myQ roger



Quick Start Guide 0.1

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ENGLISH

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O MyQ Roger é uma solução nativa da nuvem para impressão e fluxo de trabalho de documentos. Ao contrário dos servidores de impressão locais tradicionais, o MyQ Roger é totalmente sem servidor – não há nenhum software para instalar em sua infraestrutura. Seu tenant é hospedado no Microsoft Azure, com data centers nas regiões da UE e dos EUA.

Use este Guia de Início Rápido para começar a usar o **MyQ Roger**. Este guia orienta você sobre como acessar seu tenant, sincronizar usuários do Microsoft Entra ID, implantar o cliente para desktop e o aplicativo móvel e emparelhar sua primeira impressora. Após concluir essas etapas, seus usuários poderão imprimir e digitalizar com segurança de qualquer lugar.

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1 Antes de começar

Antes de iniciar a configuração, verifique se o seu ambiente atende aos seguintes requisitos.

1.1 Licenças

Você pode solicitar licenças de avaliação e por assinatura no portal[1] MyQ Partner[2]. A licença básica mínima para o MyQ Roger é a licença **Digital Workplace Assistant (DWA)** Base SaaS, com o módulo opcional Cloud Print Management (CPM) disponível após a solicitação e o pagamento da licença DWA.

Você recebeu suas informações de login do tenant após enviar seu pedido com sucesso.

[GAP: a afirmação acima está correta?]

> **Mais informações**
> - (1.0) Ordering Licenses

1.2 Pré-requisitos administrativos

Requisito	Descrição
Conta de administrador do locatário	Você deve ter uma conta com direitos administrativos completos no seu locatário do MyQ Roger.
Registro do aplicativo no Microsoft Entra ID	Um registro de aplicativo dedicado no seu portal do Microsoft Azure com as seguintes permissões de API (Microsoft Graph, tipo de aplicativo): `User.Read.All` e `Group.Read.All`.
Segredo do cliente	Um valor válido de segredo do aplicativo, juntamente com o ID do aplicativo (cliente) e o ID do diretório (tenant) do seu registro do aplicativo no Entra ID.

1. https://partners.myq-solution.com/s/login/?language=en_US
2. https://partners.myq-solution.com/s/login/?language=en_US

1.3 Requisitos de rede

Todos os componentes (MFDs, clientes de desktop e aplicativos móveis) exigem acesso à Internet para tráfego de saída.

Porta	Protocolo	Finalidade
443	HTTPS	Chamadas à API REST, autenticação de usuários e comunicação com o MyQ Roger Server.
5671	AMQP	Sinalização em tempo real entre o Cliente para Desktop e o Barramento de Eventos.

O Cliente para desktop usa SNMP e IPPS para detectar impressoras locais e liberar trabalhos de impressão.

1.4 Visão geral dos componentes

O MyQ Roger é composto pelos seguintes componentes principais:

Componente	Descrição
Servidor MyQ Roger	O console web hospedado na nuvem para administração. Acesse-o em `eu.roger.myq.cloud` (Europa) ou `us.roger.myq.cloud` (Américas).
MyQ Roger Client (MRC)	O aplicativo para desktop para Windows e macOS que gerencia a fila de impressão local e o envio de trabalhos.
MyQ Roger Mobile App	O aplicativo para smartphones com iOS e Android que permite login sem contato, digitalização móvel e liberação remota de trabalhos.
Terminal Embarcado	O aplicativo instalado em dispositivos multifuncionais (HP Workpath, Kyocera, Ricoh) que oferece autenticação segura e fluxos de trabalho diretamente no dispositivo.

2 Acesse seu tenant

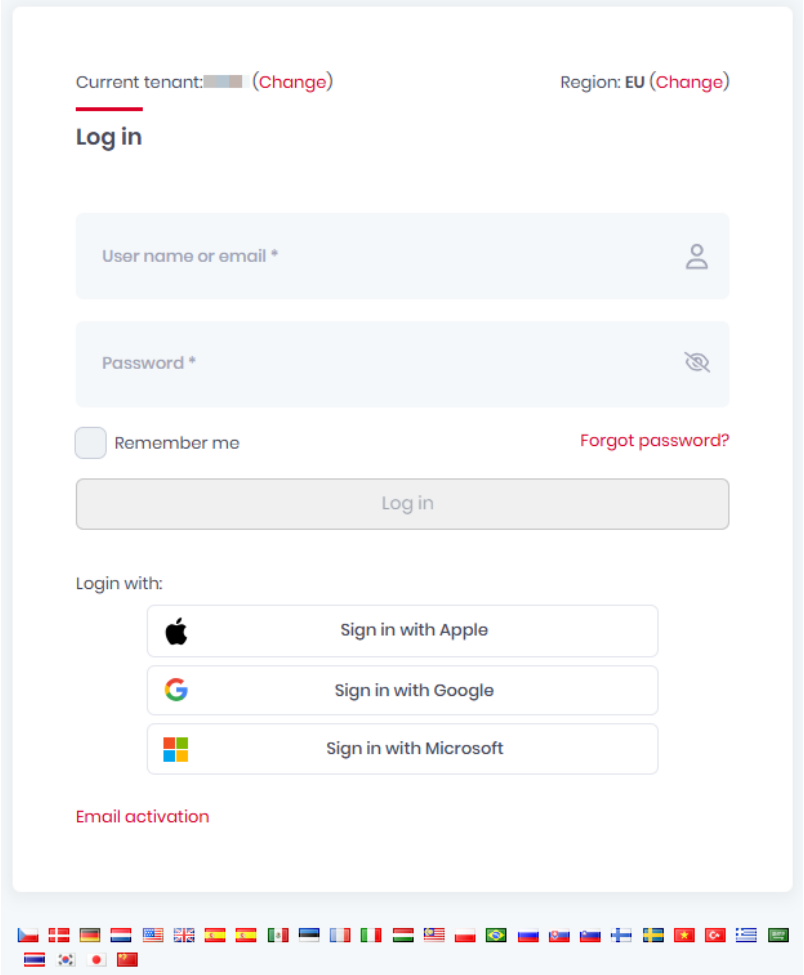
Para acessar seu tenant do MyQ Roger, comece fazendo login na interface web do MyQ Roger Server usando sua URL regional e as credenciais de tenant atribuídas a você.

2.1 Faça login no MyQ Roger Server

1. Abra um navegador da web e acesse a URL regional:
   - **Europa**: `https://eu.roger.myq.cloud`
   - **Américas**: `https://us.roger.myq.cloud`
2. Digite **o nome da** sua **instância** (o identificador da instância da sua organização).
3. Digite seu nome de usuário e senha do MyQ Roger.

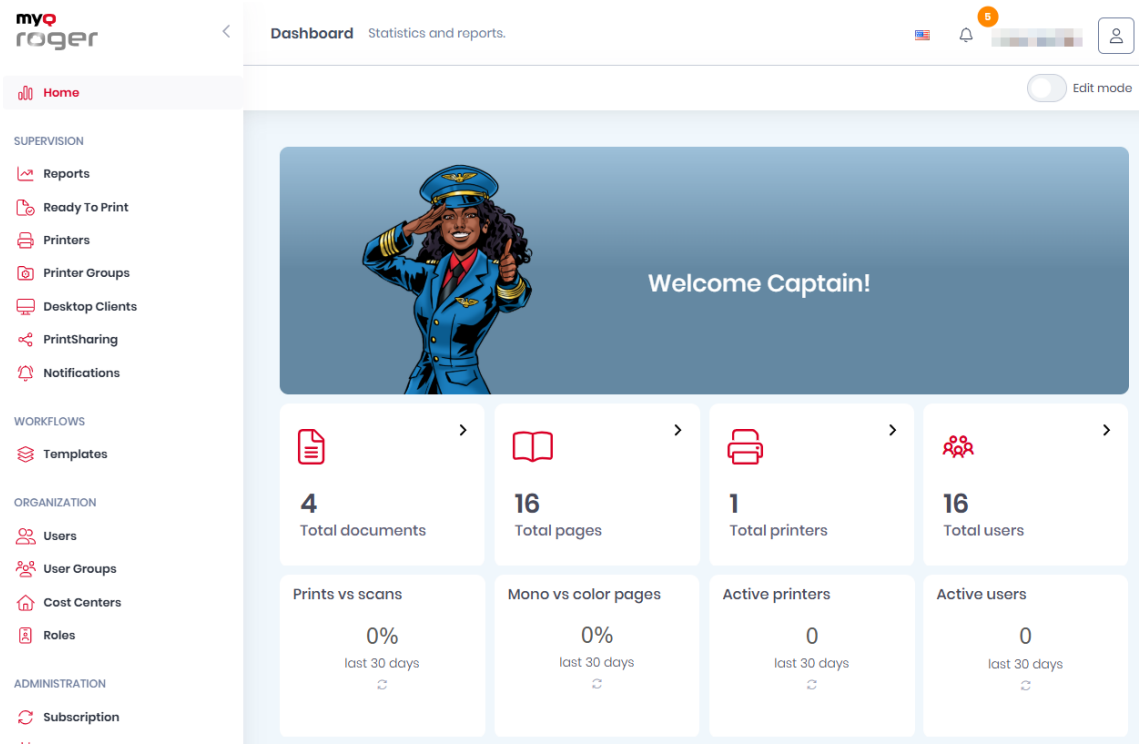
   OU

4. Escolha seu método de login:
   - **Entrar com a Apple** – Faça login com seu ID da Apple.
   - **Entrar com o Google** – Entre com seu ID do Google.
   - **Entrar com a Microsoft** – Use suas credenciais do Microsoft Entra ID



2.2 Visão geral da interface web

Após o login, o painel **inicial** exibe widgets com estatísticas de uso e relatórios.



O menu principal (acessível pelo lado esquerdo) está organizado nas seguintes categorias:

Menu	Finalidade
Página inicial	Painel com widgets para estatísticas, relatórios e ações rápidas.
Supervisão	Gerenciar relatórios, impressoras, grupos de impressoras, clientes de desktop e notificações.
Fluxos de trabalho	Crie e gerencie modelos de fluxo de trabalho (disponível com assinatura paga).
Organização	Gerencie usuários, grupos de usuários, centros de custo e funções.
Administração	Configure a assinatura, a sincronização de usuários, as listas de preços, a impressão universal e as configurações.
Sistema	Acesse registros de auditoria e informações do sistema.

3 Importar e sincronizar usuários

We don't have a way to export this macro.
You can add users to your MyQ Roger tenant in these ways.

- **Add a user manually**
  Go to **MyQ Roger > Users > Create new user** and define the user manually.
- **Import from Excel / CSV**
  To quickly add multiple users, you can import from an Excel or CSV file.
- **Synchronize from Microsoft Entra ID**
  To import and synchronize users at scale, set up synchronization from Microsoft Entra ID in **Integrations**.

