myQ roger

MyQ Roger Client for Win

June/2024
Revision 9

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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.

The main benefit of MyQ Roger is that it is a serverless solution. Customers don't have to maintain any hardware for the application to work.

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.

1 Release Notes

1.1 MyQ Roger Client Win 1.4 (patch 8)

5 June, 2024

Bug Fixes

- Fixed performance issues.

1.2 MyQ Roger Client Win 1.4 (patch 7)

29 May, 2024

Improvements

- Multiple configuration profiles on the server now supported by the client.
- Additional installation parameters added for configuration of print parameters.
- Client can now be downloaded with and without bundled drivers.

Bug Fixes

- IP addresses field is not displayed correctly.

1.3 MyQ Roger Client Win 1.4 (patch 6)

20 February, 2024

Bug Fixes

- User is logged out if MRC cannot update tokens.

1.4 MyQ Roger Client Win 1.4 (patch 5)

19 February, 2024

Bug Fixes

- MRC is logged out after some time with no option to get back to working state.
- Status icon shows disconnected (red) even if connection is stable and user is able to print.

1.5 MyQ Roger Client Win 1.4 (patch 4)

24 January, 2024

Bug Fixes

- Fixed server connection may be lost due to the refreshing of expired tokens.

1.6 MyQ Roger Client Win 1.4 (patch 3)

8 January, 2024

Bug Fixes

- New context parameters set for SNMPv3.
- MRC called an incorrect endpoint when the job was released to a printer with a terminal package installed.

1.7 MyQ Roger Client Win 1.4 (patch 2)

5 December, 2023

Improvements

- Two new installation parameters "TenancyName" and "TenantName".

Bug Fixes

- Releasing jobs using a hostname may fail in some networks.
- MRC registers the same client on the server each time it's installed.
- Logging out no longer closes the window.

1.8 MyQ Roger Client Win 1.4 (patch 1)

10 November, 2023

Improvements

- Stability and security improvements.

1.9 MyQ Roger Client Win 1.4

3 November, 2023

Improvements

- It is now possible to download Americas version of MyQ Roger Client.
- New installation parameters added to change the region, use custom driver on automatically created MRC printer, and to give the printer a custom name.

Bug Fixes

- Uninstallation now correctly removes some files.

1.10 MyQ Roger Client Win 1.3

20 October, 2023

Bug Fixes

- Installer.

1.11 MyQ Roger Client Win 1.2

2 October, 2023

Bug Fixes

- Silent installation.

1.12 MyQ Roger Client Win 1.1

14 September, 2023

Improvements

- NEW FEATURE Fallback printing.
- NEW FEATURE SNMP v3 support.

Bug Fixes

- Login on startup.
- Network interruption, computer hibernation/ sleep fixes.
- Various UI fixes.

2 Basic Information

MyQ Roger Client for Windows is a software client of the MyQ Roger server. Once installed on the MyQ Roger users' Windows workstations, it provides additional features to the users, such as user identification via Microsoft Azure, communication between the users and the server, and secure local printing.

2.1 Requirements on the client's workstation

- Supported OS: Windows 8.1+/10/11 64bit
- .NET Core Runtime included in installation package

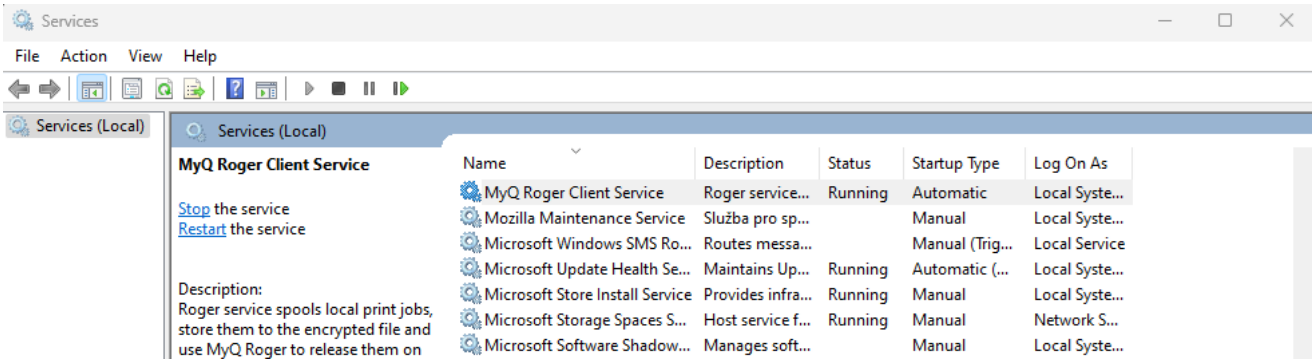
> The communication protocols and ports used can be found in the MyQ Roger Server Administration guide.

3 Installation

You can install the MyQ Roger Client application either via the setup wizard or silently via the command line.

Once the installation is finished, MyQ Roger Client starts running in the background. The application can be found in the Windows Apps menu.

The MyQ Roger Client Service also starts running in the background, and can be found in Windows Services.

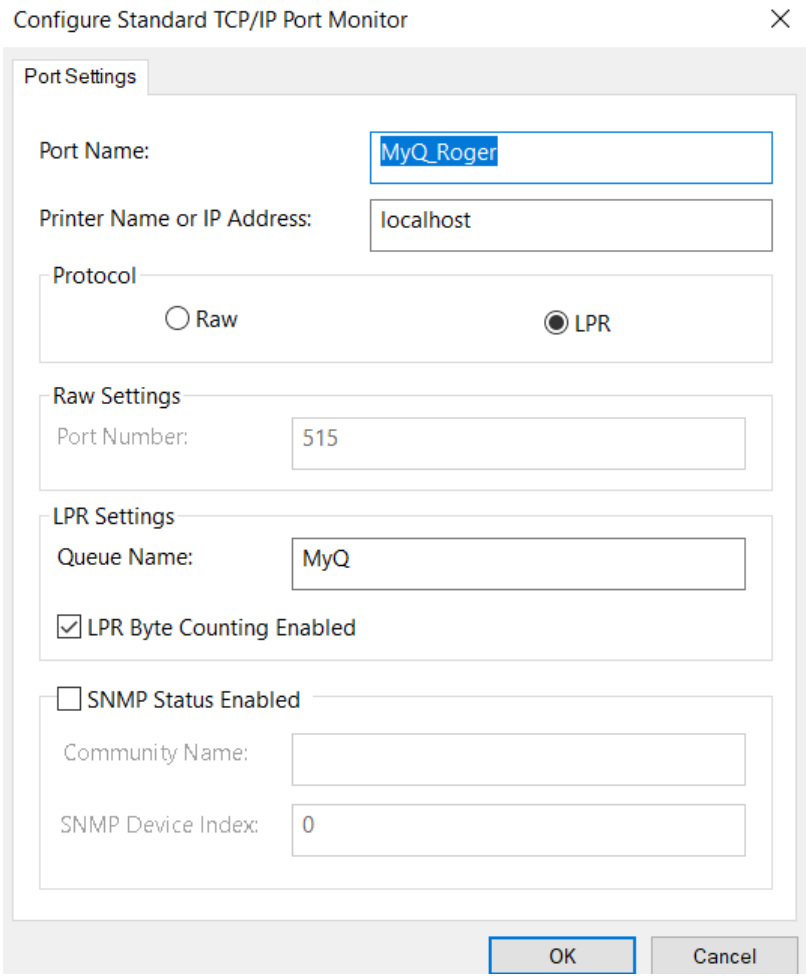


MRC can also be distributed to your users via Intune; the `TENANTID="inserttenantidhere"` command, mentioned in silent installation, can be used with the distribution.

