



Lexmark™

# Device Quotas

Version 5.4

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## Administrator's Guide

June 2021

[www.lexmark.com](http://www.lexmark.com)

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# Change history

## June 2021

- Updated information on customizing report configuration.

## November 2020

- Initial document release.

## August 2017

- Updated information on the application settings.

## July 2016

- Added information on how to manage users using Address Book from the printer control panel.
- Added support for Croatian, Romanian, Serbian, Slovak, and Slovenian.

## January 2016

- Initial document release for multifunction products with a tablet-like touch-screen display.

# Overview

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

You can do the following:

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

This document provides instructions on how to configure, use, and troubleshoot the application.

# Deployment readiness checklist

Make sure that:

- Embedded Document Accounting Solution (eDAS) is uninstalled. Having both eDAS and Device Quotas on a printer may cause these applications to stop working properly.

- 1 Open a web browser, and then type the printer IP address.

**Note:** Locate the IP address on the printer home screen.

- 2 From the Embedded Web Server, click **Apps**.
- 3 Select the application from the list, and then click **Uninstall**.

- The public login method is configured to create a service account.

- 1 From the Embedded Web Server, click **Settings > Security > Login Methods**.

- 2 From the Public section, click **Manage Permissions**.

- 3 Expand **Function Access**, and then select **Modify Address Book**.

- 4 Expand **Administrative Menus**, and then select **Security Menu**.

- 5 Click **Save**.

**Note:** *DQAdmin* is a static service account with administrative rights that the application uses for web service calls. To prevent syncing errors, do not delete this account or change the password.

- You have a printer hard disk installed in the printer.

- The print driver installed in the computer supports Job Accounting. The Job Accounting feature helps track user print jobs. For more information, see the *Print Driver Help*.

**Note:** If the print driver does not support Job Accounting, then download the Lexmark™ Universal Print Driver for Windows® or the print driver for Macintosh at [www.lexmark.com](http://www.lexmark.com).

# Configuring the printer settings

You may need administrative rights to configure the printer settings.

## Accessing the Embedded Web Server

- 1 Obtain the printer IP address. Do either of the following:
  - Locate the IP address on the printer home screen.
  - From the printer home screen, touch **Settings > Network/Ports > Network Overview**.
- 2 Open a web browser, and then type the printer IP address.

## Securing access to the application and printer functions

### Restricting public access to the application

- 1 From the Embedded Web Server, click **Settings > Security > Login Methods**.
- 2 From the Public section, click **Manage Permissions**.
- 3 Expand **Apps**, and then clear **Device Quotas**.
- 4 Click **Save**.

### Allowing users to access the application and printer functions

- 1 From the Embedded Web Server, click **Settings > Security > Login Methods**.
- 2 Do one of the following:
  - From the Local Accounts section, click **Manage Group/Permissions**.
  - From the Network Accounts section, click **Manage Group/Permissions** beside the login method.
  - From the Additional Login Methods section, click **Manage Permissions** beside the authentication module.
- 3 Click the user group that needs access to the application and printer functions.

#### Notes:

- To configure the default user permission, click **All Users**.
- To configure administrative permission, click **Admin**. This group is available only for local accounts.

- 4 Expand **Apps**, and then select **Device Quotas**.
- 5 Expand **Function Access**, and then select the following:
  - **Flash Drive Print**
  - **Flash Drive Color Printing**
  - **Flash Drive Scan**
  - **Copy Function**

- **Copy Color Printing**
- **E-mail Function**
- **Fax Function**
- **FTP Function**
- **B/W Print**
- **Color Print**

**Note:** You can select more functions.

**6** Click **Save**.



# Configuring the application

You may need administrative rights to configure the application.

## Configuring usage reset

Schedule when to reset the quota of the users.

**1** From the Embedded Web Server, navigate to the configuration page for the application:

**Apps > Device Quotas > Configure**

**2** From the Usage Reset section, in the “Usage reset frequency” menu, select how often the quotas are reset to zero.

- **None**
- **Yearly**—Reset the quotas on the first day of the month that is set in “Business year begins.”
- **Quarterly**—Reset the quotas on the first day of a three-month period starting on the month that is set in “Business year begins.”
- **Monthly**—Reset the quotas on the first day of every month.
- **Semimonthly**—Reset the quotas on the first and fifteenth day of every month.
- **Weekly**—Reset the quotas every Monday.

