FUJIFILM

ApeosWare®

ApeosWare Management Suite 2
Installation and Operation Guide

Refer to "Setup Guide" for "About Manuals and Accessory Tools", "Conventions", and trademark.

Product information is provided at our Internet homepage. Visit https://www.fujifilm.com/fbglobal/eng/product/aw_manage_suite

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1 ApeosWare Management Suite Overview

ApeosWare Management Suite Features

ApeosWare Management Suite is software that monitors the devices on the network, such as multifunction devices and printers, and their users, moreover, integrally performs authentication, output, log accounting and document distribution.

This section describes the system configuration and the main features of ApeosWare Management Suite.

System Configuration

The system configuration of ApeosWare Management Suite is as shown below.
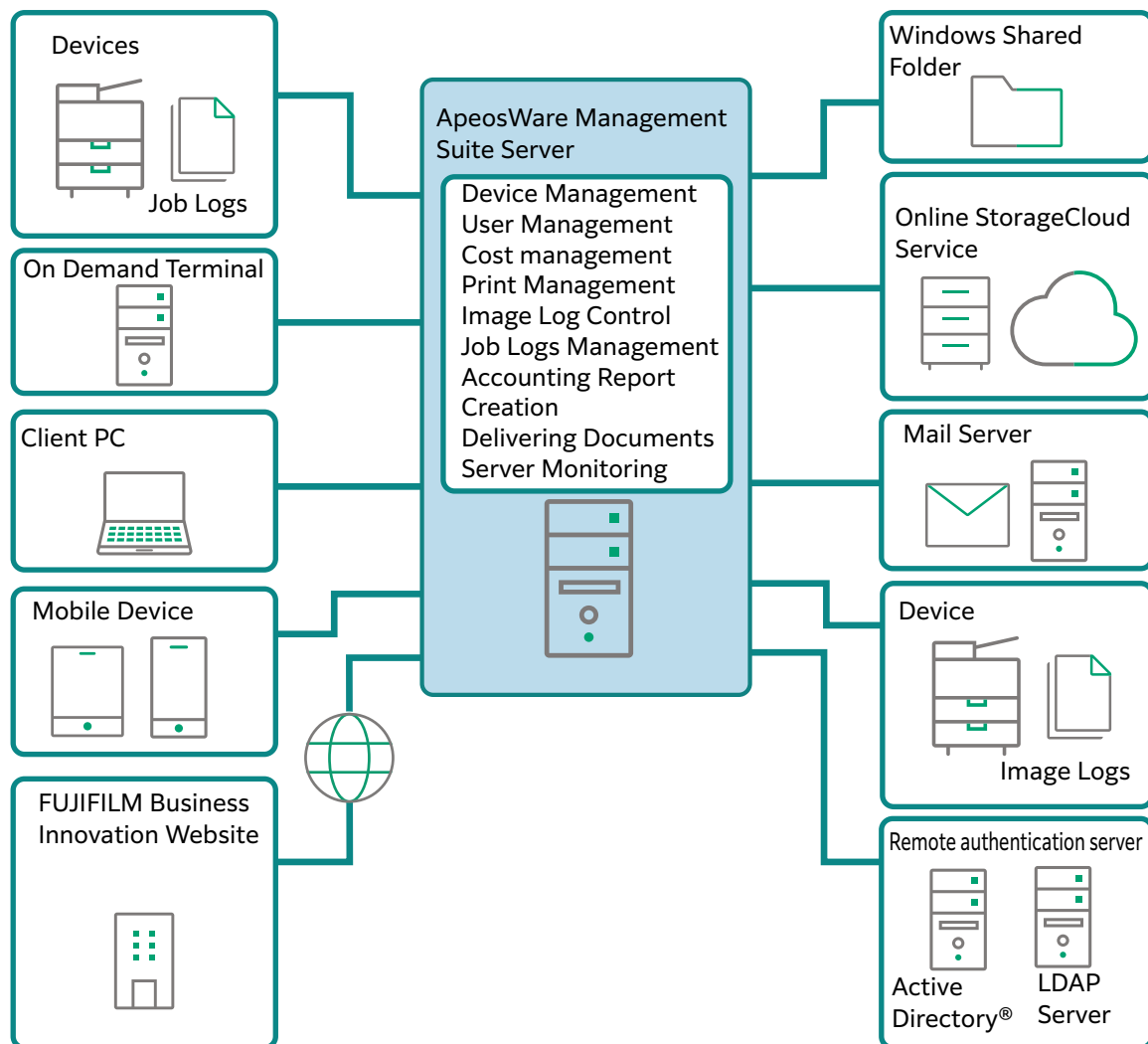
ApeosWare Management Suite Server

It is the server installed with ApeosWare Management Suite. It may consist of some servers.

Device

This means the printers and the devices managed by ApeosWare Management Suite.

You can submit a scan flow or Print On Demand accessing ApeosWare Management Suite from the Control Panel, by custom service and external access feature.

Job Logs

The Job Log is the processing records, such as the device user, the number of output papers and the time. Collecting the job logs from the device, ApeosWare Management Suite manages user's output and creates accounting reports.

On Demand Terminal

It is the PC to operate Print On Demand. The list of print jobs of ApeosWare Management Suite is displayed.

Client PC

It is the PC used by the user. It allows sending print jobs and executing an accessory tool. Furthermore, it allows setting ApeosWare Management Suite features and executing the jobs by using a web browser.

Mobile Device

You are allowed to operate ApeosWare Management Suite features by using mobile devices, such as a tablet and a smartphone.

Windows Shared Folder

You can store documents in the Shared Folder (SMB) on the network, and print documents stored in the Shared Folder.

Folder/ External Storage

You can manage documents in link with an online storage, such as FTP server and DocuShare, and a cloud service, such as Working Folder.

The shared folder, the cloud service and the online storage linking with ApeosWare Management Suite are called generally "File Management Service".

Mail Server

You can send scanned documents by email, and print email received.

You can set the server so as to notify by email to the administrator if an error occurs in the device monitoring or the service stops.

Image Log

Documents of jobs processed by a device can be saved as image data that can be accumulated and managed with data such as device users, usage time, and number of copies. A combination of image data of documents processed and processing records is referred to as "Image Log."

Remote authentication server

You can authenticate and manage the user linking with the external directory service.

FUJIFILM Business Innovation Website

You can execute user management linked with FUJIFILM BI Direct by accessing the website operated by FUJIFILM Business Innovation via the Internet. By this, user authentication executed when the license is authenticated and software is updated becomes easy.

Main features

This section describes the main features of ApeosWare Management Suite.

Device Management

Creates device groups and register the devices to be monitored. You have to specify how to authenticate for each device group. You can also set information in Address Book and Folder.

In addition, monitors the devices and displays current status and meter information to the web browser. You can set the feature so as to notify the administrator by email if an error occurs.

👓 Refer

"3 Device Management" (P.26)

User Management

Register and manage the users who use devices. You can directly register user's information, moreover, automatically register it by loading the file in the external or the authentication server, such as Active Directory.

User information in ApeosWare Management Suite can be used to create FUJIFILM BI Direct user accounts.

The user who is allowed to register the user information by him/herself can register the card ID (PAN) by reading the card into the IC card reader.

👓 Refer

- "4 User Management" (P.45)
- "User information registration by users" in "Features Guide"

Cost management

Allows managing the scan and the output by a user by converting the amount of the device used into money.

Setting an output limit and a discount schedule allows you to comprehensively reduce the operating costs. You can categorize and tally the costs by business project or by section, and output the accounting report to issue billing statements.

👓 Refer

"5 Cost management" (P.55)

Download Management

Manages the files of printers and software to distribute to users.

Users can download or automatically install files such as printer drivers or installers, which the administrator added, on the users' PC.

🗨 Note

This feature is supported by only devices used in japan. The downloaded printer drivers and files are supported by only Japanese OS.

👓 Refer

"6 Download Management" (P.70)

Print Management

Manages the whole printing features, such as print queue registration and print job operation.

You can configure print environment suitable for various situations, such as Print On Demand, Web Print, Guest Print and Output Limit Print.

Using Popup Messenger, an accessory tool, allows informing clilen PCs of the print job acceptance results by Popup.

Refer
"7 Print Management and Operations" (P.73)

Link Scan Settings with File Management Service

Provides a simple flow processing and sending scanned documents. You can send scanned documents attaching to email, store it in Shared Folder and deliver it File Management Service linking with the device.

Enabled you to print the file stored in File Management Service or Shared Folder accessing from the control panel of the device.

Refer
"8 Setting Scan and File Management Service" (P.92)

Operating Mobile Device

You can operate ApeosWare Management Suite features by using a mobile device.

You can print the file inside the mobile device with the device managed by ApeosWare Management Suite, and upload documents linking with File Management Service.

Refer
"9 Mobile Device Settings and Operations" (P.98)

Image Log Control

Images processed by a device and their records can be accumulated for searching as required and monitoring based on conditions.

What information is treated when and by whom on the device can be known at a later time.

Accounting report creation

Creates accounting sheets and graphs by using the job log collected. You can create accounting reports by user or by device. Moreover, create graphs of power consumption and paper consumption, and analysis reports.

Moreover, tallies job logs using Job Log Analyzer, an accessory tool. Job Log Analyzer is a macro program of Excel which creates an accounting report and a graph tallying job logs. Graphs and lists are prepared in advance, accounted from various categories such as per user, organization, and device.

Refer
"11 Job Log Accounting/Report" (P.108)
"Help for Job Log Analyzer"

Job Logs Management

Collects job logs from the device at a specified interval and stores the job logs collected as a file.

You can set it so as to notify the administrator by email if an error occurs in collecting job logs.

Refer
"Job Log Settings" (P.21)

Server monitoring

Monitors service operation and usage of a storage on the server, and displays the latest situation on the web server. When an error occurs, records it on the event log and notifies it to the administrator by email.

Refer

"Server Monitoring" (P.23)

Document Distribution by Flow

Processes, delivers, outputs and stores automatically the document which is scanned by multifunction device, are received by fax or are on the server.

You can process the images, convert the format and process the OCR of a document loaded. You can change the storing location and the destination by the unique information to the document or the time to be accepted.

Note

Flow Management Option is required to use this feature.

Refer

"Features Guide Flow Management Option"

Updates Software

Update Service, an accessory tool, updates the software of ApeosWare Management Suite and applies patches for errors.

Update Service is the tool that starts automatically once the PC has been started, checking the software installed in the PC, updates it automatically.

Refer

How to set tool→"Manuals and Accessory Tools" in "Setup Guide"
More information on How to Operate→Accessory Tools Help

Accessory Tools

ApeosWare Management Suite provides the following accessory tools.

Diagnostics Utility (Diagnostics Utility)

Diagnostics Utility is a tool that checks the connection between the PC and the servers, and collects operation logs and Windows information. You can use it on the ApeosWare Management Suite server and the client PC for diagnosing the system and solving troubles.

Diagnostics Utility enables you to diagnose the error and retrieve the log when an error occurs.

Refer

"Using Diagnostics Utility" in "Features Guide"

Data Input Console (Data Input Console)

Data Input Console is a batch registration tool reading information of the device and the print queue from the CSV format file.

Use the feature to initialize ApeosWare Management Suite, or register or update a large volume of information.

Refer

How to start the tool→"Manuals and Accessory Tools" in "Setup Guide"
More information on How to Operate → Accessory Tools Help

Provided Features and Options

This section describes the provided features and options of ApeosWare Management Suite.

Edition

ApeosWare Management Suite has two following editions.

- Entry Edition

  It is the edition packaged basic features.

- Enterprise Edition

  It is the edition that is added some features to Entry Edition.

> **Note**
> You are not allowed to upgrade from Entry Edition to Enterprise Edition.

Feature list

Available features of each edition are as follow.

○ : Can be used as standard.

△ : Can be used when an option license (sold separately) is added.

-   : Cannot be used.

Features	Entry Edition	Enterprise Edition	Options Can Be Added
Server Configuration			
All-in-One Configuration	○	○	
Server Multiplexing Configuration	-	○	
Distributed Configuration	○	○	
Device Management[*1]			
Device and Device Group Management	○	○	
Device Auto Registration	○	○	
Device Data Update	○	○	
Displaying Device Status/Meter Information	○	○	
Status Notification Settings	○	○	
Displaying Job Log Collection Status	○	○	

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Features	Entry Edition	Enterprise Edition	Options Can Be Added
User Management			
User and User Group Management	○	○	
Access Profile Settings	○	○	
Link to Remote Authentication Server (Domain)	○	○	
Import User	○	○	
Import Account	△	○	Cost Recovery Option
Authentication Settings	○	○	
FUJIFILM BI Direct Federation 📝 Note This feature is only available in Japan.	○	○	

Security Policy Settings
 	
📝 Note
    This feature cannot be used in certain countries.
    Please contact our agent for more details.
	△	△	

Print Policy Settings	○	○	
Cost management			
Account Management	△	○	Cost Recovery Option
Create Price Policy	△	○	Cost Recovery Option
Supplement Schedule Settings	△	○	Cost Recovery Option
Download Management (For Japanese OS only)			
Printer Driver Distribution	○	○	
Software Distribution	○	○	

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Features	Entry Edition	Enterprise Edition	Options Can Be Added
Print Management			
Print Server Management	○	○	
Direct Print	○	○	
Guest Print (E-mail/Web Print)	△	○	
Print On Demand	△	○	On Demand Print Option
Cost Management Print	△	○	Cost Recovery Option
Approval Print **Note** This feature cannot be used in certain countries. Please contact our agent for more details.	△	△	
Automatic Masking **Note** This feature cannot be used in certain countries. Please contact our agent for more details.	△	△	
Print Rule settings	○	○	
print job operation	○	○	
Popup Messenger (Popup Messenger)	○	○	
Extension of analysis method of print jobs	△	△	Additional OS Parser Option
On Demand Terminal	△	△	On Demand Print Terminal (This feature is available only in Japan.), Cost Recovery Option
Scan Settings			
Scan Settings	○	○	
OCR processing for scan documents	○	○	
Bar code processing for scan documents	△	△	OmniPage Barcode Reader Option

Features		Entry Edition	Enterprise Edition	Options Can Be Added
Link with File Management Service				
	Link with Shared Folder/FTP server	O	O	
	Link with Working Folder	O	O	
	Link with Google™ Drive	O	O	
	Link with DocuShare[*2]	△	△	Scan & Connect for DocuShare Device License
	Linking with Microsoft® SharePoint® Server[*2]	△	△	Scan & Connect for SharePoint Services Device License
	Link with Salesforce[*2]	△	△	Scan & Connect for Salesforce Services Device License
	Link with OneDrive®[*2]	△	△	Scan & Connect for OneDrive Device License
	Linking with SharePoint Online[*2]	△	△	Scan & Connect for SharePoint Online Device License
	Collaboration with ABBYY® FlexiCapture®[*2][*4]	△	△	Scan & Connect for ABBYY FlexiCapture Device License
Image Log Control				
	Image Log Receiving	△	△	ApeosWare Management Suite 2 Image Log Management Option Receiving Server License
	Image Log OCR	△	△	A license for one of the following • ApeosWare Management Suite 2 Image Log Management Option OCR License • ApeosWare Management Suite 2 Image Log Management Option OCR CJKE Thai License • ApeosWare Management Suite 2 Scan OCR Option
	Image Log Control	△	△	ApeosWare Management Suite 2 Image Log Management Option Registering Server License
Operating Mobile Device				
	Print from Mobile Device	O	O	
	Upload/Download from Mobile Device	O	O	
Accounting report creation				
	Accounting/analysis report creation	O	O	
	Cost management report creation	△	O	Cost Recovery Option
	Job Log Analyzer	O	O	
Job Logs Management				
	Collecting Job Logs	O	O	
	Job Log Management	O	O	

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Features		Entry Edition	Enterprise Edition	Options Can Be Added
Server monitoring				
	Server monitoring feature	○	○	
	Notification Settings	○	○	
	Displaying Service Status/Folder Status	○	○	
Document Distribution by Flow				
	Flow management and execution	△	△	Flow Management Option
	OCR (only Japanese OS)	△	△	OCR for DocuWorks Japanese Option
	OCR (only English OS)	△	△	OCR for DocuWorks English Option
	OCR (only Chinese/Korean/Thai OS)	△	△	OCR for DocuWorks Multi Language Option
	OmniPage OCR	△	△	Scan OCR Option [3]
	OmniPage Barcode Reader	△	△	OmniPage Barcode Reader Option
	QR Code Reader	△	△	Paper Form & QR Option
	Form Analysis	△	△	Paper Form & QR Option
	Attribute processing (Only Japanese OS)	△	△	Attribute Processing Option
	Database Query (Only Japanese OS)	△	△	Database Query Option

*1 To register devices to ApeosWare Management Suite, "{number of units of devices to register} Device License" is required to be authenticated with License Activator in advance.

*2 Licenses for the number of devices to connect to File Management Service simultaneously are required.

*3 When OmniPage OCR feature is used in the distributed configuration with a separated flow server, Scan OCR Option is required in the flow server side. If not operated in the distributed configuration, it is included in Flow Management Option.

*4 Collaboration with ABBYY FlexiCapture is available only for devices made by FUJIFILM Business Innovation Corp.

2 System Settings/Server Monitoring

This section describes System Settings and Server Monitoring.

System Settings

You can set and check the following items as the common settings to the system in ApeosWare Management Suite.

- Network Settings

  You can set network environments, such as an incoming and outgoing email server and a HTTP proxy server.

- Currency Settings

  You can set currencies to calculate the costs on Cost Management.

- Display Settings

  The order of the surname and first name of the user can be changed.

- Job Log Settings

  You can set items for job logs, such as a retention period and an output method.

- Temporary Folder Settings

  You can set a work folder used to send and receive data.

- Change Administrator Password

  You can change the Apeos_Admin user password automatically created in installing.

- Service Display Order Settings

  The order of the services to be displayed in the device panel is set.

- Control Panel Customization Settings

  Customizing settings of the operation panel of the device are made.

- User Portal Settings

  Set a report that is indicated on the Dashboard of the user portal.

- Security Settings

  Encrypt a file on the print server.

- Notices
- License Information

Job Log Settings

What Is Job Log?

A Job log records jobs a device is performed, the device user, the number of output sheets, the time, etc. Collecting job logs from the device, ApeosWare Management Suite manages the user's output cost and creates the accounting report.

You can decide whether collect job logs or not, and set intervals of collecting job logs for each device.

Job logs are regularly collected at the time when the print job has finished or at the interval specified. Only the job logs added newly are collected after collecting job logs once.
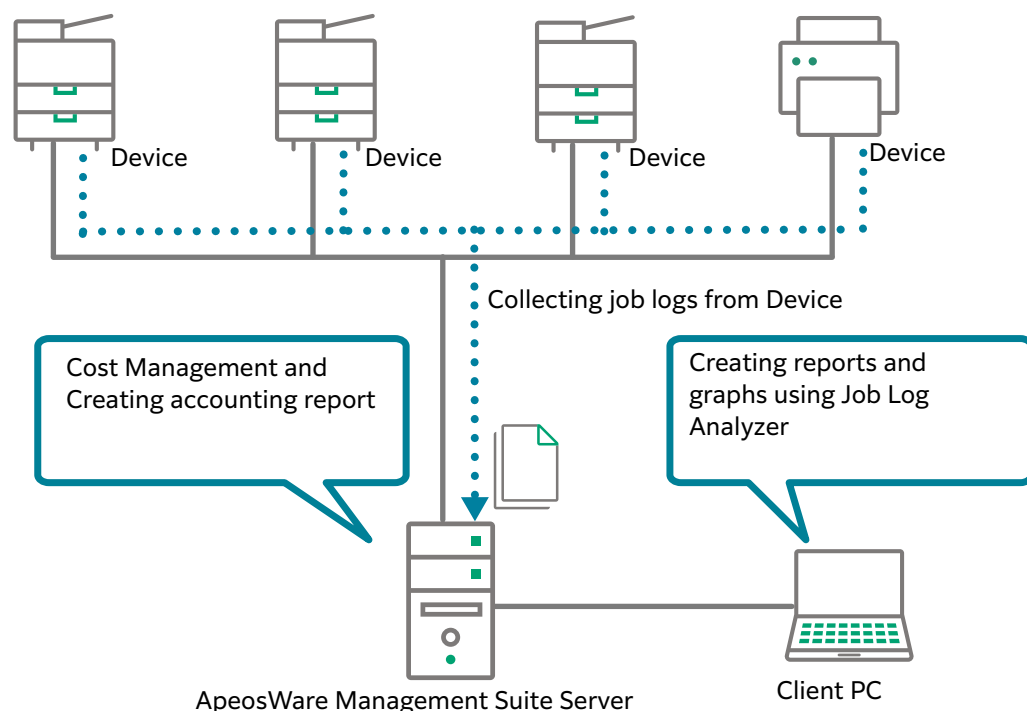
There are four ways as below how to collect job logs depending on the machine type.

- Job Log Collection by SOAP
- Job Log Collection by Internet Services
- Collecting job logs by Printer MIB (Counter)

Refer

For more details on job log file, refer to the Appendix of "Features Guide".

Recollecting Job Logs (Retry Operation)

Job logs are recollected as below, if not collected because the device is turned off or the network cable is disconnected.

Intervals of collection to be specified	Job log recollection
The interval from [One Minute] to [Five Minutes]	Job logs are recollected every five minutes. Returns to the interval of collection to be specified after collecting job logs correctly.
The interval from [Six Minutes] to [Sixty Minutes]	Recollects job logs the interval specified.

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Intervals of collection to be specified	Job log recollection
The interval is [once a day]	Job logs are recollected every ten minutes. Returns to the interval of collection to be specified after collecting job logs correctly.

Retaining Job Log and Outputting to Job Log File

Job logs collected from a device are stored in the database in the ApeosWare Management Suite server, moreover, are outputted to a text file. The job log file outputted to the text file is called "Job log file".

Job Log Retention Period

The job logs stored in the database are used to aggregate for cost management and on a web browser.

You can arbitrarily specified the retention period to the job log in the database. The job log is deleted from the database once the retention period has expired.

Outputting Job Logs to a Job Log File

The job file is used to aggregate on Job Log Analyzer.

A job log file is created one file per device. The retention period of a job log file is unlimited. You can arbitrarily specified the output folder, the encoding type and the output timing.

Job Log File Name

It is created under the following rules.

JL{Model Code}_{Identification ID}.csv

- The model code is empty in the model which is not able to retrieve the model code.
- The identification ID is empty in the model which is not able to retrieve the identification ID.
- The name of job log file of the device whose collection type is [Printer MIB (SNMP)] becomes as "JL_{UUID excluding "@"}.csv". UUID is a unique ID that is assigned when the device is registered.
- The file name becomes "u_JL{Model Code_Identification ID}.csv" if the character code of job logs collected is utf-8.

Accounting of project codes

When a job log file is output, whether to output a job log file by converting the name into the account name corresponding to the internal ID of the account or to output it with the value collected from the device can be set.

The setting can be switched using the value of properties com.fujifilm.fb.apeosware.joblog.export.accountmapping of the configuration file ({data storage folder} ¥karaf¥etc¥joblogexport.properties.

true: Convert the name into the account name corresponding to the internal ID of the account.

false or no properties: Not convert the name and output the value collected from the device as it is.

The initial value is false or no properties.

Job Log Aggregation

ApeosWare Management Suite creates data to create a report, aggregating job logs collected from the device.

The job logs which are collected from the device after executing job log aggregation the last time are aggregated. The list below shows when aggregation is executed.

When	Descriptions
Submitted to create a report on a web browser	The maximum is 10,000 job logs. 10,000th and later are aggregated the next time.
midnight	The maximum is 1.6 million job logs. 1.6 millionth and later are aggregated the next time.
The scheduler started	The maximum is 1.6 million job logs. 1.6 millionth and later are aggregated the next time.

Reaggregation

The job log data aggregated is cleared and aggregated again when [Job Owner Identification Method] is changed or [Rebuild Accounting Results] is executed.

Reaggregation is executed at midnight or at the time the scheduler starts.

Server Monitoring

Monitoring Service monitors the server. Monitoring Service is automatically installed when ApeosWare Management Suite is installed.

What Is Monitoring Service?

Monitoring Service can monitor services running on the server and storage utilization at a certain interval, and record when the service stops or the low-memory condition to an event log on Windows.

Monitoring Service automatically starts at the same time the PC starts.

The administrator can set it so as to issue a notification by email the specified user that a service has stopped when the monitoring service detects it. Notification settings allow finding errors and handling the problem rapidly.

Monitoring Service continues monitoring the server constantly after detecting an error . Note that email notification and event log output are not performed if the error persists.

> **Note**
>
> An event log records event information of the OS and the application. It can be retrieved from Diagnostics Utility as "Windows information". For details on Diagnostics Utility, refer to "Using Diagnostics Utility" in "Features Guide".

Details of Monitoring Service

Monitoring Service has the two types, "alive monitoring" and "resource monitoring". They are recorded in an event log and notified by email.

> **Note**
>
> • Items with (*) are not monitored in case the database server is separated from the main server in distributed configuration.
> • In case of Distributed Configuration with the Print Input/Output Server Separated, on the screen [Service Settings] > [Server Monitoring Settings] > [Monitor Settings], remove the check mark from "SQL Server (FXAW)" of the machine on which the print input/output server is installed.

Alive Monitoring

● Process monitoring

Monitors whether the process monitored works normally or not.

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- Service monitoring

  Monitors whether the service monitored works normally or not.

- Spooler monitoring

  Monitors whether the spooler monitored works normally or not.

- SQL Server Connection Monitoring (*)

  Verify the connection to the database against the SQL Server instance periodically.

Resource Monitoring

- Available Storage Space

  Confirms that the available storage space is sufficient by monitoring status of resources, such as memory, CPU and hard disk.

- JavaVM memory

  Confirms that the memory usage rate is not less than the specified value by monitoring information of Java process.

- SQL Server Memory Pressure (*)

  Monitor if there is SQL Server memory pressure.

- SQL Server Index Fragmentation (*)

  Monitor if there is SQL Server index fragmentation.

