myQ roger

MyQ Roger Client for Win

June/2025
Revision 3

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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

Download the latest version of MyQ Roger Client for Windows here.

1.1 MyQ Roger Client Win 2.0 Patch 5

3 April, 2025

Improvements

- Unique parameter added to app ID generation.

1.2 MyQ Roger Client Win 2.0 Patch 4

5 February, 2025

Bug Fixes

- OneDrive error message even after job was released successfully.
- MRC randomly logs out after restart or reboot.

1.3 MyQ Roger Client Win 2.0 Patch 3

10 January, 2025

Improvements

- OpenSSL updated to version 3.0.15.

Bug Fixes

- When installing using the HP Driver, colorprint=1 doesn't work.
- Printing large document via Adobe Acrobat causes error.
- Printing a document with the same name twice, overwrites the first document.

1.4 MyQ Roger Client Win 2.0 Patch 2

4 December, 2024

Improvements

- MRC now reports any existing jobs to the server.
- MRC printer installation is now configurable during install.

Bug Fixes

- MRC loses authentication when region cant be reached and the access token expires.

1.5 MyQ Roger Client Win 2.0 Patch 1

17 October, 2024

Improvements

- Cloud spooling support for client.
- New printer created during installation to spool jobs to users cloud storage.
- QR login screen improved so that tenant can be registered by using link and code.
- Single Function Printer support for HP and Ricoh.
- Only selected login methods are available on MRC login page.

Bug Fixes

- Log in issues when using 2FA with MyQ Authentication.
- Client is not reconnecting after network change.

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

- Roger Server 2.13
- Supported OS: Windows 8.1+/10/11 64bit
- .NET Core Runtime included in installation package

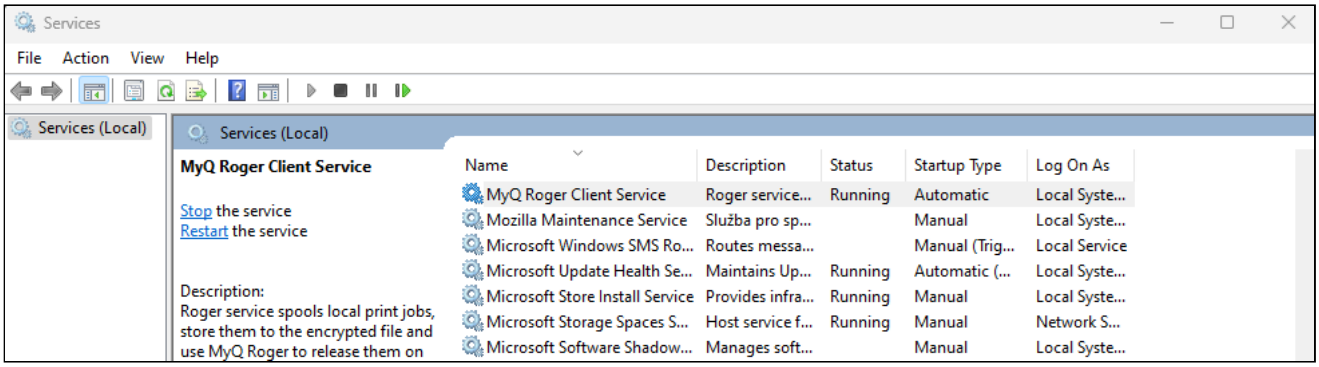
The communication protocols and ports used can be found in the MyQ Roger Server Administration guide.

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.

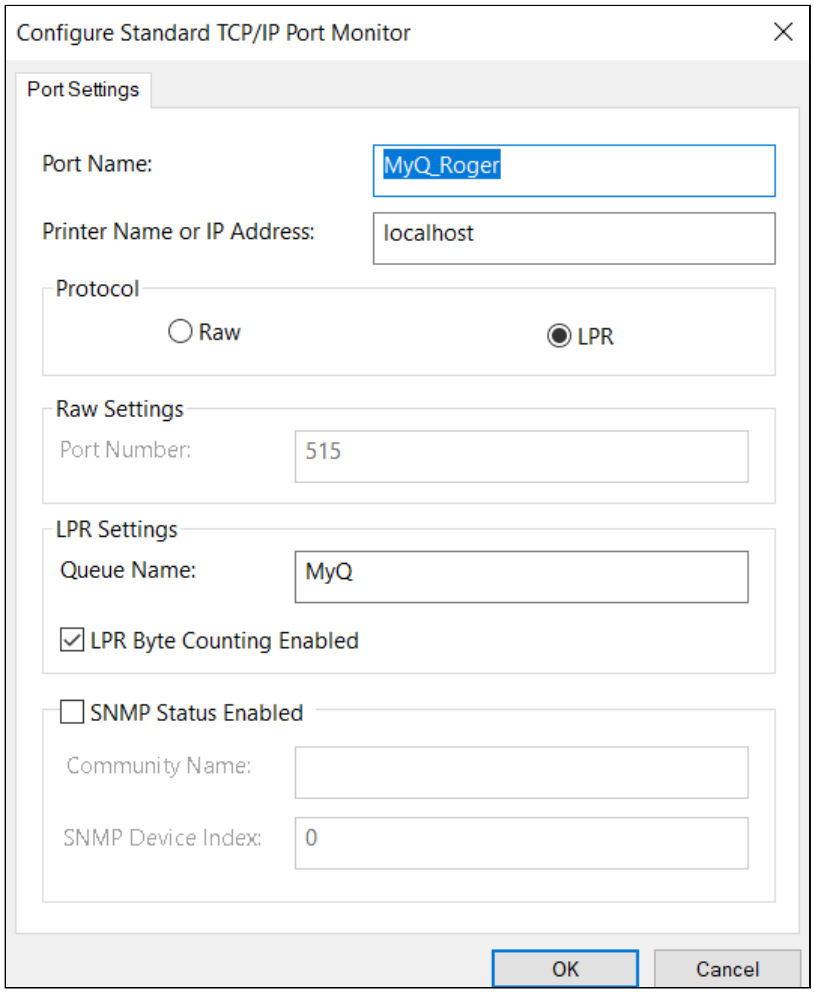


MRC can also be distributed to your users via Intune; the `TENANCYNAME="inserttenancynamehere"` command, mentioned in silent installation, can be used with the distribution.

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:

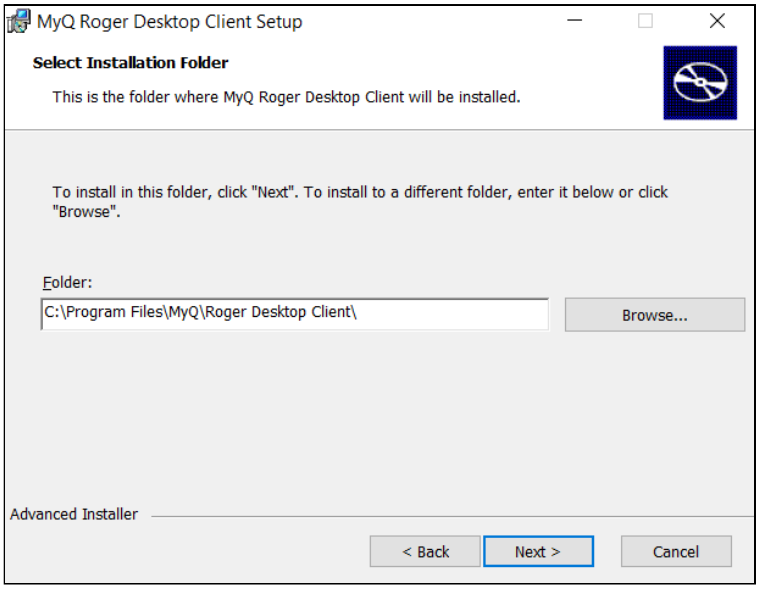
- If the installer does not have a bundled driver and the `DRIVERNAME` property is not set, then the printer will not be created and only the **MyQ_Roger** port is created during the installation process.
- If installing MRC with bundled drivers, by default the Kyocera Driver will be installed, other bundled drivers can be installed via `DEFAULTDRIVER` and/or `DRIVERNAME` parameters as described bellow.

