MyQ Roger Client for macOS

2.2

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

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

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

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

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

1 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.

1.1 Regional Compatibility

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

- EU Region
- US Region

1.2 Requirements on the client's workstation

- Roger Server 2.14
- 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 Administration[1] guide.

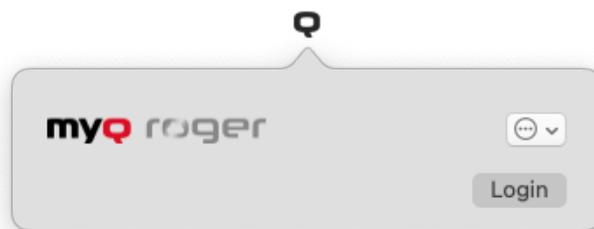1. https://docs.roger.myq.cloud/en/srv/1.0/basic-information

2 Installation

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

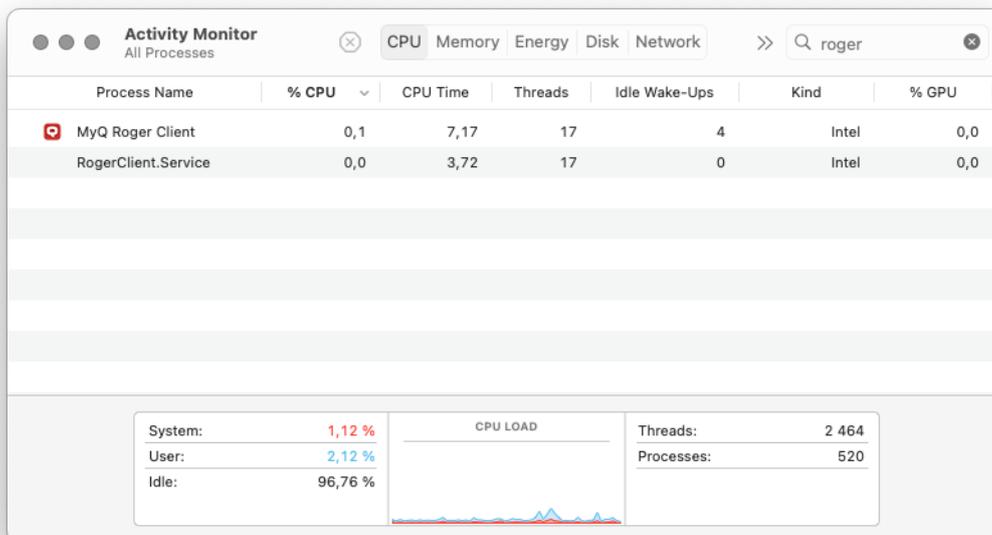- Apple Remote Desktop
- Microsoft Intune

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.

2.1 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.**

2.2 Silent Installation

To silently install the application, you must have admin rights; 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 2.0.0.298_eu_MyQTenant.pkg"
-target / -dumplog
```

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

2.3 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 2.0.0.298_eu_MyQTenant.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+

Parameter	Description	Example	Supported version
REGION ID	Define to which Server the client should connect. By default, the value is empty, which means the client will use the server setup during the build process. If the value is set then the server in the oem.ini file will be set during the installation process. The expected value for this parameter is the **id property** from the service: https://discovery.myq.cloud/regions	_eu	1.4.0+
PRINTERDRIVER (optional)*	Provide a pre-installed driver name to be used by the MyQ Roger printer. Set it to _DefaultHP or _DefaultRicoh 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+

Parameter	Description	Example	Supported version
PRINTERSPOOLER	This parameter determines which printer will be configured by the installer: 1 - Client Spooling 2 - Cloud spooling 3 - Both The default is 1, which means only the client spooling printer will be created. If option 2 is set, only the Cloud spooling printer is created and only Microsoft and Google authentication methods will be allowed in MRC.	_1	2.0 patch 2+
FAILOVERENABLED	This parameter will enable/disable the fallback printing feature. If the feature is disabled and the server is not accessible, all jobs are discarded. by default, the value is set to 1. 0 will disable the feature. This parameter can be provided only via the configuration file.	FAILOVERENABLED=1	2.2 patch 4+

Parameter	Description	Example	Supported version
PRINTERNAME	Can specify the printer name. The installer will create a printer with the provided name. *The default value is* MRC-Printer. This parameter can be provided only via the configuration file.	PRINTERNAME="MRC-Printer"	2.2 patch 4+
COLORPRINT	This parameter will create: 1-Only Color Printer (default) 2-Only B&W Printer 3-Both Printers This parameter can be provided only via the configuration file.	COLORPRINT=1	2.2 patch 4+

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

