



Installing YSoft SafeQ Client and adding a printer on a Mac workstation

May 21, 2013

TABLE OF CONTENTS

- 1 Benefits of using SafeQ client 4
- 2 Requirements 5
- 3 Installing YSoft SafeQ Client 6
- 4 Adding a printer to YSoft SafeQ Client 7
- 5 Configuration of the client 11
 - 5.1 Client configuration options - v1.x 11
 - 5.2 Client configuration options - v2.x 11
- 6 Entering the user name and password in Client 13
- 7 Troubleshooting 14
- 8 Uninstalling Client 15
- 9 YSoft Mac OS Client - troubleshooting 16
 - 9.1 "SafeQ connected network printer" is not visible - Client 2.x 16
 - 9.1.1 Problem: 16
 - 9.1.2 Correct situation: 16
 - 9.1.3 Diagnostic: 16
 - 9.1.4 Expected output: 16
 - 9.1.5 Possible errors: 17
 - 9.2 "SafeQ connected network printer" is not visible - Client 1.x-1.6 17
 - 9.2.1 Problem: 17
 - 9.2.2 Solution: 17
 - 9.2.3 If problem remains: 17
 - 9.3 Client UI is not starting after login 17
 - 9.3.1 Diagnostic: 17
 - 9.3.2 Expected behaviour: 18
 - 9.3.3 Solution: 18

DOCUMENT DESCRIPTION

- Benefits of using SafeQ client
- Requirements
- Installing YSoft SafeQ Client
- Adding a printer to YSoft SafeQ Client
- Configuration of the client
- Entering the user name and password in Client
- Troubleshooting
- Uninstalling Client

YSOFT SafeQ Client for MAC OS is dedicated application to take advantage of advanced SafeQ print features and provide further benefits of using SafeQ Server print and accounting system. Its purpose is to submit your print jobs to the SafeQ Server, while collecting further information provided by the operating system or user input upon print. SafeQ Client supports Mac OS X 10.6.3 or newer.


1 BENEFITS OF USING SAFEQ CLIENT

The main benefits of using the client are:

- Additional user authentication directly in the client - client can ask the user for his credentials.
- Billing codes selection possibilities - it is possible to specify the number of the project the print job should be accounted to.
- Price estimation and VIP shared queues.

2 REQUIREMENTS

- Mac OS X 10.6.3 or newer
- **Apple-provided Java 6 for Mac OS X (version 1.6.0_22 or newer)**
- Uninstall older version of YSoft SafeQ Client prior installation of new version (see Uninstall chapter)


 **NOTE:** In case of older Java user will be forced to quit application manually on logout or reboot

3 INSTALLING YSOFT SAFEQ CLIENT

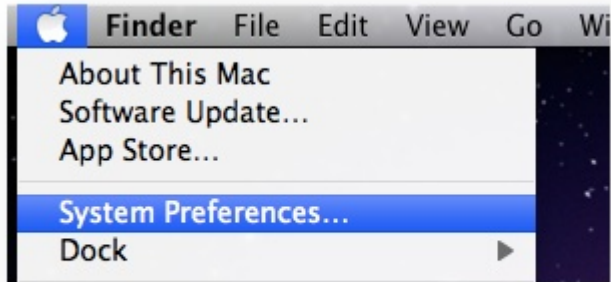
- | | |
|---|--|
| 1 | Log in to the Mac workstation as administrator (or as a user with administrator rights). |
| 2 | In the YSoft SafeQ installation package, locate the file SafeQ Client.dmg . |
| 3 | Run the installation utility Client.pkg to install SafeQ Client. |
| 4 | Log out and Log in back or reboot machine after installation. |

4 ADDING A PRINTER TO YSOFT SAFEQ CLIENT

To set SQPort support into your MacOS system please follow these steps:

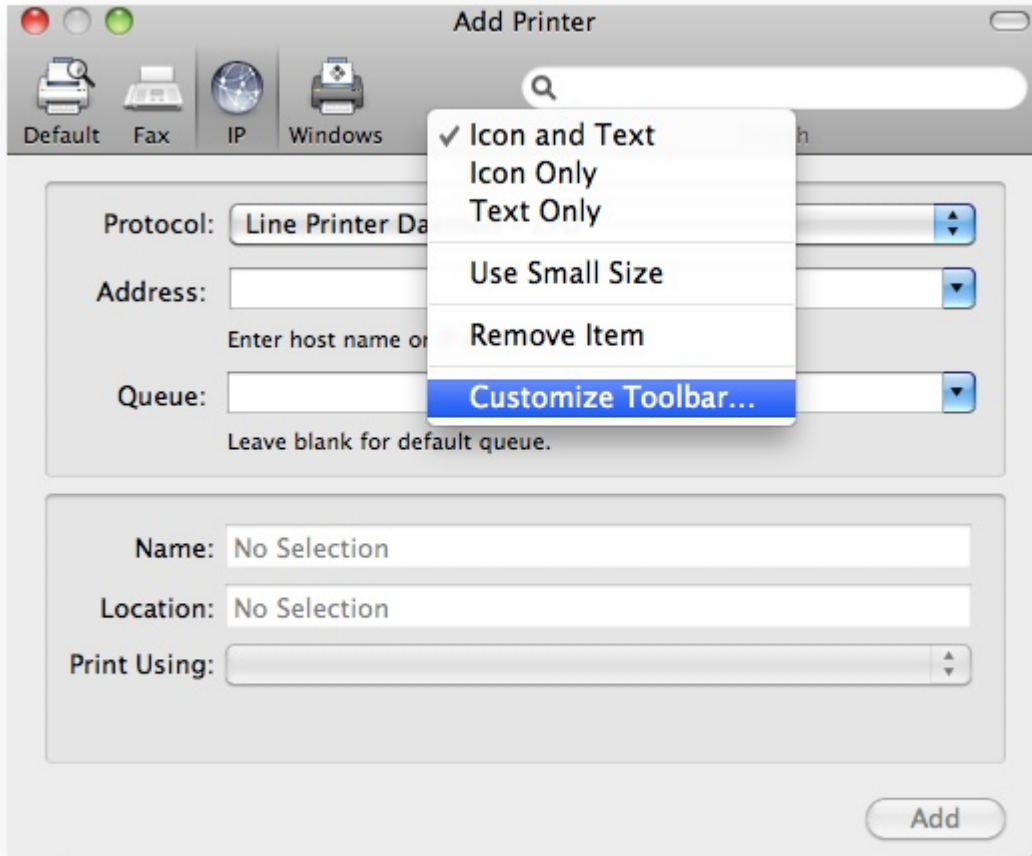
 **NOTE:** sqport:// option is available only in Advanced printing menu. This menu is hidden by default.

- 1 Go to **System preferences > Print & Faxes** and add new printer by clicking + button.

