TOSHIBA

e-FOLLOW cloud

Operator Manual

Version 5.7.0 - Oct-24

This documentation refers to the development status of Oct-2024.
The texts and images were assembled with greatest care. Yet there can be minor discrepancies in program sequences or displayed texts that might occur as this product advances

We will appreciate suggestions for improvement or error reports.

Several of the hardware and software names mentioned in the document are trademarks and should be considered as such.

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1 Introduction

Thank you for subscribing to e-FOLLOW.cloud, the SaaS version of the well-known PrintManagement solution e-FOLLOW Professional for Toshiba e-BRIDGE Next and TOSHIBA eSF multifunctional printers providing features like

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

The advantage of the SaaS approach is

- Avoid to install any server software on customer site
- Avoid to install any software on the user PCs
- Securely route all print jobs from any user device via the cloud to unlimited number of sites
- Support unlimited number of MFPs, users and sites per customer

This manual will guide the administrator through the setup of MFP devices, the onboarding to the SaaS application and the custom configuration.

1.1 Symbols in this manual

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

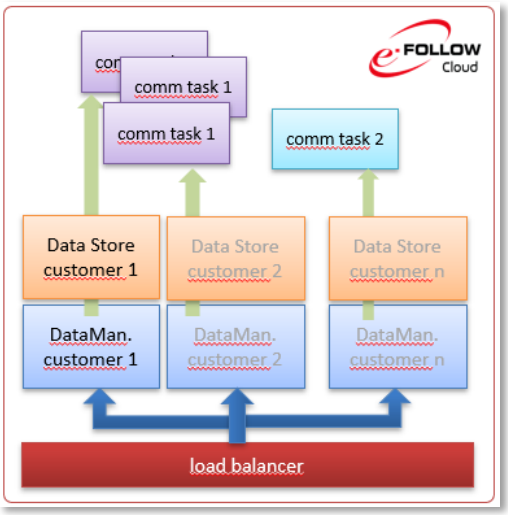
Hint:
Indicates information to which you should pay attention

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

2 General setup of e-FOLLOW.cloud

A core element of e-FOLLOW.cloud are the embedded Applications available for both, eBridge and eSF platform.

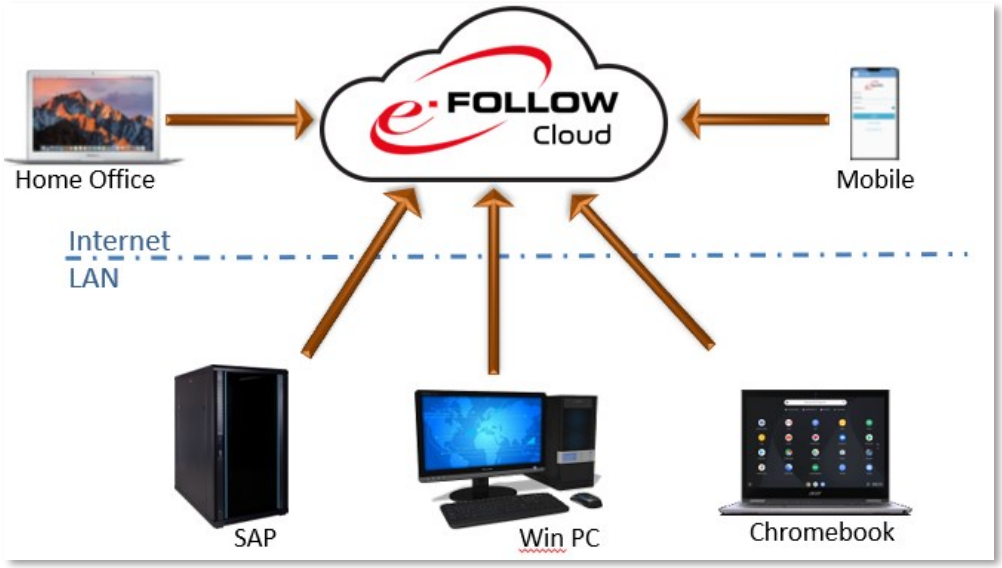
These once need to be installed on the device. The application will connect to the corresponding tenant instance and self-register the device.



For security and GDPR-compliance reasons each customer is running an isolated DataManager and DataStore instance.

Resources consuming common tasks will be shared between the tenants and can - due to the cloud technology - be scaled up and down depending the actual workload.

All printing traffic from any client is securely sent from anywhere inside or outside your local network and securely held in e-FOLLOW.cloud until the jobs are requested by the user after authentication at the MFP.



3 Concept of queues and devices

e-FOLLOW.cloud is designed to manage, track and route print jobs from the users clients (PCs, mobile devices etc.) to Toshiba multifunctional printers (MFPs).

Thanks to its advanced design, e-FOLLOW.cloud does not need to install any additional local server- and client software. Print jobs are sent via SSL secured IPPS protocol from the client workstations to the e-FOLLOW.cloud virtual queues.

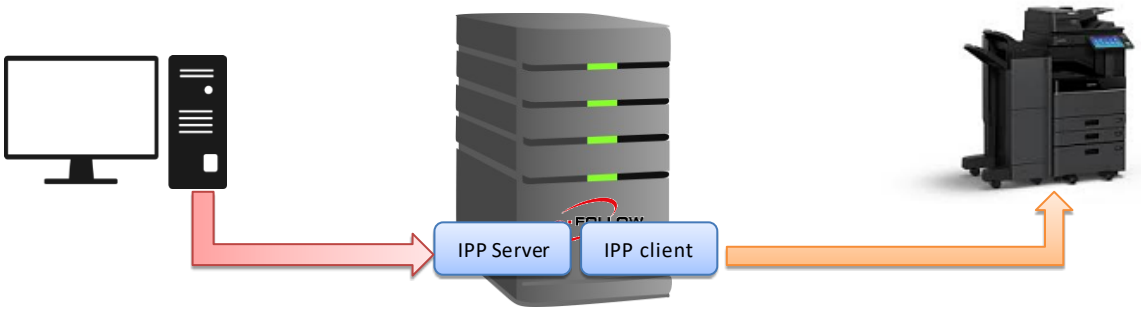
3.1 Virtual Queues

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

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

4 End-to-End encryption

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



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

The jobs requested by the MFPs for printout are also sent SSL/TLS encrypted.

5 Requirements

- Internet connection
- Toshiba e-BRDIGE Next MFP (Embedded Platform Framework Version 2.1.2 or higher)
- eSF-based MFP (V4.x or higher)
- Supported printer drivers:
  - Toshiba V4 Printer Driver
  - Toshiba Universal 2
  - Toshiba Universal PS3
  - Toshiba Generic PS3
  - Toshiba Generic XL

5.1 **Supported MFPs**

- Supported Toshiba e-BRIDGE eSF devices

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

- Supported Toshiba e-BRIDGE Next devices

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

6 Prepare e-Bridge Next devices

Before the e-Bridge device can connect to e-FOLLOW.cloud some preparations have to be done.

Make sure you have access to the following files and data

- Your Client-ID
- One-Time-Password

Hint
You find the embedded App and Server-URL in e-FOLLOW.cloud management
→ **SETTINGS → General → Instructions & Configuration**

During the onboarding process your reseller creates an account for you in e-FOLLOW.cloud. This will generate some custom specific data

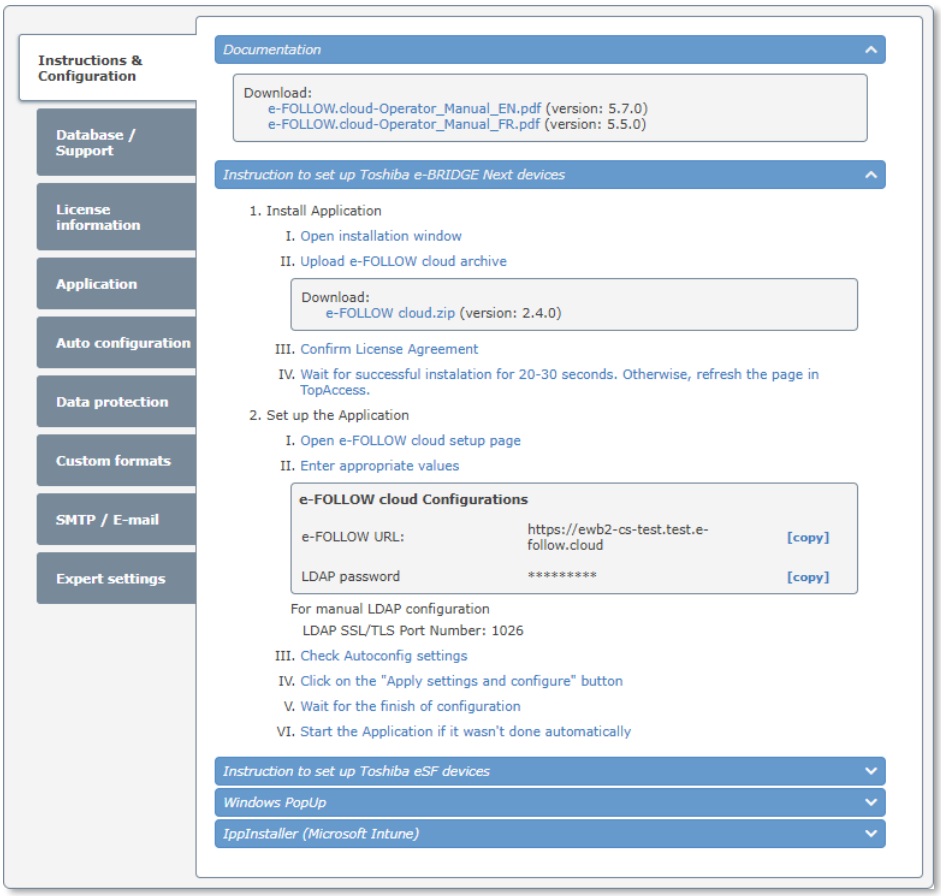
- Client-ID
- Client specific ports
- One-time password

On behalf of your client-ID the custom specific URLs hostnames (and ports) are created.

General	
Customer	Customer name
Client ID	xxxx-yyyy your custom specific Client-ID
One Time Password	1234567890abc – a one-time password for your first login
HTTPS URLs	
for MANAGEMENT	https://management-xxxx-yyyy.e-follow.cloud
for USERPORTAL	https://userportal-xxxx-yyyy.e-follow.cloud
for IPP printing	https://ipp- xxxx-yyyy.e-follow.cloud
for EWB2	https://ewb2-xxxx-yyyy.e-follow.cloud
for ESF	https://esf- xxxx-yyyy.e-follow.cloud
for Client	https://client-xxxx-yyyy.e-follow.cloud
TCP hostnames & ports	
for LDAP-SSL	xxxx-yyyy.e-follow.cloud:aaaaa
Your client specific port for LDAP-SSL	aaaaa
for MOBILE	mobile-xxxx-yyyy.e-follow.cloud:443

6.1 Instructions & Configuration

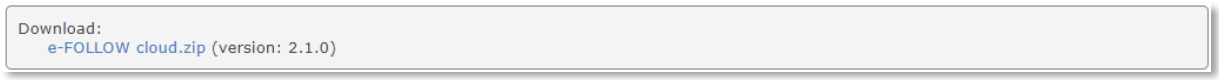
To ease the setup procedures for your MFPs e-FOLLOW.coud provides a page giving all required Instructions, downloads, etc..



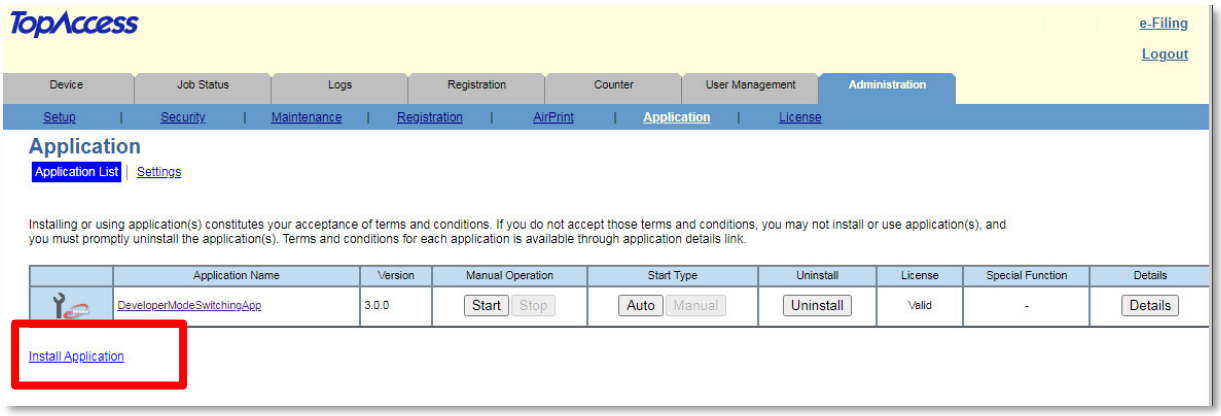
Pls. follow the instructions step by step.

6.2 Install the embedded App

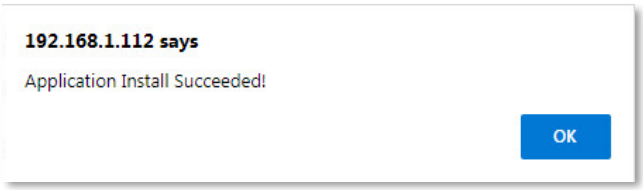
The e-FOLLOW Instructions & Configuration page offers the latest version of the e-FOLLOW embedded App.



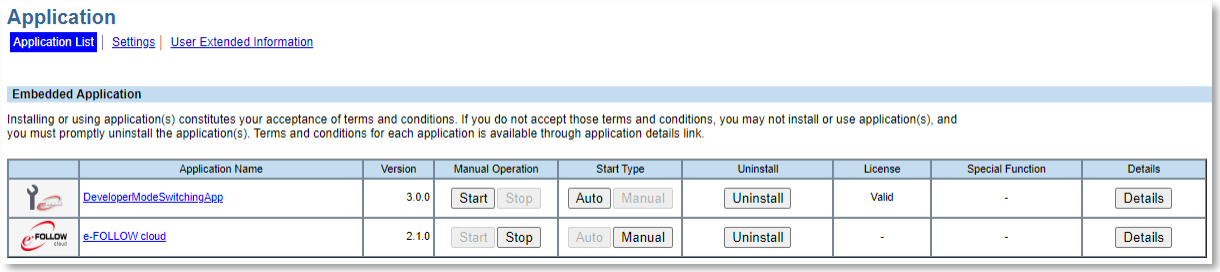
To install login to TopAccess of the desired device.
Change to → **Administration** → **Application** and click to Install Application



Select the e-FOLLOW application package file (e-FOLLOW cloud x.y.z.zip) and click to **Import**.
After confirming the EULA the package will be transferred and installed.



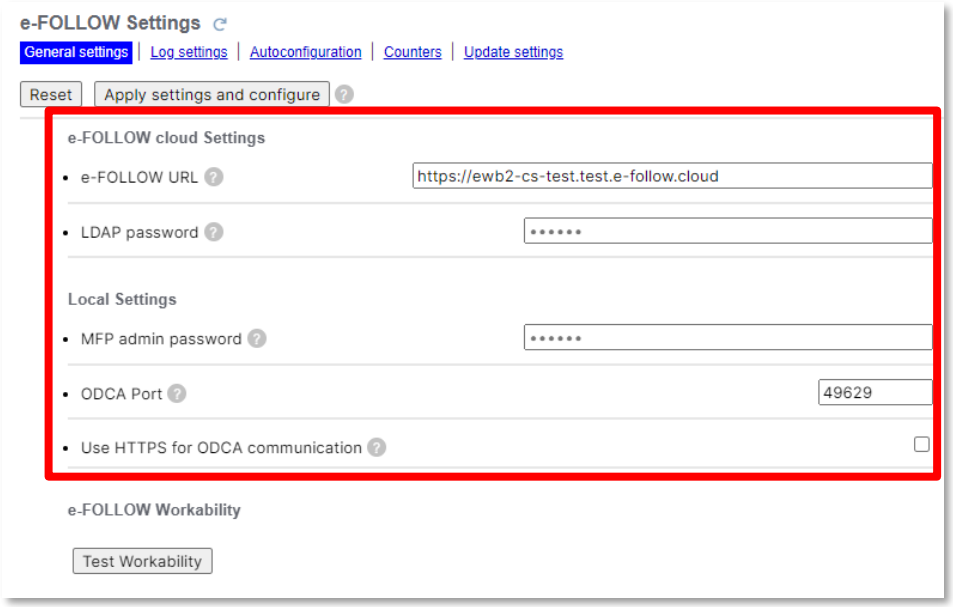
The e-FOLLOW.cloud application now appears in the application list.



Click to the Application Name to access the e-FOLLOW application settings.

6.2.1 General settings

Enter the required information into the General Settings page.

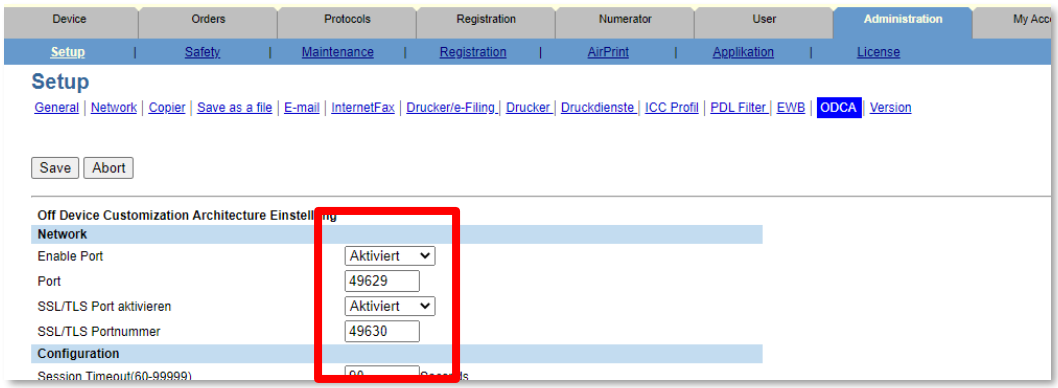


e-FOLLOW URL: the custom specific URL according the **client-ID** provided by TOSHIBA

Attention
This URL is custom specific and must not be mixed with URLs from other customers.

LDAP-Password: the LDAP-Password generated by e-FOLLOW.cloud.

ODCA Port: make sure to use the correct port for ODCA as configured in *TopAccess*. Enable **Use HTTPS for ODCA communication** if only SSL/TPS port is actived.

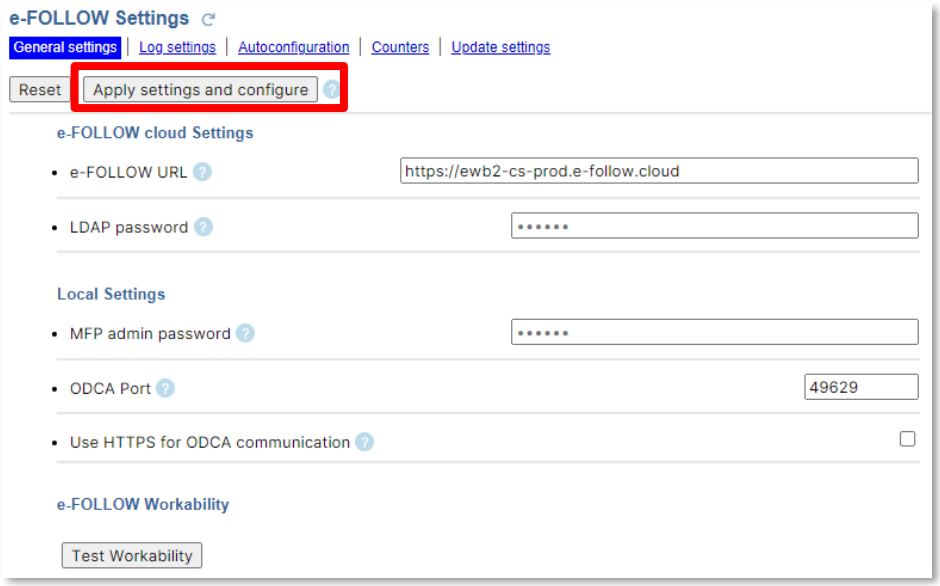


MFP-Admin password: the MFP-Admin password.

You can leave it blank in case the default password for ***TopAccess*** is used

6.2.2 Run Auto-configuration

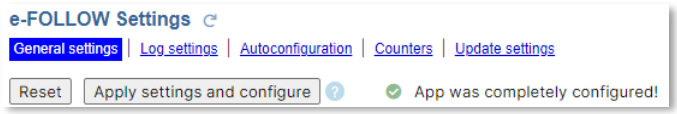
Clicking **[Apply settings and configure]** to save all settings and start the Auto-configuration.



e-FOLLOW.cloud App is now fetching the current settings from e-FOLLOW and pushes the configuration

- TopAcces Settings
- LDAP client
- LDAP Settings
- User Roles

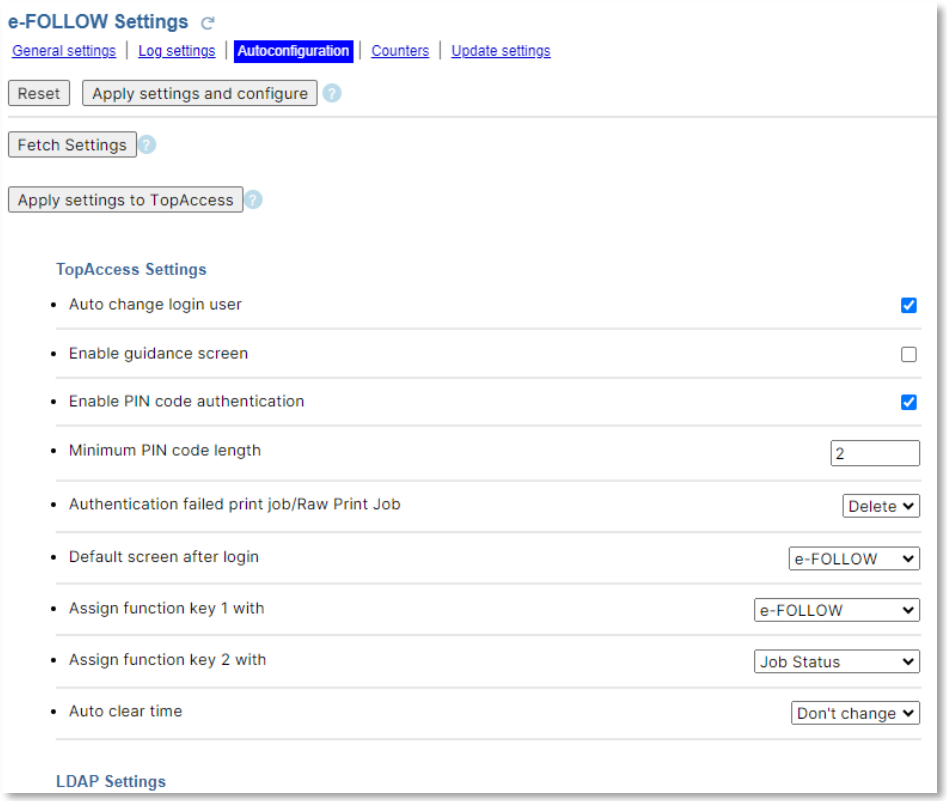
to the MFP.



When finished, above success message will be displayed.

6.2.3 Autoconfiguration settings

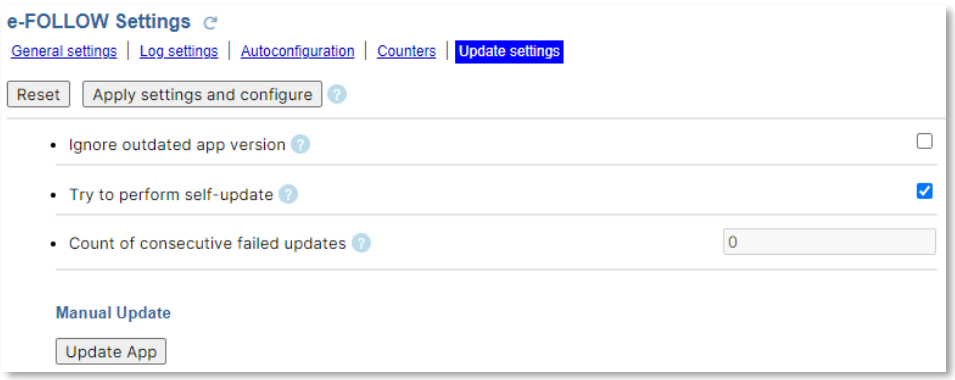
Here you can check the configuration settings, which are fetch from e-FOLLOW.cloud server.



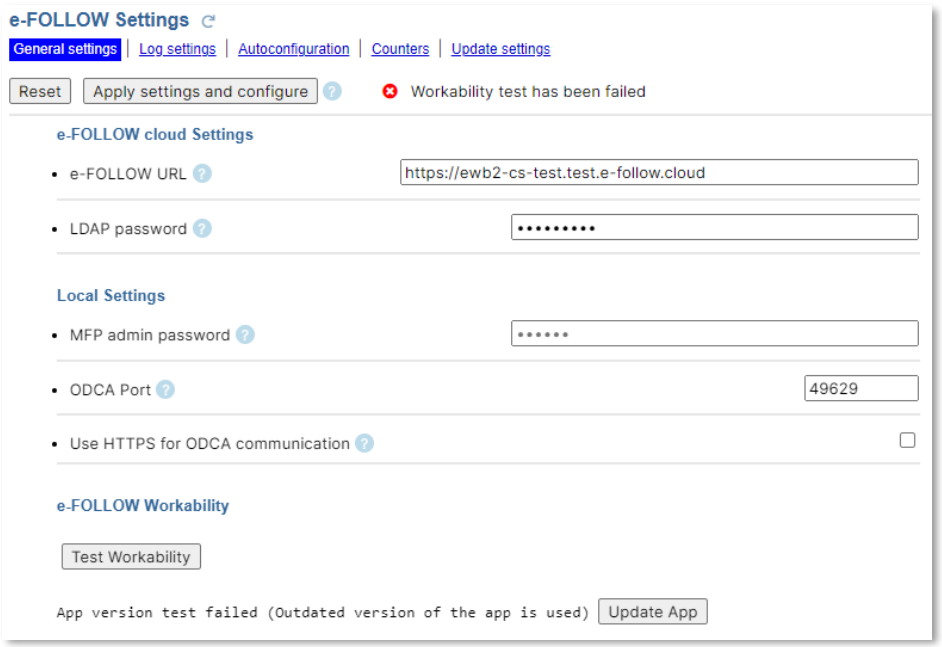
If required you can modify settings and apply these individually to this specific device.

6.2.4 Update settings

The e-FOLLOW.cloud app will update itself when a new version is available on the server.
Therefore the app checks every 1 hour if it is outdated. When no user is logged in the app update will be proceeded.



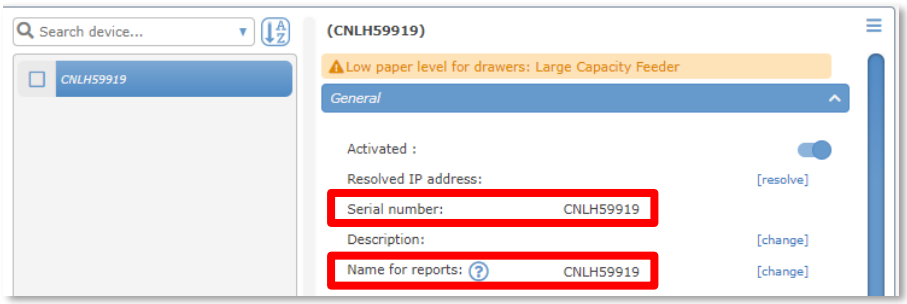
To check manually for a new version it is also possible to press the **Test Workability** button. If an update is available the **Update App** button will appear.



6.2.5 Self-Registration

After startup of the application, the device will self-register to the e-FOLLOW.cloud by its serial number.

The serial number is automatically entered as Name for Reports. For a better identification it is recommended to enter a name here.



7 Prepare eSF devices

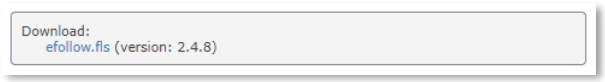
Before the eSF device can connect to e-FOLLOW.cloud some preparations have to be done.

Make sure you have access to the following files and data

- Client-ID
- One-Time-Password
- Embedded eSF-Application

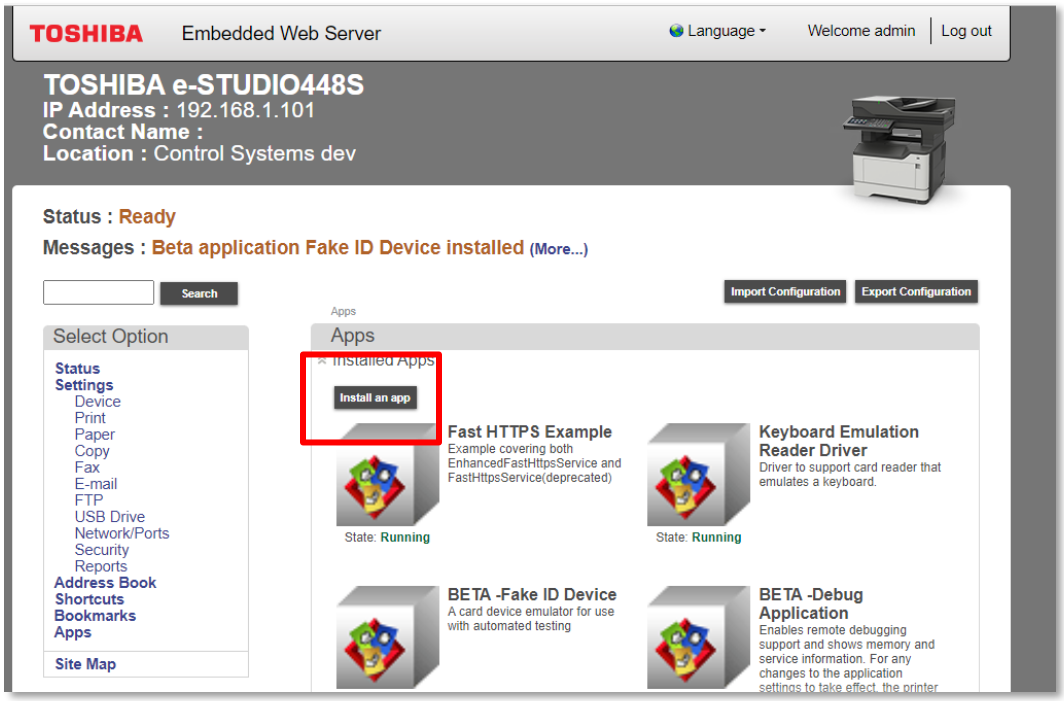
7.1 Install the embedded App

The e-FOLLOW Instructions & Configuration page offers the latest version of the e-FOLLOW embedded App.



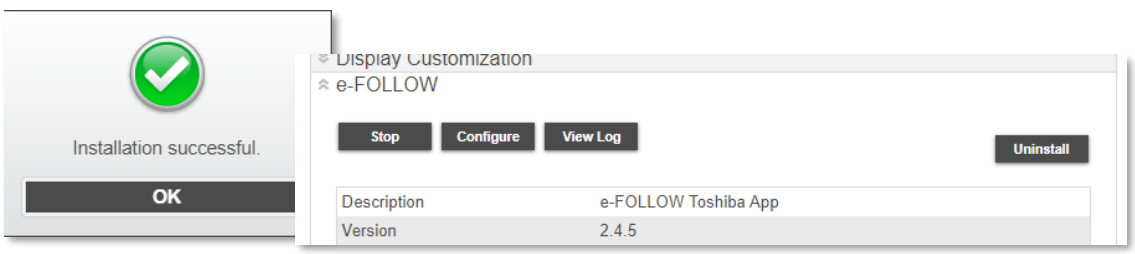
To install login to the embedded Webserver of the desired device and change to

➔ Apps

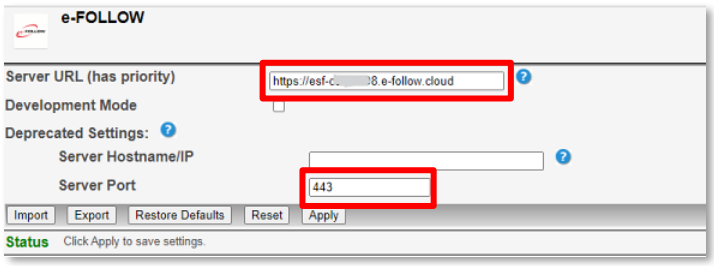


Click to Install an app and select the **efollow.fls** file just downloaded from e-FOLLOW.cloud.

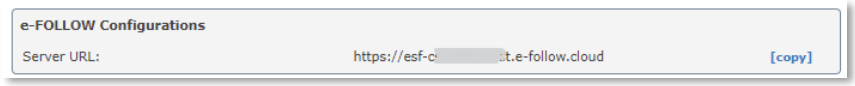
Once it is successfully installed, change to the application´s configuration.



Enter the customer URL provided by Toshiba and click to Apply.



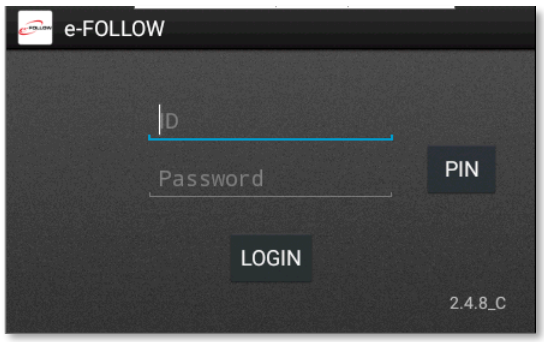
Make sure to enter the Server URL as indicated in the Configuration Instructions.



The Server **Port 443** (SSL) must not be changed!

The login screen will appear on the device´s panel.

If the version number does not end with _C (like 2.4.8_C) the app must be renewed by logging out or MFP restart.



7.1.1 Self-Registration

After startup of the application, the device will self-register to the e-FOLLOW.cloud by its serial number.

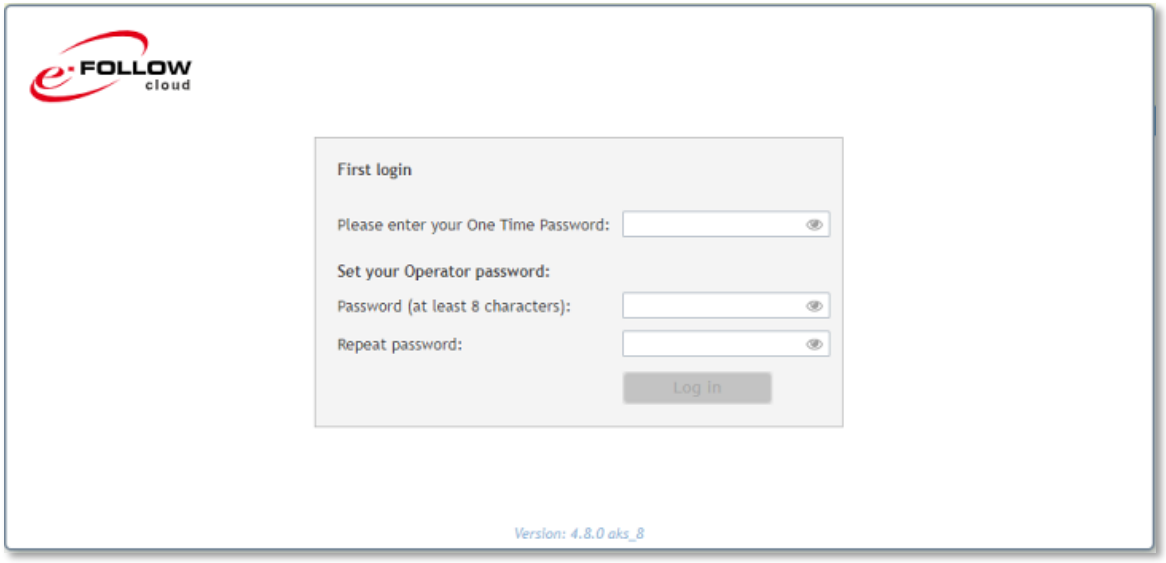
The serial number is automatically entered as Name for Reports. For a better identification it is recommended to enter a name here.

8 e-FOLLOW.cloud – Quick start

Before you can start using e-FOLLOW.cloud some minimum configuration needs to be done.

8.1 First login to e.FOLLOW.cloud Management

Enter the Management URL (HTTPS://management-custom-ID.e-follow.cloud) provided by Toshiba in any web-browser.



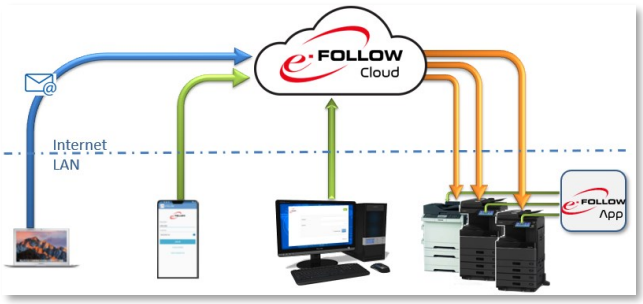
You will be prompted with e-FOLLOW.cloud first-login page.

Enter the One-Time-Password provided by Toshiba and select an Operator-password of your choice.

This new Operator password must not be lost. If you forget your password ask your Support to reset the password.

8.2 **Virtual queue(s)**

Generally, all print jobs are sent to one or several virtual queue(s) provided by the e-FOLLOW.cloud instance. The jobs are held until they are requested to be printed by the e-FOLLOW.cloud APP installed on each MFP.



Once a job is requested to be printed it will be downloaded by the App from e-FOLLOW.cloud storage.

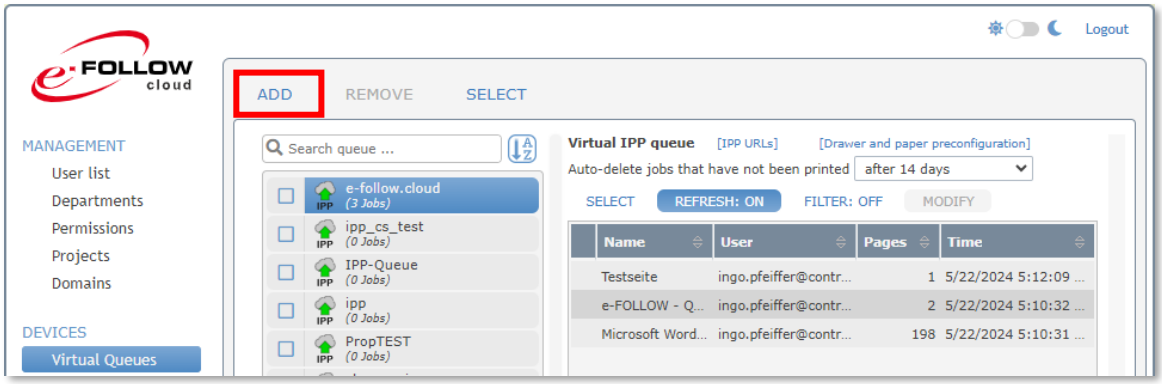
All communication, data storage and data transfers are SSL encrypted.

To create a virtual queue login to your instance of e-FOLLOW.cloud using:

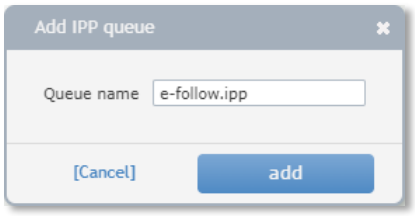
https://management-YOUR_CUSTOM_ID.e-follow.cloud

8.2.1 Adding virtual IPP queue

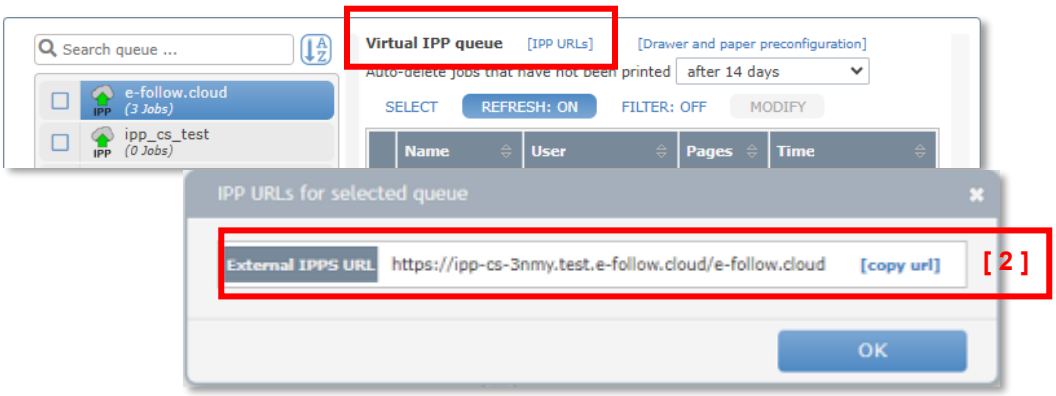
To add a virtual queue, click to **ADD** and select the virtual queue type you wish to add.



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



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



Share the full URL **[2]** to the users so they can create an IPP port on their clients that points to this e-FOLLOW virtual IPP queue.

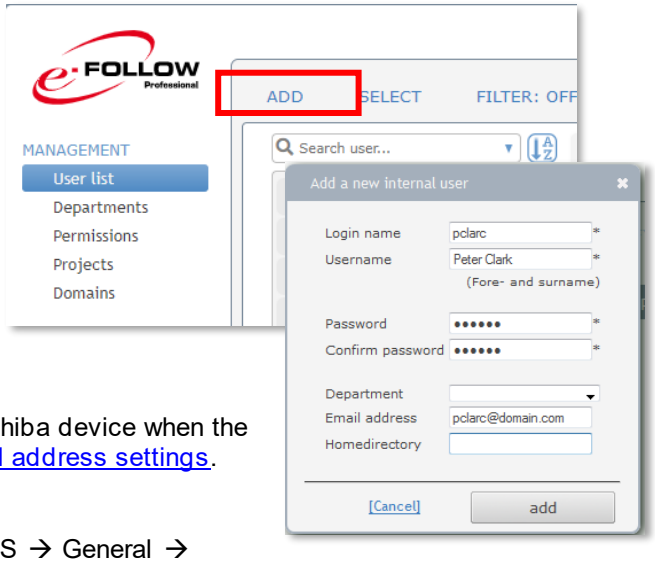
Make sure the ***Internet printing client*** is installed on the client PC. Else users cannot connect to the URL.

Use the IppInstaller-package for a more convenient way to install a IPPS printer queue on windows client PCs

8.3 Users

8.3.1 ADD (internal user)

Click to Add to adding a new internal user. Login name, Username and password are mandatory.



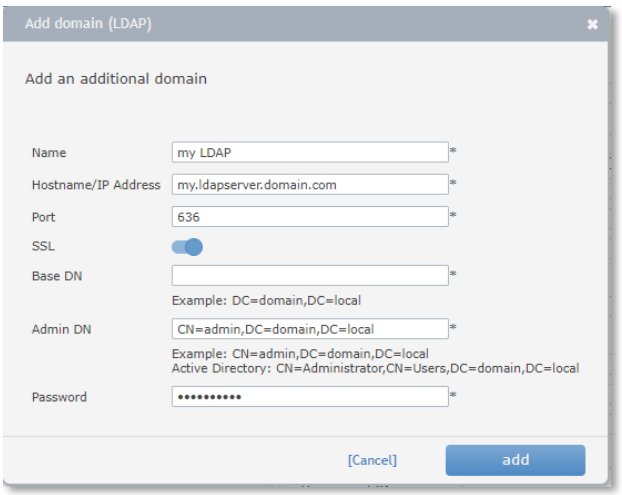
If available, select a department the user is belonging to and enter his/her email address and home directory.

The user´s email address is registered to the Toshiba device when the user logs in and can be used according the email address settings.

If you allow 'unknown users to print' (→ SETTINGS → General → Application → Print)
e-FOLLOW.cloud will automatically add users to it´s internal-user database when they send their first print job to the server.

8.3.2 LDAP Import /Synch

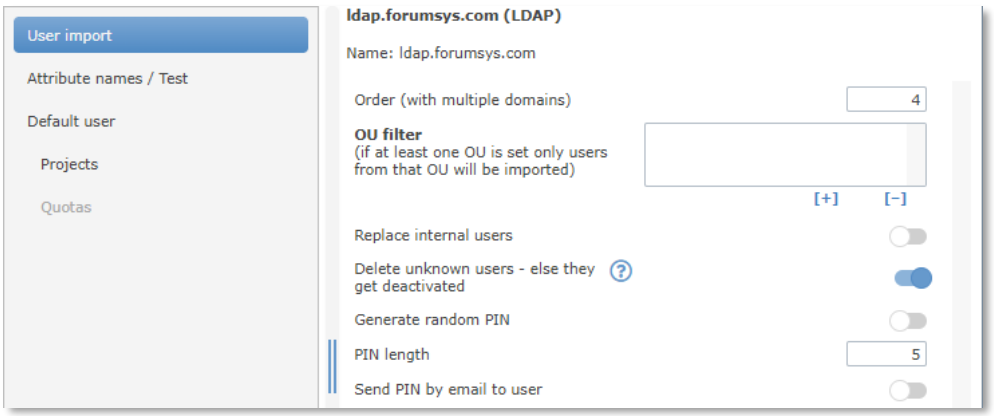
e-FOLLOW can synchronize users from multiple LDAP Servers. Clicking to **[ADD]** will allow entering the hostname/IP and credentials for an additional Server.
e-FOLLOW also supports **Microsoft Entra ID (Azure Active Directory)** and **Active Directory** for user synchronization. This will be explained later.



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

8.3.2.1 Domains – User import

Here the synchronization options are configured.



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

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

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

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

OU=users or
OU=users,OU=branch

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

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

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

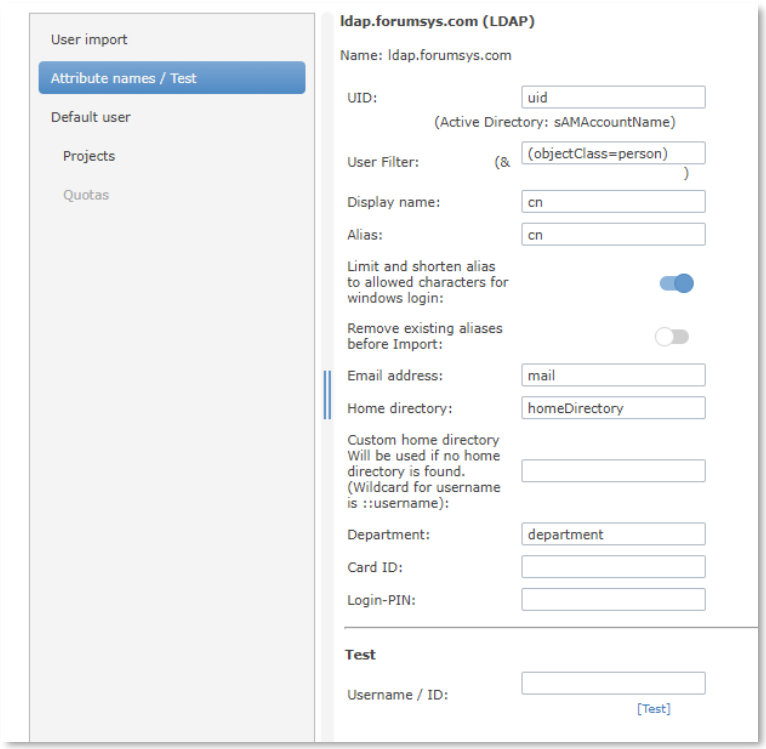
Generate random PIN If enabled this will assign a random PIN to each user account

PIN length Defines the number of digits for new PINs

Send PIN by email to user Each user will receive an email containing the new PIN

8.3.2.2 Domains - Attribute names

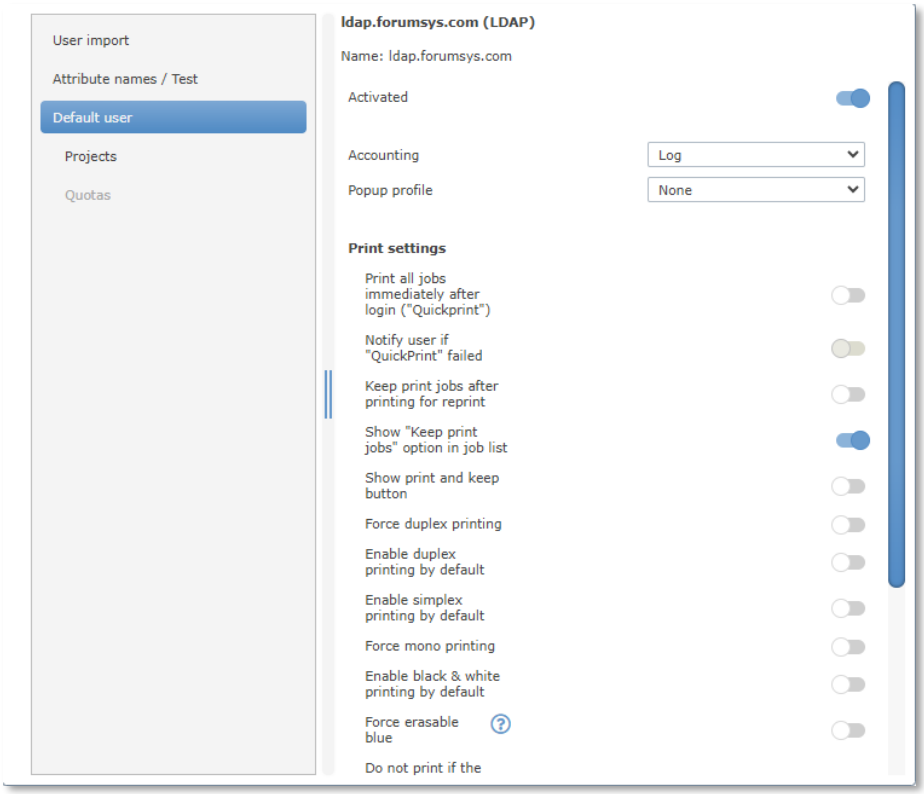
The database fields in e-FOLLOW are retrieved from specific attributes in AD. By default, the attribute names are set to common values. Here you can change/ add the attribute names holding the data for the specific database fields.



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

8.3.2.3 Domains - Default user

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



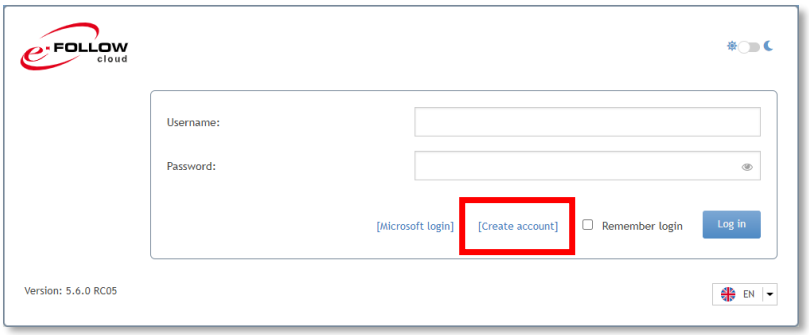
Deactivated	New users can be imported in 'deactivated' mode. In this case they cannot print or login to any device.
Accounting	Select the accounting mode for new users.
Popup profile	Select a popup profile for new users
Print settings	Select the print settings for new users
EWB settings	Select if the print job list shall be shown immediately and the sort order of the job list.

As your e-FOLLOW.cloud instance is not a domain-member you will see a message "No domains available".

Click to **ADD** and enter the hostname of the LDAP server and the credentials of an administrative user as described above.

8.3.3 Self-register @ User Portal

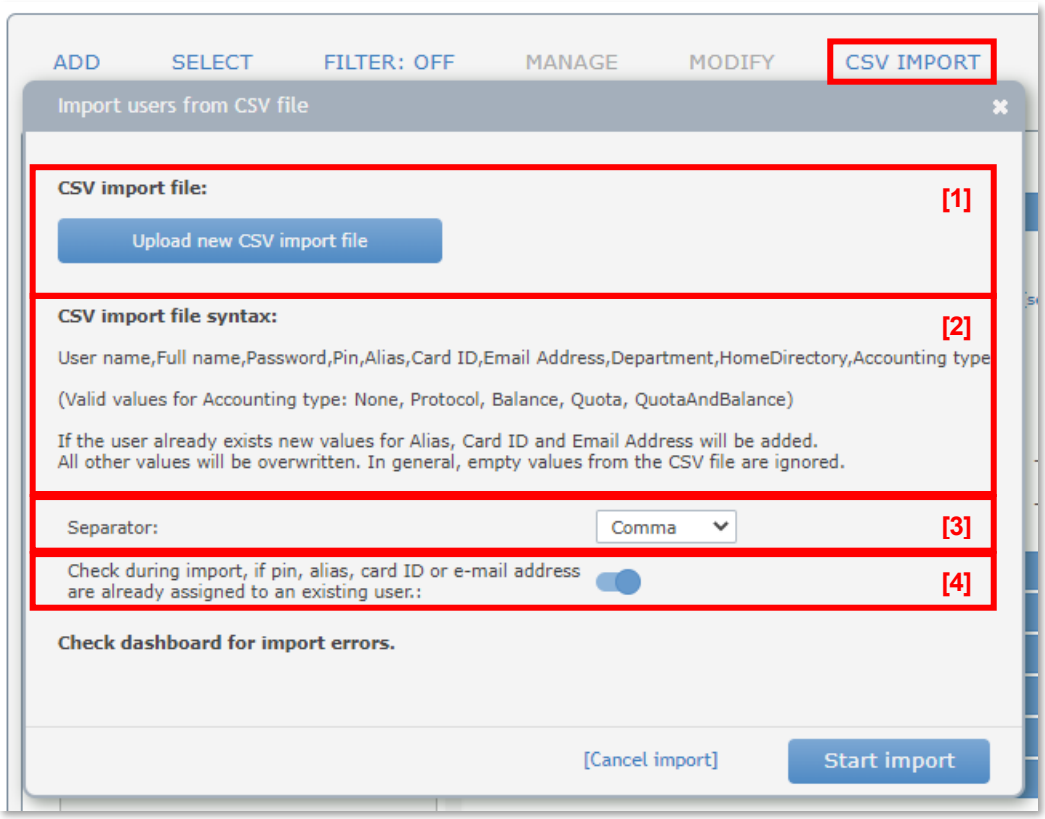
If enabled in Management Allow self-registration
If enabled users can self-register an internal account to e-FOLLOW. An appropriate link will be shown on the User Portal login page.



Attention
Make sure the SMTP settings are correct, as e-FOLLOW.cloud will send out a confirmation email to the user.

8.3.4 USER - CSV Import

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



[1] Import file:
Here you can upload a .csv file containing user data.

Valid values for Accounting type are

- None
- Protocol
- Quota

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

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

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

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

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

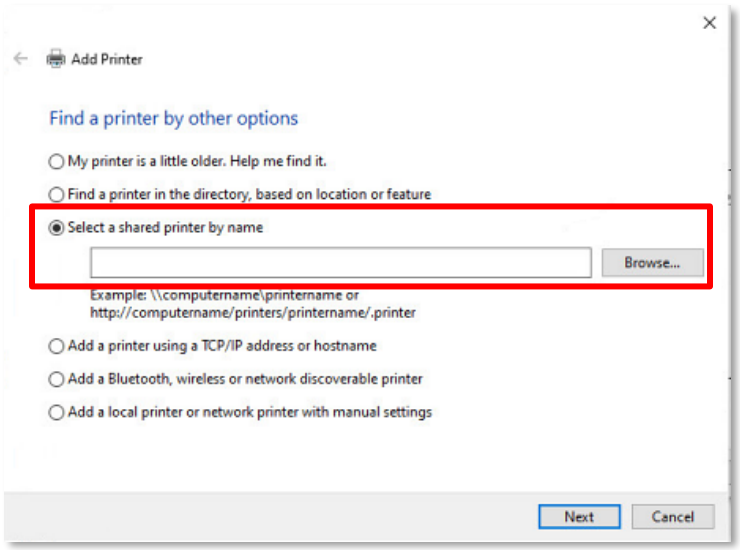
8.4 Windows Client setup

For security reasons e-FOLLOW.cloud does only accept print jobs sent via IPPS.

8.4.1 Adding a Windows IPP printer

In the add-printer dialog select "a shared printer by name"

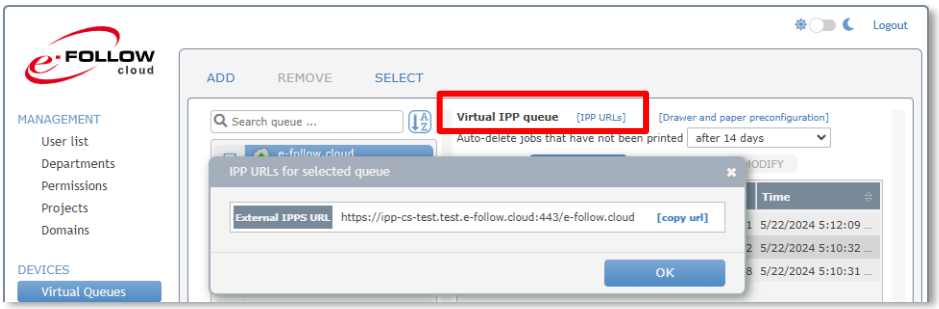
Enter the IPPS-printer URL generated by e-FOLLOW.cloud



You'll find the URL for a given virtual queue in Management.

click to **[IPP URL]**

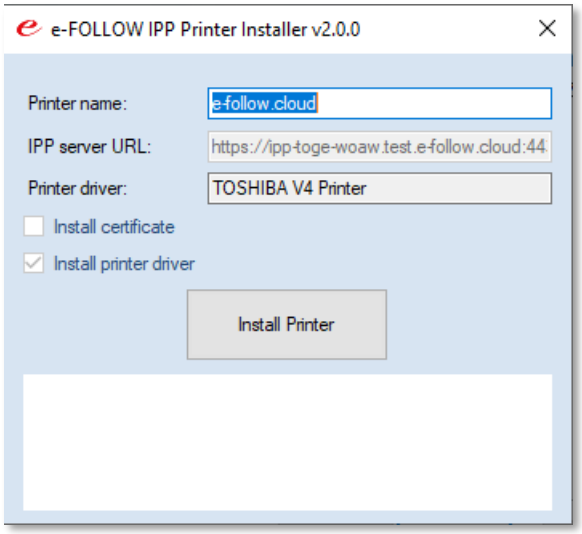
copy the URL and enter into above "select printer by name" field.



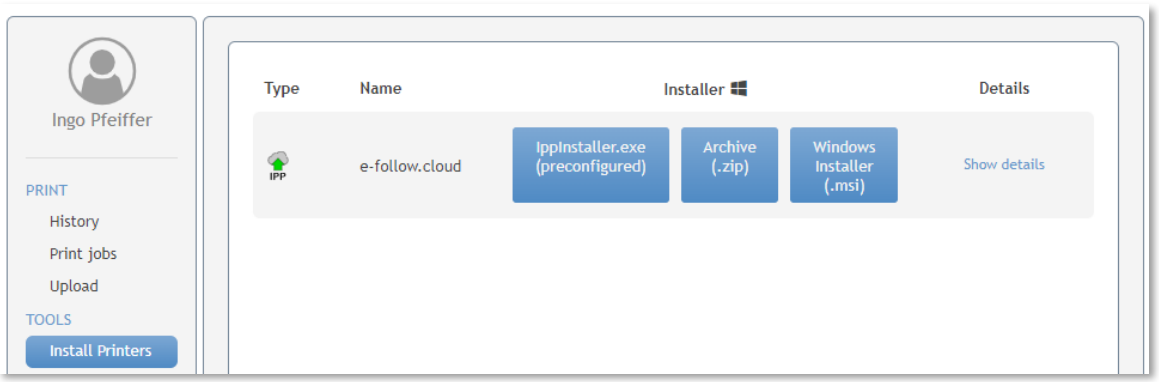
Finish the add-printer dialog by selecting the desired printer-driver (TOSHIBA V4 Printer Driver is recommended).

8.4.2 IPP printer Installer

e-FOLLOW provides a convenient Installer to easily setup IPP-Queues on any Windows-Client.



Users can download a IppInstaller package with configuration at the user-portal. At the Userportal configuration in Management you can choose the type of package, silent installation, printer driver and printer configuration.



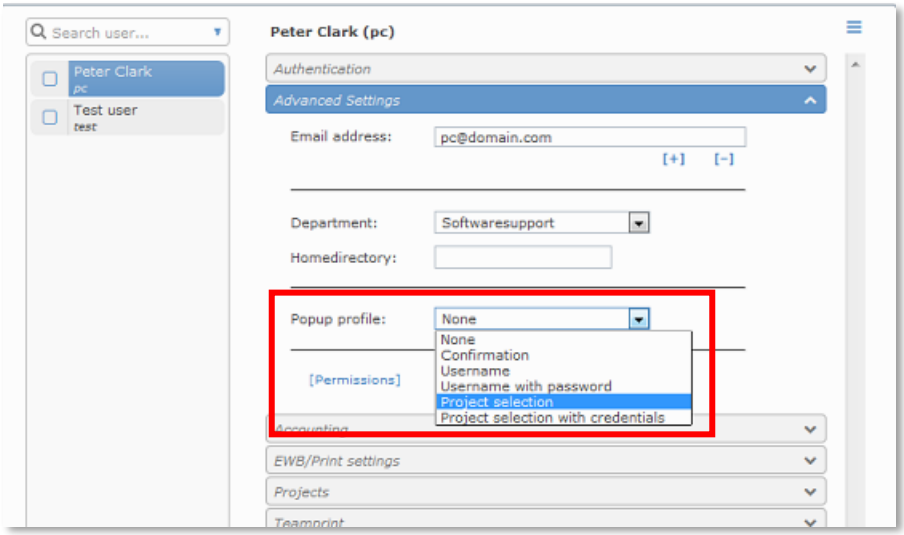
IppInstaller.exe must be executed as Administrator.

It is also possible to create an individual IppInstaller-packages, suitable for your current requirements. Therefore you can download IppInstaller.zip from the Instructions & Configuration page at e-FOLLOW.cloud Management.

8.4.3 e-FOLLOW client PopUp

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

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

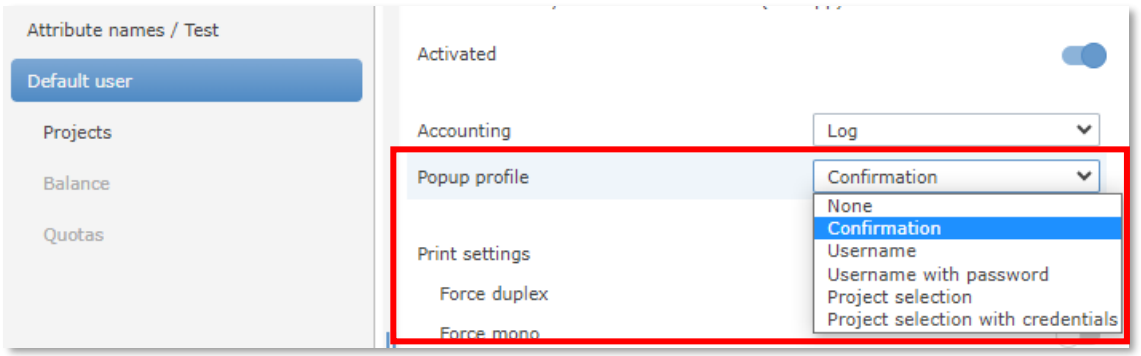


The PopUp type can be selected individually for each user.

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

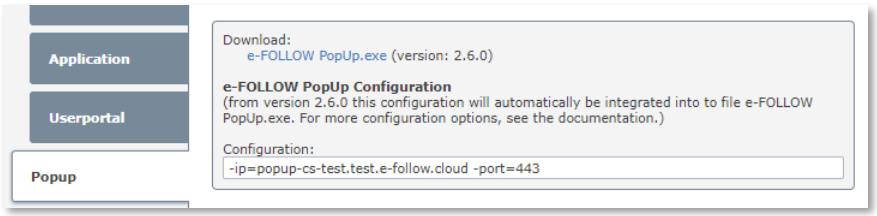
8.4.4 Default PopUp type

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



8.4.5 Executing the e-FOLLOW client PopUp

The e-FOLLOW PopUp executable can be downloaded from e-FOLLOW.cloud Management → SETTINGS → General → Popup.



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

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

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

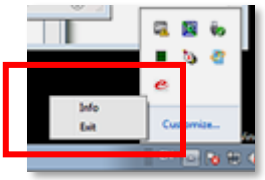
allow_closing	This option allows to quit e-FOLLOW PopUp by right clicking to the tray icon
lang=	This option forces e-FOLLOW PopUp to use the language specified. (e.g. lang=nl)
ip=	Enter the URL provided by Toshiba- **This setting is mandatory!**
port=	Enter the Port number provided by Toshiba. **This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

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

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

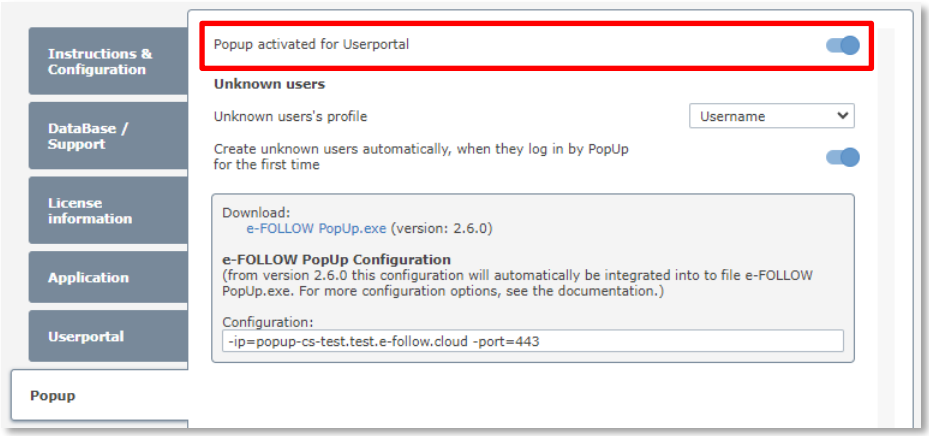
\e-FOLLOW PopUp.exe -allow_closing -ip=cutomer.e-follow.cloud -port=12345 -lang=nl

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



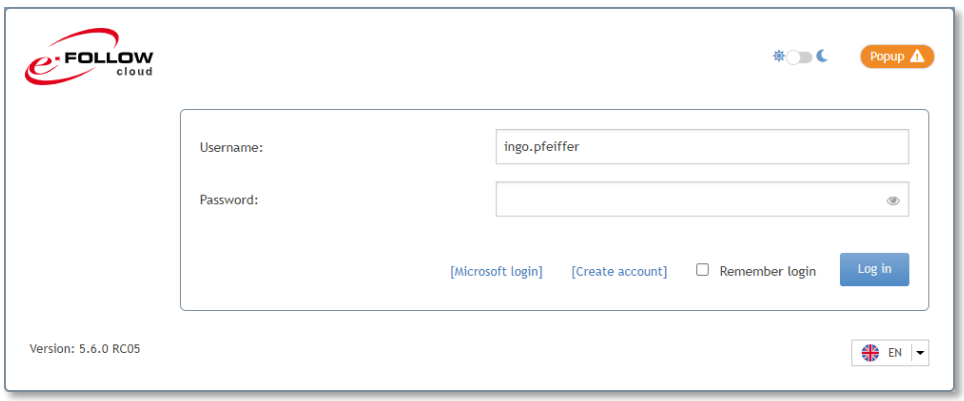
8.5 e-FOLLOW Web-PopUp

Beside the Windows-PopUp executable, e-FOLLOW provides a platform independent PopUp based on Web-Browser technologies.
To enable it, first you have to activate the PopUp for the UserPortal.



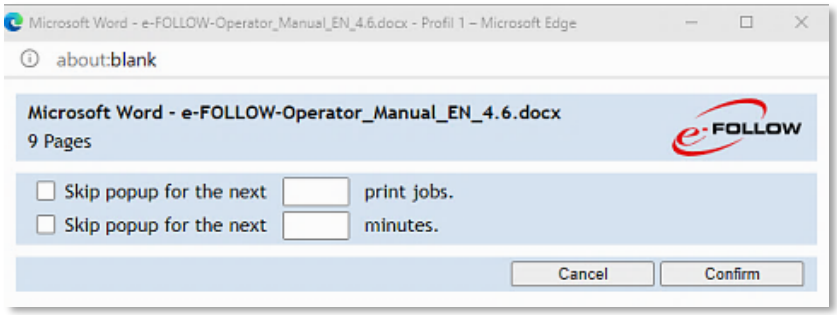
Then you will see the green Web-PopUp if you start e-FOLLOW UserPortal with your URL:

https://userportal-**custom-ID**.e-follow.cloud



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

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



8.6 IPP printing from MAC

e-FOLLOW.cloud can not only receive print jobs from Windows clients but also from Mac and Linux.

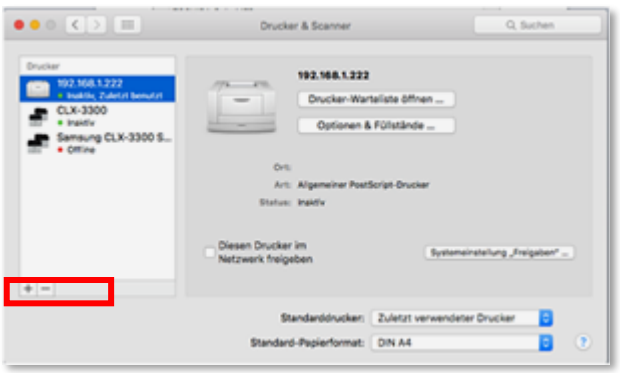
To print to a virtual queue configure your Mac as follows.

Visit http://business.toshiba.com/support/index.jsp to download an appropriate driver for your MFP.

Follow the installation instructions of the driver package…

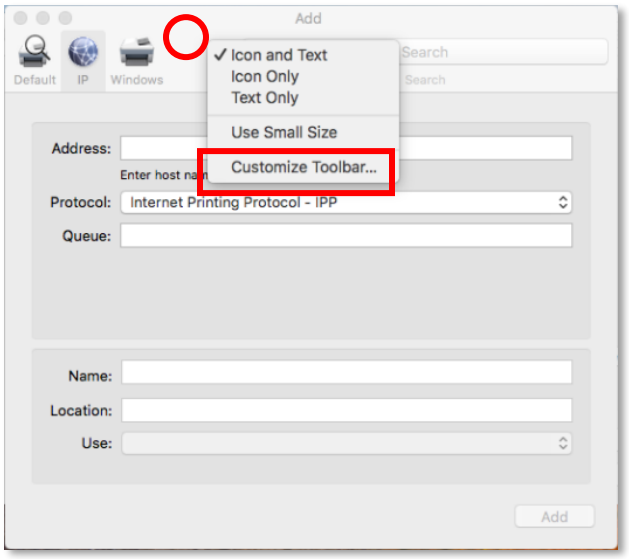
Add and Configure New Printer
Open ‘System Preferences’ → ‘Print & Fax’

Klick ‘+’ Sign to add a new printer

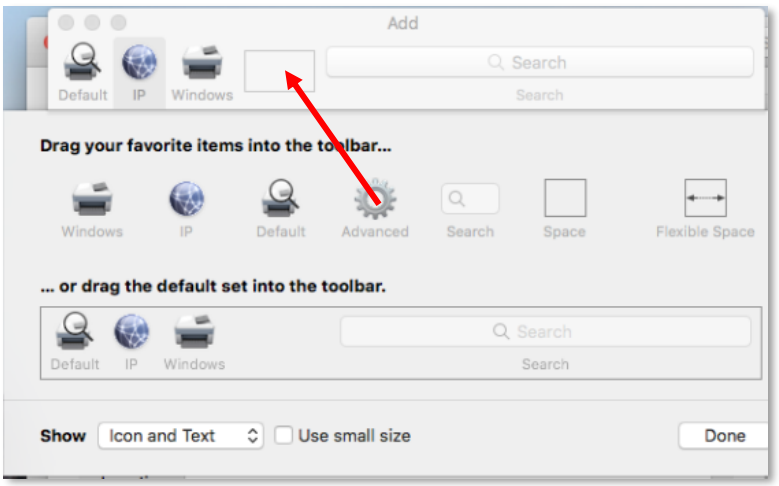


Customize the view of the "Add" dialog to access the "Advanced" entry. Right-click on the toolbar and enter "Customize toolbar..."

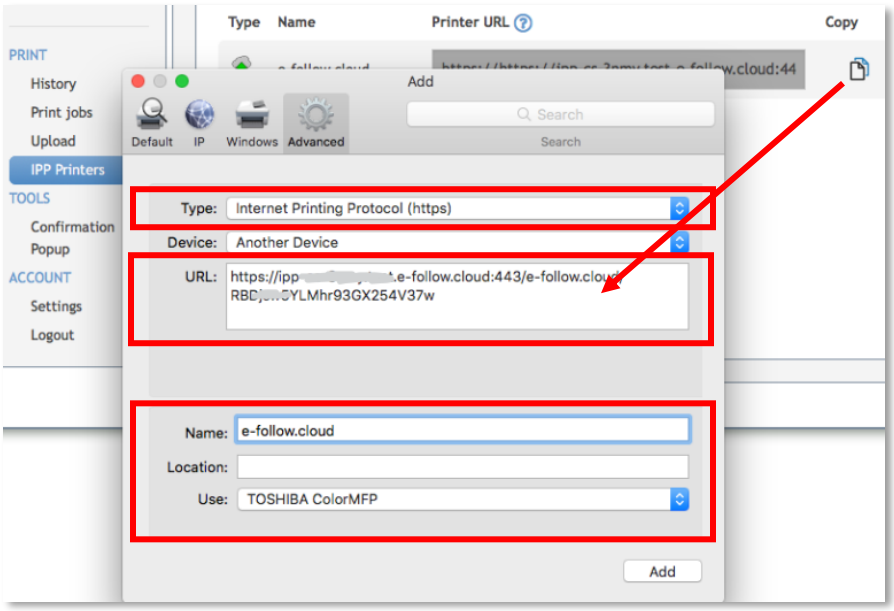
.



Drag the Advanced button to the toolbar.



Then click to the "advanced" option



Type: select **Internet Printing Protocol (https)**

URL: enter the URL for the virtual queue copied from Management or UserPortal.

Name: ..the printer

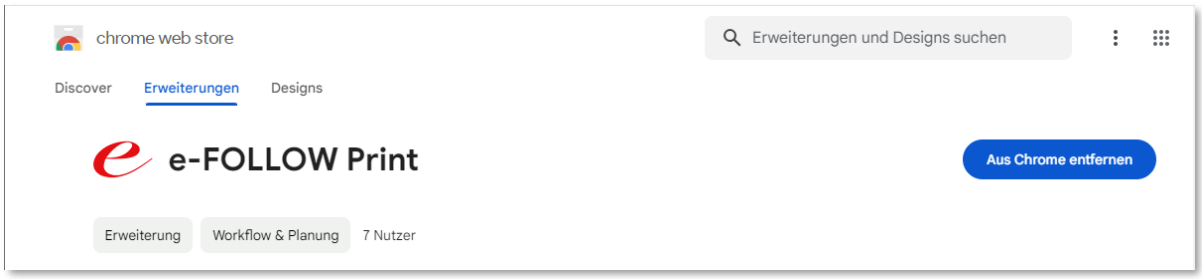
Use: select the printer driver previously installed.

Click **Add** to finish the installation of the virtual queue on your MAC.

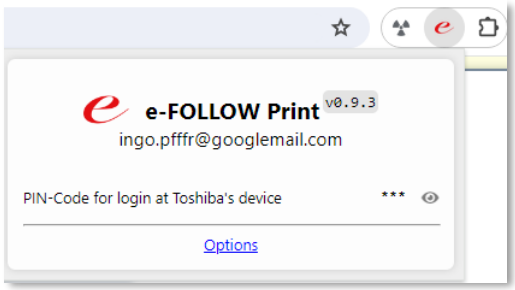
8.7 Printing from Chromebooks

With the e-FOLLOW Print Chrome Extension you can easily distribute e-FOLLOW queue to users which are using Google Chrome browser or working on a Chrome Book.

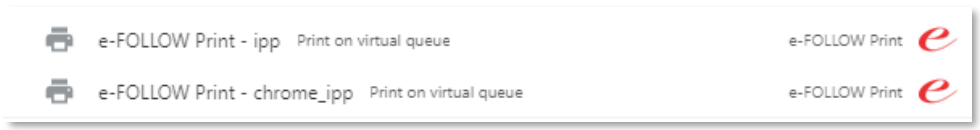
It can be retrieved from the Chrome Web Store or directly from this URL:
https://chromewebstore.google.com/detail/e-follow-print/fjpnapffembidnjnpnicglbfadococcp
Or click on the link at SETTINGS→User portal & User tools→Chrome Extension.



After installing the extension it will show it's options dialog. When you are using it outside a Google Workspace or the admin hasn't set the policy for the extension you have to enter the UID (for e-FOLLOW.cloud) or Hostname (for e-FOLLOW).
At the Main page of the extension you can access you PIN-Code for login at Toshiba devices.



The e-FOLLOW queues then will be shown additional to the other available printers when the user selects a printer.



8.8 Printing from mobile devices

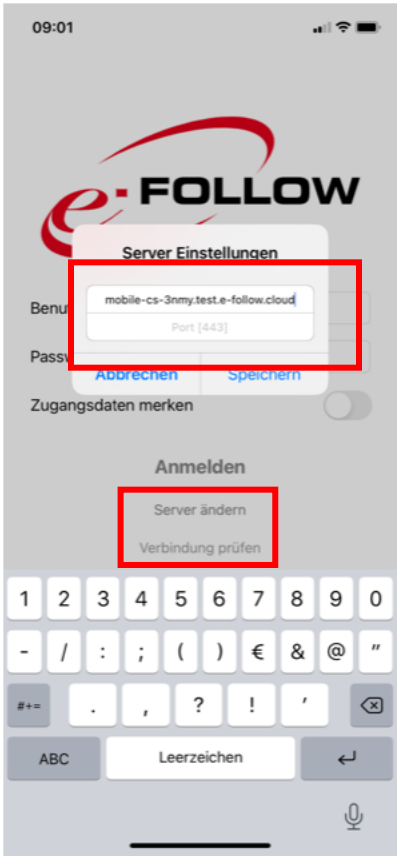
e-FOLLOW provides a mobile application for iOS and Android that allows users to upload documents to the e-FOLLOW.cloud server.

The Apps are already prepared to also perform release of print jobs. Therefore, the e-FOLLOW.gateway service is required that is currently not available.

Get the App from iTunes or Playstore by searching for "e-FOLLOW" or simply scanning below QR-code:

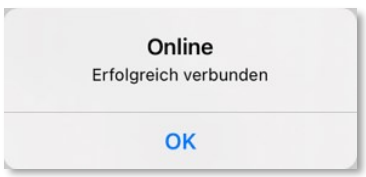
To connect the app enter the correct server settings provided by Toshiba.

Server: mobile-customID.e-follow.coud
Port: 443



Make sure to enter the Server Hostname **without https://**
The Server **Port 443** (SSL) must not be changed!

Clicking to 'Test connection' to make sure the App is properly connected and online.



9 e-FOLLOW.cloud reference

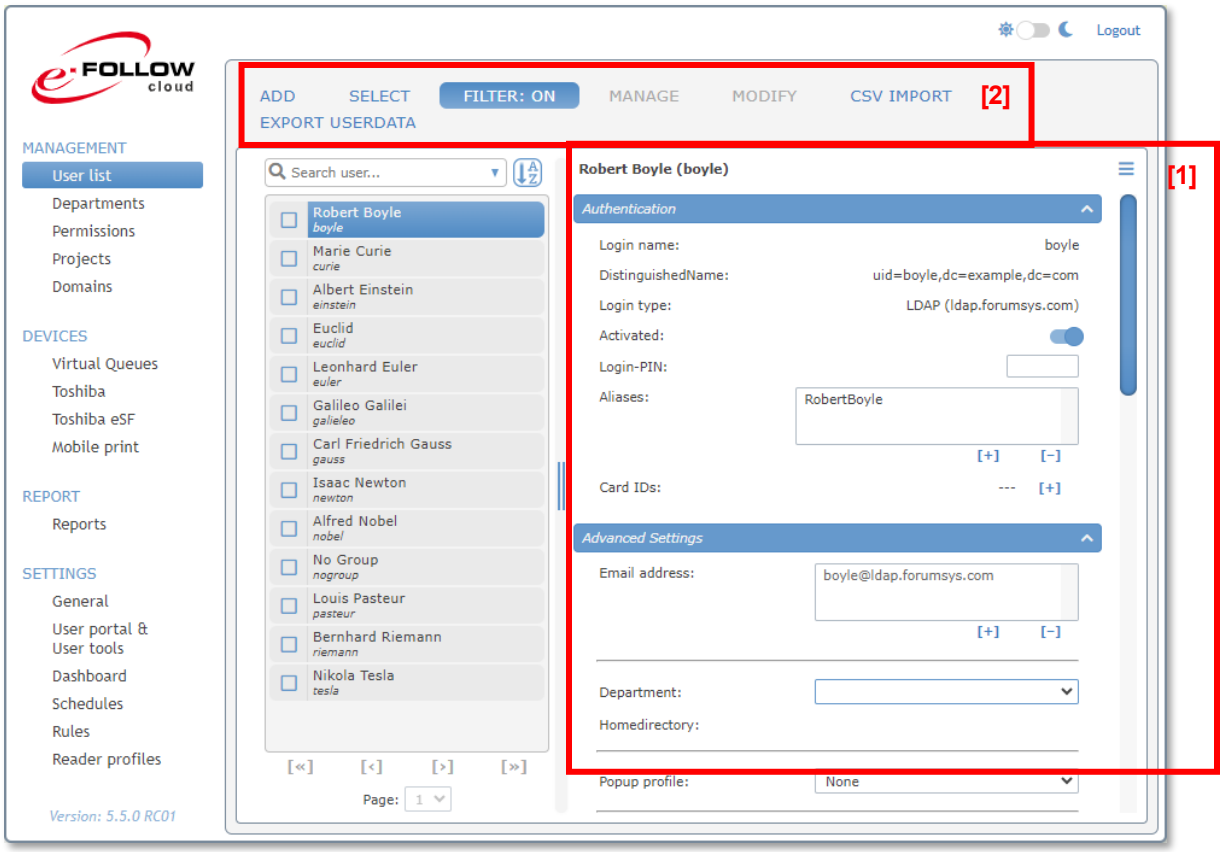
This chapter describes the sequence of menus, functions, parameters and it´s dependencies.

