MyQ Roger Client 2.4 macOS

Generated from docs.myq-solution.com

October/2026

Copyright © 2026 MyQ spol. s r.o. All Rights Reserved

ENGLISH

Table of Contents

1 Release Notes 4
1.1 MyQ Roger Client 2.4 for macOS 4
2 Basic Information 6
2.1 Regional Compatibility 6
2.2 Client Requirements 6
3 Installation 7
3.1 Installation via the Setup Wizard 7
3.2 Silent Installation 8
3.3 Installation Parameters 8
3.4 Configuration Examples 10
3.5 Printer and Driver 11
3.6 How to Find Installed Drivers 12
3.7 Deploy with Intune 13
4 Configuration 18
4.1 Print Driver Configuration 18
4.2 Network Settings 18
4.3 SNMP Settings 18
5 Using MRC 20
5.1 Authentication Methods 20
5.2 Fallback Printing 22
5.3 Job Lifecycle 23
5.4 Single Function Printers 23
5.5 Cloud Job Spooling: OneDrive and Google Drive 24
5.6 Cloud Job Spooling: MyQ Cloud 27
5.7 Local Print Monitoring (LPM) 29
6 Troubleshooting 31
6.1 Collect Client Logs 31
6.2 Request Client Logs from Web App 31
7 Uninstallation 33
7.1 Uninstall via Applications 33
7.2 Uninstall via Installation Wizard 33
8 Business Contacts 35

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

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

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

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

1 Release Notes

1.1 MyQ Roger Client 2.4 for macOS

Download the latest version of MyQ Roger Client from the MyQ Community[1].

1.1.1 MyQ Roger Client 2.4 for macOS (Patch 4)

13 October, 2026

Bug Fixes

- Fixed an issue where PDF files with a Title property that contained only spaces failed to upload to OneDrive.
- Fixed an issue where print jobs were not delivered to users whose username had more than 31 characters (for example, a full email address).

1.1.2 MyQ Roger Client 2.4 for macOS (Patch 3)

7 July, 2026

Improvements

- RabbitMQ connection improvements.

Bug Fixes

- Fixed receiving and reporting LPM jobs.
- Fixed an issue where jobs sent to black-and-white queues using bundled Ricoh drivers incorrectly printed in color.

1.1.3 MyQ Roger Client 2.4 for macOS (Patch 2)

21 May, 2026

Bug Fixes

- Fixed an issue that caused print jobs originating from Autodesk Fusion to fail when processed through MRC using the HP Universal Print Driver.

---

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

1.1.4 MyQ Roger Client 2.4 for macOS (Patch 1)

28 April, 2026

Bug Fixes

- Improved authentication workflow.

1.1.5 MyQ Roger Client 2.4 for macOS

17 March, 2026

Improvements

- A custom logo can be applied to the Desktop Client (2.20+ server required).
- Using remote management the server can now initiate Client Update or Uninstall.

2 Basic Information

The MyQ Roger Desktop Client works together with the MyQ Roger server to provide users with secure local printing features, including fallback printing for offline use. Multiple authentication methods are supported, including MyQ, Microsoft, Google, and QR code together with the MyQ Roger mobile app.

2.1 Regional Compatibility

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

- EU Region
- US Region

2.2 Client Requirements

MyQ Roger Desktop Client supports a single installation per workstation. Multiple simultaneous sessions are not supported.

- Roger Server 2.17+
- Supported OS:
  - macOS 26 (Tahoe)
  - macOS 15 (Sequoia)
  - macOS 14 (Sonoma)
  - macOS 13 (Ventura)

The communication protocols and ports used can be found in the MyQ Roger Server Administration guide.

If you are running MyQ Roger Desktop Client and MyQ X Desktop Client, we recommend you run them on separate machines to avoid port conflicts.

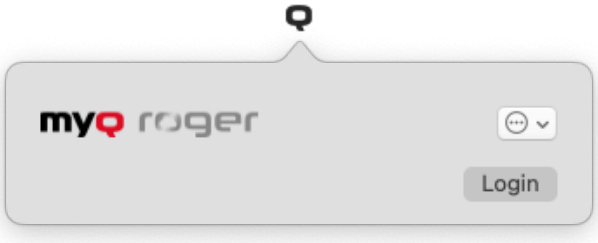
3 Installation

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

- Apple Remote Desktop
- Microsoft Intune

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

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



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

3.1 Installation via the Setup Wizard

To install MyQ Roger Client via the setup wizard:

1. Download the latest available version of the installation file from the MyQ Roger Community Portal. Alternatively, download an installer that is pre-configured for your site from the Roger server.
2. Run the installation file.

   (Optional) To customize the installation, use installation parameters in the file name.

   The MyQ Roger Client Setup wizard dialog opens.
3. Click **Continue** to start the installation.
4. On the license page, click **Continue** to accept the terms of the software license agreement.

5. On the Destination Select page, select the destination where to install MyQ Roger Client. Click **Continue.**
6. On the Installation Type page, click **Install.**
7. Enter the password of the user and click **Install Software.**
8. During the installation, there is a pop-up message saying that "Installer" would like to modify apps on your Mac. Click **OK.**
9. Once the installation is complete you are redirected to the summary page, and it should say that your installation was successful. Click **Close.**

3.2 Silent Installation

Users with admin rights can silently install the application. Download the latest available version of the installation file, open the Terminal, and issue the command:

```
sudo installer -pkg "MyQ Roger Client Mac 2.3(Bundled Drivers)_3_eu_MyQTenant.pkg" -target / -dumplog
```

Example 1

```
sudo installer -pkg "MyQ Roger Client Mac 2.3(Bundled Drivers)_1_eu_MyQTenant.pkg" -target / -dumplog
```

Example 2

```
MyQ Roger Client 2.3_eu__Kyocera ECOSYS M2030dn.PPD.pkg
```

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

3.3 Installation Parameters

You can use installation parameters to define a pre-configured installation package in two ways.

1. **Parameters in the Package File Name**

   Specify installation parameters in the package file name. Use this option for deployment with Intune for macOS, silent installation and installation with the Setup Wizard.
2. **Parameters in the Configuration File**

   The MyQ Roger Server administrator can specify package installation parameters in a configuration file. This package is then available for download from the server. For

more information, see (1.0) Configure Desktop Client Installers in the MyQ Roger Server Administration guide.

