MyQ Roger Server Administration

June/2025
Revision 23

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1 Introduction

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

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

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.

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

2 Basic Information

As of 4th June, 2025, the IP addresses of the Roger servers have changed.

Updated IP Addresses

US Region

- WEB & API: 20.62.64.184
- AMQP: 20.62.64.185

EU2 Region

- WEB & API: 51.116.176.63,
- AMQP 51.116.176.66

EU Region

- WEB & API: 104.41.220.127
- AMQP: 104.41.220.124

Known Issues

- Some clients may temporarily fail to resolve services if DNS caching delays occur.
- No changes are needed for most users; services will remain operational during the transition.

Troubleshooting

- Try clearing your DNS cache or restarting your device/network.
- Ensure your firewall allows connections to the updated IP ranges.
- Reach out to our support team if issues persist.

The guide is intended for administrators, as it describes the installation and administration of a MyQ Roger tenant. You learn how to log in to your MyQ Roger tenant, how to manually create, import, and edit users, how to modify device and security settings, and how to establish the connection between your MyQ Roger tenant, your Multi-Function Devices (MFDs) and your smartphones.

The below server technologies are used in MyQ Roger. They are maintained by MyQ and are automatically included when upgrading to new versions:

- ASP.NET Core REST API technology.
- Angular front-end compiled to JavaScript which runs on the client browser side.
- Hosted in Azure and orchestrated by Kubernetes, which provide plenty of abilities like:
  - Scalable solution - The MyQ Roger instances run in virtual machines (Docker). They are continuously monitored by an automatic scaler. When the CPU or memory trigger the set limits of the load, it automatically adds a new instance to the new virtual machines. The net traffic also affects the CPU load. The Load Balancer automatically directs any incoming requests to less loaded instances.
  - Regional hosting - The application is designed to have tenants in a standalone database. This is great for any regional independent hosting. To reduce and minimize the distance latency, it is possible to run it from any region available in Azure.
  - Monitored solution - The solution is continuously monitored.

- Static files CND distribution - The MyQ Roger set of web static files has more than 10MB. To provide the best user experience, Content Network Distribution is used to distribute those static files around the world.

2.1 Prerequisites Before the Installation

- An account with administrator rights to the MyQ Roger tenant.
- Make sure that the https port *443* is allowed in the firewall.
- Make sure that TCP outgoing traffic to the internet is allowed on the device.

⚠ Make sure your SNMP settings are correct to avoid printing disruptions.

2.2 Communication Ports and Protocols

PC / MyQ Roger Client (MRC)		
Target	**Protocol, Port**	**Description**
MyQ Roger Server https://eu.roger.myq.cloud https://us.roger.myq.cloud https://discovery.myq.cloud/regions	HTTPS, 443 | 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, 9100 | IPPS, 10012	Job release / printing
Printer		
Target	**Protocol, Port**	**Description**
MyQ Roger Server https://eu.roger.myq.cloud https://us.roger.myq.cloud amqps://eu.amqp.myq.cloud amqps://us.amqp.myq.cloud https://discovery.myq.cloud/regions	HTTPS, 443 | TLS secured amqps, 5671	MyQ Roger authentication General communication Print and scan jobs
MyQ Roger Mobile App		
Target	**Protocol, Port**	**Description**

MyQ Roger Server https://eu.roger.myq.cloud https://us.roger.myq.cloud https://discovery.myq.cloud/regions	HTTPS, 443 | TLS secured	Authentication, general communication, print and scan jobs

3 Installation

MyQ Roger can be easily installed and is ready-to-use in these simple steps:

- Log in as an administrator to your MyQ Roger tenant and create users.
- Download the MyQ Roger mobile app to your smartphone.
- Install MyQ Roger to your Multi-Function Devices (MFDs).
- Establish the connection between MyQ Roger, your MFD, and your smartphone.

3.1 MyQ Roger Mobile App

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

In Android devices, open the Google Play Store application, search for **MyQ Roger>Cloud Print & Scan**,

- Select **MyQ Roger>Cloud Print & Scan**, and tap **Install**.
- In iOS devices, open the **App Store** application, click on **Search** on the bottom-right and search for **MyQ Roger>Cloud Print & Scan**, select **MyQ Roger>Cloud Print & Scan**, and tap **Get**.

For a detailed MyQ Roger mobile app overview, check the *MyQ Roger Mobile App Installation and Usage* guide, and the brand-specific MyQ Roger guides.

3.1.1 User Authentication

In the MyQ Roger mobile app,

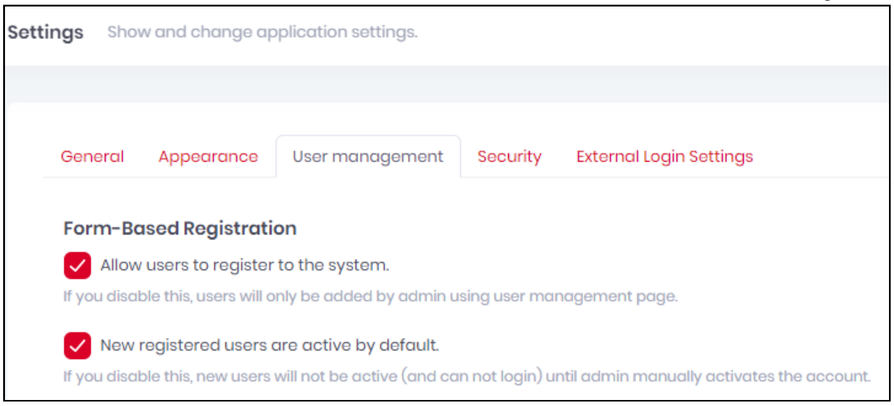
- Go through the mini welcome guide.
- Choose in which **Region** to save your data (**European data center** or **American data center**).
- Type the name of your tenant in the **Tenancy name** field.
- Choose the **account** you want to use to log in.

By choosing **WORK ACCOUNT**, you can log in to the MyQ Roger tenant, with multiple sign-in options:

- Sign in with MyQ - Type your MyQ Roger credentials and tap **SIGN IN**.
    - **Username / E-mail address** - Your MyQ Roger Username or email address.
    - **Password** - Your MyQ Roger password.
- **Sign in with Apple** - You are redirected to log in to your Apple account.
- **Sign in with Google** - You are redirected to log in to your Google account.
- **Sign in with Microsoft** - You are redirected to log in to your Microsoft account.

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

- For users to be able to use a personal account, external providers, or sign up, the administrator should enable the **Allow users to register to the system** setting, available in the MyQ Roger web server, in **Administration>Settings>User management**.
- If the **New registered users are active by default** setting is disabled, any newly registered user account will not be active until the administrator manually activates their account.



If a user registers an account directly by using external authentication (Apple, Google, Microsoft):

- The registration process generates a **user name** and the user can change it later.
- If the **Name** or **Surname** is not provided or generated by the external provider, the user account will be created as **Guest_{randomchars}**.
- Once registered, the account needs to be activated by the Administrator (if automatic activation is disabled).

External authentication is not currently available for users with an existing account.

3.2 MyQ Roger and MFDs

3.2.1 Installing the MyQ Roger Terminal to MFDs

Installing the MyQ Roger terminal to your Multi-Function Devices (MFDs) differs from brand to brand.

For detailed instructions, check the brand-specific MyQ Roger guides.

3.2.1.1 Connecting the MyQ Roger Terminal to the MyQ Roger Server

Once you have configured your MyQ Roger tenant and installed MyQ Roger on your MFDs, it is necessary to establish a connection between your tenant, your MFD, and your smartphone.

This can be done either via the MyQ Roger mobile app (recommended), or via using your device's code in the MyQ Roger web server.

3.2.1.2 Via the MyQ Roger Mobile App (Recommended)

- Log in to the MyQ Roger mobile app with your MyQ Roger credentials.
- Once logged in to the app, simply use the **Login** button at the bottom-center of the screen to scan the QR code displayed on the MFD.

This way, the connection between your MyQ Roger tenant, your MFD, and your smartphone is established.

You see the **Printer successfully paired** notification on your phone, and the MyQ Roger log in-screen on your MFD. This action only needs to be done once, and as soon as it is successfully completed, the device is paired with your tenant and displays a dynamic QR code for users to log in.

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

- The printer has not been registered yet with any tenant:
  - If the user has standard permissions (print, scan, etc.), they cannot pair the device. It fails and an error message is displayed on the mobile phone.
  - If the user has admin permissions (device pairing), they can pair the device with a tenant. The new record of the printer is created under the tenant, and the printer is immediately active. A new QR code is displayed and any user on that tenant can log in.
- The printer is registered (paired with the same tenant as the user):
  - The user (with standard and/or admin permissions) is logged in to the printer and can control it via their mobile phone.
- The printer is registered with a different tenant:
  - Since the printer is paired with a different tenant, it cannot be used, and an error message is displayed on the mobile phone.
- The user is unable to log in:
  - Check if the correct MyQ Roger tenant is used.
  - Check if the user's account is locked.
  - Check if the user's account is deactivated.

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

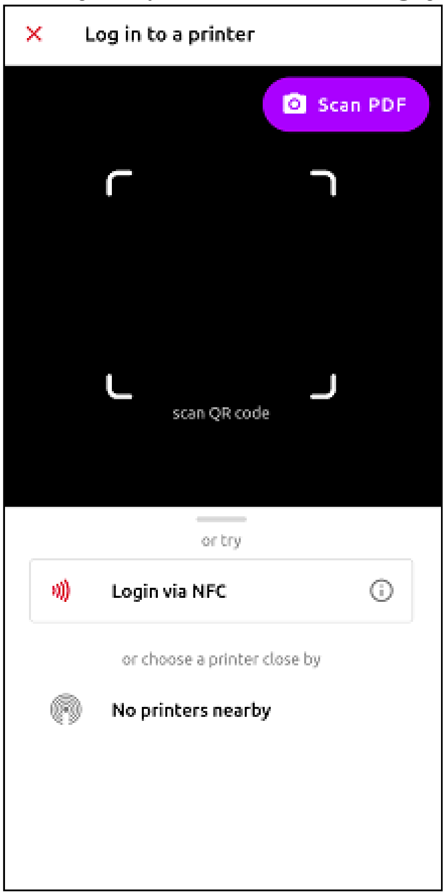
You can also log in via NFC, if the device has already been paired by the administrator and if NFC is supported by your phone.

To pair the device,

1. Tap the **Login** button and then tap the information button next to the **Login via NFC** option.
2. Tap **Pair new tag**. Bring the phone close to the printer and tap **Write to NFC tag**. Once done, scan the QR code on the printer to finish the device pairing.

To log in via NFC,

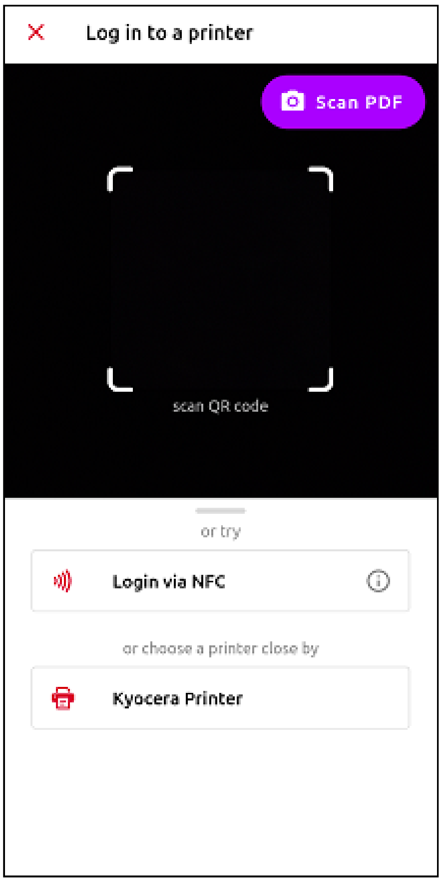
1. Tap the **Login** button and select **Login via NFC**.
2. Move your phone close to the NFC tag on the MFD. Once your phone reads the tag, you are logged in to the MFD.



Another option is to log in to an MFD paired via Bluetooth if the device is connected with a BLE reader.

Any Elatec reader with BLE support can be used, and the reader has to be configured specifically (contact MyQ for the configuration).

1. Once the BLE reader is configured, tap the **Login** button on the MyQ Roger mobile app and select one of the paired printers from the list.
2. If there are no printers on the list, select **Discover printers via Bluetooth**. Once an unknown device appears on the list, tap on it and scan the QR code to pair it.



Your MyQ Roger setup is now complete, and you can start working with it.

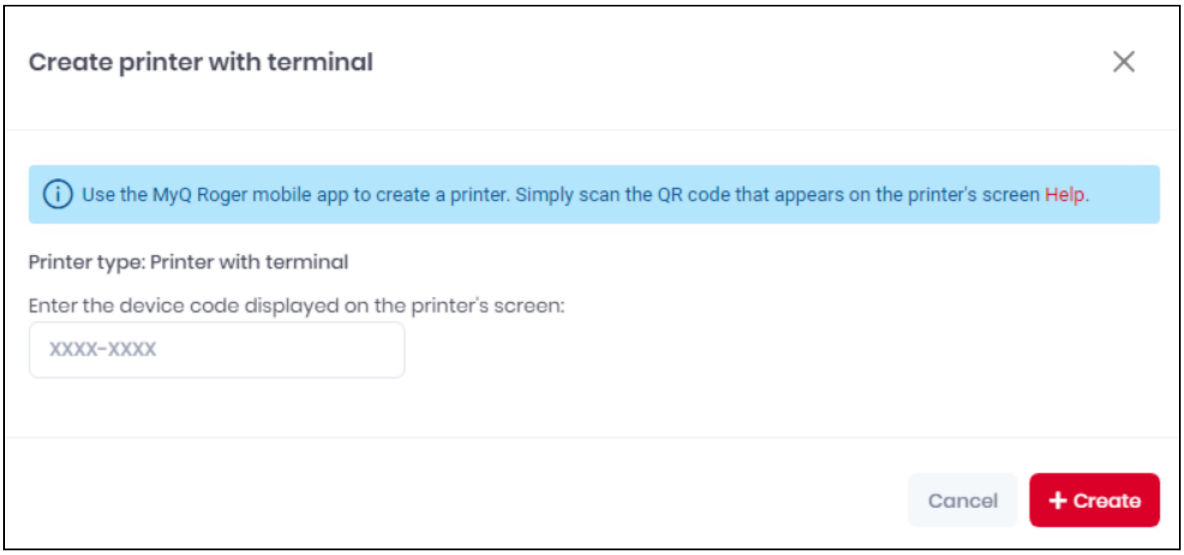
For a detailed MyQ Roger mobile app overview, check the *MyQ Roger Mobile App Installation and Usage* guide, and the brand-specific MyQ Roger guides.

3.2.1.3 Via the Device Code in the MyQ Roger Web Server

In the MyQ Roger web server, go to **Supervision>Printers**.

To remotely register, pair, and log in to a device,

1. Click the **Create printer with terminal** button.
2. Enter the device code displayed on the printer's screen and click **+Create**.

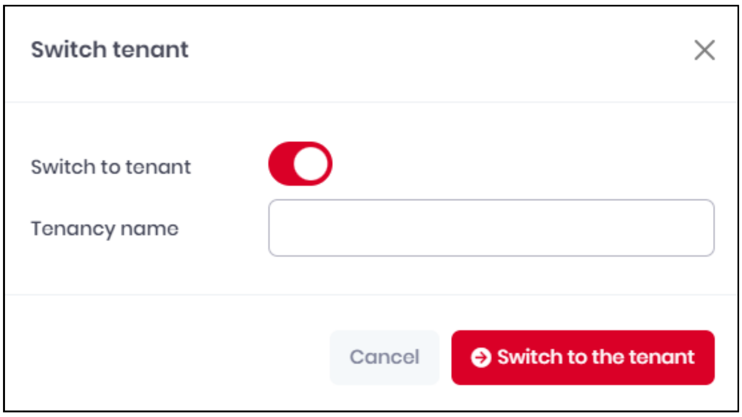


Your MyQ Roger setup is now complete, and you can start working with it.

4 Logging in to MyQ Roger

To log in to your MyQ Roger tenant:

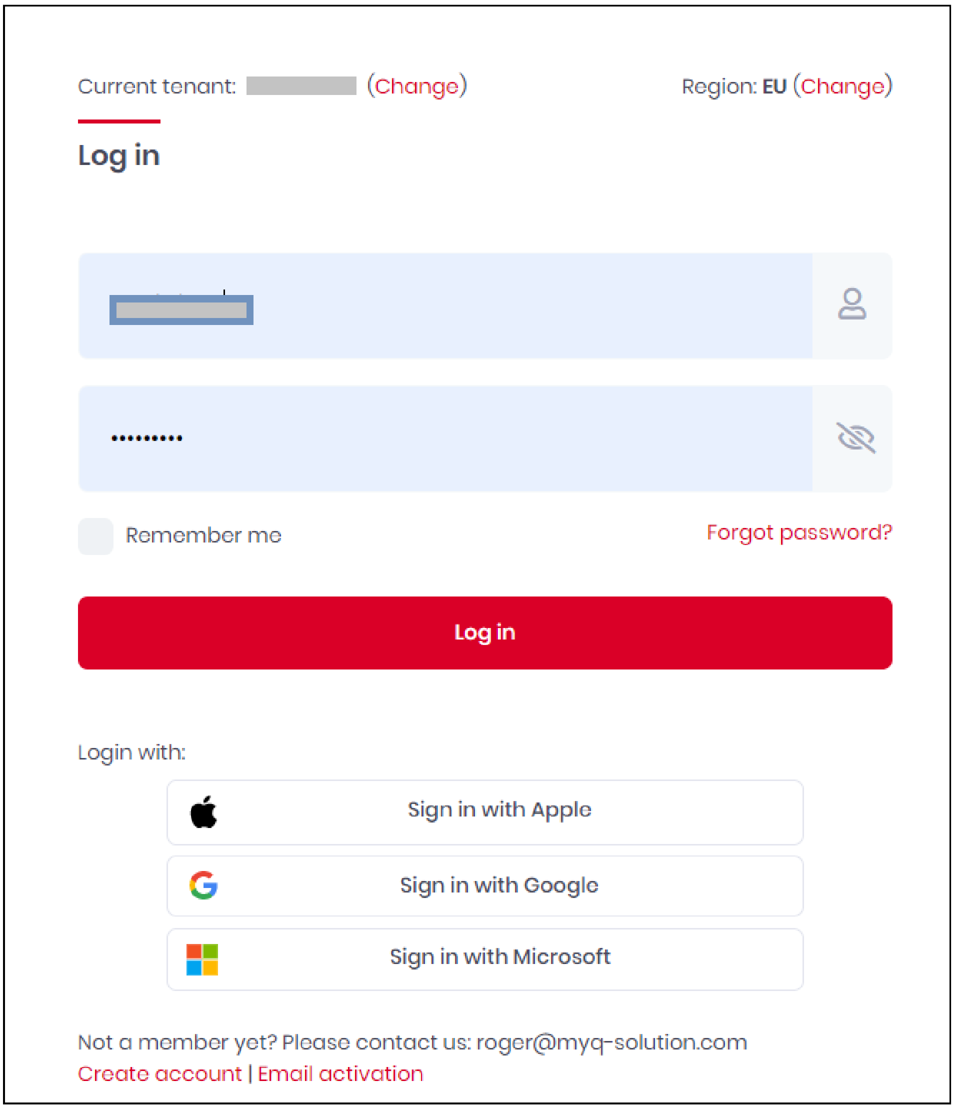
1. In your browser, go to **https://eu.roger.myq.cloud/** for the EU region or **https://us.roger.myq.cloud/** for the US region.
2. Click **Change** next to **Region** to change the current region.
3. Click **Change** next to **Current tenant**.
   In the Switch tenant pop-up window:
4. Enable the **Switch to tenant** option.
5. In the **Tenancy name** field, type the name of the tenant you want to switch to.
6. Click **Switch to the tenant**.



Your tenant is selected, and you can now log in with your MyQ Roger account:

1. Type your **User name** or **email**.
2. Type your **Password**.
3. Click **Log in**. (There are additional steps if 2FA is enabled. For details, check here.)

You are now logged in to the MyQ Roger web server.



4.1 Two-Factor Authentication

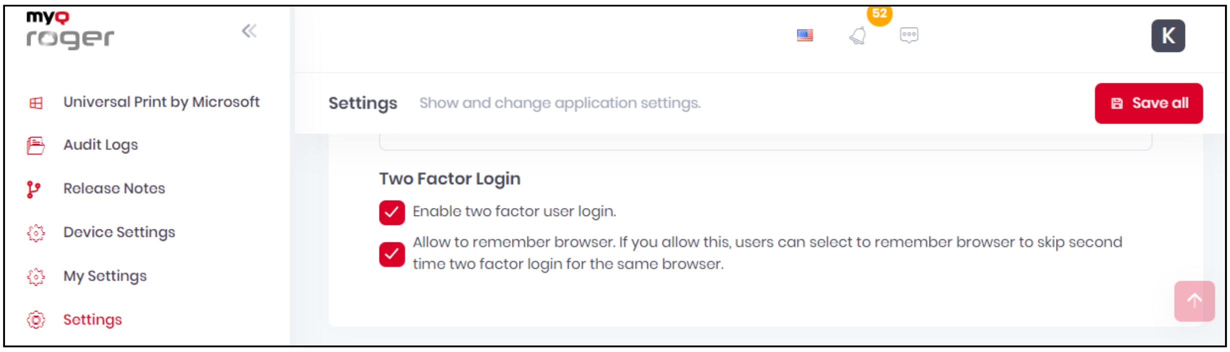
Two-Factor Authentication, or 2FA, is an extra layer of protection used to ensure the security of online accounts apart from a username and password.

MyQ Roger offers 2FA via email or Authy (Google Authenticator) for logging in to MyQ Roger web.

4.1.1 Two-Factor Authentication Setup

To use 2FA in MyQ Roger:

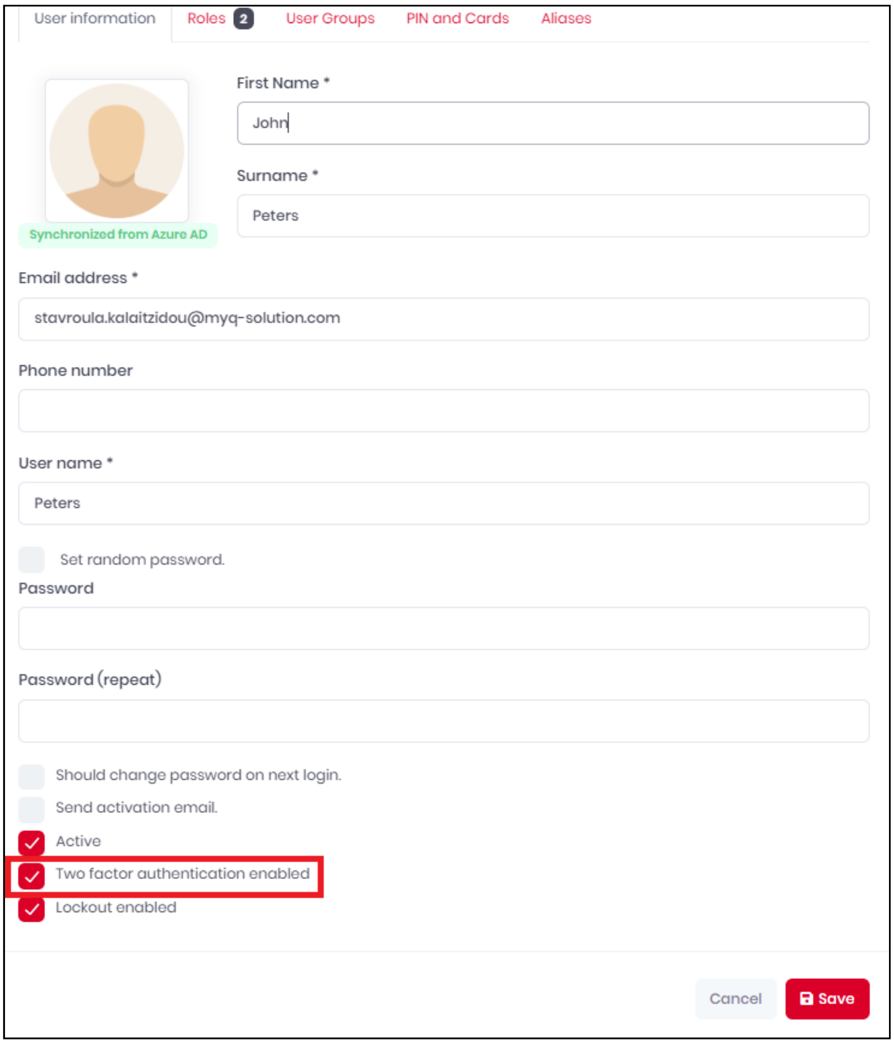
1. Go to **Administration>Settings>Security>Enable two-factor user login**.
2. Enable **Allow to remember browser.** If you allow this, users can select to remember browser to skip the second time two-factor login for the same browser.
   This allows users to enable the **Remember this browser** option on their login screen.



2FA is disabled by default for all users.

To enable it,

1. Go to **Organization>Users**, click **Actions** and **Edit** the user.
2. Mark the **Two-factor authentication enabled** checkbox and click **Save**.

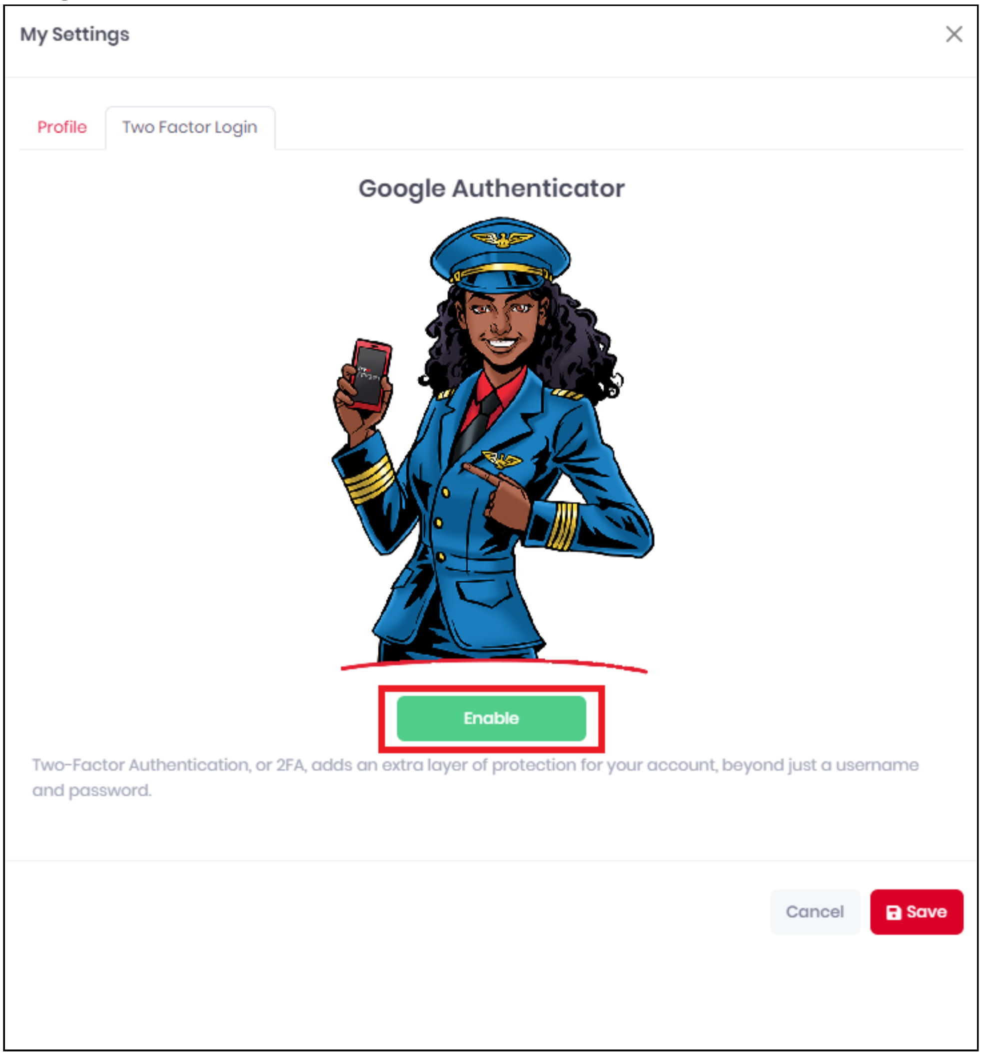


2FA via email is now configured for the user.

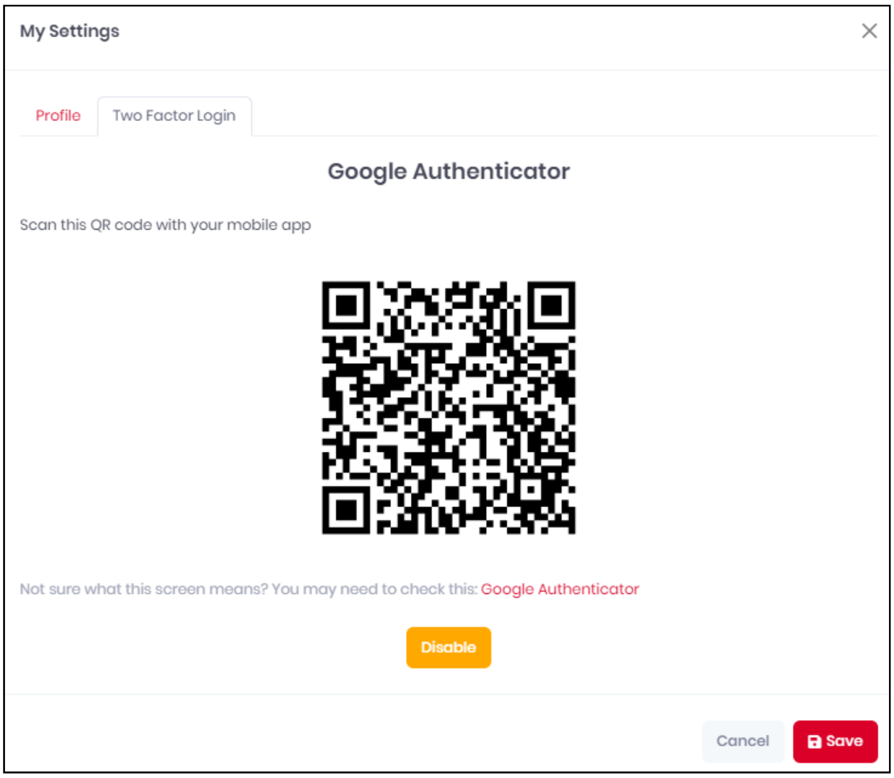
For the above settings to work correctly, the user must have a confirmed email address.

Once the settings above are saved, users can also set up 2FA with Google Authenticator by themselves.

1. This is done by going to their user profile (upper-right corner) and clicking **My Settings**.
2. In the **Two Factor Login** tab (only visible if the above admin settings were done), **Enable** the Google Authenticator.



3. Scan the QR code with your phone to pair your Google Authenticator app to MyQ Roger, or click **Disable** to disable it.



4.1.2 2FA via E-mail

Once 2FA via email for a user is configured, the user needs to follow this process to log in to MyQ Roger web server.

1. In a browser, go to https://eu.roger.myq.cloud/ for the EU region or https://us.roger.myq.cloud/ for the US region.
2. Fill in the required information (Current tenant, Region, Username or email, Password), and click **Log in**.
   In the next screen, the user is asked to verify themselves by selecting a verification type. The current available verification type is **Email**.
3. Click **Submit** to receive an email with the security code.
4. In the next screen, type the security code received via email, and click **Submit**. If allowed by the administrator, you can check the **Remember this browser** setting to skip 2FA for future logins in this browser. (If the 120 seconds timer runs out before submitting the code, you get the *Timeout, please try again* pop-up.)
5. After clicking **OK**, you are redirected to the login screen where you have to restart the log in process).
   Once the security code is verified, the user is successfully logged in to MyQ Roger web server.

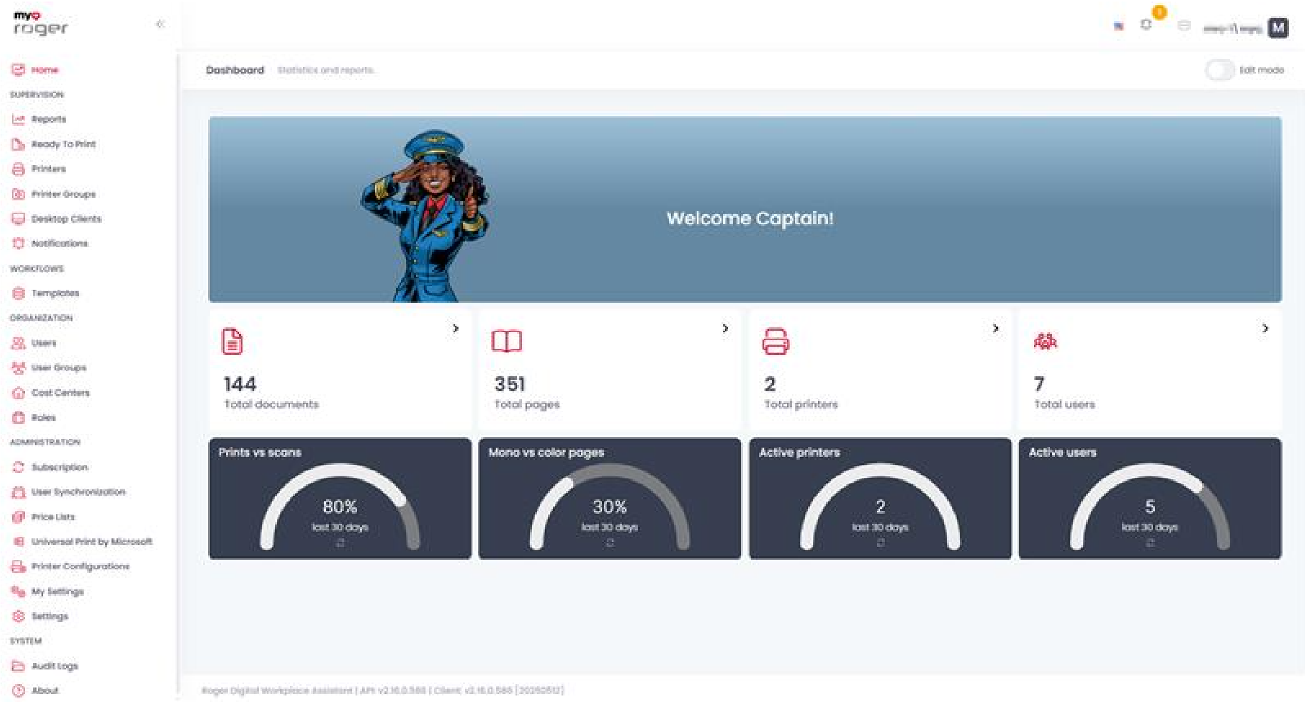
4.1.3 2FA via Google Authenticator

Once 2FA for a user is configured by the administrator, and the user has enabled Google Authenticator for themselves, the user needs to follow this process to log in to MyQ Roger web server.

1. In a browser, go to https://eu.roger.myq.cloud/ for the EU region or https://us.roger.myq.cloud/ for the US region.
2. Fill in the required information (Current tenant, Region, Username or email, Password), and click **Log in**.
   In the next screen, the user is asked to verify themselves by selecting a verification type.
3. Since Google Authenticator is the preferred verification type, click **Submit** to receive a security code in your Google Authenticator.
4. In the next screen, type the security code from Google Authenticator, and click **Submit**. If allowed by the administrator, you can check the **Remember this browser** setting to skip 2FA for future logins in this browser. (If the 120 seconds timer runs out before submitting the code, you get the *Timeout, please try again* pop-up.)
5. After clicking **OK**, you are redirected to the login screen where you have to restart the log in process).
   Once the security code is verified, the user is successfully logged in to MyQ Roger web server.

5 Home

After you log in, you land in the MyQ Roger Server Home page. You can see the settings menu on the left side, the customizable dashboard with statistics and reports in the middle, and further settings in the upper-right main ribbon.



1. To return to the Home page, you can either click **Home** in the left-side menu or click on the MyQ Roger logo on the upper-left side.

5.1 Menu

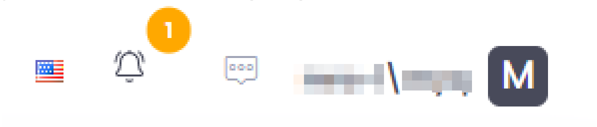
The settings menu is divided into the following categories, all explained in detail:

- Home
- Supervision
- Workflows (only visible after a paid license is added)
- Organization
- Administration
- System

5.2 Main Ribbon

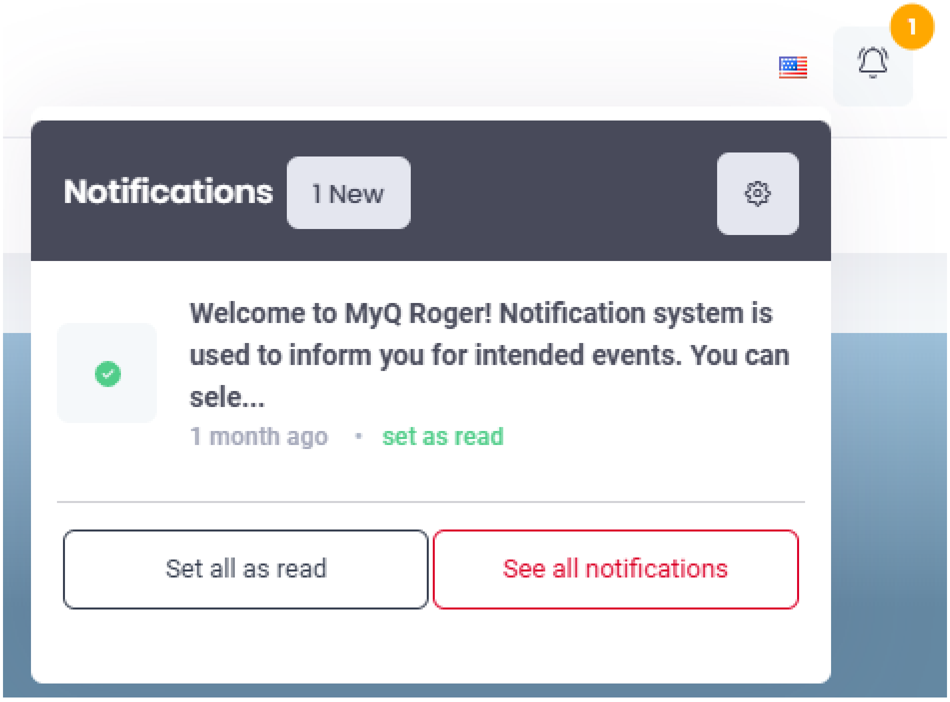
In the main ribbon, you can:

- Change the language of the MyQ Roger Server web app by clicking on the **flag** and selecting your preferred language.

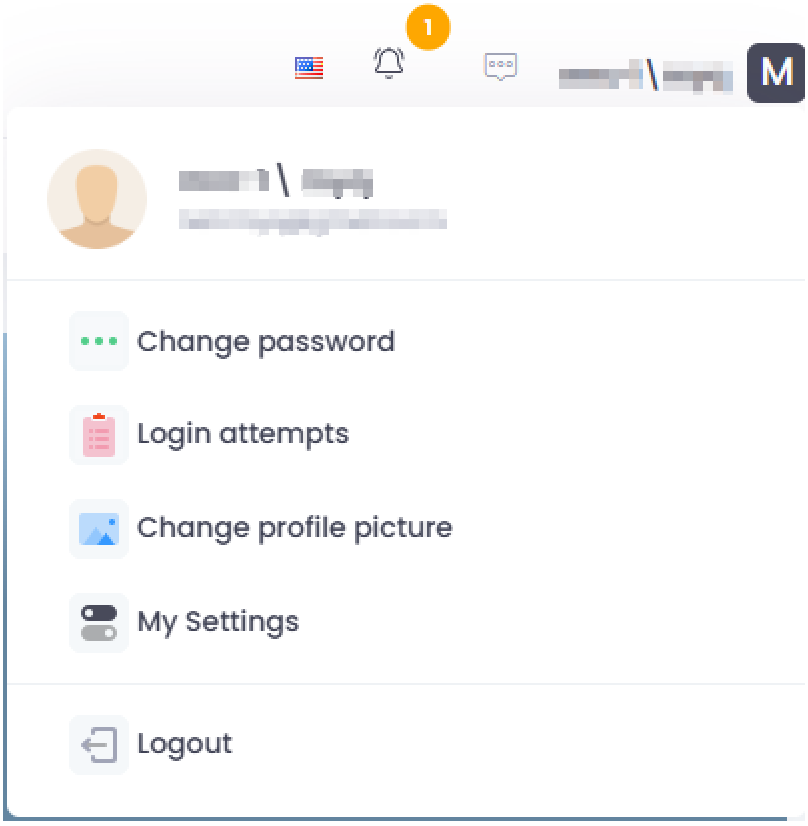


This setting only changes the language of the MyQ Roger Server web app. To change the language of a MyQ Roger embedded terminal app, go to *Administration>Settings>General>Default Language* and consult the relevant brand guide for further configuration.

- View and manage notifications by clicking on the bell. You can **Set all as read**, **See all notifications** (which takes you to the Notifications page) and edit notification settings by clicking on the **gear icon**.

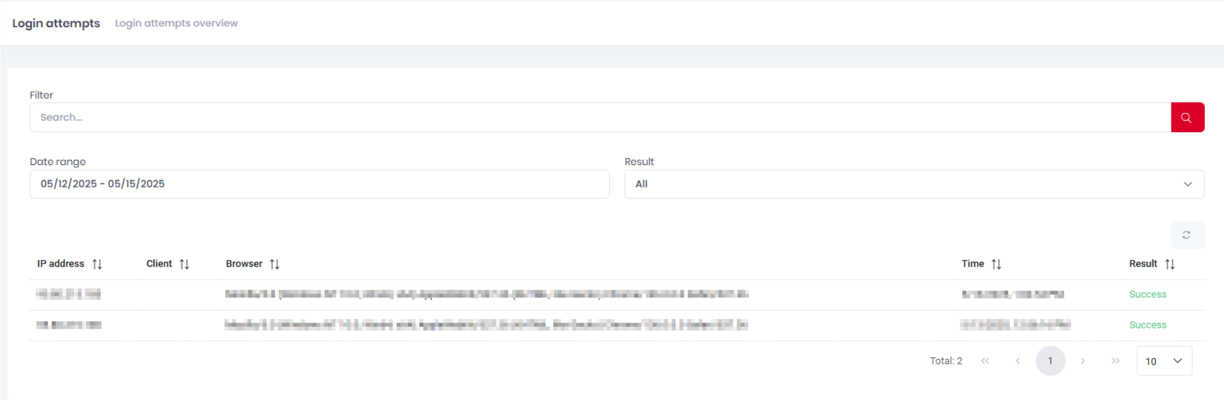


- Manage your account by clicking on your **user name**:



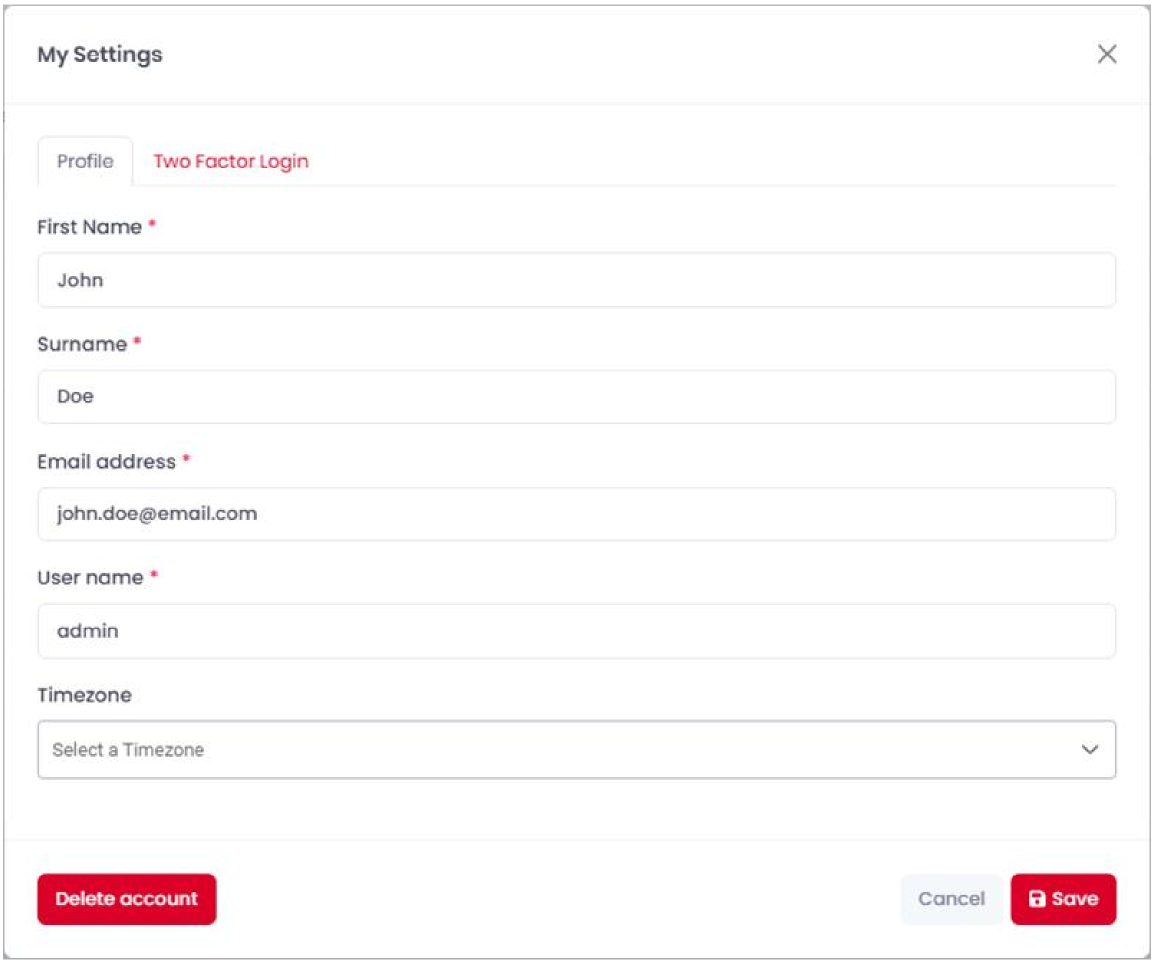
- Change password:
  - In the pop-up window, type your new password twice and click **Save**.

- Login attempts:
  This takes you to the login attempts overview page where you can view a list of your login attempts and information about **IP address**, **Client**, **Browser**, **Time** and date, and if the attempt was successful.



- Change profile picture:
  - In the pop-up window, mark the **Use Gravatar profile picture** checkbox if you want to use Gravatar or click **Choose a file** to upload a profile picture.
    The uploaded file should be a JPG, JPEG, or PNG with a 5MB maximum size.
  - Click **Save** to apply your changes.

- My Settings:
  - In the pop-up window, you can edit your profile related settings such as **First Name**, **Surname**, **Email address**, **User name**, and **Timezone**.
- Delete account:
  - You can also use **Delete account** to delete your account.
    The tenant administrator's account and synchronized users' accounts cannot be deleted from here.
  - Click **Save** to apply your changes.

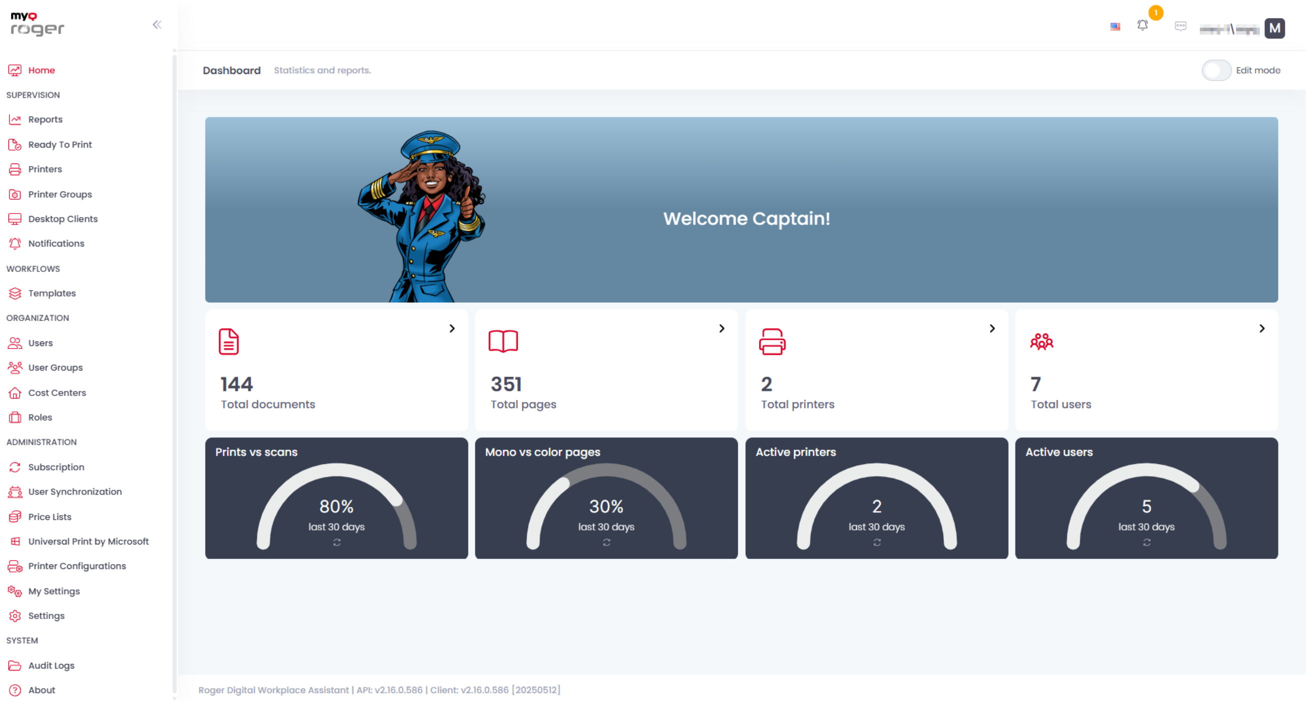


- Logout: Click to log out.

5.3 Dashboard

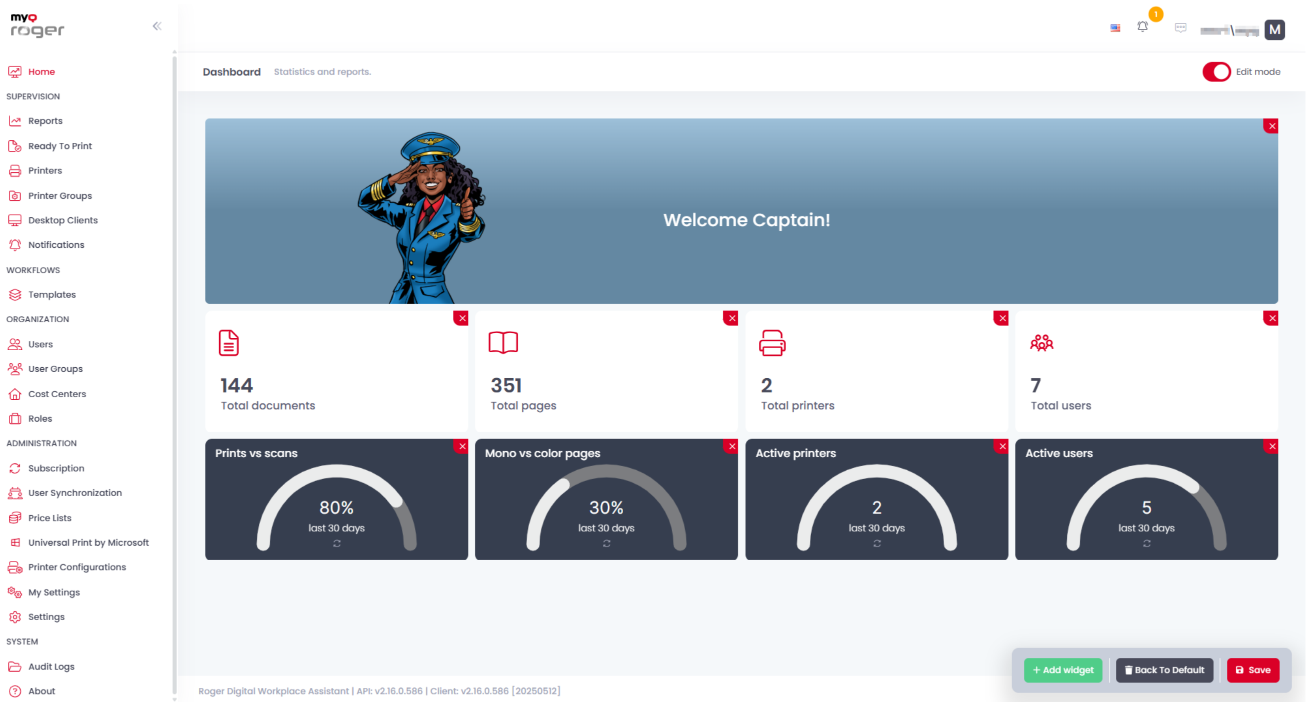
The MyQ Roger dashboard is displayed once you log in. You can also navigate to it by clicking the MyQ Roger logo in the upper-left corner.

The dashboard contains multiple widgets that inform you about statistics and reports of your MyQ Roger tenant.



In order to modify the dashboard,

- You can switch **Edit mode** on. Once on, you can **Add widget**, restore the dashboard **Back to Default**, drag and drop widgets to rearrange the dashboard.
- You can also click on the **X** button on a widget to remove it from the dashboard.
- Once you are done, **Save** your changes and switch **Edit mode** off.



To add a new widget to the dashboard,

- Click **Add widget** when Edit mode is on.
- In the Add widget pop-up, select the new widget from the drop-down, and click **Save**.

The widget then appears on your dashboard.

