myQ roger

MyQ Roger HP Workpath Application Installation and Usage

June/2024
Revision 10

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1 Introduction

MyQ Roger is a full-fledged **public cloud solution, designed to increase any person's productivity and efficiency.** No matter if they work in an office environment or from home.

Capture documents with your mobile phone, multifunctional printer or from your e-mail inbox. Store them locally or in your personal cloud. Trigger advanced workflows. Transform documents to editable formats or electronic data that can be processed automatically by your integrated applications. Set up your own quick actions, or just use suggestions created by the system.

Benefit from MyQ Roger's top Performance, High Availability and Multitenancy.

With MyQ Roger, you get a unique virtual experience of collaboration at work and document management – your brand-new **Smart Digital Workplace Assistant**. Enjoy the simplicity of its **fully personalized UI**, use OneDrive or another cloud storage to print and scan your documents **with a single click**, and keep your digital office in your pocket at home, on the move, or at the office.

2 Release Notes

⚠ FutureSmart 5.4+ is required for this application.

2.1 MyQ Roger terminal for HP 24.1.4 (185)

20 June, 2024

Bug Fixes

- 48.A1.01 Job accounting service error is displayed after Print all jobs.
- Application is crashing.
- Email destination not valid error message is displayed after scanning to email from the Device Panel Parameters page.
- Idle logout is applied during printing.
- Jobs are deleted when MRC is not connected during printing.
- Login via card from HP Home screen is not possible.
- Printed jobs are still displayed as selected in Ready jobs, screen has to be refreshed manually.
- Screen isn't refreshed correctly after deleting of the jobs.
- Terminal is crashing when Print all/Select all+Print all jobs from MRC is used.
- Terminal is loading very slow.
- User is logged out during card registration.

2.2 MyQ Roger terminal for HP 24.1.3 (117)

19 April, 2024

Bug Fixes

- Card registration is not possible on embedded terminal.

2.3 MyQ Roger terminal for HP 24.1

2 January, 2024

Improvements

- **NEW FEATURE** : ID card registration

2.4 MyQ Roger terminal for HP 2023.08.22(77)

28 August, 2023

Improvements

- It is possible to specify if displaying of the cloud storage files on the device panel is allowed after login via PIN, for security reasons.
- UI improved.

2.5 MyQ Roger terminal for HP 2022.08.23(62)

6 October, 2022

Improvements

- Stability improved.

2.6 MyQ Roger terminal for HP 2022.08.08(43)

16 September, 2022

Improvements

- Displaying of Home screen improved.
- Options dialog for the actions improved.
- Scan to @email dialog improved.
- It is now possible to change the language of the application.

Bug Fixes

- Changed parameter for Easy copy from mobile application was ignored.
- It wasn't possible to change the number of copies on the device panel for Universal print jobs.
- Login wasn't possible in locked devices.
- Number of copies was always set to 1 for Universal print jobs.
- Print all button is displayed when any job is available for printing only.
- Universal print jobs have been released incorrectly from the Job Options screen.

2.7 MyQ Roger terminal for HP 2022.03.23(37)

1 April, 2022

Improvements

- Swiping of jobs is more responsive.
- Error messages for failed Copy/Print/Scan added.
- It is now possible to select a region for Tenant registration.
- Accounting is reported to the server.

Bug Fixes

- Scanning via mobile application to Google Drive fixed.

3 Basic Information

The guide is intended for administrators and describes the MyQ Roger application installation and usage on HP Workpath devices.

The basic prerequisites before the installation are:

- Setup of the MyQ Roger tenant (described in the *MyQ Roger Server Administration* guide).
- Latest FW is recommended (for the latest MyQ Roger version, FS 5.4 or newer is required).
- The MFD should be connected to HP Command Center (for more information on how to connect, contact your Partner).
- OneDrive should be connected to your tenant and the device.

ⓘ The communication protocols and ports used can be found in the MyQ Roger Server Administration guide.

3.1 Supported Devices

The supported devices are models with **Workpath Platform** support.

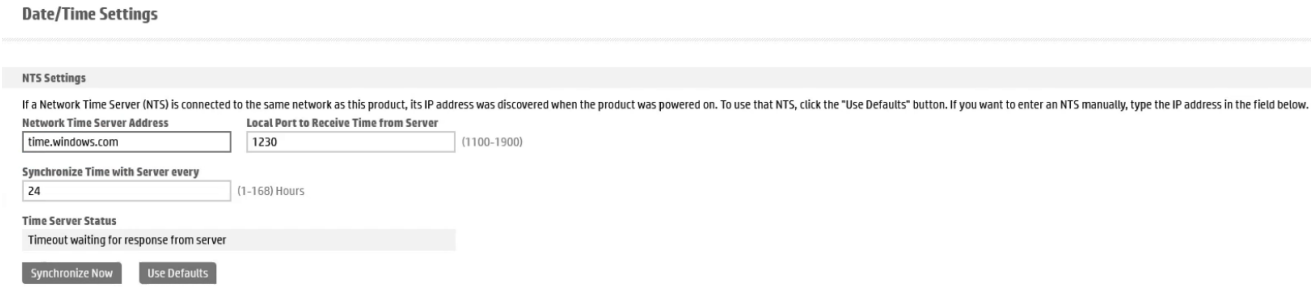
See the list of supported devices in https://developers.hp.com/workpath-sdk/compatible-devices (for some models, additional memory is required).

4 Pre-Installation steps

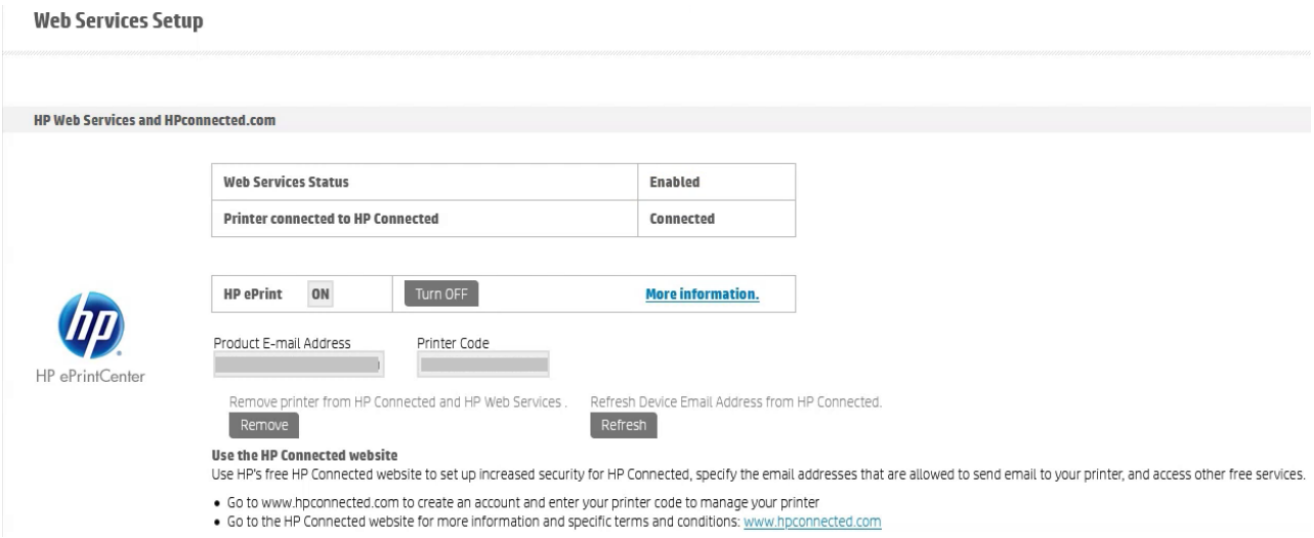
The MyQ Roger app can be installed on HP MFDs as a standard application.

Before installing the MyQ Roger app to your device, you need to:

- **Modify the time server settings**: go to the device's web user interface, in **General, Date/ Time Settings, NTS Settings**, and in the **Network Time Server Address** field, type *time.windows.com* . You can also modify the rest of the settings there, based on your preferences. Once done, click **Synchronize Now**, and then click **Apply**.



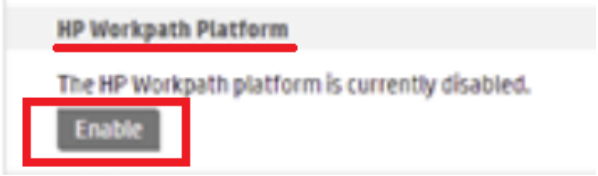
- **Enable Web Services**: go to the **HP Web Services** tab and make sure that the **Web Services Status** is *Enabled*. If it is disabled, enable it and save the settings.



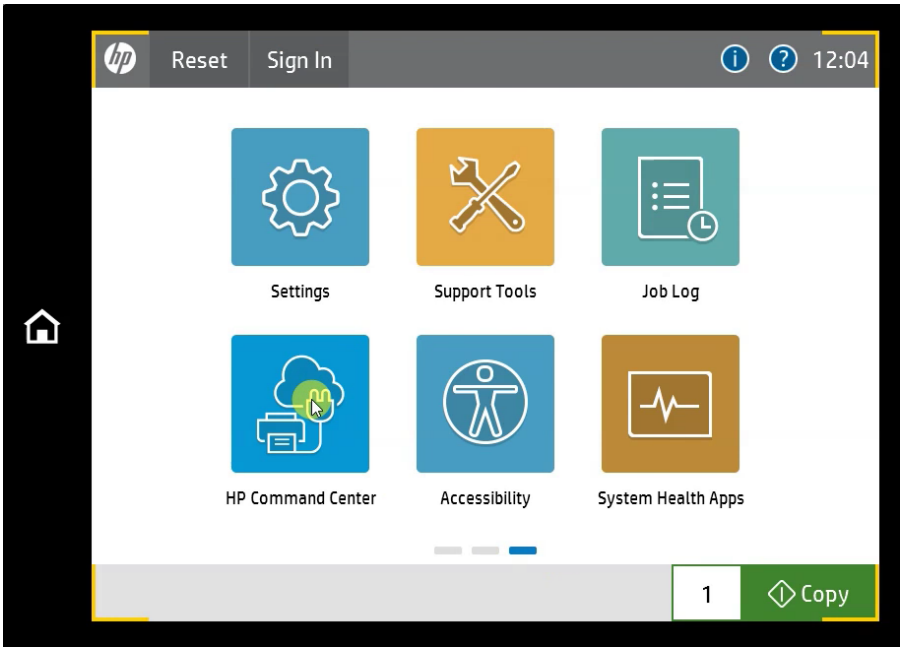
- Depending on the device model, you should either **Enable JetAdvantage Link platform** or **Enable HP Workpath platform**.
  - To **enable JetAdvantage Link platform**: go to the **Security** tab, scroll down to the **HP JetAdvantage Link Platform** section, and make sure that the **HP JetAdvantage Link platform** is *Enabled*. If it is disabled, enable it, and click **Apply** to save your settings. The device needs to be restarted for the changes to take effect.

  - To **enable HP Workpath platform:** go to the **Security** tab, scroll down to the **HP Workpath Platform** section, and make sure that the **HP Workpath platform** is

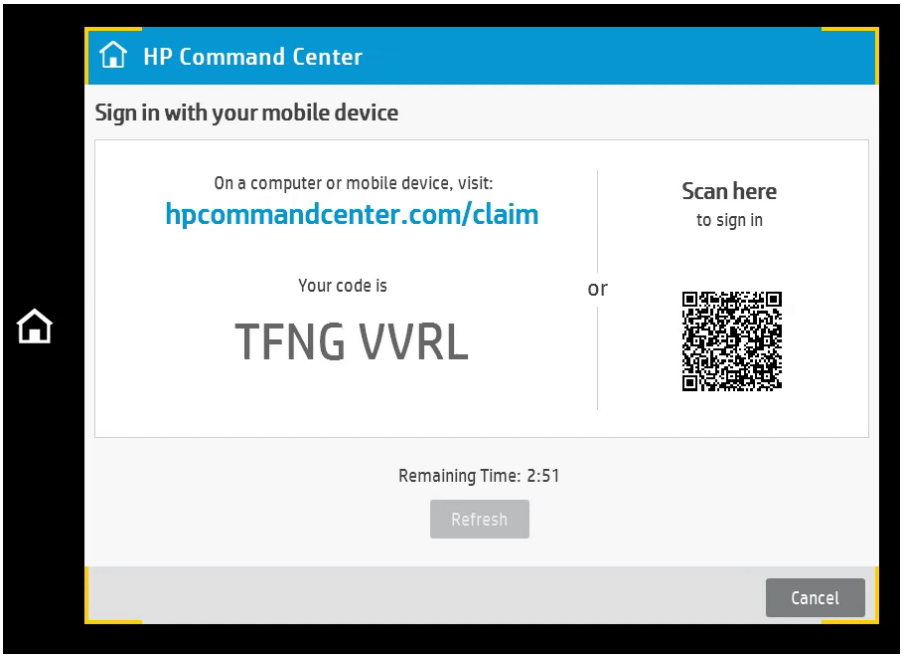
Enabled. If it is disabled, enable it, and click **Apply** to save your settings. The device needs to be restarted for the changes to take effect.



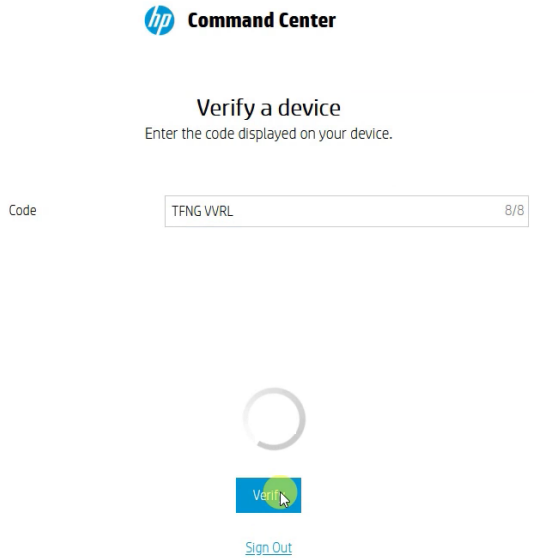
- Once the device is restarted, go to the device panel and click on the **HP Command Center** application.



- Click **Continue** on the pop-up window. Once the screen loads, you see the link you need to follow (or a QR code) in order to register your device to HP Command Center, as well as a unique code for verification.



Either visit hpcommandcenter.com/claim on a browser, or scan the QR code with your mobile phone. Be aware that the process is time sensitive; after 4 minutes, the session expires. Log in, enter the verification code and click **Verify**.

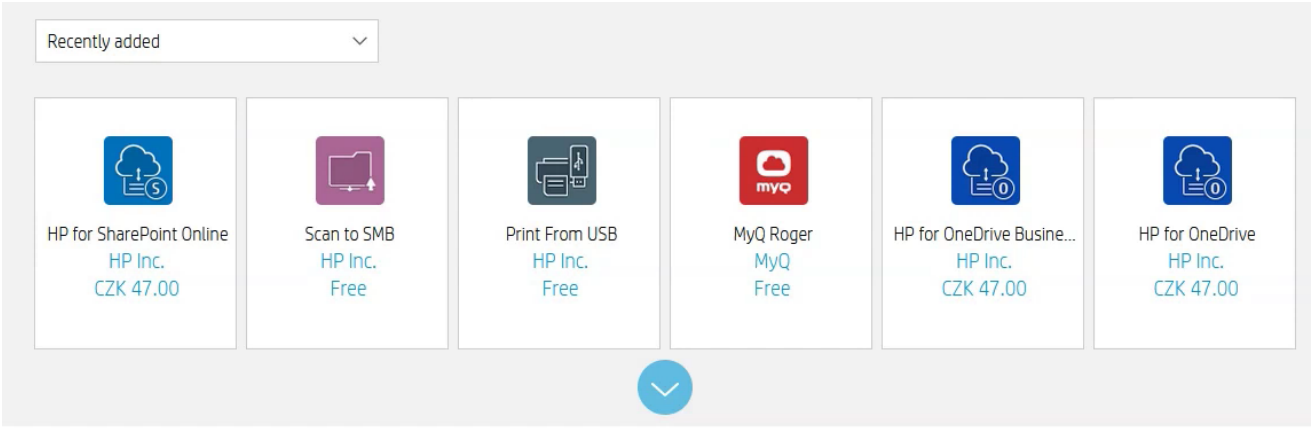


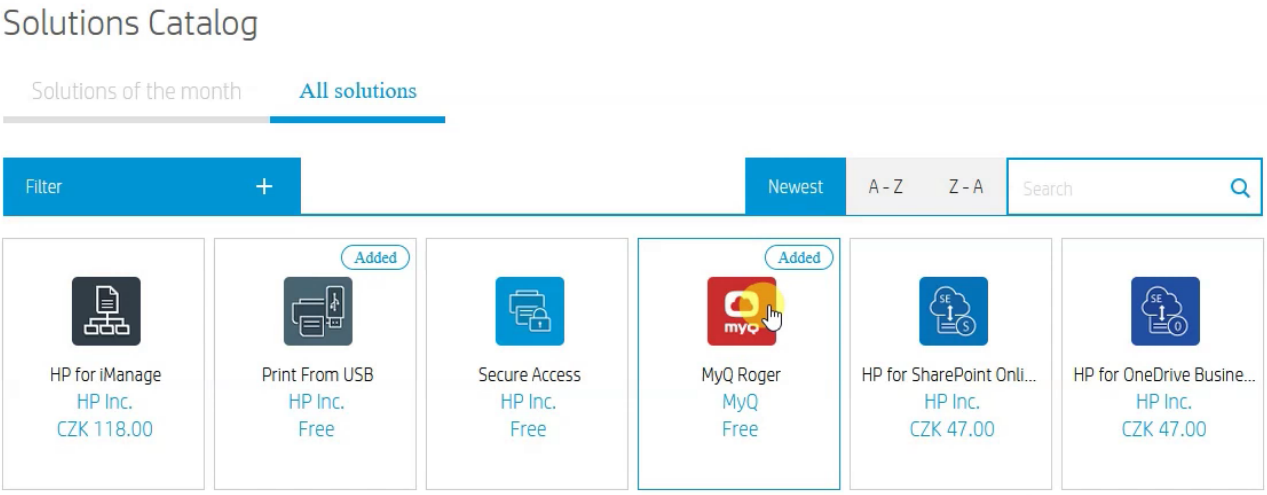
You device is now registered and verified in the HP Command Center and you can proceed with the MyQ Roger installation.

