



Device Quotas

Administrator's Guide

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Overview

Use the application to set quotas for printing, scanning, copying, and faxing.

You can do the following:

- Restrict color or black-and-white usage.
- Define and enforce quotas.
- Allow specified users to exceed the quota.
- Show quota-related alerts on the display or through e-mail.
- Track usage.
- Reset quotas regularly.

Default configuration

By default, the application is configured for authentication with Internal Accounts. It does not prevent usage when the preset quota is reached.

The default configuration includes the following:

- An administrator account (“admin”)
- Controlled access to color copying and printing
- Controlled access to preinstalled eSF applications
- Restriction of non-authenticated print jobs
- Notifications on the display when quota is reached

To modify the default configuration, do either of the following:

- [“Configuring the application from the control panel” on page 6](#) (recommended)
- [“Configuring the application from the Embedded Web Server” on page 9](#)

Before you begin

- Enable Job Accounting in the print driver. For more information, see the *Print Driver Help*. If your printer does not support Job Accounting, then download the Universal Print Driver from <http://support.lexmark.com>.
- Set the native function access controls of the printer to the default security template of the application.
 - 1 From the Embedded Web Server, click **Settings** or **Configuration**, and then click **Security**.
 - 2 Depending on your printer model, do one of the following:
 - Click **Security setup** > **Access controls** > **Function access**.
 - Click **Edit security setup** > **Access controls**.
 - 3 Set the following printer functions to **ES_Users_Template**:
 - Flash Drive Print
 - Flash Drive Color Printing
 - Flash Drive Scan
 - Copy Function
 - Copy Color Printing

- E-mail Function
- Fax Function
- FTP Function

Notes:

- Some functions may not be supported in all printers.
- If the functions are restricted to administrators only, then set the functions to **ES_Admins_Template**.

4 Apply the changes.

Configuring the application from the control panel

We recommend configuring the application from the control panel.

Accessing the administrator home screen

- 1 From the home screen, touch **Device Quotas**.
- 2 Type `admin`, and then touch **Done** or **Enter**.

Configuring the reset frequency

- 1 From the administrator home screen, touch **Reset Frequency**.
- 2 Adjust the settings.
 - **Business year begins**—Select the first month of the yearly accounting cycle.
 - **Usage reset frequency**—Select how often the user quotas are reset to zero.
 - **Time of day**—Select the time of day the user quotas are reset to zero. Use the 24-hour clock format.
 - **Reset all usage now**—Reset user quotas immediately.
- 3 Apply the changes.

Sample configuration

Use this configuration to reset user quotas quarterly at midnight with accounting cycle starting every January. The user quota resets on the following dates and times:

- Midnight of March 31
 - Midnight of June 30
 - Midnight of September 30
 - Midnight of December 31
- 1 From the “Business year begins” menu, select **January**.
 - 2 From the “Usage reset frequency” menu, select **Quarterly**.
 - 3 From the “Time of day” text box, enter `00:00`.
 - 4 Apply the changes.

Customizing the application notifications

- 1 From the administrator home screen, touch **Messaging**.
- 2 Select when to show the warning.
- 3 If you select **Quota is near**, then specify the percentage of pages remaining to indicate that the quota is near.
- 4 Type a custom message for each warning that you want to appear in the notification e-mail.
- 5 Apply the changes.

Configuring the application settings

1 From the administrator home screen, touch **Application Settings**.

2 Adjust the settings.

- **Notification e-mail**—Type the e-mail address associated with the administrator account. All administrator e-mail notifications are sent to this e-mail.

Notes:

- Do not leave this field blank so that the administrator will receive notifications about the quota.
- Use commas to separate multiple e-mail addresses.

- **Allow user to print usage report**—Let users print the usage report.
- **Allow user to e-mail usage report**—Let users e-mail the usage report.
- **Restrict non-authenticated printing**—Require users to enter credentials before printing.

Note: Clear this option if you are using embedded or host applications that print using FTP or Port 9100.

- **Restrict B&W usage**—Disable printing or copying in black and white.
- **Restrict color usage**—Disable printing or copying in color.
- **FAC Configuration File**—Import an XML file that contains information on the embedded solutions that are restricted for use.

Note: This setting is available only in the configuration page for the application in the Embedded Web Server.