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" [list of parameters] /log "install_MRClog.log" /qn
```

> The list of parameters is optional, each parameter should be in uppercase and separated by one space.

- `*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:

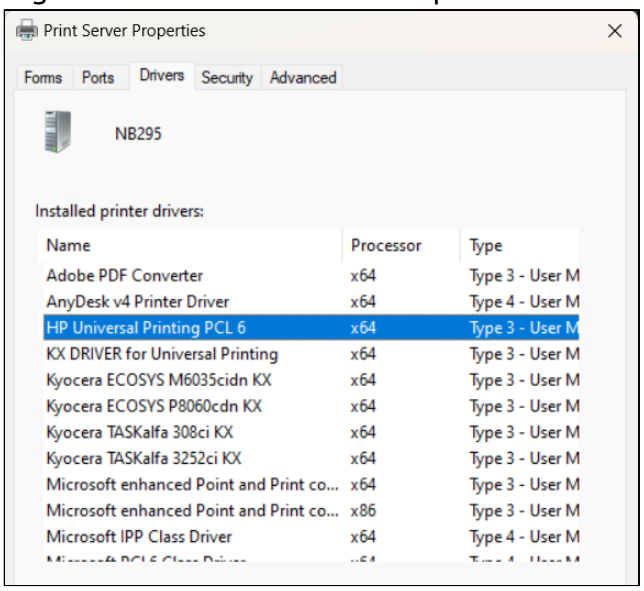
```
msiexec /i "MyQ Roger Client.msi" /log "install_MRClog.log" /qn
```

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

- `TENANCYNAME` - provide the Tenant Name (identifier). For example, `TENANCYNAME="MyQ"`.
- `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"`.
- `REGIONID` - defines to which Server client should connect. By default, the value is empty, which means the client will use the server setup during the build process. If the value is set

then the server in the oem.ini file will be set during the installation process. Expected value for this parameter is the **id property** from the service: https://discovery.myq.cloud/regions.

- `PRINTERNAME` - creates a printer with the provided name. For example, `PRINTERNAME="MyQ-Roger-MRC"`. The default value is *MyQ-Roger-MRC*.
- `DEFAULTDRIVER` - 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*.
- `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"`.

- `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.
- `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.
- `DUPLEXMODE` - Specifies the duplexing mode the printer uses by default. The acceptable values are:
  - OneSided
  - TwoSidedLongEdge (default)
  - TwoSidedShortEdge
- `PRINTERSPOOLER` - This parameter determines which printer will be configured by the installer:
  1 - Client Spooling

2 - Cloud spooling
3 - Both
The default is 1, which means only the client spooling printer will be created. If option 2 is set, only the Cloud spooling printer is created and only Microsoft and Google authentication methods will be allowed in MRC.

Example with additional parameters:

```
msiexec /i "MyQ Roger Client Win (patch 4) Europe.msi" TENANCYNAME="MyQ"
REGIONID="us" 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 `TENANCYNAME="inserttenancynamehere"`.

- `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 TENANCYNAME="MyQ"
REINSTALL=ALL
```

3.2.1 Configuration Examples

The following examples list the desired parameters followed by the installation commands that will achieve them. (*) are required fields.

Tenancy Name*, RegionID* EU, Color Jobs, Duplex Long Edge, Client and Cloud Spooling

```
TENANCYNAME=[TENANT-
NAME],REGIONID=EU,COLORPRINT=1,DUPLEXMODE=TwoSidedLongEdge,PRINTERSPOOLER=3
```

Tenancy Name*, RegionID* US, Printer Name, Default Kyocera Driver, Client Spooling

```
TENANCYNAME=[TENANT-NAME],REGIONID=US,PRINTERNAME="MyQ-Roger-
MRC" ,DEFAULTDRIVER=1,PRINTERSPOOLER=1
```

Tenancy Name*, RegionID* EU, User Single Sign on Enabled, B&W Jobs

```
TENANCYNAME=[TENANT-NAME],REGIONID=EU,USERSINGLESIGNON=True,COLORPRINT=0
```

Tenancy Name*, RegionID* EU, Custom HP Driver, Cloud Spooling