9.1 MANAGEMENT

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

9.1.1 User list

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



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

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

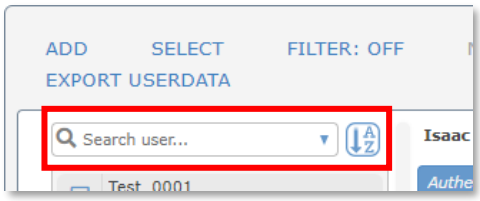
- User´s **Authentication** settings
- **Advanced** settings
- **User role**
- **Accounting** settings
- **EWB/Print settings**
- User´s **Projects**
- **Teamprint**

[2] Above the list you find the options to

- **Add** internal users
- **Select** users
- Setting **filters** for the user list
- **Manage** user accounts
- **Modify** user accounts
- **CSV Import**
- **Export userdata**

9.1.1.1 Search user

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

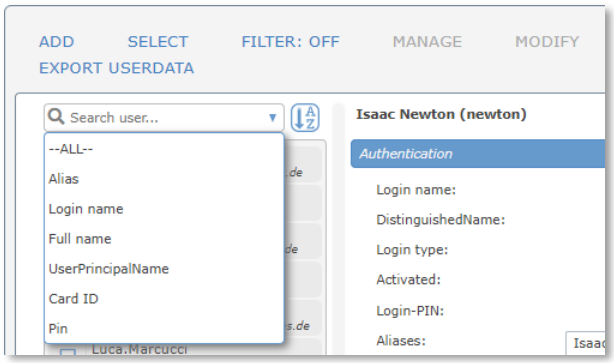


Enter any phrase into the search window. e-FOLLOW.cloud will query all relevant fields

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

for that phrase.

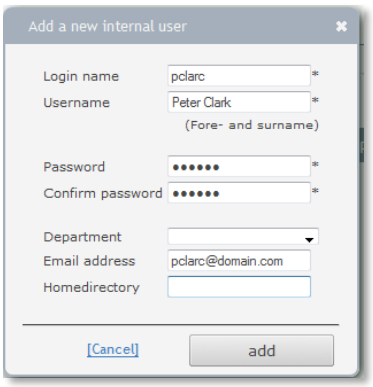
The search can be narrowed down by selecting a specific field to be searched.



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

9.1.1.2 ADD (internal user)

Click to Add to adding a new internal user.
Login name, Username and password are mandatory.



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

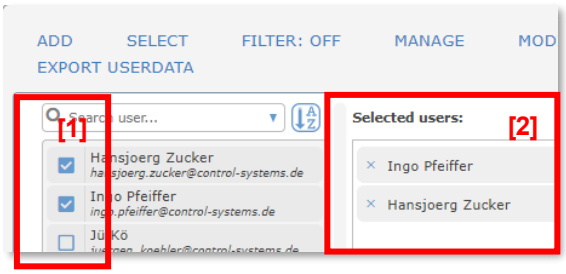
The user´s email address is registered to the Toshiba device when the user logs in and can be used according the email address settings.

9.1.1.3 SELECT (users)

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

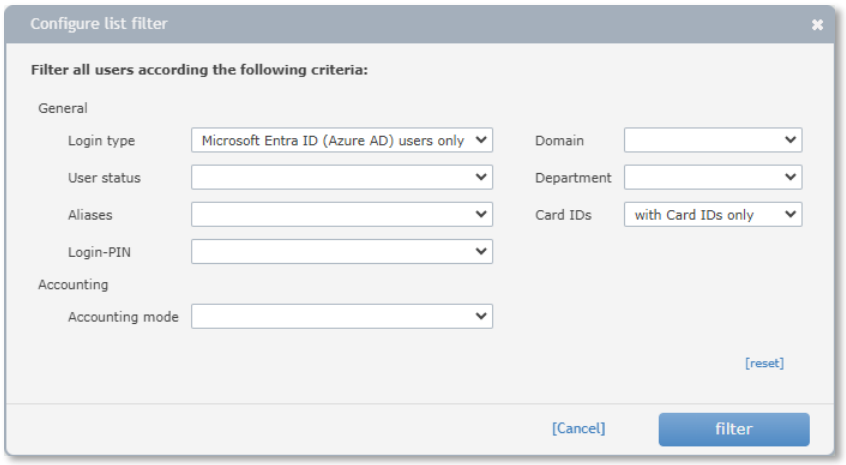
[1] checking [v] will move the user to the **selected users** box **[2]**

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



9.1.1.4 FILTER

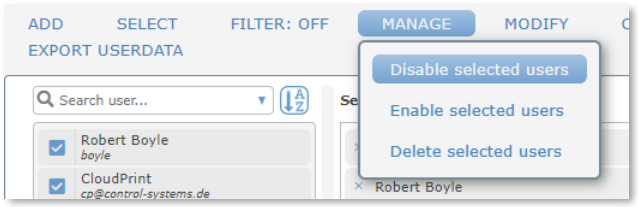
The filter option allows setting a filter to the list of users by different criteria.



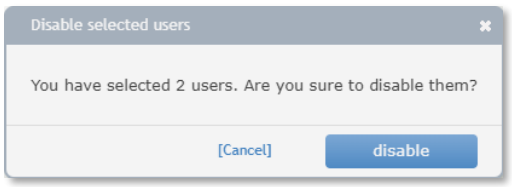
When a filter is active (set) this is indicated by a highlighted **FILTER: ON** in the function bar.

9.1.1.5 MANAGE

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

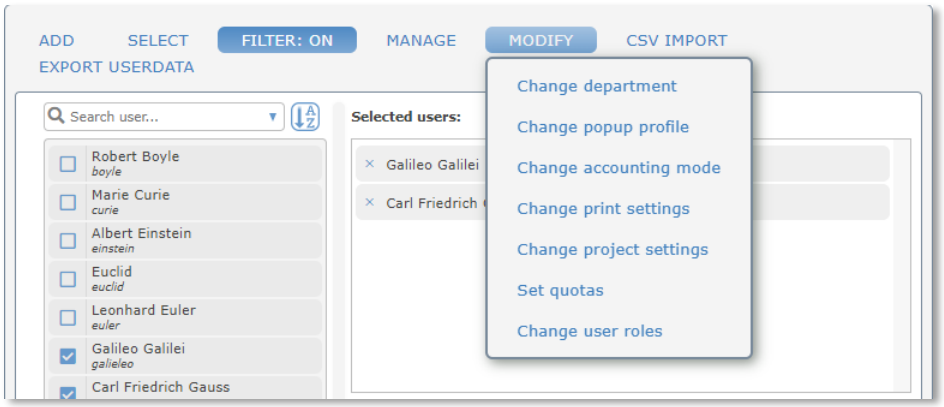


Before the execution of a management function, you are requested to confirm this action.



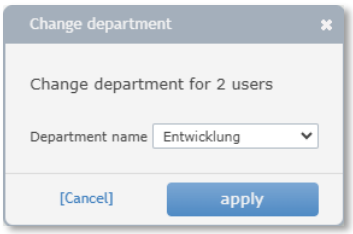
9.1.1.6 MODIFY

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

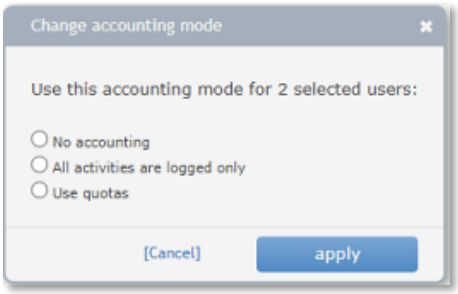


Change department

Assign a department to the selected user/s.



Change accounting mode
Select the accounting mode for the selected user/s.

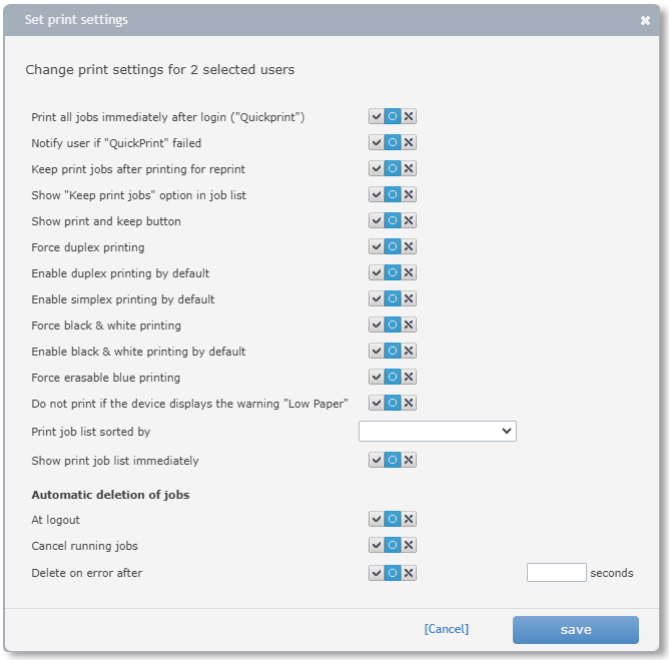


Attention
If you change the accounting mode to "Use quotas" you must make sure that quotas are set correctly. Else the users may not perform any printouts or copies.

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

The settings can be

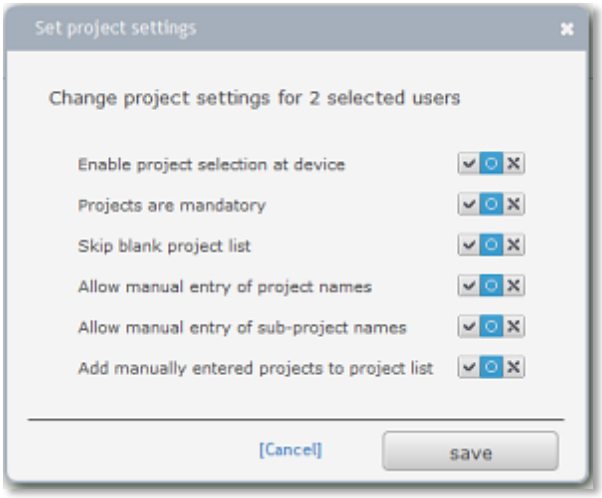
- enabled, overwriting any settings done for departments or devices
- unchanged. Settings will be taken as defined by departments or devices
- disabled, overwriting any settings done for departments or devices



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

The settings can be

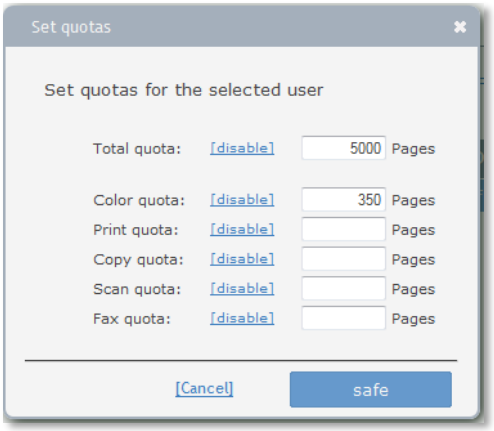
- Setting will be set to enabled
- unchanged. Settings will be taken as defined previously
- Setting will be set to disabled



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

This will make the selected function 'unlimited'.

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

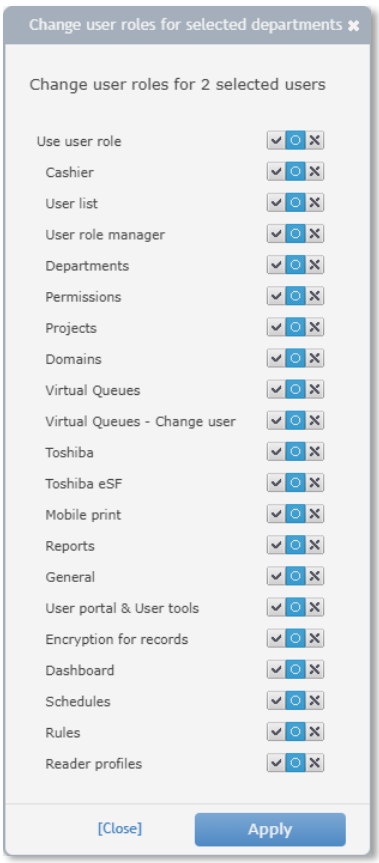


Change User Roles

Here you can modify the Roles assigned to the selected users.

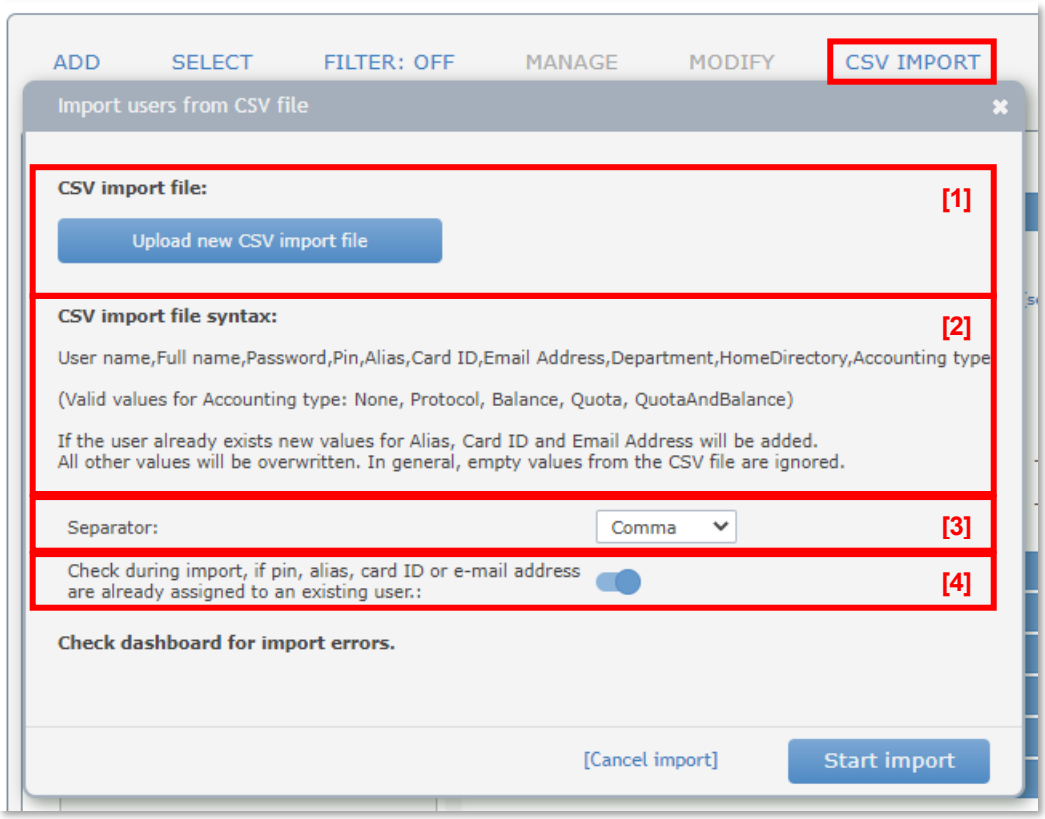
The settings for roles can be

- role will be enabled
- left unchanged. Settings will be taken as defined previously
- role will be disabled



9.1.1.7 USER - CSV Import

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



[1] Import file:
Here you can upload a .csv file containing user data.
You can easily upload/replace the user_import.csv file by pressing the button Upload new CSV file.

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

Valid values for Accounting type are

- None
- Protocol
- Quota

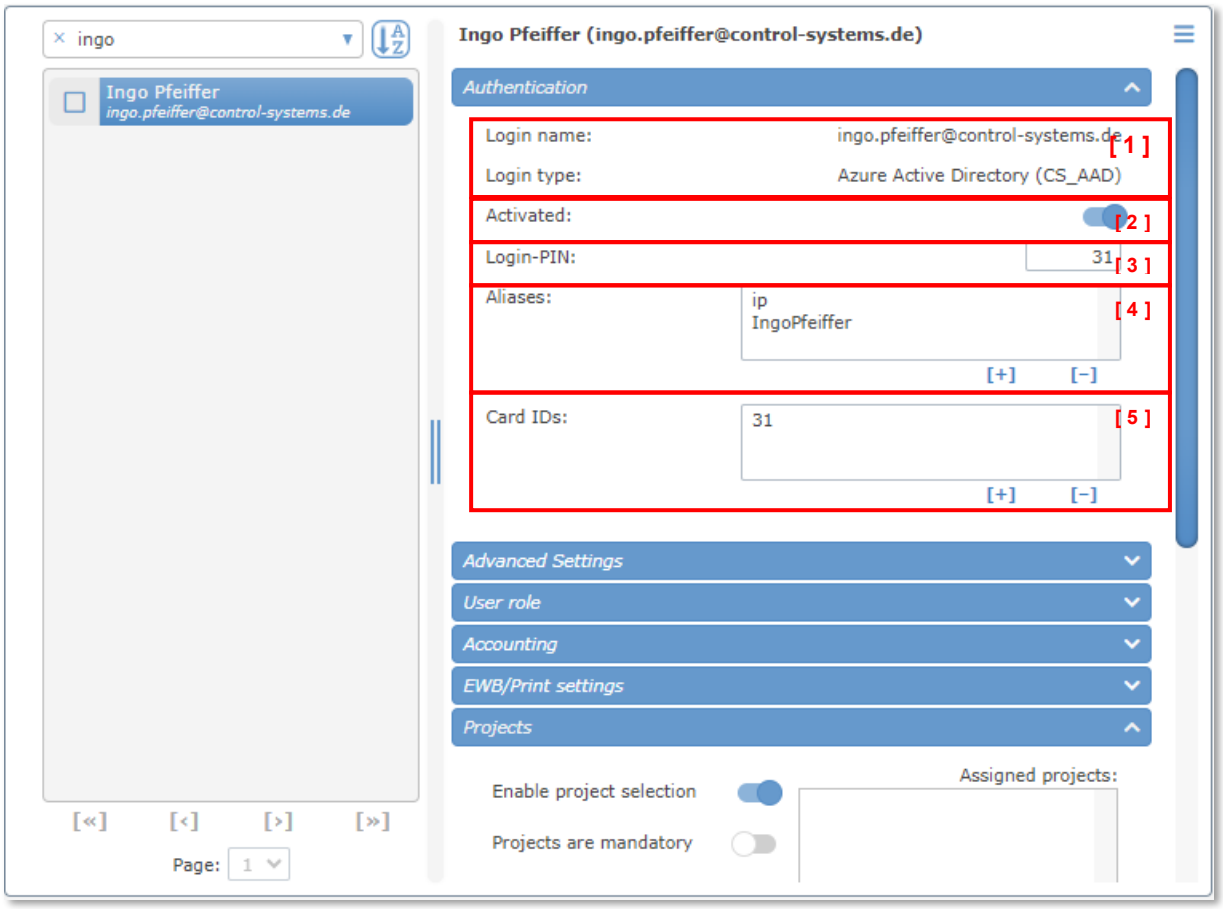
[3] Separators
Here you can define the field separators (comma, semicolon or tab stop).

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

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

9.1.1.8 User details / Authentication

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



[1] user details

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

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

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

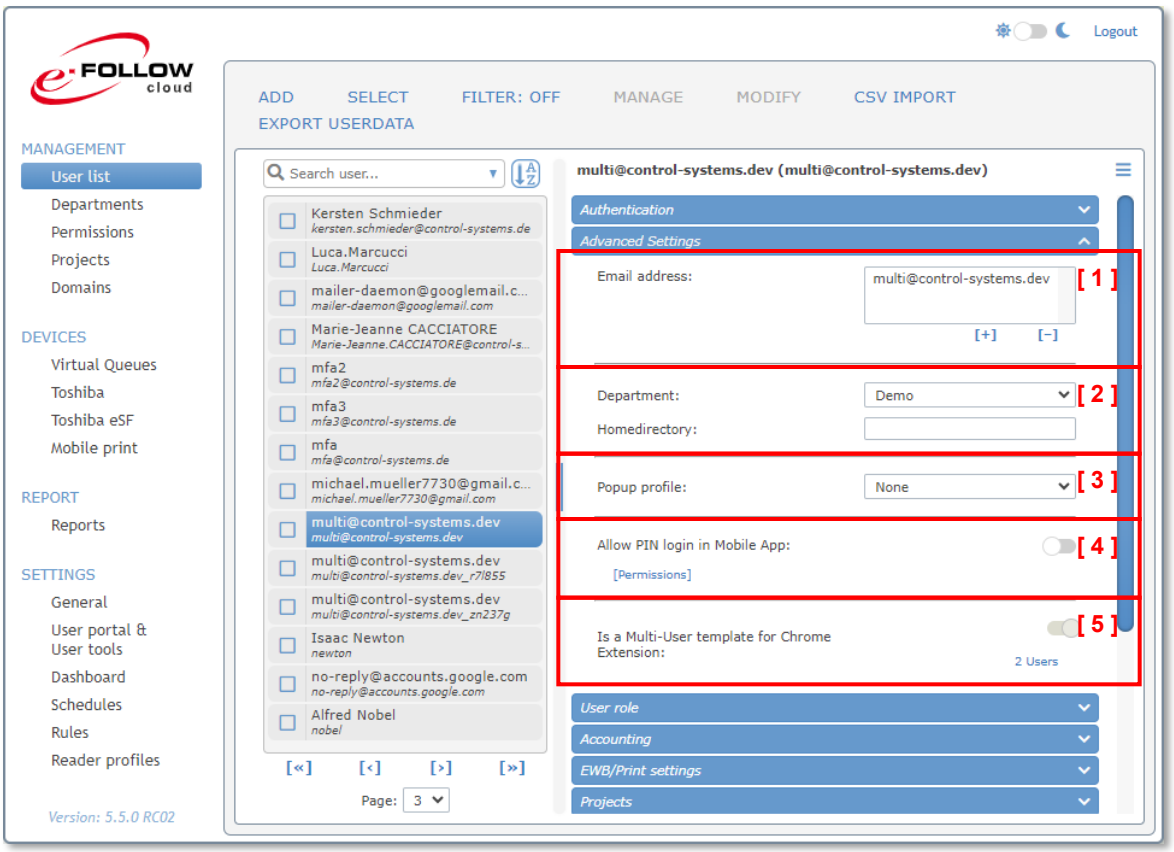
[3] Login-PIN: If the login type "PIN Code" is enabled at the MFP, the user´s PIN can be assigned here

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

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

9.1.1.9 User Details / Advanced

Here you can define add advances user settings.



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

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

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

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

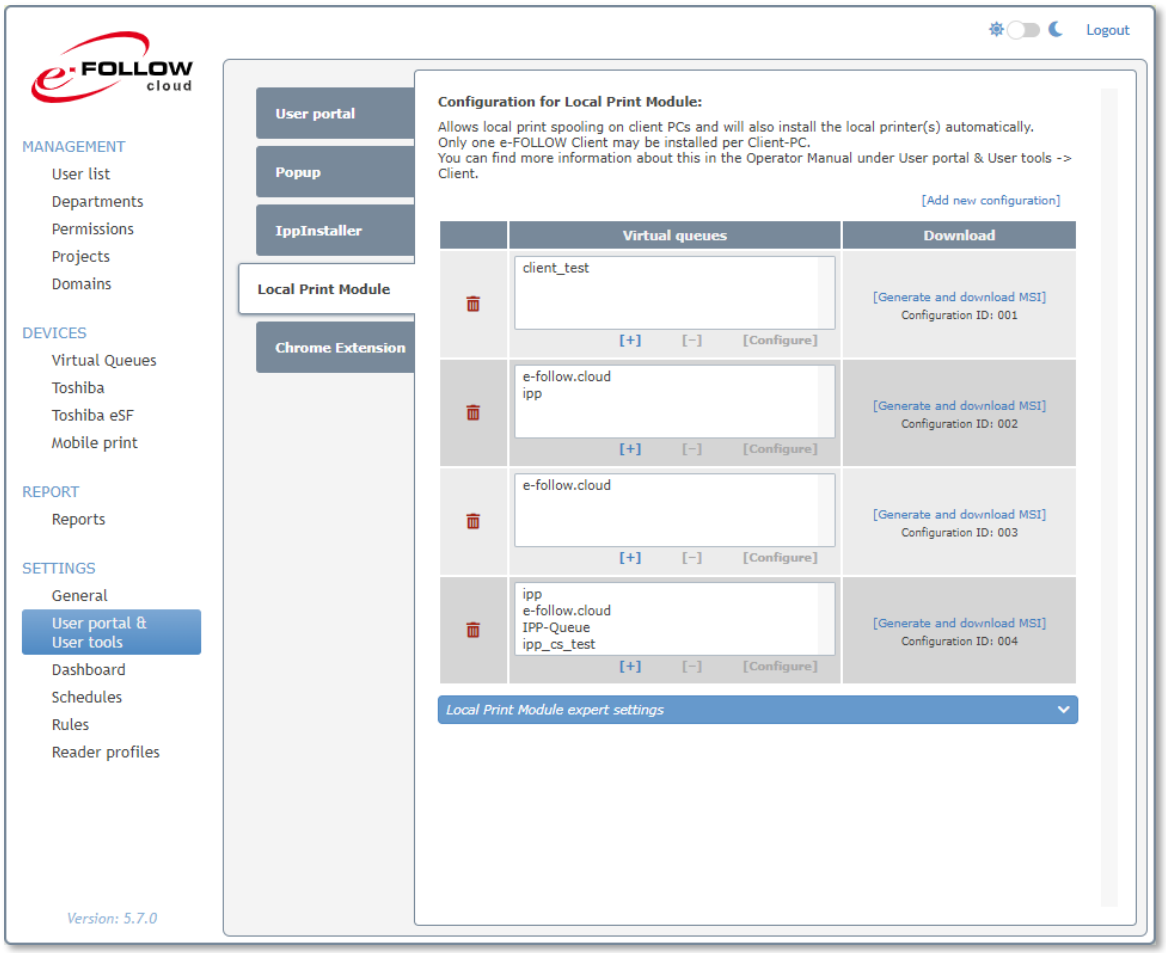
[3] Popup profile: in case PopUps are required you can select the popup type for the specific user. In case the **Mandatory** flag is enabled all jobs must be processed by the popup, else they are refused by the server.

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

[5] Sets this users as Multi-User template for Chrome Extension. If there already copies of this Multi-User template you can access the copies by clicking on the link. (See **0**

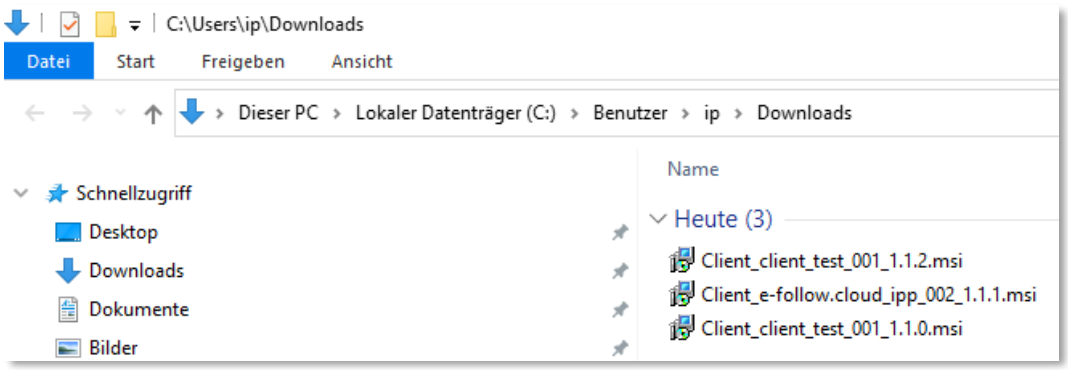
The e-FOLLOW.cloud Local Print Module will enable local print spooling on Client-PCs. It also will automatically create the needed local printer(s).

The Local Print Module is not enabled by default. It is an optional module, which can be purchased.



Many different configurations can be created by pressing [Add new configuration].
For each configuration a MSI installer can be downloaded. This MSI installer will be generated when you press download. It does contain the configuration, printer driver, printer properties and executable for the windows service.

Only one configuration can be installed on a Client-PC.
Everytime you make a change at the configuration settings and generate and download the MSI installer, the version number of the installer will be increased. This is necessary in order to carry out upgrades correctly.
On the Client-PC only a upgrade is allowed. Downgrade to a lower version number is not possible.

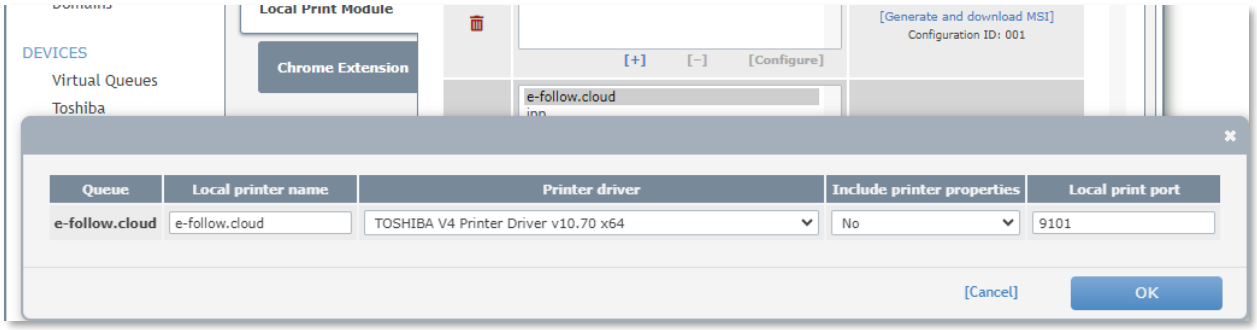


The MSI installer will install a windows service with the name: e-FOLLOW Local Print Module …
This windows service then will automatically install the local printer(s) with a raw printer port to IP address 127.0.0.1.
When the user prints one job to this printer, the print job will be stored encrypted on his PC and the job informations will be sent to the e-FOLLOW.cloud instance.
The windows service also starts polling to the e-FOLLOW.cloud instance for the next operations (delete job/release job).

These print jobs will now have the same functionality as every job in e-FOLLOW. In the management you only see the difference if you check the print job details:

Before releasing one Job (IPPS is used for this) the Client-PC checks if he can reach the MFP by IPPS. If there are any errors an message will be displayed on the MFP display. More details can be found at the dashboard of the management.

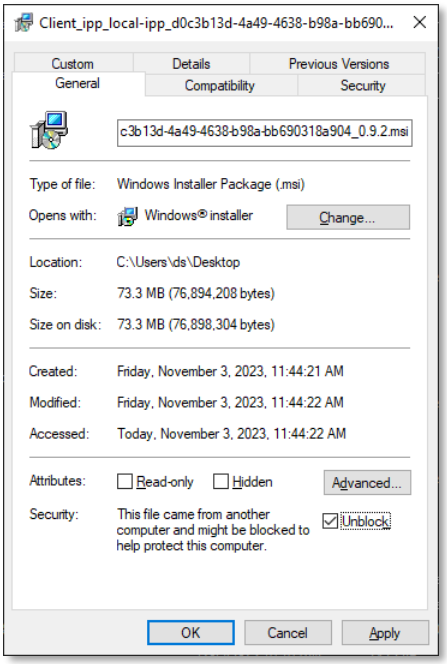
For the detailed settings you can select one or more queues and click on configure:



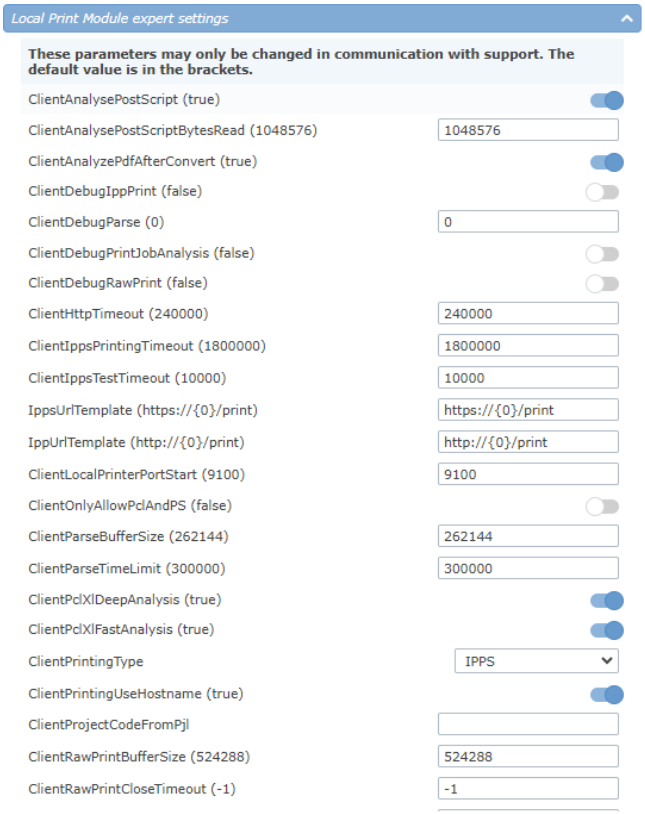
There you can set up the Local printer name. This will be the name of the printer which will be automatically installed on the Client-PC.
You can also select one of the default printer drivers. The printer properties are containing the printer settings for the TOSHIBA V4 printer driver.
New printer drivers and the printer properties are currently only configurable at SETTINGSàUser portal & User toolsàUserportal.
Because the windows service starts a local TCP listener for each printer the local printer port has to be unique.

The MSI installer is not signed with a digital signature. The digital signature is needed to deploy the MSI installer in a Windows Active Directory environment.
To digitally sign the installer, send a request to support@control-systems.de with a download link (e.g. wetransfer.com) to the MSI installer.

Alternatively, you can check this setting in the properties of the downloaded MSI installer:



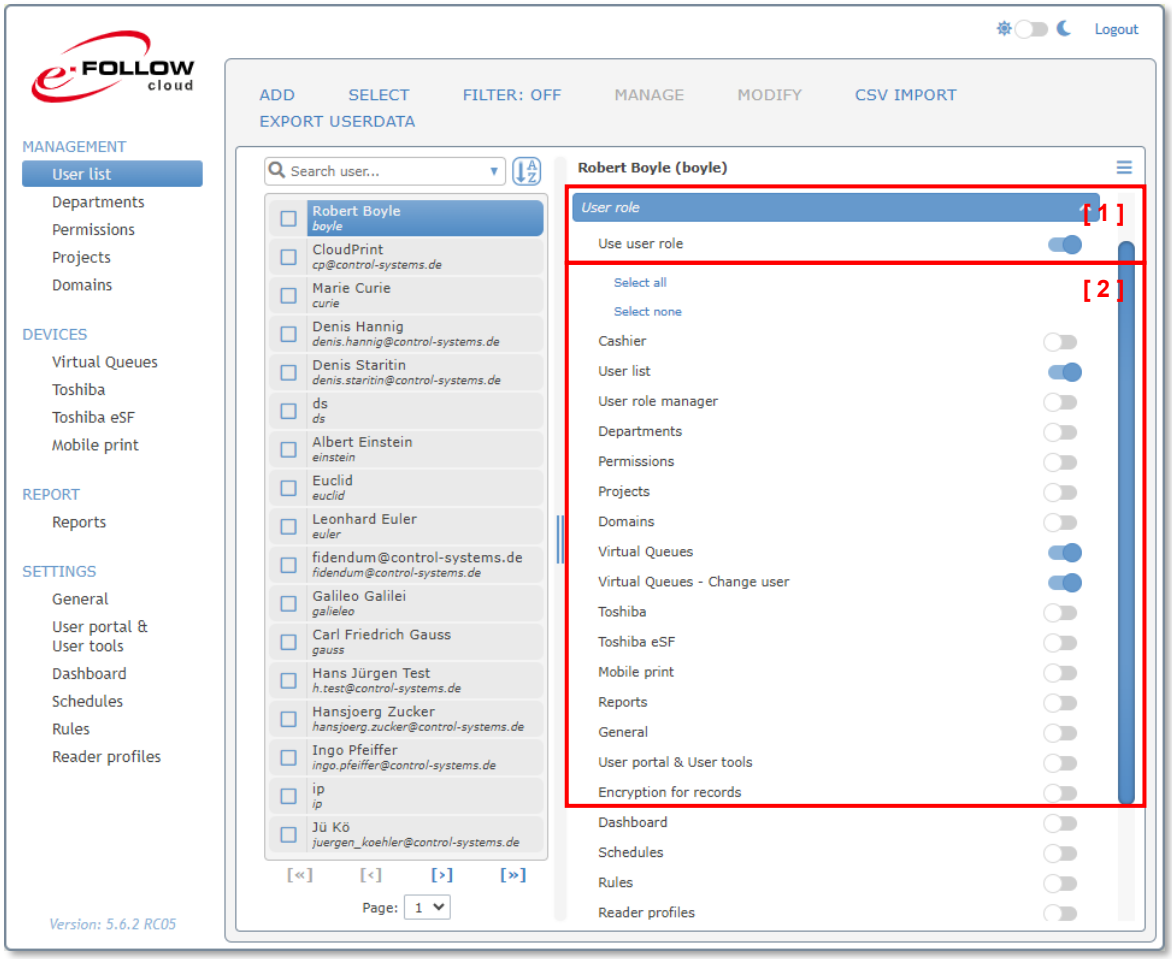
The Local Print Module Expert Settings are the same settings as the Expert Settings for the PrinterManager. These settings may only be changed in consultation with the support team.



Chrome Extension)

9.1.1.10 User Details / User role

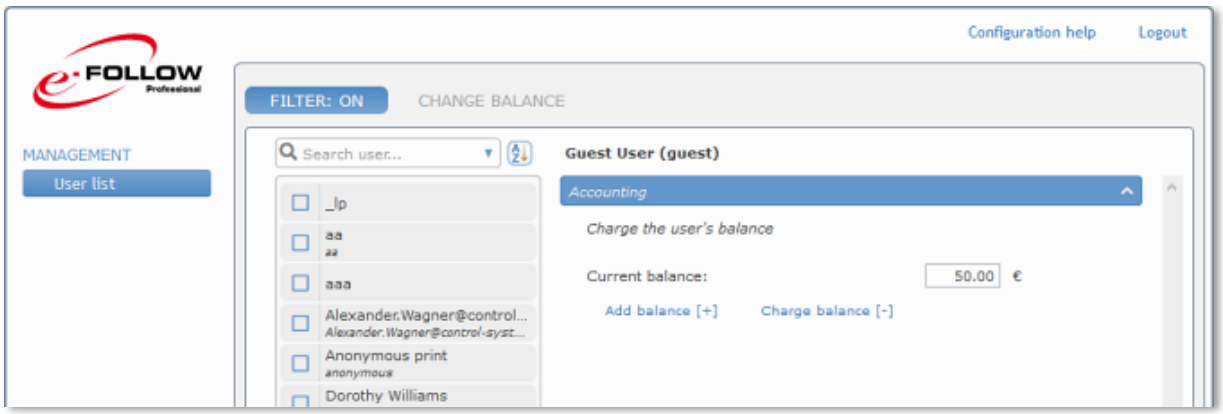
e-FOLLOW.cloud provides a user role concept, allowing individual users to get access to certain management options.



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

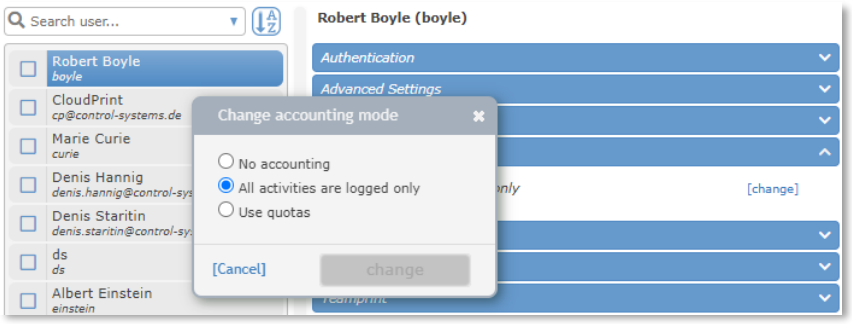
[2] Here you can select the user´s access permissions. All e-FOLLOW.cloud menu items can be selected individually.

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



9.1.1.11 User Details / Accounting

Here you can define the accounting type of the user.



To select a new accounting type, click to **[change]** and select the desired accounting mode.

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

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

Use Quotas: The user account is limited by quotas.

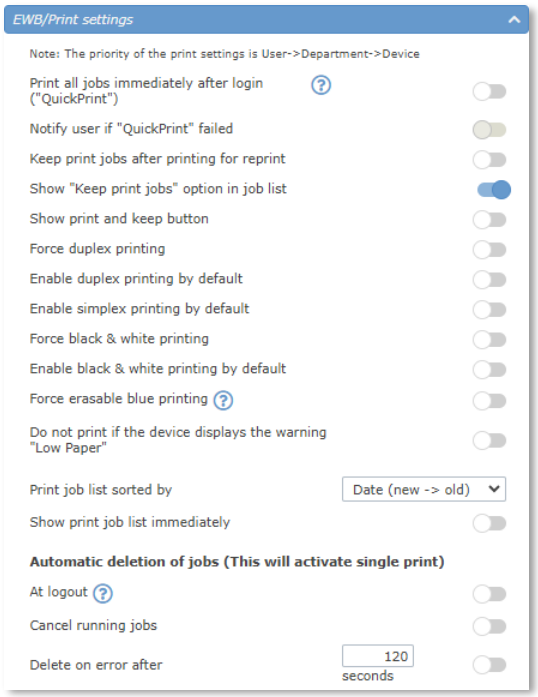
Beside a total 'over all' quota you can define additional quotas for color usage, prints, copies, scans and faxes.

Attention
Quotas can also be set for Departments and Devices. So it might happen that even if the user still has e.g. color quota available he can´t do color prints or copies if the color quota of his department or the color quota of the device is used up.

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

9.1.1.12 User details / EWB/Print settings

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



Print all jobs immediately after logging in (QuickPrint):	If enabled all pending jobs for this user will be released immediately after login (print selection screen is not shown)
Notify user if "QuickPrint" failed	If there was an error while printing jobs immediately after login the user will receive a notification by email or popup.
Keep print jobs after printing for reprint	The checkbox "Keep job after printing" is checked by default.
Show "Keep print jobs" option in job list	Selects if the checkbox "Keep job after printing" is visible or not.
Show print and keep button	Will enable an extra button with "print & keep" next to the print button.
Force Duplex printing:	all printouts on e-BRIDGE devices will be converted to duplex
Enable duplex printing by default	In case the Force duplex is set to off, you can configure if the Duplex setting is enabled by default.
Enable simplex printing by default:	In case the Force duplex is set to off, you can configure if the Simplex setting is enabled by default.
Force black & white printing:	all printouts will be done in B&W
Enabled black & white printing by default:	In case the Force black & white printing is set to off, you can confiure if the B&W setting is enabled by default.
Force erasable blue printing:	all printouts will be done in erasable blue (ECO device only)

Do not print on .."Low Paper":	If enabled printing cannot be started if the device has low paper or no paper warning
Print job list sorted by:	Select the default sort order for the print job list
Show print job list immediately:	if enabled, the welcome screen will be skipped

Automatic deletion of jobs
The **Automatic deletion of pending jobs on Toshiba / Toshiba eSF devices** settings defines the treatment of jobs that have already been selected for printing in case of an error, user log out or user login.
This will ensure that documents will only be retrieved by the authorized user.

At Logout	As soon as the user is pressing the logout button, e-FOLLOW.cloud removes all jobs form the device´s job list.

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

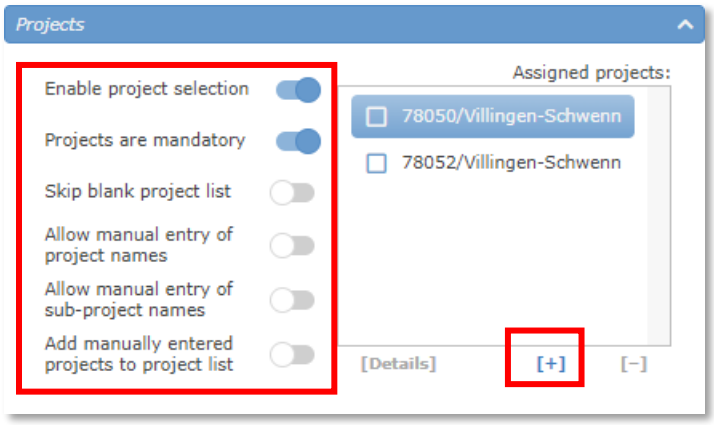
Cancel running jobs	If enabled the currently running job is stopped and removed additionally. Else the running job will be finished.
Delete on error after ..	This will delete the current job that caused an error (e.g. paper jam) and the pending job list after xx seconds. If the error gets fixed in between the xx seconds, the device will continue to print and to process the user´s current job list.

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

9.1.1.13 User details / Projects

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

Global project can´t be assigned to a user as they are available by default.



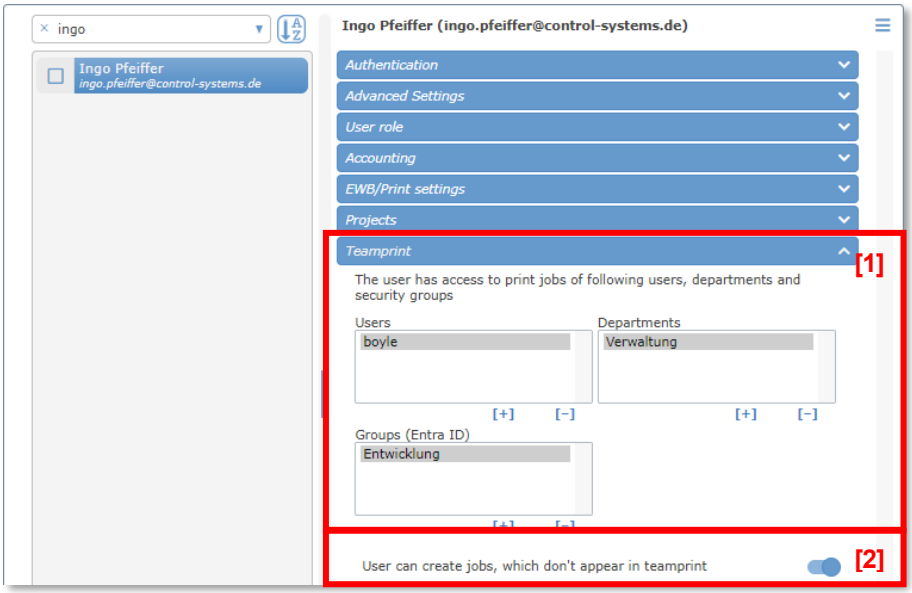
You can define the handling of Project Codes in e-FOLLOW.cloud.

Enable project selection.	This enables the project selection for jobs on e-BRIDGE devices (EWB client) for the current user.
Project are mandatory	If enabled the selection of a project code is mandatory. Jobs without a project code will be cancelled.
Skip blank project list	If a user does not have any project codes assigned (and there are no global projects available) the user will not be prompted to select a project code when this option is enabled.
Allow manual entry of project names	In addition to select project codes from a list, the user can be allowed to manually enter a project code.
Allow manual entry of sub-project names	..same for sub-project codes.
Add manually entered projects to list	If enabled, the manually entered project code will be added to the user´s project code list.

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

9.1.1.14 User details / TeamPrint

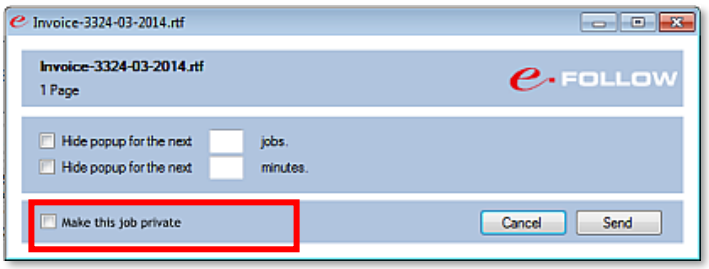
Here you can allow this user to release jobs originally printed/owned by other users.



[1] Select individual users or departments or groups.

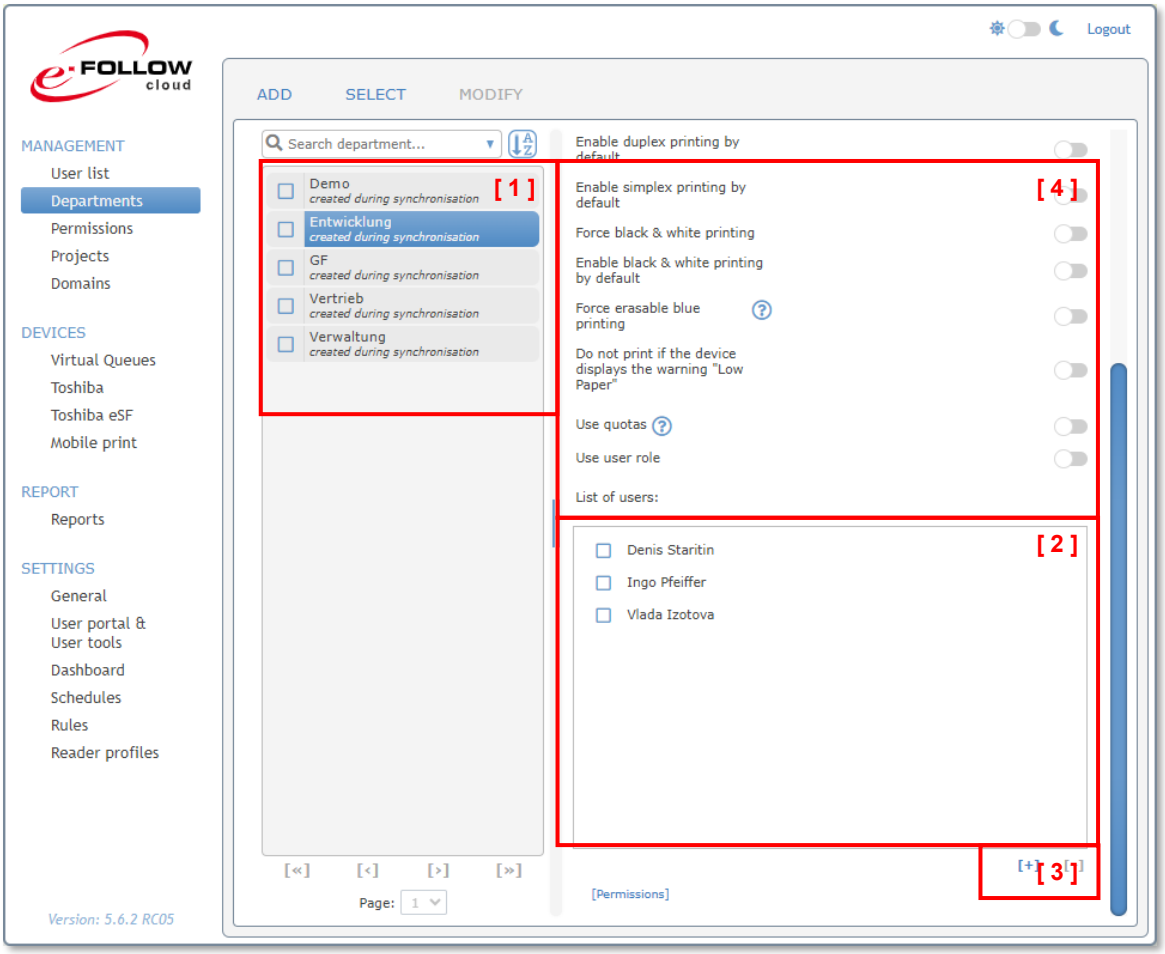
[2] Privacy setting
This option allows the user to flag individual print jobs as 'private' jobs. These jobs will not be seen in the print job list on the MFP or mobile device by any other users, even if they have been granted the right to release his jobs.

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



9.1.2 Departments

Departments are organizational units. Each user may belong to only one department. Usually the association of users to departments is done in Active Directory.
When synchronizing the domain e-FOLLOW.cloud automatically imports all departments and the association of users.



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

9.1.2.1 Use Quotas

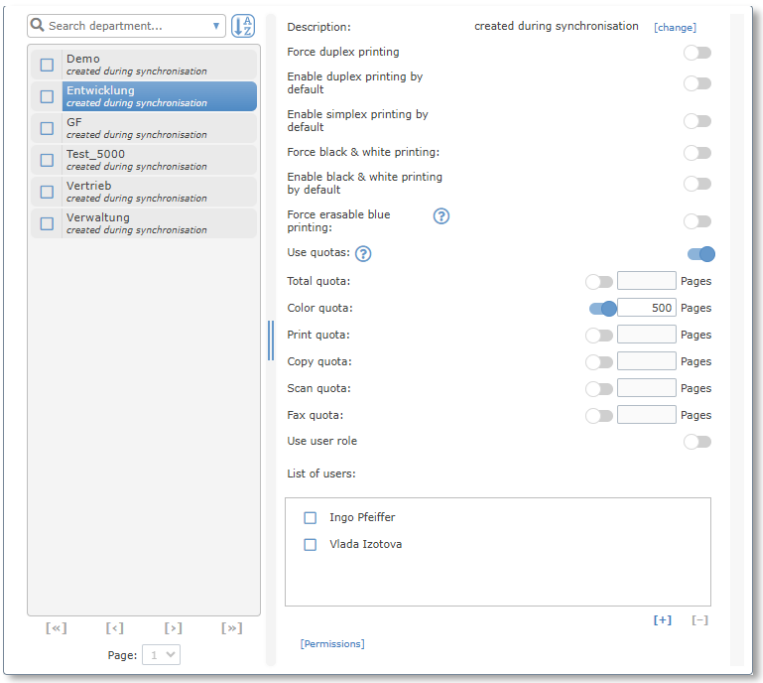
Similar to user´s quotas you can define quotas for departments as well.

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

Attention

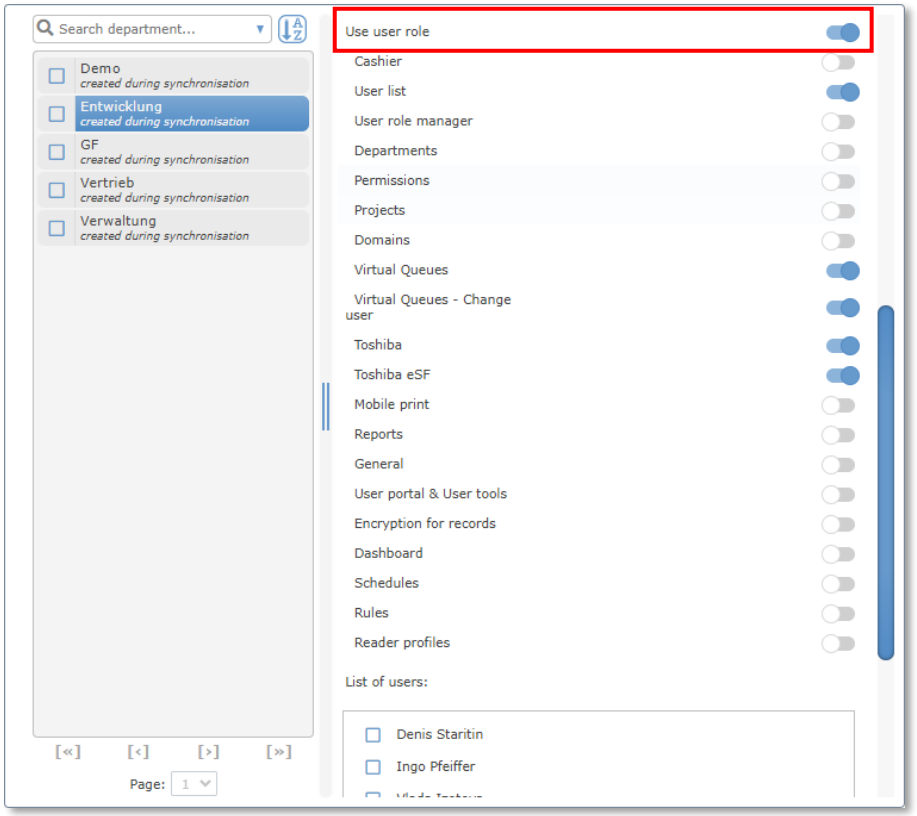
Quotas can also be set for Users and Devices. So it might occur that even if the Department still has color quota available a user can´t do color prints or copies if his personal color quota or the color quota of the device is used up.

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



9.1.2.2 Use user role

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

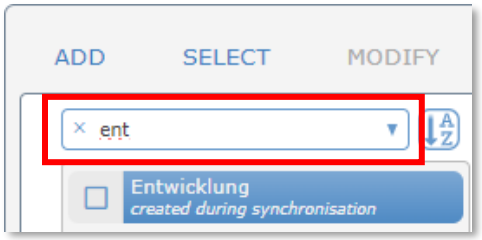


Use user role: If enabled, user roles get enabled for all users belonging to the selected department and you now can assign the desired roles to all users.

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

9.1.2.3 Search for departments

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

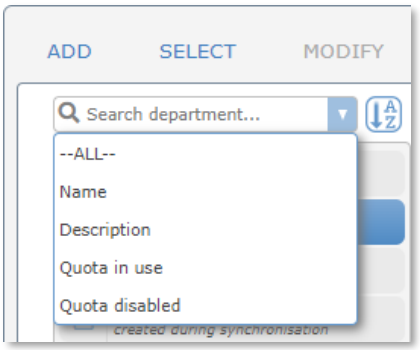


Enter any phrase into the search window. e-FOLLOW.cloud will query all relevant fields

- Name
- Description

for that phrase.

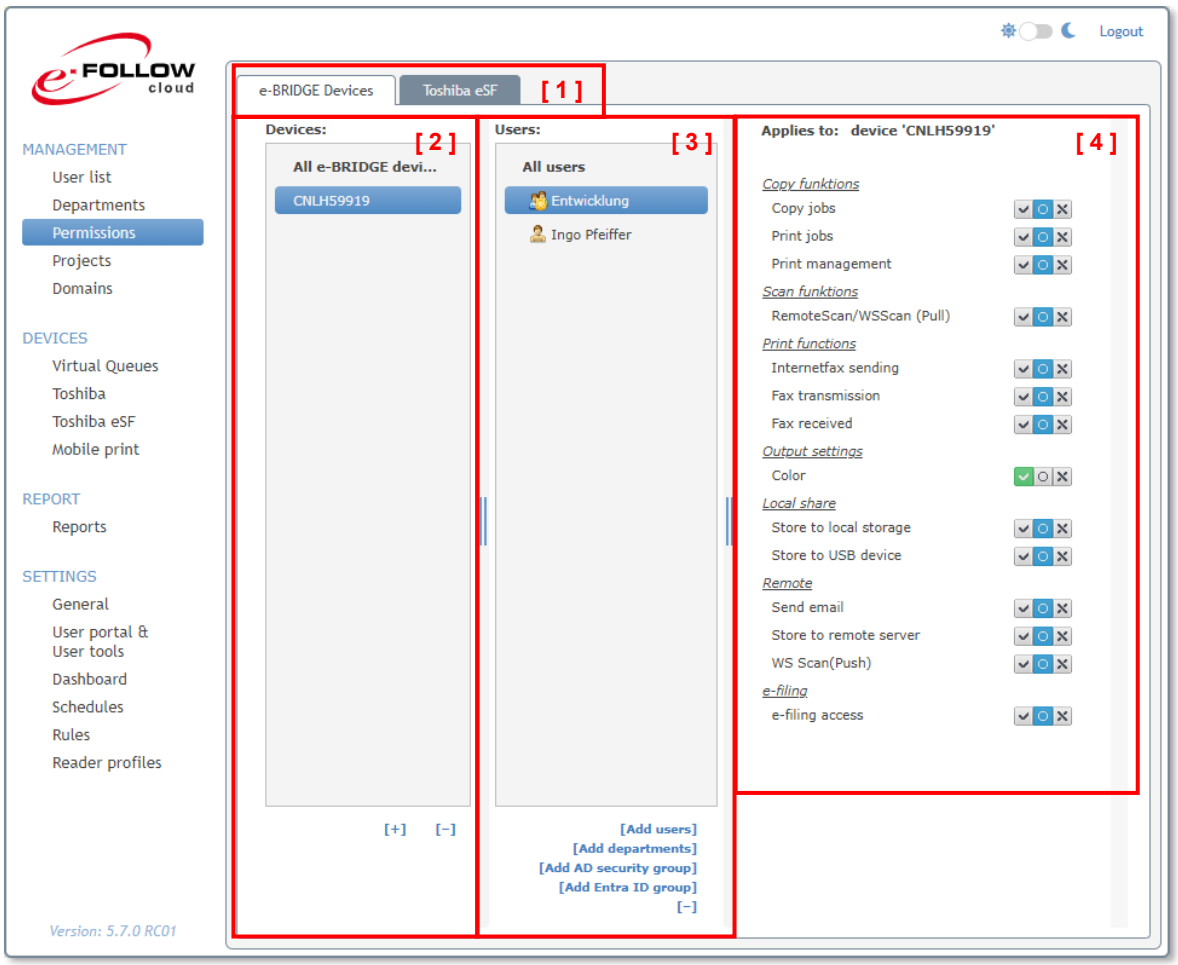
The search can be narrowed down by selecting a specific field to be searched or by departments that are configured with **Quota in use** or **with Quota disabled**.



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

9.1.3 Permissions

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



1. Permission settings are set for **Toshiba** or **eSF devices.**

2. Device list: First of all permissions are globally set for **All devices**. By default all features are 'allowed'. To deny a feature change its status to 'denied

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

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

   This allows to individually apply permissions for each combination of user, department, groups and devices.

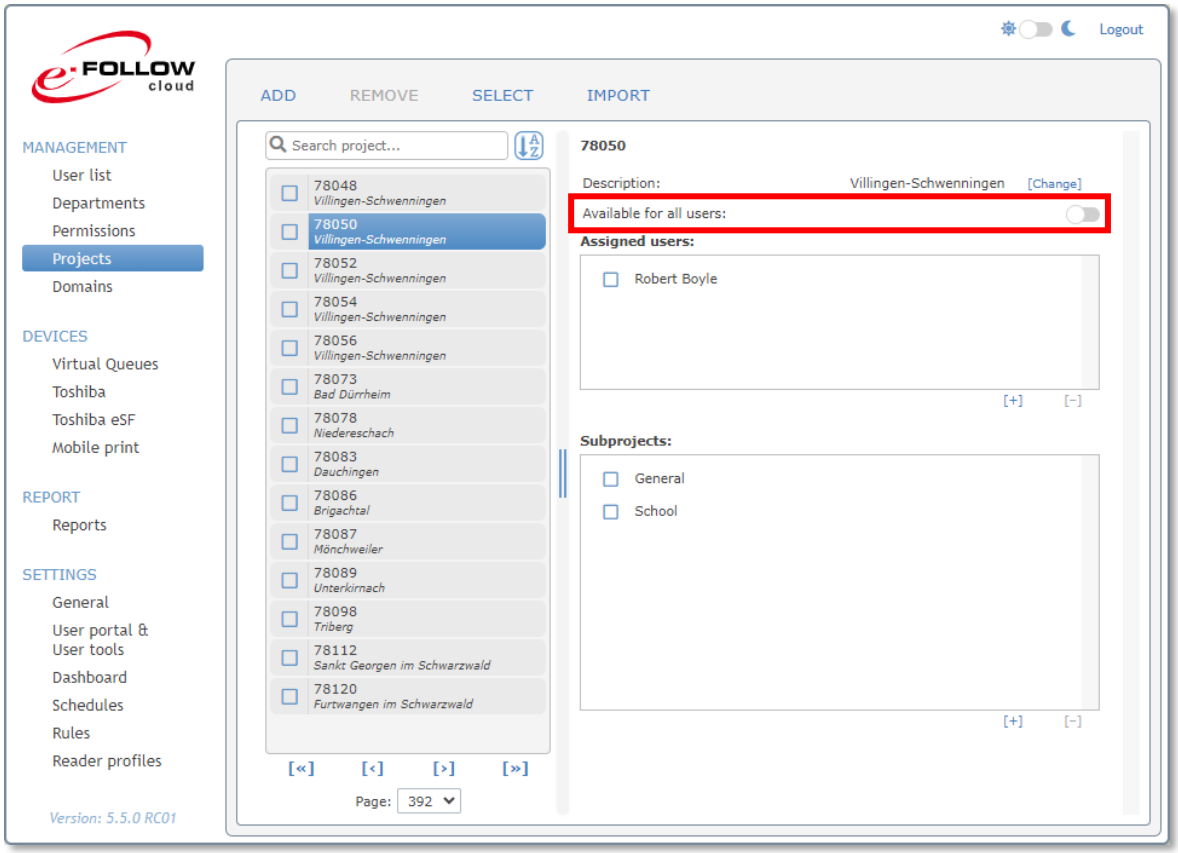
4. To adjust permissions e-FOLLOW.cloud offers a tri-state setting switch for each feature.
   This feature is allowed
   The permission for this feature is passed through
   This feature is denied

The Priority of permissions is organized hierarchically:

1. Toshiba device / direct queue
2. User
3. Department

9.1.4 Projects

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



e-FOLLOW.cloud knows two types of projects:

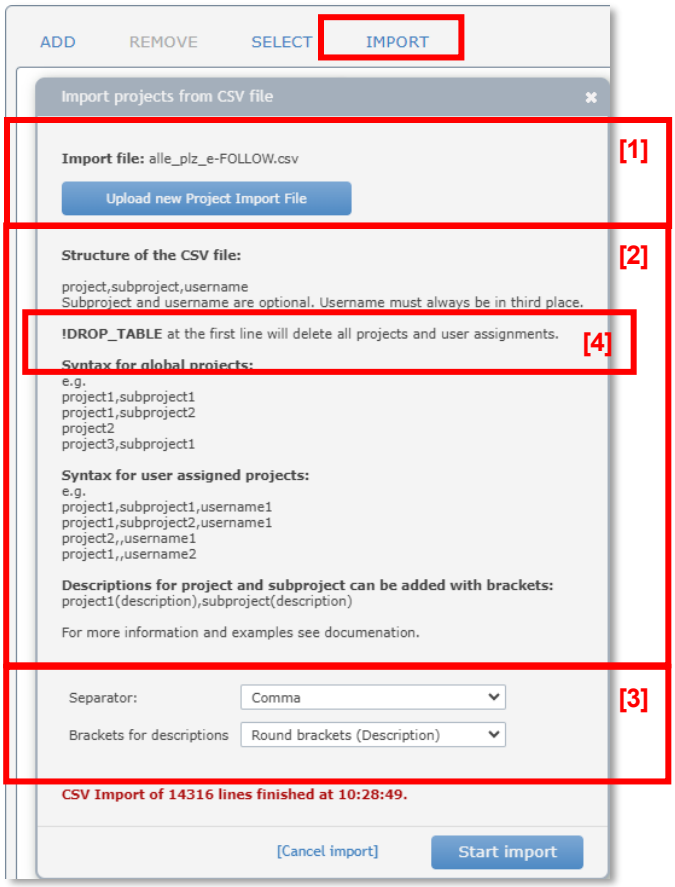
global projects
these projects (and sub-projects) are available to all users.

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

Each project code can be specified as a 'personal' project or 'global' project by enabling or disabling the **Available for all users** option.

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

9.1.4.1 Import Projects from .csv



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

[1] Import file:
Here You can easily upload / replace the project-csv file by pressing the button Upload new Project Import File.

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

Global:	**project-name** **project-name, sub-project-name***
user assigned:	**project-name,,username** **project-name,sub-project-name*,username**

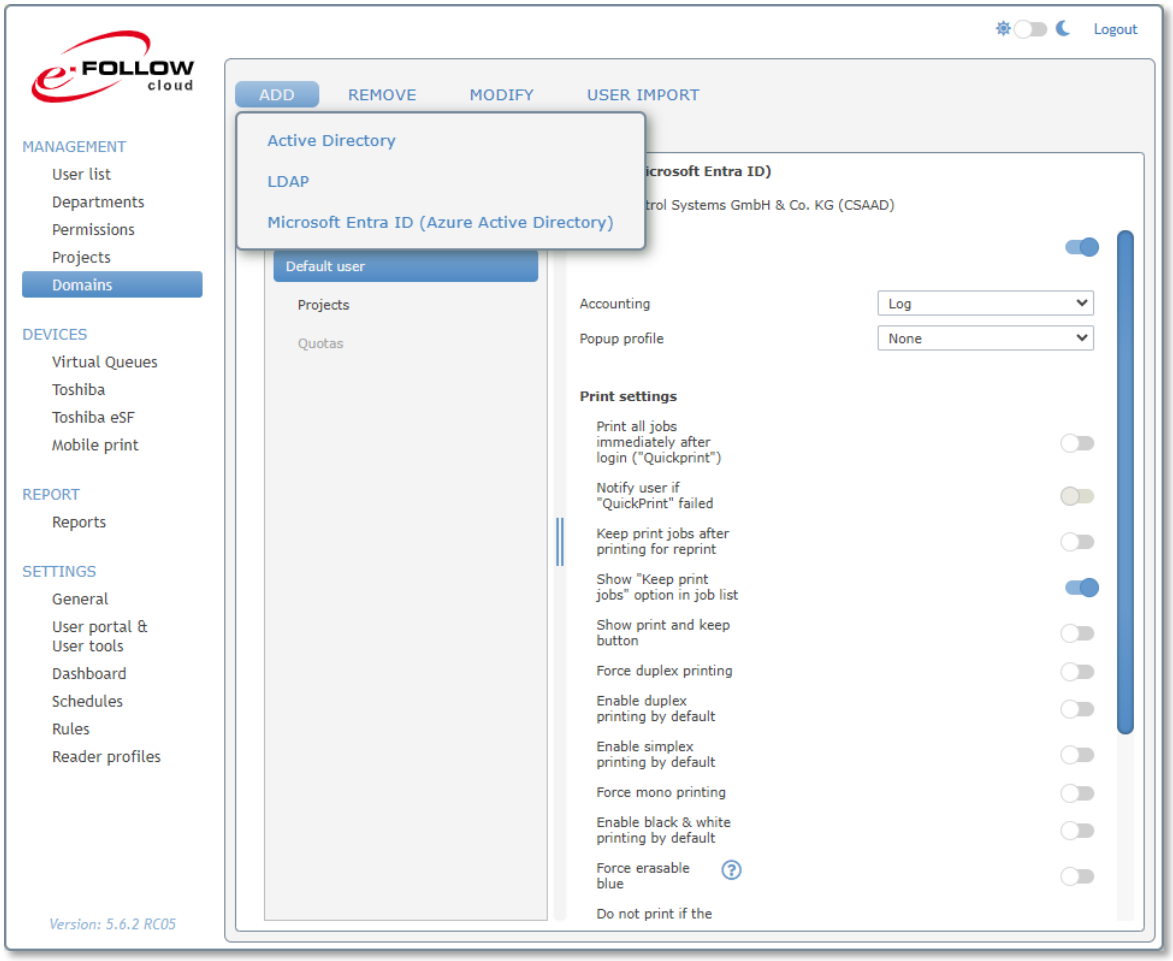
*) sub-project name is optional. Make sure, that in case of user assigned projects the username is placed as third field.

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

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

9.1.5 Domains

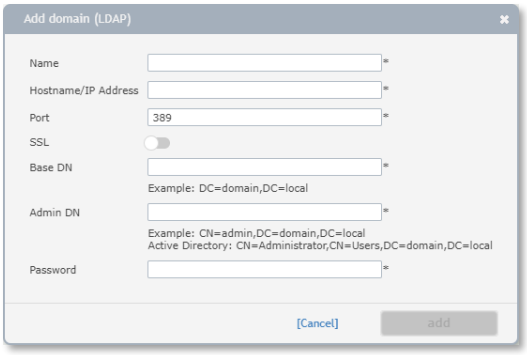
e-FOLLOW.cloud supports the synchronization of users from the any directory service supporting a secure LDAP connection. Additionally, e-FOLLOW.cloud supports the synchronization of Microsoft Entra ID (Azure Active Directory (AAD)) and Windows Active Directory (not recommended for e-FOLLOW.cloud).



Synchronization will be performed immediately by clicking to **[USER IMPORT]**
Users can also be synchronized automatically. Pease refer to the chapter **Schedules**.

9.1.5.1 Domains - ADD LDAP Domain

e-FOLLOW.cloud Professional can synchronize users from multiple directory services (AAD or LDAP Servers). Clicking to **[ADD]** and selecting LDAP will allow entering the hostname/IP and credentials for an additional Server.



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

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

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

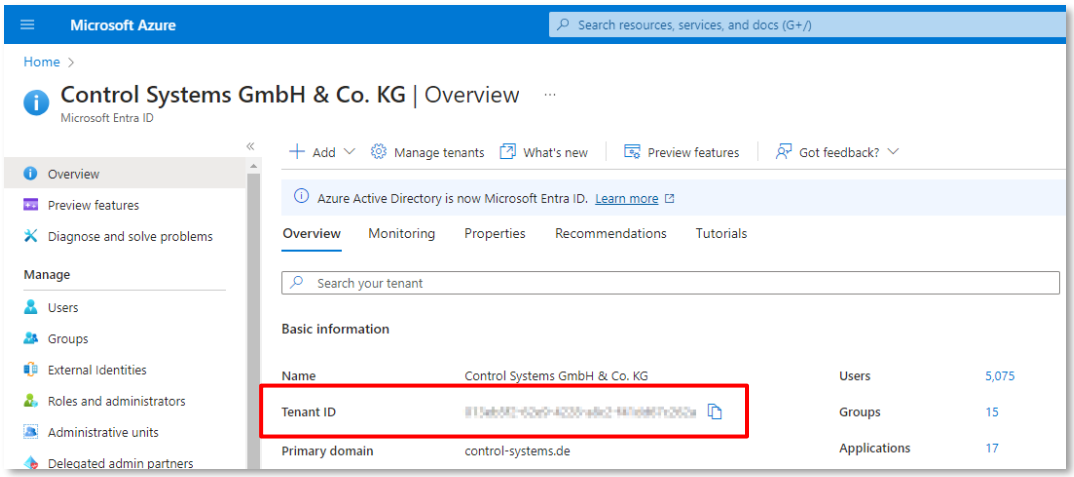
To synchronize your Microsoft Entra ID users with e-FOLLOW.cloud, you need to prepare it to obtain/generate the following data:

1. Your Tenant ID
2. An application (client) ID
3. Secret Key

The Secret Key will expire after a certain time. Be sure to recreate it regulary or some feature of the Azure Active Directory like synchronization will fail.

9.1.6.1 Finding the Tenant-ID

Start the Azure portal and login with an Administrator account. Then select Microsoft Entra ID in Azure services.

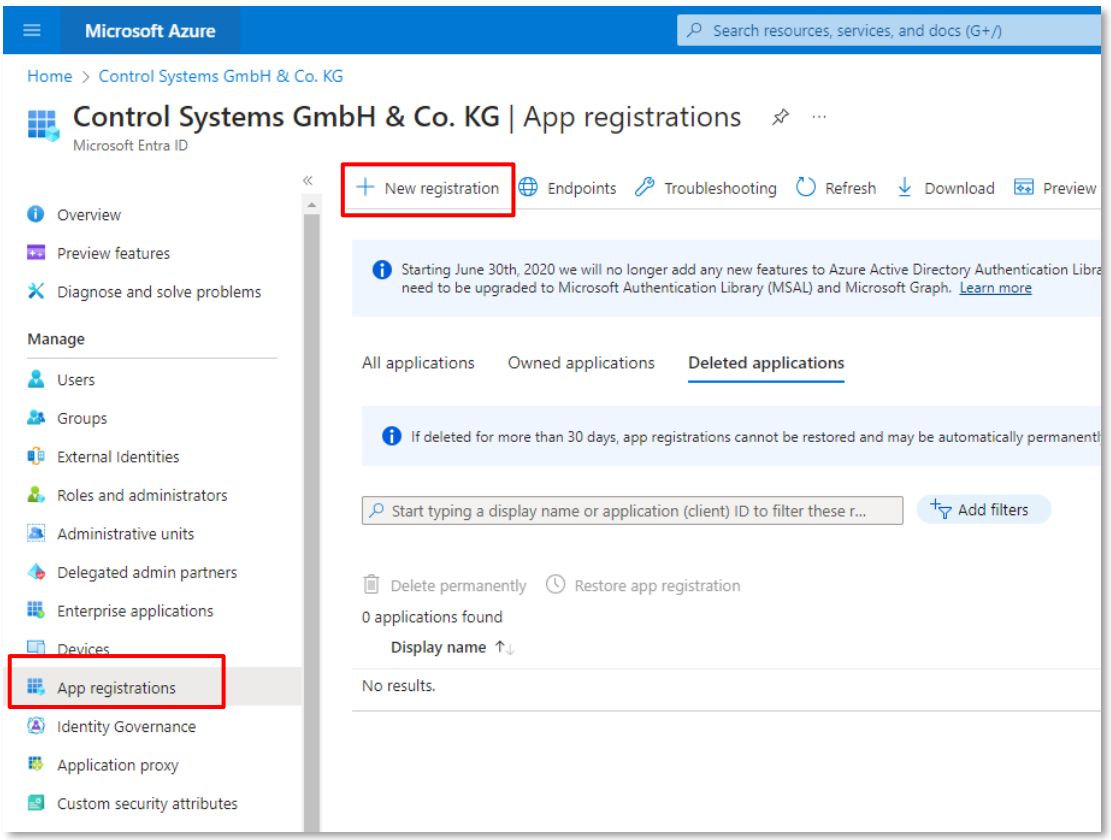


You will find your Tenant-ID in the basic information.