Parameter	Description	File Name Usage	Configuration File Usage
`REGION ID` (required)	Defines the server that the client connects to (EU, US).	_eu	`REGIONID=US`
`TENANCYNAME`	Specifies the tenant name (identifier).	_MyQTenant	`TENANCYNAME=MyQTenant`
`PRINTERDRIVER`	Specifies a pre-installed driver to be used by the MyQ Roger printer. When set to *_DefaultHP* or *_DefaultRicoh,* a custom .ppd postscript driver from macOS is used. If the parameter is not set and bundled driver is included, the Kyocera Universal Printing driver is installed.	_Kyocera ECOSYS M2030dn.PPD	`PRINTERDRIVER="DefaultHP"`
`PRINTERSPOOLER`	Specifies the printer spooling method. 1 (Client Spooling only) 2 (Cloud spooling, with Microsoft and Google authentication methods allowed in MRC) 3 (Client and Cloud Spooling)	_1	`PRINTERSPOOLER=3`
`LPMENABLED`	Enables monitoring of local print jobs which do not pass through the Roger server.	N/A	`LPMENABLED=true`

Parameter	Description	File Name Usage	Configuration File Usage
`LPMPORTS`	A list of comma- or semicolon-delimited printer ports to be monitored. If the parameters are used in the configuration file, use a semicolon-delimited list. Values are case-sensitive.	N/A	`LPMPORTS="testLPM1,USB,LPT"`
`FAILOVERENABLED`	Enables fallback printing. 1 (Enabled, default) 0 (Disabled) If disabled and the server is not accessible, all jobs are discarded.	N/A	`FAILOVERENABLED=1`
`PRINTERNAME`	Defines a printer name. The installer creates a printer with the name. *The default value is* MRC-Printer.	N/A	`PRINTERNAME="MRC-Printer"`
`COLORPRINT`	Defines color options. 1-Only Color Printer (default) 2-Only B&W Printer 3-Both Printers	N/A	`COLORPRINT=1`

3.4 Configuration Examples

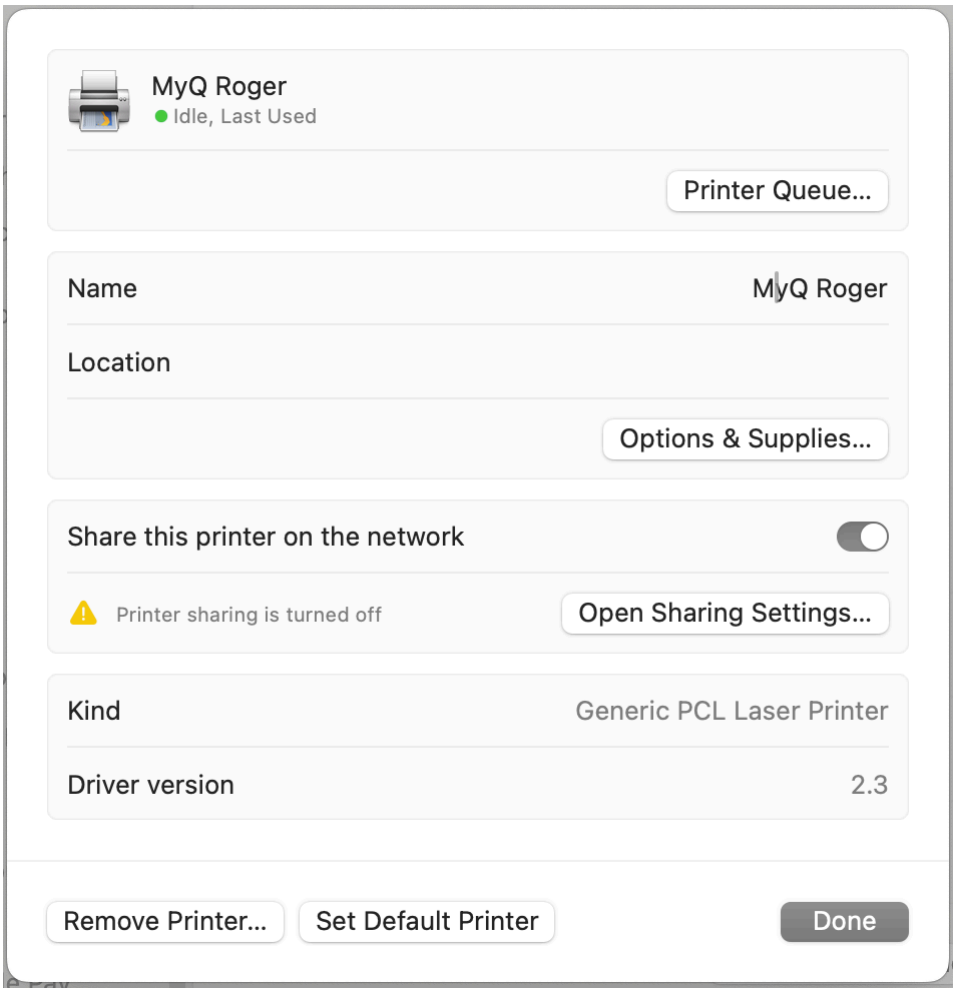
- `REGIONID=EU,TENANCYNAME=[TENANT-NAME],PRINTERSPOOLER=1,PRINTERDRIVER="Kyocera ECOSYS M2030dn.PPD"`
- `REGIONID=EU,TENANCYNAME=[TENANT-NAME],PRINTERSPOOLER=2,PRINTERDRIVER="DefaultRicoh"`
- `REGIONID=US,TENANCYNAME=[TENANT-NAME],PRINTERSPOOLER=3,PRINTERDRIVER="DefaultHP"`

The parameter `TENANCYNAME` is technically optional, but it is highly recommended.

3.5 Printer and Driver

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

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



3.6 How to Find Installed Drivers

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

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

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

   `Kyocera ECOSYS M2030dn.PPD`

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

For example, the installer will then look like this:

`MyQ Roger Client 2.3_eu_MyQTenant__Kyocera ECOSYS M2030dn.PPD.pkg`

3.6.1 Remote Management from Server

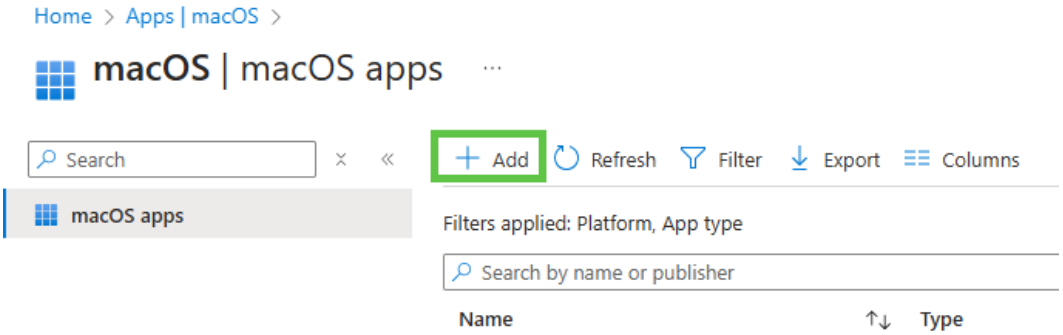
Remote management allows you to manage MyQ Roger Client (MRC) installations and configurations directly from the MyQ Roger web UI. You can update, uninstall, or delete clients without requiring physical access to user workstations. Operations can be performed on individual clients or across multiple clients at once. The **Update** and **Uninstall** actions are not supported for client versions older than 2.4.

For more information see Remote Management in the Server Guide.

