Print2Email

Black Ice Software

MSI Installation Guide for Network Administrators

04042025-R1249

Table of Contents

Introduction **4**

Requirement 4

Command Line Installation **5**

Installing the Print2Email on VDI 6

Installing the Print2Email on Citrix VDI 6

Registering through a Proxy server 7

Available Parameters of the MSI install 8

How to install the Print2Email silently 17

How to update Print2Email 17

Unavailable Parameters of Print2Email MSI update 18

How to uninstall the Print2Email silently 19

Examples for Command Line installation 20

Adding Task Emails during the Print2Email MSI installation 24

Quick Reference Guide for Windows MSI installers 26

CUSTOM INI file **29**

Using CUSTOM INI file for Print2Email MSI installations 29

Using the custom INI file from a shared network drive 29

Group Policy / Active Directory Installation **30**

How to create MST (transform file) for GPO deployment 31

How to use ORCA 31

How to set up a Group Policy Object for installing Print2Email MSI on domain computers automatically 32

How to upgrade existing installation of Print2Email using Group Policy Object 38

How to uninstall the Print2Email MSI from computers with the Group Policy Object 40

Intune Deployment of product using MSI Packages **42**

Install the MSI installer with the “Line-of-business app” option 43

Install the MSI installer with the Windows app (Win32) option 49

Sync an app to the enrolled device 56

Status/Monitoring – Intune MSI Application Deployment 57

Update/Upgrade a Printer Driver 59

Uninstall a Printer Driver 60

Installing the Print2Email with SCCM **61**

Install the Print2Email MSI on client computers 78

Uninstall the Print2Email MSI from client computer 78

Print2Email MSI Trace log..... 79
Troubleshooting 79
Common installation error codes 80
MSI Installation error - This installation package could not be opened. 81
System Error 1612 when uninstalling or updating using the MSI installer..... 82

Introduction

The MSI installer for Print2Email is designed for large scale deployment of Print2Email in Active Directory environments. The MSI installer can install Print2Email in silent mode without user interaction and provides custom installation for users.

Print2Email MSI cannot be used for evaluation! This version can only be installed as a full Release version with a purchased serial number.

The Print2Email MSI installer can either be installed using command line parameters or using Group Policy settings for the installation. It can only be installed to non server machines.

With the Group Policy Settings the Print2Email's recommended deployment method is advanced assigning to computer and not publishing or assigning to users.

For Citrix VDI deployment, a special installer is required. You can request a special installer from sales@blackice.com. Please note: VDI deployment is not supported with individual license keys.

Caution: Before proceeding to install Print2Email MSI all other Print2Email versions must be uninstalled from the computers where the MSI will be installed.

Requirement

.NET framework 4.0

Command Line Installation

Installing the Print2Email on VDI
Installing the Print2Email on Citrix VDI
Registering through a Proxy server
Available Parameters of the MSI install
How to install the Print2Email silently
How to update Print2Email
Unavailable Parameters of Print2Email MSI update
How to uninstall the Print2Email silently
Examples for Command Line installation
Adding Task Emails during the Print2Email MSI installation
Quick Reference Guide for Windows MSI installers

Installing the Print2Email on VDI

The Print2Email can be installed on Azure VDI, AWS VDI, VMware VDI, or any VDI system from the master image.
The base requirement for **licensing** of the Print2Email is the **Print2Email Special Installer** with the licensing mechanism designed for VDI.
The MSI or Interactive Print2Email Special Installer can be requested from Black Ice Software Sales sales@blackice.com.

The Interactive or MSI Print2Email Special Installer for VDI is not available for a single license and is not available from the online store only directly from Black Ice Software sales.

Installing the Print2Email on Citrix VDI

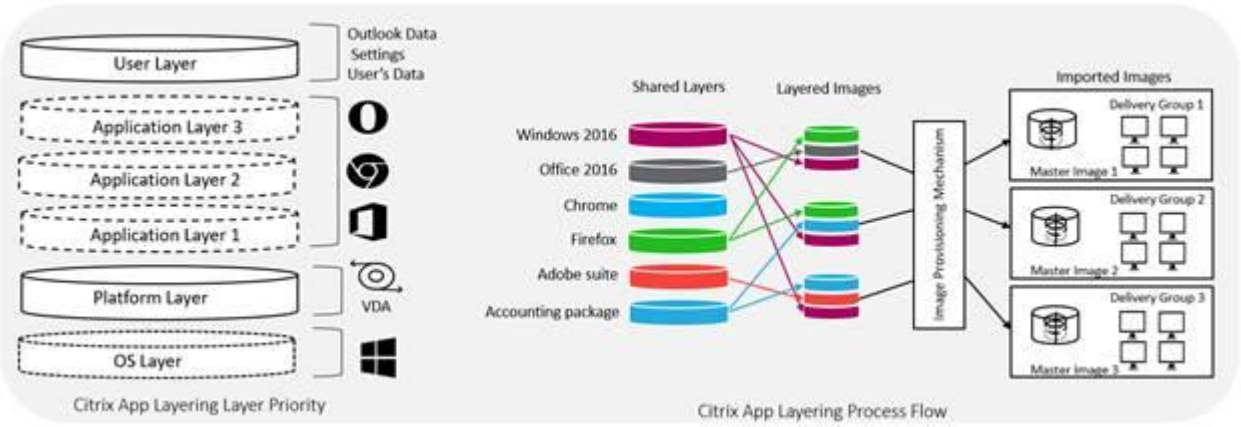
Installing the Print2Email on Citrix VDI for Citrix Virtual Apps and Desktops.

The diagram below illustrates the Citrix App Layering. The **Citrix App Layering** actually puts **applications** on a plane separate from the OS and splits the **application** into three main **layers**. Each **layer is** stored as a virtual disk. The **base layer** contains the **OS itself**.

The Print2Email should be **installed** and activated/registered on the **OS layer,** otherwise the Print2Email will deactivate as soon as the desktop is delivered to users.
An **alternative** solution is to install the Print2Email on the Master Image and **activate/register** on the **Master Image**. Installing the Print2Email on the Master image could be cumbersome and time consuming. The Print2Email should **not** be **installed** and **activated/registered** on the **Application Layer**.

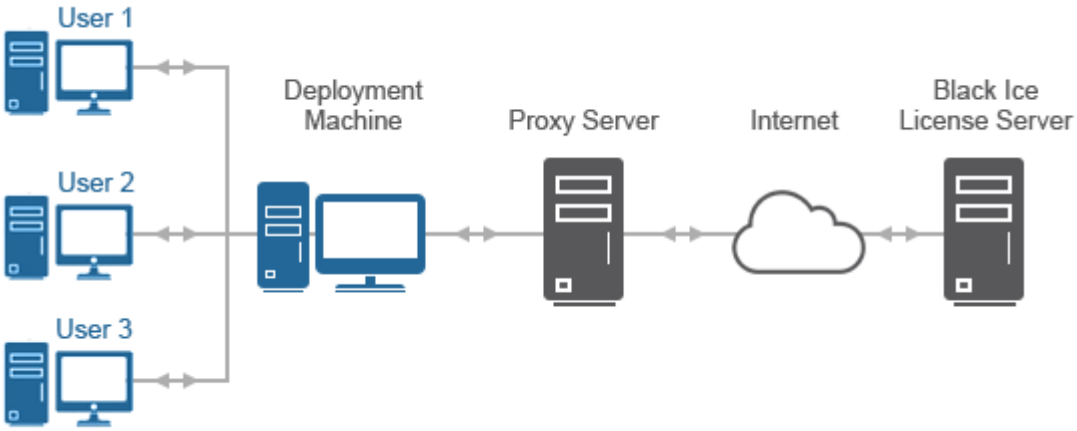
For the available installation parameters and examples, please see:
Available Parameters of the MSI install
Examples for Command Line installation

For Citrix VDI deployment, a special installer is required. You can request a **special installer** from sales@blackice.com. **Please note:** VDI deployment is not supported with individual license keys.



Registering through a Proxy server

In a secured environment where computers have no active Internet connection or Port 443 is being blocked by a firewall, the product can be registered through a **proxy server** with the **PTYPE parameter**.



Available options:

1. **Automatic Proxy setting**
   The Automatic Proxy uses the system proxy settings. When the Automatic Proxy setting is selected, the product uses the proxy IP address and port number configured in the *Control Panel > Internet Options > Connections > LAN Settings > Proxy Server area or in the Internet Explorer > Internet Options > Connections > LAN Settings > Proxy Server* area.

   Parameter: PTYPE=1
   Optional parameters: PIP, PPORT, PUSER, PPW

   NOTE: The registration process cannot read the Proxy Username and Proxy User password from the Windows system. If the Proxy server is using user authentication, the Username and Password must be specified by using the PUSER and PPW parameters.

To use authentication for the Proxy Server connection, please use the PTYPE=2 (HTTP proxy) or PTYPE=3 (SOCKS proxy) options.

2. **HTTP Proxy option**
   Use the HTTP proxy option to configure the HTTP Proxy IP Address and port number manually. The HTTP proxy server receives HTTP requests from the Black Ice Printer Driver during registration and license validation and then forwards the requests to licenseserver.blackice.com. The user needs to specify the Proxy IP address and port. The default port is 8080.

   Parameter: PTYPE=2
   Required parameters: PIP, PPORT
   Optional parameters: PUSER, PPW

NOTE: If the Proxy server is using user authentication, the Username and Password must be specified by using the PUSER and PPW parameters.

3. **SOCKS Proxy option**
   Use the SOCKS proxy option to configure the Proxy IP address and port number manually. SOCKS proxy servers establish a TCP connection to licenseserver.blackice.com and forward TCP messages from the Black Ice Printer Driver during registration and license validation. The user needs to specify the Proxy IP address and port. The default port is 1080.

   Parameter: PTYPE=3
   Required parameters: PIP, PPORT
   Optional parameters: PUSER, PPW

   NOTE: Please make sure what type of proxy is using the Proxy server. For example: If the proxy server using HTTP proxy, then use the PTYPE=2 parameter.

   NOTE: If the Proxy server is using user authentication, the Username and Password must be specified by using the PUSER and PPW parameters.

For more information about how to register the Printer Driver through a Proxy server, please see the Available Parameters of the MSI install section.

Available Parameters of the MSI install

Print2Email can be installed by an Administrator using the following command:

msiexec /i "Print2Email.msi" /q TARGETDIR="C:\Black Ice\Print2Email" REGNUM=" XXXXX-XXXXXXXX-XXXXXXXXXX"

Parameters	Meaning
/i	Installs the product. Command line only
/x	Uninstalls the product. Command line only
(optional) **/q**	Silent installation that displays no user interface. Command line only
(optional) **/l* log.txt** *(lowercase "L")*	Logs the MSI system calls to install the product to the "C:\temp\log.txt" file. Command line only For more information about the /l *(lowercase "L")* parameter, please refer to the Quick Reference Guide for Windows MSI installers section.

(optional) **ALLUSERS=1**	The **ALLUSERS** property configures the installation context of the Start Menu items and desktop shortcuts. The Windows Installer performs a per-user installation or per-machine installation depending on the access privileges of the user. If **ALLUSERS=1** performs a per-machine installation. If **ALLUSERS** is not set, the installer does a per-user installation.
REGNUM= **(required for silent mode)** **Can be used for updating the Print2Email.**	Use the serial number received during purchase with the REGNUM parameter to automatically register the product for every user on the computer. To use evaluation/demo registration, use the **REGNUM=evaluation**. **NOTE: Evaluation will expire after 15-days.**
(optional) **TARGETDIR=**	Set target installation directory. If this value is not specified, the product will be installed to "\Program Files\Black Ice Software LLC\Black Ice Print2Email"
(optional) **PRINTERNAME**=	To rename the Print2Email printer to custom printer name. Use this option to specify a custom printer name for the installed Black Ice Print2Email on the system. The printer name must be between 3 and 30 characters, and cannot contain any of the following characters: <> / * ? \" | % @"
(optional) **USEP2EADDRESSBOOK**=	To enable the “Use the Print2Email Address Book instead of the Outlook Address Book” option in the Print2Email during installation or update. Available values: **0**: Disable the “Use the Print2Email Address Book instead of the Outlook Address Book” option (default). **1**: Enable the “Use the Print2Email Address Book instead of the Outlook Address Book” option.

(optional) **DETO**= **Can be used for updating the Print2Email.**	With this setting, one can disable the Email To: Address field on the Email Sender window. Available values: 0: The Email To: field is enabled and usable on the Email Sender window 1: The Email To: field is disabled on the Email Sender window Default value: 0
(optional) **DECC**= **Can be used for updating the Print2Email.**	With this setting, one can disable the Email CC: Address field on the Email Sender window. Available values: 0: The Email CC: Address field is enabled and usable on the Email Sender window 1: The Email CC: Address field is disabled on the Email Sender window Default value: 0
(optional) **DEBCC**= **Can be used for updating the Print2Email.**	With this setting, one can disable the Email Bcc: Address field on the Email Sender window. Available values: 0: The Email Bcc: Address field is enabled and usable on the Email Sender window 1: The Email Bcc: Address field is disabled on the Email Sender window Default value: 0
(optional) **DEBODY**= **Can be used for updating the Print2Email.**	With this setting, one can disable the Email Body field on the Email Sender window. Available values: 0: The Email Body field is enabled and usable on the Email Sender window 1: The Email Body field is disabled in the SMTP Email Sender window Default value: 0
(optional) **DESUBJECT**= **Can be used for updating the Print2Email.**	With this setting, one can disable the Email Subject: field on the Email Sender window. Available values: 0: The Email Subject: field is enabled and usable on the Email Sender window 1: The Email Subject: field is disabled on the Email Sender window Default value: 0

(optional) **ESUBJECTPREFIX**= **Can be used for updating the Print2Email.**	With this setting, one can automatically fill the Email Subject: field with the sender computer name. Available values: 0: The Email Subject: is empty 1: The Email Subject: is automatically filled (computer name) Default value: 0 **NOTE:** If you allow this setting, the subject will be that form: Subject: "[computer name]" If you write something (e.g.: "Black Ice LLC") to the subject field, the subject will be that form: Subject: "[computer name] Black Ice LLC"
(optional) **FAXDOMAIN**= **Can be used for updating the Print2Email.**	With this setting, one can configure the default Email Fax Domain. Default value: empty
(optional) **FAXD**= **Can be used for updating the Print2Email.**	With this setting, one can configure to validate the Number of digit in the Fax number. Default value: 0 NOTE: If the FAXD parameter is empty or set to "0", the Print2Email will not validate the entered fax number.
(optional) **AUTOSTART=** **Can be used for updating the Print2Email.**	Start Print2Email when the User logs into Windows. Available values: 0: Print2Email does not start when the User logs into Windows System. (default). 1: Print2Email starts when the User logs into Windows System.
(optional) **DEFSETINI**= **DEFSETINI parameter is no longer in use since version 11.00.766** **Can be used for updating the Print2Email.**	The full path to the custom DEFSET INI file, which can be used to preconfigure the Print2Email settings for large scale deployments. Path cannot contain variables. (Full path need to be specified even if the INI file is located right next to the msi) The full path needs to be accessible from the computers where it will be installed by the GPO. **NOTE: If the same configuration is set in the DEFSETINI and in the CUSTOMINI during the same installation, the DEFSETINI settings will overwrite the CUSTOMINI settings.**

(optional)**CUSTOMINI**= **Can be used for updating the Print2Email.**	The full path to the custom INI file, which can be used to preconfigure the Print2Email Printer Driver settings. Path cannot contain variables. (Full path need to be specified even if the INI file is located right next to the msi) The full path needs to be accessible from the computers where it will be installed by the GPO. For example; **CUSTOMINI=C:\customColorPlusMSI.ini** **NOTE: If the same configuration is set in the DEFSETINI and in the CUSTOMINI during the same installation, the DEFSETINI settings will overwrite the CUSTOMINI settings.**
(optional) **LICSER=** **Can be used for updating the Print2Email.**	License server domain name. "licenseserver.blackice.com"
(optional) **CPORT**=0 (default) Port number (0, 65536) **Can be used for updating the Print2Email.**	Client port is out going port to connect to the Black Ice License server. Default and Recommended port parameter value is 0. When using port parameter CPORT=0, the installation automatically selects a TCP/IP port which is currently not used by any other process on the system. When using a specific port number for CPORT parameter, the installation uses the specified port on the system/PC for the registration. If the specified port is used by another process on the system/PC, the registration will be unsuccessful.
(optional) **SPORT=1** **Can be used for updating the Print2Email.**	The SPORT parameter defines the TCPI/IP port to connect to Black Ice License Server port. Default port is HTTPS port 443 the **SSL parameter must be 1**. Alternatively, the following TCP/IP ports can be used for the registration: 80, 3500, 15000 **NOTE: For using alternative TCP/IP ports (80, 3500, 15000) for the registration set the SSL parameter to 0.**

(optional) **SSL**= 1 enable the SSL (default) 0 disable the SSL **Can be used for updating the Print2Email.**	Set SSL parameter used for authentication for connecting to the license server. Parameter value set to 1, if using License Server port 443 for the registration. If the SSL= parameter is not specified, port 443 will be used by default. Parameter value set to 0, if using license server TCP/IP port 80, 3500, 15000 for the registration.
(optional) **PTYPE=** 0: Not using proxy server 1: Attempt to discover automatic proxy settings 2: Use HTTP proxy 3: Use SOCKS proxy **Can be used for updating the Print2Email.**	Set proxy server type for the connection. In a secured environment where the port 443 cannot be enabled, the product can be registered through proxy server with the PTYPE parameter. The PTYPE=1 - Using the system proxy settings. (Optional parameters: PIP, PPORT, PUSER, PPW) **NOTE:** Automatic Proxy Configuration (PTYPE=1) uses the proxy settings of Internet Explorer, and it is only able to discover the proxy address and port. The MSI Installer cannot read the User Name and Password of the Proxy Server automatically. Please use (Permit all connection) without user name and password parameter, with the PTYPE=1. If you need **authentication** for the Proxy Server connection, please use the PTYPE=2 (HTTP proxy) or PTYPE=3 (SOCKS proxy) options. The PTYPE=2 – Using HTTP proxy settings (Required parameter: PIP, PPORT, Optional parameter: PUSER, PPW) The PTYPE=3 – Using SOCKS proxy settings (Required parameter: PIP, PPORT, Optional parameter: PUSER, PPW) **NOTE: Please make sure, that what type of proxy is using the Proxy server.** For example: If the proxy server using HTTP proxy, than use the **PTYPE=2** parameter.

(optional) **PIP=** **Can be used for updating the Print2Email.**	The proxy server host name or IP address **NOTE: The PIP parameter is required, if the server using HTTP (PTYPE=2) or SOCKS (PTYPE=3) proxy settings.**
(optional) **PPORT=** **Can be used for updating the Print2Email.**	Port number on the PC to communicate with the Proxy server. The installation uses the specified port to reach the Proxy server. **NOTE: The PPORT parameter is required, if the server using HTTP (PTYPE=2) or SOCKS (PTYPE=3) proxy settings.**
(optional) **PUSER=** **Can be used for updating the Print2Email.**	User name for proxy servers which require authentication. **NOTE: The PUSER parameter is optional, if the server using HTTP (PTYPE=2) or SOCKS (PTYPE=3) proxy settings.** **NOTE:** If the Proxy server and the computer, where you are doing the installation are in the same domain, **please do not use the domain name in the PUSER parameter.**
(optional) **PPW=** **Can be used for updating the Print2Email.**	User password for proxy servers which require authentication. **NOTE: The PPW parameter is optional, if the server using HTTP (PTYPE=2) or SOCKS (PTYPE=3) proxy settings.**
(optional) **DRAGANDDROP**= **Can be used for updating the Print2Email.**	To Enable or Disable the Drag and Drop feature in Print2Email for every user. **0:** Disable the drag and drop window for every user. The users cannot enable the drag and drop window. **1:** Enable drag and drop window settings for every user, The users can enable or disable the drag and drop window (default).
(optional) **DESKTOPSHORTCUT**= **Can be used for updating the Print2Email.**	To enable or disable the creation of the Print2Email shortcut on the User's Desktop. **0**: Do not add the Print2Email shortcut to the user's desktop. **1:** Add the Print2Email shortcut to user's desktop (Default).

(optional) **BITRACE**= 0 disables the Trace log 1 enables the Trace log	By Enables detailed Trace log, will logs every event in the Custom Action section of the MSI installation, uninstallation, and registration. For more information about the Trace log and location of the Trace log, please refer to Print2Email MSI trace log section
NPI=(optional)	You will be able to use this installer without the windows hotfix on Windows 7 and Windows Server 2008 R2, but the Printer Driver will only be sharable from 32 bit systems to 32 bit systems and from 64 bit systems to 64 bit systems. Possible values: 1: No package installation.
(optional) **FORCEU=**	Possible values: 1: Force uninstallation of the Print2Email, even if it was registered with a transferable license, and the license cannot be validated with the Black Ice License server. Caution: Upon network problems, this option could result that a transferable license will not be removed properly from the Black Ice License server. This parameter can be used when there is no active internet connection. 0 (default): The uninstaller will notify the user of the occurring errors during the uninstallation.
(optional) **FORCECHECK**= 0: Disabled (default) 1: Enabled.	The FORCECHECK parameter can be used during the uninstallation. This parameter uninstalls the Print2Email and forces license type validation (static or transferable). This scenario is recommended, if product was initially registered and installed with a static serial number, but after installation the serial number was upgraded and converted to a transferable serial number by the Black Ice Sales team. Using the FORCECHECK parameter will allow the user to transfer the serial number. This parameter requires an active internet connection.

TEPLIST=(optional)	By using the TEPLIST parameter Administrators can add Task Emails during the installation. TEPLIST parameter requires an .INI file with full path, which contains the name, description and defset .INI file or profile file of the given Task Email. Example with defset .ini: [Task Email Printer 1] Name=Invoicing Printer Description=Invoicing Printer Description Profile=c:\temp\defset1.ini [Task Email Printer 2] Name= Accounting Printer Description= Accounting Department Printer Profile=c:\temp\defset2.ini Example with profile file (.bip file): [Task Email Printer 1] Name=Invoicing Printer Description=Invoicing Printer Description Profile=c:\temp\Profile1.bip [Task Email Printer 2] Name= Accounting Printer Description= Accounting Department Printer Profile=c:\temp\profile2.bip … MSI parameter example: TEPLIST=c:\tep\taskemaillist.ini **NOTE: Drag & Drop Window cannot be configured for Task Emails. Task Emails will be installed for All Users.**

Quotation Marks for the parameters:

If the parameter value has **space** characters, then it is required to use the quotation marks (") on the beginning and end of the value.

For example:
msiexec /i "Print2Email.msi" /q TARGETDIR="C:\Black Ice\Print2Email" CREGNUM=XXXXX-XXXXXXXX-XXXXXXXXXX

Quotation marks are necessary to make sure the installer will take the value as a single parameter.

NOTE: Please make sure that you use regular double quotation marks. (type the command directly to CMD, or copy and paste the command from this installation guide, or from Notepad.)

**Note: To connect to the Black Ice License Server (licenseserver.blackice.com) it is required to use secure internet connection (HTTPS) on port 443. The Print2EMail MSI Installer attempts to reach the Black Ice License Server three times during the registration to avoid momentary internet connection issues.*

Warning: Print2Email MSI Installation will restart the spooler service in order to make sure no files are locked or used by another application. The spooler service restart interrupts the print jobs for all users.

How to install the Print2Email silently

To install the Print2Email MSI with silent mode, please open the Command Prompt as Administrator.

Print2Email can be installed using the following command:

msiexec /i "<<PATH>>\Print2Email.msi" /q TARGETDIR="C:\Print2Email" REGNUM=XXXXX-XXXXXXXX-XXXXXXXXXX

Note: The XXXXX-XXXXXXXX-XXXXXXXXXX must be the serial number of the customer.
Note: The Installation Update and Uninstallation does not require system reboot.

How to update Print2Email

Upgrade the Print2Email without uninstalling and reinstalling the Print2Email MSI.
The upgrade process will keep the Users current configuration of the Print2Email.
The Print2Email update does NOT require system restart.
The Print2Email Update is backward compatible with printer driver version 10.03.
To Print2Email **prior to version 10.03**, the printer driver must be uninstalled and the system must be rebooted.
Print2Email MSI can be updated using the following command:

msiexec /i "<<PATH>>\Print2Email.msi"

Unavailable Parameters of Print2Email MSI update

Please make sure that following parameters are **not used in the Print2Email Update**.
The following parameters will be ignored.

Parameters	Meaning
(optional) **/l* log.txt** *(lowercase "L")*	Logs the MSI system calls to install the product to the "C:\temp\log.txt" file. Command line only For more information about the /l *(lowercase "L")* parameter, please refer to the Quick Reference Guide for Windows MSI installers section.
(optional) **ALLUSERS=1**	The **ALLUSERS** property configures the installation context of the Start Menu items and desktop shortcuts. The Windows Installer performs a per-user installation or per-machine installation depending on the access privileges of the user. If **ALLUSERS=1** performs a per-machine installation. If **ALLUSERS** is not set, the installer does a per-user installation.
(optional) **TARGETDIR=**	Set target installation directory. If this value is not specified, the product will be installed to "\Program Files\Black Ice Software LLC\Black Ice Print2Email"
(optional) **PRINTERNAME**=	To rename the Print2Email printer to custom printer name. Use this option to specify a custom printer name for the installed Black Ice Print2Email on the system. The printer name must be between 3 and 30 characters, and cannot contain any of the following characters: <> / * ? \" | % @"

How to uninstall the Print2Email silently

The **recommended** command to silently uninstall Print2Email:

msiexec.exe /x {37A5A27C-2D58-46ED-9A73-3E64C2BDC1C7} /q

Alternatively the Print2Email can be uninstalled by using the .msi file in the command:

msiexec.exe /x "Print2Email.msi" /q

You must use the Print2Email.msi file which was used for the installation. For example if Print2Email MSI 9.22 is installed on the computer, you must use the same version 9.22 Print2Email.msi file for the uninstallation.

Use this command before installing a newer versions or reinstalling previous versions. The command above will work even if there was no prior Print2Email installation.

Warning: Print2Email MSI Installation will restart the spooler service in order to make sure no files are locked or used by another application. The spooler service restart interrupts the print jobs for all users.

Examples for Command Line installation

(Administrator privilege required)

Please run the command line as administrator.

Warning: Print2Email MSI Installation will restart the spooler service in order to make sure no files are locked or used by another application. The spooler service restart interrupts the print jobs for all users.

NOTE: If the parameter value has **space** characters, then it is required to use the quotation marks (") on the beginning and end of the value.