> **Note**
>
> There is a command for rebuilding an index when it is fragmented. For more details, refer to 'Rebuild Index in SQL Server' in "Features Guide" for more information.

Notification Settings

When detecting an error or the recovery from that status, Monitoring Service notifies the user specified previously of it by email.

Error Detection

You are notified when both of the following conditions are satisfied.

- Error status
- Normal, unknown or no record in the latest monitoring

Recovery Detection

You are notified when both of the following conditions are satisfied.

- Normal status
- Error in the latest monitoring

Email Example

```
Subject:
-----
<Monitoring Service>An error has been detected in the monitored
service.
-----

Body:
-----
A stopped process has been detected in xxx.
Host name of error detecting PC: <<<xxx>>>

A HTTP response error has been detected in xxx.
Host name of error detecting PC: <<<xxx>>>

<This is an automated system email. Please do not reply to this email. >

Thank you.
-----
```

Displaying Service Status/Folder Status

You can see service operation status monitored and usage status of data folder from a web browser.

3 Device Management

This section describes feature's summary of device management

In this chapter, "Device" mainly refers to information on a device managed with ApeosWare Management Suite. However, for the corresponding device, "Device" can be called to mean a "device main body" separately from the information.

Note

- Depending on the device used, it may be possible to set [V5] with [Web Applications Version] of [Web Browser Setup]. In this case, select [V5] by the administrator setting of the device. If [V4] is set, at the time of an operation from the ApeosWare Management Suite menu on the device, it may not operate correctly. For the step to change setting, refer to the "User Guide" of the device.
- To register devices to ApeosWare Management Suite, "{Number of devices} Device License" is required to be authenticated with License Activator in advance. How many devices you can register at the maximum in ApeosWare Management Suite depends on the totaling of registered Device License.

Refer

License Activator →"Setup Guide"

Device and Device Group Management

Hierarchy of devices

ApeosWare Management Suite manages devices as groups in arbitrary units. Grouped devices are referred to as "Device Group".

Device Group

A group to start with. You can create only one hierarchy there.

Sub-device Group

Lower groups of a device group. You can create some hierarchies there.

📝 Note

A device group and sub-device group can be referred to as "Device Group" together.

📁 All device groups
　📁 Device group A
　　📁 Upper sub-device group
　　　📁 Lower sub-device group
　　　　Device
　　　📁 Lower sub-device group
　　　　Device
　　📁 Sub-device Group
　📁 Device group B
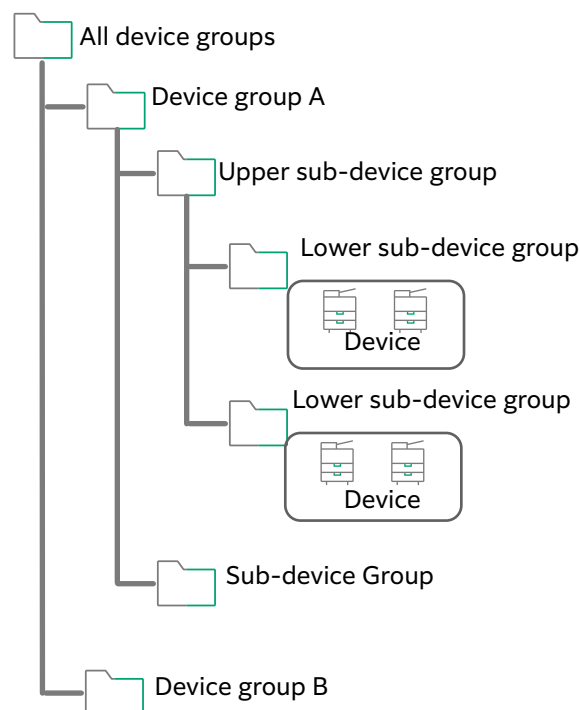
Device

One device can be added to only one device group or sub-device group. It cannot be overlapped among groups.

Setting Items for Device Groups or Sub-device Groups

Set the following information.

Authentication/Accounting Settings

Set an authentication method, accounting management in the use of a device ,and service for authentication and accounting .

Authentication/Accounting Settings can be applied only to the device group. Settings cannot be applied to the sub-device group or individual devices. When you want to operate an device in a different authentication method, you need to create a device group according to authentication method.

👓 Refer

Details of Authentication Method→"Authentication/accounting settings type" (P.33)

Communication Settings

Set communications such as the device administrator ID, SNMP settings, the device monitoring intervals, the collecting intervals of job logs.

Communication settings are applied to both a device group and a separate device. If you set it for both, the setting for a device is prioritized.

Device panel settings

Set for access to the features of ApeosWare Management Suite from the control panel of the device.

The setup information is applied only to devices just under a device group or sub-device group (exclusive of lower sub-device groups).

Management and settings of registered data such as addresses and folders.

Addresses, folders, IP filters, and filter domains are referred to as "registered data". Set whether to manage these registered data in a device. For management, set each registered data.

The setup information is applied only to devices just under a device group or sub-device group (exclusive of lower sub-device groups).

Refer
 "Registered Data Management" (P.30)

Security Monitoring Settings

If there is any deviation between the security setting values configured for the device group and the setting values obtained from the device, a change of setting values is attempted to the device at the timing of updating to the device.

Relations between Device Group, Sub-device Group, and Device.

The items and ranges you can set in each management unit are as follows.

○: Can be set.
-: Cannot be set.

Setting items	Applied ranges		
	Device Group	Sub-device Group	Device
Authentication/Accounting Settings	○ (Applied to all devices including lower groups)	-	-
Communication Settings	○ (Applied to all devices including lower groups)	-	○ (The setting of the device is more prioritized than the device group)
Device panel settings	○ (Applied only to devices just under the group)	○ (Applied only to devices just under the group)	-
Registered data^{*1} settings	○ (Applied only to devices just under the group)	○ (Applied only to devices just under the group)	-
Individual information on a device such as IP address/ device names	-	-	○

*1 They are addresses, folders, IP filters, and filter domains. For details, refer to "Registered Data Management" (P.30).

In authentication/accounting settings

The same settings are applied to all devices in a device group.

All device groups

Set [Remote Authentication] for a device group

[Remote Authentication] for all
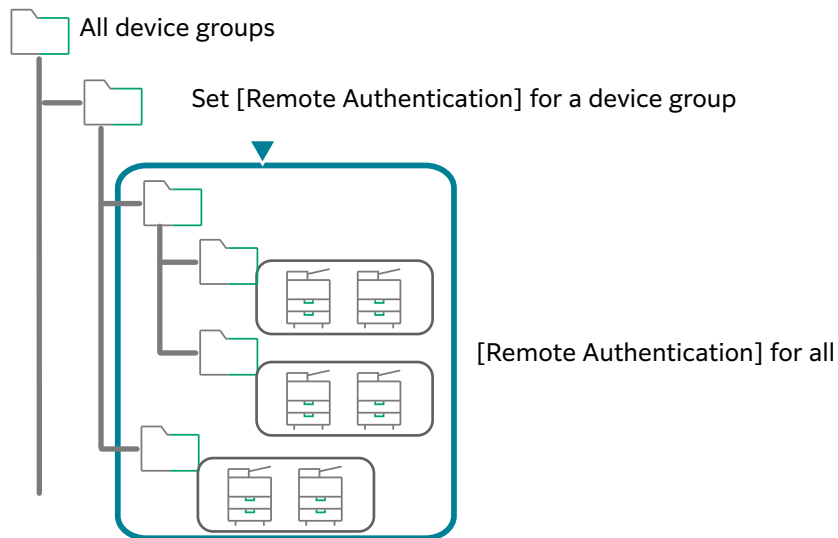
In communication settings

You can apply the same settings to all devices in a device group or apply separately.

All device groups

Set "monitoring intervals of 10 minutes" to device group

Separate setting of monitoring intervals of "one minute"

Monitoring intervals of "10 minutes"
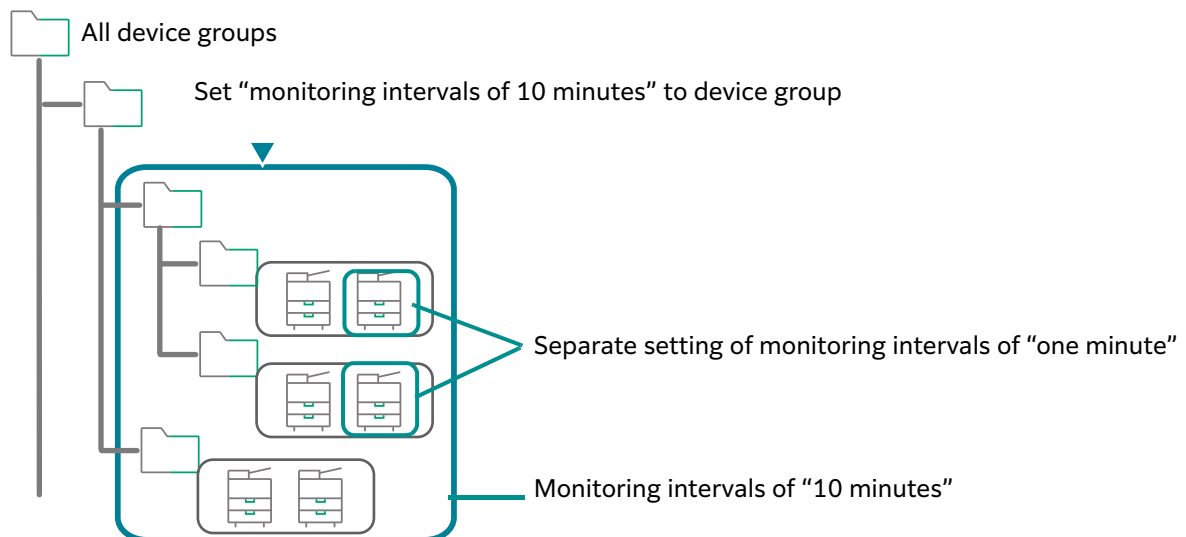
In registered data such as addresses and folders

In addresses, folders, IP filters, and filter domains, only devices just under a device group and under sub-device group use the same information.

If you want to use the same information for all devices affiliated with a device group, you need to apply the same settings to all of the lower sub-device groups.
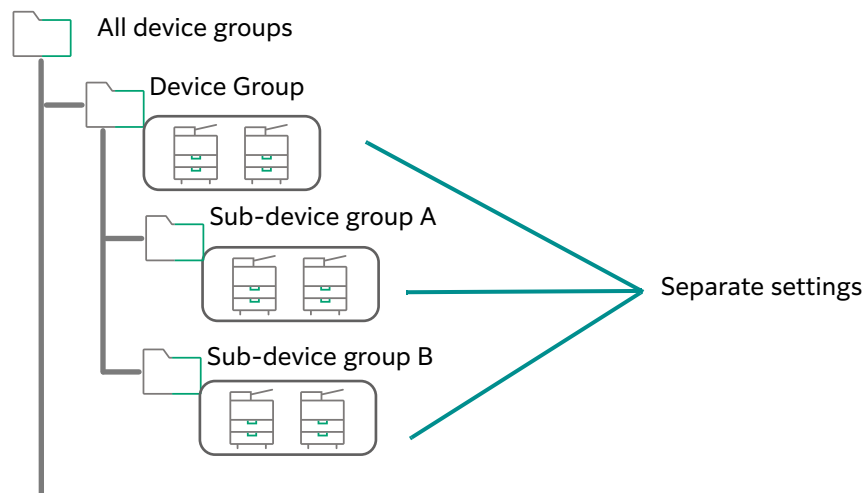
📝 **Note**

> Addresses, folders, IP filters, and filter domains cannot be added to any devices that are not affiliated with any device group or sub-device group. To add these information to a device, affiliate it with a device group or sub-device group.

Deleting device groups/sub-device groups

If you delete a group with the following information added to a device group or sub-device group,it is deleted from an actual device affiliated with the groups too.

- Address
- Folders and inside documents
- IP Filters
- Filter domains

Registered Data Management

You can register the following information in a device.

Address

Set address data to be used in a device. You can set send settings, remote folder/relay broadcast, F code communication, and charge information.

Folder

Set a folder to register in a device. You can set the owner of the folder, processing after you have taken out documents, and the processing method when the retention period is over.

IP Filters

Set them when you want to restrict a PC to connect to a device.

The IP address of a PC that is allowed to be connected is referred to as "IP Address". To restrict connection, set this IP address. If you use any other IP address than the setup IP address, it will not be connected to a device. You can set up to 25 for IP addresses.

> **Note**
>
> For IP filters, be sure to add the IP address of ApeosWare Management Suite server to the IP address. Otherwise, the server will not be able to be connected to a device.

Filter domains

Set them to restrict e-mails that a device sends and receives.

Set whether a device allows a domain for reception and transmission or not. You can set up to 50 domains.

Device Auto Registration

There are two ways to register a device. One is that you do it manually using a web browser. The other is that you do it by detecting unregistered devices automatically.

For automatic registration, you need to set a schedule in advance in which you search a device.

ApeosWare Management Suite searches a device on a network according to a fixed schedule and registers it if there is an unregistered device.

Automatic Registration is useful when you add devices frequently. Automatic Registration is not performed in default settings.

> **Note**
>
> The devices registered automatically are not affiliated with any device group or sub-device group. You need to associate them with groups manually.

Update to Device

The device information added and changed in ApeosWare Management Suite is updated to an actual device at specified intervals or time of day.

In default settings, update is at intervals of 10 minutes. It takes up to 10 minutes for update to an actual device to get started in default settings. Update to a device can get started immediately instead of waiting for automatic update.

Able to be updated automatically

Automatic update at specified intervals or time
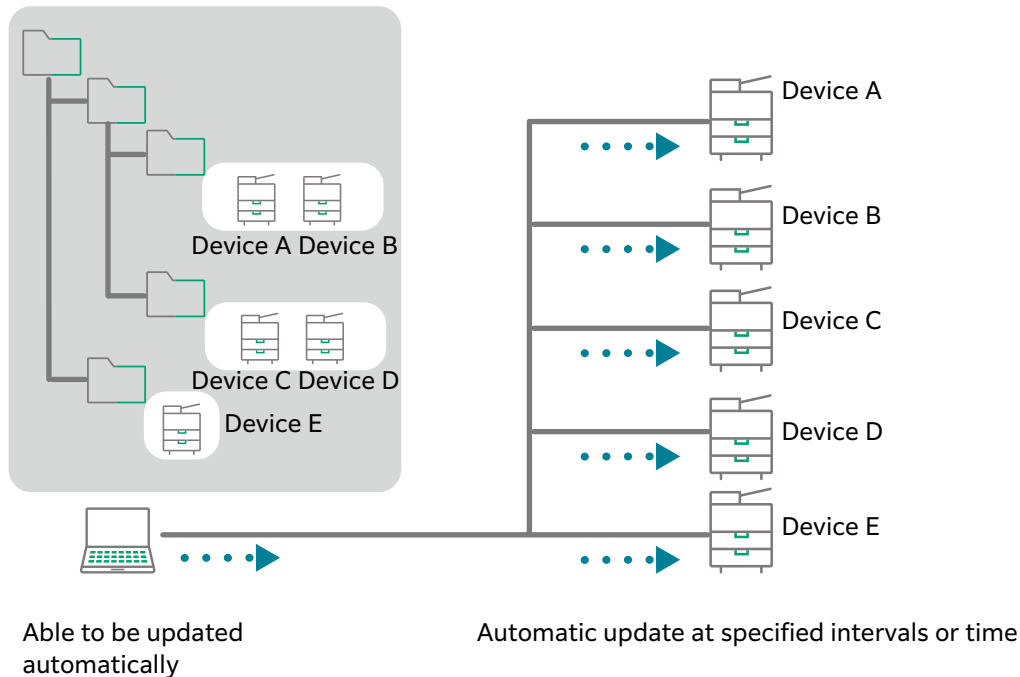
Information to update to a device

Information updated to an actual device is as follows.

- Basic device information such as the name and setting location
- Device panel settings
- Authentication/Accounting Settings
- Address
- Folder
- IPv4 Address Filters
- IPv6 Address Filters
- Filter domains
- Users allowed to use a device and user permissions
- Information required to use single sign-on authentication for FUJIFILM BI Direct
- Image Log Settings

📝 Note

- For device panel settings, the custom service is used. The custom service is a service operated by a web browser built in a device. To use it, settings are necessary in a device. For more details, refer to "Using Custom Service" in "Features Guide".
- If [Force stop when minimum balance is reached] is set to [Stop] in access profile set for users, the user information is not updated to an actual device.

- Information required to use single sign-on authentication for FUJIFILM BI Direct is propagated to all devices that satisfy the link requirements if even one linkable tenant is registered.
- When there is no Image Log transmission function on the device, an image log on the print is transmitted from the server.

Refer
- "Adding Access Profile" in "Features Guide" (p.222)
- Single Sign-On Authentication for FUJIFILM BI Direct→"4 User Management" (P.45)

Concerning Authentication/Accounting Settings

This section describes [Authentication/Accounting Settings] to set in a device group.

Authentication/accounting settings type

The types are as follows.

Authentication/Accounting Mode	Descriptions
Local authentication/local accounting (local authentication)	An actual device holds user information for authentication, and the machine manages accounting locally.
Local Authentication/Network Accounting (Network Authentication)	An actual device holds user information for authentication. The machine does not manage accounting locally.
Remote Authentication	The actual device does not retain user information. You can select the authentication system from among the following. • ApeosWare Authentication Agent • Kerberos (Windows 2000) • Kerberos (Solaris) When you select [ApeosWare Authentication Agent], ApeosWare Management Suite manages users for authentication. When you select [Kerberos (Windows 2000)] or [Kerberos (Solaris)], the remote authentication server of the Kerberos system manages users for authentication.
Custom Authentication	ApeosWare Management Suite manages users for authentication. The user information for which [Access device that cannot connect to network] is set to [Allow] in access profile is held in an actual device too. For cost management, you can select an account in the use of a device. As ID for the device authentication, PAN (card ID) and external ID as well as user ID are available. Refer PAN, External ID→"Alternate Authentication ID" (P.52)
No authentication	A device deos not operate authentication.
No Setting (Manage authentication in device)	The authentication method set for a device is applied. Even if any type of authentication method is set for a device, access profile in ApeosWare Management Suite is not applied. If you use any device other than our products or Fuji Xerox's, add it to a device group of this authentication method.

Authentication/accounting settings and user account management

The setup [Authentication/Accounting Settings] handles user information as follows.

When you select [Local Authentication/Local Accounting (Local Authentication)], or [Local Authentication/Network Accounting (Network Authentication)]

The user information set in ApeosWare Management Suite is written in an actual device on a periodic basis by updating operation to a device. For this reason, the user information ApeosWare Management Suite manages and the user information an actual device holds are always the same.

A device executes authentication of users with user information held in a device in the use of it.

Managing user information and perform accounting

Holding user information and performing authentication

Collecting Job Logs

Updating user information

Device

ApeosWare
Management Suite
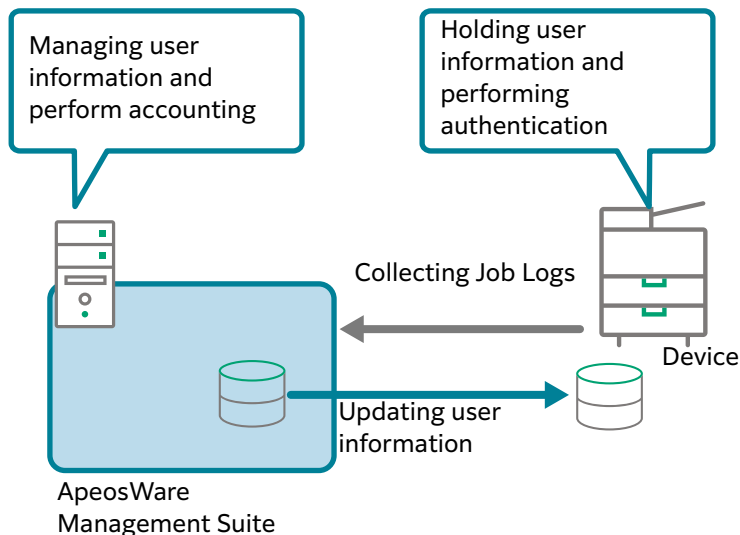
When you select [ApeosWare Authentication Agent] for the authentication system in [Remote Authentication]

User information is managed by ApeosWare Management Suite. The actual device does not retain user information.

ApeosWare Management Suite executes authentication of users through authentication request from a device during the use of it.

Managing user information for authentication and accounting

Collecting Job Logs

Authentication

Authentication request

Devices

ApeosWare
Management Suite

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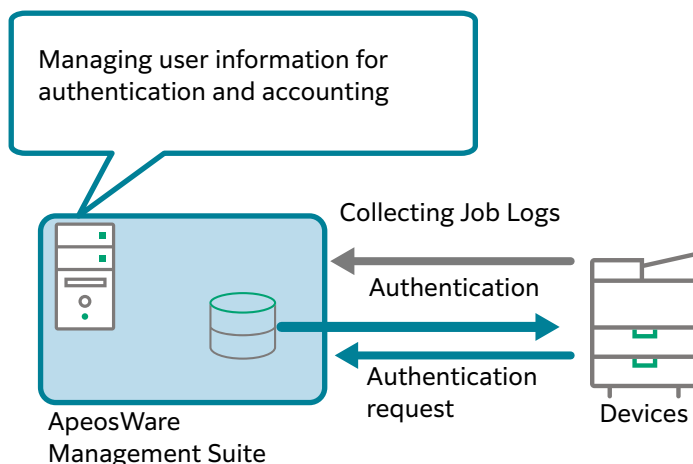
When you select [Kerberos (Windows2000/Solaris)] for the authentication system in [Remote Authentication]

User information is managed in two locations: ApeosWare Management Suite and Kerberos System. The actual device does not retain user information.

The remote authentication server of the Kerberos System executes authentication of users through authentication request from a device in the use of a device.
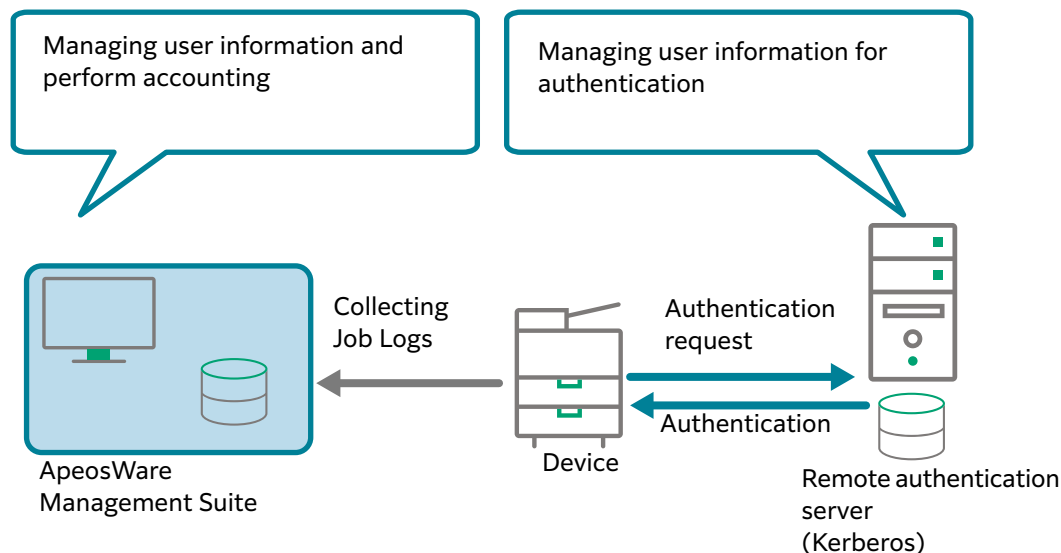
When you select [Custom Authentication]

Basically, ApeosWare Management Suite executes authentication of users through authentication request from a device.

In both the user group affiliated with devices and the access profile associated with users, when [Access device that cannot connect to network] is set to [Allow] in access profile associated with users, the user information is held in the actual device. In that case, when you cannot connect to ApeosWare Management Suite for some trouble, the device authenticates users with the user information held in the actual device.

Note

For authentication with an offline device, only the card authentication is available.

35
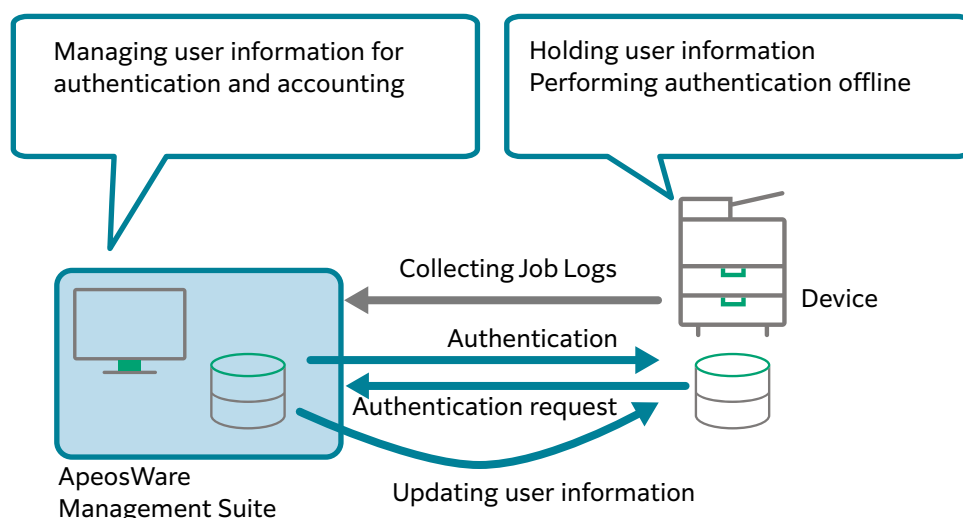
Authentication/accounting settings and each feature

It is as follows how [Authentication/Accounting Settings] set for a device and each feature of ApeosWare Management Suite works together.

