MyQ Roger Server Administration

1.0

February/2026

Table of Contents

MyQ Roger is a cloud-native printing and document workflow solution designed to increase productivity in office and remote work environments.

Users can capture documents via mobile devices, multifunction printers, or email. Files can be stored locally or in personal cloud storage services, including OneDrive and Google Drive. Advanced workflows automate document conversion and routing, turning scanned images into editable formats or structured data for downstream processing.

MyQ Roger is a fully serverless platform – there is no infrastructure to maintain. It offers high availability, multitenancy, and enterprise-grade performance by design.

With a personalized user interface and built-in smart actions, MyQ Roger simplifies printing and scanning from anywhere. Whether you're working from home, on the go, or at the office, it helps keep your digital workspace connected and efficient.

1 Release Notes

1.1 MyQ Roger Server 2.19 (Patch 3)

27 February, 2026

Bug Fixes

- Manage Roles and Rights" permission to prevent unauthorized users from granting themselves administrator access.

1.2 MyQ Roger Server 2.19 (Patch 2)

20 February, 2026

Improvements

- PrintSharing is now supported for organizations that are not registered payers of VAT/Sales tax.

Bug Fixes

- Importing users via Excel would fail if usernames started with or consisted entirely of numbers.

1.3 MyQ Roger Server 2.19 (Patch 1)

23 January, 2026

Bug Fixes

- Added support for user import with CSV file.

1.4 MyQ Roger Server 2.19

16 January, 2026

Security

- Added support for "On-Behalf-Of" token flow in SharePoint/OneDrive authentication to reduce errors and improve compatibility with strict Conditional Access policies.

Improvements

- NEW FEATURE Remote Management – administrators can now update, uninstall, and delete MyQ Roger Clients directly from the server. For more information, see Remote Management (see page 86).

- NEW FEATURE MyQ Roger Client Installer Configuration Builder – easy-to-use tool to create customized desktop client installers. For more information, see Configure Desktop Client Installers (see page 88).
- Added a Details popup panel to the following views: jobs, ready to print, roles, price lists, printer configurations, and printers. Use this panel to view and edit parameters.
- NEW FEATURE Added new scheduled PDF reports (see page 54):
  - General Overview
  - Job Overview
  - Top 10 Printers
  - Top 10 Users
- Implemented automatic soft **deletion for Desktop Client devices inactive** for more than 30 days (devices are re-added upon reconnection).
- User import from Excel now supports assignment to existing **user groups**.
- **Scan to Email** profiles now support sending scans to multiple email recipients (enter addresses as a comma-separated list).
- Added a copy option for the **Detail** field in MyQ Roger Client installation configurations.
- Added the ability to **edit Desktop Client names** directly from the details view.
- Admins can now view **Ready to print** jobs for all users.
- Added a lockout warning if admin disables **Login with MyQ**.
- Added advanced filtering to the Desktop Clients view.
- Added support for Greek and Finnish Languages.

Bug Fixes

- Fixed an issue where desynchronized Entra ID accounts prevented users from connecting to cloud storage (OneDrive, SharePoint).
- Fixed an issue where bulk user synchronization for an Entra ID group failed with message Value cannot be null. (Parameter 'key').
- Fixed an issue where the "use this link" option for pairing and signing in to MRC was not working.
- Fixed an issue where recreating a previously deleted printer was incorrectly logged under the original creator's name instead of the current user.
- Fixed an issue where printers originally added as single-function devices (non-terminal) would not correctly switch to terminal mode when re-added via pairing.
- Improved error messages for cloud storage connection failures, providing clearer causes and actionable steps.

1.5 MyQ Roger Server 2.18

1 October, 2025

Improvements

- Added API endpoint to add/remove card numbers for selected users.
- Job reports are now displaying currencies corresponding to the price list.
- Implemented Scheduled Reports (see page 54).
- Multiple UI updates, including redesign of tables, header, left menu, desktop client detail, and dashboard widgets.
- Added new parameters for workflow templates (see page 96).
- Implemented user page quota (see page 123), including quota counter view in user profile.
- Added API endpoint for getting single Desktop Client detail.
- Added API endpoint that allows Desktop Client to report LPM Jobs.
- Improved Excel and CSV reports.
- Introduced a private MyQ Cloud (see page 163) for storing MRC Cloud Spooling jobs.

Bug Fixes

- Resolved issues with Entra user synchronization.
- Deleted Entra users are now deleted form Roger after user synchronization.

1.6 MyQ Roger Server 2.17 (Patch 1)

13 August, 2025

Improvements

- Added support for additional languages.

Bug Fixes

- Fixed issues with translation strings.

1.7 MyQ Roger Server 2.17

1 August, 2025

Improvements

- Modernized the design of the Reports subpage, and the Price List and Ready to Print tables,
- The Reports page now includes columns to indicate copies and duplex jobs.
- Emails redesigned.
- Logging into MRC with Microsoft automatically connects your OneDrive account.
- New Ricoh settings added to Printer Configurations.

Bug Fixes

- Audit logs show incorrect user.
- You can now manage external users when deleting a user synchronization configuration.
- Added option to synchronize all groups from Entra ID.

1.8 MyQ Roger Server 2.16 (Patch 2)

26 June, 2025

Improvements

- NEW FEATURE Scan to me via cloud REST API.

1.9 MyQ Roger Server 2.16 (Patch 1)

5 June, 2025

Improvements

- Improved performance of large report exports.

1.10 MyQ Roger Server 2.16

15 May, 2025

Improvements

- General UI improvements.
- Added the possibility to synchronize all groups from Entra.
- Google drive option added for externally managed users.

Bug Fixes

- Fix for SharePoint scanning ending in error 'Document Sending Failed'.
- Audit logs are now recording change of role for the user.
- User group tab showing incorrect values.

1.11 MyQ Roger Server 2.15 (Patch 1)

25 April, 2025

Improvements

- Added connect Google Drive option for tenants with active user synchronisation.

Bug Fixes

- Scan to SharePoint ends with error Document Sending Failed.

1.12 MyQ Roger Server 2.15

3 April, 2025

Improvements

- Major technology stack update.
- User column indicating last logged user added on Desktop Client (see page 82) page.
- MyQ Roger Client packages are now downloadable from Desktop Client (see page 82) page.
- MyQ Roger Client download links can be enabled to be sent in welcome mail (see page 159).
- Option to list all sites (see page 163) for Sharepoint and MS Teams cloud.
- Dashboard widgets are clickable (contains redirect).

Bug Fixes

- Corrected a problem where changes to a printer configuration were being applied to printers outside of their designated group.
- Unknown symbols in the Default currency field.
- Wrong total count of users in Entra ID.
- OneDrive sign-in error in MyQ Roger after user's account in EntraID was deleted and newly created.

1.13 MyQ Roger Server 2.14

10 January, 2025

Improvements

- Added the option to disable (see page 158) the MyQ Roger Avatar across all platforms (web, mobile app, terminal, and desktop client).

Bug Fixes

- Cannot create two single-function printers with the same IP address.
- Info button can overlap toast notification.
- Not possible to add Cards on User creation.
- User lockout is enabled even if disabled while creating new user.
- User synchronization - fix radio buttons in Users section.
- Overlapping notifications on Printers page.
- Workflows Scan @email does not show the destination.

- Microsoft Universal Print jobs in pending state when email address is different from UPN.
- UserName added to cost center and user group report.

1.14 MyQ Roger Server 2.13 (Patch 2)

29 November 2024

Bug Fixes

- Server performance optimization

1.15 MyQ Roger Server 2.13 (Patch 1)

14 November, 2024

Improvements

- Recent scan workflows show destination.

Bug Fixes

- OneDrive disconnection issue fixed.
- Welcome email for new users from Entra ID contains different PIN than shown in the Web.
- Microsoft Universal Print jobs in pending state when email address is different from UPN.

1.16 MyQ Roger Server 2.13

17 October, 2024

> ⚠ Since the introduction of the new user rights structure in a previous update, we recommend that you check your user role permissions to ensure they are consistent.

Improvements

- New search option is added on workflows templates page to search through user groups and users.
- New toast notifications added.
- Button "Collapse all" and "Expand all" added to Templates page.

Bug Fixes

- Arabic language fixes.
- Cost Centers with same name can be created.

- Printer configurations with same name can be created.
- Exporting reports with advanced filters.
- Broken paging on the printers page.
- Missing icon for synchronized groups.
- Printers are not reporting job size after printing.

1.17 MyQ Roger Server 2.12 Patch 1

4 December, 2024

Bug Fixes

- Resetting pins for a user group via advanced filters.
- Externally managed column shown false for synchronized users.
- Deleted jobs blocking may block printing permanently.

1.18 MyQ Roger Server 2.12

21 August, 2024

Improvements

- Platform column is added on Desktop Client page (see page 82).
- New report types (see page 54) added.
- Printer logs can be downloaded on the Printer page (see page 68).
- MS365 Integration banner added on Integration page.
- Job name column can be hidden on Reports page.
- Improved Cost Centers page UI.
- Released job settings was removed from My Settings page on web UI.
- User can be searched by alias on Users page.
- Admin can select login methods (see page 163) that users will see on the login page.
- Admin is able to create a URL link for users, to bring them to the Roger web application login page with the region and tenant already preselected, and read-only for the user.
- New user rights structure.
- Synchronized users and their attributes, groups and cost centers can't be edited or deleted.
- Added search field at Printer Groups page.
- Number of recent workflows on terminals can be configured (default is set to 2).
- Character limitation introduced in user Cards section.

Bug Fixes

- User can select an option by clicking on text or radio button on workflow transition page.
- User groups description updated.
- Printers layout when shrinking to mobile size fixed.
- User search on Users Group and Cost Centers page cleared after closing the modal window.
- Printer cannot be installed again once it was deleted on the server before.
- Error message on last page of audit logs.
- Arrow direction in column selection in Arabic language.
- External links open on a new tab.
- Values in 'Active' column of excel report.

1.19 MyQ Roger Server 2.11

24 May, 2024

Improvements

- Lightweight printers are now called Single-function printers (see page 72) and are a licensed feature.
- Single-function printers (lightweight printers) are now active-only and cannot be disabled in web administration.
- Printer Configurations (see page 145) page created, printer configuration profiles are bound to printer groups.
- New license (see page 133) types.
- MyQ Roger Client is a licensed feature.
- SharePoint workflow settings UI improvements.
- Added possibility for a user to delete their own account (see page 48).
- Chat feature hidden behind feature flag.
- Default user group with all users (see page 118) created.
- Default Workflow template assigned to the All Users group.
- Estonian Language added.
- Released job settings was removed from My Settings page on web UI.
- Added specific settings for Kyocera printers (see page 153).
- Adding of user aliases.
- New column „Printer Name“ added in reports.
- New permission category (see page 125) “Terminal Actions” with the permission “Unlock Panel”.
- Workflow templates (see page 96) UI update.
- Release notes page changed to About (see page 167) page.
- Renamed Spanish (United States) to Spanish (American).
- Messages on Printer Groups page.
- Printer details window improved.

- Strings unified on User Groups page.
- UI of windows for adding and editing printers improved.
- Paginators hidden on empty pages.
- Animation transition on all pages removed.
- Buttons on Printers page updated.
- Action buttons unified.

Bug Fixes

- Checkbox to allow users to register to the system when tenant is synchronized with Microsoft Entra ID should not be visible.
- Chat feature is enabled by default.
- Custom auto-logout is not working on Kyocera.
- Internal error on "Transition page".
- Minor UI defects on Cost Centers page.
- Reports are not reflecting scans/copies/prints.
- Reset workflow option sends welcome email with PIN to user.
- Self-registration on tenant is not working.
- Server is losing connection to Google Drive.
- User group and user search on templates page fixed.
- Welcome email is sent to users that are marked as "deleted" in Azure.
- Changing error message when typing the incorrect user code.
- Audit log messages display printer information.
- Dark mode on hovering on "About" page icons when light mode is on.
- Google drive job that is sent to 'print later' on mobile app isn't saved.
- Default templates without support on both terminal and mobile removed.
- Lost keys for text on Settings page.
- Lost keys for text on Templates page.
- PIN and Cards section can be turned off by permissions.
- PIN complexity settings moved to the correct Security section in Settings.
- Required fields missing from the SNMPv3 settings page.
- Actions button still available when a printer is inactive.
- UI improvements.

1.20 MyQ Roger Server 2.10 (patch 7)

10 May, 2024

Improvements

- Default user session idle logout timeout is set on printer to 5 minutes.

Bug Fixes

- MyQ folders are duplicated when user reconnects Google Drive.
- Reports are not reflecting scans/copies/prints.

- Server is losing connection to Google Drive.

1.21 MyQ Roger Server 2.10 (patch 6)

19 April, 2024

Bug Fixes

- Synchronization of users is slow.

1.22 MyQ Roger Server 2.10 (patch 5)

8 March, 2024

Bug Fixes

- Welcome email is sent to users that are marked as "deleted" in Azure
- Fix related to increasing server stability.

1.23 MyQ Roger Server 2.10 (patch 4)

16 February, 2024

Bug Fixes

- Kyocera terminal is losing the tenant registration.

1.24 MyQ Roger Server 2.10 (patch 3)

14 February, 2024

Bug Fixes

- Users are synced multiple times simultaneously.

1.25 MyQ Roger Server 2.10 (patch 2)

29 January, 2024

Bug Fixes

- Workflow settings are not used properly.
- Synchronization failing to import specific users.
- Tenant registration via Roger installer for Kyocera fix for EU/US.
- Terminals falling into pairing mode.

1.26 MyQ Roger Server 2.10 (patch 1)

12 January, 2024

Improvements

- It is now possible to set specific email address for scanning to email in workflow settings.

Bug Fixes

- Fixed disappearing workflows after use.
- Scan to Google Drive is no longer missing in default Workflows template.

1.27 MyQ Roger Server 2.10

5 January, 2024

Improvements

- Cost center feature improvements.
- New "Workflow templates feature" transition process created for future transitions.
- Cost Centers may be synchronized from AD as a separate entity.
- UI button improvements.

Bug Fixes

- Extended expiration time of a tenant subscription is ignored by the server.
- Sorting by cost centers on "Reports" page caused "internal error notification".
- Text bug fixed on WebUI when deleting an AD synchronization configuration.
- Workflows page freezing when typing in text fields when too many workflows templates were created.
- Workflow templates users might not get loaded properly.
- Transition to workflow templates was visible to "users" when only admin should be able to see it.
- Database timeouts.
- Jobs were not released on Ricoh if SNMPv3 is used.

1.28 MyQ Roger Server 2.9 (patch 6) (EU2)

26 April, 2024

Bug Fixes

- Reports are not reflecting scans/copies/prints.

1.29 MyQ Roger Server 2.9 (patch 5) (EU2)

16 April, 2024

Bug Fixes

- Synchronization of users is slow.

1.30 MyQ Roger Server 2.9 (patch 4) (EU2)

2 April, 2024

Bug Fixes

- Printer cannot be installed again once it was deleted on the server.

1.31 MyQ Roger Server 2.9 (patch 3) (EU2)

12 February, 2023

Bug Fixes

- Terminal falling into pairing mode.
- Fixed EU2 connection to audit logs.

1.32 MyQ Roger Server 2.9 (patch 2) (EU2)

30, January, 2024

Bug Fixes

- Terminals falling into pairing mode.
- Connection to cloud storages.

1.33 MyQ Roger Server 2.9

8 December, 2023

Improvements

- New feature added “Workflow Templates”.
- Columns can now be managed on Pricelist, Desktop Client, Subscription and Ready To Print pages on the Web UI.
- Pricelist validity period is now displayed in the Web UI as a read-only value.
- CSV has been added as an export target for reports.
- Dark mode is temporarily hidden from the Web UI.

Bug Fixes

- The Printer Group page on the Web UI may not display the selected pricelist.
- Workflows may not load properly on the Web UI.
- Login on the terminal may take longer than expected.
- Buttons may appear in the wrong order when managing user workflows on the Web UI.
- The list of users may not load properly on the Workflow Templates page.
- Pagination may fail on the users' page.
- Importing users via Excel may not import their PINs
- Excel templates for users export are now unified with the sample import template.
- Deleting a widget may mistakenly remove the wrong widget.
- Unfinished user synchronization may leave the database in an inconsistent state.
- Various UI defects on Pricelist page.
- Importing user aliases during user synchronization from Microsoft Entra.
- Synchronized users may not receive default workflows.
- Various UI defects fixed on Workflows page.
- Price of a job may not be calculated when printing with a printer without a terminal.

1.34 MyQ Roger Server 2.8 (patch 2)

2 November, 2023

Improvements

- Added option to suppress Google cache. In an isolated case, it was not compatible with the behavior of Google and flow that the customer was using.

Bug Fixes

- Fixed PIN complexity adjustment before synchronization.
- Fixed bug related to PIN pool during synchronization.
- Fixed creation of root Cost-Centers.

1.35 MyQ Roger Server 2.8 (patch 1)

30 October, 2023

Bug Fixes

- Fixed OneDrive connection error for tenants who did not have user sync set up.

1.36 MyQ Roger Server 2.8

28 October, 2023

Security

- Enhance cloud storage availability security for tenant organizations using user synchronization. We mitigated a weakness based on user access to private repositories where organization policies violations could occur.

Improvements

- Printer groups allow you to group printers. For now, it is possible to assign a price list to a group. More features will follow.
- Printer groups and cost centers need additional license.
- The price list has a default entry.
- Default SNMP version settings have been changed to v2.0.
- Price list and cost center has been added to the detail record on the reports page.
- The name of the cost center report export file has been renamed.
- Added 'Terminal' column on the printers page for printers with or without terminal.
- Added command to send bulk emails with PIN on the users page. For selected users or for a set filter.
- Added the ability to filter users by entering the name of a user group on the users page.
- The display of user groups and cost center now uses pagination.

Bug Fixes

- Fixed server error when releasing job to printer via MRC.
- Fixed password length setting error.
- Fixed error on printers page when using sorting by Color column.
- Fixed a bug with pin density setting where it was incorrectly converted to 200% in some cultures.
- Fixed error not releasing session after printing from printer without terminal.
- Fixed retrieving a list of workflows that occurred in isolated cases related to email.
- Fixed crash error when trying to add a printer without terminals that was previously deleted.
- Fixed printer name change from mobile app.

1.37 MyQ Roger Server 2.7 (patch 2)

24 October, 2023

Improvements

- Made changes to display more group and cost-center records. Lazy loading.

1.38 MyQ Roger Server 2.7 (patch 1)

18 September, 2023

Bug Fixes

- Fixed implementation of user synchronization where user settings were lost during synchronization. The synchronization service has been temporarily suspended. Data has been restored. And now the service is working again.

1.39 MyQ Roger Server 2.7

14 September, 2023

Improvements

- Jobs and reports refer to the price list.
- Modifications in job reports to the Excel.
- Apple users with a hidden identity now have a more friendly username.
- Improvements in user-mobile-terminal session.
- Several improvements for dark mode.
- Added basic cost-center support.
- Redesigned user synchronization from Azure AD.
- Adding support for non terminal printers.
- Added support for SNMP and protocol settings for printing jobs from MRC. Currently one setting per tenant, but will be extended to print profiles in a later version.
- Display adjustment for black and white printers.
- MyQ Roger has been added to Microsoft Market Place.
- Several improvements in UI design.

Bug Fixes

- Fixed endless loading on 'Ready to print' page after filtering by expire date.
- Fixed issues with set default language.
- Fixed specific error when sending scan command from mobile app.
- Fixed issues with custom logo.
- Fixed surname duplicate in first name if user registers themselves.
- Fixed broken printing from the mobile app and Google Drive when using the print later feature.
- Fixed JPEG printing on Kyocera terminal.
- Fixed URL in QR codes.
- Fixed application crashes during job printing and license validation checks.

- Fixed internal error on 'Reports' page for users.
- Fixed price calculation error for printed jobs.
- Fixed bug allowing to delete tenant admin.

1.40 MyQ Roger Server 2.6 (patch 1)

28 June, 2023

Bug Fixes

- Fixed a bug causing problems when reporting a print job from a printer that was deleted in the meantime.

1.41 MyQ Roger Server 2.6

24 June, 2023

Improvements

- Audit Logs. The system audit logs are completely redesigned. We will continue to add and improve the audit logs.
- Fixing a security vulnerability identified based on a security audit of the server.
- MyQ Roger is certified for Microsoft Intune Protected applications[1].
- Added UI Password complexity indicator.
- Changed user alias display control.
- Operations performed on the mobile phone are now also recorded in jobs. Added 'source' filter.
- Redesigned user session devices allow new status information to be provided.
- Added option to Settings-Security to allow admins to decide for users if they can access cloud services if they log in to the terminal with a PIN. Default setting enabled.
- The first of many future permission rebuilds where the parent section permission will be replaced by the 'View' permission.
- The minimum expiration time of a job in device spool is set to 10min. Smaller values were not sense.
- Added the ability to search for user cards on the user page.
- Ready to change the URL link format in the QR URI to be able to use MRC login. Not yet enabled. The link will also be able to be used by any QR reader.
- Adjusting visibility of inactive printers when license is not active.
- Added default tenant language setting in Settings-General.
- Change the display of detailed printer properties.
- Created a new report type for user groups.

1. https://learn.microsoft.com/en-us/mem/intune/apps/apps-supported-intune-apps

- Changes in the Printers report.
- The user can now set the cost center. Preparation for assigning price list to user groups.

Bug Fixes

- Fixed a situation where a job was sent to print using DirectPrint and the printer was occupied by another user.
- Fixed several UI issues (icons, refresh buttons, validation messages, checkboxes).
- Fixed display of long username in many places.
- Fixed BT Beacon and NFC logins.
- Fixed crash in isolated cases of using scan profiles from mobile app to terminal.
- Fixed search field bug that made it impossible to cancel search filter.
- Fixed app crash when calling Google to invalidate tokens.
- Fixed bug allowing admin account to delete itself.
- Fixed deleting Google records after printing.
- Fixed checkbox behavior in device settings.
- Fixed a bug in the assigned license and in case of license insufficiency.
- Fixed sending detailed printer information (SN, IP address, host) during printing from MRC (MyQ Roger Desktop Client).
- Fixed email activation error in rare cases.
- Fixed isolated app crashes when self-registering with Google.

1.42 MyQ Roger Server 2.5 (patch 4)

17 February, 2023

Bug Fixes

- Fixed an issue where the same Google Drive file exists in print-ready jobs twice and user was not able to print it.

1.43 MyQ Roger Server 2.5 (patch 3)

13 February, 2023

Bug Fixes

- Fixed a universal print bug where after recent Windows 11 updates, print jobs started to fail in the driver's print queue. The reason was a missing reason-status-description. This message could be observed in windows events.

1.44 MyQ Roger Server 2.5 (patch 2)

9 February, 2023

Bug Fixes

- Fixed bug causing inability to log into the admin menu of the terminal. You must restart the terminal for the fix to take effect immediately. Otherwise, the terminal updates its settings once a day, usually in the morning after waking up.

1.45 MyQ Roger Server 2.5 (patch 1)

7 February, 2023

Bug Fixes

- Fixed a crash of the job report from the printer causing the printer to constantly try to resend the job.

1.46 MyQ Roger Server 2.5

4 February, 2023

Improvements

- Roger Themes. The server theme is reworked. Roger team has no capability to maintain more than one theme. All tenants theme settings have been switched to the new look and all previous themes have been removed. A new dashboard appearance has also been added. We will be adding new telemetry and alert gadgets to it over time.
- Licenses. We've removed the licensing bypass. The previous release contained many licensing-related fixes and no other issues were encountered. Many of the features you were using are now only available for licensed printers (Printer Login, Job Report, Toners & Counters updates). Desktop Client (MRC) licenses are not yet applied. Licensed printers are highlighted in the printer overview - it's connected with column IsActive.
- New printer connected with tenant will automatically get license if available.
- The report list (the jobs page has been renamed to reports) contains events reported by printers. It also contains events reported by the mobile app (for example, that a job was sent to a printer). We have hidden this mobile app record for now until the filters on the page are adjusted. It was causing the misperception that two print jobs had left the printer.

- The server now includes many implementations related to the upcoming Desktop Client (MRC) for Roger. We are now collecting the terminal version, IP address and host, to be able to print from MRC.
- We have changed the behavior of the terminal login options so that not all login methods can be removed.
- Release Notes page has been added
- MFPs are now notified when their configuration changed on the server.
- You can now set the expiration of jobs from device spool. Added to Device Settings.
- Improving db indexes for Workflows (Scan Profiles are renamed to Workflows).
- Added and improved several messages for mobile phones, e.g. when a user tries to log in to another tenant.
- Improved reports and report content in excel. For example, added user name columns.
- MFP now gets default tenant language settings.
- In a few places, a column picklist has been added to the tabs (settings do not transfer between browsers).
- We have modified the behavior of sending out email alerts for upcoming tenant subscription expirations. Emails are now aggregated into monthly periods, showing expired tenants last month and upcoming expirations the following month.
- In many places the product name has been unified from Roger to MyQ Roger.
- Improved appearance of 2FA authentication.
- Server now provides language packs to mobile app to extend OCR services.
- As always, we also made some internal changes and our team also worked on the Desktop (MRC) client, which hasn't been released yet.

Bug Fixes

- Fixed security issue with REST API end point providing printer info.
- Fixed security issue when creating a random PIN to access the MFP admin interface.
- Fixed URL inside generated QR code (old domains app.roger.myq.cloud replaced by eu.roger.myq.cloud).
- Fixed users visibility in the User Groups (Organization Unites are renamed to User Groups).
- Fixed bug related to German language and synchronization of users from Azure AD.
- Fixed a bug causing scan profiles (workflows) to not be created for users synced via Azure AD.
- Fixed deleting records from the mobile app causing an error for cloud services under certain circumstances.
- Fixed self registration bug with Google account.

- Fixed a bug that under certain circumstances caused the list of Scan Profiles (Workflows) to be unavailable on MFP.
- Fixed connecting OneDrive after Roger folders already existed and causing a crash.
- Fixed several bugs related to the ability to sort records by certain columns.
- Fixed error with printer re-pairing.
- Fixed a bug causing some printers to not save counter and toner changes.
- Fixed bug when saving scan reports.
- Fixed user import notifications from excel.
- Fixed Verify in the activation email when the link was opened when the user was not logged into the tenant.

2 Basic Information

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 (see page 149) are correct to avoid printing disruptions.

2.2 Communication Ports and Protocols

> To verify your connection to the server and to confirm if required ports are open, the following commands may be helpful:

- Windows users:
  Open PowerShell and run `tnc eu.amqp.myq.cloud -port 5671`
- Linux/macOS users:
  Open a terminal and run `nc -vz eu.amqp.myq.cloud 5671`

PC / MyQ Roger Client (MRC)		
Target	**Protocol, Port**	**Description**
MyQ Roger Server https://eu.roger.myq.cloud https://us.roger.myq.cloud[2] 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[3] 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		

2. https://us.roger.myq.cloud/
3. https://us.roger.myq.cloud/

Target	Protocol, Port	Description
MyQ Roger Server https://eu.roger.myq.cloud[4] https://us.roger.myq.cloud[5] https://discovery.myq.cloud/regions	HTTPS, 443 | TLS secured	Authentication, general communication, print and scan jobs

2.3 Architecture

2.3.1 Overview

MyQ Roger is a native Public Cloud SaaS. Unlike traditional on-premises print management systems, Roger is designed as a distributed system hosted primarily in Microsoft Azure, utilizing container orchestration and microservices.

The system is divided into two primary environments:

- **Server-Side (Cloud):** Hosted in Azure Kubernetes Services (AKS), handling logic, databases, and messaging.
- **Client-Side (Local):** Applications running on user workstations, mobile devices, and Multi-Functional Printers (MFPs) that communicate securely with the cloud.

2.3.2 Server-Side Architecture (Cloud)

The core of MyQ Roger resides in the Microsoft Azure Cloud. The infrastructure is designed for high availability, security, and scalability using Kubernetes.

Core Components

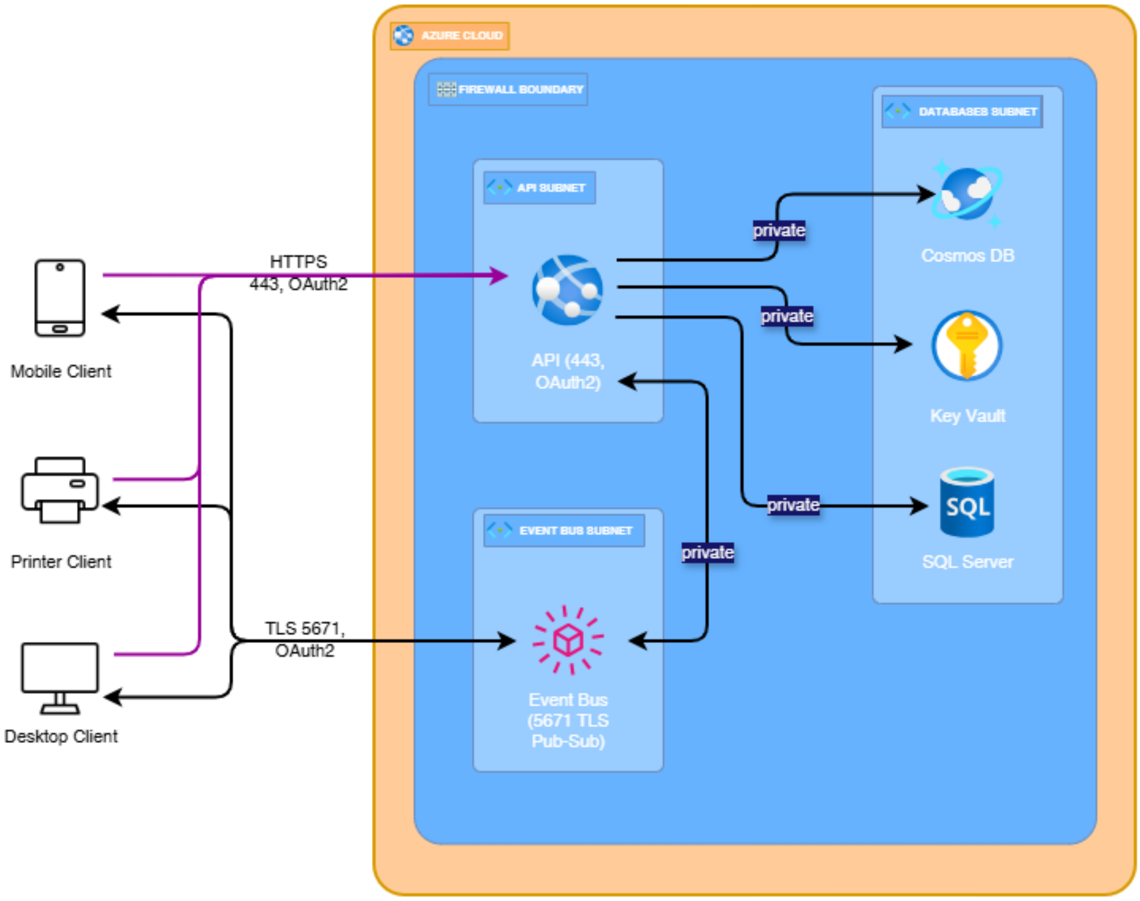
- **Azure Kubernetes Service (AKS):** The application logic runs within Docker containers managed by Kubernetes.
- **Roger Server (**ASP.NET Core**):** The main backend application handling business logic, API requests, print jobs, and user and printer management.
- **Event Bus Server:** Handles asynchronous messaging and real-time communication between the server and clients.
- **Load Balancer & Ingress:** Traffic enters the cluster via an Azure Load Balancer, routing HTTPS traffic to the appropriate services ({region}.roger.myq.cloud:443, and {region}.amqp.myq.cloud:5671).

4. https://eu.roger.myq.cloud/
5. https://us.roger.myq.cloud/

Data Persistence

MyQ Roger utilizes specific Azure data services to ensure data integrity and security:

- **SQL Database:** Stores structured data (users, printers, job accounting, etc.).
- **Cosmos DB:** A non-SQL repository for raw, deeply structured job telemetry, preserving data before summarizing it on the reports page and exported reports.
- **KeyVault:** Securely manages secrets, keys, and certificates.



2.3.3 Client-Side Components

Because the server is in the cloud, the Client-Side components play a crucial role in bridging the local network (where the printers are) with the cloud infrastructure.

- **Roger Desktop Client (.NET Core):**
  - **Platform:** Windows, macOS
  - **Role:** Acts as a local connector. It is not just a user interface; it handles the job accounting and release process via Roger Server.
  - **Job Management & Spooling:**
    - **Client Spooling (Local):** Keeps the print job data on the user's device to minimize bandwidth usage, sending only the metadata to the cloud. The job is released directly from the client to the printer.

        Printers are discovered using SNMP communication, and jobs can be released using IPPS or RAW protocols configured in the Roger Server. The printer and MyQ Roger Client (MRC) should be on the same network.
        - **Cloud Spooling:** Optionally uploads the full print job to Cloud Storage (OneDrive, Google Drive, MyQ Cloud), allowing users to release jobs on any network or device.
    - **Resilience & Monitoring:**
        - **Fallback Printing:** Ensures printing continuity by automatically switching routing methods if a connection to the Roger Server is temporarily disrupted.
        - **Local Print Monitoring (LPM):** Tracks and accounts for local printing activities (all the jobs sent to locally connected USB printers or direct TCP/IP queues).
    - **Communication:** Connects to the Roger Server via API/REST or websockets, and maintains a persistent connection to Event Bus (AMQP via TLS port 5671) for real-time signaling.
- **Roger Mobile App (Flutter):**
    - **Platform:** iOS, Android, Chromebook.
    - **Role:** Acts as a personal digital workplace assistant, bridging cloud storage with physical devices.
    - **Cloud Integration:**
        - **Connecting & Browsing Clouds:** Authenticates directly with third-party cloud storage (OneDrive, Google Drive, SharePoint, Dropbox, and Box) allowing users to browse folders and preview files.
    - **Digital Workflows:**
        - **Workflow Management:** Empowers users to fully control their document processes. Beyond simply triggering complex scan workflows, users can create new personal workflows from scratch or manage and modify existing ones directly within the app interface.
        - **Mobile Scanning:** Uses the device camera to scan documents, apply edge detection/correction, and share or upload to the device, connected cloud destinations, or email**.**
    - **Printer Interaction:**
        - **Identification & Release:** "Discovers" printers without network scanning, using physical proximity (Bluetooth/NFC), or scanning a QR Code on the device panel to authenticate and release jobs securely.
- **Roger MFP/Terminal:**
    - **Role:** Acts as a secure cloud kiosk directly on the printer panel, managing user authentication and executing serverless print and scan workflows.

    - **Platforms & Technology:**
        - **Kyocera:** HyPAS (Java-based), runs as a native system application directly on the device firmware.
        - **HP:** Android (HP Workpath), runs as a modern Android app installed via the HP Command Center.
        - **Ricoh:** Android (Smart Operation Panel), runs as a native Android application on the Ricoh SmartSDK.
    - **Communication:**
        - **Protocol:** Uses strictly encrypted HTTPS (TLS 1.2/1.3) for all communication.
        - **Direct Access:** The terminal communicates directly with the {region}.roger.myq.cloud.
- **Roger Web Client (Angular):**
    - **Role:** Serves as the unified access point for tenant administration and user self-service.
    - **Capabilities:**
        - **Admin Console:** Provides a centralized interface for managing the entire tenant environment, including user management and synchronization (Azure AD), printer management, policy definitions, and quota management.
        - **User Portal:** Offers end-users a personal dashboard view of their job history and the option to manage their personal profile.
    - **Communication:**
        - **Access Point:** Users access the client via a secure URL.
        - **Protocol:** Communicates exclusively via HTTPS (TLS 1.2/1.3), making REST API calls to the Roger Server backend.

2.3.4 Network & Security Architecture

MyQ Roger employs a "Secure by Design" network architecture, utilizing segmented subnets and encrypted protocols.

Network Segmentation

The Azure environment is segmented into distinct security zones:

- **API Subnet:** Public facing (via Load Balancer) hosts the API and OAuth2 services. This is the entry point for all Mobile and Printer clients via HTTPS (Port 443).
- **Event Bus Subnet:** Handles message queuing. Accessible by Desktop Clients via secure TLS (Port 5671).

- **Databases Subnet:** A strictly private subnet containing Cosmos DB, Key Vault, and SQL Server. These are **not** exposed to the public internet and are only accessible via the API Subnet.

Communication Protocols

- **HTTPS (Port 443):** Used for all REST API calls from Mobile Apps, Web Clients, and MFPs.
- **AMQP (Port 5671):** Secure messaging protocol used by the Desktop Client to communicate with the Event Bus.
- **SNMP & IPPS:** Used locally by the Desktop Client to discover and communicate with physical printers.

2.3.5 Global & Regional Discovery

To support a global user base, MyQ Roger implements a regional discovery mechanism.

- **Region Discovery Server:** When a client initializes, it contacts the Global Server.
- **Regional Routing:** The Global Server routes the client to the appropriate "Server-Side Cluster" (Region) based on the tenant's location (e.g., EU, EU2, US).

2.3.6 Executable & Technology Summary

Component	Technology / Framework	Platform / OS	Primary Protocols (Outbound)
Roger Server	ASP.NET Core	Azure Kubernetes Service (Linux Containers)	HTTPS (443), SQL, Internal Cluster
Event Bus Server	Message Queue (AMQP)	Azure Kubernetes Service	AMQP (5671)
Desktop Client	.NET Core	Windows, macOS	HTTPS, AMQP, SNMP, Raw Port 9100, LPR 515
Mobile App	Flutter	iOS, Android, Chromebook	HTTPS, OAuth (Clouds), Bluetooth/NFC
Web Client	Angular (SPA)	Web Browser	HTTPS (TLS 1.2/1.3)

MFP Terminal	Kyocera: HyPAS (Java)HP/Ricoh: Android	Embedded Device Firmware	HTTPS (TLS 1.2/1.3)

3 Installation

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

- Log in (see page 43) as an administrator to your MyQ Roger tenant and create users (see page 105).
- Download the MyQ Roger mobile app (see page 36) to your smartphone.
- Install (see page 38) MyQ Roger to your Multi-Function Devices (MFDs).
- Establish the connection (see page 38) 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.

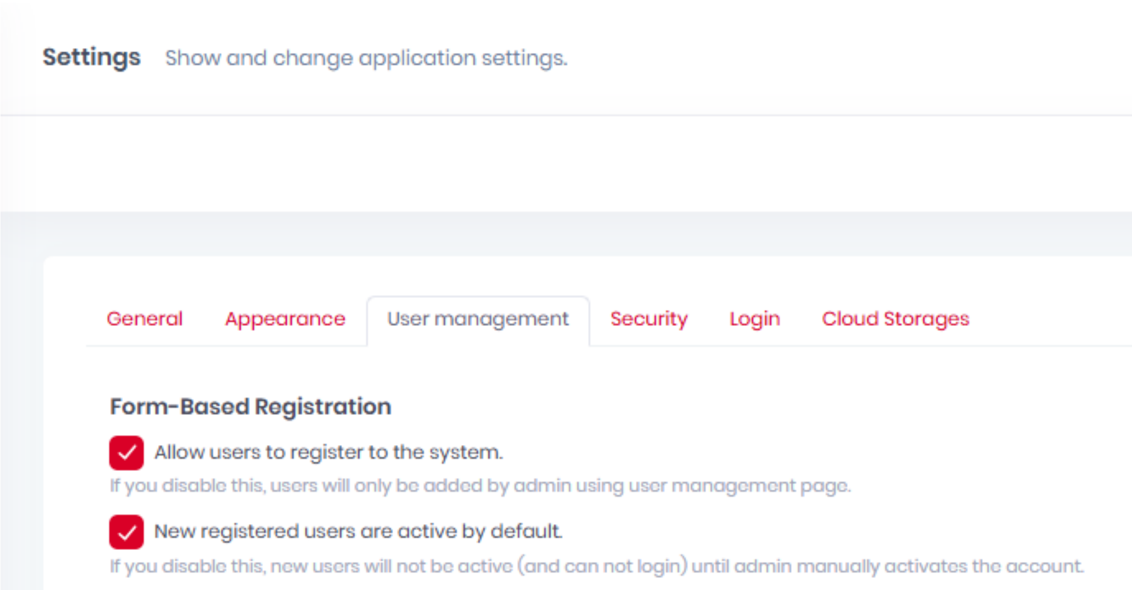
- Choose in which **Region** to save your data (**European data center** or **American data center**).
- Type the name of your tenant in the **Tenancy name** field.
- Choose the **account** you want to use to log in.

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** (see page 159).
- 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.

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.

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).

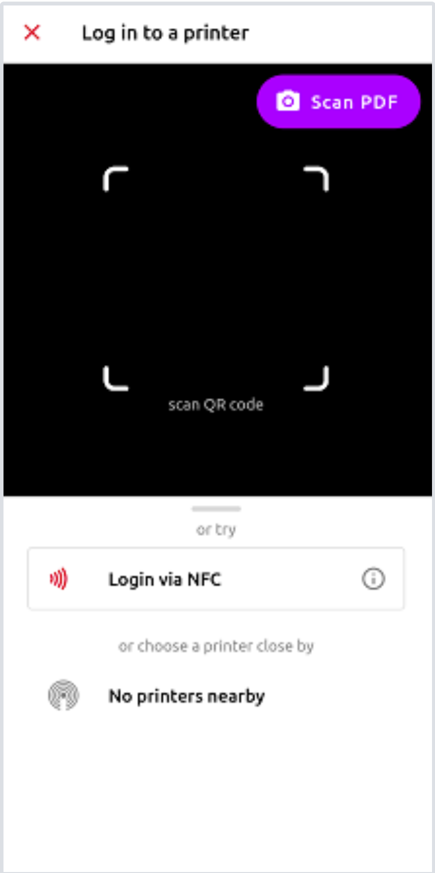
You can also log in via NFC, if the device has already been paired by the administrator and if NFC is supported by your phone.

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,

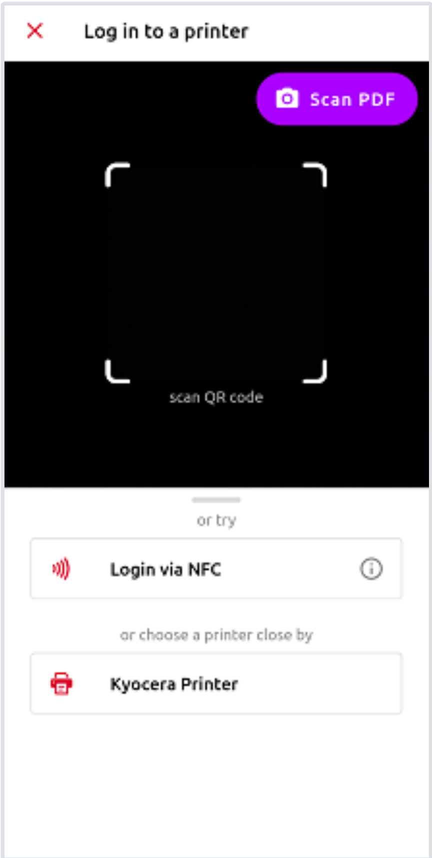
1. Tap the **Login** button and select **Login via NFC**.
2. Move your phone close to the NFC tag on the MFD.
   Once your phone reads the tag, you are logged in to the MFD.



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.

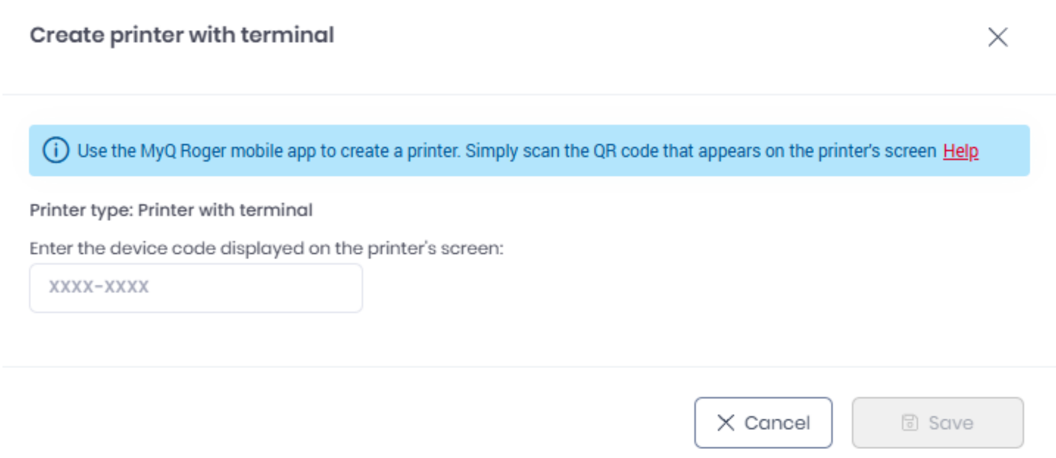
For a detailed MyQ Roger mobile app overview, check the *MyQ Roger Mobile App Installation and Usage* guide, and the brand-specific MyQ Roger guides.

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**.

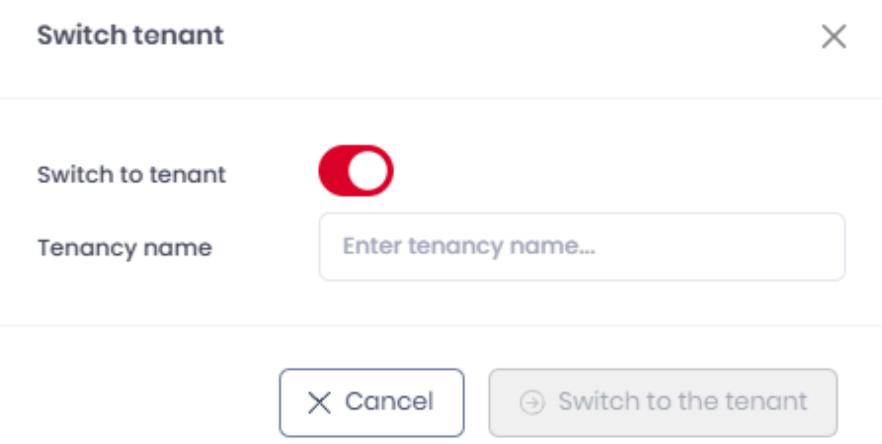


Your MyQ Roger setup is now complete, and you can start working with it.

4 Logging in to MyQ Roger

To log in to your MyQ Roger tenant:

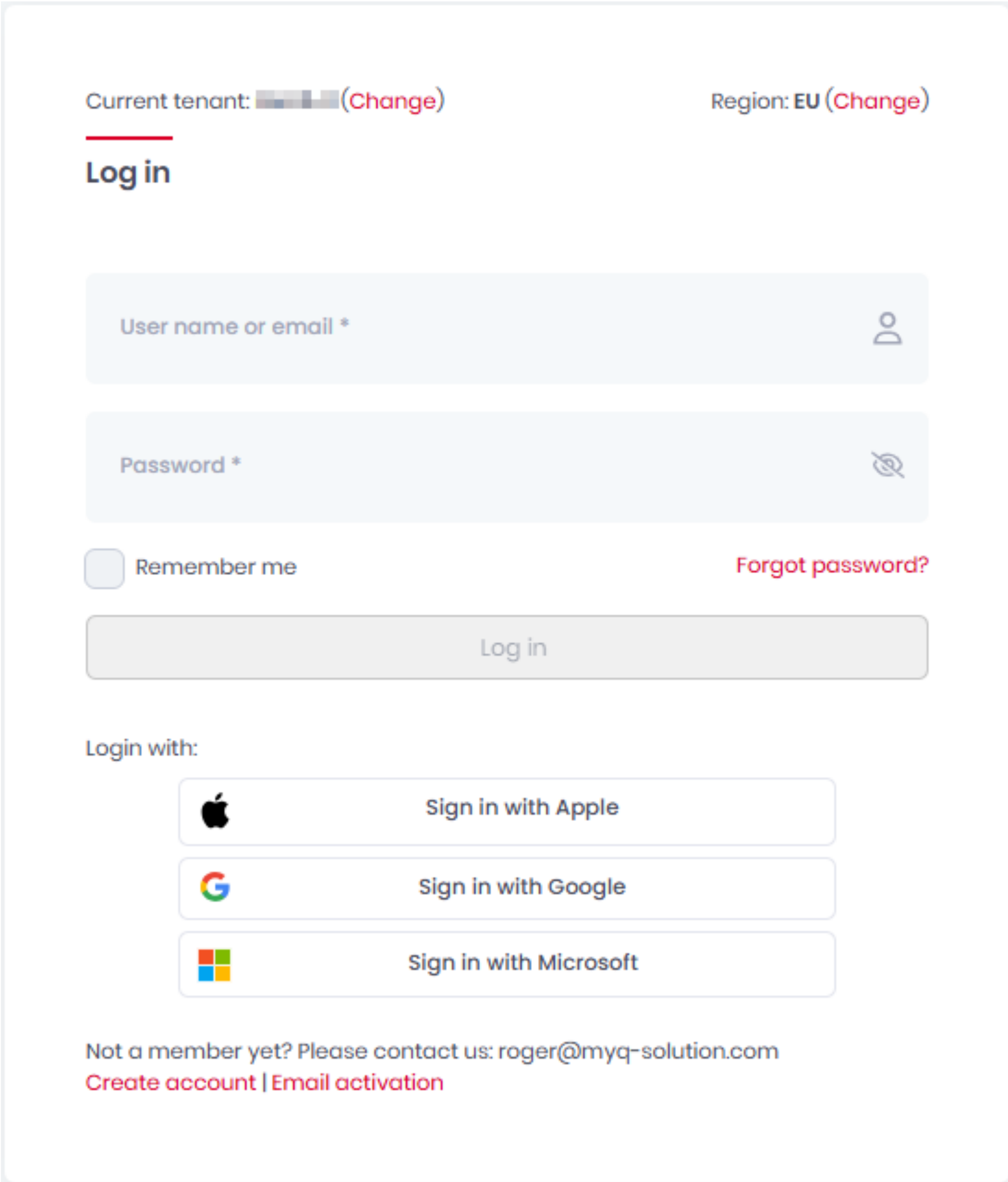
1. In your browser, go to **https://eu.roger.myq.cloud/** for the EU region or **https://us.roger.myq.cloud/** for the US region.
2. Click **Change** next to **Region** to change the current region.
3. Click **Change** next to **Current tenant**.
   In the Switch tenant pop-up window:
4. Enable the **Switch 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 (see page 44).)