4.1 Installation on HP MFDs

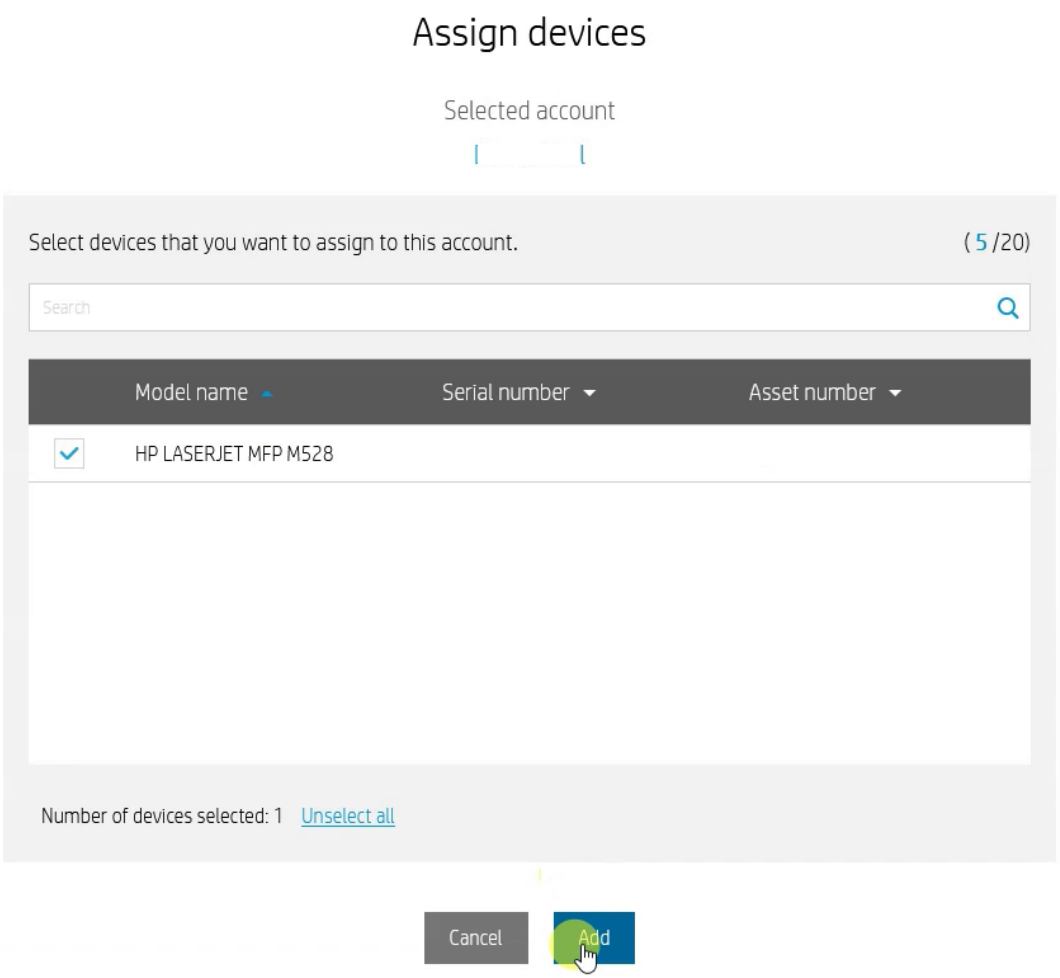
MyQ Roger Installation on an HP MFD

- Log in to http://hpcommandcenter.com and go to the **Solutions** tab.
- Click **All Solutions** and search for MyQ Roger in the search bar.

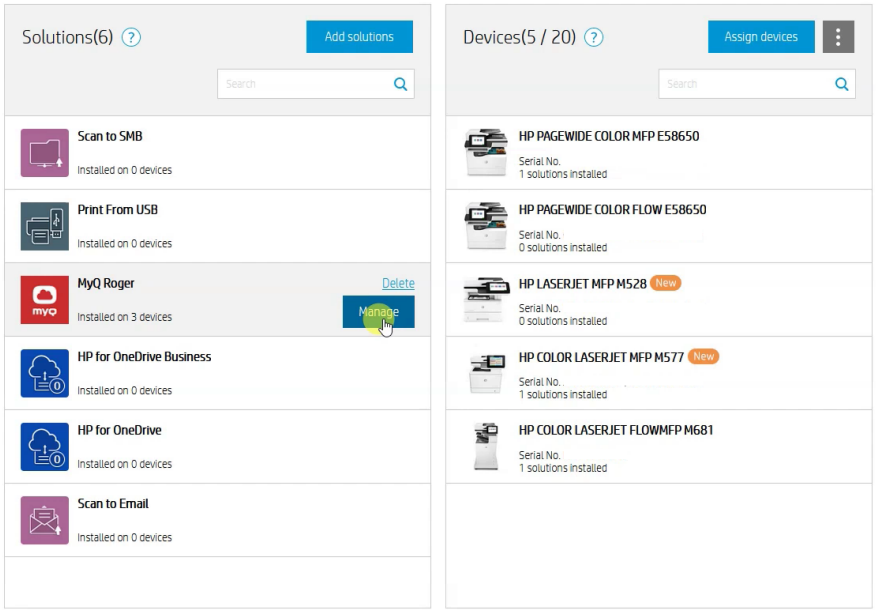




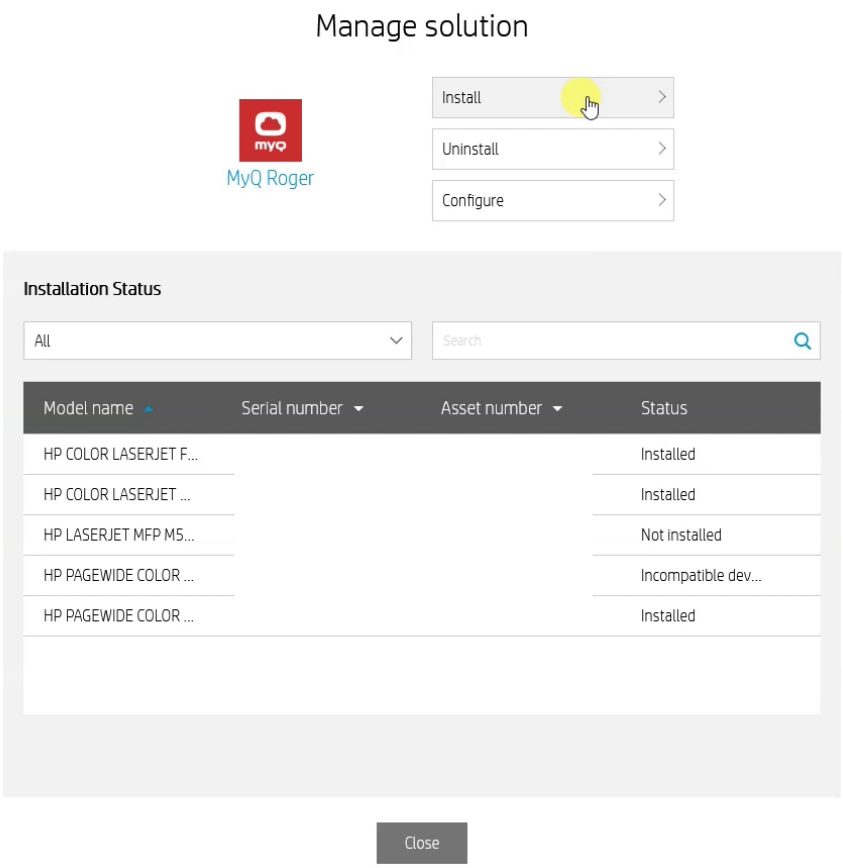
- Select the MyQ Roger app and add it to your solutions portfolio.
- Go to the **Accounts** tab and select your account.
- Click **Assign Device** to add your device to the selected account. In the pop-up window, select the device and click **Add**.



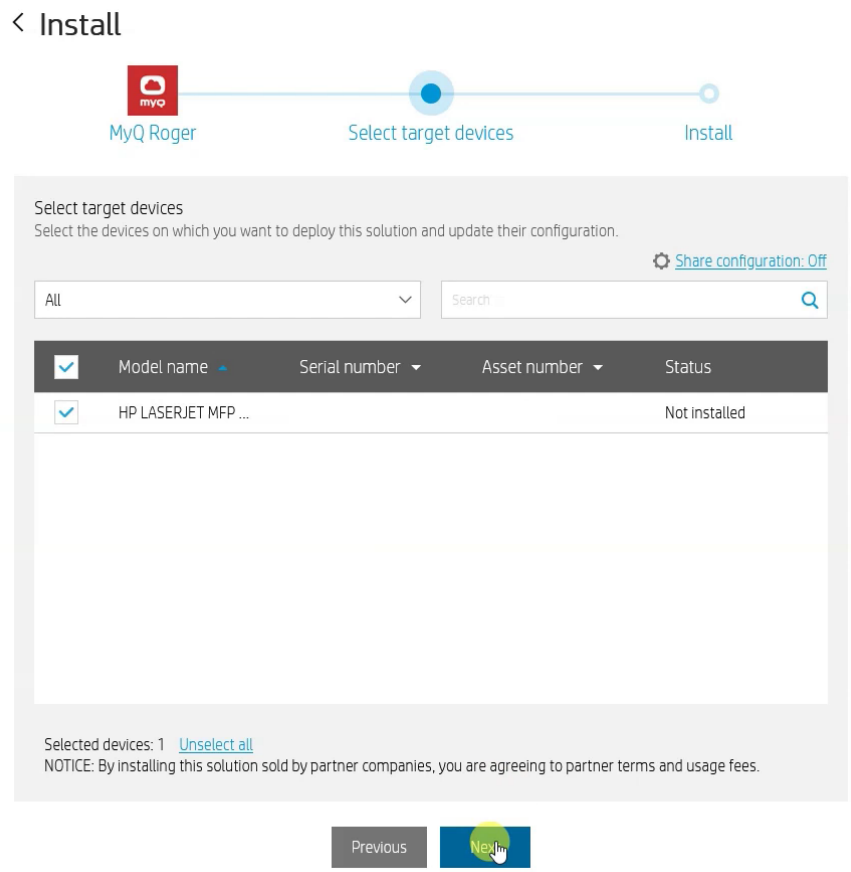
- On the left column, under **Solutions**, select MyQ Roger, and click **Manage**.



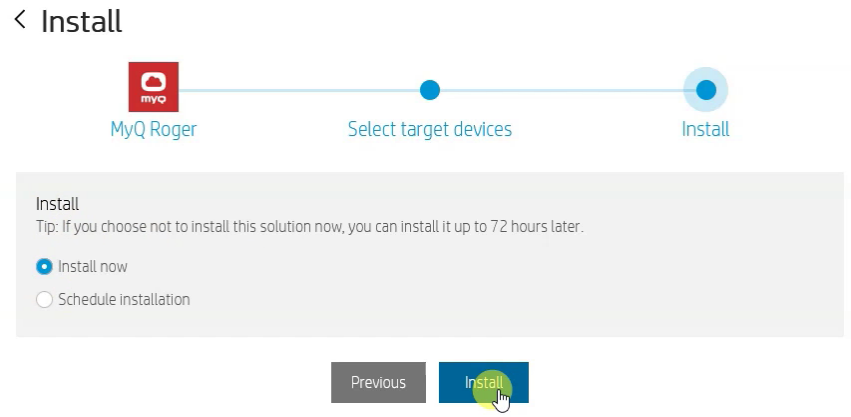
- In the pop-up window, wait for the device list to load, and then click **Install**.



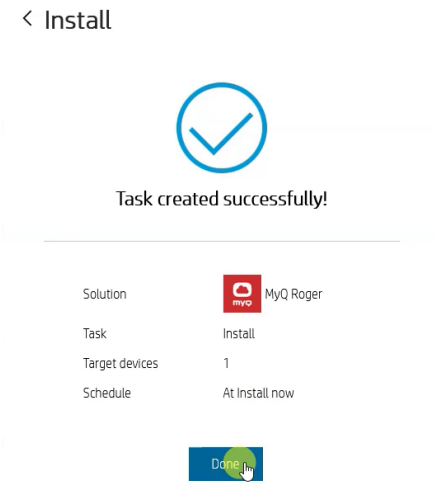
- Select the device where you want to install MyQ Roger and click **Next**.



- Select whether you want to install the application now (recommended), or schedule it for later (up to 72 hours), and click **Install**.



- A new task is created and the application is being installed in the background. Click **Done**.



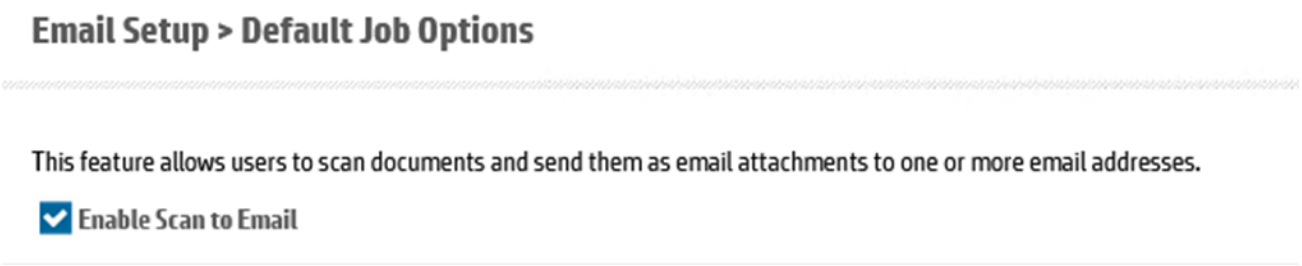
4.2 Device configuration

You can further configure the device's SMTP and scanning options, the device's virtual keyboard, the device's and MyQ Roger app's language, and panel operations options for locked devices.

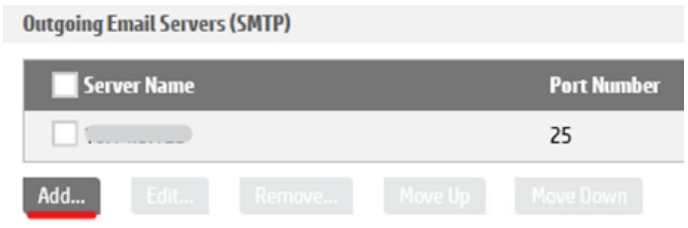
4.2.1 SMTP and scanning options

This setting is required for using scan to @me, scan to @email, and panel scan operations.

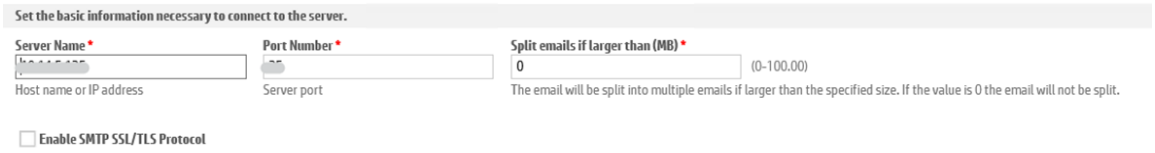
- Open the web UI of the device.
- Log in as administrator.
- Open **Scan/Digital Send > Email Setup > Default Job Options**.
- Mark the **Enable Scan to Email** checkbox.



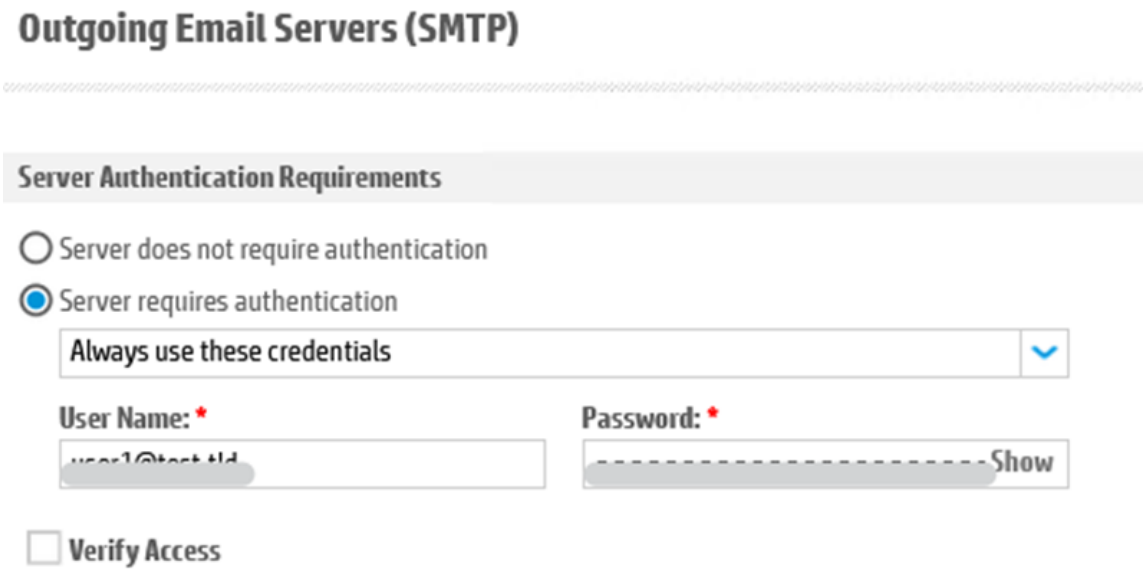
- Configure the Outgoing Email Servers (SMTP).
  - Add the SMTP server.



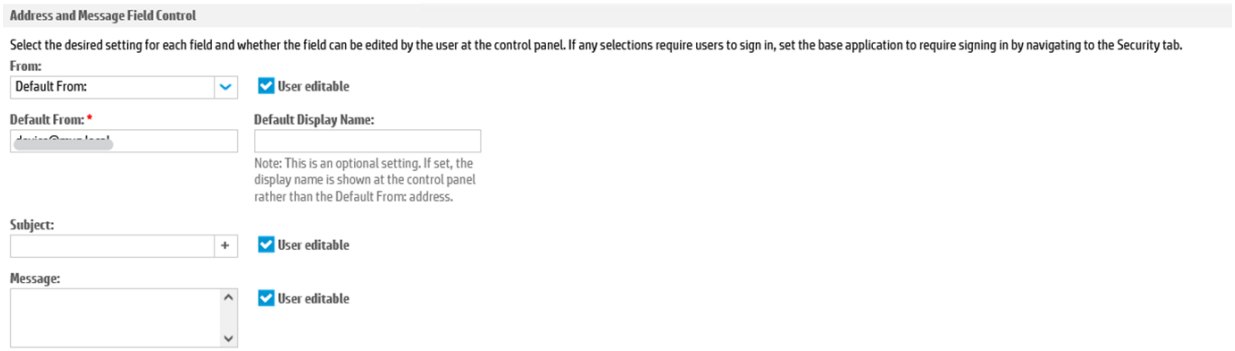
  - Enter the SMTP address and the number of the server port.