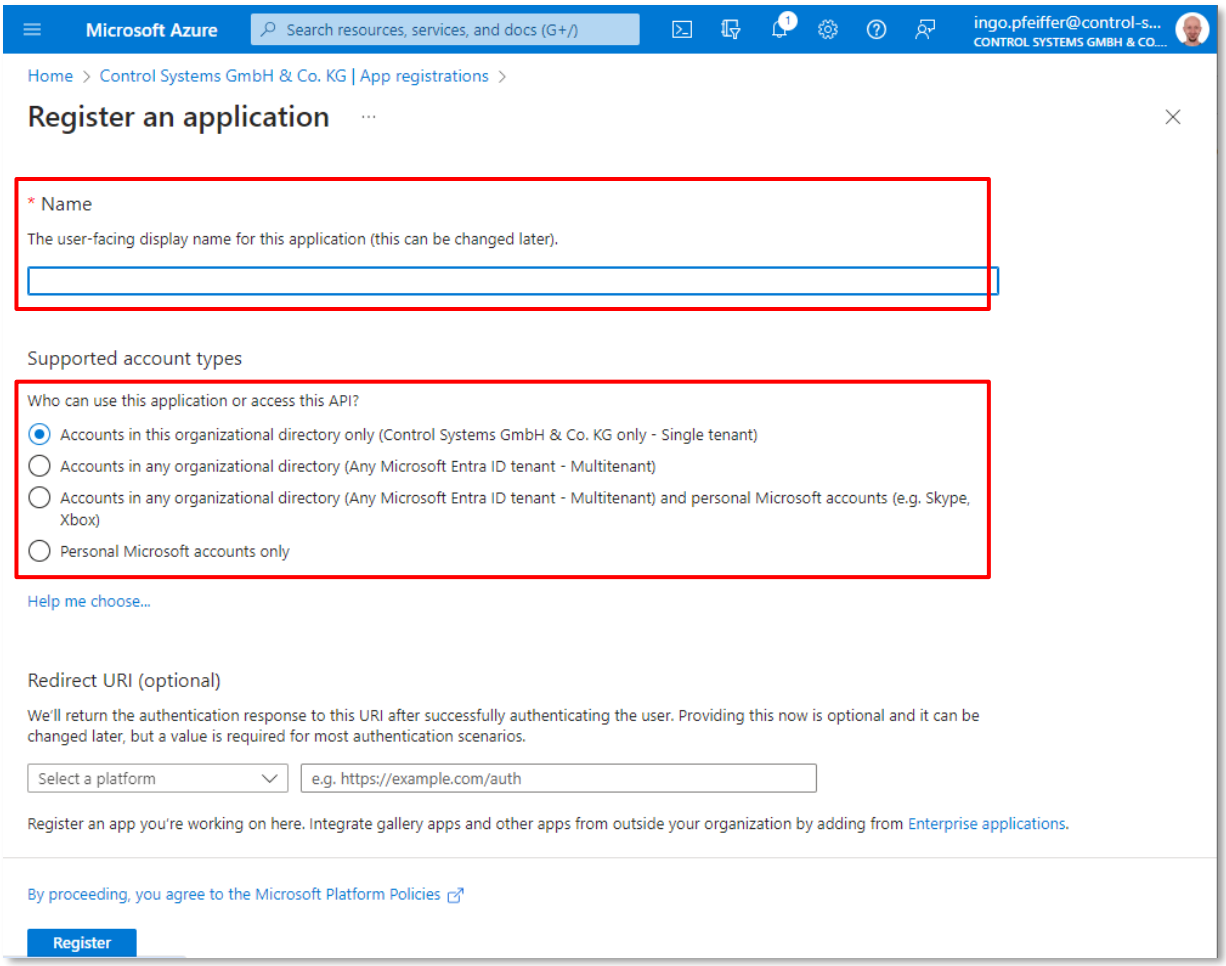
9.1.6.2 Create an application in Microsoft Entra ID (Azure Active Directory)

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

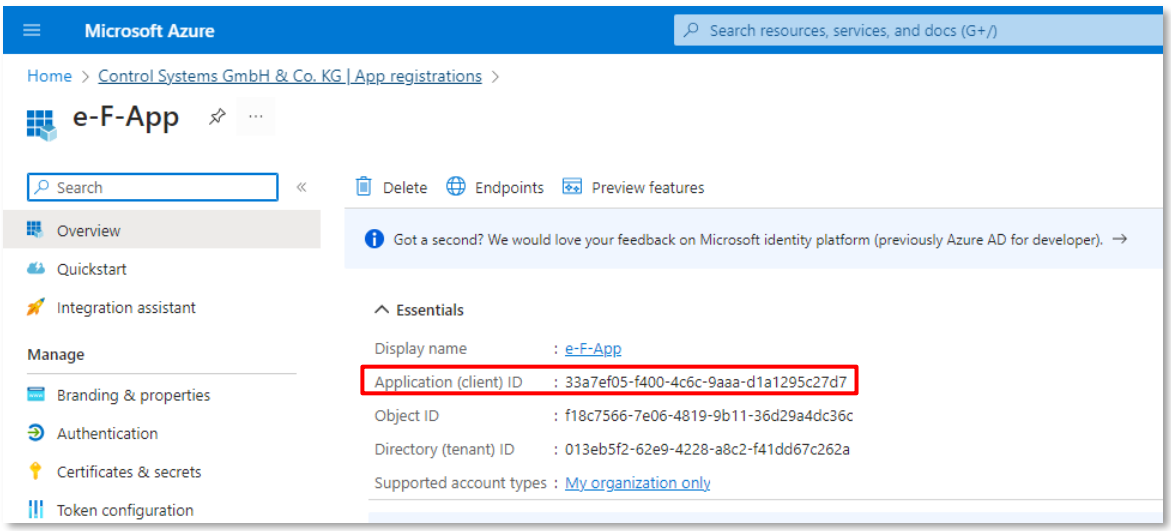
Select "App registration" on the left and then click on “New registration”



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

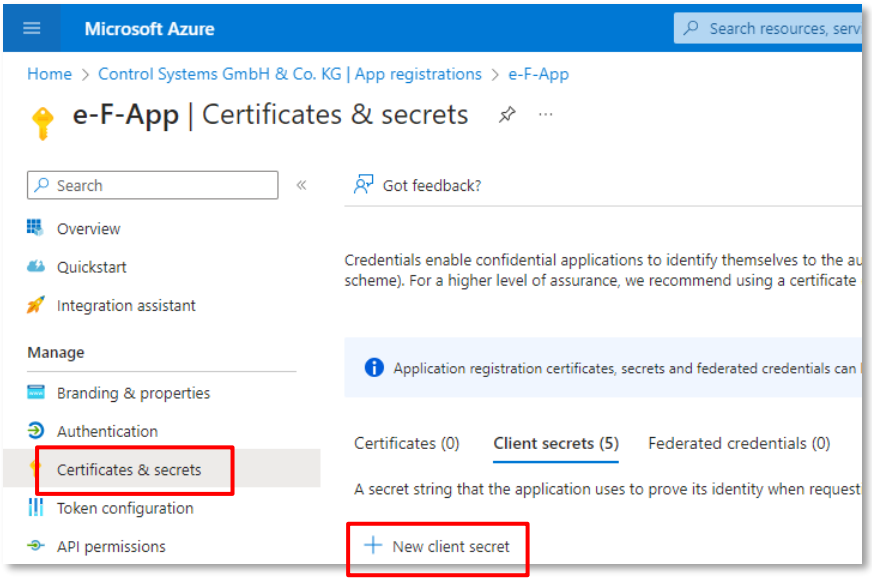


Copy the Application (client) ID, you'll need it for agent configuration



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

Enter a Description and an expiration date



..and click "Add"

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

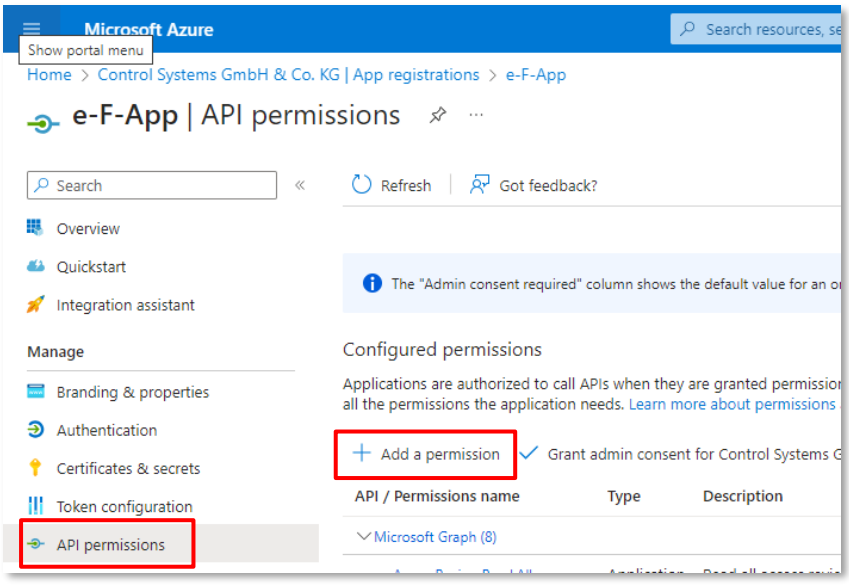
Attention
This is only shown once here. If you forget it, you can create another one

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

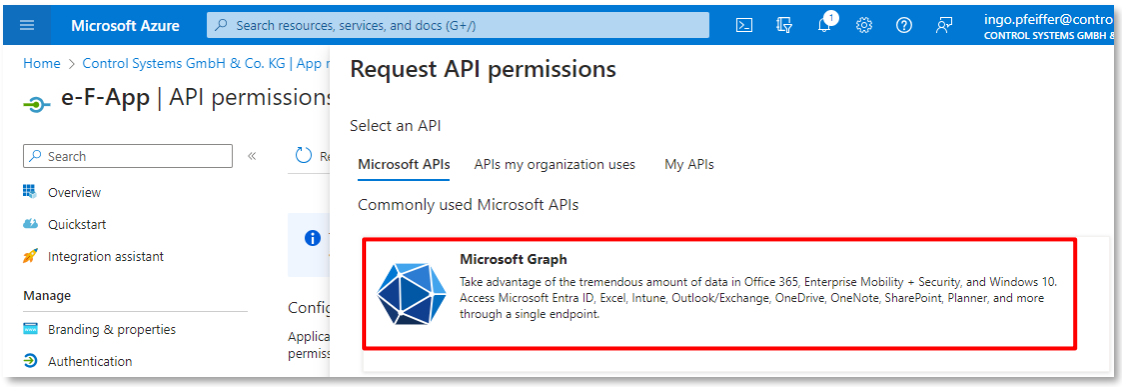
Select "API permissions" on the left
You must add the following rights

- Application-type API

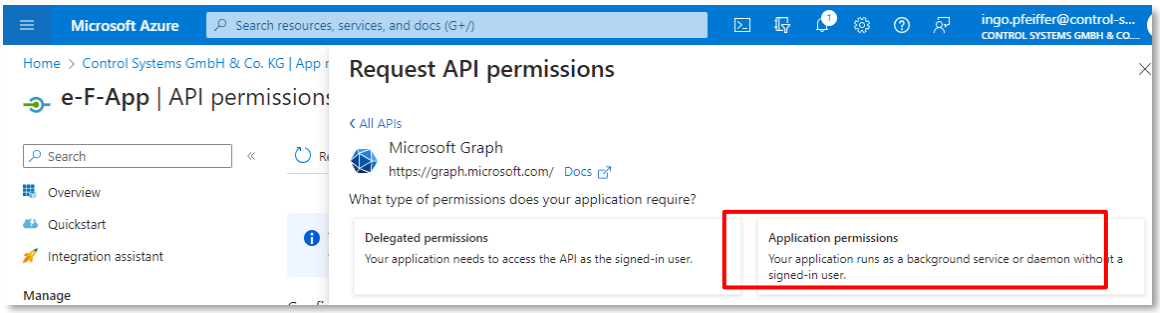
Therefore click **+Add a permission**



Then select "Microsoft Graph"



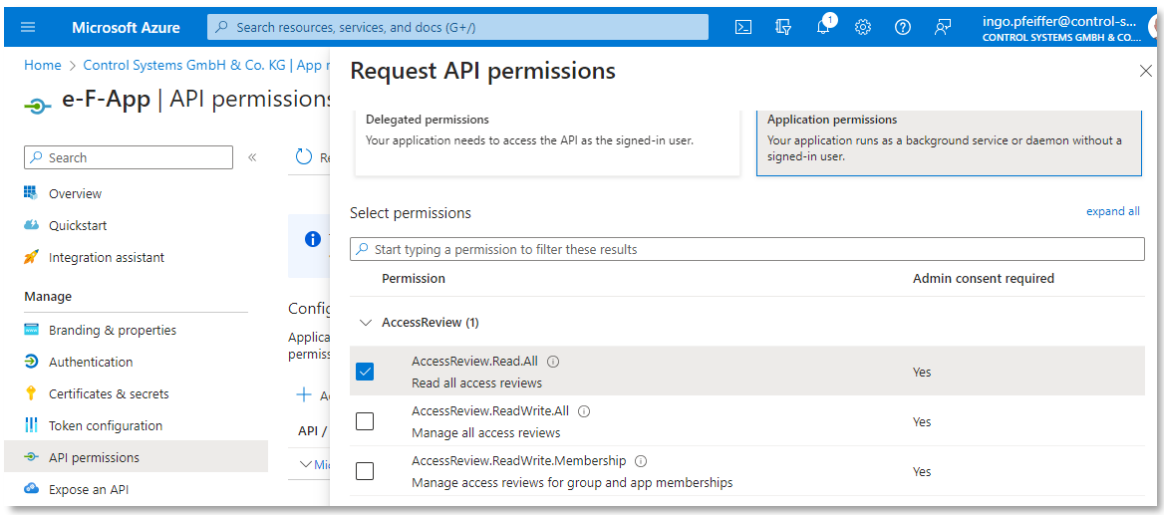
Select 'Application permissions'

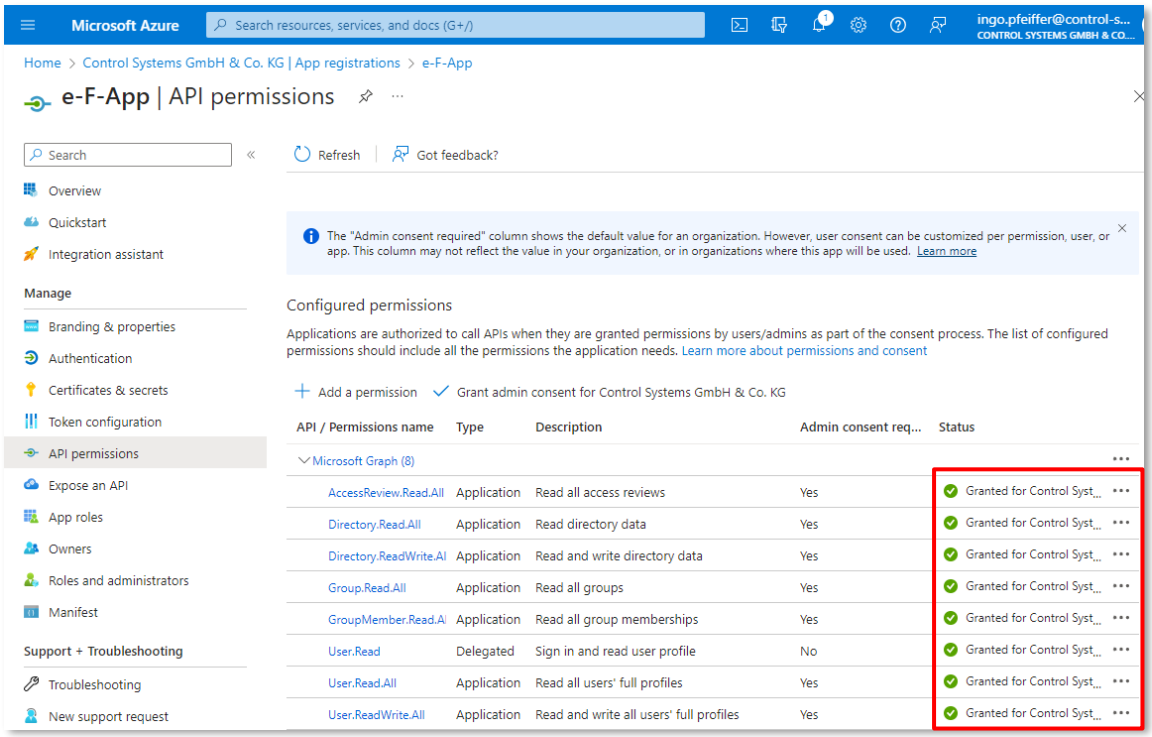


Select the following API permissions

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

Click "Add Permissions"



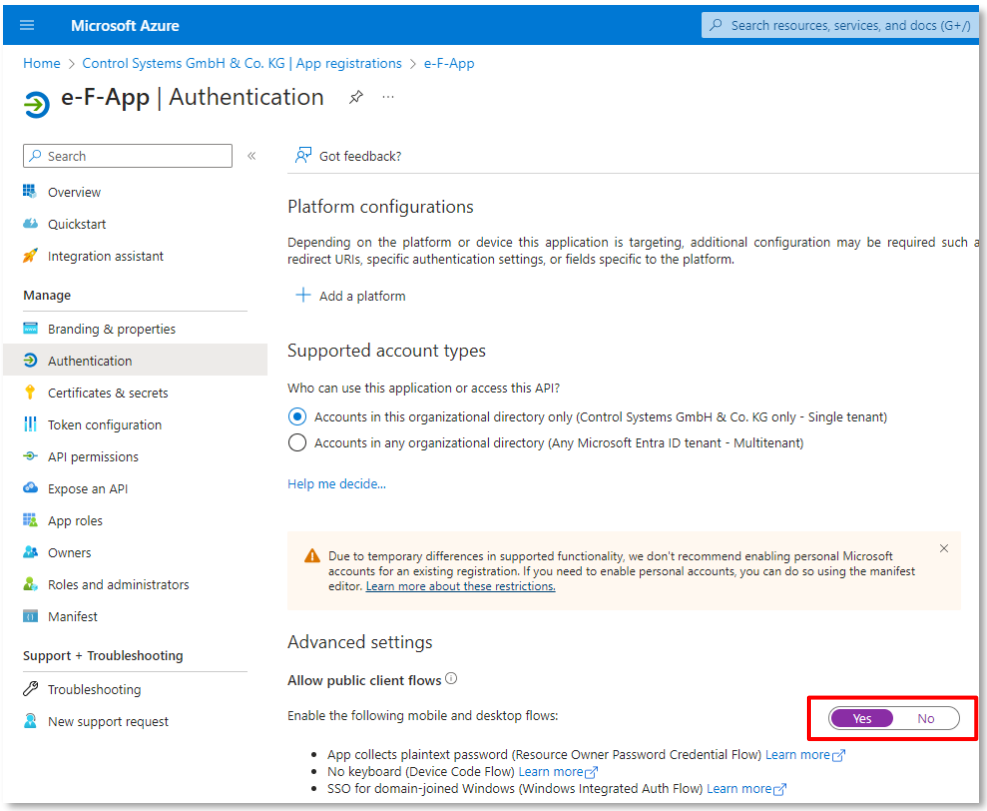


If you are not an administrator, you must ask your administrator for consent. He must then go to this page with his account and click on the button "grant administrator consent for YOUR.DOMAIN".

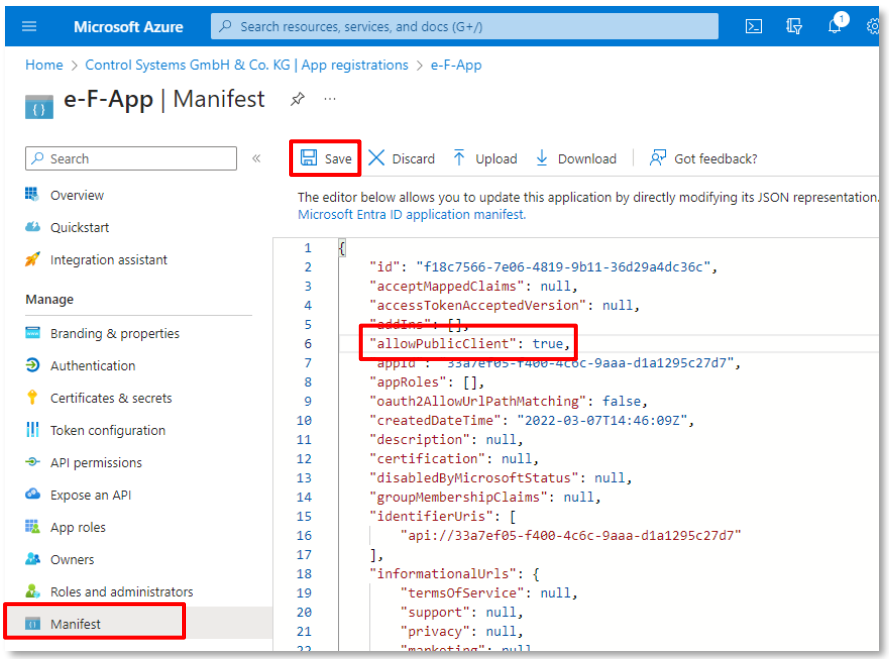
The status of all permissions should be green now.

Allow public client flows:

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

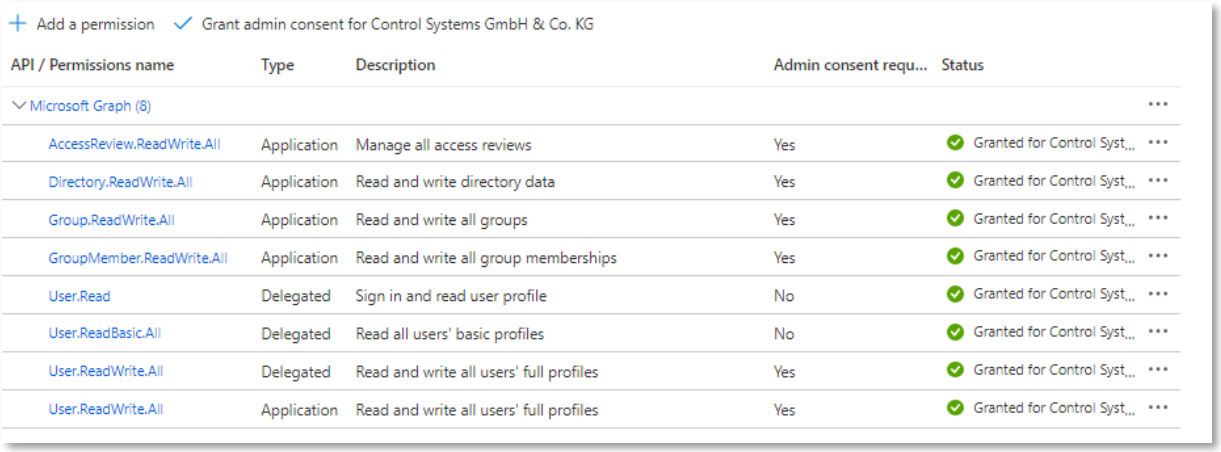


This can also be enabled at the "Manifest" on the left



Set "allowPublicClient" to 'true' and click save

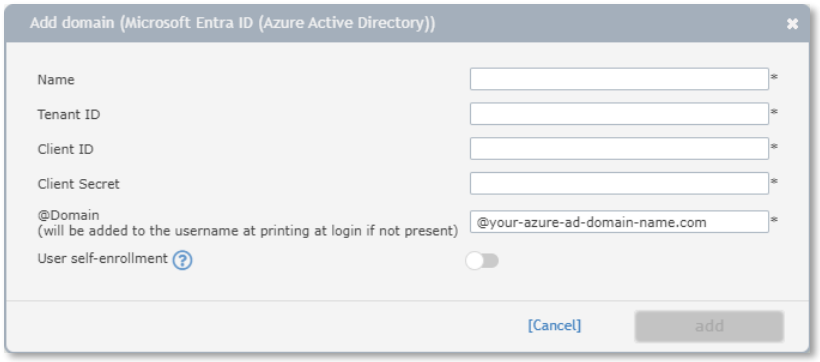
In case e-FOLLOW.cloud shall be allowed to write back Card-ID or PINs to the AAD you need to grant **write-permission** to the registered App



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

9.1.6.3 Configuring e-FOLLOW.cloud domain Microsoft Entra ID (Azure Active Directory) synchronization

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



Name	Enter a name of your choice for the directory service
Tenant ID	Enter the Tenant ID of your AAD
Client ID	Enter the Client ID of the service you just created
Client Secret	Enter the Client Secret for the service you just created
@domain	To simplify the login, this domain-addon will be added automatically to the username at login, so the users do not necessarily need to enter their full login name e.g. **username.surname@my_domain.xxx**
User self-enrollment	This option disables automatic synchronization with Microsoft Entra ID (Azure Active Directory) (Explained in chapter 9.1.7 Domains – ADD Microsoft Entra ID (Azure Active Directory) with User self-enrollment)

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

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

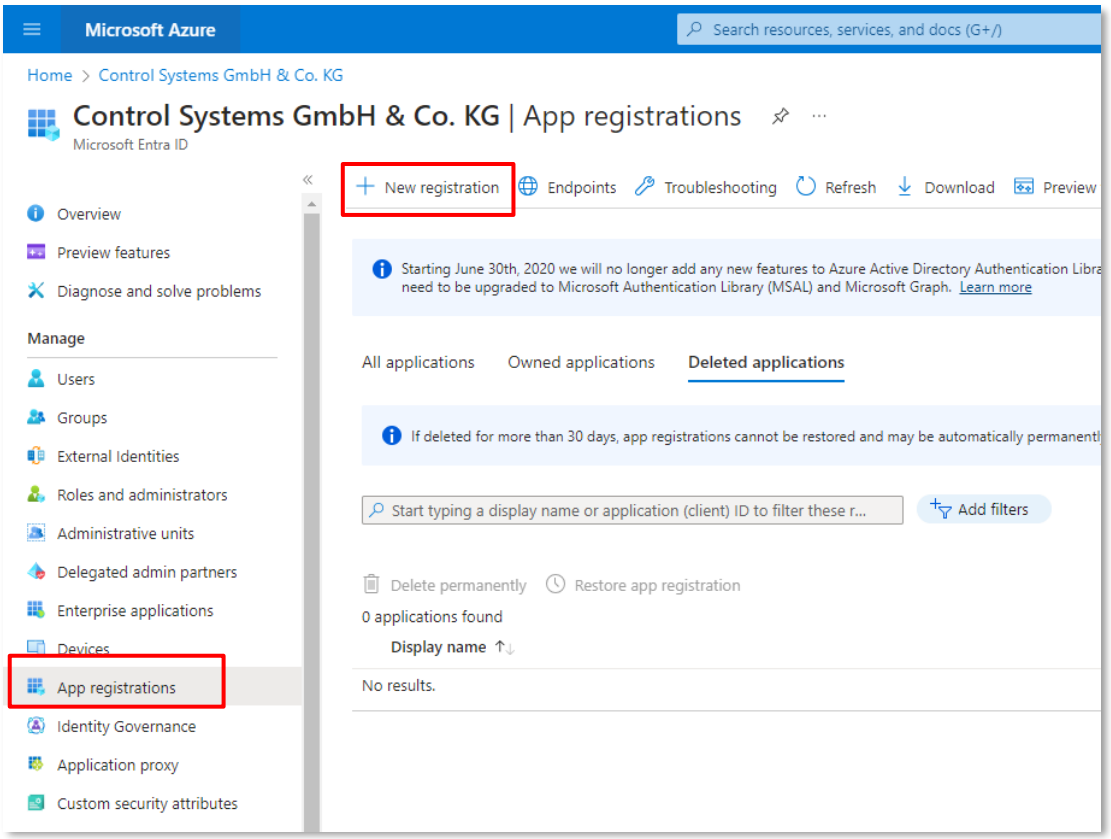
There you also have to register an API for Microsoft Entra ID (Azure Active Directory) but without the rights to read all user informations.

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

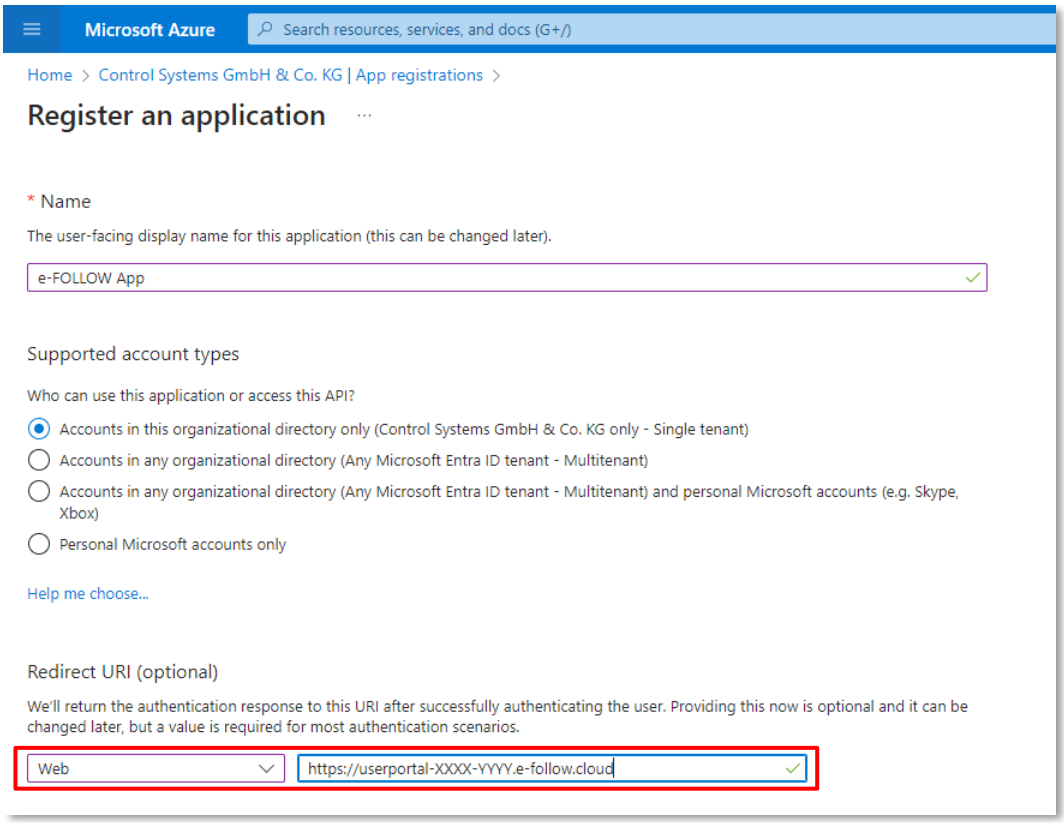
9.1.7.1 Create an application in Microsoft Entra ID (Azure Active Directory) with User self-enrollment

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

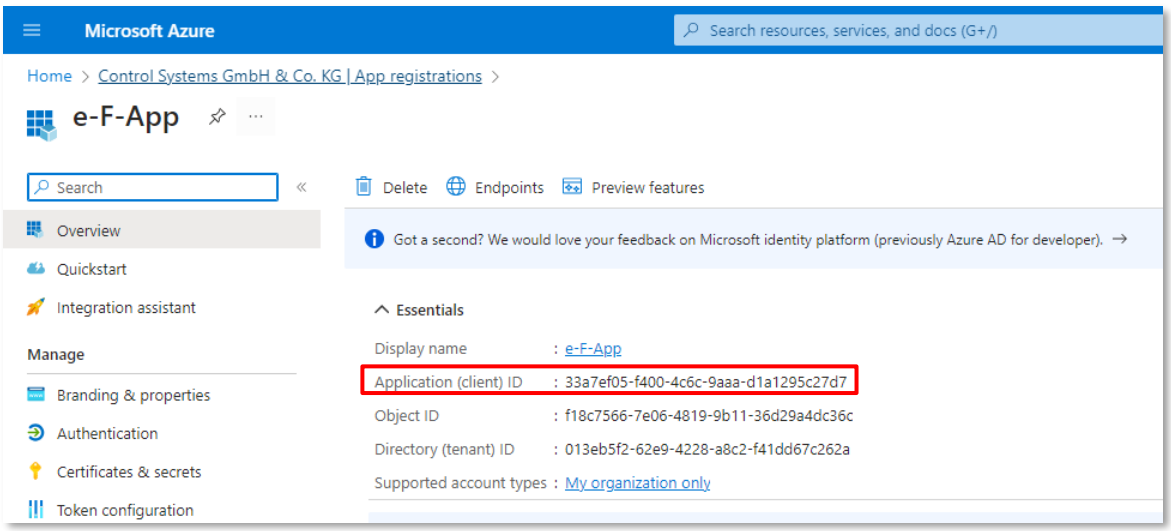
Select "App registration" on the left and then click on “New registration”



Give a name and select a Supported Account Type.
Choose at Redirect URI “Web” and enter the URL of the e-FOLLOW user portal: https://userportal-XXXX-YYYY.e-follow.cloud (Replace XXXX-YYYY with your Cloud-UID. You can also find the URL for the user portal in the e-FOLLOW Management at SETTINGS→User portal & User tools→User portal)

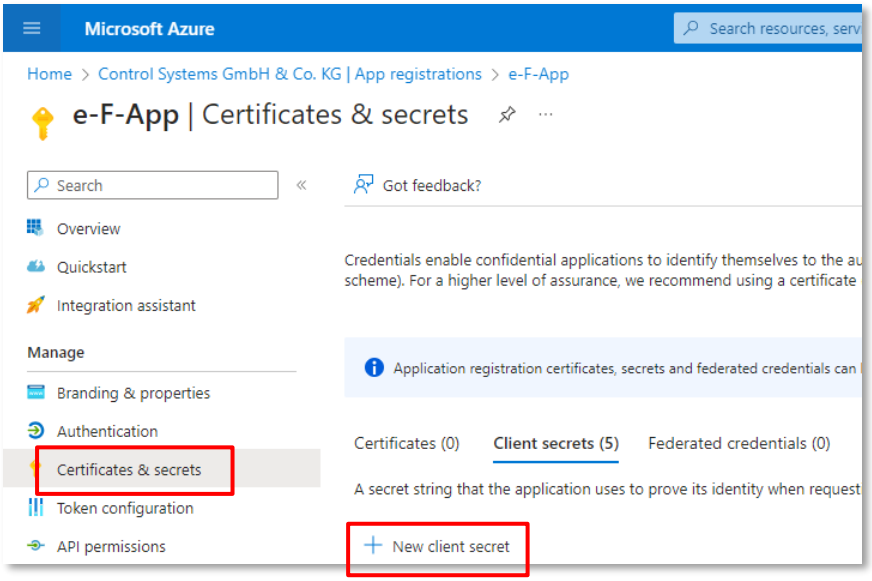


Copy the Application (client) ID, you'll need it for agent configuration



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

Enter a Description and an expiration date



..and click "Add"

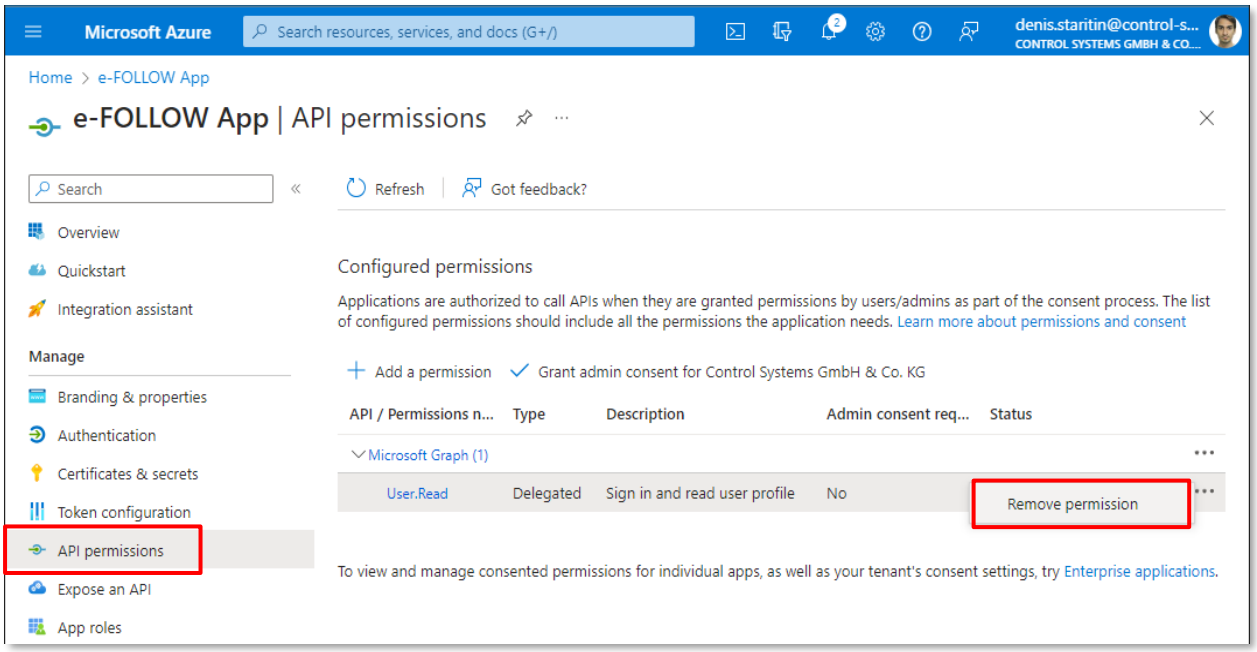
Copy the value of the client secret that you just added.

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

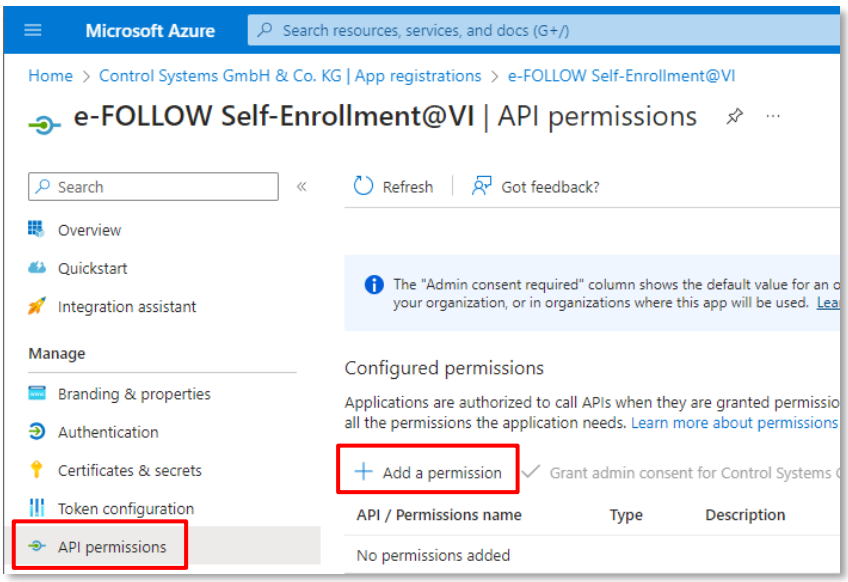
The Secret Key will expire after a certain time. Be sure to recreate it regulary or some feature of the Microsoft Entra ID (Azure Active Directory) like synchronization will fail.

Permissions:

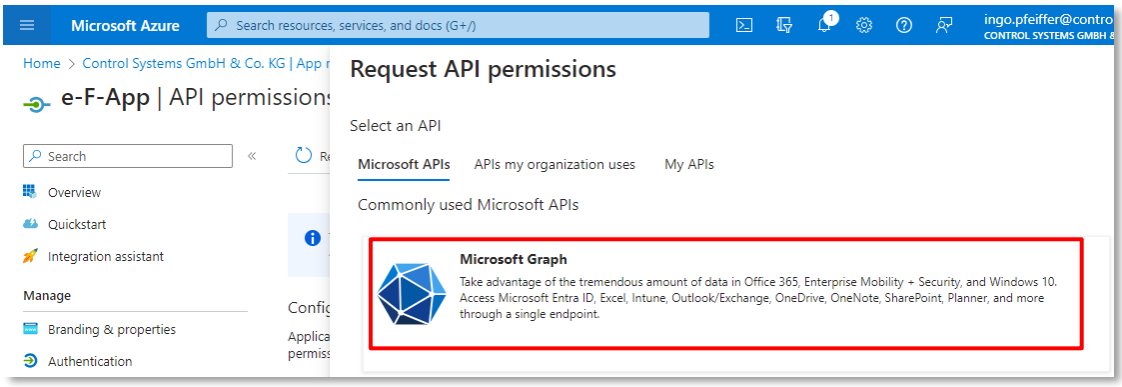
- Remove User.Read permission
- Add Delegated permissions:
  - profile (View users' basic profile)
  - offline_access



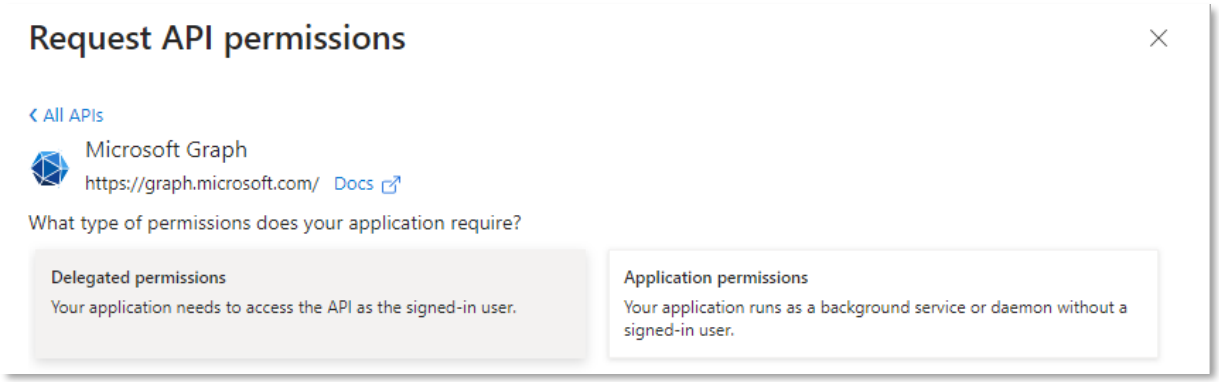
Then click **+Add a permission**



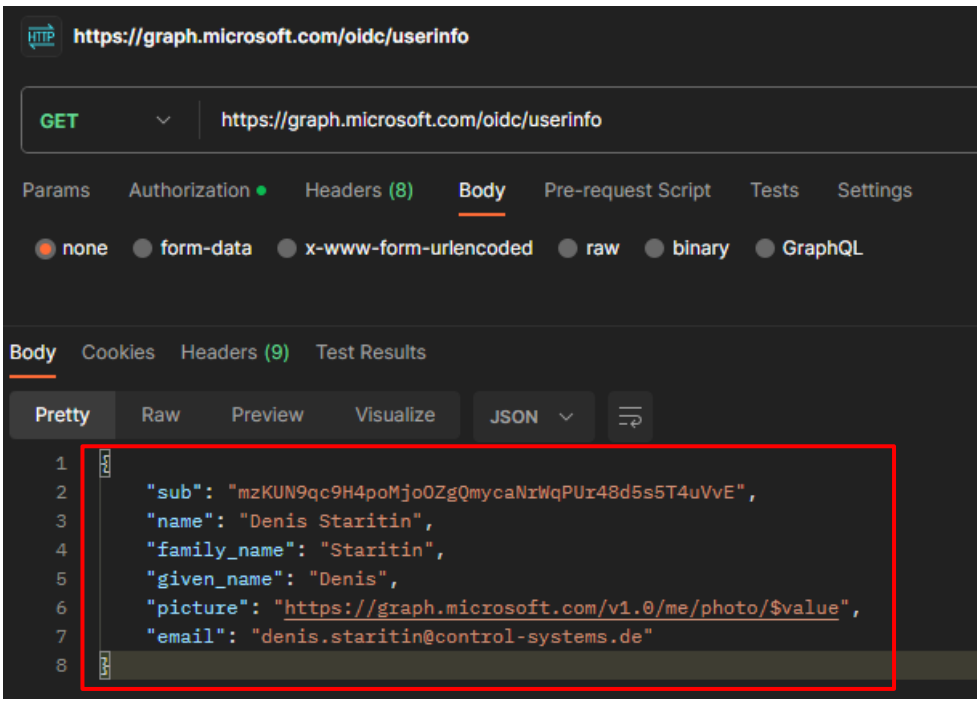
Then select "Microsoft Graph"



And then select delegated permissions

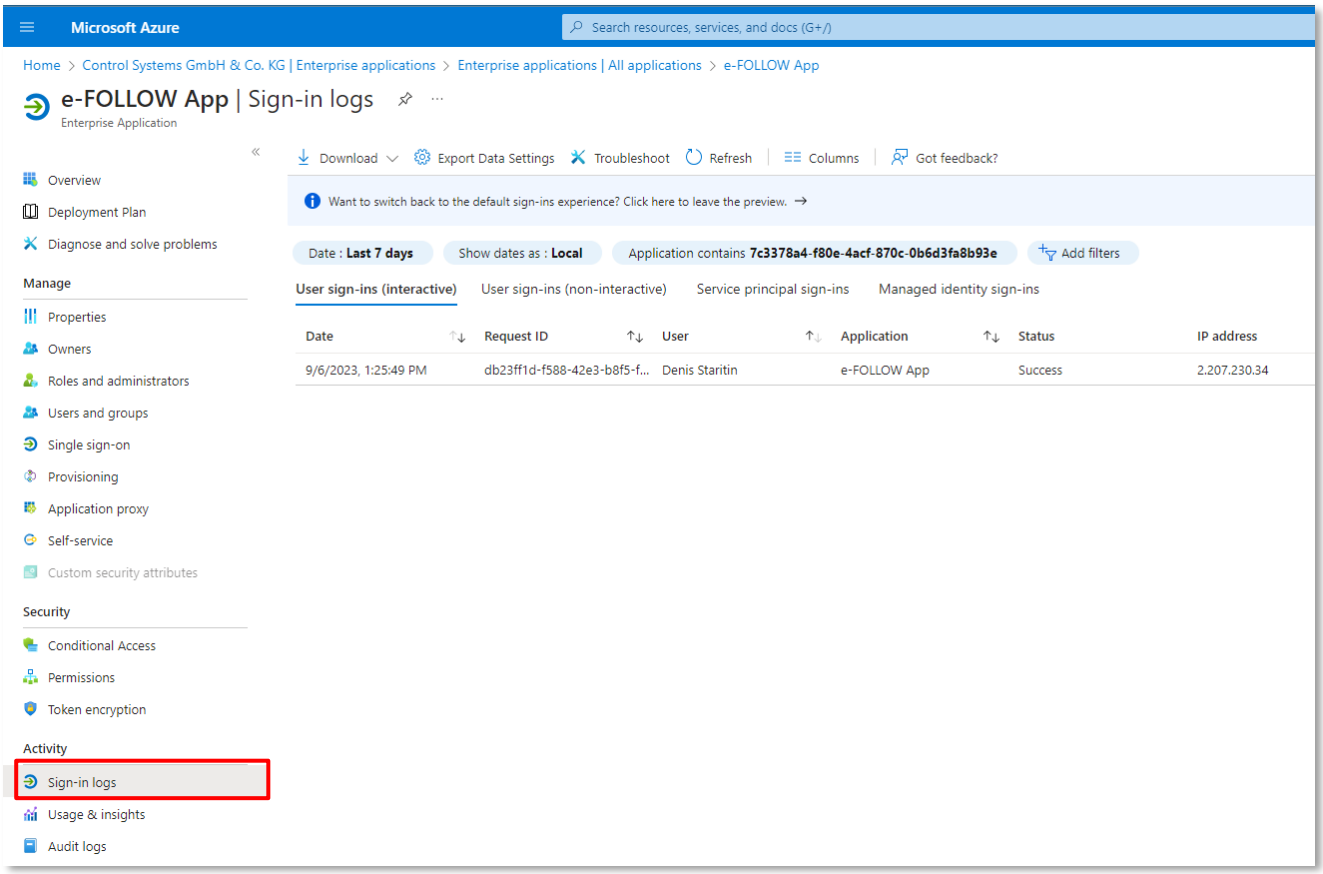


e-FOLLOW.cloud will only see this information about users (see screenshot below)

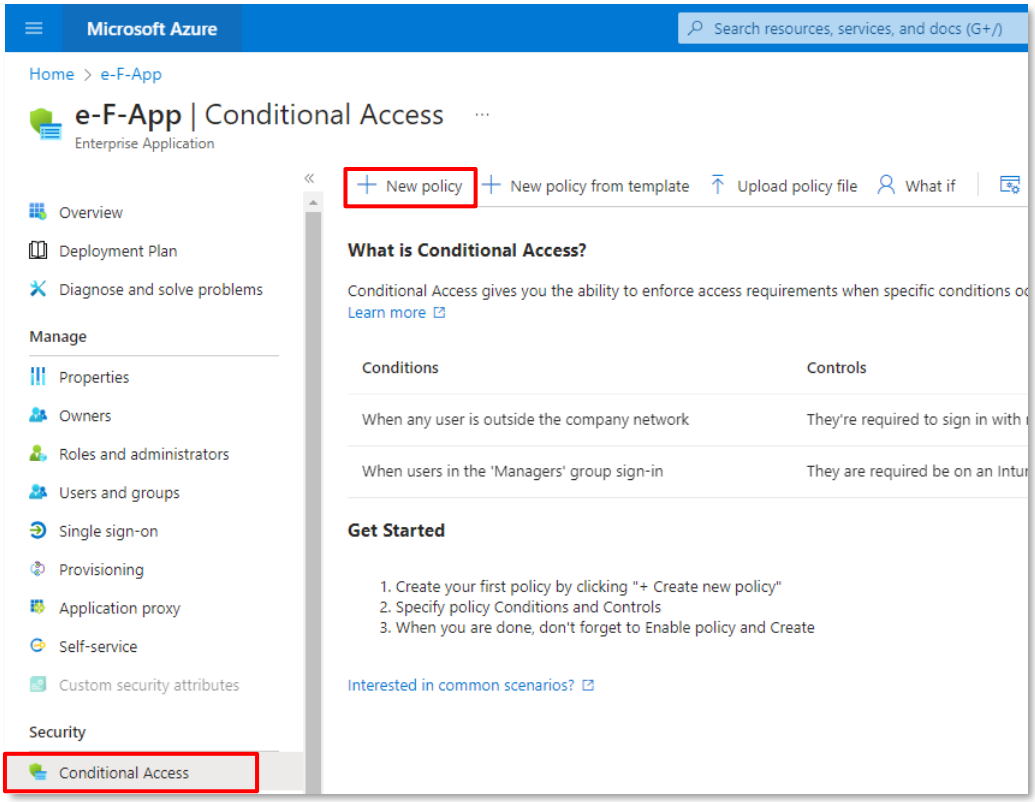


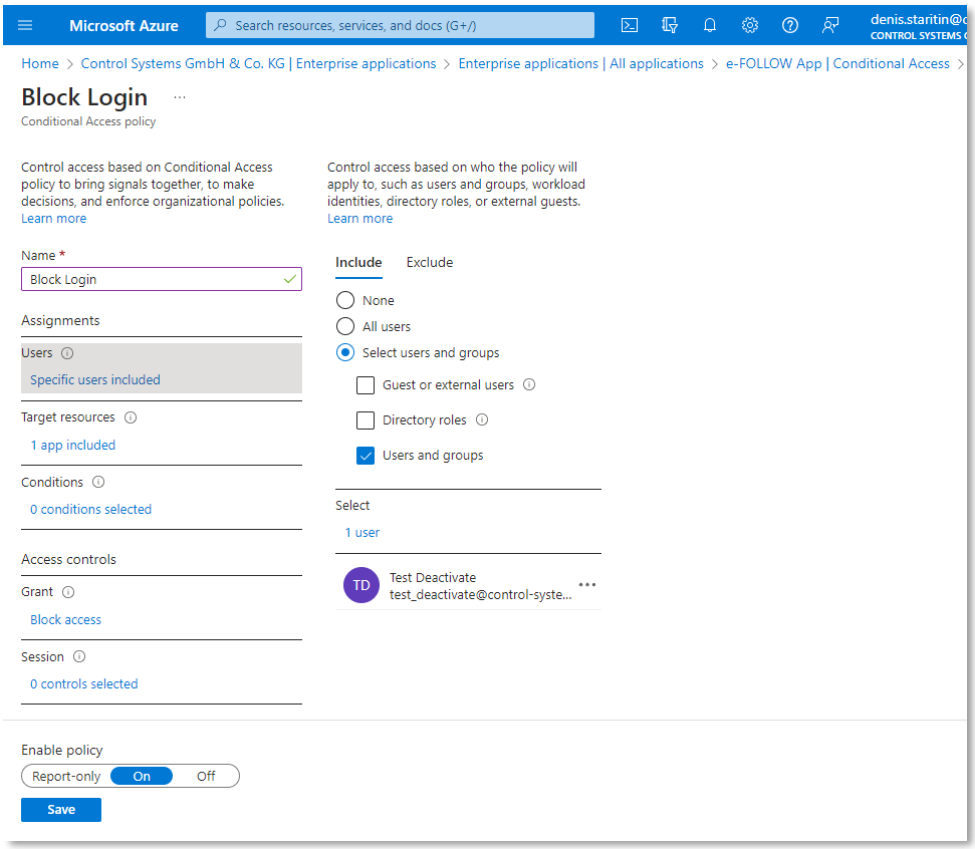
In Azure portal there is a possibility to track account logins.

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



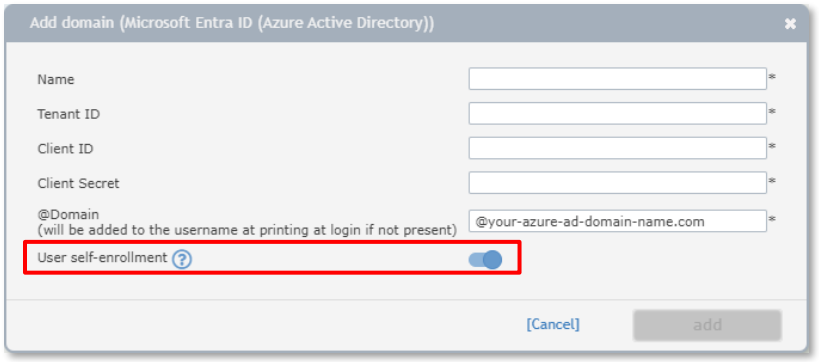
You can also filter users which can perform self-enrollment.
Therefore select Microsoft Entra ID→Enterprise applications.Then select your created App in the list.
Then select Conditional Access and create a new policy.





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

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



Name	Enter a name of your choice for the directory service
Tenant ID	Enter the Tenant ID of your AAD
Client ID	Enter the Client ID of the service you just created
Client Secret	Enter the Client Secret for the service you just created
@domain	To simplify the login, this domain-addon will be added automatically to the username at login, so the users do not necessarily need to enter their full login name e.g. **username.surname@my_domain.xxx**
User self-enrollment	Switch on User self-enrollment

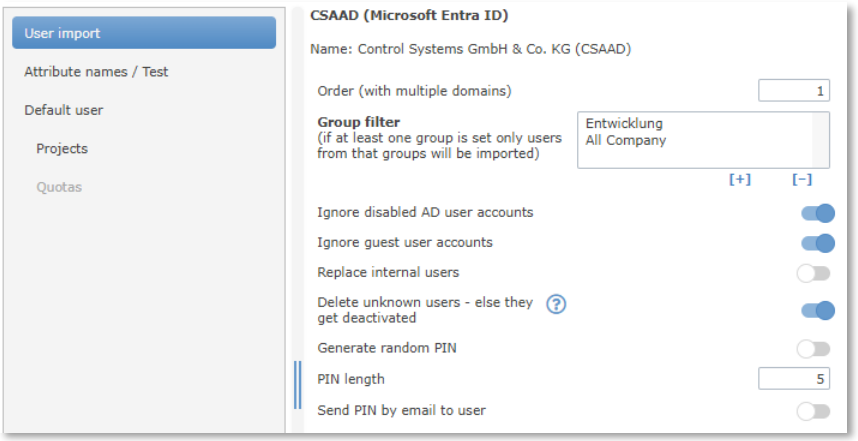
9.1.7.3 Domain - REMOVE

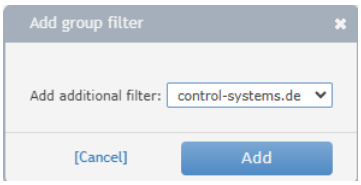
This will allow to remove a domain from e-FOLLOW.cloud.

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

9.1.7.4 Domains – User import

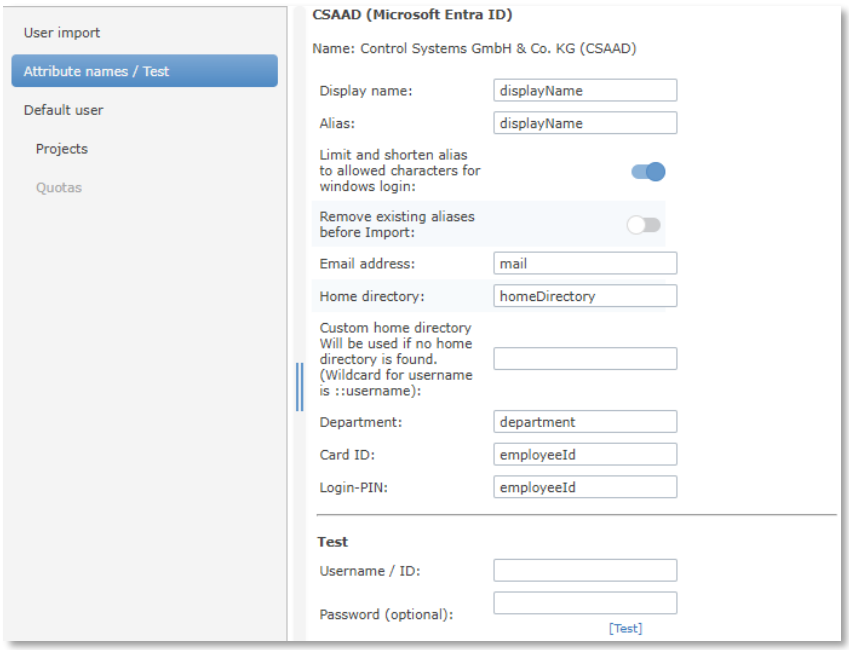
Here the synchronization options are configured.



Group filter	This allows you to import users only from specific Groups. Click to **[+]** to select a Group from your AAD . 
Ignore disabled AD accounts	If enabled, accounts that are disabled in the domain will not be imported to the e-FOLLOW.cloud database.
Ignore guest user accounts	If enabled, only 'Member' type user accounts will be imported/synchronized to the e-FOLLOW.cloud database.
Replace internal users	If enabled, internal users will be replaced by the domain users in case of identical user names (Login name / UserPrinzipalName)
Delete unknown users	Domain users that are present in the e-FOLLOW.cloud database will be removed if the corresponding account in Azure Active Directory does not exist anymore.
Generate random PIN	If enabled this will assign a random PIN to each user account
PIN length	Defines the number of digits for new PINs
Send PIN by email to user	Each user will receive an email containing the new PIN

9.1.7.5 Domains - Attribute names

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



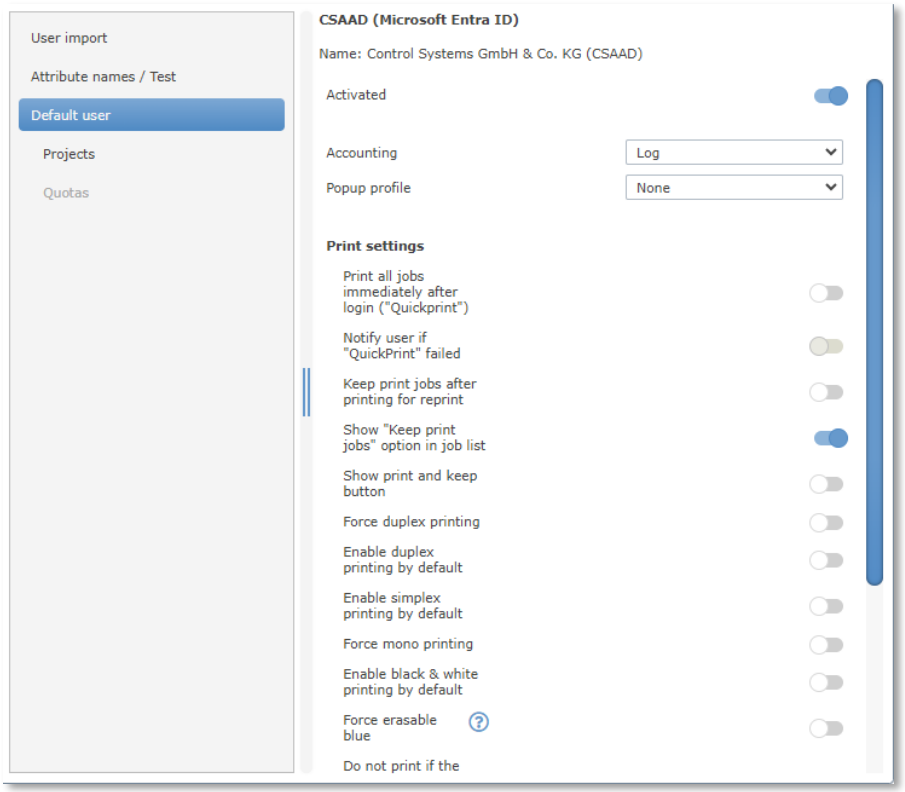
The Alias field is mandatory and essential for assigning print jobs. Opposite to local AD´s ***samAccountName***, Azure is generating the environment variable for USERNAME not according the user´s Azure UPN but according the AAD ***displayName***. This will be used in the print jobs PJL USERNAME=. To properly assign the print jobs the Alias must be set accordingly.

In case the displayName contains blank or special characters they must be removed. The displayName will also be shorten to 20 characters.
e.g. displayName in AAD = John Smith
Windows/PJL USERNAME = JohnSmith

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

9.1.7.6 Domains - Default user

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



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

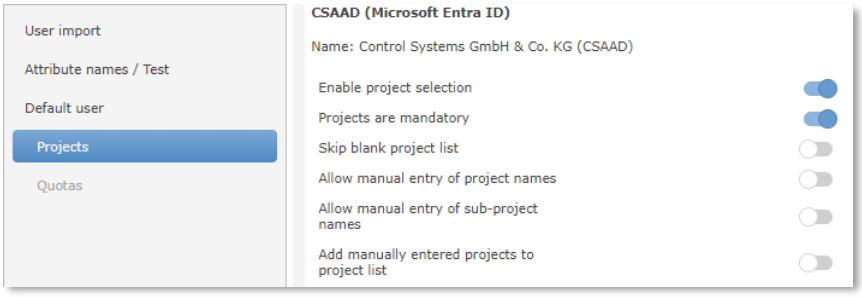
Accounting Select the accounting mode for new users. Depending the selected mode **Quota** setting are getting active.

Popup profile Select a popup profile for new users

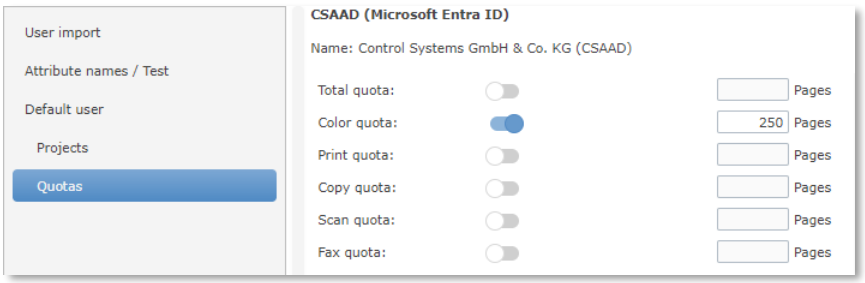
Print settings Select the print settings for new users

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

Select the default user settings for **Projects**



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



9.2 DEVICES

The devices menu contains all data and settings related to printing hardware (Toshiba e-BRIDGE Next and e-BRIDGE eSF devices) and the settings for mobile printing.

9.2.1 Virtual IPP-Queues

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

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

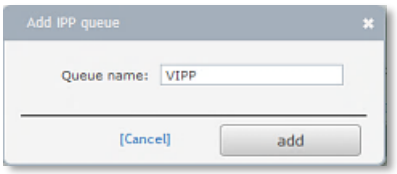
If a client is printing to a virtual IPP-Queue

- The print jobs are held in e-FOLLOW.cloud internal spooling system
- The spool files are transferred and stored encrypted
- Jobs can be released at any MFP

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

9.2.1.1 Adding virtual IPP-Queues

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



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

Share the full URL **[2]** to the users so they can create an IPP port on their clients that points to this e-FOLLOW.cloud virtual IPP queue.

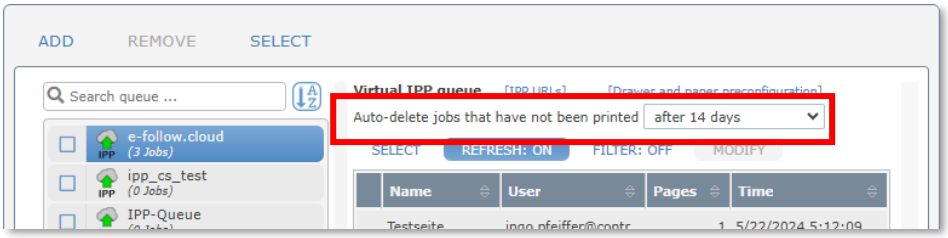
Make sure the ***Internet printing client*** is installed on the client PC. Else users cannot connect to the URL.

For Windows clients e-FOLLOW.cloud provides a convinient **IppInstaller** that allows users to simply install the IPP printer on their client – or Administrators to roll out the IPP printer to all clients.

9.2.1.2 Virtual queue properties

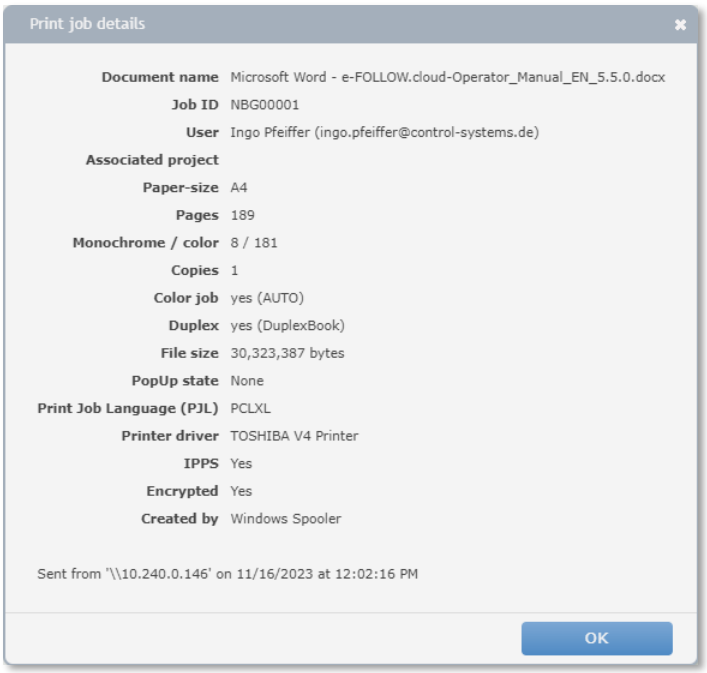
Virtual queues in e-FOLLOW.cloud are used to perform 'pull printing' or 'secure print release'. So instead of forwarding the job to the destination printer e-FOLLOW.cloud moves the jobs to an internal spooler and keeps the jobs until they are

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



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

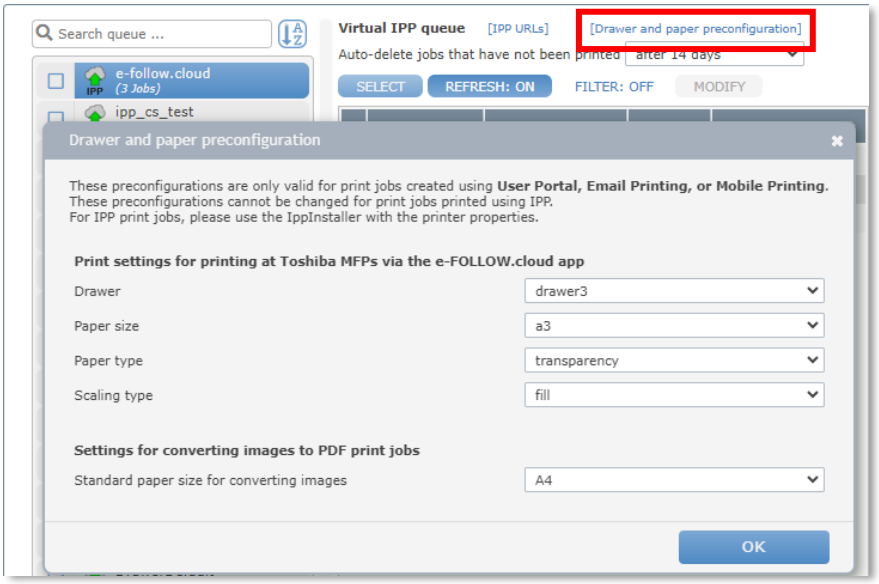
The virtual queue view shows all jobs that are currently spooled. Clicking to the job´s row will show it´s details.



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

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

9.2.1.3 Virtual Queue Drawer and paper preconfiguration



Virtual Queues can be used to receive print jobs by User Portal, Email Print or Mobile Print.

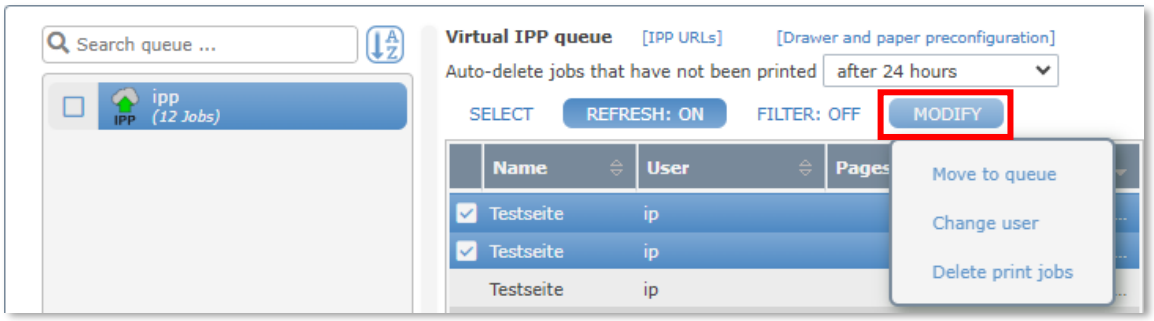
For these jobs the **drawer**, **paper size**, **paper type** and **scaling type** settings can be changed at printing by the e-FOLLOW cloud App.

In order to enable the user to print on specific drawers or with special settings, you can create several virtual queues with appropriate names.

If the user uploads images to a Virtual Queue it will be converted to a PDF print job. With the **setting for converting images to PDF print jobs** it can determined which paper format will be used for the PDF print job.

General notes for Virtual Queues:

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



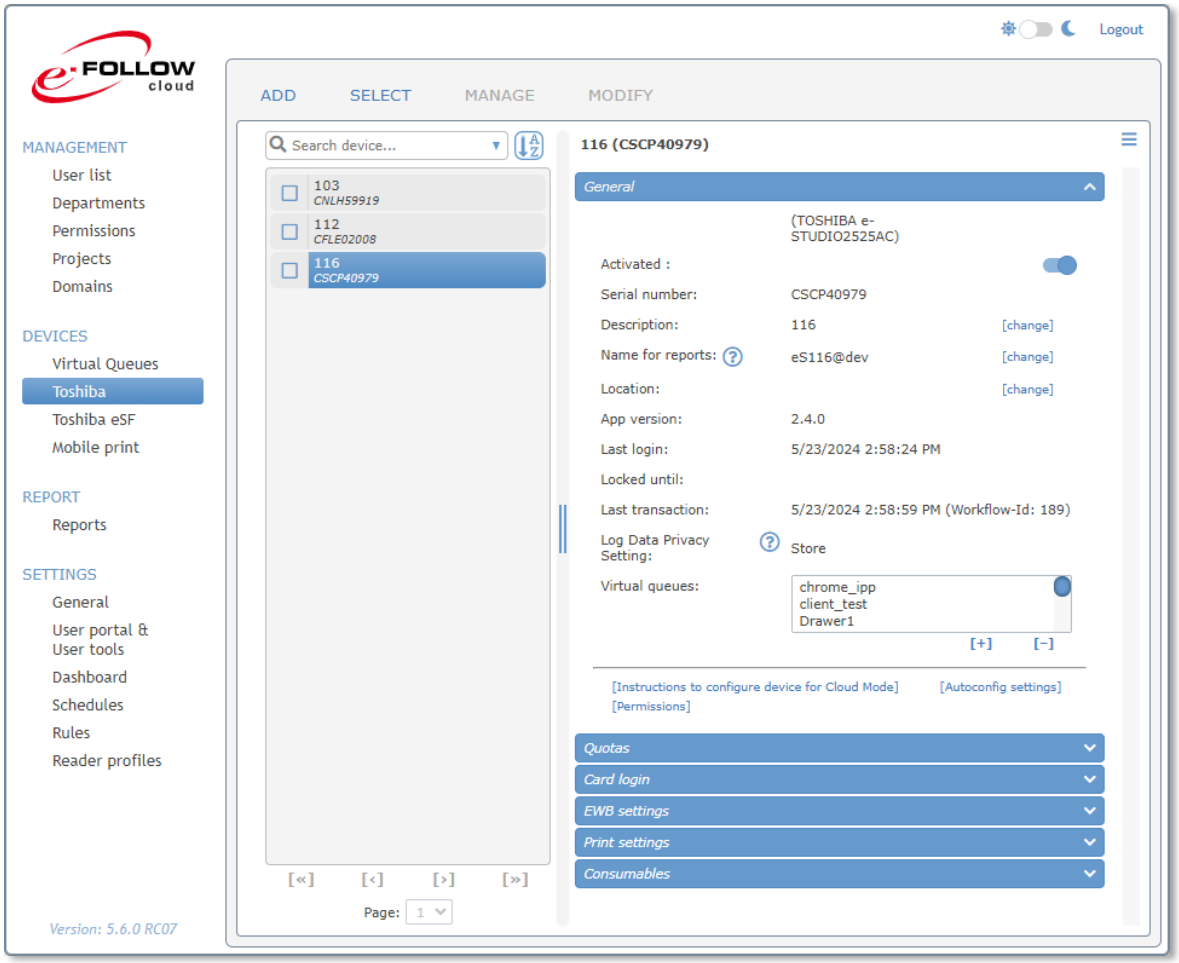
If you have selected one or multiple print job/s, the **MODIFY** option gets available. You can now

- move the selected jobs to another virtual queue
- change the user (job owner) for the selected print jobs
- delete the selected print jobs

9.2.2 Toshiba

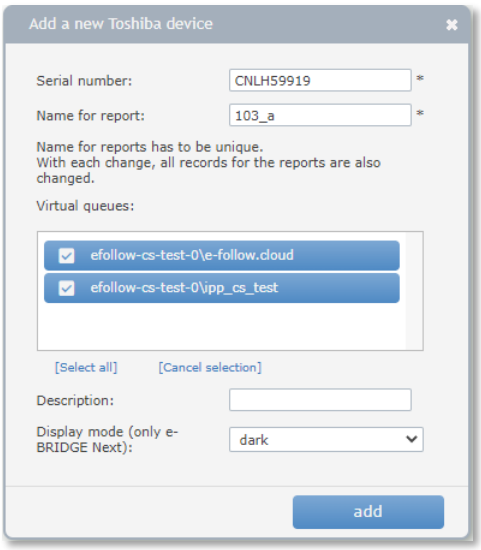
This menu shows the list of all Toshiba e-BRIDGE Next devices.

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



9.2.2.1 ADD Toshiba device

By default, Toshiba devices add themselves to the list after the embedded Application has properly been installed and started on the MFP.



Any way you can add devices manually (e.g. to prepare a customer setup and apply specific configuration)

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

Enter the **serial number** and a unique name for report for the device

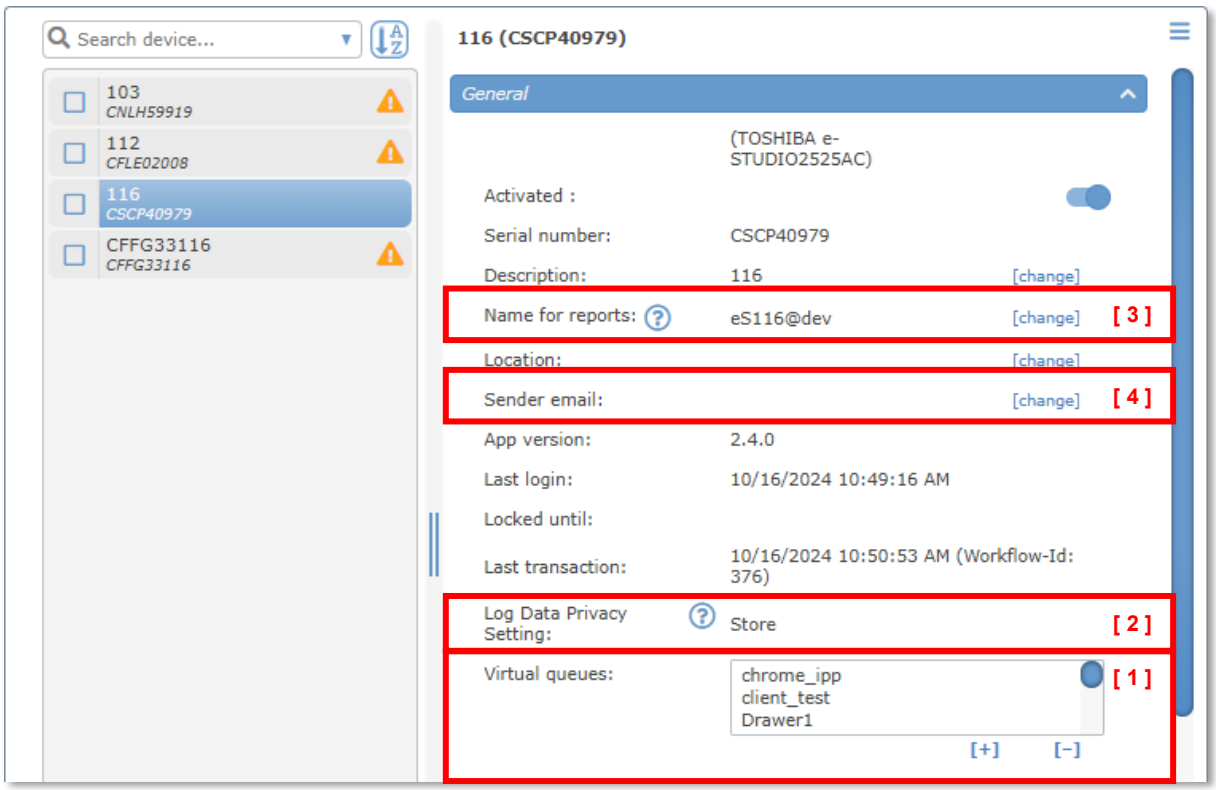
Select a virtual queue(s) for pull printing.

You can add a description to easily identify the device in the device list.

Select the Display mode – **dark** or **bright**

9.2.2.2 Edit Toshiba e-BRIDGE X/Next device

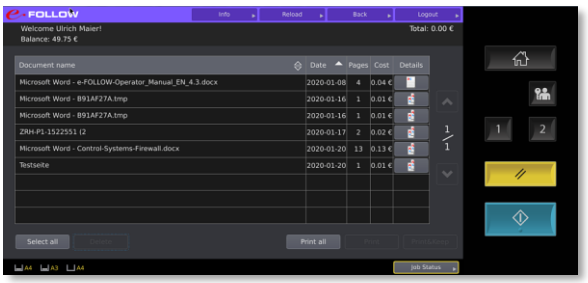
To edit the settings for a Toshiba device click to the corresponding row in the device list.



9.2.2.2.1 General Settings

The settings in the General-Tab allow modifying the description and the virtual queue settings.

[1] Virtual queues:
Here you can add / remove virtual queues for that device.
When a user is logging in to that MFP e-FOLLOW.cloud will check these virtual queues for print jobs for that user and add them to the print release list.



[2] Log Data Privacy Setting
Here you can see the setting, which was set by the auto configuration (Settings→General→Auto configuration). It controlls if job data from the MFP should be stored for accounting or not. Beside from this there are additional settings at Settings→General→Data protection.

- **Store**
  Job accounting is enabled for e-BRIDGE devices.

- **Not to Store**
  No job accounting for e-BRIDGE devices.

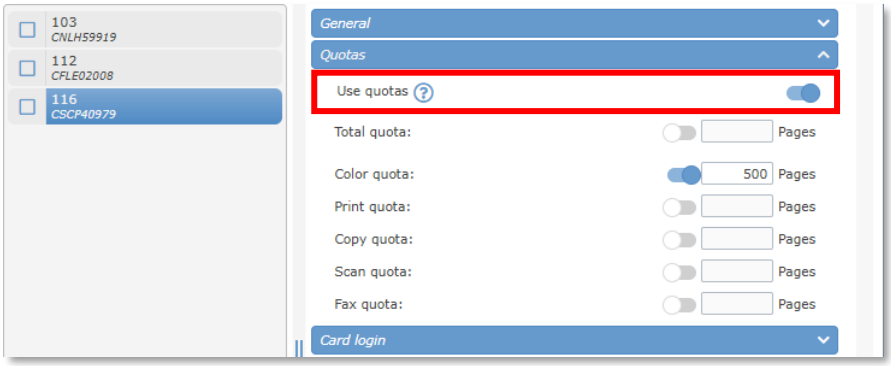
[3] Name for Report
Unique device name for all job records for reporting. When the **Name for reports** is changed, all records are automatically updated.

[4] Sender email
Has priority over the email address of the user. Is requested by the MFP at login.

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

9.2.2.2.2 Quotas

e-FOLLOW.cloud allows to control the usage of devices by setting quotas for color, prints, copies, scans and faxes.
Quotas are only checked at user login at the MFP. They are not used to interupt jobs. Therefore it is possible for users to have negative quotas.



To enable device quotas, check the "Use quotas" button.

You now can individually enable the different quotas and enter the appropriate page numbers. Quotas that are unchecked allow unlimited use.

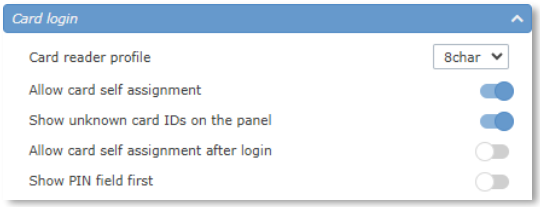
Attention
Quotas can also be set for Departments and Users. So it might happen that even if the user still has e.g. color quota available he can´t do color prints or copies if the color quota of his department or the color quota of the device is used up.

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

9.2.2.2.3 Card login

Here you can modify the settings that are related to card reader usage.

Card reader profile:
reader profiles are used to convert the strings read from a card. Reader Profiles can be created in -> SETTINGS -> Reader profiles



Show unknown card IDs on panel:
this defines if the IDs of unknown cards are shown in clear on the device panel.

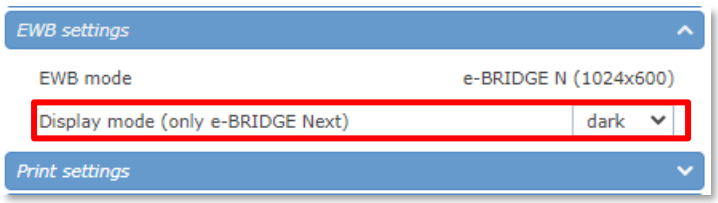
Allow card self-association:
if enabled this function will allow users to assign unknown card IDs to their account by entering their user credentials (username & password)

Allow card self-association after login
This will enable the option to self-associate a card from the Selection screen or print job list after the user has logged in.

Show PIN filed first
If enabled the user will be prompted with the PIN-Authentication first (instead of username & password) when associating a new card to his account.

9.2.2.2.4 EWB settings

Here you can modify the EWB appearance.

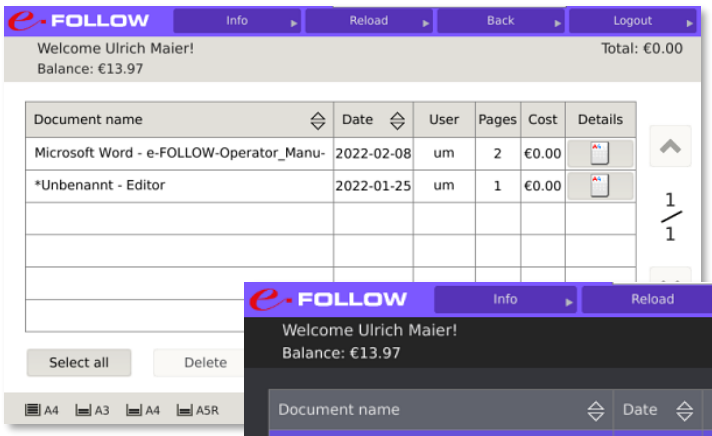


EWB mode

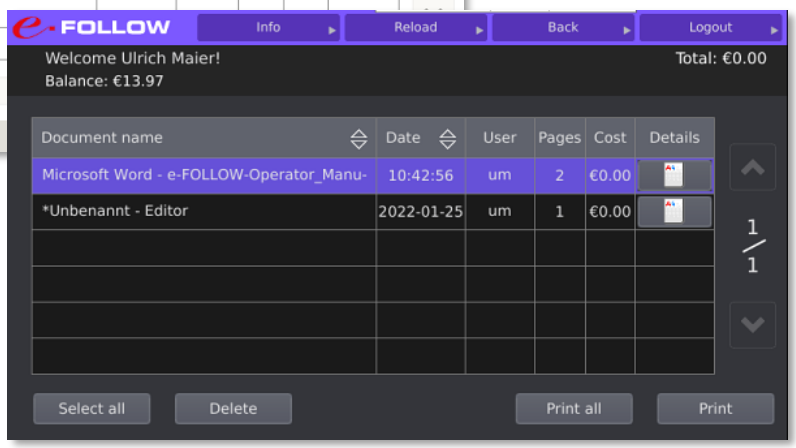
Here you can check in which mode the websites for the device EWB is displayed.

Display mode

For e-BRIDGE Next device the display mode of the e-FOLLOW.cloud application can be switched between dark-mode (default) and bright-mode.



bright-mode

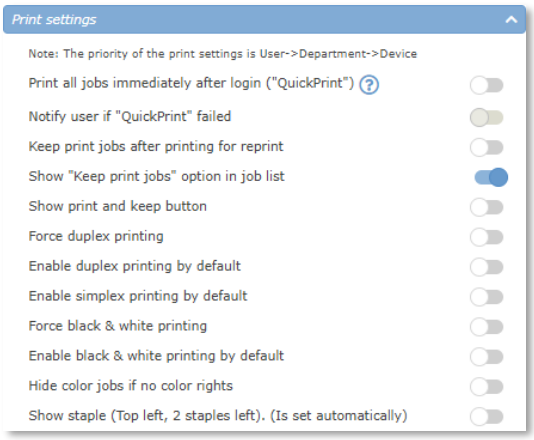


dark-mode

9.2.2.2.5 Print settings

The settings in this section will have impact on the handling and release of print jobs.

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



Attention
Users are not able to individually select jobs for printing when QuickPrint is enabled.

