



# MyQ Roger Quick Start Guide

# Table of Contents

|  |           |
|--|-----------|
| <b>1 Before You Begin .....</b>                        | <b>5</b>  |
| 1.1 Administrative Prerequisites.....                  | 5         |
| 1.2 Network Requirements .....                         | 5         |
| 1.3 Component Overview .....                           | 6         |
| <b>2 Access Your Tenant.....</b>                       | <b>7</b>  |
| 2.1 Log In to MyQ Roger Server .....                   | 7         |
| 2.2 Web Interface Overview.....                        | 8         |
| <b>3 Import and Synchronize Users .....</b>            | <b>10</b> |
| 3.1 Prerequisites in Microsoft Entra ID.....           | 10        |
| 3.2 Configure the Connector in MyQ Roger .....         | 11        |
| 3.3 Run the Initial Sync .....                         | 11        |
| 3.4 Verify User Synchronization .....                  | 12        |
| <b>4 Add and Pair Printers.....</b>                    | <b>13</b> |
| 4.1 Supported MFD Brands .....                         | 13        |
| 4.2 General Prerequisites .....                        | 13        |
| 4.3 Pair a Printer Using a QR Code.....                | 14        |
| 4.4 Pair a Printer with Device Code .....              | 14        |
| 4.5 Verify Successful Pairing .....                    | 16        |
| 4.6 Authentication Methods .....                       | 16        |
| 4.7 Configure Workflows.....                           | 17        |
| 4.8 Brand-Specific Terminal Documentation.....         | 18        |
| <b>5 Install the Desktop Client .....</b>              | <b>19</b> |
| 5.1 Installation via Setup Wizard.....                 | 20        |
| 5.2 Silent Installation for Enterprise Deployment..... | 20        |
| 5.3 Enable Single Sign-On.....                         | 21        |
| <b>6 Install the Mobile App .....</b>                  | <b>22</b> |
| 6.1 Download and Install .....                         | 22        |
| 6.2 Sign In with Your Work Account .....               | 23        |
| 6.3 Mobile App Overview .....                          | 23        |
| <b>7 User Basics: Print and Scan .....</b>             | <b>25</b> |
| 7.1 Print a Document.....                              | 25        |
| 7.2 Scan a Document .....                              | 26        |

|           |  |           |
|-----------|--|-----------|
| <b>8</b>  | <b>Next Steps.....</b>                     | <b>28</b> |
| 8.1       | Brand-Specific Terminal Documentation..... | 28        |
| <b>9</b>  | <b>Troubleshooting .....</b>               | <b>29</b> |
| 9.1       | Basic Networking.....                      | 29        |
| 9.2       | Status of MyQ Roger Services.....          | 31        |
| 9.3       | Scans to Email Not Delivered .....         | 38        |
| 9.4       | Getting Logs and Contacting Support.....   | 41        |
| 9.5       | Entra ID Permissions .....                 | 50        |
| <b>10</b> | <b>Business Contacts .....</b>             | <b>56</b> |

MyQ Roger is a cloud-native printing and document workflow solution. Unlike traditional on-premises print servers, MyQ Roger is fully serverless – there is no software to install on your infrastructure. Your tenant is hosted in Microsoft Azure with data centers in the EU and US regions.

Use this Quick Start Guide to get up and running with **MyQ Roger**. This guide walks you through accessing your tenant, synchronizing users from Microsoft Entra ID, deploying the desktop client and mobile app, and pairing your first printer. With these steps complete, your users can securely print and scan from anywhere.

---

# 1 Before You Begin

Before starting the setup, obtain your MyQ Roger license from your MyQ Partner, and verify that your environment meets the following requirements.

## 1.1 Administrative Prerequisites

| Requirement  | Description  |
|--|--|
| <b>Tenant Admin Account</b>  | You must have an account with full administrative rights to your MyQ Roger tenant.   |
| <b>Microsoft Entra ID App Registration</b><br>(required only for User Synchronization from Entra ID) | A dedicated App registration in your Microsoft Azure portal with the following API permissions (Microsoft Graph, Application type): <code>User.Read.All</code> and <code>Group.Read.All</code> . |
| <b>Client Secret</b><br>(required only for User Synchronization from Entra ID)                       | A valid Application Secret Value, along with the Application (client) ID and Directory (tenant) ID from your Entra ID App registration.  |

## 1.2 Network Requirements

All components (MFDs, Desktop Clients, and Mobile Apps) require outbound internet access.

| Port        | Protocol | Purpose   |
|-------------|----------|---|
| <b>443</b>  | HTTPS    | REST API calls, user authentication, and communication with MyQ Roger Server. |
| <b>5671</b> | AMQP     | Real-time signaling between the Desktop Client and the Event Bus.             |

Desktop Client uses SNMP and IPPS to discover local printers and release print jobs.

To verify that outbound HTTPS and AMQP access to the MyQ Roger cloud is available, run the PowerShell commands for your region:

```
tnc eu.roger.myq.cloud -port 443
```

```
tnc eu.amqp.myq.cloud -port 5671
```

```
tnc us.roger.myq.cloud -port 443
tnc us.amqp.myq.cloud -port 5671
```

## 1.3 Component Overview

MyQ Roger consists of these main components:

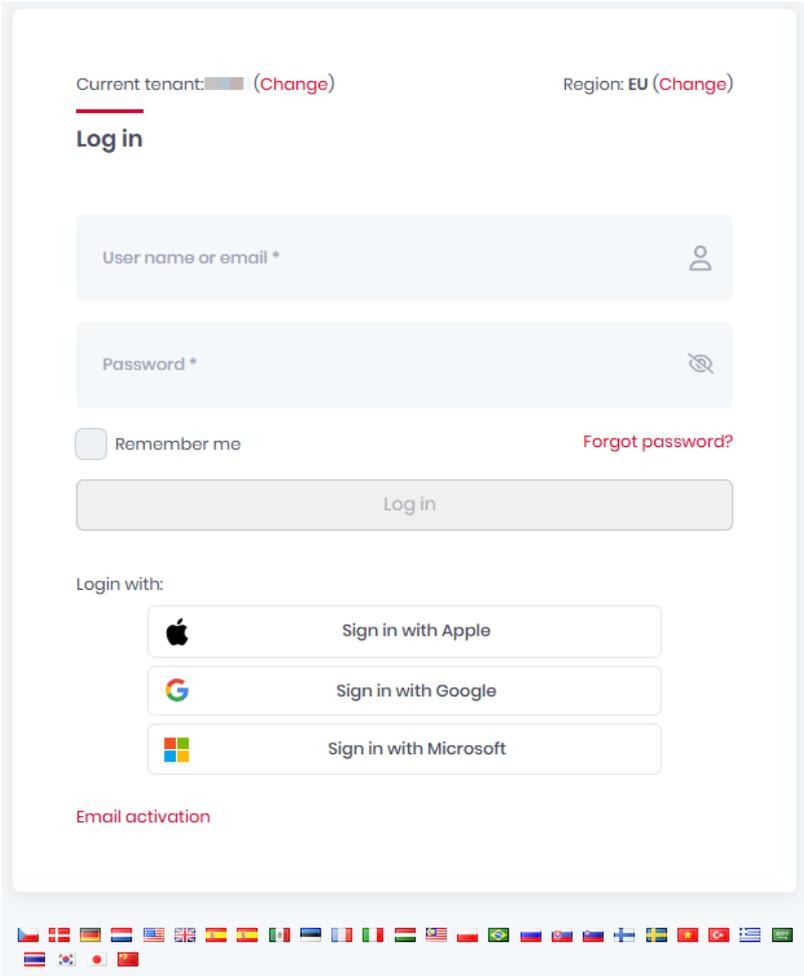
| Component                     | Description   |
|-------------------------------|---|
| <b>MyQ Roger Server</b>       | The cloud-hosted web console for administration. Access it at <code>eu.roger.myq.cloud</code> (Europe) or <code>us.roger.myq.cloud</code> (Americas). |
| <b>MyQ Roger Client (MRC)</b> | The desktop application for Windows and macOS that handles local print spooling and job submission.   |
| <b>MyQ Roger Mobile App</b>   | The smartphone app for iOS and Android that enables touchless login, mobile scanning, and remote job release.   |
| <b>Embedded Terminal</b>      | The application installed on MFDs (HP Workpath, Kyocera, Ricoh) that provides secure authentication and workflows at the device.                      |

## 2 Access Your Tenant

To access your MyQ Roger tenant, start by logging in to the MyQ Roger Server web interface using your regional URL and your assigned tenant credentials.

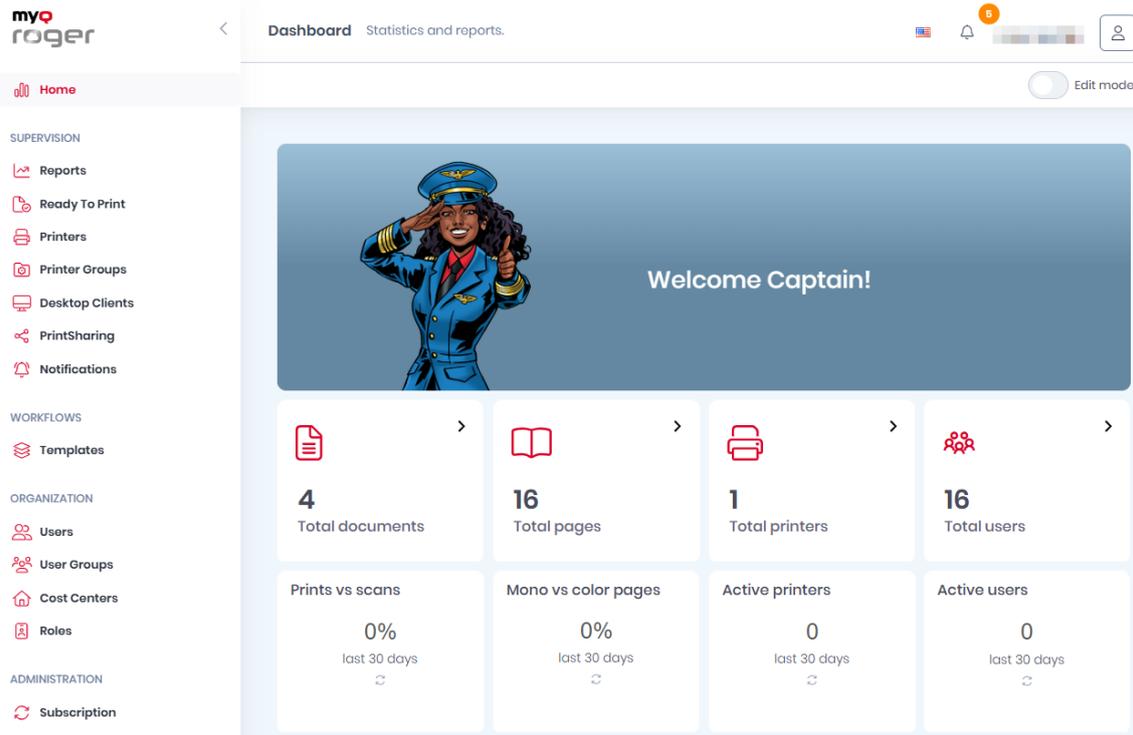
### 2.1 Log In to MyQ Roger Server

1. Open a web browser and navigate to your regional URL:
    - **Europe:** `https://eu.roger.myq.cloud`
    - **Americas:** `https://us.roger.myq.cloud`
  2. Enter your **Tenancy name** (the identifier for your organization's tenant).
  3. Enter your MyQ Roger username and password.
- OR
4. Choose your sign-in method:
    - **Sign in with Apple** - Sign in with your Apple ID.
    - **Sign in with Google** – Sign in with your Google ID.
    - **Sign in with Microsoft** – Use your Microsoft Entra ID credentials



## 2.2 Web Interface Overview

Once logged in, the **Home** dashboard displays widgets with usage statistics and reports.



