# MyQ Roger Client 2.4 Windows

ENGLISH

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**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 Windows

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

### 1.1.1 MyQ Roger Client 2.4 for Windows (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.

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### 1.1.2 MyQ Roger Client 2.4 for Windows (Patch 3)

29 June, 2026

**Improvements**

- MRC printers created with List in Directory disabled as default
- RabbitMQ connection improvements.

**Bug Fixes**

- Fixed receiving and reporting LPM jobs.

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### 1.1.3 MyQ Roger Client 2.4 for Windows (Patch 2)

21 May, 2026

**Improvements**

- Added VDI support - each user can have an individual MRC session.

**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.

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1. https://community.myq-solution.com/s/download/a0B8d000005sy9EEAQ/myq-roger-client-windows

### 1.1.4 MyQ Roger Client 2.4 for Windows (Patch 1)

28 April, 2026

**Bug Fixes**

- Improved authentication workflow.

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### 1.1.5 MyQ Roger Client 2.4 for Windows

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.

**Bug Fixes**

- Fixed an issue where the MRC service failed to automatically restart after the Windows Print Spooler service was temporarily stopped and started.

# 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: Windows 10/11 64bit
- .NET Runtime 8.0 included in installation package

> 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

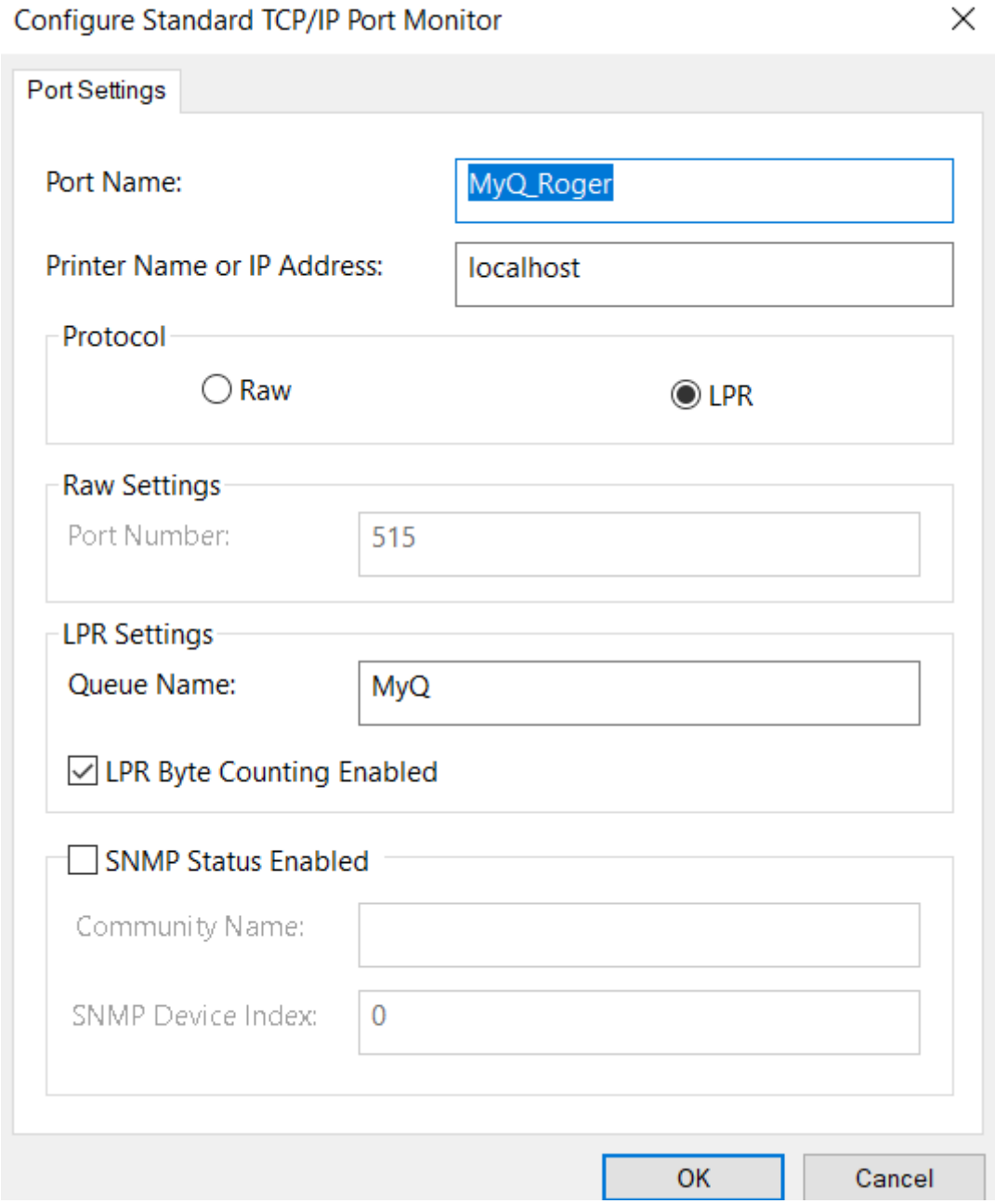
You can use Intune to deploy the MyQ Roger Client (MRC) to users in your organization. For more information, see Deploy with Intune (see page 15).

Alternatively, you can install MRC directly. Once installed, MRC runs in the background as a Windows application and service. You can access it from the system tray.

You can install MRC with or without drivers.

1. **Install with drivers**, and automatic print ports configuration.
2. **Install** with a configured print port, but **without drivers**. You should have drivers pre-installed first.

Both methods result in a configured print port similar to the one below.




Installations without a driver create the **MyQ_Roger** port, but not the printer.

## 3.1 Installation via the Setup Wizard

To install MRC 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. For more information, see (1.0) Configure Desktop Client Installers in the MyQ Roger Server Administration guide.
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 **Next** to start the installation.
4. Select the installation folder (default is `C:\Program Files\MyQ\Roger Desktop Client\`) and click **Next**.
5. The Ready to Install window opens. Click **Install** to begin the installation.
6. Once the installation is done, click **Finish** to exit the setup wizard.

## 3.2 Silent Installation

To silently install the application, download the latest available version of the installation file, open the Windows command line **with administrator rights**, and use the command:

`msiexec /i "InstallationFile.msi" [list of parameters] /log "install_MRClog.log" /qn`

> The list of parameters is optional, each parameter and value should be in uppercase and separated by one space.

> **Tip!**
> Use our script builder to create your own silent install configuration commands:
> - (1.0) MRC Silent Install Script Builder

You can use the `/log` option to capture the installation process (recommended).

**Example 1**

```
msiexec /i "MyQ Roger Client.msi" /log "install_MRClog.log" /qn
```

**Example 2**

```
msiexec /i "MyQ Roger Client Win (patch 4) Europe.msi"
TENANCYNAME="MyQ" REGIONID="us" PRINTERNAME="MyQ-Roger-MRC"
DEFAULTDRIVER=0 DRIVERNAME="HP PCL6" /log "install_MRClog.log" /qn
```

## 3.3 Reconfigure your Installation

To reconfigure an installation, use the `REINSTALL=ALL` command with the parameter `TENANCYNAME=<value>`. This command uninstalls any previous versions and installs the new version.

