

# TOSHIBA



## Operator Manual

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Version 5.9.0 - Oct-25



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

We will appreciate suggestions for improvement or error reports.

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## Table of content

<b>1</b>	<b>Introduction</b> .....	<b>8</b>
1.1	Symbols in this manual .....	8
<b>2</b>	<b>General setup of e-FOLLOW.cloud</b> .....	<b>9</b>
<b>3</b>	<b>Concept of queues and devices</b> .....	<b>10</b>
3.1	Virtual Queues.....	10
<b>4</b>	<b>End-to-End encryption</b> .....	<b>10</b>
<b>5</b>	<b>Requirements</b> .....	<b>11</b>
5.1	Supported MFPs .....	11
<b>6</b>	<b>Prepare e-Bridge Next devices</b> .....	<b>12</b>
6.1	Instructions & Configuration .....	13
6.2	Install the embedded App .....	14
6.2.1	General settings .....	15
6.2.2	Run Auto-configuration .....	16
6.2.3	Autoconfiguration settings.....	17
6.2.4	Update settings .....	17
6.2.5	Self-Registration .....	18
<b>7</b>	<b>Prepare eSF devices</b> .....	<b>19</b>
7.1	Install the embedded App .....	19
7.1.1	Self-Registration .....	21
<b>8</b>	<b>e-FOLLOW.cloud – Quick start</b> .....	<b>22</b>
8.1	First login to e.FOLLOW.cloud Management.....	22
8.2	Virtual queue(s).....	23
8.2.1	Adding virtual IPP queue .....	24
8.3	Users .....	25
8.3.1	ADD (internal user) .....	25
8.3.2	LDAP Import /Synch .....	25
8.3.2.1	Domains – User import.....	26
8.3.2.2	Domains - Attribute names .....	27
8.3.2.3	Domains - Default user .....	28
8.3.3	Self-register @ User Portal.....	29
8.3.4	USER - CSV Import .....	30
8.4	Windows Client setup.....	31
8.4.1	Adding a Windows IPP printer .....	31
8.4.2	IPP printer Installer .....	32
8.4.3	e-FOLLOW client PopUp .....	33
8.4.4	Default PopUp type.....	34
8.4.5	Executing the e-FOLLOW client PopUp .....	34
8.5	e-FOLLOW Web-PopUp .....	35

8.6	IPP printing from MAC .....	36
8.7	Printing from Chromebooks .....	38
	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.....	38
8.8	Printing from mobile devices .....	39
<b>9</b>	<b>e-FOLLOW.cloud reference .....</b>	<b>40</b>
9.1	MANAGEMENT .....	40
9.1.1	User list .....	40
9.1.1.1	Search user .....	41
9.1.1.2	ADD (internal user) .....	42
9.1.1.3	SELECT (users).....	42
9.1.1.4	FILTER .....	42
9.1.1.5	MANAGE .....	43
9.1.1.6	MODIFY .....	43
9.1.1.7	USER - CSV Import .....	46
9.1.1.8	Export Userdata .....	47
9.1.1.9	User details / Authentication .....	48
9.1.1.10	User Details / Advanced .....	49
9.1.1.11	User Details / User role.....	50
9.1.1.12	User Details / Accounting .....	51
9.1.1.13	User details / EWB/Print settings.....	52
9.1.1.14	User details / Projects.....	53
9.1.1.15	User details / TeamPrint .....	55
9.1.2	Departments .....	56
9.1.2.1	Use Quotas .....	57
9.1.2.2	Use user role .....	58
9.1.2.3	Search for departments .....	59
9.1.3	Permissions .....	60
9.1.4	Projects .....	62
9.1.4.1	Import Projects from .csv .....	63
9.1.5	Domains .....	65
9.1.5.1	Domains - ADD LDAP Domain .....	66
<b>9.1.6</b>	<b>Domains – ADD Microsoft Entra ID (Azure Active Directory).....</b>	<b>67</b>
9.1.6.1	Create an application in Microsoft Entra ID (Azure Active Directory).....	67
9.1.6.2	Configuring e-FOLLOW.cloud domain Microsoft Entra ID (Azure Active Directory) synchronization .....	74
9.1.7	Domains – ADD Microsoft Entra ID (Azure Active Directory) with User self-enrollment .	76
9.1.7.1	Create an application in Microsoft Entra ID (Azure Active Directory) with User self-enrollment	76
9.1.7.2	Configuring e-FOLLOW.cloud domain Microsoft Entra ID (Azure Active Directory) synchronization with User self-enrollment .....	83
9.1.7.3	Domain - REMOVE.....	85
9.1.7.4	Domains – User import.....	85
9.1.7.5	Domains - Attribute names .....	86
9.1.7.6	Domains - Default user .....	87
9.2	DEVICES.....	89
9.2.1	Virtual IPP-Queues .....	89
9.2.1.1	Adding virtual IPP-Queues .....	89
9.2.1.2	Virtual queue properties .....	90
9.2.1.3	Virtual Queue Drawer and paper preconfiguration .....	91
9.2.2	Toshiba .....	93
9.2.2.1	ADD Toshiba device .....	94

9.2.2.2	Edit Toshiba e-BRIDGE X/Next device .....	94
9.2.2.2.1	General Settings .....	95
9.2.2.2.2	Quotas .....	96
9.2.2.2.3	Card login.....	97
9.2.2.2.4	EWB settings .....	97
9.2.2.2.5	Print settings .....	99
9.2.2.2.6	Consumables.....	100
9.2.2.3	MANAGE Toshiba devices .....	100
9.2.2.4	MODIFY Toshiba devices.....	101
9.2.3	Toshiba eSF.....	103
9.2.3.1	ADD Toshiba eSF device .....	103
9.2.3.2	Edit Toshiba eSF device.....	104
9.2.3.2.1	General Settings .....	104
9.2.3.2.2	Quotas .....	105
9.2.3.2.3	Card login.....	105
9.2.3.2.4	Guest login.....	106
9.2.3.2.5	Print settings .....	106
9.2.3.2.6	Consumables.....	107
9.2.3.3	MANAGE Toshiba eSF devices .....	108
9.2.3.4	MODIFY Toshiba eSF devices .....	108
9.2.3.5	Updating eSF – App .....	110
9.2.4	Mobile print .....	111
9.2.4.1	E-Mail printing.....	111
9.2.4.2	Office 365 (modern Auth.) .....	113
9.2.4.3	Anonymous printing .....	120
9.3	REPORT .....	122
9.3.1	Reports.....	122
9.3.1.1	Eco reports .....	125
9.4	SETTINGS .....	128
9.4.1	General .....	128
9.4.1.1	Instructions & Configuration .....	128
9.4.1.1.1	Instruction to set up Toshiba e-BRIDGE Next devices.....	128
9.4.1.1.2	Instruction to set up Toshiba eSF devices.....	129
9.4.1.1.3	Instruction to set up Windows PopUp.....	129
9.4.1.2	Database / Support.....	130
9.4.1.2.1	Support service .....	130
9.4.1.2.2	Backup database .....	131
9.4.1.2.3	Backup User-Transactions .....	132
9.4.1.3	User-Transaction Export.....	134
9.4.1.3.1	Required Query Parameters.....	135
9.4.1.3.2	CSV File Structure .....	136
9.4.1.3.3	CSV Column Descriptions .....	137
9.4.1.4	License Information .....	138
9.4.1.5	Application .....	139
9.4.1.5.1	Logfile .....	139
9.4.1.5.2	General .....	139
9.4.1.5.3	Microsoft Login .....	141
9.4.1.5.4	Login settings.....	141
9.4.1.5.5	Card assign.....	142
9.4.1.5.6	PIN.....	142
9.4.1.5.7	Print.....	143
9.4.1.5.8	Notifications .....	144
9.4.1.5.9	Toshiba .....	144
9.4.1.5.10	Printer drivers .....	144
9.4.1.5.11	Mobile App.....	145
9.4.1.5.12	Other settings .....	145
9.4.1.6	Use Radius Authentication .....	146
9.4.1.7	Auto configuration.....	148
9.4.1.8	Data protection .....	150

9.4.1.9	Custom formats .....	152
9.4.1.10	SMTP / E-mail.....	153
9.4.1.10.1	Authentication type SMTP .....	153
9.4.1.10.2	Authentication type OAuth 2.0 / App only (Office 365) .....	154
9.4.1.10.3	E-mail settings .....	156
9.4.1.11	Sending mails via Microsoft 365.....	157
9.4.1.12	E-Mail Template-Editor.....	159
9.4.1.13	Expert settings .....	161
9.4.2	User portal & User tools.....	162
9.4.2.1	User Portal.....	162
9.4.2.1.1	User portal settings.....	162
9.4.2.1.2	Connection.....	163
9.4.2.1.3	PIN self-assignment.....	163
9.4.2.1.4	IPP queues .....	163
9.4.2.1.5	Include printer properties template with IppInstaller package .....	164
9.4.2.1.6	Microsoft Login .....	166
9.4.2.1.7	Self-assignment / registration .....	167
9.4.2.1.8	Print Job List .....	168
9.4.2.1.9	Show permissions menu.....	168
9.4.2.2	PopUp settings .....	170
9.4.2.3	IppInstaller .....	171
9.4.2.4	Local Print Module .....	173
9.4.2.5	Chrome Extension .....	177
9.4.3	Dashboard .....	185
9.4.3.1	Top Usage .....	185
9.4.3.2	Event Log.....	187
9.4.3.3	Device Warnings.....	188
9.4.4	Schedules .....	189
9.4.4.1	Synchronization .....	190
9.4.4.2	Report creation .....	190
9.4.4.3	Export transactions to MS SQL .....	191
9.4.4.4	Change quota (user, department, device).....	192
9.4.4.5	Remove Card IDs .....	192
9.4.5	Rules .....	193
9.4.6	Reader Profiles .....	197
<b>10</b>	<b>Using IppInstaller packages.....</b>	<b>198</b>
10.1	IppInstaller.exe (preconfigured) .....	198
10.2	IppInstaller ZIP archive .....	199
10.3	IppInstaller MSI installer.....	199
<b>11</b>	<b>Manual creation of IPP Printer-Installer .....</b>	<b>200</b>
11.1	IppInstaller config.cfg .....	201
11.2	IppInstaller – driver.....	202
11.3	Roll out IPP printer with group policy .....	203
<b>12</b>	<b>Roll out IPP printer with Intune.....</b>	<b>203</b>
<b>13</b>	<b>Printing from Mac.....</b>	<b>216</b>
13.1	IPP printing from MAC .....	218
<b>14</b>	<b>Printing from Chromebooks.....</b>	<b>220</b>

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<b>15 eSF Scan-to-Folder setup</b> .....	<b>227</b>
<b>16 Advanced Settings</b> .....	<b>229</b>
16.1 Single Print Timeout.....	229
16.2 Project Code from PJI .....	229
16.3 HID Omnikey 5427 CK configuration .....	230
16.4 Toshiba eSF Admin access .....	232
<b>17 Appendix A – SQL structure for e-FOLLOW.cloud_records table</b> .....	<b>233</b>

## 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

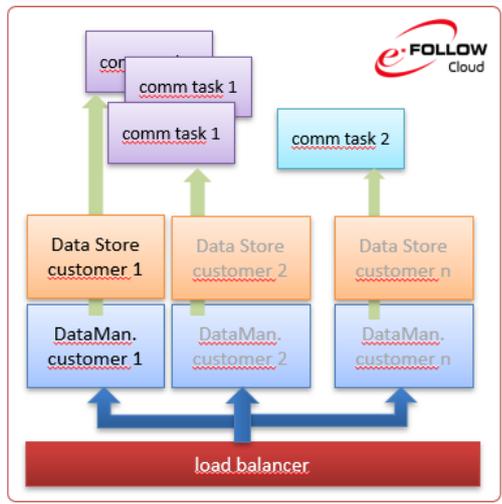


Warning:  
Indicates a situation where modification of the settings may have impact on correct operation.

## 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.

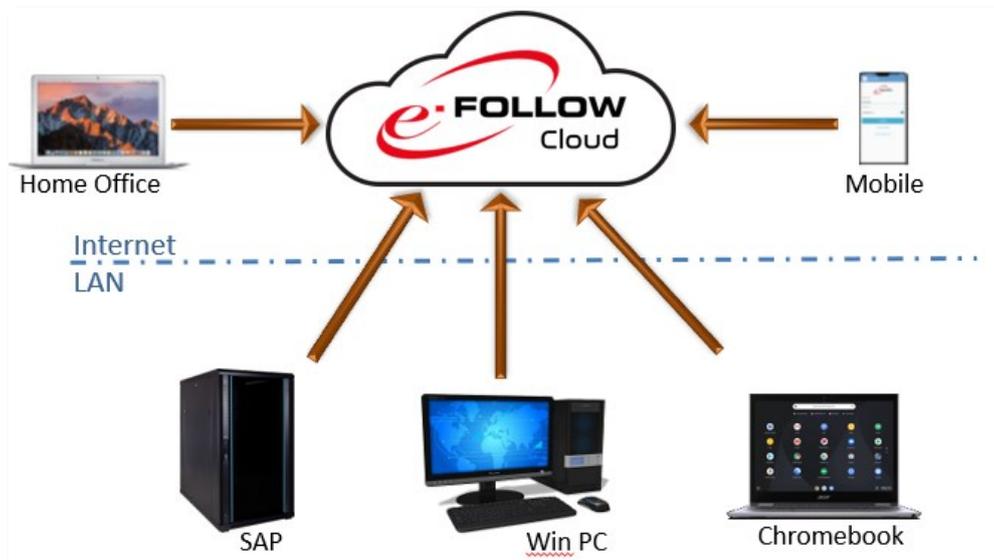
These once need to be installed on the device. The application will connect to the corresponding tenant instance and self-register the device.



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

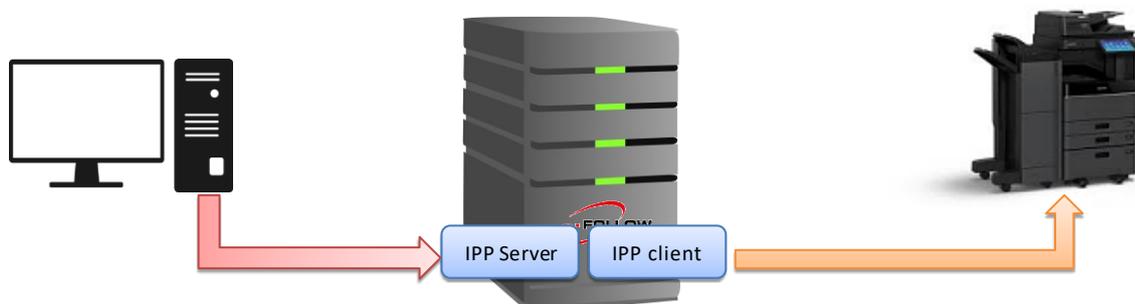
The concept of virtual Queues in e-FOLLOW.cloud is used to keep print jobs spooled on the server for a later release to a MFP when the user is in front of it.

##### 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

<b>A4 Monochrome</b> e-STUDIO448S, e-STUDIO478S, e-STUDIO528P	<b>A4 Color</b> e-STUDIO338CS, e-STUDIO388CS/CP e-STUDIO389CS, e-STUDIO479CS
--	--

- Supported Toshiba e-BRIDGE Next devices

<b>A3 Monochrome MFP</b> 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
<b>A3 Eco Hybrid MFP - Monochrome</b> e-STUDIO3508LP/4508LP/5008LP	
<b>A3 Full Color MFP</b> 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
<b>A4 Full Color MFP</b> 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.cloud provides a page giving all required Instructions, downloads, etc..

**Instructions & Configuration**

**Database / Support**

**License information**

**Application**

**Auto configuration**

**Data protection**

**Custom formats**

**SMTP / E-mail**

**Expert settings**

**Documentation**

Download:  
e-FOLLOW.cloud-Operator\_Manual\_EN.pdf (version: 5.7.0)  
e-FOLLOW.cloud-Operator\_Manual\_FR.pdf (version: 5.5.0)

**Instruction to set up Toshiba e-BRIDGE Next devices**

1. Install Application
  - I. Open installation window
  - II. Upload e-FOLLOW cloud archive

Download:  
e-FOLLOW cloud.zip (version: 2.4.0)

- III. Confirm License Agreement
- IV. Wait for successful installation for 20-30 seconds. Otherwise, refresh the page in TopAccess.

2. Set up the Application
  - I. Open e-FOLLOW cloud setup page
  - II. Enter appropriate values

**e-FOLLOW cloud Configurations**

e-FOLLOW URL:	https://ewb2-cs-test.test.e-follow.cloud	[copy]
LDAP password	*****	[copy]

For manual LDAP configuration  
LDAP SSL/TLS Port Number: 1026

- III. Check Autoconfig settings
- IV. Click on the "Apply settings and configure" button
- V. Wait for the finish of configuration
- VI. Start the Application if it wasn't done automatically

**Instruction to set up Toshiba eSF devices**

**Windows PopUp**

**IppInstaller (Microsoft Intune)**

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.

Download:  
[e-FOLLOW cloud.zip](#) (version: 2.1.0)

To install login to TopAccess of the desired device.  
 Change to → **Administration** → **Application** and click to [Install Application](#)

The screenshot shows the TopAccess web interface. The navigation menu includes 'Device', 'Job Status', 'Logs', 'Registration', 'Counter', 'User Management', and 'Administration'. Under 'Administration', there are sub-tabs for 'Setup', 'Security', 'Maintenance', 'Registration', 'AirPrint', 'Application', and 'License'. The 'Application' sub-tab is active. Below the navigation, there is a section titled 'Application' with links for 'Application List' and 'Settings'. A disclaimer text is present. Below that is a table with columns: Application Name, Version, Manual Operation, Start Type, Uninstall, License, Special Function, and Details. The table contains one entry: 'DeveloperModeSwitchingApp' with version 3.0.0. Below the table, the 'Install Application' link is highlighted with a red rectangular box.

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.

**192.168.1.112 says**  
 Application Install Succeeded!

[OK](#)

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

The screenshot shows the same TopAccess web interface as before, but now the application list contains two entries. The 'Application' sub-tab is still active. The table now has two rows: 'DeveloperModeSwitchingApp' (version 3.0.0) and 'e-FOLLOW.cloud' (version 2.1.0). The 'e-FOLLOW.cloud' entry has 'Start' and 'Stop' buttons under 'Manual Operation', 'Auto' and 'Manual' buttons under 'Start Type', and an 'Uninstall' button under 'Uninstall'. The 'License' column for 'e-FOLLOW.cloud' is empty, and the 'Special Function' column contains a hyphen.

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.

The screenshot shows the 'e-FOLLOW Settings' interface. At the top, there are navigation links: 'General settings', 'Log settings', 'Autoconfiguration', 'Counters', and 'Update settings'. Below these are 'Reset' and 'Apply settings and configure' buttons. The main content area is divided into sections:

- e-FOLLOW cloud Settings:**
  - e-FOLLOW URL:
  - LDAP password:
- Local Settings:**
  - MFP admin password:
  - ODCA Port:
  - Use HTTPS for ODCA communication:

At the bottom, there is a section for 'e-FOLLOW Workability' with a 'Test Workability' button.

**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 activated.

The screenshot shows the 'Setup' page in the TopAccess interface. The 'ODCA' tab is selected. Under the 'Network' section, the following settings are visible:

- Enable Port:
- Port:
- SSL/TLS Port aktivieren:
- SSL/TLS Portnummer:

Other settings like 'Session Timeout(60-99999)' are partially visible at the bottom.

**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.

The screenshot shows the 'e-FOLLOW Settings' interface. At the top, there are navigation links: 'General settings', 'Log settings', 'Autoconfiguration', 'Counters', and 'Update settings'. Below these are two buttons: 'Reset' and 'Apply settings and configure', with the latter highlighted by a red box. The settings are organized into three sections:

- e-FOLLOW cloud Settings:**
  - e-FOLLOW URL:
  - LDAP password:
- Local Settings:**
  - MFP admin password:
  - ODCA Port:
  - Use HTTPS for ODCA communication:
- e-FOLLOW Workability:**
  - Test Workability:

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

- ☁ TopAccess Settings
- ☁ LDAP client
- ☁ LDAP Settings
- ☁ User Roles

to the MFP.

The screenshot shows the 'e-FOLLOW Settings' interface after configuration. The 'Apply settings and configure' button now has a green checkmark icon. Below the button, a success message is displayed: 'App was completely configured!'.

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.

**e-FOLLOW Settings** [General settings](#) | [Log settings](#) | **[Autoconfiguration](#)** | [Counters](#) | [Update settings](#)

[Reset](#) [Apply settings and configure](#) [?](#)

[Fetch Settings](#) [?](#)

[Apply settings to TopAccess](#) [?](#)

**TopAccess Settings**

- Auto change login user
- Enable guidance screen
- Enable PIN code authentication
- Minimum PIN code length
- Authentication failed print job/Raw Print Job [Delete](#) [v](#)
- Default screen after login [e-FOLLOW](#) [v](#)
- Assign function key 1 with [e-FOLLOW](#) [v](#)
- Assign function key 2 with [Job Status](#) [v](#)
- Auto clear time [Don't change](#) [v](#)

[LDAP Settings](#)

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.

**e-FOLLOW Settings** [General settings](#) | [Log settings](#) | [Autoconfiguration](#) | [Counters](#) | **[Update settings](#)**

[Reset](#) [Apply settings and configure](#) [?](#)

- Ignore outdated app version [?](#)
- Try to perform self-update [?](#)
- Count of consecutive failed updates [?](#)

**Manual Update**

[Update App](#)

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.

The screenshot shows the 'e-FOLLOW Settings' page. At the top, there are navigation links: 'General settings', 'Log settings', 'Autoconfiguration', 'Counters', and 'Update settings'. Below these are buttons for 'Reset' and 'Apply settings and configure'. A red notification banner states 'Workability test has been failed'. The settings are organized into sections: 'e-FOLLOW cloud Settings' with fields for 'e-FOLLOW URL' (https://ewb2-cs-test.test.e-follow.cloud) and 'LDAP password'; 'Local Settings' with fields for 'MFP admin password', 'ODCA Port' (49629), and a checkbox for 'Use HTTPS for ODCA communication'. At the bottom, there is a 'Test Workability' button and a message 'App version test failed (Outdated version of the app is used)' with an 'Update App' button.

### 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.

The screenshot shows the configuration page for a device with serial number CNLH59919. The page title is '(CNLH59919)'. A warning banner at the top indicates 'Low paper level for drawers: Large Capacity Feeder'. Under the 'General' section, there are several fields: 'Activated' (toggle switch), 'Resolved IP address' (with a '[resolve]' link), 'Serial number' (value: CNLH59919), 'Description' (with a '[change]' link), and 'Name for reports' (value: CNLH59919, with a '[change]' link). The 'Serial number' and 'Name for reports' fields are highlighted with red boxes.

## 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

**TOSHIBA** Embedded Web Server Language Welcome admin Log out

**TOSHIBA e-STUDIO448S**  
IP Address : 192.168.1.101  
Contact Name :  
Location : Control Systems dev

Status : **Ready**  
Messages : **Beta application Fake ID Device installed** (More...)

Search Import Configuration Export Configuration

Select Option

- Status
- Settings
  - Device
  - Print
  - Paper
  - Copy
  - Fax
  - E-mail
  - FTP
  - USB Drive
  - Network/Ports
  - Security
  - Reports
- Address Book
- Shortcuts
- Bookmarks
- Apps
- Site Map

Apps

**Install an app**

**Fast HTTPS Example**  
Example covering both EnhancedFastHttpsService and FastHttpsService(deprecated)  
State: **Running**

**Keyboard Emulation Reader Driver**  
Driver to support card reader that emulates a keyboard.  
State: **Running**

**BETA -Fake ID Device**  
A card device emulator for use with automated testing

**BETA -Debug Application**  
Enables remote debugging support and shows memory and service information. For any changes to the application settings to take effect, the printer

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.

Installation successful.  
**OK**

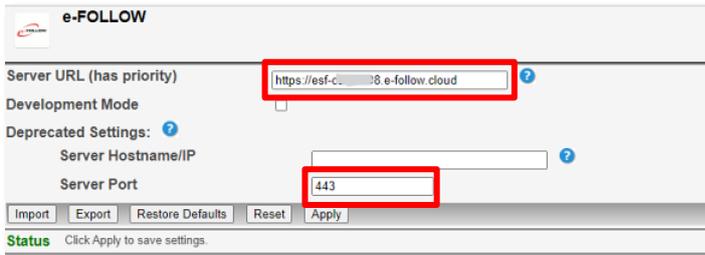
Display Customization

e-FOLLOW

Stop Configure View Log Uninstall

Description	e-FOLLOW Toshiba App
Version	2.4.5

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



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

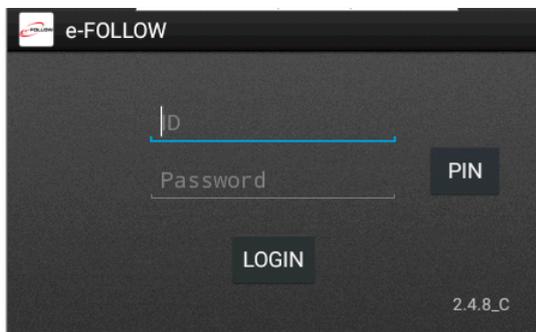


The Server **Port 443** (SSL) must not be changed!

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.

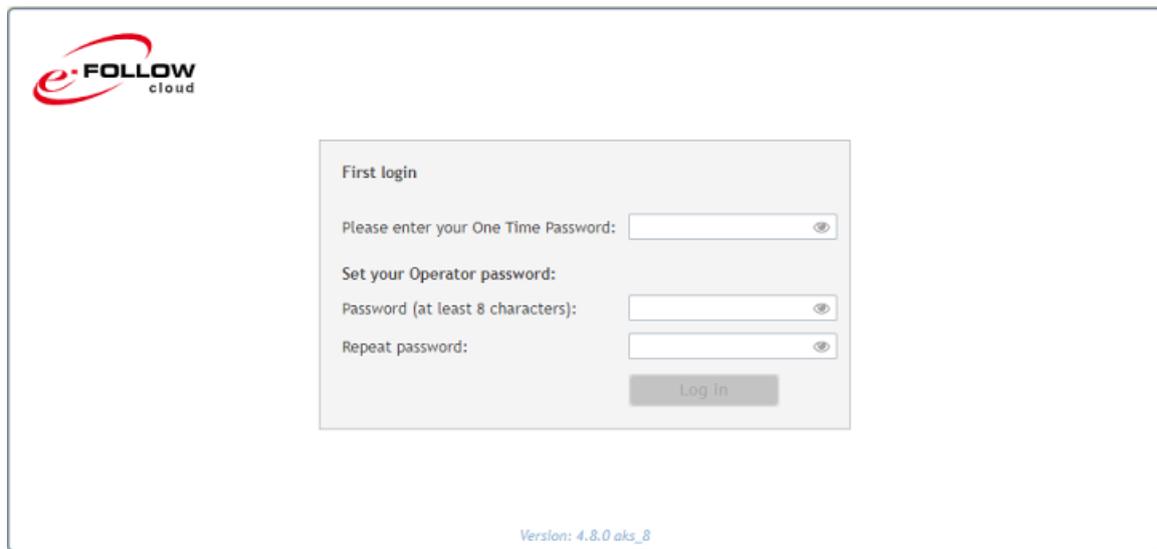


## 8 e-FOLLOW.cloud – Quick start

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.

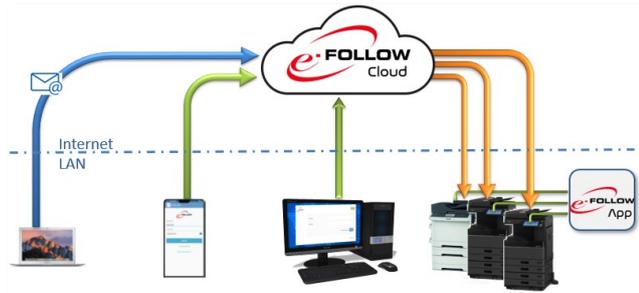


This new Operator password must not be lost. If you forget your password ask your Support to reset the password.

## 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.



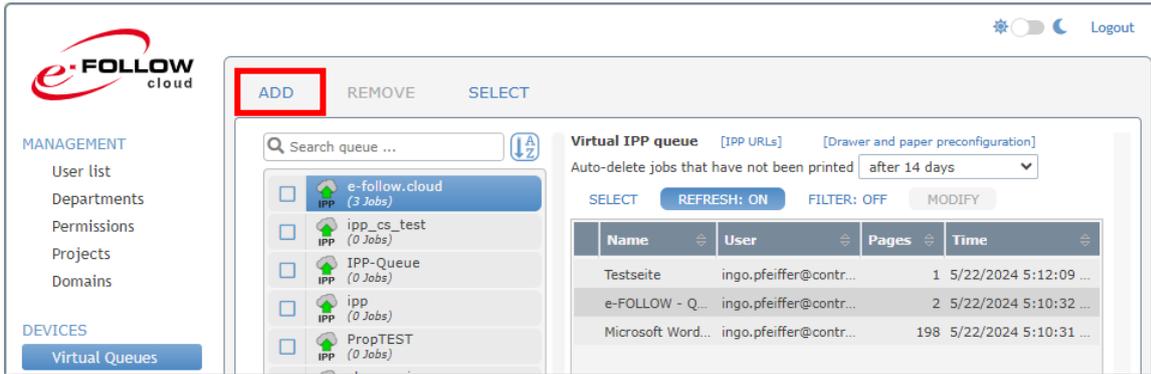
All communication, data storage and data transfers are SSL encrypted.

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

**[https://management-YOUR\\_CUSTOM\\_ID.e-follow.cloud](https://management-YOUR_CUSTOM_ID.e-follow.cloud)**

### 8.2.1 Adding virtual IPP queue

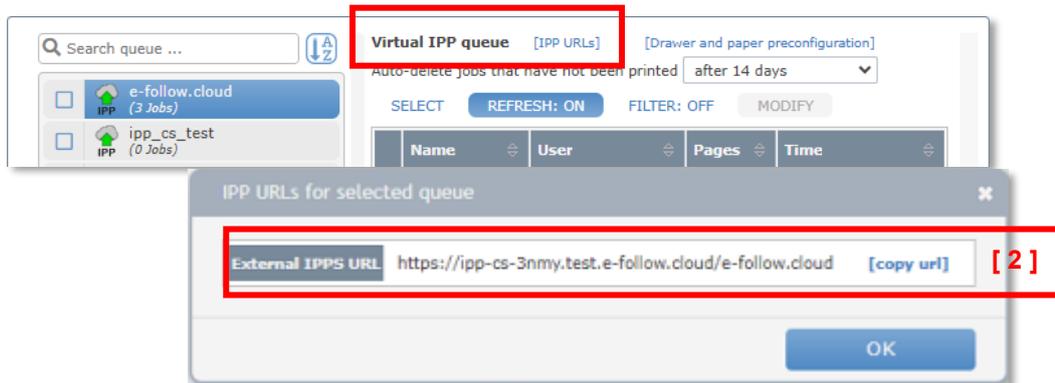
To add a virtual queue, click to **ADD** and select the virtual queue type you wish to add.



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 `Ipplninstaller`-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.

The screenshot shows the 'User import' configuration page for the domain 'ldap.forumsys.com (LDAP)'. The left sidebar contains navigation options: 'User import' (selected), 'Attribute names / Test', 'Default user', 'Projects', and 'Quotas'. The main content area displays the following settings:

- Name:** ldap.forumsys.com
- Order (with multiple domains):** 4
- OU filter:** (if at least one OU is set only users from that OU will be imported). The filter field is empty, with '+' and '-' buttons below it.
- Replace internal users:** Disabled (toggle switch).
- Delete unknown users - else they get deactivated:** Enabled (toggle switch).
- Generate random PIN:** Disabled (toggle switch).
- PIN length:** 5
- Send PIN by email to user:** Disabled (toggle switch).

#### OU filter

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



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 replaced by the domain users in case of identical user names (Login name / samAccountName)

#### Delete unknown users

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

#### Generate random PIN

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

#### PIN length

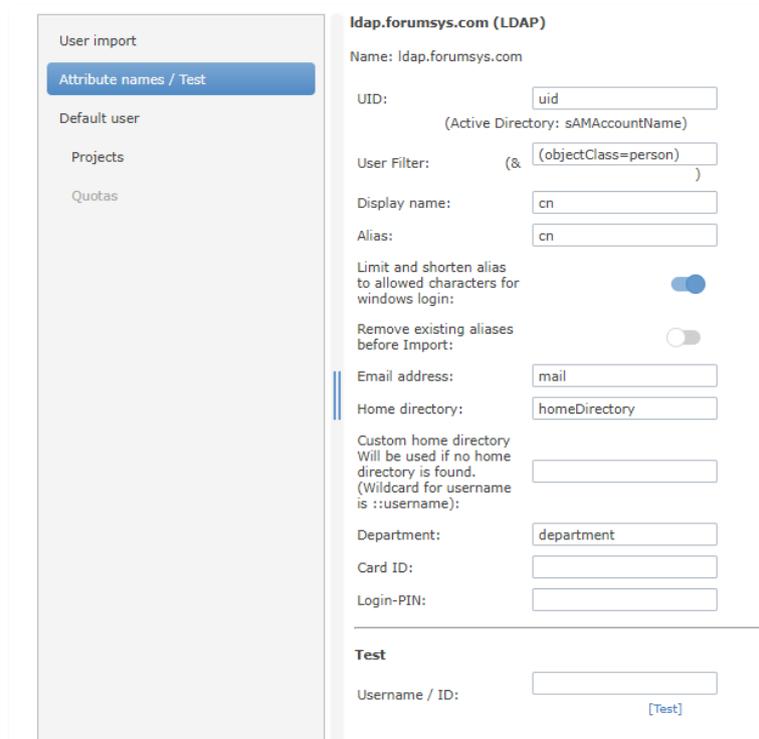
Defines the number of digits for new PINs

#### Send PIN by email to user

Each user will receive an email containing the new PIN

### 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 screenshot displays the 'User import' configuration interface for the 'ldap.forumsys.com (LDAP)' domain. The left sidebar contains navigation options: 'User import', 'Attribute names / Test' (highlighted), 'Default user', 'Projects', and 'Quotas'. The main configuration area includes the following fields and controls:

- Name:** ldap.forumsys.com
- UID:** uid (Active Directory: sAMAccountName)
- User Filter:** (& (objectClass=person))
- Display name:** cn
- Alias:** cn
- Limit and shorten alias to allowed characters for windows login:**
- Remove existing aliases before Import:**
- Email address:** mail
- Home directory:** homeDirectory
- Custom home directory:** Will be used if no home directory is found. (Wildcard for username is ::username):
- Department:** department
- Card ID:**
- Login-PIN:**
- Test:** Username / ID: [Test]

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.

The screenshot shows the 'User import' configuration page for the domain 'ldap.forumsys.com (LDAP)'. On the left, a sidebar contains 'User import', 'Attribute names / Test', 'Default user' (highlighted), 'Projects', and 'Quotas'. The main area is titled 'ldap.forumsys.com (LDAP)' and contains the following settings:

- Name: ldap.forumsys.com
- Activated:
- Accounting:
- Popup profile:
- Print settings**
  - Print all jobs immediately after login ("Quickprint"):
  - Notify user if "QuickPrint" failed:
  - Keep print jobs after printing for reprint:
  - Show "Keep print jobs" option in job list:
  - Show print and keep button:
  - Force duplex printing:
  - Enable duplex printing by default:
  - Enable simplex printing by default:
  - Force mono printing:
  - Enable black & white printing by default:
  - Force erasable blue:  ?
  - Do not print if the:

- 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.

The screenshot shows the e-FOLLOW.cloud login interface. It includes a header with the logo and a user profile icon. The main area contains a login form with two input fields: 'Username:' and 'Password:'. Below the password field is a 'Remember login' checkbox and a 'Log in' button. A red rectangle highlights the '[Create account]' link, which is positioned between the '[Microsoft login]' link and the 'Remember login' checkbox. The footer of the page displays 'Version: 5.6.0 RC05' and a language selection dropdown set to 'EN'.

### 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.

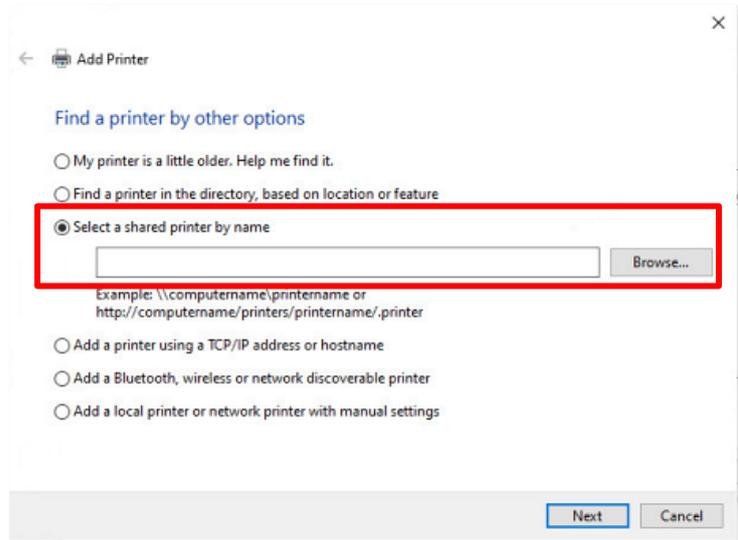
### 8.4 Windows Client setup

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 ]

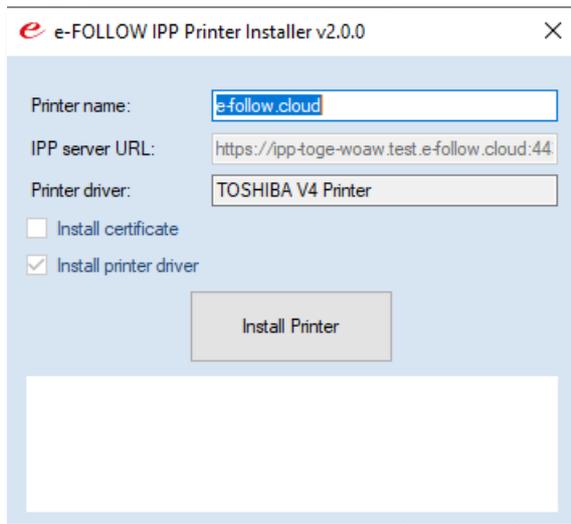
copy the URL and enter into above "select printer by name" field.



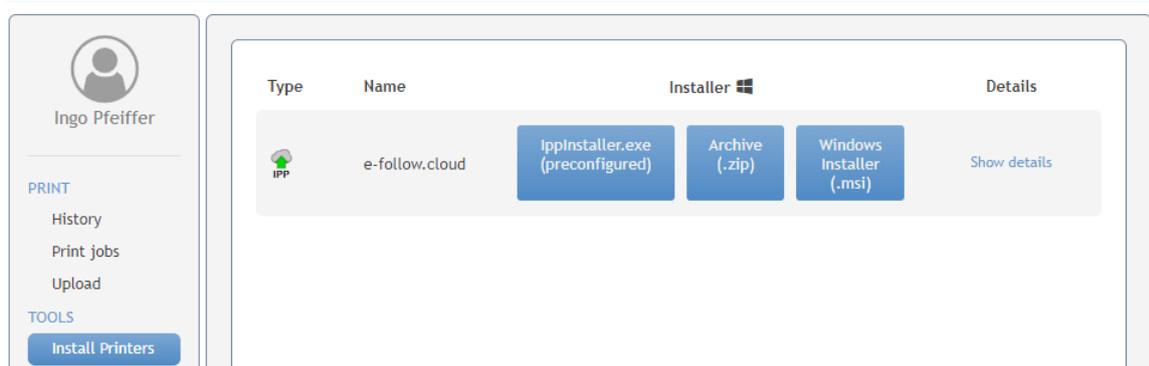
Finish the add-printer dialog by selecting the desired printer-driver (TOSHIBA V4 Printer Driver is recommended).

### 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 lppInstaller 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.



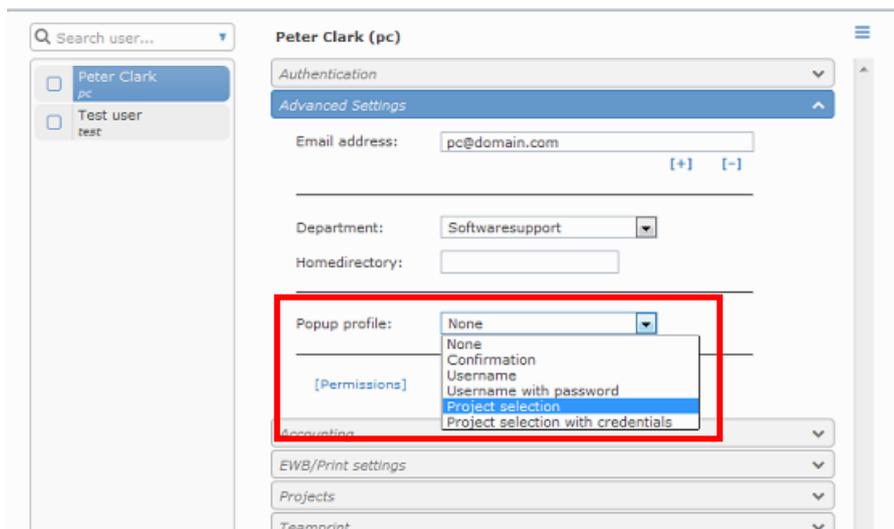
lppInstaller.exe must be executed as Administrator.

It is also possible to create an individual lppInstaller-packages, suitable for your current requirements. Therefore you can download lppInstaller.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 to the custom requirements.

PopUp type	purpose
<b>Confirmation</b>	Provides a PopUp message containing the current print job information (number of pages, document name, etc.)
<b>Username</b>	This allows the user to enter / change the username (owner) of the current print job. (delegate job)
<b>Username &amp; Password</b>	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.
<b>Project selection</b>	This PopUp provides a list of project codes to the user for assigning the print job to a specific project / sub-project.
<b>Project selection &amp; User credentials</b>	This is a combination of the project selection PopUp and the Username & Password PopUp.

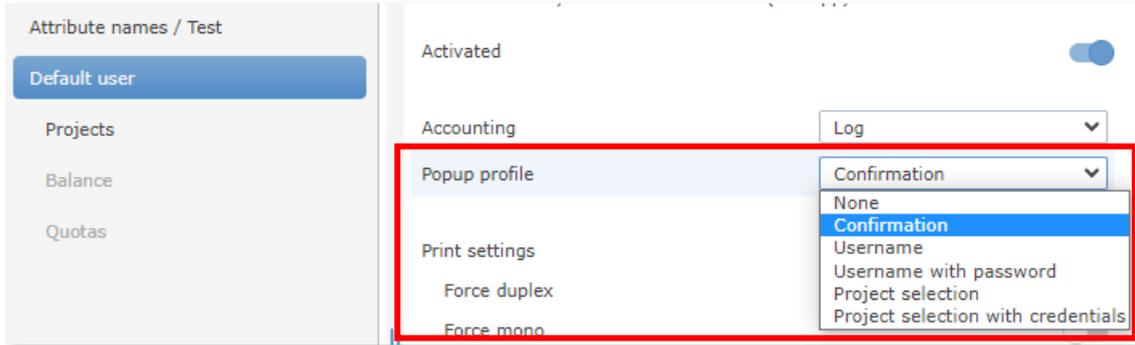


The PopUp type can be selected individually for each user.

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

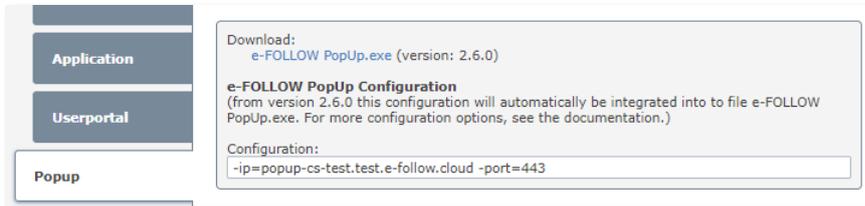
### 8.4.4 Default PopUp type

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.

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

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

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

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

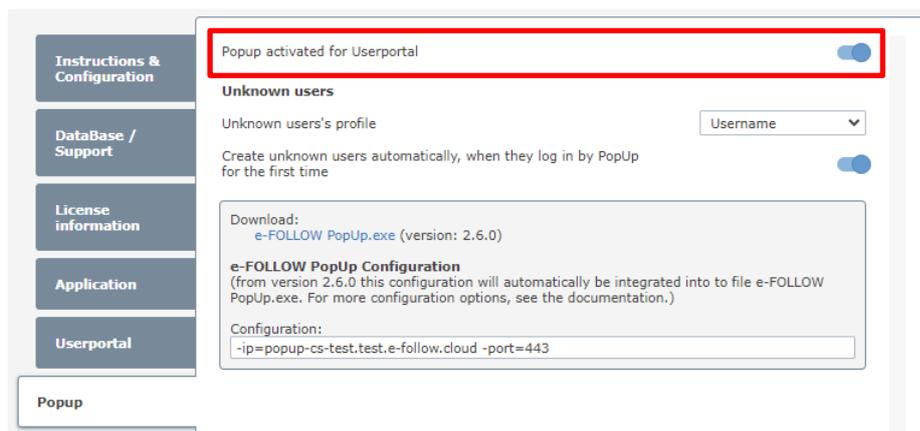
e-FOLLOW PopUp will place a icon to the system tray. Right clicking the icon will give you the Info option and - if enabled - the option to exit the e-FOLLOW PopUp.



## 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.



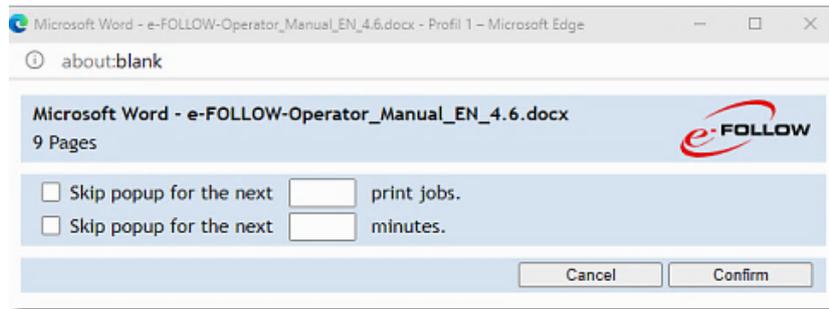
Then you will see the green Web-PopUp if you start e-FOLLOW UserPortal with your URL:

<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.

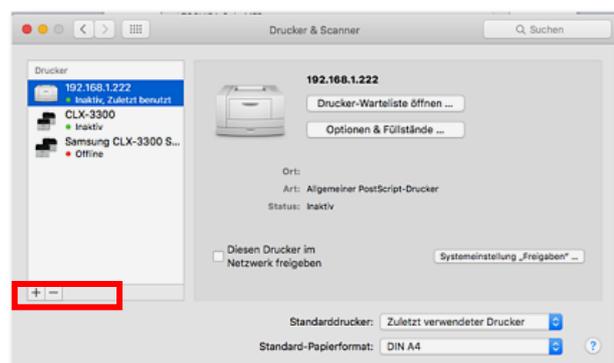
Follow the installation instructions of the driver package...



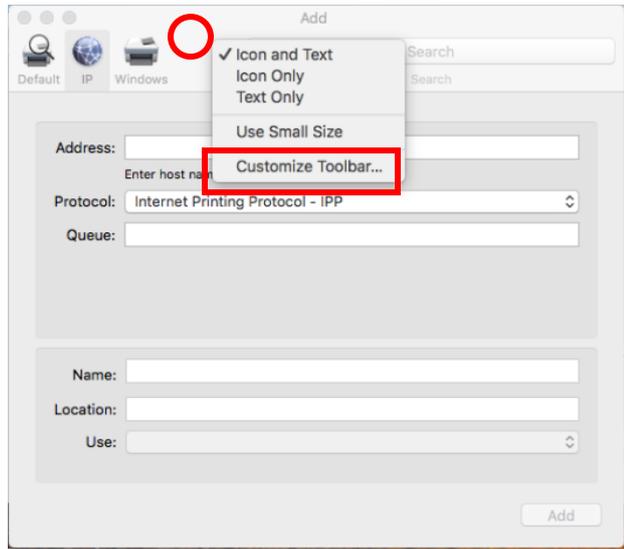
### Add and Configure New Printer

Open 'System Preferences' → 'Print & Fax'

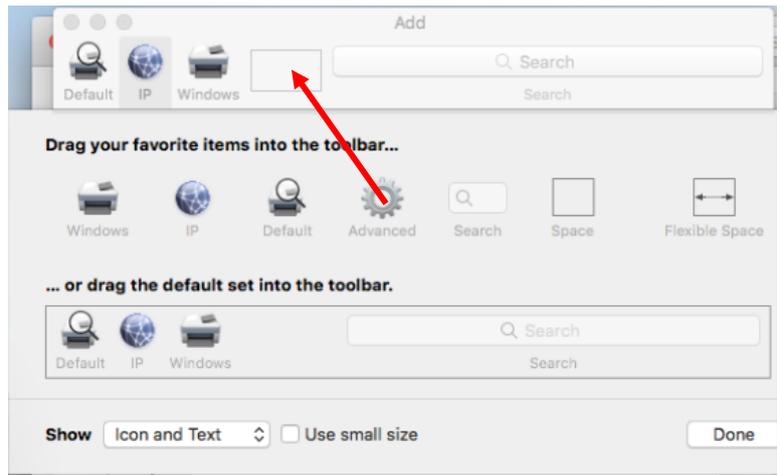
Klick '+' Sign to add a new printer



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.



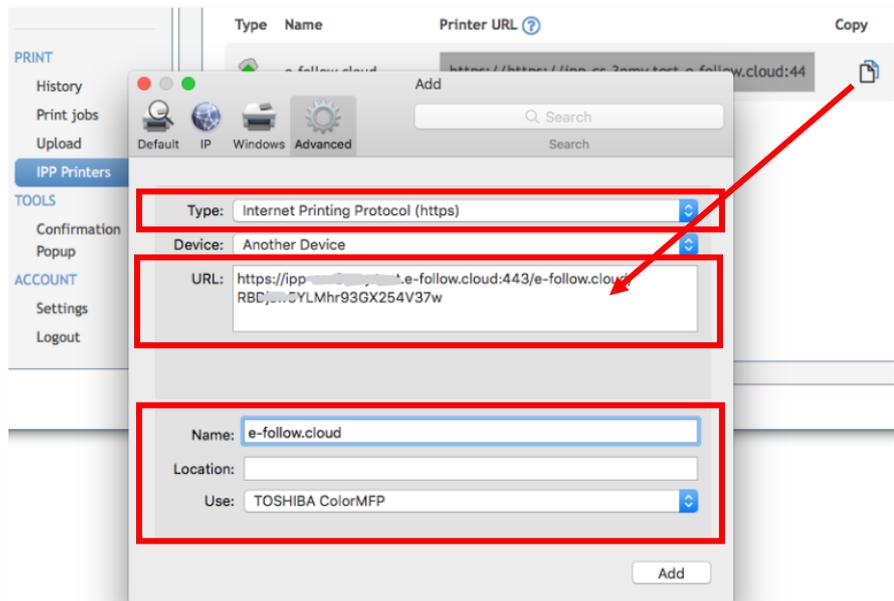
Then click to the "advanced" option

**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.

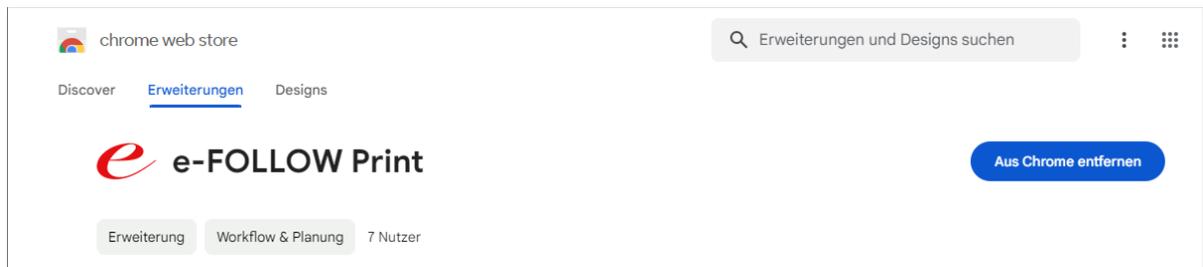
## 8.7 Printing from Chromebooks

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:

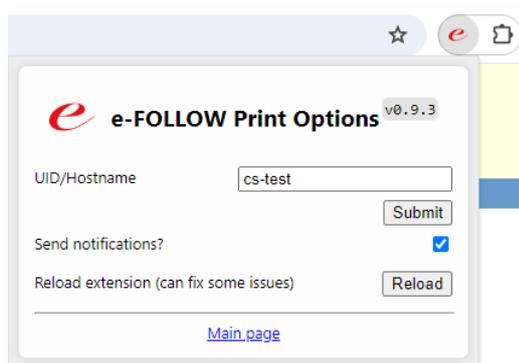
<https://chromewebstore.google.com/detail/e-follow-print/fjpnapffembidnjpnicglbfadococcp>

Or click on the link at SETTINGS→User portal & User tools→Chrome Extension.

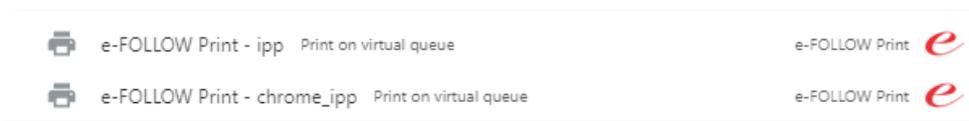


After installing the extension it will show it's options dialog. When you are using it outside a Google Workspace or the admin hasn't set the policy for the extension you have to enter the UID (for e-FOLLOW.cloud) or Hostname (for e-FOLLOW).

At the Main page of the extension you can access your 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.



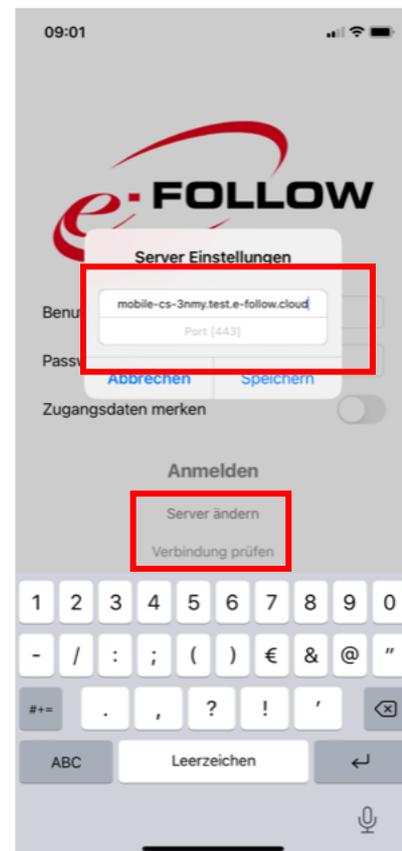
The Apps are already prepared to also perform release of print jobs. Therefore, the e-FOLLOW.gateway service is required that is currently not available.

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



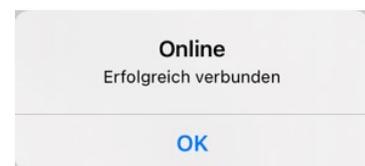
To connect the app enter the correct server settings provided by Toshiba.

**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 screenshot displays the e-FOLLOW.cloud user management interface. On the left, there is a navigation menu with sections: MANAGEMENT (User list, Departments, Permissions, Projects, Domains), DEVICES (Virtual Queues, Toshiba, Toshiba eSF, Mobile print), REPORT (Reports), and SETTINGS (General, User portal & User tools, Dashboard, Schedules, Rules, Reader profiles). The main area is divided into two parts. The top part, highlighted with a red box [2], contains a toolbar with buttons: ADD, SELECT, FILTER: ON, MANAGE, MODIFY, CSV IMPORT, and EXPORT USERDATA. Below this is a search bar and a list of users with checkboxes. The bottom part, highlighted with a red box [1], shows the detailed settings for a selected user, Robert Boyle (boyle). This panel includes sections for Authentication (Login name: boyle, DistinguishedName: uid=boyle,dc=example,dc=com, Login type: LDAP (ldap.forumsys.com), Activated: [checked], Login-PIN: [input], Aliases: RobertBoyle) and Advanced Settings (Email address: boyle@ldap.forumsys.com, Department: [dropdown], Homedirectory: [input], Popup profile: None).

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

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

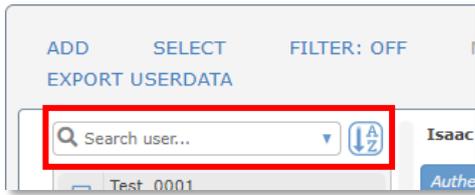
- User's **Authentication** settings
- **Advanced** settings
- **User role**
- **Accounting** settings
- **EWB/Print** settings
- User's **Projects**
- **Teamprint**

[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.

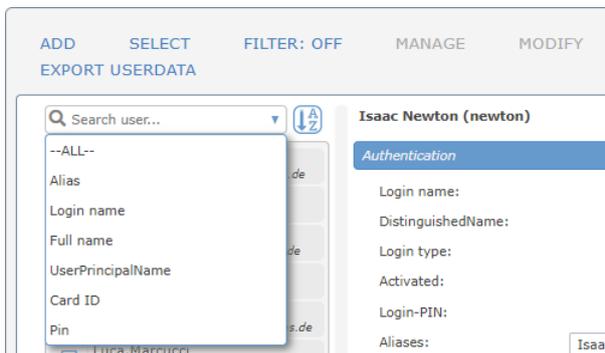


Enter any phrase into the search window. e-FOLLOW.cloud will query all relevant fields

- 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.

