

myQ roger

MyQ Roger
Client for
macOS

1.4



November/2025

Table of Contents

1	Release Notes	4
1.1	MyQ Roger Client for macOS 1.4 (patch 4)	4
1.2	MyQ Roger Client for macOS 1.4 (patch 3)	4
1.3	MyQ Roger Client for macOS 1.4 (patch 2)	4
1.4	MyQ Roger Client for macOS 1.4 (patch 1)	4
1.5	MyQ Roger Client for macOS 1.4 RTM.....	4
1.6	MyQ Roger Client for macOS 1.4 RC	5
2	Basic Information	6
2.1	Regional Compatibility.....	6
2.2	Requirements on the client’s workstation.....	6
3	Installation	7
3.1	Installation via the Setup Wizard	8
3.2	Silent Installation	8
3.3	Installation Parameters	9
3.4	Printer and Driver.....	9
3.5	How to Find Installed Drivers	10
4	Configuration	12
4.1	Print Driver Configuration.....	12
4.2	MyQ Roger Server Configuration	12
4.3	Communication Information.....	14
4.4	SNMP Settings	14
5	Using MyQ Roger Client	15
5.1	Authentication Methods.....	17
5.1.1	Sign in with MyQ.....	17
5.1.2	Sign in with QR Code	17
5.1.3	Sign in with Google	19
5.1.4	Sign in with Microsoft	19
5.2	Fallback Printing.....	19
5.3	Single-Function Printers	20
5.4	Job Lifecycle.....	20
6	Uninstallation	22
7	Business Contacts	23

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

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



Benefit from MyQ Roger's top Performance, High Availability, and Multitenancy

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

With MyQ Roger, you get a unique virtual experience of collaboration at work and document management – your brand-new **Smart Digital Workplace Assistant**.

Enjoy the simplicity of its **fully personalized UI**, use OneDrive or another cloud storage to print and scan your documents **with a single click**, and keep your digital office in your pocket at home, on the move, or at the office.

1 Release Notes

- ✓ Download the latest version of MyQ Roger Client for macOS [here](#)¹.

1.1 MyQ Roger Client for macOS 1.4 (patch 4)

5 December, 2024

Improvements

- MRC now reports any existing jobs to the server.
-

1.2 MyQ Roger Client for macOS 1.4 (patch 3)

3 September, 2024

Bug Fixes

- Failover printing dialog continuously appears even after job is discarded.
-

1.3 MyQ Roger Client for macOS 1.4 (patch 2)

21 August, 2024

Improvements

- Debug logs from MRC can be requested and downloaded from the server.
- MRC reports error messages to the server.

Bug Fixes

- MRC is able to release jobs from Ricoh 24.1 Terminal
-

1.4 MyQ Roger Client for macOS 1.4 (patch 1)

5 June, 2024

Bug Fixes

- Fixed performance issues.
-

1.5 MyQ Roger Client for macOS 1.4 RTM

30 May, 2024

1. <https://community.myq-solution.com/s/download/a0BPz0000019yyrMAA/myq-roger-client-mac>

Improvements

- Multiple configuration profiles on the server now supported by the client.
- Client can now be downloaded with and without bundled drivers.

Bug Fixes

- The client is unable to authenticate when the MacBook is closed for prolonged hours.
 - MRC agent not automatically closing when upgrading.
 - MRC tenant is not always remembered when restarting macOS.
 - MRC only prints in black and white with default printer.
-

1.6 MyQ Roger Client for macOS 1.4 RC

28 February, 2024

New Features

- (.pkg) deployment via Installer, Silent installation, Intune or Apple Remote Desktop.
- Supported authentication methods, MyQ credentials, QR Code, Google, Microsoft.
- Releasing jobs via Kyocera, HP, and Ricoh Terminals.
- Fallback Printing.
- Printing via SNMPv2 and SNMPv3.
- Printing via RAW and IPP/S protocols.
- Releasing jobs to lightweight printers.

2 Basic Information

MyQ Roger Client for macOS is a software client of the MyQ Roger server. Once installed on the MyQ Roger users' Mac workstations, it provides additional features to the users, such as user authentication via MyQ, Microsoft, Google, or via QR code when using the MyQ Roger mobile application. It also provides communication between the users and the server, and secure local printing. MyQ Roger Client also supports Fallback Printing. This allows users to continue printing even when the MyQ Roger server is offline.