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.

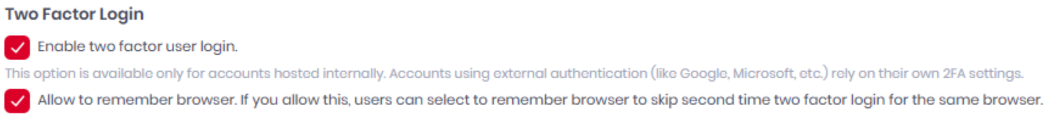
MyQ Roger offers 2FA via email or Authy (Google Authenticator) for logging in to MyQ Roger web.

4.1.1 Two-Factor Authentication Setup

To use 2FA in MyQ Roger:

1. Go to **Administration > Settings > Security > Enable two-factor user login**.

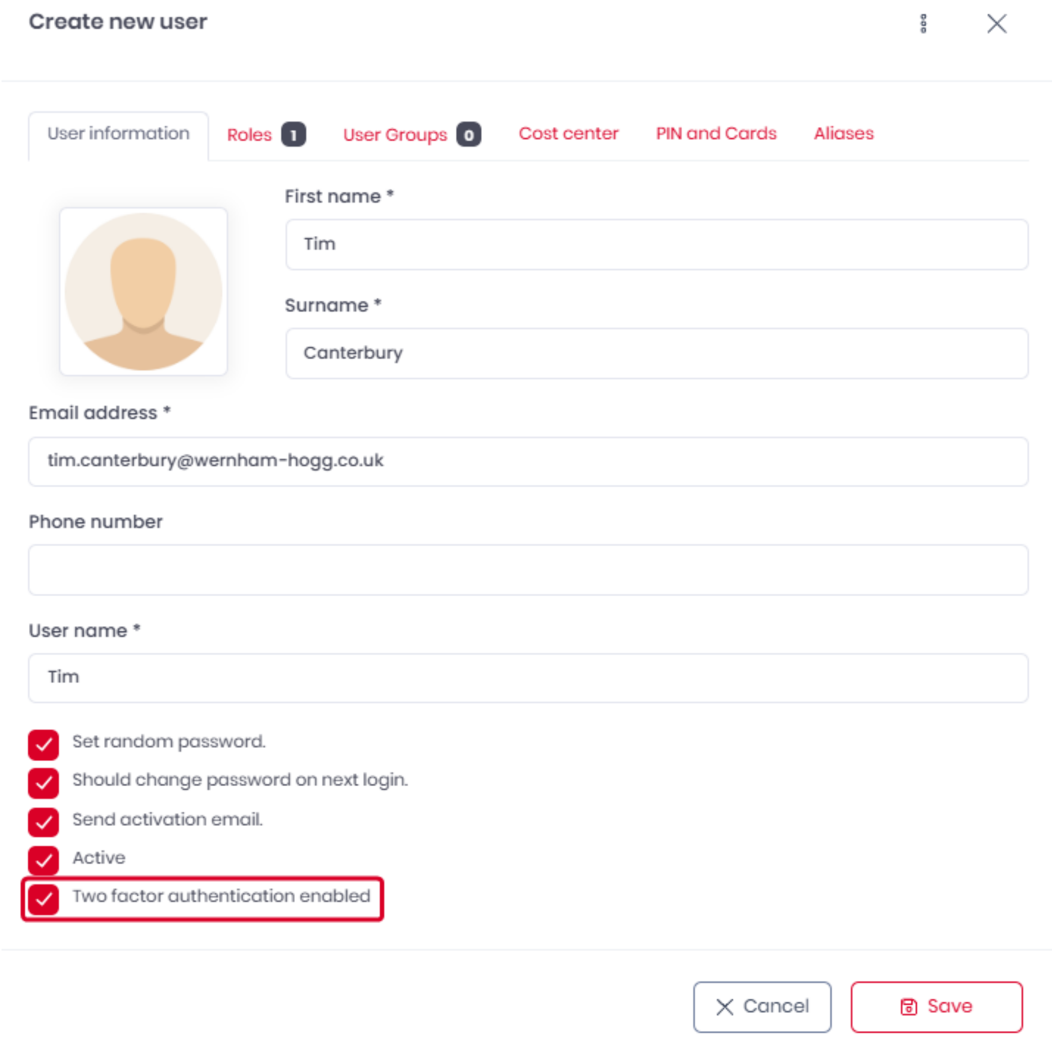
2. Enable **Allow to remember browser.** If you allow this, users can select to remember browser to skip the second time two-factor login for the same browser. This allows users to enable the **Remember this browser** option on their login screen.



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**.

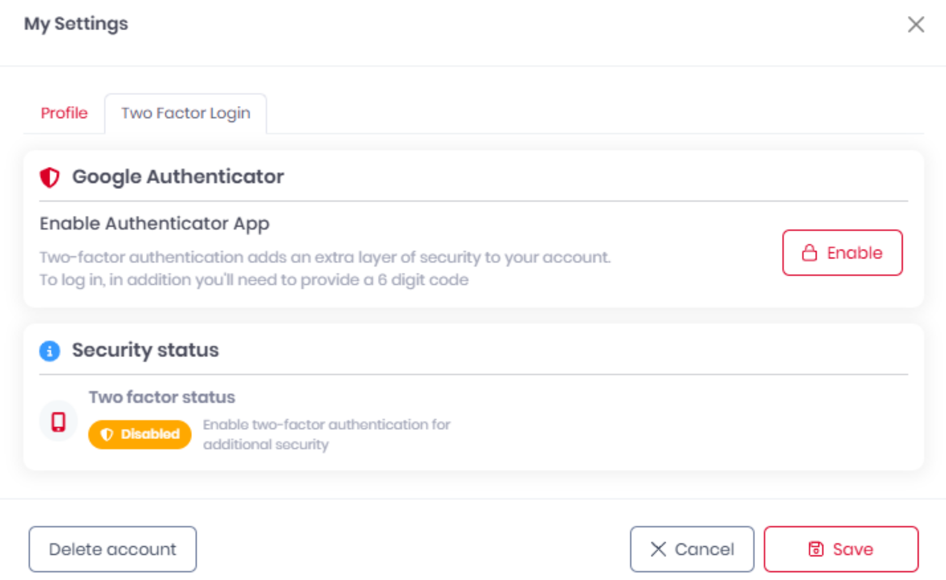


2FA via email is now configured for the user.

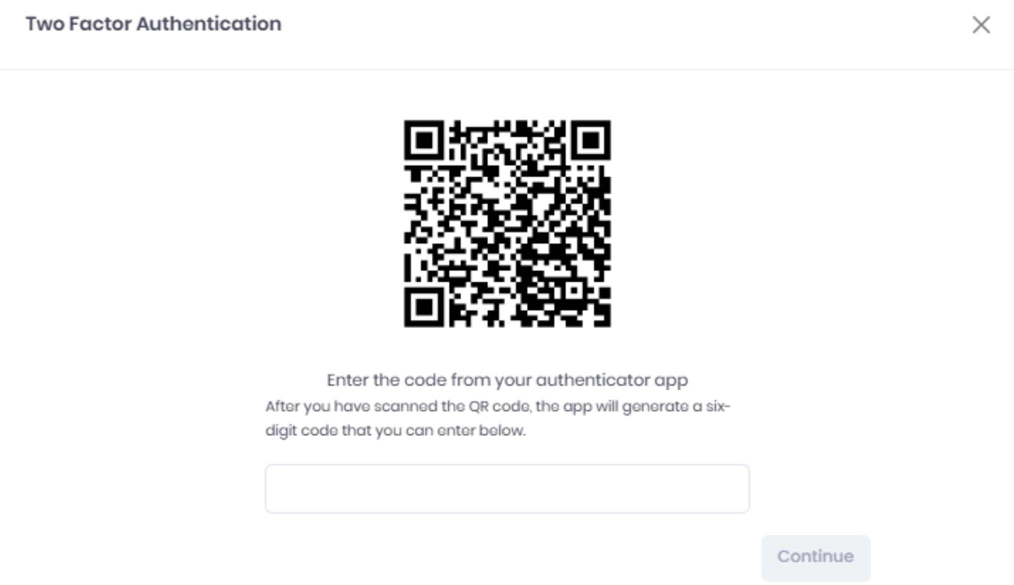
> For the above settings to work correctly, the user must have a confirmed email address.

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.

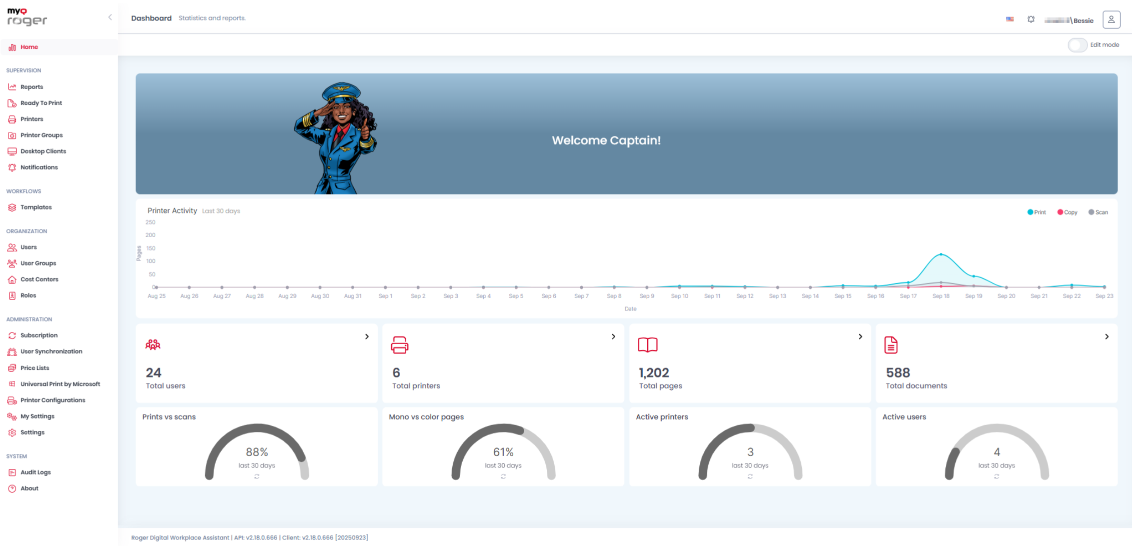
4.1.3 2FA via Google Authenticator

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 (see page 52) 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

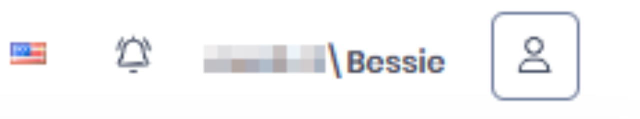
The settings menu is divided into the following categories, all explained in detail:

- Home
- Supervision (see page 54)
- Workflows (see page 96) (only visible after a paid license is added)
- Organization (see page 105)
- Administration (see page 130)
- System (see page 166)

5.2 Main Ribbon

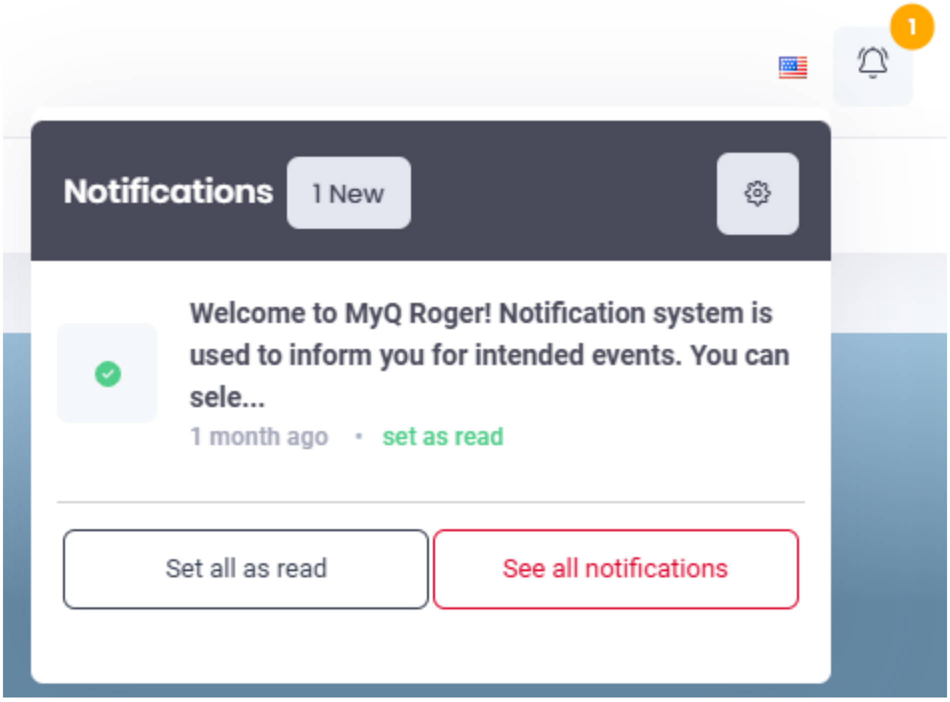
In the main ribbon, you can:

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

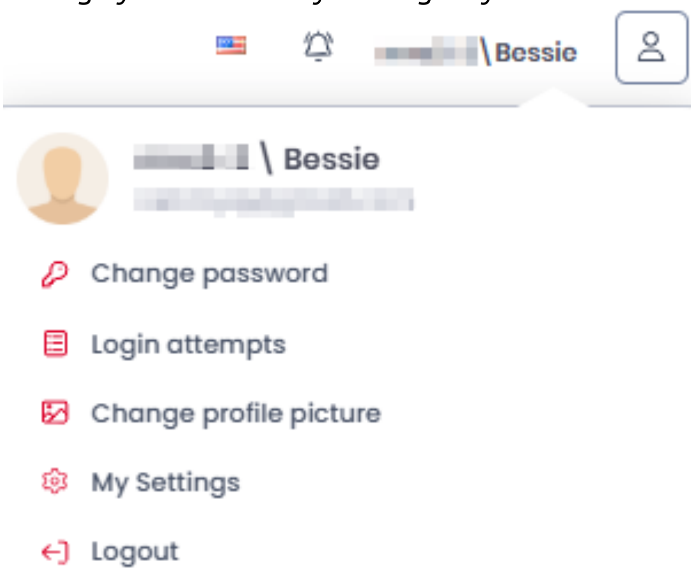


This setting only changes the language of the MyQ Roger Server web app. To change the language of a MyQ Roger embedded terminal app, go to **Administration > Settings > General > Default Language** and consult the relevant brand guide for further configuration.

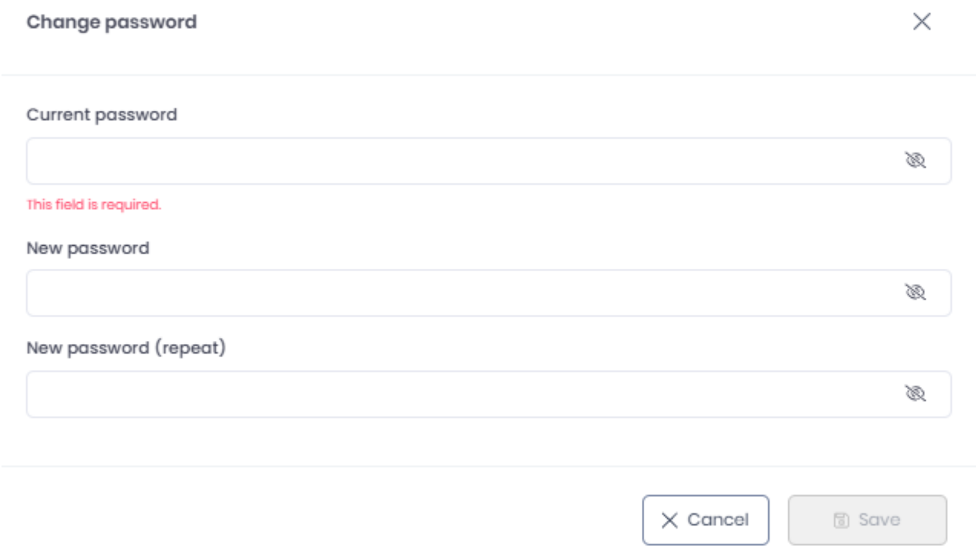
- View and manage notifications by clicking on the bell. You can **Set all as read**, **See all notifications** (which takes you to the Notifications (see page 92) page) and edit notification settings by clicking on the **gear icon**.



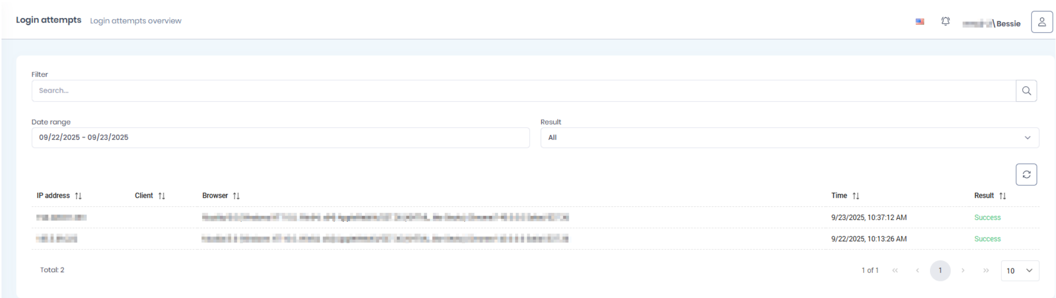
- Manage your account by clicking on your **user name**:



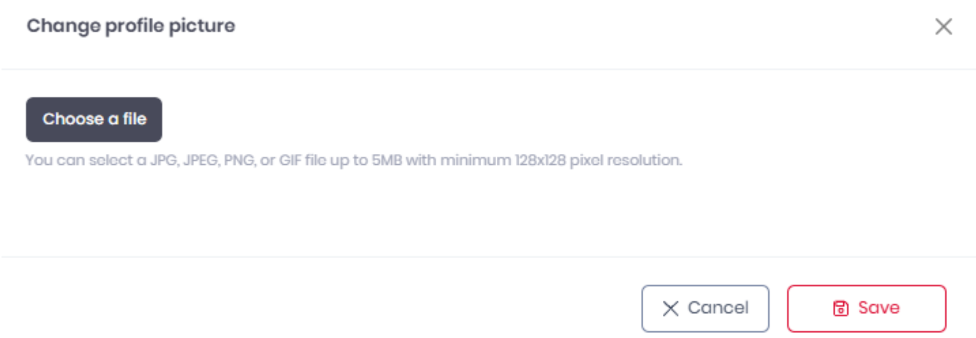
- Change password:
    - In the pop-up window, type your new password twice and click **Save**.



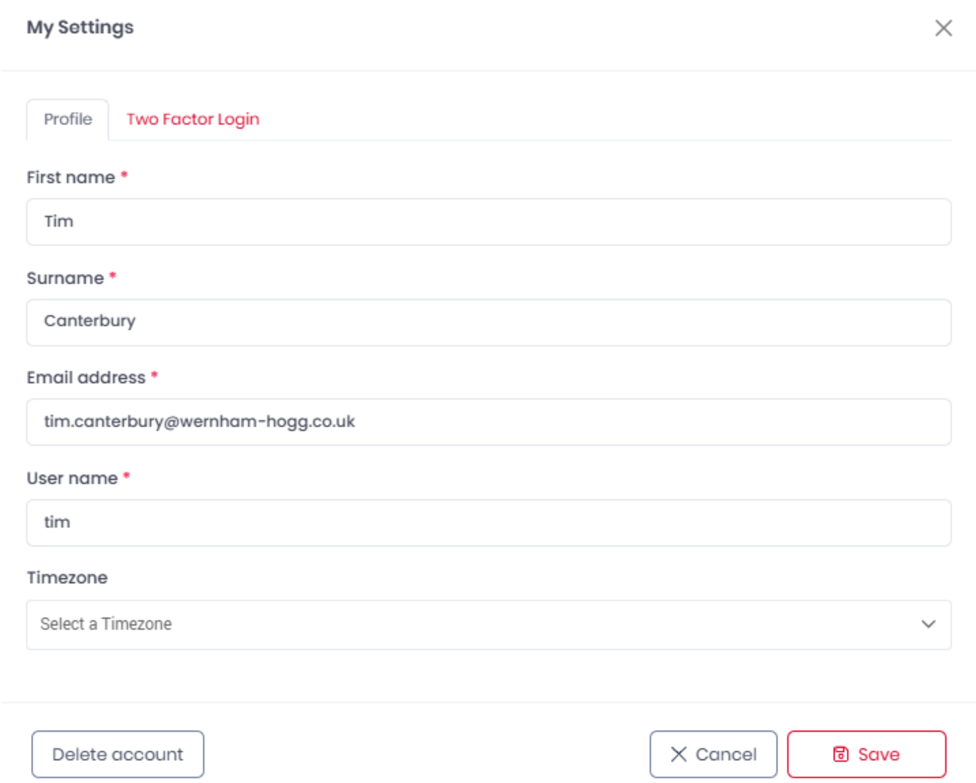
- Login attempts:
  This takes you to the login attempts overview page where you can view a list of your login attempts and information about **IP address**, **Client**, **Browser**, **Time** and date, and if the attempt was successful.



- 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.

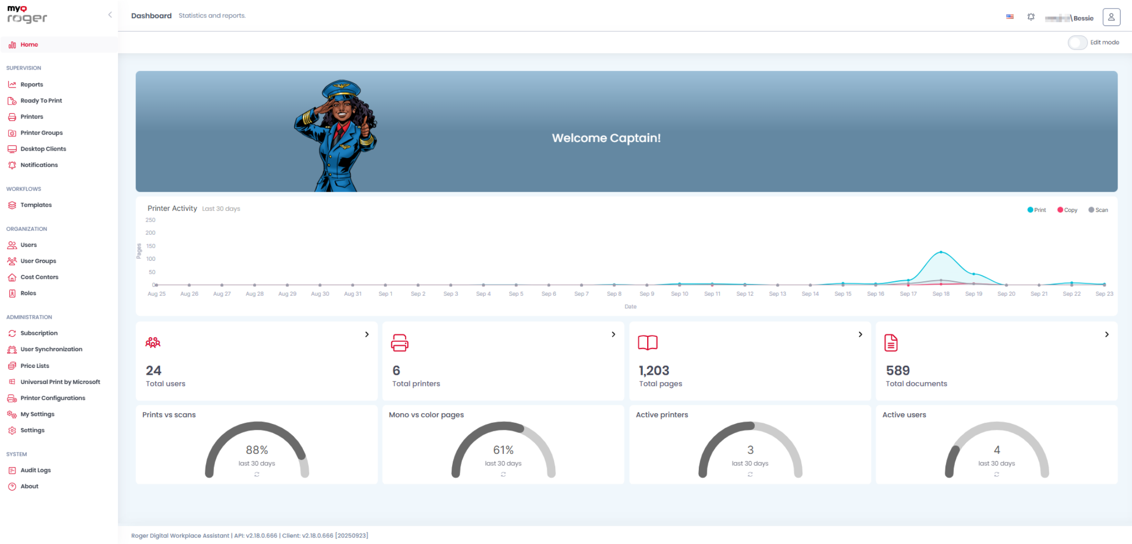


- Logout: Click to log out.

5.3 Dashboard

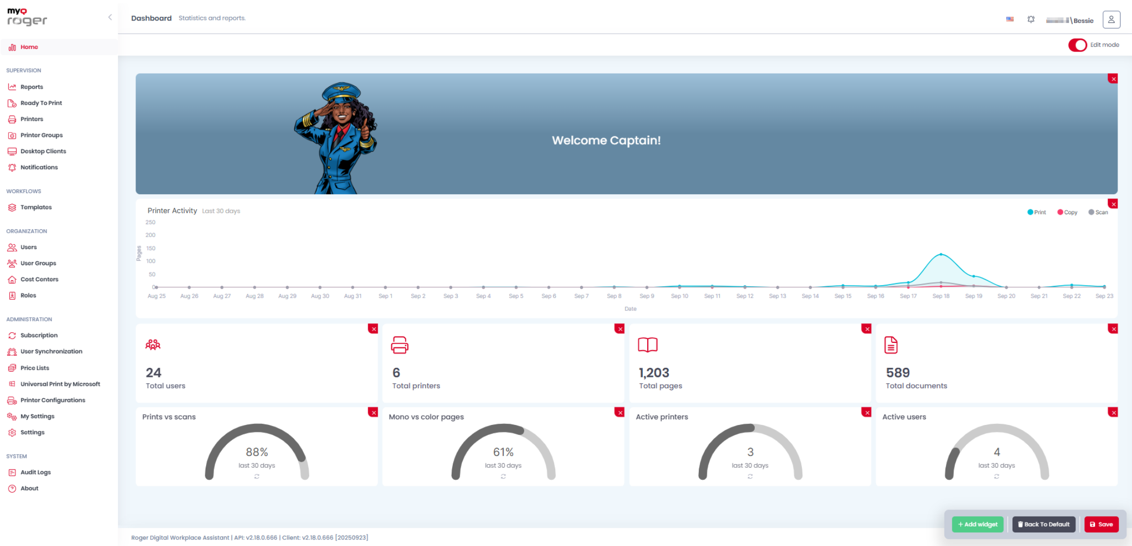
The MyQ Roger dashboard is displayed once you log in. You can also navigate to it by clicking the MyQ Roger logo in the upper-left corner.

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.

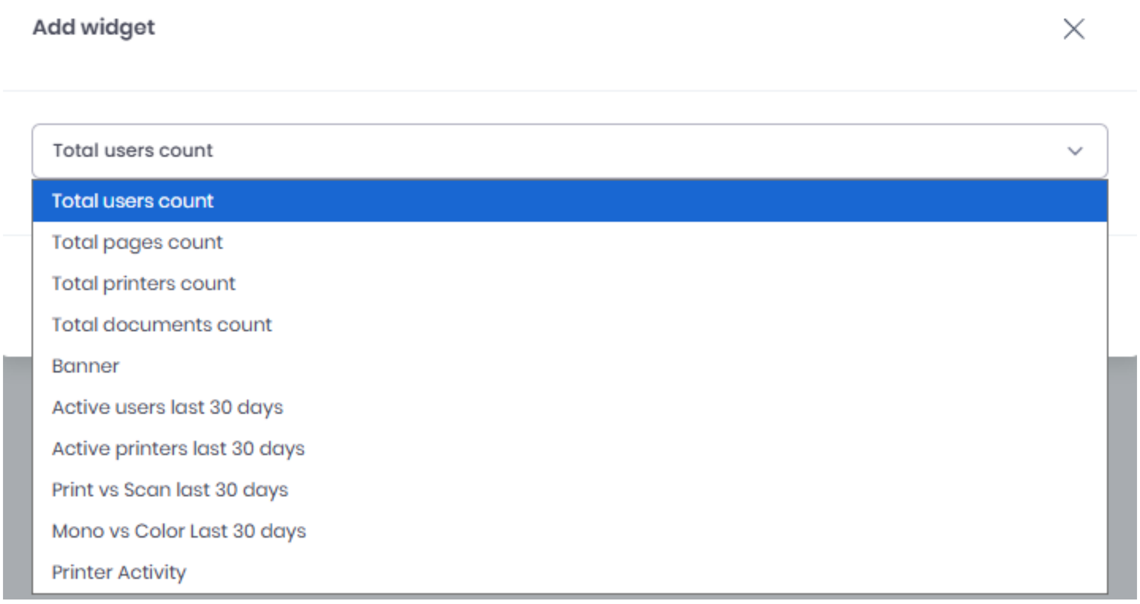


To add a new widget to the dashboard,

- 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:

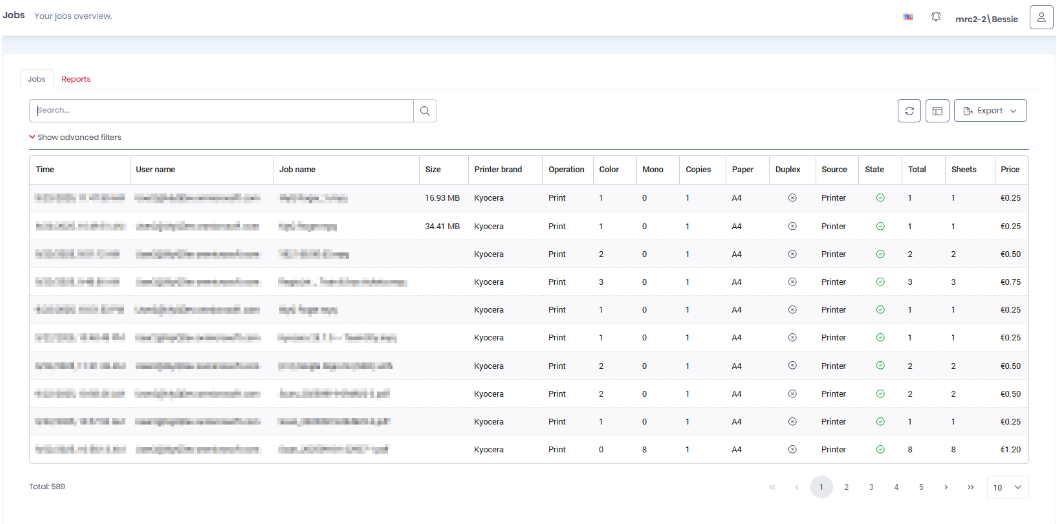
- Overview jobs and export reports in the Reports (see page 54) page
- Overview their Ready to Print (see page 67) jobs
- Manage Printers (see page 68)
- Manage Printer Groups (see page 80)
- Manage Desktop Clients (see page 82)
- Manage alert Notifications (see page 92)

6.1 Reports

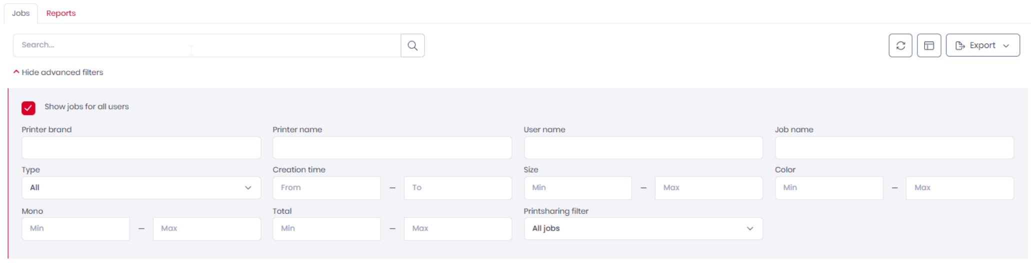
In the **Reports** page, in **Supervision > Reports**, the MyQ Roger administrator (or a user with the Administration/Jobs/Reports permissions) has a full overview of all the users' jobs, as well as accounting information about each job in the **Jobs** tab, and can export jobs' reports in the **Reports**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

6.1.1 Jobs Tab

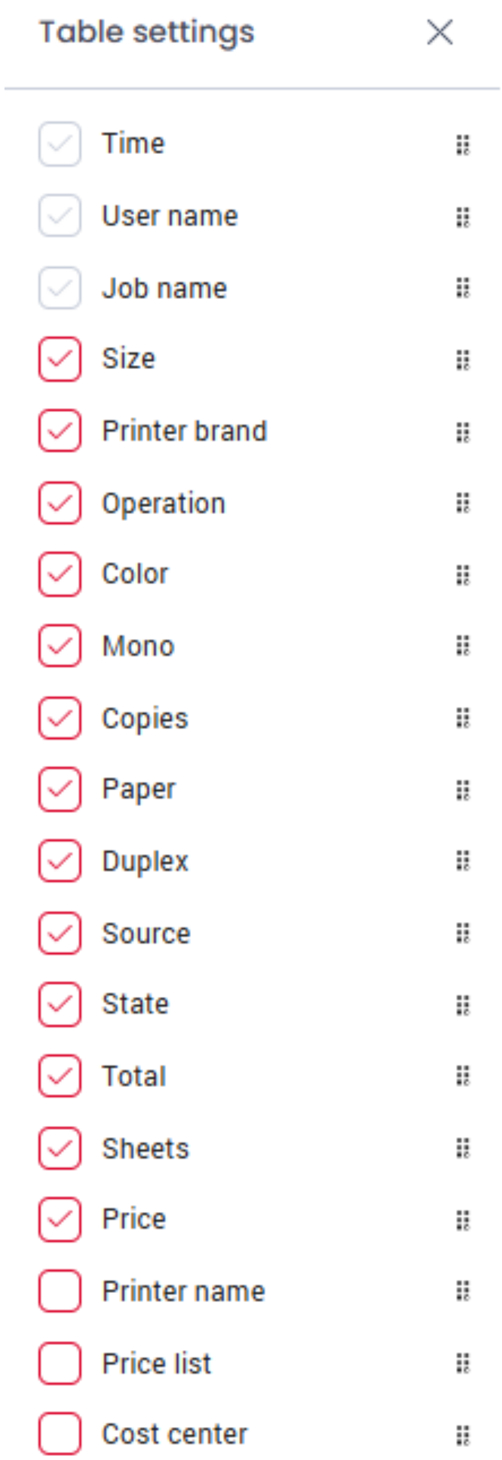
- In the **Jobs** overview tab, there is a full overview of all the users' jobs, as well as accounting information about each job. Users without the necessary permissions can only view their own jobs.



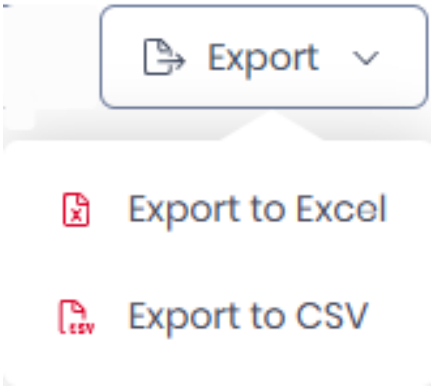
- To view details about a specific job, click on the job. The **Job details** panel opens.
- Under **Show advanced filters** there are many filters that can be used to modify what jobs are displayed in the overview.



- 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.

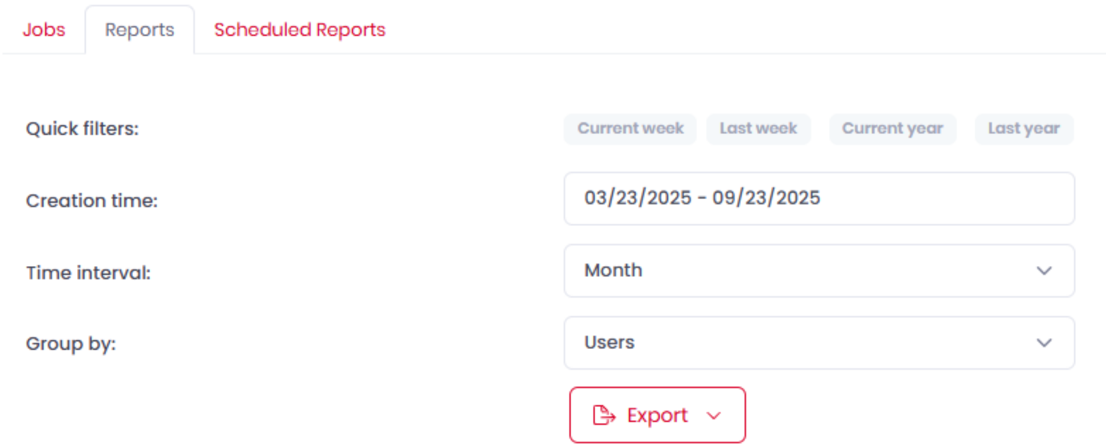


- You can also use the **Export** button to export the overview to Excel or CSV:



6.1.2 Reports Tab

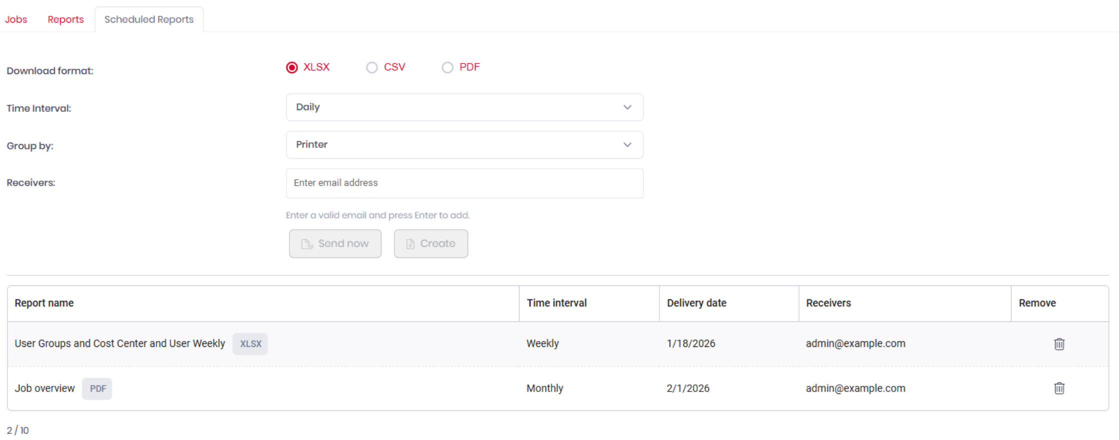
In the **Reports** tab, the MyQ Roger administrator (or a user with the Administration/ Jobs/Reports permissions) can export jobs' reports.



- 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 Scheduled Reports Tab

You can use the Scheduled Reports tab in Roger to create recurring automatically run reports. Scheduled reports are delivered to the email addresses of specified users.



Create a Schedule Report

To create a scheduled report:

1. Specify the **Download format** (XLSX, CSV or PDF).
2. Set the **Time interval**, this is how frequently the report will be generated (and the time period it is based upon) and sent.
3. (XSLX and CSV only) 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).
4. (PDF only) Select the report type from the available options:
   - General overview
   - Job overview
   - Top 10 users
   - Top 10 printers
5. Enter the email address or addresses of one or more users who will receive the scheduled report.
6. Click **Create** to create and schedule the report, or **Send now** to generate and send the first version of the report immediately.

Delete a Scheduled Report

To delete a scheduled report, simply locate it in the table on the **Scheduled reports** tab, and press the delete icon in the **Remove** column. Scheduled reports cannot be edited, to change a report, delete and recreate it with the desired settings.

> ⚠ A maximum of 10 scheduled reports can exist at the same time.

6.1.4 PDF Reports In Detail

This section explains the data in your PDF reports, helping you monitor printing activity and identify trends across your organization.

General Overview

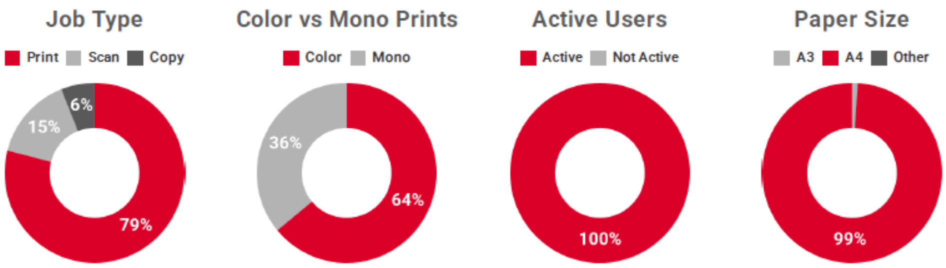
The General Overview provides a high-level snapshot of your print environment.

GENERAL OVERVIEW

Report Period: December 2025

Report Generated: 29 January 2026

Total Prints	Total Scans	Total Users	Total Printers
1,743	358	200	66
(vs. last month **-11** %)	(vs. last month **+57** %)	(vs. last month **+2**)	(vs. last month **+1**)



Top 5 Users

#	User	Total Prints	Mono	Color	Scans	Cost
1	[redacted]	564	198	481	2	Kč1,697.40
2	[redacted]	321	66	340	1	Kč1,124.10
3	[redacted]	144	139	85	13	Kč408.40
4	[redacted]	119	166	18	118	Kč231.90
5	[redacted]	115	13	185	167	Kč579.50

Top 5 Printers

#	Printers	Total Prints	Print	Copy	Scans	Cost
1	Printer 058	1710	1587	123	357	Kč5,293.40
2	Printer 043	25	25	0	0	Kč71.50
3	Printer 068	4	4	0	0	Kč16.40
4	Printer 056	2	2	0	0	Kč8.20
5	Printer 025	2	1	1	1	Kč6.20

Metric	What It Shows
Total Prints	Total print sheets for the period, with percentage change from the previous period
Total Scans	Total scan sheets for the period, with percentage change from the previous period
Total Users	Non-deleted users created before the period end, with net change (created vs. deleted)
Total Printers	Non-deleted printers created before the period end, with net change (created vs. deleted)
Job Type	Breakdown of unique jobs by job type (for example, print, copy, scan).
Color vs Mono	Comparison of color vs. monochrome sheets (prints and copies only)
Printed vs Deleted	Ratio of jobs that were printed vs. jobs that were deleted before printing (unprinted deleted jobs).
Active Users	Breakdown of users based on their active/inactive status.
Jobs Summary	Daily breakdown of sheets processed for print, copy, and scan jobs

Note: User and printer counts include all non-deleted records, regardless of active/inactive status.

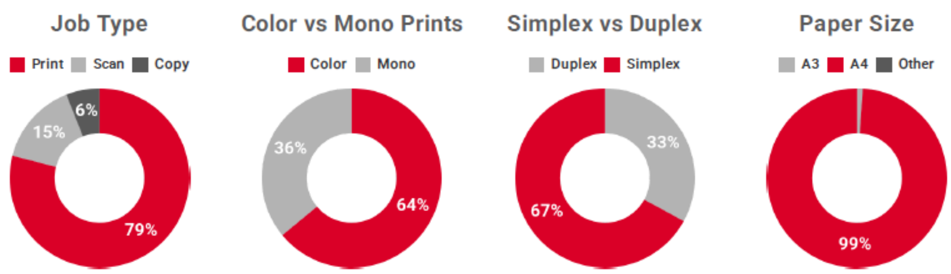
Top 10 Users

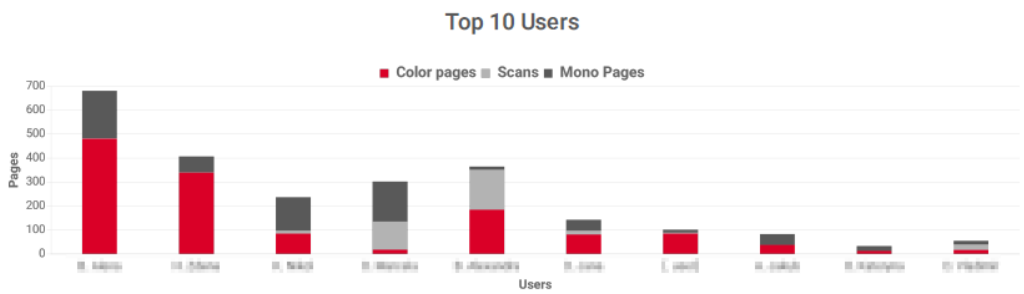
Shows your highest-volume users ranked by total output.

TOP 10 USERS

Report Period: December 2025

Report Generated: 29 January 2026





Top 10 Users

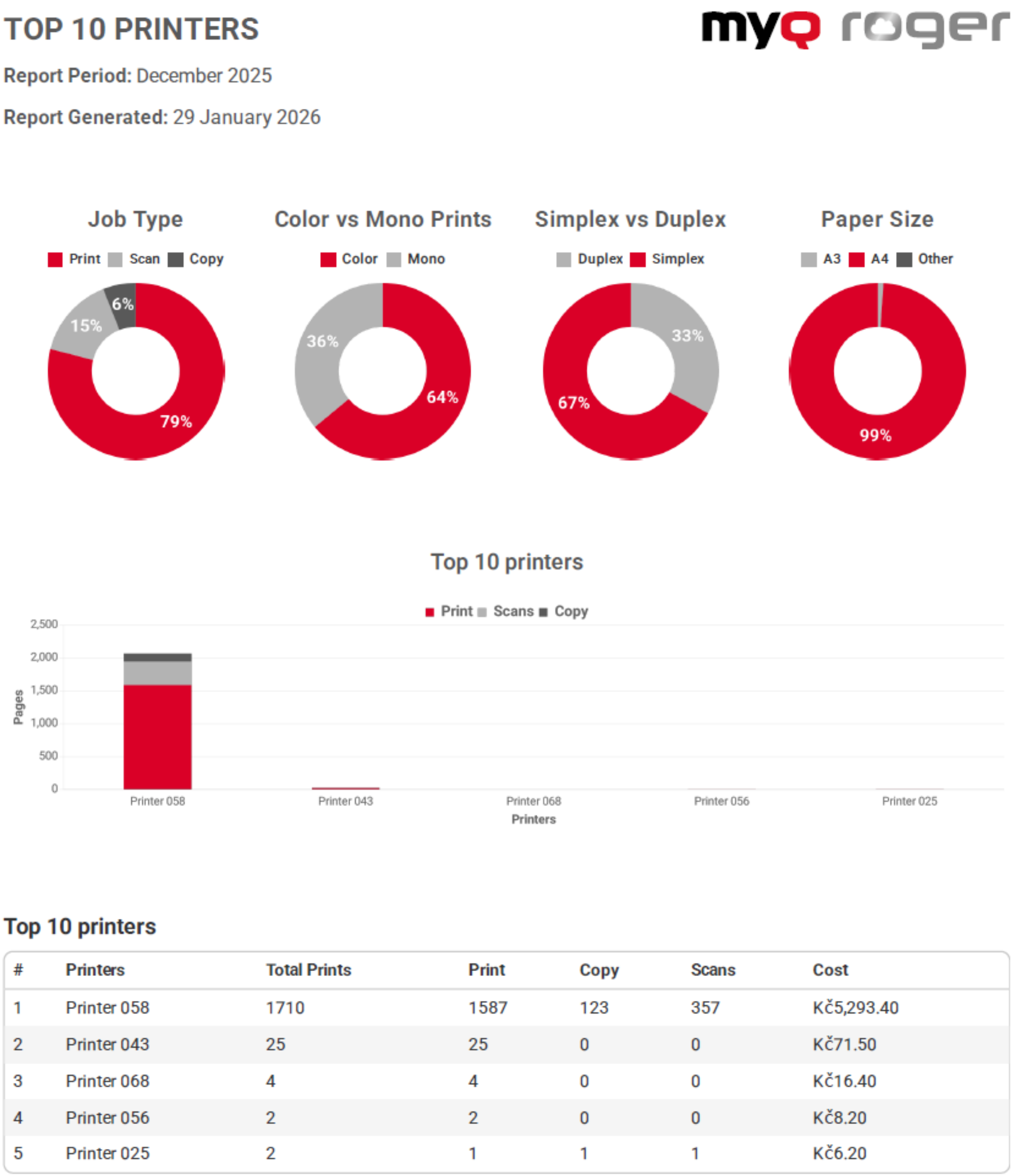
#	Users	Total Prints	Mono Pages	Color pages	Scans	Cost
1	[illegible]	564	198	481	2	Kč1,697.40
2	[illegible]	321	66	340	1	Kč1,124.10
3	[illegible]	144	139	85	13	Kč408.40
4	[illegible]	119	166	18	118	Kč231.90
5	[illegible]	115	13	185	167	Kč579.50
6	[illegible]	96	45	81	17	Kč297.60
7	[illegible]	87	13	85	4	Kč276.70
8	[illegible]	64	45	38	0	Kč165.40
9	[illegible]	31	20	13	0	Kč62.10
10	[illegible]	29	15	17	23	Kč68.90

Column	Description
User	Displayed as "Surname Firstname". Anonymized users show `[Anonymized]`. Deleted users show `Surname Firstname [Deleted]`.
Total Pages	Mono + Color pages combined
Mono Pages	Black & white sheets from prints and copies
Color Pages	Color sheets from prints and copies
Scans	Total scan sheets
Cost	Total cost of all jobs. Shows a dash if jobs span multiple currencies.

Note: PrintSharing users are excluded from this report.

Top 10 Printers

Shows your most-used printers ranked by total output.