There are two installers for each environment:

1. **Installer with drivers**: installs MyQ Roger Client with drivers, and configures the print port automatically. You can specify which driver to be installed via the parameters `DEFAULTDRIVER` and `DRIVERNAME` in the silent installation command.
2. **Installer without drivers**: installs MyQ Roger Client with a configured print port, but no drivers. In this case, you should have your drivers pre-installed.

The print port that is automatically configured with both installers should look like this:



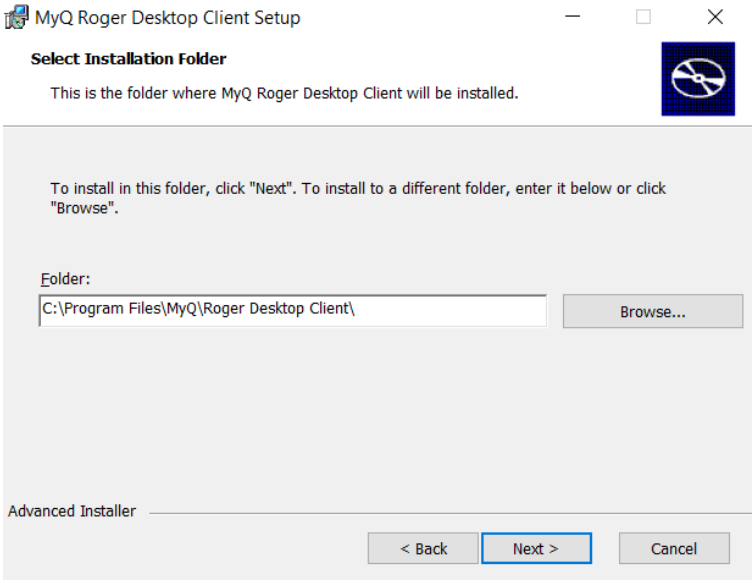
If a multi-vendor fleet is used:

- When installing MRC without drivers, you should pre-install the HP universal printing PCL 6 driver and use it with MRC.
- When installing MRC with drivers, it is recommended changing the driver parameter to install the HP driver via the parameters `DEFAULTDRIVER` and `DRIVERNAME` as described below.

3.1 Installation via the setup wizard

To install MyQ Roger Client via the setup wizard, follow the steps below:

1. Download the latest available version of the installation file.
2. Run the installation file. The MyQ Roger Client Setup wizard dialog opens.
3. Click **Next** to start the installation.
4. Accept the default installation folder (*C:\Program Files\MyQ\Roger Desktop Client*) and click **Next**, or click **Browse** to select a different path, and then click **Next**.



5. The Ready to Install window opens. Click **Install** to begin the installation.
6. Once the installation is done, click **Finish** to exit the setup wizard.

3.2 Silent Installation

To silently install the application, download the latest available version of the installation file, open the Windows command line **with administrator rights**, and use the following command:

```
msiexec /i *InstallationFile* /log "install_MRClog.log" /qn
```

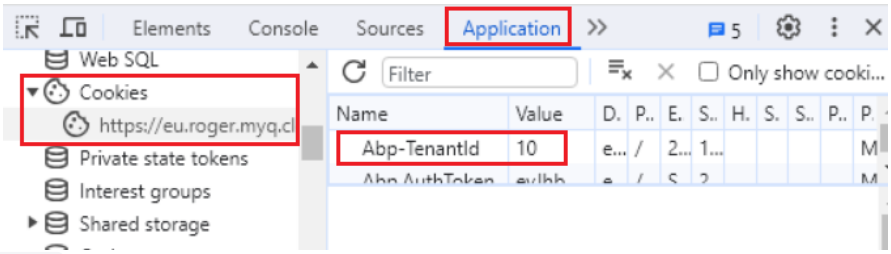
- `*InstallationFile*` is the name of the installation file (for example, "*MyQ Roger Client.msi*").
- The `/log` command is highly recommended, as it creates a log of the installation process.

For example:

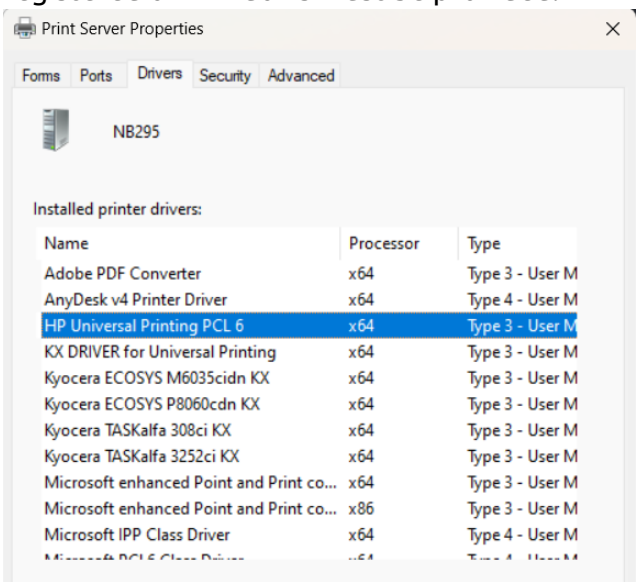
```
msiexec /i "MyQ Roger Client.msi" /log "install_MRClog.log" /qn
```

Additional installation parameters can be used in the installation command, separated by space. They are:

- `TENANTID` - specifies to which tenant MRC will be connected. For example, `TENANTID="10"`. The default value is *0*. `TENANTID` is your tenant's identifying number. To find it, in a browser, log in to the MyQ Roger Server, right-click on the page and select Inspect. In the developer's console, under Application, click on Cookies and select *eu.roger.myq.cloud* (or *us.roger.myq.cloud*). The number you are looking for is the **value** of the Abp-Tenantid (for example *10* as seen in the image below).



- `TENANCYNAME` - provide the Tenant Name (identifier). This value will be used to get the `TENANTID`.
  If `TENANTID` is already provided, then the `TENANCYNAME` value will be ignored. For example, `TENANCYNAME="MyQ"`. This parameter is available since MyQ Roger Client Win 1.4 patch 2.
- `TENANTNAME` - provide the display name for the `TENANCYNAME`. If this parameter is set, `TENANCYNAME` must be set as well. For example, `TENANTNAME="MyQ spol s.r.o"`. This parameter is available since MyQ Roger Client Win 1.4 patch 2.
- `REGION` - defines to which Server MRC should connect, "*Americas*" or "*Europe*". By default, the value is empty, and means the client will use the server setup during the build process. For example, `REGION="Americas"`. This parameter is available since MyQ Roger Client Win (patch 4).
- `PRINTERNAME` - creates a printer with the provided name. For example, `PRINTERNAME="MyQ-Roger-MRC"`. The default value is *MyQ-Roger-MRC*.
- `DEFAULTDRIVER` - This parameter is available since MyQ Roger Client Win (patch 4). The default value is *1* which means that the *Kyocera Classic Universaldriver PCL6* driver will be installed during the MRC installation process. Set to *0* if this is not the required driver and then set the parameter `DRIVERNAME` to provide the correct driver. Set to *2* if you want to install *HP Universal printing driver PCL6*. Set to *3* if you want to install *RICOH Universal printing driver PCL6*. (Values *2* and *3* are available since MyQ Roger Client Win 1.4 (patch 7.)
- `DRIVERNAME` - defines the driver already installed that will be used by the printer created by MRC during the installation process. The full name of the driver already installed and registered on Windows must be provided.



If `DRIVERNAME` is not provided, the default value is *Kyocera Classic Universaldriver PCL6*. For example, `DRIVERNAME="Kyocera Classic Universaldriver PCL6"`. This parameter is available since MyQ Roger Client Win (patch 4).