- Configure the authentication of the SMTP server (related to SMTP Server configuration).



- Configure Address and Message Field Control.



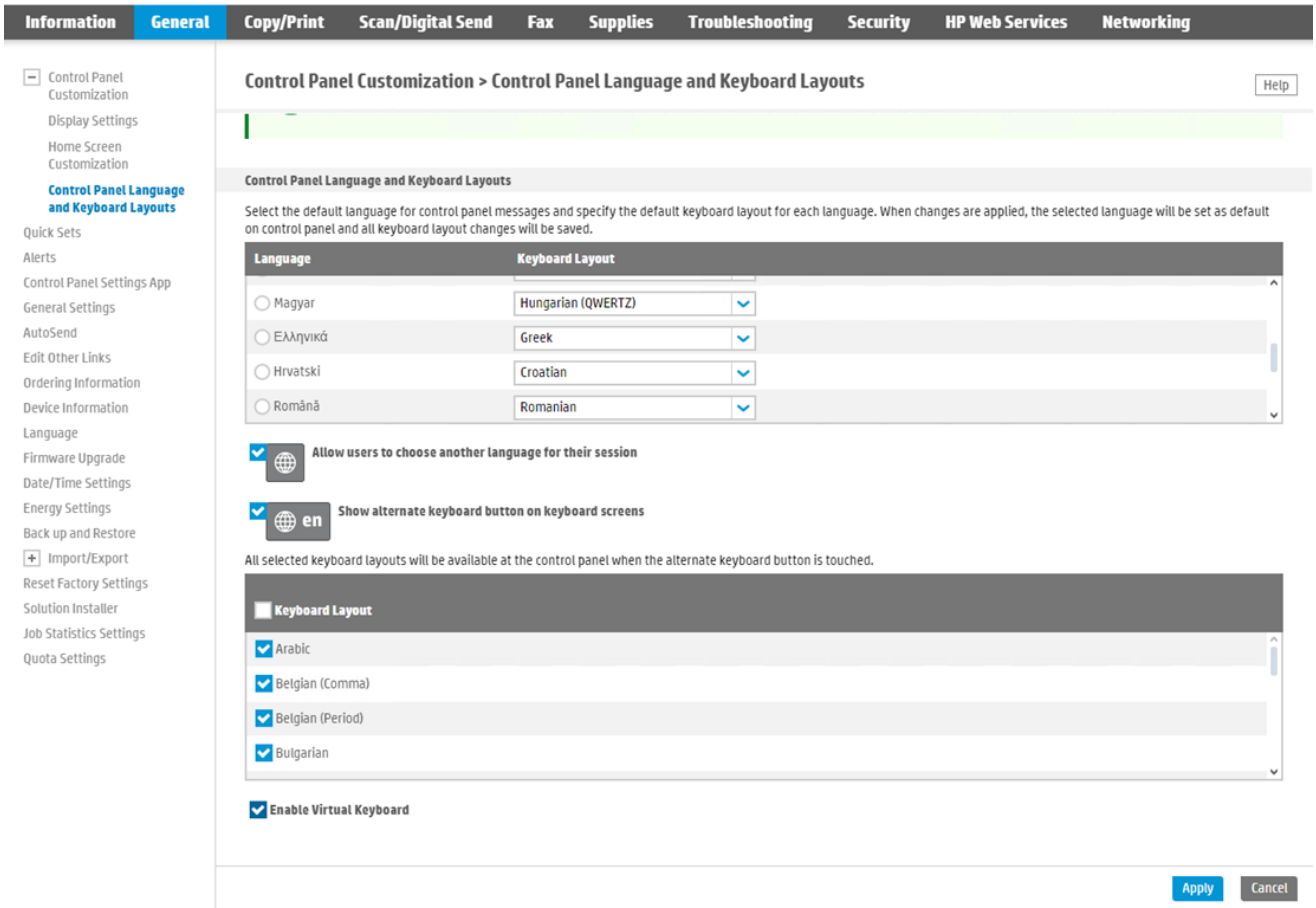
4.2.2 Enabling Virtual Keyboard

Some devices without an external hardware (HW) keyboard may have their Virtual Keyboard disabled making it not possible to enter text to textboxes (i.e. login via username and password, login as device administrator, entering email address…).

This setting is required on devices without an external HW keyboard and optional on devices with an external HW keyboard.

- Open the web UI of the device.
- Log in as administrator.

- Open **General > Control Panel Customization > Control Panel Language and Keyboard Layouts**.
- Mark the **Enable Virtual Keyboard** checkbox and click **Apply**.



4.2.3 Locking of the device

This setting is optional if the panel operations should be locked for unauthenticated users.

- Open the web UI of the device.
- Login in as administrator.
- Open **Security > Access control**.
- **Disable Device Guest**.
- Change the default **Sign-In Method**.
  - **Local Device** for possibility of login for the device administrator.

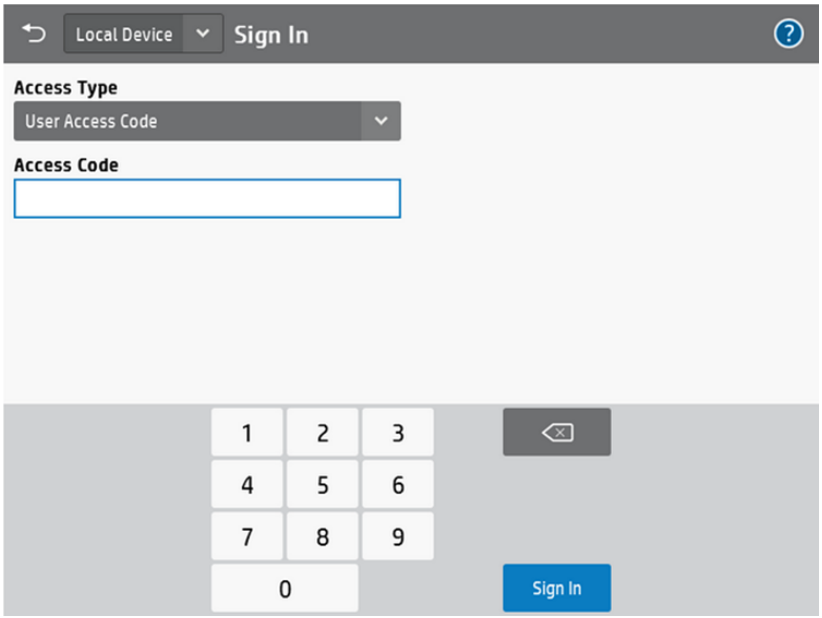
  - **Roger Authentication** for displaying the Roger screen only.

4.2.3.1 Login with the possibility of login with device administrator

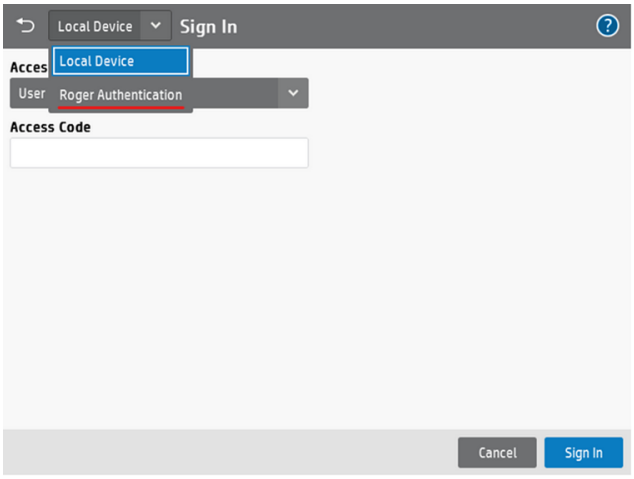
- Press the **Sign In** button on the device panel.

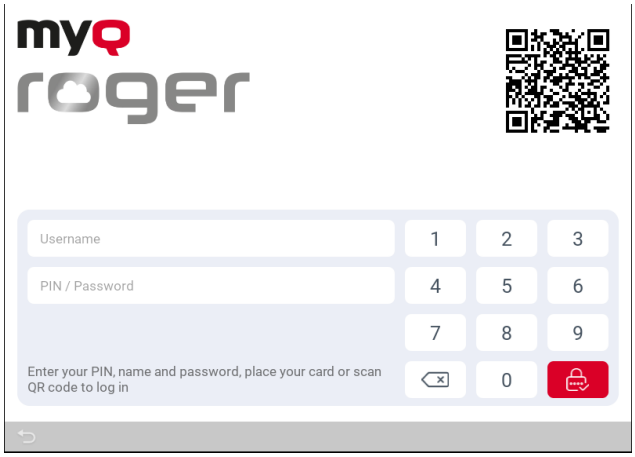
Sign-in is required to use this product.

  - It is possible to log in as a device administrator.



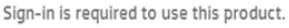
  - Or change the login screen to MyQ Roger.



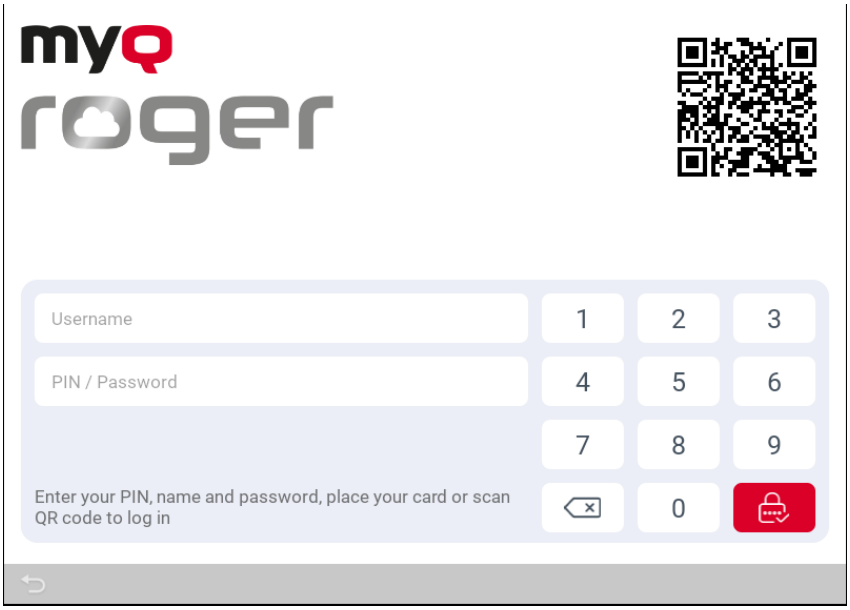


4.2.3.2 Login with the possibility of login without device administrator

- Press the **Sign In** button on the device panel.



- Login to MyQ Roger.

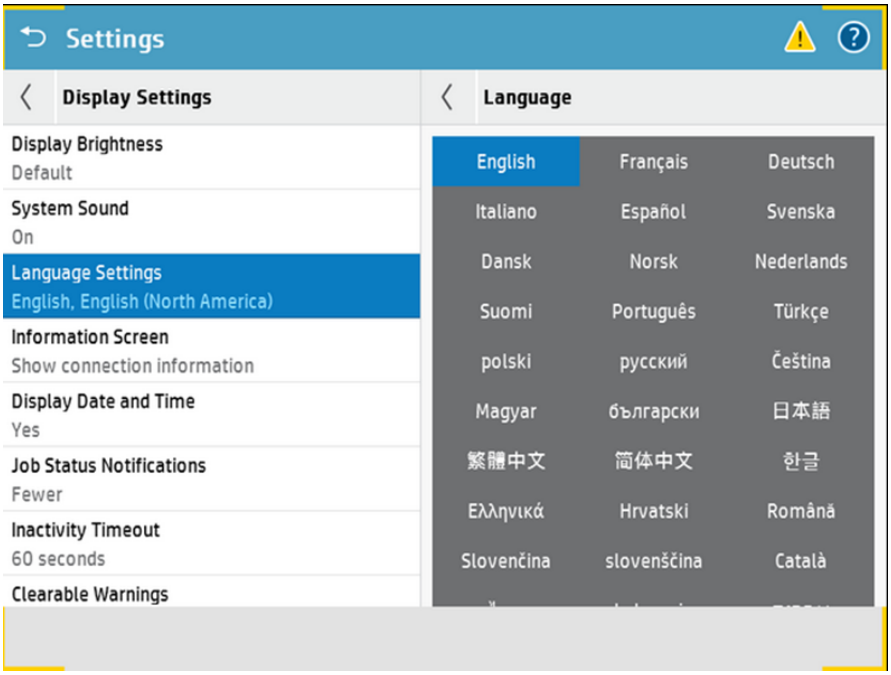


4.2.4 Language settings

It is possible to change the language of the MyQ Roger application to several languages. Currently the application is translated to Czech, English (default), French, German, Italian, Polish, and Spanish.

4.2.4.1 Language of the login screen

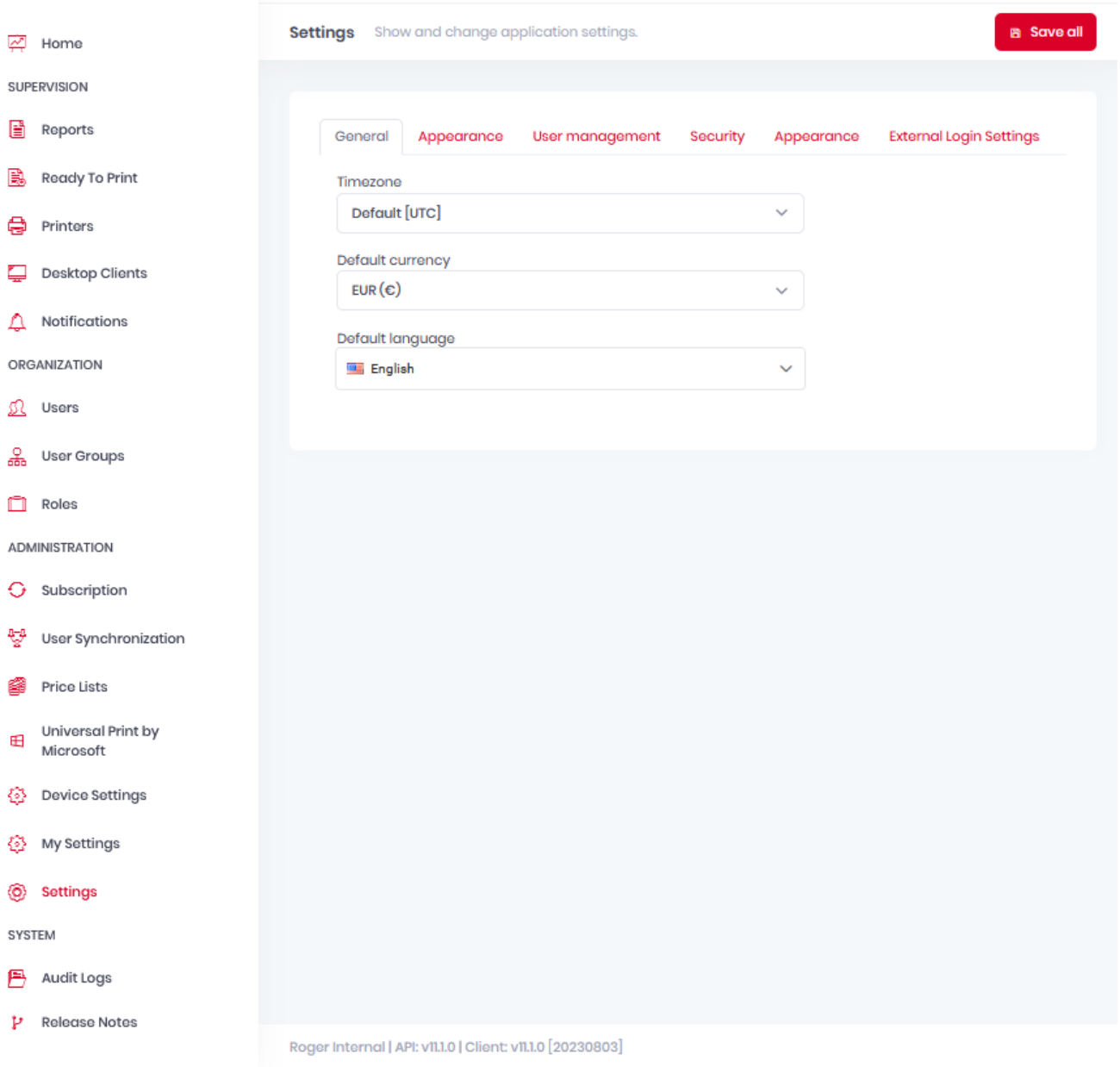
The language of the login screen is set by the language set in the device.



4.2.4.2 Language of the application

The language of the Top menu is set by the language set in the MyQ Roger web UI.

- Go to the MyQ Roger Web UI, in Administration > Settings > General.
- Set the **Default language**.