TOP 10 PRINTERS

Report Period: December 2025

Report Generated: 29 January 2026

Top 10 printers

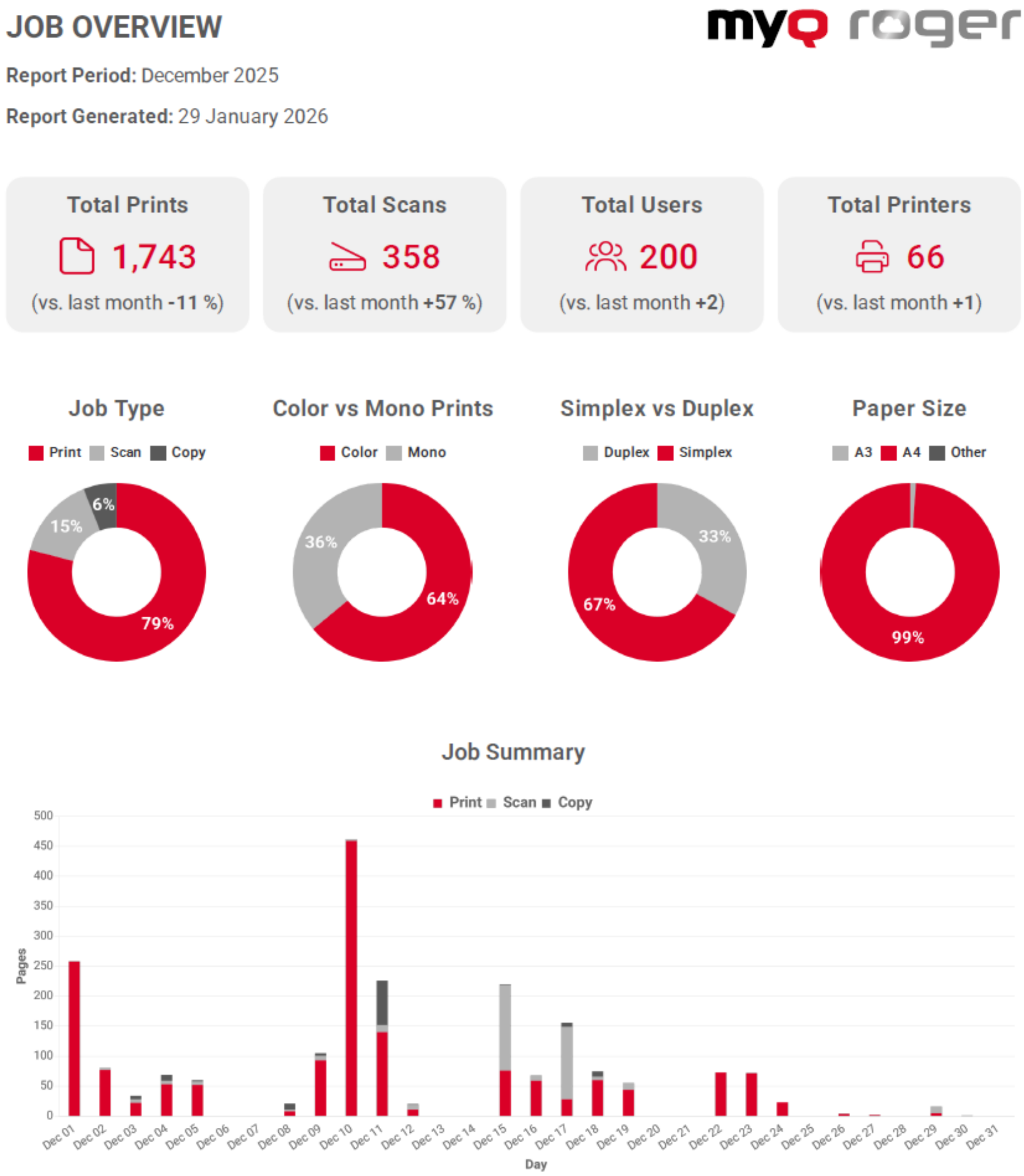
#	Printers	Total Prints	Print	Copy	Scans	Cost
1	Printer 058	1710	1587	123	357	Kč5,293.40
2	Printer 043	25	25	0	0	Kč71.50
3	Printer 068	4	4	0	0	Kč16.40
4	Printer 056	2	2	0	0	Kč8.20
5	Printer 025	2	1	1	1	Kč6.20

Column	Description
Printer	The printer's display name

Column	Description
Total Pages	Print + Copy sheets combined
Print	Total print sheets
Copy	Total copy sheets
Scans	Total scan sheets
Cost	Total cost of all jobs. Shows a dash if jobs span multiple currencies.

Job Overview

Provides insights into job characteristics and paper usage patterns.


JOB OVERVIEW
myq roger
Report Period: December 2025
Report Generated: 29 January 2026
Total Prints
1,743
(vs. last month -11 %)
Total Scans
358
(vs. last month +57 %)
Total Users
200
(vs. last month +2)
Total Printers
66
(vs. last month +1)
Job Type
Print Scan Copy
6%
15%
79%
Color vs Mono Prints
Color Mono
36%
64%
Simplex vs Duplex
Duplex Simplex
33%
67%
Paper Size
A3 A4 Other
99%
Job Summary
Print Scan Copy
Pages
Day
0 50 100 150 200 250 300 350 400 450 500
Dec 01 Dec 02 Dec 03 Dec 04 Dec 05 Dec 06 Dec 07 Dec 08 Dec 09 Dec 10 Dec 11 Dec 12 Dec 13 Dec 14 Dec 15 Dec 16 Dec 17 Dec 18 Dec 19 Dec 20 Dec 21 Dec 22 Dec 23 Dec 24 Dec 25 Dec 26 Dec 27 Dec 28 Dec 29 Dec 30 Dec 31

Metric	Description
Average Job Size	Average file size across print, scan, and copy jobs (human-readable format)
Average Job Size (pages)	Average page count per job
Simplex vs Duplex	Percentage breakdown of single-sided vs. double-sided jobs
Paper Size	Percentage breakdown of paper sizes used (A4, Letter, etc.)

6.1.5 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).

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$

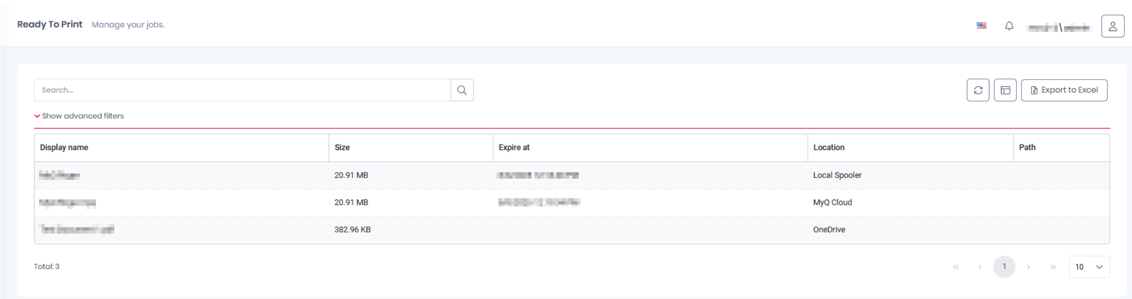
The reported values are*:* 3x A3 Sheet, 4 mono clicks, 2 color clicks.

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

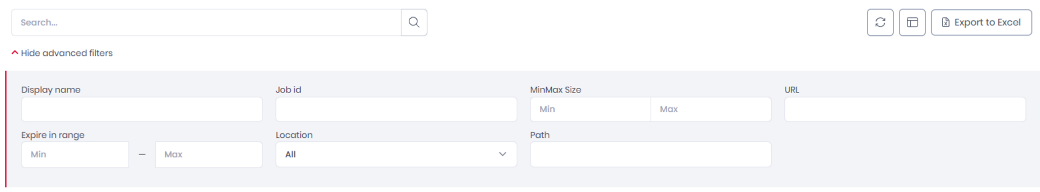
6.2 Ready to Print

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

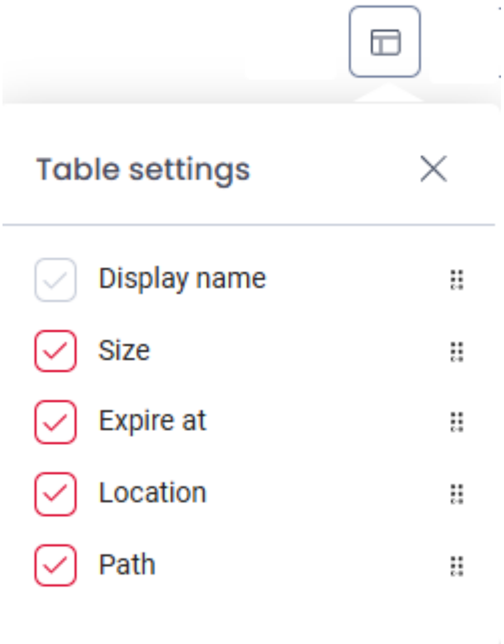
> ⚠ Cloud-ready jobs are only shown if the relevant cloud provider is connected.



- Click the job to **View** or **Delete** it from the **Ready to Print** queue.
- Click **Show advanced filters** to apply filters and control what jobs appear in the overview.



- Click Table Settings to control what columns appear in the overview. To reorder columns, click and drag using the handle on the right.



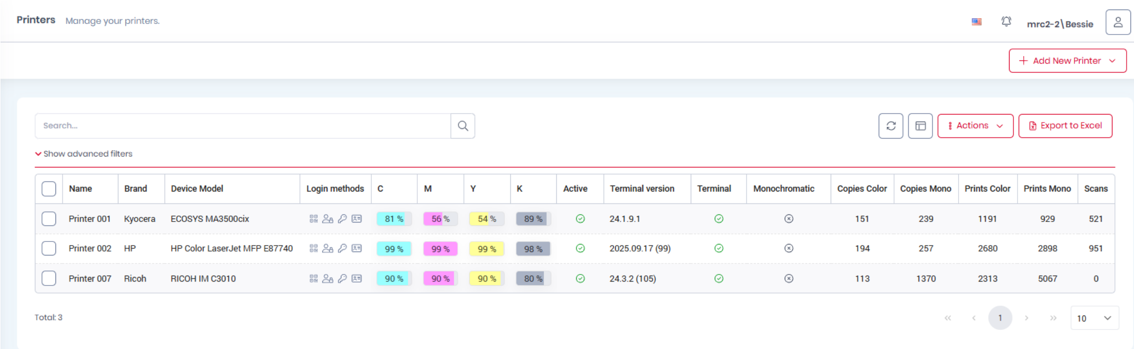
- Click **Save** to save your changes.

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

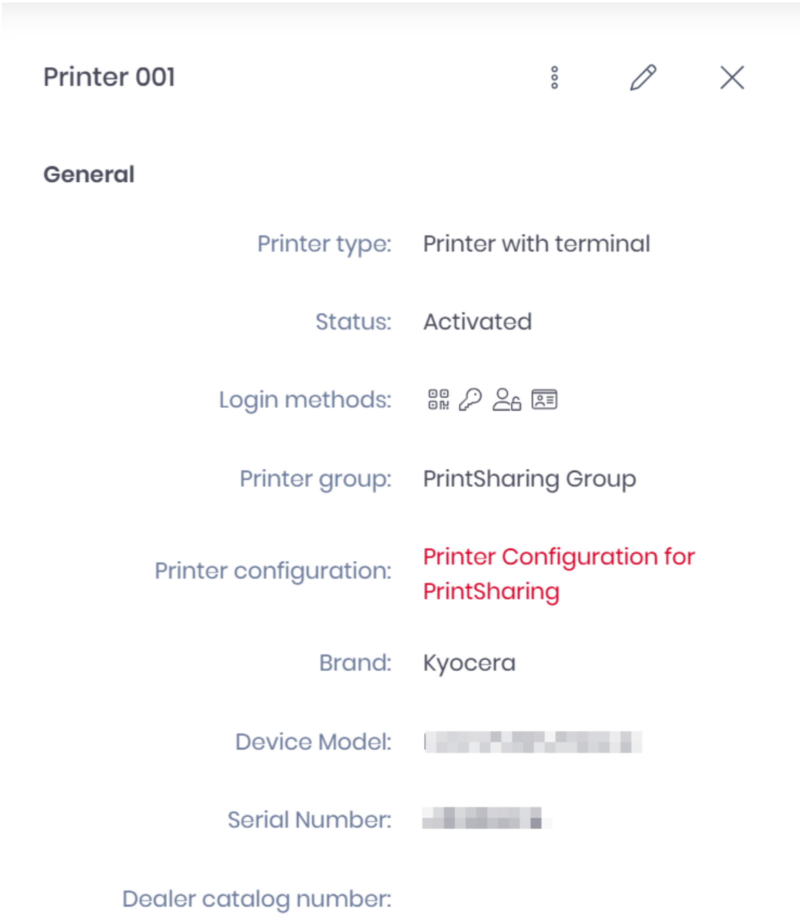
6.3 Printers

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.



To view details about a specific printer, click a row in the table. The Printers Detail panel opens. From here, you can view and edit some attributes of the printer,



Address: [redacted]

Terminal version: [redacted]

Color mode: Color

Last seen: 5 months ago

Created: 7/29/2025, 4:12 PM

Modified: 7/31/2025, 11:23 AM

Total Counters:

Copies Color: 114

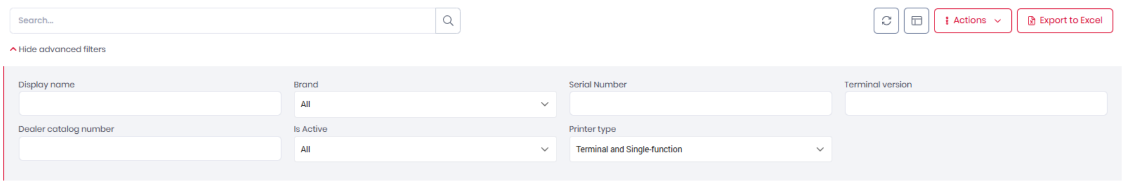
Prints Color: 1067

Copies Mono: 226

Prints Mono: 706

Scans: 437

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.

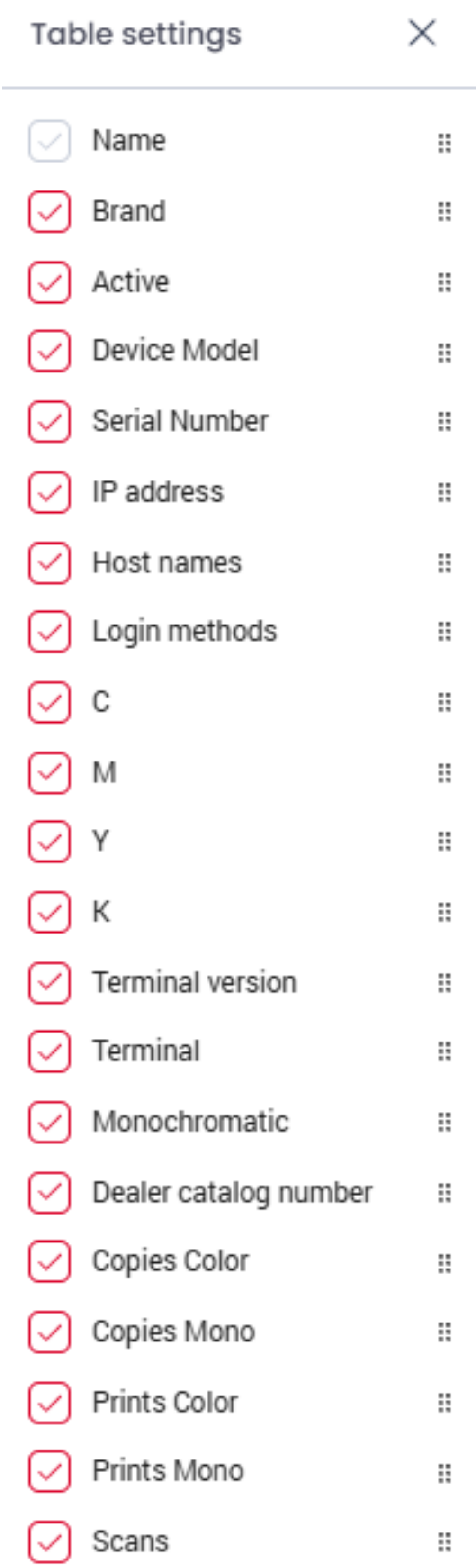
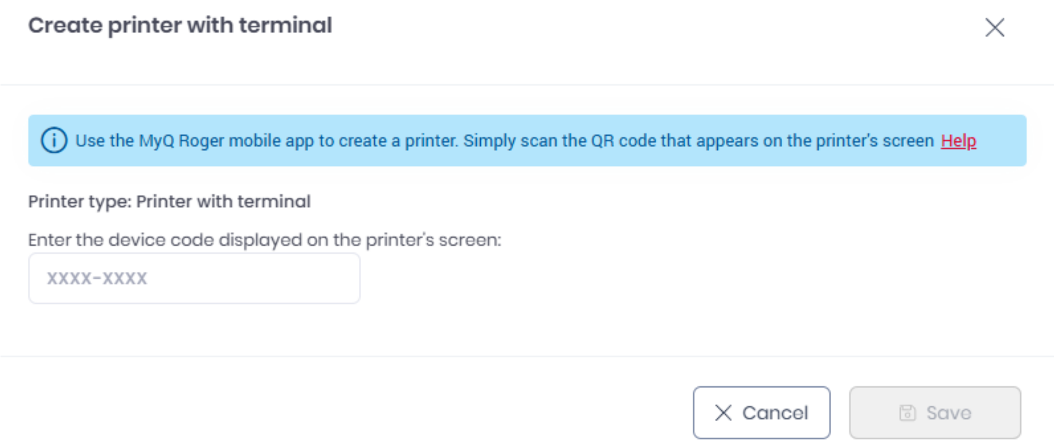


Table settings
Name
Brand
Active
Device Model
Serial Number
IP address
Host names
Login methods
C
M
Y
K
Terminal version
Terminal
Monochromatic
Dealer catalog number
Copies Color
Copies Mono
Prints Color
Prints Mono
Scans

6.3.1 Adding Printers

New printers (with embedded terminals) should be added via the pairing method, described in MyQ Roger and MFDs (see page 38).

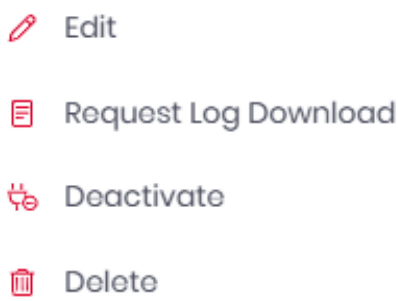
- You can also click the **Create printer with terminal** button, enter the device code displayed on the printer's screen, and click **Create**.



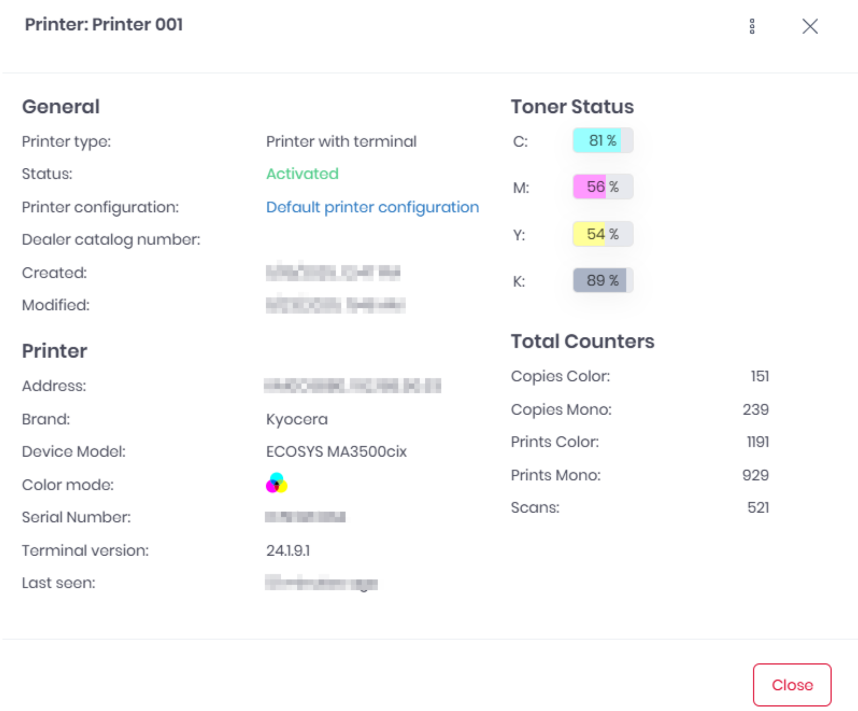
- Single-function printers can be added via the **Create new single-function printer** button, described in Single-Function Printers.

6.3.2 Managing Printers

The MyQ Roger administrator can manage printers via the three-dot menu after clicking on a printer. The available actions are **Edit**, **Request Log Download**, **Deactivate**, and **Delete**.



- View - Click to 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 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.

Prerequisites

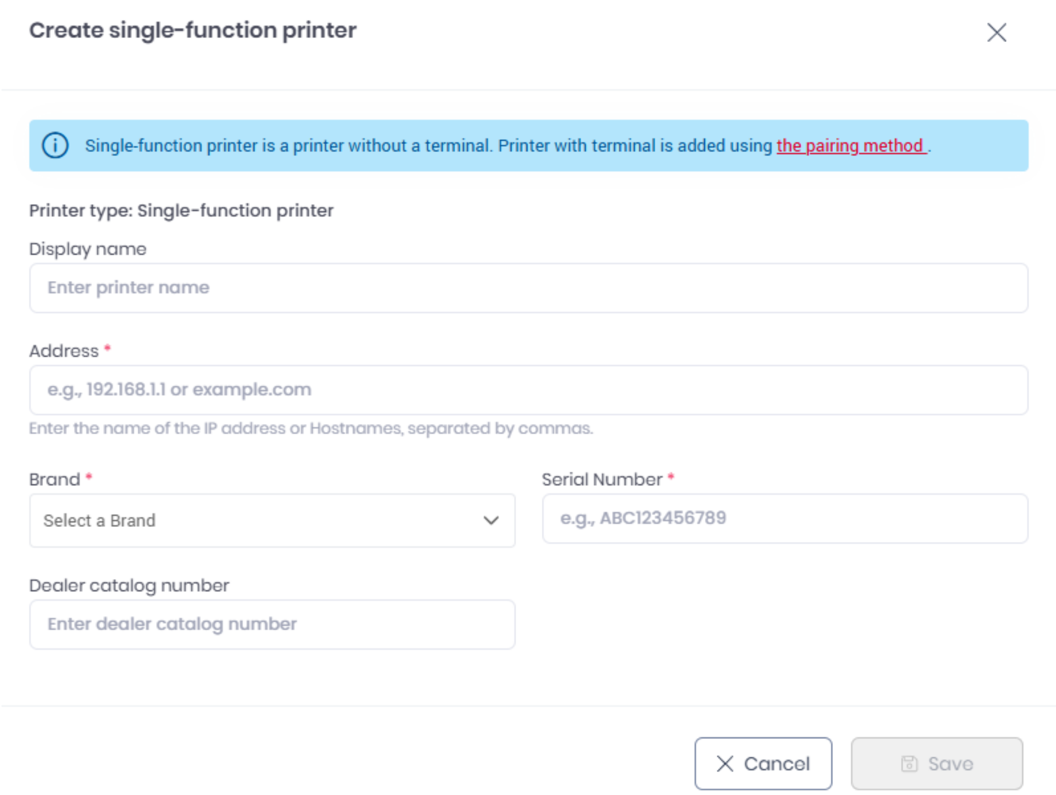
- The required MyQ Roger Single-Function Printers licenses need to be purchased and applied to the tenant.
- The MyQ Roger Client and the printer must be on the same network to release jobs.
- The user doing the NFC tag pairing must have the External Login Provider and Pair Provider with Printer permissions (found in User-Permissions-Pages-Administration-Printers).
- NFC tags must be paired with the printer in order to release jobs.

> For NFC tags recommendations, see Supported NFC Tag Specifications (see page 78).

Setup

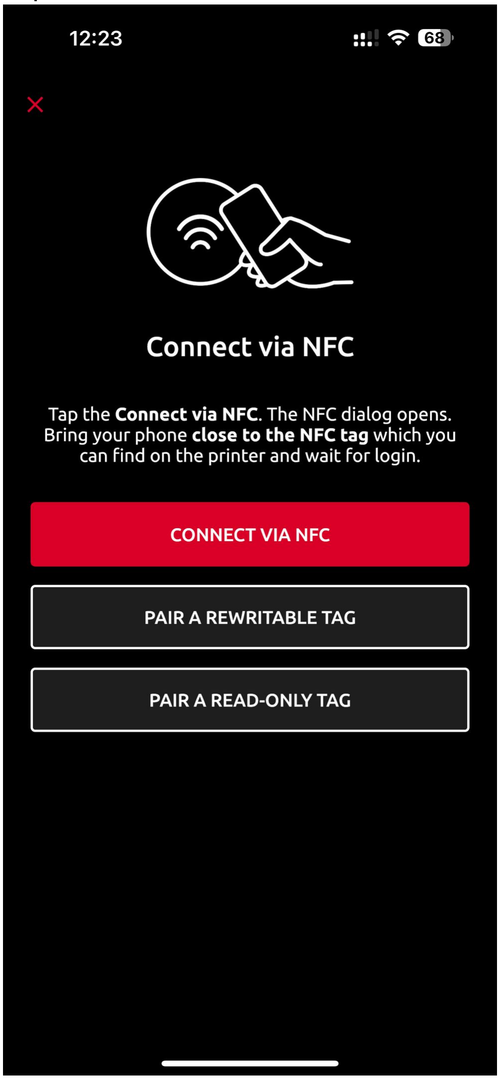
To set up a single-function printer:

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**.

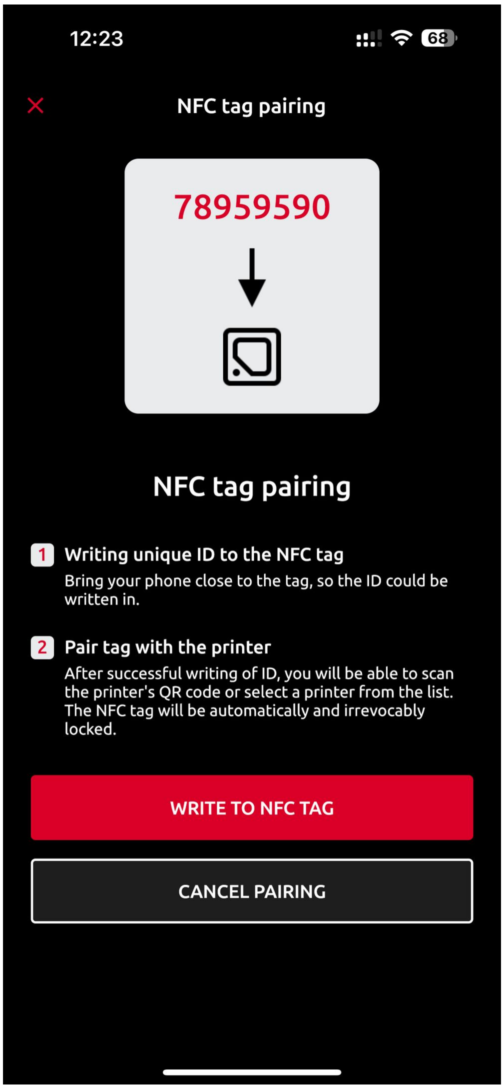


4. Open the MyQ Roger Mobile application.
5. Once logged in to the app, tap the **Login** button at the bottom-center of the screen.
6. Select **CONNECT VIA NFC**.

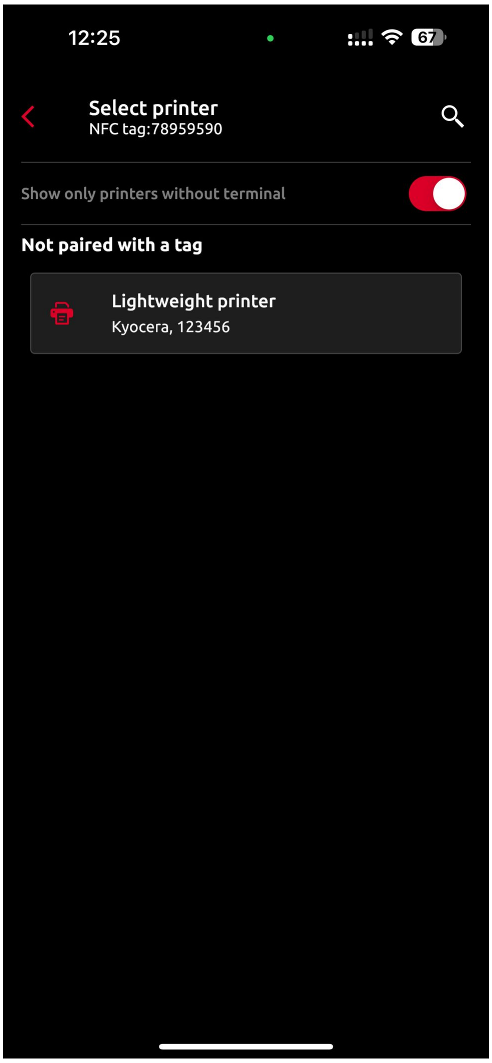
7. Tap **PAIR A REWRITABLE TAG**.



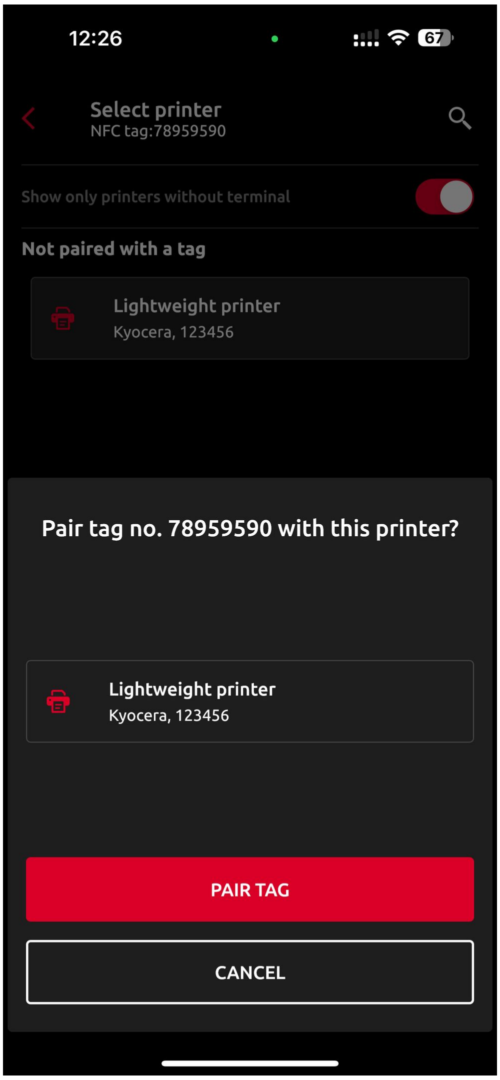
8. Bring the phone close to the NFC tag on the printer, tap **WRITE TO NFC TAG**, and scan the NFC tag.



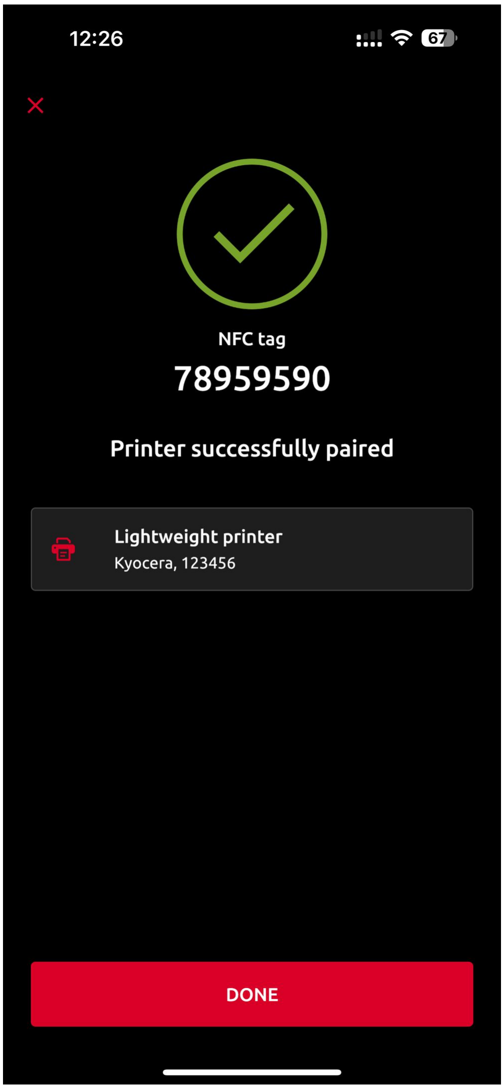
9. Tap **Select printer**.
10. Select the single-function printer that you created in the MyQ Roger server web app (steps 1-3).



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.

Supported NFC Tag Specifications

The following NFC tags are recommended and supported for use with MyQ Roger. These tags are required to pair **Single-Function Printers (SFPs)** and can be used as an **alternative login method** to an embedded terminal via the MyQ Roger mobile app.

Tag Type	Size (mm)	NFC Forum Type	Usable User Memory (Bytes)
MIFARE Ultralight	25	Type 2	48
MIFARE Ultralight	35	Type 2	48
NTAG213	25	Type 2	144

Tag Type	Size (mm)	NFC Forum Type	Usable User Memory (Bytes)
NTAG213	38	Type 2	144
NTAG213	50	Type 2	144
NTAG213	12x20	Type 2	144
NTAG213	35x35	Type 2	144

MIFARE Ultralight

The common Ultralight chip offers **48 bytes** of usable memory. While some variants (like Ultralight C) provide 144 bytes, this chip is still suitable for simple device pairing data.

Specification	Value
Memory (User Programmable)	48 bytes
Standard / NFC Forum	ISO/IEC 14443 Type A, NFC Forum Type 2 Tag
Operating Frequency	13.56 MHz
Data Transmission Rate	106 kbit/s
Unique Identifier (UID)	7-byte (factory programmed)

NTAG213

These chips consistently offer **144 bytes** of usable memory. This is the **recommended** standard for all device pairing and authentication data within MyQ Roger.

Specification	Value
Memory (User Programmable)	144 bytes
Standard / NFC Forum	ISO/IEC 14443 Type A, NFC Forum Type 2 Tag
Operating Frequency	13.56 MHz
Data Transmission Rate	106 kbit/s
Unique Identifier (UID)	7-byte (factory programmed)
Signal Strength Requirement	Minimum 8–9 (ensures secure and reliable operation)
Common Supported Sizes	25 mm, 35 mm, 38 mm, 40 mm, 50 mm diameter

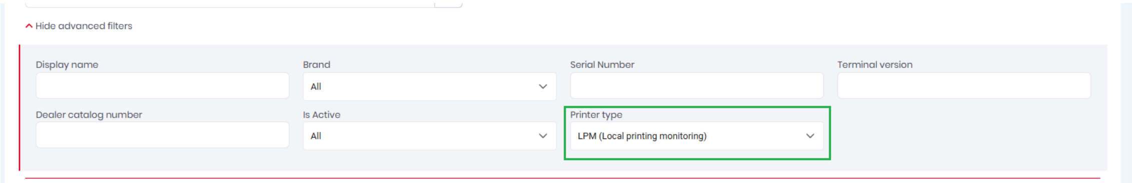
6.3.5 Local Print Monitoring (LPM)

> ⚠ The Local Print Monitoring feature is available as part of the MyQ Roger PRN license.

Local Print Monitoring (LPM) extends MyQ Roger to any printer on Windows or macOS, regardless of brand or model. With LPM, the MyQ Roger Client (MRC) monitors ports and intercepts jobs before they are sent to the printer and captures job metadata directly from the workstation. This enables organizations to monitor the entire fleet, including desktop (LPT, USB, TCP/IP and IPP) printers including devices in remote offices, even if they do not support embedded terminals.

LPM is especially useful for hybrid or home office scenarios where employees print from personal or non-managed devices.

LPM Printers can be viewed in **Printers**. Because each time a different user prints to the same LPM printer, a new printer is added with the **Name** `PrinterName@Hostname`, LPM printers are only visible when applying the relevant filter. Use **Show advanced filters** and in **Printer type** select **LPM (Local printing monitoring)**.

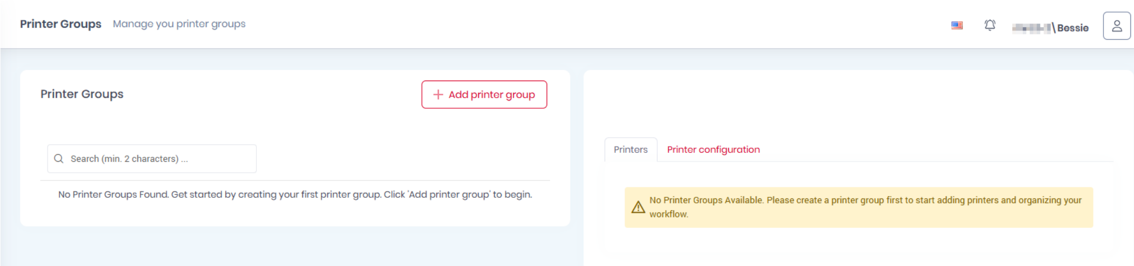


Toner levels and counters are not updated for LPM printers as Roger is not communicating with the printer hardware, jobs are simply intercepted on the monitored ports. The information about these jobs can be viewed normally in reports.

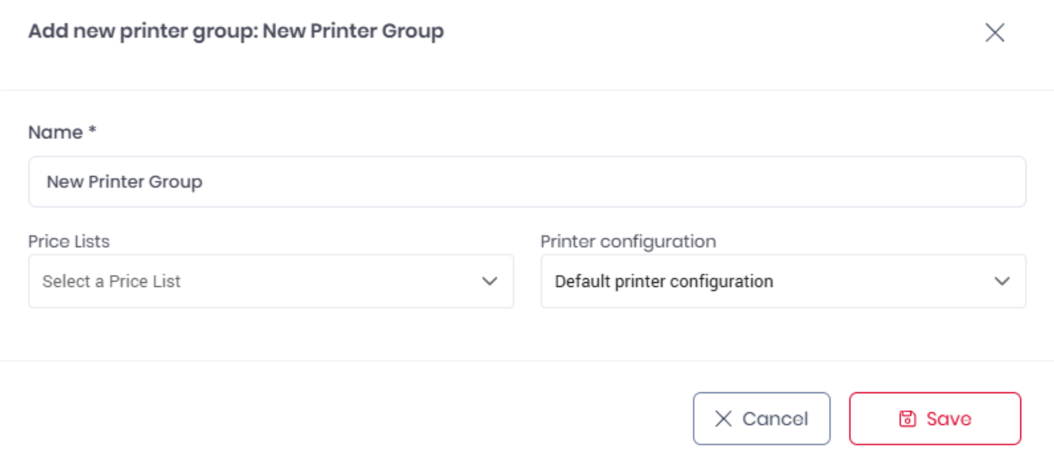
6.4 Printer Groups

> 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.

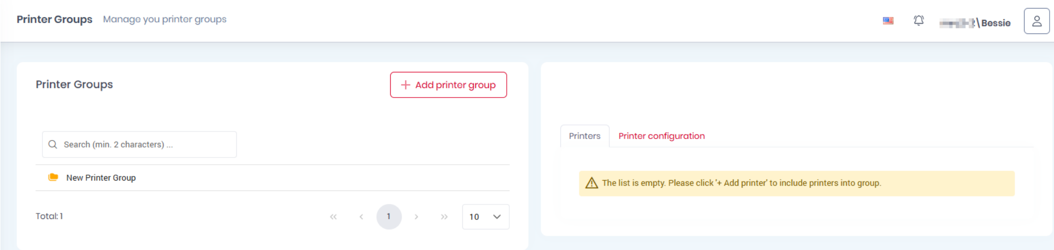


1. Click **Add printer group** to create a new printer group.
2. In the pop-up window, add a **Name** for the new printer group.
3. You can attach a price list to the new printer group. Select one from the **Price Lists** drop-down and click **Save**.
   The price list assigned to the printer group will 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 (see page 140).



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

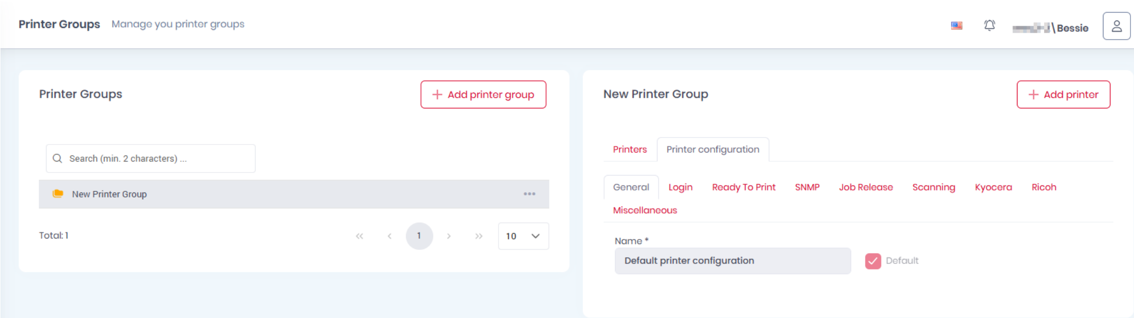
1. Select one from the **Printer configuration** drop-down and click **Save**.
   The **New Printer Group** appears on the **Printer Groups** list on the left side.
2. To edit the printer group, hover over it and click on the **three dots** next to it. Choose **Edit** to modify its **name**, **price 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.

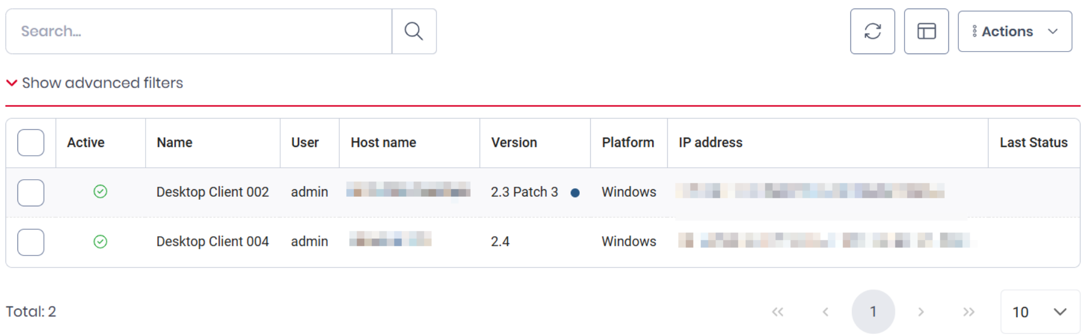
To modify the printer configuration settings,

6. Go to **Administration > Printer Configurations**. For more information, check Printer Configurations (see page 145).



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.

Clients whose version is behind the configured default are marked with a blue dot.

6.5.1 Connecting a Desktop Client

If a Desktop Client installer was pre-configured on the Roger tenant, connection to the tenant is automatic. The user can simply log in any available login method.

If the Desktop Client installer was not pre-configured (for example, if it was downloaded directly from the MyQ Community), the client needs to be connected to the tenant.

Manually Connect MRC to the Roger Tenant

1. Open MRC on the client computer and click **Sign in with QR code.**
2. If you have the MyQ Roger mobile app, you can use it to connect your MRC to your tenant. Simply scan the QR code with the mobile app. Your Desktop Client connects to the Roger tenant automatically.

3. If you do not have the MyQ Roger mobile app, click **use this link.** The Roger web login page opens. Here you can enter the tenant and region that you want to connect to, and then log in with your account.
4. Alternatively, 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.

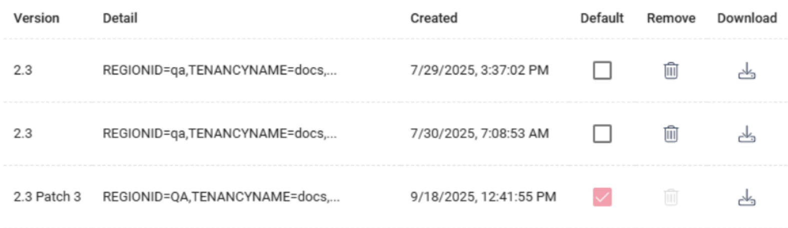
6.5.2 Download Desktop Client

On the Desktop Clients page, you can configure customized MRC installers and assign one as the default. For details on available configuration options, see Configure Desktop Client Installers (see page 88).

The default installer can be downloaded from a welcome email or from the user's settings page.

Download MRC from Desktop Clients Page

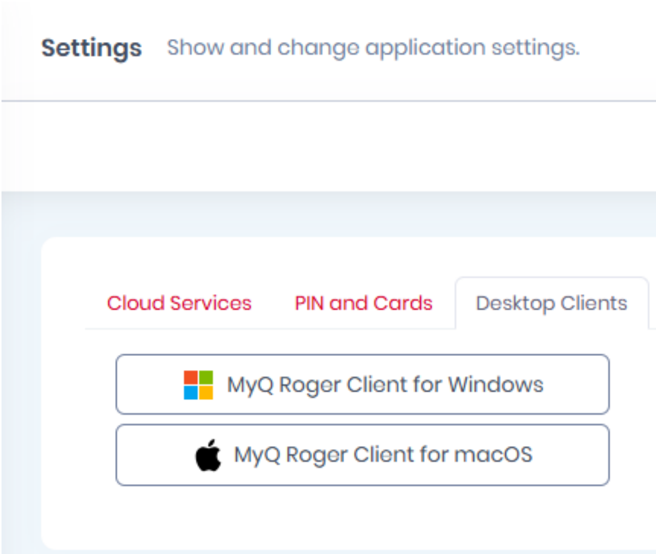
1. In **Supervision > Desktop Clients** click on **Download** and select from **MyQ Roger Client for Windows** and **MyQ Roger Client for MacOS**.
2. A dialog opens where you can download previously configured installers, or configure a new installer.
3. Use the **Download** button to download a particular Desktop Client installer.



Version	Detail	Created	Default	Remove	Download
2.3	REGIONID=qa,TENANCYNAME=docs,...	7/29/2025, 3:37:02 PM	☐		
2.3	REGIONID=qa,TENANCYNAME=docs,...	7/30/2025, 7:08:53 AM	☐		
2.3 Patch 3	REGIONID=QA,TENANCYNAME=docs,...	9/18/2025, 12:41:55 PM	☑		

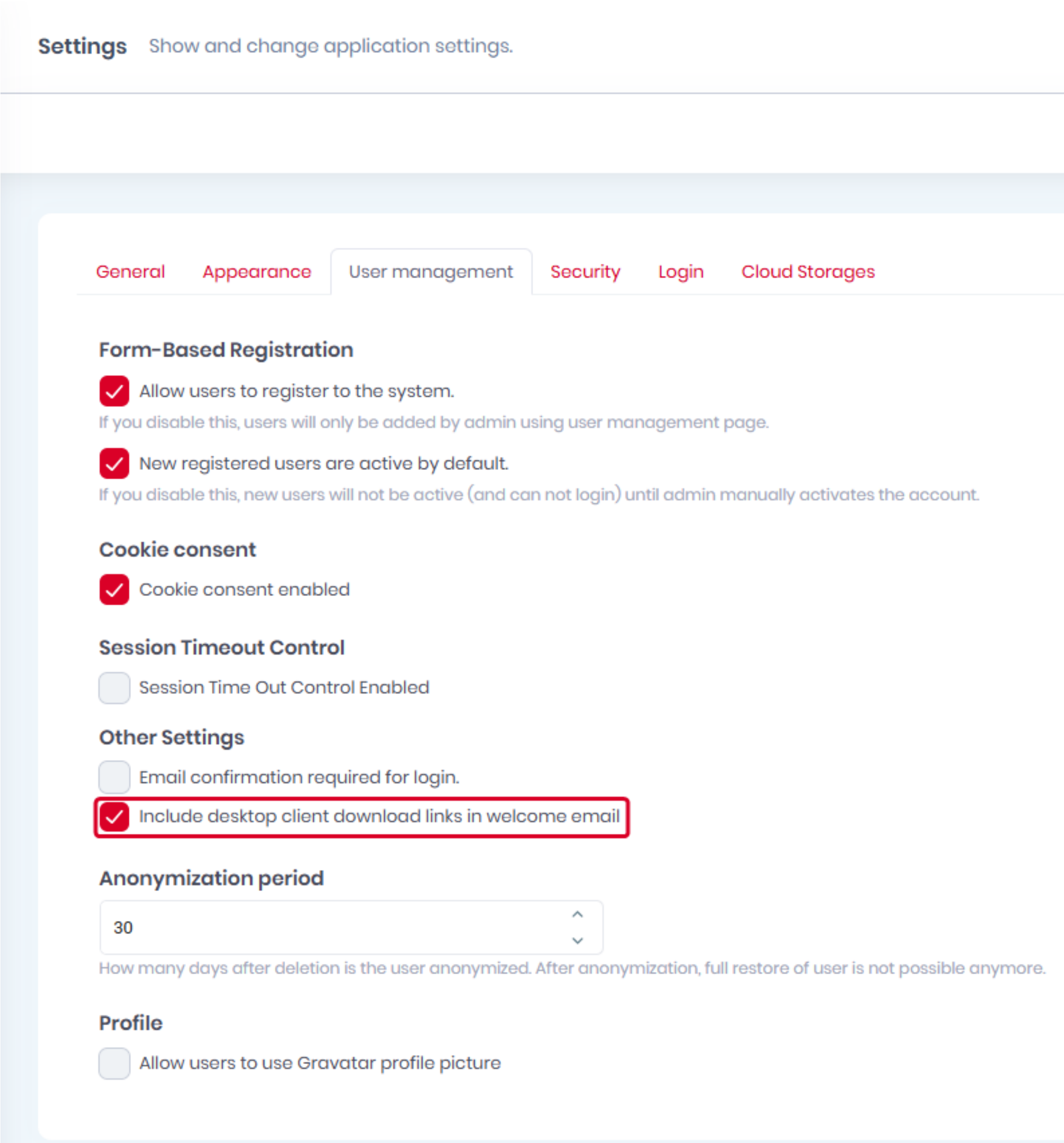
Download MRC from My Settings Page

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



Download MRC from a Welcome Email

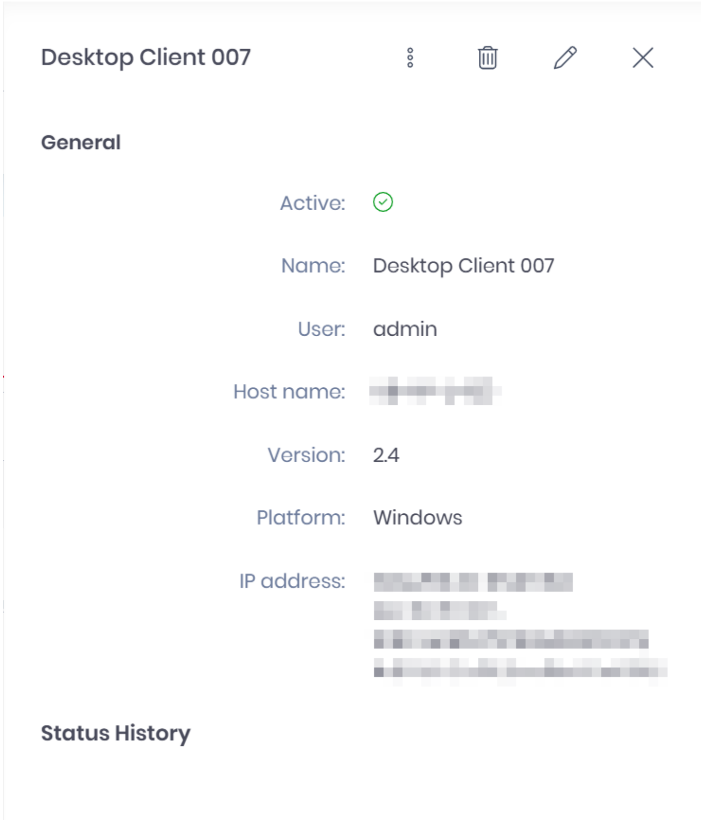
If in **Settings** > **User Management > Other Settings** an administrator has enabled the option to **Include desktop client download links in welcome email**, then new users will receive links to download the default Windows or macOS version in their welcome email.