The main menu (accessible from the left side) is organized into these categories:

| Menu                  | Purpose   |
|-----------------------|---|
| <b>Home</b>           | Dashboard with widgets for statistics, reports, and quick actions.                          |
| <b>Supervision</b>    | Manage Reports, Printers, Printer Groups (CPM license), Desktop Clients, and Notifications. |
| <b>Workflows</b>      | Create and manage workflow templates (CPM license).   |
| <b>Organization</b>   | Manage Users, User Groups, Cost Centers (CPM license), and Roles.                           |
| <b>Administration</b> | Configure Subscription, User Synchronization, Price Lists, Universal Print, and Settings.   |
| <b>System</b>         | Access Audit Logs and system information.   |

## 3 Import and Synchronize Users

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.
- 

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 Prerequisites in Microsoft Entra ID

Before configuring the connector, complete these steps in the Microsoft Azure portal:

1. **Create an App Registration:**
  - Go to [portal.azure.com](https://portal.azure.com)<sup>1</sup> and navigate to **Microsoft Entra ID > App registrations > New registration**.
  - Note the **Application (client) ID** and **Directory (tenant) ID**.
2. **Create a Client Secret:**
  - In your App registration, go to **Certificates & secrets > New client secret**.
  - Copy the secret **Value** (this will not be displayed again).
3. **Grant API Permissions:**
  - Go to **API permissions > Add a permission > Microsoft Graph > Application permissions**.
  - Add `User.Read.All` and `Group.Read.All`.
  - Click **Grant admin consent** for your organization.

Entra ID application secrets must be rotated periodically. Set the **Application secret expiration date** parameter in MyQ Roger (below) to get notified when the secret is about to expire.

---

1. <https://portal.azure.com/>

**i More Information**

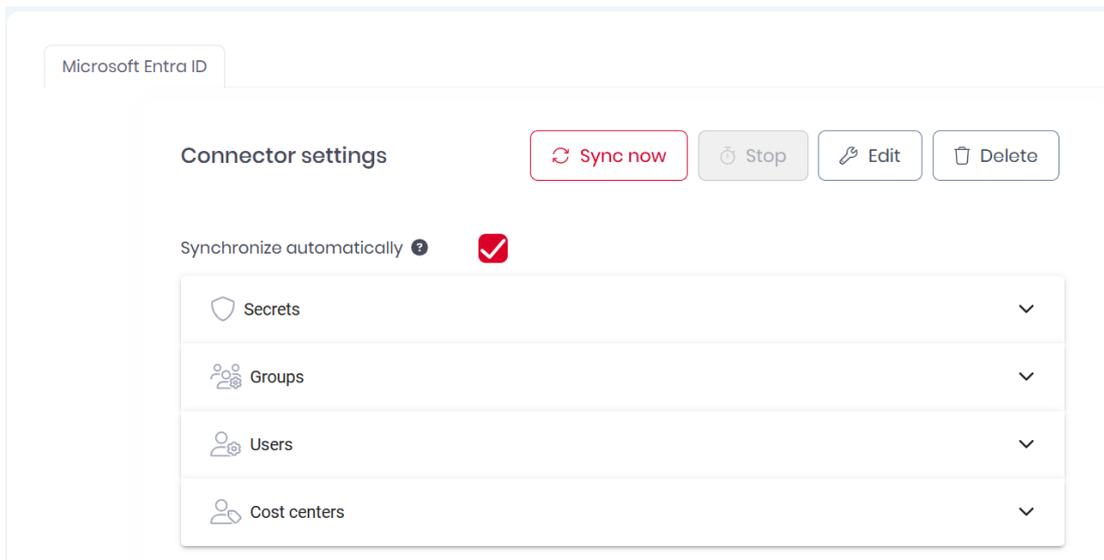
- <https://learn.microsoft.com/en-us/entra/identity-platform/quickstart-register-app>

## 3.2 Configure the Connector in MyQ Roger

1. In MyQ Roger Server, go to **Administration > User Synchronization**.
2. Click **Edit** to show the configuration fields.
3. In **Secrets**, enter:
  - **Application ID**  
The Application (client) ID from your App registration.
  - **Directory (Tenant) ID**  
The Directory (tenant) ID from your App registration.
  - **Application secret**  
Add the application secret value you copied during the Microsoft Entra ID setup.
  - **Application secret expiration date (Optional)**  
Enter the expiration date for the application secret, and MyQ Roger will notify you when the secret is about to expire.
4. In **Groups**, configure group synchronize mode (None, Selected, From user attribute, All), and user synchronization mode (Selected groups, All).
5. Click **Connect** to verify the credentials.

## 3.3 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.

### 3.4 Verify User Synchronization

View the status of user synchronization in **Administration > User Synchronization**, including synchronized users and groups, and last run information.

Status Microsoft Entra ID Configured Enabled ?

| Users   | Groups   | Runs  |
|---|--|---|
| SYNCHRONIZED/SKIPPED/DELETED<br><b>9/0/0</b><br>TOTAL COUNT IN<br>MYQ ROGER/MICROSOFT ENTRA ID<br><b>24/9</b> | SYNCHRONIZED<br><b>3</b><br>TOTAL COUNT IN<br>MYQ ROGER/MICROSOFT ENTRA ID<br><b>5/1</b> | LAST SYNCHRONIZATION AT<br><b>2/9/2026, 10:59:24 AM</b><br>LAST RUN DURATION<br><b>0 minutes, 1.118 seconds</b><br>NEXT SYNCHRONIZATION AT<br><b>2/10/2026, 10:59:24 AM</b> |

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 Add and Pair Printers

MyQ Roger supports embedded terminals on HP, Kyocera, and Ricoh Multi-Function Devices (MFDs). Each device must be paired with your tenant to enable secure printing and scanning.

### 4.1 Supported MFD Brands

| Brand   | Terminal Type        | Notes   |
|---------|----------------------|---|
| HP      | Workpath Application | Requires FutureSmart 5.7+ firmware. Deployed via <a href="#">HP Command Center</a> <sup>2</sup> . |
| Kyocera | HyPAS Application    | Two versions available: 26 (new) and 24.1 (classic).  |
| Ricoh   | SmartSDK Application | Installed via MyQ Roger Ricoh Installer.  |

### 4.2 General Prerequisites

Before pairing a printer, ensure that these prerequisites are met:

- **Firmware**  
The device is running the required firmware version.
- **Network Connectivity**  
The MFD has outbound internet access on ports 443 (HTTPS).
- **Time Synchronization**  
The device clock is synchronized to `time.windows.com`. An incorrect time will cause HTTPS certificate validation failures.
- **Terminal Installed**  
The MyQ Roger terminal application is installed on the device (see brand-specific guides).

#### Supported Devices

To check if your device is supported by the relevant MyQ Roger embedded terminal, see the following pages:

- [Supported KYOCERA \(New\) Devices](#)<sup>3</sup>
- [Supported KYOCERA \(Classic\) Devices](#)<sup>4</sup>

2. <http://hpcommandcenter.com/>

3. <https://docs.roger.myq.cloud/en/myq-roger-hypas-application-installation-and-usage-new/26/supported-devices>

- Supported HP Workpath Devices<sup>5</sup>
- Supported Ricoh Devices<sup>6</sup>

### 4.3 Pair a Printer Using a QR Code

This method uses the Mobile App and is recommended for quick pairing.

1. On the MFD, open the MyQ Roger terminal application.
2. Select your region (Europe or Americas).
3. The panel displays a **Setup QR Code** and a **Manual Device Code**.
4. On your smartphone, open the MyQ Roger Mobile App.
5. Tap the **Login** button and scan the QR code displayed on the MFD.
6. The printer is paired to your tenant.

The MFD panel refreshes to show the MyQ Roger login screen.



|  |  |
|--|--|
| <p>Select your region</p> <p>THEN</p> <p> <b>Americas</b><br/>Click here to change region</p> | <p>Scan QR code to pair this device</p> <p>Or, tell this code to your system administrator</p> <p><b>XDGU-6NUW</b></p> |
|--|--|

### 4.4 Pair a Printer with Device Code

This method uses the web console.

4. <https://docs.roger.myq.cloud/en/hypas/1.0/supported-devices>
5. <https://developers.hp.com/workpath/compatible-devices>
6. <https://docs.roger.myq.cloud/en/ricoh/1.0/supported-devices>



Select your region

---

**Americas**

Click here to change region

THEN

Scan QR code to pair this device

---

Or, tell this code to your system administrator

XDGU-6NUW

1. On the MFD, open the MyQ Roger terminal application and note the **Manual Device Code**.
2. In MyQ Roger Server, go to **Supervision > Printers**.
3. Click **+Add New Printer** and select **Create printer with terminal**.
4. Enter the device code shown on the MFD panel.

**Create printer with terminal**
×

---

i Use the MyQ Roger mobile app to create a printer. Simply scan the QR code that appears on the printer's screen [Help](#)

Printer type: Printer with terminal

Enter the device code displayed on the printer's screen:

XDGU-6NUW

× Cancel

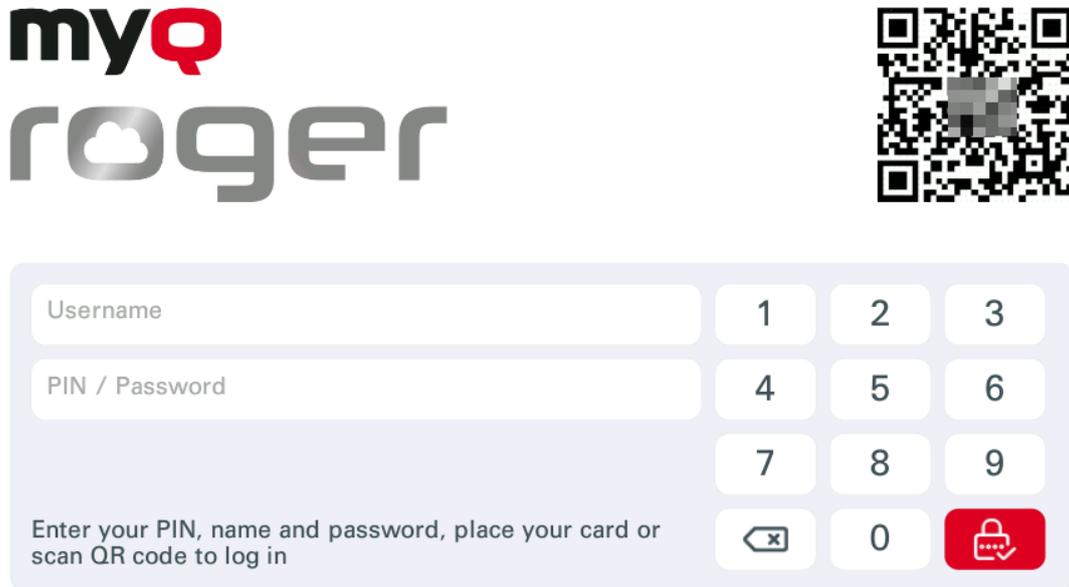
Save

### 1 Add a printer using the device code

5. Click **Save**. The printer is paired to your tenant.

## 4.5 Verify Successful Pairing

After you have paired your printer with your MyQ Roger tenant, the terminal shows the MyQ Roger logo, and the enabled log in methods.