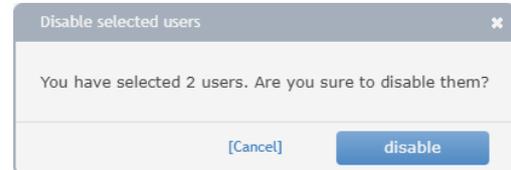
When a filter is active (set) this is indicated by a highlighted **FILTER: ON** in the function bar.

### 9.1.1.5 MANAGE

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

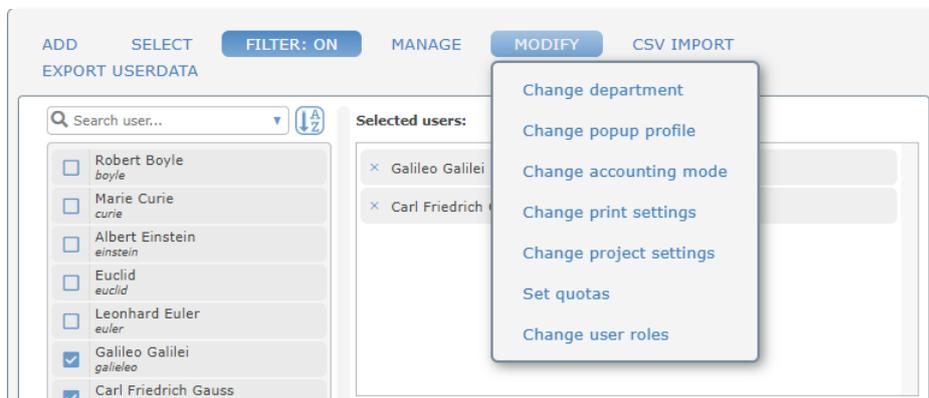


Before the execution of a management function, you are requested to confirm this action.



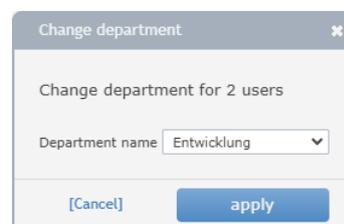
### 9.1.1.6 MODIFY

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.



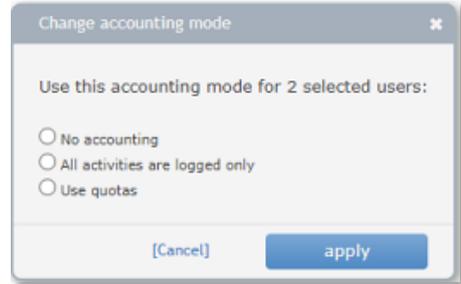
### Change accounting mode

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.

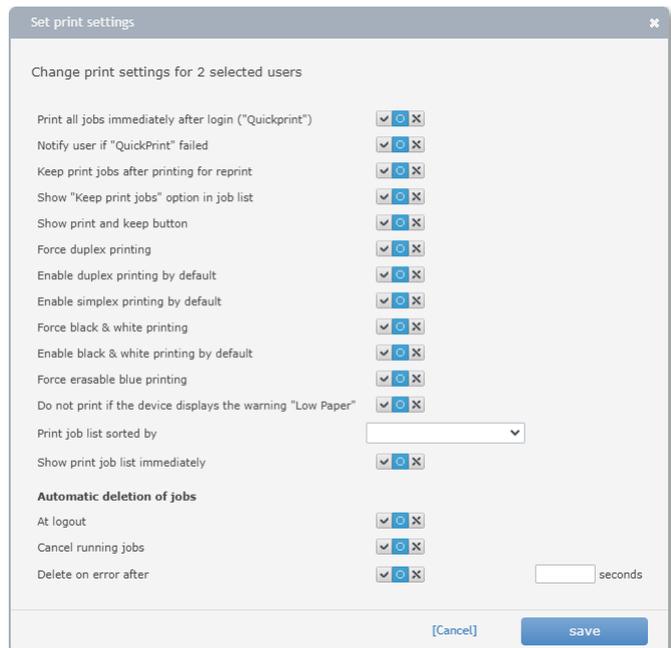


### Change print settings

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

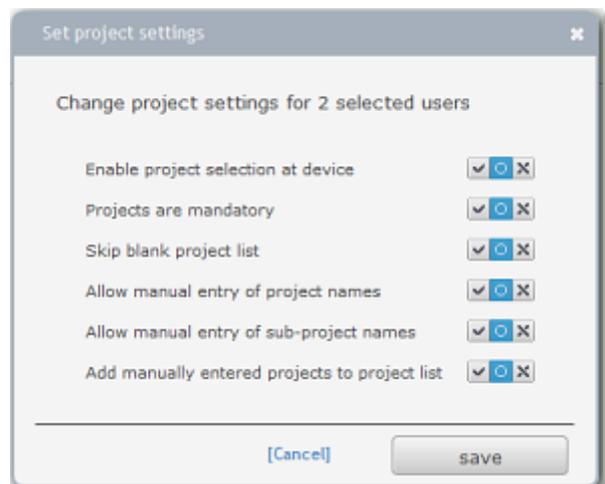


### Set project settings

Here 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



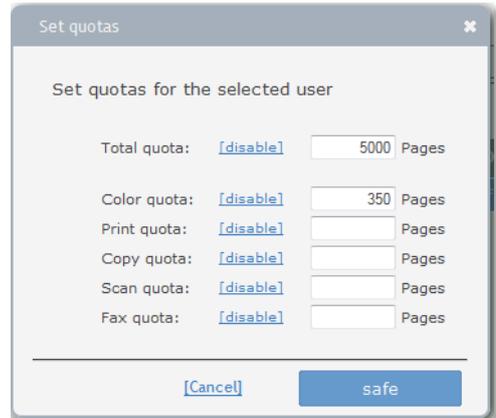
### Set quotas

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 interrupt jobs. Therefore it is possible for users to have negative quotas.

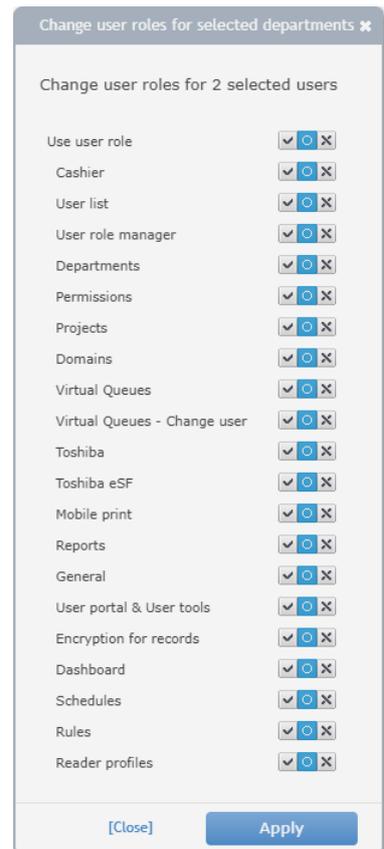


### Change User Roles

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.

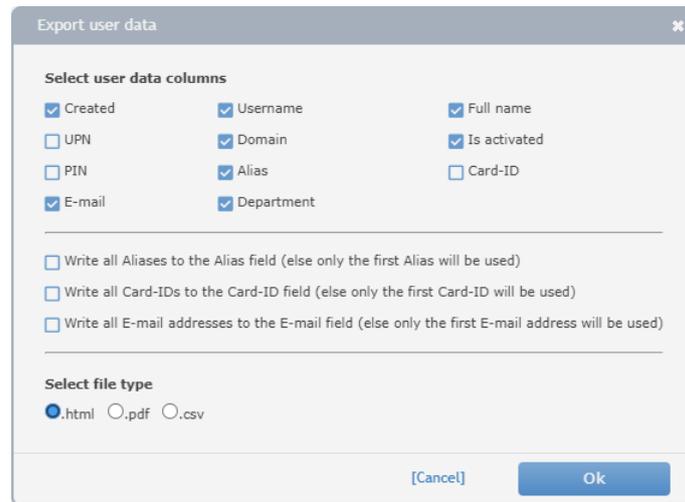


If the user already exists new values for Alias, Card ID and Email Address will be added. All other values will be overwritten. In general, empty values from the CSV file are ignored. All informations about import status and errors can be found in the dashboard.

### 9.1.1.8 Export Userdata

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

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



The screenshot shows a dialog box titled "Export user data" with a close button (X) in the top right corner. The dialog is divided into several sections:

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

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

## 9.1.1.9 User details / Authentication

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

The screenshot shows the user details for Ingo Pfeiffer (ingo.pfeiffer@control-systems.de). The 'Authentication' section is highlighted with a red box and contains the following fields:

- Login name:** ingo.pfeiffer@control-systems.de [1]
- Login type:** Azure Active Directory (CS\_AAD)
- Activated:**  [2]
- Login-PIN:** 31 [3]
- Aliases:** ip, IngoPfeiffer [4]
- Card IDs:** 31 [5]

Below the authentication section, there are expandable sections for:

- Advanced Settings
- User role
- Accounting
- EWB/Print settings
- Projects

At the bottom, there are two toggle switches:

- Enable project selection:
- Projects are mandatory:

## [ 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.

## 9.1.1.10 User Details / Advanced

Here you can define add advanced 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.

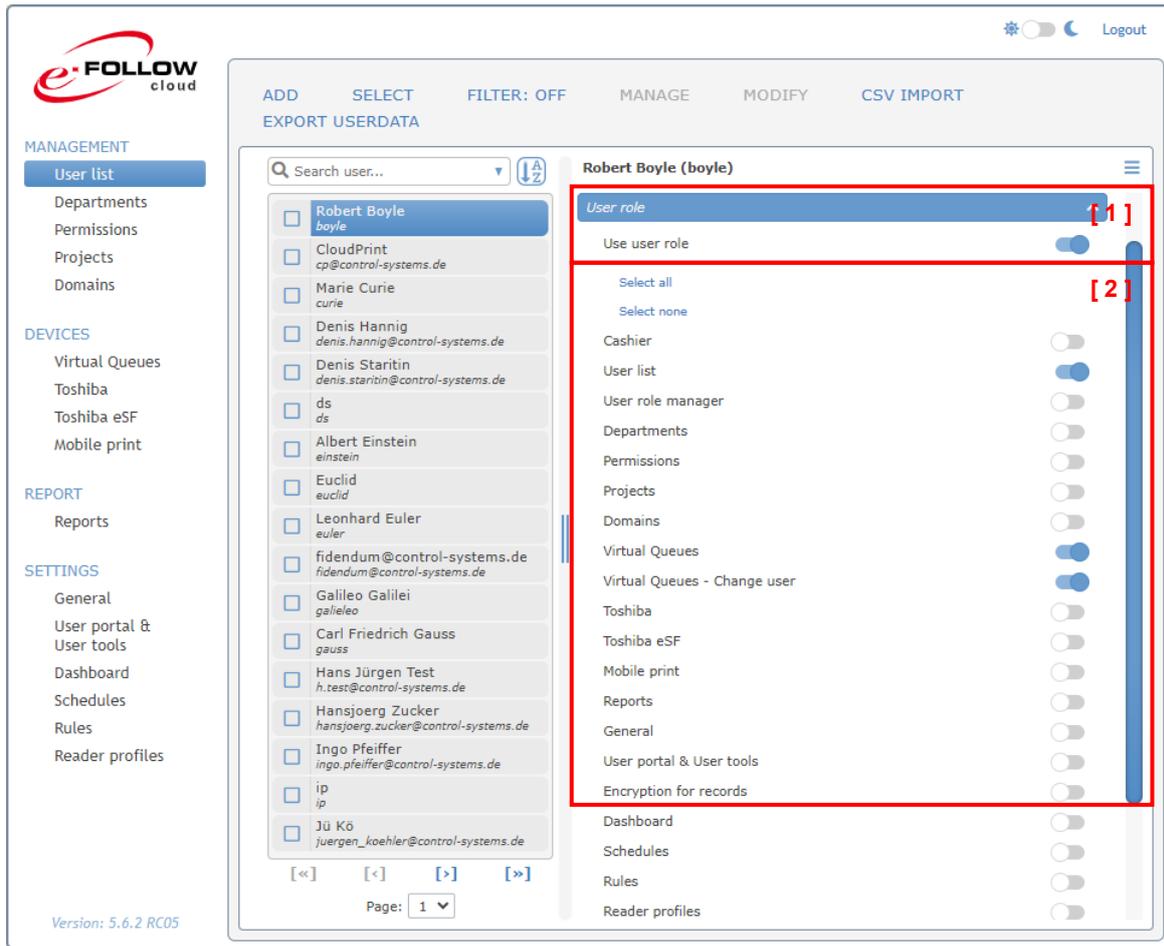
[ 3 ] Popup profile: in case PopUps are required you can select the popup type for the specific user. In case the **Mandatory** flag is enabled all jobs must be processed by the popup, else they are refused by the server.

[ 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

### 9.1.1.11 User Details / User role

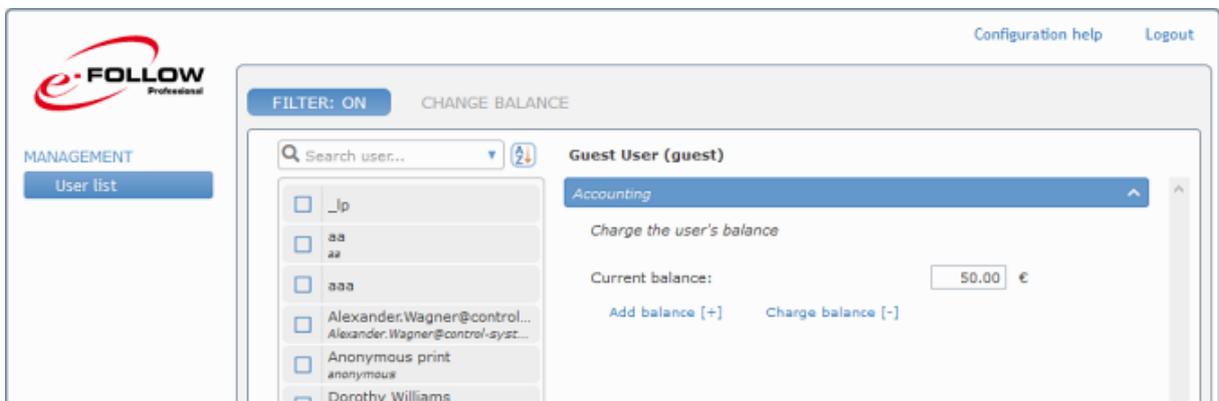
e-FOLLOW.cloud provides a user role concept, allowing individual users to get access to certain management options.



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

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

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



### 9.1.1.12 User Details / Accounting

Here you can define the accounting type of the user.

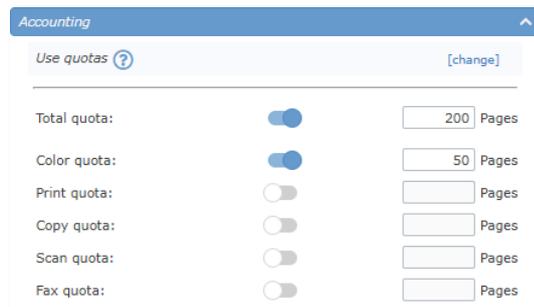


To select a new accounting type, click to [\[change\]](#) and select the desired accounting mode.

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

**Only log activities:** All activities (print, copy, scan, fax) are logged in the e-FOLLOW.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.



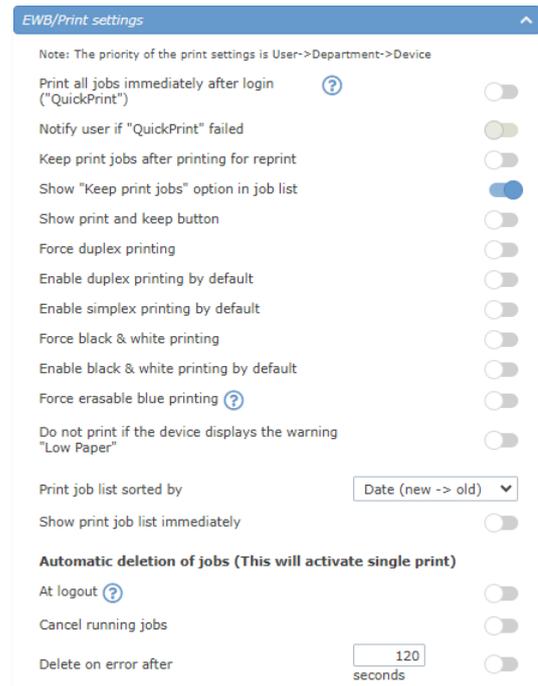
#### Attention

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 interrupt jobs. Therefore it is possible for users to have negative quotas.

## 9.1.1.13 User details / EWB/Print settings

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



**Print all jobs immediately after logging in (QuickPrint):**

If 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 configure if the B&W setting is enabled by default.

**Force erasable blue printing:**

all printouts will be done in erasable blue (ECO device only)

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

#### Automatic deletion of jobs

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 from the device's job list.



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

#### Cancel running jobs

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

#### Delete on error after ..

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



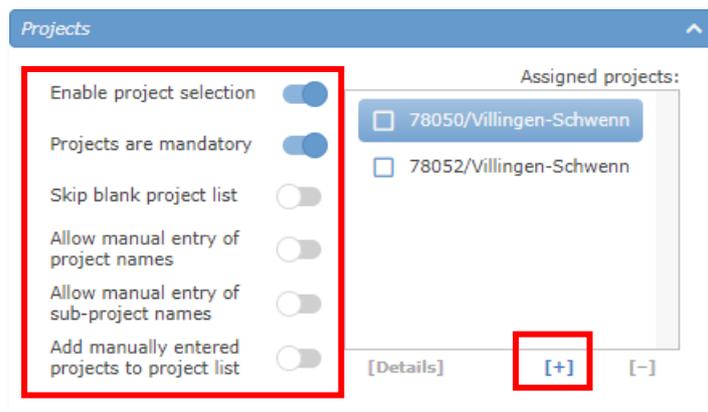
Once, one of the 'Automatic deletion of jobs' option is enabled, the printing system will change to single-print-mode. This means that a next job of a selected list of jobs will not be sent to the device before the prior job has been completely finished.

#### 9.1.1.14 User details / Projects

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



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



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

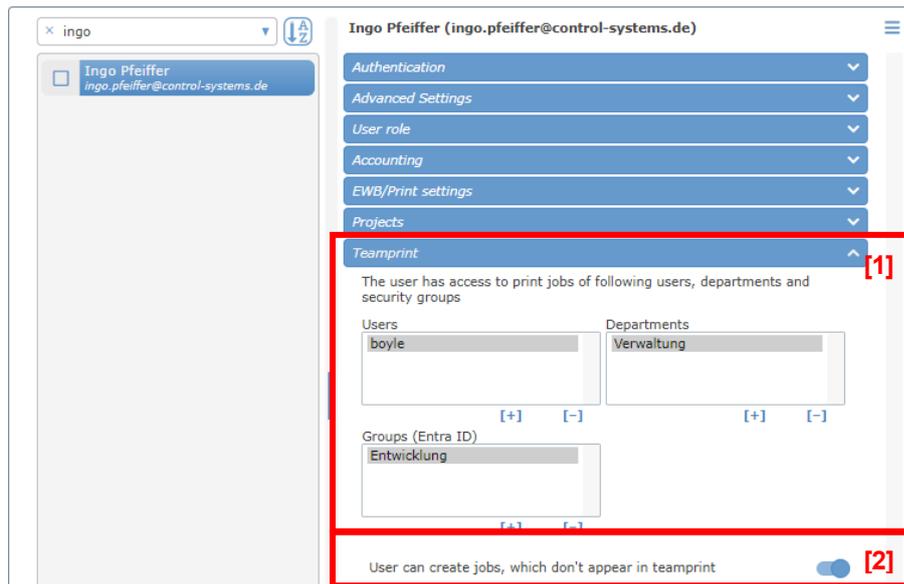
<b>Enable project selection.</b>	This enables the project selection for jobs on e-BRIDGE devices (EWB client) for the current user.
<b>Project are mandatory</b>	If enabled the selection of a project code is mandatory. Jobs without a project code will be cancelled.
<b>Skip blank project list</b>	If a 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.
<b>Allow manual entry of project names</b>	In addition to select project codes from a list, the user can be allowed to manually enter a project code.
<b>Allow manual entry of sub-project names</b>	..same for sub-project codes.
<b>Add manually entered projects to list</b>	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.

## 9.1.1.15 User details / TeamPrint

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



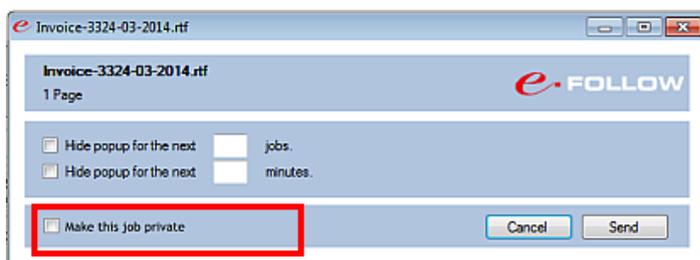
[1] Select individual users or departments or groups.

### [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.



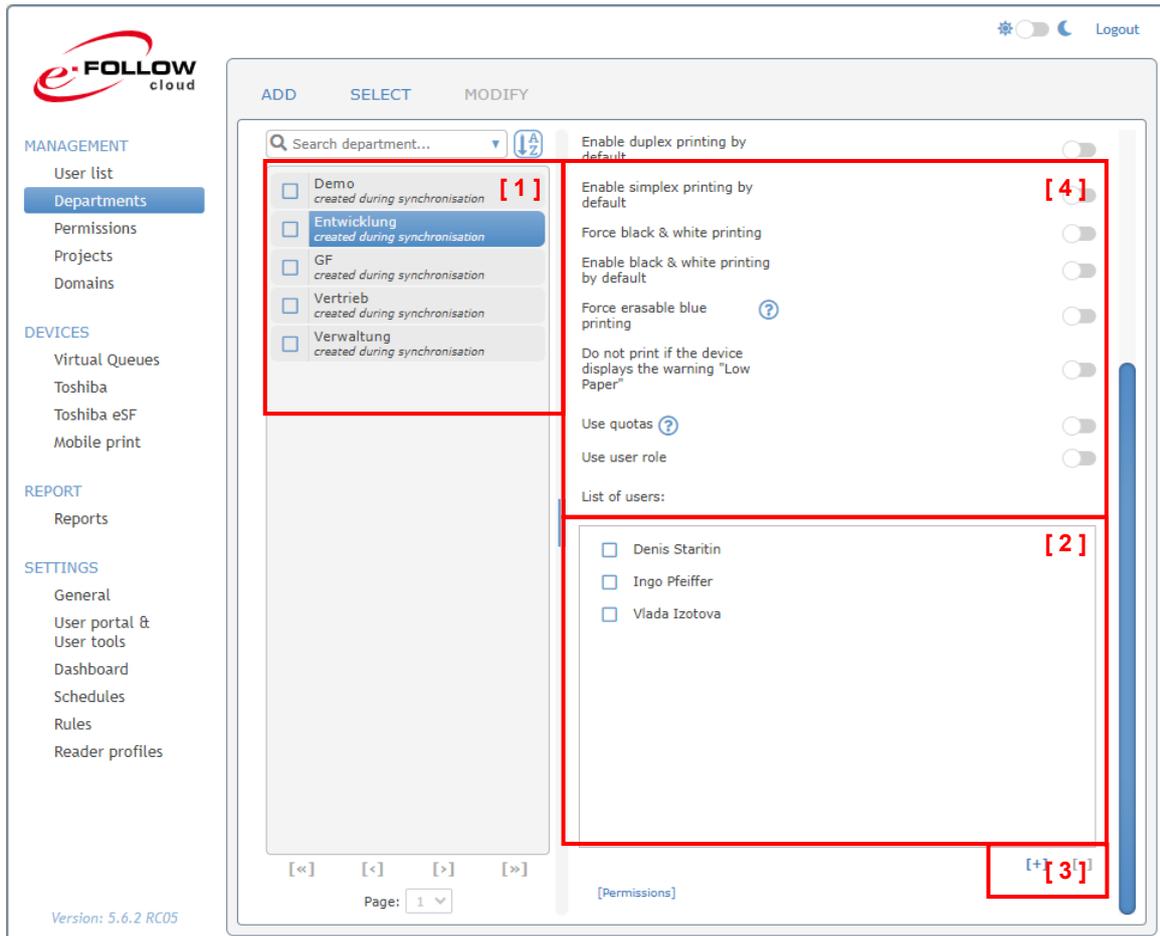
To flag print jobs being private the client PopUp must be executed on the users Workstation.



### 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

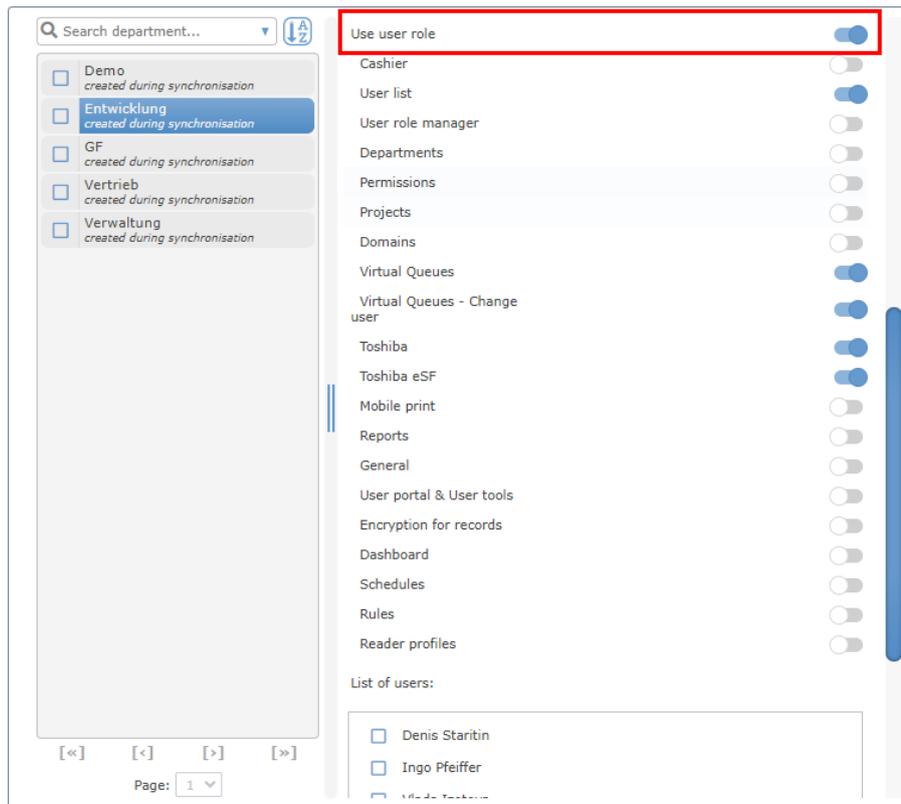
Quotas can also be set for Users and Devices. So it might occur that even if the Department still has color quota available a user can't do color prints or copies if his personal color quota or the color quota of the device is used up.

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

The screenshot displays the configuration page for a department named 'Entwicklung'. On the left, a list of departments is shown with checkboxes, where 'Entwicklung' is selected. The main content area is titled 'Description: created during synchronisation [change]'. It contains several settings with toggle switches: 'Force duplex printing', 'Enable duplex printing by default', 'Enable simplex printing by default', 'Force black & white printing:', 'Enable black & white printing by default', 'Force erasable blue printing:', and 'Use quotas:'. The 'Use quotas' section is expanded, showing a 'Color quota' of 500 Pages, and other quotas for Total, Print, Copy, Scan, and Fax, all currently set to 0. Below the quotas, there is a 'List of users' section with checkboxes for 'Ingo Pfeiffer' and 'Vlada Izotova'. At the bottom, there are navigation arrows, a 'Page: 1' dropdown, and a '[Permissions]' link.

### 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.



The screenshot displays the user role management interface. On the left, there is a search bar for departments and a list of departments: Demo, Entwicklung (highlighted), GF, Vertrieb, and Verwaltung. The 'Use user role' toggle is highlighted with a red box. The main area shows a list of roles with their corresponding toggle switches: Cashier, User list, User role manager, Departments, Permissions, Projects, Domains, Virtual Queues, Virtual Queues - Change user, Toshiba, Toshiba eSF, Mobile print, Reports, General, User portal & User tools, Encryption for records, Dashboard, Schedules, Rules, and Reader profiles. At the bottom, there is a 'List of users' section with checkboxes for Denis Staritin, Ingo Pfeiffer, and others.

**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.

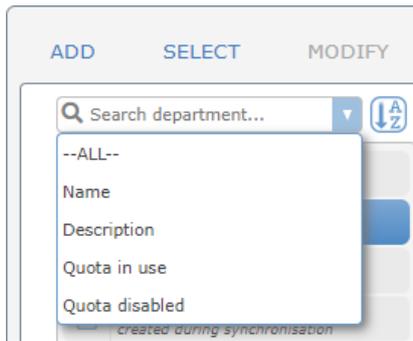


Enter any phrase into the search window. e-FOLLOW.cloud will query all relevant fields

- Name
- Description

for that phrase.

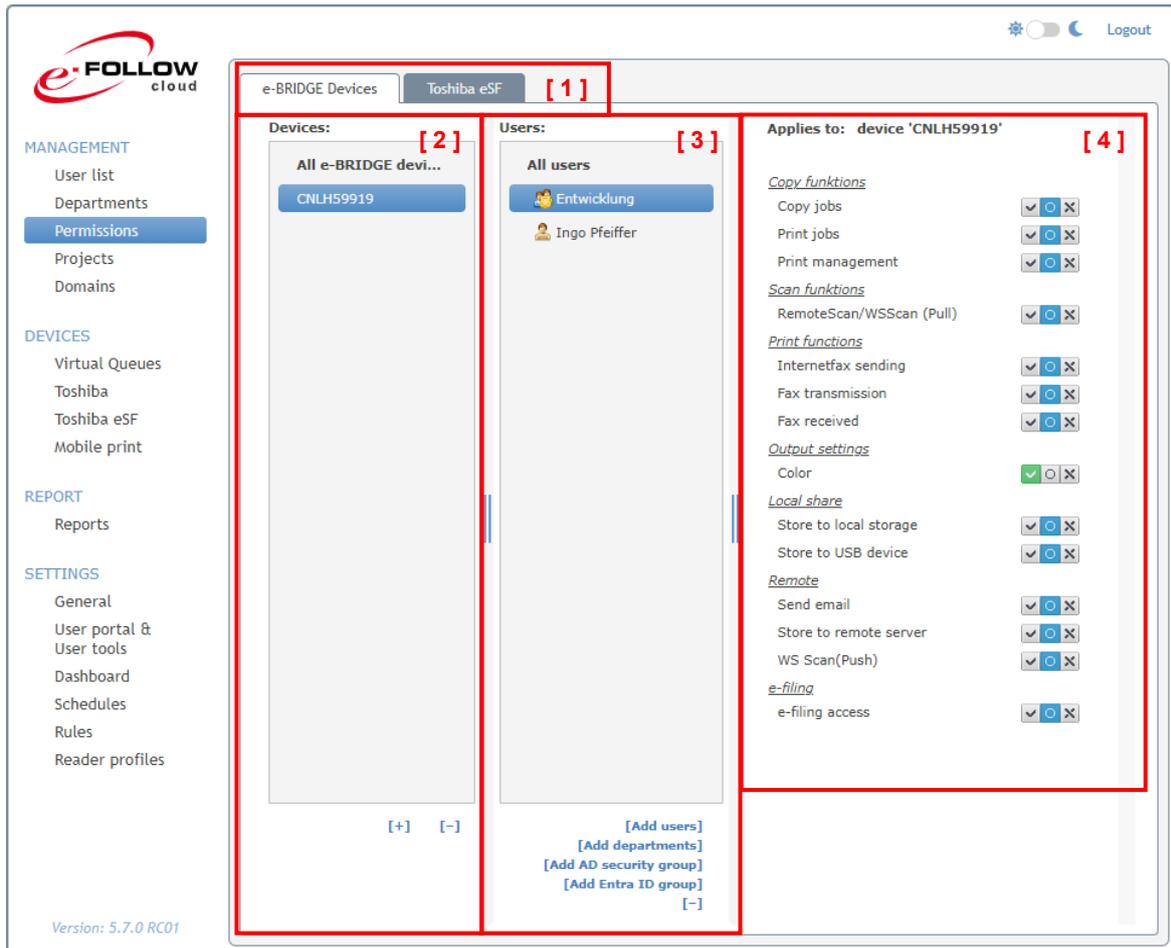
The search can be narrowed down by selecting a specific field to be searched or by departments that are configured with **Quota in use** or **with Quota disabled**.



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.

The screenshot displays the e-FOLLOW.cloud interface for managing projects. On the left, a navigation menu includes sections for MANAGEMENT (User list, Departments, Permissions, Projects, Domains), DEVICES (Virtual Queues, Toshiba, Toshiba eSF, Mobile print), REPORT (Reports), and SETTINGS (General, User portal & User tools, Dashboard, Schedules, Rules, Reader profiles). The main area is titled 'ADD REMOVE SELECT IMPORT' and contains a search bar for projects. A list of projects is shown, with project 78050 selected. The detailed view for project 78050 shows its description 'Villingen-Schwenningen', a toggle for 'Available for all users' (which is currently disabled and highlighted with a red box), and a list of assigned users (Robert Boyle). Below this, there is a section for 'Subprojects' with 'General' and 'School' listed.

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

Import projects from CSV file

Import file: alle\_plz\_e-FOLLOW.csv [1]

Upload new Project Import File

Structure of the CSV file: [2]

project,subproject,username  
Subproject and username are optional. Username must always be in third place.

!DROP\_TABLE at the first line will delete all projects and user assignments. [4]

Syntax for global projects:

e.g.  
project1,subproject1  
project1,subproject2  
project2  
project3,subproject1

Syntax for user assigned projects:

e.g.  
project1,subproject1,username1  
project1,subproject2,username1  
project2,,username1  
project1,,username2

Descriptions for project and subproject can be added with brackets:  
project1(description),subproject(description)

For more information and examples see documentation.

Separator: Comma [3]

Brackets for descriptions: Round brackets (Description)

CSV Import of 14316 lines finished at 10:28:49.

[Cancel import] Start import

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.

<b>Global:</b>	<b>project-name</b> <b>project-name, sub-project-name*</b>
<b>user assigned:</b>	<b>project-name,,username</b> <b>project-name,sub-project-name*,username</b>

\*) 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.

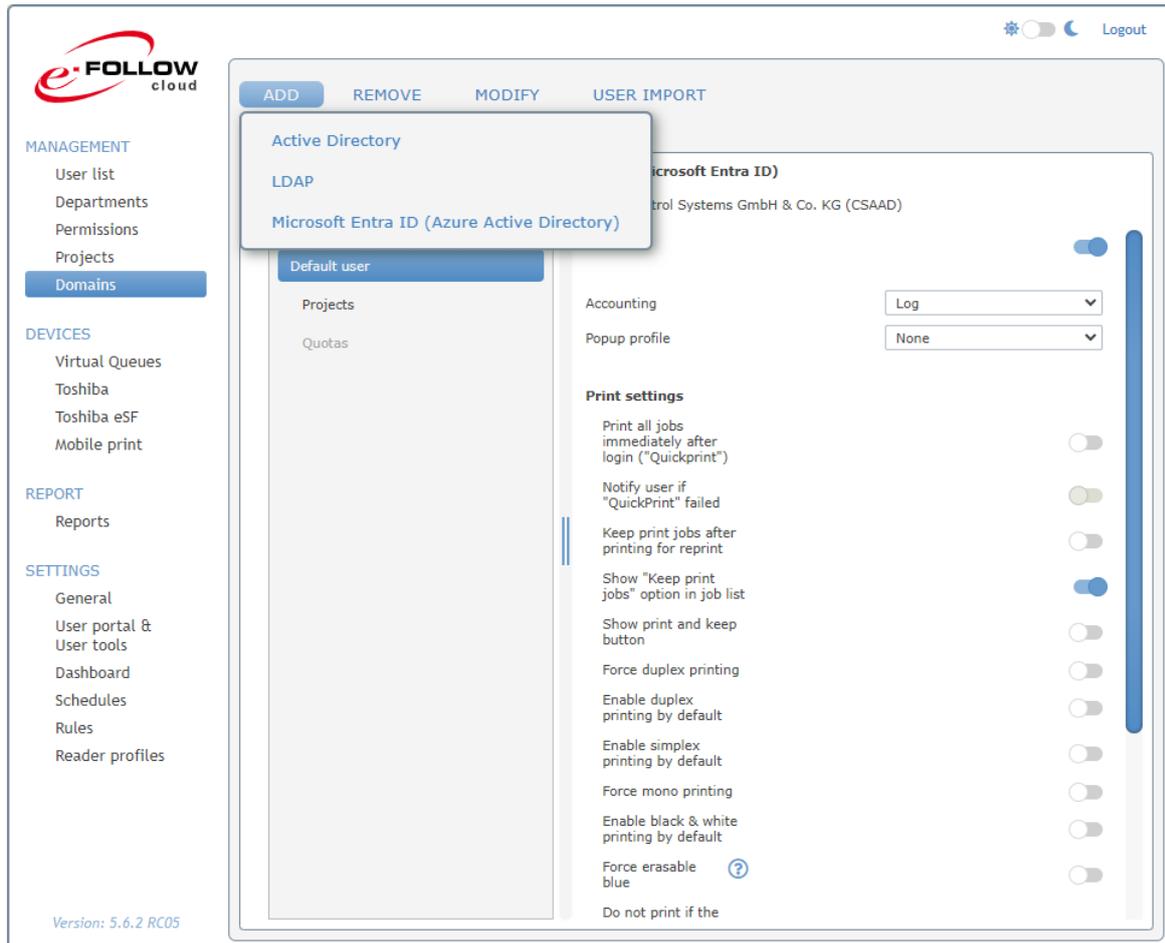


**[ 4 ] !DROP\_TABLE**

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).

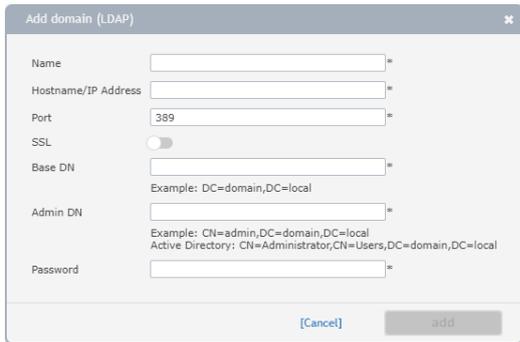


Synchronization will be performed immediately by clicking to **[ USER IMPORT ]**. Users can also be synchronized automatically. Please refer to the chapter **Schedules**.



### 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.



The screenshot shows a dialog box titled "Add domain (LDAP)". It contains the following fields and controls:

- Name:** An empty text input field.
- Hostname/IP Address:** An empty text input field.
- Port:** A text input field containing the value "389".
- SSL:** A toggle switch currently turned off.
- Base DN:** A text input field with the example text "DC=domain,DC=local" below it.
- Admin DN:** A text input field with two example lines below it: "Example: CN=admin,DC=domain,DC=local" and "Active Directory: CN=Administrator,CN=Users,DC=domain,DC=local".
- Password:** A text input field.
- Buttons:** "[Cancel]" and "add" buttons at the bottom right.



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)

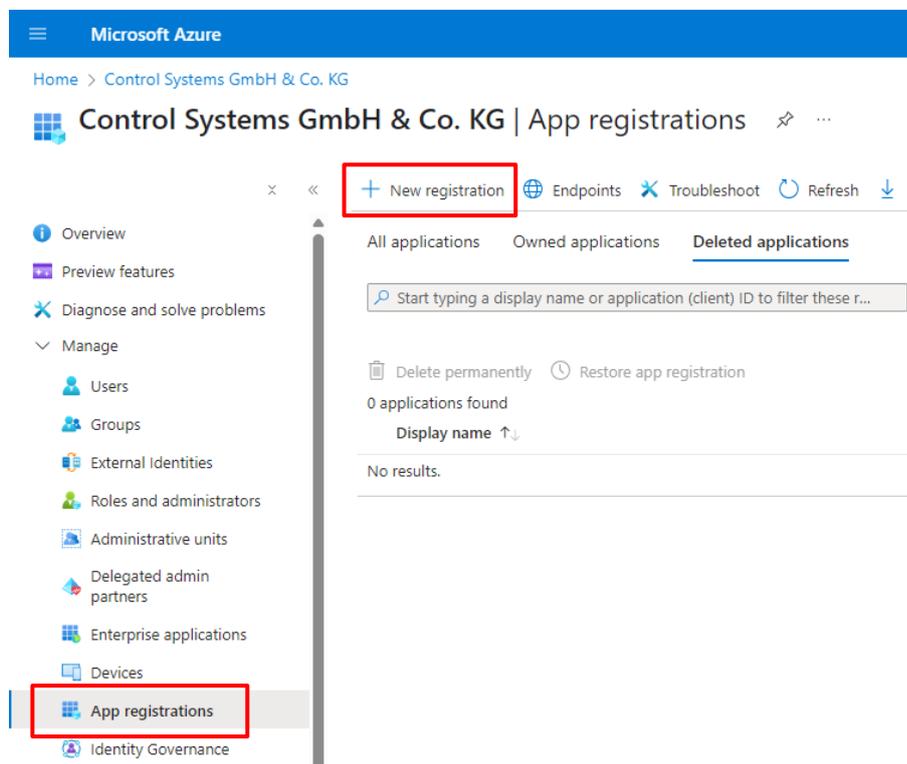
To synchronize your Microsoft Entra ID users with e-FOLLOW.cloud, you need to prepare one App at your Entra ID.

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

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

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

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



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

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

Supported account types

Who can use this application or access this API?

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

Help me choose...

Redirect URI (optional)

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

Select a platform

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

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

**Register**

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

**e-F-App**

Search  Delete Endpoints Preview features

Overview

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

Essentials

Display name : e-F-App

Application (client) ID : **111c7588-7d96-4579-9e11-58c294e6c58c**

Object ID : 111c7588-7d96-4579-9e11-58c294e6c58c

Directory (tenant) ID : **1112a69f0-62a9-4028-af1c-7e4d867c0504**

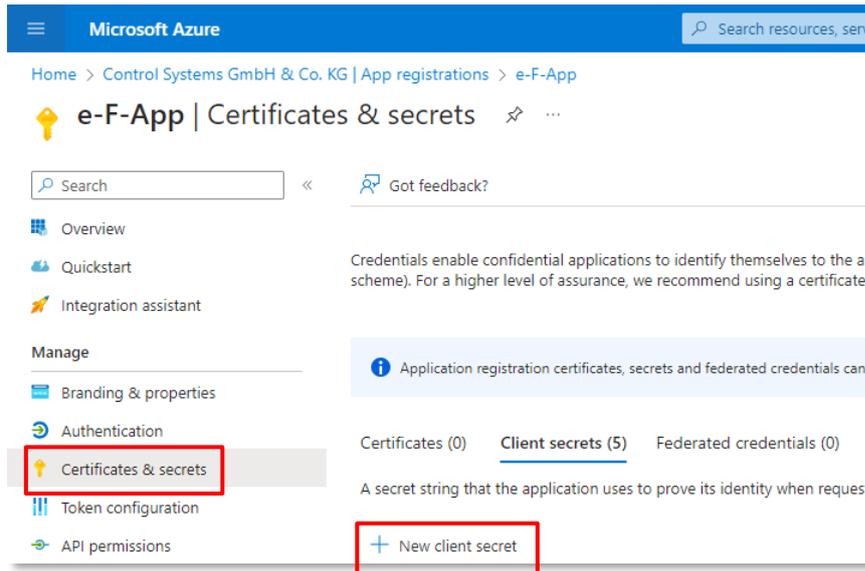
Supported account types : [My organization only](#)

Starting June 30th, 2020 we will no longer add any new features to Azure Active Directory. We will continue to support existing features. Learn more

Get Started Documentation

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

Enter a Description and an expiration date



..and click "Add"

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



**Attention**

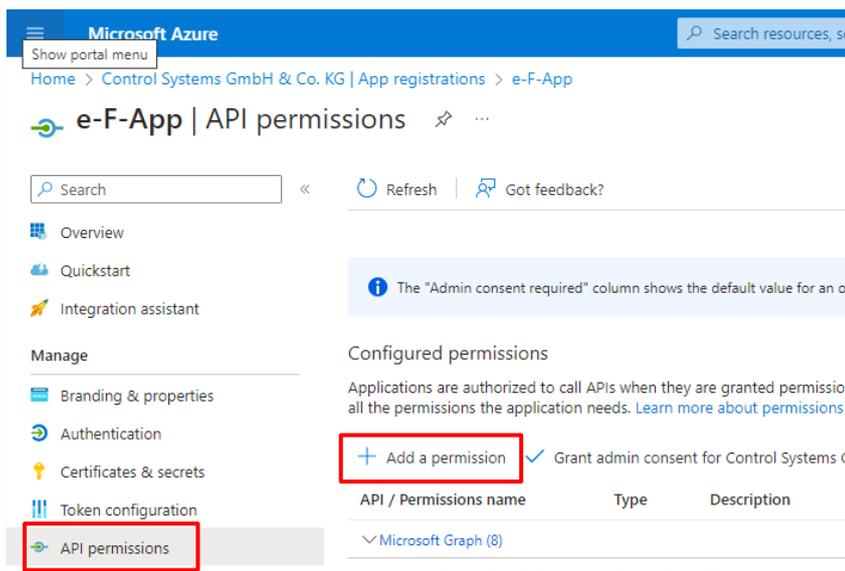
This is only shown once here. If you forget it, you can create another one

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

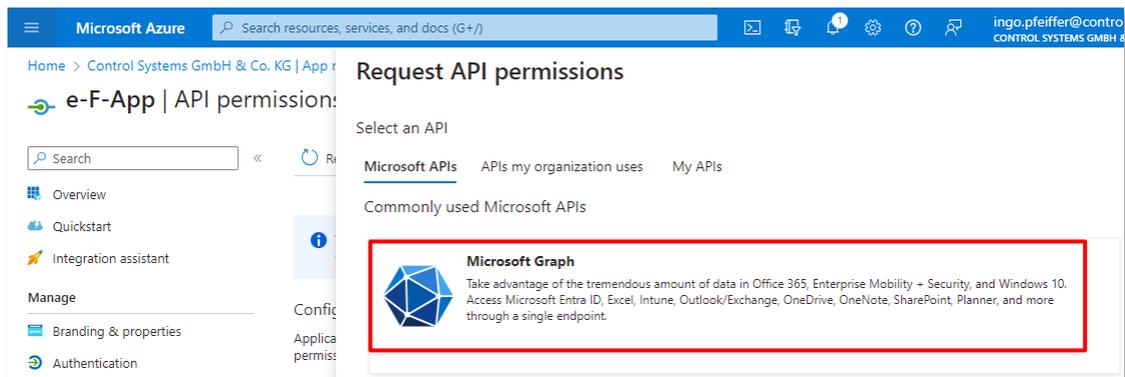
Select "API permissions" on the left  
You must add the following rights

☁ Application-type API

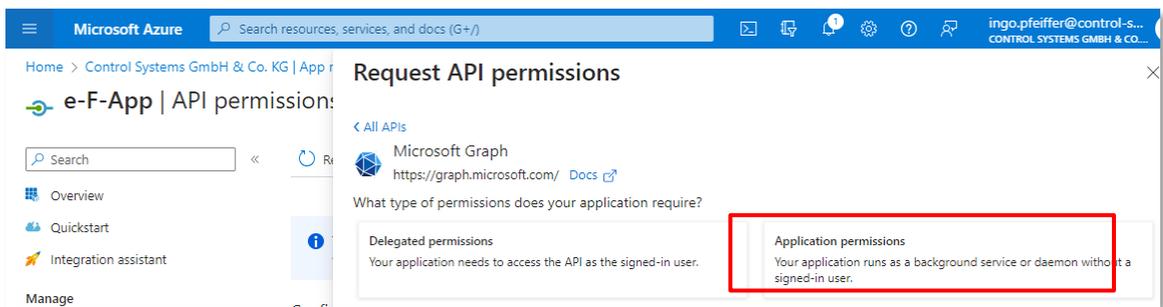
Therefore click **+Add a permission**



Then select "Microsoft Graph"



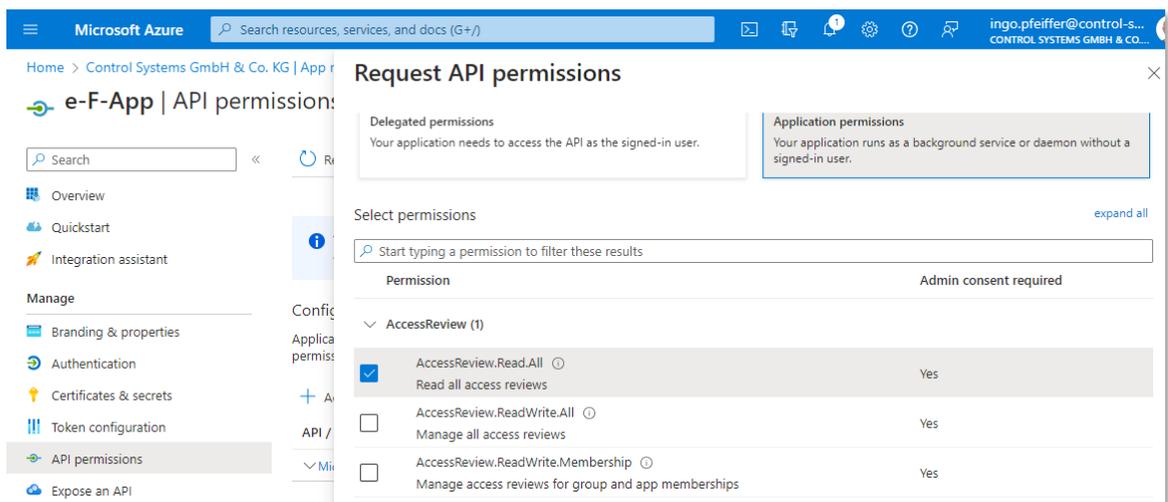
Select 'Application permissions'

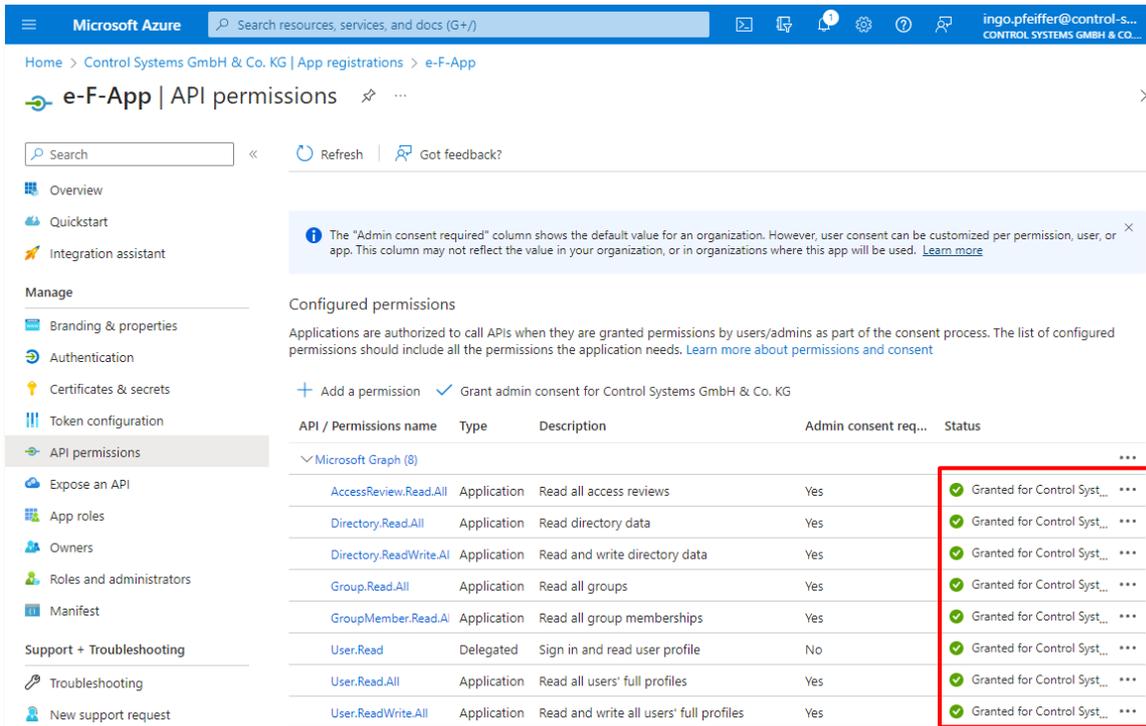


Select the following API permissions

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

Click "Add Permissions"



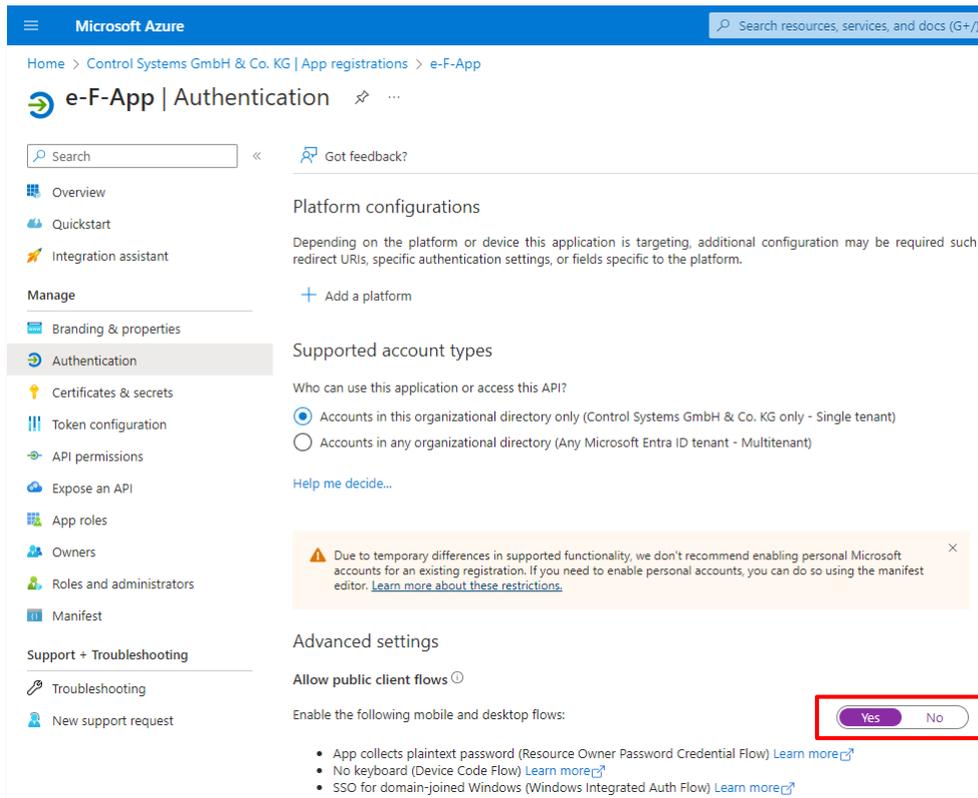


If you are not an administrator, you must ask your administrator for consent. He must then go to this page with his account and click on the button "grant administrator consent for YOUR.DOMAIN".

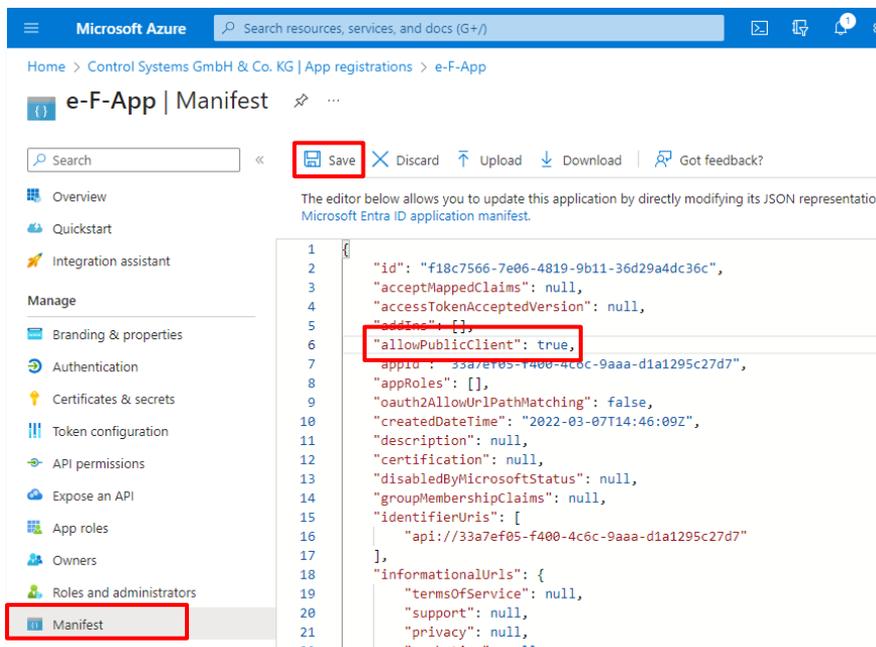
The status of all permissions should be green now.