Example:

```
msiexec /i "MyQ Roger Client.msi" /log "install_MRClog.log" /qn
TENANCYNAME="MyQ" REINSTALL=ALL
```

## 3.4 Installation Parameters

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 | Usage Example |
|---|---|---|
| `REGION ID` (required) | Defines the server that the client connects to (EU, US). | `REGIONID=US` |
| `TENANCYNAME` | Specifies the tenant name (identifier). | `TENANCYNAME=MyQ` |
| `TENANTNAME` | Specifies the display name for the `TENANCYNAME`. If this parameter is set, `TENANCYNAME` must also be set. | `TENANTNAME="MyQ spol s.r.o"` |

| Parameter | Description | Usage Example |
|---|---|---|
| `DEFAULTDRIVER` | Specifies a pre-installed driver to be used by the MyQ Roger printer.<br>0 (None. Use DRIVERNAME to configure a custom driver.)<br>1 (Default - Kyocera Classic Universal driver PCL6)<br>2 (HP Universal printing driver PCL6)<br>3 (RICOH Universal printing driver PCL6) | `DEFAULTDRIVER=2` |
| `DRIVERNAME` | Specifies a pre-installed local print driver for use by MRC during installation. Full name required. | `DRIVERNAME="Kyocera ECOSYS M6035cidn KX"` |
| `PRINTERSPOOLER` | Defines which printer is configured by the installer:<br>1 (Client Spooling only, Default)<br>2 (Cloud Spooling, with Microsoft and Google authentication methods allowed in MRC)<br>3 (Client and Cloud Spooling) | `PRINTERSPOOLER=3` |
| `LPRPORT` | Specifies the port for Client and Cloud Spooling | `LPRPORT=<515>` |
| `LPMENABLED` | Enables monitoring of local print jobs which do not pass through the Roger server. | `LPMENABLED=true` |
| `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. | `LPMPORTS="testLPM1,USB,LPT"` |

| Parameter | Description | Usage Example |
|---|---|---|
| `FAILOVERENABLED` | Enables fallback printing.<br>true (default)<br>false<br>If disabled and the server is not accessible, all jobs are discarded. | `FAILOVERENABLED=true` |
| `PRINTERNAME` | Defines a printer name. The installer creates a printer with the name.<br>*The default value is* MyQ-Roger-MRC. | `PRINTERNAME="MyQ-Roger-MRC"` |
| `COLORPRINT` | Defines color options.<br>1 Only Color Printer (default)<br>2 Only B&W Printer<br>3 Both Printers | `COLORPRINT=1` |
| `DUPLEXMODE` | Specifies the duplexing mode the printer uses by default.<br>OneSided<br>TwoSidedLongEdge (default)<br>TwoSidedShortEdge | `DUPLEXMODE=onesided` |
| `USERSINGLESIGNON` | Activate Single Sign On in a Microsoft Entra ID domain. Disabled by default; requires `TENANCYNAME`. | `USERSINGLESIGNON=true` |

## 3.5 Configuration Example

The following example lists the desired parameters followed by the installation commands that will achieve them.

- `TENANCYNAME=[TENANT-NAME],REGIONID=US,PRINTERNAME="MyQ-Roger-MRC" ,DEFAULTDRIVER=1,PRINTERSPOOLER=1`

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

## 3.6 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 Single Sign-On with Entra ID

Single Sign-On (SSO) allows your users to access MyQ Roger Client (MRC) automatically with their Windows account. When enabled, MRC authenticates them based on their Entra ID (formerly Azure Active Directory, or Azure AD) domain login, so they do not need to enter credentials each time the client starts. The feature is only supported on Windows.

> ⚠
>
> Requirements
>
> - The workstation is joined to the Entra ID domain.
> - The MRC installation defines a **Tenancy Name**.
> - The MRC installation is configured with SSO enabled.

### 3.7.1 Enabling SSO

To enable SSO, customize your MRC installer with the parameter `USERSINGLESIGNON="true"`.

After installation completes, MRC determines whether SSO is applied based on the workstation's domain configuration.

### 3.7.2 Authentication Workflow

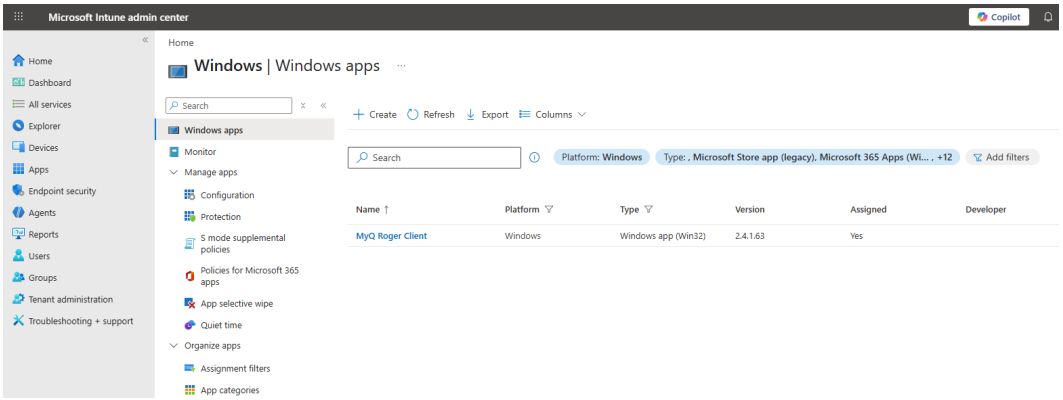
For Entra ID–joined machines, Microsoft's Authentication Library (MSAL) uses cached tokens or the existing Windows session to perform silent authentication. In practice, this means users typically log in without seeing any prompts.

In hybrid environments (on-premises Active Directory federated with Entra ID), the first login requires user interaction (credentials or MFA approval). Once the initial refresh token is cached, subsequent logins are silent.