```
MyQ Roger Client 2.0.0.298_eu__Kyocera ECOSYS M2030dn.PPD.pkg
```

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

2.3.1 Configuration Examples

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

RegionID* EU, Tenancy Name*, Client Spooling, Custom Kyocera Driver

```
REGIONID=EU,TENANCYNAME=[TENANT-
NAME],PRINTERSPOOLER=1,PRINTERDRIVER="Kyocera ECOSYS M2030dn.PPD"
```

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

```
REGIONID=EU,TENANCYNAME=[TENANT-
NAME],PRINTERSPOOLER=2,PRINTERDRIVER="DefaultRicoh"
```
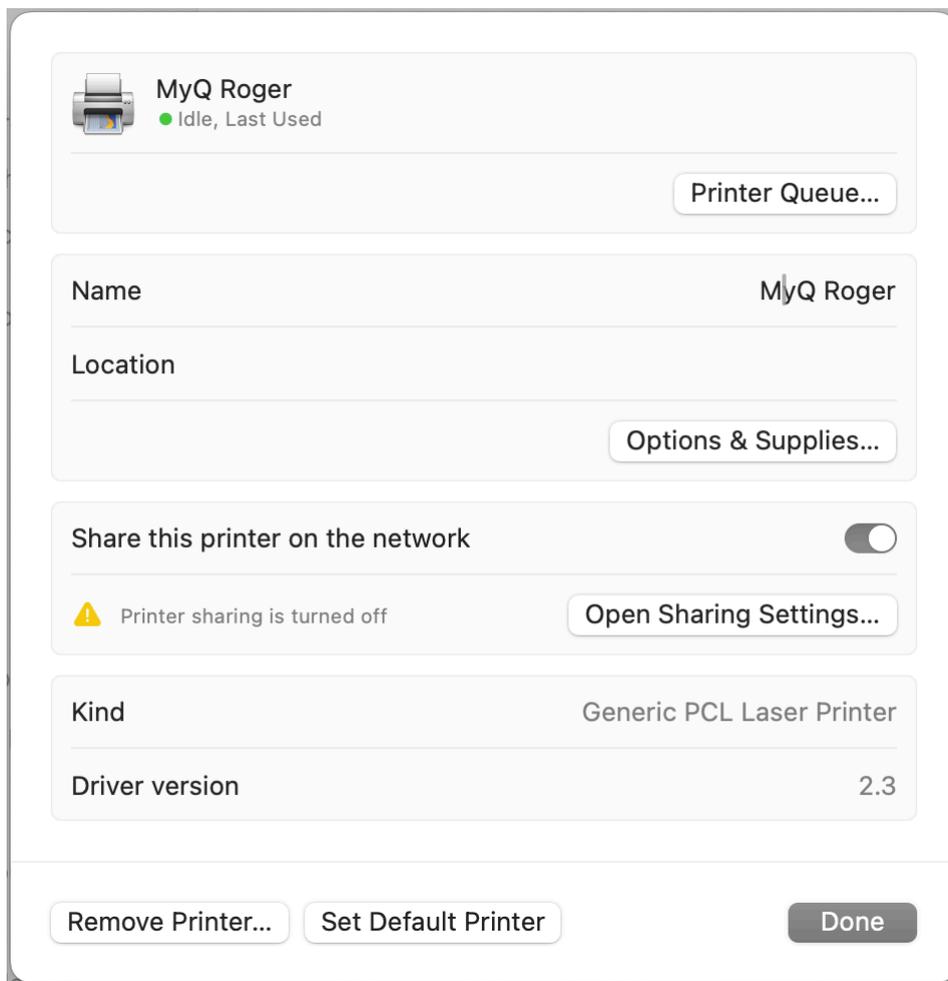
RegionID* US, Tenancy Name*, Client and Cloud Spooling, Default HP Driver