The available widgets are:

- Total users count - The total number of users in your tenant
- Total pages count - The total number of printed pages
- Total printers count - The total number of printers
- Total documents count - The total number of printed documents
- Banner - Adds the MyQ Roger banner in your dashboard
- Active users last 30 days - The number of active users in the last 30 days
- Active printers last 30 days - The number of active printers in the last 30 days
- Print vs Scan last 30 days - A percentage comparison of printed versus scanned pages in the last 30 days
- Mono vs Color last 30 days - A percentage comparison of printed mono versus color pages in the last 30 days

6 Supervision

Under **Supervision** in the left-side menu, the MyQ Roger administrator can:

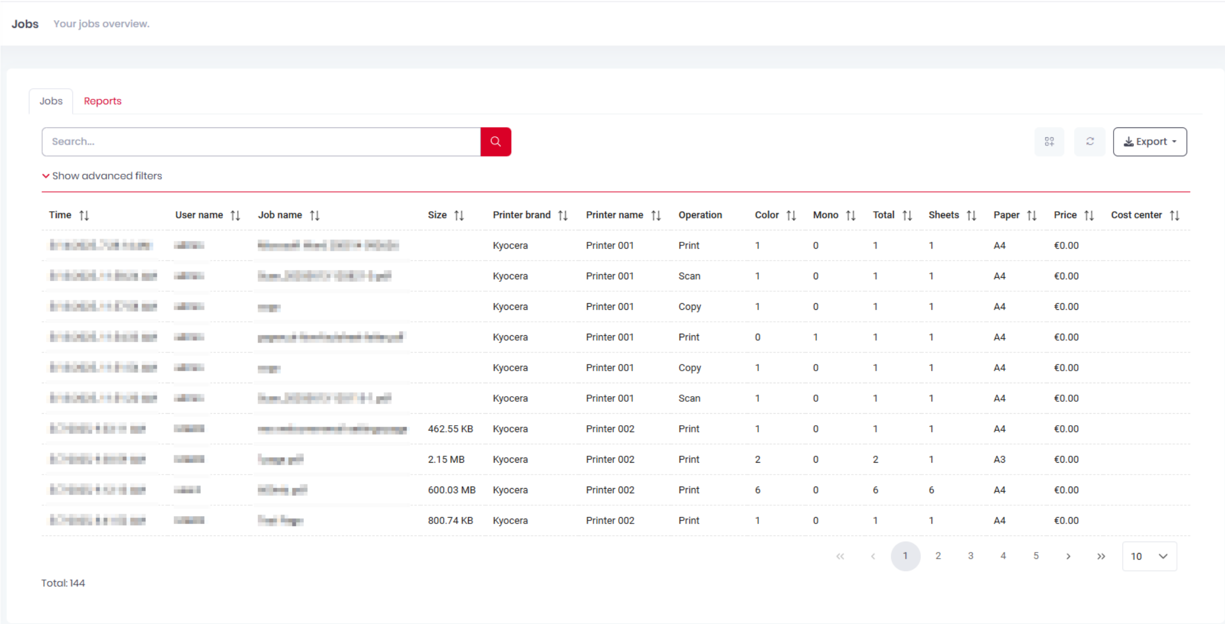
- Overview jobs and export reports in the Reports page
- Overview their Ready to Print jobs
- Manage Printers
- Manage Printer Groups
- Manage Desktop Clients
- Manage alert Notifications

6.1 Reports

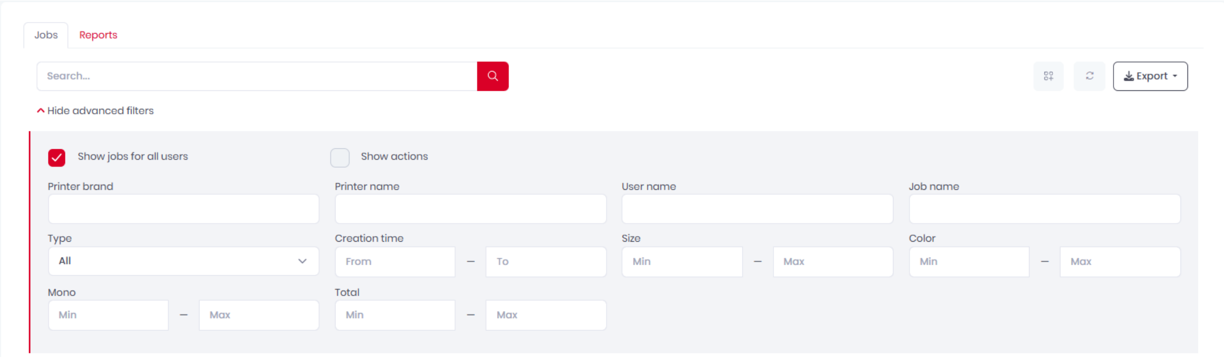
In the **Reports** page, in **Supervision>Reports**, the MyQ Roger administrator (or a user with the Administration/Jobs/Reports permissions) has a full overview of all the users' jobs, as well as accounting information about each job in the **Jobs** tab, and can export jobs' reports in the **Reports** tab.

6.1.1 Jobs Tab

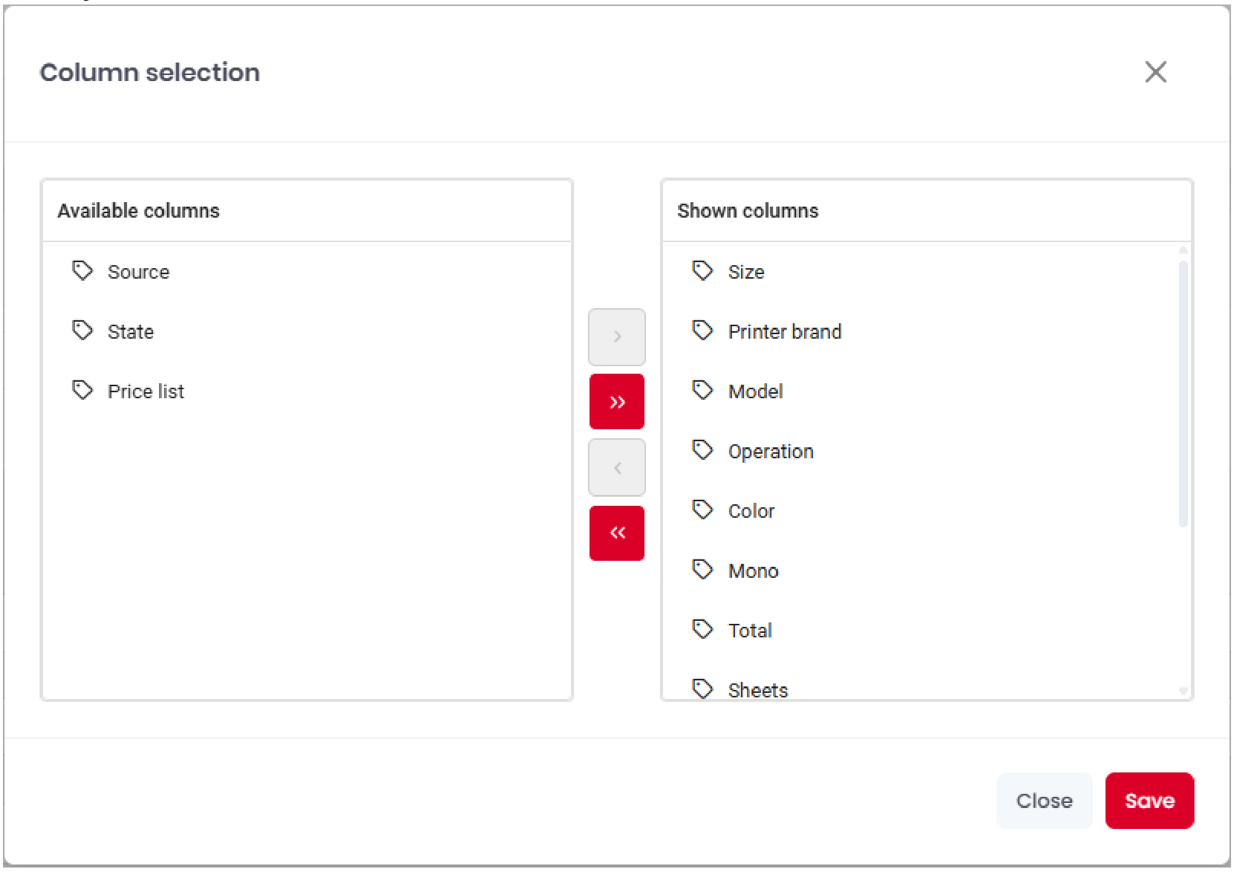
- In the **Jobs** overview tab, there is a full overview of all the users' jobs, as well as accounting information about each job. Users without the necessary permissions can only view their own jobs.



- Under **Show advanced filters** there are many filters that can be used to modify what jobs are displayed in the overview.



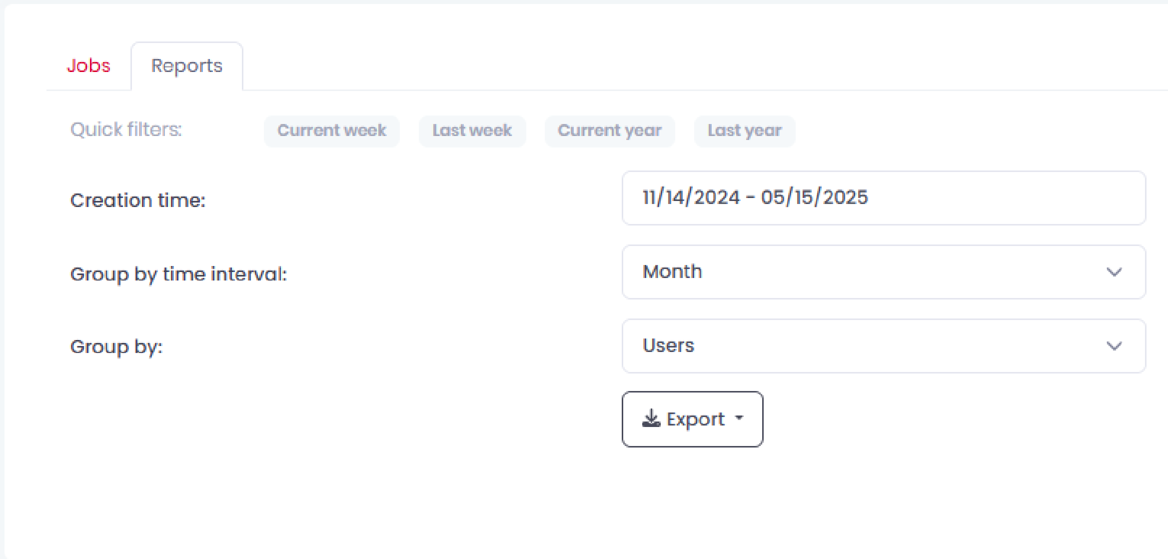
- On the upper-right side, you can use the **Column selection** button to rearrange the columns shown in the overview.
- Drag-and-drop columns from one side to the other or select a column and use the arrows in the middle and then click **Save**. All the columns in the **Shown columns** side will be displayed in the jobs overview.



- You can also use the **Export** button to export the overview to Excel or CSV:

6.1.2 Reports Tab

In the **Reports** tab, the MyQ Roger administrator (or a user with the Administration/Jobs/Reports permissions) can export jobs' reports.



- Choose one of the available **Quick filters**: **Current week**, **Last week**, **Current year**, **Last year**.
- Manually set the **Creation time** range.
- Select the **Group by time interval**: **Day**, **Week**, **Month**, **Year**.
  (This option is automatically set if you use a quick filter).
- Select how to group your report in the export in **Group by**: **Users**, **Printers**, **Cost Centers**, **User groups**, **User groups**, **User groups and Cost Center**, **Printer Groups**, **Printer Groups and Cost Center** (only available with a specific license).
- Use the **Export** button to export your report to: Excel or CSV.

6.1.3 Accounting

Different printers produce different data, but not all printers provide all the required data. Some of them provide sheets, some of them impressions (clicks) for each sheet, some of them total impressions (clicks) per job.

- MyQ Roger treats a **Sheet** as the physical medium.
  In case of the **Print/Copy/Fax** operation, a Sheet is, basically, the printed page.
- An **Impression (click)** is how the released print job is counted.
  - A normal print (usually A4) is one impression (click).
  - An A3 print is 2x impressions (clicks).
  - A Mono print is one impression (click).
  - A Color print is 2x impressions (clicks), etc.

For example*:*
A reported job can have 3x sheets A3, 3x clicks A4 mono, 2x clicks A4 color (so there is one click empty / or 7 clicks empty duplex). (3x sheets A3 → 6x clicks, or 12 clicks duplex).

6.1.3.1 Price Calculation

The formula for price calculation is:

$JobPrice = $SheetPrice + MonoCount() * $MonoPrice + ColorCount() * $ColorPrice
$SheetPrice = SUM per format $SheetFormatCount*$SheetFormatPrice

For example:

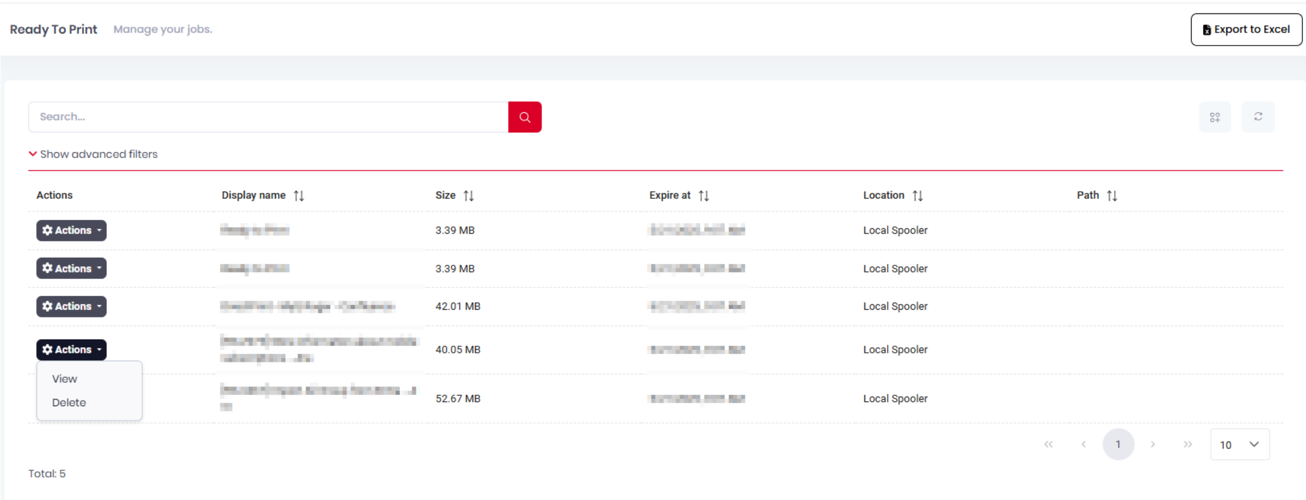
- A3 sheet price: 0.5$
- A4 mono click price: 0.1$
- A4 color click price: 0.2$

The reported values are: 3x A3 Sheet, 4 mono clicks, 2 color clicks.

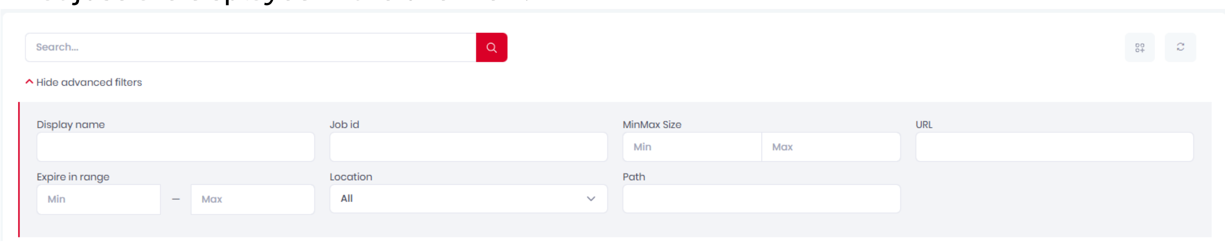
The final job price is: 3x 0.5$(sheet) + 4x 0.1$ (mono click) + 2x 0.2$ (color click) = 2.3$

6.2 Ready to Print

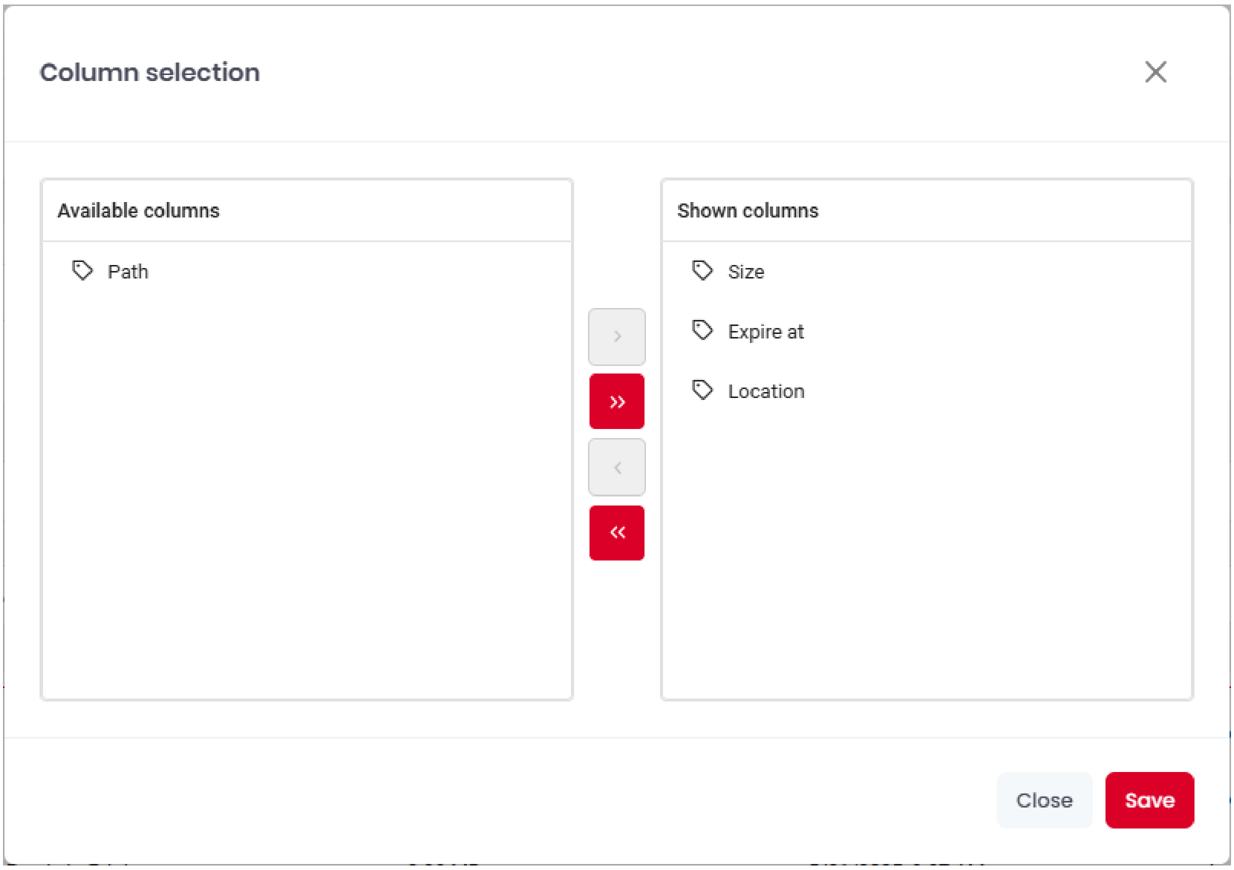
In the **Ready to Print** page, in **Supervision>Ready to Print**, each user has an overview of their ready jobs.



- By clicking **Actions** next to a job, you can either **View** the job or **Delete** it from the **Ready to Print** queue.
- Under **Show advanced filters** there are many filters available that can be used to modify what jobs are displayed in the overview.



- In the upper-right side, you can use the **Column selection** button to rearrange the columns shown in the overview.
- You can drag-and-drop columns from one side to the other or select a column and use the arrows in the middle and then click **Save**.
  All the columns in the **Shown columns** side will be displayed in the jobs overview.

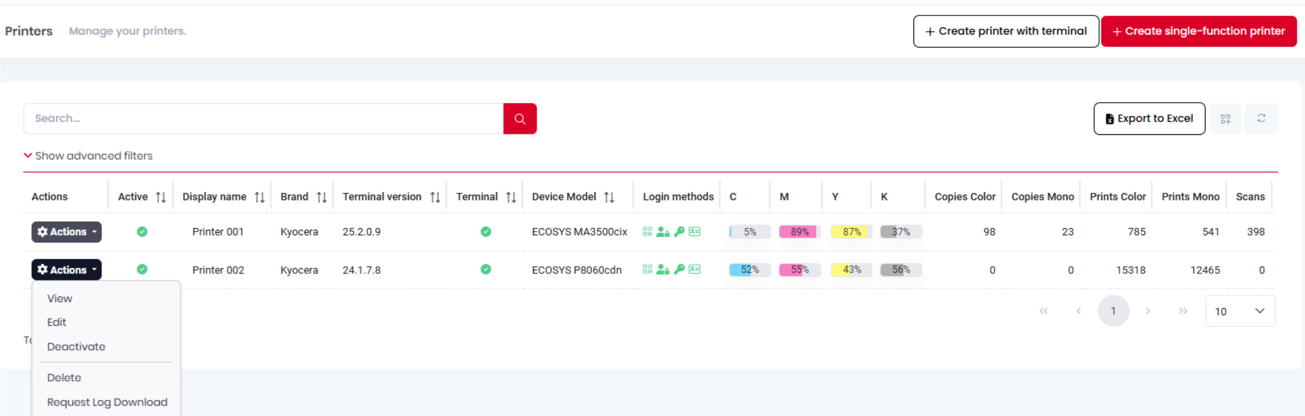


- Users can also use the **Export to Excel** button in the upper-right corner to export the overview to Excel.

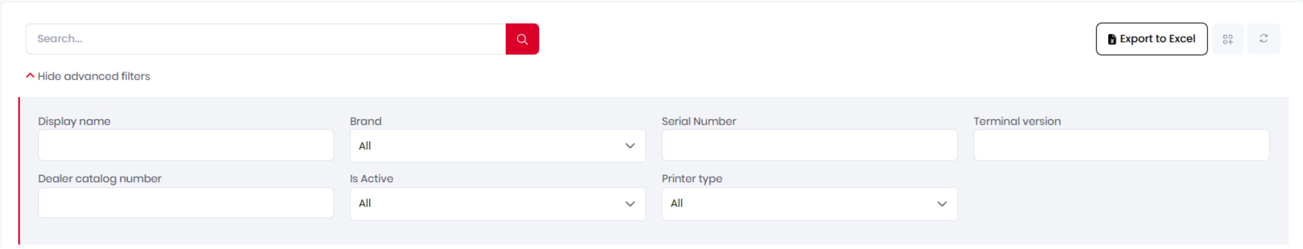
6.3 Printers

On the **Printers** page, in **Supervision>Printers**, the MyQ Roger administrator:

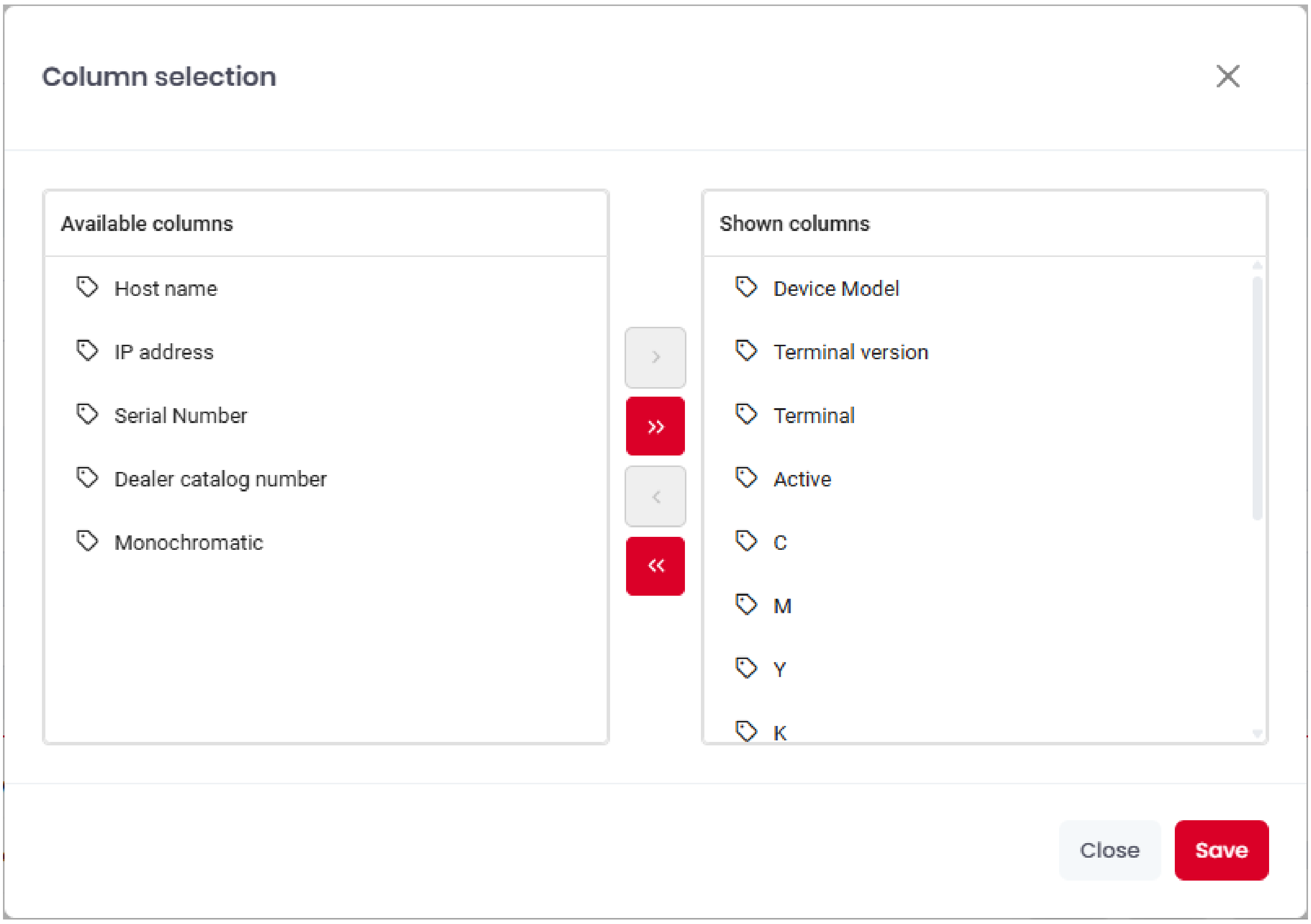
- has a full overview of all the printers connected to their tenant,
- can export the printers' list to Excel,
- add new single-function printers.



Under **Show advanced filters** there are many filters available that can be used to modify what printers are displayed in the overview.



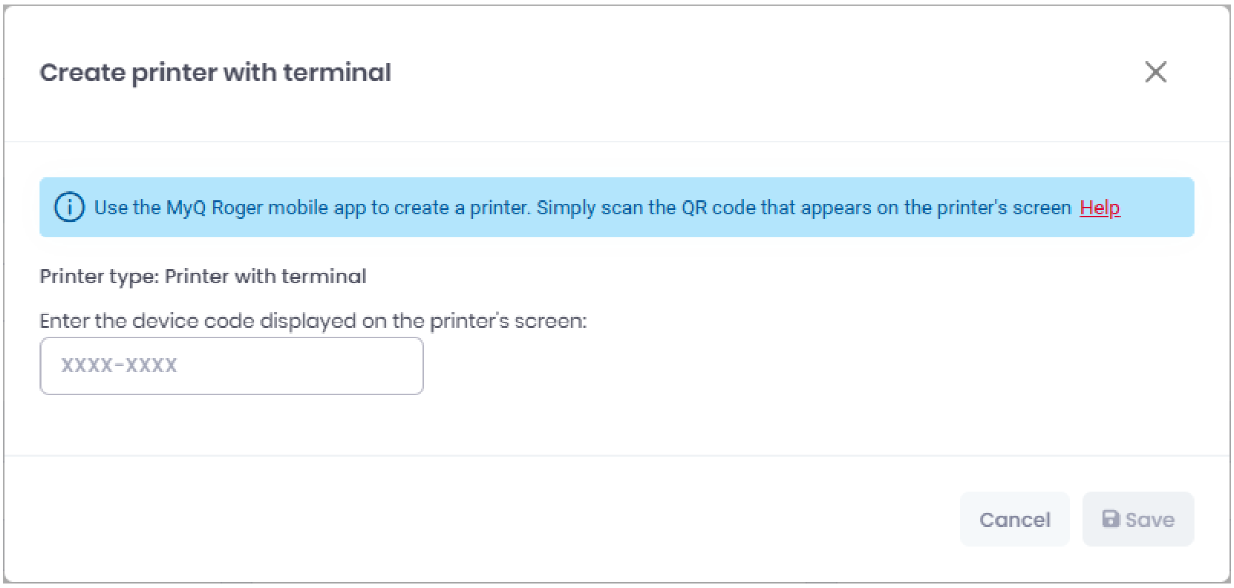
- On the upper-right side, you can use the **Column selection** button to rearrange the columns shown in the overview.
- You can drag-and-drop columns from one side to the other or select a column using the arrows in the middle and then click **Save**. All the columns in the **Shown columns** side will be displayed in the printers overview.



6.3.1 Adding Printers

New printers (with embedded terminals) should be added via the pairing method, described in MyQ Roger and MFDs.

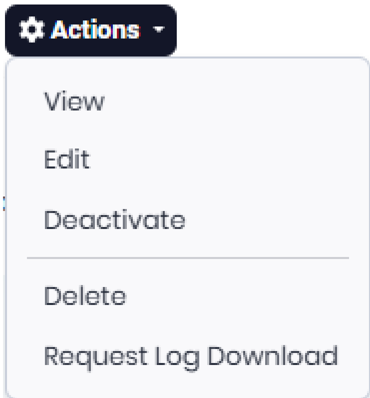
- You can also click the **Create printer with terminal** button, enter the device code displayed on the printer's screen, and click **Create**.



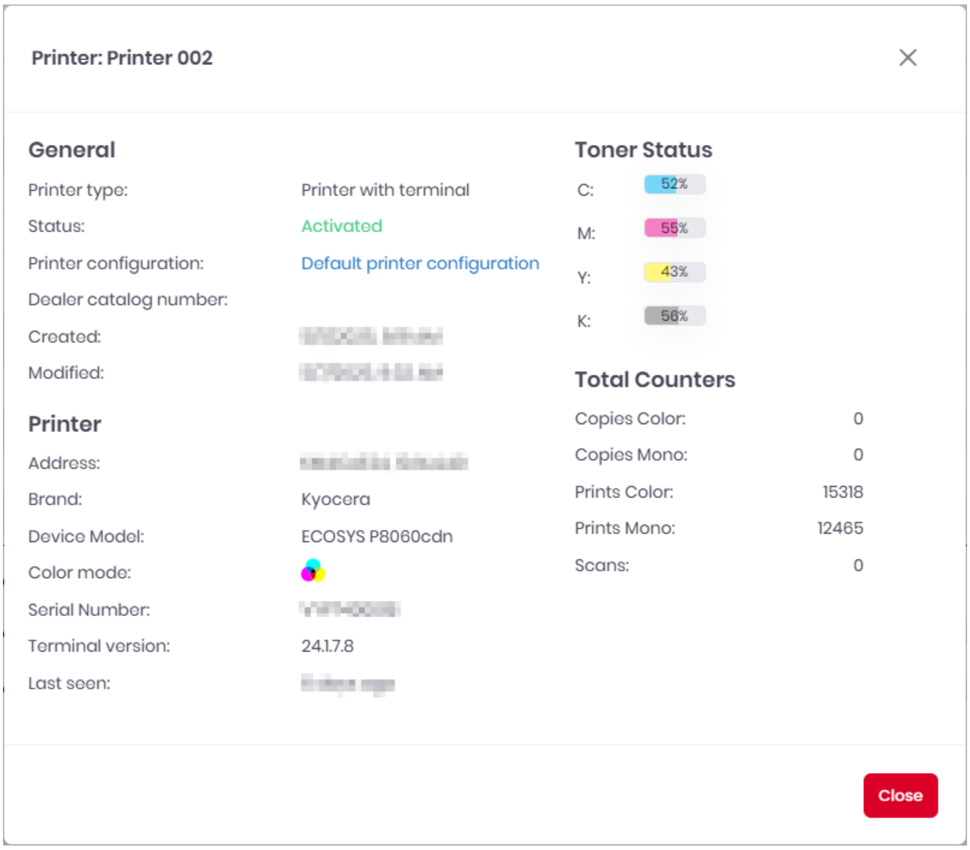
- Single-function printers can be added via the **Create new single-function printer** button, described in Single-Function Printers.

6.3.2 Managing Printers

The MyQ Roger administrator can manage printers via the **Actions** menu next to a printer. The available actions are:



- View - View the printer's details, such as general information, toner status, printer state, and printing counters.



- Edit - Edit the printer's details, such as display name, brand info, IP address, etc.
- Activate/Deactivate - Depending on the printer's status you can either activate or deactivate it.
- Delete - Delete the printer.
- Request Log Download - Generates the log download for the selected printer.
- Download Log - Downloads the last generated download log.

6.3.3 Exporting Printers

- Users can also use the **Export to Excel** button in the upper-right corner to export the printers' list.

6.3.4 Single-Function Printers

Single-function printers (SFPs) are printers where an embedded terminal cannot be installed. They can, however, be used with MyQ Roger with NFC tags.

> ⚠ Single-function printers are only supported on Kyocera printers at the moment and require a paid MyQ Roger Single-Function Printers license, except when using the Desktop Client, which supports single-function printers on Kyocera, Ricoh, and HP.

Single-function printers only support printing jobs sent from the Roger Desktop Clients, which can then be released using the mobile app. Jobs sent from Cloud storages or directly from a phone cannot be printed on single-function printers.

6.3.4.1 Prerequisites

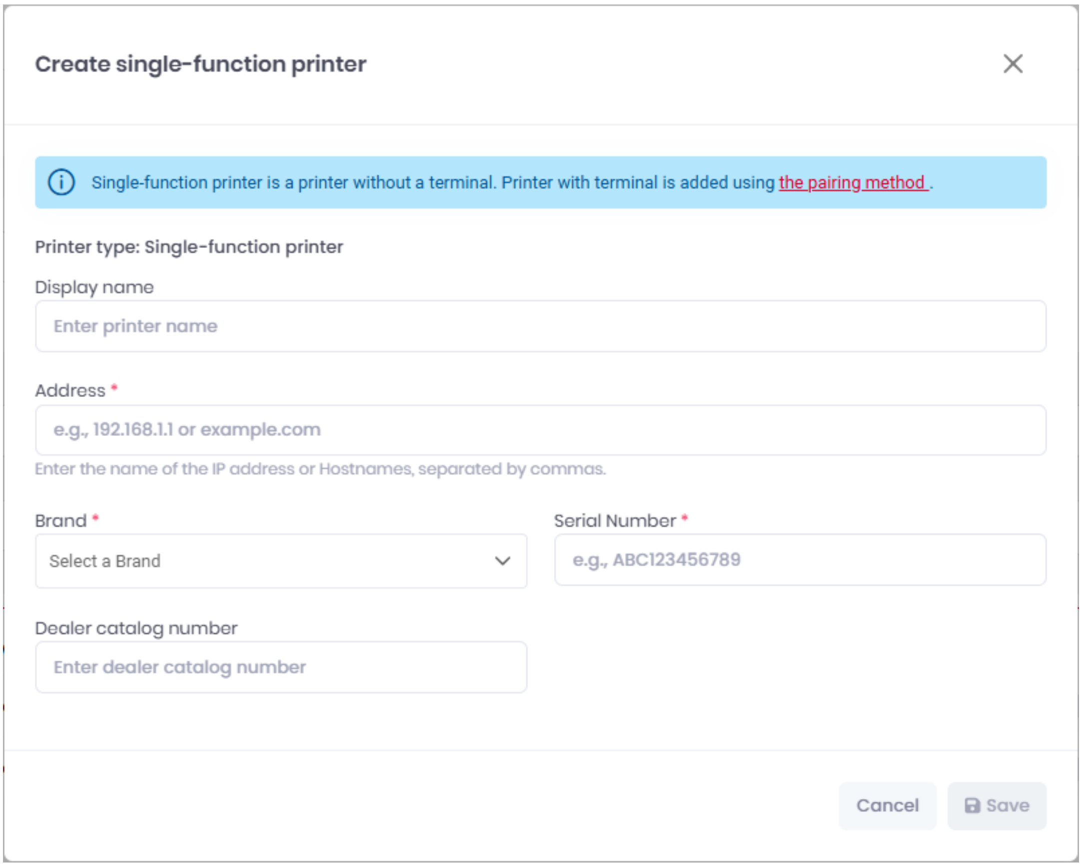
- The required MyQ Roger Single-Function Printers licenses need to be purchased and applied to the tenant.
- The single-function printer must be a Kyocera printer, unless you are printing from the Desktop Client.
- The MyQ Roger Mobile app and the printer must be on the same network to release jobs.
- The user doing the NFC tag pairing must have the External Login Provider and Pair Provider with Printer permissions (found in User-Permissions-Pages-Administration-Printers).
- NFC tags must be paired with the printer in order to release jobs.

For NFC tags recommendations, contact MyQ support.

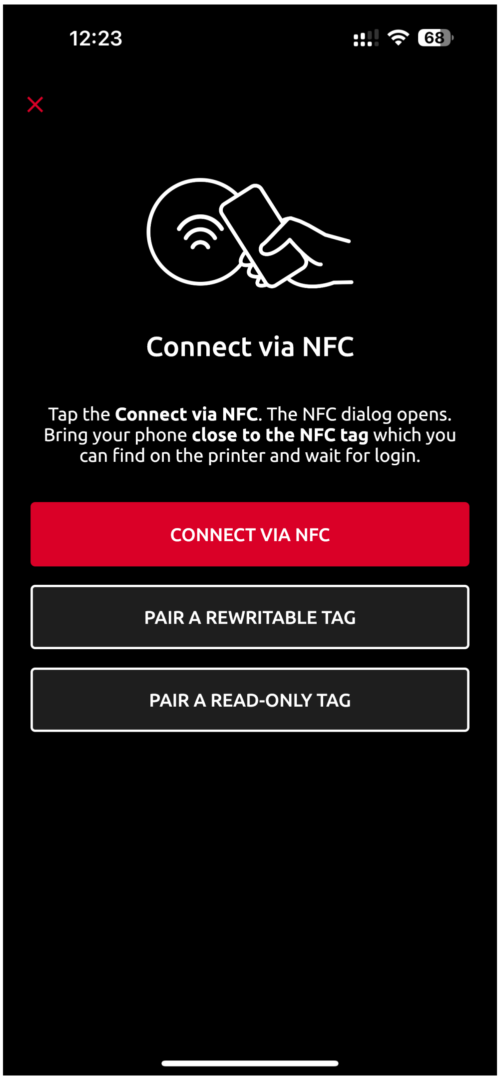
6.3.4.2 Setup

To set up a single-function printer:

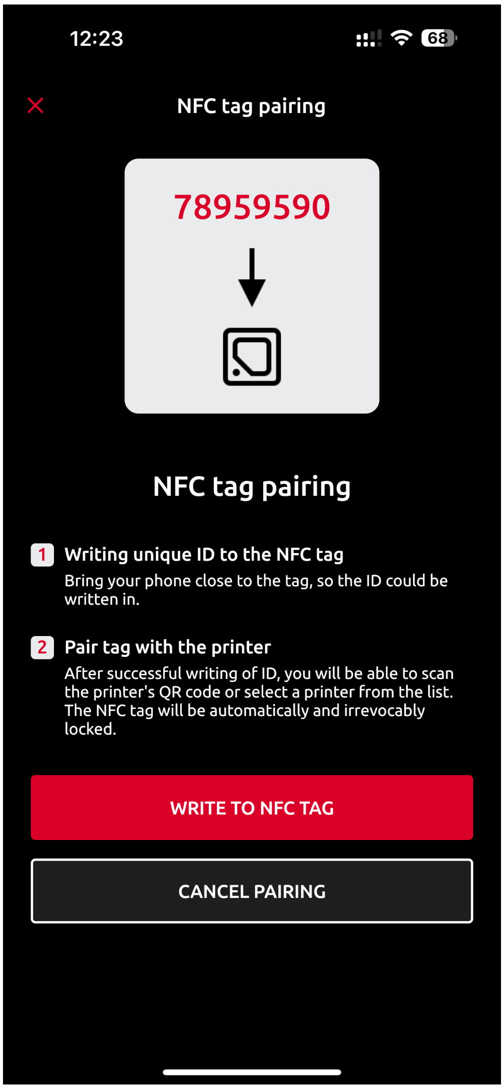
1. Go to **Supervision>Printers**.
2. In the top-right corner, click **Create Single-function printer**.
3. In the pop-up window, fill in the required information and click **Save**.



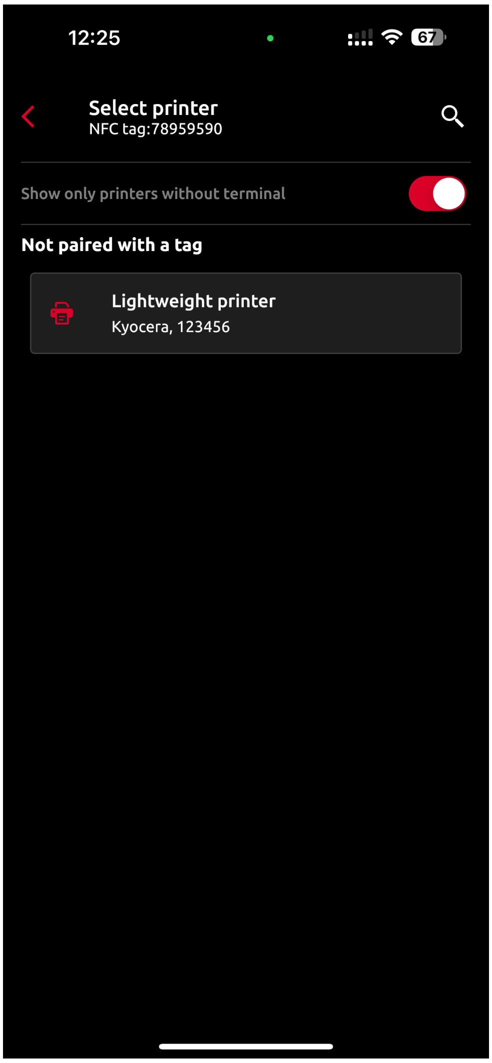
4. Open the MyQ Roger Mobile application.
5. Once logged in to the app, tap the **Login** button at the bottom-center of the screen.
6. Select **CONNECT VIA NFC**.
7. Tap **PAIR A REWRITABLE TAG**.



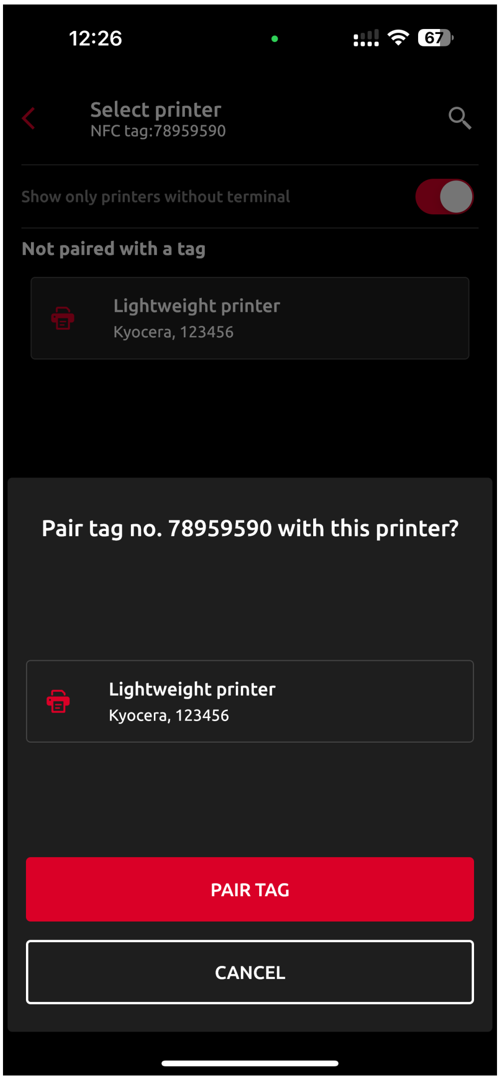
8. Bring the phone close to the NFC tag on the printer, tap **WRITE TO NFC TAG**, and scan the NFC tag.



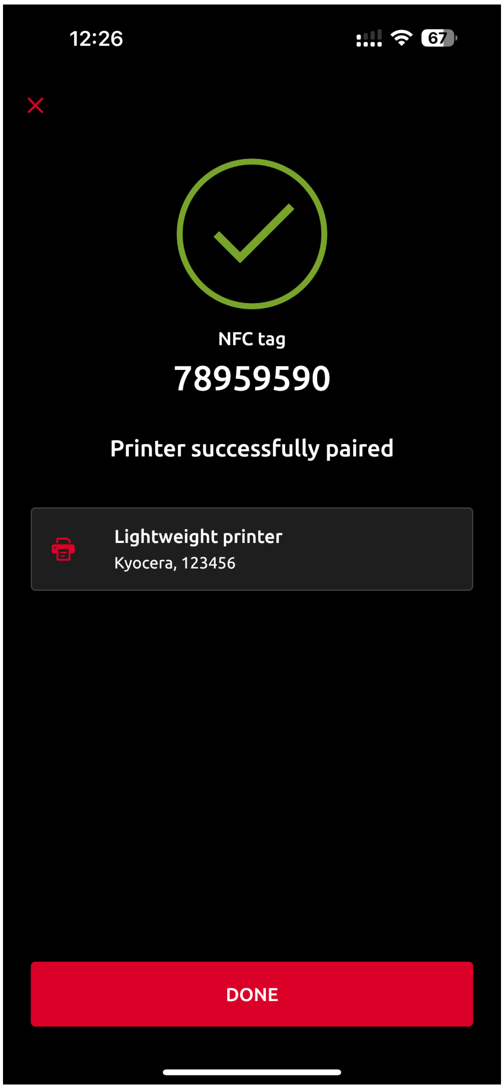
9. Tap **Select printer**.
10. Select the single-function printer that you created in the MyQ Roger server web app (steps 1-3).



11. Tap **PAIR TAG**.


12:26
Select printer
NFC tag:78959590
Show only printers without terminal
Not paired with a tag
Lightweight printer
Kyocera, 123456
Pair tag no. 78959590 with this printer?
Lightweight printer
Kyocera, 123456
PAIR TAG
CANCEL

12. Tap **DONE**.

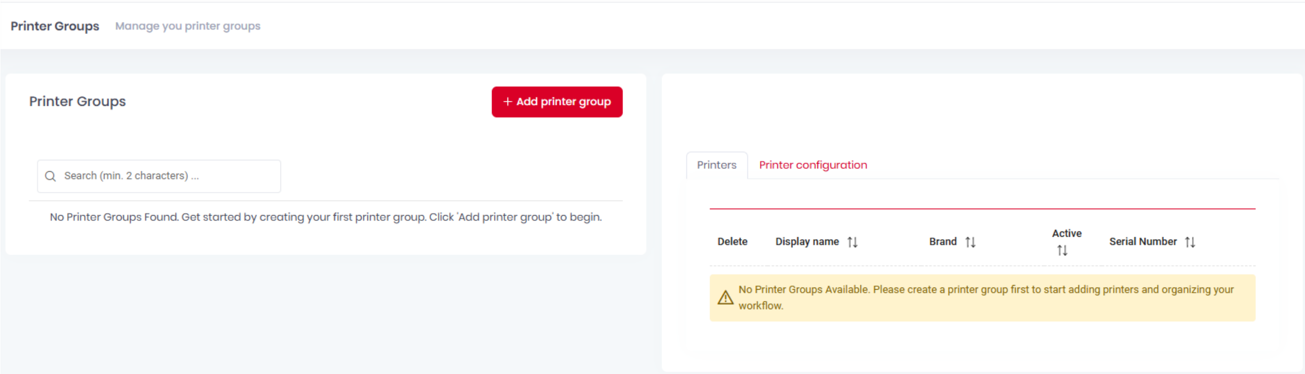


The single-function printer is now created and paired to the NFC tag. Users can log in with the MyQ Roger mobile app via the NFC tag and release jobs on the single-function printer.

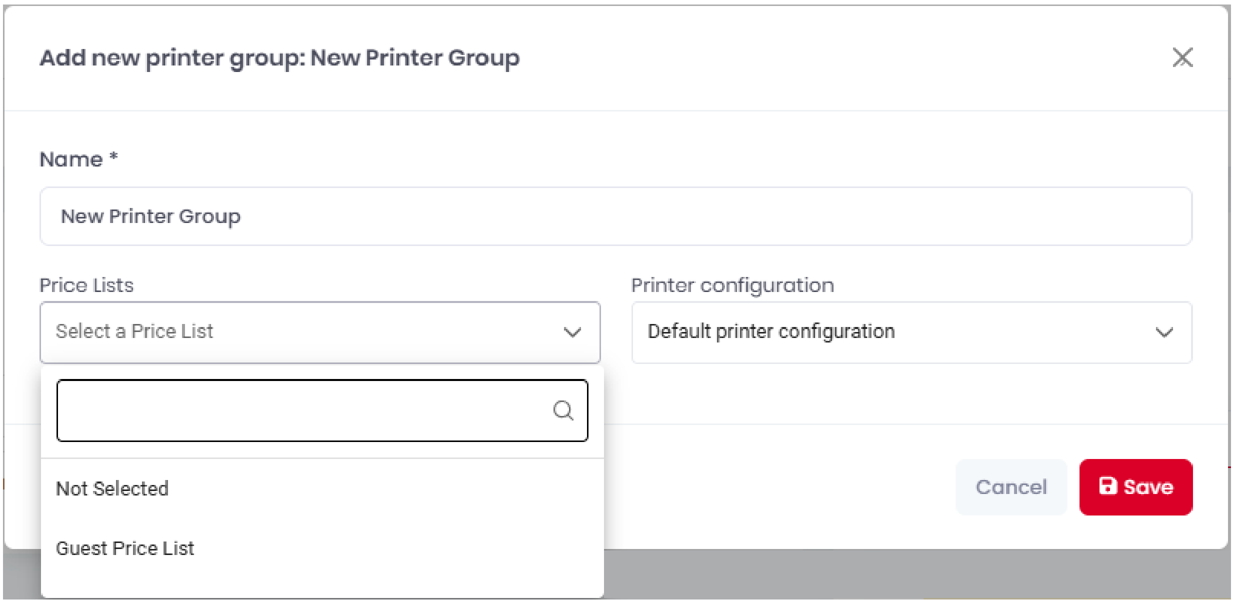
6.4 Printer Groups

Printer Groups require the paid **MyQ Roger Cloud Print Management** license.

In **Supervision>Printer Groups**, the MyQ Roger administrator (or a user with the Administration/ Printer Groups, Administration/Price Lists, and Administration/Device configurations permissions) can create and manage printer groups.

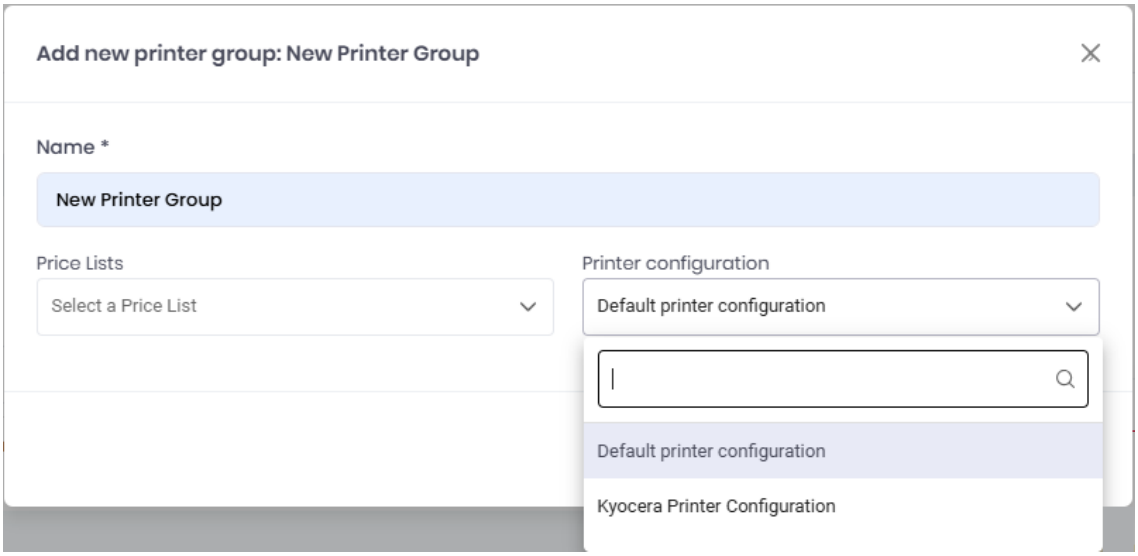


1. Click **Add printer group** to create a new printer group.
2. In the pop-up window, add a **Name** for the new printer group.
3. You can attach a price list to the new printer group. Select one from the **Price Lists** drop-down and click **Save**.
   The price list assigned to the printer group will replace the default price list (in case there was a default price list set before creating the printer group). Then, the default price list will only apply to printers that are not assigned to any printer groups. For more information, check Price Lists.



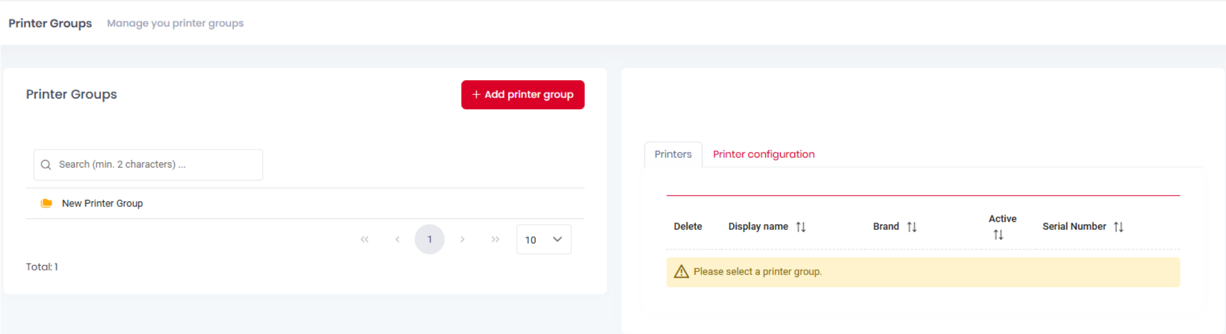
You can also attach a Printer Configuration to your new printer group.

1. Select one from the **Printer configuration** drop-down and click **Save**.



The **New Printer Group** appears on the **Printer Groups** list on the left side.

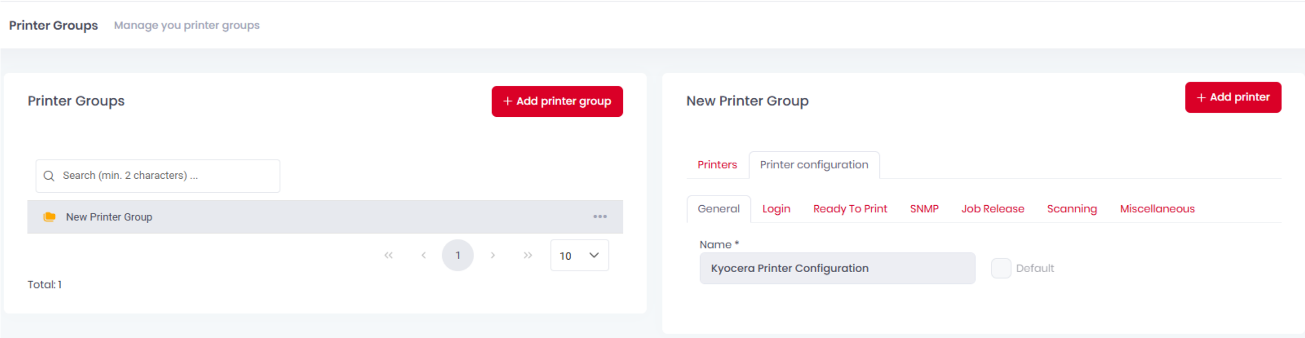
2. To edit the printer group, hover over it and click on the **three dots** next to it. Choose **Edit** to modify its **name**, **price list**, and the **printer configuration** attached to it. Choose **Delete** to delete the printer group.
3. Select the new printer group and, on the **Printers** tab on the right side, click **Add printer** to add printers to it. In the pop-up window, select the printers you want to add, and click **Save**.