Notify user if QuickPrint fails:
In case one or more jobs could not be printed – e.g. due to missing permission or quota – the user will be notified by email.

Keep print jobs after printing for reprint:
If enabled print jobs will not be deleted after printing. They will be kept in the virtual queue so they can be reprinted at a later time.

Show "Keep print jobs" option in job list:
If this option is enabled, the user can select for each job if it shall be kept for reprinting or immediately deleted after printing. A flag in the job list is accessible for each job.

Show print and keep button
If this option is enabled an additional print & keep button will be shown below the print job list. Releasing jobs by pressing this button will force the keep job for reprint option – independent of the individual print job settings.

Force duplex printing / black & white printing / erasable blue printing:
These options allow the administrator to force printing of each job in duplex and/or black & white / erasable blue.

Attention
If enabled it is impossible for users to print documents in simplex mode or in color on this device.

Enable duplex / simplex / black & white printing by default
In case the Force duplex, Force black & white is set to off, you can configure if as default these settings (duplex, simplex, b&w / erasable blue) are enabled when the user is logging in.
In contrast to the "Force" -settings, these can be changed by the users.

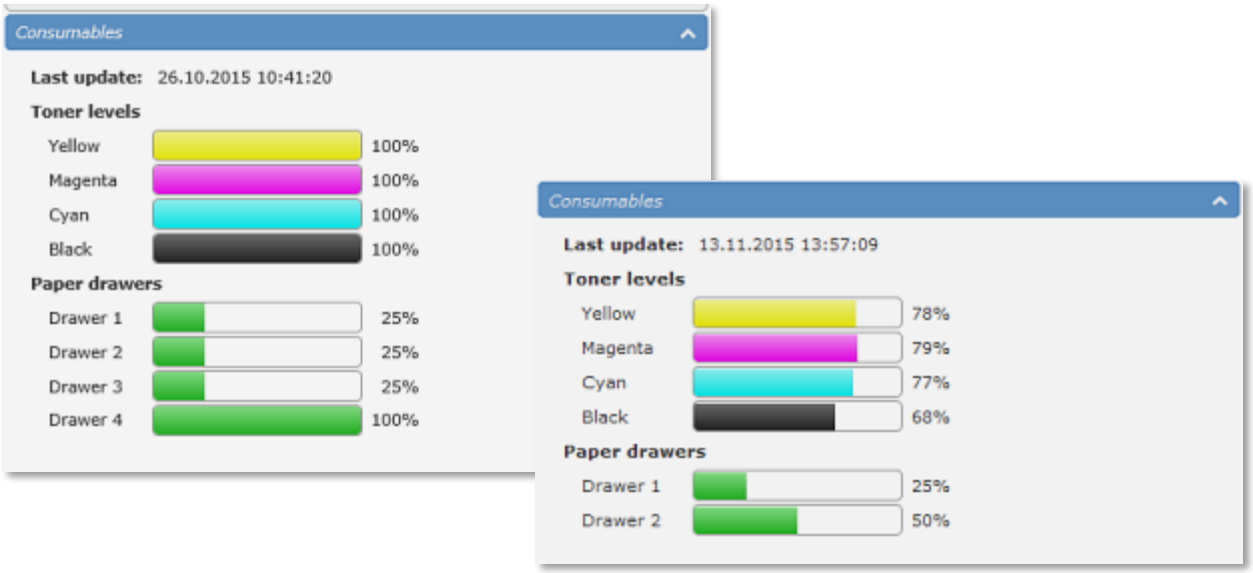
Show staple
When the device is equipped with a staple unit, stapling options (top left & 2 staples left) are added to the job details settings in EWB.

This is only an information and cannot be switched on/off.
If none of the options is selected in job details, the original stapling settings as set via printer driver are valid.

Hide color jobs if no color rights
If enabled, color jobs will not appear in the job list if the user has no permission to print color on this device. Else color jobs will be printed in BW.

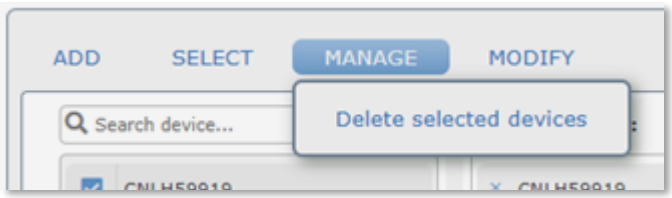
9.2.2.2.6 Consumables

Here you can see the status of the device´s toner and paper level.



9.2.2.3 MANAGE Toshiba devices

When selecting one or multiple Toshiba devices the **MANAGE** option gets available.

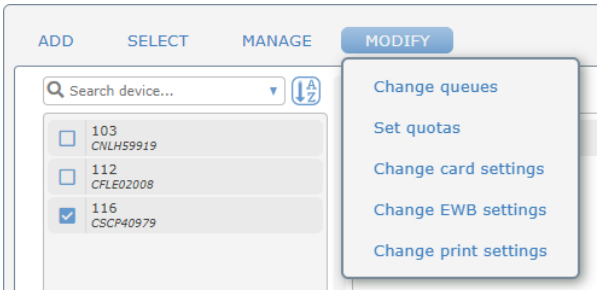


You now have the possibility to

- remove the selected devices from the list

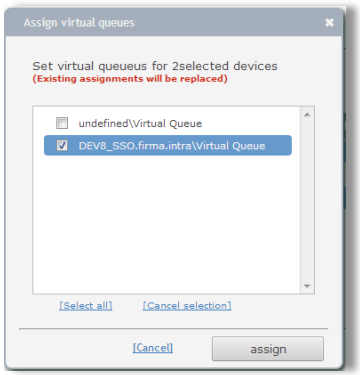
9.2.2.4 MODIFY Toshiba devices

When selecting one or multiple Toshiba devices the **MODIFY** option gets available. These options are very helpful to perform modifications for multiple devices in one single step.



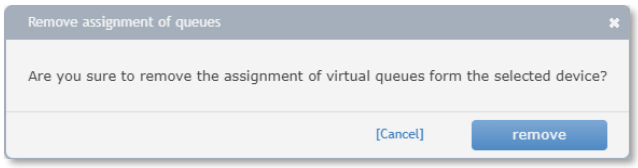
Change queues
You now have the possibility to assign virtual queues to the selected devices or to remove all assigned virtual queues from the selected devices.

Assign virtual queues
This option allows assigning one or multiple virtual queue/s to the selected Toshiba devices in one step.



Attention
this action will replace existing assignments of virtual queues.

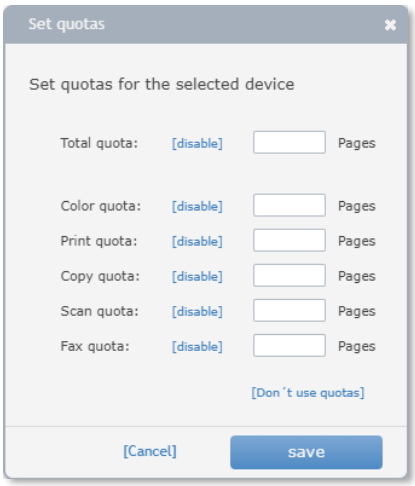
Remove assigned virtual queues
This option will remove all assigned virtual queues from the selected Toshiba devices.



Attention
Make sure to assign at least one virtual queue to each Toshiba device. Else it will not be possible to release print jobs.

Set quotas
Here you can set quotas for the selected Toshiba devices. If you do not wish to use quotas for a certain function - e.g. faxing, scanning - you can disable the use of quotas by clicking to **[disable]**.

This will make the selected function 'unlimited'.

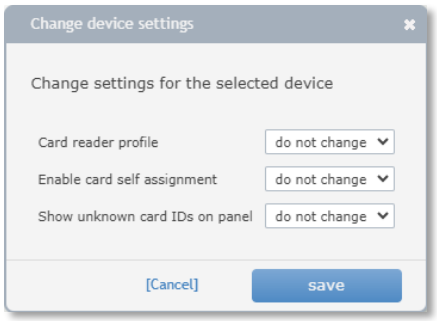


Change settings

This is a powerful method to change the settings for multiple Toshiba devices.

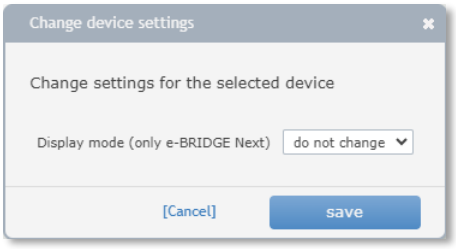
You have quick access to all settings as per individual device

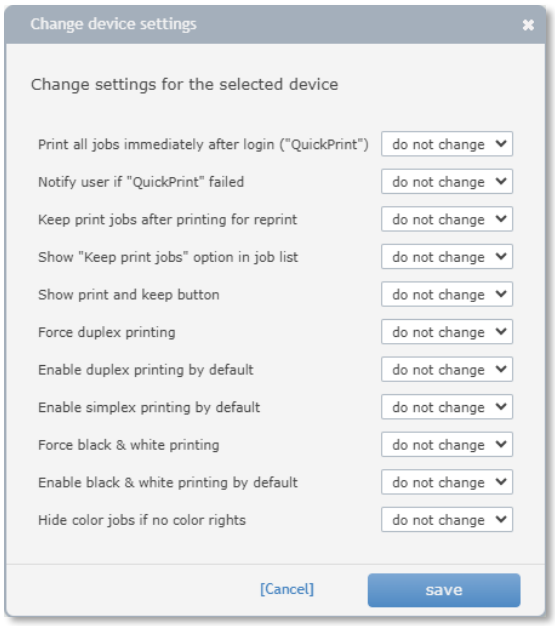
- **Card login** settings
- **EWB settings**
- **Print settings**



Generally, the pull downs offer three options:

- **do not change** - the current status keeps valid
- **enable** - enables the function
- **disable** - disables the function

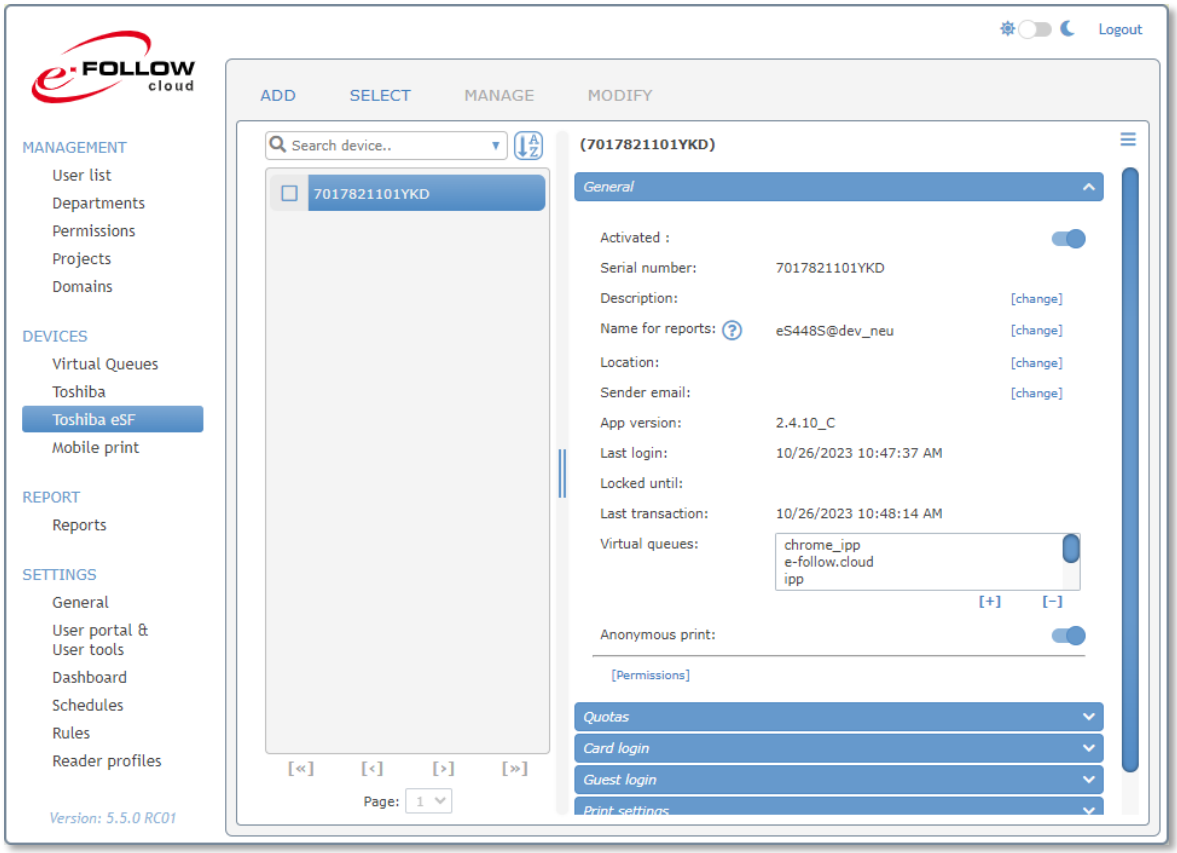




9.2.3 Toshiba eSF

This menu shows the list of all Toshiba eSF.

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



9.2.3.1 ADD Toshiba eSF device

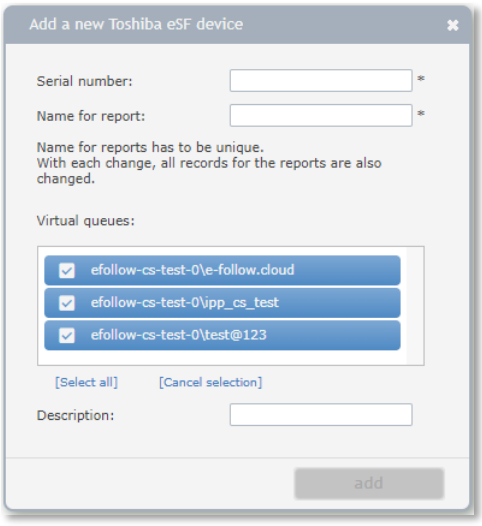
By default, Toshiba devices add themselves to the list after the embedded Application has properly be installed and started on the MFP.

Any way you can add devices manually (e.g. to prepare a customer setup and apply specific configuration)

To add a new Toshiba eSF device to the list click to **ADD** .

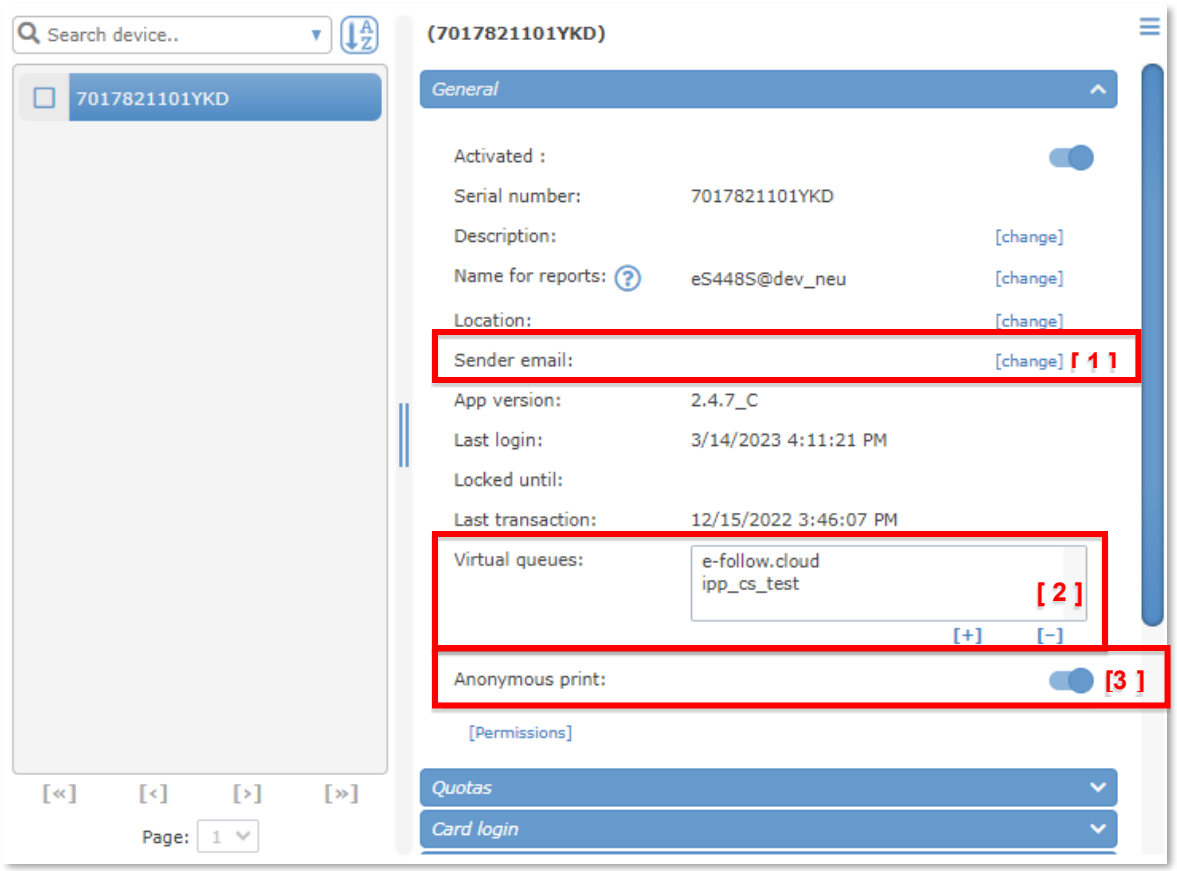
Enter the **serial number** and the **name for report** of the device.

Select a virtual queue for pull printing.
You may add a description for the new device (e.g. place of location).



9.2.3.2 Edit Toshiba eSF device

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



9.2.3.2.1 General Settings

The settings in the General-Tab allow modifying the description, name for reports, location, sender email and the virtual queue settings.

[1] Sender email:
Here you can define a sender email-address for this device. If left blank the current user´s email address will be set as from-address.

[2] Virtual queues:
Here you can add / remove virtual queues for that device.

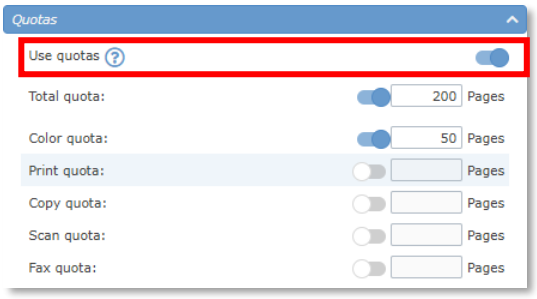
[3] Anonymous print:
This option allows printing of jobs that do not have a PJL header referring to the job owner. The printer will see this job as 'anonymous' and therefore cannot be accounted for the real job owner. By default, e-FOLLOW.cloud will deny printing these kind of jobs.

Attention
If you allow Anonymous print the jobs will not be accounted / charged to a user.

[Permissions]

This leads you to the permission settings page as described above. (see Permissions)

9.2.3.2.2 Quotas



e-FOLLOW.cloud allows to control the usage of devices by setting quotas for color, prints, copies, scans and faxes.

To enable device quotas, check the "Use quotas" button.

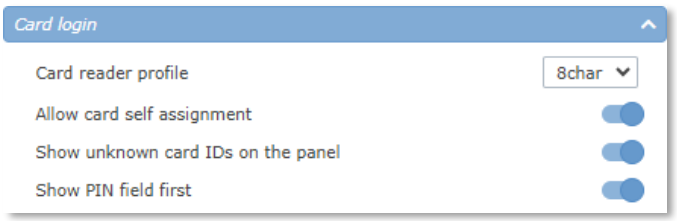
You now can individually enable the different quotas and enter the appropriate page numbers. Quotas that are unchecked allow unlimited use.

Attention
Quotas can also be set for Departments and Users. So it might happen that even if the user still has e.g. color quota available he can´t do color prints or copies if the color quota of his department or the color quota of the device is used up.

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

9.2.3.2.3 Card login

Here you can modify the settings that are related to card reader usage.



Card reader profile:
reader profiles are used to convert the strings read from a card. Reader Profiles can be created in
-> SETTINGS -> Reader profiles

Allow card self-association
if enabled this function will allow users to assign unknown card IDs to their account by entering their user credentials (e.g. username & password)

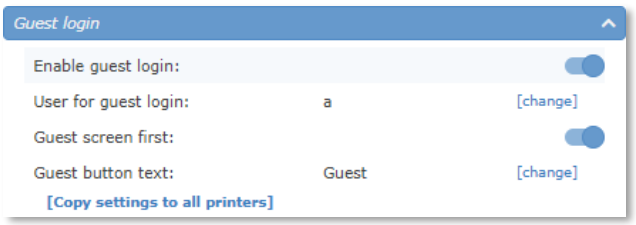
Show unknown card IDs in the panel
If enabled the card ID of a new unknown card is show in clear on the panel during the card self-association process. Else the card IDs are starred out.

Show PIN filed first
If enabled the user will be prompted with the PIN-Authentication first (instead of username & password) when associating a new card to his account.

9.2.3.2.4 Guest login

e-FOLLOW.cloud allows users that do not have an account to use the eSF devices. Therefore, a special Guest Login can be enabled.

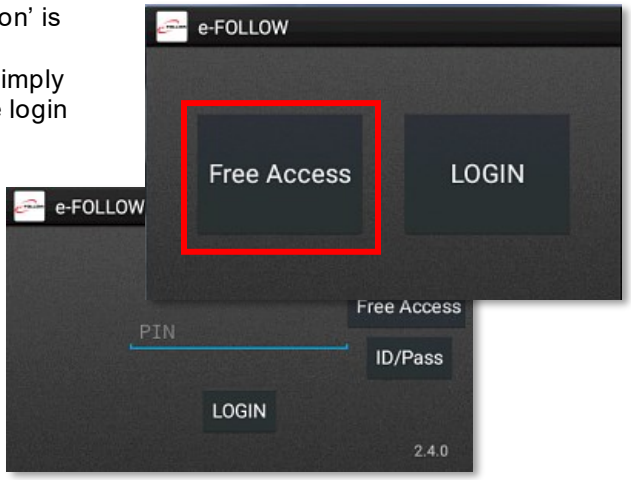
Enable guest login: here you can eneable / disable the guest login option



User for guest login: select a user that is used when a guest is logging in.
To assign transaction and apply permission or quotas a specific user must be selected as 'guest user'.

It is recommended to create an internal user (e.g. 'guest') that is used when logging in as guest. If required, you can assign individual guest users to each eSF device.

Guest screen first: if enabled a large 'guest button' is shown at the login screen.
If users need/want to login to their account they simply swipe their card or press "LOGIN" to switch to the login screen,



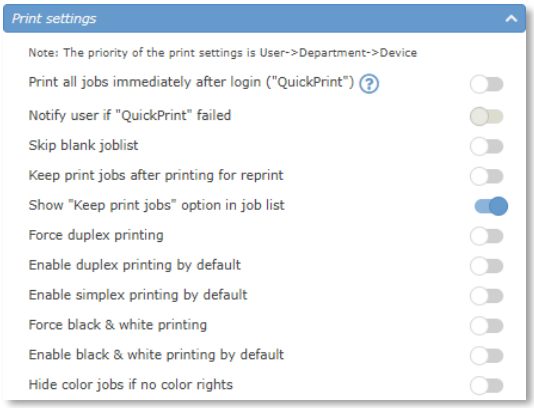
Guest button text: here you can modify the text for the guest button (e.g. Free Access)

[Copy settings to all printers]
Pressing this link will copy the current guest login settings to all Toshiba eSF devices.

9.2.3.2.5 Print settings

The settings in this section will have impact on the handling and release of print jobs.

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



Attention
Users are not able to individually select jobs for printing when QuickPrint is enabled.

Notify user if QuickPrint fails:
In case one or more jobs could not be printed – e.g. due to missing permission or quota – the user will be notified by email.

Skip blank job list
If enabled, the joblist will not be shown after login if there are not print jobs pending on the server. The user will be directly lead to the device home screen instead.

Keep print jobs after printing for reprint:
If enabled print jobs will not be deleted after printing. They will be kept in the virtual queue so they can be reprinted at a later time.

Show "Keep print jobs" option in job list:

If this option is enabled, the user can select for each job if it shall be kept for reprinting or immediately deleted after printing. A flag in the job list is accessible for each job.

Force duplex printing / black & white printing:
These options allow the administrator to force printing of each job in duplex and/or black & white / erasable blue.

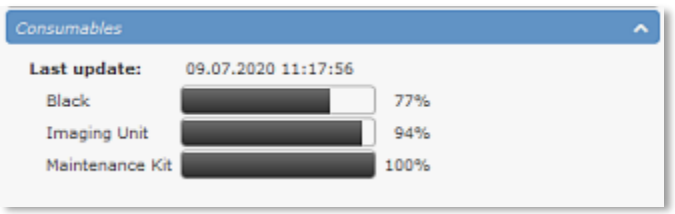
Attention
If enabled it is impossible for users to print documents in simplex mode or in color on this device.

Enable duplex / simplex / black & white printing by default
In case the Force duplex, Force black & white option is set to off, you can configure if as default setting. So Duplex / Simplex / B&W is enabled when the user is logging in.
In contrast to the "Force.." setting, this can be changed back to color by the users.

Hide color jobs if no color rights
If enabled, color jobs will not appear in the job list if the user has no permission to print color on this device. Else color jobs will be printed in BW.

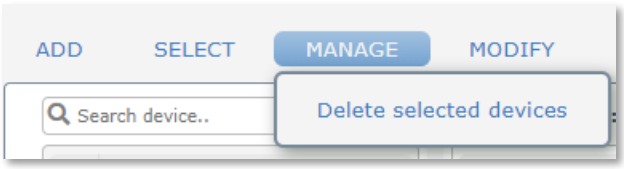
9.2.3.2.6 Consumables

Here you can see the status of the device´s toner and consumables level.



9.2.3.3 MANAGE Toshiba eSF devices

When selecting one or multiple Toshiba devices the **MANAGE** option gets available.

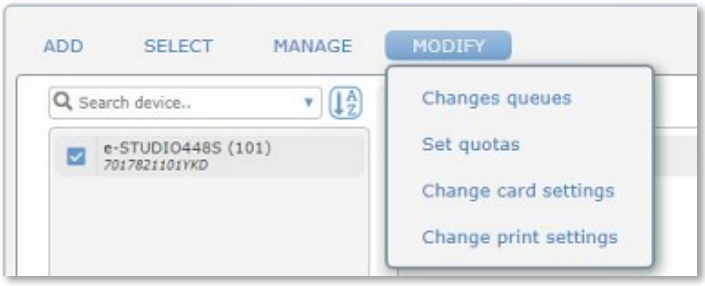


You now have the possibility to

- remove the selected devices from the list

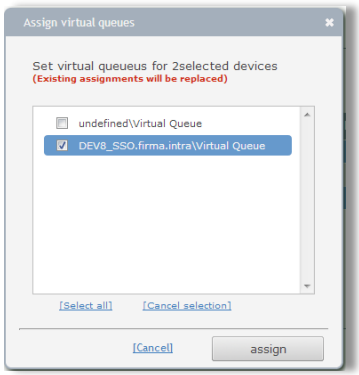
9.2.3.4 MODIFY Toshiba eSF devices

When selecting one or multiple Toshiba devices the **MODIFY** option gets available. These options are very helpful to perform modifications for multiple devices in one single step.



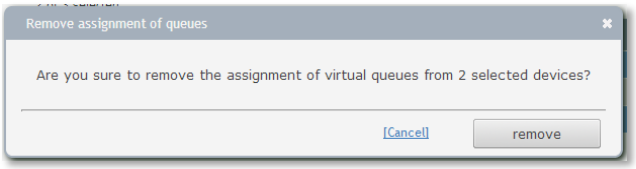
Change queues
You now have the possibility to assign virtual queues to the selected devices or to remove all assigned virtual queues from the selected devices.

Assign virtual queues
This option allows assigning one or multiple virtual queue/s to the selected Toshiba devices in one step.



Attention
this action will replace existing assignments of virtual queues.

Remove assigned virtual queues
This option will remove all assigned virtual queues from the selected Toshiba devices.

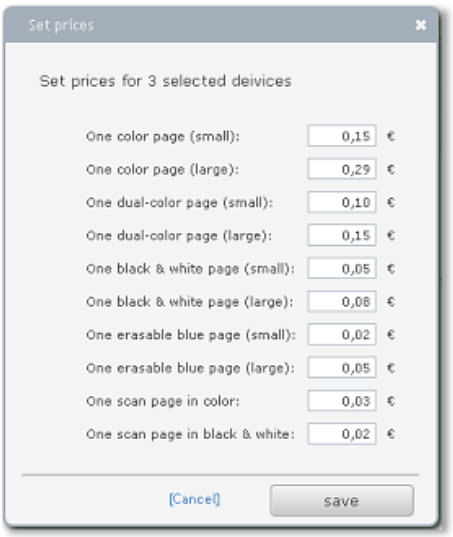


Attention
Make sure to assign at least one virtual queue to each Toshiba device. Else it will not be possible to release print jobs.

Set quotas
Here you can set quotas for the selected Toshiba devices. If you do not wish to use quotas for a certain function - e.g. faxing, scanning - you can disable the use of quotas by clicking to **[disable]**.

This will make the selected function 'unlimited'.

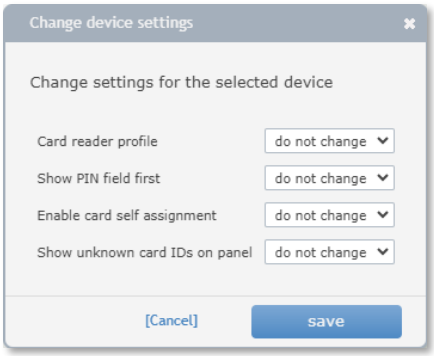
Quotas are only checked at user login at the MFP. They are not used to interupt jobs. Therefore it is possible for users to have negative quotas.



Modify settings
This is a powerful method to change the settings for multiple Toshiba eSF devices.

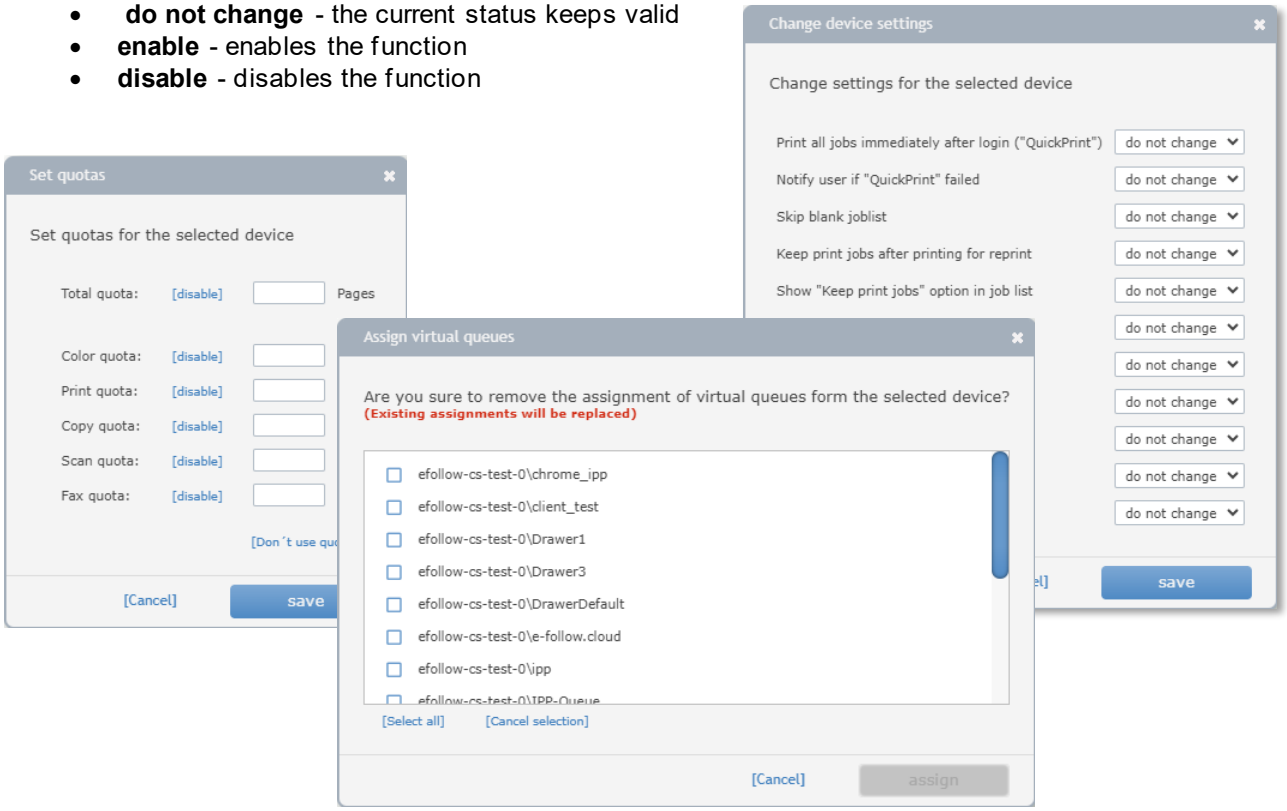
You have quick access to all settings as per individual device

- **Queue** settings
- **Quota** settings
- **Card login** settings
- **Print settings**



Generally, the pull downs offer three options:

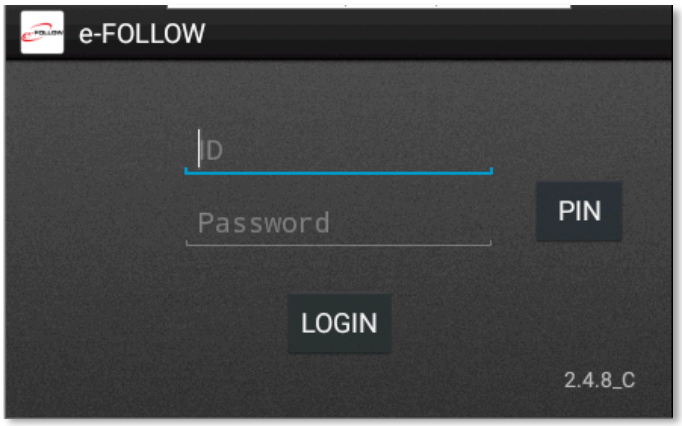
- **do not change** - the current status keeps valid
- **enable** - enables the function
- **disable** - disables the function



9.2.3.5 Updating eSF – App

By default, the e-FOLLOW.cloud instance contains the latest eSF-App in → Settings → General → Instructions & Configuration

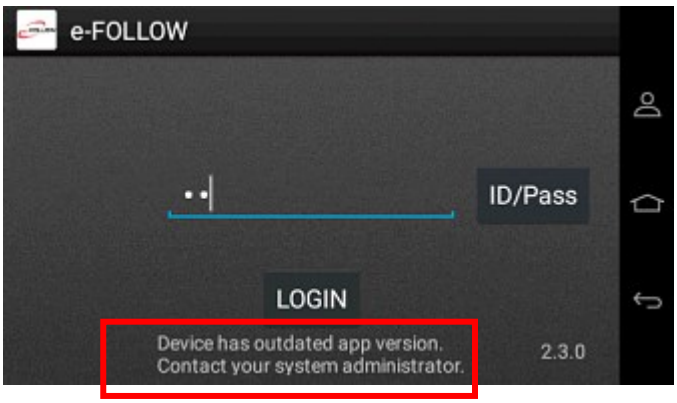
The current version of the installed App is shown on the login screen.



If the version number does not end with _C (like 2.4.8_C) the app must be renewed by logging out or MFP restart.

To guarantee unrestricted functionality it is mandatory that the latest eSF App version is installed on the devices. If a deprecated version of the e-FOLLOW.cloud eSF App is installed on the MFP the users are not allowed to login.

A corresponding message is shown on the device when trying to login.



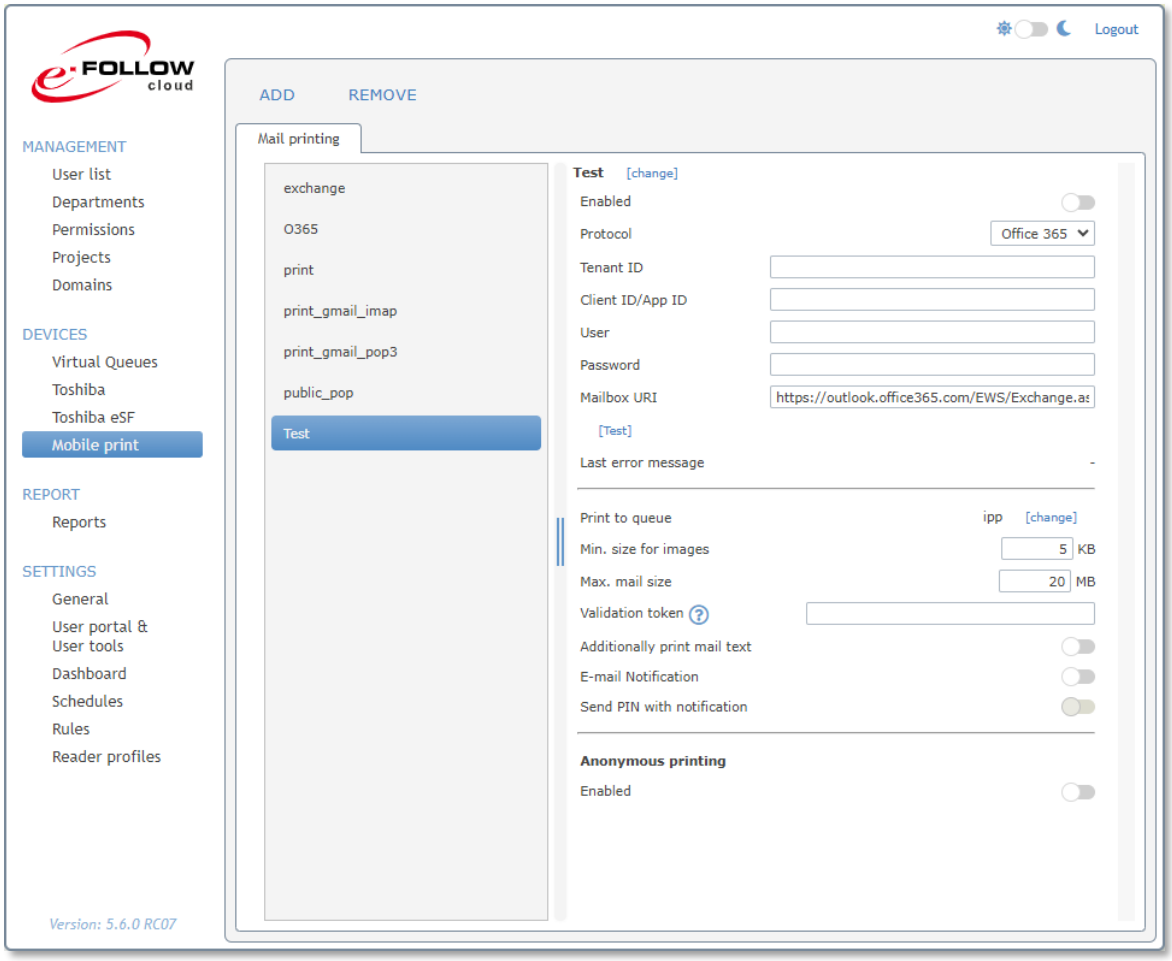
In the e-FOLLOW.cloud Event Log you will also find a corresponding Warning.

9.2.4 Mobile print

e-FOLLOW.cloud allows users to send documents for printing via email from any (mobile) device. Most common office file formats, images and PDF are supported.

9.2.4.1 E-Mail printing

E-mail printing is very convenient way to send documents for printing as almost every device with an internet or WLAN connection is capable to send out emails.



Therefore, e-FOLLOW.cloud can constantly check one or more email accounts of different type (IMAP, POP3, Exchange or Office 365).

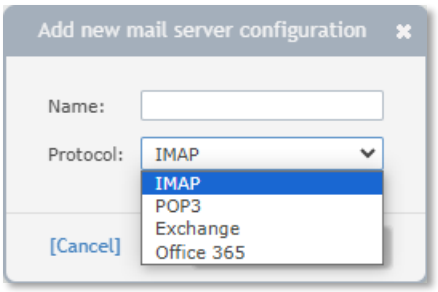
e-FOLLOW.cloud separates the attachments and processes them into a print job. All common file formats are supported.

PDF	PDF
Words:	DOC, DOCX, XML, RTF, HTML, XHTML, MHTML, ODT, XPS, SWF, TXT, EPUB
Cells:	XLS, XLSX, XLSM, XLSB, ODS, CSV
Slides:	PPT, POT, PPS, PPTX, POTX, PPSX, ODP, PPTM
Images:	GIF, JPG, JPEG, PNG, TIFF, TIF, BMP, EMF, EXIF, ICO, ICON, WMF

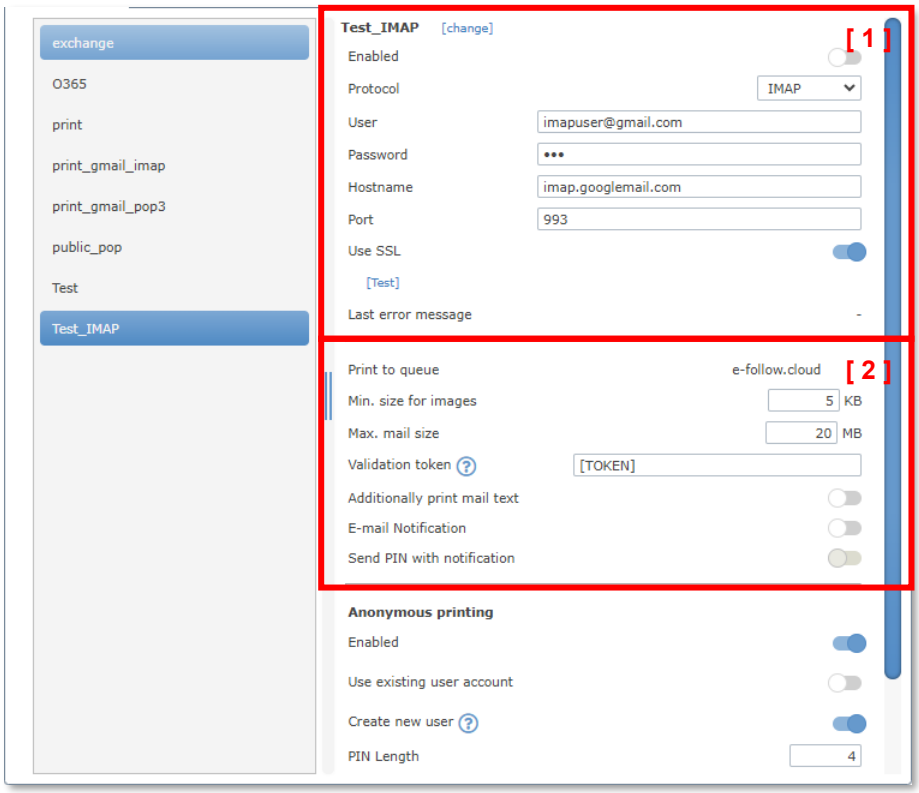
If Anonymous mode is disabled e-FOLLOW.cloud accepts only emails from known senders. So the sender´s email address must be identical to one of the email addresses stored in the user database. If a sender address is unknown the email will not be processed and deleted.

Click to **ADD** to add a new email account to be monitored by e-FOLLOW.cloud.

Enter a name for this account and d select the account type (IMAP, POP3, Exchange or Office 365).



Depending the account type you need to enter the account credentials:

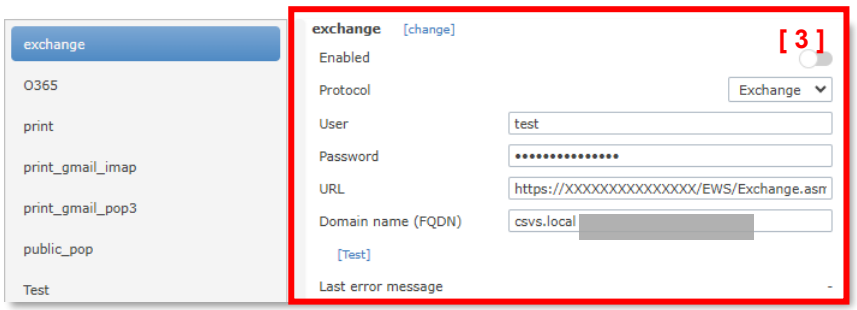


[1] - IMAP/POP3

User	Enter the username for this email account
Password	Enter the password to login to the account
Hostname	Enter the hostname or IP address of the email server
Port	Port number of the server (the default values for IMAP and POP3 usually work fine)
Use SSL	Enable to connect via secure SSL connection
Last error message	If an error while retrieving email occurs, the error message is shown here.

[3] - Exchange

The settings for an exchange account are different from the above.



User	Enter the username for this email account
Password	Enter the password to login to the account
URL	Enter the correct URL for the web access of your Exchange server
Domain	Enter the name of your exchange´s domain

To determine the correct **URL for the Exchange Web Service** (EWS) of your server you may logon to your exchange server and enter below power-shell command.

Get-WebServicesVirtualDirectory |Select name, *url* | fl

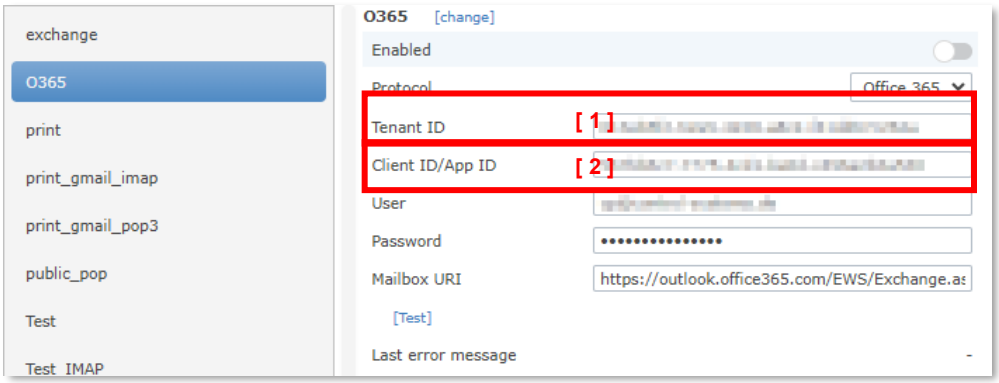
[2] - The following settings determine the processing and routing of the mails.

Print to queue	This is the queue the processed document will be sent to. By default the (first) virtual queue is pre-selected
Min. size for images	This value avoids print out of small images like logos or icons
Max. mail size	As processing of jobs needs some resources the size of emails can be limited.
Validation token	This is a security feature to avoid SPAM. If you enter any string here all emails´ subject must begin with this string.
Additionally print text	If enabled not only the attachment will be processed but also the email (body) itself.
E-Mail notification	If enabled the sender will receive a confirmation email with the status of the transmitted job.
Send PIN with notification	If enabled the mail sent will contain the user´s login PIN

Changing the output queue from a virtual queue to a direct queue will lead to an immediate printout of the documents.

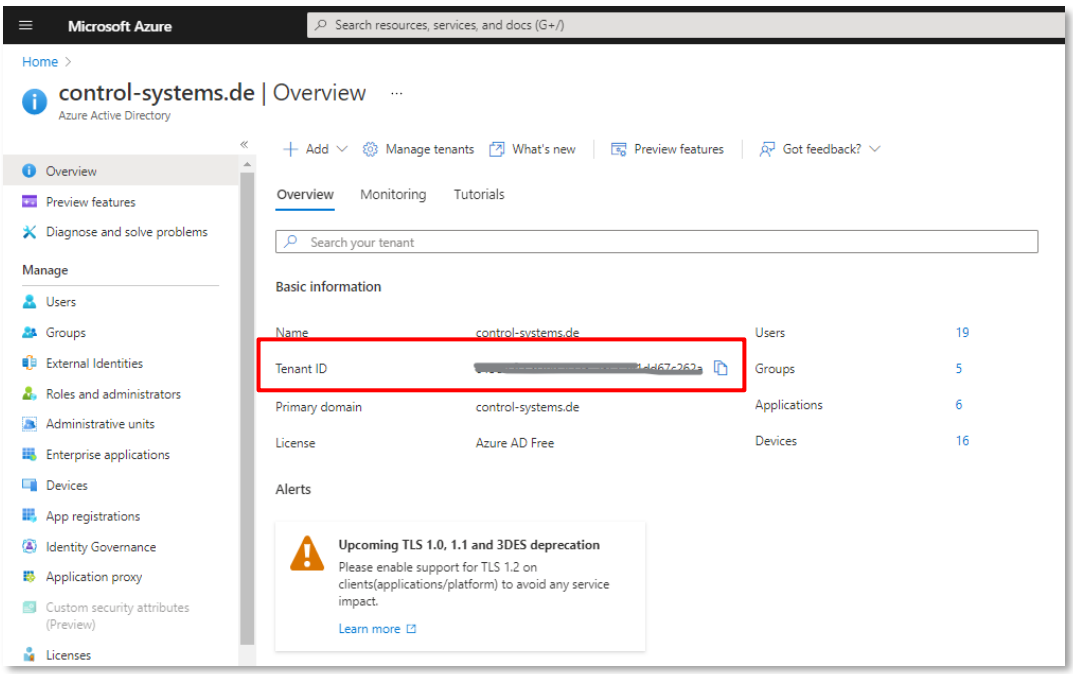
9.2.4.2 Office 365 (modern Auth.)

e-FOLLOW.cloud supports fetching mails from an Office365 account. The high Office365 security level (modern Auth.) requires some additional configuration.



[1] Finding the Tenant-ID

Start the Azure portal and login with an Administrator account. Then select Azure Active Directory in Azure services.



You will find your Tenant-ID in the basic information of your AAD service.

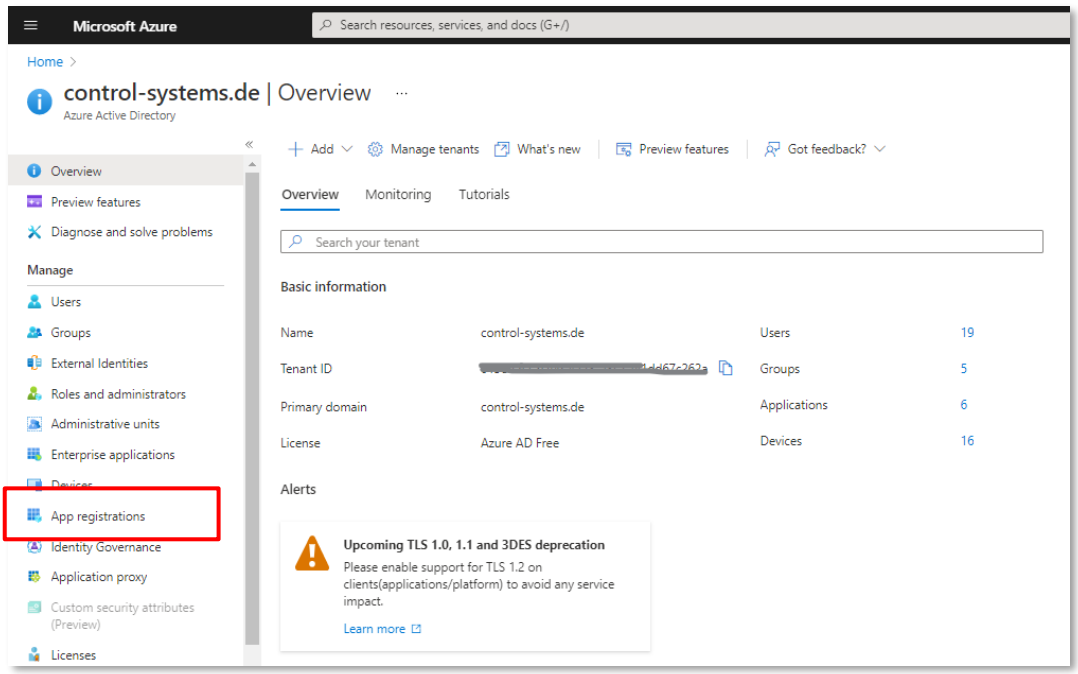
[2] Client ID/App ID

As Office365 does not allow direct access to a user mailbox, a specific client application needs to be defined granting the required permissions.

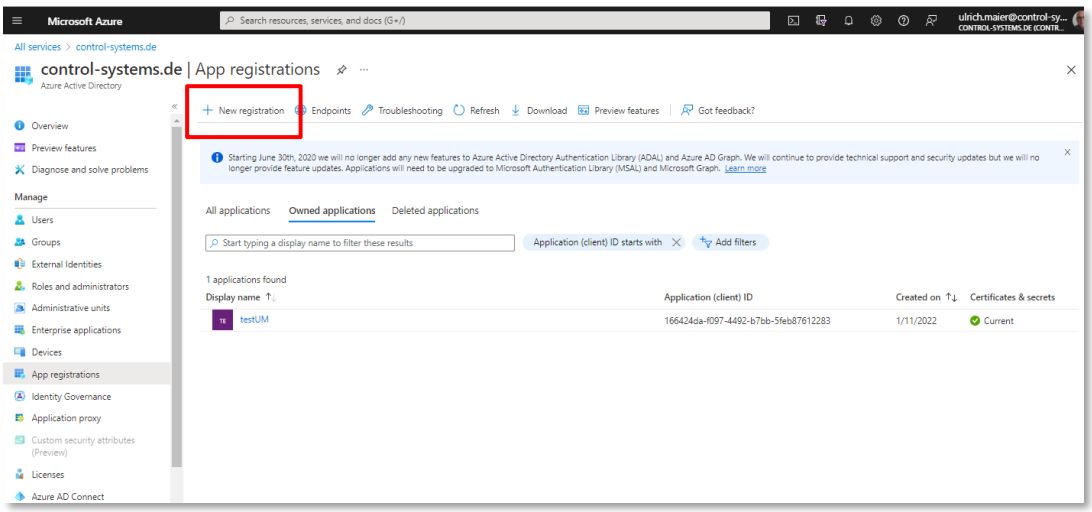
Create an application in Azure Active Directory

Start the Azure portal (https://portal.azure.com) and sign in with your Microsoft account and select "Azure Active Directory" in Azure services

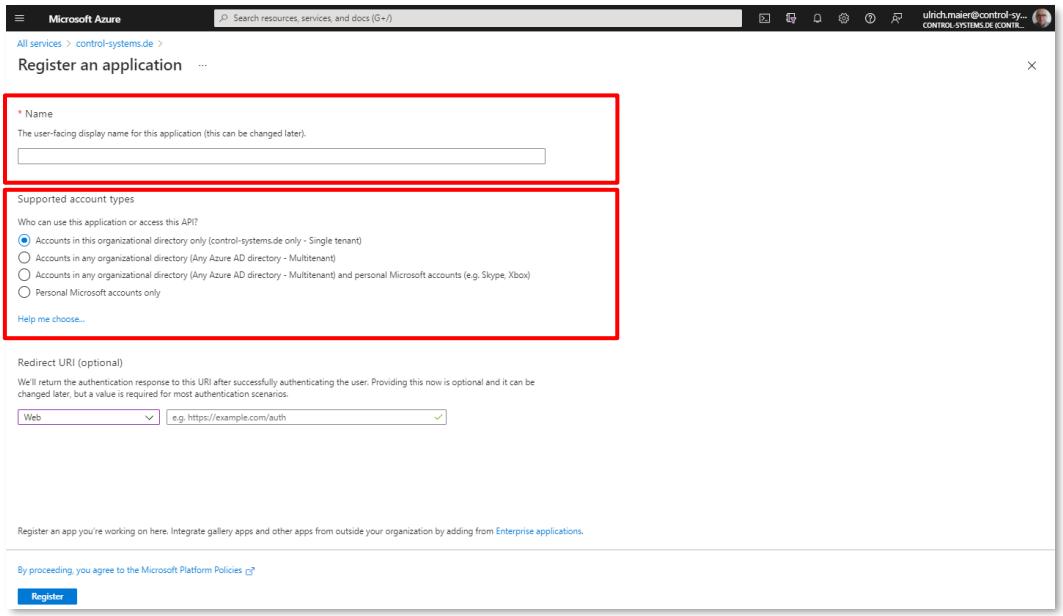
Select "App registration" on the left



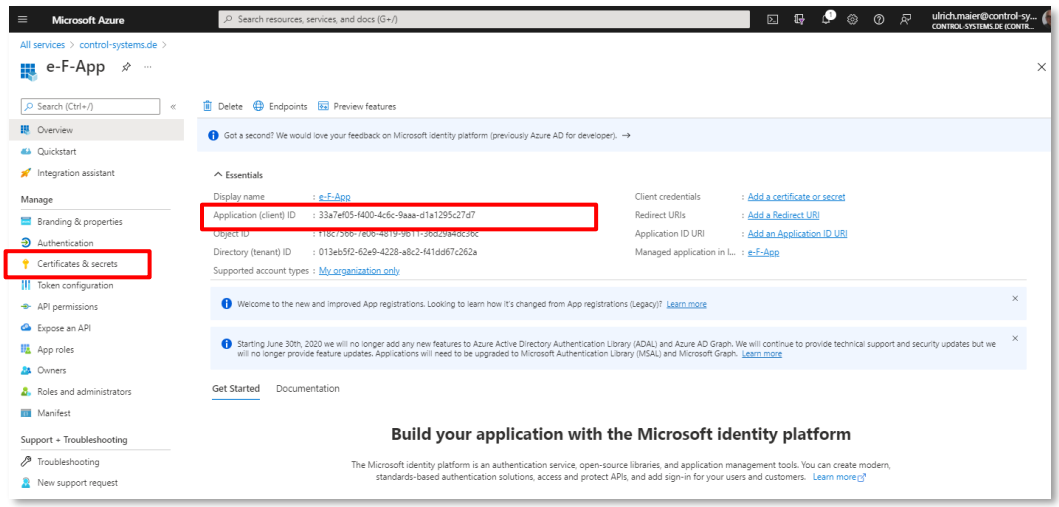
Click on "New registration"



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



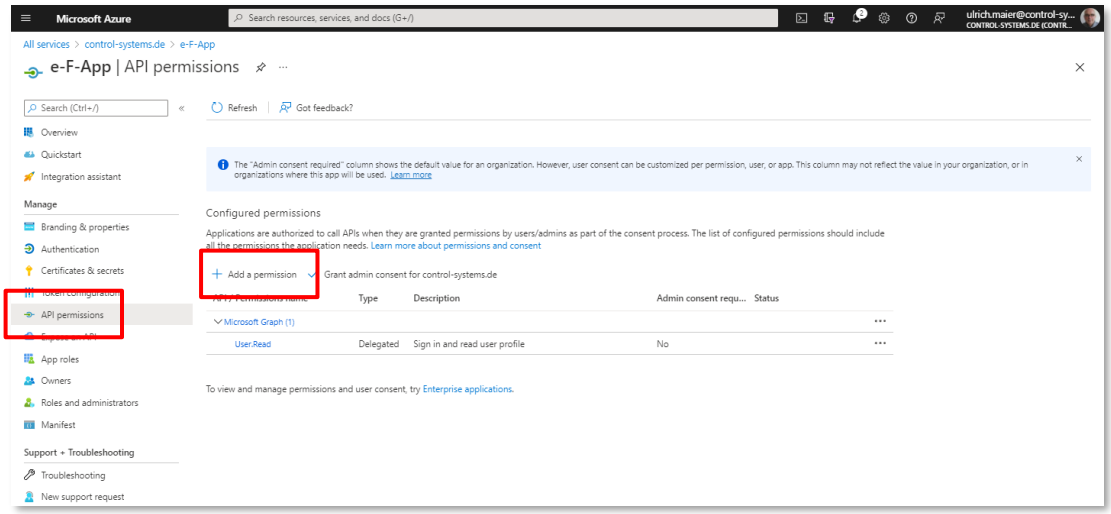
Copy the Application (client) ID, you'll need and enter it to the mobile print account configuration [2].



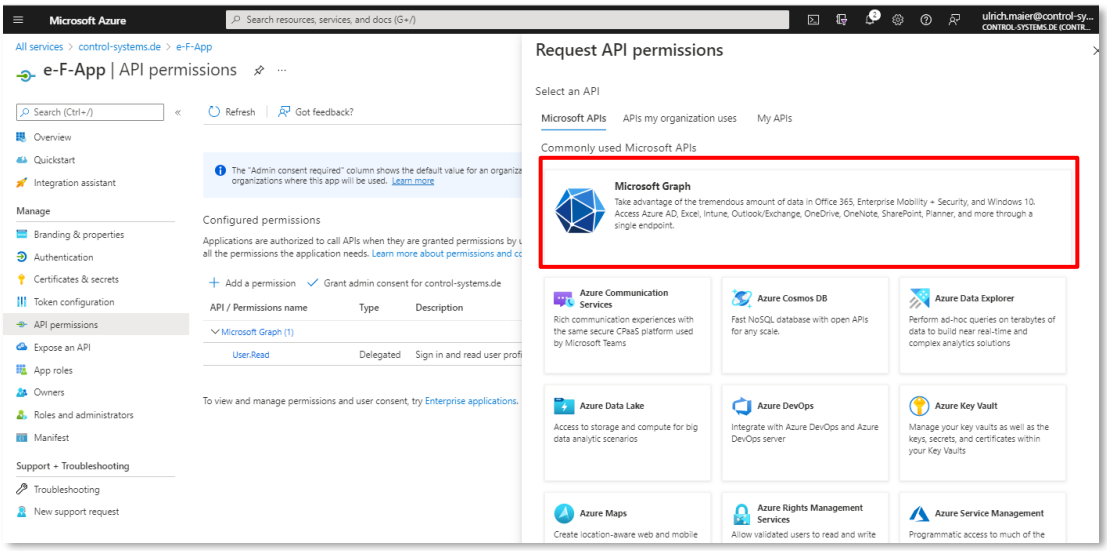
Select "API permissions" on the left
You must add the following permission

- EWS.AccessAsUser.All

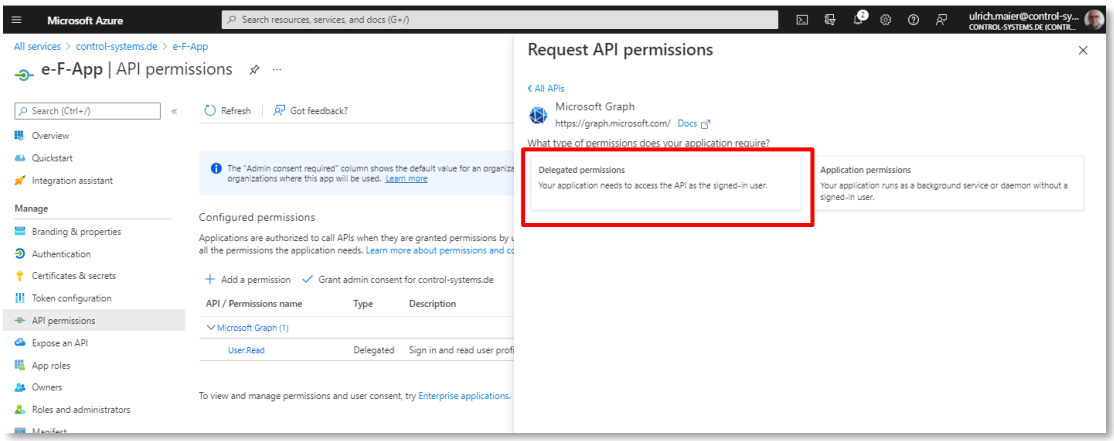
Therefore click **+Add a permission**



Then select "Microsoft Graph"



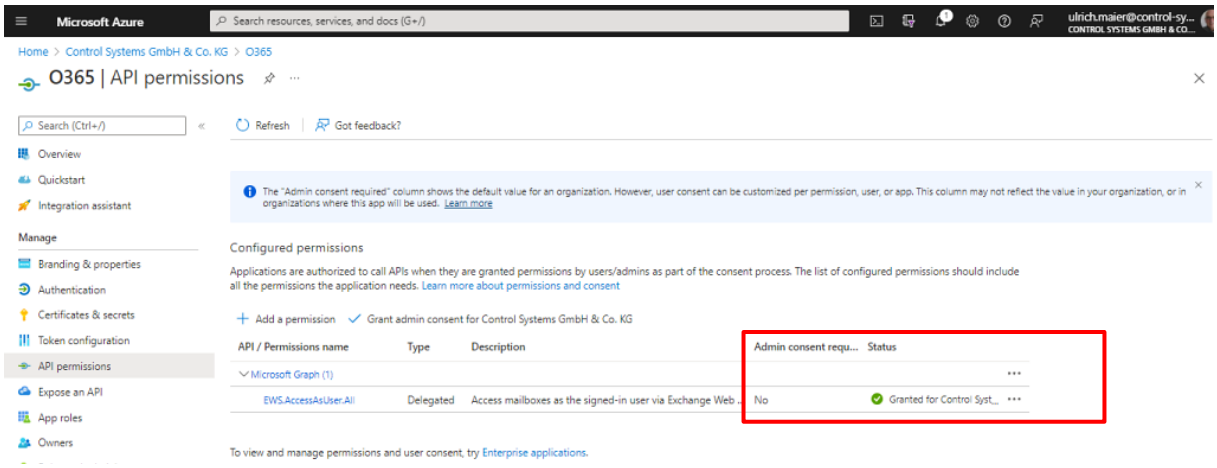
Select "Delegated permissions'



Search/Select the following API permission

- EWS.AccessAsUser.All

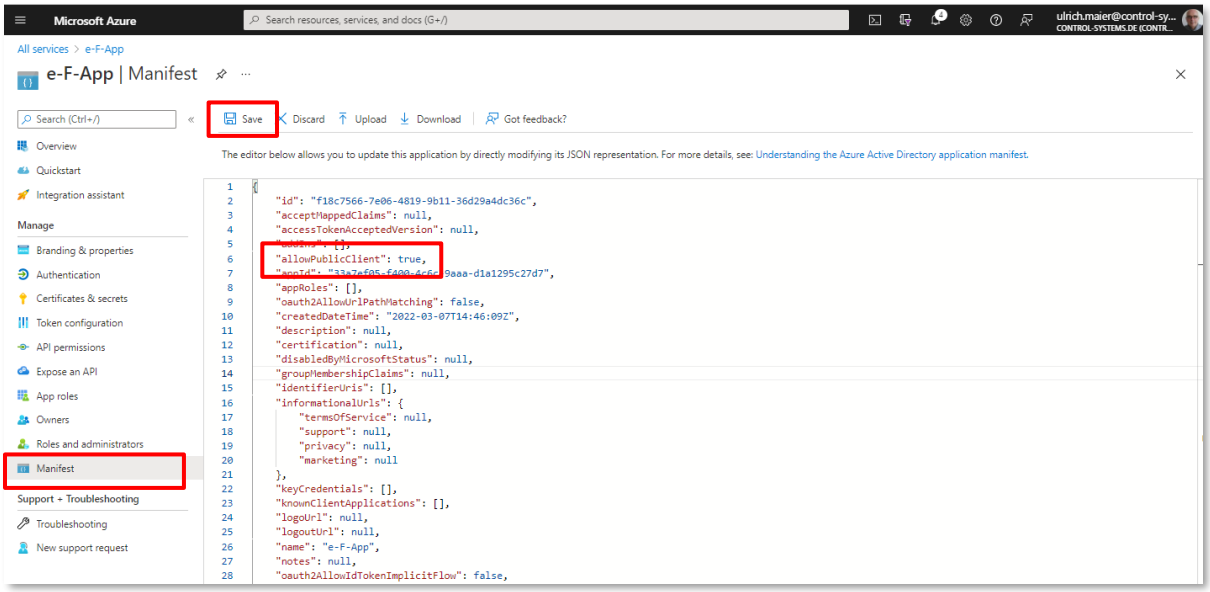
Click "Add Permissions"



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

The status of all permissions should be green now.

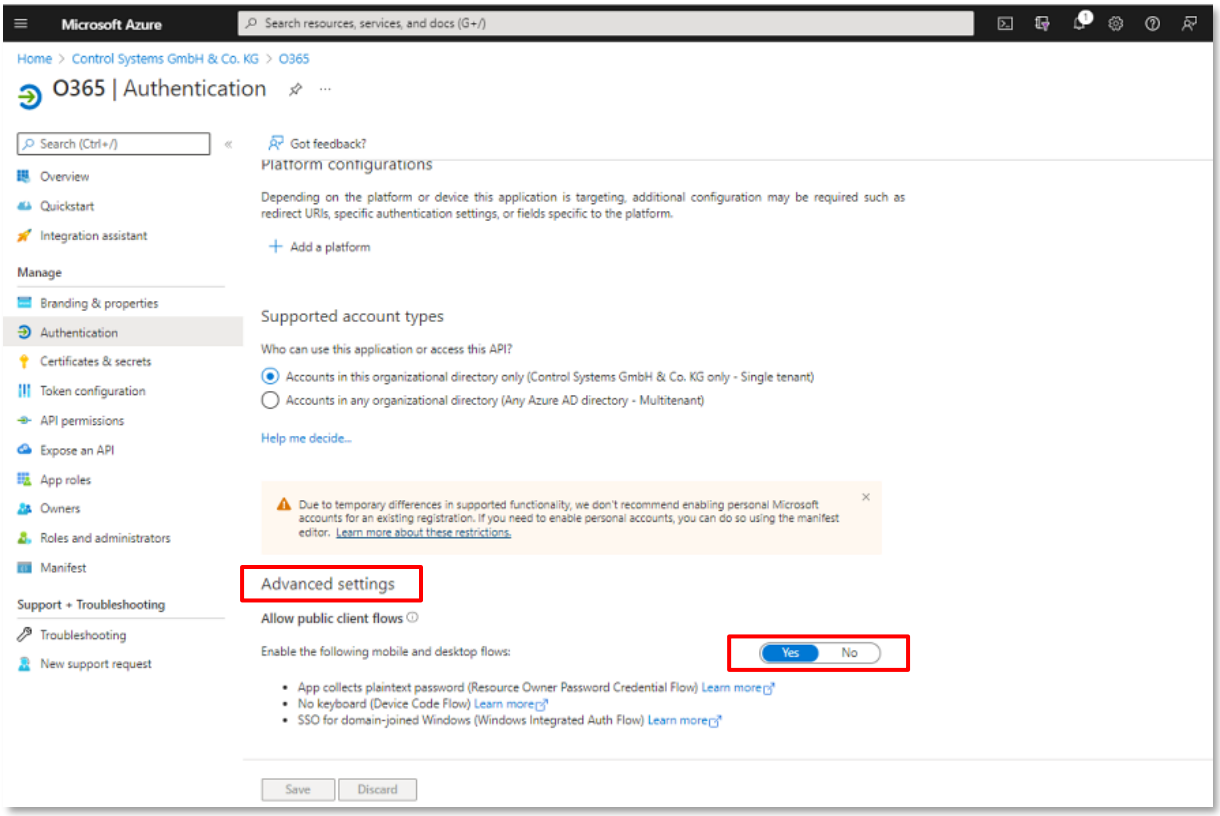
Select "Manifest" on the left



Set "allowPublicClient" to 'true' and click save

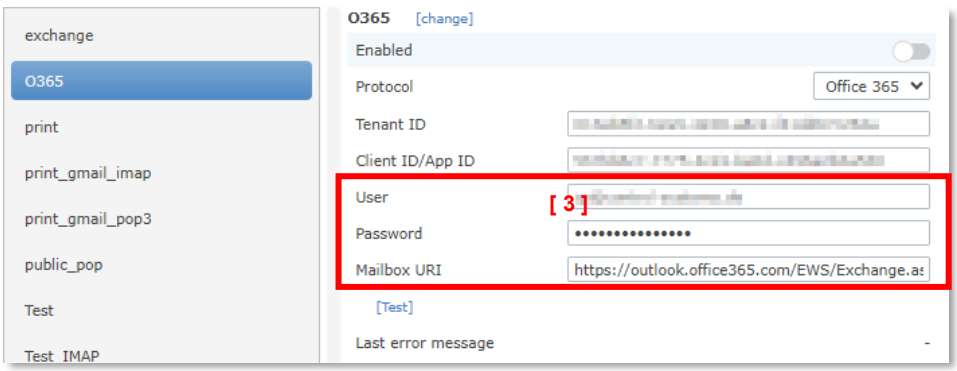
The Manifest setting can also be modified via:

- ➔ Authentication
- ➔ Advanced Settings
- ➔ Allow public client flows..



[3] User Account & Mailbox URI

User	Enter the username for this O365 email account
Password	Enter the pa ssword to login to the account
Mailbox URI	https://outlook.office365.com/EWS/Exchange.asmx



Make sure the Email-Account is licensed

9.2.4.3 Anonymous printing

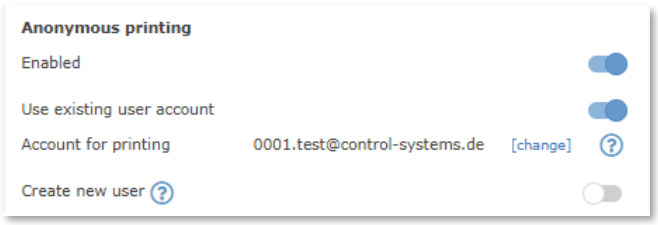
By default, e-FOLLOW.cloud discards emails from unknown senders.
To allow emails from anonymous users being sent to this email account, e-FOLLOW.cloud offers two different methods of handling emails from unknown senders.

Use a common user account

All emails from unknown senders will be assigned to a specific account.

If the jobs will be held in a virtual queue, print jobs from anonymous senders need to be assigned to a user account for a later release.

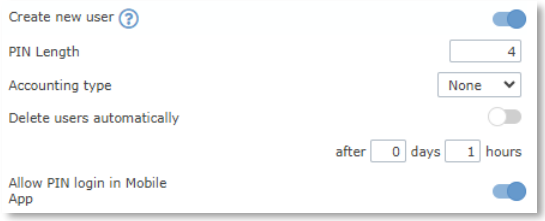
It is recommended to create a specific account for anonymous guest prints. This allows to disclose it´s login credentials / PIN to guests and set a (daily?) limit to it.



Of course, any other user account can be selected as well.

Create new user account

This option will create a new 'internal' user account for each email received from an unknown sender.



The account name (login name) and full name will be set to the **email address.**
The account password and login PIN will be generated by e-FOLLOW.cloud according the PIN length setting.

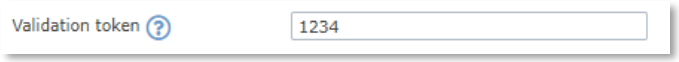
You can also define the accounting mode for these new accounts and a limit or total quota.
This might be useful to avoid unlimited use of your printers for guests.

The user will be informed about the creation of his new account be email.

Here the user can find his

- Username/login: email address
- Password / Login PIN: randomly created by e-FOLLOW.cloud
- Queue / Printer to where the job will be processed.

[1] It is recommended to secure the email account for anonymous users by using a validation token. This will ensure that e-FOLLOW.cloud will only accept emails when the subject contains this token.



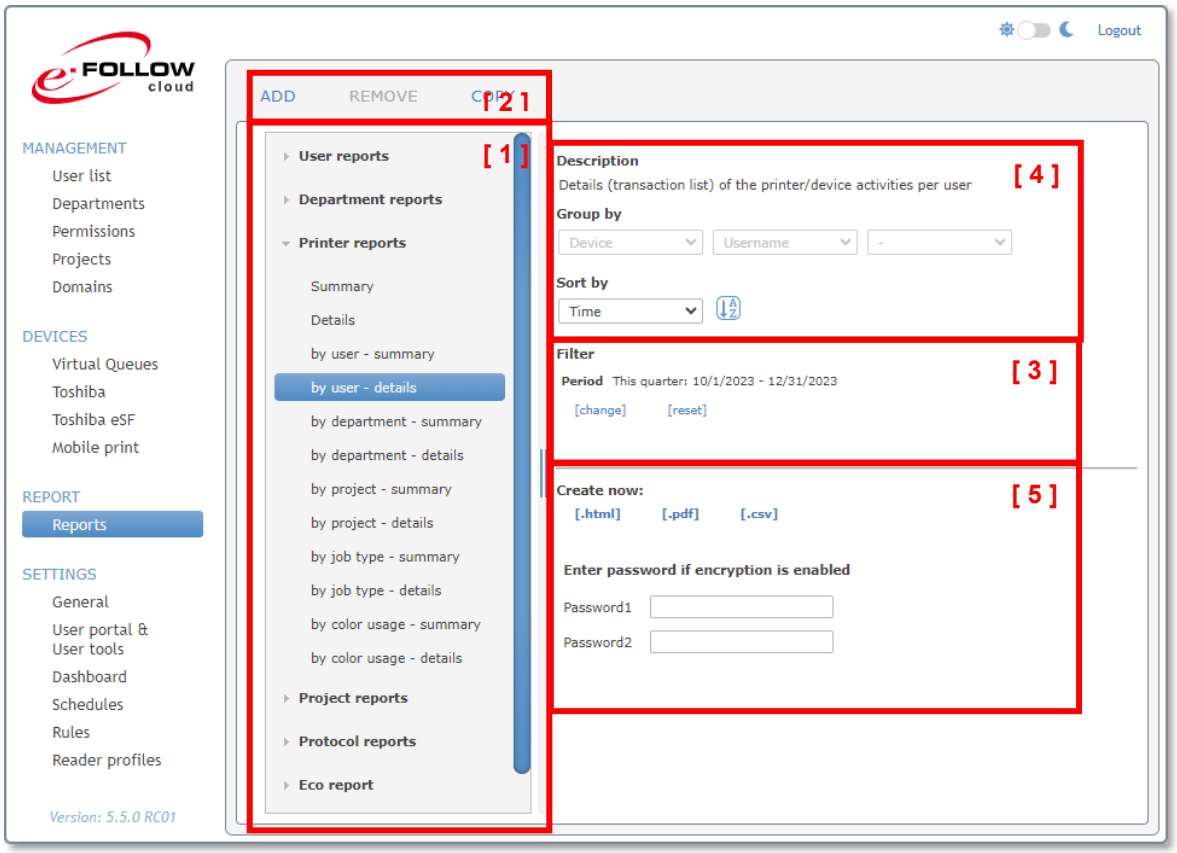
To avoid uncontrolled number of 'anonymous' user accounts an expiry period can be defined for these accounts. Once expired the account and pending print jobs will be deleted automatically.

9.3 REPORT

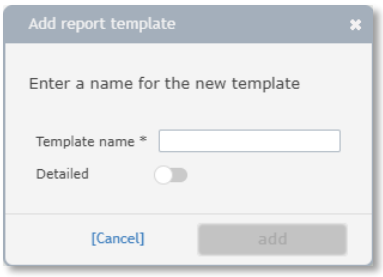
e-FOLLOW.cloud provides a numerous number of standard reports. By simply selecting the desired report and it´s parameters the Operator has quick access to all transaction data stored in the e-FOLLOW.cloud database.

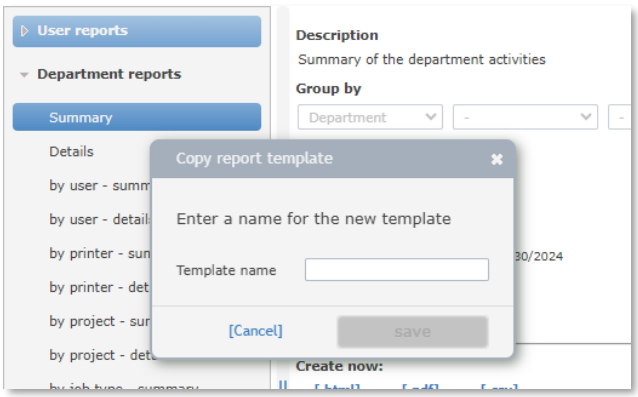
9.3.1 Reports

This menu contains the powerful built in report generator. e-FOLLOW.cloud offers a row of predefined report templates for user-, department- and printer-based reports **[1]**.



[2] The **ADD – REMOVE – COPY** options allow to manage customized Reports.



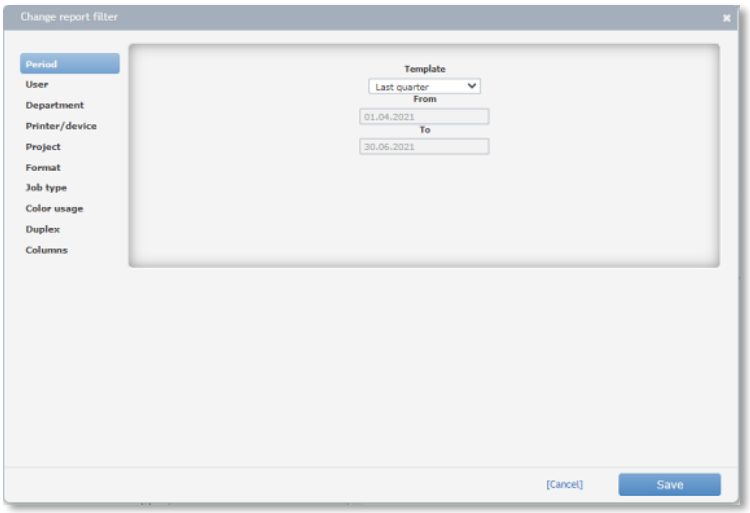


You can ADD a new template and configure it´s settings or COPY the current 'active' template with all it´s settings into a customized report template.

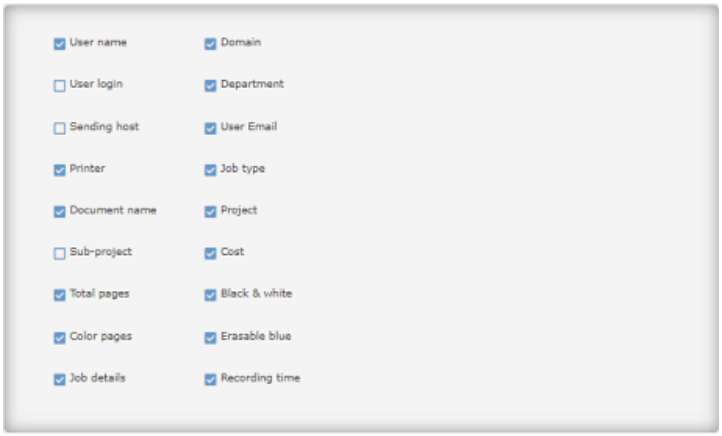
[3] Filter

When you have selected the template you can specify the time period for the report, specific users, Departments, printers, projects etc. to filter the data for the report.

You can also filter on paper size (e.g. only jobs that contain A3) or on color-/duplex-usage, or job type.