```
REGIONID=US,TENANCYNAME=[TENANT-
NAME],PRINTERSPOOLER=3,PRINTERDRIVER="DefaultHP"
```

2.4 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**.

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

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`
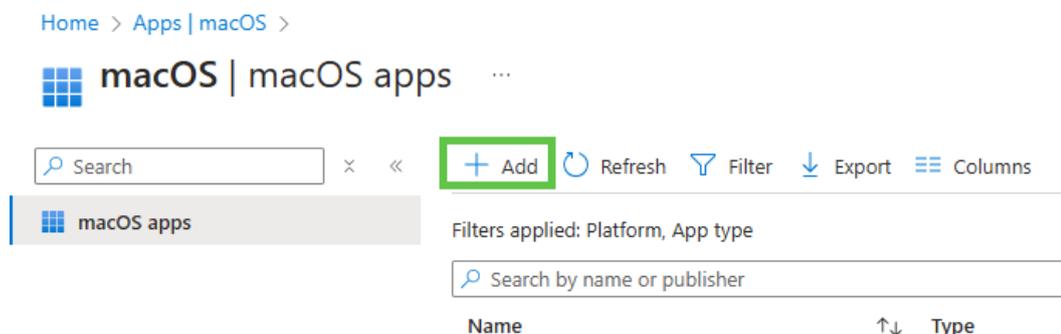
For example, the installer will then look like this:

`MyQ Roger Client 2.0.0.298_eu_MyQTenant_Kyocera ECOSYS M2030dn.PPD.pkg`

2.6 Deploy MyQ Roger Client with Intune for macOS

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

To deploy MyQ Roger Client with Intune for macOS:

1. Go to Intune[2] and log in.
2. Go to **Apps | macOS** and click **Add**.

2. https://intune.microsoft.com/#home

3. Choose **macOS app (PKG)** and press **Select** at the bottom.

4. Click **Select the app package file** and upload the package file.

App package file

App package file *

"MyQ Roger Client Mac 2.0_eu__DefaultRicoh.pkg"

Name: MyQ Roger Client Mac 2.0_eu__DefaultRicoh.pkg
Platform: MacOS
Size: 147.93 MiB
MAM Enabled: No

OK

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

Home > macOS | macOS apps >

Add App   ···
macOS app (PKG)

① App information   ② Program   ③ Requirements   ④ Detection rules   ⑤ Assignments   ⑥ Review + create

Select file *   MyQ Roger Client Mac 2.0_eu__DefaultRicoh.pkg

Name *   MyQ Roger Client Mac 2.0_eu__DefaultRicoh.pkg

Description *   MyQ Roger Client Mac 2.0_eu__DefaultRicoh.pkg

Publisher *   MyQ

Category   0 selected

Information URL   Enter a valid url