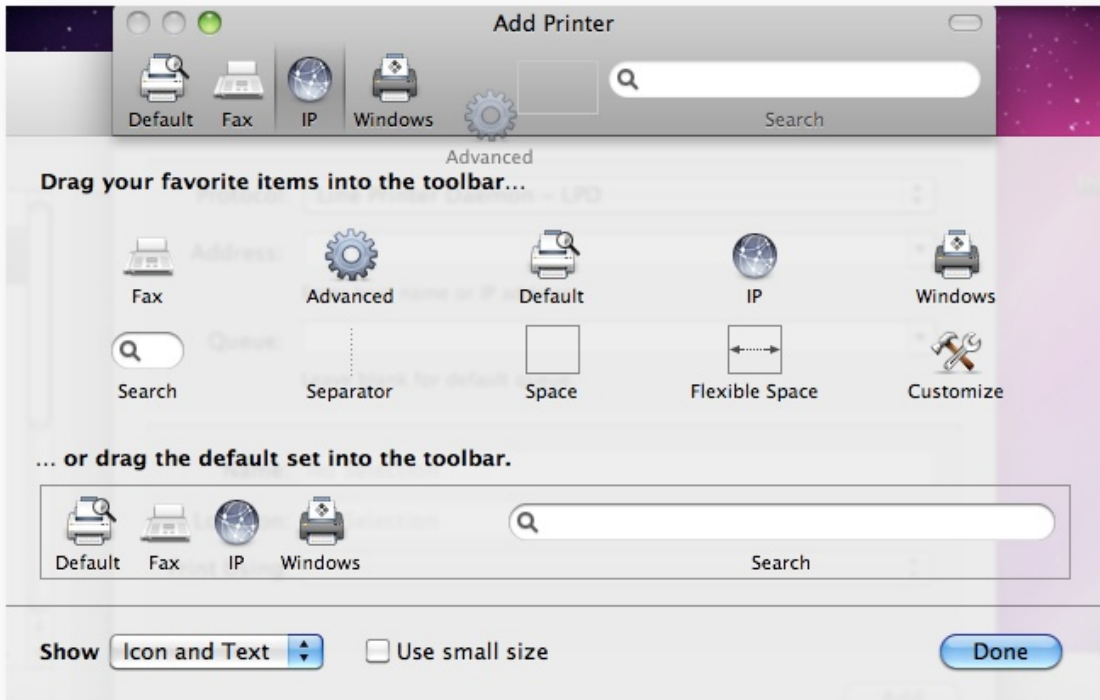


2 Now you have to add **Advanced** button to the bar. Press **Control + Click** on empty space in toolbar of Add Printer window.

Select **Customize Toolbar**.