- **Account defaults apply to all users**—Apply the account defaults to new and existing users. For more information, see [“Configuring account defaults” on page 7](#).
- **Panel Login Timeout**—Set how long before a user is automatically logged out at the home screen.

3 Apply the changes.

Managing individual users

You can only manage individual users from the administrator home screen. For more information on managing multiple users, see [“Managing multiple users” on page 11](#).

1 From the administrator home screen, touch **User Accounts**.

2 Add, edit, or delete user accounts.

Note: Use a unique user ID.

3 To set a custom quota for the user, touch **Set quota allowance**. If you want to use the account defaults, then make sure that **Account defaults apply to all users** is selected in Application Settings. For more information, see [“Configuring account defaults” on page 7](#).

4 Apply the changes.

Configuring account defaults

If you want to apply the account defaults globally, then make sure that you select **Account defaults apply to all users** in Application Settings.

Note: Some settings are available only in select printer models.

- 1 From the administrator home screen, touch **Account Defaults**.
- 2 For each printer function, select the following:
 - **Enforcement**—Select one of the following:
 - **Inform**—Notify users when quotas are reached.
 - **Enforce**—Disable the function when quotas are reached.
 - **None**—Ignore quotas for the function.
 - **Larger paper sizes count x 2**—Count tabloid (11 x 17 inches) or larger paper as two pages.
 - **Quota**—Select the maximum number of pages a user is expected to print during the specified period.
 - **Overage Allowed**—Specify by how many pages, if any, a user can exceed the quota.
- 3 Apply the changes.

Generating reports

For information on configuring reports, see [“Configuring reports” on page 9](#).

- 1 From the administrator home screen, touch **Reports**.
- 2 Select the type of report you want to generate:
 - **Current period usage**—Show usage of the printer during the current period, as specified in the Reset Frequency settings.
 - **Previous period usage**—Show usage of the printer during the previous period, as specified in the Reset Frequency settings.
 - **Lifetime usage**—Show usage of the printer since the application was installed.
 - **Department usage**—Show usage of the printer by department during the current period, as specified in the Reset Frequency settings.
 - **Individual User Reports**—Show the selected users’ usage of the printer during the current period, as specified in the Reset Frequency settings.
- 3 Touch **E-mail** or **Print**.

Note: From Application Settings, you can also allow non-administrator users to e-mail or print usage reports.

Configuring the application from the Embedded Web Server

Configuring reports

- 1 From the Embedded Web Server, access the configuration page for the application.

Note: If prompted for a user ID, type **admin**.

- 2 From the Report Configuration section, adjust the settings.

Note: For more information on each setting, see the mouse-over help.

- 3 Apply the changes.

Sample configuration

This configuration sends current and department usage reports to a network folder in CSV format every month at one in the morning, with accounting cycle starting every January. For example, reports for January are received on the first day of February.

- 1 From the Business year begins menu, select **January**.
- 2 From the Report Frequency menu, select **Monthly**.
- 3 From the Time of day text box, enter **01:00**.
- 4 From the Report Type menu, select **Both**.
- 5 From the File Format menu, select **CSV**.
- 6 From the Report Destination menu, select **Network Share**.
- 7 From the Network Share Settings section, and then do the following:
 - a From the Network Share Address text box, type `\\server_name\network_folder\`, where **server_name** is the server that the network folder is located, and **network_folder** is the name of the shared network folder.
 - b From the Domain text box, type **domain name**.
 - c From the User text box, type **administrator user name**.
 - d From the Password text box, type **administrator password**.
- 8 Apply the changes.

Importing a configuration file

Upload a configuration file that configures the security settings for multiple access controls. After you import a configuration file, all access controls in the file are set to **ES_Users_Template**.

- 1 Using a text editor, create an XML file using the following format:

```
<FunctionAccessControls>
```

```
<FunctionAccessControl>esf.esf_bundle_name.esf_FAC_ID
</FunctionAccessControl>
</FunctionAccessControls>
```

To get *esf_bundle_name* and *esf_FAC_ID*, do the following:

- a** From the Embedded Web Server, click **Settings or Configuration**, and then click **Import/Export > Export Security Setups file**.
- b** Open the exported authfile.ucf file using a text editor, and then locate the access control entries. For example, `accessControl=esf.scanToNet.scanToNetworkFAC;\.`

Sample configuration file:

```
<FunctionAccessControls>
<FunctionAccessControl>esf.scanToNet.scanToNetworkFAC</FunctionAccessControl>
</FunctionAccessControls>
```

Note: More eSF access controls can be added to the configuration file.