2.1 Regional Compatibility

Ensure you have the correct MyQ Roger Client version. Download the appropriate one based on your location:

- EU Region
- US Region

2.2 Requirements on the client's workstation

- Supported OS: macOS 15 (Sequoia), macOS 14 (Sonoma), macOS 13 (Ventura).

i The communication protocols and ports used can be found in the [MyQ Roger Server Administration²](#) guide.

2. <https://docs.roger.myq.cloud/en/srv/1.0/basic-information>

3 Installation

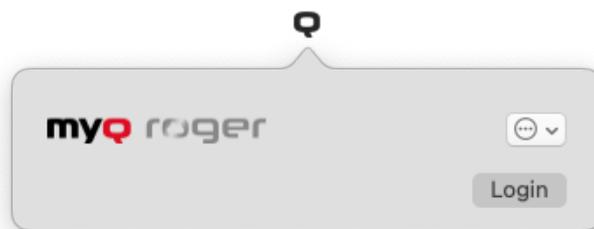
The MyQ Roger Client (MRC) application is provided in .pkg format and can be distributed over the network using:

- Apple Remote Desktop
- Microsoft Intune

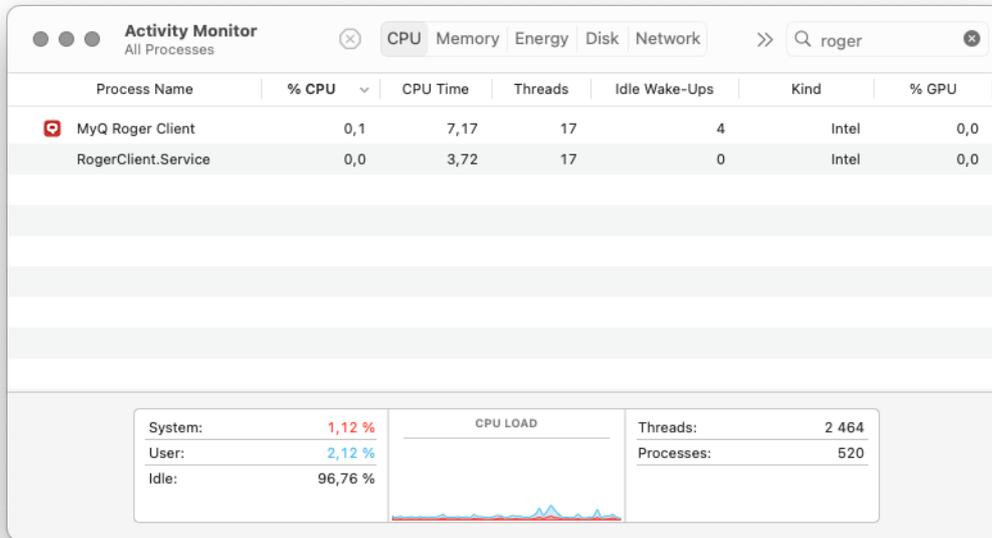
Alternatively, the package can be installed during a user session either via the setup wizard or silently via the terminal.

⚠ Since **MyQ Roger Client 1.4 RTM**, the installer can be distributed with or without a bundled Kyocera driver; for HP and Ricoh, a generic.ppd postscript driver from macOS will be used.

Once the installation is finished, MyQ Roger Client starts running in the background and the MyQ (Q) icon appears in the menu bar on the top-right of your screen. MyQ Roger Client can also be found in Applications.



The `RogerClient.Service` also starts running in the background and can be found in Activity Monitor.



3.1 Installation via the Setup Wizard

To install MyQ Roger Client via the setup wizard:

1. Download the latest available version of the installation file.
2. Run the installation file. The MyQ Roger Client Setup wizard dialog opens.
3. Click **Continue** to start the installation.
4. On the license page click **Continue**; a prompt appears to **Agree** to the terms of the software license agreement.
5. On the Destination Select page you can select the destination where to install MyQ Roger Client. Click **Continue**.
6. On the Installation Type page click **Install**.
7. Enter the password of the user and click **Install Software**.
8. During the installation there is a pop-up message saying that "Installer" would like to modify apps on your Mac. Click **OK**.
9. Once the installation is complete you are redirected to the summary page, and it should say that your installation was successful. Click **Close**.