3.7 Deploy with Intune

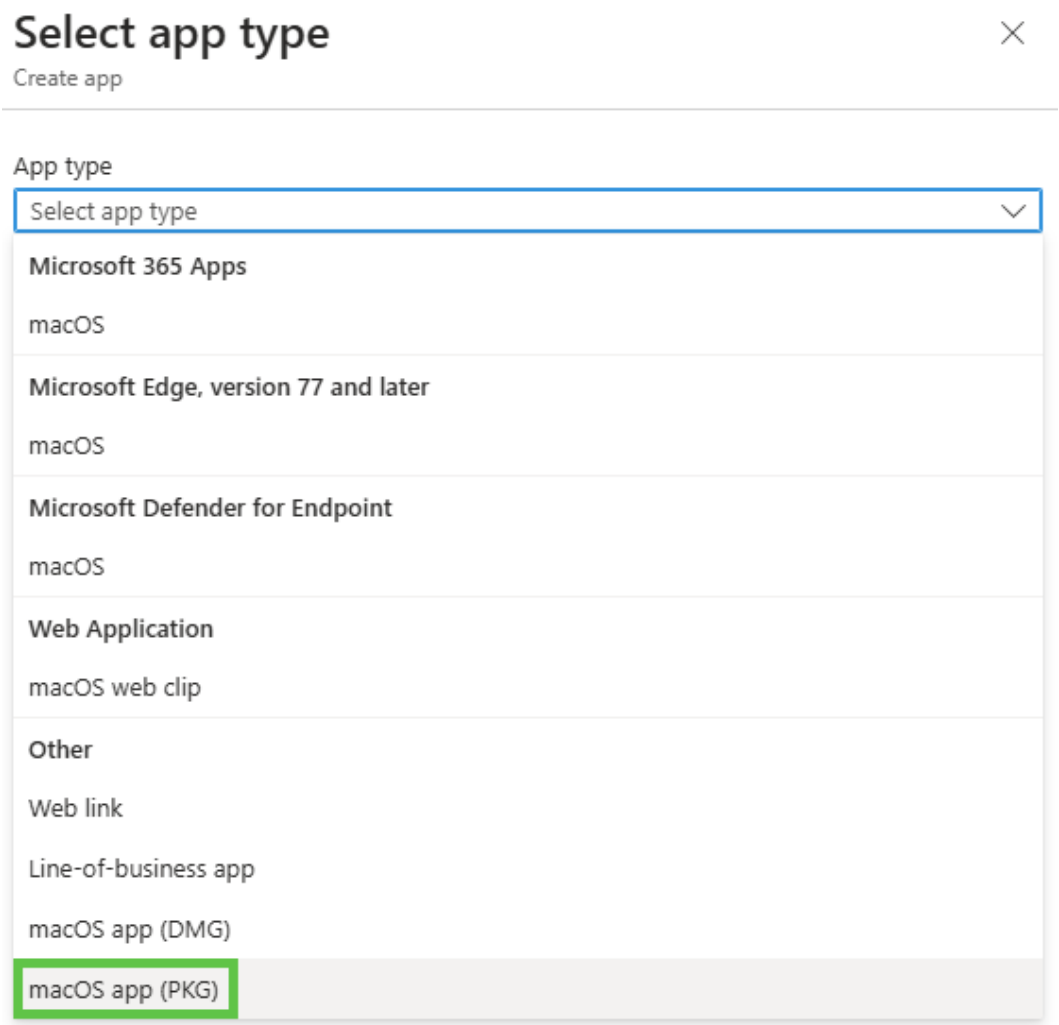
To deploy MyQ Roger Client for macOS with Intune, follow these steps:

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

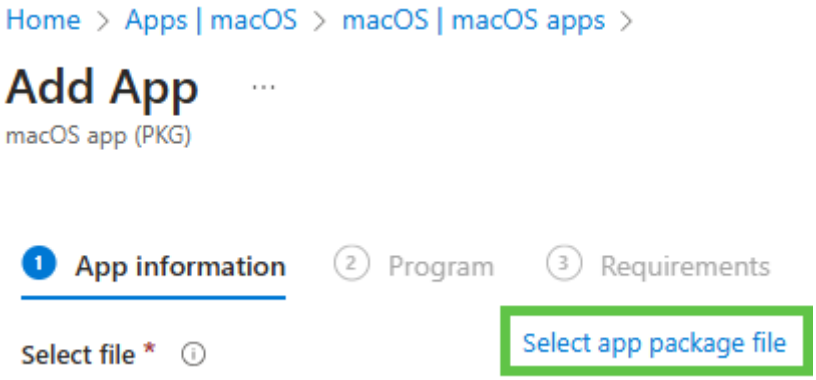


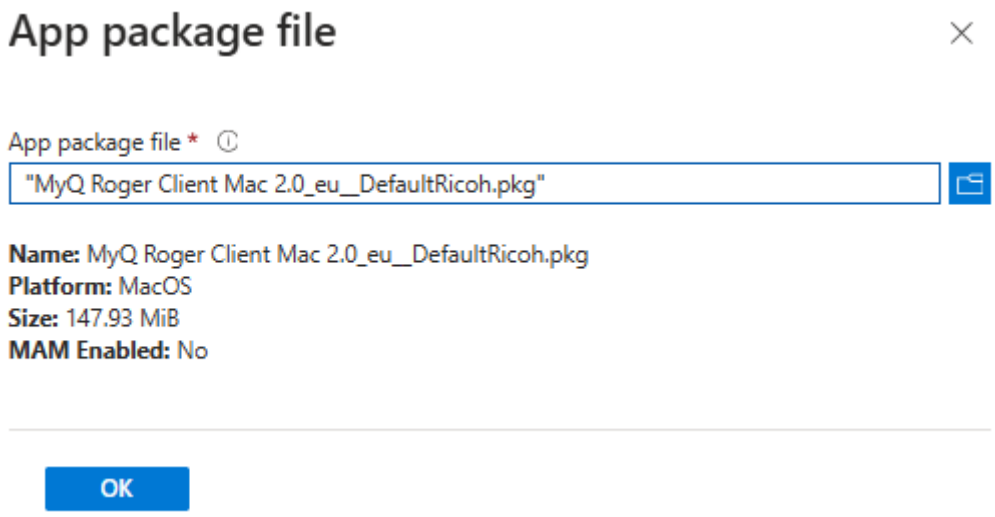
3. Choose **macOS app (PKG)** and press **Select** at the bottom.

