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KYOCERA KNMDCMKDEN100 Net Manager Desktop Client User Manual

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About

KYOCERA Net Manager Desktop Client for macOS™ 10.0
KNM Desktop Client for macOS™ is a software client of the KNM server.
Once installed on the KNM users macOS™ workstations, it provides additional KNM features to the users, such as user identification, support of credit, quota, projects, secure printing, easier management of print jobs, alternative printing methods, and monitoring of local printing devices

Release Notes

KNM Desktop Client for macOS™ 10.0

(patch 2)
21 July, 2023
Bug Fixes

- High CPU utilization after a new direct queue is created.
- Czech language translation not working.
- Test connection to an unreachable server shows an 'Unknown Error' message.
- LPM not working if language is not set to English.

(patch 1)
12 May, 2023

Improvements

- Show application name in popup messages.

Bug Fixes

- When Remember me is disabled, client will stay logged in for 5 minutes or until job interaction
  is complete.
- Login fails when using credit from Central Server.
- Agent crashes if get server address from CSV file is used.

- DC 10.0 registers its REST API application with SW version 8.2.
- Server disconnects after 1 minute when using Windows Single Sign on.

RTM

Improvements

- **NEW FEATURE** Get IP address of Site server based on client IP address range. Supported on CS 10.0 (Patch 4).
- **NEW FEATURE** DC configuration improvements.

Bug Fixes

- After disabling remember me, the user is logged in, as the previous user if "Remember me" as Always was used.
- LPM job cannot be printed because accounts are not known.
- Print job order mixed when printing to Direct Queue using DC detection type.

RC
Improvements

- **NEW FEATURE** Pop-ups with dialogs converted to windows.
- **NEW FEATURE** Implementation of Local Print Monitor (LPM).
- Preferences UI improvements.
- **NEW FEATURE** Reduce the number of API calls when connecting DC.
- **NEW FEATURE** SPS functionality (Client spooling & Fallback Printing) compiled on DC Mac
- Redesign of the status window.
- DC updated to .NET 6.0.
- **NEW FEATURE** Search results return more items.
- **NEW FEATURE** Inactivity timeout field added.

Bug Fixes

- Hostname should not be cached.
- Job sender's hostname limit is 15 characters when client spooling is not enabled.
- Reduce the number of requests when DC starts.
- Reduce the number of requests when the user logs into DC.
- DC Mac prompting for PIN multiple times.
- Currency format adjusted according to language.

Basic Information

KNM Desktop Client for macOS™ is a software client of the KNM server. Once installed on the KNM users macOS™ workstations, it provides additional KNM features to the users, such as user

identification, support of credit, quota, projects, secure printing, easier management of print jobs, alternative printing methods, and monitoring of local printing devices

Upgrading from previous versions of KNM Smart Job Manager or KNM Desktop Client is possible, and all the features are still supported.

The maximum recommended number of concurrent KNM Desktop Clients connected to one KNM server is 1000

The logs can either be accessed via the action menu or can be found in the following directory: /Library/Application Support/KNM/Desktop Client/logs

Requirements on the client's workstation:

- **KNM requirements:**
    - KNM Print Server 8.2 Patch 24+, 10.0 Patch 8+ or 10.1 Beta 2+
    - KNM Central Server 8.2 Patch 19+, 10.0 Patch 4+ or 10.1 Beta 3+
- **OS requirements：**
    - macOS™ Ventura 13+
    - macOS™ Monterey 12+
    - macOS™ Big Sur 11+
    - macOS™ Catalina 10.15+

Pre-Installation

Before the installation of DC, it is recommended to install a trusted certificate on the client's MAC in order to establish a secure connection to the KNM Print Server

You can achieve that by generating a CA certificate on the KNM Print Server.

Log in to the KNM web administrator interface and go to KYOCERA, Settings, Network.

In the General section, in the This server hostname field add the hostname of the computer running KNM and click Save (this is usually generated by default when installing KNM Print Server).

In the Communication Security section, do the following:

- In the Server alternative names field, add the IP address of the computer running KNM.

- Click Generate new Server certificate and then click Save.
- Click Export CA certificate.
- Install the exported certificate on the client's MAC workstation by copying the .crt file on the machine, double-click to install, and enter user's password.
- Go to KeyChain Access, locate the certificate and double-click on it. Under the Trust section, in When using this certificate select Always Trust. Close the window and enter the user's password again.

Before starting the installation, create a queue on the KNM web administrator interface with the User Detection Method set to KYOCERA Net Manager Desktop Client.

You can now proceed with the DC installation, described below.

Installation

KNM Desktop Client for macOS™ can be manually installed to a single user's workstation, or remotely installed to multiple workstations using Apple Remote Desktop

Manual installation
This option allows users to manually install DC, and to proceed with the configuration after the installation is complete.

1. Download the latest available version of the installation (.pkg) file.
2. Double-click on the installation file. The installation wizard opens; click Continue.
3. The Software License Agreement window opens; click Continue.
4. In the next prompt, select Agree to agree to the terms of the software license agreement.

5. The Destination Select window opens and you can select where you would like to install KNM Desktop Client, and click Continue.

6. The Installation Type window opens, where you can select the installation destination. Click Change Install Location to browse for a new destination or click Install to start the installation to the predefined destination.

7. You are redirected to the Installation Type window, where you can click Install to start the installation.

8. On the Authentication prompt window, enter your macOS™ user's Password and click Install Software.

9. The Installation window opens where you can see the installation's progress.

10. The Summary window opens. It should indicate that the installation was successful. Click Close.
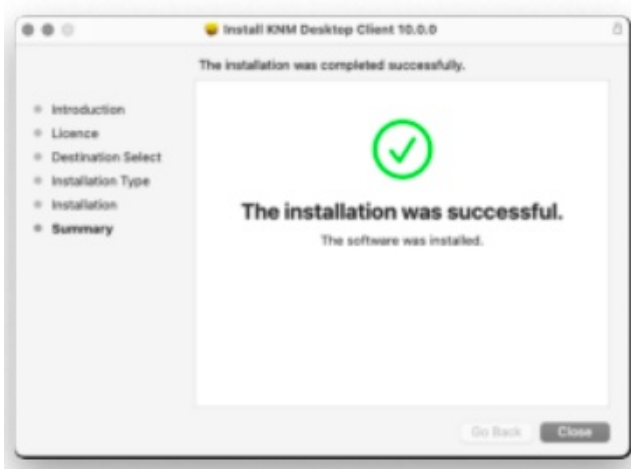
11. The KNM Desktop Client app is now installed and open. Check Preferences for the steps to configure it.