3.2 Silent Installation

To silently install the application, download the latest available version of the installation file, open the Terminal as a user with administrator rights, and use the following command:

```
sudo installer -pkg "MyQ Roger Client Mac.pkg" -target / -dumplog
```

The installer log can be found in: `/private/var/log/install.log`

3.3 Installation Parameters

Installation parameters can be defined in the installer package's filename, after the version, separated by an underscore character (_).

For example: `MyQ Roger Client Mac 1.4.1.63_Europe_MyQTenant_Kyocera ECOSYS M2030dn.PPD.pkg`

Parameter	Description	Example	Supported version
TENANCYNAME (optional)	Provide the Tenant Name (identifier) this value will be used to get the TENANTID after the installation	_MyQTenant	1.4.0+
REGION	Define to which Server the client should connect. If the parameter is not specified, the client will use the server setup during the build process. Accepted values: "Americas", "Europe"	_Europe	1.4.0+
PRINTERDRIVER (optional)*	Provide a pre-installed driver name to be used by the MyQ Roger printer. Set it to <i>_DefaultHP</i> or <i>_DefaultRicoh</i> and a generic.ppd postscript driver from macOS will be used. If the parameter is not set, then the Kyocera Universal Printing driver will be installed if the installer is built with the bundled driver.	_Kyocera ECOSYS M2030dn.PPD	1.4.0 RTM+

*If you want to define a value for this parameter without `TENANCYNAME`, then the installer filename will look like this:

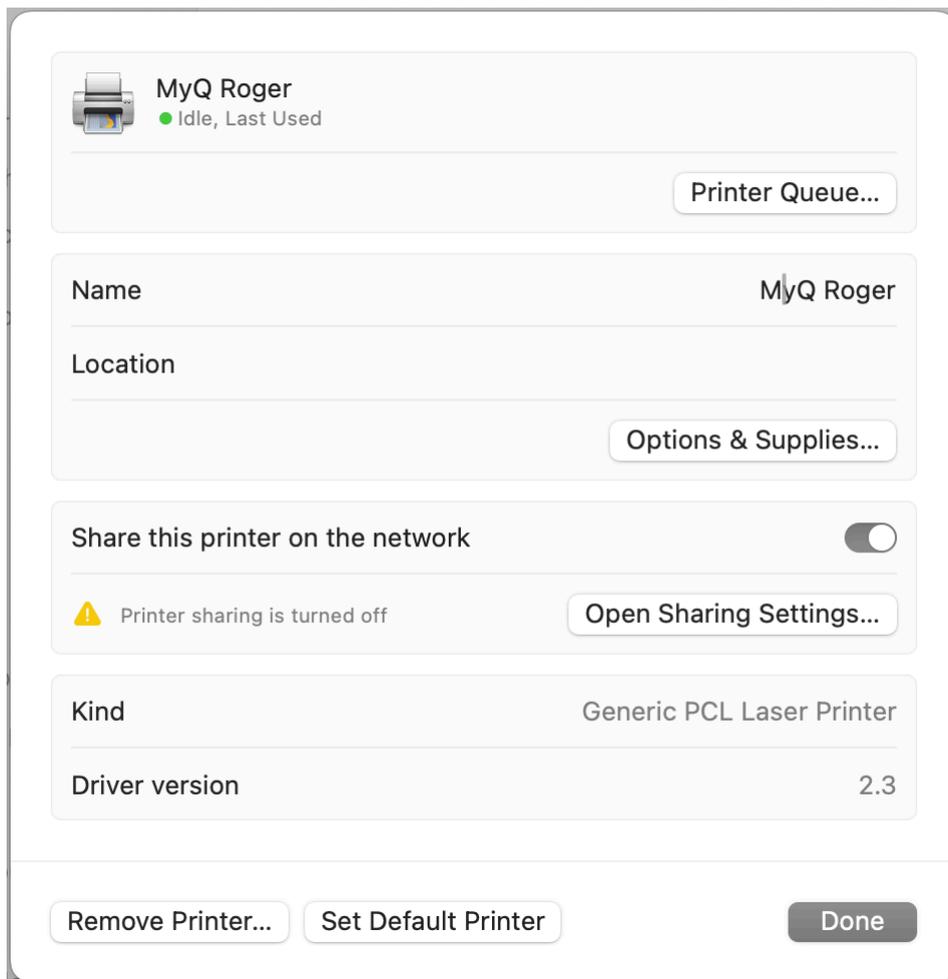
`MyQ Roger Client 1.4.1.63_Europe__Kyocera ECOSYS M2030dn.PPD.pkg`

Note the double underscore (__) after the region parameter.

