Print2RDP Server

Black Ice Software

MSI Installation Guide for Network Administrators

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Introduction

The MSI installer for Print2RDP Server designed for large scale deployment of Print2RDP Server in Active Directory environments. The MSI installer can install Print2RDP Server in silent mode without user interaction and provides custom installation for users.

Print2RDP Server MSI cannot be used for evaluation! This version can only be installed as a full Release version with a purchased serial number. In case the serial number is not correct or missing the Print2RDP Server MSI will abort the installation and delete all already installed files and an entry will be generated in the Windows Event log. To see examples of the entries in the Windows Event log please see the **Licensing Error codes and Event Viewer error messages** section in this Installation Guide.

The Print2RDP Server MSI installer can either be installed using command line parameters or using Group Policy settings.

With the Group Policy settings, the Print2RDP Server's recommended deployment method is 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 Print2RDP Server MSI all other Print2RDP Server version must be uninstalled from the computers where the MSI will be installed.

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Supported Operating Systems

- Windows 2025 (64 bit)
- Windows 2022 (64 bit)
- Windows 2019 (64 bit)
- Windows 2016 (64 bit)
- Windows 2012 R2 (64 bit)
- Windows 2012 (64 bit)

Requirement

.NET framework 4.0 or later

Some older systems (Windows 2003) may need Root Certificate update from Microsoft.

The update can be found at:
http://download.windowsupdate.com/msdownload/update/v3/static/trustedr/en/rootsupd.exe

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Command Line Installation

Installing the Print2RDP on VDI

Installing the Print2RDP on Citrix VDI

Registering through a Proxy server

Available Parameters of the MSI install

How to install the Print2RDP Server silently

How to update Print2RDP Server

Unavailable Parameters of Print2RDP Server MSI update

How to uninstall the Print2RDP Server silently

Quick Reference Guide for Windows MSI installers

Examples for Command Line installation

Installing the Print2RDP on VDI

The Print2RDP 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 Print2RDP is the **Print2RDP Special Installer** with the licensing mechanism designed for VDI.
The MSI or Interactive Print2RDP Special Installer can be requested from Black Ice Software Sales sales@blackice.com.

The Interactive or MSI Print2RDP 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 Print2RDP on Citrix VDI

Installing the Print2RDP 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 Print2RDP should be **installed** and activated/registered on the **OS layer,** otherwise the Print2RDP will deactivate as soon as the desktop is delivered to users.
An **alternative** solution is to install the Print2RDP on the Master Image

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and **activate/register** on the **Master Image**. Installing the Print2RDP on the Master image could be cumbersome and time consuming. The
Print2RDP 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

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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.

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Available Parameters of the MSI install

Parameters	*Meaning*
/i	Installs the product. Command line only
/x	Uninstalls the product. Command line only
(optional) **/q** **Can be used for updating the Print2RDP Server.**	Silent installation that displays no user interface. Command line only
(optional) **/l* log.txt** *(lowercase "L")* **Can be used for updating the Print2RDP Server.**	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) **REGNUM=** **Can be used for updating the Print2RDP Server.**	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\Print2RDP"
(optional) **BITRACE=** 0 disables the Trace log 1 enables the Trace log **Can be used for updating the Print2RDP**	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

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Server.	location of the Trace log, please refer to Print2RDP MSI Installer Trace log section.
(optional) **LICSER**= **Can be used for updating the Print2RDP Server.**	License server domain name. "licenseserver.blackice.com"
(optional) **CPORT**=0 (default) Port number (0, 65536) **Can be used for updating the Print2RDP Server.**	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 Print2RDP Server.**	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 Print2RDP Server.**	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	Set proxy server type for the connection.

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1: Attempt to discover automatic proxy settings 2: Use HTTP proxy 3: Use SOCKS proxy **Can be used for updating the Print2RDP Server.**	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, then use the **PTYPE=2** parameter.
(optional) **PIP=** **Can be used for updating the Print2RDP Server.**	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 Print2RDP Server.**	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=**	User name for proxy servers which require authentication.