Most enterprise MyQ Roger deployments use Microsoft Entra ID to automatically provision and manage users. Synchronized users sign in with their Microsoft credentials.

3.1 Connecting Microsoft Entra ID

We recommend you create a split integration. In Integrations simply select **Add Integration**, choose **Create automatically** and simply log into the relevant Entra ID Tenant. For more information see **Integrations** in the Roger Server Guide.

3.2 Run the Initial Sync

1. Once connected, click **Sync now** to perform the initial synchronization.
2. After synchronization completes, go to **Organization > Users** to verify that users appear with the "ID synced" tag.
3. (Optional) Enable **Synchronize automatically** to run the sync operation once every 24 hours.

Synchronized users must use **Sign in with Microsoft** to log in to MyQ Roger Server, the Mobile App, and the Desktop Client.

3.3 Verify User Synchronization

View the status of user synchronization in **Administration > Integrations**, select **User Synchronization** in the relevant Microsoft connection and expand the **Synchronization Status** information.

To view all users, in MyQ Roger Server go to **Organization > Users**. You can filter this view by users added via Entra ID (Azure AD) synchronization.

4 Adicionar e emparelhar impressoras

O MyQ Roger oferece suporte a terminais embutidos em dispositivos multifuncionais (MFDs) da HP, Kyocera e Ricoh. Cada dispositivo deve ser emparelhado com seu locatário para permitir a impressão e a digitalização seguras.

4.1 Marcas de MFDs compatíveis

Marca	Tipo de terminal	Observações
HP	Aplicativo Workpath	Requer o firmware5.7+ FutureSmart. Implantado por meio do HP Command Center[3].
Kyocera	Aplicativo HyPAS	Duas versões disponíveis: 25 (nova) e 24.1 (clássica).
Ricoh	Aplicativo SmartSDK	Instalado por meio do instalador MyQ Roger da Ricoh.

4.2 Pré-requisitos gerais

Antes de emparelhar uma impressora, certifique-se de que estes pré-requisitos estejam atendidos:

- **Firmware**
  : O dispositivo está executando a versão de firmware necessária.
- **Conectividade**
  de rede O multifuncional (MFD) possui acesso à Internet de saída nas portas 443 (HTTPS).
- **Sincronização**
  de hora: O relógio do dispositivo está sincronizado com `time.windows.com`. Uma hora incorreta causará falhas na validação do certificado HTTPS.
- **Terminal instalado**
  : O aplicativo de terminal MyQ Roger está instalado no dispositivo (consulte os guias específicos da marca).

4.3 Emparelhar uma impressora com código QR

Esse método utiliza o aplicativo móvel e é recomendado para um emparelhamento rápido.

3. http://hpcommandcenter.com/

1. No MFD, abra o aplicativo de terminal MyQ Roger.
2. Selecione sua região (Europa ou Américas).
3. O painel exibe um **código QR de configuração** e um **código manual do dispositivo**.
4. No seu smartphone, abra o aplicativo móvel MyQ Roger.
5. Toque no botão **"Login"** e escaneie o código QR exibido no MFD.
6. A impressora está emparelhada com o seu usuário. O painel do MFD é atualizado para mostrar a tela de login do MyQ Roger.

[Capturas de tela:

- Painel do MFD exibindo a tela de configuração do MyQ Roger com o código QR e o Código Manual do Dispositivo exibidos
- Painel do MFD exibindo a tela de login do MyQ Roger após o emparelhamento bem-sucedido

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4.4 Emparelhar uma impressora com o código do dispositivo

Este método utiliza o console da web.

1. No MFD, abra o aplicativo de terminal do MyQ Roger e anote o **Código Manual do Dispositivo**.
2. No MyQ Roger Server, acesse **Supervisão > Impressoras**.
3. Clique em **Adicionar impressora** e selecione **Adicionar com código do terminal**.
4. Insira o código do dispositivo exibido no painel do MFD.
5. Clique em **"Adicionar**". A impressora está emparelhada com o seu locatário.

[Capturas de tela:

- Página **"MyQ Roger Server" > "Supervisão" > "Impressoras"** mostrando o menu suspenso "Adicionar impressora" com a opção "Adicionar com código de terminal"
- Caixa de diálogo "Adicionar com código do terminal" exibindo o campo de entrada do código do dispositivo]

[**LACUNA**:

- Adicionar seção sobre como verificar se a impressora foi emparelhada com sucesso e está online
- Explicar o que acontece se o emparelhamento falhar (causas comuns: problemas de rede, região incorreta, sincronização de hora)
- Esclarecer que o código QR desaparece após o emparelhamento — como emparelhar novamente ou transferir a impressora para outro locatário

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4.5 Documentação específica do terminal por marca

Para obter instruções detalhadas de instalação e configuração, consulte o guia apropriado:

- (26) MyQ Roger Kyocera Application Installation and Usage
- (26.5) MyQ Roger HP Workpath Application Installation and Usage
- (1.0) MyQ Roger Ricoh Installation and Usage

5 Instale o Desktop Client

O MyQ Roger Client (MRC) é o aplicativo de desktop que permite aos usuários imprimir a partir de suas estações de trabalho Windows ou macOS. O MRC lida com spooling local, spooling na nuvem e impressão de fallback.

Requisitos

- Windows 10/11 (64 bits) ou macOS
- .NET Runtime 8.0 (incluído no pacote de instalação)
- Roger Server 2.17 ou superior

Opções de implantação

Método	Ideal para	Descrição
Assistente de configuração	Pequenas implantações, testes	Instalação interativa em estações de trabalho individuais
Instalação silenciosa	Implantações por script	Instalação por linha de comando via `msiexec`
Microsoft Intune	MDM corporativo	Implantação por push em dispositivos gerenciados.

O recurso de Gerenciamento Remoto (Servidor2.19+, Cliente2.4+) permite que você **atualize** e **desinstale** o MRC remotamente após a instalação inicial, mas não pode realizar a implantação inicial. Use um dos métodos acima para a instalação inicial. Após a implantação, você pode gerenciar os clientes em **Supervisão > Clientes de Desktop**.

5.1 Instalação por meio do Assistente de Configuração

1. Baixe o instalador mais recente do MRC:
   - No **Portal** da **Comunidade MyQ Roger**: community.myq-solution.com[4]
   - Ou a partir do servidor MyQ Roger: acesse **"Supervisão > Clientes de** desktop", clique em **"Baixar"** e selecione sua plataforma.
2. Execute o arquivo de instalação. O Assistente de Configuração será aberto.
3. Clique em **"Avançar"** para começar.
4. Selecione a pasta de instalação (padrão: `C:\Program Files\MyQ\Roger Desktop Client\`) e clique em **"Avançar"**.

4. https://community.myq-solution.com/

5. Clique em **“Instalar”** para iniciar a instalação.
6. Clique em **Concluir** para sair do assistente.
7. O MRC é executado em segundo plano e pode ser acessado pela bandeja do sistema.

[LACUNA: Adicionar etapas para o primeiro login após a instalação (o usuário deve se autenticar antes de imprimir)]

[LACUNA: Adicionar etapa de verificação — como confirmar se o MRC está conectado ao locatário]

5.2 Instalação silenciosa para implantação corporativa

Para implantações em grande escala, use a linha de comando com direitos de administrador, com parâmetros e valores adequados à sua implantação.

Exemplo

```
msiexec /i "MyQ Roger Client.msi" TENANCYNAME="YourTenant" REGIONID="eu" /
log "install_MRClog.log" /qn
```

Parâmetros comuns

Parâmetro	Descrição	Exemplo
`REGIONID`	Região do servidor (UE ou EUA). Obrigatório.	`REGIONID=EU`
`TENANCYNAME`	Seu identificador de locatário.	`TENANCYNAME=MyCompany`
`PRINTERNAME`	Nome da impressora virtual. Padrão: `MyQ-Roger-MRC`.	`PRINTERNAME="MyQ Roger"`
`DEFAULTDRIVER`	Driver de impressão: 0 (Nenhum), 1 (Kyocera), 2 (HP), 3 (Ricoh).	`DEFAULTDRIVER=2`
`USERSINGLESIGNON`	Ativar SSO com o Entra ID.	`USERSINGLESIGNON=true`

Para obter uma lista completa de parâmetros, consulte (2.4) Installation.

5.3 Ativar Single Sign-On

O Single Sign-On (SSO) permite que os usuários se autentiquem automaticamente com suas credenciais do domínio do Windows. Para habilitar o SSO, inclua o parâmetro durante a instalação.

Exemplo

```
msiexec /i "MyQ Roger Client.msi" TENANCYNAME="YourTenant" REGIONID="eu"
 USERSINGLESIGNON=true /qn
```

Quando o SSO está habilitado, o MRC autentica os usuários com base em seu login no domínio do Entra ID, sem solicitar credenciais.

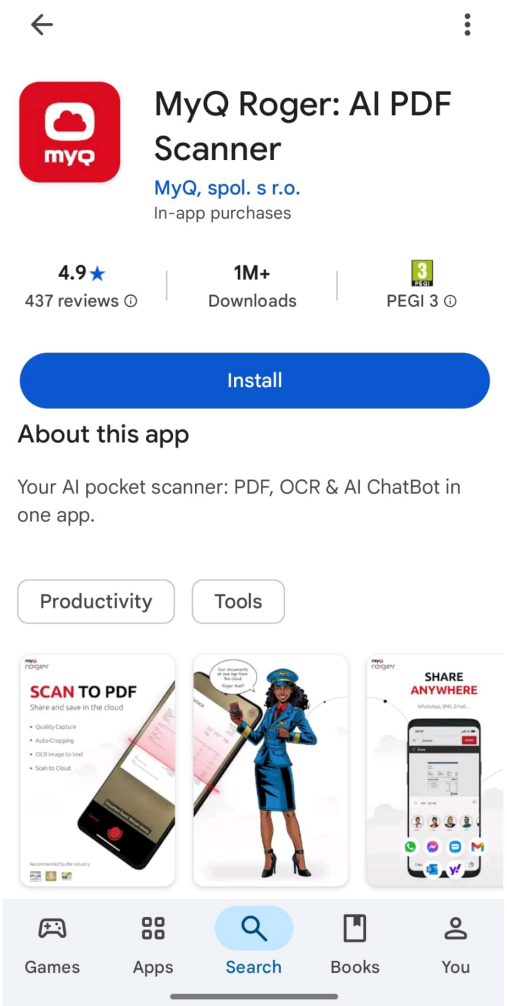
6 Instale o aplicativo móvel

O aplicativo MyQ Roger Mobile permite o login sem contato em impressoras, digitalização móvel com OCR e liberação remota de trabalhos.