Remote installation with Apple Remote Desktop
It is highly recommended to go through the manual installation in one workstation before deploying the app to multiple workstations. This way, the administrator can make sure that the installation and configuration is

successful. Another advantage is that the administrator can copy the settings file of this manual installation and deploy it to the other workstations before remotely installing DC. The settings then are applied to all the workstations, without the need to set them up individually after the installation.

The followings options must be enabled in the Mac workstations to allow the remote installation from the Apple Remote Desktop tool:

1. In OS X, open System Preferences and click Sharing.
2. In the Service list, select Remote Management and then click Options.
3. Select the following options: Observe, Control, Open and quit applications, Change settings, Delete and replace items, Restart and shut down, Copy items.
4. Click OK.
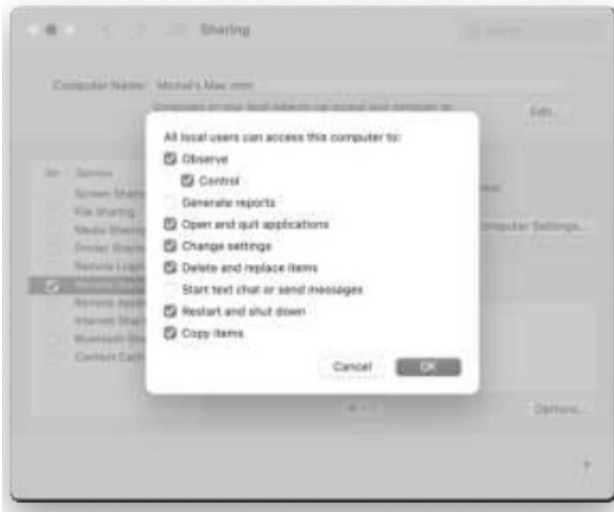
Deploying the settings file
If you have manually installed and setup DC, you can copy the settings file (available in /Users/ /Library/Preferences/cz.myq.mdc.plist) to the System Preferences Folder, and those settings will be applied to all the users in the Mac workstations

1. On the administrator Mac, open Finder and click Applications > Remote Desktop to display the main window of Apple Remote Desktop (ARD).
2. Click All Computers in the left section of the ARD main window. The Mac workstations connected to your network are displayed in the right pane of the window.
3. Select the desired destination Macs and click Copy in the ARD toolbar (or select Manage > Copy Items menu). The Copy Items window opens.
4. Click Copy to copy the items to selected Macs. The progress is displayed in the main window. The result of the copy to each Mac is displayed in the Status column.
5. The settings file is copied in: /Library/Preferences.

If the settings file is not copied, after the package installation finishes the user can configure DC from the app's Preferences option (see Preferences). The settings file will be created under the user's home folder: ˜/Library/Preferences.

Deploying the Package
To deploy the package to multiple Mac workstations:

1. On the administrator Mac, open Finder and click Applications > Remote Desktop to display the main window of Apple Remote Desktop (ARD).
2. Click All Computers in the left section of the ARD main window. The Mac workstations connected to your network are displayed in the right pane of the window.
3. Select the desired destination Macs and click Install in the ARD toolbar (or select Manage > Install Packages menu). The Install Packages window opens.
4. Add the KNM Desktop Client.pkg file to the Packages list either by drag-and-drop or by locating the package using the plus (+) button.
5. Click Install to distribute the package to the selected Macs. The installation progress is displayed in the main window. The result of the package distribution to each Mac is displayed in the Status column

Preferences

To set up or modify the DC settings, click on the KNM icon on the macOS™ system tray. Click the three dots in the upper-right corner to open the Actions Menu and click Preferences. You can also use the Actions Menu to view information about the app (About), open the logs (Logs), and close the application (Quit).

The following preferences are available in the Server tab:

1. Print server address:

   a. Fixed address Address: Enter the IP address or hostname of the KNM server. Port: Enter the KNM server's

   port. By default, it is 8090 for a secure (SSL) connection.

b. Via Central server – Address: Enter the IP address or hostname of the KNM Central server. Port: Enter the KNM Central server's port. By default, it is 8093 for a secure (SSL) connection. When using this option, you must also set up the IP range of the client PC's that will be using DC.

c. From CSV file – Select this if you wish DC to automatically switch between multiple servers on an IP subnet. This is done by uploading a CSV file with the required information, by adding the exact path to the file in the CSV file path field. NOTE: The CSV file can be stored anywhere except for user folders (/Users/username). If you want it to be stored in a user folder, you must give DC Full Disk Access via System Settings. Search for the "Full Disk Access" keyword, find KNM Desktop Client, and enable the switch.

2. Validate server certificate: If enabled, the connection between DC and the KNM server is secure and requires a certificate. The option is enabled by default.

3. Test Connection: Click to test the connection between DC and KNM Server, with or without a certificate.

The following preferences are available in the Authentication tab:

1. Authentication method:

   a. List of users: With this option selected, the job sender has to select one of the KNM user accounts from the list of all KNM users. The job sender is then identified as the selected KNM user.

   b. Login dialog: With this option selected, the job sender has to log in under their KNM credentials. The job sender is then identified as the logged in KNM user. You can select up to three Login dialog options: PIN, Username and password, and ID card, as well as enable the Remember me feature, which is used to display/hide the option to remember the logging user.

   c. Mac single sign-on: With this option selected, the job sender is identified as the macOS user account where the job is sent from.

2. Once done configuring the server and authentication settings, click Save. You are prompted to enter your MacOS password to save the settings.
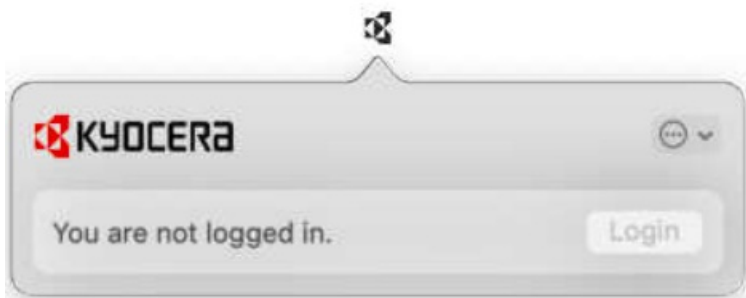
 The 'K' icon in the taskbar will always be black, whether the client is connected to the KNM server or not. DC starts in silent mode and there is no communication via API with the KNM server until the user sends a job or clicks on the icon.

For the Job Processing tab settings, check Job Processing.
For the Fallback Printing tab settings, check Fallback Printing.
For the Print Monitoring tab settings, check Local Print Monitoring.
For the Options tab settings, check Options.

IP subnet CSV file information
To automatically switch between multiple servers on an IP subnet, the uploaded CSV file should
contain the information about the subnets. The file's headers should be subnet, server address, server port, and
purport, as seen on the image below

	A	B	C	D	E
1	subnet	serveraddress	serverport	lprport	
2	10.1.9.0/23	10.1.9.68	8090	515	
3	10.1.5.0/24	10.1.5.60	8090	515	
4					

In case the configuration for the current subnet does not match or something is incorrect on the file or it can't be
opened, DC will go to the disconnected state.