## 4.6 Authentication Methods

MyQ Roger supports four authentication methods for printer terminal login. All login methods are centrally managed from the MyQ Roger Server, where you can:

- Enable or disable any login method.
- Set the default login screen (e.g., QR for mobile-first environments).
- Apply different login rules across devices using Printer Configuration profiles.

### 4.6.1 PIN Authentication

Users receive a PIN in their Welcome Email.

- Users can reset their PIN via the MyQ Roger Server UI or the MyQ Roger Mobile App.
- PIN length automatically increases as the user base grows (PIN Density management) to maintain security.

### 4.6.2 Dynamic QR Code

Users scan a Dynamic QR code displayed on the device terminal using the MyQ Roger Mobile App.

- Touchless login.
- Enables print management directly from the mobile device.

### 4.6.3 Card Authentication

- **Self-assignment:** Users log in (PIN or QR), select *Assign Card*, and swipe their card to register it as their authentication method.
- **Admin assignment:** Cards can be pre-assigned via Microsoft Entra ID by mapping a directory field to the card number.

### 4.6.4 Username & Password

Standard credential login using your MyQ Roger credentials. This method is typically used as a backup method, or for users without mobile devices or cards.

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## 4.7 Configure Workflows

After pairing your device/s, you are ready to start using workflows. A workflow is a chain of actions and decisions required to perform a task – for example, scan to cloud storage location, scan to department email, copy B&W to duplex. Workflow templates turn repetitive scan and print actions into one-tap operations. By defining settings once, such as sides, color, resolution, and format, you ensure consistency, reduce errors, and speed up everyday use.

Follow these steps to enable scan-to-email. After you perform these steps, the corresponding workflow is automatically enabled and available.

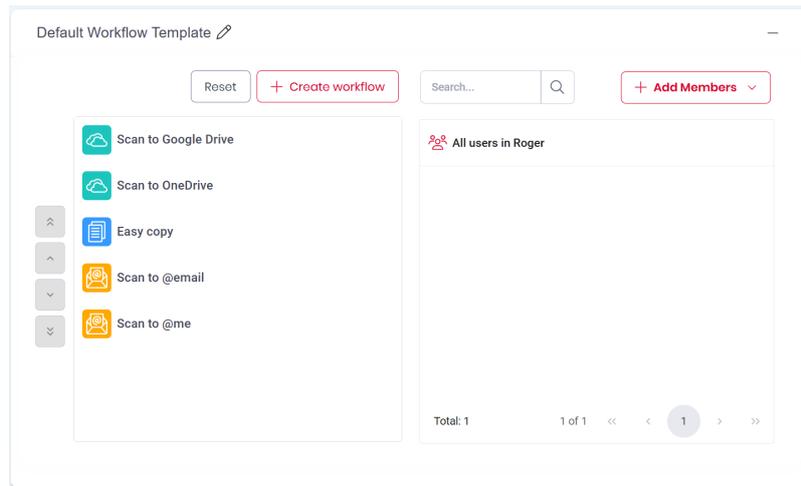
### 4.7.1 Enable Scan to Email on Device

MyQ Roger uses the device local SMTP server for sending scans to email.

1. Open the device Web UI and sign in as Administrator.
2. Navigate to Device Management (or Configuration) > Device Settings > Email (exact label varies by brand) and enter your SMTP server hostname, port, authentication credentials, and TLS/SSL settings.
3. Run the SMTP Connection Test or Send Test Email from the Web UI to confirm connectivity.  
(On Ricoh devices, disable the MyQ Roger app temporarily to access the native e-mail settings and run the test).
4. Confirm that scan features and user scan privileges are enabled in device settings.

## 4.7.2 Customize Scan to Email Workflow

1. Go to **MyQ Roger > Workflows > Templates**.
2. Click **Edit** on the **Scan to @email** workflow.
3. Customize the general options and scanning parameters, and click **Save**.
4. (Optional) By default all users can access the default workflow template. Customize the users and groups who can use the template, or create your own template.



## 4.8 Brand-Specific Terminal Documentation

For detailed installation and configuration instructions, refer to the appropriate guide:



- <https://docs.roger.myq.cloud/en/myq-roger-hypas-application-installation-and-usage-new/26> (NEW)
- <https://docs.roger.myq.cloud/en/hypas/1.0> (Classic)
- <https://docs.roger.myq.cloud/en/workpath/25.10>
- <https://docs.roger.myq.cloud/en/ricoh/1.0>

## 5 Install the Desktop Client

The MyQ Roger Client (MRC) is the desktop application that enables users to print from their Windows or macOS workstation. MRC handles local spooling, cloud spooling, and fallback printing.

- ✔ You can use MyQ Roger without MRC. However, to deploy print management across a large number of client workstations, MRC is highly recommended.

### Requirements

- Windows 10/11 (64-bit) or macOS 13+
- .NET Runtime 8.0 (Windows only, included in the installation package)
- Roger Server 2.17 or higher

### Deployment Options

| Method                          | Best For   | Description  |
|---------------------------------|--|--|
| <b>Pre-Configured Installer</b> | All deployments, distributed in Welcome emails or direct download from tenant. | MyQ Roger Server admin prepares the installer with preconfigured settings (e.g. automatic tenant registration and print drivers) |
| <b>Setup Wizard</b>             | Small deployments, testing   | Interactive installation on individual workstations  |
| <b>Silent Install</b>           | Scripted deployments   | Command-line installation via <code>msiexec</code>   |
| <b>Microsoft Intune</b>         | Enterprise MDM   | Push deployment to managed devices.  |

- 📄 The Remote Management feature (Server 2.19+, Client 2.4+) allows you to **update** and **uninstall** MRC remotely after initial installation, but it cannot perform the initial deployment. Use one of the methods above for first-time installation. After deployment, you can manage clients from **Supervision > Desktop Clients**.

## 5.1 Installation via Setup Wizard

Download a pre-configured MRC installer directly from your MyQ Roger tenant, or from the link in the Welcome email that you received after registering your user with the tenant. Run the installation wizard steps. When the wizard finishes, MRC runs in the background and is accessible from the system tray. When the installation is complete, launch MRC and log in using one of the supported authentication methods:

- QR Code
- MyQ
- Google
- Microsoft

To confirm that you are logged in and connected, launch MRC from system tray. View your username and connected tenant in MRC.



## 5.2 Silent Installation for Enterprise Deployment

For large-scale deployments, use the command line with administrator rights, with parameters and values that fit your deployment.

✓ In MyQ Roger server, you can create pre-configured installer packages that silently install and configure MRC with tenant connection, print drivers, and other settings. Create a pre-configured installer using the Silent Install Script Builder. The package you assign as *default* is available to users in the Welcome email and the web UI.

- (1.0) Configure Desktop Client Installers
- (1.0) MRC Silent Install Script Builder

### Example

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

### Common Parameters

| Parameter | Description                         | Example     |
|-----------|-------------------------------------|-------------|
| REGIONID  | Server region (EU or US). Required. | REGIONID=EU |

| Parameter        | Description   | Example                 |
|------------------|---|-------------------------|
| TENANCYNAME      | Your tenant identifier.   | TENANCYNAME=MyCompany   |
| PRINTERNAME      | Name for the virtual printer. Default: MyQ-Roger-MRC .                        | PRINTERNAME="MyQ-Roger" |
| DEFAULTDRIVER    | Print driver: 0 (None), 1 (Kyocera), 2 (HP), 3 (Ricoh).                       | DEFAULTDRIVER=2         |
| USERSINGLESIGNON | Enable SSO with Entra ID (Windows Only)                                       | USERSINGLESIGNON=true   |
| PRINTERSPOOLER   | Printer spooling method (1 - client only, 2 - cloud only, 3 client and cloud) | PRINTERSPOOLER=3        |

For a complete list of parameters, see (2.4) Installation.

### 5.3 Enable Single Sign-On

Single Sign-On (SSO) allows users to authenticate automatically with their Windows domain credentials. SSO is supported on Windows only.

To enable SSO, include the parameter during installation.

#### Example

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

When SSO is enabled, MRC authenticates users based on their Entra ID domain login without prompting for credentials.

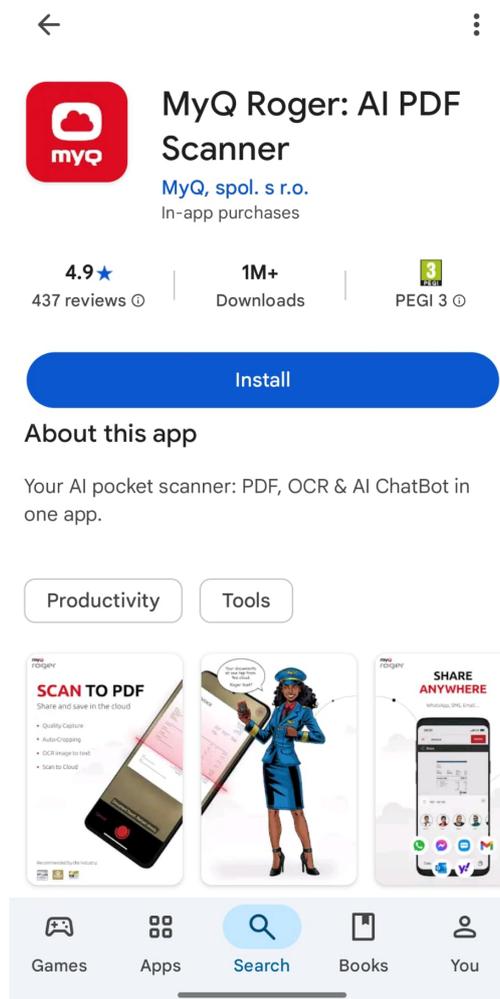
## 6 Install the Mobile App

The MyQ Roger Mobile App enables touchless login at printers, mobile scanning with OCR, and remote job release.