4. To remove printers from a printer group, click on the **X** (delete) button next to the printer.
5. Select the new printer group and, on the **Printer configuration** tab on the right side, you can view the settings of the printer configuration attached to the printer group.

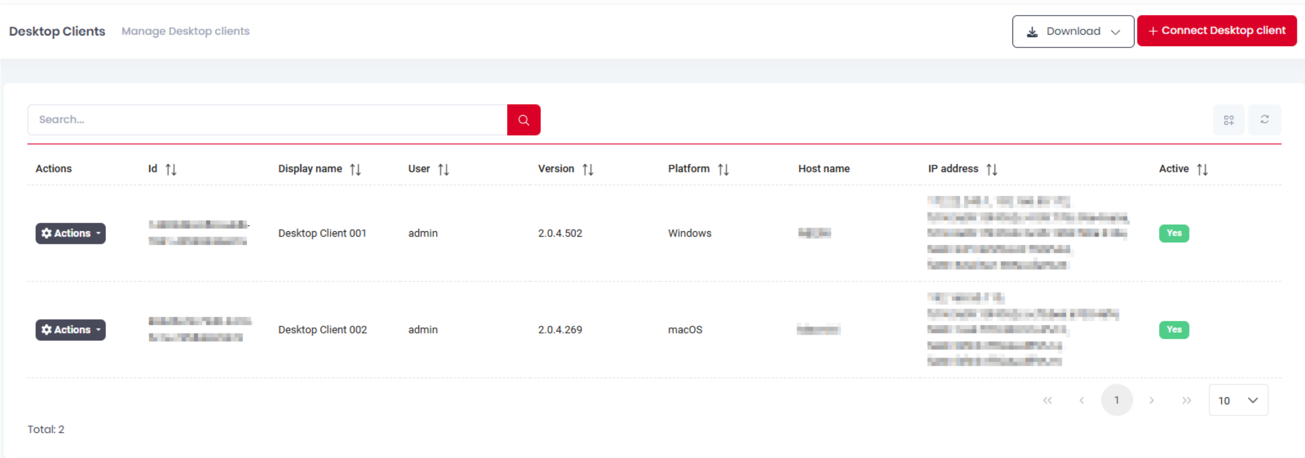
To modify the printer configuration settings,

6. Go to **Administration>Printer Configurations**. For more information, check Printer Configurations.



6.5 Desktop Clients

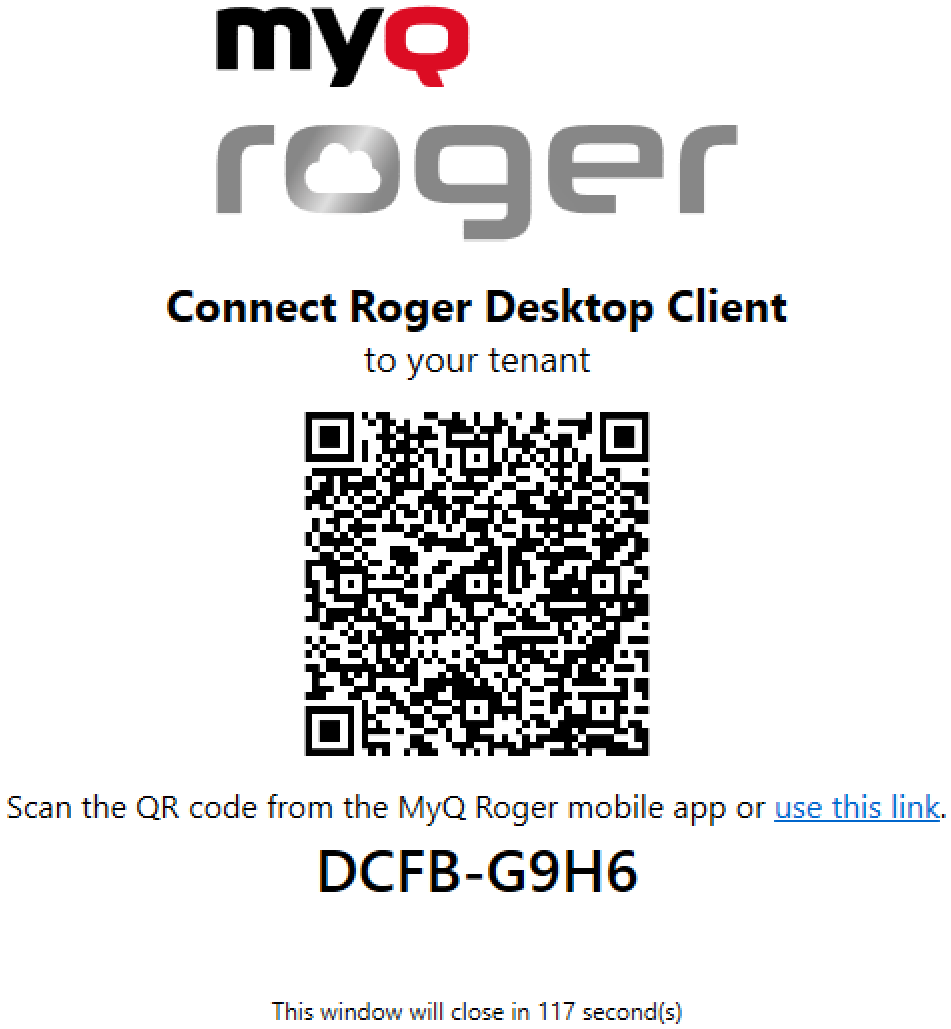
In **Supervision>Desktop Clients**, the MyQ Roger administrator (or a user with the Administration/ Desktop Clients/View Desktop Clients permissions) can monitor all the MyQ Roger Clients connected to their tenant.



The information available is the desktop client's ID, its display name, the last logged-in user, version, IP address, the hostname of the computer(s) connected to it, and the active status of the desktop client.

6.5.1 Connecting a Desktop Client

Once a Desktop Client has been installed, there are several methods to connect it to the tenant.



- You can use an instance of the MyQ Roger App already connected to the tenant, use the **Login** option and scan this QR code twice.
- You can use the link provided and login using your MyQ credentials, which will connect the Desktop Client to the tenant, and log you in.
- You can enter the code provided in the format XXXX-XXXX in the web app, on the page **Desktop Clients**, select **+Create Desktop Client** and enter this code. The tenant will be connected to the Desktop Client.

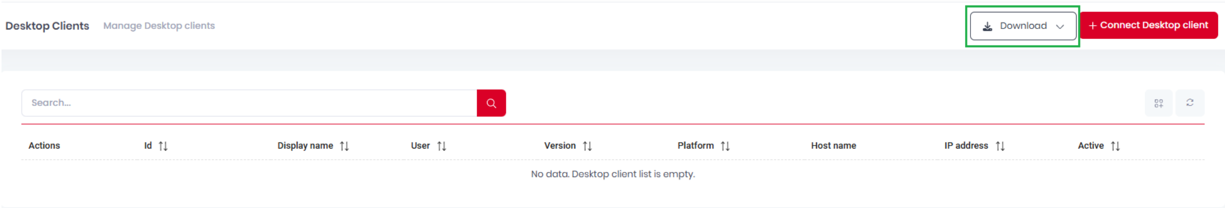
6.5.2 Download Desktop Client

> ⚠ This feature is only available for users with a Cloud Print Management (CPM) license. If you do not have a CPM license the Desktop Clients can still be downloaded from the Community Portal downloads page.

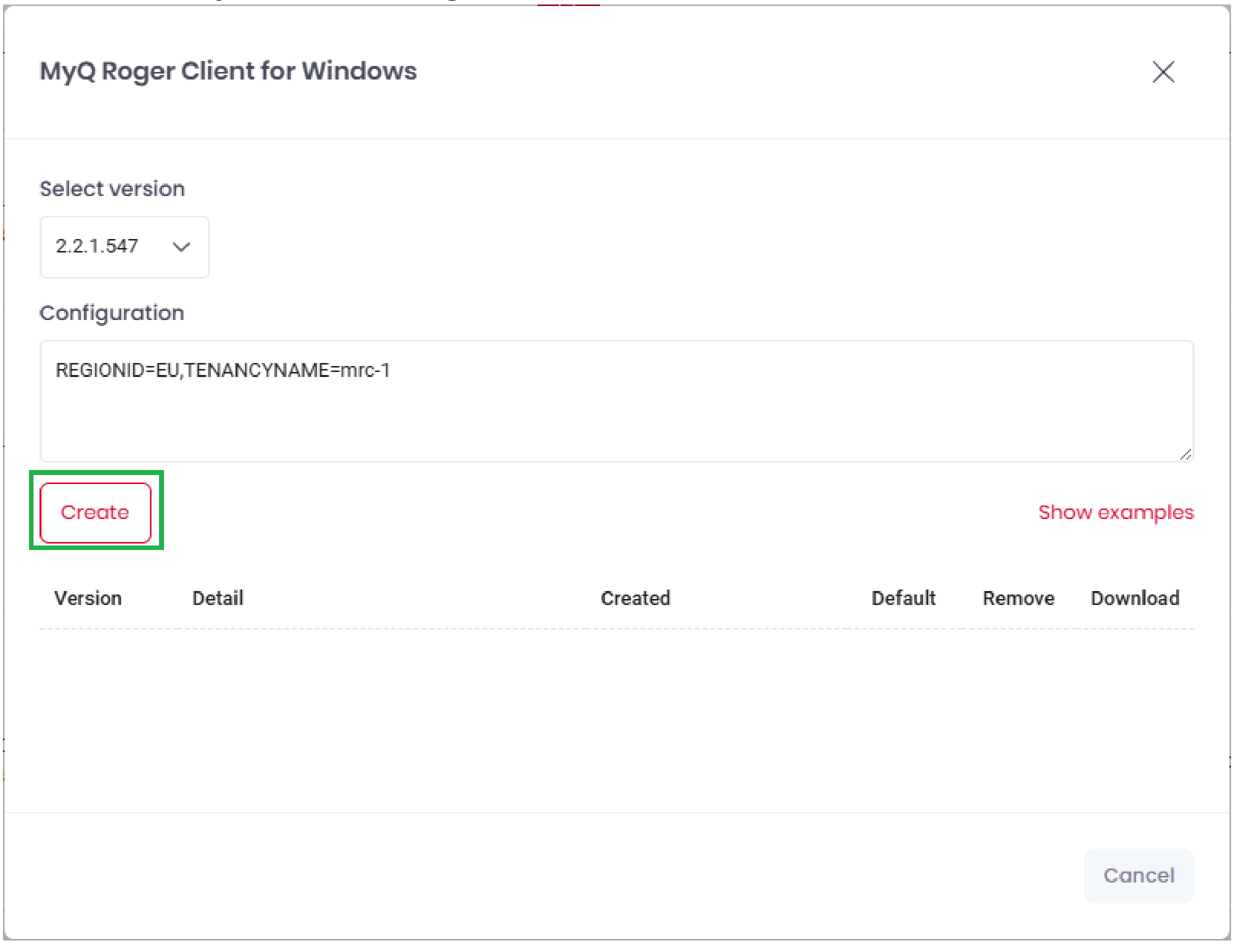
There are three locations from which you can download the Desktop Client. From the first location on the Desktop Clients page, you can also set the default download version.

6.5.2.1 From the Desktop Clients Page

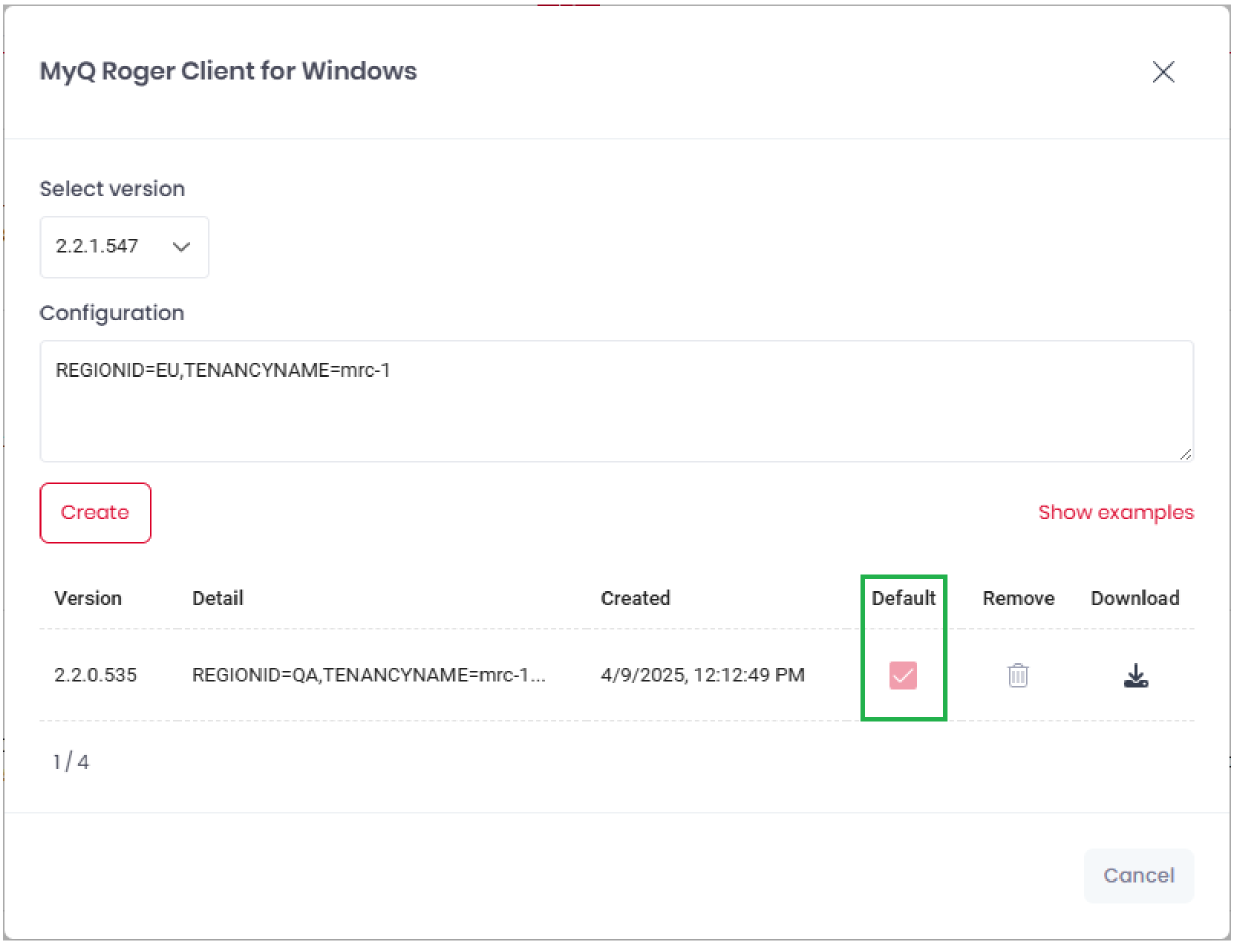
1. In **Supervision**>**Desktop Clients** click on **Download** and select from **MyQ Roger Client for Windows** and **MyQ Roger Client for MacOS**.



2. A dialogue box opens where you can select the version (the latest is selected by default), view and add any additional configurations, and click **Create.**



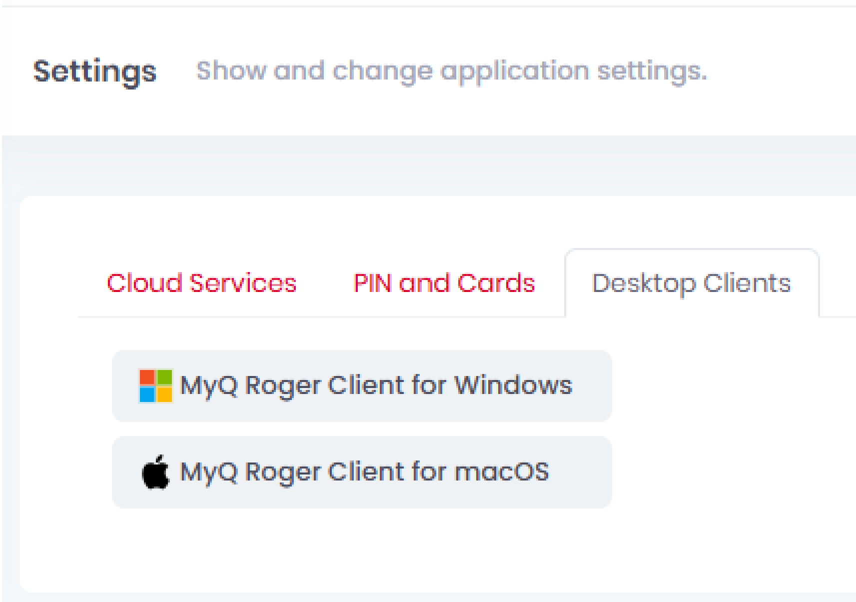
3. You can create up to 10 downloadable versions for Windows and macOS each, but only one can be set as **Default** each, the default configuration is what will be sent to users with a welcome email or if they download the Client from their **My Settings** page.



4. Use the **Download** button to download a particular Desktop Client.

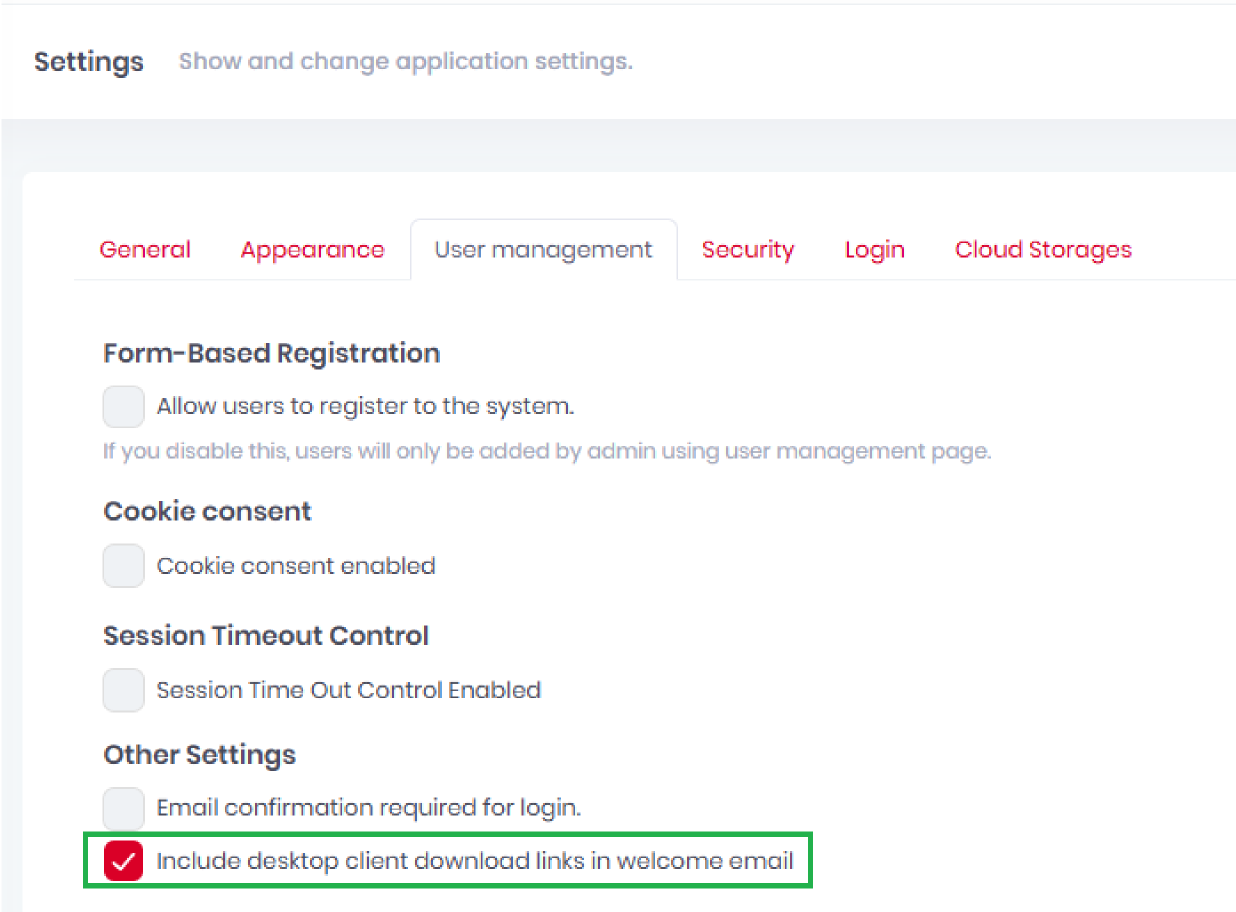
6.5.2.2 From My Settings Page

From **Administration**>**My Settings**>**Desktop Clients** users can download the default version of Desktop Client for Windows or macOS.



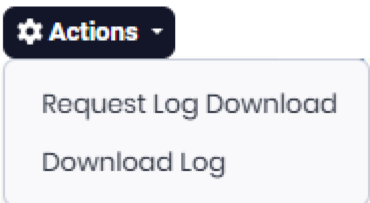
6.5.2.3 From a Welcome Email

If in **Settings**>**User Management>Other Settings** an administrator has enabled the option to **Include desktop client download links in welcome email**, then new users will receive links to download the default Windows or macOS version in their welcome email.



6.5.3 Download Logs

You can download the logs of a Desktop Client.

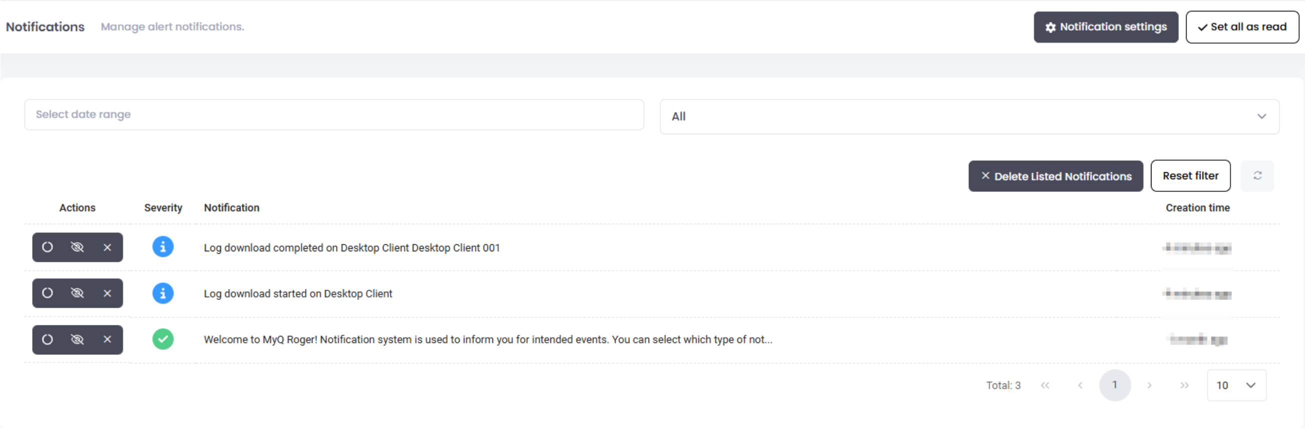


1. Select **Actions**>**Request Log Download**.
   Once this operation is complete, to save the download log as a zipped file,
2. Select **Action**>**Download Log**.
   To generate a new download log,
3. Click **Request Log Download** again.

6.6 Notifications

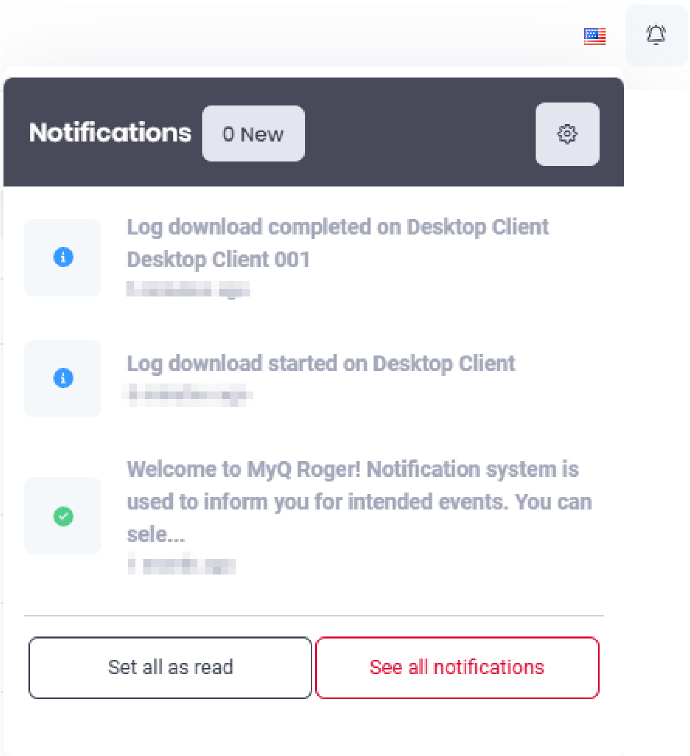
In the **Notifications** page, in **Supervision>Notifications**, the MyQ Roger administrator can view and manage alert notifications. The list contains a description of the notification along with the date and severity information.

- Clicking on a notification takes you to the related settings page (if applicable).



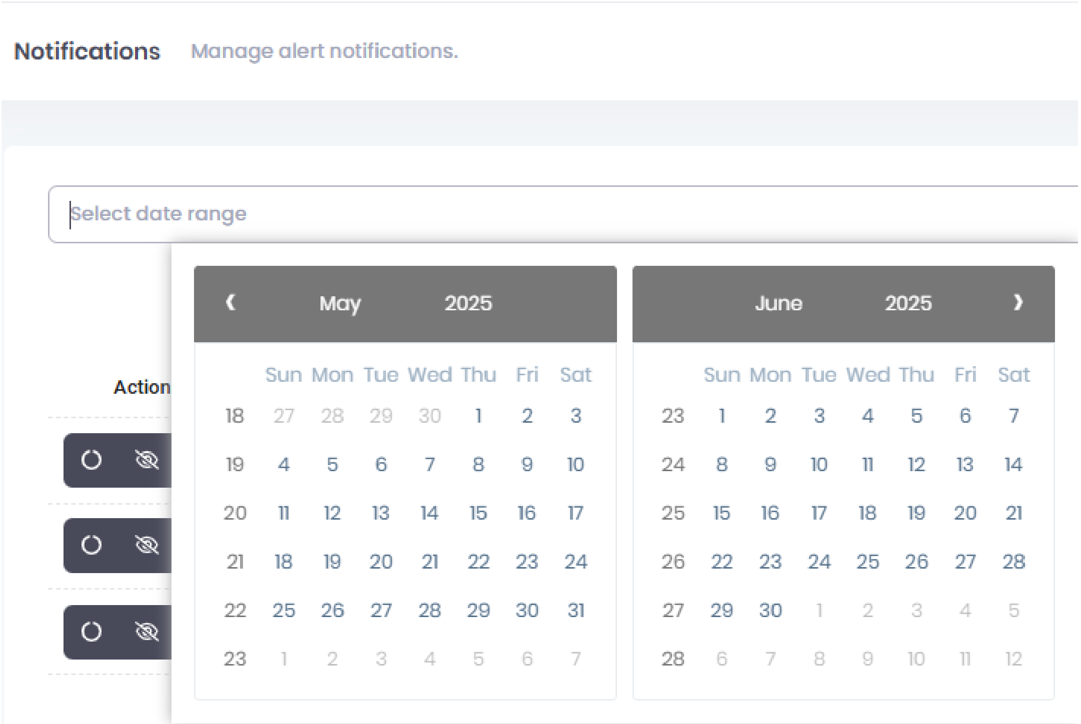
To reach the Notifications page,

- Click on the **bell** in the upper-right corner and then click **See all notifications**.



To set up the date range for the listed notifications,

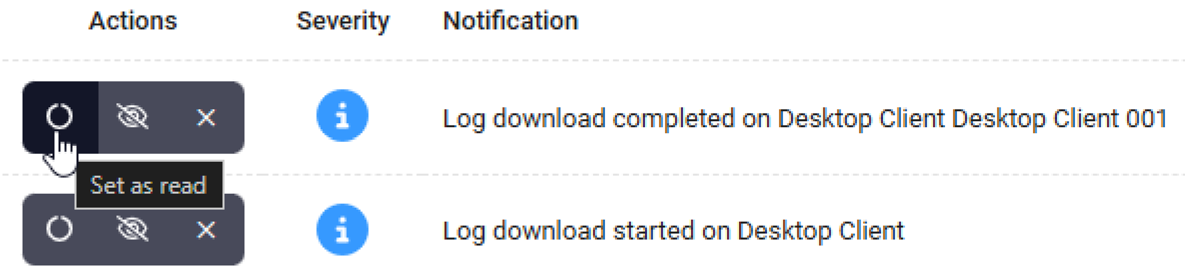
- Click on the date field and select the start and end date from the calendar.
- Click the **refresh** button to the right and the notifications from the selected dates will be displayed.



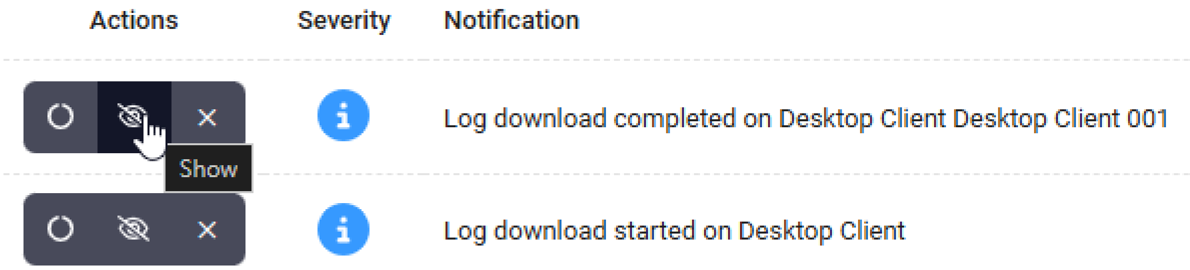
To list either all the notifications or only the unread ones.

Once the selected notifications are listed:

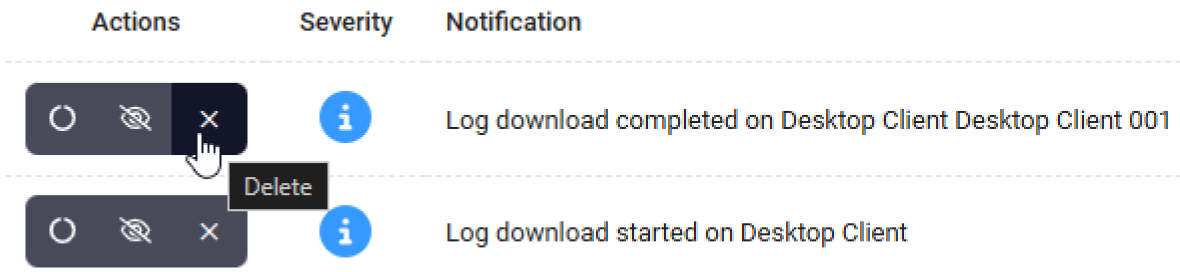
- Click the **Set all as read** button in the upper-right corner to mark them as read.
- Click the **Delete Listed Notifications** button to delete the listed notifications.
- In a notification, under Actions, click the **Set as read** button to mark it as read.



- In a notification, under Actions, click the **Show** button to hide or unhide the notification.



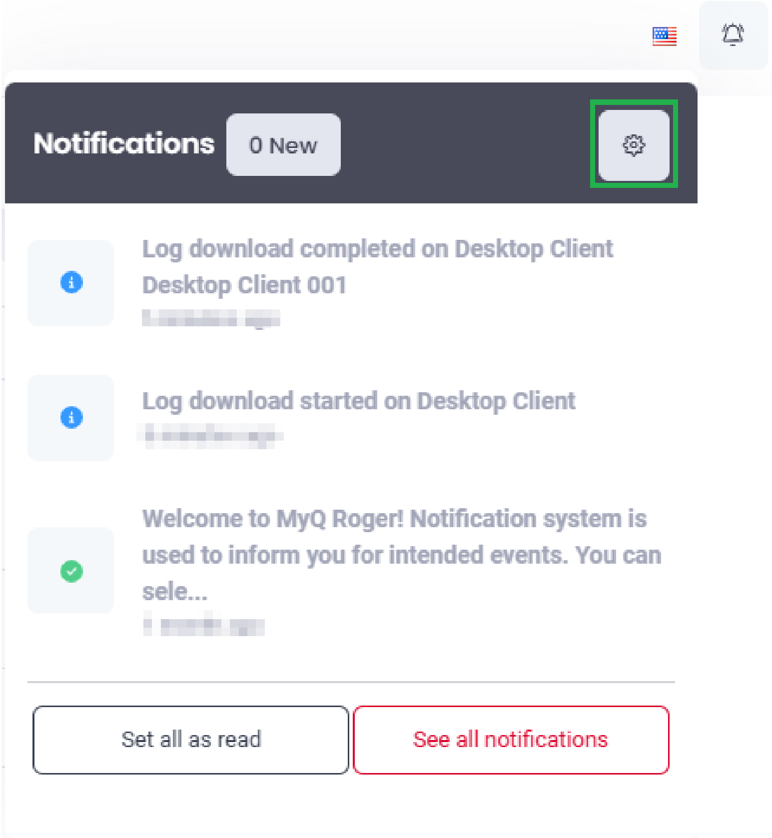
- In a notification, under Actions, click the **Delete** button to delete it.



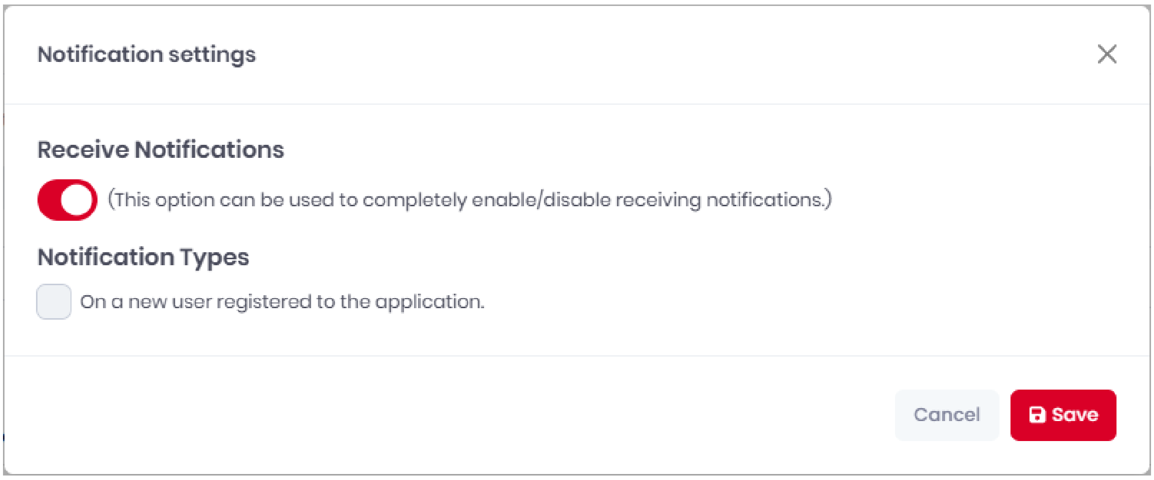
6.6.1 Notification Settings

To manage your notification settings,

- Click on the **Notification settings** button or click on the **bell** in the upper-right corner and then click the **cog** (settings) button.



- In the pop-up window, to **Receive Notifications** (enabled by default),
  To have a new user receive a notification,
  - Mark the **On a new user registered to the application** checkbox (disabled by default).



- Click **Save** to apply your changes.

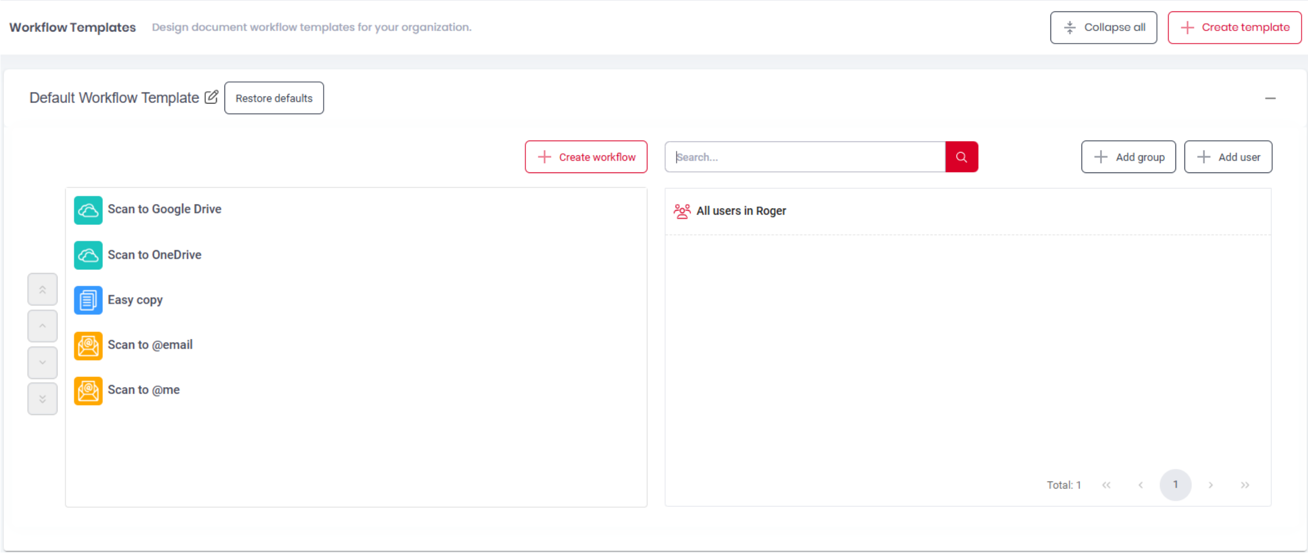
7 Workflow Templates

Workflow Templates require the paid **MyQ Roger Cloud Print Management** subscription edition.

Workflow templates with preconfigured parameters are now available in MyQ Roger. They can simplify and speed up users' Scan Profiles and Copy actions.

This feature allows administrators to create and manage customized sets of workflows and assign them to users and user groups.

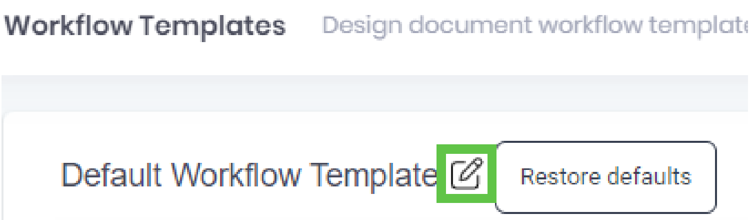
Once created and assigned to a user or a user group, a workflow template is available for use in the MyQ Roger Mobile app and MyQ Roger printers.



7.1 Default Workflow Template

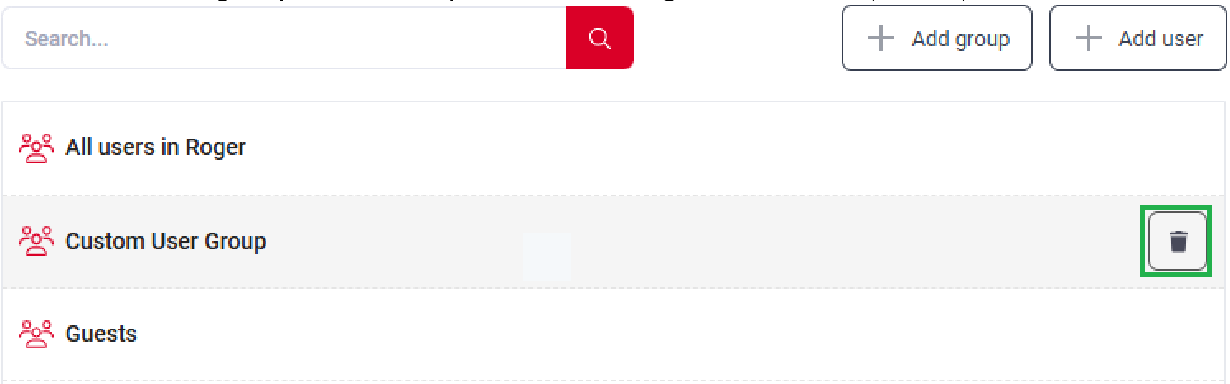
When creating a new tenant or activating the workflow templates feature in your existing tenant, a predefined Default Workflow Template is generated and assigned to all users and user groups.

- The Default Workflow Template cannot be deleted, but it can be renamed via the **edit** button in the upper-left corner.
- You can also click the **Restore defaults** button to restore the Default Workflow Template to its default state.



All existing and any subsequently added users or user groups, either manually or via user synchronization, are automatically assigned to the Default Workflow Template.

- You can delete users or user groups from the Default Workflow Template by hovering over the user or user group on the template and clicking the **trashcan** (delete) button.



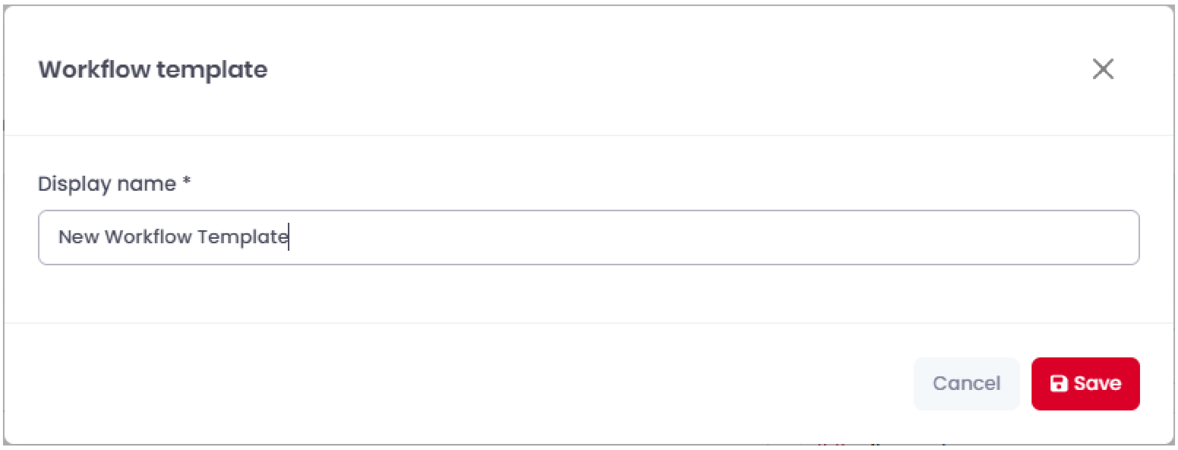
Workflows that are part of the Default Workflow Template can be added, removed, and modified according to your needs.

The following workflows are part of the Default Workflow Template:

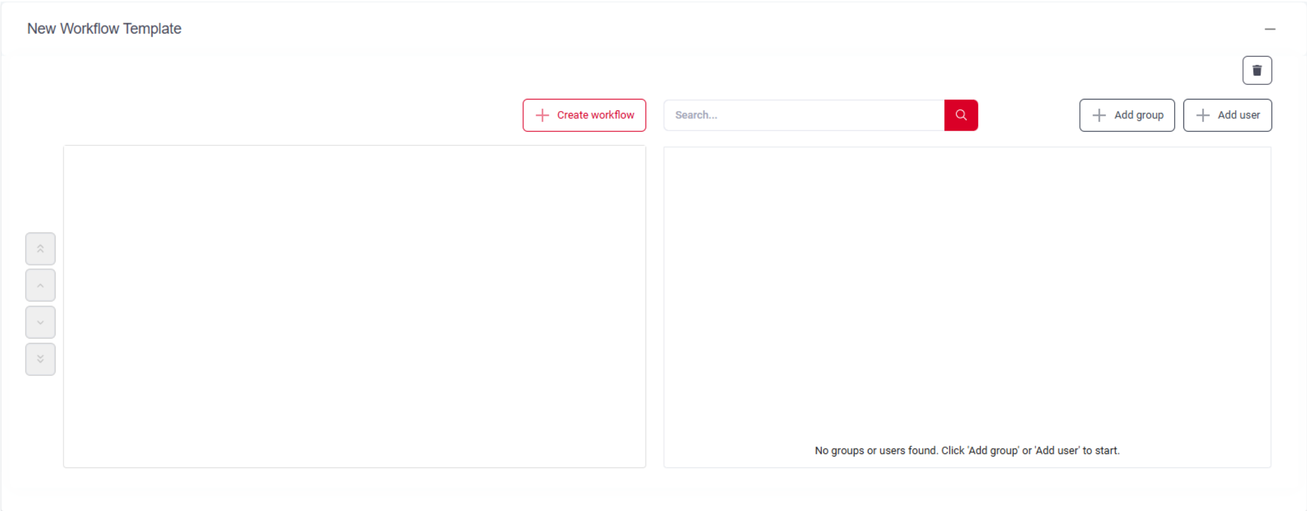
- Scan to Box - Scan to Box. This workflow is only available in the MyQ Roger Mobile app. (Box has to be connected to your tenant and the user must be already connected to their Box)
- Scan to iCloud - Scan to iCloud. This workflow is only available in the MyQ Roger Mobile app. (only available to Apple users)
- Scan to Dropbox - Scan to Dropbox. This workflow is only available in the MyQ Roger Mobile app. (Dropbox has to be connected to your tenant and the user must be already connected to their Dropbox)
- Scan to Google Drive - Scan to Google Drive. (Google Drive has to be connected to your tenant and the user must be already connected to their Google Drive)
- Scan to OneDrive - Scan to OneDrive. (OneDrive has to be connected to your tenant and the user must be already connected to their OneDrive)
- Scan to my phone - Save the scanned document to the user's phone.
- Easy copy - After the user taps this action, the page is immediately copied.
- Scan to @email - Scan to an email address.
- Scan to @me - Scan to the user's email address.

7.2 Creating a Workflow Template

- On the left-side menu options, go to **Workflows**>**Templates**.
- On the upper-right side, click **Create template**.
- In the pop-up window, add a **Display name** for your new workflow template and click **Save**.



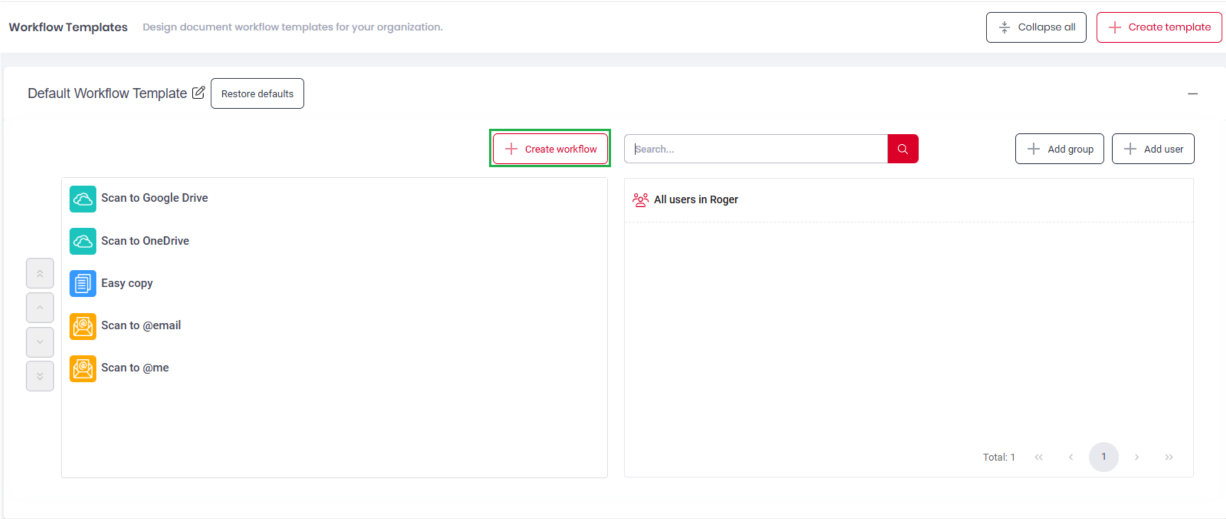
- Your new workflow template is created, and you can now add workflows to it and assign it to users and user groups.



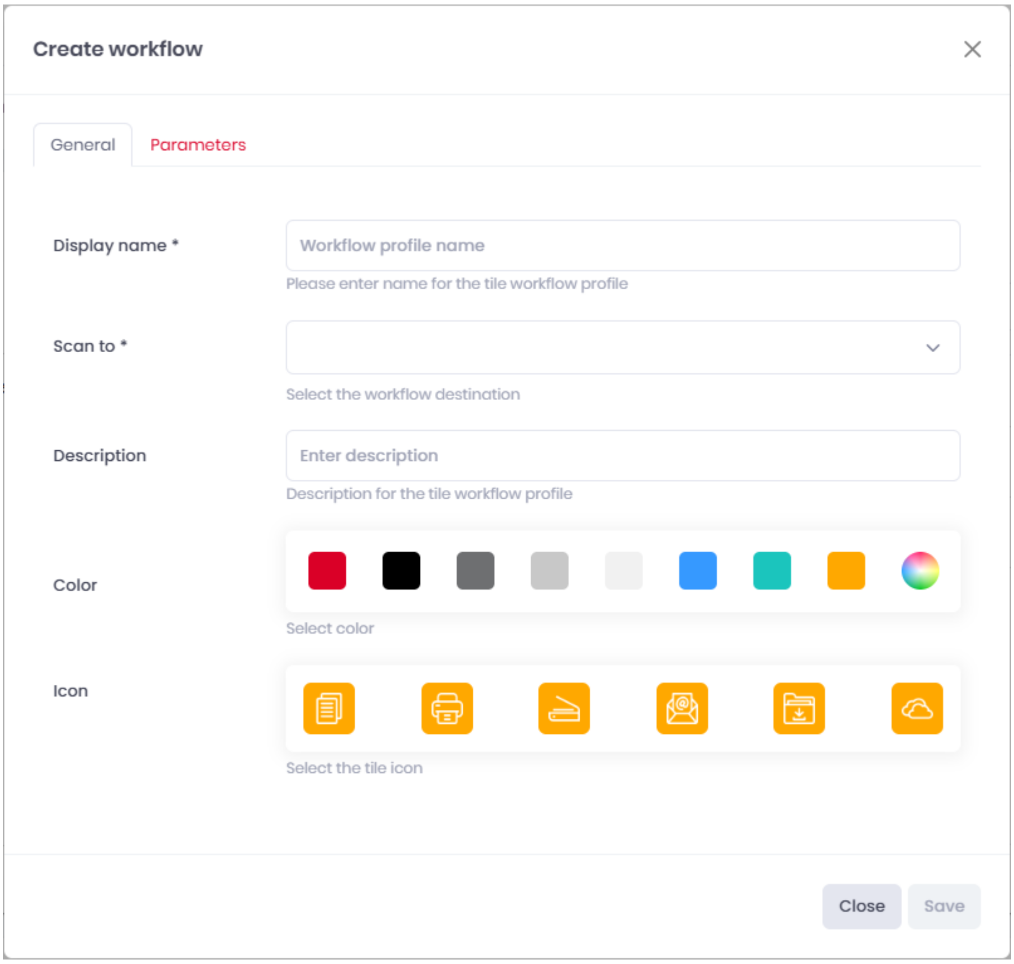
7.3 Adding a Workflow to a Template

You can create new workflows for the Default Workflow Template or any other templates you have.

- In the workflow template you want to expand, click **Create workflow**.

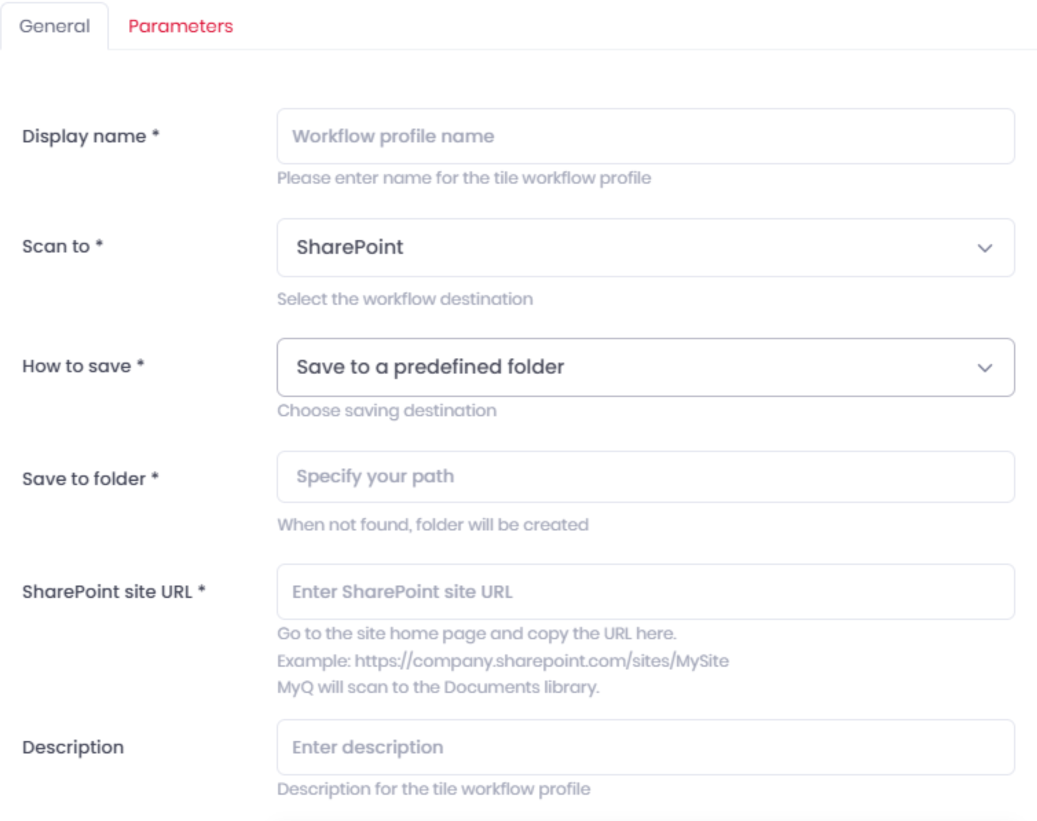


- In the pop-up window, in the **General** tab, design the new workflow according to your needs:



- **Display name** - Add a name for your workflow that will be displayed on the MyQ Roger mobile app and MyQ Roger printers.
- **Description** - Add a description for the workflow.
- **Color** - Select a color for the workflow's tile.

