

TIFF VIEWER Server

Black Ice Software

**MSI Installation Guide for
Network Administrators**

04042025-R2360

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Introduction

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

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

With the Group Policy Settings the Tiff Viewer'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 Tiff Viewer Server MSI all other Tiff Viewer Server version must be uninstalled from the computers where the MSI will be installed.

Requirement

.NET framework 4.0 or higher

Command Line Installation

[Available Parameters of the MSI installer](#)

[Tiff Viewer MSI parameters for Chrome Extension](#)

[How to silently install Tiff Viewer](#)

[How to update Tiff Viewer Server](#)

[How to uninstall Tiff Viewer](#)

[How to silently uninstall Tiff Viewer](#)

[Examples for Command Line Installation](#)

[Quick Reference Guide for Windows MSI installers](#)

Installing the TIFF Viewer on VDI

The Tiff Viewer 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 TIFF Viewer is the **Tiff Viewer Special Installer** with the licensing mechanism designed for VDI.

The MSI or Interactive Tiff Viewer Special Installer can be requested from Black Ice Software Sales sales@blackice.com.

The Interactive or MSI Tiff Viewer 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 TIFF Viewer on Citrix VDI

Installing the TIFF Viewer 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**.

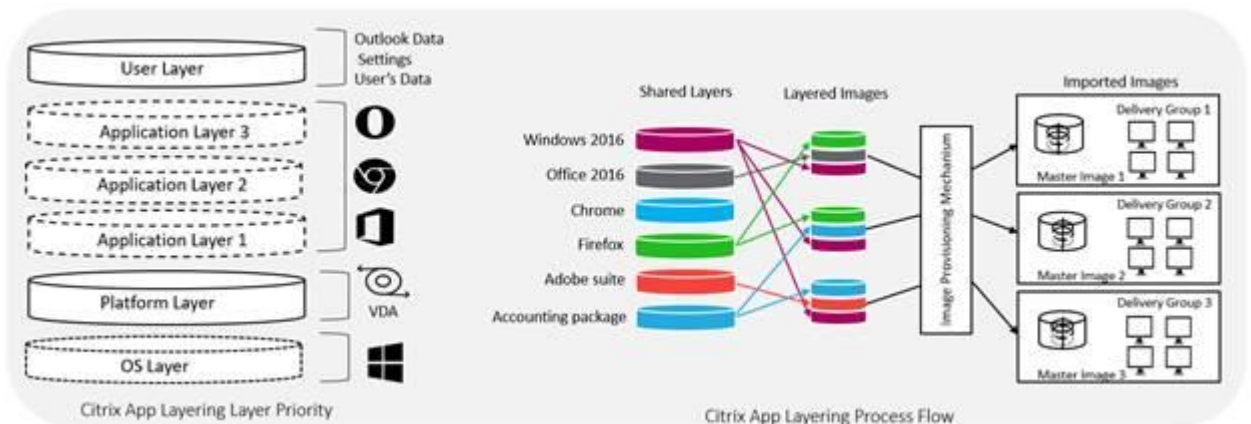
The TIFF Viewer should be **installed** and activated/registered on the **OS layer**, otherwise the TIFF Viewer will deactivate as soon as the desktop is delivered to users.

An **alternative** solution is to install the TIFF Viewer on the Master Image and **activate/register** on the **Master Image**. Installing the TIFF Viewer on the Master image could be cumbersome and time consuming. The TIFF Viewer should **not** be **installed** and **activated/registered** on the **Application Layer**.

For the available installation parameters and examples, please see:

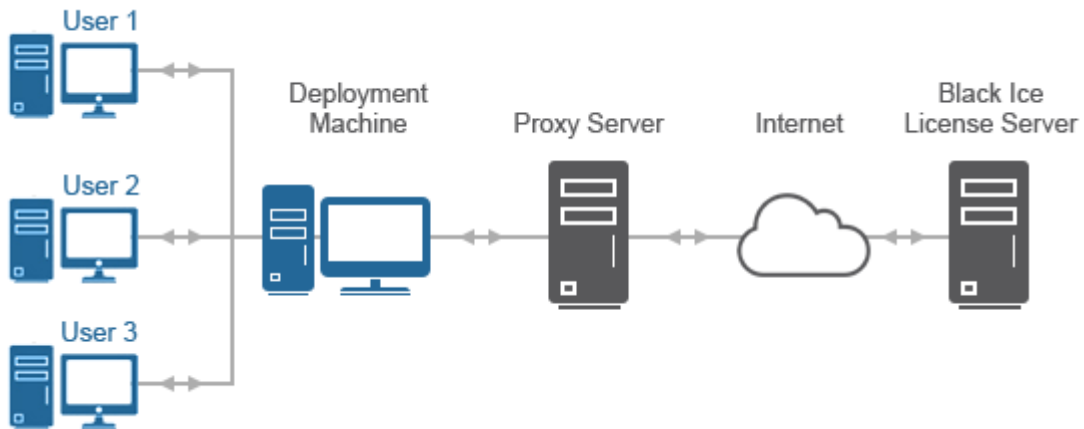
[Available Parameters of the MSI install](#)
[Examples for Command Line installation](#)

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

Tiff Viewer Server can be installed using the following command:

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.

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

<i>Parameters</i>	<i>Meaning</i>
/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 (<i>lowercase "L"</i>)	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 (<i>lowercase "L"</i>) parameter, please refer to the Quick Reference Guide for Windows MSI installers section.

(optional) ALLUSERS=1	<p>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.</p> <p>If ALLUSERS=1 performs a per-machine installation.</p> <p>If ALLUSERS is not set, the installer does a per-user installation.</p>
(optional) CREGNUM=	<p>Serial number received during purchase. Use CREGNUM parameter for automatically registering the product for every user on the computer.</p>
(optional) REGNUM=	<p>Serial number received during purchase. Use REGNUM parameter for automatically registering the product for every user on the computer. Note: In previous versions, REGNUM used to register the software for the user who installs the software. Since Tiff Viewer version 10.11, the CREGNUM and REGNUM parameters are registering the product for every user on the computer.</p>
(optional) NOSERIAL= 0: Disabled (default). 1: Enabled.	<p>The Tiff Viewer can be installed without registration with NOSERIAL=1 parameter. The Tiff Viewer cannot be used until Tiff Viewer is registered/activated for evaluation or with a license key by the Administrator after the installation.</p>
(optional) TARGETDIR=	<p>Set target installation directory.</p> <p>If this value is not specified, the product will be installed to “\Program Files\Black Ice Software LLC\Black Ice Tiff Viewer”</p>
(optional) LANGUAGE=	<p>Set Tiff Viewer language.</p> <p>English (Default) French German Spanish</p>
(optional) DESKTOPICON=	<p>Add the Black Ice Tiff Viewer icon on user’s desktop.</p> <p>0: Do not add the Black Ice Tiff Viewer icon to the user’s desktop. (Default) 1: Add the Black Ice Tiff Viewer icon on user’s</p>

	desktop.
(optional) OFFICEPDFPREVIEW=	<p>Enable or disable the PDF Preview in Microsoft Outlook and Windows File Explorer.</p> <p>0: Disable the Office PDF Preview. (Default) 1: Enable the Office PDF Preview.</p> <p>Note: The PDF preview is only supported in Tiff Viewer Pro.</p>
(optional) COREAPP=	<p>Install the Tiff Viewer Core Web App for Google Chrome and Microsoft Edge Browsers.</p> <p>0: Do not install Tiff Viewer Core (Default). 1: Install the Tiff Viewer Core with the AI Assistant feature. 2: Install the Tiff Viewer Core without the AI Assistant feature.</p> <p>Note: The Tiff Viewer Core and the Tiff Viewer Browser Extension cannot be installed at the same time. Either install the Tiff Viewer Core or the Tiff Viewer Chrome extension.</p>
(optional) COREVIEWPDF=	<p>Enable in the Tiff Viewer Core Web App to View PDF documents, not the default built-in Chrome or Edge viewer.</p> <p>0: Google Chrome and Microsoft Edge default PDF viewers open the PDF documents in the browser (Default). 1: The Tiff Viewer Core opens the PDF documents in the browser.</p> <p>Note: The PDF Viewing feature is only available in the Tiff Viewer Pro edition.</p>
(optional) CORECONFIGFILE==	<p>The full path to the Tiff Viewer Core Web App configuration XML file “BITV_Core_config.xml”. The full path cannot contain variables. The Full path needs to be specified even if the XML file is located right next to the MSI installer. For technical details please see the BITV Core config.xml description.</p>

(optional) COREBROWSER=	<p>Set a browser in which the TIFF Viewer Core will run.</p> <p>0: User Default Browser (Default). 1: Google Chrome 2: Microsoft Edge</p>
(optional) TRANSFORMS=	<p>Install Tiff Viewer with a transformation file.</p>
(optional) LICSER=	<p>License server domain name.</p> <p>"licenseserver.blackice.com"</p>
(optional) CPORT=0 (default) Port number (0, 65536)	<p>Client port is out going port to connect to the Black Ice License server. Default and Recommended port parameter value is 0.</p> <p>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.</p> <p>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.</p>
(optional) SPORT=1	<p>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.</p> <p>Alternatively, the following TCP/IP ports can be used for the registration: 80, 3500, 15000</p> <p>NOTE: For using alternative TCP/IP ports (80, 3500, 15000) for the registration set the SSL parameter to 0.</p>
(optional) CUSTOMINI=	<p>The full path to the custom INI file. Path cannot contain variables. (Full path needs 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.</p>

<p>(optional) BITRACE= 0 disables the Trace log (default) 1 enables the Trace log</p>	<p>By Enables detailed Trace log, will logs every event in the Custom Action section of the MSI installation, uninstallation, and registration.</p> <p>For more information about the Trace log and location of the Trace log, please refer to Tiff Viewer MSI trace log section.</p>
<p>(optional) SSL= 1 enable the SSL (default) 0 disable the SSL</p>	<p>Set SSL parameter used for authentication for connecting to the license server.</p> <p>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.</p> <p>Parameter value set to 0, if using license server TCP/IP port 80, 3500, 15000 for the registration.</p>
<p>(optional) PTYPE= 0: Not using proxy server 1: Attempt to discover automatic proxy settings 2: Use HTTP proxy 3: Use SOCKS proxy</p>	<p>Set proxy server type for the connection.</p> <p>In a secured environment where the port 443 cannot be enabled, the product can be registered through proxy server with the PTYPE parameter.</p> <p>The PTYPE=1 - Using the system proxy settings. (Optional parameters: PIP, PPORT, PUSER, PPW)</p> <p>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.</p> <p>If you need authentication for the Proxy Server connection, please use the PTYPE=2 (HTTP proxy) or PTYPE=3 (SOCKS proxy) options.</p> <p>The PTYPE=2 – Using HTTP proxy settings (Required parameter: PIP, PPORT, Optional parameter: PUSER, PPW)</p> <p>The PTYPE=3 – Using SOCKS proxy settings (Required parameter: PIP, PPORT,</p>

	<p>Optional parameter: PUSER, PPW)</p> <p>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.</p>
(optional) PIP=	<p>The proxy server host name or IP address</p> <p>NOTE: The PIP parameter is required, if the server using HTTP (PTYPE=2) or SOCKS (PTYPE=3) proxy settings.</p>
(optional) PPORT=	<p>Port number on the PC to communicate with the Proxy server. The installation uses the specified port to reach the Proxy server.</p> <p>NOTE: The PPORT parameter is required, if the server using HTTP (PTYPE=2) or SOCKS (PTYPE=3) proxy settings.</p>
(optional) PUSER=	<p>User name for proxy servers which require authentication.</p> <p>NOTE: The PUSER parameter is optional, if the server using HTTP (PTYPE=2) or SOCKS (PTYPE=3) proxy settings.</p> <p>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.</p>
(optional) PPW=	<p>User password for proxy servers which require authentication.</p> <p>NOTE: The PPW parameter is optional, if the server using HTTP (PTYPE=2) or SOCKS (PTYPE=3) proxy settings.</p>
(optional) PLUGIN=	<p>Enables or Disables the Browser Plug-in for all users by default. Possible values:</p> <p>0: The Browser Plug-in is Disabled for all users 1: The Browser Plug-in is Enabled for all users (default) 2: Install Browser Plug-in for all users, but JPEG files are not associated with the Tiff Viewer Browser Plug-in; therefore, the Tiff Viewer Browser Plug-in will not be the default viewer to open JPEG files in Internet Explorer. 3: Install Browser Plug-in, but Tiff files are not</p>