3.4 Printer and Driver

During the installation, a MyQ Roger printer is created and is ready to be used for sending jobs via MRC to MyQ Roger server.

- If the installer package is with the bundled drivers and there is no set value to the `PRINTERDRIVER` parameter, then the Kyocera Universal Printing driver is installed.
- If the installer package is without the bundled driver and there is no value set to the `PRINTERDRIVER` parameter, then a generic default driver from macOS is used, however this driver **only supports black and white printing**.



3.5 How to Find Installed Drivers

1. Open a terminal.
2. Run the `lpinfo -m` command.
3. This command shows the installed drivers:

```

Library/Printers/PPDs/Contents/Resources/Kyocera CS 6551ci.PPD Kyocera CS 6551ci (KPD)
Library/Printers/PPDs/Contents/Resources/Kyocera CS 7002i.PPD Kyocera CS 7002i (KPD)
Library/Printers/PPDs/Contents/Resources/Kyocera CS 7003i.PPD Kyocera CS 7003i (KPD)
Library/Printers/PPDs/Contents/Resources/Kyocera CS 7052ci.PPD Kyocera CS 7052ci (KPD)
Library/Printers/PPDs/Contents/Resources/Kyocera CS 7353ci.PPD Kyocera CS 7353ci (KPD)
Library/Printers/PPDs/Contents/Resources/Kyocera CS 7550ci.ppd Kyocera CS 7550ci (KPD)
Library/Printers/PPDs/Contents/Resources/Kyocera CS 7551ci.PPD Kyocera CS 7551ci (KPD)
Library/Printers/PPDs/Contents/Resources/Kyocera CS 8000i.ppd Kyocera CS 8000i (KPD)
Library/Printers/PPDs/Contents/Resources/Kyocera CS 8001i.PPD Kyocera CS 8001i (KPD)
Library/Printers/PPDs/Contents/Resources/Kyocera CS 8002i.PPD Kyocera CS 8002i (KPD)
Library/Printers/PPDs/Contents/Resources/Kyocera CS 8003i.PPD Kyocera CS 8003i (KPD)
Library/Printers/PPDs/Contents/Resources/Kyocera CS 8052ci.PPD Kyocera CS 8052ci (KPD)
Library/Printers/PPDs/Contents/Resources/Kyocera CS 8353ci.PPD Kyocera CS 8353ci (KPD)
Library/Printers/PPDs/Contents/Resources/Kyocera CS 9002i.PPD Kyocera CS 9002i (KPD)
Library/Printers/PPDs/Contents/Resources/Kyocera CS 9003i.PPD Kyocera CS 9003i (KPD)
Library/Printers/PPDs/Contents/Resources/Kyocera ECOSYS M2030dn.PPD Kyocera ECOSYS M2030dn (KPD)
Library/Printers/PPDs/Contents/Resources/Kyocera ECOSYS M2035dn.PPD Kyocera ECOSYS M2035dn (KPD)
Library/Printers/PPDs/Contents/Resources/Kyocera ECOSYS M2040dn.PPD Kyocera ECOSYS M2040dn (KPD)
Library/Printers/PPDs/Contents/Resources/Kyocera ECOSYS M2135dn.PPD Kyocera ECOSYS M2135dn (KPD)
Library/Printers/PPDs/Contents/Resources/Kyocera ECOSYS M2235dn.PPD Kyocera ECOSYS M2235dn (KPD)
Library/Printers/PPDs/Contents/Resources/Kyocera ECOSYS M2530dn.PPD Kyocera ECOSYS M2530dn (KPD)
Library/Printers/PPDs/Contents/Resources/Kyocera ECOSYS M2535dn.PPD Kyocera ECOSYS M2535dn (KPD)
Library/Printers/PPDs/Contents/Resources/Kyocera ECOSYS M2540dn.PPD Kyocera ECOSYS M2540dn (KPD)
Library/Printers/PPDs/Contents/Resources/Kyocera ECOSYS M2540dw.PPD Kyocera ECOSYS M2540dw (KPD)
Library/Printers/PPDs/Contents/Resources/Kyocera ECOSYS M2635dn.PPD Kyocera ECOSYS M2635dn (KPD)
Library/Printers/PPDs/Contents/Resources/Kyocera ECOSYS M2635dw.PPD Kyocera ECOSYS M2635dw (KPD)
Library/Printers/PPDs/Contents/Resources/Kyocera ECOSYS M2640idw.PPD Kyocera ECOSYS M2640idw (KPD)
Library/Printers/PPDs/Contents/Resources/Kyocera ECOSYS M2735dn.PPD Kyocera ECOSYS M2735dn (KPD)

