, and then resume the process of remotely configuring multiple devices via Command Prompt ([2.4.2.1 Remotely configure multiple devices](#)).

6.2.6 Command Prompt error "Admin login details were incorrect"

After attempting to install PaperCut MF on the device, if the Command Prompt displays the following message, it implies that PaperCut MF installation is unsuccessful:

```
'<deviceName>' => "Admin login details were incorrect"
```

This is because the administrator credentials for the device's web interface in the **batch-devices.csv** file's CSV headers **deviceAdminUser**, **deviceAdminPass** are invalid or incorrect.

To resolve this, ensure that administrator credentials for the device's web interface in the **batch-devices.csv** file's CSV headers **deviceAdminUser**, **deviceAdminPass** are accurate. Then resume installing PaperCut MF. For more information, see [2.4.2.1 Remotely configure multiple devices](#).

6.2.7 Command Prompt error "The operation has timed out"

After attempting to install PaperCut MF on the device, if the Command Prompt displays the following message, it implies that PaperCut MF installation is unsuccessful:

```
'<deviceName>' => "The operation has timed out"
```

This is because the Command Prompt has timed-out due to various reasons (some CSV headers in the **batch-devices.csv** file for the device have errors, the device is switched off, there are other network connectivity issues in your environment, etc).

To resolve this, address the root cause of the time-out. Then resume installing PaperCut MF. For more information, see [2.4.2.1 Remotely configure multiple devices](#).

6.2.8 Command Prompt error "Unable to install PaperCut MF on the device"

After attempting to install PaperCut MF on the device, if the Command Prompt displays the following message, it implies that PaperCut MF installation is unsuccessful:

```
'<deviceName>' => "Unable to install PaperCut MF on the device"
```

This could be because of any of the following reasons:

- the device is not supported, or the device is not compatible with the embedded software solution specified in the **batch-devices.csv** file's CSV header **deviceType** (i.e. **KYOCERA_MITA**),
- PaperCut MF cannot be installed on the device using Command Prompt.

To resolve this:

1. First, verify that the device is supported and compatible with PaperCut's embedded software solution *PaperCut MF – Kyocera (SmartSDK)*. For more information, see [2.1 Supported devices](#), [2.2 Compatible devices](#).
2. Then, use any one of the following options to enable the device to communicate with the PaperCut MF Application Server:
 - [2.4.2.2 Remotely configure each device](#)
 - [2.4.2.3 Physically configure each device](#)

6.2.9 Command Prompt warning "Device of that name already exists"

After attempting to install PaperCut MF on the device, Command Prompt displays the following message, it implies there is no further action required:

```
'<deviceName>' => "Device of that name already exists"
```

This is because, the device specified in the **batch-devices.csv** file's CSV header **deviceName** is already registered in the PaperCut MF Admin web interface (i.e. PaperCut MF is already installed on the device).

6.2.10 Command Prompt warning "Device with that hostname already exists"

After attempting to install PaperCut MF on the device, Command Prompt displays the following message, it implies there is no further action required:

```
'<deviceName>' => "Device with that hostname already exists"
```

This is because, the device specified in the **batch-devices.csv** file's CSV header **deviceHostnameOrIp** is already registered in the PaperCut MF Admin web interface (i.e. PaperCut MF is already installed on the device).

6.3 Device Status "Connecting to server..."

If the **Device Status** displays **Connecting to server...**, it implies that the device is unable to establish connection with the PaperCut MF Application Server. This occurs because of any one of the following reasons:

- There is a network outage that is preventing network connection
- The PaperCut MF Application Server is not running
- The PaperCut MF Application Server's firewall or network routing configuration is preventing network connection
- The details of the PaperCut MF Application Server are incorrect.

To resolve this, ensure the following:

- there is no network outage
- the PaperCut MF Application Server is running
- the PaperCut MF Application Server's firewall or network routing configuration is not preventing network connection
- the PaperCut MF Application Server details are accurate. For more information, see [2.4.2 Enable communication with the PaperCut MF Application Server](#).