Example 1: Install Print2Email silently, the target directory is C:\Temp

msiexec.exe /i "<<PATH>>\Print2Email.msi" /q TARGETDIR="C:\Black Ice\Temp" REGNUM=xxxxx-xxxxxxxx-xxxxxxxxxx

Example 2: Install Print2Email silently with default settings:

msiexec.exe /i "<<PATH>>\Print2Email.msi" /q REGNUM=xxxxx-xxxxxxxx-xxxxxxxxxx

Example 3: Install Print2Email silently with a transformation file:

msiexec.exe /i "<<PATH>>\Print2Email.msi" TRANSFORMS=Print2Email.mst /q

Example 5: Silently uninstall Print2Email:

msiexec.exe /x "<<PATH>>\Print2Email.msi" /q

Example 6: Silently uninstall Print2Email if the MSI installer location is unknown:

msiexec.exe /x {37A5A27C-2D58-46ED-9A73-3E64C2BDC1C7} /q

Example 7: Silently install Print2Email and disable the Drag and Drop option for every user:

msiexec.exe /i "<<PATH>>\Print2Email.msi" /q DRAGANDDROP=0 REGNUM=xxxxx-xxxxxxxx-xxxxxxxxxx

Example 8: Silently install Print2Email without Print2Email's desktop shortcut:

msiexec.exe /i "<<PATH>>\Print2Email.msi" DESKTOPSHORTCUT=0 REGNUM=xxxxx-xxxxxxxx-xxxxxxxxxx /q

Example 9: Silently install Print2Email and generate log from the installation:

msiexec.exe /i "<<PATH>>\Print2Email.msi" /l* "log.txt" REGNUM=xxxxx-xxxxxxxx-xxxxxxxxxx /q

Example 10: Install Print2Email silently, and generate a trace log from installation. Trace log could be very useful to identify and troubleshoot problems during the installation:

msiexec.exe /i "<<PATH>>\Print2Email.msi" /q REGNUM=xxxxx-xxxxxxxx-xxxxxxxxxx BITRACE=1

Example 11: Install and register Print2Email silently using a port 80 to contact the Black Ice License Server, without SSL authentication:

msiexec.exe /i "<<PATH>>\Print2Email.msi" /q REGNUM=xxxxx-xxxxxxxx-xxxxxxxxxx LICSER=licenseserver.blackice.com CPORT=0 SPORT=80 SSL=0

Example 12: Install and register Print2Email silently, and contact the Black Ice License Server through an automatically discovered proxy server:

msiexec.exe /i "<<PATH>>\Print2Email.msi" /q REGNUM=xxxxx-xxxxxxxx-xxxxxxxxxx PTYPE=1 PIP=192.168.0.100 PPORT=80 PUSER="John.Doe" PPW="mypassword"

Example 13: Install and register Print2Email silently with a custom Printer name.

msiexec.exe /i "<<PATH>>\Print2Email.msi" /q REGNUM=xxxxx-xxxxxxxx-xxxxxxxxxx PRINTERNAME="My Printer Name"

Example 14: Install and register Print2Email silently by enabling the “Use the Print2Email Address Book instead of the Outlook Address Book” option.

msiexec.exe /i "<<PATH>>\Print2Email.msi" /q REGNUM=xxxxx-xxxxxxxx-xxxxxxxxxx USEP2EADDRESSBOOK=1

Example 15: Install and register Print2Email silently, using the TEPLIST parameter to add task emails during the installation with custom Task Email list INI file.

msiexec.exe /i "<<PATH>>\Print2Email.msi" /q REGNUM=xxxxx-xxxxxxxx-xxxxxxxxxx TEPLIST="c:\temp\teptlist.ini"

Example 16: Install and register Print2Email silently with a custom INI file. Please specify the full path of the INI file:

msiexec /i "<<PATH>>\Print2Email.msi" /q CUSTOMINI="C:\<<PATH>>\CustomINI.ini" REGNUM=xxxxx-xxxxxxxx-xxxxxxxxxx

PowerShell Example (Terminal & Terminal (Admin)):
Example 16: Install Print2Email silently with a custom INI file. Please specify the full path of the INI file:

msiexec /i '"<<PATH>>\Print2Email.msi"' /q TARGETDIR= '"C:\Black Ice\Print2Email"' CUSTOMINI= '"C:\<<PATH>>\CustomINI.ini"' REGNUM=xxxxx-xxxxxxxx-xxxxxxxxxx

Example 17: Install and register Print2Email silently, and contact the Black Ice License Server through an automatically discovered proxy server.

msiexec.exe /i "<<PATH>>\Print2Email.msi" /q REGNUM=xxxxx-xxxxxxxx-xxxxxxxxxx PTYPE=1

Example 18: Install and register Print2Email silently, and contact the Black Ice License Server through a HTTP proxy server.

msiexec.exe /i "<<PATH>>\Print2Email.msi" /q REGNUM=xxxxx-xxxxxxxx-xxxxxxxxxx PTYPE=2 PIP=192.168.0.100 PPORT=8080 PUSER=John.Doe PPW=mypassword

The **PPORT** parameter specifies the HTTP Proxy server port that Print2Email will use for connecting to the HTTP Proxy Server.

Please note that most HTTP Proxy Servers by default uses **port 8080**, therefore in most cases, the PPORT should be 8080.
If the specified HTTP Proxy server IP address or the HTTP Proxy server port is incorrect, **error code 57** occurs.
If the **PUSER** or **PPW** (Proxy User / Password) is incorrect **error code 81** occurs.
If the **PUSER** or **PPW** (Proxy User / Password) is **correct** and HTTP Proxy Server cannot connect to the Black Ice License Server, **error code 81** occurs.

Example 19: Install and register Print2Email silently, and contact the Black Ice License Server through a SOCKS proxy server.

msiexec.exe /i "<<PATH>>\Print2Email.msi" /q REGNUM=xxxxx-xxxxxxxx-xxxxxxxxxx PTYPE=3 PIP=192.168.0.100 PPORT=1080 PUSER=John.Doe PPW=mypassword

The **PPORT** parameter specifies the SOCKS Proxy server port that Print2Email will use for connecting to the SOCKS Proxy Server.

Please note that most SOCKS Proxy Servers by default uses **port 1080**, therefore in most cases, the PPORT should be 1080.
If the specified SOCKS Proxy server IP address or the SOCKS Proxy server port is incorrect, **error code 57** occurs.
If the **PUSER** or **PPW** (Proxy User / Password) is incorrect **error code 81** occurs.
If the **PUSER** or **PPW** (Proxy User / Password) is **correct** and SOCKS Proxy Server cannot connect to the Black Ice License Server, **error code 81** occurs.

Example 20: Install Print2Email silently without driver package:

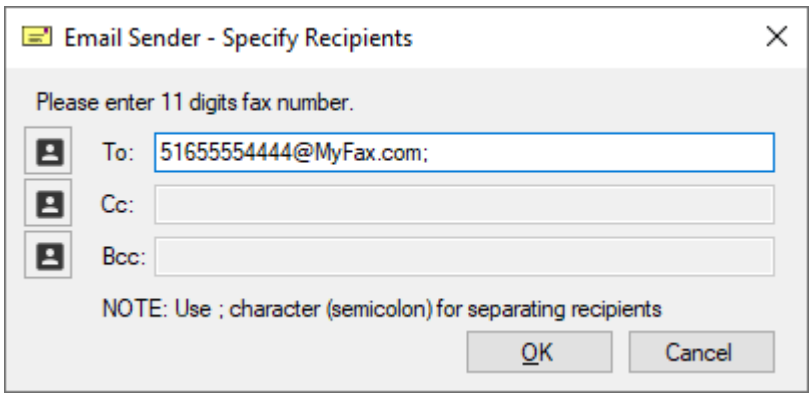
msiexec.exe /i "<<PATH>>\Print2Email.msi" /q NPI=1

Example 21: Install Print2Email silently and configuring the "Sending Faxes via Email" feature.

msiexec.exe /i "<<PATH>>\Print2Email.msi" /q FAXDOMAIN="@MyFax.com" FAXD=11

Example 22: Install Print2Email silently and configuring the "Sending Faxes via Email" feature.
The simplified user interface can be further limited to only use the Email To: field, by disabling the Email Cc: and the Email Bcc:

msiexec.exe /i "<<PATH>>\Print2Email.msi" /q FAXDOMAIN="@MyFax.com" FAXD=11 DECC=1 DEBCC=1



Example 23: Install Print2Email silently and start the Print2Email when the User logs into Windows.

msiexec.exe /i "<<PATH>>\Print2Email.msi" /q AUTOSTART=1

Example 24: Force uninstallation of the Print2Email, even if it was registered with a transferable license, and the license cannot be validated with the Black Ice License server. Caution: Upon network problems, this option could result that a transferable license will not be removed properly from the Black Ice License server. This parameter can be used when there is no active internet connection.

msiexec.exe /x "<<PATH>>\Print2Email.msi" /q FORCEU=1

Example 25: Uninstalls the Print2Email silently and forces license type validation (static or transferable). This scenario is recommended, if product was initially registered and installed with a static serial number, but after installation the serial number was upgraded and converted to a transferable serial number by the Black Ice Sales team. Using the FORCECHECK parameter will allow the user to transfer the serial number. This parameter requires an active internet connection.

msiexec.exe /x "<<PATH>>\Print2Email.msi" /q FORCECHECK=1

Adding Task Emails during the Print2Email MSI installation

In order to add Task Email with Print2Email MSI Installer, you can use the “TEPLIST” parameter.

By using the TEPLIST parameter Administrators can add Task Emails during the installation. TEPLIST parameter requires an .INI file with full path, which contains the name, description and defset .INI file or profile file (.bip) of the given Task Email as in the following example;

To add Task emails with Print2Email MSI installer, please follow the instruction:

1. Create a TEPLIST .INI file with the following parameters (Use the **Defset .INI** file in the TEPLIST .INI file):

   [Task Email Printer 1]
   Name=Invoicing Printer
   Description=Invoicing Printer Description
   Profile=c:\temp\defset1.ini

   [Task Email Printer 2]
   Name= Accounting Printer
   Description= Accounting Department Printer
   Profile=c:\temp\defset2.ini

   NOTE: The Description profile is the DEFSET.INI Print2Email can be preconfigured in the DEFSET INI file. The DEFSET INI file can contain preconfigured email sending, MAPI, SMTP, Gmail, Yahoo, Hotmail, iCloud, Exchange and Silent email sending configurations.

   In order to configure the Email Body and Email Subject, create a DEFSET.INI.
   Please see the following example:

   Create defset1.ini, configured the Print2Email and save the .INI file.

   [General]
   Address Book Settings=0
   Turn off Outlook Security=1
   To=john.doe@domain.com
   Cc=
   Bcc=
   Email Subject= Task email 1
   Email Body= Test email
   Content Based Email=0
   Simple Content Based Email=0
   Delete Files After Sending=0

Debug Log=0

Create defset2.ini, configured the Print2Email and save the .INI file.

[General]
Address Book Settings=0
Turn off Outlook Security=1
To=john.doe2@domain.com
Cc=
Bcc=
Email Subject= Task email 2
Email Body= Test email2
Content Based Email=0
Simple Content Based Email=0
Delete Files After Sending=0
Debug Log=0

Please find more information about the DEFSET.INI please refer to the DEFSET Custom INI file section.

2. Create a TEPLIST INI file with the following parameters (Use the **Profile .BIP** file in the TEPLIST .INI file):

   [Task Email Printer 1]
   Name=Invoicing Printer
   Description=Invoicing Printer Description
   Profile=c:\temp\Profile1.bip

   [Task Email Printer 2]
   Name= Accounting Printer
   Description= Accounting Department Printer
   Profile=c:\temp\Profile2.bip

   NOTE: To create the TEPLIST INI and Profile file, please perform the following steps:
   Install the Print2Email
   Run the Print2Email as administrator.
   Create task email(s) printers.
   Configure the Print2Email and task email(s) Printers.
   Click on the Administrator tab -> **Export Print2Email configuration** button.
   Save the Configuration INI file (For example: My TaskEmails.ini)

   Using the TEPLIST parameter to add task emails during the installation with custom Task Email list INI file.

   For example:
   msiexec.exe /i "<<PATH>>\Print2Email.msi" REGNUM=xxxxx-xxxxxxxx-xxxxxxxxxx TEPLIST="<<PATH>>\My TaskEmail.ini"

3. Using the TEPLIST parameter to add task emails during the installation with custom Task Email list .INI file.

For example:
msiexec.exe /i "<<PATH>>\Print2Email.msi" REGNUM=xxxxx-xxxxxxxx-xxxxxxxxxx
TEPLIST="c:\temp\teptlist.ini"

Quick Reference Guide for Windows MSI installers

The following section contains information about general parameters, and options which can be used with any Windows MSI installer, including the Black Ice MSI installations.

Applies to Windows ® Installer. V 5.0.7601.23432

msiexec /Option <Required Parameter> [Optional Parameter]

Install Options

</package | /i> <Product.msi>
Installs or configures a product

/a <Product.msi>
Administrative install - Installs a product on the network

/j<u|m> <Product.msi> [/t <Transform List>] [/g <Language ID>]
Advertises a product - m to all users, u to current user

</uninstall | /x> <Product.msi | ProductCode>
Uninstalls the product

Display Options

/quiet
Quiet mode, no user interaction

/passive
Unattended mode - progress bar only

/q[n|b|r|f]
Sets user interface level
n - No UI
b - Basic UI
r - Reduced UI
f - Full UI (default)

/help
Help information

Restart Options

/norestart
Do not restart after the installation is complete

/promptrestart
Prompts the user for restart if necessary

/forcerestart
Always restart the computer after installation

Logging Options

/l[i|w|e|a|r|u|c|m|o|p|v|x|+|!|*] <LogFile> *(lowercase "L")*
i - Status messages
w - Nonfatal warnings
e - All error messages
a - Start up of actions
r - Action-specific records
u - User requests
c - Initial UI parameters
m - Out-of-memory or fatal exit information
o - Out-of-disk-space messages
p - Terminal properties
v - Verbose output
x - Extra debugging information
+ - Append to existing log file
! - Flush each line to the log
* - Log all information, except for v and x options
/log <LogFile> *(lowercase "L")*
Equivalent of /l* <LogFile> *(lowercase "L")*

Update Options

/update <Update1.msp>[;Update2.msp]
Applies update(s)

/uninstall <PatchCodeGuid>[;Update2.msp] /package <Product.msi | ProductCode>
Remove update(s) for a product

Repair Options

/f[p|e|c|m|s|o|d|a|u|v] <Product.msi | ProductCode>
Repairs a product
p - only if file is missing
o - if file is missing or an older version is installed (default)
e - if file is missing or an equal or older version is installed
d - if file is missing or a different version is installed
c - if file is missing or checksum does not match the calculated value
a - forces all files to be reinstalled
u - all required user-specific registry entries (default)
m - all required computer-specific registry entries (default)
s - all existing shortcuts (default)
v - runs from source and recaches local package

Setting Public Properties

[PROPERTY=PropertyValue]

Consult the Windows ® Installer SDK for additional documentation on the command line syntax.

Copyright © Microsoft Corporation. All rights reserved.

Portions of this software are based in part on the work of the Independent JPEG Group.

CUSTOM INI file

Using CUSTOM INI file for Print2Email MSI installations

Using the custom INI file from a shared network drive

Using CUSTOM INI file for Print2Email MSI installations

The Print2Email can be preconfigured during the MSI Installation by using the CUSTOMINI parameter, and adding a customized INI file, which contains the Print2Email Printer Driver settings, as in the following example:

msiexec /i "<<PATH>>\Print2Email.msi" CUSTOMINI="<<PATH>>\P2EiniNT.ini" REGNUM=XXXXX-XXXXXXXX-XXXXXXXXXX

Please use the exported Print2Email configuration INI with the MSI installer. Please Export the Print2Email configuration.

Please see more information about “Export Print2Email configurations for MSI installation” on the following link:
https://www.blackice.com/Help/Internet/Print2Emailwebhelp/WebHelp/index.htm#Export_Print2Email_configurations_for_MSI_installation.htm

Please do not edit or manually modify the Print2Email configuration INI file for the Print2Email MSI installer.

Using the custom INI file from a shared network drive

To use the custom INI file from a shared network drive, one has to specify the full UNC path of the shared network drive in the CUSTOMINI parameter.

To install the Print2Email using the custom INI file from a shared network drive, one has to run the command prompt as Administrator, and execute the following command:

msiexec /i "C:\temp\Print2Email.msi" CUSTOMINI="\\servername\TestMSI\custom.ini" REGNUM= XXXXX-XXXXXXXX-XXXXXXXXXX

Please note the Print2Email cannot be installed with the CUSTOMINI parameter if the custom INI files path is defined with a network drive letter.

For example: msiexec /i "C:\temp\Print2Email.msi" CUSTOMINI="T:\TestMSI\custom.ini" REGNUM= XXXXX-XXXXXXXX-XXXXXXXXXX

Group Policy / Active Directory Installation

How to create MST (transform file) for GPO deployment

How to use ORCA

How to set up a Group Policy Object for installing Print2Email MSI on domain computers automatically

How to upgrade existing installation of Print2Email using Group Policy Object

How to uninstall the Print2Email MSI from computers with the Group Policy Object

How to create MST (transform file) for GPO deployment

With the help of transformation files (MST), one can customize the Print2Email MSI install. Transformation files can be created using the ORCA tool. ORCA is available in the *Windows SDK Components for Windows Installer Developers*.

For more information about ORCA please see the following Microsoft Knowledge Base webpage: http://support.microsoft.com/kb/255905

How to use ORCA

1. Open Print2Email.msi with ORCA.
2. Start a new transform by clicking on *Transform**New Transform.*
3. Select *Property* Table from tables (Figure 1).

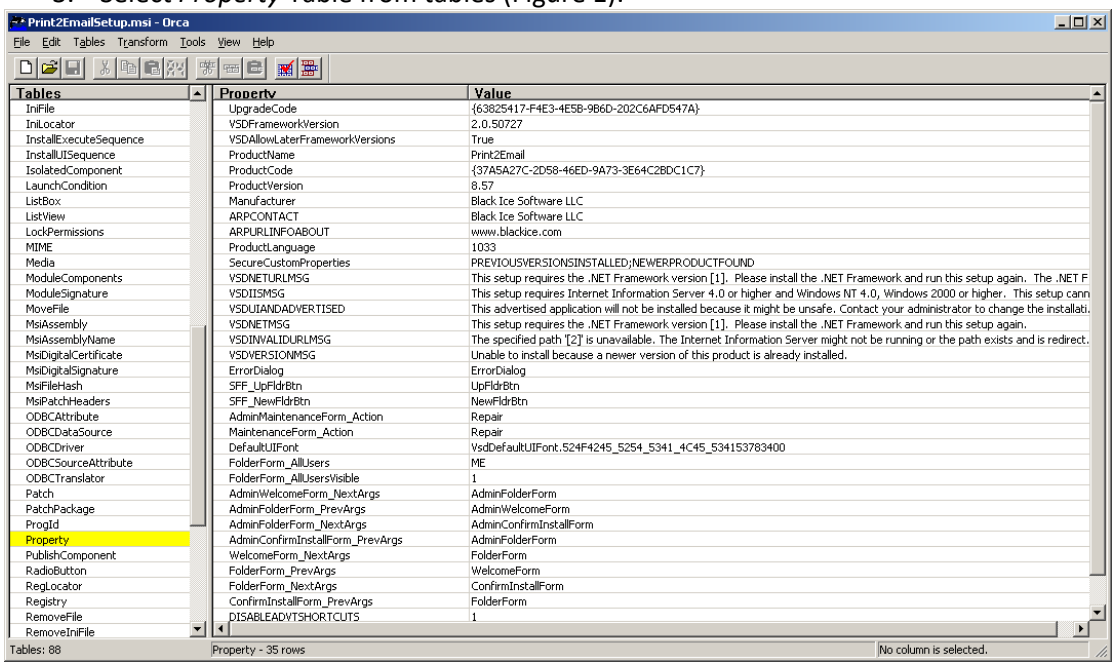


Figure 1

4. From the Table menu, select Add Row to display the Add Row dialog box.
5. Select Property name. You can specify the property names described above, for example the required REGNUM or the optional TARGETDIR properties.
6. Select Value and enter Property Value.
7. Click OK.
8. Save Transform by clicking *Transform**Generate Transform…*menu.

Assign the transform file(s) in the Group Policy Manager when specifying the deployable software package (MSI).

If installing the Print2Email from command line, the transformation file can be entered like this:

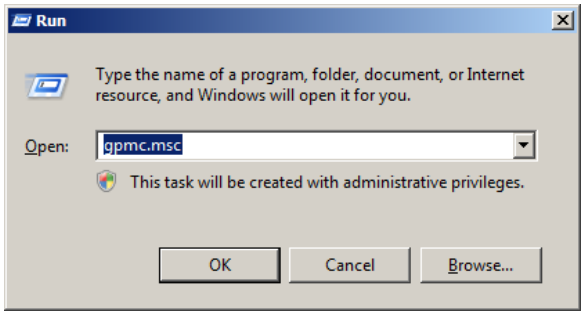
msiexec.exe /i "Print2Email.msi" TRANSFORMS=Print2Email.mst /q

How to set up a Group Policy Object for installing Print2Email MSI on domain computers automatically

1. Copy the Install packages to a network share that **can be accessed from the computers** where the software needs to be installed.

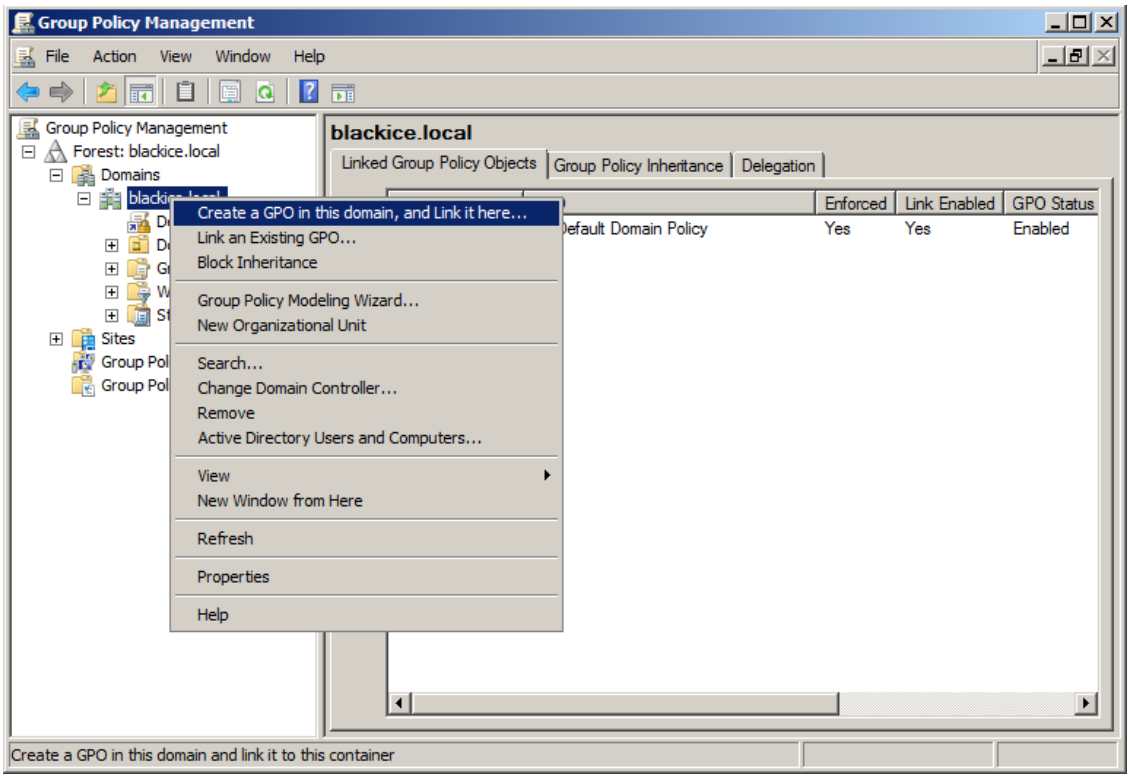
2. To set up a *Group Policy Object, start* the *Group Policy Management console* on a Domain controller computer.

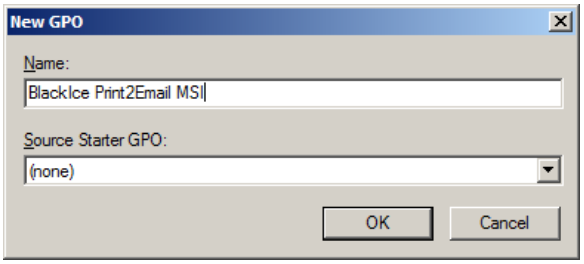
   Run *gpmc.msc*



3. Create a new Group Policy

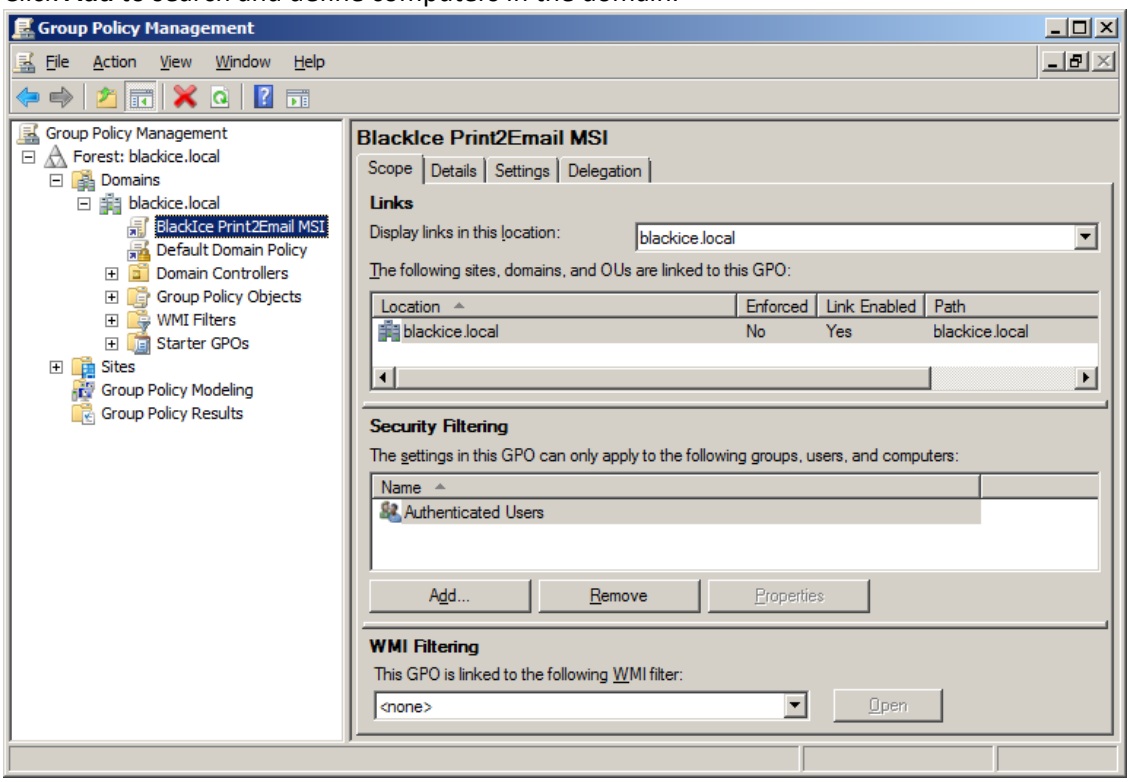
   Right click on the desired Domain and select "*Create a GPO in this domain, and Link it here…"* Define a new GPO by defining the name and press OK.



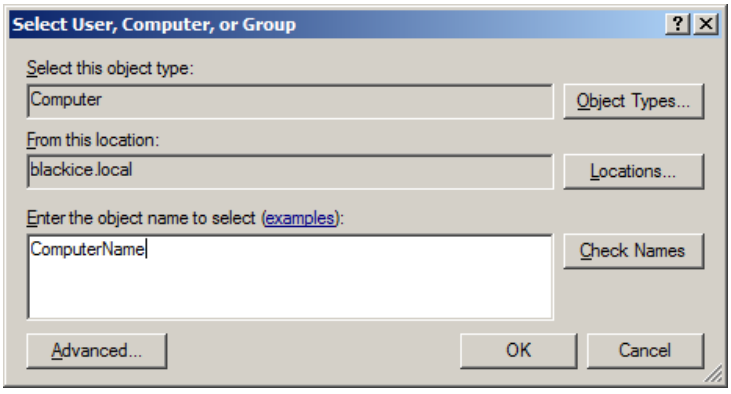


4. Define computers for the GPO.

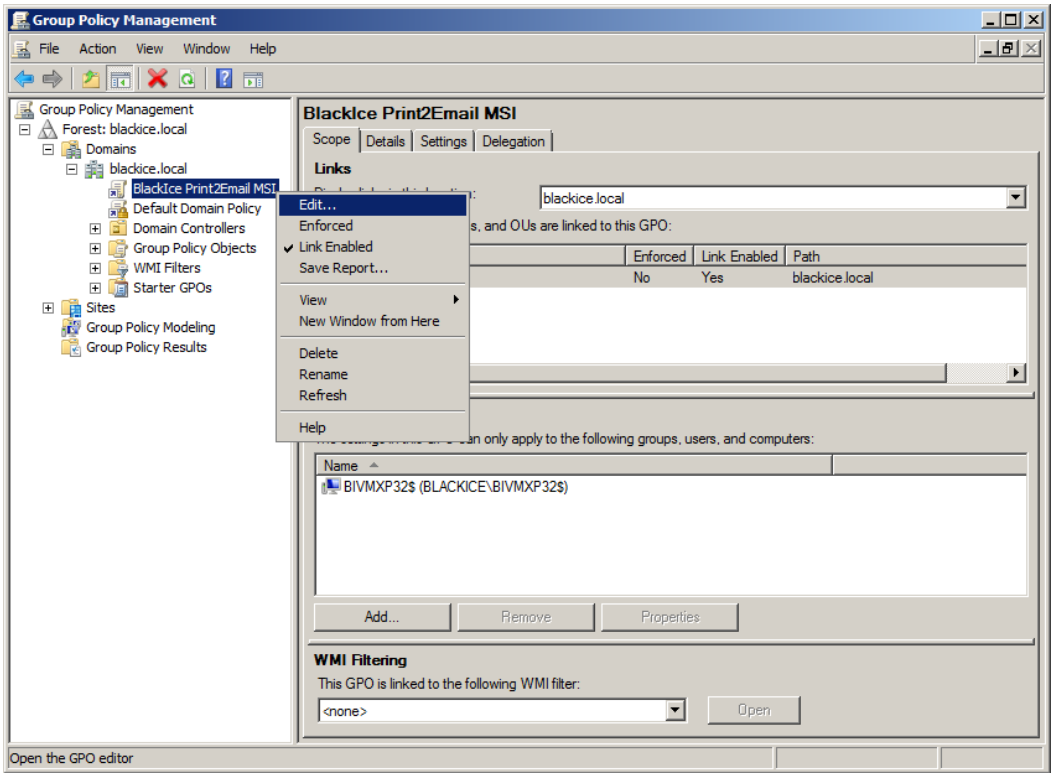
   Remove the default Groups and Users from the **Security Filtering Options**.
   Click **Add** to search and define computers in the domain.