O: Available
-: Not Available

User Management/Cost Management/Scan/Print

Authentication/Accounting Mode	Apply access profile	Cost management	Scan	Print On Demand Guest Print
Local authentication/local accounting (local authentication)	O	O^{*2}	O	O
Local Authentication/Network Accounting (Network Authentication)	O	O^{*2}	O	O
Remote Authentication	O^{*1}	O^{*1*2}	O^{*1}	O^{*1}
No authentication	-	-	-	O^{*3}
Custom Authentication	O	O	O	O

*1 Only when you select [ApeosWare Authentication Agent] in the authentication system.

*2 Output restriction(force stop when minimum balance is reached) is not available.

*3 Only when the IC card reader is installed with your device, those features are available. You can use the card ID that has been read as your user ID.

Refer
   "Force stop when minimum balance is reached" (P.60)

Accounting reports/graphs

Authentication/Accounting Mode	Job log accounting	Cost Management Report
Local authentication/local accounting (local authentication)	O	O
Local Authentication/Network Accounting (Network Authentication)	O	O
Remote Authentication	O	O^{*1}
No authentication	O^{*2}	-
Custom Authentication	O	O

*1 Only when you select [ApeosWare Authentication Agent] in the authentication system.

*2 Accounting per user is not available.

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Concerning Association with Features Other Than Device Management

This section describes how each feature of ApeosWare Management Suite and a device work together.
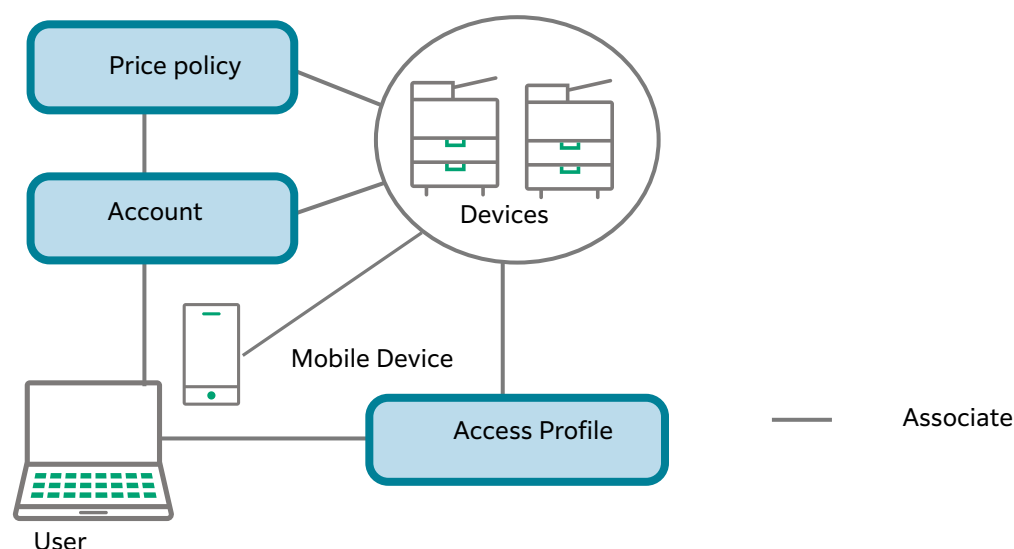
Device and user permissions

You can set device permissions with access profile. Access profile is setting information in which the access rights to each feature are collected. Users can use a device according to the content of access profile associated with them.

You can set access profile from the [Service Settings] > [User Management] menu in the administrator screen.

Refer
"What Is Access Profile?" (P.48)

Associating with a device and the price policy

For cost management, you set "Price Policy" by device. For the price policy, you can set charge by output color or paper size and also set rules like discounting particular service charges and imposing additional charges for a certain period of time.

You can set the price policy from the [Service Settings] > [Cost Management] menu in the administrator screen.

Refer
"Price policy" (P.55)

Associating with a Device and an Account

For cost management, set an "Account" available in a device. The balance to allot to a user and the replenishment method are set in an account.

You can set an account with [Service Settings] > [Cost Management] in the administrator screen.

Refer
"Account Management" (P.56)

Device selection from a mobile device- the use of QR code and NFC tag

If you register a device, the following are automatically generated: the QR code to identify a device and device identification information with which to write in the NFC tag seal. With those information, you can associate a mobile device with a device.

👓 Refer

"Associating Mobile Device with the Device" (P.100)

Displaying Device Status

You can confirm device status with a web browser.

Displaying device status and meter information

You can display warnings and errors that occurred to a device and meter information on the total amount of copied and printed paper. You can extract the device in the following status for display.

- All Status
- Communication Error
- Machine Warning/Error
- Consumables Warning/Error
- Paper Warning/Error

📝 Note

The content of meter information depends on device models and your contract detail.

Displaying collecting status of job logs

You can confirm job log collecting status by displaying in a web browser a device list in which job log collecting is set. You can extract the device in the following status for display.

- Unspecified
- Ready
- No Response
- Omission Occurred
- Device Replaced
- Communication Error
- Job Log Collection Error
- File Save Error

Regular monitoring of a device

You can monitor device status on a periodic basis and display the latest status.

To monitor a device on a periodic basis, set [Monitor Status] to [On] in communication settings of a device group and a device (monitoring at 10-minute intervals in default settings). Device status and maintenance information are automatically updated and displayed at specified intervals.

Concerning device status time lag

The status displayed in the control panel of the device and that displayed in ApeosWare Management Suite may be different. In that case, if you click [Update] in the device list, the latest status is displayed.

Notifying Status

You can notify an specified address of device status by e-mail. There are three types of notification: "error notification", "regular notification", and notification of job log collecting error"

Notification When Warnings/Errors Are Detected

When the device status has turned to a specified warning or an error such as a paper jam or out of toner, an e-mail message is sent to the specified notification destination.

The following is an example of e-mail.

```
From: ApeosWare Management Suite {Administrator's e-mail address}
To: Fuji.Taro@example.com
Subject: ApeosWare Management Suite {Notification settings name} 2021/4/1
13:00:00

Contents:
[Notification Conditions]
Paper low, out of paper, paper jam, toner low, out of toner
---------------------------
[Device Name]
FUJIFILM Apeos C6580
[IP Address/Host Name]
xxx.xxx.xxx.xxx
[Model Name]
FUJIFILM Apeos C6580
[Model Code]
QC09
[Identification ID]
123456
[Location Level]
South, on the eighth floor in the headquarters Building
[Error]
<Paper jam>
Cover open
[Warning]
No warning to notify
---------------------------
```

Periodic Notification

You can retrieve device status according to a specified schedule and send an e-mail to specified notification destination. You can select a schedule from among the following.

- Intervals (like by ten minutes)
- Every day (specify time)
- Every week (specify day of the week and time)
- Every month (specify date and time)

The following is an example of e-mail. If you specify several devices to monitor, you will be notified with one e-mail message.

```
From: ApeosWare Management Suite {Administrator's e-mail address}
To: Fuji.Taro@example.com
Subject: ApeosWare Management Suite {Notification settings name} 2021/4/1
13:00:00

Contents:
[Device Name]
FUJIFILM Apeos C6580
[IP Address/ Host Name]
xxx.xxx.xxx.xxx
[Model Name]
FUJIFILM Apeos C6580
[Model Code]
QC08
[Identification ID]
654321
[Location Level]
South, on the ninth floor in the headquarters Building
[Error]
No error to notify
[Warning]
No warning to notify
----------------------------
```

Notification of job log collecting error

When problems about job log collecting such as occurrence of an omission or job log collecting error occur, an e-mail message is sent to the specified notification destination.

When an error occurs in job log collecting, it is notified with a single e-mail message separately from one about a paper jam or toner used up.

> **Note**
>
> When job log collecting has timed out because a device's power is off or a device is not connected to a network cable, an error is not notified.

Concerning an Omission

What Is an Omission?

When the number of job logs held in an actual device exceeds the setup number of jobs, the oldest data is overwritten and deleted. When job logs in a device are overwritten and deleted, the fact that job logs are not collected is called an "omission".

> **Note**
>
> If the type of job log collecting is [Printer MIB (SNMP)] in a device, omissions are not retained.

Causes of omissions

The causes of omissions are as follows.

- More jobs were executed than the number of job logs that a device was capable of holding within a shorter time than the interval of job log collecting.

- More jobs were executed than the number of job logs that a device was capable of holding before job logs were collected due to communication failure or server's trouble.

How to Deal with an Omission

When an omission of job logs has occurred, deal with it in reference to the following description.

Adjusting collecting intervals

Set collecting intervals so that a device can collect job logs before the number of jobs processed with a device exceeds the one of job logs a device is capable of holding. The next table gives an indication of the number.

A device's job log collecting method	Model name or loaded hard disk (including the SSD)	The number of job logs a device is capable of holding
Device that collects from MIB[*1]	-	10 or 20
Devices that collect using Internet Services	Hard disk (including the SSD) not loaded	50
	Hard disk (including the SSD) loaded	10000
Devices that collect using SOAP	Hard disk (including the SSD) not loaded	50
	Hard disk (including the SSD) loaded	15000

*1 In devices that collect job logs from MIB, regardless of whether a hard disk (including the SSD) is loaded or not, how many job logs can be held in a device is fixed.

The problem of stopped collecting to be resolved

Confirm job log collecting status in the device list displayed in the web browser. If collecting status is [Communication Error] or [Job Log Collection Error], check network failure and the status of ApeosWare Management Suite server.

With Diagnostics Utility (tool for diagnostics), you can examine the communication status between ApeosWare Management Suite server and a device, and server's event logs.

Refer
  "Using Diagnostics Utility" in "Features Guide"

Concerning Device Replacement

What Is Device Replacement?

It is to replace a device with another device with IP address unchanged after you have registered a device in ApeosWare Management Suite. A replaced device is displayed on the list when either of device's product code or serial number or both have been changed and detected, and when [Device Replaced] is selected for the job log collection status [Status].

> **Note**
> - When replacing a device, make sure to delete the registered device, and then register a new device. After the device registration is completed, perform the settings required for operation.
> - If the type of job log collecting is [Printer MIB (SNMP)] in a device, you cannot retrieve product code and serial number. Because of that, if both before and after replacement, a device is with [Printer MIB(SNMP)], replacement is not detected.

> **Refer**
> "3 Device Management" > "Job Log Collection Status" > "Device Registration" > "Delete a Device" in "Features Guide"

Job Log Collecting After Device Replacement Is Detected

If a device after replacement is an ApeosWare Management Suite-enabled device, it carries on collecting job logs. Device settings before replacement are carried over about collecting settings.

However, because the name of job log files is named after a device's product code and serial number or MAC address, you have different job log files before and after replacement.

If a device after replacement is not an ApeosWare Management Suite-enabled device, job logs are not collected.

> **Note**
> When both devices before and after replacement are with [Printer MIB (SNMP)], replacement is not detected. In that case,logs after replacement are added to job log files before replacement. If you want to record logs after replacement in a different job log, delete a device before replacement from ApeosWare Management Suite and newly register a device after replacement.

Operating Without Password When Using IC Card Authentication

When Device's Authentication Method Is [Custom Authentication]

When operating only with ID input by hiding the password input field, uncheck the check-box for [Require PIN/Password Input] in the Device Group Settings.

To set an empty user password, use [Authentication Settings] and set [Minimum Character Count] to [0] in the PIN/Password Basic Settings.

> **Refer**
> - "3 Device Management" > "Device Group List (Details of Device Group/Sub-device Group)" in "Features Guide"
> - "4 User Management" > "Authentication Settings" in "Features Guide"

When Device's Authentication Method Is [Remote Authentication]

To set an empty user password, use [Authentication Settings] and set [Minimum Character Count] to [0] in the PIN/Password Basic Settings.

⌒ Refer

"4 User Management" > "Authentication Settings" in "Features Guide"

When Device's Authentication Method Is [Local Authentication]

When operating only with ID input by hiding the password input field, in the Device Group Settings, select "Authentication/Accounting Settings" > [Display Details] and set [Use Password] to [Off].

To set an empty user password, in the Authentication Information Settings for the device, set [Minimum Character Count] to Not Specify (set to [0] when performing the setting by Internet Services).

⌒ Refer

- "3 Device Management" > "Device Group List (All Device Groups)" in "Features Guide"
- Guides for Multifunction Device

Notes on Saving Print Job Details Processed in the ApeosWare Management Suite Server to the Image Log Server

Print job information can be saved using the Save function for print job information only for jobs that satisfy the following conditions.

- Print jobs printed by Multi-model Print Driver 2 via the ApeosWare Management Suite server
- Print jobs using devices for which sending the print image log is enabled in the device or the device group

💬 Note

If the image log can be sent from the device, such as for devices with the Image Log Kit installed, the image log is sent from the device and print job information is not sent from the ApeosWare Management Suite server.

"The Save function for print job information cannot save job information other than that of print jobs. Saving of print job information is not guaranteed for print jobs other than those printed using Multi-model Print Driver 2.

Also, print job information saved using this function cannot be used to re-print the same job.

In addition, the following restrictions apply to the Save function for print job information."

- When print job information cannot be sent, such as when the Image Log Server cannot be accessed, sending of the print job information is put on hold. A maximum of 200 print job information items can be put on hold, and the information can be held up to a maximum period of seven days. If the maximum number of items that can be put on hold is exceeded or for print job information that exceeds the maximum storage period, the information is deleted and not sent to the Image Log Server.

- Results of print job processing by the device is acquired, and these results are recorded in the number of prints, sides, and copies in the job attributes to be sent to the Image Log Server. If the processing results cannot be acquired from the device, the number of prints, sides, and copies are not recorded.

- If an error occurs during generation of the print job information, the generation process is retried. If the print job information still cannot be generated after a certain number of retries, the information is not sent to the Image Log Server.

- If the number of pages of the print job exceeds 1,000 pages, the information is not sent to the Image Log Server.

If saving of image and job attributes is required for jobs other than print jobs or print jobs other than those printed by Multi-model Print Driver 2, or if operation is not possible with these precautionary restrictions, please consider using a device with the Image Log Kit installed.

Note

Depending on the model, the Image Extension Kit may be required in addition to the Image Log Kit.

Devices with the Image Log Kit installed can acquire the image log regardless of the job type or printer driver type.

For notes on acquiring the image log using a device with the Image Log Kit installed, refer to "Notes on Image Log Management" in "Readme" of the ApeosWare Management Suite.

4 User Management

This section describes the feature outline of user management.

User and User Group Management

Hierarchies of users

ApeosWare Management Suite manages users as groups in arbitrary units. User units are referred to as "user group".

User Groups

For user groups, you can create up to 14 hierarchies with arbitrary units such as departments and teams. The upper user group is referred to as "Parent User Group" and the lower user group is referred to as "Sub-User Group". The upper limit of the number of groups which can be created directly under one group is 2,048.

> **Note**
>
> When creating a group directly under the User Group List, including "Default Group" and "Guest User Group", the upper limit is 2,048.

User Group List
— Default Group
— User group A
— User group C
— User group D
User
— User group E
User
— User group B
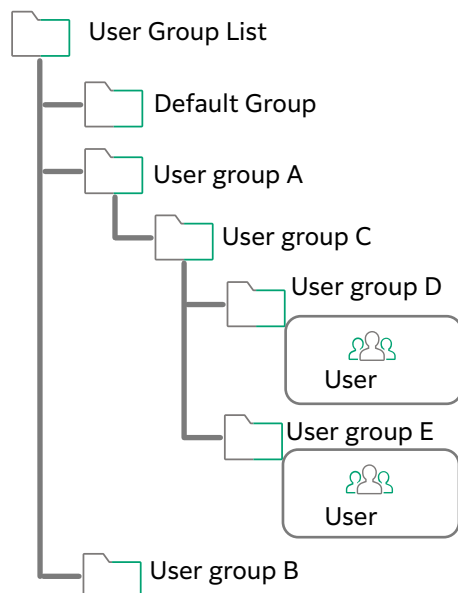
User group of default settings

After the installation of ApeosWare Management Suite, user groups with the following names are automatically created as default.

User group name	Descriptions
Default Group	It is adefault user group. If you do not specify any user group in user import, users are imported into this user group.
Guest User Group	It is auser group for Guest Print. The user affiliated with this user group can execute Guest Print.

For the user groups of default settings, you can set access profile and associate account with them just like you do for general users. You can change a group name too. However, you cannot delete them.

User

One user can be added to only one user group. It cannot be overlapped among groups.

Users of default settings

They are automatically created with the name of "Apeos_Admin" when you install ApeosWare Management Suite. Apeos_Admin users have the same permissions as the system administrator.

Refer

> Details of Apeos_Admin user→ "Features Guide"

Alternate User ID

You can set more than one user ID for one user. The user ID other than the representative user ID is called "Alternate User ID".

If you set the alternate user ID, one user can log in, print the print job transmitted with several different user IDs at one time and display job lists.

Note

> The alternate user ID is not available at the time of logging in to ApeosWare Management Suite and authentication with a device.
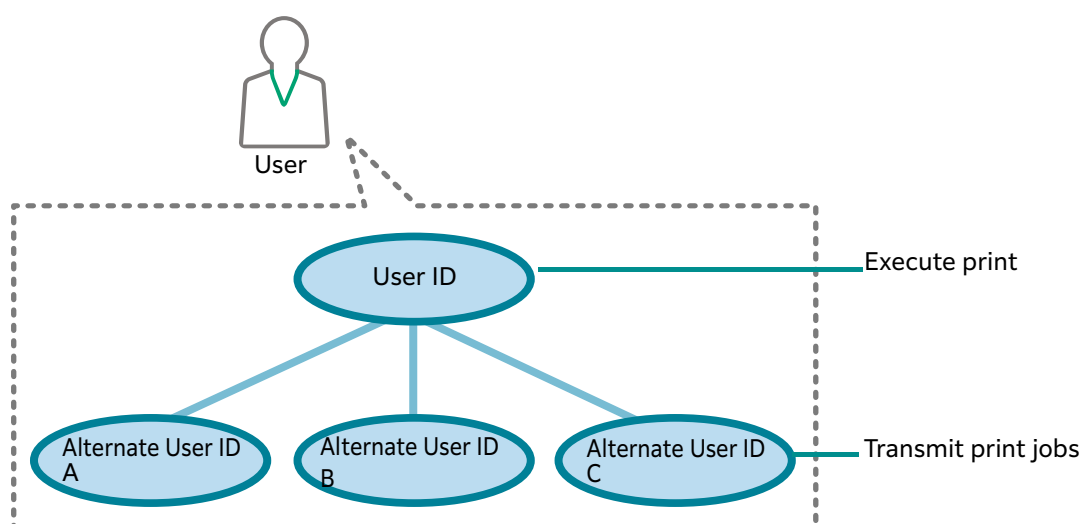
Delegate Users

You can delegate permissions about user jobs to other users. It is available only in Print On Demand.

If you set this feature, other users become able to output and operate the print jobs that a user issues.

If another user outputs a print job issued by a user, the job is tallied as a job and an account of the user who issued the print job.

Deleting user groups

When there is any user in the user group to be deleted, all the users of the group are moved to the default user group (Default Group).

Then, when there is any lower user group in the user groups to be deleted, it is moved to default user groups (Default Group) with the same hierarchy structure.
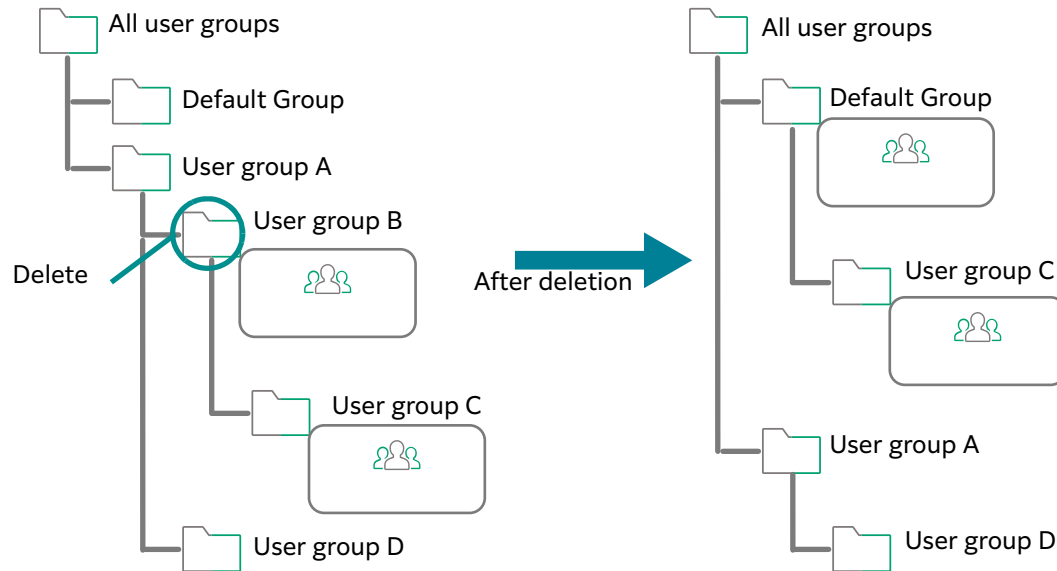
Valid and invalid users

When you do not log in within [Valid Period Since Last Login by User] set all over the system and [User Account Expiration Date] set for users separately is past, the user is disabled.

The administrator can switch validity and invalidity of the users. If [User Account Expiration Date] is past and disabled, you can make invalid users valid again by changing [User Account Expiration Date] to the future date.

Associating Users with Accounts

Associate "account" with users when you manage cost.

How to allot the balance to users and replenish it is set in an account. Users specify one account associated with them and operate copy and print.

Create an account by selecting [Service Settings] > [Cost Management] in the administrator screen.

Refer

About accounts→"What Is Cost Management?" (P.55)

Default Account

You can set a "Default Account" by user. For operation in which you cannot select an account, the default account is automatically used.

The default account has the following feature.

- If there is only one account associated with users, the account is a default account.
- If you delete a default account and there are more than one account associated with others, there is "no" default account. If there is one account associated with others, the account is a default account.
- If the default account has got invalid, the standard settings remain.

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Access Profile Settings

What Is Access Profile?

The settings for which permissions available in each feature are collected are referred to as "Access Profile".

The features and operation that users can use depend on the content of access profile associated with the user.
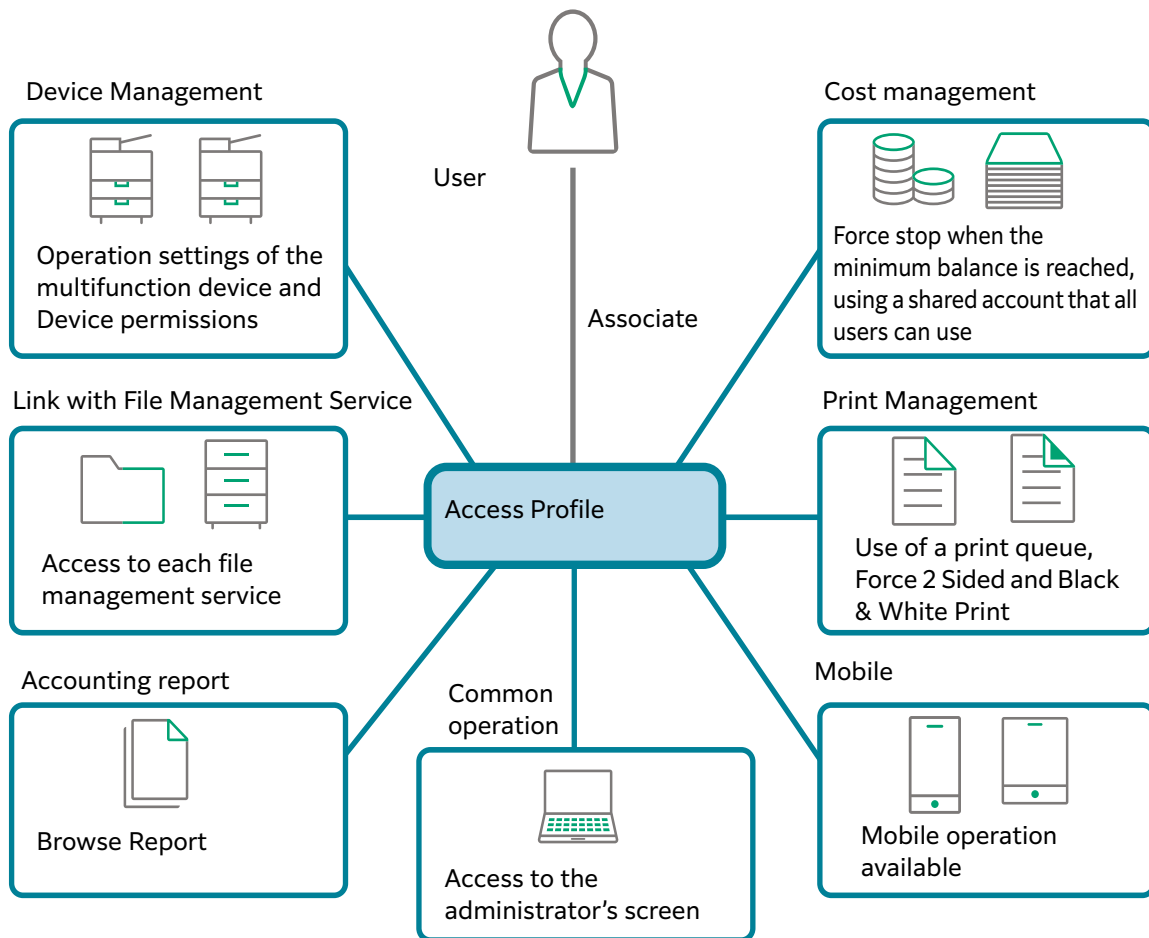
Device Management

Operation settings of the multifunction device and Device permissions

Link with File Management Service

Access to each file management service

Accounting report

Browse Report

User

Associate

Access Profile

Common operation

Access to the administrator's screen

Cost management

Force stop when the minimum balance is reached, using a shared account that all users can use

Print Management

Use of a print queue, Force 2 Sided and Black & White Print

Mobile

Mobile operation available

Priority order of access profile

You can set access profile for both users and user groups, but there is only one access profile applied to users.

The priority order of access profile applied to users are as follows.

(1) Users
(2) Lower user groups
(3) Higher user groups

Access profile of the affiliated user group is applied to the users to which access profile is not applied.