7 Uninstall *PaperCut MF – Kyocera (HyPAS)*

7.1 Temporarily disable *PaperCut MF – Kyocera (HyPAS)*

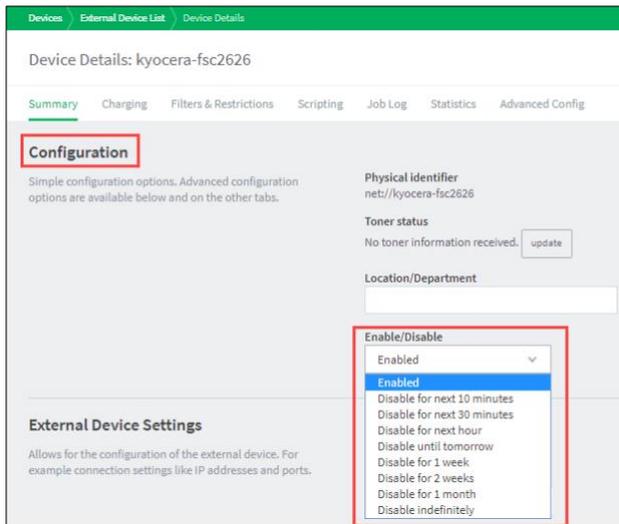
Temporarily disabling *PaperCut MF – Kyocera (HyPAS)* triggers the following actions:

- retains *PaperCut MF – Kyocera (HyPAS)* on the PaperCut MF Admin web interface
- retains *PaperCut MF – Kyocera (HyPAS)* on the device
- prevents users from accessing the device

To temporarily disable *PaperCut MF – Kyocera (HyPAS)*:

1. Log in to the PaperCut MF Admin web interface.
2. Navigate to **Devices**.
3. Select the required device.

- In the **Configuration** area's **Enable/Disable**, select a **Disable** option:



- Verify that *PaperCut MF – Kyocera (HyPAS)* is disabled:



- Verify that *PaperCut MF – Kyocera (HyPAS)* is not available on the device to users:



7.2 Temporarily deactivate *PaperCut MF – Kyocera (HyPAS)*

Temporarily deactivating *PaperCut MF – Kyocera (HyPAS)* triggers the following actions:

- retains *PaperCut MF – Kyocera (HyPAS)* on the PaperCut MF Admin web interface
- retains *PaperCut MF – Kyocera (HyPAS)* on the device
- deactivates PaperCut MF authentication and tracking on the device, allowing allows unauthenticated users to access the device.

To temporarily deactivate *PaperCut MF – Kyocera (HyPAS)*:

- Access the physical device.
- Log in to the device as an administrator.
- On the device's panel, click **System Menu**.
- On the System Menu screen, locate and click **Application**.
- Select the PaperCut MF embedded application and click **Deactivate**.

7.3 Permanently uninstall *PaperCut MF – Kyocera (HyPAS)*

Permanently uninstalling *PaperCut MF – Kyocera (HyPAS)* triggers the following actions:

- removes *PaperCut MF – Kyocera (HyPAS)* from the PaperCut MF Admin web interface
- removes *PaperCut MF – Kyocera (HyPAS)* from the device
- allows unauthenticated users to access the device

To permanently uninstall *PaperCut MF – Kyocera (HyPAS)*:

1. Access the physical device.
2. Log in to the device as an administrator.
3. On the device's panel, click **System Menu**.
4. On the System Menu screen, locate and click **Application**.
5. Select the PaperCut MF embedded application and click **Remove**.
6. Log in to the PaperCut MF Admin web interface.
7. Navigate to **Devices**.
8. Select each required device.
9. Click **Actions > Delete this device**.
10. Click **Devices** and verify that the required devices are no longer listed.
11. Click **Log out**.
12. Access the physical devices.
13. Verify that *PaperCut MF – Kyocera (HyPAS)* is not available on the required devices.