### 6.1 Download and Install

Download the free **MyQ Roger** app:

- **iOS:** [App Store](#)<sup>7</sup>
- **Android:** [Google Play](#)<sup>8</sup>



7. <https://apps.apple.com/app/myq-roger-ocr-scanner-pdf/id1459073098>

8. <https://play.google.com/store/apps/details?id=cloud.myq.roger>

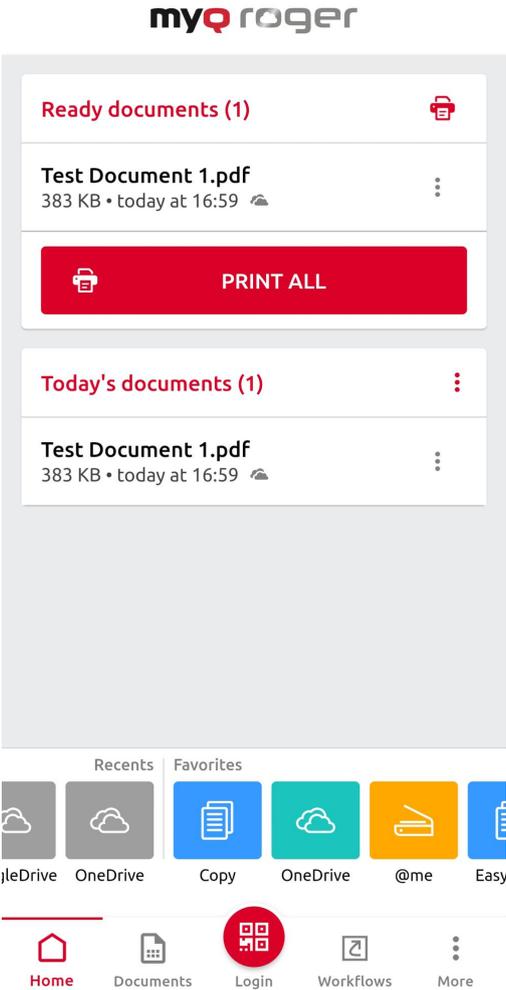
## 6.2 Sign In with Your Work Account

1. Open the MyQ Roger app and tap **BUSINESS**.
2. Select your **Region** (EU or US).
3. Enter your **Tenancy name**.
4. Choose one of the available sign in options:
  - **MyQ**
  - **Apple** (iOS only)
  - **Google**
  - **Microsoft**

## 6.3 Mobile App Overview

Once signed in, the app displays these main sections:

| Tab                          | Description   |
|------------------------------|---|
| <b>Home</b>                  | Overview of ready print jobs, today's documents, and favorite workflows.              |
| <b>Documents</b>             | Lists your ready jobs and cloud storage files (OneDrive, Google Drive, Dropbox, Box). |
| <b>Login</b> (center button) | Scan a QR code or use NFC/Bluetooth to log in at a printer.                           |
| <b>Workflows</b>             | Access preset and custom scan/print actions.  |
| <b>More</b>                  | Profile settings, personal reports, help, and logout.                                 |



To log in at a printer, tap the **Login** button on the app and then scan the QR code displayed on the MFD panel.



## 7 User Basics: Print and Scan

Now that setup is complete, your users can securely print and scan on any paired multi-function printer (MFP).

### 7.1 Print a Document

#### 7.1.1 Print from Computer

Print a document directly to a paired printer using **MyQ Roger Client**.

1. Open a document in any application.
2. Select **Print** and choose the **MyQ-Roger-MRC** printer (or your configured printer name).
3. Click **Print**.  
The job is sent to MyQ Roger.
4. To verify, check your **Ready to Print** queue in the MyQ Roger web UI.

#### 7.1.2 Release a Print Job

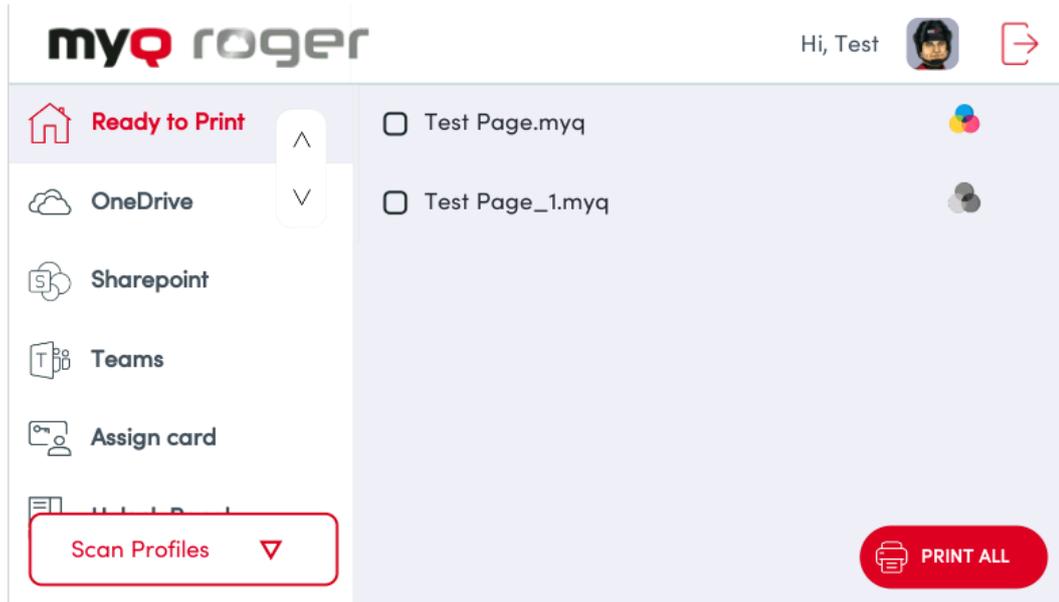
You can release a print job at any paired MFP.

1. Log in with one of the configured methods:
  - Scan the QR code with the MyQ Roger Mobile App.
  - Enter your PIN on the terminal.
  - Use NFC or Bluetooth with the Mobile App.



|  |    |   |   |
|--|----|---|---|
| Username   | 1  | 2 | 3 |
| PIN / Password   | 4  | 5 | 6 |
|  | 7  | 8 | 9 |
| Enter your PIN, name and password, place your card or scan QR code to log in | ⬅️ | 0 | 🔒 |

2. On the MyQ Roger terminal, tap **Print All** to release all pending jobs, or select specific jobs.



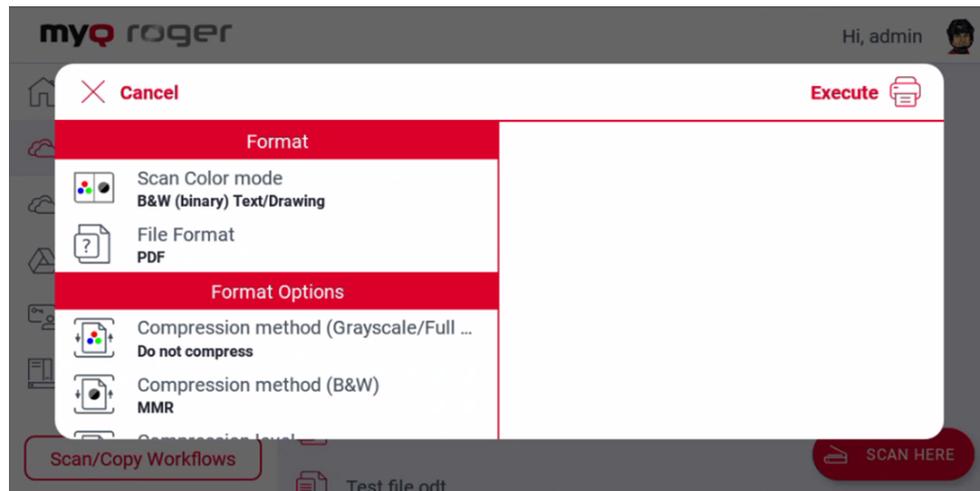
3. Collect your printed documents.

## 7.2 Scan a Document

Scan, store, and share documents from any paired MFP, or use your mobile device as a scanner with the MyQ Roger Mobile App.

### 7.2.1 Scan with MFP

1. Log in with one of the configured methods:
  - Scan the QR code with the MyQ Roger Mobile App.
  - Enter your PIN on the terminal.
  - Use NFC or Bluetooth with the Mobile App.
2. Place your document on the scanner glass or in the document feeder.
3. Select your scan workflow:
  - **Scan to Email/@me:** Enter or confirm the recipient address, set scan options (format, resolution, color, duplex), and tap **Scan**. The file is sent directly via your SMTP server or Cloud REST API, depending on the settings in the printer configuration.
  - **Scan to OneDrive:** Set your options, and tap **Execute**. You can also browse OneDrive to your preferred location and click **Scan here**.  
**Note:** Your OneDrive account must be connected to MyQ Roger. You can connect it in the Web UI, Mobile App or by signing in with Microsoft on MRC from a synced user account.



4. To access your scanned document:

- **Scan to Email/@me:** Check the recipient mailbox.
- **Scan to OneDrive:** Check the folder `OneDrive\Apps\MyQ Roger\Scan`, or the selected folder.

## 7.2.2 Scan with Mobile App

1. Open the MyQ Roger app and tap **Scan to @email**.
2. Enter the recipient address.
3. Use your phone's camera to capture the document.
4. (Optional) Tap **Scan with OCR** to enable automatic edge detection and character recognition.
5. Save to your phone, cloud storage, or send via email.

## 8 Next Steps

Now that your MyQ Roger environment is up and running, use these resources to configure your fleet for day-to-day operations and explore the full range of MyQ Roger features.

### Manage your printing environment

- [Printer Configurations](#)<sup>9</sup> – customize login methods, job release rules per device
- [Printer Groups](#)<sup>10</sup> – organize devices for policy management at scale
- [Universal Print by Microsoft](#)<sup>11</sup> – Microsoft cloud-native print integration

### Control access and costs

- [Importing Users](#)<sup>12</sup> – create the user base, or set up [Entra ID User Synchronization](#)<sup>13</sup>
- [Roles](#)<sup>14</sup> – define admin and user permissions
- [Price Lists](#)<sup>15</sup> – assign costs to print/copy/scan operations
- [Cost Centers](#)<sup>16</sup> – track usage by department or project

### Specialized use cases

- [PrintSharing](#)<sup>17</sup> – guest and visitor printing without app or registration
- Intune / MDM deployment – for enterprise desktop client rollout

## 8.1 Brand-Specific Terminal Documentation

For detailed installation and configuration instructions, refer to the appropriate guide:



- <https://docs.roger.myq.cloud/en/myq-roger-hypas-application-installation-and-usage-new/26> (NEW)
- <https://docs.roger.myq.cloud/en/hypas/1.0> (Classic)
- <https://docs.roger.myq.cloud/en/workpath/25.10>
- <https://docs.roger.myq.cloud/en/ricoh/1.0>

9. <https://rogerdocstage.scroll-sites.com/en/myq-roger-server-administration/1.0/printer-configurations>

10. <https://rogerdocstage.scroll-sites.com/en/myq-roger-server-administration/1.0/printer-groups>

11. <https://rogerdocstage.scroll-sites.com/en/myq-roger-server-administration/1.0/universal-print-by-microsoft>

12. <https://rogerdocstage.scroll-sites.com/en/myq-roger-server-administration/1.0/importing-users>

13. <https://rogerdocstage.scroll-sites.com/en/myq-roger-server-administration/1.0/ad-user-synchronization>

14. <https://rogerdocstage.scroll-sites.com/en/myq-roger-server-administration/1.0/roles>

15. <https://rogerdocstage.scroll-sites.com/en/myq-roger-server-administration/1.0/price-lists>

16. <https://rogerdocstage.scroll-sites.com/en/myq-roger-server-administration/1.0/cost-centers>

17. <https://rogerdocstage.scroll-sites.com/en/printsharing/v1>

## 9 Troubleshooting

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

### Contents

- [Basic Networking](#) (see page 29)
- [Status of MyQ Roger Services](#) (see page 31)
- [Scans to Email Not Delivered](#) (see page 38)
- [Getting Logs and Contacting Support](#) (see page 41)
- [Entra ID Permissions](#) (see page 50)

### 9.1 Basic Networking

The following network connectivity must be open to allow the communication required by individual MyQ Roger and 3<sup>rd</sup> 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><sup>18</sup> but also <https://eu.roger.myq.cloud/web>).