**3** If you select either **Yearly** or **Quarterly**, then in the “Business year begins” menu, select the month when the quota reset starts.

**4** In the “Time of day” menu, select when the quotas are reset to zero. Use the 24-hour clock format.

**Note:** If you want to reset all quotas immediately, then select **Reset all usage now**.

**5** Click **Apply**.

**Note:** You can also configure the usage reset settings from the printer control panel. Make sure to log in as an administrator.

## Sample configuration

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

- Midnight of March 31
- Midnight of June 30
- Midnight of September 30
- Midnight of December 31

**Note:** This sample configuration is done from the Embedded Web Server. You can also use this configuration when configuring from the printer.

**1** In the “Usage reset frequency” menu, select **Quarterly**.

**2** In the “Business year begins” menu, select **January**.

- 3 In the “Time of day” field, enter **00 : 00**.
- 4 Click **Apply**.

## Configuring reports

- 1 From the Embedded Web Server, navigate to the configuration page for the application:  
**Apps > Device Quotas > Configure**
- 2 From the Report Configuration section, in the Report Frequency menu, select how often the reports are sent.
  - **None**
  - **Yearly**—Send reports once a year.
  - **Quarterly**—Send reports every quarter.
  - **Monthly**—Send reports on the first day of every month.
  - **Semimonthly**—Send reports on the 1st and 15th day of every month.
  - **Weekly**—Send reports every Monday.
  - **Daily**—Send reports every 24 hours.
- 3 If you select either **Yearly** or **Quarterly**, then in the Business year begins menu, select the month when the reports are sent.
- 4 In the Time of day menu, specify when the reports are sent. Use the 24-hour clock format.
- 5 Configure more settings.
  - **Report Type**—The type of report to create and send.
  - **File Format**—The file format of the reports.
  - **Append Timestamp**—The date and time are added to the file.
  - **Report Destination**—Select where to send the reports.
  - **E-mail Address**—The e-mail address of the administrator that receives the reports. Use commas to separate multiple e-mail addresses.
  - **Network Share Settings**—Configure the network settings of the shared folder where the reports are sent.
    - **Network Share Address**—The network address of the folder destination.
    - **Domain**—The network domain that is used to connect to the shared folder.
    - **User**
    - **Password**
- 6 If you want to send reports immediately, then select **Send Report Now**.
- 7 Click **Apply**.

## Sample configuration

This configuration sends current and department usage reports to a shared folder in CSV format every month. For example, reports for January are received on the first day of February.

- 1 In the Business year begins menu, select **January**.
- 2 In the Report Frequency menu, select **Monthly**.

- 3** In the Time of day field, enter **01:00**.
- 4** In the Report Type menu, select **Both**.
- 5** In the File Format menu, select **CSV**.
- 6** In the Report Destination menu, select **Network Share**.
- 7** From the Network Share Settings section, do the following:
  - a** In the Network Share Address field, type the shared folder address using the format `\\server_name  
shared_folder`.
  - b** In the Domain field, type the domain name.
  - c** In the User field, type the administrator user name.
  - d** In the Password field, type the administrator password.
- 8** Click **Apply**.

## Customizing application notifications

- 1** From the Embedded Web Server, navigate to the configuration page for the application:  
**Apps > Device Quotas > Configure**
- 2** From the Messaging section, configure the settings.
  - **Display warning when**—Select when to show the notification on the printer display.
  - **Quota is near when**—Select the percentage of the available quota at which to show the quota-is-near notification.
  - **Quota near message**—Type the message to show when a user is close to reaching the quota.
  - **Quota reached message**—Type the message to show when a user has reached the quota.
  - **Quota exceeded message**—Type the message to show when a user has exceeded the quota.
- 3** Click **Apply**.

**Note:** You can also configure the application notifications from the printer control panel. Make sure to log in as an administrator.