5. Add computers

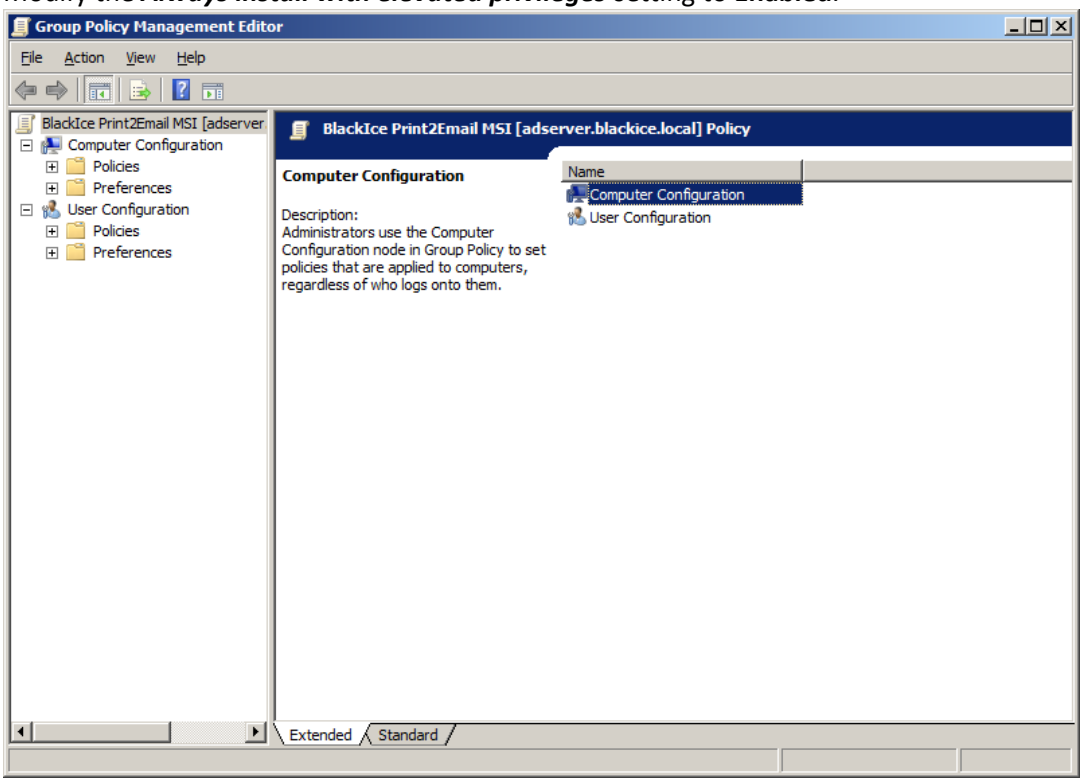


6. Edit Group Policy Object by left clicking on the GPO name and selecting **Edit**.



7. Change Privilege for the installation
   Navigate to: ***Computer Configuration \ Policies \ Administrative Templates \ Windows Components \ Windows Installer*.**

   Modify the ***Always install with elevated privileges*** setting to **Enabled**.

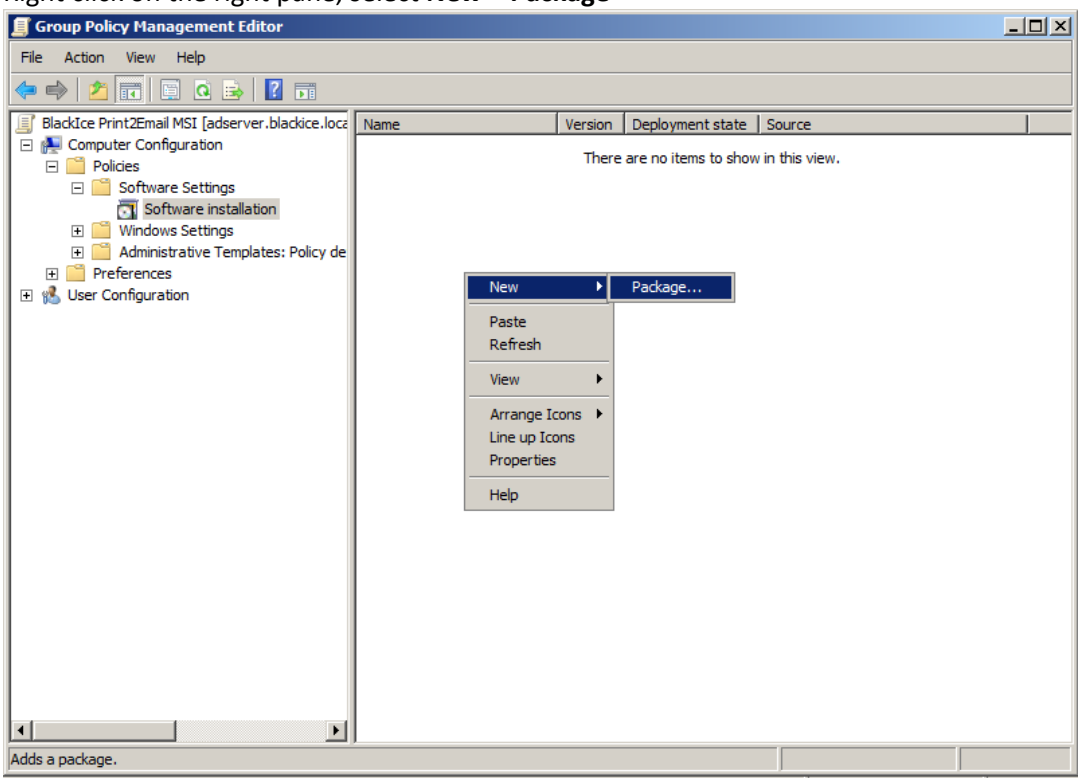


8. Prepare the mst configuration file with ORCA to be used with the install package.

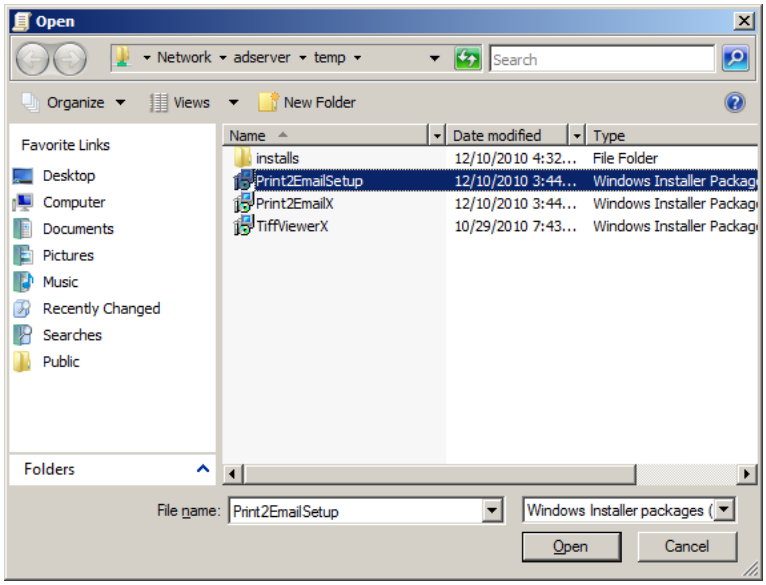
   See the **How to create MST (transform file) for GPO deployment** section of this documentation.

9. Add the Print2Email MSI installer package.
   Navigate to: ***Computer Configuration \ Policies \ Software Settings \ Software installation***

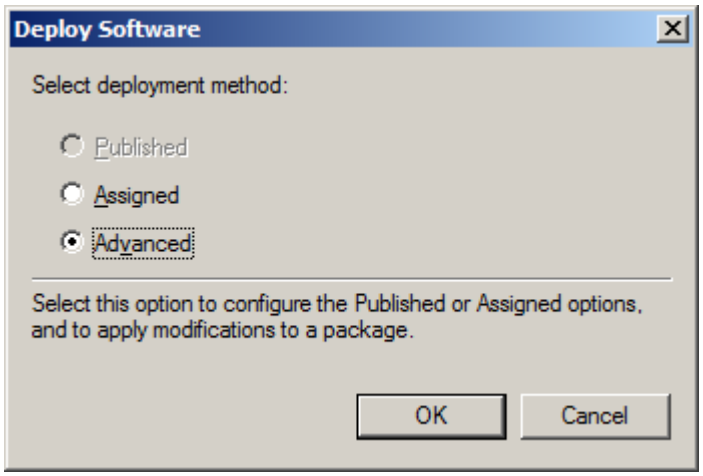
   Right click on the right pane, select **New > Package**



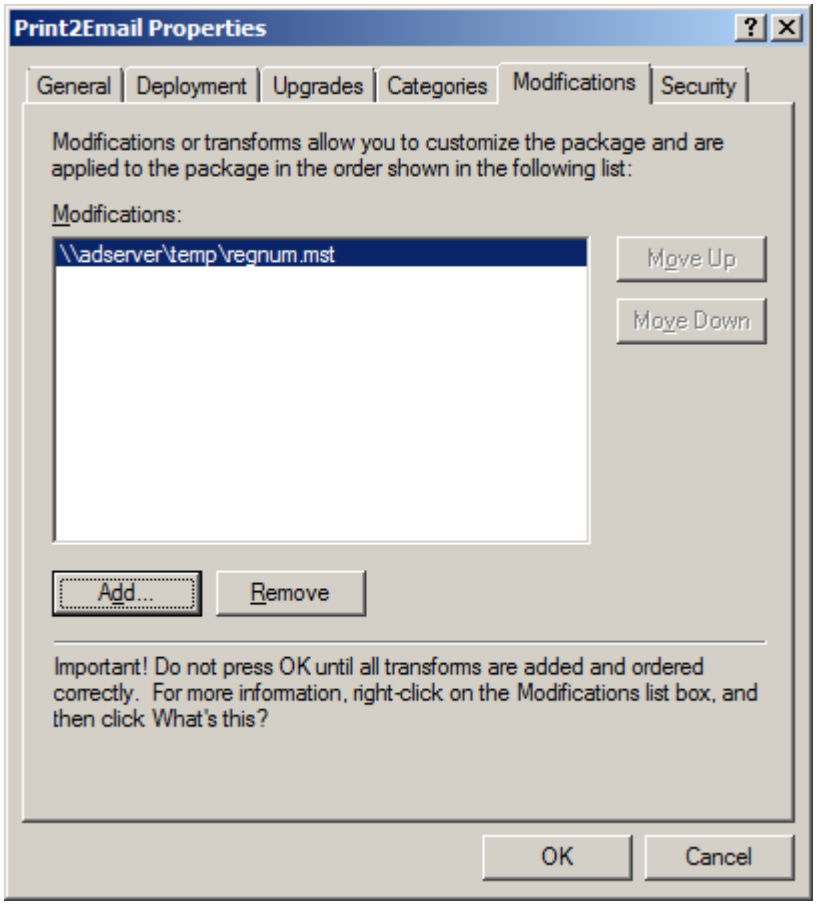
10. Select the previously copied installer file on the network share and press open.



11. Select **Advanced** Software Deployment.

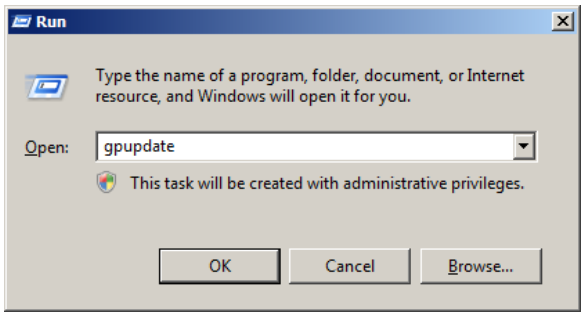


12. On the Modifications tab, please **add the previously created mst** file with the REGNUM and optionally the TARGETDIR or other properties. Click OK.



13. To Update the *Group Policies Object* please run the following command on the

    Run *gpupdate*

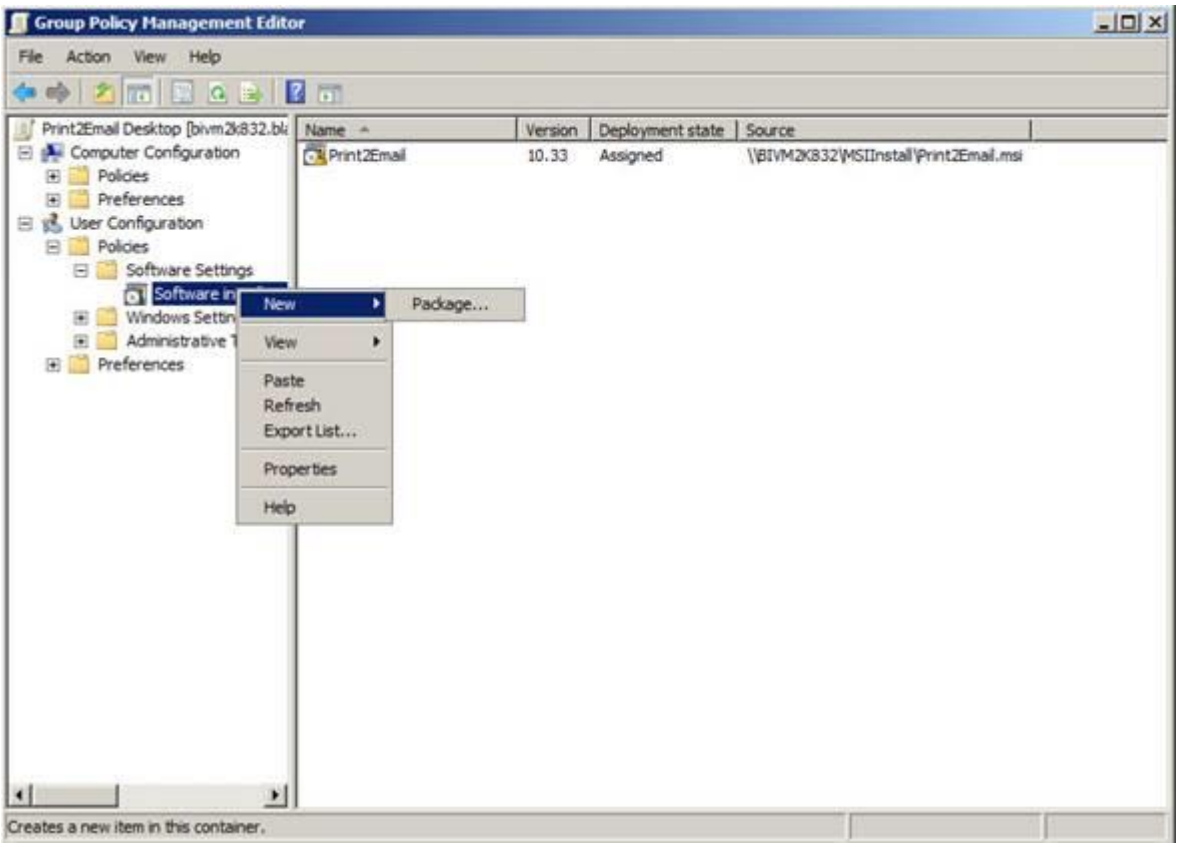


14. Restart the client computers to install the software.

How to upgrade existing installation of Print2Email using Group Policy Object

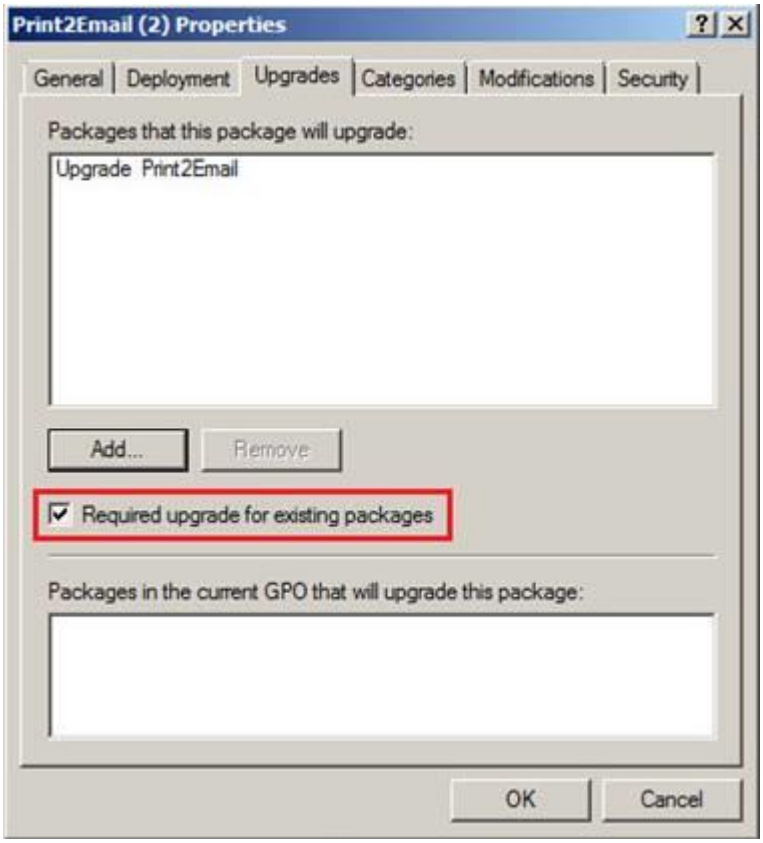
One needs to add the new version of Print2Email as a Software Package to the same Group Policy Object where the previous version of Print2Email is located.

1. Navigate to **Policies > Software Settings > Software installation**



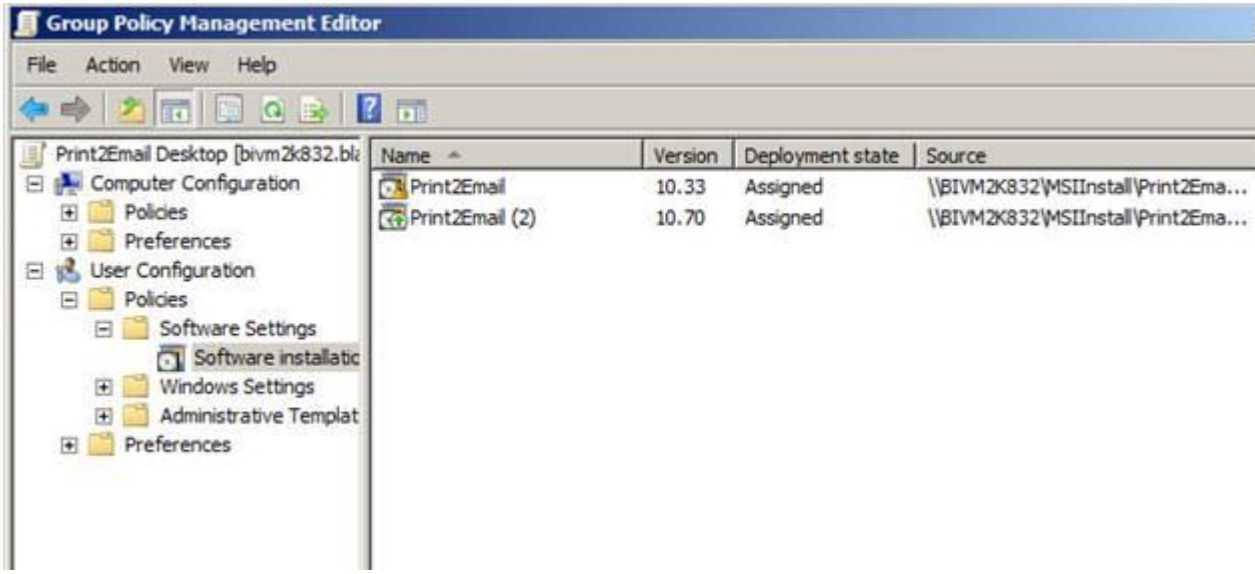
2. Right click in the open area, choose **New > Package...**
3. Navigate to the new version of the Print2Email MSI you want to use to upgrade your existing installations.

4. In the **Upgrades** tab select "**Required upgrade for existing packages**".



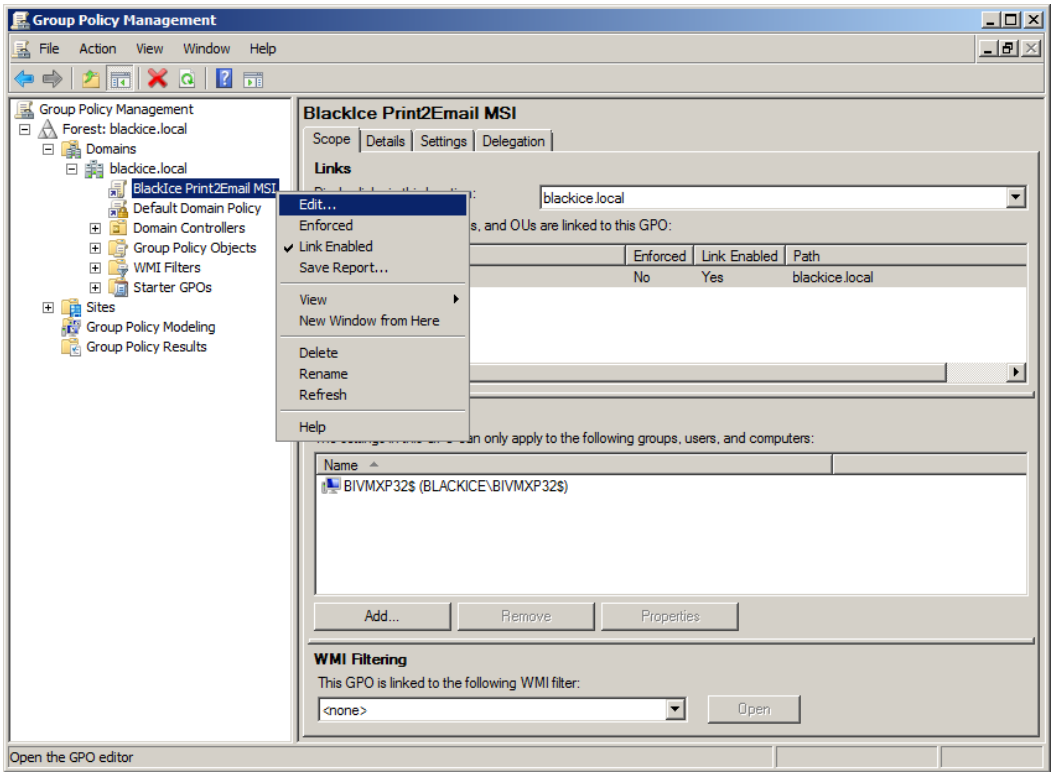
The rest of the settings should be the same as the old version of the Print2Email software package.

5. When the Group Policy Object configuration is finished the **Software installation** window should look similar to the picture below:



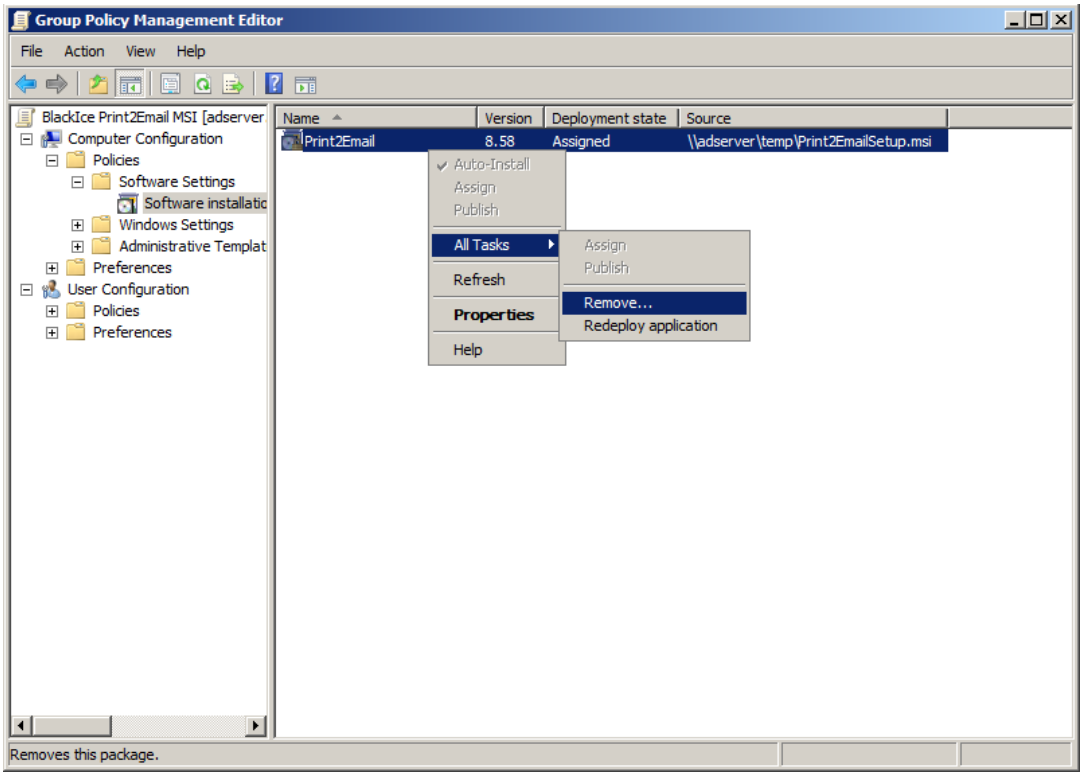
How to uninstall the Print2Email MSI from computers with the Group Policy Object

1. Navigate to and Edit the previously created Group Policy Object by right clicking on the GPO name and selecting **Edit**.

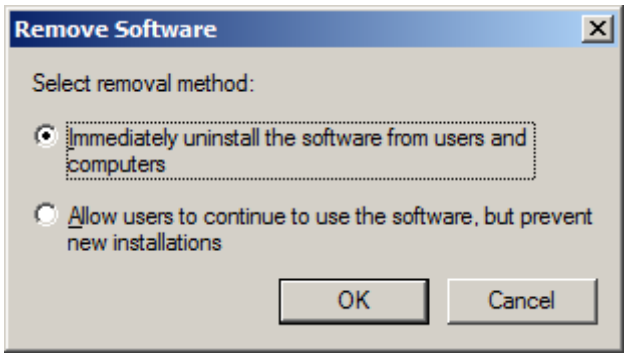


2. Add the Print2Email MSI installer package.
   Navigate to: ***Computer Configuration \ Policies \ Software Settings \ Software installation***

   Right click on the Print2Email and select **All Tasks \ Remove…**



3. Select **Immediately Uninstall the Software from users and computers** option to remove the software from the computers.



4. Restart the client computers to uninstall the software.
   Note: Please make sure the new Group Policy has been updated on the client computers. In certain situations the client computers might need to be rebooted twice.

Intune Deployment of product using MSI Packages

This section includes a step-by-step description on how to deploy the MSI package to enrolled users and devices with the help of Microsoft Intune.

The following section demonstrates how to install any Black Ice product using Intune. We use the Black Ice Printer Driver as an example to show the simplicity of the process.