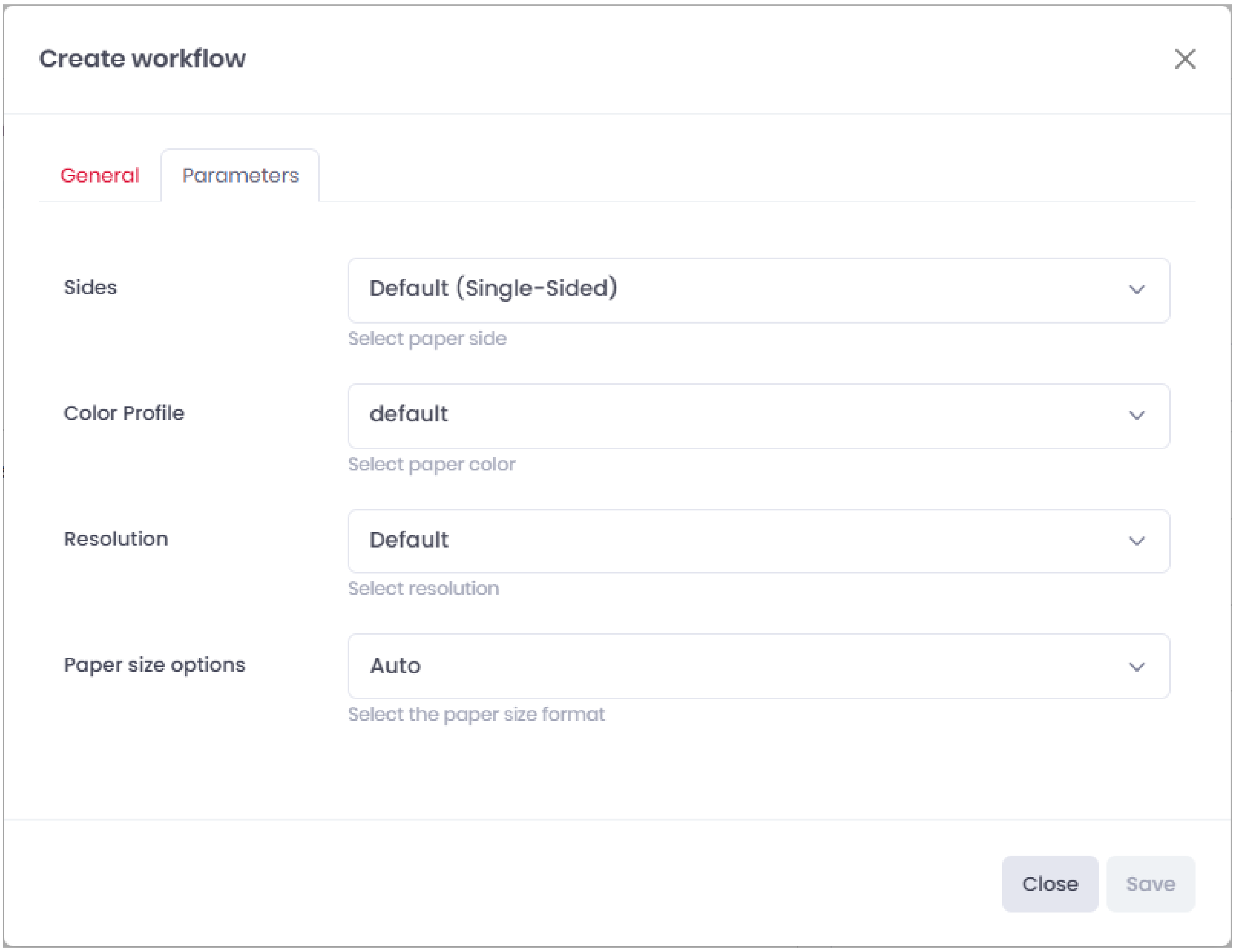
- **Icon -** Select an icon for the workflow's tile.



- **Scan to -** Select the scan's destination. Depending on your choice, more options become available. The available destinations are:
  - **Email**
    - Predefined email - specify the email address
    - Ask me every time before scan
    - User's email address
  - **OneDrive** (OneDrive needs to first be connected to MyQ Roger).
    - **How to save -** Select the saving destination. The available options are:
      - Save to MyQ Scans (this is the MyQ Scans folder in your cloud storage)
      - Ask me after scanning
  - **Google Drive** (Google Drive needs to first be connected to MyQ Roger).
    - **How to save -** Select the saving destination. The available options are:
      - Save to MyQ Scans (this is the MyQ Scans folder in your cloud storage)
      - Ask me after scanning
  - **SharePoint** (the SharePoint option only becomes available with a specific license and SharePoint needs to first be connected to MyQ Roger).
    - **SharePoint site URL -** Enter the SharePoint site's URL. Go to the site's home page and copy the URL here. For example: https://company.sharepoint.com/sites/MySite. MyQ will scan to the Documents library.
    - **How to save -** Select the saving destination. The available options are:
      - Save to MyQ Scans (this is the MyQ Scans folder in your cloud storage)

        - Ask me after scanning
        - Save to a predefined folder
            - **Save to folder** - Specify the exact folder path.
- **USB** (not supported on Kyocera devices)
- **Print**
- **iCloud** (Only available in the MyQ Roger Mobile app)
- **Dropbox** (Only available in the MyQ Roger Mobile app)
    - **How to save** - Select the saving destination. The available options are:
        - Save to MyQ Scans (this is the MyQ Scans folder in your cloud storage)
        - Ask me after scanning
- **Box** (Only available in the MyQ Roger Mobile app)
    - **How to save** - Select the saving destination. The available options are:
        - Save to MyQ Scans (this is the MyQ Scans folder in your cloud storage)
        - Ask me after scanning
- **Phone** (Only available in the MyQ Roger Mobile app)

In the **Parameters** tab, specify the parameters required for your workflow:



- **Sides** - choose a duplex/simplex option from the list: Default (Single-Sided), Double-Sided (Long Edge), Double-Sided (Short Edge).
- **Color Profile** - choose the job's color: Default, Mono, Auto, Gray, Full.

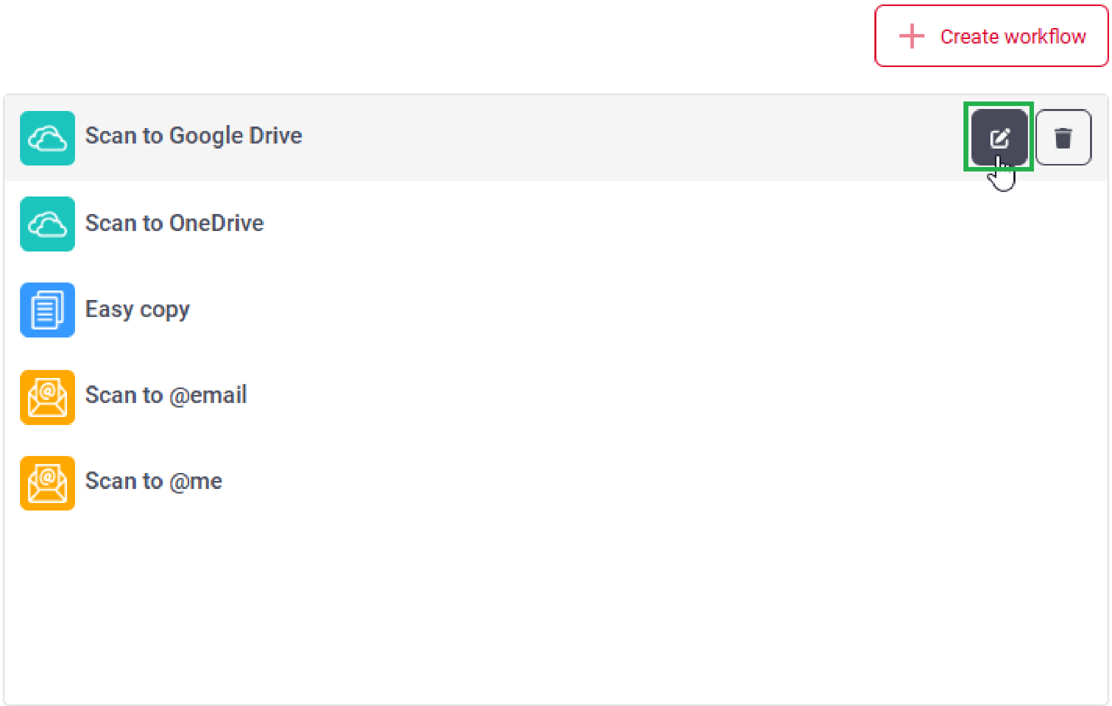
- **Resolution -** choose the job's resolution: Default, 100, 200, 300, 400, 600, 1200.
- **Paper size options -** choose the job's paper size: A3, A4, A5, A6, Auto, B4, B5, B6, Executive, Folio, Ledger, Legal, Letter, Mixed, Oficio II, Statement.

Once done with both the General and the Parameters tabs, click **Save** to apply your changes and save the new workflow.

7.4 Editing a Workflow

To edit a workflow,

- Hover over it in your workflow template and click on the **Edit** button next to it.



- In the pop-up window, modify the workflow's general and parameter settings, and click **Save**.

To delete a workflow,

- Hover over it in your workflow template and click on the trashcan button next to it.

To move a workflow up or down on the list,

- Select it and click on the up or down buttons to the left.
  This order is reflected in the MyQ Roger Mobile app and MyQ Roger printers.

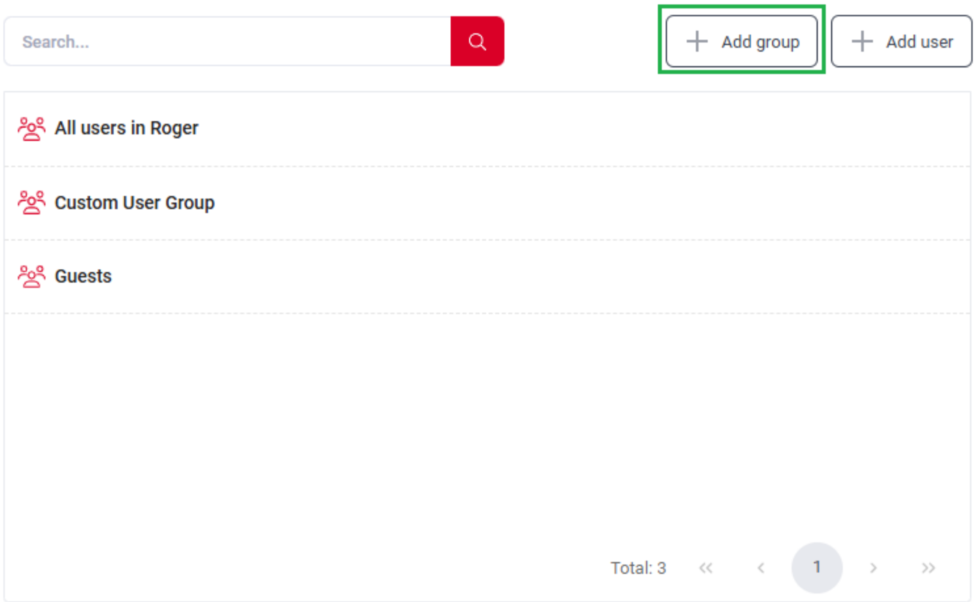
7.5 Adding Users and Groups

> Adding users/user groups to a workflow template gives them the ability to use the workflow.

In your workflow template,

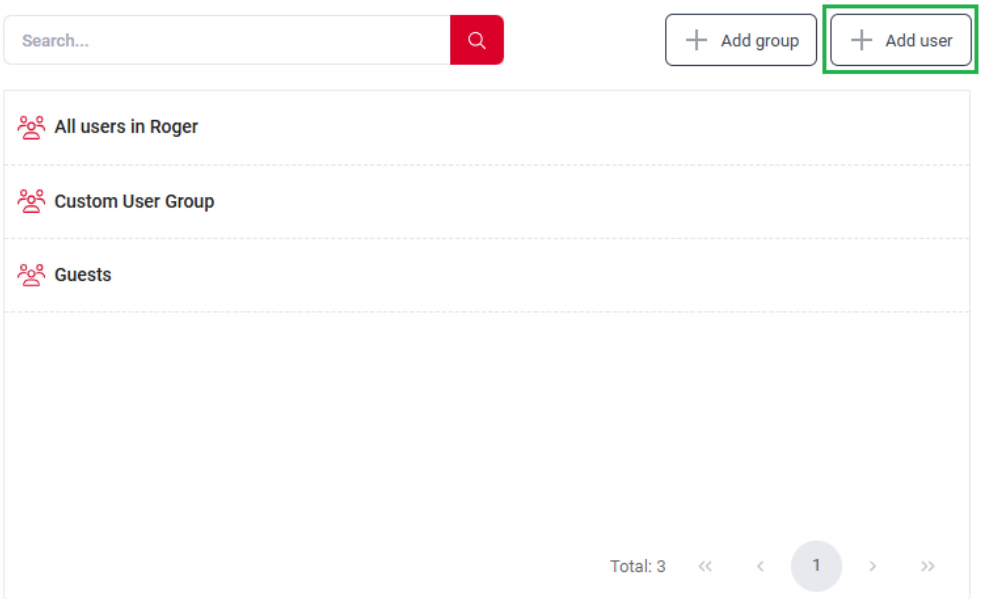
- Click **Add group** on the right side of the screen.

- Select the user groups from the list and click **Save**.



If you want to add specific users to your workflow template,

- Click on **Add user**. Select the users from the list and click **Save**.

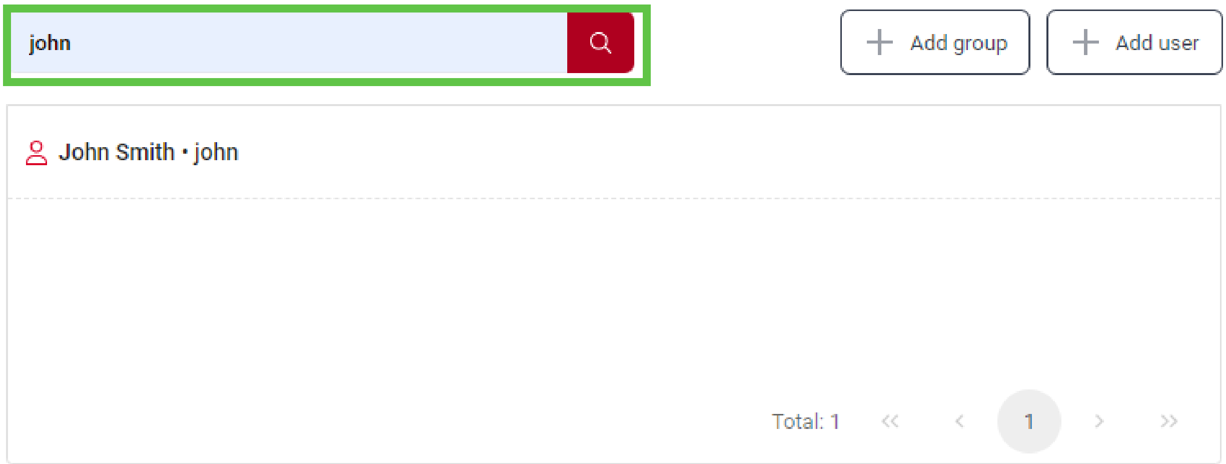


To delete any users or user groups,

- Hover over the user or user group and click on the **trashcan** button next to it.

To check if a user has been added to the workflow,

- Click in search bar and type in the user's **First Name** or **Surname**, then click the **search** icon. You cannot search by username.



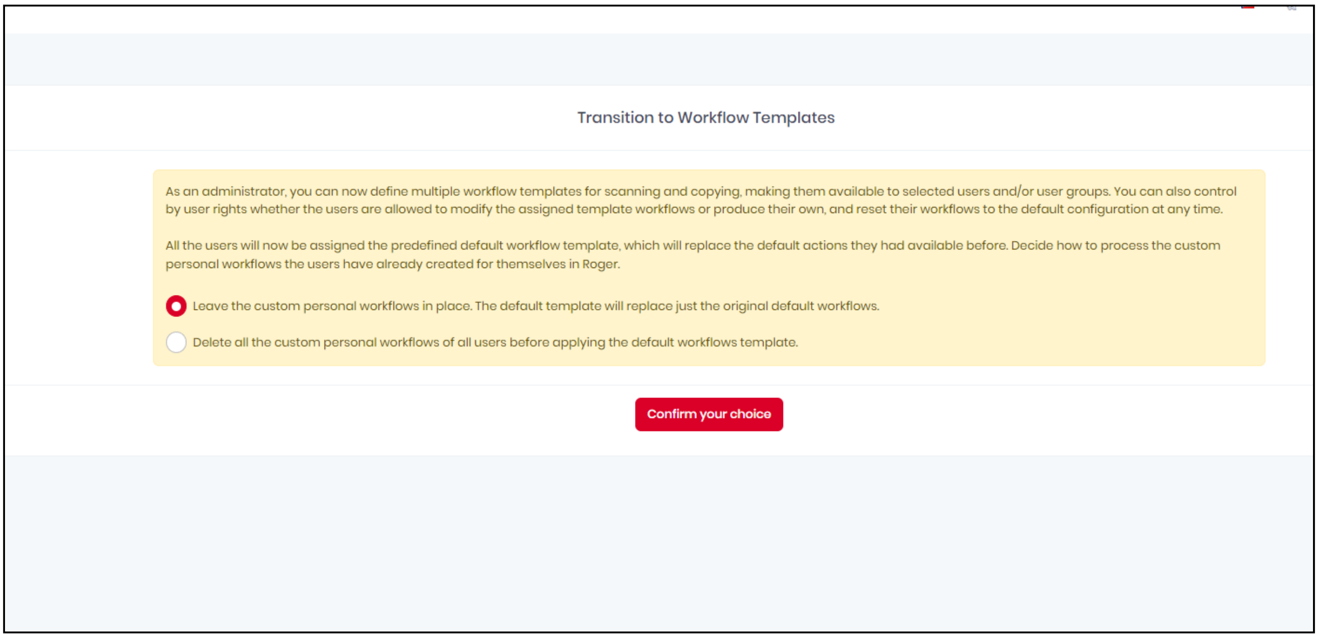
To go back to the full list of added users, either refresh the page or remove the first name/ surname from the search bar and click on the search icon again.

7.6 Workflow Templates Transition

As mentioned, workflow templates is a paid feature. When you upgrade to a license tier with the workflow templates feature included:

Tenant with no users - If a new tenant has been upgraded, then just delete all the workflows for all (default) users and replace them with the default template.

Tenant with existing users - No change shall take place until the tenant administrator logs in to the MyQ Roger web UI to initiate the transition. There, the administrator is presented with two options:



As an administrator, you can now define multiple workflow templates for scanning and copying, making them available to selected users and/or user groups. You can also control by user rights whether the users are allowed to modify the assigned template workflows or produce their own and reset their workflows to the default configuration at any time.

All the users will now be assigned the predefined default workflow template, which will replace the default actions they had available before. Decide how to process the custom personal workflows the users have already created for themselves in Roger.

- Leave the custom personal workflows in place. The default template will replace just the original default workflows.
- Delete all the custom personal workflows of all users before applying the default workflow template.

The first option deletes just the original default workflows for all users, replacing them with the default template. The second option wipes all the workflows clean (both favorite and recent) before applying the default template.

8 Organization

Under **Organization** in the left-side menu, the MyQ Roger administrator can:

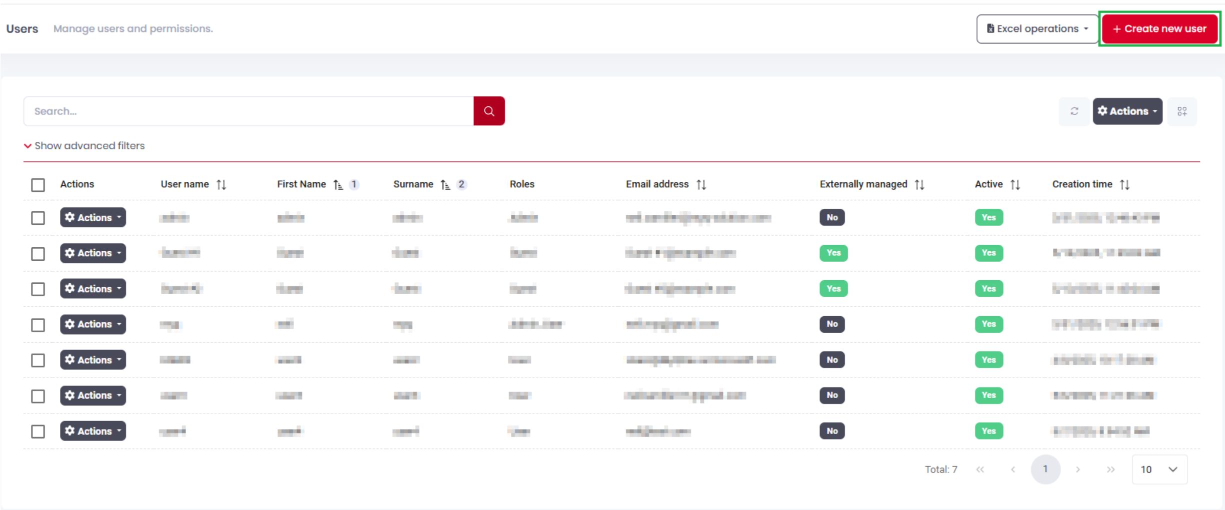
- Manage Users
- Manage User Groups
- Manage Cost Centers (paid feature, available only when the relevant license edition is used)
- Manage Roles

8.1 Users

You can create new users manually, via importing from an external source (Excel, CSV), or via synchronization with Microsoft Entra ID.

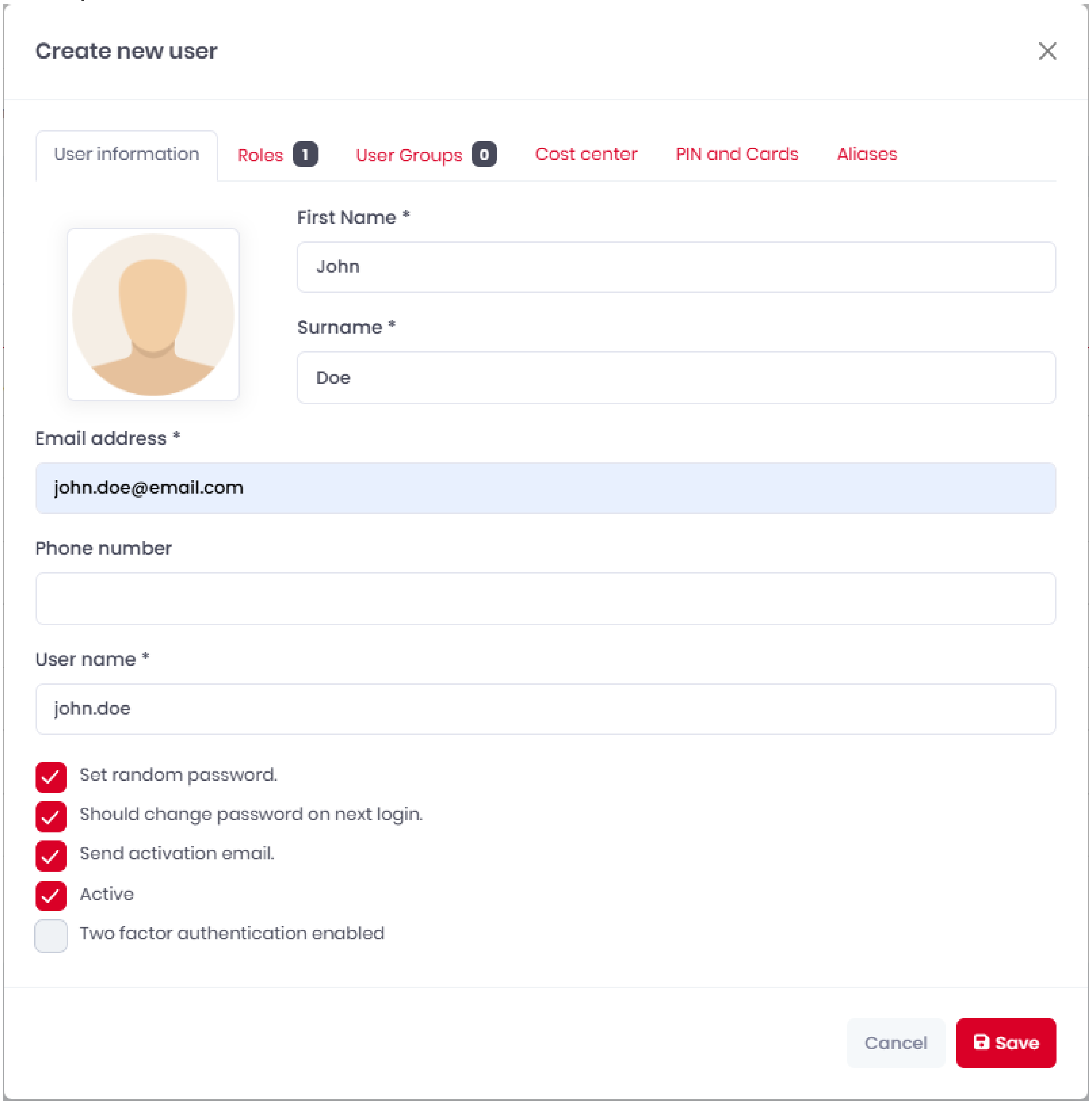
8.1.1 Manually Creating Users

1. On the left-side menu options, go to **Organization**>**Users**.
2. On the **Users** settings, click **Create new user** on the upper-right side.



3. In the **Create new user** window, on the **User Information** tab, fill in the following:
   a. **First Name** - Add the user's first name.
   b. **Surname** - Add the user's surname.
   c. **Email address**- Add the user's email address.
   d. **Phone number** - Optionally add the user's phone number.
   e. **User name** - Add the user's user name.
   f. **Set random password** - Enable the setting if you want to set a random password for the user. If disabled, you have to manually set a password for the user.
   g. **Should change password on next login** - If enabled, the user is prompted to change their password on their next login.
   h. **Send activation email** - If enabled, the user receives an activation email.
   i. **Active** - If this is disabled, the user cannot use MyQ Roger.
   j. **Two factor authentication enabled** - If enabled, the user can use 2FA with their login.

k. **Lockout enabled -** If enabled, the user's account is locked after multiple failed login attempts.

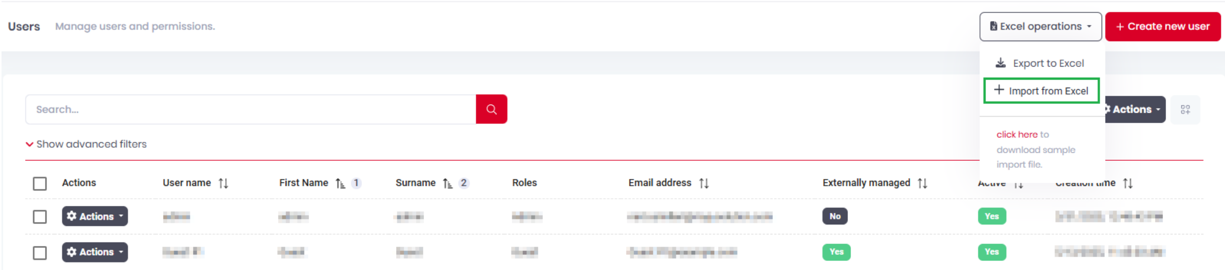


4. Click **Save** and your new user is created.

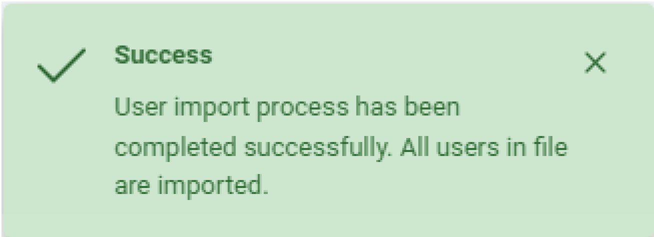
8.1.2 Importing Users

8.1.2.1 To import users:

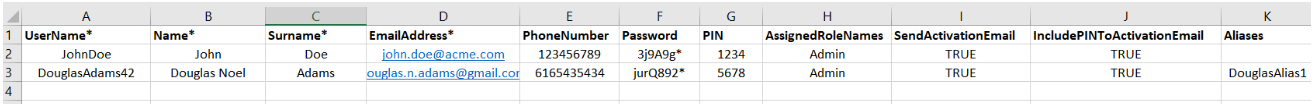
1. On the left-side menu options, go to **Organization**>**Users**.
2. On the **Users** settings, click **Excel operations** on the upper-right side.



3. Click **Import from excel**, browse for your file, and click **Open**.
4. Once the users import is complete, you see a notification on the lower-right side of the screen.



5. Refresh your browser window and you can now see the imported users.



	A	B	C	D	E	F	G	H	I	J	K
1	UserName*	Name*	Surname*	EmailAddress*	PhoneNumber	Password	PIN	AssignedRoleNames	SendActivationEmail	IncludePINToActivationEmail	Aliases
2	JohnDoe	John	Doe	john.doe@acme.com	123456789	3j9A9g*	1234	Admin	TRUE	TRUE	
3	DouglasAdams42	Douglas Noel	Adams	ouglas.n.adams@gmail.cor	6165435434	jurQ892*	5678	Admin	TRUE	TRUE	DouglasAlias1
4											

8.1.2.2 Excel File Syntax

- **UserName*** - Add the user's UserName.
- **Name*** - Add the user's first name.
- **Surname*** - Add the user's surname.
- **EmailAddress*** - Add the user's email address.
- **PhoneNumber** - Optionally add the user's phone number.
- **Password** - Add a password for the user.
- **PIN** - Add a PIN for the user.
- **AssignedRoleNames** - Add the role you want to assign to the user; either *User* or *Admin*.
- **SendActivationEmail** - Add *TRUE* to send an activation email to the user.
- **IncludePINToActivationEmail** - Add *TRUE* if you want the PIN to be included in the activation email that is sent to the user.
- **Aliases** - Add any aliases for the user.

⚠ If you are using MS Office in a language other than English, the values TRUE and FALSE needed in the SendActivationEmail and IncludePINToActivationEmail fields have to be translated in the MS Office language. For example, if your MS Office is in German, add WAHR or FALSCH instead of TRUE or FALSE.

You can also use our sample Excel file, to avoid syntax mistakes. Click **Excel operations** on the upper-right side, and then click **Click here** to download the sample file. Once downloaded, modify it and then click **Excel Operations, Import from Excel** to upload it.

Users imported from Excel cannot use external authentication (MS, Google, Apple authentication), because when importing from Excel, the unique UID identifier cannot be confirmed and match the user to the correct account.

8.1.3 AD User Synchronization

Another way to create users in MyQ Roger is to set up a synchronization from external services. Currently, **Microsoft Entra ID** (renamed from MS Azure Active Directory) is supported, and Google Active Directory is being developed and should be available in the foreseeable future.

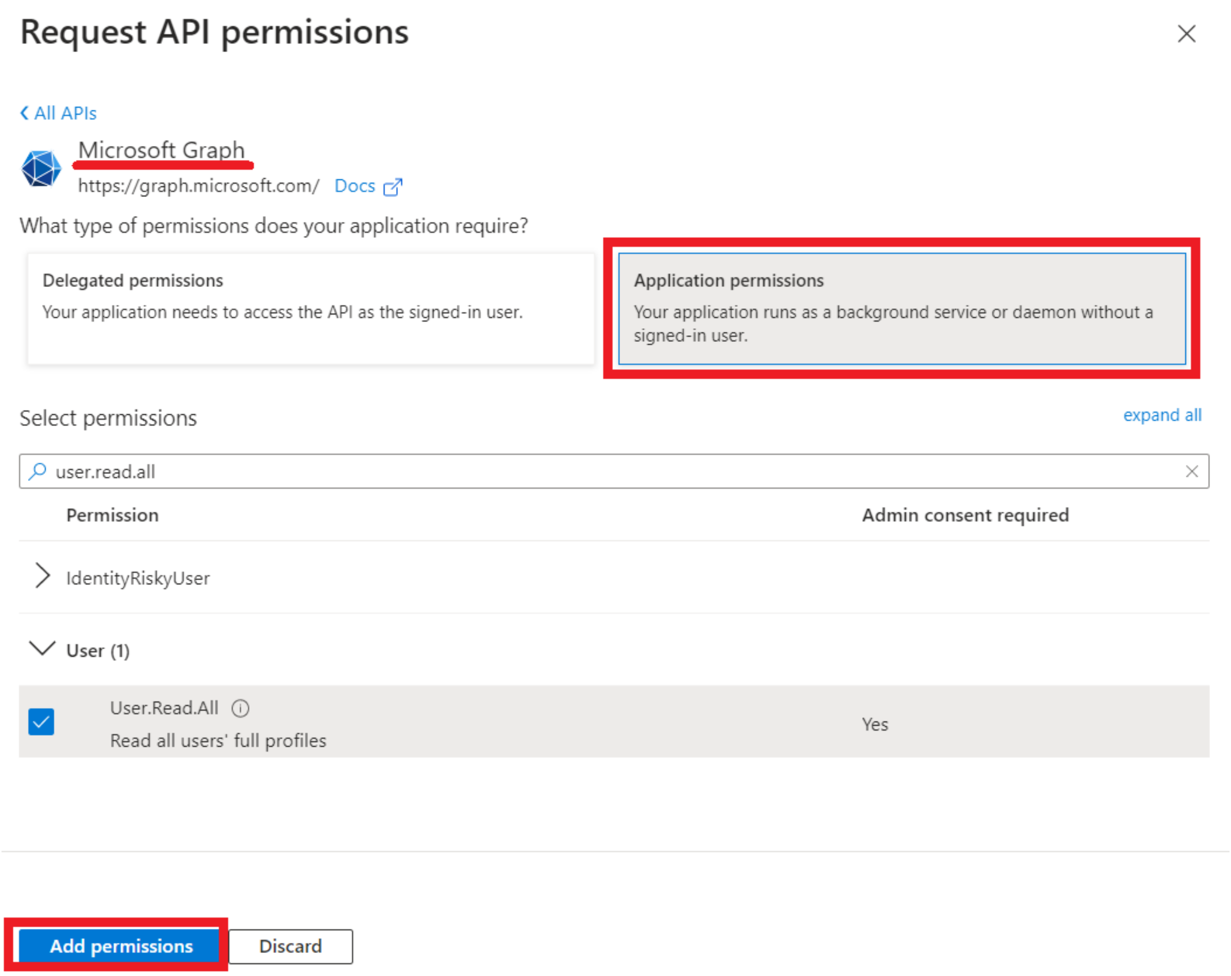
Required Permissions
Pages.Administration.UserSync

8.1.3.1 Microsoft Entra ID

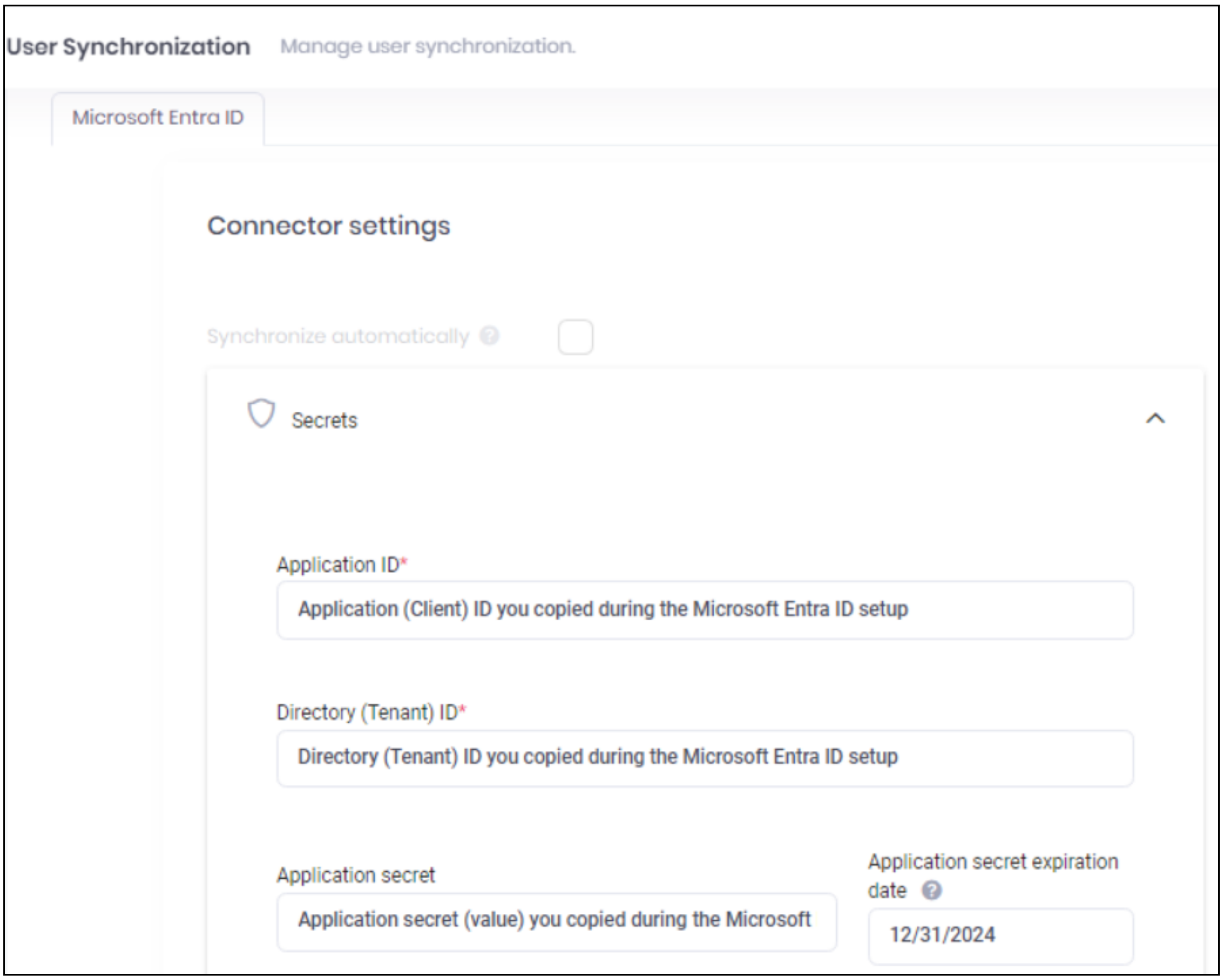
In order to configure a Microsoft Entra ID in MyQ Roger, you should already have an existing Microsoft Entra ID.

8.1.3.1.1 Setup and Configuration

1. Log in to the Microsoft Azure portal and create a new **App registration** in your Microsoft Entra ID https://docs.microsoft.com/en-us/azure/active-directory/develop/quickstart-register-app. The new app overview page opens.
2. Copy the **Application (client) ID** and the **Directory (tenant) ID**, as they are needed for the connection to MyQ Roger.
3. Go to **Certificates & secrets** and create a **New client secret**. Set the expiration date and copy the secret **Value** (<u>back up the value as it will not be displayed again</u>).
   The app registration MUST HAVE the following permissions: **User.Read.All, Group.Read.All** (in case you want to use only a certain group). To set the permissions,
4. Select **API permissions**, and then click **Add a permission**. In the window to the right, in the Microsoft APIs tab, select **Microsoft Graph**.
   In the next window,
5. Select **Application permissions**, search and select the **User.Read.All** and **Group.Read.All** (in case you want to sync a certain group) permissions, and click **Add permissions**.



6. Go to MyQ Roger, **Edit** and fill in the Connector settings in **MyQ Roger>Administration>User Synchronization**, and in the **Microsoft Entra ID** tab:



   a. **Application ID***: Add the Application (client) ID you copied during the Microsoft Entra ID setup.
   b. **Directory (Tenant) ID***: Add the Directory (tenant) ID you copied during the Microsoft Entra ID setup.
   c. **Application secret**: Add the application secret value you copied during the Microsoft Entra ID setup.
      i. **Application secret expiration date** (optional): Set an expiration date if you want to be notified about the expiring secret. All users with the Pages.Administration.UserSync permissions are notified.

7. Set **Groups** options:
   a. **None**: If this option is selected, all the users from the organization are synchronized.
   b. **Selected**: Fill in the group identifier if you want to synchronize users from a specific Entra ID group. You can add multiple group identifiers separated by a semicolon (;). The Entra ID group GUID can be located in **Microsoft Entra ID>Groups>Labeled as Object ID** on the group you wish to synchronize.
8. Set the **Users** options:
   a. **Selected groups**: Synchronize users from the selected and nested groups.
   b. **All**: Synchronize all the users.

c. **Source fields for aliases**: Add the name of the field in the Microsoft Entra ID Graph API that will be used to create an alias for the user. The default field is onPremisesSamAccountName. You can combine specified fields into one alias. Surround each field with the percent (%) sign, e.g. %givenName%. You can specify more combinations using a semicolon (;) as a delimiter, e.g. %givenName%.%surName%;%surName%-%givenName%.
d. **Send PIN emails**: Mark the checkbox if you want the newly created users to receive a welcome email with PIN.
e. **Manage existing users**: Updates and keeps existing users synchronized. Users are matched with their email address.
f. **Allow use 'Display name'**: The first and last name are mandatory fields in MyQ Roger. Microsoft Entra ID accounts may have have "Displayname" set instead of first and last name.
g. **Also, create aliases without invalid characters**: The invalid characters are: " [ ] : ; | = + * ? < > / \ , . and space. For example, The alias for John Doe will be created as *JohnDoe*.
h. **Manage user deletion**: When enabled, MyQ Roger compares the users before and after synchronization. It deletes the accounts that cannot be retrieved from the remote system. Microsoft Entra ID provides information for accounts that should be deleted for a limited time. You should only enable this option if you have not run a synchronization for an extended period of time or if you have changed the settings.

9. Click **Connect**. The connection is tested and if everything was correctly set, you should now see more options (Sync now, Delete, Edit, and Synchronize automatically).
10. To perform the synchronization, click the **Sync now** button or enable auto-sync to synchronize users **every 24 hours** from activation.

8.1.3.2 Synchronization Rules

- If an AD user's email address does not exist in the MyQ Roger tenant, a new user is created with the **"AD synced"** tag.
- If an AD user is deleted from the AD and synchronization is done, the user is also deleted from MyQ Roger.
- If an AD user's email address already exists in the MyQ Roger tenant, the user creation is skipped.
  - If they were deleted before, the user is registered again.
- If a user's creation fails, the synchronization continues with other users. For more info, see the notifications chapter.
- Login - If a user was synchronized by Microsoft Entra ID they would be required to log in to MyQ Roger by using the '**Sign in with Microsoft**' option. MyQ Roger does not synchronize user passwords so if the user was synced via AD, then it is a requirement to use the sign-in option of the provider. (Microsoft/Google) MyQ Roger login with username and password can only be used if the user was created directly from MyQ Roger.

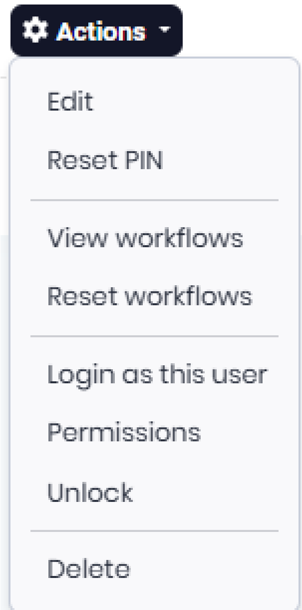
8.1.3.3 Notifications

- If a synchronization is triggered manually:
    - The triggering user gets a navbar notification when the job finishes.
    - In case of any changes (any users deleted, added, or failed), all the users with permissions to manage a synchronization get a navbar notification with short information about the job.
- If a synchronization is triggered automatically:
    - In case of any changes (any users deleted, added, or failed), all the users with permissions to manage a synchronization get a navbar notification with short information about the job.
    - If there is no change, users are not notified. Only short information about the last run is displayed in administration.
- If the **Application secret expiration date** was set and the job is run 7 days before the expiration, a navbar notification is displayed and an email notification is sent to users with permissions to manage synchronizations.
- All synchronization runs are logged with short info. All failed users' synchronizations are also logged.

8.1.4 Editing Users

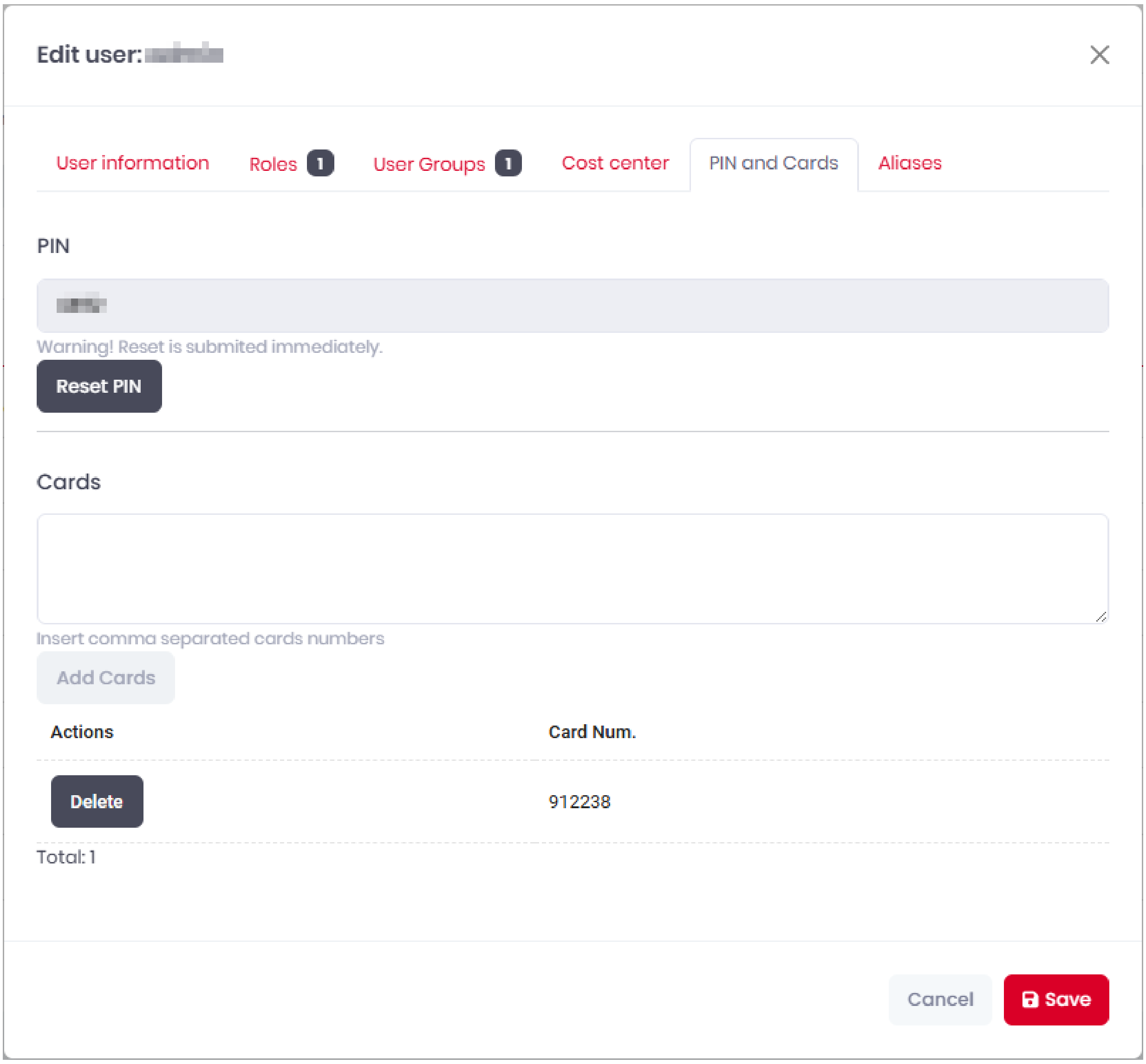
> ⚠ The names and other attributes of users synchronized from an external source cannot be edited. It is not possible to delete imported users, user groups, and cost centers.

1. Go to **Organization>Users**. On the Users overview, click **Actions** next to a user to see the available actions.



2. To edit a user, click **Edit**.
   The user's window opens, where you can:
    - Make changes on the **User information** tab,

   - Assign a new role to the user in the **Roles** tab (users can have the *User* role, the Admin role, or both roles),
   - Add the user to **User Groups**,
   - Manage the user's **Aliases**,
   - Configure the user's PIN and Cards in the **PIN and Cards** tab.
3. In the **PIN and Cards** tab, under to PIN, click **Reset PIN** to reset the user's PIN. The reset is immediately done. In the Cards field, insert the card numbers, separated by comma (,), and click **Add Cards**.



4. Click **Save** to save your changes. If the **Send activation email** setting is enabled, an email is sent to the user once you save their account's changes.

If a user with the administrator role has lost or not received their password, there are two ways to resolve this:

- A different user with the administrator role or administrator rights can edit the user with the lost password. In the **User Information** tab, they should select the **Set random password** and the **Send activation email** options and click **Save**.
  The user should receive a new activation email and password.
- If there is no other user with the administrator role or administrator rights, contact MyQ Support.

To check/modify the user's permissions,

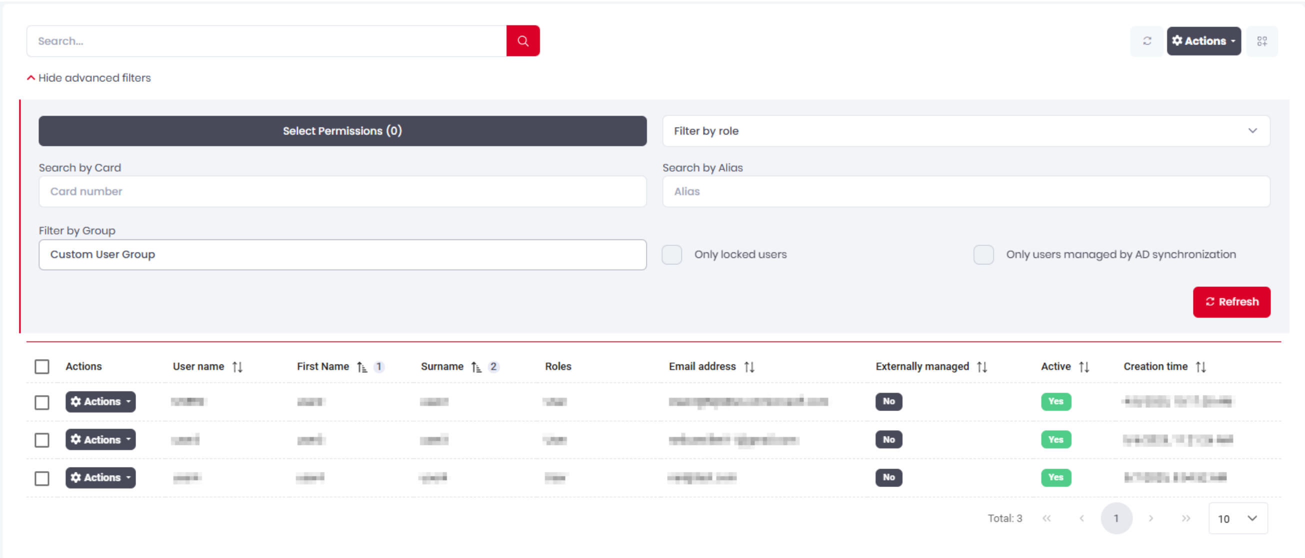
- Click **Permissions**.
  There are multiple permissions that can be assigned to user accounts. Most of them may be assigned by default, depending on your MyQ Roger tenant setup.
- Check the box next to a **parameter** to give the permission to a user or uncheck it to remove the permission. Once done, click **Save**.
- To unlock a user, click **Unlock**.

If the user's account is locked after multiple failed login attempts, you can unlock it from here.

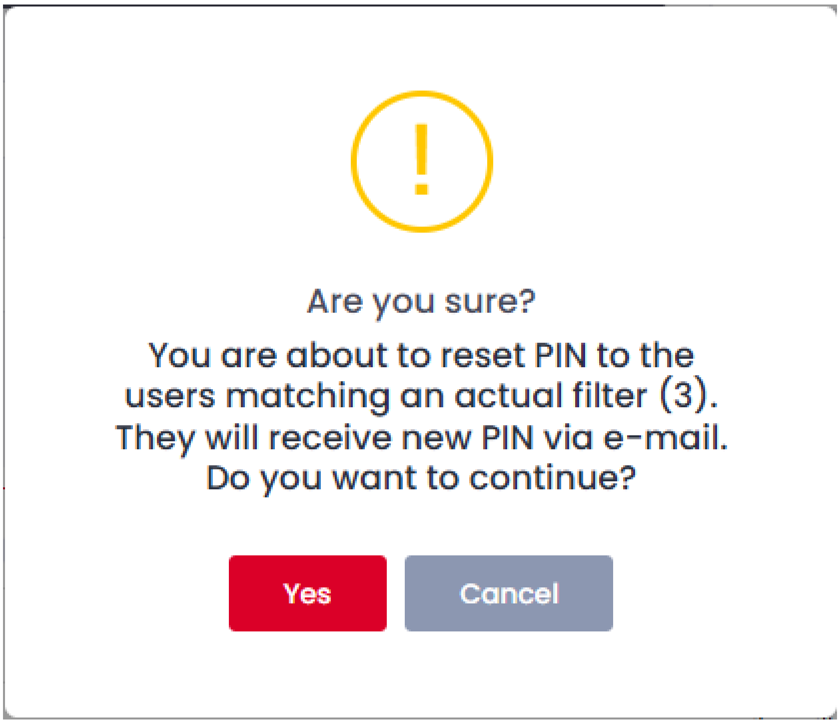
- To reset a user's PIN, click **Reset PIN**.

You can also use advanced filters to reset the PINs for multiple users or user groups.