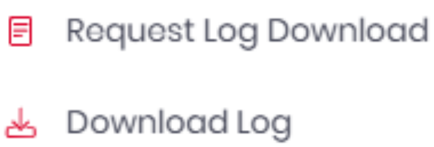
6.5.3 Download Logs

You can download the logs of a Desktop Client.

1. Click on a Desktop Client to open its details.



2. Use the three-dot menu and select **Download Log**.



6.5.4 Remote Management

Remote management allows you to manage MyQ Roger Client (MRC) installations and configurations directly from the MyQ Roger web UI. You can update, uninstall, or delete clients without requiring physical access to user workstations. Operations can be performed on individual clients or across multiple clients at once.

Requirements

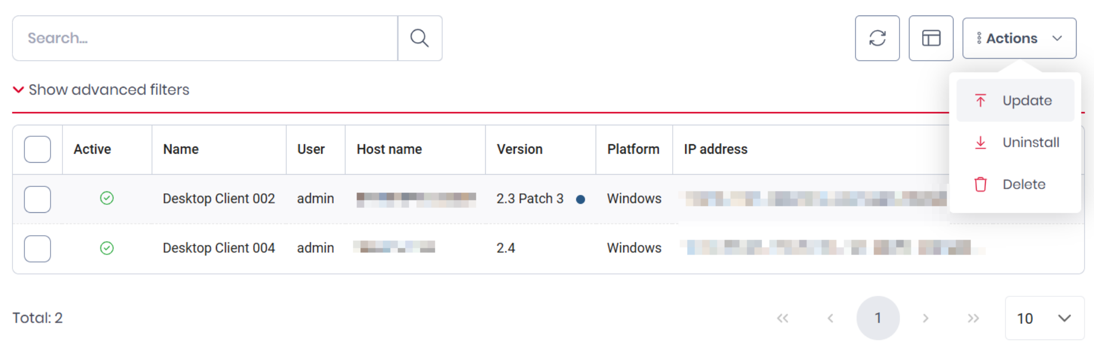
- MyQ Roger Server 2.19+
- MyQ Roger Client 2.4+ (release pending)

Available Actions

From the **Desktop Clients** page, you can perform the following actions on registered clients:

- **Update**
  Install the default version of MRC to the client, replacing the current version. You set the default installer in Configure Desktop Client Installers (see page 88).
- **Uninstall**
  Remove MRC from the client workstation.
- **Delete**
  Remove the client registration from the server. This leaves MRC installed on the client workstation.

⚠ The **Update** and **Uninstall** actions are not supported for client versions older than 2.4.



Upgrading Clients Remotely

The Update action pushes your configured default installer to your client workstations. For details about configuring and setting a default installer, see Configure Desktop Client Installers (see page 88).

Initiate a Remote Update

1. Go to **Supervision > Desktop Clients**.
2. Select one or more clients from the list.
3. Click **Actions** and select **Update**.

When the update is complete, the client opens into the same user session as before the update, if the user was logged in.

Monitoring Update Status

After initiating an update, you can monitor progress on the **Desktop Clients** page. Each client reports one of the following states:

- **Started**
  Update scheduled; client is waiting for the configured delay before starting.
- **Running**
  Client is downloading and installing the update package.

- **Completed**
  Update finished successfully.
- **Failed**
  Update failed; check error details for troubleshooting.

Troubleshooting Failed Updates

If an update fails, the client reports error details to the server. You can view these details on the **Desktop Clients** page. For additional troubleshooting, update log files are stored on the client workstation at:

```
C:\ProgramData\MyQ\MyQ Roger Client\MrcUpdates
```

Uninstalling Clients

To remotely uninstall MRC from one or more workstations:

1. Go to **Supervision > Desktop Clients**.
2. Select one or more clients from the list.
3. Click **Actions** and select **Uninstall**.

The client software is removed from the selected workstations.

Deleting Client Registrations

Deleting client registrations to clean up your clients list – for example, to remove entries for employees who no longer work at your organization.

To delete client registrations:

1. Go to **Supervision > Desktop Clients**.
2. Select one or more clients from the list.
3. Click **Actions** and select **Delete**.

This removes client registrations from Desktop Client table on the server. The MRC application remains installed on the workstations, and the user stays logged in and connected to the tenant. Once the user reauthenticates or restarts the computer, the client is automatically re-added to the Desktop Clients table.

> Roger removes inactive clients from the Desktop Clients table after 30 days. If a client reconnects to the server, it is re-added to the Desktop Client table automatically.

6.5.5 Configure Desktop Client Installers

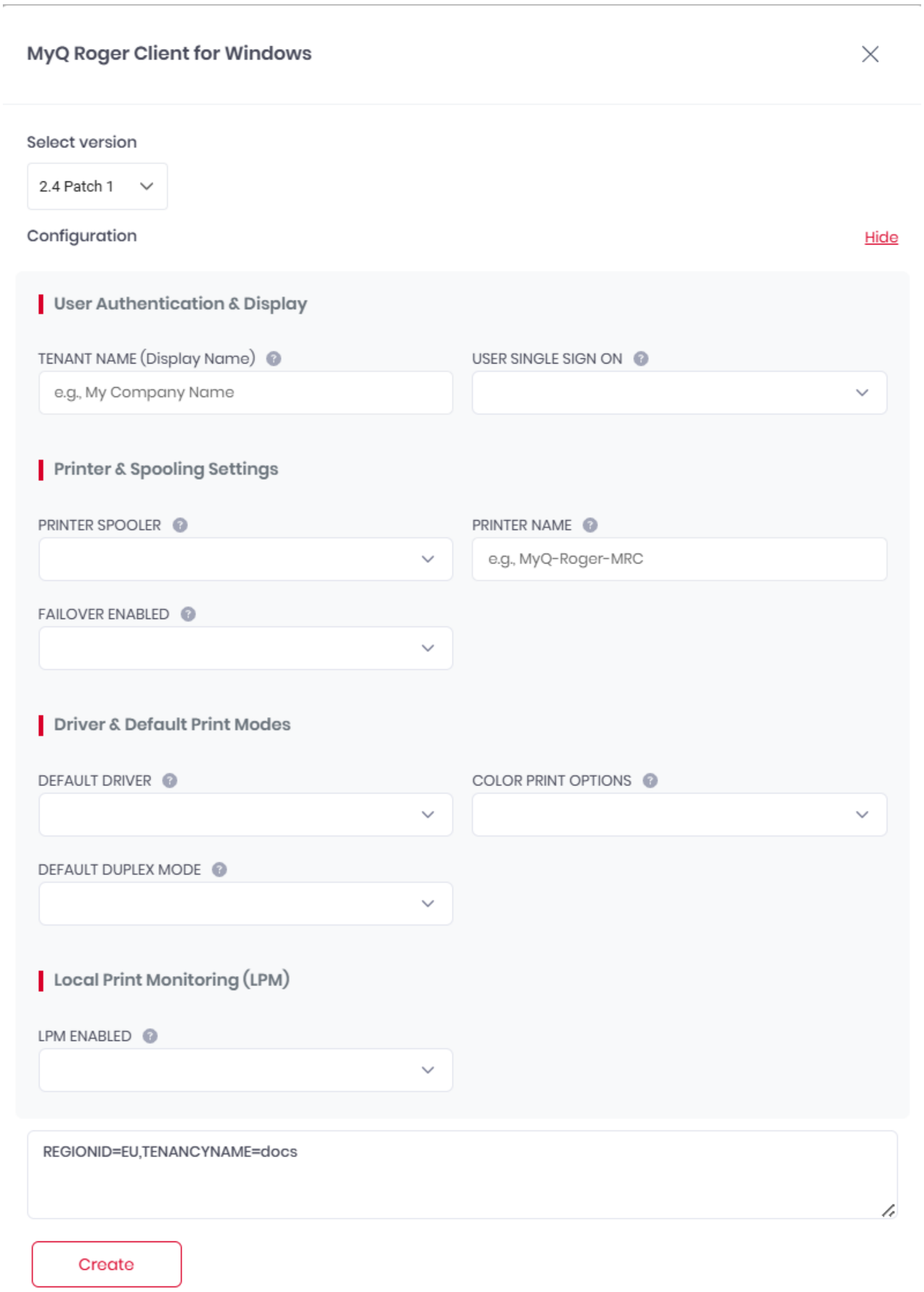
When you download a Desktop Client from the **Desktop Clients** page, you can create customized installer configurations. This allows you to pre-configure settings so that users don't need to enter them manually during installation.

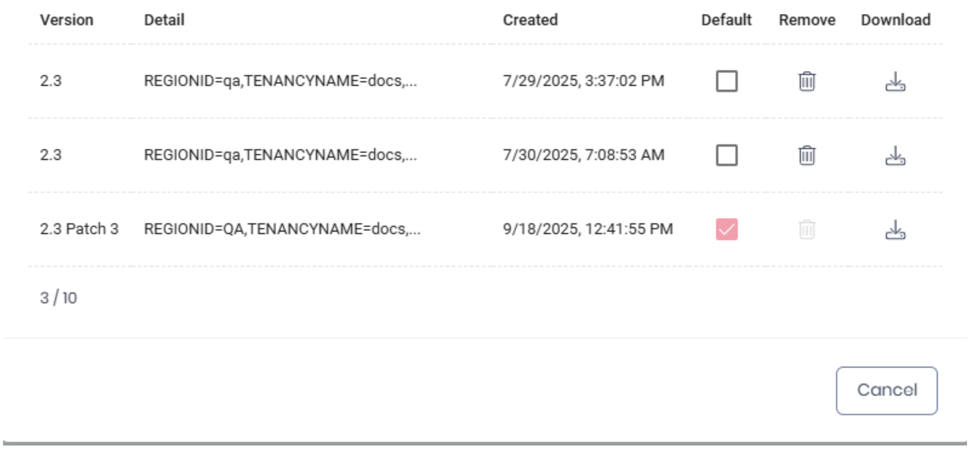
For each platform, you can create up to 10 customized installers.

Create a Configured Installer

1. Go to **Supervision > Desktop Clients**.
2. Click **Download** and select **MyQ Roger Client for Windows** or **MyQ Roger Client for macOS**.
3. In the dialog that opens, select the **version** from the dropdown.
4. Click **Hide/Show** next to **Configuration** to expand the configuration options.
5. Configure the settings as needed (see below).
6. Click **Create**.

The configured installer appears in the list at the bottom of the dialog.





Version	Detail	Created	Default	Remove	Download
2.3	REGIONID=qa,TENANCYNAME=docs,...	7/29/2025, 3:37:02 PM			
2.3	REGIONID=qa,TENANCYNAME=docs,...	7/30/2025, 7:08:53 AM			
2.3 Patch 3	REGIONID=QA,TENANCYNAME=docs,...	9/18/2025, 12:41:55 PM			

3 / 10

Cancel

Configuration Options

Tenant & Region

These values ensure that the configured installer connects to the correct tenant. The values are required, and are generated automatically by the configuration builder based on your tenant.

- **TENANCYNAME**
- **REGIONID**

⚠ If you create or edit a configuration manually, you must include these values. Otherwise, the configured installer will fail to connect to your tenant.

User Authentication & Display

- **Tenant Name (Display Name)**
  The display name shown to users in the client. (Windows only)
- **User Single Sign On**
  Enable SSO authentication with Microsoft Entra ID. (Windows only)

Printer & Spooling Settings

- **Printer Spooler**
  Select the spooling mode: Client Spooling, Cloud Spooling, or both.
- **Printer Name**
  The name of the printer created during installation. Default is MyQ-Roger-MRC (Windows) or MRC-Printer (macOS).
- **Failover Enabled**
  Enable fallback printing when the server is unavailable. Default is TRUE (Windows) or 1 (macOS).

Driver & Default Print Modes

- **Default Driver**
  Select a bundled universal driver (Kyocera, HP, or RICOH) or specify a custom driver name.
  The custom driver must already be installed on the target computer. Enter the exact name (case-sensitive) of the custom driver.
- **Color Print Options**
  Set the color configuration mode of the printer:
  - 1 - Only color
  - 2 - Only B&W
  - 3 - Both
- **Default Duplex Mode**
  Set the default duplex setting. (Windows only)
  - One-Sided
  - Two-Sided Long Edge
  - Two-Sided Short Edge

Local Print Monitoring (LPM)

- **LPM Enabled**
  Enable monitoring of print jobs sent to local printers, bypassing the Roger server. Default is FALSE (Windows) or 0 (macOS).
- **LPM Ports**
  A list of printer port (Windows) or printer names (macOS) to be monitored when LPM is enabled. Use a comma- or semicolon-separated list of values (case sensitive).

Configuration String

As you configure options, the configuration string at the bottom of the dialog updates automatically. This string shows the parameters that will be applied to the installer.

Example:

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

Manage Configured Installers

The list at the bottom of the dialog shows all configured installers you have created, including their version, configuration string, and creation date. You can set a default installer, download and remove a configured installer.

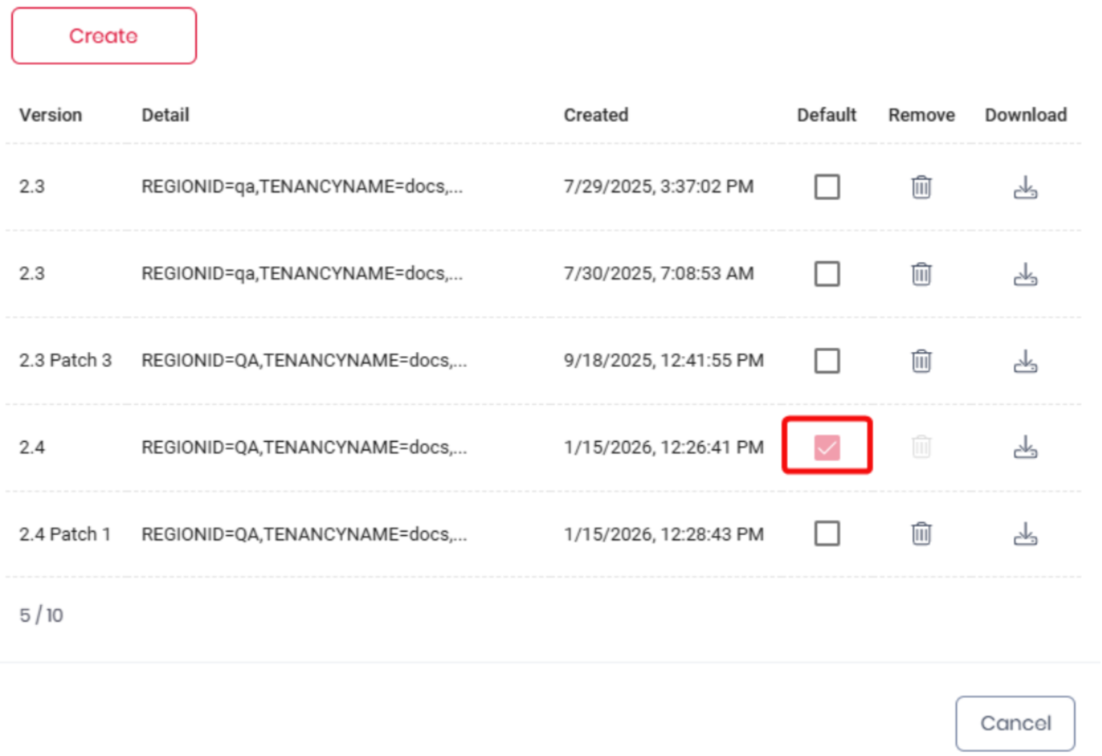
To copy and customize an installer configuration, hover over the **Detail** value and click copy. Then paste the text into the configuration field, and customize it as required and click **Create**.

Set a Default Installer

You can set one default installer each for Windows and macOS.

Select the **Default** checkbox next to an installer to make it the default. The default installer is:

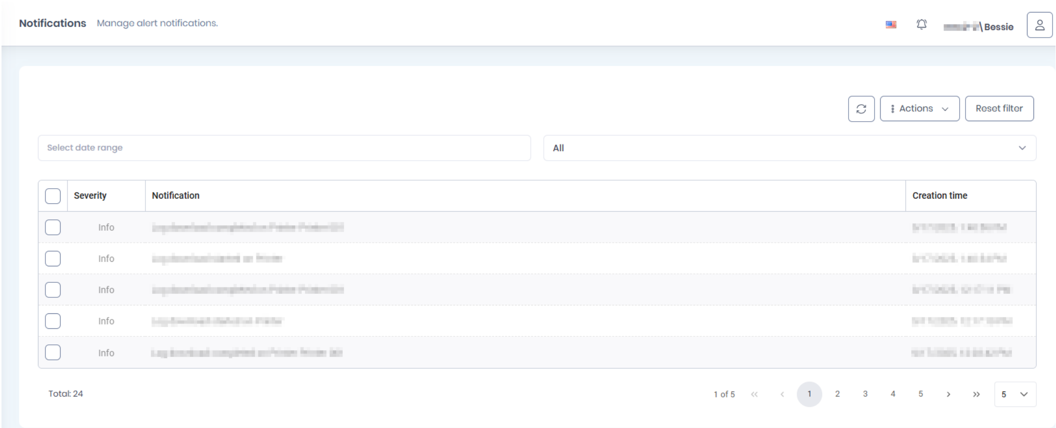
- Sent to users in welcome emails (if enabled)
- Available for download from the **My Settings** page
- Used for remote client updates



6.6 Notifications

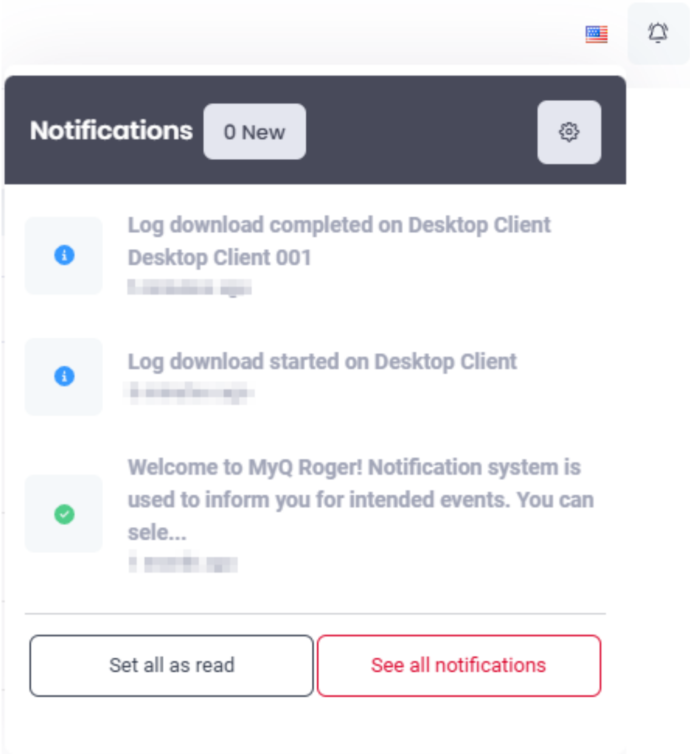
In the **Notifications** page, in **Supervision > Notifications**, the MyQ Roger administrator can view and manage alert notifications. The list contains a description of the notification along with the date and severity information.

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



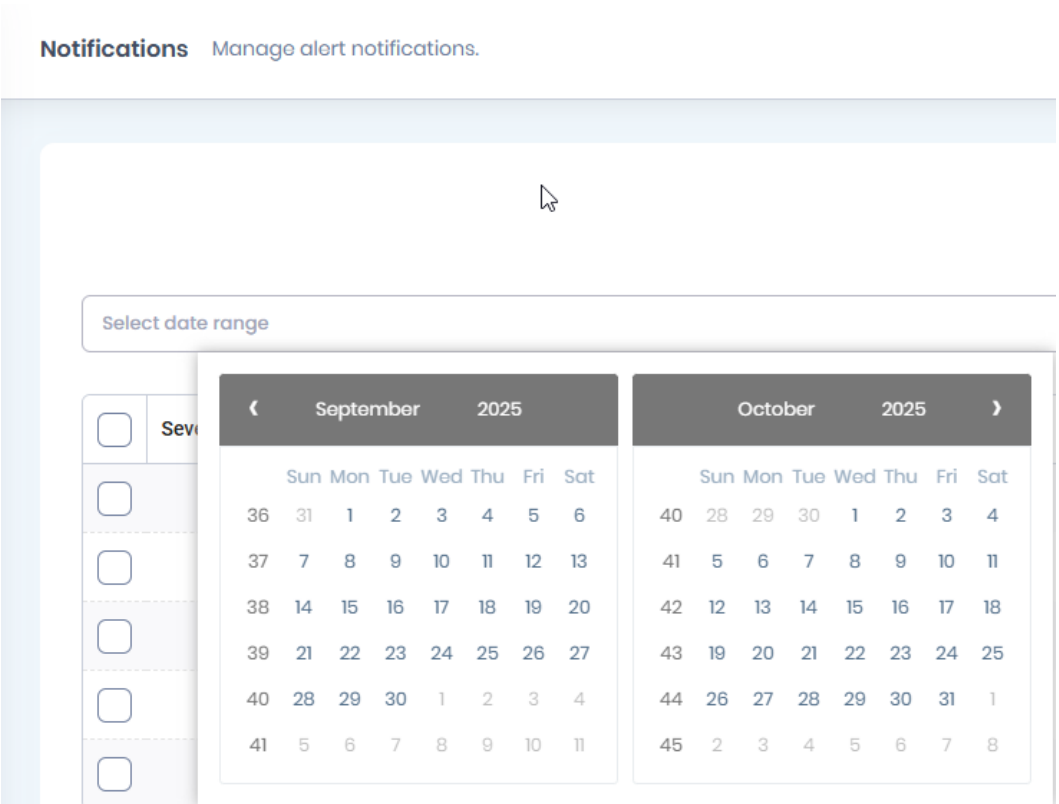
To reach the Notifications page,

- 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,

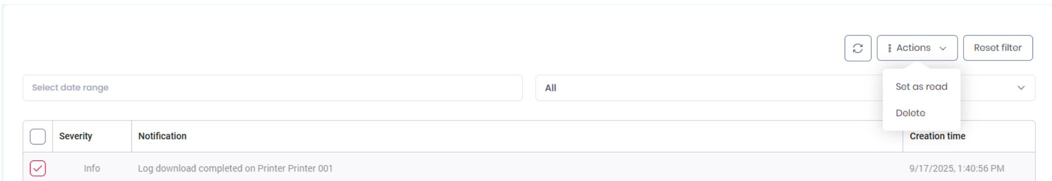
- Click on the date field and select the start and end date from the calendar.
- Click the **refresh** button to the right and the notifications from the selected dates will be displayed.



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

Once the selected notifications are listed:

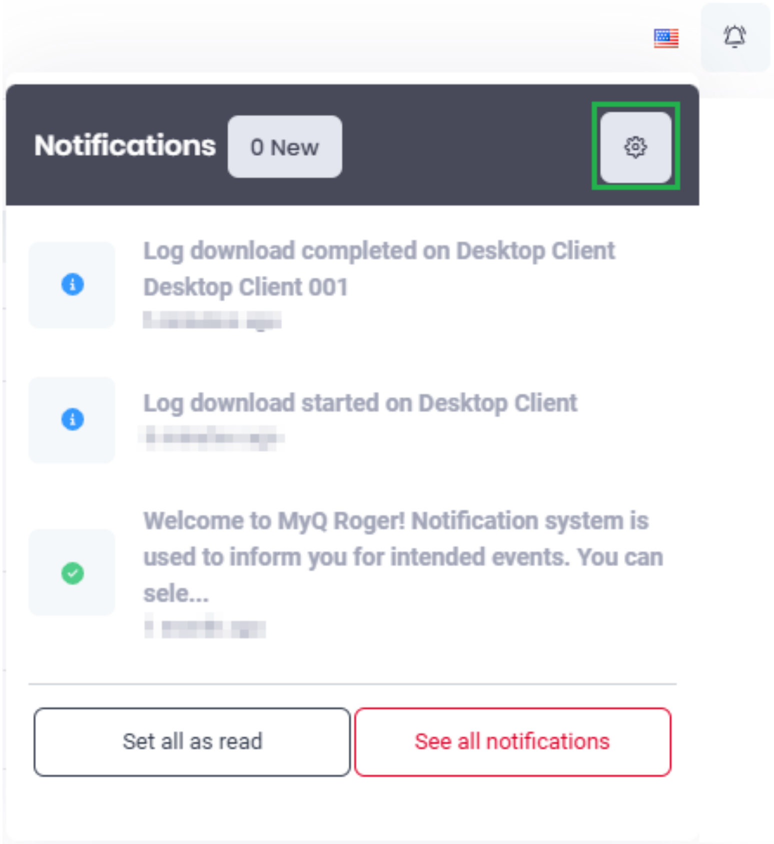
- Click the **Set all as read** button in the upper-right corner to mark them as read.
- Click the **Delete Listed Notifications** button to delete the listed notifications.
- In a notification, under Actions, click the **Set as read** button to mark it as read or **Delete** it.



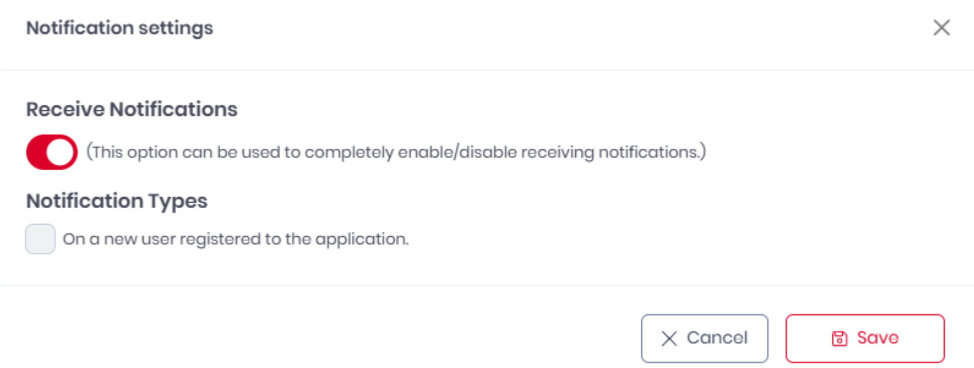
6.6.1 Notification Settings

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.

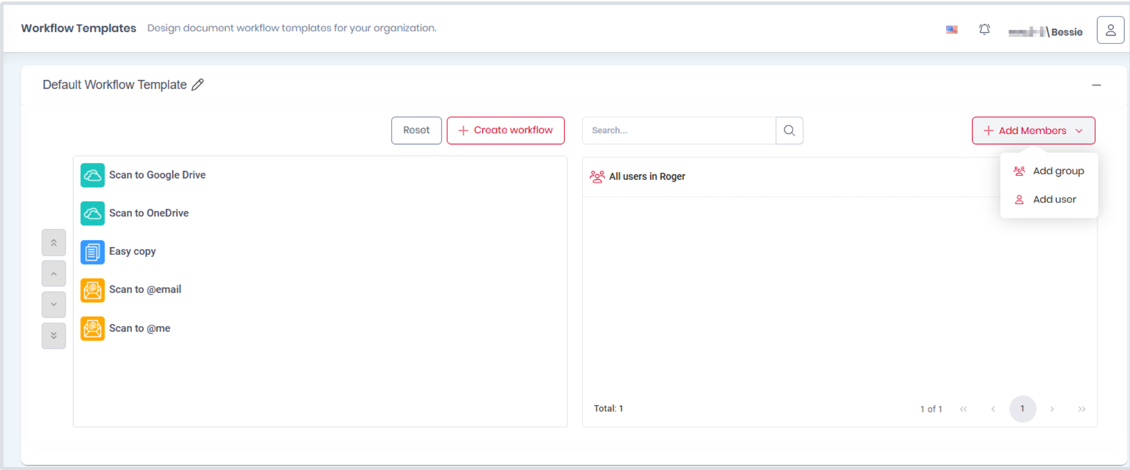
7 Workflow Templates

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.



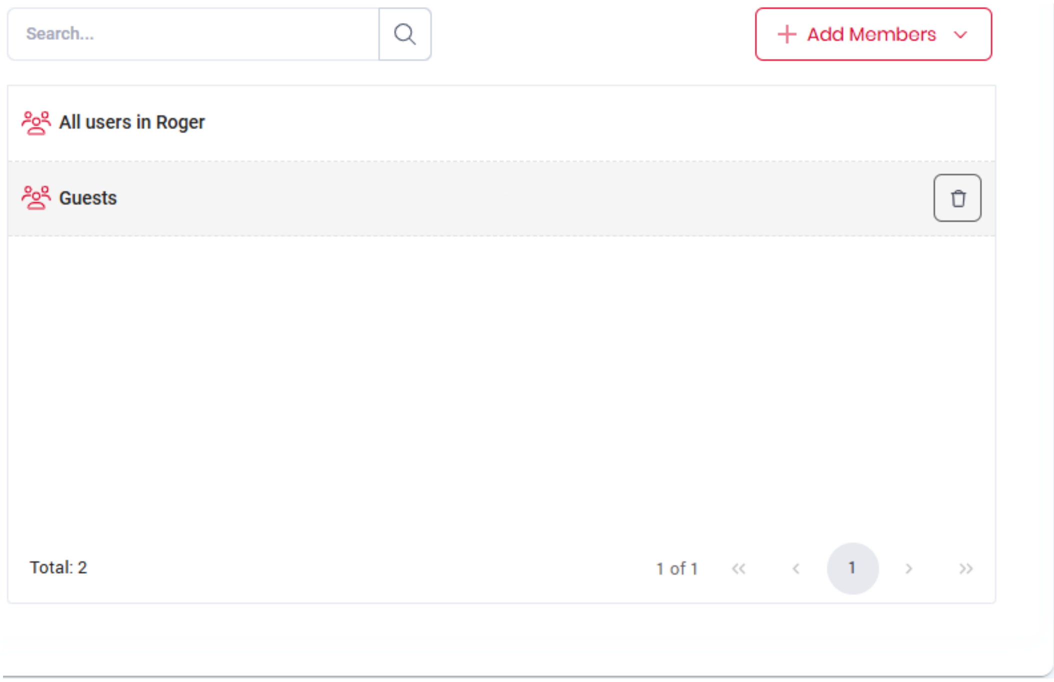
7.1 Default Workflow Template

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.

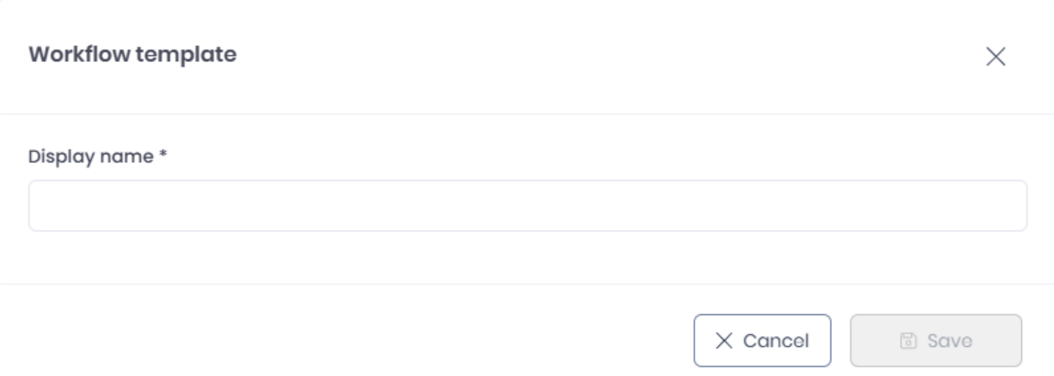
The following workflows are part of the Default Workflow Template:

- 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.

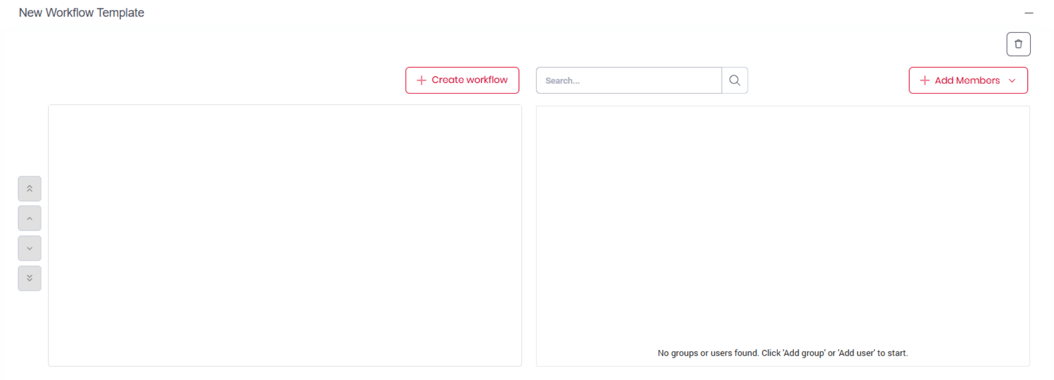
7.2 Creating a Workflow Template

- 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**.



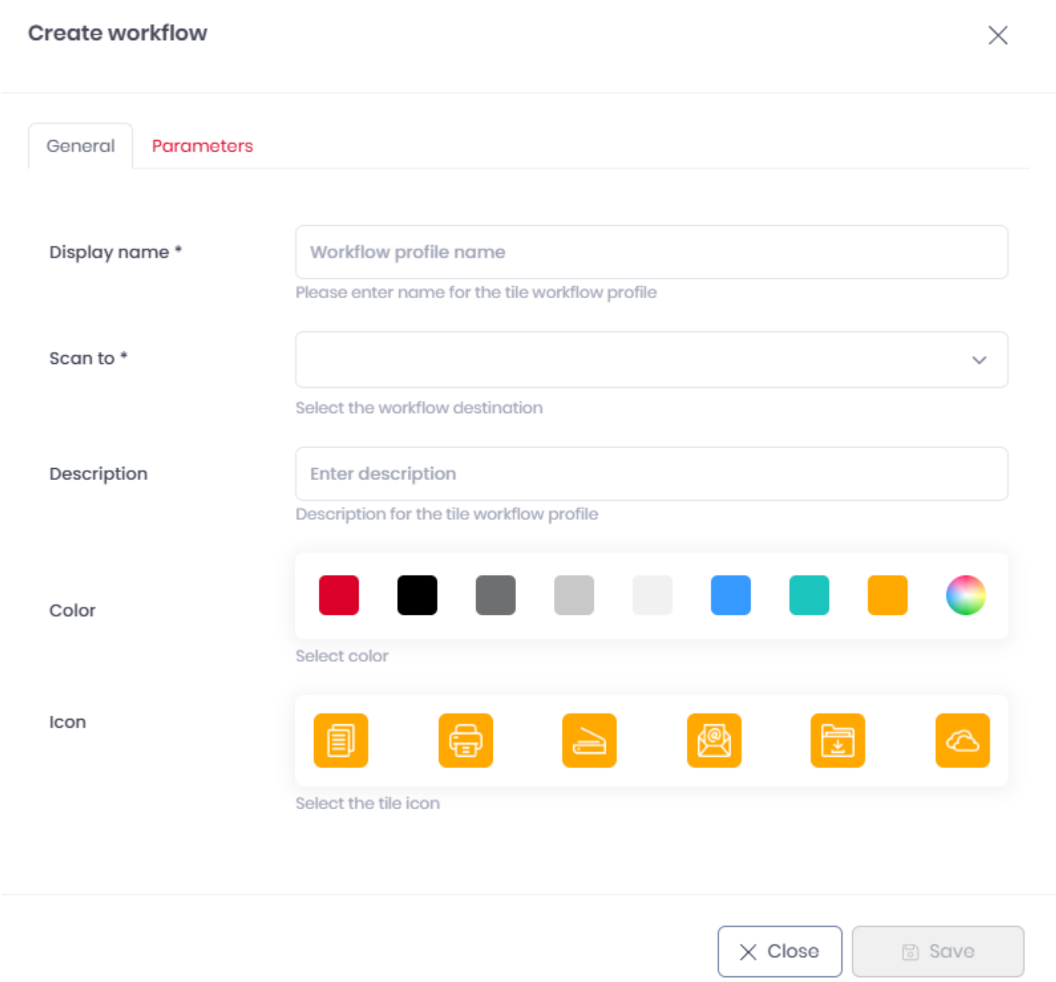
- Your new workflow template is created, and you can now add workflows to it and assign it to users and user groups.



7.3 Adding a Workflow to a Template

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

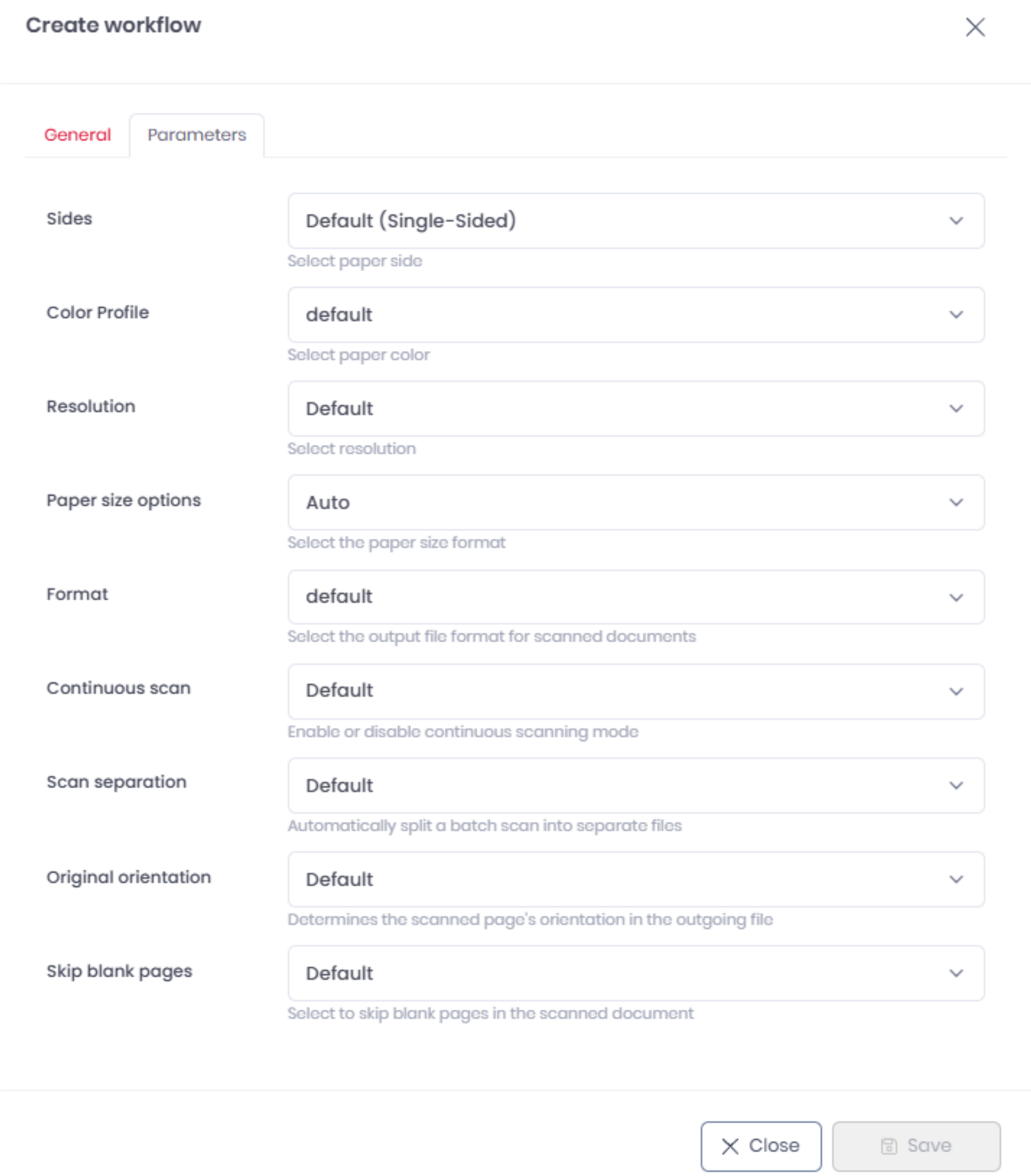
- In the workflow template you want to expand, click **Create workflow**.
- In the pop-up window, in the **General** tab, design the new workflow according to your needs:



- **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 (see page 156)).
    - **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 (see page 156)).
    - **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 (see page 156)).
    - **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.
- **Format** - select a file format.
- **Continuous scan** - change continuous scan settings.
- **Scan separation** - change scan separation settings.

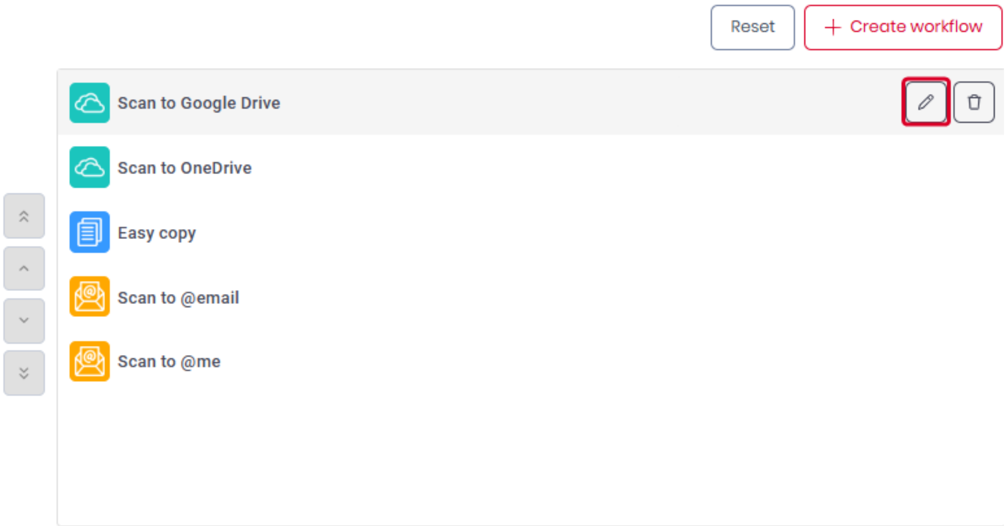
- **Original orientation** - change the orientation settings.
- **Skip blank pages** - turn skip blank pages on or off.

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 members** on the right side of the screen and select **Add Group**.
- Select the user groups from the list and click **Save**.

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

- Click **Add members** on the right side of the screen and select **Add user**, select a user 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.

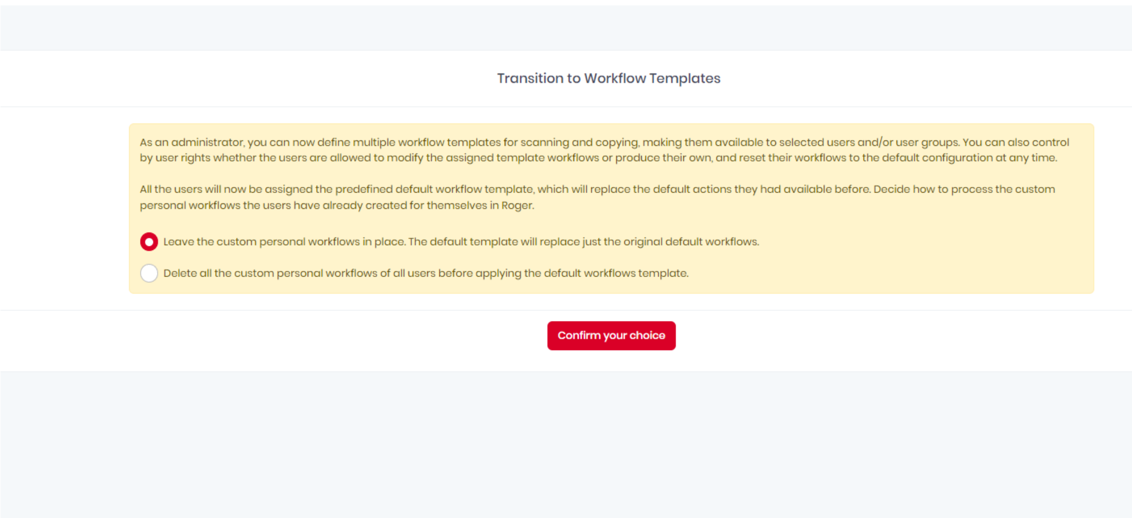
> To go back to the full list of added users, either refresh the page or remove the first name/surname from the search bar and click on the search icon again.

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:

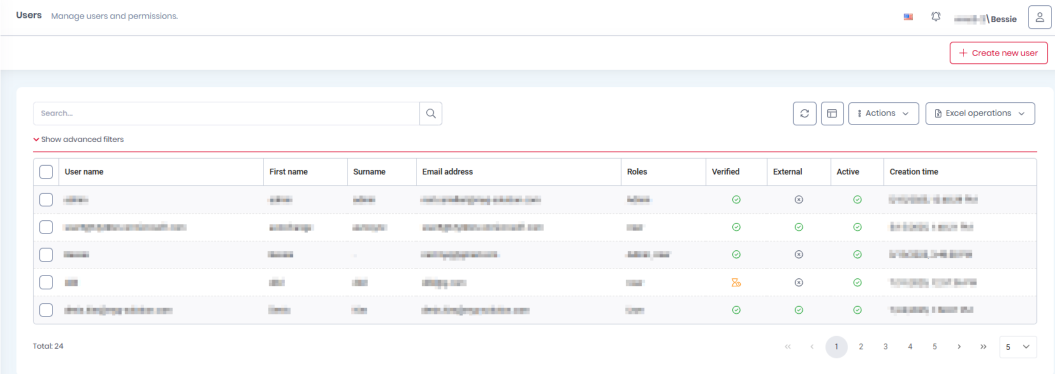
- Manage Users (see page 105)
- Manage User Groups (see page 118)
- Manage Cost Centers (see page 119) (paid feature, available only when the relevant license edition is used)
- Manage Roles (see page 125)

8.1 Users

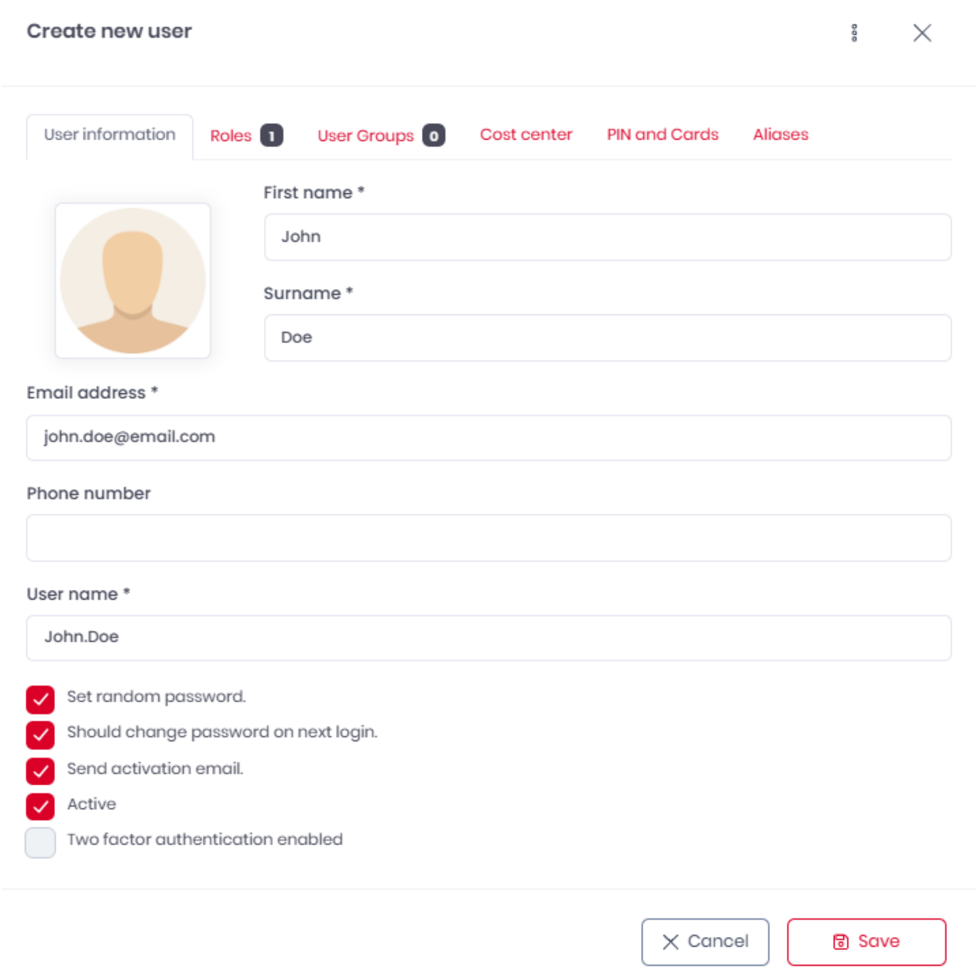
You can create new users manually, via importing from an external source (Excel, CSV), or via synchronization with Microsoft Entra ID.