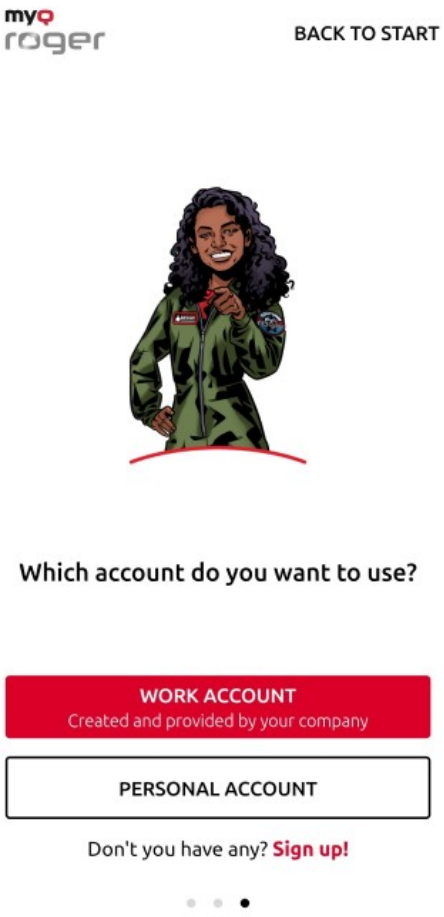


5 MyQ Roger mobile app setup

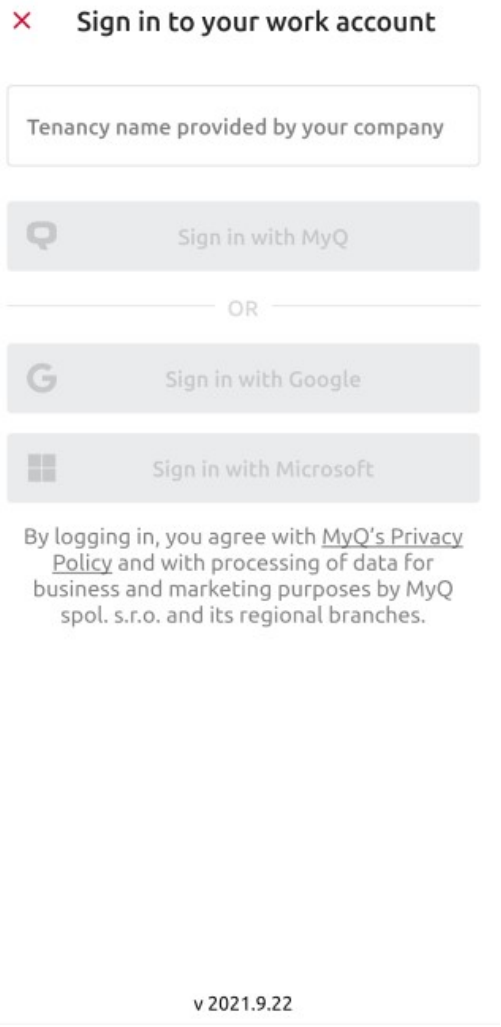
The MyQ Roger mobile application can be used both on iOS and Android devices, including Chromebook devices, and it is available for free download in the App Store and in Google Play.

After the download and installation of the app, tap the MyQ Roger app icon to open it.

Go through the mini welcome guide, and then choose the account you want to use from the **WORK ACCOUNT** or the **PERSONAL ACCOUNT** options.

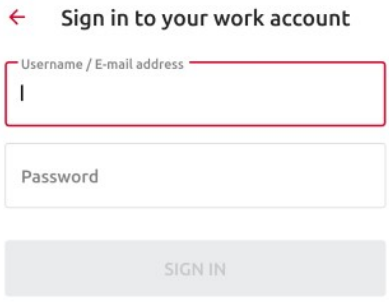


By choosing **WORK ACCOUNT**, you can log in to the MyQ Roger tenant created and provided by your company, with multiple sign in options.



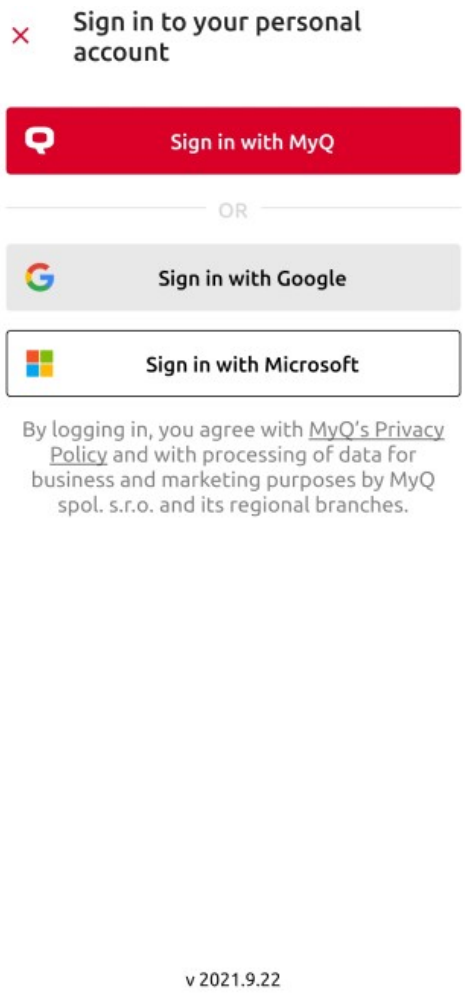
In the **Tenancy name** field, type the name of your tenant. Then choose one of the available sign in options:

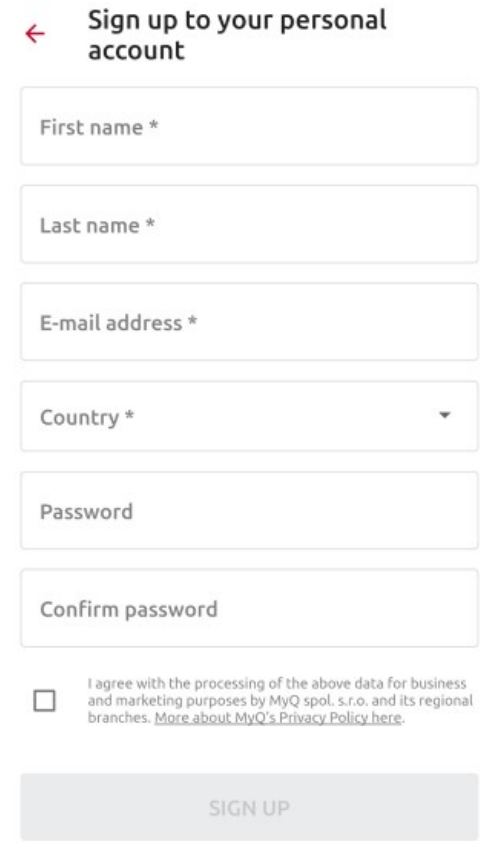
- **Sign in with MyQ** - Type your MyQ Roger credentials and tap **SIGN IN**.



  - **Username / E-mail address** - Your MyQ Roger user name or email address.
  - **Password** - your MyQ Roger password.
- **Sign in with Google** - You are redirected to log in to your Google account.
- **Sign in with Microsoft** - You are redirected to log in to your Microsoft account.

By choosing **PERSONAL ACCOUNT**, you can use a personal MyQ, Google or Microsoft account to use the app.

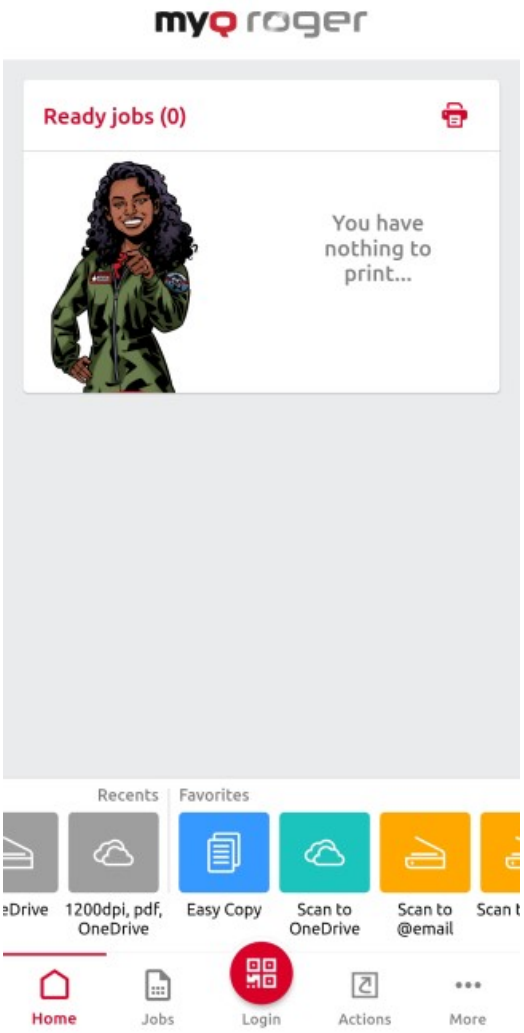




If you don’t have an account related to MyQ Roger, you can tap **Sign up!** and create a new personal account either in MyQ, Google or Microsoft.

Fill in the mandatory fields, First name, Last name, E-mail address, Country, Password, and Confirm password, mark that you agree with MyQ Roger processing your data and tap **SIGN UP**.

Once logged in to the app, simply use the **Log in** button at the bottom-center of the screen to scan the QR code displayed on the MFD.



If you would like to add a new printer to your tenant, follow the installation instructions above, to install the terminal package on the printing device. Once installed, open your MyQ Roger mobile app and use the **Log in** button at the bottom-center of the screen to scan the QR code displayed on the MFD.

This way, the connection between your MyQ Roger tenant, your MFD, and your smart phone is established. After choosing the region and scanning the QR code, you see the **Printer successfully paired** notification on your mobile, and the MyQ Roger log in-screen on your MFD.

There are more possible scenarios when scanning the QR code on the printer, that are also dependent on the user's permissions:

1. The printer has not been registered yet with any tenant:
    a. If the user has standard permissions (print, scan, etc.), they cannot pair the device. It fails and an error message is displayed on the mobile phone.
    b. If the user has admin permissions (device pairing), they are able to pair the device with a tenant. The new record of the printer is created under the tenant, and the printer is immediately active. A new QR code is displayed and any user on that tenant is able to log in.

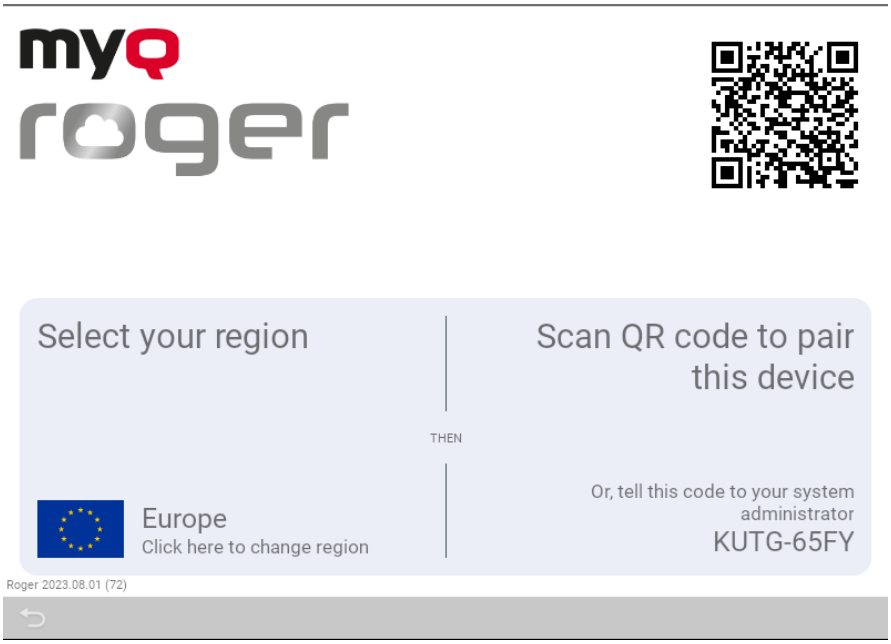
2. The printer is registered (paired with the same tenant as the user):
    a. The user (with standard and/or admin permissions) is logged in to the printer and can control it via their mobile phone.
3. The printer is registered with a different tenant:
    a. Since the printer is paired with a different tenant, it cannot be used, and an error message is displayed on the mobile phone.

ⓘ It’s not possible to bring up the registration screen (with the QR code) on a device once it has been paired to a tenant. The administrator should either release the pairing on the server, or do a fresh re-installation of the embedded application (delete it from the device, and then re-install it).

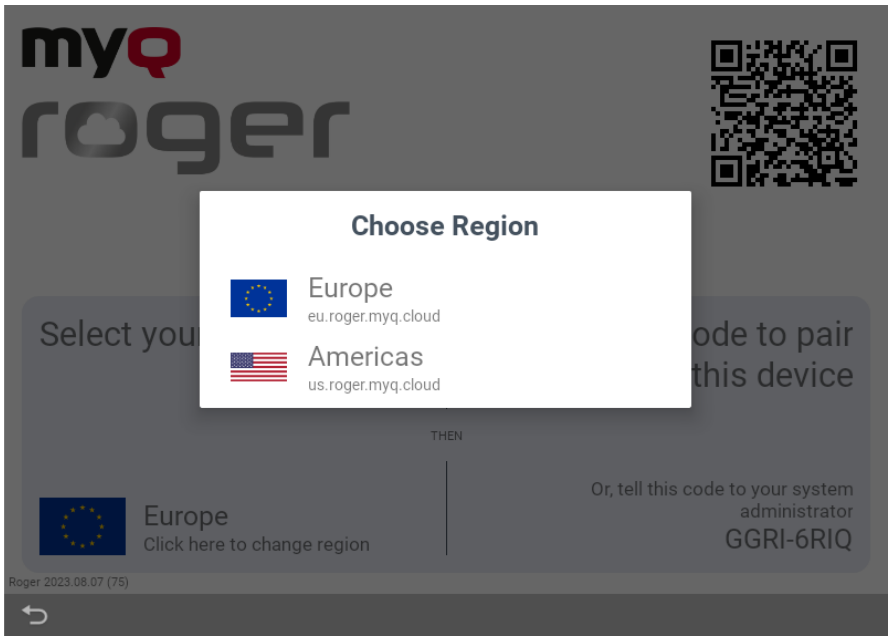
6 Registration of MyQ Roger to the tenant

To register a printing device to your tenant, you need to first select your region on the MFD, and then use the MyQ Roger mobile app to scan the QR code displayed on the MFD.

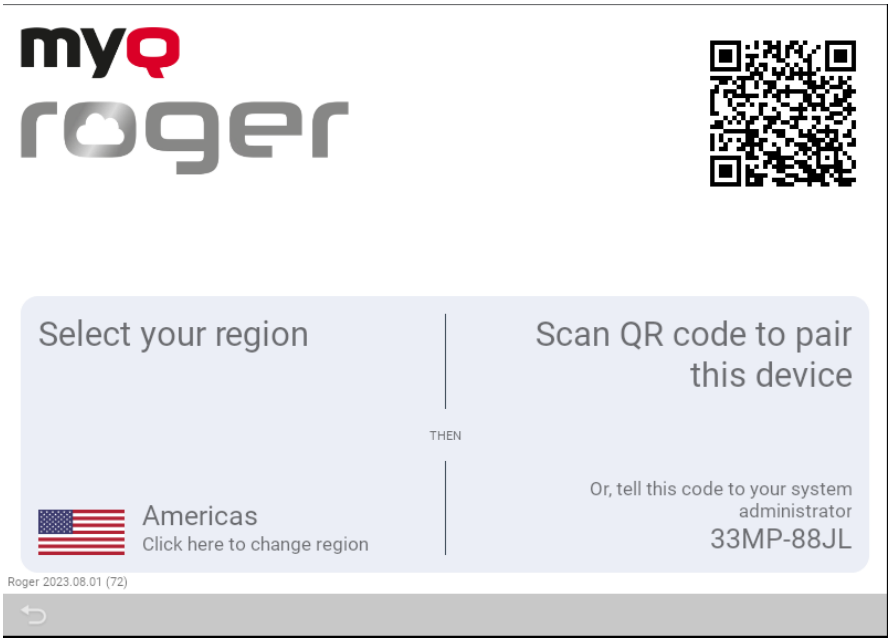
In the MyQ Roger screen on the MFD, tap on the flag in the lower-left corner to select your region.



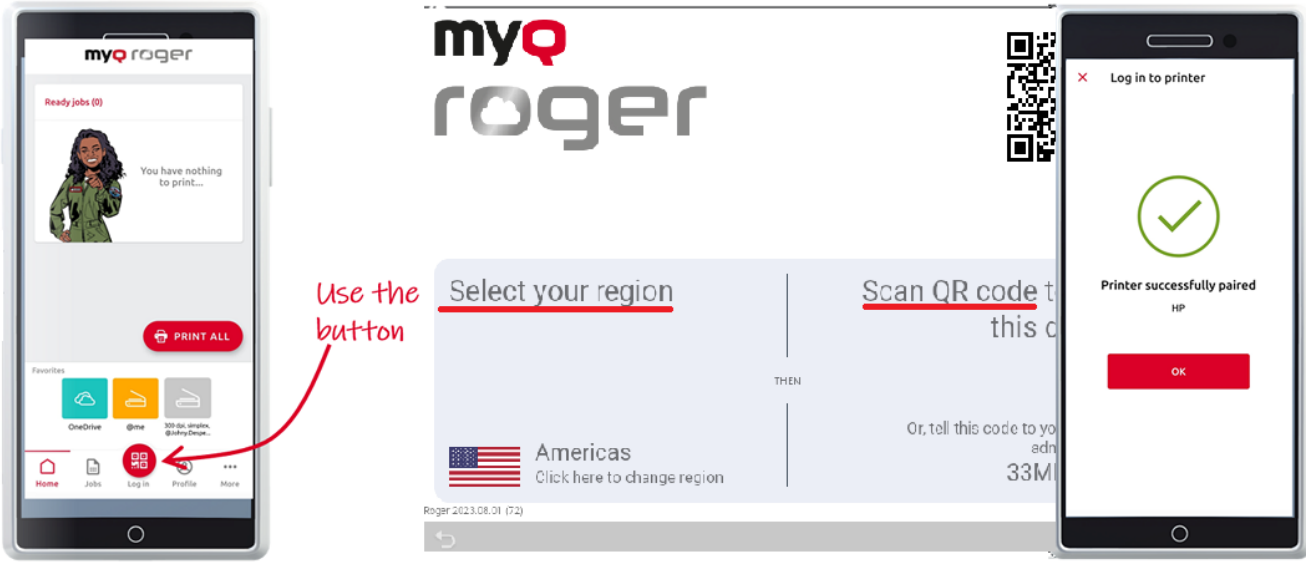
Choose the region in the pop-up, either *Europe* or *Americas*.



Scan the QR code to pair the device.