Privacy URL   Enter a valid url

Developer

Owner

Notes

Logo   Select image

6. On the **Program** tab, can edit the install command using the commands listed in the
   Installation guide. For example, add `TENANCYNAME="tenancyname"` if you want to
   install MRC for a specific tenant. Click **Next** once you are finished.
7. Select the operating system. Then click **Next**.

> ⓘ Skip the **Detection rules** section.

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

8. Review and click **Create**.

Home > macOS | macOS apps >

Add App ···
macOS app (PKG)

✅ App information   ✅ Program   ✅ Requirements   ✅ Detection rules   ✅ Assignments   **6** Review + create

Summary

App information

App package file	MyQ Roger Client Mac 2.0_eu__DefaultRicoh.pkg
Name	MyQ Roger Client Mac 2.0_eu__DefaultRicoh.pkg
Description	MyQ Roger Client Mac 2.0_eu__DefaultRicoh.pkg
Publisher	MyQ
Category	No Category
Information URL	No Information URL
Privacy URL	No Privacy URL
Developer	No Developer
Owner	No Owner
Notes	No Notes
Logo	No logo

Program

Pre-install script	No Pre-install script
Post-install script	No Post-install script

Requirements

Minimum operating system	macOS Ventura 13.0

Detection rules

Ignore app version	Yes
Included apps	com.myq.roger-desktop-client 2.0
	com.kyocera.pde.KMAdjustment 2.2.1607
	com.kyocera.PrintOptionPane 5.1811
	com.KYOCERAMITA.rastertopcl_F 5.5.0110
	com.kyocera.pde.KfSummary 5.5.0314
	de.monscheuer.MMTabBarView 1.0
	com.kyocera.printpanel 5.5.0919

Assignments