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 (see page 44) with their login.



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

8.1.2 Importing Users

Use the **Import** feature to add multiple users to your tenant at once from a **CSV** or **Excel** file.

Before you Start

- Prepare your user data in a CSV or Excel file.
- Make sure your file includes a **header row** and matches the column order in the provided examples.

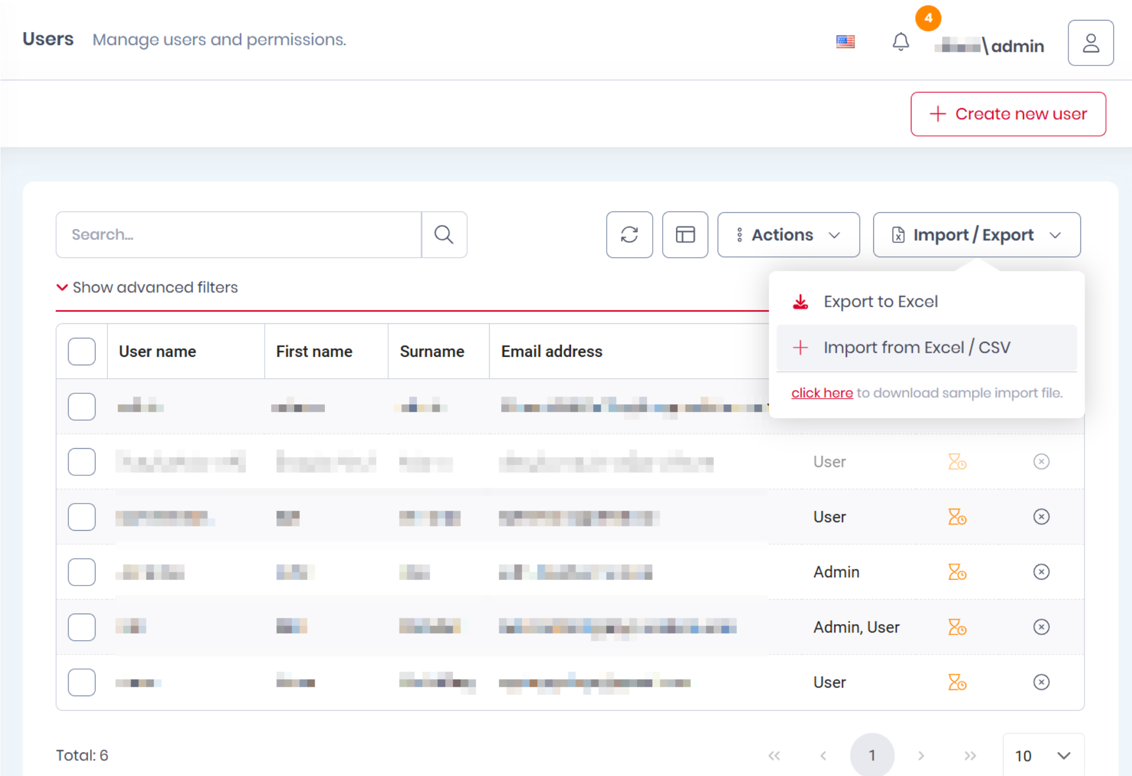
Notes

- You can download and customize a sample Excel import file from the **Import / Export** option. For a sample CSV file, see below.

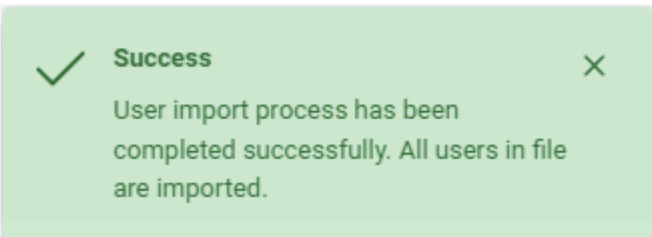
- Users imported from a file can sign in only with their MyQ Roger credentials. External authentication methods (for example, Microsoft or Google sign-in) are not supported for imported users.

Import Users

1. Go to **Roger > Users**.
2. Click **Import / Export**.
3. Select a **CSV** or **Excel** file to start the import.



The import runs as a background job. When it finishes, the UI shows a success message.



File Requirements

The following file types are supported:

- **CSV**
- **Excel**

Limits

- Maximum import file size: **100 MB**

Note the following:

- CSV must be comma-delimited.
- Both CSV and Excel imports require a **header row**.
- Header names can be renamed (for example, localized).
- **Column order must not change,** even if you rename the header labels.

CSV Example

```
UserName,Name,Surname,Email Address,Phone Number,Roles,Cards,Aliases,IsActive,PIN,Password,SendActivationEmail,IncludePINToActivationEmail,User Groups
johndoe,John,Doe,johndoe@example.com,720100200,"Admin,User","123456789,987654321",doejohn,TRUE,1234,badpassword,FALSE,FALSE,"OrgUnitName,Marketing"
```

Supported Fields

Field	CSV index	Excel column	Required	Comment
UserName	0	A	Yes	String
Name	1	B	Yes	String
Surname	2	C	Yes	String
Email Address	3	D	Yes	String
Phone Number	4	E	No	String
Roles	5	F	No	Comma-separated list
Cards	6	G	No	Comma-separated list
Aliases	7	H	No	Comma-separated list
IsActive	8	I	No	TRUE/FALSE Defaults to FALSE when empty.
PIN	9	J	*	number If a PIN is not provided one will be generated randomly.

Field	CSV index	Excel column	Required	Comment
Password	10	K	No	String When empty, user is prompted to change password upon login.
SendActivationEmail	11	L	No	TRUE/FALSE Defaults to FALSE when empty.
IncludePINToActivationEmail	12	M	No	TRUE/FALSE Defaults to FALSE when empty.
User Groups	13	N	No	Comma-separated list

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 your MS Office language. For example, if your MS Office is in German, add WAHR or FALSCH instead of TRUE or FALSE.

8.1.3 Entra ID User Synchronization

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

Required Permissions
Pages.Administration.UserSync

Microsoft Entra ID

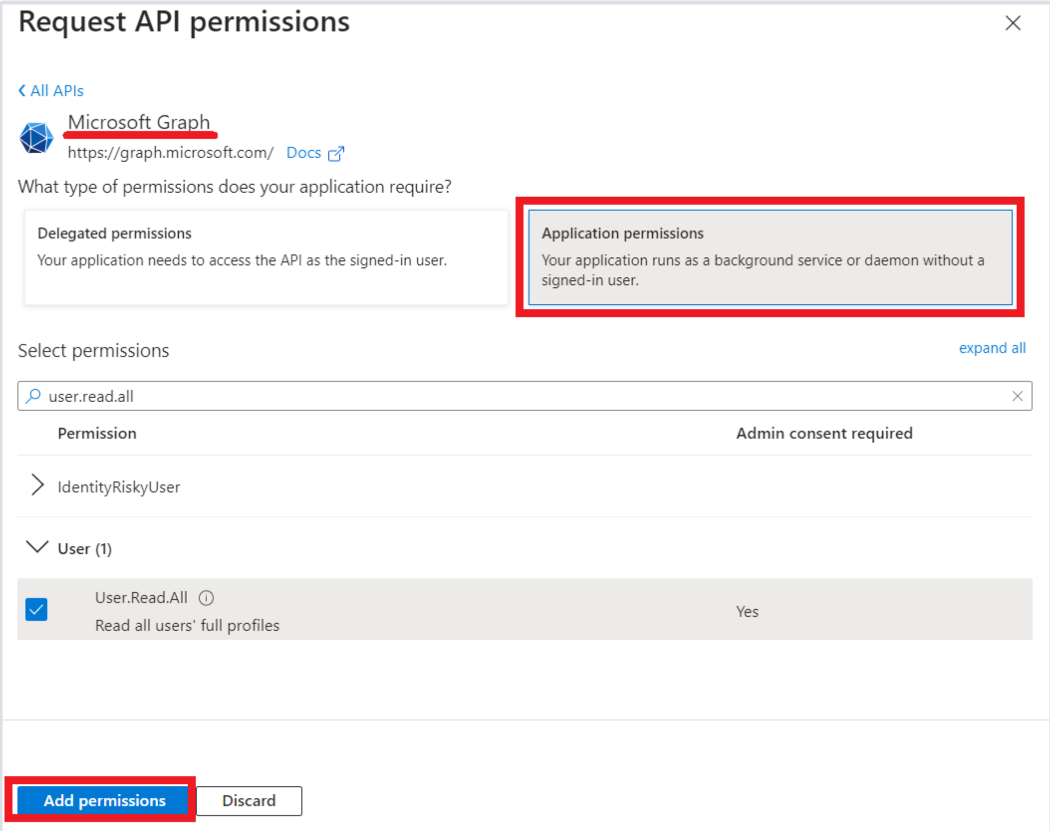
In order to configure a Microsoft Entra ID in MyQ Roger, you should already have an existing Microsoft Entra ID.

Setup and Configuration

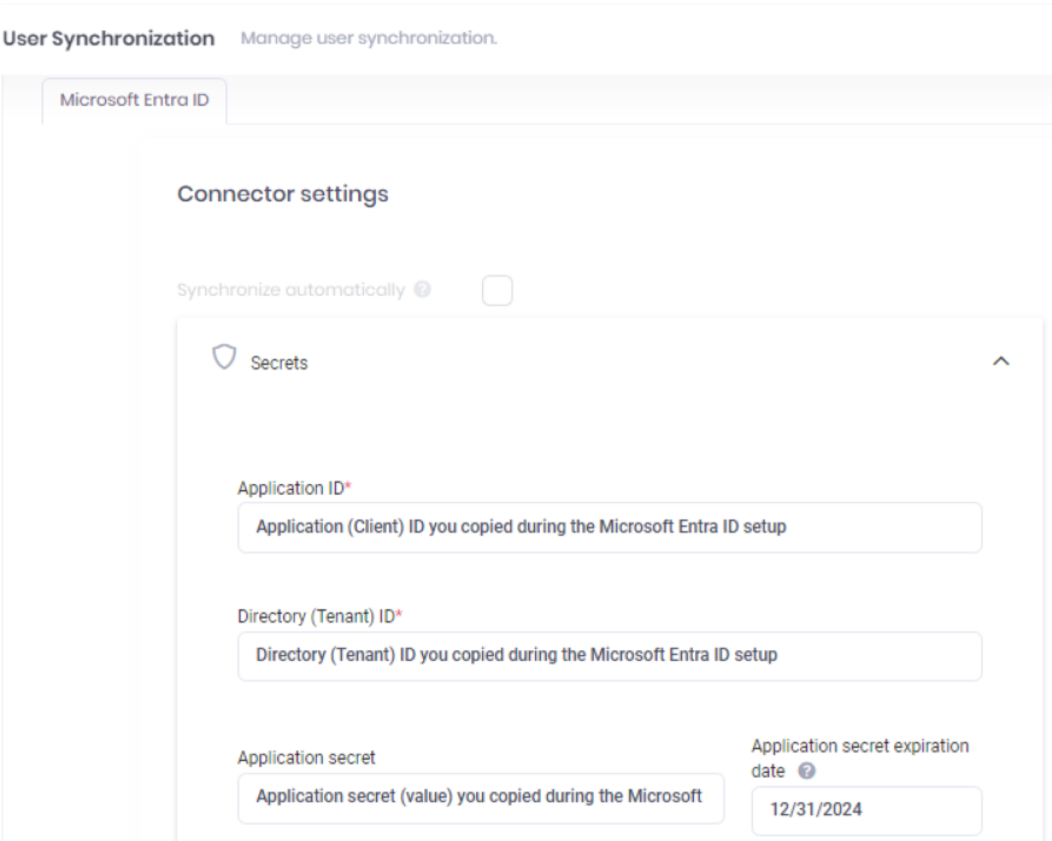
1. Log in to the Microsoft Azure portal[6] and create a new **App registration** in your Microsoft Entra ID https://docs.microsoft.com/en-us/azure/active-directory/develop/quickstart-register-app. The new app overview page opens.
2. Copy the **Application (client) ID** and the **Directory (tenant) ID**, as they are needed for the connection to MyQ Roger.

6. https://portal.azure.com/

3. Go to **Certificates & secrets** and create a **New client secret**. Set the expiration date and copy the secret **Value** (back up the value as it will not be displayed again).
   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.
   c. **From user attribute**: Enter the name of the user attribute from Entra ID you would like to synchronize a group based on, for example “Country”. Optionally customize the root group name that will be created.
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.
   i. **Enable logging identifiers of all users in Entra for next run**: When enabled, this option verifies found users in Entra ID during the next synchronization run. Logs can be found in **Audit Logs**.
9. Set the **Cost Centers** options (Cost Centers require the paid **MyQ Roger Cloud Print Management** subscription edition):
   a. **None**: Select this option if you do not want to sync any Cost Centers.
   b. **From root group**: If you have added groups in the Groups section, this 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.
   c. **Groups by attribute**: Select this option and add the relevant **Attribute name** from Entra ID.
10. 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).
11. To perform the synchronization, click the **Sync now** button or enable auto-sync to synchronize users **every 24 hours** from activation. At any point during a synchronization you can use the **Stop** button to stop the synchronization.

Synchronization Rules

- If an ID user's email address does not exist in the MyQ Roger tenant, a new user is created with the **"ID synced"** tag.
- If an ID user is deleted from the ID and synchronization is done, the user is also deleted from MyQ Roger.

- If an ID 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 ID, 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.

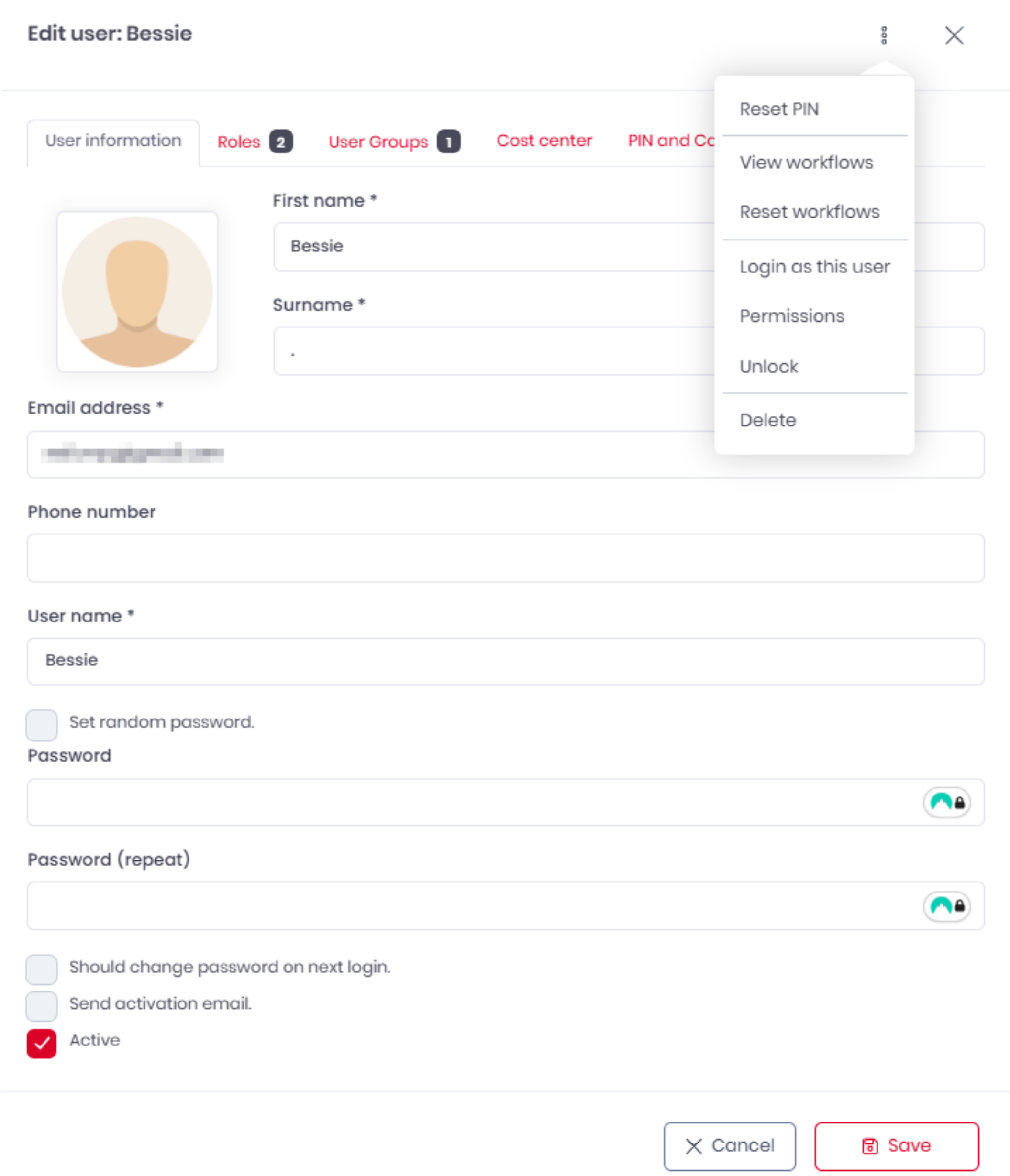
Notifications

- 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.

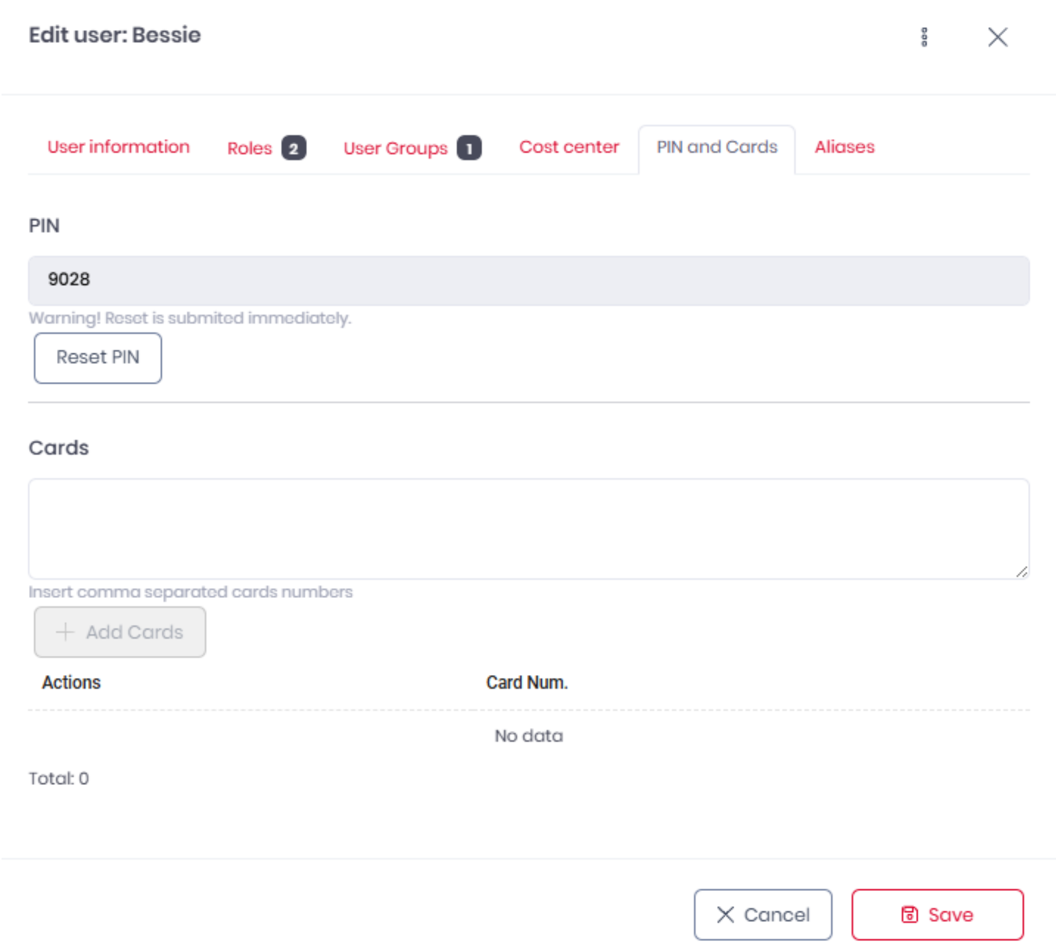
8.1.4 Editing Users

> ⚠ 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 on a user to see their information.



2. Here you can edit the users basic info or use the three-dot menu to:
    - Reset their PIN.
    - View their workflows.
    - Reset their workflows.
    - Login as that user.
    - View their **Permissions**.
    - **Unlock** the user.
    - **Delete** the user.
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.

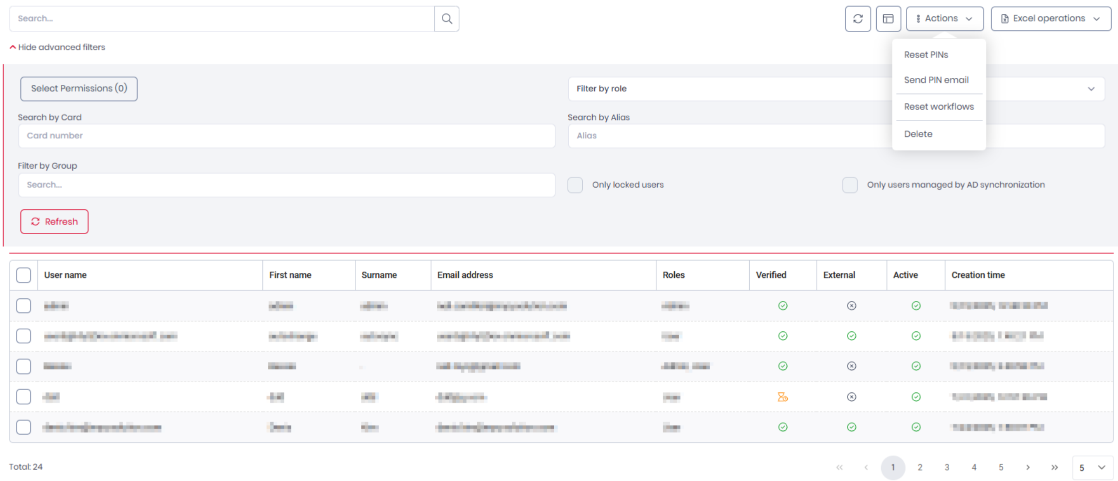
- Check the box next to a **parameter** to give the permission to a user or uncheck it to remove the permission. Once done, click **Save**.
- To unlock a user, click **Unlock**.

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

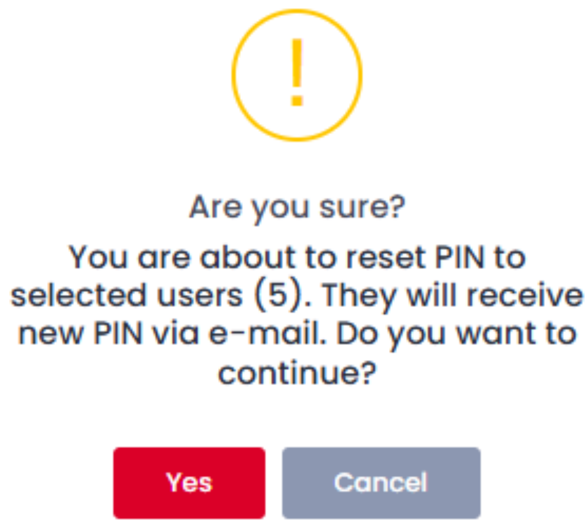
- To reset a user's PIN, click **Reset PIN**.

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

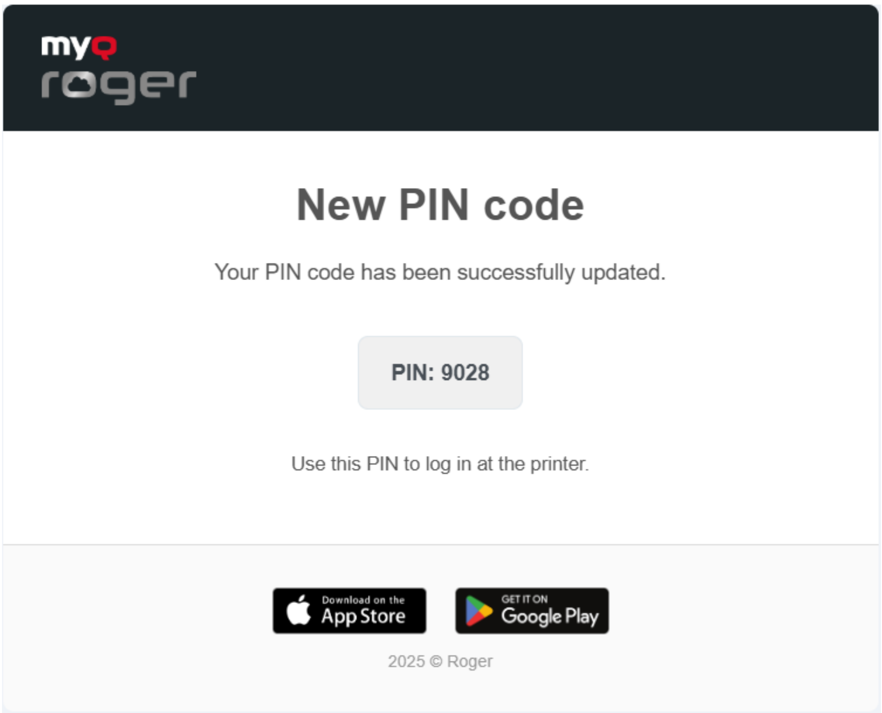
- Click **Show advanced filters.** Add the user groups you want in the **Filter by Group** field.
- Optionally, **Filter by role**, by selecting admin or user or **Search by Card**.
- You can also mark the **Only locked users** checkbox to reset PINs only to locked out users, and mark the **Only users 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 (see page 109) or created on the MyQ Roger server Web UI by the administrator or a user with sufficient permissions.

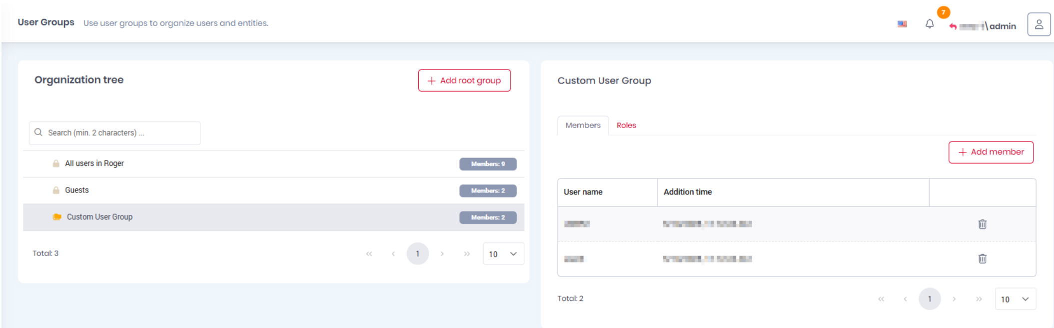
All users are automatically members of the built-in **All users in Roger** user group. When a tenant is created, this group is created as well by default. All later added users are inserted by default, including users from user synchronization.

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**.

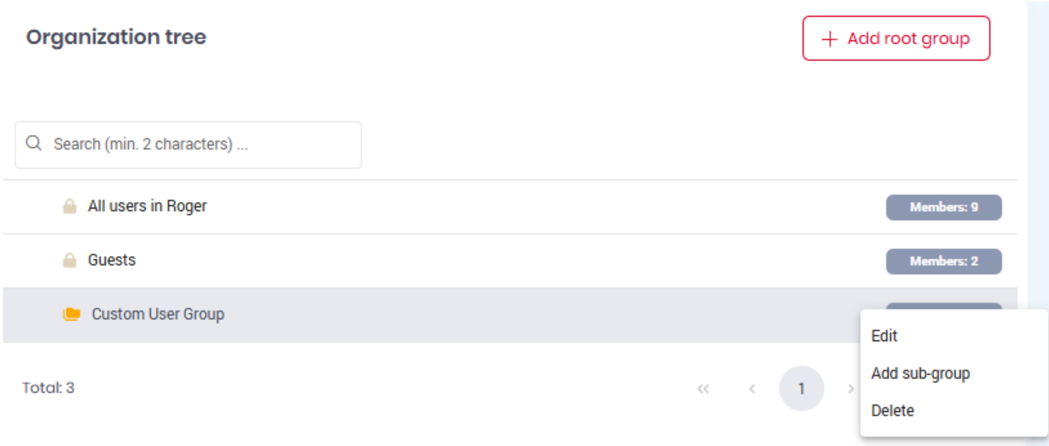


2. Click **Add root group** to create a new user group.
3. In the pop-up window, give a **Name** to your user group and click **Save**.
   You can now add members to it.
4. Select the new user group and click **Add member** on the right side.
5. Select the users from the list and click **Save**.
   You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

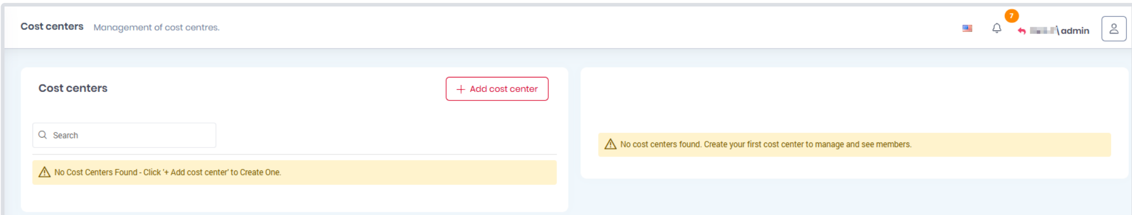
8.3 Cost Centers

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**.

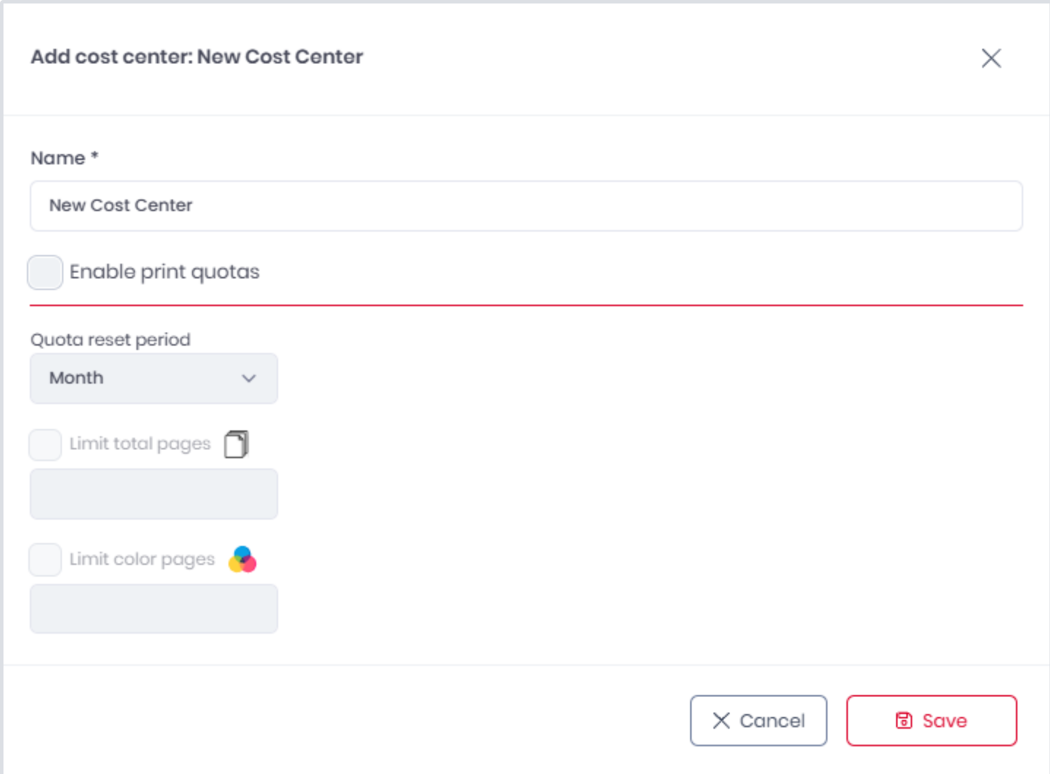


There, you can view and manage your existing cost centers and create new ones as well.

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.
- (Optional) Add a quota (see page 123) to the cost center.

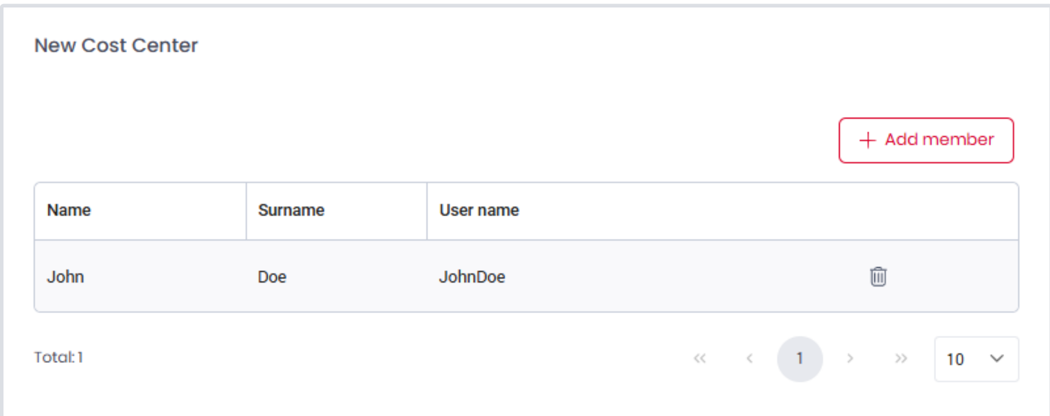


To assign users to it,

- 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,

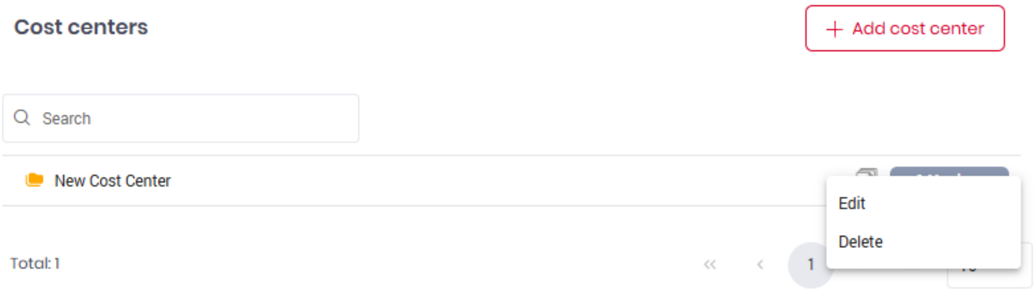
- Click on the trashcan icon next to the user.



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.

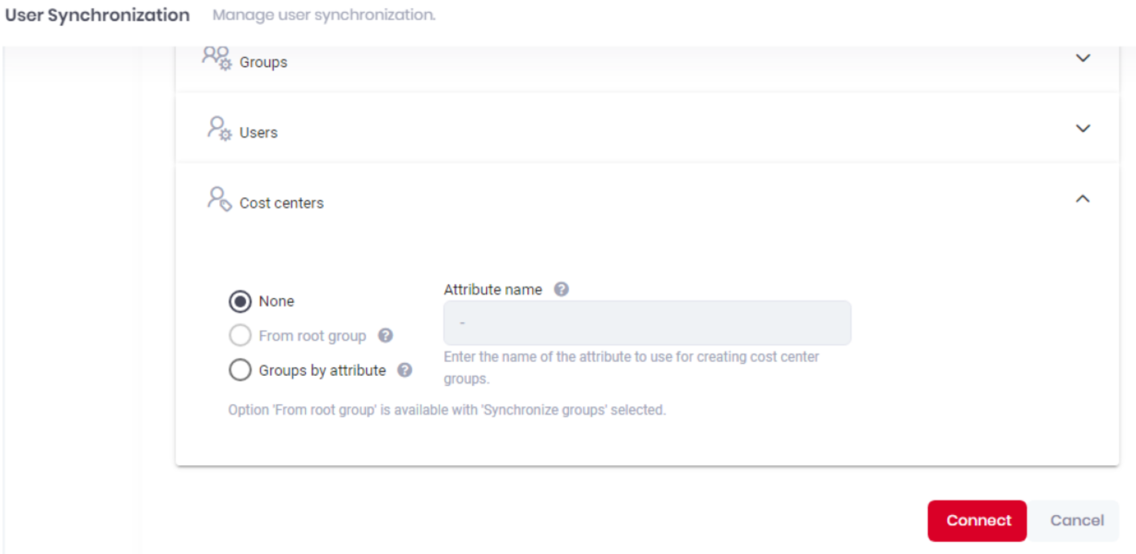
8.3.3 Importing a Cost Center

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

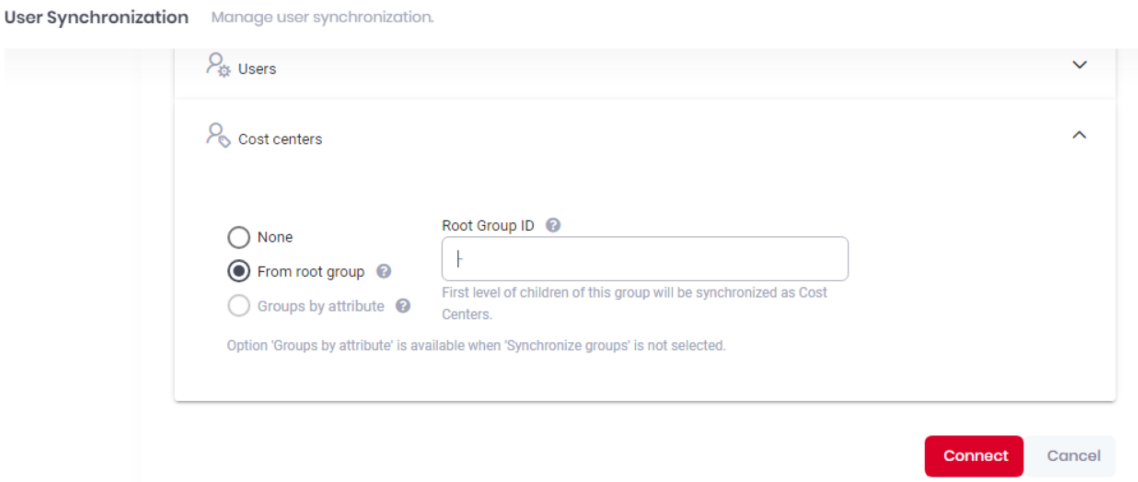
- The settings are available in **Administration > User Synchronization > Microsoft Entra ID Connector settings**.

In the Cost Centers section:

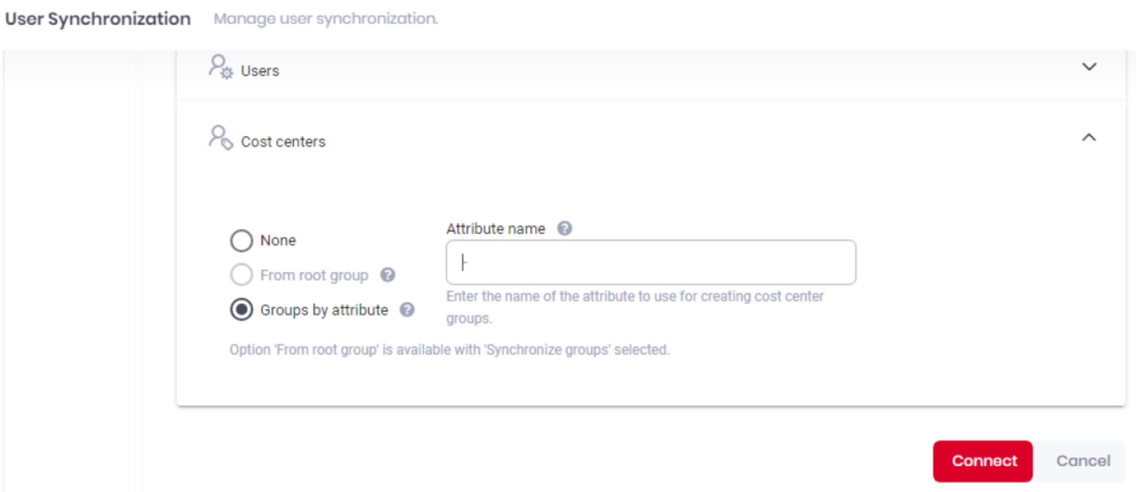
- Select **None** if you don't want to import cost centers.



- 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.



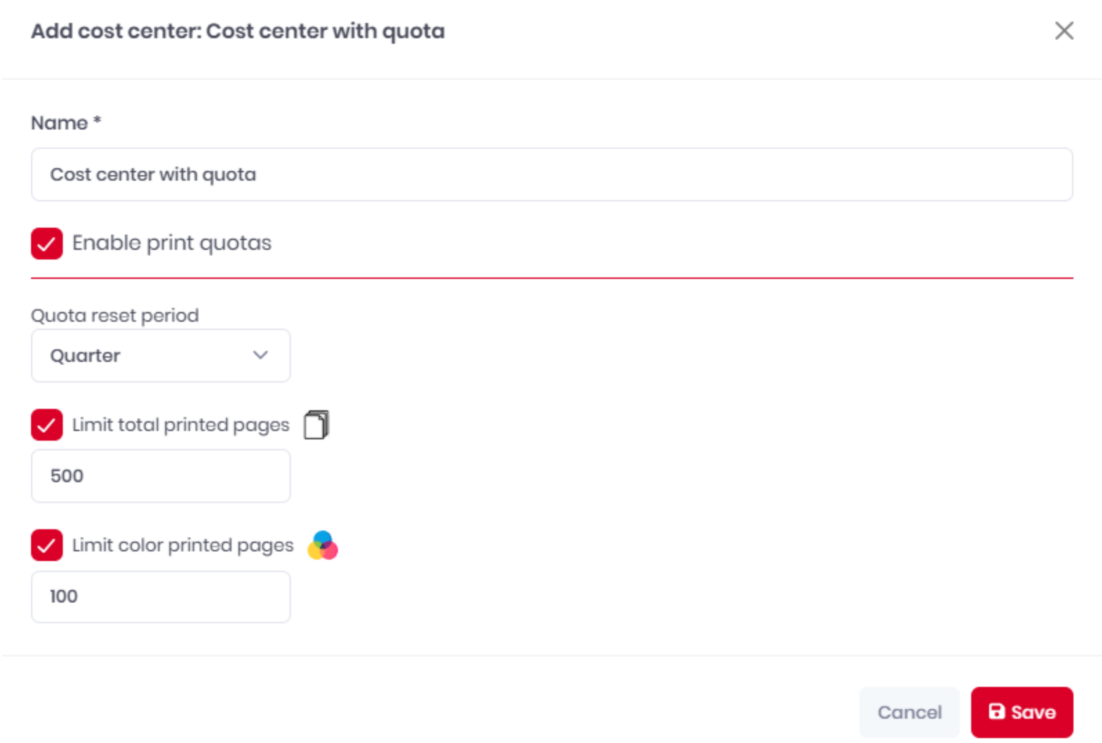
For more information on User synchronization, check AD user synchronization (see page 109).

8.3.4 Quotas

Quotas can be enabled as part of any given cost center. While Cost centers allow you to monitor the accounting of a user or group, Quotas allow you to prohibit further actions when a limit is reached.

To Create a Quota

1. Either create a new Cost center that you would like the quota to apply to or edit an existing one.
2. Click **Enable print quotas**.
3. Select a **Quota reset period** from Day, Week, Month, Quarter, or Year.
4. Set the quota to **limit total pages** and **limit color pages**, either or both can be limited. Setting a quota of 0 color pages effectively forces B&W printing only for the specified users.

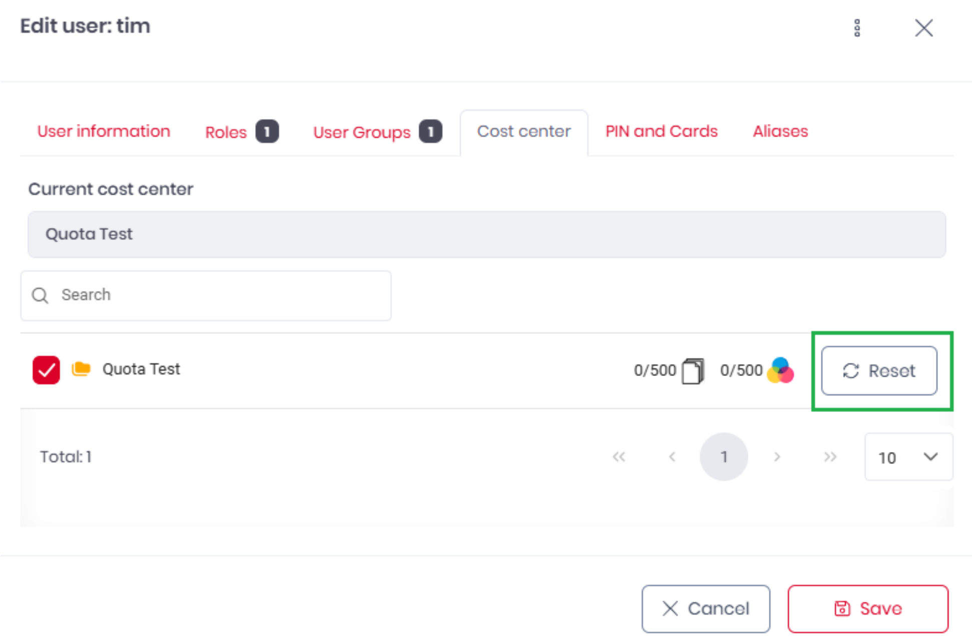


The Quota will be applied to all members of this cost center but is individual to each user, for example a quota of 200 total pages means each user can print 200 pages. Each user can view their individual quota on terminals. Once the quota is reached the current job will be finished and further printing will be prohibited.

Reset the Quota for a User

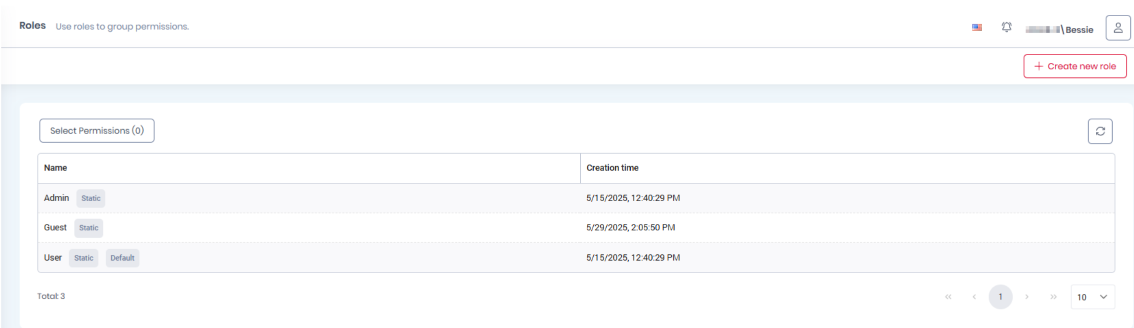
Should further printing be necessary for a particular user after their quota has expired, individuals can have their quotas reset for the given time period. To reset a user's quota:

1. Go to **Organization**>**Users**, locate the relevant user and click to open their info panel.
2. Navigate to the **Cost center** tab and select the relevant Cost center from which the quota is applied. Press the **Reset** button.