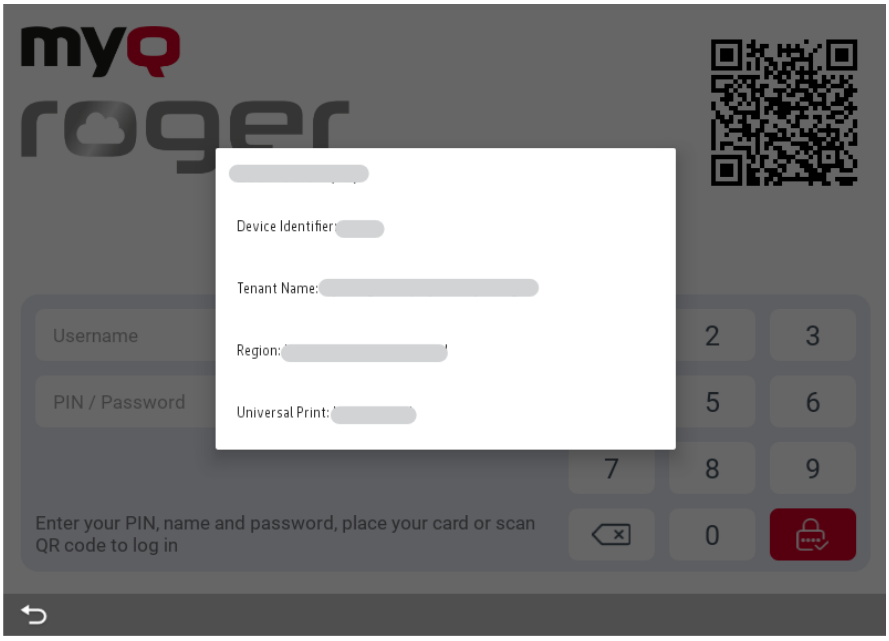
After the connection between MyQ Roger, your MFD, and your smart phone is established, you can immediately use MyQ Roger, either via your smart phone (recommended), or via the device panel.



6.1 Information about terminal version and connected tenant

It is possible to display information about the terminal version and information about the connected tenant on the device panel.

- Display the MyQ Roger login screen.
- Press the MyQ Roger logo.
- Information about the terminal version and information about the connected tenant is displayed.



7 Using MyQ Roger

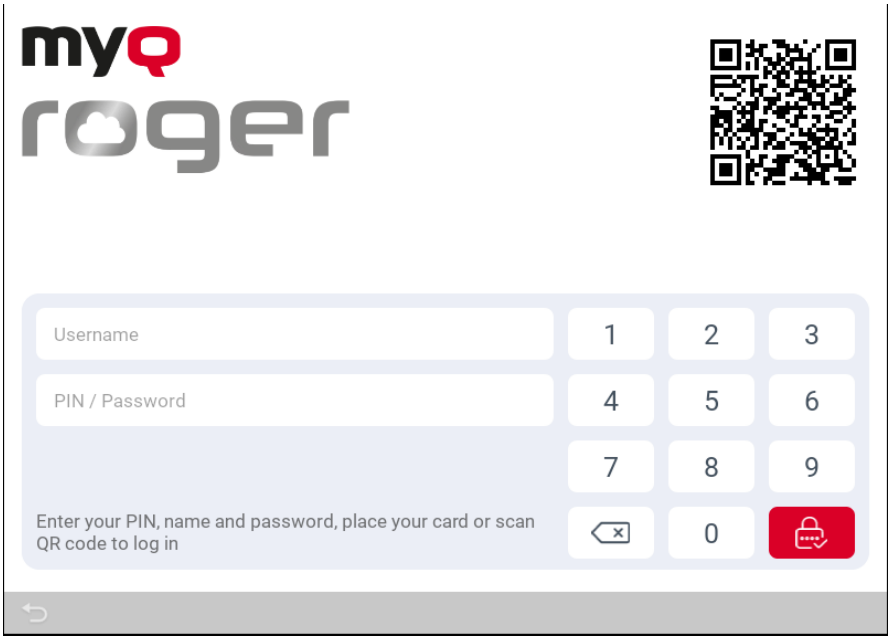
7.1 Usage of the terminal

⚠ Please note that a device with MyQ Roger connected to the HP command center **must be synchronized at least once per month.** If it's not used for more than 30 days, you will receive the following error message on the device: "***This app has been disabled.*** *The product could not access security web services for at least 30 days, or the app is no longer approved by security web services. Contact support.*" If this happens, **MyQ Roger must be reinstalled**.

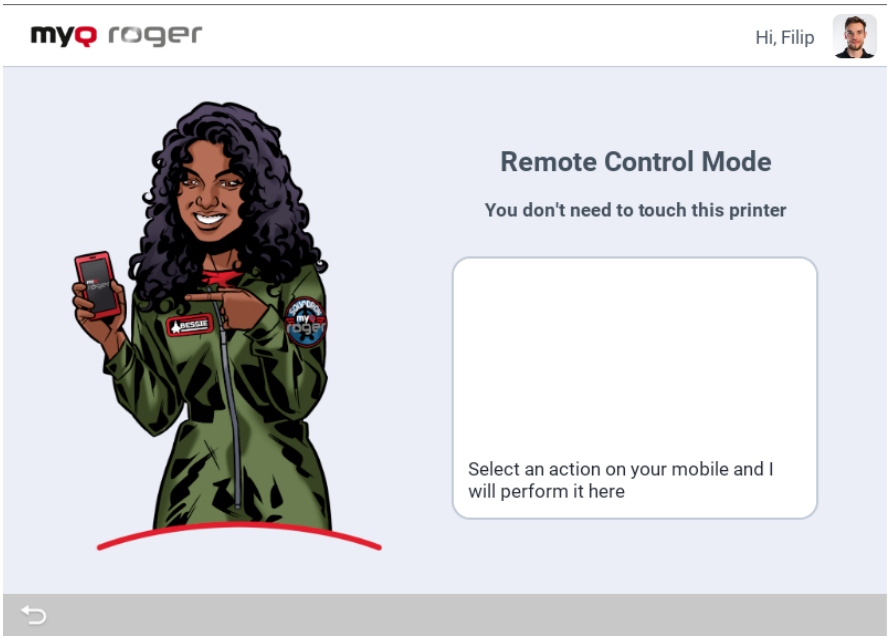
7.1.1 Log in

Depending on the administrator's setup, there are multiple login options available on the device panel:

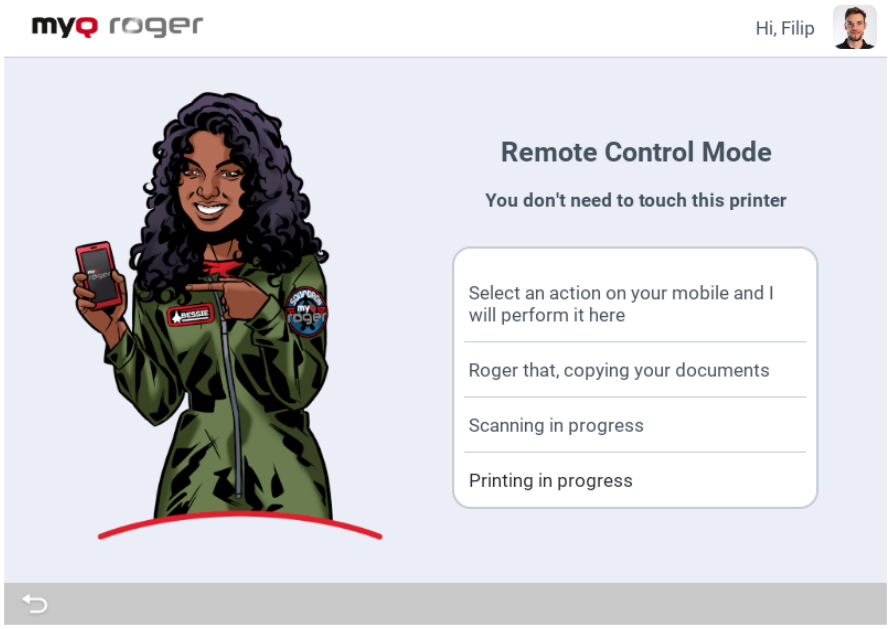
- **Username and password** - Type your MyQ Roger username and password.
- **Username and PIN** - Type your MyQ Roger username PIN.
- **ID Card** - Swipe your ID Card.
- **PIN** - Type your MyQ Roger PIN.
- **QR code** - Scan the QR code with your smart phone via the MyQ Roger mobile app (recommended).



If you log in by scanning the QR with your smart phone, you can manage everything via the MyQ Roger app. You cannot use the device panel unless you **pass the control to the printer**, via the button on the top-right corner in the MyQ Roger mobile app **Home** tab.



The currently running operation is displayed on the MFD's display if the device is managed via the MyQ Roger app.

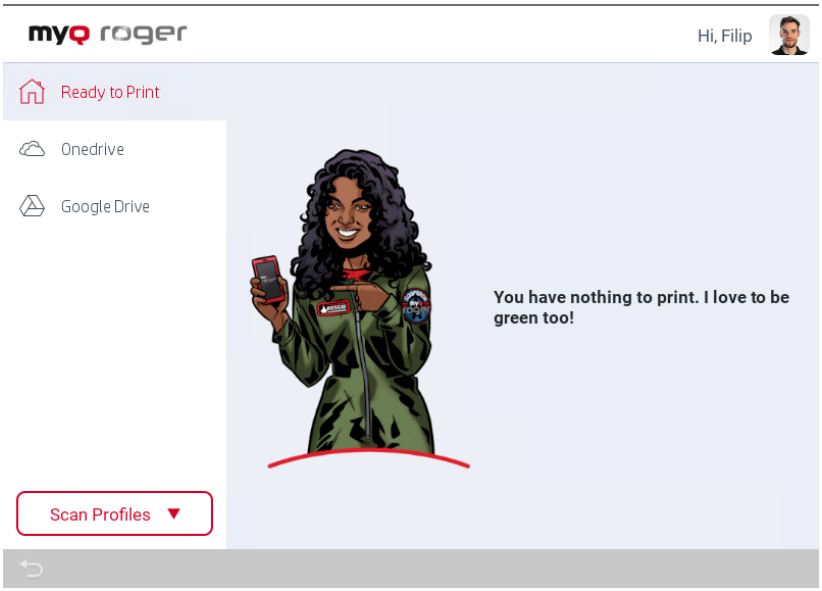


If you use a different login method, you can manage everything directly from the MFD.

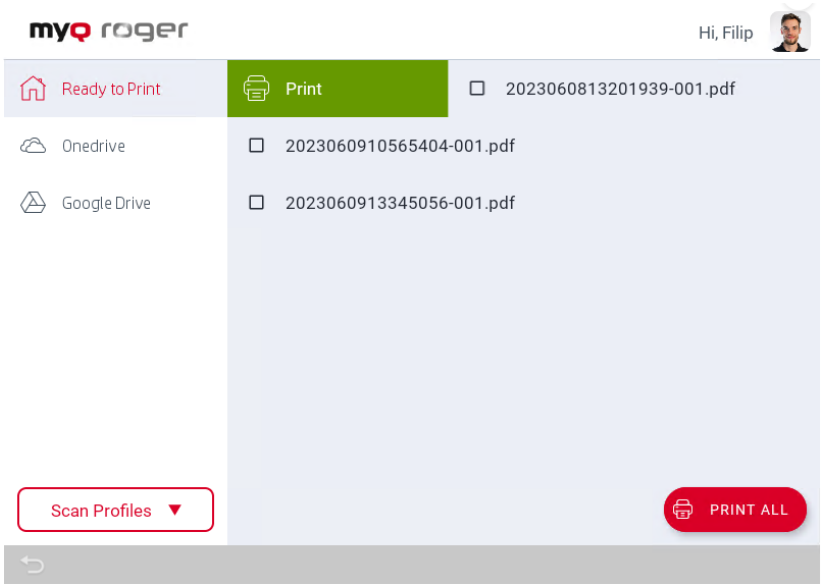
7.1.2 MyQ Roger available actions

Depending on your MyQ Roger tenant settings, as well as the administrator's setup, the available actions are:

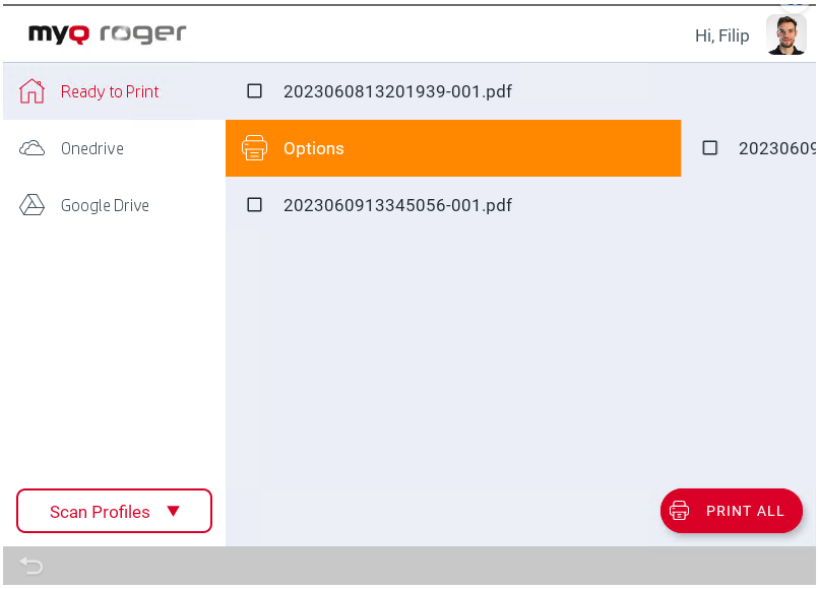
- **Ready to print** - This action shows all the jobs that are in the ready state.



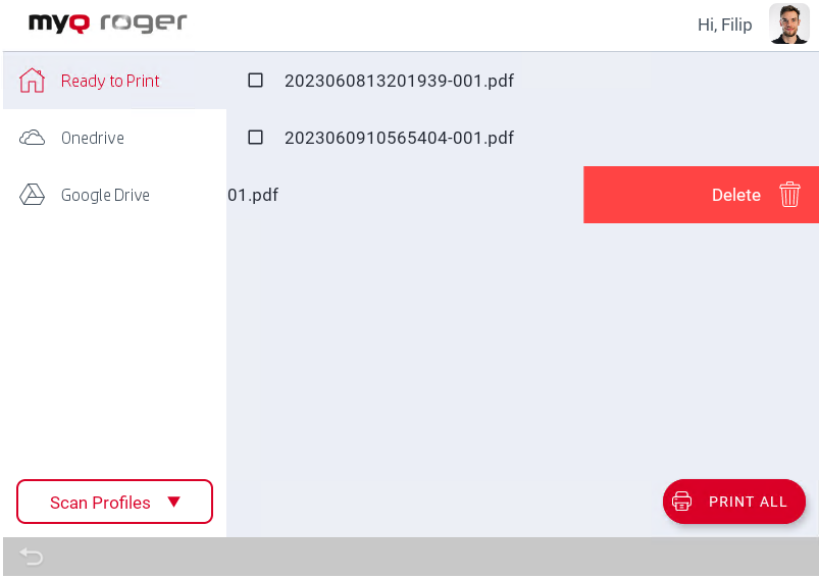
If the control is to the printer, select a job or multiple jobs and swipe from left to right to print it.



You can also swipe all the way for printing options.

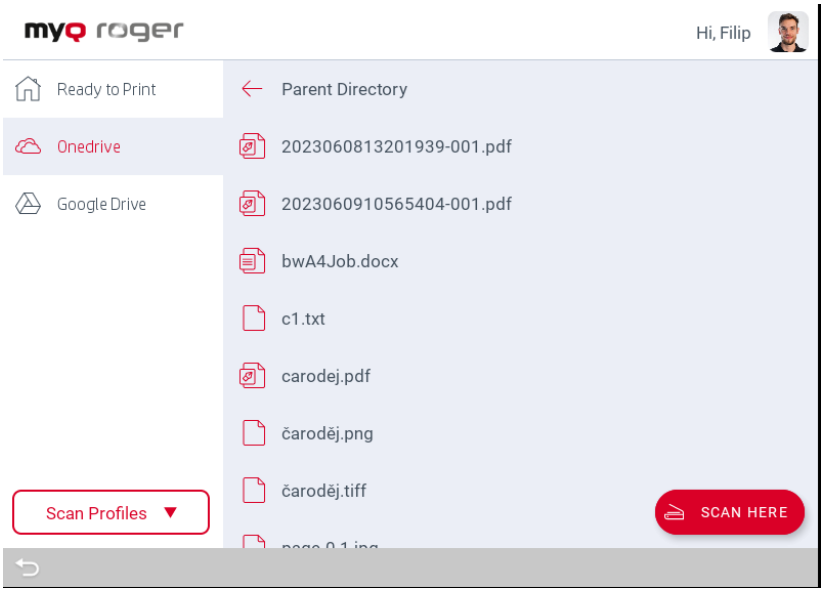


If you swipe from right to left, the job is deleted.



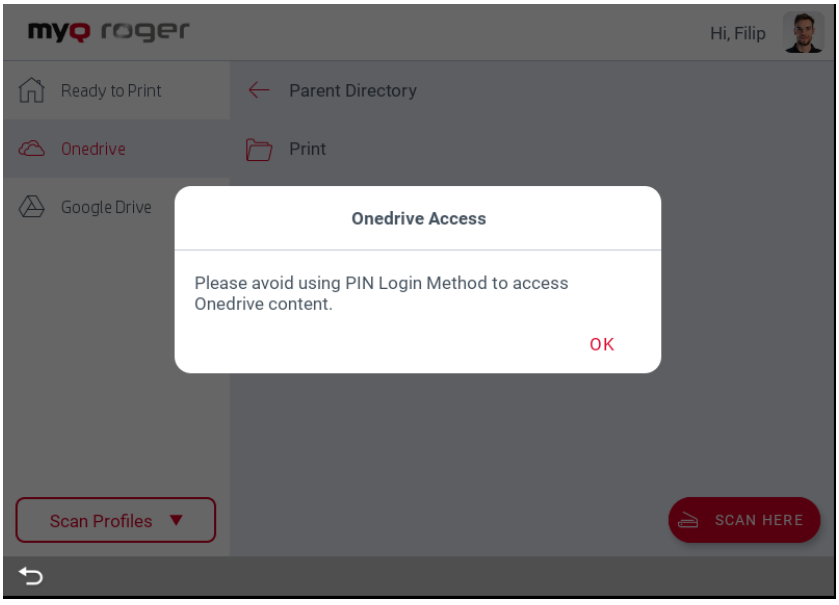
If it's on the mobile app, you have the same swiping options or else you can select the job(s) and tap **Print** or **Print All**.

- **OneDrive** - This action is displayed if OneDrive is connected or if no cloud storage is connected at all. This action shows all the jobs that can be printed, stored on **OneDrive**. If the control is to the printer, select a job and swipe from left to right to print it or just tap on the job to edit the job options.