- `USERSINGLESIGNON` - Set to *true* to enable the Single Sign On feature on computers joined to a Microsoft Entra ID domain. The default value is *false*. This feature also requires that `TENANTID` or `TENANCYNAME` is defined on the package. This parameter is available since MyQ Roger Client Win 1.4 (patch 7).
- `COLORPRINT` - Sets the printer created by the installer to print in Color or B&W. Set to *1* to configure printer as Color (default) and set to *0* to configure the printer as B&W. This parameter is available since MyQ Roger Client Win 1.4 (patch 7).
- `DUPLEXMODE` - This parameter is available since MyQ Roger Client Win 1.4 (patch 7). Specifies the duplexing mode the printer uses by default. The acceptable values are:
  - OneSided
  - TwoSidedLongEdge (default)
  - TwoSidedShortEdge

Example with additional parameters:

```
msiexec /i "MyQ Roger Client Win (patch 4) Europe.msi" TENANTID="10" REGION="Americas" PRINTERNAME="MyQ-Roger-MRC" DEFAULTDRIVER=0 DRIVERNAME="HP PCL6" /log "install_MRClog.log" /qn
```

If you want to reconfigure the installation, you can use the `REINSTALL=ALL` command, along with `TENANTID="inserttenantidhere"`.

- `REINSTALL=ALL` completely uninstalls any previous versions and installs the new specified version.

For example:

```
msiexec /i "MyQ Roger Client.msi" /log "install_MRClog.log" /qn TENANTID="10" REINSTALL=ALL
```

4 Configuration

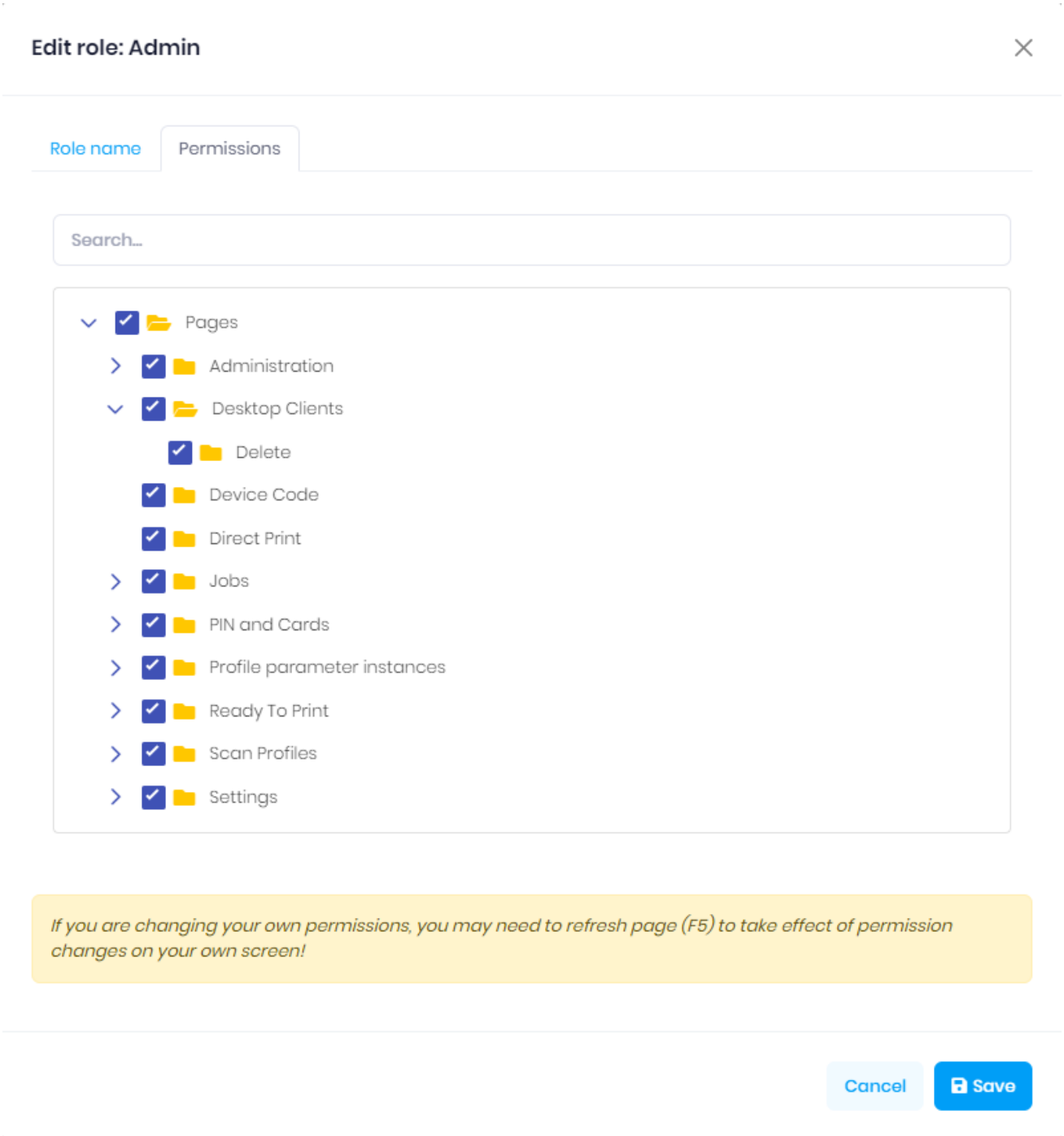
The below configuration steps are required after the installation.

4.1 MyQ Roger Server configuration

The MyQ Roger administrator should log in to https://eu.roger.myq.cloud/ for the EU region or https://us.roger.myq.cloud/ for the US region and assign roles for MyQ Roger Client both to the administrator and the users (or any other roles).

- Go to **Administration-Roles**.
- Click **Actions** next to the Admin role, and then click **Edit**.
- In the pop-up window, go to the **Permissions** tab, enable the **Desktop Clients** and **Delete** permissions, and click **Save**.

Repeat the same process for the User role and any other roles that will be using MyQ Roger Client.


Edit role: Admin
Role name
Permissions
Search...
Pages
Administration
Desktop Clients
Delete
Device Code
Direct Print
Jobs
PIN and Cards
Profile parameter instances
Ready To Print
Scan Profiles
Settings
If you are changing your own permissions, you may need to refresh page (F5) to take effect of permission changes on your own screen!
Cancel
Save

4.2 Communication Information

Target	Protocol, Port	Description
MyQ Roger Server • https://eu.roger.myq.cloud/ • https://us.roger.myq.cloud	HTTPS, 433 | TLS secured	• MyQ Roger Client authentication • User authentication • Reporting jobs
Event Bus	AMQP, 5671 | TLS secured	• Events Release, Delete, etc.
Printer	SNMP, 161,162	• Get machine `Serial Number` to confirm a job release target
Printer	RAW print, 9100 | unsecured	• Releasing a job

4.3 SNMP Settings

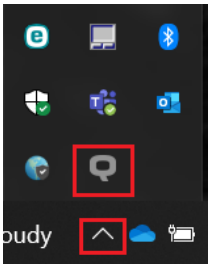
MyQ Roger Client, supports both **SNMPv2** and **SNMPv3**.

- If you want to use SNMPv3, you have to properly define the settings in both the device and your tenant (MyQ Roger Server UI - Device Settings - SNMP - SNMP version).
- Or you can set the SNMP to version 2 on your tenant with no further setup and release jobs easily.