```

4. The installer only needs the filename including the file extension. For example:

```
Kyocera ECOSYS M2030dn.PPD
```

All the drivers will be searched on the location: `/Library/Printers/PPDs/Contents/Resources`

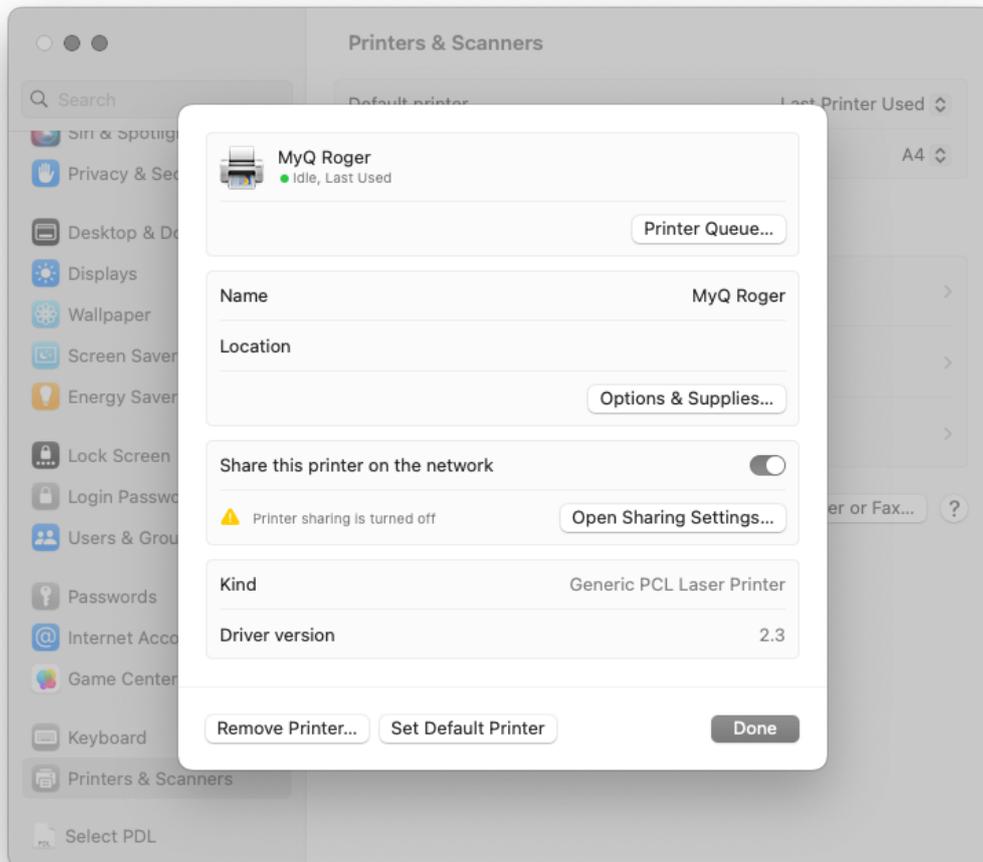
For example, the installer will then look like this:

```
MyQ Roger Client 1.4.1.63_Europe_MyQTenant_Kyocera ECOSYS
M2030dn.PPD.pkg
```

4 Configuration

4.1 Print Driver Configuration

During the MyQ Roger Client installation a printer is created with all the settings needed to release jobs. This printer is called MyQ Roger, and all jobs can be sent to this printer in order for them to be released via MyQ Roger Client.