### Allow public client flows:

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



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



Set "allowPublicClient" to 'true' and click save

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

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

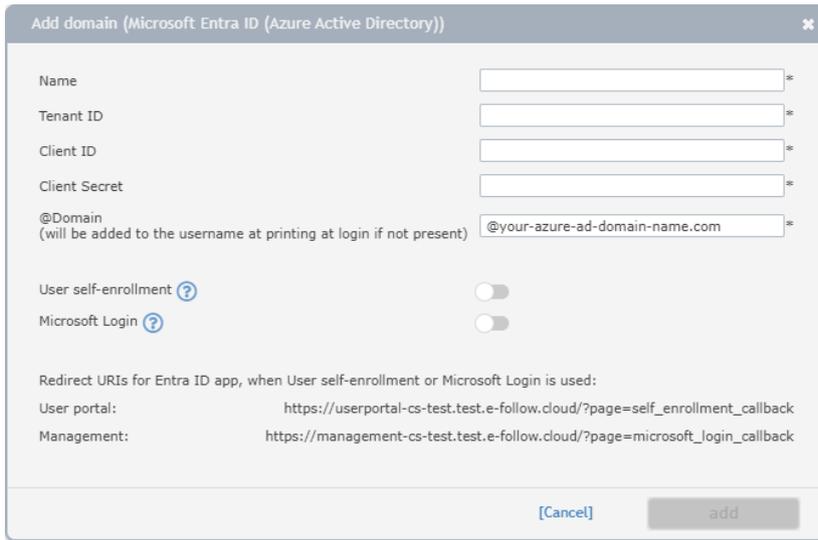
API / Permissions name	Type	Description	Admin consent requ...	Status
Microsoft Graph (8)				...
AccessReview.ReadWrite.All	Application	Manage all access reviews	Yes	✓ Granted for Control Syst... ...
Directory.ReadWrite.All	Application	Read and write directory data	Yes	✓ Granted for Control Syst... ...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



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

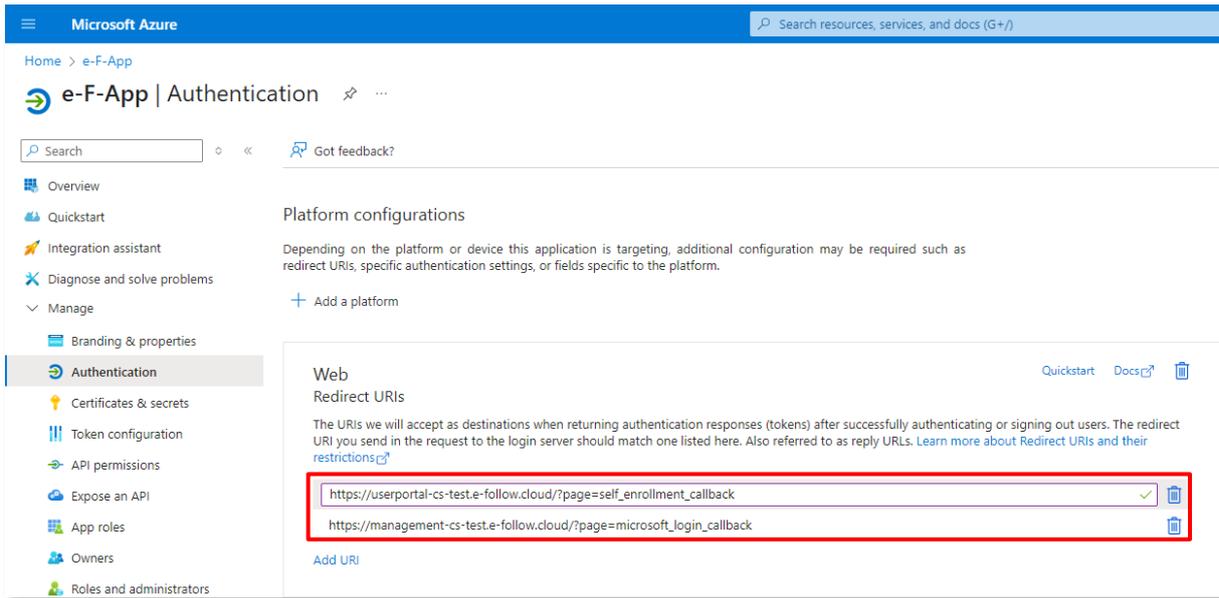
9.1.6.2 Configuring e-FOLLOW.cloud domain Microsoft Entra ID (Azure Active Directory) synchronization

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



Name	Enter a name of your choice for the directory service
Tenant ID	Enter the Directory (tenant) ID of your AAD
Client ID	Enter the Application (client) ID of the service you just created
Client Secret	Enter the Client Secret for the service you just created
@domain	To simplify the login, this domain-addon will be added automatically to the username at login, so the users do not necessarily need to enter their full login name. E.g.: @control-systems.de
User self-enrollment	This option disables automatic synchronization with Microsoft Entra ID (Azure Active Directory) (Explained in chapter 9.1.7 Domains – ADD Microsoft Entra ID (Azure Active Directory) with User self-enrollment)
Microsoft Login	This option enables the Microsoft Login for this domain. As “Sign in with Microsoft” button will be then available at the Management and User Portal login page. At <b>SETTINGS</b> → <b>General</b> and <b>SETTINGS</b> → <b>User portal &amp; User tools</b> you can choose to allow only Microsoft Login.
Redirect URI for User portal	The Redirect URI for the login page of the User Portal. This URI will be used for User self-enrollment and Microsoft Login. Enter it at your Entra ID App → Manage → Authentication → Web Redirect URIs. See screenshot below.
Redirect URI for Management	The Redirect URI for the login page of the Management. This URI will be used only for Microsoft Login. Enter it at your Entra ID App → Manage → Authentication → Web Redirect URIs. See screenshot below.

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



### 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 self-enrollment feature.

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

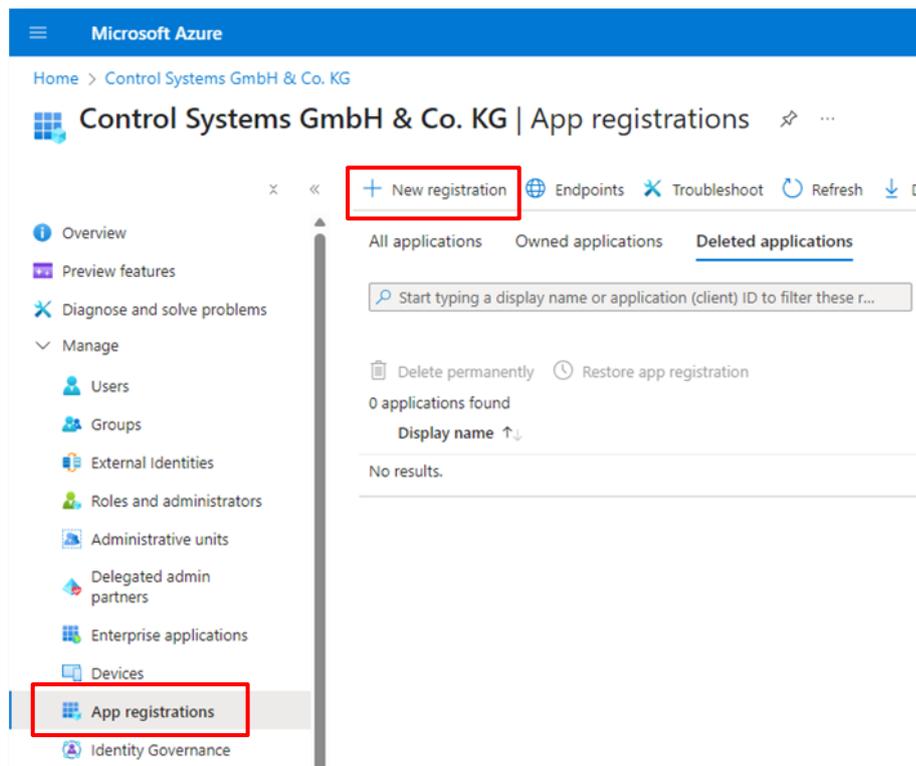


**Because of this synchronization of all users is no longer possible.** Users have to add themselves manually at the e-FOLLOW user portal by entering their email address. Then they will be redirected to the Microsoft login page.

#### 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, which is shown at SETTINGS→Domains→ADD or MODIFY.

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

The URI format for user portal is (replace XXXX-YYYY with your Cloud-UID):  
`https://userportal-XXXX-YYY.e-follow.cloud/?page=self_enrollment_callback`

Microsoft Azure

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

## Register an application

\* Name

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

Supported account types

Who can use this application or access this API?

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

[Help me choose...](#)

Redirect URI (optional)

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

Web

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

Microsoft Azure

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

## e-F-App

Search

Delete Endpoints Preview features

Overview

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

Essentials

Display name : e-F-App

Application (client) ID : 83a7e8b-1a00-4a0c-9a4a-d1a708a0c01e

Object ID : f18c7586-1e96-4579-9b11-58c25a46c58c

Directory (tenant) ID : 013a6592-62a9-4028-af8c2-041d867c162a

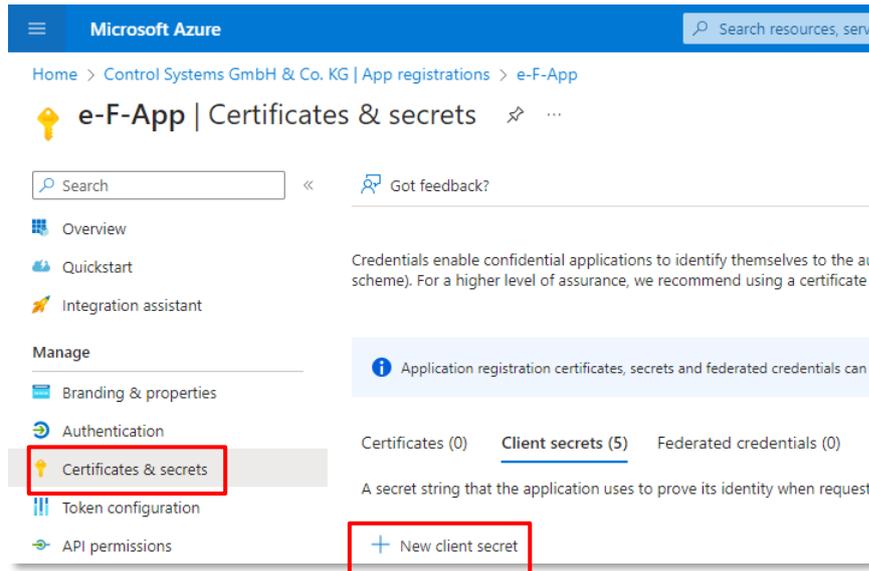
Supported account types : My organization only

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

Get Started Documentation

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

Enter a Description and an expiration date



The screenshot shows the Microsoft Azure portal interface. The breadcrumb navigation is 'Home > Control Systems GmbH & Co. KG | App registrations > e-F-App'. The main heading is 'e-F-App | Certificates & secrets'. On the left sidebar, the 'Certificates & secrets' menu item is highlighted with a red box. In the main content area, the 'Client secrets (5)' tab is selected, and the '+ New client secret' button is highlighted with a red box. The page also shows a search bar, a 'Got feedback?' link, and a list of management options like 'Branding & properties', 'Authentication', 'Token configuration', and 'API permissions'.

..and click "Add"

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



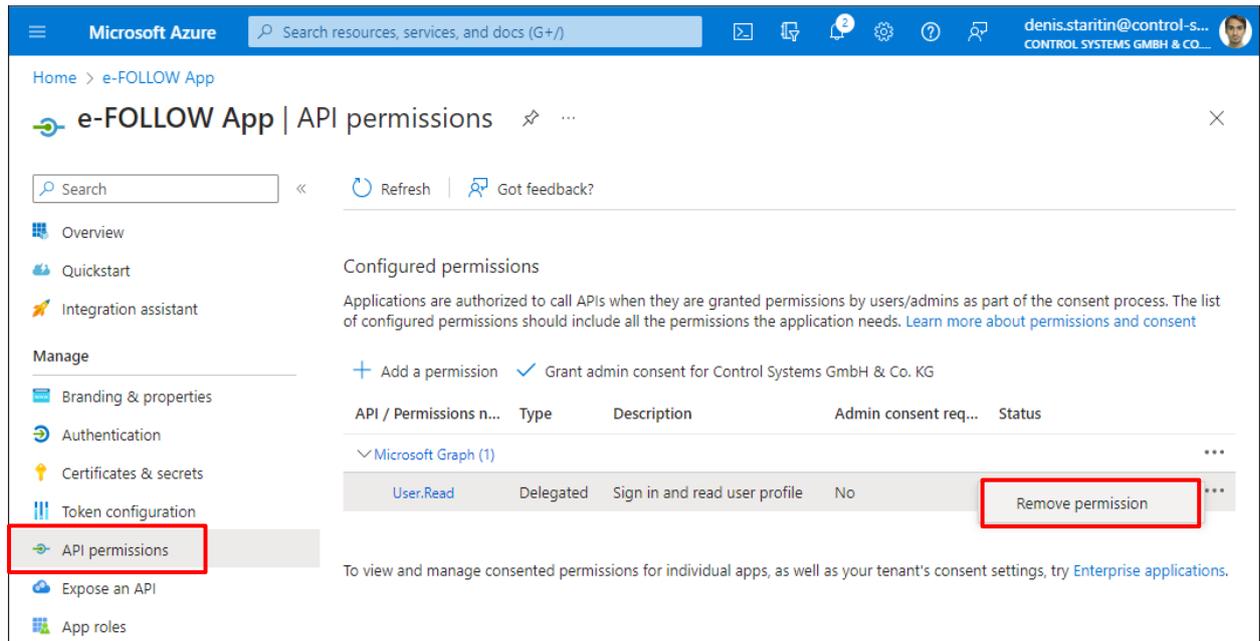
### Attention

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

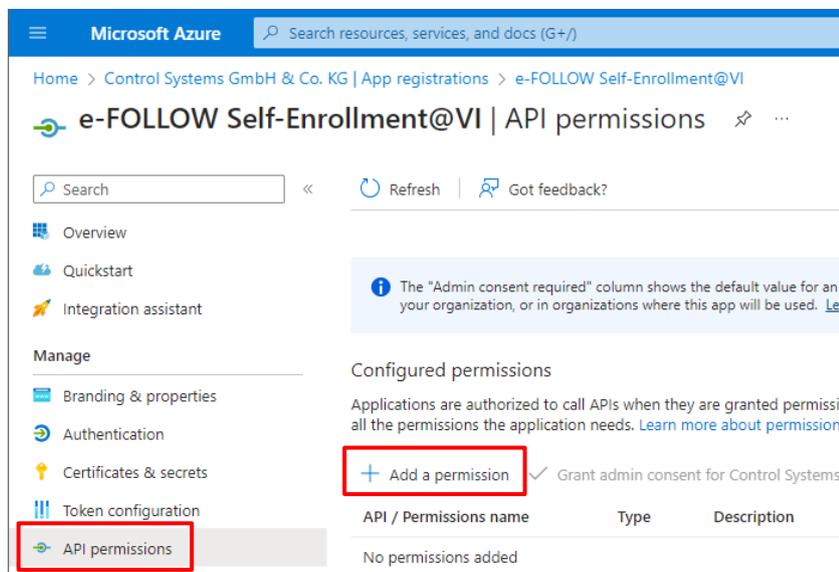
The Secret Key will expire after a certain time. Be sure to recreate it regularly or some feature of the Microsoft Entra ID (Azure Active Directory) like synchronization will fail.

**Permissions:**

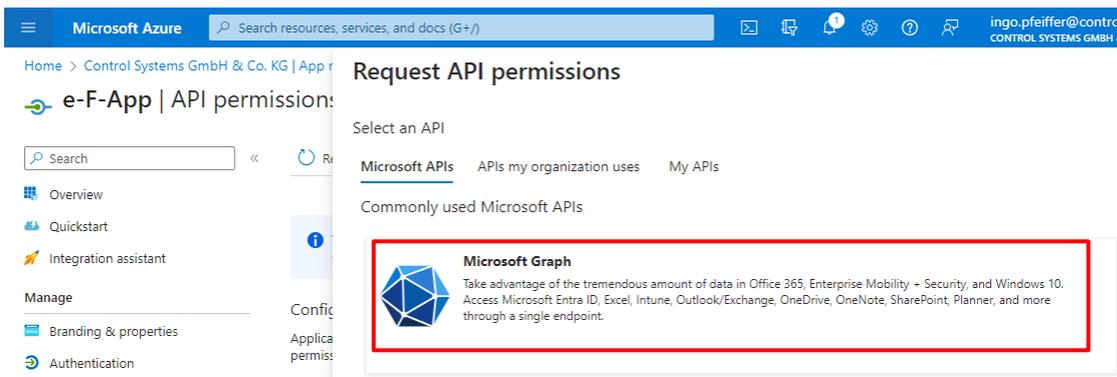
- Remove User.Read permission
- Add Delegated permissions:
  - ☁ profile (View users' basic profile)
  - ☁ offline\_access



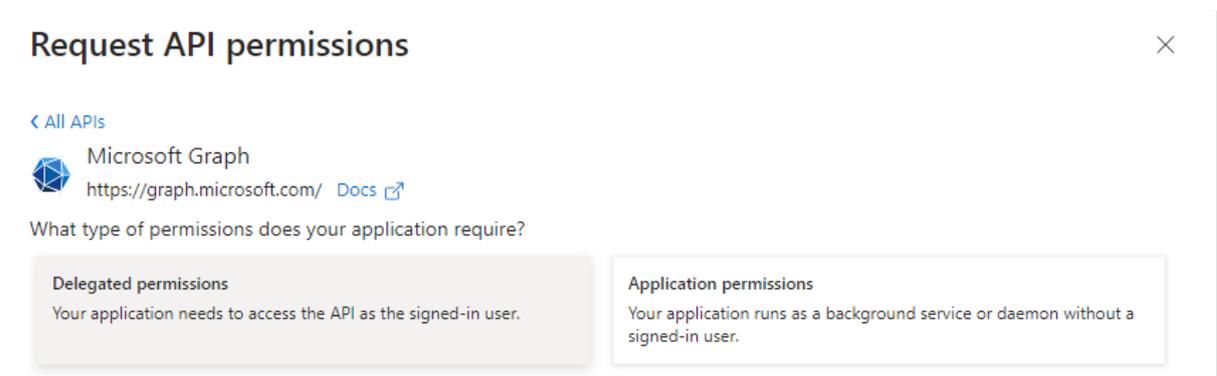
Then click **+Add a permission**



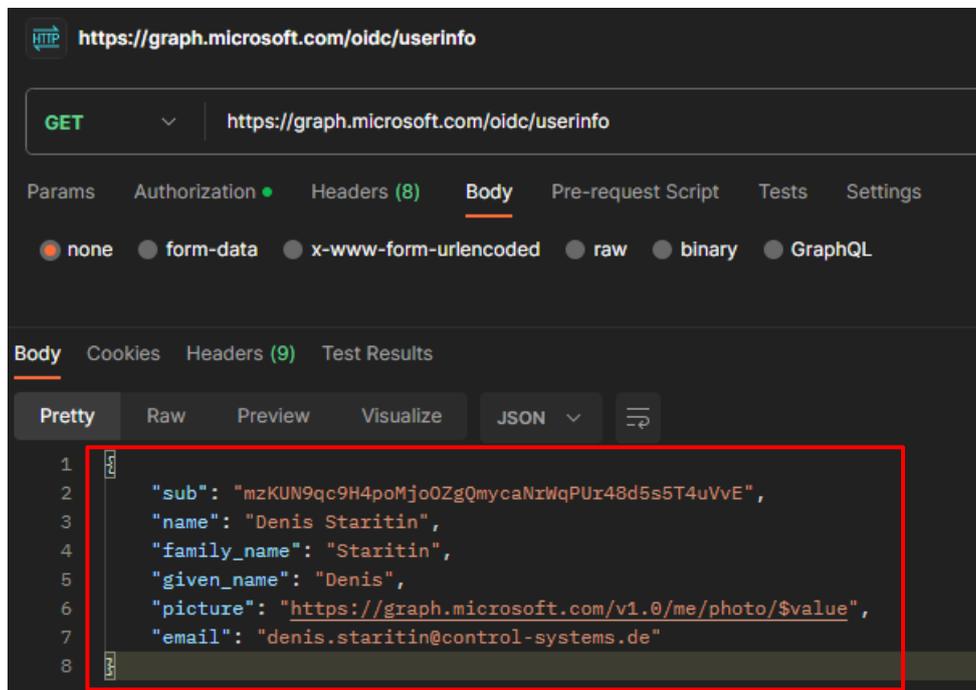
Then select "Microsoft Graph"



And then select delegated permissions



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



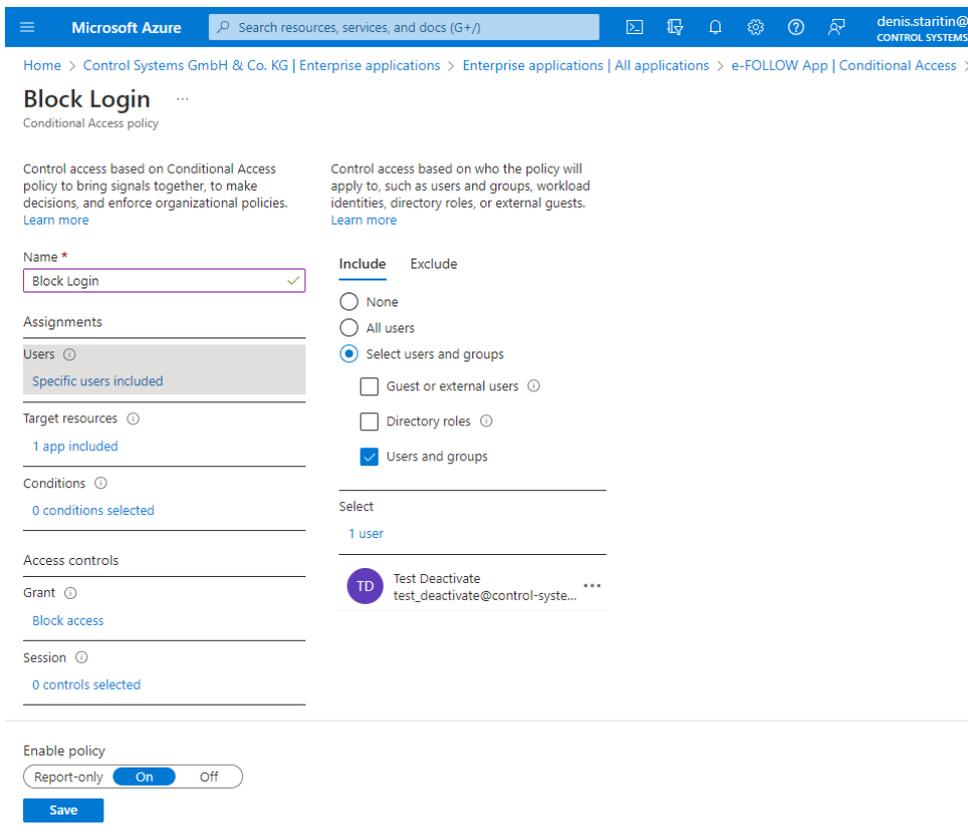
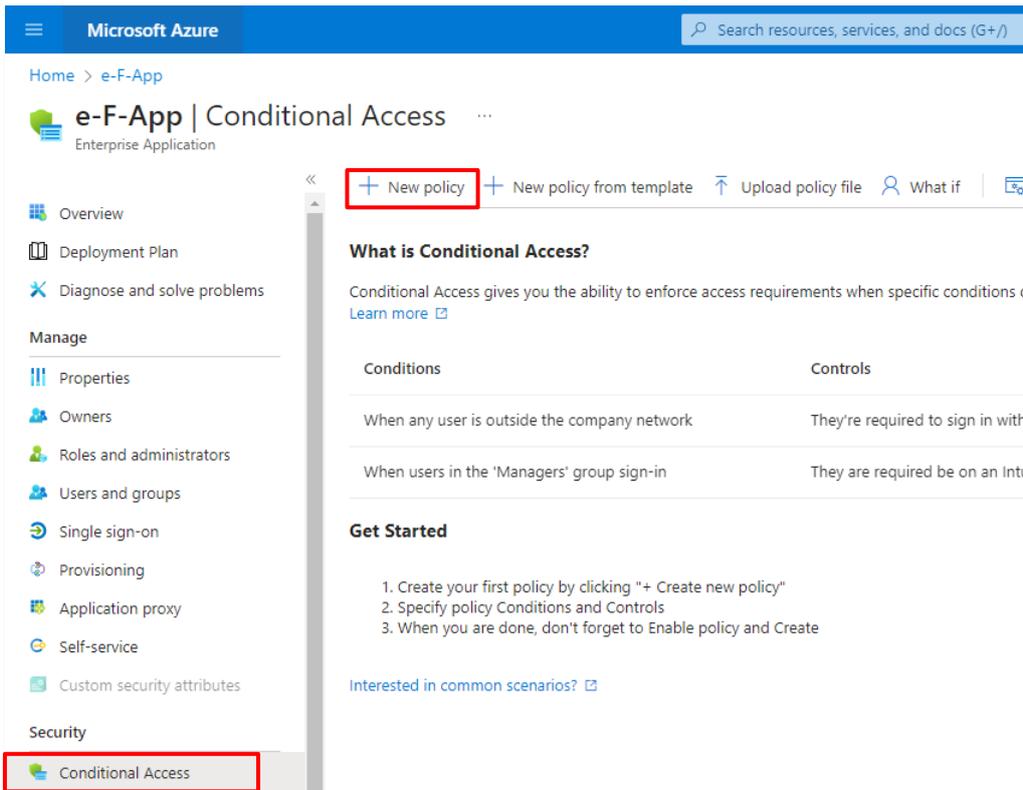
In Azure portal there is a possibility to track account logins.

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:

The screenshot shows the Microsoft Azure portal interface. The top navigation bar includes the Microsoft Azure logo and a search bar. The breadcrumb trail indicates the path: Home > Control Systems GmbH & Co. KG | Enterprise applications > Enterprise applications | All applications > e-FOLLOW App. The main heading is 'e-FOLLOW App | Sign-in logs'. Below this, there are options for 'Download', 'Export Data Settings', 'Troubleshoot', 'Refresh', 'Columns', and 'Got feedback?'. A notification banner asks to switch back to the default sign-ins experience. The main content area shows a table of sign-in logs with columns for Date, Request ID, User, Application, Status, and IP address. A single log entry is visible for 9/6/2023 at 1:25:49 PM, with Request ID db23ff1d-f588-42e3-b8f5-f..., User Denis Staritin, Application e-FOLLOW App, Status Success, and IP address 2.207.230.34. The left-hand navigation pane is visible, with 'Sign-in logs' highlighted under the 'Activity' section.

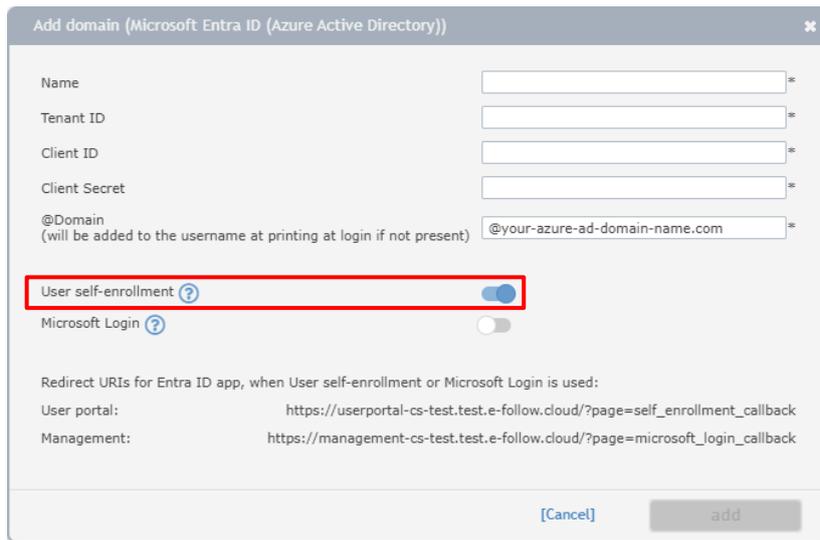
Date	Request ID	User	Application	Status	IP address
9/6/2023, 1:25:49 PM	db23ff1d-f588-42e3-b8f5-f...	Denis Staritin	e-FOLLOW App	Success	2.207.230.34

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



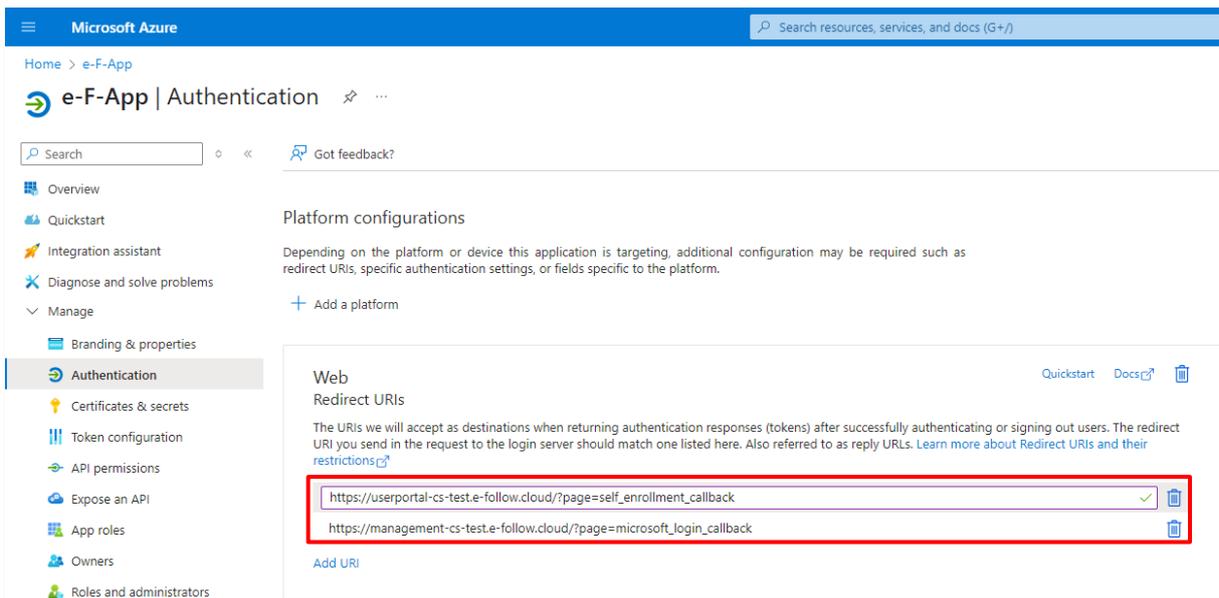
9.1.7.2 Configuring e-FOLLOW.cloud domain Microsoft Entra ID (Azure Active Directory) synchronization with User self-enrollment

Click to ADD – Microsoft Entra ID (Azure Active Directory). Enable User self-enrollment.



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

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



### 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.

The screenshot shows the 'User import' configuration interface for 'e-F-App (Microsoft Entra ID)'. The left sidebar contains navigation options: 'User import', 'Attribute names / Test', 'Default user', 'Projects', and 'Quotas'. The main content area is titled 'e-F-App (Microsoft Entra ID)' and includes the following settings:

- Name: Control Systems GmbH & Co. KG (e-F-App)
- Order (with multiple domains): 4
- Group filter (if at least one group is set only users from that groups will be imported): All Company
- Ignore disabled AD user accounts:
- Remove Card IDs from disabled user accounts:
- Ignore guest user accounts:
- Replace internal users:
- Delete unknown users - else they get deactivated:  (with a help icon)
- Generate random PIN:
- PIN length: 5
- Send PIN by email to user:

#### Group filter

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

The 'Add group filter' dialog box contains the following elements:

- Title: Add group filter
- Input field: Add additional filter: control-systems.de
- Buttons: [Cancel] and Add

#### Ignore disabled AD accounts

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

#### Remove Card IDs from disabled user accounts

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

#### Ignore guest user accounts

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

#### Replace internal users

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

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



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



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

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

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

### 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** settings 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 screenshot shows a settings panel for a user named 'CSAAD (Microsoft Entra ID)'. On the left, a sidebar lists 'User import', 'Attribute names / Test', 'Default user', 'Projects', and 'Quotas'. The 'Projects' option is selected and highlighted in blue. The main area shows the user's name and several toggle switches: 'Enable project selection' (checked), 'Projects are mandatory' (checked), 'Skip blank project list' (unchecked), 'Allow manual entry of project names' (unchecked), 'Allow manual entry of sub-project names' (unchecked), and 'Add manually entered projects to project list' (unchecked).



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

The screenshot shows the same settings panel for 'CSAAD (Microsoft Entra ID)', but with 'Quotas' selected in the sidebar. The main area displays various quota settings, each with a toggle switch and a text input field: 'Total quota' (unchecked, empty field), 'Color quota' (checked, '250' field), 'Print quota' (unchecked, empty field), 'Copy quota' (unchecked, empty field), 'Scan quota' (unchecked, empty field), and 'Fax quota' (unchecked, empty field). Each field is followed by the unit 'Pages'.

### 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.

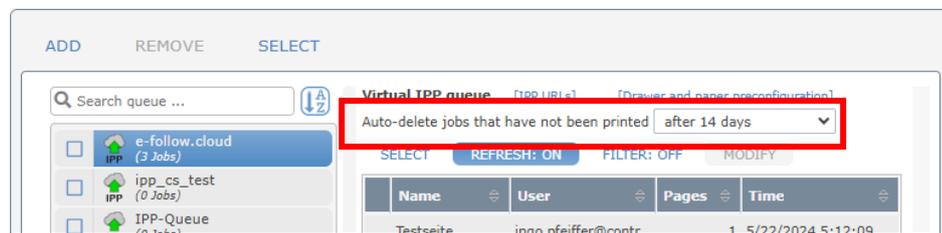


For Windows clients e-FOLLOW.cloud provides a convenient **IPPInstaller** that allows users to simply install the IPP printer on their client – or Administrators to roll out the IPP printer to all clients.

### 9.2.1.2 Virtual queue properties

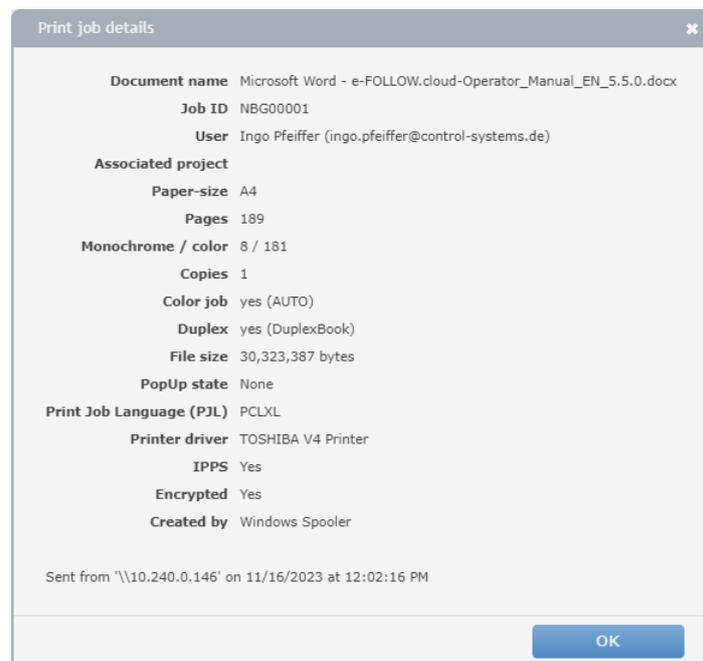
Virtual queues in e-FOLLOW.cloud are used to perform 'pull printing' or 'secure print release'. So instead of forwarding the job to the destination printer e-FOLLOW.cloud moves the jobs to an internal spooler and keeps the jobs until they are

- 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.

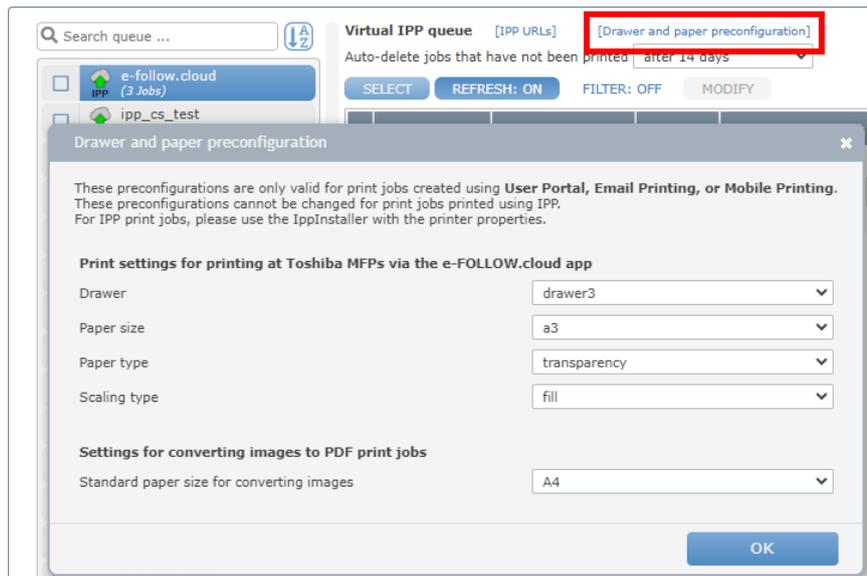
The virtual queue view shows all jobs that are currently spooled. Clicking to the job's row will show its details.



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 be 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.

The screenshot shows the 'Virtual IPP queue' interface. On the left, there is a search bar and a list of queues, including 'ipp (12 Jobs)'. The main area displays a table of print jobs with columns for Name, User, and Pages. Two jobs named 'Testseite' are selected, both owned by 'ip'. A 'MODIFY' button is highlighted in red, and a context menu is open over it, showing three options: 'Move to queue', 'Change user', and 'Delete print jobs'. The interface also includes buttons for 'SELECT', 'REFRESH: ON', and 'FILTER: OFF', and a dropdown menu for 'Auto-delete jobs that have not been printed after 24 hours'.

Name	User	Pages
<input checked="" type="checkbox"/> Testseite	ip	
<input checked="" type="checkbox"/> Testseite	ip	
<input type="checkbox"/> Testseite	ip	

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.

The screenshot displays the e-FOLLOW.cloud management interface. On the left, a sidebar contains navigation menus: MANAGEMENT (User list, Departments, Permissions, Projects, Domains), DEVICES (Virtual Queues, Toshiba, Toshiba eSF, Mobile print), REPORT (Reports), and SETTINGS (General, User portal & User tools, Dashboard, Schedules, Rules, Reader profiles). The main content area is titled '116 (CSCP40979)' and features a 'General' configuration tab. A list of devices is shown on the left, with '116 (CSCP40979)' selected. The configuration panel for the selected device includes the following fields:

- Activated:
- Serial number: CSCP40979
- Description: 116 [change]
- Name for reports: eS116@dev [change]
- Location: [change]
- App version: 2.4.0
- Last login: 5/23/2024 2:58:24 PM
- Locked until:
- Last transaction: 5/23/2024 2:58:59 PM (Workflow-Id: 189)
- Log Data Privacy Setting: Store
- Virtual queues: chrome\_ipp, client\_test, Drawer1

At the bottom of the configuration panel, there are links for '[Instructions to configure device for Cloud Mode]', '[Autoconfig settings]', and '[Permissions]'. Below these are expandable sections for Quotas, Card login, EWB settings, Print settings, and Consumables. The interface also shows a search bar for devices, a page number 'Page: 1', and navigation arrows.

### 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.

116 (CSCP40979)

**General**

(TOSHIBA e-STUDIO2525AC)

Activated :

Serial number: CSCP40979

Description: 116 [change]

Name for reports: eS116@dev [change] [ 3 ]

Location: [change]

Sender email: [change] [ 4 ]

App version: 2.4.0

Last login: 10/16/2024 10:49:16 AM

Locked until:

Last transaction: 10/16/2024 10:50:53 AM (Workflow-Id: 376)

Log Data Privacy Setting: Store [ 2 ]

Virtual queues: chrome\_ipp, client\_test, Drawer1 [ 1 ]

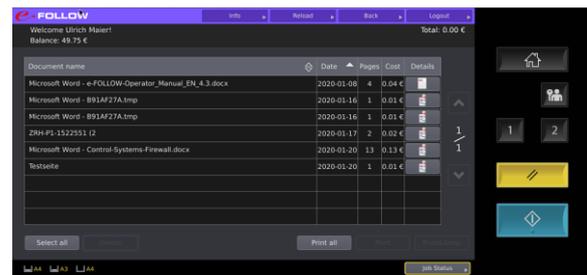
### 9.2.2.2.1 General Settings

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.



Document name	Date	Pages	Cost	Details
Microsoft Word - e-FOLLOW-Operator_Manual_EN_4.3.docx	2020-01-08	4	0.04 €	
Microsoft Word - B91AF27A.tmp	2020-01-16	1	0.01 €	
Microsoft Word - B91AF27A.tmp	2020-01-16	1	0.01 €	
ZRH-PI-1522551.D	2020-01-17	2	0.02 €	
Microsoft Word - Central-Systems-Firewall.docx	2020-01-20	13	0.13 €	
Testseite	2020-01-20	1	0.01 €	

#### [ 2 ] Log Data Privacy Setting

Here you can see the setting, which was set by the auto configuration (Settings → General → Auto configuration). It controls 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.



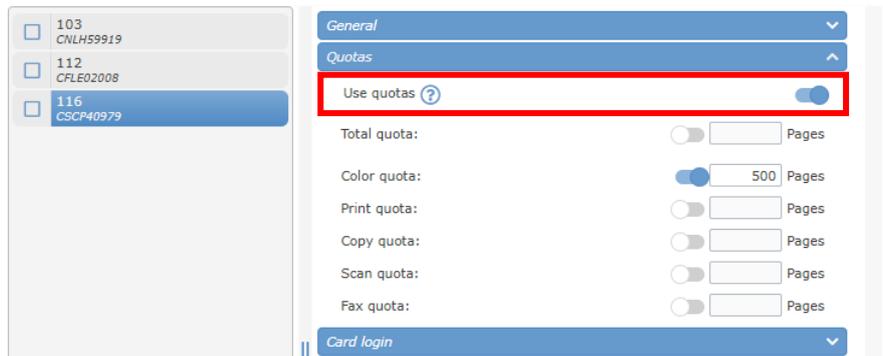
#### Hint

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 interrupt 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.

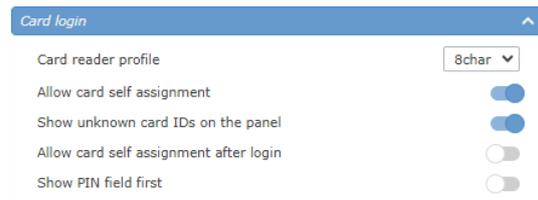
Quotas are only checked at user login at the MFP. They are not used to interrupt jobs. Therefore it is possible for users to have negative quotas.

### 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**

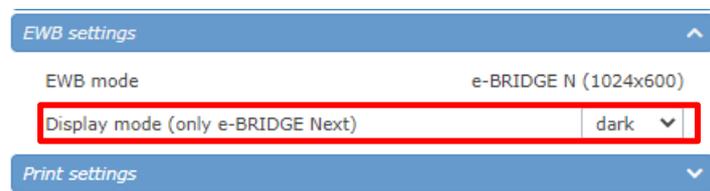
This will enable the option to self-associate a card from the Selection screen or print job list after the user has logged in.

#### **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.

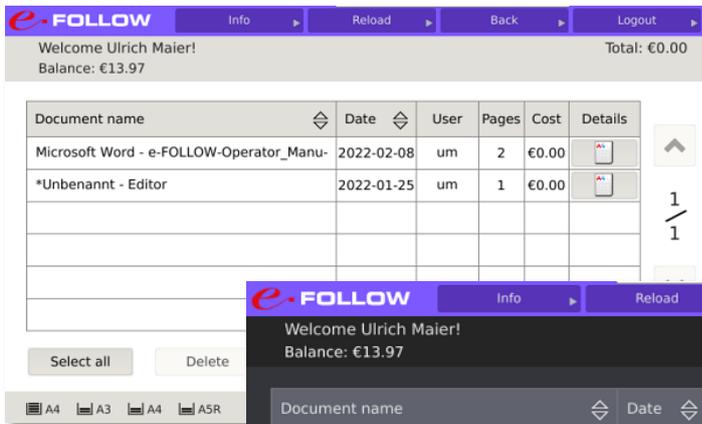


#### **EWB mode**

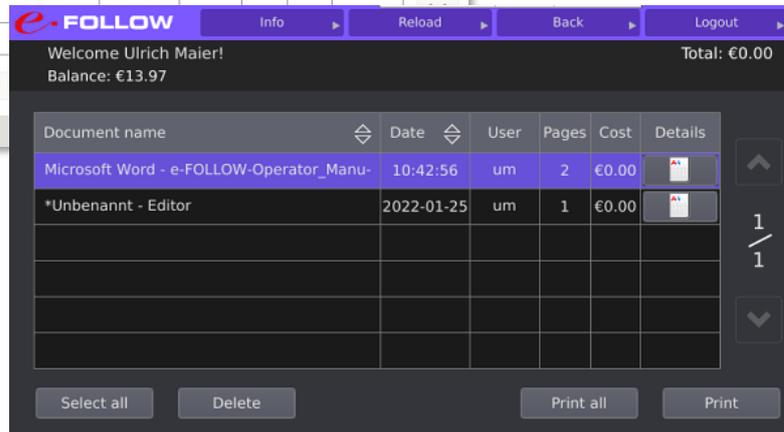
Here you can check in which mode the websites for the device EWB is displayed.

#### **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



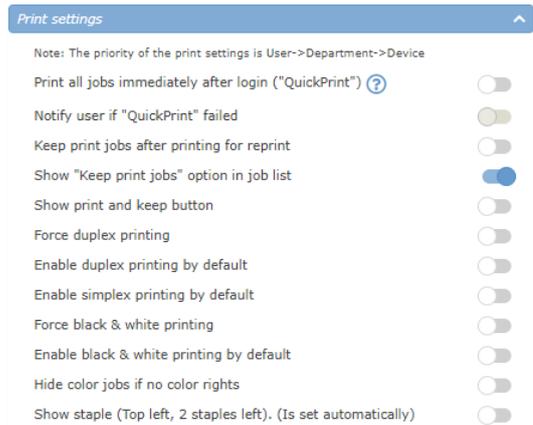
dark-mode

### 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.

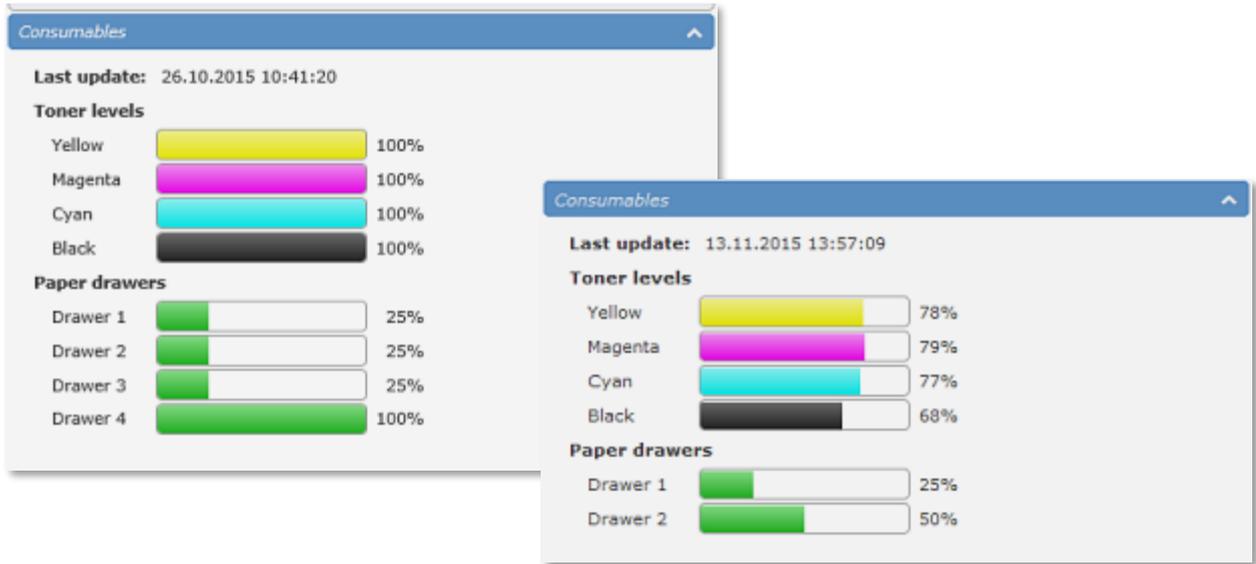
If none of the options is selected in job details, the original stapling settings as set via printer driver are valid.

#### **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.

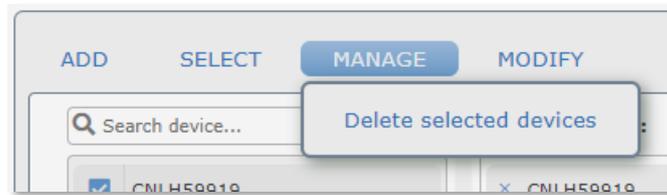
### 9.2.2.2.6 Consumables

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



### 9.2.2.3 MANAGE Toshiba devices

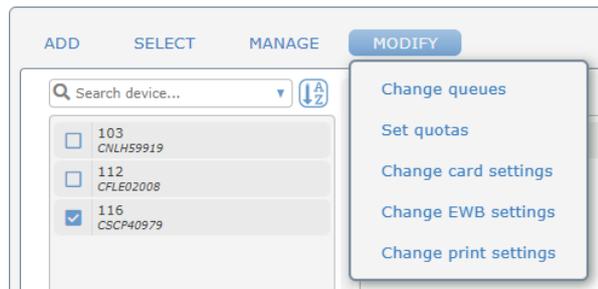
When selecting one or multiple Toshiba devices the **MANAGE** option gets available.



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.

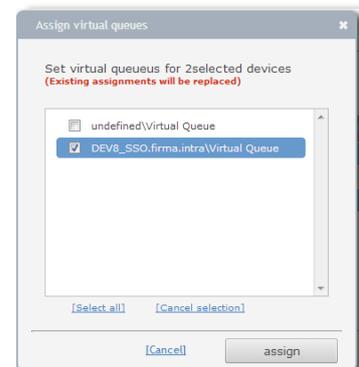


#### Change queues

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.

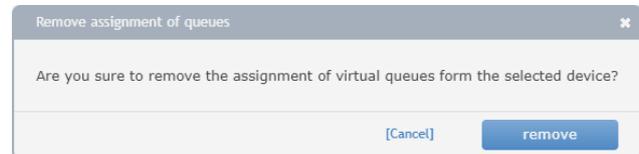


#### Attention

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.



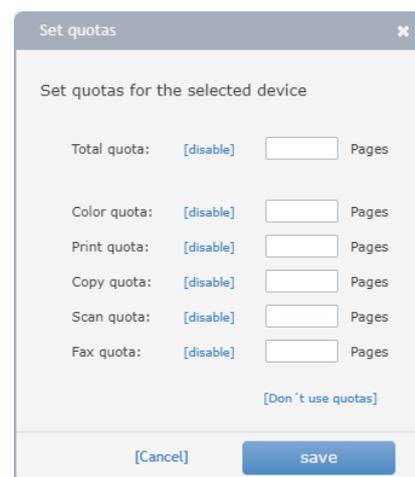
#### Attention

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

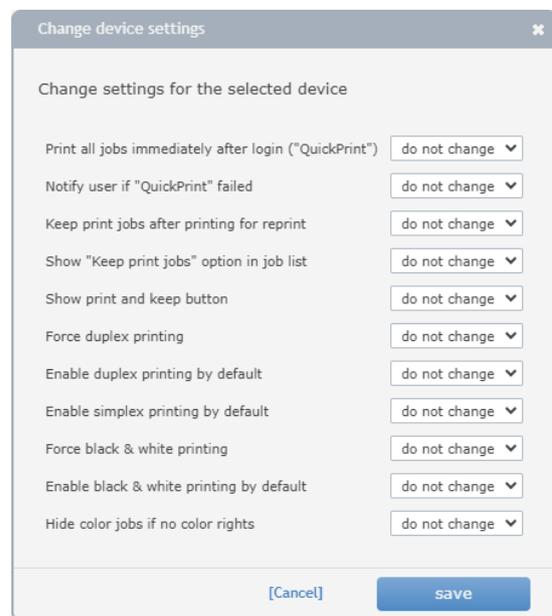
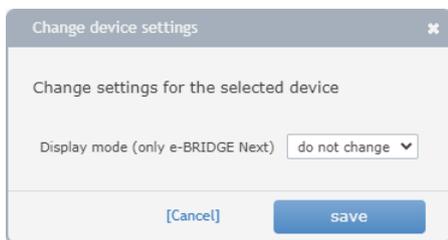
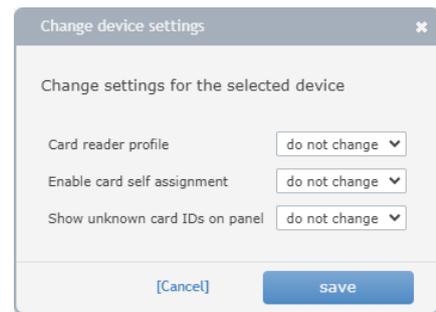
This is a powerful method to change the settings for multiple Toshiba devices.

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

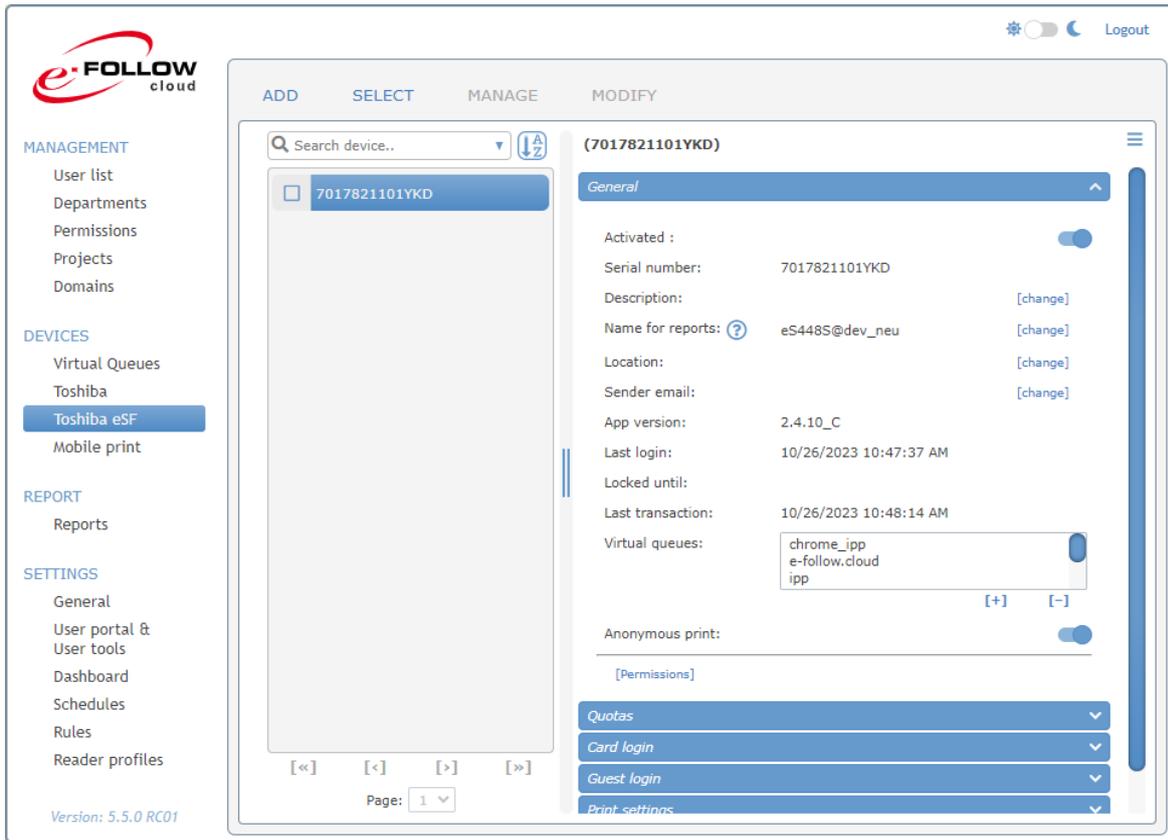


### 9.2.3 Toshiba eSF

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



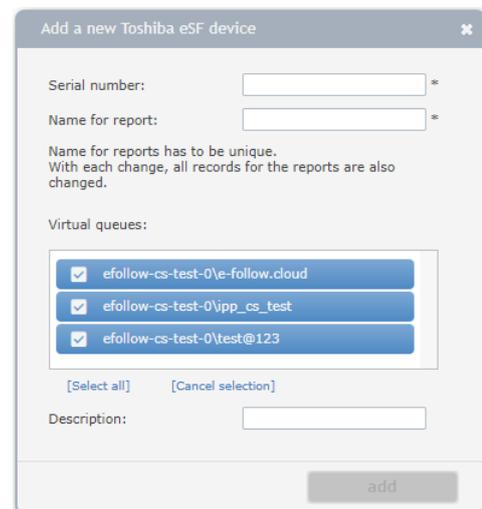
By default, Toshiba devices add themselves to the list after the embedded Application has properly be installed and started on the MFP.

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.

The screenshot shows the 'General' settings for device (7017821101YKD). The settings are as follows:

- Activated:
- Serial number: 7017821101YKD
- Description: [change]
- Name for reports: eS448S@dev\_neu [change]
- Location: [change]
- Sender email: eS448S@dev\_neu [change] [ 1 ]
- App version: 2.4.7\_C
- Last login: 3/14/2023 4:11:21 PM
- Locked until:
- Last transaction: 12/15/2022 3:46:07 PM
- Virtual queues: e-follow.cloud, ipp\_cs\_test [ 2 ]
- Anonymous print:  [ 3 ]

At the bottom, there are sections for [Permissions], Quotas, and Card login.