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

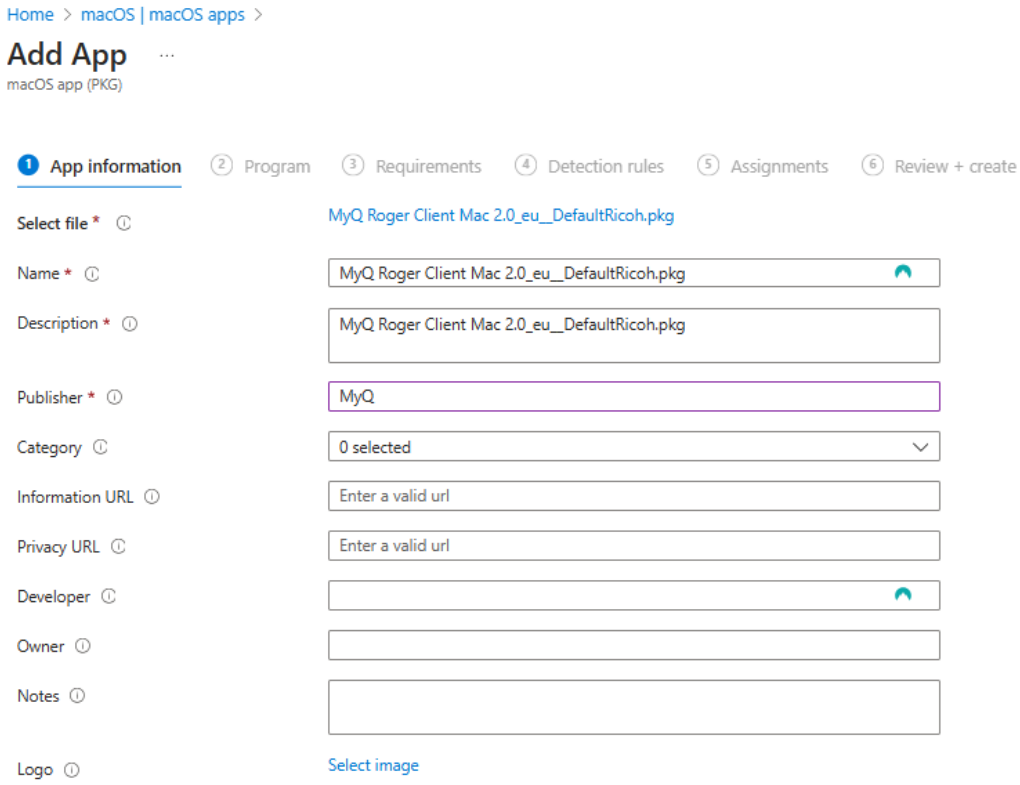


4. Click **Select the app package file** and upload the package file.

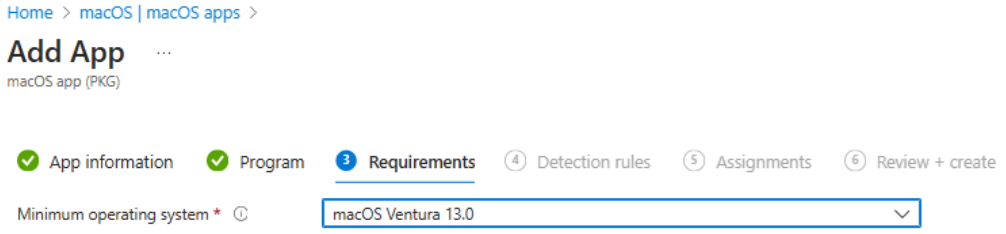




5. Fill in information about the app and click **Next**.

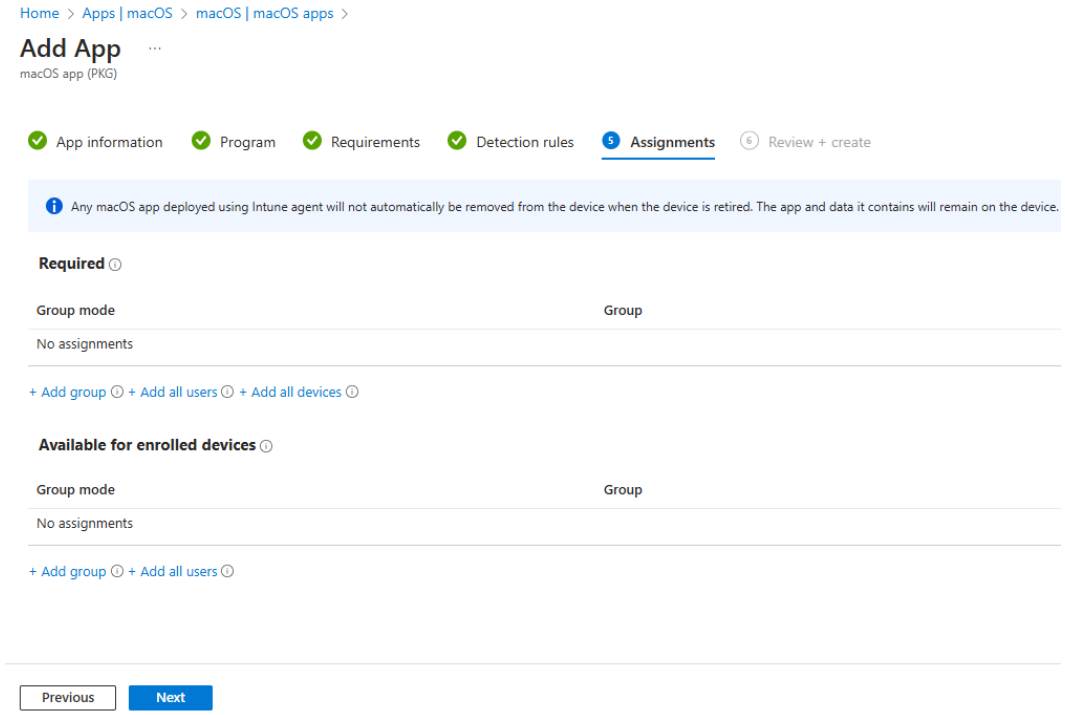


6. On the **Program** tab, can edit the install command using the commands listed in Installation (see page 7) . For example, add `TENANCYNAME="tenancyname"` if you want to install MRC for a specific tenant. Click **Next** once you are finished.
7. Select the operating system. Then click **Next**.