User Identification

One of the essential functions of the KNM Desktop Client application is to identify the KNM user on the computer
where it is installed. Thanks to this identification, DC can mediateommunication between the user and the KNM
server; it can inform the user about the state of their account, it enables the user to manage their print jobs, and it
also enables the server to determine the job sender

Once a job is sent to a queue, the status changes to Paused and the user is set to *unauthenticated
until they authenticate themselves in DC. Once they do, the job's status changes to Ready and the
user changes to the now authenticated job owner

Depending on how DC was set up, the user is either identified as the currently opened OS account or they can
identify themselves. The self-identification methods are described in:

- Identifying the job sender by logging in
- Identifying the job sender by selecting from the list of all KNM users

The login options are selected within the KNM Desktop Client setup. If you do not want the
users to identify themselves, select the Mac single sign-on authentication method.

Identifying the user by logging in
With the Login dialog authentication method selected, the user can open the sign in options by
clicking Login in the application's window (to open the application's window, click the KNM icon on the macOS™
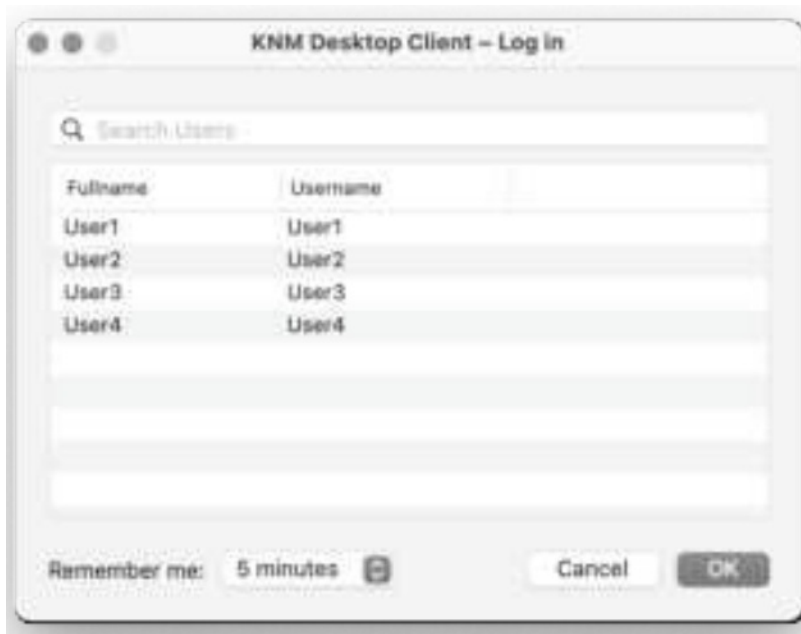system tray).

Remember me: When the users log in, they can select how long they are going to stay logged in for. At the end of the selected time period, the users are logged out, and the login credentials are forgotten. Select Indefinitely to stay logged in even when the OS session is terminated.

If the Remember me feature was not enabled during the installation and therefore is not available, the user will remain logged in until manually logged out or once the client workstation is restarted
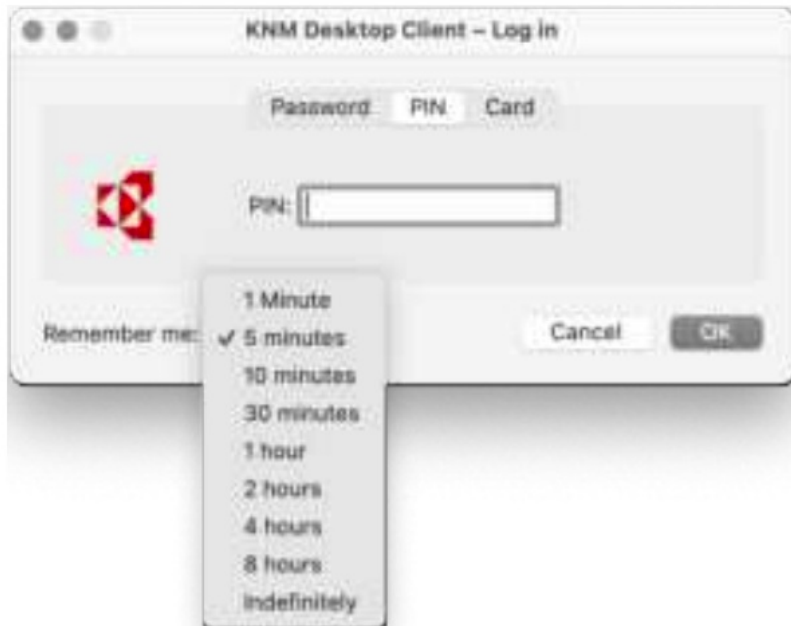
Identifying the user by selecting from a list of KNM users
With the List of KNM users authentication method selected, the user can open the list of users by clicking Login in the application's window (to open the application's window, click the KNM icon on the macOS™ system tray).

User Account Information

Once a user signs in, they can click the KNM Desktop Client's icon on the macOS™ system tray to open it. In this window, they can see their username and full name. If credit accounting is enabled on the KNM server and applied to the user, they can also see the current state of their credit.

If quota is enabled on the KNM server and applied to the user, they can also see the current state of their quota.

Job Management

The KNM Desktop Client application enables the user to simply manage their print jobs on the computer where the jobs are sent from. This option is available if at least one of the three following features is enabled on the KNM server:

- The queue where the job is sent has the user detection method set to KYOCERA Net Manager
- **Desktop Client**. User detection methods are described in User Identification.
- User interaction script is set on the queue where the job is sent to; described in Interactive job processing.
- Projects are enabled and the sending user has access to at least one project; described in

  Project management.

Submitting and deleting sent print jobs
With the above-mentioned features enabled on the KNM server, sent jobs require additional information before they can be printed. After these jobs are sent to the KNM server, they are paused there and cannot be printed until the necessary information is provided, for example until the user logs into DC or until their project is selected

Each time a job is sent to the server the job is paused. If user interaction scripts and projects are disabled, then the user will just need to log into DC and the job will be assigned to the logged in user and it's pla ed in the ready state. The job management window of the KNM Desktop Client application appears on the screen if projects are enabled or if a user interaction script is enabled. In this window, the user can submit the job by clicking Print Job or delete it by clicking Delete Job. They can also select the Apply to all jobs option to submit or delete all the jobs in this way

Selecting Logout without any action will also delete the logged in user's print jobs. When the user logs out, all the unprinted jobs are, for security reasons, deleted from the server; no one else on a shared computer can now print those jobs.