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Can be used for updating the Print2RDP Server.	**NOTE: The PUSER parameter is optional, if the server using HTTP (PTYPE=2) or SOCKS (PTYPE=3) proxy settings.**
(optional) **PPW=** **Can be used for updating the Print2RDP Server.**	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) **FORCEU=**	Possible values: 1: Force uninstallation of the Print2RDP, 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 Print2RDP 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.

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 "Print2RDPServer.msi" /q TARGETDIR="C:\Black Ice\Print2RDPServer" CREGNUM=XXXXX-XXXXXXXX-XXXXXXXXXX

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

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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 Print2RDP Server licensed MSI Installer attempts to reach the Black Ice License Server three times during the registration to avoid momentary internet connection issues.**

How to install the Print2RDP Server silently

To install the MSI with custom INI file, please open the Command Prompt as Administrator.

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.

Print2RDP can be installed using the following command:

msiexec /i "<<PATH>>\Print2RDPServer.msi" /q TARGETDIR="C:\Black Ice\Print2RDP Server" REGNUM=XXXXX-XXXXXXXX-XXXXXXXXXX

Note: the XXXXX-XXXXXXXX-XXXXXXXXXX must be the serial number of the customer.

How to update Print2RDP Server

Upgrade the Print2RDP Server without uninstalling and reinstalling the Print2RDP Server MSI.
The upgrade process will keep the Users current configuration of the Print2RDP Server.
The Print2RDP Server update does NOT require system restart.
The Print2RDP Server Update is backward compatible with printer driver version 6.12.
To Print2RDP Server **prior to version 6.12**, the printer driver must be **uninstalled** and the system **must be rebooted**.
Print2RDP Server MSI can be updated using the following command:
msiexec /i "<<PATH>>\Print2RDPServer.msi"

Unavailable Parameters of Print2RDP Server MSI update

Please make sure that following parameters are **not used in the Print2RDP Server Update**.
The following parameters will be ignored.

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Parameters	*Meaning*
(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\Print2RDP Server"

How to uninstall the Print2RDP Server silently

Please run the command line as administrator.

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.

The **recommended** command to silently uninstall the Print2RDP Server:

msiexec.exe /x "<<PATH>>\Print2RDPServer.msi" /q

Use this command before installing a newer versions or reinstalling previous versions. The above command will work even if there was no prior Print2RDP Server msi installation.

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

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</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|f]
Sets user interface level
n - No UI
b - Basic 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

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+ - 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.

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Examples for Command Line installation

(Administrator privilege required)

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Please run the command line as administrator.

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 Print2RDP Server silently, the target directory is C:\Temp

msiexec.exe /i "<<PATH>>\Print2RDPServer.msi" /q TARGETDIR="C:\Temp\Print2RDPServer" REGNUM=xxxxx-xxxxxxxx-xxxxxxxxxx

Example 2: Install Print2RDP Server silently with default settings

msiexec.exe /i "<<PATH>>\Print2RDPServer.msi" /q REGNUM=xxxxx-xxxxxxxx-xxxxxxxxxx

PowerShell Example (Terminal & Terminal (Admin)):
Example 2: Install Print2RDP Server silently with default settings

msiexec.exe /i '"<<PATH>>\Print2RDPServer.msi"' /q REGNUM=xxxxx-xxxxxxxx-xxxxxxxxxx

Example 3: Install Print2RDP Server silently with a transformation file:

msiexec.exe /i "<<PATH>>\Print2RDPServer.msi" TRANSFORMS="<<PATH>>\Print2RDPServer.mst" /q

Example 4: Silently uninstall Print2RDP Server

msiexec.exe /x "<<PATH>>\Print2RDPServer.msi" /q

Example 5: Install and register Print2RDP Server silently using a port 80 to contact the Black Ice License Server, without SSL authentication.

msiexec.exe /i "<<PATH>>\Print2RDPServer.msi" /q REGNUM=xxxxx-xxxxxxxx-xxxxxxxxxx LICSER=licenseserver.blackice.com CPORT=0 SPORT=80 SSL=0

Example 6: Install and register Print2RDP Server 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>>\Print2RDPServer.msi" /q REGNUM=xxxxx-xxxxxxxx-xxxxxxxxxx BITRACE=1