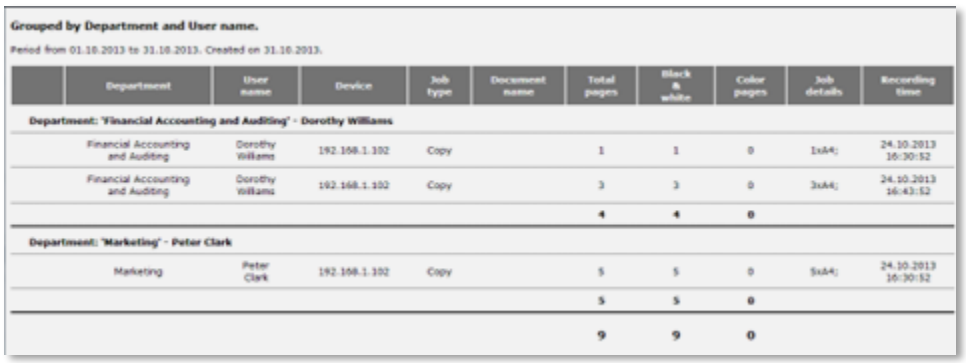


Columns allows to select / deselect the data/columns that are taken to create the reports.



[4] Grouped by / Sort order
According the selected template data can be grouped and the sort field and order can be selected. Click to to select the sort order ascending or descending.

[5] Create now:
Confirm the template you have selected by clicking to one if the **[.html] [.pdf]** or **[.csv]** buttons. The report will be generated according your selection, filters, etc.



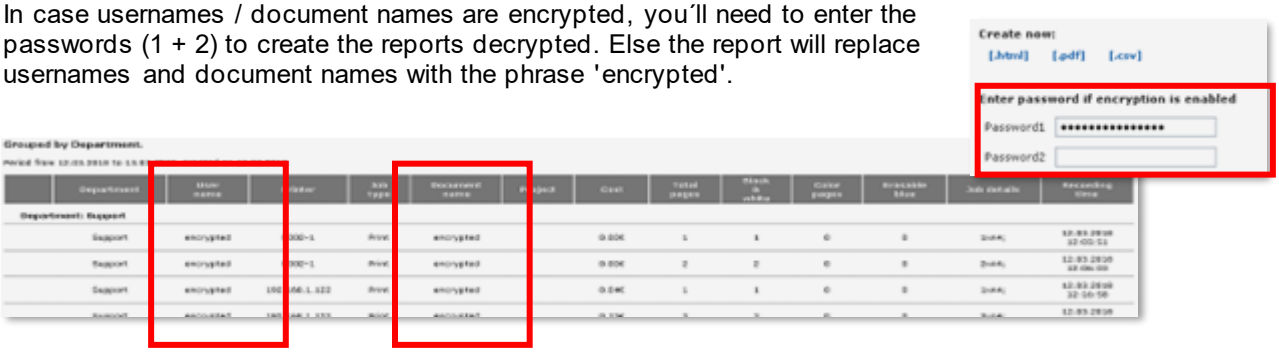
Grouped by Department and User name.

Period from 01.10.2013 to 31.10.2013. Created on 31.10.2013.

	Department	User name	Device	Job type	Document name	Total pages	Black & white	Color pages	Job details	Recording time
Department: 'Financial Accounting and Auditing' - Dorothy Williams										
	Financial Accounting and Auditing	Dorothy Williams	192.168.1.102	Copy		1	1	0	1xA4;	24.10.2013 16:30:52
	Financial Accounting and Auditing	Dorothy Williams	192.168.1.102	Copy		3	3	0	3xA4;	24.10.2013 16:43:52
						4	**4**	**0**		
Department: 'Marketing' - Peter Clark										
	Marketing	Peter Clark	192.168.1.102	Copy		5	5	0	5xA4;	24.10.2013 16:30:52
						5	**5**	**0**		
						9	**9**	**0**		

Reports can also be exported to a PDF file by clicking to **[.pdf]** or to a comma separated file by clicking to **[.csv]**.

In case usernames / document names are encrypted, you´ll need to enter the passwords (1 + 2) to create the reports decrypted. Else the report will replace usernames and document names with the phrase 'encrypted'.



9.3.1.1 Eco reports

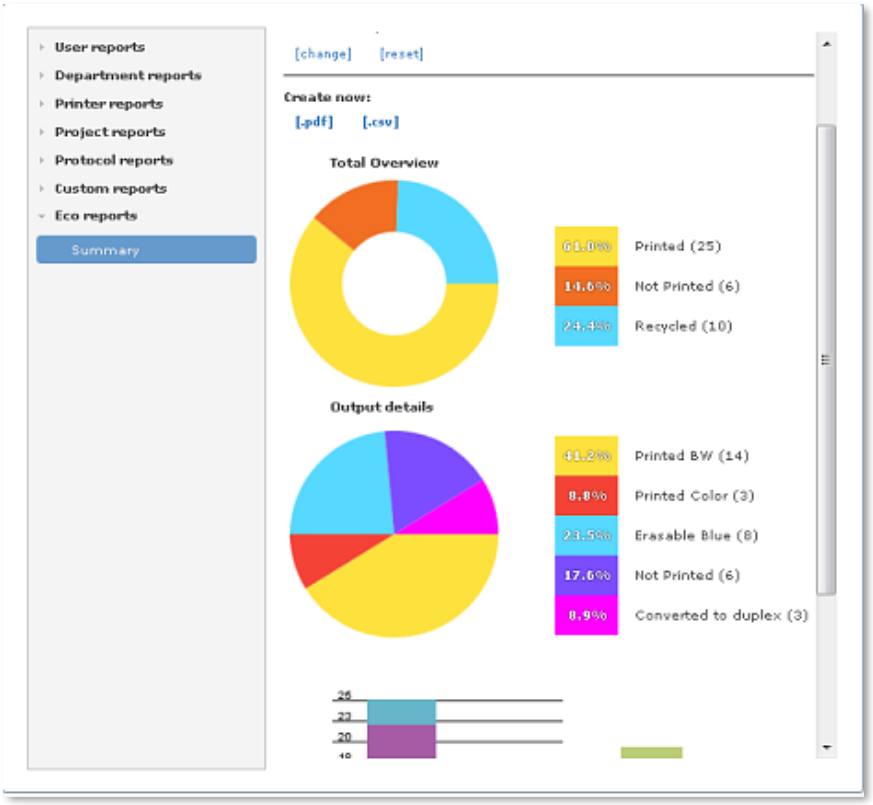
e-FOLLOW.cloud is not just tracking the number of pages printed, but also the sheets of paper that have been saved due to jobs not being printed or converted to duplex.

Reasons for 'saved' paper may be:

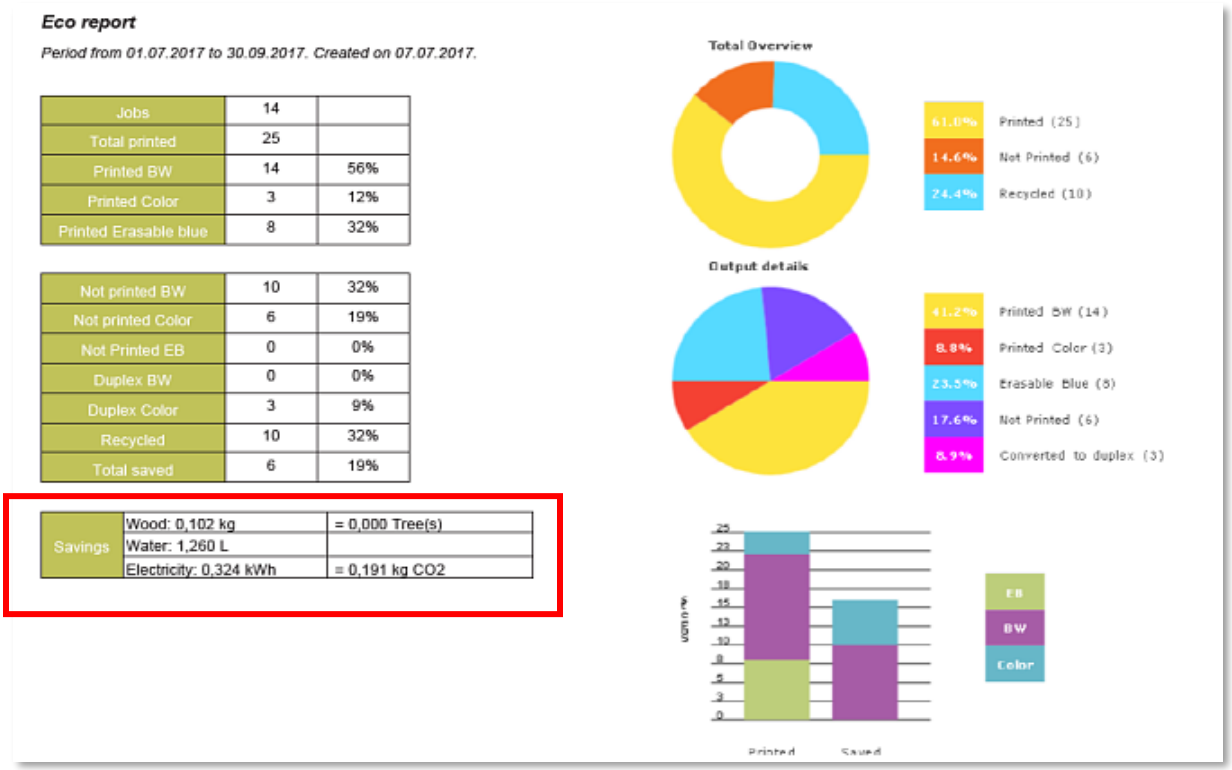
Job deleted by user	User don´t need the job anymore and deletes it from the job list at the MFP
Job deleted by system	Job is timed out and automatically deleted from the virtual queue
Job deleted by rule	The job is deleted due to a rule set in e-FOLLOW.cloud – e.g. no jobs > 100 pages on this device..
Job converted to duplex	Jobs that are converted to duplex by a rule or policy will save 50% of the sheets

Additionally, e-FOLLOW.cloud is also tracking the number of sheets of paper that have been recycled (erased) for re-use by e-STUDIO3508LP/4508LP/5008 devices.

The report gives a brief overview of the pages printed, not printed, converted to duplex and recycled.



By clicking to the [.pdf] link a PDF file is generated containing the detailed eco-statistics and graphs.



Eco report

Period from 01.07.2017 to 30.09.2017. Created on 07.07.2017.

Jobs	14	
Total printed	25	
Printed BW	14	56%
Printed Color	3	12%
Printed Erasable blue	8	32%

Not printed BW	10	32%
Not printed Color	6	19%
Not Printed EB	0	0%
Duplex BW	0	0%
Duplex Color	3	9%
Recycled	10	32%
Total saved	6	19%

Savings	Wood: 0,102 kg	= 0,000 Tree(s)
	Water: 1,260 L	
	Electricity: 0,324 kWh	= 0,191 kg CO2

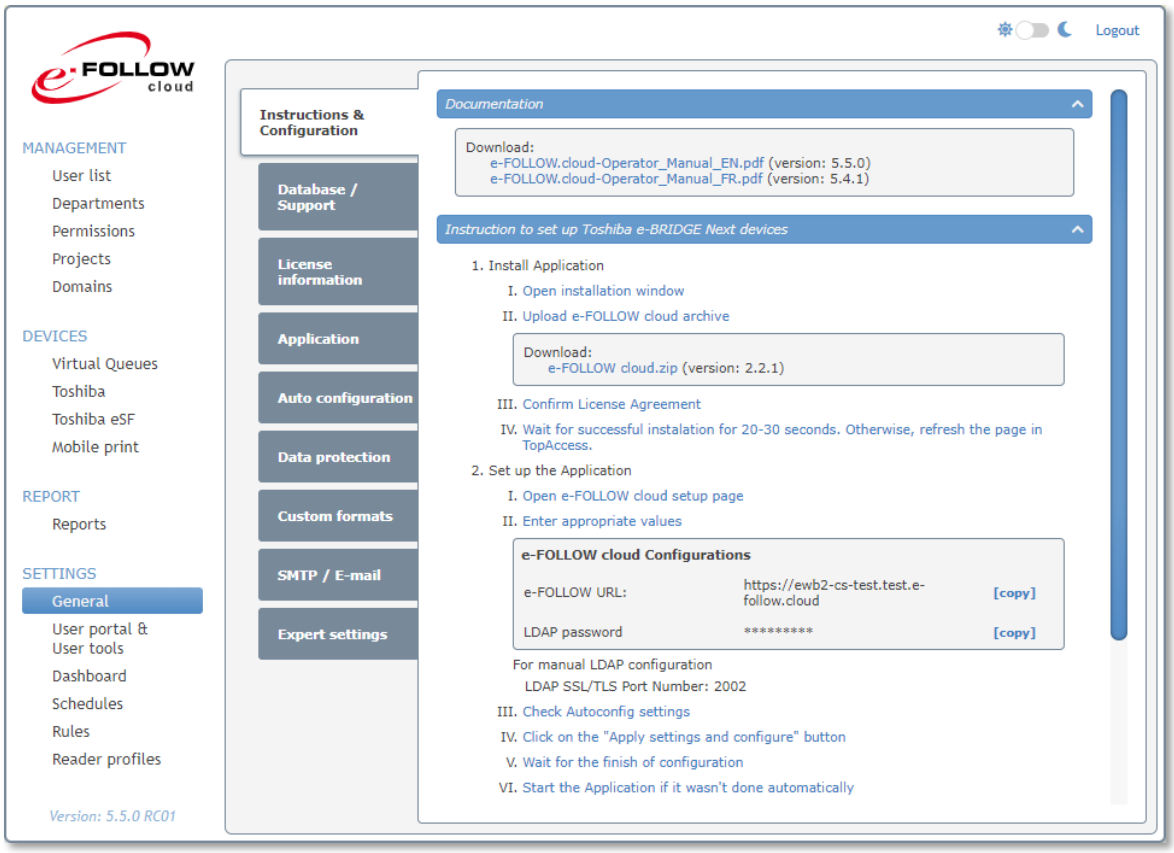
Besides the paper saving it also shows the savings for wood, water, electricity and CO2.

The calculation is based on below parameters and can easily be adjusted in SETTINGS → General → Expert Settings in terms the basic input values are different in your region.

name	default	description
EcoValueWood	0,017	Kg wood used to produce 1 sheet of paper (80g/sq.m. - size A4)
EcoValueWater	0,21	liter of water used to produce 1 sheet of paper (80g/sq.m. - size A4)
EcoValueElectricity	0,054	Kw/h electricity used to produce 1 sheet of paper (80g/sq.m. - size A4)
EcoValueKGC02	0,0059	Kg CO_2 emitted to produce 1 sheet of paper (80g/sq.m. - size A4)

9.4 SETTINGS

In the settings section you have access to all global configuration settings in e-FOLLOW.cloud.



9.4.1 General

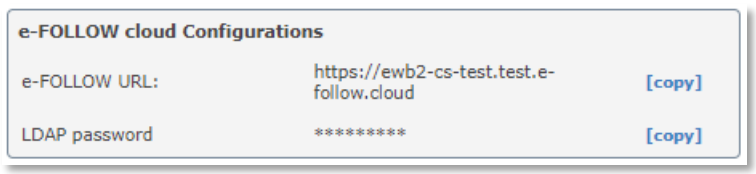
Here you find all configurations related to the application itself.

9.4.1.1 Instructions & Configuration

Here you find all relevant data, settings and files to successfully connect your e-BRIDGE and eSF-devices to e-FOLLOW.cloud.

9.4.1.1.1 Instruction to set up Toshiba e-BRIDGE Next devices

This section leads you step by step setting up your e-BRIDGE based devices. Screenshots will help you to find the menus in TopAccess



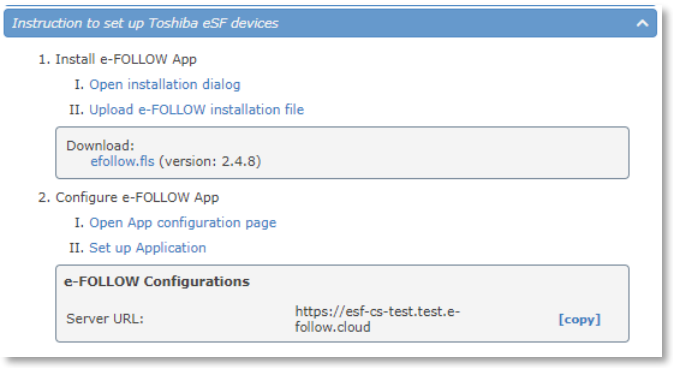
The e-FOLLOW cloud Configurations box shows your specific custom data required to configure the App in TopAccess.

9.4.1.1.2 Instruction to set up Toshiba eSF devices

This section leads you step by step setting up your eSF-based Toshiba devices. Screenshots will help you to find the menus in the device Web-Management.

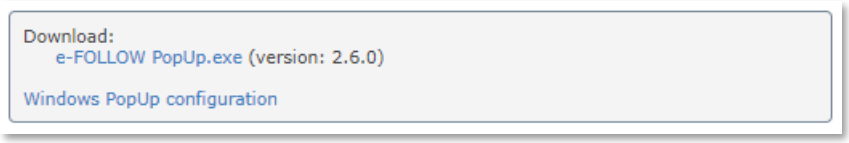
e-FOLLOW.cloud provides the latest version of the embedded eSF-application

and your custom specific server URL that is required to connect the devices to e-FOLLOW.cloud.



9.4.1.1.3 Instruction to set up Windows PopUp

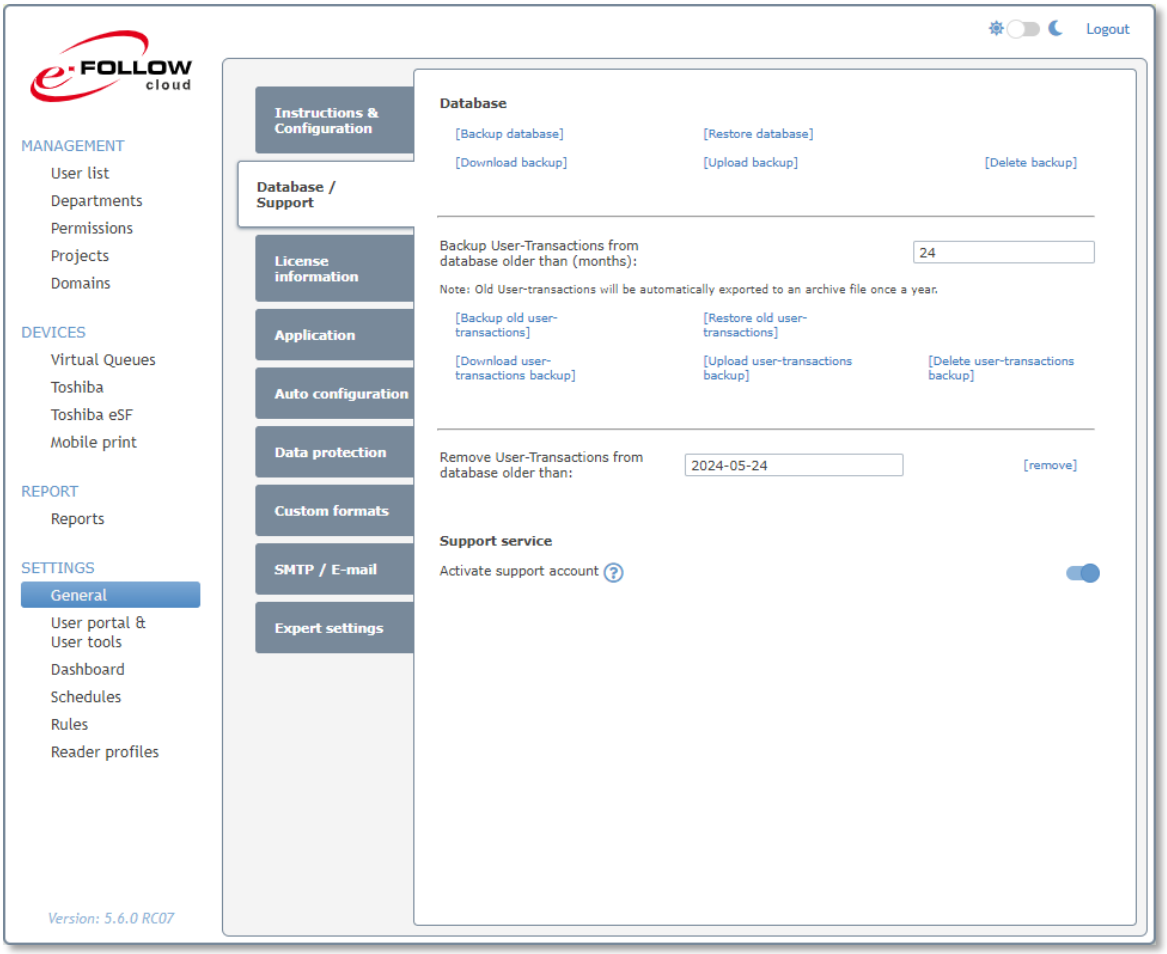
Here you will find the download and configurations for the e-FOLLOW PopUp for Windows clients.



The executable e-FOLLOW PopUp.exe comes with an integrated configuration. More configuration for the PopUp can be fould at the General→Popup section.

9.4.1.2 Database / Support

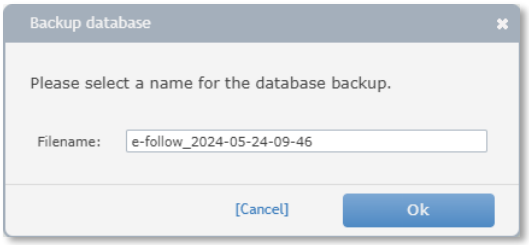
Here you can backup and clean up the database.



9.4.1.2.1 Backup database

[Backup database]
Will create a backup archive. By default, the filename is e-FOLLOW _TIMESTAMP. You can modify the filename before executing the backup.

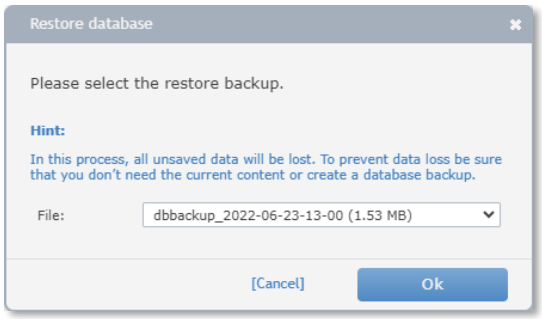
Click to **OK** to start the backup process.



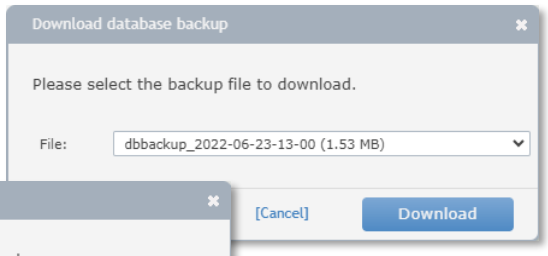
[Restore database]

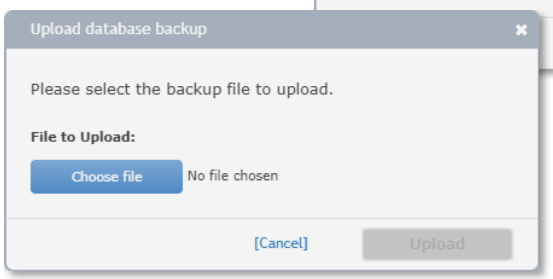
Here you can restore a backup of your choice. You have access to all backup files - auto-generated by a backup-task or manualy generated backups.

Select the backup to be restored and klick to OK.



[Download backup]
[Upload backup]
Here you can download a backup from e-FOLLOW.cloud to your local PC or upload a backup file that you have previously downloaded.

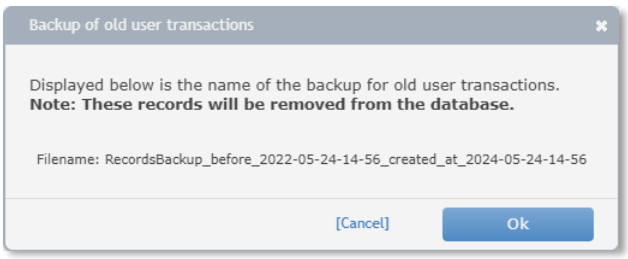




[Delete backup]
This menu allows you to remove a backup file from your e-FOLLOW.cloud instance.

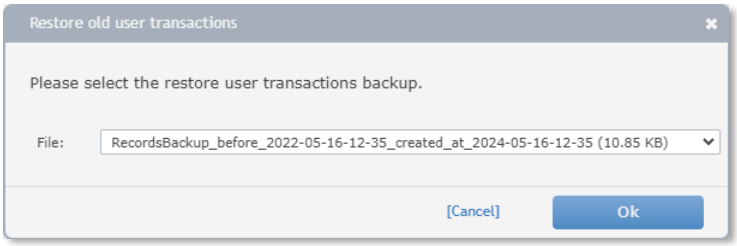
9.4.1.2.2 Backup User-Transactions

[Backup old user-transactions]
Will move old user-transactions (data records for reports) to a file. This can be used to clean up and reduce the amount of data at the user-transactions.
Note: These records will be removed from the database.

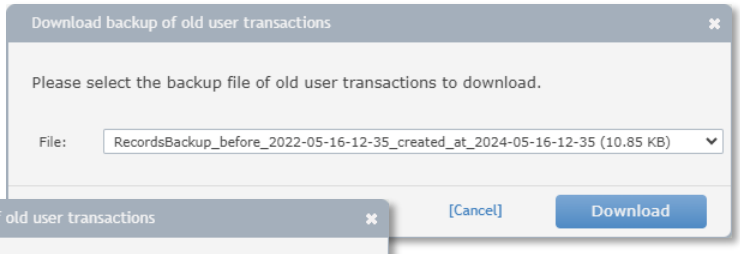


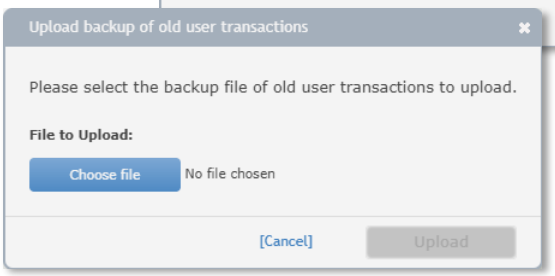
Backup User-Transactions from database older than (month): Here you can change the default period for the user-transaction backup of 24 month.

[Restore old user-transactions]
Will restore the deleted user-transaction from the selected file.



[Download user-transaction backup]
[Upload user-transaction backup
Here you can download a backup from e-FOLLOW.cloud to your local PC or upload a backup file that you have previously downloaded.

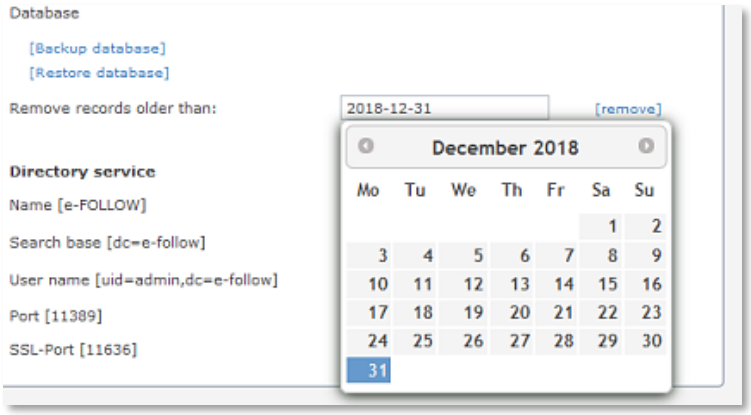




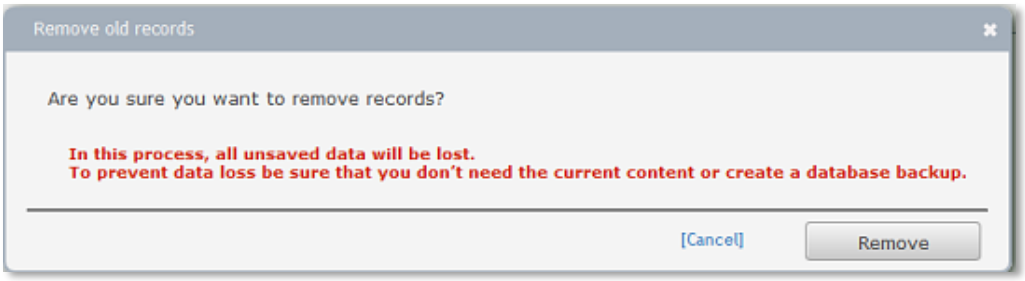
[Delete user-transaction backup]
This menu allows you to remove a backup file from your e-FOLLOW.cloud instance.

Remove records older than:

This allows to clean up your transaction database by removing records 'older than…'

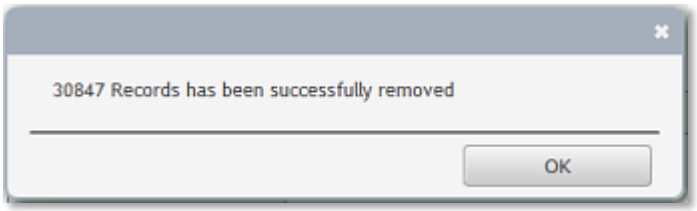


It is recommended to perform a backup of the data before removing them from the database. Once the deletion is executed the data are gone.

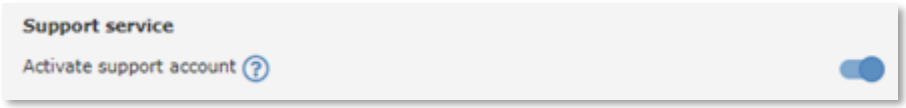


Depending the number of records that will be deleted the execution of this task may take some seconds or even minutes.

When finished a message showing the number of records deleted is shown.



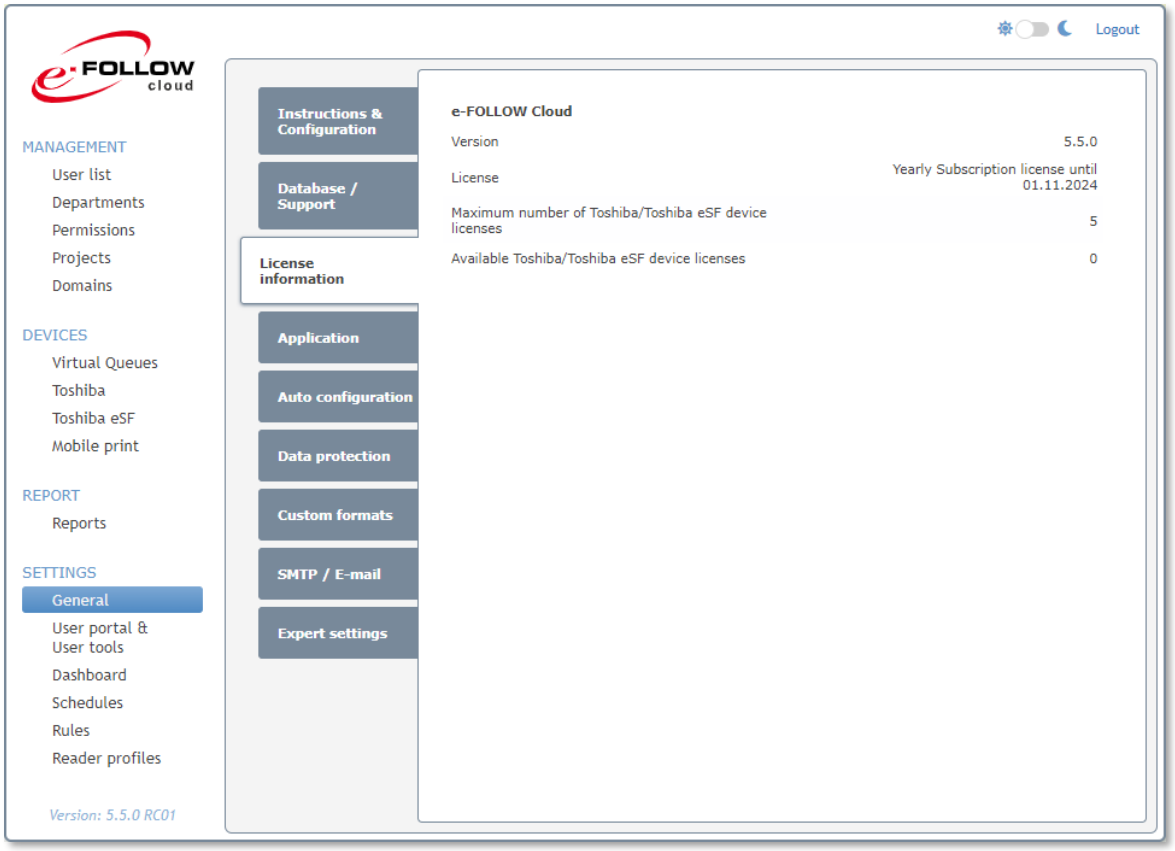
9.4.1.2.3 Support service



Enable this setting to allow the support-team access to your management. Else the support-team would need your operator password for accessing the management.

9.4.1.3 License Information

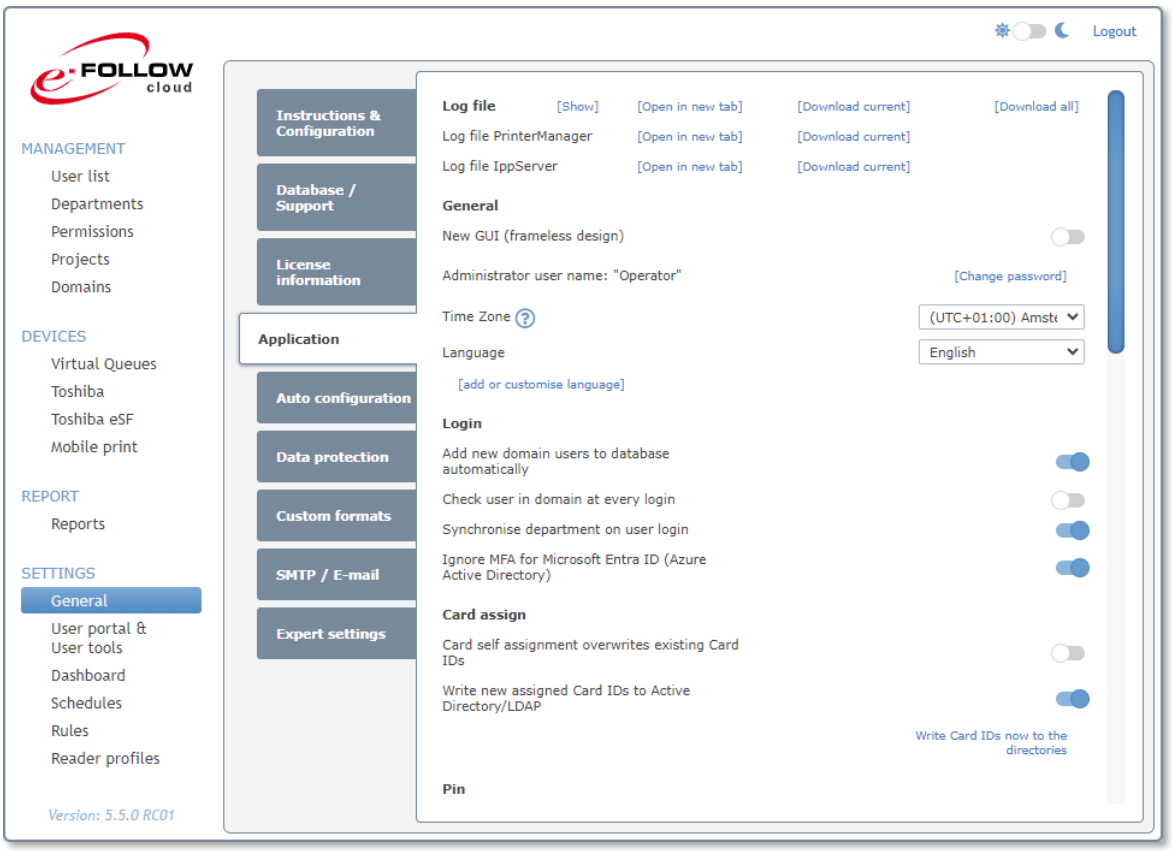
Under the license tab you will find the current license status of your e-FOLLOW.cloud server.



Version	e-FOLLOW.cloud version that is currently installed
License	Your current license status
Maximum number of Toshiba/Toshiba eSF device license	Number of supported Toshiba device licenses
Available Toshiba/Toshiba eSF device license	Number of available Toshiba devices licenses

9.4.1.4 Application

The application tab allows changing some basic configuration.

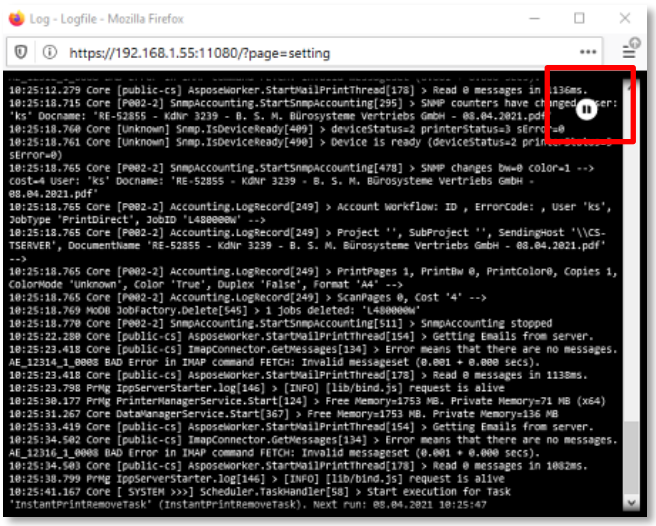


9.4.1.4.1 Logfile

Here you can **[Show]** (live mode) the current log file, open it in a new window , **[Download current]** or **[Download all]** Logfiles.
Use the pause/play button to stop / start the live viewing.

The **[Download]** options will allow to download the current or all available log files.

Additional you can also Open/Download the log files from PrinterManager and IppServer.



9.4.1.4.2 General

New GUI
Here you can switch the appearance of e-FOLLOW.cloud management between 'classic' and a newer frameless design.

'Operator' password
Click to **[Change password]** to change the password for the user 'Operator'. Enter the current and the new password.

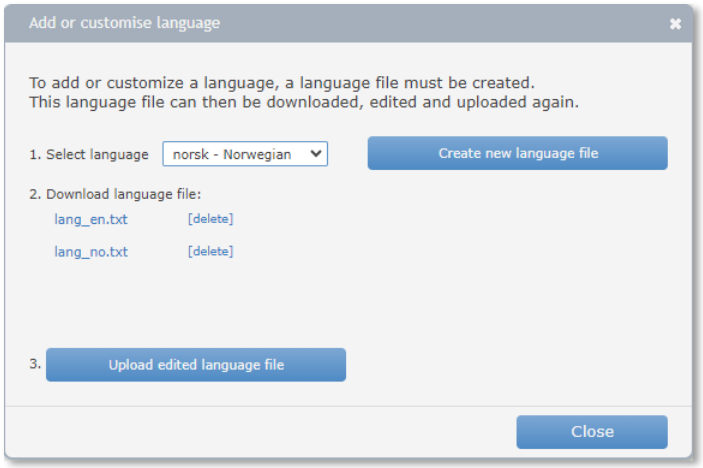
Time Zone

Here you can select your current time zone. This has impact on the time stamp of print jobs, transactions and log files.

Language

Select the **language** from the pull-down.

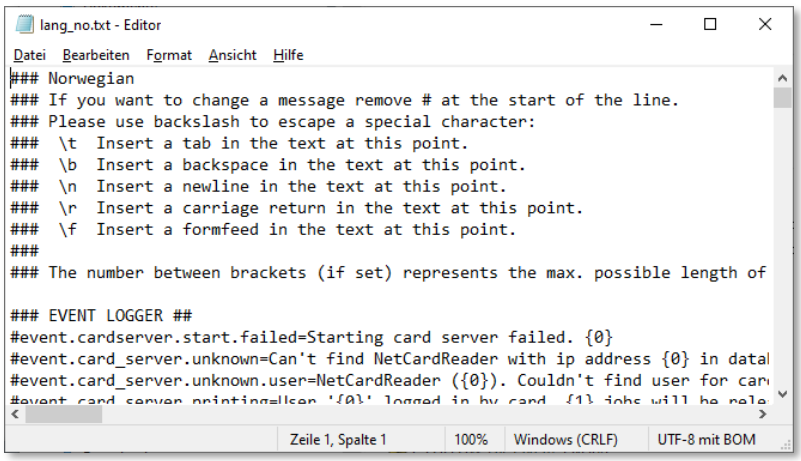
e-FOLLOW.cloud is designed to support up to 36 languages. Use the link **[add or customize language]** to modify the text or add new language.



Steps to create a new language file:

1. Select your prefered language and click on **[Create new language file]**

2. Then you can download the language file template and modify it. Make sure to remove the leading #-signs – else the modified string will not get effective.



3. Finally click on **[Upload edited language file]** and upload your new language file.

9.4.1.4.3 Login settings

Add new domain users to database automatically
If enabled, users will be added immediately to the e-FOLLOW.cloud user database after successful authentication when printing or logging on to a Toshiba device. Else, new users will only be added while synchronizing.

Check user in domain at every login
If enabled and login is performed by card or PIN, e-FOLLOW.cloud checks if the user is still available/valid in the domain.

Synchronize department on user login
If enabled e-FOLLOW.cloud will check the user´s department at each login. In case the user´s department has changed it will be updated immediately in the e-FOLLOW.cloud database.

Ignore MFA for Azure Active Directory
If enabled Multi Factory Authentication will ignored for Azure Active Directory. Else you have to add your public IP address range of your e-FOLLOW server to the trusted Ips at your Azure Active Directory (Microsoft Azure → Azure Active Directory → Security → Conditional Access → Named locations → Configure multifactor authentication trusted IPs → Skip multi-factor authentication for requests from federated users on my intranet).

9.4.1.4.4 Card assign

Card self-association overwrites existing Card Ids
If enabled the user can associate a new card ID to his account. Any existing ID will be replaced by the new card ID.

Attention
In case **'Write new Card-IDs to A.D'**. is enabled, e-FOLLOW.cloud will not only replace existing Card-IDs in its own database, but also in the user´s account in the directory service (A.D.).

Write new Card-IDs to A.D.
If enabled, e-FOLLOW.cloud can write new card ID´s that are self-assigned by users back to the user´s account in the directory service.

This presupposes following conditions

- The attribute for Card-ID is specified in domain settings
- The user specified in domain settings has the **permission to write**
- The user´s Card-ID is not set in directory service (is blank)
  or
- the Above parameter **"Card self-association overwrites existing Card IDs"** must be switched ON.

Write Card-IDs now to the directories

Clicking to this link/button will immediately start writing the current card-IDs to the corresponding directory services of each user.

Make sure writing card-IDs to directories is enabled.

9.4.1.4.5 PIN

Write generated Pin to Active Directory/LDAP
Here you can define that if a new PIN is generated for a user (by Import, Synch., UserPortal or Administrator), the PIN is written to the directory service attribute defined in 'domains'.

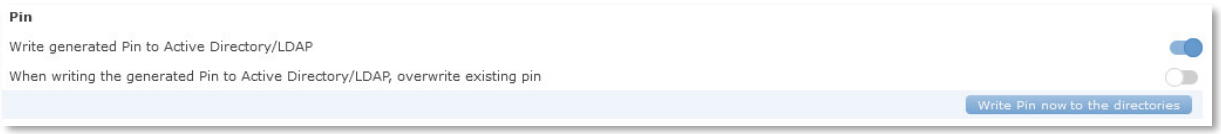
When writing the generated Pin to Active Directory/LDAP, overwrite existing pin
If enabled, e-FOLLOW will overwrite an existing PIN in the corresponding attribute when a new PIN is generated. Else an existing PIN in the directory service will be kept unchanged.

Attention
In case overwriting is disabled, the user´s PIN in e-FOLLOW and the PIN stored in the directory service may not match.

This presupposes following conditions

- The attribute for PIN is specified in domain settings
- The user specified in domain settings has the **permission to write**
- The user´s PIN is not set in directory service (is blank)
  or
- the Above parameter **"... overwrites existing PIN**" must be switched ON.

Write PIN now to the directories



Clicking to this link/button will immediately start writing the current PIN to the corresponding directory services of each user.

Make sure writing PINs to directories is enabled.

9.4.1.4.6 Print

Allow unknown users to print
IF enabled, users that do not exist in the domain or in the e-FOLLOW.cloud database can print anyway.

PJL user name has priority
This will force e-FOLLOW.cloud to check the print job´s PJL header to extract the username (or alias) to map the job to the correct user account. This may be helpful if the printer is mapped under a different username or in SAP environments.

Show printed jobs which are waiting for accounting in the virtual queue job list (these jobs are displayed in blue)

If enabled jobs that are already printed will stay visible in the virtual queue list until e-FOLLOW.cloud receives the accounting information from the MFP

Don't create preview of print jobs
If enabled the preview images of the print jobs will not be created and cannot be viewed on the MFP panel or in Mobile App.

Prevent users to enable QuickPrint
If enabled the checkboxes “Print all jobs immediately after logging in.” at Toshiba EWB screen and “Print all jobs immediately after login ("Quickprint")“ at UserPortal→ACCOUNT→Settings screen will not be available for users.

9.4.1.4.7 Notifications

Send Notifications by email
if enabled e-FOLLOW.cloud will send notifications to users via email.

Show notifications via PopUp
If enabled e-FOLLOW.cloud will use the PopUp to show notifications to the user.

9.4.1.4.8 Toshiba

LDAP Password
Here you can modify the auto generated password for LDAP connections of the e-BRIDGE devices.

When changing the password, the LDAP settings at all e-BRIDGE MFPs needs to be updated acordingly.

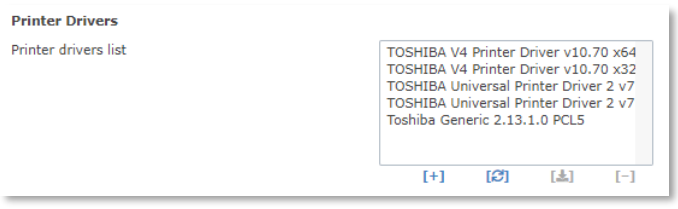
Default display mode for new devices
Here you can select the display mode (dark or bright) that will be assigned to e-BRIDGE Next devices that are newly added to the device list.

User for accounting of system jobs / User for accounting of incoming faxes
Usually these types of jobs cannot be associated to a specific user and therefore do not appear in any reports.
If required, create an internal "system" user for assigning these job types.

Detect user from "Printope" print jobs and do accounting
In case the user is unknown (e.g. by an internal device error) the job will be printed as user 'Printope'. If 'Detect user…' is enabled these jobs can be accounted properly if the job´s ID is known.

9.4.1.4.9 Printer drivers

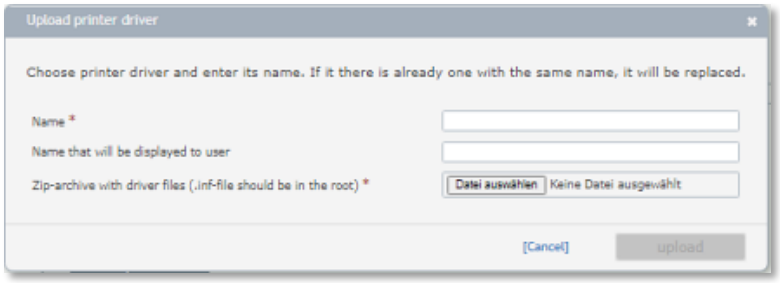
e-FOLLOW.cloud provides a convenient method to deploy Virtual Queues to the client PCs via UserPortal. Therefore, a personalized IPPinstaller package is created for each user containing



- IPP URL

- Certificate
- Driver
- Driver properties

To provide different drivers that can be assigned to virtual queues, driver packages can be managed here. Clicking to [+] will open the driver upload window.



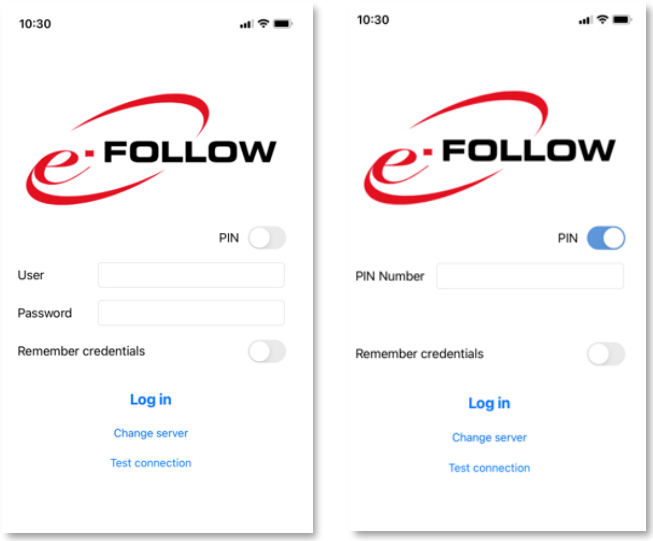
Enter the driver's name and optionally a 'simple name' displayed to the users.

Select the driver package (.zip file) containing all driver files and .inf file and press **upload** .

e-FOLLOW.cloud will check the archive and add the driver to the list.

9.4.1.4.10 Mobile App

Allow PIN login
If enabled the option to login to the mobile app by using only the user´s PIN is generally enabled. A switch to enable PIN login will appear on the mobile app login screen.



This feature then can be set individually for each user.

9.4.1.4.11 Other settings

Reset all Azure Active Directory tokens
Certain changes to Azure Active Directory will not take effect until a new token is issued. By default, tokens are automatically regenerated after 60 minutes. With the manual deletion of the token, you no longer have to wait for it.

Also reduce Total Quota for scan and fax jobs

By default (enabled) e-FOLLOW.cloud will reduce the total quota for scan and fax jobs. In case the total quota shall stay untouched for these types of jobs it can be switched off here. (Scan- and Fax-quotas will still be reduced)

Custom Home Directory
Here you can enter / define the user´s HomeDirectory. If – for example - scans shall be stored in a folder like \\server\userData\scans\USERNAME you can enter the path here. The wildcard **'::username'** will replace the actual user name logged in at the MFP.

In any case this Custom HomeDirectory will be used – even if it has been imported from A.D., LDAP or it has been entered manually.

Web session timeout
The operator will be auto logged out after this time of inactivity.

Log level
Here you can define the level of details stored in the e-FOLLOW.cloud log file.

- Verbose: log will contain detailed information
- Error: only errors will be logged

Log Filter
Here expressions can be entered to filter the log content.
A separate log file **e-FOLLOW.cloud-DATE.filter.log** will be created containing only messages matching the filter.

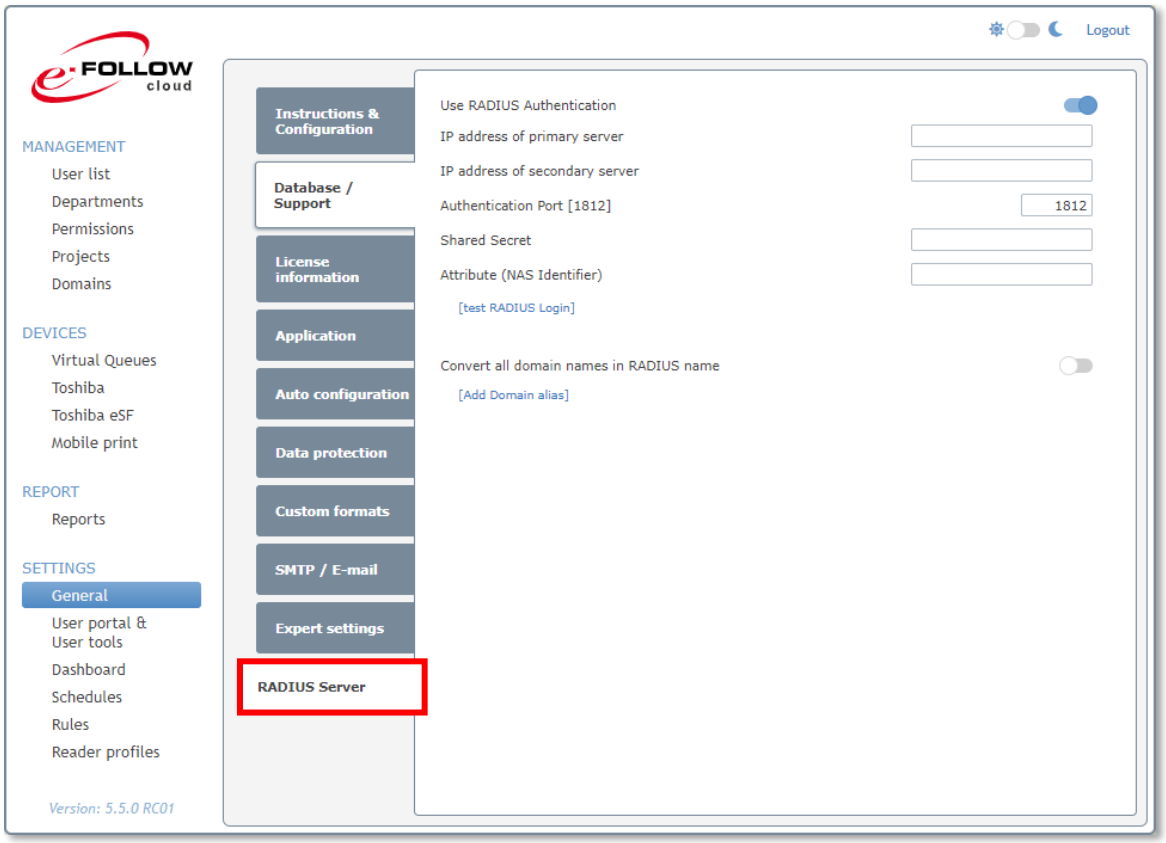
This should only be set on request by support.

9.4.1.5 Use Radius Authentication

e-FOLLOW.cloud supports user authentication against a RADIUS server.

RADIUS authentication typically is used in environments where several domains or authentication servers shall be merged to one single point of authentication.

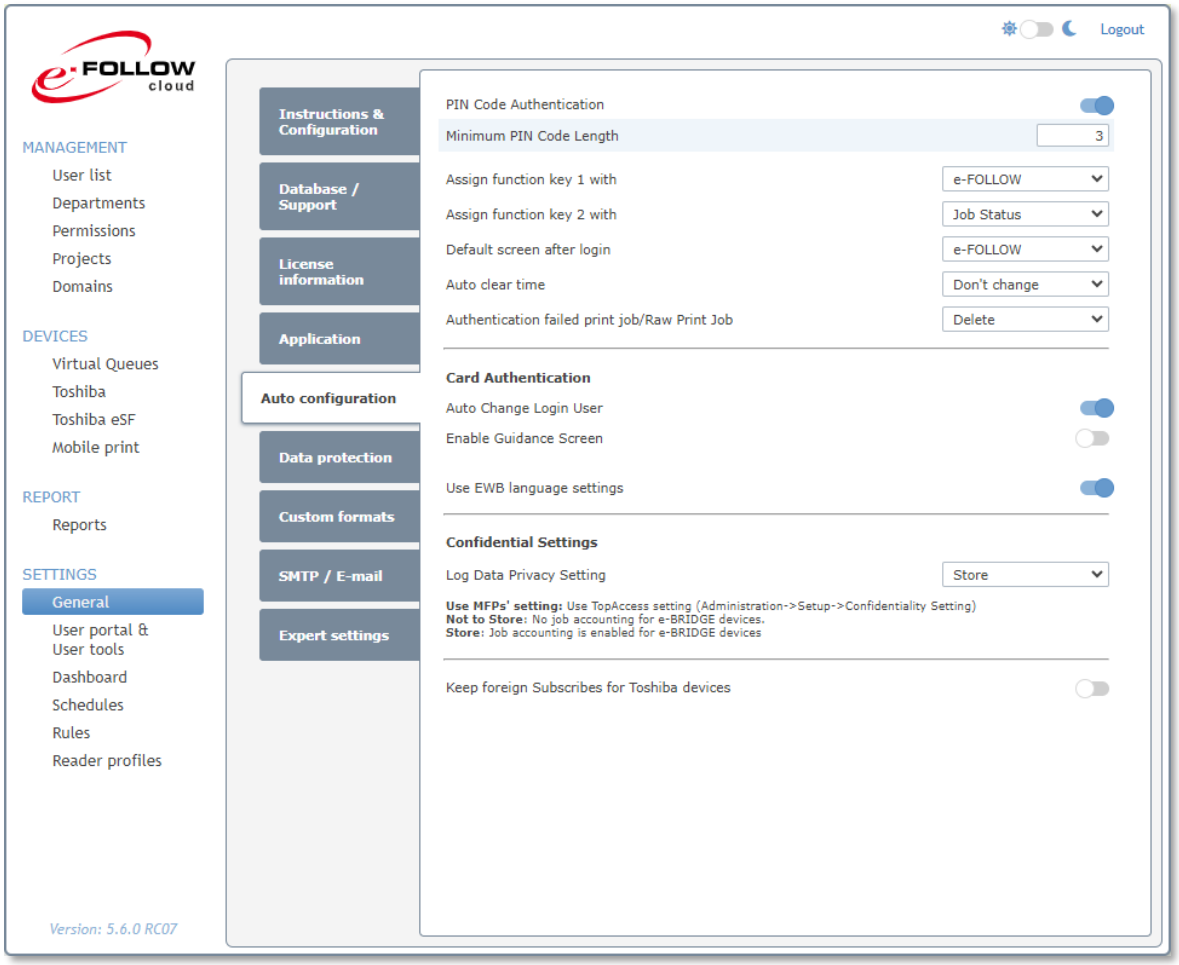
If enabled in **General – Application** the RADIUS authentication options get available.



Please request your administrator to obtain the details for the configuration of the RADIUS authentication service.

9.4.1.6 Auto configuration

At the auto configuration settings you can set up the configuration, which is downloaded and used at the e-FOLLOW.cloud App for e-BRIDGE devices.



PIN Code Authentication
If enabled, the default login screen at the Toshiba e-BRIDGE device will be the PIN code entry screen.

Minimum PIN Code Length
The minimum length for a valid PIN code.

Assign function key 1/2 with
Here you can define, which MFP function should be called when the corresponding hardware key is pressed.

Auto clear time
Here you can set the time for the automatic user logout.
If you enable the feature at
User list → EWB/Print settings → Automatic deletion of jobs (This will activate single print) → At logout then the auto clear time should be changed to No Limit

Authentication failed print job/Raw Print Job
This option defines, what the MFP should do with print jobs from an unknown user and domain name/LDAP server.

Set this setting to “Print” if users should be allowed to print directly to the device. But this setting is not recommended because these jobs won’t be accounted correctly. The MFP will assign jobs for unknown user to “printope”, which are not accounted by default.

With the setting
General → Application → Toshiba → User for accounting of system jobs
you can set one user, to which these unknown jobs are assigned.

Card Authentication - Auto Change Login User
If activated, a card login can be carried out even if a user is currently logged in.

Card Authentication - Enable Guidance Screen
If enabled, at guidance screen is shown for card login.

Use EWB language settings
If enabled, the language of the EWB is used.

Confidential Settings - Log Data Privacy Setting
Here you can see the setting, which was set by the auto configuration (Settings→General→Auto configuration). It controlls if job data from the MFP should be stored for accounting or not.
Beside from this there are additional settings at Settings→General→Data protection.

These settings are possible:

- **Use MFPs' setting**
  The setting from TopAccess→Administration→Setup→General→Confidentiality Setting is read and set at auto configuration.

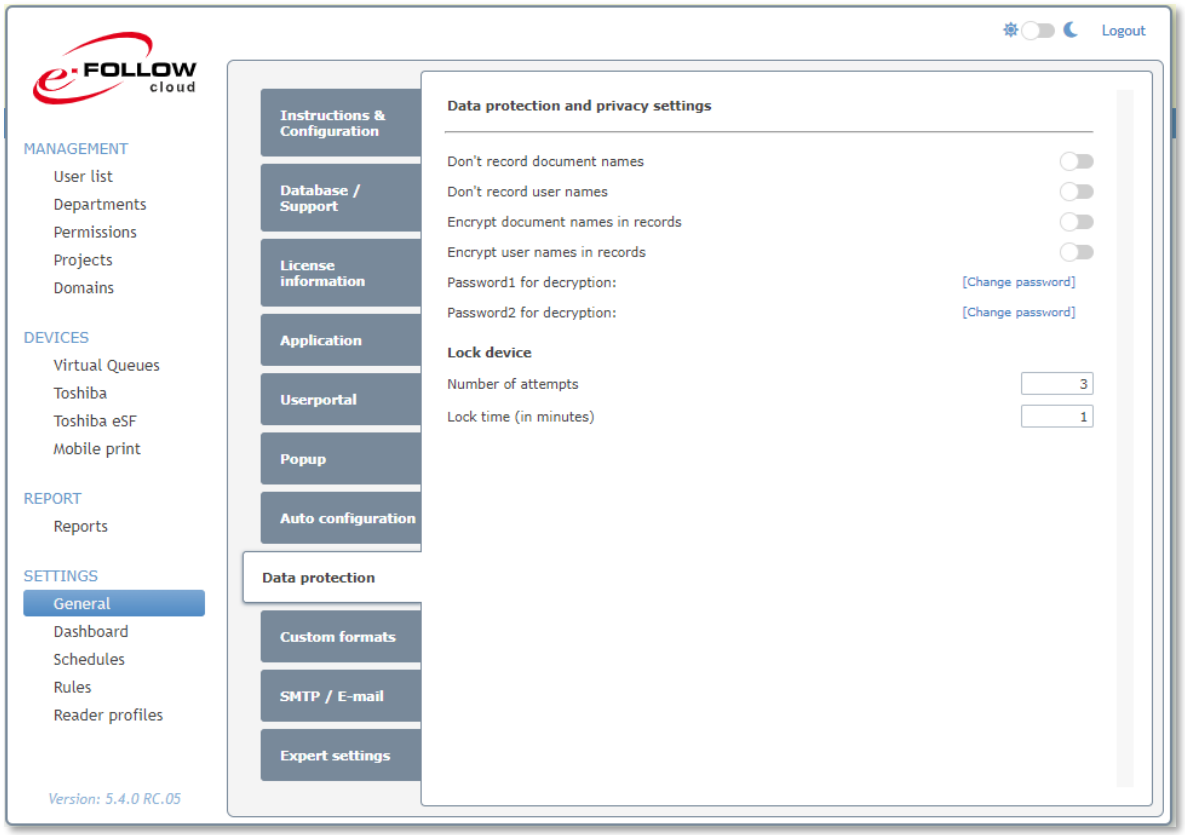
- **Not to Store**
  No job accounting for e-BRIDGE devices.

- **Store**
  Job accounting is enabled for e-BRIDGE devices.

Keep foreign Subscribes for Toshiba devices
By default other event subscribes are removed when the e-FOLLOW.cloud App adds its event subscribes to prevent timeout errors.
In case the event subscribes to other services are needed, this option has to be enabled.

9.4.1.7 Data protection

e-FOLLOW.cloud provides some unique functions to ensure a maximum level of data protection and privacy of user data.



Don´t record document names
If enabled the document names will not be recorded in the transaction database.

Don´t record usernames
If enabled the usernames will not be recorded in the transaction database

Encrypt document names in records
If enabled, the document names will be stored encrypted in the transaction database

Encrypt user names in records
If enabled, the user names will be stored encrypted in the transaction database

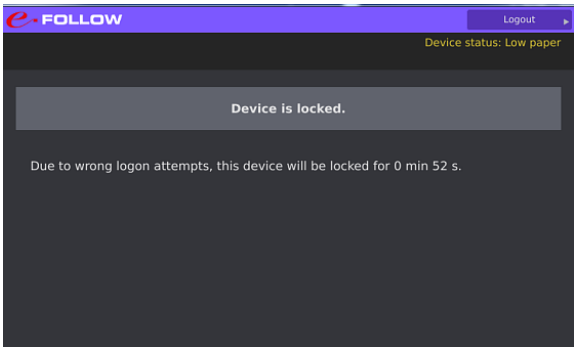
Password1 for decryption:
Password 1 for the decryption of document names and user names when creating reports.

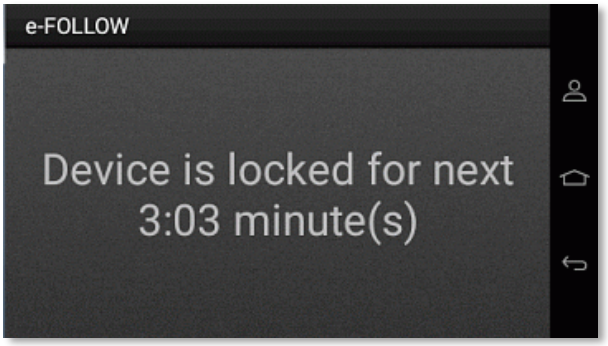
Password2 for decryption:
Password 2 for the decryption of document names and user names when creating reports.

Password 2 may be left blank.
The usage of two passwords allows performing a 2 factor authentication for the decryption of user names and document names.

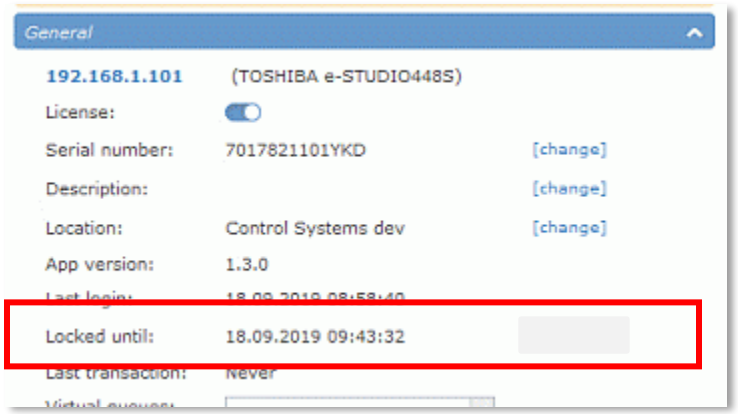
Lock device

This will enable a security option against trying out credentials. If a user enters multiple invalid user credentials (username, username & password, PIN) reaching the ***Number of attempts***, the device gets locked for the ***Lock time***.



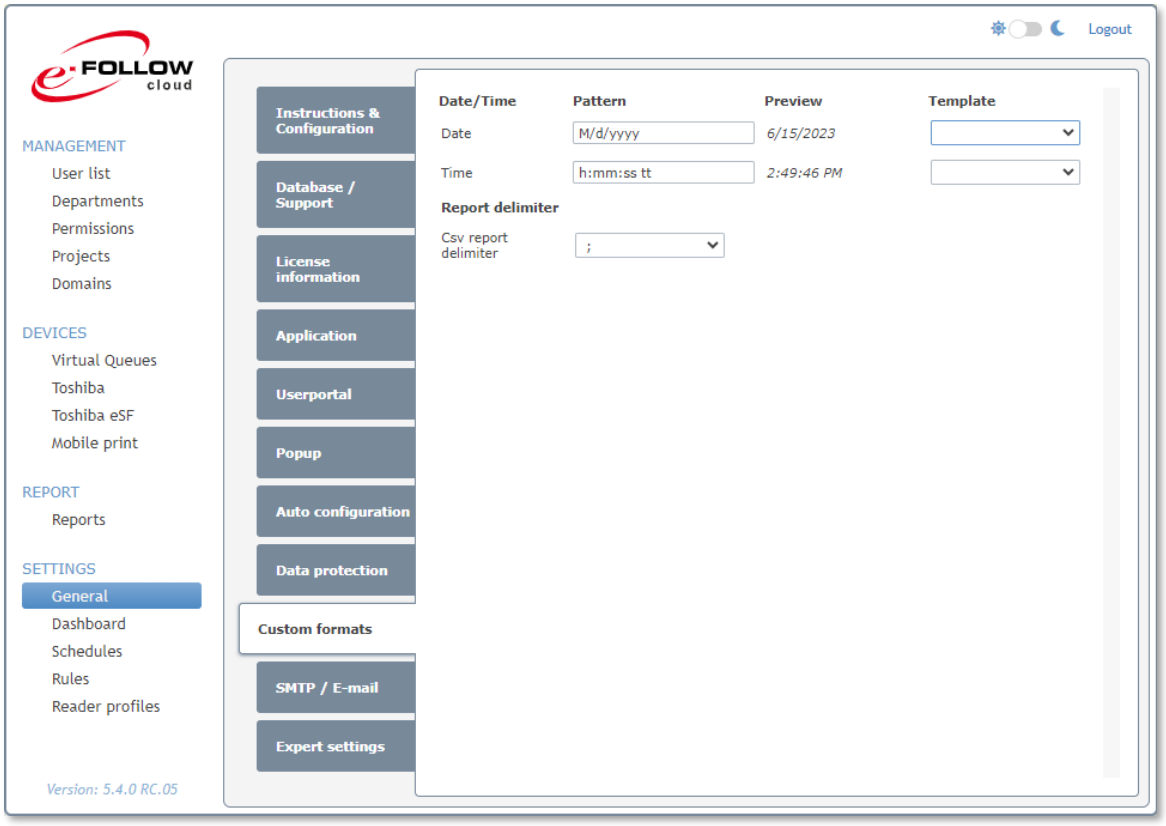


Locking of a device is also indicated in the device´s General settings.



9.4.1.8 Custom formats

e-FOLLOW.cloud allows to customize the time and currency formats to your specific requirements.

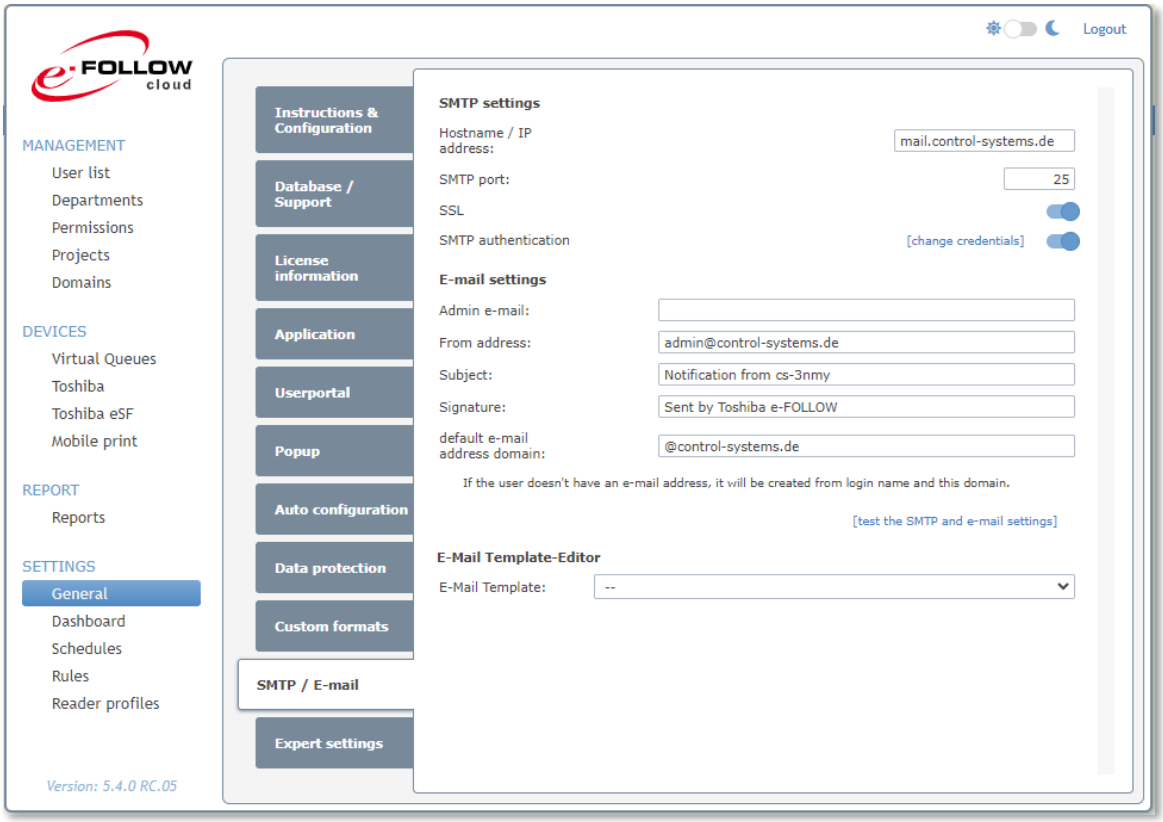


Date & Time
The Date/Time Pattern allows to specify your individual appearance of date and time inside e-FOLLOW.cloud and the reports. The most common patterns are available from the **Template** pull-down.

Report delimiter
Here you can select the field delimiter that shall be used for the .csv export of reports.

9.4.1.9 SMTP / E-mail

Enter the **Hostname** and **port** of your SMTP server.



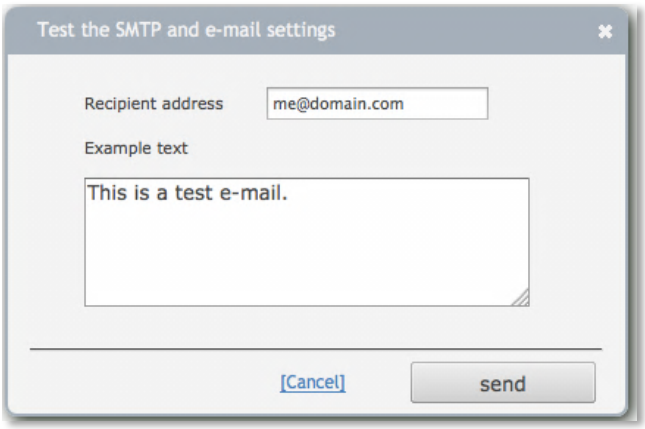
In case SMTP authentication is required, enter the credentials of an account that is allowed to send emails via this server.

Use the **E-mail settings** to enter a **From address:** a **Subject**: an a **signature**.

Enter an **Admin e-mail address** that will receive administrator notifications e.g. in case of Maintenance is going to expire

The **default E-mail address domain** will be used if the user has no e-mail address assigned. e-FOLLOW.cloud will then try to send notifications to **'username'@'default_E-mail_address_domain'**

[test the SMTP and e-mail settings]
Enter the sender and recipient and press Send test e-mail. e-FOLLOW.cloud embedded will try to send a test email.



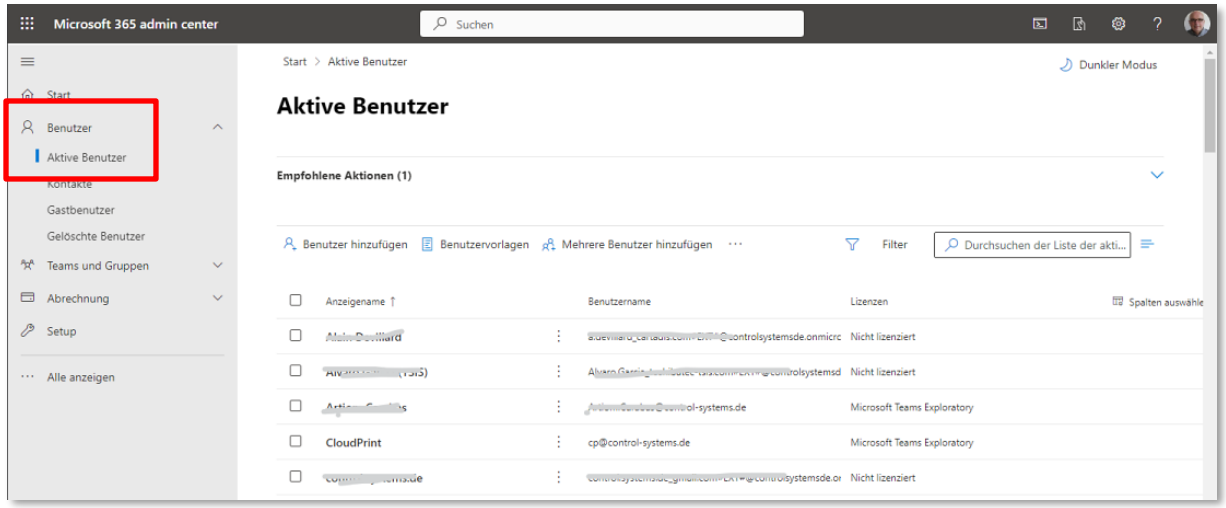
Check the in-box of the recipient to make sure, settings are correct.

9.4.1.10 Sending mails via Microsoft 365

You can use Microsoft 365 as an SMTP server to send out mails to users.

It is recommended to add a specific user that is used for authenticating against MS365.

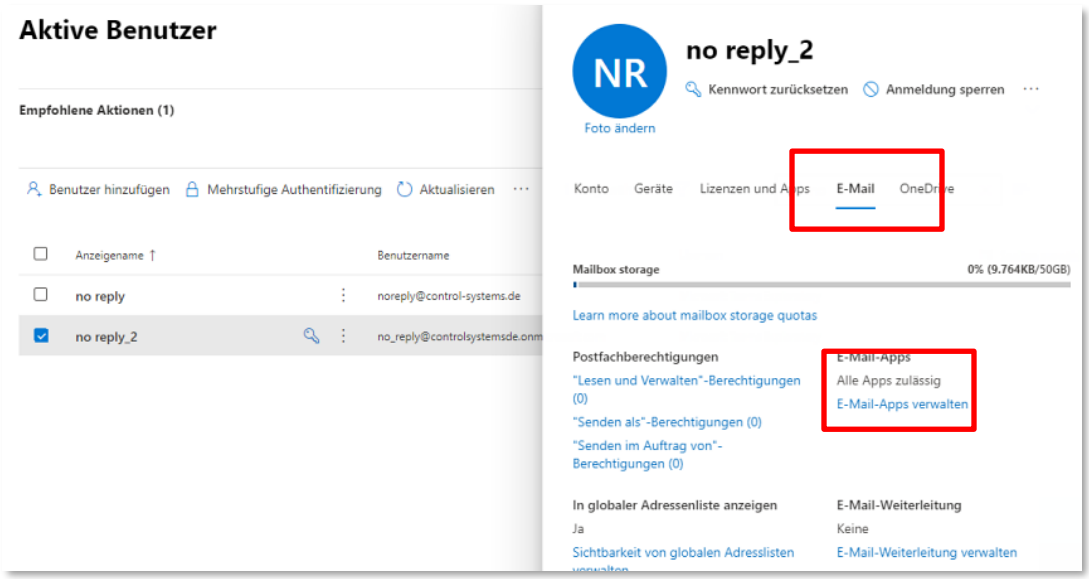
Login to **Microsoft 365 admin center** and select **Active Users**.



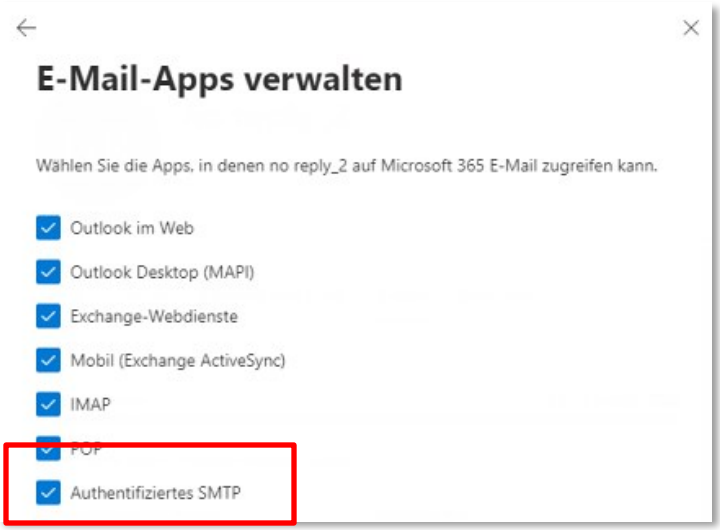
Add a new user for your domain.

It will take some minutes to create the user´s mailbox.

Open the user settings and change to E-Mail – manage e-Mail apps.

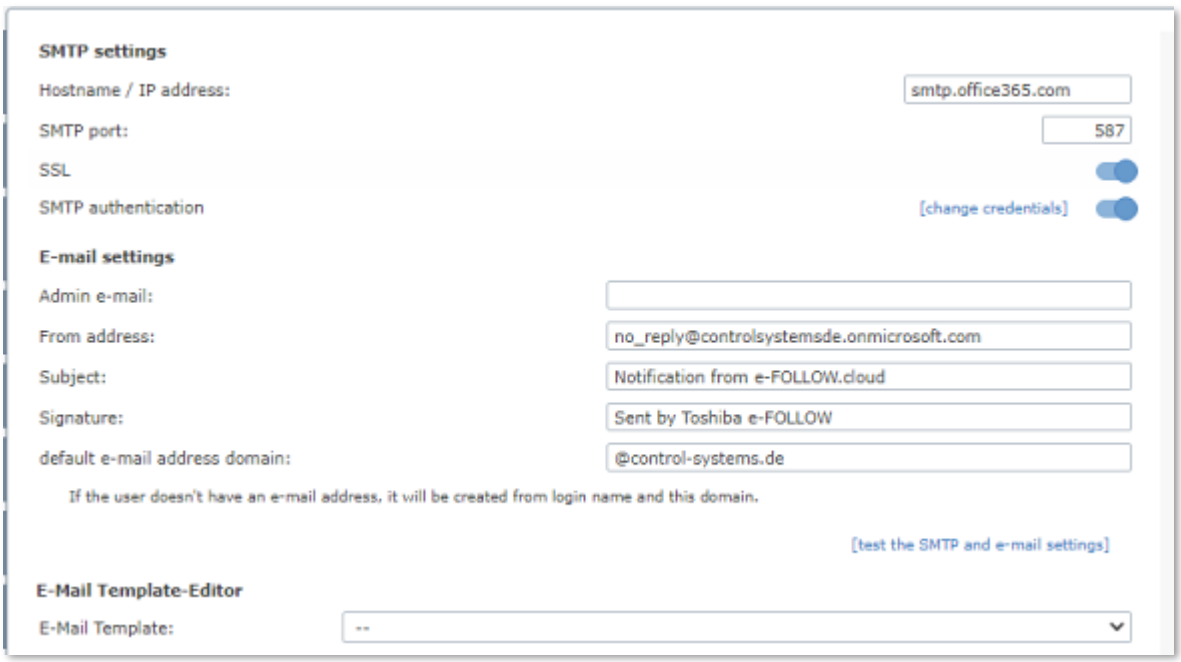


Make sure ‘authenticated SMTP’ is checked.