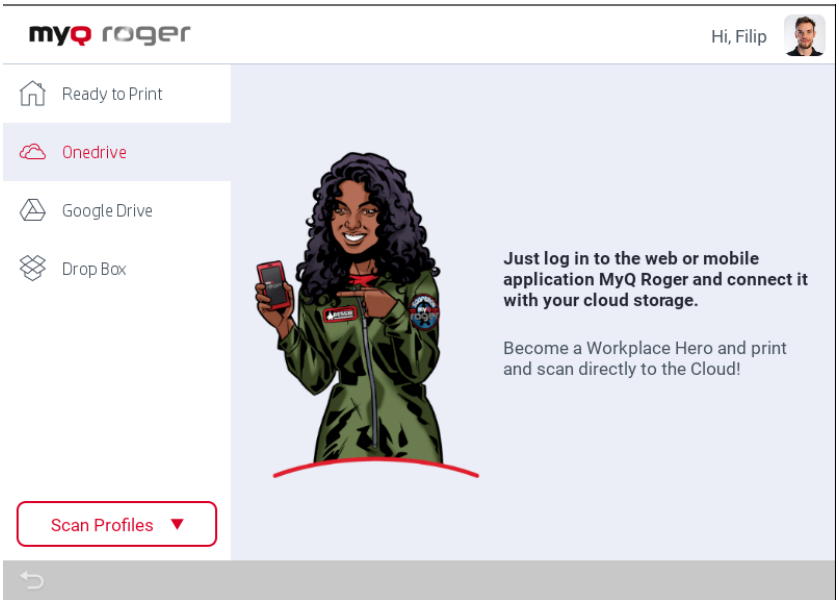


It is not recommended to use login via the PIN method for displaying the cloud storage files on the device panel because of security reasons. Currently there are two possibilities of behavior after login via PIN related to settings on the MyQ Roger Web UI. This behavior is related to the PIN login method only. Login via username and password, card or via mobile device is working without any limitations.

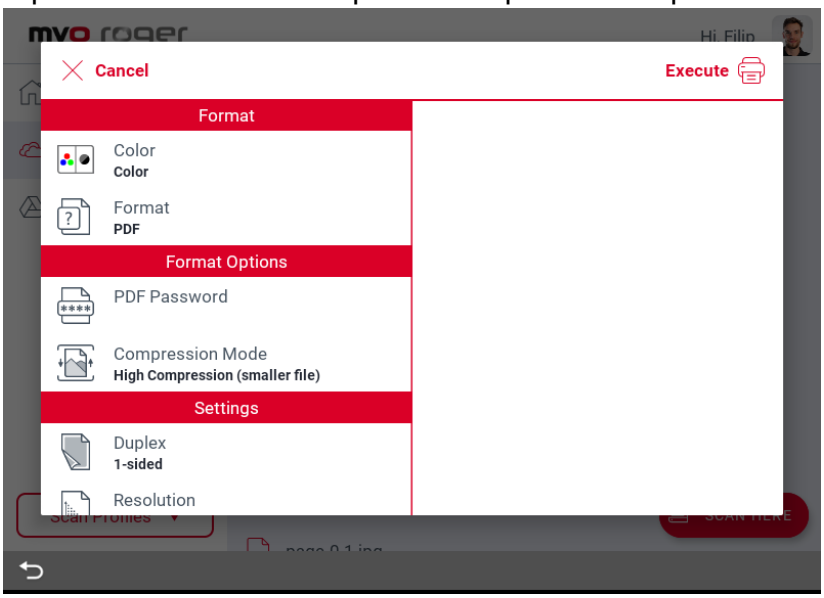
1. An information message is displayed after opening the OneDrive storage. After pressing OK on this message, the OneDrive storage is displayed and it is possible to browse the OneDrive folders and files.



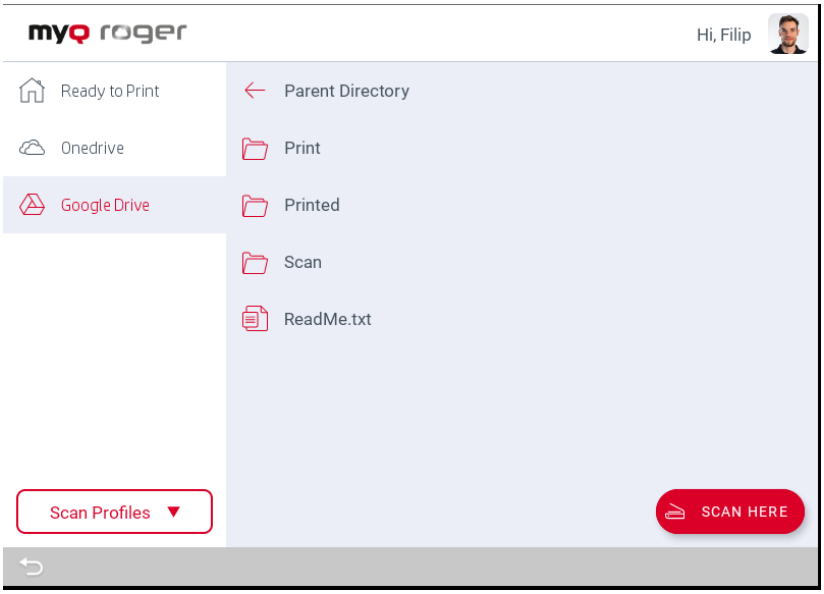
2. OneDrive storage files are not displayed at all.



- There is also the **Scan here** feature, which scans your documents and saves the scans to **OneDrive**. If the control is on the mobile app, select the job (listed in the OneDrive tab) and tap **Print** or **Print All**. It is possible to print files in pdf format only on HP.

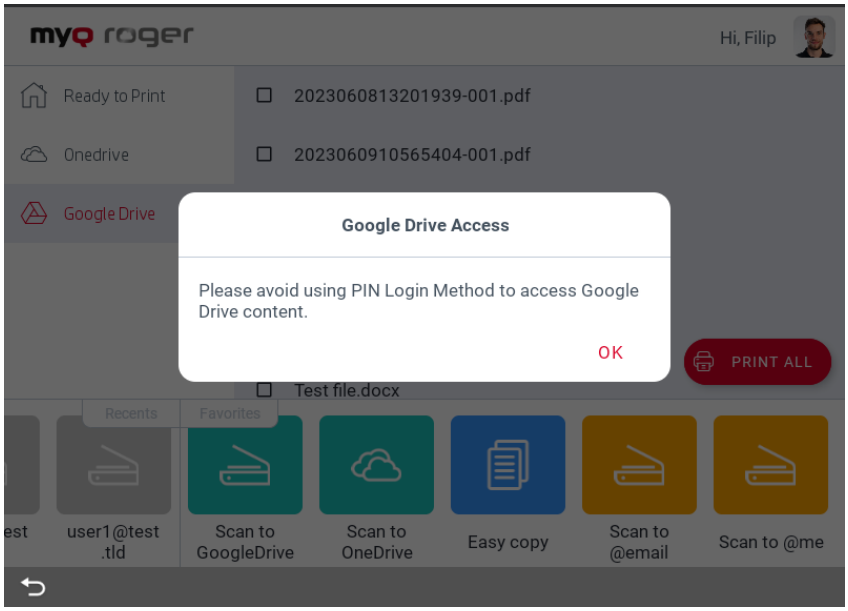


- **Google Drive** - This action is displayed if Google Drive is connected or if no cloud storage is connected at all. This action shows all the jobs that can be printed, stored on **Google Drive**. If the control is to the printer, select a job and swipe from left to right to print it or just tap on the job to edit the job options.

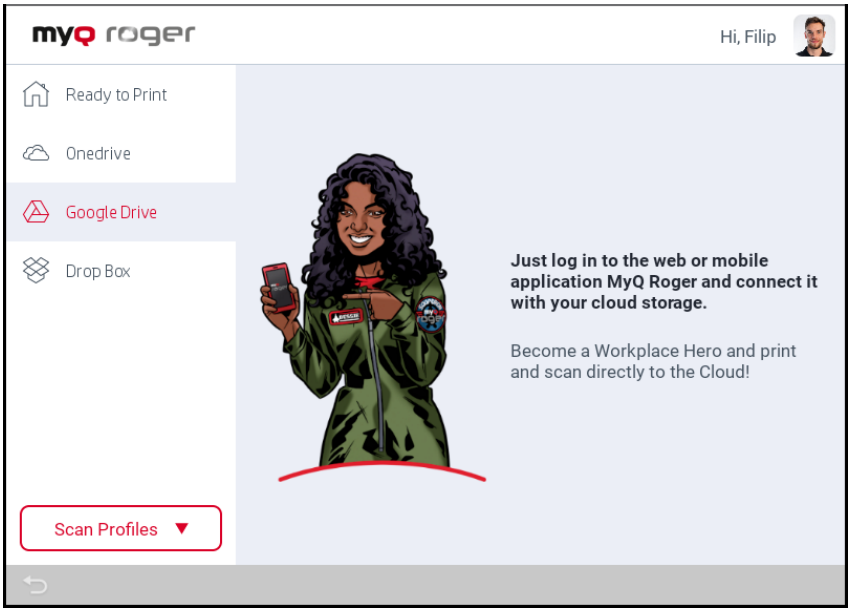


It is not recommended to use login via the PIN method for displaying the cloud storage files on the device panel because of security reasons. Currently there are two possibilities of behavior after login via PIN related to settings on the MyQ Roger Web UI. This behavior is related to the PIN login method only. Login via username and password, card or via mobile device is working without any limitations.

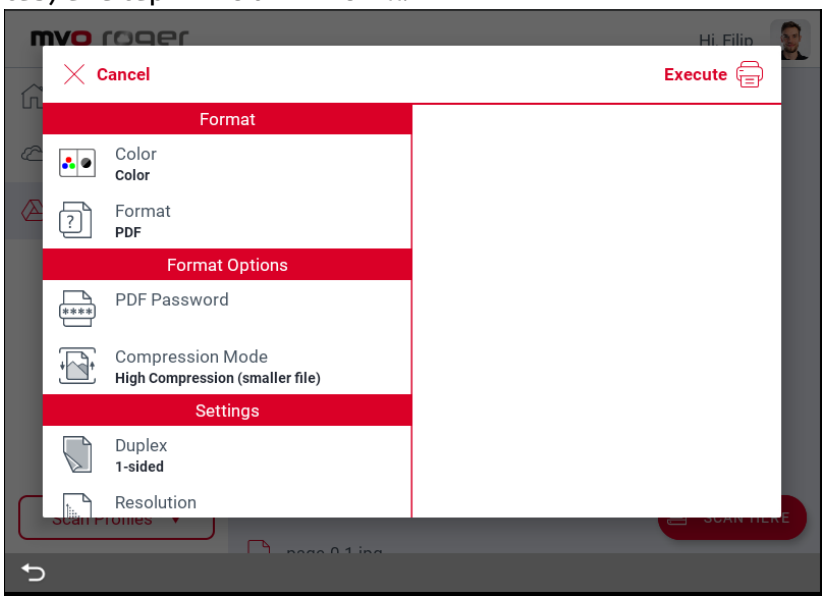
1. An information message is displayed after opening the Google Drive storage. After pressing OK on this message, the Google Drive storage is displayed and it is possible to browse the Google Drive folders and files.



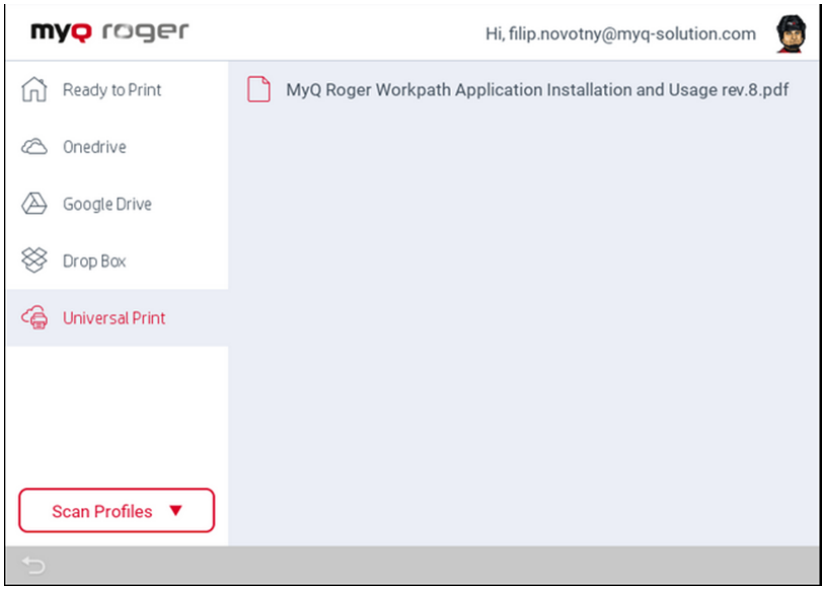
2. Google Drive storage files are not displayed at all.



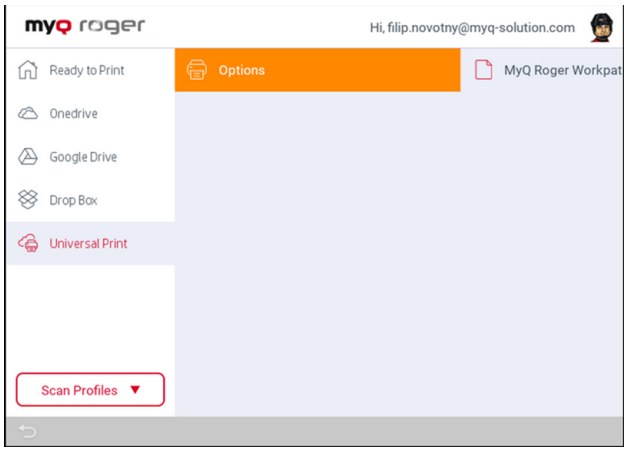
- There is also the **Scan here** feature, which scans your documents and saves the scans to **Google Drive**. If the control is on the mobile app, select the job (listed in the **Google Drive** tab) and tap **Print** or **Print All**.

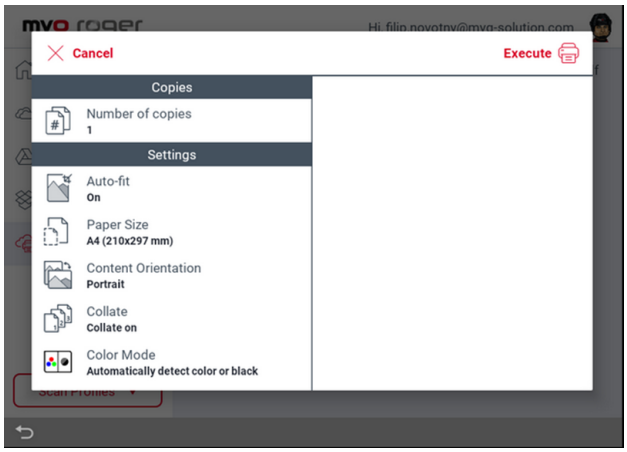


- **Universal Print** - This action is displayed only if a Universal Print printer is connected. This action shows all the jobs that can be printed from Universal Print.

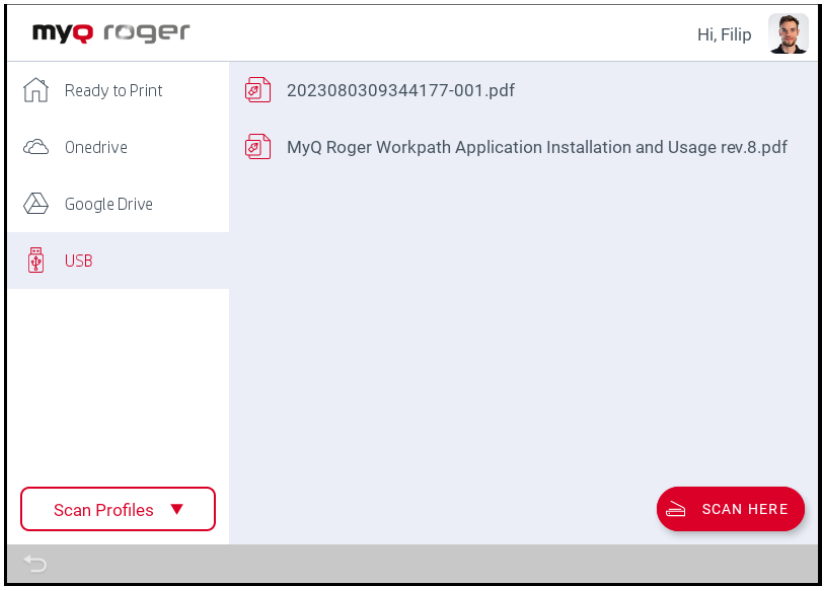


Swipe operations are also available in Universal Print for Printing and Displaying of the job options. Swipe operations for deleting jobs is not available. Job options are also displayed after clicking a job.





- **Print from USB** (if supported by the device) - Print from a USB drive connected to the MFD.

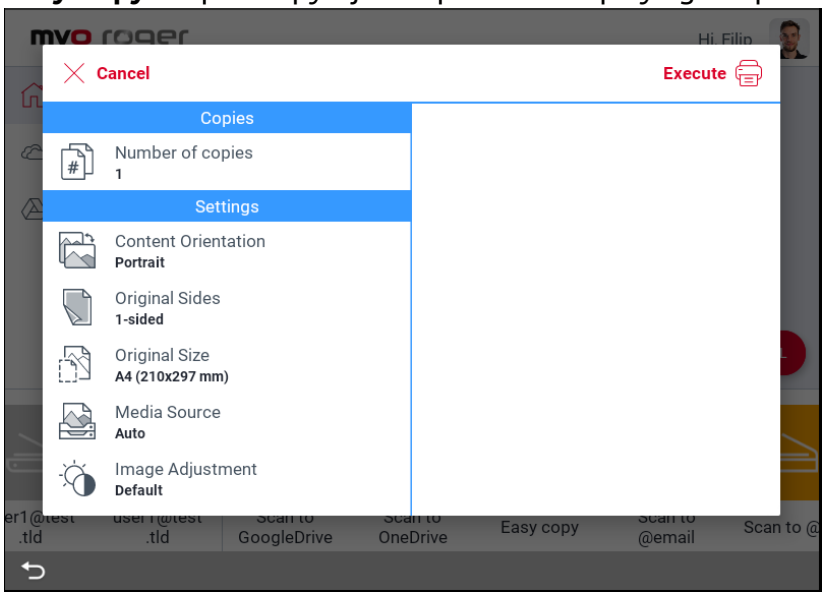


- **ID Card Registration** - After tapping this action, the ID Card registration screen opens and the logged user can register their card by swiping it at the card reader.