Depending on the Accounting settings (accounting group or cost center) on the server, the user may be prompted to select an account where the job will be charged to.

- **In the Accounting Group mode:**
    - Internal credit, external credit, and combined quotas (personal, shared, both) are the

      possible account options.
    - In case of combined quotas, only the lowest quota value is displayed.
    - If credit is used, no quota is spent (even when the quota is later edited and recalculated).
    - In case the user has personal quota "pages" and shared quota "cost" or vice versa, both

      pages and cost are displayed. For example: Quota (10 total/9 color/8 mono/7 scan /3 USD)
- **In the Cost Center mode:**
    - Internal credit, external credit, personal quota, and multiple shared quotas are the

      possible accounts options.
    - Only one (selected) quota is spent, so all quotas should be displayed as separate

      accounts.
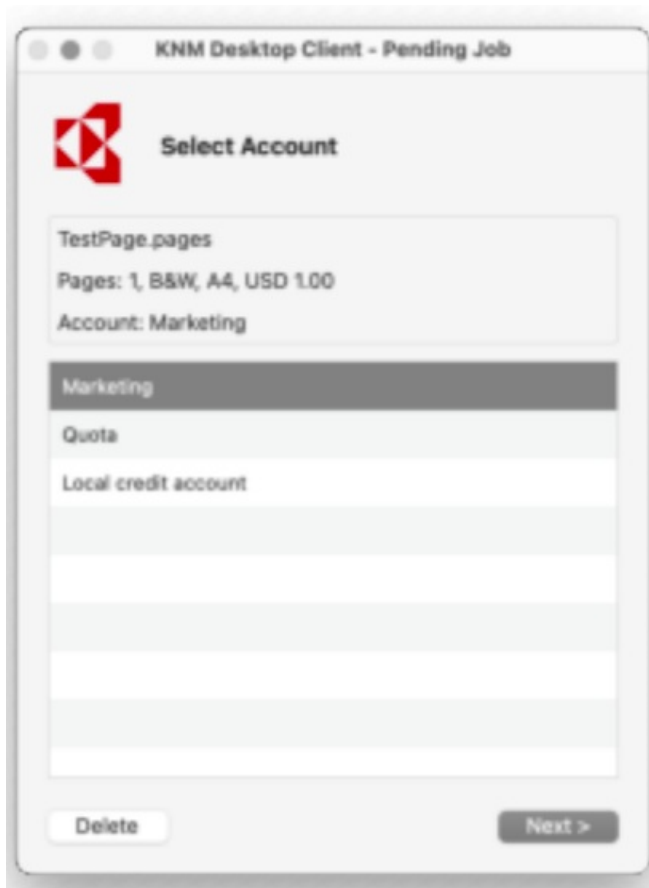
Cost Center selection in DC should appear only for Direct Print queues.
If there is only one account available for the user, it is selected and charged automatically,
thus there is no Select Account prompt

Interactive Job Processing
With this feature, users can be informed about important print job properties and can be asked if they want to
change some of them; for example, to print in duplex or in black and white.

To enable this option, the KNM administrator has to add a PHP script to the queue where the job is sent.

There are two dialog options available for this feature:

- a dialog box with a text content and Yes/No options
- a dialog box with a text content and Print/No options

Jobs sent to a queue with a user interaction script are automatically paused and the job management window with
basic information about the job appears on the screen. After the user submits the job, the user interaction dialog
box appears. For example, if a user sends a job with more than 10 pages and submits the job in the job
management window, they are informed that the job is large and asked if they want to print it in duplex. For more
information on PHP job scripting, contact your support.
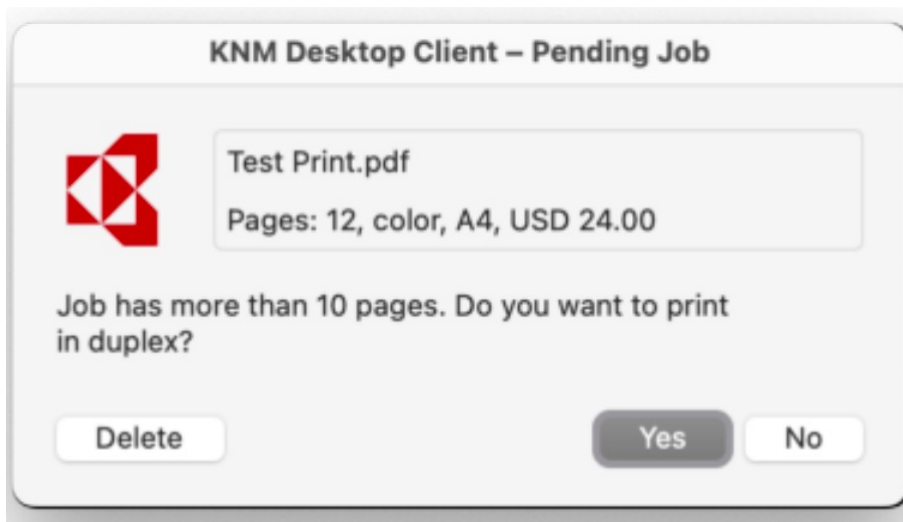
Project Management

When project accounting is enabled on the KNM server, the user who sends the print job needs to select a project (or the No Project option) to be allowed to print it. With KNM Desktop Client, they can select the project directly on their computer

After the print job is sent to KNM, the application's pop-up window appears. If the user is not identified yet, they need to identify themselves to open the job management options window where they can select the project. If they are already identified, they are directly shown the project management options

On the job management window, the user needs to select a project (or the No Project option), and then click Print. After this, the project is assigned, and the job can be printed. The maximum number of items displayed at once is 100.
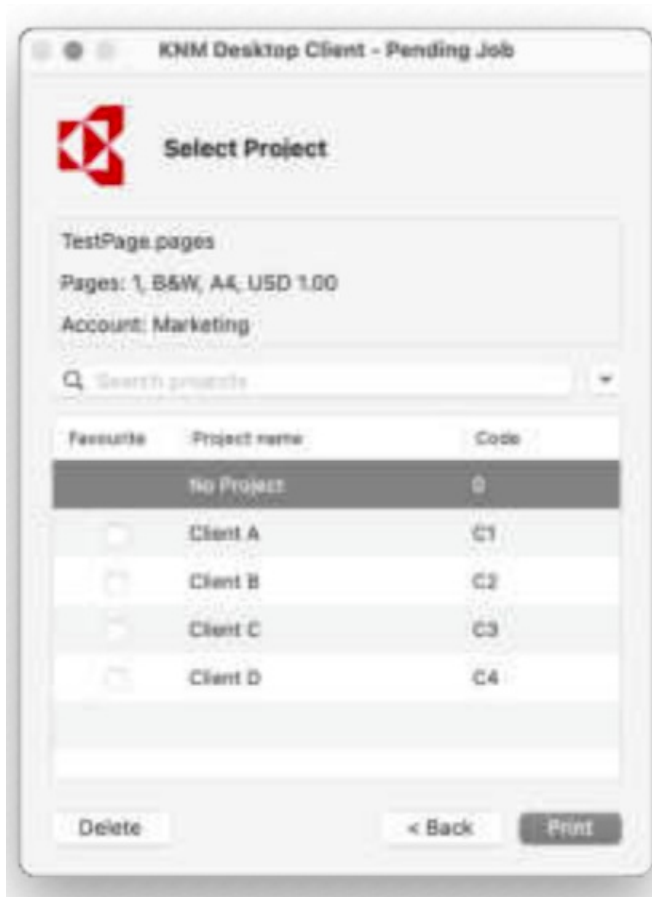
Client Printing Options