You can now enter/edit the SMTP settings in e-FOLLOW

Hostname	smtp.office365.com
SMTP Port	587
SSL	ON
SMTP authentication	enter the username & password

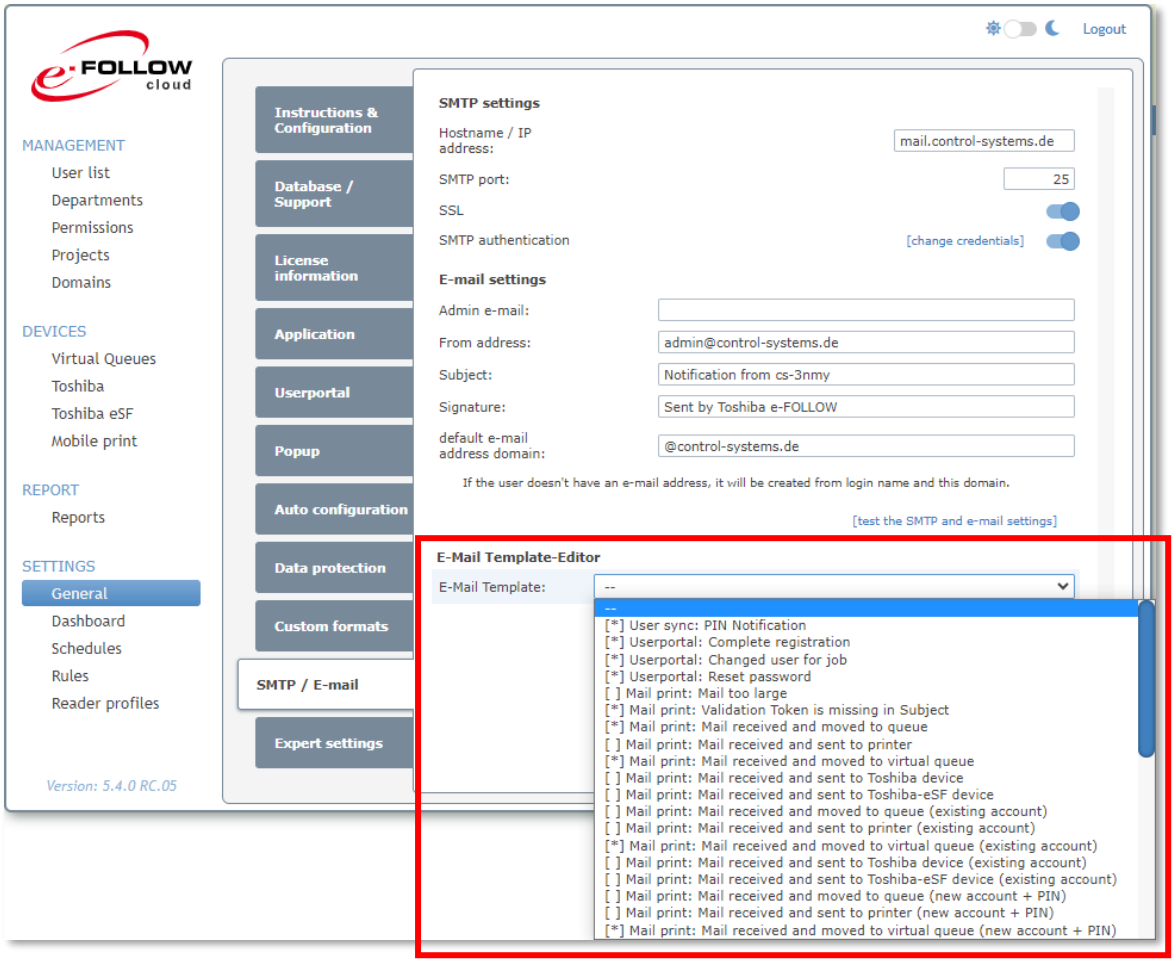


Attention
Make sure the **‘From address’** is identical to the user credentials for logging in to MS365.

9.4.1.11 E-Mail Template-Editor

e-FOLLOW.cloud provides a convenient e-mail template editor that allows you to modify the e-mail content sent out to the users according your specific requirements.

Select the desired Template from the list.

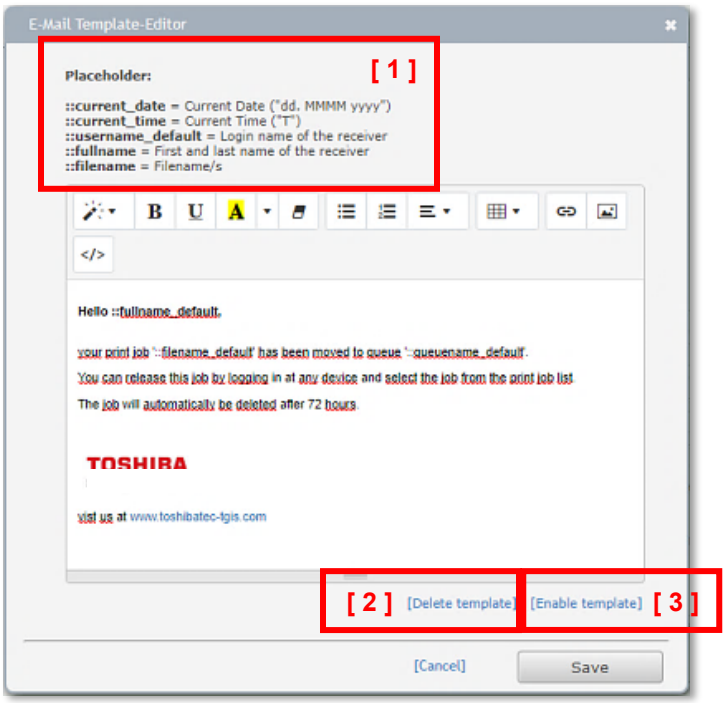


You can now edit the default email content by using placeholders, images, links etc.

[1] Placeholders
here you find the placeholders/variables that can be used for this template.

[2] Delete template
This will delete the current content of the template and the default content will be used.

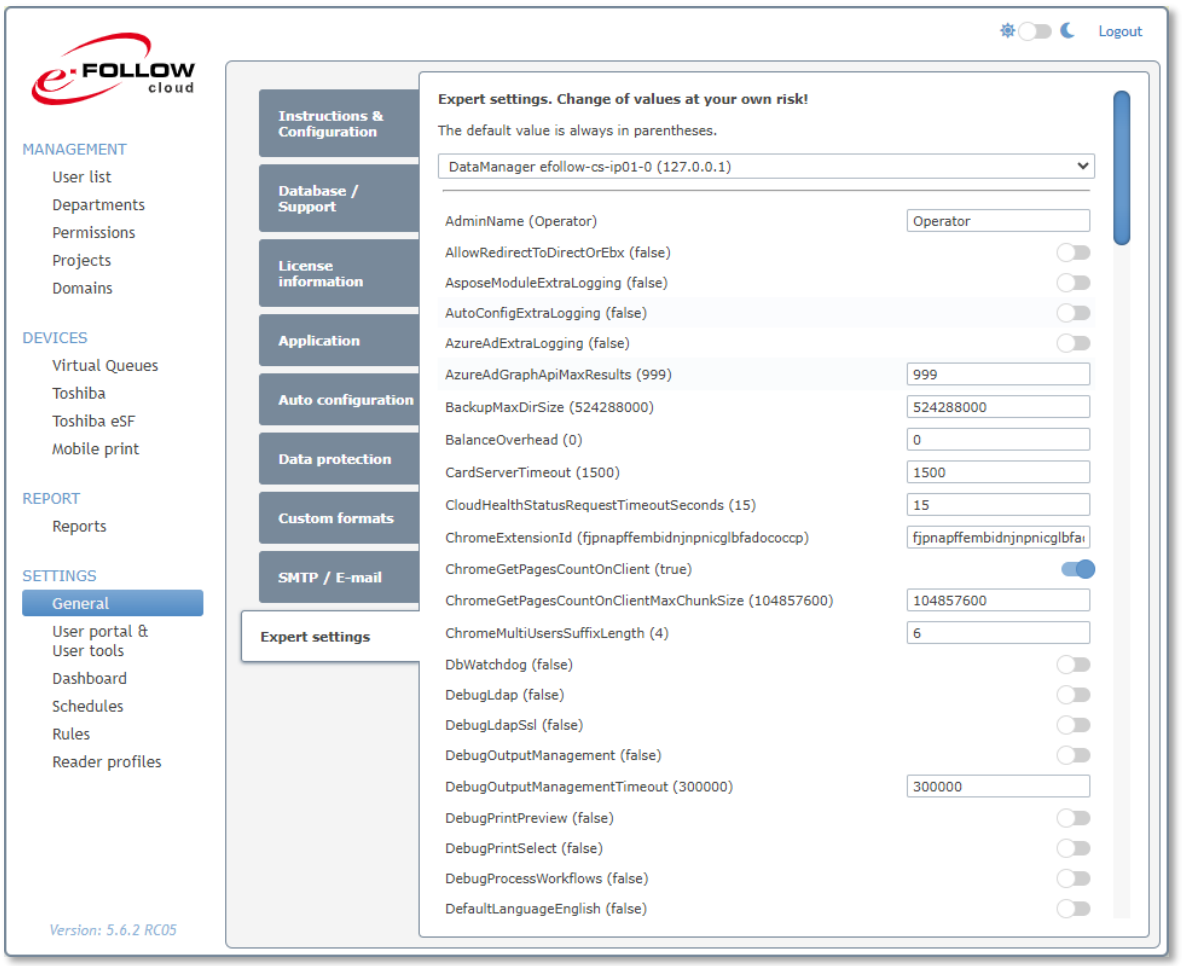
[3] Enable/Disable template
If enabled the modified template will be used. Enabled templates are indicated by [*].
Else the default content will be used.



9.4.1.12 Expert settings

This menu lists all advanced parameters of the e-FOLLOW.cloud system.

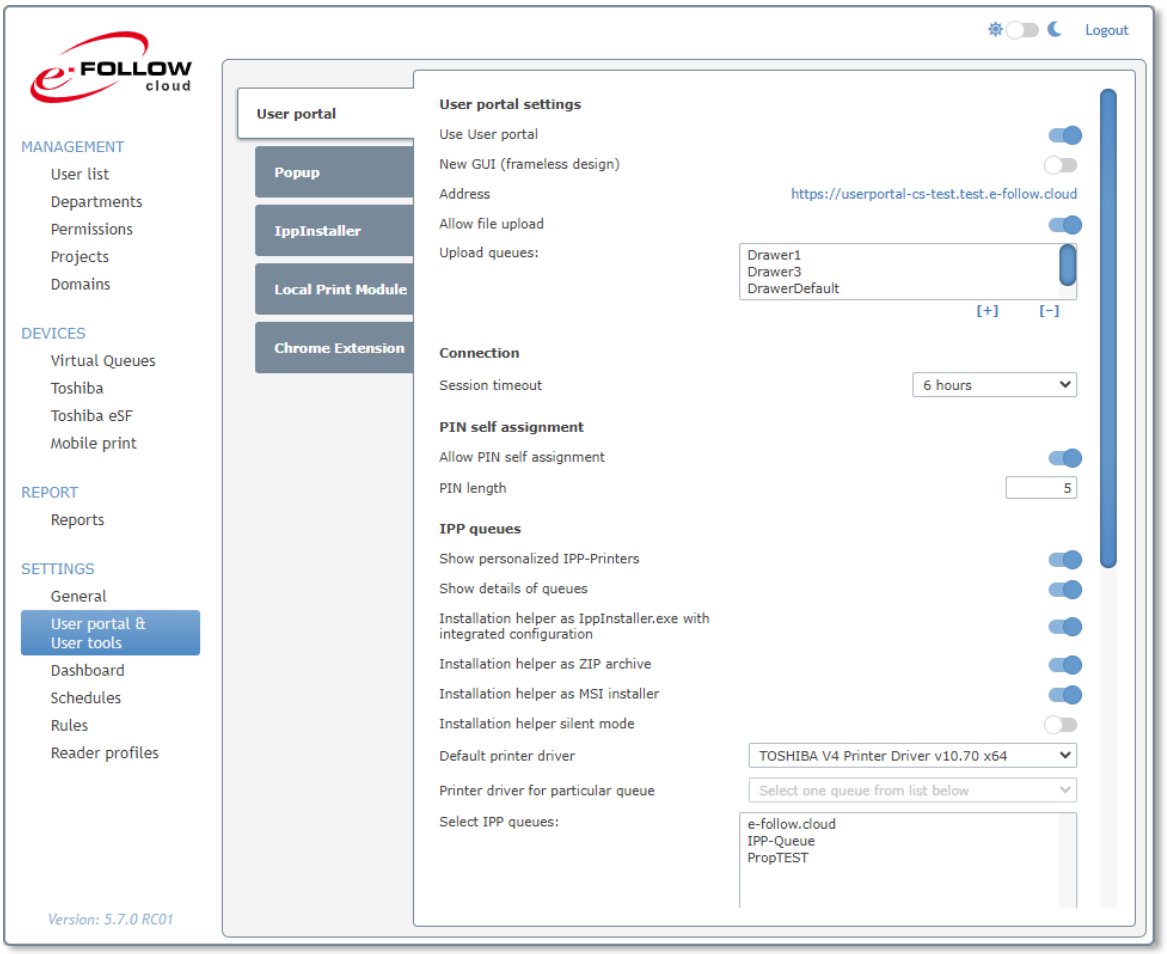
ATTENTION!
These parameters MUST only be modified under the control of software support / development.
Any change may lead to malfunction or make your site not working anymore.
Warranty may end at this point.



9.4.2 User portal & User tools

9.4.2.1 User Portal

e-FOLLOW.cloud provides an enhanced user portal. This allows users to maintain their account or upload documents. Here you have access to the settings that are related to the e-FOLLOW.cloud user portal.



9.4.2.1.1 User portal settings

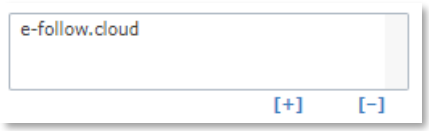
Use User portal
This will enable/disable the general availability of the portal to the users

New GUI (framless)
This will enable/disable the new frameless design for the UserPortal.

Address
This shows the URL to access the UserPortal of your e-FOLLOW.cloud instance. Share this URL to all users that shall have access to the UserPortal.

Allow file upload
IF enabled the upload option gets available for the users.

Upload queues
Add one (or multiple) **upload queues** the users can select as destination. This can be virtual queues (for a later release) or direct queues (for instant print job release)



9.4.2.1.2 Connection

Session Timeout
This defines the time after a user session is close automatically when there is no activity.

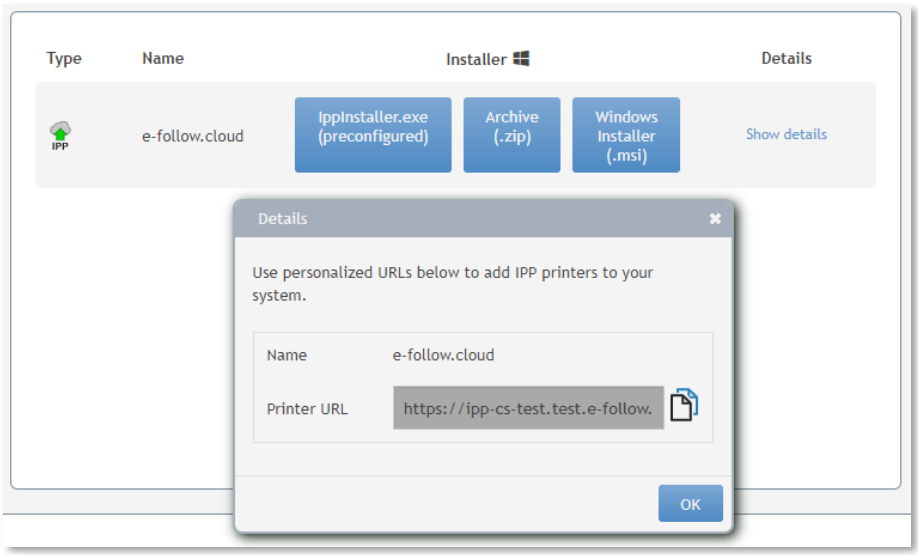
9.4.2.1.3 PIN self-assignment

Allow PIN self-assignment
If enabled the option to self-assign a PIN is available to the users.

PIN length
Defines the number of digits for the new PINs

Due to security reasons (trying/finding other user´s PINs) the user cannot select a new PIN by himself. Instead the system will randomly create an available new PIN.

9.4.2.1.4 IPP queues



Show personalized IPP-Printers
This option enables the download for personalized IPP-Installer package that contains the certificate, the personalized URL and the driver files.

Show details
If enabled the option to display the personalized URL for manual installation.

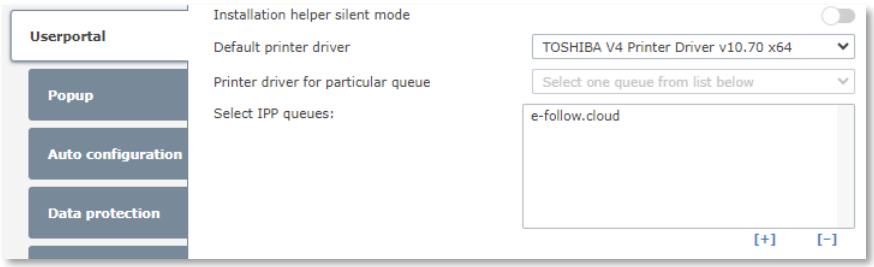
Installation helper as IppInstaller.exe with integrated configuration
If enabled the button with IppInstaller.exe (preconfigured) will be show. When this executable is started it will automatically download all necessary files and install the IPP printer.

Installation helper as ZIP archive
If enabled the button with Archive (.zip) will be show. This archive will contain all necessary files to install the IPP printer.

Installation helper as MSI installer
If enabled the button with Windows Installer (.msi) will be show. This installer contains all necessary files and will install the IPP printer. When the user uninstalls it, also the IPP printer will be uninstalled.

Installation helper silent mode
This option will turn on silent mode for all installation helpers.

Default Printer driver
Here you can select the default printer driver that will be chosen for building the IppInstaller packages.



To assign a different driver to an IPP queue, simply select the queue in the list and assign the **Printer driver for particular queue**

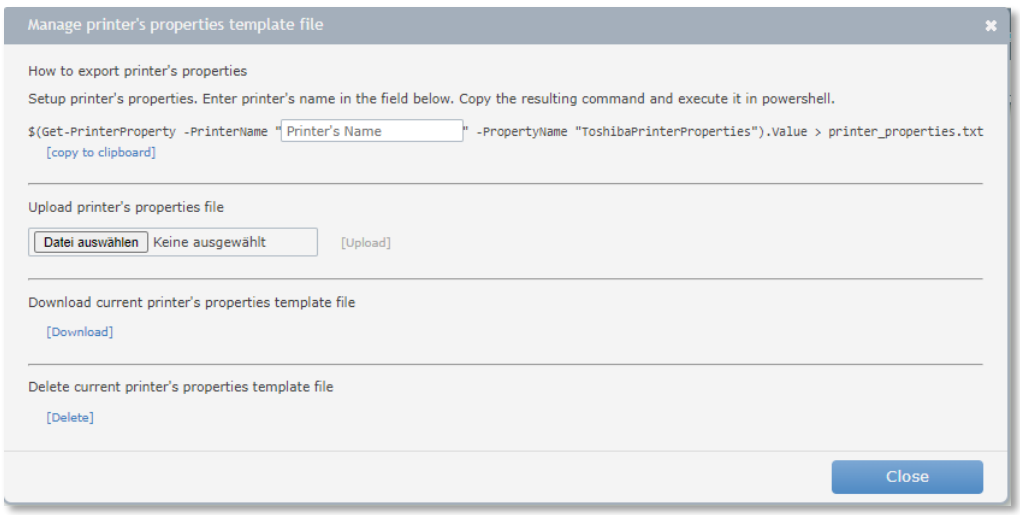
Select IPP queues
Click to **[+]** to add IPP queues that shall be published as personalized IPP-Installer packages via the user portal.

9.4.2.1.5 Include printer properties template with IppInstaller package

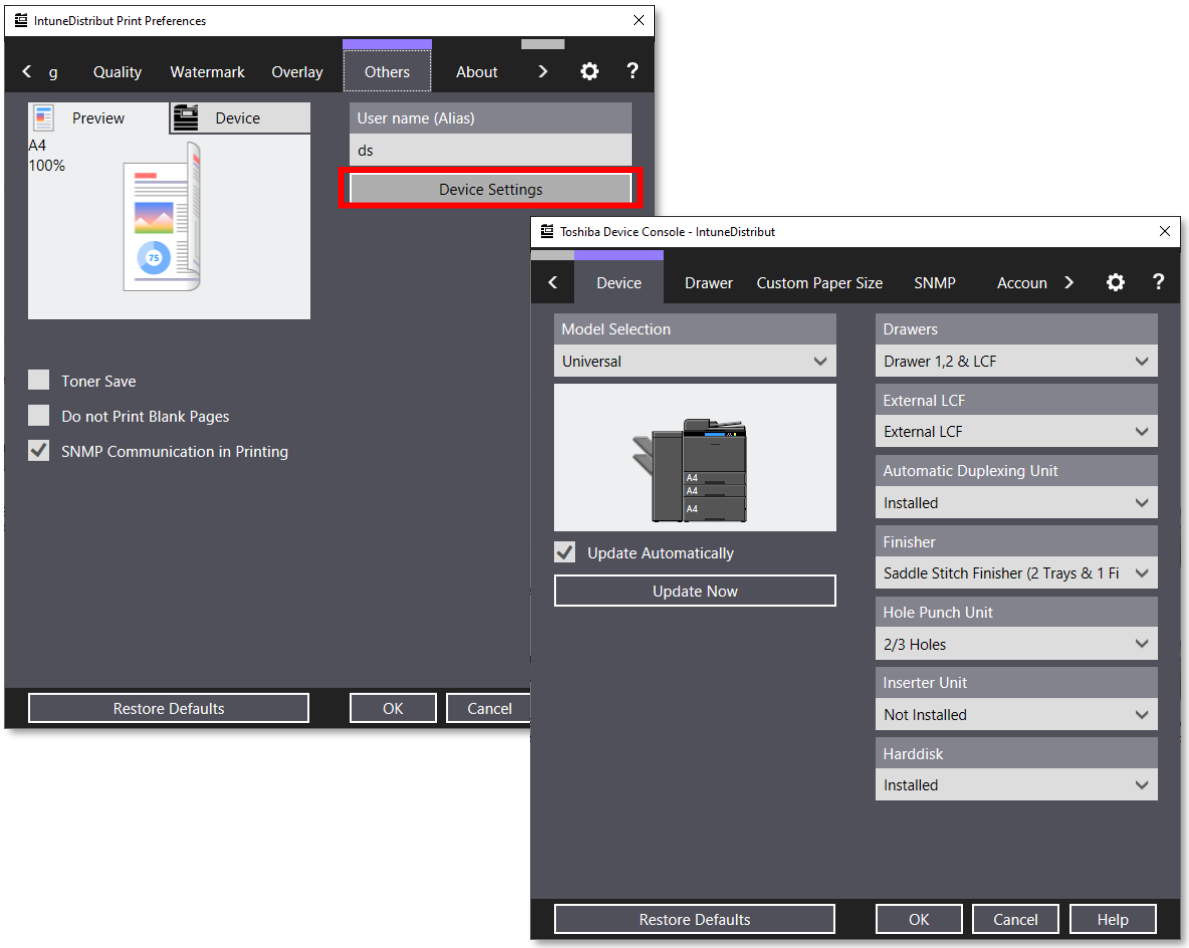
This is a powerful method of configuring the capabilities and equipment of a virtual IPP queue.

This works only for Toshiba V4 printer driver!

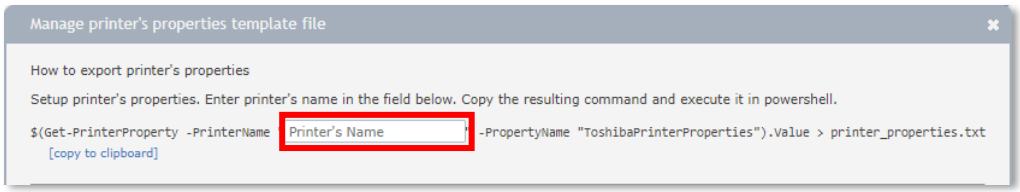
Click to **[change]** to start the procedure for creating a printer property template.

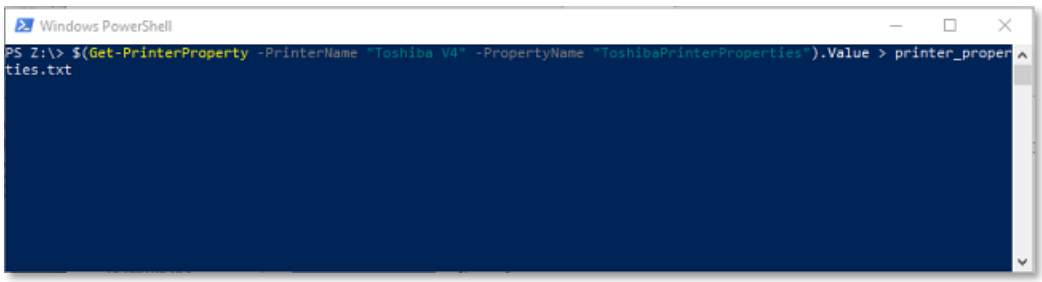


On your workstation install a printer using the Toshiba V4 driver and modify it´s configuration. All the settings stored at **Device Settings** will be included to the property file.



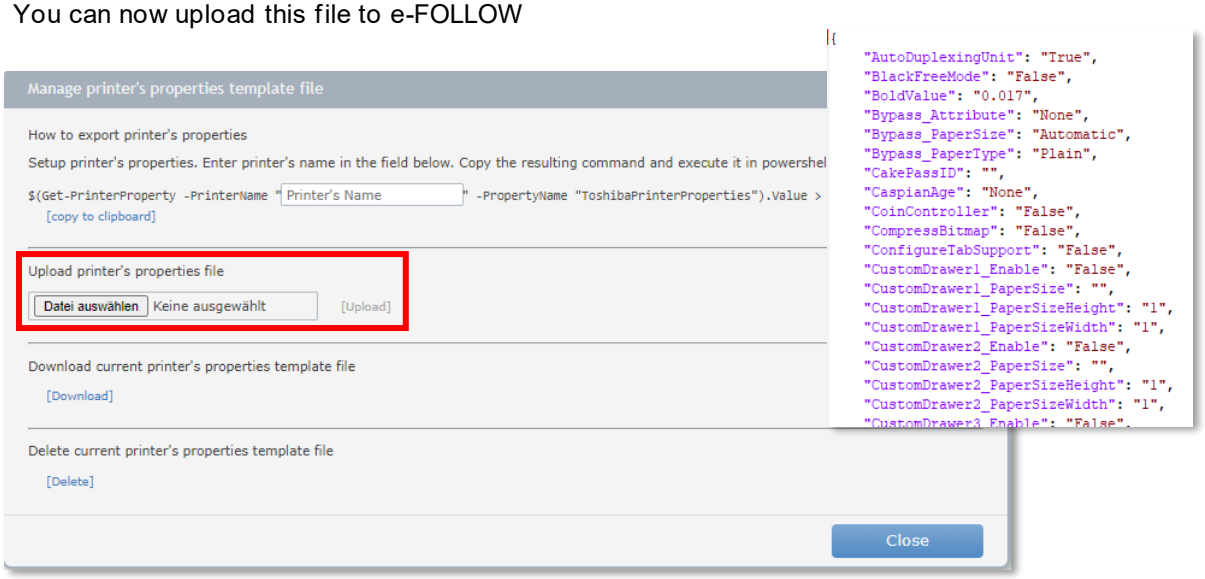
Then enter the printer name into the corresponding filed in the Manage printer properties template dialogue.This will generate the PS command line. Copy the PS command line to clipboard, run Power Shell and execute the command.





This will now generate the file **printer_properties.txt.**

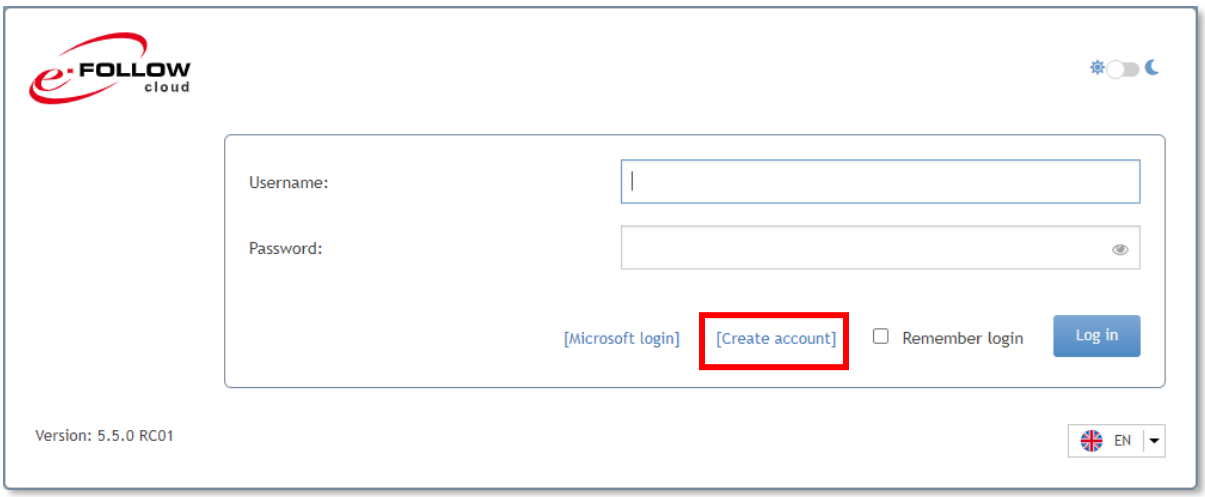
You can now upload this file to e-FOLLOW



Include personalized token in URL
Use this option to add a user-specific token to the IPP-printer URLs.

It should only be disabled if multiple users are using the same PC and if you can make sure that the username of the currently logged in user is added correctly to the print job PJL-header.

9.4.2.1.6 Self-assignment / registration

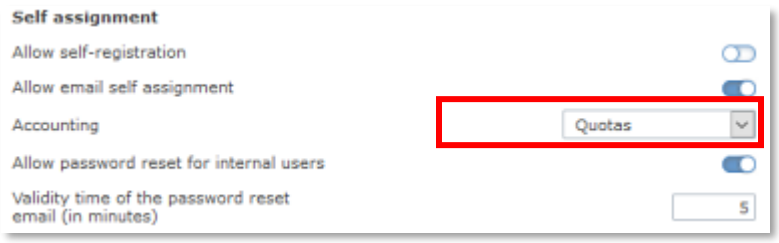


Allow self-registration
If enabled users can self-register an internal account to e-FOLLOW.cloud. An appropriate link will be shown on the User Portal login page.

Allow E-Mail self-assignment
If enabled the users may add additional E-Mails to their account. This will allow the user to send print jobs by from other mail accounts.

Allow Alias self-assignment
If enabled the users may add additional Aliases to their account. This will allow the user to send print jobs under another user context (e.g. from SAP)

Accounting-Mode
Here you can define the accounting mode for users, that have self-registered to e-FOLLOW.cloud.



Allow to change password for internal users
If enabled internal users (not synchronized with a directory service) are allowed to change their password.

This can also be important for users that have been created automatically – e.g. by sending a job via email. In this case the password is initially blank and can be set by the user themselves.

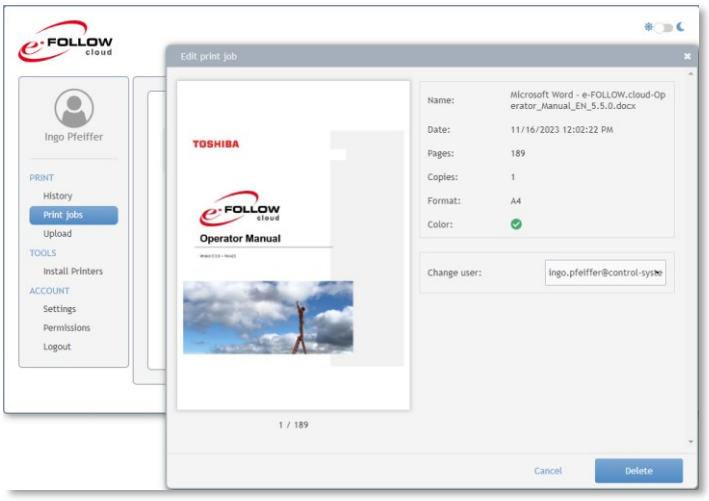
Allow password reset for internal users
If enabled internal users will see a [Forgot Password?] link in case the password they entered was wrong.

An email to reset the password is sent to the user. The reset Link in this mail must be used before the **Validity time of the password reset** time expires.

9.4.2.1.7 Print Job List

This option will enable/disable the print job list in the user portal.

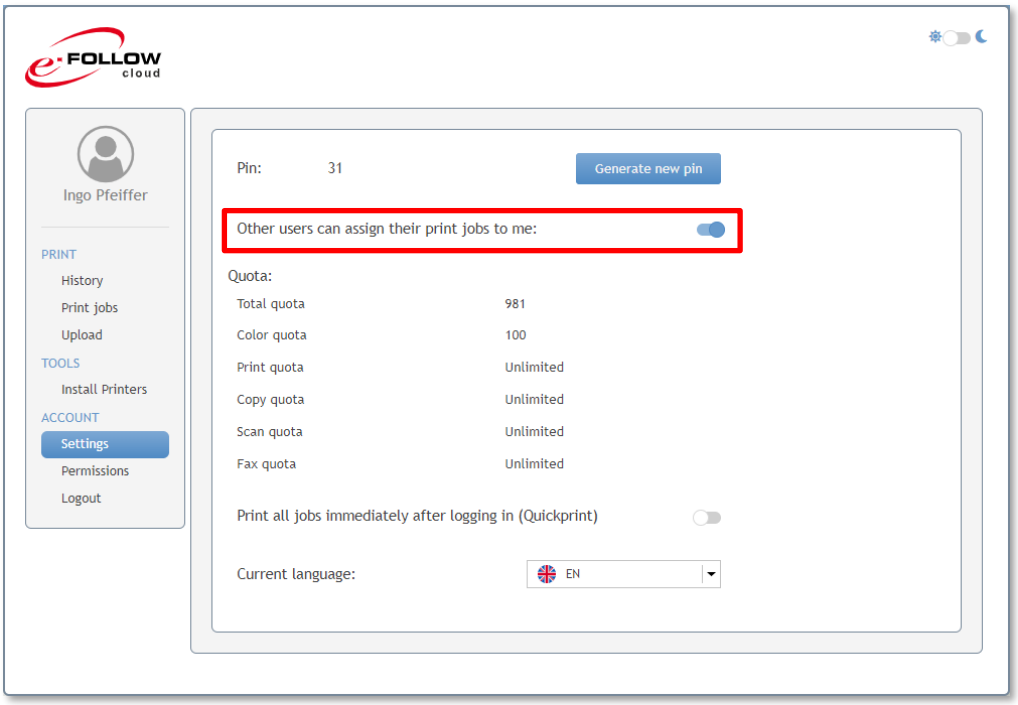
Currently the user will have the option to preview the job, to delete the job or to reassign it to another user.



Allow users to reassign their jobs to other users
If enabled users will see the option to change the ownership of their own jobs in the print job list.

To assign a job to another user the 'recipient' needs to allow that users can assign jobs to him.

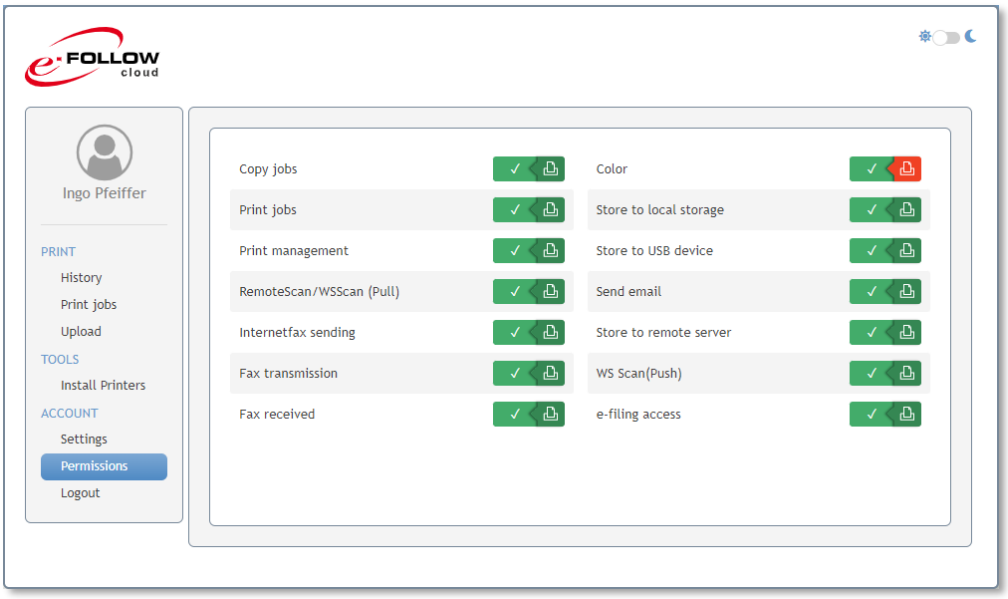
If disabled he will not be selectable for other users.



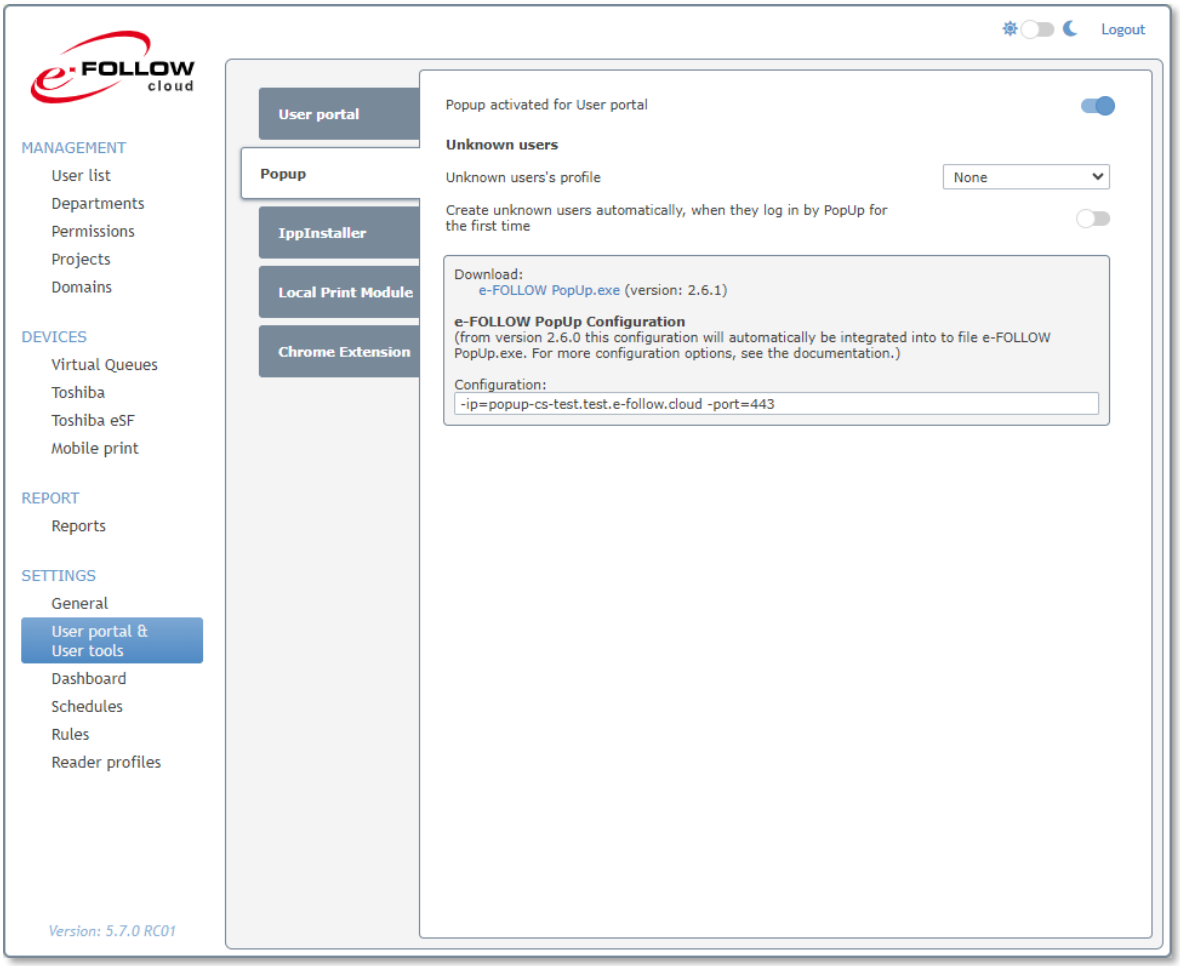
Once a job has been assigned to another user the 'original' user has no access to this job anymore.

9.4.2.1.8 Show permissions menu

This option will enable / disable the user´s permission table in the UserPortal



9.4.2.2 PopUp settings



Unknown users
Here you can define the behaviour of PopUp if a job from an unknown user is received by e-FOLLOW.cloud

Unknown users' profile
Here you can define what type of PopUp shall be used for unknown users.

Create unknown users automatically when they login by PopUp for the first time
If enabled an unknown user that authenticates himself via e-FOLLOW.cloud PopUp will be automatically added to the e-FOLLOW.cloud database.

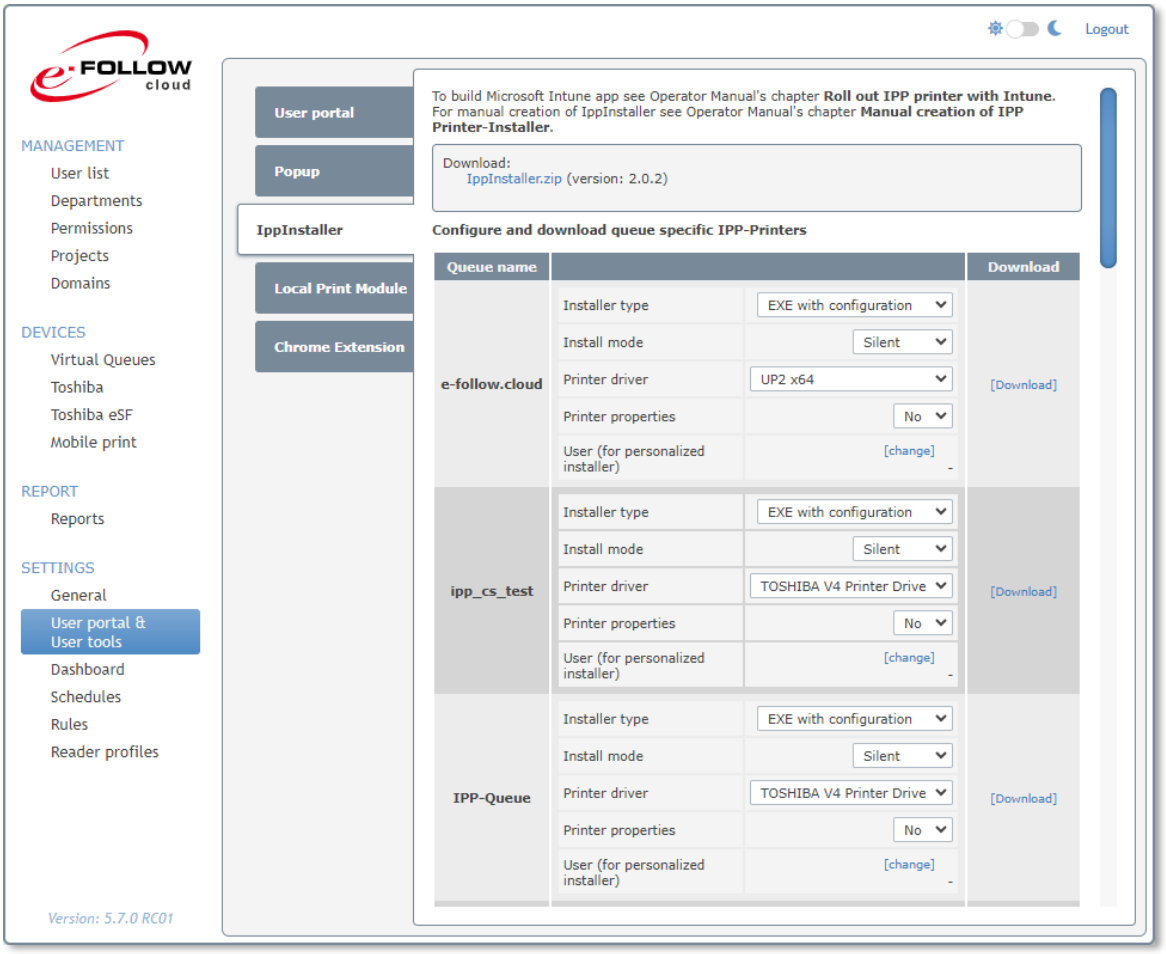
Download
At the download section you can download the e-FOLLOW PopUp.exe with integrated configuration. You can also see and modify the configuration. Every time when you download e-FOLLOW PopUp.exe the current configuration will be integrated.

More information about the configuration option can be fould at chapter:

8.4.5 Executing the e-FOLLOW client PopUp

9.4.2.3 IppInstaller

Here you can generated preconfigured IppInstallers for all Virtual queues.



Installation type EXE with configuration
If selected IppInstaller.exe with included configuration (metadata info of the file) can be downloaded. When this executable is started it will automatically download all necessary files and install the IPP printer.

Installation helper as ZIP archive
If selected a Archive (.zip) can be downloaded. This archive will contain all necessary files to install the IPP printer.

Installation helper as MSI installer
If selected a Windows Installer (.msi) can be downloaded. This installer contains all necessary files and will install the IPP printer. When the user uninstalls it, also the IPP printer will be uninstalled.

Installation helper silent mode
This option will turn on silent mode for all installation helpers.

Printer driver
Here you can select the default printer driver that will be chosen for building the IppInstaller packages.

Printer properties
Here you can select if the printer properties file should be included to the IppInstaller package. More informations about the printer properties can be found here:
9.4.2.1.5 Include printer properties template with IppInstaller package

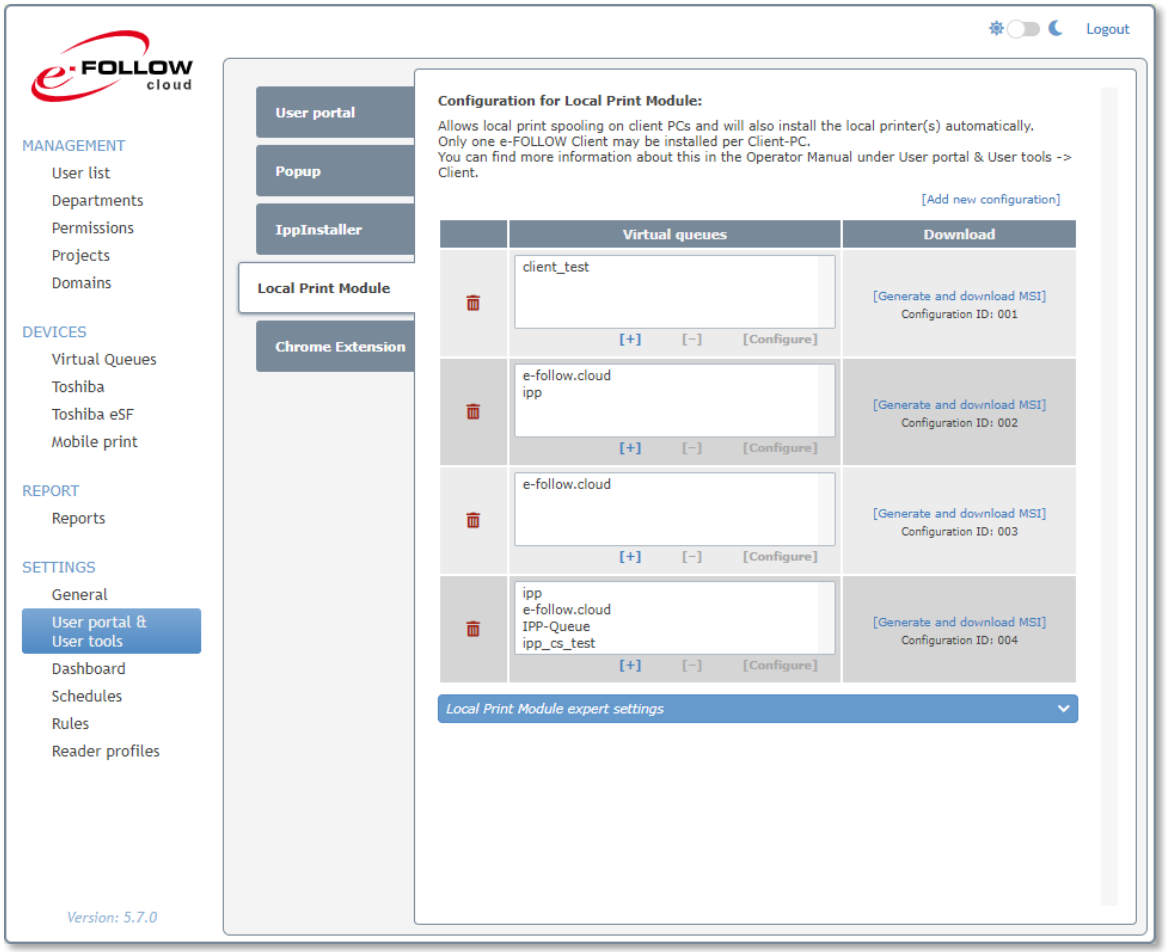
User (for personalized installer)

If a user is selected, a personalized IppInstaller package for this user can be downloaded. In this case the IPP Url will contain informations about the user. When the field is empty the IppInstaller package with default IPP Url can be downloaded.
It is also possible to create an IppInstaller package mHere you will find an IppInstaller ZIP archive to create your own installer.

9.4.2.4 Local Print Module

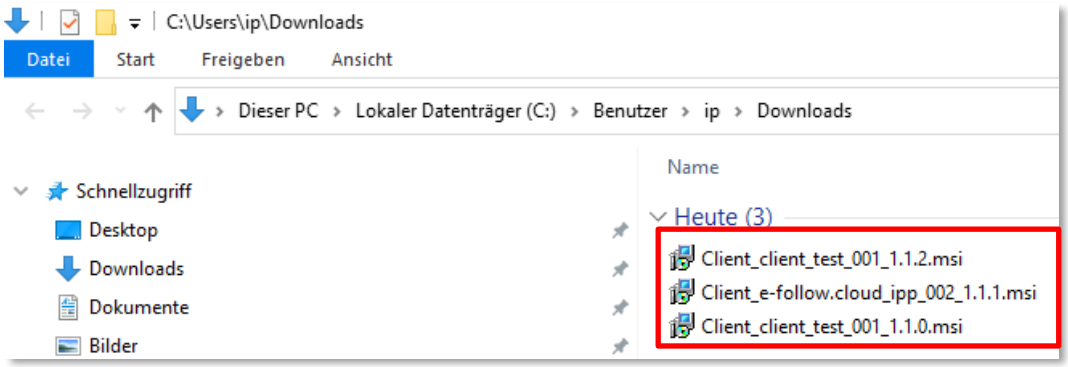
The e-FOLLOW.cloud Local Print Module will enable local print spooling on Client-PCs. It also will automatically create the needed local printer(s).

The Local Print Module is not enabled by default. It is an optional module, which can be purchased.



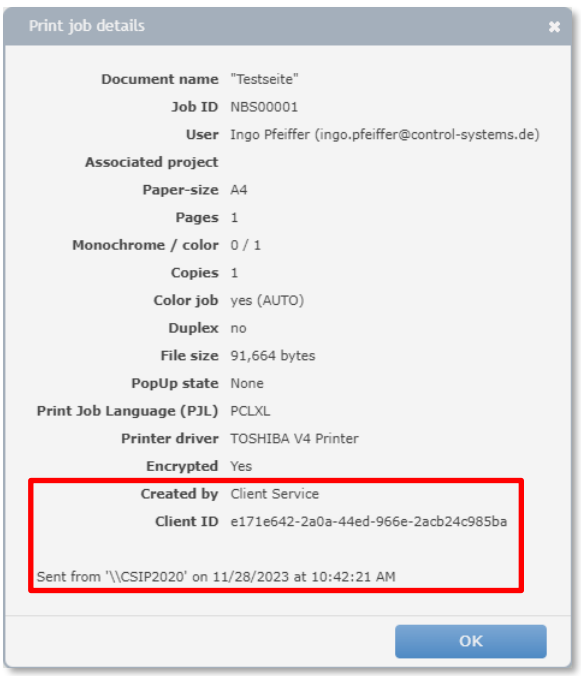
Many different configurations can be created by pressing [Add new configuration].
For each configuration a MSI installer can be downloaded. This MSI installer will be generated when you press download. It does contain the configuration, printer driver, printer properties and executable for the windows service.

Only one configuration can be installed on a Client-PC.
Everytime you make a change at the configuration settings and generate and download the MSI installer, the version number of the installer will be increased. This is necessary in order to carry out upgrades correctly.
On the Client-PC only a upgrade is allowed. Downgrade to a lower version number is not possible.



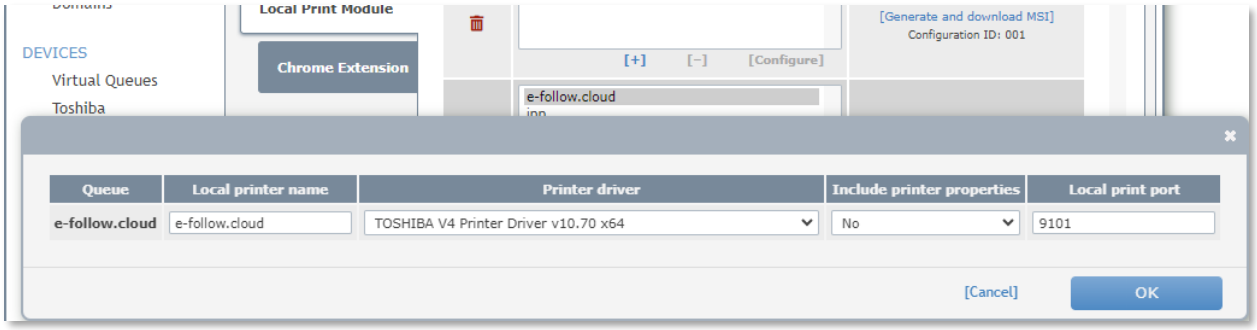
The MSI installer will install a windows service with the name: e-FOLLOW Local Print Module …
This windows service then will automatically install the local printer(s) with a raw printer port to IP address 127.0.0.1.
When the user prints one job to this printer, the print job will be stored encrypted on his PC and the job informations will be sent to the e-FOLLOW.cloud instance.
The windows service also starts polling to the e-FOLLOW.cloud instance for the next operations (delete job/release job).

These print jobs will now have the same functionality as every job in e-FOLLOW. In the management you only see the difference if you check the print job details:



Before releasing one Job (IPPS is used for this) the Client-PC checks if he can reach the MFP by IPPS. If there are any errors an message will be displayed on the MFP display. More details can be found at the dashboard of the management.

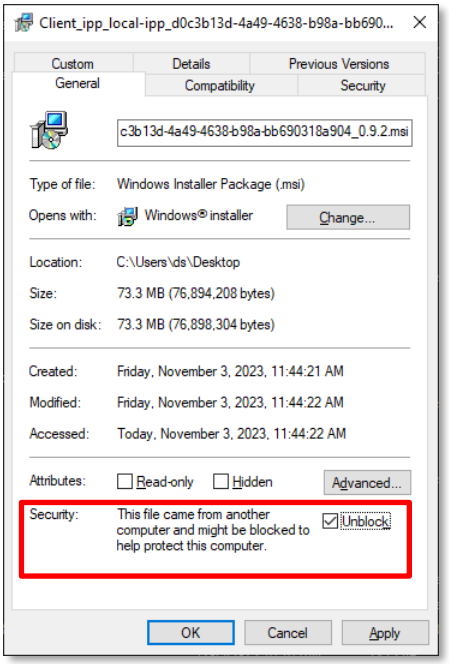
For the detailed settings you can select one or more queues and click on configure:



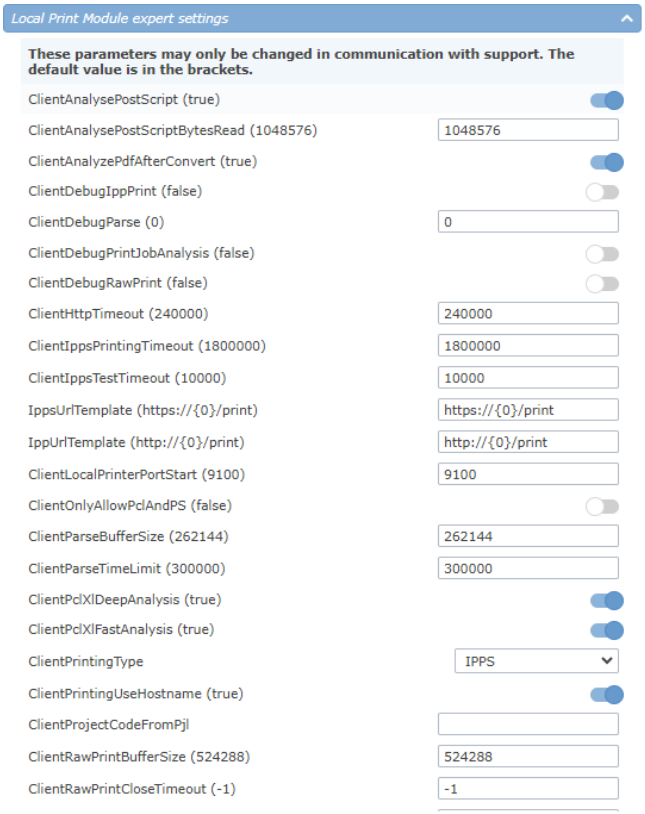
There you can set up the Local printer name. This will be the name of the printer which will be automatically installed on the Client-PC.
You can also select one of the default printer drivers. The printer properties are containing the printer settings for the TOSHIBA V4 printer driver.
New printer drivers and the printer properties are currently only configurable at SETTINGS→User portal & User tools→Userportal.
Because the windows service starts a local TCP listener for each printer the local printer port has to be unique.

The MSI installer is not signed with a digital signature. The digital signature is needed to deploy the MSI installer in a Windows Active Directory environment.
To digitally sign the installer, send a request to support@control-systems.de with a download link (e.g. wetransfer.com) to the MSI installer.

Alternatively, you can check this setting in the properties of the downloaded MSI installer:



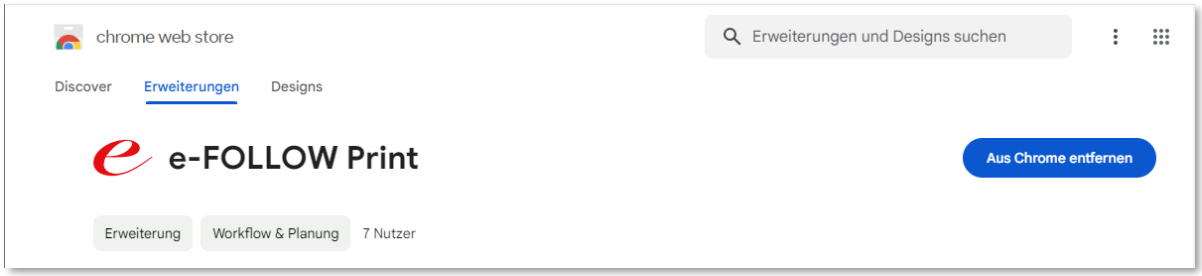
The Local Print Module Expert Settings are the same settings as the Expert Settings for the PrinterManager. These settings may only be changed in consultation with the support team.



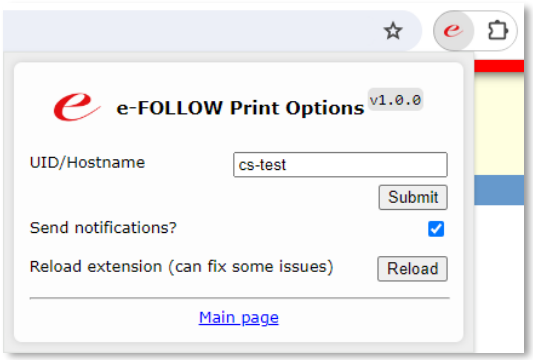
9.4.2.5 Chrome Extension

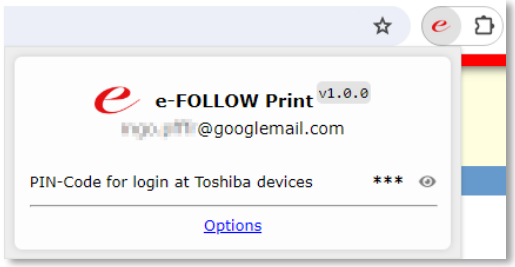
With the e-FOLLOW Print Chrome Extension you can easily distribute e-FOLLOW queue to users which are using Google Chrome browser or working on a Chrome Book.

It can be retrieved from the Chrome Web Store or directly from this URL:
https://chromewebstore.google.com/detail/e-follow-print/fjpnapffembidnjnpnicglbfadococcp
Or click on the link at SETTINGS→User portal & User tools→Chrome Extension.

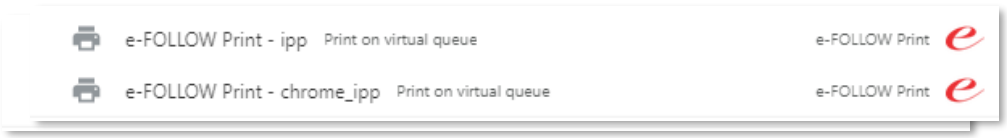


After installing the extension it will show it's options dialog. When you are using it outside a Google Workspace or the admin hasn't set the policy for the extension you have to enter the UID (for e-FOLLOW.cloud) or Hostname (for e-FOLLOW).
At the Main page of the extension you can access you PIN-Code for login at Toshiba devices.

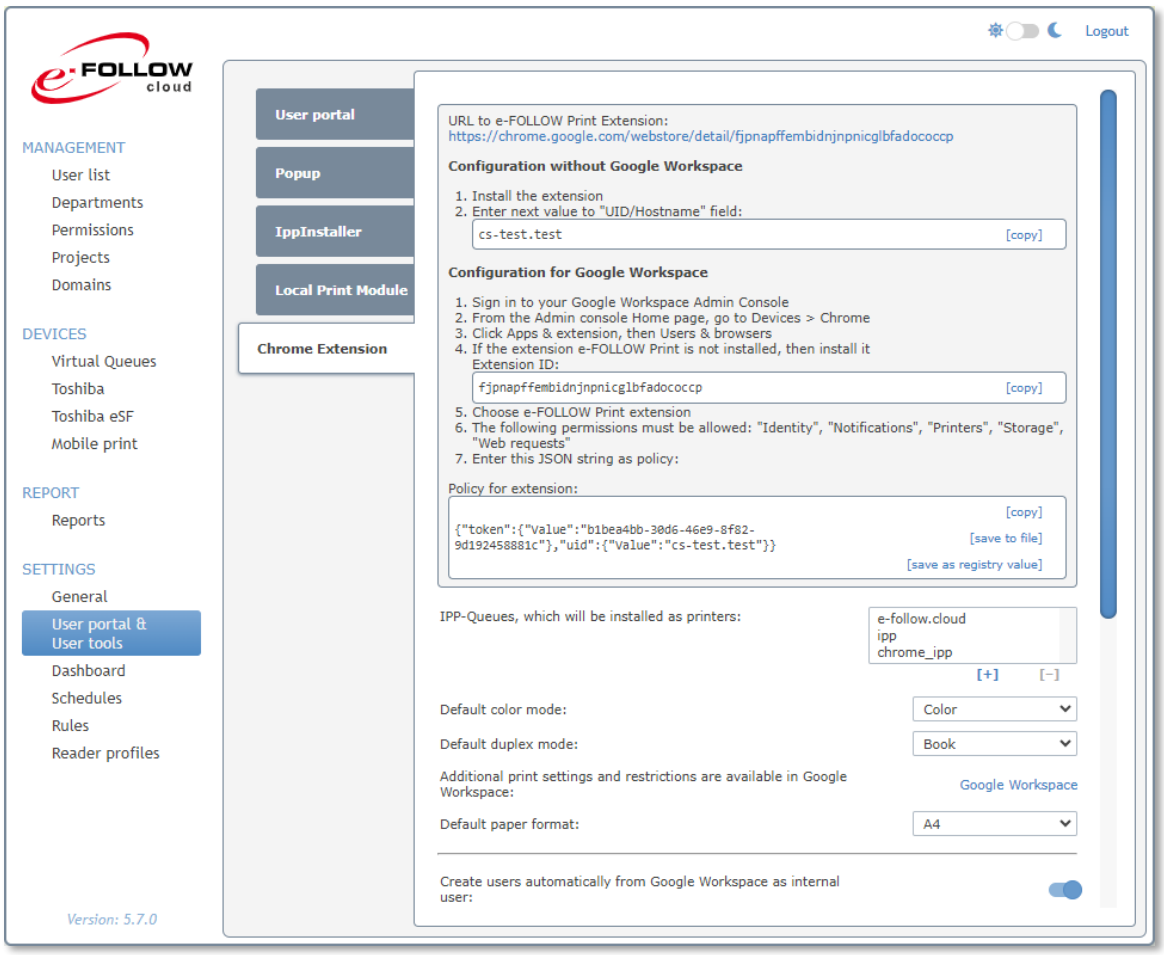




The e-FOLLOW queues then will be shown additional to the other available printers when the user selects a printer.



Configuration:

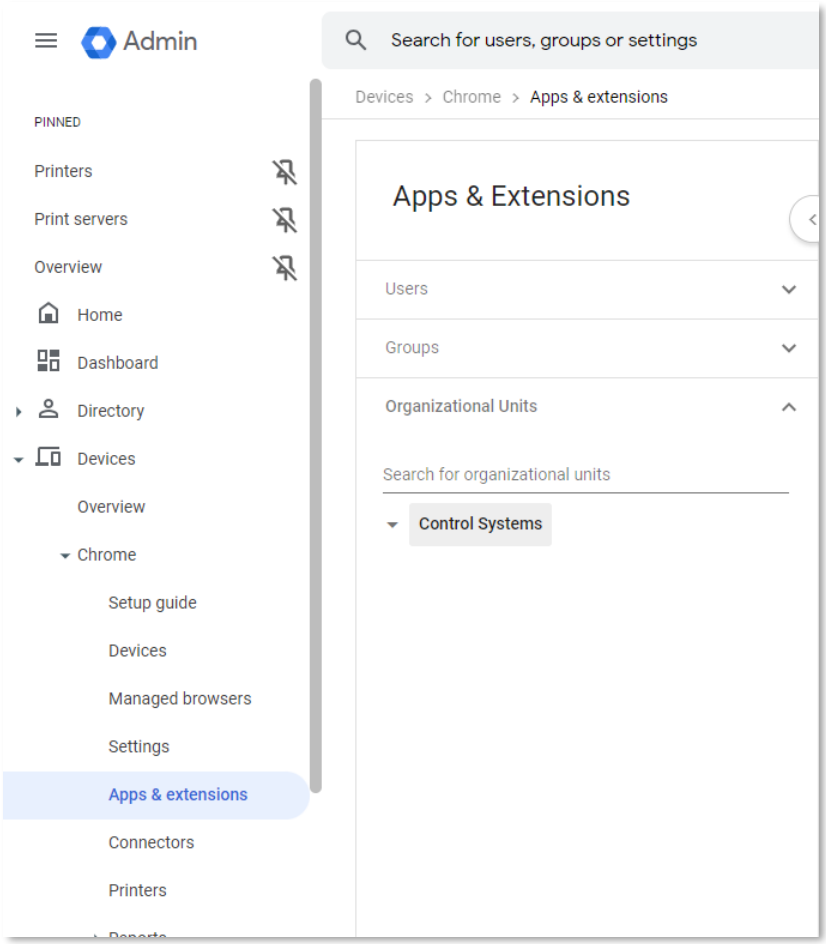


Configuration without Google Workspace
First the users have to install the extension and then they have to enter the shown value at UID/Hostname at the Options screen of the Chrome Extension.

Adminstrators in a Window Domain can also deploy the registry value from the „Policy for extension“ to the users. Then they don’t have to enter UID/Hostname at the Options screen of the Chrome Extension.

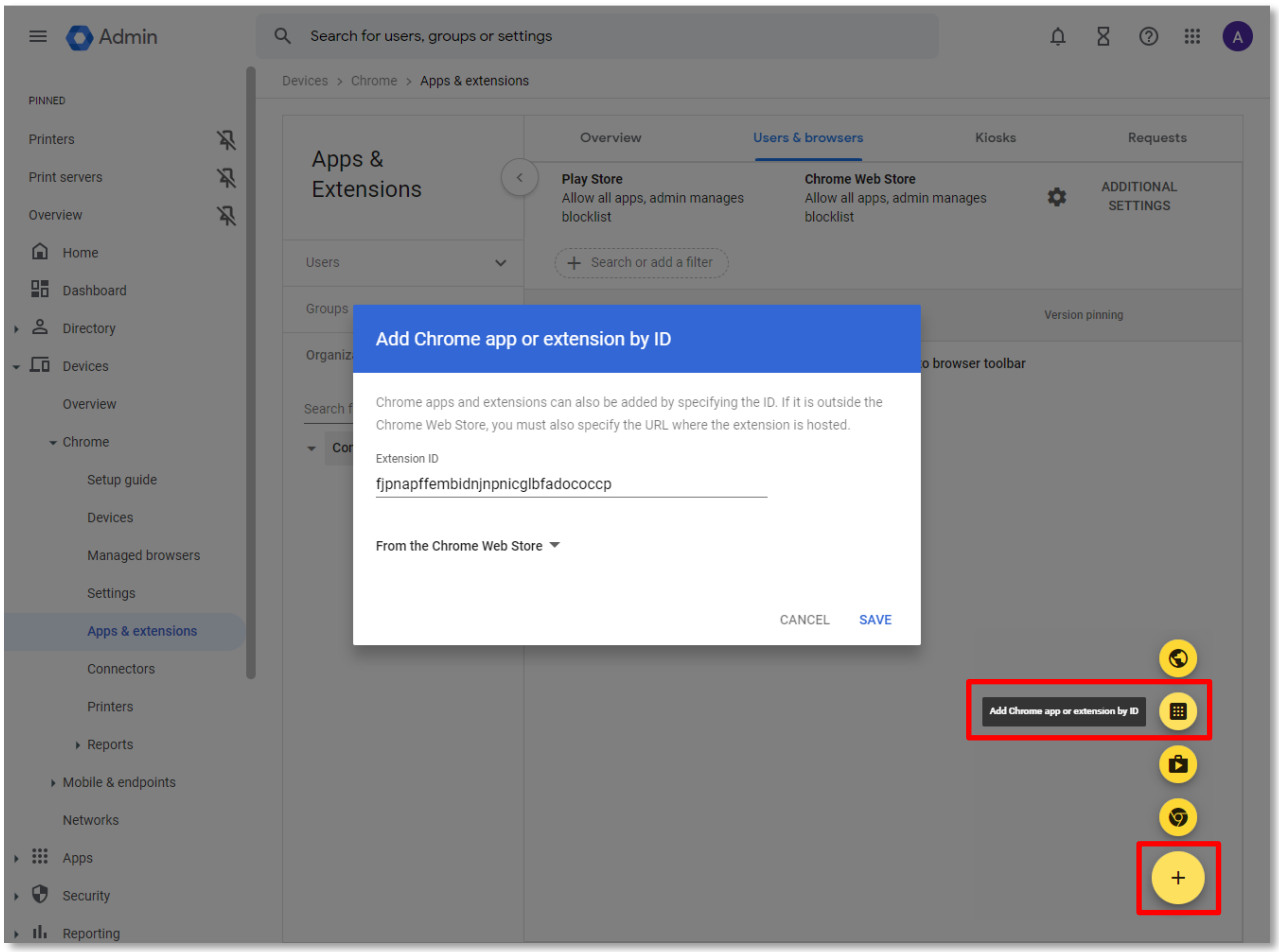
Configuration for Google Workspace
When the users are organized in a Google Workspace the e-FOLLOW Print Chrome Extension can be installed and configured automatically.
When you want to distribute the Extension to the users for your Google Workspace you need to execute the following steps.

Login to you Google Workspace Admin Console and go to Devices→Chrome→Apps & extensions→Users and Browsers

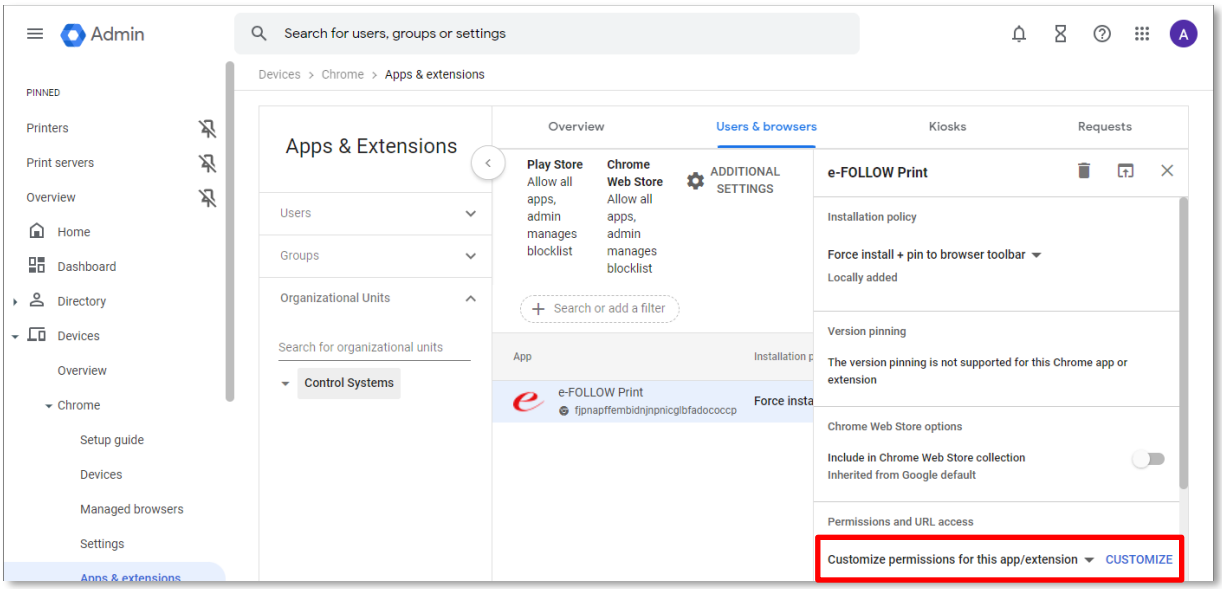


Then search for the Extension in the Google Web Store by name „e-FOLLOW Print“

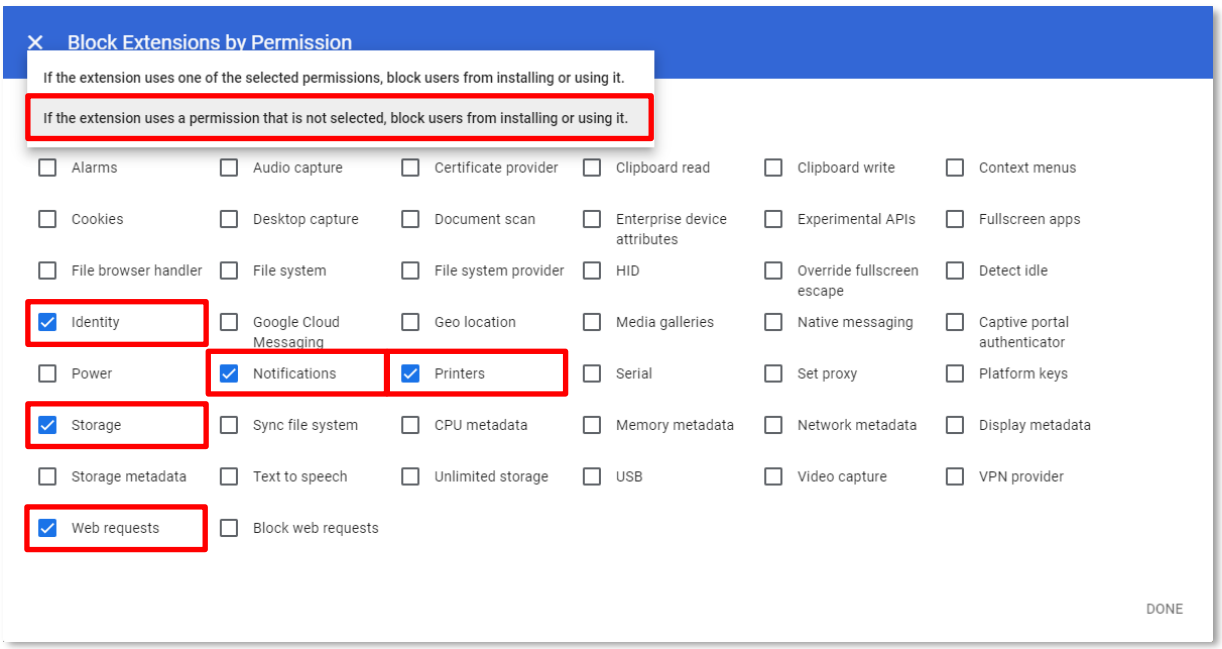
or add it by ID: fjpnapffembidnjnpnicglbfadococcp



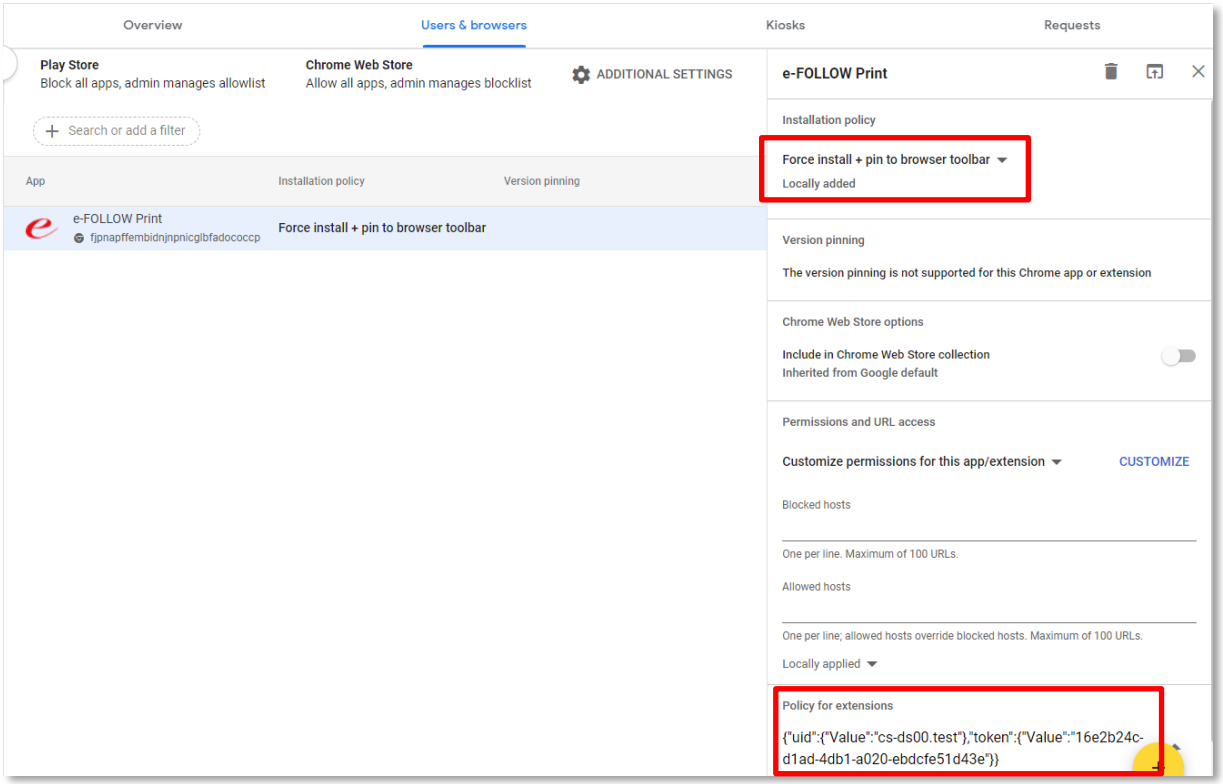
After adding the e-FOLLOW Print extension click on Customize permissions for this app/extension



Then select „If the extension uses a permission that is not selected, block users from installing or using it.“ and check Identity, Storage, Web requests, Notifications and Printers.



Then select the extension e-FOLLOW Print and set **the Installation policy** (e.g.: Force install + pin to browser toolbar). Also set the **Policy for the extension** with the JSON value from the e-FOLLOW management.
The token from the Policy will e-FOLLOW allow to detect, if the user is from the Google Workspace or not. The uid is used to select the correct e-FOLLOW.cloud instance.