	<p>associated with the Tiff Viewer Browser Plug-in; therefore the Tiff Viewer Browser Plug-in will not be the default viewer to open Tiff files in Internet Explorer.</p>
<p>(optional) FORCEU=</p>	<p>Possible values:</p> <p>1: Force uninstallation of the TIFF Viewer, 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.</p> <p>0 (default): The uninstaller will notify the user of the occurring errors during the uninstallation.</p>
<p>(optional) FORCECHECK= 0: Disabled (default) 1: Enabled.</p>	<p>The FORCECHECK parameter can be used during the uninstallation. This parameter uninstalls the Tiff Viewer 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.</p>
<p>(optional) FORCEI=</p>	<p>We have added the FORCEI parameter to ignore the damaged SID (SID - User Identifier on Terminal Servers) parameter in the system and skip damaged SID. The Tiff Viewer installation will fail if there is a damaged SID and the FORCEI parameter is not used.</p> <p>Possible values: 1: Enabled. 0: Disabled (default)</p>

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 "TiffViewerServerSetup.msi" /q TARGETDIR="C:\Black Ice\TiffViewer"  
REGNUM=XXXXX-XXXXXXXX-XXXXXXXX
```

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

Caution: CREGNUM and REGNUM parameters cannot be used at the same time together.

NOTE: If CREGNUM or REGNUM parameters are not used, the Tiff Viewer Server registers automatically as demo during the installation.

Tiff Viewer MSI parameters for Chrome Extension

This section summarizes the Chrome extension MSI installation command and provides several installation samples. If the Chrome extension installation parameter is not specified, the default value of the parameters is used by the MSI installer for the Chrome Extension.

Example 1: Install Tiff Viewer silently with the Tiff Viewer Extension for Microsoft Edge and Google Chrome for every user.

```
msiexec.exe /i "<<PATH>>\TiffViewerServerSetup.msi" /q
```

Note: The user will not be able to disable or remove the Chrome Extension and Google Chrome and Microsoft Edge open the PDF documents with a default PDF viewer.

(optional) CHROME=	<p>Install the Tiff Viewer Extension for Google Chrome and Microsoft Edge for every user.</p> <p>0: Do not install Tiff Viewer Extension. 1: Install Tiff Viewer Extension only for Google Chrome for every user. 2: Install Tiff Viewer Extension only for Microsoft Edge for every user. 3: Install Tiff Viewer Extension for both Microsoft Edge and Google Chrome for every user (default).</p>
(optional) CHROMEEXTVIEWPDF=	<p>Enable in the Black Ice Chrome Extension to View PDF documents, not the default built-in Chrome or Edge viewer.</p> <p>0: Google Chrome and Microsoft Edge default viewer opens the PDF documents (default). 1: The Black Ice Chrome Extension opens the PDF documents.</p>
(optional) CHROMEEXTFORCEINSTALL=	<p>Enable to force the installation of the Black Ice Chrome extension.</p> <p>0: The users can enable or disable the Black Ice Chrome extension manually in Google Chrome and Microsoft Edge. 1: The users cannot disable the Black Ice Chrome in Google Chrome and Microsoft Edge extension by (default). Using Group Policy to install the extension. Users will not have to manually enable the extension and approve to use the extension.</p>

(optional) CHROMECONFIGFILE=	The full path to the Tiff Viewer Chrome Extension configuration XML file. The path cannot contain variables. The Full path needs to be specified even if the XML file is located right next to the MSI installer.

Example 1-5 installs the Tiff Viewer Extension to view Tiff documents in the Extension.

Example 6 installs the Tiff Viewer Extension to view Tiff and PDF documents in the Extension.

Example 2: Install Tiff Viewer silently with the Tiff Viewer Extension for Google Chrome for every user:

```
msiexec.exe /i "<<PATH>>\TiffViewerServerSetup.msi" CHROME=1 /q
```

Note: The user will not be able to disable or remove the Chrome Extension and Google Chrome and Microsoft Edge open the PDF documents with a default PDF viewer.

Example 3: Install Tiff Viewer silently with the Tiff Viewer Extension for Microsoft Edge for every user:

```
msiexec.exe /i "<<PATH>>\TiffViewerServerSetup.msi" CHROME=2 /q
```

Note: The user will not be able to disable or remove the Chrome Extension and Google Chrome and Microsoft Edge open the PDF documents with a default PDF viewer.

Example 4: Install Tiff Viewer silently with a Tiff Viewer Chrome Extension using a configuration XML file. Please specify the full path of the configuration XML file:

```
Msiexec.exe /i "<<PATH>>\TiffViewerServerSetup.msi"  
CHROMECONFIGFILE="<<PATH>>\TiffviewerChromeExtentionConfig.xml"
```

Please see more details information about the “Tiff Viewer Chrome Extension configuration XML file” on the following link:
https://www.blackice.com/Help/Internet/TIFF%20Viewer%20Server%20webhelp/WebHelp/How_to_edit_the_TIFF_Viewer_Chrome_Edge_extension_configuration_XML_file.htm

Note: The user will not be able to disable or remove the Chrome Extension and Google Chrome and Microsoft Edge open the PDF documents with a default PDF viewer.

Example 5: Install Tiff Viewer silently, with the Google Chrome and Microsoft Edge extension, the users can enable or disable the Black Ice Chrome extension in Google Chrome and Microsoft Edge:

```
msiexec.exe /i "<<PATH>>\TiffViewerServerSetup.msi"  
CHROMEEXTFORCEINSTALL=0 /q
```

Note: Google Chrome and Microsoft Edge open the PDF documents with a default PDF viewer.

Example 6: Install the Tiff Viewer silently, with the Google Chrome and Microsoft Edge extension, and The Black Ice Chrome Extension opens the PDF documents.

```
msiexec.exe /i "<<PATH>>\TiffViewerServerSetup.msi" CHROMEEXTVIEWPDF=1 /q
```

Note: The user will not be able to disable or remove the Chrome Extension.

Example 7: Install Tiff Viewer silently, without Chrome Extension, Google Chrome and Microsoft Edge open the PDF documents with a default PDF viewer:

```
msiexec.exe /i "<<PATH>>\TiffViewerServerSetup.msi" CHROME=0 /q
```

Note: Google Chrome and Microsoft Edge are not used for opening TIFF or PDF documents.

How to silently install Tiff Viewer

To install the Tiff Viewer Server MSI installer with silent mode, please open the Command Prompt as Administrator.

Tiff Viewer can be installed silently using the following command:

```
msiexec /i "<<PATH>>\TiffViewerServerSetup.msi" /q REGNUM="XXXXX-XXXXXXXXX-  
XXXXXXXXXX"
```

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

How to update Tiff Viewer Server

To upgrade the Tiff Viewer Server without uninstalling and reinstalling the Tiff Viewer Server MSI.

The upgrade process will keep the Users current configuration of the Tiff Viewer Server.

Tiff Viewer Server MSI can be updated using the following command:

```
msiexec /i "<<PATH>>\TiffViewerServerSetup.msi"
```

Available Parameters of Tiff Viewer Server MSI update

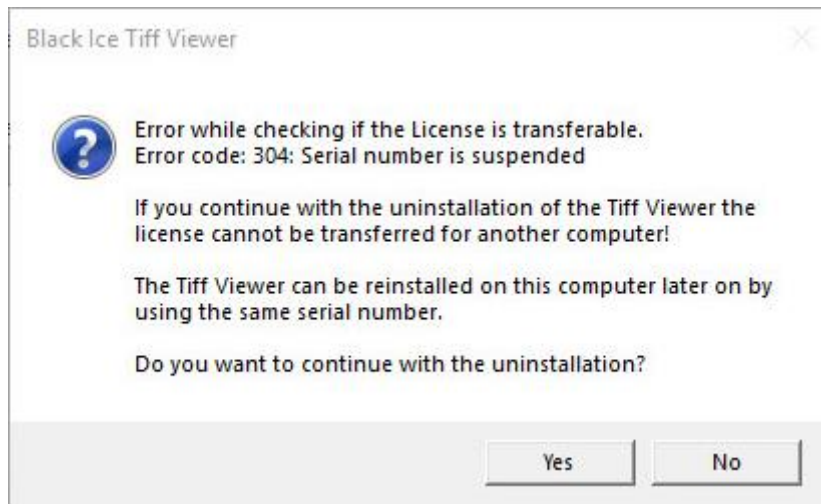
Parameters	Meaning
(optional) /q	Silent installation that displays no user interface. Command line only
(optional) /l* log.txt (lowercase "L")	Logs the MSI system calls to install the product to the "C:\temp\log.txt" file. Command line only For more information about the /l (lowercase "L") parameter, please refer to the Quick Reference Guide for Windows MSI installers section.
(optional) TARGETDIR=	Set target installation directory.
(optional) TRANSFORMS=	Install Tiff Viewer with a transformation file.
(optional) CUSTOMINI=	The full path to the custom INI file.
(optional) CHROMECONFIGFILE=	The full path to the Tiff Viewer Chrome Extension config XML file.
(optional) BITRACE= 0 disables the Trace log (default) 1 enables the Trace log	By Enables detailed Trace log, will log every event in the Custom Action section of the MSI update
(optional) PLUGIN=	Enables or Disables the Browser Plug-in for all users by default.

How to uninstall Tiff Viewer

If one clicks on the MSI installer file, while the Tiff Viewer is installed on the computer, then the Uninstallation will start.

Proceed with the uninstallation to remove the Tiff Viewer from the computer.

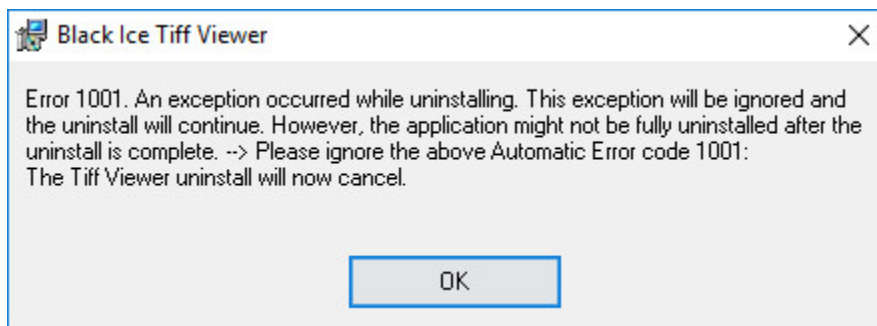
In **specific cases**, for example if the computer has no active internet connection, or there is an issue with the serial number, the following window may appear:



Click on the **Yes** to **ignore** the problem, and to force uninstalling the Tiff Viewer.

Caution: Upon network problems, this option could result that a transferable license will not be removed properly from the Black Ice License server.

Click on the **No** button to cancel the uninstallation. In this case, you'll see the following error message. Click on the **OK** button, and the uninstallation will exit.



How to silently uninstall Tiff Viewer

The **recommended** command to silently uninstall Tiff Viewer:

Version	Command
11.65.1059 or less	MSIExec.exe /x {00C10A1C-9B89-4C4B-AD04-8F3C2917DA80} /q
11.70.1069	MSIExec.exe /x {71941B8E-6BE9-4174-943C-9FAF4603BCE2} /q
11.71.1073	MSIExec.exe /x {D6BB752A-FA56-4B8F-A79A-390E76F395CD} /q
11.72.1075	MSIExec.exe /x {E44C6416-344A-40FF-8D51-CE6E5BF68DC6} /q
11.74.1098	MSIExec.exe /x {A33E7E9F-96B9-48B2-B232-B9D8786F29DF} /q
11.75.1099	MSIExec.exe /x {FFE34D95-CB9C-4CC9-A204-A37916CC4214} /q
11.80.1103	MSIExec.exe /x {3337B86B-842C-4897-B93F-14C3892F769E} /q
11.85.1112	MSIExec.exe /x {98C197E6-BF94-43DA-B9FD-0EE24BDE8A02} /q
11.90.1119	MSIExec.exe /x {DEEF55E4-5523-4F55-A0F7-81E0D9F7C738} /q
11.95.1126	MSIExec.exe /x {D69A3756-4AF4-4AAB-BED6-5719B74CD126} /q

11.97.1143	MSIExec.exe /x {AA46BB92-4C07-4E7B-B0A7-4F837A2C4C29} /q
11.98.1145	MSIExec.exe /x {F69E7DE0-B13C-4EA4-AC0C-0131C219B862} /q
12.00.1149	MSIExec.exe /x {82A61C2F-9571-4229-B537-A765AC2695AF} /q
12.05.1157	MSIExec.exe /x {24EA6261-8D80-4DE7-8D7D-C02A40F01ED3} /q

Alternatively the Tiff Viewer Server can be uninstalled by using the .msi file in the command:

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

You must use the TiffViewerServerSetup.msi file which was used for the installation. For example if Tiff Viewer Server MSI 11.11 is installed on the computer, you must use the same version 11.11 TiffViewerServerSetup.msi file for the uninstallation.

Use this command before installing a newer versions or reinstalling previous versions. The abovecommand will work even if there was no priorTiff Viewer Server msi installation.

Examples for Command Line installation

(Administrator privilege required)

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 Tiff Viewer as Demo, silently, the target directory is C:\Black Ice\TiffViewer