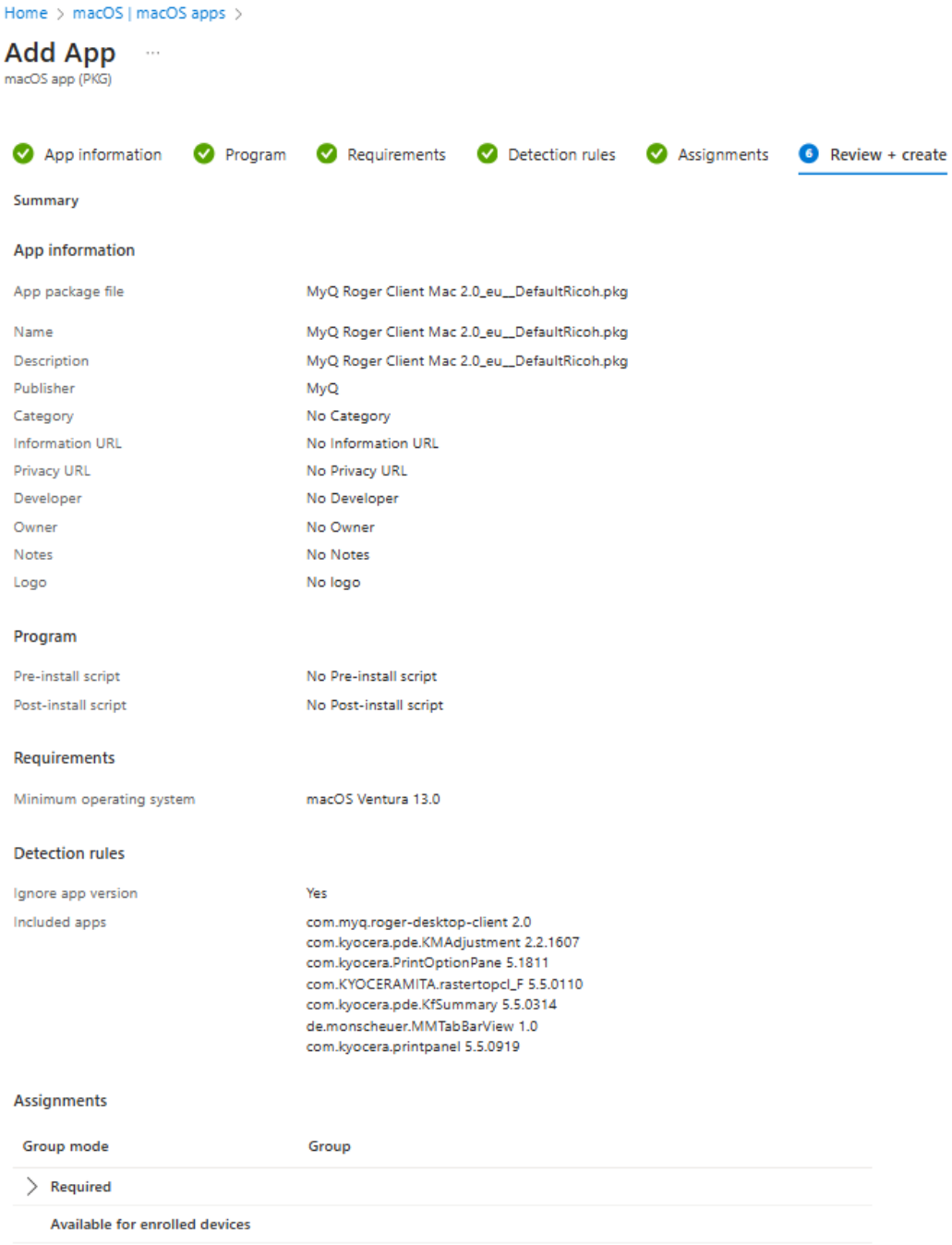


Skip the **Detection rules** section.

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



8. Review and click **Create**.



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

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

4 Configuration

4.1 Print Driver Configuration

During the MyQ Roger Client installation, one or more printers are created on your system based on the parameters of the installation. No further configuration of print drivers is required.

4.2 Network Settings

Target	Protocol, Port	Description
MyQ Roger Server • eu.roger.myq.cloud[4] • us.roger.myq.cloud[5]	HTTPS, 433 | TLS secured	• MyQ Roger Client authentication • User authentication • Reporting jobs
Event Bus	AMQP, 5671 | TLS secured	• Events Release, Delete, etc.
Printer	SNMP, 161,162	• Get machine `Serial Number` to confirm a job release target
Printer	RAW print, 9100 | unsecured	• Releasing a job

4.3 SNMP Settings

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

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

For more information about SNMP configuration, see (1.0) Printer Configurations in the MyQ Roger Server Administration guide.

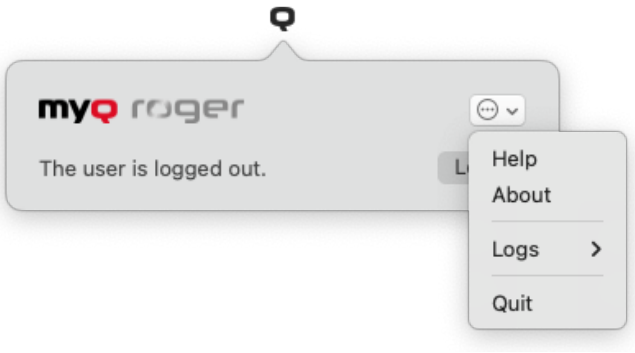
4. https://eu.roger.myq.cloud/
5. https://us.roger.myq.cloud/

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

5 Using MRC

Once MyQ Roger Client (MRC) is installed, the application starts running in the background as an agent and a daemon.

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



Click **Login** to begin the authentication process.

5.1 Authentication Methods

MyQ Roger Client (MRC) provides the following authentication methods, which can be enabled and disabled in MyQ Roger Server. For more information, see (1.0) Login Settings Tab in the Roger Server Administration guide.

- QR Code
- MyQ
- Google
- Microsoft

> ⚠ If an installation is configured without a tenant, QR Code will be the only available login method.

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

5.1.1 Sign in with QR Code

Use this method if your installation was not pre-configured with a tenant.

If you have the MyQ Roger mobile app, you can scan the code with your mobile device. Alternatively, you can click the link below the QR code.

Scan QR Code

1. Open the MRC and click **Sign in with QR code**.

   QR code is displayed. This code is valid for 2 minutes.
2. Open the MyQ Roger mobile app, log in to your account then click **Login** at the bottom of the app.
3. Use the mobile app to scan the QR code displayed on your computer.

Your MRC is now connected to your Roger tenant, and your user is logged in to the same account that was logged in on the mobile app.

Sign in with Link

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

- If you are already logged in to the server, you are redirected to the Connect Desktop Client page. The device code is filled in, and the Roger server connects to your client automatically. Your user is logged in to the same account that was logged in on the server.
- If you are not logged in on the server, you are redirected to the login page, where you must log in. You are then directed to the Connect Desktop Client page. The device code is filled in, and the Roger server connects to your client automatically. Your user is logged in to the same account that was logged in on the server

5.1.2 Sign in with MyQ

When you **Sign in with MyQ**, enter your MyQ credentials (typically your work account email and password) and click **Login**.

5.1.3 Sign in with Google

Sign in to the Google account that is linked to your MyQ Roger account, which automatically signs you in to your MyQ Roger account.

With this method, you can also configure MyQ Roger to store your cloud spooling jobs in your Google Drive. For more information, see (1.0) My Settings in the Roger Server Administration guide.

5.1.4 Sign in with Microsoft

Sign in to the Microsoft account that is linked to your MyQ Roger account, which automatically signs you in to your MyQ Roger account.

With this method, after you log in with Microsoft, your cloud spooling jobs are automatically stored in your OneDrive.

> In version 2.3, patch 6+, Microsoft's On-Behalf Token[6] is supported. This feature must be enabled for the tenant in the Roger Server and is only compatible with Server 2.19+.

5.2 Fallback Printing

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

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

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

In case the printer doesn't have an embedded package installed, then MRC will report the printed job to the server after the connection is restored. In both cases, the job's metadata will be stored on the server and can be checked in the Reports section.