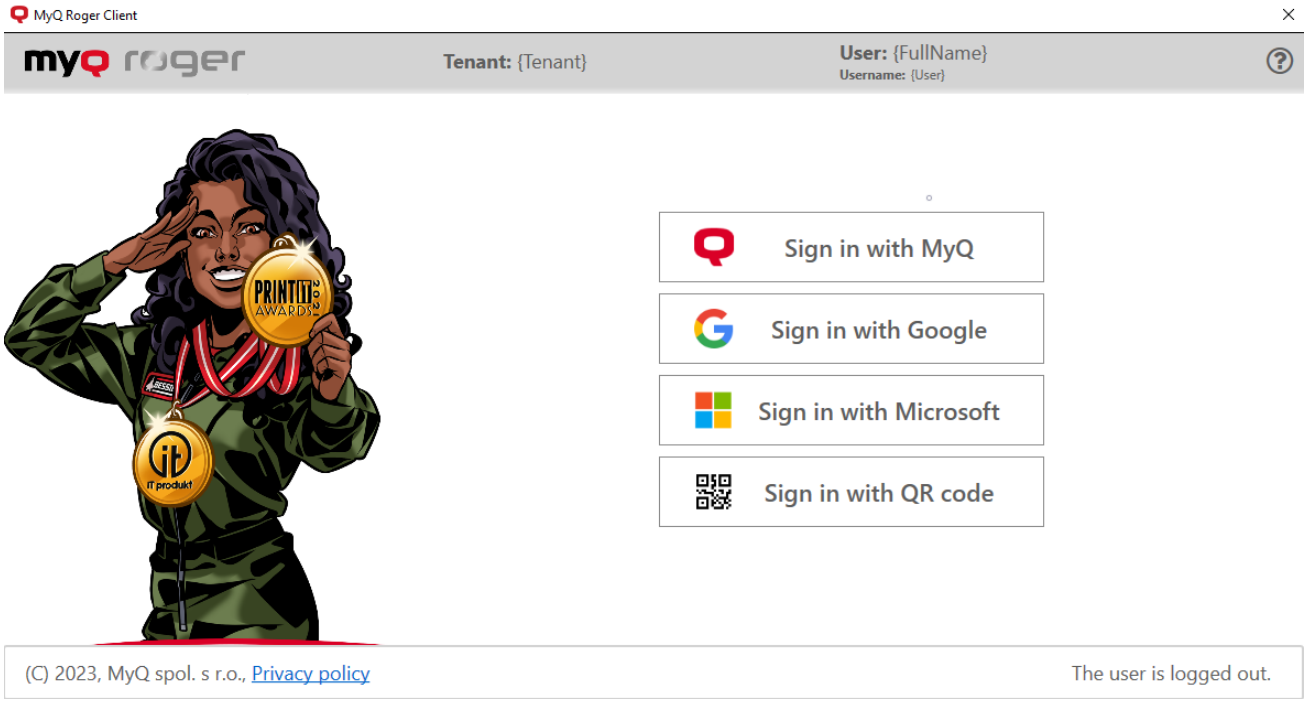
⚠ If the settings are incorrect, MRC will not be able to find the printers and release jobs.

5 Using MyQ Roger Client

Once MyQ Roger Client (MRC) is installed, the application starts running in the background and its icon (Q) appears in the Windows system tray.



You can click on the Q the icon to open the application.



After the installation, the app is not connected with any tenant. With the first user authentication, it's connecting with the tenant and then keeps the connection even when the user logs off their Windows account.

5.1 Authentication Methods

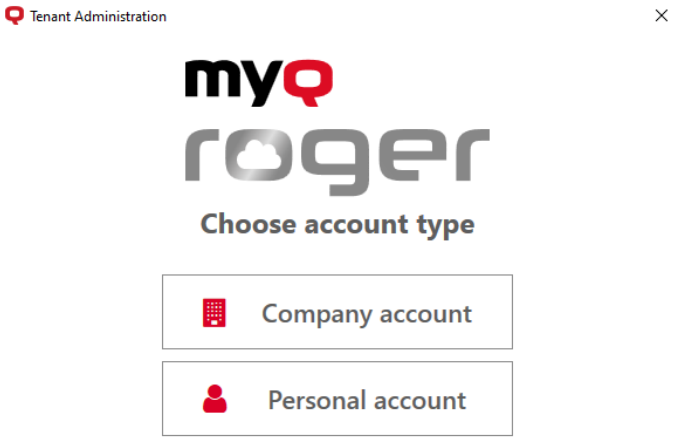
MyQ Roger Client uses four different methods of authentication.

Once logged in with any of the authentication methods, any job spooled is associated with that user and the job stays in the MyQ Roger Client storage. MyQ Roger Client then reports to the MyQ Roger server that there is a job waiting to be released and the printable job is inserted to the list of **ready to print** documents of the current user. The user can then release the job from the MyQ Roger Mobile app or a terminal in the standard way. The printer then reports the job to MyQ Roger server, and the job is deleted from MyQ Roger Client.

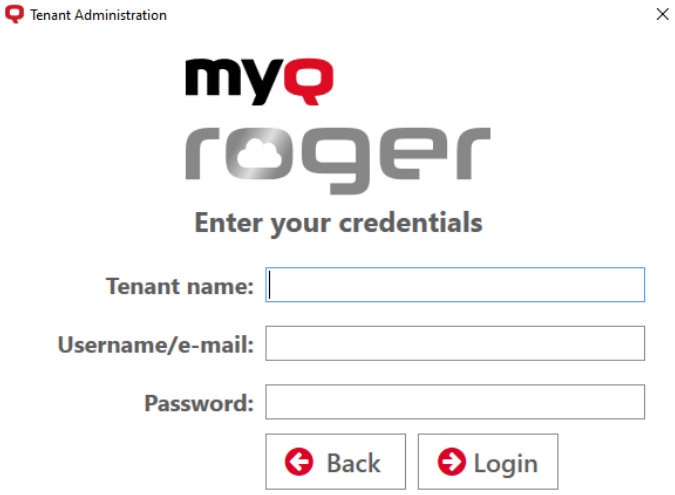
Multiple users can log in at the same machine.

5.1.1 Sign in with MyQ

When you **Sign in with MyQ**, you can select between a Company account or a Personal account.

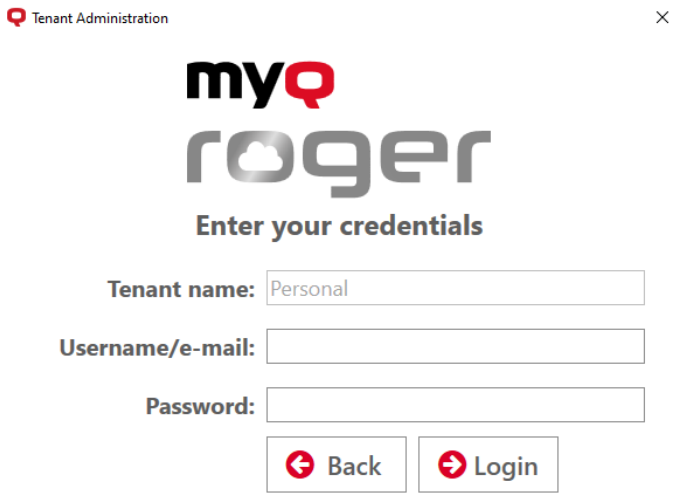


If you select Company account, add your company account related credentials and click **Login**.



- **Tenant name**: your company assigned tenant name.
- **Username/e-mail**: your company username/email.
- **Password**: the password related to the company username/email.

If you select Personal account, add your personal account related credentials and click **Login**.



- **Tenant name**: your personal tenant name.
- **Username/e-mail**: your personal username/email.
- **Password**: the password related to the personal username/email.

5.1.2 Sign in with Google

When you click **Sign in with Google**, you are redirected to a sign in with Google page, where you need to enter your Google account credentials that are linked to your MyQ Roger account. Once signed into your Google account, you should be logged into your MyQ Roger account, and the tenant should be automatically identified.