| <b>PC with MyQ Roger Client (MRC)</b> |   |                 |             |
|---------------------------------------|---|-----------------|-------------|
| <b>Target</b>                         | <b>Hostname</b>   | <b>Protocol</b> | <b>Port</b> |
| MyQ Roger server                      | <a href="https://eu.roger.myq.cloud">https://eu.roger.myq.cloud</a><br><a href="https://eu2.roger.myq.cloud">https://eu2.roger.myq.cloud</a><br><a href="https://us.roger.myq.cloud">https://us.roger.myq.cloud</a> | HTTPS           | 443         |
| Region discovery                      | <a href="https://discovery.myq.cloud/regions">https://discovery.myq.cloud/regions</a>   | HTTPS           | 443         |
| Event Bus                             | <a href="amqps://eu.amqp.myq.cloud">amqps://eu.amqp.myq.cloud</a><br><a href="amqps://eu2.amqp.myq.cloud">amqps://eu2.amqp.myq.cloud</a><br><a href="amqps://us.amqp.myq.cloud">amqps://us.amqp.myq.cloud</a>       | AMQP            | 5671        |
| Printer SNMP                          | Printer hostname  | SNMP            | 161,<br>162 |

18. <https://eu.roger.myq.cloud/>

|                             |   |                                       |                        |
|-----------------------------|---|---------------------------------------|------------------------|
| Printer Job release         | Printer hostname  | RAW<br>IPPS<br>Device spooling<br>RAW | 9100<br>10012<br>10012 |
| Login via Microsoft         | <a href="https://learn.microsoft.com/en-us/microsoft-365/enterprise/urls-and-ip-address-ranges?view=o365-worldwide">https://learn.microsoft.com/en-us/microsoft-365/enterprise/urls-and-ip-address-ranges?view=o365-worldwide</a>   |                                       |                        |
| Login via Google            | Please check Google's requirements<br><a href="https://support.google.com/a/answer/2589954">https://support.google.com/a/answer/2589954</a>   |                                       |                        |
| <b>Printer</b>              |   |                                       |                        |
| <b>Target</b>               | <b>Hostname</b>   | <b>Protocol</b>                       | <b>Port</b>            |
| MyQ Roger server            | <a href="https://eu.roger.myq.cloud">https://eu.roger.myq.cloud</a><br><a href="https://eu2.roger.myq.cloud">https://eu2.roger.myq.cloud</a><br><a href="https://us.roger.myq.cloud">https://us.roger.myq.cloud</a>   | HTTPS                                 | 443                    |
| Region discovery            | <a href="https://discovery.myq.cloud/regions">https://discovery.myq.cloud/regions</a>   | HTTPS                                 | 443                    |
| Event Bus                   | <a href="https://eu.amqp.myq.cloud">amqps://eu.amqp.myq.cloud</a><br><a href="https://eu2.amqp.myq.cloud">amqps://eu2.amqp.myq.cloud</a><br><a href="https://us.amqp.myq.cloud">amqps://us.amqp.myq.cloud</a>   | AMQP                                  | 5671                   |
| Terminal log upload         | <a href="https://mrgstorageaccount.blob.core.windows.net">mrgstorageaccount.blob.core.windows.net</a><br><a href="https://rgeu2st.blob.core.windows.net">rgeu2st.blob.core.windows.net</a><br><a href="https://rguse2storageaccount.blob.core.windows.net">rguse2storageaccount.blob.core.windows.net</a> | HTTPS                                 | 443                    |
| Microsoft Universal Print   | <a href="https://*.print.microsoft.com/">https://*.print.microsoft.com/</a>   | IPPS?                                 | 443                    |
| <b>MyQ Roger Mobile App</b> |   |                                       |                        |
| <b>Target</b>               | <b>Hostname</b>   | <b>Protocol</b>                       | <b>Port</b>            |

|                  |   |       |     |
|------------------|---|-------|-----|
| MyQ Roger server | https://eu.roger.myq.cloud<br>https://eu2.roger.myq.cloud<br>https://us.roger.myq.cloud | HTTPS | 443 |
| Region discovery | https://discovery.myq.cloud/regions   | HTTPS | 443 |

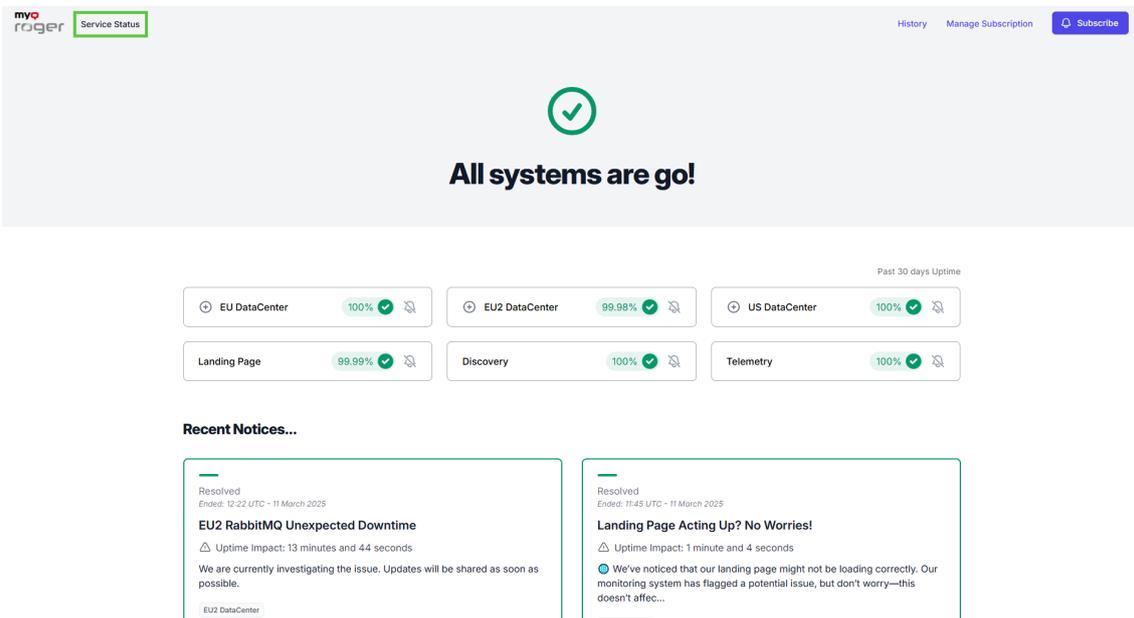
## 9.2 Status of MyQ Roger Services

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

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

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

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



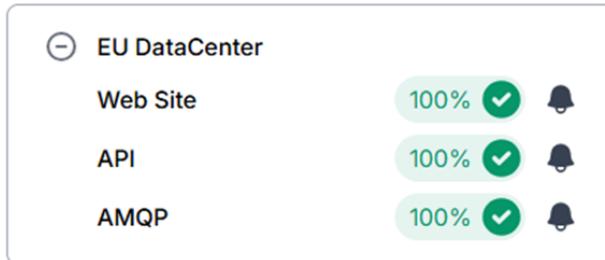
### 9.2.1 Current Status

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:

- 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).

MyQ Roger /

### AMQP

**Metrics**  
Sun, 9 Feb—Tue, 11 Mar 30 Days

|                                 |  |                            |
|---------------------------------|--|----------------------------|
| Uptime<br><b>99.96%</b>         | Total Impact Time<br><b>13 minutes, 44 seconds</b> | Mean Time to Recovery<br>— |
| Mean Time Between Failures<br>— | Notices<br><b>1x</b>                               |                            |

- Click on the time value and select of the following:
  - 7 Days
  - 30 Days
  - 3 Months
  - 6 Months
  - 1 Year

## f. Custom

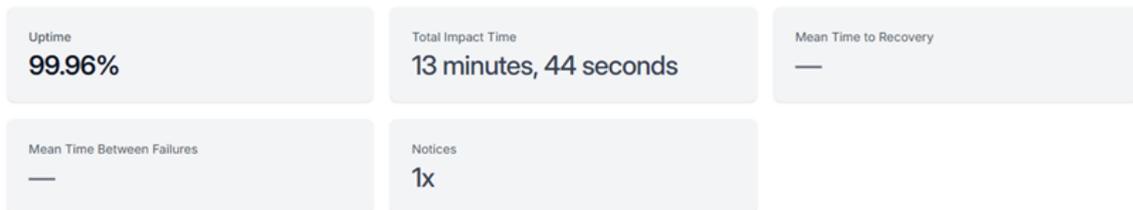
To specify a different time value, click **Custom**.

The image shows a user interface for selecting a time range. On the left, there is a dropdown menu with the word 'Custom' and a downward arrow. To its right are two date input fields. The first field contains '02/09/2025' and the second contains '03/11/2025'. Each date field has a small calendar icon to its right. To the right of these fields is a blue button with the word 'Apply' in white text.

- 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).

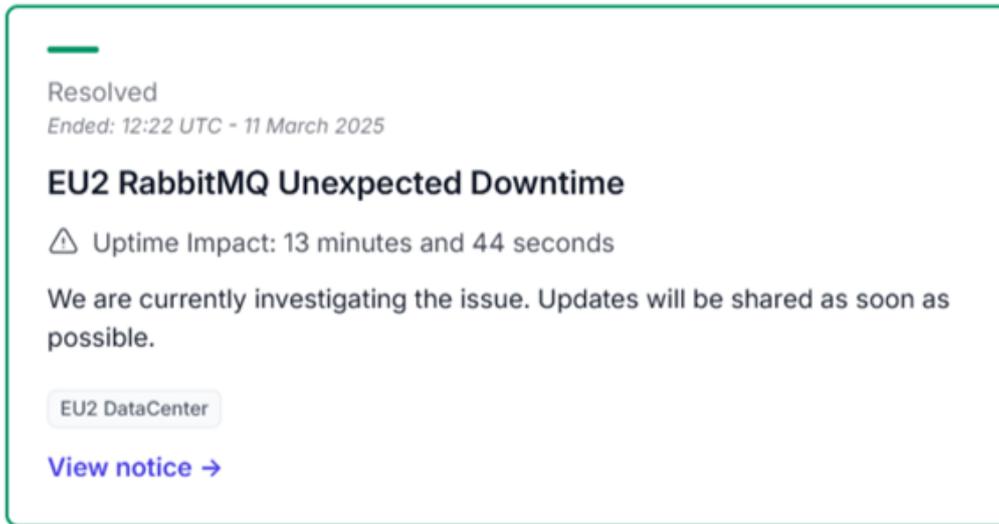


The metrics for **Landing Page**, **Discovery** or **Telemetry** include:

- **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.



Resolved  
Ended: 12:22 UTC - 11 March 2025

### EU2 RabbitMQ Unexpected Downtime

⚠ Uptime Impact: 13 minutes and 44 seconds

We are currently investigating the issue. Updates will be shared as soon as possible.