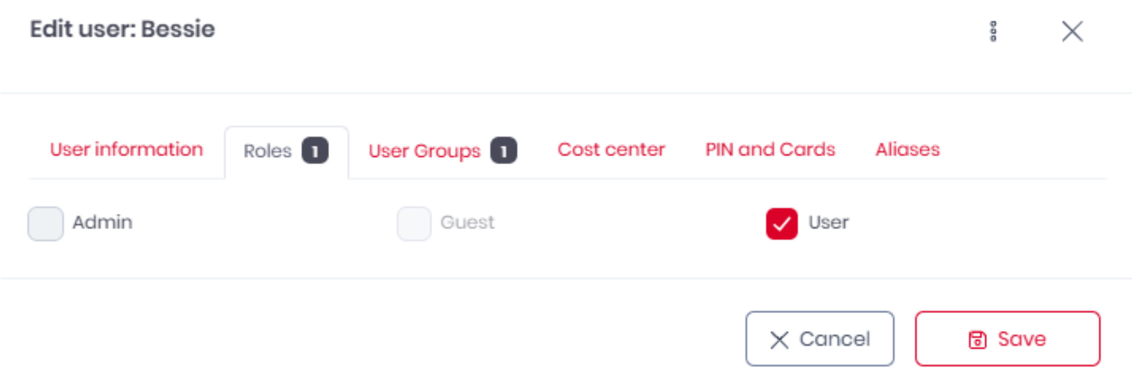
8.4 Roles

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:

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,

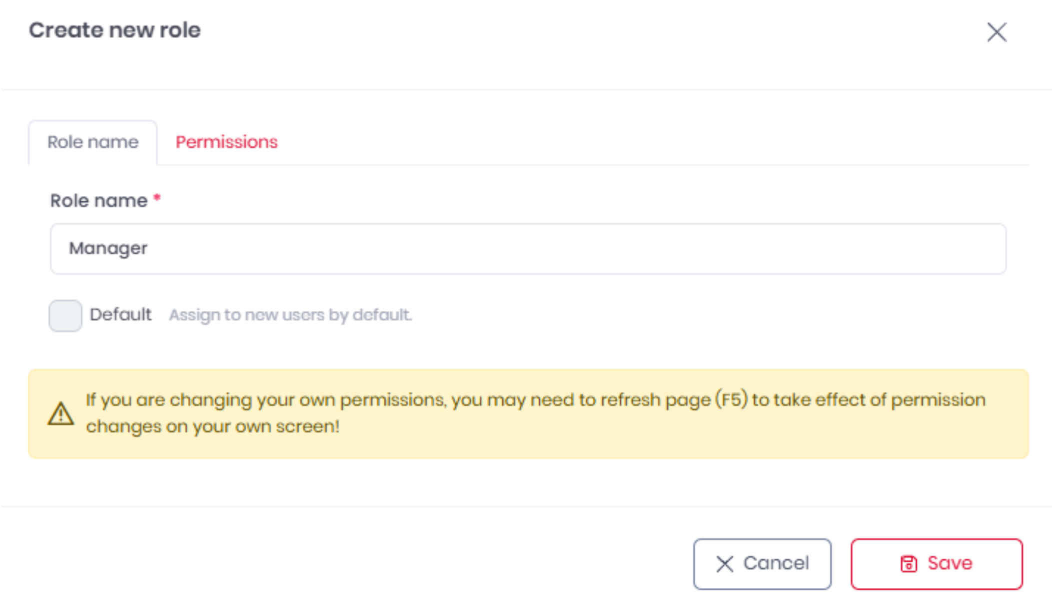
- Click the **Create new role** button in the upper-right corner.

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

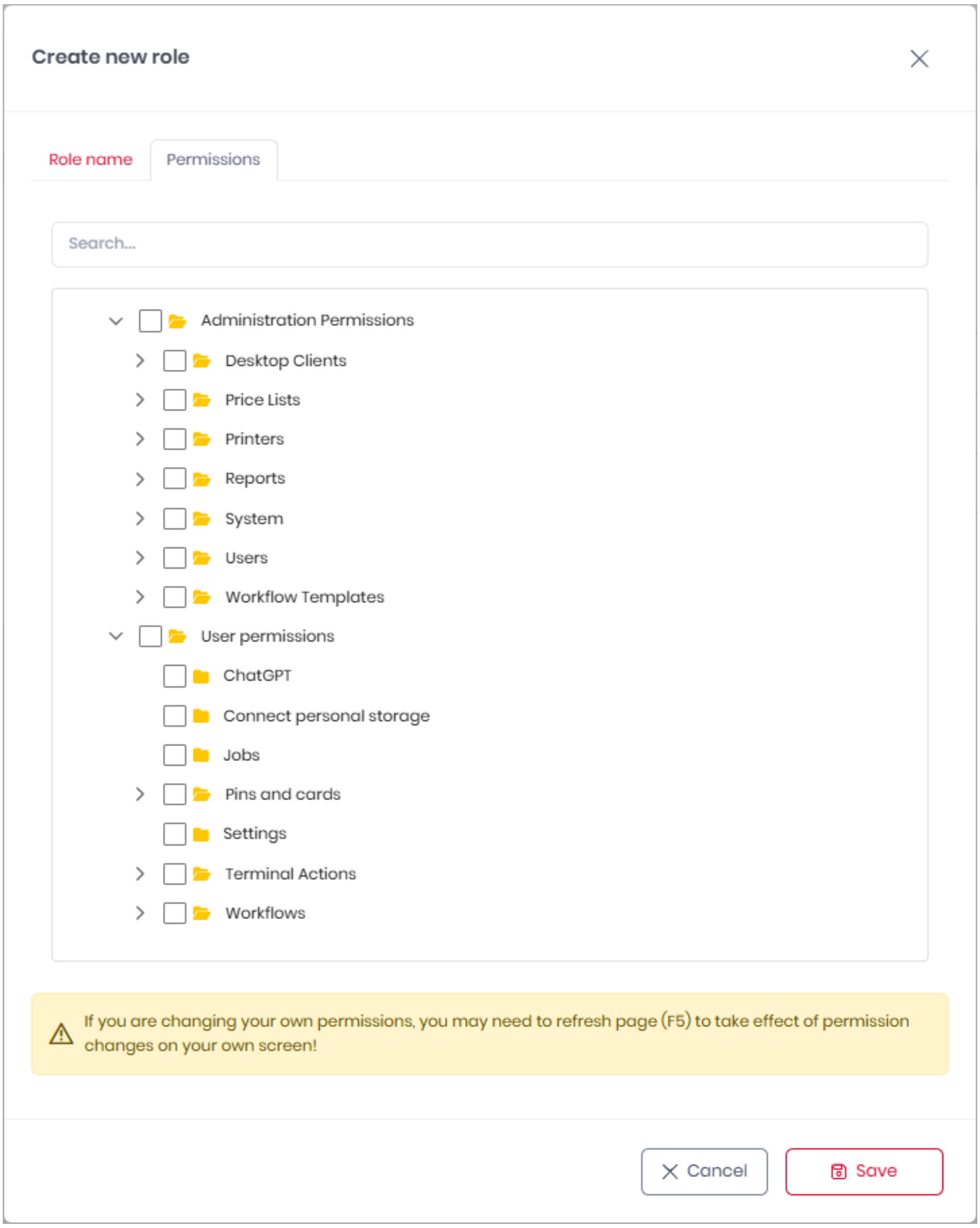
- Add a **Role name *** for your new role.

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 on it.
  You can then change the role name and the permissions it includes.
- To delete a role, use the trashcan icon.

9 Administration

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

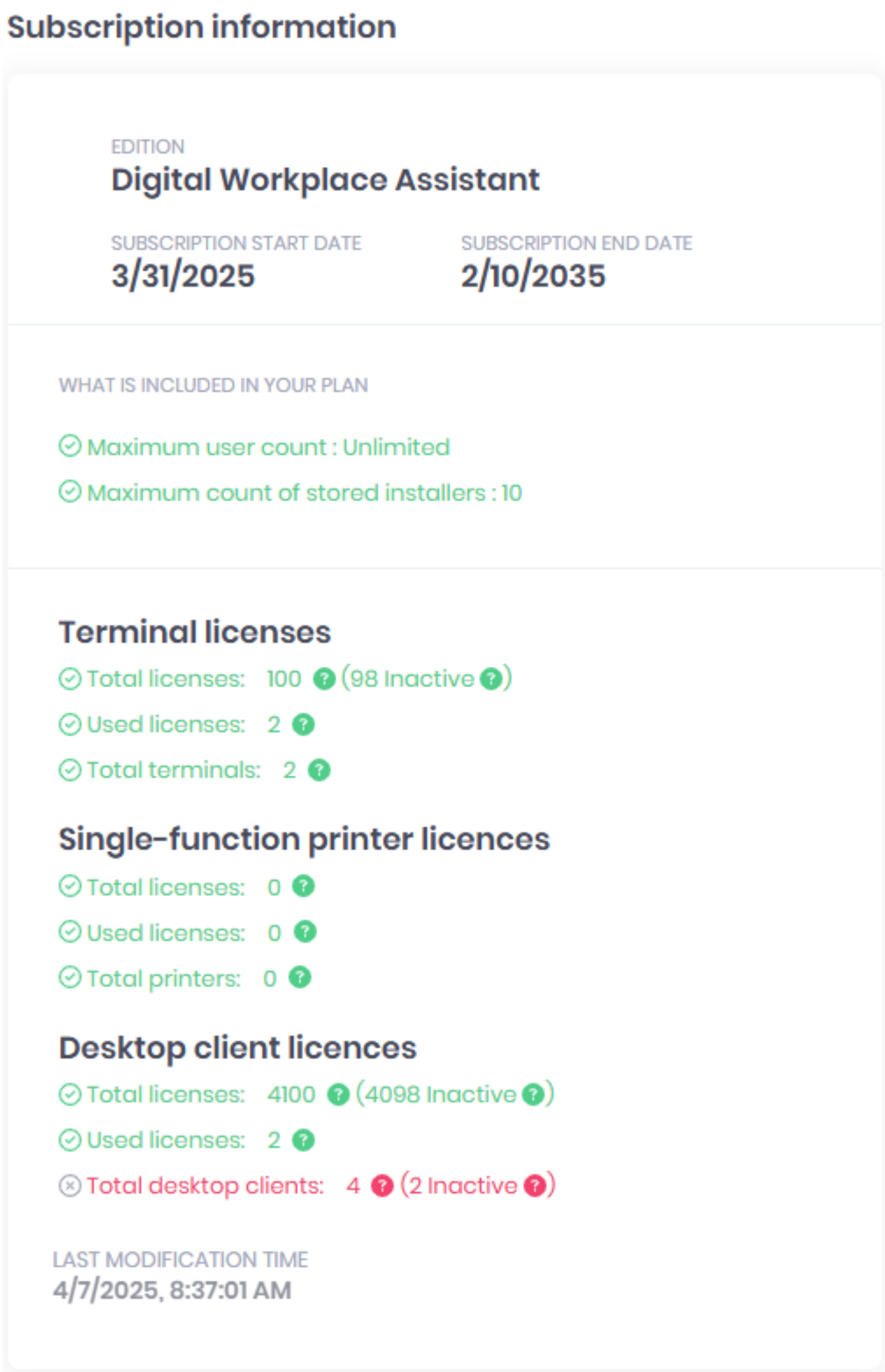
- Overview Subscription (see page 130) and license information
- Manage User Synchronization (see page 139)
- Manage Price Lists (see page 140)
- Manage universal printers (see page 143)
- Manage Printer configurations (see page 145)
- Manage cloud services and PIN & cards settings (see page 156)
- Manage MyQ Roger settings (see page 157)

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.

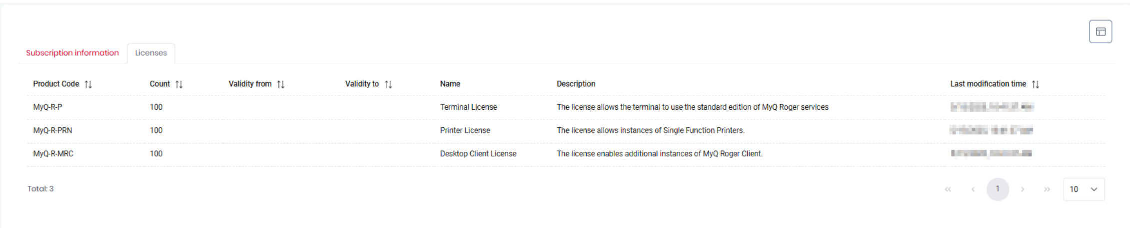


- EDITION - The edition of the subscription you currently have.
- SUBSCRIPTION START DATE - The date your subscription started.
- SUBSCRIPTION END DATE - Tthe date your subscription ends.

- 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.

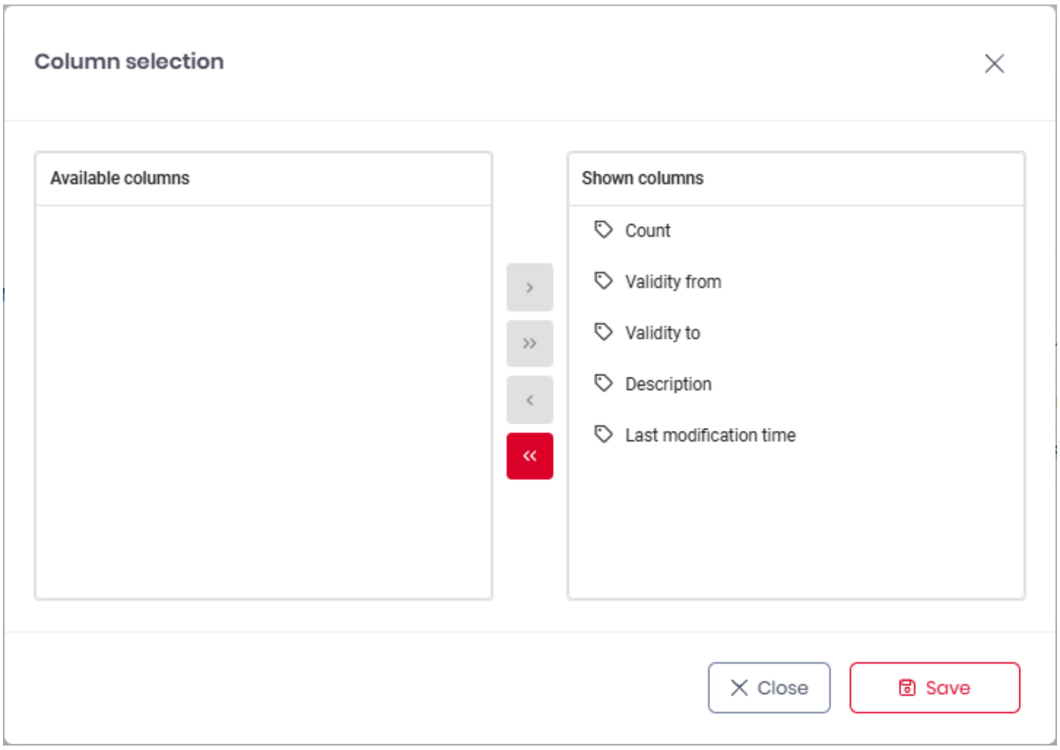


The available columns are:

- **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:

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.

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.

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.

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).

MyQ Software Assurance Plans

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

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

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

Software Assurance Standard

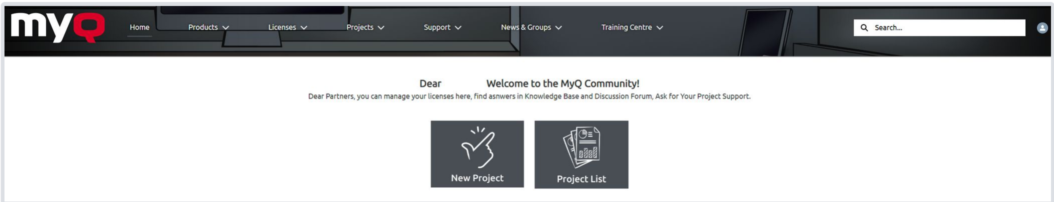
- Without Service License Agreement
- Partner portal access (support requests and software updates available)

For more information about Software Assurance, visit MyQ Community[7].

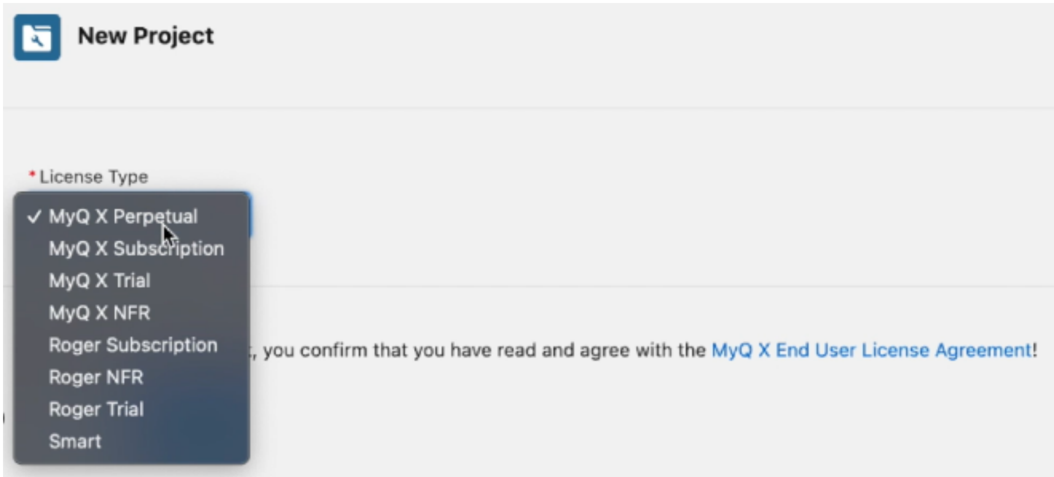
Ordering Licenses

Ordering is done via the MyQ Partner portal[8].

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



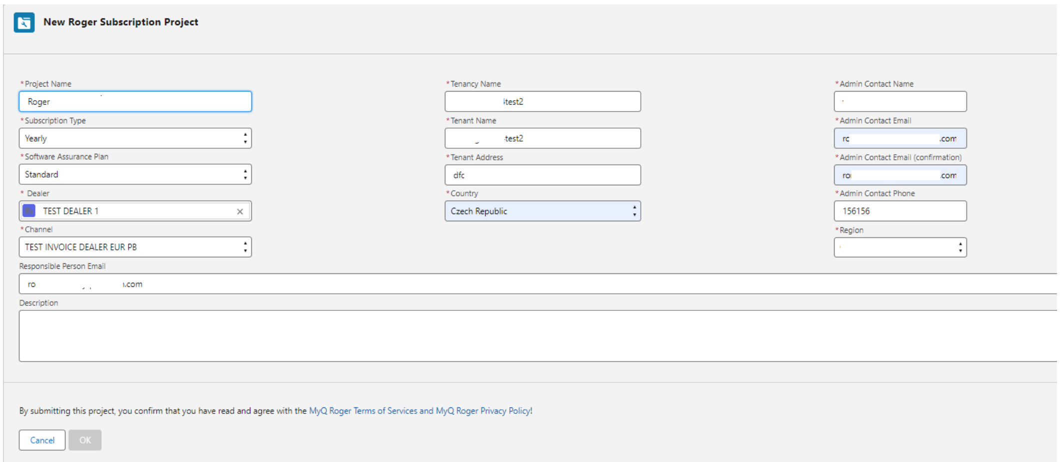
2. Click on **New Project**, select the Roger Subscription **License Type** from the drop-down, and click **Next**.



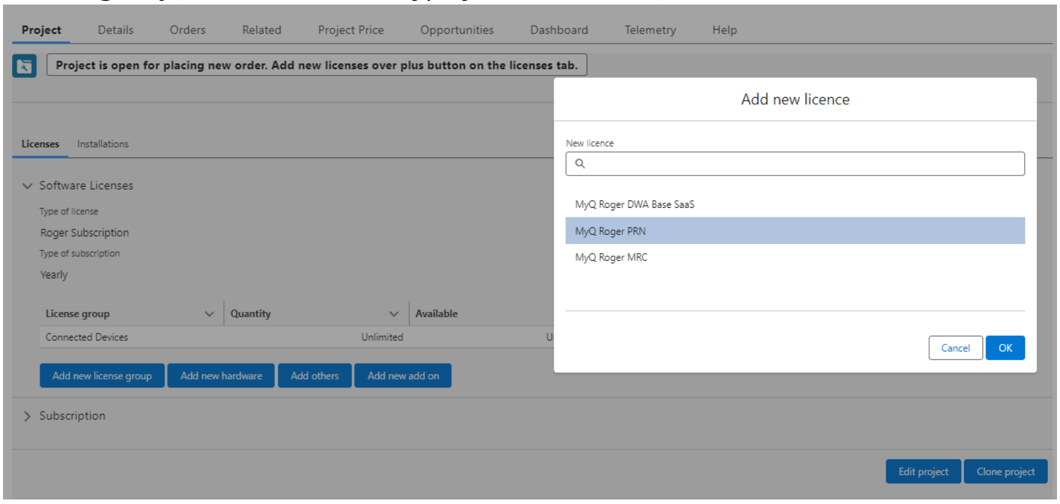
3. Fill in the following:
   a. The **Project Name**,
   b. Select the **Subscription Type** (Monthly, Yearly, Term),
   c. Select the **Software Assurance Plan** (Standard, Premium, Premium Plus - described in detail here[9])
   d. Select a **Dealer** and **Channel** (If the Channel list is empty, please contact your MyQ Account Manager).
   e. The customer information (Tenancy info, admin info). You can optionally add a **Description** as well.
4. Click **OK**.

---

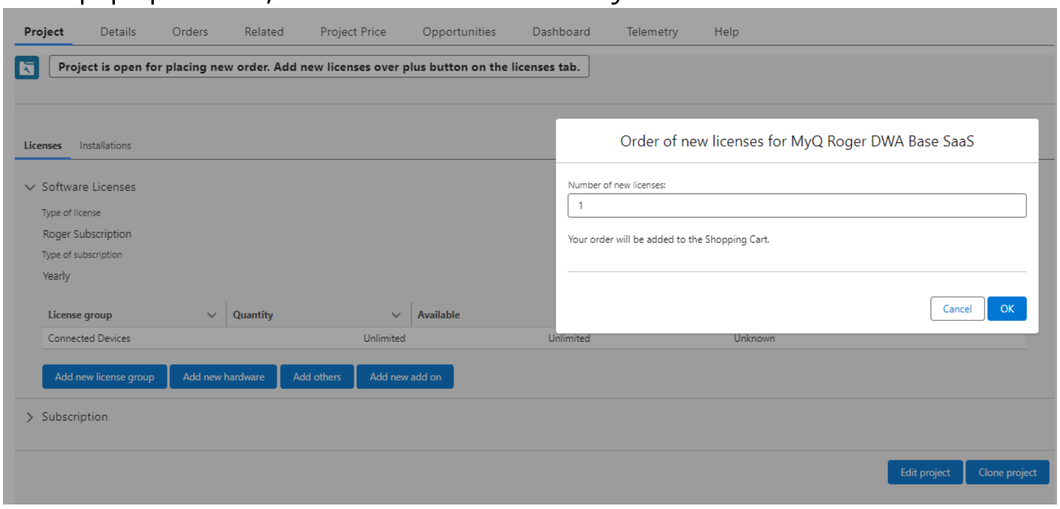
7. https://community.myq-solution.com/s/article/MyQ-Support-Support-Levels-SLA-Case-Priorities-Partners
8. https://partners.myq-solution.com/s/login/?language=en_US
9. https://community.myq-solution.com/s/article/MyQ-Support-Support-Levels-SLA-Case-Priorities-Partners



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**.

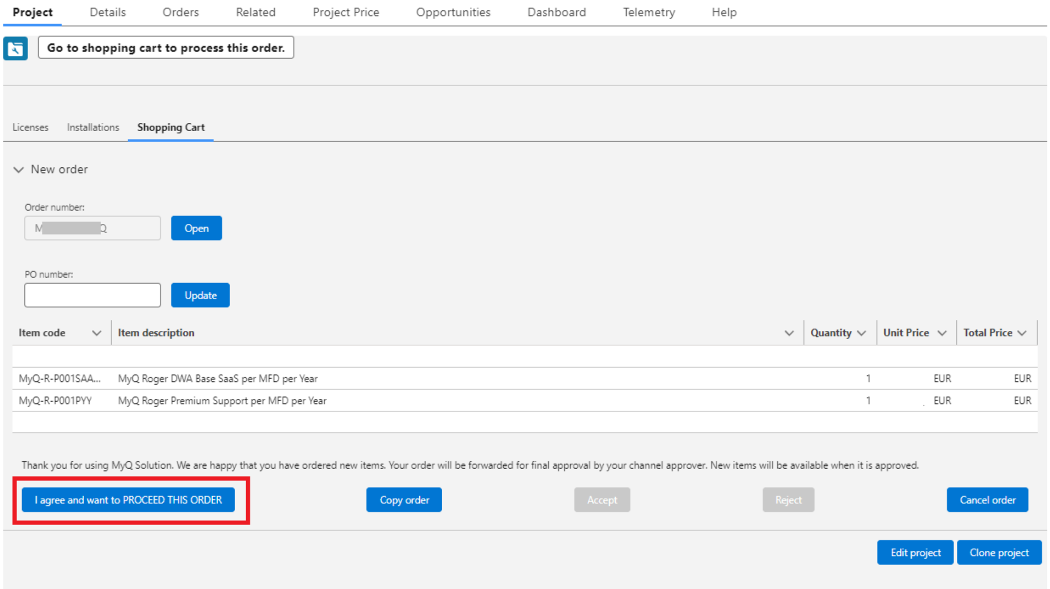


6. In the pop-up window, add the number of licenses you want to order and click **OK**.



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.

Add Licenses to an Existing Project

To add licenses to an existing project:

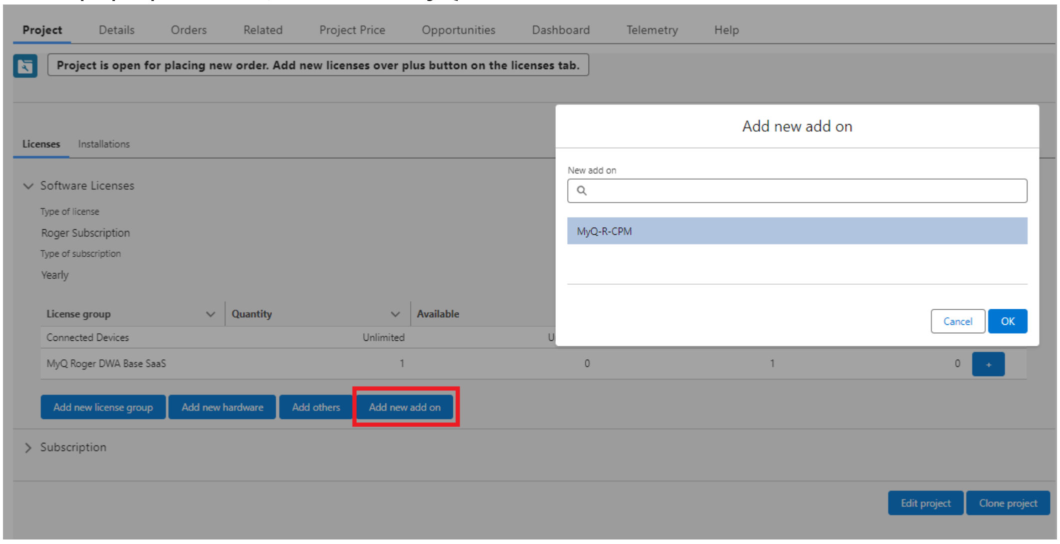
1. Log in to the MyQ Partner portal using your Partner ID and password.
2. Click on **Projects List** and **Search** for the Project you wish to add licenses to.
3. Click on the **Project Name** to expand the Project details.
4. Click on the plus (**+**) icon next to the edition you want to expand on.
   (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.

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.

Subscription Information

To view your subscription expiration date, go to **Licenses > Subscription**.

All plans can be renewed/extended up to 10 days after expiration.

Topic	Monthly subscription	Annual subscription	Term subscription

Billing & renewal	Automatically renewed and charged on the 1st day of the upcoming month	Charged annually	Expiration date is set during creation; the full term is paid upfront
Add licenses	Licenses can be added at any time; charges apply on the 1st of the upcoming month	Licenses can be added at any time; charged in bulk for remaining months	Not applicable
Change subscription type	Can be changed from monthly to annual in the **Licenses** tab	Can be changed from annual to monthly in the last month of the subscription	Not applicable
Cancellation	Can be canceled before expiration	Can be canceled in the last month before expiration	Can be canceled before expiration
Discounts	Not applicable	Not applicable	Discount applies when purchasing 12 months or more

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:

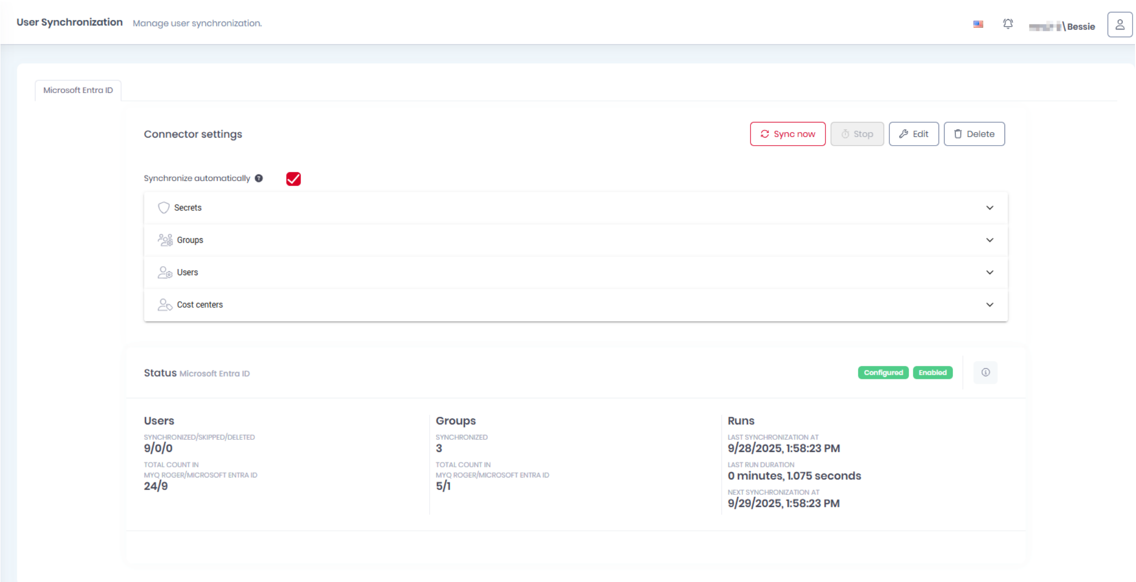
1. Log in to the MyQ Partner portal using your Partner ID and password.
2. Click on **List of Projects** and select the Project you wish to update.
3. In the **Licenses** category, under Software Assurance, click on the **Change Software Assurance Plan** button, select the new Software Assurance plan 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[10]) is supported, and Google Active Directory is being developed and should be available in the foreseeable future.

10. https://learn.microsoft.com/en-us/azure/active-directory/fundamentals/new-name



The setup and configuration for the Microsoft Entra ID connector is described in AD user synchronization (see page 109).

- 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.
- To stop the synchronization, use the **Stop** 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.

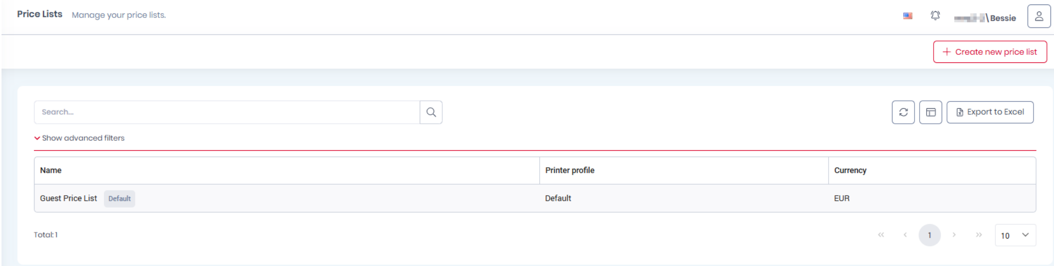
The default price list will be associated with all newly created printers.

If a price list is assigned to a printer group (see page 80), 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.

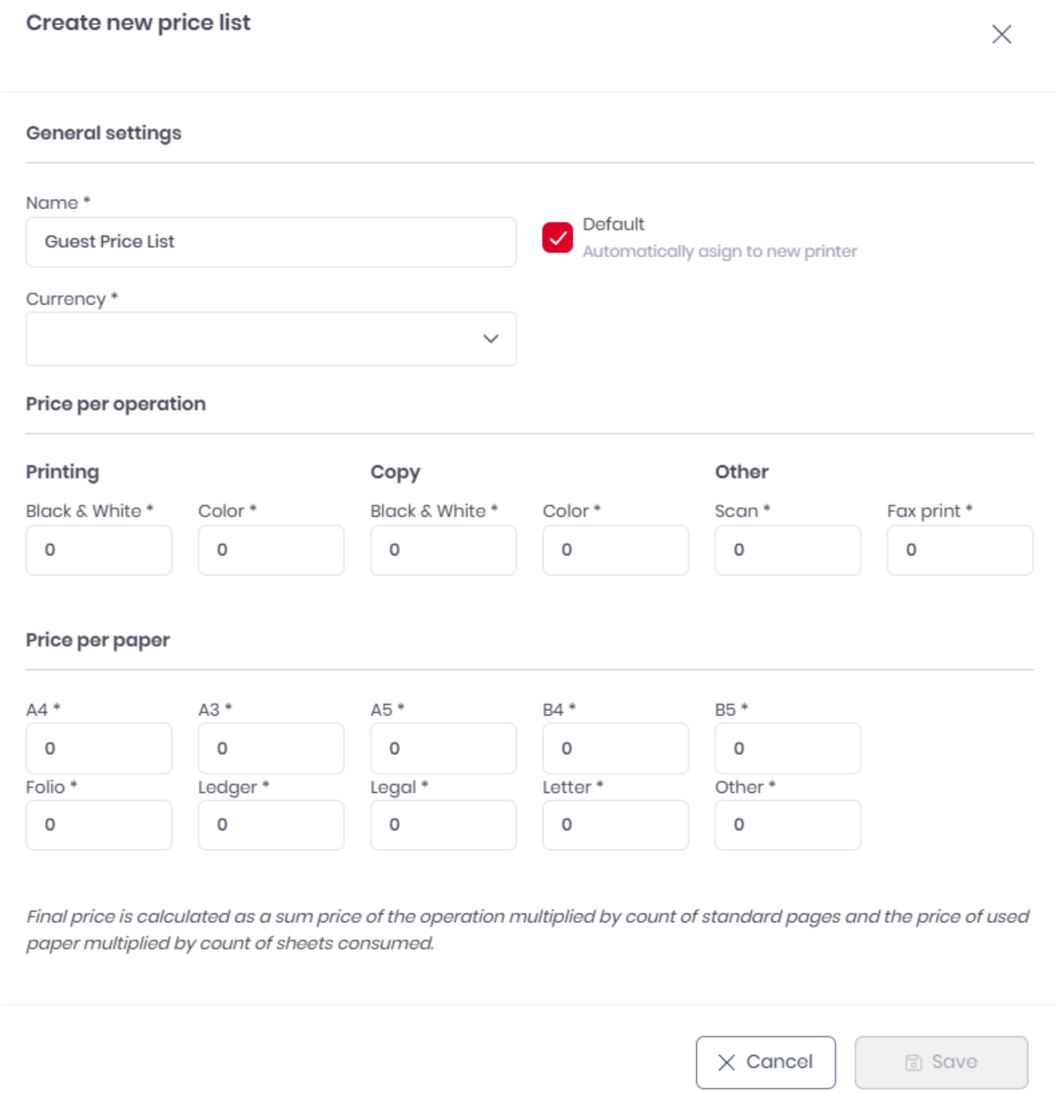
The final job price is calculated as a sum of the price of the operation multiplied by the count of standard pages and the price of used paper multiplied by the count of sheets consumed. If there are multiple copies, the final price is multiplied by the number of copies as well.

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.
- Choose the **Currency** of 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 in **Administration > Price lists**.

To view, edit or delete a price list, click on the price list in the table.

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.
- Click **Actions** to **View**, **Edit**, or **Delete** a price list.

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.

Limitations

- The Universal Printer must be created via the MyQ Roger web server.
- Only one Universal Printer per tenant is currently supported.

- To create a new Universal Printer in MyQ Roger, you must first delete the previous one. It is not enough to only delete the Universal Printer in MS Azure.
- Setting up a Pull-print printer (Universal Print Anywhere) from Azure can't be linked to or shared through a printer created by the MyQ Roger server.

9.4.1 Set up Universal Print

The creation and setup of Universal Print is done in the MyQ Roger web server, and requires the permissions **Microsoft Azure > Universal Print > Manage Printers**

1. In the MyQ Roger web server, go to **Administration > Universal Print by Microsoft**.
2. 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.
3. All the steps are in **Pending** status. As you go through them one by one, their status will be changing to **Success**.
4. The Universal Print Administrator needs to be authenticated in MS Azure Active Directory (AD) before they can start managing Universal Printers.
   a. Click **Sign in with Microsoft**, and sign in on the Microsoft login page.
   b. Next, grant tenant-wide admin consent on behalf of your organization in Microsoft Graph.
   c. Click **Consents**, and sign in on the Microsoft login page. Then grant admin consent for your organization (more details can be found here[11]).
5. 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.

9.4.2 Add a Universal Printer on Windows

Once a printer has been set up on the MyQ Roger server, it can be shared with Azure users through the Azure platform.

Users can add the printer on any Windows computer that is part of the Azure domain.

11. https://docs.microsoft.com/en-us/azure/active-directory/manage-apps/grant-admin-consent

1. Go to **Printers and Scanners** and select **Add Device.** The computer will start searching for Universal Printers.
2. Locate the printer that was just created and click **Add Device**.

The universal printer is now added to the user's device, and jobs can be printed using the universal printer.

To view and release jobs, use the terminal on the **Universal Printers** tab.

9.5 Device Spooling

MyQ Roger offers flexibility when handling your print jobs. With **Client Spooling**, jobs are stored on your computer, keeping data on the local network but requiring the PC to be online for release. With **Cloud Spooling**, the printer downloads jobs directly from your cloud storage (Google Drive or OneDrive), which doesn't require your PC to be online but uses internet bandwidth.

Device Spooling provides a third, powerful option that combines the benefits of both. It is ideal for jobs printed from a computer where the computer's availability or internet bandwidth is a concern. It sends the job's data directly across the local network to the printer's hard drive, while the MyQ Roger server simply manages its status. The job then waits securely on the printer itself for you to release it.

This method provides unique advantages:

- **Computer-Independent Release:** release jobs printed from your PC even if it's later turned off or disconnected.
- **Bandwidth Savings:** keeps large jobs on the local network, saving internet bandwidth compared to Cloud Spooling.
- **Instant Printing:** the release is immediate as the job is already stored on the printer.

9.5.1 Availability

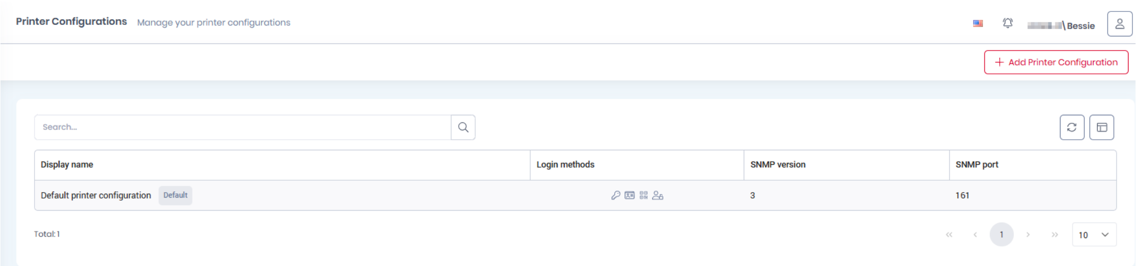
Device Spooling is available on the following terminals:

- MyQ Roger Kyocera CLASSIC
- MyQ Roger Kyocera NEW
- MyQ Roger Ricoh

⚠ Device Spooling is not currently available on MyQ Roger HP devices.

9.6 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.

9.6.1 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.

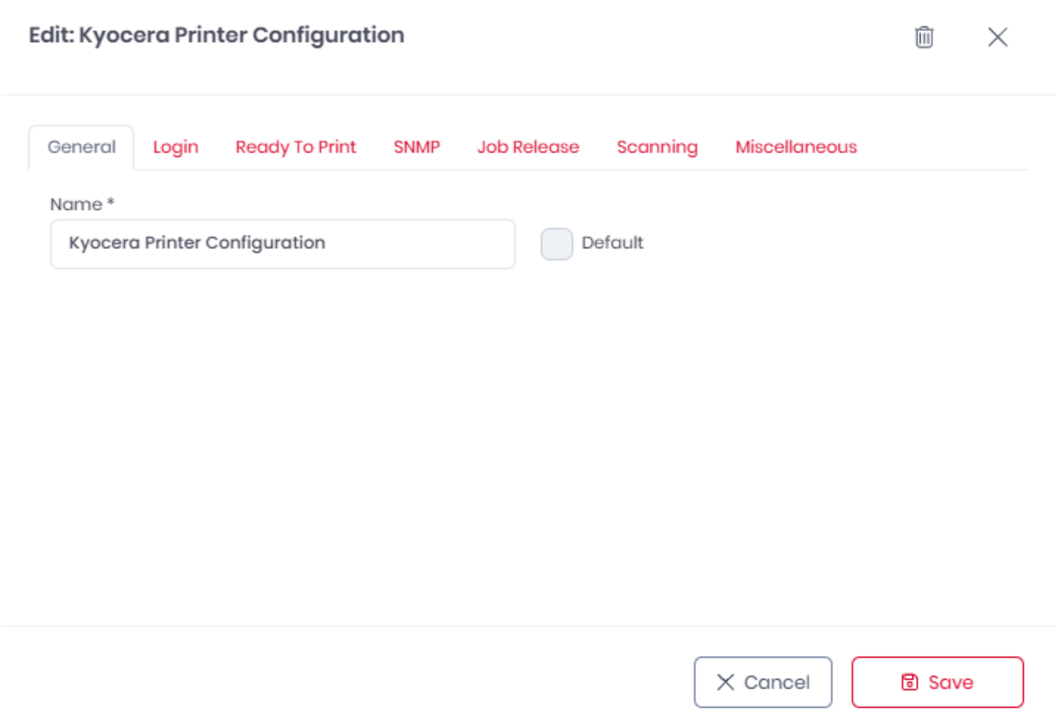
Editing a Printer Configuration

- The MyQ Roger administrator can configure a printer configuration profile by clicking on it. There are multiple tabs with available settings. The configuration can be deleted using the trashcan symbol.

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.)

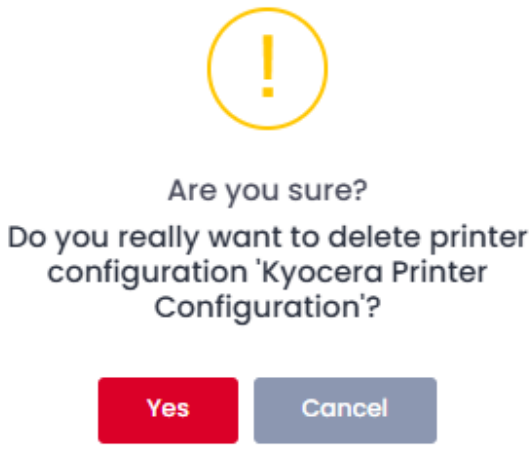


- Click **Save** to save your changes.

Deleting a Printer Configuration

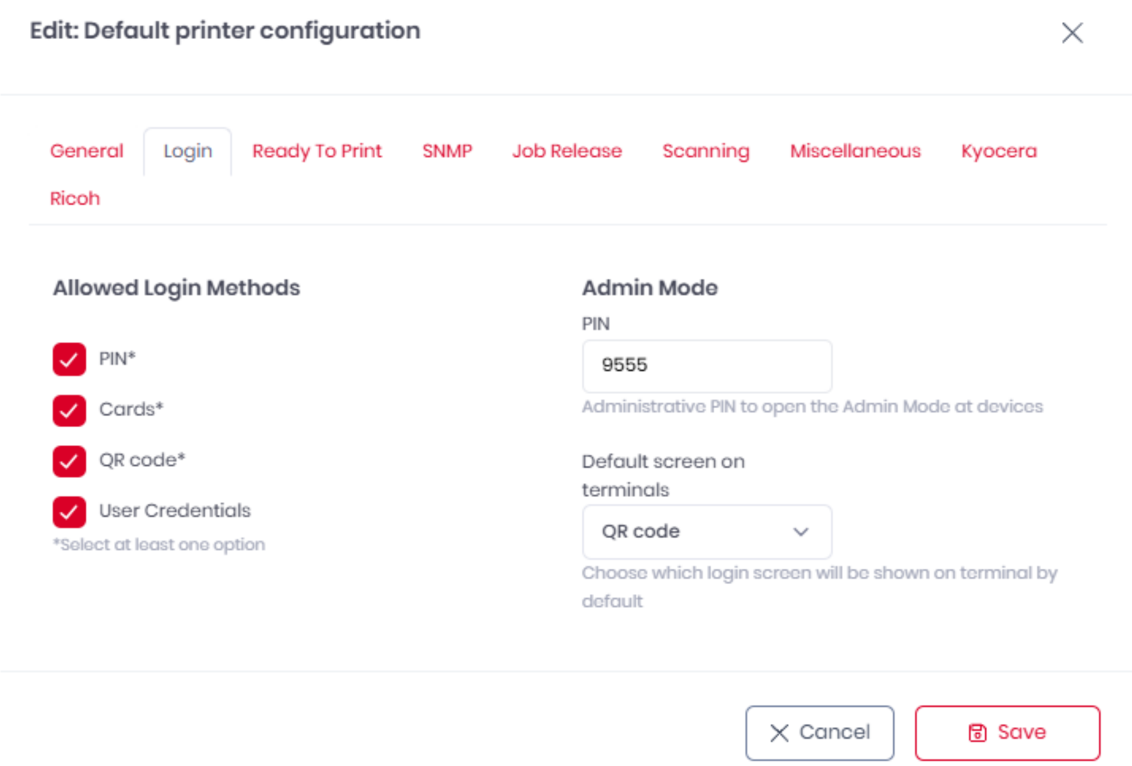
To delete a printer configuration,

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



9.6.2 Login Tab

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

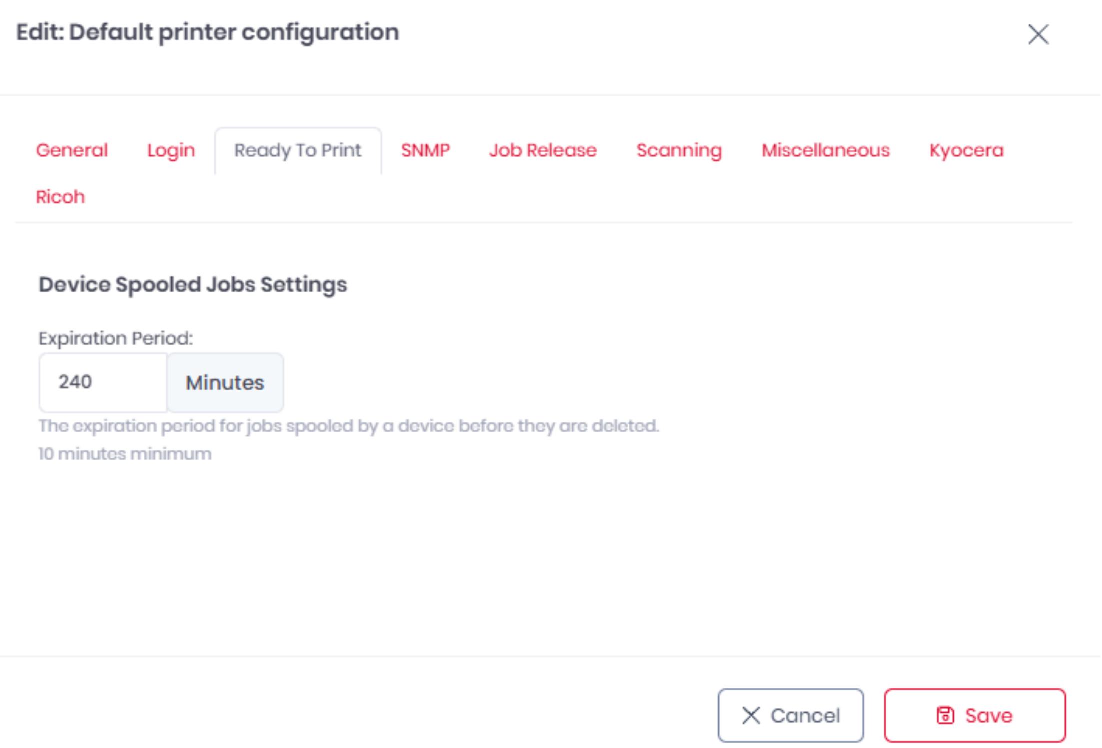


- Under **Allowed Login Methods**, check the boxes next to the login methods you want to set for your users (Select at least one option):
  - PIN*
  - Cards*
  - QR code*
  - User Credentials
- Under **Admin Mode**, set a PIN (1087 by default) to be able to use the Admin Mode on your devices.
- Under **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.

9.6.3 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.