4.2 MyQ Roger Server Configuration

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

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

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

Edit role: Admin ✕

Role name | Permissions

Search...

- ✓ Pages
 - > ✓ Administration
 - ✓ Dashboard
 - ✓ Desktop Clients
 - ✓ Connect Desktop Client
 - ✓ Delete Desktop Client
 - ✓ View Desktop Clients
 - ✓ Device Code
 - ✓ Direct Print
 - ✓ Jobs
 - > ✓ PIN and Cards
 - > ✓ Profile parameter instances
 - > ✓ Ready To Print
 - > ✓ Settings
 - > ✓ Workflow Templates
 - > ✓ Workflows

If you are changing your own permissions, you may need to refresh page (F5) to take effect of permission changes on your own screen!

Cancel **Save**

4.3 Communication Information

Target	Protocol, Port	Description
MyQ Roger Server <ul style="list-style-type: none"> • https://eu.roger.myq.cloud/ • https://us.roger.myq.cloud 	HTTPS, 433 TLS secured	<ul style="list-style-type: none"> • MyQ Roger Client authentication • User authentication • Reporting jobs
Event Bus	AMQP, 5671 TLS secured	<ul style="list-style-type: none"> • Events Release, Delete, etc.
Printer	SNMP, 161,162	<ul style="list-style-type: none"> • Get machine <code>Serial Number</code> to confirm a job release target
Printer	RAW print, 9100 unsecured	<ul style="list-style-type: none"> • Releasing a job

4.4 SNMP Settings

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

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

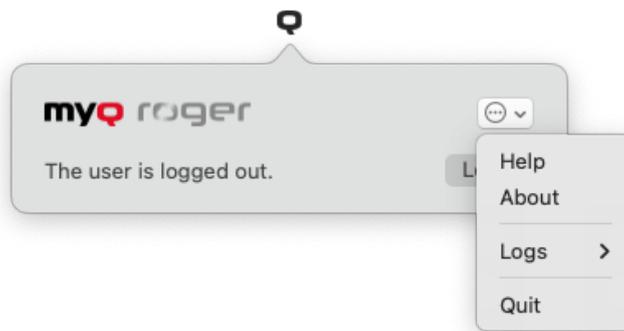
 If the settings are incorrect, MRC will not be able to find the printers and release jobs.

5 Using MyQ Roger Client

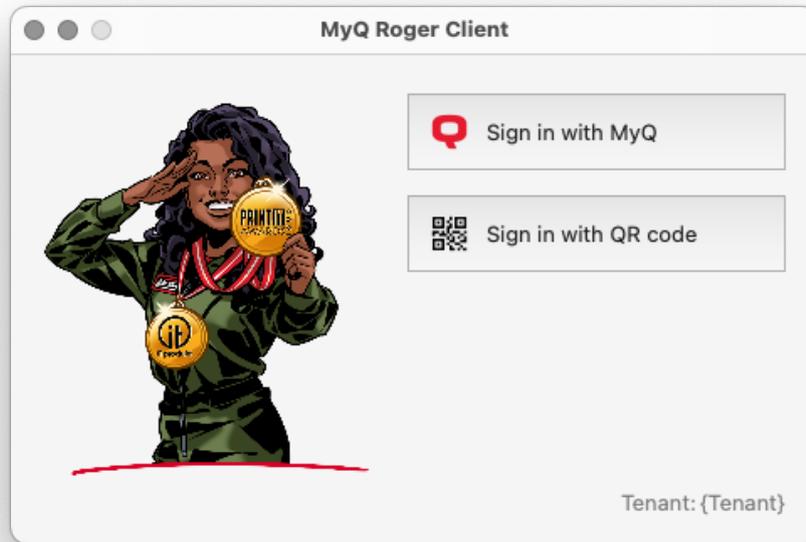
Once MyQ Roger Client (MRC) is installed, the application starts running in the background and its icon (Q) appears in the menu bar on the top right of your screen.