6.1 Baixe e instale

Baixe o aplicativo gratuito **MyQ Roger**:

- **iOS**: App Store[5]
- **Android**: Google Play[6]



5. https://apps.apple.com/app/myq-roger-ocr-scanner-pdf/id1459073098
6. https://play.google.com/store/apps/details?id=cloud.myq.roger

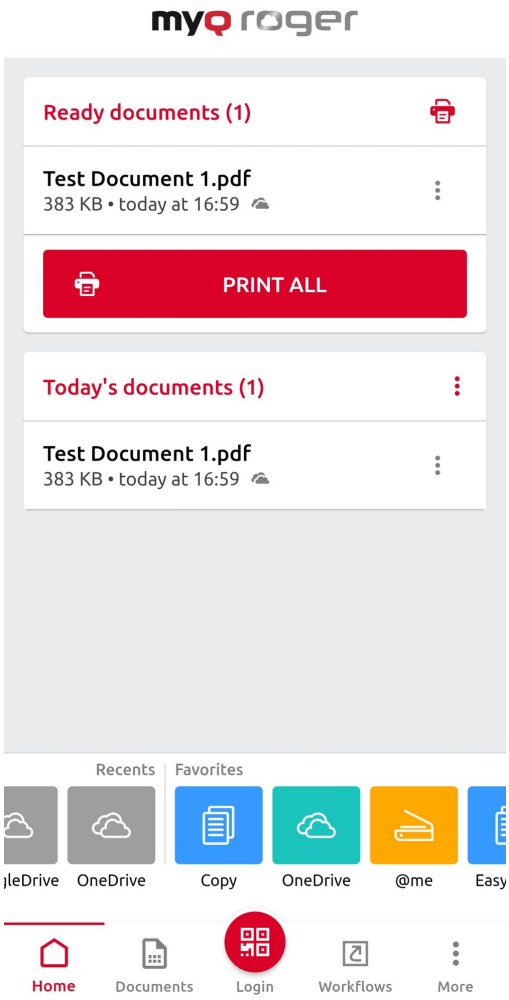
6.2 Faça login com sua conta de trabalho

1. Abra o aplicativo MyQ Roger e toque em **NEGÓCIOS**.
2. Selecione sua **região** (UE ou EUA).
3. Insira **o nome** da sua **instância**.
4. Toque em **"Entrar com a Microsoft"** e faça a autenticação com suas credenciais da Microsoft.

6.3 Visão geral do aplicativo móvel

Após o login, o aplicativo exibe estas seções principais:

Guia	Descrição
Página inicial	Visão geral dos trabalhos de impressão prontos, dos documentos de hoje e dos fluxos de trabalho favoritos.
Documentos	Lista seus trabalhos prontos e arquivos armazenados na nuvem (OneDrive, Google Drive, Dropbox, Box).
Login (botão central)	Digitalize um código QR ou use NFC/Bluetooth para fazer login em uma impressora.
Fluxos de trabalho	Acesse ações predefinidas e personalizadas de digitalização/ impressão.
Mais	Configurações de perfil, relatórios pessoais, ajuda e logout.



Para fazer login em uma impressora, toque no botão **“Login”** no aplicativo e, em seguida, escaneie o código QR exibido no painel da impressora multifuncional.



7 Noções básicas para o usuário: Impressão e digitalização

Com a configuração concluída, os usuários podem imprimir e digitalizar com segurança.

7.1 Imprimir um documento

No Windows ou macOS:

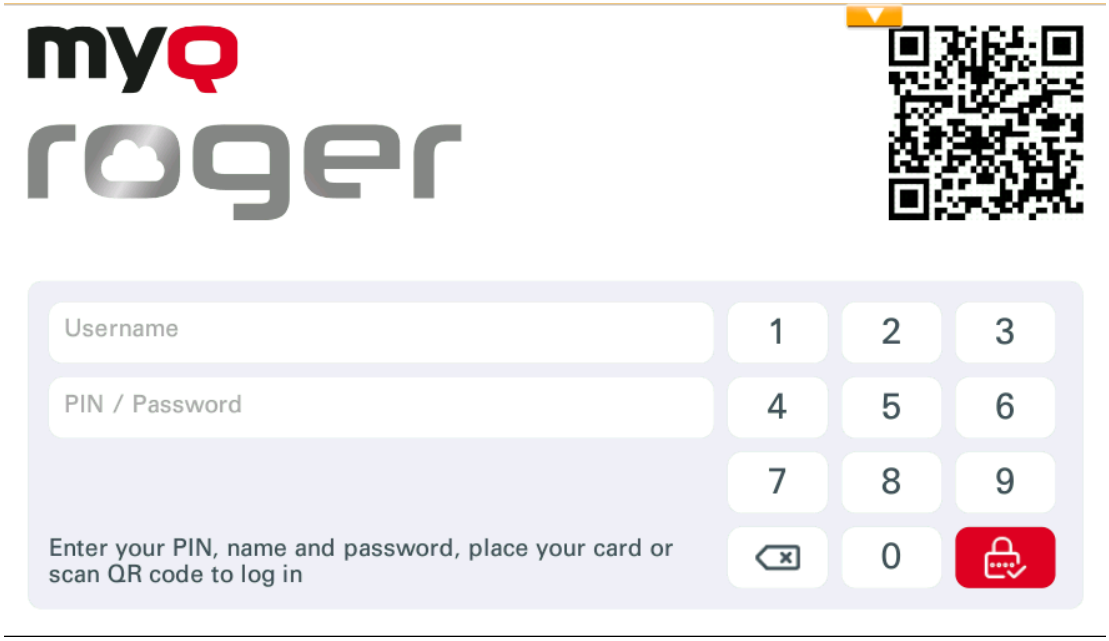
1. Abra um documento em qualquer aplicativo.
2. Selecione **“Imprimir”** e escolha a impressora **MyQ-Roger-MRC** (ou o nome da impressora que você configurou).
3. Clique em **“Imprimir**”. O trabalho é enviado para o MyQ Roger.

[Captura de tela: caixa de diálogo de impressão do Windows mostrando a impressora MyQ-Roger-MRC selecionada]

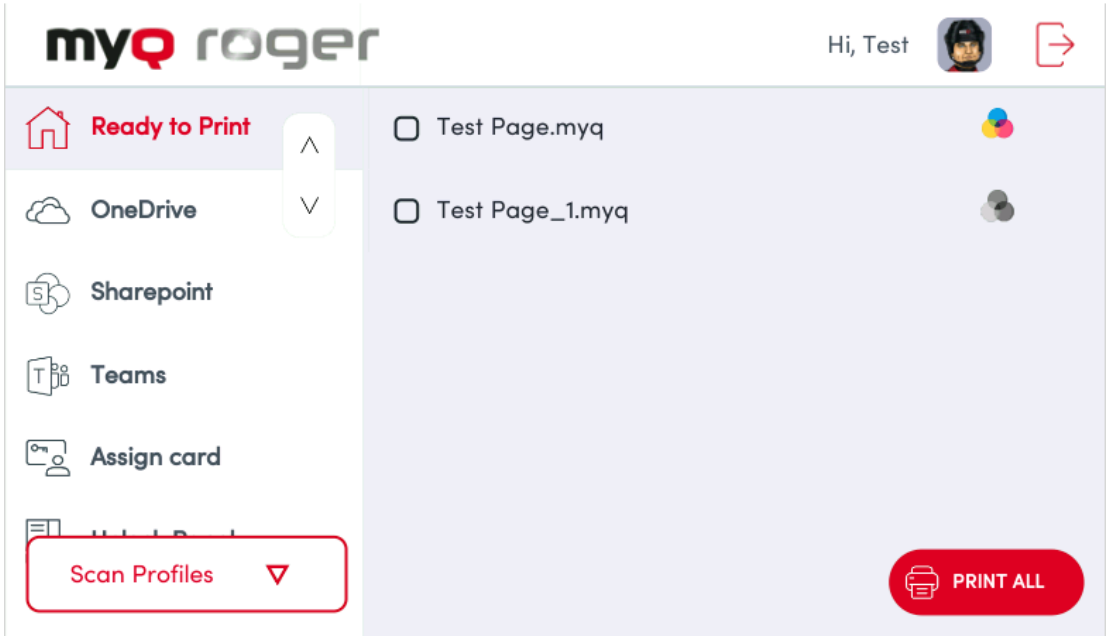
O trabalho aparece na fila **“Pronto para imprimir”** do usuário e pode ser liberado em qualquer impressora emparelhada.

7.2 Liberar um trabalho de impressão na impressora

1. No equipamento multifuncional (MFD), faça login usando um destes métodos:
    - Digitalize o código QR com o aplicativo móvel MyQ Roger.
    - Digite seu PIN no terminal.
    - Use NFC ou Bluetooth com o aplicativo móvel.



2. No terminal MyQ Roger, toque em **"Imprimir tudo"** para liberar todos os trabalhos pendentes ou selecione trabalhos específicos.

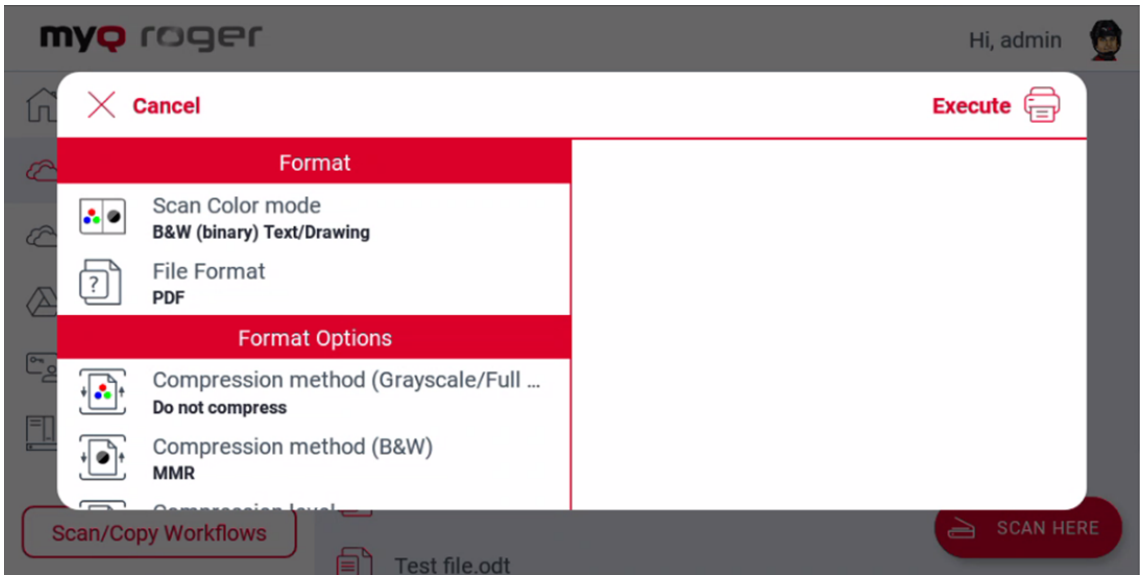


3. Retire seus documentos impressos.

7.3 Digitalizar um documento

7.3.1 **Digitalizar a partir do multifuncional**

1. Faça login no terminal MyQ Roger.
2. Coloque seu documento no vidro do scanner ou no alimentador de documentos.
3. Selecione um fluxo de trabalho de digitalização, por exemplo, **o OneDrive**.
4. Ajuste as configurações de digitalização, se necessário, e toque em **"Digitalizar"**.