#### 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.

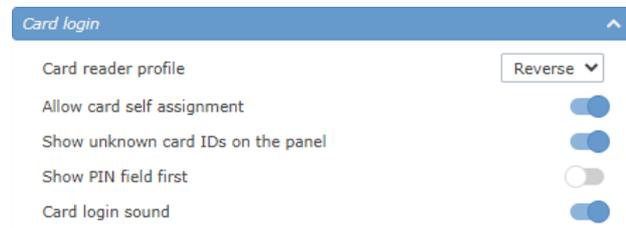
Quotas are only checked at user login at the MFP. They are not used to interrupt jobs. Therefore it is possible for users to have negative quotas.

#### 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.

#### Card login sound

Here you can enable or disable the sound that plays during card login.

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 enable / disable the guest login option

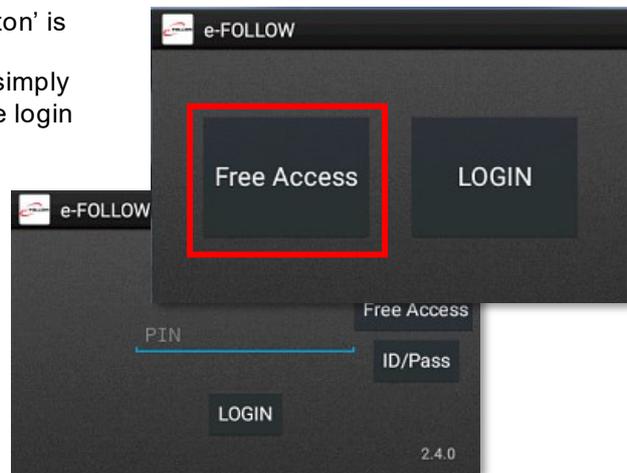


**User for guest login:** select a user that is used when a guest is logging in. To assign transaction and apply permission or quotas a specific user must be selected as 'guest user'.



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

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



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

**[ Copy settings to all printers ]**

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

9.2.3.2.5 Print settings

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

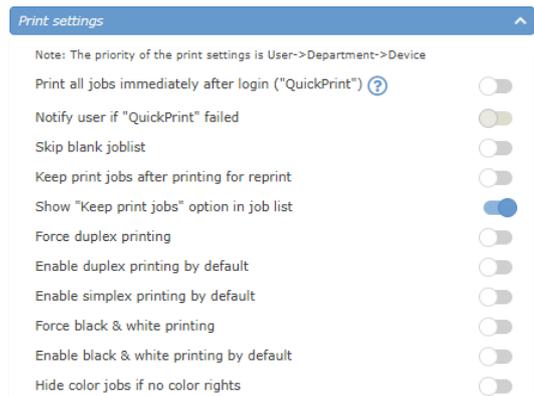
**QuickPrint:**

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.

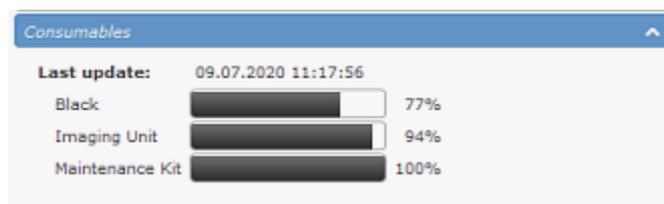
In contrast to the "Force.." setting, this can be changed back to color by the users.

**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.

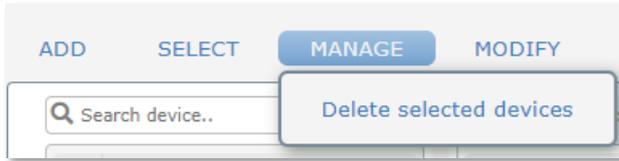
#### 9.2.3.2.6 Consumables

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.

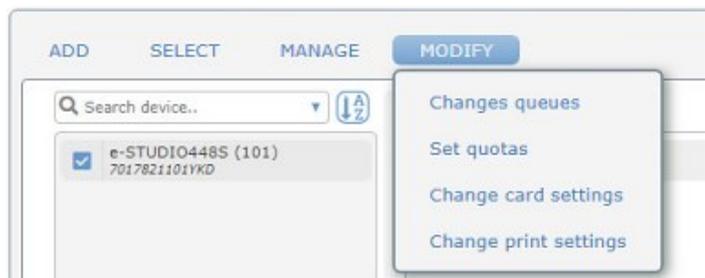


You now have the possibility to

- ☰ 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.

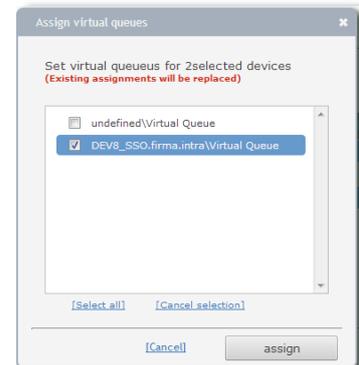


#### Change queues

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.

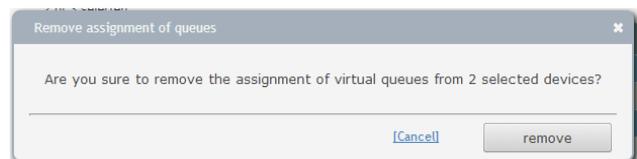


#### Attention

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

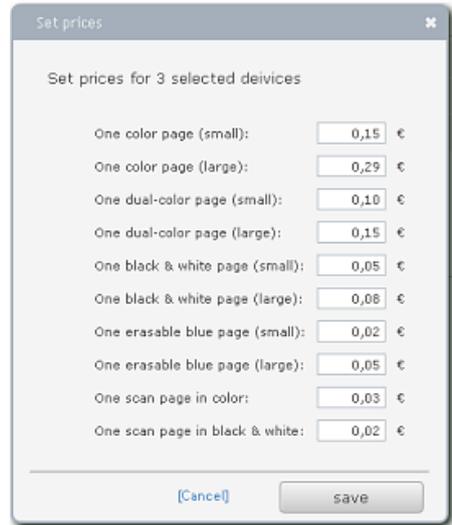
Make sure to assign at least one virtual queue to each Toshiba device. Else it will not be possible to release print jobs.

### 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 interrupt jobs. Therefore it is possible for users to have negative quotas.

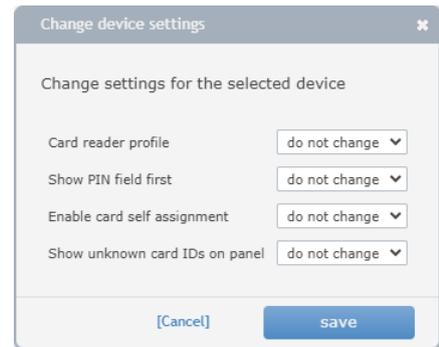


### Modify settings

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

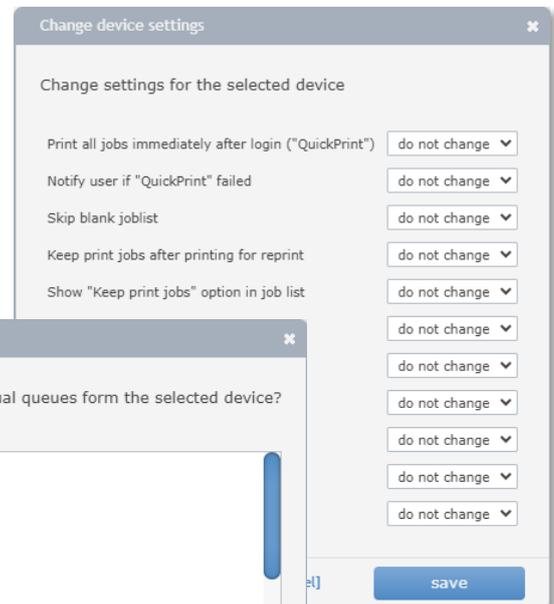
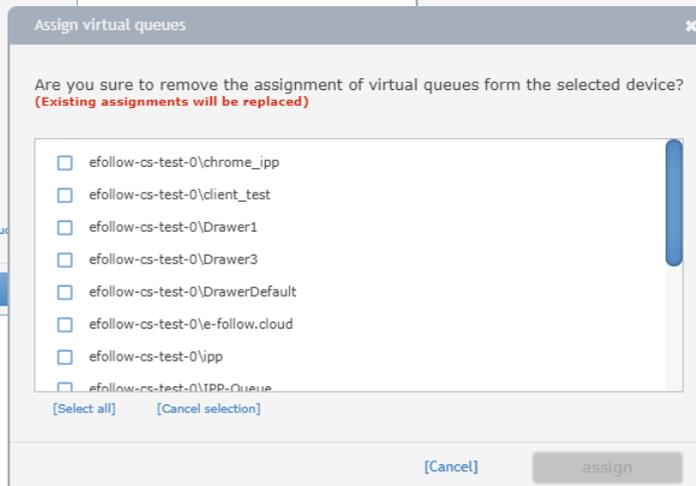
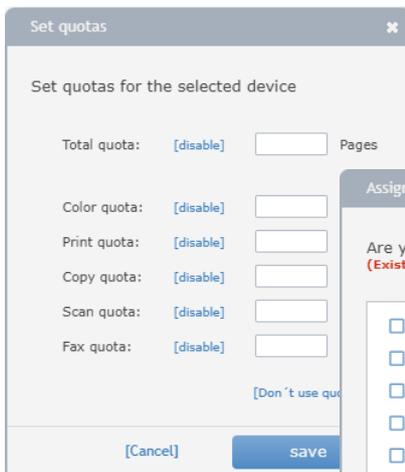
You have quick access to all settings as per individual device

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



Generally, the pull downs offer three options:

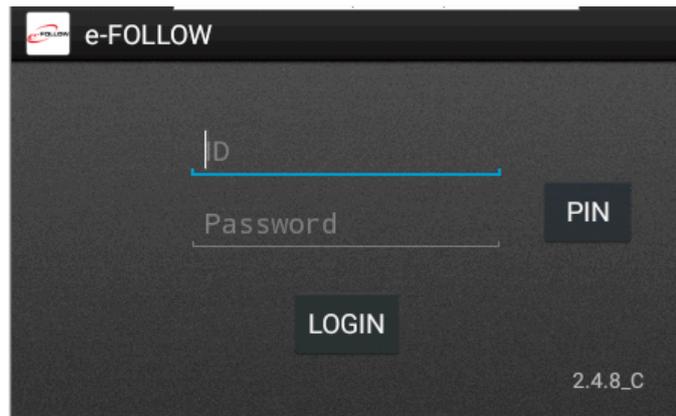
- **do not change** - the current status keeps valid
- **enable** - enables the function
- **disable** - disables the function



### 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.

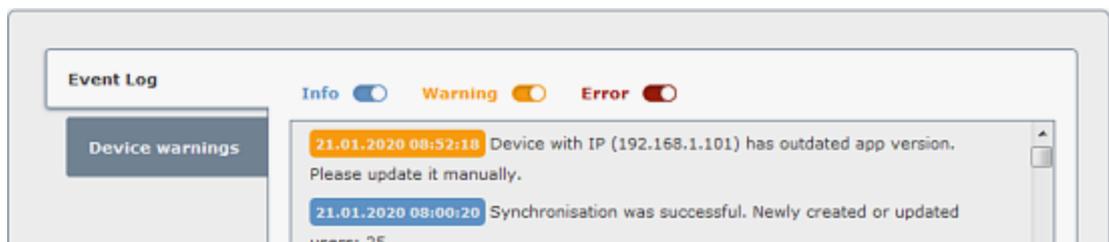
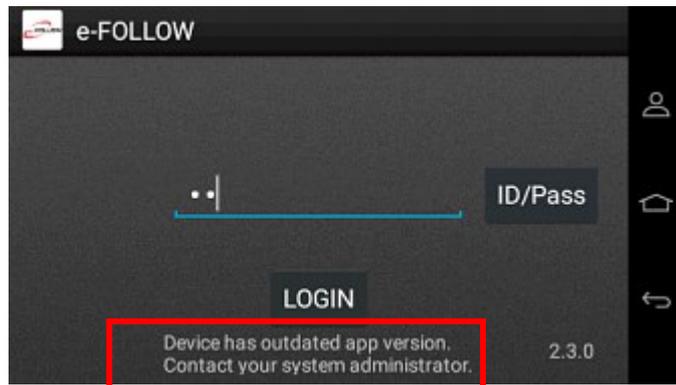


If the version number does not end with \_C (like 2.4.8\_C) the app must be renewed by logging out or MFP restart.



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.



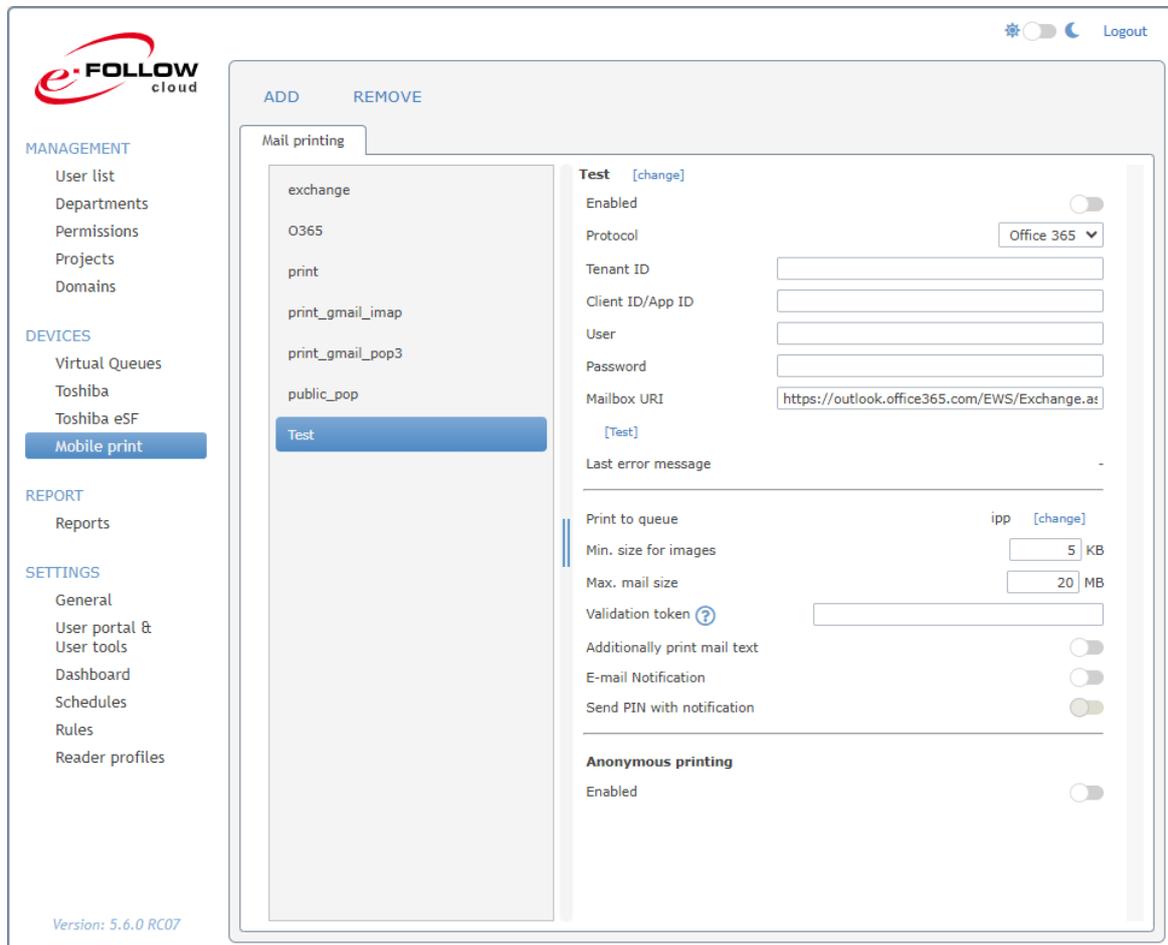
In the e-FOLLOW.cloud Event Log you will also find a corresponding Warning.

## 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.

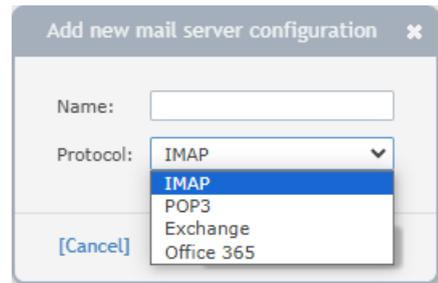
<b>PDF</b>	PDF
<b>Words:</b>	DOC, DOCX, XML, RTF, HTML, XHTML, MHTML, ODT, XPS, SWF, TXT, EPUB
<b>Cells:</b>	XLS, XLSX, XLSM, XLSB, ODS, CSV
<b>Slides:</b>	PPT, POT, PPS, PPTX, POTX, PPSX, ODP, PPTM
<b>Images:</b>	GIF, JPG, JPEG, PNG, TIFF, TIF, BMP, EMF, EXIF, ICO, ICON, WMF



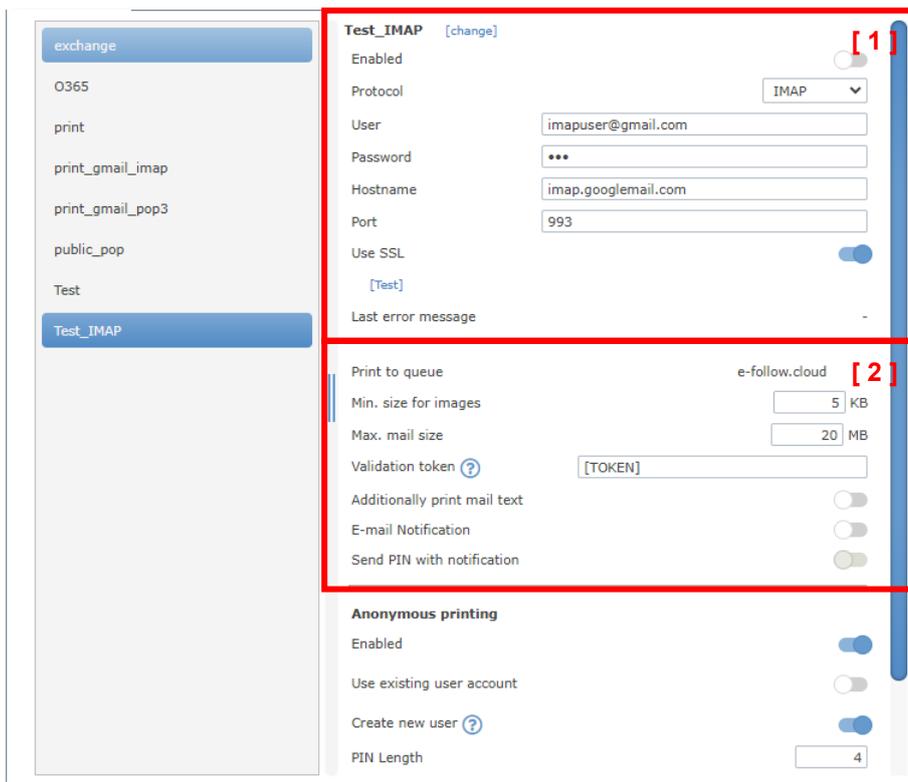
If Anonymous mode is disabled e-FOLLOW.cloud accepts only emails from known senders. So the sender's email address must be identical to one of the email addresses stored in the user database. If a sender address is unknown the email will not be processed and deleted.

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

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



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

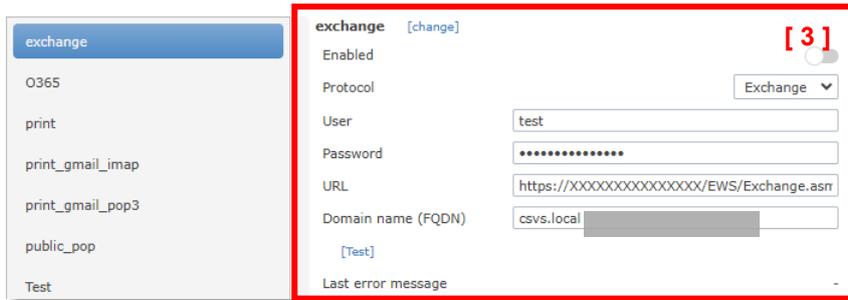


**[ 1 ] - IMAP/POP3**

- 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.

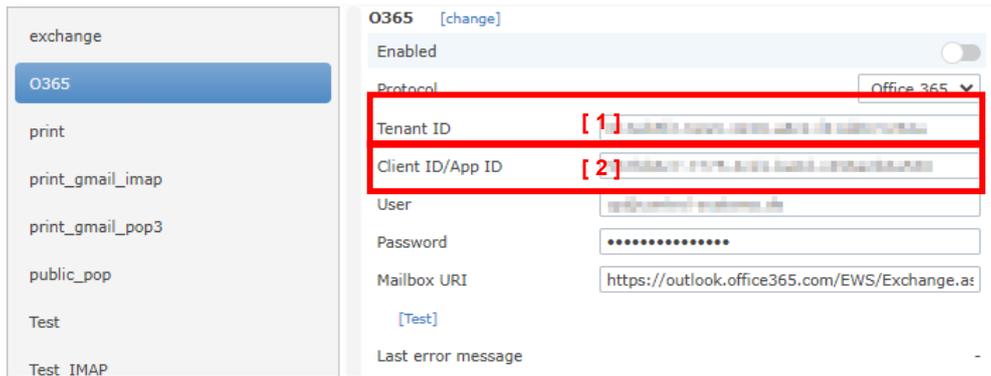
- Print to queue** This is the queue the processed document will be sent to. By default the (first) virtual queue is pre-selected
- Min. size for images** This value avoids print out of small images like logos or icons
- Max. mail size** As processing of jobs needs some resources the size of emails can 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.

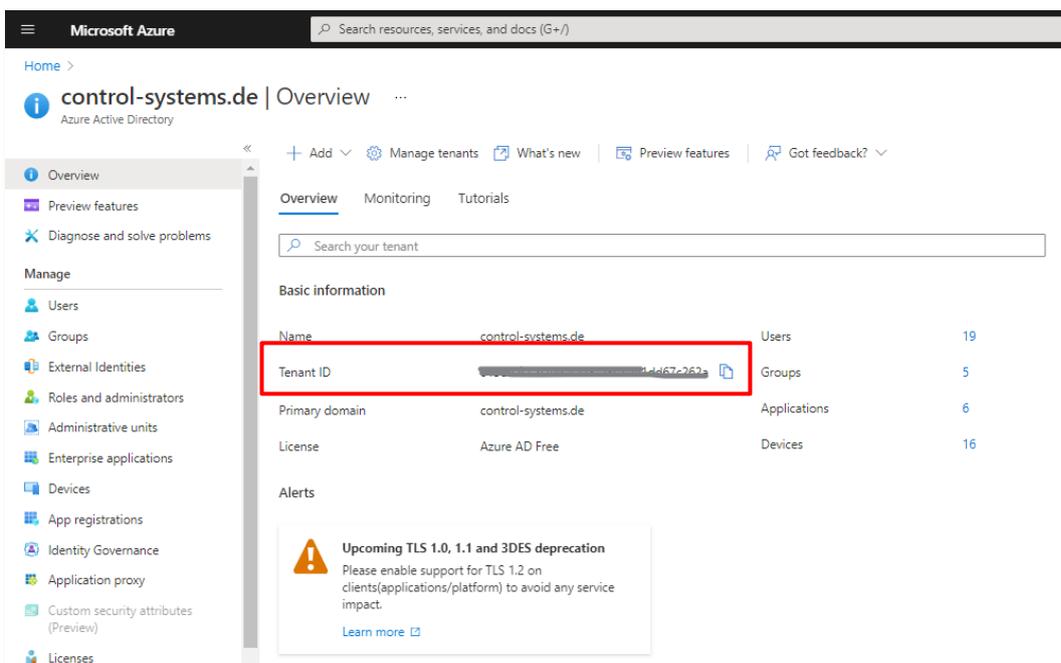
#### 9.2.4.2 Office 365 (modern Auth.)

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.

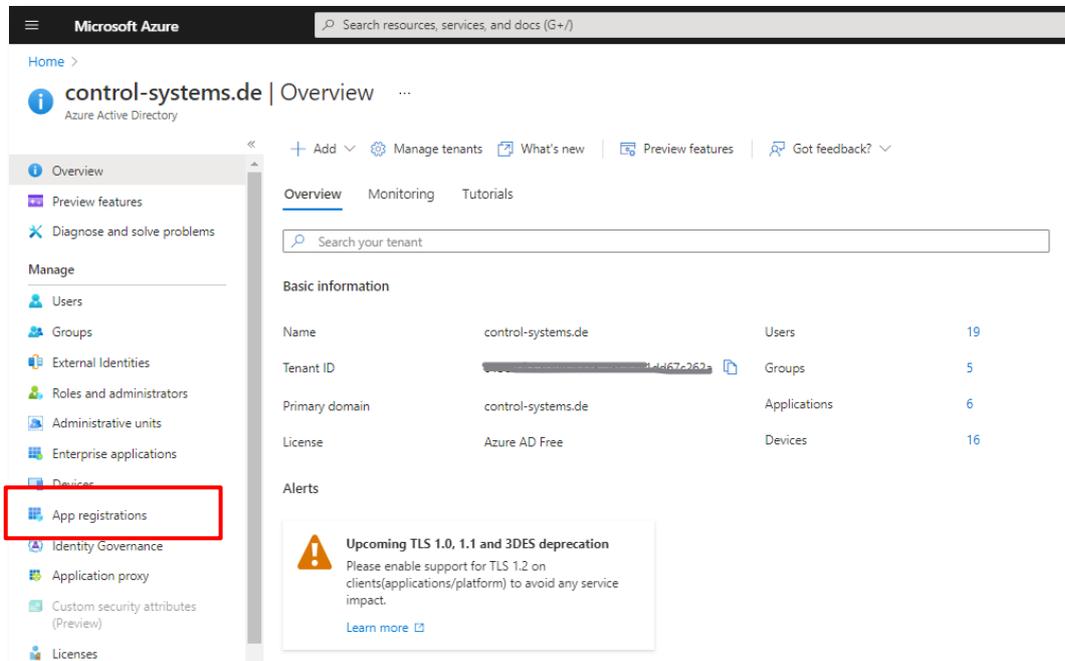
## [ 2 ] Client ID/App ID

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

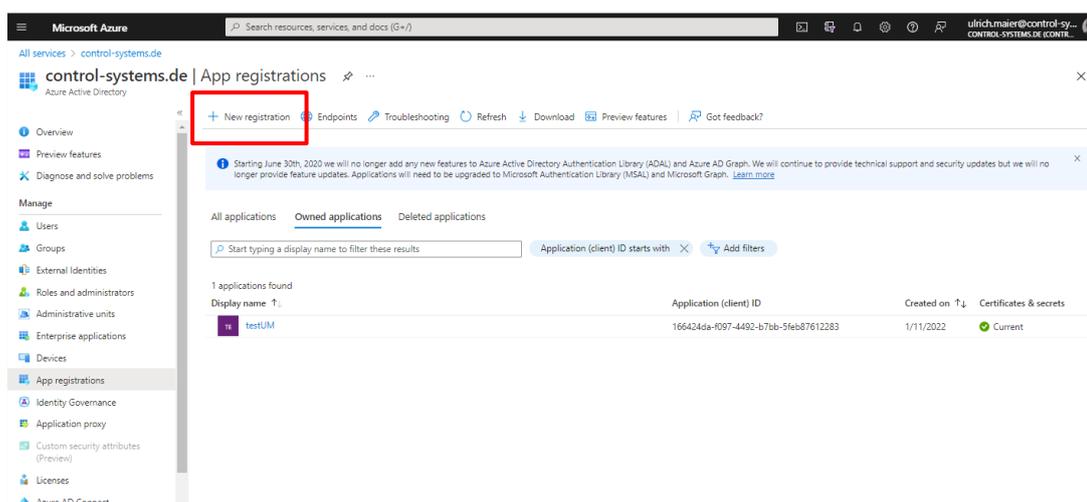
### Create an application in Azure Active Directory

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"

The screenshot shows the 'Register an application' page in the Microsoft Azure portal. The 'Name' field is highlighted with a red box. Below it, the 'Supported account types' section is also highlighted with a red box. This section includes a radio button selection for 'Accounts in this organizational directory only (control-systems.de only - Single tenant)', which is currently selected. Other options include 'Accounts in any organizational directory (Any Azure AD directory - Multitenant)', 'Accounts in any organizational directory (Any Azure AD directory - Multitenant) and personal Microsoft accounts (e.g. Skype, Xbox)', and 'Personal Microsoft accounts only'. Below the account types, there is a 'Redirect URI (optional)' section with a dropdown menu set to 'Web' and a text input field containing 'e.g. https://example.com/auth'. At the bottom, there is a 'Register' button.

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

The screenshot shows the 'e-F-App' configuration page in the Microsoft Azure portal. The 'Application (client) ID' is highlighted with a red box. The left sidebar shows 'Certificates & secrets' selected. The main content area displays the following information:

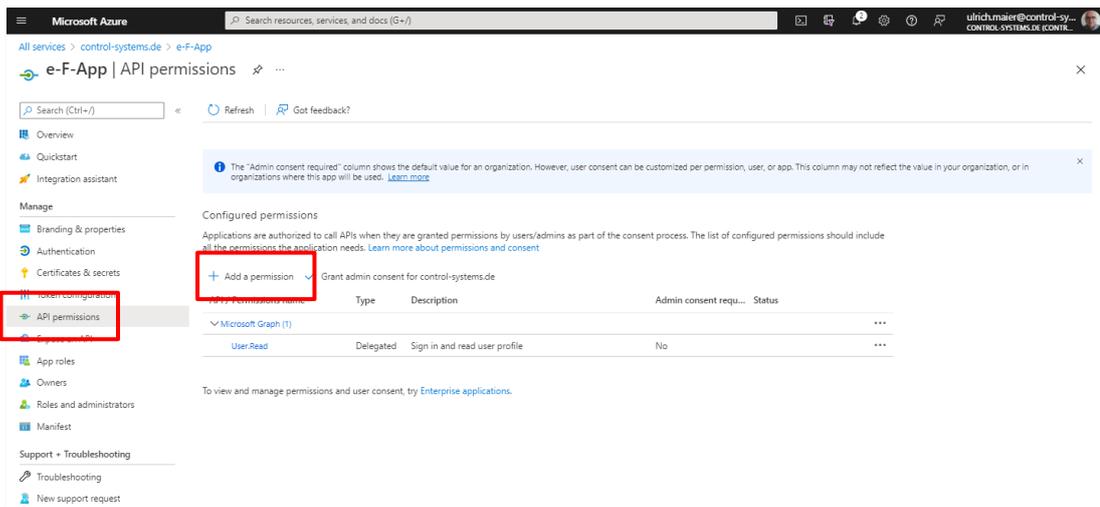
Display name	: e-F-App	Client credentials	: Add a certificate or secret
Application (client) ID	: 33a7ef05-4400-4c6c-9aaa-d1a1295c27d7	Redirect URIs	: Add a Redirect URI
Object ID	: f18c7366-7e68-4819-9b11-36d0c94d289c	Application ID URI	: Add an Application ID URI
Directory (tenant) ID	: 013eb5f2-62e9-4228-a8c2-441dd67c262a	Managed application in L	: e-F-App
Supported account types	: My organization only		

Below the table, there are two informational messages and a 'Get Started' link. At the bottom, there is a section titled 'Build your application with the Microsoft identity platform' with a brief description and a 'Learn more' link.

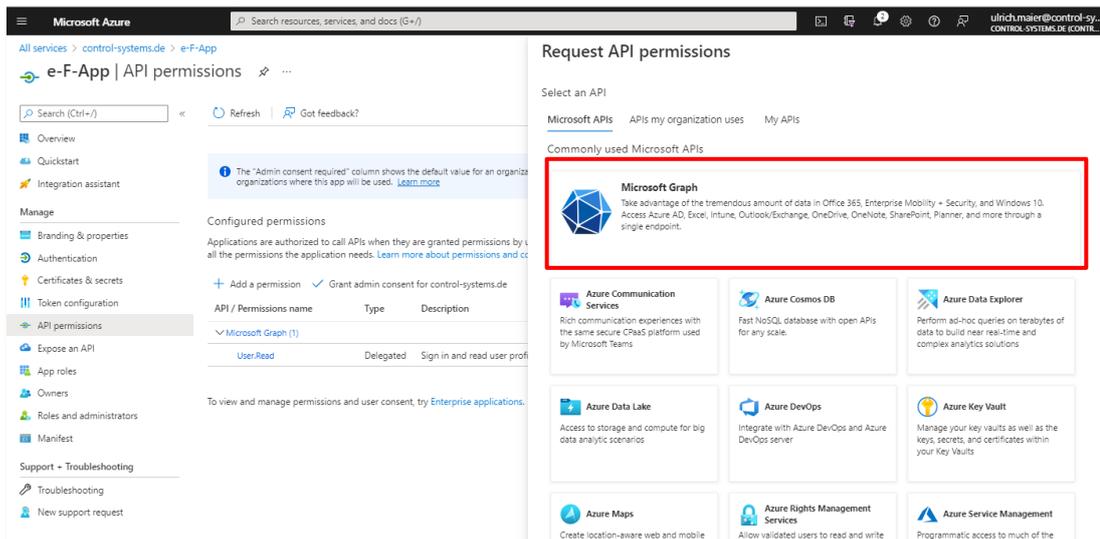
Select "API permissions" on the left  
You must add the following permission

☁ EWS.AccessAsUser.All

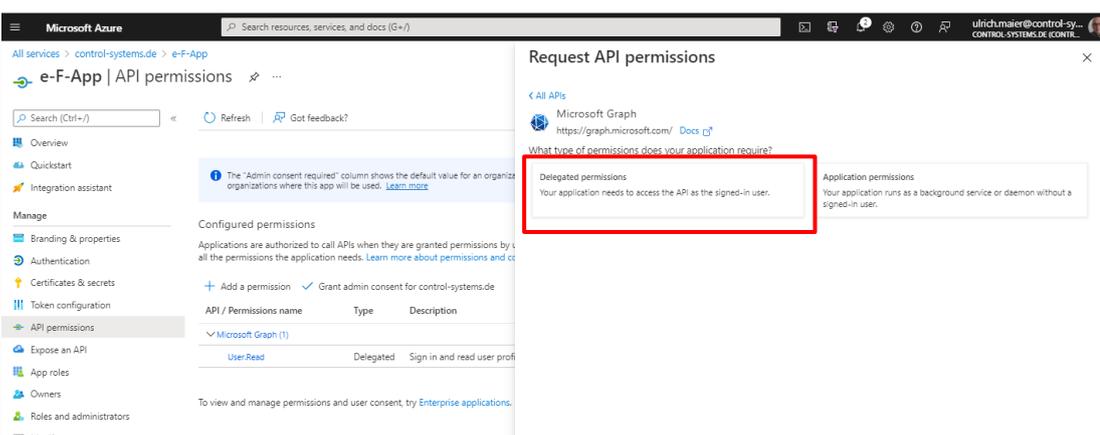
Therefore click **+Add a permission**



Then select "Microsoft Graph"

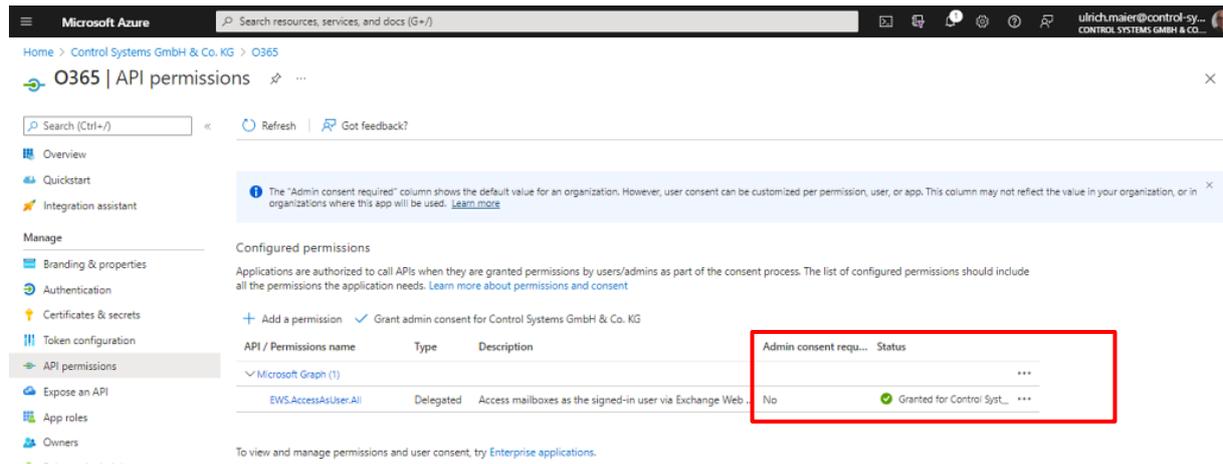


Select "Delegated permissions"



Search/Select the following API permission  
☁ EWS.AccessAsUser.All

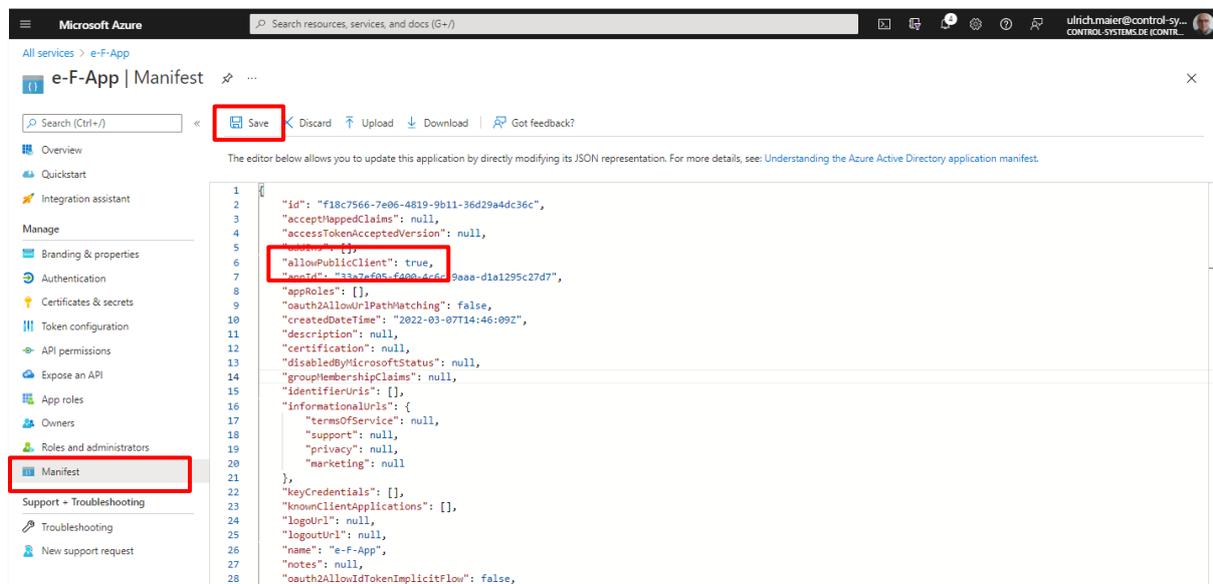
### Click "Add Permissions"



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

The status of all permissions should be green now.

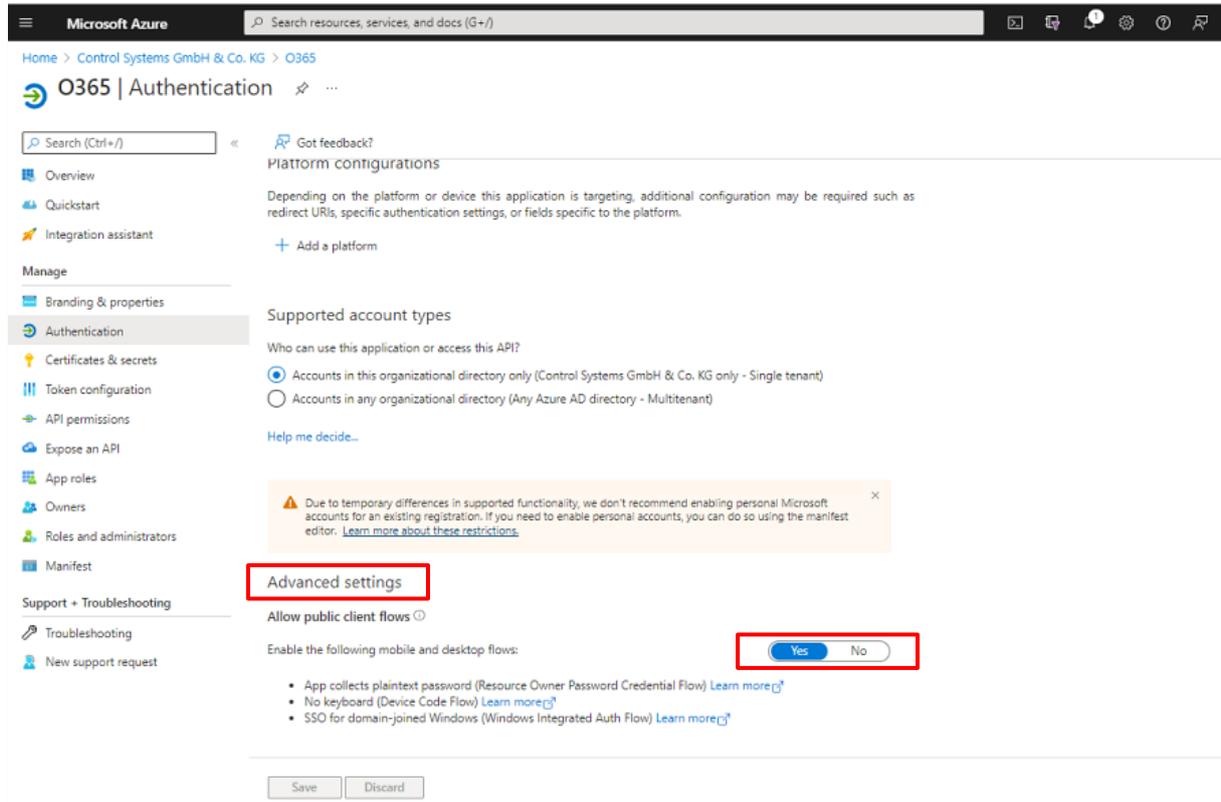
### Select "Manifest" on the left



Set "allowPublicClient" to 'true' and click save

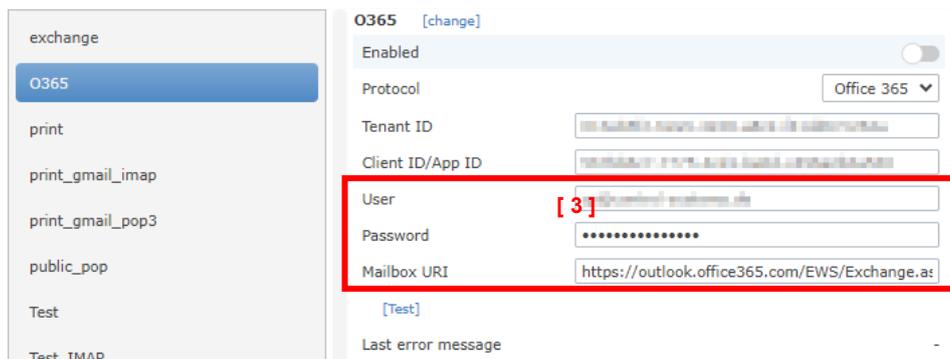
The Manifest setting can also be modified via:

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



### [ 3 ] User Account & Mailbox URI

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



Make sure the Email-Account is licensed

### 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.

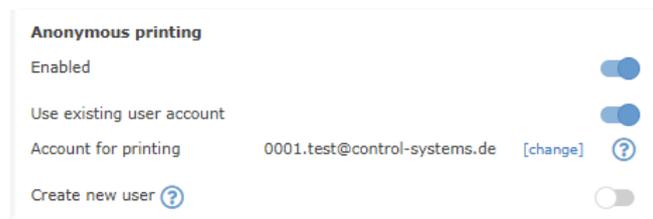
#### Use a common user account

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 to 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 by email.

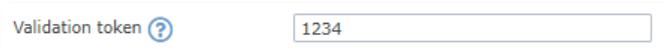


Here the user can find his

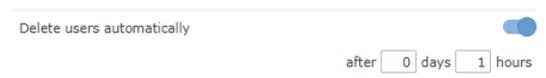
- Username/login: email address
- Password / Login PIN: randomly created by e-FOLLOW.cloud
- Queue / Printer to where the job will be processed.



**[ 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.

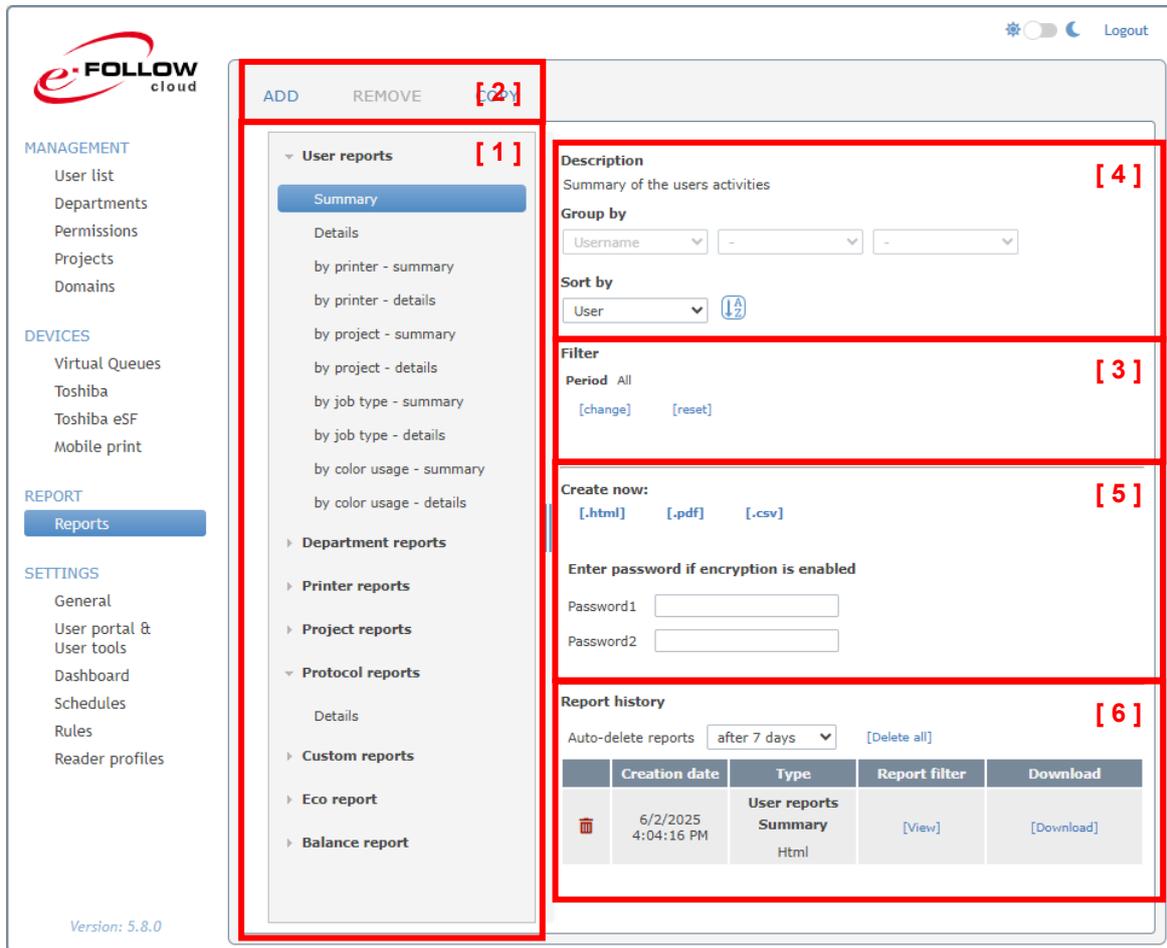


### 9.3 REPORT

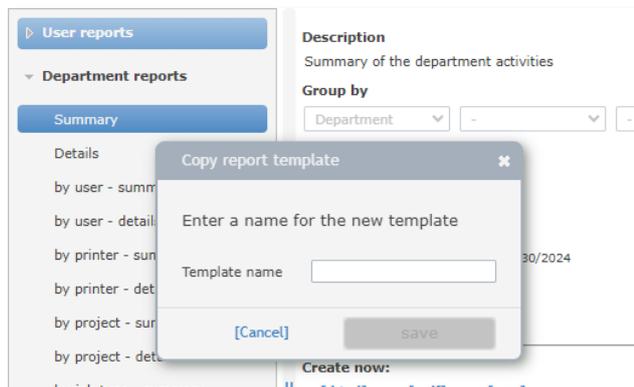
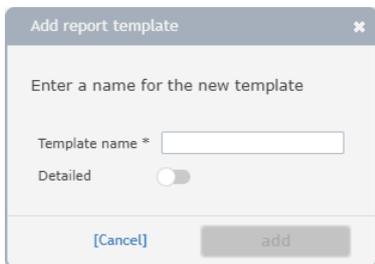
e-FOLLOW.cloud provides a numerous number of standard reports. By simply selecting the desired report and it's parameters the Operator has quick access to all transaction data stored in the e-FOLLOW.cloud database.

#### 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.

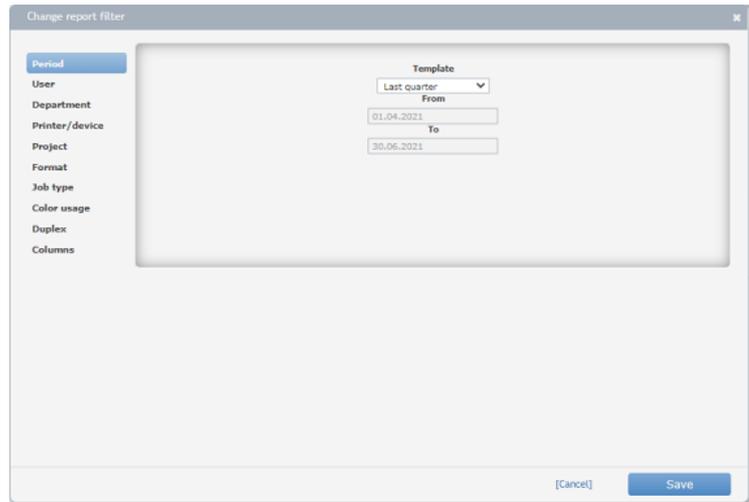


You can ADD a new template and configure it's settings or COPY the current 'active' template with all it's settings into a customized report template.

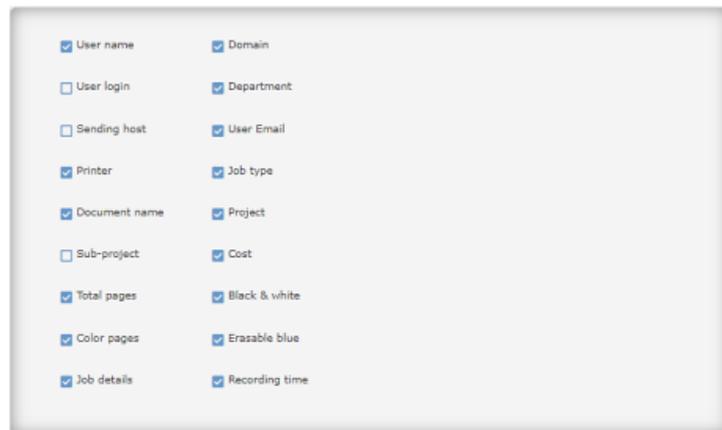
**[ 3 ] Filter**

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 to 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 of 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
<b>Department: 'Financial Accounting and Auditing' - Dorothy Williams</b>										
	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
						<b>4</b>	<b>4</b>	<b>0</b>		
<b>Department: 'Marketing' - Peter Clark</b>										
	Marketing	Peter Clark	192.168.1.102	Copy		5	5	0	5xA4;	24.10.2013 16:30:52
						<b>5</b>	<b>5</b>	<b>0</b>		
						<b>9</b>	<b>9</b>	<b>0</b>		



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

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

Grouped by Department.  
Period from 12.03.2018 to 13.03.2018

Department	User name	Printer	Job Type	Document name	Project	Cost	Total pages	Black & white	Color pages	Erasable blue	Job details	Recording time
Department: Support												
Support	encrypted	002-1	Print	encrypted		0.00€	1	1	0	0	1xA4;	12.03.2018 12:06:51
Support	encrypted	002-1	Print	encrypted		0.00€	2	2	0	0	2xA4;	12.03.2018 12:06:03
Support	encrypted	192 66.1.122	Print	encrypted		0.04€	1	1	0	0	1xA4;	12.03.2018 12:16:58
Support	encrypted	192 66.1.122	Print	encrypted		0.12€	3	3	0	0	3xA4;	12.03.2018

Create now:  
[\[.html\]](#) [\[.pdf\]](#) [\[.csv\]](#)

**Enter password if encryption is enabled**

Password1

Password2

### [ 6 ] Report history

Here you can view an overview of the latest reports that have been generated or are currently being generated. The Report filter provides more details and helps you find the correct report if you've tried multiple filters.

### 9.3.1.1 Eco reports

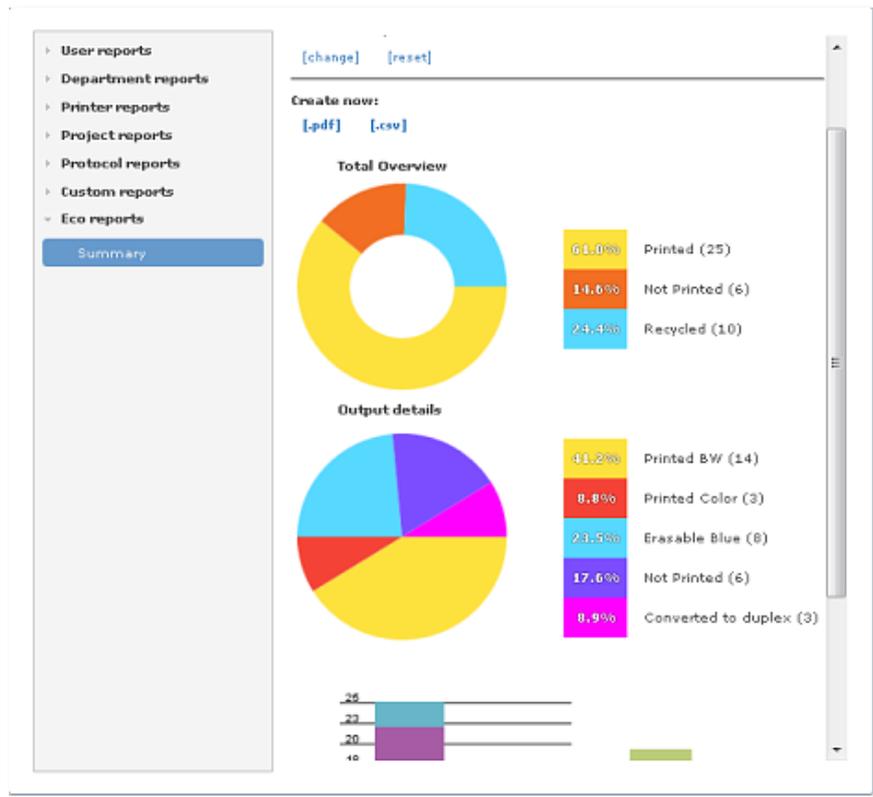
e-FOLLOW.cloud is not just tracking the number of pages printed, but also the sheets of paper that have been saved due to jobs not being printed or converted to duplex.

Reasons for 'saved' paper may be:

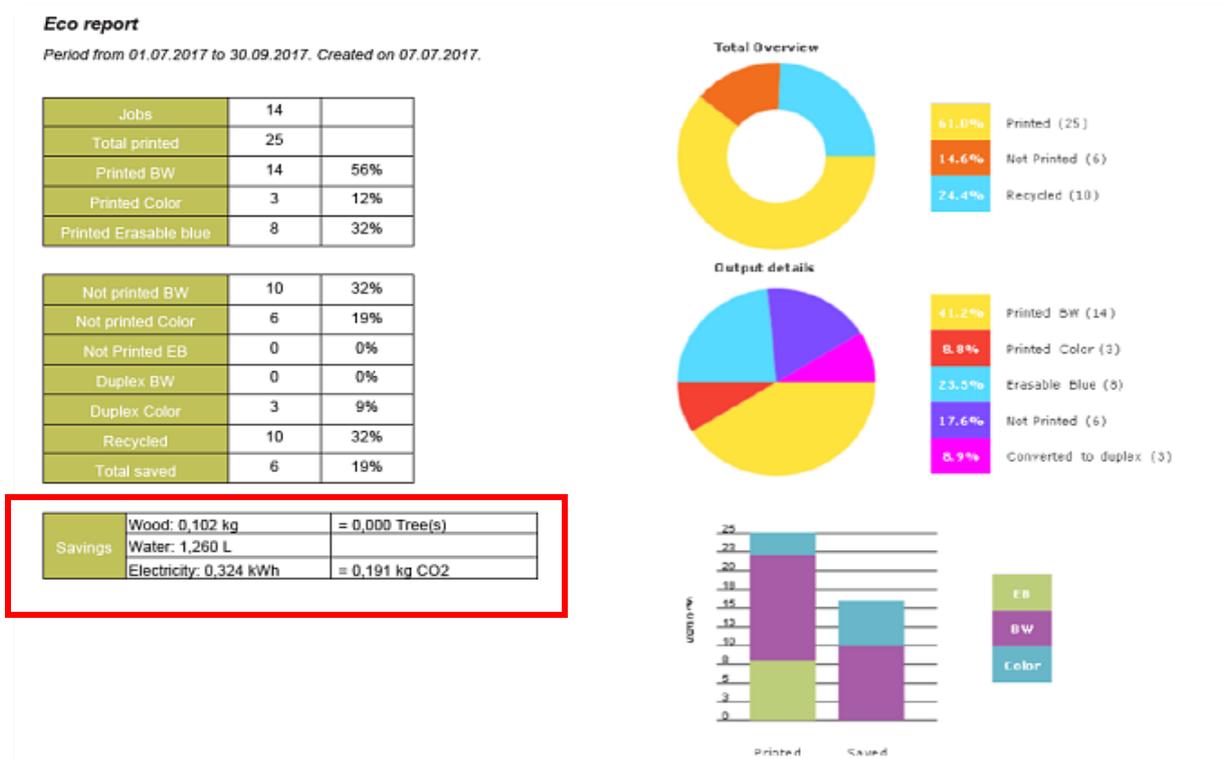
<b>Job deleted by user</b>	User don't need the job anymore and deletes it from the job list at the MFP
<b>Job deleted by system</b>	Job is timed out and automatically deleted from the virtual queue
<b>Job deleted by rule</b>	The job is deleted due to a rule set in e-FOLLOW.cloud – e.g. no jobs > 100 pages on this device..
<b>Job converted to duplex</b>	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.