## Configuring the application settings

1 From the Embedded Web Server, navigate to the configuration page for the application:

**Apps > Device Quotas > Configure**

2 From the Application Settings section, configure the settings.

- **Notification e-mail**—Type the e-mail address associated with the administrator account. All notifications after a usage reset, or when user's usage is near or has exceeded the quota, are sent to this e-mail. Use commas to separate multiple e-mail addresses.

**Note:** To make sure that the administrator receives notifications about the quota, do not leave this field blank.

- **Restrict non-authenticated printing**—Do not allow unauthenticated printing. Require users to enter credentials before printing.

**Note:** If you are using embedded or host applications that print using FTP or port 9100, then clear this option.

- **Account black and white usage**—Track black-and-white printing, copying, scanning, and faxing per user.
- **Account color usage**—Track color printing, copying, scanning, and faxing per user.
- **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.

3 If you want to apply the account defaults to all users immediately, then select **Apply account defaults to all users**.

4 Click **Apply**.

**Note:** You can also configure the application settings from the printer control panel. Make sure to log in as an administrator.

## Configuring account defaults

1 From the Embedded Web Server, navigate to the configuration page for the application:

**Apps > Device Quotas > Configure**

2 From the Accounts Defaults section, configure the settings for each printer function.

- **Quota**—The allowed number of pages to print, copy, scan, or fax.
- **Overage**—The allowed number of pages that can exceed the quota.

**Note:** To avoid incomplete print, scan, or fax jobs, allocate an appropriate value for overage.

- **Double the Count for Large Paper Size**—Count pages larger than 8.5 x 14 in (216 x 356 mm) as two pages.
- **Enforcement**—The action to take when the quota is exceeded.
  - **Inform**—Notify users when quotas are reached. Users can still use the function even if the quota is exceeded.
  - **Enforce**—Notify users and disable the function when quotas are reached.

**Note:** A single print output for a two-sided print job is counted as two pages by the application. For example, if only five pages remain in your quota, then using two-sided printing on a five-page document prints only the first four pages.

- **None**—Ignore quotas for the function.

**3** Click **Apply**.

**Note:** You can also configure the account defaults from the printer control panel. Make sure to log in as an administrator.

## Configuring department codes

Use department codes for extra tracking or validation.

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

**1** From the Embedded Web Server, navigate to the configuration page for the application:

**Apps > Device Quotas > Configure**

**2** From the Department Code section, configure the settings.

- **Prompt for Department Code**—Prompt users for the department code that they are associated with when sending a print job.
- **Hide code entry (PIN style)**—Hide the department code when typing it from the printer control panel.
- **Validate Department Code**—Validate the provided department code with the list of accepted codes. Codes that are not in the list are not accepted, and users cannot proceed with their print job.

**Note:** If this option is cleared, then all department codes are accepted.

- **Department Prompt Text**—A custom message used when asking for the department code.
- **Department List File**—Upload a list of accepted department codes.

The following is an example of a department list text file:

```
#departments
XYZ1
XYZ12
XYZ 123
```

where **#departments** is the header, and **XYZ1**, **XYZ12**, and **XYZ 123** are the department codes. Make sure that **#departments** is added in your text file.

**3** Click **Apply**.

## 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 for the application.

- 1 From the Embedded Web Server, click **Apps > Launch Apps > Device Quotas**.
- 2 From the "Global Settings file" section, import or export the file.

## Customizing the report configuration

Device Quotas now supports the page count for all paper sizes which is counted separately or combined in one single report. Each page count indicates the user's cost centre.

### Notes:

- By default, the application generates the report with page counts of all combined paper sizes.
  - The reports generated depends on the setting combinations selected.
- 1 From the Embedded Web Server, navigate to the configuration page for the application:  
**Apps > Launch Apps > Device Quotas**
  - 2 From the Report Configuration section, to customize the reports, do any of the following:
    - a **Content**— Select either **Usage** or **Quota** depending on your content.  
**Note:** By default, both the options are selected.
    - b **Color**—Select either **Black and White** or **Color** print.  
**Note:** By default, both the options are selected.
    - c **Job Type**—Select the job type.  
**Note:** By default, all the options are selected.
    - d **Paper Sizes**— Select the specific paper sizes.  
**Notes:**
      - By default, **All (Combined)** is selected.
      - Only the paper sizes supported by the printer appears.