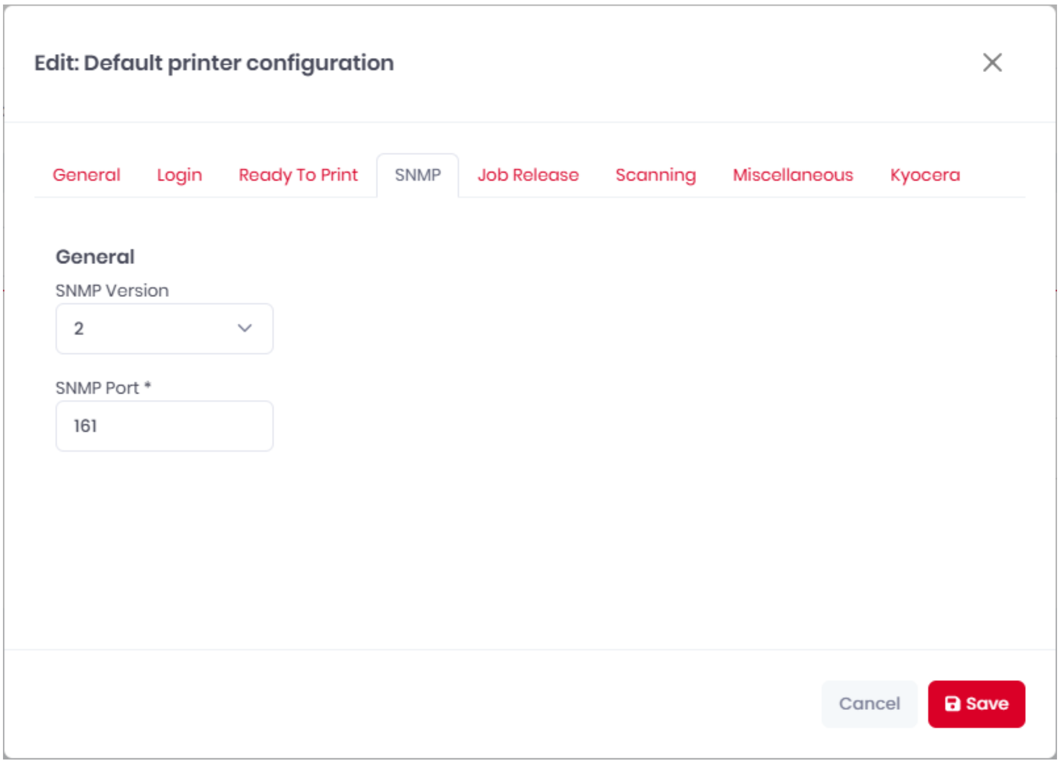
9.6.4 SNMP Tab

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

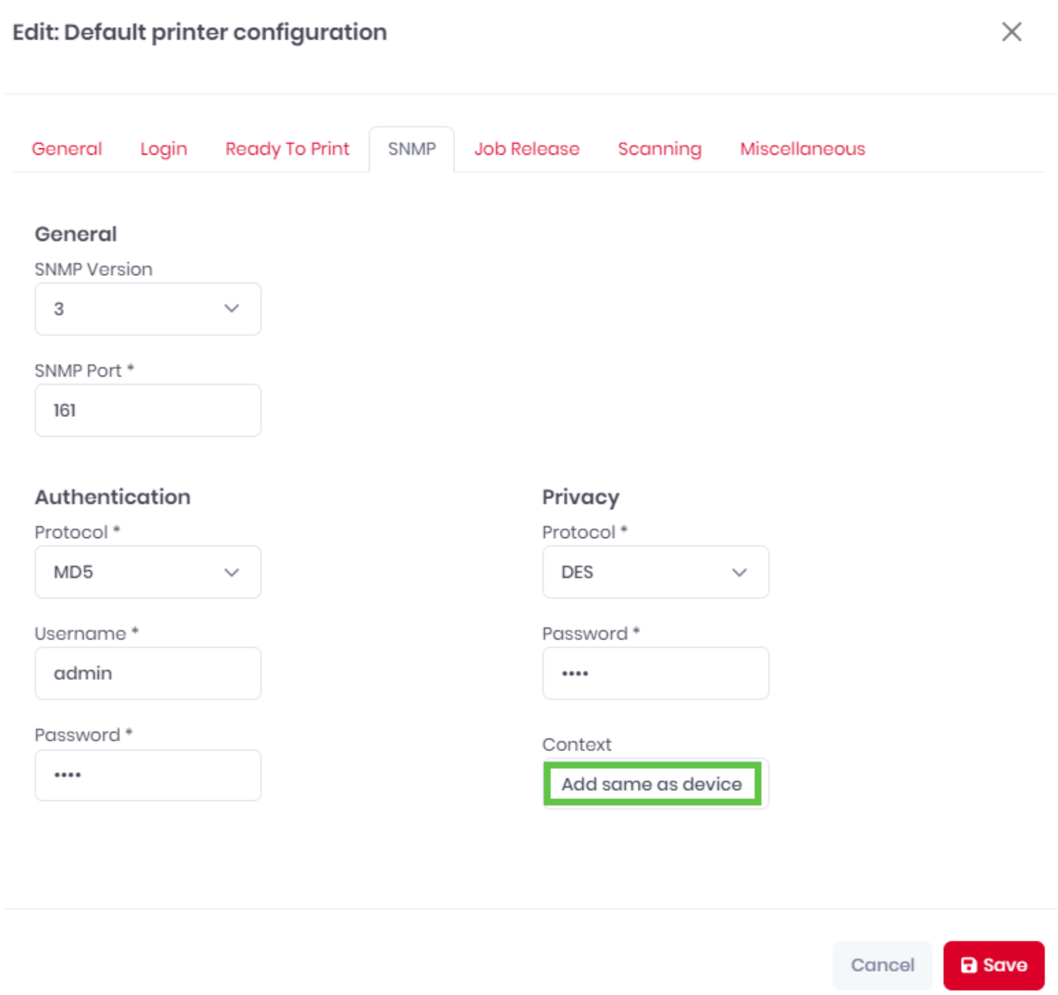
> ⚠ Since MyQ Roger Client for Windows patch 1, **SNMPv3** is used by default.
> - To use SNMPv3, you have to properly define the settings in both the device and your tenant.
> - To set the SNMP to version 2 on your tenant without any further setup and release jobs easily.
>
> If the settings are incorrect, 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**).



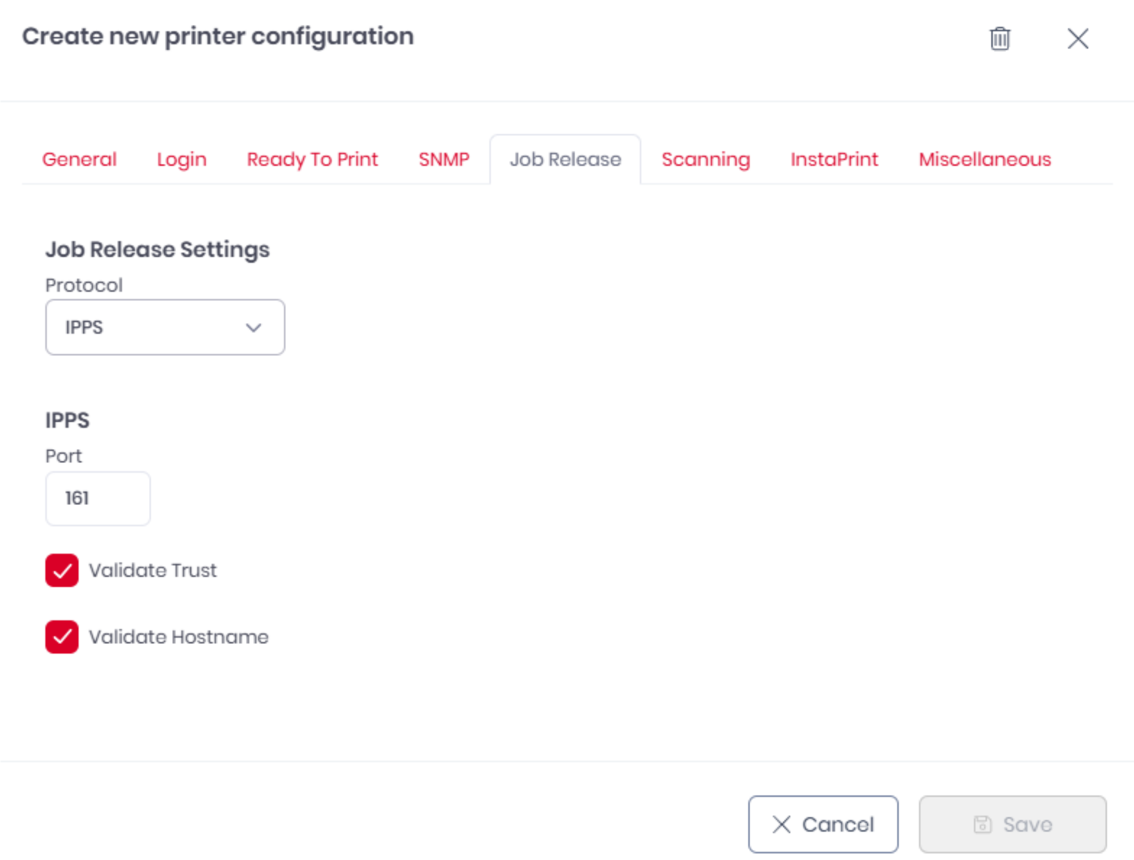
- If you set the **SNMP Version** to **3**, more settings become available:



- 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.

9.6.5 Job Release Tab

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



Available Protocols

When configuring job releases, choose the protocol that best fits your network security requirements:

- **RAW**: A standard, high-speed printing protocol. It is simple to configure but does not encrypt data, making it best suited for secure, internal networks.
- **IPPS**: An encrypted version of the Internet Printing Protocol. It uses **SSL/TLS certificates** to ensure that print jobs remain private and secure while traveling across the network.

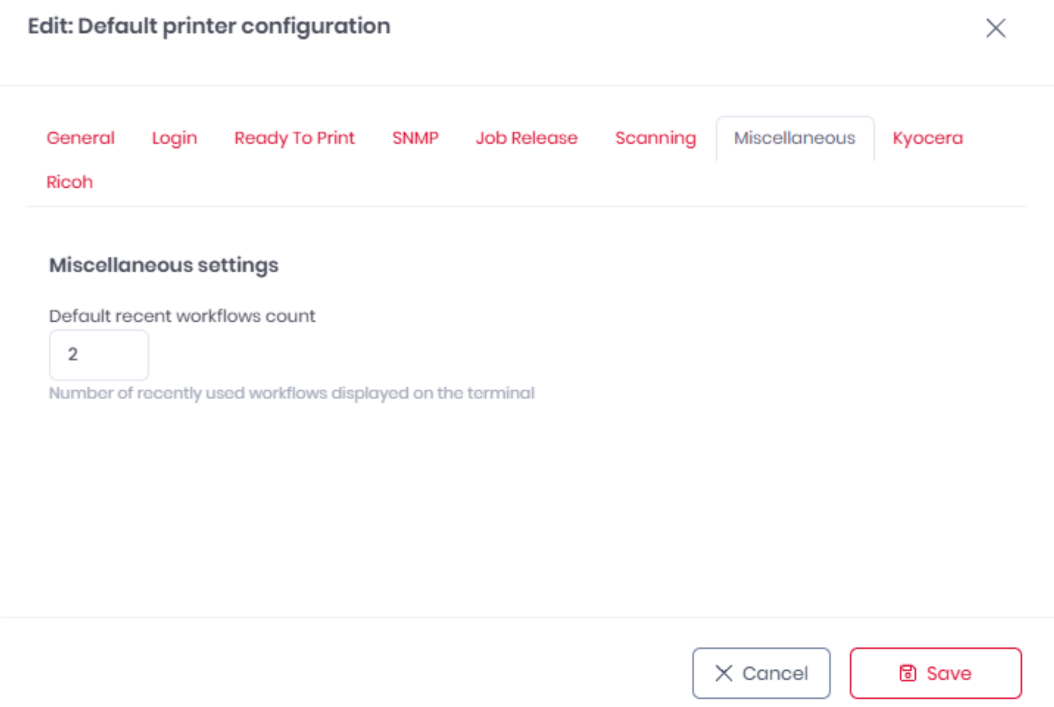
Job Release Settings

- **Protocol**: Select between **RAW** (standard) and **IPPS** (secure).
- **Port**: Enter the port number used by your printer for the selected protocol (Normally Port 9100 for RAW or Port 443/631 for IPPS).
- **Validate Trust**: Enable to ensure the printer's security certificate is issued by a trusted authority (available for IPPS only).
- **Validate Hostname**: Enable to verify that the printer's network address matches the name on its security certificate (available for IPPS only).

9.6.6 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.



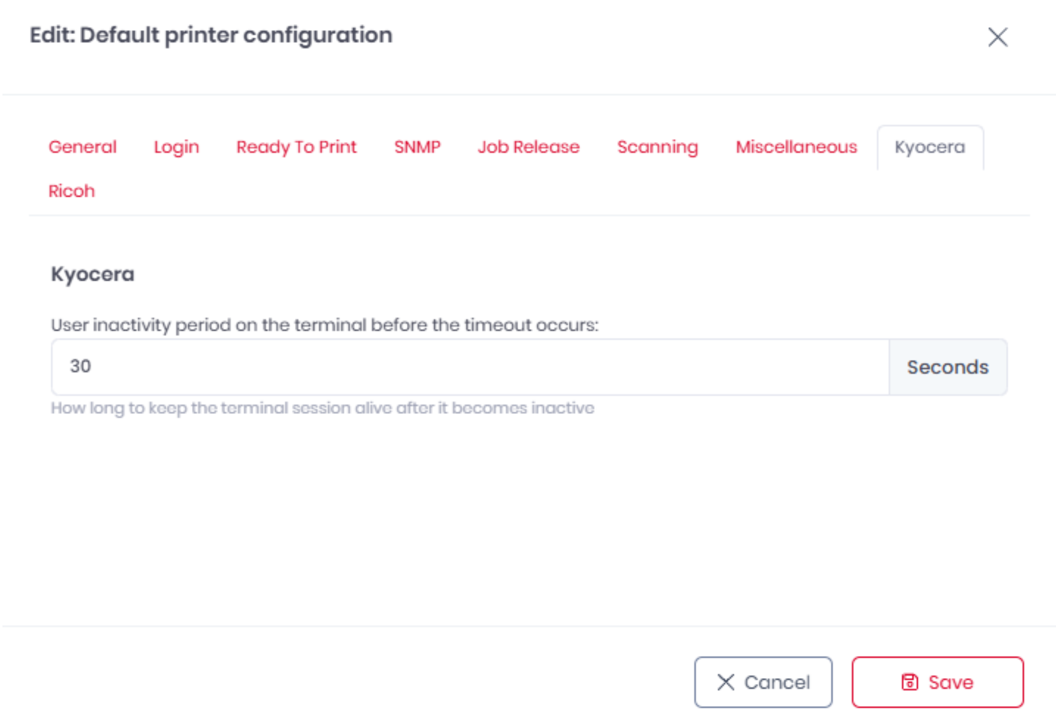
- Click **Save** to apply your changes.

9.6.7 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.

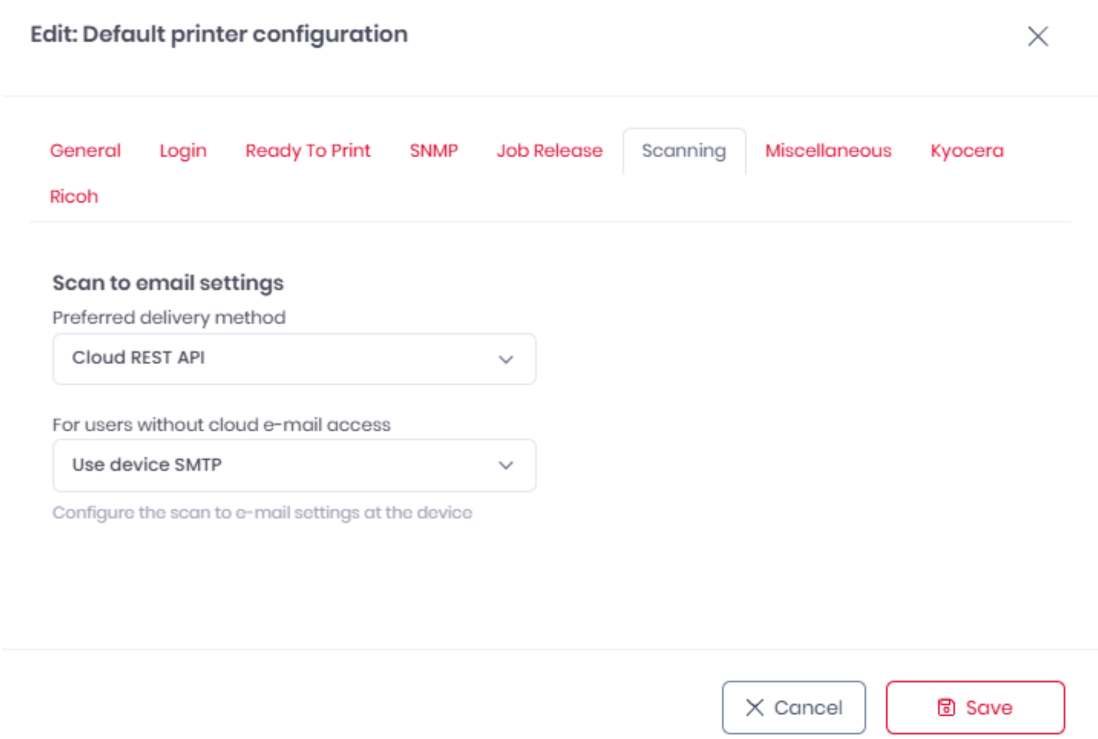
- In the **User inactivity period on the terminal before the timeout occurs** field add the desired time (in seconds). The default is **300** seconds.



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

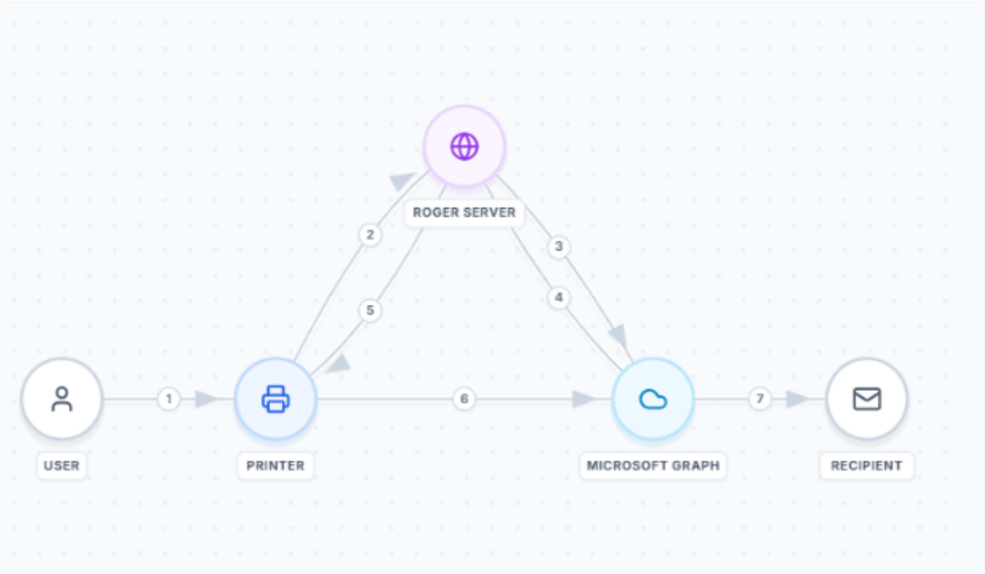
9.6.8 Scanning Tab

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**.

Scan to email is performed according to the following protocol:



1. User logs in on device.
2. Device requests an access token from Roger.
3. Roger requests a token from Graph API.
4. Graph API returns a token to Roger.
5. Roger returns the token to the device.
6. Device sends an email directly to Graph API.
7. Graph API delivers email to recipient.

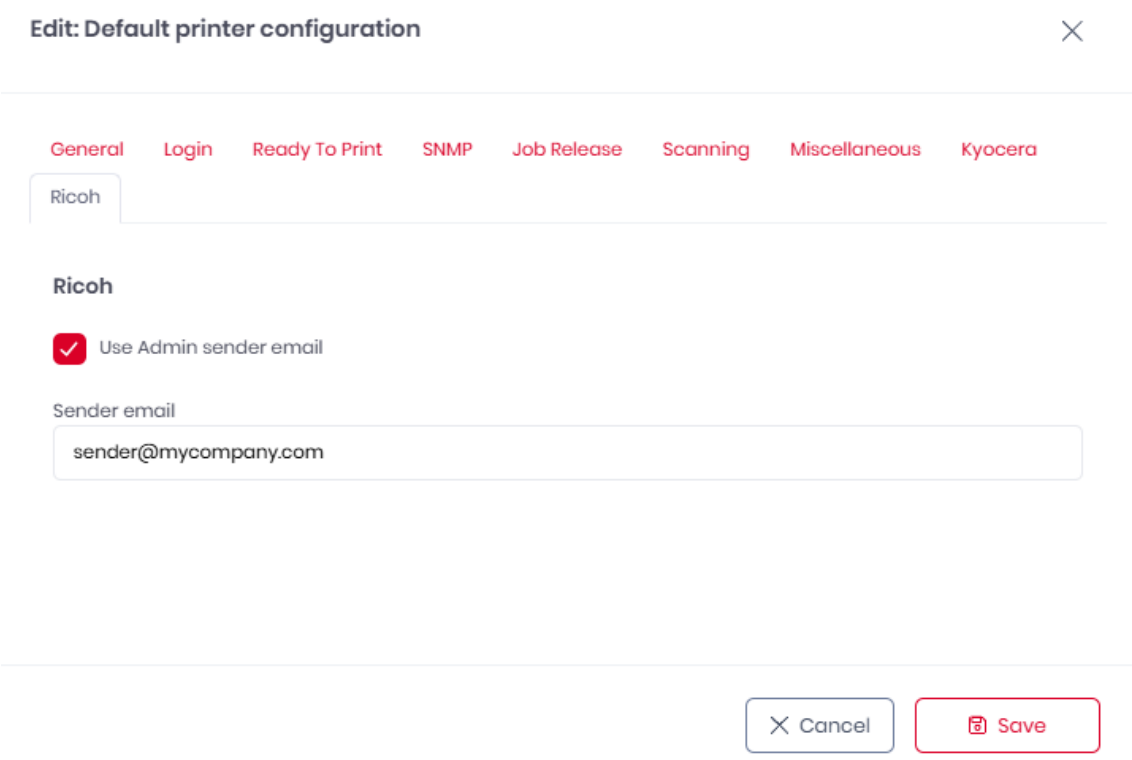
To use Cloud REST API the user must have their OneDrive connected in their Settings. For more information, see My Settings (see page 156).

9.6.9 Ricoh Tab

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

In the **Ricoh** tab you can enable/disable and edit the **Admin sender email** when scans are sent to email via a Ricoh device. This is the email which scans sent from the device will be shown to be sent from.

- If **Use Admin sender email** is enabled and the **Sender email** is not edited, the device admin email will be used.
- If **Use Admin sender email** is enabled and the **Sender email** is edited, the specified email is used.

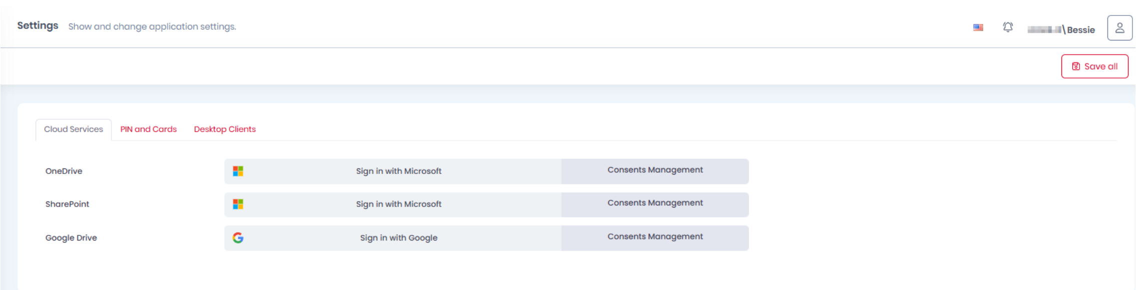


9.7 My Settings

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

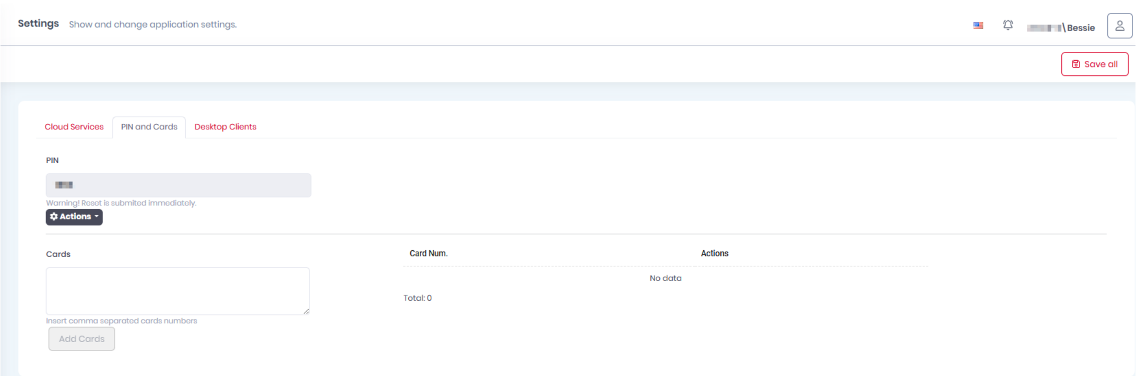
9.7.1 Cloud Services

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



9.7.2 PIN and Cards

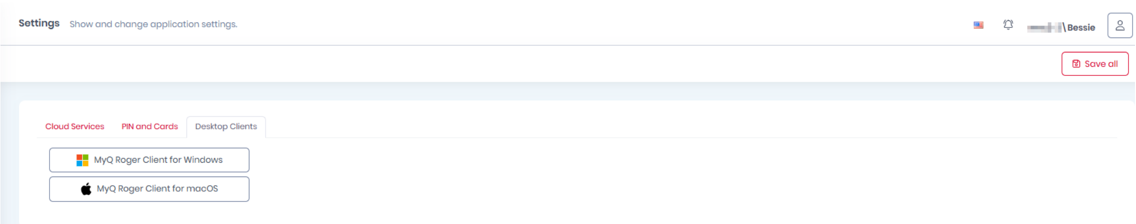
In the PIN and Cards tab users can reset their own PIN and add or delete Cards, if they were granted the necessary permissions by the administrator (**Administration > PIN and Cards > Add Cards**, or **> Delete Cards**, or **> Reset PIN**).



- 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.

9.7.3 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 (see page 82) (this option may not be visible depending on your license type).

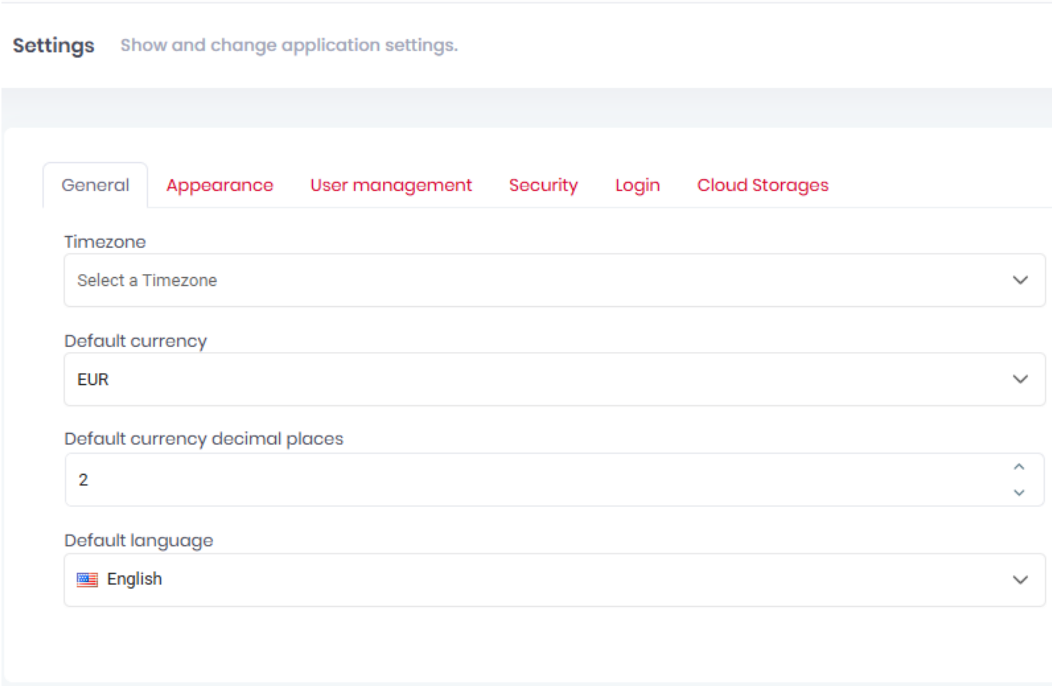


9.8 Settings

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

9.8.1 General Tab

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



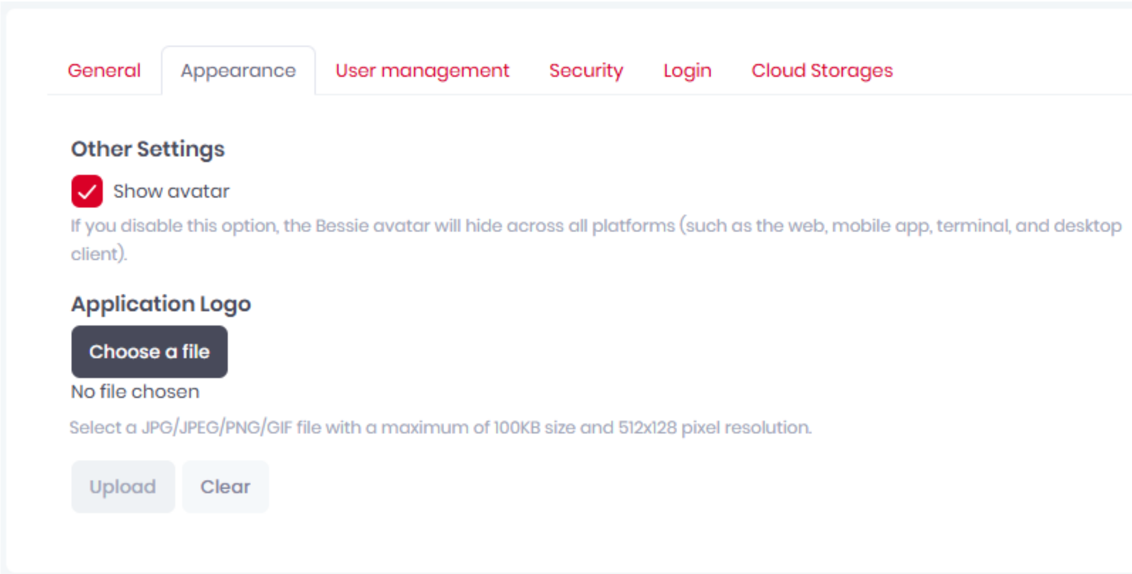
- **Timezone** - Select a timezone from the drop-down menu.
- **Default currency** - Select a currency from the drop-down menu.
- **Default currency decimal places** - Set the number of digits to be used after the decimal point.
- **Default language** - Select a language from the drop-down. The selected 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.

9.8.2 Appearance Tab

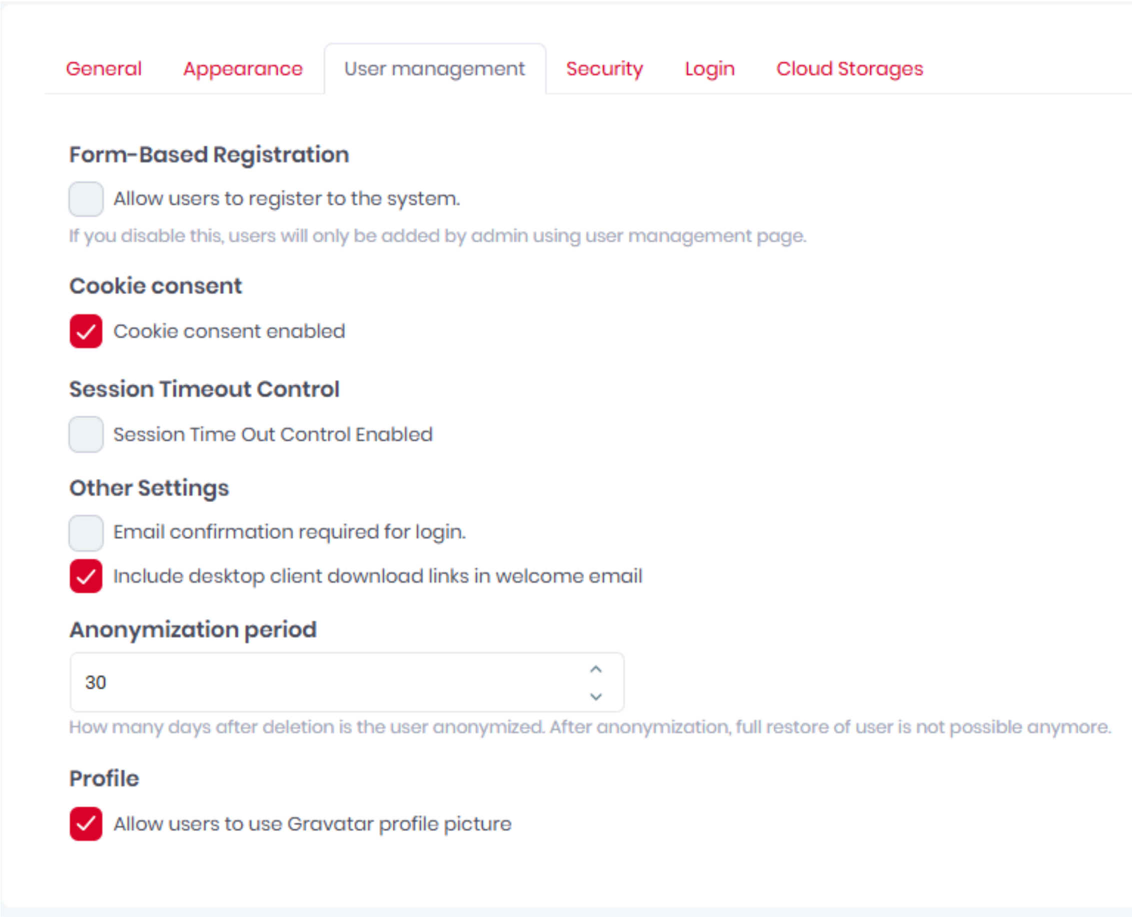
In **Administration > Settings**, in the **Appearance** tab, you can choose to enable or disable the avatar (Bessie) across all platforms, and you can upload a new logo to replace the MyQ Roger web server UI logo (in the upper-left corner).



- 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.

9.8.3 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 (see page 82) (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 (see page 48).
- **Anonymization period** - allows you to select how many days after deletion a user is anonymized.

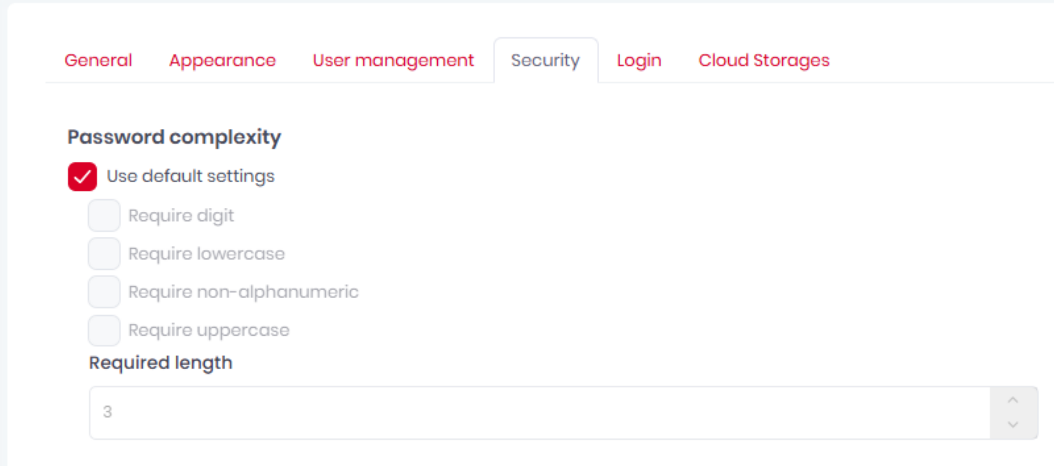
- Click **Save all** in the upper-right corner to apply your changes.

9.8.4 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.

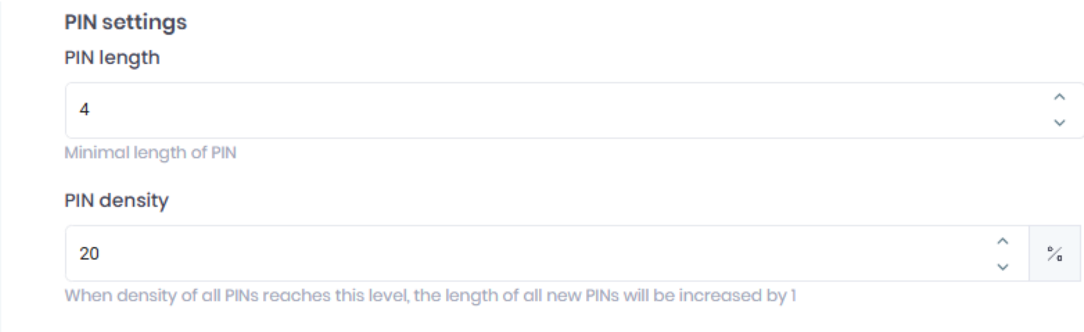
Password complexity

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



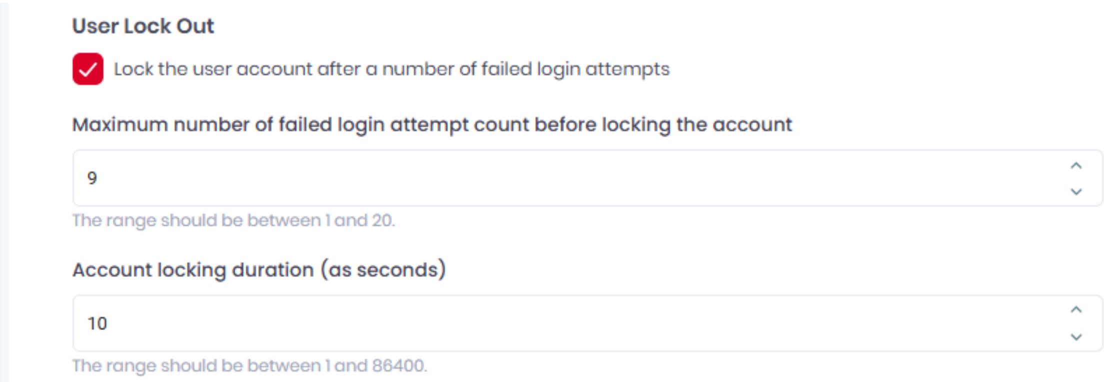
  - **Use default settings** - Check the box to use the default security settings (all boxes checked, required length = 8).
  - **Require digit** - Check the box so that the password must contain digits.
  - **Require lowercase** - Check the box so that the password must contain lowercase values.
  - **Require 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.

PIN Settings



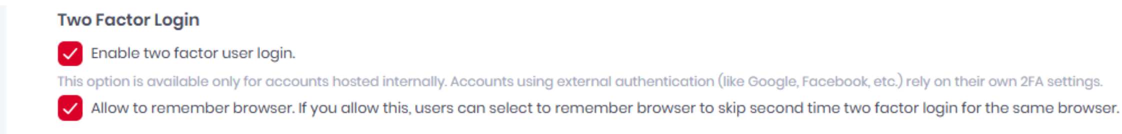
- **PIN length** - Set a number for the minimal PIN length.
- **PIN density** - Set the percentage for PIN density. When the density of all PINs reaches this level, the length of all new PINs will be increased by 1.

User Lock Out



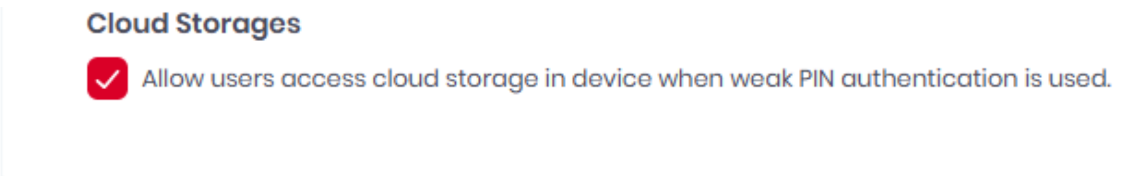
- **Lock the user account after a number of failed login attempts** - Check the box to enable user account lockout. If enabled, the following settings become available.
- **Maximum number of failed login attempt count before locking the account** - Specify the number of the failed login attempts before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

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 (see page 44).

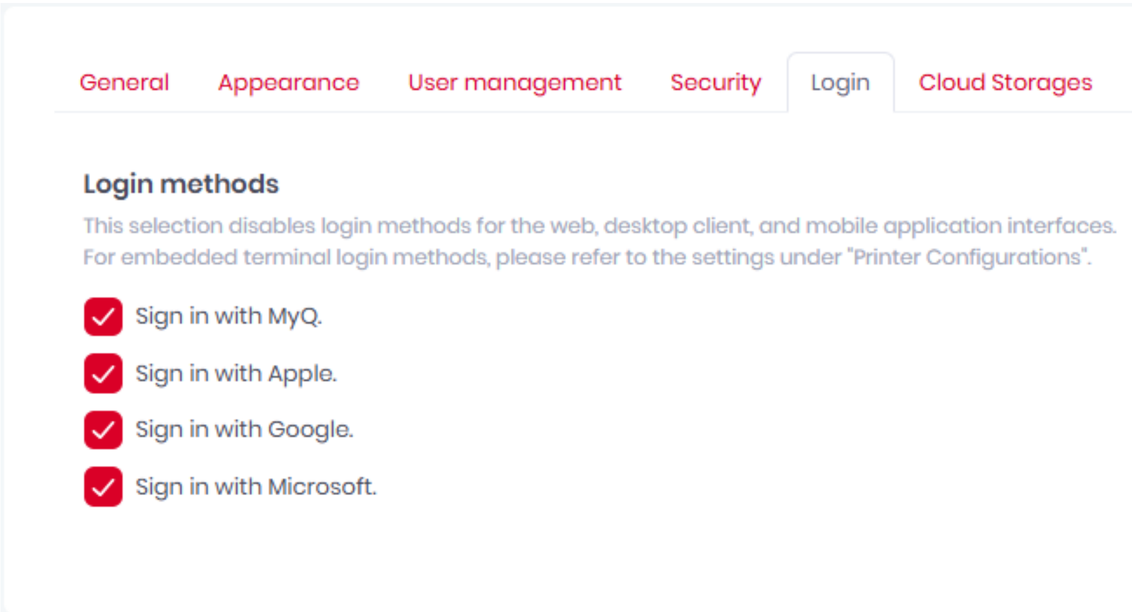
Cloud Storages



- 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**.

9.8.5 Login Settings Tab

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



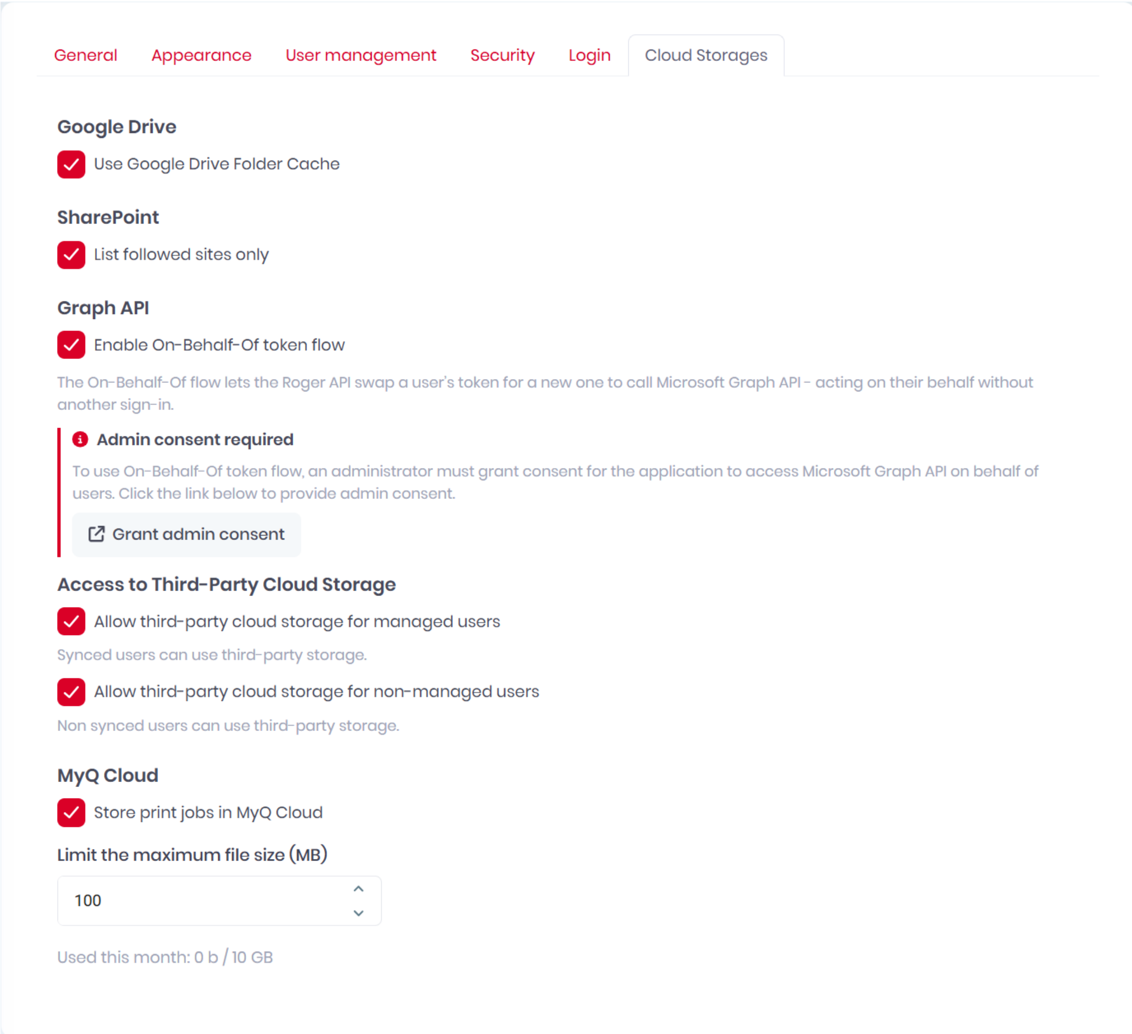
These login methods are used for the web, desktop client, and mobile application interfaces.

> **Warning!**
> Disabling **Sign in with MyQ** may result in loss of admin access.

9.8.6 Cloud Storages Tab

> Please be aware that MyQ Cloud Storage is a preview feature available until December 31, 2025. During this period, storage is limited to 100GB per tenant per month. Moving forward, additional fees may apply for the continued use of this feature.

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 **Graph API** section, you can enable **On-Behalf-Of token flow**. This can be necessary in cases where strict Azure policies prevent an access token generated by Desktop Client from being refreshed by the Server. With on behalf of, the token is generated on our server on behalf of desktop client and should be refreshable. Additionally, this option allows Roger to access a user's SharePoint/OneDrive files without requiring them to sign in a second time. To use On-Behalf-Of token flow, an administrator must grant consent for the application to access the Microsoft Graph API on behalf of users. Click **Grant admin consent** to provide admin consent.
- 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.

- In the **MyQ Cloud** section you can enable or disable the storage of jobs in the MyQ Cloud and limit the maximum file size. Read more about MyQ Cloud storage in the Roger Client Guide.

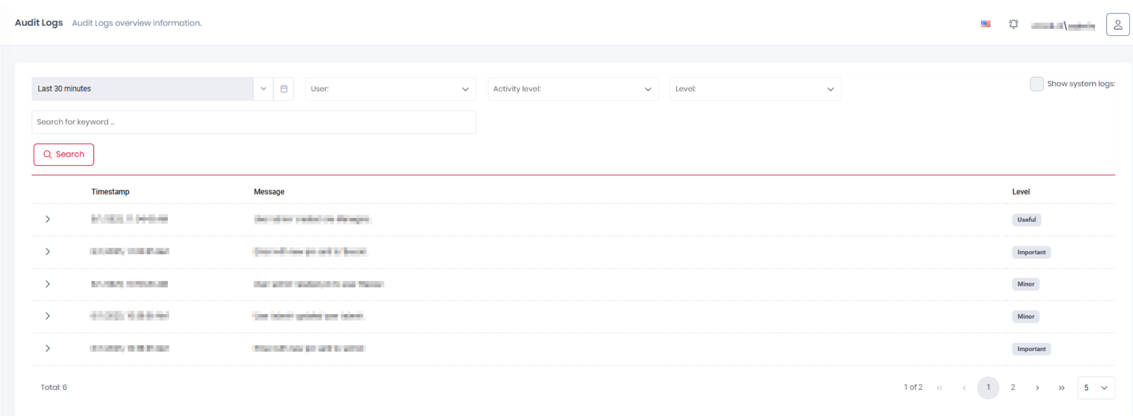
10 System

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

- View MyQ Roger audit logs (see page 166).
- View MyQ Roger application version information and find helpful links (see page 167).