Install the MSI installer with the “Line-of-business app” option

Install the MSI installer with the Windows app (Win32) option

Sync an app to the enrolled device

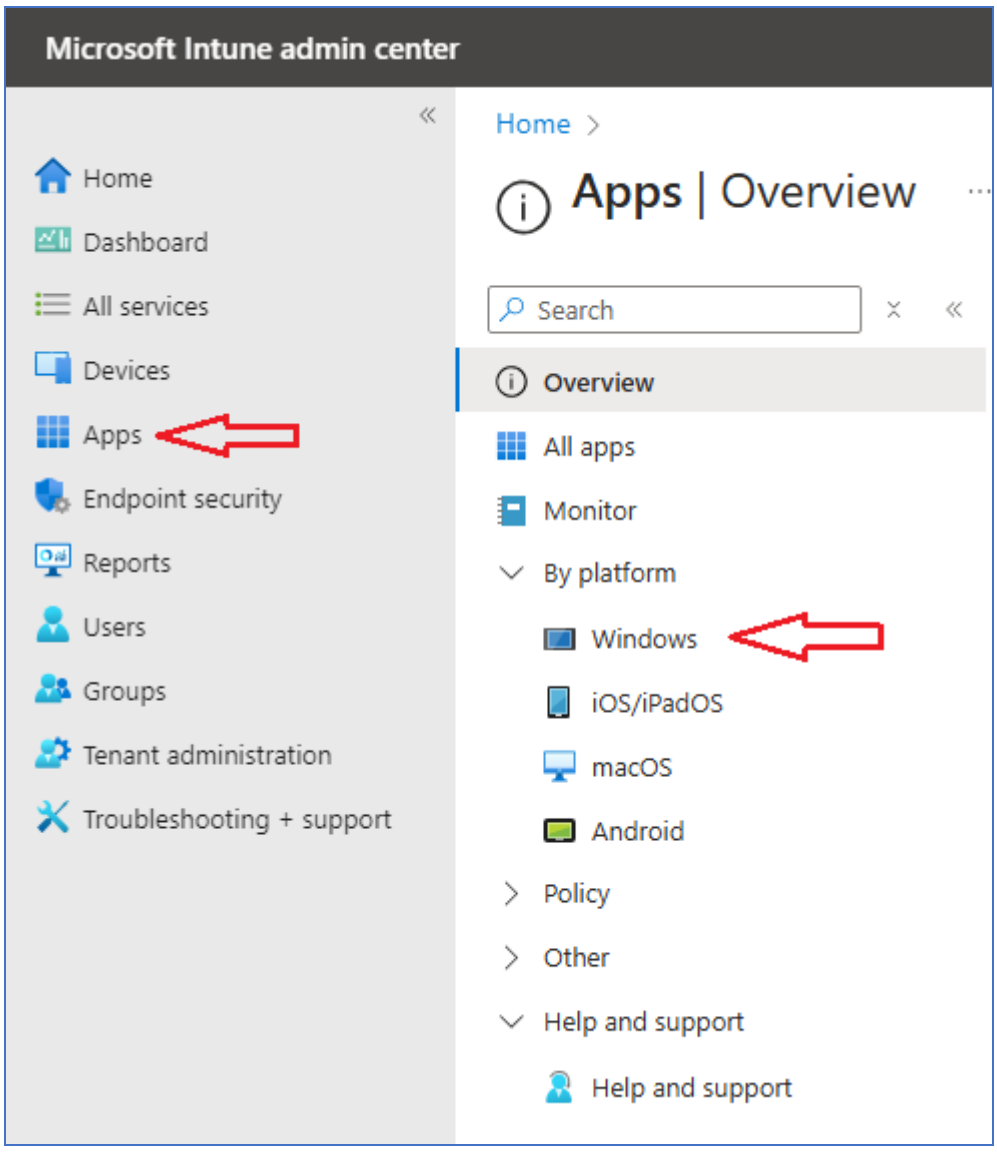
Status/Monitoring – Intune MSI Application Deployment

Update/Upgrade a Printer Driver

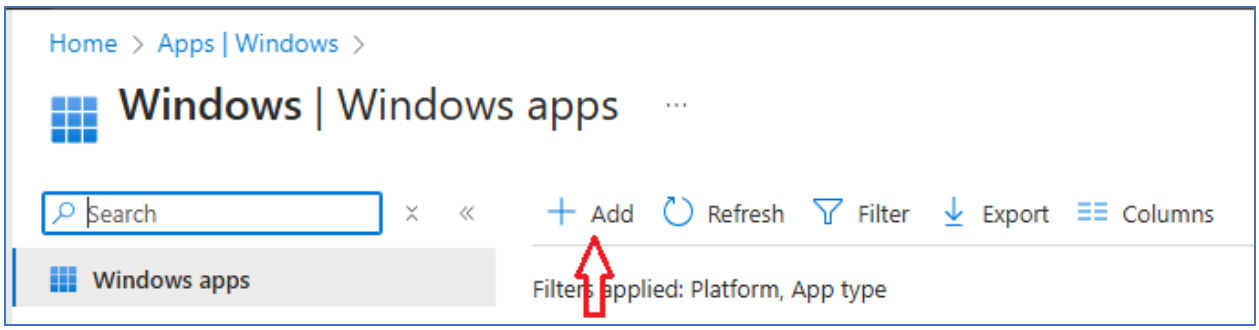
Uninstall a Printer Driver

Install the MSI installer with the "Line-of-business app" option

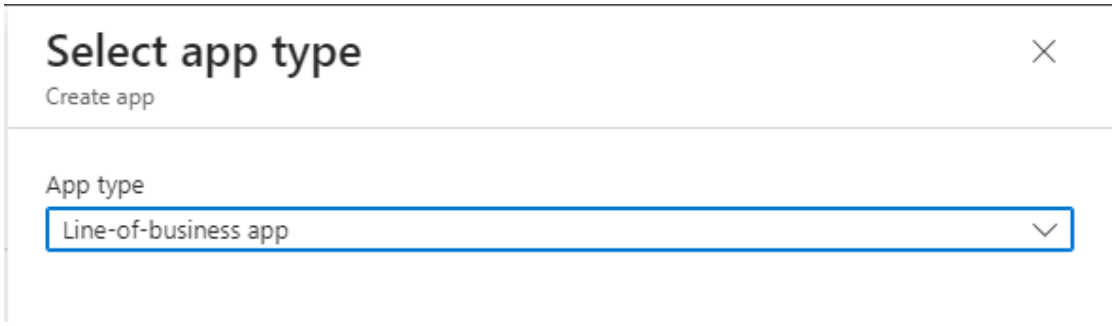
Login to [Microsoft Intune admin center]
Navigate to the Apps -> Windows:



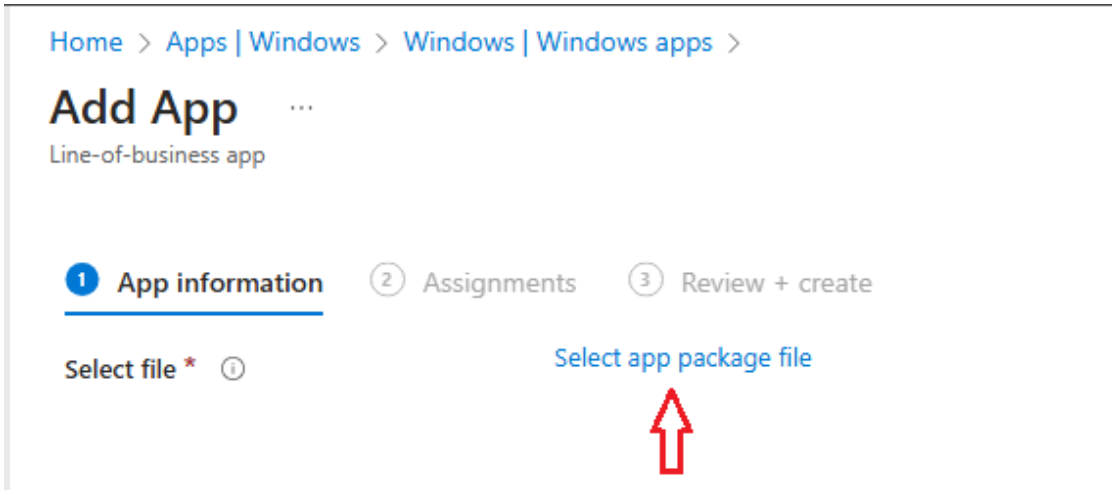
Click on **+Add** to add a new Intune application for deployment.



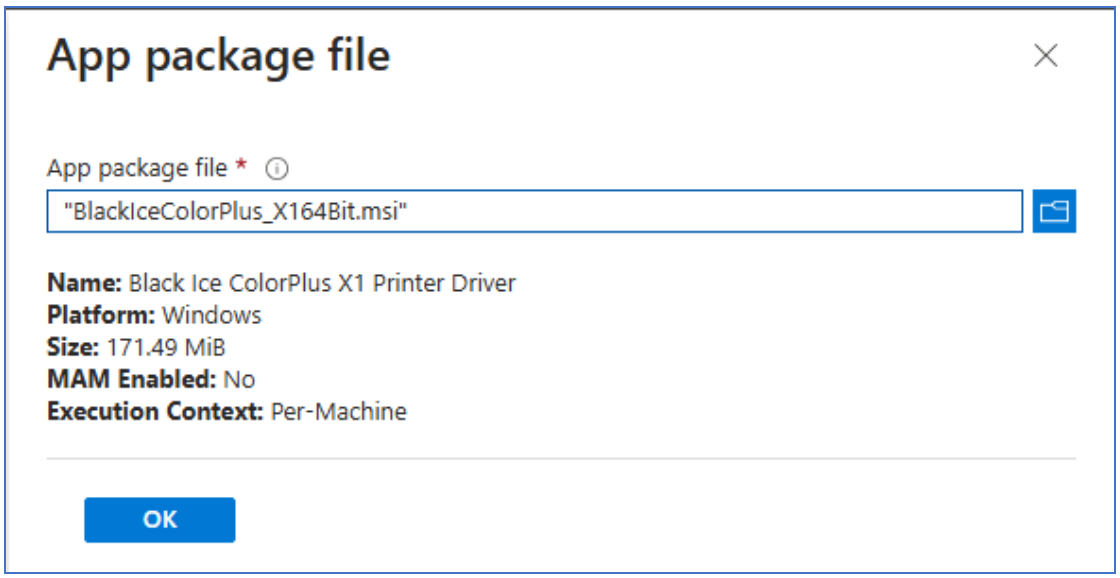
Select the **Line-of-Business app** - App Type drop-down menu from the Add app.



Click on the “Select app package file” to upload the BlackIceColorPlus_X164Bit.msi file to Intune.:

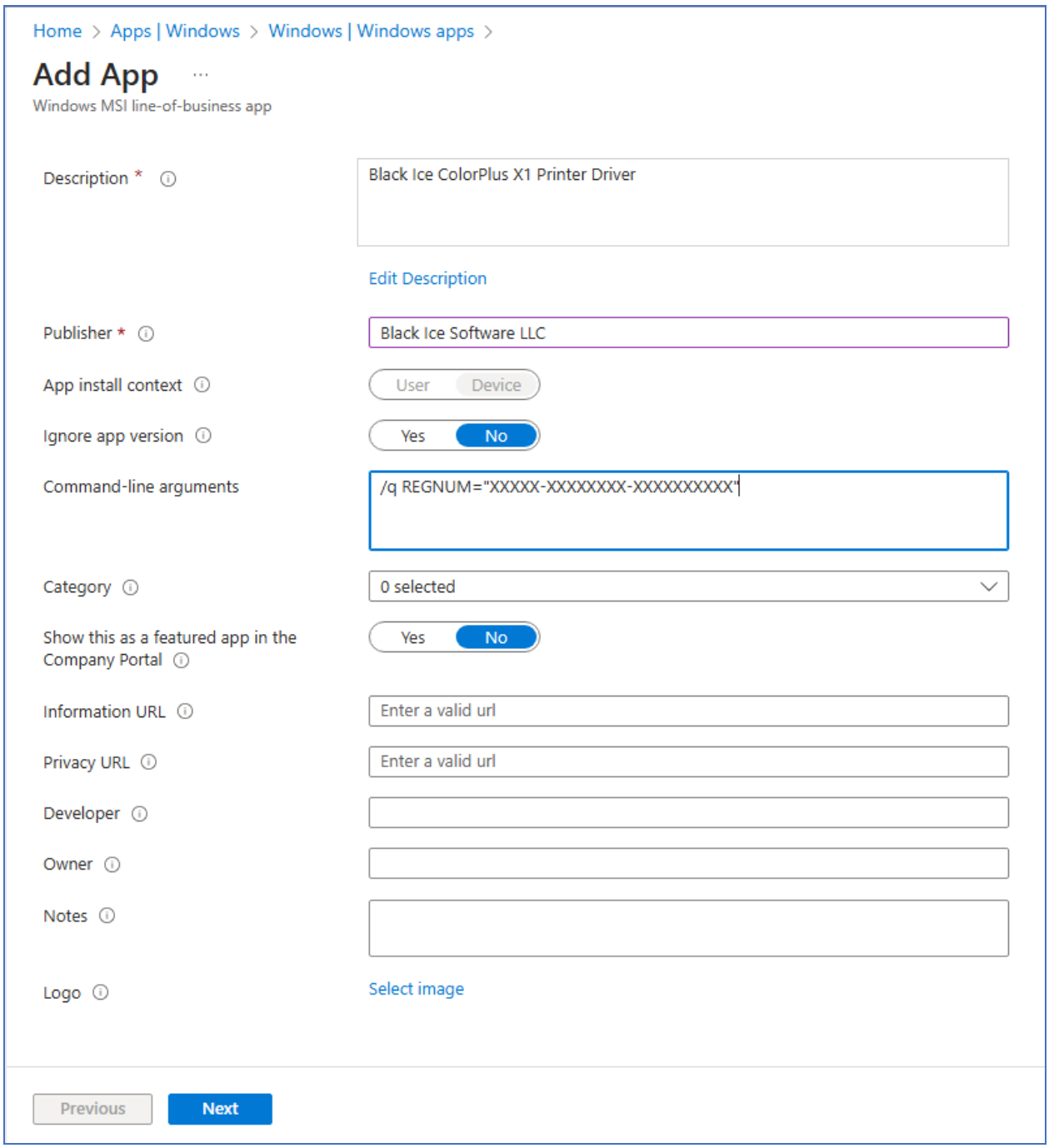


On the App package file, check out the following settings Name:



Click on OK on the App Package file.

Click on the App Information option from Add App in Intune Application Information Details.



Fill in the following information details in App Information.

Command-line Argument: /q REGNUM="XXXXX-XXXXXXXX-XXXXXXXXXX"
Note: the XXXXX-XXXXXXXX-XXXXXXXXXX must be the serial number of the customer.

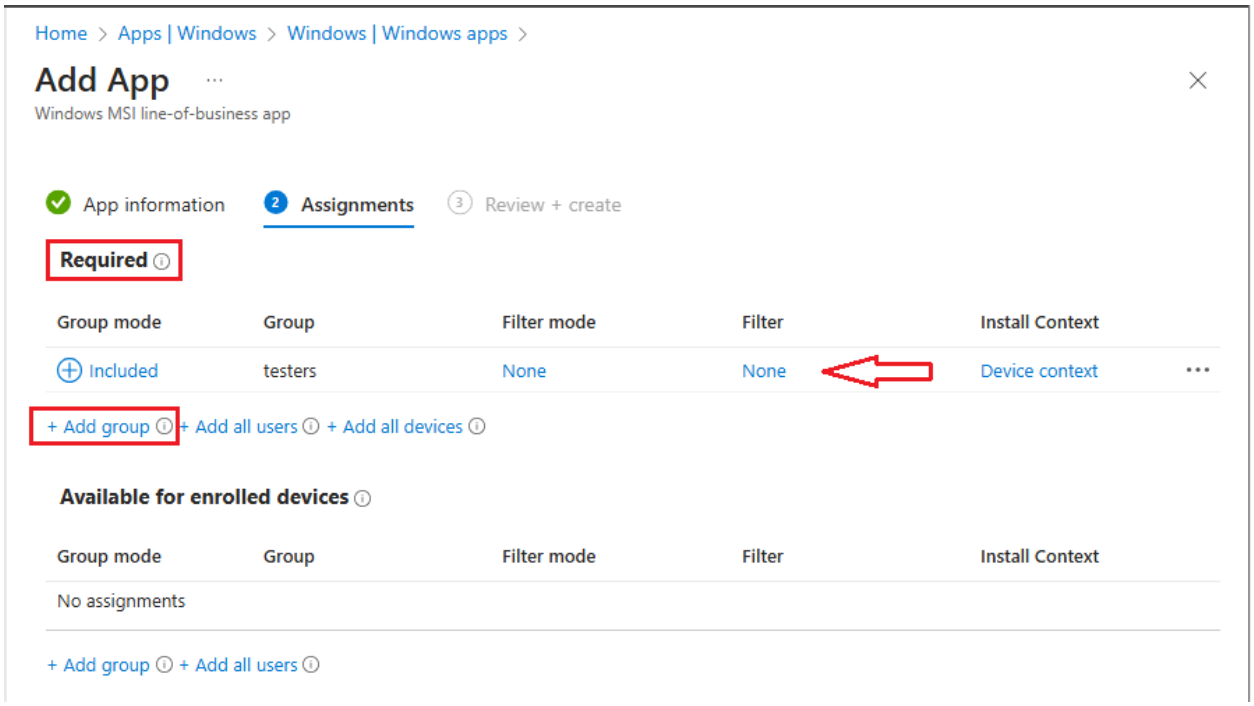
After filling in the information, click the Next option.
The next page will appear for Intune MSI Application Deployment - Assignment Options.

Click on the Add Group button from the Assignment tab of the application created.

Select groups where you want to assign this app from Add Group.
There are 3 (three) Assignment types - Select one assignment type.

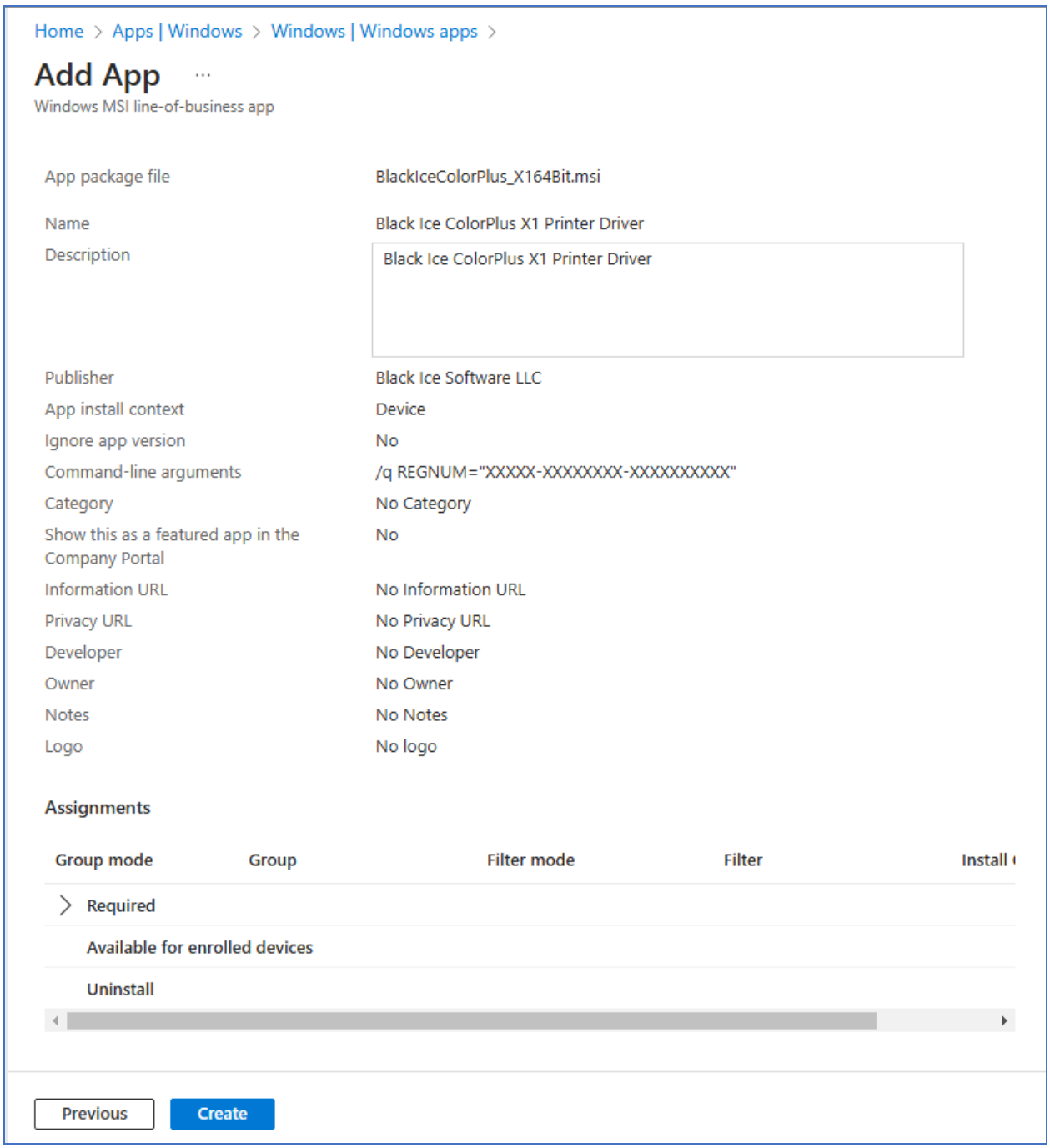
You can deploy the MSI application to **some group of devices** or **users** as required.
The MSI application is per machine then it will get installed in the machine context.
Select Required or Available for Enrolled Devices.
Click on Included Groups from **Add Group**.

Select the groups you want to make this app required or available from Assign.
Click on Select Groups to select a Group for the required assignment from Assign.
Search the Device/user Group in the search option in Select Groups and select the DEVICE/USER group that you want to deploy.



Click **Next** to save the Assignment.

On the following page, Review the values and settings you entered for the app.

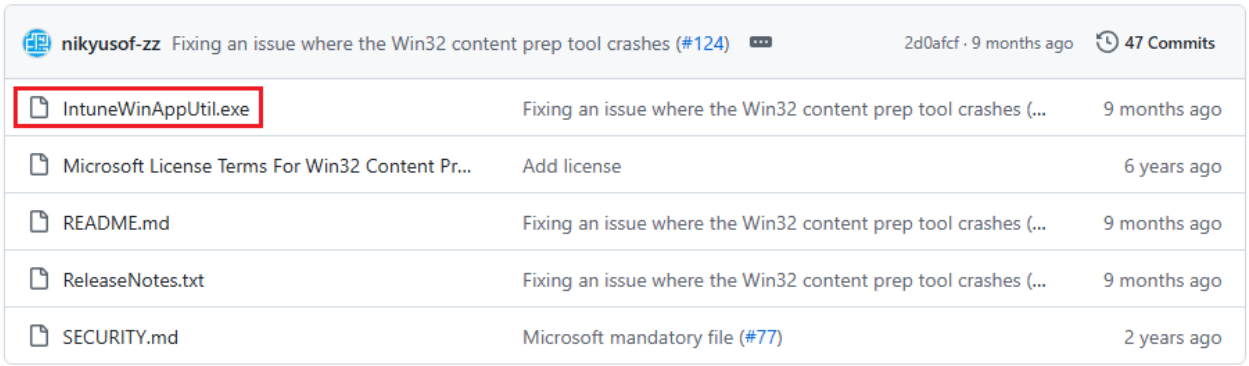


When you are done, click **Create** to add the app to Intune.

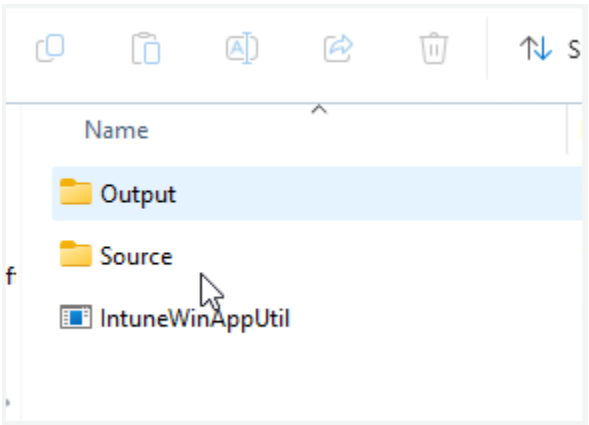
Install the MSI installer with the Windows app (Win32) option

First, the .MSI package needs to be converted into an .INTUNEWIN format so it can be uploaded to Intune.

Download the Microsoft Win32 Content Prep tool from Microsoft's official link. This tool is essential for converting your .MSI files into .INTUNEWIN format, suitable for Intune.



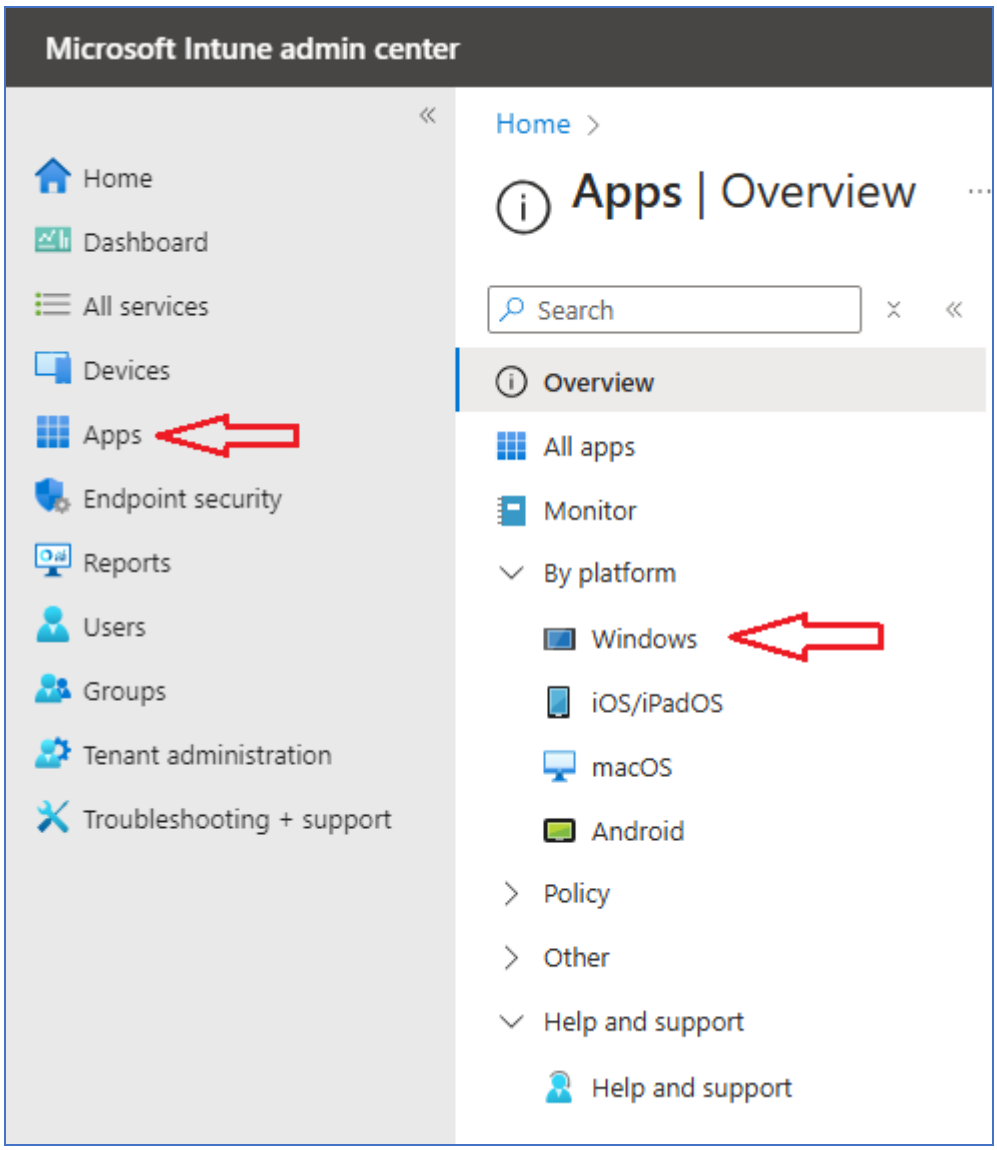
Organize Your Files: Create a dedicated folder, such as 'Microsoft Win32 Content Prep', and within it, establish Source and Output subfolders for better management of the original and converted files.