If access profile is not set to the affiliated user group either, tracking back hierarchies one by one, the set access profile is applied. If there is no applicable access profile, tracking back every hierarchy, the user cannot use the features of ApeosWare Management Suite.

Link to Remote Authentication Server (Domain)

Domain settings

You can authenticate and manage users interacting with the remote authentication server. You can set multiple remote authentication servers to work with.

The corresponding remote authentication servers are as follows.

- Active Directory
- LDAP server (compliant with LDAP v3)

User information management

For management, ApeosWare Management Suite imports user information registered in the remote authentication server into the internal database.

Import of user information and update of imported information are performed according to the set schedule (for more details, refer to "User/Account Import" (P.51).

For the users imported into ApeosWare Management Suite, you can set access profile and associate account with them just like you do for general users.

Authentication

When you authenticate users, ApeosWare Management Suite inquires of the remote authentication server and authenticate them. If you have already specified several remote authentication servers and domains to interact with, you can set search order when you authenticate users.

You can set in the [Authentication Settings] page whether to update user information also in ApeosWare Management Suite when inquiring of the remote authentication server user information.
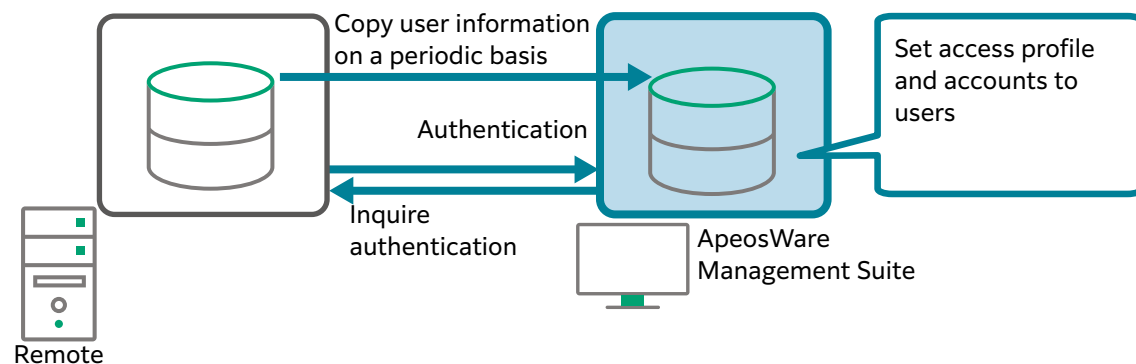
With the users imported from remote authentication server by the user import feature, an access is made to the remote authentication server for authentication at the following authentication timing.

- When the authentication method of multifunction device is [Remote Authentication], the IC card is used or the user ID/password is entered
- When the authentication method of multifunction device is [Custom Authentication], the IC card is used or the user ID/password is entered
- With On Demand Print Terminal, the IC card is used or the user ID/password is entered
- The user ID/password is entered for logging in to [User Portal]

- The user ID/password is entered when starting Popup Messenger

When a check mark is put in the User Management feature [Authentication Settings] > [Clear local user data when browsing external authentication information], the user information in ApeosWare Management Suite is updated.

The authentication fails if communication between the remote authentication server and ApeosWare Management Suite was not possible.

Even if the cache authentication feature is set in the multifunction device, the cache will not be used when ApeosWare Management Suite can communicate with the multifunction device.

Information cannot be retrieved from the remote authentication server if "Card ID (PAN)" information is not imported by User Import.

Management range

ApeosWare Management Suite out of the users on the remote authentication server can arbitrarily specify the management and authentication range. For the management range, you can specify Organization Units (OU), Domain Components (DC), or Organizations (O).

Sorting out imported users

When you import users registered in the remote authentication server into ApeosWare Management Suite, you can select how to create a user group from among the following.

- Sorting out by user attribute
- Importing with the OU hierarchy structure as it is
- Affiliating all the users with the same group
- Sorting out groups by OU hierarchy level

 Refer
> Settings and details of sorting → "Create an Import Schedule (Active Directory/LDAP Import)" in "Features Guide"

When you move/delete the container in the remote authentication server.

When you move containers such as an organization unit (OU), an organization (O), and a domain component (DC), the user group corresponding to the location and the name after move is created as a new user group. The user group corresponding to the container before move too remains.

If you delete a container and create a new container with the same name, the deleted container and the new container are recognized as the same group.

Priority order of the domain controller

In Active Directory, when there is more than one domain controller in the domain, you can set the priority order of the domain controller.

In ApeosWare Management Suite, it confirms connection to the domain controller according to the set priority order and perform authentication of user information and import process with the domain controller that it can communicate with first.

User/Account Import

You can import on a periodic basis the user or account information managed in the remote authentication server and files into ApeosWare Management Suite by specifying a schedule.

Note

You can set an account only when you manage cost.

Refer

"What Is Cost Management?" (P.55)

Inbound channel

Remote authentication server

Import the following information from Active Directory and the LDAP server.

- User information

When importing user information, you can coordinate the arbitrary attributes of the remote authentication server such as user ID and card ID with the arbitrary user property of ApeosWare Management Suite.

File

Import the following information from the CSV file or the text file.

- User information
- Account information
- User/Account Association

You can arbitrarily set whether you put the header row of files, delimiter characters, item order, and encoding.

Then, when importing, you can coordinate the arbitrary rows of the file with the arbitrary user property of ApeosWare Management Suite or account property.

When the card ID and Active Directory attributes are already coordinated in User Import, the card ID is also searched from Active Directory.

Database

Import the following information from the external database.

- User information
- Account information
- User/Account Association

Schedule setting

You can set an import schedule. ApeosWare Management Suite imports targets according to the set schedule.

For import schedule, you can specify date and time, the day of the week, and intervals. In addition, you can specify to execute import immediately or execute only when the file constantly monitored is updated.

Account automatic creation

You can import user information and automatically create accounts to be associated with users at the same time. For automatic creation, you can coordinate account property such as account names and the cost replacement code with the arbitrary attribute and item of import targets.

Editing of imported users

You can handle externally imported users the same way that you do with locally created users in ApeosWare Management Suite. You can edit property of imported users, move affiliated groups, and delete users.

Authentication Settings

Alternate Authentication ID

For information with which you can identify users, not only the user ID but the authentication ID is available.

- Card ID (PAN)

    PAN stands for Primary Account Number and means a card number. It is the same as the "card ID" with which you authenticate by using the IC card reader and a card.

    For the device in which the authentication method is set to [Custom Authentication], you can manually enter the PAN value from the control panel or the terminal at the time of authentication.

- External ID

    It is the ID created and managed by the external user management system, etc. It is available when you authenticate users imported from the external system. The external ID is available in authentication in the device in which the authentication method is set to [Custom Authentication].

These are called "Alternate Authentication ID". You can set more than one alternate authentication ID for one user.

📝 Note

> When you log in to ApeosWare Management Suite from a PC, the alternate authentication ID is not available.

👓 Refer

Custom Authentication→"Authentication/accounting settings type" (P.33)

Password/PIN settings

You can set a password to be used at the time of authentication, the minimum number of characters and the necessary character type of PIN or whether to allow reuse.

With a device in which the authentication method is [Custom Authentication] or the mobile device, you can set whether you use PIN or a password at the time of authentication in access profile.

📝 Note

> PIN stands for Personal Identification Number. It means a password comprised of numbers only.

Single Sign-On

When you access from client PCs, the Single Sign-On feature is available. Single Sign-On is the feature in which, once logged in to ApeosWare Management Suite, you can automatically log in to ApeosWare Management Suite too by logging in to Windows when starting up your PC.

However, you can use the feature only when the domain that the user is affiliated with and the domain managed with ApeosWare Management Suite are identical.

For example, you add the "domain00" domain that the client PC is affiliated with to ApeosWare Management Suite and import a user. When this user logs in to Windows with the user ID and password of the "domain00" domain when starting up the PC, the user is not required to log in when accessing ApeosWare Management Suite from the web browser.

When users perform log-out operation manually, the Single Sign-On feature becomes disabled and the User ID and password are needed for log-in.

User lockout

User accounts will be locked if the number of login attempts reaches a predefined number. Administrators can unlock user accounts from a web browser.

Single Sign-On Authentication for FUJIFILM BI Direct

User information in ApeosWare Management Suite can be used to create FUJIFILM BI Direct user accounts. User consent is required to create these user accounts. Access to FUJIFILM BI Direct services on devices is granted to registered users after successful authentication of only the ApeosWare Management Suite user information.

User information registered via single sign-on cannot be edited in FUJIFILM BI Direct systems. User information must be updated in ApeosWare Management Suite.

User information can be updated manually or automatically by configuring an update schedule.

> **Note**
> - Apeos_Admin users and guest users are not updated.
> - If the same user information registered in FUJIFILM BI Direct systems via single sign-on was registered, correspondence information is created to recognize the user as an ApeosWare Management Suite user. Updates must be made in ApeosWare Management Suite after enabling and using single sign-on.

Card ID Registration by Users

Users can register their card ID information by themselves.

By reading the card ID with the IC card reader connected to a device and a PC, they can register it in their own property.

> **Refer**
> "User information registration by users" in "Features Guide"

Creation of an account by a user

An account can be created on the User Portal.

> **Refer**
> "4 User Management" in "Features Guide"

5 Cost management

This section describes the outline of features of cost management.

What Is Cost Management?

That is a feature of managing device usage by users by converting the usage of a device to the amount of money. You can set the following.

Account

The account is something like an account where the charge information of a device is recorded. The balance to be allotted to a user and a replenishment method is set in an account.

Users specify one account associated with them and operate copy and print.If they use a device, the charge for the use of a device is deducted from the account balance associate with users.

> **Note**
>
> "Account" used in cost management has nothing to do with "AccountID" set in a device.

Price policy

The charge of a device is decided by "price policy". For the price policy, the charge of a device by service and information on time discount and an additional charge is set. The charge is calculated based on the price policy for the time when users used a device and services they used ,and is deducted from their account balance.

Replenishing schedule

An account balance is replenished at a certain period of intervals. You can set when to replenish your balance and how to update to "replenishment schedule".

Manage a Restriction Method of a User with Access Profile

Access profile sets whether a user can continue to use a device when there is little or no balance in an account. It also sets permission for the account that all users can access together, and device permission without specifying an account.

For users, operation of output restriction is managed according to access profile associated with the user.

Black & White copy 10 yen
Color copy 50 yen
Scan 30 yen

Replenish the balance on the first of the month, carry forward the balance of the previous month

Price policy

Replenishing schedule

Account

Devices

Allotted Balance
5,000 yen

Usage record
2,000 yen

Associate

User

Access Profile

- Usable device
- Ban the use when there is no balance left
- Allow the use of an shared account of all users
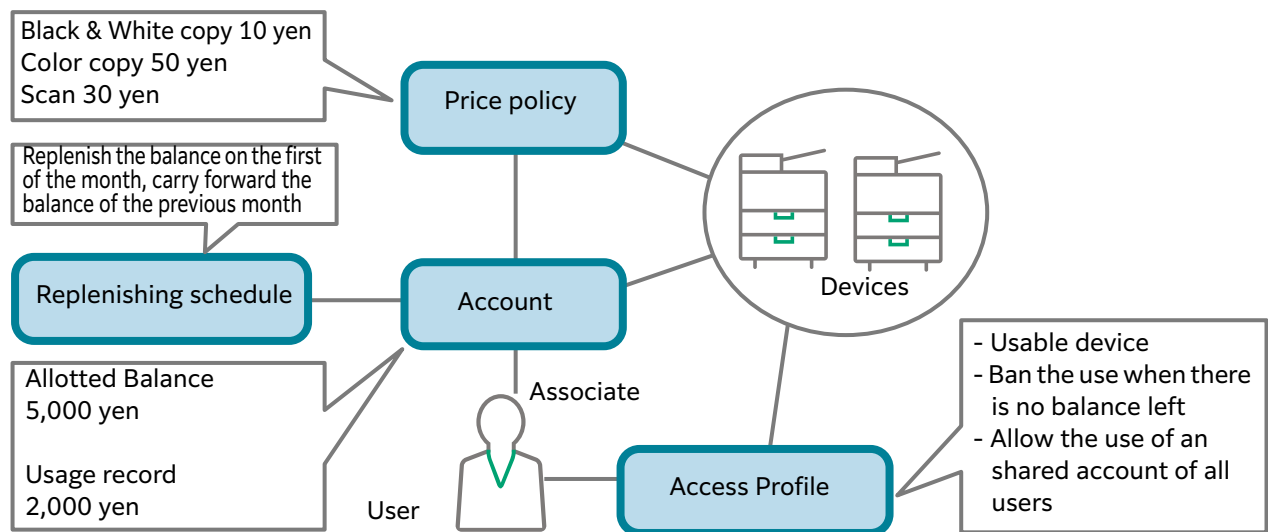
Account Management

Personal account and shared account

There are two types of account: personal account and shared account.

- Individual account

    It is an exclusive account for one user. One or more than one personal account can be associated with one user.

Personal Account A

Associate

User A

Personal Account B

Associate

User B

Personal Account C
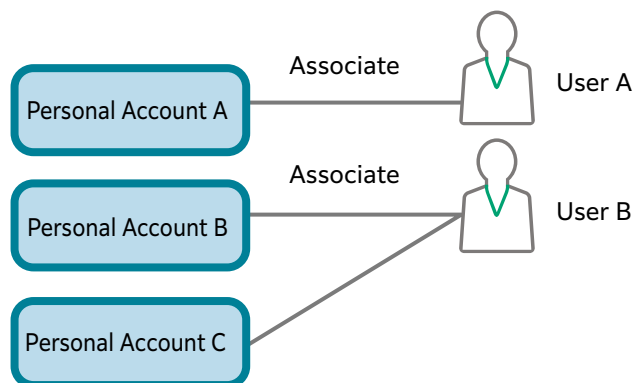
- Shared account

  It is an account shared and used by more than one user. One shared account can be associated with more than one user.
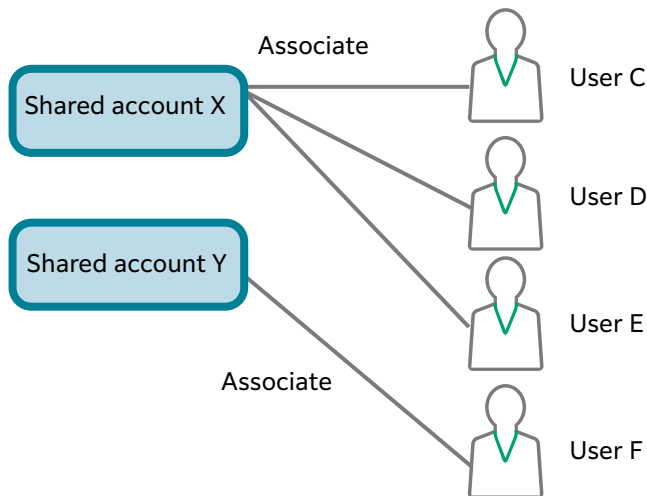
Shared account that all users can use

You can create shared accounts that all users can use.

Users normally need to be associated with an account to use but the account that [Enable shared account for all users to use] is enabled can be used by all users.

However, this account is used only when [Using shared account that all users can use] is set to [Allow] in access profile associated with the user.

Refer

- "Access Profile Settings" (P.48)
- "Adding Access Profile" in "Features Guide"
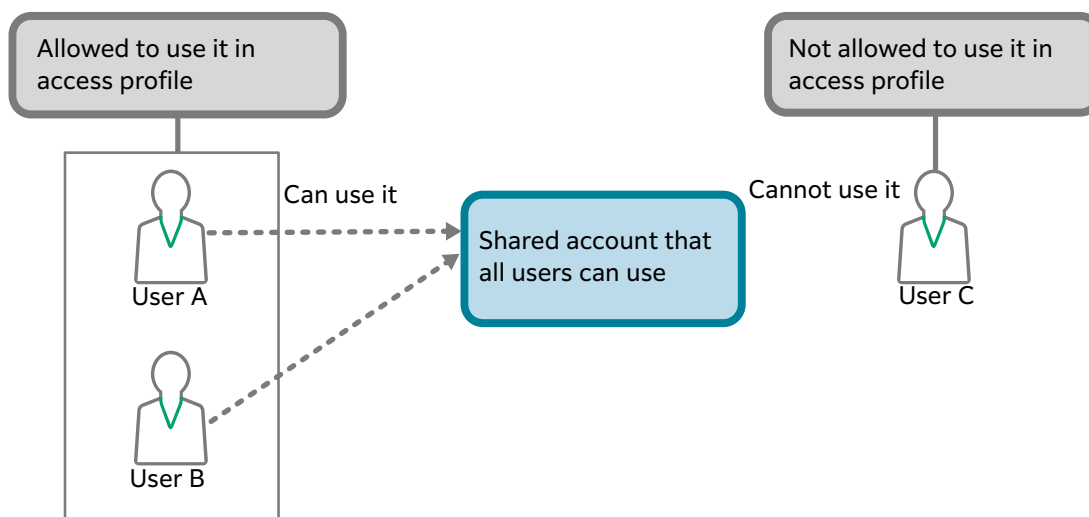
Parent account and sub-account

For one account, you can create an account that is only one hierarchy lower. An account to start with is called "parent account" and a lower account is called "sub-account".

57

The user associated with the parent account can use sub-accounts. On the other hand, the user associated with a sub-account cannot use a parent account.
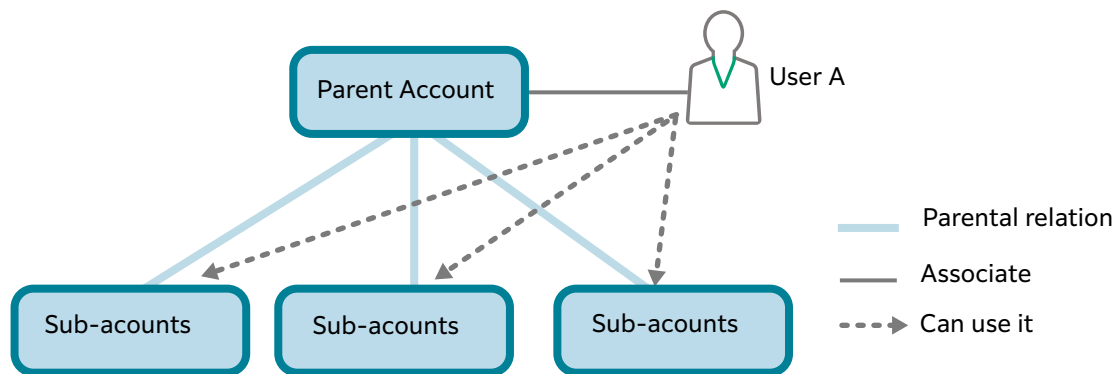
When the parental relation is established in an account, either a parent account or sub-account can set the balance.

When you set the balance in a parent account, you cannot set the balance in a sub-account. All the sub-accounts share the balance of the parent account. In that case, you can set [Amount Limit] in the sub-accounts so that a particular user cannot spend too much.

If the balance is not set in the parent account, you can set it each in sub-accounts.

Refer

"Amount Limit" (P.62)

Account groups

You can manage accounts as groups. One account can be added to only one account group. You cannot make the addition double between groups.

An account group is a convenient group to manage an account. You cannot share the balance inside a group. Also, you cannot create an account group hierarchy.

Valid and invalid account

You can switch validity and invalidity of accounts and account groups. By doing so, you can switch validity and invalidity of accounts affiliated with a group at a time.

You can set the start date and the end date in an account. The account becomes invalid the following day of the setup end date.

Associate an Account with a User

A user can use all the accounts associated with him/herself and with the affiliated user group.

If there is more than one usable account, a user selects only one account and use the device service. If a user cannot select any account, the default account is used.

Refer

"Default Account" (P.47)

Associate an Account with a Device

If you restrict a device and a device group in which an account is available, change the association of the account with the device.

Because an account is associated with all devices and all device groups in default settings, a user can use an account in all devices.

If an administrator changes the default settings and specify a device to associate with, the user can use an account only in the device associated with the account.

Setting a device usable without specifying an account

Normally, when a user uses a device, specifying an account is necessary. However, you can set a device just by entering your directive sentence. With this feature, a user can use the device even if no account balance is left. The setting is useful at the time of the temporary use of a device by the temporary staff or tentative operation.

The user who can use a device without specifying an account is allowed only when [Use without specifying account] is set to [Allow]. It is necessary to enter a directive sentence when the user uses it.

The job operated without specifying an account is recorded in [Non Account Associated Job List]. A user can replace the job cost with an appropriate account after operation.

Refer

"Associate an account with a job without account specification" in "Features Guide"

Concerning balance

Type of the balance

There are two types of balance, "Allotted Balance" and "Top-Up Balance".

Allotted balance

It is a balance allotted to an account. If you use a device, the charge of a device is first deducted from this balance. In replenishment processing, [Amount] set in the replenishment schedule is added to this balance.

Refer

Replenishment Processes→"Replenishing schedule" (P.55)

Top-Up Balance

It is a balance allotted to an account as addition. With more use of a device and [Allotted Balance] zero (0), the charge is deducted from this balance.

When a user requests refill by paying the amount, an administrator enters the amount for refill in [Top-Up Balance].

Current balance

The current balance is the amount in which [Allotted Balance] and [Top-Up Balance] are added.

When a user uses a device, the amount is deducted from [Allotted Balance] and [Top-Up Balance] according to the price policy. The amount is deducted from [Allotted Balance] first and when [Allotted Balance] is reduced to zero (0), the amount is deducted from [Top-Up Balance].

For example,

Allotted Balance: 1,500 yen Top-Up Balance: 5,000 yen

In that case, if a user does 4,500 yen worth of copies, 1,500 yen is deducted from [Allotted Balance] and then 3,000 yen is deducted from [Top-Up Balance].

That would end up like this.

Allotted Balance: 0 yen Top-Up Balance: 2,000 yen

Therefore, the current amount available is 2,000 yen.

Force stop when minimum balance is reached

You can set to forcibly stop the device use when the current balance (Allotted Balance + Top-Up Balance) becomes 0 (zero) or reaches a certain value as a result of device use by a user. This feature is referred to as "Force stop when minimum balance is reached".

Set whether to stop the use of a device forcibly in access profile. If the balance of a user account falls below the setup minimum when [Force stop when minimum balance is reached] is set to [Stop] in access profile associated with the user, device usage is restricted. Operation of force stop depends on service.

📝 Note

- When you set [Force stop when minimum balance is reached] to continuous in access profile, printing is continuously operated even if the balance falls below zero. For details, refer to "Minimum balance" in the following section.
- Fax is not for force stop when the minimum balance is reached.
- Some models do not correspond to the [Force stop when minimum balance is reached] feature. For details, please refer to "Readme".

👓 Refer

"Force stop action" (P.62)

Minimum balance

Set the standards to ban the use of a device for the user whose [Force stop when minimum balance is reached] in access profile is set to [Stop].

For [Minimum Balance], you can specify the values of plus, minus, and zero (0). For example, if you set [Minimum Balance] to "minus 500 yen", you can still use a device for more 500 yen even if the current balance becomes zero (0).

If a user has not set [Minimum Balance], the user cannot use the device when the current balance becomes zero (0).

The following table shows the setting of [Minimum Balance] and [Force stop when minimum balance is reached] and the relation between them.

Force stop when minimum balance is reached Setting in access profile	Minimum balance Setting in an account	Action
Stop	Set one of the values of plus, minus, and zero (0)	When the current balance becomes the value of [Minimum Balance], the user cannot use a device. For more details on operation of each service, refer to "Force stop action" (P.62).
	No setting	A user cannot use the device when the current balance becomes zero (0).
No stop	Set one of the values of plus, minus, and zero (0)	A user can continue to use a device even if the balance is zero (0).
	No setting	A user can continue to use a device even if the balance is zero (0).

📝 **Note**

This feature corresponds only to the device where the authentication method is [Custom Authentication] and [Remote Authentication (ApeosWare Authentication Agent)].

The timing of the deduction of the balance

The timing of the deduction of the charge of a device from an account's balance varies depending on the setting of [Force stop when minimum balance is reached] of access profile associated with a user.

- When you set force stop

  At the timing of a user finishing service and logging out of ApeosWare Management Suite or a device, the charge is deducted from the balance of the account.

- When you do not set force stop

  At the timing of job log collecting, the charge is deducted from the balance of the account. Job logs are collected at the timing of either [Collection Interval] of the job logs set by device or notification of trap from the device. In that case, delay can occur until the usage record is updated to the balance.

👓 **Refer**

Settings for job log collection Interval → "Add Device Group" in "Features Guide"

Force stop action

When [Force stop when minimum balance is reached] is set to [Stop] in access profile and [Minimum Balance] is set in an account, the following actions are performed in each service.

Service		Action
Printing	Direct Print Print On Demand Web Print Print E-mail	Before printing, it is determined whether the printing of the balance of the account a user uses is possible. Then, if it is determined that the amount of the print job is below [Minimum Balance] of the account, print will not start.
	USB Print Digital Camera Print	In the case of Custom Authentication, if the balance of the account that a user is using falls below [Minimum Balance] during the printing operation, the printing stops at that point of the page. In the case of Remote Authentication (ApeosWare Authentication Agent), the balance of the default account is checked upon authentication, and if it already reaches the minimum balance, the operation becomes unavailable. If the balance reaches the minimum balance after authentication, the operation can be continued, and the balance becomes minus.
	Print documents in the confidential box	In the case of Custom Authentication, if the balance of the account that a user is using falls below [Minimum Balance] during the printing operation, the printing stops at that point of the page. In the case of Remote Authentication (ApeosWare Authentication Agent), the balance of the default account is checked upon authentication, and if it already reaches the minimum balance, the operation becomes unavailable. If the balance reaches the minimum balance after authentication, the operation can be continued, and the balance becomes minus.
Copying		In the case of Custom Authentication, if the balance of the account that a user is using falls below [Minimum Balance] during the copy operation, the copying of pages stops at that point. In the case of Remote Authentication (ApeosWare Authentication Agent), the balance of the default account is checked upon authentication, and if it already reaches the minimum balance, the operation becomes unavailable. If the balance reaches the minimum balance after authentication, the operation can be continued, and the balance becomes minus.
Scan		If the balance of the account that a user is using falls below [Minimum Balance] during the scanning operation, the scanning job is held as it is and saved. The job being held as it is can be executed again by the administrator.
Faxing		No force stop

Amount Limit

When the balance is set in a parent account, sub-accounts share the balance of the parent account. In that case, you can set [Amount Limit] in the sub-accounts so that a particular user cannot spend too much.

