myQ roger



Quick Start Guide 0.1

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ENGLISH

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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.

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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
Tenant Admin Account	You must have an account with full administrative rights to your MyQ Roger tenant.
Microsoft Entra ID App Registration (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): `User.Read.All` and `Group.Read.All`.
Client Secret (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
443	HTTPS	REST API calls, user authentication, and communication with MyQ Roger Server.
5671	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
MyQ Roger Server	The cloud-hosted web console for administration. Access it at `eu.roger.myq.cloud` (Europe) or `us.roger.myq.cloud` (Americas).
MyQ Roger Client (MRC)	The desktop application for Windows and macOS that handles local print spooling and job submission.
MyQ Roger Mobile App	The smartphone app for iOS and Android that enables touchless login, mobile scanning, and remote job release.
Embedded Terminal	The application installed on MFDs (HP Workpath, Kyocera, Ricoh) that provides secure authentication and workflows at the device.

2 Access Your Tenant

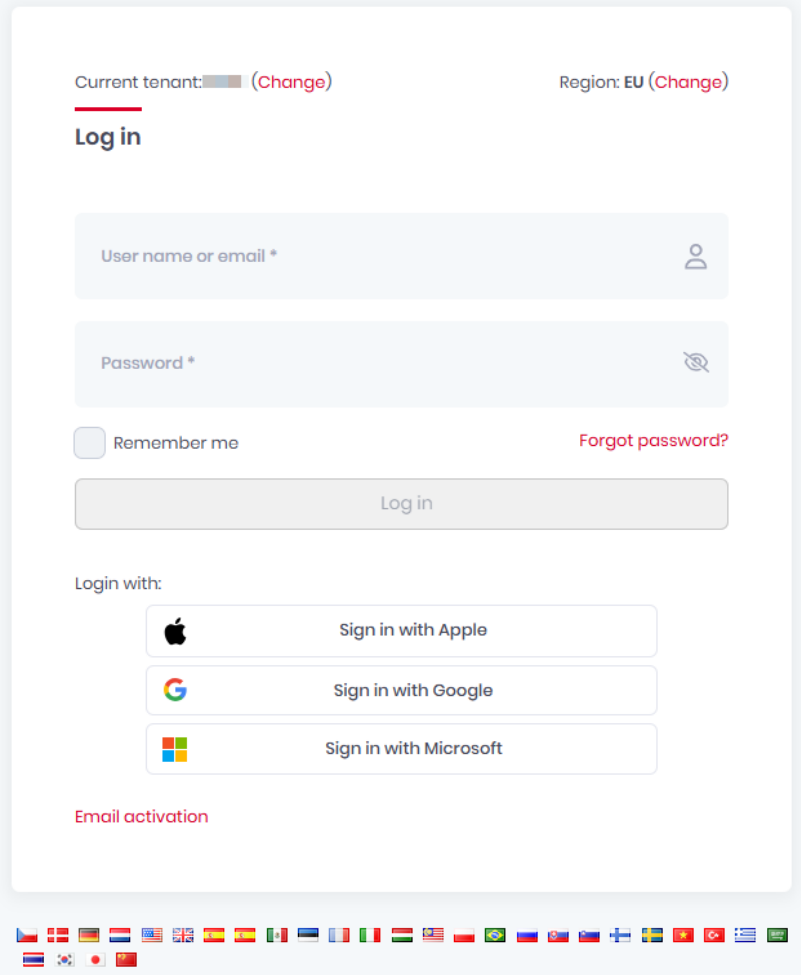
To access your MyQ Roger tenant, start by logging in to the MyQ Roger Server web interface using your regional URL and your assigned tenant credentials.

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.

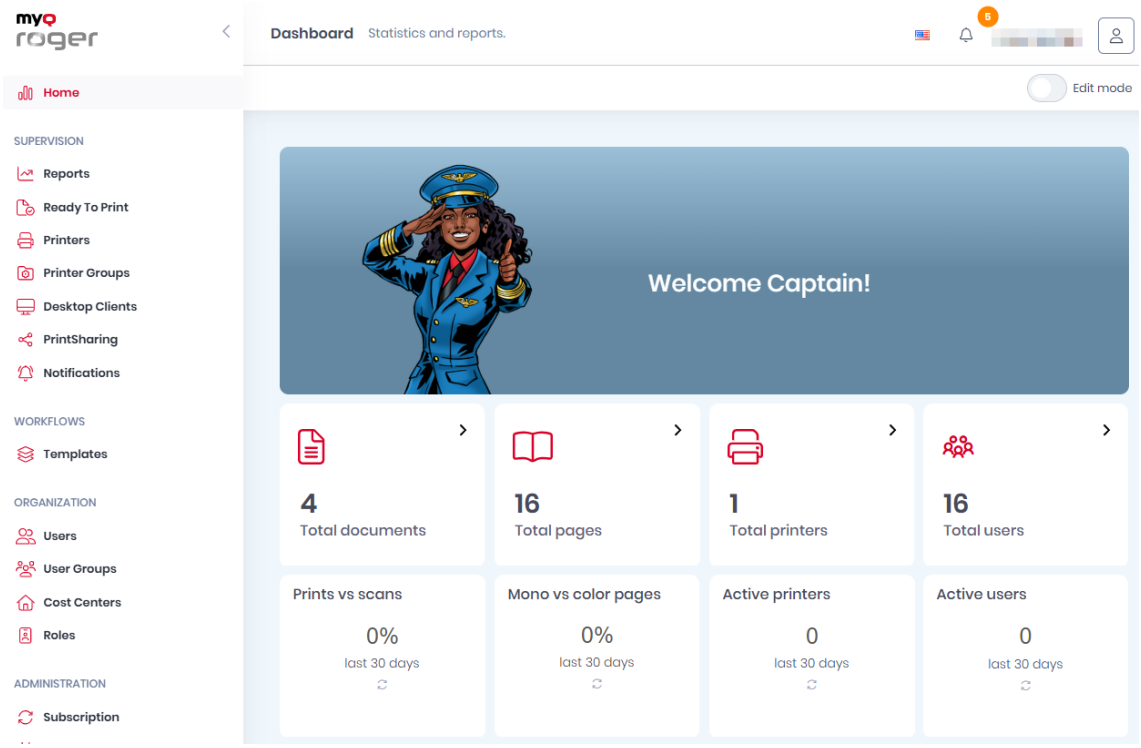
   OR

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
Home	Dashboard with widgets for statistics, reports, and quick actions.
Supervision	Manage Reports, Printers, Printer Groups (CPM license), Desktop Clients, and Notifications.
Workflows	Create and manage workflow templates (CPM license).
Organization	Manage Users, User Groups, Cost Centers (CPM license), and Roles.
Administration	Configure Subscription, Integrations, Price Lists, Printer Configurations and Settings.
System	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 in **Integrations**.

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

3.1 Connecting Microsoft Entra ID

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

3.2 Run the Initial Sync

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

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

3.3 Verify User Synchronization

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

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

4 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 HP Command Center[1].
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[2]
- Supported KYOCERA (Classic) Devices[3]

1. http://hpcommandcenter.com/
2. https://docs.roger.myq.cloud/en/myq-roger-hypas-application-installation-and-usage-new/26/supported-devices

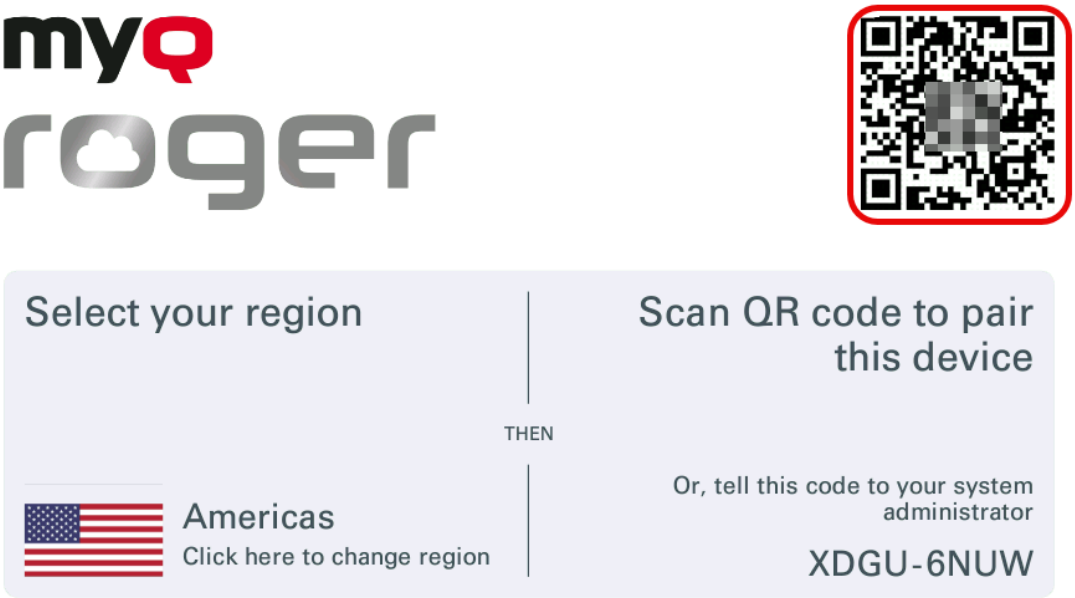
- Supported HP Workpath Devices[4]
- Supported Ricoh Devices[5]

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.