7.3.2 **Digitalizar pelo aplicativo móvel**

1. Abra o aplicativo MyQ Roger e toque em **"Digitalizar para @e-mail"**.
2. Digite o endereço de e-mail para o qual deseja que o documento seja enviado.
3. Use a câmera do seu celular para capturar o documento.
4. (Opcional) Toque em **"Digitalizar com OCR"** para ativar a detecção automática de bordas e o reconhecimento de caracteres.
5. Salve no seu celular, no armazenamento em nuvem ou envie por e-mail.

8 Próximos passos

Agora que seu ambiente MyQ Roger está operacional, explore estes recursos avançados:

- **Configurações de impressora:** Personalize o comportamento do terminal, os métodos de login e as configurações de liberação de trabalhos.
- **Grupos de impressoras** Organize seu parque de impressoras em grupos para gerenciamento em escala.
- **PrintSharing:** habilite a impressão paga ou gratuita para usuários convidados, sem a necessidade de download de aplicativos ou registro.
- **Listas de preços** Defina os custos para operações de impressão, cópia e digitalização.
- **Centros de custo:** acompanhe o uso por departamento ou projeto.
- **Integração com armazenamento em nuvem** Conecte o OneDrive, Google Drive, SharePoint, Dropbox ou Box para digitalização e impressão.
- **Universal Print:** Integre-se ao Microsoft Universal Print para impressão nativa na nuvem.
- **Cotas:** Defina limites de páginas para usuários ou grupos.

Mais informações

- [TODO – link para o documento sobre os principais recursos]

9 Resolução de problemas

We don't have a way to export this macro.
The following section can help you to troubleshoot common problems when using MyQ Roger, obtain logs, and complete the correct procedures when accessing support.

Contents

- Redes básicas (see page 25)
- Status dos serviços MyQ Roger (see page 27)
- Digitalizações para e-mail não entregues (see page 35)
- Como obter logs e entrar em contato com o suporte (see page 37)
- Permissões do Entra ID (see page 47)

9.1 Redes básicas

We don't have a way to export this macro.
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[7] but also https://eu.roger.myq.cloud/web).

9.1.1 Backend IP Ranges

New fixed IP ranges have been introduced per region for backend services. These must be allowed in firewalls where IP allowlisting is used. Existing DNS-based configuration remains valid, and services may temporarily resolve between old and new infrastructure during DNS propagation.

- EU: `104.41.220.124/30`
- EU2: `51.116.176.60/30`
- US: `20.62.64.184/30`

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

⚠ MyQ Roger HTTP/HTTPS (ports 80/443) traffic is being migrated to the Cloudflare proxy network in July 2026. If firewall rules use IP allowlisting, Cloudflare IPv4 ranges[8] must be added for ports 80/443. Existing MyQ-origin IP ranges remain valid and must continue to be allowed. AMQP traffic is unchanged.

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		

8. https://www.cloudflare.com/ips/

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

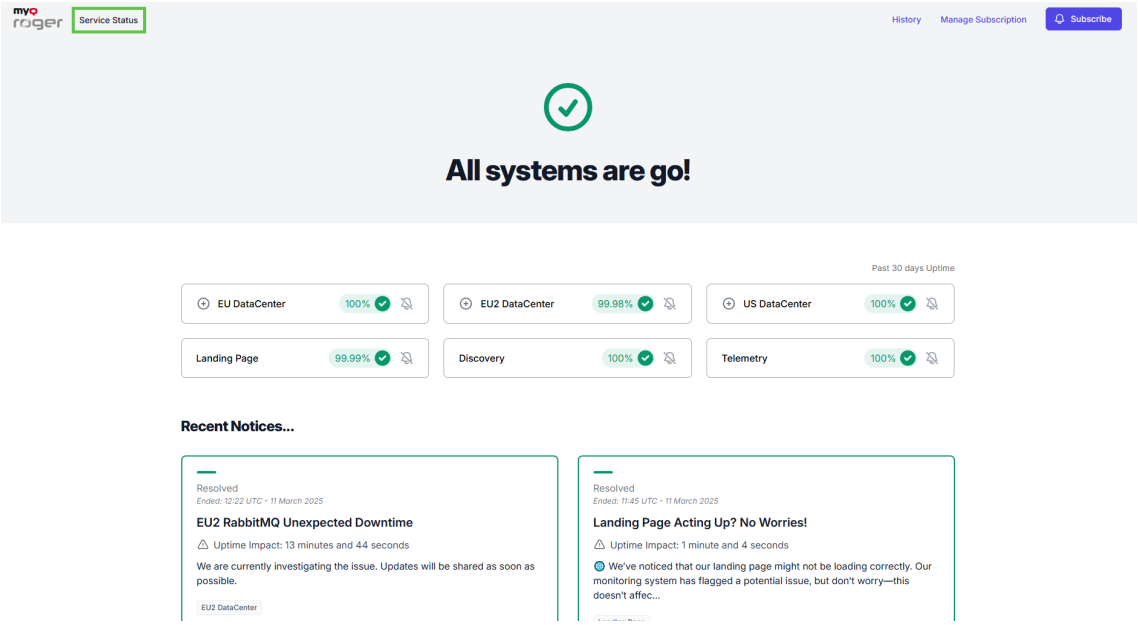
9.2 Status dos serviços MyQ Roger

We don't have a way to export this macro.
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.



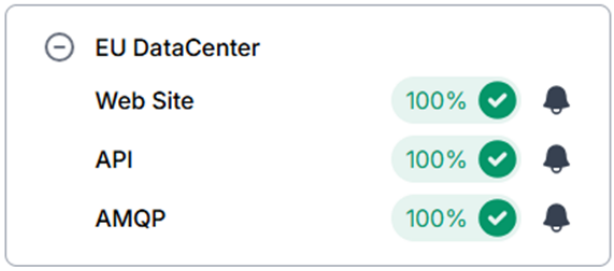
9.2.1 Current Status

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.

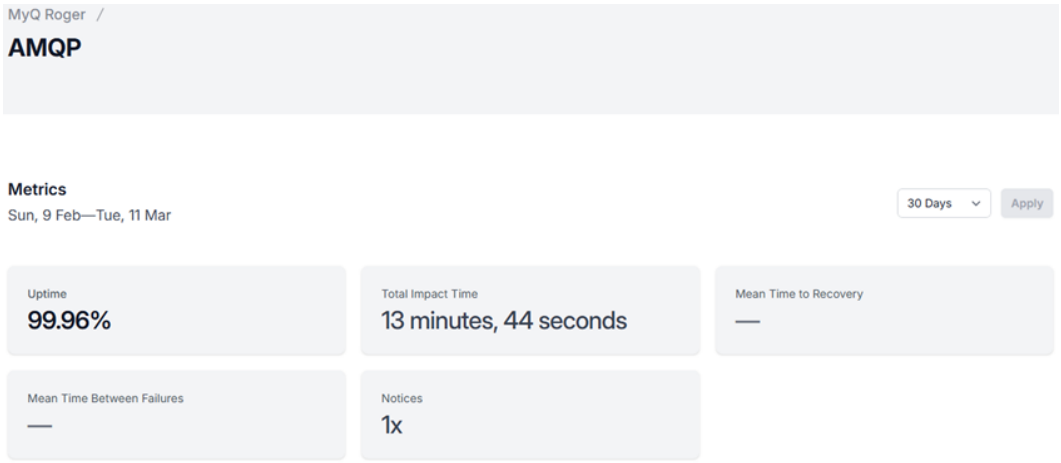


- To collapse this list, click on the **-** (minus) icon next to the **DataCenter**.

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

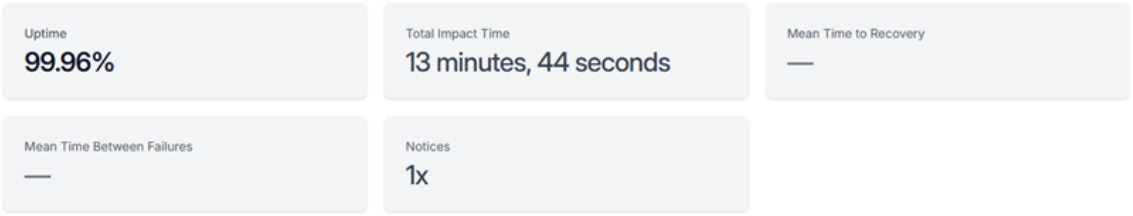
    To specify a different time value, click **Custom**.



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.

9.2.2 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.

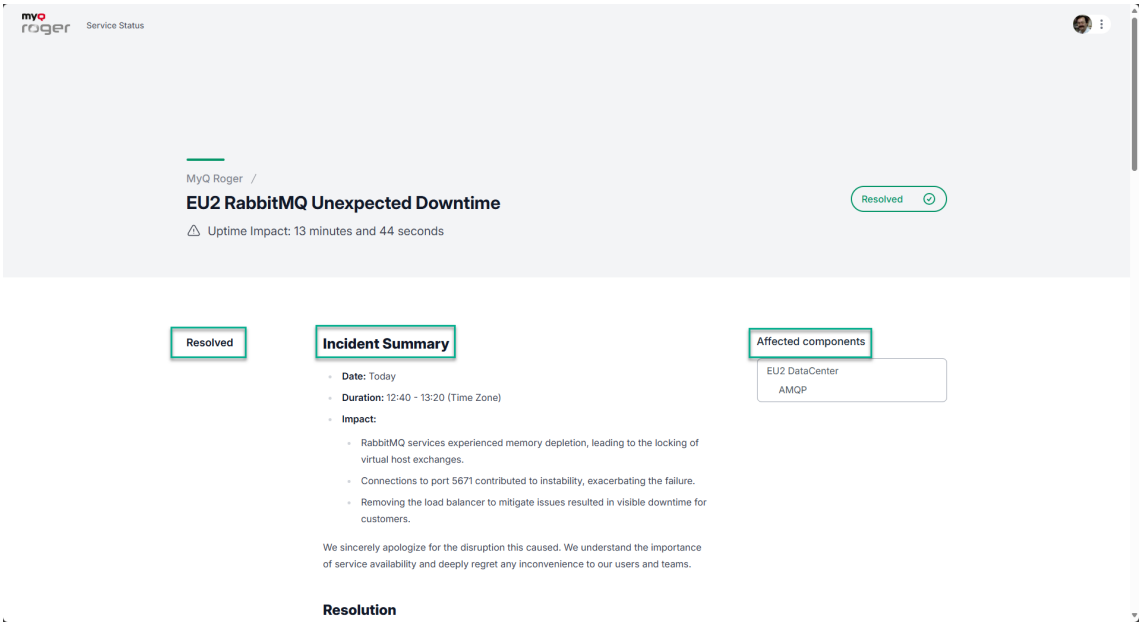


The details include:

- 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:



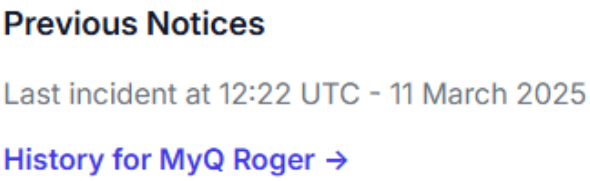
- Resolution status (for example, **Resolved**).
- **Incident Summary**
  - **Date** of the incident.
  - **Duration** in hours and minutes (with specified Time Zone)
  - **Impact**: A description of the incident.
- **Affected components**
  - The name of the DataCenter and its component(s) (for example: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

Additional incident information follows:

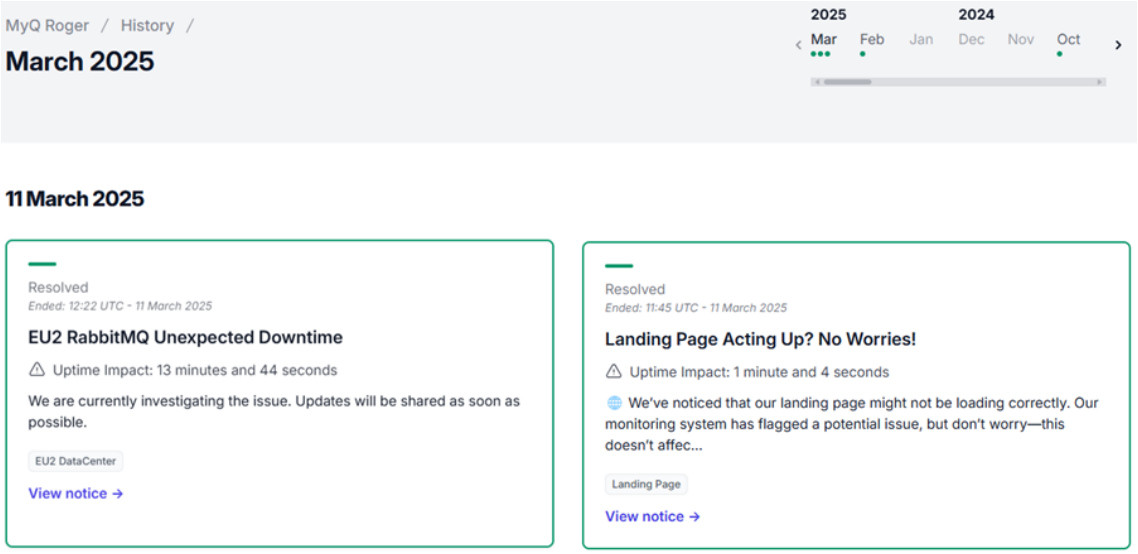
- **Resolution**
- **Root Cause Analysis**
- **Corrective & Preventive Measures**

9.2.3 Previous Notices

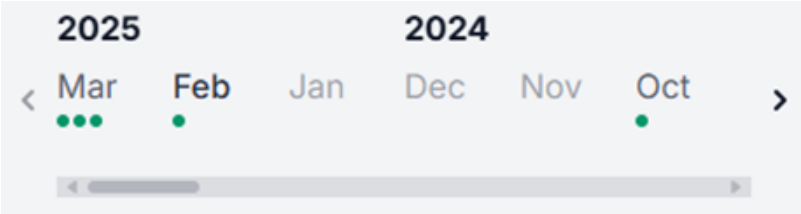
At the bottom of the main status page is the **Previous Notices** section, which shows the time and date of the last incident, as well as a link to go to the History page for all previous incidents.



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.



9.2.4 Subscribe to Updates

To receive service status notifications:

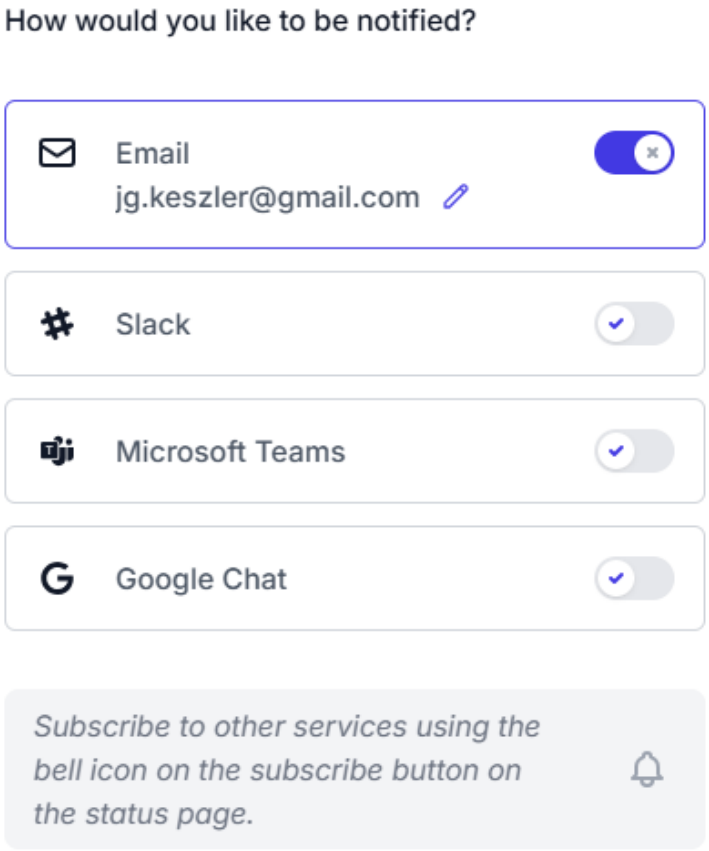
1. Click the **Subscribe** in the top right corner, enter your Email address, and click **Start subscription**. You are informed that a secure link has been emailed to you.

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

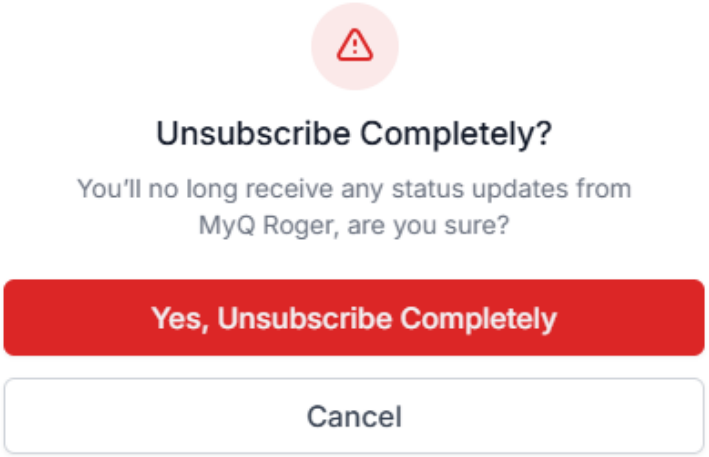
After you are subscribed, there is a menu beside your user icon, which displays **Preferences** and a **Sign out** option.

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.

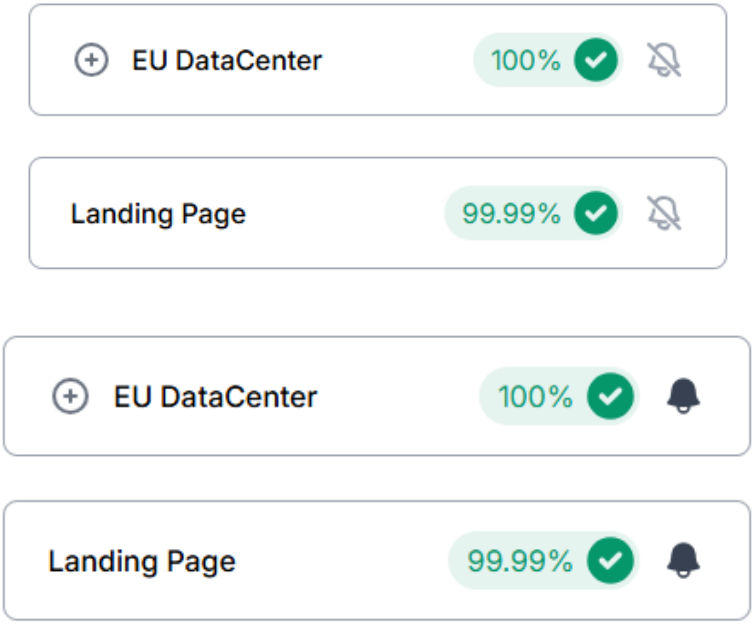
3. If you no longer require notifications, click **Unsubscribe completely** and then confirm in the dialog box that appears.



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**.

9.3 Digitalizações para e-mail não entregues

We don't have a way to export this macro.

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,

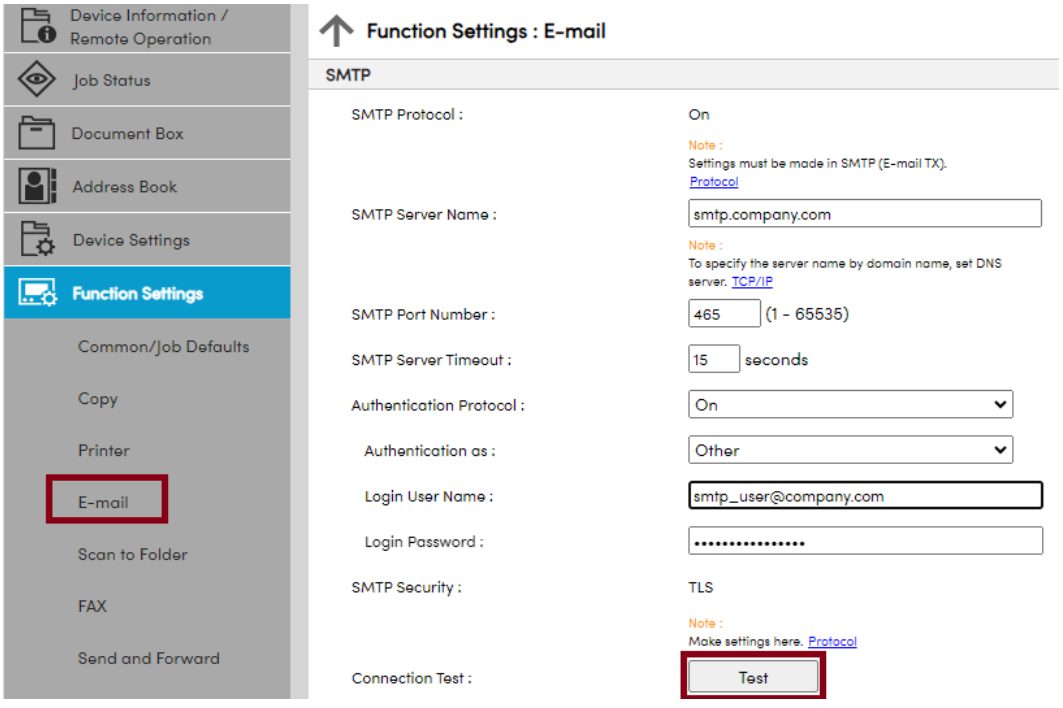
- You can use the device's native test function to narrow down if the issue is caused by MyQ Roger or directly by the machine or the SMTP Server.