The users associated with sub-accounts use a device to either one of the following low values.

- The difference between [Amount Limit]and the usage record
- The current balance of the parent account

This setting is valid only for the users whose [Force stop when minimum balance is reached] is set to [Stop] in access profile

Example 1:

For example,
Current balance of parent account: 2,000 yen
Sub-account [Amount Limit]: 5,000 yen
Usage record up to present of user associated with sub-account: 4,000 yen
In the case above, the user associated with sub-account can use 1,000 (5,000 - 4,000) yen worth of a device.

Current balance 2,000 yen — Parental relation
— Associate

Parent Account

Sub-acounts   **Sub-acounts**   **Sub-acounts**

Amount limit: 5,000 yen
Usage record: 4,000 yen
The user can use 1,000 yen worth of a device.
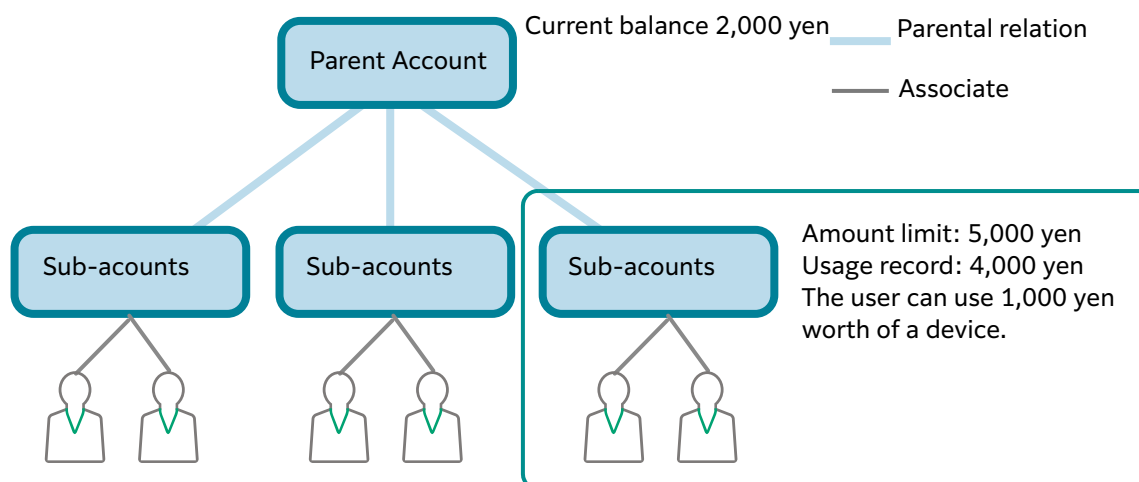
Example 2:

If the balance of the parent account is 0 yen, regardless of [Amount Limit] of the sub-accounts, the user associated with the sub-accounts cannot use the device.

Balance 0 yen — Parental relation
— Associate

Parent account

Sub-acounts   **Sub-acounts**   **Sub-acounts**

Amount limit: 5,000 yen
Usage record: 4,000 yen
The user cannot use a device.
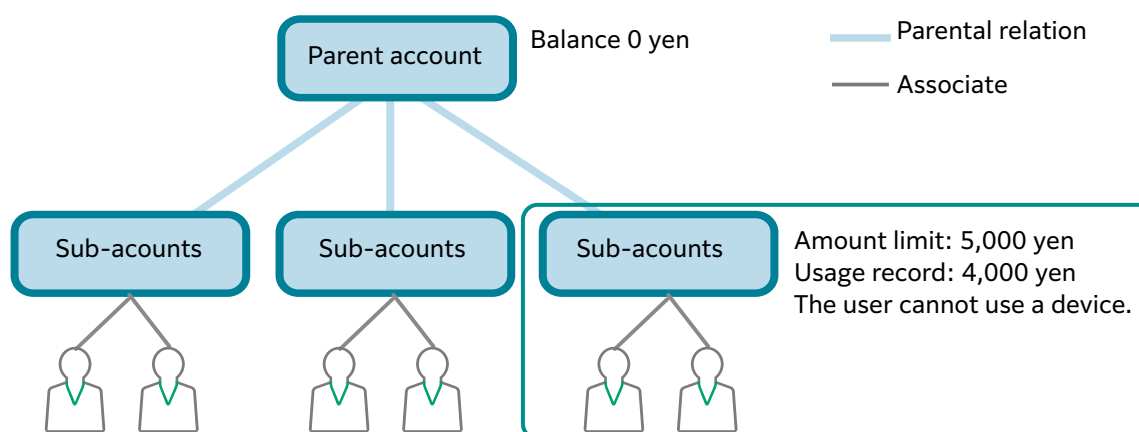
Price policy

You can set the charge of the copy, print, scan, and fax by service, and rules such as a limited-time discount and an additional charge as "price policy" in advance.

Set the price policy alone and use it associated with an account and a device.

Copy/print charge

Set the print and copy charge per one side. For example, 50-page documents are counted as "50" regardless of 1 sided or 2 sided print.

You can set charge per 1 sided/2 sided, output color, and paper size.

> **Note**
> - When you output a job of odd pages in 2 side, the last page too is calculated as the 2 sided charge.
> - Be sure to set the charge of the paper size "others".
> - In a case other than the following paper sizes, the print charge is calculated at the charge of the paper size "others".
>   - A3
>   - A4
>   - A5
>   - A6
>   - JisB4
>   - JisB5
>   - JisB6
>   - Legal (8.5 x 14")
>   - Letter
>   - Executive (7.25 x 10.5")
>   - Folio (8.5 x 13")
>   - Invoice
>   - Ledger (11 x 17")
>   - Monarch Envelope
>   - C5 Envelope
>   - C6 Envelope
>   - DL Envelope
>   - Envelope #10
>   - Postcard
>   - 16K (195 x 270 mm)
>   - 8K (270 x 390 mm)
>   - 16K (194 x 267 mm)
>   - 8K (267 x 388 mm)
> - The charge is calculated based on 2-sided/1-sided print, paper size of each page, and color mode.
> - In the case of a document in which different sizes of paper are included alternately, even if 2-sided print is specified, all the paper is calculated as the 1-sided charge.
> - In the case of a document in which the same size of paper is included, if 2-sided print is specified, all the paper is calculated as the 2-sided charge.
> - In the case of a document which consists of 1 page, even if 2-sided print is specified, all the paper is calculated as the 1-sided charge.

Example:

Set the price policy as follows.

Paper size	1 sided		2 sided	
	Black and white	Color	Black and white	Color
Default	10 yen	20 yen	7 yen	15 yen
A4	20 yen	40 yen	17 yen	35 yen
A3	30 yen	50 yen	27 yen	45 yen

The charges are as follows in each case.

Output Color	2 Sided	The number of pages	Paper size	Recorded values of the charge	Descriptions
Black and white	1 sided	6 pages	A4	120 yen	6 x 1 sided black and white (20 yen)

Output Color	2 Sided	The number of pages	Paper size	Recorded values of the charge	Descriptions
Black and white	2 sided	6 pages	A4	102 yen	6 x 1 sided black and white (17 yen)
Black and white	2 sided	5 pages	A4	85 yen	In the case of odd pages (multi-page), the last page is calculated as the 2-sided charge. 4 x A4 2 sided (17 yen) + 1 x A4 2 sided (17 yen)
Black and white	2 sided	1 page	A4	20 yen	In the case of 1 page only, the charge is calculated as the 1-sided charge.
Black and white	1 sided	4 pages	2 pages A4 2 pages A3	100 yen	2 x A4 1 sided black and white (20 yen) + 2 x A3 1 sided black and white (30 yen)
Black and white	2 sided	4 pages	Page 1, 2: A4 Page 3, 4: A3	88 yen	2 x A4 2 sided black and white (17 yen) + 2 x A3 2 sided black and white (27 yen)
Black and white	2 sided	5 pages	Page 1, 2: A4 Page 3, 4, 5: A3	115 yen	In the case of odd pages (multi-page), the last page is calculated as the 2-sided charge. 2 x A4 2 sided black and white (17 yen) + 3 x A3 2 sided black and white (27 yen)
Black and white	2 sided	4 pages	Page 1, 3, 4: A4 Page 2: A3	78 yen	"Page 3, 4" can be printed 2 sided, so all the paper is calculated as the 2-sided charge. 3 x A4 2 sided black and white (17 yen) + 1 x A3 2 sided black and white (27 yen)
Black and white	2 sided	4 pages	Page 1, 3: A4 Page 2, 4: A3	100 yen	Different sizes of paper are alternately contained, so all the paper is calculated as the 1-sided charge. 2 x A4 1 sided black and white (20 yen) + 2 x A3 1 sided black and white (30 yen)
Black and white Color	1 sided	4 pages (2 pages color, 2 pages black and white)	A4	120 yen	2 x A4 1 sided black and white (20 yen) + 2 x A4 color 1 sided (40 yen)

Output Color	2 Sided	The number of pages	Paper size	Recorded values of the charge	Descriptions
Black & White/ Color	2 sided	4 pages (page 1, 2: color Page 3, 4: black & white)	A4	104 yen	2 x A4 2 sided black and white (17 yen) + 2 x A4 color 2 sided (35 yen)
Black & White/ Color	2 sided	5 pages (page 1, 2: color Page 3, 4, 5: black & white)	A4	121 yen	In the case of odd pages, the last page is calculated as the 2-sided charge. 2 x A4 color 2 sided (35 yen) + 2 x A4 2 sided black and white (17 yen) + 1 x A4 2 sided black and white (17 yen)
Black & White/ Color	2 sided	2 pages (page 1: color page 2: black and white)	A4	52 yen	1 x A4 2 sided black and white (17 yen) + 1 x A4 color 2 sided (35 yen)

Scan charge

Set the scan charge per one side. For the scan charge, the same unit price is set in all features.

Fax charge

Set the fax charge per one side.

For example, if you set "12 yen per one side" for the price policy, when you fax a document of 5 side, also the sent sheet of the fax is counted as 1 side, so the total becomes 6 side and the recorded value of the charge is 72 yen.

You can also set the price policy for the recipient fax number.

When the setup pattern and the fax numbers of your destination are checked up from the top and are identified, the setup charge is applied. If none of the fax numbers correspond with the setup pattern, the default fax charge is applied.

Example:

Set the price policy as follows.

Items	Charge setting
Default fax charge	20 yen
Fax charge pattern "02"	30 yen
Fax charge pattern "021"	40 yen

In this case, if you send a five-page document by fax, the charge is calculated as follows based on your destination.

When the fax number of your destination is "0233334444": 150 yen (30 yen x 5)

When the fax number of your destination is "0212345678": 200 yen (40 yen x 5)

When the fax number of your destination is "0123456789": 100 yen (20 yen x 5) (none applied)

Discount/Additional Charge

You can give a specific service charge a discount or an additional charge in your specified schedule.

For your schedule, you can specify a period (the start date and the end date), a day of the week, and an hour. For example, you can set like "A 10% discount of the copy and print charge from 10 PM to 5 AM on Monday and Wednesday between January 1st and 31st.

Priority order of the price policy

You can set the price policy for a device, device group, an account, and an account group. When you set the price policy to more than one management unit, priority order is as follows.

- When the price policy is set for both an account and an account group, the price policy set in the account is prioritized.
- When the price policy is set for both a device and a device group, the price policy set in the device is prioritized.
- When the price policy is set for both a device (or a device group) and an account (or an account group), the price policy set in the device (or the device group) is prioritized.
- When the price policy is set for a sub-account, higher priority is put on the price policy of the sub-account than the parent account.
- When the price policy is not set for a sub-account, the price policy of the parent account is applied.
- When the price policy is not set for either of a sub-account or the parent account, the price policy of the account group is applied.

Put higher priority on the price policy of an account than a device

You can put higher priority on the price policy of an account than a device.

When you make valid [Account price policy has priority over device/device group] of the setting items of an account, even if the price policy is set on a device and device group, higher priority is put on the price policy set in the account.

The same setting is applicable to an account group.

Replenishing schedule

You can set a replenishment schedule to replenish the account balance at a constant interval.

For a replenishment schedule, set replenishment amount, the start date and the end date for use, and an update method of the balance.

Set the price policy alone and use it associated with an account.

Update process

On the update day, [Amount] set in the replenishment schedule is added to [Allotted Balance] of the account.

For a method of updating the allotted balance, you can select "Aggregate" or "Reset".

If "Aggregate" is selected in the replenishment schedule, to avoid the balance is aggregated endlessly, [Max Balance] can be set. You can select whether to apply the max value to the allotted balance or current balance (allotted balance + top-up balance).

For example, if the allotted balance is 200 yen, the top-up balance is 500 yen, and the replenishment amount is 5,000 yen, the balance after update is as follows.

- If the balance update method "Aggregate" –> "Replenish to Allotted Balance" is selected

  For the allotted balance, the max balance judgment is made and it is replenished.

  - If the max balance is 5,100 yen
    Allotted balance: 5,100 yen
    Top-up balance: 500 yen
    200 + 5,000 = 5,200 yen and the max value exceeds 5,100 yen, so the allotted balance is 5,100 yen.
  - If the max balance is 5,500 yen
    Allotted balance: 5,200 yen
    Top-up balance: 500 yen
    200 + 5,000 = 5,200 yen and the max value does not exceed 5,500 yen, so the allotted balance is 5,200 yen.
- If the balance update method "Aggregate" –> "Replenish to Total Balance" is selected

  For the total of the allotted balance and top-up balance, the max balance judgment is made and it is replenished.

  - If the max balance is 5,100 yen
    Allotted balance: 4,600 yen
    Top-up balance: 500 yen
    200 + 500 + 5,000 = 5,700 yen and the max value exceeds 5,100 yen, so the allotted balance is 4,600 yen, which is obtained by subtracting the top-up balance from the max balance.
  - If the max balance is 6,000 yen
    Allotted balance: 5,200 yen
    Top-up balance: 500 yen
    200 + 500 + 5,000 = 5,700 yen and the max value does not exceed 6,000 yen, so the allotted balance is 5,200 yen.
- If the balance update method "Reset" is selected

  The allotted balance is reset to the balance set to the replenishment amount.

  Allotted balance: 5,000 yen

  Top-up balance: 500 yen

Priority order of the replenishment schedule

In the replenishment schedule, you can associate an account and an account group.

When the balance is set in an account

- When the replenishment schedule is set for both an account and an account group, higher priority is put on the replenishment schedule of the account than that of the account group.
- When the replenishment schedule is not set for an account, the replenishment schedule of the account group that the account affiliate with is applied.
- When the replenishment schedule is not set to a sub-account, the replenishment schedule of the parent account is applied. When the replenishment schedule is not set also to the parent account, the replenishment schedule of the account group that the account is affiliated with will be applied.

When the balance is not set to an account

- Even if the replenishment schedule is set to an account group, the update process of the balance is not performed.

Set the Currency and Decimal Point of the Unit of Currency

You can set the currency and its number of decimal places to for setting the account balance and the price policy.

The default values of currency and its number of decimal places are determined by the location and language of the server that ApeosWare Management Suite is installed on. You can select the number of decimal places from 0 to 4.

Set the unit of currency with the [System Settings] > [Currency Settings] menu in the administrator's screen.

Refer

"Currency Settings" in "Features Guide"

Cost Management Report

You can create a report by tallying the number of used pages and the charge per user, device, account, and cost center code. You can also create a graph report by tallying the charge by month.

In the [Report] page, if a shared account that all users can use is used, you can create a report to charge your clients (customers). You can select the format of Word and Excel for the report output format, so use it as a bill by modifying it to fit the bill form of your clients.

Cost management reports are created in the [Report] menu in the administrator screen.

Refer

"Standard report and custom report" (P.108)

Import of Account Information

You can import the account information managed with external files into ApeosWare Management Suite and manage it.

Perform an account import with the [Service Settings] > [User Management] > [User Import List] menu in the administrator's screen.

Refer

"User/Account Import" (P.51)

6 Download Management

Describes the overview of the download feature.

🗨 *Note*

- Download Management is available only for devices used in Japan.
- The downloaded printer drivers is supported by only Japanese OS.

About Download Management

Distribution of printer drivers and software

If the administrator add a printer that N-up, 2-Sided, Header/Footer are set on and register the supported printer driver to Update Service, users can download them on their PCs and set up the printing environment.

In addition, if the administrator registers any file such as the installer of software, users can download and install it on their PCs.

Using this feature enables to distribute the latest printer driver to users who need it at a time in the situations such as setting up new devices and updating existing devices. In addition, the operation environment of users' PCs can be unified since the same printer and the file which the administrator set are distributed.
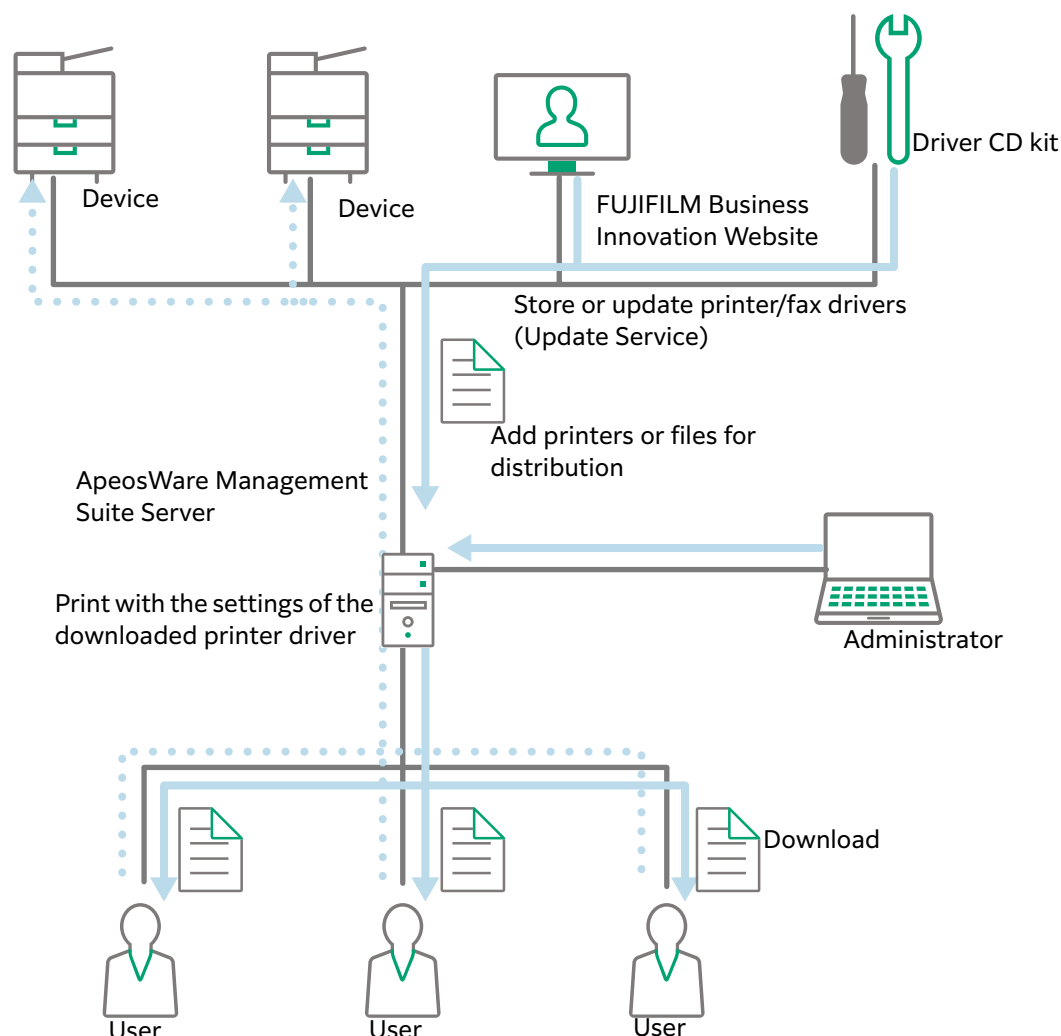
What administrators do

Add printers or files for distribution

Add devices to ApeosWare Management Suite on [Device Management].

With [Download Management], printer information such as N-up, 2-Sided, or header/footer is set on the added device. Also the files for distribution can be added. Information for the administrator who performs the installation in place of the users without administrator permission can be set as well.

Store or update printer/fax drivers (Update Service)

Using Update Service, add printer/fax drivers supported by the device to ApeosWare Management Suite.

You can obtain printer drivers and fax drivers from the website of FUJIFILM Business Innovation or the driver CD kit supplied with the device.

The drivers added with Update Service can be kept up-to-date by settings of automatic updating.

Update Service is a resident tool on ApeosWare Management Suite server. This service starts automatically when the server is started. Right-click on the Update Service icon on the task tray and select [Properties] to display the setting screen of the tool.

📝 **Note**

- Printer drivers cannot be distributed by solely adding printers. Make sure to add the drivers to Update Service.
- With Update Service, you cannot register MacOS driver or drivers from other vendors. When you want to register such drivers, add the file from [Files] on the administrator screen.

What users do

Download

Download the printer from the [Printer Download] page as necessary. The latest version of the printer driver will be installed and the printing environment will be set up as the administrator configured.

In addition, download necessary files from the [File Download] page.

Update the printer

When updating a printer driver, download "Printer Drive Update" from the [File Download] page and execute it. The latest printer driver will be obtained from the device and the printer will be set up again.

Update job owner names at a time

When a job owner name is changed due to an organization change or other reasons, download "Job Owner Update" from the [File Download] page and execute it. The job owner name on all the printer installed on the client PC will be changed at a time.

7 Print Management and Operations

This section describes Print Management and Printing Features of ApeosWare Management Suite. ApeosWare Management Suite enables you to use various printing features according to the purpose by using the devices monitored.

Organization of The Features

The Print Management on ApeosWare Management Suite analyzes the received print job and changes the attribute, and sends it to the device. It enables you to restrict the features used and to manage the print job cost by linking with the access profile of the user submitting the print job and the cost management feature.
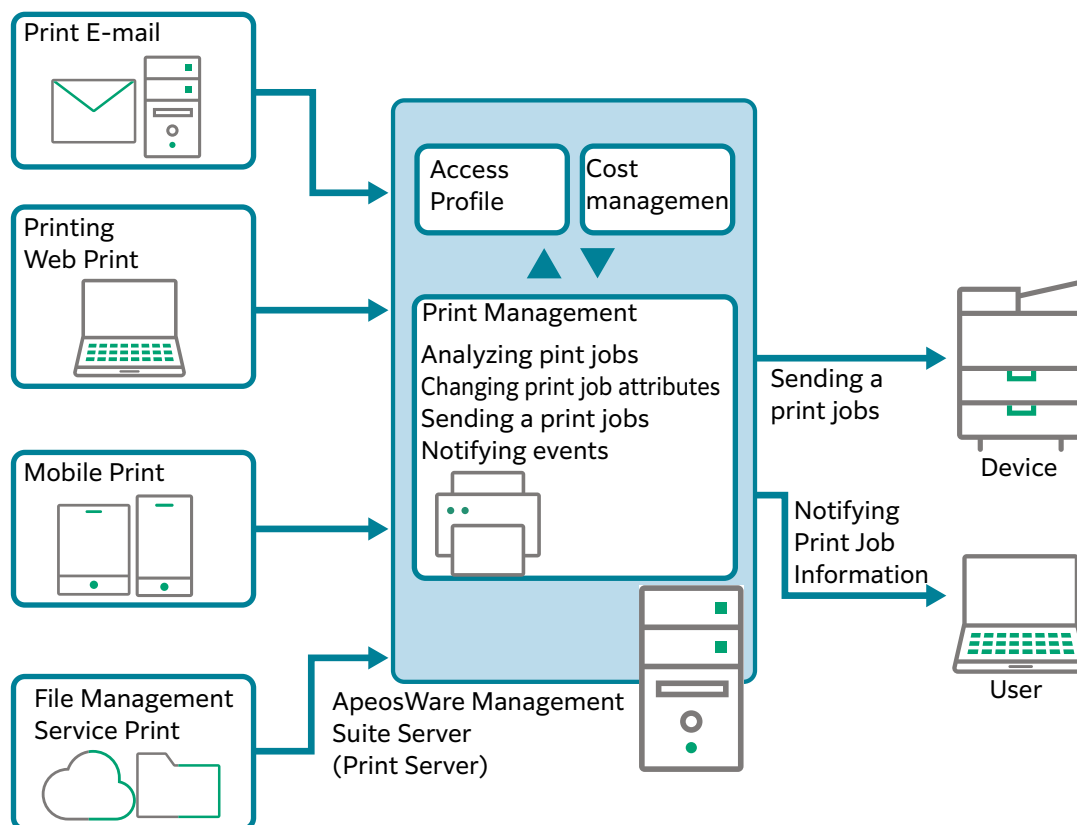
Print Server Configuration

The following are the ApeosWare Management Suite server configurations.

All-in-One Configuration

This configuration uses one PC with ApeosWare Management Suite software installed.

The ApeosWare Management Suite server is the same PC as the print server in this configuration.

Distributed Configuration

In this configuration, the print server is installed separately from the ApeosWare Management Suite main server. There are two types as follows.

- Distributed Configuration with the Print Application Server Separated

  In this configuration, the print management feature of ApeosWare Management Suite is installed on another PC other than the one with the software of ApeosWare Management Suite itself installed.

  Up to four print application servers can be installed.

- Distributed Configuration with the Print Input/Output Server Separated

  In this configuration, only the Input/Output features of the print management features are installed on another PC other than the one with the software of ApeosWare Management Suite itself installed. The database is common to the whole system.

  Up to 25 print input/output servers can be installed.

> **Note**
>
> The distributed configuration with the separated print server is available for use only with Enterprise Edition.