KNM Desktop Client is capable of monitoring all the print jobs printed over the host computer, and even receiving the print jobs and forwarding them directly to the desired printer.

It uses the same embedded job parser as the KNM server, so it is able to provide the same level of accounting for locally printed jobs. It can also apply all the rules related to the print job policies, project accounting, and payment accounts.

Job Processing
Click on the KNM icon on the macOS™ system tray, then click the three dots in the upper-right corner to open the Actions Menu, and click Preferences. Go to the Job Processing tab where you can enable and set up the Client spooling and Secure print job forwarding features.

- **Secure print job forwarding**: If enabled, all print jobs received by DC are automatically
  forwarded to KNM server over a secure protocol.
    - **LPR port for job forwarding**: Enter the LPR port of the KNM server. This is the port that
    - **KNM** Desktop Client listens to and receives print jobs via the LPR protocol. The default port is 515
- **Client spooling**: Toggle the slider if you want to use this option. This option sets the local
  storage for the jobs spooled on the user's computer. Add the desired values to the fields below:
    - **Maximum size of all stored jobs**: This is the limit of the local storage (in MB). After the maximum size of
      the job folder is reached, jobs will be deleted starting from the oldest one, until the size of all stored jobs is
      below the limit.
    - **Delete jobs after**: The spooled job is stored only for the duration of this period (in days).

Client Spooling
With the Client Spooling feature enabled, users' print jobs are not sent to the KNM server but stay stored at the users' computer. After they authenticate at a printing device and select the jobs to be printed, the jobs are released from the computer directly to the device. This method dramatically decreases traffic to the KNM server and is suitable especially for small offices with limited network connection to the KNM server.

When a user prints their job while this feature is activated, only the print metadata are sent to the server and the actual print job does not leave the computer (in fact, it is stored there as a RAW file). It waits until the user is authenticated at a printing device and selects to print the job there. Then, the printing device notifies the server, the server notifies the computer, and the computer sends the job to the printing device where it is printed

There is a dependency on queue types:

- A job from a Direct queue is printed immediately.
- A job from a Print Follow and/or Delegated queue waits until the user has selected it.

- A job from a queue marked as private is deleted immediately after printing.

To enable Client Spooling, click on the KNM icon on the macOS™ system tray, then click the three dots in the upper-right corner to open the Actions Menu and click Preferences. Go to the Job Processing tab, enable Client Spooling, and click Sav
You can find the jobs folder location in /Library/Application Support/KNM/Desktop Client/jobs

For further information, see Client Spooling in the KNM Installation guide.

Be aware that when KNM Desktop Client receives a job, only the metadata for this job are sent to KNM

Note that release options, watermarks, and print job policies are not applied to your jobs when the Client Spooling feature is used. The print jobs are sent to the server and printed as configured in the driver

The data file of the job is stored in KNM Desktop Client on the machine. There is a limitation that job parameters as Color, Copies, and Format are not transferred to KNM

- The protocol used for Client Spooling is decided by the Protocol setting in the corresponding KNM Queue.

  Supported protocols are RAW, LPR, IPP, and IPPS.
- Client Spooling is not available on Kyocera Embedded Lite devices.

Local Print Monitoring
KNM Desktop Client is able to monitor the number of printed pages on devices connected locally via a parallel port or a USB port. In such cases, the number of printed pages is extracted from the print spooler as it is being processed by the print driver. If the job is rejected due to breaking the policies or insufficient balance, the reason for rejection is reported to server.

If Credit or Quota (cost) is used, then a Price List needs to be assigned to the 'No Terminal' configuration profile.

CUPS web interface must be enabled and running on the Mac workstations for LPM to work.

Known limitations:

- LPM is supported on LPT, USB, TCP/IP and IPP ports. Monitoring of other ports may work, but it is not

  guaranteed.
- LPM does not work properly with a printer that has the Keep printed document option enabled in the Advanced

  printer properties.
- LPM does not work properly with a printer that has the Enable advanced printing features

  option enabled in the Advanced printer properties. This option is automatically switched off (if possible) for all

  monitored printers when LPM starts

To enable the feature:

Click on the KNM icon on the macOS™ system tray, then click the three dots in the upper-right corner to open the Actions Menu and click Preferences. Go to the Print Monitoring tab where you can enable and set up Local print monitoring features.

- Local print monitoring: Toggle the slider if you want to use this option.
- Limit monitoring to these printers: Enter the names of the printers that you want to monitor, separated by comma (,). You can leave this field empty to monitor all printers.
- What to do when KNM Server is offlin
    - Always release job – Jobs will be released even if the KNM Server is offline.
    - Discard Jobs – Jobs will be discarded if the KNM Server is offline.
    - Release job only if it complies with cached user restrictions – Jobs will not be released if the user has restrictive policies or insufficient credit or quota.

For further information, see Monitoring local printers in the KNM Installation guide.

Secure Printing (LPR over TLS)
With secure printing enabled, print jobs are sent from KNM Desktop Client to the KNM server over the TLS security protocol. This allows printing over KNM to be end-to-end encrypted. A must in environments where confidential data are often printed.

Offline Operation (LPM and Fallback Printing)
The administrator can set up how the KNM Desktop Client should behave if the connection to the KNM server is interrupted: automatically printing all the local jobs despite restrictions, rejecting the jobs if the user had any restrictions before the server was disconnected, or strictly rejecting all the jobs.
When using Local print monitoring or Offline accounting in DC, local printers are automatically created with @ at the beginning of their name

In case of Local Print Monitoring, it is the name of the port being monitored by DC. In case of offline accounting, it is the name of the P

The purpose of creating these local printers is that the print job can be accounted but since they were not printed on a printer that is monitored by KNM, a local printer is created.