- 2** From the Embedded Web Server, access the configuration page for the application.
- 3** From the FAC Configuration File section, select the XML configuration file to import.
- 4** Apply the changes.

Configuring department codes

Use department codes for extra tracking or validation.

Note: Make sure that Job Accounting is properly configured in the print driver. For more information, see the *Print Driver Help*.

- 1** From the Embedded Web Server, access the configuration page for the application.

Note: If prompted for a user ID, type **admin**.

- 2** From the Department Code section, adjust the settings.

Notes:

- For more information on each setting, see the mouse-over help.
- Make sure that a department list file is uploaded when department code validation is enabled.

Sample department list TXT file

```
#department
XYZ1
XYZ12
XYZ 123
XYZ 123 45
```

- 3** Apply the changes.

Managing multiple users

You can import and export a *comma-separated value* (CSV) file containing user settings. Download the template from the Applications page in the Embedded Web Server.

Creating a user settings file makes it easier to manage users for multiple printers.

Notes:

- A user settings file does not contain usage information. Quotas are not shared across printers.
- A user settings file created on a multifunction printer can be imported to a single-function printer. Single-function printers ignore settings for functions that are not supported.
- A user settings file from an earlier version of the application may not be compatible with the current version of the application.

Downloading a user settings file template

- 1 From the Embedded Web Server, click **Applications > Device Quotas**.
- 2 From the User Settings File section, click **Download**, and then save the file in CSV format.

Updating the user settings file template

- 1 Open the downloaded user settings file template.
- 2 Create a profile for each user.

Notes:

- To use the default setting for a field, leave that field blank in the template.
- User ID and password are case-sensitive.

- 3 Save the file.

Importing and exporting a user settings file

Use the exported user settings file to copy user settings to other printers running the application. You can change user settings by importing an updated user settings file.

- 1 From the Embedded Web Server, click **Applications > Device Quotas**.
- 2 From the User Settings File section, import or export a user settings file.

Notes:

- Importing a user settings file overwrites the current user settings of the application.
- Depending on the number of entries, it may take a while to finish importing the user settings file. Do not turn off your printer during this time.

Adding, editing, or deleting users in an existing user settings file

- 1 Export the current user settings file.
- 2 Edit the user settings file.

3 Save the file.

Note: For information on saving usage data before deleting a user, see [“Exporting usage data” on page 12](#).

4 Import the updated user settings file.

Exporting and importing settings and data

Importing and exporting global settings

Use the exported global settings file to copy global settings to other printers running the application. You can change the current global settings by importing an updated global settings file.

The global settings file contains the following:

- Default quota settings for users who do not have a custom profile
- Custom notification messages
- Administrator e-mail address

Note: Do *not* use the import and export options in the configuration page of the application.

- 1 From the Embedded Web Server, click **Applications > Device Quotas**.
- 2 From the Global Settings File section, import or export a global settings file.

Exporting usage data

Export usage data before deleting users.

- 1 From the Embedded Web Server, click **Applications > Device Quotas**.
- 2 From the Usage Data section, export one or more usage data.
 - **Export current period usage data**—Export usage data that are collected since the last reset.
 - **Export previous period usage data (most recent interval)**—Export usage data that are collected during the interval before the last reset. For example, if resets are performed monthly and the last reset occurred on the first day of March, then the exported usage data is for the month of February.
 - **Export lifetime usage data (total)**—Export all usage data that are collected since the application was installed. Exported usage data only includes data from previous completed intervals.
 - **Export department usage data**—Export usage data for all departments. Exported usage data includes only data from previous completed intervals.

3 Save the file.

Configuring LDAP authentication

By default the application is configured for authentication with Internal Accounts.

Creating an LDAP security template

- 1 From the Embedded Web Server, click **Settings** or **Configuration**.
- 2 Click **Security**, and then click **Security Setup** or **Edit Security Setup**.
Note: If prompted for a user ID, type **admin**.
- 3 Click **LDAP > Add an LDAP Setup**.
- 4 Configure the settings.
- 5 Apply the changes.