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.

9.3.1 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**.

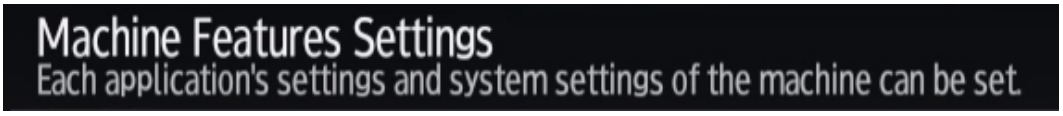


The result should be "Connection OK".

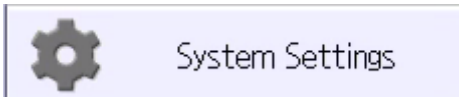
9.3.2 Ricoh

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.

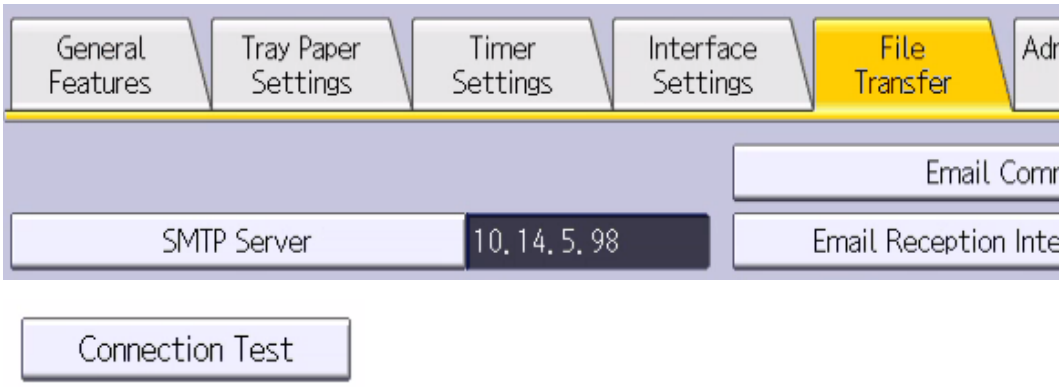
1. Use the **Admin** menu to disable the MyQ Roger application and open the **native device** screen as Admin.



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

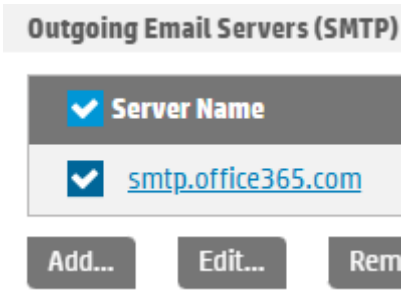


3. Open the **SMTP Server** setting and tap the **Connection Test** button.

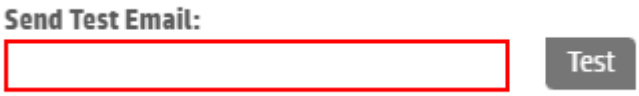


9.3.3 HP

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**.



9.3.4 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.

9.3.5 OneDrive Folders Not Visible

If OneDrive folders do not appear after login, check the login method used. PIN-only login may restrict OneDrive access. Log in using username/password, card, or mobile instead.

9.4 Como obter logs e entrar em contato com o suporte

We don't have a way to export this macro.

9.4.1 Generating Logs

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

These are the logs that are available:

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

9.4.2 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.

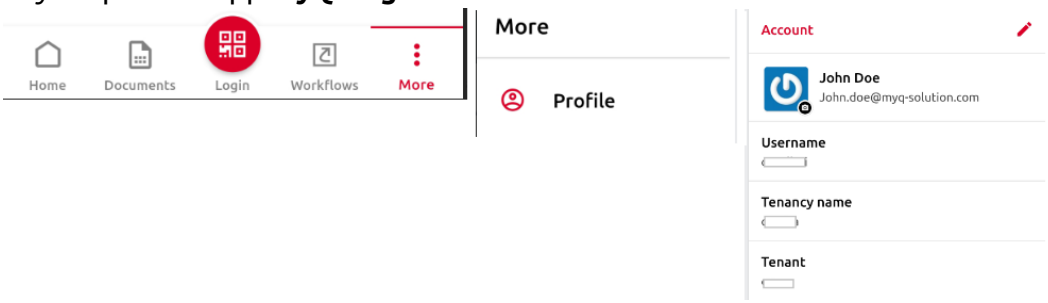
Basic Information

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

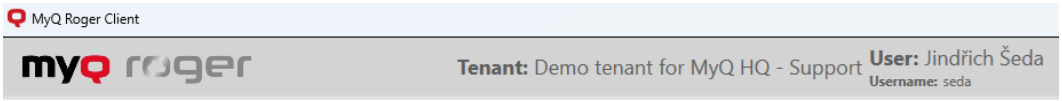
- Tenant or Tenancy name
- Username (email) to whom the issue happened
- Exact time when it happened
- Description of the issue
- Provide related logs

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

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



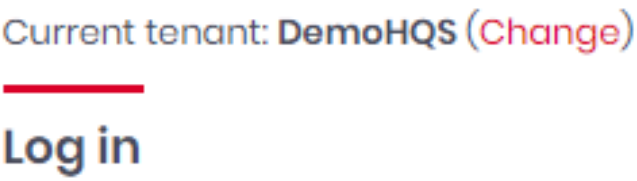
- In MyQ Roger Client MRC at the top center.



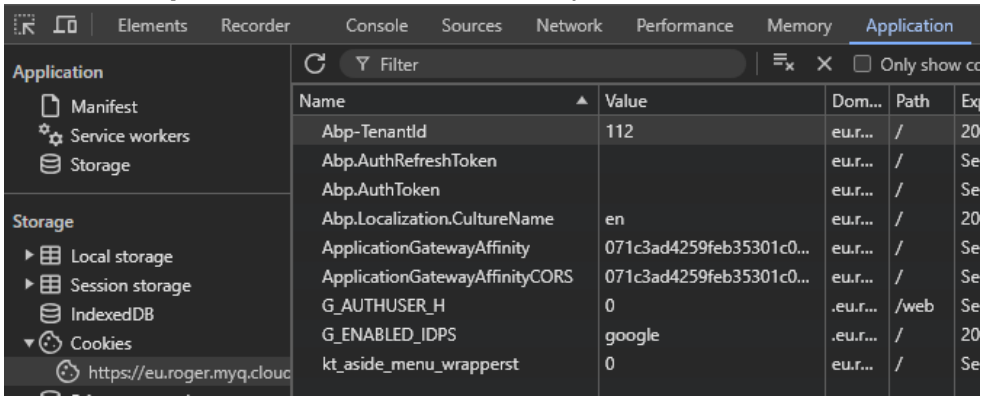
- On a Ricoh printer by tapping the **MyQ Roger logo**.
- On a Kyocera printer by tapping the **Admin Menu**.



- 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**[9], 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[10] with all the information and attached files. This automatically creates a ticket with medium priority.

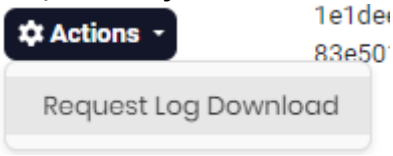
9.4.3 MyQ Roger Desktop Client

Os logs do MRC podem ser baixados usando a interface do usuário do MyQ Roger na Web ou manualmente.

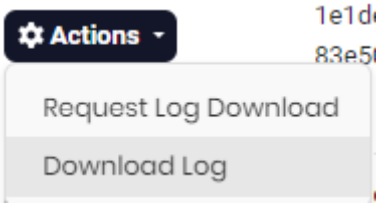
9. https://community.myq-solution.com/
10. mailto:roger@myq-solution.com

Interface do usuário da Web do MyQ Roger

- Faça login na interface do usuário da Web do MyQ Roger como um usuário com direitos de acesso de administrador.
- Navegue até **Supervisão > Clientes de desktop** e procure o cliente de desktop afetado.
- Clique em **Ações > Solicitar download do log**



  O progresso é exibido no canto inferior direito.
- Quando terminar, selecione **Ações > Baixar Log**



Coletar logs no MRC

No Windows

Clique com o botão direito do mouse no ícone do MyQ na bandeja do sistema e acesse **“Logs”**, **“Coletar registros”**. Salve o arquivo ZIP. O arquivo inclui o conteúdo de:

- Agente
  `C:\%userprofile%\AppData\Local\MyQ\MyQ Roger Client\Logs`
- Serviço
  `C:\ProgramData\MyQ\MyQ Roger Client\Logs`

No macOS

Clique no ícone do MyQ na barra de menus (canto superior direito da tela) e vá para **... > Registros > Coletar registros**. Salve o arquivo ZIP. O arquivo inclui o conteúdo de:

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

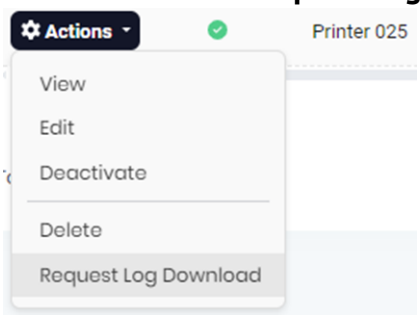
9.4.4 Terminal MyQ Roger Kyocera

We don't have a way to export this macro.
There are two ways to obtain logs from the Kyocera terminal:

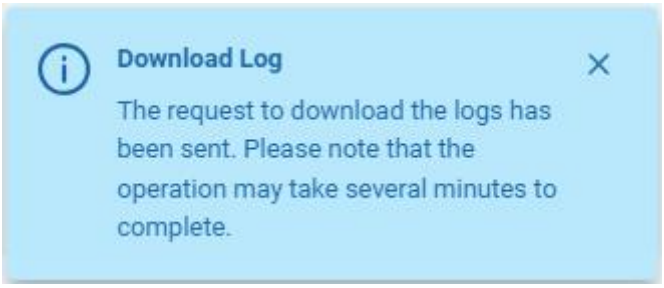
- Online with the Roger Web UI.
- Offline, using the device panel and USB stick.