Example 7: Install and register Print2RDP Server silently, and contact the Black Ice License Server through an automatically discovered proxy server.

msiexec.exe /i "<<PATH>>\Print2RDPServer.msi" /q REGNUM=xxxxx-xxxxxxxx-xxxxxxxxxx PTYPE=1

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Example 8: Force uninstallation of the Print2RDP Server silently, 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>>\Print2RDPServer.msi" /q FORCEU=1

Example 9: Uninstalls the Print2RDP Server 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>>\Print2RDPServer.msi" /q FORCECHECK=1

Example 10: Install and register Print2RDP Server silently, and contact the Black Ice License Server through a proxy server.

msiexec.exe /i "<<PATH>>\Print2RDPServer.msi" /q REGNUM=xxxxx-xxxxxxxx-xxxxxxxxxx PTYPE=2 PIP=192.168.0.100 PPORT=80 PUSER=John.Doe PPW=mypassword

How to set up Group Policy to install the Print2RDP Server

This section covers the following descriptions:

How to create MST (transform file) for Group Policy Object deployment

How to use ORCA

How to set up a Group Policy Object for installing Print2RDP Server MSI on domain computers automatically

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How to create MST (transform file) for Group Policy Object deployment

With the help of transformation files (MST), one can customize the Print2RDP Server 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

Supported Installation methods using Group Policy

Assign to Computer (silent install)
Assign to User (silent install)
Publish

How to use ORCA

1. Open Print2RDPServer.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 describe above. For example: TARGETDIR, REGNUM
6. Select Value and enter Property Value.
7. Click OK.

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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 Print2RDP Server from command line, the transformation file can be entered like this:

msiexec.exe /i "Print2RDPServer.msi" TRANSFORMS="Print2RDP.mst" /q

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How to set up a Group Policy Object for installing Print2RDP Server 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

   Left 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.

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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

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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**.

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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 Print2RDP MSI installer package.
   Navigate to: ***Computer Configuration \ Policies \ Software Settings \ Software installation***

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

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10. **Copy the Install packages to a network share** which is accessible from the computers where the software needs to be installed.

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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*

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14. Restart the client computers to install the software.

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How to upgrade existing installation of Print2RDP Server using Group Policy Object

One needs to add the new version of Print2RDP Server as a Software Package to the same Group Policy Object where the previous version of Print2RDP Server 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 Print2RDP Server MSI you want to use to upgrade your existing installations.

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

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The rest of the settings should be the same as the old version of the Print2RDP Server software package.

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

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How to uninstall the Print2RDP MSI from computers with the Group Policy Object

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

2. Select the Print2RDP MSI installer package.
   Navigate to: ***Computer Configuration \ Policies \ Software Settings \ Software installation***

   Right click on the Print2RDP MSI 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.

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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

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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.

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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.

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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.

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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.

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

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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:

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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.

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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.

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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.

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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.

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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.

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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.

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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.

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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.

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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.

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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.

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Installing the Print2RDP Server with SCCM

To deploy the Print2RDP Server MSI installer with SCCM (System Center Configuration Manager), please follow the steps below how to create an Application package for Print2RDP Server in SCCM.

Open the System Center Configuration Manager

Navigate to Software Library

Select Applications

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

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Add MSI installer file (Example: \\BiVM2k12R2SCCM\MSI_Installers\Print2RDPServer.msi)
Type: Windows Installer (*.msi file)
Note: The location file from shared directory on SCCM server.

Click **Next** button.

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Click **Next** button.

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Configure the following entries:

- Publisher
- Software version

Example:

The SCCM automatically fills the Installation program.
Msiexec /i " Print2RDPServer.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.

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Example: **[SCCM Server]**\MSI installers\Print2RDPServer.mst

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

The MSI installer does not support the environments variable.

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.

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

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Install (**Deploy**) the Application to client(s)
Right click on Application (Example: Print2RDP Server)
Select the Deploy:

Click to Collection -> Browse… button.

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You can add Application to Users or Devices

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

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

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

Click **Next** button.

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

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Click **Next** button.

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Click **Next** button.

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Click **Next** button.

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Click **Next** button.