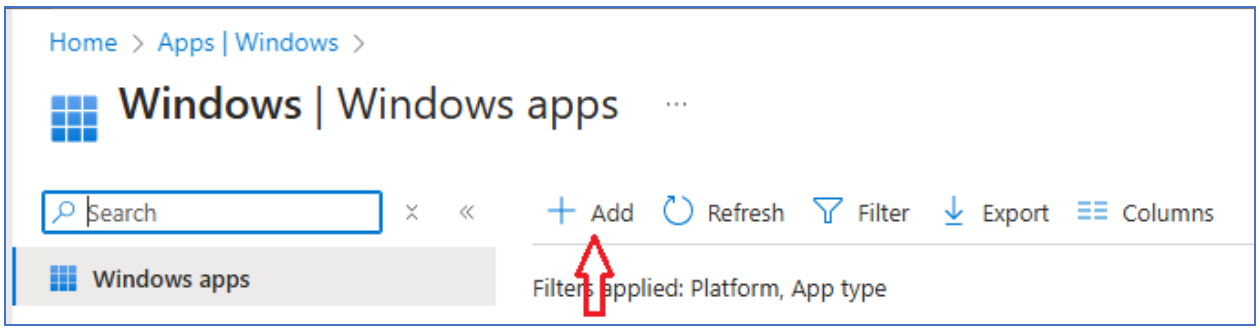
Run the **IntuneWinAppUtil** tool with the following parameters:
IntuneWinAppUtil.exe -c "C:\Microsoft Win32 Content Prep\Source" -s "BlackIceColorPlus_X164Bit.msi" -o "C:\Microsoft Win32 Content Prep\Output"

The **Output** folder contains the .INTUNEWIN file for installation.

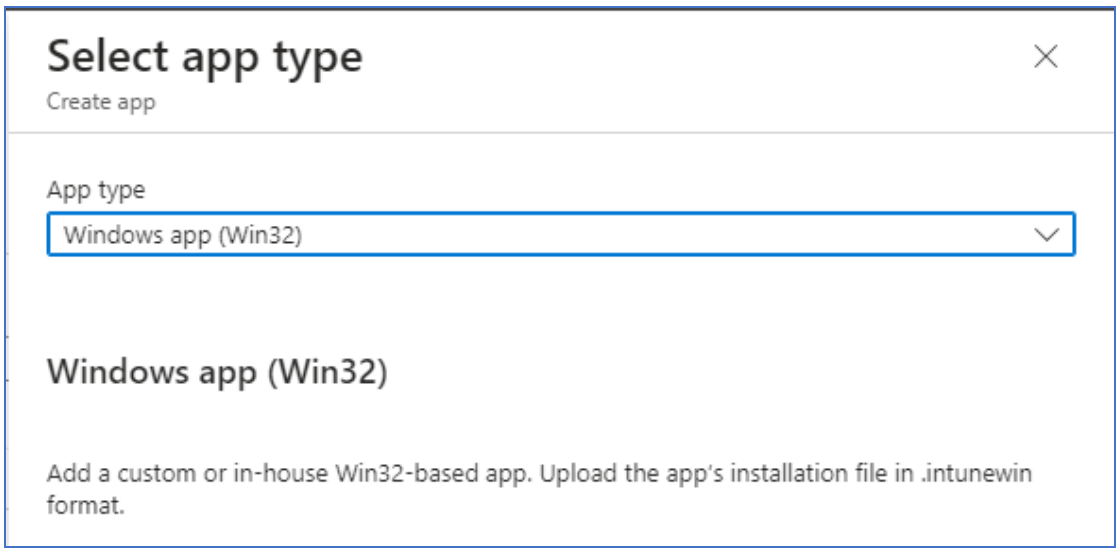
Login to Microsoft Intune admin center
Navigate to the Apps -> Windows:



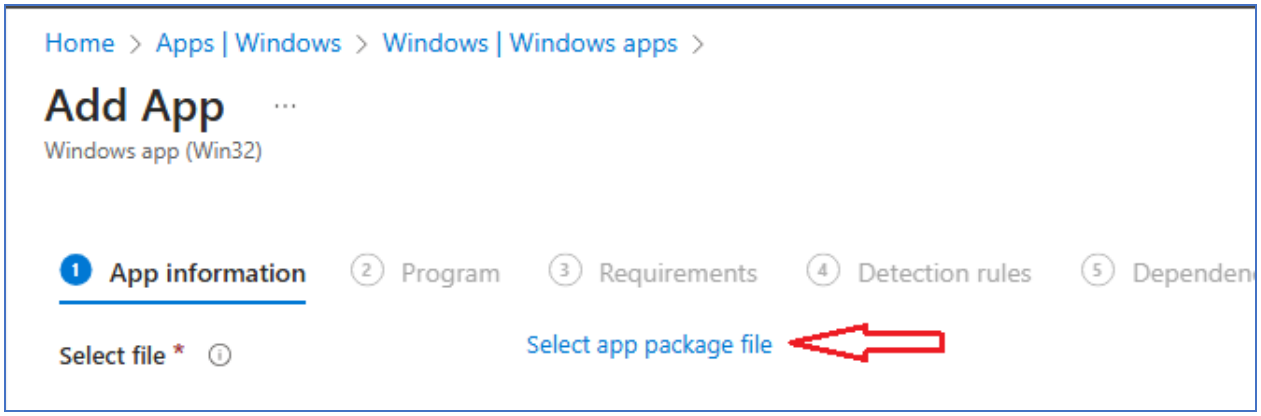
Click on **+Add** to add a new Intune application for deployment.



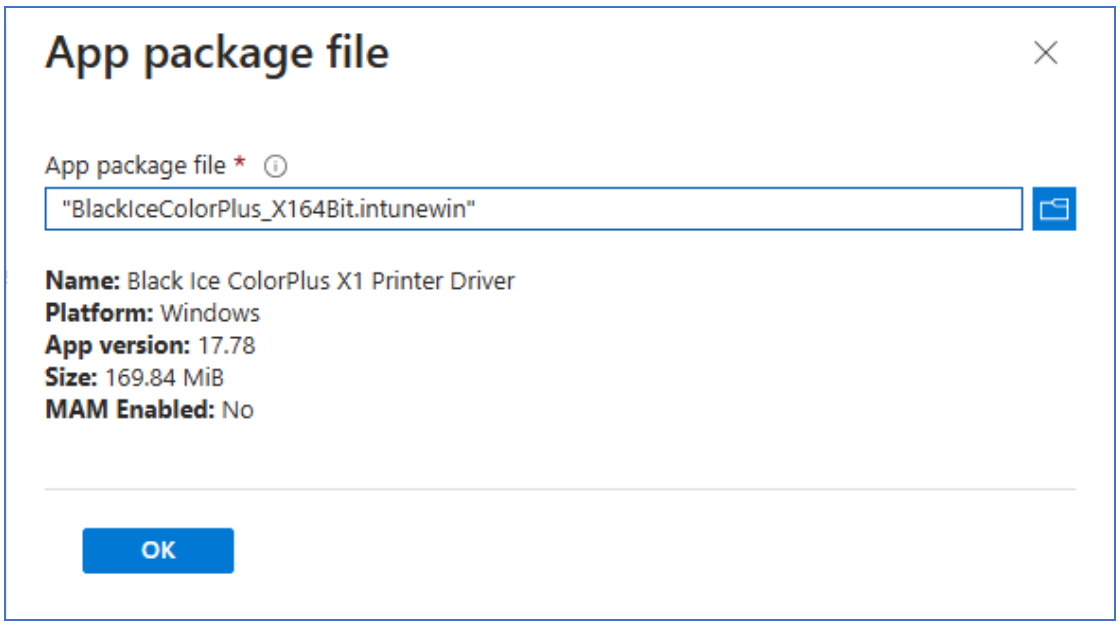
Select the **Line-of-Business app** - App Type drop-down menu from the Add app.



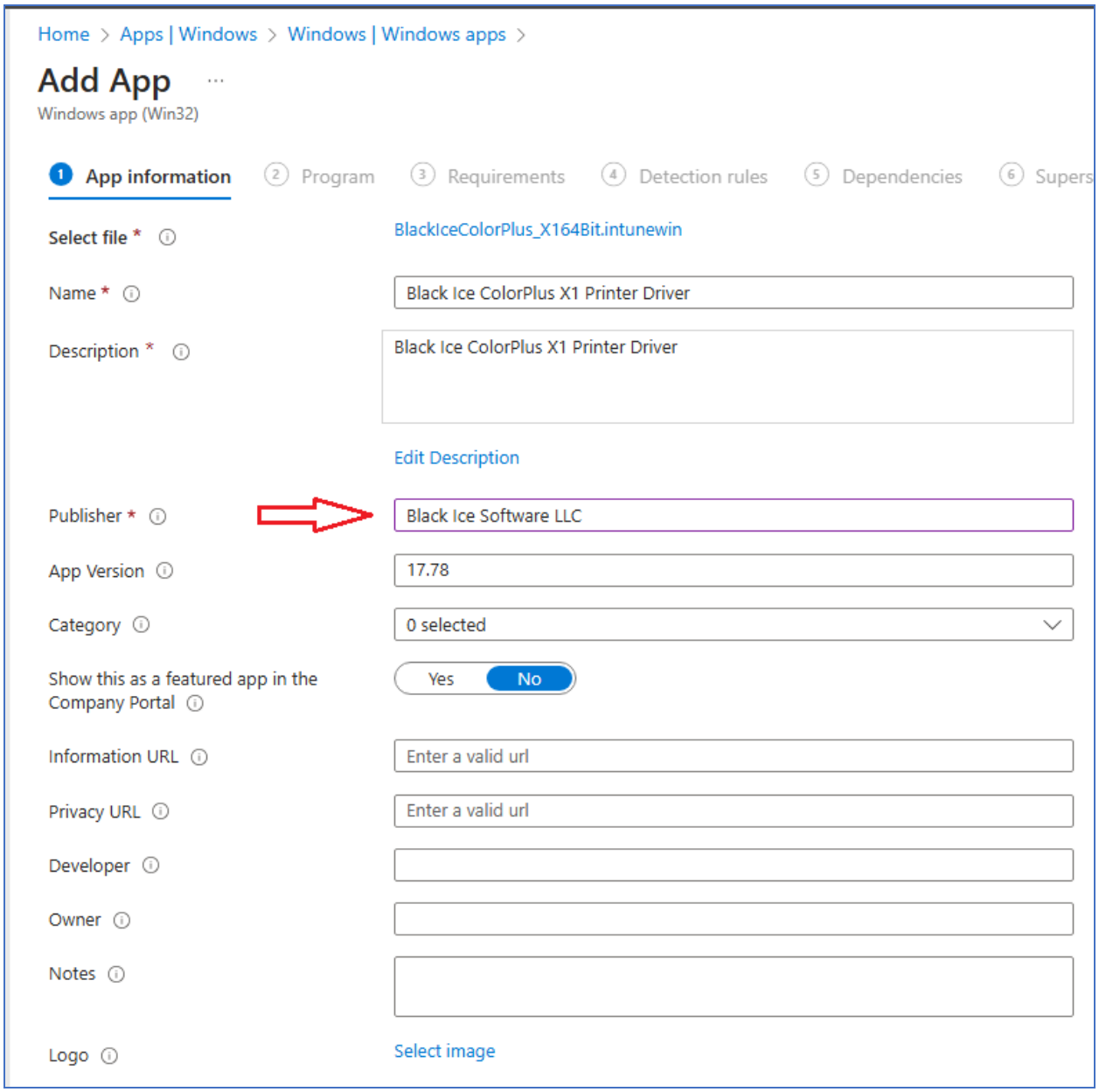
Click on the “Select app package file” to upload the BlackIceColorPlus_X164Bit.intunewin file to Intune.:



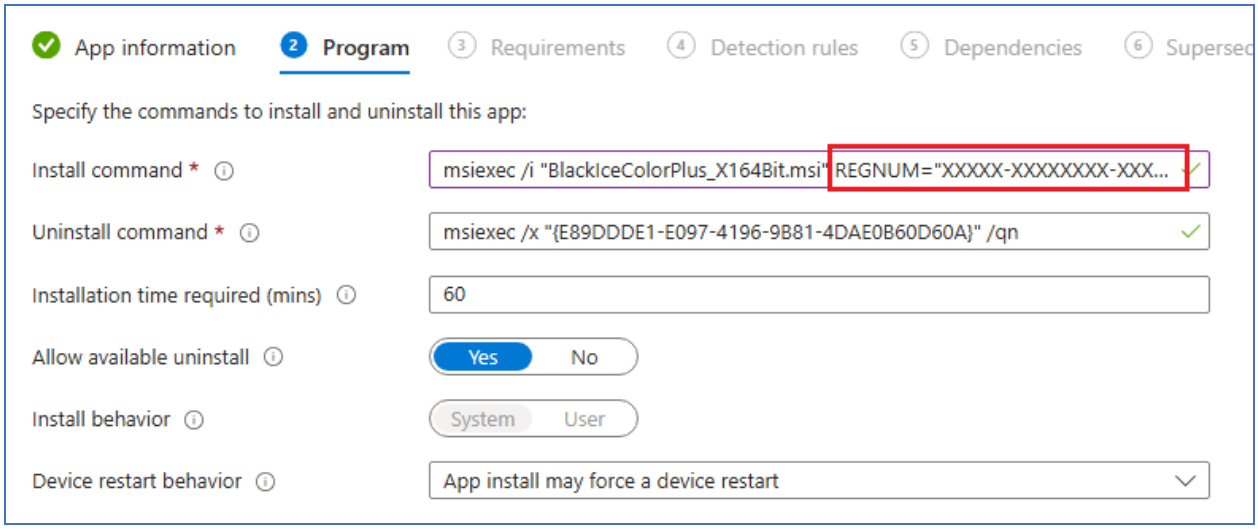
On the App package file, check out the following settings Name:



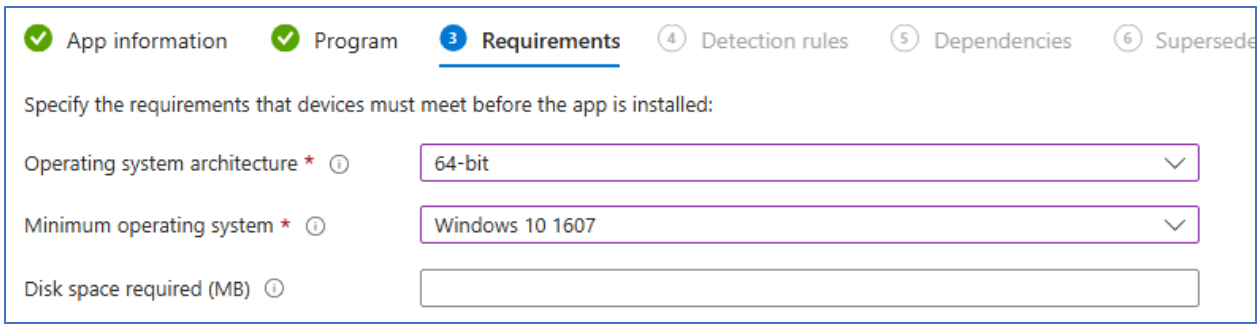
Click on OK on the App Package file.
Click on the **App Information** option from Add App in Intune Application Information Details.
Need to specify the Publisher field.



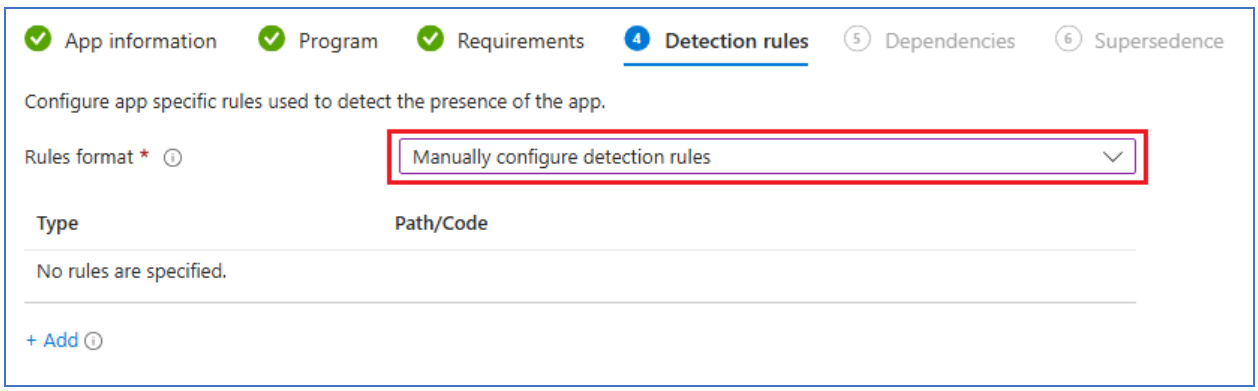
The Intune automatic field is the Install and Uninstall command field.
Important: Add the REGNUM="XXXXX-XXXXXXXX-XXXXXXXXXX" to the Install command field.
Note: the XXXXX-XXXXXXXX-XXXXXXXXXX must be the serial number of the customer.



On the Requirements page, specify the rules for the app to be installed on the device. I am going to require 64-bit for Operating System architecture and the Minimum operating system of Windows 10 1607. Specify the best choices based on your company's needs.

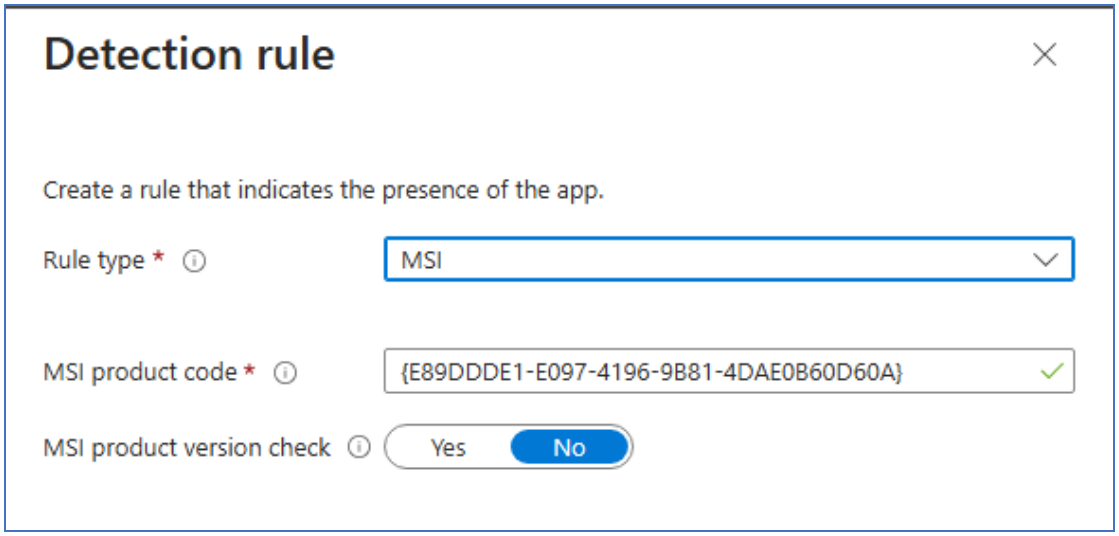


Next, the **Detection rules** allow us to check the device to see whether the application being deployed is already on that device or not. If the application version is already on that device, it will not install. However, if nothing is detected it will go ahead and deploy. There are two options: one is to Manually configure detection rules and the other is to use a custom detection script. We will use Manually configure detection rules > + Add:

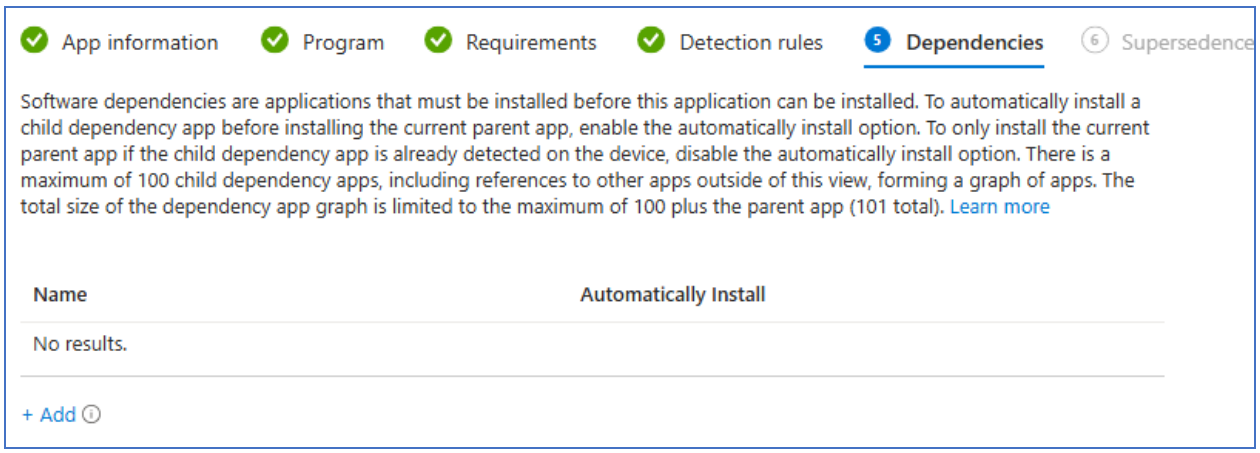


There are three Rule types to choose from: MSI, File, and Registry. Since we used an MSI package, it will automatically populate the MSI product code, so we will go ahead and click MSI.

See the rule here requires using the MSI Product code and I have the option to use the MSI Product version check. We will not need it in this case.

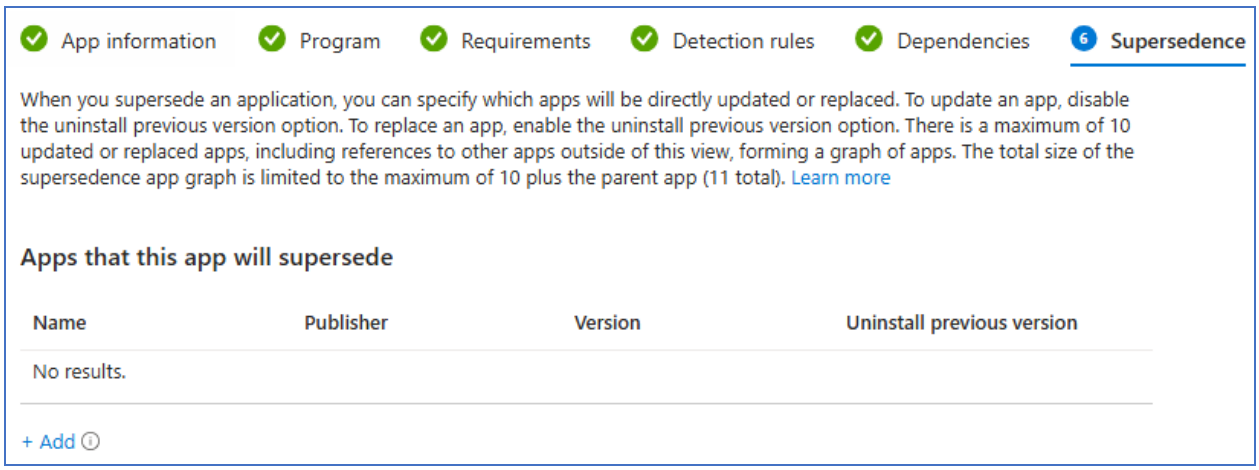


Next, **Dependencies** enables us to add apps that might need to be paired together for this application to be installed. We are selecting no dependencies in this case.



Next, **Supersedence** enables us to specify which apps will be either updated or replaced.

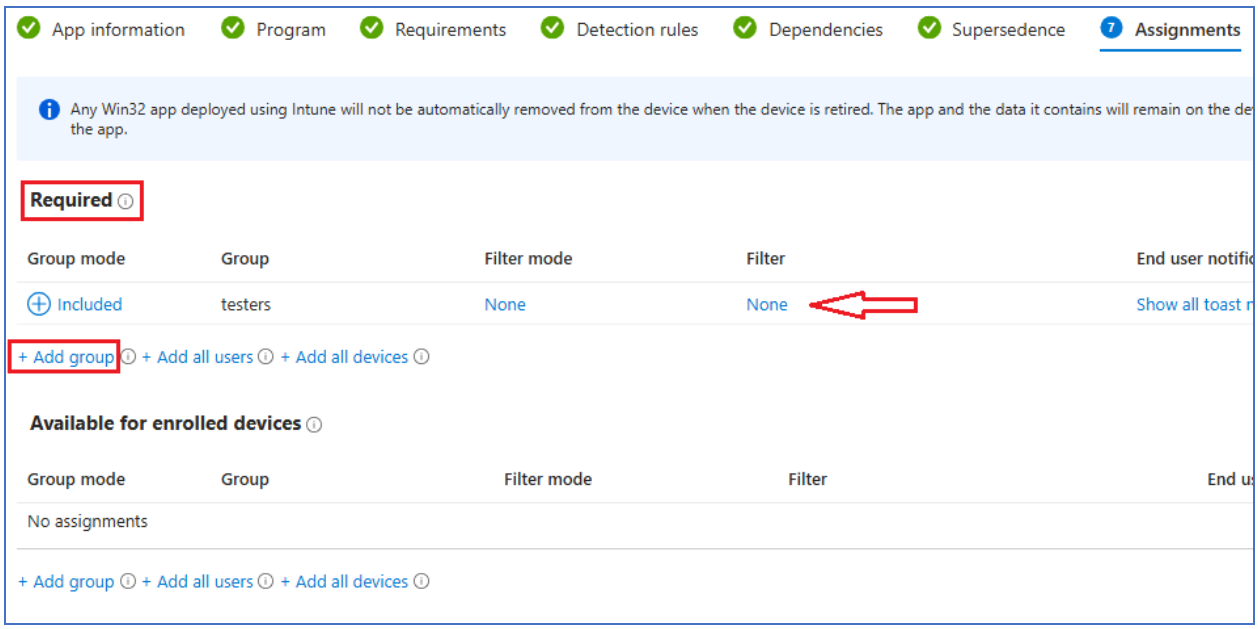
Note: If you want to update an app, disable the “Uninstall previous version” option. If you want to replace an app, however, you can enable that choice. In this case, there is nothing under Supersedence, but I may write another blog on this topic shortly if people are interested.



The next page will appear for Intune MSI Application Deployment - Assignments Options.

Click on the **Add Group** button from the Assignment tab of the application created.
Select groups where you want to assign this app from Add Group.

There are 3 (three) Assignment types - Select one assignment type.
You can deploy the MSI application to some group of devices or users as required.
The MSI application is per machine then it will get installed in the machine context.
Select Required or Available for Enrolled Devices.
Click on Included Groups from Add Group.
Select the groups you want to make this app required or available from Assign.
Click on Select Groups to select a Group for the required assignment from Assign.
Search the Device/user Group in the search option in Select Groups and select the DEVICE/USER group that you want to deploy.

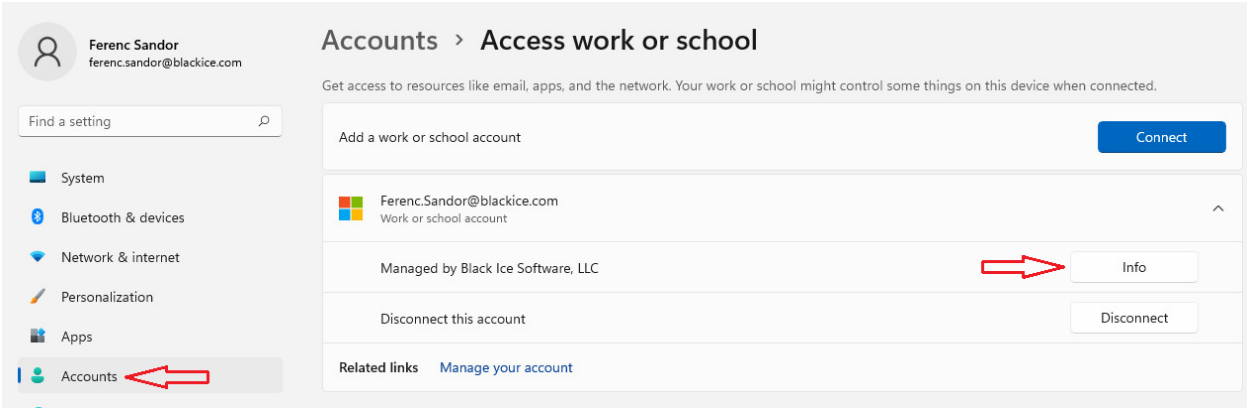


Review your MSI installation and click **Create** when you are ready.