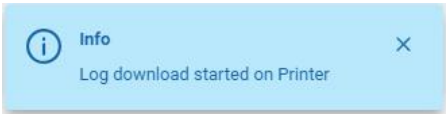
Roger Web UI

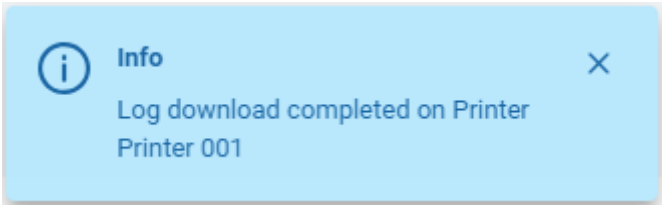
- Login to the Roger Web UI as a user with an admin role (permission Printers / Manage printers is required).
- Open **Printers** and find the printer you wish to download the logs from.
- Choose **Actions > Request Log Download**.



Progress is displayed in bubbles at the bottom right.

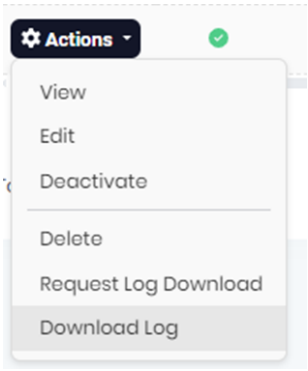






When the log download is finished, the file itself is stored on the Roger server.

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

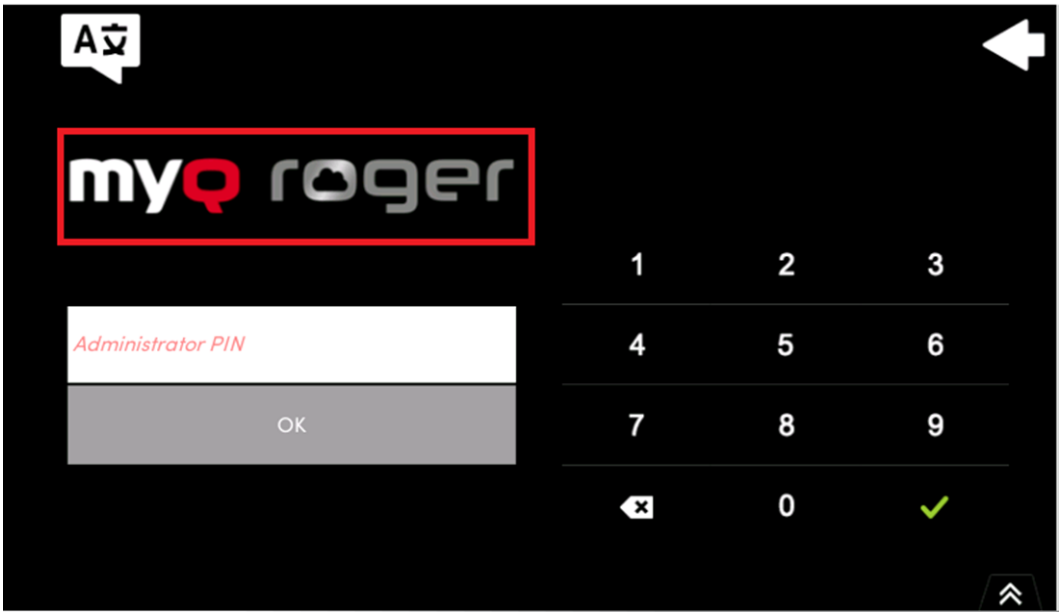


The file is encrypted and cannot be opened directly. Please provide it to MyQ Support with your ticket.

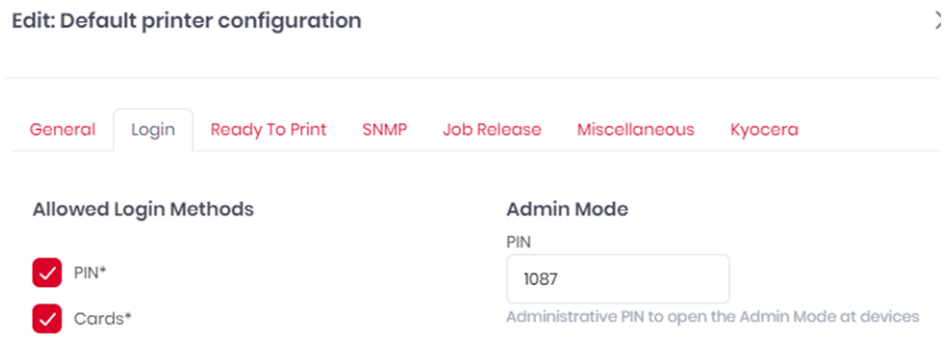
USB drive

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.

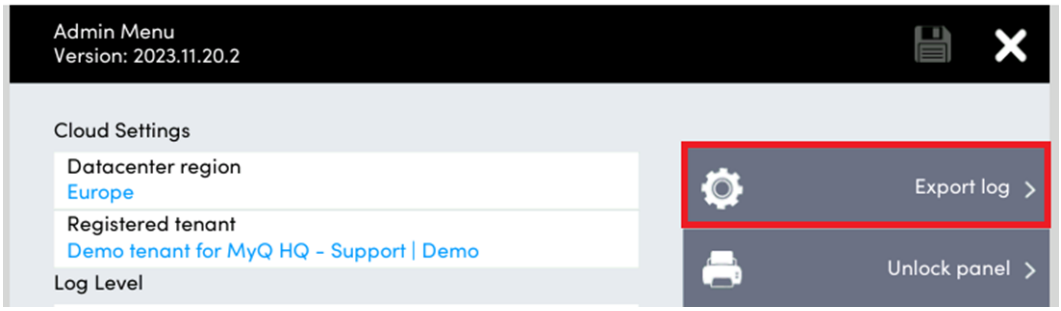


- Enter the **Administrator PIN** and confirm the login.
- You can find the Admin mode PIN in your MyQ Roger settings in **Printer Configurations > Actions**, **Edit > Login**, **Admin Mode**.



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.



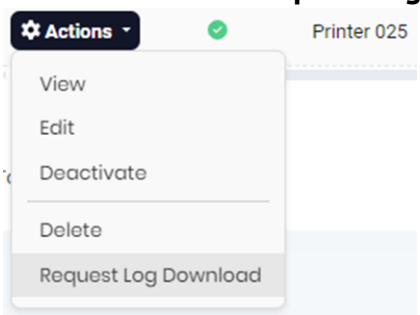
9.4.5 Terminal MyQ Roger HP

We don't have a way to export this macro.
There are two ways to obtain logs from the MyQ Roger HP terminal:

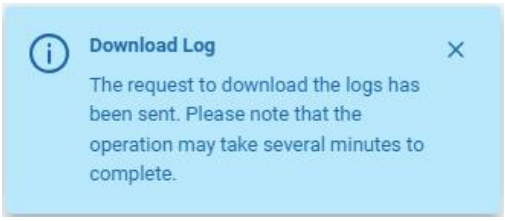
- Online via the MyQ Roger Web UI.
- On the HP device.

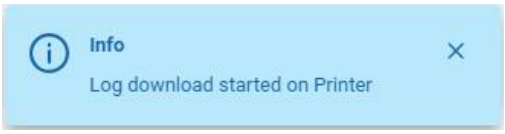
MyQ Roger Web UI

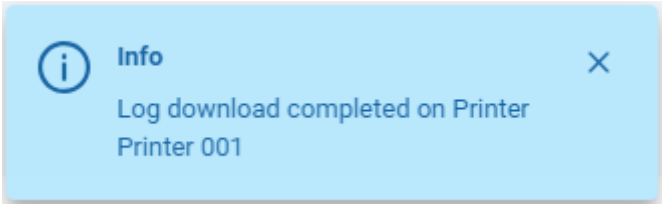
- Login to the MyQ Roger Web UI as a user with admin role (permission Printers / Manage printers is required).
- Open **Printers** and find the printer you wish to download the logs from.
- Choose **Actions > Request Log Download**.



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

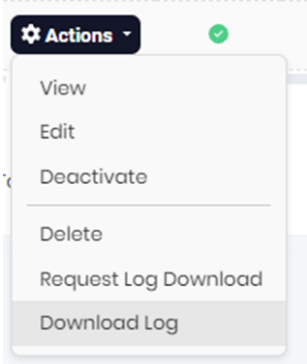






When the log download is finished, the file itself is stored on the MyQ Roger server.

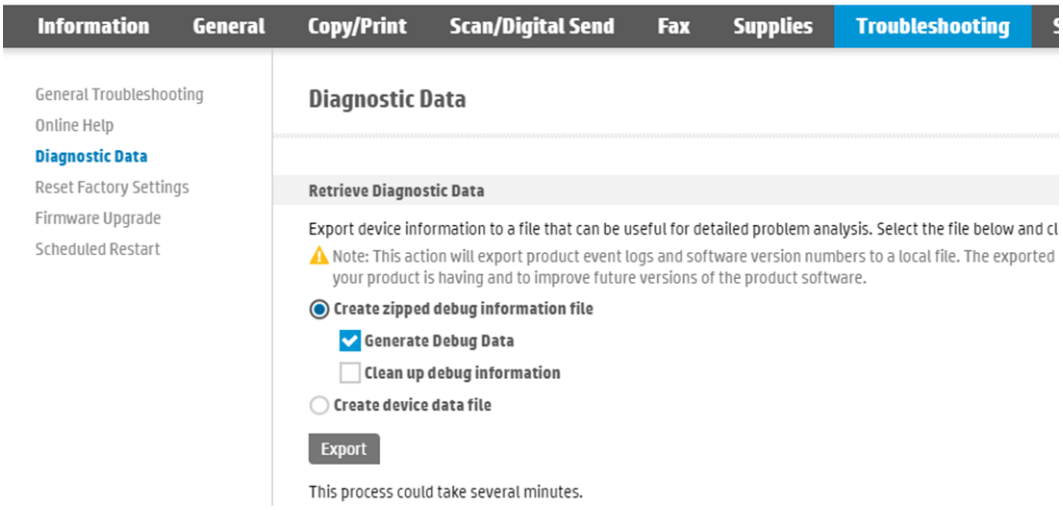
- Request to download it with **Actions > Download Log**.



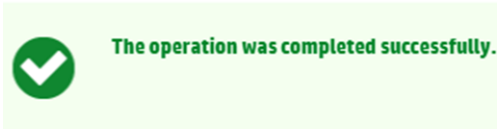
The file is encrypted and cannot be opened directly. Please provide it to the MyQ Support with your ticket.

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.