Whenever the user releases a job from the printer and MRC gets notified to release of the job, the server sends the printer information which is stored under the user data. Also, during this process, there is a check if the settings related to the release options (like protocol, SNMP version, and certificate validation) to the device have changed. If yes, those changes are updated.

6. https://docs.azure.cn/en-us/entra/identity-platform/v2-oauth2-on-behalf-of-flow

5.3 Job Lifecycle

All MyQ Roger Client files are encrypted.

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

5.3.1 Releasing a Job

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

5.3.2 Job Expiration

Job expiration in MRC is *7* days by default.

Job expiration "JobExpirationInDays" can be set in `\Preferences\cz.myq.mrc.plist`.

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

5.4 Single Function Printers

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

Roger mobile app. For details about how to set up SFPs, see (1.0) Single-Function Printers in the *MyQ Roger Server Administration* guide.

For the full list of compatible SFPs, see Certified Devices[7] in the MyQ Community.

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

The job counters information is provided by the parser. After the jobs are released, MRC checks the total counters for print mono and color, as well as the device toner levels, and sends them to the server.

Copier/Scan total counters are not reported by MRC.

For more information, see the (1.0) MyQ Roger Server Administration guide.

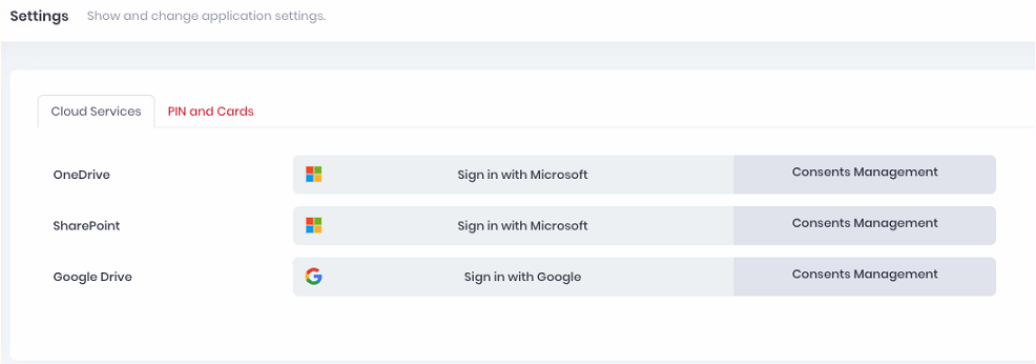
5.5 Cloud Job Spooling: OneDrive and Google Drive

Once MyQ Roger Client (MRC) is installed and connected, it can be used to spool jobs to OneDrive and Google Drive Cloud Storage.

Cloud printing is not supported on Single Function Printers (see page 23).

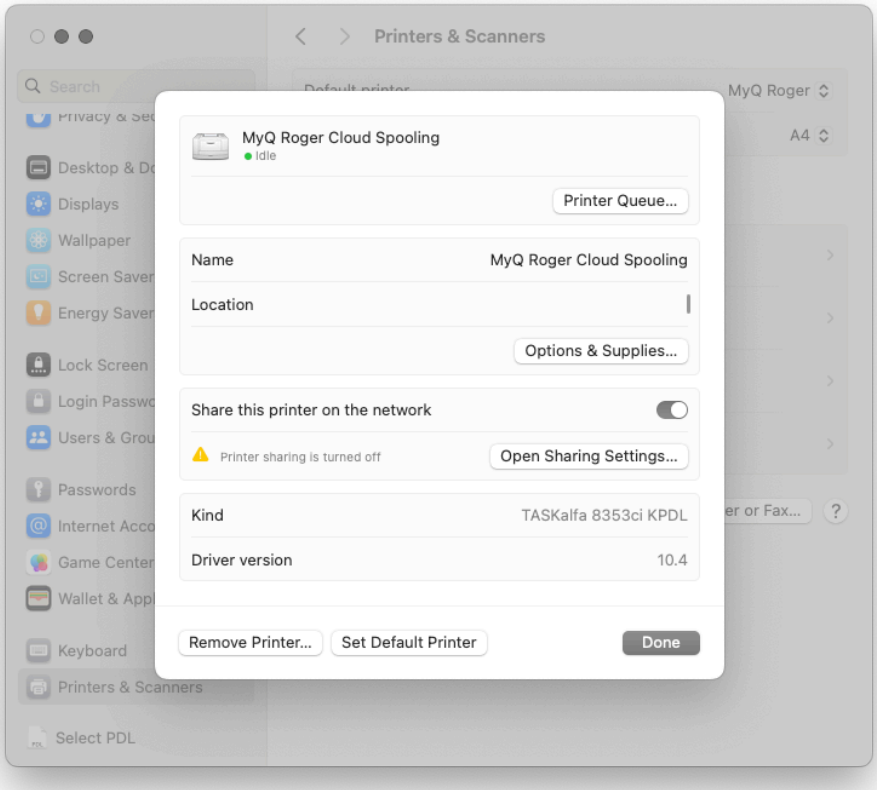
To spool jobs to OneDrive or Google Drive Cloud Storage users must be authenticated
using their company Microsoft or Google Account. OneDrive is connected automatically after login with Microsoft. Google Drive must be enabled in the MyQ Roger Web Application.

