



# 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 brandnew **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

Oownload 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.



TENANCYNAME="inserttenancynamehere" command, mentioned in silent installation, can be used with the distribution.

There are two installers for each environment:

- 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:

Configure Standard TCP/IP Port Monitor X							
Port Settings							
Port Name:		MyQ_Roge					
Printer Name or IP Addres	localhost						
Protocol							
◯ Raw			LPR				
Raw Settings							
Port Number:	515						
LPR Settings							
Queue Name:	MyQ						
LPR Byte Counting Er	nabled						
SNMP Status Enabled	d						
Community Name:							
SNMP Device Index:	0						
			ОК	Cancel			

#### **I**f 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**.

🛃 MyQ Roger Desktop Client Setup	-		$\times$
Select Installation Folder			5
This is the folder where MyQ Roger Desktop Client will be installed.			S
To install in this folder, click "Next". To install to a different folder, enter i "Browse".	t belo	w or click	
Eolder:			
C:\Program Files\MyQ\Roger Desktop Client\		Browse	
Advanced Installer	_		
< Back Next >		Can	cel

- 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.

Print Server Properties						
Forms Ports Drivers Security Advanced						
NB295						
Installed printer drivers:						
Name	Processor	Туре				
Adobe PDF Converter	x64	Type 3 - User M				
AnyDesk v4 Printer Driver	x64	Type 4 - User M				
HP Universal Printing PCL 6	х64	Type 3 - User M				
KX DRIVER for Universal Printing	х64	Type 3 - User M				
Kyocera ECOSYS M6035cidn KX	х64	Type 3 - User M				
Kyocera ECOSYS P8060cdn KX	х64	Type 3 - User M				
Kyocera TASKalfa 308ci KX	x64	Type 3 - User M				
Kyocera TASKalfa 3252ci KX	х64	Type 3 - User M				
Microsoft enhanced Point and Print co	х64	Type 3 - User M				
Microsoft enhanced Point and Print co	x86	Type 3 - User M				
Microsoft IPP Class Driver	х64	Type 4 - User M				
Minnet Bol Color Drives		T				

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.

Microsoft Intune admin center							
«	Home > Apps   Windows >						
1 Home	Windows   Windows apps						
📶 Dashboard	•••						
All services	<mark>,                                    </mark>	🕂 Add 💍 Refresh 🛛 🖓 Filter		≡≡ Columns			
Devices	Windows apps	Filters applied: Platform, App type					
Apps		Search by name or publisher					
🛼 Endpoint security		Name	$\uparrow_{\downarrow}$	Туре			
Reports		MyQ Desktop Client 10.2		Windows app (Win32)			
🚨 Users		MyQ Desktop Client 10.2 Patch 1 (Op	otional instal				
🍰 Groups							
🍰 Tenant administration							
Y Traublachasting Laurant							

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

 $\times$ 

# Select app type

Create app

App type	
Select app type	$\sim$
Store app	
Microsoft Store app (new)	
Microsoft Store app (legacy)	
Microsoft 365 Apps	
Windows 10 and later	
Microsoft Edge, version 77 and later	
Windows 10 and later	
Web Application	
Windows web link	
Other	
Web link	
Line-of-business app	
Windows app (Win32)	

5. Select the .intunewin file you created earlier.

Home > Apps   Windows > Windows   Windows apps >							
Add App Windows app (Win32)							
<ol> <li>App information</li> </ol>	<li>2 Program</li>	3 Requirements	4				
Select file * 🕕		Select app package file					

## App package file

 $\times$ 

1	App package file * 🕕	
	"MyQ Roger Client Win (patch 2).intunewin"	В

Name: MyQ Roger Client Platform: Windows App version: 1.2.260 Size: 157.61 MiB MAM Enabled: No



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

Home > Apps   Windows > Windows   Add App Windows app (Win32)	Windows apps >
App information     Program	③ Requirements ④ Detection rules ⑤ Dependencies ⑥ Supersedence ⑦ Assignments ⑧ Review + create
Select file * 🕕	MyQ Roger Client Win (patch 2).intunewin
Name * 🛈	MyQ Roger Client
Description * 🕕	MyQ Roger Client
	Edit Description
Publisher * 💿	MyQ, spol. s r.o.
App Version 🛈	1.2.260
Category ①	Productivity V
Show this as a featured app in the Company Portal ①	Yes No
Information URL ①	Enter a valid url
Privacy URL ①	Enter a valid url
Developer ①	
Owner 🕕	
Notes ①	
Logo 🛈	Select image
Previous Next	

 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.