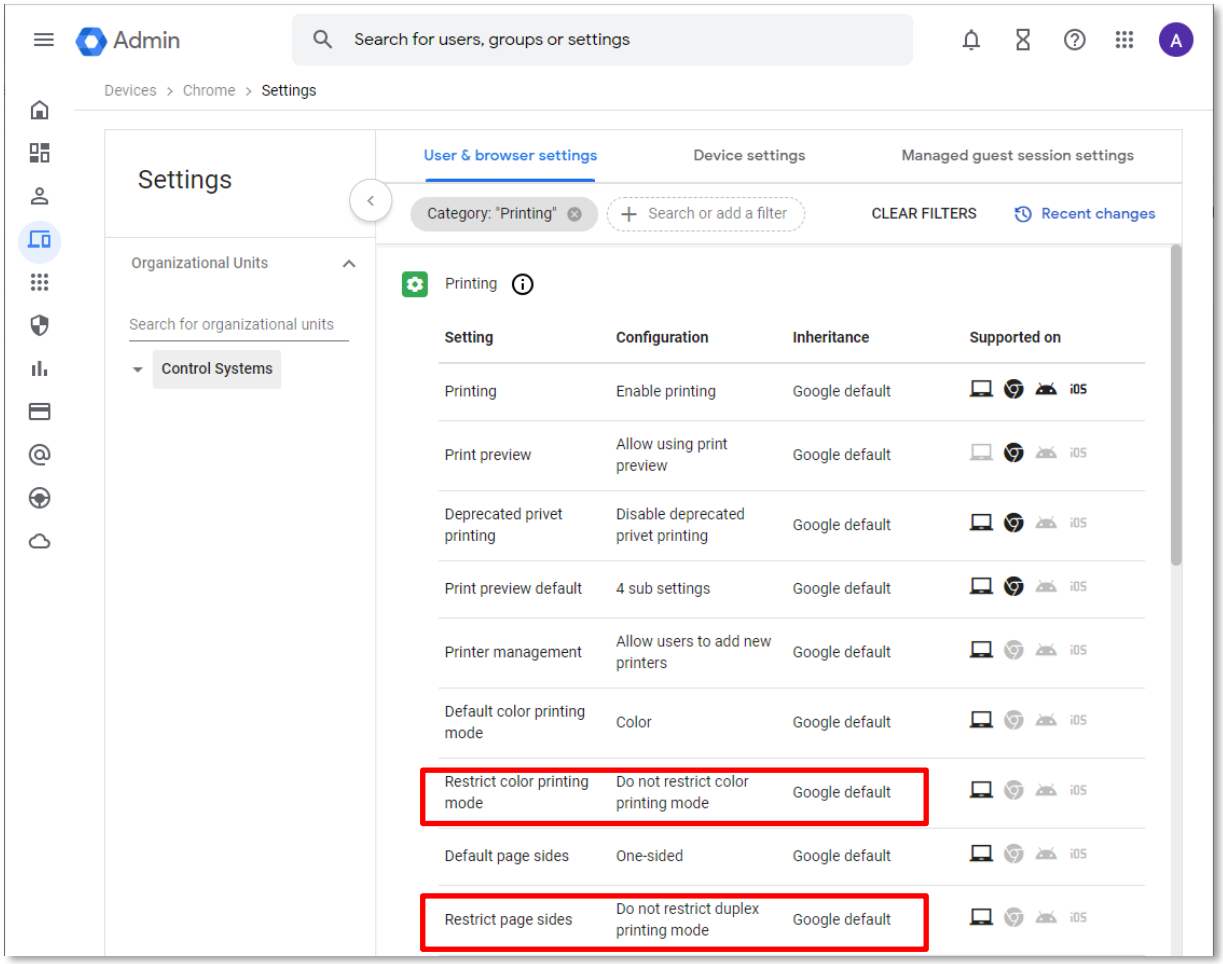
e-FOLLOW Management Settings:

IPP-Queue, which will be installed as printers
Select here the queues, which should appear as printers in Google Chrome.

Default color mode
Choose here if „Color“ or „Black and White“ should be the default color mode.

Default duplex mode
Choose here the default duplex mode for printing.

Additional print settings and restrictions are available in Google Workspace
If you are using the Google Workspace you can set here additional settings and restrictions. For example you can here restrict color printing or restrict duplex mode. Just click on the setting to change it.



Default paper format
Default paper format for the printers

Create users automatically from Google Workspace as internal user
Create users automatically from outside Google Workspace as internal user
Here you can allow or deny the automatical user creation for Google Workspace users or users outside the Google Workspace.

At the Default user settings or Default user settings outside Google Workspace you can set the default values for new users.
For more details about the default user values see:
9.1.7.6 Domains - Default user

Delete users automatically:
Additionally you can setup that users will be automatically deleted, when they have no print jobs in a virtual queue.

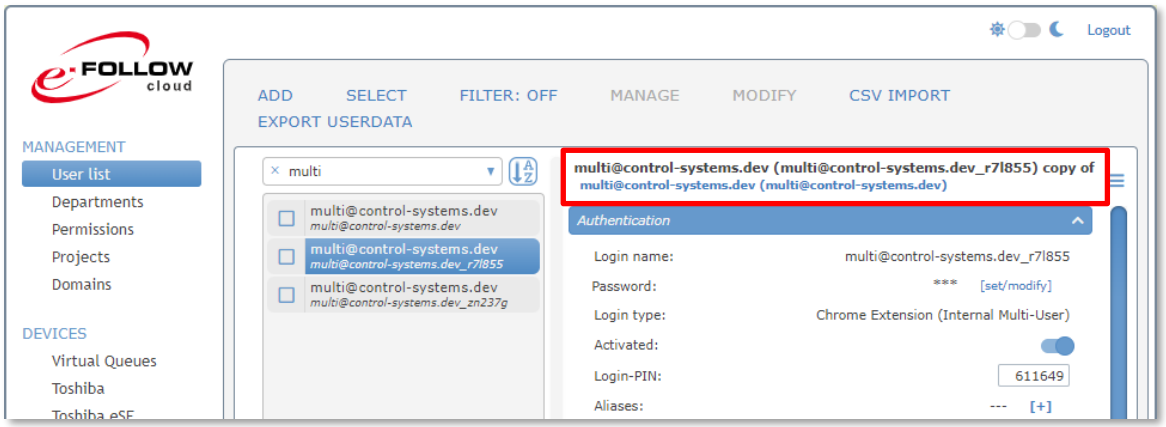
Delete users automatically even if they have jobs:
Use this setting ff the users should be deleted even when they still have jobs in a virtual queue.

If the Google e-mail address of the user is not know at e-FOLLOW, printing with the Chrome Extension is not possible. Therefore the users autocreation has to be enabled or a user with the Google e-mail address as login name or e-mail address must already exist in e-FOLLOW.

Multi-Users
Here you can set up users, which are usually used by many individuals like „guest or student“.

When you now login with a Multi-User account on new Chromebook or Chrome browser a copy of the original Multi-User will be created. The copy of the Multi-User account will have „_xxxxx“ added to the login name, where „xxxxx“ stands for random characters. Also the copied user will get a new random PIN.

At the user list these users are shown in this way:



When you delete the original Multi-User account also the copied Multi-User accounts will be deleted.

PIN length:
Set here the length of the PIN für copied Multi-Users.

Account jobs of the copied Multi-Users to the Multi-User template account:
Use this setting if the job accounting should be assigned to the Multi-User template instead of the Mulit-User copy.

Delete users automatically:
Additionally you can setup that Multi-Users copies will be automatically deleted, when they have no print jobs in a virtual queue.

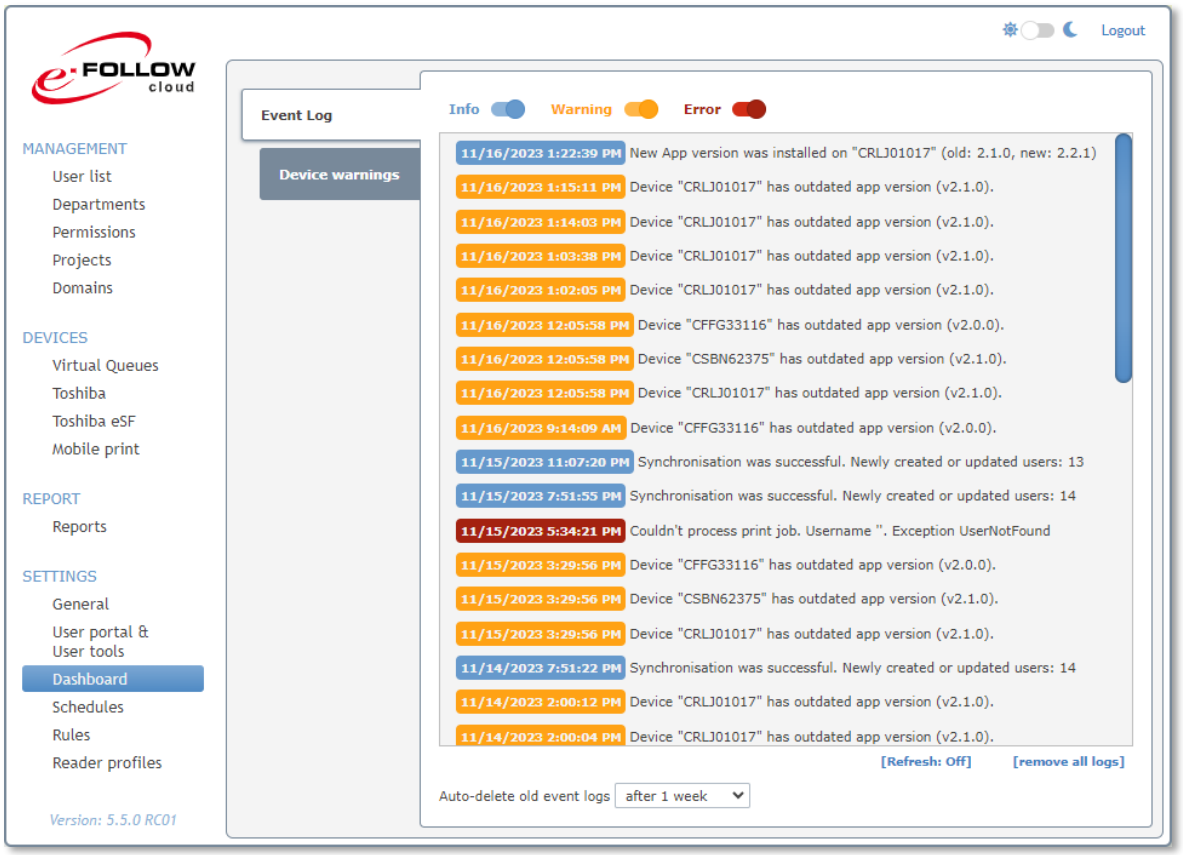
Delete users automatically even if they have jobs:
Use this setting ff the Multi-Users copies should be deleted even when they still have jobs in a virtual queue.

9.4.3 Dashboard

The e-FOLLOW.cloud Dashboard is the central point of information.

9.4.3.1 Event Log

The **Event Log** shows the current status of activities by showing a list of messages.



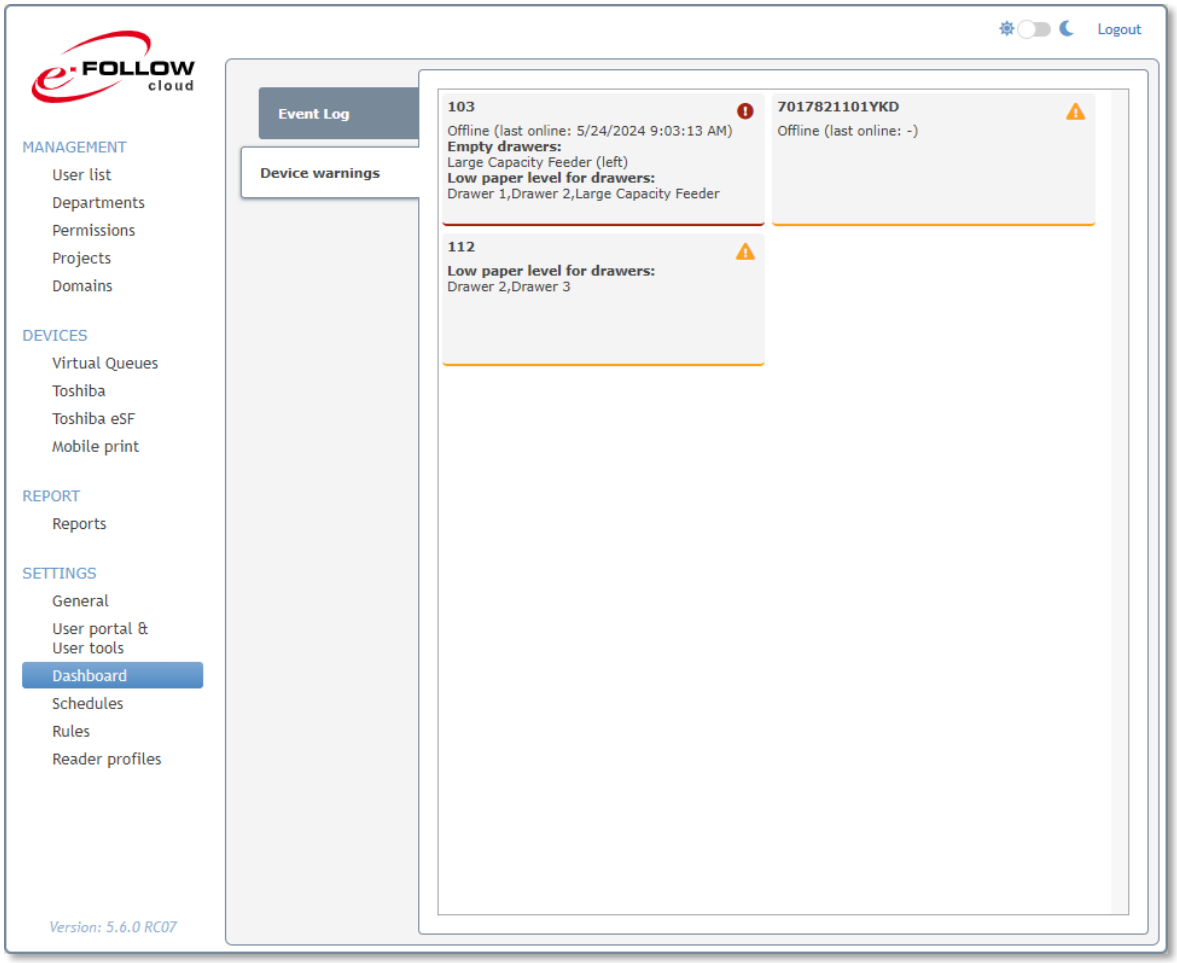
Use the buttons on the top of the list to filter the list by message types **[info]**, **[warning]** or **[error]**.

If **[Refresh:On]** is active, the list will be auto-updated by new events.

[Clear log] will clear the current list.

9.4.3.2 Device Warnings

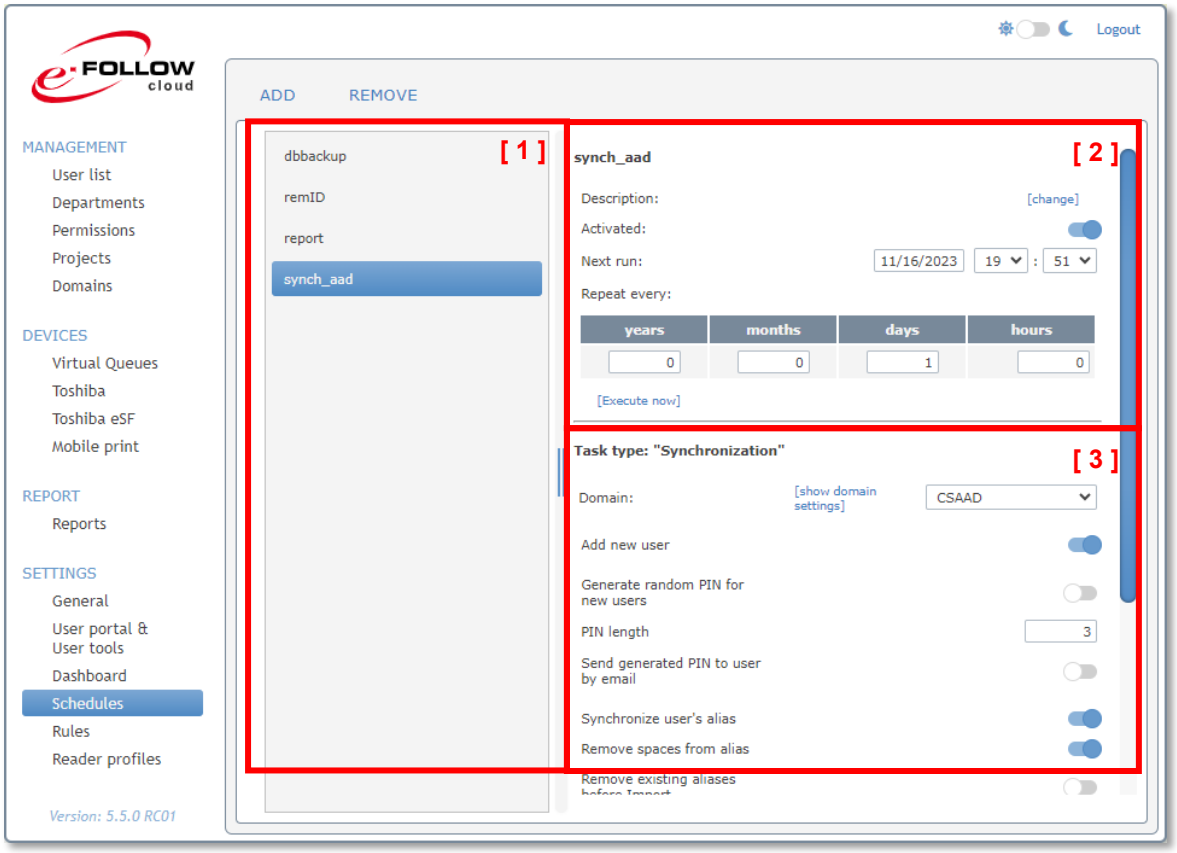
Here an overview of the devices that at current are unavailable (offline) or that show any errors or warnings.



Clicking to one device will directly switch to the corresponding device showing more details regarding the warning/errors.

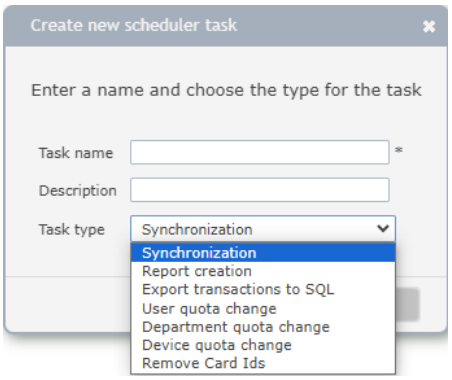
9.4.4 Schedules

A lot of tasks In e-FOLLOW.cloud can be performed automatically. e-FOLLOW.cloud provides a powerful schedule tool for defining and planning the execution of these tasks.



[1] Task list
The task list can hold an unlimited number of scheduled tasks. Click to **ADD** to create a new task or click to **DELETE** to remove an existing task from the list.

When adding a new task, you need to enter a task name and the type of the task. It is also recommended to enter a short description.



[2] Schedule
The schedule section defines when a task is executed. Select the date and time for the next (fist) execution. Then select the repetition options.

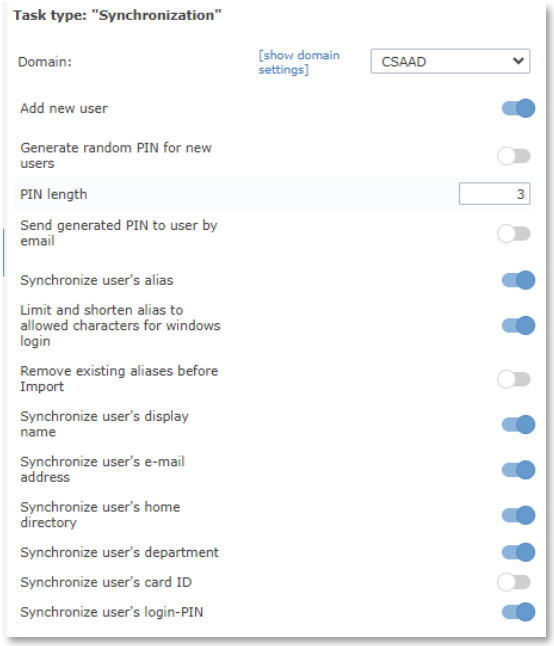
[3] Task details
This section describes the details of the scheduled task.

9.4.4.1 Synchronization

This will automatically synchronize the e-FOLLOW.cloud user database and the domain.

You can select if new users shall be added and/or what data shall be updated if they have changed in the domain.

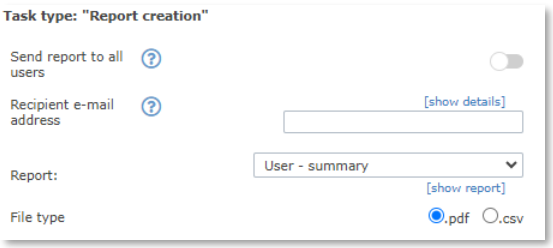
If new users are added to the database a random Login PIN can be created and sent to the new users email address.



9.4.4.2 Report creation

This task will automatically create a report and send it as an attachment via e-mail.

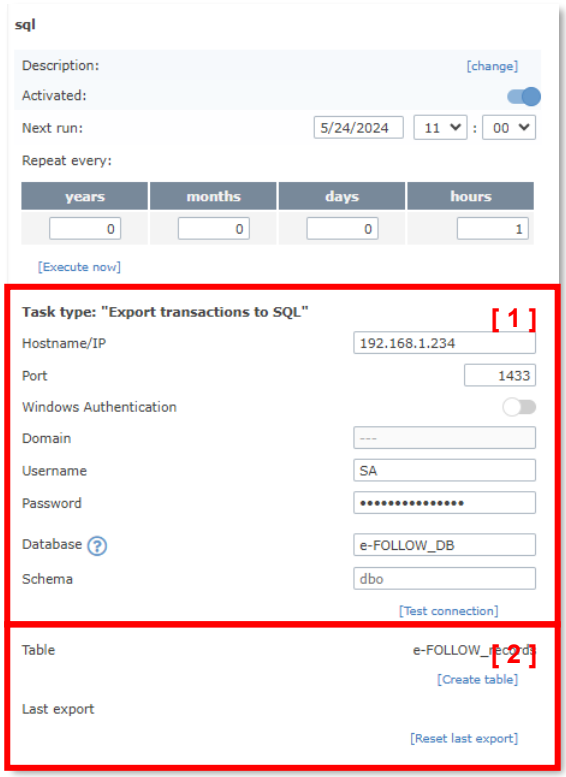
Here you can select the type of the report that shall be scheduled. Select the sorting order and the file type.



If you like to automatically receive reports like "last month device summary" or "Ytd total of department X" it is recommended to create a custom report first and have this scheduled here.

9.4.4.3 Export transactions to MS SQL

This task will export the transaction data (user´s copy-, print-, scan- and fax-activities) to an external SQL database.



[1] Enter the database details and credentials.

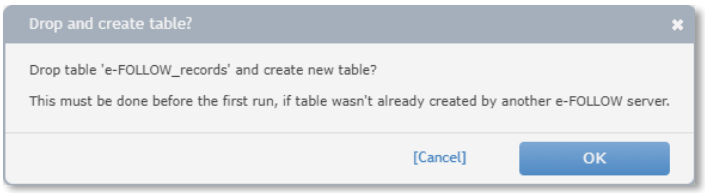
If allowed by SQL Server, you can also use Windows Authentication.

[Execute now] will run the task immediately.

Use the **[Test connection]** link to check if e-FOLLOW.cloud can establish a connect to the selected SQL-database.

[2] The table **e-FOLLOW.cloud_records** will be created by clicking to the **[Create table]** link.

If the table already exists it will be deleted (dropped) and created new.



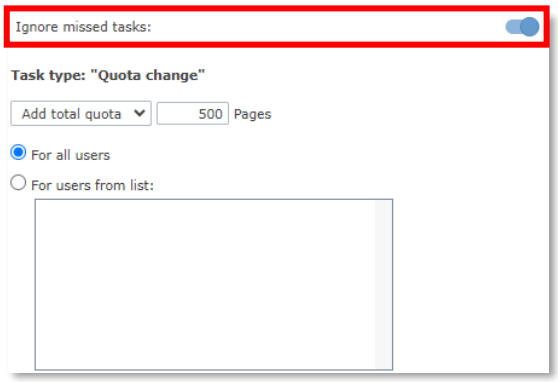
e-FOLLOW.cloud remembers the records already exported to the MS SQL database. In case you need to export again all data – e.g. after recreating the table – you can reset the last export by clicking to
[Reset last export]

In addition to the default reports the device´s serial number, Model, Location and description are exported to the SQL database.

At current no other SQL databases than MS SQL are supported.

9.4.4.4 Change quota (user, department, device)

This task will automatically add or set quotas. Depending the task type quotas will be set for users, departments or e-BRIDGE X devices.



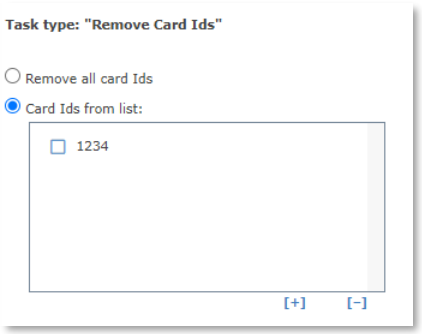
Select the type of quota (total, color, copy, print, fax, etc.), if it shall be set to an amount of pages or added to the current quota and finally the amount of pages.

Then select if this task shall be applied to all users or to individual users / departments / devices.

If you enable the switch **Ignore missed tasks** e-FOLLOW.cloud will not retry to execute tasks that could not be run at the scheduled time due to any reason.

9.4.4.5 Remove Card IDs

This task will remove the association of card IDs to user accounts. This may make sense if a set of 'one day' cards is emitted to users that have forgotten their personal card or if cards are replaced every X months/years.

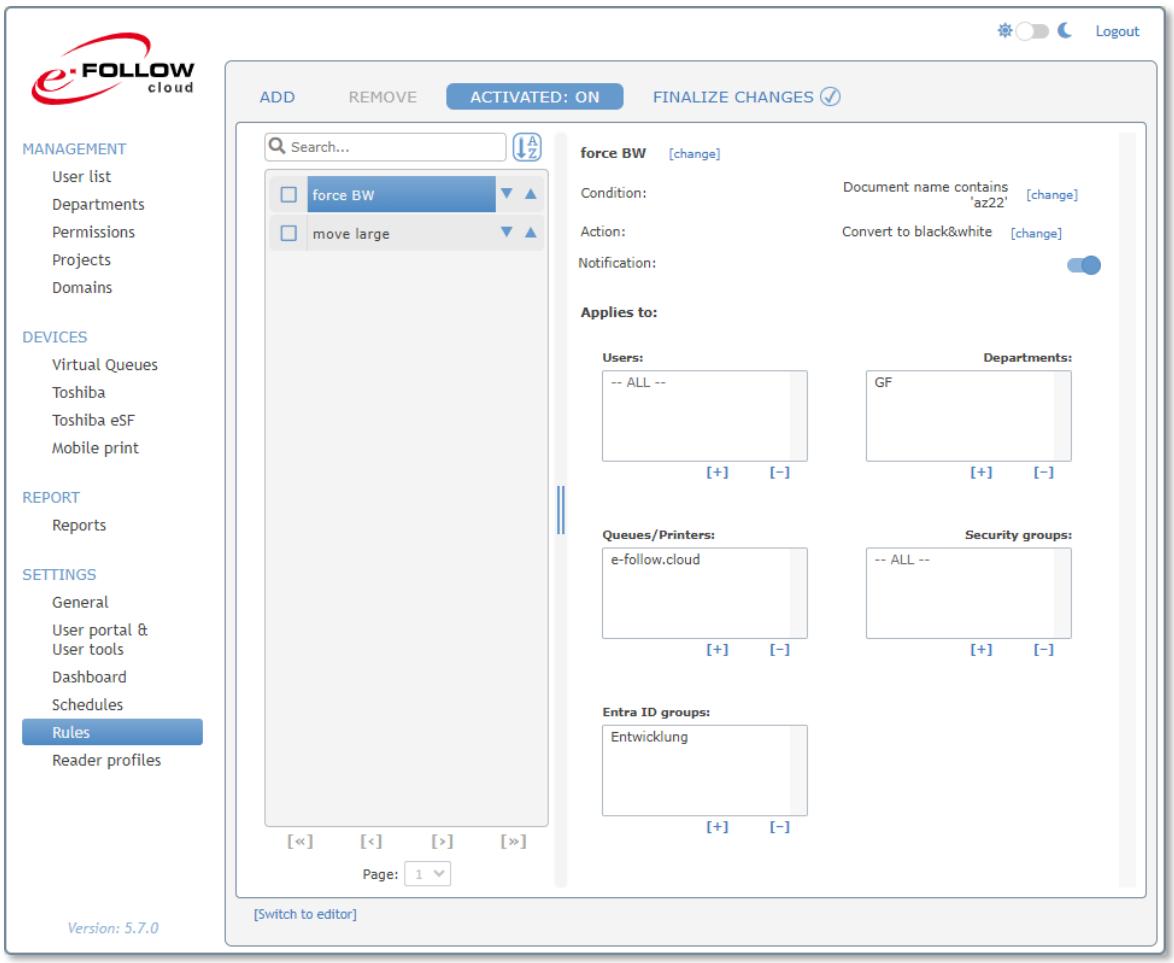


Select if all card ID associations shall be removed or if only the card IDs from the below list shall be removed.

Use **[+]** and **[-]** to add or remove card IDs to / from the list.

9.4.5 Rules

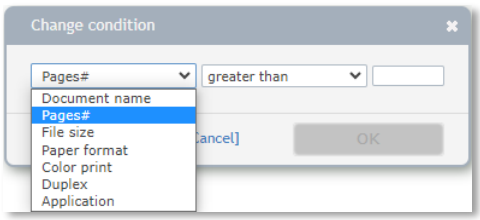
e-FOLLOW.cloud provides a very convenient and powerful tool to apply rules for routing and converting of print jobs.



This enables you to setup a very sophisticated rule based print management system.

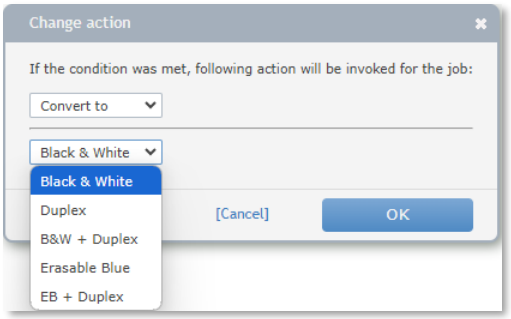
Based on several conditions

Conditions	
Document name	Contains..
	Ends with..
	Starts with..
Pages #	Greater than..
	Less than..
File size	Greater than..
	Less than..
Paper format	Unknown, A3, A4, A5, ….
Color print	Y / N
Duplex	Y / N
Application	

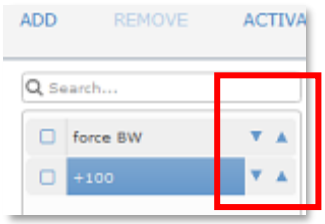


A specific action can be executed.

Actions	
Delete	-
Convert to	Black & White
	Duplex
	B&W + Duplex
Move to queue	[virtual queue]
Change user	[username]

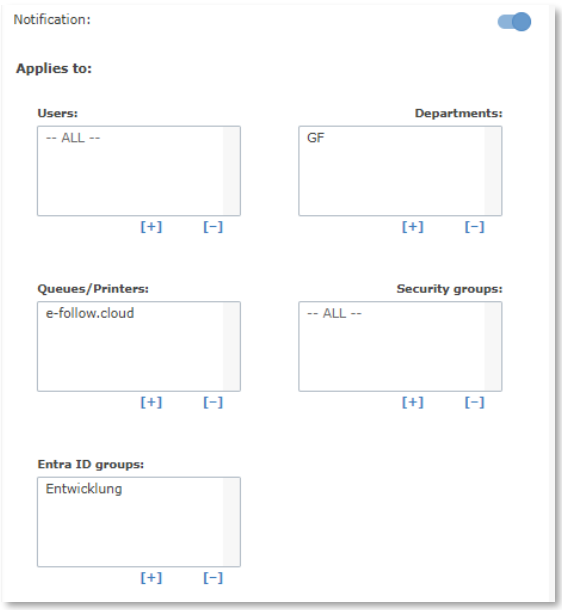


You can define as many rules as you like. Use the arrows behind the rule name to change the order of execution.



If enabled a Notification is sent to the user if the job has been processed / modified due to this rule.

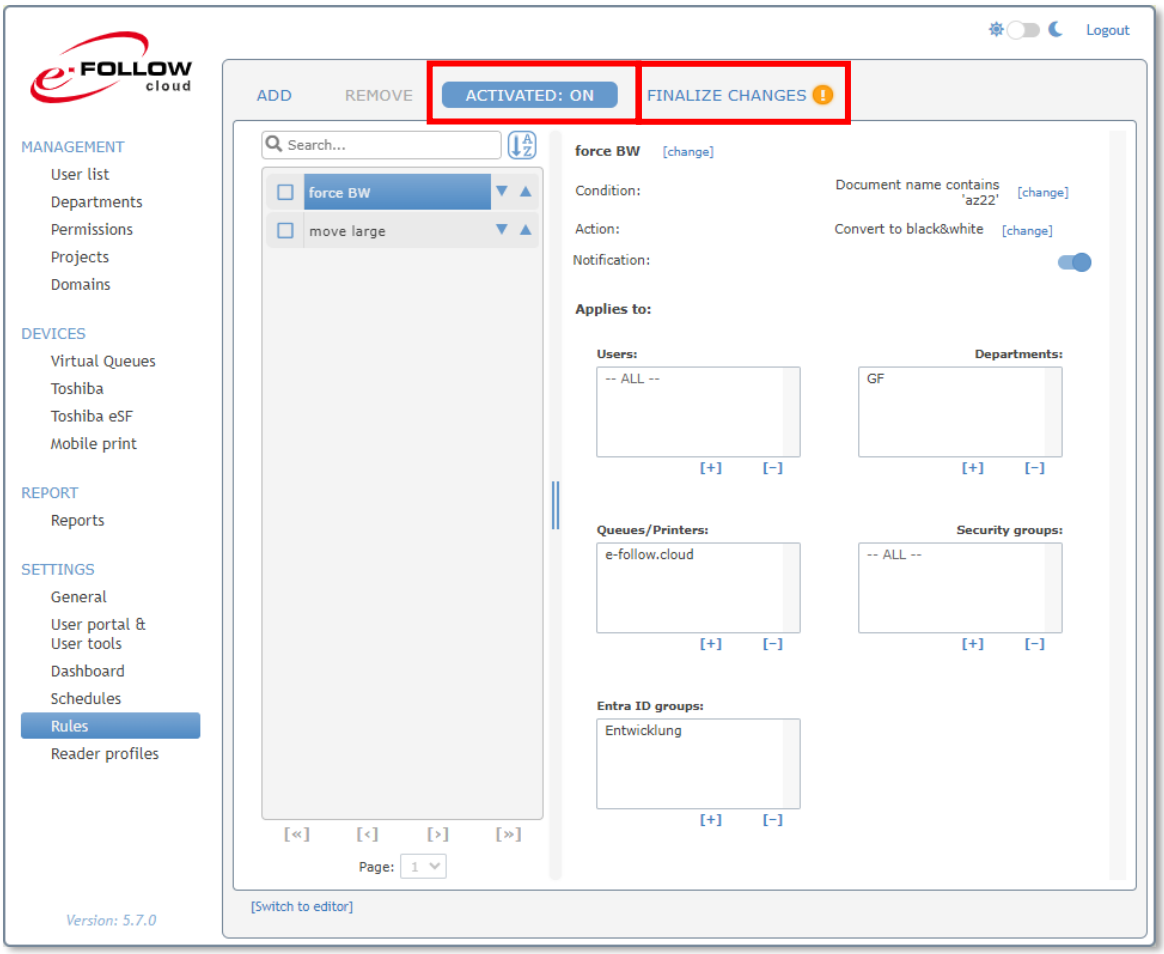
For each rule you can define if it is a 'general' rule or if It shall apply to specific users, departments or groups.



To not disturb current printing of users you can switch off the e-FOLLOW.cloud rule system by clicking to the **ACTIVATED** button.

Once it´s **Off** you can add or modify rules without taking effect on current printing.

When you have done any modifications on rules the FINALIZE CHANGES status changes to FINALIZE CHANGES

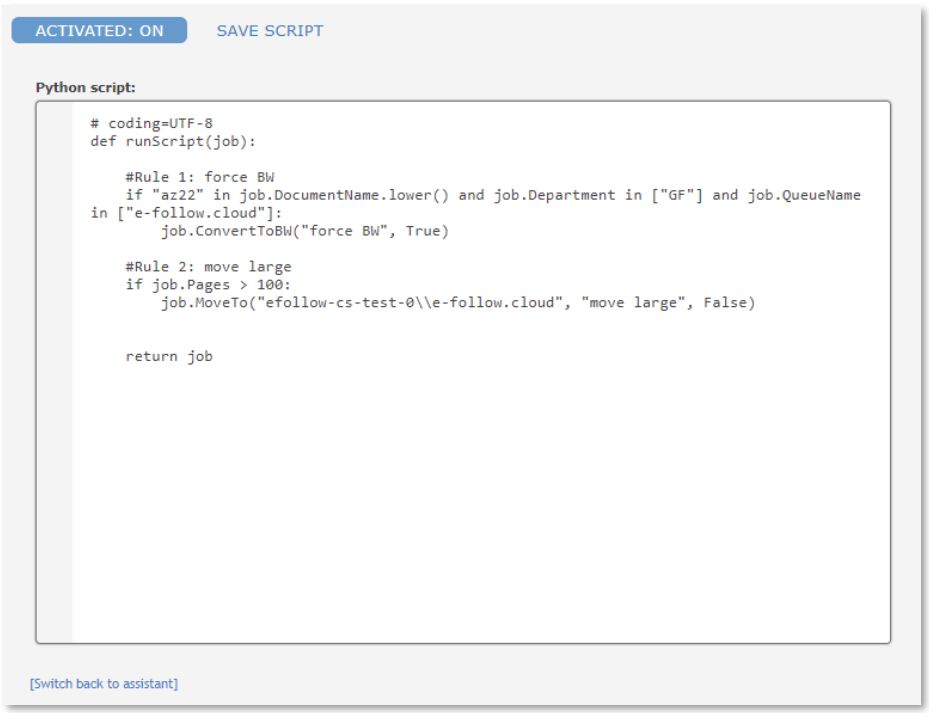


Clicking to FINALIZE CHANGES will generate the script and save it to the database.

The FINALIZE CHANGES status is changing to .

e-FOLLOW.cloud is using the Python script language. By clicking to the **[Switch to editor]** link on the bottom you have direct access to the script editor.

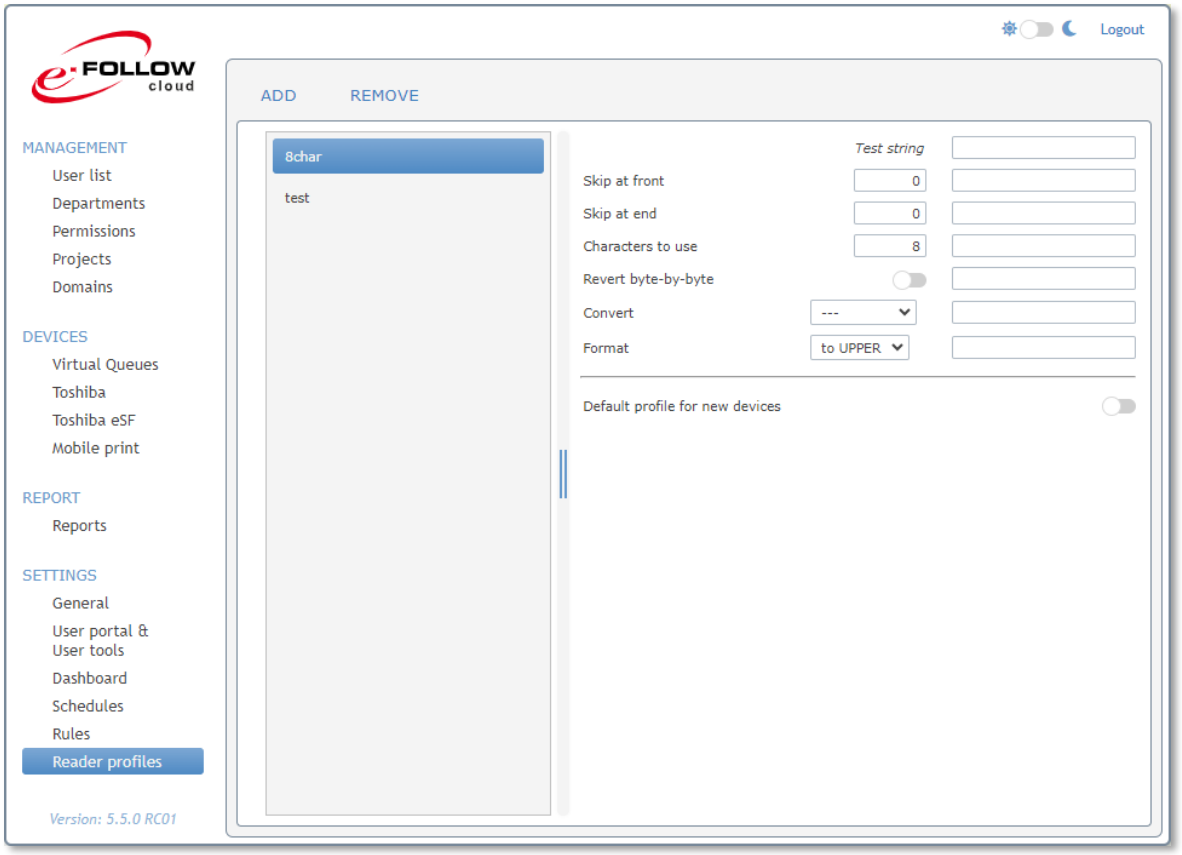
Attention
any changes done inside the editor may lead to malfunction of the rules system. This editor is intended for administrators only being very familiar with the Python syntax.



Make sure to activate the rules system by clicking to the **ACTIVATED** button before leaving this page.

9.4.6 Reader Profiles

Card reader profiles are used to modify the string read by a card reader.



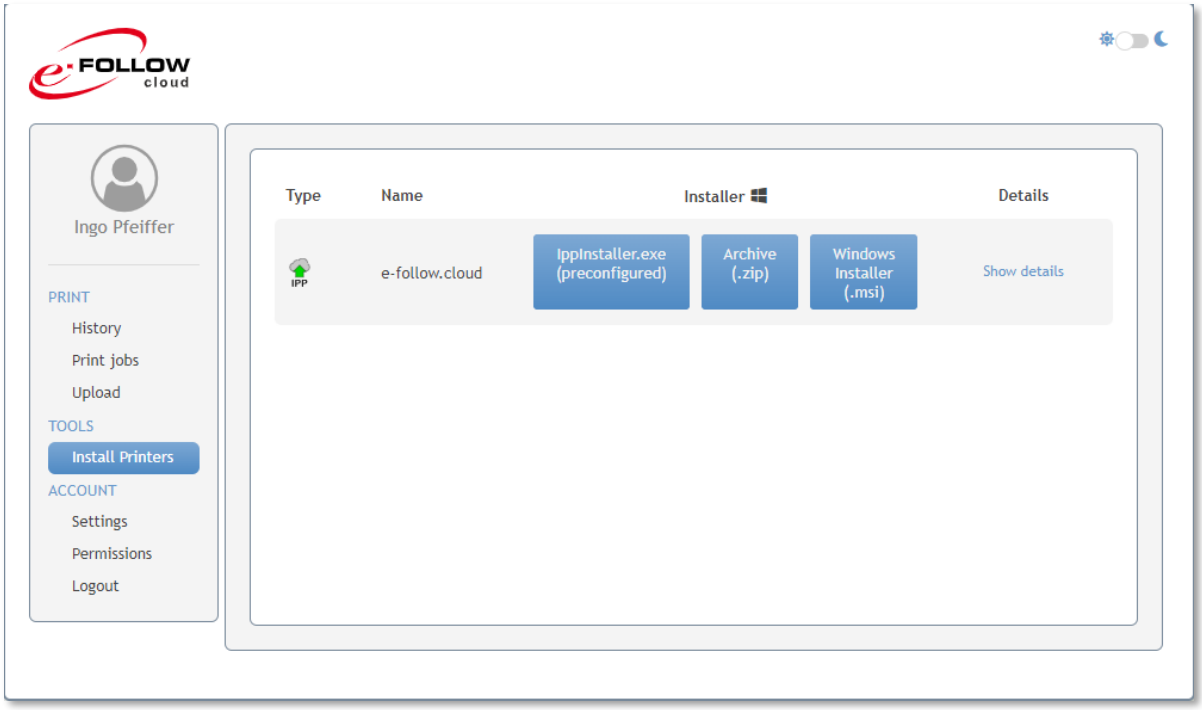
This can be required if the UIDs of your cards are already stored in active directory. Depending how the IDs are read by the reader the IDs might need to be converted or reversed so they match.

To add a new profile click to **[+]**.
You can enter a test string to directly check the impact of the current settings to the string.

You can use the *Test string* field to insert data and check if the conversion is working properly according the data that are required.

10 Using IppInstaller packages

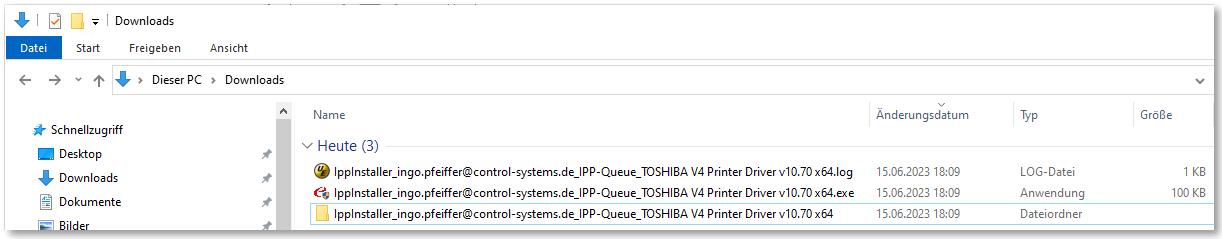
From the UserPortal users have access to the Installer-packages of IPP queues.

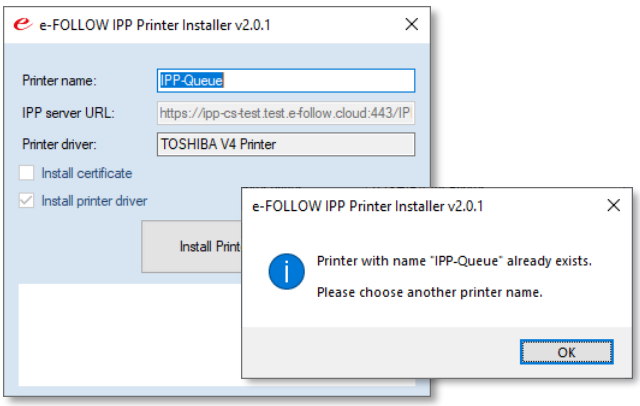


Any kind of IppInstaller must be run as administrator.

10.1 IppInstaller.exe (preconfigured)

After executing IppInstaller.exe (preconfigured) it will download all necessary files to a directory with the same name as the executable. Also a log file is generated, which can be sent to the support in case of problems.





It will also check if the printer name already exists and will force the user to user another printer name.

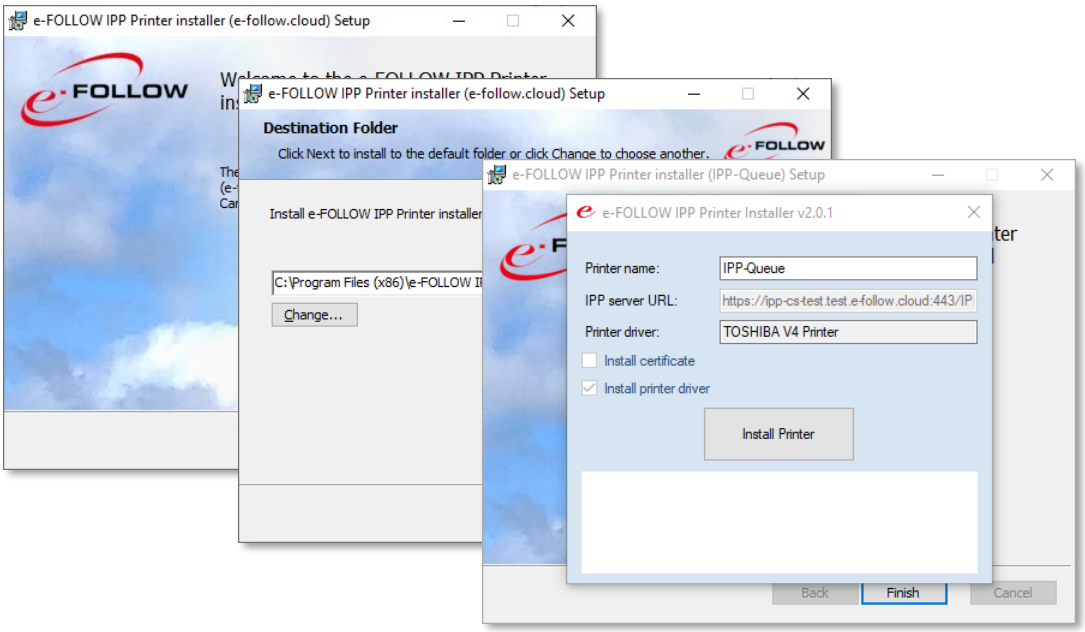
10.2 IppInstaller ZIP archive

The IppInstaller ZIP archive contains all files which are needed. The configuration is included as the file config.cfg. The user has to extract the ZIP archive and run the IppInstaller.exe.

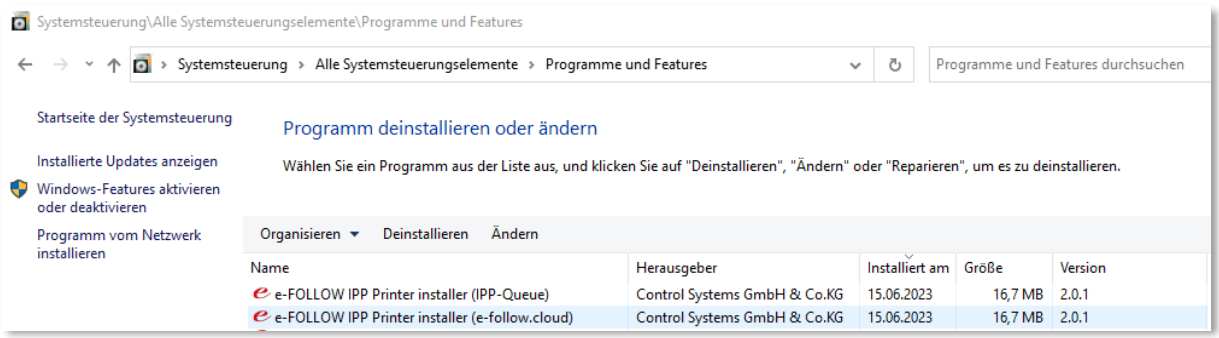
The IppInstaller is the same as mentioned above. It will also check for existing printer name and will also write a log file.

10.3 IppInstaller MSI installer

The MSI installer will install the IppInstaller to the desired location and will then execute the same IppInstaller as mentioned abve.

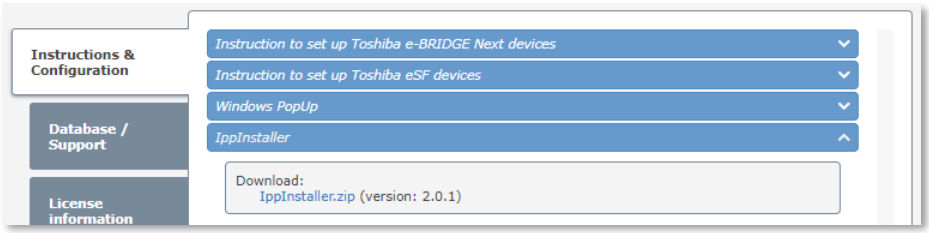


After the installation it can be uninstalled with the windows control panel. While uninstallation also the IPP printer will be removed.



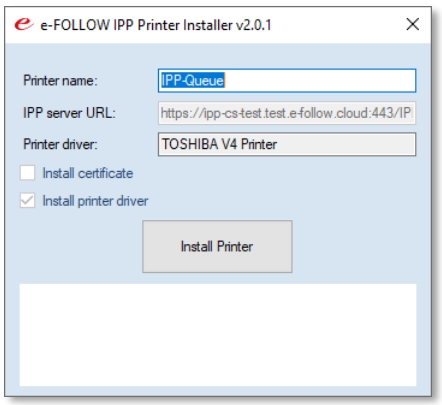
11 Manual creation of IPP Printer-Installer

Beside of the autogenerated IppInstaller packages from the user-portal it is also possible to create an installer ZIP-archive manually. The package can be downloaded from the → SETTINGS –> General → Instructions & Configuration page.



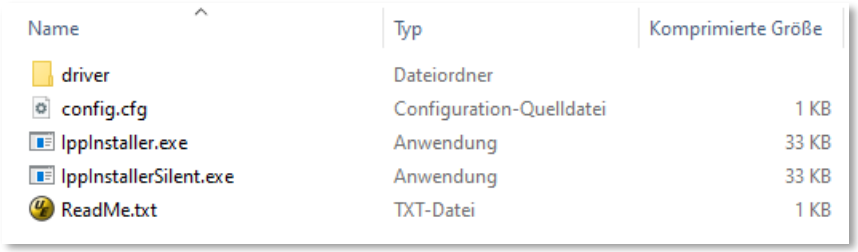
IppInstaller.exe must be executed as Administrator

There is also a silent version of IppInstaller, IppInstallerSilent.exe.



Before executing IppInstaller it needs to be customized for your specific needs.

IPP Installer consists of these components.



IppInstaller.exe	the installer program
IppInstallerSilent.exe	The same installer program but with build in silent parameter
config.cfg	the configuration file for IppInstaller
driver	Subdirectory holding the printer driver for the IPP/IPPS Queue

This allows you to create individual IppInstaller-packages, suitable for your current requirements.

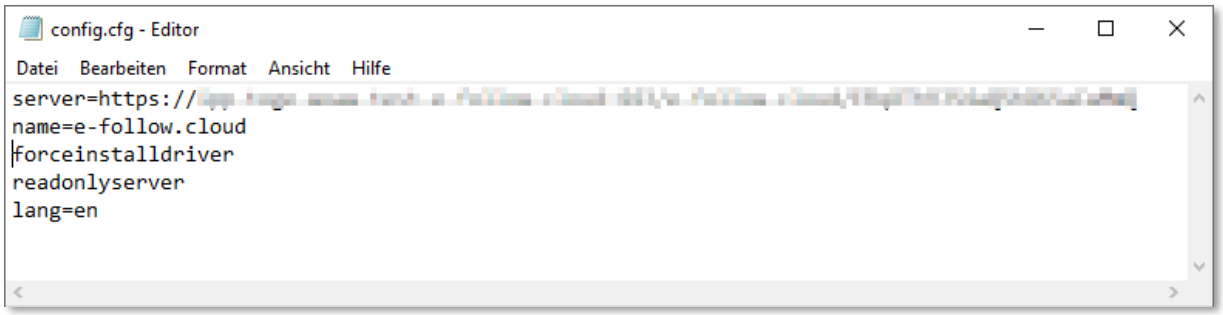
e.g.

- packages for each IPP/IPPS queue
- packages for IPP/IPPS queues to be installed on PCs running inside your local network
- packages for IPP/IPPS queues to be installed on PCs running outside your local network

11.1 IppInstaller config.cfg

IppInstaller can get its configuration from command line parameters or config.cfg. If you download IppInstaller from the user-portal the configuration is included to the .exe file.
The configuration from config.cfg has priority over the included to .exe file configuration. And configuration by command line parameters has priority over config.cfg.

E.g. the config.cfg file for IppInstaller can look like this:



Parameters (for command line and config.cfg):

debug	This will add more detailed information to the installer-log. It can be disabled by # or by removing it from the config.cfg file.
server= *	This defines the full URL of the IPP/IPPS printer to be installed. Make sure to enter the correct URL.
name=	shown name of the printer
silent	If enabled the installer will run in silent mode. It can be disabled by # or by removing it from the config.cfg file.
forcecertificate	If there is an .cer file in the certificate directory it will be forced to be installed. Not needed for e-FOLLOW.cloud
forceinstalldriver	If there is an driver in the driver directory it will be forced to be installed.
download_driver=	Download driver as ZIP archive from the given URL. The ZIP archive will be extracted at the start of IppInstaller.exe.
download_cert=	Download certificate from the given URL.
download_printer_properties=	Download printer properties file from the give URL. Explanation to get this file can be found at the e-FOLLOW.cloud Management→Settings→General→User Portal
readonlyserver	IPP Server URL is read only
readonlyname	Printer name is read only
lang=	Lanuage of IPP Installer. Currently available: de en
uninstall	Uninstall IppInstaller
uninstallall	Uninstall IppInstaller and remove printer

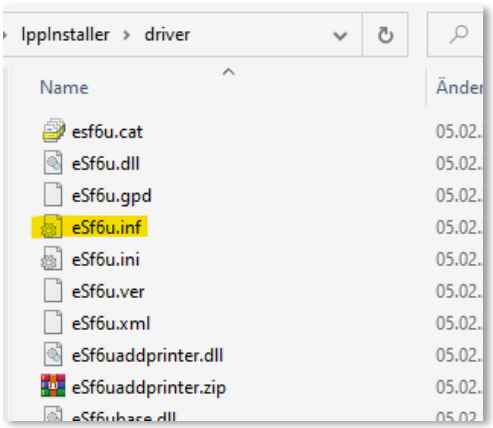
***) Make sure to use the correct URL.**
[1] Select the IPP printer / virtual queue of your choice
[2] Click to 'Virtual IPP queue – IPP URLs'
[3] Copy the URL – external IPPS

11.2 IppInstaller – driver

IppInstaller allows you to install any driver of your choice.

Copy the full content of the driver package to the **driver folder**.

Make sure the driver´s **.inf** file is located in the root of the ..\driver folder



If there is a ZIP archive with the name **driver.zip** in the Ipp Installer root directory at start it will be extracted to the folder **\driver**.
You can also specifiy one URL with **downloaddriver=** where **driver.zip** can be downloaded.

IppInstaller is optimized for **Toshiba V4 Printer Driver** and **Toshiba Universal 2** printer driver.

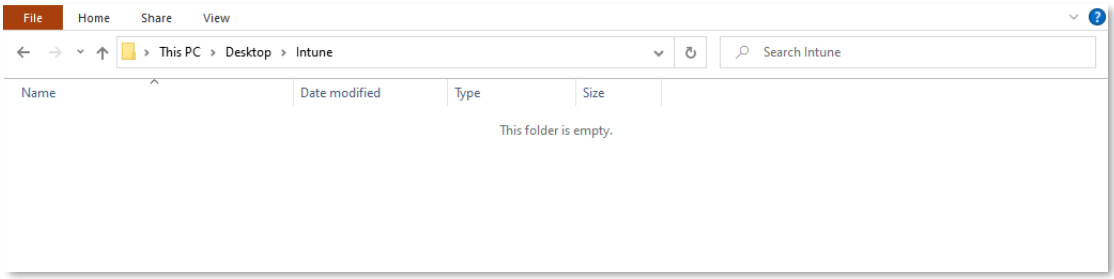
11.3 Roll out IPP printer with group policy

In case you like to roll out an IPP/IPPS queue to clients via policy it is recommended to

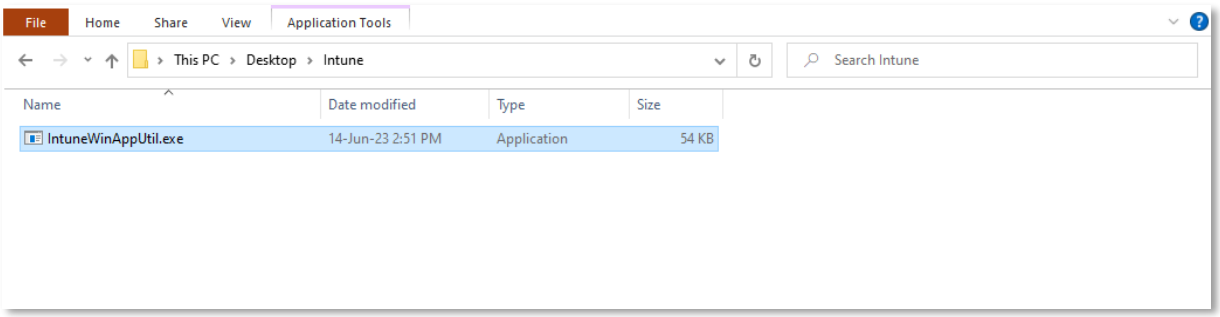
- roll out the certificate to client´s **Trusted Root Certification Authorities**
- place the IppInstaller-package on a Server that all clients have access to
- create a .batch file executing IppInstallerSilent.exe
- Add the batch to clients GPO startup script

12 Roll out IPP printer with Intune

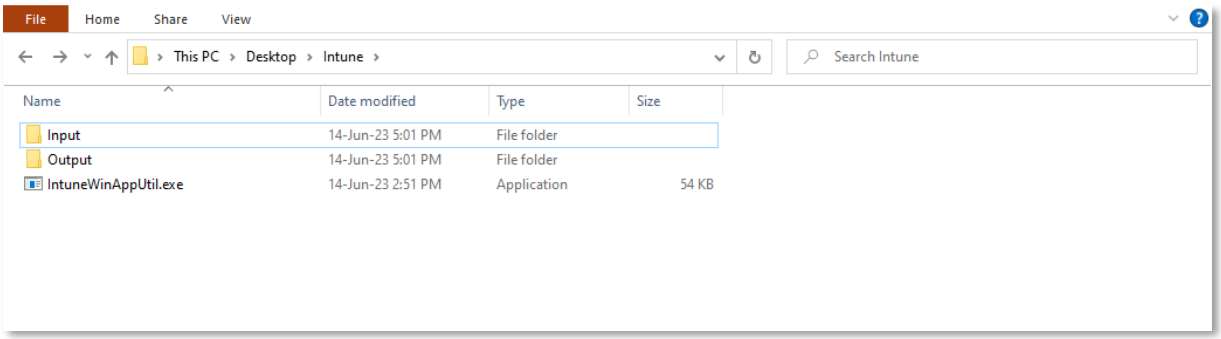
Create a new empty folder with any name.



Download **IntuneWinAppUtil.exe** to the created folder from the official resource.

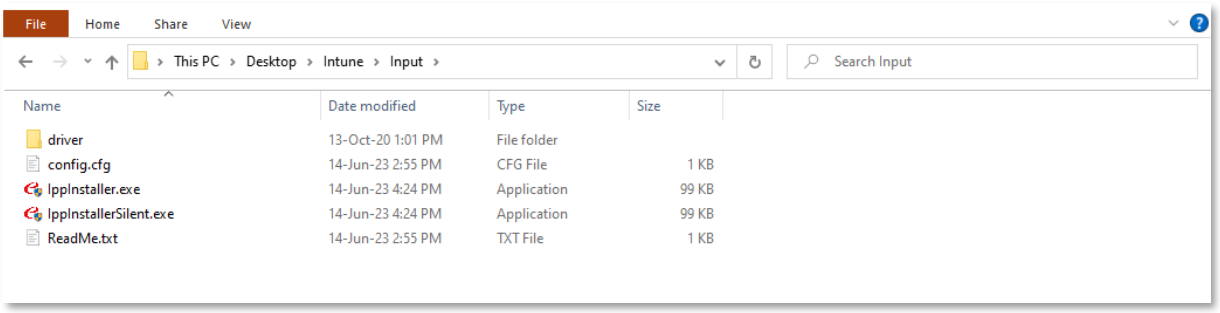


Create there new empty subfolders with name “Input” and “Output”.



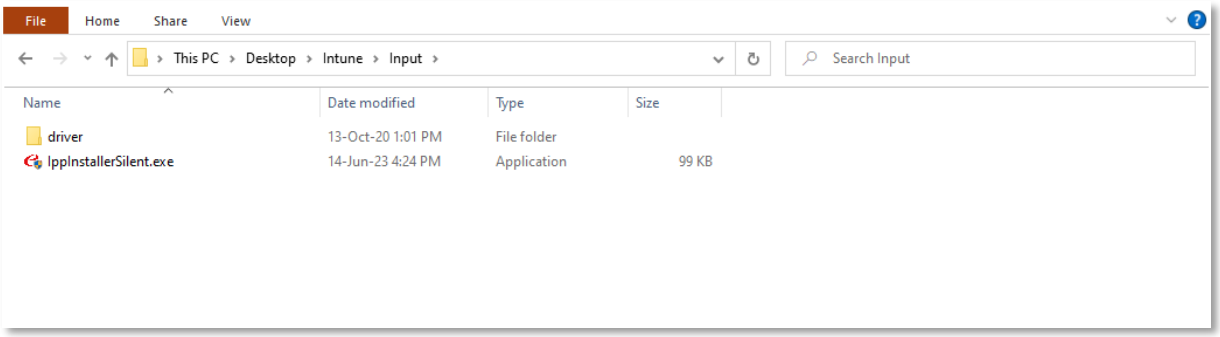
Download **IppInstaller.zip** to any temporary place from e-FOLLOW Management -> Settings -> General -> Instructions & Configuration -> IppInstaller -> IppInstaller.zip.

Unpack the archive to “Input” folder.

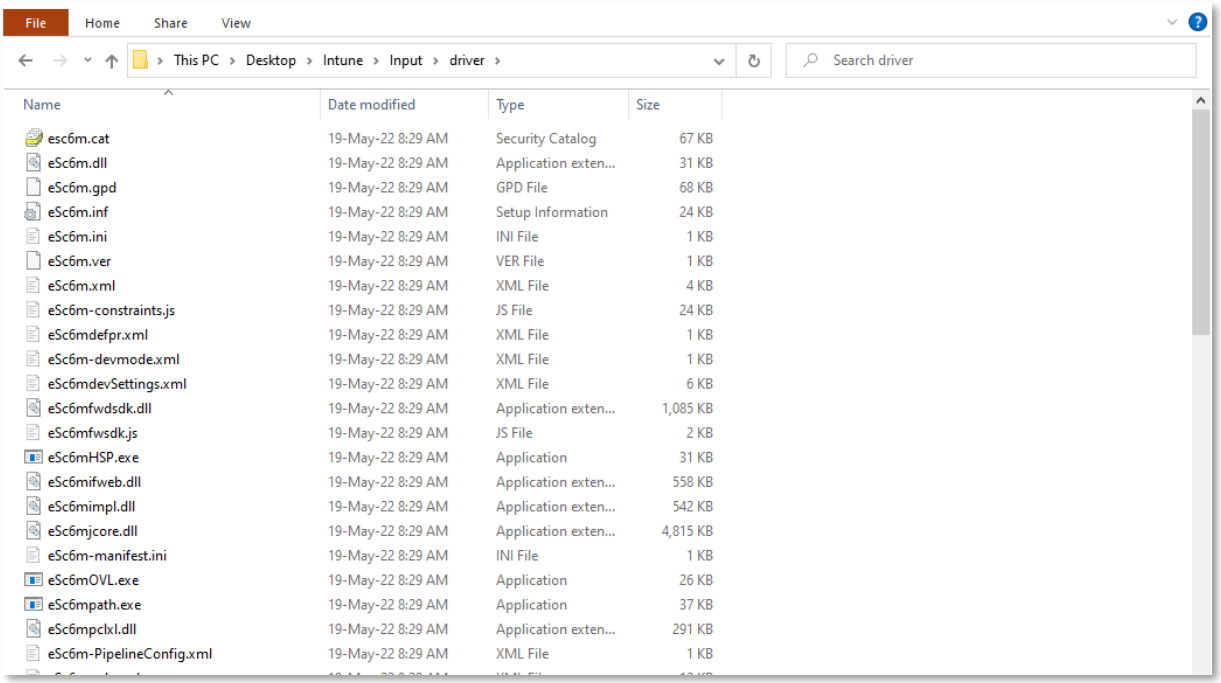


Delete files from “Input” folder to keep “driver” folder and “IppInstallerSilent.exe” file:

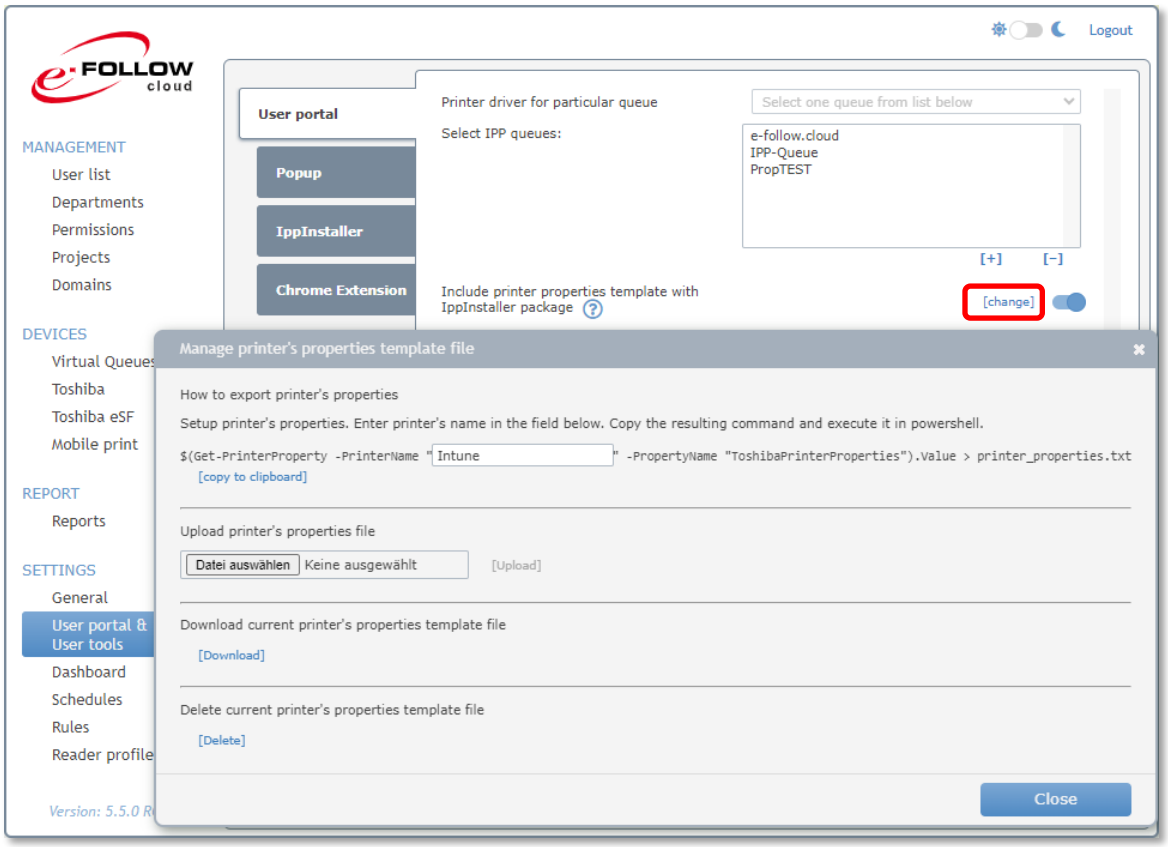
- config.cfg
- IppInstaller.exe
- ReadMe.txt



Download printer driver (for example from e-FOLLOW Management -> Settings -> General -> Printer Drivers with help of **Download** button) and put driver files with .inf to the “driver” folder.

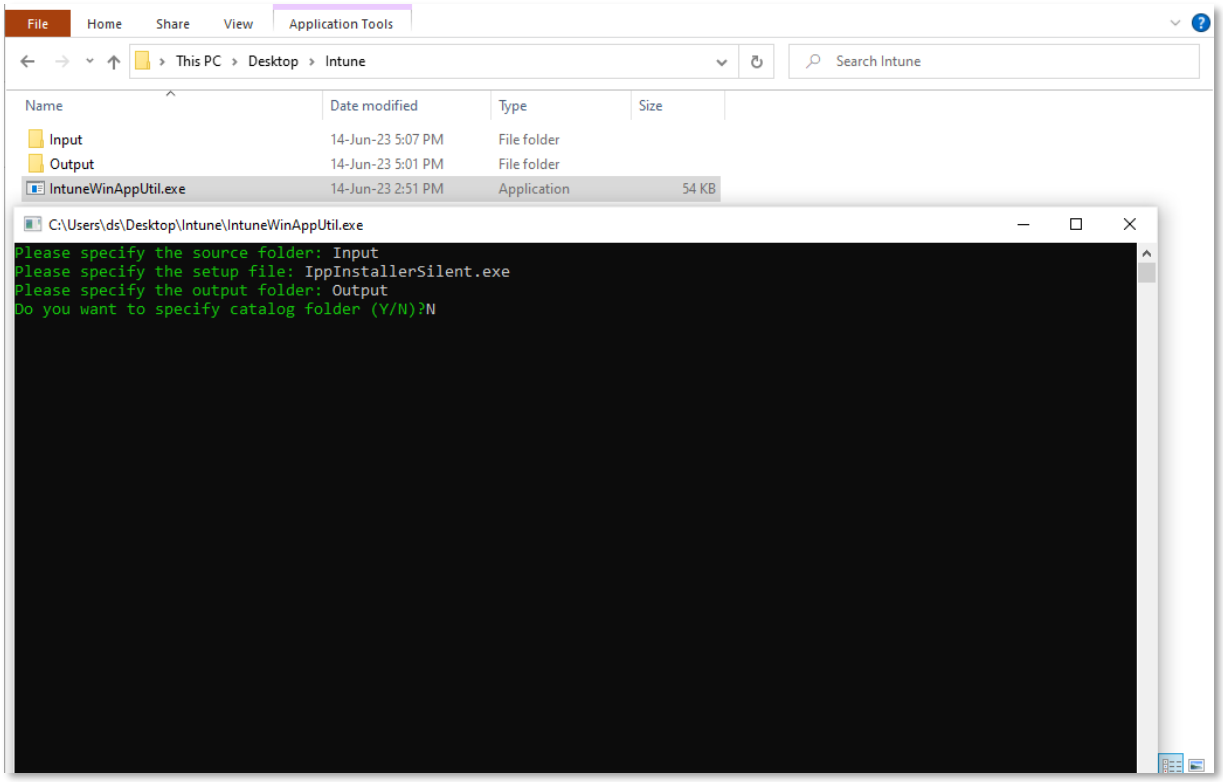


If you want to distribute “TOSHIBA V4 Printer Driver”, you could include default printer properties (drawers, finishers etc.). See e-FOLLOW Management -> Settings -> General -> Userportal -> IPP queues -> Include printer properties template with IppInstaller package. There you can export printer properties from the template printer to a file with a command. This file should be placed in “Input” folder.

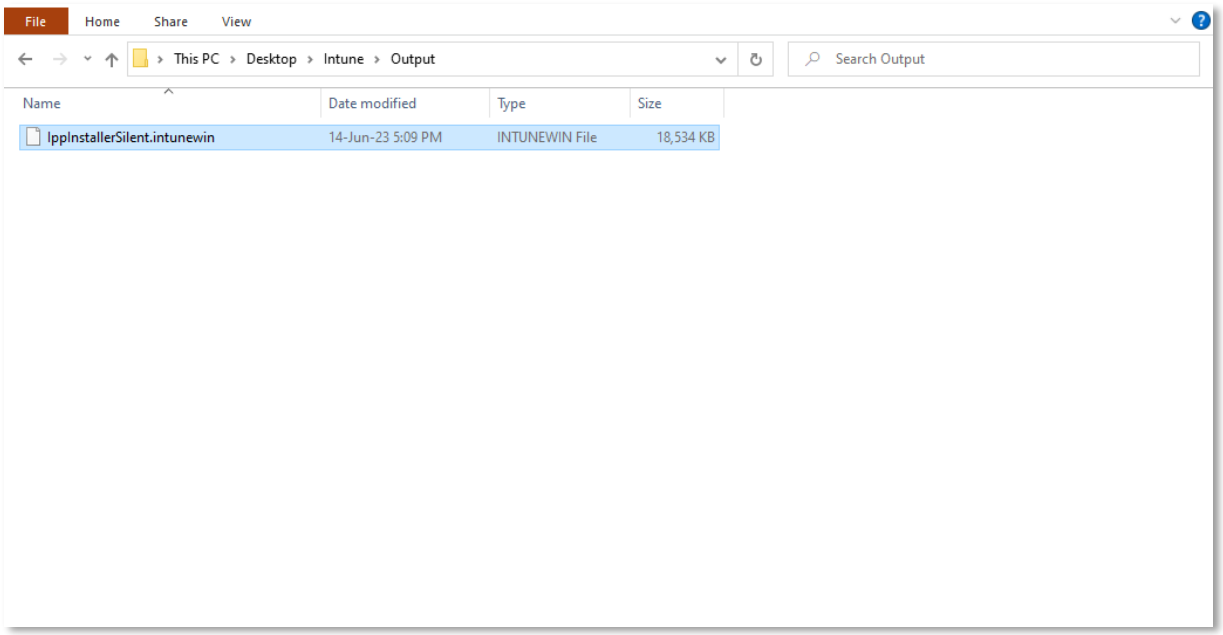


Open **IntuneWinAppUtil.exe** file:

- source folder: Input
- setup file: IppInstallerSilent.exe
- output folder: Output
- file '.intunewin' already exists. Do you want to delete it (Y/N)? Y (Happens only by process repetition)
- specify catalog folder (Y/N)? N

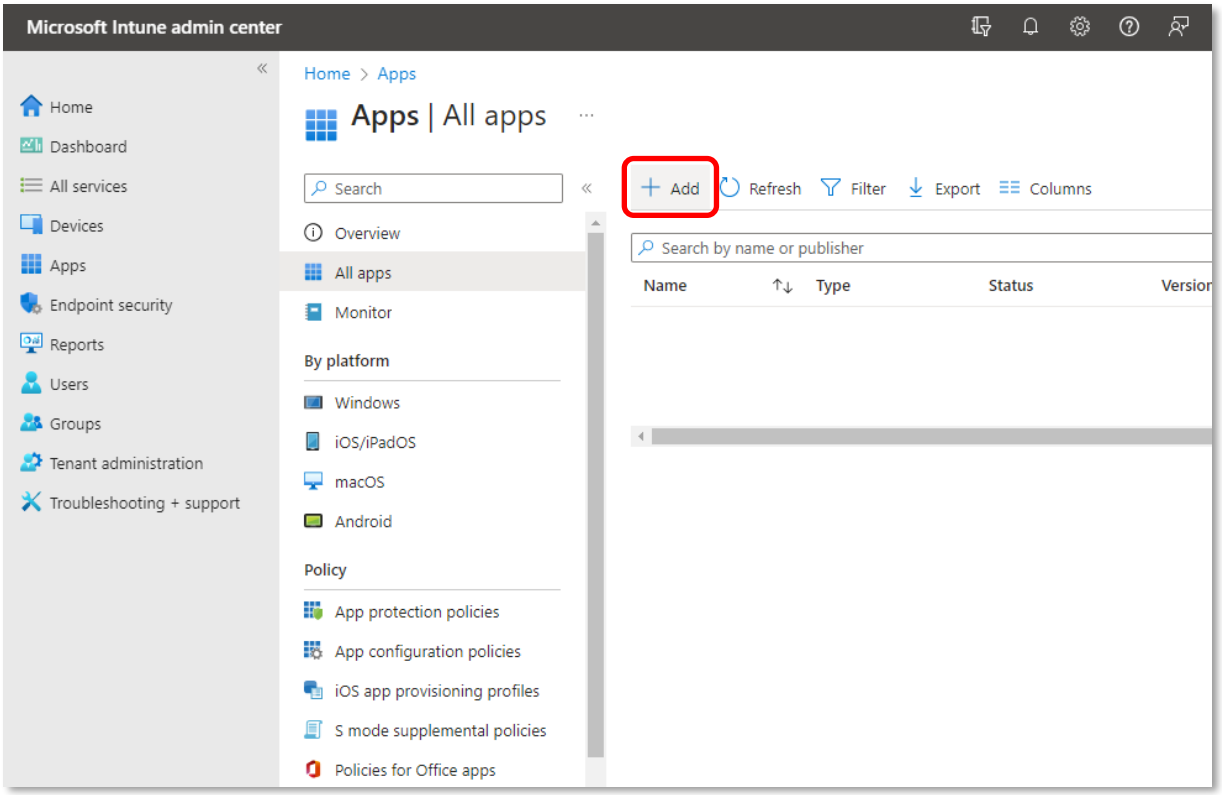


You will get **IppInstallerSilent.intunewin** file in “Output” folder. This Intune app could be used to install any Virtual Queue as Printer on user’s PC with the selected printer driver. For another printer driver please create another Intune app.

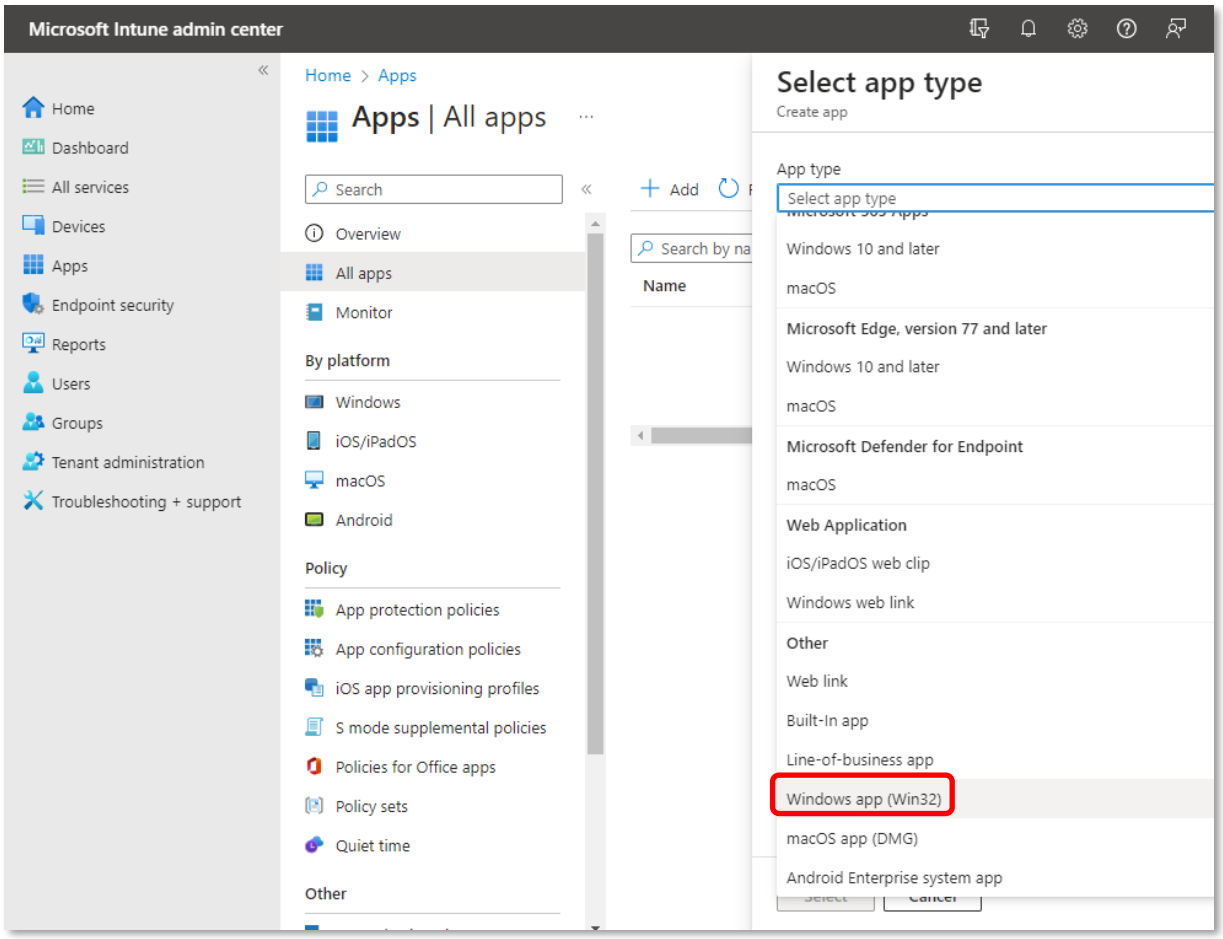


Open Intune portal.

