

2025.09 Webinar - Let Print Soar in The Cloud Q&A Report

Question 1: When will Breeze be available for partners to test/install?

Answer: Breeze is available for Public Preview as of September 8th. All eligible partners can deploy a Breeze trial customer tenant from their SAFEQ Vendor Portal. The product will be commercially available on October 1st.

Question 2: What infrastructure is required for SAFEQ Cloud Breeze?

Answer: None beyond internet-connected devices. Customers only need the PC client installed. There are no servers, gateways, or additional hardware required.

Question 3: Is Breeze just a solution to avoid the print driver hell from every vendor?

Answer: Yes, but SAFEQ Cloud Breeze offers the full feature set of the SAFEQ Cloud product, including scanning and secure printing.

Question 4: Can you explain the licensing model?

Answer: SAFEQ Cloud Breeze comes with a device-based licensing model. Every device a customer would like to manage requires either a Print or MFP license. Print licenses include the Direct Printing Feature set, whereas the MFP license requires the Pure Cloud Embedded terminal and offers secure print, mobile printing, and scan workflows. See the full feature set available per license on our website.

Question 5: Is secure printing also available in the Breeze Solution?

Answer: Absolutely, this is available with the Breeze MFP license module.

Question 6: Are Breeze and Pro the only SAFEQ Cloud offerings?

Answer: We still support the current SAFEQ Cloud product; however, it will soon be replaced by SAFEQ Cloud Breeze and Pro. Exact End-Of-Life dates are to be determined.

Question 7: Will customers be able to upgrade from Breeze to Pro?

Answer: Yes, upgrading from the Breeze to Pro Suite is possible.

Question 8: How will support issues be handled for the Breeze application?

Answer: End-customers using Breeze have access to a self-service Knowledge Base with micro-learning articles covering common tasks, while dealers and partners without technical support resources can rely on Y Soft to provide direct support to their customers. For more complex cases, technical escalations are available to all Breeze partners, dealers, and customers through our Partner Portal, with the escalation path determined by the reseller channel agreement. Further details about support services are available on our website.

Question 9: Will Breeze support any scanning features, basic or advanced?

Answer: Yes, scanning is supported with the SAFEQ Breeze MFP license. See ysoft.com/safeq for a full feature list.

Question 10: For an organization like a school district, is there a way to narrow down the number of printers available to the user depending on the school building they are in?

Answer: Yes, this is possible using the location awareness feature.

Question 11: Are there pull queues with Breeze?

Answer: Pull print (Secure release) is available with the Breeze MFP License.

Question 12: Is Breeze a follow me solution if no app installed on the MFP?

Answer: The Breeze Print license does not include the Pure Cloud Embedded app, however the Breeze MFP license does.

Question 13: Is the ARM x64 Print Driver supported?

Answer: Yes, ARM x64 Operating System device drivers are supported.

Question 14: How can partners make money with Breeze if it's lightweight?

Answer: Breeze opens a new SMB market for partners who previously couldn't justify the complexity of on-prem or enterprise solutions. It's fast to deploy, low-touch, and creates opportunities for upsell to Pro as customers grow. Partners benefit from recurring subscription revenue with minimal support overhead.

Question 15: Will there be support for label printers and wide-format printers?

Answer: Not at this time, we may expand support for additional devices in the future.

Question 16: Do you need a local gateway?

Answer: No, SAFEQ Cloud Breeze does not require local gateway servers. Customer who require local gateways for architectural needs and legacy Embedded Terminal support can purchase SAFEQ Cloud Pro to meet their needs.

Question 17: How does the new portfolio pricing compare with the current offering?

Answer: Breeze is more cost-efficient than the current SAFEQ Cloud offering. Pro is priced at a 20% premium over Breeze and is 25% cheaper than the original SAFEQ Cloud with Standard support.

Question 18: Does the Universal Print Driver offer advanced finishing capabilities available for each device, or does it support the lowest-common-denominator features?

Answer: The full-featured driver supports advanced finishing options across a wide range of vendor hardware devices.