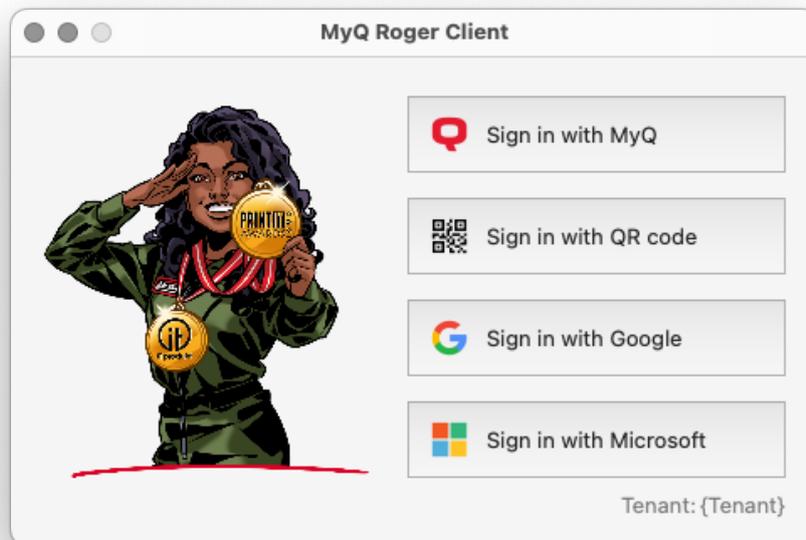
You can click the three dots in the upper-right corner to open the Actions Menu where you can visit the online help (Help), view information about the app (About), open the logs (Logs), and quit the application (Quit).



You can click on **Login** to begin the authentication process.



After the installation, the app is not connected with any tenant. With the first user authentication, it's connecting with the tenant and then keeps the connection even when the user logs off their Mac account. After the tenant is connected, it is possible to sign in with any of the available authentication methods.



5.1 Authentication Methods

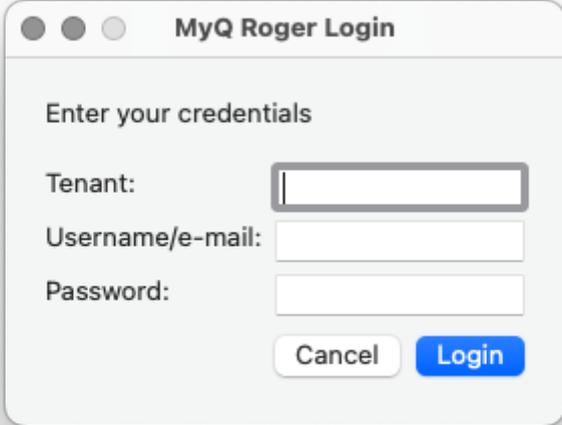
MyQ Roger Client uses four different methods of authentication.

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

⚠ If two-factor authentication is enabled, users cannot sign in with their MyQ credentials. QR Code, Microsoft, or Google credentials must be used instead.

5.1.1 Sign in with MyQ

When you **Sign in with MyQ**, add your tenant and MyQ credentials and click **Login**.

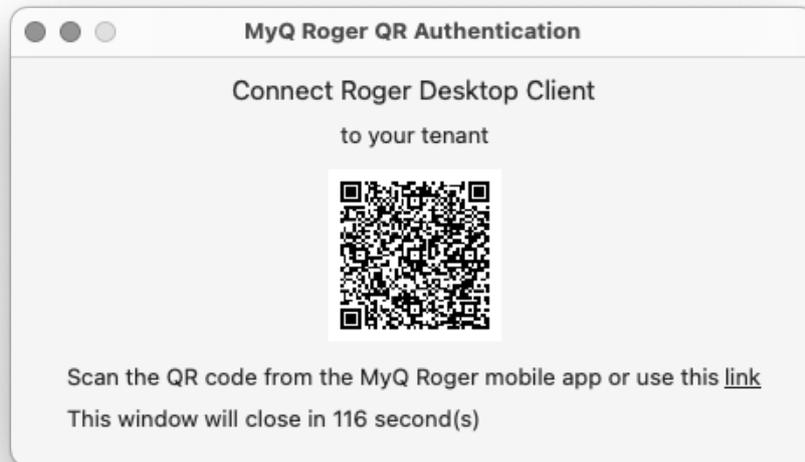


The image shows a macOS-style dialog box titled "MyQ Roger Login". Inside the dialog, the text "Enter your credentials" is displayed. Below this, there are three input fields: "Tenant:", "Username/e-mail:", and "Password:". The "Tenant:" field is currently empty and has a focus ring. At the bottom of the dialog, there are two buttons: "Cancel" and "Login".