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



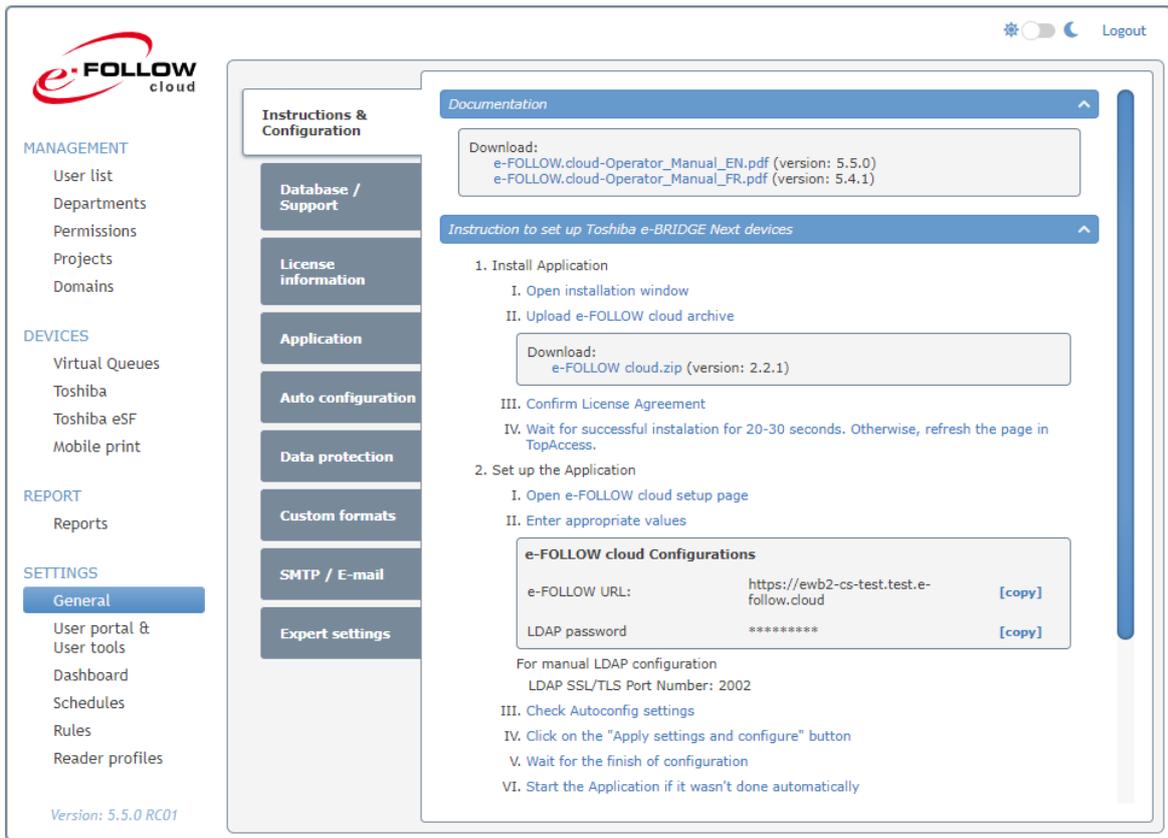
The calculation is based on below parameters and can easily be adjusted in SETTINGS → General → Expert Settings in terms the basic input values are different in your region.

Expert settings	
DirectPrintingCheckDeviceErrorCodes ( )	<input type="text"/>
DirectPrintingCheckDeviceSnm (false)	<input type="checkbox"/>
EbxLargeFormats (A3,Tabloid,AnsiC,AnsiD,AnsiE)	<input type="text" value="A3,Tabloid,AnsiC,AnsiD,An"/>
EbxOnlyPrintDirectly (false)	<input type="checkbox"/>
EbxSessionLifetimeHours (48)	<input type="text" value="48"/>
EbxSessionTimeout (3600000)	<input type="text" value="300000"/>
EcoValueElectricity (0,054)	<input type="text" value="0,054"/>
EcoValueKGC02 (0,0059)	<input type="text" value="0,59"/>
EcoValueWater (0,21)	<input type="text" value="0,21"/>
EcoValueWood (0,017)	<input type="text" value="0,017"/>

name	default	description
<b>EcoValueWood</b>	0,017	Kg wood used to produce 1 sheet of paper (80g/sq.m. - size A4)
<b>EcoValueWater</b>	0,21	liter of water used to produce 1 sheet of paper (80g/sq.m. - size A4)
<b>EcoValueElectricity</b>	0,054	Kw/h electricity used to produce 1 sheet of paper (80g/sq.m. - size A4)
<b>EcoValueKGC02</b>	0,0059	Kg CO <sub>2</sub> 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

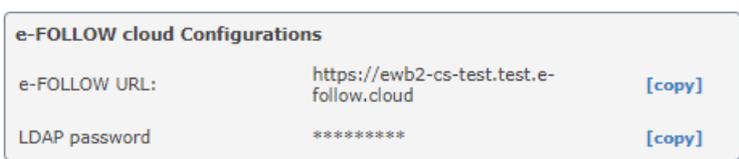
Here you find all configurations related to the application itself.

##### 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



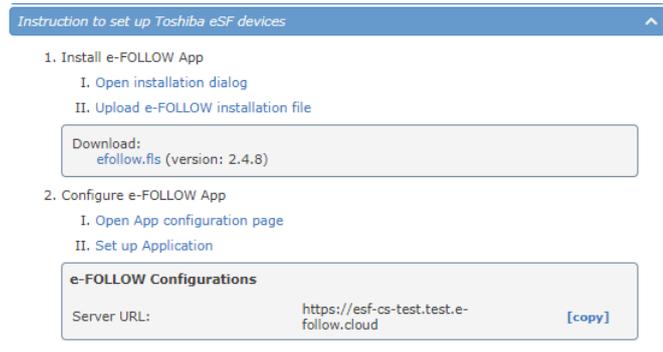
The e-FOLLOW cloud Configurations box shows your specific custom data required to configure the App in TopAccess.

#### 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

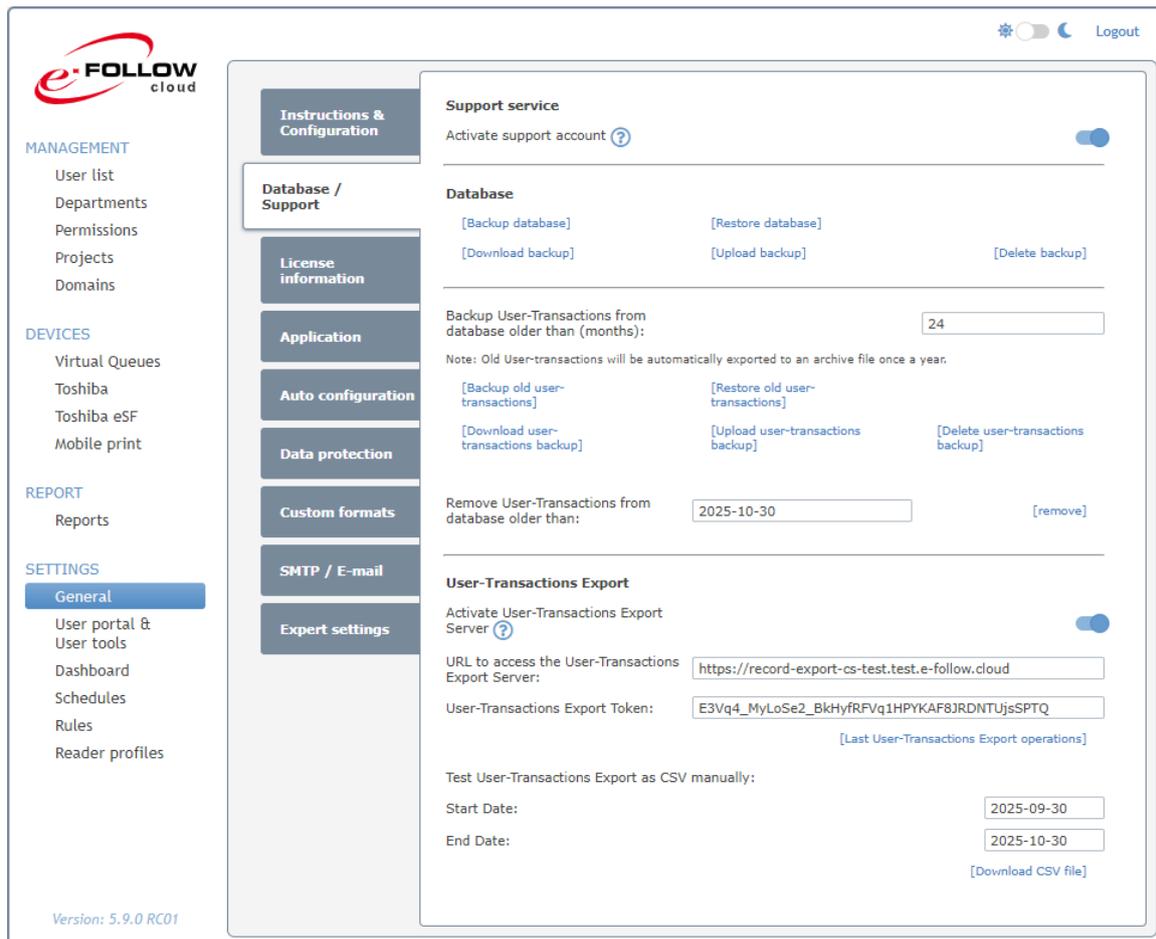
Here you will find the download and configurations for the e-FOLLOW PopUp for Windows clients.



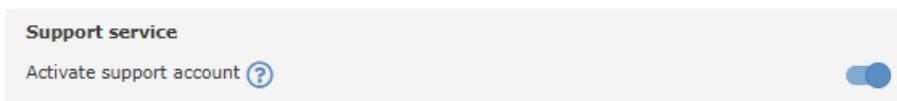
The executable e-FOLLOW PopUp.exe comes with an integrated configuration. More configuration for the PopUp can be found at the General → Popup section.

### 9.4.1.2 Database / Support

From here, you can enable the support account, back up and clean up the database, and configure the User Transactions Export Server.



#### 9.4.1.2.1 Support service



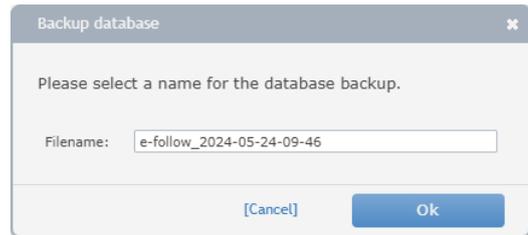
Enable this setting to allow the support-team access to your management. Else the support-team would need your operator password for accessing the management.

#### 9.4.1.2.2 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.

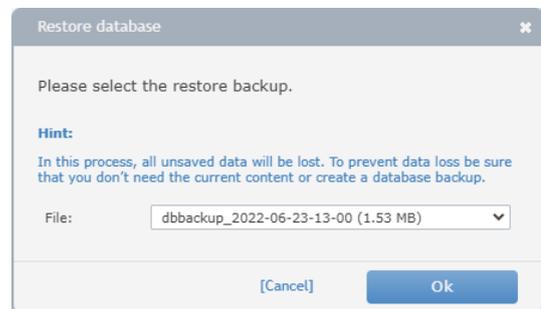
Click to **OK** to start the backup process.



##### [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 manually generated backups.

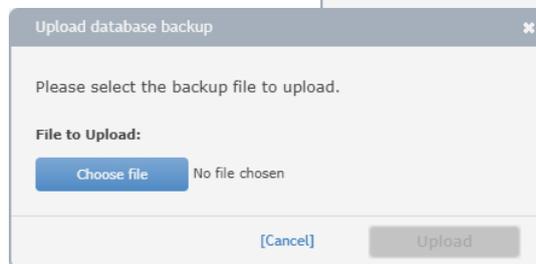
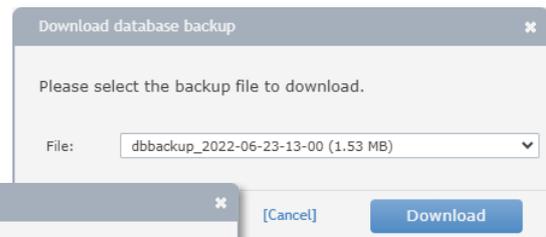
Select the backup to be restored and click to OK.



##### [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]

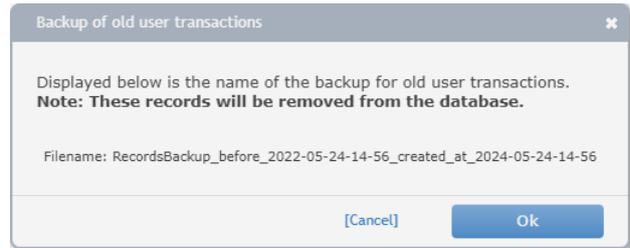
This menu allows you to remove a backup file from your e-FOLLOW.cloud instance.

### 9.4.1.2.3 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.

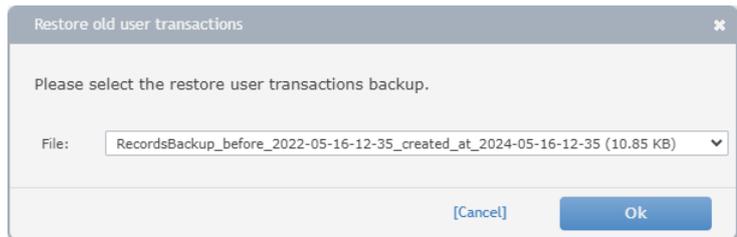
**Note: These records will be removed from the database.**



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]

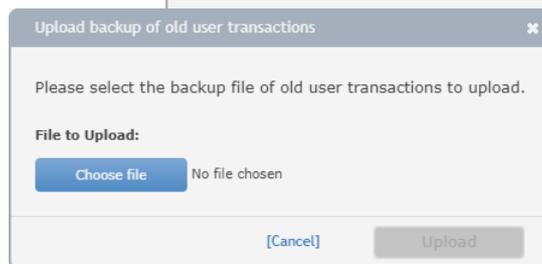
Will restore the deleted user-transaction from the selected file.



#### [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...'

Database  
[\[Backup database\]](#)  
[\[Restore database\]](#)

Remove records older than: 2018-12-31 [\[remove\]](#)

**Directory service**

Name [e-FOLLOW]  
 Search base [dc=e-follow]  
 User name [uid=admin,dc=e-follow]  
 Port [11389]  
 SSL-Port [11636]



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

Remove old records

Are you sure you want to remove records?

**In this process, all unsaved data will be lost.  
 To prevent data loss be sure that you don't need the current content or create a database backup.**

[\[Cancel\]](#) [Remove](#)

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

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

30847 Records has been successfully removed

[OK](#)

### 9.4.1.3 User-Transaction Export

When the User-Transactions Export Server is activated, external applications can download recorded user-transaction data (print, scan, copy, eco) in CSV format through a secure HTTPS interface. Each request must include a valid token and define the desired date range.

#### User-Transactions Export

Activate User-Transactions Export Server

URL to access the User-Transactions Export Server:

User-Transactions Export Token:

[Last User-Transactions Export operations]

Test User-Transactions Export as CSV manually:

Start Date:

End Date:

[Download CSV file]

The **Last User-Transactions Export Operations** link provides an overview of the recent export processes, including successful exports and any errors that occurred.

Start	End	Initiator	Records	Processing time	Created	Error
2020-09-28	2025-10-31	10.240.2.233	4208	516 ms (0.52 s)	2025-10-30T16:50:02	-
2020-09-28	2025-10-31	10.240.2.54	4208	441 ms (0.44 s)	2025-10-30T16:43:21	-
2020-09-28	2025-10-31	10.240.2.54	0	0 ms (0.00 s)	2025-10-30T16:43:12	Wrong token (aE3Vq4_MyLoSe2_BkHyfRFVq...
2020-09-28	2025-10-31	10.240.2.54	4208	456 ms (0.46 s)	2025-10-30T16:42:18	-
2020-09-28	2025-10-31	10.240.2.54	4208	499 ms (0.50 s)	2025-10-30T16:41:57	-
2020-09-30	2025-10-31	Operator - 2.207.230.34	4208	573 ms (0.57 s)	2025-10-30T16:40:04	-
2025-10-24	2025-10-25	Operator - 2.207.230.34	1	2 ms (0.00 s)	2025-10-24T16:52:29	-
2025-09-24	2025-10-25	Operator - 2.207.230.34	26	6 ms (0.01 s)	2025-10-24T16:52:10	-
2025-10-23	2025-10-25	Operator - 2.207.230.34	0	2 ms (0.00 s)	2025-10-24T16:49:50	-
2025-10-24	2025-10-25	Operator - 2.207.230.34	0	2 ms (0.00 s)	2025-10-24T16:49:41	-
2025-09-24	2025-10-25	Operator - 2.207.230.34	25	4 ms (0.00 s)	2025-10-24T16:47:47	-
2025-09-24	2025-10-25	Operator - 2.207.230.34	25	88 ms (0.09 s)	2025-10-24T16:47:18	-

The export can be tested directly using **Download CSV File**.

Download CSV file

The CSV file is now being generated and can be downloaded.

CSV file is being generated.

CSV file with 4208 records was generated in 0.4703498 seconds.

Download: [Download CSV](#)

[Close](#)

## 9.4.1.3.1 Required Query Parameters

Parameter	Description	Example
token	Security token that authenticates the request.	
start	Start date for the export. Must be in the format yyyy-MM-dd.	2020-09-28
end	End date for the export. Must be in the format yyyy-MM-dd.	2025-10-30

## Example Request

The export can be tested by using PowerShell.

Replace xxxx-xxxx with the UID of the e-FOLLOW.cloud instance or take it from "URL to access the User-Transactions Export Server".

Replace yyy with your "User-Transactions Export Token". Choose "start", "end" and "OutFile" as you prefer.

```
Invoke-WebRequest -Uri "https://record-export-xxxx-xxxx.e-follow.cloud/?start=2020-09-28&end=2025-10-30&token=yyyyyyyyyyyyyyyyyyyyyyyyyyyyyyyyyyyyyyyyyyyy" -OutFile "RecordExport.csv"
```

The server supports gzip compression automatically if the client includes the header Accept-Encoding: gzip.

### 9.4.1.3.2 CSV File Structure

The exported CSV file contains one line per user transaction (e.g., print, scan, copy, fax, eco). Each line includes general user information, device data, job details, and processing statistics.

- The first line of the CSV file always contains the field names (column headers).
- New fields may be added in future versions of the export feature to support additional data.
- Date and time values follow the ISO 8601 format.
- Empty fields indicate that no data was available for that column.
- The CSV file uses UTF-8 encoding and may be gzip-compressed if the client supports it.

Example CSV data:

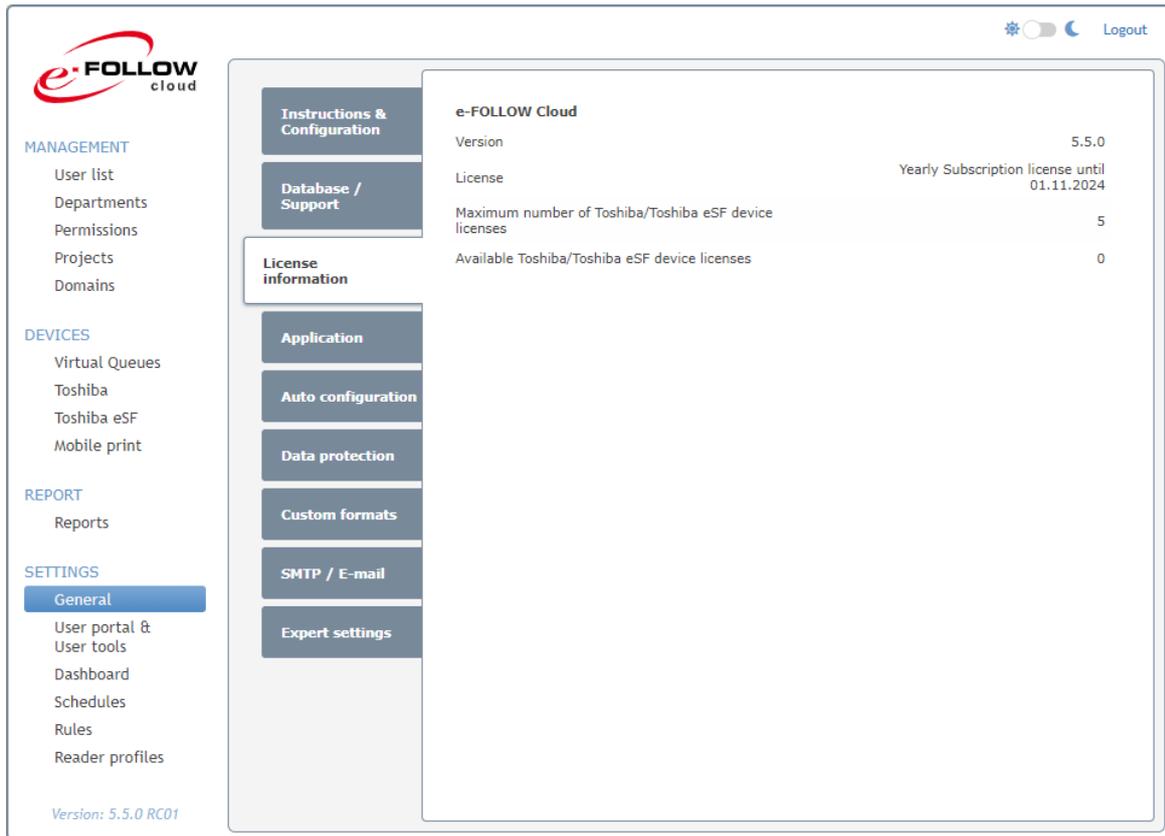
```
id,type,username,userfullname,upn,email,department,device,ip_serial_or_name,device_type,doc_name,job_id,workflow_id,project,sub_project,scan_pages,eco_pages,eco_reason,prints,created,created_utc,model,description,location,has_color,download_job_size,upload_job_size
"6880fa64130b781cccb466f2","Copy","ingo.pfeiffer@control-systems.de","Ingo Pfeiffer","","ingo.pfeiffer@control-systems.de","","ingo.pfeiffer@control-systems.de","eS116@dev","CSCP40979","Ebx","","","395","78050","","0","0","","","4-A4-FullColor-false","2025-07-23T17:06:12.0550000+02:00","2025-07-23T15:06:12.0550000Z","TOSHIBA e-STUDIO2525AC","116","","True","0","0"
"68d695e4130b7821a07cfd5f","Print","ingo.pfeiffer@control-systems.de","Ingo Pfeiffer","","ingo.pfeiffer@control-systems.de","Entwicklung","eS103@dev","CNLH59919","Ebx","Microsoft Word - Dokument1","P9Q00001","1","78050","","0","0","","2-A4-Monochrome-true","2025-09-26T15:32:20.1640000+02:00","2025-09-26T13:32:20.1640000Z","TOSHIBA e-STUDIO2515AC","103","","False","32376","32376"
"68e7422d130b78265c70c3f3","Scan","ds","","Internal","denis.staritin.cs@gmail.com","","CWJP00023","CWJP00023","Ebx","","","440","","","2","0","","","2025-10-09T07:03:41.9740000+02:00","2025-10-09T05:03:41.9740000Z","TOSHIBA e-STUDIO401AC","","","False","0","0"
"68ef76b2130b780ab8cb3821","Eco","Ingo.Pfeiffer@control-systems.de","Ingo Pfeiffer","","Ingo.Pfeiffer@control-systems.de","Softwareentwicklung","e-follow.cloud","e-follow.cloud","Unknown","*1 - Notepad","","","","","0","1","DeletedByPolicy","1-A4-FullColor-false","2025-10-15T12:25:54.1290000+02:00","2025-10-15T10:25:54.1290000Z","","","","True","0","13642"
"68d695e4130b7821a07cfd60","Eco","ingo.pfeiffer@control-systems.de","Ingo Pfeiffer","","ingo.pfeiffer@control-systems.de","Entwicklung","eS103@dev","CNLH59919","Ebx","Microsoft Word - Dokument1","P9Q00001","1","78050","","0","1","ConvertToDuplexByUser","2-A4-Monochrome-true","2025-09-26T15:32:20.1660000+02:00","2025-09-26T13:32:20.1660000Z","TOSHIBA e-STUDIO2515AC","103","","False","0","0"
```

## 9.4.1.3.3 CSV Column Descriptions

Column	Description
id	Unique internal identifier of the transaction.
type	Type of transaction (e.g. Print, Copy, Scan, Eco).
username	Login name of the user who performed the action.
userfullname	Full name of the user (if available).
upn	User Principal Name (if available).
email	Email address of the user (if available).
department	Department assigned to the user (if available).
device	Unique Device identifier. Can be changed by the customer, which will result in an update of this field.
ip_serial_or_name	Serial number of device.
device_type	Ebx for Toshiba devices. Esf for Toshiba eSF device. Unknown for most Eco transactions.
doc_name	Document name of print job. Only available for type Print and Eco.
job_id	Internal e-FOLLOW job identifier (only for type Print).
workflow_id	Internal workflow reference (only for type Print).
project	Project name associated with the job (if available).
sub_project	Sub-project name if defined (if available).
scan_pages	Number of scanned pages (only for type Scan).
eco_pages	Number of pages (only for type Eco).
eco_reason	Reason (only for type Eco). Possible values with explanation:  <b>Recycled:</b> Ink was removed from paper. Only available for Toshiba ECO MFPs. <b>DeletedByUser:</b> User has deleted the job. <b>DeletedByPolicy:</b> Automatic deletion of job by the server. <b>DeletedByRule:</b> Job was deleted because of a certain rule. <b>ConvertToDuplexByUser:</b> User has converted the job. <b>ConvertToDuplexByPolicy:</b> Automatic conversion to duplex by the server. <b>ConvertToDuplexByRule:</b> Job was converted to duplex because of a certain rule.
prints	Print-specific data ( <b>pages-format-color mode-duplex</b> ).  Multiple formats for one job are separated by semicolon. Example: 3-A4-Monochrome-false;1-A4-FullColor-false
created	Local timestamp when the transaction was created.
created_utc	UTC timestamp of the same event.
model	MFP model (if available).
description	Optional descriptive text assigned to the device (if available).
location	Device location (if available).
has_color	Indicates if the job contained color pages (True / False).
download_job_size	Size in bytes of downloaded job data from the server by the MFP (only for type Print).
upload_job_size	Size in bytes of uploaded job data to the server. This means uploading or printing jobs to the server (only for type Print and Eco).

### 9.4.1.4 License Information

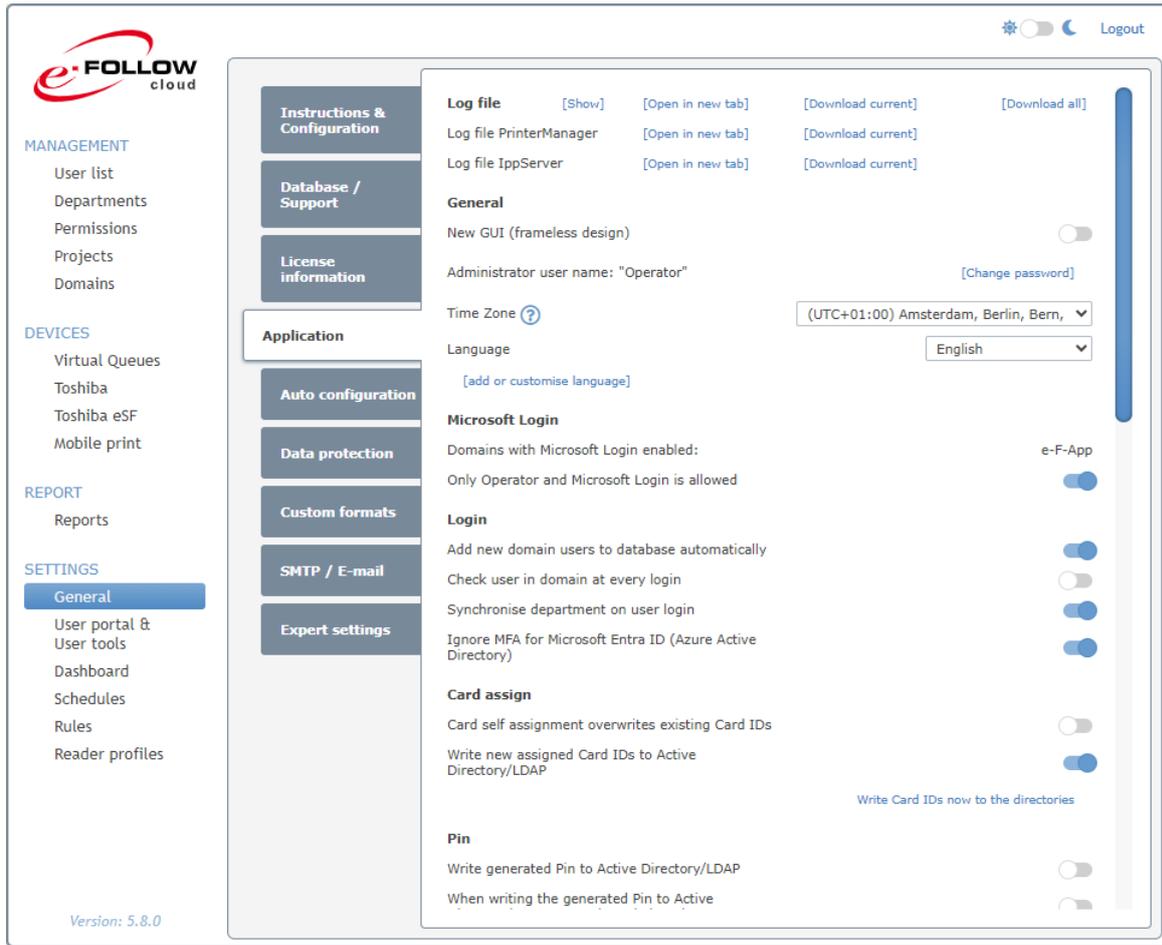
Under the license tab you will find the current license status of your e-FOLLOW.cloud server.



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

### 9.4.1.5 Application

The application tab allows changing some basic configuration.



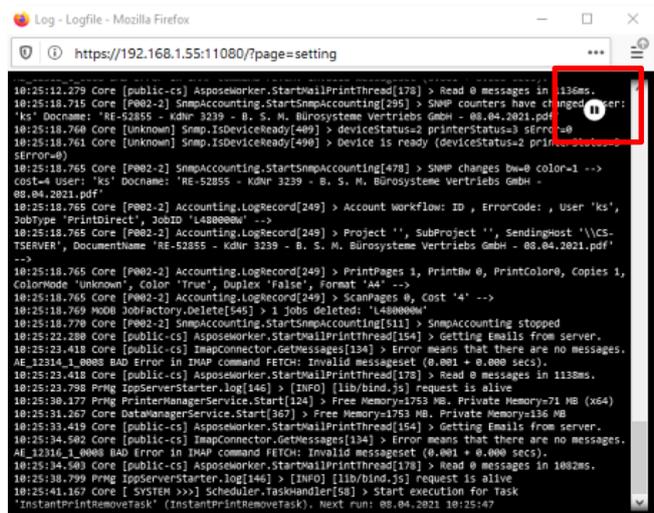
#### 9.4.1.5.1 Logfile

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 lppServer.



#### 9.4.1.5.2 General

##### New GUI

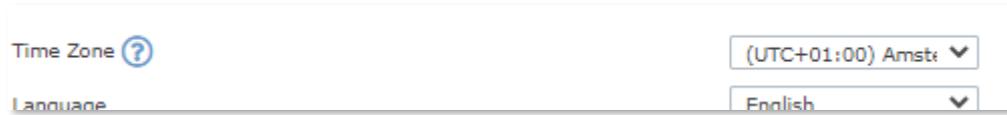
Here you can switch the appearance of e-FOLLOW.cloud management between 'classic' and a newer frameless design.

### '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.

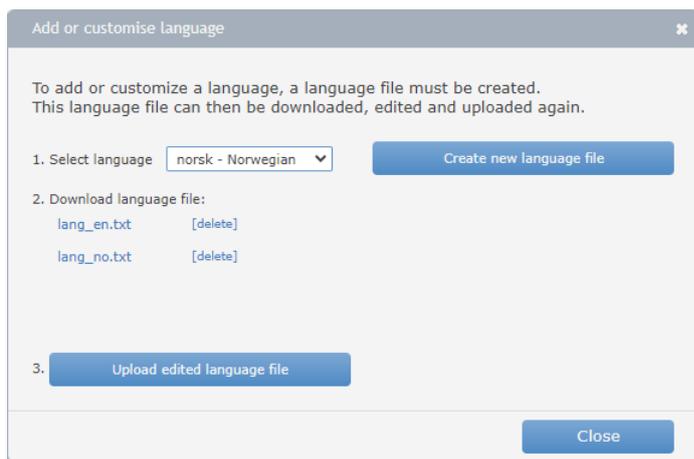


The screenshot shows a settings panel with two rows. The first row is labeled 'Time Zone' with a question mark icon and a dropdown menu showing '(UTC+01:00) Amst:'. The second row is labeled 'Language' with a dropdown menu showing 'English'.

### 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.



The dialog box titled 'Add or customise language' contains the following steps and controls:

- 1. Select language: A dropdown menu showing 'norsk - Norwegian' and a 'Create new language file' button.
- 2. Download language file: A list showing 'lang\_en.txt [delete]' and 'lang\_no.txt [delete]'. Below this is an 'Upload edited language file' button.
- 3. A 'Close' button at the bottom right.

Steps to create a new language file:

1. Select your preferred language and click on [\[Create new language file\]](#)
2. Then you can download the language file template and modify it. Make sure to remove the leading #-signs – else the modified string will not get effective.



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

#### 9.4.1.5.5 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

#### Card assign

Card self assignment overwrites existing Card IDs

Write new assigned Card IDs to Active Directory/LDAP

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.

#### 9.4.1.5.6 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.

## 9.4.1.5.7 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 PJP header to extract the username (or alias) to map the job to the correct user account. This may be helpful if the printer is mapped under a different username or in SAP environments.

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

If enabled jobs that are already printed will stay visible in the virtual queue list until e-FOLLOW.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.

#### 9.4.1.5.8 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.

#### 9.4.1.5.9 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 accordingly.

##### **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.

#### 9.4.1.5.10 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.

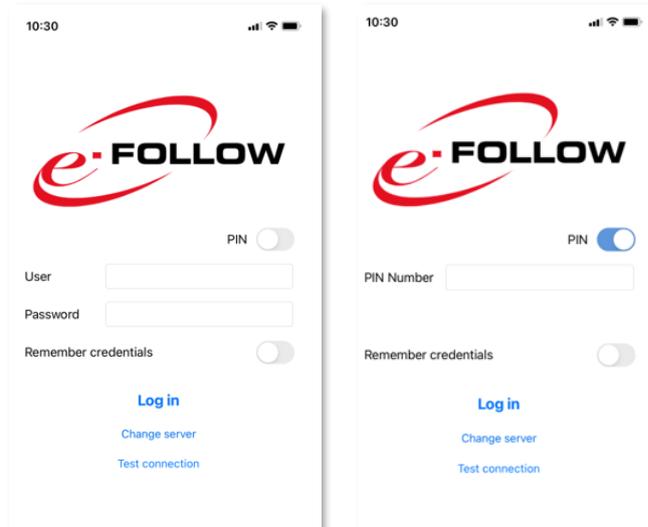
Select the driver package (.zip file) containing all driver files and .inf file and press **upload**.

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

#### 9.4.1.5.11 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.

#### 9.4.1.5.12 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.

#### 9.4.1.6 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.



The screenshot shows the e-FOLLOW.cloud web interface. On the left is a navigation menu with categories: MANAGEMENT (User list, Departments, Permissions, Projects, Domains), DEVICES (Virtual Queues, Toshiba, Toshiba eSF, Mobile print), REPORT (Reports), and SETTINGS (General, User portal & User tools, Dashboard, Schedules, Rules, Reader profiles). The 'RADIUS Server' option under SETTINGS is highlighted with a red box. The main content area shows the configuration for the RADIUS Server. It includes a toggle for 'Use RADIUS Authentication' (which is turned on), input fields for 'IP address of primary server' and 'IP address of secondary server', a text input for 'Authentication Port [1812]' with the value '1812', a text input for 'Shared Secret', and a text input for 'Attribute (NAS Identifier)' with the value '[test RADIUS Login]'. There is also a toggle for 'Convert all domain names in RADIUS name' (which is turned off) and a link for '[Add Domain alias]'. The bottom left of the interface shows 'Version: 5.5.0 RC01'.



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

### 9.4.1.7 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.

### **Enable Home Directory**

Here you can enable the Home Directory settings. Keep it disabled if you don't use a Home Directory and you don't want to have the warning message at the MFP display after login.

### **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, a 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 controls 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.

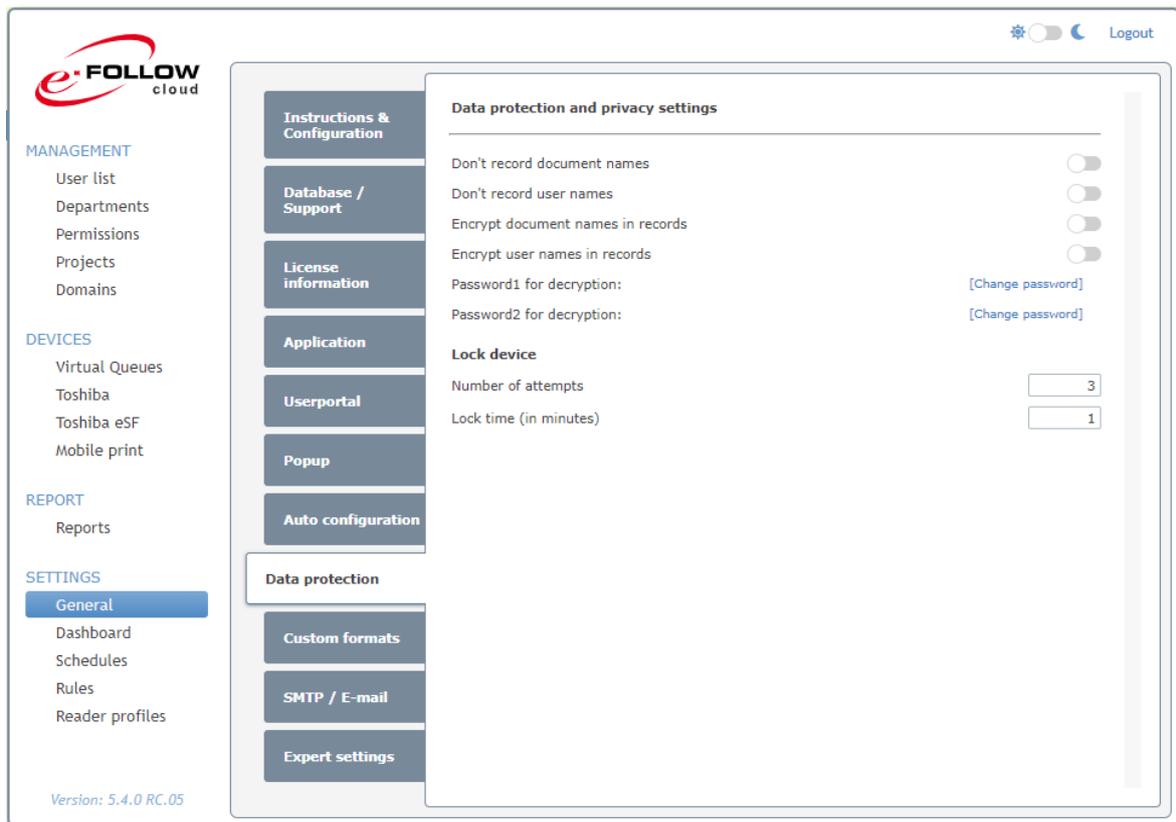
### **Keep foreign Subscribes for Toshiba devices**

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.

### 9.4.1.8 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.

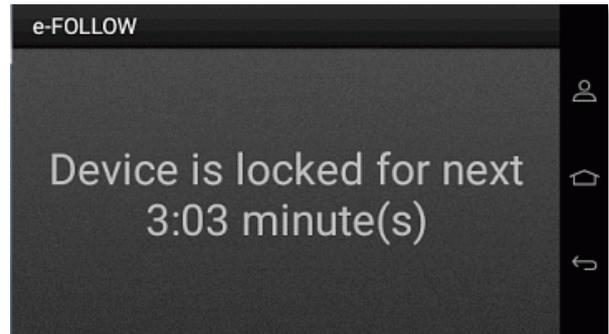
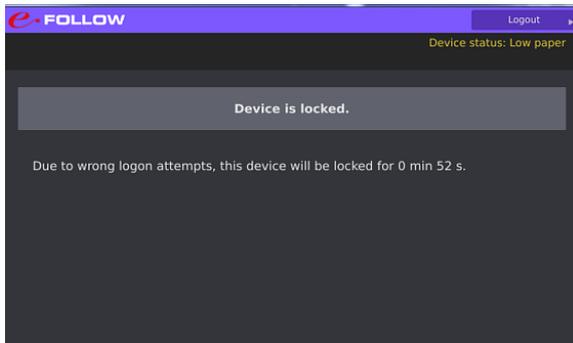


Password 2 may be left blank.

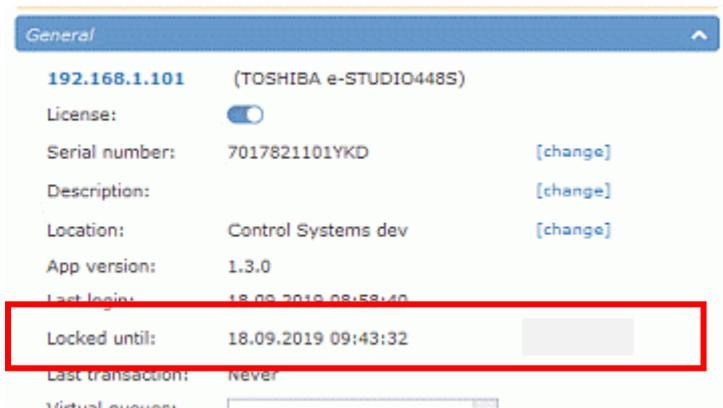
The usage of two passwords allows performing a 2 factor authentication for the decryption of user names and document names.

### 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.



### 9.4.1.9 Custom formats

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

The screenshot displays the e-FOLLOW.cloud settings interface. On the left is a navigation menu with categories: MANAGEMENT (User list, Departments, Permissions, Projects, Domains), DEVICES (Virtual Queues, Toshiba, Toshiba eSF, Mobile print), REPORT (Reports), and SETTINGS (General, Dashboard, Schedules, Rules, Reader profiles). The 'General' settings page is active, showing a sidebar with options: Instructions & Configuration, Database / Support, License information, Application, Userportal, Popup, Auto configuration, Data protection, Custom formats, SMTP / E-mail, and Expert settings. The 'Custom formats' section is expanded, showing a table for configuring date and time formats.

Date/Time	Pattern	Preview	Template
Date	<input type="text" value="M/d/yyyy"/>	6/15/2023	<input type="text" value=""/>
Time	<input type="text" value="h:mm:ss tt"/>	2:49:46 PM	<input type="text" value=""/>
<b>Report delimiter</b>			
Csv report delimiter	<input type="text" value=";"/>		

Version: 5.4.0 RC.05

#### 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.

### 9.4.1.10 SMTP / E-mail

This section allows you to configure the emails sent by the e-FOLLOW server.

The screenshot shows the e-FOLLOW cloud web interface. The sidebar on the left contains the following sections:

- MANAGEMENT**
  - User list
  - Departments
  - Permissions
  - Projects
  - Domains
- DEVICES**
  - Virtual Queues
  - Toshiba
  - Toshiba eSF
  - Mobile print
- REPORT**
  - Reports
- SETTINGS**
  - General (highlighted)
  - User portal & User tools
  - Dashboard
  - Schedules
  - Rules
  - Reader profiles

The main content area is titled "SMTP / E-mail" and contains the following settings:

- Authentication type:** SMTP (Username an)
- SMTP settings:**
  - Hostname / IP address: mail.control-systems.de
  - SMTP port: 25
  - SSL:
  - SMTP authentication:  [change credentials]
- E-mail settings:**
  - Admin e-mail:
  - Sender Email (From): test@test.de
  - Subject: Notification from cs-test
  - Signature: Sent by Toshiba e-FOLLOW
  - default e-mail address domain: @control-systems.de
- E-mail Template-Editor:**
  - E-Mail Template: --

Additional text in the interface includes: "If the user doesn't have an e-mail address, it will be created from login name and this domain." and a link "[test the SMTP and e-mail settings]".

#### 9.4.1.10.1 Authentication type SMTP

Configure the hostname or IP address of your SMTP server.

If you enable SSL/TLS, the specified hostname must match the hostname on the SMTP server's certificate.

When enabling SSL/TLS, note that only STARTTLS (explicit TLS) is supported — typically on port 587.

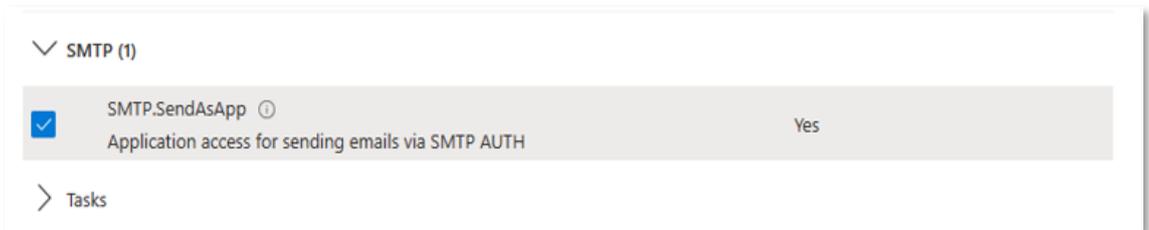
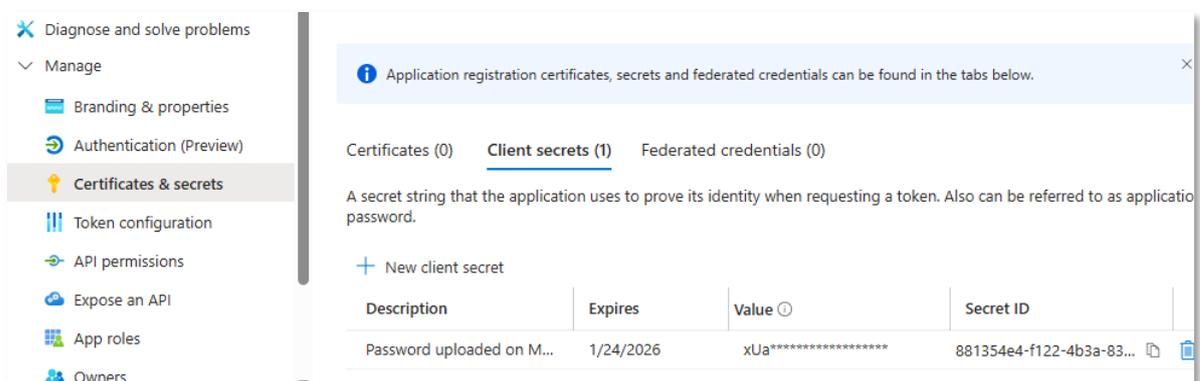
If SMTP authentication is required, enter the credentials of an account that is authorized to send emails through this server.

## 9.4.1.10.2 Authentication type OAuth 2.0 / App only (Office 365)

**OAuth Setup**

## 1. Create an OAuth Application

- Register a new application.
- Add permission
  - In the Azure portal, choose the **API Permissions**
  - Select Add permission.
  - Select the **APIs my organization uses** tab and search for "Office 365 Exchange Online".
  - Click **Application permissions**.
  - For SMTP access, choose the **SMTP.SendAsApp** permission
  - **Get tenant admin consent**

2. Create a **Client Secret**

## 3. Register service principals in Exchange

You must register your Entra application's **service principal** in Exchange via Exchange Online PowerShell. This registration is enabled by the `New-ServicePrincipal` cmdlet.

To use the `New-ServicePrincipal` cmdlet, install `ExchangeOnlineManagement` and connect to your tenant as shown in the following snippet:

```
Install-Module -Name ExchangeOnlineManagement
Import-module ExchangeOnlineManagement
Connect-ExchangeOnline -Organization <tenantId>
```

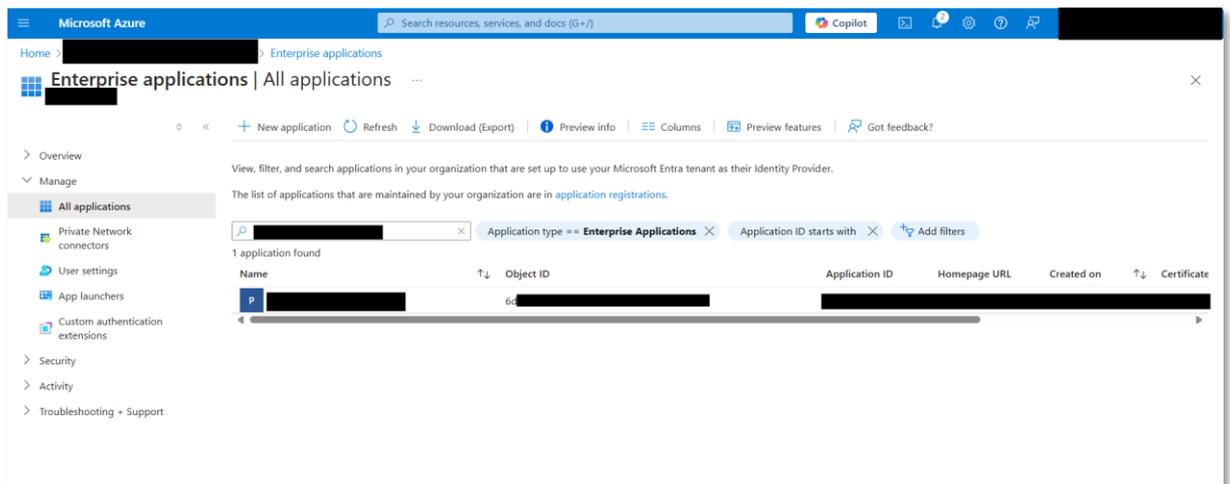
If you still get an error running the `New-ServicePrincipal` cmdlet after you perform these steps, it's likely because the user doesn't have enough permissions in Exchange online to perform the operation.

Registration of an Microsoft Entra application's service principal in Exchange is shown in the following example:

```
New-ServicePrincipal -AppId <APPLICATION_ID> -ObjectId <OBJECT_ID> [-Organization <ORGANIZATION_ID>]
```

The OBJECT\_ID is the Object ID from the Overview page of the Enterprise Application node (Azure Portal) for the application registration. It is not the Object ID from the Overview page of the App Registrations node. Using the incorrect Object ID will cause an authentication failure.

The following screenshot shows an example that finds the correct Object ID.



The tenant admin can now add the specific mailboxes in the tenant that will be allowed to be accessed by your application. This configuration is done with the Add-MailboxPermission cmdlet.

The following example shows how to give your application's service principal access to one mailbox:

```
Add-MailboxPermission -Identity "john.smith@contoso.com" -User <SERVICE_PRINCIPAL_ID> -AccessRights FullAccess
```

If you're trying to use Client Credential Grant Flow with SendAs, you need to grant SendAs permissions to the sender: Add-RecipientPermission (ExchangePowerShell).

```
Add-RecipientPermission -Identity "no-reply@contoso.com" -Trustee "mailer@contoso.com" -AccessRights SendAs
```

no-reply@contoso.com — the address you want to appear in the From field

mailer@contoso.com — the user you're authenticating as (using the token)

SendAs — this means the email will look like it's really from no-reply, and the recipient won't see the real sender (mailer)

#### 4. Collect Required Information

- Tenant ID
- Client ID
- Client Secret
- User email (the mailbox to authenticate)

Client Credentials	
Tenant ID:	xxxxxxxxxxxxxxxxxxxxxxxxxxxx
Application (client) ID:	xxxxxxxxxxxxxxxxxxxxxxxxxxxx
Client Secret:	.....
Authentication Email:	some.email@control-syste

**Authentication email** is used to authenticate with the SMTP server via OAuth.

**Sender email (From)** can either match the Authentication Email or be different if SendAs permission is configured.

Links:

[https://learn.microsoft.com/en-us/exchange/client-developer/legacy-protocols/how-to-authenticate-an-  
imap-pop-smtp-application-by-using-oauth](https://learn.microsoft.com/en-us/exchange/client-developer/legacy-protocols/how-to-authenticate-an-imap-pop-smtp-application-by-using-oauth)

[https://learn.microsoft.com/en-us/powershell/module/exchangepowershell/add-  
recipientpermission?view=exchange-ps](https://learn.microsoft.com/en-us/powershell/module/exchangepowershell/add-recipientpermission?view=exchange-ps)

#### 9.4.1.10.3 E-mail settings

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.

### 9.4.1.11 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**.

The screenshot shows the Microsoft 365 Admin Center interface. The left-hand navigation menu is visible, with 'Aktive Benutzer' highlighted in a red box. The main content area displays the 'Aktive Benutzer' page, which includes a search bar, a list of active users, and a table with columns for 'Anzeigename', 'Benutzername', and 'Lizenzen'. The table lists several users, including 'no\_reply\_2'.

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.

The screenshot shows the user settings page for 'no\_reply\_2' in the Microsoft 365 Admin Center. The 'E-Mail' tab is selected and highlighted with a red box. The 'E-Mail-Apps' section is also highlighted with a red box, showing options for 'Alle Apps zulässig' and 'E-Mail-Apps verwalten'. The page also displays 'Mailbox storage' information and 'Postfachberechtigungen'.

Make sure 'authenticated SMTP' is checked.

← E-Mail-Apps verwalten ×

Wählen Sie die Apps, in denen no\_reply\_2 auf Microsoft 365 E-Mail zugreifen kann.

- Outlook im Web
- Outlook Desktop (MAPI)
- Exchange-Webdienste
- Mobil (Exchange ActiveSync)
- IMAP
- POP
- Authentifiziertes SMTP

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

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

**SMTP settings**

Hostname / IP address:

SMTP port:

SSL

SMTP authentication  [change credentials]

**E-mail settings**

Admin e-mail:

From address:

Subject:

Signature:

default e-mail address domain:

If the user doesn't have an e-mail address, it will be created from login name and this domain.