Sync an app to the enrolled device

Once the application is deployed from Microsoft Intune, it can be synced to a device by following the below steps:
Go to an enrolled device, in our case we used a Windows 11 machine.
Right-click on the Windows icon and then go to Settings.
Click on Accounts -> Access work or school.

Click on the **Info** button.

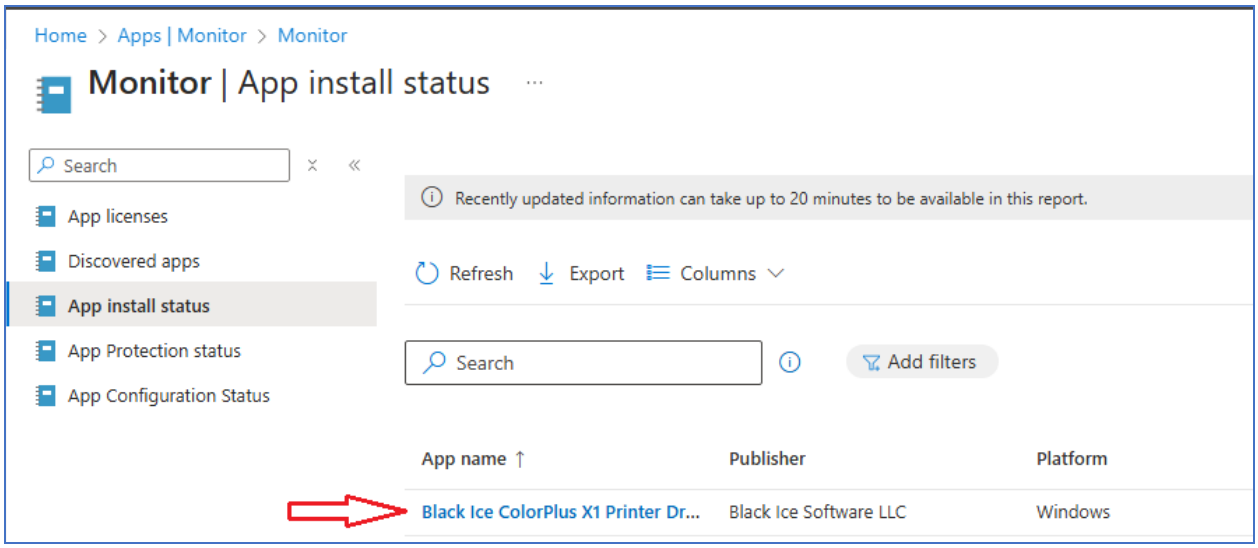


Click on sync for syncing apps and policies.
Optional: Restart your machine if the app does not appear on your device.

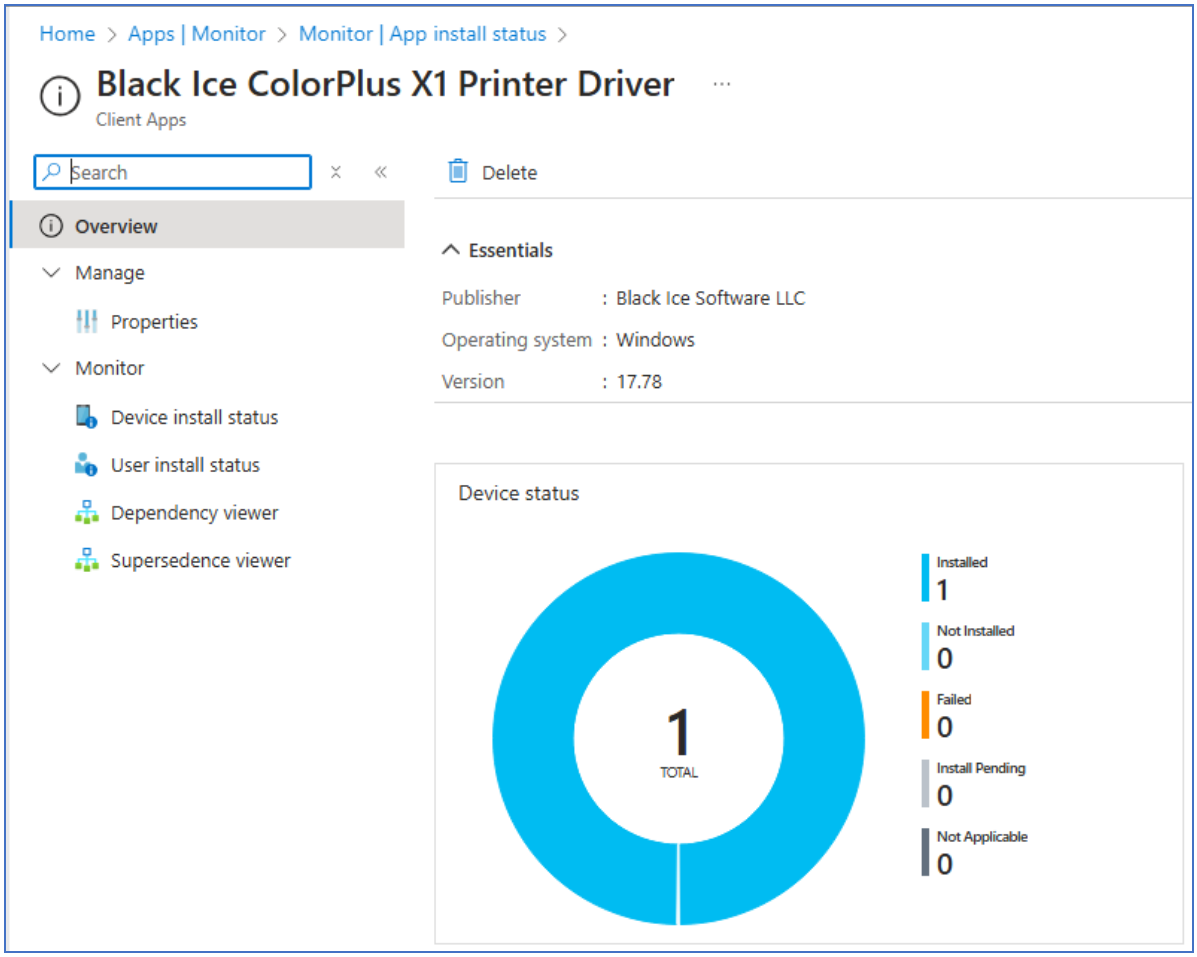
Status/Monitoring – Intune MSI Application Deployment

You can check the state of the deployed application.

Navigate via Microsoft Intune - Apps > **Monitor**.
Click on **App Install Status** and select the application you want to know the status of the application.



From the application (this will be in the application name), click on Overview to get a graphical view of the MSI application deployment status.


Home > Apps | Monitor > Monitor | App install status >
Black Ice ColorPlus X1 Printer Driver
Client Apps
Search
Delete
Overview
Manage
Properties
Monitor
Device install status
User install status
Dependency viewer
Supersedence viewer
Essentials
Publisher : Black Ice Software LLC
Operating system : Windows
Version : 17.78
Device status
1
TOTAL
Installed
1
Not Installed
0
Failed
0
Install Pending
0
Not Applicable
0

Update/Upgrade a Printer Driver

Intune will automatically reinstall, update, or remove a required app based on the following conditions:

- If an end user uninstalls an app that you have required to be installed on the end user's device, Intune will automatically reinstall the app.
- If a required app install fails or somehow the app is not present on the device, Intune evaluates compliance and reinstalls the app.
- If the admin deploys uninstall intent and the app is present on the device and failed to uninstall, Intune evaluates compliance and uninstalls the app.

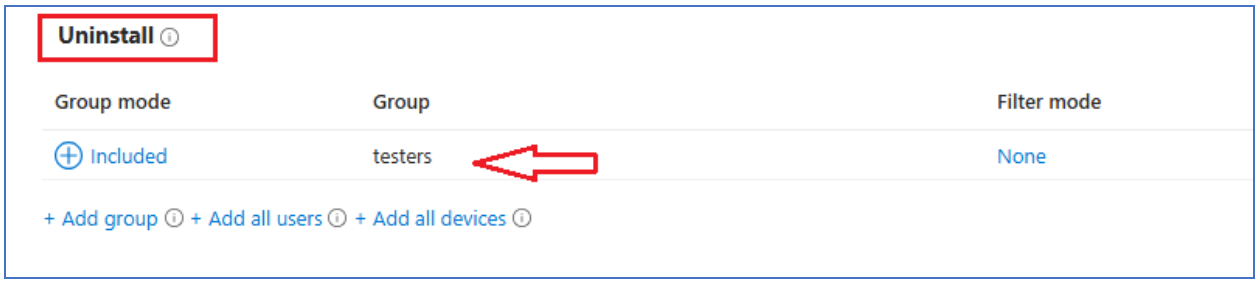
When you need to update or upgrade an already installed app, use the following steps:

Navigate via Microsoft Intune – Apps > **All apps**.
Find and select your app from the list of apps.
Select **Properties** under Manage from the app pane.
Select **Edit** next to **App information**.
Click on the listed file next to **Select file to update**.
The **App package file** pane is displayed.

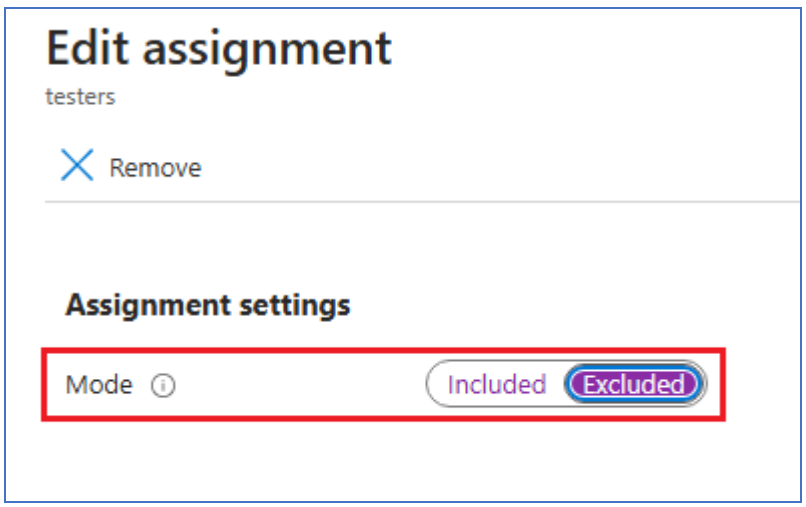
Uninstall a Printer Driver

When you need to uninstall an app from a user's device, use the following steps:
Navigate via Microsoft Intune – Apps > All apps > Black Ice ColorPlus X1 Printer Driver > Manage > Properties > Assignments > Edit.

In the **Add group** pane, select **Uninstall**.
Select **Included Groups** to select the groups of users that are affected by this app assignment.
Select the groups that you want to apply the uninstall assignment.
Click **Select** on the **Select groups** pane.
Click **OK** on the **Assign** pane to set the assignment.



Note: If you want to exclude any groups of users from being affected by this app assignment, select **Exclude Groups**.



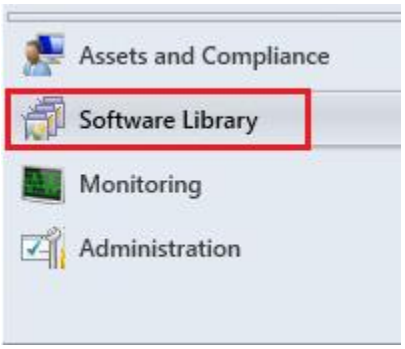
Select **OK** in the **Add group** pane.
Select **Review and Save** in the app **Assignments** pane.

Installing the Print2Email with SCCM

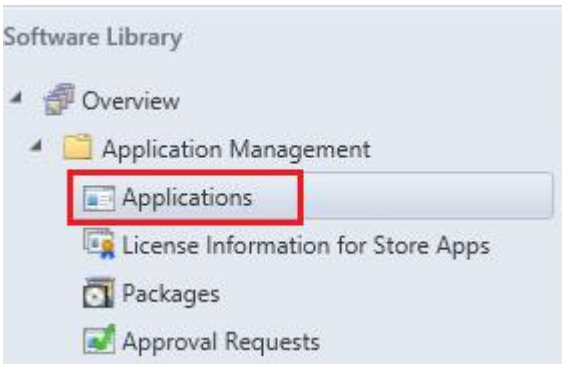
To deploy the Print2Email MSI installer with SCCM (System Center Configuration Manager), please follow the steps below how to create an Application package for Print2Email in SCCM.

Open the System Center Configuration Manager

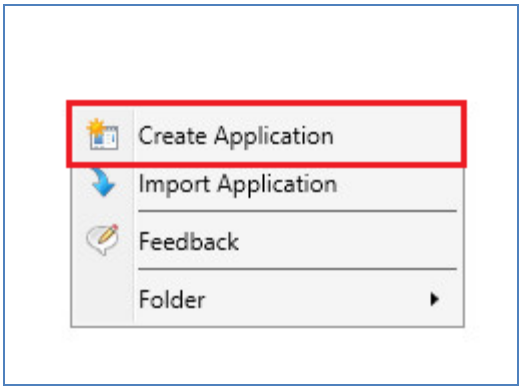
Navigate to Software Library



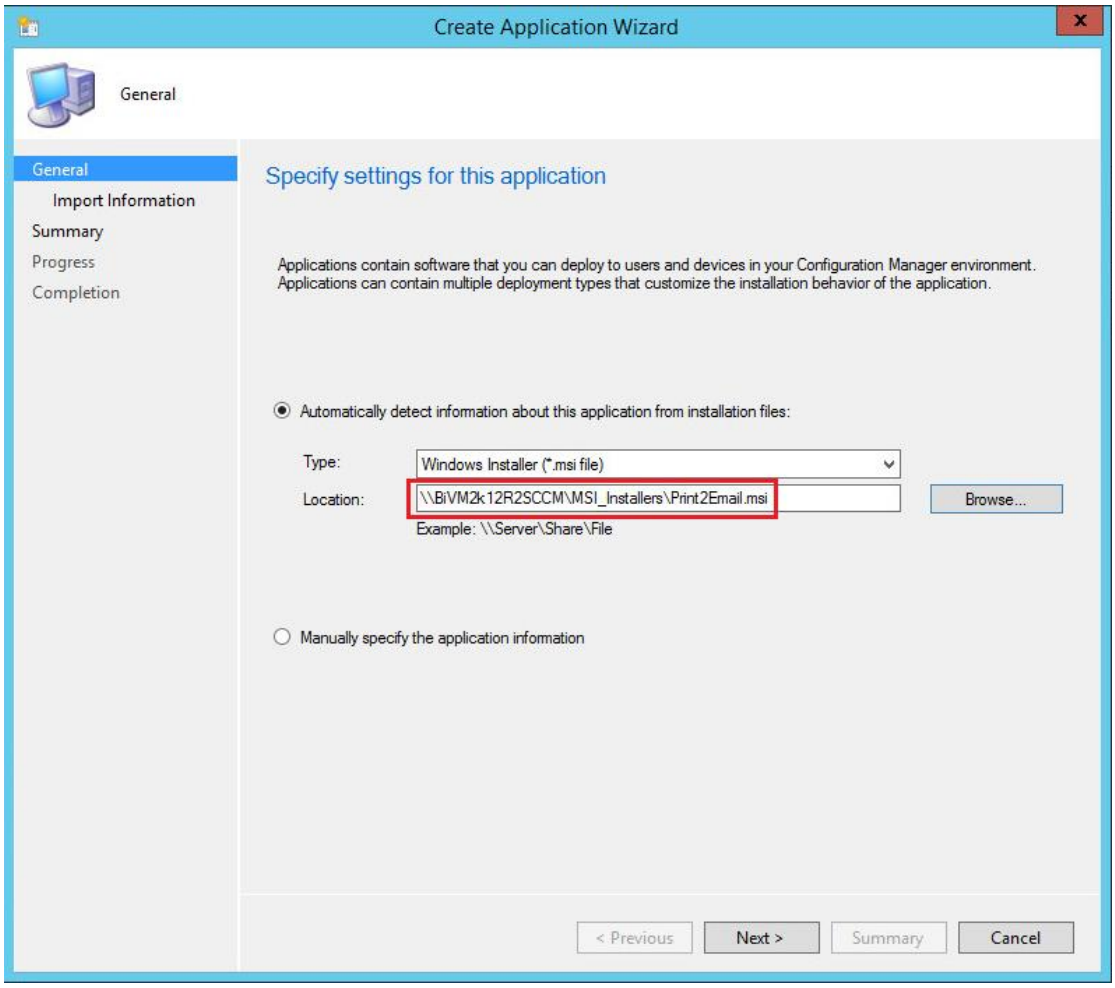
Select Applications



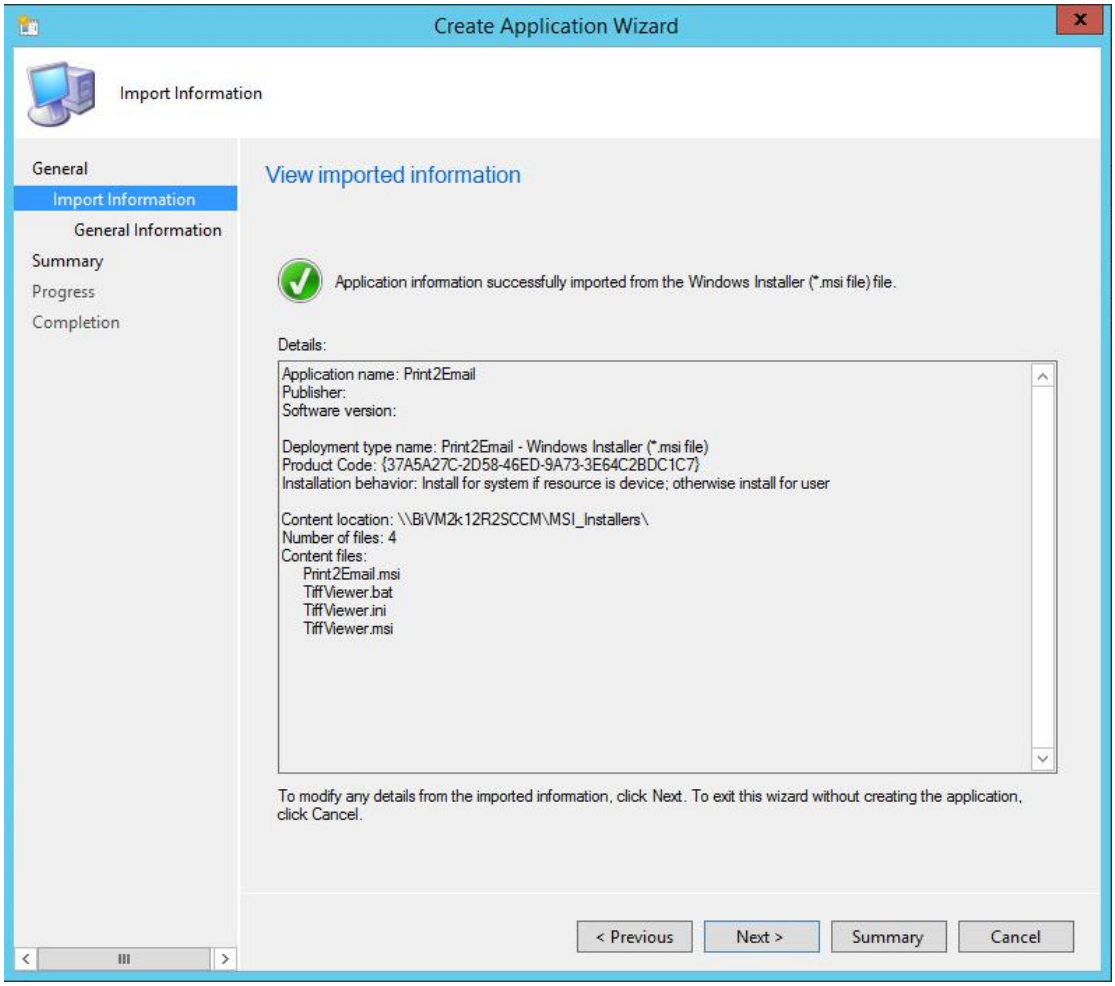
Right click on form and select **Create Application**



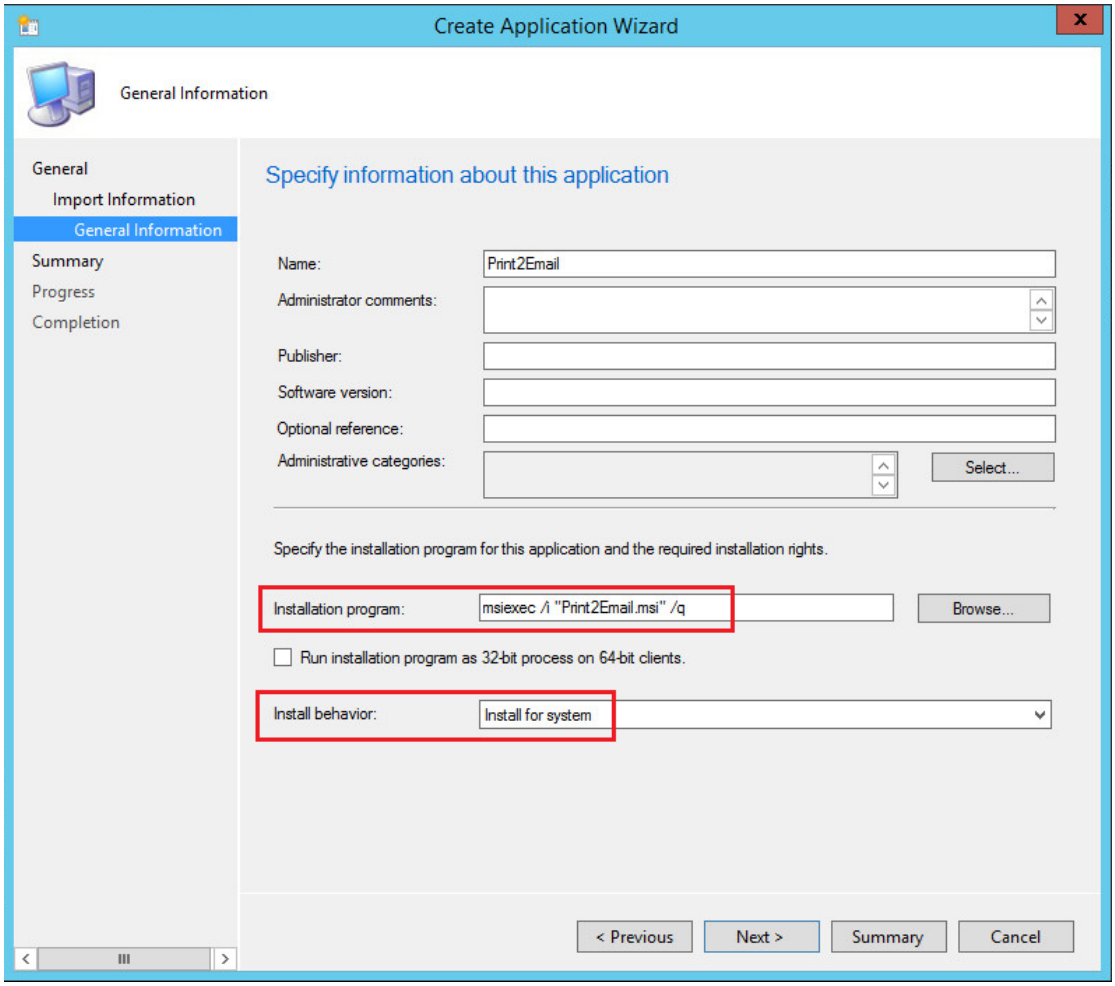
Add MSI installer file (Example: \\BiVM2k12R2SCCM\MSI_Installers\Print2Email.msi)
Type: Windows Installer (*.msi file)
Note: The location file from shared directory on SCCM server.



Click **Next** button.



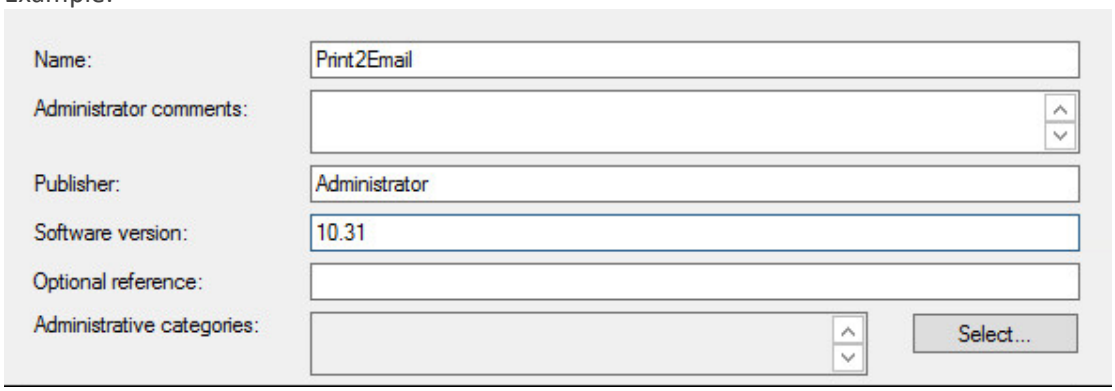
Click **Next** button.



Configure the following entries:

- Publisher
- Software version

Example:



The SCCM automatically fills the Installation program.
Msiexec /i "Print2Email.msi" /q

Install with TRANSFORM parameter.
Create transforms (MST) file with Orca", read the "**How to use ORCA**" section.
Add the TRANSFORM parameter with transformation file with full path.
Example: **[SCCM Server]**\MSI installers\Print2Email.mst

Note: The location file from shared directory on SCCM server.

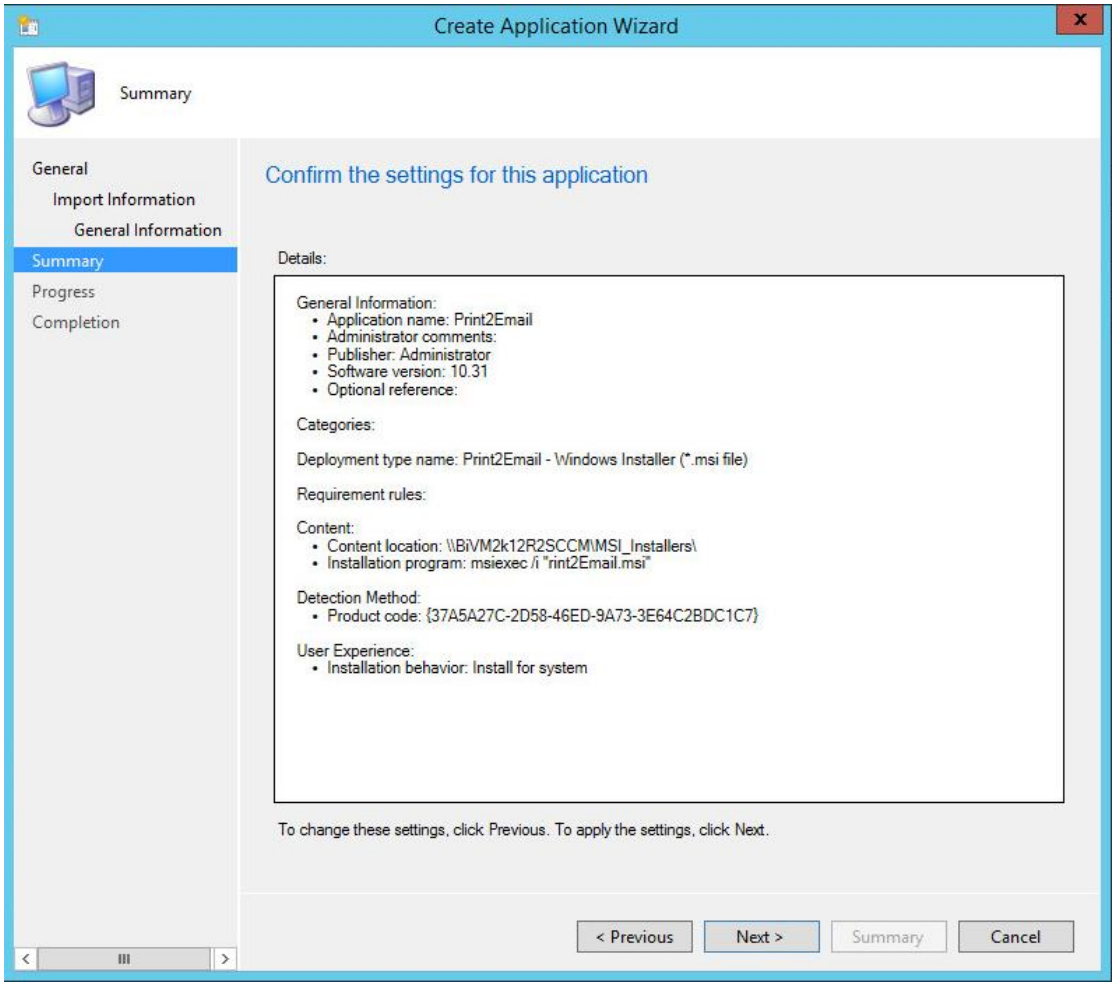
The MSI installer does not support the environments variable.