```
TENANCYNAME=[TENANT-NAME],REGIONID=EU,DRIVERNAME="HP Universal Printing PCL
6",PRINTERSPOOLER=2
```

Tenancy Name*, RegionID* US, Custom Kyocera Driver, Color Jobs, Duplex Long Edge, Client and Cloud Spooling

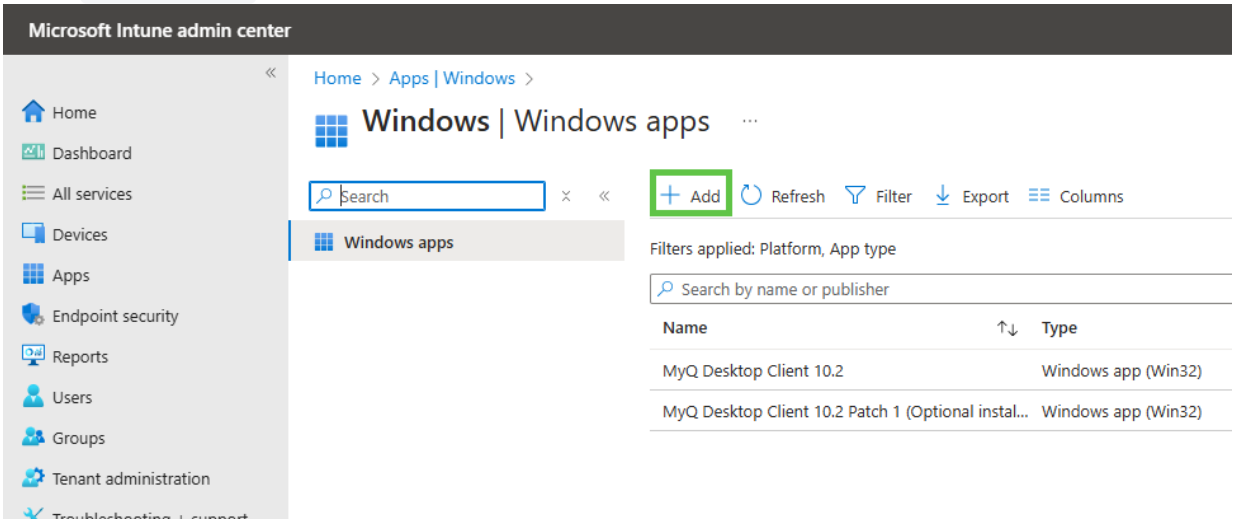
```
TENANCYNAME=[TENANT-NAME],REGIONID=US,DRIVERNAME="Kyocera Classic Universal
driver PCL6",COLORPRINT=1,DUPLEXMODE=TwoSidedLongEdge,PRINTERSPOOLER=3
```

3.3 Deploy MyQ Roger Client with Intune for Windows

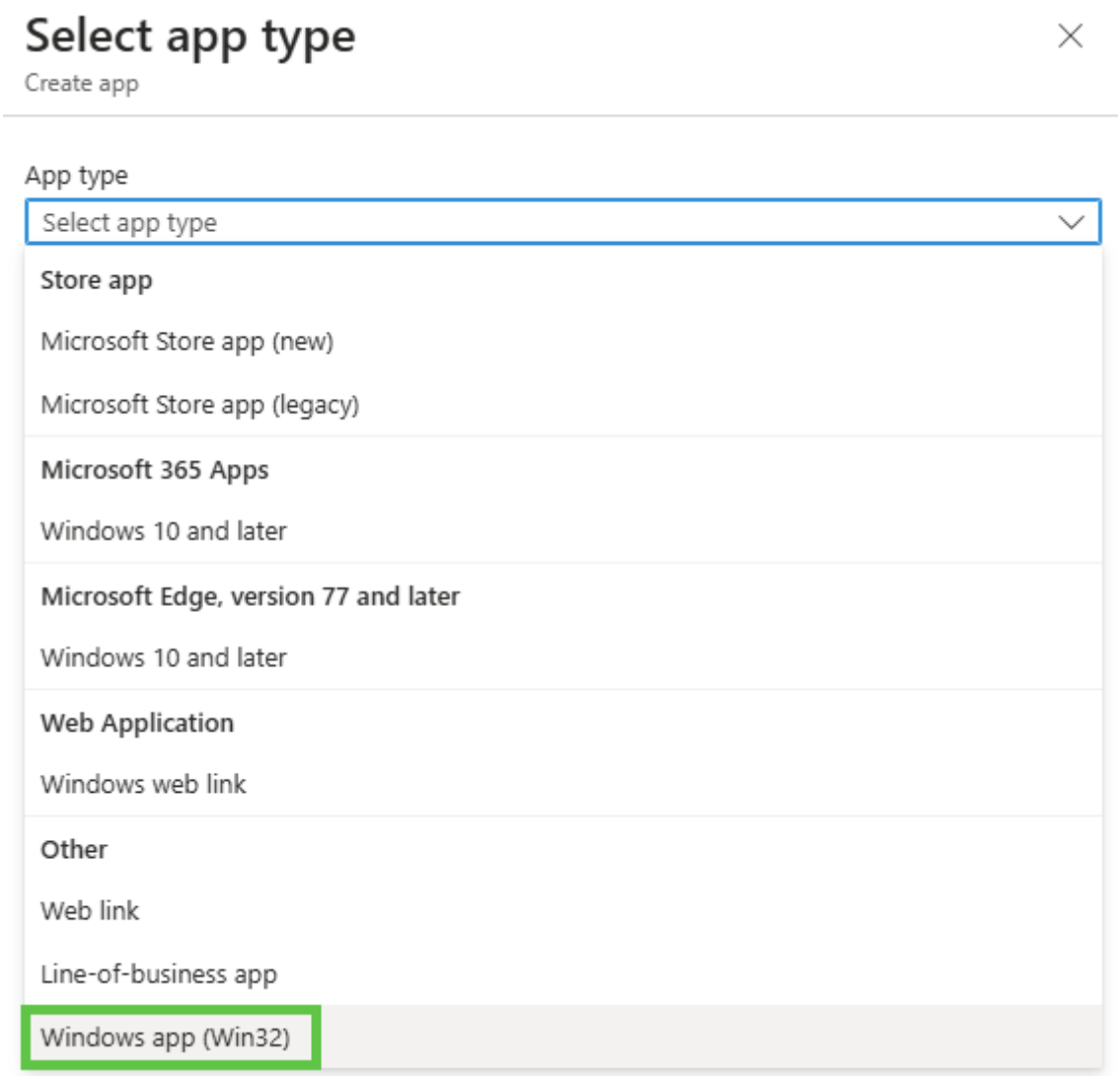
MyQ Roger Client for Windows is a software client of the MyQ Roger server. Once installed on the MyQ Roger users' Windows workstations, it provides additional features to the users, such as user identification via Microsoft Azure, communication between the users and the server, and secure local printing.

To deploy MyQ Roger Client with Intune for Windows:

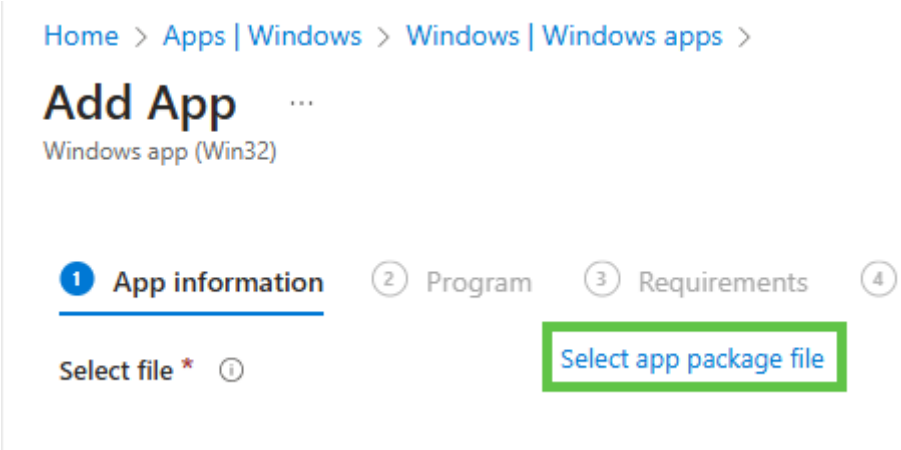
1. Prepare the Intune file via this guide - https://learn.microsoft.com/en-us/mem/intune/apps/apps-win32-prepare
2. Download and run the .msi file from MyQ to get the `.intune` file to be later uploaded to Intune.
3. Once `.intunewin` file is ready, go to Intune > **Apps** > **Windows** apps and click **Add**.