5.1.3 Sign in with Microsoft

When you click **Sign in with Microsoft**, you are redirected to a sign in with Microsoft page, where you need to enter your Microsoft account credentials that are linked to your MyQ Roger account. Once signed into your Microsoft account, you should be logged into your MyQ Roger account and the tenant should be automatically identified.

5.1.4 Single Sign On with Microsoft Entra ID

The Single Sign On feature can be enabled during installation. The authenticated user from the Windows session on the computer joined to the Microsoft Entra ID domain is automatically authenticated on MRC when the client starts.

- If `USERSINGLESIGNON="true"` during the installation and MRC is installed on Windows joined to a Microsoft Entra ID domain after the installation is finished then the Windows user is automatically logged into MRC. Also, the logout button is not available. Be aware that even when users are logged on to Windows, sometimes they may be asked for their Microsoft credentials during this process.

- If `USERSINGLESIGNON="true"` and MRC is installed on Windows that is not joined to a Microsoft Entra ID domain after the installation is finished, then MRC will not log the user and the user can use the authentication methods available to log in.
  In this case, the logout button will be available because single sign-on wasn't used to log in to the client.
- Don't have this feature enabled on computers that are not joined to a Microsoft Entra ID domain because it could take more time to start the agent.

5.1.5 Sign in with QR code

When you click **Sign in with QR code**, a QR code is displayed in the window for 5 minutes.

To sign in:

> ⓘ If you have no tenant selected, then you would need to scan the QR code two times.

- Open the MyQ Roger mobile app.
- Log in to your account.
- Click **Login** at the bottom of the app.
- Scan the QR code displayed in the MyQ Roger Client window on your PC.
- The Tenant should now be updated.
- Scan the QR code on your PC again.
- The user should be logged in.

You can also click on **use this link** and you will be redirected to the MyQ Roger Web Server.

- If you are already logged in to the MyQ Roger Web Server, you are redirected to the Device Code page, and MyQ Roger Client is automatically synced and connected using the same credentials as the web server.

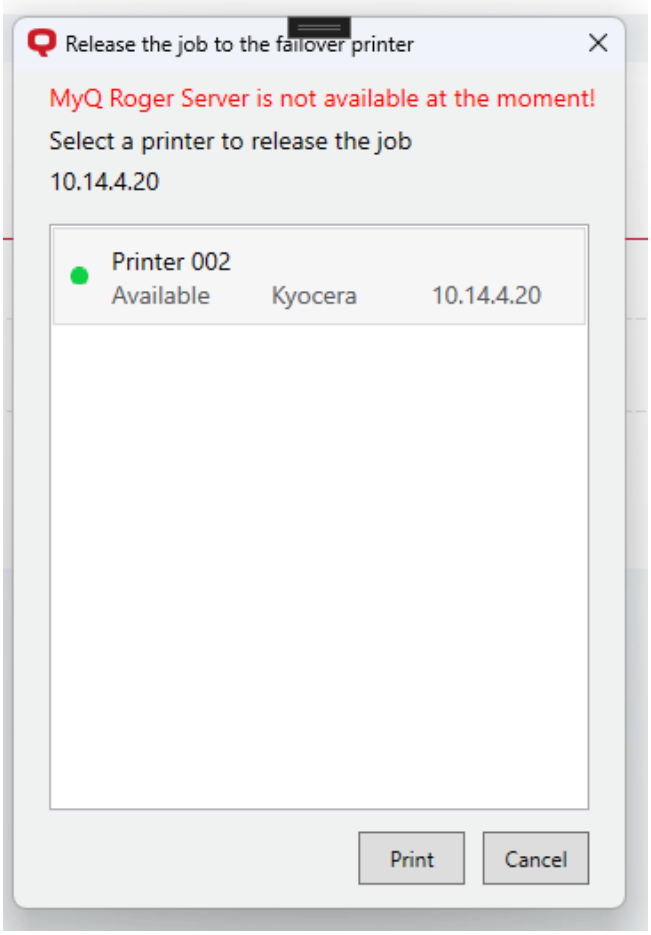
- If you are not logged in to the MyQ Roger Web Server, you are redirected to the MyQ Roger Web Server log in page.
  - Log in to the MyQ Roger Web Server using your preferred login method.
  - Open MyQ Roger Client from the Windows system tray, and select **Sign in with QR Code**.
  - In the pop-up window, click on **use this link** again. You are redirected to the Device Code page, and MyQ Roger Client is automatically synced and connected using the same credentials as the web server.

5.2 Fallback Printing

ⓘ Fallback Printing is available since MyQ Roger Client Win (patch 1).

The Fallback Printing feature allows users to release jobs to a selected printer when the MyQ Roger Server is unavailable.

In such cases, a MyQ Roger Client (MRC) window pops-up with a list of the five last used printers by the user, and shows the live status of those printers. The user can then select an available printer, and click **Print** to release their jobs.



After the job is released to the printer, if it was successfully released and an embedded package is installed on the printer, the printed job will be reported to the server by the printer once the connection is restored.

In case the printer doesn't have an embedded package installed, then MRC will report the printed job to the server after the connection is restored.

In both cases, the job's metadata will be stored on the server and can be checked in the Reports section.

Whenever the user releases a job from the printer and MRC gets notified to release of the job, the server sends the printer information which is stored under the user data.

Also during this process, there is a check if the settings related to the release options (like protocol, SNMP version, and certificate validation) to the device have changed. If yes, those changes are updated.

5.3 MyQ Roger Client job lifecycle

All MyQ Roger Client files are encrypted.

MyQ Roger Client uses Local Mode storage. A job is stored in MyQ Roger Client and is released when the user chooses to print the job. The job does not leave the local computer (secure option), and the delay related to uploading/downloading the job is pretty small. However, MyQ Roger Client must be in the same local network as the printer, and the client must be online when the document is printed.

Releasing a job example:

1. A job is spooled from the `TCP 515` LPR port (printer driver queue) and it's stored to the `C:\ProgramData\MyQ\DesktopClient\Jobs\` file.
2. When the user is NOT logged in, depending on the settings in the `oem.ini`
    a. If `AcceptJobsWhenNoUserLogged=true`, the job is waiting to be assigned to the next logged in user.
    b. If `AcceptJobsWhenNoUserLogged=false`, the job is deleted.
3. When the user is logged in:
    a. The job's metadata are created at the MyQ Roger Server and are then visible on devices.
    b. The job is assigned to the MyQ Roger Client logged in user.
4. A user can release the job:
    a. from the terminal
    b. from the MyQ Roger Mobile app if the user is logged in the printer.
5. MyQ Roger Client must be online to release the job but the user does not need to be logged in the MyQ Roger Client during the release.
6. The printer reports the job at MyQ Roger Server.
7. The job is deleted from MyQ Roger Client immediately after the release.

Job expiration in MRC is *7* days by default.

Job expiration " `JobExpirationInDays` " can be set in the `oem.ini` in

- `C:\Program Files\MyQ\Roger Desktop Client\Agent\oem.ini`
- `C:\Program Files\MyQ\Roger Desktop Client\Service\oem.ini`

After the expiration, the job is deleted from the user's list.

5.4 Single-Function Printers

Single-function printers (aka lightweight printers) are printers where an embedded terminal cannot be installed. They can be used in MyQ Roger with NFC tags and the MyQ Roger mobile app.

- After a Single-Function Printer is paired using the MyQ Roger mobile app and NFC tags, users can send jobs from MyQ Roger Client and release them on the Single-Function Printer using the MyQ Roger mobile app.
- MRC jobs that were released on a Single-Function Printer are reported back to the server by MRC.