If using the environments variable for the CUSTOMINI or TARGETDIR parameters, create a batch file with the following text:
msiexec /i "Print2Email.msi" CUSTOMINI="%randomname%Print2Email.ini"
CREGNUM=xxxxx-xxxxxxxx-xxxxxxxxxx /q

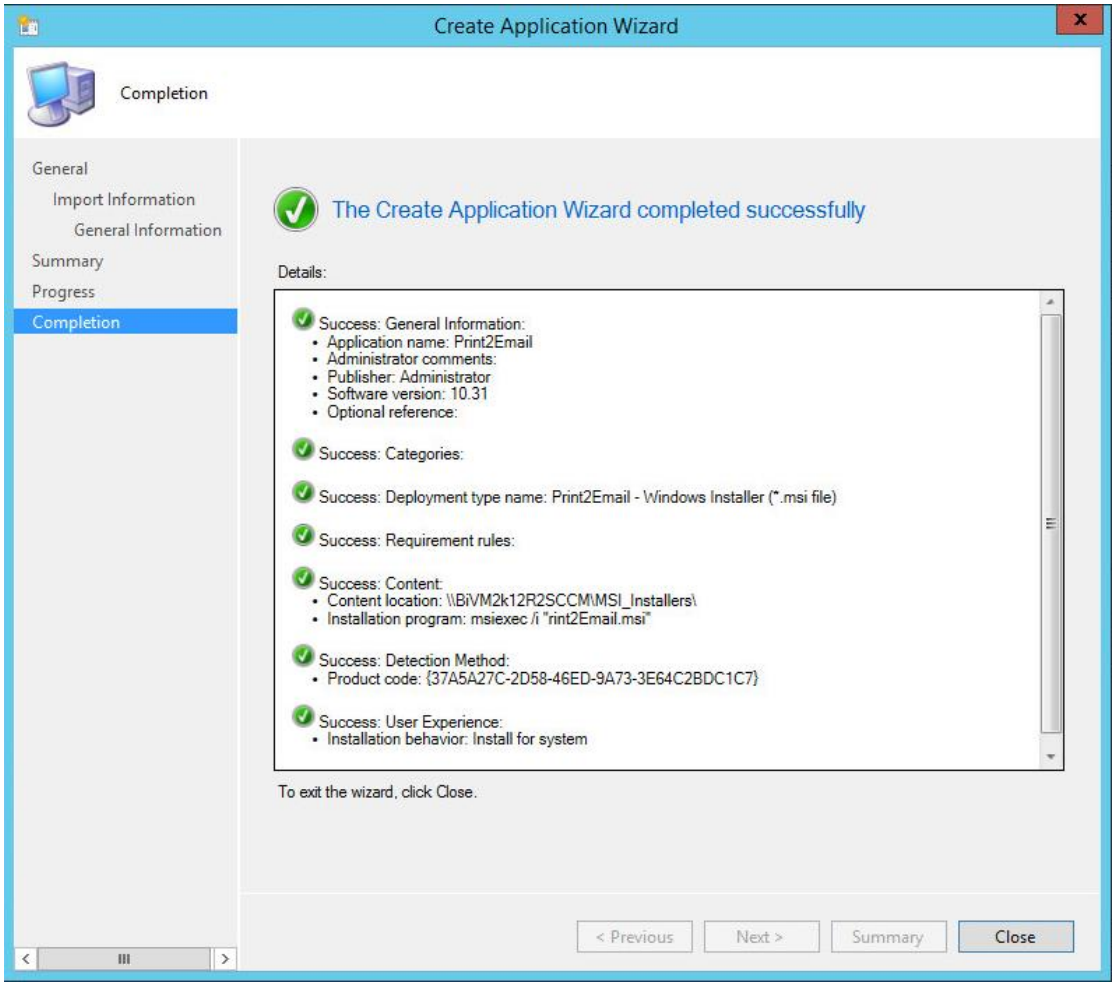
NOTE: The Installer behavior is **Install for system**.

Check the **Run installation program as 32-bit process on 64-bit clients**.

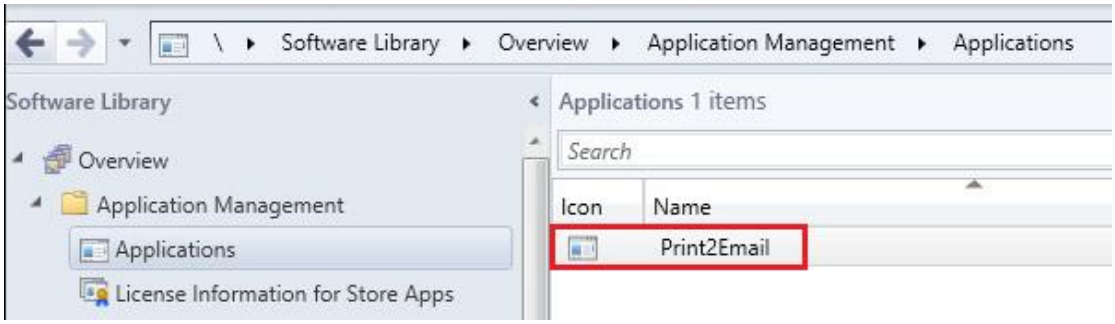
Click **Next** button.



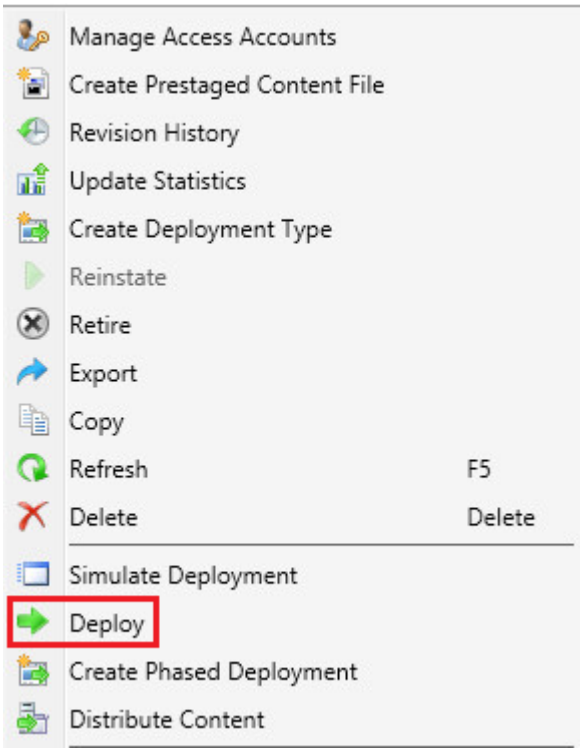
Click **Next** button.



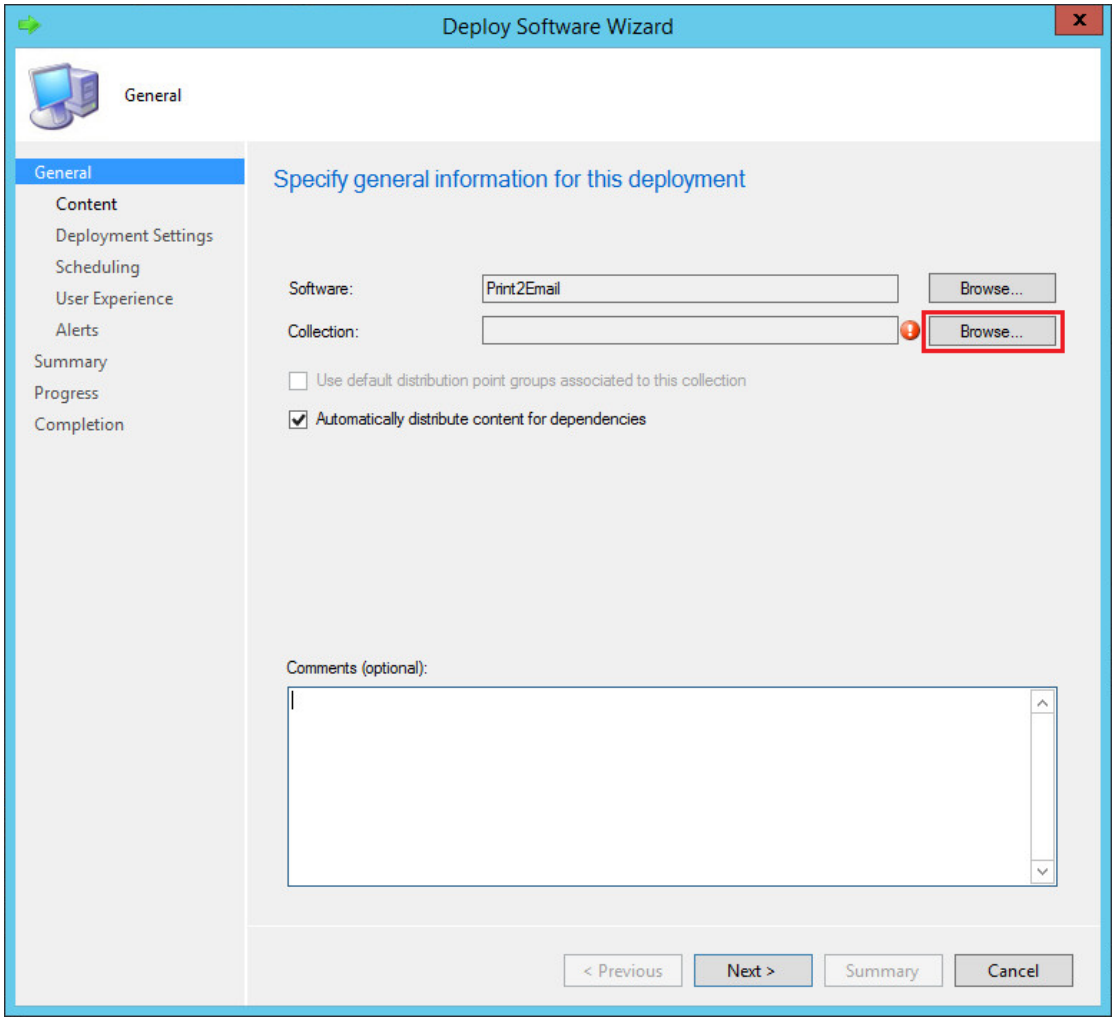
Click the **Close** button.
Finished the install package:



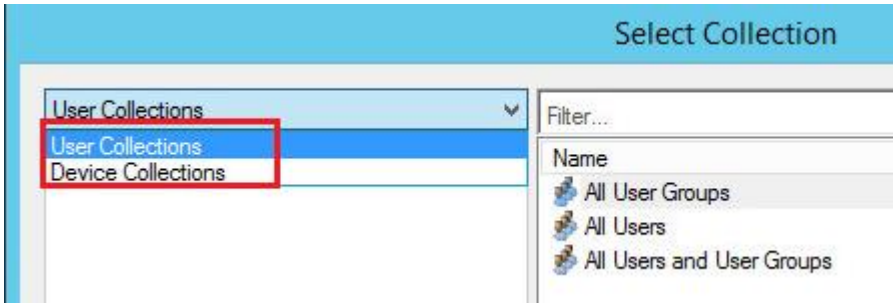
Install (**Deploy**) the Application to client(s)
Right click on Application (Example: Black Ice Print2Email)
Select the Deploy:



Click to Collection -> Browse… button.



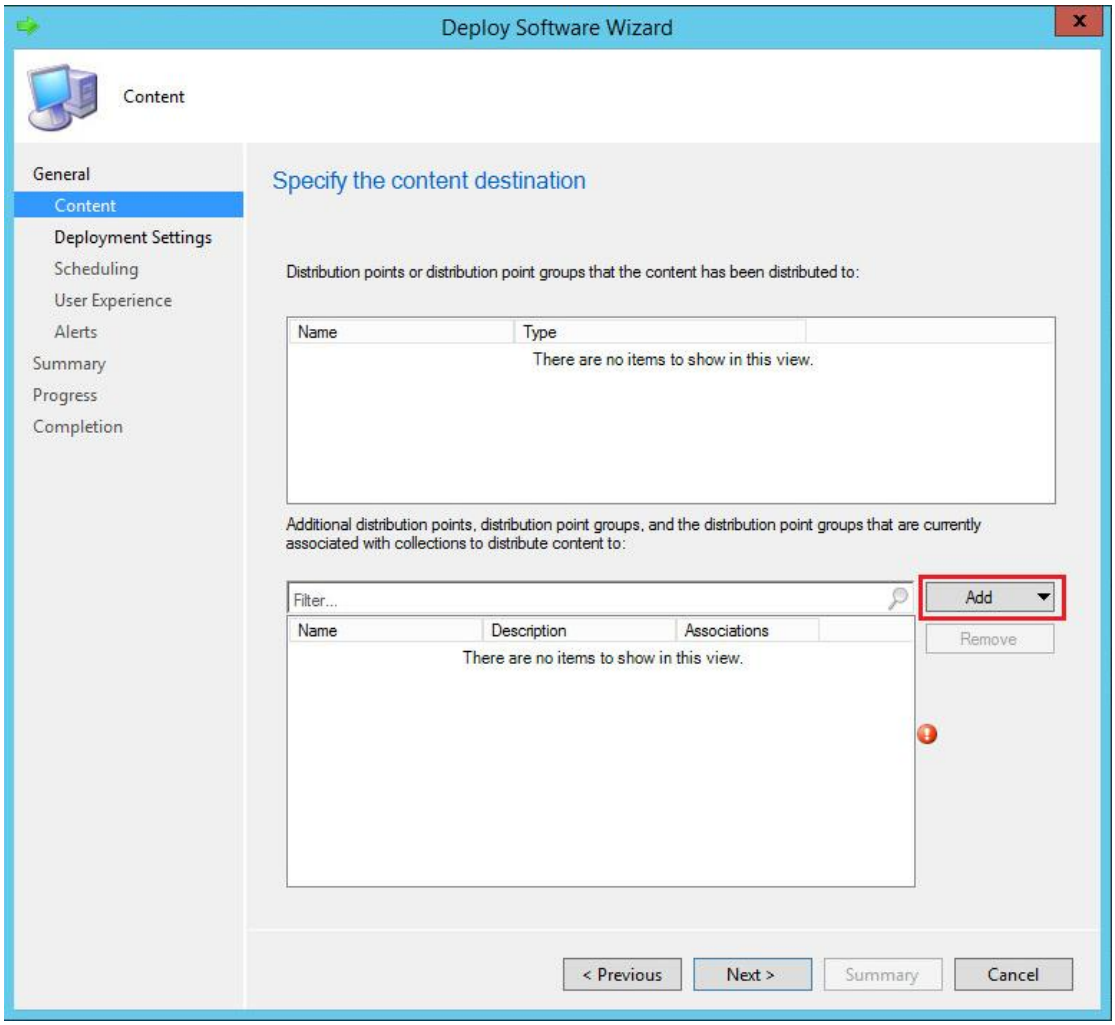
You can add Application to Users or Devices

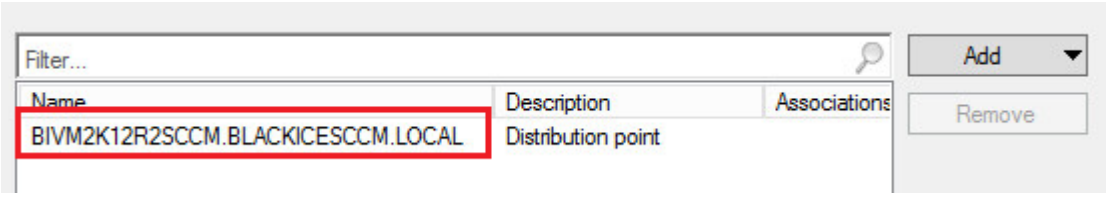


Install for Users, select the User Collections
Install for Computers, select the Device Collections

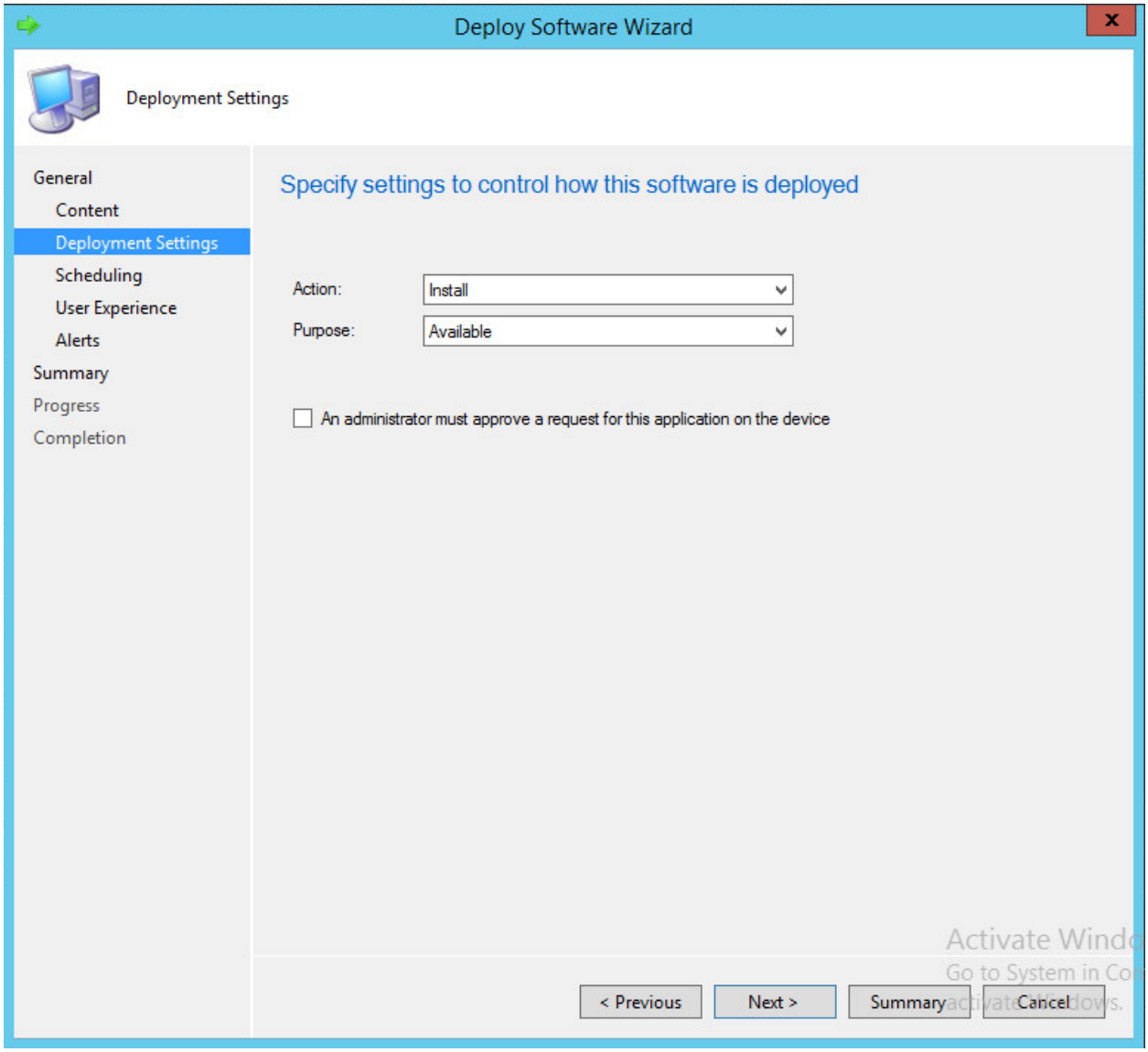
Example for User:
Select the Testers
Click **Next** button.

Click **Add** button and select the Distribution Point

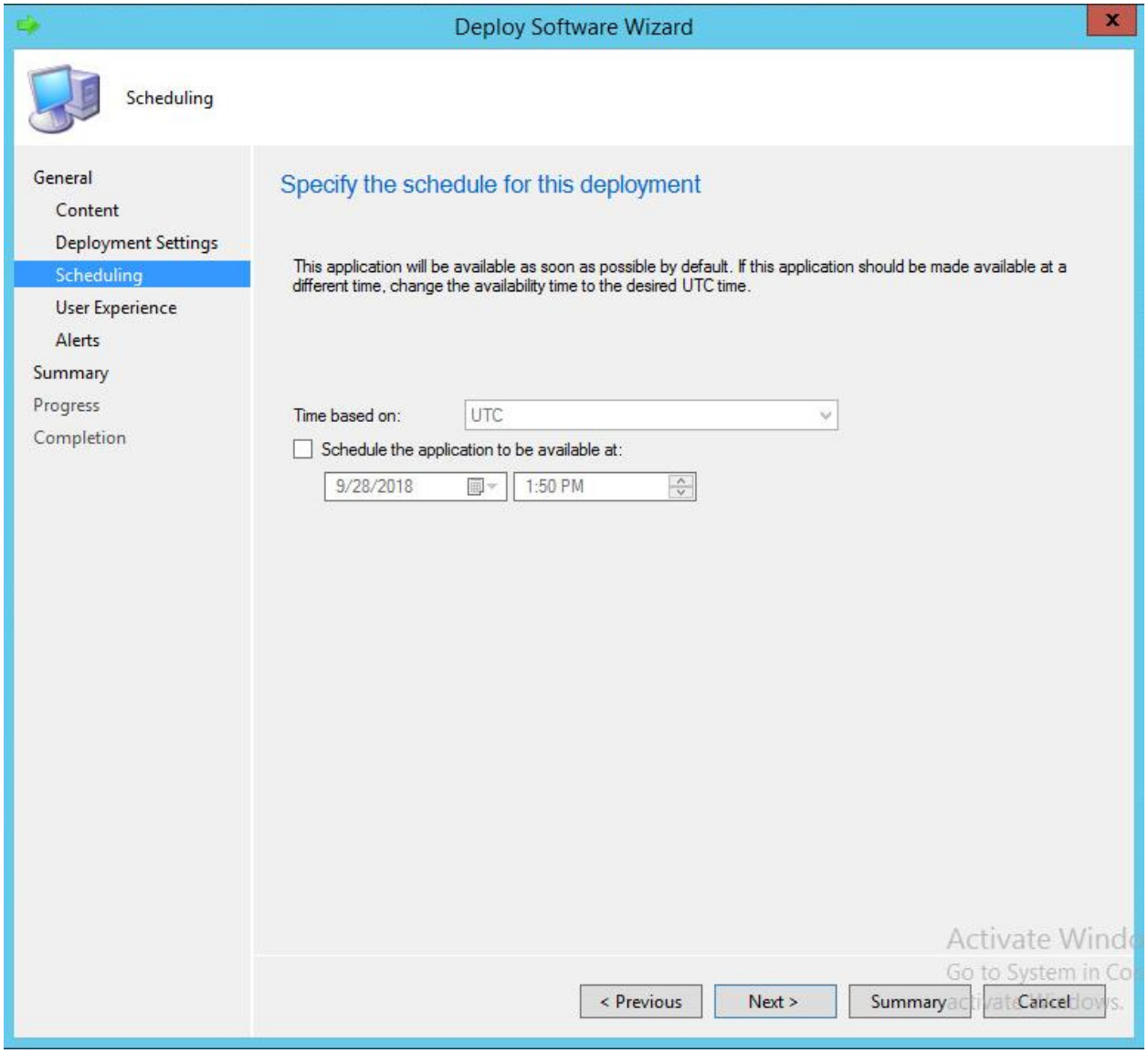




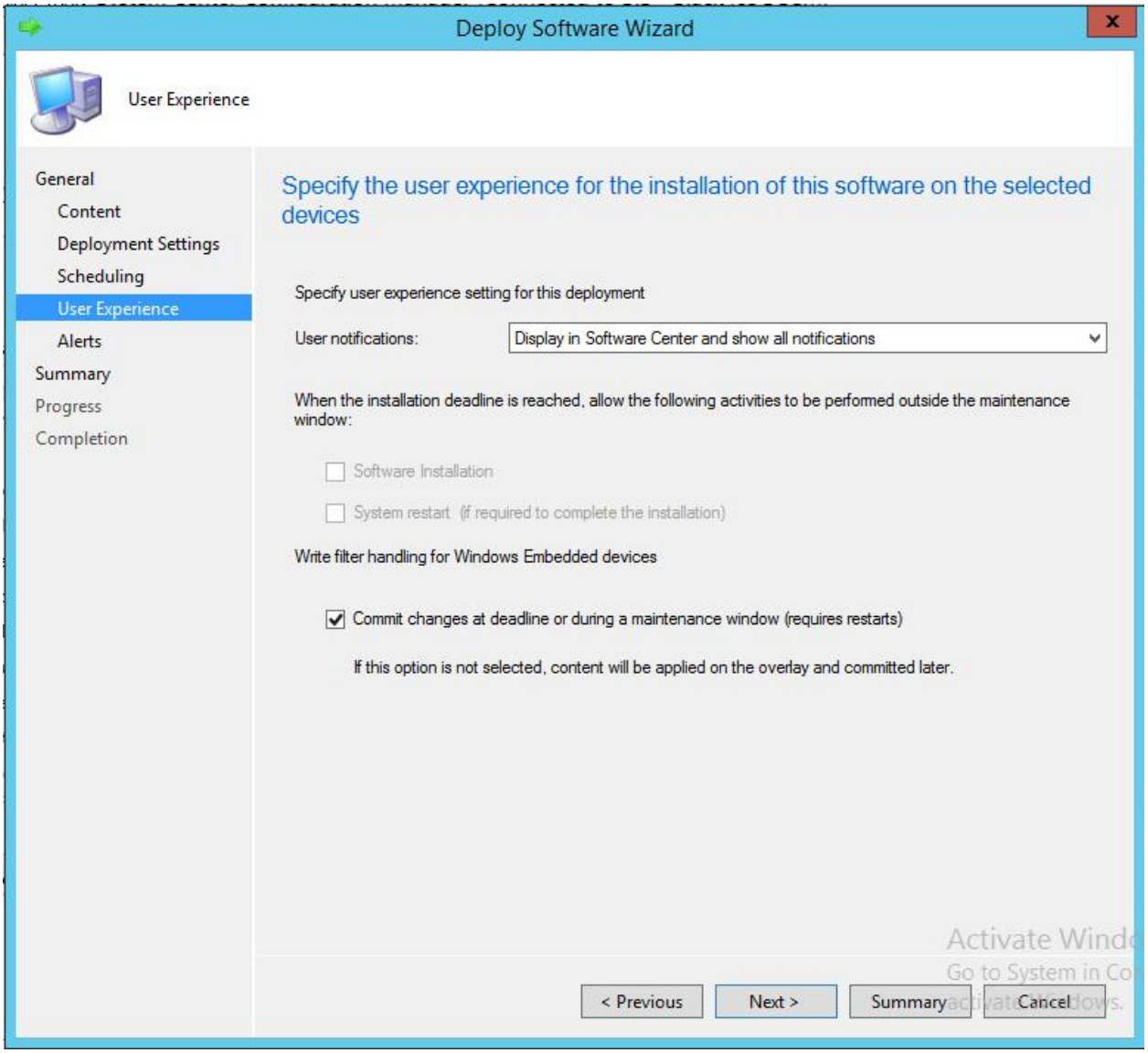
Click **Next** button.