## 3.8 Deploy with Intune

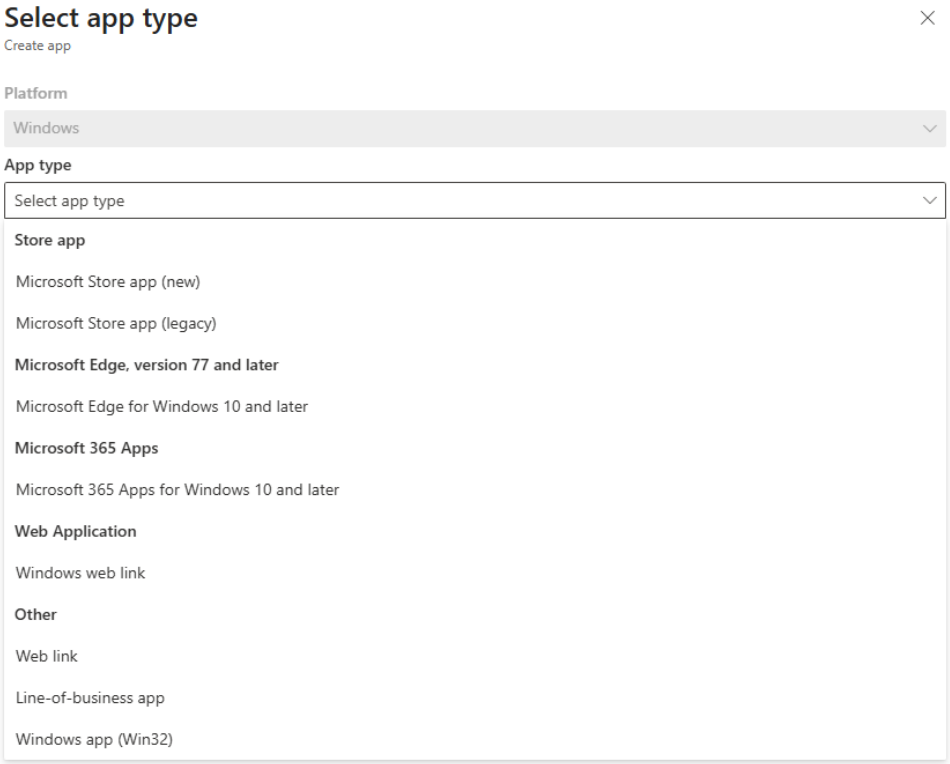
To deploy MyQ Roger Client for Windows with Intune, follow these steps:

1. Create a Desktop Client configuration in your Roger server in **Supervision**>**Desktop Clients**>**Download**. Download and unzip the file.
2. Prepare a source folder. Create a folder on your computer (e.g., `C:\IntuneSource\MyQRoger`) and place the following files inside it:
   - **The MSI Installer**: The `MyQ Roger Client-setup.msi` file.
   - **The Configuration File**: The `MyQ Roger Client-setup.cfg` file. This `.cfg` file is critical. It must contain your specific parameters like `TENANCYNAME` and `REGIONID`. Without it, the installation script will fail.
3. Wrap the Application. Use the **Microsoft Win32 Content Prep Tool** to create the `.intunewin` package. https://learn.microsoft.com/en-us/mem/intune/apps/apps-win32-prepare
   a. Run `IntuneWinAppUtil.exe`.
   b. **Source folder**: `C:\IntuneSource\MyQRoger`.
   c. **Setup file**: `MyQ Roger Client-setup.msi`.
   d. **Output folder**: Choose a folder for the final `.intunewin` file.
4. Once `.intunewin` file is ready, go to Intune[2] > **Apps** > **Windows** apps and click **Add**.