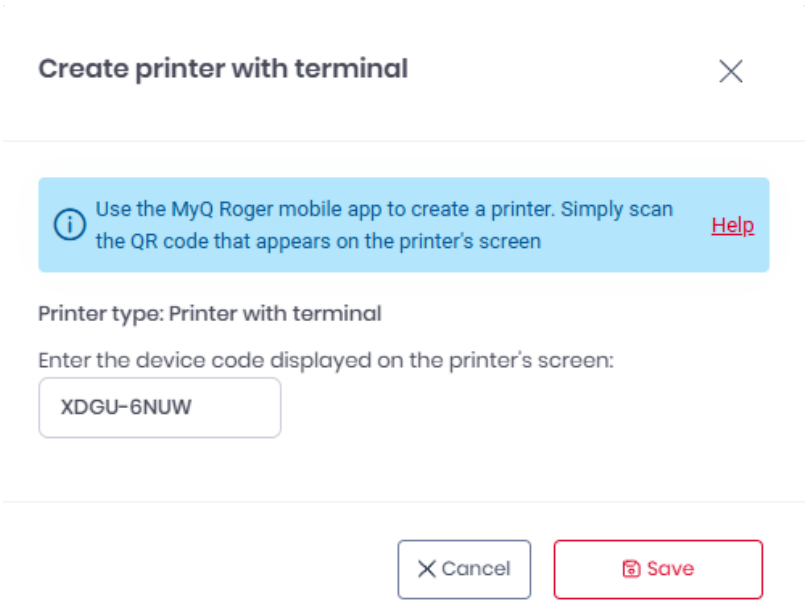
4.4 Pair a Printer with Device Code

This method uses the web console.

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



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.

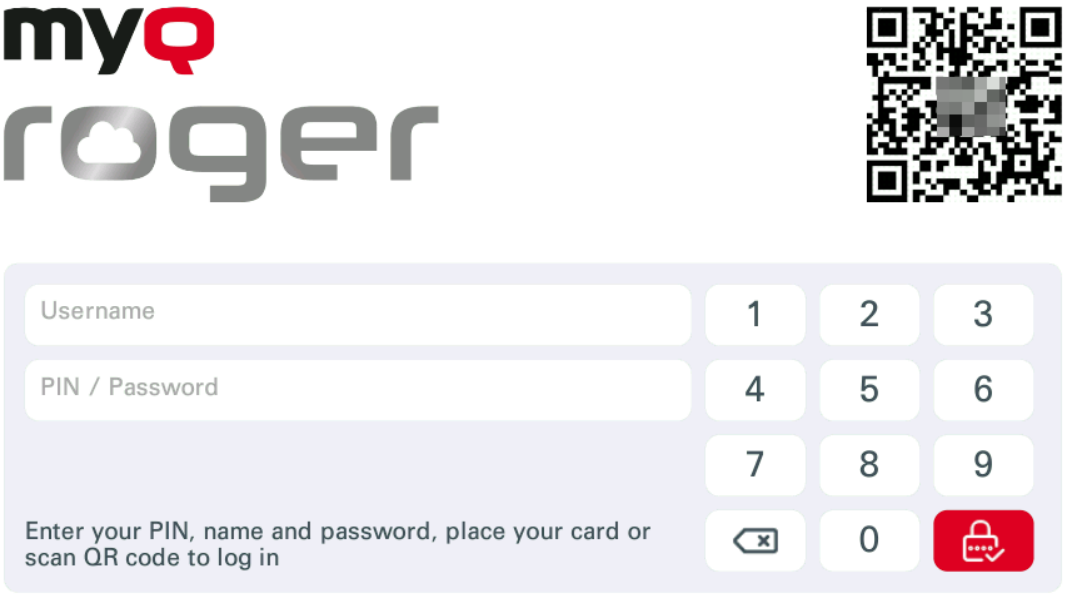


1 Add a printer using the device code

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.

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

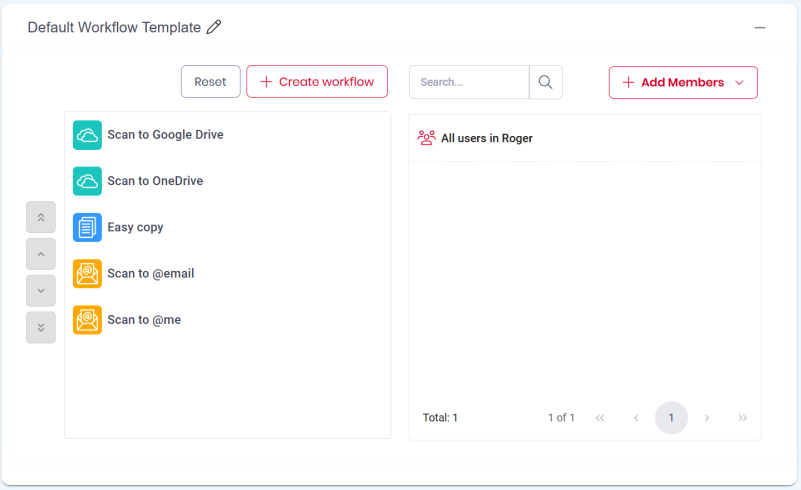
MyQ Roger uses the device local SMTP server for sending scans to email.

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:

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

- (1.0) MyQ Roger Ricoh Installation and Usage

5 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
Pre-Configured Installer	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)
Setup Wizard	Small deployments, testing	Interactive installation on individual workstations
Silent Install	Scripted deployments	Command-line installation via `msiexec`
Microsoft Intune	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`
`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.

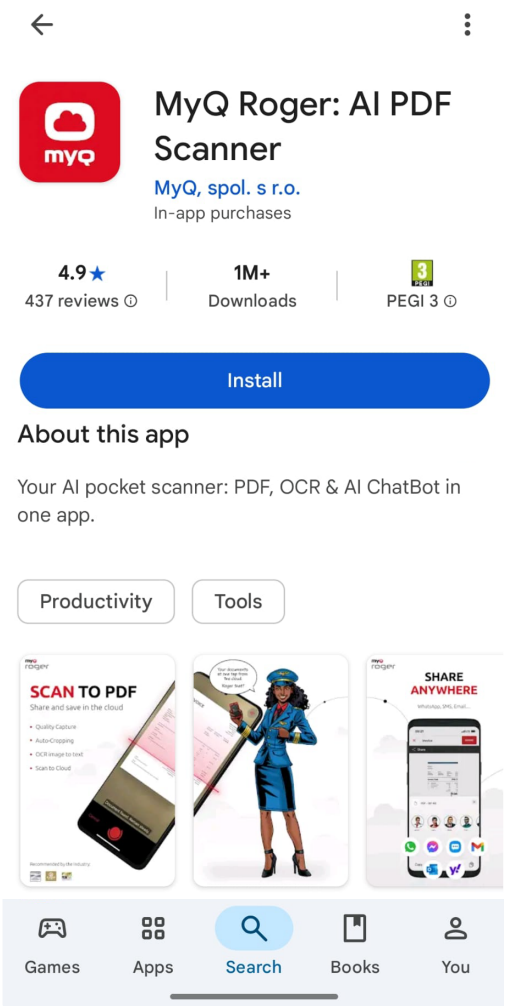
6 Install the Mobile App

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[6]
- **Android**: Google Play[7]



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

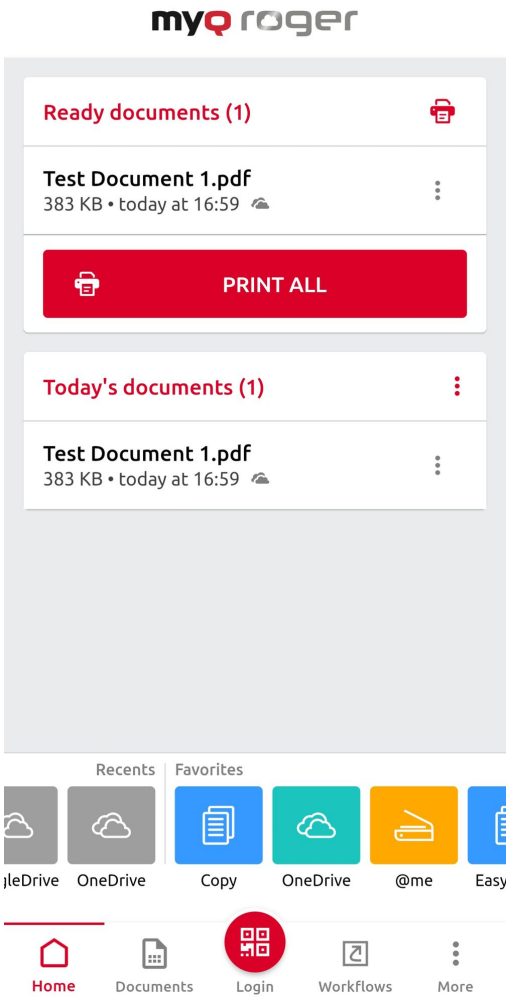
6.2 Sign In with Your Work Account

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
Home	Overview of ready print jobs, today's documents, and favorite workflows.
Documents	Lists your ready jobs and cloud storage files (OneDrive, Google Drive, Dropbox, Box).
Login (center button)	Scan a QR code or use NFC/Bluetooth to log in at a printer.
Workflows	Access preset and custom scan/print actions.
More	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**.