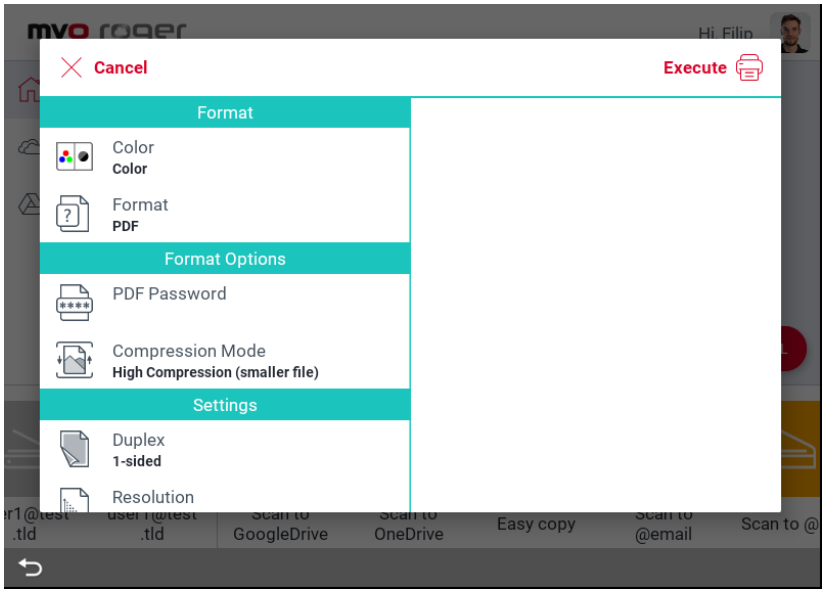
7.1.3 User workflows

At the bottom of the screen there are the **Recent** and **Favorite** actions. The recent actions are the last actions performed on MyQ Roger, and the favorite actions can be edited on the MyQ Roger mobile app or by pressing the action on the device panel.

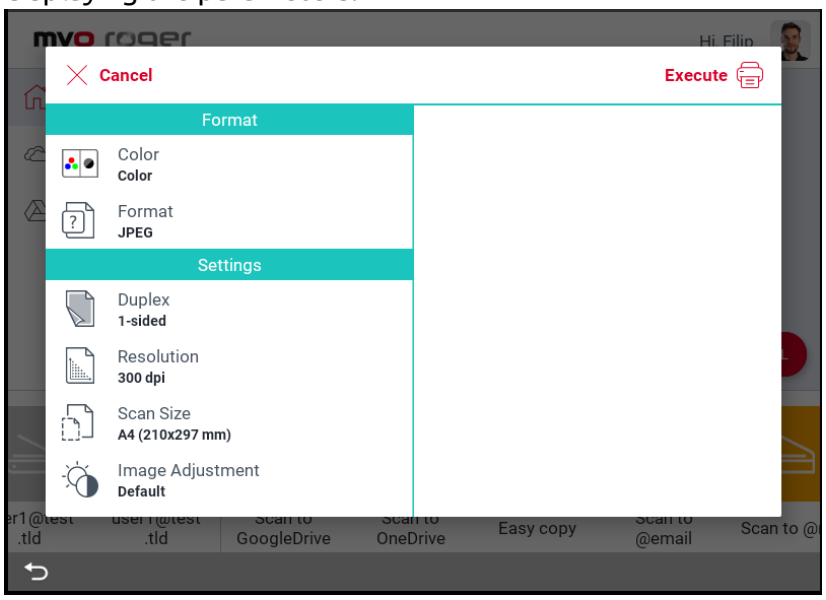
- **Easy Copy** - Tap to copy a job or press for displaying the parameters.



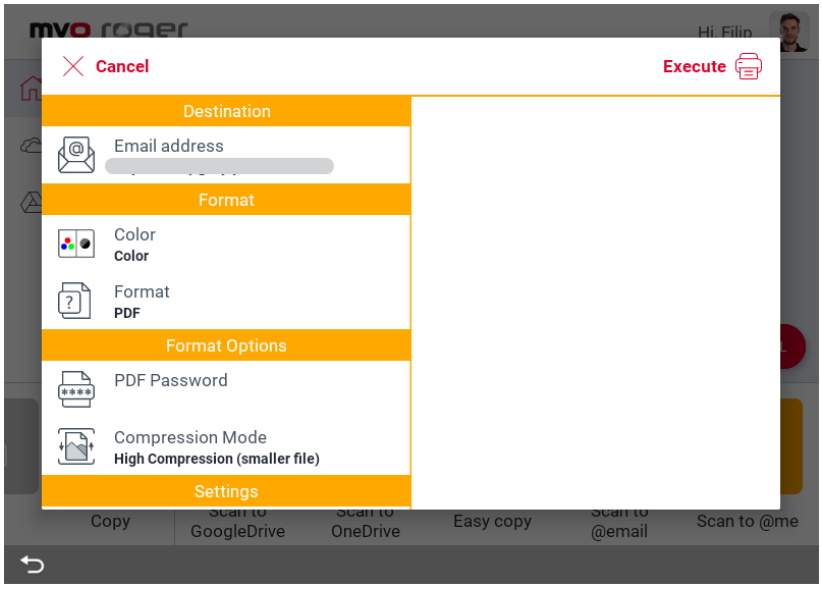
- **Scan to OneDrive** - Tap to scan a job and store it in your OneDrive or press for displaying the parameters.



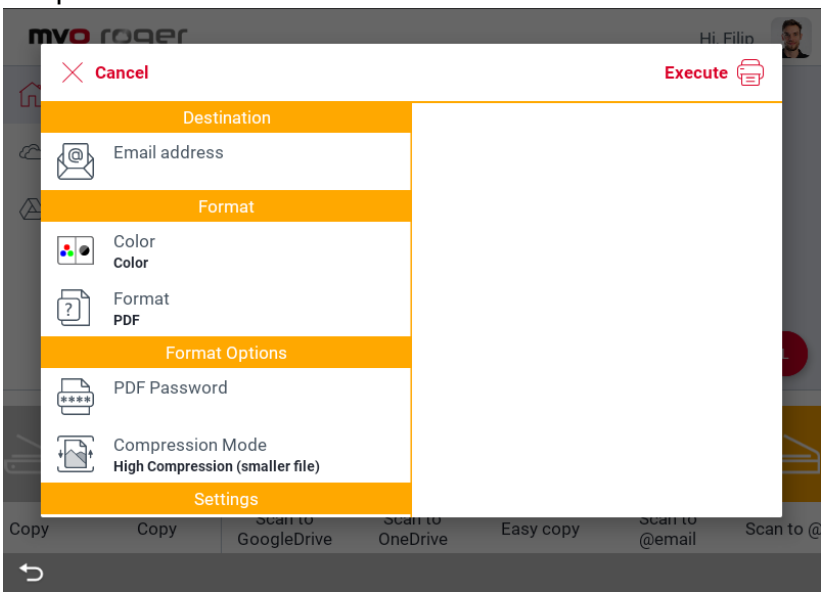
- **Scan to Google Drive** - Tap to scan a job and store it in your Google Drive or press for displaying the parameters.



- **Scan to @me** - Tap to scan a job and send it to your email address or press for displaying the parameters.



- **Scan to @email** - Tap to scan a job and send it to an email address or press for displaying the parameters.



7.1.4 Supported paper formats

Check the table below to see which paper formats can be printed from multiple sources. It is recommended to use MyQ Roger Client, as most formats are supported there.

	Mobile App - OneDrive	Device Spool	MRC
A3 Portrait	✓		✓
A3 Landscape			✓
A4 Portrait	✓		✓

	Mobile App - OneDrive	Device Spool	MRC
A4 Landscape			✓
A5 Portrait	✓		✓
A5 Landscape			✓
A4->A3	✓		✓
A4->A5	✓		✓
A3->A4	✓		✓
A5->A4	✓		✓
A3->A5	✓		✓
A5->A3	✓		✓

The following file types are supported when printing from the mobile app from OneDrive and Google Drive:

- PNG (the file is converted to PDF and printed)
- MS Office (docx, xlsx, pptx)
- Google Docs (Doc, Table, Presentation)

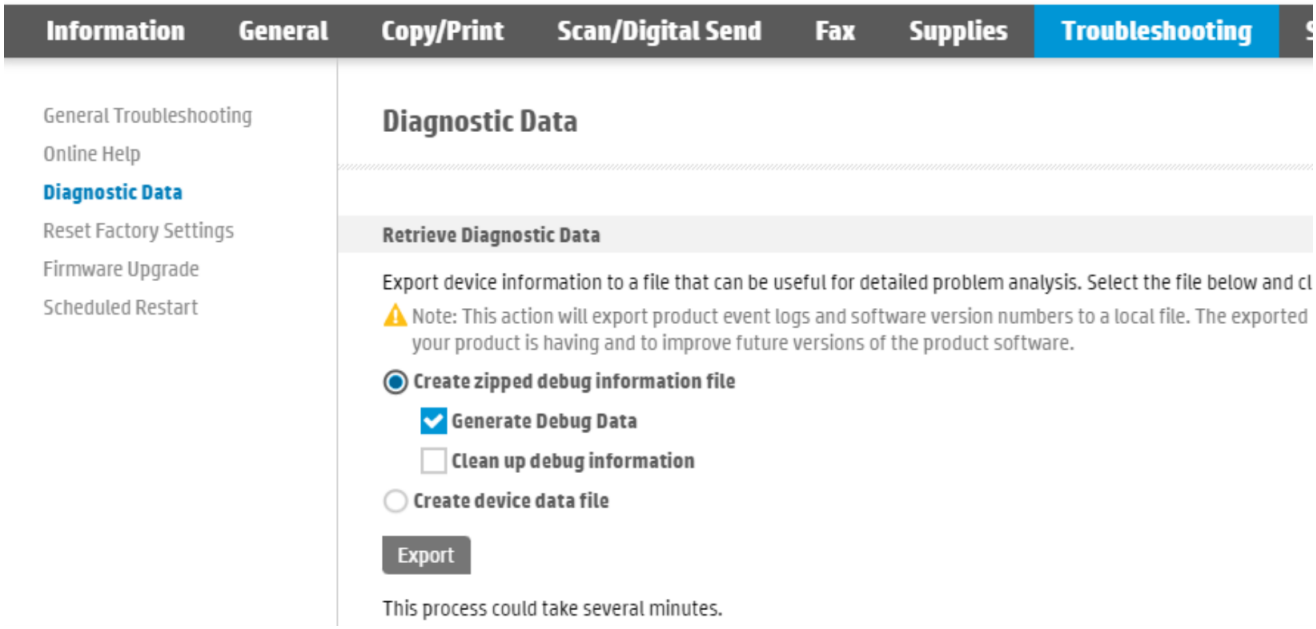
8 Obtain Logs

When you contact MyQ Support to investigate any issues with MyQ Roger, you should specify:

- Your MyQ Roger **Tenant name**. The Tenant name can be found:
  - In the MyQ Roger mobile app, go to More - Profile - Tenant name.
  - In MyQ Roger Client (MRC), it's visible in the top-center.
  - In the terminal, tap the MyQ Roger logo on the login screen.
- The **username** (email) where the issue occurred.
- The exact **time** of the issue.
- A detailed **description** of the issue.
- **Logs** of any MyQ Roger products you currently use.

8.1 MyQ Roger HP terminal logs

To obtain logs from an HP device, go to the device's Web UI, in **Troubleshooting - Diagnostic Data**.



Select **Create zipped debug information file** and **Generate Debug Data** and click **Export**.

The process may take several minutes and when it's finished, you can select where to save the exported file.

Once this is done, select **Create device data file** and click **Export**. Then select where to save the exported file.

Another way to obtain logs from an HP device is to download them from the HP Command Center. Check HP's guide for instructions. If you don't have access to the HP Command Center, contact your HP partner.

Whichever way you obtain them, attach the exported logs files to your helpdesk case.

8.2 MyQ Roger Client logs

The default location of the MyQ Roger Client logs is in the following two directories:

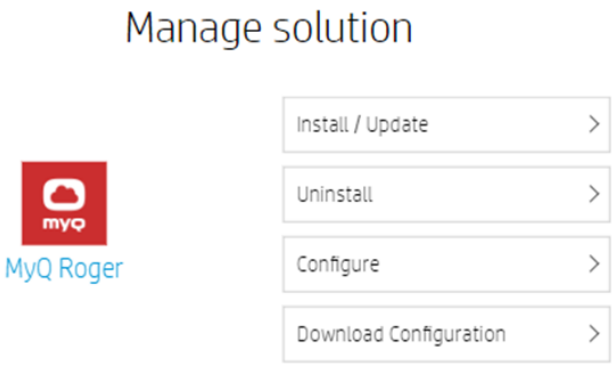
1. C:\ProgramData\MyQ\Desktop Client\logs
2. %userprofile%\AppData\Local\MyQ\Desktop Client\logs

Store all the files and folders from both directories in a .zip file, and attach it to your helpdesk case.

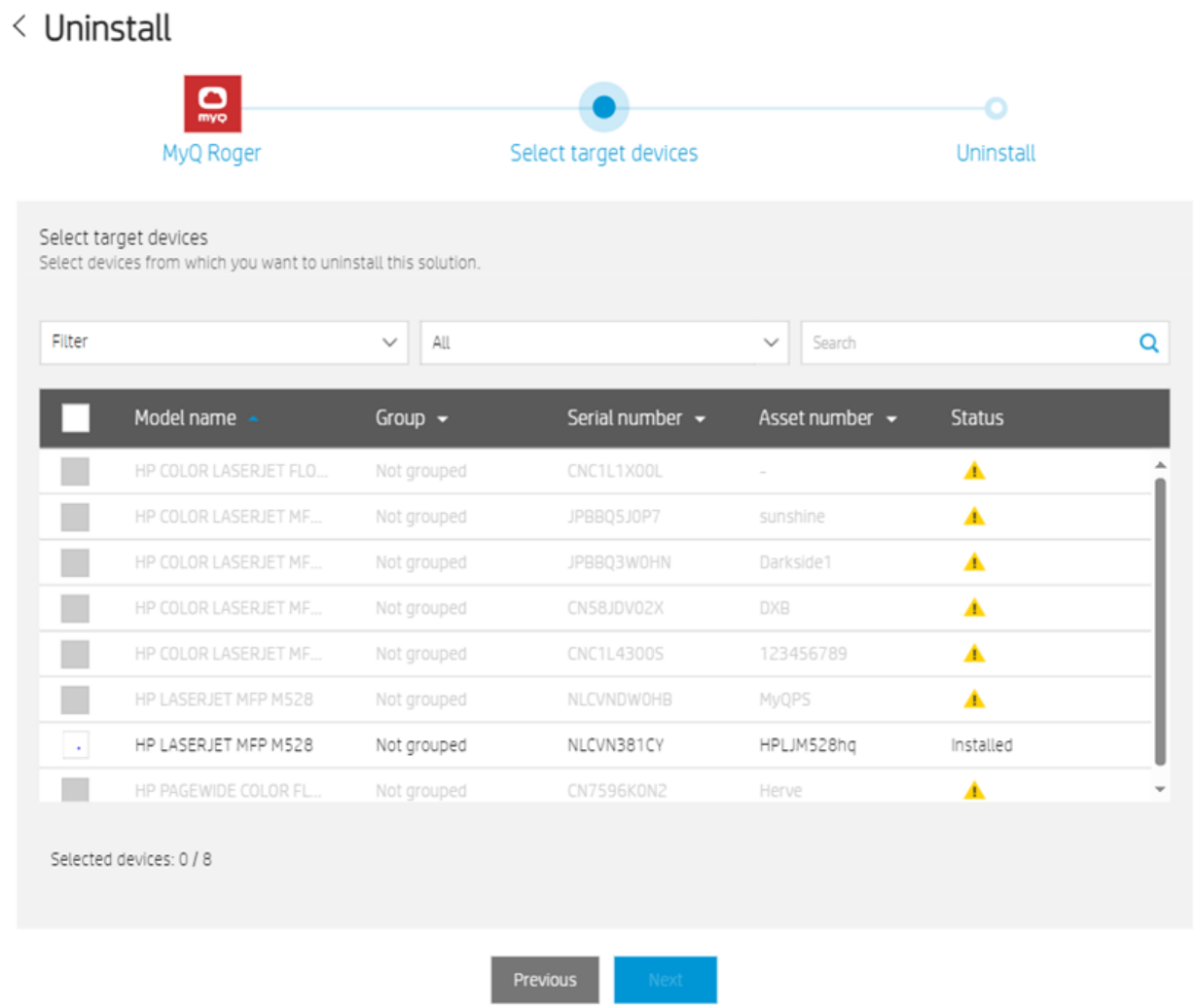
9 Uninstallation

To uninstall the MyQ Roger embedded application from an HP MFD:

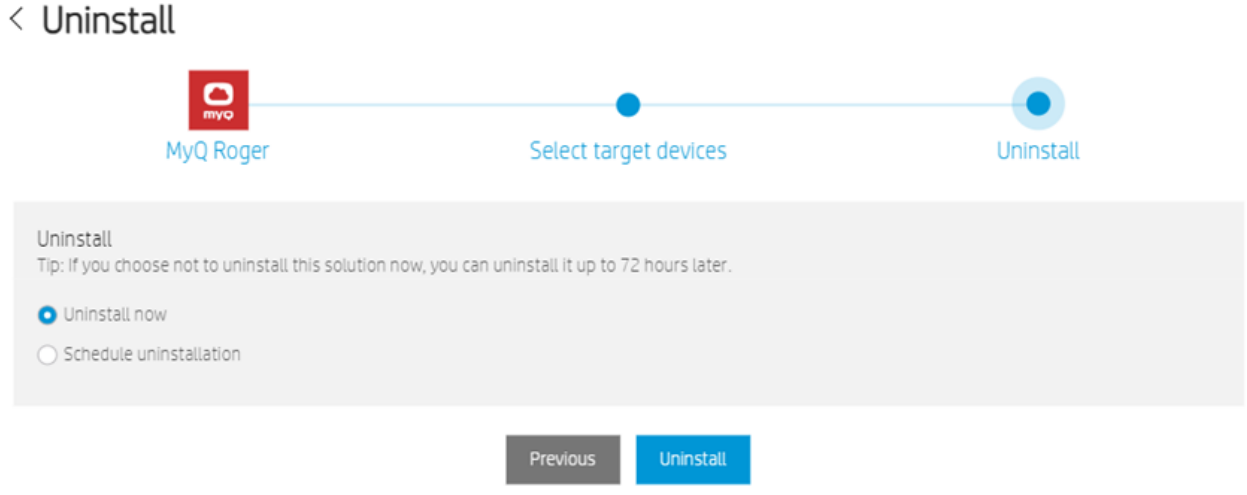
- Log in to http://hpcommandcenter.com/ and go to the **Solutions** tab.
- On the left column, under **Solutions**, select MyQ Roger, and click **Manage**.
- In the pop-up window, click **Uninstall**.