## Customizing the application icon

- 1 From the Embedded Web Server, navigate to the configuration page for the application:  
**Apps > Device Quotas > Configure**
- 2 Specify the text and image that you want to appear on your home screen.  
**Note:** For more information, see the mouse-over help.
- 3 Click **Apply**.

# Managing quotas

## Managing individual user quotas

**Note:** You can also manage individual users from the address book. For more information, see [“Managing individual users using Address Book” on page 15](#).

**1** From the Embedded Web Server, navigate to the configuration page for the application:

**Apps > Device Quotas > Configure**

**2** From the User Accounts section, add, edit, or delete a user.

**Note:** Use a unique ID when adding a user.

**3** If necessary, configure the user quota settings.

- **Quota**—The allowed number of pages to print, copy, scan, or fax.
- **Overage**—The allowed number of pages that can exceed the quota.

**Note:** To avoid incomplete print, scan, or fax jobs, allocate an appropriate value for overage.


- **Double the Count for Large Paper Size**—Count pages larger than 8.5 x 14 in (216 x 356 mm) as two pages.
- **Enforcement**—The action to take when the quota is exceeded.
  - **Inform**—Notify users when quotas are reached. Users can still use the function even if the quota is exceeded.
  - **Enforce**—Notify users and disable the function when quotas are reached.

**Note:** A single print output for a two-sided print job is counted as two pages by the application. For example, if only five pages remain in your quota, then using two-sided printing on a five-page document prints only the first four pages.

- **None**—Ignore quotas for the function.

**4** If necessary, select **Set as Administrator** to make the user account an administrator account.

**5** Click **Apply**.

**Note:** You can also manage user quotas from the printer control panel. Make sure to log in as an administrator. To edit or delete user quotas, click  beside the user.

## Managing individual users using Address Book

### From the Embedded Web Server

**1** Click **Address Book**.

**2** Do any of the following:

#### Add a user

- a Click **Add Contact**.
- b Type the contact information.

- c From the User Information section, select **User Name/Password** or **User Name**, and then type the information needed.
- d Click **Save**.

**Note:** The default quota settings are applied for the new user.

#### **Edit the contact and user information**

- a Select a user.
- b Edit the contact and user information.
- c Click **Save**.

#### **Edit user quotas**

- a Select a user.
- b Expand **Device Quotas**, and then adjust the user quotas.
- c Click **Save**.

#### **Delete users**


- a Select one or more users.
- b Click **Delete**.

### **From the printer control panel**

**Note:** You cannot update the user quotas using Address Book from the control panel. To update user quotas from the control panel, use the application.

- 1 Form the printer home screen, log in as an administrator.
- 2 Touch **Address Book**.
- 3 Do any of the following:

#### **Add a user**

- a Touch  on the top of the display.
- b Touch **Create Contact**.
- c Type the contact information.
- d In the Login Method menu, select **User Name/Password** or **User Name**, and then type the information needed.
- e Touch **Save**.


**Note:** The default quota settings are applied for the new user.

#### **Edit the contact and user information**

- a Touch **CONTACTS**.
- b Touch the user name, and update the contact information.
- c Touch **Save**.



**Delete users**

- a** Touch  on the top of the display.
- b** Touch **Delete Contacts**.
- c** Select one or more users.
- d** Touch **Delete**.

**Managing multiple users using a user settings file****Notes:**

- The user settings file only supports the User Name local account type.
- A user settings file does not contain the passwords for users with the User Name/Password account type.
- A user settings file does not contain usage information. Quotas are not shared across printers.
- A user settings file created on a multifunction product 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.

**1** From the Embedded Web Server, click **Apps > Launch Apps > Device Quotas**.

**2** From the User Settings file section, do either of the following:

- To create a user settings file, download the user settings file template.
- To update the existing user settings file, export the file.

**3** Open the user settings file, update or create user profiles, and then save the file.

**Notes:**

- To use the default account settings, leave the field for the setting blank.
- The user name is case-sensitive.