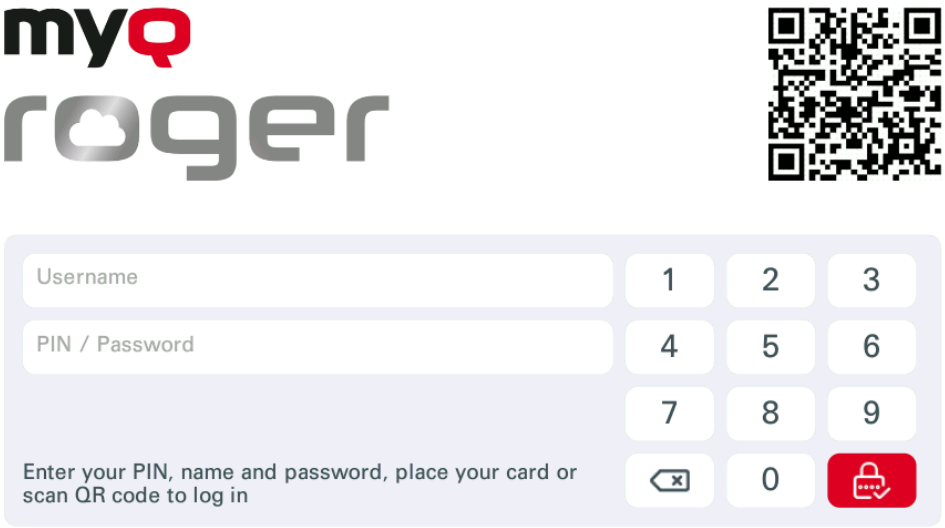
1. Open a document in any application.
2. Select **Print** and choose the **MyQ-Roger-MRC** printer (or your configured printer name).
3. Click **Print**.

   The job is sent to MyQ Roger.
4. To verify, check your **Ready to Print** queue in the MyQ Roger web UI.

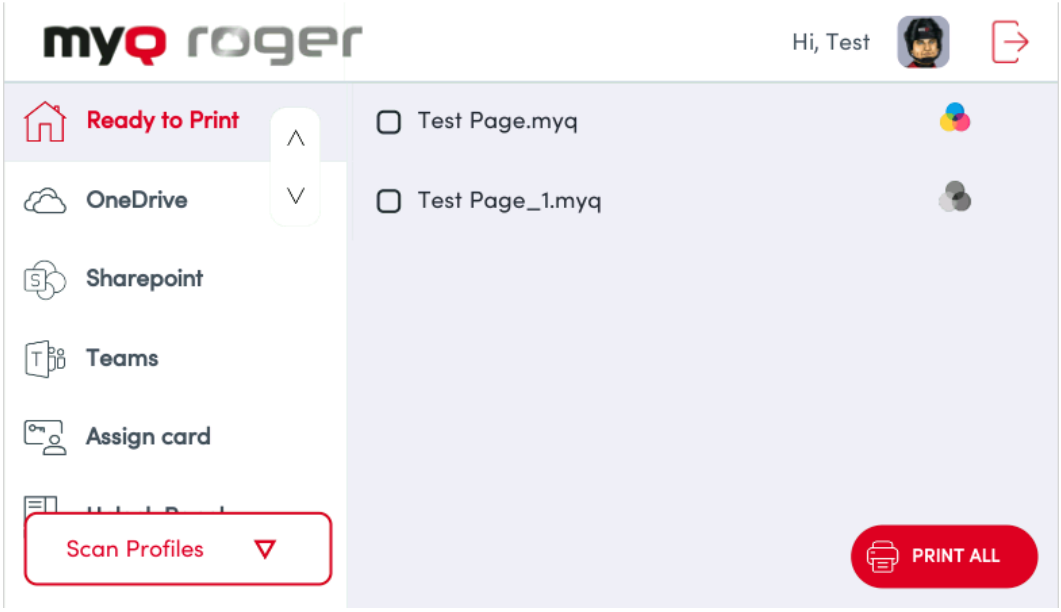
7.1.2 Release a Print Job

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.



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



3. Collect your printed documents.

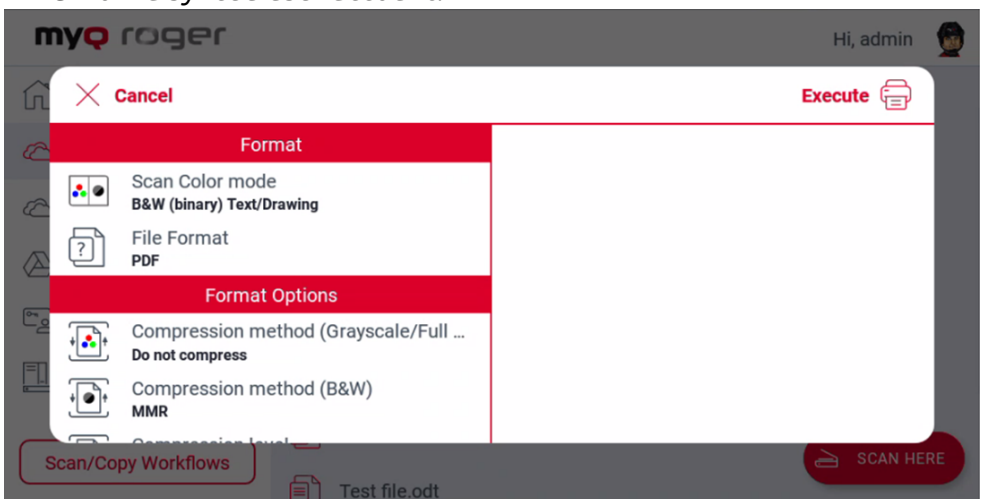
7.2 Scan a Document

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

- (1.0) Printer Configurations – customize login methods, job release rules per device
- (1.0) Printer Groups – organize devices for policy management at scale
- (1.0) Integrations - connect to Microsoft features

Control access and costs

- (1.0) Roles – define admin and user permissions
- (1.0) Price Lists – assign costs to print/copy/scan operations
- (1.0) Cost Centers – track usage by department or project

Specialized use cases

- PrintSharing – 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:

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

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 49)

9.1 Basic Networking

The following network connectivity must be open to allow the communication required by individual MyQ Roger and 3rd party services.

Choose the MyQ Roger server depending on your region (EU, EU2, US).

Any sub-addresses must be allowed too (for example not only https://eu.roger.myq.cloud[8] but also https://eu.roger.myq.cloud/web).

9.1.1 Backend IP Ranges

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

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

> ⚠ MyQ Roger HTTP/HTTPS (ports 80/443) traffic is being migrated to the Cloudflare proxy network in July 2026. If firewall rules use IP allowlisting, Cloudflare IPv4 ranges[9] must be added for ports 80/443. Existing MyQ-origin IP ranges remain valid and must continue to be allowed. AMQP traffic is unchanged.

8. https://eu.roger.myq.cloud/
9. https://www.cloudflare.com/ips/

PC with MyQ Roger Client (MRC)			
Target	**Hostname**	**Protocol**	**Port**
MyQ Roger server	https://eu.roger.myq.cloud https://eu2.roger.myq.cloud https://us.roger.myq.cloud	HTTPS	443
Region discovery	https://discovery.myq.cloud/regions	HTTPS	443
Event Bus	amqps://eu.amqp.myq.cloud amqps://eu2.amqp.myq.cloud amqps://us.amqp.myq.cloud	AMQP	5671
Printer SNMP	Printer hostname	SNMP	161, 162
Printer Job release	Printer hostname	RAW IPPS Device spooling RAW	9100 10012 10012
Login via Microsoft	https://learn.microsoft.com/en-us/microsoft-365/enterprise/urls-and-ip-address-ranges?view=o365-worldwide		
Login via Google	Please check Google's requirements https://support.google.com/a/answer/2589954		

Printer			
Target	**Hostname**	**Protocol**	**Port**
MyQ Roger server	https://eu.roger.myq.cloud https://eu2.roger.myq.cloud https://us.roger.myq.cloud	HTTPS	443
Region discovery	https://discovery.myq.cloud/regions	HTTPS	443

Event Bus	amqps://eu.amqp.myq.cloud amqps://eu2.amqp.myq.cloud amqps://us.amqp.myq.cloud	AMQP	5671
Terminal log upload	mqrgstorageaccount.blob.core.windows.net rgeu2st.blob.core.windows.net rguse2storageaccount.blob.core.windows.net	HTTPS	443
Microsoft Universal Print	https://*.print.microsoft.com/	IPPS?	443
MyQ Roger Mobile App			
Target	**Hostname**	**Protocol**	**Port**
MyQ Roger server	https://eu.roger.myq.cloud https://eu2.roger.myq.cloud https://us.roger.myq.cloud	HTTPS	443
Region discovery	https://discovery.myq.cloud/regions	HTTPS	443

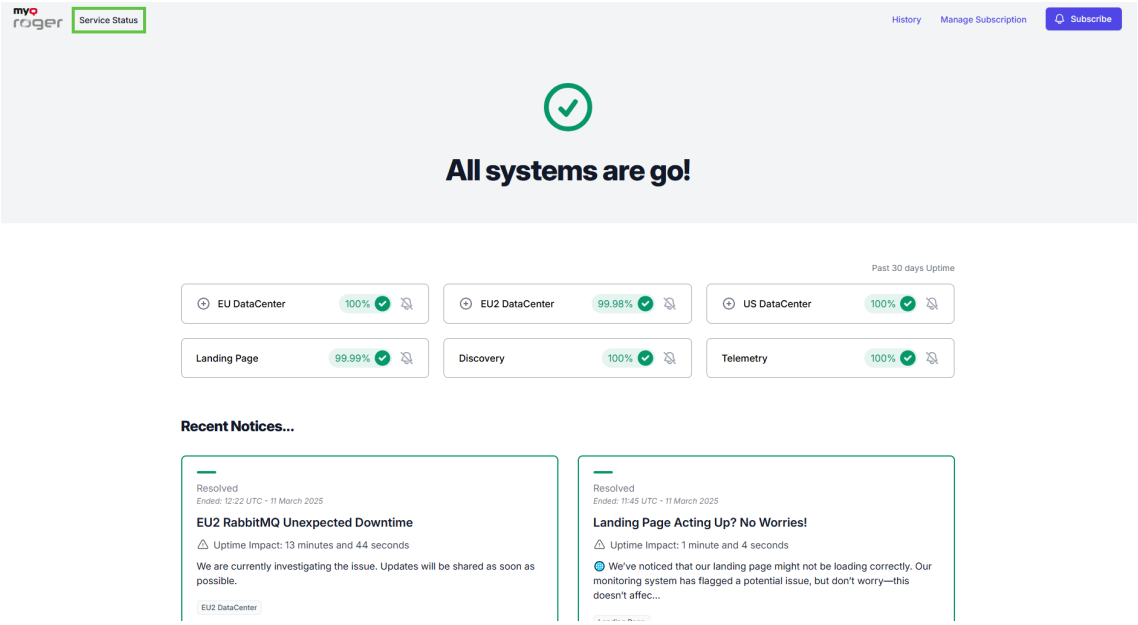
9.2 Status of MyQ Roger Services

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.