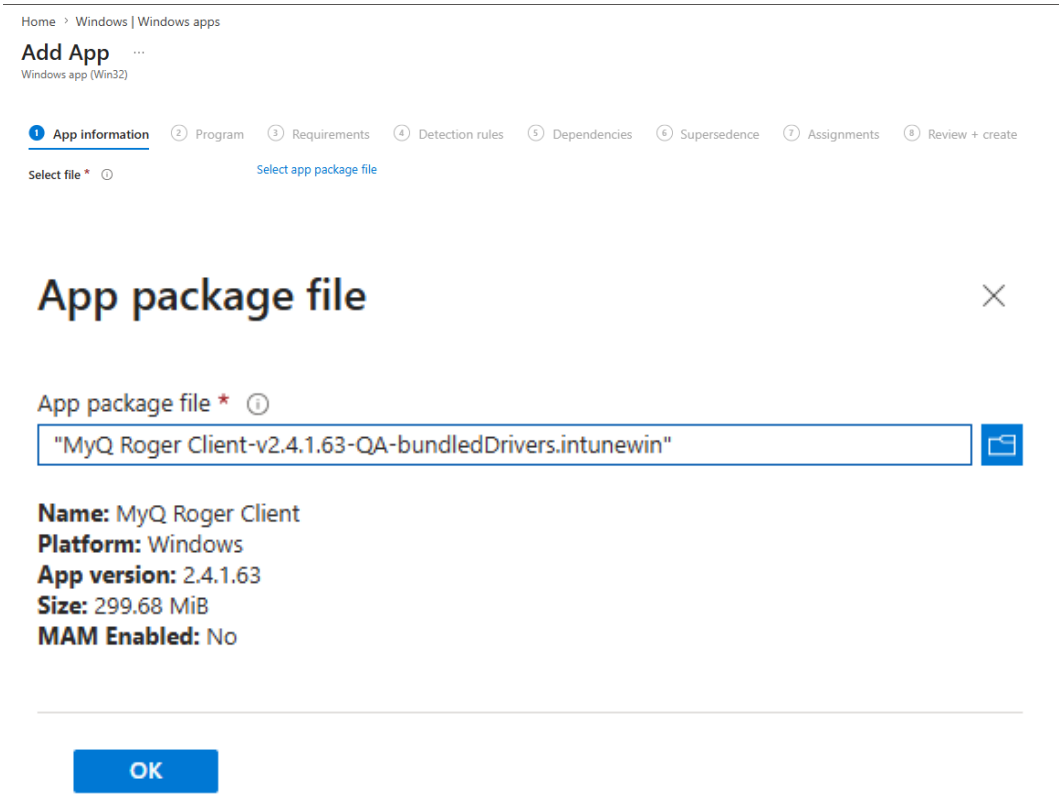



5. Choose Windows app (Win32), select a publisher, and press **Select** at the bottom.

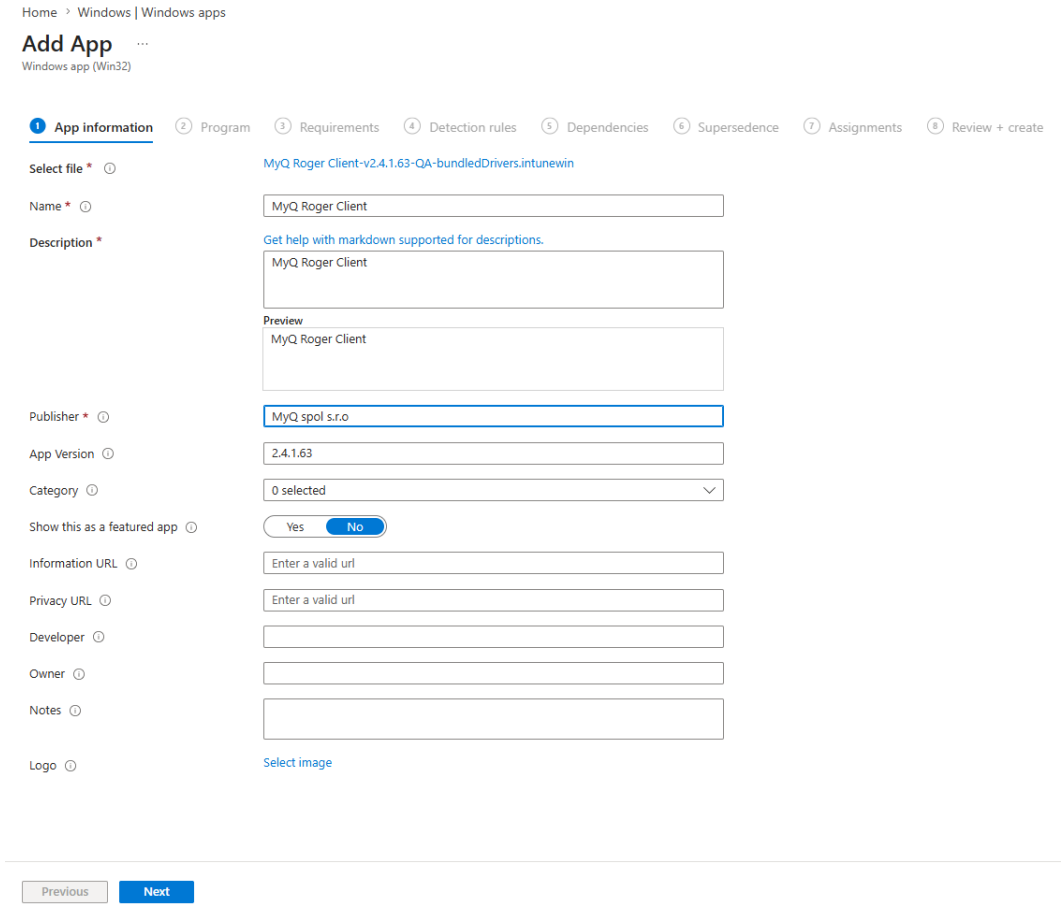
2. https://intune.microsoft.com/#home



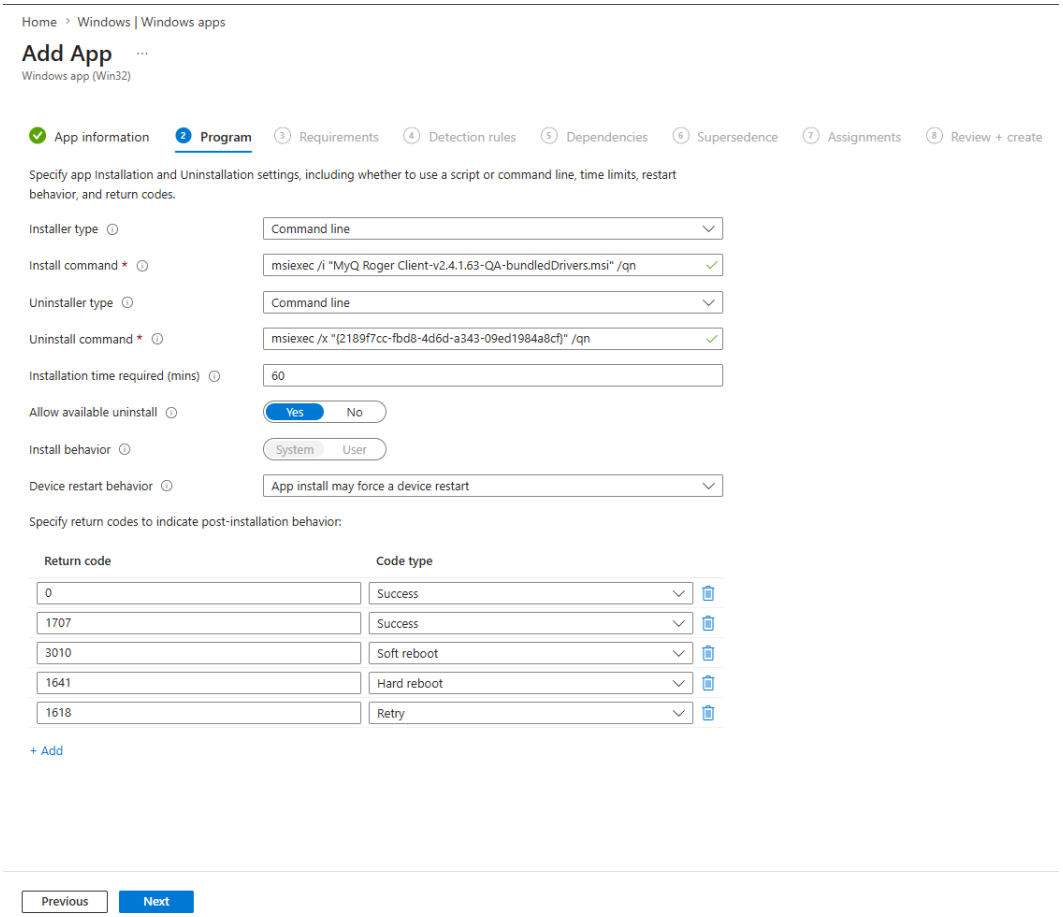

6. Select the `.intunewin` file you created earlier.



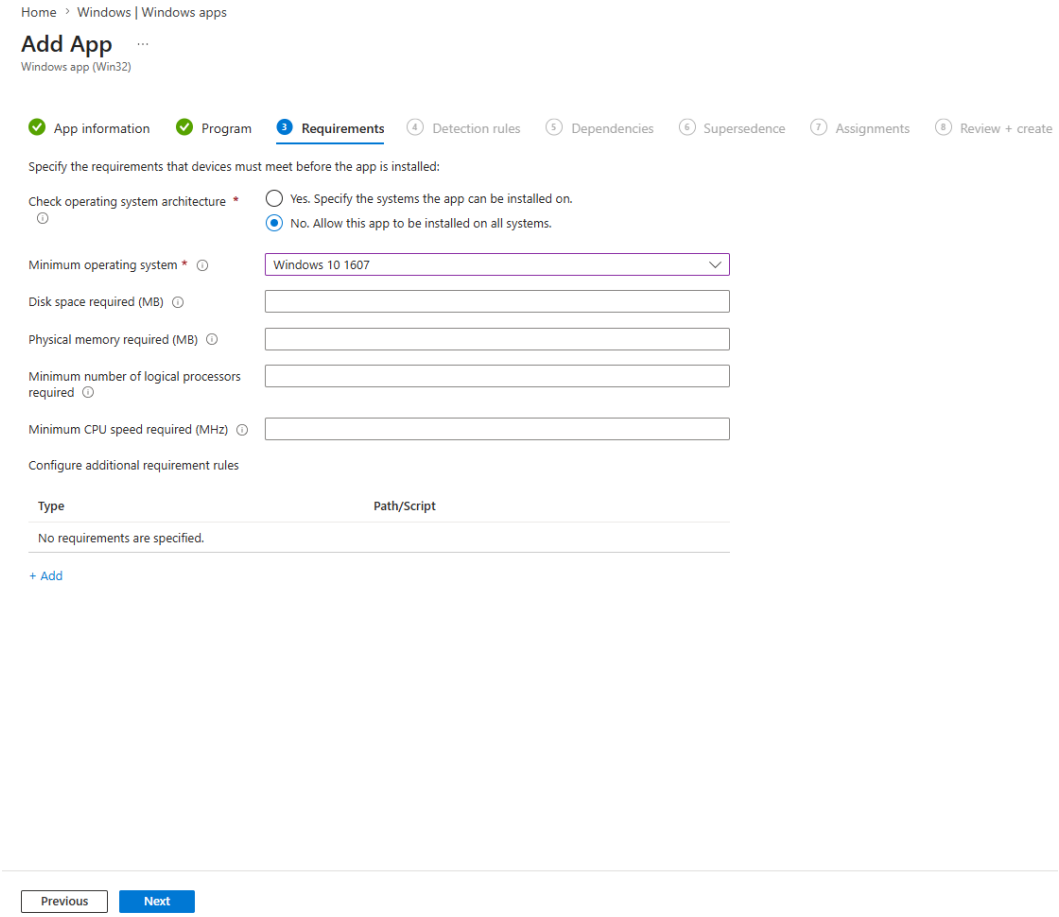
7. Fill in information about the app and click **Next**.