[test the SMTP and e-mail settings]

**E-Mail Template-Editor**

E-Mail Template:



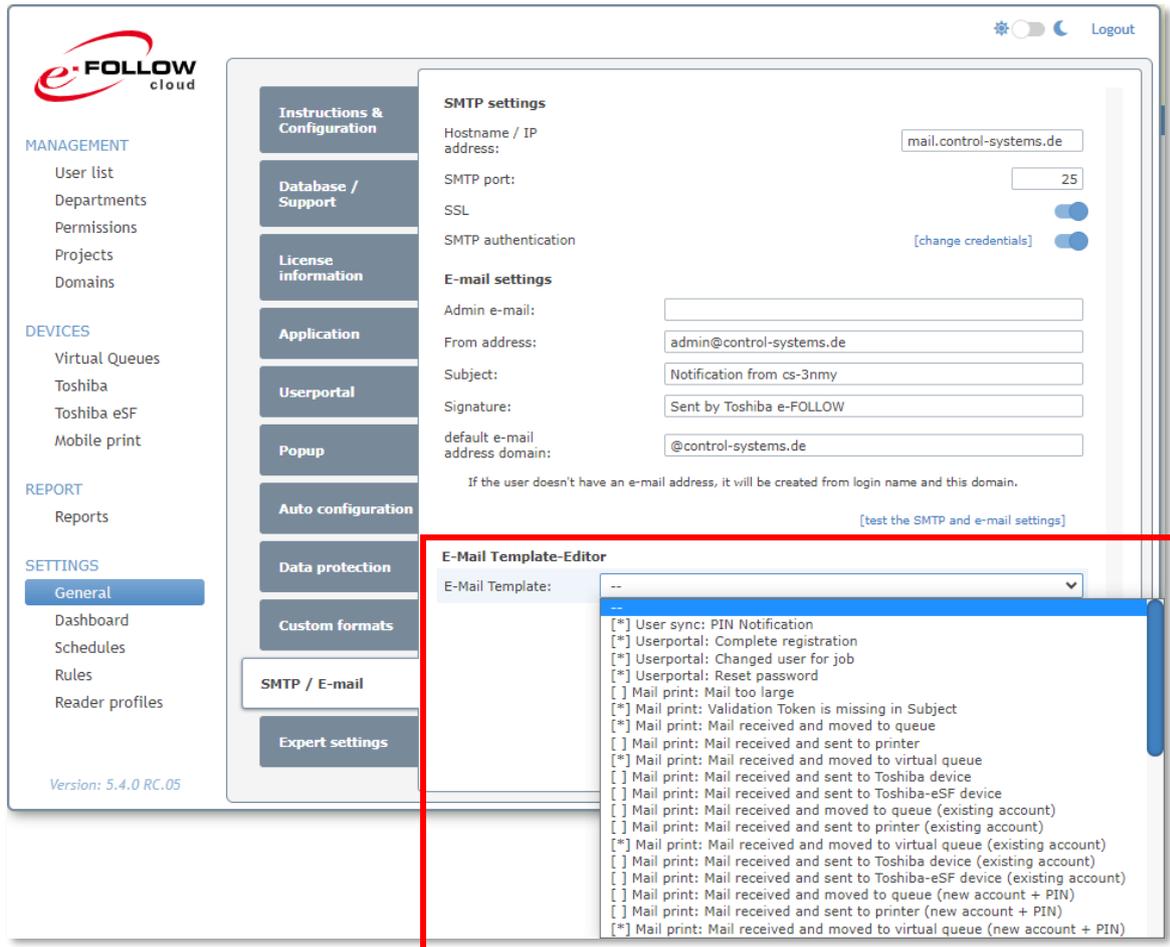
### Attention

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

### 9.4.1.12 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.

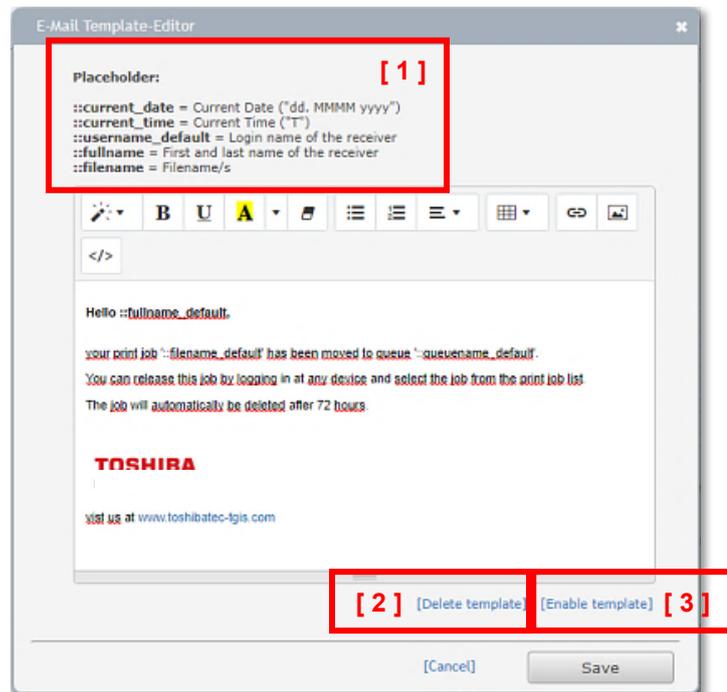
### [ 2 ] Delete template

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.



### 9.4.1.13 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.**

**Expert settings. Change of values at your own risk!**  
The default value is always in parentheses.

DataManager	efollow-cs-ip01-0 (127.0.0.1)
AdminName (Operator)	Operator
AllowRedirectToDirectOrEbx (false)	<input type="checkbox"/>
AsposeModuleExtraLogging (false)	<input type="checkbox"/>
AutoConfigExtraLogging (false)	<input type="checkbox"/>
AzureAdExtraLogging (false)	<input type="checkbox"/>
AzureAdGraphApiMaxResults (999)	999
BackupMaxDirSize (524288000)	524288000
BalanceOverhead (0)	0
CardServerTimeout (1500)	1500
CloudHealthStatusRequestTimeoutSeconds (15)	15
ChromeExtensionId (fjpnappffembidjnpnnciglbfadococcp)	fjpnappffembidjnpnnciglbfa
ChromeGetPagesCountOnClient (true)	<input checked="" type="checkbox"/>
ChromeGetPagesCountOnClientMaxChunkSize (104857600)	104857600
ChromeMultiUsersSuffixLength (4)	6
DbWatchdog (false)	<input type="checkbox"/>
DebugLdap (false)	<input type="checkbox"/>
DebugLdapSsl (false)	<input type="checkbox"/>
DebugOutputManagement (false)	<input type="checkbox"/>
DebugOutputManagementTimeout (300000)	300000
DebugPrintPreview (false)	<input type="checkbox"/>
DebugPrintSelect (false)	<input type="checkbox"/>
DebugProcessWorkflows (false)	<input type="checkbox"/>
DefaultLanguageEnglish (false)	<input type="checkbox"/>

## 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.

The screenshot displays the 'User portal settings' configuration page in the e-FOLLOW.cloud management interface. The left sidebar contains navigation menus for 'MANAGEMENT', 'DEVICES', 'REPORT', and 'SETTINGS', with 'User portal & User tools' selected under 'SETTINGS'. The main content area is titled 'User portal settings' and includes a sub-menu on the left with options like 'Popup', 'IppInstaller', 'Local Print Module', and 'Chrome Extension'. The settings are organized into several sections: 'User portal settings' (with toggles for 'Use User portal', 'New GUI (frameless design)', 'Allow file upload', and a list of 'Upload queues'), 'Connection' (with a 'Session timeout' dropdown), 'PIN self assignment' (with 'Allow PIN self assignment' toggle and 'PIN length' input), and 'IPP queues' (with multiple toggle switches for various features and a dropdown for 'Default printer driver'). At the bottom, there are dropdowns for 'Printer driver for particular queue' and a list for 'Select IPP queues'.

#### 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 lppInstaller 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 lppInstaller package

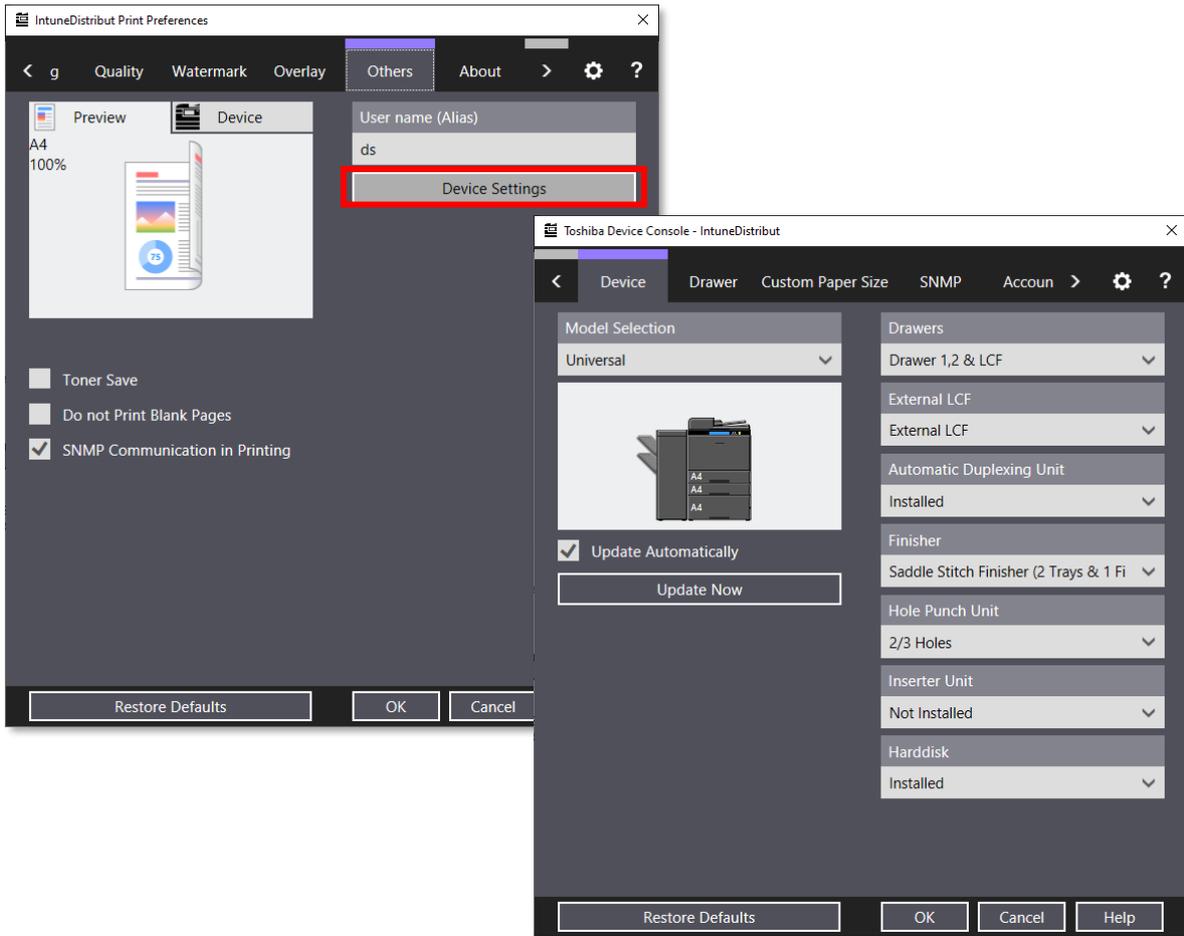
This is a powerful method of configuring the capabilities and equipment of a virtual IPP queue.



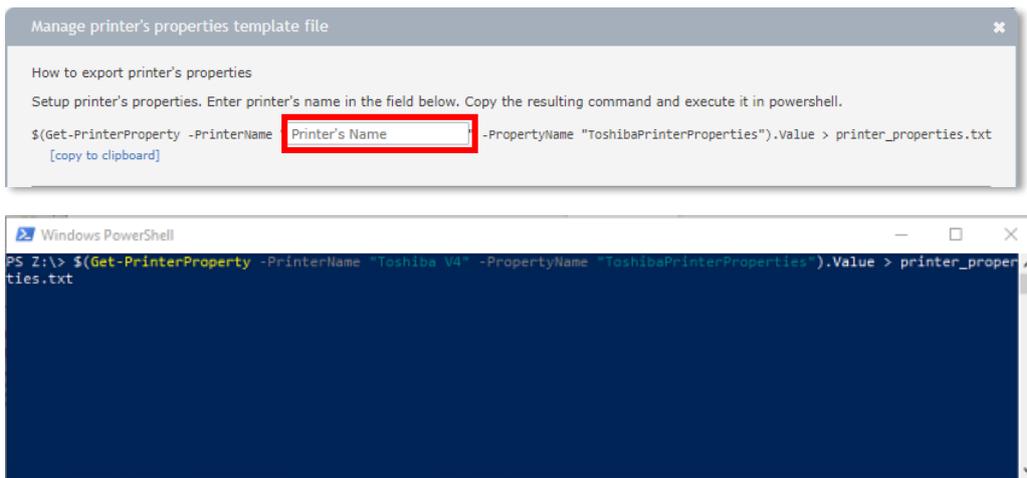
This works only for Toshiba V4 printer driver!

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

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



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



This will now generate the file **printer\_properties.txt**.

You can now upload this file to e-FOLLOW

**Manage printer's properties template file**

How to export printer's properties

Setup printer's properties. Enter printer's name in the field below. Copy the resulting command and execute it in powershell

`$(Get-PrinterProperty -PrinterName "Printer's Name" -PropertyName "ToshibaPrinterProperties").Value >`  
[copy to clipboard]

---

Upload printer's properties file

Keine ausgewählt

```

{
  "AutoDuplexingUnit": "True",
  "BlackFreeMode": "False",
  "BoldValue": "0.017",
  "Bypass_Attribute": "None",
  "Bypass_PaperSize": "Automatic",
  "Bypass_PaperType": "Plain",
  "CakePassID": "",
  "CaspianAge": "None",
  "CoinController": "False",
  "CompressBitmap": "False",
  "ConfigureTabSupport": "False",
  "CustomDrawer1_Enable": "False",
  "CustomDrawer1_PaperSize": "",
  "CustomDrawer1_PaperSizeHeight": "1",
  "CustomDrawer1_PaperSizeWidth": "1",
  "CustomDrawer2_Enable": "False",
  "CustomDrawer2_PaperSize": "",
  "CustomDrawer2_PaperSizeHeight": "1",
  "CustomDrawer2_PaperSizeWidth": "1",
  "CustomDrawer3_Enable": "False".
}

```

**Include personalized token in URL**

Use this option to add a user-specific token to the IPP-printer URLs.



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

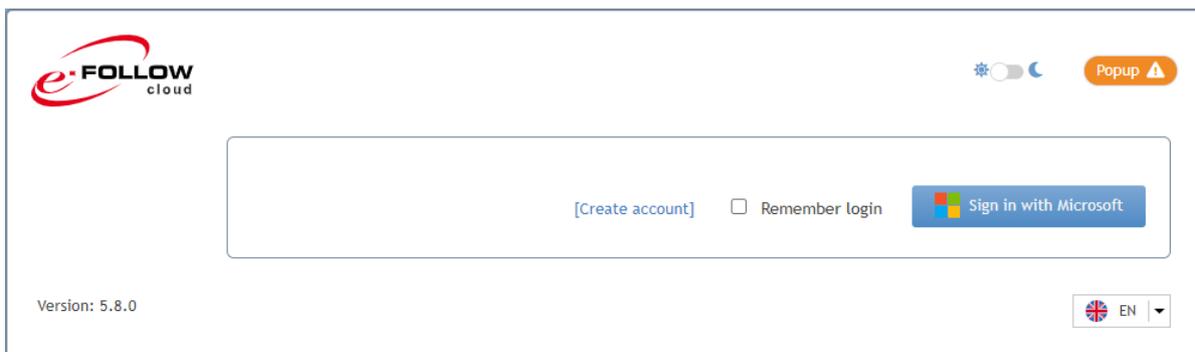
9.4.2.1.6 Microsoft Login

**Domains with Microsoft Login enabled**

Here all Entra ID domains are listed, where Microsoft Login is enabled.

**Only Microsoft Login is allowed**

If this option is active, the input fields for username and password are not longer available at the User Portal login screen.



## 9.4.2.1.7 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**

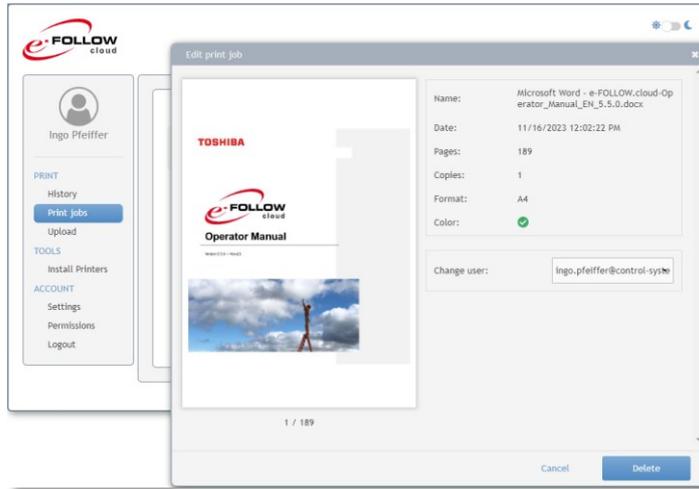
If enabled internal users will see a [Forgot Password?] link in case the password they entered was wrong.

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.

### 9.4.2.1.8 Print Job List

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

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



### Allow users to reassign their jobs to other users

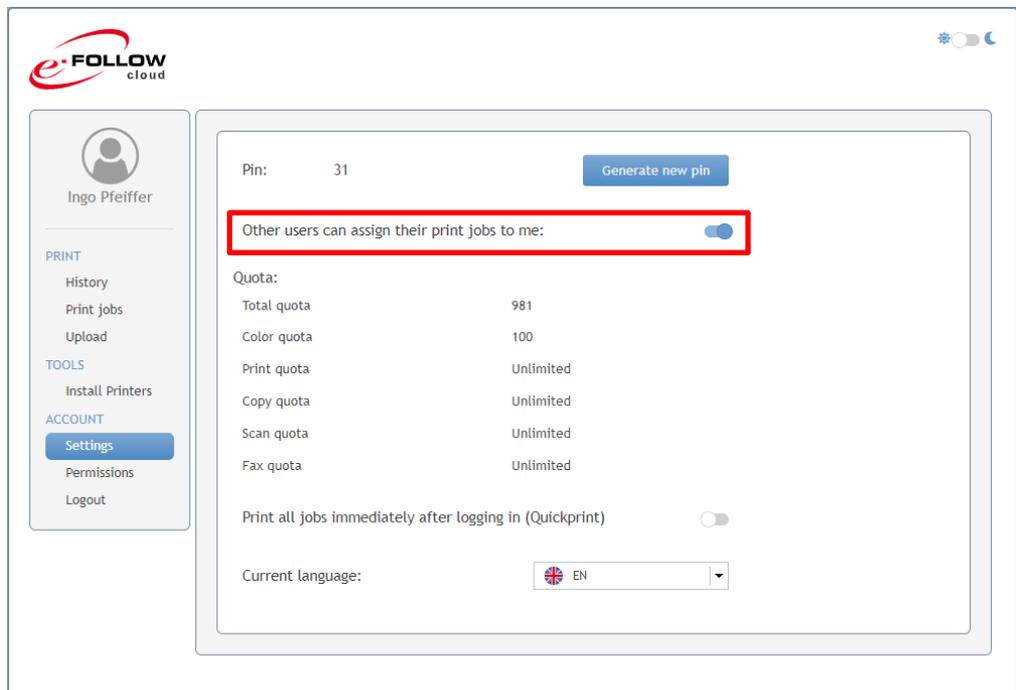
If enabled users will see the option to change the ownership of their own jobs in the print job list.



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.

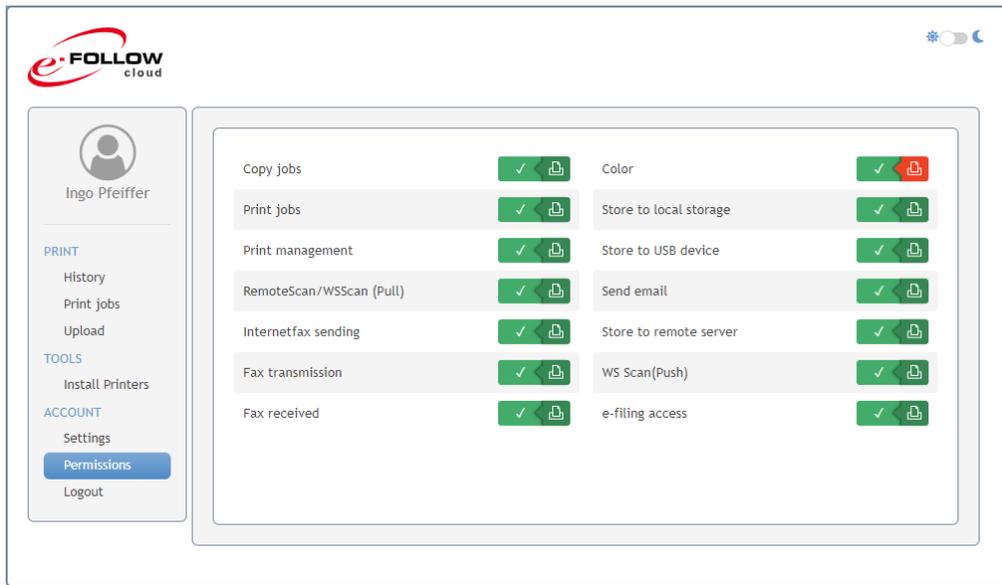


Once a job has been assigned to another user the 'original' user has no access to this job anymore.



### 9.4.2.1.9 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 found 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.

The screenshot shows the e-FOLLOW.cloud IppInstaller configuration interface. The sidebar on the left contains navigation options: MANAGEMENT (User list, Departments, Permissions, Projects, Domains), DEVICES (Virtual Queues, Toshiba, Toshiba eSF, Mobile print), REPORT (Reports), and SETTINGS (General, User portal & User tools, Dashboard, Schedules, Rules, Reader profiles). The main content area is titled 'IppInstaller' and 'Configure and download queue specific IPP-Printers'. It features a table with the following data:

Queue name	Configuration options	Download
e-follow.cloud	Installer type: EXE with configuration Install mode: Silent Printer driver: UP2 x64 Printer properties: No User (for personalized installer): [change]	[Download]
ipp_cs_test	Installer type: EXE with configuration Install mode: Silent Printer driver: TOSHIBA V4 Printer Drive Printer properties: No User (for personalized installer): [change]	[Download]
IPP-Queue	Installer type: EXE with configuration Install mode: Silent Printer driver: TOSHIBA V4 Printer Drive Printer properties: No User (for personalized installer): [change]	[Download]

Version: 5.7.0 RC01

#### 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 lppInstaller 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 lppInstaller package with default IPP Url can be downloaded.

It is also possible to create an lppInstaller package mHere you will find an lppInstaller ZIP archive to create your own installer.

Download:  
[lppInstaller.zip](#) (version: 2.0.0)

### 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.**

**Configuration for Local Print Module:**  
Allows local print spooling on client PCs and will also install the local printer(s) automatically. Only one e-FOLLOW Client may be installed per Client-PC. You can find more information about this in the Operator Manual under User portal & User tools -> Client. [\[Add new configuration\]](#)

	Virtual queues	Download
	client_test [+] [-] [Configure]	[Generate and download MSI] Configuration ID: 001
	e-follow.cloud ipp [+] [-] [Configure]	[Generate and download MSI] Configuration ID: 002
	e-follow.cloud [+] [-] [Configure]	[Generate and download MSI] Configuration ID: 003
	ipp e-follow.cloud IPP-Queue ipp_cs_test [+] [-] [Configure]	[Generate and download MSI] Configuration ID: 004

[Local Print Module expert settings](#) ▼

Version: 5.7.0

Many different configurations can be created by pressing [\[Add new configuration\]](#).

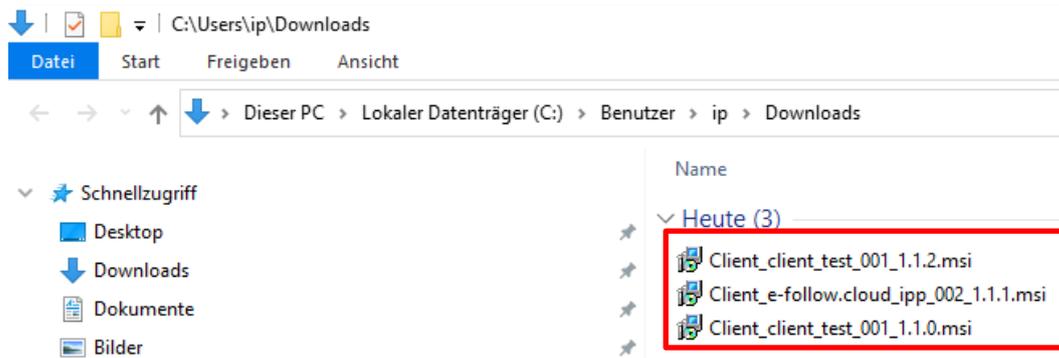
For each configuration a MSI installer can be downloaded. This MSI installer will be generated when you press download. It does contain the configuration, printer driver, printer properties and executable for the windows service.



**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 an upgrade is allowed. Downgrade to a lower version number is not possible.

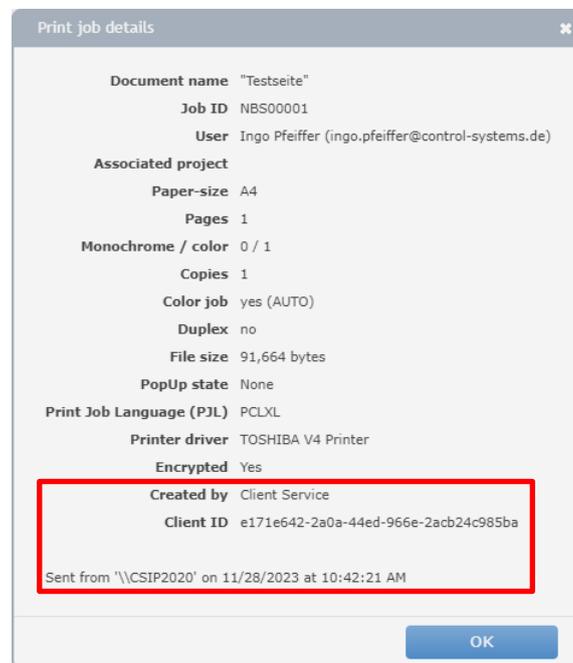


The MSI installer will install a windows service with the name: e-FOLLOW Local Print Module ... This windows service then will automatically install the local printer(s) with a raw printer port to IP address 127.0.0.1.

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.

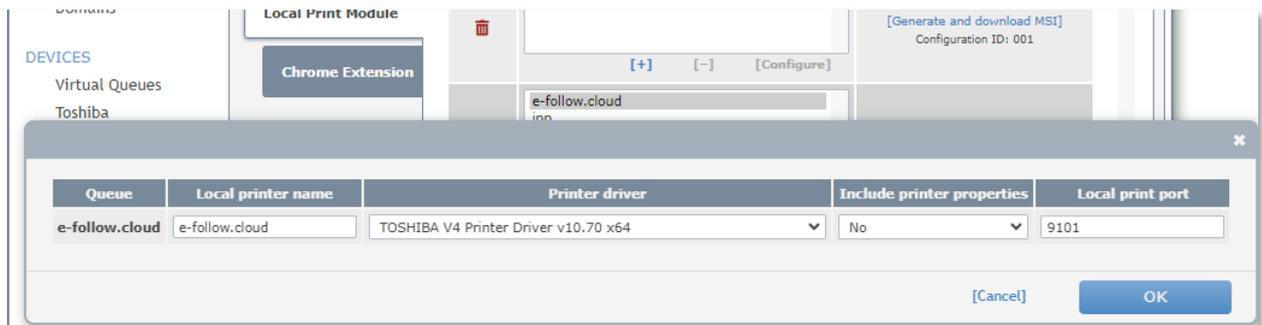
The windows service also starts polling to the e-FOLLOW.cloud instance for the next operations (delete job/release job).

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.

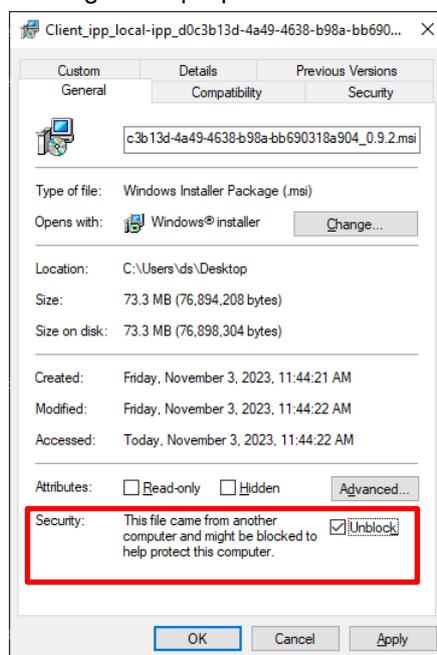
New printer drivers and the printer properties are currently only configurable at SETTINGS → User portal & User tools → Userportal.

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.

Local Print Module expert settings
^

**These parameters may only be changed in communication with support. The default value is in the brackets.**

ClientAnalysePostScript (true)	<input checked="" type="checkbox"/>
ClientAnalysePostScriptBytesRead (1048576)	<input type="text" value="1048576"/>
ClientAnalysePdfAfterConvert (true)	<input checked="" type="checkbox"/>
ClientDebugIppPrint (false)	<input type="checkbox"/>
ClientDebugParse (0)	<input type="text" value="0"/>
ClientDebugPrintJobAnalysis (false)	<input type="checkbox"/>
ClientDebugRawPrint (false)	<input type="checkbox"/>
ClientHttpTimeout (240000)	<input type="text" value="240000"/>
ClientIppsPrintingTimeout (1800000)	<input type="text" value="1800000"/>
ClientIppsTestTimeout (10000)	<input type="text" value="10000"/>
IppsUriTemplate (https://{0}/print)	<input type="text" value="https://{0}/print"/>
IppUriTemplate (http://{0}/print)	<input type="text" value="http://{0}/print"/>
ClientLocalPrinterPortStart (9100)	<input type="text" value="9100"/>
ClientOnlyAllowPclAndPS (false)	<input type="checkbox"/>
ClientParseBufferSize (262144)	<input type="text" value="262144"/>
ClientParseTimeLimit (300000)	<input type="text" value="300000"/>
ClientPclXlDeepAnalysis (true)	<input checked="" type="checkbox"/>
ClientPclXlFastAnalysis (true)	<input checked="" type="checkbox"/>
ClientPrintingType	<input type="text" value="IPPS"/>
ClientPrintingUseHostname (true)	<input checked="" type="checkbox"/>
ClientProjectCodeFromPj]	<input type="text"/>
ClientRawPrintBufferSize (524288)	<input type="text" value="524288"/>
ClientRawPrintCloseTimeout (-1)	<input type="text" value="-1"/>

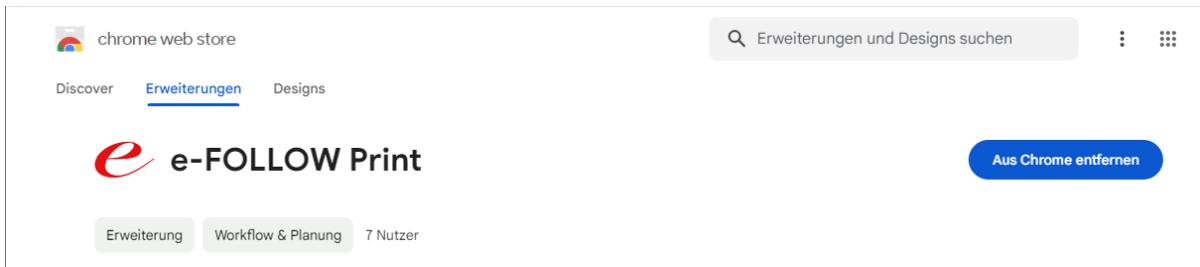
### 9.4.2.5 Chrome Extension

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:

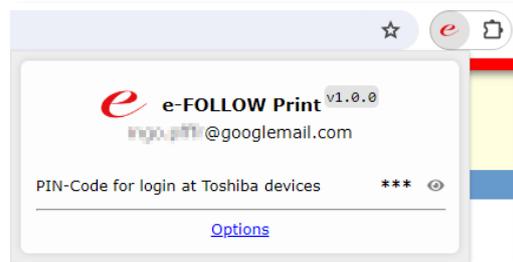
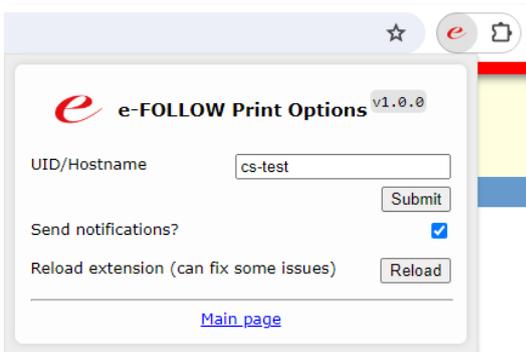
<https://chromewebstore.google.com/detail/e-follow-print/fjpnapffembidnjnnciglbfadococcp>

Or click on the link at SETTINGS→User portal & User tools→Chrome Extension.

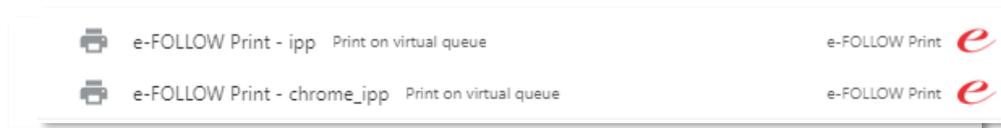


After installing the extension it will show it's options dialog. When you are using it outside a Google Workspace or the admin hasn't set the policy for the extension you have to enter the UID (for e-FOLLOW.cloud) or Hostname (for e-FOLLOW).

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:**

The screenshot displays the e-FOLLOW.cloud configuration page for the Chrome Extension. The interface is divided into a sidebar and a main content area.

**Sidebar:**

- MANAGEMENT:** User list, Departments, Permissions, Projects, Domains
- DEVICES:** Virtual Queues, Toshiba, Toshiba eSF, Mobile print
- REPORT:** Reports
- SETTINGS:** General, **User portal & User tools** (highlighted), Dashboard, Schedules, Rules, Reader profiles

**Main Content Area:**

- Navigation:** User portal, Popup, IppInstaller, Local Print Module, **Chrome Extension** (selected)
- URL to e-FOLLOW Print Extension:** <https://chrome.google.com/webstore/detail/fjpnappfembidnjnpglbfadocccp>
- Configuration without Google Workspace:**
  - Install the extension
  - Enter next value to "UID/Hostname" field:  [copy]
- Configuration for Google Workspace:**
  - Sign in to your Google Workspace Admin Console
  - From the Admin console Home page, go to Devices > Chrome
  - Click Apps & extension, then Users & browsers
  - If the extension e-FOLLOW Print is not installed, then install it
  - Extension ID:  [copy]
  - Choose e-FOLLOW Print extension
  - The following permissions must be allowed: "Identity", "Notifications", "Printers", "Storage", "Web requests"
  - Enter this JSON string as policy:
- Policy for extension:**  [copy] [save to file] [save as registry value]
- IPP-Queues, which will be installed as printers:**
  - [ + ] [ - ]
  - 
  -
- Default color mode:**
- Default duplex mode:**
- Additional print settings and restrictions are available in Google Workspace:**
- Default paper format:**
- Create users automatically from Google Workspace as internal user:**

Version: 5.7.0

**Configuration without Google Workspace**

First the users have to install the extension and then they have to enter the shown value at UID/Hostname at the Options screen of the Chrome Extension.

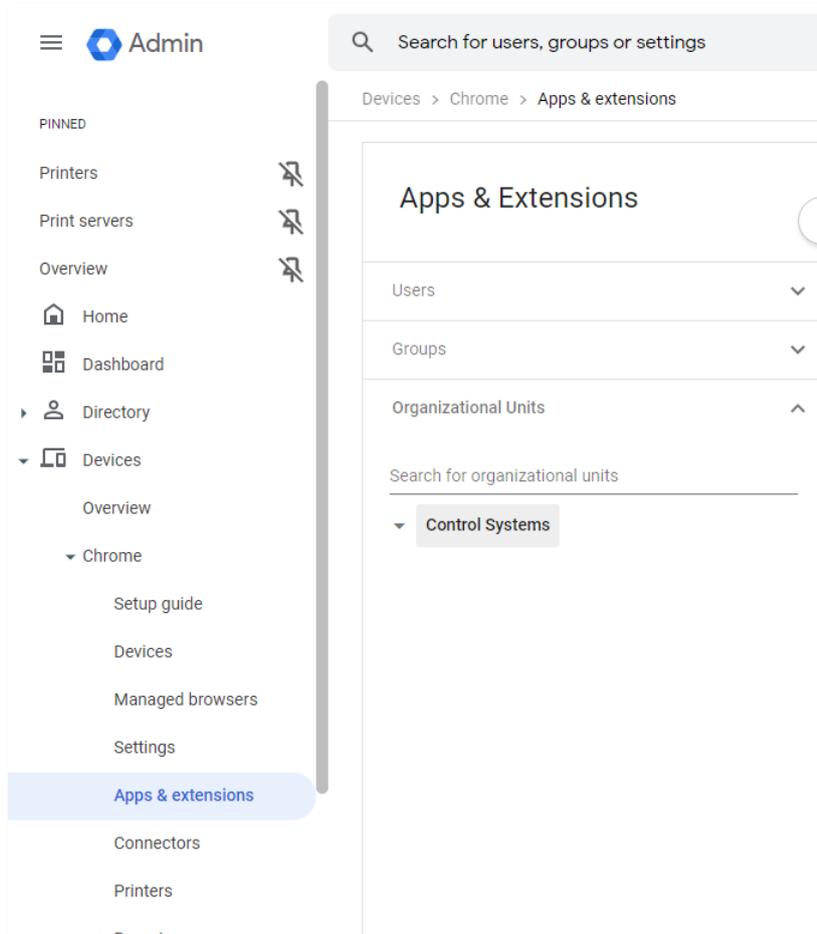
Administrators in a Windows Domain can also deploy the registry value from the „Policy for extension“ to the users. Then they don't have to enter UID/Hostname at the Options screen of the Chrome Extension.

### Configuration for Google Workspace

When the users are organized in a Google Workspace the e-FOLLOW Print Chrome Extension can be installed and configured automatically.

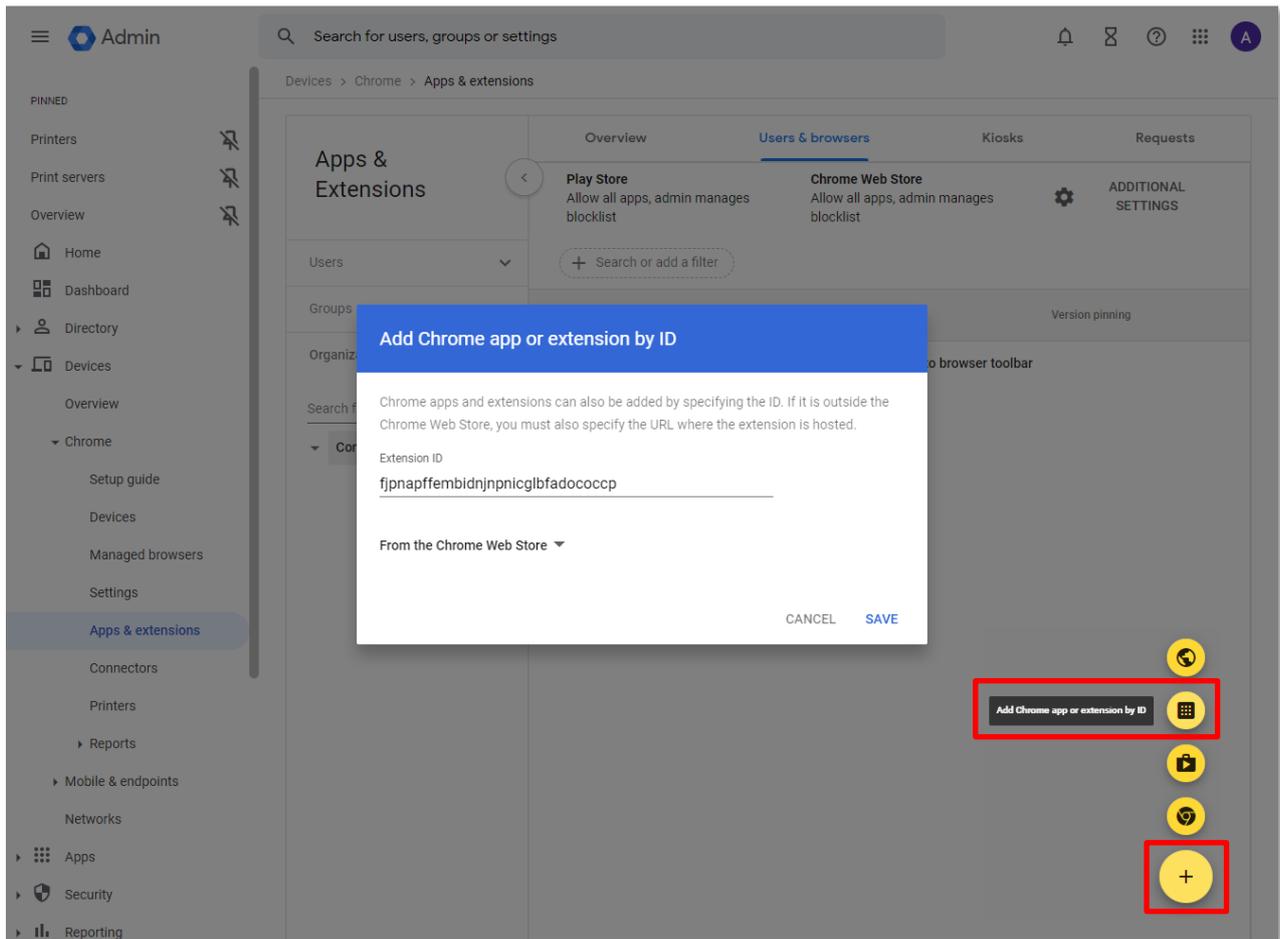
When you want to distribute the Extension to the users for your Google Workspace you need to execute the following steps.

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

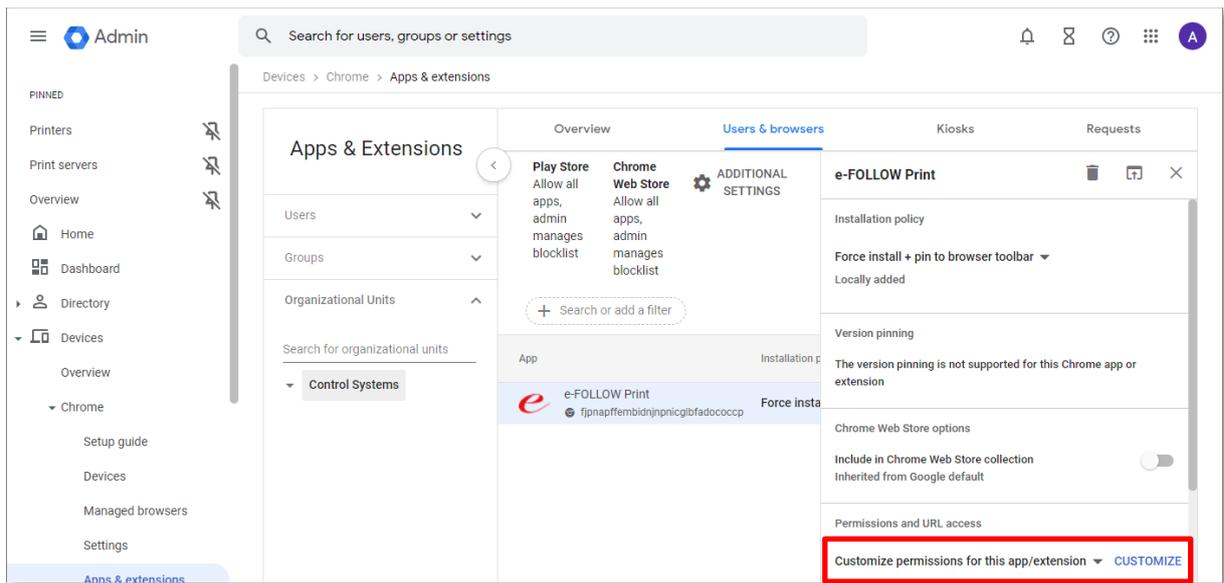


Then search for the Extension in the Google Web Store by name „e-FOLLOW Print“

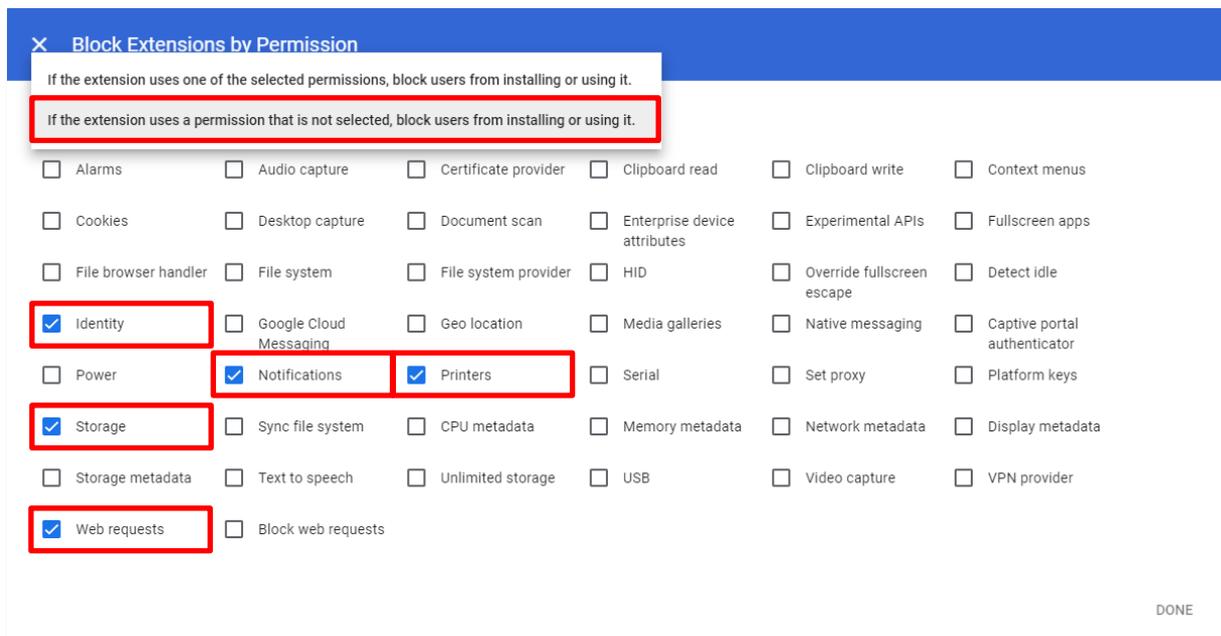
or add it by ID: [fjpnapffembidnjnpglbfadococcp](#)



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

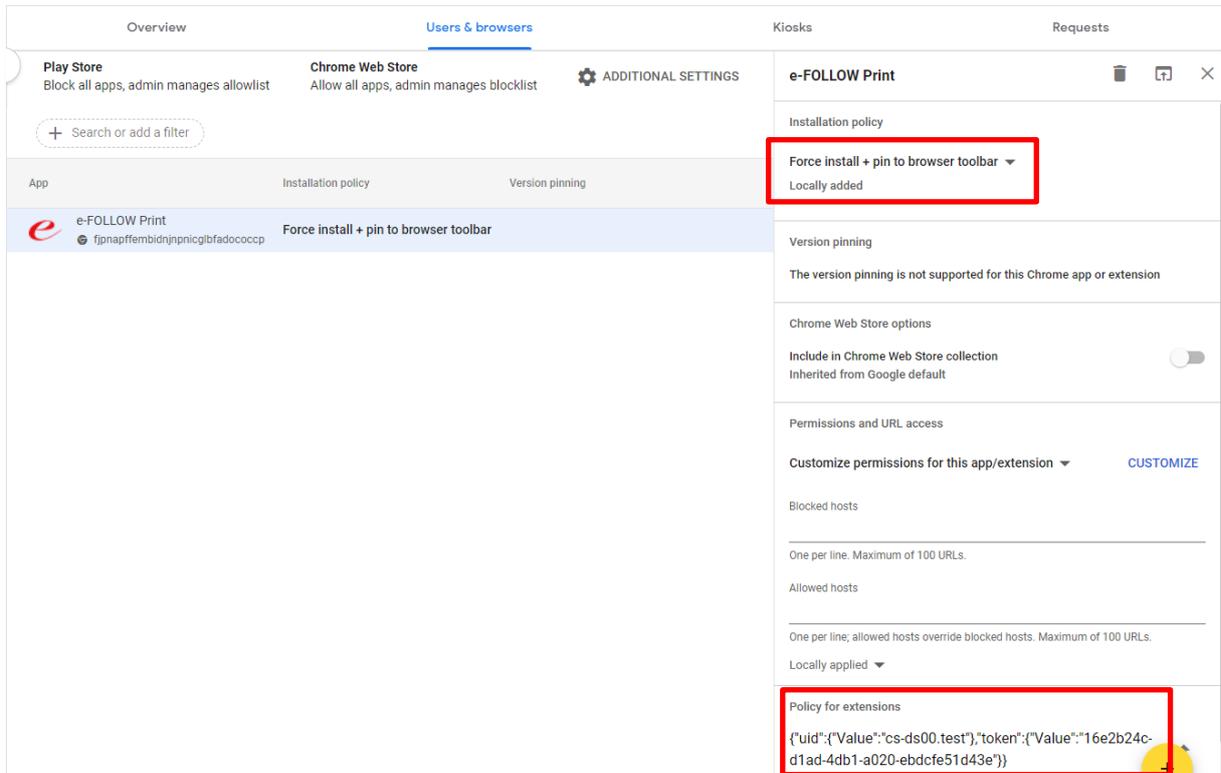


Then select „If the extension uses a permission that is not selected, block users from installing or using it.“ and check Identity, Storage, Web requests, Notifications and Printers.



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.

Setting	Configuration	Inheritance	Supported on
Printing	Enable printing	Google default	Android, iOS
Print preview	Allow using print preview	Google default	Android, iOS
Deprecated print	Disable deprecated print	Google default	Android, iOS
Print preview default	4 sub settings	Google default	Android, iOS
Printer management	Allow users to add new printers	Google default	Android, iOS
Default color printing mode	Color	Google default	Android, iOS
Restrict color printing mode	Do not restrict color printing mode	Google default	Android, iOS
Default page sides	One-sided	Google default	Android, iOS
Restrict page sides	Do not restrict duplex printing mode	Google default	Android, iOS

### Default paper format

Default paper format for the printers

### Create users automatically from Google Workspace as internal user

### Create users automatically from outside Google Workspace as internal user

Here you can allow or deny the automatic user creation for Google Workspace users or users outside the Google Workspace.

At the [Default user settings](#) or [Default user settings outside Google Workspace](#) you can set the default values for new users.

For more details about the default user values see:

[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:

The screenshot displays the e-FOLLOW cloud user management interface. On the left, there is a navigation menu with 'MANAGEMENT' and 'DEVICES' sections. The 'User list' is selected under 'MANAGEMENT'. The main area shows a list of users with a search bar containing 'multi'. One user, 'multi@control-systems.dev (multi@control-systems.dev\_r71855) copy of multi@control-systems.dev (multi@control-systems.dev)', is highlighted with a red box. To the right, the 'Authentication' settings for this user are shown, including the login name, password (masked with asterisks), login type (Chrome Extension (Internal Multi-User)), and a PIN of 611649.



**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 Multit-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:

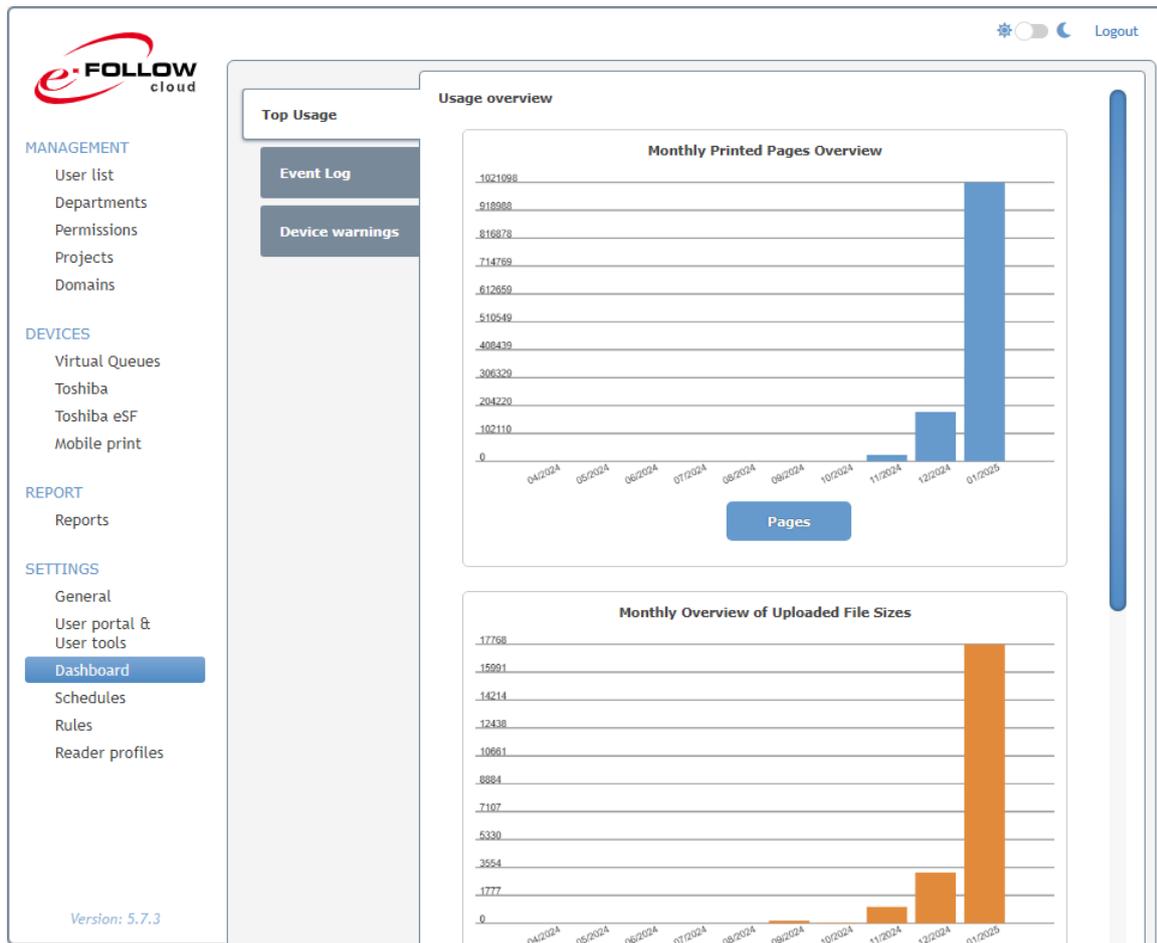
Use this setting ff the Multi-Users copies should be deleted even when they still have jobs in a virtual queue.

### 9.4.3 Dashboard

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

#### 9.4.3.1 Top Usage

The Top Usage section provides an overview of the monthly printed pages and uploaded file sizes.



When you scroll down, you can view more details on top usage by user or device.  
 e-FOLLOW.cloud has a fair use limit for file uploads. At the bottom of the page, you can check if you are likely to exceed this limit.

The screenshot displays the e-FOLLOW.cloud dashboard interface. On the left is a navigation menu with sections: MANAGEMENT (User list, Departments, Permissions, Projects, Domains), DEVICES (Virtual Queues, Toshiba, Toshiba eSF, Mobile print), REPORT (Reports), and SETTINGS (General, User portal & User tools, Dashboard, Schedules, Rules, Reader profiles). The 'Dashboard' option is highlighted. The main content area is titled 'Usage by User/Device' and shows data for 'This month'. It features three columns: 'Printed pages per user', 'Upload per user (MB)', and 'Printed pages per device'. Each column has a search bar and a table of data. At the bottom, summary statistics are provided for the time period 13.01.2025 - 31.01.2026.

Printed pages per user	Upload per user (MB)	Printed pages per device
Jonathan Steele (Jonatha... 12471)	Kenneth Sutton (Kenneth... 199.17)	192.168.1.102 54647
Elizabeth Hawkins (Elizab... 12015)	Jeremy Sharpe (Jeremy... 196.01)	192.168.1.104 53568
Danielle Bowden (Daniell... 11807)	Megan Goldstein (Megan... 194.48)	192.168.1.105 53253
Kevin Johnston (Kevin.Jo... 11512)	Robert Raynor (Robert.R... 194.24)	192.168.1.106 53253
Kenneth Sutton (Kenneth... 11478)	Rebecca Proctor (Rebecc... 193.62)	192.168.1.108 52287
James McNamara (James... 11414)	Shannon Chandler (Shan... 193.24)	192.168.1.110 51548
Andrew Desai (Andrew.D... 11410)	Daniel Wagner (Daniel.W... 192.98)	192.168.1.118 51434
Samantha Case (Samant... 11397)	Elizabeth Hawkins (Elizab... 192.81)	192.168.1.109 51326
Shannon Chandler (Shan... 11355)	James McNamara (James... 192.55)	192.168.1.115 51306
Megan Goldstein (Megan... 11284)	Angela Eason (Angela.Ea... 192.23)	192.168.1.113 51236

Summary statistics for time period 13.01.2025 - 31.01.2026:

- Total upload included for time period: 450 GB
- Total upload currently used for time period 13.01.2025 - 24.01.2025: 17,35 GB
- Estimated total upload for time period: 57,41 GB

## 9.4.3.2 Event Log

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

The screenshot shows the e-FOLLOW.cloud Event Log interface. On the left is a sidebar with navigation options: MANAGEMENT (User list, Departments, Permissions, Projects, Domains), DEVICES (Virtual Queues, Toshiba, Toshiba eSF, Mobile print), REPORT (Reports), and SETTINGS (General, User portal & User tools, Dashboard, Schedules, Rules, Reader profiles). The main content area has tabs for 'Top Usage', 'Event Log', and 'Device warnings'. The 'Event Log' tab is active, showing a list of messages with filters for 'Info' (blue), 'Warning' (orange), and 'Error' (red). The messages include synchronization success and failure notifications, along with error messages about missing JobID in document names. There are also buttons for 'Refresh: On' and 'remove all logs', and a dropdown for 'Auto-delete old event logs'.