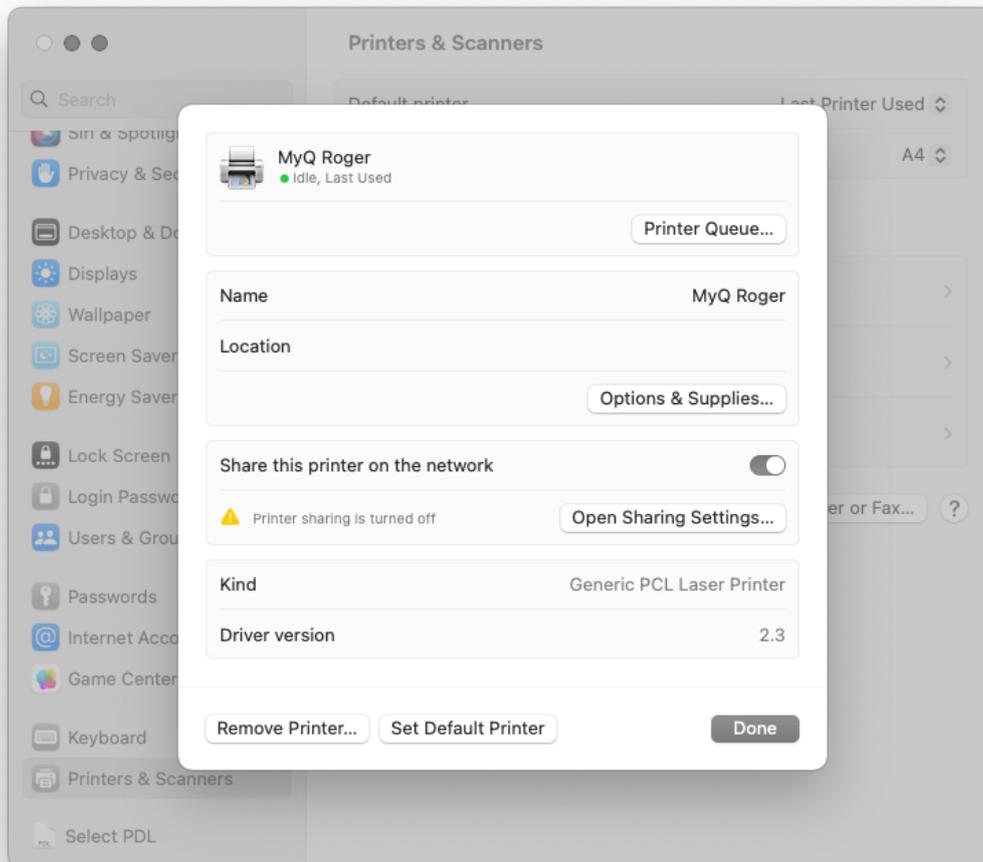| Group mode	Group
❯ Required	
Available for enrolled devices	

9. Download and install the Company Portal App[3] and log in as a user from those assigned above. Then click the **options menu**>**Check status** and the installation will begin within a few minutes.

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3. https://learn.microsoft.com/en-us/mem/intune/user-help/enroll-your-device-in-intune-macos-cp

3 Configuration

3.1 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.

3.2 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.

3.3 Communication Information

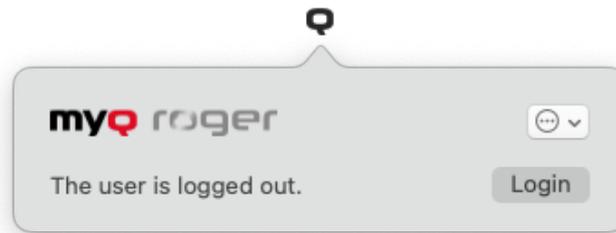| Target	Protocol, Port	Description
MyQ Roger Server • https://eu.roger.myq.cloud/ • https://us.roger.myq.cloud	HTTPS, 433 | TLS secured	• MyQ Roger Client authentication • User authentication • Reporting jobs
Event Bus	AMQP, 5671 | TLS secured	• Events Release, Delete, etc.
Printer	SNMP, 161,162	• Get machine `Serial Number` to confirm a job release target
Printer	RAW print, 9100 | unsecured	• Releasing a job

3.4 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.
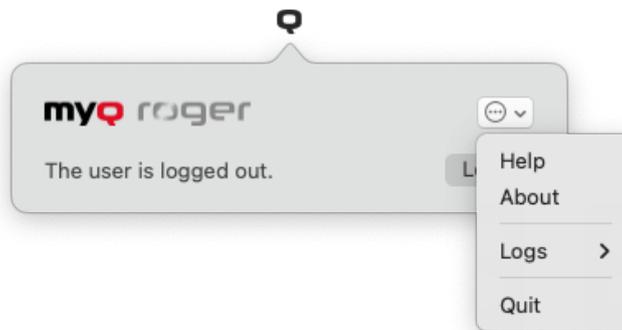
> ⚠ If the settings are incorrect, MRC will not be able to find the printers and release jobs.

4 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**).

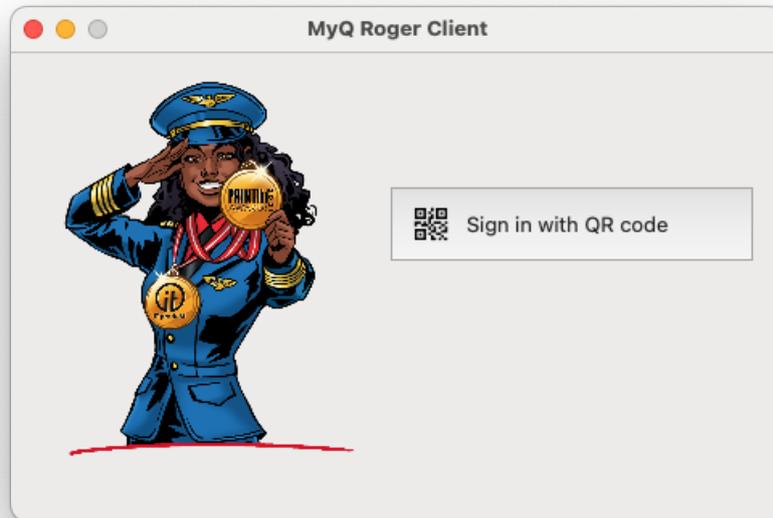You can click on **Login** to begin the authentication process.

4.1 Authentication Methods

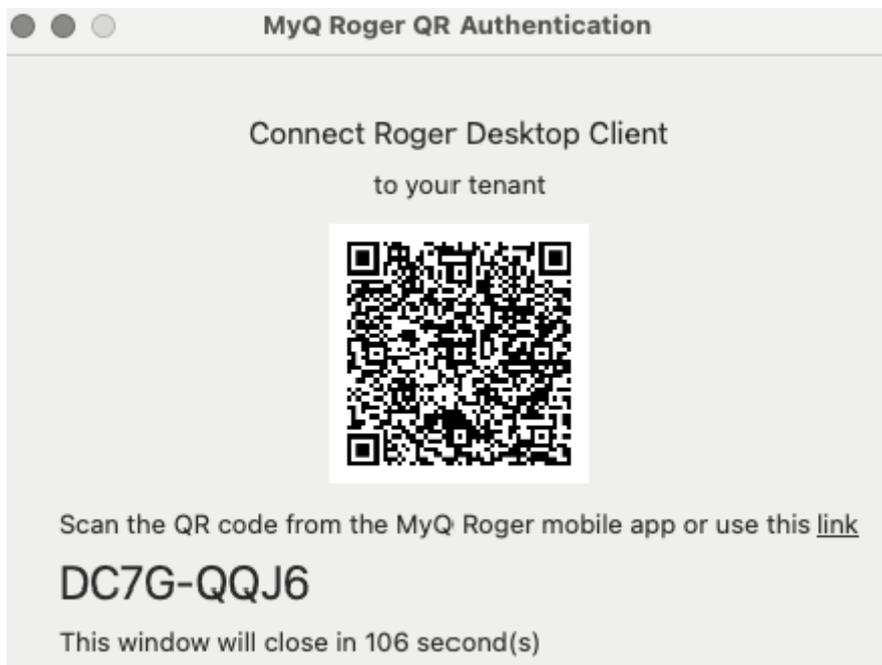MyQ Roger Client uses four different methods of authentication.