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

5.1.2 Sign in with QR Code

When you click **Sign in with QR code**, a QR code is displayed in the window for 2 minutes.



To sign in:

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

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

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

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

5.1.3 Sign in with Google

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

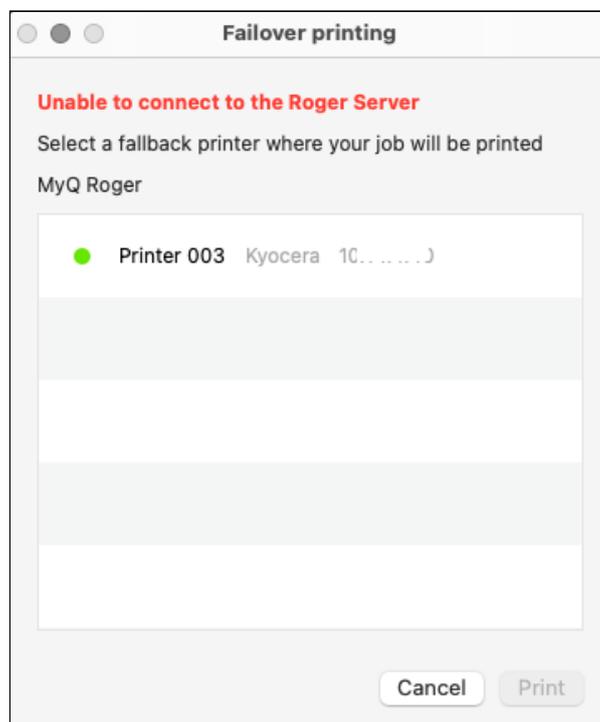
5.1.4 Sign in with Microsoft

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

5.2 Fallback Printing

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

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



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

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

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

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

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

 Fallback printing is currently only supported on Kyocera devices.

5.3 Single-Function Printers

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

 Single-function printers are only supported on Kyocera printers at the moment.

 Check the MyQ Roger Server Administration guide for setup details.

Once a single-function printer is set up and can be used, the user releases a job from the MyQ Roger mobile application and MyQ Roger Client (MRC) sends the job to the printer and reports the statistics to the server.

The job counters information is provided by the parser.

After the jobs are released, MRC checks the total counters for print mono and color, as well as the device toner levels, and sends them to the server.

Limitations

- Copier/Scan total counters are not reported by MRC.

5.4 Job Lifecycle

All MyQ Roger Client files are encrypted.

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

Releasing a job example:

1. A job is spooled from the TCP 515 LPR port (printer driver queue) and is stored in `\Application Support\MyQ Roger Client\Jobs`.
2. When the user is logged in:
 - a. The job's metadata are created at the MyQ Roger Server and are then visible on devices.
 - b. The job is assigned to the MyQ Roger Client logged in user.
3. A user can release the job:
 - a. from the terminal
 - b. from the MyQ Roger Mobile app if the user is logged in to the printer.
4. MyQ Roger Client must be online to release the job, but the user does not need to be logged in to MyQ Roger Client during the release.
5. The printer reports the job at MyQ Roger Server.
6. The job is deleted from MyQ Roger Client immediately after the release.

Job expiration in MRC is 7 days by default.

Job expiration `"JobExpirationInDays"` can be set in the preferences file located:

`\Preferences\cz.myq.mrc.plist`

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

6 Uninstallation

To uninstall MyQ Roger Client:

1. Quit MyQ Roger Client (click on the Q icon in the menu bar, then click on the three dots to open the menu, and select **Quit**).
2. On your Mac, go to **Applications**.
3. Locate MyQ Roger Client, right-click on it, and select **Move to Bin**.

7 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 ³
Technical support	support@myq-solution.com ⁴
Notice	<p>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.</p> <p>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.</p> <p>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.</p> <p>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.</p>
Trademarks	<p>“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.</p>

3. <mailto:info@myq-solution.com>

4. <mailto:support@myq-solution.com>