```
msiexec.exe /i "<<PATH>>\TiffViewerServerSetup.msi" /q TARGETDIR="C:\Black Ice\TiffViewer"
```

Example 2: Install and register Tiff Viewer, silently, the target directory is C:\Black Ice\Tiff Viewer

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

Example 3: Install and register Tiff Viewer silently and generate log from the installation.

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

Example 4: Install and register Tiff Viewer silently to the default target directory into the Program Files folder.

```
msiexec.exe /i "<<PATH>>\TiffViewerServerSetup.msi" /q REGNUM=xxxxx-xxxxxxx-xxxxxxx
```

Example 5: Install Tiff Viewer silently with a transformation file:

```
msiexec.exe /i "<<PATH>>\TiffViewerServerSetup.msi"  
TRANSFORMS=TiffViewer.mst /q
```

Example 6: Install and register Tiff Viewer silently using a port 80 to contact the Black Ice License Server, without SSL authentication.

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

Example 7: Install Tiff Viewer silently with a custom INI file. Please specify the full path of the INI file:

```
msiexec /i "<<PATH>>\TiffViewerServerSetup.msi" /q TARGETDIR="C:\Black Ice\TiffViewer" CUSTOMINI="C:\<<PATH>>\TiffviewerMSI.ini" REGNUM=xxxxx-xxxxxxx-xxxxxxx
```

PowerShell Example (Terminal & Terminal (Admin)):

Example 7: Install Tiff Viewer silently with a custom INI file. Please specify the full path of the INI file:

```
msiexec /i ""<<PATH>>\TiffViewerServerSetup.msi"" /q TARGETDIR= "C:\Black Ice\TiffViewer" CUSTOMINI= "C:\<<PATH>>\TiffviewerMSI.ini" REGNUM=xxxxx-xxxxxxx-xxxxxxx
```

Example 8: Install and register Tiff Viewer 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>>\TiffViewerServerSetup.msi" /q REGNUM=xxxxx-xxxxxxx-xxxxxxx BITRACE=1
```

Example 9: Install and register Tiff Viewer silently, and contact the Black Ice License Server through an automatically discovered proxy server.

```
msiexec.exe /i "<<PATH>>\TiffViewerServerSetup.msi" /q REGNUM=xxxxx-xxxxxxx-xxxxxxx PTYPE=1
```

Example 10: Install and register Tiff Viewer silently, and disable the Browser Plug-in for all users.

```
msiexec.exe /i "<<PATH>>\TiffViewerServerSetup.msi" /q REGNUM=xxxxx-xxxxxxx-xxxxxxx PLUGIN=0
```

Example 11: Install and register Tiff Viewer silently, and add the Black Ice Tiff Viewer icon on user's desktop.

```
msiexec.exe /i "<<PATH>>\TiffViewerServerSetup.msi" /q CREGNUM=xxxxx-xxxxxxx-xxxxxxx DESKTOPICON=1
```

Example 12: Install and register Tiff Viewer silently, and contact the Black Ice License Server through a HTTP proxy server.

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

The **PPORT** parameter specifies the HTTP Proxy server port that Tiff Viewer Server 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 13: Install and register Tiff Viewer silently, and contact the Black Ice License Server through a SOCKS proxy server.

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

The **PPORT** parameter specifies the SOCKS Proxy server port that Tiff Viewer Server 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 14: Install Tiff Viewer Server silently without registration. In this case, the Tiff Viewer Server cannot be used until Tiff Viewer Server is registered/activated for evaluation or with a license key by the Administrator after the installation.

```
msiexec.exe /i "<<PATH>>\TiffViewerServerSetup.msi" /q NOSERIAL=1
```

Example 15: Install Tiff Viewer Server silently with French language:

```
msiexec.exe /i "<<PATH>>\TiffViewerServerSetup.msi" /q LANGUAGE=French
```

Example 16: Install Tiff Viewer Server silently with the Office PDF Preview enabled:

```
msiexec /i "<<PATH>>\TiffViewerServerSetup.msi" OFFICEPDFPREVIEW=1 /q
```

Example 17: Install Tiff Viewer silently with the Tiff Viewer Core for every user:

```
msiexec.exe /i "<<PATH>>\TiffViewerServerSetup.msi" COREAPP=1 /q
```

Example 18: Install the Tiff Viewer Server silently, with the Tiff Viewer Core, and the Tiff Viewer Core opens the PDF documents:

```
msiexec.exe /i "<<PATH>>\TiffViewerServerSetup.msi" COREAPP=1  
COREVIEWPDF=1 /q
```

Example 19: Install Tiff Viewer Server silently with a Tiff Viewer Core using a configuration XML file. Please specify the full path of the configuration XML file:

```
msiexec.exe /i "<<PATH>>\TiffViewerServerSetup.msi" /q COREAPP=1  
CORECONFIGFILE="<<PATH>>\TiffviewerCoreConfig.xml"
```

Please see more details information about the "Tiff Viewer Core configuration XML file" on the following link:

https://www.blackice.com/Help/Internet/TIFF%20Viewer%20Server%20webhelp/WebHelp/How_to_edit_the_TIFF_Viewer_Core_configuration_XML_file.htm

Example 20: Install the Tiff Viewer silently with the Tiff Viewer Core web application. The Tiff Viewer Core will run in **Google Chrome**:

```
msiexec.exe /i "<<PATH>>\TiffViewerServerSetup.msi" COREAPP=1  
COREBROWSER=1 /q
```

Example 21: Install the Tiff Viewer silently with the Tiff Viewer Core web application. The Tiff Viewer Core will run in **Microsoft Edge**:

```
msiexec.exe /i "<<PATH>>\TiffViewerServerSetup.msi" COREAPP=1  
COREBROWSER=2 /q
```

Example 22: Install the Tiff Viewer silently with the Tiff Viewer Core web application. The AI Assistant feature will not be installed.

```
msiexec.exe /i "<<PATH>>\TiffViewerServerSetup.msi" COREAPP=2 /q
```

Example 23: Silently uninstall the Tiff Viewer:

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

Example 24: Silently uninstall the Tiff Viewer if the MSI installer location is unknown:

Version	Command
11.65.1059 or less	MSIExec.exe /x {00C10A1C-9B89-4C4B-AD04-8F3C2917DA80} /q
11.70.1069	MSIExec.exe /x {71941B8E-6BE9-4174-943C-9FAF4603BCE2} /q
11.71.1073	MSIExec.exe /x {D6BB752A-FA56-4B8F-A79A-390E76F395CD} /q
11.72.1075	MSIExec.exe /x {E44C6416-344A-40FF-8D51-CE6E5BF68DC6} /q
11.74.1098	MSIExec.exe /x {A33E7E9F-96B9-48B2-B232-B9D8786F29DF} /q
11.75.1099	MSIExec.exe /x {FFE34D95-CB9C-4CC9-A204-A37916CC4214} /q
11.80.1103	MSIExec.exe /x {3337B86B-842C-4897-B93F-14C3892F769E} /q
11.85.1112	MSIExec.exe /x {98C197E6-BF94-43DA-B9FD-0EE24BDE8A02} /q
11.90.1119	MSIExec.exe /x {DEEF55E4-5523-4F55-A0F7-81E0D9F7C738} /q
11.95.1126	MSIExec.exe /x {D69A3756-4AF4-4AAB-BED6-5719B74CD126} /q
11.97.1143	MSIExec.exe /x {AA46BB92-4C07-4E7B-B0A7-4F837A2C4C29} /q
11.98.1145	MSIExec.exe /x {F69E7DE0-B13C-4EA4-AC0C-0131C219B862} /q
12.00.1149	MSIExec.exe /x {82A61C2F-9571-4229-B537-A765AC2695AF} /q
12.05.1157	MSIExec.exe /x {24EA6261-8D80-4DE7-8D7D-C02A40F01ED3} /q

Example 25: Force uninstallation of the Tiff Viewer, 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>>\TiffViewerServerSetup.msi" /q FORCEU=1

Example 26: Uninstalls the Tiff Viewer 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>>\TiffViewerServerSetup.msi" /q FORCECHECK=1

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

/[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 /!* <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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Portions of this software are based in part on the work of the Independent JPEG
Group.

Pre configure User's setting at installation.

[CUSTOM INI file configuration](#)

[Instructions for using the custom INI file](#)

[Using custom INI file](#)

[Contents of the TiffViewer INI files](#)

[Using the custom INI file from a shared network drive](#)

[The Tiff Viewer INI File](#)

CUSTOM INI file configuration

The Black Ice Tiff Viewer Server uses two INI files. There is an INI file that is embedded in the MSI installer "TiffViewer.ini" which includes the default configuration for the Tiff Viewer. The Administrator can customize the default configuration for users on the system by creating a custom INI file with a different configuration. The custom INI will be merged into the default INI file and will be the default configuration for all users on the system. The custom INI file name could be any name selected by the IT manager who prepares the installation.

The second INI file is the user's INI file is created from the default INI file when Tiff Viewer is first executed. The changes the user makes in the configuration will be saved in the user's INI file.

When Tiff Viewer is updated using a custom INI file, the already existing default INI is overwritten. The custom INI is merged with the default INI embedded in the installer. If the existing default INI contained an eLicense section, that configuration will be used in the new default INI for license validation.

The user's INI file is not modified during the update process.