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

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 into 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 the MyQ Roger server, and the job is deleted from the MyQ Roger Client.

4.1.1 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:

- Open the MyQ Roger mobile app, log in to your account then 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.

- If you do not have an active session on the Server already, a QR code will be displayed to allow you to authenticate. You should be logged in.

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

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

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

Create Desktop Client   ✕

ⓘ Use the MyQ Roger mobile app to connect desktop client. Simply scan the QR code that appears on Sign in with QR code.
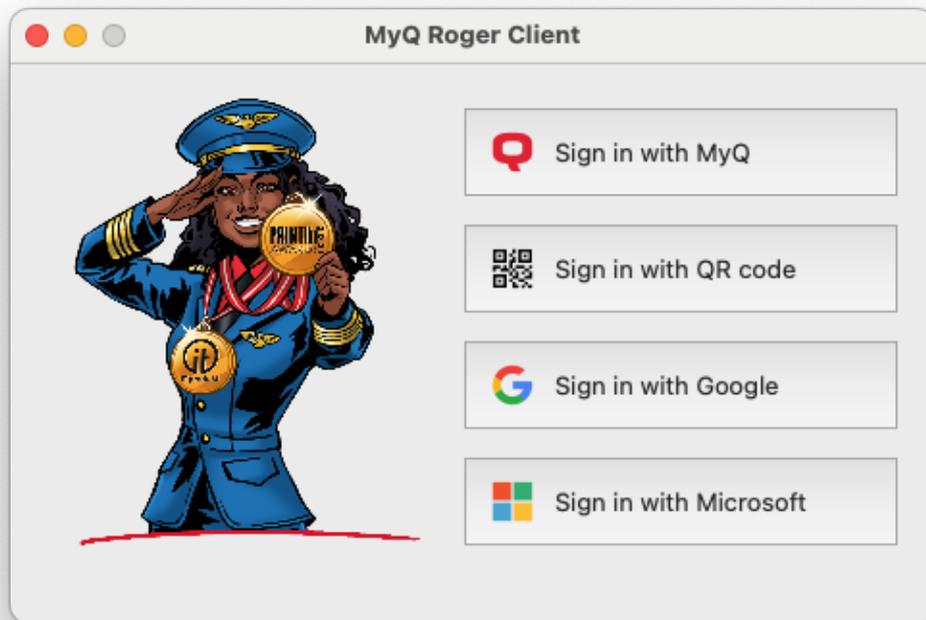
Create Desktop Client with user code

Enter the device code displayed on the Desktop client Sign in with QR code screen

XXXX-XXXX

Cancel   +Create

Once the tenant has been defined, more login methods become available.

Sign in with MyQ

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

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

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.
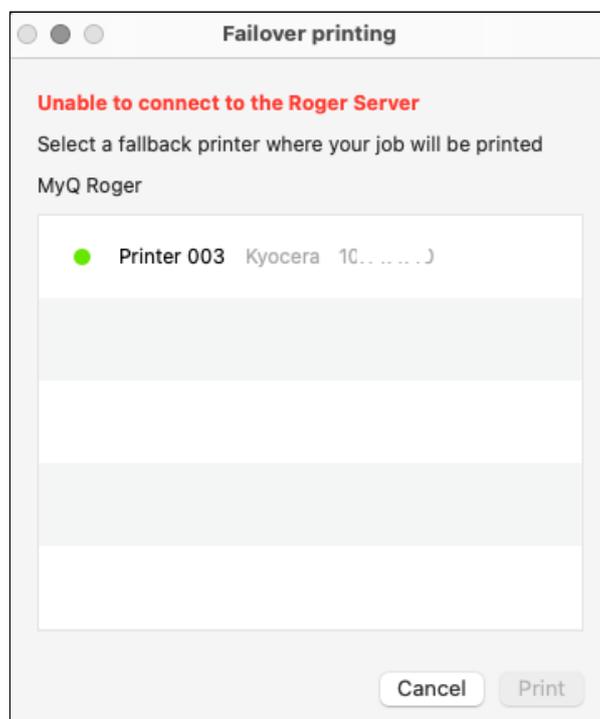
Sign in with Microsoft

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.

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