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

Check **Installation**.

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Select the Monitoring -> Overview -> Deployments

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Install the Print2RDP Server MSI on client computers

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

Click **Install** button.

Uninstall the Print2RDP Server MSI from client computer

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

Click **Uninstall** button.

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Licensing Error codes and Event Viewer error messages

The Print2RDP Server MSI Installation automatically logs the Product Licensing registration process during the installation in the BiP2RMSIRegistrationDataLog.txt file located in the User's temp folder.
(for example: c:\Users\Administrator\temp\BiP2RMSIRegistrationDataLog.txt)

If the registration was successful, the log file contains the following message:
Registration was successful.

Otherwise the error code could be the one of the followings:
Error code 15 - The specified Serial Number is not valid for this product.
Error code 23 - Error receiving answer from the Black Ice Software License Server.
Error code 28 - Error sending license number to the Black Ice Software License Server.
Error code 34 - Error registering the product.
Error code 200 - The Print2RDP Server is already registered.

In case the **format** of the serial number used with REGNUM is not correct the following entry will be added to Windows Event Log:

Level	Date and Time	Source	Event ID	Task Category
Information	6/12/2014 8:18:25 PM	RestartManager	10001	None
Information	6/12/2014 8:18:25 PM	MsiInstaller	1040	None
Information	6/12/2014 8:18:25 PM	MsiInstaller	1042	None
Error	6/12/2014 8:18:24 PM	MsiInstaller	11001	None
Information	6/12/2014 8:18:03 PM	RestartManager	10000	None
Information	6/12/2014 8:17:34 PM	MsiInstaller	1040	None
Information	6/12/2014 8:17:32 PM	VSS	8224	None

Event 11001, MsiInstaller

General | Details

The following information was included with the event:

Product: Print2RDP Server -- Error 1001. Error 1001. Install: The specified Serial Number is not valid for this product.
You can not use printer driver without registration!
The setup is exiting now.

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In case the serial used with REGNUM is **not valid** for the product the following entry will be added to Windows Event Log:

Level	Date and Time	Source	Event ID	Task Category
Information	6/12/2014 8:19:00 PM	MsiInstaller	1040	None
Information	6/12/2014 8:19:00 PM	MsiInstaller	1042	None
Error	6/12/2014 8:19:00 PM	MsiInstaller	11001	None
Warning	6/12/2014 8:18:50 PM	Search	3036	Gatherer
Information	6/12/2014 8:18:37 PM	RestartManager	10000	None
Warning	6/12/2014 8:18:29 PM	Winlogon	6005	None
Information	6/12/2014 8:18:25 PM	RestartManager	10001	None

Event 11001, MsiInstaller

General | Details

The following information was included with the event:

Product:Print2RDP Server – Error 1001. Error 1001. Install: The Print2RDP Server MSI cannot be used without valid serial number. The Print2RDP Server has been successfully uninstalled.

Print2RDP Server MSI Installer Trace log

The Print2RDP Server 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 BiP2RMSITraceDataLog.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\BiP2RMSITraceDataLog.txt)

Enable Trace log

To enable the Trace log for the Print2RDP Server 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 "Print2RDPServer.msi" **/q TARGETDIR="C:\Temp" BITRACE=1 REGNUM=xxxxx-xxxxxxxx-xxxxxxxxxx**

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Troubleshooting

Common installation error codes

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

Why is the Print2RDP Server MSI Installs into the Program Files(x86) on a 64-bit Operating System?

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.

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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 "Print2RDPServer.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 "Print2RDPServer.msi" file.
- The quotation mark is not standard quotation marks around the .msi file ("Print2RDPServer.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.

Why is the Print2RDP Server MSI Installs into the Program Files(x86) on a 64-bit Operating System?

The Print2RDP Server MSI installer installs files under Program Files(x86) on 64-bit operating system, since the MSI installers are 32 bit installers and optimized for 32 bit operating system folder structure.

The Print2RDP Server Installation folder can be changed during the installation at the Installation Folder window and also can be changed through the command line Installation with TARGETDIR parameter.

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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: Print2RDP Server -- Error 1714. The older version of Print2RDP Server 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.

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