Fallback Printing
With KNM Desktop Client installed and running on the end user's workstation, you can set a backup printing device to be used for printing when the connection to the KNM Server is lost. The Fallback printing feature serves as an important backup tool in case of a server outage. After the connection to the server is re-established, the job is automatically accounted

Fallback printing means that when a job cannot be spooled to KNM, the job is spooled to a specified network printer. This can be a printer that has to be specified by an IP address or a hostname, a preset printer, or a printer from a printer list. Jobs are sent one by one with a 45 seconds delay where every job must be confirmed.

To enable Fallback Printing, click on the KNM icon on the macOS™ system tray, then click the three dots in the upper-right corner to open the Actions Menu and click Preferences. Go to the Fallback Printing tab, switch Enable fallback printing to enabled, and set your fallback printing preferences:

1. **rinter**:

   a. Select from the list of last used printers: Select this to show a pop-up and select the fallback printer from a list of the last used devices.

   b. Prompt for an address: Select this to show a pop-up where you can type the fallback printer's IP address.

   c. Use preconfigured printer: Select this to use fallback printing by setting the fallback printer's IP address to print jobs automatically. Address: Enter the IP address or hostname of the backup printing device that you want to use for fallback printing.

2. **Printing method**:

   a. KNM device spool – This option will release the job to the failover printer with an embedded terminal and the printer will report the released job once the connection to the server is back. For more information about the feature, check the KNM Installation guide. Select one of the following port options:

   10010: Client spooling port for direct print. The job is automatically printed after it is received by the printing device.

   10011: Client spooling port for secured hold print. The job is spooled by the printing device and waits there until the user logs in and releases it. It is not possible to release this job on any other printing device.

   10012: Client spooling port for Print&Follow. The job is spooled by the printing device. Once the user logs on any of the devices connected to the same subnet, information about this job is provided, the job is displayed in the list of the available jobs and can be released there.

   10013: Client spooling port for delegated print. It works the same as Client spooling Print Follow, except that the job can be released by delegates of the sending user.

   b. Device printer port – Select the printer protocol for sending the job to the backup printing device. The job will be reported to the server by the client once the connection to the server is back. After you change the protocol, the Port number automatically changes according to it. The following Protocols can be used:

   RAW (default port: 9100): Basic printing protocol, set by default.

   IPP (default port: 631): Internet printing protocol, no port is used (or needed); all the information is inside the printer address.

   IPPS (default port: 443): Secure version of IPP.

   LPR: (default port: 515): Line Printer Remote protocol. In the Queue field, enter the name of the queue where

the jobs will be sent.

3. **Release options**: Choose to Always release job or Release job only if it complies with cached user restrictions.

The following fallback printing workflows are available:

- Failing server with fallback printing disabled.
- Failing server with a preconfigured printer set as a fallback option.
- Failing server with printer selection from a list of last used printers set as a fallback option.
- Failing server with prompt for an address set as a fallback option.

Fallback Printing disabled
If you want to print and the server is offline but fallback printing is disabled, the following message appears:
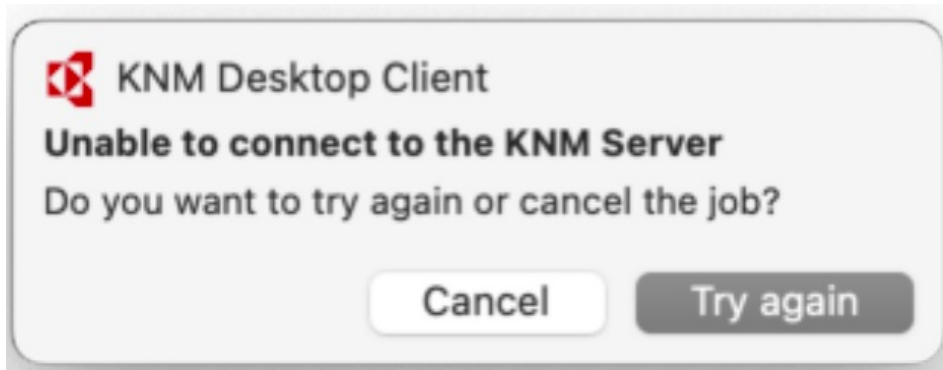
- Click Try again to check whether the server is now online.
- Click Cancel to delete the job.

Use Preconfigured Printer
If you want to print and the server is offline, and you have selected Use preconfigured printer as the Fallback Printing option, the job is automatically sent to the specified printer. Once the job is printed, the following message is displayed
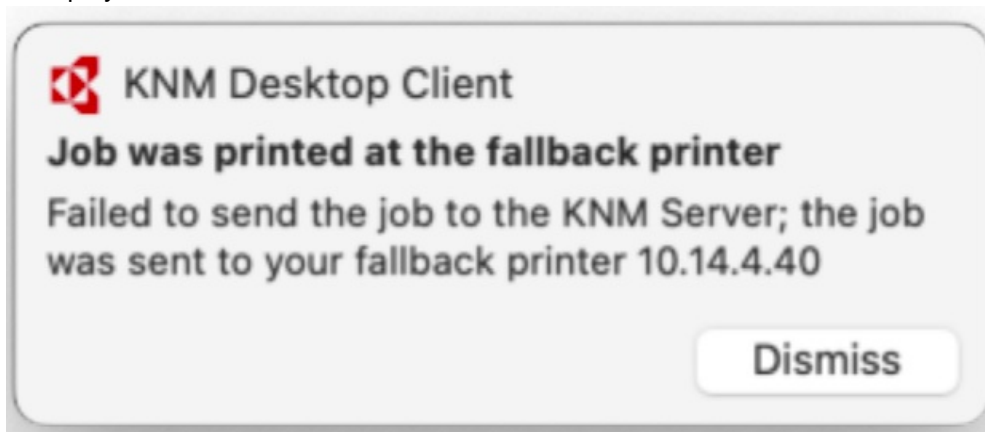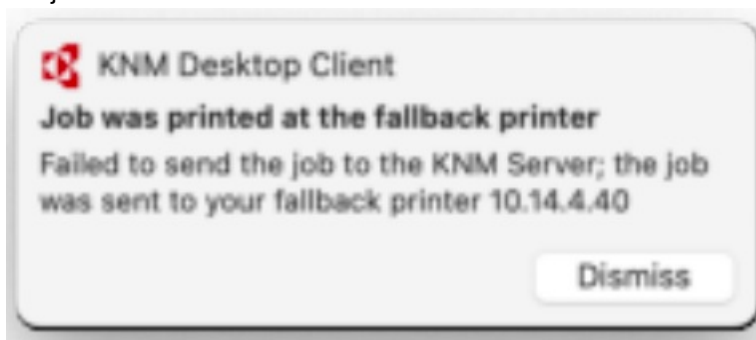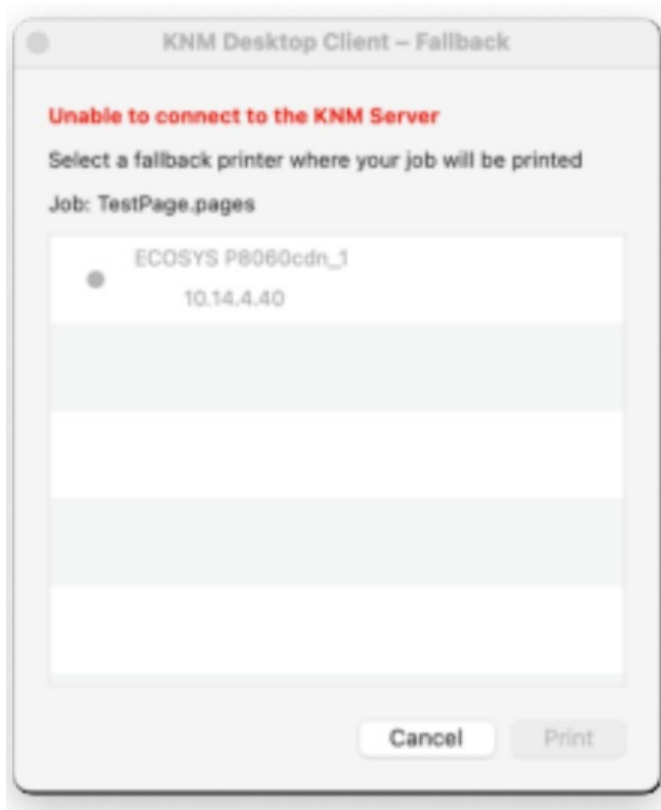