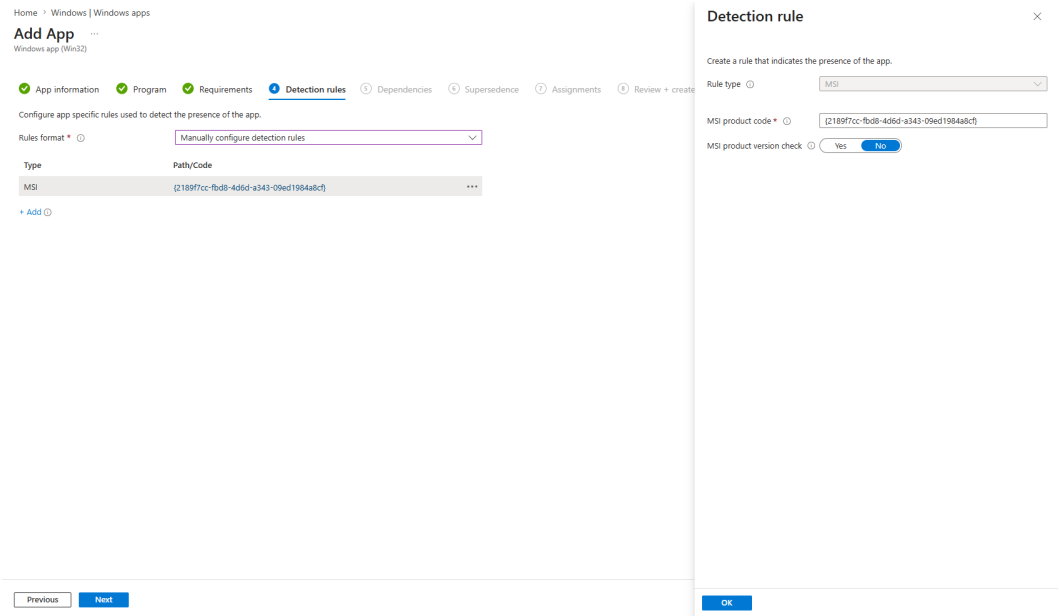

8. All installation commands have been configured automatically by Intune, there is no need to edit them. Click **Next**.




9. Select the required system architecture and minimum operating system.

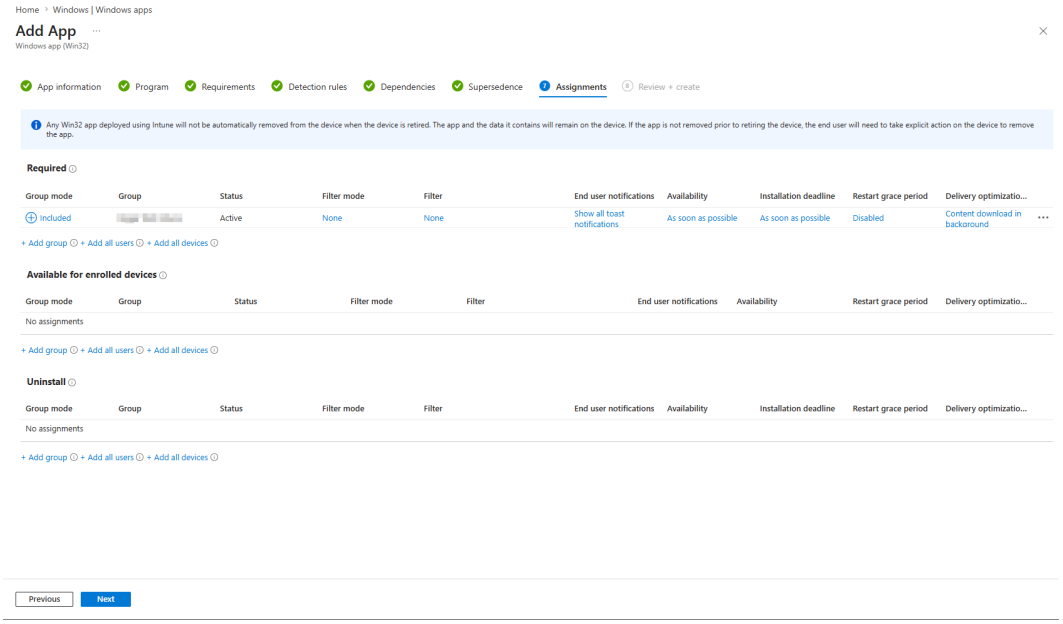



10. Select **Manually configure detection rules** and specify **Rule type** as **MSI**, click **OK**.




You can skip the Dependencies and Supersedence sections.

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




11. Review and click **Create**.

Home › Windows | Windows apps

# Add App

Windows app (Win32)

Program | Requirements | Detection rules | Dependencies | Supersedence | Assignments | Review + create

## Summary

### App information

| | |
|---|---|
| App package file | MyQ Roger Client-v2.4.1.63-QA-bundledDrivers.intunewin |
| Name | MyQ Roger Client |
| Description | MyQ Roger Client |
| Publisher | MyQ spol s.r.o |
| App Version | 2.4.1.63 |
| Category | No Category |
| Show this as a featured app | No |
| Information URL | No Information URL |
| Privacy URL | No Privacy URL |
| Developer | No Developer |
| Owner | No Owner |
| Notes | No Notes |
| Logo | No Logo |

### Program

| | |
|---|---|
| Install command | msiexec /i "MyQ Roger Client-v2.4.1.63-QA-bundledDrivers.msi" /qn |
| Install script | - |
| Uninstall command | msiexec /x "{2189f7cc-fbd8-4d6d-a343-09ed1984a8cf}" /qn |
| Uninstall script | - |
| Installation time required (mins) | 60 |
| Allow available uninstall | Yes |
| Install behavior | System |
| Device restart behavior | App install may force a device restart |
| Return codes | 0 Success<br>1707 Success<br>3010 Soft reboot<br>1641 Hard reboot<br>1618 Retry |

### Requirements

| | |
|---|---|
| Check operating system architecture | No Check operating system architecture |
| Minimum operating system | Windows 10 1607 |
| Disk space required (MB) | No Disk space required (MB) |
| Physical memory required (MB) | No Physical memory required (MB) |
| Minimum number of logical processors required | No Minimum number of logical processors required |
| Minimum CPU speed required (MHz) | No Minimum CPU speed required (MHz) |
| Additional requirement rules | No Additional requirement rules |