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

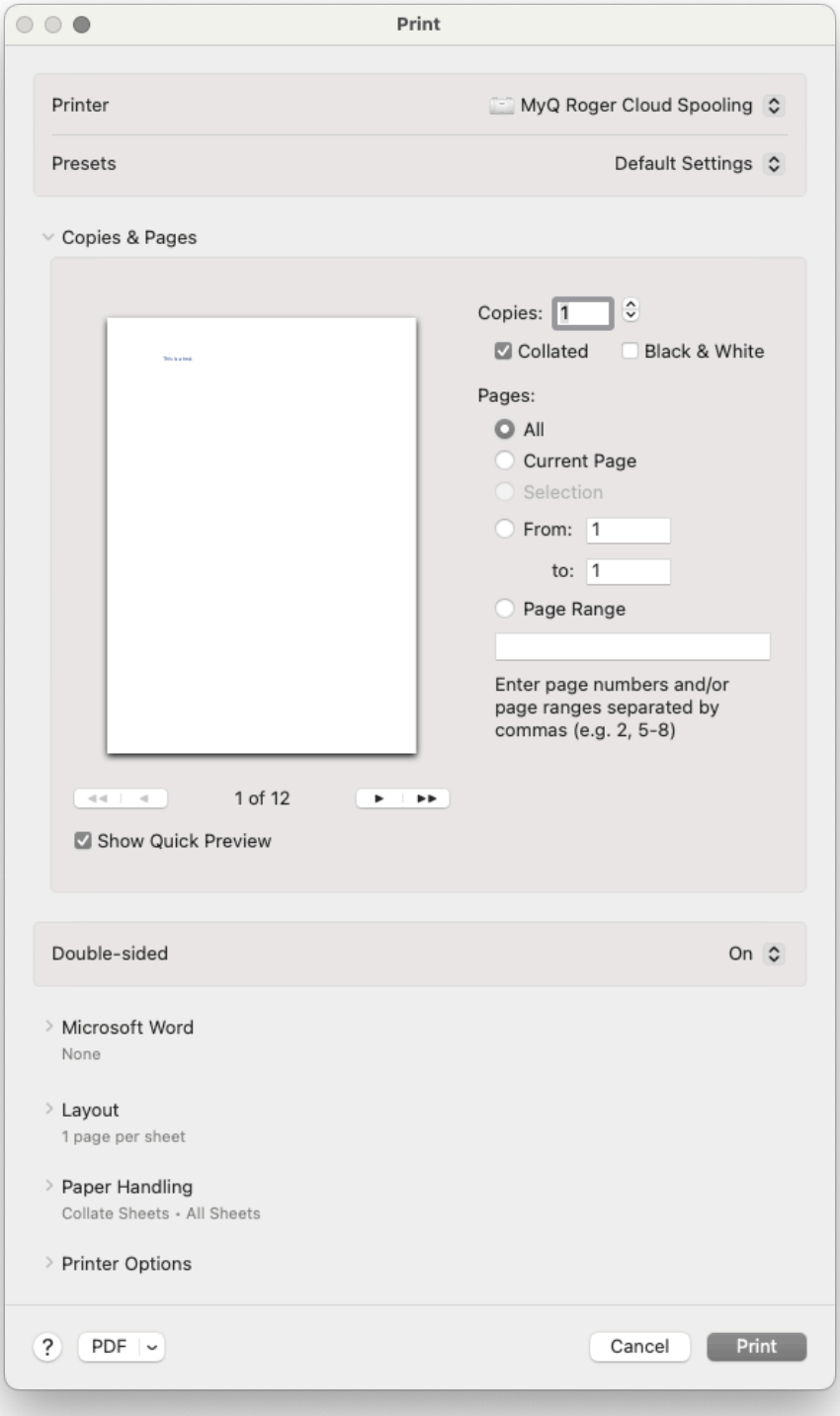


1 My Settings > Cloud Services in the Roger Web App

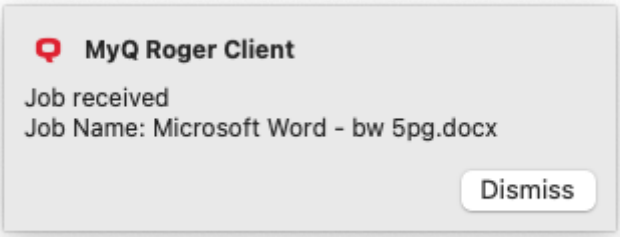
During installation, if the PRINTSPOOLER parameter is set to 2 or 3, MRC creates a new printer: MyQ Roger Cloud Spooling with the following port configuration:



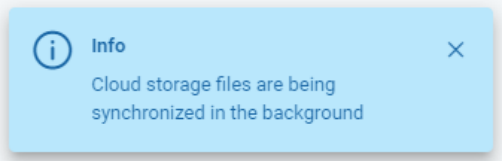
A user can then select this printer in any printing dialogue, to have the job spooled to their OneDrive or Google Drive Account. Job expiration time is set to 7 days by default.

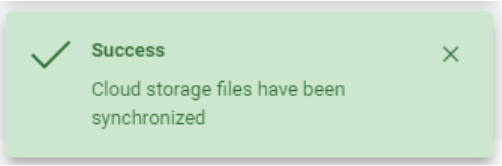


The user will see the following notifications that the job has been spooled correctly.



If the user has the Roger Web App open, they will see the following notifications indicating that the job has been spooled correctly.





5.6 Cloud Job Spooling: MyQ Cloud

Cloud Job Spooling on MRC allows the user to upload job files to MyQ Cloud storage.

Requirements

- MRC 2.3 patch 3+ and Roger Server version 2.18+.
- Failover printing is not supported on this configuration.
- This feature disables OneDrive and Google Drive Cloud Job Spooling.
- This feature is supported on the following MyQ Roger terminals:
  - Ricoh 26.1+
  - New Kyocera 25.2+
  - Classic Kyocera 24.1.8+
  - HP 25.10+

5.6.1 Printer and Port Configuration

To create a cloud spooling (CS) printer, customize your MRC Installer with this parameter:

- `PRINTERSPOOLER`
  Use `PRINTERSPOOLER=2.`
  Optionally, use `PRINTERSPOOLER=3` to also create a local printer.

5.6.2 Configure MyQ Cloud Spooling on Roger Server

Tenant administrators can enable or disable cloud spooling to storage, set the upload file size for users, and view how much of the status monthly storage limit has been used.

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

To configure MyQ Cloud Spooling

1. Log in to Roger Server and go to **Settings > Cloud Storages**.
2. Under **MyQ Cloud**, select **Store print jobs in MyQ Cloud**.
3. (Optional) Set the maximum file size in MB.
4. (Optional) View the monthly size limit (default: 100GB). This limit is shared across the tenant among users with this feature enabled.

5.6.3 Job Storage Workflow

This workflow explains how MRC handles print jobs, from submission to cloud storage.

1. The user logs in to MRC using any authentication method.
2. The user prints a job using the CS printer.
3. MRC checks the job attributes before processing:
   - Exceeds **maximum file size** → discard the job, delete local files**,** and notify the user.
   - Exceeds **monthly limit size** → discard the job, delete local files, and notify the user.

- If MyQ Cloud spooling is **not enabled** and the user is authenticated into MRC using a Microsoft or Google account, the job is uploaded to the user's cloud storage.

Notes

- PDF outputs are saved to cloud storage as `jobfilename.pdf`.
  In all other cases, the file extension is `.myq`.
- This operation takes more time for large job files.

5.7 Local Print Monitoring (LPM)

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

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

Requirements

- MyQ Roger Client version 2.3 patch 3+
- MyQ Roger Server version 2.18+
- Failover printing is not supported on this configuration.
- A PRN license is required.

5.7.1 How LPM Works

When a user sends a job to a local printer, MRC intercepts it in the print spooler. The client extracts metadata such as the user name, page count, and color settings, then releases the job immediately to the printer. LPM works invisibly in the background, and users notice no delay in their workflow.

When the job prints, the metadata is synced to the Roger Server and linked to the authenticated user account. If the server connection is unavailable, the metadata remains in the local queue until communication is restored. Jobs older than seven days are automatically deleted.

On the server, local printers appear as devices in the format `PrinterName@Hostname`.

In the server dashboard, LPM jobs are reported the same as server-managed jobs, ensuring a unified overview of print activity.

5.7.2 Enable LPM in your Client

To to enable LPM, customize your MRC Installer with these parameters, and then deploy to client computers:

- `LPMENABLED=true`
  Enable monitoring of local print jobs.
- `LPMPORTS`
  A comma- or semicolon-separated list of printer ports to be monitored. Any local printers that you want to monitor must be configured to use one of these ports.

> MRC modifies the CUPS configuration when it starts. If jobs are not monitored, restart MRC to reapply the configuration.