Restricting administrative access

- 1 From the Embedded Web Server, click **Settings** or **Configuration**.
- 2 Click **Security**, and then click **Security Setup** or **Edit Security Setup**.
Note: If prompted for a user ID, type **admin**.
- 3 Click **Access Controls**.
- 4 Set the following access controls to the created LDAP security template:
Note: The following access controls may be grouped in a folder. To view these controls, click **Administrative Menus** and **Management**.
 - **Security Menu at the Device**—Restrict access to the Security menu from the control panel.
 - **Security Menu Remotely**—Restrict access to the Security menu from the Embedded Web Server.
 - **Solutions Configuration** or **eSF Configuration**—Restrict access to the configuration page of any installed solutions.
- 5 Apply the changes.

Restricting black-and-white or color usage

- 1 From the Embedded Web Server, click **Settings** or **Configuration**.
- 2 Click **Security**, and then click **Security Setup** or **Edit Security Setup**.
Note: If prompted for a user ID, type **admin**.
- 3 Click **Access Controls**.
- 4 Set the following access controls to the created LDAP security template:
Note: The following access controls may be grouped in a folder. To view these controls, click **Function Access**.
 - **Flash Drive Print**—Require users to enter credentials before printing in black and white from a flash drive.
 - **Flash Drive Color Print**—Require users to enter credentials before printing in color from a flash drive.

- **Copy Function**—Require users to enter credentials before copying in black and white.
- **Copy Color Function**—Require users to enter credentials before copying in color.

5 Apply the changes.

Troubleshooting

No usage information has been stored for a user

MAKE SURE THAT THE USER IS NOT DELETED FROM THE APPLICATION

Check the list of users found in User Accounts in the administrator home screen. For information on accessing the home screen, see [“Accessing the administrator home screen” on page 6](#).

Usage data is not updated

DO NOT SCAN FROM THE EMBEDDED WEB SERVER USING A SCAN PROFILE

The application does not track scan jobs that use scan profiles.

Error when importing a CSV file

CHECK THE ERROR MESSAGE

The error message specifies the user ID and row where the error occurred. Open the CSV file, and then solve the problem at the indicated location.

User is unable to copy

Try one or more of the following:

MAKE SURE THAT THE USER ENTERS THE CORRECT CREDENTIALS

The user ID and password used to authenticate to the printer are case-sensitive.

MAKE SURE THAT THE USER IS STILL FAR FROM THE QUOTA

Nearing, reaching, or exceeding the quota may restrict the user from copying. Configure the user quota from User Accounts in the administrator home screen. For more information, see [“Managing individual users” on page 7](#).

MAKE SURE THAT THE USER CAN ACCESS THE PRINTER USING AN INTERNAL ACCOUNT

The user may not have an internal account that is allowed to access the printer. For more information on adding a user, see [“Managing individual users” on page 7](#).

User is unable to print

Try one or more of the following:

MAKE SURE THAT THE USER ENTERS THE CORRECT CREDENTIALS

The user ID and password used to authenticate to the printer are case-sensitive.

CHECK IF THE USER IS PRINTING THROUGH AN FTP OR PORT 9100

If the user is printing through an FTP or Port 9100, then clear **Restrict non-authenticated printing** in Application Settings in the administrator home screen.

MAKE SURE THAT THE USER IS STILL FAR FROM THE QUOTA

Nearing, reaching, or exceeding the quota may restrict the user from printing. Configure the user quota from User Accounts in the administrator home screen. For more information, see [“Managing individual users” on page 7](#).

MAKE SURE THAT THE USER CAN ACCESS THE PRINTER USING AN INTERNAL ACCOUNT

The user may not have an internal account that is allowed to access the printer. For more information on adding a user, see [“Managing individual users” on page 7](#).

MAKE SURE THAT THE CORRECT PRINT DRIVER IS INSTALLED AND PROPERLY CONFIGURED

Use the default PostScript print driver that came with the printer or the Universal Print Driver.

MAKE SURE THAT JOB ACCOUNTING IS ENABLED IN THE PRINT DRIVER

Enable Job Accounting before using the application. For more information, see the *Print Driver Help*. If your print driver does not support Job Accounting, then download the Universal Print Driver from <http://support.lexmark.com>.

User is unable to scan

Try one or more of the following:

MAKE SURE THAT THE USER ENTERS THE CORRECT CREDENTIALS

The user ID and password used to authenticate to the printer are case-sensitive.

MAKE SURE THAT THE USER CAN ACCESS THE PRINTER USING AN INTERNAL ACCOUNT

The user may not have an internal account that is allowed to access the printer. For information on adding a user, see [“Managing individual users” on page 7](#).