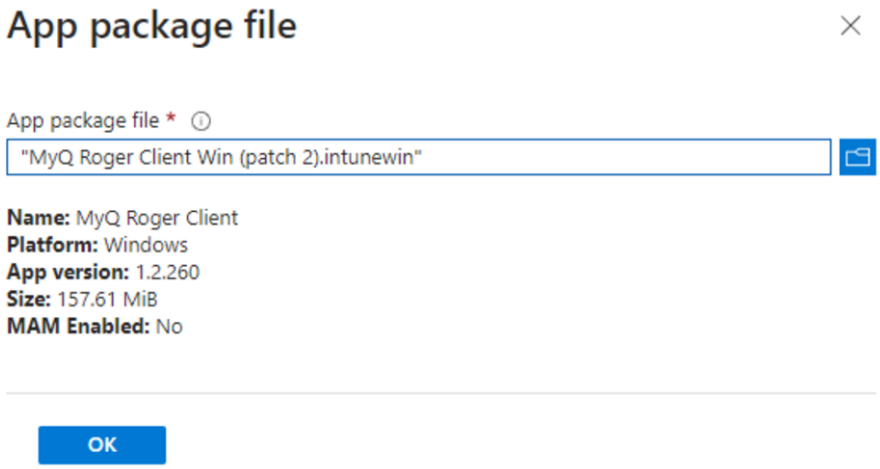


4. Choose Windows app (Win32) and press **Select** at the bottom.

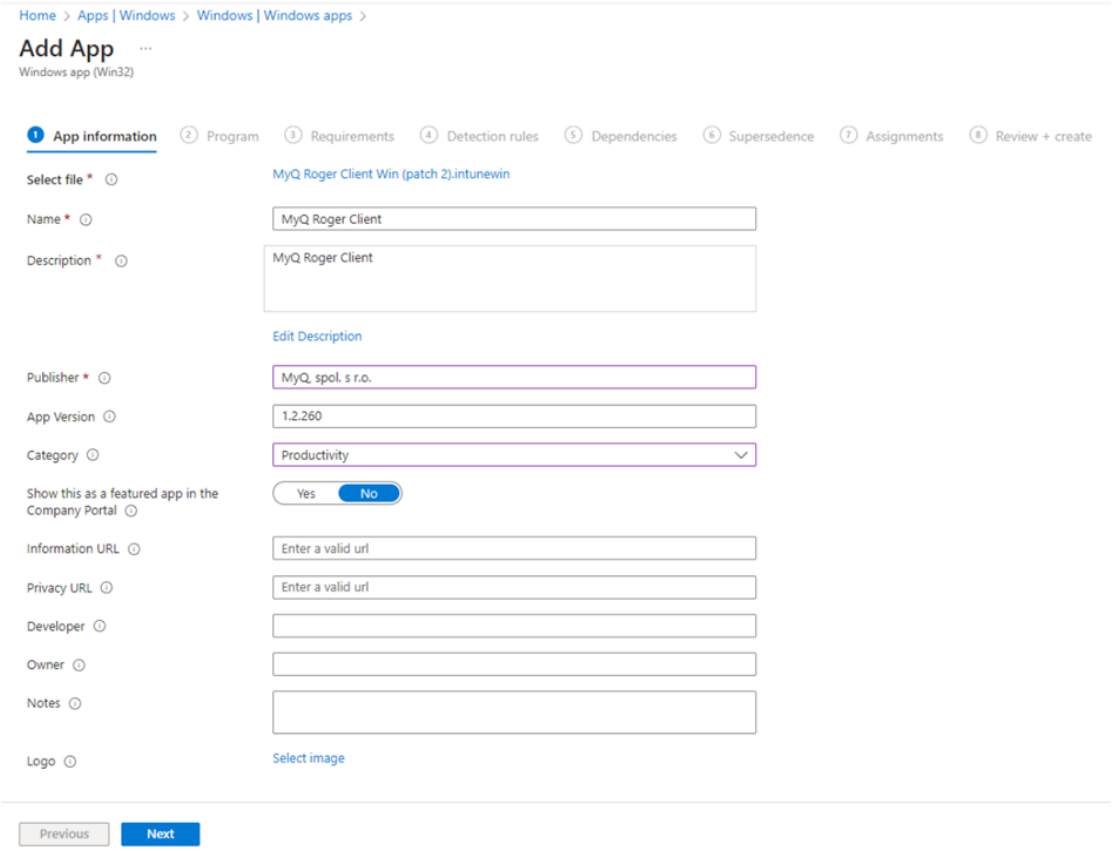


5. Select the `.intunewin` file you created earlier.

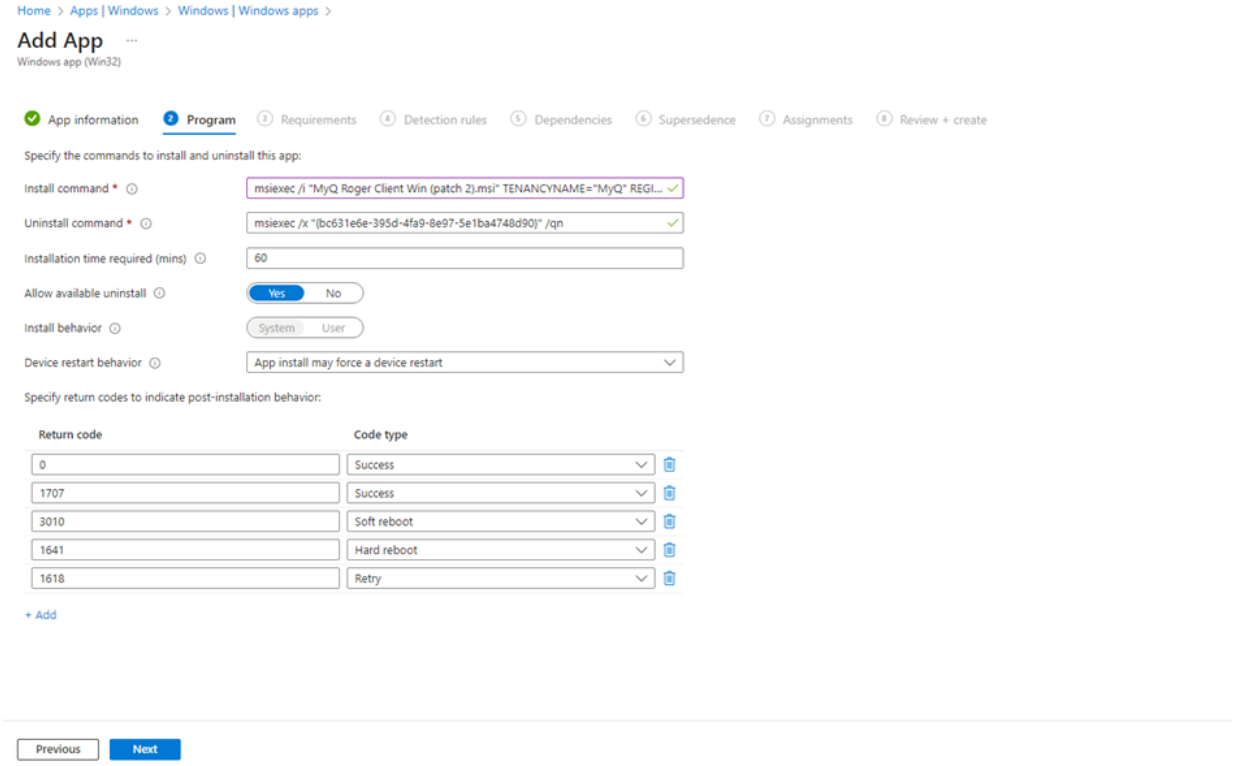




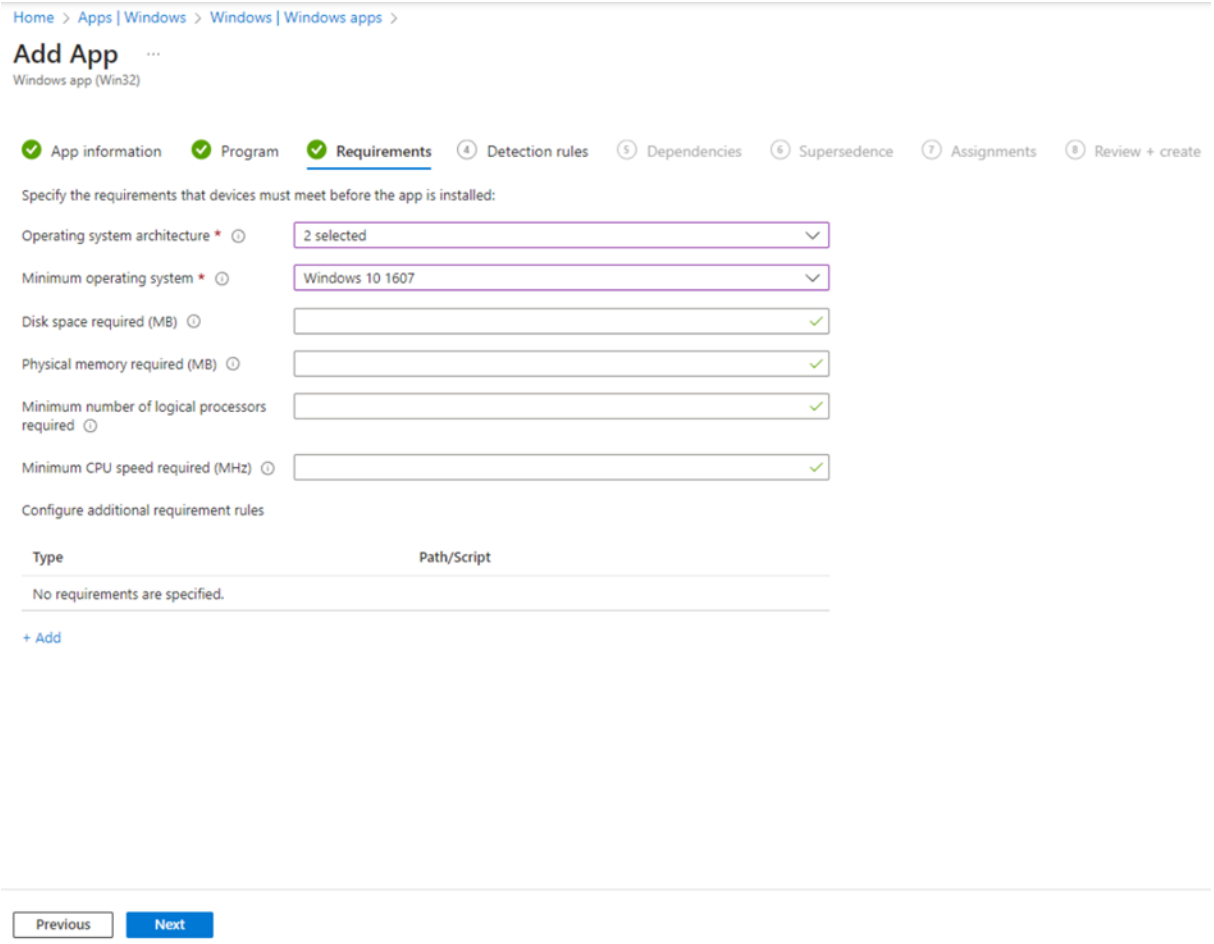
6. Fill in information about the app and click **Next**.



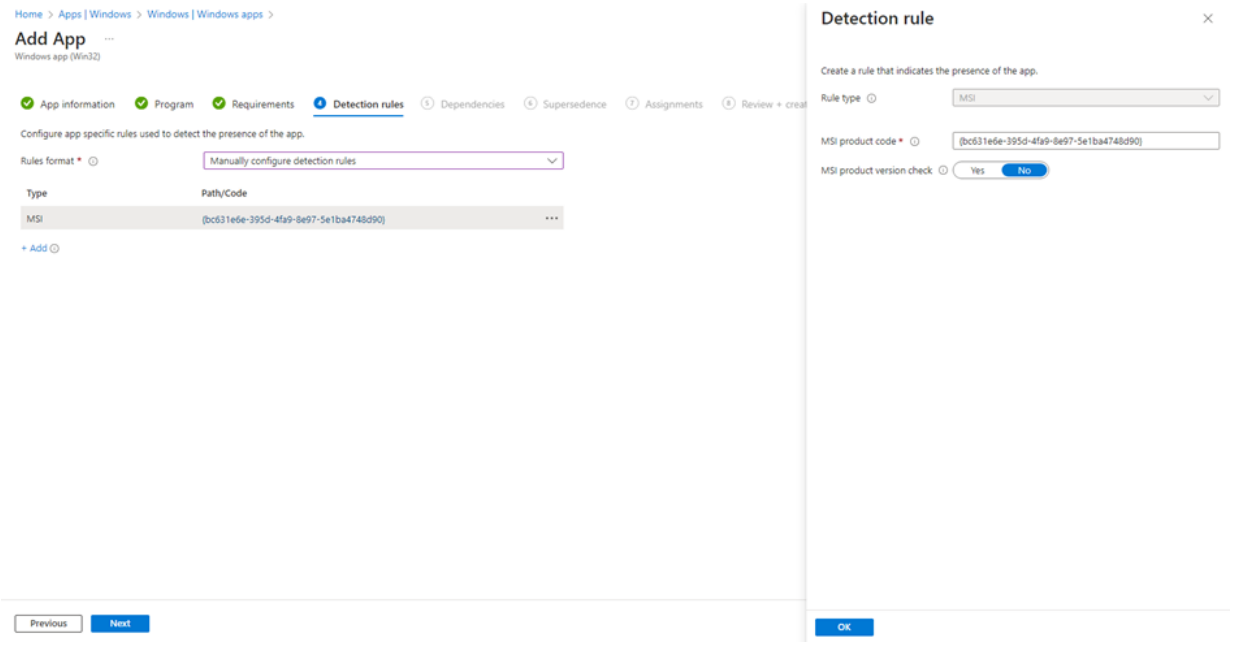
7. You can edit the install command using the commands listed in the Installation guide. For example, add `TENANCYNAME="tenancyname"` if you want to install MRC for a specific tenant. Click **Next** once you are finished.



8. Select the required system architecture and minimum operating system.

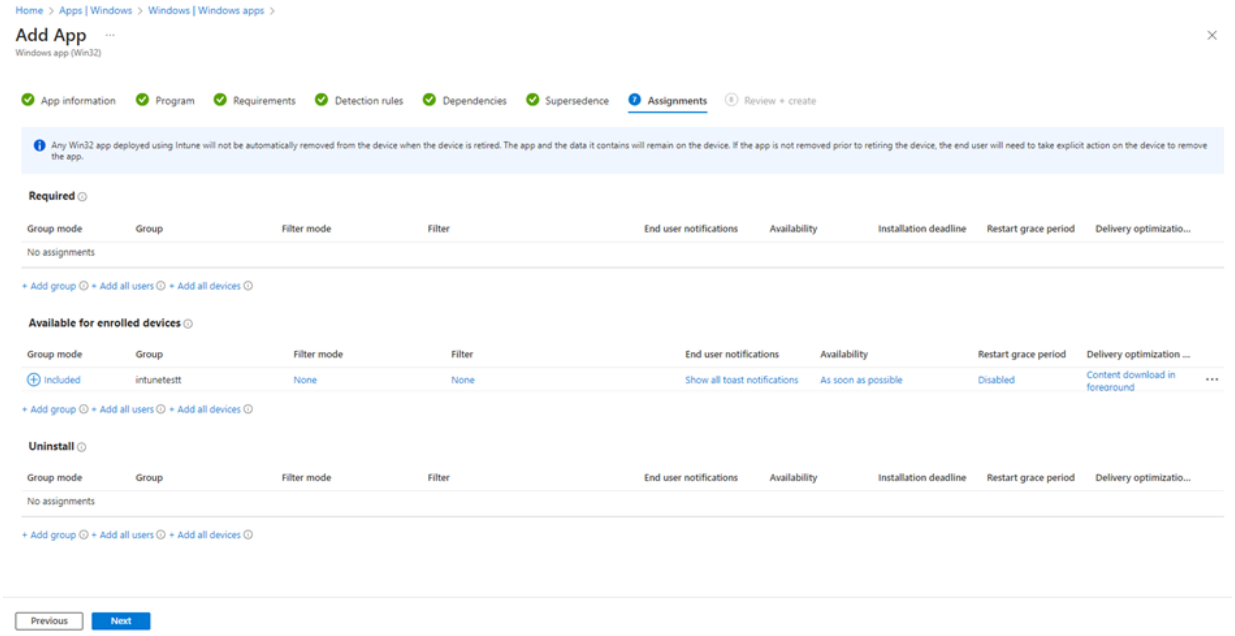


9. Set up detection rules.

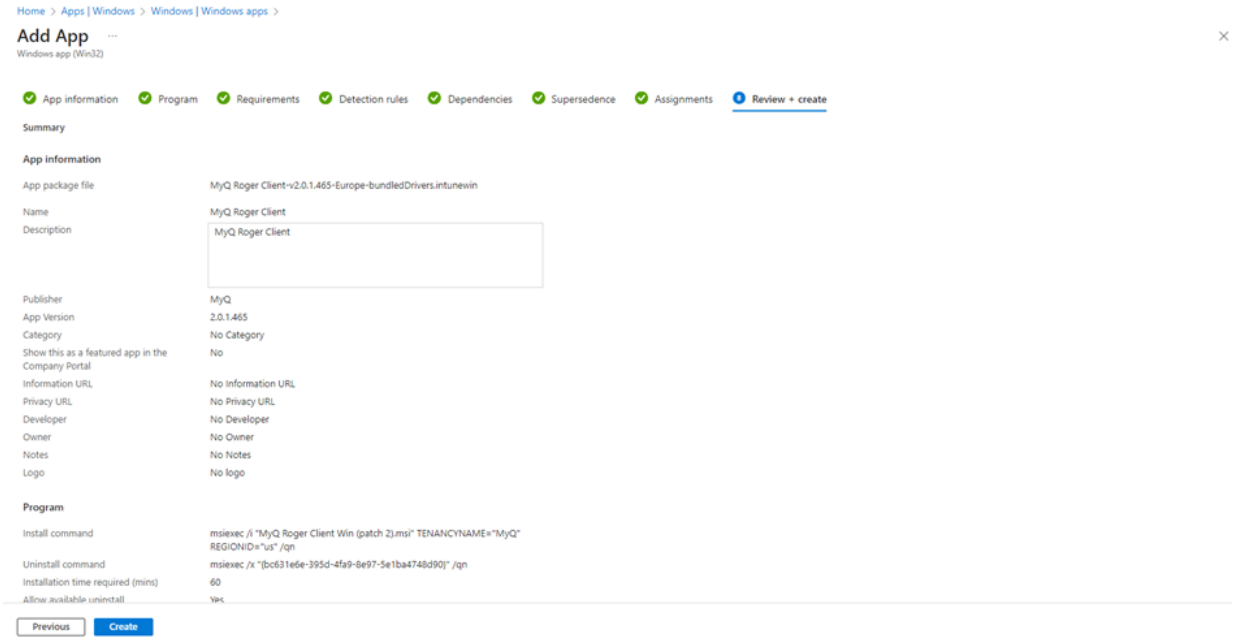


You can skip the Dependencies and Supersedence sections.

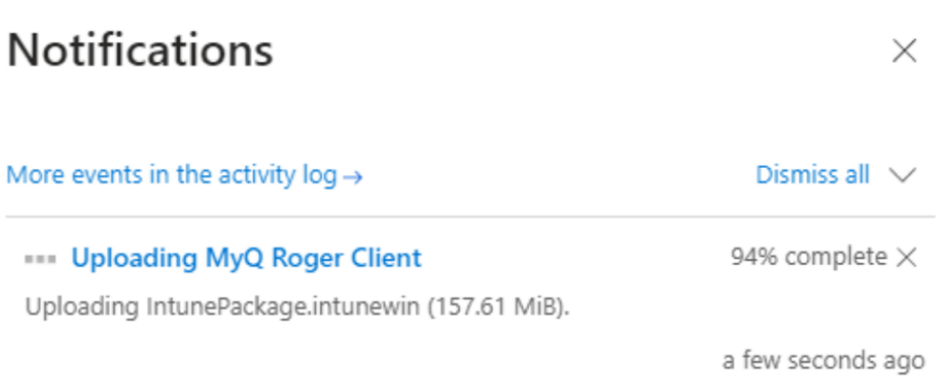
10. On the **Assignments** page, choose the users, user groups, or devices for which the application will be installed or set to install automatically.



11. Review and click **Create**.



Once uploaded, the app is created in Intune and will take some time to install on selected devices/ users/groups.