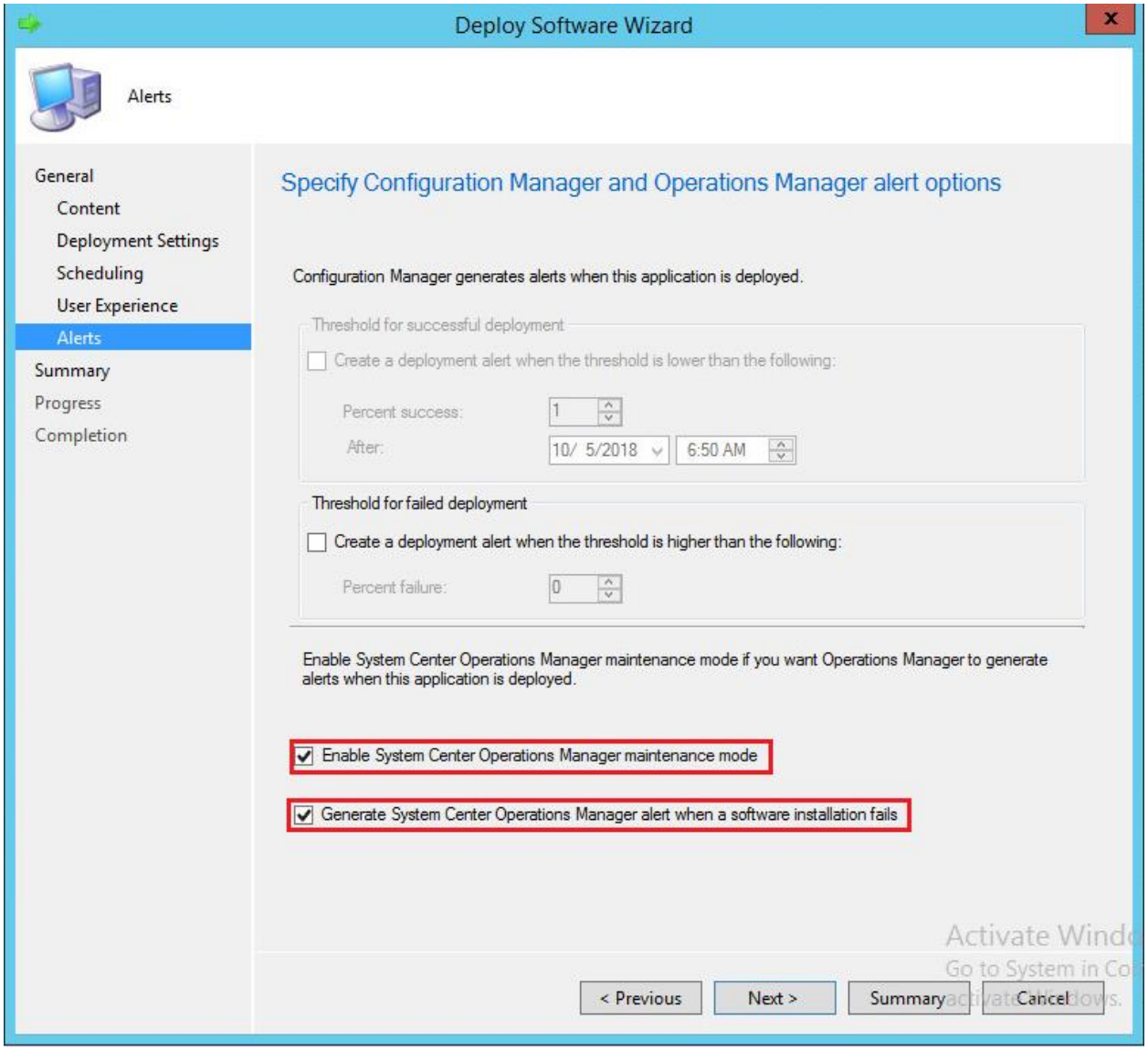
Use default settings and click **Next** button.
You can configure the installation time.



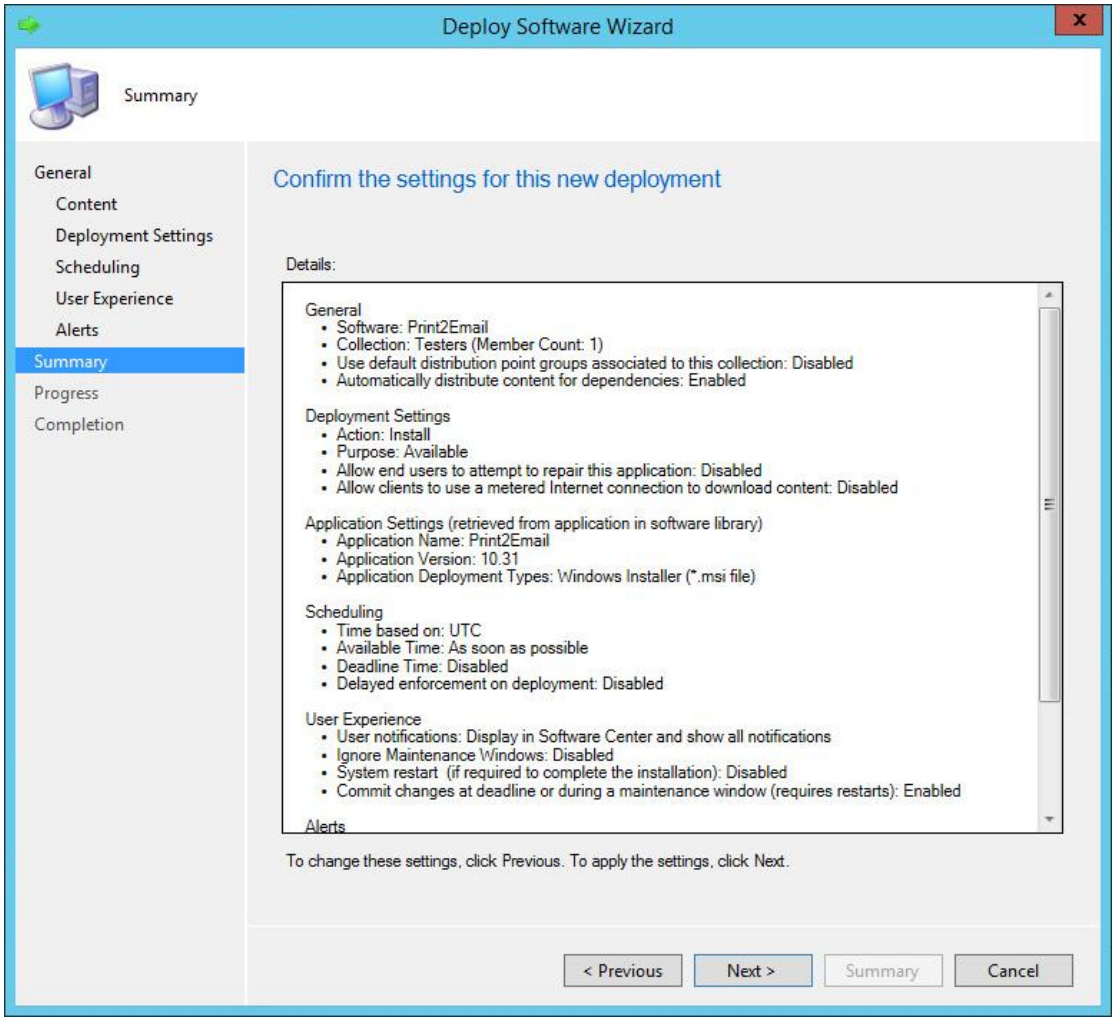
Click **Next** button.



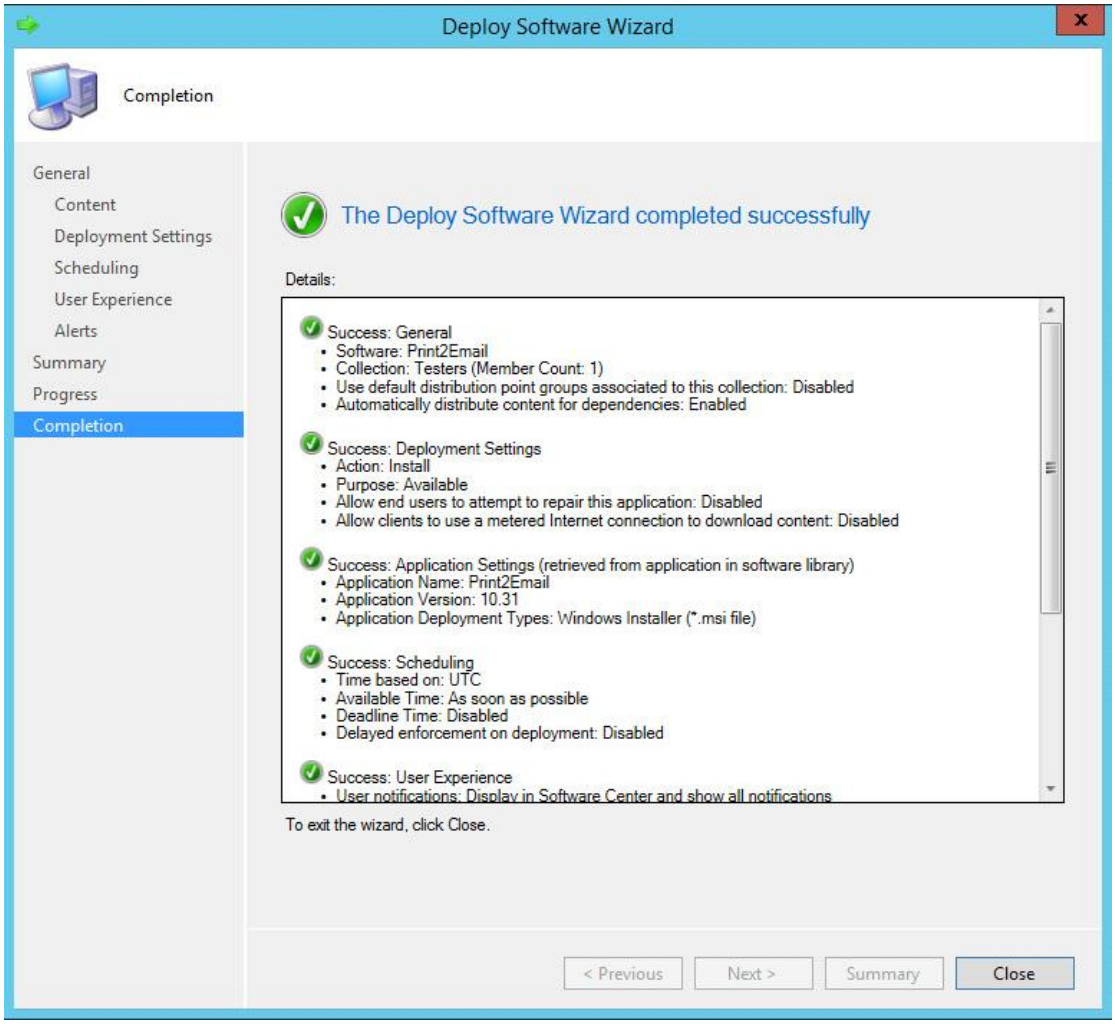
Click **Next** button.



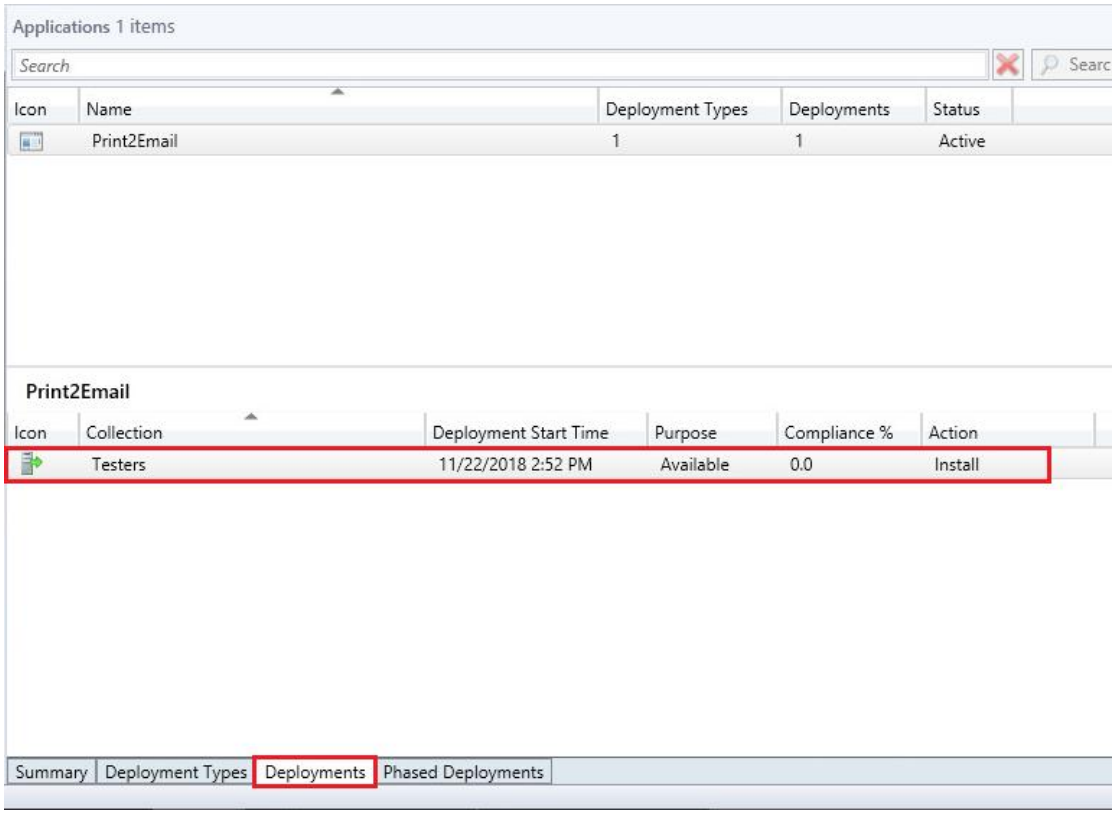
Click **Next** button.



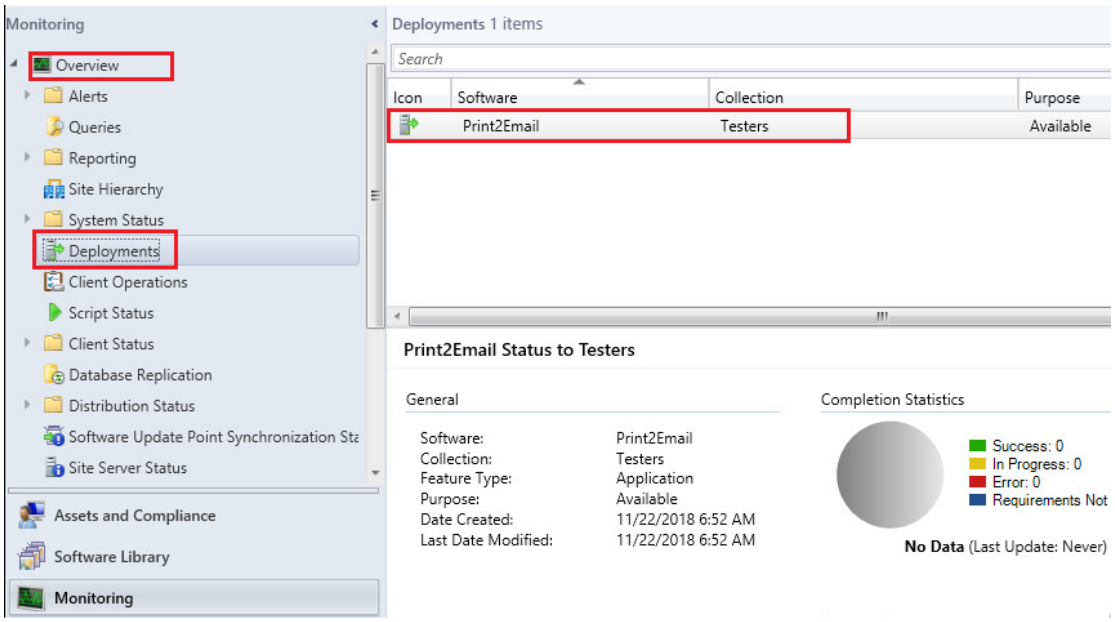
Click **Next** button.



Click **Close** button.
Finished the installation.

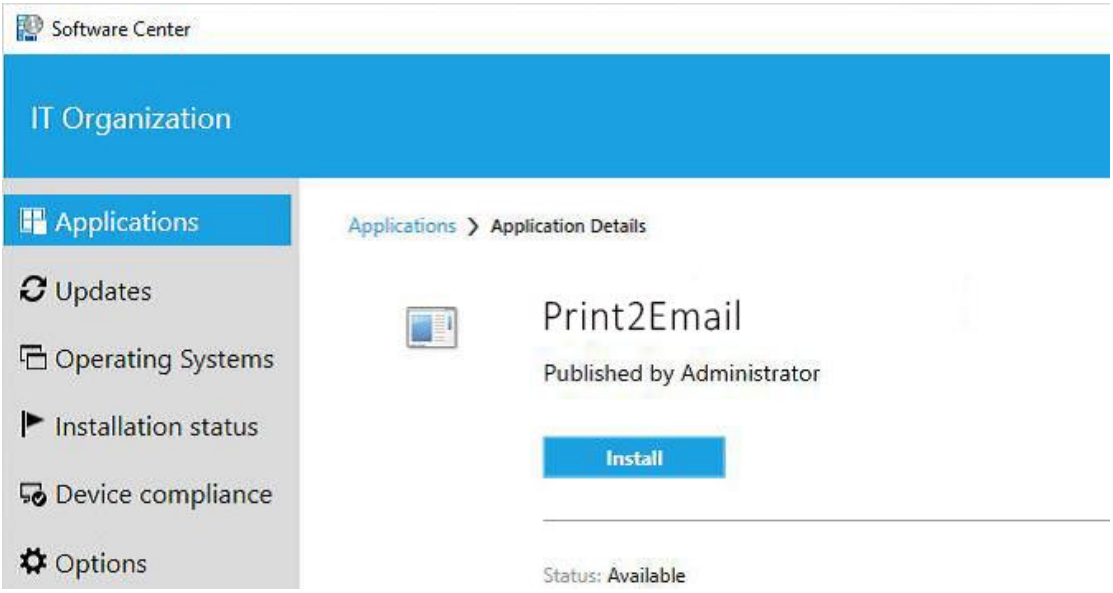


Check **Installation**.
Select the Monitoring -> Overview -> Deployments



Install the Print2Email MSI on client computers

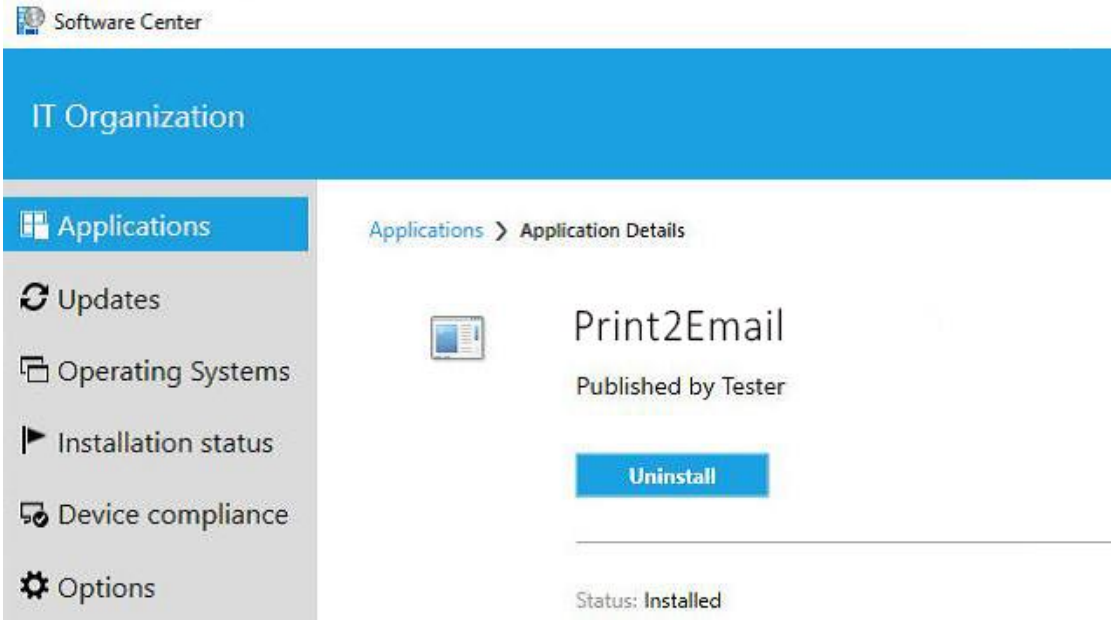
Open the **System Center** and select **Applications**.



Click **Install** button.

Uninstall the Print2Email MSI from client computer

Open the **System Center** and select **Applications**.



Click **Uninstall** button.

Print2Email MSI Trace log

The Printer Driver MSI Installation Trace Log is an optional parameter which logs every event of the Black Ice installation Custom Action scripts. The MSI installer saves the logging information in the BiP2EMSITraceDataLog.txt file located in the User's temp folder (%TEMP%). The MSI installer log feature of /l* "C:\temp\MSI.log" saves System installation related information and does not records any information during the Custom Action script execution that is specific for the Black Ice printer driver Installation/Uninstallation and registration.
The generated log file located in the User's TEMP folder. To navigate to the User's TEMP folder, open up a folder window and insert %TEMP% into the Address bar then press Enter. Alternatively, you can open a Command Line (cmd.exe), navigate to TEMP directory (cd %TEMP%).
(for example: c:\Users\Administrator\temp\BiP2EMSITraceDataLog.txt)

Enable Trace log
To enable the Trace log for the Print2Email MSI Installation, include the following parameter in the MSI Installation.

BITRACE =(optional) 0 disables the Trace log 1 enables the Trace log	Enables detailed Trace log which logs every event of the MSI Custom Action script during installation/uninstallation and registration.

For example:

msiexec.exe /i "**Print2Email.msi**" /q TARGETDIR="C:\Temp" BITrace=1 REGNUM=xxxxx-xxxxxxxx-xxxxxxxxxx

Troubleshooting

Common installation error codes

MSI Installation error - This installation package could not be opened.

System Error 1612 when uninstalling or updating using the MSI installer

Common installation error codes

The following list includes the most commonly occurring installation error codes, and the meanings of the error:

Error code 34 - Error registering the product.
Solution: This error code covers several different registration errors on the server and on the client. This should be followed by the exact error message received from the server. In case the exact error message cannot be resolved, please contact our technical support with the occurring error codes.

Error code 37 - Error getting information for creating serial number. No MAC address or Volume ID could be obtained from the system.
Solution: Please make sure that the computer has an enabled Network Card with valid MAC address.

Error code 51 - Failed to get proxy setting value for the installation.
Solution: Please start the installation (or command line in case of command line installation) as Administrator.

Error code 81 - Error sending license number to the eLicense Server. Check the network settings and connection.
Solution: Please check the network connection, and if the computer have active internet connection. If you are using proxy, please check the proxy server connection, and please make sure that the Proxy server IP address or name is correct.

Error code 1603 – This error code can cover several issues during the installation.
Solution: Please generate a BITRACE log, and contact our technical support with the generated log file.

Error code 1612 / Error code 1714 – Windows cannot find the original MSI installer required for uninstallation or update. For more details, please see the System Error 1612 when uninstalling or updating using the MSI installer section.

Error code 1001 - This error code can cover several issues during the installation in the install script.
Solution: Please generate a BITRACE log, and contact our technical support with the generated log file.

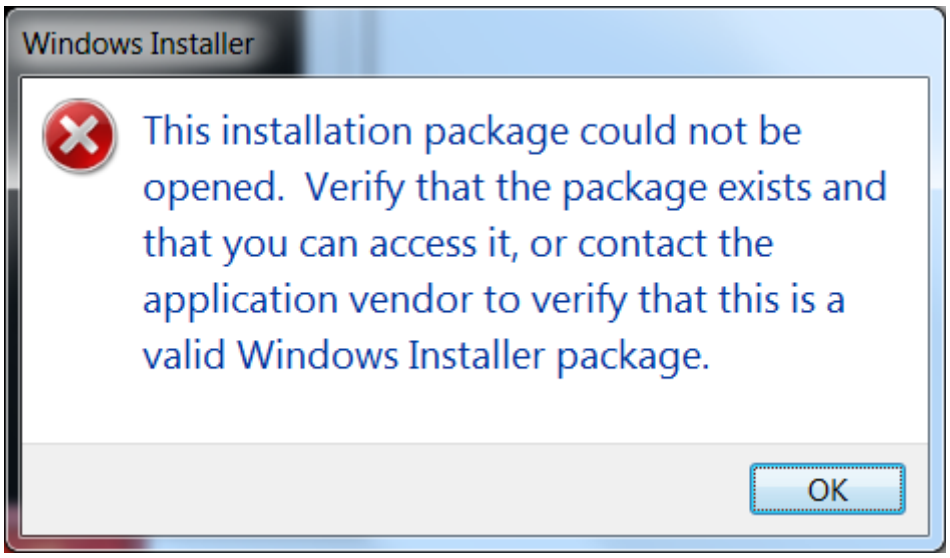
MSI Installation error - This installation package could not be opened.

Description of the problem:
Running the MSI installer and display “This installation package could not be opened.”

msiexec /i "**Print2Email.msi**" REGNUM=XXXXX-XXXXXXXX-XXXXXXXXXX

There are several causes of for the problem:

- MSI package is damaged.
- The MSIEXEC command is not executed in the same directory as the "**Print2Email.msi**" file.
- The quotation mark is not standard quotation marks around the .msi file ("**Print2Email.msi**"). MS Office product and Word has different quotation marks. To avoid quotation mark errors, please type the MSI command into notepad before you cut and paste it to the command line.



System Error 1612 when uninstalling or updating using the MSI installer

When uninstalling or updating the application using the MSI installer, you may receive the following error in the log files or the Event Viewer:

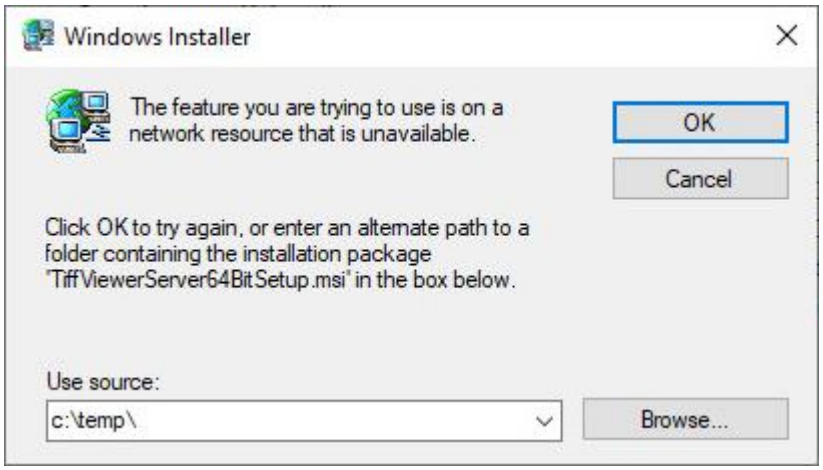
> Product: Print2Email -- Error 1714. The older version of Print2Email cannot be removed. Contact your technical support group. System Error 1612.

When installing a product using an MSI installer, the MSI installer is copied to the **C:\Windows\Installer directory**, because the MSI package is necessary for uninstallation or update.
System Error 1612 indicates that Windows cannot find the original MSI installer used for installing the product either at the location used for installation or in the C:\Windows\Installer directory.

To solve the problem, you will need to find the original MSI installer used for installing the application.

If you are trying to uninstall the application, uninstall the product by running the original MSI installer instead of using the Windows Control Panel or Settings.

If you are updating the application, run the installer of the new version manually, or remove the "/q" silent switch from the command line.
During the update process, you will receive the following error message:



Click on the **Browse…** button and find the installer of the old version.
After clicking OK, the update should proceed normally.