The INI file used only for the installation located in the Tiff Viewer's installation directory by default:

On 64-bit operating systems:

c:\Program Files (x86)\Black Ice Software LLC\Black Ice Tiff Viewer\TiffViewer.ini

On 32-bit operating systems:

c:\Program Files\Black Ice Software LLC\Black Ice Tiff Viewer\TiffViewer.ini

The user's INI file is located in the user's Roaming directory, which is hidden as default directory:

C:\Users\Username\AppData\Roaming\Black Ice Tiff Viewer\TiffViewer.ini

Instructions for using the custom INI file

The custom INI file can control file type association, the getting started window and the file extension dialog.

Administrators are able to set the parameters below in the custom ini file:

[FileAssociation]

This section will be used if ***First Start=0*** and File ***Extension Dialog=2***.
Tiff Viewer will not be associated with the file type if the value is 0. Tiff viewer will be the default viewer for that file type if the value is 1.

For example:

Jpg=0; Tiff Viewer will not be associated with jpg files.

tif=1; Tiff viewer will be the default viewer for tif files.

Possible file types are: jpg, tif, bmp, png, cal, txt, fax

Note: Due to the system restrictions in Windows 8 and Windows 8.1 the file association doesn't work on Windows 8 and Windows 8.1 systems.

[Startup]

BrowserPlugin: Sets the file formats the Browser Plug-in is registered to when the Administrator clicks "Enable" in the Tiff Viewer main menu > Browser Plugin Switch. If the plug-in is already enabled, the Administrator has to click "Disable" then "Enable" for the changes to take effect:

0: Tiff Viewer was installed with the ***PLUGIN=0*** option. This value only indicates that Tiff Viewer was installed with the Browser Plug-in disabled. If the Browser Plugin is enabled on the user interface by the Administrator, it will be associated with both JPEG and TIFF files.

1: The Browser Plug-in is associated with both JPEG and TIFF files

2: The Browser Plug-in is associated with TIFF files, but not associated with JPEG files; therefore the Tiff Viewer Browser Plug-in will not be the default viewer to open JPEG files in Internet Explorer.

3: The Browser Plug-in is associated with JPEG files, but not associated with TIFF files; therefore the Tiff Viewer Browser Plug-in will not be the default viewer to open Tiff files in Internet Explorer.

[Viewer_Settings]

First Start: Controls file type association. Tiff Viewer can be associated with default or custom file types when the Tiff Viewer first starts.

0: Custom file type association *requires File Extension Dialog value to be set to 2!*

1: Default file type association.

Display_mode: Tiff Viewer default view mode. If Save View Setting is enabled, it overwrites the ***Display_mode*** configuration.

4: Normal – Pixel to Pixel view

8: Preview best fit to width or fit to height to view the entire document.

64: Scaled – Scale the Image to DPI

4096: Fit to width

Selection_Mode: Specifies the default selection mode.

1: Zoom mode

2: Panning

3: Annotation select

Auto_Rotate_Mode: Controls the Auto Rotation configuration of Tiff Viewer.

The possible values are the followings:

0: Disable Auto Rotation

1: Rotate Landscape to Portrait clockwise

2: Rotate Landscape to Portrait counter-clockwise

3: Rotate Portrait to Landscape clockwise

4: Rotate Portrait to Landscape counter-clockwise

[General_Settings]

Open_In_New_Window: Controls how Tiff Viewer opens documents if there is already a document opened in the current window.

0: Always open documents in the current window, closing the old document.

1: Open the document in a new window. (Default)

File Extensions Dialog: Controls the file type association window

0: Dialog does not appear, and no association is made in the background

1: Dialog appears at startup to select the file association

2: Dialog does not appear and file type association will be implemented automatically according to settings in First Start and File Association sections.

Getting started: Controls the getting started dialog

0: Getting started dialog does not appear.

1: Getting started dialog appears during startup.

Thumbnail_View: Enable the Thumbnail View for multi-page documents.

1: Enable the Thumbnail View for multi-page documents.

0: Disable this function.

Save View Setting: Enable Save View Setting feature. Selects the Save current view upon exit option in the Tiff Viewer Options > View. If Save View Setting is enabled, it overwrites the Display_mode configuration.

0: Disable the Save View Setting feature.

1: Enable the Save View Setting feature.

AutoSave: Enable Auto Save feature.

0: Disable Auto Save feature.

1: Enable Auto Save feature.

Show_Annotation_Color_Lost: Configures the action for Annotation burn in on monochrome images.

0: Always ask.

11: Convert image to color.

22: Convert annotation to monochrome.

Enable_File_Navigation: Enable File Navigation feature. This feature enables Tiff Viewer to navigate and open files from the directory in which the currently opened document is placed.

0: Disable File Navigation feature.

1: Enable File Navigation feature. (by default)

Enable_Thumbnail_Browser: Enable Thumbnail Browser feature

0: Disable the Thumbnail Browser feature.

1: Enable the Thumbnail Browser feature.

Enable_Send_In_Email: Enable Send documents in Email feature.

0: Disable Send documents in Email feature.

1: Enable Send documents in Email feature. (Default)

Enable_Upload_To_SharePoint: Enable Upload documents to SharePoint feature.

0: Disable Upload documents to SharePoint feature.

1: Enable Upload documents to SharePoint feature. (Default)

Enable_OCR: Enable OCR (Optical Character Recognition feature) and Search.

0: Disable OCR and Search.

1: Enable OCR and Search. (Default)

Enable_Printing: Enable Printing in TIFF Viewer.

0: Disable Printing.

1: Enable Printing. (Default)

Enable_Scan: Enable Scanning in TIFF Viewer.

0: Disable Scanning.

1: Enable Scanning. (Default)

The 'Enable_File_Navigation', 'Enable_Thumbnail_Browser', 'Enable_Send_In_Email', 'Enable_Upload_To_SharePoint', 'Enable_OCR', 'Enable_Scan' features only can be enabled through the INI placed in the installation directory of the Tiff Viewer. By default, the secondary INI file is placed in one of the following directories, which can be modified only by the Administrator:

By default on 64-bit operating systems:

c:\Program Files (x86)\Black Ice Software LLC\Black Ice Tiff Viewer\TiffViewer.ini

On 32-bit operating systems:

c:\Program Files\Black Ice Software LLC\Black Ice Tiff Viewer\TiffViewer.ini

NOTE: To make sure users cannot edit the secondary INI file of the TIFF Viewer, install the Tiff Viewer into the default directory, or make sure the Tiff Viewer is installed into a directory which can be modified only by the Administrator.

Citrix-Disable_Recent_File_List: Disables the Recent File List on Tiff Viewer.

This option is enabled automatically if Tiff Viewer detects an installed Citrix XenApp on the system, otherwise it will be disabled. This option improved the

stability of Tiff Viewer, since in some cases the recent file list cannot be opened through Citrix XenApp due to security reasons.

0: Enables Recent File List. The recently opened documents will be shown in Tiff Viewer. (Default option on systems without Citrix XenApp)

1: Disables Recent File List. The recently opened documents will not be shown in Tiff Viewer. (Default option on systems with Citrix XenApp)

AutoLoadAnnotationFile: Configures the Enable loading annotation file automatically option in the Tiff Viewer General options.

0: Disables loading annotation file automatically option

1: Enables loading annotation file automatically option

Enable_Saving: If the "Enable Saving" is unchecked the Save and Save as function are disabled in TiffViewer and in the Browser Plug-in for all users. If the "Enable Saving" is unchecked TiffViewer doesn't ask for saving the modification when closing. The "Enable Saving" can be edited by Administrators.

0: Saving is disabled

1: Saving is enabled (this is the default value)

Disable_Memory_Files: The "Disable_Memory_Files" option configures the TIFF Viewer to load the entire images into the memory before opening to reduce the loading time.

0: Enable loading the entire image into memory before opening a document. This option results faster loading. (default option)

1: Disable loading the entire image into the memory.

BurnAnnotationOnSave: Configures the "Burn annotation into the image when saving the document" option in the TIFF Viewer General options. If this option is enabled, TIFF Viewer automatically burns the annotations into the opened file when saving the document.

1: Enable "Burn annotation into the image when saving the document" option

0: Disable "Burn annotation into the image when saving the document" option (default)

Restrict_Saving: When this option is enabled, every saved document will be saved into the specified directory. This feature is useful if Administrators want to restrict every User's access to only one directory, or if Administrators want to keep the documents in one directory.

NOTE: When using the "Restrict saving into the following directory" option, please make sure that every user who uses Tiff viewer has write permissions in the specified directory.

0: Allows saving documents into any directory (default)

1: Restricts the saving documents only into the specified directory

Save_Directory: Specifies the directory, which will be used when the Restrict_Saving option is enabled. Environment variables also can be used to specify the directory, for example:

<<USERPROFILE>>\Documents

Enable_Tools: By using this option, Administrators can deny access for all standard users on the computer to the features under the Tools ribbon tab. The restriction not applies to users with Administrative privileges.

1: Allows accessing the features under the Tools ribbon tab for standard users.

0: Denies accessing the features under the Tools ribbon tab for standard users.

Enable_Annotations: By using this option, Administrators can deny access for all standard users on the computer to the features under the Annotations ribbon tab. The restriction not applies to users with Administrative privileges.

1: Allows accessing the features under the Annotations ribbon tab for standard users.

0: Denies accessing the features under the Annotations ribbon tab for standard users.

Enable_Document_Cleanup: By using this option, Administrators can deny access for all standard users on the computer to the features under the Document Cleanup ribbon tab. The restriction not applies to users with Administrative privileges.

1: Allows accessing the features under the Document Cleanup ribbon tab for standard users.

0: Denies accessing the features under the Document Cleanup ribbon tab for standard users.

Enable_Options: By using this option, Administrators can deny access for all standard users on the computer to the settings under the Options window. The restriction not applies to users with Administrative privileges.

1: Allows accessing the options under the Options window for standard users.

0: Denies accessing the options under the Options window for standard users.

Magnifying_Scale: Sets the magnification value of the magnifying glass feature. The value is specified in percentages (without the % sign). The default value is 200.

Note: The 'Enable_File_Navigation', 'Enable_Thumbnail_Browser', 'Enable_Send_In_Email', 'Enable_Upload_To_SharePoint', 'Enable_OCR', 'Enable_Scan' features only can be enabled through the INI placed in the installation directory of the Tiff Viewer by the Administrator.

By default on 64-bit operating systems:

c:\Program Files (x86)\Black Ice Software LLC\Black Ice Tiff Viewer\TiffViewer.ini

On 32-bit operating systems:

c:\Program Files\Black Ice Software LLC\Black Ice Tiff Viewer\TiffViewer.ini

[Tiff_Default_Compressions]

Use_Original_Compression detects the original compression of the document, and automatically selects the detected compression upon saving if it's possible, otherwise it uses the defined default compression. (For example, if a color (24bit) image with JPEG compression is converted into monochrome (1bit) image, the TIFF Viewer cannot save the image into JPEG compression.

1: Enables Use original compression.

0: Disables Use original compression.

Monochrome defines the default compression method for Monochrome (1bit) documents:

201: No compression

202: Pack Bits

203: LZW compression

205: CCIT G3 1D no EOL

206: CCIT G3 1D EOL

207: CCIT G3 2D

208: CCIT G4 (default)

Greyscale defines the default compression method for grayscale (8bit) documents:

201: No compression

202: Pack Bits

203: LZW compression (default)

204: LZW Differential compression

Color defines the default compression method for color (24bit) documents:

201: No compression

202: Pack Bits

203: LZW compression (default)

204: LZW Differential compression

209: JPEG compression

[PDF_Default_Compressions]

Use_Original_Compression detects the original compression of the document, and automatically selects the detected compression upon saving if it's possible, otherwise it uses the defined default compression. (For example, if a color (24bit) image with JPEG compression is converted into monochrome (1bit) image, the TIFF Viewer cannot save the image into JPEG compression.

1: Enables Use original compression.

0: Disables Use original compression.