EU2 DataCenter

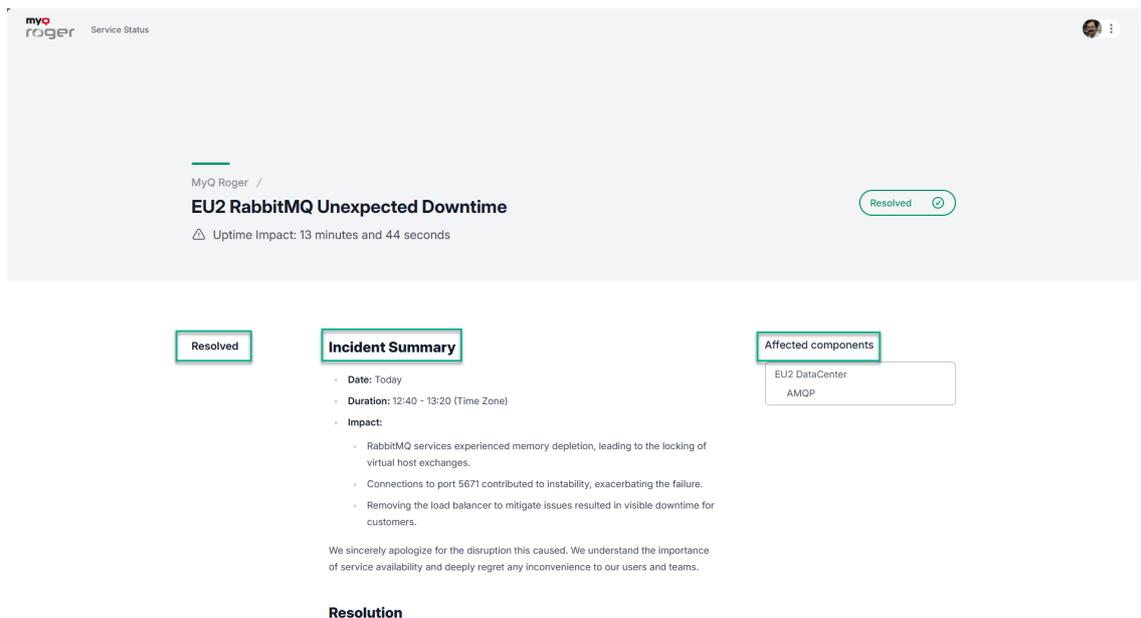
[View notice →](#)

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:



myq roger Service Status

MyQ Roger /

### EU2 RabbitMQ Unexpected Downtime

Resolved

⚠ Uptime Impact: 13 minutes and 44 seconds

**Resolved** | **Incident Summary** | **Affected components**

- **Date:** Today
- **Duration:** 12:40 - 13:20 (Time Zone)
- **Impact:**
  - RabbitMQ services experienced memory depletion, leading to the locking of virtual host exchanges.
  - Connections to port 5671 contributed to instability, exacerbating the failure.
  - Removing the load balancer to mitigate issues resulted in visible downtime for customers.

We sincerely apologize for the disruption this caused. We understand the importance of service availability and deeply regret any inconvenience to our users and teams.

**Resolution**

- 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.

#### Previous Notices

Last incident at 12:22 UTC - 11 March 2025

[History for MyQ Roger →](#)

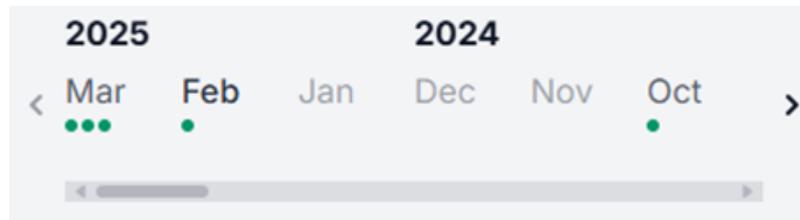
Click the **History for MyQ Roger** link to see the older incidents.

The screenshot shows the 'History' page for MyQ Roger. At the top, there is a breadcrumb 'MyQ Roger / History /' and a navigation bar for the year 2025, with months Mar, Feb, Jan, Dec, Nov, and Oct. The current month is March 2025. Below the navigation, the page title is 'March 2025'. Underneath, the date '11 March 2025' is displayed. Two incident cards are shown:

- Incident 1:** Resolved, Ended: 12:22 UTC - 11 March 2025. Title: **EU2 RabbitMQ Unexpected Downtime**. Uptime Impact: 13 minutes and 44 seconds. Description: 'We are currently investigating the issue. Updates will be shared as soon as possible.' Affected component: EU2 DataCenter. Link: [View notice →](#)
- Incident 2:** Resolved, Ended: 11:45 UTC - 11 March 2025. Title: **Landing Page Acting Up? No Worries!**. Uptime Impact: 1 minute and 4 seconds. Description: 'We've noticed that our landing page might not be loading correctly. Our monitoring system has flagged a potential issue, but don't worry—this doesn't affect...'. Affected component: Landing Page. Link: [View notice →](#)

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.

How would you like to be notified?

|   |   |                                     |
|---|---|-------------------------------------|
|  | Email<br>jg.keszler@gmail.com  | <input checked="" type="checkbox"/> |
|  | Slack   | <input type="checkbox"/>            |
|  | Microsoft Teams   | <input type="checkbox"/>            |
|  | Google Chat   | <input type="checkbox"/>            |

*Subscribe to other services using the bell icon on the subscribe button on the status page.* 

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.



### Unsubscribe Completely?

You'll no long receive any status updates from MyQ Roger, are you sure?

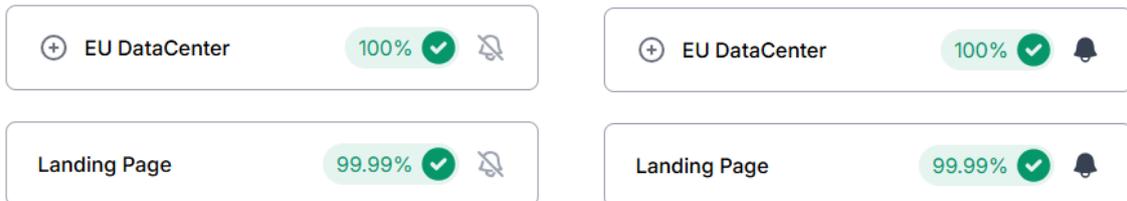
**Yes, Unsubscribe Completely**

Cancel

## 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 Scans to Email Not Delivered

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

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

To verify the connection to your SMTP server,

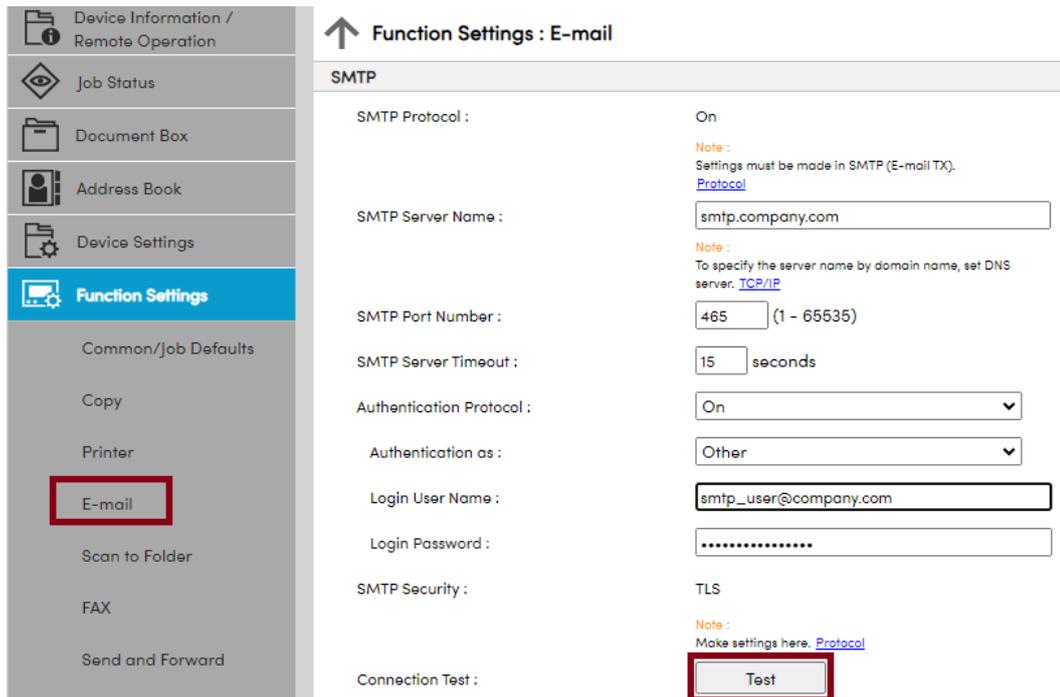
- You can use the device's native test function to narrow down if the issue is caused by MyQ Roger or directly by the machine or the SMTP Server.

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

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

### 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**.

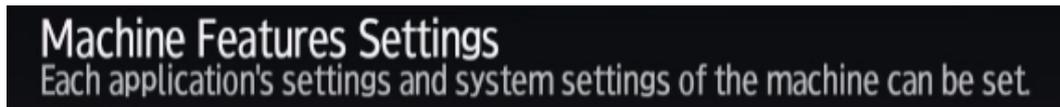


The result should be “Connection OK”.

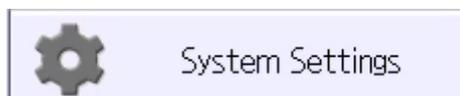
### 9.3.2 Ricoh

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.

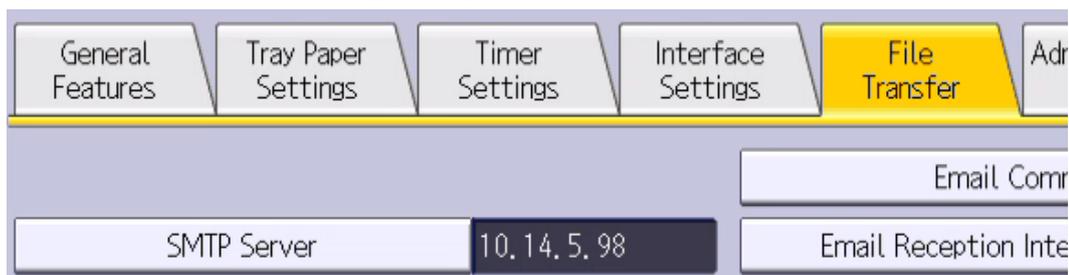
1. Use the **Admin** menu to disable the MyQ Roger application and open the **native device** screen as Admin.



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



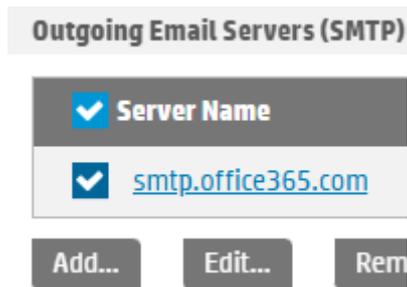
3. Open the **SMTP Server** setting and tap the **Connection Test** button.



Connection Test

### 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 Getting Logs and Contacting Support

### 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.

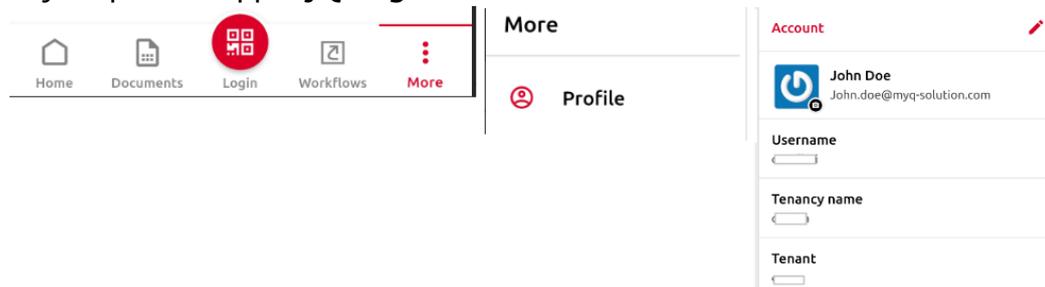
#### Basic Information

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:

Current tenant: DemoHQS (Change)

Log in

- 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.

| Name                           | Value                    | Dom...  | Path | Exp   |
|--------------------------------|--------------------------|---------|------|-------|
| Abp-TenantId                   | 112                      | eur...  | /    | 20... |
| Abp.AuthRefreshToken           |                          | eur...  | /    | Se... |
| Abp.AuthToken                  |                          | eur...  | /    | Se... |
| Abp.Localization.CultureName   | en                       | eur...  | /    | 20... |
| ApplicationGatewayAffinity     | 071c3ad4259feb35301c0... | eur...  | /    | Se... |
| ApplicationGatewayAffinityCORS | 071c3ad4259feb35301c0... | eur...  | /    | Se... |
| G_AUTHUSER_H                   | 0                        | .eur... | /web | Se... |
| G_ENABLED_IDPS                 | google                   | .eur... | /    | 20... |
| kt_aside_menu_wrapperst        | 0                        | eur...  | /    | Se... |

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](#)<sup>19</sup>, then click **Support > Helpdesk** and create a new ticket. A MyQ Partner login is required.