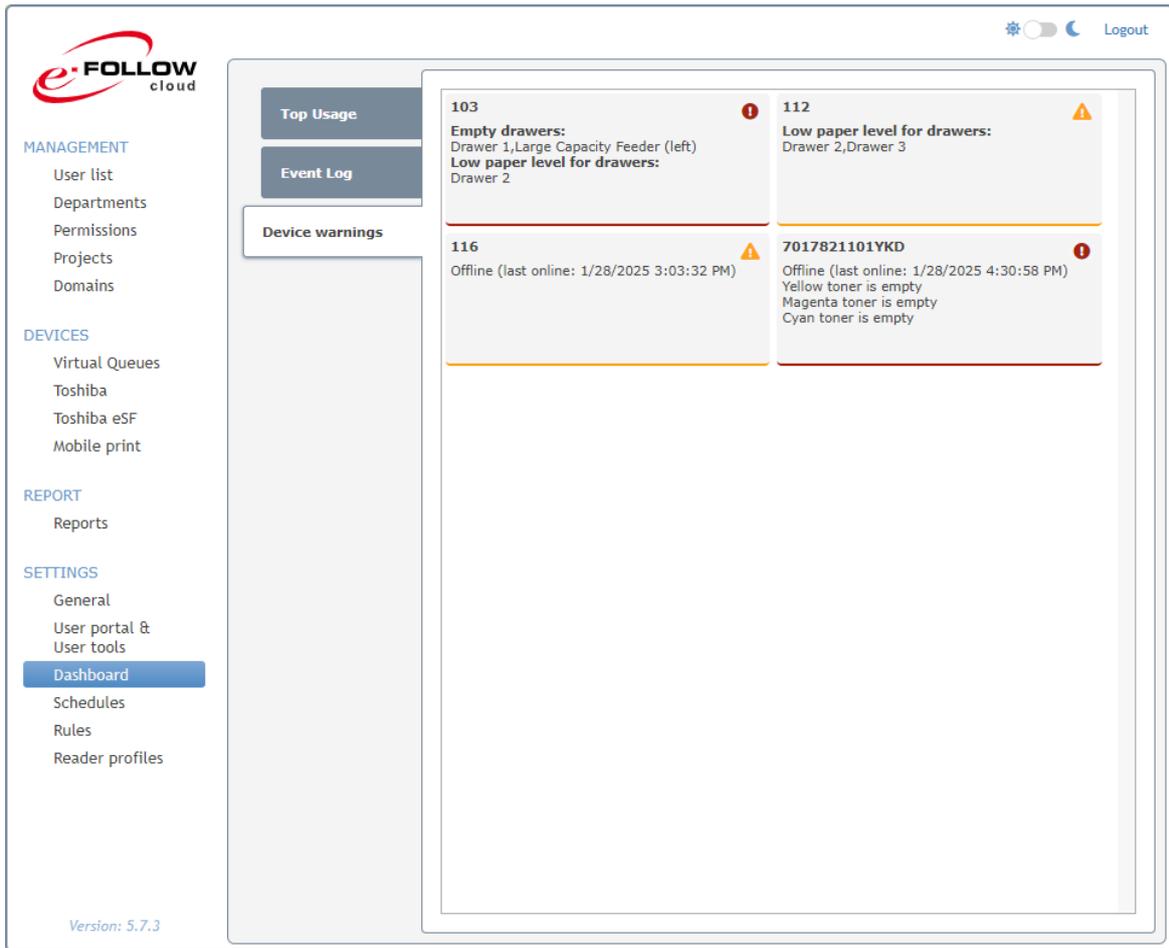
Use the buttons on the top of the list to filter the list by message types **[info]**, **[warning]** or **[error]**.

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

**[Clear log]** will clear the current list.

### 9.4.3.3 Device Warnings

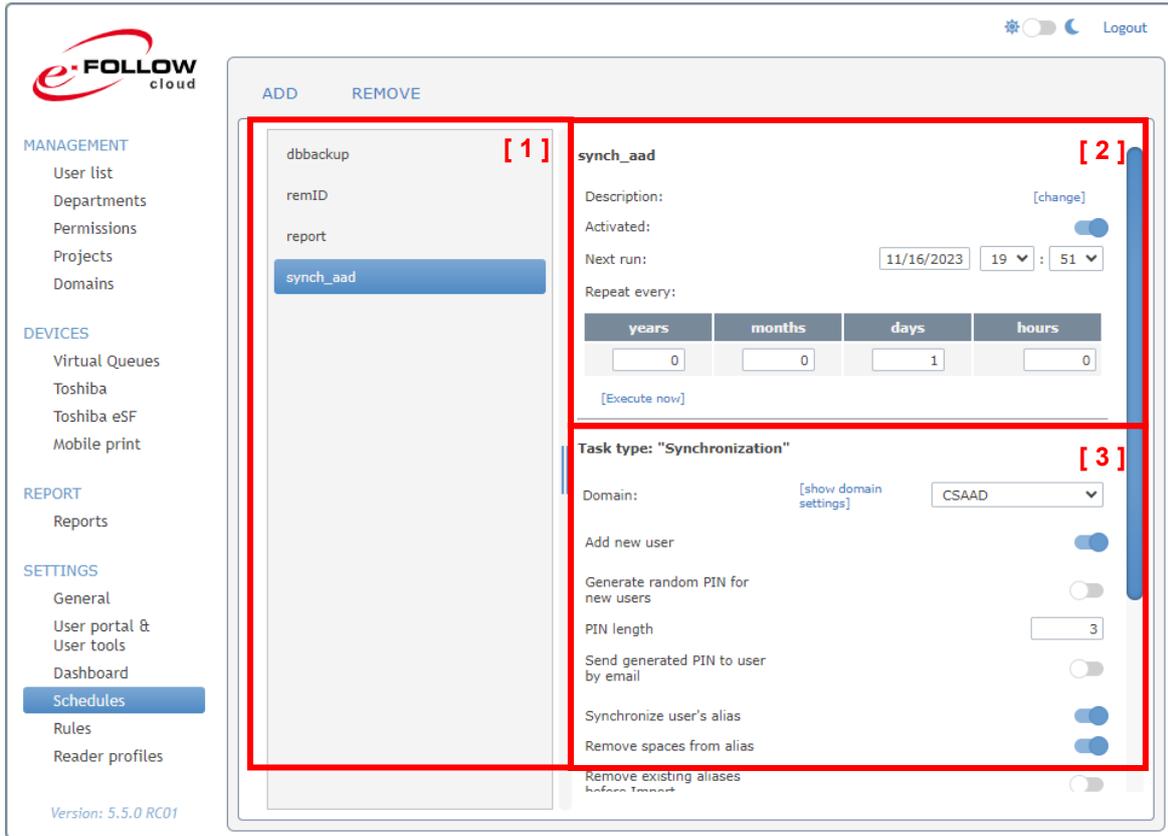
Here an overview of the devices that at current are unavailable (offline) or that show any errors or warnings.



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.

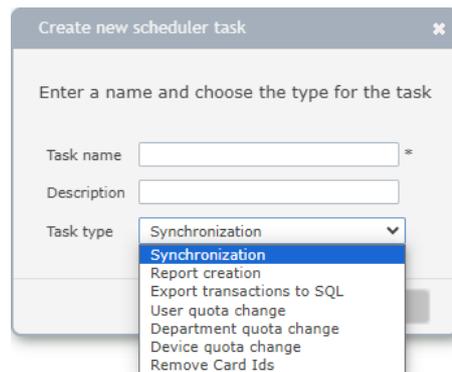
When adding a new task, you need to enter a task name and the type of the task. It is also recommended to enter a short description.

#### [2] Schedule

The schedule section defines when a task is executed. Select the date and time for the next (first) 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.

**Task type: "Synchronization"**

Domain: [\[show domain settings\]](#) CSAAD

Add new user

Generate random PIN for new users

PIN length

Send generated PIN to user by email

Synchronize user's alias

Limit and shorten alias to allowed characters for windows login

Remove existing aliases before Import

Synchronize user's display name

Synchronize user's e-mail address

Synchronize user's home directory

Synchronize user's department

Synchronize user's card ID

Synchronize user's login-PIN

#### 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.

**Task type: "Report creation"**

Send report to all users  ?

Recipient e-mail address  [\[show details\]](#)

Report:  [\[show report\]](#)

File type  .pdf  .csv



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

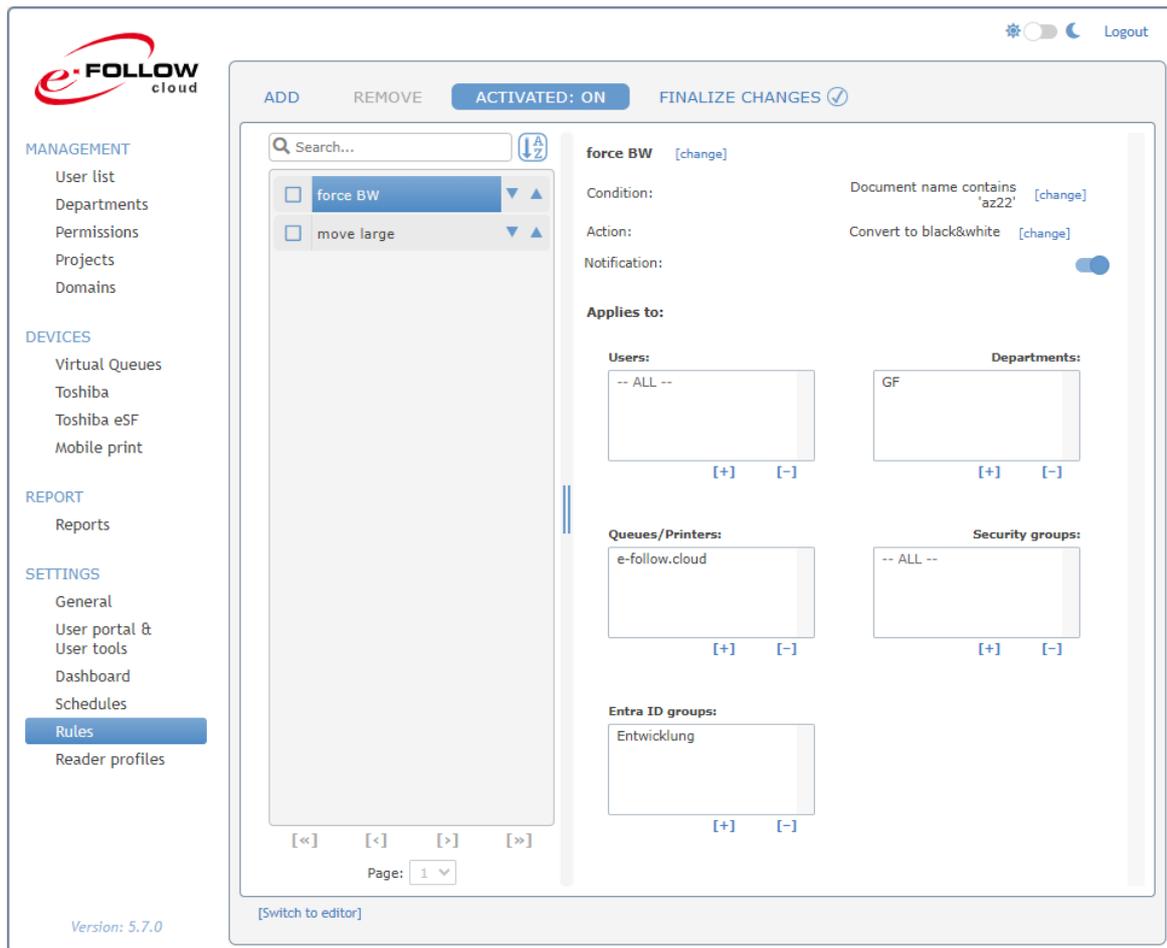
This task will remove the association of card IDs to user accounts. This may make sense if a set of 'one day' cards is emitted to users that have forgotten their personal card or if cards are replaced every X months/years.

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

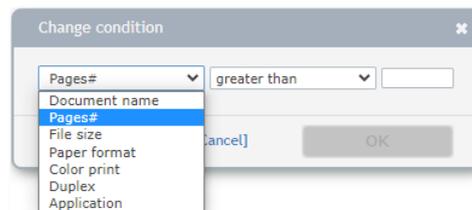
e-FOLLOW.cloud provides a very convenient and powerful tool to apply rules for routing and converting of print jobs.



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

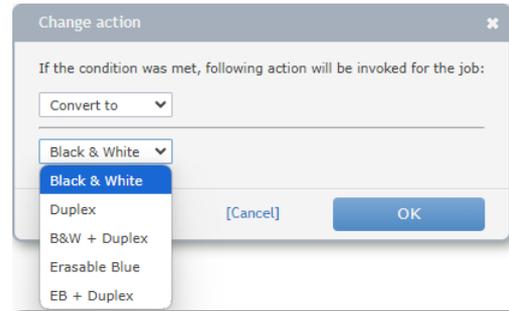
Based on several conditions

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	

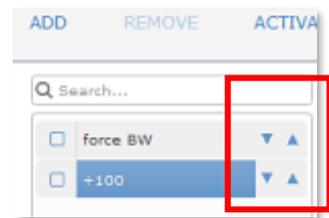


A specific action can be executed.

Actions	
Delete	-
Convert to	Black & White
	Duplex
	B&W + Duplex
Move to queue	[virtual queue]
Change user	[ username ]

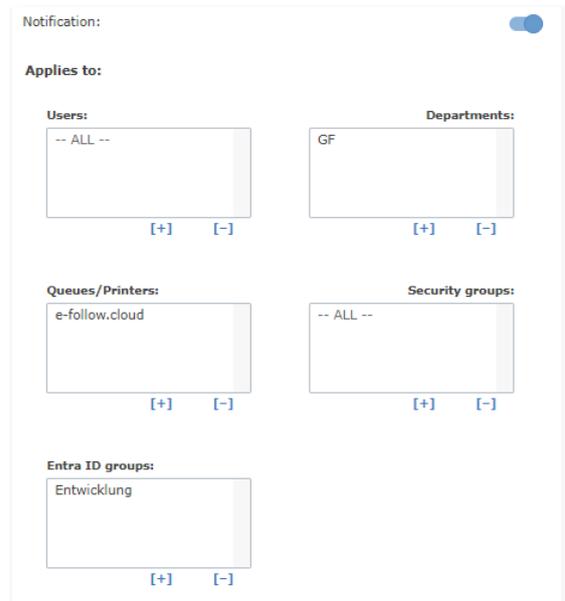


You can define as many rules as you like. Use the arrows behind the rule name to change the order of execution.



If enabled a Notification is sent to the user if the job has been processed / modified due to this rule.

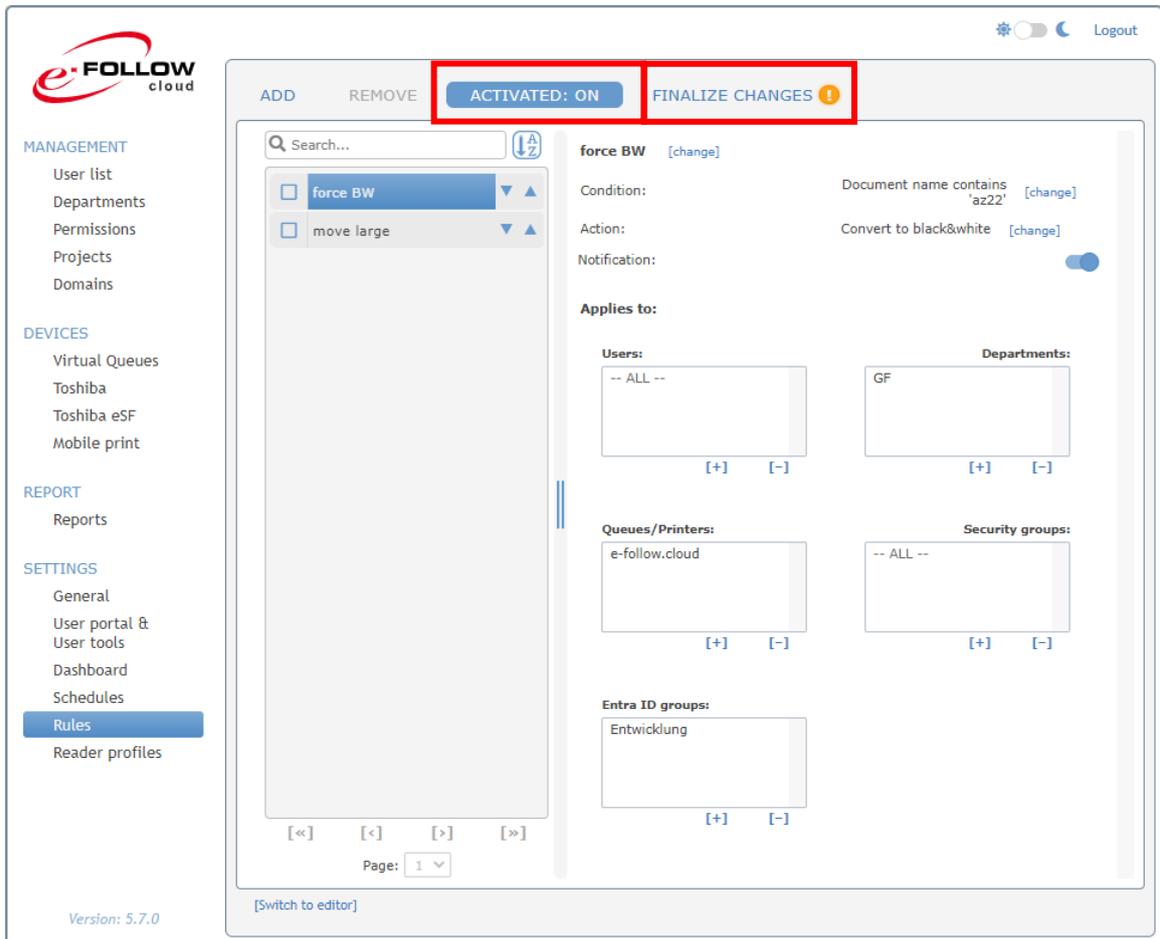
For each rule you can define if it is a 'general' rule or if it shall apply to specific users, departments or groups.



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** 



The screenshot displays the e-FOLLOW.cloud web interface. At the top, there are buttons for 'ADD', 'REMOVE', 'ACTIVATED: ON', and 'FINALIZE CHANGES' (with a warning icon). The 'ACTIVATED: ON' and 'FINALIZE CHANGES' buttons are highlighted with a red box. Below these buttons is a search bar and a list of rules, including 'force BW' and 'move large'. The 'force BW' rule is selected, and its configuration is shown on the right. The configuration includes a condition 'Document name contains \'az22\'', an action 'Convert to black&white', and a notification toggle. The 'Applies to:' section includes fields for Users, Departments, Queues/Printers, Security groups, and Entra ID groups. The 'Users' field contains '-- ALL --', 'Departments' contains 'GF', 'Queues/Printers' contains 'e-follow.cloud', 'Security groups' contains '-- ALL --', and 'Entra ID groups' contains 'Entwicklung'. At the bottom of the interface, there is a '[Switch to editor]' link and the version number 'Version: 5.7.0'.

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.

ACTIVATED: ON    SAVE SCRIPT

Python script:

```
# coding=UTF-8
def runScript(job):

    #Rule 1: force BW
    if "az22" in job.DocumentName.lower() and job.Department in ["GF"] and job.QueueName
    in ["e-follow.cloud"]:
        job.ConvertToBW("force BW", True)

    #Rule 2: move large
    if job.Pages > 100:
        job.MoveTo("efollow-cs-test-0\\e-follow.cloud", "move large", False)

    return job
```

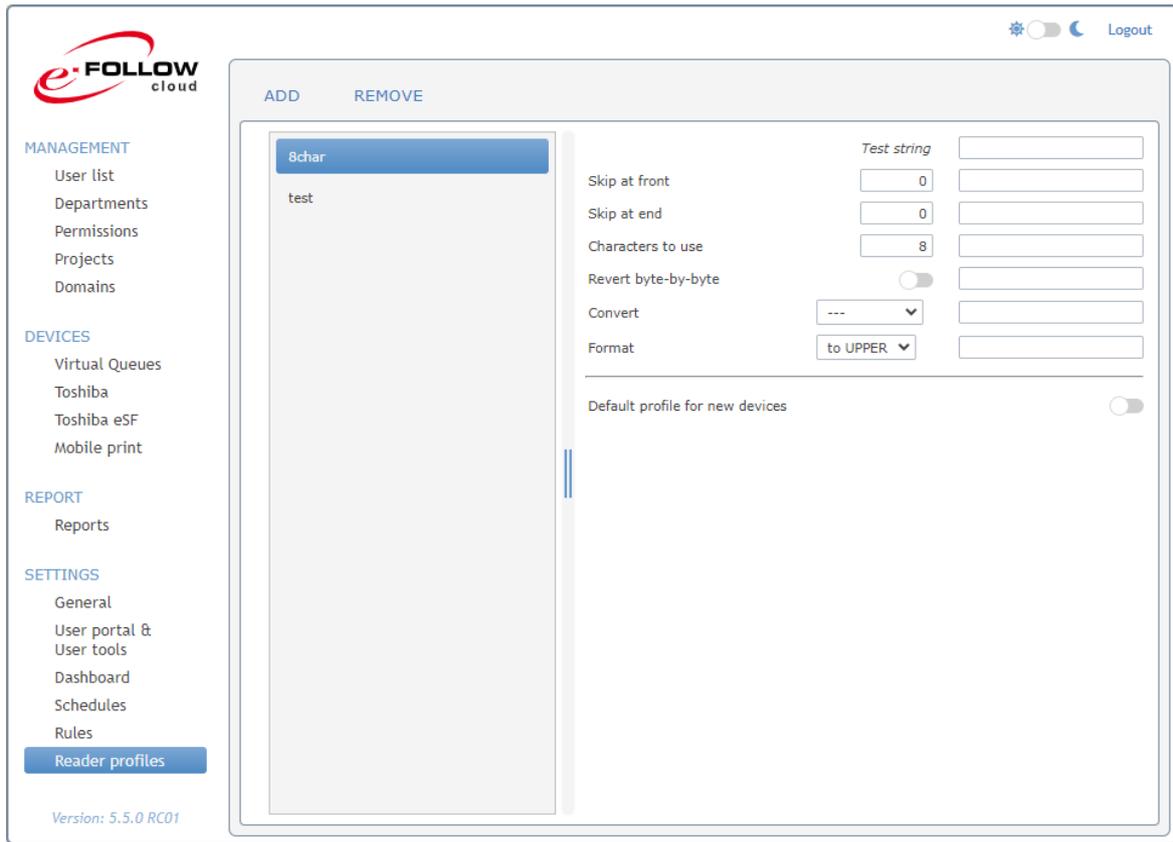
[Switch back to assistant]



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 on how the IDs are read by the reader the IDs might need to be converted or reversed so they match.

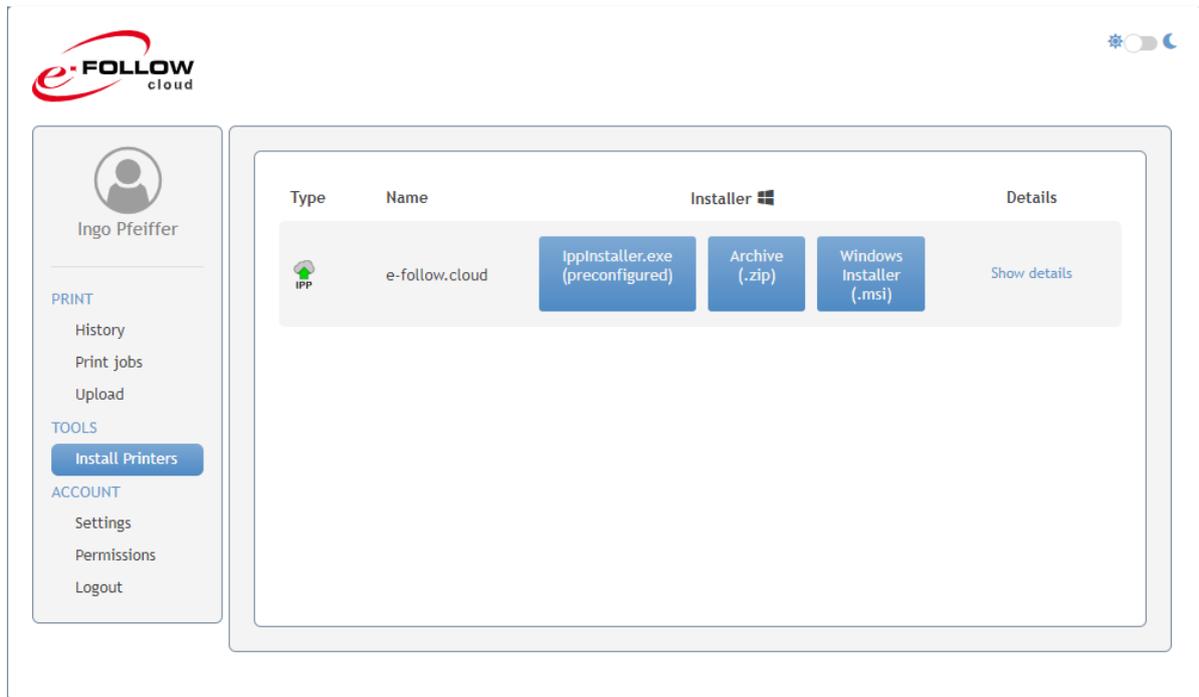
To add a new profile click to **[ + ]**.

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 to the data that are required.

## 10 Using IppInstaller packages

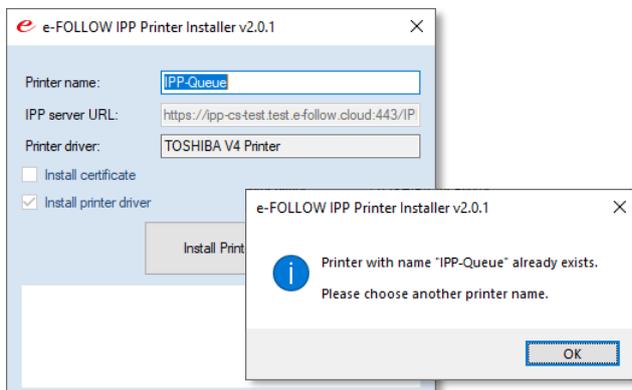
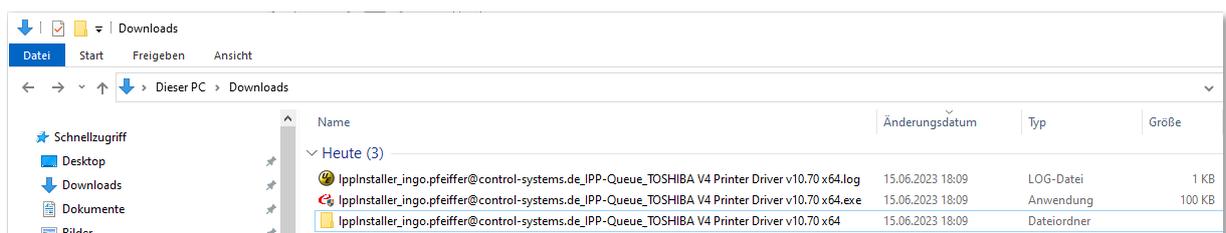
From the UserPortal users have access to the Installer-packages of IPP queues.



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 use another printer name.

## 10.2 IppInstaller ZIP archive

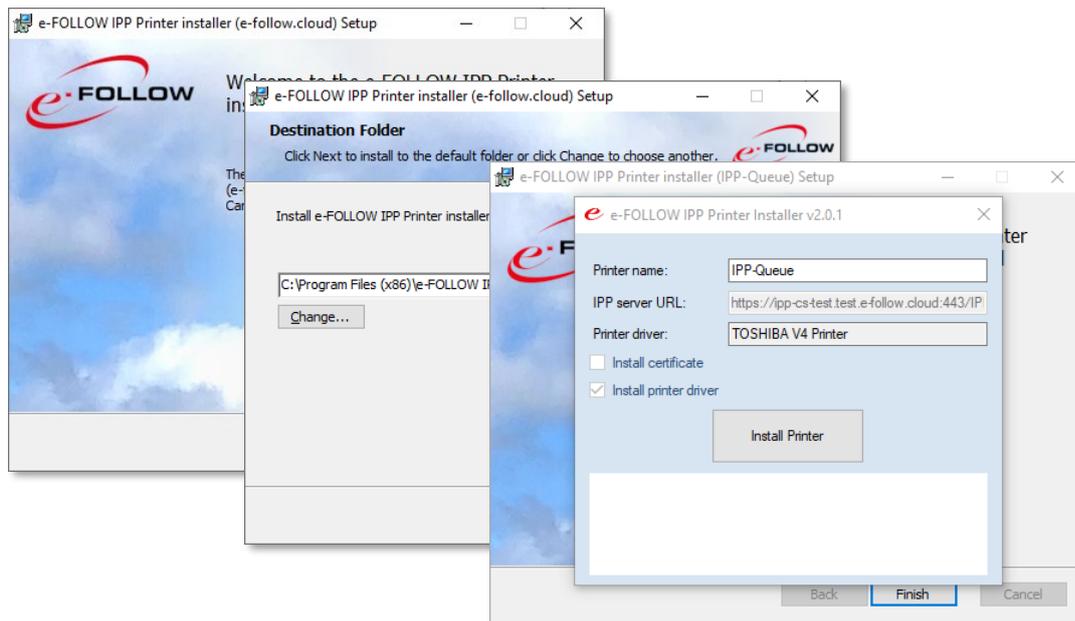
The IppInstaller ZIP archive contains all files which are needed. The configuration is included as the file config.cfg. The user has to extract the ZIP archive and run the IppInstaller.exe.

Name	Größe	Gepackte Größe
driver	38 873 729	18 932 419
config.cfg	165	170
IppInstaller.exe	101 376	36 485
printer_properties.txt	14 270	2 990

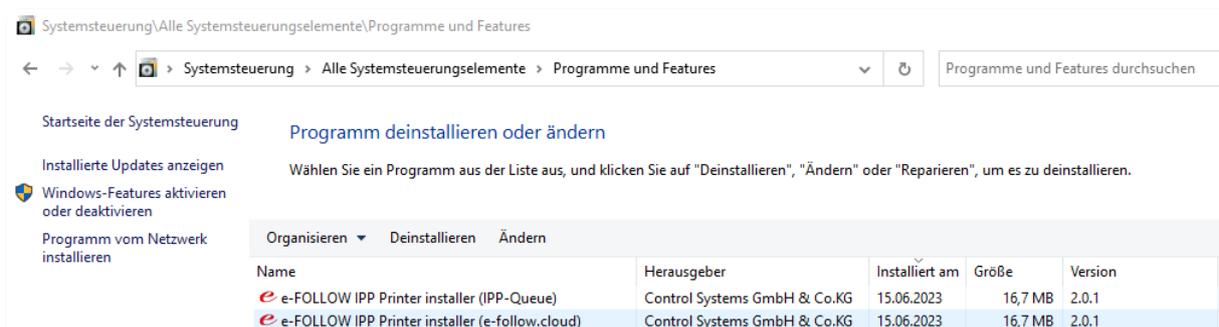
The IppInstaller is the same as mentioned above. It will also check for existing printer name and will also write a log file.

## 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 above.



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

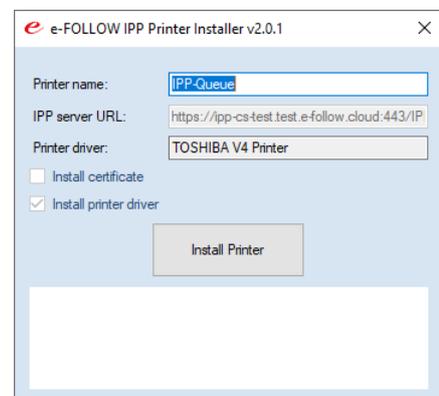
Beside of the autogenerated lppInstaller packages from the user-portal it is also possible to create an installer ZIP-archive manually. The package can be downloaded from the → SETTINGS → General → Instructions & Configuration page.



lppInstaller.exe must be executed as Administrator

There is also a silent version of lppInstaller, lppInstallerSilent.exe.

Before executing lppInstaller it needs to be customized for your specific needs.



IPP Installer consists of these components.

Name	Typ	Komprimierte Größe
driver	Dateiordner	
config.cfg	Configuration-Quelldatei	1 KB
lppInstaller.exe	Anwendung	33 KB
lppInstallerSilent.exe	Anwendung	33 KB
ReadMe.txt	TXT-Datei	1 KB

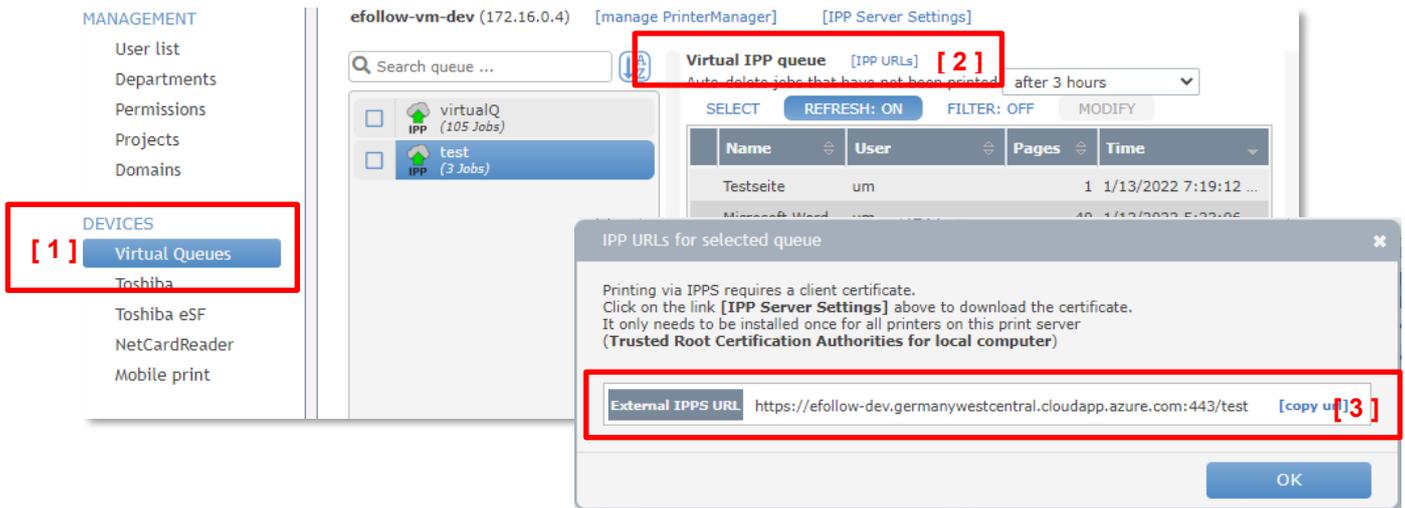
- lppInstaller.exe**            the installer program
- lppInstallerSilent.exe**    The same installer program but with build in silent parameter
- config.cfg**                    the configuration file for lppInstaller
- driver**                         Subdirectory holding the printer driver for the IPP/IPPS Queue

This allows you to create individual lppInstaller-packages, suitable for your current requirements.

e.g.

- packages for each IPP/IPPS queue
- packages for IPP/IPPS queues to be installed on PCs running inside your local network
- packages for IPP/IPPS queues to be installed on PCs running outside your local network



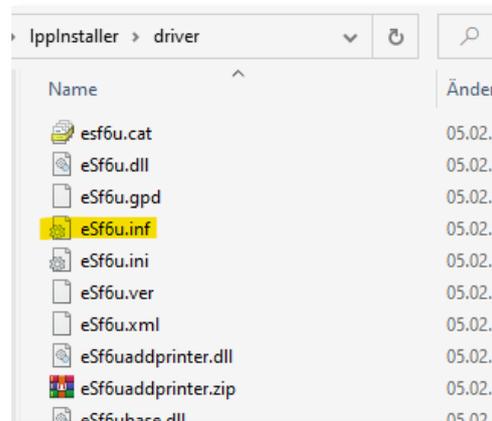


### 11.2 IppInstaller – driver

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 specify one URL with **downloaddriver=** where **driver.zip** can be downloaded.



IppInstaller is optimized for **Toshiba V4 Printer Driver** and **Toshiba Universal 2 printer driver**.

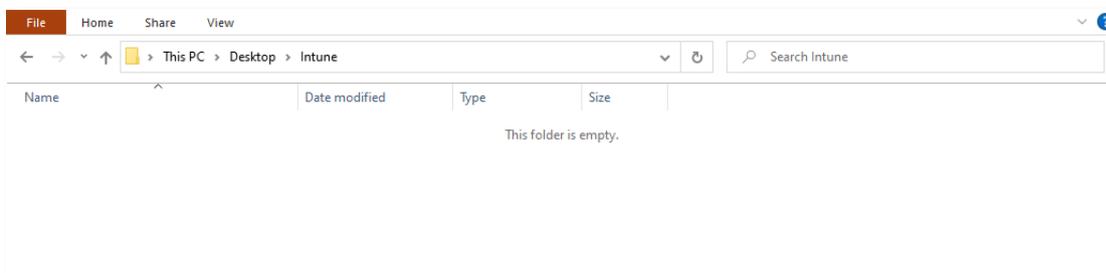
### 11.3 Roll out IPP printer with group policy

In case you like to roll out an IPP/IPPS queue to clients via policy it is recommended to

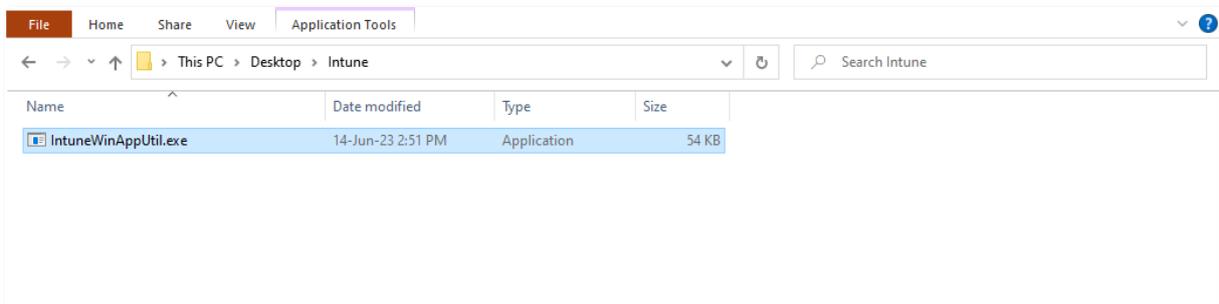
- roll out the certificate to client's **Trusted Root Certification Authorities**
- place the lppInstaller-package on a Server that all clients have access to
- create a .batch file executing lppInstallerSilent.exe
- Add the batch to clients GPO startup script

## 12 Roll out IPP printer with Intune

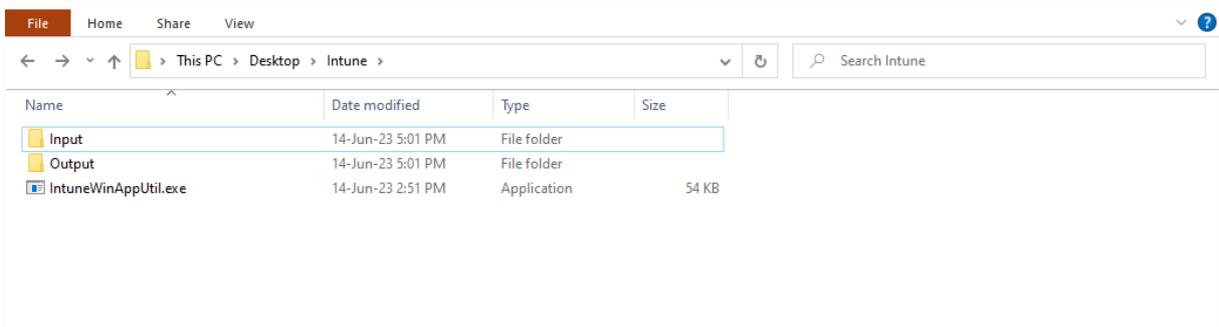
Create a new empty folder with any name.



Download **IntuneWinAppUtil.exe** to the created folder from the official [resource](#).

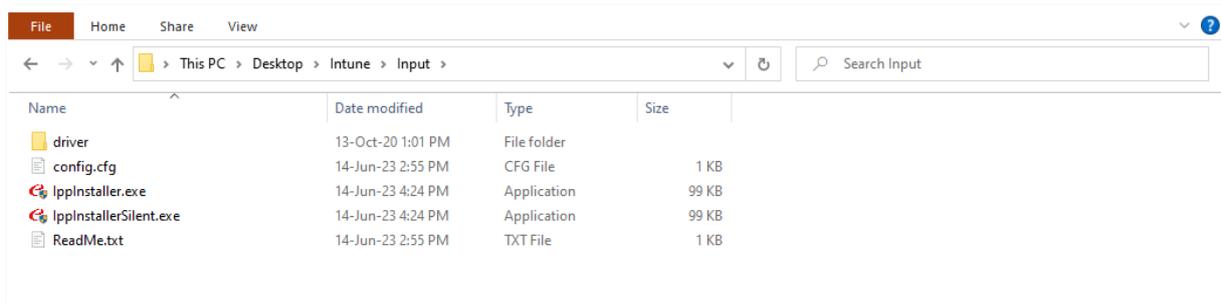


Create there new empty subfolders with name "Input" and "Output".



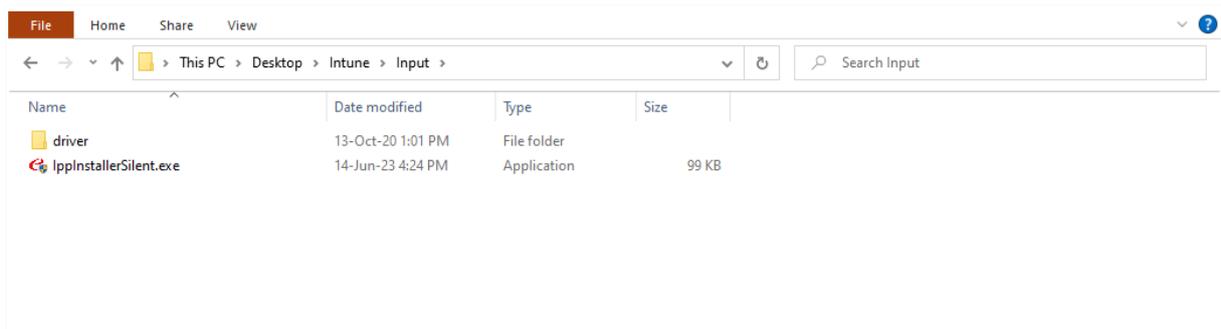
Download **lppinstaller.zip** to any temporary place from e-FOLLOW Management -> Settings -> General -> Instructions & Configuration -> lppInstaller -> [lppinstaller.zip](#).

Unpack the archive to "Input" folder.

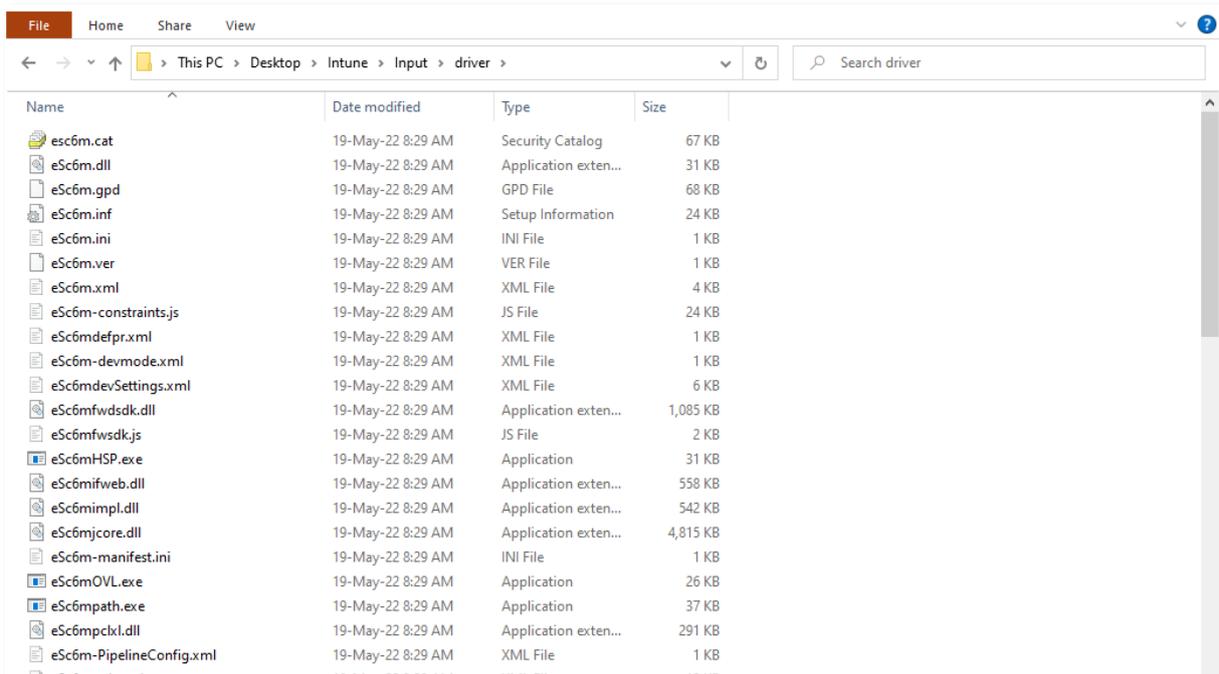


Delete files from "Input" folder to keep "driver" folder and "lppInstallerSilent.exe" file:

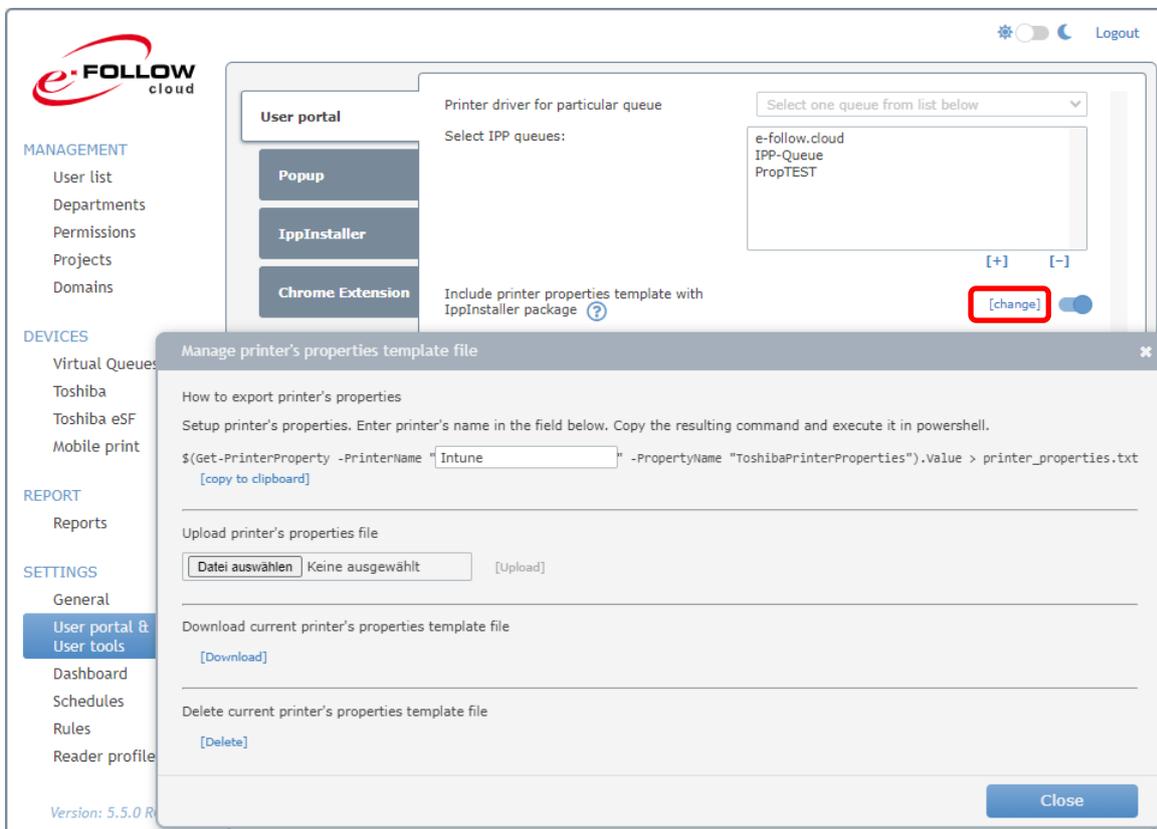
- config.cfg
- lppInstaller.exe
- ReadMe.txt



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.

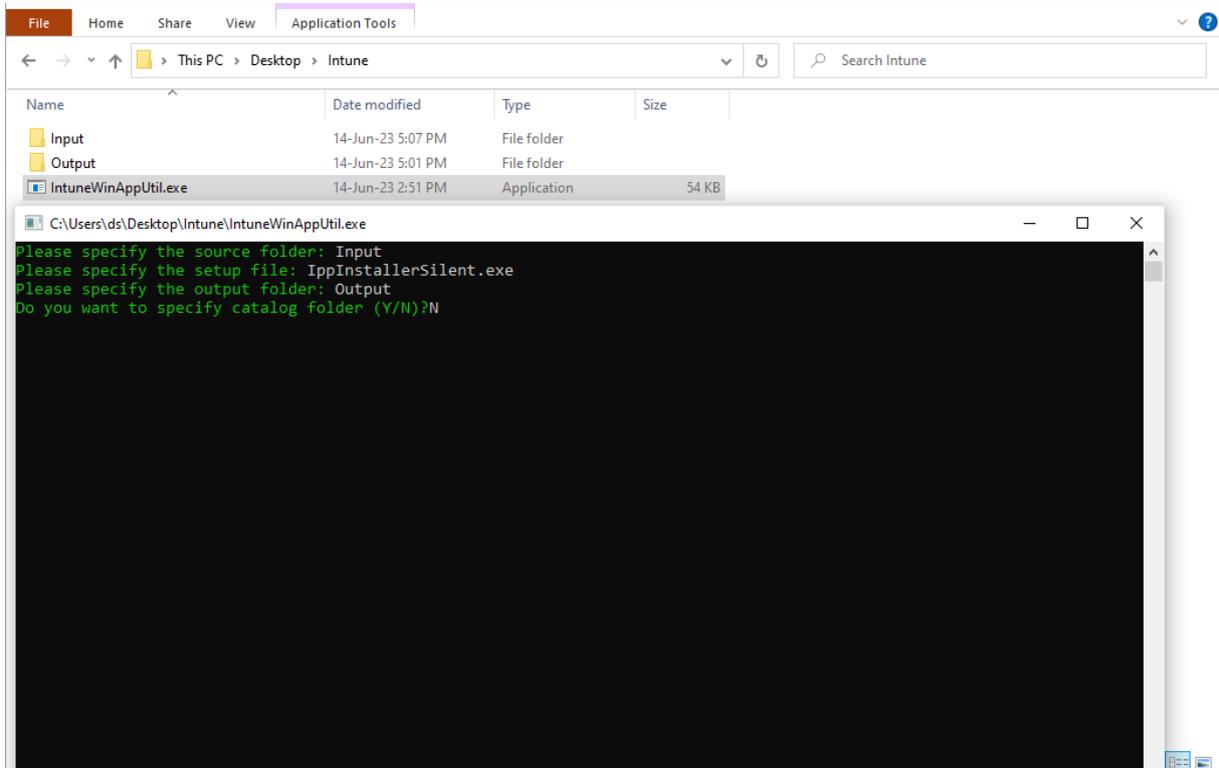


If you want to distribute “TOSHIBA V4 Printer Driver”, you could include default printer properties (drawers, finishers etc.). See e-FOLLOW Management -> Settings -> General -> Userportal -> IPP queues -> Include printer properties template with IppInstaller package. There you can export printer properties from the template printer to a file with a command. This file should be placed in “Input” folder.

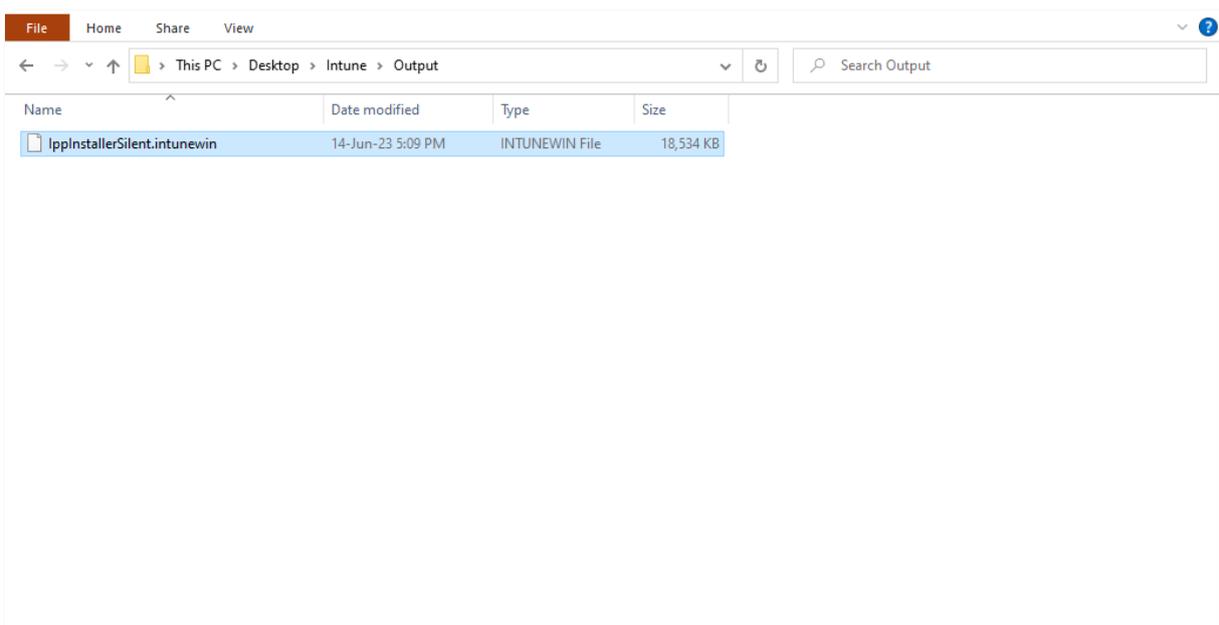


Open **IntuneWinAppUtil.exe** file:

- 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

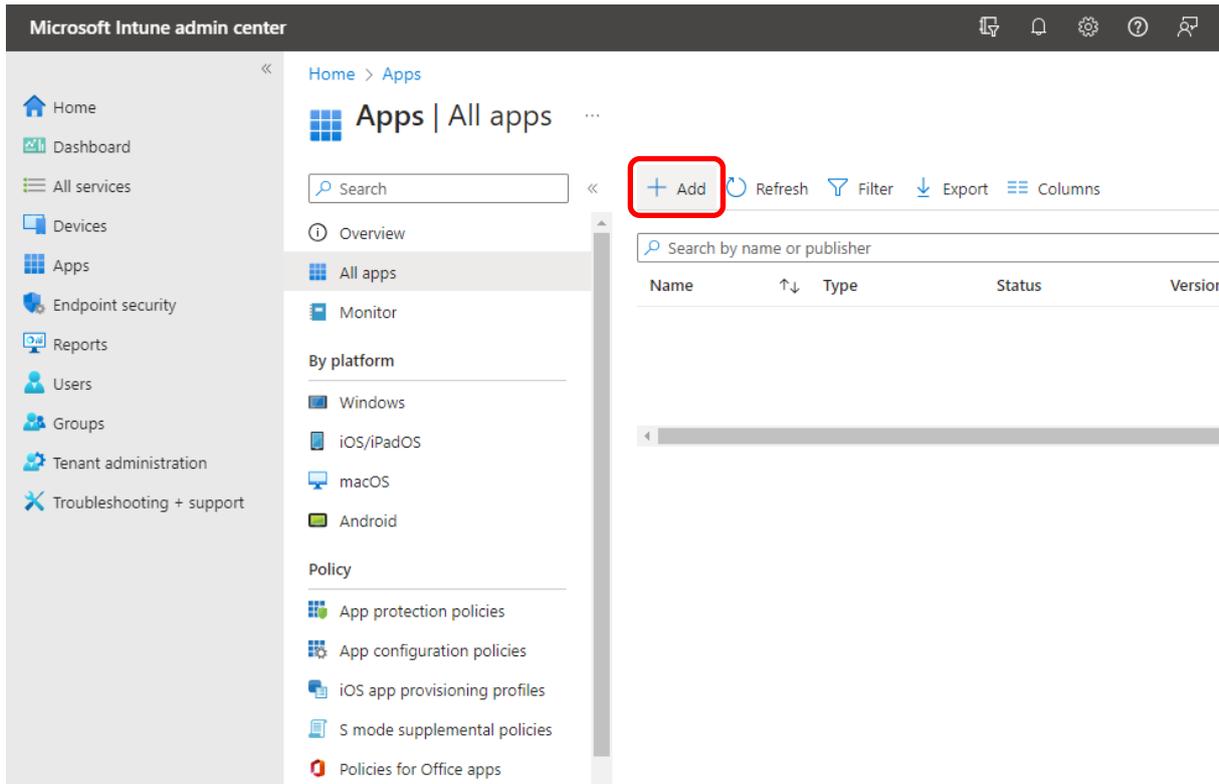


You will get **IppInstallerSilent.intunewin** file in “Output” folder. This Intune app could be used to install any Virtual Queue as Printer on user’s PC with the selected printer driver. For another printer driver please create another Intune app.