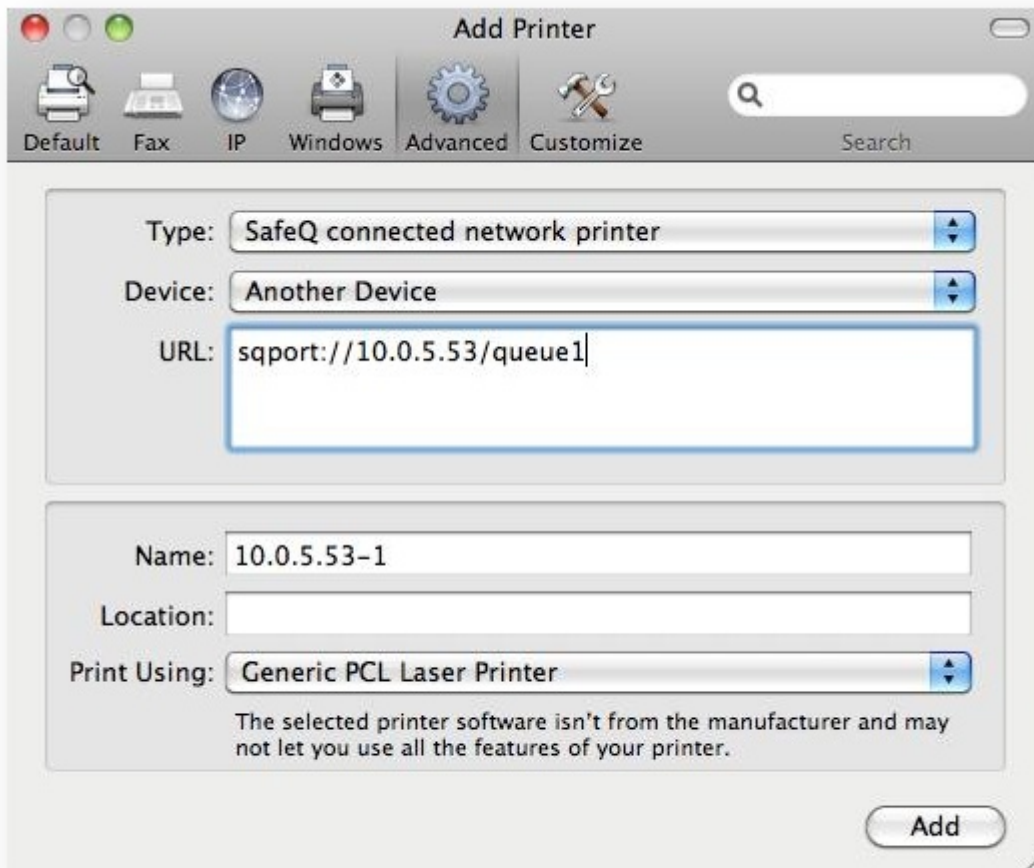


3 Drag **Advanced** icon (gear wheel) to tool bar and drop it there.



4 Go to added **Advanced selection** and set all necessary options, then click **Add**.

- Type - select SafeQ connected network printer
- URL - enter path like: sqport://<safeq_server_ip>/<queue>
Example: sqport://10.0.5.194/secure
- Name: enter device name
- Print Using - choose drivers for printer



5 CONFIGURATION OF THE CLIENT

- **Client 1.x** - To configure Client, edit the **sqport.conf** file located in **/usr/libexec/sqport**.
- **Client 2.x** - Configuration is stored in **/etc/safeq/safeq.ini**. You do not need to edit it after installation. IP address of SafeQ server is determined from CUPS configuration, no need to enter IP here.

Configuration will take effect immediately after saving files, then user don't need to reboot workstation.

After you did all necessary configurations in the Safeq.ini file, you do not need to set anything in the Client configuration panel.

When print job is send form the workstation, the popup window will appear with question about credentials of user. User has to fill in login and password, and then print job will be send to SafeQ.

5.1 CLIENT CONFIGURATION OPTIONS - V1.X

| Option name | Description | Default value |
|-------------|---|---------------|
| username | User/owner of the print job | |
| password | User password | |
| port | TCP port for job delivery | 9100 |
| secport | TCP port for secure communication | 4097 |
| storeuser | Storing user info: <ul style="list-style-type: none"> • 0 – nothing is stored • 1 – only user login is stored • 2 – both login and password are stored | 0 |