Monochrome defines the default compression method for Monochrome (1bit) documents:

32: No compression

2048: CCIT FAX compression

512: FLAT compression (default)

Greyscale defines the default compression method for grayscale (8bit) documents:

32: No compression

1024: Run-Length

512: FLAT compression (default)

Color defines the default compression method for color (24bit) documents:

32: No compression

4096: JPEG compression

512: FLAT compression (default)

Jpeg_Quality defines the quality of the JPEG compression. [0-100]

[Annotation_Settings]

Annotations_Visible: Shows or hides all annotations.

1: Show annotations (default)

0: Hide annotations

Default_Stamp: Selects the stamp type for the Default Stamp button on the Home ribbon.

0: Rubber stamp (default)

1: Stamp from file

2: Personalized stamp

3: Timestamp

Rubber_Stamp: Selects the stamp type for the Rubber Stamp button on the Annotation ribbon.

1: Approved (default)

2: Assigned

3: Checked

4: Copy

5: Draft

6: Extended

7: Fax

8: Faxed

9: Important

10: Invoice

11: Notice

12: Official

13: On File

14: Paid

15: Passed

16: Pending

17: Processed

18: Received

19: Rejected

20: Release

21: Sent

22: Shipped

23: Top Secret

24: Urgent

25: Void

26: Secret

27: Confidential

28: Client

Timestamp_Show_Date: Shows or hides the date on the Timestamp.

1: Show the date (default)

0: Hide the date

Timestamp_Date_Format: Sets the date format for the Timestamp.

0: Use default date format from the computer (default)

1: MM/DD/YYYY (E.g.: 09/30/2017)

2: M/D/YY (E.g.: 9/30/17)

- 3: YYYY/MM/DD (E.g.: 2017/09/30)
- 4: DD/MM/YYYY (E.g.: 30/09/2017)
- 5: DD-MON-YYYY (E.g.: 30-SEP-2017)
- 6: Julian Date (E.g.: 2458026)

Timestamp_Show_Time: Shows or hides the time on the Timestamp.

- 1: Show the time (default)
- 0: Hide the time

Timestamp_Time_Format: Sets the time format for the Timestamp.

- 0: 12 hour format (default)
- 1: 24 hour format

Timestamp_Show_Minutes: Shows or hides the minutes on the Timestamp. To show the minutes, `Timestamp_Show_Time` must also be set to 1.

- 1: Show the minutes (default)
- 0: Hide the minutes

Timestamp_Show_Seconds: Shows or hides the seconds on the Timestamp. To show the seconds, `Timestamp_Show_Time` and `Timestamp_Show_Minutes` must also be set to 1.

- 1: Show the seconds (default)
- 0: Hide the seconds

Timestamp_Show_Timezone: Shows or hides the time zone on the Timestamp. To show the timezone, `Timestamp_Show_Time` must also be set to 1.

- 1: Show the time zone
- 0: Hide the time zone (default)

Timestamp_Show_Text: Adds additional text to the Timestamp, specified in the `Timestamp_Text` key.

- 1: Show additional text
- 0: Do not show additional text

Timestamp_Text: Specifies the text added to the Timestamp if the `Timestamp_Show_Text` option is enabled. The value is a single line of text, max 35 characters.

Timestamp_Text_Position: Specifies the position of the additional text on the Timestamp, if the `Timestamp_Show_Text` option is enabled.

- 0: Place the text above the date and time. (default)
- 1: Place the text below the date and time.
- 2: Place the text to the left of the date and time.
- 3: Place the text to the right of the date and time.

Timestamp_Text_Alignment: Specifies the alignment of the additional text relative to the date and time on the Timestamp, if the `Timestamp_Show_Text` option is enabled. And the text is placed above or below the date and time.

- 0: Align the text to the left (default)
- 1: Align the text to the center
- 2: Align the text to the right

Timestamp_Burn_To_Every_Page: Specifies which pages the timestamp annotations will appear on, if the annotations are burnt in.
0: Only burn the timestamp annotations to the page where they were placed. (default)
1: Burn the timestamp annotations to every page of the document.

[OCR_Settings]

Open_With_Application=<path>
The absolute path of the application to open OCR documents.
For example: C:\Program Files (x86)\Microsoft Office\Office12\WINWORD.EXE
If empty, Tiff Viewer uses the default text editor on the system.

OCR_Language=<Language>
The language of the OCR. By default, the **OCR_Language=English**.

Output_Directory=<path>
The absolute path of the directory to save the OCR files.
For example: C:\Users\Tester\Desktop
If empty, Tiff Viewer saves the OCR files next to the original document.

[Printer Settings]

Center Image Vertically=<1 or 0>
Enables or Disables the Center the Image Vertically option on the Print dialog of Tiff viewer.
Possible options:
1: Option Enabled
0: Option Disabled

Center Image Horizontally=<1 or 0>
Enables or Disables the Center the Image Horizontally option on the Print dialog of Tiff viewer.
Possible options:
1: Option Enabled
0: Option Disabled

Scale Page=<1 or 0>
Enables or Disables the Scale to Fit Page Proportionally option on the Print dialog of Tiff viewer.
Possible options:
1: Option Enabled
0: Option Disabled

Use DPI=<1 or 0>
Enables or Disables the Use Image DPI option on the Print dialog of Tiff viewer.
Possible options:
1: Option Enabled
0: Option Disabled

Stretch Page=<1 or 0>
Enables or Disables the Stretch to Fit Page option on the Print dialog of Tiff viewer.
Possible options:

1: Option Enabled

0: Option Disabled

Print Annotations=<1 or 0>

Enables or Disables the Print annotations option on the Print dialog of Tiff viewer.

Possible options:

1: Option Enabled

0: Option Disabled

[Browser Plug-In Viewer Settings]

Fit Mode=<number>

This option configures the default View Mode of the Browser Plug-In. Possible options:

40015: Normal Size

40044: Fit to Width

40028: Actual Size (Scale to DPI)

40046: Fit to Window

Always Show Thumbnails=<number>

This option configures the Show thumbnail for single documents of the Browser Plug-In. Possible options:

0: Disable/Uncheck the "Show thumbnail for single documents" on Browser Plug-In - Option

1: Enable/Check the "Show thumbnail for single documents" on Browser Plug-In - Option

[Browser Plug-In Printer Settings]

Stretch to page=<1 or 0>

Enables or Disables the Stretched to Fit Page option in TIFF Viewer Browser Plug-In.

Possible options:

1: Option Enabled

0: Option Disabled

Center on page=<1 or 0>

Enables or Disables the Center on Page option in TIFF Viewer Browser Plug-In.

Possible options:

1: Option Enabled

0: Option Disabled

Print all pages=<1 or 0>

Configures the Default Printing Mode in TIFF Viewer Browser Plug-In.

Possible options:

1: Print all pages.

0: Print only the current page.

[Scan_Settings]

Remember_Batch_Scan_Directory=<1 or 0>

When this option is 1, the Tiff Viewer will always remember and use the previously used batch scan directory.

1: Remember batch scan directory (default)

0: Do not remember batch scan directory

Batch_Scan_directory=<<USERPROFILE>>\Documents

This option specifies the default scan directory where the batch scanned documents will be saved. One can use environment variables in the path.

TwainDSM=<1 or 0>

Twain data source manager selection allows users to select which data source manager version must be used for scanning.

Values:

1: Use TwainDSM.dll (Twain 2.0 or newer) - Default

0: Use Twain_32.dll (Twain 1.9 or older)

Using custom INI file

When using the custom INI file, please follow the steps below **as an administrator** to install the product correctly:

1. Uninstall the previous version of Tiff Viewer from your computer or you can uninstall it with “Add/Remove” application in Windows:

- “Start menu -> run -> type: “cmd” press enter (or right-click and select run as administrator on Vista or Windows 7)

On Windows 8 and 8.1, type “cmd” into the right menu Search, right click on the Command Prompt and select Run as Administrator.

- Type: "**msiexec.exe /x "<<PATH>>\TiffViewerServerSetup.msi" /q**" and press enter
- Delete the “TiffViewer.ini” files from your computer for each user:
“C:\Documents and Settings\<<username>>\Application Data\Black Ice Tiff Viewer\TiffViewer.ini” or “C:\Documents and Settings\<<username>>\AppData\Roaming\Black Ice Tiff Viewer\TiffViewer.ini”.

2. Extract “TiffViewerMSI.zip” file with the password provided.

3. Create custom TiffviewerMSI.ini using custom settings.

- **Custom INI Sample 1:** Using the following INI file settings, only TIF, BMP, CAL, ICA, FAX formats will be associated with Tiff Viewer. The list can be modified according to which file formats should be associated with Tiff Viewer (tif=0 not associate / tif=1 – associate). Getting started window and the File Extension Dialog will not appear for the users.

[Viewer_Settings]

First Start=0

[General_Settings]

Getting Started=0

```
File Extensions Dialog=2
Display_Mode=4096
[FileAssociation]
jpg=0
tif=1
bmp=1
cal=1
txt=0
fax=1
png=0
```

When tif=1, both .tif and .tiff files will be associated.

When jpg=1, both .jpg and .jpeg files will be associated.

- **Custom INI file Sample 2:** using the following ini file settings without file format association settings, the default file type association will occur. Tiff Viewer will be associated with TIF, BMP, CAL, FAX formats. Getting started window and the File Extension Dialog will not appear for the users.

```
[Viewer_Settings]
First Start=1
[General_Settings]
Getting Started=0
File Extensions Dialog=2
Display_Mode=4
```

For the complete list of the available INI file options, please refer to the [Contents of the TiffViewer INI files](#) section.

4. After creating the custom INI, please open the Command Prompt "Start menu -> run -> type: "cmd" press enter (or right-click and select run as administrator on Vista or Windows 7)

On Windows 8 and 8.1, type "cmd" into the right menu Search, right click on the Command Prompt and select Run as Administrator.

5. Type the following in a single line (Please specify the full path of the MSI and the INI file):

```
msiexec /i "<<PATH>>\TiffViewerServerSetup.msi" /q TARGETDIR="C:\Black Ice\TiffViewer" CUSTOMINI="<<PATH>>\TiffviewerMSI.ini" REGNUM=XXXX-XXXXXXXX-XXXXXXXXXX
```

**This command will add the parameters to the msi install.*

*For the available parameters, see the **Available Parameters of the MSI install** section.*

Contents of the TiffViewer INI files

C:\Program Files\Black Ice Software LLC\Black Ice Tiff Viewer \TiffViewer.ini

Default ini file for every user until the user first user executes the tiffviewer and the user's ini file is created. Please see "The user specific INI files." sections below.

This INI file is located in the installed application directory, and contains the settings from the custom INI files.