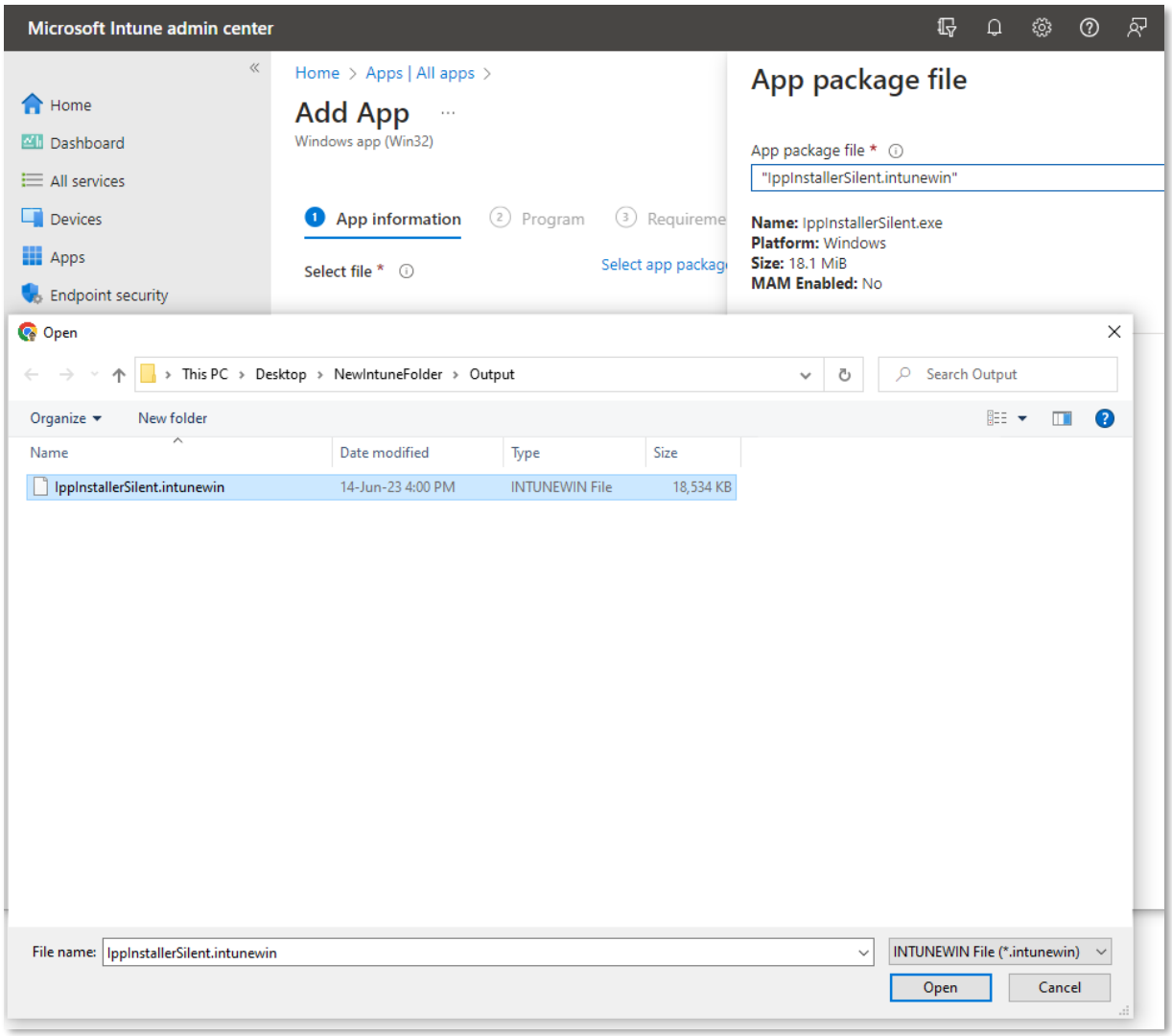
Click on “Add new App”.



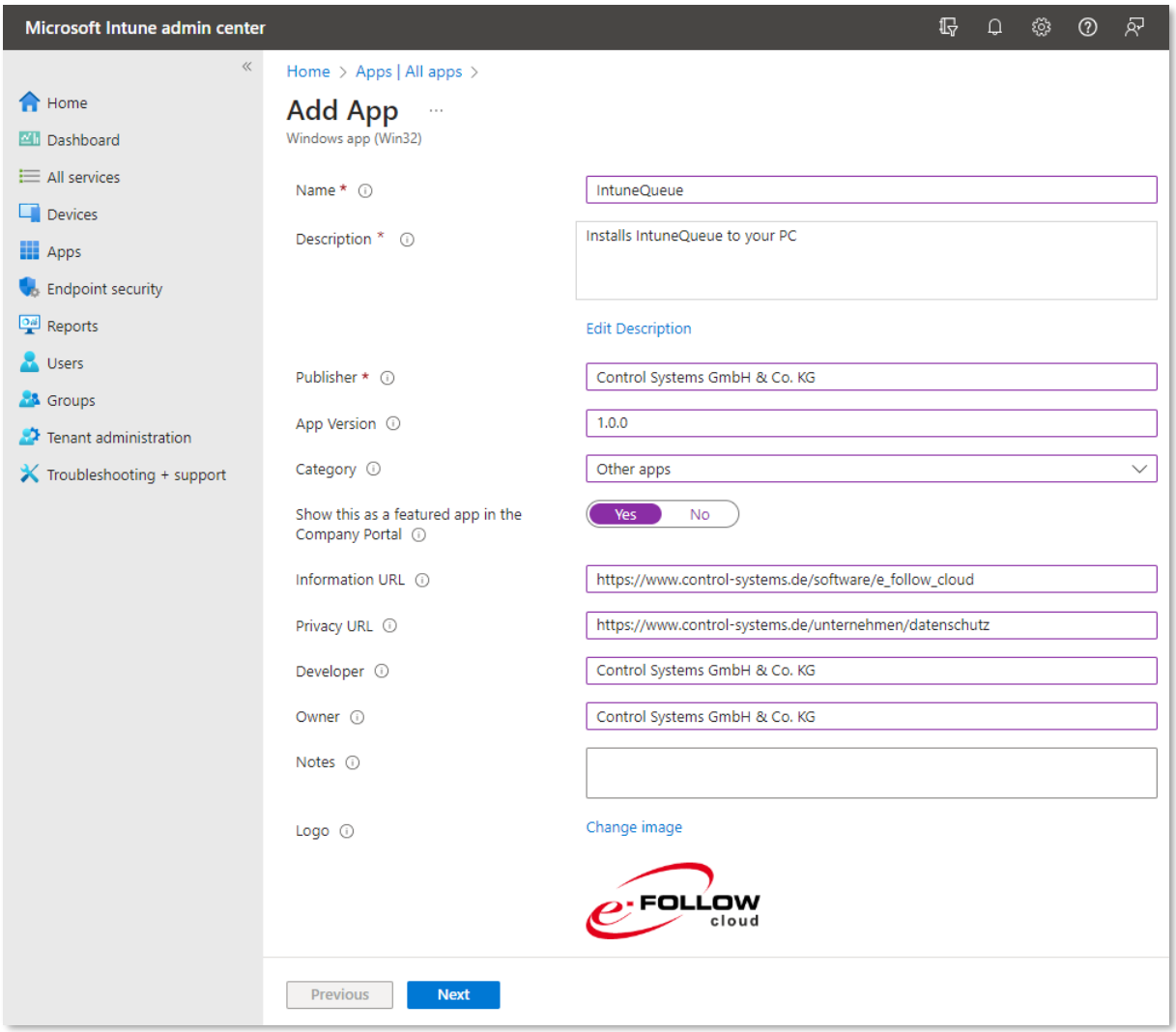
Select “Windows app (Win32)” App type. Click on “Select”.



Select **IppInstallerSilent.intunewin** file.

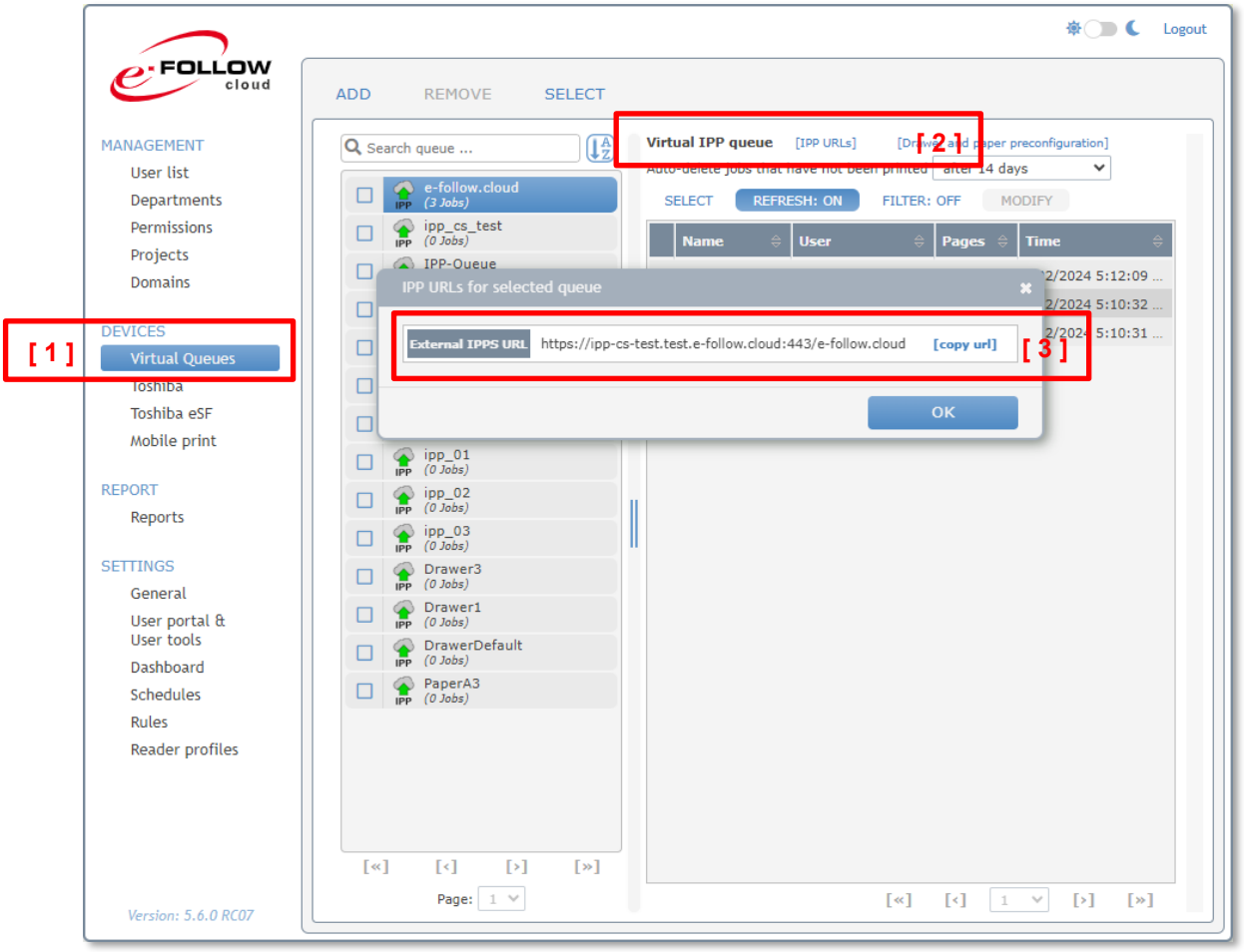


Fill in the fields as you wish.

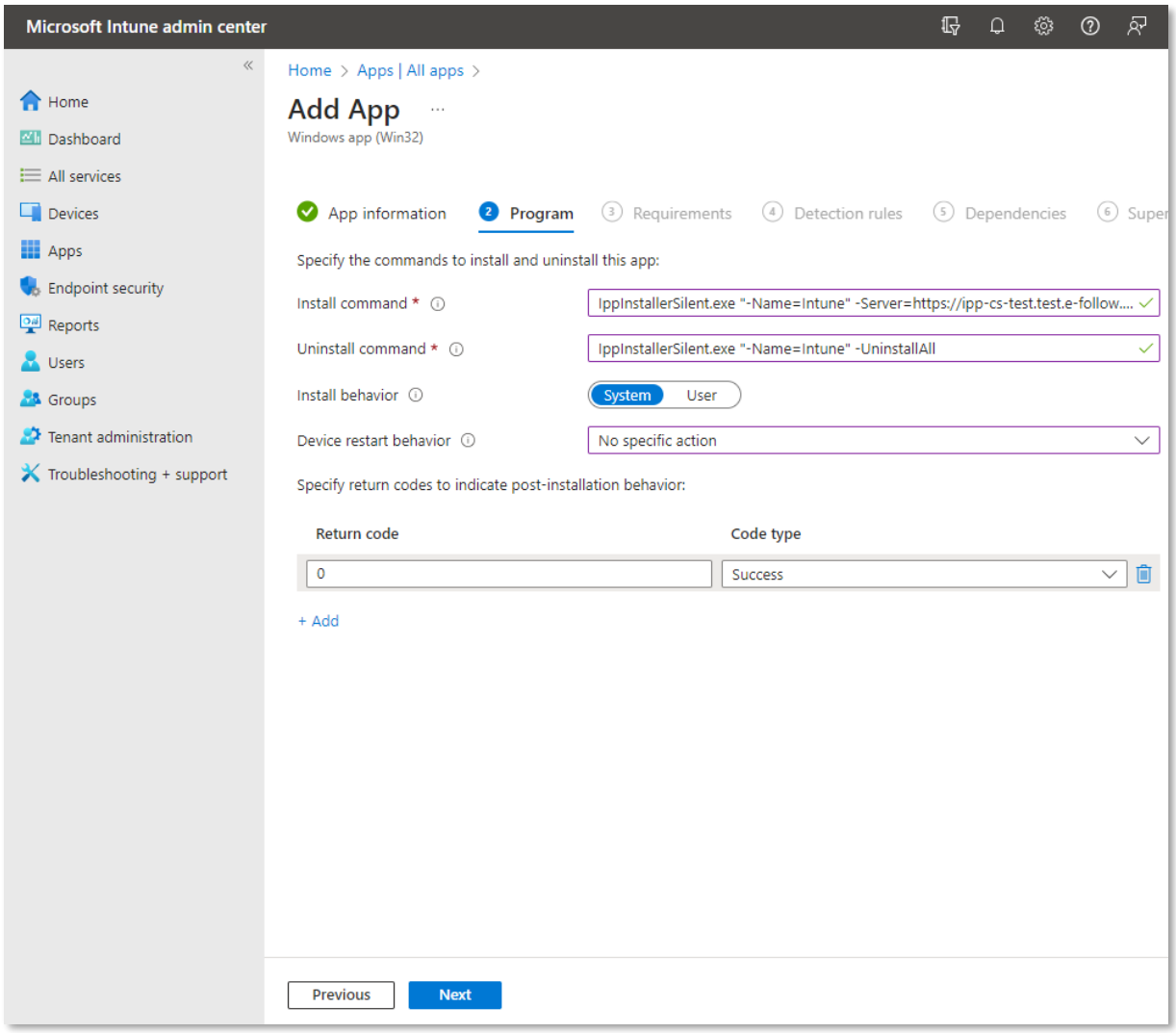


Choose a Virtual Queue you want to distribute from e-FOLLOW Management -> Devices -> Virtual Queues. Its name further will be referred as <QUEUE_NAME>.
Copy target queue's url from [IPP URLs] -> [copy url]. This url further will be referred as <IPP_URL>.

***) Make sure to use the correct URL.**
[1] Select the IPP printer / virtual queue of your choice
[2] Click to 'Virtual IPP queue – IPP URLs'
[3] Copy the URL – external IPPS

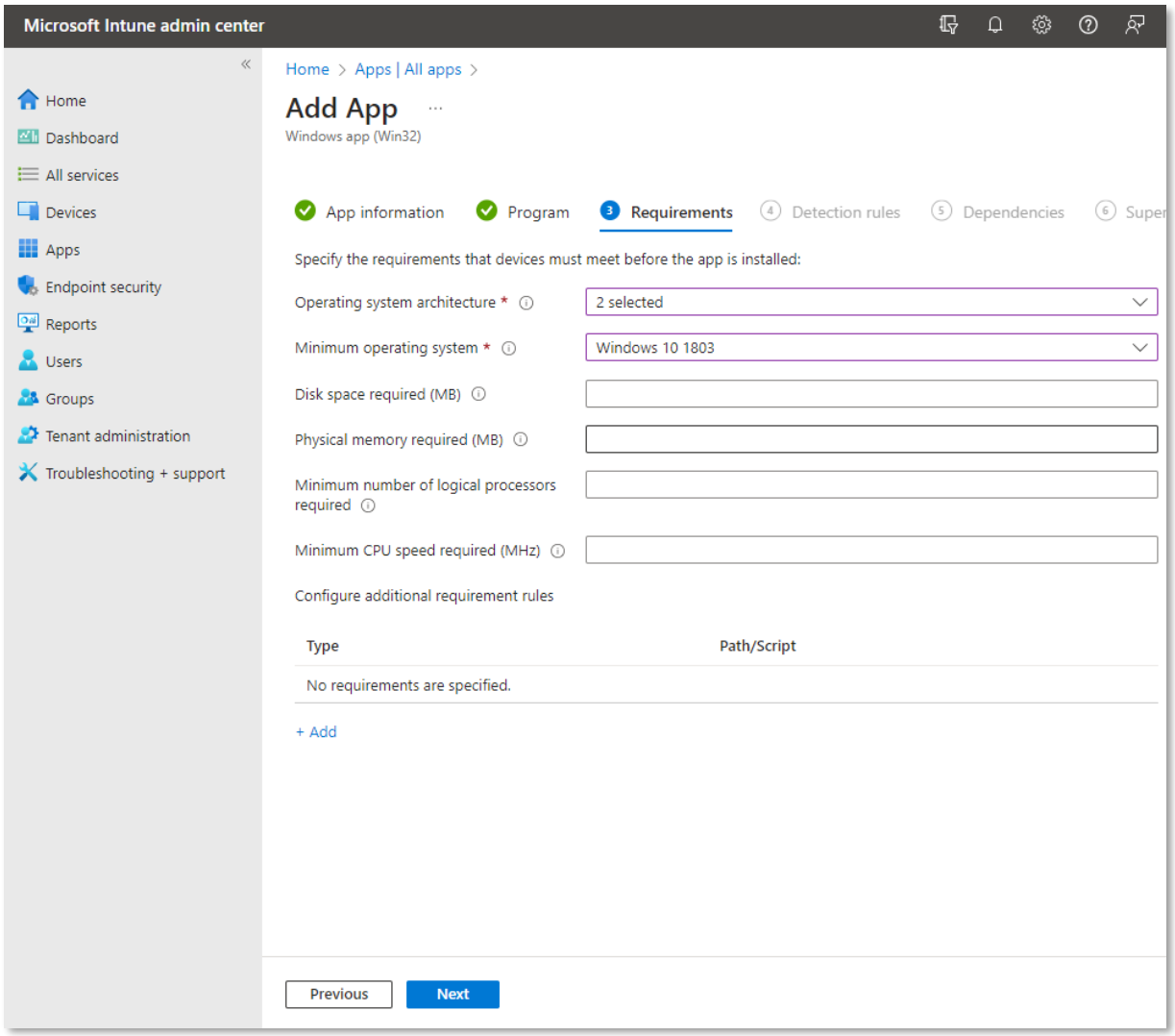


Go to "Program" step



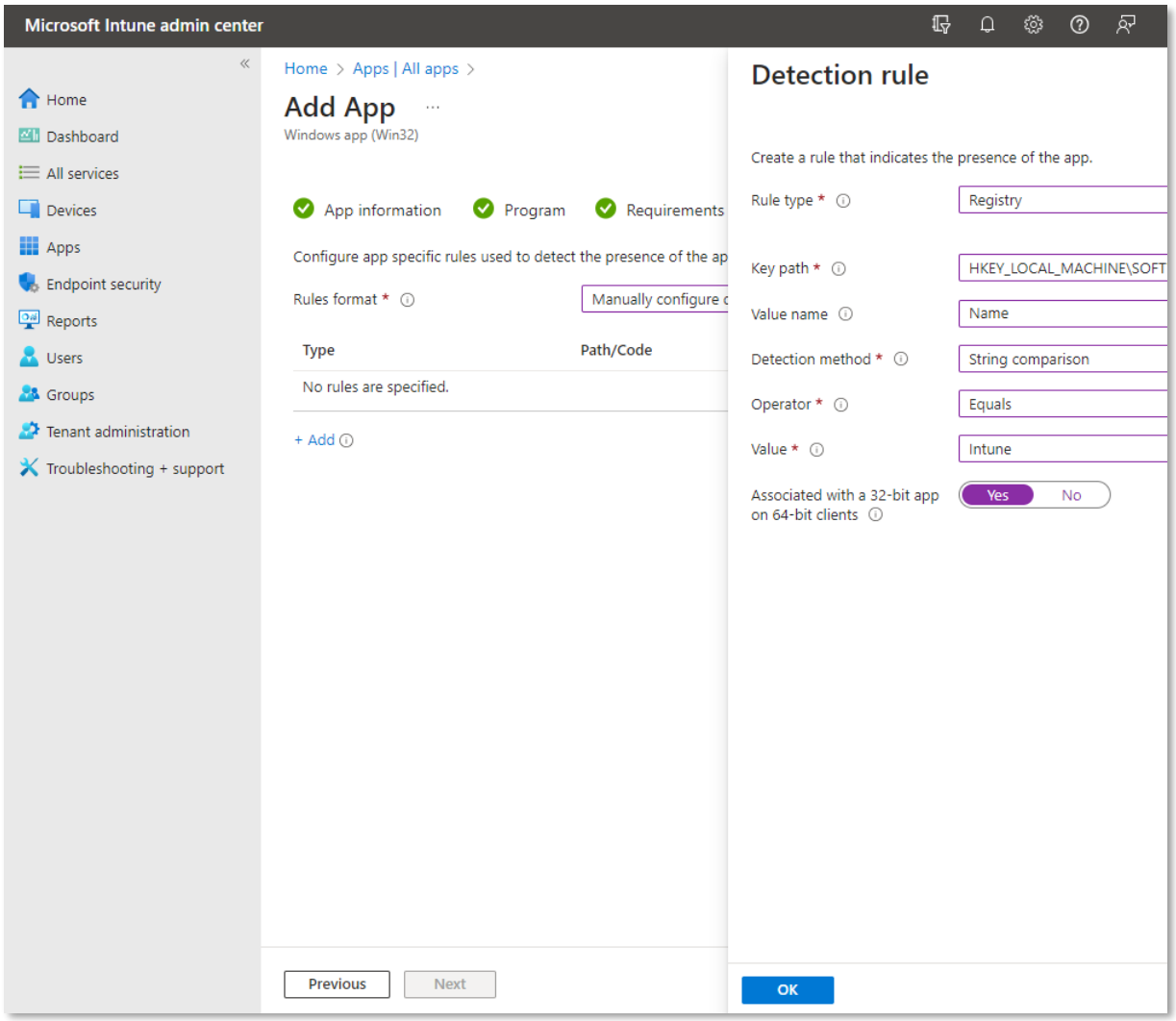
- Install command: IppInstallerSilent.exe "-Name=<QUEUE_NAME>" -Server=<IPP_URL>
- Uninstall command: IppInstallerSilent.exe "-Name=<QUEUE_NAME>" -UninstallAll
- Install behavior: System
- Device restart behavior: No specific action
- Keep only 0 return code.

Go to “Requirements” step



- Operating system architecture: 32-bit and 64-bit
- Minimum operating system: Windows 10 1803

Go to "Detection rules" step



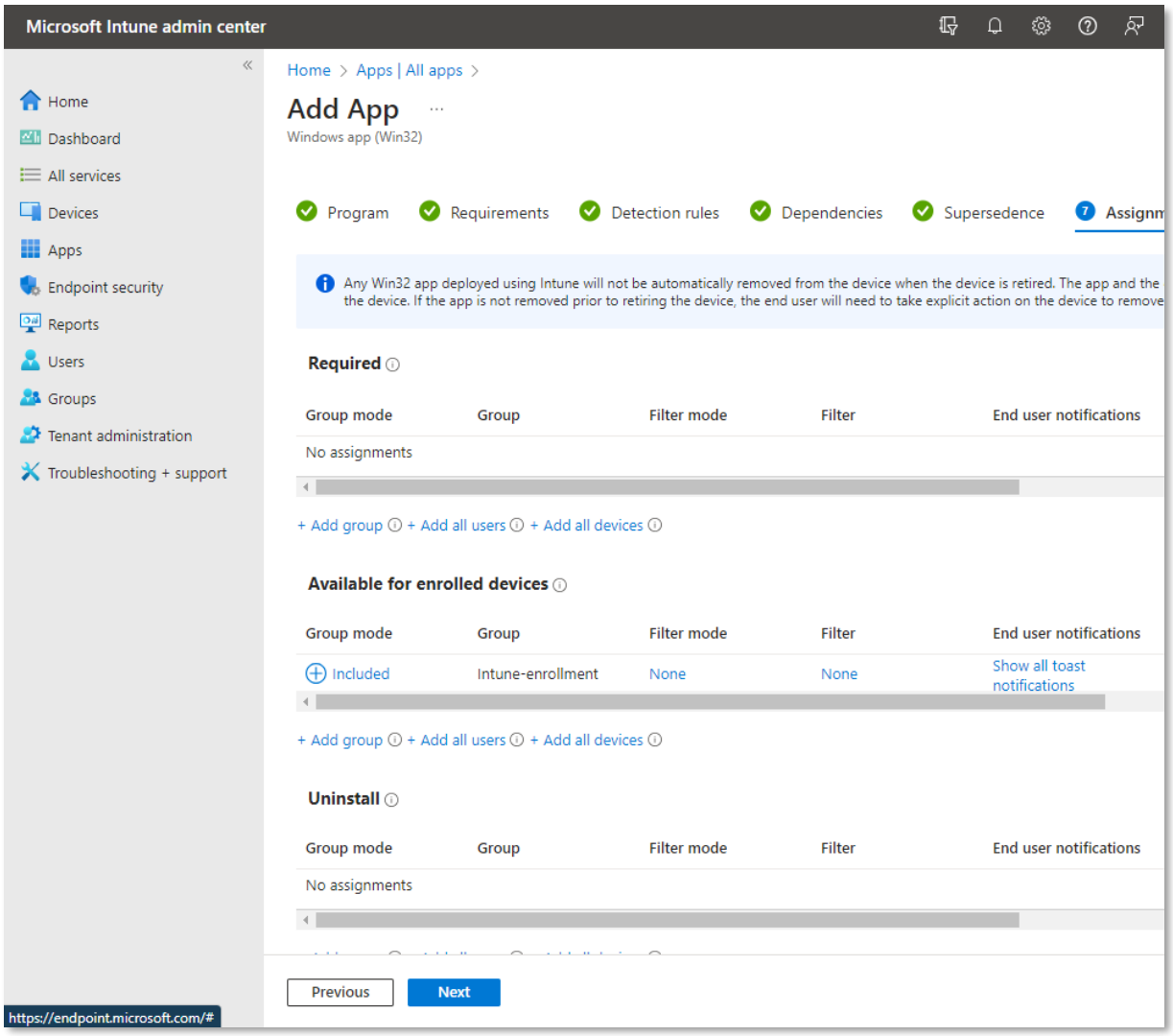
Rules format: Manually configure detection rules

Add one rule:

- Rule type: Registry
- Registry key: HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows NT\CurrentVersion\Print\Printers\<QUEUE_NAME>
- Value name: Name
- Detection method: String comparison
- Operator: Equals
- Value: <QUEUE_NAME>
- Associated with a 32-bit app on 64-bit clients: Yes

Go to “Assignments” step

Select needed user groups.



Finish app creation enrollment.

13 Printing from Mac

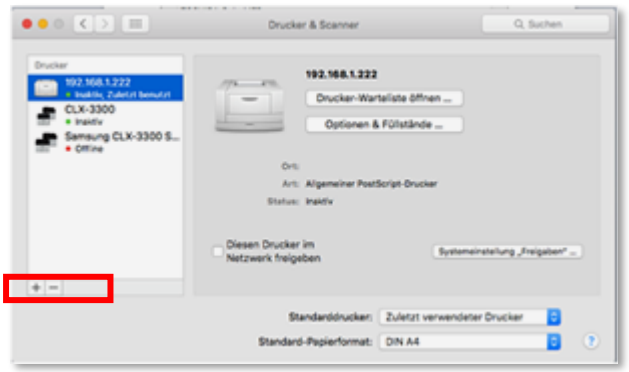
e-FOLLOW can not only receive print jobs from Windows clients but also from Mac (or Linux)

To print to a virtual queue configure your Mac as follows.

Visit http://business.toshiba.com/support/index.jsp to download an appropriate driver for your MFP.

Follow the installation instructions of the driver package…

Add and Configure New Printer
Open 'System Preferences' → 'Print & Fax'



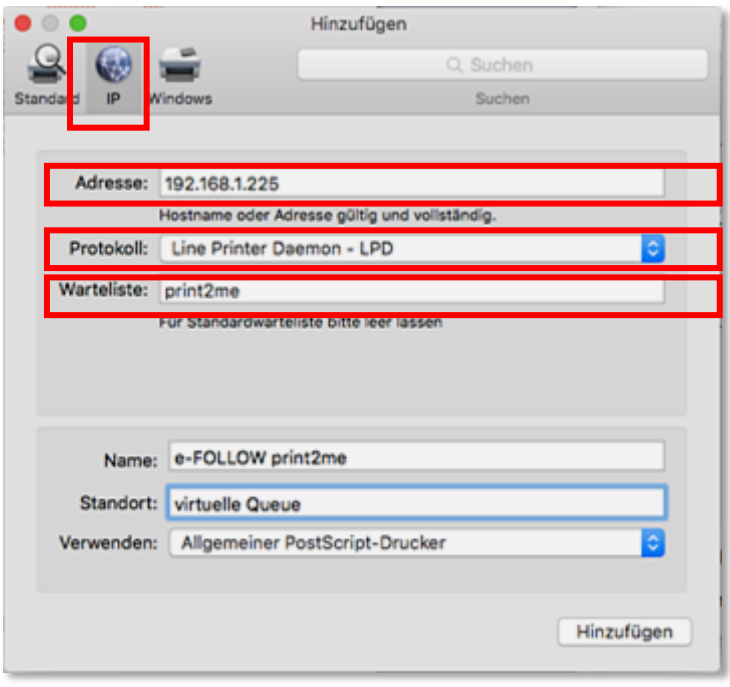
Klick '+' Sign to add a new printer

Select type '**IP**' from the menu across the top, then fill in following options

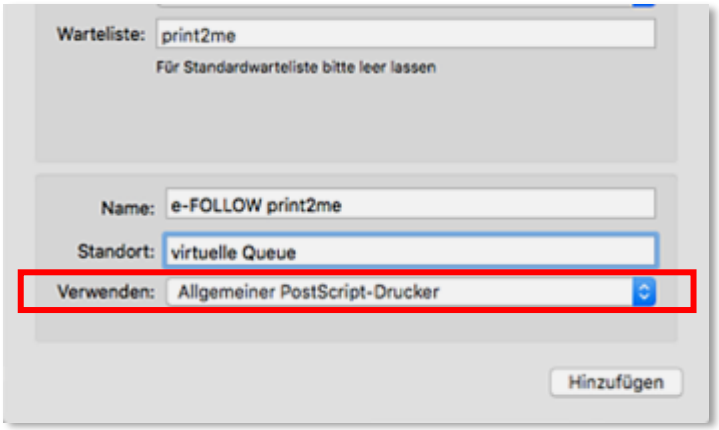
Address: IP-address of your e-FOLLOW server

Protocol: 'Line Printer Daemon – LPD' (default)

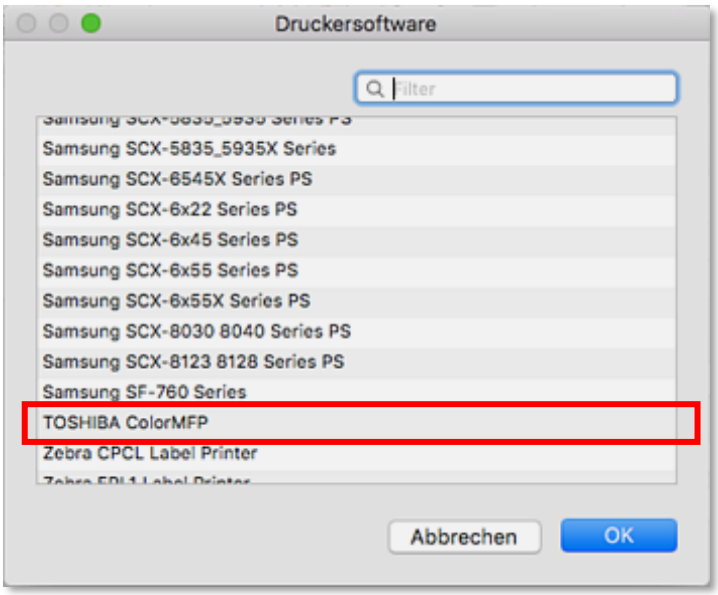
Queue name: enter the exact queue name of the virtual printer



Printer driver: here you can select the driver software as installed above.



Select the driver software and klick to OK.



Now your Mac is ready to print to e-FOLLOW.

13.1 IPP printing from MAC

e-FOLLOW.cloud can not only receive print jobs from Windows clients but also from Mac and Linux.

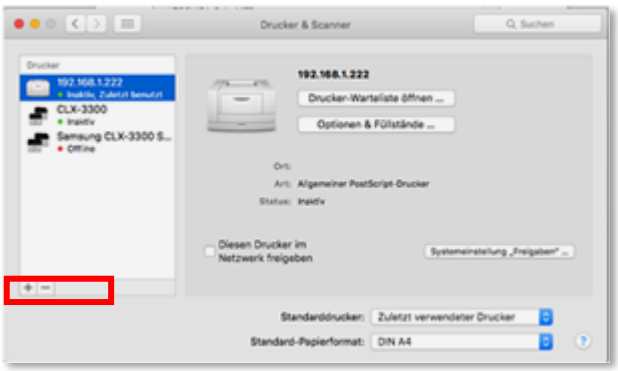
To print to a virtual queue configure your Mac as follows.

Visit http://business.toshiba.com/support/index.jsp to download an appropriate driver for your MFP.

Follow the installation instructions of the driver package…

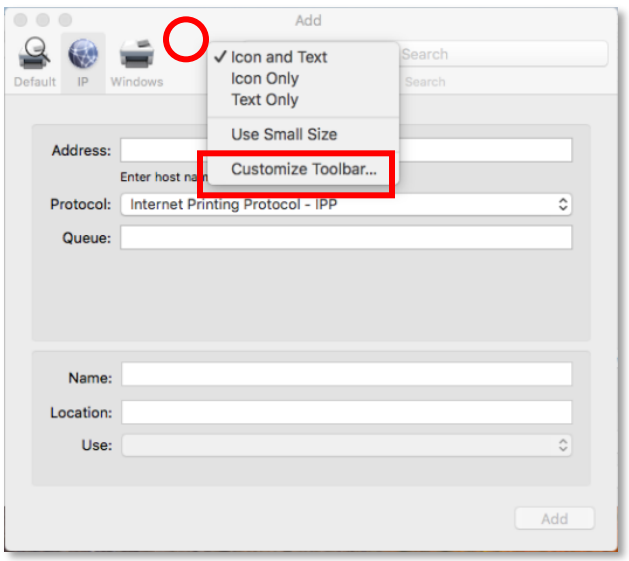
Add and Configure New Printer
Open 'System Preferences' → 'Print & Fax'

Klick '+' Sign to add a new printer

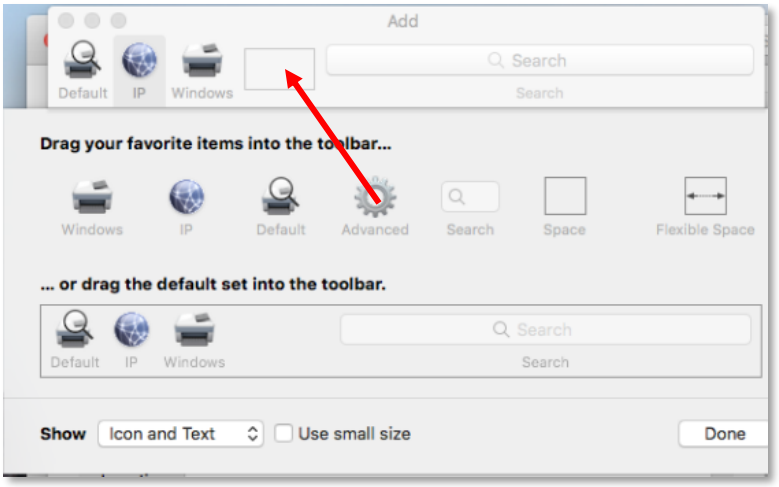


Customize the view of the "Add" dialog to access the "Advanced" entry. Right-click on the toolbar and enter "Customize toolbar..."

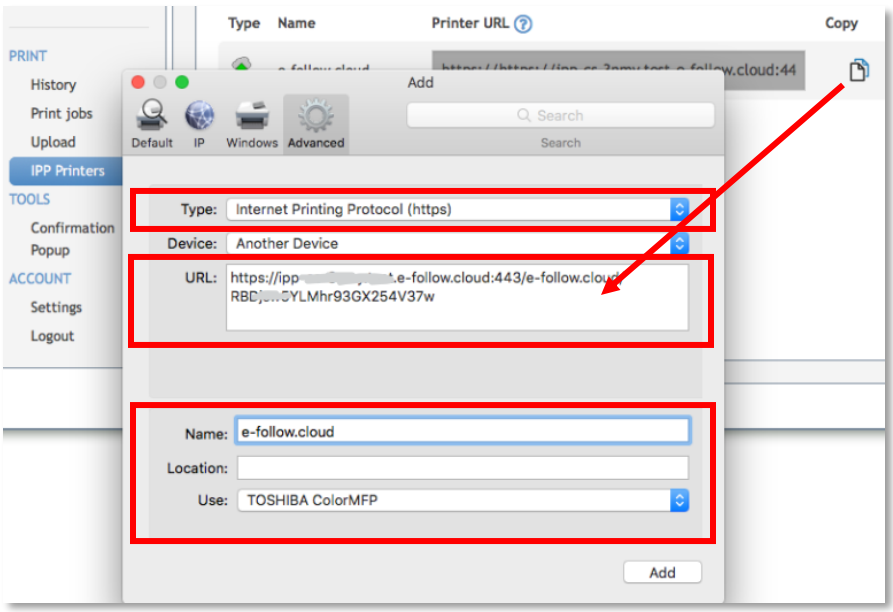
.



Drag the Advanced button to the toolbar.



Then click to the "advanced" option



Type: select **Internet Printing Protocol (https)**

URL: enter the URL for the virtual queue copied from Management or UserPortal.

Name: ..the printer

Use: select the printer driver previously installed.

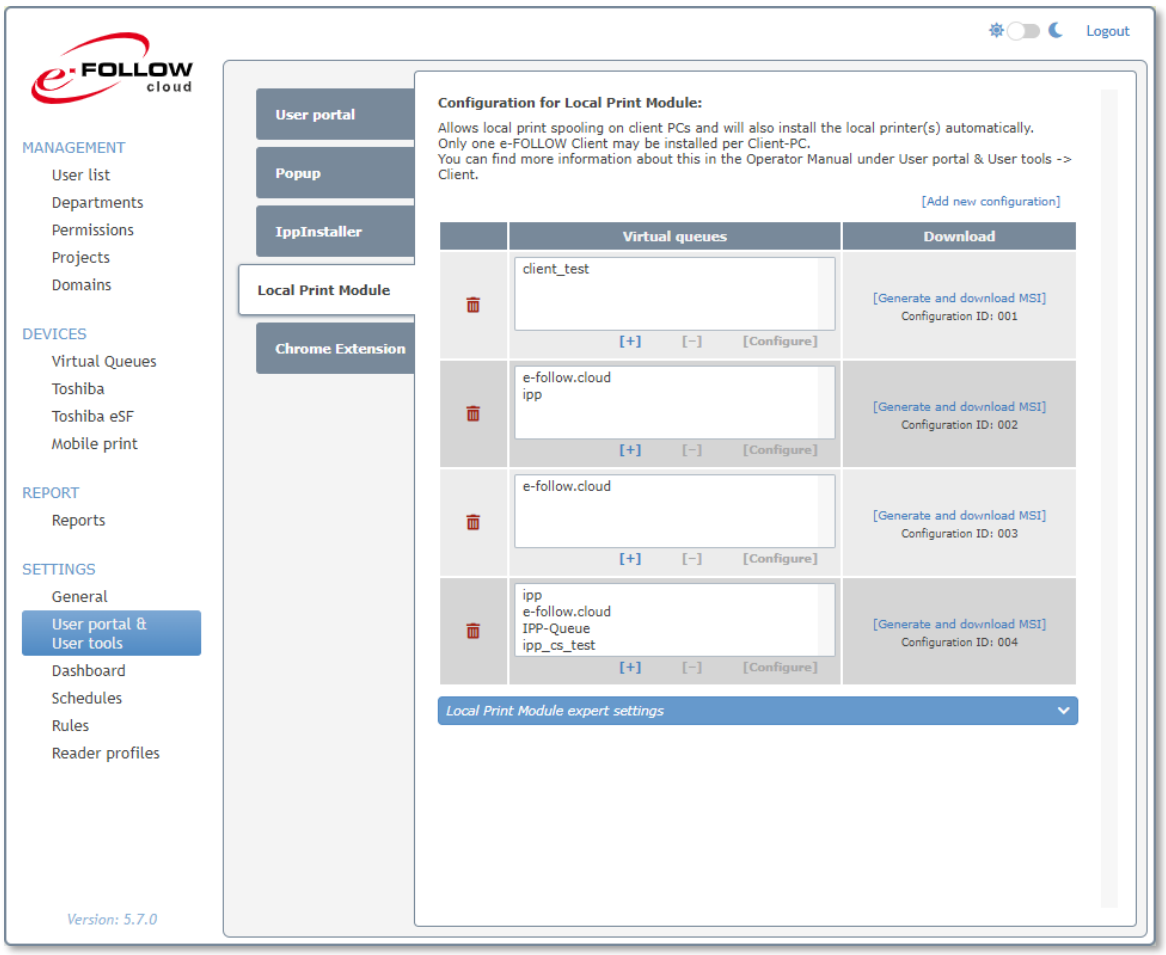
Click **Add** to finish the installation of the virtual queue on your MAC.

14 Printing from Chromebooks

These steps are not needed any more when the e-FOLLOW Chrome Extension is used. See: 0

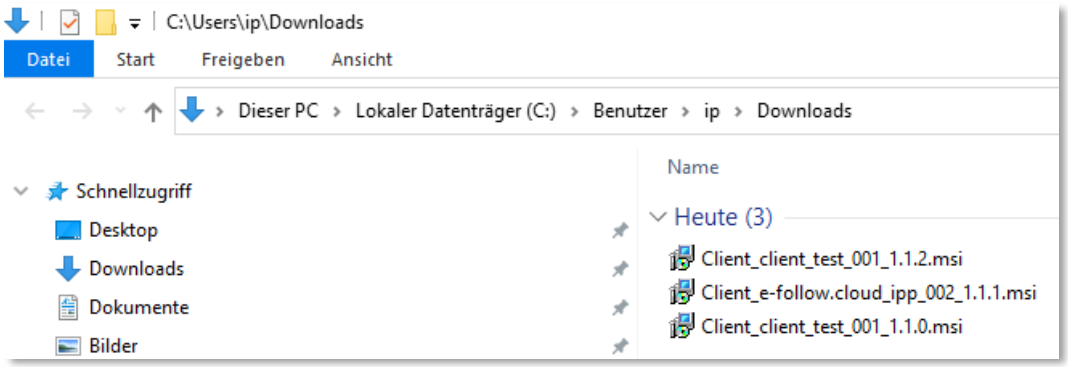
The e-FOLLOW.cloud Local Print Module will enable local print spooling on Client-PCs. It also will automatically create the needed local printer(s).

The Local Print Module is not enabled by default. It is an optional module, which can be purchased.



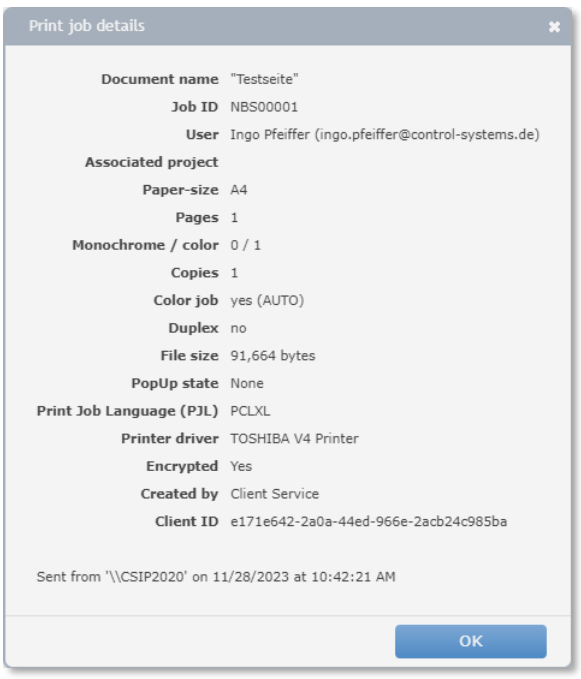
Many different configurations can be created by pressing [Add new configuration].
For each configuration a MSI installer can be downloaded. This MSI installer will be generated when you press download. It does contain the configuration, printer driver, printer properties and executable for the windows service.

Only one configuration can be installed on a Client-PC.
Everytime you make a change at the configuration settings and generate and download the MSI installer, the version number of the installer will be increased. This is necessary in order to carry out upgrades correctly.
On the Client-PC only a upgrade is allowed. Downgrade to a lower version number is not possible.



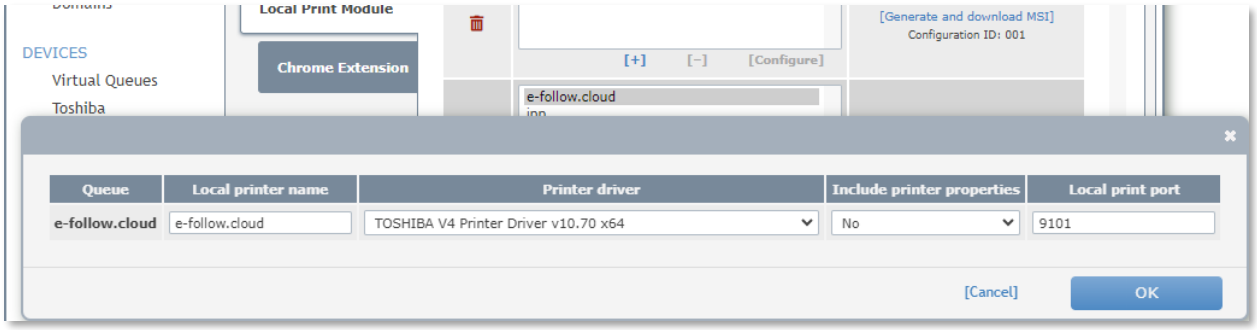
The MSI installer will install a windows service with the name: e-FOLLOW Local Print Module …
This windows service then will automatically install the local printer(s) with a raw printer port to IP address 127.0.0.1.
When the user prints one job to this printer, the print job will be stored encrypted on his PC and the job informations will be sent to the e-FOLLOW.cloud instance.
The windows service also starts polling to the e-FOLLOW.cloud instance for the next operations (delete job/release job).

These print jobs will now have the same functionality as every job in e-FOLLOW. In the management you only see the difference if you check the print job details:



Before releasing one Job (IPPS is used for this) the Client-PC checks if he can reach the MFP by IPPS. If there are any errors an message will be displayed on the MFP display. More details can be found at the dashboard of the management.

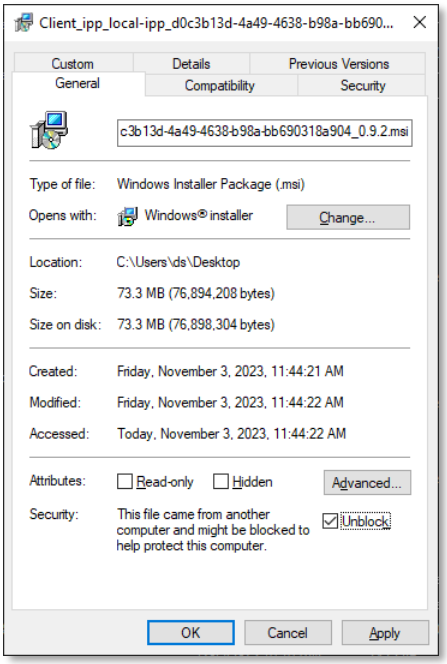
For the detailed settings you can select one or more queues and click on configure:



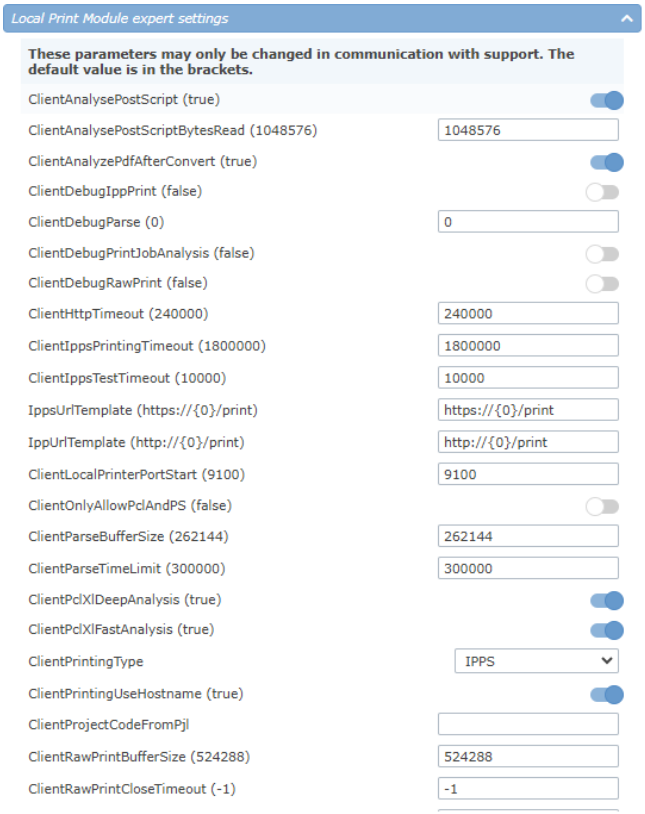
There you can set up the Local printer name. This will be the name of the printer which will be automatically installed on the Client-PC.
You can also select one of the default printer drivers. The printer properties are containing the printer settings for the TOSHIBA V4 printer driver.
New printer drivers and the printer properties are currently only configurable at SETTINGSàUser portal & User toolsàUserportal.
Because the windows service starts a local TCP listener for each printer the local printer port has to be unique.

The MSI installer is not signed with a digital signature. The digital signature is needed to deploy the MSI installer in a Windows Active Directory environment.
To digitally sign the installer, send a request to support@control-systems.de with a download link (e.g. wetransfer.com) to the MSI installer.

Alternatively, you can check this setting in the properties of the downloaded MSI installer:



The Local Print Module Expert Settings are the same settings as the Expert Settings for the PrinterManager. These settings may only be changed in consultation with the support team.

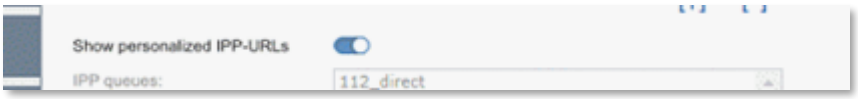


Chrome Extension

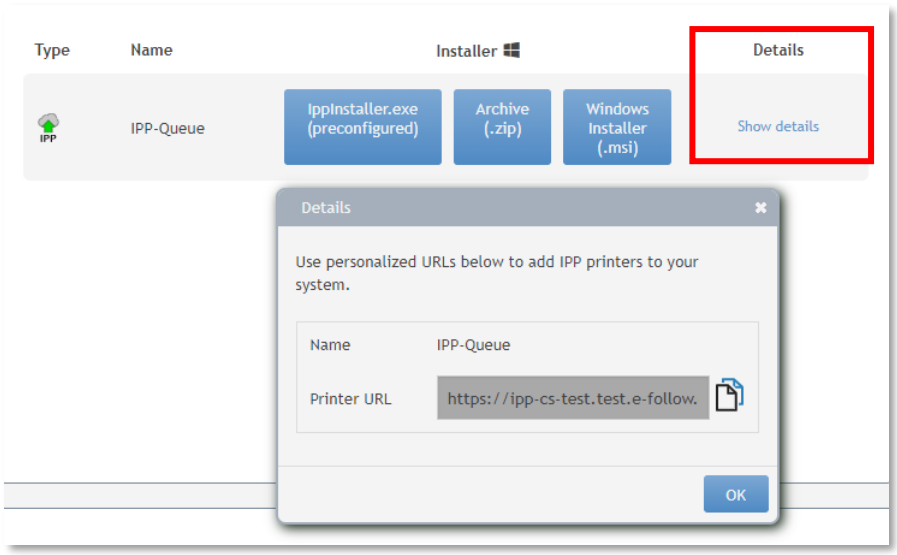
e-FOLLOW can not only receive print jobs from Windows clients but also from Chromebooks.

The challenge for printing from Chrome to e-FOLLOW server is the personalization of print jobs (assign a printjob to its owner). By default, all jobs are sent "anonymous".

e-FOLLOW can cover this by providing individual IPP URLs for each user. Once enabled in → SETTINGS→ General → Userportal →



the IPP-Printer tab appears in the user portal.

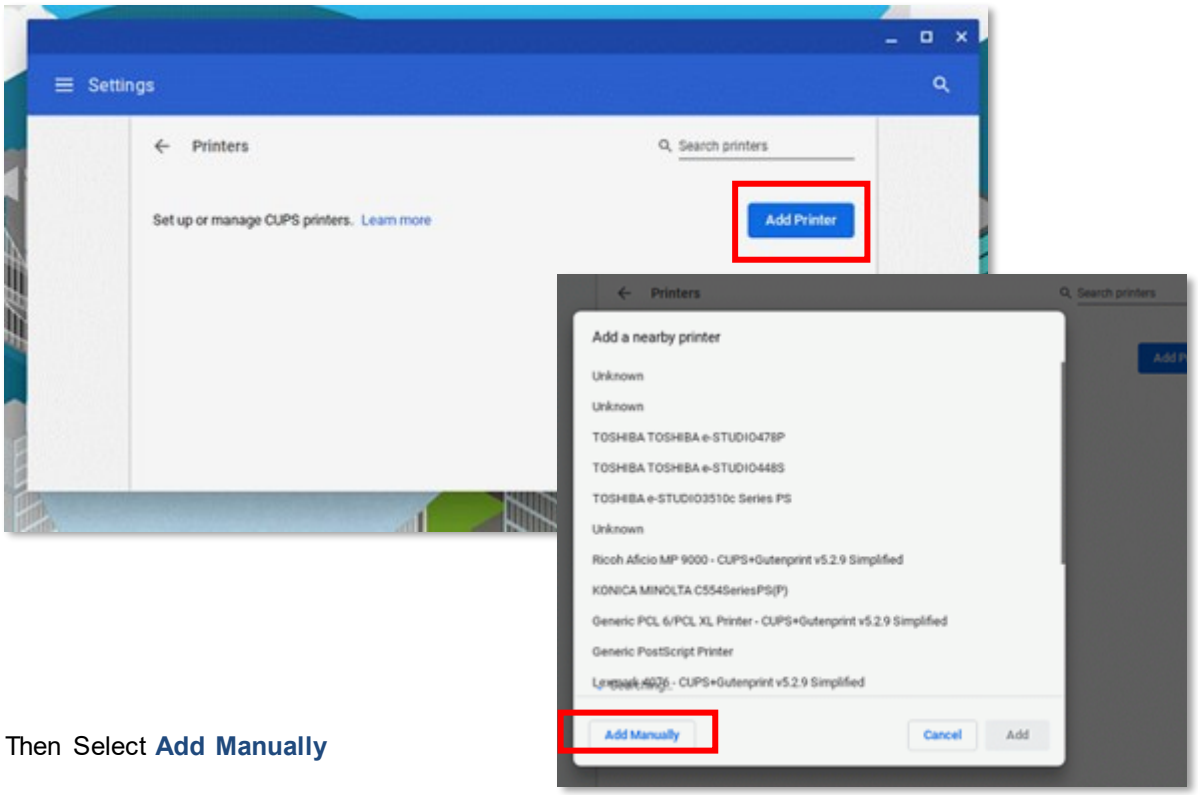


Here you will find the list of available IPP virtual queues and IPP printer queues followed by their personalized URLs.

To add a personalized queue to your Chromebook follow the steps as described below.

Personalized URLs may not only be used on Chrome but also on any other client that can print using the IPP protocol.

Change to the Printers section of Chrome Settings and click to Add Printer.



Then Select **Add Manually**

Attention
The URL shown in User portal cannot be entered in one step / filed.

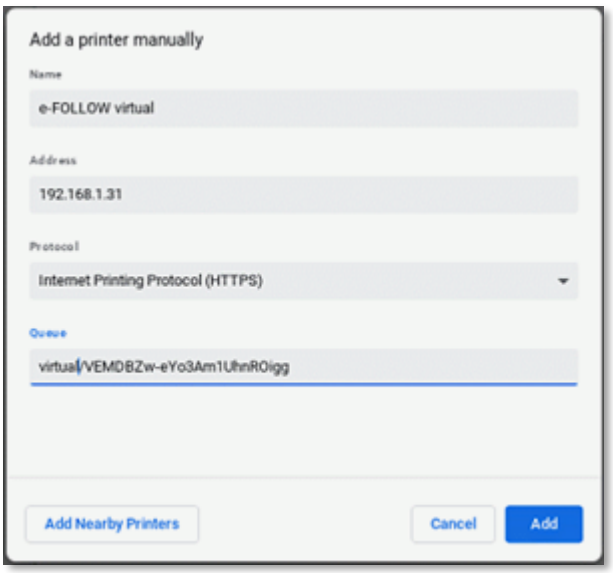
It has to be entered splitted in the fields:

Name: any printer name of your choice

Address: Server IP

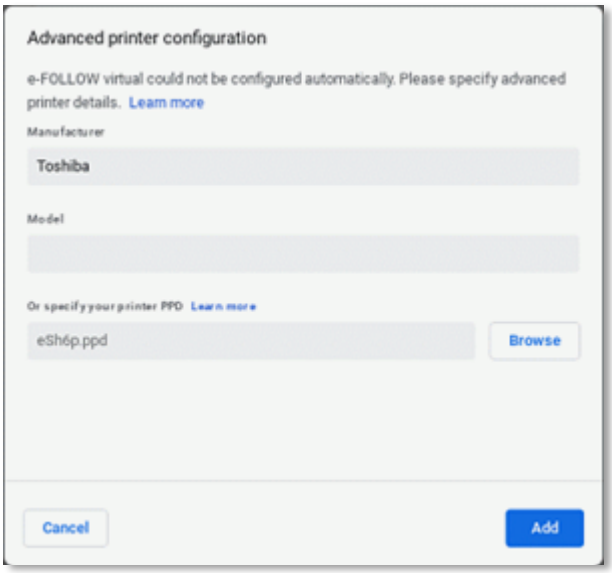
Protocol: select HTTPS

Queue: printer name + token

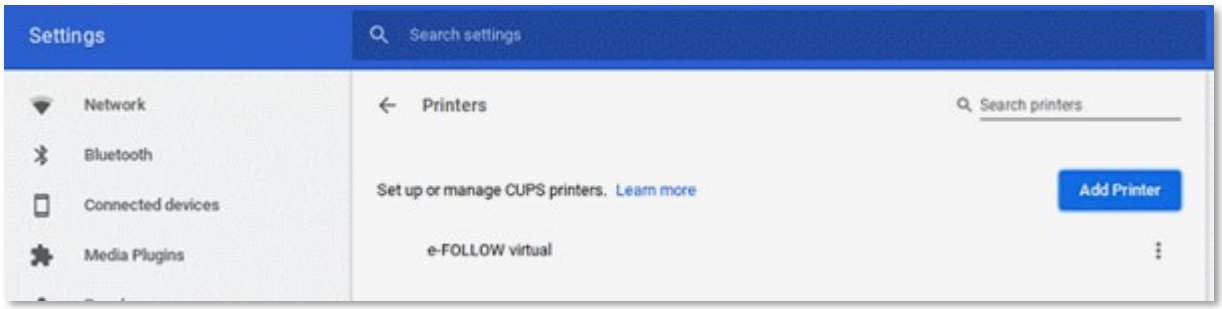


Click to Add

Then select the manufacturer & model or select an appropriate printer PPD file.



Clicking to Add will finish the printer setup.



Now the printer is available for printing from Chrome to e-FOLLOW and jobs will be assigned to your user name.

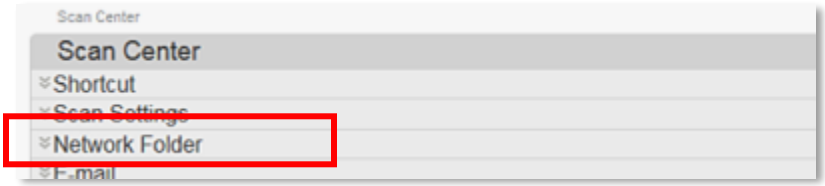
15 eSF Scan-to-Folder setup

Toshiba eSF devices come with a convenient Scanning-App called ***'Scan Center'***

This chapter describes the relevant settings for ***Scan Center*** Scanner App so users can easily scan to their HomeDirectory folder defined in A.D. or another LDAP-Server.

Open the device´s website and run the ***Scan Center*** Configuration.

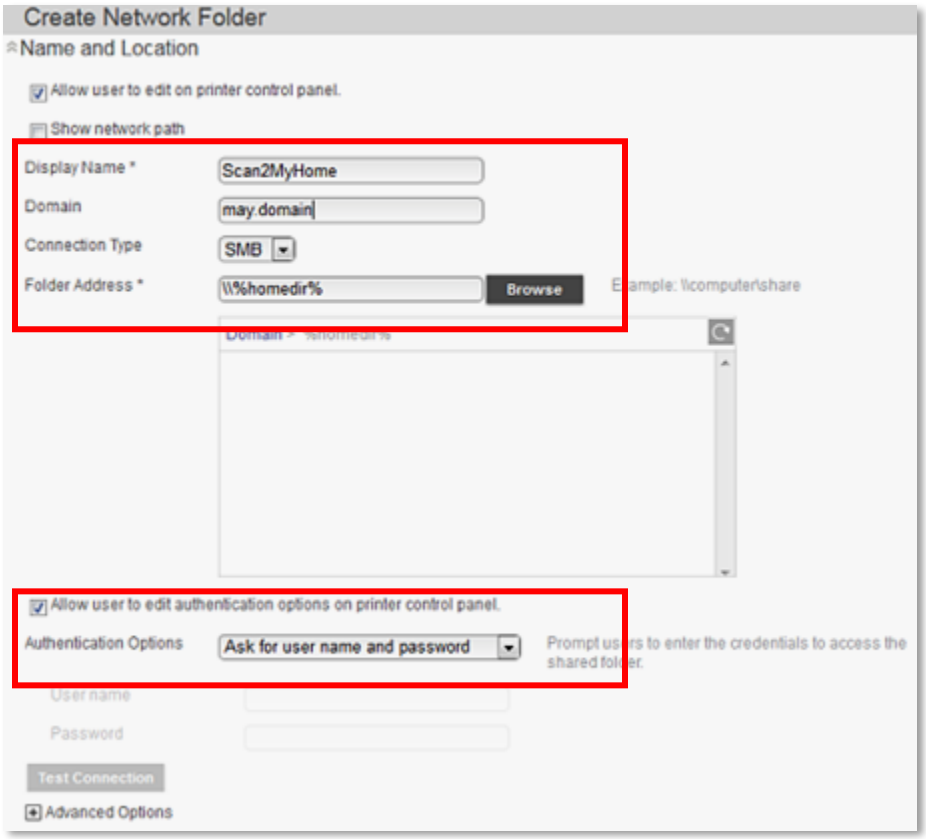
In **Network Folder**:



Klick to **Create Nework Folder**

Enter the Display Name for this target and your local domain.

The Folder Address is **%homedir%**

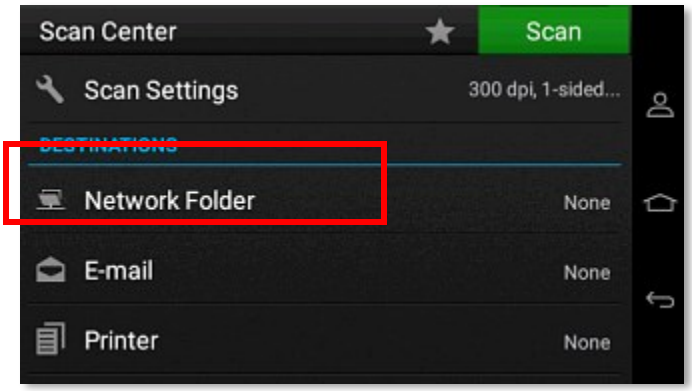


Authentication Options

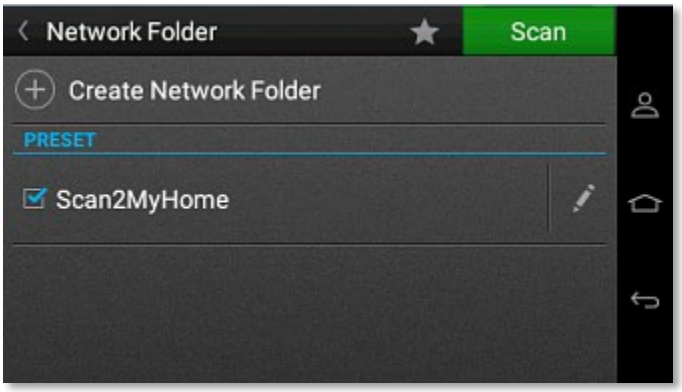
Ask for user name and password: if the users login to e-FOLLOW.cloud by e.g. PIN or Card this option will request the user´s credentials when scanning.

Use static username and password: this option allows to define a 'global user'. Make sure that this user has write permission to all user´s HomeDirectories.

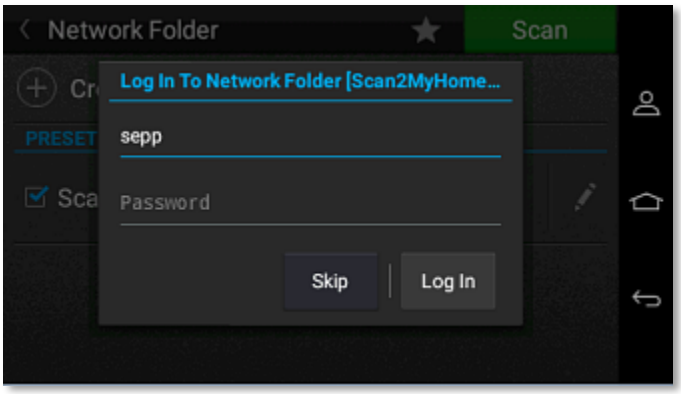
After launching the Scan Center App select Network Folder.



Select the ScantMyHome target



If required, the user gets prompted to enter his credentials



16 Advanced Settings

This chapter describes advanced Administrator settings that should only be done in case of malfunction or / and or if Toshiba support requested you to modify any of these settings.

Change of any of the following parameter may have severe impact on proper functionality of your e-FOLLOW.cloud setup.

16.1 **Single Print Timeout**

If deletion of jobs at user logout or after error is enabled e-FOLLOW.cloud printing mode is changed to single print. In case a the finish event of the current job is missing subsequent printing is blocked. The SinglePrintTimeout defines the time after the printing for this user will be reseted if there are no events from his print jobs.

Change to Expert settings – DataManager and search for SinglePrintTimeout

Default value [ms] 1.800.000 = 30 min.

16.2 **Project Code from PJL**

e-FOLLOW.cloud can extract the project code for a print job from its PJL header.
In → **SETTINGS –> General → Expert settings** select the PrinterManager and find the parameter ***ProjectCodeFromPjl***.

Here you can enter the PJL tag containing the Project Code.
(e.g. *@PJL COMMENT DSSC PRINT ACCESSCODE=*)

16.3 HID Omnikey 5427 CK configuration

HID provides documentation for their readers that describes how to configure KBW mode. See Chapters 2 and 3 in this document.

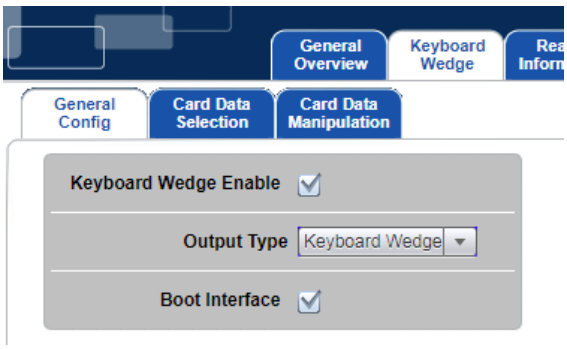
https://www.hidglobal.com/documents/omnikey-5x27ck-keyboard-wedge-configuration-user-guide

Keyboard mode configuration of this reader is complex and requires "boot interface" device

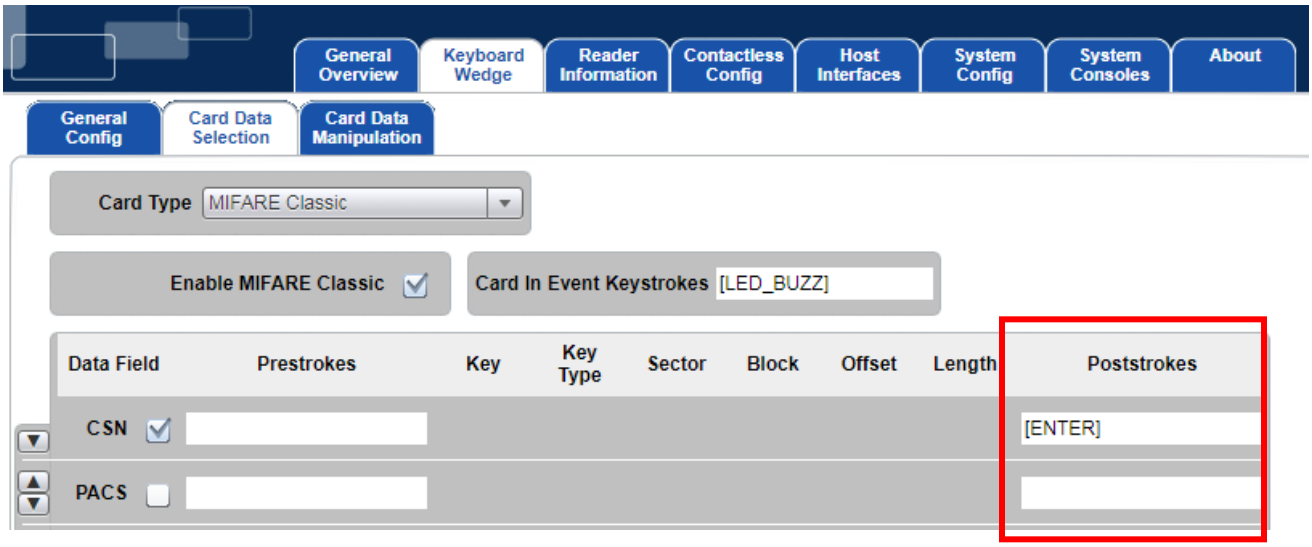
keyboard mode option enabled as well as [ENTER] post keystroke for each supported card type to work properly with our printers.

No extra apps or drivers are needed.

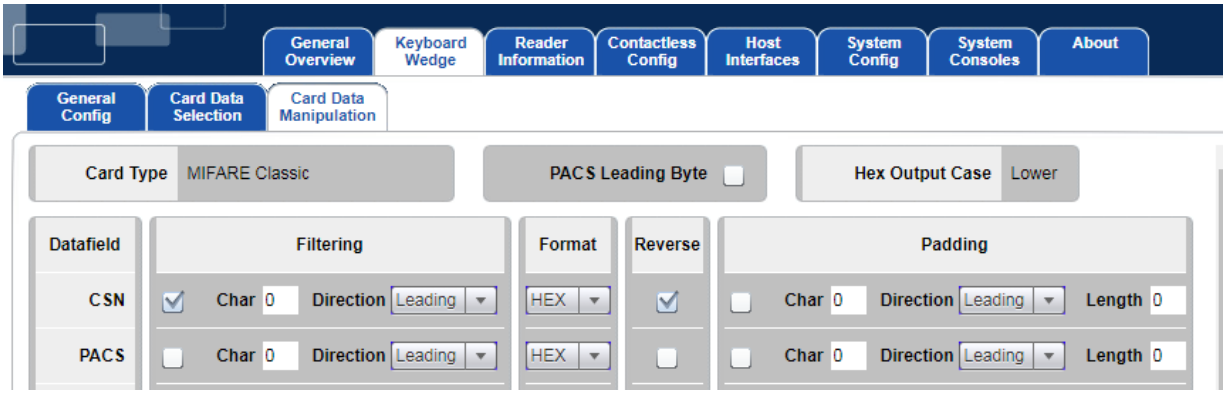
- 1) Enable Keyboard Wedge and Boot Interface



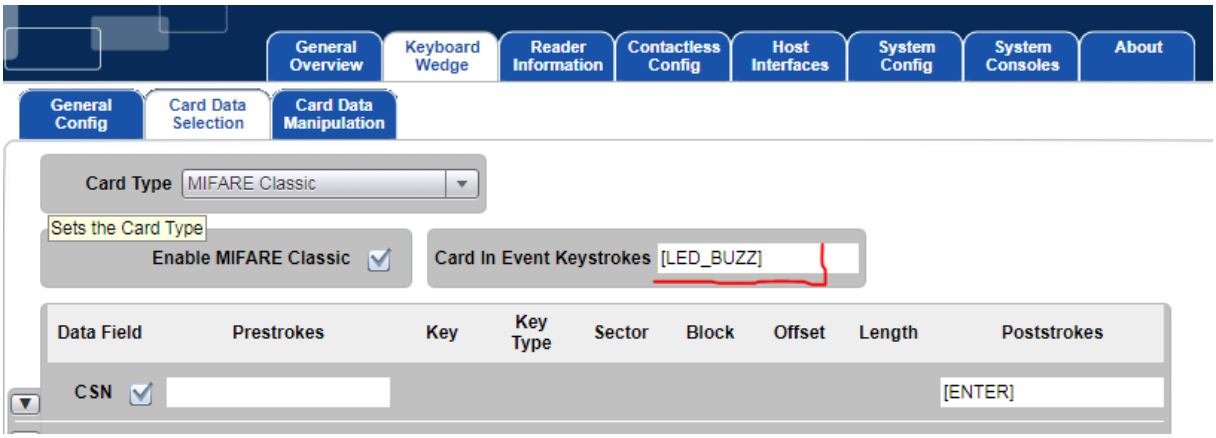
- 2) Configure all card types that are needed and set the Poststroke to [ENTER]



- 3) Configure Card Data Manipulation also for each type:



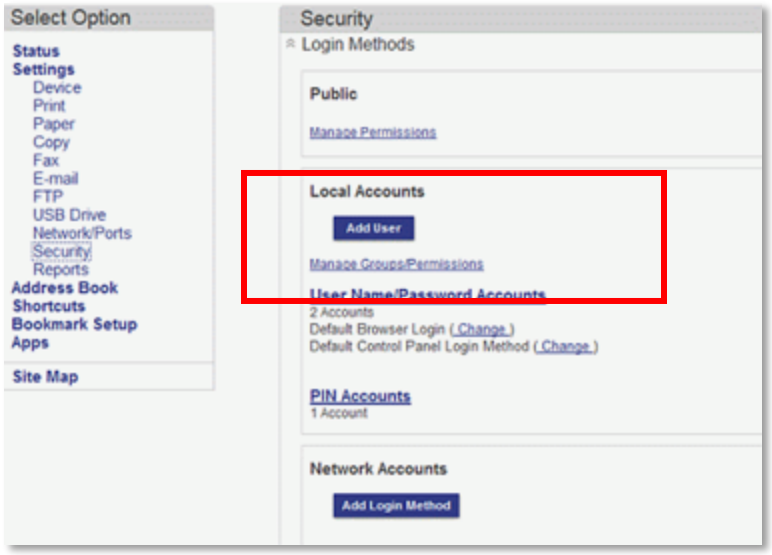
- 4) To disable annoying Beeper go to Card Data Selection and remove content of Card In Event Keystrokes field.



16.4 Toshiba eSF Admin access

In some cases, it may be necessary to locally log in to the device – e.g. for local device administrator.

Therefore, a local user need to be created via the device web interface.

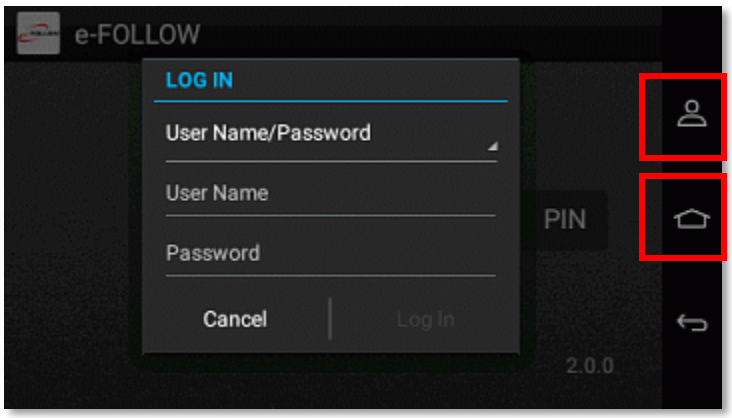


By assigning it to a specific group you can define the permissions and functions the user has access to.

So a local user can be Administrator or 'Guest' being allowed to do BW copies only.

To log in as local user/administrator press the **user icon** and enter the credentials.

If the login was successful press the **home icon** to access the device menu.



17 Appendix A – SQL structure for e-FOLLOW.cloud_records table

_id	GUID	(not null)
type	STRING	(not null)
username	STRING	(not null)
userfullname	STRING	
department	STRING	
domainname	STRING	
device	STRING	
device_type	STRING	
sending_host	STRING	
doc_name	STRING	
job_id	STRING	
submission_time	DATETIME	
finish_time	DATETIME	
workflow_id	STRING	
project	STRING	
subproject	STRING	
cost	INTEGER	
has_color	BOOLEAN	
accounted	INTEGER	
pages	INTEGER	
scan_pages	INTEGER	
fax_pages	INTEGER	
created	DATETIME	
Unknown_color_duplex	INTEGER	
Unknown_color_simplex	INTEGER	
Unknown_bw_duplex	INTEGER	
Unknown_bw_simplex	INTEGER	
A3_color_duplex	INTEGER	
A3_color_simplex	INTEGER	
A3_bw_duplex	INTEGER	
A3_bw_simplex	INTEGER	
A4_color_duplex	INTEGER	
A4_color_simplex	INTEGER	
A4_bw_duplex	INTEGER	
A4_bw_simplex	INTEGER	
A5_color_duplex	INTEGER	
A5_color_simplex	INTEGER	
A5_bw_duplex	INTEGER	
A5_bw_simplex	INTEGER	
A6_color_duplex	INTEGER	
A6_color_simplex	INTEGER	
A6_bw_duplex	INTEGER	
A6_bw_simplex	INTEGER	
B4_color_duplex	INTEGER	
B4_color_simplex	INTEGER	
B4_bw_duplex	INTEGER	

B4_bw_simplex	INTEGER	
B5_color_duplex	INTEGER	
B5_color_simplex	INTEGER	
B5_bw_duplex	INTEGER	
B5_bw_simplex	INTEGER	
Postcard_color_duplex	INTEGER	
Postcard_color_simplex	INTEGER	
Postcard_bw_duplex	INTEGER	
Postcard_bw_simplex	INTEGER	
Invoice_color_duplex	INTEGER	
Invoice_color_simplex	INTEGER	
Invoice_bw_duplex	INTEGER	
Invoice_bw_simplex	INTEGER	
Executive_color_duplex	INTEGER	
Executive_color_simplex	INTEGER	
Executive_bw_duplex	INTEGER	
Executive_bw_simplex	INTEGER	
Legal_color_duplex	INTEGER	
Legal_color_simplex	INTEGER	
Legal_bw_duplex	INTEGER	
Legal_bw_simplex	INTEGER	
Letter_color_duplex	INTEGER	
Letter_color_simplex	INTEGER	
Letter_bw_duplex	INTEGER	
Letter_bw_simplex	INTEGER	
Tabloid_color_duplex	INTEGER	
Tabloid_color_simplex	INTEGER	
Tabloid_bw_duplex	INTEGER	
Tabloid_bw_simplex	INTEGER	
AnsiC_color_duplex	INTEGER	
AnsiC_color_simplex	INTEGER	
AnsiC_bw_duplex	INTEGER	
AnsiC_bw_simplex	INTEGER	
AnsiD_color_duplex	INTEGER	
AnsiD_color_simplex	INTEGER	
AnsiD_bw_duplex	INTEGER	
AnsiD_bw_simplex	INTEGER	
AnsiE_color_duplex	INTEGER	
AnsiE_color_simplex	INTEGER	
AnsiE_bw_duplex	INTEGER	
AnsiE_bw_simplex	INTEGER	
model	NVARCHAR(1024)	
serial	NVARCHAR(1024)	
location	NVARCHAR(1024)	
description	NVARCHAR(1024)	