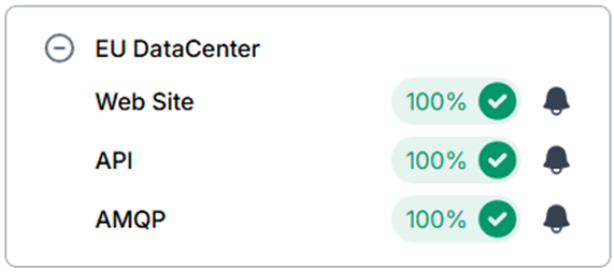
9.2.1 Current Status

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.

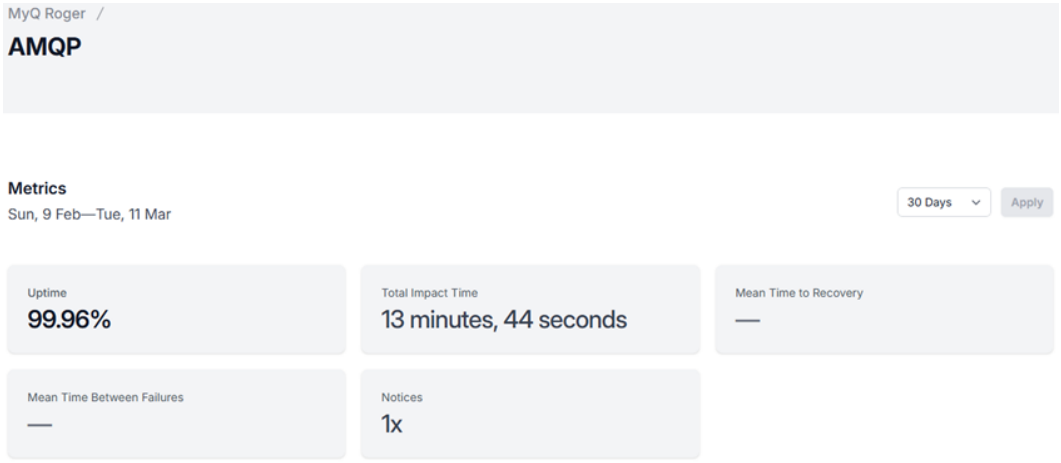


- To collapse this list, click on the **-** (minus) icon next to the **DataCenter**.

Viewing DataCenter Details

To expand the details for any DataCenter:

1. Click on any **Percent value** for either **Web Site**, **API** or **AMQP** to go to a MyQ Roger page for that entry, which displays the Metrics for that service (30 days by default).



2. Click on the time value and select of the following:

    a. 7 Days

    b. 30 Days

    c. 3 Months

    d. 6 Months

    e. 1 Year

    f. Custom

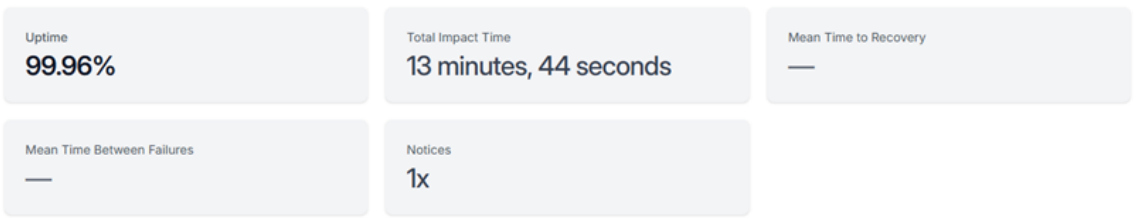
    To specify a different time value, click **Custom**.



3. Once a time range has been specified, click **Apply** to filter the metrics for that DataCenter.

Viewing Additional Metrics

Click on any **Percent value** for either **Landing Page**, **Discovery** or **Telemetry** takes you to the MyQ Roger page for that entry, displaying the Metrics for the time range (by default 30 days).



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

- **Uptime**: By percentage
- **Total Impact Time**: In minutes and seconds.
- **Mean Time to Recovery**: In minutes and seconds.
- **Mean Time Between Failures**: In days and hours.
- **Notices**: This value indicates how many incidents have occurred in this period.

9.2.2 Recent Notices

On the main status page, beneath the component statuses, there are panels with summaries of recent incidents. Clicking inside any incident panel displays additional details about that incident.

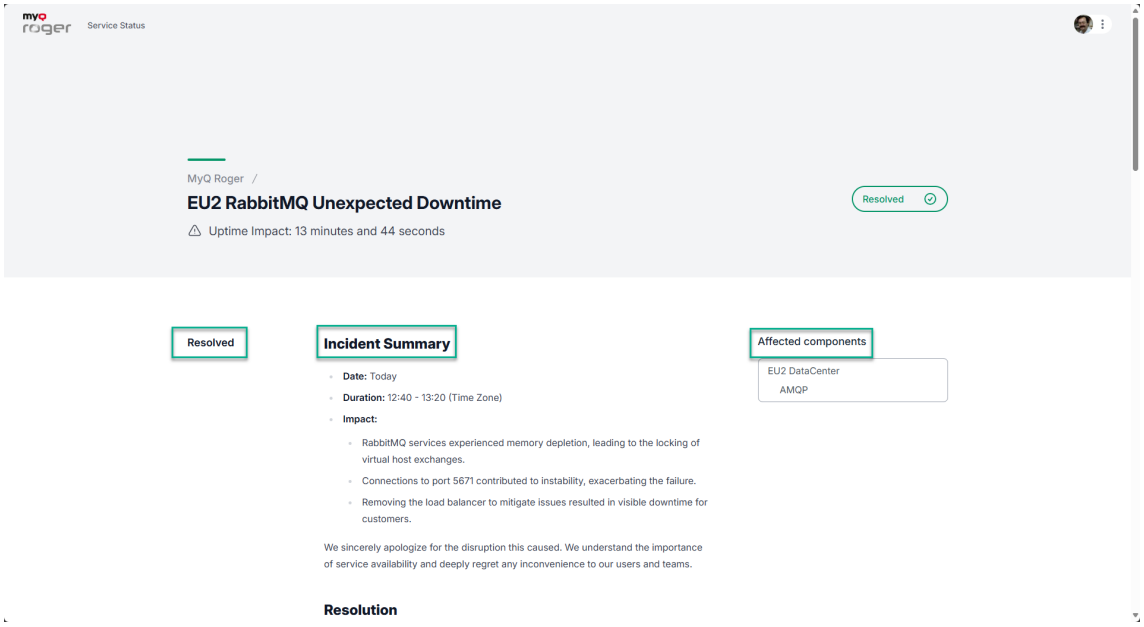


The details include:

- The incident status (for example, **Resolved**/**Unresolved**).
- The time and date of the status update.
- The incident name (for example, **EU2 RabbitMQ Unexpected Downtime**).
- The **Uptime Impact** duration in hours, minutes and seconds.
- A brief description of the issue.
- The affected component/s (for example, **EU2 DataCenter**).
- A link to view all available details of this incident.

Recent Incident Details

To view details, click **View notice** to see the incident summary. The **Incident Summary** page includes:



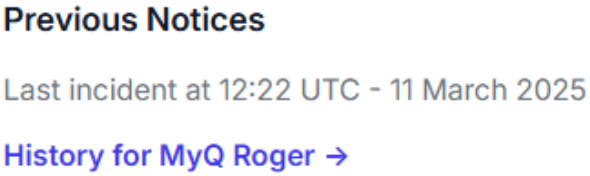
- Resolution status (for example, **Resolved**).
- **Incident Summary**
  - **Date** of the incident.
  - **Duration** in hours and minutes (with specified Time Zone)
  - **Impact**: A description of the incident.
- **Affected components**
  - The name of the DataCenter and its component(s) (for example: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

Additional incident information follows:

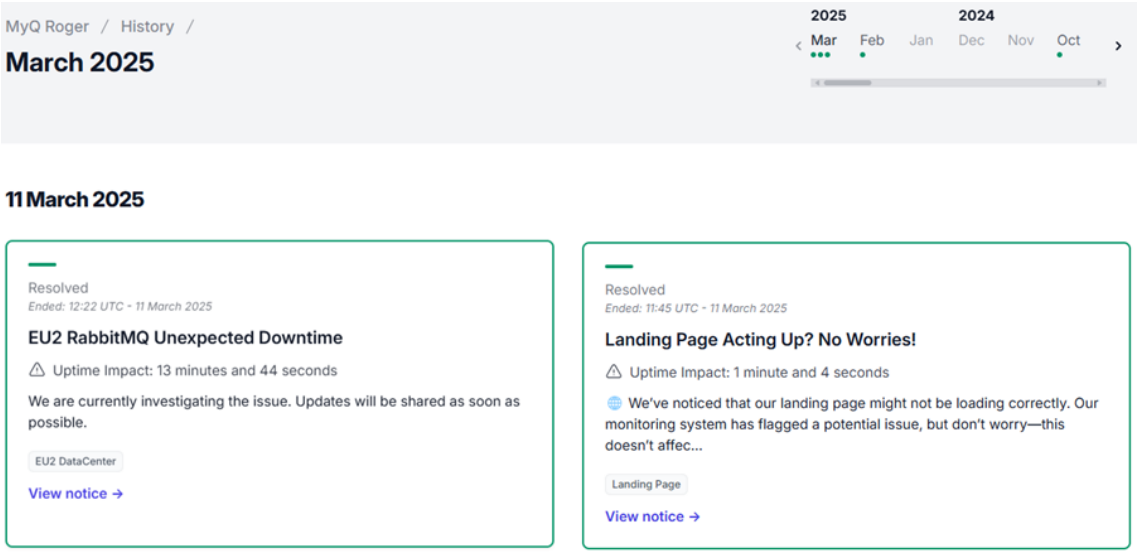
- **Resolution**
- **Root Cause Analysis**
- **Corrective & Preventive Measures**

9.2.3 Previous Notices

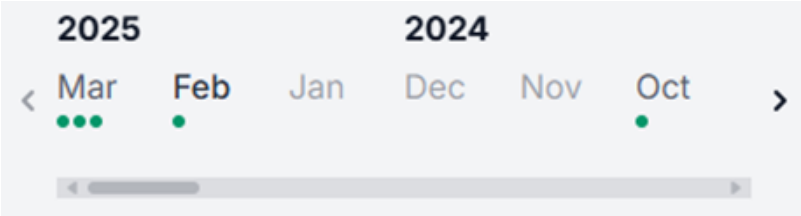
At the bottom of the main status page is the **Previous Notices** section, which shows the time and date of the last incident, as well as a link to go to the History page for all previous incidents.



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



Appearing at the top right of the History page is a calendar. Here, you change the month being viewed (the green dots indicate incidents for that month, greyed out months do not have any incidents), You can use either the arrow buttons (**<** or **>**) or use the scroll bar to move the range.



9.2.4 Subscribe to Updates

To receive service status notifications:

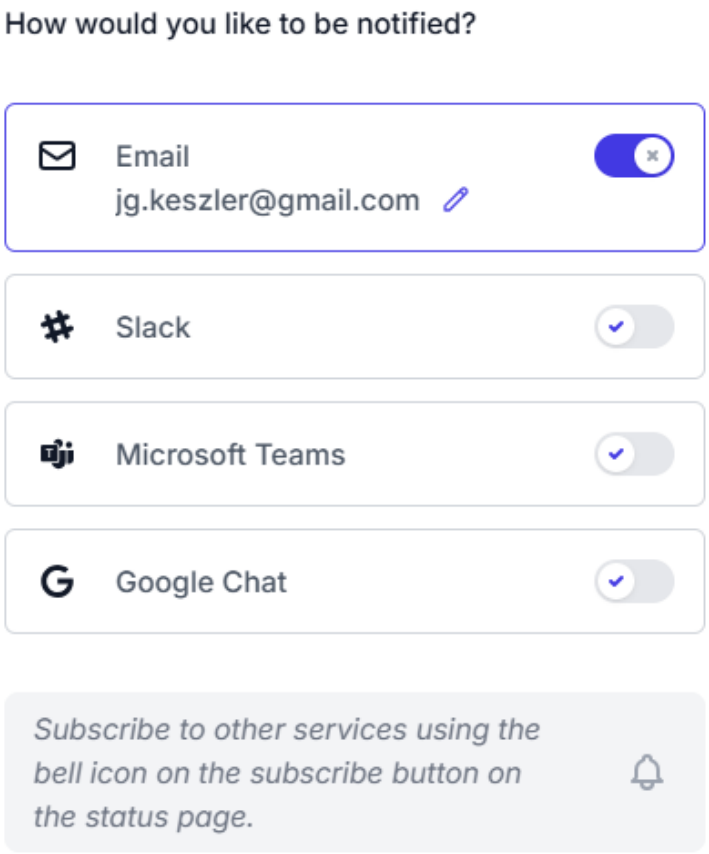
1. Click the **Subscribe** in the top right corner, enter your Email address, and click **Start subscription**. You are informed that a secure link has been emailed to you.
2. Open the email and click on the **Sign in to MyQ Roger** button, which opens a new tab with the main service status page displaying your user icon at the top.
3. Clicking **Already subscribed?** takes you to the **Find Your Subscription** panel.
4. To manage an existing subscription, click the **Manage Subscription** link at the top right to display the **Find Your Subscription** panel. Enter your Email address and click **Find**

Subscription. The **Check Your Inbox** panel displays informing you that a secure link has been emailed to you to manage your preferences.

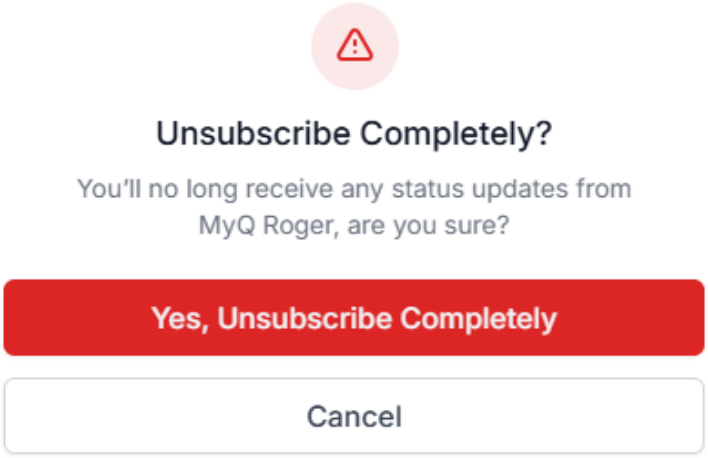
Subscription Preferences

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

1. Click **Preferences** to choose via which channels you would like to receive notifications. The following services are available: Slack, Microsoft Teams, or Google Chat.



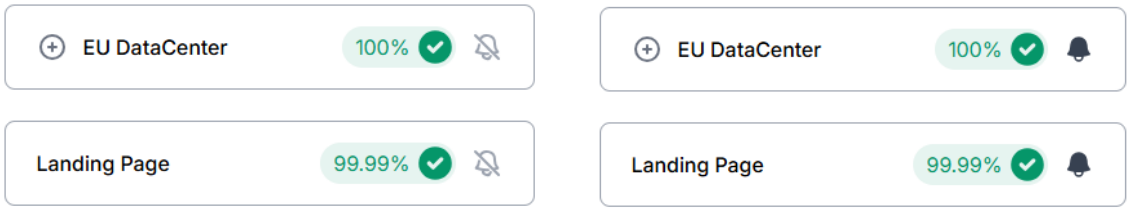
2. Enable any or all of the following services for your notifications. Complete the necessary details for whichever services you require. Click **Done** when finished.
3. If you no longer require notifications, click **Unsubscribe completely** and then confirm in the dialog box that appears.



Subscribe to Select Components

Before subscribing or at any point after subscription you can choose which components to receive notifications about.

1. From the main status page, click the bell icon beside any service, to turn notifications on or off.



2. After selecting the desired components, click Save **Changes**.

9.3 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,

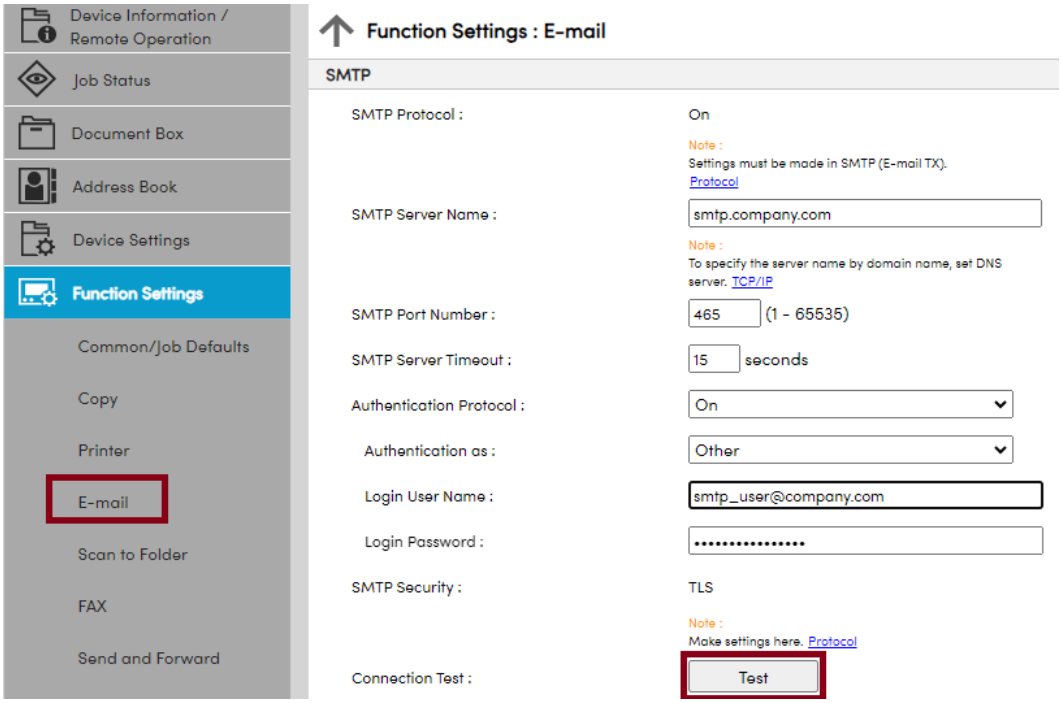
- You can use the device's native test function to narrow down if the issue is caused by MyQ Roger or directly by the machine or the SMTP Server.