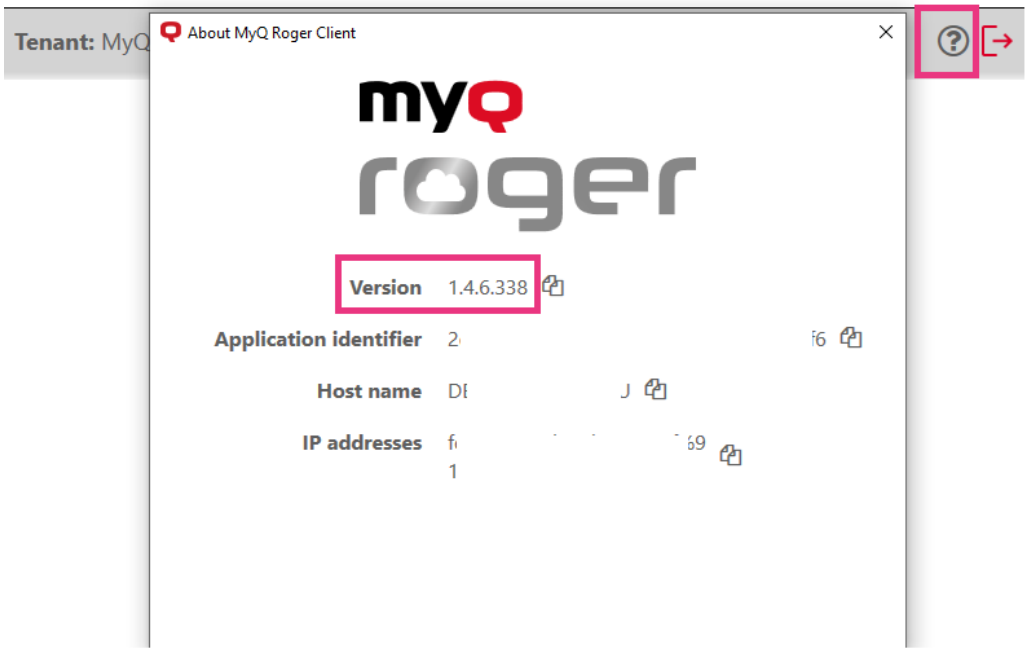
Limitations
Scanner/copier counters are not reported to the server by MRC.

For more information, check the MyQ Roger Server Administration guide.

6 Troubleshooting

If you experience issues with MyQ Roger Client (MRC):

- make sure that the latest available MRC version is installed. You can verify the currently installed version by clicking on the question mark in the upper-right corner.



1 This is an example, 1.4.6.xxx means 1.4 (patch 6). You can identify the actual latest version from the Release notes.

- try to exit and restart MRC, or reboot the client computer.

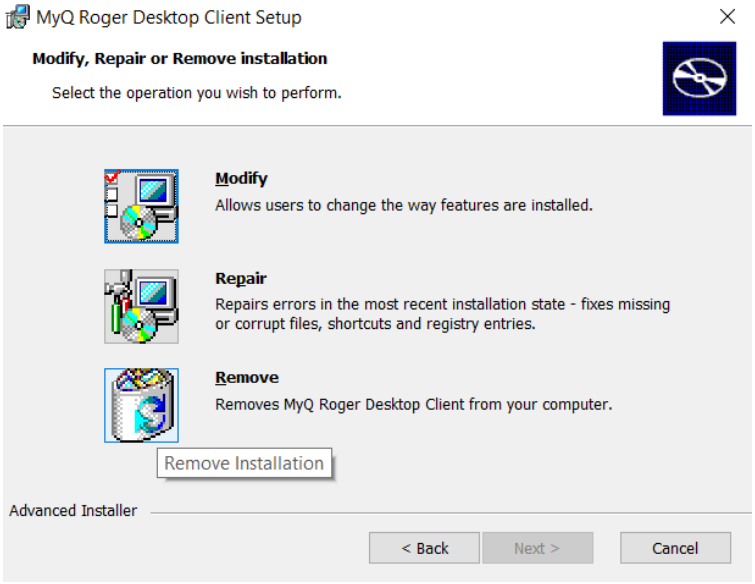
If the issue still persists and you decide to open a Support case, collect and add to the ticket the contents of `\ProgramData\MyQ\MyQ Roger Client\Logs` from at least one impacted computer.

7 Uninstallation

The application can be uninstalled via the setup wizard, via silent uninstallation on the Windows command line or via Windows settings.

7.1 Uninstallation via the MyQ Roger Client setup wizard

1. Run the MyQ Roger Client installation file. The MyQ Roger Client setup wizard dialog opens.
2. Click **Next**.
3. Select the **Remove** operation, and then click **Remove**.



4. Click **Finish** to leave the setup wizard. MyQ Roger Client is removed from the computer.

7.2 Silent uninstallation

To silently uninstall the application, open the Windows command line **with administrator rights**, and:

1. Find the **Identifying Number** of the MyQ Roger Client application via the following command:
   `wmic product where "Name like '%Roger%'" get Name, Version, IdentifyingNumber`
2. Uninstall the application via the following command:
   `msiexec /x {"IdentifyingNumber"} /quiet`
   where *{IdentifyingNumber}* is the **Identifying Number** of the application from the previous command.

7.3 Uninstallation via Windows

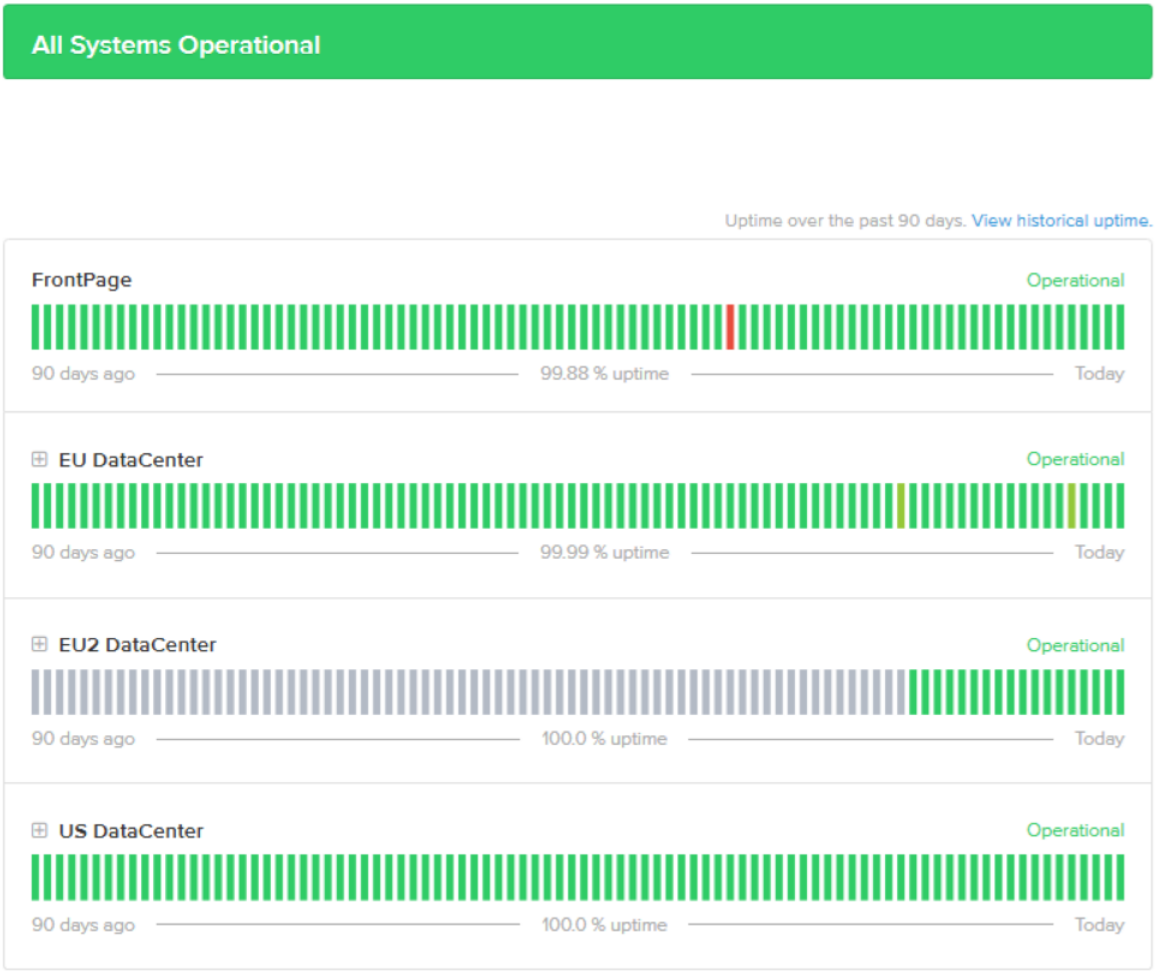
To uninstall the application via Windows:

1. In Windows, go to Control Panel\All Control Panel Items\Programs and Features.
2. Select MyQ Roger Client from the list and click **Uninstall**. When asked, confirm the uninstallation. MyQ Roger Client is removed from the computer.

8 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.

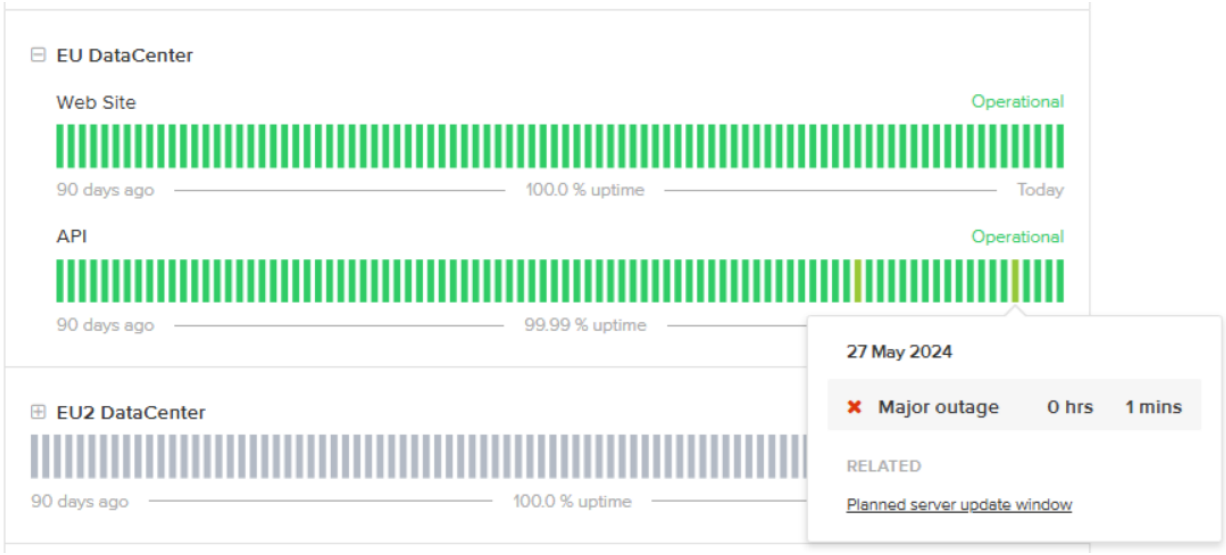


8.1 Current Status

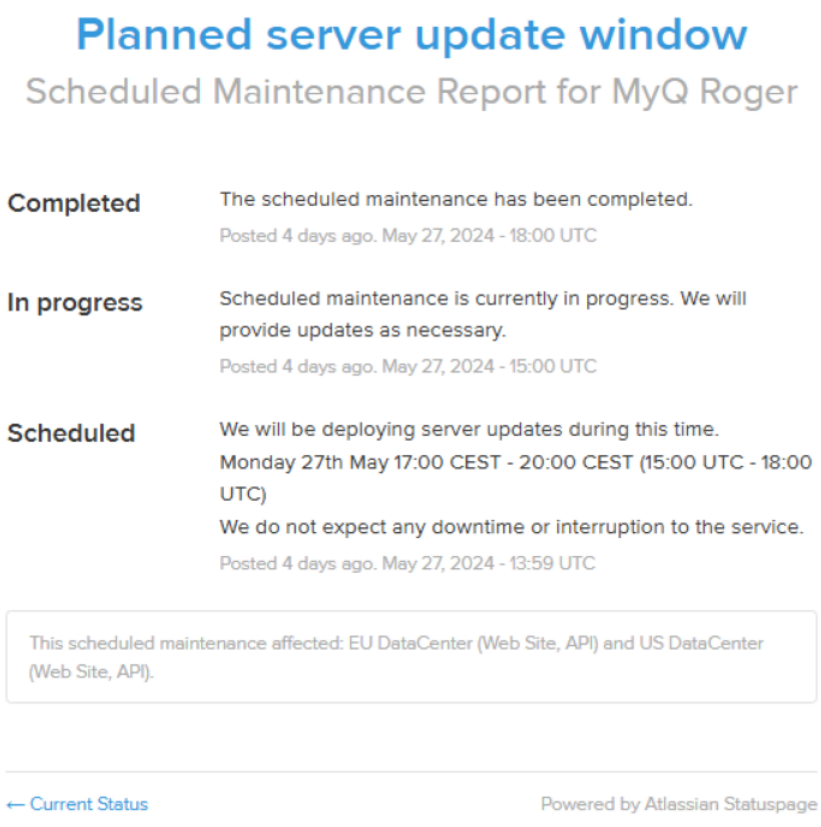
There is information about the uptime of each datacenter (EU, EU2, US) and its components in the last 90 days.

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.