### Detection rules

| | |
|---|---|
| Rules format | Manually configure detection rules |
| Detection rules | MSI {2189f7cc-fbd8-4d6d-a343-09ed1984a8cf} |

### Dependencies

| | |
|---|---|
| Dependencies | No Dependencies |

### Supersedence

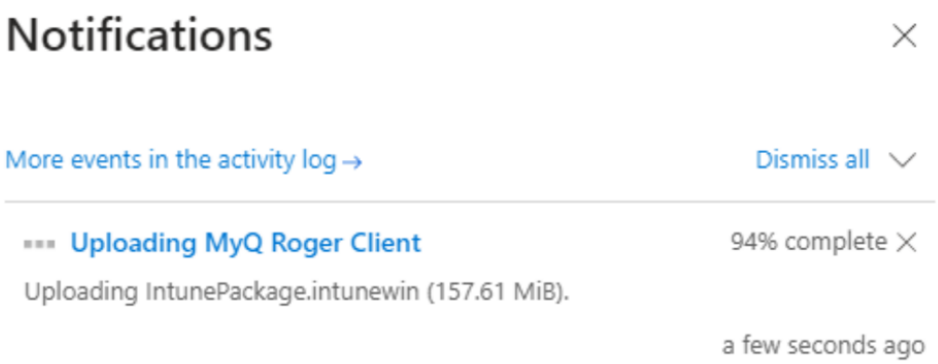
| | |
|---|---|
| Supersedence | No Supersedence |

### Assignments

| Group mode | Group | Status | Filter mode | Filter |
|---|---|---|---|---|
| Required | | | | |
| Available for enrolled devices | | | | |
| Uninstall | | | | |

Previous | Create

Once uploaded, the app is created in Intune and will take some time to install on selected devices/users/groups.



# 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<br>• eu.roger.myq.cloud[3]<br>• us.roger.myq.cloud[4] | HTTPS, 433 \| TLS secured | • MyQ Roger Client authentication<br>• User authentication<br>• 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.

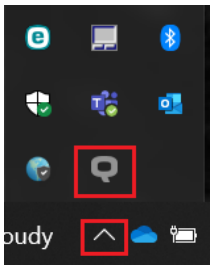
3. https://eu.roger.myq.cloud/
4. https://us.roger.myq.cloud/

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 service .

Click on the **Q** the icon in the Windows system tray to open the application.




After the installation, if tenant was not pre-configured during the installation, the app is not connected to any tenant. With the first user authentication, it connects to the tenant and then keeps the connection even when the user logs off their Windows account.

## 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[5] 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.

5. 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.

> MyQ Roger Client for Windows 2.4 patch 2+ supports job spooling and deployment in:
>
> - VID (Virtual Image Deployment)
> - AVD (Azure Virtual Desktop)
> - Multi-user workstations

### 5.3.1 Releasing a Job

1. A job is spooled from the `TCP 515` LPR port (printer driver queue) and stored in C:\ProgramData\MyQ\DesktopClient\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 the `oem.ini`, which is located in:

- `C:\Program Files\MyQ\Roger Desktop Client\Agent\oem.ini`
- `C:\Program Files\MyQ\Roger Desktop Client\Service\oem.ini`

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[6] 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.

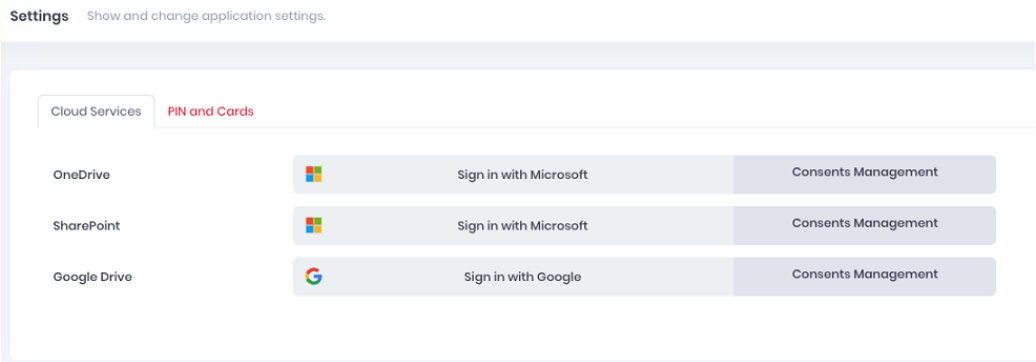
## 5.5 Cloud Job Spooling: OneDrive and Google Drive

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 29).

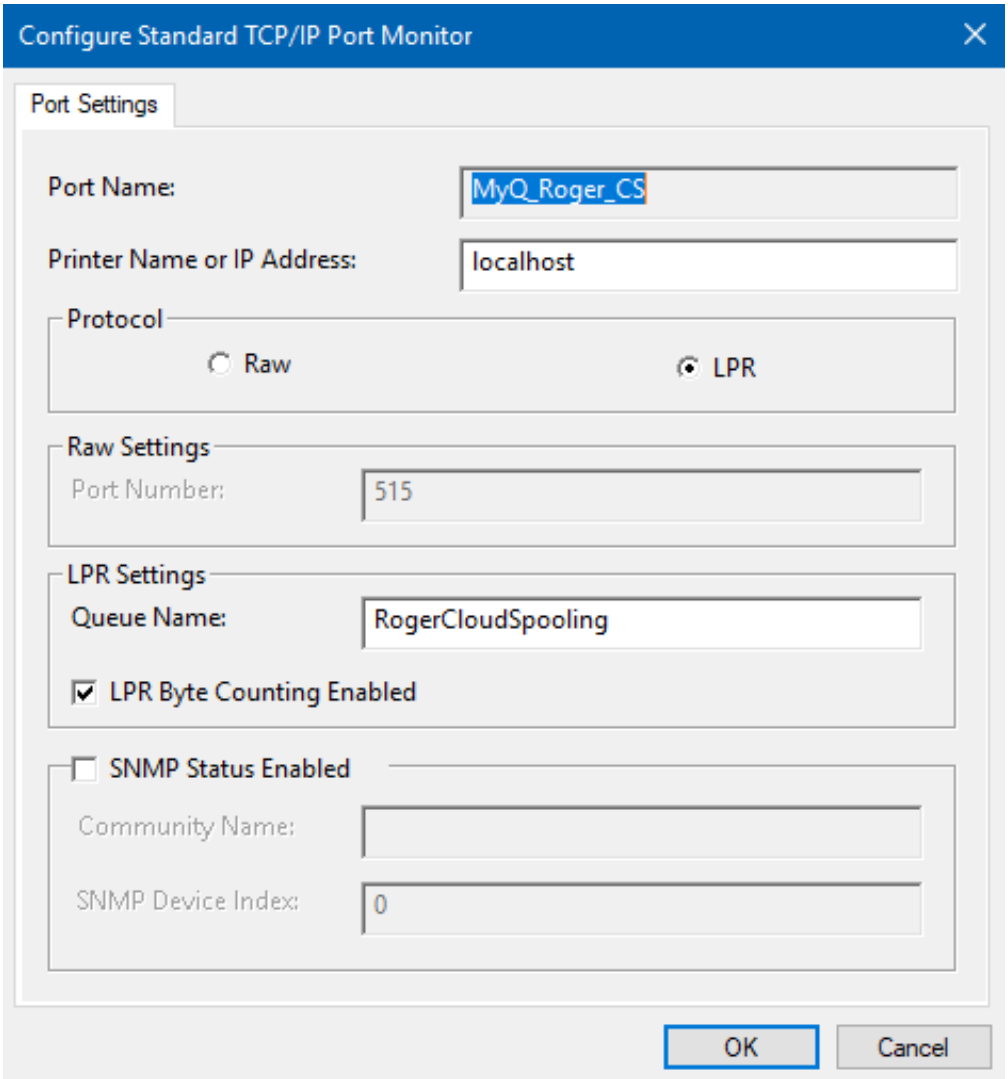
6. https://community.myq-solution.com/s/certified-devices

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.