Select from a list of last used printers
If you want to print and the server is offline, and you have selected the Select from a list of last used printers as the Fallback Printing option, a pop-up with a list of printers to choose from is displayed:
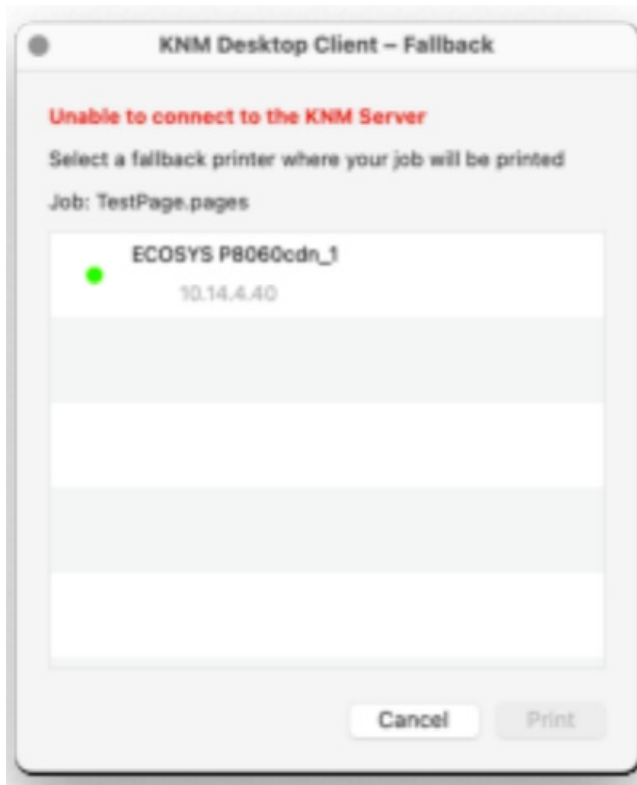
Select a printer from the list and click Print. The job is printed, and the following message is displayed, after which the job is deleted.


If a printer on the list is offline, it will be marked with a grey icon. The online printers are marked as green.

The displayed printers can be found in the printers.csv file, stored in Library/Application Support/KNM/Desktop Client/Users/[username]/printers.csv on the user's Mac. The printers in this file are updated when the KNM Desktop Client starts, the user logs in to their computer, the Mac changes IP address, and once per day when the user is logged in

Prompt for an address

If you want to print and the server is offline, and you have selected Prompt for an address as the Fallback Printing option, a pop-up with job specifications and a field for entering an IP address/ hostname is displayed:
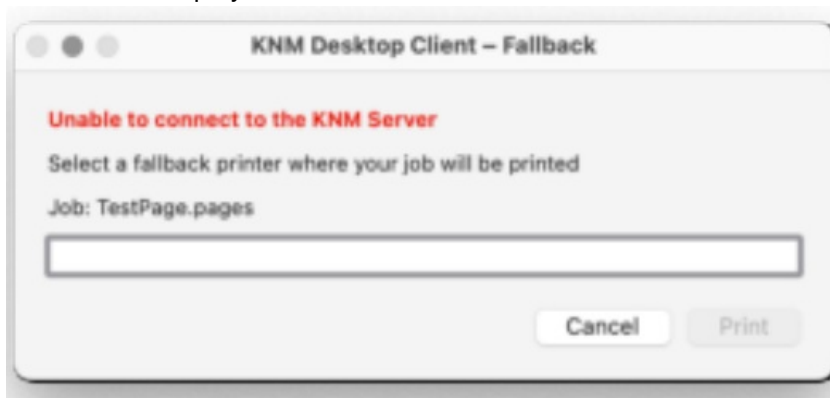
Enter the printer's IP address or hostname and click Print. The job is printed, and the following message is displayed, after which the job is deleted.
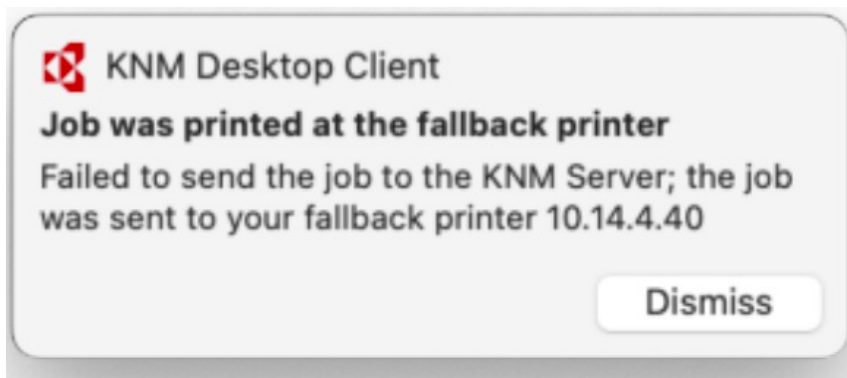
In case the job cannot be printed at the selected fallback printer, the following message is displayed:
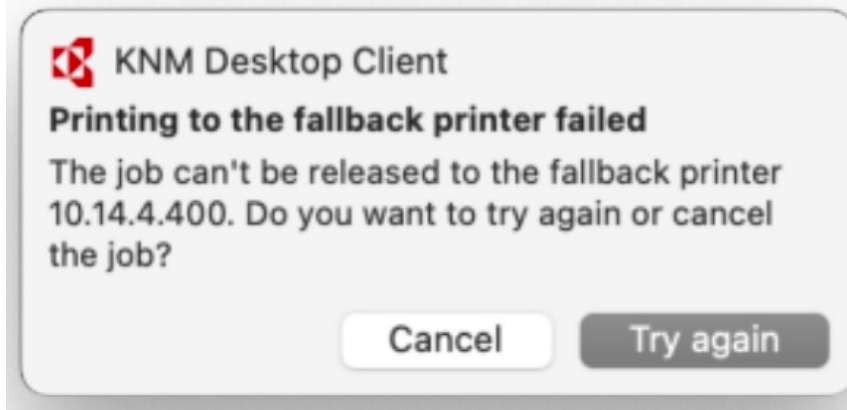
- Click Try again to try another printer.
- Click Cancel to delete the job