Notifications
More events in the activity log →
Dismiss all
Uploading MyQ Roger Client
94% complete
Uploading IntunePackage.intunewin (157.61 MiB).
a few seconds ago

4 Configuration

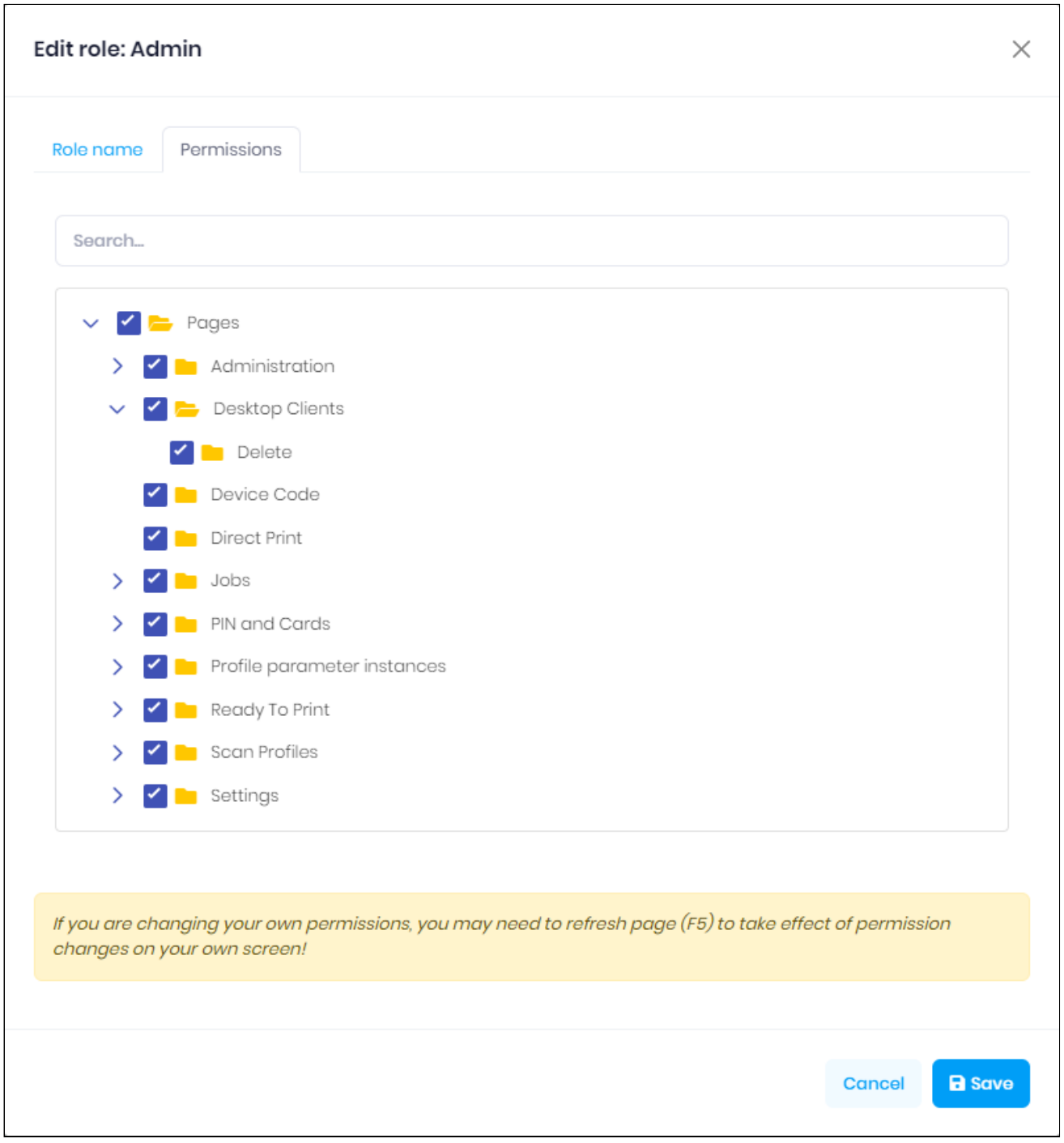
The below configuration steps are required after the installation.

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

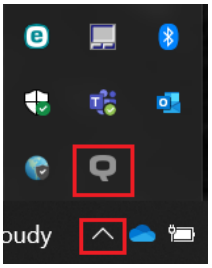
MyQ Roger Client, supports both **SNMPv2** and **SNMPv3**.

- 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.

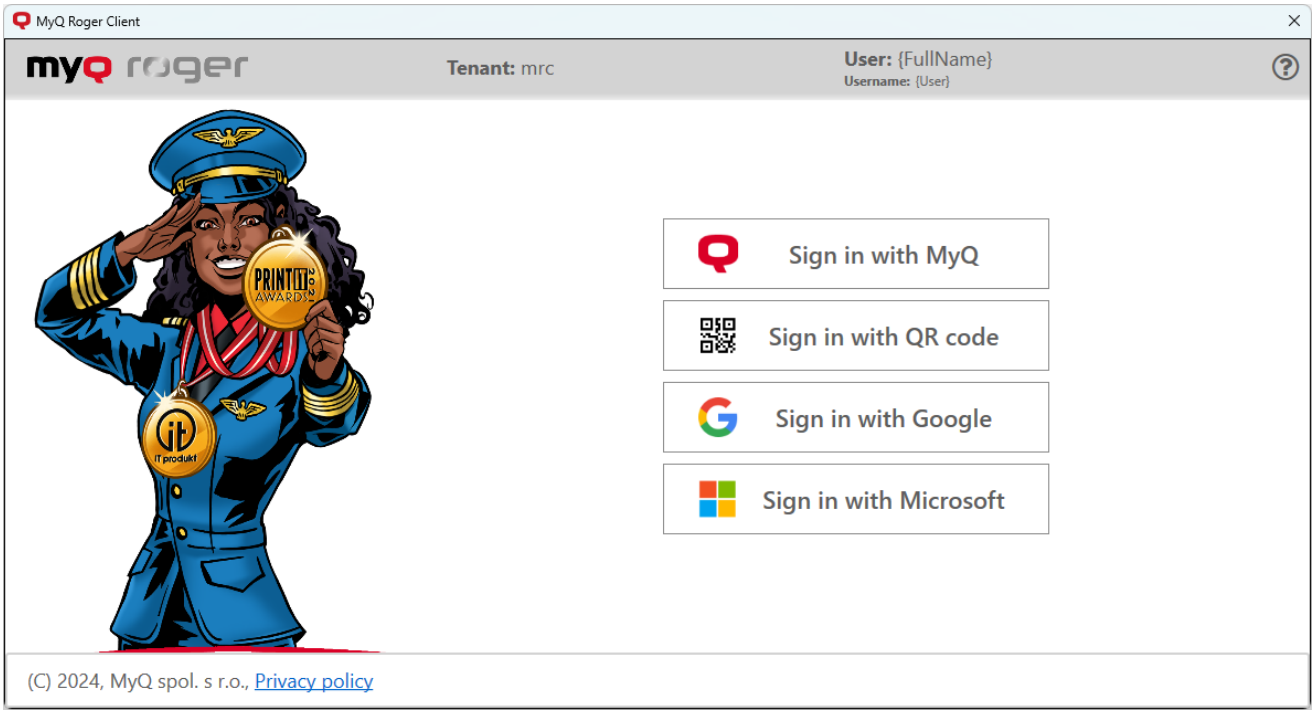
⚠ If the settings are incorrect, MRC will not be able to find the printers and release jobs.

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 to any tenant. With the first user authentication, it connects to 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.

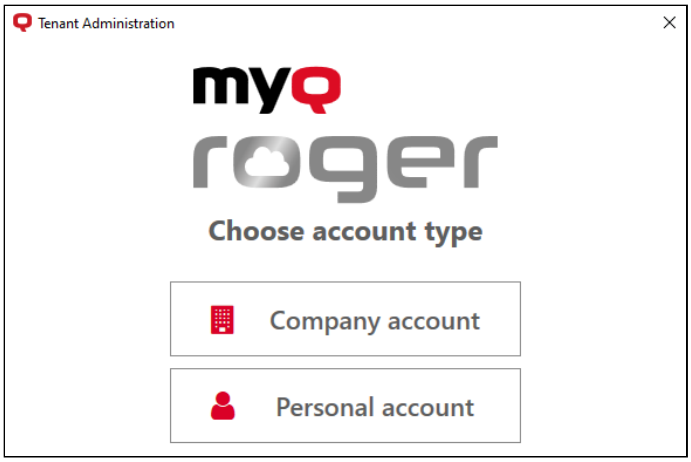
> ⚠ Certain login methods may be disabled in the Roger Web App in **Settings** > **Login**, more information is available here. QR code authentication will be the only login method available if the tenant is not defined.

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

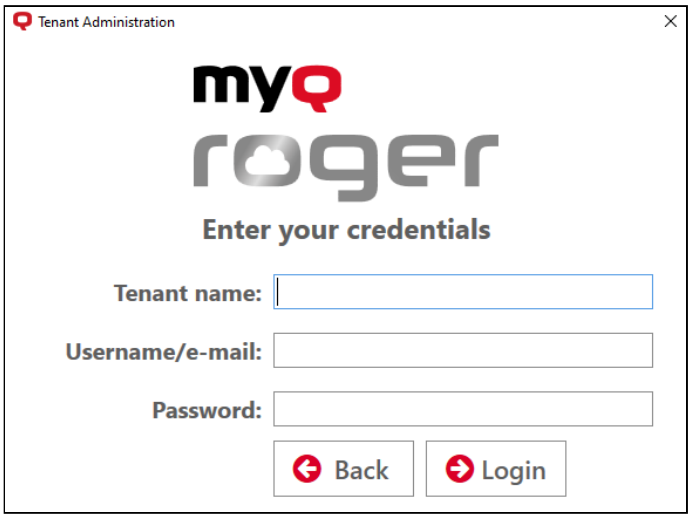