Alternatively,

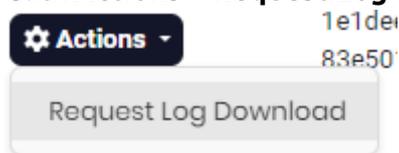
- you can send an email to [roger@myq-solution.com](mailto:roger@myq-solution.com)<sup>20</sup> with all the information and attached files. This automatically creates a ticket with medium priority.

### 9.4.3 MyQ Roger Desktop Client

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

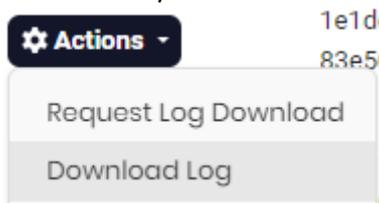
#### MyQ Roger Web UI

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



Progress is indicated in the bottom right corner.

- When done, choose **Actions > Download Log**



#### Collect Logs in MRC

##### On Windows

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

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

##### On macOS

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

19. <https://community.myq-solution.com/>

20. <mailto:roger@myq-solution.com>

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

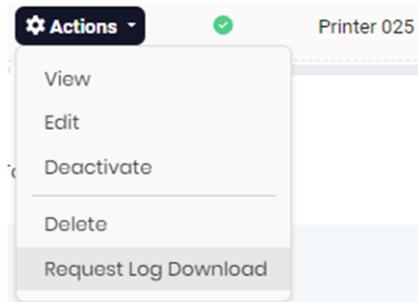
#### 9.4.4 MyQ Roger Kyocera Terminal

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

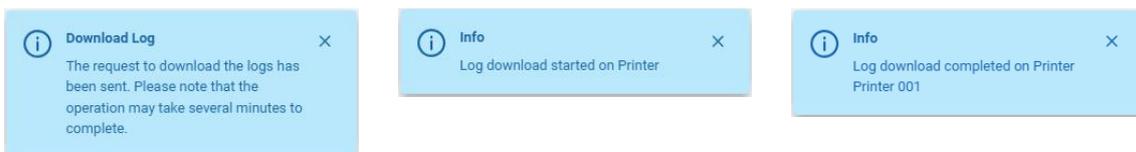
- Online with the Roger Web UI.
- Offline, using the device panel and USB stick.

##### Roger Web UI

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

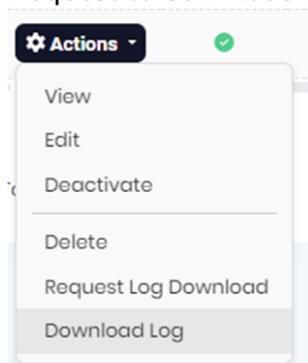


Progress is displayed in bubbles at the bottom right.



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

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

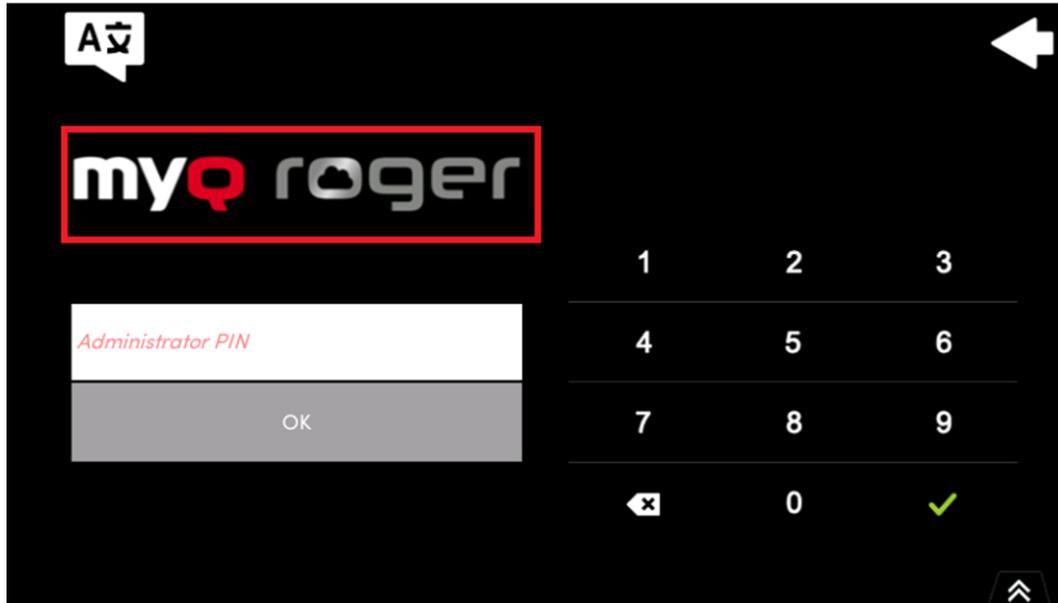


The file is encrypted and cannot be opened directly. Please provide it to MyQ Support with your ticket.

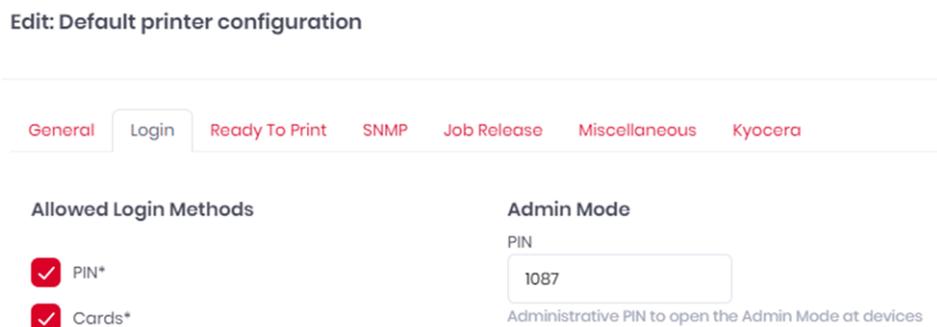
## USB drive

To obtain logs from the Classic Roger Kyocera Terminal,

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

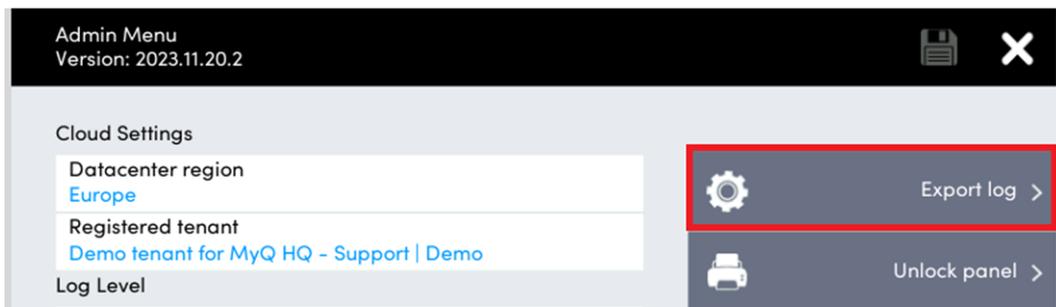


- Enter the **Administrator PIN** and confirm the login.
- You can find the Admin mode PIN in your MyQ Roger settings in **Printer Configurations > Actions, Edit > Login, Admin Mode**.



The Admin menu will open.

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



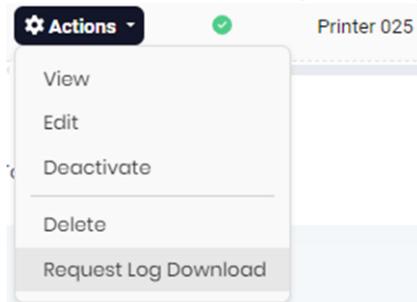
### 9.4.5 MyQ Roger HP Terminal

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

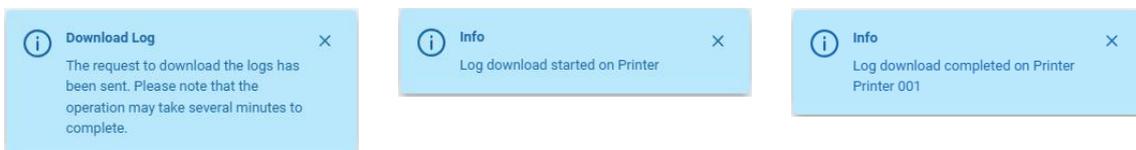
- Online via the MyQ Roger Web UI.
- On the HP device.

#### MyQ Roger Web UI

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

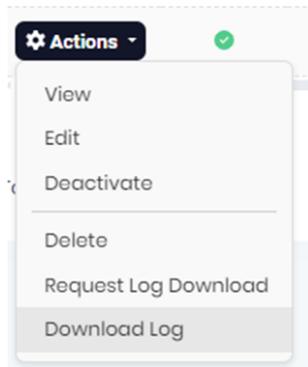


Progress will be displayed in bubbles at the bottom-right.



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

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

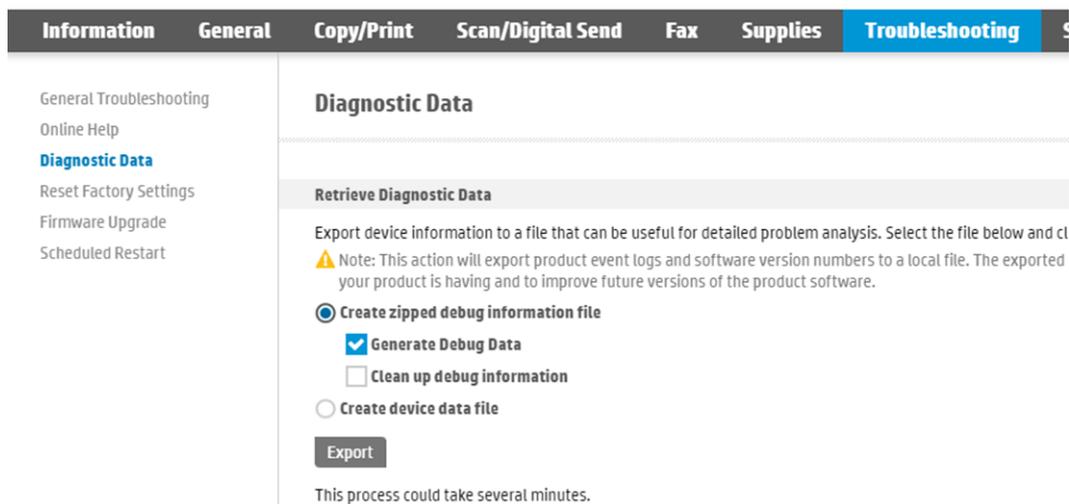


The file is encrypted and cannot be opened directly. Please provide it to the MyQ Support with your ticket.