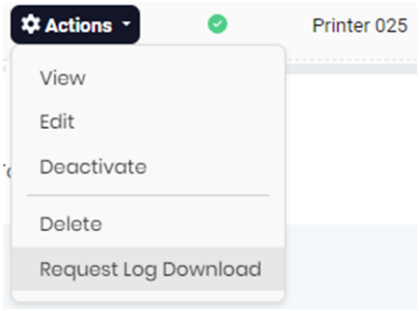
9.4.6 Terminal MyQ Roger Ricoh

We don't have a way to export this macro.
There are two ways to obtain logs from the MyQ Roger Ricoh terminal:

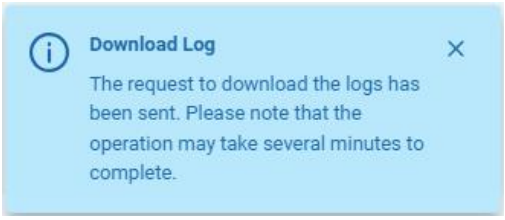
- Online via the MyQ Roger Web UI.
- Using the Ricoh installer.

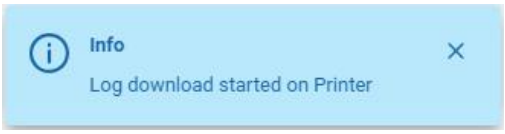
MyQ Roger Web UI

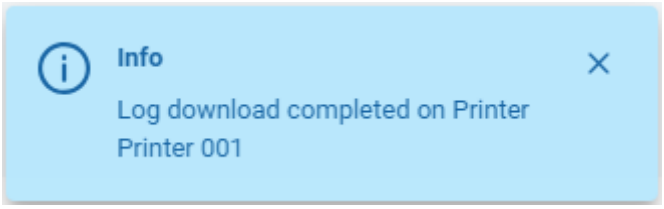
- Login to the MyQ Roger Web UI as a user with admin role (permission Printers / Manage printers is required).
- Open **Printers** and find the printer you wish to download the logs from.
- Choose **Actions > Request Log Download**.



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

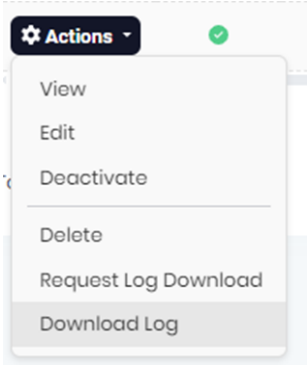






When the log download is finished, the file itself is stored on the MyQ Roger server.

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

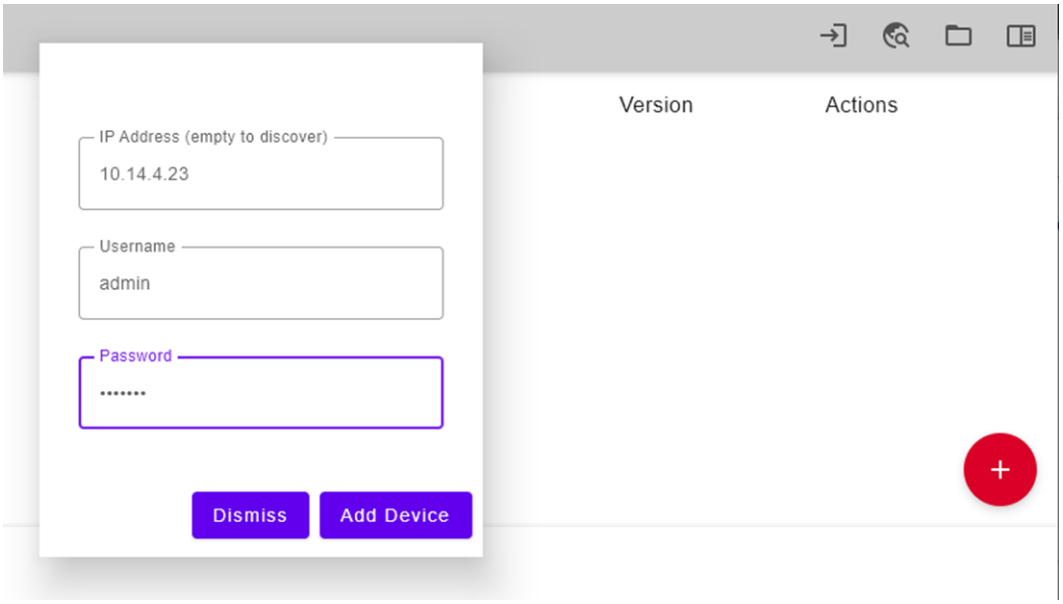


The file is encrypted and cannot be opened directly. Please provide it to the MyQ Support with your ticket.

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**.

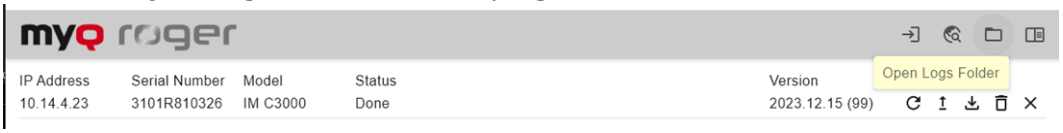


- Confirm by clicking **Add Device**.
- Click the **Download Logs** button.

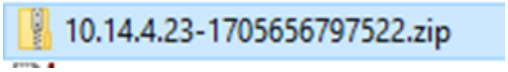


Wait for the Status to change from Downloading logs to Done.

- 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.



9.5 Permissões do Entra ID

We don't have a way to export this macro.

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.

9.5.1 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.

9.5.2 **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.

Permission	Type	Description	Admin Consent Required	Purpose
Files.Read.Selected	Delegated	Read files that the user explicitly selects	No	Lets the app open individual files chosen by the user.
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.

Permission	Type	Description	Admin Consent Required	Purpose
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.

Permission	Type	Description	Admin Consent Required	Purpose
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.
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.

Permission	Type	Description	Admin Consent Required	Purpose
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.

9.5.3 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.

9.5.4 Granting Administrator Consent

Many of the API permissions used by MyQ Roger require administrator consent - this includes all Application permissions and several Delegated permissions (for example, the **Printer** and **PrintJob** permissions). Administrator consent must be granted by a Global Administrator (or Privileged Role Administrator) on behalf of the entire organization. Granting consent for the whole organization prevents your users from being prompted for consent when they sign in to MyQ Roger.

Why do my users still see consent prompts?

Once the MyQ Roger Entra ID app is approved, the user experience depends on the role of the person who performed the approval:

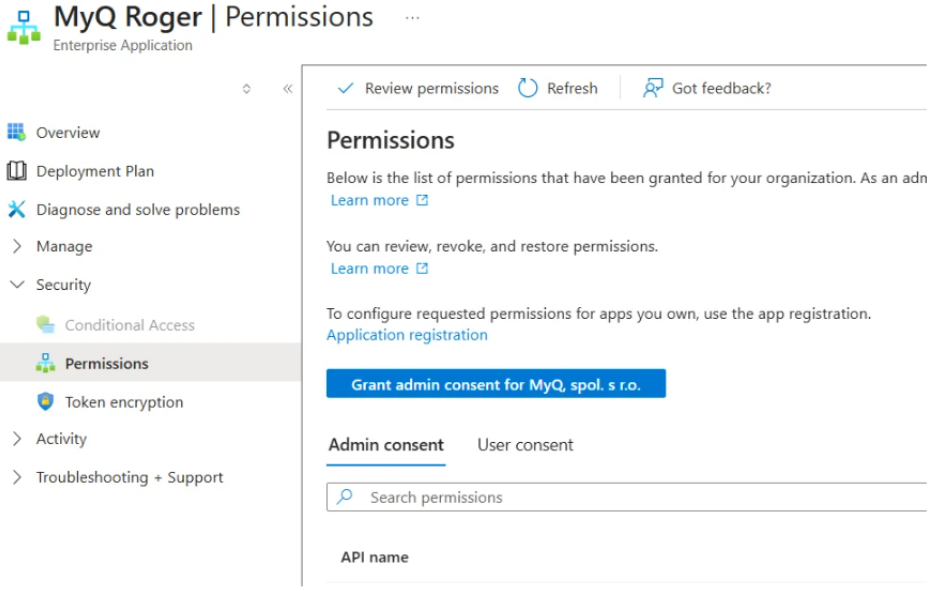
- **Global Administrator:** Microsoft Entra ID offers the option to **Grant admin consent for *your organization***. Selecting it grants the permissions for all users at once, and no further per-user prompts appear.
- **Not a Global Administrator:** the outcome depends on your tenant's user-consent settings. Either the request is forwarded to a Global Administrator for approval (an admin consent request), or the request is silently ignored (the administrator is not notified, and the user cannot complete sign-in).

If the **Grant admin consent for *your organization*** option was not selected by a Global Administrator during setup, your users will continue to receive administrator-consent prompts.

Granting Administrator Consent after Setup

If organization-wide consent was not granted during the initial approval flow, a Global Administrator can grant it at any time:

1. Sign in to the Azure portal as a Global Administrator.
2. Go to **Microsoft Entra ID** > **Enterprise applications** > **MyQ Roger**.
3. Select **Security** > **Permissions**.
4. Select **Grant admin consent for *your organization*** and confirm.

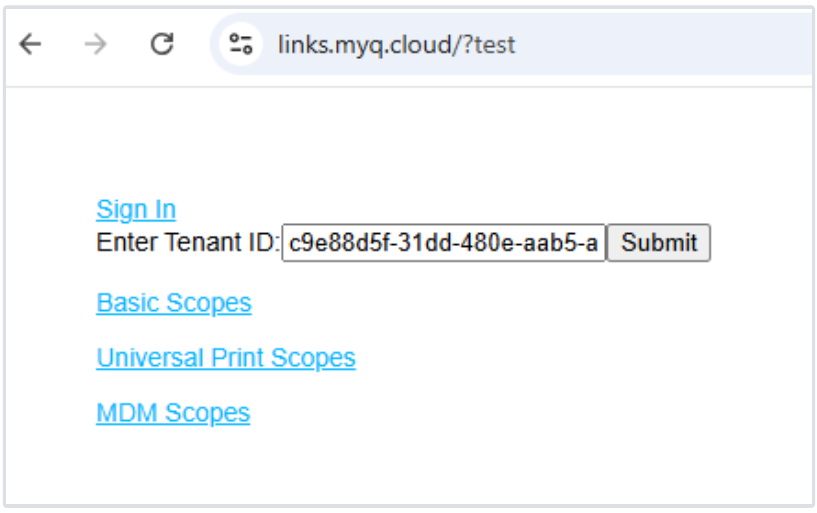


Once consent has been granted for the organization, your users will no longer be prompted for administrator consent.

> **Do not use the low-risk classification as a workaround.**
> Do not attempt to stop the consent prompts by classifying the MyQ Roger permissions as **low-risk** in the Microsoft Entra ID permission-classification/ user-consent settings. Although this can prevent users from receiving prompts, it is not a recommended approach. A **low-risk** classification delegates the decision to allow or deny a permission to the individual user, when this decision should be made by an administrator. The correct and secure solution is for a Global Administrator to grant administrator consent on behalf of the organization, as described above.

9.5.5 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**[11]. 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. https://links.myq.cloud/

9.5.6 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**.

10 Contatos comerciais

We don't have a way to export this macro.

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Certified partners

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