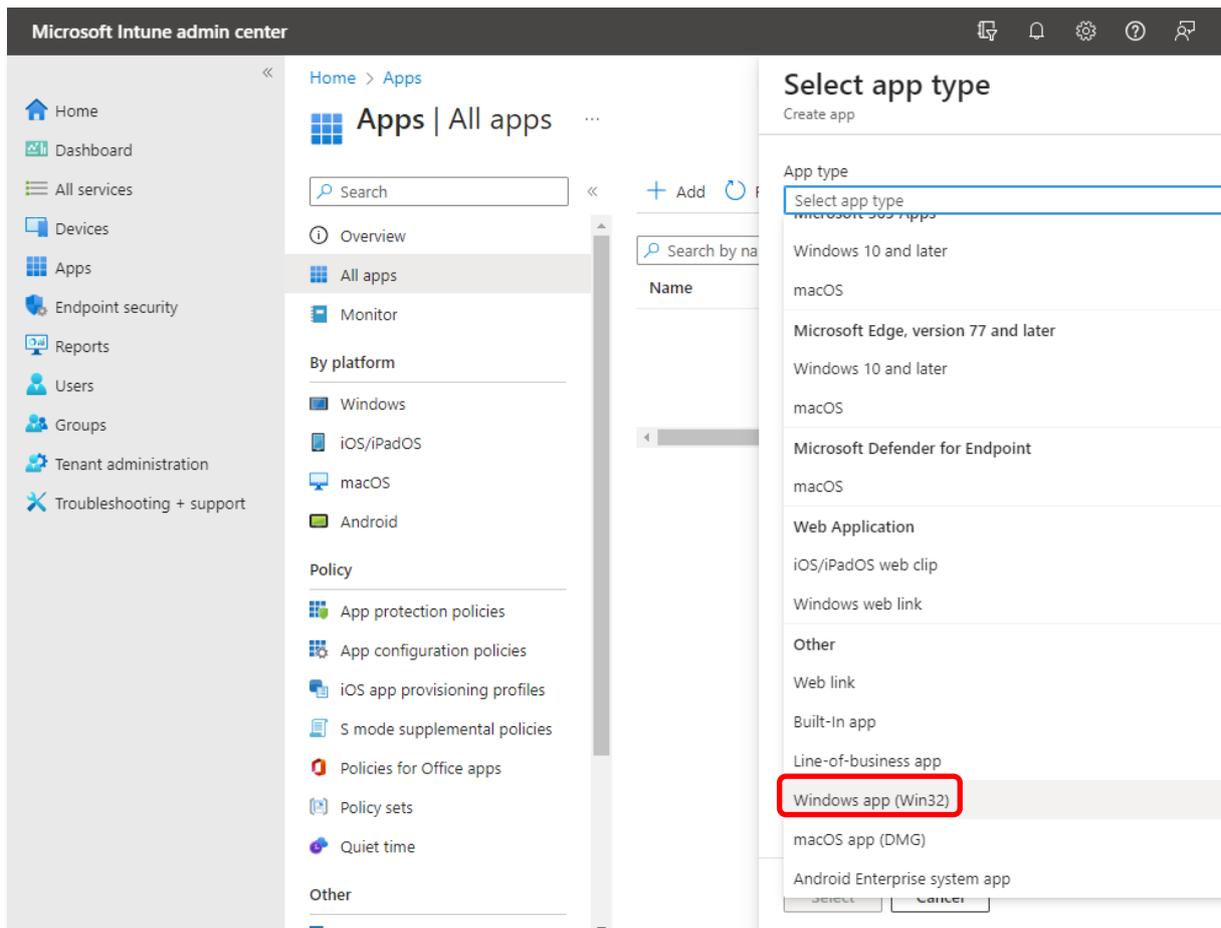


**Open Intune portal.**

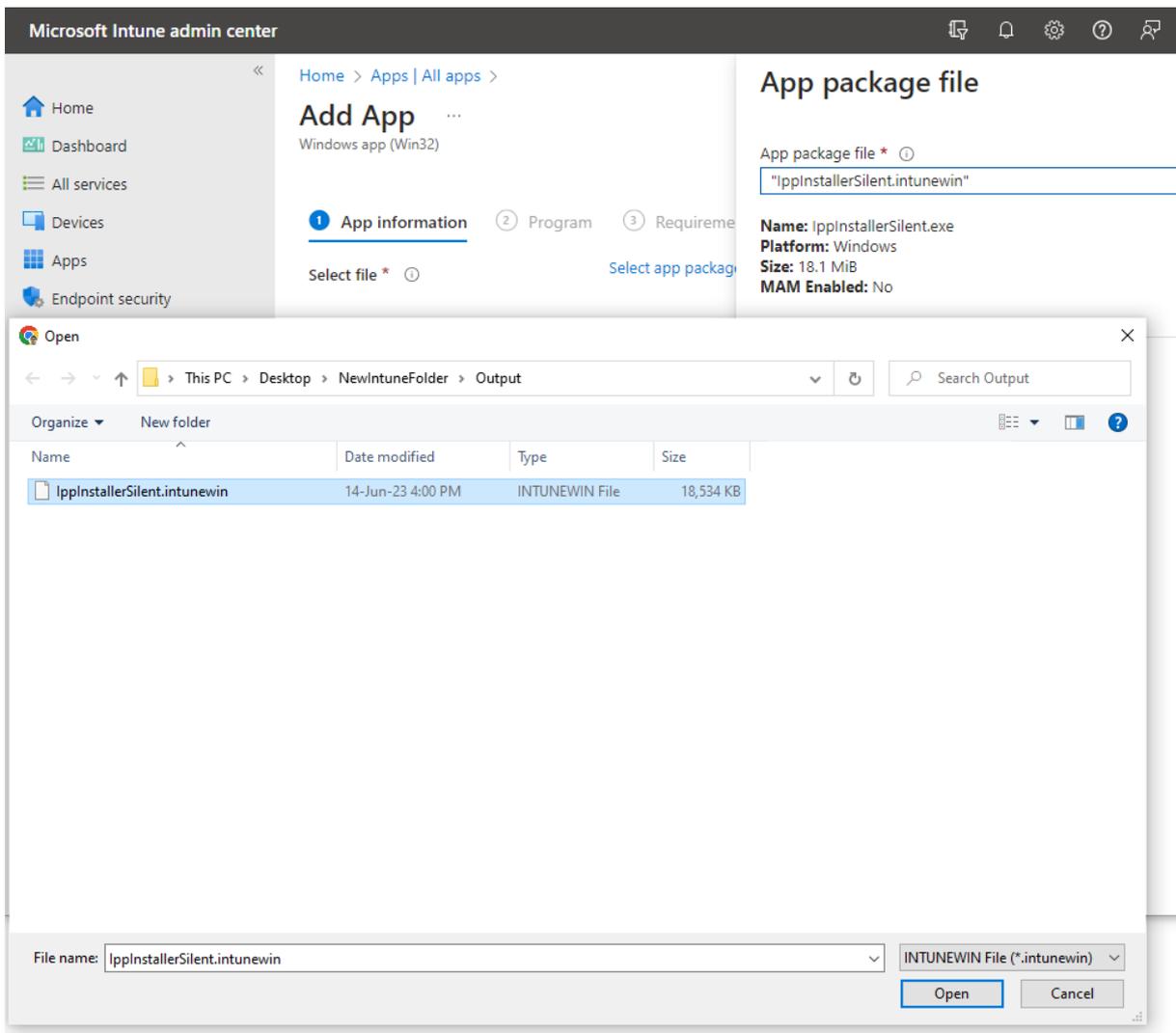
Click on “Add new App”.



Select "Windows app (Win32)" App type. Click on "Select".



Select **IppInstallerSilent.intunewin** file.



Fill in the fields as you wish.

Microsoft Intune admin center

Home > Apps | All apps >

### Add App ...

Windows app (Win32)

Name \*

Description \*

[Edit Description](#)

Publisher \*

App Version

Category

Show this as a featured app in the Company Portal  Yes  No

Information URL

Privacy URL

Developer

Owner

Notes

Logo

[Change image](#)



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

The screenshot displays the e-FOLLOW.cloud management interface. On the left sidebar, the 'DEVICES' section is expanded, and 'Virtual Queues' is highlighted with a red box [1]. The main content area shows a list of virtual queues. The 'Virtual IPP queue [IPP URLs]' option is selected and highlighted with a red box [2]. A modal window titled 'IPP URLs for selected queue' is open, showing a table with columns for Name, User, Pages, and Time. The 'External IPPS URL' is displayed as 'https://ipp-cs-test.test.e-follow.cloud:443/e-follow.cloud', and the 'copy url' button is highlighted with a red box [3].

## Go to “Program” step

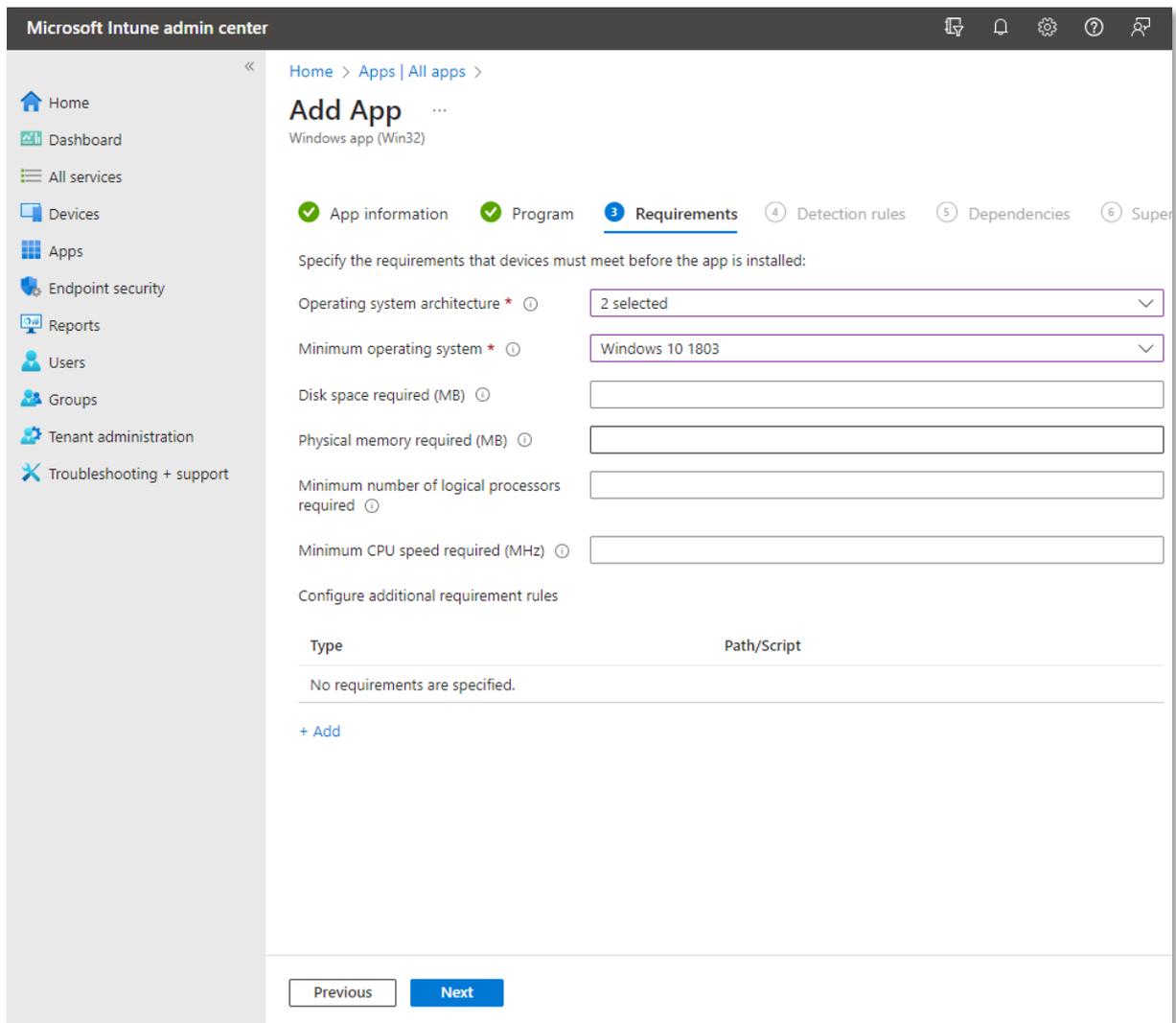
The screenshot shows the Microsoft Intune admin center interface. The left sidebar contains navigation options: Home, Dashboard, All services, Devices, Apps, Endpoint security, Reports, Users, Groups, Tenant administration, and Troubleshooting + support. The main content area is titled 'Add App' and 'Windows app (Win32)'. It features a progress bar with six steps: 1. App information (checked), 2. Program (active), 3. Requirements, 4. Detection rules, 5. Dependencies, and 6. Super. The 'Program' step is titled 'Specify the commands to install and uninstall this app:'. It includes the following fields and options:

- Install command: `lppInstallerSilent.exe "-Name=Intune" -Server=https://ipp-cs-test.test.e-follow....`
- Uninstall command: `lppInstallerSilent.exe "-Name=Intune" -UninstallAll`
- Install behavior: Radio buttons for 'System' (selected) and 'User'.
- Device restart behavior: A dropdown menu set to 'No specific action'.
- Specify return codes to indicate post-installation behavior: A table with two columns, 'Return code' and 'Code type'. One row is visible with '0' in the 'Return code' column and 'Success' in the 'Code type' column.

At the bottom of the wizard, there are 'Previous' and 'Next' buttons.

- Install command: `lppInstallerSilent.exe "-Name=<QUEUE_NAME>" -Server=<IPP_URL>`
- Uninstall command: `lppInstallerSilent.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

The screenshot shows the Microsoft Intune admin center interface. The main content area is titled "Add App" and "Windows app (Win32)". It has three progress indicators: "App information", "Program", and "Requirements", all marked with green checkmarks. Below these, it says "Configure app specific rules used to detect the presence of the app". The "Rules format" is set to "Manually configure detection rules". There is a table with columns "Type" and "Path/Code" and a note "No rules are specified." with a "+ Add" button. At the bottom are "Previous" and "Next" buttons.

The right-hand pane is titled "Detection rule" and contains the following configuration options:

- Rule type: Registry
- Key path: HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\Windows NT\CurrentVersion\Print\Printers\<QUEUE\_NAME>
- Value name: Name
- Detection method: String comparison
- Operator: Equals
- Value: Intune
- Associated with a 32-bit app on 64-bit clients: Yes (checked)

At the bottom right of the pane is an "OK" button.

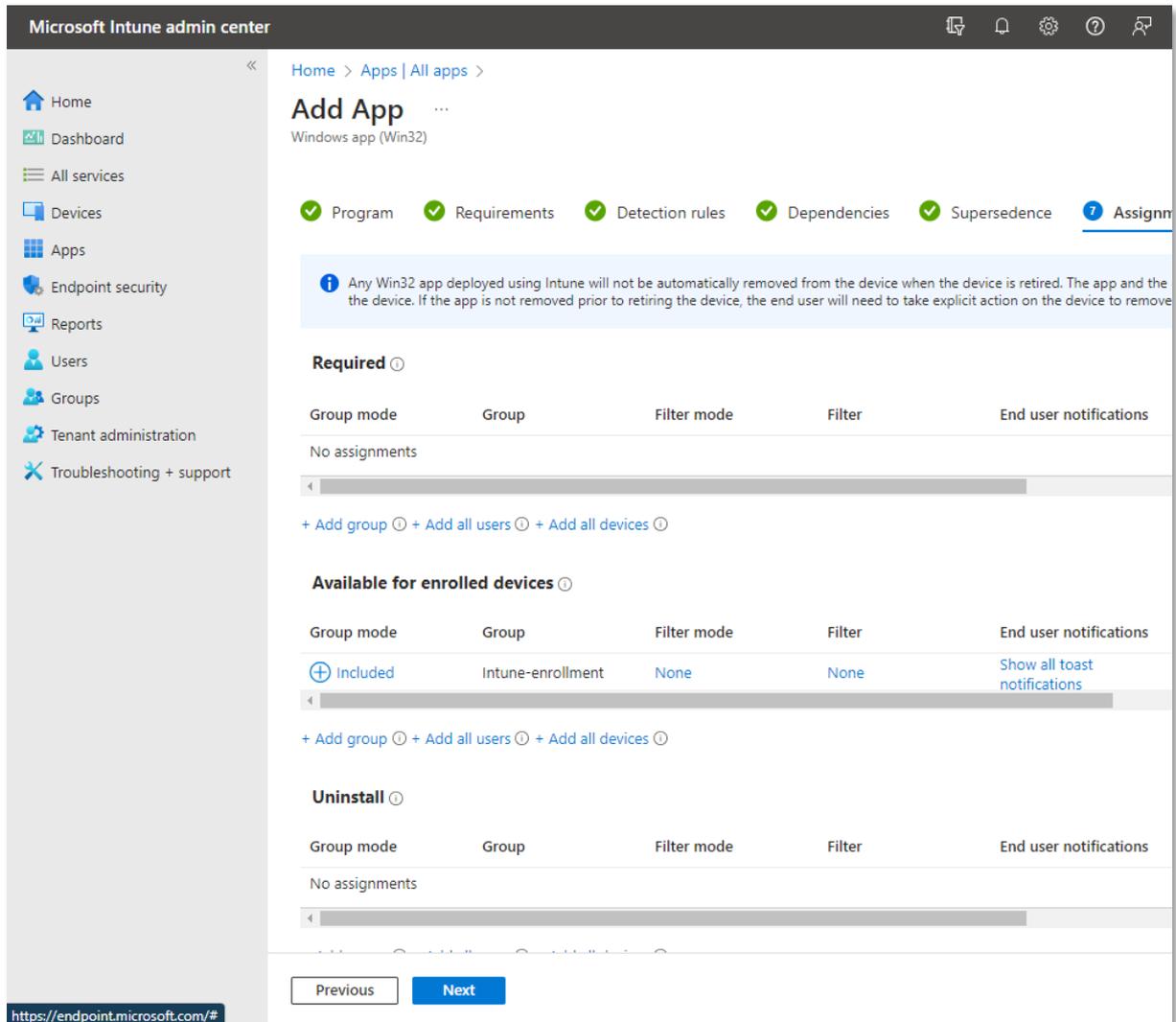
Rules format: Manually configure detection rules

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.

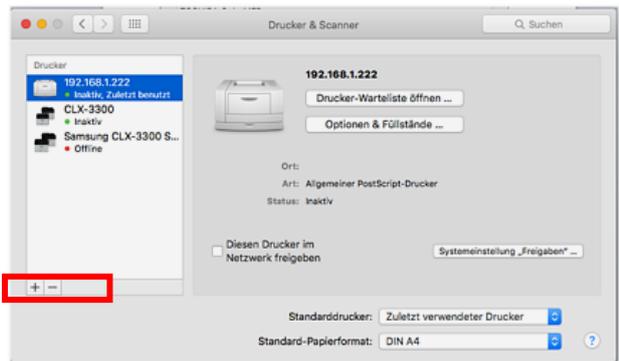
Visit <http://business.toshiba.com/support/index.jsp> to download an appropriate driver for your MFP.

Follow the installation instructions of the driver package...



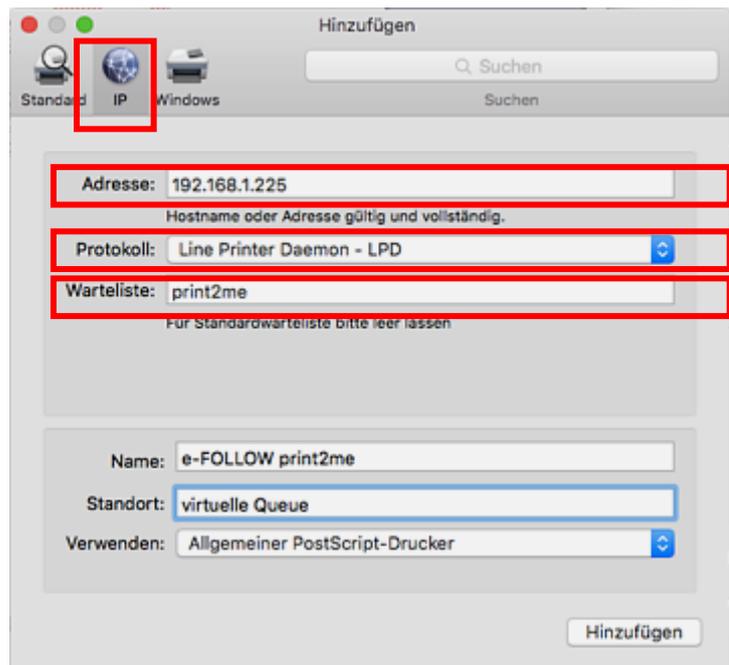
#### Add and Configure New Printer

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

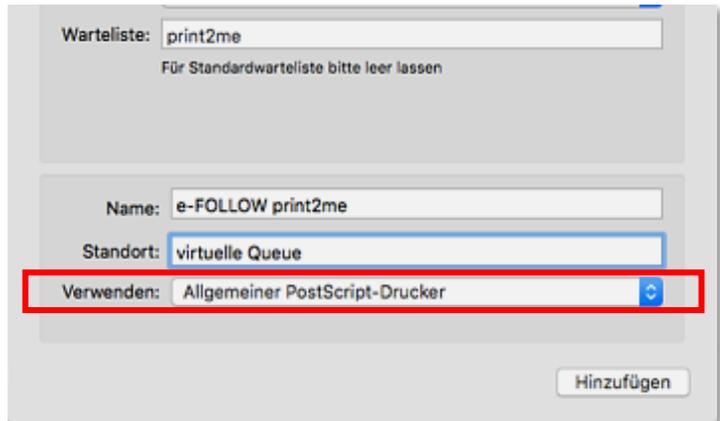


**Address:** IP-address of your e-FOLLOW server

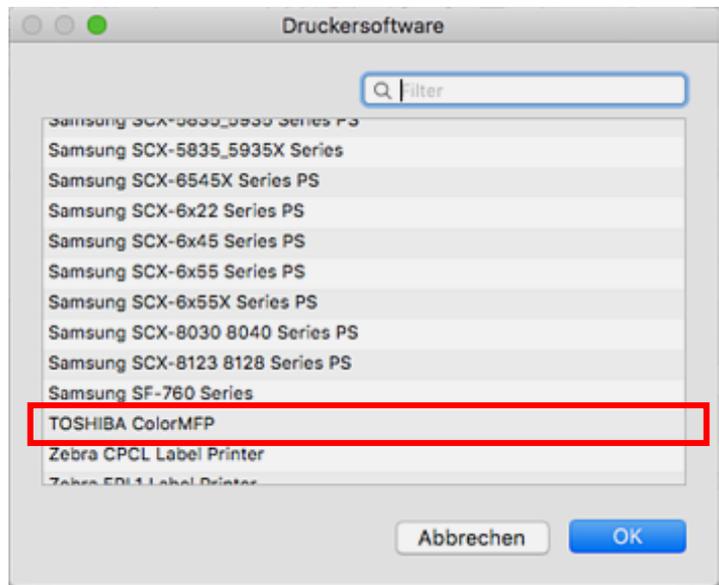
**Protocol:** 'Line Printer Daemon – LPD' (default)

**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.

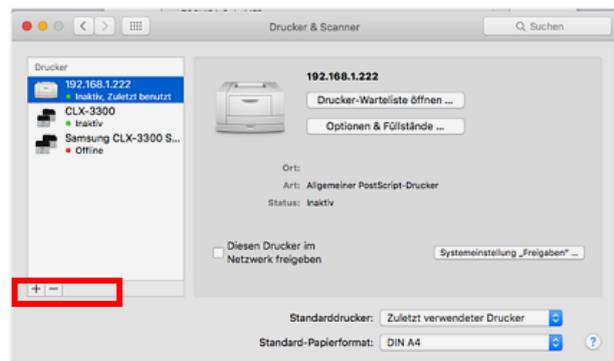
Visit <http://business.toshiba.com/support/index.jsp> to download an appropriate driver for your MFP.

Follow the installation instructions of the driver package...



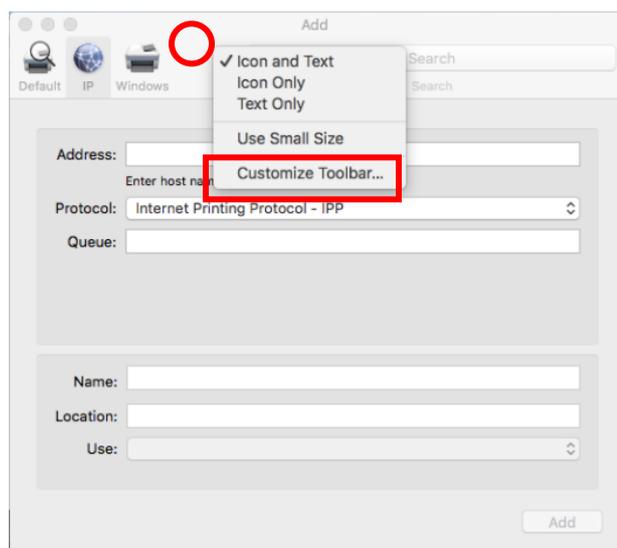
#### Add and Configure New Printer

Open 'System Preferences' → 'Print & Fax'

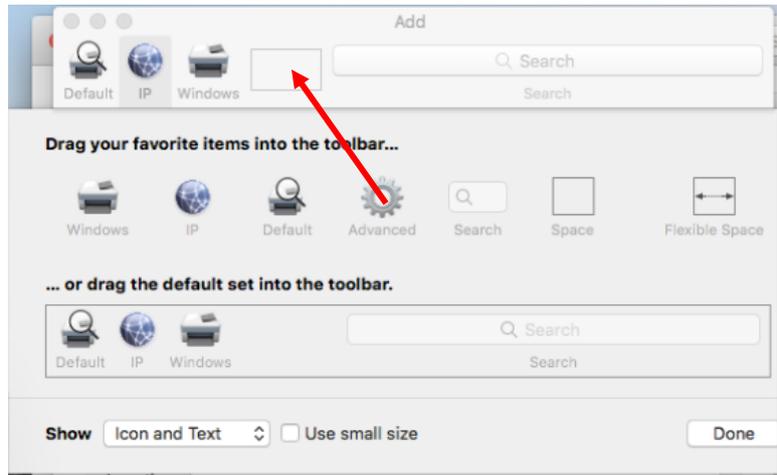


Klick '+' Sign to add a new printer

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.



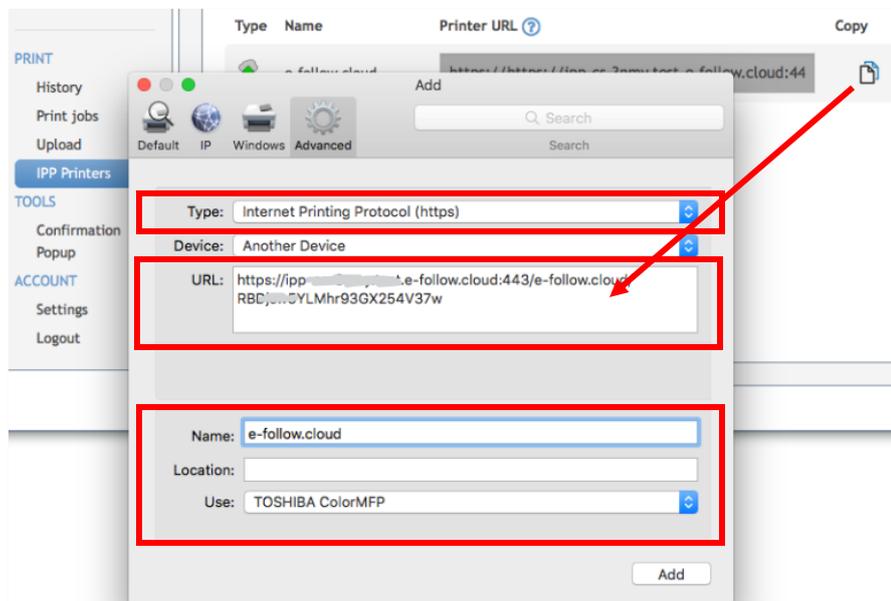
Then click to the "advanced" option

**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.

**Configuration for Local Print Module:**  
Allows local print spooling on client PCs and will also install the local printer(s) automatically. Only one e-FOLLOW Client may be installed per Client-PC. You can find more information about this in the Operator Manual under User portal & User tools -> Client. [\[Add new configuration\]](#)

	Virtual queues	Download
	client_test [+] [-] [Configure]	[Generate and download MSI] Configuration ID: 001
	e-follow.cloud ipp [+] [-] [Configure]	[Generate and download MSI] Configuration ID: 002
	e-follow.cloud [+] [-] [Configure]	[Generate and download MSI] Configuration ID: 003
	ipp e-follow.cloud IPP-Queue ipp_cs_test [+] [-] [Configure]	[Generate and download MSI] Configuration ID: 004

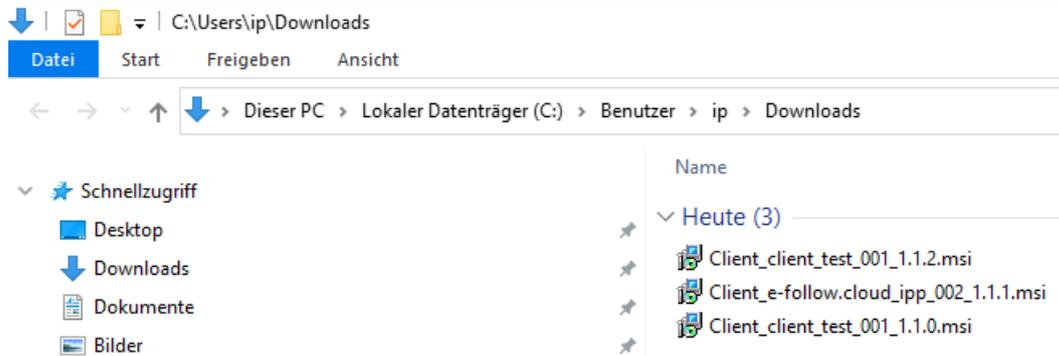
[Local Print Module expert settings](#) ▾

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.

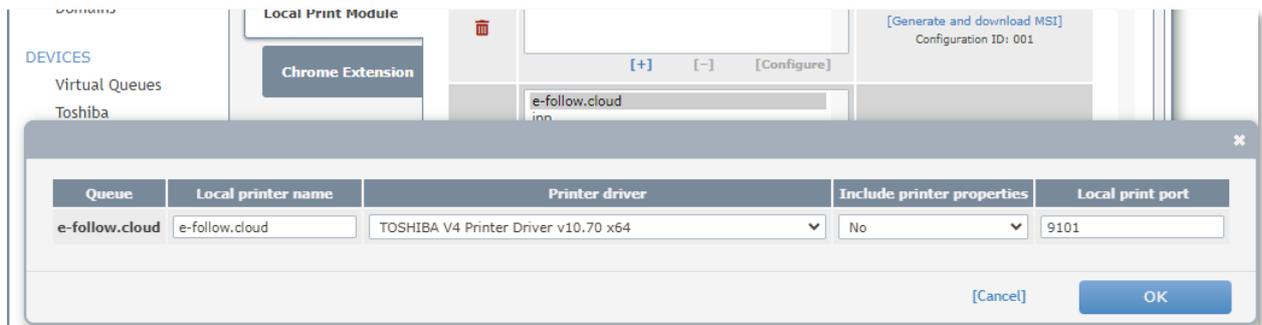
The windows service also starts polling to the e-FOLLOW.cloud instance for the next operations (delete job/release job).

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.

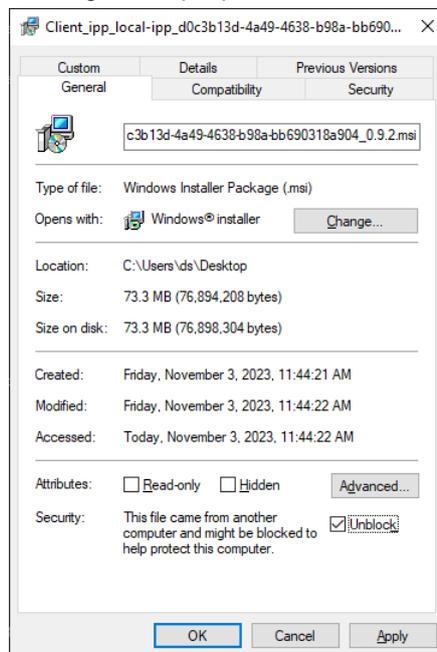
New printer drivers and the printer properties are currently only configurable at SETTINGSàUser portal & User toolsàUserportal.

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.

Local Print Module expert settings

These parameters may only be changed in communication with support. The default value is in the brackets.

ClientAnalysePostScript (true)	<input checked="" type="checkbox"/>
ClientAnalysePostScriptBytesRead (1048576)	<input type="text" value="1048576"/>
ClientAnalysePdfAfterConvert (true)	<input checked="" type="checkbox"/>
ClientDebugIppPrint (false)	<input type="checkbox"/>
ClientDebugParse (0)	<input type="text" value="0"/>
ClientDebugPrintJobAnalysis (false)	<input type="checkbox"/>
ClientDebugRawPrint (false)	<input type="checkbox"/>
ClientHttpTimeout (240000)	<input type="text" value="240000"/>
ClientIppsPrintingTimeout (1800000)	<input type="text" value="1800000"/>
ClientIppsTestTimeout (10000)	<input type="text" value="10000"/>
IppsUriTemplate (https://{0}/print)	<input type="text" value="https://{0}/print"/>
IppUriTemplate (http://{0}/print)	<input type="text" value="http://{0}/print"/>
ClientLocalPrinterPortStart (9100)	<input type="text" value="9100"/>
ClientOnlyAllowPclAndPS (false)	<input type="checkbox"/>
ClientParseBufferSize (262144)	<input type="text" value="262144"/>
ClientParseTimeLimit (300000)	<input type="text" value="300000"/>
ClientPclXlDeepAnalysis (true)	<input checked="" type="checkbox"/>
ClientPclXlFastAnalysis (true)	<input checked="" type="checkbox"/>
ClientPrintingType	<input type="text" value="IPPS"/>
ClientPrintingUseHostname (true)	<input checked="" type="checkbox"/>
ClientProjectCodeFromPj]	<input type="text"/>
ClientRawPrintBufferSize (524288)	<input type="text" value="524288"/>
ClientRawPrintCloseTimeout (-1)	<input type="text" value="-1"/>

## Chrome Extension

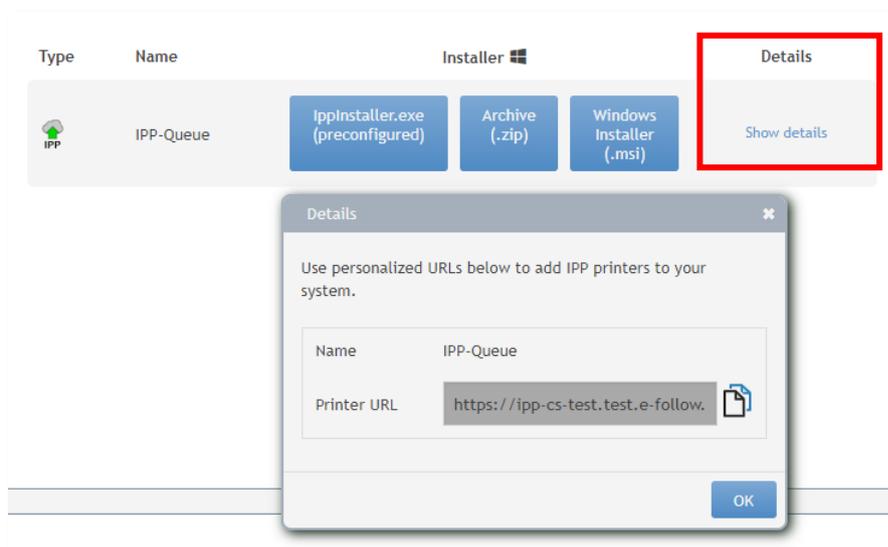
e-FOLLOW can not only receive print jobs from Windows clients but also from Chromebooks.

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.



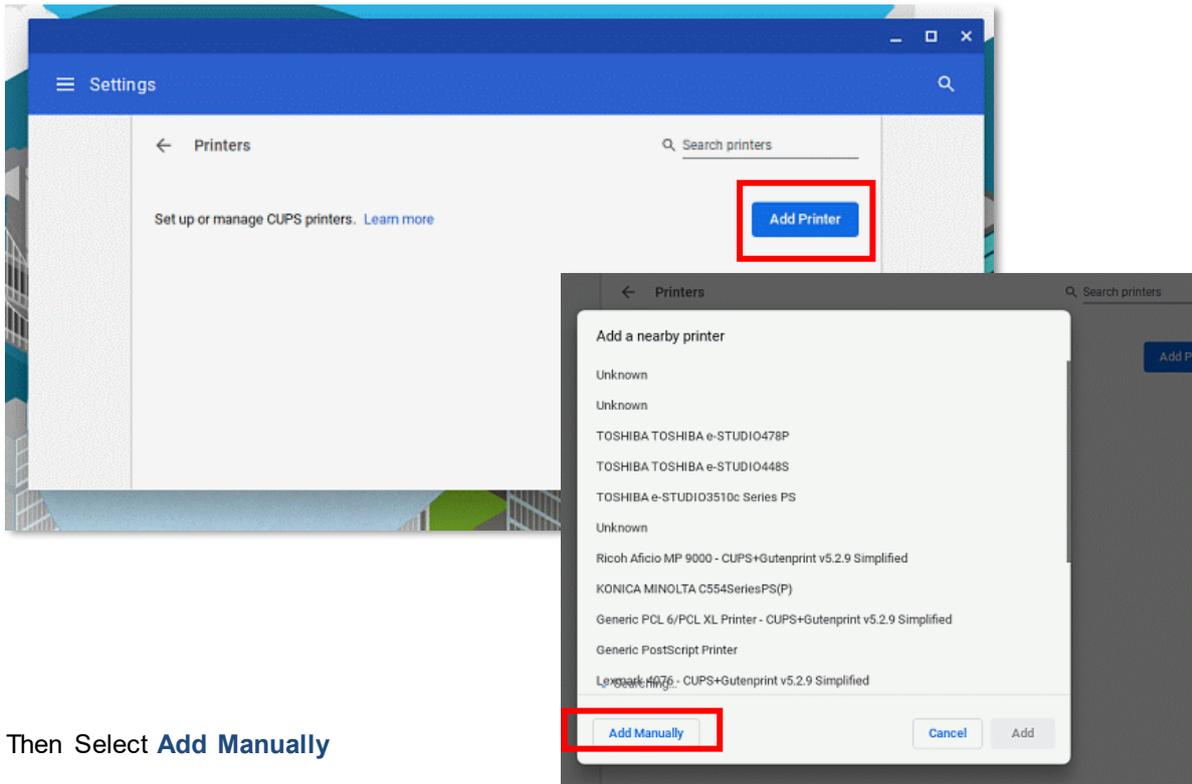
Here you will find the list of available IPP virtual queues and IPP printer queues followed by their personalized URLs.

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.

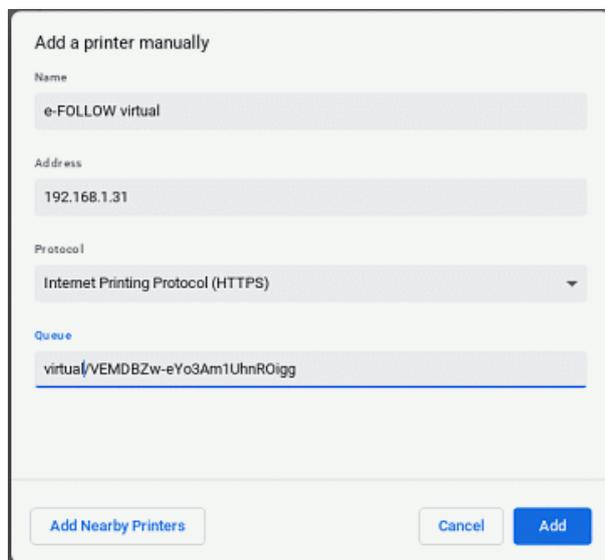
It has to be entered splitted in the fields:

**Name:** any printer name of your choice

**Address:** Server IP

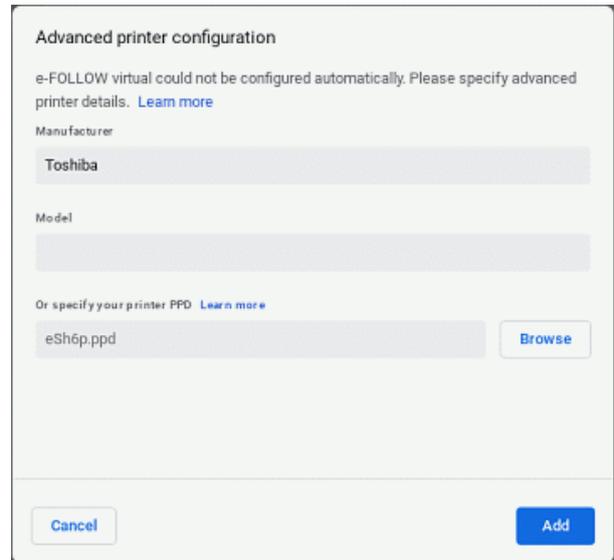
**Protocol:** select HTTPS

**Queue:** printer name + token

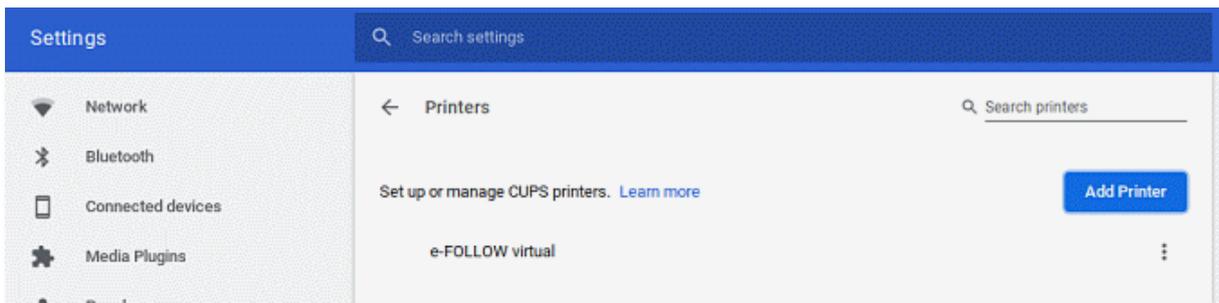


Click to Add

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.



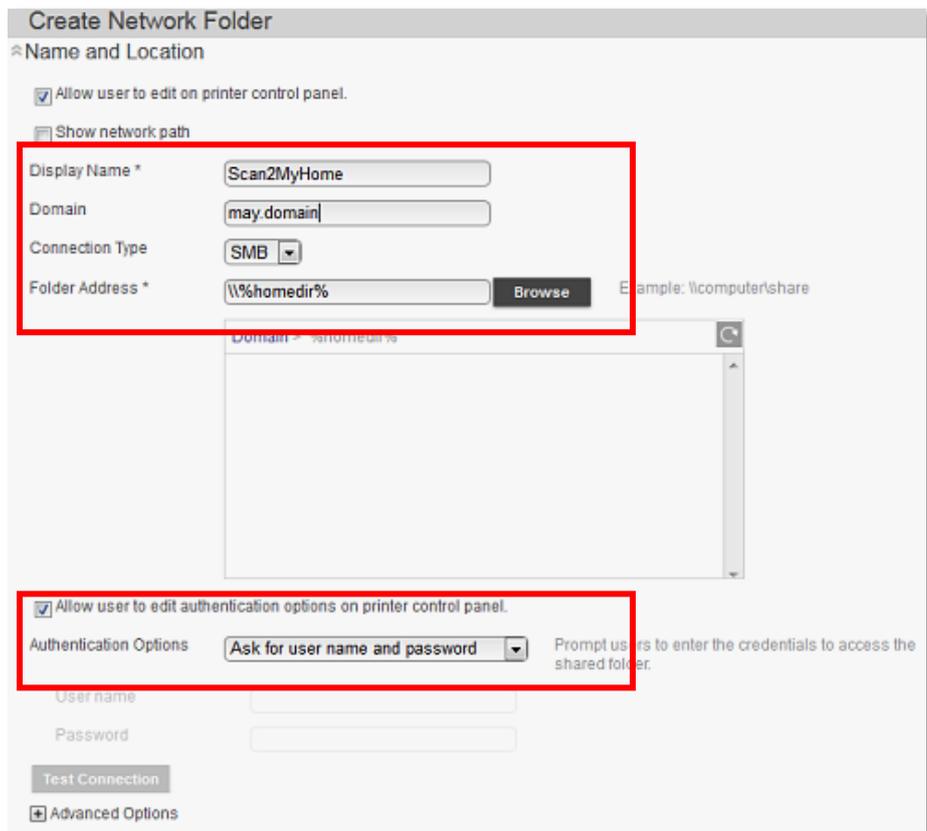
In **Network Folder**:

Klick to **Create Nework Folder**

Enter the Display Name for this target and your local domain.



The Folder Address is **%homedir%**

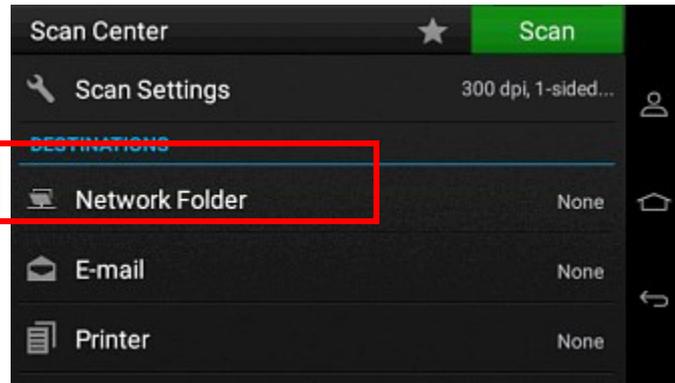


### Authentication Options

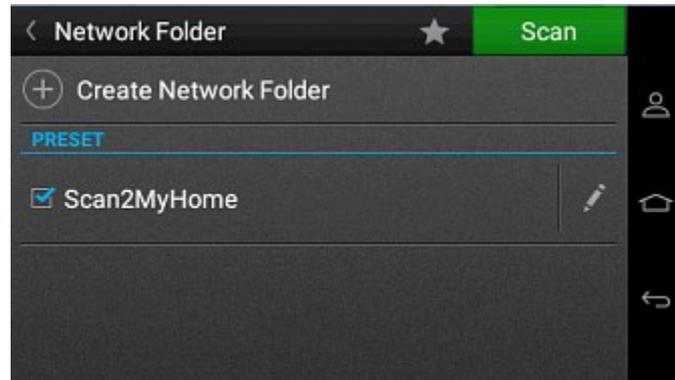
**Ask for user name and password:** if the users login to e-FOLLOW.cloud by e.g. PIN or Card this option will request the user's credentials when scanning.

**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.

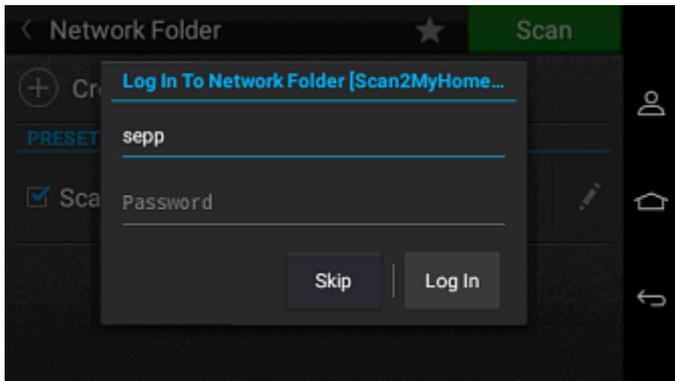
After launching the Scan Center App select Network Folder.



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>

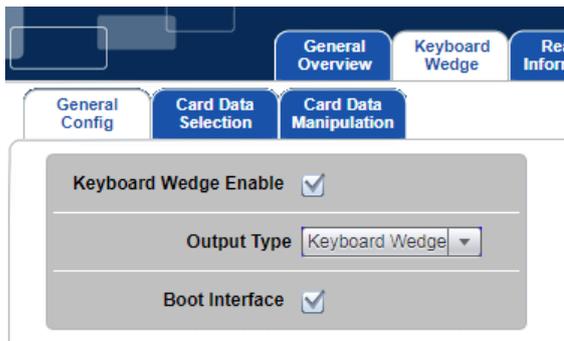
Keyboard mode configuration of this reader is complex and requires "boot interface" device

keyboard mode option enabled as well as [ENTER] post keystroke for each supported card type to work properly with our printers.

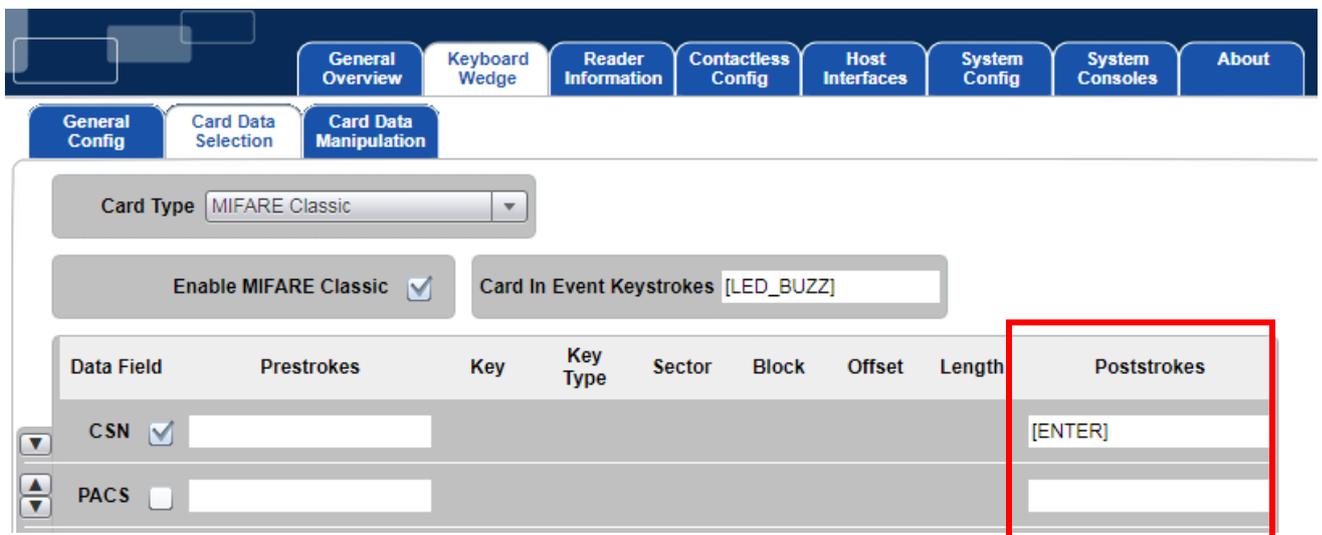


No extra apps or drivers are needed.

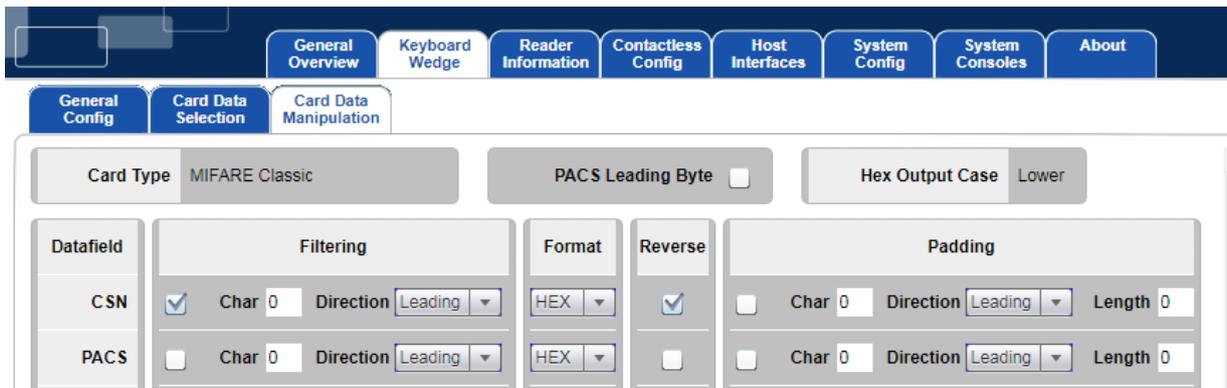
- 1) Enable Keyboard Wedge and Boot Interface



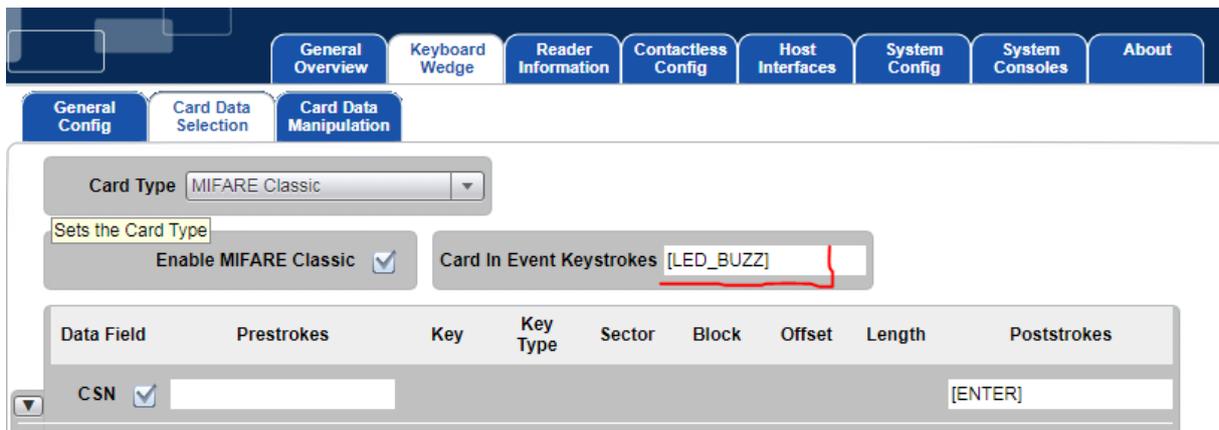
- 2) Configure all card types that are needed and set the Poststroke to [ENTER]



- 3) Configure Card Data Manipulation also for each type:



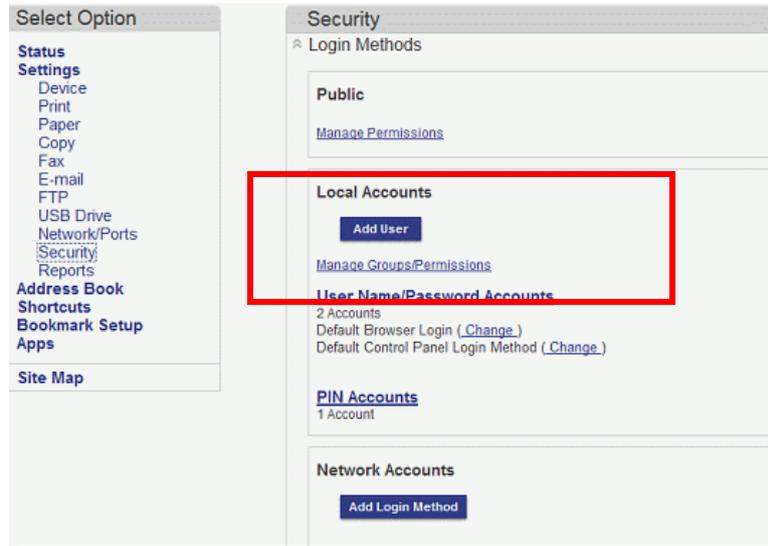
- 4) To disable annoying Beeper go to Card Data Selection and remove content of Card In Event Keystrokes field.



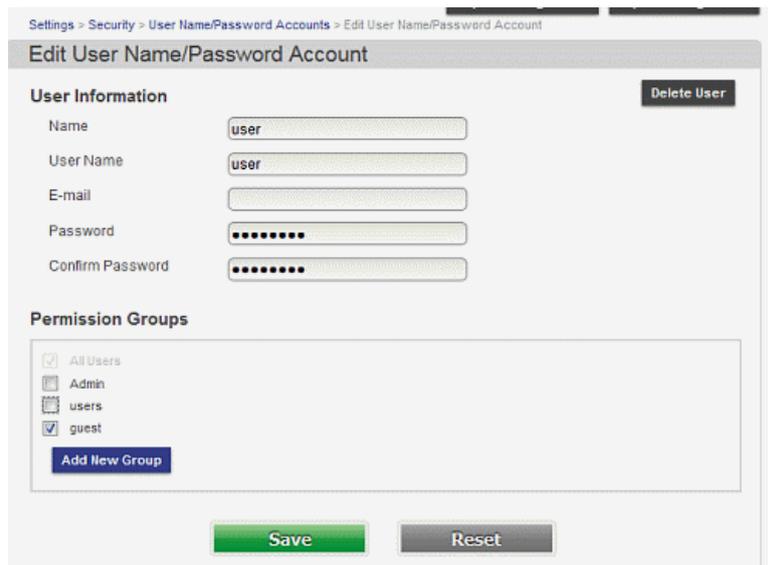
### 16.4 Toshiba eSF Admin access

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.



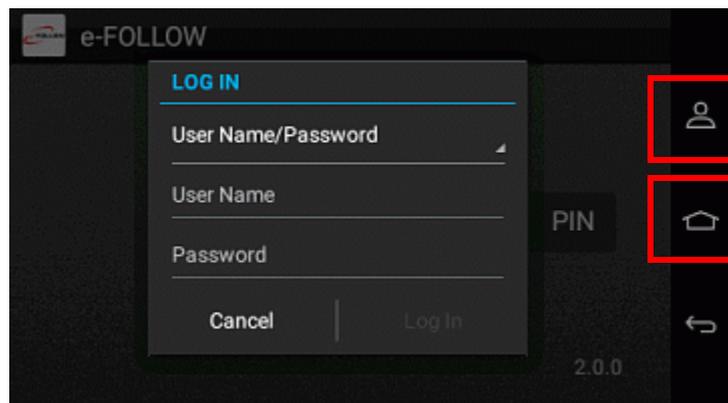
By assigning it to a specific group you can define the permissions and functions the user has access to.



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)	