4.2 Fallback Printing

The **Fallback printing** feature allows users to release jobs to a selected printer when the MyQ Roger Server is unavailable or cannot be communicated with.

In such cases, a MyQ Roger Client (MRC) window pops up with a list of the 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.

4.3 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.

> Provided you are using the MyQ Roger Client 2.1+ and Roger Server 2.14+ a wide range of Single-Function Printers are compatible. The full list is available here[4].

> **ⓘ** 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.

> **⚠** Copier/Scan total counters are not reported by MRC.

4.4 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

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4. https://community.myq-solution.com/s/certified-devices

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.

4.4.1 Releasing a Job

To release a job:

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.

4.4.2 Job Expiration

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`.

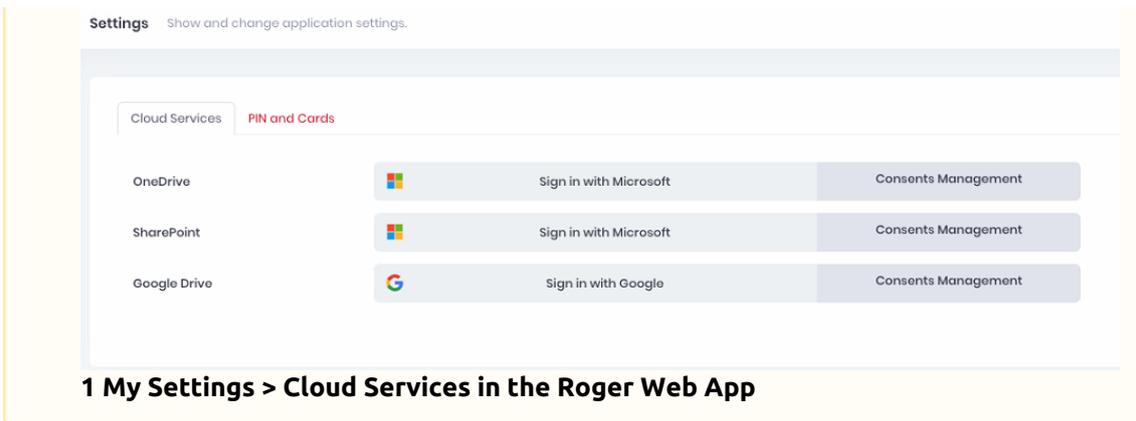After the expiration, the job is deleted from the user's list.

4.5 Cloud Job Spooling: OneDrive and Google Drive

Once MyQ Roger Client (MRC) is installed and connected, it can be used to spool jobs to OneDrive and Google Drive Cloud Storage.
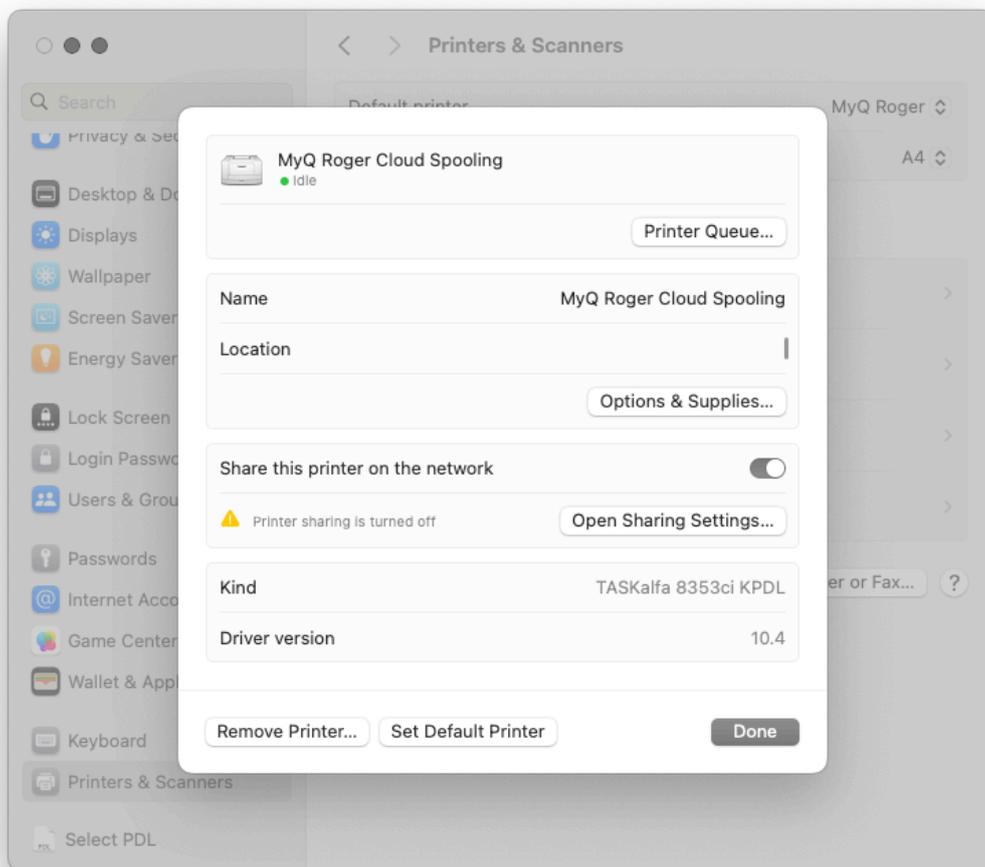
> ℹ️ The feature to spool jobs to Google Drive is available from MRC version 2.1+ and requires Roger Server version 2.14+.