[eLicense Server Settings]

Domain Name=licenseserver.blackice.com
Server Port=443
Server Port Use HTTPS=1
Client Port=0
Server Port 2=443
Server Port 2 Use HTTPS=1
Client Port 2=0
Server Port 3=443
Server Port 3 Use HTTPS=1
Client Port 3=0
Company ID=Black Ice

[Registration keys]

Demo Registration=<DEMO NUMBER>

[FileAssociation] // this comes from msi installer, if set

jpg=0
tif=0
bmp=0
cal=0
txt=0
fax=0
png=0

[Startup]

BrowserPlugin=1

[Viewer_Settings] // this comes from msi installer, if set

First Start=0
Display_Mode=4
Selection_Mode=1
Auto_Rotate_Mode=0

[General_Settings] // this comes from msi installer, if set

Open_In_New_Window=1
File Extensions Dialog=0
Getting started=1
Enable_Thumbnail_Browser=1
Thumbnail_View=1
Save View Setting=1
AutoSave=0

Show_Annotation_Color_Lost=0
Enable_File_Navigation=1
Enable_Send_In_Email=1
Enable_Upload_To_SharePoint=1
Enable_OCR=1
Enable_Printing=1
Enable_Scan=1
Citrix-Disable_Recent_File_List=
AutoLoadAnnotationFile=1
Enable_Saving=1
Disable_Memory_Files=0
BurnAnnotationOnSave=0
Restrict_Saving=0
Save_Directory=
Enable_Tools=1
Enable_Annotations=1
Enable_Document_Cleanup=1
Enable_Options=1
Magnifying_Scale=200

[Annotation_Settings]

Annotations_Visible=1
Default_Stamp=0
Rubber_Stamp=1
Timestamp_Show_Date=1
Timestamp_Date_Format=0
Timestamp_Show_Time=1
Timestamp_Time_Format=0
Timestamp_Show_Minutes=1
Timestamp_Show_Seconds=1
Timestamp_Show_Timezone=0
Timestamp_Show_Text=0
Timestamp_Text=
Timestamp_Text_Position=0
Timestamp_Text_Alignment=0
Timestamp_Burn_To_Every_Page=0

[Tiff_Default_Compressions]

Monochrome=208
Greyscale=203
Color=203
Use_Original_Compression=1

[PDF_Default_Compressions]

Monochrome=32
Greyscale=1024
Color=4096
Jpeg_Quality=85
Use_Original_Compression=1

[OCR_Settings]

Open_With_Application=

OCR_Language=English
Output_Directory=

[Printer Settings]

Center Image Vertically=1
Center Image Horizontally=1
Scale Page=0
Use DPI=1
Stretch Page=0
Print Annotations=0

[Browser Plug-In Viewer Settings]

Fit Mode=40046
Always Show Thumbnails=1

[Browser Plug-In Printer Settings]

Stretch to page=0
Center on page=1
Print all pages=1

[Scan_Settings]

Remember_Batch_Scan_Directory=1
Batch_Scan_directory=<<USERPROFILE>>\Documents
TwainDSM=1

The user specific INI files:

The ini files below, contains the user settings and are written by application after installation. If these files contains user settings, they will have priority and these setting will used by default.

Examples for the user specific INI files:

C:\Users\Steven\AppData\Roaming\Black Ice Tiff Viewer\TiffViewer.ini

[Viewer_Settings]

First Start=0
Auto_Rotate_Mode=0

[General_Settings]

Getting Started=1
File Extensions Dialog=1

C:\Users\Steven\AppData\Local\VirtualStore\Windows\TiffViewer.ini

[Recent File List]

File1=C:\work\email.tif
File2=C:\info\images\img302C.tif
File3=C:\info\images\001.tif
File4=C:\info\images\TIFF\001.tif

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 TIFF Viewer 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\TIFFViewerServerSetup.msi"  
CUSTOMINI="\\servername\TestMSI\custom.ini" REGNUM= XXXXX-XXXXXXXX-  
XXXXXXXXXX
```

Please note the TIFF Viewer 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\TIFFViewerServerSetup.msi"
CUSTOMINI="T:\TestMSI\custom.ini" REGNUM= XXXXX-XXXXXXXX-XXXXXXXXXX

The Tiff Viewer INI File

The Tiff Viewer can be preconfigured for all Users on the system by using the MSI Installer with the INI file. The INI file used during installation will be referenced as the primary INI file. The Tiff Viewer will create a secondary INI file for each user that the user can access. The user's INI file will be referenced as secondary INI file.

The primary INI file located at:

By default on 64-bit operating systems:

c:\Program Files (x86)\Black Ice Software LLC\Black Ice Tiff Viewer\TiffViewer.ini

On 32-bit operating systems:

c:\Program Files\Black Ice Software LLC\Black Ice Tiff Viewer\TiffViewer.ini

A User can configure the Tiff Viewer by using the secondary INI file associated with the program.

The INI file is located at: **C:\Users\Username\AppData\Roaming\Black Ice Tiff Viewer**

NOTE: Tiff Viewer uses a primary INI file, which is generated during the installation and located in the Tiff Viewer installation directory. When Tiff Viewer runs for the first time, the entries are copied from the primary INI file into the secondary INI file. In case of missing entries in the secondary INI file, Tiff Viewer also copies the missing entries from the primary INI file.

The 'Enable_File_Navigation', 'Enable_Thumbnail_Browser', 'Enable_Send_In_Email', 'Enable_Upload_To_SharePoint', 'Enable_OCR', 'Enable_Scan' features only can be enabled through the primary INI file that is placed in the installation directory of the Tiff Viewer. By default, the primary INI file is placed in one of the following directories, which can be modified only by the Administrator:

By default on 64-bit operating systems:

c:\Program Files (x86)\Black Ice Software LLC\Black Ice Tiff Viewer\TiffViewer.ini

On 32-bit operating systems:

c:\Program Files\Black Ice Software LLC\Black Ice Tiff Viewer\TiffViewer.ini

NOTE: In order to make sure users cannot edit the primary INI file of the TIFF Viewer, install the Tiff Viewer into the default directory, or make sure the Tiff Viewer is installed into a directory which can be modified only by the Administrator.

MSI Installation example:

```
msiexec.exe /i "TiffViewer.msi" /l* "C:\log.txt" ALLUSERS=1  
CUSTOMINI="C:\Temp\TiffViewer.ini" REGNUM=xxxxx-xxxxxx-xxxxxxxxxxxxx /q
```

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 Tiff Viewer MSI on domain computers automatically](#)

[How to uninstall the Tiff Viewer MSI from computers with the Group Policy Object](#)

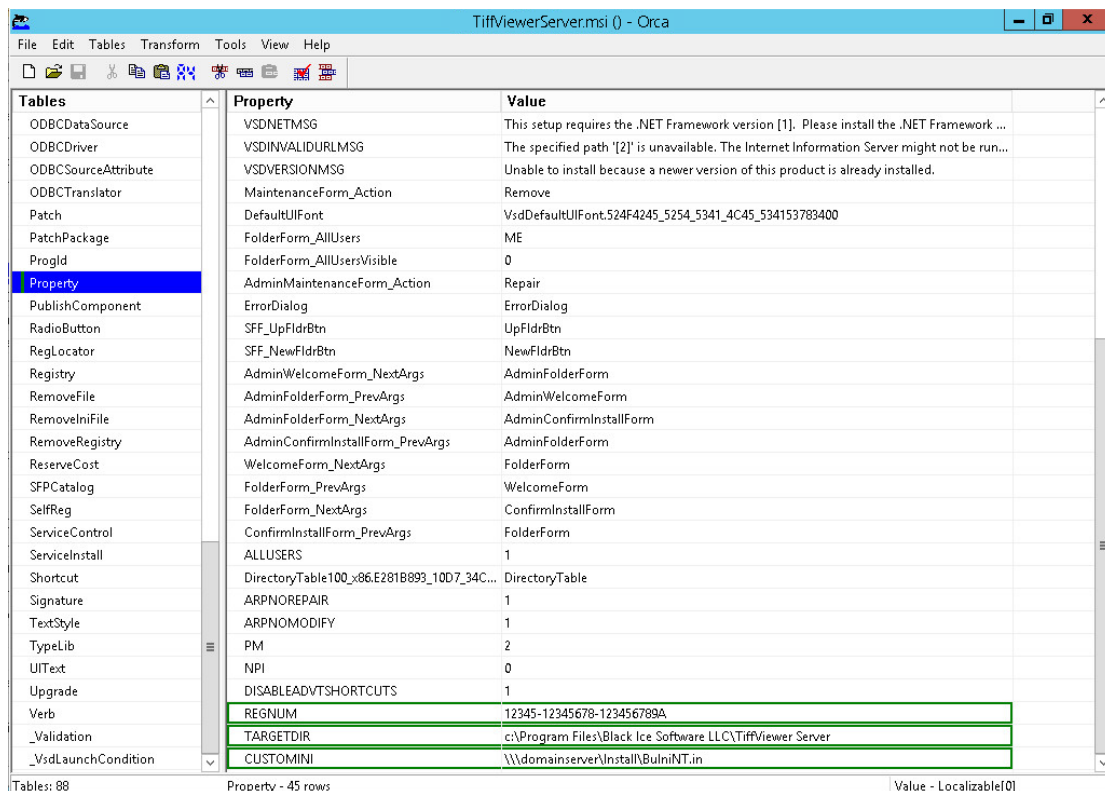
How to create MST (transform file) for GPO deployment

With the help of transformation files (MST), one can customize the Tiff Viewer 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 TiffViewerServerSetup.msi with ORCA .
2. Start a new transform by clicking on *Transform\New Transform*.
3. Select *Property* Table from tables (Figure 1).



Property	Value
YSDNETMSG	This setup requires the .NET Framework version [1]. Please install the .NET Framework ...
YSDINVALIDURLMSG	The specified path '[2]' is unavailable. The Internet Information Server might not be run...
YSDVERSIONMSG	Unable to install because a newer version of this product is already installed.
MaintenanceForm_Action	Remove
DefaultUIFont	VsdDefaultUIFont.524F4245_5254_5341_4C45_534153789400
FolderForm_AllUsers	ME
FolderForm_AllUsersVisible	0
AdminMaintenanceForm_Action	Repair
ErrorDialog	ErrorDialog
SFF_UpFldrBtn	UpFldrBtn
SFF_NewFldrBtn	NewFldrBtn
AdminWelcomeForm_NextArgs	AdminFolderForm
AdminFolderForm_PrevArgs	AdminWelcomeForm
AdminFolderForm_NextArgs	AdminConfirmInstallForm
AdminConfirmInstallForm_PrevArgs	AdminFolderForm
WelcomeForm_NextArgs	FolderForm
FolderForm_PrevArgs	WelcomeForm
FolderForm_NextArgs	ConfirmInstallForm
ConfirmInstallForm_PrevArgs	FolderForm
ALLUSERS	1
DirectoryTable100_x86.E281B893_10D7_34C...	DirectoryTable
ARPNOREPAIR	1
ARPNOMODIFY	1
PM	2
NPI	0
DISABLEADVTSHORTCUTS	1
REGNUM	12345-12345678-123456789A
TARGETDIR	c:\Program Files\Black Ice Software LLC\TiffViewer Server
CUSTOMINI	\\domainserver\install\BulniNT.in

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, CUSTOMINI, PRINTERNAME... etc.
6. Select Value and enter Property Value, for example the Target directory in most systems is the c:\Program Files\Black Ice Software LLC\TiffViewer Server.
7. Click OK.

8. Save Transform by clicking Transform\Generate Transform... sub-menu. For Example: "TiffViewer.mst" transform file.

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

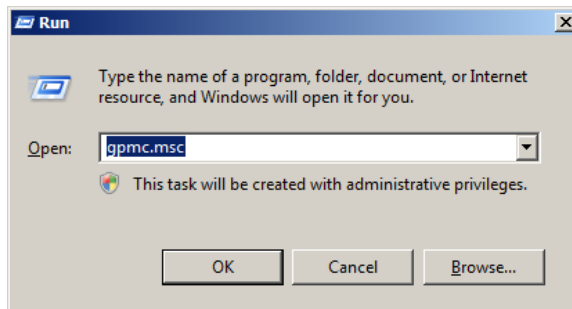
If installing the Tiff Viewer from command line, the transformation file can be entered like this:

```
msiexec.exe /i "TiffViewerServerSetup.msi" TRANSFORMS="TiffViewer.mst" /q
```

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

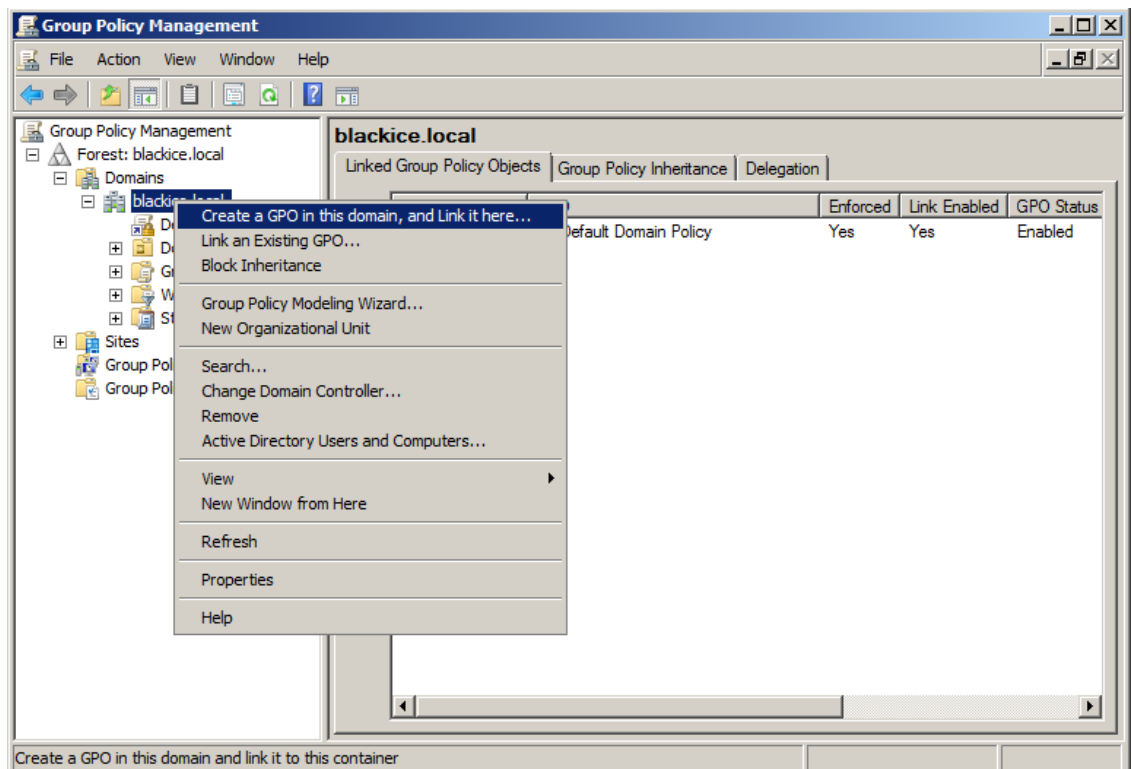
1. Copy the Install packages to a network share that **can be accessed from the computers** where the software needs to be installed.
2. To set up a *Group Policy Object*, start the *Group Policy Management console* on a Domain controller computer.

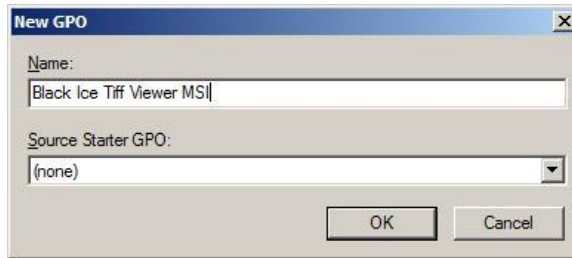
Run *gpmc.msc*



3. Create a new Group Policy

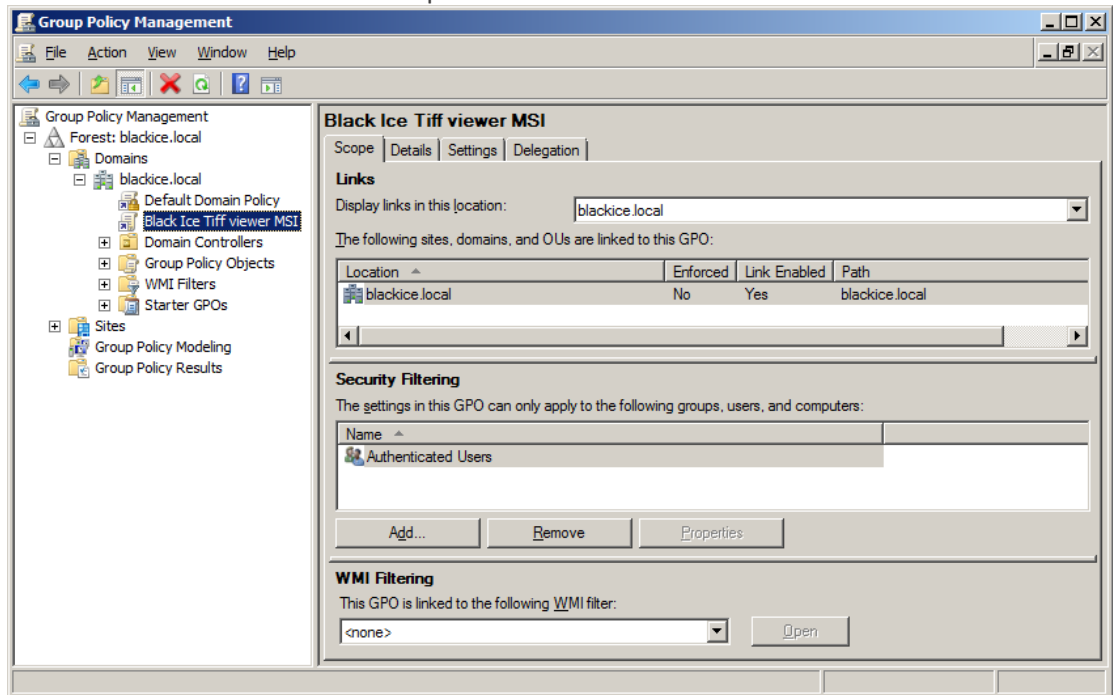
Left click on the desired Domain and select "Create a GPO in this domain, and Link it here...". Define a new GPO by defining the name and press OK.



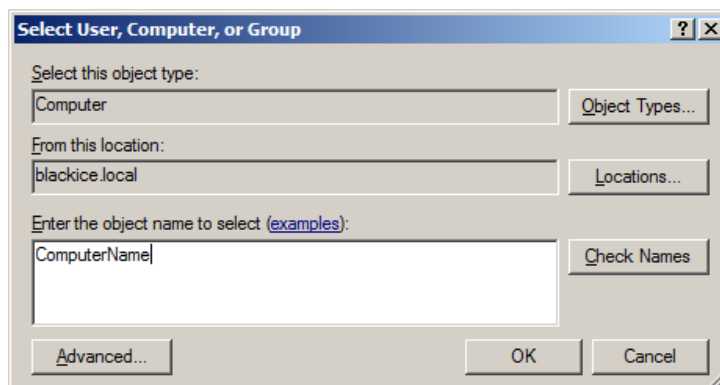


4. Define computers for the GPO.

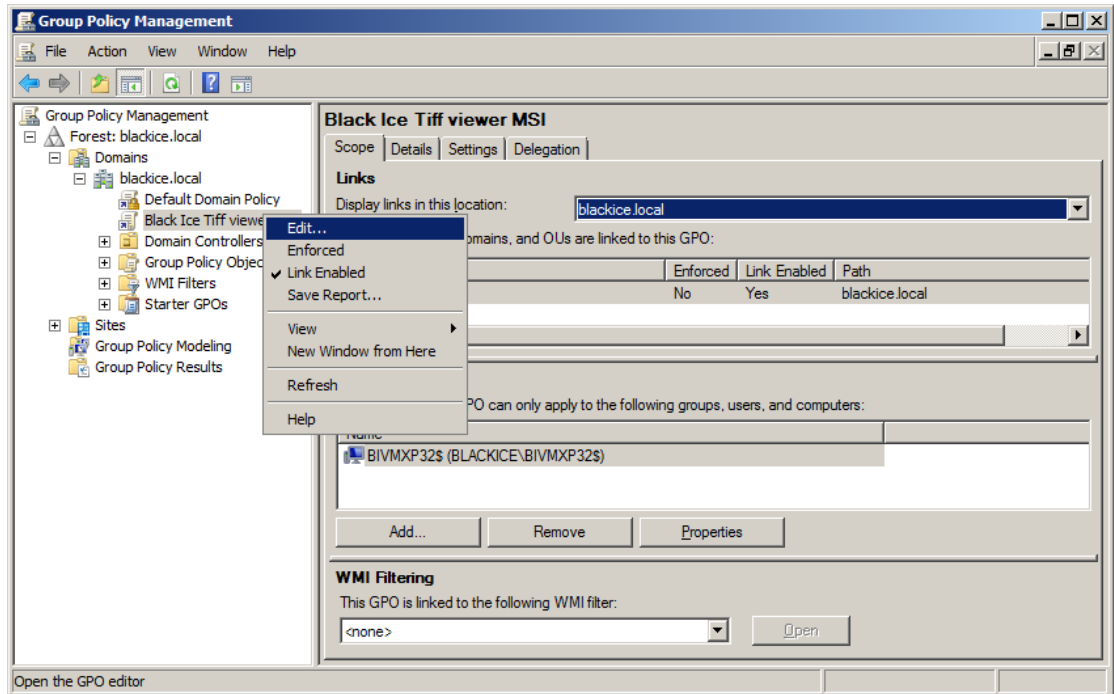
Remove the default Groups and Users from the **Security Filtering Options**. Click **Add** to search and define computers in the domain.



5. Add computers

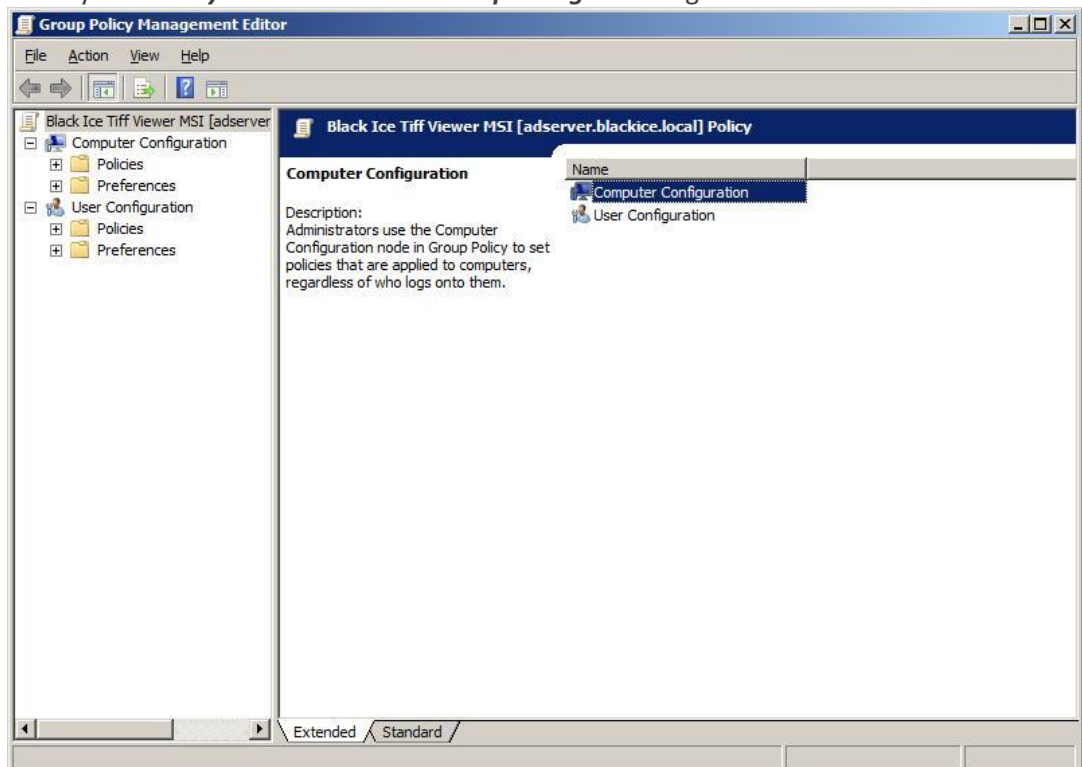


6. Edit Group Policy Object by left clicking on the GPO name and selecting **Edit**.