> **Refer**
> Details of server configuration → "Setup Guide"

Available Features

ApeosWare Management Suite enables you to use the following printing features.

Features	Overview
Print Mode	
Direct Print	Receives print jobs and send them to the device for printing.
Print On Demand	The print job received is held in the print server once. The user authenticated in the device can release the hold and print it.
Disable Use	Cancels all the received print jobs.
Print Type	
Web Print	Prints the file uploaded by using a web browser.
Print E-mail	Receiving an email with the POP3 server, prints the body and the attached file.
Mobile Print	Prints documents using a mobile device.
File Management Service Print	Prints the document stored in File Management Service.
Print Restrictions	
Print Rule	Allows changing the print job attribute conforming to the conditions specified, and cancelling the print job. Or, you can set to cancel a duplicate job when the duplicate job is sent.
Access Profile	Allows changing the print job attribute and cancelling the print job, according to the Access Profile specified to the user or the user group.
Cost management	Manages print costs. Charges the user who submitted the print job.

Features	Overview
Event Notification	
Popup Notification	Notifies the print job information with a popup screen.
Guest Print[*1]	Holds the print job received in the print server once. The six-digit number issued in printing job (Guest Print ID) enables you to release the hold. Available on Web Print and Mail Print.
Changing print job attributes	Allows changing the print job attribute after the print job is executed.

*1 Any function other than Web Print will not be available when [Access to User Portal] in the properties of Guest User Group, to which the user belongs, is set to [Allow Web Print only].

Refer

The option license is required depending on the feature you use. For details on options required for using the features, refer to "Provided Features and Options" (p.15).

Print Job and Page Description Language

A Print Job consists of contents of the print and Page Description Language (PDL: Page Description Language). A user submitting a job, it is created.

A Page Description Language is a code to control how to print. ApeosWare Management Suite retrieves information required to process, analyzing the page description language of the print job. Some features of ApeosWare Management Suite may not be used depending on the page description language.

The following are the page description languages available on ApeosWare Management Suite.

- ART-EX/PLW
- PDF
- XDW
- PCL
- ART IV
- XPS (XML Paper Specification)
- TIFF
- PostScript

The print job judged that the page description language other than the above is used is stored in the print server and will be canceled after the retention period expiring.

Note

- The system can be configured to print jobs in page description languages other than those previously described.
- When the device executing the print job does not support the page description language, you cannot print it, even if the print job is described in the page description language which can be supported by ApeosWare Management Suite.
- The only printer job language (PJL) supported is XPJL.

Refer

"Page Description Language and the Features Available" in "Features Guide"

Pre-Scan

Pre-scan is a feature that retrieves information, such as a job owner name, the number of sheets, the number of pages, the document size and the output color, and sets them as print job attributes. ApeosWare Management Suite uses the attribute retrieved by pre-scan for the cost management etc.

The information retrieved by pre-scan varies depending on the page description language.

Refer
"Information Retrieved by Prescanning" in "Features Guide"

Print queue

ApeosWare Management Suite creates the object called "Print Queue" on the print server, and specifies the print mode, the print job conversion method, and the device to be the output destination. The Print Queue is created, associated with the shared printer on the PC with ApeosWare Management Suite installed or the device on the network. One Print Queue can be associated with multiple devices.

The Print Queue processes the received print job according to the settings, and sends it to the device to execute the print job.
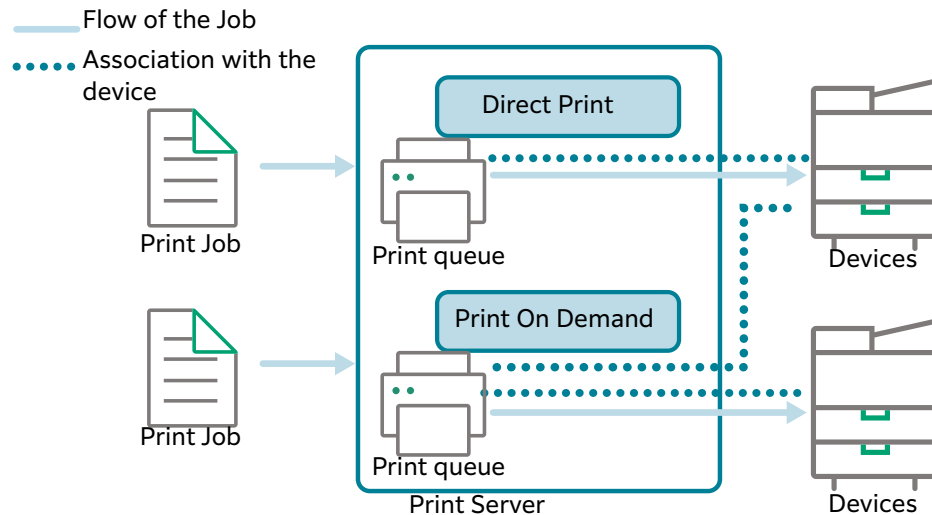
Note
- Associating an access profile and a print queue enables users to use Print Queue.
- When the Print Queues created on different print servers are associated with the same device, the job list of the device will display the print jobs stored on all the print servers.

Refer
- "Adding Access Profile" in "Features Guide"
- "Details of Print On Demand" (p.80)
- "In Multiplex Server Configuration" (p.82)

Print Mode

This section describes the print mode available on ApeosWare Management Suite.

Direct Print

A received print job is sent to the device that became available to print first among the devices associated with the printer queue, and then the job is printed.

Two print modes are available; [Direct Print] that is charged in accordance with the settings of Cost Management, [Direct Print - Non-Billed] that is not charged regardless of the settings of Cost Management.
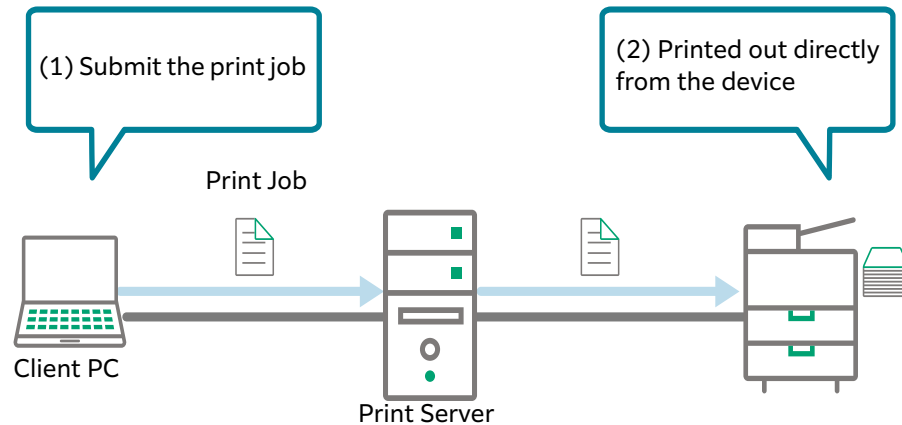
(1) Submit the print job

(2) Printed out directly from the device

Print Job

Client PC

Print Server

Print On Demand

The print job received is held in the print server once. The user authenticating it with the device, the hold is released and the job is executed.

One print queue can be associated with multiple devices. Any associated device can release the hold and execute the job.

Two print modes are available; [On-Demand] that is charged in accordance with the settings of Cost Management, [On-Demand - Non-Billed] that is not charged regardless of the settings of Cost Management.

(1) Submit the print job

(3) Authenticating the user's own print job with the device, the user can be displayed it

Print Job

Client PC

Print Server

(2) The print job received is held once

A A B A
C B B C
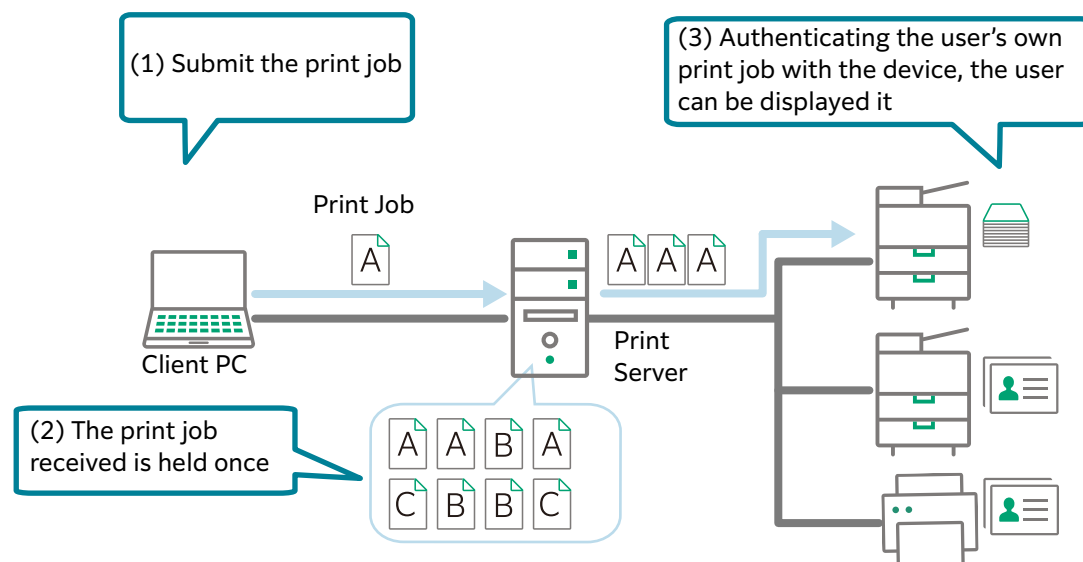
Refer

"Details of Print On Demand" (p.80)

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Disable Use

Cancels all the received print jobs.

Print Mode Schedule

You can set the schedule to switch automatically the print mode of the printer queue.

The feature allows the operation such as to set [On-Demand] for the day-time of weekday and switch to [Disable Use] for the night-time.

The schedules are set as [Date and Time] or [Period]. Multiple periods can be set to one print mode schedule.

> **Note**
>
> The print mode at the time of the print queue received the print job is applied.

Accept Print Jobs

ApeosWare Management Suite accepts print jobs using Windows Printer Port and the LPR queue.

- Windows Printer Port

  Accepts the print job to be sent by using SMB protocol from Windows PC, and the print job to be sent by using ContentsBridge Utility.

  Using Microsoft TCP/IP Print Service allows accepting the print job sent with the LPD protocol. Note that the name of the print job may not be displayed correctly.

- LPR Queue

  Accepts the print jobs sent from the following client PCs. The Network protocol is IPv4 or IPv6.

OS	LPR Client
Windows	Windows LPR Port[*1]
	Windows Standard TCP/IP Port[*2]
	Windows LPR Command
Mac OS	MAC LPR Port
Linux	Linux

*1 It is required to install the printing service for UNIX in the client PC.

*2 May take a long time to print if the LPR byte counter is enabled.
   You can set the character set to be used in the LPR queue. Creating multiple LPR queues with different character sets in one print queue allows receiving the print jobs sent from various language environments in the same print queue.

> **Note**
>
> The attribute, such as a print job name, is converted into the specified language. The data itself to be printed is not converted.

Print Type

Setting a print type to the print queue allows receiving print jobs not only from PCs but from various clients.

Print E-mail

Receives periodically the email with a specific address sent from a POP3 server and prints the body and the attached file. Regardless of whether the process has succeeded or not, notifies the result of the process to the e-mail source and CC by e-mail. The email printed is deleted from the POP3 server.

The formats of the attached file which can be printed are as below.

Supported Formats	Descriptions
PDF	The supported versions are Acrobat 1.0 - Acrobat X. Unable to print if a password is set.
DocuWorks document	Unable to print if a password is set. Unable to the print settings, such as Output Color, the number of copies, 1 or 2 Sided.
Microsoft Word	The versions supported are Word 2013 - Word 2019. Available only for a docx format file.
Microsoft Excel	The versions supported are Excel 2013 - Excel 2019. Available only for an xlsx format file.
Microsoft PowerPoint®	The versions supported are PowerPoint 2013 - PowerPoint 2019. Available only for an xlsx format file.
Text	The text file to be stored with Unicode or UTF-8 can be printed. If stored with Ascii, it may be printed correctly.
BMP (bitmap)	-
TIFF	No regulations. Supported TIFF single-page and TIFF multi-page. Exif information included in the image is not printed. **Note** We don't guarantee it will work correctly when the document bigger than A0 is attached.
JPEG	Exif information included in the image is not printed.
GIF	
PNG	

Note

- You are required to use the device that can print PDF or DocuWorks directly.
- The files other than the above are ignored.
- If you send an email with another email attached, the body of the attached email and the attached file are not printed.
- The email body formatted HTML, not processed, is printed as text.

Set the email address for Print E-mail in a print queue. The e-mail address for Print E-mail can be set to only one printer queue in the system. You can print only the attached file, or the body and the attached file.

Print E-mail creates distinct print jobs for the body and the attached file. The print job names are as below.

- The print job name of the email body

  The subject of the email takes the print job name. If there is no subject name, it becomes "No Subject".

- The print job name of the attached file

  The attached file name becomes the print job name.

Mail Print searches the email sender (From) and the CC address from the user information in ApeosWare Management Suite, and generates a print job for each user corresponding to the specified address. When Guest Print enabled, if the corresponding user is not searched, a guest print ID is issued regarded as Guest Print.

Note

You can set the access information of the POP3 server at [Network Settings] on [System Settings].

Refer
- "Guest Print" (P.87)
- "Network Settings" in "Features Guide"

Web Print

Accesses the user screen of ApeosWare Management Suite via a web browser, uploads and prints the file. The file formats available for printing are the same as the format of Print E-mail.

You can print a file up to 30 MB.

You can specify the output paper size, the number of copies, the output color and 1 or 2 Sided when submitting the print job.

The print job name takes the file name uploaded. The print job is generated to the login user.

When Guest Print is enabled, if you login to ApeosWare Management Suite using the user ID for Guest Pint, a guest print ID is issued regarded as Guest Print.

Refer
- "Guest Print" (P.87)
- The file formats available for printing → "Print E-mail" (P.79)

Mobile Print

You can print the file in a mobile device and the picture taken by the camera feature accessing ApeosWare Management Suite from the mobile device. For the settings and operation of Mobile Print, refer to "Features Guide".

File Management Service Print

File Management Service, linking with the print queue, enables you to print a document stored. The file formats available for printing are the same as the format of Print E-mail.

For the settings and operation of File Management Service Print, refer to "Features Guide".

Refer
"Print E-mail" (P.79)

Print Restrictions

ApeosWare Management Suite allows restricting the features the user can use and the quantity of print. Moreover, allows changing the attribute, analyzing the print job. This section describes the print restrictions.

Access Profile and Print Rule

ApeosWare Management Suite allows making changes and restricting the features the user can use, by analyzing the print job received. The settings are shown as below.

- Access Profile

    Sets the features and the devices which the user or the user group can use. For example, you can restrict the feature only to printing and scanning, and change forcibly Color Print into Black & White Print.

Access Profile

(2) Search the access profile applied to the user

(1) Submit the print job

Client PC

Print Server

(3) Print according to the access profile

Refer
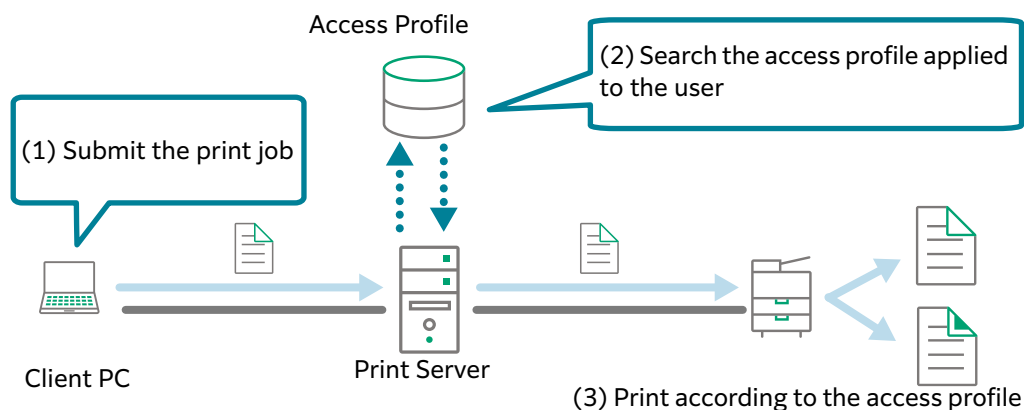
Details of access profile → "Access Profile Settings" (P.48)

- Print Rule

    Sets the rule to be applied depending on the print job attribute. For example, allows changing forcibly Color Print into Black & White Print or not allows printing on a specific day and time. The Print rule is set to the print queue. The print rule is given priority according to the setting order if multiple rules are set.

Print Rule

(2) The print queue analyzing the print job, and if the print job agreeing with the conditions, the print rule applies to the print job.

(1) Submit the print job

Client PC

Print Server

(3) Print according to the print rule
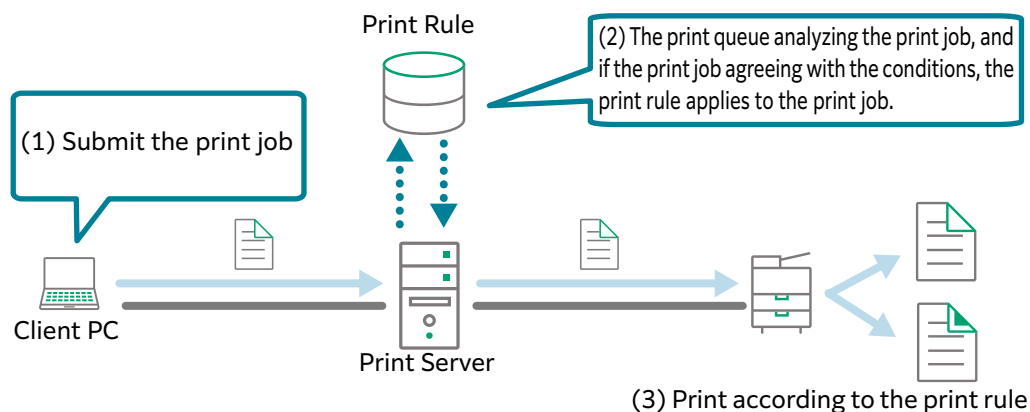
When the feature is restricted by the access profile set for the user, the feature is not available regardless of the print rule settings.

Cost management

When the print mode is [Direct Print] or [On-Demand], costs of the print processing can be managed.

To calculate the costs, "Price Policy" set to Devices/Device Groups or Account/Account Group is used. "Price Policy" defines the cost for the each processing.

When a print job is executed, ApeosWare Management Suite retrieves the following information from the print job, and calculates the costs according to the price policy.

- The expected number of pages (Black & White, Color)
- The expected number of sheets (Black & White, Color)
- Paper size
- 2-Sided Print (Yes or No)

The calculated cost is the estimated cost because the information retrieved from the print job is the predicted value.

Since paper size is calculated by the information of the top page, if the different sizes are mixed in a print job, the actual result of the job may be different from the calculated cost.

The access profile settings and the price list decide whether to allow or stop printing. The each relationship is as below.

Price policy	Access Profile: Force stop when minimum balance is reached	
	Stop	No stop
Set the cost for the print	The costs are calculated and the print job is not executed under insufficient balance condition.	The costs are calculated and the print job is executed even if the balance is insufficient. The balance of the account may be displayed as a negative number.
Not set the cost for the print	The costs are not calculated.	

Note

- If the [Enable Cost Recovery Feature] is checked during the installation, the user is required to be associated with one or more accounts.
- On Print On Demand with List, the print job stored is displayed. When the balance might be insufficient, selecting only some of the jobs from the job list or changing the attribute so as to discount the price may enable you to perform the print job.
- The [Force stop when minimum balance is reached] setting can only be used by models that do not support custom authentication if the print method is set to [Direct Print] or printing is performed using the On Demand Print Terminal.

Notifying Print Job Information

Print job information is notified by a popup window to the specified destination.

Popup Notification

Notifies the client PC specified of the print job information by displaying a popup window.

A popup window displays the details of the print job and the cost information. You can change an attribute of the print job and the account to be charged if necessary.

> **Note**
> - To receive a popup notification, you are required to install Popup Messenger in the client PC.
> - Popup Notification is not available for Print E-mail, Web Print, File Management Service Print or Mobile Print.

> **Refer**
> Details of popup notification → "Features Guide"

Changing Print Job Attributes

You can change an attribute of the print job after printing.

The attributes you can change are as follows.

- Output Color

  Allows changing Color Print into Black & White Print.

- 2 Sided Printing Settings

  The only print jobs whose Page Description Language is ART-EX, PCL, PostScript, XPS, PDF, or XDW can be changed.

- Set the Number of Copies

  The only print jobs whose Page Description Language is ART-EX, PCL, PostScript, XPS, PDF, or XDW can be changed.

- Paper size

  The only print jobs whose Page Description Language is ART-EX, PCL, PostScript, or PDF can be changed.

> **Note**
> XPS is an abbreviation for "XML Paper Specification".

Print job attributes can be changes on the following screen.

Screen Names	Output Color	2 Sided Printing Settings	Set the Number of Copies	Paper size
Popup Messenger	Possible to be changed	Possible to be changed	Possible to be changed	Possible to be changed[*1]
Print Job List of Print On Demand	Possible to be changed	Possible to be changed	Possible to be changed	Impossible to be changed
Web Print Screen	Possible to be changed	Possible to be changed	Possible to be changed	Possible to be changed

*1 You may not be able to change the print job sent from ContentsBridge Utility.

Print Job Operation

You can check the print job status and history on the control panel on the web browser or the device. In addition, you can release the hold of the print job and change the attributes.

The user who has [System Manager] permissions can operate all the print jobs. The user who has [Guest Job Management] permissions can operate the print jobs of the guest user.

The user other than the above can check the print job submitted by him/herself.

"The print job performed by him/herself" includes the print job executed with the alternate user ID.

The print job submitted by the [Delegate Users] set as a user is also displayed.

Refer
- "Print Job List" in "Features Guide"
- Delegate users → "Delegate Users" (P.46)

Details of Print On Demand

This section describes the process of Print On Demand and the unique features.

Prerequisite

The user and the device performing the print job have been registered to ApeosWare Management Suite.

Flow of the Process

(1) The print server receives the print job sent by the user, and holds it.

(2) Whether to allow printing is decided from the access profile settings.

(3) When printing is allowed, the print job attributes are changed according to the access profile and the print rule, and the job is hold.

(4) Once the user has been authenticated on the device, print jobs on hold are searched from the jobs that is sent to the printer queue associated with the device, and the list is created.

Note

When multiple print servers are installed, the print job is searched by all the print servers.

(5) The user submits the print job. On Cost Management, once the attribute has been changed on the print job list, the attribute after change is notified to the cost management feature, and whether to allow printing is redecided.

(6) The print job is executed.

Print With a List and Print Without a List

Print On Demand has two types; Print With a List and Print Without a List.

Types	Descriptions
Print With a List	The print job list to be operated is displayed. The user can select the print job which s/he wants to operate.
Print Without a List	The print job list is not displayed. All the print jobs the user submits are executed.

If the device has the feature to display the list such as a device connected with a control panel, set which print type you use on the [Automatically output print job after authentication] of the access profile. For the device which cannot display the list, Print Without a List is used to print.

When the print job list is displayed, you can use the following features.

- Displaying the cost needed to print

  Enables you to see the estimated cost.

  📝 Note

  > When it fails to analyze the print job, the cost may be displayed as "Unknown".

- Changing print job attributes

  The number of copies, color mode, etc. can be changed. You can also cancel printing.

  In the case of an insufficient balance, adjusting the number of print jobs or the attribute, such as reducing the number and changing the attribute, so as to stay them within the balance enables you to perform the print job.

  📝 Note

  > In case the device cannot display the list, using the terminal used for On Demand Print Terminal enables to use Print With a List Settings.
  > For details of the terminal used for On Demand Print Terminal, refer to "Features Guide On Demand Print Terminal".

  👓 Refer

  > [Automatically output print job after authentication] → "4 User Management" > "Access Profile List" in "Features Guide"

Setting the recommended value for print settings

Initial or recommended value for Print On Demand can be set.

- Setting the initial value

  2 Sided Print or Black & White Print can be set as the initial value.

  When Print with a List is used, the settings can be changed on the list of print jobs.

- Setting the recommended value

  2-up or more, 2 Sided Print, or Black & White printing can be set as the recommended value.

  When the setting of the print which the user executed is different from the recommended value, the relevant attribute is displayed in red character on the print job list.

  For example, 2 Sided Print is set as the recommended value and a job is executed as 1 Sided Print, the red character [1 Sided] will be displayed.

Note

> The determination result is displayed on the control panel of the device or on the print job list of On Demand Print Terminal.

How to Submit the Print Job

You can execute Print On Demand by following operations.

- Authenticating the user with the control panel or the IC card reader on the device

  The print job submitted by the user authenticated is executed with "Print With a List" or "Print Without a List".

  Note

  > • When the user is authenticated with the IC card, the "IC card ID" is regarded as the user ID.
  > • If the device does not have the feature to display a screen, such as when the user is authenticated by connecting the IC card reader to the device which cannot use an external access feature, the print job is printed with "Print Without a List".

- The terminal used for On Demand Print Terminal

  Printing can be executed by the terminal of On Demand Print Terminal that is connected to the device. An authentication device and a billing device can be connected as well. The feature of Print With a List can be used for printing.

  Note

  > For details of the terminal used for On Demand Print Terminal, refer to "Features Guide On Demand Print Terminal".

- Mobile Device

  Using an application enables you to access ApeosWare Management Suite. You can display the print job list and execute Print On Demand.

  Refer

  > "9 Mobile Device Settings and Operations" (P.98)

Generate Display Name for Print On Demand

With Print With a List, the print job list is displayed on the screen panel on the device. The print job name to be displayed is generated in order to distinguish it easily on a small display space.

You, specifying the information used for the display name and the character string to be deleted, can set the settings to generate the simple display name.

Note

> The print job name generated for displaying is applied only to the print job name displayed on the screen panel on the device.

Restrictions on output of on-demand print without list

If the following conditions are satisfied, when print is made with on-demand print without list, [Force stop when minimum balance is reached] can be used.