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**.

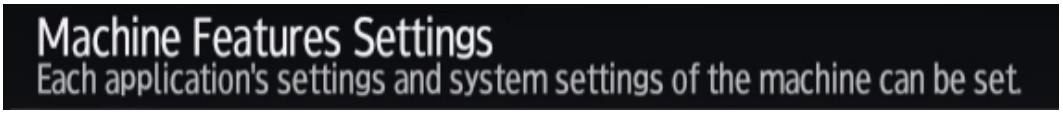


The result should be “Connection OK”.

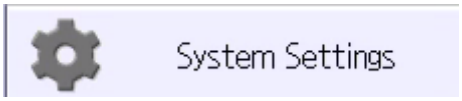
9.3.2 Ricoh

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.

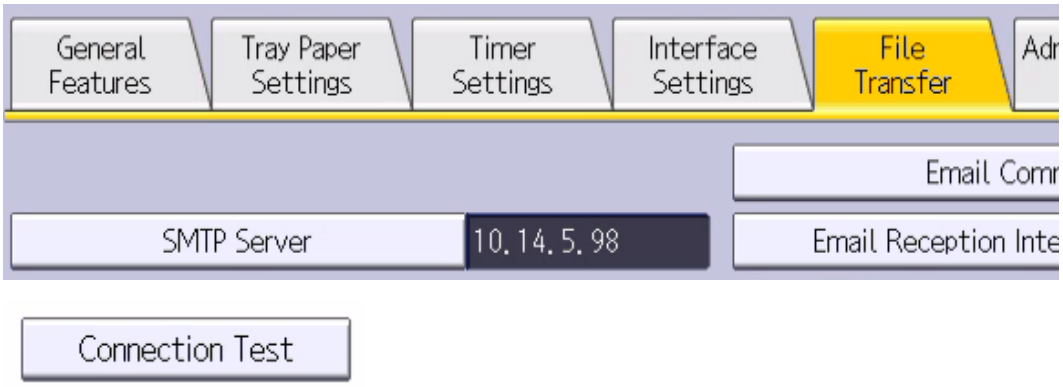
1. Use the **Admin** menu to disable the MyQ Roger application and open the **native device** screen as Admin.



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

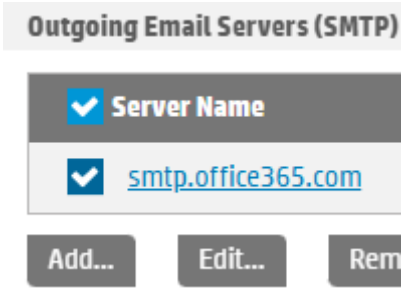


3. Open the **SMTP Server** setting and tap the **Connection Test** button.

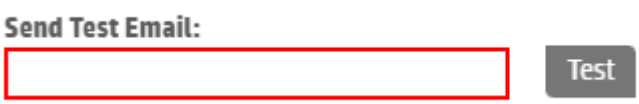


9.3.3 HP

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.

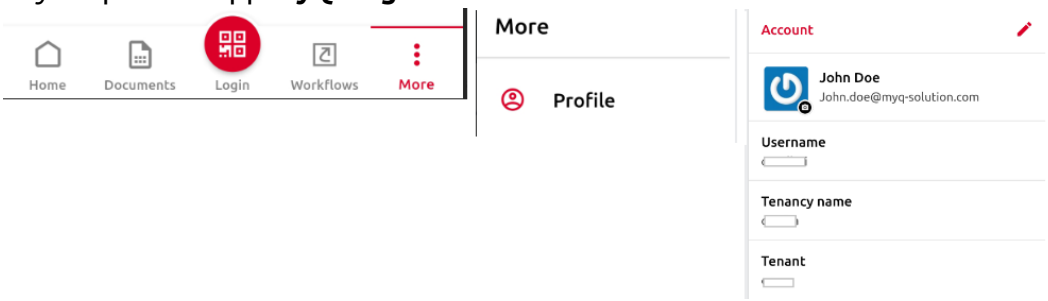
Basic Information

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

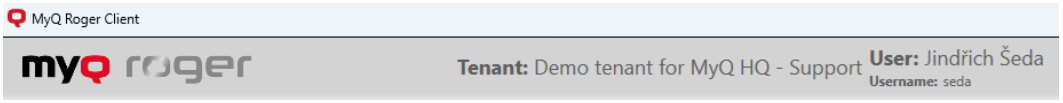
- Tenant or Tenancy name
- Username (email) to whom the issue happened
- Exact time when it happened
- Description of the issue
- Provide related logs

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

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



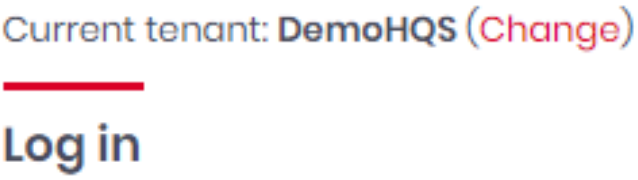
- In MyQ Roger Client MRC at the top center.



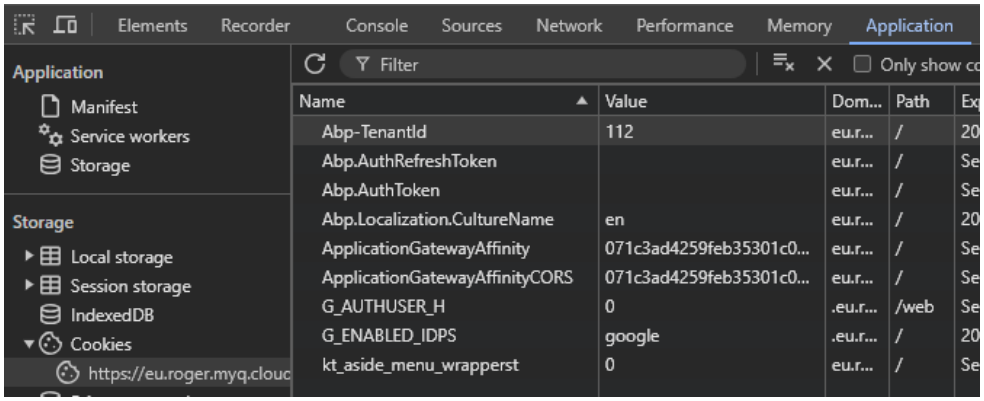
- On a Ricoh printer by tapping the **MyQ Roger logo**.
- On a Kyocera printer by tapping the **Admin Menu**.



- In the MyQ Roger Web UI, during Log in, the Current tenant name is displayed:



- In the MyQ Roger Web UI using the cookies (for example when you cannot log in or cannot read the Tenant name for some reason.
  - Press **F12** to open the Console and navigate to **Application** (you might need to enlarge the panel or use the **>>** arrows).
  - Note the **Abp-TenantId** value. In the example shown below: 112.



The MyQ Roger Support team can find the Tenant name based on this Tenant ID.

Creating a Support Ticket

With the basic information and logs collected, the administrator or MyQ Partner can raise a ticket with the MyQ Roger Support team.

- The preferred method is to go to the **Community portal**[10], 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[11] with all the information and attached files. This automatically creates a ticket with medium priority.

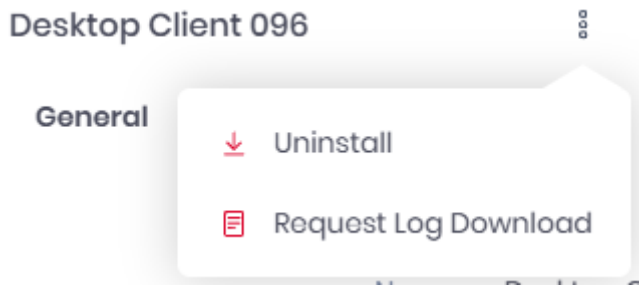
9.4.3 MyQ Roger Desktop Client

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.
- After opening the clients details, click the three dot menu **> Request Log Download**

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



Progress is indicated in the bottom right corner.

- When the download is complete, click **Download Log** in the same menu.

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:

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

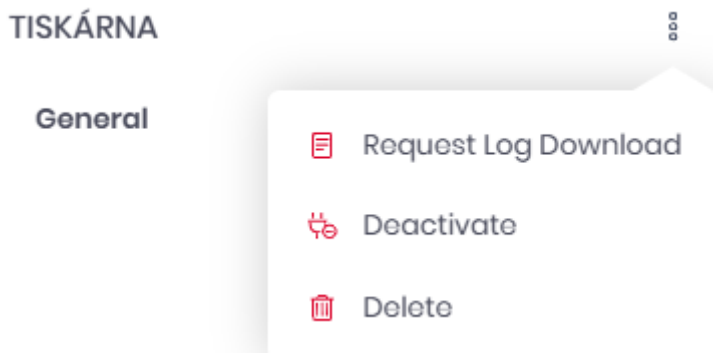
9.4.4 MyQ Roger Kyocera Terminal

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.
- Open its details and in the three-dot menu select **Request Log Download**.