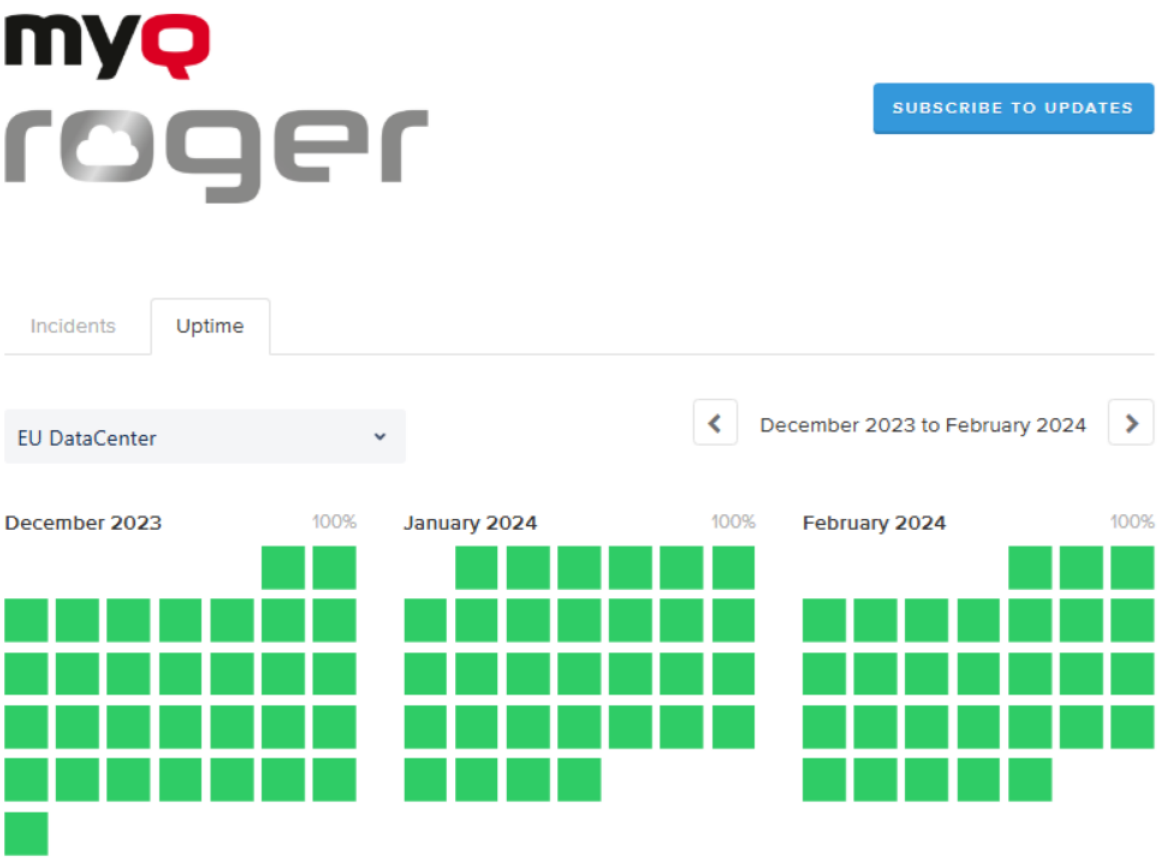
If it was planned, there will be information about the start, progress, and end of the outage.



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

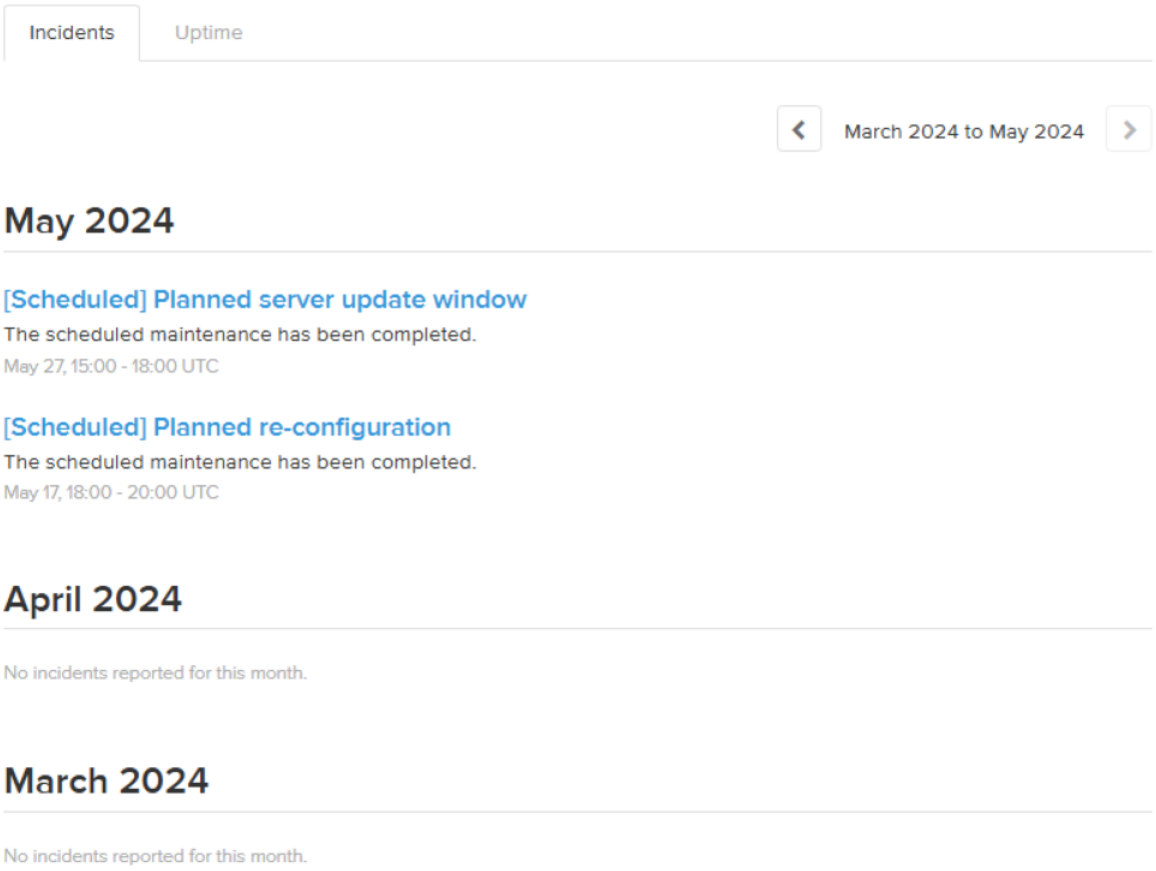
Choose the datacenter or datacenter's component from the drop-down to the left and set the three-month period you want to view on the right.

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.



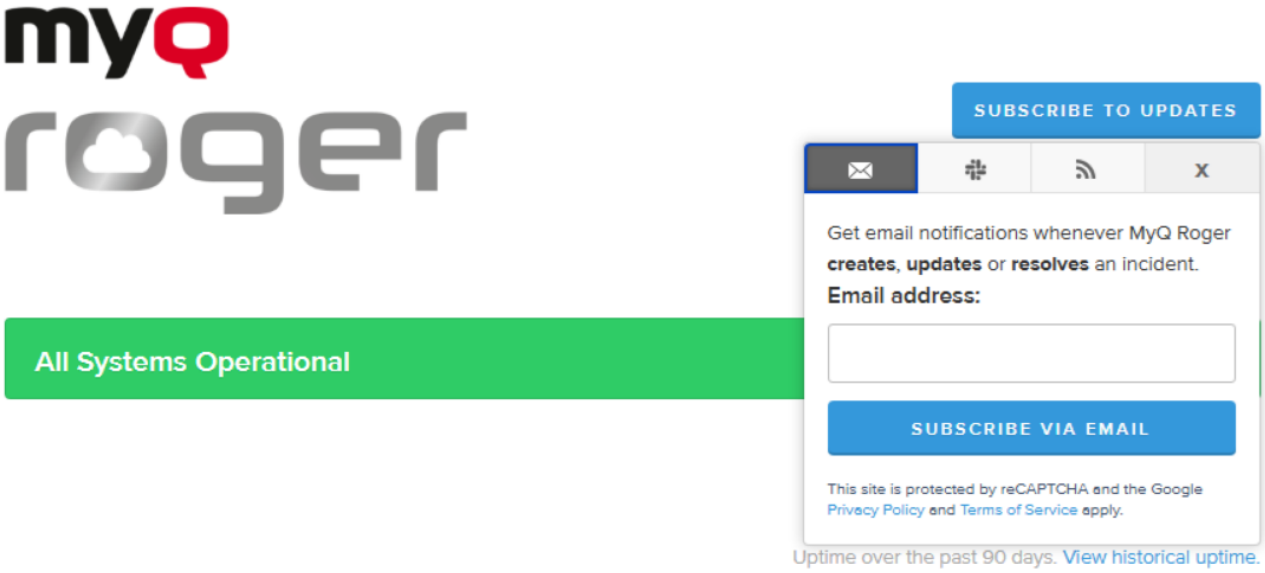
8.2 Past Incidents

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.



8.3 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.



9 Business Contacts

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