of **ready to print** documents of the current user. The user can then release the job from the MyQ Roger Mobile app or a terminal in the standard way. The printer then reports the job to MyQ Roger server, and the job is deleted from MyQ Roger Client.

5.1.1 Sign in with MyQ

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

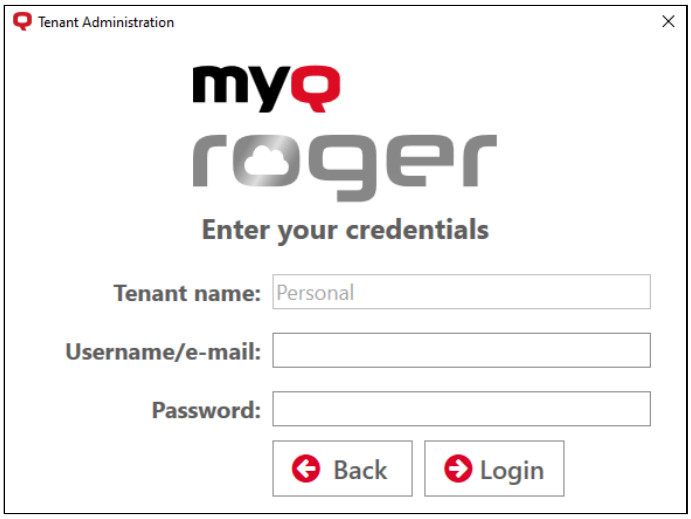


If you select Company account, add your company account related credentials and click **Login**.



- **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.

> Cloud Spooling to OneDrive is only available using this authentication method.

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.

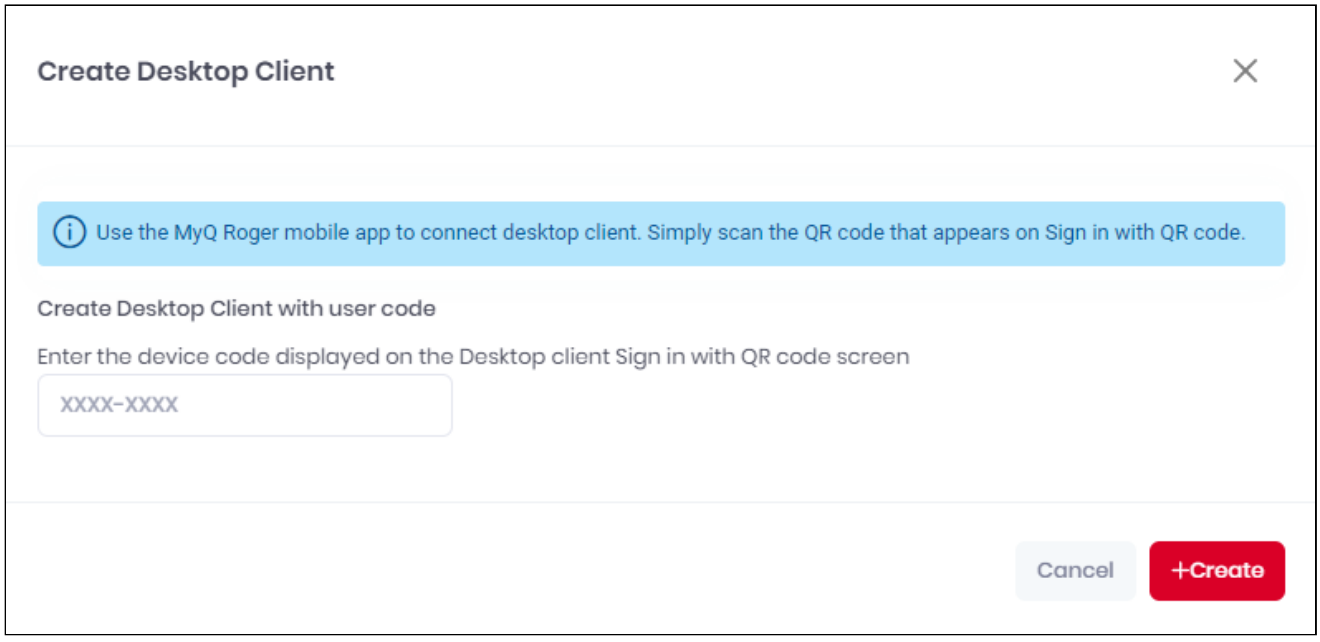
- Open the MyQ Roger mobile app.
- Log in to your account.
- Click **Login** at the bottom of the app.

- 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 login 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.

The **code** in the format XXXX-XXXX at the bottom of the QR code screen can be used to connect your web server to the MyQ Roger Client. In the web server navigate to **Desktop Clients** and select **+Create Desktop Client**, enter the relevant code, and click **+Create** to pair your client.