- Select the devices where you want to uninstall MyQ Roger and click **Next**.



- Select whether you want to uninstall the application now (recommended), or schedule it for later (up to 72 hours), and click **Uninstall**.

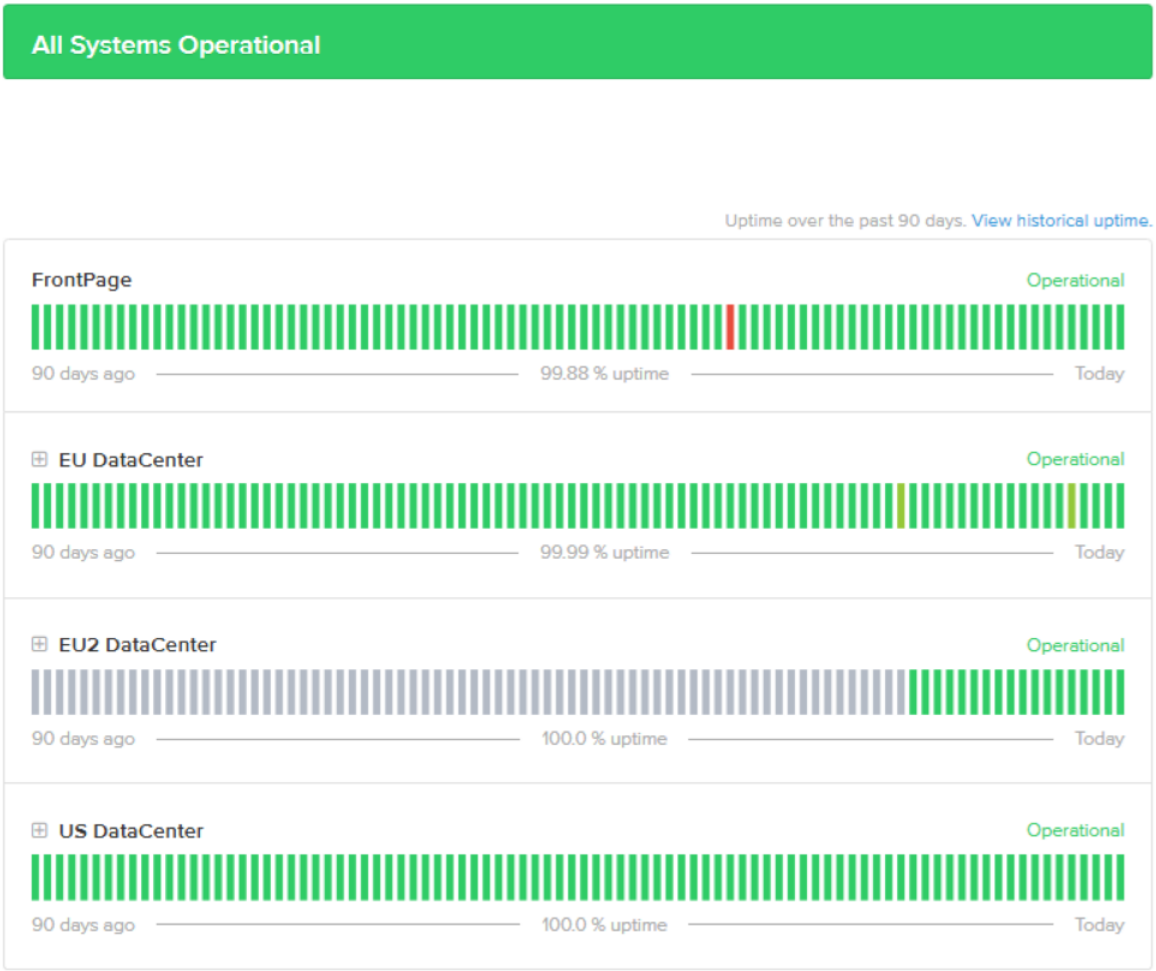


- A new task is created and the application is being uninstalled in the background. Click **Done**.

10 Availability Monitoring

You can view the real-time status of MyQ Roger components in MyQ Roger Status.

You can check live and historical data related to the MyQ Roger system's performance, see if there is a planned or unplanned outage or scheduled maintenance.

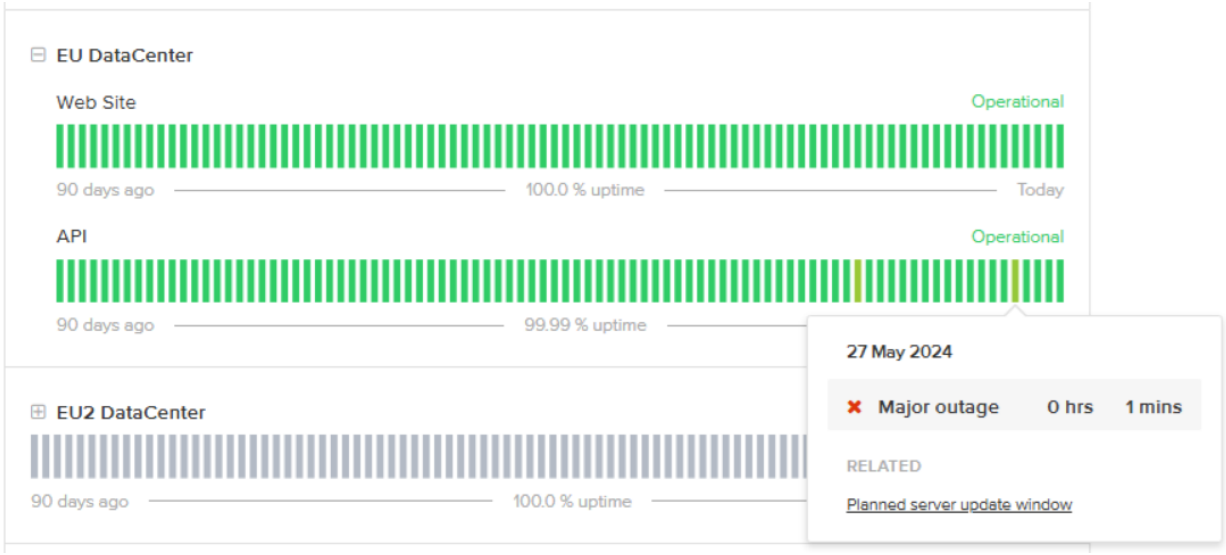


10.1 Current Status

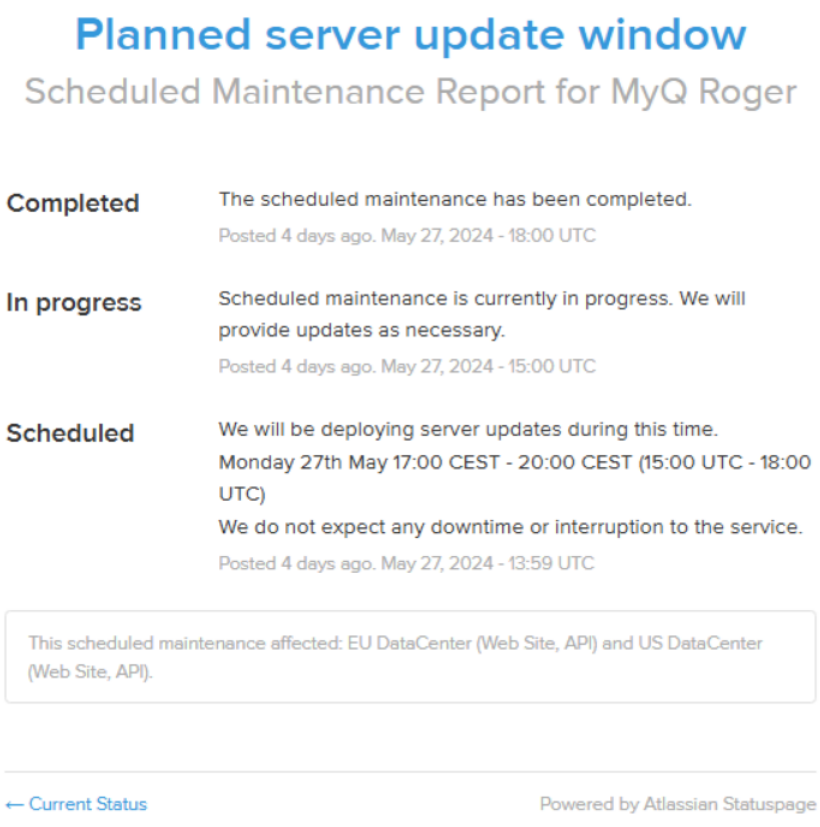
There is information about the uptime of each datacenter (EU, EU2, US) and its components in the last 90 days.

You can select your corresponding datacenter and click the plus (+) sign next to its name to expand it and view each component.

If there was downtime, it will be marked in a color other than green (which means that all services are operational). You can click on the different color and see information about the outage.



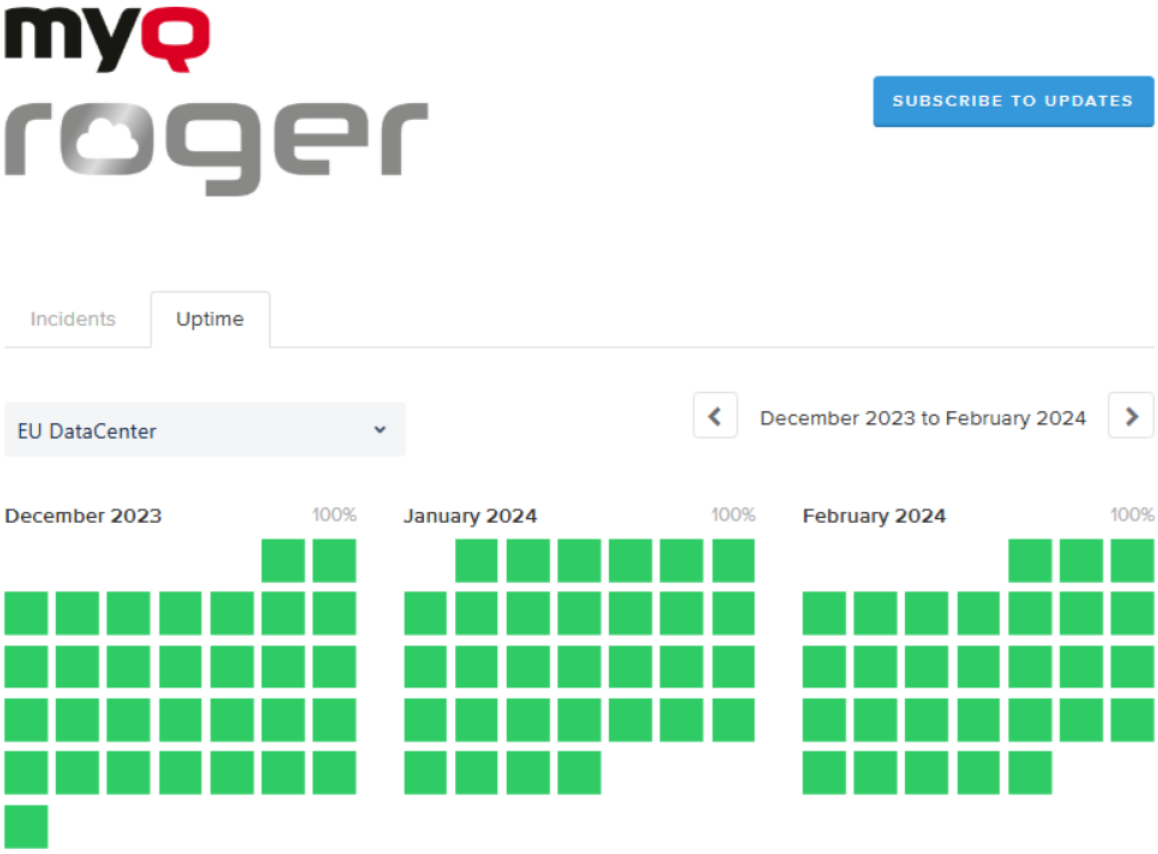
If it was planned, there will be information about the start, progress, and end of the outage.



You can also check the uptime's history by clicking **View historical uptime** at the top of the table.

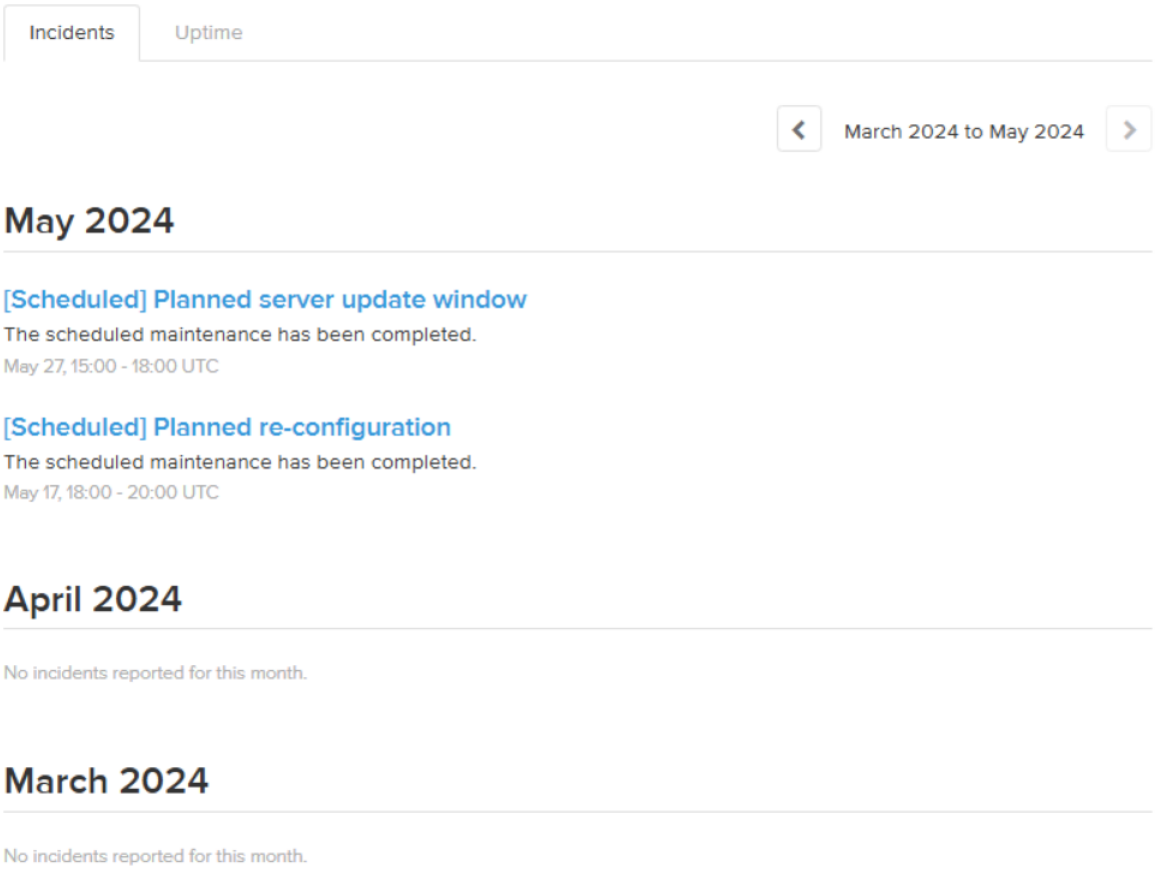
Choose the datacenter or datacenter's component from the drop-down to the left and set the three-month period you want to view on the right.

If there was downtime, it will be marked in a color other than green (which means that all services are operational). You can click on the different color and see information about the outage.



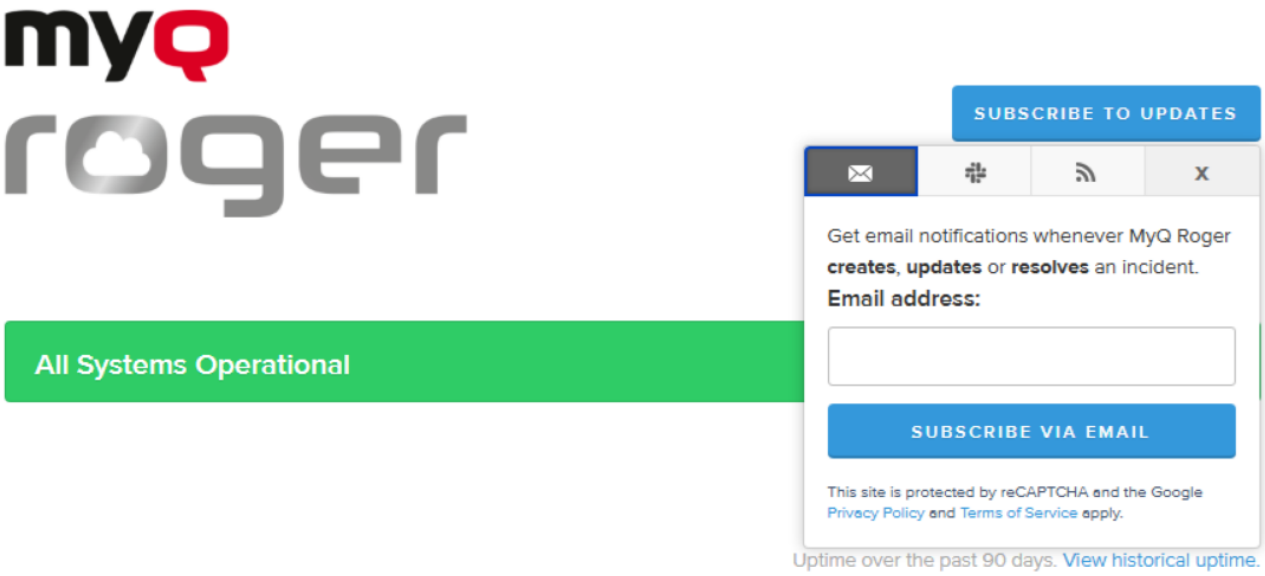
10.2 Past Incidents

Below the real-time status tables, there is a daily feed of past incidents. If the date you are looking for is not listed, you can click **Incident History** at the end of the page. You can now see an overview of past incidents for the last three months. You can change the three-month period on the top-right.



10.3 Subscribe to Updates

Click **Subscribe to Updates** to receive a notification any time there is an update. You can get updates via email, Slack, and Atom Feed or RSS Feed.



11 Business Contacts

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