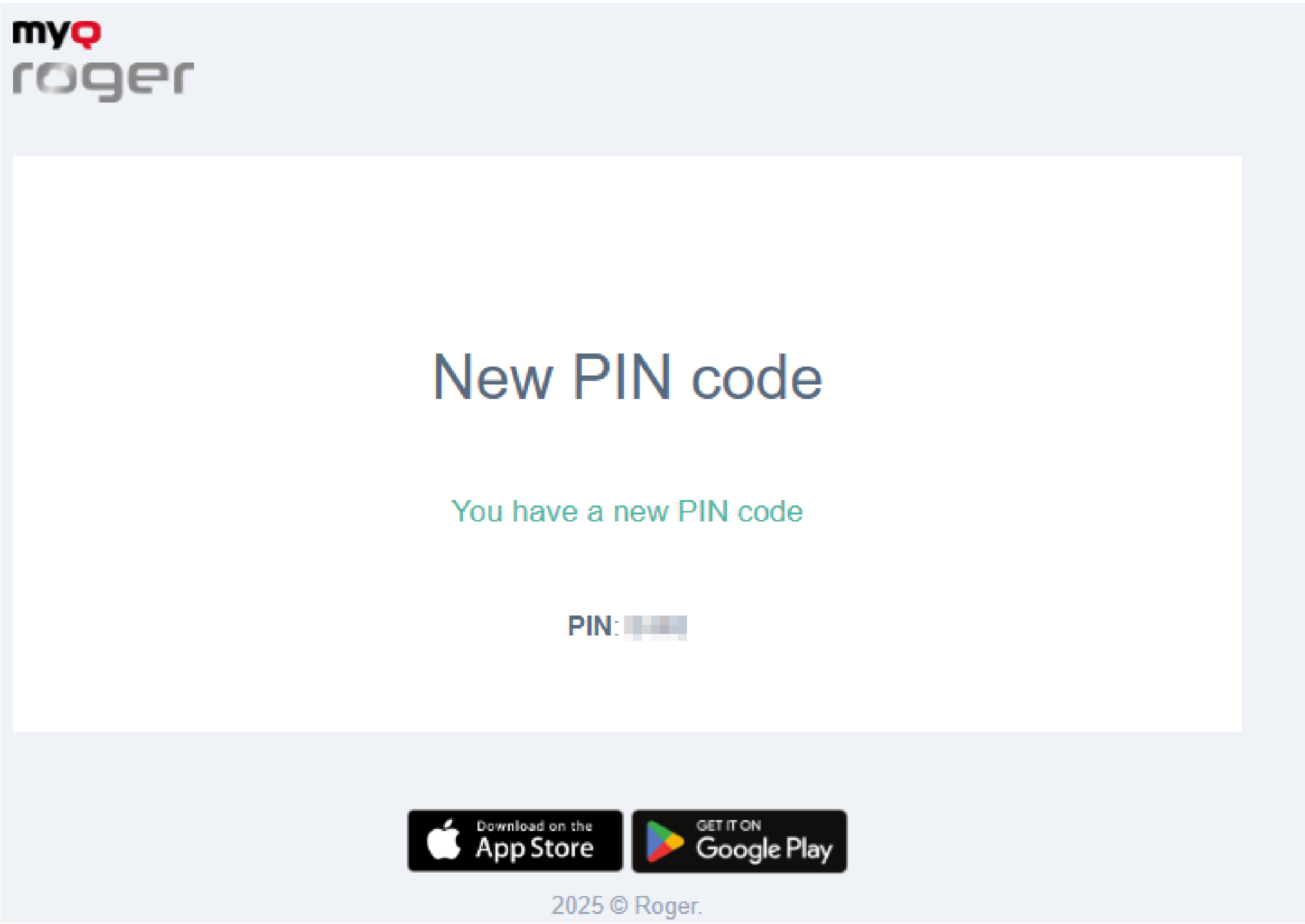
- Click **Show advanced filters.** Add the user groups you want in the **Filter by Group** field.
- Optionally, **Filter by role**, by selecting admin or user or **Search by Card**.
- You can also mark the **Only locked users** checkbox to reset PINs only to locked out users, and mark the **Only users managed by AD synchronization** checkbox to reset PINs only to users imported via AD synchronization.
- Click **Actions** and **Reset PINs**.



If you have filtered by group, only the users in this group will get their PINs reset.



The PINs are reset instantly, and the users receive an email with their new PIN.



- To delete a user, click **Delete**.
- To view workflows this user can work with, click **View workflows**.

- To reset the workflows this user can work with, click **Reset workflows**.

8.2 User Groups

User groups are used to allocate users into organizational units. User groups can be imported via AD User synchronization or created on the MyQ Roger server Web UI by the administrator or a user with sufficient permissions.

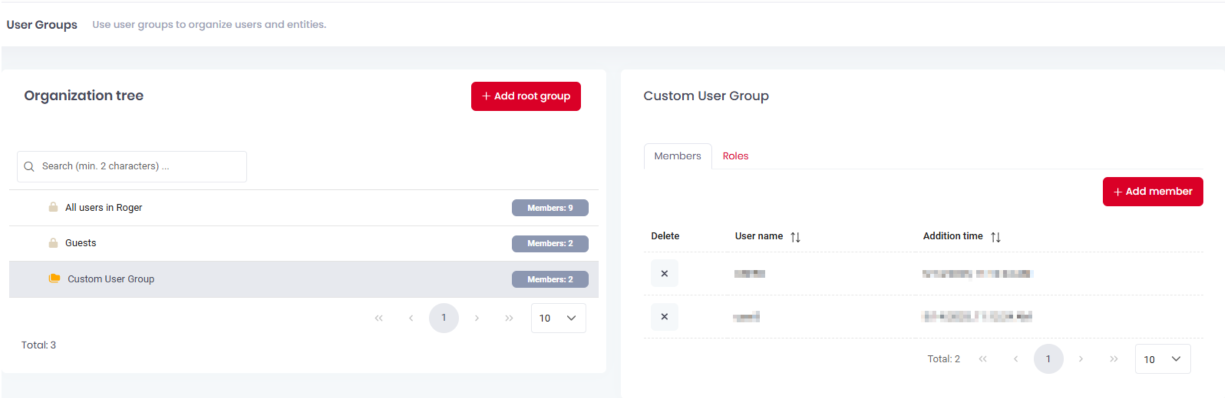
All users are automatically members of the built-in **All users in Roger** user group. When a tenant is created, this group is created as well by default. All later added users are inserted by default, including users from user synchronization.

This group cannot be edited or deleted. The main purpose of this group is to be able to assign roles to all users at once.

User groups can be also used to filter users in the **Users** page via advanced filters and carry out actions onto these user groups such as reset PINs, send PINs via email, and reset workflows.

8.2.1 Creating User Groups

1. On the left-side menu options, go to **Organization**>**User Groups**.

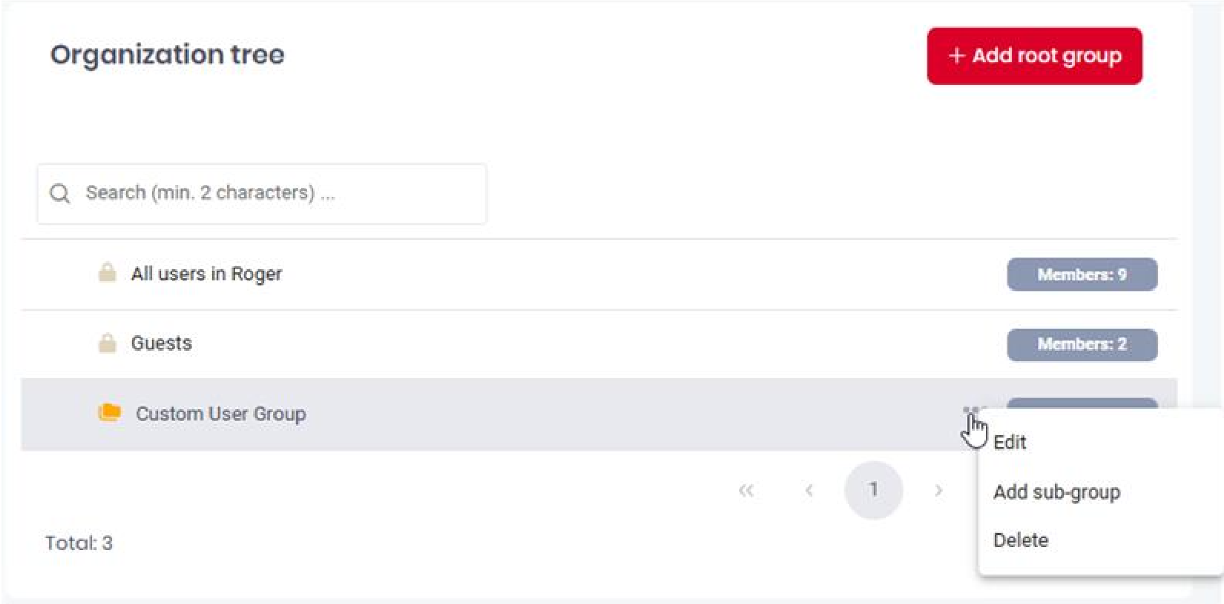


2. Click **Add root group** to create a new user group.
3. In the pop-up window, give a **Name** to your user group and click **Save**.
   You can now add members to it.
4. Select the new user group and click **Add member** on the right side.
5. Select the users from the list and click **Save**.
   You can also add roles to the user group.
6. Select the new user group, click on the **Roles** tab on the right side, and click **Add role**.
7. Choose the role you want to add from the list and click **Save**.

8.2.2 User Group Options

To display the available user group options:

- Hover over a user group and then click on the **three-dot** menu on the right side of the user group.



- **Edit** - Used to modify your user group's name.
- **Add sub-group** - Used to add a sub-group to the user group.
- **Delete** - Used to delete the selected user group.

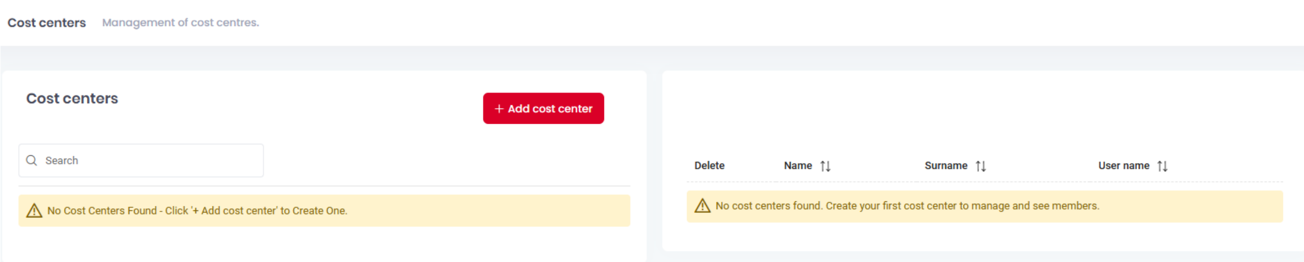
8.3 Cost Centers

Cost Centers require the paid **MyQ Roger Cloud Print Management** subscription edition.

Cost centers are a way to organize reports and job accounting for users.

- Users can belong to only one cost center.
- Cost centers can be imported during AD synchronization or they can be manually created on the tenant.
- Users can change their cost center but the cost center history remains. The cost center is written in the report record.

The cost centers' management is done in **Organization>Cost Centers**.

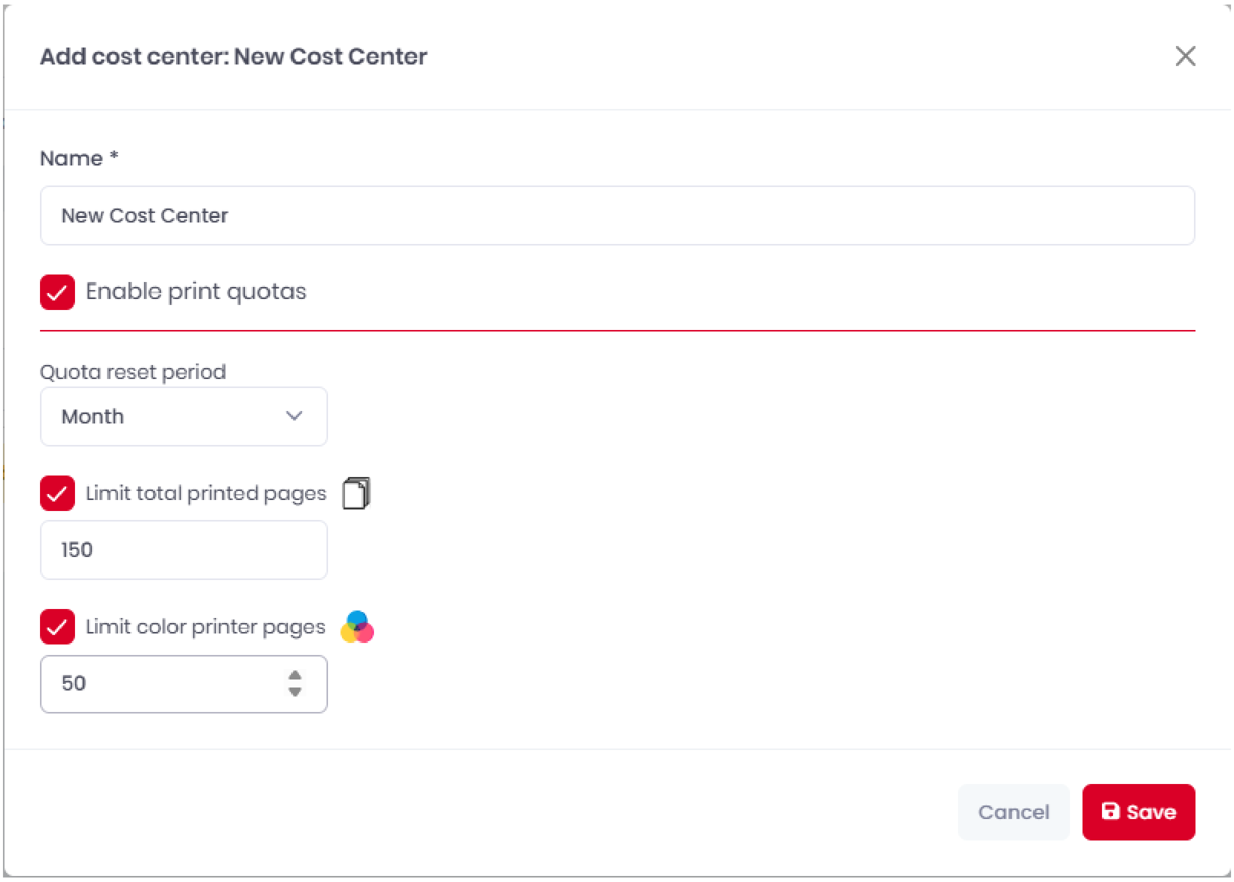


There, you can view and manage your existing cost centers and create new ones as well.

8.3.1 Creating a Cost Center

- In **Organization>Cost Centers**, click **Add cost center**.

- In the pop-up window, add a name for your new cost center and click **Save**.
  The new cost center is created.

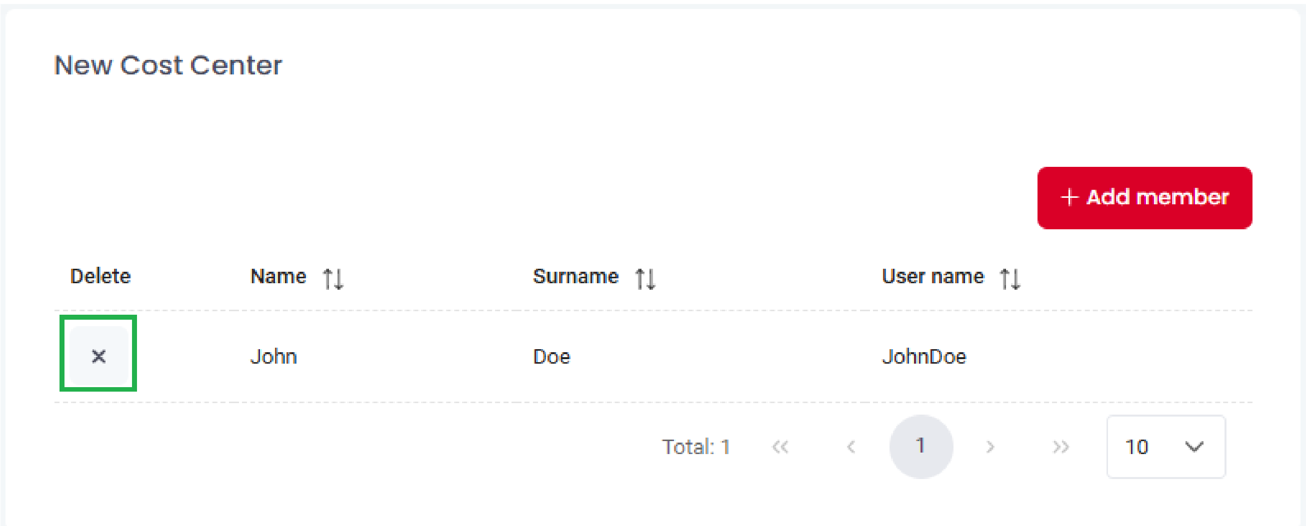


To assign users to it,

- Select your cost center and click **Add member**.
- In the pop-up window, select the users you want to add and click **Save**.

To remove users from a cost center,

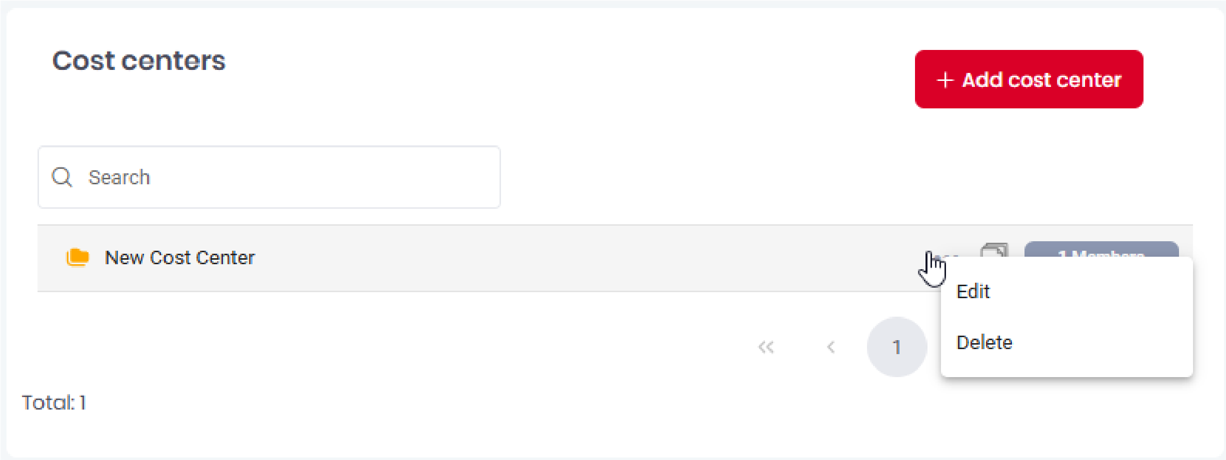
- Click on the **X** (delete) button next to the user.



Cost centers can be also changed for a user through the user's Actions menu by selecting Edit and going to the Cost Centers tab.

8.3.2 Editing a Cost Center

- Hover over the cost center and click on the **three dots** next to it.



- Choose **Edit** to modify the cost center's name.
- Choose **Delete** to delete the cost center.

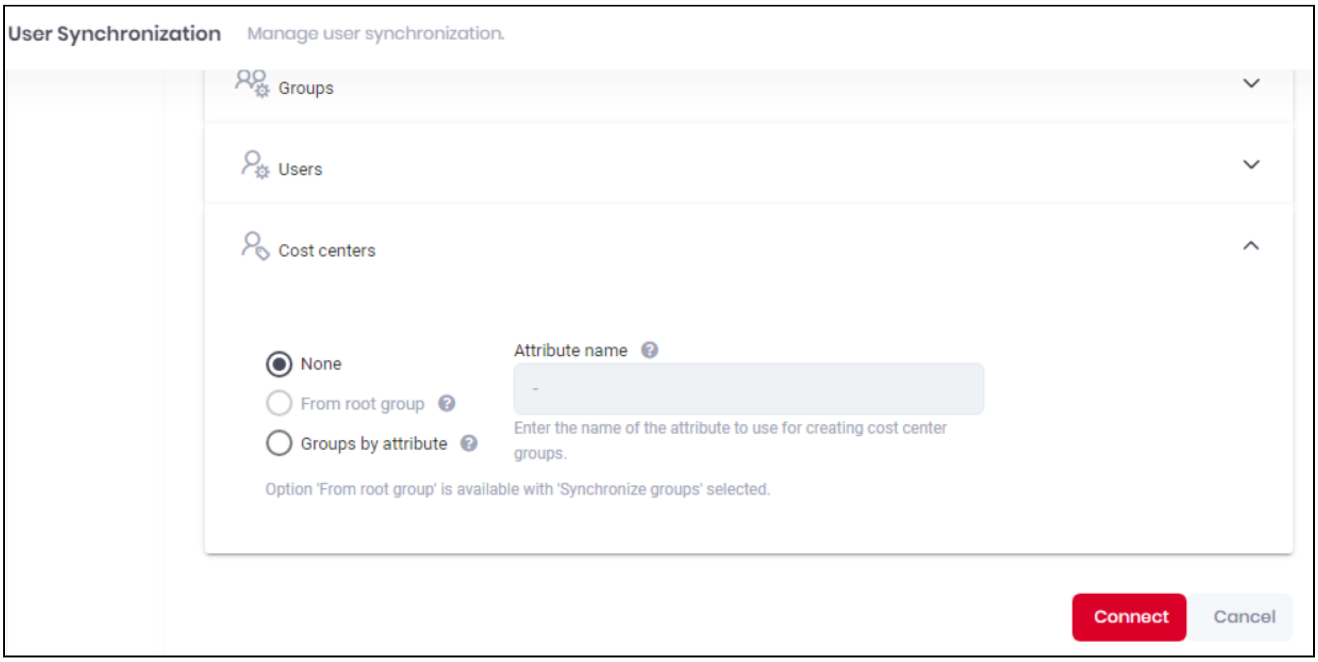
8.3.3 Importing a Cost Center

Cost centers can be imported during user synchronization from Microsoft Entra ID.

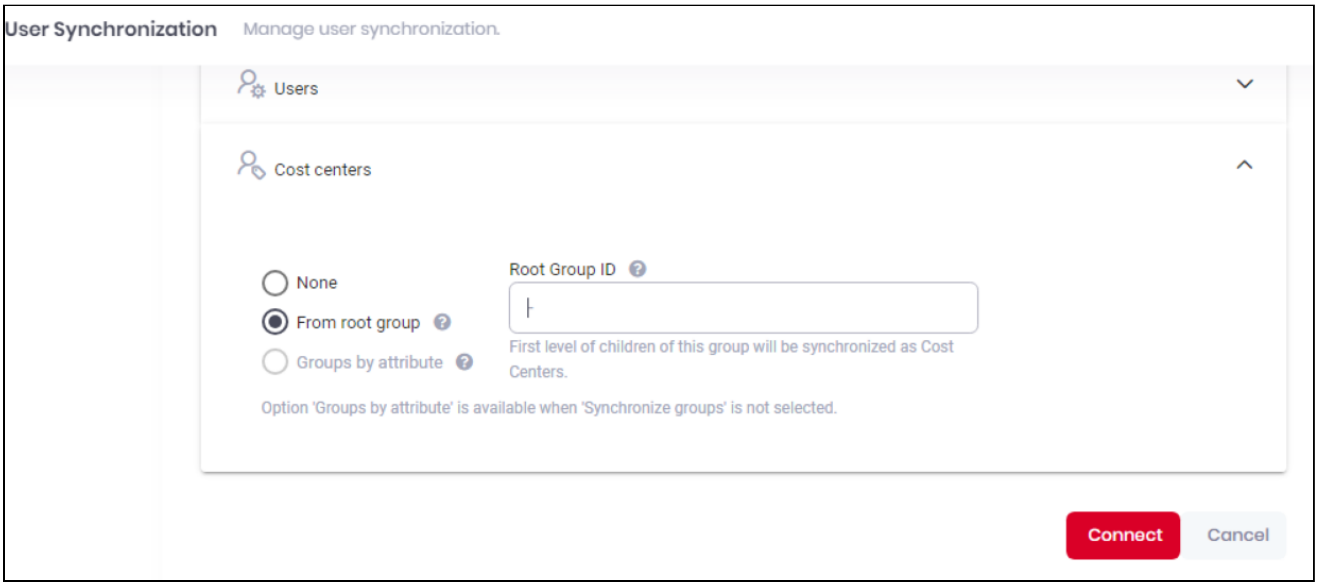
- The settings are available in **Administration>User Synchronization>Microsoft Entra ID Connector settings**.

In the Cost Centers section:

- Select **None** if you don't want to import cost centers.



- If you have added groups in the Groups section, the **From root group** option becomes available. Select it and add the **Root Group ID** next to it.
  The first level of the children of this group will be synchronized as Cost Centers.

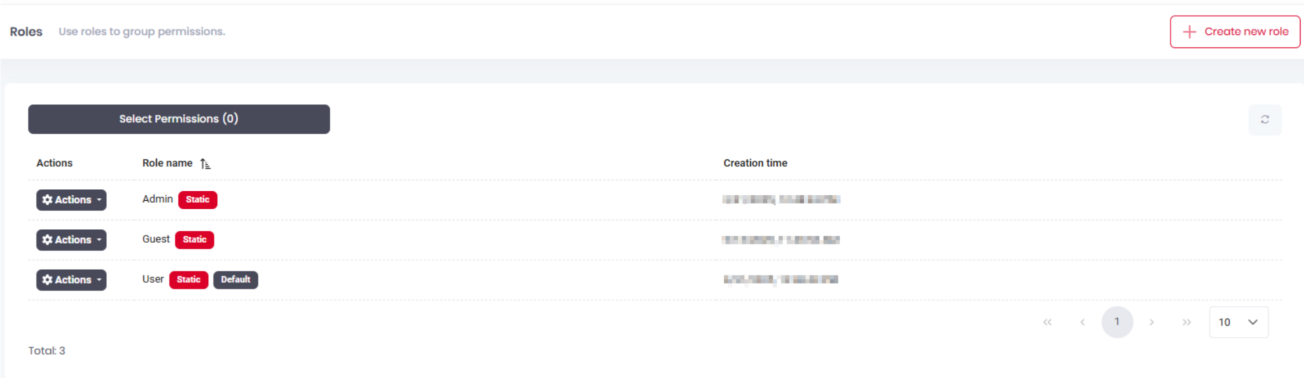


- Select **Groups by attribute** and add the **Attribute name** next to it.
  The attribute name should be the name of the user attribute from the active directory.

For more information on User synchronization, check AD user synchronization.

8.4 Roles

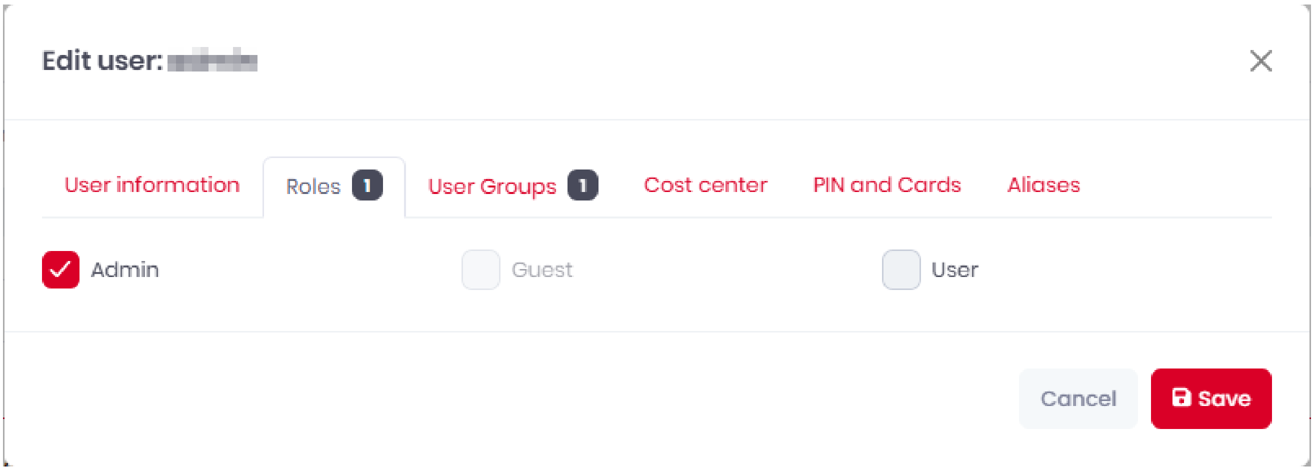
In **Organization>Roles**, the MyQ Roger administrator can manage roles as a way to group user permissions.



When a new tenant is created, there are two default roles: the **Admin** role which has all the permissions enabled, and the **User** role which contains only the following default user permissions:

- Administration Permissions
  - Desktop Clients
    - Manage Desktop Clients
    - View Desktop Clients
  - Price Lists
    - Manage Price Lists
    - View Price Lists
  - Printers
    - Manage Printers
    - Pair Provider with Printer
    - View Printers
  - Quotas
    - Manage Quotas
    - View Quotas
  - Reports
    - Generate Reports
  - System
    - About page
    - Audit Logs
    - Integrations
    - Licenses
    - Settings
  - Users
    - Manage Cost Centers
    - Manage Users
    - View Cost Centers
    - View Users
  - Workflow Templates
    - Manage Workflow Templates
    - View Workflow Templates
- User permissions
  - ChatGPT
  - Connect personal storage
  - Jobs
  - Pins and cards
    - Manage pins and cards
    - Read pins and cards
  - Settings
  - Terminal Actions
    - Unlock Panel
  - Workflows
    - Create and manage workflows
    - Read workflows

All users are assigned the **User** role, unless a different role is chosen for them in their **Edit user** panel.



8.4.1 Creating a New Role

To create a new role,

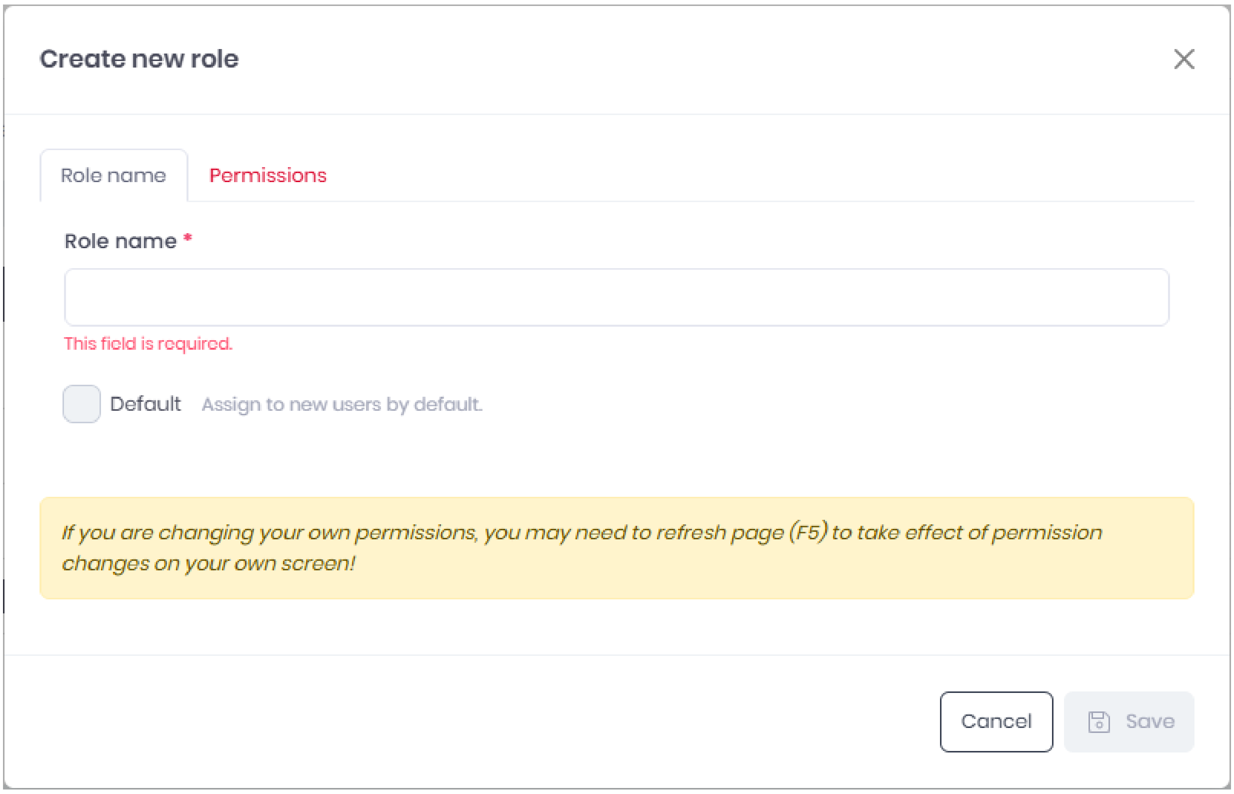
- Click the **Create new role** button in the upper-right corner.

In the pop-up window, in the **Role name** tab,

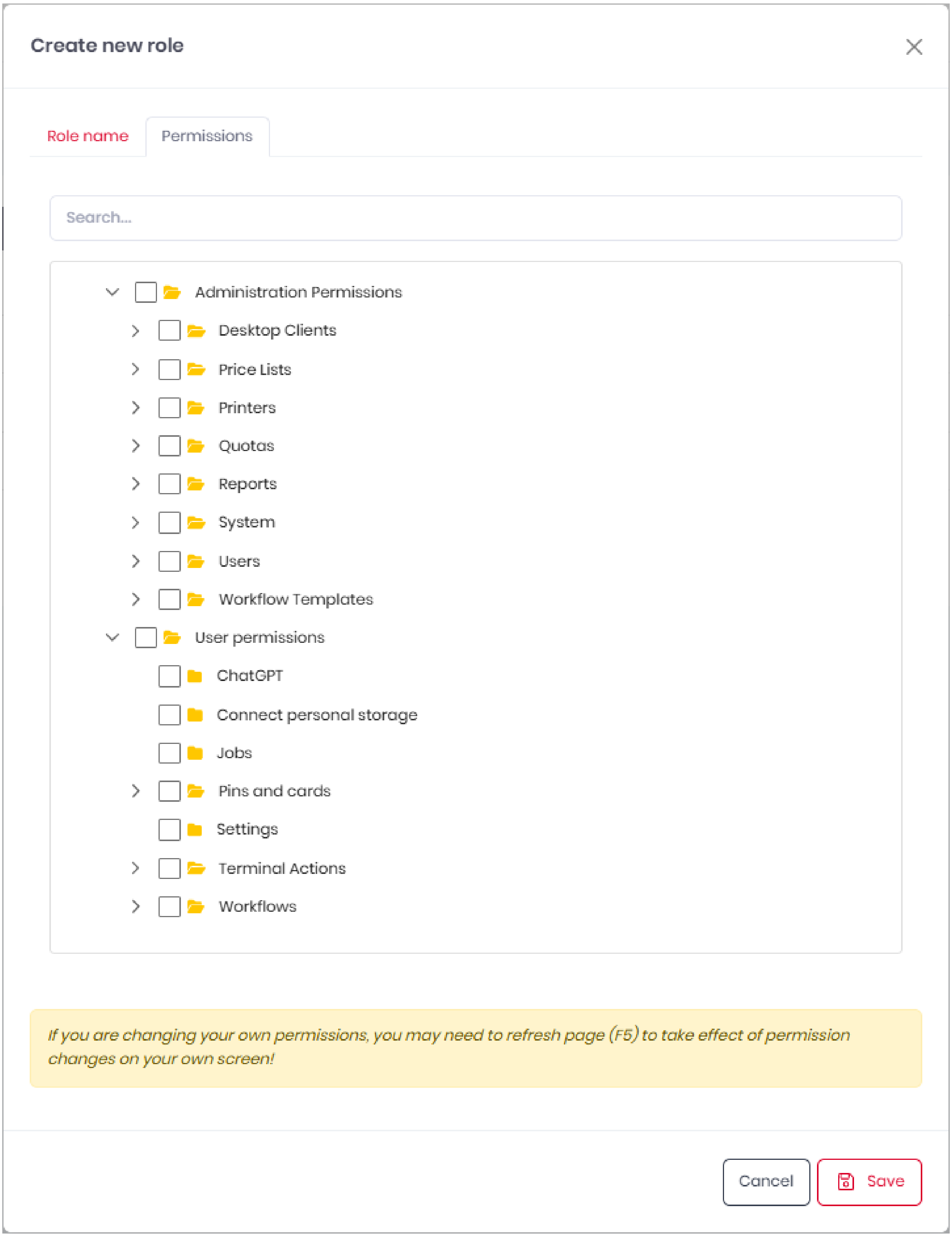
- Add a **Role name *** for your new role.

If you want this role to be the default one for newly created users,

- Mark the **Default** checkbox.



- In the **Permissions** tab, select the permissions to be included in the new role.



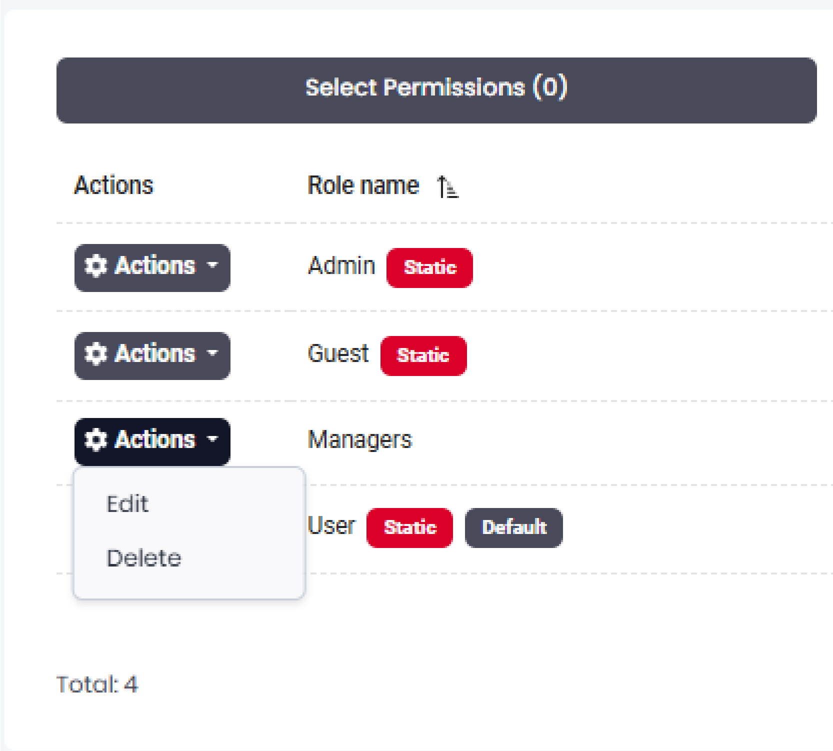
- Click **Save** and then refresh your browser to apply your changes.

8.4.2 Roles Management

- To filter the roles overview list,
- Click the **Select Permissions** button.

In the pop-up window,

- Select the permissions you want and click **Save**.
  Only roles with the selected permission will be displayed on the list.



- To edit a role, click **Actions** next to the role and select **Edit**.
  You can then change the role name and the permissions it includes.
- To delete a role, click **Actions** next to the role and select **Delete**.
  The **Admin** and **User** roles cannot be deleted.

9 Administration

Under **Administration** in the left-side menu, the MyQ Roger administrator can:

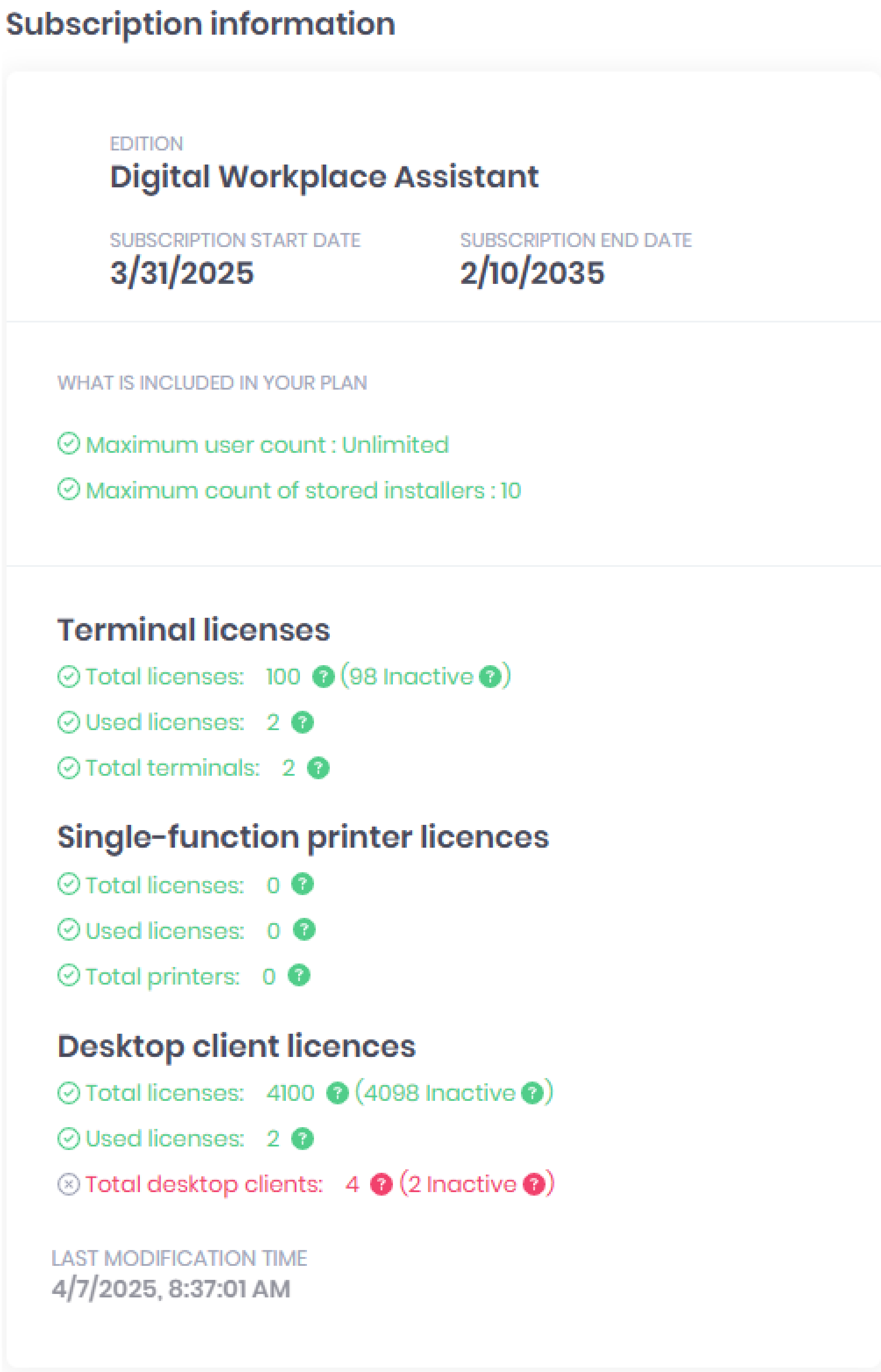
- Overview Subscription and license information
- Manage User Synchronization
- Manage Price Lists
- Manage universal printers
- Manage Printer configurations
- Manage cloud services and PIN & cards settings
- Manage MyQ Roger settings

9.1 Subscription

In **Administration>Subscription**, you can view your subscription and license information.

9.1.1 Subscription Information Tab

In the **Subscription information** tab, you can find all the information relevant to your current subscription.

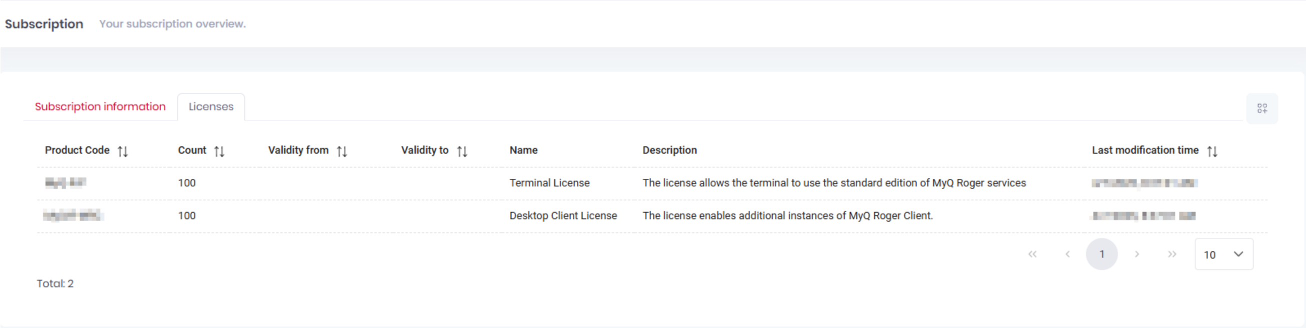


- EDITION - The edition of the subscription you currently have.
- SUBSCRIPTION START DATE - The date your subscription started.
- SUBSCRIPTION END DATE - Tthe date your subscription ends.
- WHAT IS INCLUDED IN YOUR PLAN - Information about features included in your subscription.

- Terminal licenses:
    - Total licenses - Total number of purchased licenses for terminals. One license is used per terminal. There is also information for the number of inactive or missing licenses.
    - Used licenses - The current number of used licenses by terminals.
    - Total printers - Total number of printers paired with your organization.
      There is also information for the number of inactive (non-licensed) printers.
- LAST MODIFICATION TIME - Time and date when your subscription was last modified.

9.1.2 Licenses Tab

In the **Licenses** tab, you can find detailed information about your licenses.

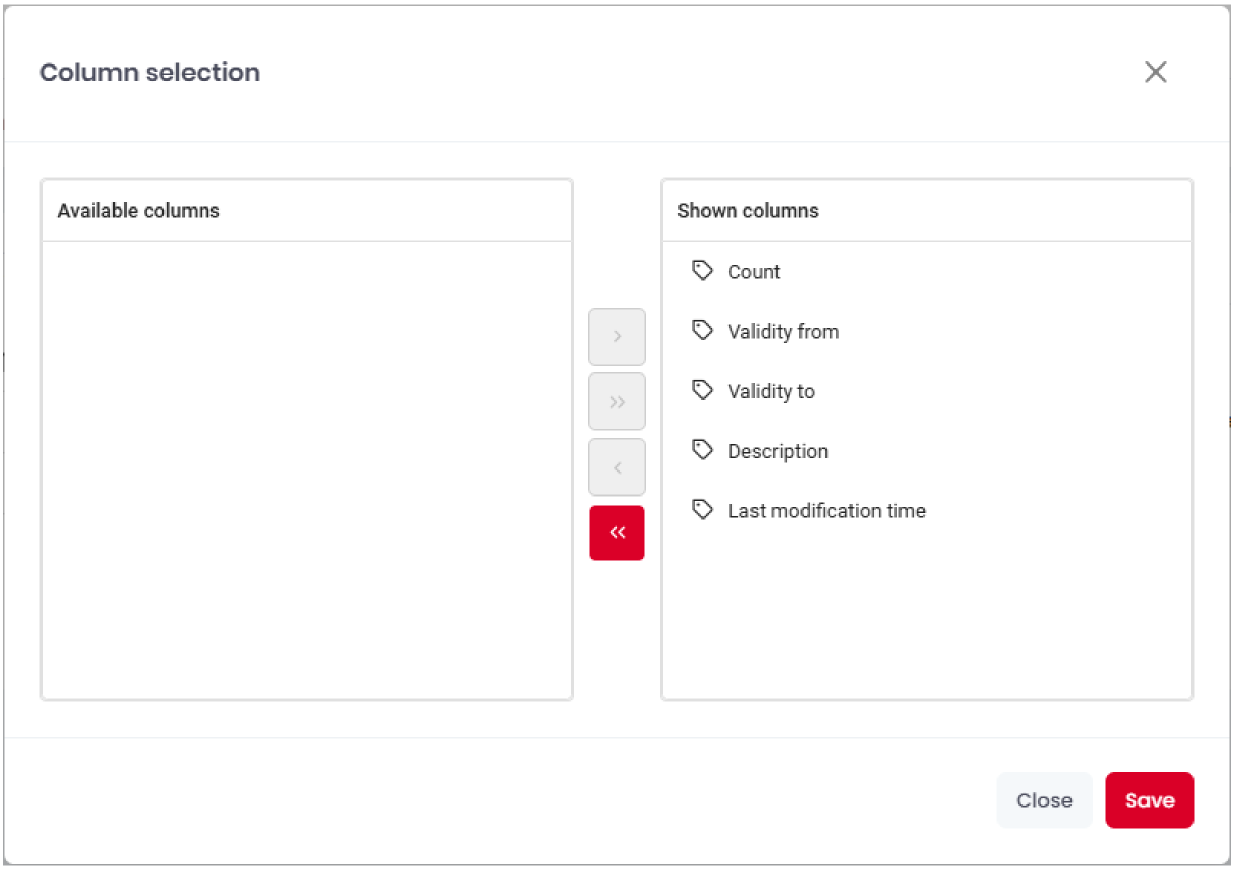


The available columns are:

- **Product Code** - The license’s product code.
- **Count** - The current number of purchased licenses.
- **Validity from** - The start date of the licenses' validity.
- **Validity to** - The end date of the licenses' validity.
- **Name** - The license’s name.
- **Description** - A short description of the license.
- **Last modification time** - Time and date when your licenses were last modified.

On the upper-right side,

- Use the **Column selection** button to rearrange the columns shown in the overview.
- Drag-and-drop columns from one side to the other or select a column and use the arrows in the middle and then click **Save**.



All the columns in the **Shown columns** side will be displayed in the licenses overview.

9.1.3 Licensing

MyQ Roger offers the following subscription editions and licenses:

9.1.3.1 MyQ Roger DWA Base SaaS

The MyQ Roger Digital Workplace Assistant (DWA) Base SaaS edition is the mandatory SaaS Subscription, where you purchase licenses for Multifunction Printers (MFPs) and embedded terminal activation.

Software Assurance Standard is included.

9.1.3.2 MyQ Roger CPM Module

The MyQ Roger Cloud Print Management (CPM) Module is an enhancement of the DWA edition that greatly benefits larger Enterprise customers with the following features:

- **Cost Centers** - Assigning a cost center to a user or group of users and then accounting for all activities.
- **Printer Groups & Printer Configuration Profiles** - Grouping printers to groups and then assigning predefined printer configurations and price lists to each group (The Printer Configuration profiles feature is coming soon).

- **Workflow Templates -** Central management of scan/copy actions by admins, creating workflow templates and assigning them to users or groups of users.

Software Assurance Standard is included.

> The CPM module will be continuously expanded with additional Enterprise features.

9.1.3.3 MyQ Roger PRN

The MyQ Roger PRN edition is a subscription per printer, where single-function printers can be utilized.

Single-function printers (aka lightweight printers) licenses allow printers where an embedded terminal cannot be installed to be used with MyQ Roger with NFC tags.

9.1.3.4 MyQ Roger MRC

The MyQ Roger Clients (MRC) edition is a subscription per instance that enables you to have additional MRCs over the allowed limit (40 instances of MRC per license are included in the other subscription editions).

9.1.3.5 MyQ Software Assurance Plans

The below Software Assurance plans are available on the MyQ Partner Portal for MyQ Roger.

9.1.3.5.1 Software Assurance Premium Plus

- 2 hours initial response time for critical issues
- Partner portal access (support requests and SW updates available)
- 24/7 phone support for critical issues
- Remote desktop support
- Assistance with MyQ system remote installation and system upgrades on 2nd-level partner support
- Assistance with settings of related external systems on 2nd-level partner support
- Assistance with periodical system check on 2nd level partner support

9.1.3.5.2 Software Assurance Premium

- 4 business hours initial response time for critical issues
- Partner portal access (support requests and software updates available)
- Business hours phone support (9 – 17 CET (DST), excluding Czech public holidays) for critical issues
- Remote desktop support

9.1.3.5.3 Software Assurance Standard

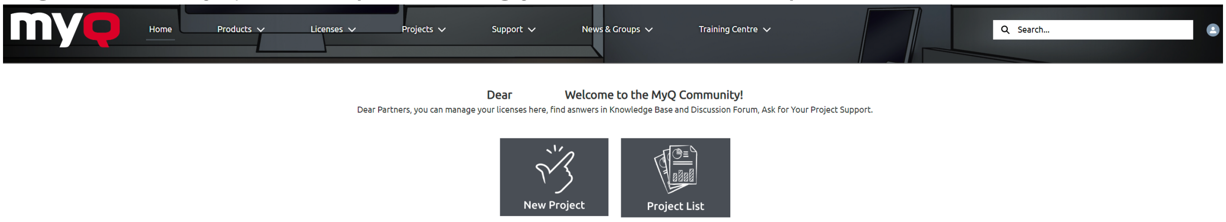
- Without Service License Agreement
- Partner portal access (support requests and software updates available)

For more information about Software Assurance, visit MyQ Community.

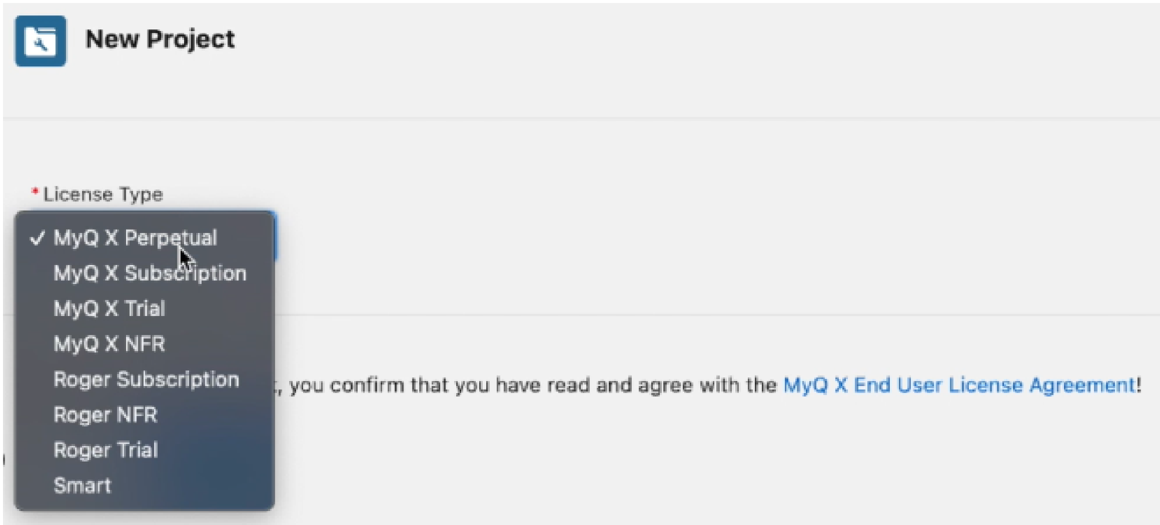
9.1.3.6 Ordering Licenses

Ordering is done via the MyQ Partner portal.

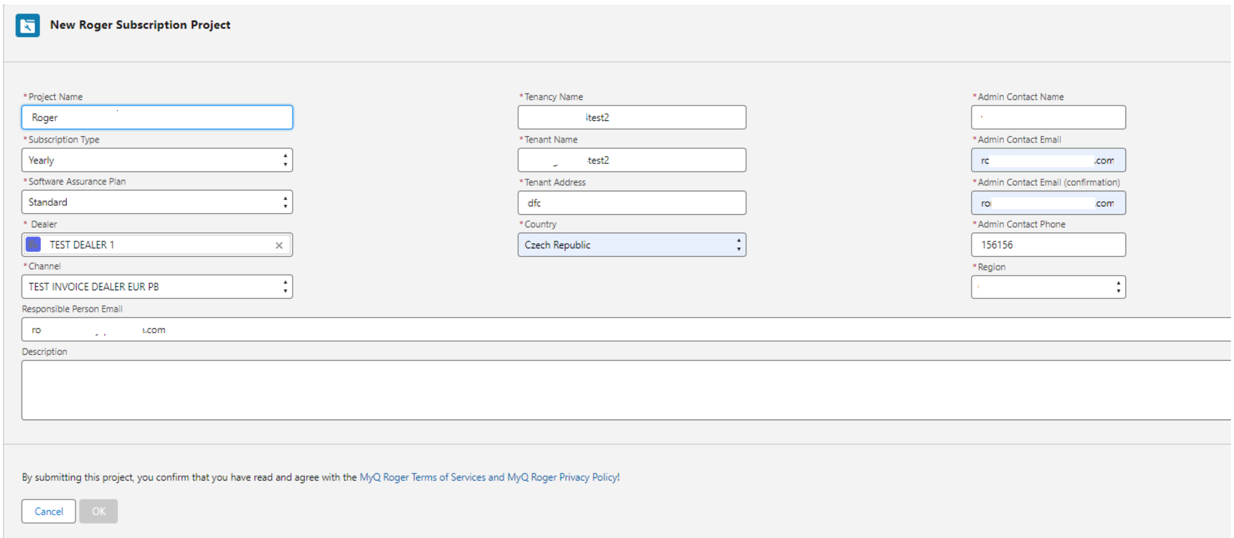
1. Log in to the MyQ Partner portal using your Partner ID and password.