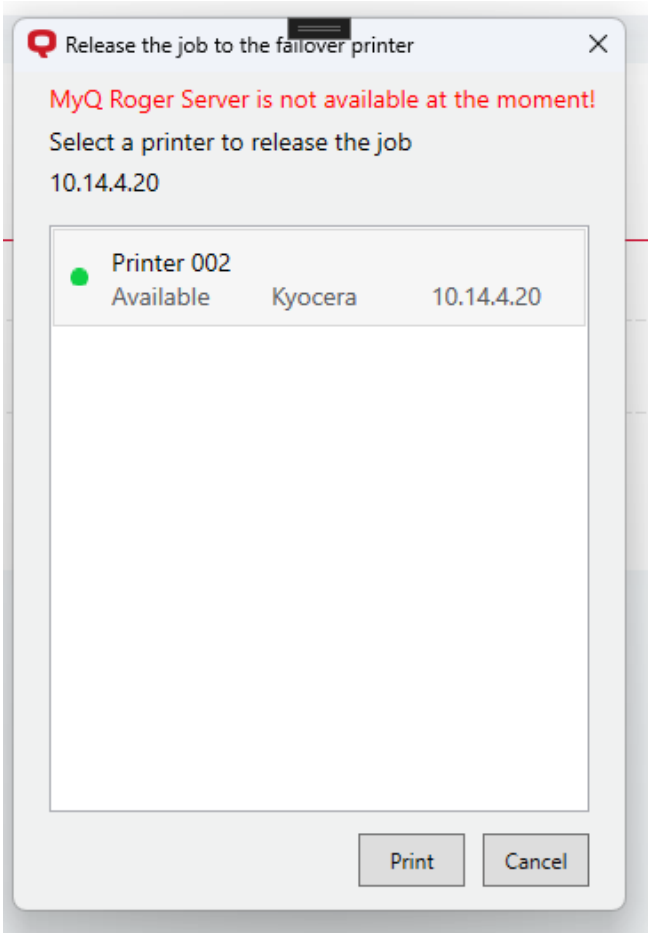


5.2 Fallback Printing

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 or cannot be communicated with.

In such cases, a MyQ Roger Client (MRC) window pops-up with a list of the last five printers used 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.

Single-function printers are supported by MRC on Kyocera, Ricoh, and HP devices.

- 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.

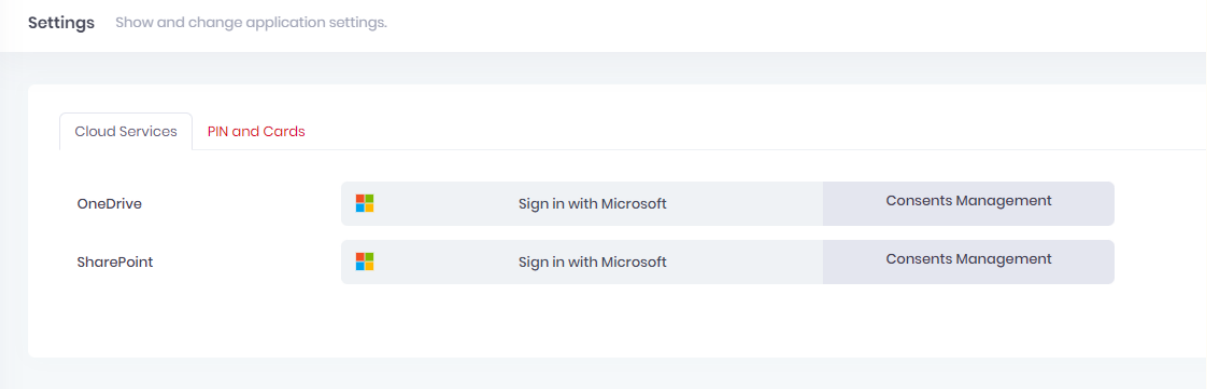
Scanner/copier counters are not reported to the server by MRC.

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

5.5 Cloud Job Spooling

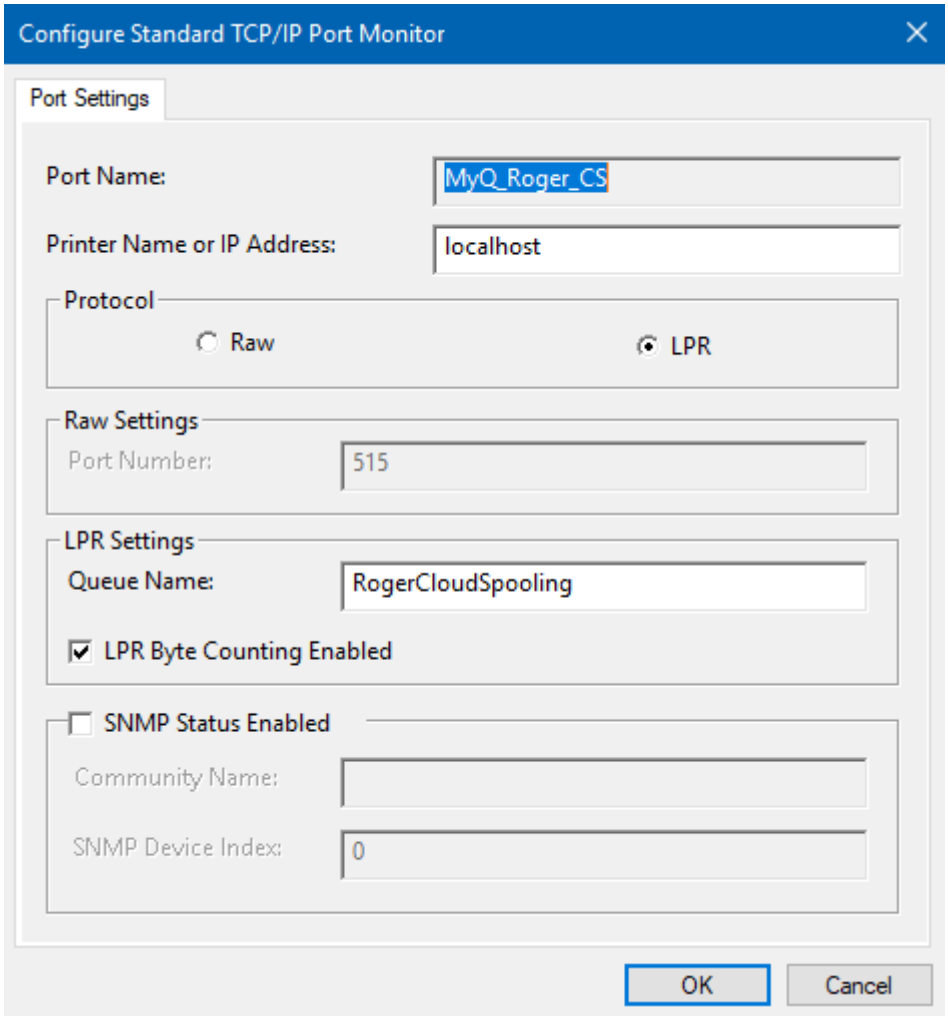
Once MyQ Roger Client (MRC) is installed and connected, it can be used to spool jobs to OneDrive Cloud Storage.

To spool jobs to OneDrive Cloud Storage users must be authenticated using their company Microsoft account and have connected their OneDrive in the MyQ Roger Web Application.

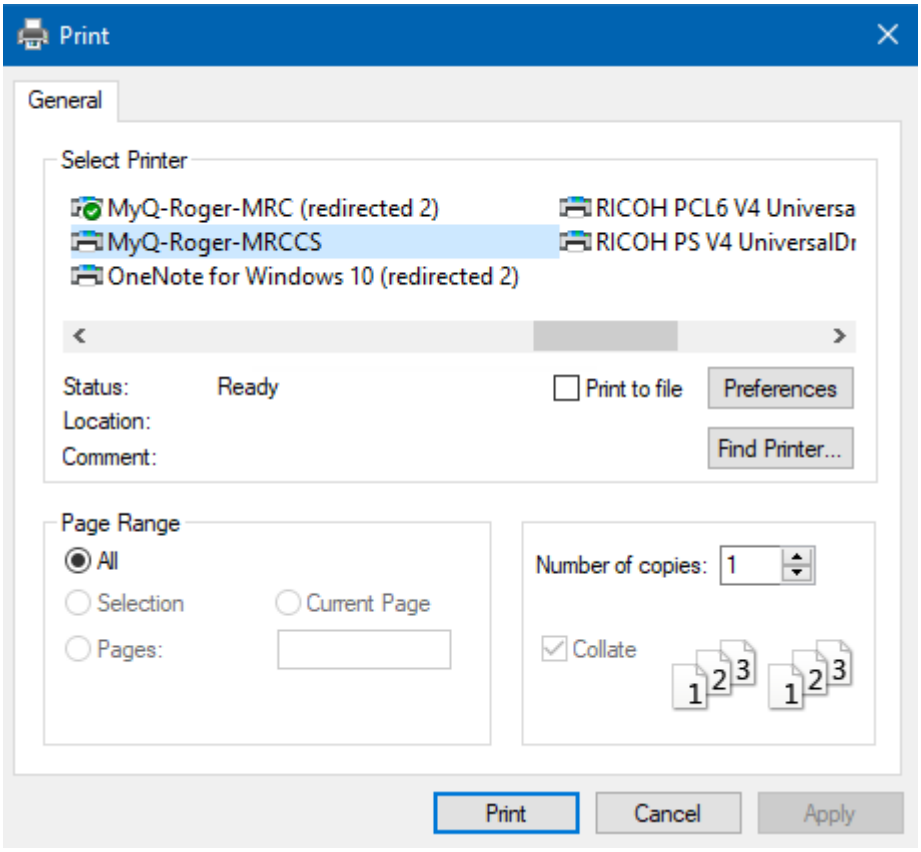


1 My Settings > Cloud Services in the Roger Web App

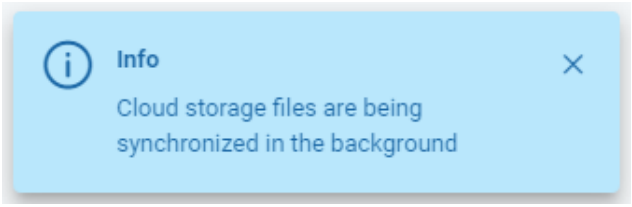