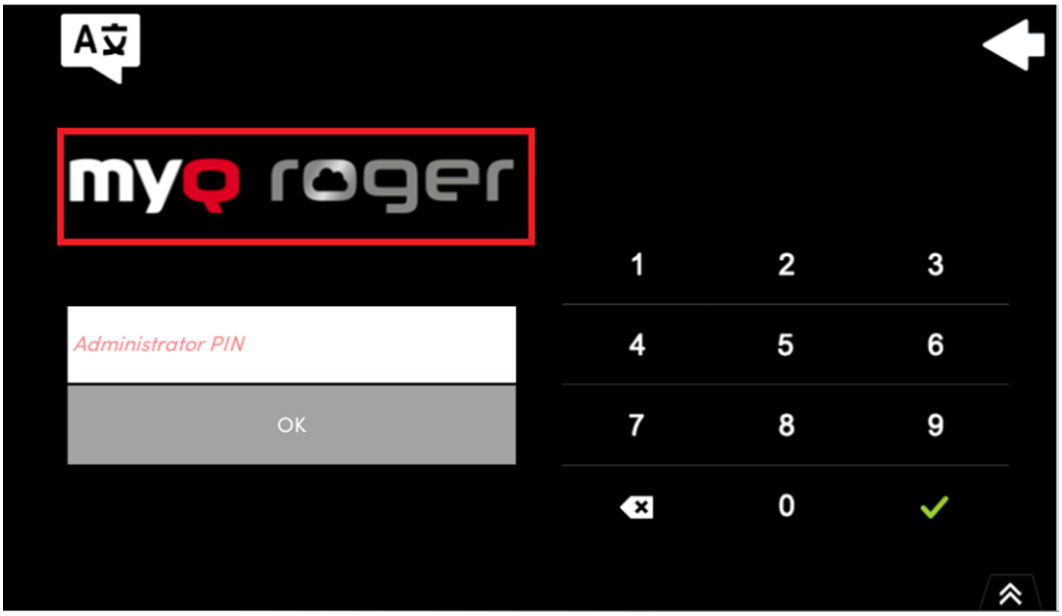
- When the log download is finished, the file itself is stored on the Roger server.
    - Download it in the same three-dot menu by selecting **Download Log**.

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

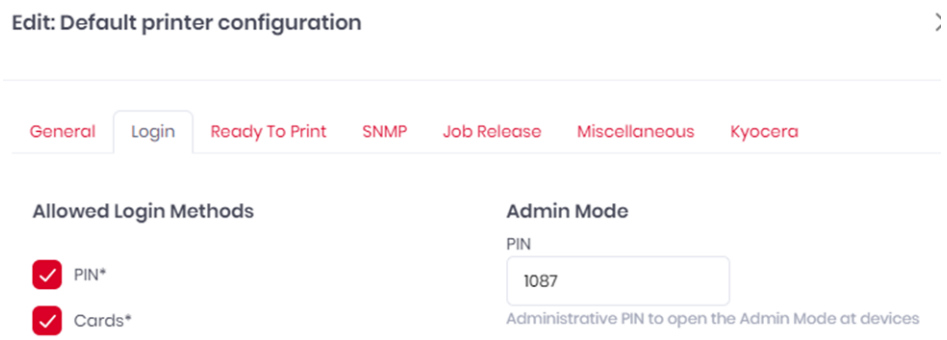
USB drive

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.

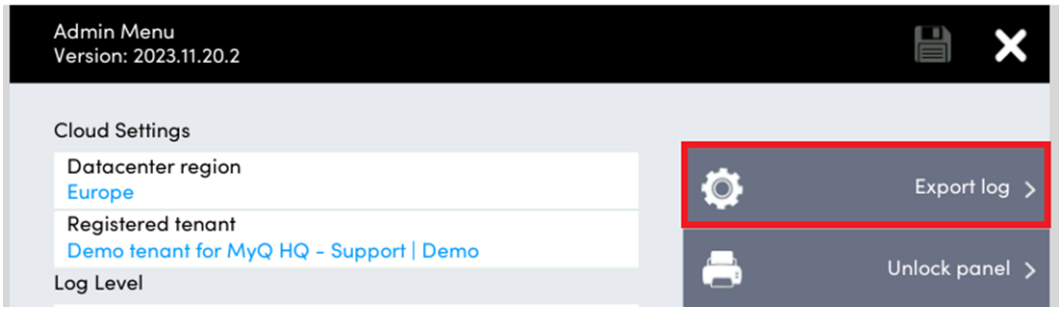


- Enter the **Administrator PIN** and confirm the login.
- You can find the Admin mode PIN in your MyQ Roger settings in **Printer Configurations > Actions**, **Edit > Login**, **Admin Mode**.



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.



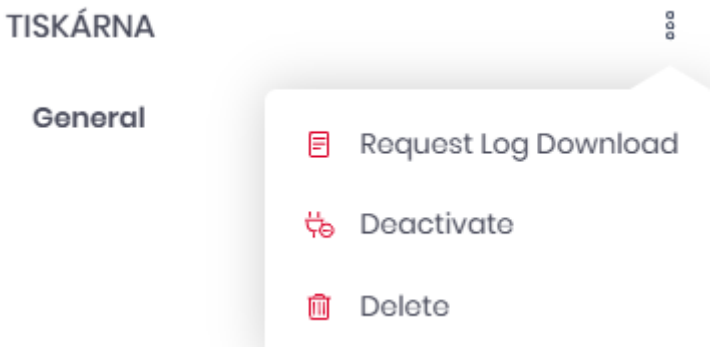
9.4.5 MyQ Roger HP Terminal

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

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

Roger Web UI

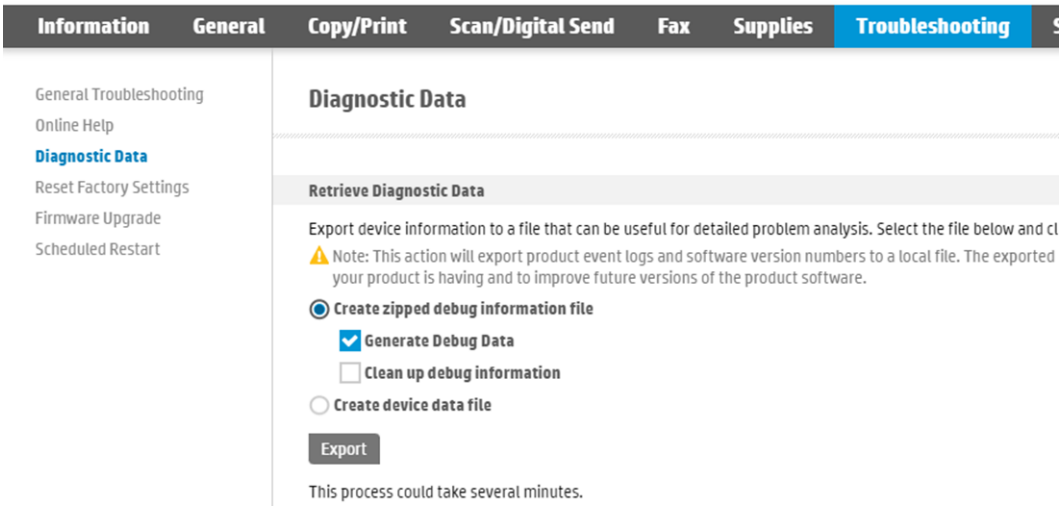
- Login to the Roger Web UI as a user with an admin role (permission Printers / Manage printers is required).
- Open **Printers** and find the printer you wish to download the logs from.
- Open its details and in the three-dot menu select **Request Log Download**.



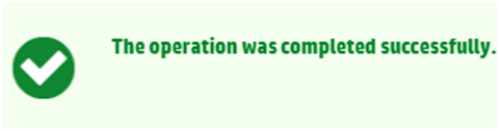
- When the log download is finished, the file itself is stored on the Roger server.
    - Download it in the same three-dot menu by selecting **Download Log**.
- The file is encrypted and cannot be opened directly. Please provide it to MyQ Support with your ticket.

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.

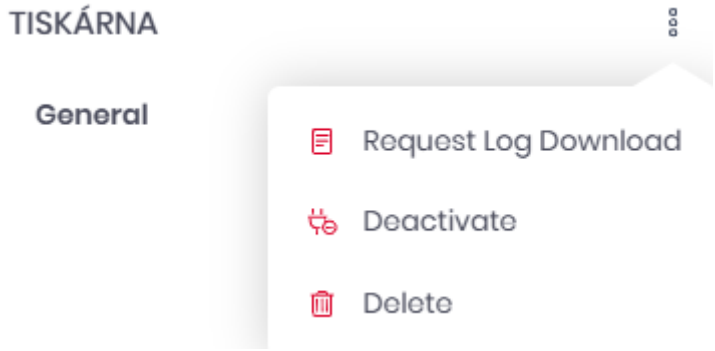
9.4.6 MyQ Roger Ricoh Terminal

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

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

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.
- Open its details and in the three-dot menu select **Request Log Download**.