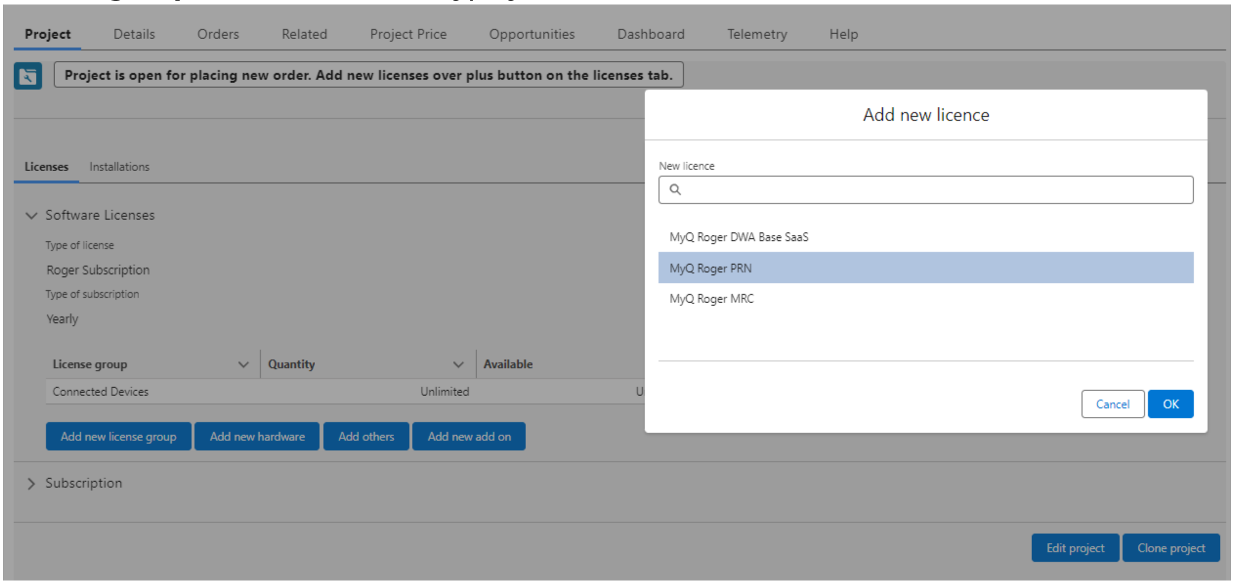
2. Click on **New Project**, select the Roger Subscription **License Type** from the drop-down, and click **Next**.



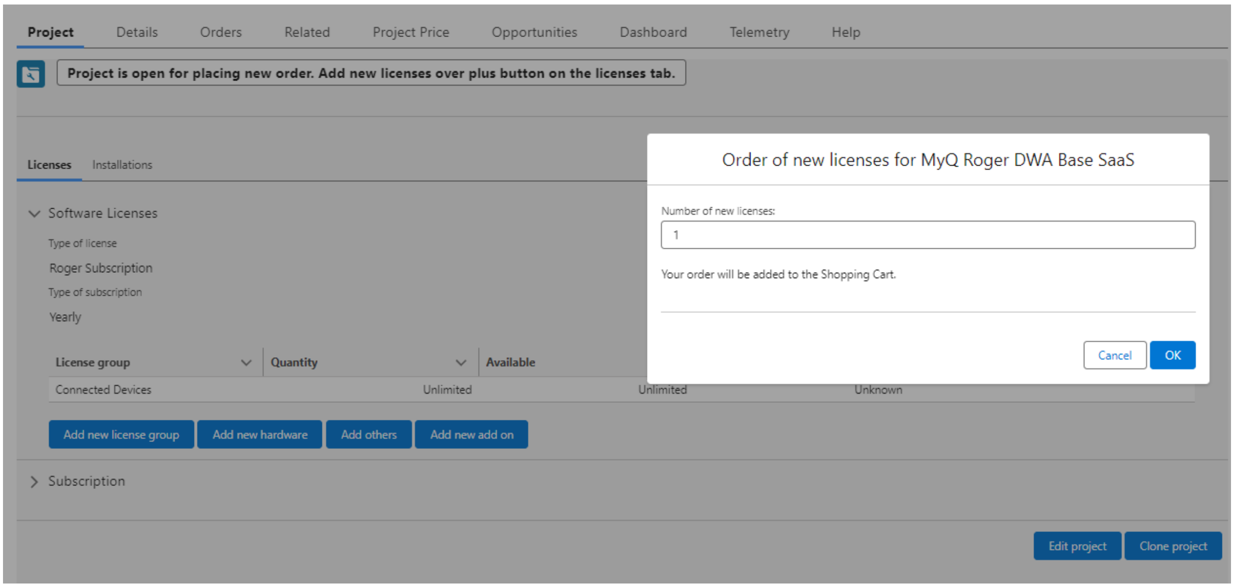
3. Fill in the following:
   a. The **Project Name**,
   b. Select the **Subscription Type** (Monthly, Yearly, Term),
   c. Select the **Software Assurance Plan** (Standard, Premium, Premium Plus - described in detail here)
   d. Select a **Dealer** and **Channel** (If the Channel list is empty, please contact your MyQ Account Manager).
   e. The customer information (Tenancy info, admin info). You can optionally add a **Description** as well.
4. Click **OK**.



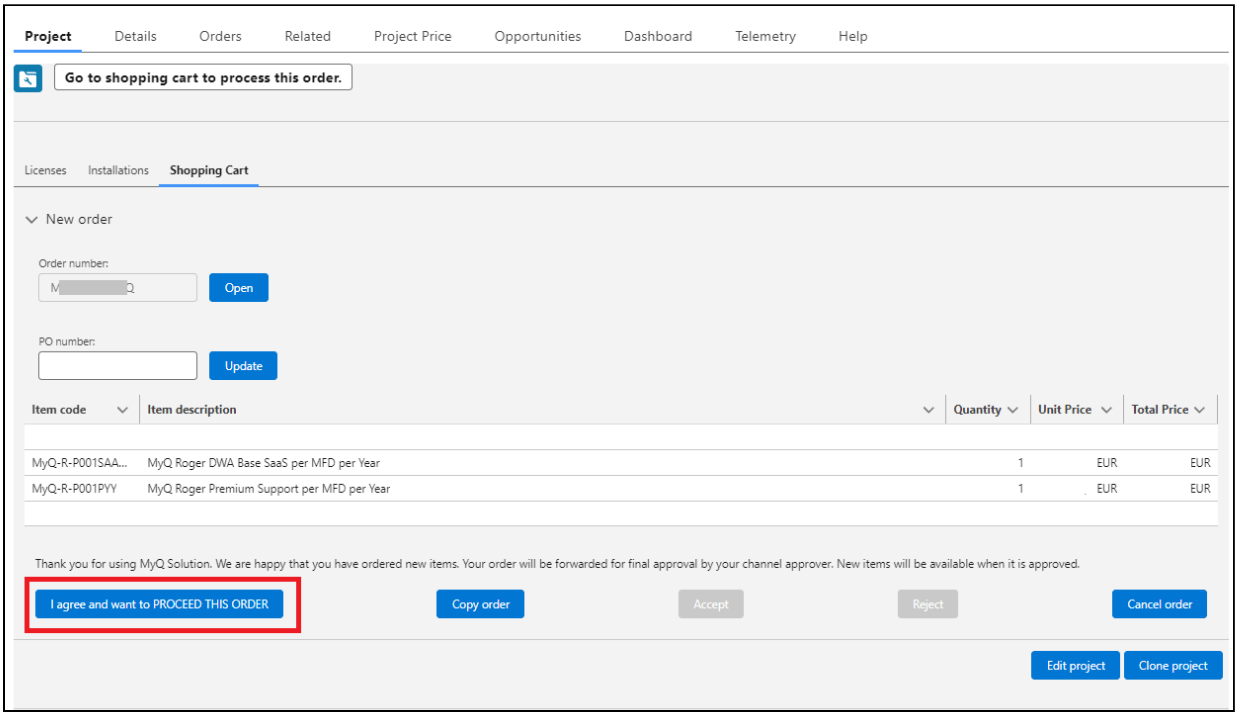
5. In the **Project** tab, in the **Licenses** category, under **Software Licenses** click **Add new license group**, select the license type you want to add, and click **OK**.



6. In the pop-up window, add the number of licenses you want to order and click **OK**.



7. In the next pop-up window, select the duration of Software Assurance in months and/or years and click **OK**. Your order is now waiting in the **Shopping Cart**.
8. Click on the **Shopping Cart** category where you can view a summary of your order and finalize it.
9. To finish the order, click on the **I agree and want to PROCEED THIS ORDER** button. Confirm the order in the pop-up window by clicking **OK**.



10. Before finalizing the order, you can copy the order's details in your clipboard by clicking **Copy order**, or you can cancel it by clicking **Cancel order**.

After you click the **I agree and want to PROCEED THIS ORDER** button, the order is sent to the responsible approver, and you also receive an email with information about who your order's approver is.

Once the order is finalized, it is not possible to add a new order to the project until the first one is approved.

1. You can view your project's details in the **Details** tab, and your orders list and status in the **Orders** tab.
   If you click on an **Order ID**, you can view the order's details (specific items, their quantity, unit, and total price, etc.).
2. If you want to edit your project's details (project name, admin contact, description, etc.) you can click the **Edit project** button located at the bottom-right side in any tab and make the changes.

9.1.3.6.1 Add Licenses to an Existing Project

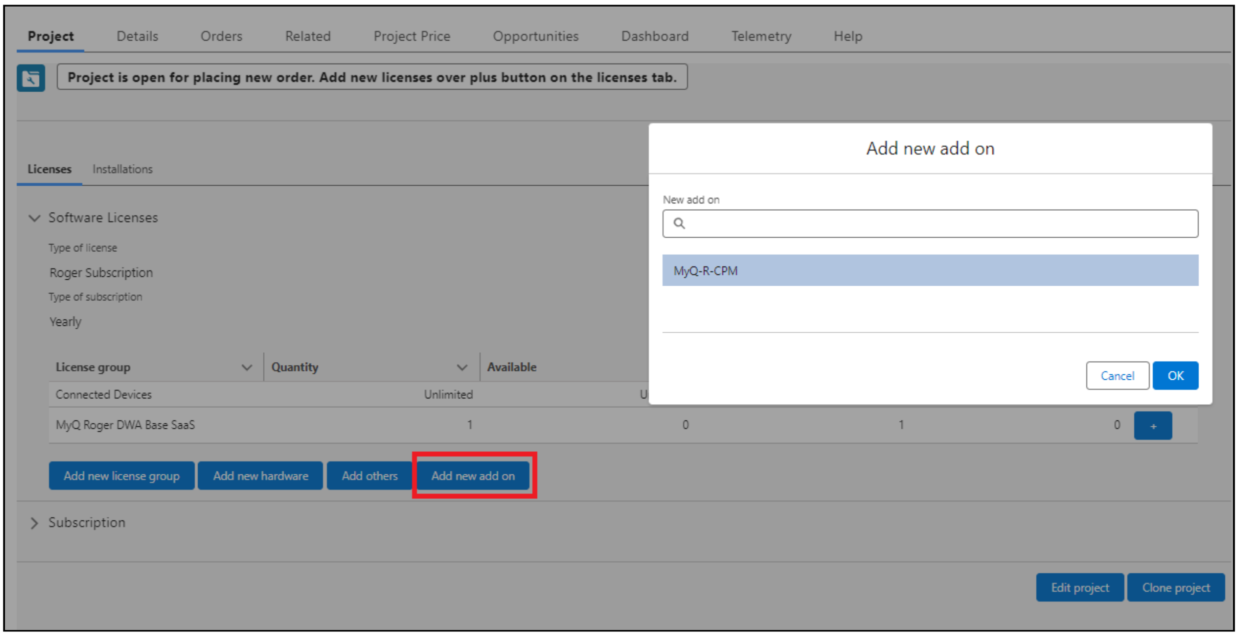
To add licenses to an existing project:

1. Log in to the MyQ Partner portal using your Partner ID and password.
2. Click on **Projects List** and **Search** for the Project you wish to add licenses to.
3. Click on the **Project Name** to expand the Project details.
4. Click on the plus (**+**) icon next to the edition you want to expand on.
   (If you want to also add another license group.
5. Click the **Add license group** button and select the license from the drop-down.)
6. In the pop-up window, add the number of licenses you want to order, and click **OK**.
   The new licenses are added to the shopping cart, along with the software assurance license which is calculated until the end of support date.
7. Click on the **Shopping Cart** tab to review and finish the order.
8. Click **I agree and want to PROCEED THIS ORDER**.
   Your order is sent to the responsible approver.

9.1.3.6.2 Order Add-ons

To order the **MyQ Roger CPM Module** add-on, you first have to have a mandatory MyQ Roger DWA Base SaaS license ordered and paid. After that is done:

1. Log in to the MyQ Partner portal using your Partner ID and password.
2. Click on **Projects List** and **Search** for the project with the paid MyQ Roger DWA Base SaaS license.
3. Click on the **Project Name** to expand the Project details.
4. Click on the **Add new add-on** button.
5. In the pop-up window, select the MyQ-R-CPM add-on and click **OK**.



The add-on licenses are added to the shopping cart.

6. Click on the **Shopping Cart** tab to review and finish the order.
7. Click **I agree and want to PROCEED THIS ORDER**. Your order is sent to the responsible approver.

9.1.3.6.3 Subscription Information

If you have selected a monthly subscription:

- Your subscription is automatically renewed, and your account is charged every 1st day of the upcoming month.
- You can view the subscription's expiration date in the **Licenses** tab, in the **Subscription** section.
- You can add licenses to your subscription at any time.
  Your account will be charged on the 1st of the upcoming month.
- You can change the subscription type from monthly to annual in the **Licenses** tab.
- You can cancel your subscription before it expires.
- After expiration, you have 10 days to renew/extend your subscription.

If you have selected an annual subscription:

- You can add licenses to your subscription at any time. Your account will be charged in bulk for the remaining months of the annual subscription.
- You can change the subscription type from annual to monthly in the **Licenses** tab, on the last month of your annual subscription.
- You can cancel your subscription on the last month before expiration.
- After expiration, you have 10 days to renew/extend your subscription.

If you have selected a term subscription:

- You set the expiration date while creating your term subscription and then pay for the whole term.
- There is a discount if you buy 12+ months in bulk.
- You can view the subscription's expiration date in the **Licenses** tab, in the **Subscription** section.
- You can cancel your subscription before it expires.
- After expiration, you have 10 days to renew/extend your subscription.

9.1.3.6.4 Software Assurance

You can upgrade your Standard Software Assurance plan to the Premium one, and the Premium one, to the Premium Plus plan. Downgrading is not possible.

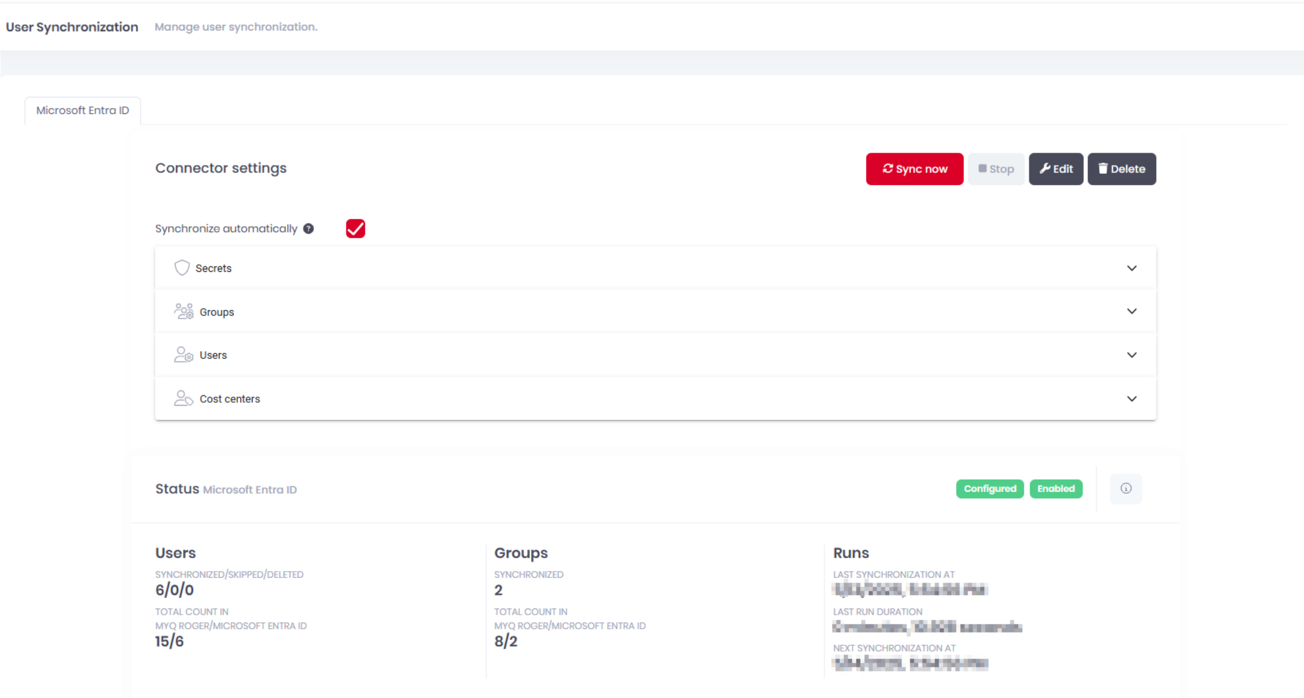
To change (upgrade) your Software Assurance plan:

1. Log in to the MyQ Partner portal using your Partner ID and password.
2. Click on **List of Projects** and select the Project you wish to update.
3. In the **Licenses** category, under Software Assurance, click on the **Change Software Assurance Plan** button, select the new Software Assurance plan from the drop-down, and click **OK**.
4. Once you click **OK**, your order is confirmed and waiting for approval.

9.2 User Synchronization

In **Administration>User Synchronization**, the MyQ Roger administrator can manage user synchronization from external services.

Currently **Microsoft Entra ID** (renamed from MS Azure Active Directory) is supported, and Google Active Directory is being developed and should be available in the foreseeable future.



The setup and configuration for the Microsoft Entra ID connector is described in AD user synchronization.

- To synchronize users, use the **Sync now** button.
- To edit the connector settings, use the **Edit** button.
- To delete the connection, use the **Delete** button.

You can also view the status of the connection at the bottom of the page.

9.3 Price Lists

Price lists are being used to define and assess the prices of printing devices operations, such as price per printed color page, scanned pages, price per paper format, etc., which are necessary for monetary accounting.

Required Permissions

- Administration
  - Price lists
    - Create, Edit, and Delete

Currently, there can only be one Price List per tenant. The Price List per printer profile is planned.

When creating a price list for the first time and there already are printers in your tenant, a message box appears to assign the price list to all the printers.

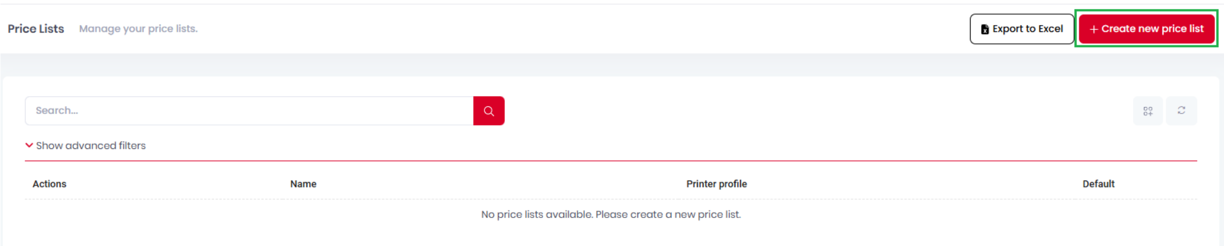
The default price list will be associated with all newly created printers.

If a price list is assigned to a printer group, that price list will replace the default one (in case there was a default price list set before creating the printer group). Then, the default price list will only apply to printers that are not assigned to any printer groups.

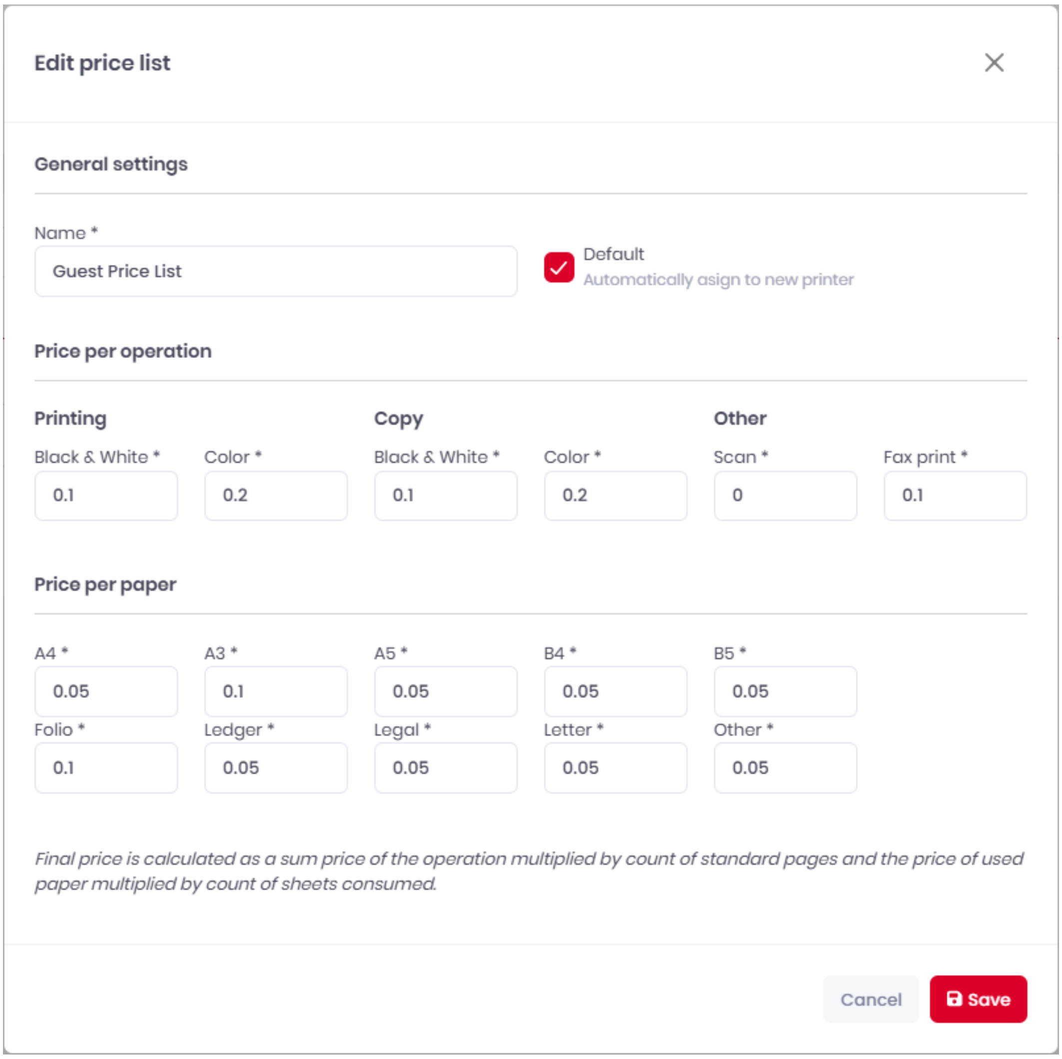
The final job price is calculated as a sum of the price of the operation multiplied by the count of standard pages and the price of used paper multiplied by the count of sheets consumed. If there are multiple copies, the final price is multiplied by the number of copies as well.

9.3.1 Create a New Price List

- Go to **Administration>Price Lists**, in the upper-right corner, click **Create new price list**.



- In the new window, create a price list according to your needs:



In the **General settings** section:

- Add a **Name** for your price list.
- Select the *Basic* price list **Type** from the drop-down (the Advanced type is planned).
- In **Validity**, add the date range that you want this price list to be valid for.

In the **Price per operation** section, add prices for the following operations:

- Printing
- Black & White
- Color
- Copy
    - Black & White
    - Color
- Other
    - Scan
    - Fax print

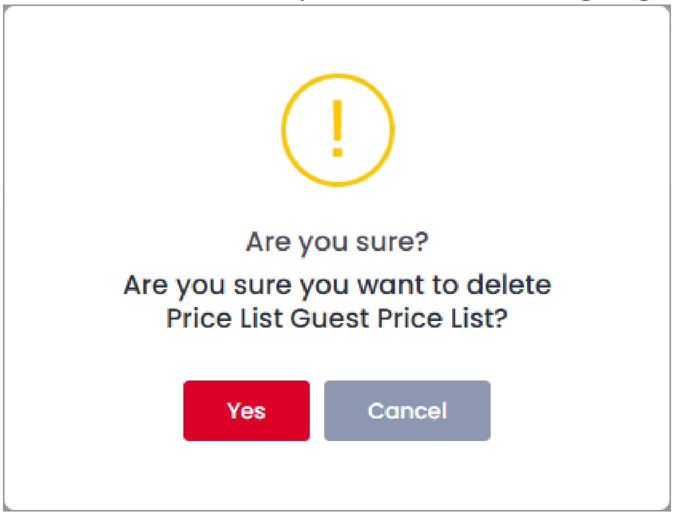
In the **Price per paper** section, add prices for the following paper formats:

- A4

- A3
- A5
- B4
- B5
- Folio
- Ledger
- Legal
- Letter
- Other

When all information has been added,

- Click **Save** to apply your changes. A pop-up window asks you for confirmation and if you want to assign this price list to the default printer configuration profile.
    - Click **Yes** to create the price list and assign it as default.
    - Click **No** to create the price list without assigning it as default.

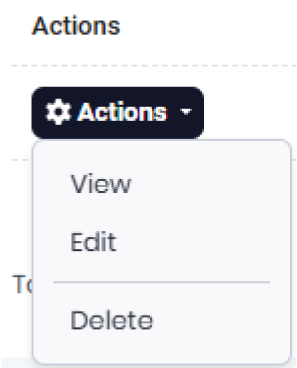


Your new price list appears on the list in **Administration-Price lists**.

9.3.2 Price List Management

In **Administration>Price Lists**, there is an overview of all your price lists.

- Search for a price list by typing in the **Search** field or by using the advanced search filters.
- Download an Excel file with all your price lists and their properties by clicking **Export to Excel** in the upper-right corner.
- Use the **Actions** button next to a price list for the following price list management options:



- **View**: Opens the price list's properties window (display only).
- **Edit**: Opens the price list's properties window where you can edit the price list.
- **Delete**: If confirmed in the pop-up, the price list is deleted.

9.4 Universal Print by Microsoft

Microsoft Universal Print is a cloud-based print service that enables cloud-only printing for organizations.

MyQ Roger integrates MS Universal Print and allows administrators to create a Universal Printer in Microsoft Azure and use it in their MyQ Roger tenant.

The creation and setup of the Universal Printer is done in the MyQ Roger web server.

Required Permissions
- Microsoft Azure
  - Universal Print
    - Create, Edit and Delete

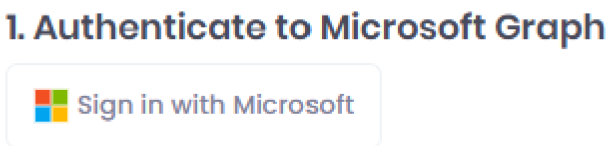
- In the MyQ Roger web server, go to **Administration>Universal Print by Microsoft**.

Under **Universal Print**, you can see a mini-guide listing all the steps you need to follow in order to set up a Universal Printer.

All the steps are in "**Pending**" status. As you go through them one by one, their status will be changing to "**Success**".

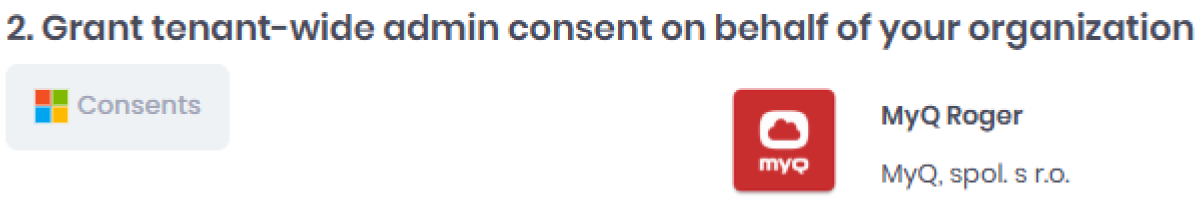
The Universal Print Administrator needs to be authenticated in MS Azure Active Directory (AD) before they can start managing Universal Printers.

- To do that, click the **Sign in with Microsoft** button. You are redirected to the Microsoft login page, where you can choose your Microsoft account and sign in.



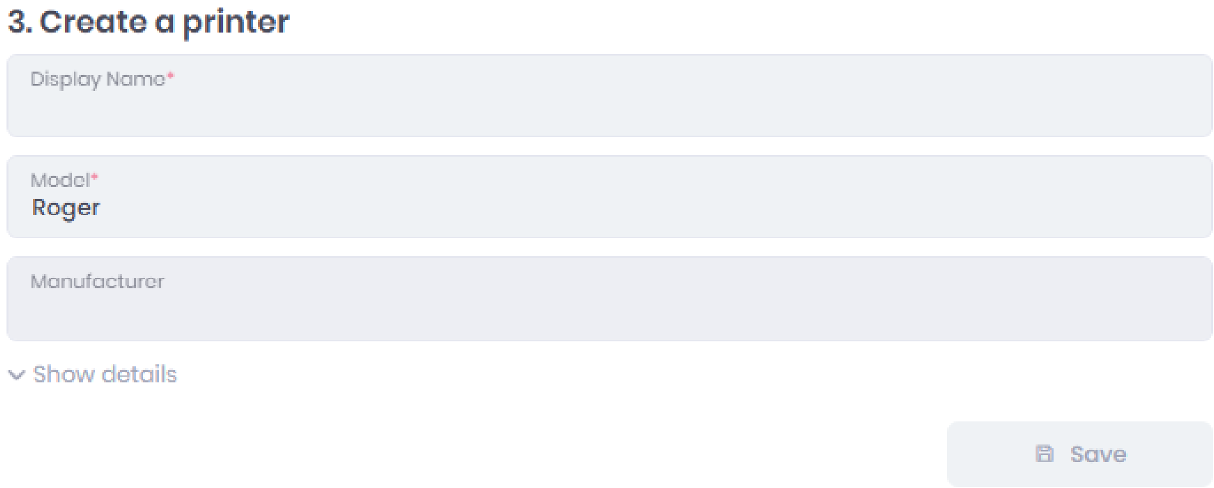
Once signed in, the next step is to grant tenant-wide admin consent on behalf of your organization in Microsoft Graph.

- Click the **Consents** button. You are redirected to the Microsoft login page, where you can choose your Microsoft account, sign in, and then grant admin consent for your organization (more details can be found here).



The final step is to create your Universal Printer.

- In the Create a printer section, fill in the below fields, and click **Save**:



  - **Display Name** - Add a name for the printer, that is going to be visible to your users.
  - **Model** - Add the printer's model.
  - **Manufacturer** (optional) - Add the printer's manufacturer.
- After saving, the Universal Printer is created. The printer's certificate, default parameters, and sharing options are automatically established, but you can modify them in MS Azure if needed.

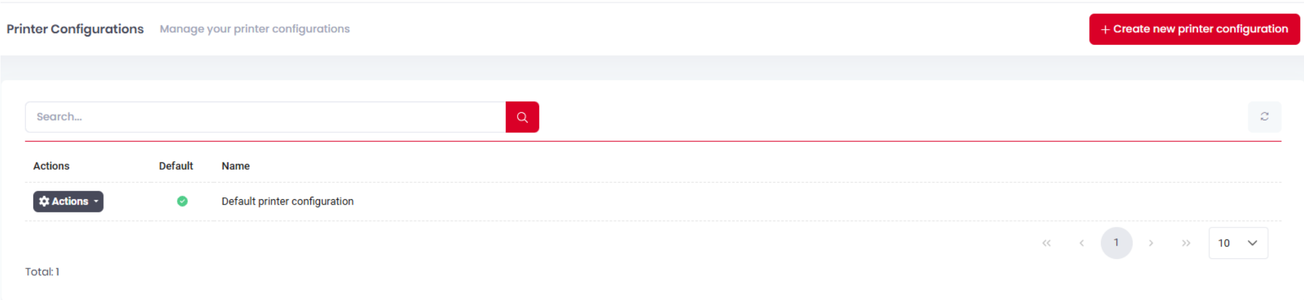
The Universal Printer appears on the List of Universal Printers in your MS Azure and can now be used by your MyQ Roger tenant users.

Limitations

- The Universal Printer must be created via the MyQ Roger web server.
- Only one Universal Printer per tenant is currently supported.
- It's not possible to create a new Universal Printer in MyQ Roger until the previous one is deleted in the MyQ Roger web server (even if the Universal Printer has already been deleted in MS Azure). If that happens, there is an error message informing you and asking you to delete the previous printer.

9.5 Printer Configurations

In the MyQ Roger web server, go to **Administration>Printer Configurations** to manage your printer configurations.



Every tenant has a **Default printer configuration** profile (previously known as Device Settings). It contains multiple device settings such as login methods, SNMP settings, etc., and it is automatically assigned to all the printers in the tenant.

Administrators can create new printer configurations if a paid license with this feature is applied to the tenant.

The **Default printer configuration** cannot be deleted, however, if you have the option for multiple printer configurations, you can select which one will be the default.

> To use Printer Configurations with MyQ Roger Client, MyQ Roger Client 1.4 patch 7+ must be installed.

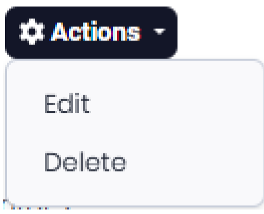
9.5.1 Creating a New Printer Configuration

> This option is only available if the paid MyQ Roger Cloud Print Management subscription edition is applied to the tenant.

- To create a new printer configuration, click **Create new printer configuration** in the upper-right corner.
  In the pop-up window, configure the settings for your new printer configuration profile.
  Details for the various settings tabs can be found below.

9.5.1.1 Editing a Printer Configuration

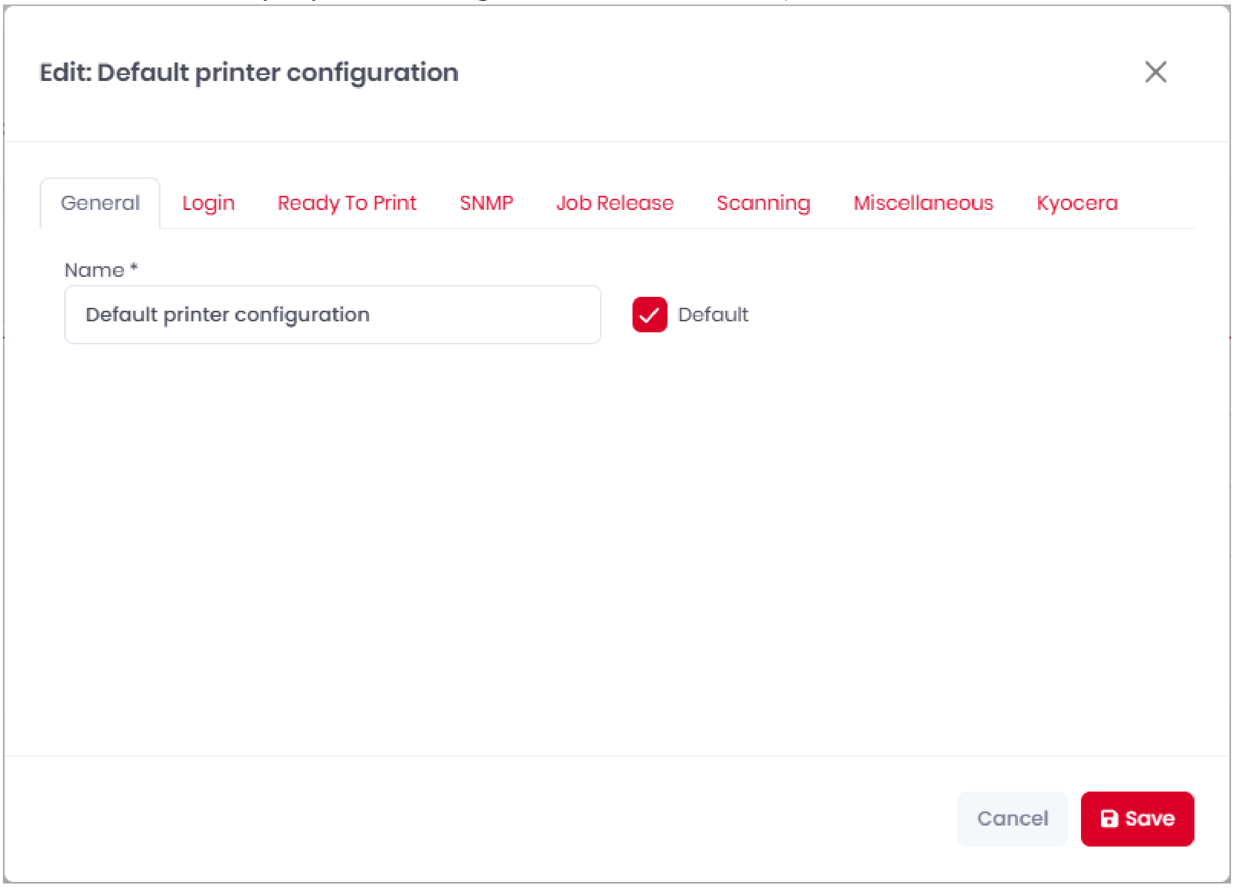
- The MyQ Roger administrator can configure a printer configuration profile by clicking **Actions** next to it and selecting **Edit**. There are multiple tabs with available settings.



9.5.1.1.1 General Tab

In the **General** tab, the MyQ Roger administrator can:

- Change the **Name** of the printer configuration profile.
- Mark the profile as the **Default** configuration to be used. (This only applies to higher paid license where multiple printer configurations are available.)

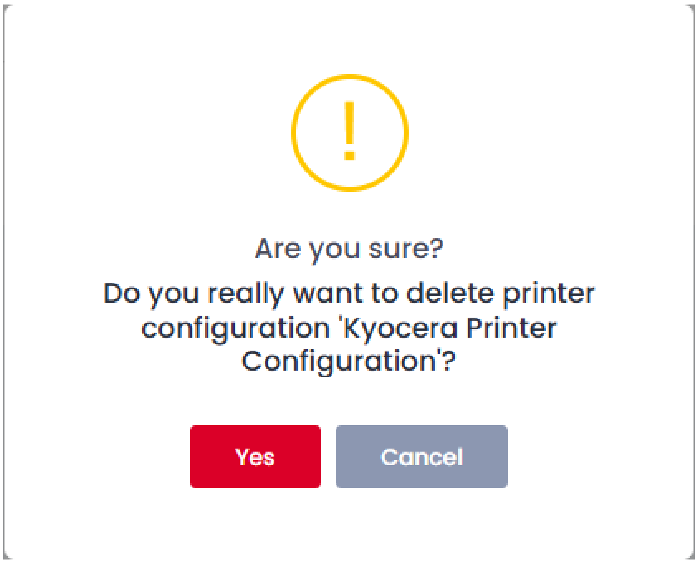


- Click **Save** to save your changes.

9.5.1.2 Deleting a Printer Configuration

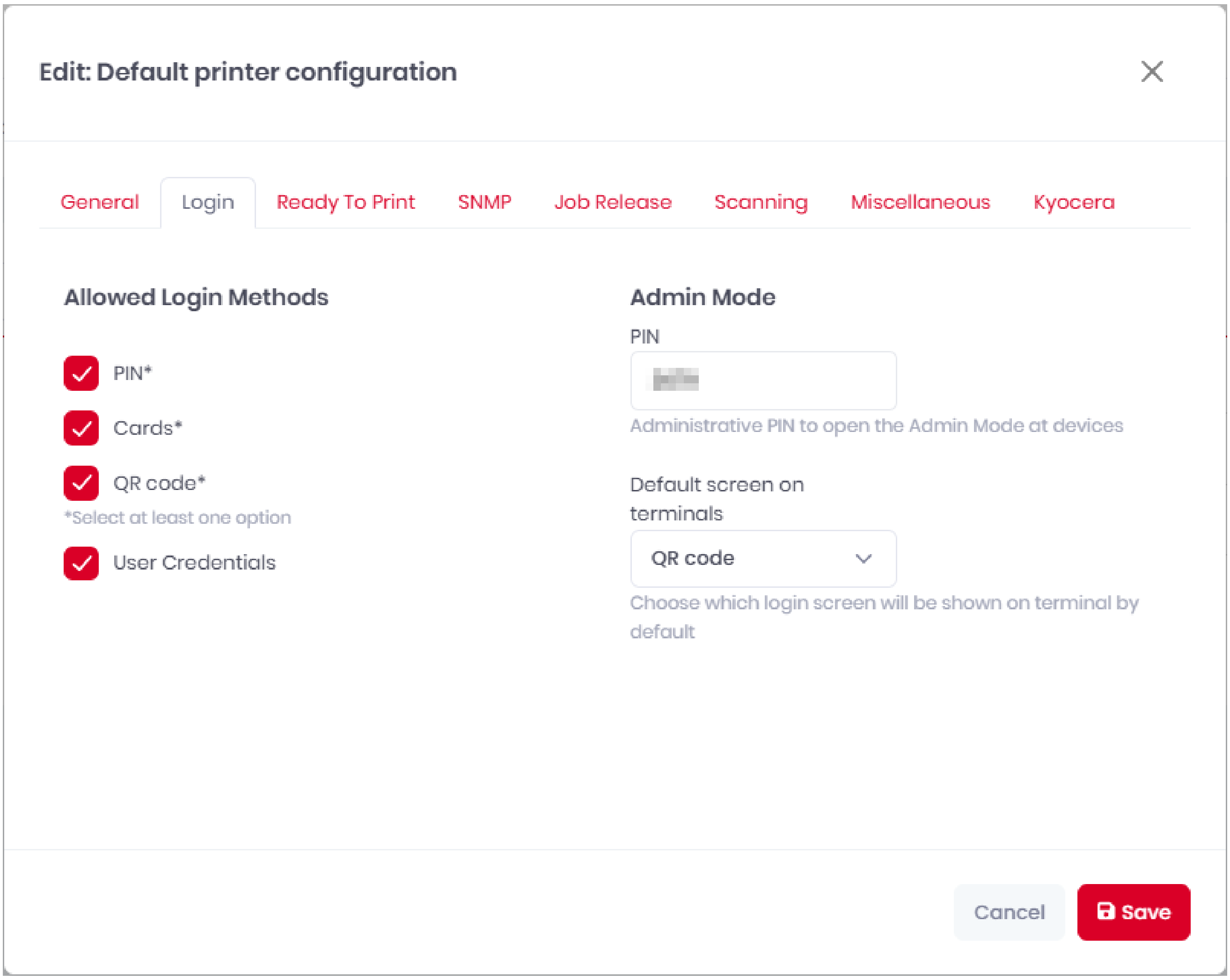
To delete a printer configuration,

- Click **Actions** next to it and select **Delete**.
- Click **Yes** in the confirmation pop-up window.



9.5.2 Login Tab

In the **Login** tab, you can configure the **Allowed Login Methods** and the **Admin Mode.**

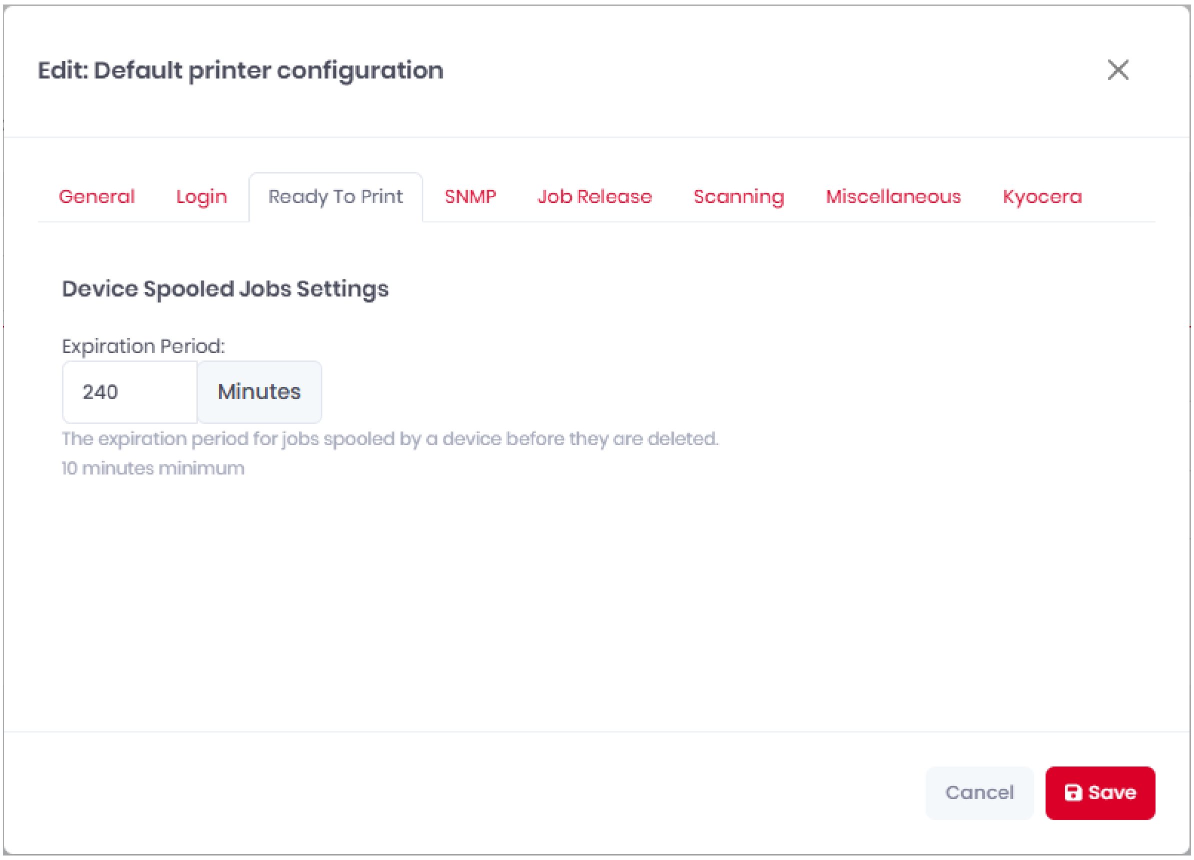


- Under **Allowed Login Methods**, check the boxes next to the login methods you want to set for your users (Select at least one option):
    - PIN*
    - Cards*
    - QR code*
    - User Credentials
- Under **Admin Mode**, set a PIN (1087 by default) to be able to use the Admin Mode on your devices.
- Under **Default screen on terminals**, choose which login screen (QR code by default) will be shown by default on your terminals (Note that each brand has different defaults for login screens and may not require further configuration).
    - PIN
    - Card
    - User Credentials
    - QR code
    - Last used screen
- Click **Save** to save your changes.

9.5.3 Ready to Print Tab

In the **Ready to Print** tab, you can configure the expiration period before device spooled jobs are deleted.

- In the **Expiration Period** field set the desired time in minutes.
  The minimum is **10** minutes, and the default is **240** minutes.
- Click **Save** to apply your changes.



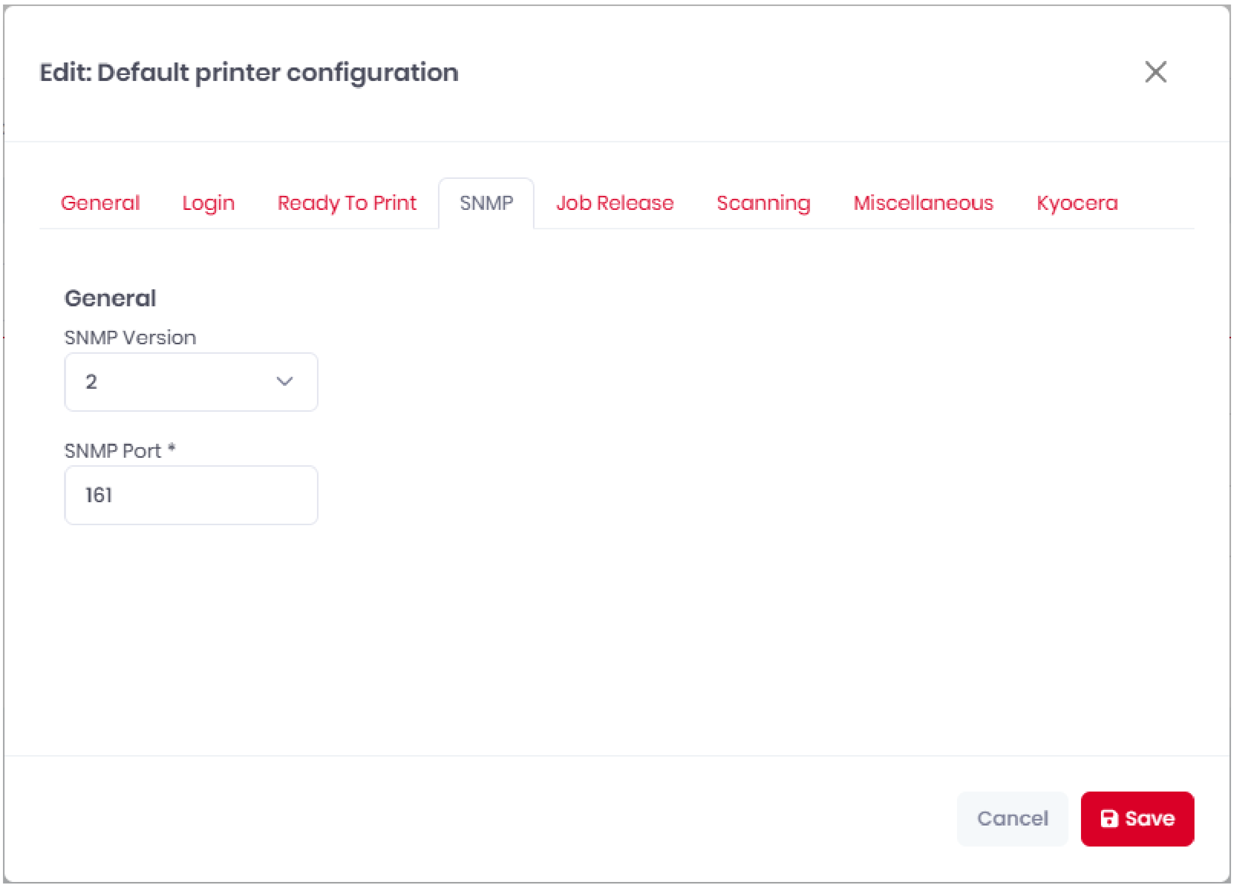
9.5.4 SNMP Tab

> ⚠ If **SNMP** settings are incorrectly set, jobs might not be able to be released!

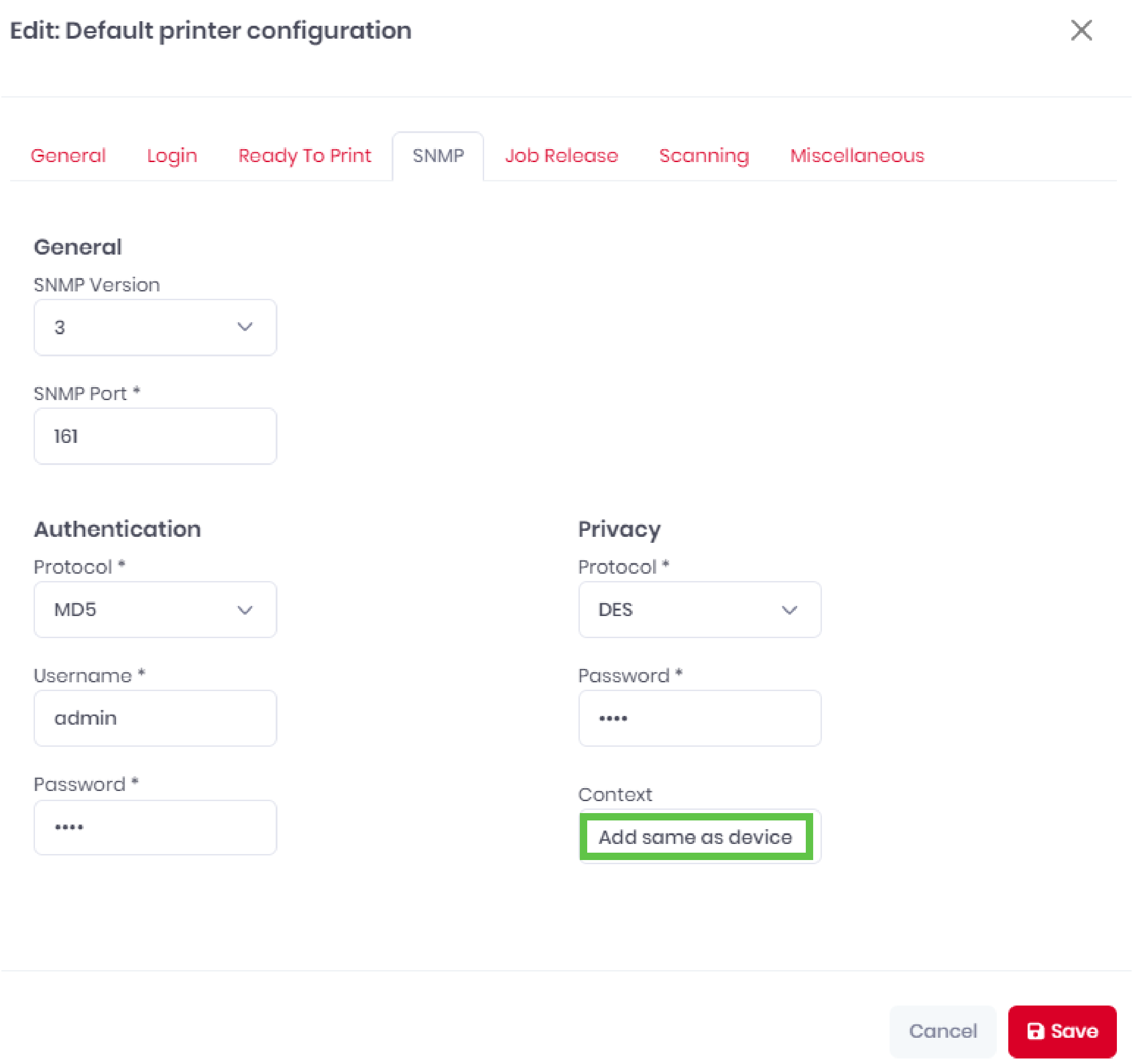
> ⚠ Since MyQ Roger Client for Windows patch 1, **SNMPv3** is used by default.
> - To use SNMPv3, you have to properly define the settings in both the device and your tenant.
> - To set the SNMP to version 2 on your tenant without any further setup and release jobs easily.
>
> If the settings are incorrect, MyQ Roger Client will not be able to find the printers and release jobs.