10.1 Audit Logs

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

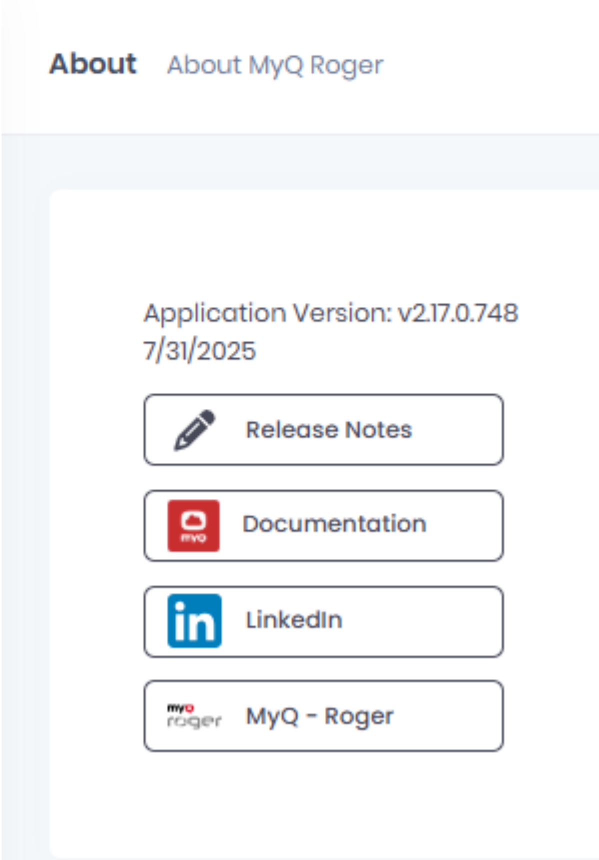


You can search for a specific log by:

- 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[12] - Link to the Release Notes page in the MyQ Roger online documentation.
- Documentation[13] - Link to the MyQ Roger Server Administration guide in the MyQ Roger online documentation.
- LinkedIn[14] - Link to MyQ's LinkedIn page.
- MyQ Roger[15] - Link to the MyQ Roger website.

12. https://redirect.myq.cz/?id=roger.server.releaseNotes
13. https://redirect.myq.cz/?id=roger.server.help
14. https://www.linkedin.com/company/myqsolution/
15. https://redirect.myq.cz/?id=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[16] 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		

16. https://eu.roger.myq.cloud/

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

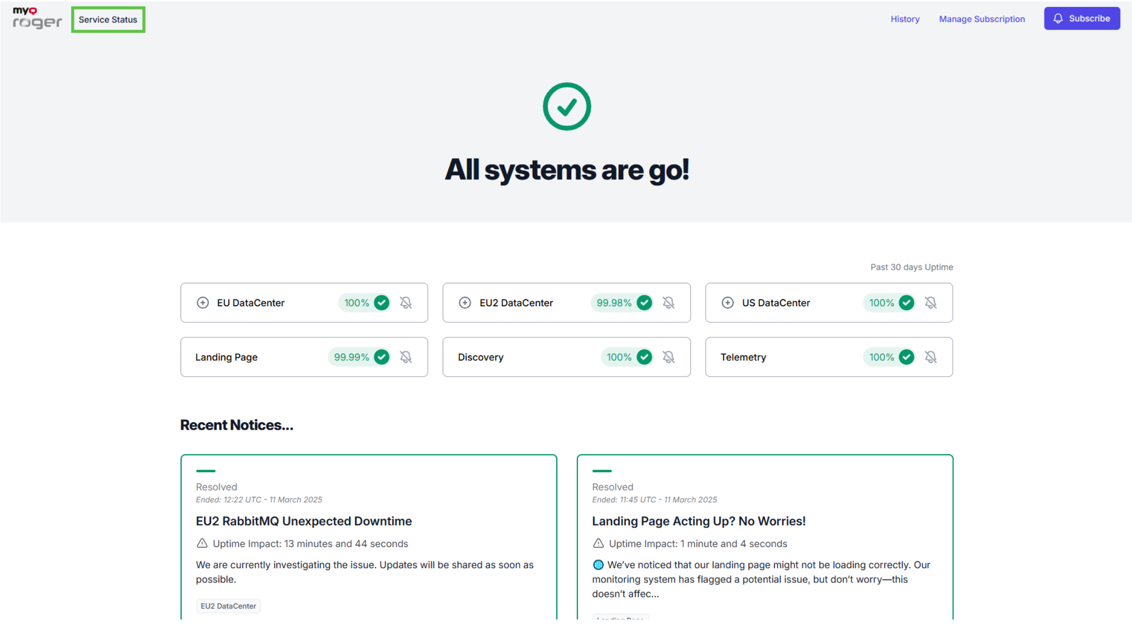
11.2 Status of MyQ Roger Services

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.

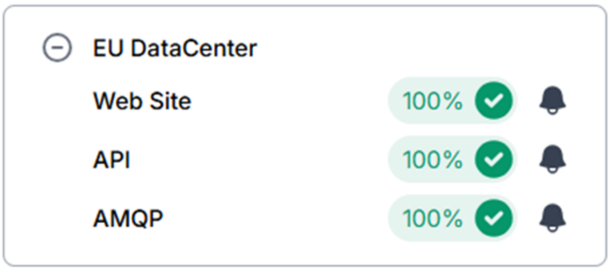


11.2.1 Current Status

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.

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.

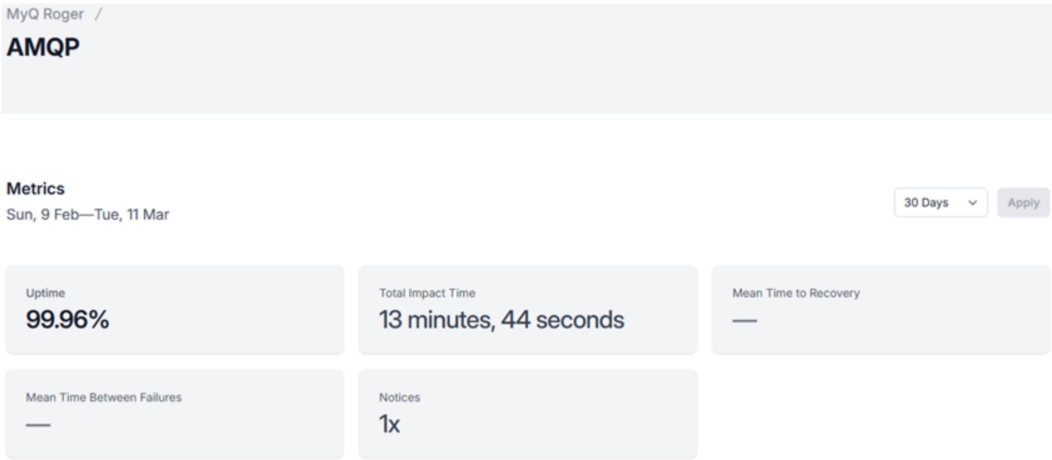


- To collapse this list, click on the **-** (minus) icon next to the **DataCenter**.

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).

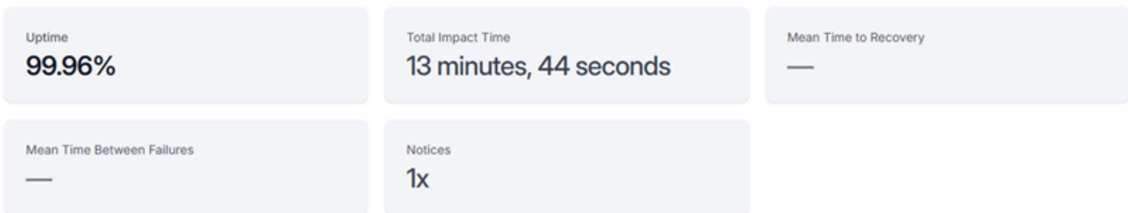


2. Click on the time value and select of the following:
   a. 7 Days
   b. 30 Days
   c. 3 Months
   d. 6 Months
   e. 1 Year
   f. Custom
      To specify a different time value, click **Custom**.

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

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

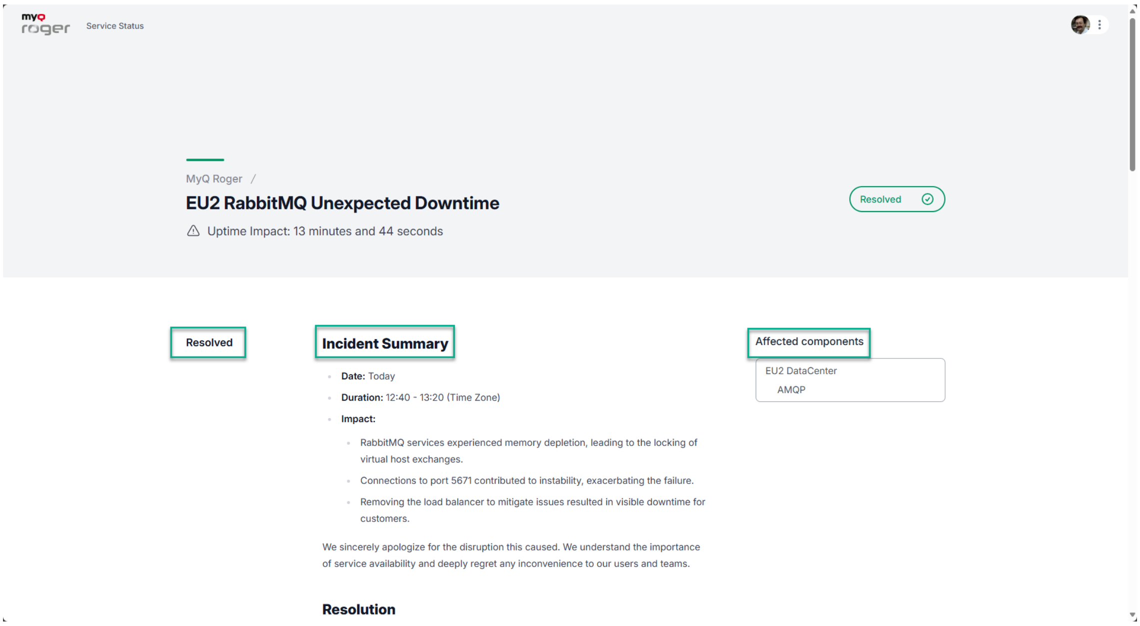
On the main status page, beneath the component statuses, there are panels with summaries of recent incidents. Clicking inside any incident panel displays additional details about that incident.

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.

Recent Incident Details

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



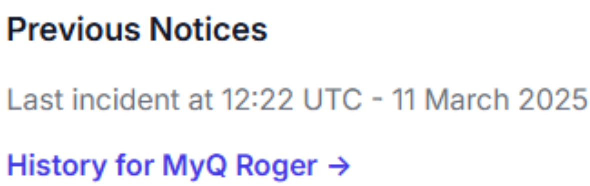
- Resolution status (for example, **Resolved**).
- **Incident Summary**
  - **Date** of the incident.
  - **Duration** in hours and minutes (with specified Time Zone)
  - **Impact**: A description of the incident.
- **Affected components**
  - The name of the DataCenter and its component(s) (for example: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

Additional incident information follows:

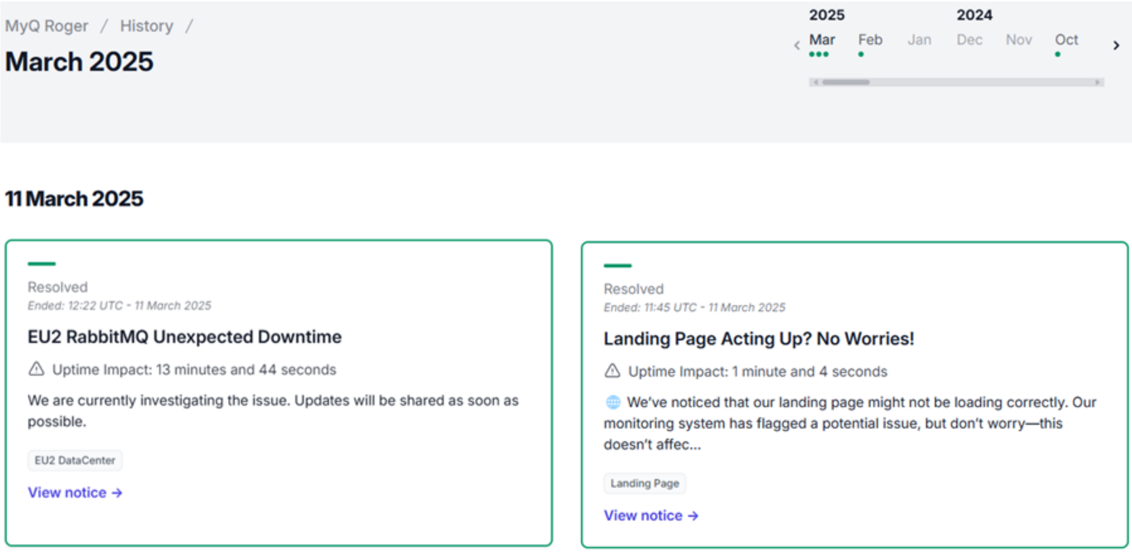
- **Resolution**
- **Root Cause Analysis**
- **Corrective & Preventive Measures**

11.2.3 Previous Notices

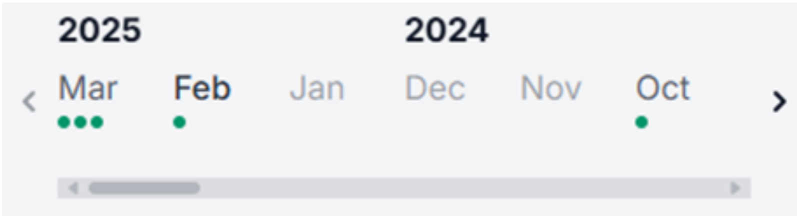
At the bottom of the main status page is the **Previous Notices** section, which shows the time and date of the last incident, as well as a link to go to the History page for all previous incidents.



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

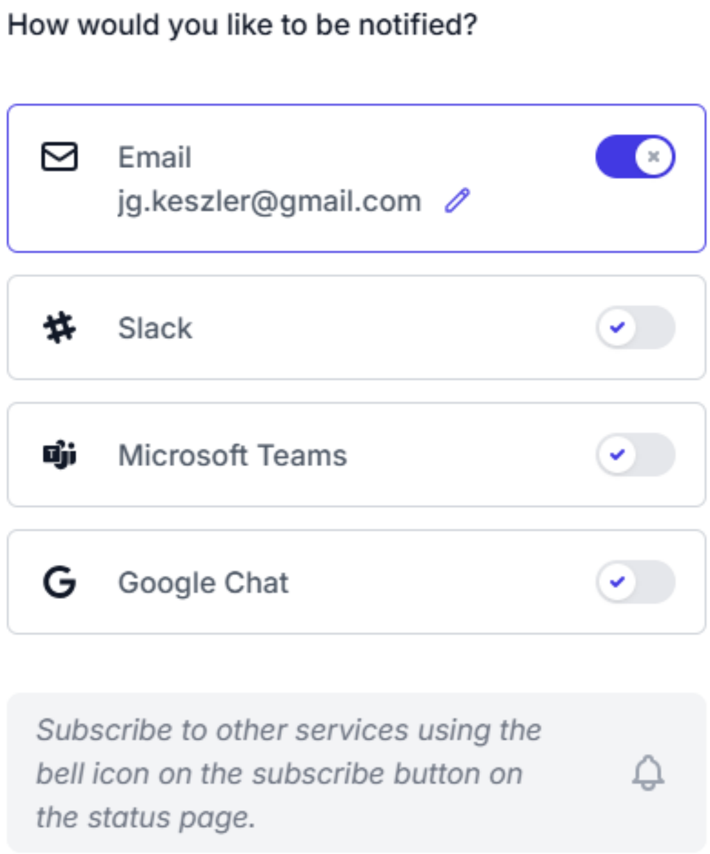
To receive service status notifications:

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.

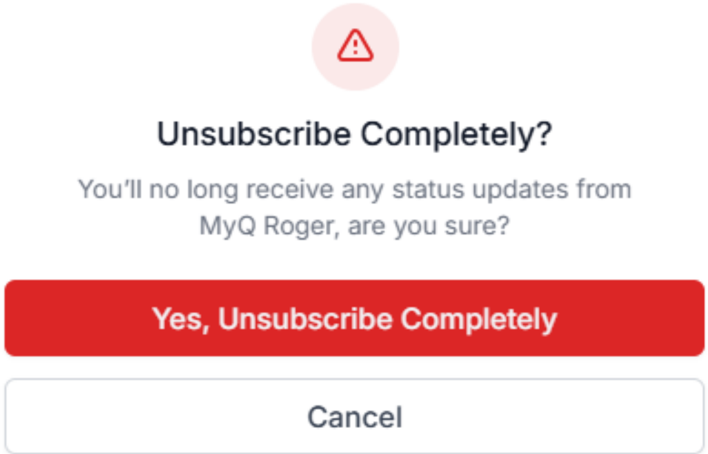
Subscription Preferences

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.



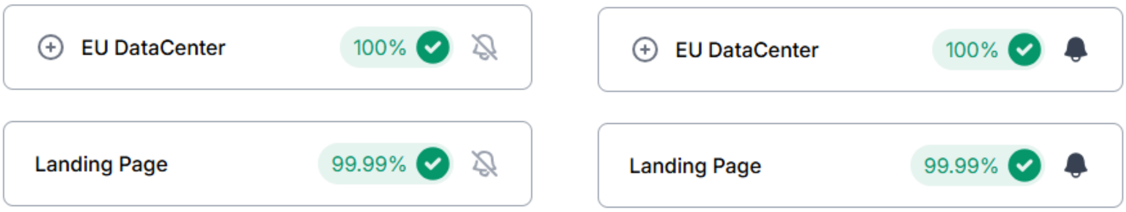
2. Enable any or all of the following services for your notifications. Complete the necessary details for whichever services you require. Click **Done** when finished.
3. If you no longer require notifications, click **Unsubscribe completely** and then confirm in the dialog box that appears.



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,

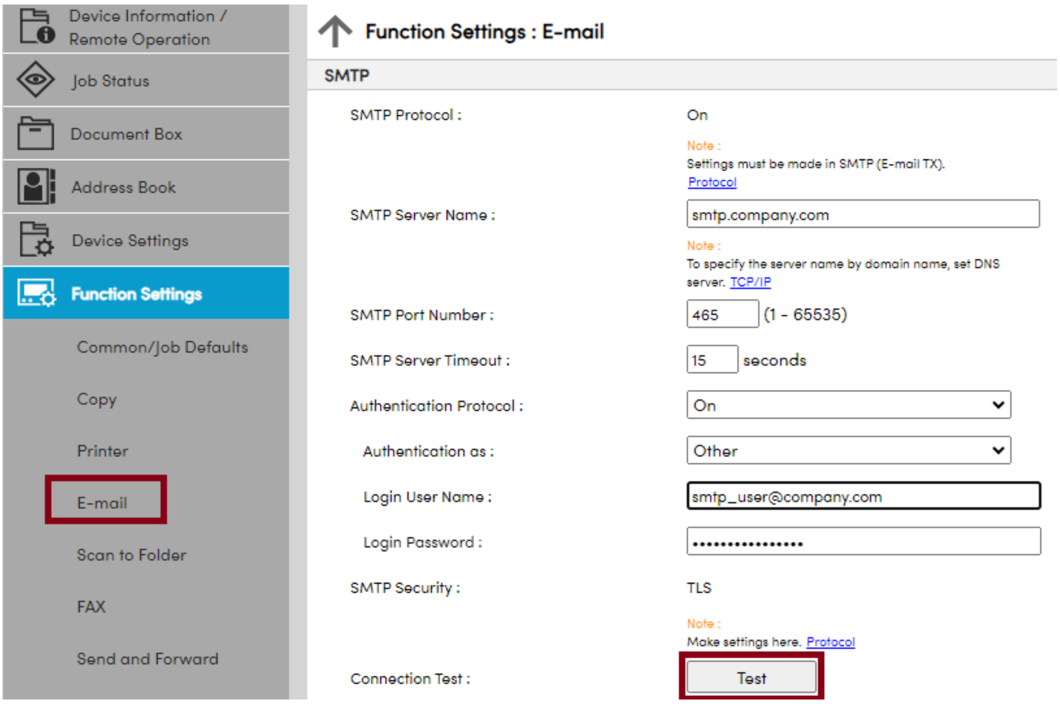
- You can use the device's native test function to narrow down if the issue is caused by MyQ Roger or directly by the machine or the SMTP Server.

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**.

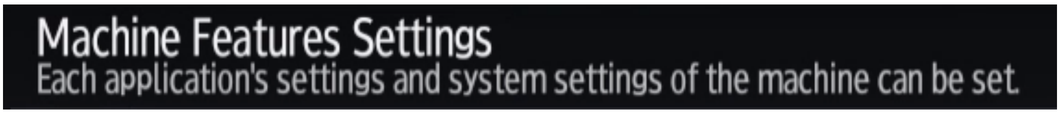


The result should be “Connection OK”.

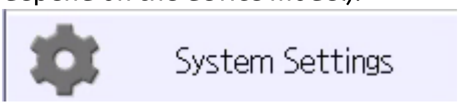
11.3.2 Ricoh

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.

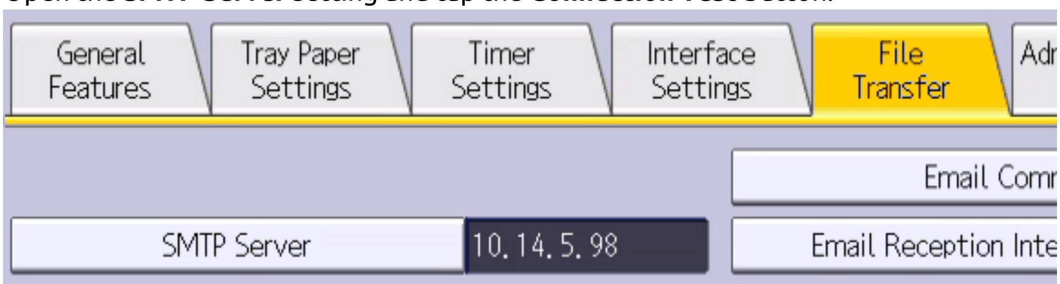
1. Use the **Admin** menu to disable the MyQ Roger application and open the **native device** screen as Admin.

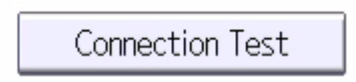


2. Navigate to **Settings > System Settings** and then **e-mail settings** (exact location will depend on the device model).

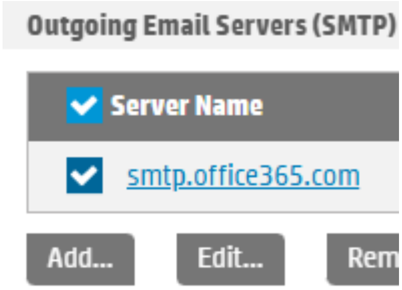


3. Open the **SMTP Server** setting and tap the **Connection Test** button.





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 (see page 181)

- Kyocera Terminal logs (see page 182)
- Ricoh Terminal logs (see page 184)
- HP Terminal logs (see page 186)

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.

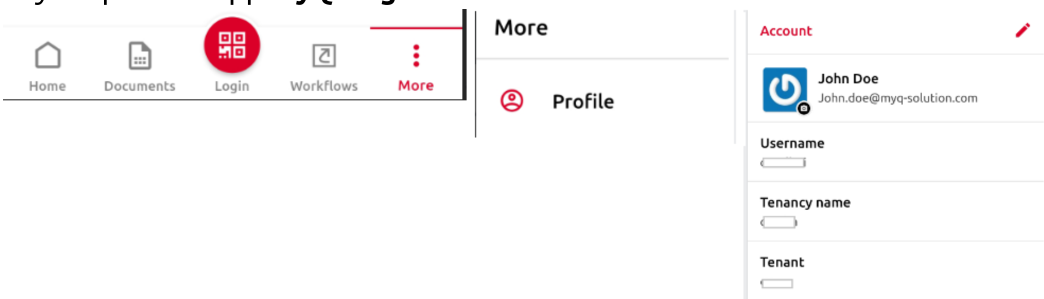
Basic Information

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

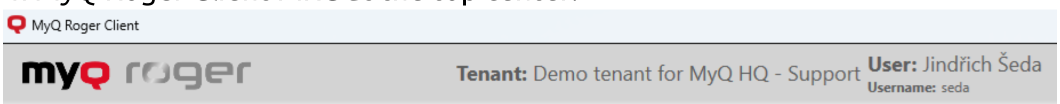
- Tenant or Tenancy name
- Username (email) to whom the issue happened
- Exact time when it happened
- Description of the issue
- Provide related logs

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

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

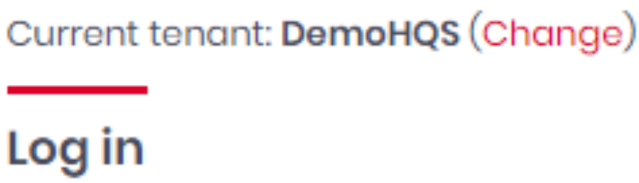


- In MyQ Roger Client MRC at the top center.

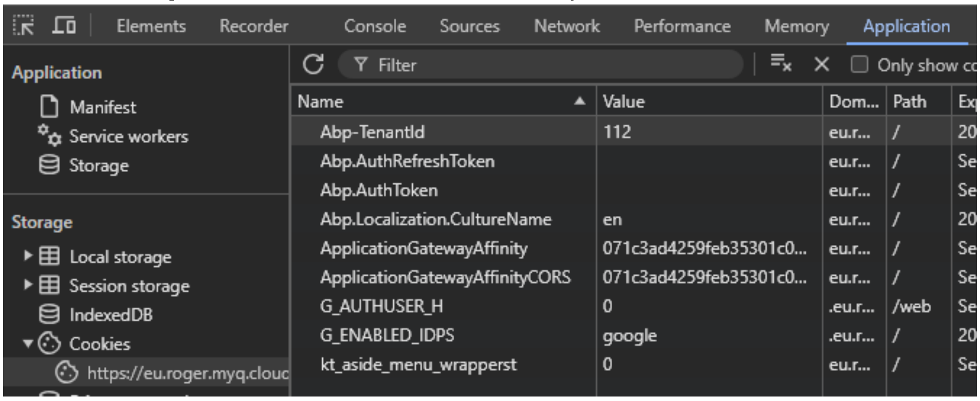


- On a Ricoh printer by tapping the **MyQ Roger logo**.
- On a Kyocera printer by tapping the **Admin Menu**.

- 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.

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**[17], then click **Support > Helpdesk** and create a new ticket. A MyQ Partner login is required.

Alternatively,

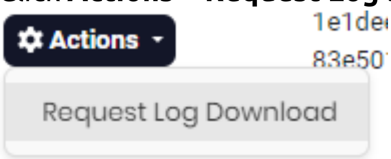
- you can send an email to roger@myq-solution.com[18] with all the information and attached files. This automatically creates a ticket with medium priority.

11.4.3 MyQ Roger Desktop Client

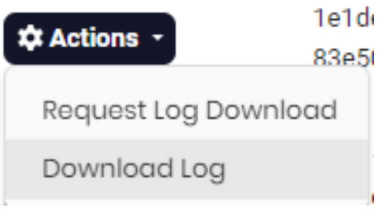
Logs from MRC can be downloaded either by using the MyQ Roger Web UI, or manually.

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**

Collect Logs in MRC

On Windows

Right-click the MyQ icon in the system tray and go to **Logs**, **Collect Logs**. Save the ZIP file. The file includes the contents of:

- Agent
  `C:\%userprofile%\AppData\Local\MyQ\MyQ Roger Client\Logs`
- Service
  `C:\ProgramData\MyQ\MyQ Roger Client\Logs`

On macOS

Click the MyQ icon in the menu bar (top right of your screen), and go to **... > Logs > Collect Logs**. Save the ZIP file. The file includes the contents of:

17. https://community.myq-solution.com/
18. mailto:roger@myq-solution.com

- Agent
  `/Users/{user}/Library/Application Support/MyQ/MyQ Roger Client/`
- Daemon (Service)
  `/Library/Application Support/MyQ/MyQ Roger Client/`

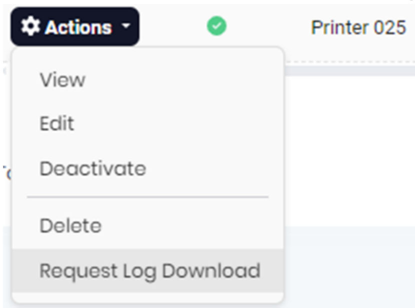
11.4.4 MyQ Roger Kyocera Terminal

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

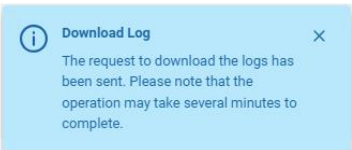
- Online with the Roger Web UI.
- Offline, using the device panel and USB stick.

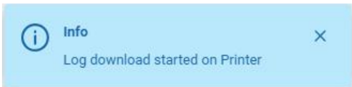
Roger Web UI

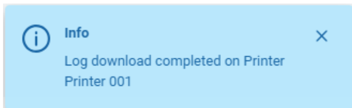
- Login to the Roger Web UI as a user with an admin role (permission Printers / Manage printers is required).
- Open **Printers** and find the printer you wish to download the logs from.
- Choose **Actions > Request Log Download**.



Progress is displayed in bubbles at the bottom right.

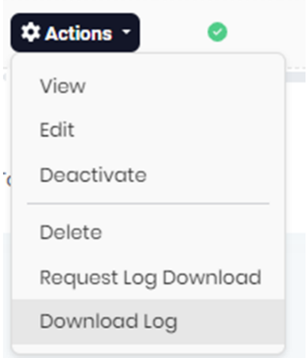






When the log download is finished, the file itself is stored on the Roger server.

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

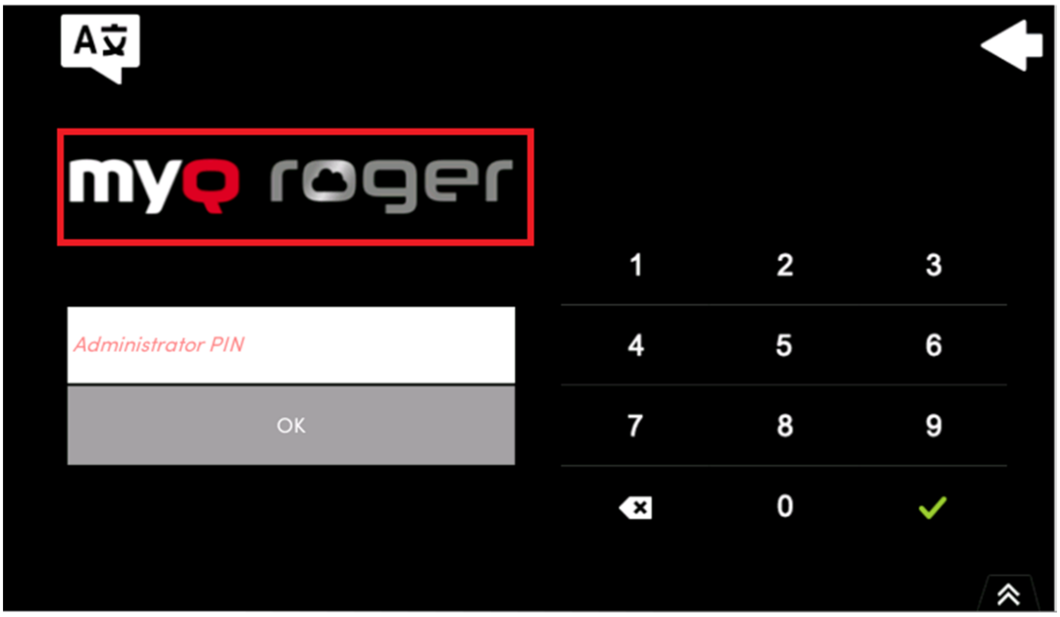


The file is encrypted and cannot be opened directly. Please provide it to MyQ Support with your ticket.

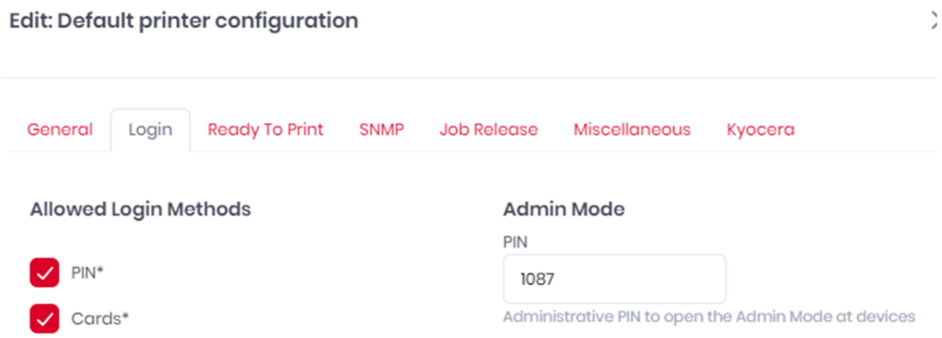
USB drive

To obtain logs from the Classic Roger Kyocera Terminal,

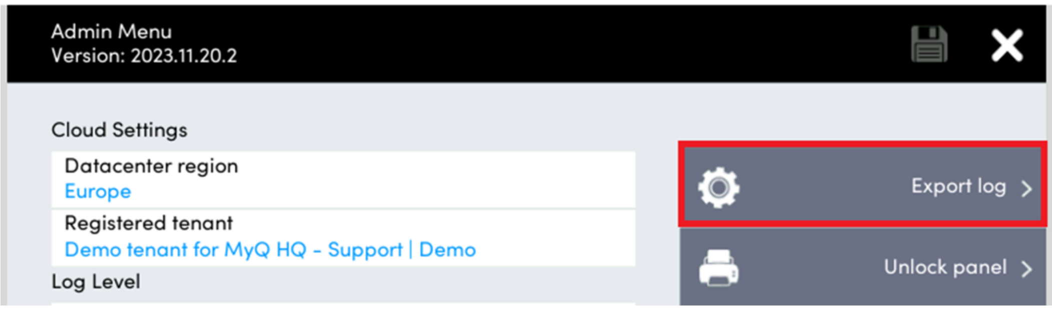
- Tap the **MyQ Roger** logo on the screen of the device. It will switch to enter Administrator PIN mode.



- 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.



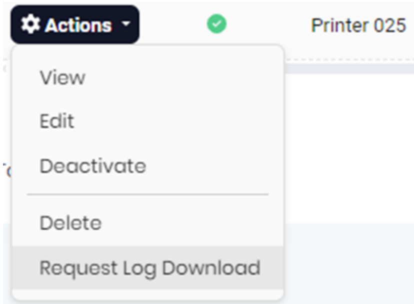
11.4.5 MyQ Roger Ricoh Terminal

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

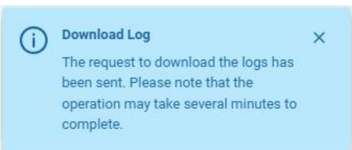
- Online via the MyQ Roger Web UI.
- Using the Ricoh installer.

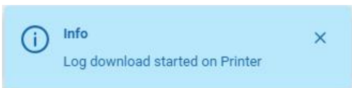
MyQ Roger Web UI

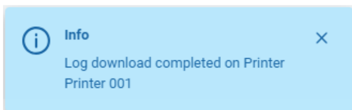
- Login to the MyQ Roger Web UI as a user with admin role (permission Printers / Manage printers is required).
- Open **Printers** and find the printer you wish to download the logs from.
- Choose **Actions > Request Log Download**.



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

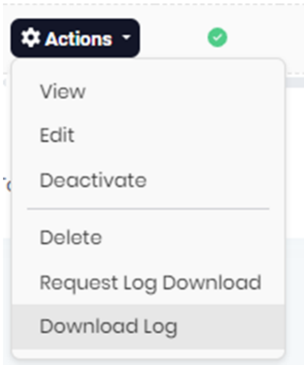






When the log download is finished, the file itself is stored on the MyQ Roger server.

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

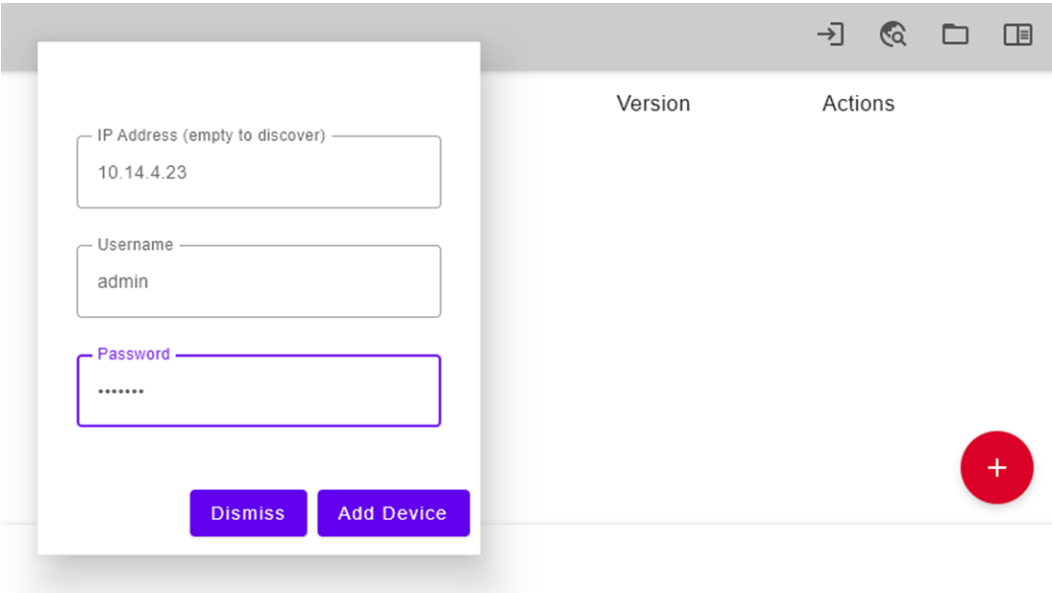


The file is encrypted and cannot be opened directly. Please provide it to the MyQ Support with your ticket.

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.

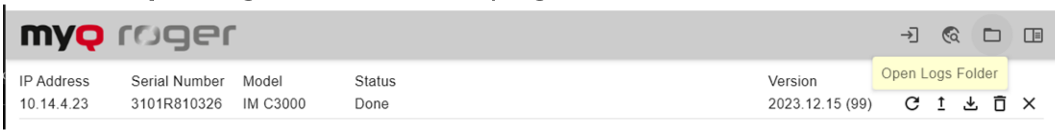
- If you haven't already, add the device using the red **Plus** button
- Fill in the **IP address** or **hostname**, the administrator **Username** and **Password**.



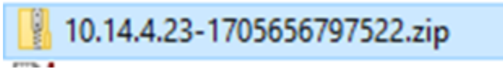
- Confirm by clicking **Add Device**.
- Click the **Download Logs** button.

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.



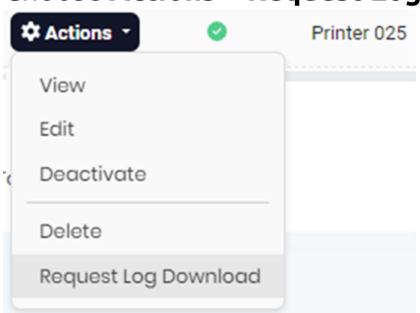
11.4.6 MyQ Roger HP Terminal

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

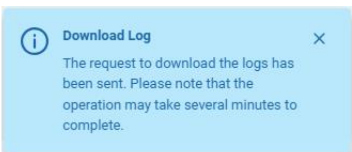
- Online via the MyQ Roger Web UI.
- On the HP device.

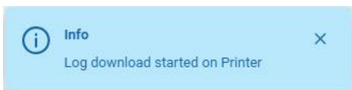
MyQ Roger Web UI

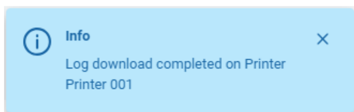
- Login to the MyQ Roger Web UI as a user with admin role (permission Printers / Manage printers is required).
- Open **Printers** and find the printer you wish to download the logs from.
- Choose **Actions > Request Log Download**.



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

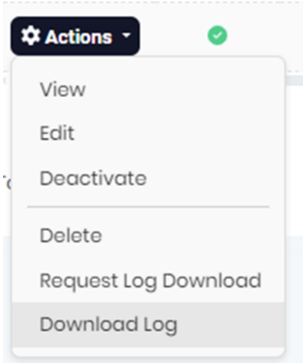






When the log download is finished, the file itself is stored on the MyQ Roger server.

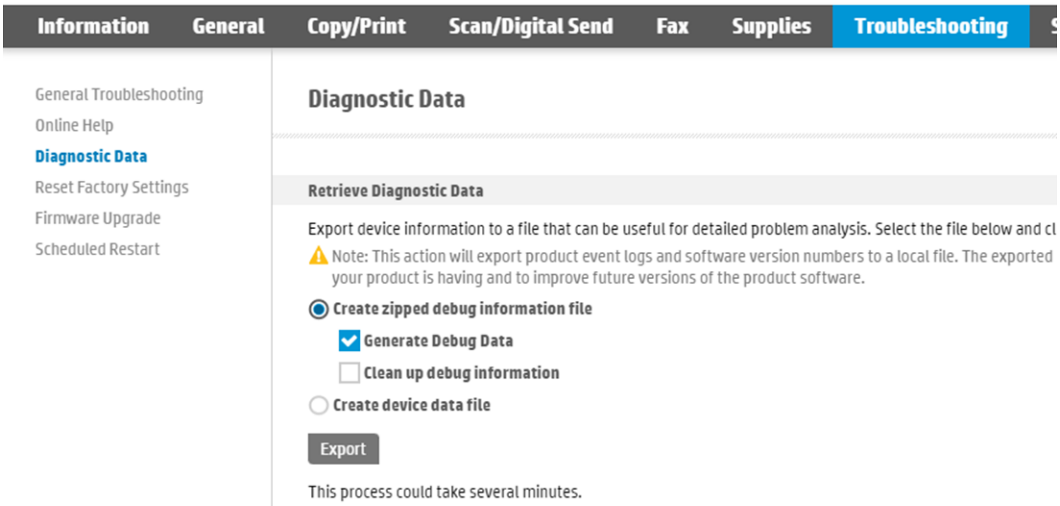
- Request to download it with **Actions > Download Log**.



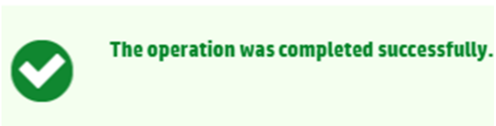
The file is encrypted and cannot be opened directly. Please provide it to the MyQ Support with your ticket.

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.

11.5 Entra ID Permissions

The MyQ Roger Entra ID App integrates with Microsoft 365 services (Microsoft Graph and Universal Print) to enable secure printing, file handling, and communication features for users. It requires specific permissions to operate on behalf of users and, in some cases, as an application (background service) to perform printing and device management tasks.

11.5.1 Types of Permissions

Entra ID distinguishes between two types of permissions:

- **Delegated permissions** – used when a signed-in user interacts with the app. The app acts on behalf of that user and only access data the user can access.
- **Application permissions** – used by background services or daemons without user interaction.
  These require admin consent.

11.5.2 **Granted API** Permissions

Microsoft Graph (User and File Access)

Permission	Type	Description	Admin Consent Required	Purpose
User.Read	Delegated	Sign in and read user profile	No	Allows the app to identify the current user.
openid, **profile**, **email**	Delegated	Standard OpenID Connect permissions	No	Enable secure sign-in and basic identity info (name, email).
offline_access	Delegated	Maintain access to data you've granted	No	Allows background refresh of access tokens without re-login.
Files.Read.Selected	Delegated	Read files that the user explicitly selects	No	Lets the app open individual files chosen by the user.

Permission	Type	Description	Admin Consent Required	Purpose
Files.ReadWrite	Delegated	Full access to user's files	No	Allows reading and modifying files in OneDrive or SharePoint.
Files.ReadWrite.AppFolder	Delegated	Access to app-specific storage	No	Used for storing app configuration or temporary files.
Files.ReadWrite.All	Delegated	Full access to all files user can access	No	Required for advanced integration with user file storage.
Sites.ReadWrite.All	Delegated	Edit or delete items in all site collections	No	Needed for working with SharePoint document libraries.
Mail.ReadWrite	Delegated	Read and write access to user mail	No	Used for email notifications and tracking user messages.
Mail.Send	Delegated	Send mail as user	No	Allows the app to send notifications on behalf of the user.

Microsoft Graph (Printing and Device Management)

Permission	Type	Description	Admin Consent Required	Purpose
Printer.Create	Delegated	Register printers	Yes	Enables adding new printers to the organization.
Printer.Read.All	Delegated / Application	Read printer information	Yes	Lets the app view printer configuration.
Printer.ReadWrite.All	Delegated / Application	Read and update printer settings	Yes	Allows configuration changes and updates.
Printer.FullControl.All	Delegated	Full management of printers	Yes	Required for advanced administrative operations.
PrinterShare.ReadWrite.All	Delegated	Read and modify printer shares	Yes	Enables management of shared printers.
PrintJob.Read.All, **PrintJob.ReadBasic.All**	Application	Read print job details	Yes	Required to monitor and report job status.
PrintJob.ReadWrite.All, **PrintJob.ReadWriteBasic.All**	Application	Manage print jobs	Yes	Allows managing print jobs in the queue.
PrintJob.Manage.All	Application	Advanced print job operations	Yes	Enables deleting, rerouting, or updating print jobs.

Permission	Type	Description	Admin Consent Required	Purpose
PrintSettings.Read.All	Application	Read tenant-wide print settings	Yes	Needed for reading central print policies.
PrintTaskDefinition.ReadWrite.All	Application	Manage print task definitions	Yes	Used to define and handle print processing logic.

Universal Print Permissions

Permission	Type	Description	Admin Consent Required	Purpose
Printers.Create	Delegated	Create (register) new printers	Yes	Allows printer registration in Universal Print.
Printers.Read	Application	Read printer metadata	Yes	Retrieve printer details across the tenant.
PrinterProperties.ReadWrite	Application	Read/write printer properties	Yes	Update printer configuration (e.g., defaults).
PrintJob.Read	Application	Read print job metadata and payload	Yes	Access job data for tracking or auditing.
PrintJob.ReadWriteBasic	Application	Read and write job metadata	Yes	Manage print job state and basic info.

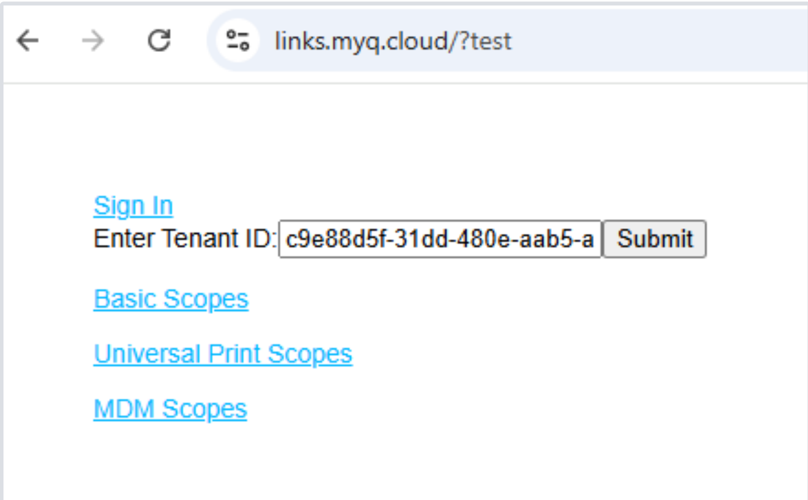
11.5.3 Consent and Administration

- Permissions marked *Yes* under *Admin Consent Required* must be approved by a Global Administrator or Privileged Role Administrator.

- Once consented, all users in the tenant can use the app without further prompts.
- Consent is granted for the organization: *Example Organization Ltd.* indicates that consent was granted for this publisher by your organization.

11.5.4 Quickly Grant or Reapply Consents for Administrators – links.myq.cloud

Microsoft organization administrators can grant or reapply the required consent permissions for the MyQ Roger application using a temporary quick-access page at **links.myq.cloud**[19]. It outlines how to retrieve the Entra ID Tenant, choose the appropriate consent link (Basic, Universal Print, or MDM scopes), and approve the permissions for successful integration.



11.5.5 Security Notes

- The app adheres to the Microsoft Graph API permission model and requests only the scopes needed for core functionality (printing, file access, email notifications).
- Administrators can review granted consents at any time under **Azure Portal** > **Microsoft Entra ID** > **Enterprise Applications** > **MyQ Roger** > **Permissions**.

19. https://links.myq.cloud/

12 Business Contacts

MyQ® Manufacturer	**MyQ® spol. s r.o.** Harfa Business Center, Ceskomoravska 2532/19b, 190 00 Prague 9, Czech Republic ID no. 615 06 133 MyQ® spol. s r.o. is registered in the Commercial Register at the Municipal Court in Prague, file no. C 29842 (hereinafter as “MyQ®”)
Business information	http://www.myq-solution.com info@myq-solution.com[20]
Technical support	support@myq-solution.com[21]
Notice	MANUFACTURER WILL NOT BE LIABLE FOR ANY LOSS OR DAMAGE CAUSED BY INSTALLATION OR OPERATION OF THE SOFTWARE AND HARDWARE PARTS OF THE MyQ® PRINTING SOLUTION. This manual, its content, design and structure are protected by copyright. Copying or other reproduction of all or part of this guide, or any copyrightable subject matter without the prior written consent of MyQ® is prohibited and can be punishable. MyQ® is not responsible for the content of this manual, particularly regarding its integrity, currency and commercial occupancy. All the material published here is exclusively of informative character. This manual is subject to change without notification. MyQ® is not obliged to make these changes periodically nor announce them, and is not responsible for currently published information to be compatible with the latest version of the MyQ® printing solution.
Trademarks	“MyQ®”, including its logos, is a registered trademark of MyQ®. Any use of trademarks of MyQ® including its logos without the prior written consent of MyQ® Company is prohibited. The trademark and product name are protected by MyQ® and/or its local affiliates.

20. mailto:info@myq-solution.com
21. mailto:support@myq-solution.com