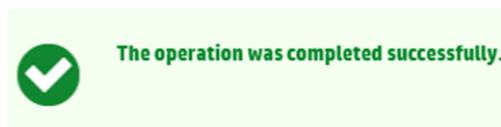
To obtain logs from an HP device:

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

#### Diagnostic Data.



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



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

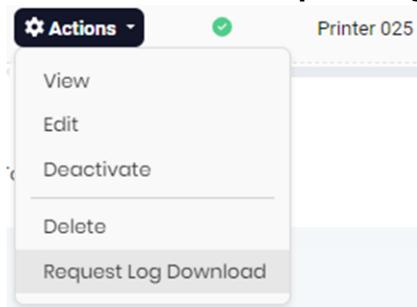
## 9.4.6 MyQ Roger Ricoh Terminal

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

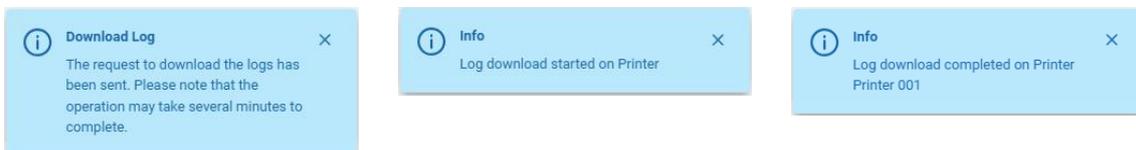
- Online via the MyQ Roger Web UI.
- Using the Ricoh installer.

### MyQ Roger Web UI

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

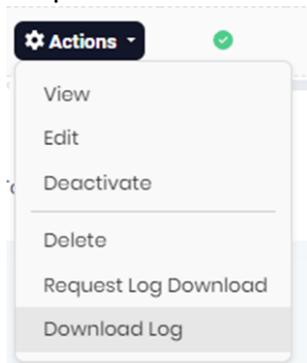


Progress will be displayed in bubbles at the bottom-right.



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

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

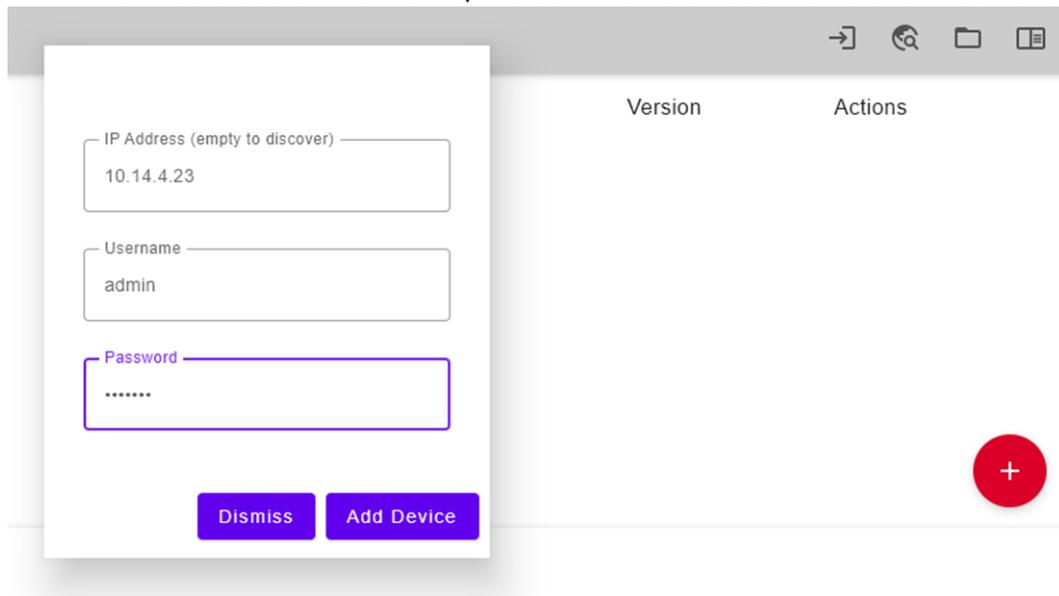


The file is encrypted and cannot be opened directly. Please provide it to the MyQ Support with your ticket.

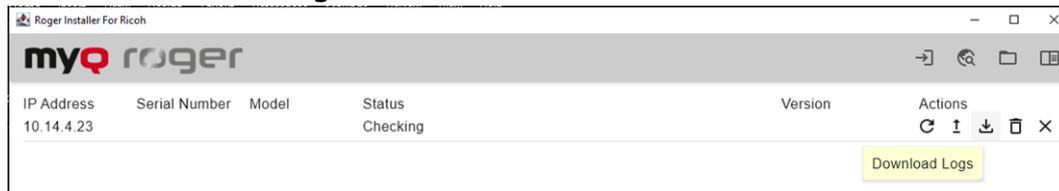
## Ricoh installer

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

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



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

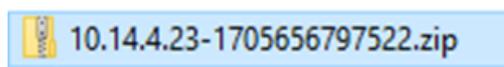


Wait for the Status to change from Downloading logs to Done.

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



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



## 9.5 Entra ID Permissions

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

### 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  |
|-------------------------------|-----------|--|------------------------|--|
| <b>User.Read</b>              | Delegated | Sign in and read user profile          | No                     | Allows the app to identify the current user.                 |
| <b>openid, profile, email</b> | Delegated | Standard OpenID Connect permissions    | No                     | Enable secure sign-in and basic identity info (name, email). |
| <b>offline_access</b>         | 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   |
|----------------------------------|-----------|--|------------------------|---|
| <b>Files.Read.Selected</b>       | Delegated | Read files that the user explicitly selects  | No                     | Lets the app open individual files chosen by the user.        |
| <b>Files.ReadWrite</b>           | Delegated | Full access to user's files                  | No                     | Allows reading and modifying files in OneDrive or SharePoint. |
| <b>Files.ReadWrite.AppFolder</b> | Delegated | Access to app-specific storage               | No                     | Used for storing app configuration or temporary files.        |
| <b>Files.ReadWrite.All</b>       | Delegated | Full access to all files user can access     | No                     | Required for advanced integration with user file storage.     |
| <b>Sites.ReadWrite.All</b>       | Delegated | Edit or delete items in all site collections | No                     | Needed for working with SharePoint document libraries.        |
| <b>Mail.ReadWrite</b>            | Delegated | Read and write access to user mail           | No                     | Used for email notifications and tracking user messages.      |

| Permission       | Type      | Description       | Admin Consent Required | Purpose   |
|------------------|-----------|-------------------|------------------------|---|
| <b>Mail.Send</b> | 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  |
|-----------------------------------|-------------------------|----------------------------------|------------------------|--|
| <b>Printer.Create</b>             | Delegated               | Register printers                | Yes                    | Enables adding new printers to the organization. |
| <b>Printer.Read.All</b>           | Delegated / Application | Read printer information         | Yes                    | Lets the app view printer configuration.         |
| <b>Printer.ReadWrite.All</b>      | Delegated / Application | Read and update printer settings | Yes                    | Allows configuration changes and updates.        |
| <b>Printer.FullControl.All</b>    | Delegated               | Full management of printers      | Yes                    | Required for advanced administrative operations. |
| <b>PrinterShare.ReadWrite.All</b> | Delegated               | Read and modify printer shares   | Yes                    | Enables management of shared printers.           |

| Permission   | Type        | Description                     | Admin Consent Required | Purpose  |
|--|-------------|---------------------------------|------------------------|--|
| <b>PrintJob.Read.All,<br/>PrintJob.ReadBasic.All</b>           | Application | Read print job details          | Yes                    | Required to monitor and report job status.           |
| <b>PrintJob.ReadWrite.All,<br/>PrintJob.ReadWriteBasic.All</b> | Application | Manage print jobs               | Yes                    | Allows managing print jobs in the queue.             |
| <b>PrintJob.Manage.All</b>                                     | Application | Advanced print job operations   | Yes                    | Enables deleting, rerouting, or updating print jobs. |
| <b>PrintSettings.Read.All</b>                                  | Application | Read tenant-wide print settings | Yes                    | Needed for reading central print policies.           |
| <b>PrintTaskDefinition.ReadWrite.All</b>                       | Application | Manage print task definitions   | Yes                    | Used to define and handle print processing logic.    |

### Universal Print Permissions

| Permission             | Type      | Description                    | Admin Consent Required | Purpose   |
|------------------------|-----------|--------------------------------|------------------------|---|
| <b>Printers.Create</b> | Delegated | Create (register) new printers | Yes                    | Allows printer registration in Universal Print. |

| Permission                          | Type        | Description                         | Admin Consent Required | Purpose  |
|-------------------------------------|-------------|-------------------------------------|------------------------|--|
| <b>Printers.Read</b>                | Application | Read printer metadata               | Yes                    | Retrieve printer details across the tenant.    |
| <b>PrinterProperties.Read Write</b> | Application | Read/write printer properties       | Yes                    | Update printer configuration (e.g., defaults). |
| <b>PrintJob.Read</b>                | Application | Read print job metadata and payload | Yes                    | Access job data for tracking or auditing.      |
| <b>PrintJob.ReadWriteBasic</b>      | Application | Read and write job metadata         | Yes                    | Manage print job state and basic info.         |

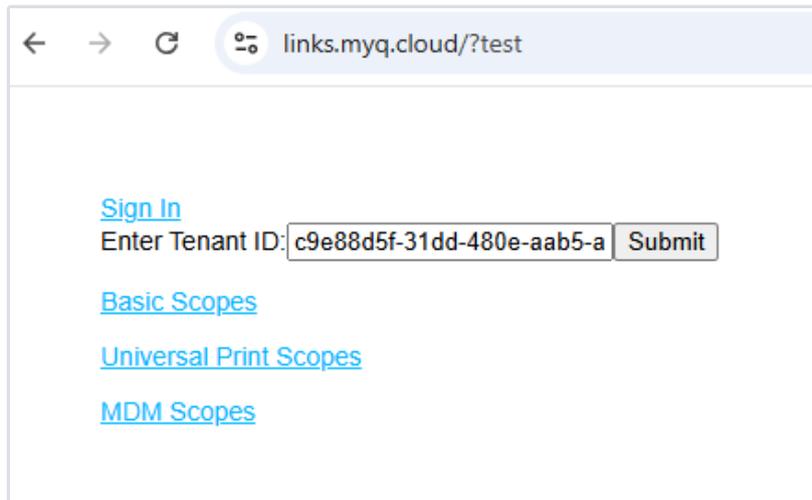
### 9.5.3 Consent and Administration

- 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 Quickly Grant or Reapply Consents for Administrators – [links.myq.cloud](https://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](https://links.myq.cloud)<sup>21</sup>. 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.

<sup>21</sup>. <https://links.myq.cloud/>



### 9.5.5 Security Notes

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

## 10 Business Contacts

|                                 |  |
|---------------------------------|--|
| <b>MyQ®<br/>Manufacturer</b>    | <b>MyQ® spol. s r.o.</b><br>Harfa Business Center, Ceskomoravska 2532/19b, 190 00<br>Prague 9, Czech Republic<br><br>ID no. 615 06 133<br>MyQ® spol. s r.o. is registered in the Commercial Register at<br>the Municipal Court in Prague, file no. C 29842 (hereinafter as<br>"MyQ®")  |
| <b>Business<br/>information</b> | <a href="http://www.myq-solution.com">http://www.myq-solution.com</a><br><a href="mailto:info@myq-solution.com">info@myq-solution.com</a> <sup>22</sup>  |
| <b>Technical support</b>        | <a href="mailto:support@myq-solution.com">support@myq-solution.com</a> <sup>23</sup>   |
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22. <mailto:info@myq-solution.com>

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

|                   |  |
|-------------------|--|
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# myQ roger

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