In the **SNMP** tab, you can configure SNMP.

- If you set the **SNMP Version** to **2**, no further settings are needed (unless you want to also change the **SNMP port**).



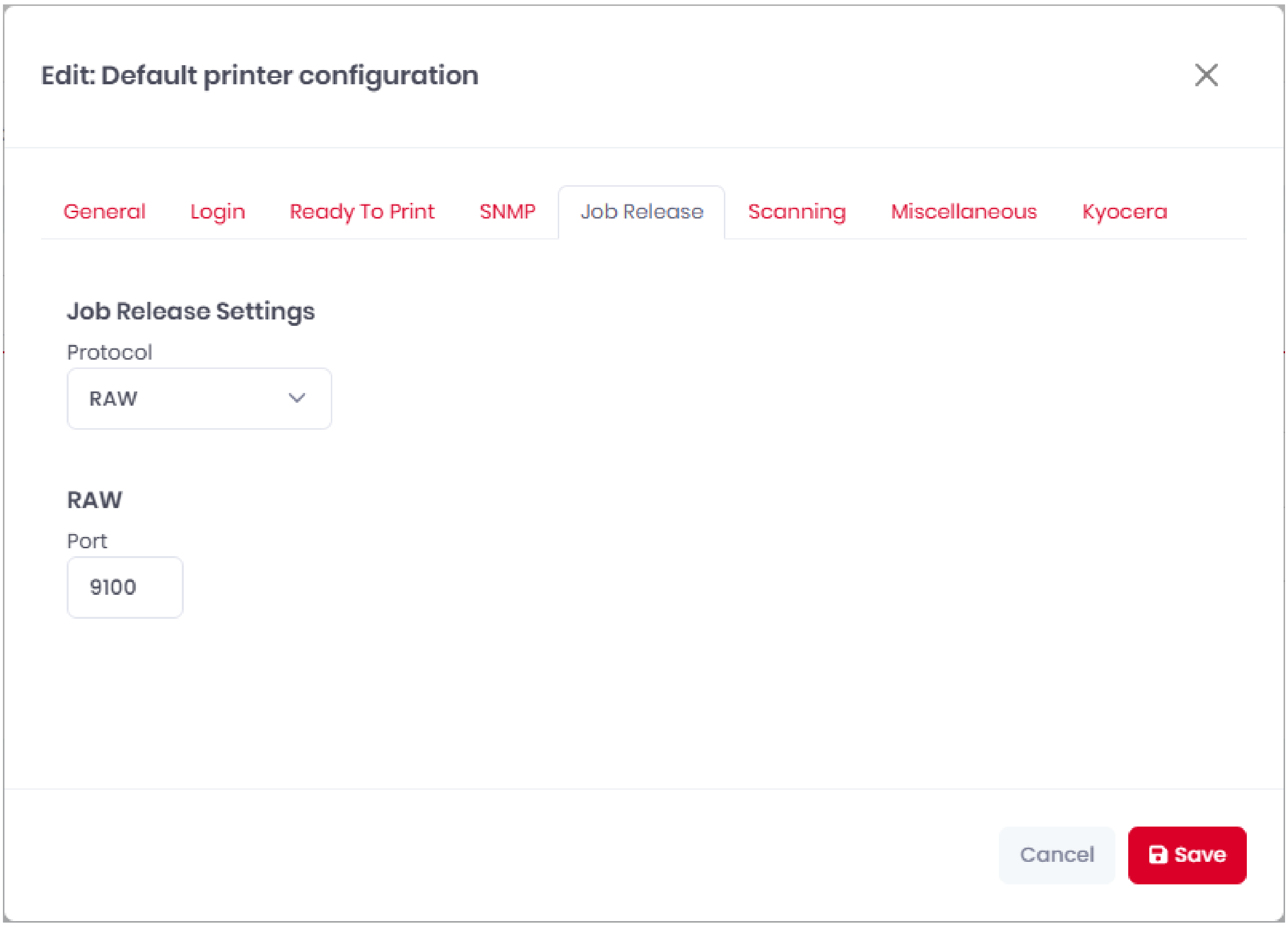
- If you set the **SNMP Version** to **3**, more settings become available:



- In **Authentication**:
  - Select an authentication **Protocol** from the list: **MD5**, **SHA1**, **SHA256**, **SHA384**, **SHA512**.
  - Add the **Username** for the authentication.
  - Add the **Password** for the authentication.
- In **Privacy**:
  - Select a privacy **Protocol** from the list: **DES**, **AES128**, **AES192**, **AES256**.
  - Add a **Password**.
  - Add a **Context**.
    This should be the same both here and on the device; otherwise, printing might be stopped.
    Context is an identifier for the data being communicated and is added as an extra security step.
- Click **Save** to apply your changes.

9.5.5 Job Release Tab

In the **Job Release** tab, you can configure job release settings.

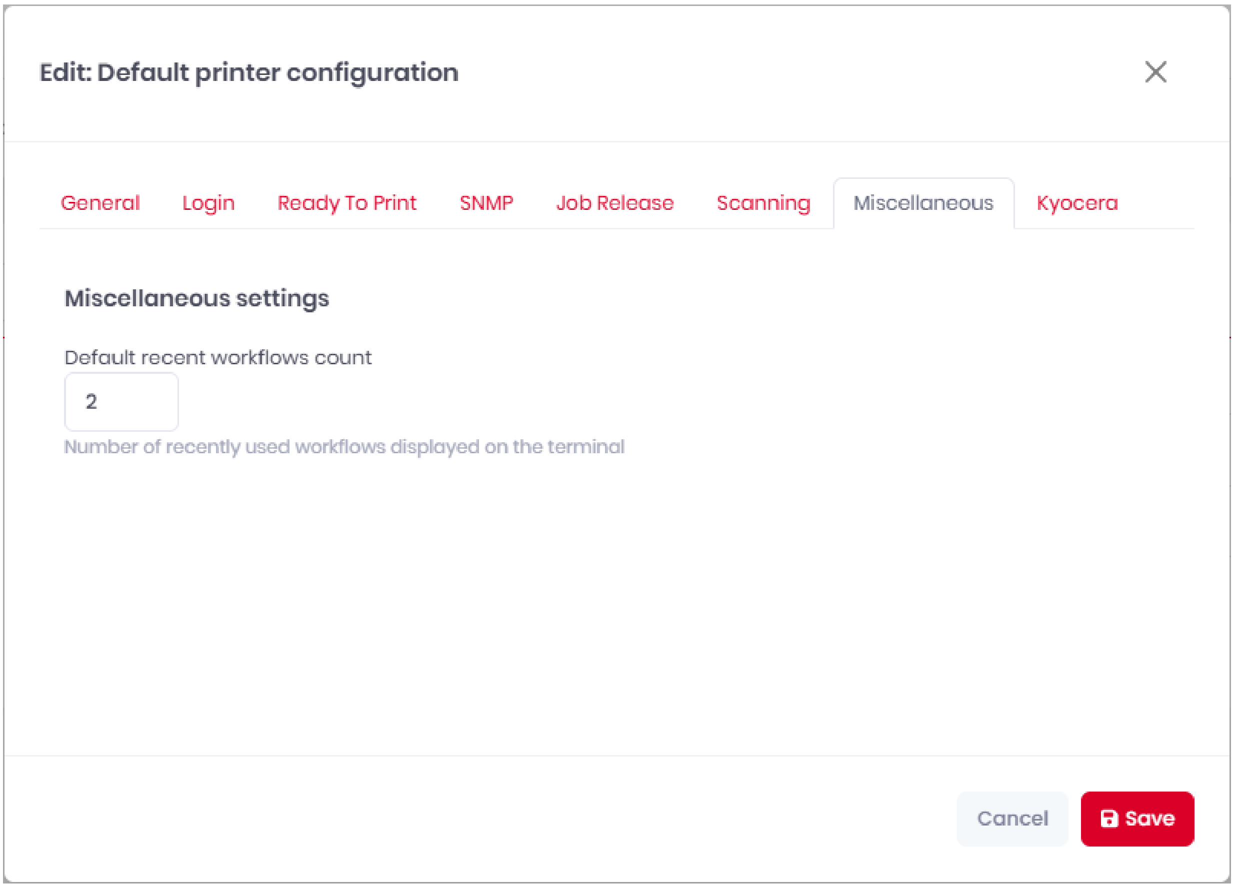


- The protocols and validations include:
    - **Protocol** - Select between the **RAW** and **IPPS** protocols.
    - **Port** - Add the port for the selected protocol.
    - **Validate Trust** - Mark the checkbox if you want to validate certificates (only available in IPPS).
    - **Validate Hostname** - Mark the checkbox if you want to validate the hostname (only available in IPPS).
- Click **Save** to apply your changes.

9.5.6 Miscellaneous Tab

In the **Miscellaneous** tab, you can configure the number of recently used workflows to be displayed on the terminal.

- In the **Default recent workflows count** field, specify the number of recent workflows to display on the terminal.



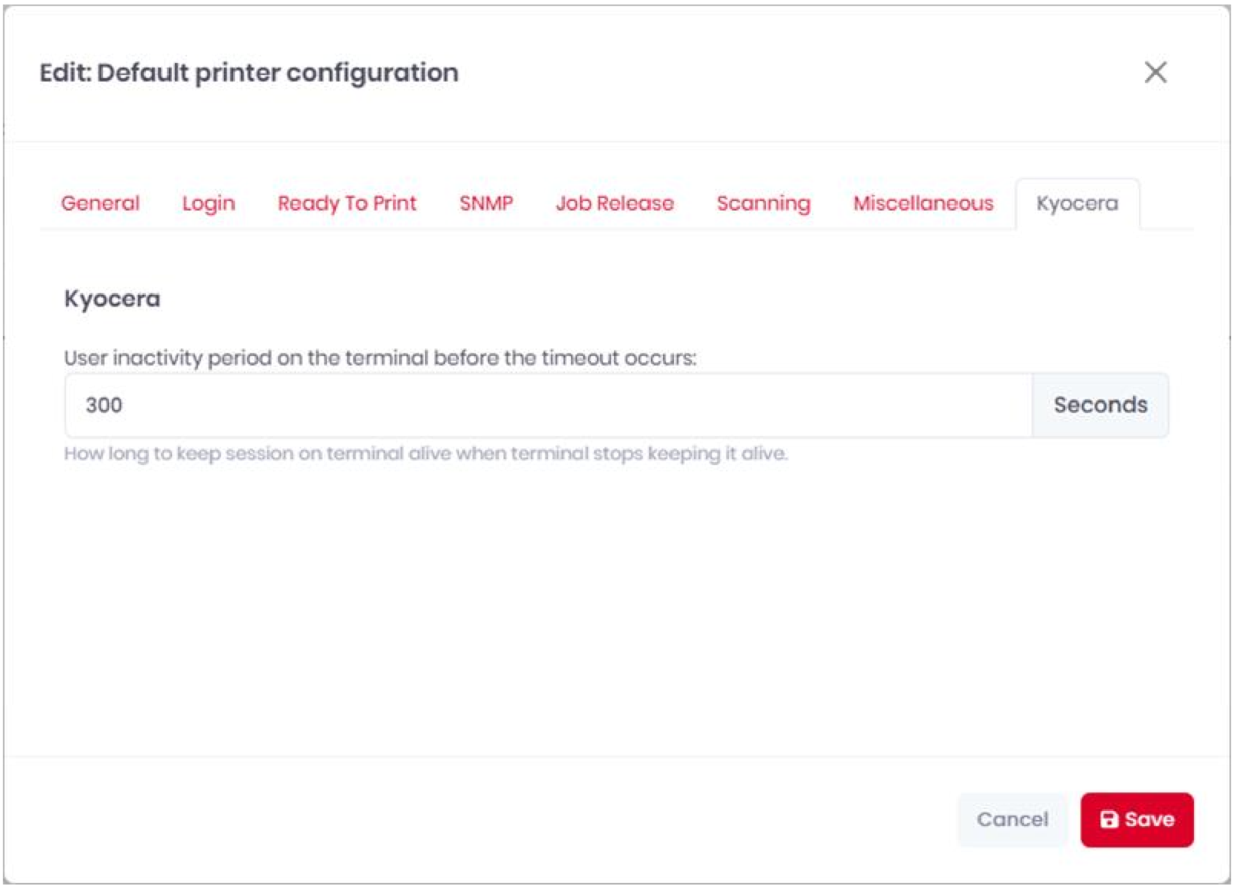
- Click **Save** to apply your changes.

9.5.7 Kyocera Tab

> The Kyocera tab is only visible if your tenant has a Kyocera printer.

In the **Kyocera** tab, you can configure the time to keep the session on a terminal active when the terminal is not responding.

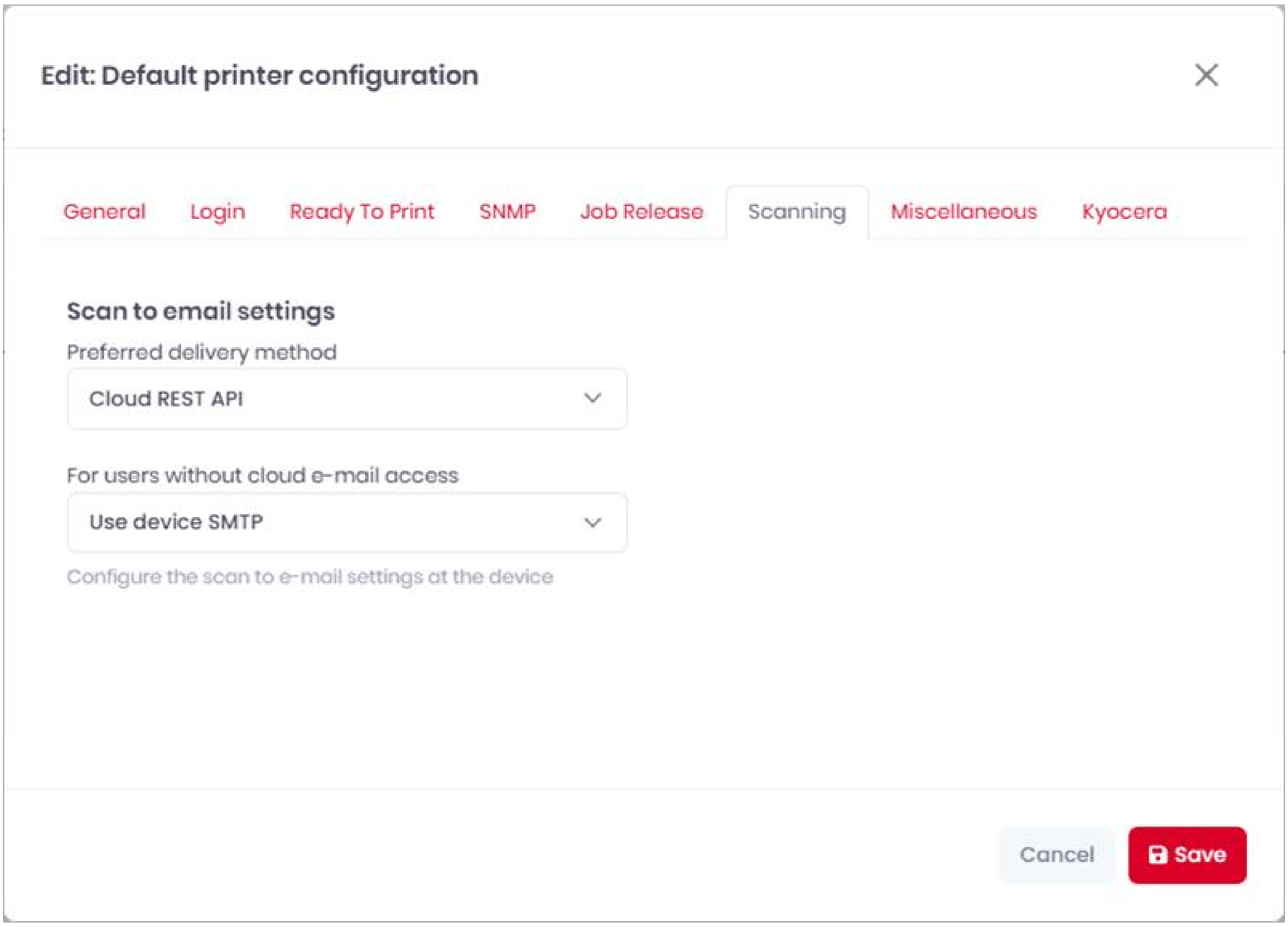
- In the **User inactivity period on the terminal before the timeout occurs** field add the desired time (in seconds). The default is **300** seconds.



- Click **Save** to apply your changes.

9.5.8 Scanning Tab

In the **Scanning Tab** you can configure the **Scan to email settings**.



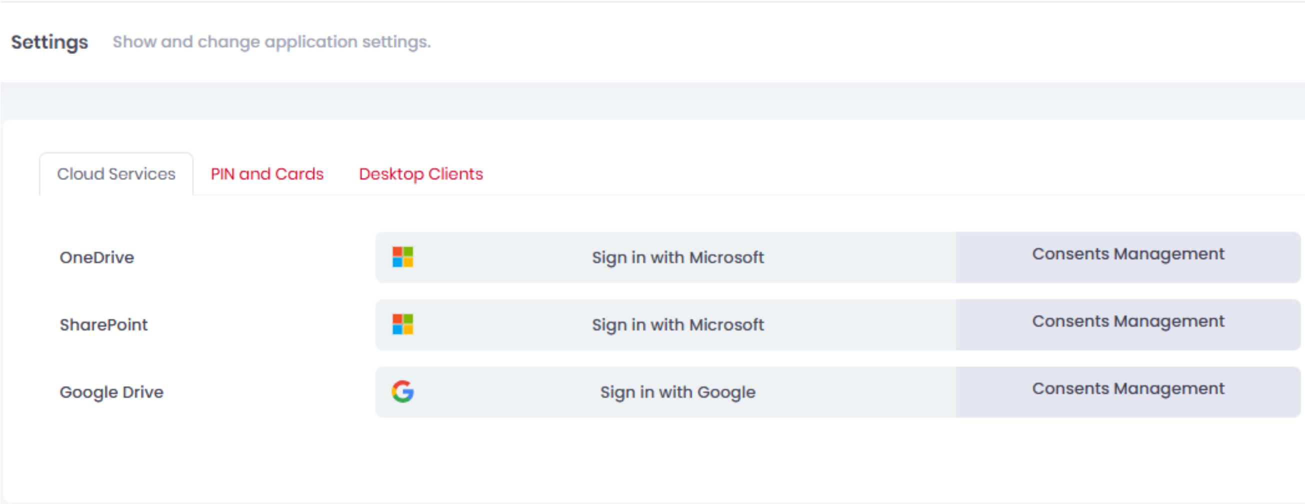
Select a **Preferred delivery method** and a secondary method **For users without cloud e-mail access**.

9.6 My Settings

Go to **Administration>My Settings** to manage Cloud Services settings and settings related to PIN and cards.

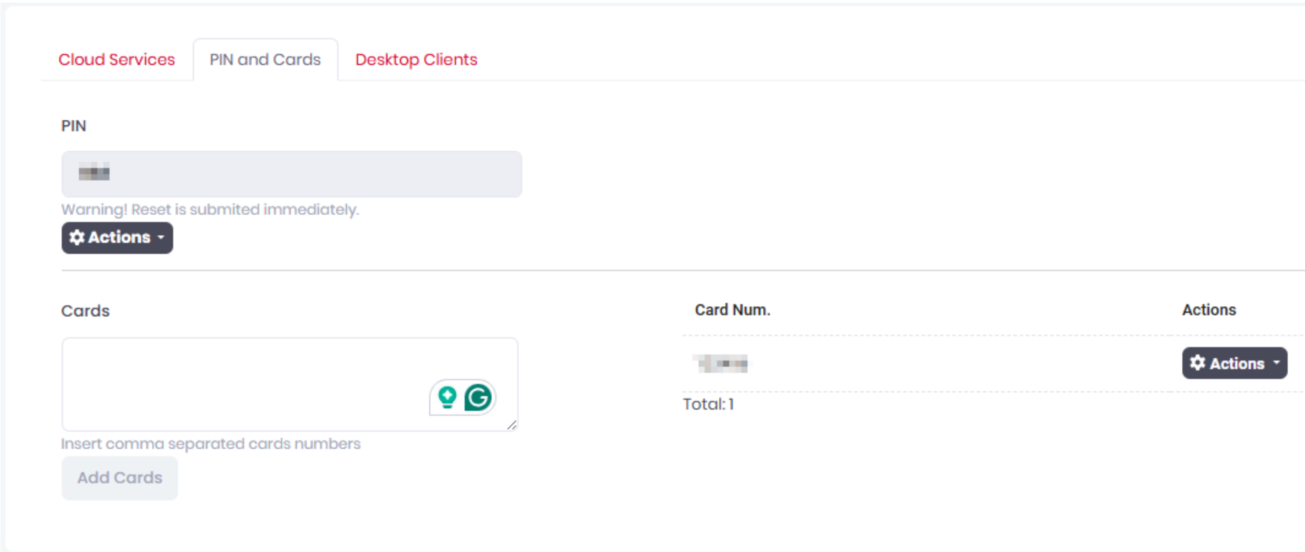
9.6.1 Cloud Services

In the Cloud Services tab, sign in to your cloud services and manage consents.



9.6.2 PIN and Cards

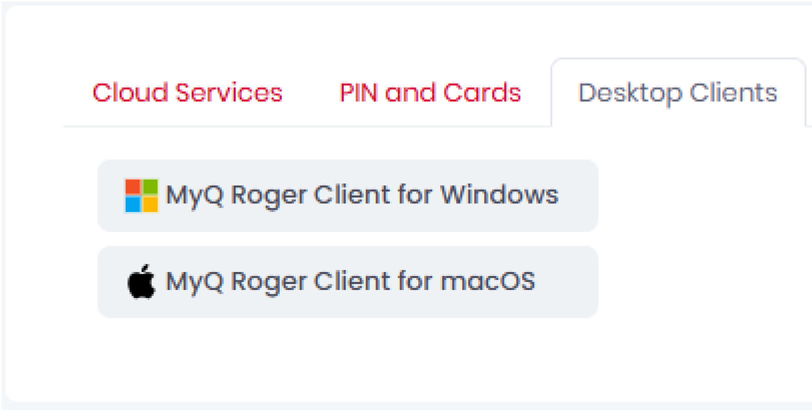
In the PIN and Cards tab users can reset their own PIN and add or delete Cards, if they were granted the necessary permissions by the administrator (**Administration>PIN and Cards>Add Cards**, or **>Delete Cards**, or **>Reset PIN**).



- To reset the PIN,
  - Type the new one in the **PIN** field, click **Actions**, and then **Reset PIN**. The reset happens immediately.
- To add new cards, type the card numbers, separated by comma (,)
  - In the **Cards** field and then click **Add Cards**.
  - Click on the **Save all** button in the upper-right corner to save your changes.
- To delete a card,
  - Click on **Actions** next to the card and then **Delete**.
  - Click on the **Save all** button in the upper-right corner to save your changes.

9.6.3 Desktop Clients

From **Administration**>**My Settings**>**Desktop Clients** users can download the default version of Desktop Client for Windows or macOS. More information is available in Desktop Clients (this option may not be visible depending on your license type).

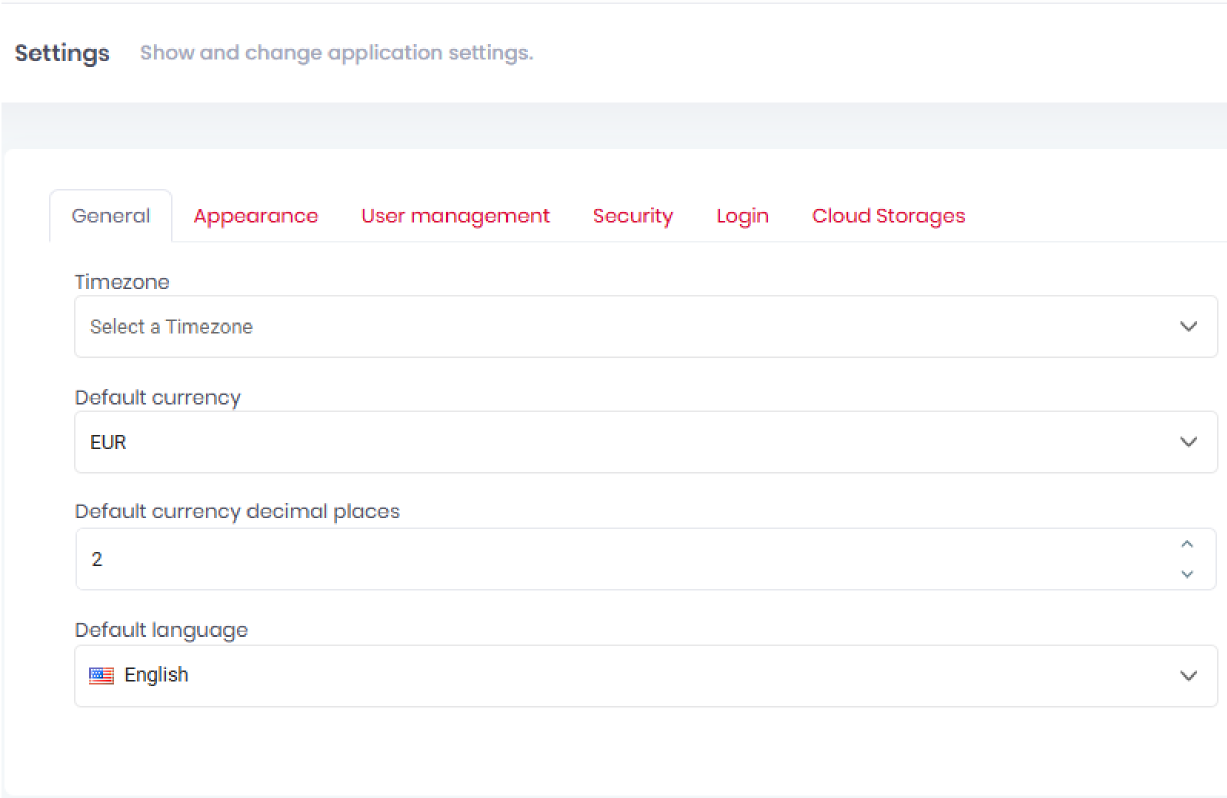


9.7 Settings

In the MyQ Roger web server, go to **Administration>Settings** to manage general application settings.

9.7.1 General Tab

- In the **General** tab, you can configure the following settings:



  - **Timezone** - Select a timezone from the drop-down menu.

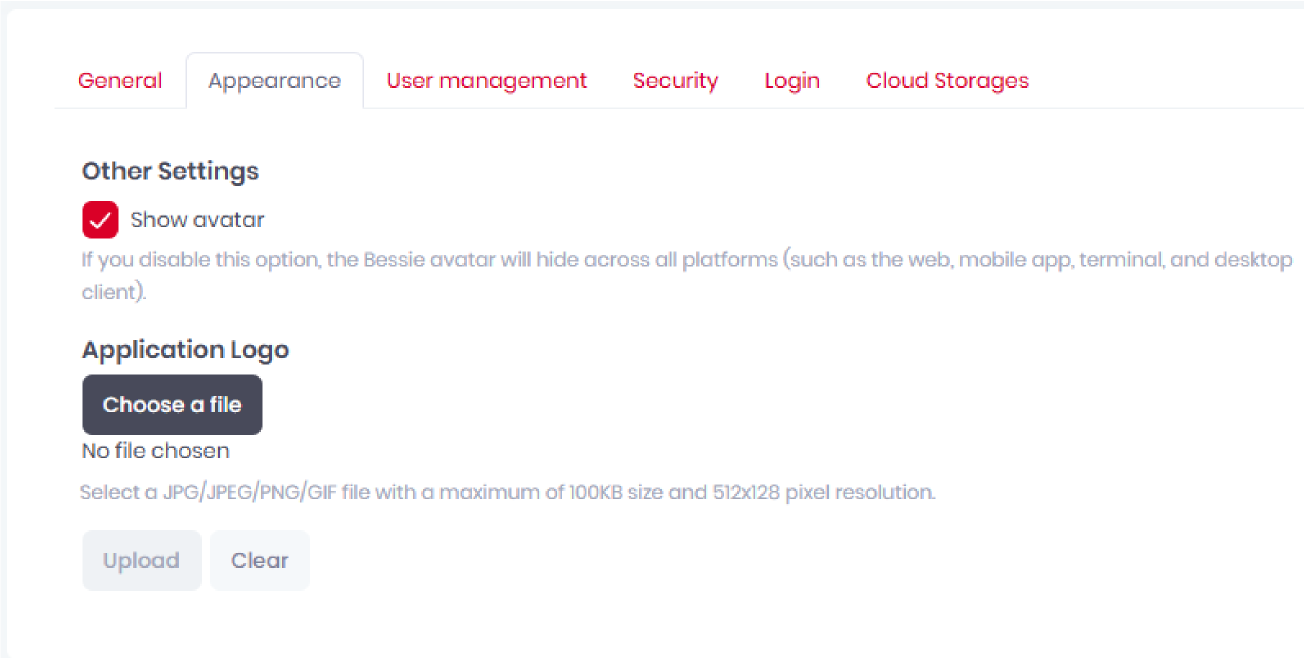
- **Default currency** - Select a currency from the drop-down menu.
- **Default currency decimal places** - Set the number of digits to be used after the decimal point.
- **Default language** - Select a language from the drop-down. The selected language is going to be used on MyQ Roger embedded terminals. Consult the relevant brand guides for any further configuration.

To change the language of the MyQ Roger web server UI, click on the flag in the main ribbon.

- Click **Save all** in the upper-right corner to apply your changes.

9.7.2 Appearance Tab

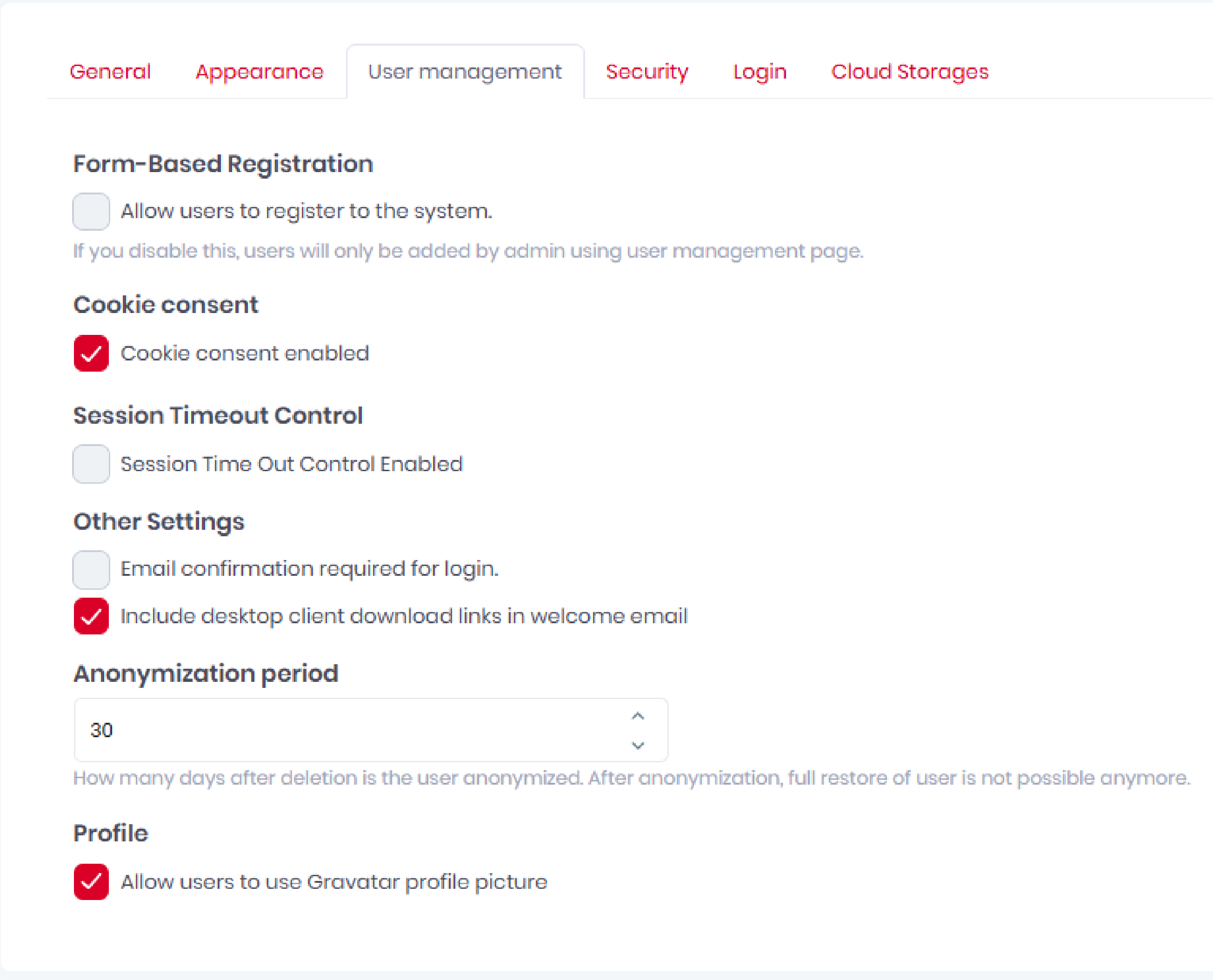
In **Administration>Settings**, in the **Appearance** tab, you can choose to enable or disable the avatar (Bessie) across all platforms, and you can upload a new logo to replace the MyQ Roger web server UI logo (in the upper-left corner).



- Enable or disable **Show avatar** to choose whether or not to see the Bessie avatar in the web, mobile app, terminal, and desktop clients.
- To set a custom application logo,
  - Click **Choose a file** to browse for your new logo file.
    The file should be in JPG/JPEG/PNG/GIF format with a maximum 30KB size and 139x35 pixel resolution.
  - Once done, click **Upload** and then click **Save all** in the upper-right corner to apply your changes.
  - Click **Clear** to remove the uploaded file and revert to the default MyQ Roger logo.

9.7.3 User Management Tab

In **Administration>Settings**, in the **User management** tab, you can manage the following user-related settings:



- The **User management** settings include:
  - **Form-Based Registration** - Mark the **Allow users to register to the system** checkbox to allow self-registration. If unchecked, users can only be added by the MyQ Roger administrator.
  - **Cookie consent** - Mark the **Cookie Consent** checkbox to display the cookie consent message.
  - **Session Timeout Control** - Mark the **Session Time Out Control** checkbox to terminate a session after a specific time.
  - **Other Settings** -
    - Enable the **Email confirmation required for login** checkbox to confirm their email address before logging in.
    - Enable **Include desktop client download links in welcome email** to include links to your default versions of Desktop Client in all welcome emails. Learn

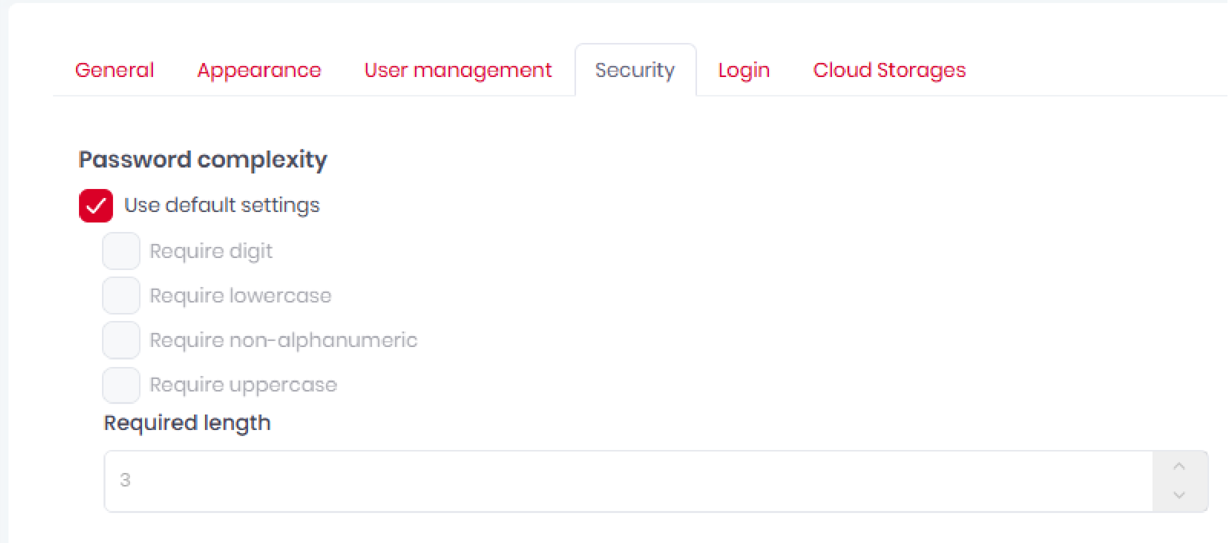
more about this option in Desktop Clients (this option may not be visible depending on your license type).
  - **Profile** - Mark the **Allow users to use Gravatar profile picture** checkbox so users can use Gravatar for their profile picture.
- **Anonymization period** - allows you to select how many days after deletion a user is anonymized.
- Click **Save all** in the upper-right corner to apply your changes.

9.7.4 Security Tab

In **Administration>Settings**, in the **Security** tab, you can manage MyQ Roger's security settings, and then use **Save all** in the upper-right corner to save your changes.

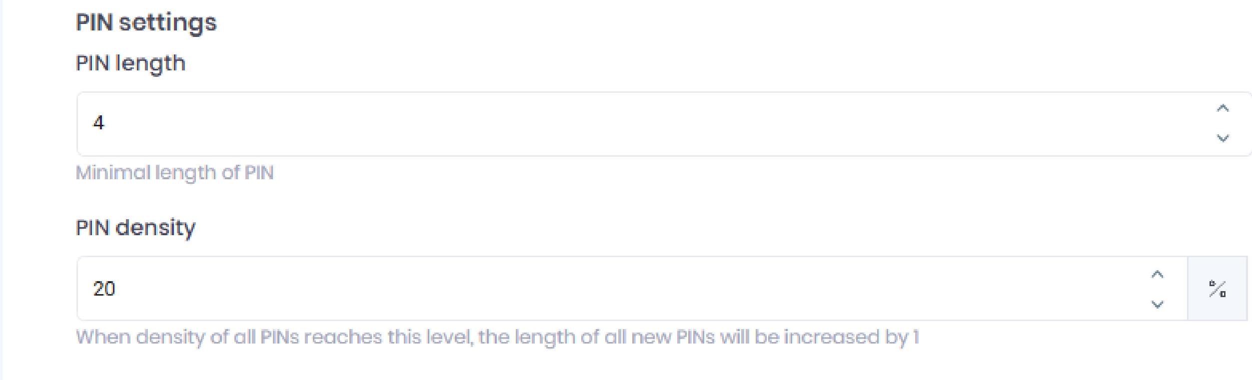
9.7.4.1 Password complexity

- In the **Password complexity** section, specify the security options for the password:



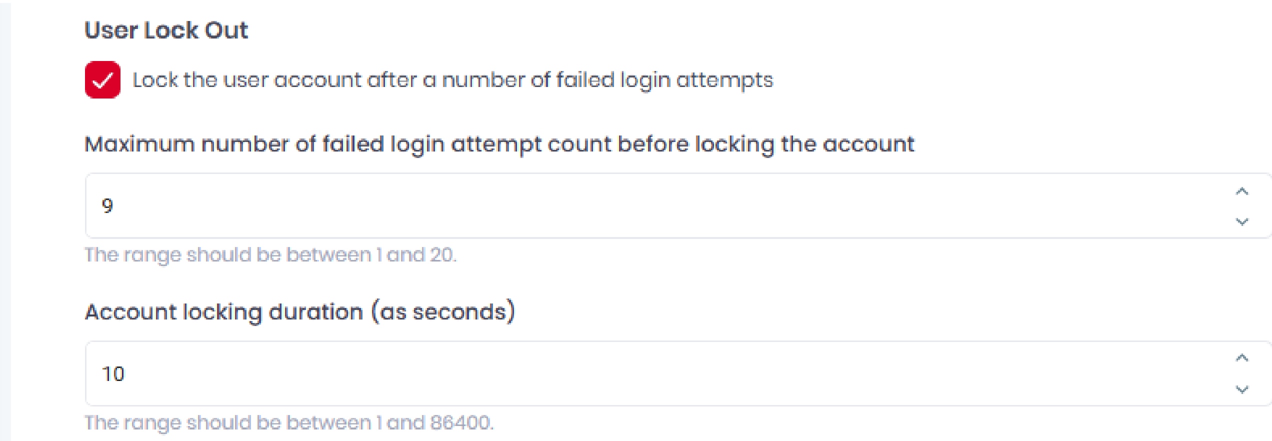
  - **Use default settings** - Check the box to use the default security settings (all boxes checked, required length = 8).
  - **Require digit** - Check the box so that the password must contain digits.
  - **Require lowercase** - Check the box so that the password must contain lowercase values.
  - **Require non-alphanumeric** - Check the box so that the password must contain special characters (*,%,#, etc.).
  - **Require uppercase** - Check the box so that the password must contain uppercase values.
  - **Required length** - Specify the minimum password length.

9.7.4.2 PIN Settings



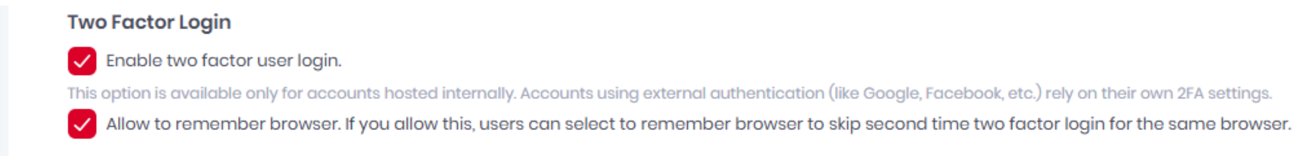
- **PIN length** - Set a number for the minimal PIN length.
- **PIN density** - Set the percentage for PIN density. When the density of all PINs reaches this level, the length of all new PINs will be increased by 1.

9.7.4.3 User Lock Out



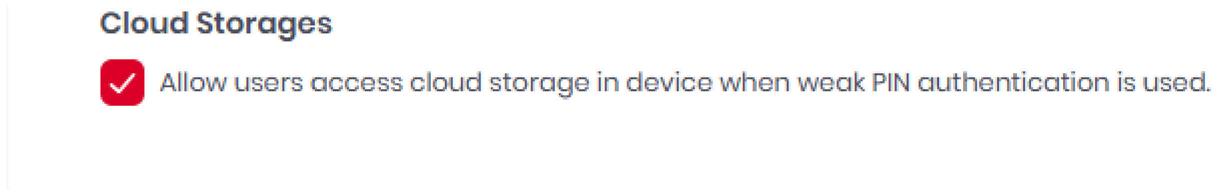
- **Lock the user account after a number of failed login attempts** - Check the box to enable user account lockout. If enabled, the following settings become available.
- **Maximum number of failed login attempt count before locking the account** - Specify the number of the failed login attempts before the account is locked.
- **Account locking duration (as seconds)** - Specify the amount of time the account is locked for (in seconds).

9.7.4.4 Two Factor Login



- The **Two Factor Login** section is visible only if the **Host administrator** (global admin for all tenants) has globally enabled two-factor authentication. For further details, check Two-Factor Authentication.

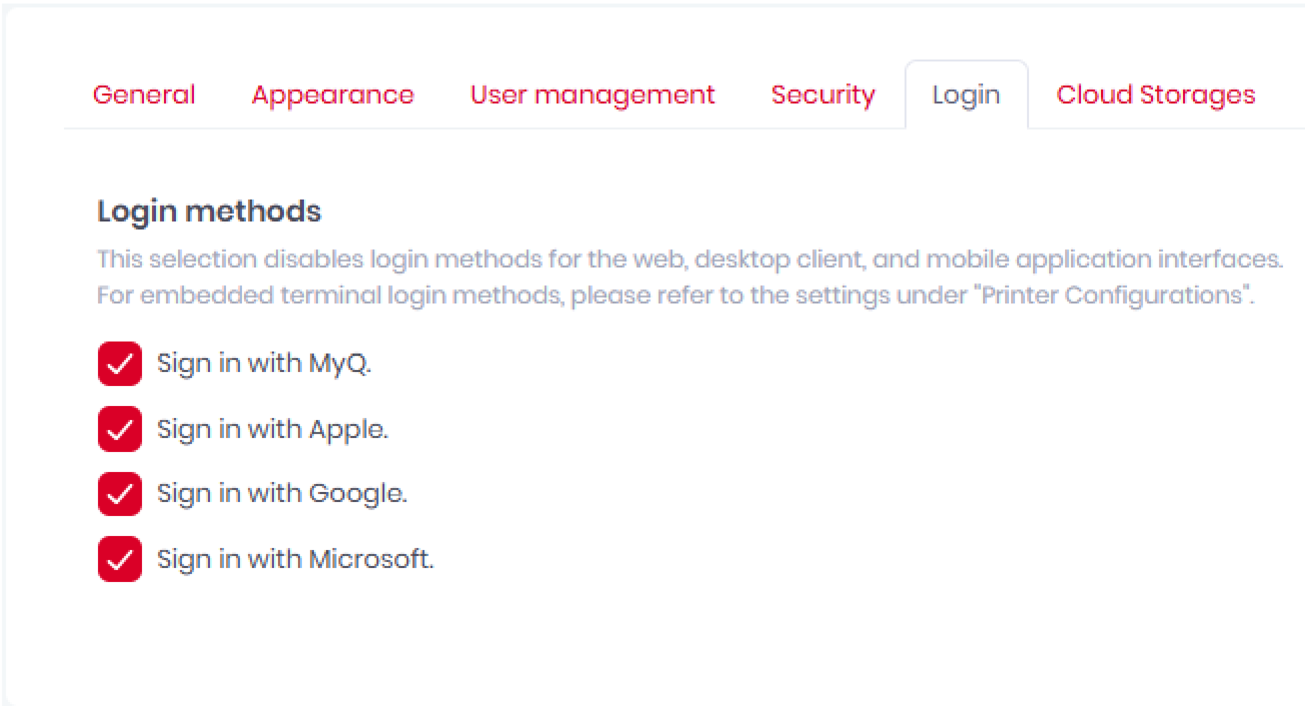
9.7.4.5 Cloud Storages



- In the **Cloud Storages** section, mark the checkbox if you want to **Allow users access cloud storage in device when weak PIN authentication is used**.

9.7.5 Login Settings Tab

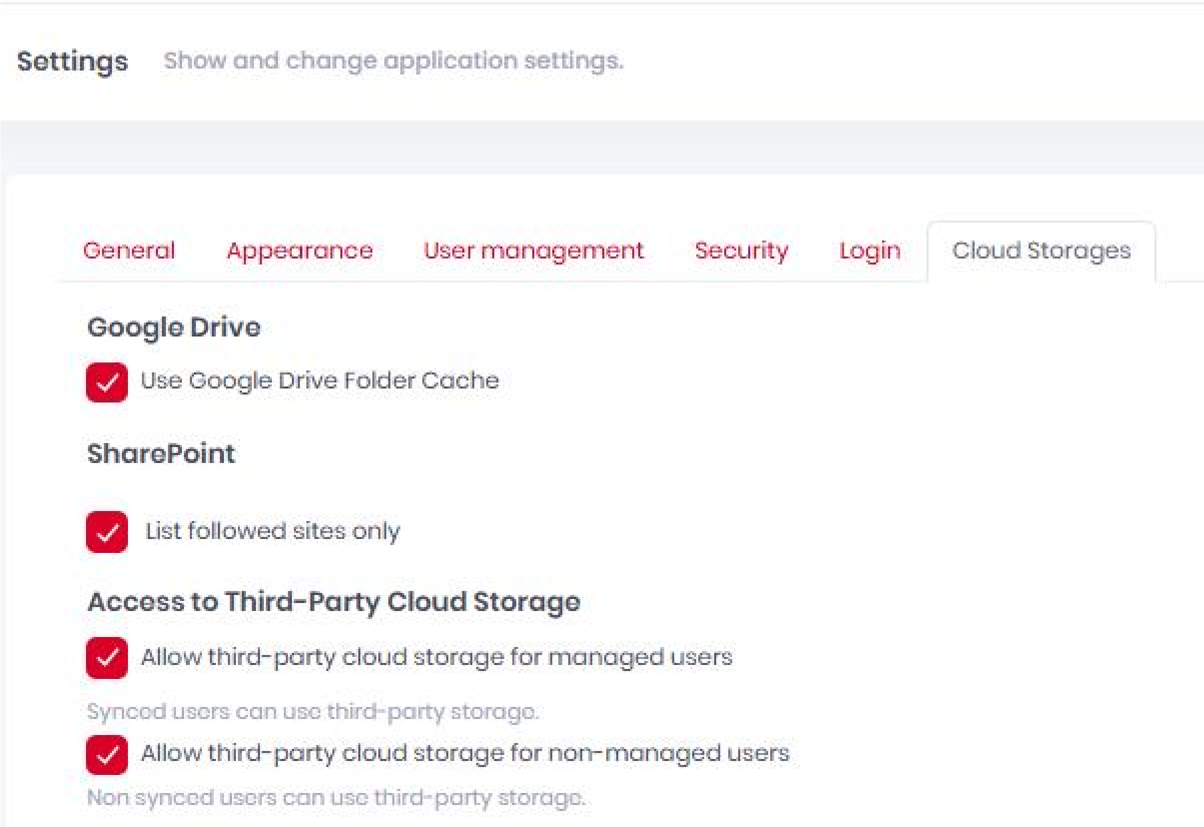
In **Administration**>**Settings** in the **Login** tab, you can alter the login methods.



These login methods are used for the web, desktop client, and mobile application interfaces.

9.7.6 Cloud Storages Tab

In **Administration>Settings**, in the **Cloud Storages** tab, you can manage cloud storage settings.



- In the **Google Drive** section, you can enable or disable the **Google Drive Folder Cache** feature.
- In the **SharePoint** section you can choose to **List followed sites only**.
- In the **Access to Third-Party Storage** section, you can select which types of users have access to third party storage such as Google Drive. **Managed users** are those synced from Entra ID, **non-managed users** are those created via another method.

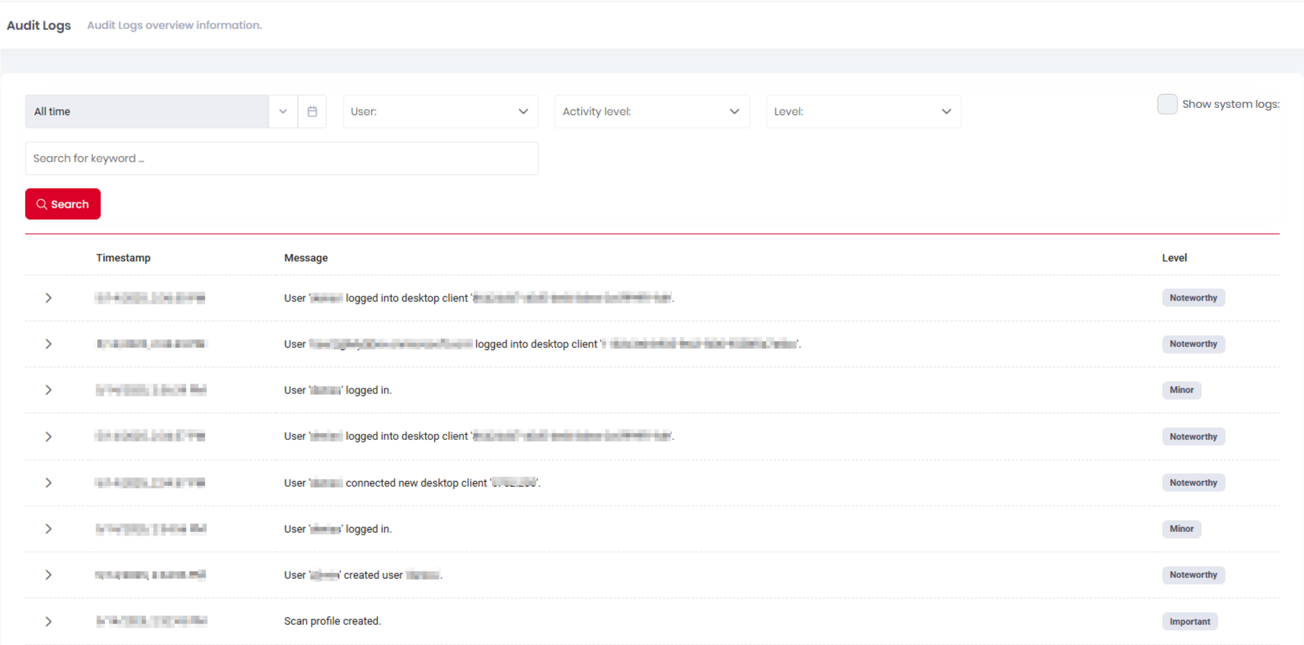
10 System

Under **System** in the left-side menu, the MyQ Roger administrator can:

- View MyQ Roger audit logs.
- View MyQ Roger application version information and find helpful links.

10.1 Audit Logs

In **System>Audit Logs**, the MyQ Roger administrator has a full overview of MyQ Roger audit logs.



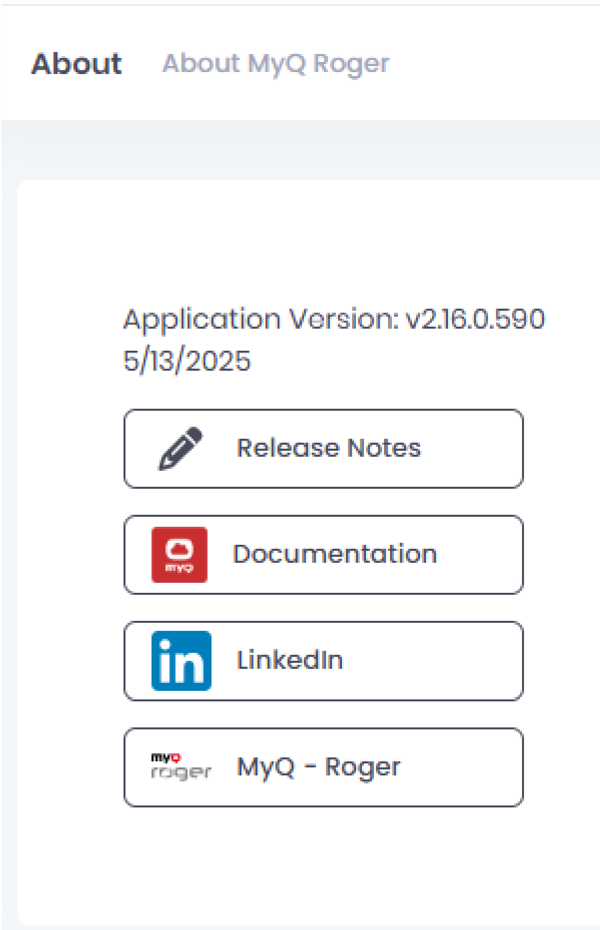
You can search for a specific log by:

- Typing a keyword in the **Search for keyword** field and clicking **Search**, or you can further refine your search with the following:
  - Choose a time from the time drop-down or click on the **calendar icon** to select a specific date.
  - Choose a specific user from the **User** drop-down.
  - Choose from the **Activity level** drop-down:
    - Important
    - Noteworthy
    - Useful
    - Minor
    - Trivial
  - Choose a severity **Level**:
    - Debug
    - Information
    - Warning
    - Error
    - Fatal

- Mark the **Show system logs** checkbox.
- Clicking on any displayed log displays additional log details.