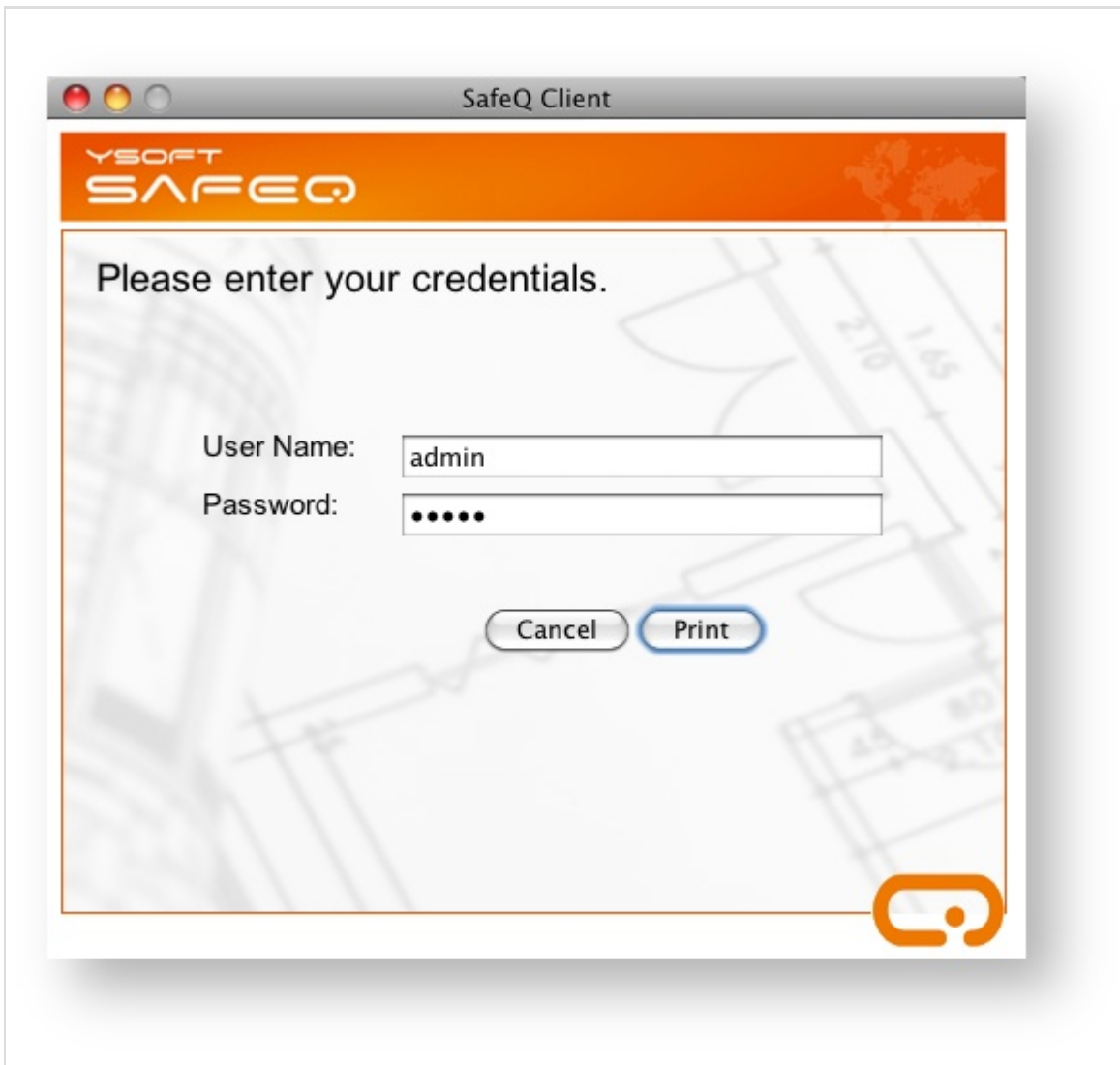
5.2 CLIENT CONFIGURATION OPTIONS - V2.X

| Option name | Description | Default value |
|-------------|--|---------------|
| authMethod | Client authentication method: <ul style="list-style-type: none"> • login – authenticate by login • password – authenticate by login and password • text – set authText • owner – use Job owner for login - no pop-up prompting for user info | |

| | | |
|----------|--|--|
| protocol | Define protocol level. <ul style="list-style-type: none">• <ul style="list-style-type: none">• 4 - Protocol Level 3 for communication with SafeQ Server 4• 3 - Protocol Level 3 for communication with SafeQ Server 3 | |
|----------|--|--|

6 ENTERING THE USER NAME AND PASSWORD IN CLIENT

The first time Client is used (or any time the stored password doesn't match a YSoft SafeQ user's password), the user must enter his/her user name and password.



7 TROUBLESHOOTING

For troubleshooting see [YSoft Mac OS Client - troubleshooting](#)

8 UNINSTALLING CLIENT

To uninstall YSoft SafeQ Client from a Mac workstation, run the script **uninstall.sh**, which is included in the installation package. Open Terminal enter directory with uninstall script and type following commands:

```
sudo ./uninstall.sh
```