User is unable to send faxes

Try one or more of the following:

MAKE SURE THAT THE USER ENTERS THE CORRECT CREDENTIALS

The user ID and password used to authenticate to the printer are case-sensitive.

MAKE SURE THAT THE USER CAN ACCESS THE PRINTER USING AN INTERNAL ACCOUNT

The user may not have an internal account that is allowed to access the printer. For information on adding a user, see [“Managing individual users” on page 7](#).

MAKE SURE THAT THE FAX MODULE IS INSTALLED AND CORRECTLY CONFIGURED

For more information on attaching and setting up fax, see the printer *User’s Guide*.

User not receiving quota-related e-mail messages

Try one or more of the following:

MAKE SURE THAT THE CORRECT E-MAIL ADDRESS IS SPECIFIED FOR THE USER

For more information, see [“Managing individual users” on page 7](#).

CHECK THE USER’S ENFORCEMENT SETTING

If a global setting or custom quota setting is applied to the user, then set the enforcement setting to **Enforce** or **Inform**. For more information, see [“Configuring account defaults” on page 7](#).

MAKE SURE THAT THE E-MAIL MESSAGES ARE NOT BLOCKED BY A SPAM FILTER

Administrator not receiving quota-related e-mail messages

Try one or more of the following:

MAKE SURE THAT THE CORRECT E-MAIL ADDRESS IS SPECIFIED IN NOTIFICATION AND E-MAIL ADDRESS UNDER ACCOUNT SETTINGS

For more information, see [“Managing individual users” on page 7](#).

MAKE SURE THAT THE E-MAIL MESSAGES ARE NOT BLOCKED BY A SPAM FILTER

User quota cannot be found

ADD THE USER FROM THE APPLICATION

New users added from internal accounts are not automatically added to the application. Device Quotas synchronizes users from internal accounts only during the first installation. Make sure to add new users from the configuration page of the application. Adding users from the application updates the Internal Accounts. For more information, see [“Managing individual users” on page 7](#).

Application is not running

Try one or more of the following:

MAKE SURE THAT THE APPLICATION IS INSTALLED ON THE DEVICE

- 1 From the Embedded Web Server, click **Settings** or **Configuration**.
- 2 Depending on your printer, do one of the following:
 - Click **Apps > Apps Management**.
 - Click **Device Solutions > Solutions (eSF)**.
 - Click **Embedded Solutions**.
- 3 Verify that the application appears in the list of installed solutions.
For more information on obtaining the application, contact your Lexmark representative.

MAKE SURE THAT THE APPLICATION IS RUNNING

- 1 From the Embedded Web Server, click **Settings** or **Configuration**.
- 2 Depending on your printer, do one of the following:
 - Click **Apps > Apps Management**.
 - Click **Device Solutions > Solutions (eSF)**.
 - Click **Embedded Solutions**.
- 3 If the application is stopped or disabled, then enable the application.

MAKE SURE THAT THE APPLICATION IS LICENSED

- 1 From the Embedded Web Server, click **Settings** or **Configuration**.
- 2 Depending on your printer, do one of the following:
 - Click **Apps > Apps Management**.
 - Click **Device Solutions > Solutions (eSF)**.
 - Click **Embedded Solutions**.

3 Select the application from the list, and then click **License**.

4 Verify that the application is licensed.

For more information on obtaining a license, contact your Lexmark representative.

Appendix

Accessing the configuration page for the application using the Embedded Web Server

- 1 Open a Web browser, and then type the printer IP address.
Note: View the IP address in the TCP/IP section of the Network/Ports menu.
- 2 Click **Settings** or **Configuration**.
- 3 Depending on your printer model, do one of the following:
 - Click **Apps > Apps Management**.
 - Click **Device Solutions > Solutions (eSF)**.
 - Click **Embedded Solutions**.
- 4 Select the application from the list, and then click **Configure**.

Customizing the application icon

- 1 From the Embedded Web Server, access the configuration page for the application.
- 2 Specify the text and image that you want to appear on your home screen.
Note: Some applications require you to change the settings from the profile page.
- 3 Save your changes.

Licensing applications

Applications require a valid electronic license to run on select printers.

For more information on purchasing a license for an application, or for any other licensing information, contact your Lexmark representative.

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