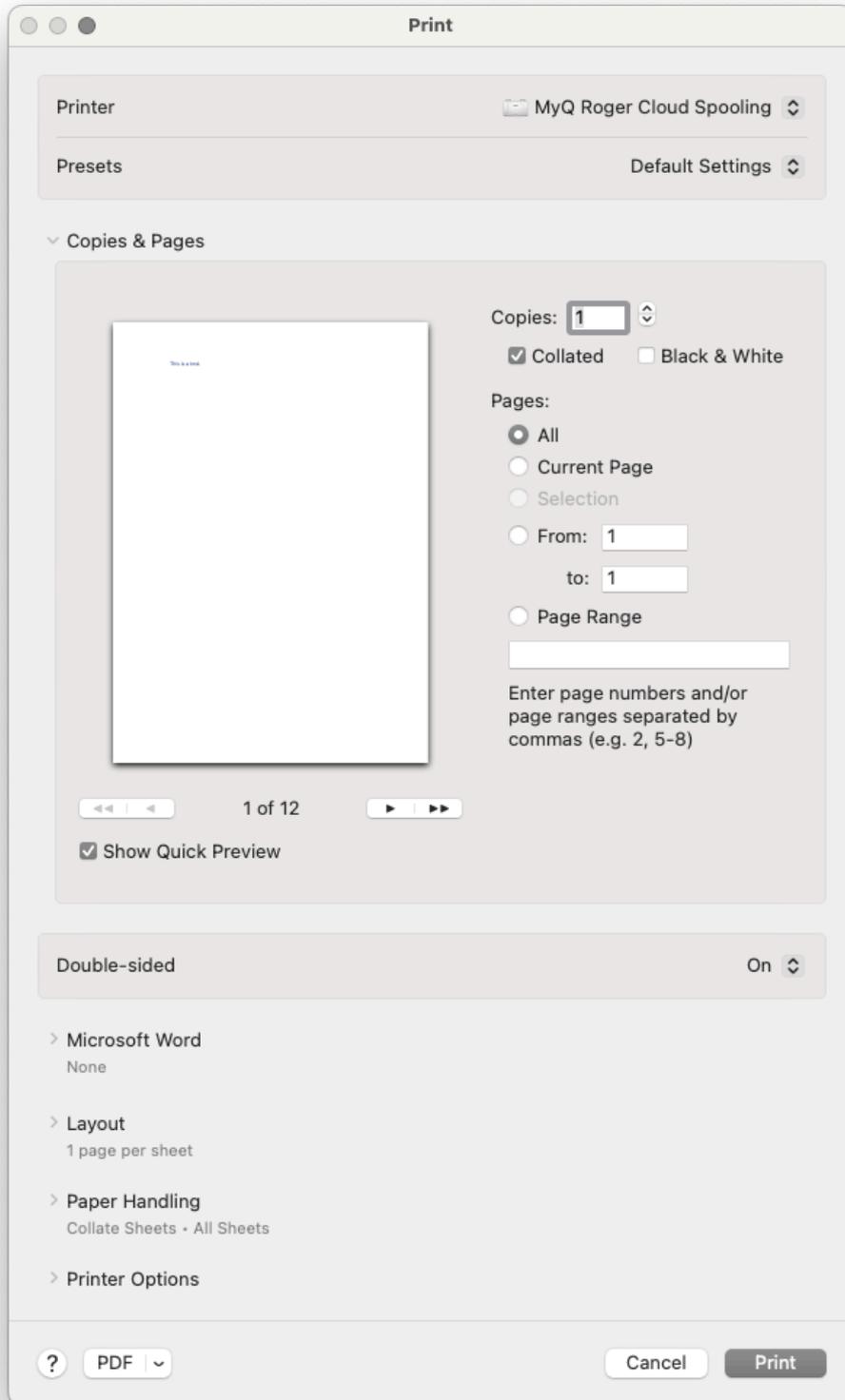> ⚠️ Cloud printing is not supported on Single-Function Printers .

> ⚠️ To spool jobs to OneDrive or Google Drive Cloud Storage users must be authenticated
> using their company Microsoft account or Google Account and have
> connected their OneDrive/Google Drive in the MyQ Roger Web Application.

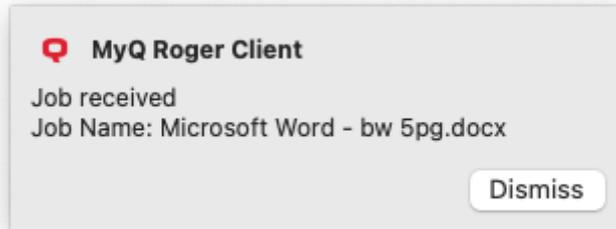**1 My Settings > Cloud Services in the Roger Web App**

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

A user can then select this printer in any printing dialogue, to have the job spooled to their OneDrive or Google Drive Account. Job expiration time is set to 7 days by default.

The user will see the following notifications that the job has been spooled correctly.

MyQ Roger Client

Job received
Job Name: Microsoft Word - bw 5pg.docx

Dismiss

5 Troubleshooting

If you experience issues with MyQ Roger Client (MRC):

- Make sure that the latest available MRC version is installed. You can verify the currently installed version by clicking on the question mark in the upper-right corner.
- Try to exit and restart MRC or reboot the client computer.

If the issue still persists and you decide to open a Support case, collect and add to the ticket the logs downloaded from the MyQ Roger web app.

To collect Log Downloads from MRC, navigate in the Roger Web App to **Desktop Clients**. More information is available here.

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

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