9 YSOFT MAC OS CLIENT - TROUBLESHOOTING

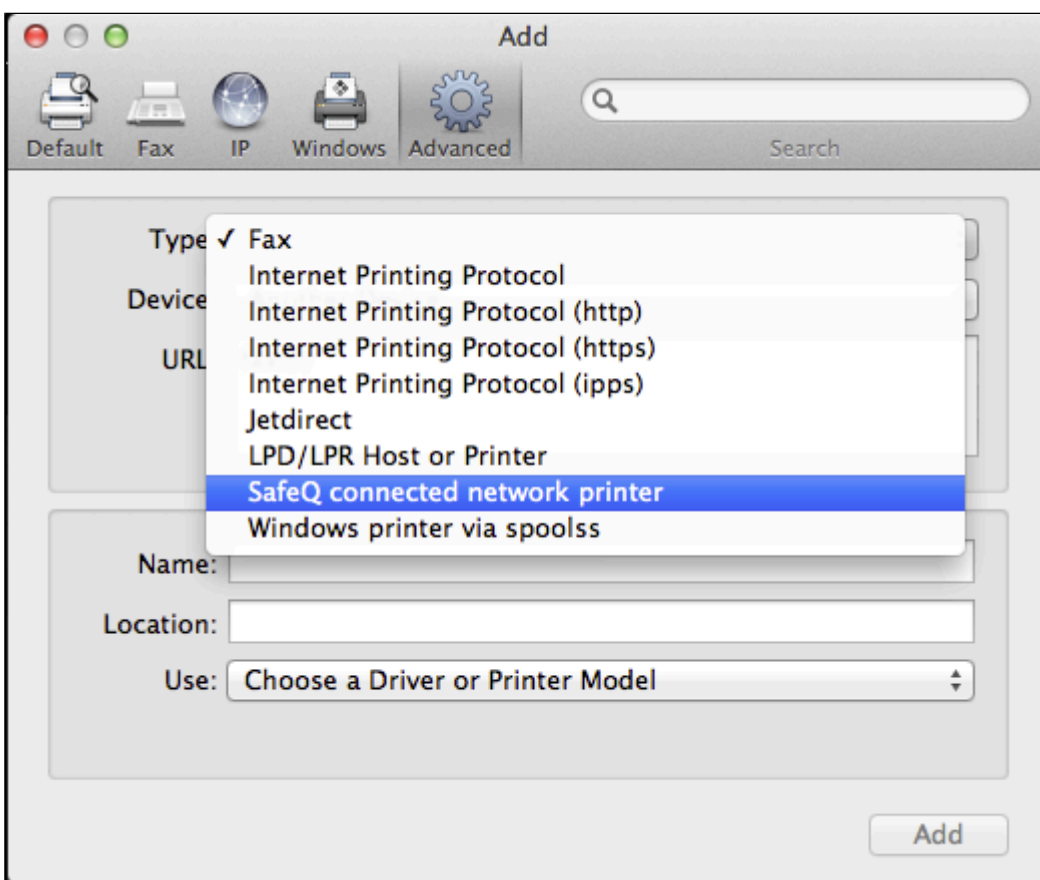
9.1 "SAFEQ CONNECTED NETWORK PRINTER" IS NOT VISIBLE - CLIENT 2.X

9.1.1 PROBLEM:

User could not see "SafeQ connected network printer" when adding new printer in section Advanced - Type.

9.1.2 CORRECT SITUATION:

User can see "SafeQ connected network printer" option as displayed below.



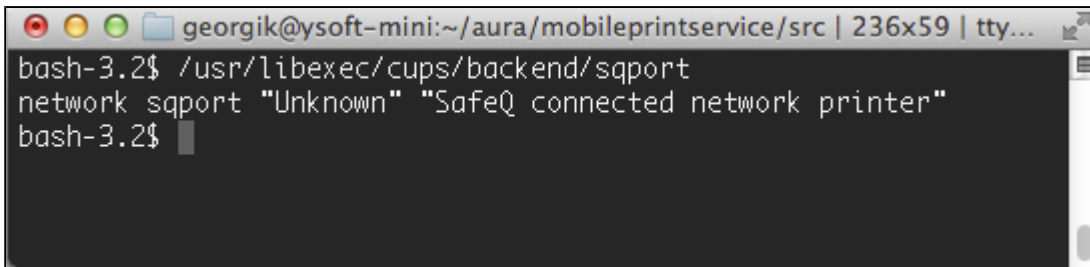
9.1.3 DIAGNOSTIC:

Open Terminal window and type following command:

```
/usr/libexec/cups/backend/sqport
```

9.1.4 EXPECTED OUTPUT:

```
network sqport "Unknown" "SafeQ connected network printer"
```

```
georgik@ysoft-mini:~/aura/mobileprintservice/src | 236x59 | tty...
bash-3.2$ /usr/libexec/cups/backend/sqport
network sqport "Unknown" "SafeQ connected network printer"
bash-3.2$
```

9.1.5 POSSIBLE ERRORS:

No such file or directory

- Reason: Client is not installed.
- Solution: Install client again.

Permission denied

- Reason: Incorrect permission. User is not able to execute printing backend.
- Further diagnostic - type following command:

```
ls -l /usr/libexec/cups/backend/sqport
```

- Possible solution: Reinstall client.

9.2 "SAFEQ CONNECTED NETWORK PRINTER" IS NOT VISIBLE - CLIENT 1.X-1.6

9.2.1 PROBLEM:

MacOS 10.8 - problem: /usr/libexec/cups/backend/sqport has write permission on group.

9.2.2 SOLUTION:

```
chmod g-w /usr/libexec/cups/backend/sqport
```

9.2.3 IF PROBLEM REMAINS:

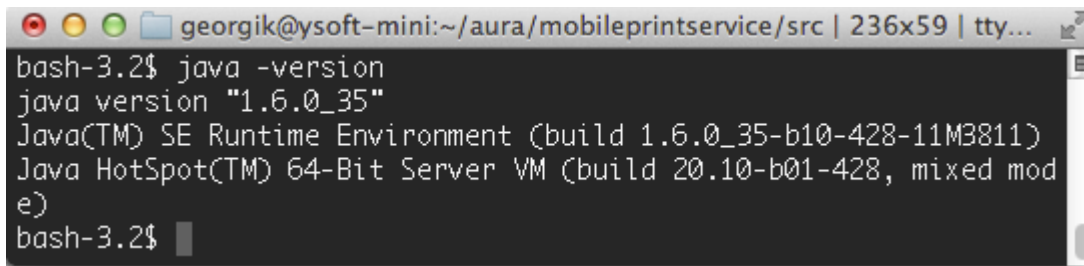
- Check that Java is installed. Follow instructions in "Client UI is not starting after login"
- Upgrade to Client 1.7

9.3 CLIENT UI IS NOT STARTING AFTER LOGIN

9.3.1 DIAGNOSTIC:

Check version of installed Java. Open Terminal window and type following command:

```
java -version
```

A screenshot of a terminal window. The title bar shows the user 'georgik@ysoft-mini' and the current directory '~/aura/mobileprintservice/src'. The terminal content shows the command 'java -version' being executed, resulting in the following output: 'java version "1.6.0_35"', 'Java(TM) SE Runtime Environment (build 1.6.0_35-b10-428-11M3811)', and 'Java HotSpot(TM) 64-Bit Server VM (build 20.10-b01-428, mixed mode)'. The prompt 'bash-3.2\$' is visible at the end of the output.

```
georgik@ysoft-mini:~/aura/mobileprintservice/src | 236x59 | tty...
bash-3.2$ java -version
java version "1.6.0_35"
Java(TM) SE Runtime Environment (build 1.6.0_35-b10-428-11M3811)
Java HotSpot(TM) 64-Bit Server VM (build 20.10-b01-428, mixed mode)
bash-3.2$
```

9.3.2 EXPECTED BEHAVIOUR:

Terminal shows following line: Java version 1.6.0_35

9.3.3 SOLUTION:

If Java is older than 1.6.0_35 then you need to upgrade installed Java. Restart computer after Java upgrade. Client reinstallation is not required