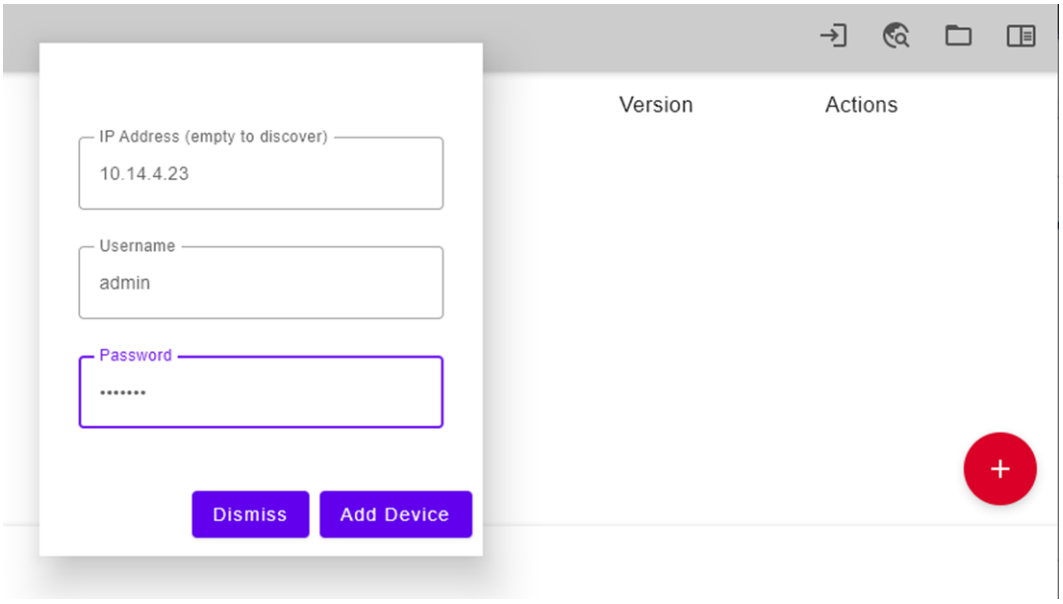


- When the log download is finished, the file itself is stored on the Roger server.
  - Download it in the same three-dot menu by selecting **Download Log**.
- The file is encrypted and cannot be opened directly. Please provide it to MyQ Support with your ticket.

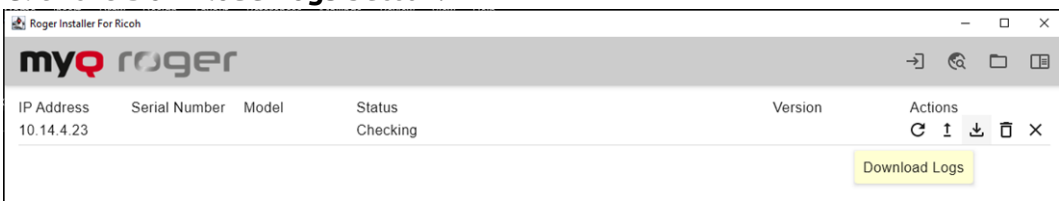
Ricoh installer

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**.

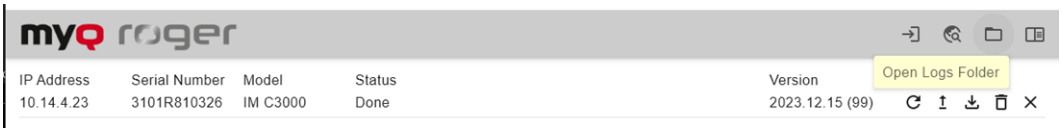


- Confirm by clicking **Add Device**.
- Click the **Download Logs** button.

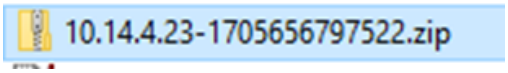


Wait for the Status to change from Downloading logs to Done.

- 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
`User.Read`	Delegated	Sign in and read user profile	No	Allows the app to identify the current user.
`openid, profile, email`	Delegated	Standard OpenID Connect permissions	No	Enable secure sign-in and basic identity info (name, email).
`offline_access`	Delegated	Maintain access to data you've granted	No	Allows background refresh of access tokens without re-login.
`Files.Read.Selected`	Delegated	Read files that the user explicitly selects	No	Lets the app open individual files chosen by the user.
`Files.ReadWrite`	Delegated	Full access to user's files	No	Allows reading and modifying files in OneDrive or SharePoint.

Permission	Type	Description	Admin Consent Required	Purpose
`Files.ReadWrite.AppFolder`	Delegated	Access to app-specific storage	No	Used for storing app configuration or temporary files.
`Files.ReadWrite.All`	Delegated	Full access to all files user can access	No	Required for advanced integration with user file storage.
`Sites.ReadWrite.All`	Delegated	Edit or delete items in all site collections	No	Needed for working with SharePoint document libraries.
`Mail.ReadWrite`	Delegated	Read and write access to user mail	No	Used for email notifications and tracking user messages.
`Mail.Send`	Delegated	Send mail as user	No	Allows the app to send notifications on behalf of the user.

Microsoft Graph (Printing and Device Management)

Permission	Type	Description	Admin Consent Required	Purpose
`Printer.Create`	Delegated	Register printers	Yes	Enables adding new printers to the organization.
`Printer.Read.All`	Delegated / Application	Read printer information	Yes	Lets the app view printer configuration.
`Printer.ReadWrite.All`	Delegated / Application	Read and update printer settings	Yes	Allows configuration changes and updates.
`Printer.FullControl.All`	Delegated	Full management of printers	Yes	Required for advanced administrative operations.
`PrinterShare.ReadWrite.All`	Delegated	Read and modify printer shares	Yes	Enables management of shared printers.
`PrintJob.Read.All`, `PrintJob.ReadBasic.All`	Application	Read print job details	Yes	Required to monitor and report job status.
`PrintJob.ReadWrite.All`, `PrintJob.ReadWriteBasic.All`	Application	Manage print jobs	Yes	Allows managing print jobs in the queue.

Permission	Type	Description	Admin Consent Required	Purpose
`PrintJob.Manage.All`	Application	Advanced print job operations	Yes	Enables deleting, rerouting, or updating print jobs.
`PrintSettings.Read.All`	Application	Read tenant-wide print settings	Yes	Needed for reading central print policies.
`PrintTaskDefinition.ReadWrite.All`	Application	Manage print task definitions	Yes	Used to define and handle print processing logic.

Intune Mobile Application Management

Permission	Type	Description	Admin Consent Required	Purpose
`DeviceManagementManagedApps.ReadWrite`	Delegated	Read and write managed app data	Yes	Required for the MyQ Roger mobile app to authenticate and operate correctly on MDM-managed devices.

Universal Print Permissions

Permission	Type	Description	Admin Consent Required	Purpose
`Printers.Create`	Delegated	Create (register) new printers	Yes	Allows printer registration in Universal Print.
`Printers.Read`	Application	Read printer metadata	Yes	Retrieve printer details across the tenant.
`PrinterProperties.ReadWrite`	Application	Read/write printer properties	Yes	Update printer configuration (e.g., defaults).
`PrintJob.Read`	Application	Read print job metadata and payload	Yes	Access job data for tracking or auditing.
`PrintJob.ReadWriteBasic`	Application	Read and write job metadata	Yes	Manage print job state and basic info.

9.5.3 Consent and Administration

- Permissions marked *Yes* under *Admin Consent Required* must be approved by a Global Administrator or Privileged Role Administrator.
- Once consented, all users in the tenant can use the app without further prompts.
- Consent is granted for the organization: *Example Organization Ltd.* indicates that consent was granted for this publisher by your organization.

9.5.4 Granting Administrator Consent

Many of the API permissions used by MyQ Roger require administrator consent - this includes all Application permissions and several Delegated permissions (for example, the **Printer** and **PrintJob** permissions). Administrator consent must be granted by a

Global Administrator (or Privileged Role Administrator) on behalf of the entire organization. Granting consent for the whole organization prevents your users from being prompted for consent when they sign in to MyQ Roger.

Why do my users still see consent prompts?
Once the MyQ Roger Entra ID app is approved, the user experience depends on the role of the person who performed the approval:

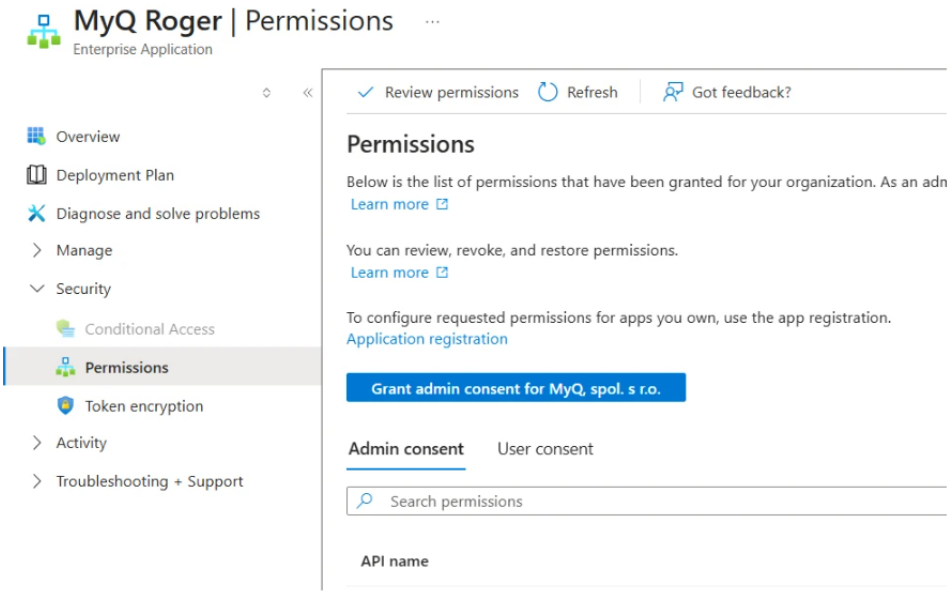
- **Global Administrator:** Microsoft Entra ID offers the option to **Grant admin consent for *your organization***. Selecting it grants the permissions for all users at once, and no further per-user prompts appear.
- **Not a Global Administrator:** the outcome depends on your tenant's user-consent settings.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

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

Granting Administrator Consent after Setup

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

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



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

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

9.5.5 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

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