10.2 About

In **System>About**, you can find information about the MyQ Roger application version you are using, as well as the following helpful links:



- Release Notes - Link to the Release Notes page in the MyQ Roger online documentation.
- Documentation - Link to the MyQ Roger Server Administration guide in the MyQ Roger online documentation.
- LinkedIn - Link to MyQ's LinkedIn page.
- MyQ Roger - Link to the MyQ Roger website.

11 Troubleshooting

The following section can help you to troubleshoot common problems when using MyQ Roger, obtain logs, and complete the correct procedures when accessing support.

11.1 Basic Networking

The following network connectivity must be open to allow the communication required by individual MyQ Roger and 3rd party services.

Choose the MyQ Roger server depending on your region (EU, EU2, US).

Any sub-addresses must be allowed too (for example not only https://eu.roger.myq.cloud but also https://eu.roger.myq.cloud/web).

PC with MyQ Roger Client (MRC)			
Target	**Hostname**	**Protocol**	**Port**
MyQ Roger server	https://eu.roger.myq.cloud https://eu2.roger.myq.cloud https://us.roger.myq.cloud	HTTPS	443
Region discovery	https://discovery.myq.cloud/regions	HTTPS	443
Event Bus	amqps://eu.amqp.myq.cloud amqps://eu2.amqp.myq.cloud amqps://us.amqp.myq.cloud	AMQP	5671
Printer SNMP	Printer hostname	SNMP	161, 162
Printer Job release	Printer hostname	RAW IPPS Device spooling RAW	9100 10012 10012
Login via Microsoft	https://learn.microsoft.com/en-us/microsoft-365/enterprise/urls-and-ip-address-ranges?view=o365-worldwide		
Login via Google	Please check Google's requirements https://support.google.com/a/answer/2589954		

Printer			
Target	**Hostname**	**Protocol**	**Port**
MyQ Roger server	https://eu.roger.myq.cloud https://eu2.roger.myq.cloud https://us.roger.myq.cloud	HTTPS	443
Region discovery	https://discovery.myq.cloud/regions	HTTPS	443
Event Bus	amqps://eu.amqp.myq.cloud amqps://eu2.amqp.myq.cloud amqps://us.amqp.myq.cloud	AMQP	5671

Terminal log upload	mqrgstorageaccount.blob.core.windows.net rgeu2st.blob.core.windows.net rguse2storageaccount.blob.core.windows.net	HTTPS	443
Microsoft Universal Print	https://*.print.microsoft.com/	IPPS?	443
MyQ Roger Mobile App			
Target	**Hostname**	**Protocol**	**Port**
MyQ Roger server	https://eu.roger.myq.cloud https://eu2.roger.myq.cloud https://us.roger.myq.cloud	HTTPS	443
Region discovery	https://discovery.myq.cloud/regions	HTTPS	443

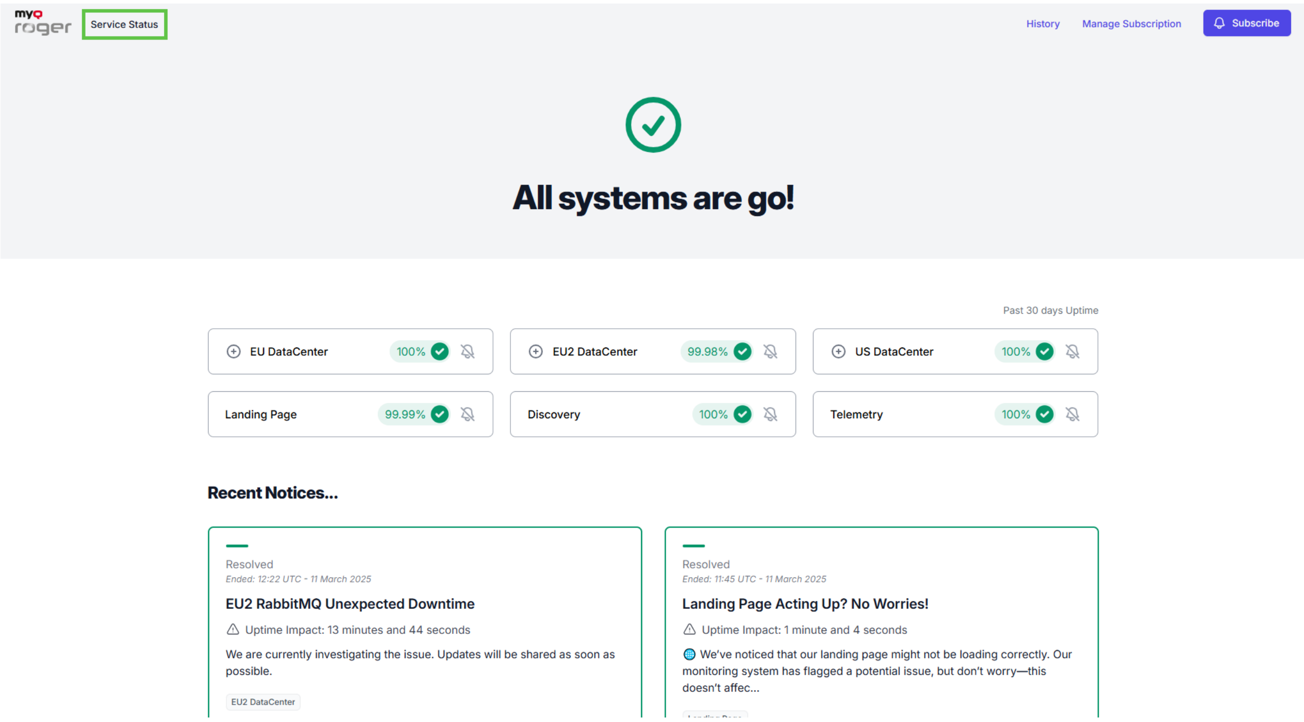
11.2 Status of MyQ Roger Services

You can view the real-time status of MyQ Roger components here https://status.myq.cloud/ .

Check live and historical data related to MyQ Roger system's performance and see if there is a planned or unplanned outage or scheduled maintenance. From the main status page, you can:

- View the current status.
- Review past incidents.
- Subscribe to updates.

The **Service Status** link on any page returns you to the main status page.

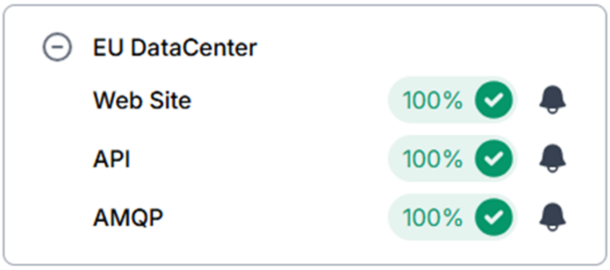


11.2.1 Current Status

There is information about each datacenter (EU, EU2, US) and its components at the top of the page. You can select your corresponding datacenter and click the plus (**+**) icon next to its name to expand it and view each component. If there is downtime, it will be marked.

11.2.1.1 Expanding DataCenter Details

- To expand any Datacenter's details, click on the **+** (plus) icon next to the DataCenter or click on the **Percent value**. Each DataCenter displays the status of its **Web Site**, **API** and **AMQP** services.

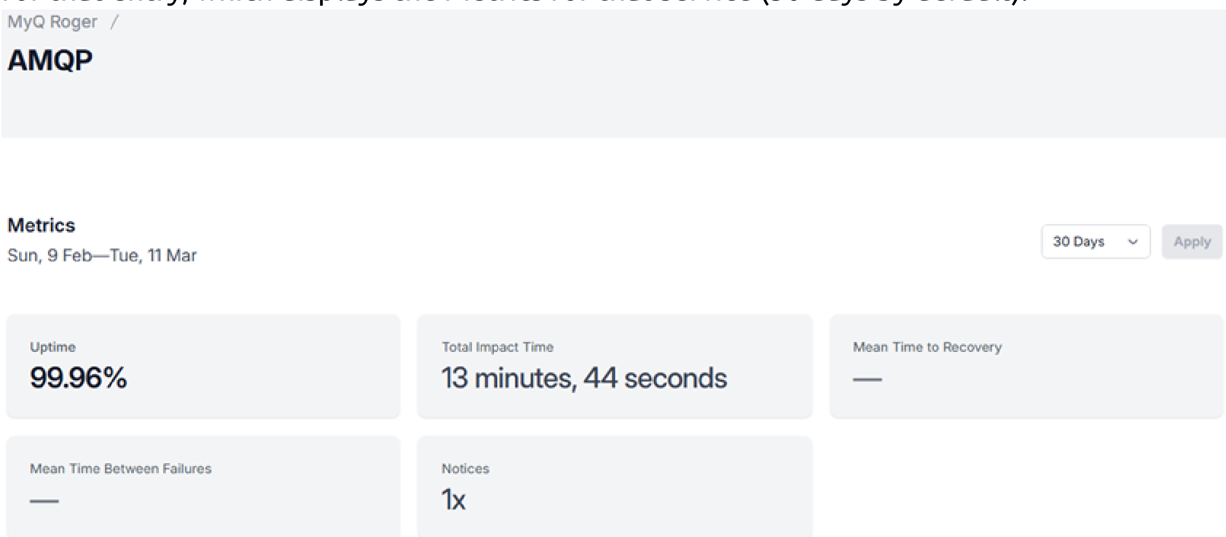


- To collapse this list, click on the **-** (minus) icon next to the **DataCenter**.

11.2.1.2 Viewing DataCenter Details

To expand the details for any DataCenter:

1. Click on any **Percent value** for either **Web Site**, **API** or **AMQP** to go to a MyQ Roger page for that entry, which displays the Metrics for that service (30 days by default).



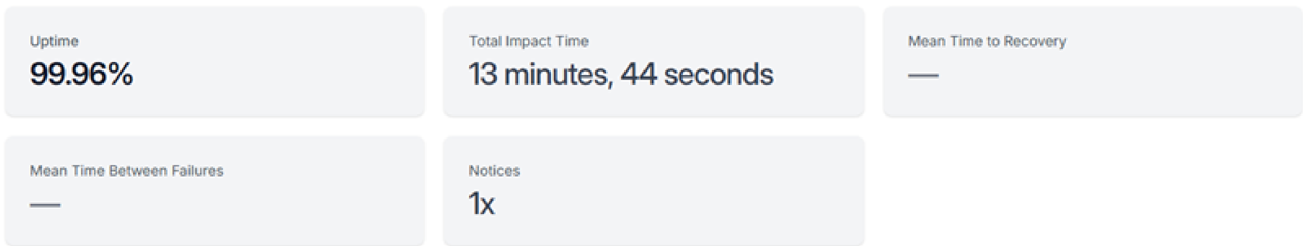
2. Click on the time value and select of the following:
    a. 7 Days
    b. 30 Days
    c. 3 Months

   d. 6 Months
   e. 1 Year
   f. Custom
      To specify a different time value, click **Custom**.

3. Once a time range has been specified, click **Apply** to filter the metrics for that DataCenter.

11.2.1.3 Viewing Additional Metrics

Click on any **Percent value** for either **Landing Page**, **Discovery** or **Telemetry** takes you to the MyQ Roger page for that entry, displaying the Metrics for the time range (by default 30 days).



The metrics for **Landing Page**, **Discovery** or **Telemetry** include:

- **Uptime**: By percentage
- **Total Impact Time**: In minutes and seconds.
- **Mean Time to Recovery**: In minutes and seconds.
- **Mean Time Between Failures**: In days and hours.
- **Notices**: This value indicates how many incidents have occurred in this period.

11.2.2 Recent Notices

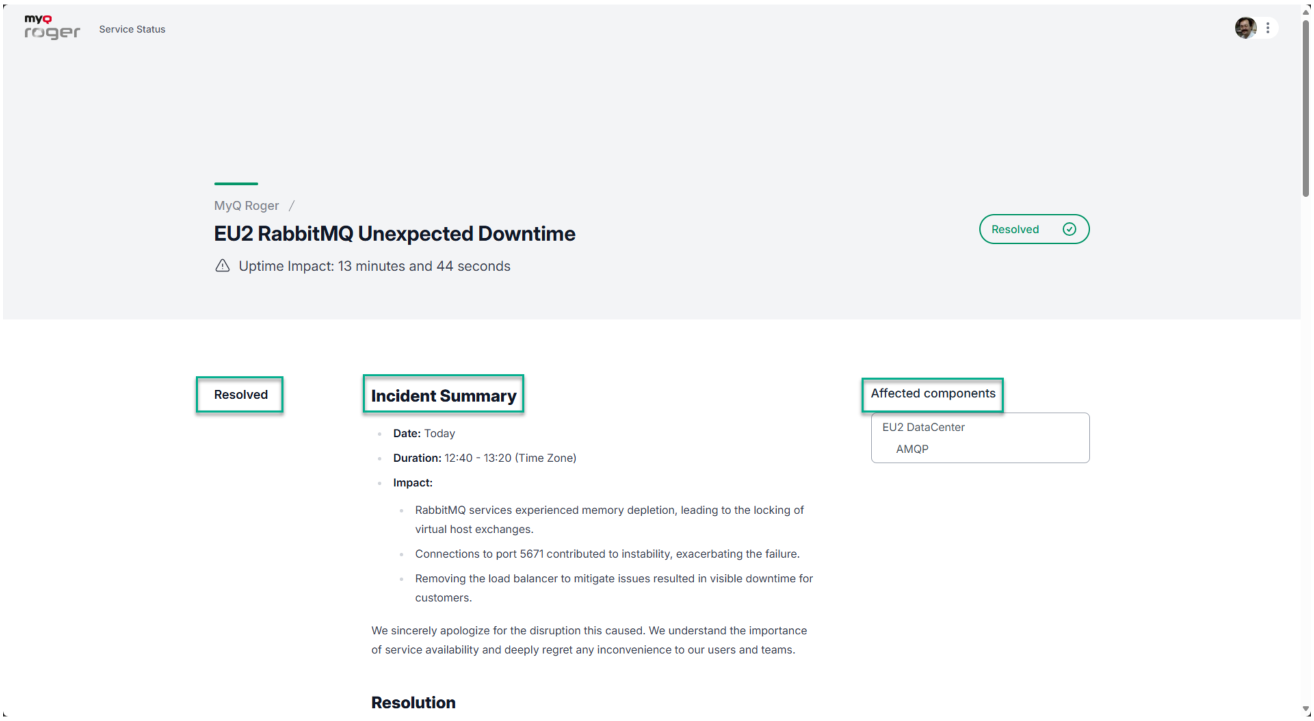
On the main status page, beneath the component statuses, there are panels with summaries of recent incidents. Clicking inside any incident panel displays additional details about that incident.

The details include:

- The incident status (for example, **Resolved**/**Unresolved**).
- The time and date of the status update.
- The incident name (for example, **EU2 RabbitMQ Unexpected Downtime**).
- The **Uptime Impact** duration in hours, minutes and seconds.
- A brief description of the issue.
- The affected component/s (for example, **EU2 DataCenter**).
- A link to view all available details of this incident.

11.2.2.1 Recent Incident Details

To view details, click **View notice** to see the incident summary. The **Incident Summary** page includes:



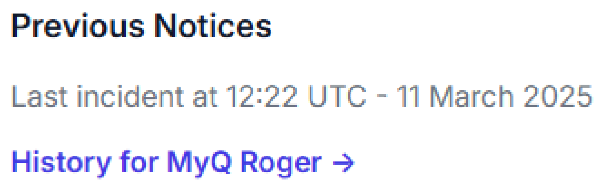
- Resolution status (for example, **Resolved**).
- **Incident Summary**
  - **Date** of the incident.
  - **Duration** in hours and minutes (with specified Time Zone)
  - **Impact**: A description of the incident.
- **Affected components**
  - The name of the DataCenter and its component(s) (for example: **Web site**/**API**/**AMPQ**).

Additional incident information follows:

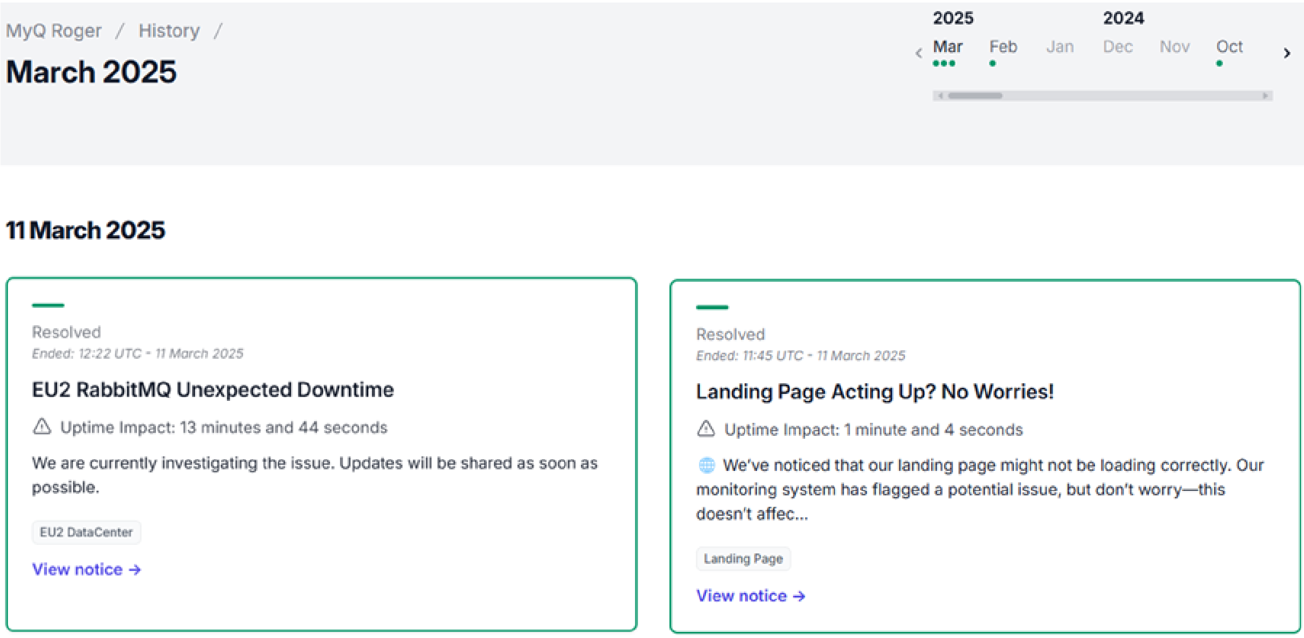
- **Resolution**
- **Root Cause Analysis**
- **Corrective & Preventive Measures**

11.2.3 Previous Notices

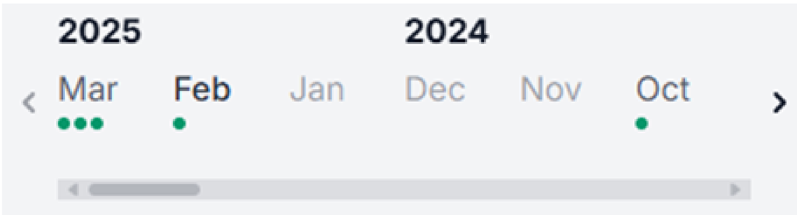
At the bottom of the main status page is the **Previous Notices** section, which shows the time and date of the last incident, as well as a link to go to the History page for all previous incidents.



Click the **History for MyQ Roger** link to see the older incidents.



Appearing at the top right of the History page is a calendar. Here, you change the month being viewed (the green dots indicate incidents for that month, greyed out months do not have any incidents), You can use either the arrow buttons (**<** or **>**) or use the scroll bar to move the range.



11.2.4 Subscribe to Updates

To receive service status notifications:

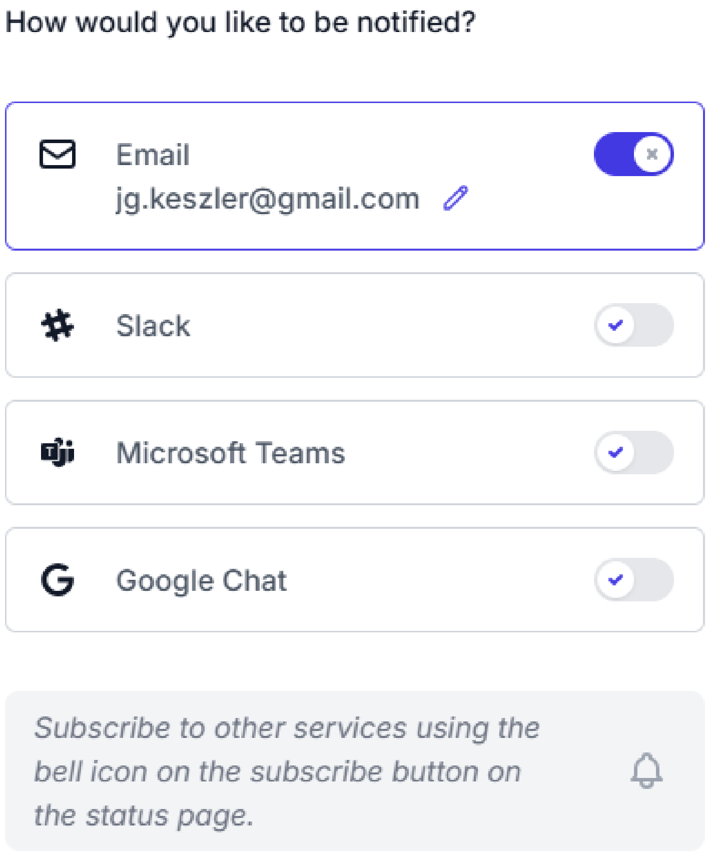
1. Click the **Subscribe** in the top right corner, enter your Email address, and click **Start subscription**. You are informed that a secure link has been emailed to you.
2. Open the email and click on the **Sign in to MyQ Roger** button, which opens a new tab with the main service status page displaying your user icon at the top.
3. Clicking **Already subscribed?** takes you to the **Find Your Subscription** panel.

4. To manage an existing subscription, click the **Manage Subscription** link at the top right to display the **Find Your Subscription** panel. Enter your Email address and click **Find Subscription**. The **Check Your Inbox** panel displays informing you that a secure link has been emailed to you to manage your preferences.

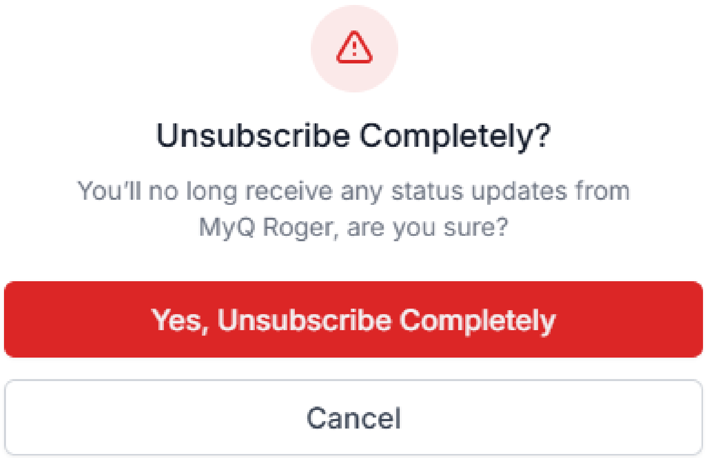
11.2.4.1 Subscription Preferences

After you are subscribed, there is a menu beside your user icon, which displays **Preferences** and a **Sign out** option.

1. Click **Preferences** to choose via which channels you would like to receive notifications. The following services are available: Slack, Microsoft Teams, or Google Chat.



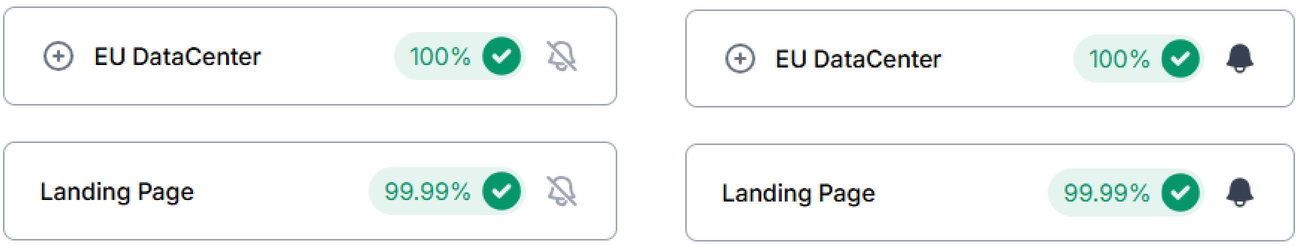
2. Enable any or all of the following services for your notifications. Complete the necessary details for whichever services you require. Click **Done** when finished.
3. If you no longer require notifications, click **Unsubscribe completely** and then confirm in the dialog box that appears.



11.2.4.2 Subscribe to Select Components

Before subscribing or at any point after subscription you can choose which components to receive notifications about.

1. From the main status page, click the bell icon beside any service, to turn notifications on or off.



2. After selecting the desired components, click Save **Changes**.

11.3 Scans to Email Not Delivered

Scans to email are sent directly from the machine to the customer's SMTP server. If you are not receiving scans to your email, there might be an issue with this connection.

Please note that scans to OneDrive, Google Drive or Box are sent directly to the cloud storage and are not routed via an SMTP server.

To verify the connection to your SMTP server,

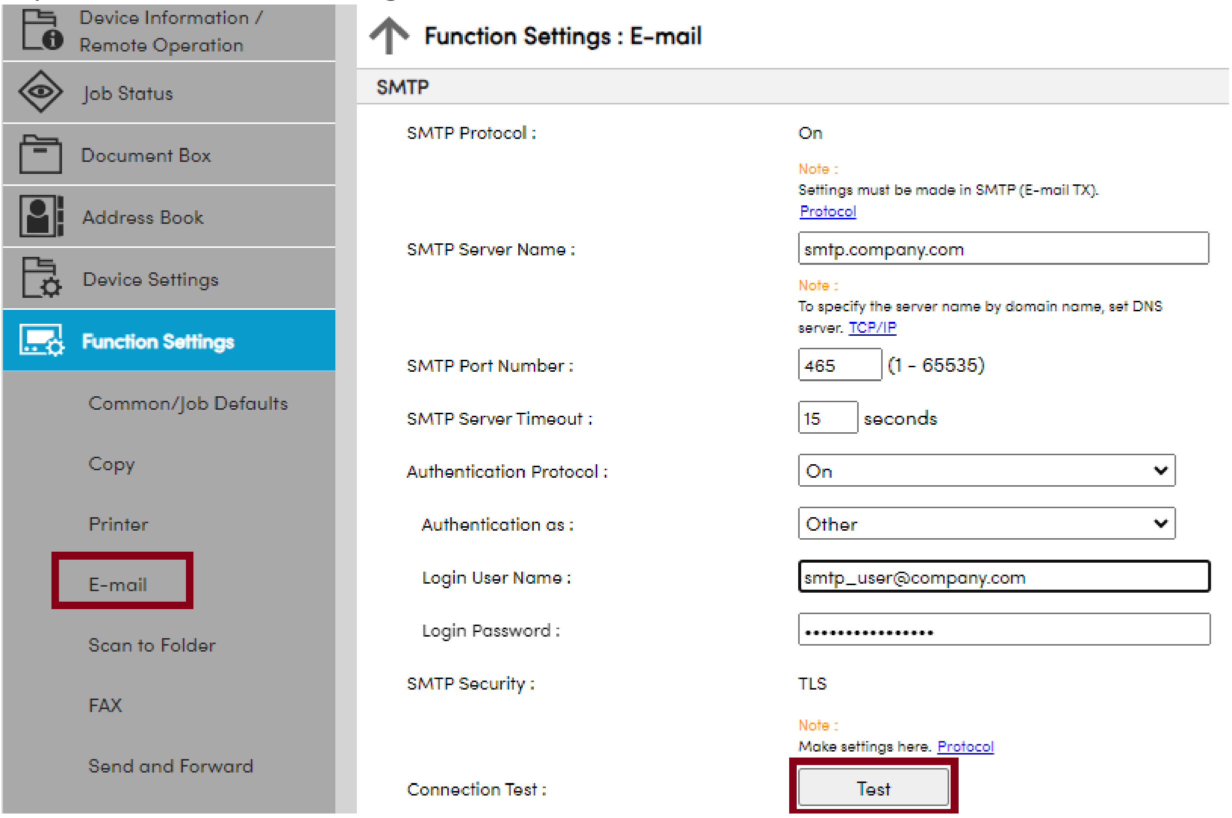
- You can use the device's native test function to narrow down if the issue is caused by MyQ Roger or directly by the machine or the SMTP Server.

The Test result should be OK. If not, it means the device cannot access your SMTP server.

- Check the address, username and password, TLS settings or logs from the SMTP server itself.

11.3.1 Kyocera

1. Open the **Command Center RX** at the device address and go to **Function Settings>E-mail**.
2. Tap the **Test** button to the right of **Connection Test**.

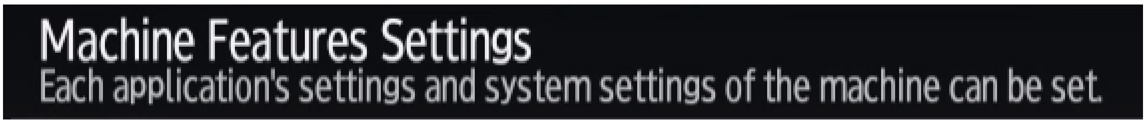


The result should be “Connection OK”.

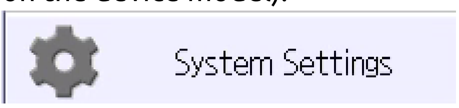
11.3.2 Ricoh

Ricoh devices don’t seem to have an option to test a SMTP connection on their Web UI; however, there is another option on the device panel.

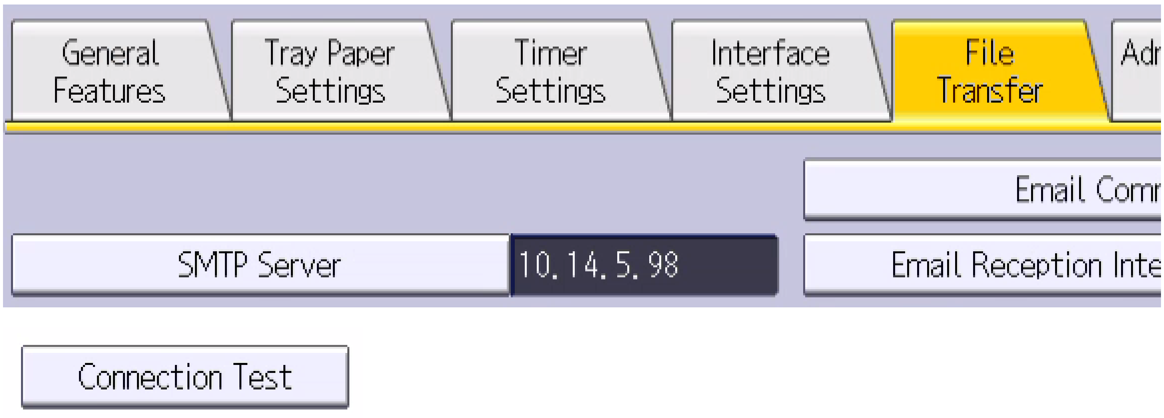
1. Use the **Admin** menu to disable the MyQ Roger application and open the **native device** screen as Admin.



2. Navigate to **Settings>System Settings** and then **e-mail settings** (exact location will depend on the device model).

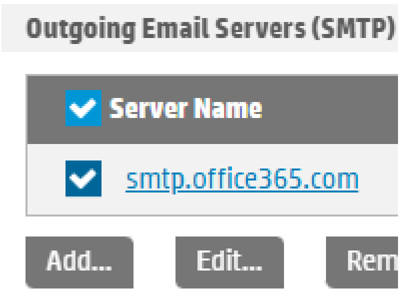


3. Open the **SMTP Server** setting and tap the **Connection Test** button.

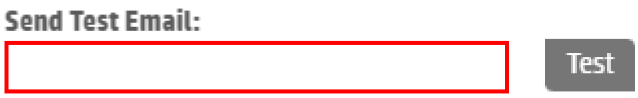


11.3.3 HP

1. Login as administrator to the machine's Web UI and navigate to **Scan to Email Settings>Default Job Options**.
2. Select your **SMTP server** and tap **Edit**.



3. Continue with **Next** buttons to the very end of the setup where is the option to **Send Test Email**.



11.3.4 Panel Scan Test

If the test connection is OK but the emails from MyQ Roger still don't arrive, try the scan directly from the machine.

- After logging a user in MyQ Roger, use the **Unlock panel** function (or using the **Admin** menu to login as **Admin**). This will open the native environment of the printer.
- Do a scan and have it sent to your email. This scan is sent directly from the machine to your email, via the SMTP server.

If the email doesn't arrive, the issue is likely with the SMTP server or the mailbox itself. On the other hand, if the email does arrive, there might be some issue with MyQ Roger. In that case, please raise a ticket with the MyQ Roger Support team.

11.4 Getting Logs and Contacting Support

11.4.1 Generating Logs

Providing logs that correspond to your issue are essential when raising a ticket with MyQ Roger Support.

These are the logs that are available:

- MyQ Roger Desktop Client logs
- Kyocera Terminal logs
- Ricoh Terminal logs
- HP Terminal logs

11.4.2 Contacting Support

Some issues cannot be solved by local administrator. In case you require support from MyQ Roger Support team, please follow the next steps.

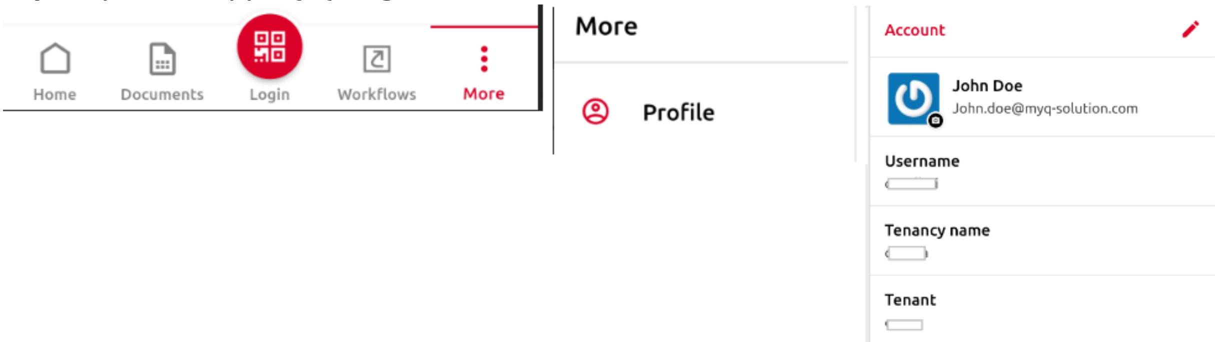
11.4.2.1 Basic Information

To investigate any issue with MyQ Roger, you must provide the following details:

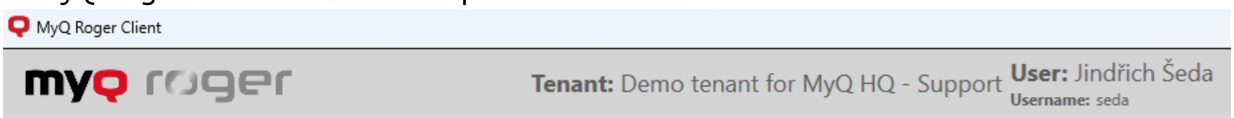
- Tenant or Tenancy name
- Username (email) to whom the issue happened
- Exact time when it happened
- Description of the issue
- Provide related logs

You can find the Tenant name and additional user details in the locations shown below:

- In your phone's app **MyQ Roger>More>Profile**.

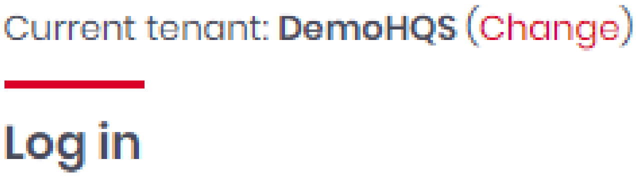


- In MyQ Roger Client MRC at the top center.

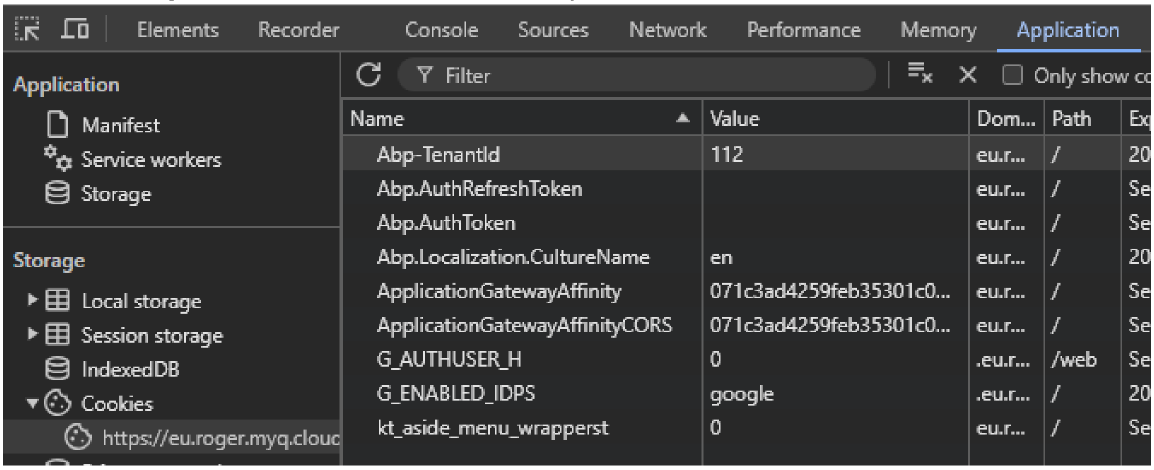


- On a Ricoh printer by tapping the **MyQ Roger logo**.
- On a Kyocera printer by tapping the **Admin Menu**.

- In the MyQ Roger Web UI, during Log in, the Current tenant name is displayed:



- In the MyQ Roger Web UI using the cookies (for example when you cannot log in or cannot read the Tenant name for some reason.
    - Press **F12** to open the Console and navigate to **Application** (you might need to enlarge the panel or use the **>>** arrows).
    - Note the **Abp-TenantId** value. In the example shown below: 112.



The MyQ Roger Support team can find the Tenant name based on this Tenant ID.

11.4.2.2 Creating a Support Ticket

With the basic information and logs collected, the administrator or MyQ Partner can raise a ticket with the MyQ Roger Support team.

- The preferred method is to go to the **Community portal**, then click **Support>Helpdesk** and create a new ticket. A MyQ Partner login is required.

Alternatively,

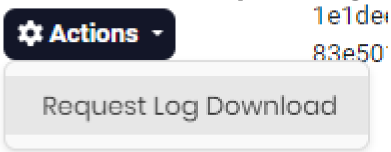
- you can send an email to roger@myq-solution.com with all the information and attached files. This automatically creates a ticket with medium priority.

11.4.3 MyQ Roger Desktop Client

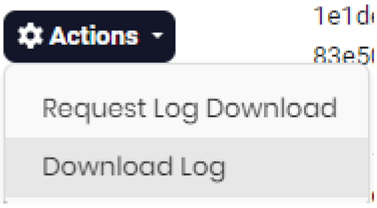
Logs from MRC can be downloaded either by using the MyQ Roger Web UI, or manually.

11.4.3.1 MyQ Roger Web UI

- Login to MyQ Roger Web UI as a user with admin access rights.
- Navigate to **Supervision>Desktop clients** and search for the affected desktop client.
- Click **Actions>Request Log Download**



  Progress is indicated in the bottom right corner.
- When done, choose **Actions>Download Log**



11.4.3.2 Manually

The default location for the MyQ Roger Client for Windows can be found in the following two directories:

- C:\ProgramData\MyQ\MyQ Roger Client\Logs
- C:\%userprofile%\AppData\Local\MyQ\MyQ Roger Client\Logs
- Copy all the folders and files from these two locations.
- Store the data in a .zip archive and attach it to the Helpdesk case.

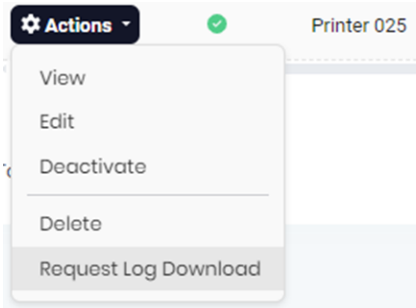
11.4.4 MyQ Roger Kyocera Terminal

There are two ways to obtain logs from the Kyocera terminal:

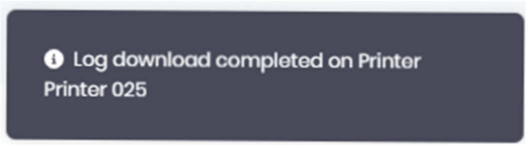
- Online with the Roger Web UI.
- Offline, using the device panel and USB stick.

11.4.4.1 Roger Web UI

- Login to the Roger Web UI as a user with an admin role (permission Printers / Manage printers is required).
- Open **Printers** and find the printer you wish to download the logs from.
- Choose **Actions>Request Log Download**.

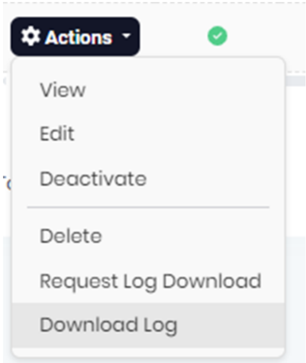


Progress is displayed in bubbles at the bottom right.



When the log download is finished, the file itself is stored on the Roger server.

- Request to download it with **Actions>Download Log**.

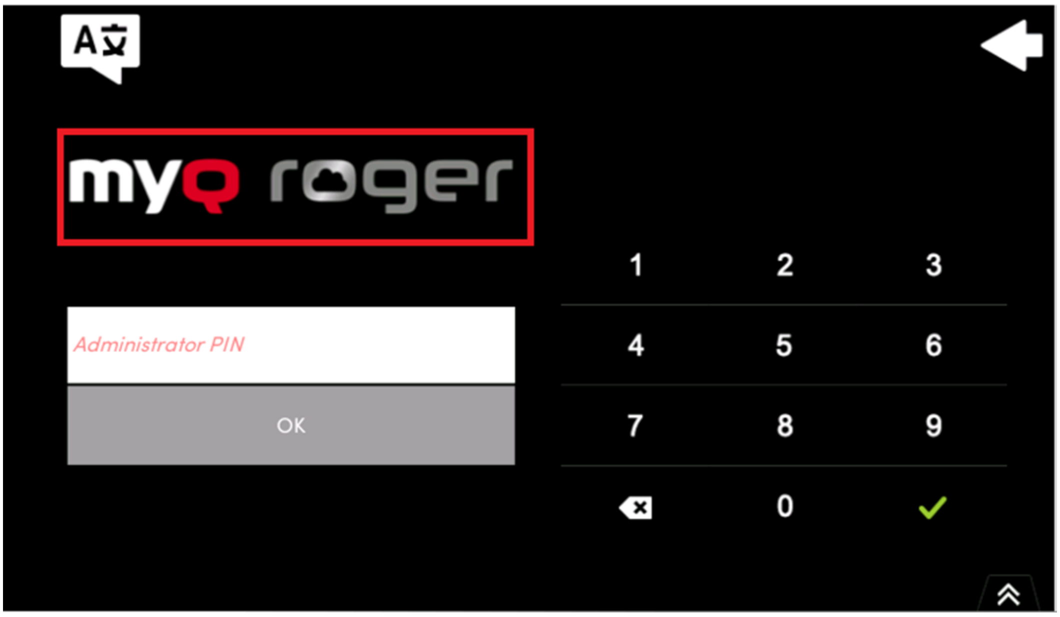


The file is encrypted and cannot be opened directly. Please provide it to MyQ Support with your ticket.

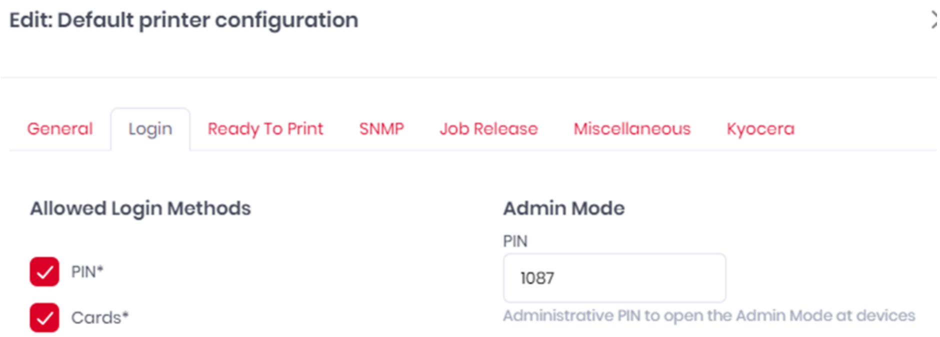
11.4.4.2 USB drive

To obtain logs from the Roger Kyocera terminal,

- Tap the **MyQ Roger** logo on the screen of the device. It will switch to enter Administrator PIN mode.

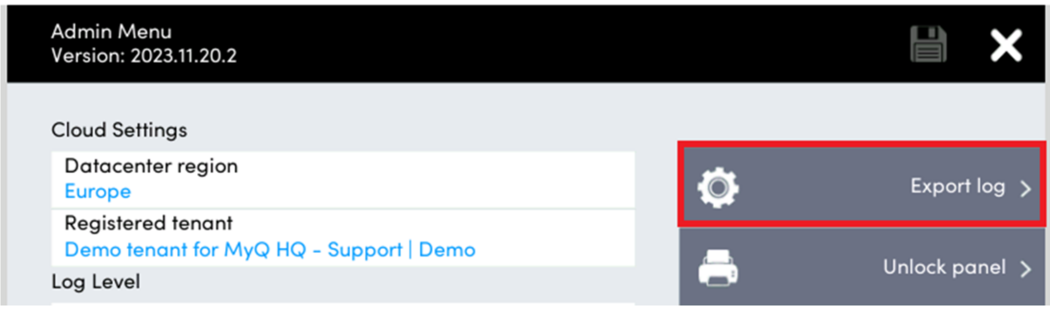


- Enter the **Administrator PIN** and confirm the login.
- You can find the Admin mode PIN in your MyQ Roger settings in **Printer Configurations>Actions**, **Edit>Login**, **Admin Mode**.



The Admin menu will open.

- Plug in a USB drive (you might need to format it to FAT32 in order for the device to accept it)
- Tap the **Export log** button.



11.4.5 MyQ Roger Ricoh Terminal

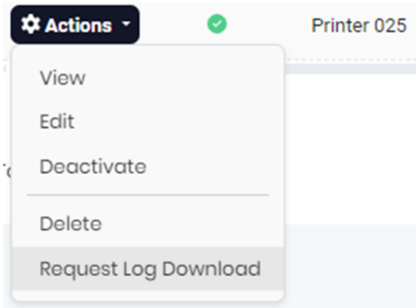
There are two ways how to obtain logs from the MyQ Roger Ricoh terminal:

- Online via the MyQ Roger Web UI.

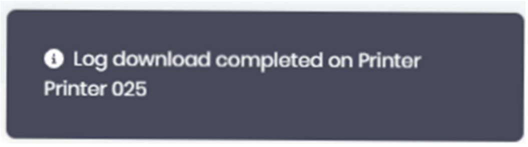
- Using the Ricoh installer.

11.4.5.1 MyQ Roger Web UI

- Login to the MyQ Roger Web UI as a user with admin role (permission Printers / Manage printers is required).
- Open **Printers** and find the printer you wish to download the logs from.
- Choose **Actions>Request Log Download**.

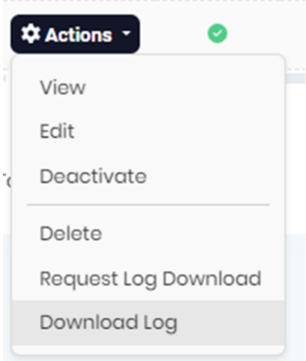


Progress will be displayed in bubbles at the bottom-right.



When the log download is finished, the file itself is stored on the MyQ Roger server.

- Request to download it with **Actions>Download Log**.

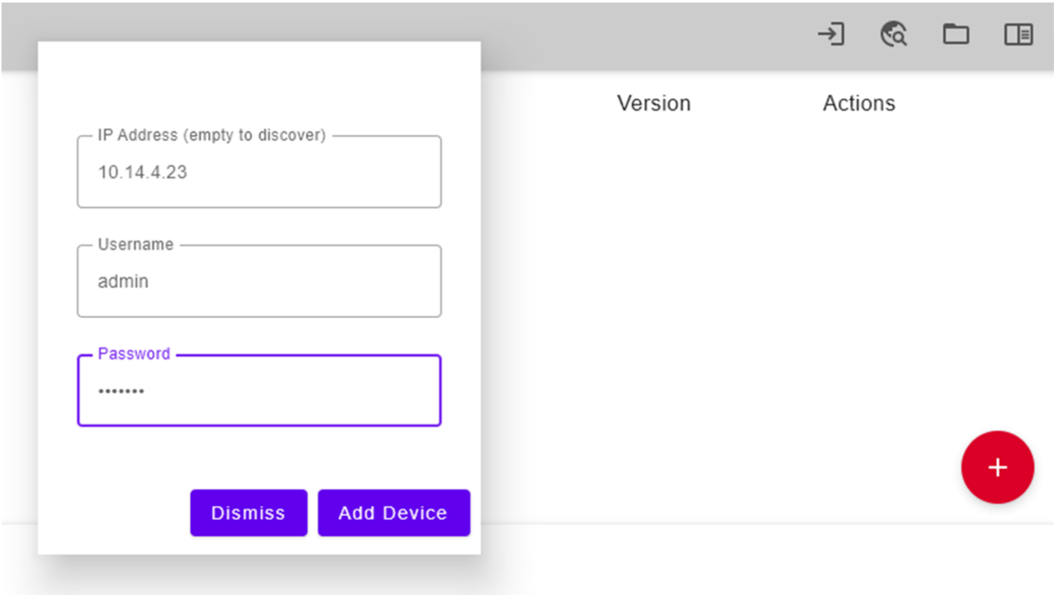


The file is encrypted and cannot be opened directly. Please provide it to the MyQ Support with your ticket.

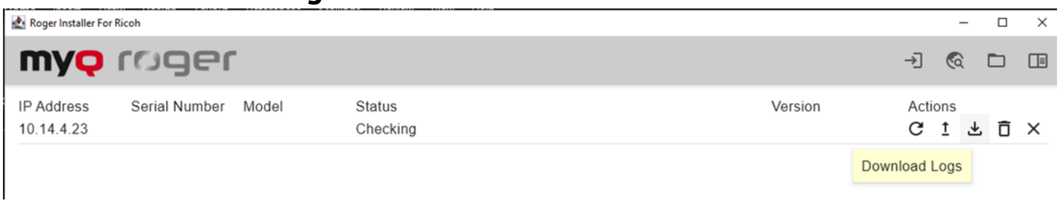
11.4.5.2 Ricoh installer

To obtain logs directly from the machine, download them using the MyQ Roger Ricoh installer. You can download the MyQ Roger Ricoh installer from the Partner portal, together with the embedded terminal installation package.

- If you haven't already, add the device using the red **Plus** button
- Fill in the **IP address** or **hostname**, the administrator **Username** and **Password**.

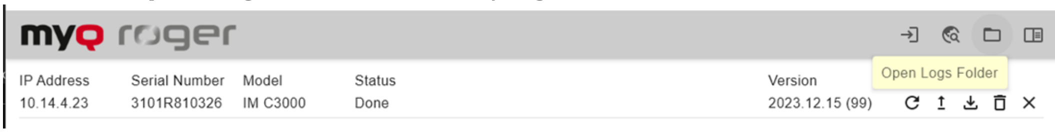


- Confirm by clicking **Add Device**.
- Click the **Download Logs** button.

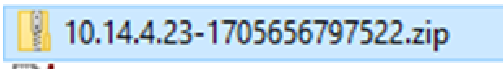


Wait for the Status to change from Downloading logs to Done.

- Click the **Open Logs Folder** in the top right corner.



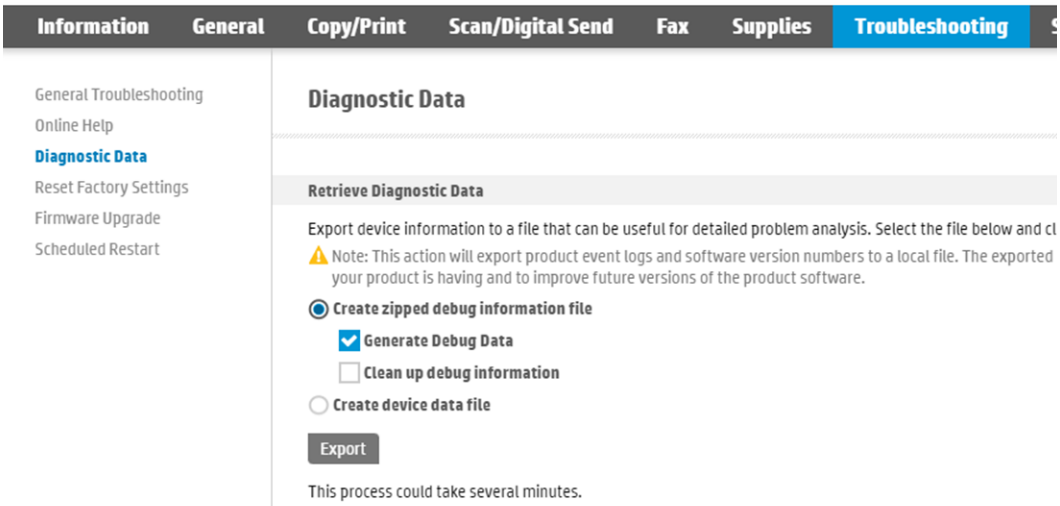
The folder with the logs will open. You can find the corresponding file from the IP address in the name of the file.



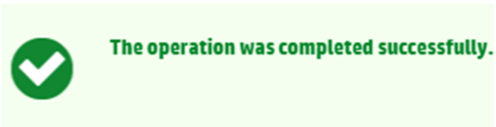
11.4.6 MyQ Roger HP Terminal

To obtain logs from an HP device:

1. You can download them in the Web UI of the device in section **Troubleshooting>Diagnostic Data**.



2. Choose the **Create zipped debug information file**
3. Mark the **Generate Debug Data** check box and click **Export**. It will take some time, when finished you can choose where to save the exported file.
4. Choose the **Create device data** file and Export once again.



Logs from an HP device can be downloaded also from the HP Command Center. You might need to contact your HP partner for access authorization.

Use this guide explaining how to download the logs: https://developers.hp.com/system/files/Logs%20and%20Traces%20Capture%20Guide.pdf

12 Business Contacts

MyQ® Manufacturer	**MyQ® spol. s r.o.** Harfa Office Park, Ceskomoravska 2420/15, 190 93 Prague 9, Czech Republic MyQ® Company is registered in the Companies register at the Municipal Court in Prague, division C, no. 29842
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Technical support	support@myq-solution.com
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