- IC Card Gate 2 / IC Card Gate 3 and printer are connected via network.
- IC Card Gate 2 / IC Card Gate 3 are directly authenticated by Active Directory.

Refer

"Force stop when minimum balance is reached" (P.60)

Guest Print

Holds the print job in the print server as well as Print On Demand. Specifying the six-digit number (Guest Print ID) issued in submitting the print job allows the user to remove the hold. Guest Print is available with Web Print and Print E-mail.

Print Type	How to Issue Guest Print ID
Print E-mail	Available when Print E-mail is enabled on the Guest Print settings. When the sender or the CC address is not registered in the ApeosWare Management Suite user information, it will be processed as Guest Print. The Guest Print ID is described on the email notifying that the print job has been executed.
Web Print	Available when Web Print is enabled on the Guest Print settings. When you log in to ApeosWare Management Suite with the user ID for Guest Print[*1], it will be processed as Guest Print. After printing, the Guest Print ID is displayed on the web browser.

*1　A user for Guest Print means the one who belongs the user group for Guest Print.

For Guest Print, you can specify whether authorization by the administrator is required before printing with the device.

In the settings that administrator approval is required, you can manage the cost of printing. In the settings that administrator approval is not required, you cannot manage the cost of printing.

Note

- The following features are not available for Guest Print.
  Changing an attribute of the print job on the device
  Popup Notification
- Any function other than Web Print will not be available when [Access to User Portal] in the properties of Guest User Group, to which the user belongs, is set to [Allow Web Print only].
- When using Guest Print on the multifunction device that is set to require user authentication, the multifunction device user authentication is required first. In order to use Guest Print without authentication, you need to set the multifunction device to [No Authentication Required].
- If two or more users are using a single guest user account, fees for each user cannot be managed accurately. Therefore, do not use the cost management function.

In Multiplex Server Configuration

When the server configuration of ApeosWare Management Suite is Distributed Configuration, you can install multiple print servers.

In the configuration installed multiple print servers, you can associate the same device with the print queues created in the different print servers.

The print jobs, sent to the print queues associated with the same device, are stored individually in each server to which the print queue belongs. User authentication causes the print jobs stored in both servers to be sent to the device.

Print Sever A

Print Sever B

Client

Both of the print jobs that are stored in A and B are sent to the device.
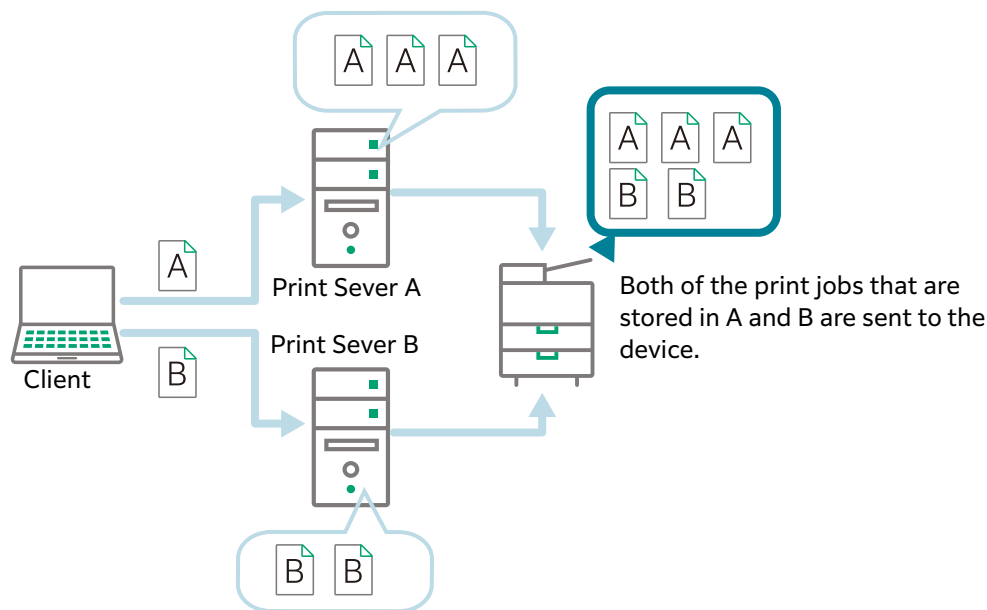
> **Note**
>
> This configuration is available for use only with Enterprise Edition.

Details of Print Rule

Print Rule defines how to process the jobs printer queues received. You can set to delete automatically when the printer queue received a duplicate job or set the methods to process print jobs that meet the conditions. Multiple printer queues can be associated with the same Print Rule, or multiple Print Rules can be associated with a printer queue.

Delete Duplicate Job

When the print job that overlaps the previously received print job, the job is automatically canceled. It enables users to avoid printing duplicated documents

When the following conditions are all met, the print jobs are determined as duplicated.

- Names of the print jobs are the same.
- User names that executed the jobs are the same.
- File size difference is less than 1%.

When the print status is "On Hold", "Standby", "Transferring", or "Printing", the print job can be cancelled.

> **Note**
>
> If the same print jobs are sent to different printer queues in a short period of time, the job may be not cancelled even though it is duplicated.

Setting Conditions and Processes

Specify conditions such as print job attributes, date and time of printing, a state of the device, and the user who executed the print job, and set the process method for the print job that meet the conditions.

For example, you can set the upper limit of print job's number of pages or sheets, and cancel if the job exceeds the upper limit or change the print mode from color to black and white.

The processes you can specify are as followings. You can set them with combining multiple conditions.

Processes	Descriptions
Specify Print Settings	Sets the printing method for the case that the conditions are met.
Force Black & White	Forcibly converts to Black & White Print
Force 2 Sided	Forcibly converts to 2 Sided Print
Print Header/Footer	Prints either of a header or a footer. Items to be printed and the alignment are selectable. ▣ **Note** This feature is available only when the page description language is PostScript.
Cancel Job	Cancels printing.
Move Job to Another Print Queue	Transfers the job to another print queue. Specify the print queue whose printing method is "Direct Print" as the transfer destination. The print rule associated with the print queue being the transfer destination is not applicable. If the user who has submitted the print job does not have the device permissions for the print queue being the transfer destination, the print job is canceled. ▣ **Note** The device permission for the print queue are set in the user access profile.

Notes on when the device group name is specified as the condition

When [Device Group Name] is specified as the condition, the rule is applied only when the device group associated with the print queue conforms to the device group name specified as the condition.

For example, create a print queue, and configure it as follows.

- Associate "G1" with "G2", the device group, and "Device1", the device.

- Associate the print rule, "Force Black and White Print when the device group name includes G1", with it.

In the above case, the rule is applied, and the print job is converted into Black & White Print because "G1", the device group, is associated with the print queue.

In this case, even if the device which does not belong to "G1" (e.g., Device1) executes the print job, it is printed by Black and White.

Application order of print rule

When multiple print rules are associated with one print queue, the print rules are applied in order according to the settings.

Example 1

If the print queue is associated with Print Rule A (Force Black & White) and Print Rule B (Force 2 Sided), all the print jobs are converted into Black & White and 2 Sided.

Print Rule A   Print Rule B

Force Black & White   Force 2 Sided

Once Print Rule A has been applied, Print Rule B is applied.

Force Black & White   Force 2 Sided
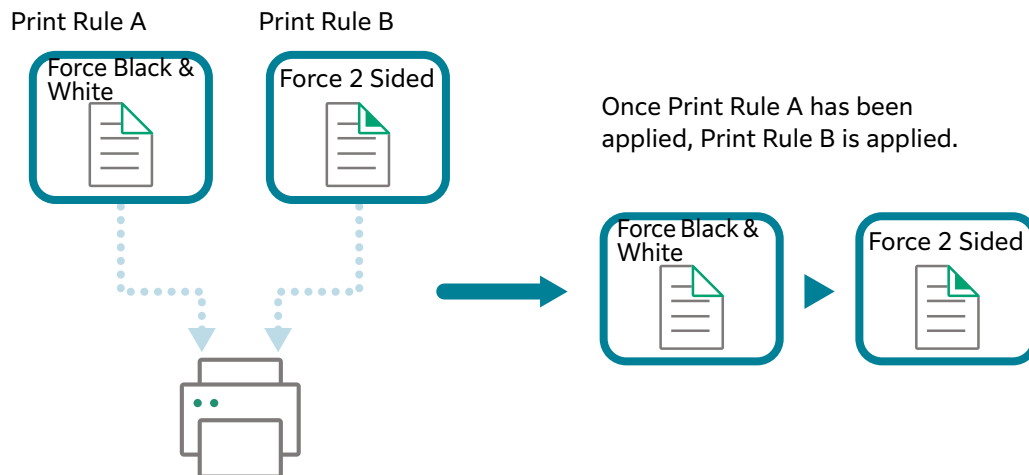
Example 2

If the print queue is associated with Print Rule A (to be canceled if 10 or more copies) and Print Rule B (Force 2 Sided if 5 or more), the print job printing 10 or more is canceled, and the one printing 5 or more and less than 10 is converted into 2 Sided. The print job printing less than 4 copies is executed without conversion.

Print Rule A   Print Rule B

Cancel   Force 2 Sided

$>= 10$ $>= 5$

Print Rule A is applied.

Print Rule B is applied to the print job not conforming to the A's rules.
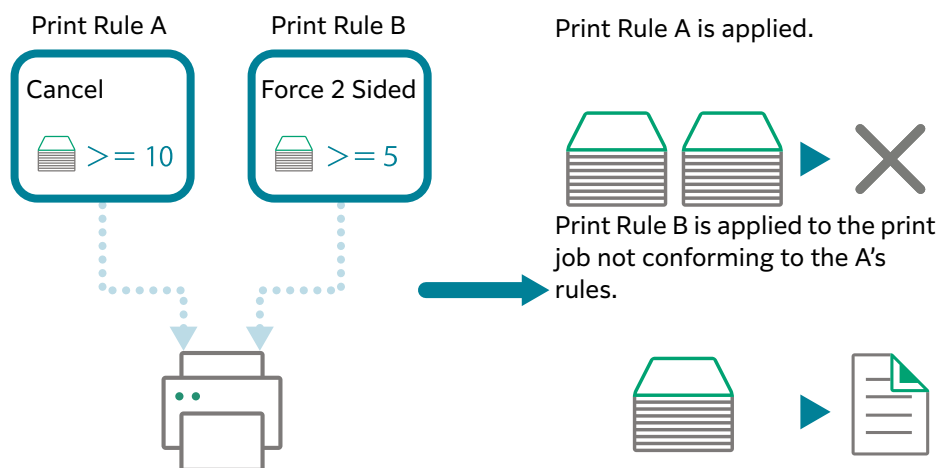
Note

On Print On Demand, the print rule is applied by the time when the print job is held in the print server. If the job attribute is changed on the print job list after being held, it is not applied.

Execute Approval Print

Set the security policy in "User Management" and associate it with the access profile, and Approval Print can be executed.

Approval Print is available only when executing print from the common driver (Multi-model Print Driver 2).

When the user issues a print job, the server detects the specified keywords in the print data and determines if approval is required or not. When it is determined that approval is required, the user cannot make a print until the approver specified in User Management gives approval.

When approval or rejection is made, you can check the result by email. (When email settings are done)

You can also check the approval history using the report feature.

8 Setting Scan and File Management Service

This section describes the overview of setting scan and file management service.

Overview of Setting Scan and File Management Service

ApeosWare Management Suite provides a simple flow feature which processes and sends the document scanned by a device. It enables you to send the scanned document as an attachment to email and to store in the shared folder on the network as well as to deliver to the cloud service or the online storage linked with. In addition, you, accessing the document stored in the shared folder or the cloud service from the control panel of the device or the mobile device, can print it.
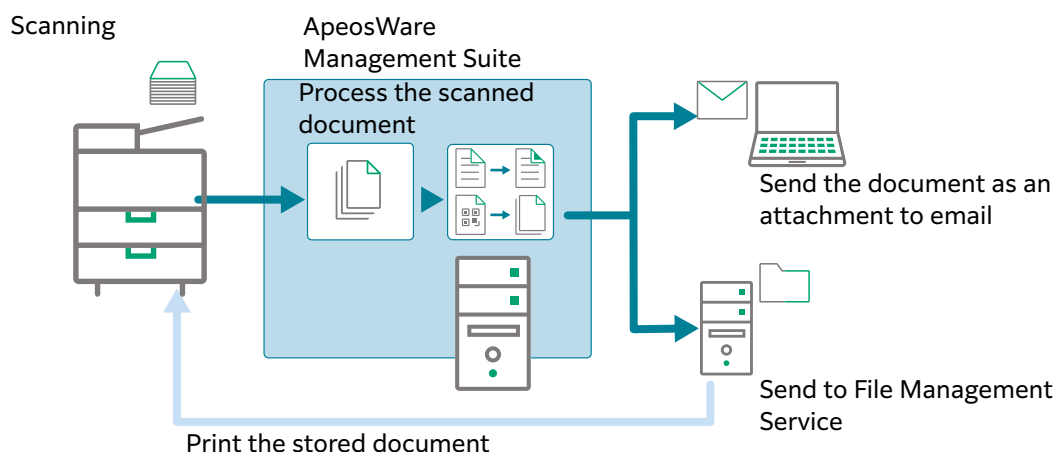
Adding those features to the custom service enables the control panel to display the menu button of each feature.

This chapter describes scan settings to be the starting point of the simple flow feature, settings to link with each File Management Service and how to use the feature from the device.

> **Note**
> - In this guide, a shared folder linking with ApeosWare Management Suite, a cloud service, an online storage service etc. are generally referred to as "File Management Service".
> - For the settings and operation for using a mobile device, refer to "9 Mobile Device Settings and Operations" (P.98).
> - You can also use Flow Management Option to create a flow starting from the scan.
>   By using Flow Management Option, you can create a high function flow, such as using OCR extracted text information for the document name and setting delivery destinations according to conditions. For details of Flow Management Option, refer to "Features Guide Flow Management Option".

> **Refer**
> Custom Service → "Features Guide"

Common Settings

You can set how to process a scanned image or the initial value in scanning on a web browser.

Scanned Image Processing Settings

You can set the processes, such as skew Correction of an image, OCR languages and whether a blank page is deleted, as well as how to split a scanned document.
You can select how to split the document from the following.

How To Split Document	Descriptions
Split by Blank Page	Splits the document by a blank page as a delimited page. The blank page is deleted after splitting.
Split by the page number specified	Splits the document by the page number specified.
Split specifying the file size limitation	Splits the document so as not to exceed the limitation specified of the file. Note that if the size per page exceeds the limitation, the document with that size is output, because it is split by page.
Split by the page with barcode	Splits by the page with barcode as a delimited page. You can set multiple barcode types you use. Moreover, you can decide whether the page with barcode is deleted after splitting. 💬 Note To split a document by a barcode, OmniPage Barcode Reader Option is required. "OmniPage" is manufactured by Kofax.

When you split a document, the document of the file name which the data and the time are attached to the specified document name is created.
For example, when you specify "SAMPLE" to the document name, the file name of the second file and later becomes "SAMPLE-{YYYYMMDDhhmmsssss}.{extension}".

Scan Settings

You can set the output color in scanning, the resolution and the output format of the scanned document. The setting value on the web browser is displayed on the control panel on the device, and the user executing the scan job can change it.

💬 Note

You can fix the value not to change by the user in scanning.
When the value set by the administrator cannot be changed on the device, the feature available is displayed as an option.

The output formats you can select are as below.

- PDF
- DocuWorks document

  Image Processing Settings, such as Skew Correction, Image Rotation and Split, are unable. Scanned Image Processing Settings will be ignored.
- JPEG
- TIFF (Multi-Pages)
- TIFF (Single-Pages)
- XPS (XML Paper Specification)

- TIFF-JPEG mixed
- PDF/A
- Searchable PDF

  Extracts the character string following the targeted language for OCR specified by the administrator.
- Microsoft Word, Microsoft Excel, Microsoft PowerPoint

  Extracts the character string following the targeted language for OCR specified by the administrator.

  The available output format is the Office 2007 format.

  When the OCR target language is set to Thai, an output is not available in this format.

Send Scanned Document by Email

You can send the document scanned and processed attached to email. You can enter the email address directly, as well as select from the user list registered in ApeosWare Management Suite. You can send multiple addresses at the same time.

The administrator sets the initial values of the email subject and the body. The user performing scanning can change the email subject and the body.

The administrator also sets the mail sender's address. It can be set whether the user performing scanning can change it by the access profile.

When the scanned document is sent by email, the file name will be automatically assigned from the date and time of execution.

When the number of scanned document is more than one, or the document has been split, multiple documents are attached to one email. When the total value of the file size to be attached exceeds the upper limit (5 MB), the email is split so as to stay within the upper limit, and those multiple emails are sent.

Link with File Management Service

Accessing a file management service from the control panel of the device or the mobile device allows storing the scanned document and printing the document stored.

The file management services available to link and the features available

The file management services available to link with ApeosWare Management Suite and the available features are as shown below.

> **Note**
>
> As a prerequisite, each file management service must be available in the environment using ApeosWare Management Suite. Refer to the information on each service about the environment and the settings required.

Services to be Linked	Descriptions	Available Features
Windows Shared Folder	This is a shared folder of Windows. Access it by a SMB protocol. the PC shared folder installed in the Active Directory environment or the WORKGROUP environment is available. This supports SMB 2.0 or later.	• Storage of scanned document • Print of stored document • Operation of stored document
FTP Server	A FTP server. A SFTP protocol cannot be used.	
Working Folder	This is a cloud service that provides assistance in document sharing.	
Google Drive	The storage service provided by Google.	
DocuShare	This is web-based file management and utilization software achieving effective use of information assets.	
SharePoint Standard[*1, *3] SharePoint Enterprise[*1, *3]	It is a file management service provided by Microsoft Corporation.	
Salesforce[*1]	A cloud service provided by salesforce.com Co.,Ltd. The following categories are available. • Merchant • Opportunity • Library • Document	
OneDrive[*1]	It is a file management service provided by Microsoft Corporation. Only OneDrive for Business is targeted and OneDrive for individuals is not targeted.	• Storage of scanned document • Print of stored document • Operation of stored document
SharePoint Online[*1]	It is a file management service provided by Microsoft Corporation.	• Storage of scanned document • Print of stored document • Operation of stored document

*1 The option license is required to use. Refer to "Provided Features and Options" (P.15) for details.

*2 Install this service on a PC different from the one ApeosWare Management Suite is installed.

> **Note**
>
> You can set whether the file management service is made available in the access profile. This enables you to restrict the file management service available by user or by user group.

Print of stored documents

The formats and the document sizes available to print are the same as Print E-mail. You can select multiple documents and print them at the same time. You can select up to 100 documents at one operation.

The usage control of the device and the forced printing feature are applied following the access profile of the user performing it. When, for example, the user set to Force Black & White prints the file of the file management service, it will printed in Black & White.

You can check the print job on the print job list of ApeosWare Management Suite.

The administrator can confirm the print jobs performed by all the users, and the user performing the print job can confirm the job executed by him/herself.

> **Note**
>
> When executing printing of stored document, make sure to create Print Queue in advance with the print mode set to [Direct Print], and the settings [Mobile/File Management Service Print] and [Direct Print with IP Address/Host Name Specification] enabled.
> Only if the print mode is [Direct Print], the print of stored documents is supported. Do not select [Direct Print - Non-Billed].
> An error occurs if you use a logical printer for which the above settings are not enabled, and print documents stored in File Management Service.

> **Refer**
>
> • "Print E-mail" (P.79)
> • Details of access profile→"Access Profile Settings" (P.48)
> • Details of printing features→"7 Print Management and Operations" (P.73)

Operation of stored documents

You can execute display properties, display document preview and delete to the document in the file management service. You can also update the registered document with scanned file.

Any action such as delete or update that applies changes to the document will follow the specifications on the File Management Service.

When, for example, the file management service has the version management feature, the document updated is registered as new version. With the file management service without the version management feature, the existed document will be deleted or moved to the recycle bin. For details, refer to the specifications of the file management service you use.

E-mail Notification

Once the scanned document is registered in the file management service, the URL of the storing destination of the document is notified to the normal address of the user performing the scan job.

Confirm Scan Job

Once the user performs scanning using the simple flow feature on the device, the scan job is created. The user with the [System Manager] permission and the [Guest Job Management] permission can confirm the scan job performed by him/herself or other users with the web browser. In addition, the user can cancel the running job and resume the job an error has occurred.

The user without [System Manager] permission nor [Guest Job Management] permission can confirm, cancel, or resume his/her own print job.

The scan job list displays the jobs of mail transmission and distribution to the file management service. The scan job executed with the control panel of the device or the mobile device is displayed. If cost management is performed, the job charge which became "During Abnormal Stop" became a status being subtracted temporarily. Check that after checking the job list, by performing a restart operation, it becomes a normal finish or by performing a cancel operation, refund processing is performed.

The job completed is stored during the period set by [Job Log Retention Period] as a job record. Once the retention period has been expired, the job record is automatically deleted.

> **Note**
>
> The scan job using the Flow Management Option feature is displayed on the flow management list.

Refer

[Job Log Retention Period]→"Job Log Settings" (P.21)

Cost management

With Cost management, you can manage the cost of scanning and printing.

The cost is calculated following the price policy associated with the account the user performing the job or the device, and is withdrawn from the balance of the account specified.

The cost of scan includes the cost of OCR processing, distribution to the file management service or mail transmission. It does not vary depending on with or without OCR processing, or the linking service.

After finishing the process, the cost of processing is displayed on the control panel.

While the cost of scanning is displayed by the actual result of the amount of processing, the cost of printing is displayed by the estimated amount retrieved from the print job. When, for example, paper is out during printing, the cost for the number of sheets which can be printed is withdrawn from the balance. In this case, the cost displayed is different from the cost which has been withdrawn actually.

Refer

Cost management→"What Is Cost Management?" (P.55)

Set Authentication Information to File Management Service

The user using the file management service can set the authentication information on a web browser. Setting it in advance allows omitting entering the authentication information.

Refer

"What the users of File Management Service can do" in "Features Guide"

9 Mobile Device Settings and Operations

This section describes the features available with a mobile device using ApeosWare Management Suite.

ApeosWare MS Mobile

The user allowed to use a mobile device by the access profile can use the ApeosWare Management Suite features with the mobile device.

ApeosWare Management Suite provides the application, "ApeosWare MS Mobile", to use the features from the mobile device. Download a supported ApeosWare MS Mobile onto your mobile device and install it.
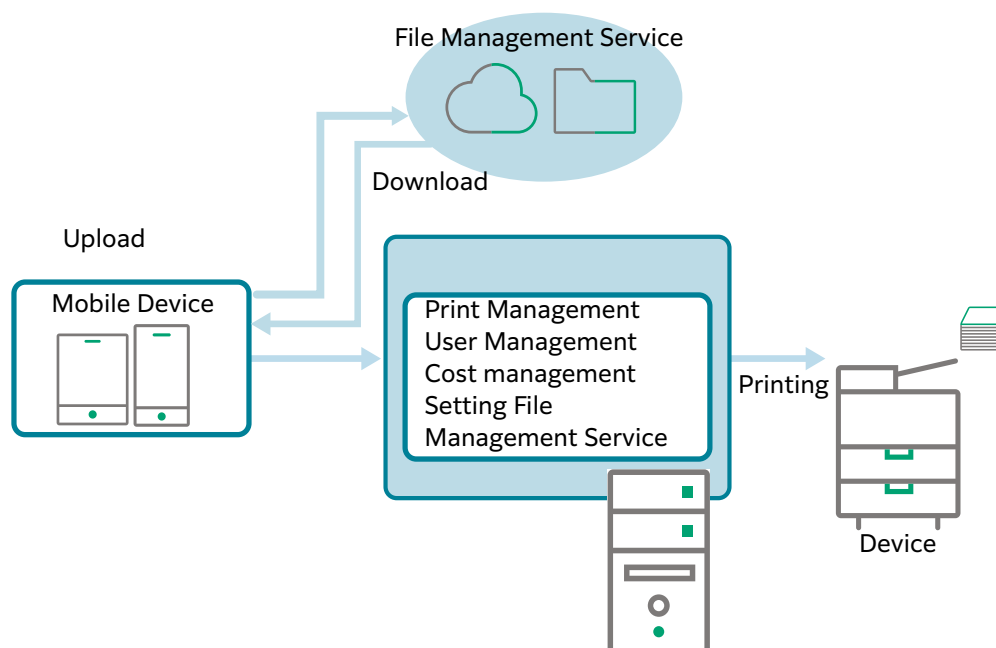
Sending print jobs

You can print the file in a mobile device, the picture taken by the camera feature and the file stored in the file management service.

The file formats available for printing is the same as the format of Print E-mail.

You can print the files at once. In this case, the print jobs are combined and applied the same settings.

You can send a print job to the print queue of ApeosWare Management Suite as well as can print specifying the device managed by ApeosWare Management Suite. You can perform the Direct Print and Print On Demand depending on the print queue settings.

Refer

Print E-mail → "Installation and Operation Guide"

How to Operate Print On Demand

You can operate the print jobs sent by multiple fax users by Print On Demand with the mobile device.

Logging in to ApeosWare Management Suite from the mobile device and the on-hold print job list displayed, you can change the settings or remove the hold.

Refer

Print On Demand → "Installation and Operation Guide"

Email

You can use the [Email] feature by associating a mobile device with a device. You, processing the scanned document, can email it as well as when you perform it on the deice control panel.

The default settings set by the administrator in ApeosWare Management Suite are displayed to the scan settings and the mail subject and the body.

Refer

Scan Settings → "Installation and Operation Guide"

Link with File Management Service

Accessing the file management service enable you to upload the file in the mobile device and the pictures you have taken, and download the file stored in the file management service. In addition, associating the mobile device with the device enables you to store the scanned document in the file management service.

The following file management services can be linked.

- Shared Folder
- SharePoint
- DocuShare
- Salesforce
- Working Folder
- Google Drive
- OneDrive
- SharePoint Online
- ABBYY FlexiCapture

Setting the authentication information beforehand on the ApeosWare Management Suite user window allows you to omit entering the authentication information in accessing the file management service from the mobile device.