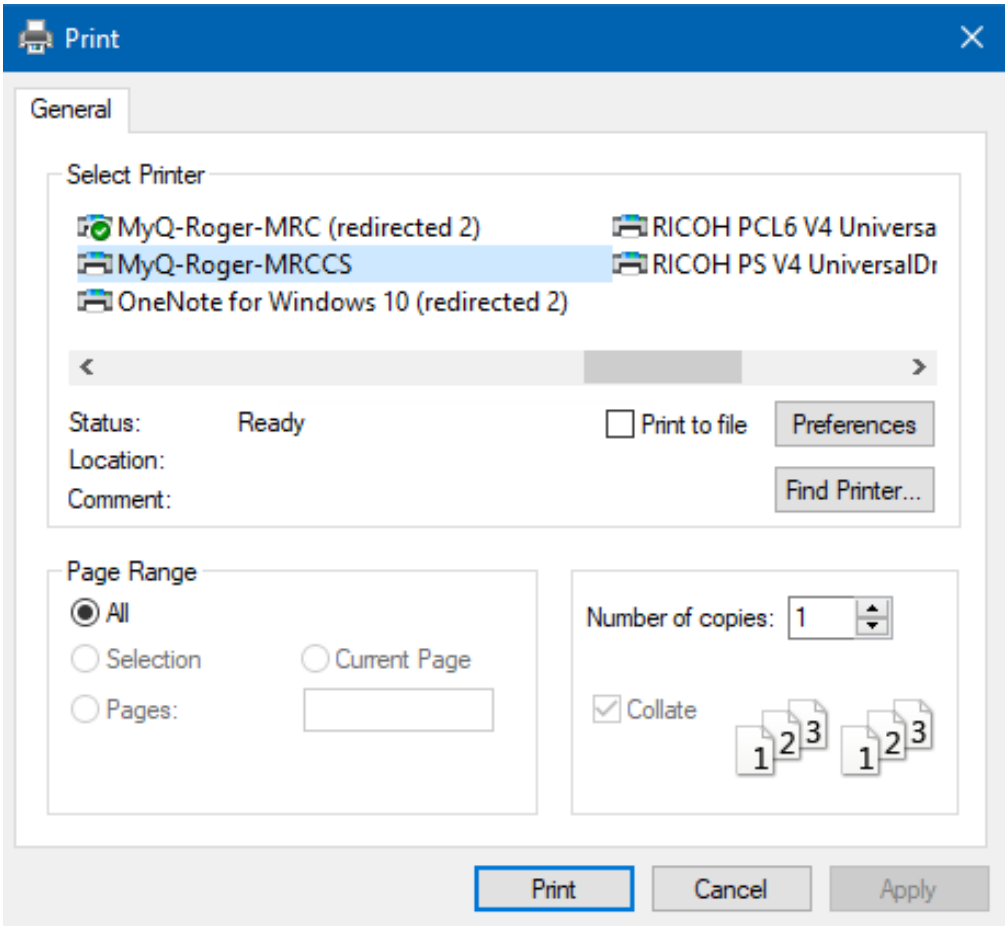



**1 My Settings > Cloud Services in the Roger Web App**

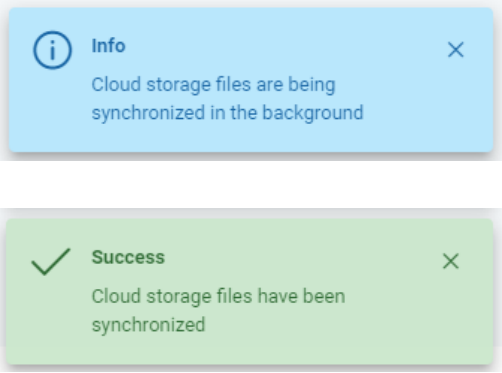
During installation, if the PRINTSPOOLER parameter is set to 2 or 3, MRC creates a new printer: MyQ Roger Cloud Spooling with the following port configuration:




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.




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**

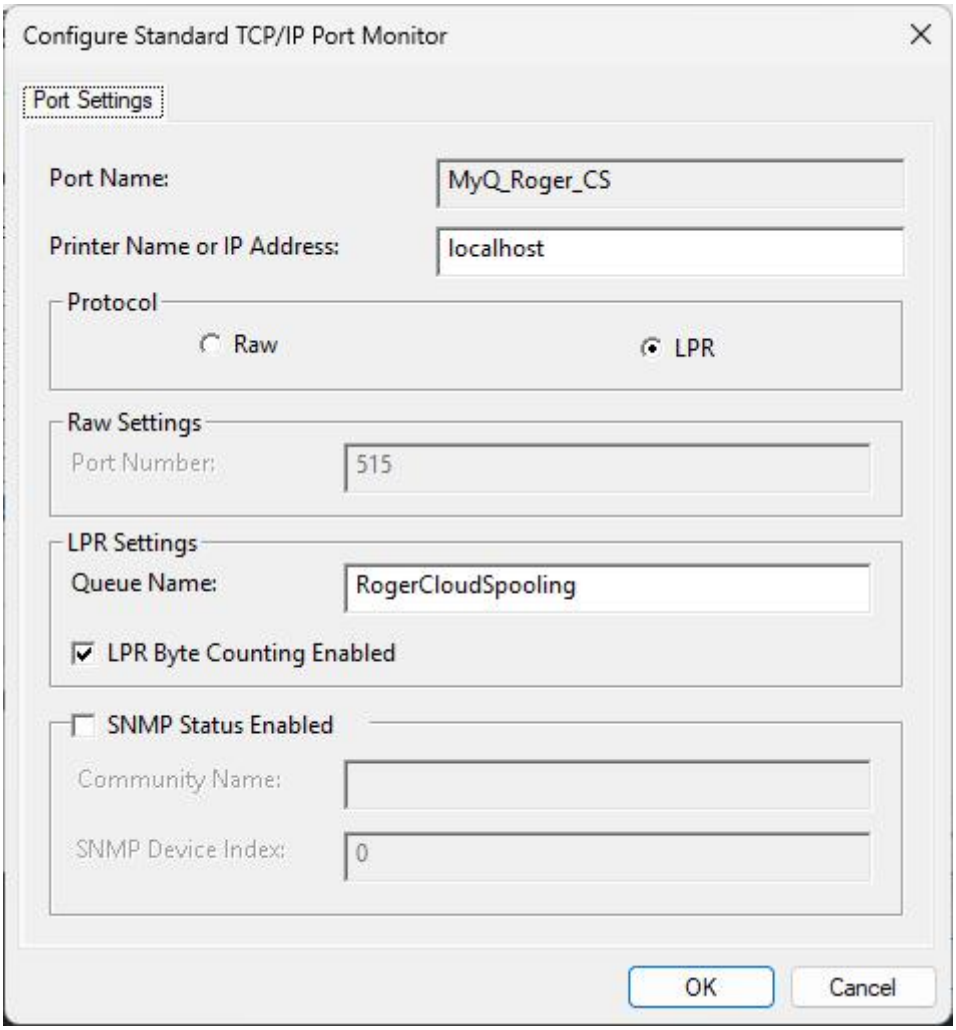
- MRC 2.3 patch 3+ and Roger Server version 2.18+.
- Failover printing is not supported on this configuration.
- This feature disables OneDrive and Google Drive Cloud Job Spooling.
- This feature is supported on the following MyQ Roger terminals:
  - Ricoh 26.1+
  - New Kyocera 25.2+
  - Classic Kyocera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