Options
Click on the KNM icon on the macOS™ system tray, then click the three dots in the upper-right corner to open the Actions Menu and click Preferences. Go to the Options tab where you can modify the following

- **Job parser**: Toggle the slider to enable the job parser for client spooling, local print monitoring, and fallback printing. Server spooled jobs are always parsed on the server. Job properties that are parsed and reported: job name, user, computer, job size, BW pages, color pages, copies, paper format, duplex, toner saving, staple, punch, printer language. If the job parser is disabled, only the job name, user, computer, and job size are reported to the server.
- **Delete pending jobs if the user is idle**: Toggle the slider to enable it. Set the duration of the Timeout in

minutes. The default is 5 minutes. This security feature allows you to set up a time (in minutes) to log the user out as soon as the DC gets to the idle state. If the option to delete all the pending jobs once the client is idle is enabled, that's another step to protect your users and their print jobs. With this feature enabled, print jobs are sent from KNM Desktop Client to the KNM server over the TLS security protocol. This allows printing over KNM to be end-to-end encrypted. A must in environments where confidential data are often printed.

- **Caching of user information used when app is offline**: Select if you want to cache user information Only when user interacts with the app or With every logon to the operating system (this option may create a higher load on the server during rush hour). Cached user data is used only when the Server is not reachable. During uptime, DC always verifies user accounting and policies against KNM.
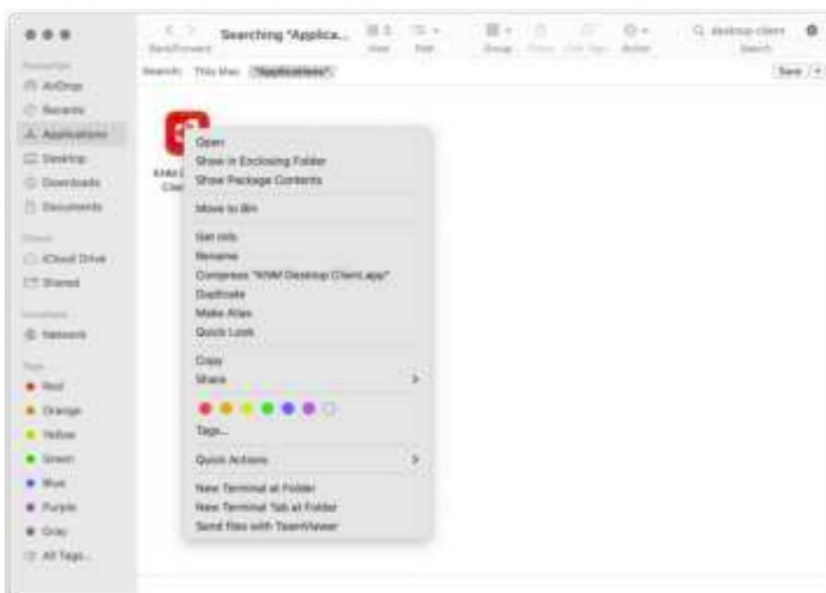
Uninstallation

To uninstall DC:

1. Use the Activity Monitor app to check if KNM Desktop Client is running, and quit if it does. For more information see: **https://support.apple.com/guide/activity-monitor/quit-a-processactmntr1002/mac**
2. Click Finder, and then open the Applications tab.
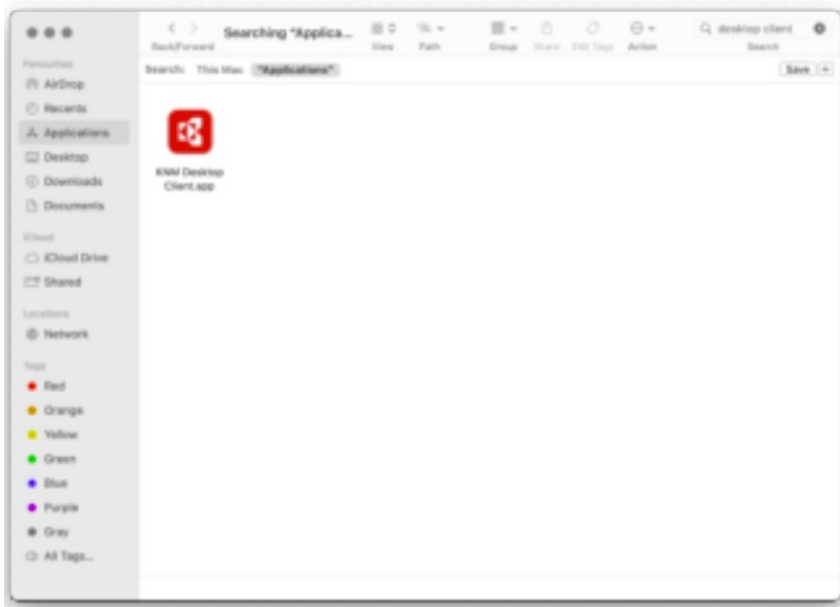
3. On the tab, right-click the DC application, and then select Move to Bin. You are asked to confirm the changes.
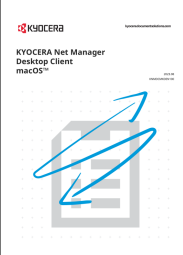
4. Enter the credentials of the administrator's account and click OK. The application is uninstalled.

For the KYOCERA contact in your region, see Sales Sites sections here:
https://www.kyoceradocumentsolutions.com/company/directory.html

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Documents / Resources

KYOCERA KNMDCMKDEN100 Net Manager Desktop Client [pdf] User Manual
KNMDCMKDEN100 Net Manager Desktop Client, KNMDCMKDEN100, Net Manager Desktop
Client, Manager Desktop Client, Desktop Client

References

- **User Manual**