Refer

Details of file management service available to link → "Installation and Operation Guide"

Display Contents of File

Files in a mobile device and contents of the file stored in the file management service can be displayed on the mobile device. The file whose size is up to 10 MB can be displayed.

If the OS of the mobile device is iOS, the OS itself includes the file display feature. For Android, you are required to install the application depending on the file format to be displayed.

The file formats which can display contents are as follows.

Format	extension
PDF	.pdf
DocuWorks Document[*1]	.xdw
Microsoft Word	.docx
Microsoft Excel	.xlsx
Microsoft PowerPoint	.pptx
Text	.txt
BMP (bitmap)	.bmp
TIFF	.tiff, .tif
JPEG	.jpeg
GIF	.gif
PNG	.png
Rich Text	.rtf
HTML	.html
XML	.xml
PSD File[*1]	.psd
AI File[*1]	.ai
Icon File	.ico

*1   It can be displayed only when the OS is Android.

Associating Mobile Device with the Device

To submit a scan or a print job with Print On Demand from a mobile device, you can select the device by one of the following.

- Select Print Queue or Device

  Select from the Print Queues or devices registered in ApeosWare Management Suite.

  This method can be used when performing a print job.

- Read QR code

  Registering a device to ApeosWare Management Suite causes the QR code for identifying the device to be generated. When the [Authentication/Accounting Mode] of device is [Custom Authentication], this QR code is displayed on the login screen when accessing ApeosWare Management Suite from the device.

By reading the QR code displayed on the screen, you can associate a mobile device with the device.

> **Note**
>
> For the device without a control panel, or for the authentication method which does not display the login window, the QR code printed is read by the mobile device.

- Use NFC Tag

Registering a device to ApeosWare Management Suite causes the identification information of the device to be generated. ApeosWare MS Mobile enables you to write this identification information in a commercially-available NFC tag seal. Holding the mobile device over the NFC tag enables you to associate the mobile device with the device.

You can take this step if the OS of the mobile device is Android.

> **Note**
>
> • The NFC tag included in the device is not available to be associated.
> • The NFC tag of Type 2 is available.

Cost management

With Cost Management, you can manage the cost of the following processes.
- Sending a print jobs
- Email a scanned document
- Store a scanned document in a file management service

The account associated with the user is displayed on the operation screen of ApeosWare MS Mobile. When multiple accounts are associated, select the account you use, and submit the print or the scan job.

If the balance of the account to be used is insufficient, the scan or print job is completed with error.

> **Note**
>
> To email the scanned document or sore it in the file management service, only scan process is managed by Cost Management.

> **Refer**
>
> "5 Cost management" (P.55)

10 Image Log Control

This chapter explains the summary of Image Log Control.

What Image Log Control can do

Image Log Control is software to store images processed by devices and their records, search them according to need, and monitor them based on conditions.

When using Image Log Control, you can find what information is handled when by whom by devices used in offices, etc. later. Consequently, the following advantages can be expected.

- When it becomes clear that printed-out confidential information is leaked outside the company, you can immediately investigate the leakage route.

- When leakage is found after a while, you can search the records of a user who has been transferred to other division by specifying the division to which he/she used to belong.

- With this software, you can find various documents that are used during product planning, design process, and decision making and do not saved officially. Therefore, it can be used to inspect whether there is any problem in business processes.

- Recording information handled by devices and notifying the information enable to suppress unnecessary copies and private use of devices.
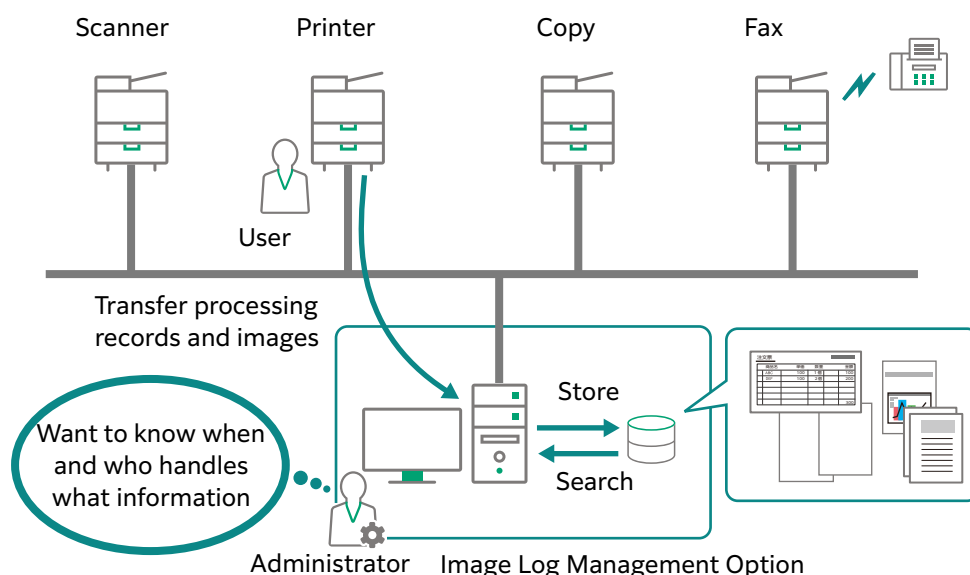
There is a setting to regularly monitor documents processed by devices and make a notification when a document containing the keyword(s) specified in advance is found.

With this feature, the following advantages can be expected.

- You can promptly find documents processed by devices that may lead to information leakage.

- By regularly monitoring documents handled by devices, you can omit repeated search operation and put forward operation efficiently.

> **Note**
>
> Regular monitoring of image logs can be executed when the OCR feature is enabled.

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Features of Image Log Control

Jobs and Image Log

A series of processing operated by a device, such as print and scan, is called a "job."

A device can save documents of an executed job as image data and store and manage them with data such as the device user, time of use, and number of copies/prints, etc. Combined data of image data of a processed document and processing record is called an "image log."

One image log is created for each job.

Image Log Control is server software to externally manage image logs created by devices. You can save, manage, and search image logs of multiple different devices collectively.

> 📝 Note
>
> Image logs may not be created for some devices. For the target devices of Image Log Control, refer to our official web site (For the URL, refer to the first page of this document).

Searching image logs

You can search created image logs by specifying conditions.

As search conditions, you can specify multiple items from the date, service type, job owner name, device, name and sender of a print job, etc.

When OCR License is enabled, you can make a search using keywords. In keyword search, letters in image data of image logs are recognized by OCR processing, and only the image logs that contain specified keyword(s) are extracted.

Search results can be displayed on a Web screen in the thumbnail format and downloaded in CSV files.
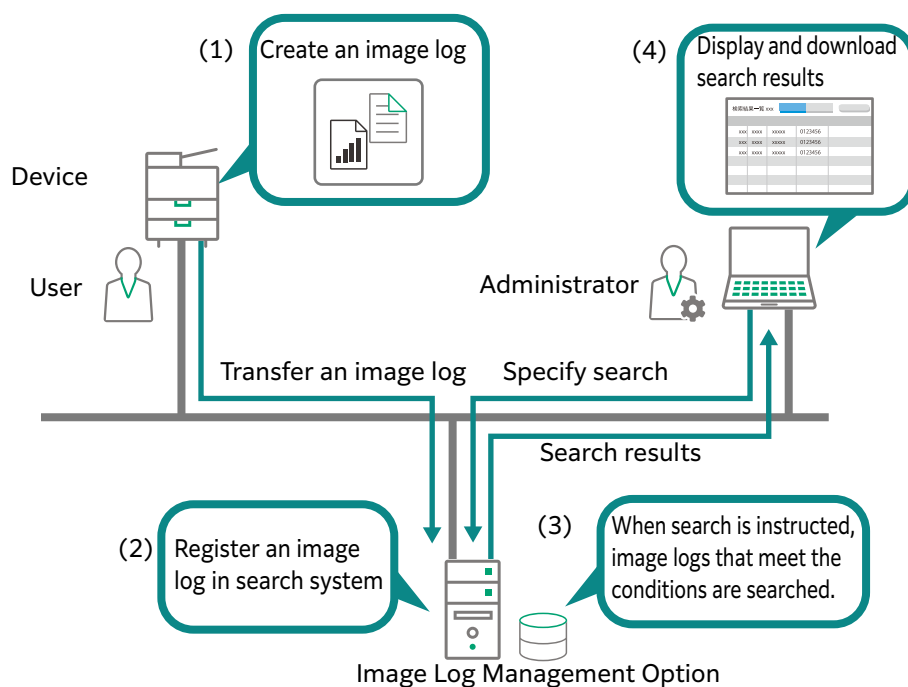
The processing flow of the search feature is as explained below:

(1) When the user makes an operation such as copy and print on a device, an image log is crated and automatically transferred to Image Log Management Option.

(2) Image Log Control registers the image log received from the device in the search system.

(3) The administrator gives instructions to search image logs via a Web browser. When instructions are given, Image Log Control searches database, detects image logs that meet the conditions, and displays them on the Web screen.

(4) The administrator checks and downloads the search results on the screen.

Refer

"10 Image Log Control" of "ApeosWare Management Suite 2 Features Guide"

Monitoring image logs

You can regularly search image logs with the specified conditions and record the results as monitoring history. You can set the severity to the monitoring conditions and create a report by summarizing the relevant results in a table by group or by user.

This feature can be executed when the OCR License is enabled.
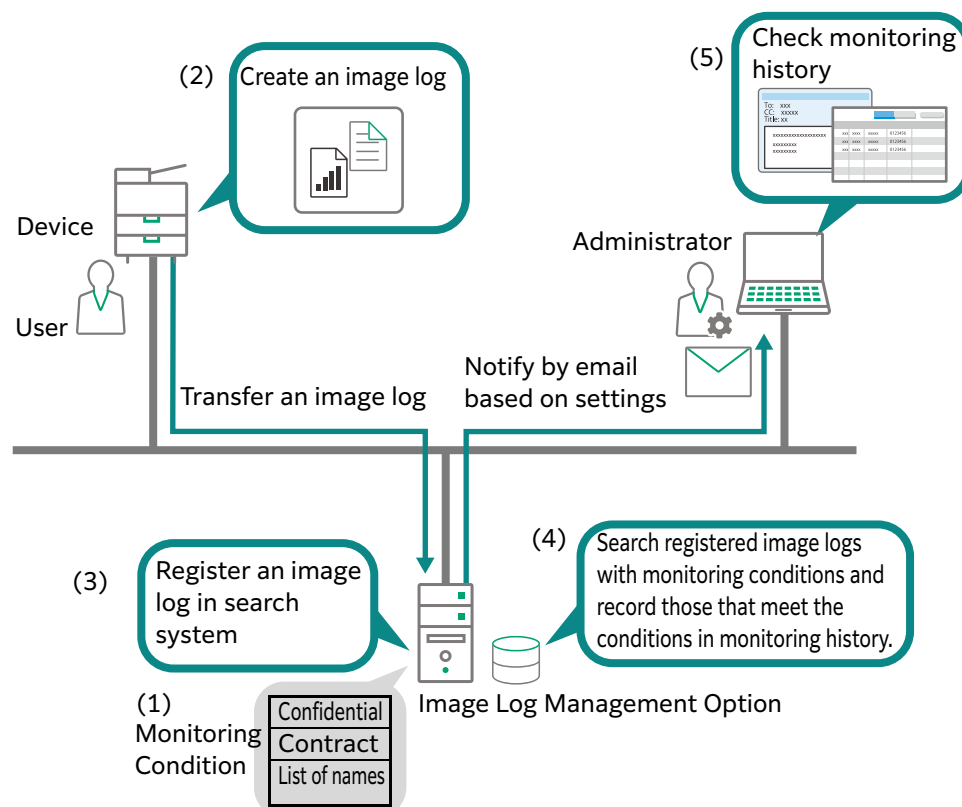
The processing flow of the monitoring feature is as explained below:

(1) The administrator registers some keywords in Image Log Control as monitoring conditions.

(2) When the user makes an operation such as copy and print on a device, an image log is crated and automatically transferred to Image Log Management Option.

(3) Image Log Control registers the image log received from the device in the search system.

(4) Image Log Control searches image logs, which are created daily, with the keywords specified as monitoring conditions. When it detects an image log that contains the keywords, it records the log as monitoring history. You can make a setting to notify the administrator by email based on the severity.

(5) The administrator checks the [Monitoring History] page at the time when he/she receives email or regularly.

Refer

"10 Image Log Control" of "ApeosWare Management Suite 2 Features Guide"

Image log search and monitoring by group

If you classify the users who use the devices into groups by division, etc. and register the groups in Image Log Control, you can limit the scope of image log search within a certain group and set the image log monitoring conditions to each group.

You can also assign an image log administrator to each group.

Settings of Image Log Control

Use the Image Log Control screen to make the settings of Image Log Control in general.

In the Image Log Control screen, make the settings on processing of image logs, such as the image log storage period, timing to archive image logs of which storage period is expired, and timeout of OCR.

Note

"Archive" is to move image logs of which storage period is expired from database to a specified folder.

Refer

"10 Image Log Control" of "ApeosWare Management Suite 2 Features Guide"

Unsent log

When transfer from a device to Image Log Management Option fails due to some troubles, the image log is saved in the device as an "unsent log."

When the number of unsent logs exceeds the maximum number of image logs that can be stored in a device, either of the following options is taken according to [Assurance Level] of Transfer Image Log specified in the device.

- When [Assurance Level] is [Low]: Old image log is deleted.

- When [Assurance Level] is [High]: The device stops accepting new jobs.

In the case of the first option, there might be a job of which image log is not recorded. In the case of the second option, the operations using the device might be stopped. The administrator can specify either option to each device.

It is recommended to set [High] to [Assurance Level] to record jobs generated in the device without fail.

Note

- The maximum number of image logs that can be stored in a device varies according to the device. Refer to the manual of the device.
- [Assurance Level] can be set by a feature of Device Management.

User Management

Operation permission of user

The operation permissions of Image Log Control are the administrator permission to control the system and image logs and the general user permission to execute jobs using a device.

The operations that can be executed with each operation permission are shown below.

Permission	Description
Administrator permission	
Image Log Control	Can control the system settings about image logs.
Image log search and monitoring (all)	Can search, monitor, and view image logs of all users.
Image log search/monitoring (group)	Can search, monitor, and view image logs of users in a specified group.
General User	A user who executes jobs using a device. To control image logs by group, register the user with the user ID of the device as a general user to an image log.

Correspondences between the Image Log Control features and administrator permission are shown below.

○: Available

-: Not available

Feature	Image Log Control	Image log search and monitoring (all)	Image log search and monitoring (group)
Searching image logs	-	○	○[*1]
Monitoring image logs	-	○	○[*1]
System control	○	-	-

*1.   Can search and monitor only image logs of the control target group.

⌒⌒ Refer

For how to set the administrator permission to a user, refer to "Adding access profile" - [Administrator Permission Settings] in "Features Guide."

11 Job Log Accounting/Report

You can create each type of report such as accounting list report, graph report, analysis report, and cost management report by tallying job logs collected from a device in different ways.

Standard report and custom report

There are two types of report: one is "standard report" for which accounting keys and items are set in advance, the other is "custom report" for which an administrator can change accounting targets and display formats based on standard reports.

The report results you create can be displayed on the screen and saved in the file. For file storage, you can select any of PDF, Microsoft Word, Microsoft Excel, and CSV as a storage format.

> **Note**
> • When you want to create a report by taking advantage of Excel features such as subtotals and a 3D line graph, use Job Log Analyzer. Job Log Analyzer makes it possible for you to use more types of report and feature than accounting and analyses from a web browser.
> • If the job log collection type is [Printer MIB (SNMP)] and [SOAP hard disk drive available (WF)], logs from those two devices are not accounting targets for web clients. Use Job Log Analyzer for accounting the logs of these devices.
> • The device whose job log collection type is [SOAP hard disk drive available (WF)] cannot display electricity and paper usage.

> **Refer**
> "Job Log Analyzer User Guide"

Type of report

You have the following types of report.

> **Note**
> • "Pages" are displayed by black and white or color.
> • Cost management reports are displayed only when operated in cost management.
> • When Cost Recovery Option is being used, the following report types are available on the User Portal screen.
> - Account Usage & Replenishment History
> - Account Usage

User/User Group

It is each type of report created with user and user groups as accounting keys.

Report name	Descriptions
Usage summary per user (cost management report)	A table is created by accounting for pages, jobs, and charges per user.
Transaction details report (cost management report)	A table is created to show used devices, accounts, file names, charges, etc. in order of date and time (descending order) when a job is executed.

Report name	Descriptions
Transaction details report	A list is created to show used devices, file names, etc. in order of date and time (descending order) when a job is executed.
Usage summary per user group (cost management report)	A table is created by accounting for pages, jobs, and charges per user group.
Usage summary per user account (cost management report)	A table is created by accounting for pages, jobs, and charges per user and account.
User - transaction at account level (cost management report)	A table is created by accounting for pages, jobs, and charges per user, account, and by service.
Usage by user group service (cost management report)	A table is created by accounting for pages, jobs, and charges per user group and by service.
Usage summary per user	A table is created by accounting for pages and jobs per user.
User - usage by transaction type (cost management report)	A table is created by accounting for pages, jobs, and charges per user and by service.
Users	A user list registered in ApeosWare Management Suite is created.
Usage by user service	A table is created by accounting for pages and jobs per user and by service.
User group - usage summary	A table is created by accounting for pages and jobs per user group.
Usage by user group service	A table is created by accounting for pages and jobs per user group and by service.
Account Usage & Replenishment History (Cost Management Report)	A table is created by accounting for pages, jobs, and charges for each user and service by the day and time of user operation.

Account Report

It is each type of report created with accounts and cost center code set for accounts as accounting keys. Also a correspondence table for user groups and shared accounts linked to user groups is created.

Report name	Descriptions
Account usage summary	A table is created by accounting for pages, jobs, and charges per account and account cost center code.
Account Usage by User	A table is created by accounting for pages, jobs, and charges per account and by user.
Account usage per user operation	A table is created by accounting for pages, jobs, and charges per account and account cost center code and by service.
Account usage per cost center code	A table is created by accounting for pages, jobs, and charges per cost center code and account.
Account usage per cost center code by service	A table is created by accounting for pages, jobs, and charges per cost center code, account and service.
Accounts associated with users	A correspondence table is created for users registered in ApeosWare Management Suite and accounts associated with users.

Device/device groups

It is each type of report created with devices and device groups as accounting keys.

Report name	Descriptions
Usage summary per device (cost management report)	A table is created by accounting for pages, jobs, and charges per device.
Usage summary per device group (cost management report)	A table is created by accounting for pages, jobs, and charges per device group.
Graph display of usage by service charge (cost management report)	A table is created by accounting for pages and charges by day, by month or by year.
Device usage by service	A table is created by accounting for pages and jobs per device and by service.
Device usage by service (cost management report)	A table is created by accounting for pages, jobs, and charges per device and by service.
Usage per device group	A table is created by accounting for pages and jobs per device and by service.
Usage summary per device group	A table is created by accounting for pages and jobs per device group.
Usage summary per device	A table is created by accounting for pages and jobs per device.
Usage per device group (cost management report)	A table is created by accounting for pages and jobs per device group and by service.
Graph display of usage by page	A table is created by accounting for pages by day, by month or by year.
Device usage per user (cost management report)	A table is created by accounting for pages, jobs, and charges per device and user.
Device usage per user	A table is created by accounting for pages and jobs per device and user.

Environment-related report

It is each type of report in terms of the environment.

Report name	Descriptions
Analysis report on usage	Report by accounting for the analysis results of paper usage. A list to show the amount of reduction by 2-sided printing and pages per side, and the sheets of paper to be reduced is created. Refer "Analysis report" (P.111)
Summary report of usage	Summary reports on usage such as graphs to show usage of the month and the past six months, electricity consumption, and CO_2 reduction rate (mg), are created.
Report on electricity consumption	A graph to show electricity consumption of devices registered in ApeosWare Management Suite is created. Refer "Report on electricity consumption" (P.111)
Paper Usage Report	A graph to show paper usage of devices registered in ApeosWare Management Suite is created.
CO2 Emissions Report	A report is created showing the changes with CO_2 emissions for the User Group registered in ApeosWare Management Suite. Refer "CO2 Emissions Report" (P.111)

Analysis report

For [Usage Analysis Report], the following items about paper reduction per user group and device are displayed.

Display items	Descriptions
Overall rate of black and white print	Rate of black and white print Overall rate of black and white print = (sheets of black and white print) / sheets x 100
2 Sided Rate	Rate of 2-sided print Ratio of 2-Sided Print = (sheets of 2-sided print) / sheets x 100
Rate of pages per side	Rate of two pages or more per side print Rate of pages per side = (sheets of two pages or more per side print) / sheets x 100
Actual amount of paper reduction	Percentage calculated from actual paper reduction and possible paper reduction by 2-sided and pages per side settings in comparison with one per side output Actual amount of paper reduction = actual paper reduction / (actual paper reduction and possible paper reduction) x 100 **Note** 　Details of "Actual Paper Reduction" → "Features Guide"
CO2 Emissions (mg)	Values in which printed sheets have been converted to CO2 emissions (mg)
Possible paper reduction	Values to show how many sheets of paper could have been reduced if they had been printed with pages per side/2-sided printing in comparison with one per side output

Note

You can select a parameter (pages per side, 2-sided or pages per side and 2-sided) at the time of calculation of amount of paper reduction and possible paper reduction in [Paper Reduction Calculation Method] of the custom settings.

Refer

How to calculate paper reduction → "Features Guide"

Report on electricity consumption

Environment-related reports show monthly electricity consumption in a graph.

Device electricity consumption is retrieved at the time of execution of device monitoring. To display electricity consumption, you need to set [Status Monitoring Settings] to [On] in device communication settings.

Note

- Device electricity consumption (total) is displayed starting from the day after device registration, but if the value is less than 0.1 kWh, it is not displayed in a graph. If device electric power meter of the month is not retrieved, 0 is displayed.
- Electricity consumption is a value which is calculated from job logs retrieved from the device. There is a slight discrepancy between it and actual electricity consumption.

CO2 Emissions Report

With the environment-related report, monthly CO2 emissions can be displayed using a graph.

Note

The value of CO2 emissions is calculated based on the job log retrieved from User/User Group. There will be a small discrepancy from the actual CO2 emissions.

Print Report

It is each type of report on print jobs.

Report name	Descriptions
Jobs by the origin of jobs	A table and graph are created by accounting for pages and jobs by the origin of print jobs.
Jobs by application	A table and graph are created by accounting for pages and jobs by the application that created print jobs.
Savings report	A table to tally pages in which 2-sided printing, black and white printing, and the transfer of print jobs have been executed, and a list for pages and jobs reduced by 2-sided printing and print rules are created.

Fax Activity Report

Only the job data related to fax communication can be extracted from the job log, and downloaded as a Excel format file.

Data including the fax sender/recipient and fax communication duration can be downloaded from multiple devices for using data in the spreadsheet software to manage and analyze the fax communication.

Image Log Monitoring Report

- Image Log summary for each user
  It indicates a report that aggregates the number of counts corresponding to the Image Log Monitoring Setting by user on a monthly basis.

- Image Log summary for each user group
  It indicates a report that aggregates the number of counts corresponding to the Image Log Monitoring Setting by user group on a monthly basis.

Supplies Report

A report of tonner information, drum information, and meter information can be created.

The tonner information and the drum information indicate the remaining tonner amount, collection bottle states, and remaining drum amount for each device.

In meter information, a report of meter information for each device can be created on a daily or monthly basis.

Approval Print History Report

- Keyword detection history
  The number of counts corresponding to keywords/patterns for an approval print is indicated in a report.

- Operation history
  A history of approval operation of the approval print is indicated in a report.

  ⊡ Note

  This feature cannot be used in certain countries.
  Please contact our agent for more details.

Accounting/Analysis Report

The report format can be customized by adding items and changing their order, etc.

Extended Report

- Image Log search
  An Image Log corresponding to specified conditions is indicated.

Custom Settings and Custom Report

You can create a custom report in which accounting targets and display formats are changed from a standard report. The changed content can be saved with a name, so you can create a report in the same settings again and again.

Items you can set in the custom settings

The items to be changed in custom settings are as follows.

Narrowing down accounting targets

You can independently specify devices, users, and accounts for accounting targets.

Specifying periods

You can specify start date and end date for accounting targets with your arbitrary date.

Selecting the calculating method of paper reduction

You can select the calculating method of paper reduction when you create an analysis report.

Display methods of reports

You can select how to display the report such as whether to show display conditions, the types of graph (bar graph, line graph), and Split By Color.

Set Schedule

You can automatically create each report by tallying job logs at the fixed time or certain intervals. This feature is referred to as "Auto report settings". Set a schedule for automatic report creation in the custom settings in advance.

You can send a report which is automatically created by e-mail and save it in arbitrary files on a network. The data size which can be attached to a mail varies depending on the mail server used by the user. If a report created automatically exceeds the data size which can be attached to a mail, it becomes a sending error.

Job Logs Search

You can search job logs by specifying search conditions such as device, user, and date and time.

Monitoring History

An Image Log corresponding to Monitoring Setting can be searched for.

Configuration for Creation of Reports

Job Log File Retention Period

Each type of report is created based on job logs saved in the database of ApeosWare Management Suite. If the setup retention period of job logs is shorter than the period for accounting targets, reports are not created properly.

You can set the job log retention period in the [Job Log Retention Period] tab of the [System Settings] > [Job Log Settings] page in the administrator screen.

Refer
"Job Log Retention Period" (P.22)

Specifying job log owners

To create a environment-related report and identify a job owner, [Job Owner Identification Method] set in [System Settings] > [Job Log Settings] > [Accounting Settings] is referenced.

In [Job Owner Identification Method], you can set how to determine a job owner by using which item on a priority basis out of the owner items registered in job logs (user name, job owner name, and host name).

Note
When you create a report other than a environment-related report, the setting of [Job Owner Identification Method] is not referenced.

Refer
"[Accounting Settings] Tab" in "Features Guide"