> **Limitations**
>
> - LPM is supported on LPT, USB, TCP/IP and IPP ports. Monitoring of other ports may work, but it is not guaranteed.

6 Troubleshooting

If you experience issues with MyQ Roger Client (MRC), first check that you have the latest version installed.

Click the MyQ icon in the menu bar (top right of your screen), then select About from the dropdown menu.

Next, try to exit and restart MRC, and then reboot the client computer.

6.1 Collect Client Logs

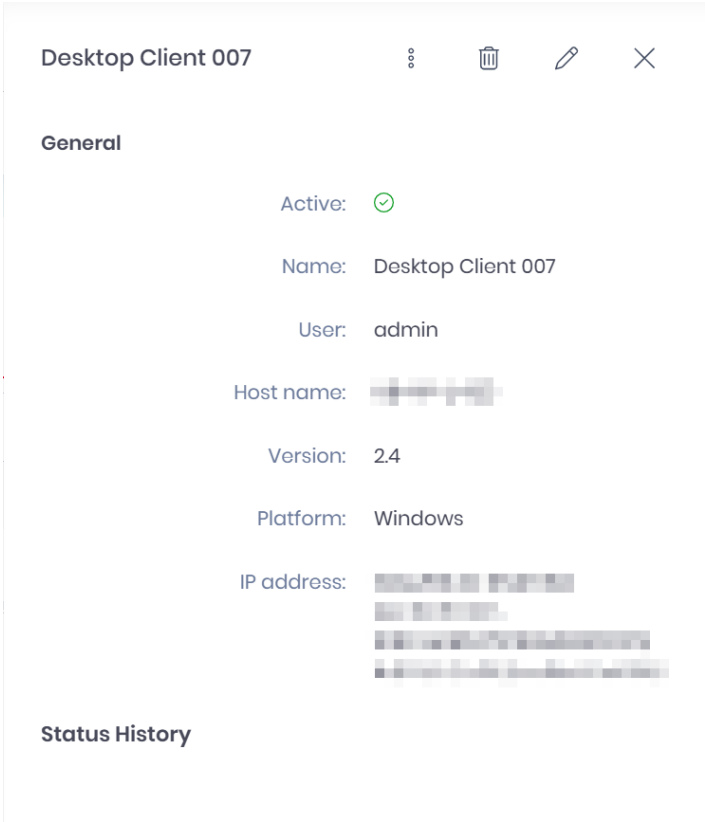
If the issue persists and you decide to open a Support case, collect logs to include in your support ticket.

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

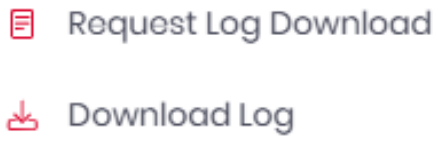
6.2 Request Client Logs from Web App

To collect Log Downloads from MRC:

1. Navigate in the Roger Web App to **Desktop Clients**.
2. Click on a Desktop Client to open its details.



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



7 Uninstallation

To uninstall MyQ Roger Client (MRC), first quit the application. Click on the Q icon in the menu bar, then click on the three dots to open the menu and select **Quit**). Then uninstall MRC using one of the methods below.

7.1 Uninstall via Applications

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

MRC is removed from the system.

7.2 Uninstall via Installation Wizard

From version 2.3, MRC can be uninstalled by using a renamed version of the installation package. This process removes all application files and folders associated with MRC.

> **Note:** This uninstallation process does **not** remove printers or drivers from the system.

7.2.1 Prerequisites

- The original MRC `.pkg` installation file
- Administrator privileges

7.2.2 Run the Renamed Installer

This process uses standard macOS installer UI. Because the file is renamed, it will perform an uninstallation rather than an installation.

1. Locate the MRC `.pkg` installation file.
2. Rename the file to `MRCUninstall.pkg`.

   Make sure to enter the name exactly as shown.
3. Run the uninstaller using one of the following methods:

- **UI:** Double-click `MRCUninstall.pkg` to launch the installer interface, then follow the on-screen prompts.
- **Terminal:** Run the command `sudo installer -pkg ./MRCUninstall.pkg -target /`

MRC is removed from the system.

7.2.3 Files and Folders Removed

The following files and folders are deleted during uninstallation:

- `/Library/LaunchDaemons/cz.myq.mrc.plist`
- `/Library/LaunchAgents/cz.myq.mrc.plist`
- `/Library/Preferences/cz.myq.mrc.plist`
- `/Applications/MyQ Roger Client.app`
- `/Library/Application Support/MyQ`
- `/Users/<username>/Library/Application Support/MyQ`

7.2.4 Verify the Uninstallation in the Log

To verify that the uninstallation completed successfully:

1. Open the **Console** application.
2. Select the **Log Reports** tab in the right-hand panel.
3. Search for `install.log` to view the uninstallation log entries.

8 Business Contacts

MyQ® Manufacturer	**MyQ® spol. s r.o.** Harfa Business Center, Ceskomoravska 2532/19b, 190 00 Prague 9, Czech Republic ID no. 615 06 133 MyQ® spol. s r.o. is registered in the Commercial Register at the Municipal Court in Prague, file no. C 29842 (hereinafter as "MyQ®")
Business information	http://www.myq-solution.com info@myq-solution.com[8]
Technical support	support@myq-solution.com[9]
Notice	MANUFACTURER WILL NOT BE LIABLE FOR ANY LOSS OR DAMAGE CAUSED BY INSTALLATION OR OPERATION OF THE SOFTWARE AND HARDWARE PARTS OF THE MyQ® PRINTING SOLUTION. This manual, its content, design and structure are protected by copyright. Copying or other reproduction of all or part of this guide, or any copyrightable subject matter without the prior written consent of MyQ® is prohibited and can be punishable. MyQ® is not responsible for the content of this manual, particularly regarding its integrity, currency and commercial occupancy. All the material published here is exclusively of informative character. This manual is subject to change without notification. MyQ® is not obliged to make these changes periodically nor announce them, and is not responsible for currently published information to be compatible with the latest version of the MyQ® printing solution.

8. mailto:info@myq-solution.com
9. mailto:support@myq-solution.com

Trademarks	“MyQ®”, including its logos, is a registered trademark of MyQ®. Any use of trademarks of MyQ® including its logos without the prior written consent of MyQ® Company is prohibited. The trademark and product name are protected by MyQ® and/or its local affiliates.

myQ roger

SAVE TIME WITH PERSONALIZED PRINT SOLUTIONS

MyQ Roger is a cloud native solution built for modern cloud-first offices, simplifying document workflows, enabling secure browsing, printing, and scanning wherever users are.

info@myq-solution.com

myq-solution.com

50+ million
Trusted users

1+ million
Active devices

26+
Brands supported

1000+
Certified partners

Operating in **140+** countries

Awarded and certified

BuyersLab PLATINUM TESTED SOLUTION 2023

BuyersLab PLATINUM TESTED SOLUTION 2022

BuyersLab PLATINUM TESTED SOLUTION 2021

ISO 9001 TÜV SÜD ISO 14001 ISO/IEC 27001