🕗 App information 🛛 📀 Program	n (3) Requireme	nts ④ Detection rules ⑤ Depe	ndencies (6)	Supersedence	(7) Assignments	(*) Review + create
Specify the commands to install and unit	-			soperocacitee	O roughinous	
nstall command * 🕕	msiexec /i "MyQ	Roger Client Win (patch 2).msi" TENANCYNA	ME="MyQ" REGI	🗸		
Jninstall command * 🕕	msiexec /x "{bc6	31e6e-395d-4fa9-8e97-5e1ba4748d90}" /qn		~		
nstallation time required (mins) 🛈	60					
Allow available uninstall 💿	Yes No					
nstall behavior 💿	System Use	r				
Device restart behavior 🕕	App install may f	orce a device restart		$\sim$		
Specify return codes to indicate post-ins	tallation behavior:					
Return code		Code type				
0		Success	~			
		Success	~	Î		
			~	1		
1707						
1707 3010		Soft reboot		<b>\$</b>		
1707		Soft reboot Hard reboot Retry	~			



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

Home > Apps   Windows > Windows	Windows apps >				
Add App Windows app (Win32)					
App information  Program	<b>Requirements</b> (4) Detection rules	5 Dependencies	6 Supersedence	<ol> <li>Assignments</li> </ol>	8 Review + create
Specify the requirements that devices mus	t meet before the app is installed:				
Operating system architecture * 🕕	2 selected		$\checkmark$		
Minimum operating system * 🕕	Windows 10 1607		$\sim$		
Disk space required (MB)			~		
Physical memory required (MB)			~		
Minimum number of logical processors required ③			~		
Minimum CPU speed required (MHz) ①			~		
Configure additional requirement rules					
Туре	Path/Script				
No requirements are specified.					
+ Add					

Previous Next

#### 9. Set up detection rules.

Windows app (Win32)				Create a rule that indicates the presence of the app.	
🔮 App information 🛛 🔮 Program	n 🥝 Requirements 🕘 Detection rules 🚯 Dependencie	s 🛞 Supersedence 🕐 Assignm	ents (8) Review + crea	Rule type ③	
Configure app specific rules used to det	ect the presence of the app.			MSI product code • () (bc631e6e-395d-4fa9-8e97-5e1ba4748	8d90}
Rules format * ③	Manually configure detection rules	$\sim$		MSI product version check () (Yes No	
Туре	Path/Code				
MSI	(bc631e6e-395d-4fa9-8e97-5e1ba4748d90)				
+ Add 💿					
Previous Negt				01	
Previous Next				OK	

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

Add App Windows app (Win32)	ows > Windows   Win	idows apps >		×
App information	🕑 Program	🛛 Requirements 🛛 💙 Detection rule	s 🕙 Dependencies 🥑	Supersedence  Assignments Beview + create
Any Win32 app of the app.	deployed using Intune will	I not be automatically removed from the device	when the device is retired. The app a	d the data it contains will remain on the device. If the app is not removed prior to retiring the device, the end user will need to take explicit action on the device to remove
Required				
Group mode No assignments	Group	Filter mode	Filter	End user notifications Availability Installation deadline Restart grace period Delivery optimizatio
+ Add group () + Add Available for enro Group mode	f all users ③ + Add all d olled devices ④ Group	ievices ③		
(1) Included		Filter mode	Filter	End user notifications Availability Restart grace period Delivery optimization
(T) monoded	intunetestt	None	None	Contrast download in
+ Add group () + Add	intunetestt I all users ① + Add all d	None		Show all toast polifications . As soon at possible
+ Add group ③ + Add Uninstall ④	l all users 🛈 + Add all d	None levices ()	None	Show all toast notifications As soon as possible Disabled Content download in foreoround
+ Add group () + Add Uninstall () Group mode		None		Show all toast notifications . As soon at possible
+ Add group ③ + Add Uninstall ③ Group mode No assignments	l all users 🛈 + Add all d	None	None	Show all teast notifications As soon as possible Disabled Content download in

#### 11. Review and click **Create**.

Add App ···· Vindows app (Win32)		
App information Ø Progra	am 🥝 Requirements 🥥 Detection rules 🥥 Dependencies 🛇 Supersedence 🛇 Assignments 🏮 Review + create	
Summary		
App information		
App package file	MyQ Roger Client v2.0.1.465-Europe-bundledDrivers.intunewin	
Name	MyQ Roger Client	
Description	MyQ Roger Client	
Publisher	MyQ	
App Version	2.0.1.465	
Category	No Category	
Show this as a featured app in the Company Portal	No	
Information URL	No Information URL	
Privacy URL	No Privacy URL	
Developer	No Developer	
Owner	No Owner	
Notes	No Notes	
Logo	No logo	
Program		
Install command	msiews: /i "MyQ Roger Client Win (patch 2).msi' TENANCYNAME = "MyQ" REGIONID="us" /qn	
Uninstall command	msiexec /x * (bc631e6e-395d-4fa9-8e97-5e1be4748d90)* /qn	
Installation time required (mins)	60	
Allow available uninstall	Yes	

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 $\rightarrow$	Dismiss all 🗸
Uploading MyQ Roger Client	94% complete $ imes$
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.