- `printerspooler`
  Use `printerspooler=2.`
  Optionally, use `printerspooler=3` to also create a local printer.
- `printername`
  This value is appended with the suffix CS. For example, `printername="MyQ-Roger"` creates the CS printer *MyQ-RogerCS*.

The CS printer uses the same driver as the local spooling printer MyQ-Roger-MRC, and has the following port configuration:




## 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.

**Limitations**

- LPM is supported on LPT, USB, TCP/IP and IPP ports. Monitoring of other ports may work, but it is not guaranteed.
- LPM does not work properly with a printer that has the **Keep printed document** option enabled in the Advanced printer properties.

- LPM does not work properly with a printer that has the "**Enable advanced printing features**" option enabled in the Advanced printer properties. This option is automatically switched off (if possible) for all monitored printers when LPM starts.

# 6 Troubleshooting

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

Open MRC from the system tray (bottom right of your screen), then click the question mark icon in the top right corner. The About view shows data about your MRC installation:

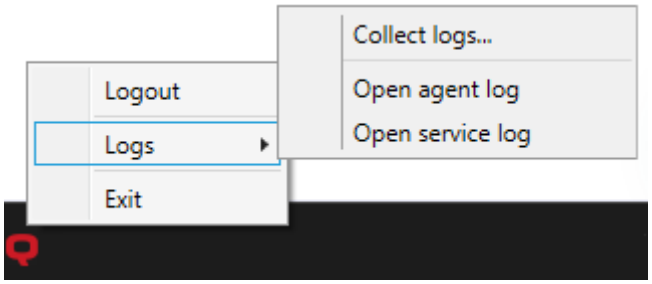
- Version
- Application Identifier
- Host name
- IP Addresses

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.

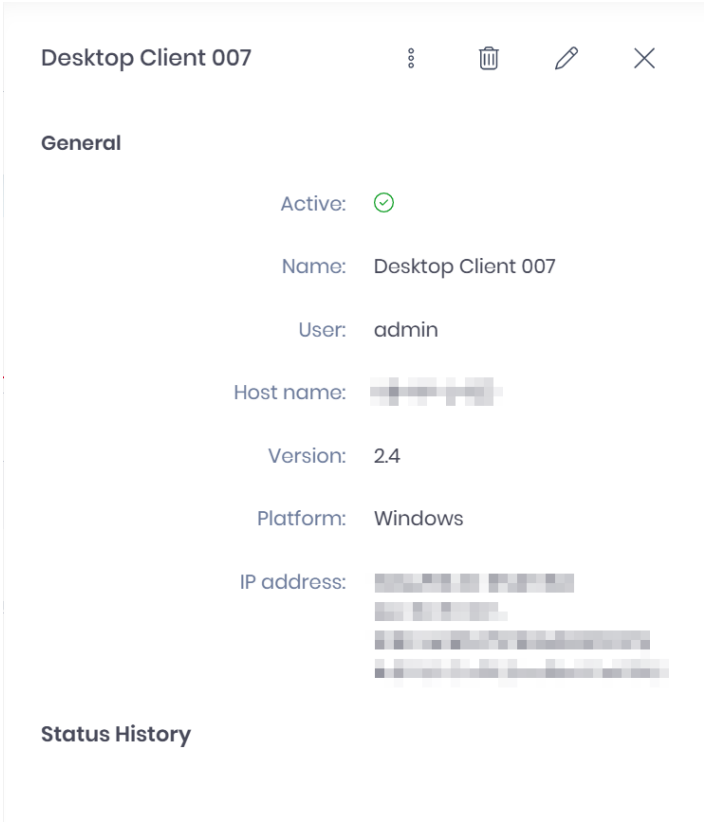
Right-click the MyQ icon in the system tray and go to **Logs**, **Collect Logs**. The contents of `\ProgramData\MyQ\MyQ Roger Client\Logs` and `C:\%userprofile%\AppData\Local\MyQ\MyQ Roger Client\Logs` are saved to your computer as a ZIP file. This file contains agent logs, service logs and configuration files.



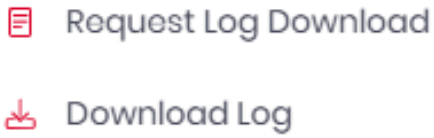

## 6.2 Request Client Logs from Web App

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

MyQ Roger Client (MRC) can be uninstalled via the setup wizard, via silent uninstallation on the Windows command line or via Windows settings.

## 7.1 Uninstall with the MRC Setup Wizard

1. Run the MRC installation file. The setup wizard opens.
2. Click **Next**.
3. Select the **Remove** operation, and then click **Remove**.
4. Click **Finish** to leave the setup wizard.

MRC is removed from the system.

## 7.2 Silent Uninstallation

To silently uninstall the application, open the Windows command line with administrator rights, and:

1. Find the **Identifying Number** of the MyQ Roger Client application via the following command:

   `wmic product where "Name like '%Roger%'" get Name, Version, IdentifyingNumber`

2. Uninstall the application via the following command:

   `msiexec /x {"IdentifyingNumber"} /quiet`

   where *{ `IdentifyingNumber` }* is the **Identifying Number** of the application from the previous command.

## 7.3 Uninstallation via Windows

To uninstall the application via Windows:

1. In Windows, go to **Control Panel > All Control Panel Items > Programs and Features**.
2. Select **MyQ Roger Client** from the list and click **Uninstall**. Confirm the uninstallation.

MRC is removed from the system.

# 8 Business Contacts

| | |
|---|---|
| **MyQ® Manufacturer** | **MyQ® spol. s r.o.**<br>Harfa Business Center, Ceskomoravska 2532/19b, 190 00 Prague 9, Czech Republic<br>ID no. 615 06 133<br>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<br>info@myq-solution.com[7] |
| **Technical support** | support@myq-solution.com[8] |
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7. mailto:info@myq-solution.com
8. mailto:support@myq-solution.com

| | |
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