**4** Import the updated or created user settings file.

**Notes:**


- Importing a user settings file overwrites the current user settings of the application.
- If necessary, export the current usage data before importing the file. Usage data is deleted together with the user account. For more information, see [“Exporting usage data” on page 18](#).
- Depending on the number of entries, importing the user settings file may take a while to finish. Do not turn off your printer during this time.

# Using the application

## Viewing quotas


### For users

- 1 From the printer home screen, log in to your account.
- 2 Touch **Device Quotas**.
- 3 If applicable, print or e-mail the usage report.

To e-mail the report, touch , and then touch **E-mail**.

**Note:** Users can print or e-mail the report only if they are allowed to. For more information, contact your administrator or see [“Configuring the application settings” on page 12](#).

### For administrators

- 1 From the printer home screen, log in to your account.
- 2 Touch **Device Quotas > User Accounts**.
- 3 Touch  beside the user, and then touch **Edit**.
- 4 Touch the printer function to view the quota.

## Generating reports

You may need administrative rights to generate the reports.

### Exporting usage data

Make sure to export usage data before deleting users.


- 1 From the Embedded Web Server, click **Apps > Launch Apps > Device Quotas**.
- 2 From the Usage Data section, export one or more types of usage data to a PDF or CSV file.
  - **Export current period usage data**—Export usage data that is collected since the last reset.
  - **Export previous period usage data (most recent interval)**—Export usage data that is collected during the interval before the last reset. For example, if resets are performed monthly, then the exported usage data is for the previous month.
  - **Export lifetime usage data (total)**—Export all usage data that is collected since the application was installed. Exported usage data also includes current usage.
  - **Export department usage data**—Export usage data for all departments. Exported usage data includes only the current usage assigned to a department code.
- 3 Save the file.

## Printing and e-mailing usage data

1 From the printer home screen, log in as an administrator.

**Note:** For information on configuring reports, see [“Configuring reports” on page 10](#).


2 Touch **Device Quotas > Reports**.

**Note:** Depending on the printer model, you may need to touch .

3 Select the type of report.

- **Current period usage**—Show usage data that is collected since the last reset.
- **Previous period usage**—Show usage data that is collected during the interval before the last reset. For example, if resets are performed monthly, then the printed usage data is for the previous month.
- **Lifetime usage**—Show usage data that is collected since the application was installed. The report also shows the current usage.
- **Department usage**—Show usage for all departments. The report shows only the current usage assigned to a department code.
- **Individual user usage**—Show the usage data of the selected user. The report shows only the user’s current usage.

4 Do either of the following:

- Touch **Print**.
- Touch , and then touch **E-mail**.

**Note:** To allow users to print and e-mail an individual usage report, enable the settings from the configuration page for the application. For more information, see [“Configuring the application settings” on page 12](#).

# Troubleshooting

## Application error

Try one or more of the following:

### Check the diagnostic log

- 1 Open a web browser, and then type **IP/se**, where **IP** is the printer IP address.
- 2 Click **Embedded Solutions**, and then do the following:
  - a Clear the log file.
  - b Set the logging level to **Yes**.
  - c Generate the log file.
- 3 Analyze the log, and then resolve the problem.

**Note:** After resolving the problem, set the logging level to **No**.

### Contact your Lexmark representative

## Cannot find usage information for a user

Try one or more of the following:

### Make sure that the user is not deleted from the application

- 1 From the Embedded Web Server, navigate to the configuration page for the application:  
**Apps > Device Quotas > Configure**
- 2 Check if the user is listed in the User Accounts section.

#### Notes:

- You can also check the user from the printer control panel. Log in as an administrator, and then touch **Device Quotas > User Accounts**.
- If the user account does not exist, then you can add it. For more information, see [“Managing quotas” on page 15](#).

### Contact your solution provider

If you still cannot resolve the problem, then contact your solution provider.

## Cannot find user quota when using a network login account

Try one or more of the following:

### **Make sure that the user has an equivalent Device Quotas account**

The application can automatically create quotas only for local login accounts. To create quotas for network login accounts, create an equivalent application account for the network login account.

For example, if the network login account is **USER1**, then create an application account with **USER1** as the user name. For more information, see [“Managing quotas” on page 15](#).