Role name	Permissions
Search	
~ 🗹	Pages
>	Administration
~	🖌 💳 Desktop Clients
	Z Delete
2	Device Code
	Direct Print
>	Jobs
>	PIN and Cards
>	Profile parameter instances
>	Ready To Print
>	Scan Profiles
>	Settings
	anging your own permissions, you may need to refresh page (F5) to take effect of permission your own screen!

## 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	<ul> <li>MyQ Roger Client authentication</li> <li>User authentication</li> <li>Reporting jobs</li> </ul>
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.

A 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.

Q MyQ Roger Client			×
myo roger	Tenant: mrc	<b>User:</b> {FullName} Username: {User}	?
		<b>Q</b> Sign in with MyQ	
		Sign in with QR code	
		<b>G</b> Sign in with Google	
		Sign in with Microsoft	
(C) 2024, MyQ spol. s r.o., <u>Privacy policy</u>			

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**.

<b>Q</b> Tenant Administration	×
myę	
roger	
Enter your credentials	
Tenant name:	
Username/e-mail:	
Password:	
G Back Dogin	

- **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**.

<b>Q</b> Tenant Administration	Х
my	<b>VQ</b>
1	oger
Enter	r your credentials
Tenant name:	Personal
Username/e-mail:	
Password:	
	G Back Octo

- **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.

myç
Connect Roger Desktop Client
to your tenant
Scan the QR code from the MyQ Roger mobile app or <u>use this link</u> . DCFB-G9H6
This window will close in 117 second(s) o 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.

Create Desktop Client	×
Use the MyQ Roger mobile app to connect desktop client. Simply scan the QR code that appears on Sign in with QR of Create Desktop Client with user code Enter the device code displayed on the Desktop client Sign in with QR code screen      XXXX-XXXX	code.
Cancel +C	create

#### 5.2 Fallback Printing

**i** 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.

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

**i** 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.

	A 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.						
		change application					
	Cloud Services	PIN and Cards					
	OneDrive			Sign in with Microsoft	Consents Management		
	SharePoint			Sign in with Microsoft	Consents Management		
1 M	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:

Configure Standard TCP/IP Port Monitor				×
Port Settings				
Port Name:		MyQ_Roger_CS		
Printer Name or IP Address:		localhost		
Protocol		,		
C Raw			← LPR	
Raw Settings				
Port Number:	515			
LPR Settings				
Queue Name:	Roger	CloudSpooling		
☑ LPR Byte Counting En	abled			
SNMP Status Enabled				
Community Name:				
SNMP Device Index:	0			
			ОК	Cancel

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

🖶 Print	>
General	
Select Printer	
MyQ-Roger-MRC (redirected 2)	RICOH PCL6 V4 Universa
HyQ-Roger-MRCCS ConeNote for Windows 10 (redirected 2)	RICOH PS V4 UniversalDr
<	>
Status: Ready Location: Comment:	Print to file Preferences
Page Range	
All	Number of copies: 1
Selection     Current Page       Pages:	Collate
Print	Cancel Apply

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

(j) Info ×	Success	×
Cloud storage files are being synchronized in the background	Cloud storage files have been synchronized	

# 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	Desktop Clients	Manage Desktop clients
Reports		
Co Ready To Print		
Printers	Search	
Printer Groups	Actions	ld ↑↓
Desktop Clients		
🗘 Notifications	Actions -	aedfbc6e-3921-fad9-e32 cb0900fe6cf6
WORKFLOWS	Request Lo	g 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**.

😹 MyQ Roger Desktop Client Setup		$\times$
Modify, Repair or Remove installation		5
Select the operation you wish to perform.		⋗
	Modify Allows users to change the way features are installed.	
1	Repair Repairs errors in the most recent installation state - fixes missing or corrupt files, shortcuts and registry entries.	
Remo	Remove Removes MyQ Roger Desktop Client from your computer.	
Advanced Installer	< Back Next > Cancel	

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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