During installation, MRC creates a new printer: **MyQ-Roger-MRCCS** with the following port configuration:

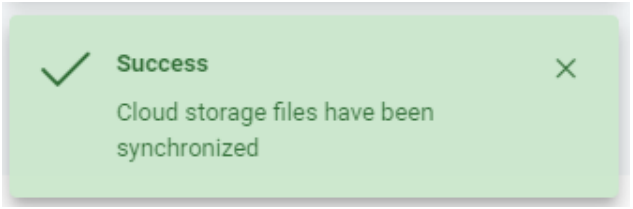


A user can then select this printer in any printing dialogue, to have the job spooled to their OneDrive Account.



If the user has the Roger Web App open, they will see the following notifications indicating that the job has been spooled correctly.

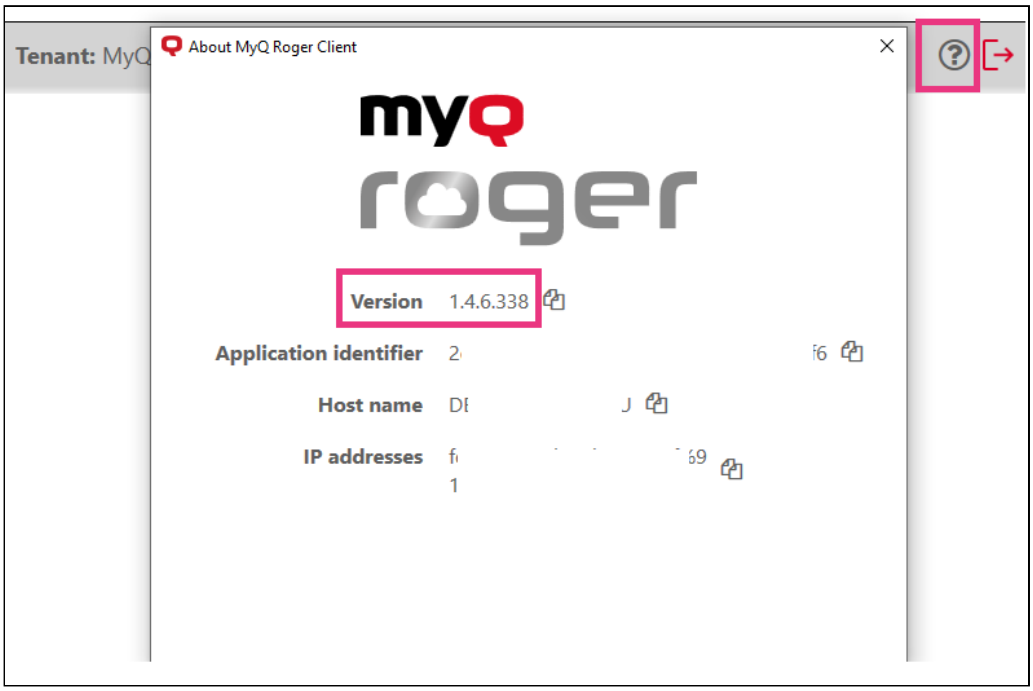




6 Troubleshooting

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.

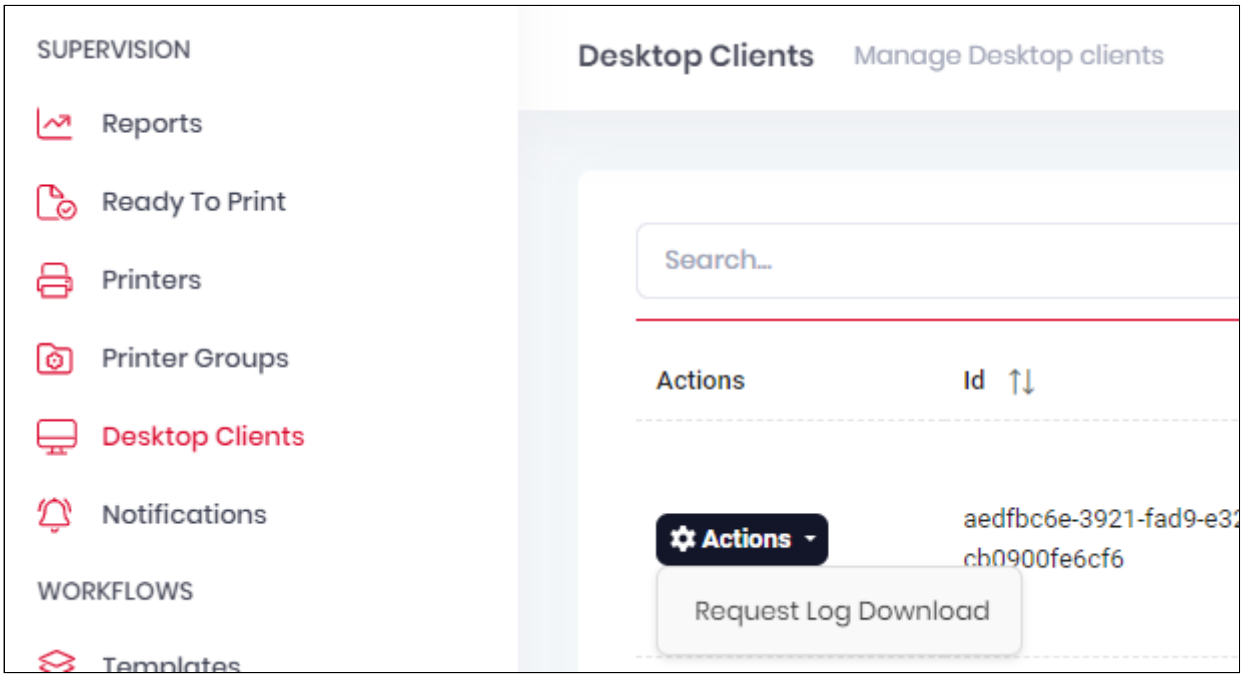


2 This is an example, 1.4.6.xxx means 1.4 (patch 6). You can identify the actual latest version from the Release notes.

- 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.

Alternatively, Log Downloads from MRC can be requested in the Roger Web App in **Desktop Clients**. More information is available here.

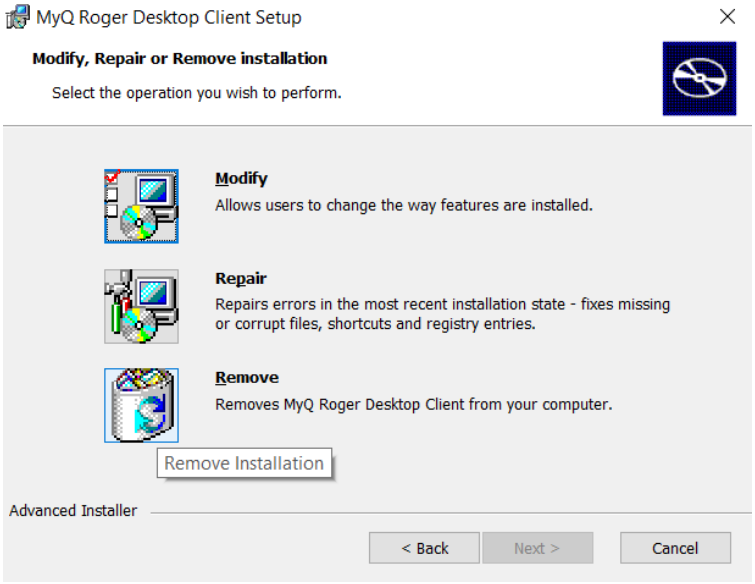

SUPERVISION
Reports
Ready To Print
Printers
Printer Groups
Desktop Clients
Notifications
WORKFLOWS
Templates
Desktop Clients
Manage Desktop clients
Search...
Actions
Id
Actions
Request Log Download

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 Business Contacts

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