Question 19: What features does SAFEQ Pro have that Breeze does not?

Answer: Please visit ysoft.com/safeq for a full list of supported features.

Question 20: How is the list of printers discovered? If SNMP, which versions are supported?

Answer: Printer discovery is done using mDNS. When a device is discovered, a query is performed using IPP, and the serial number is queried using SNMP.

Question 21: What Operating systems are and will be supported by Breeze?

Answer: The following clients are supported: Windows, Windows Protected Print (WPP), Mac, ARM 64 Devices

Question 22: Does the full-featured single driver provide support for all functionality from all brands?

Answer: The following finishing options are available with the full-featured single driver: Paper Size, Copies, Number up – Set the number of document pages per printed page, Presentation Order – Set how the multiple pages will be sorted on the printed page, Booklet Printing, Borderless Printing, Stapling, Punching, Output Bin Selection, and Page Output Quality.

Question 23: Does Breeze also support scanners (not MFPs)?

Answer: Standalone scanners are currently not supported; however, scanners that support Embedded Terminal Apps may be integrated via the Pure Cloud Terminals.

Question 24: Is the YSoft Hardware Compatibility List valid for Breeze as well?

Answer: Yes, select the Pure Cloud Embedded Terminal option to view a complete list of devices that support the Breeze MFP license.

Question 25: Does Breeze still need Command Centre for HP Device deployment?

Answer: Yes, command centre is required to install the HP IWS embedded terminal. We plan to improve this process and currently work with hardware vendors to improve the experience of device app deployment. Please subscribe to our partner newsletter and follow us on LinkedIn to be notified about exciting developments we have planned in this area.

Question 26: What is the status of FedRamp certification in the US?

Answer: FedRamp certification is currently on hold and will be considered at a later stage.

Question 27: Do you have a feature comparison detailing the differences between the products and packages?

Answer: Yes, the feature comparison page on ysoft.com/safeq is updated as the product evolves.

Question 28: Looks like Breeze will improve onboarding, but how are you addressing the deployment of embedded terminals that are too complex?

Answer: We are conscious that deploying the embedded terminals is complex, and this is one of our top priorities. We have plans to improve this process and are currently working with hardware vendors to improve the experience of device app deployment.

Question 29: Since there is no gateway with Breeze, are pull queues limited to zero trust terminals?

Answer: Correct - over time, we plan to have pure cloud / zero trust terminals for all MFP types.

Question 30: Will vendor-specific print drivers be supported within Breeze?

Answer: We do not plan on supporting vendor-specific drivers at this moment. Our strategy is to enhance the full-featured single driver's capabilities to ensure broader finishing options and device compatibility on an ongoing basis.

Question 31: I'm a little confused where Breeze would fit without the Embedded Terminal. What if a client deploys print queues via universal print or GPO?

Answer: MS Universal Print is viewed as a competitor product to Breeze Print. Unlike Universal Print, we're vendor-agnostic, support all major IAM platforms, and provide a single full-featured driver. We also offer richer reporting capabilities and additional opportunities to upsell to Breeze MFP. The SAFEQ Cloud PC Client deployment can be deployed using SCCM solutions and removes the need for administrators to manage print using GPO policies associated with packaging drivers, works seamlessly in hybrid and multi-domain environments, and reduces the threat surface with automated security updates.

Question 33: Does it make sense to offer SQ Breeze to the Customers working with SQ6?

Answer: SAFEQ 6 is a solution that meets the needs of customers who require an on-premise print management solution. SAFEQ Cloud Breeze is an option for SAFEQ 6 customer who have the desire to migrate their print infrastructure to the cloud.

Question 34: Is reporting available for Breeze?

Answer: Yes, reporting is available for both SAFEQ Cloud Breeze Print and MFP.

Question 35: Is SAFEQ Breeze a Consumables monitoring solution?

Answer: SAFEQ Cloud does not offer device monitoring capabilities and is primarily a solution for Print and Scan management.

Question 36: Is there VDI support (Citrix)?

Answer: Yes! Both Citrix, TS, and other are supported.