### **Contact your solution provider**

If you still cannot resolve the problem, then contact your solution provider.

## 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.

## User cannot copy

Try one or more of the following:

### **Make sure that the user credentials are correct**

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

### **Make sure that the user has not reached the quota**

For more information, see [“Managing quotas” on page 15](#).

### **Make sure that the user can log in to the printer**

### **Make sure that the user can access the copy function**

For more information, see [“Allowing users to access the application and printer functions” on page 7](#).

### **Contact your solution provider**

If you still cannot resolve the problem, then contact your solution provider.

## User cannot print

Try one or more of the following:

### **Make sure that the user credentials are correct**

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

### **Make sure that the user is printing through an FTP port or port 9100**

If the user is printing through an FTP port or port 9100, then disable **Restrict non-authenticated printing**.

For more information, see [“Configuring the application settings” on page 12](#).

### **Make sure that the user has not reached the quota**

For more information, see [“Managing quotas” on page 15](#).

### **Make sure that the user can log in to the printer**

### **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 Lexmark Universal Print Driver for Windows or the print driver for Macintosh at [www.lexmark.com](http://www.lexmark.com).

### **Make sure that the user can access the print functions**

For more information, see [“Allowing users to access the application and printer functions” on page 7](#).

### **Contact your solution provider**

If you still cannot resolve the problem, then contact your solution provider.

## User cannot scan

Try one or more of the following:

### **Make sure that the user credentials are correct**

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

### **Make sure that the user has not reached the quota**

For more information, see [“Managing quotas” on page 15](#).

**Make sure that the user can log in to the printer****Make sure that the user can access the scan functions**

For more information, see [“Allowing users to access the application and printer functions” on page 7.](#)

**Contact your solution provider**

If you still cannot resolve the problem, then contact your solution provider.

## User cannot send faxes

Try one or more of the following:

**Make sure that the user credentials are correct**

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

**Make sure that the user has not reached the quota**

For more information, see [“Managing quotas” on page 15.](#)

**Make sure that the user can log in to the printer****Make sure that the fax module is installed and correctly configured**

For more information, see the printer *User’s Guide*.

**Make sure that the user can access the fax function**

For more information, see [“Allowing users to access the application and printer functions” on page 7.](#)

**Contact your solution provider**

If you still cannot resolve the problem, then contact your solution provider.

## User cannot receive quota notifications

Try one or more of the following:

**Make sure that the e-mail address of the user is correct**

For more information, see [“Managing individual user quotas” on page 15.](#)

**Check the user’s enforcement setting**

If a global setting or custom quota setting is applied to the user, then make sure that the enforcement setting is **Enforce** or **Inform**. For more information, see [“Configuring account defaults” on page 12.](#)

### **Make sure that a spam filter is not blocking e-mail messages**

#### **Contact your solution provider**

If you still cannot resolve the problem, then contact your solution provider.

## **Administrator cannot receive quota notifications**

Try one or more of the following:

### **Make sure that the e-mail address of the administrator is correct**

**1** From the Embedded Web Server, navigate to the configuration page for the application:

**Apps > Device Quotas > Configure**

**2** From the Application Settings section, in the Notification e-mail field, type the administrator's e-mail address.

**Note:** Use commas to separate multiple e-mail addresses.

**3** Click **Apply**.

### **Make sure that a spam filter is not blocking e-mail messages**

#### **Contact your solution provider**

If you still cannot resolve the problem, then contact your solution provider.

## **User account still exists after deleting it from local accounts**

Deleting a local user account does not delete the account from the address book and Device Quotas.

Try one or more of the following:

### **Delete the user account from the address book**

**1** From the Embedded Web Server, click **Address Book**.

**2** Select one or more users that you want to delete.

**3** Click **Delete**.

### **Delete the user account from Device Quotas**

**1** From the Embedded Web Server, navigate to the configuration page for the application:

**Apps > Device Quotas > Configure**

**2** From the User Accounts section, select the user that you want to delete.



**3** Click **Delete**.

**4** Click **Apply**.

### **Contact your solution provider**

If you still cannot resolve the problem, then contact your solution provider.

# Notices

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