- 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**.

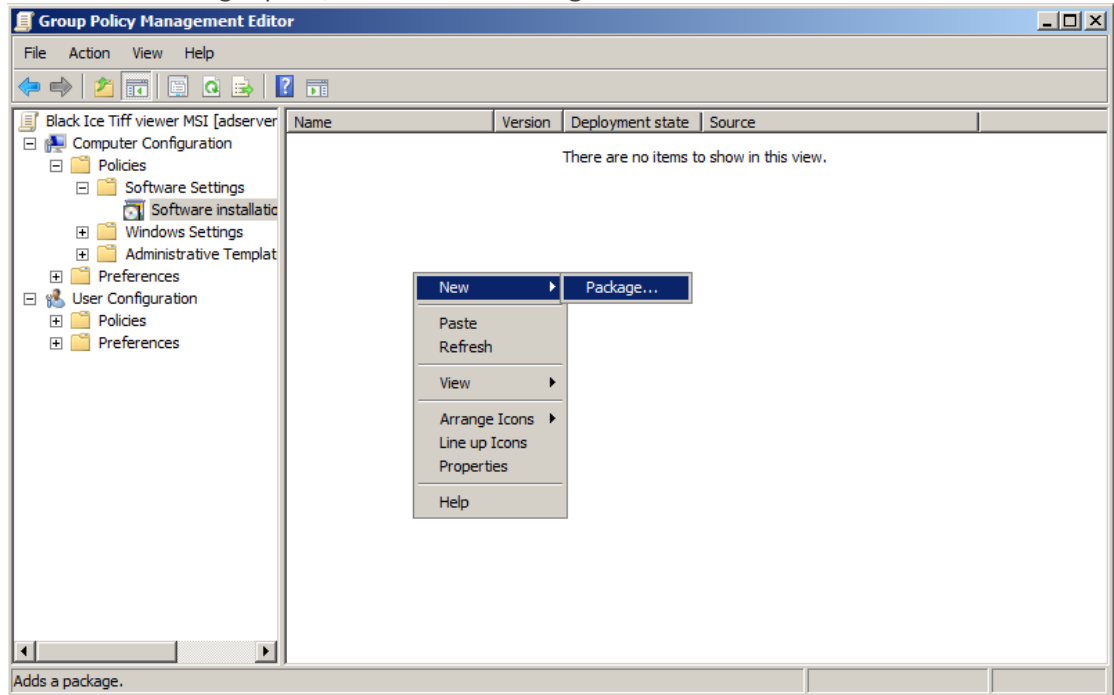


- Prepare the mst configuration file with ORCA to be used with the install package.

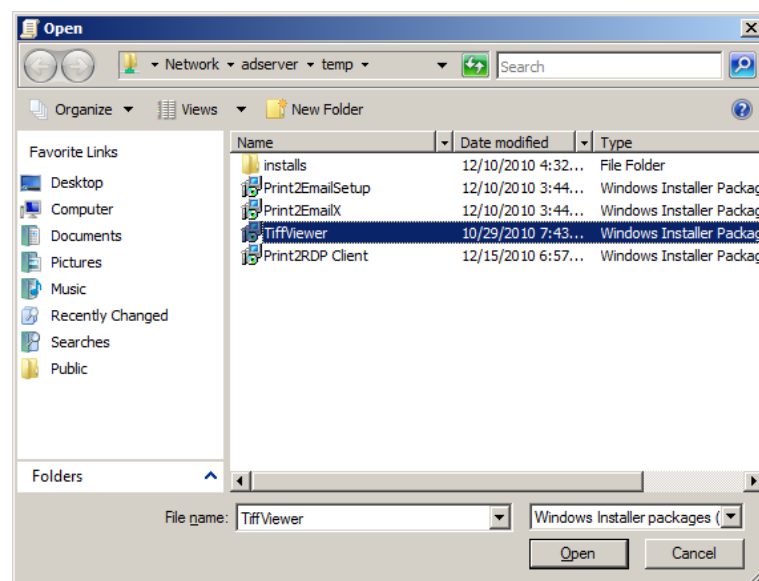
See the [How to create MST \(transform file\) for GPO deployment](#) section of this documentation.

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

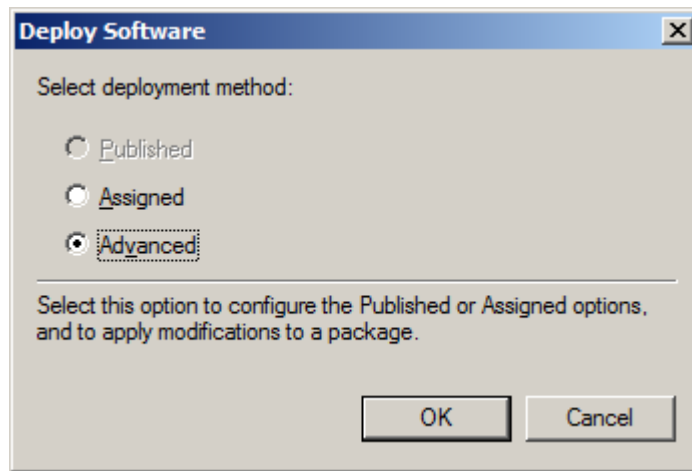
Left click on the right pane, select **New > Package**



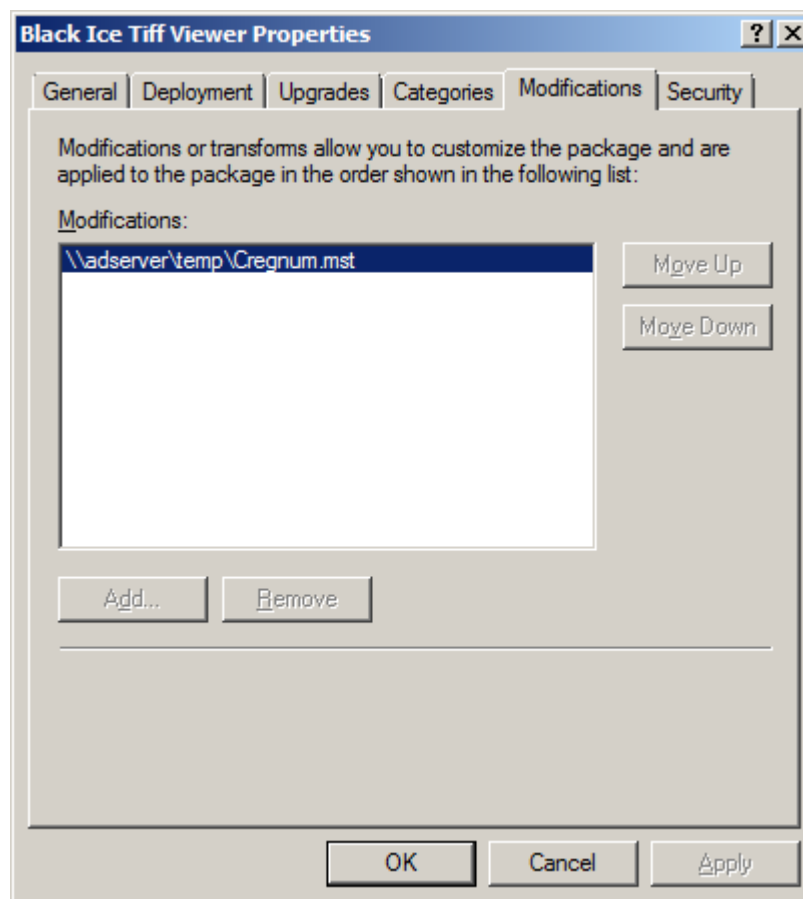
10. Copy the Install packages to a network share which is accessible from the computers where the software needs to be installed.



11. Select **Advanced** Software Deployment.

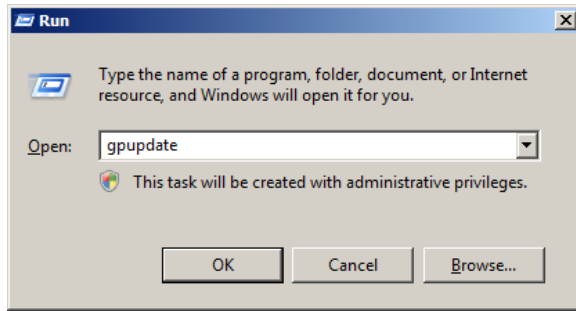


12. On the Modifications tab, please **add the previously created mst** file with the REGNUM and optionally the TARGETDIR or other properties. Click OK.



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

Run *gpupdate*

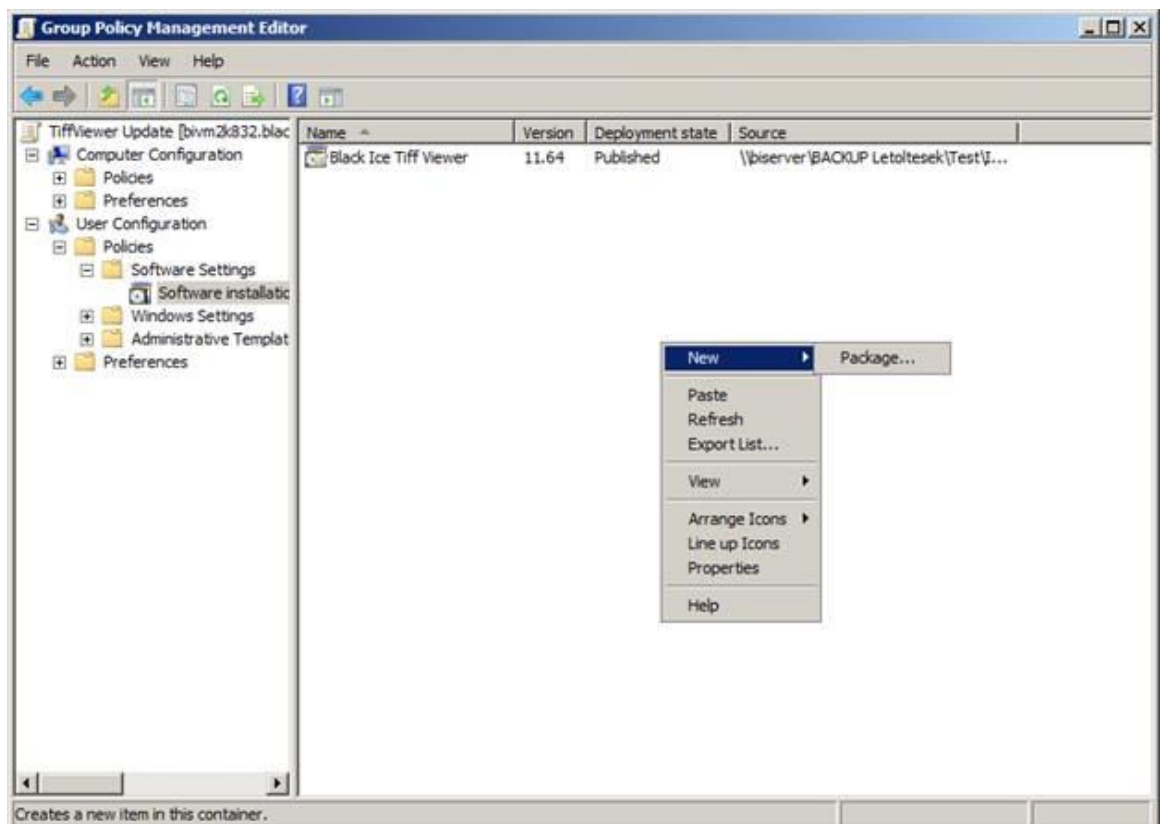


- Restart the client computers to install the software.

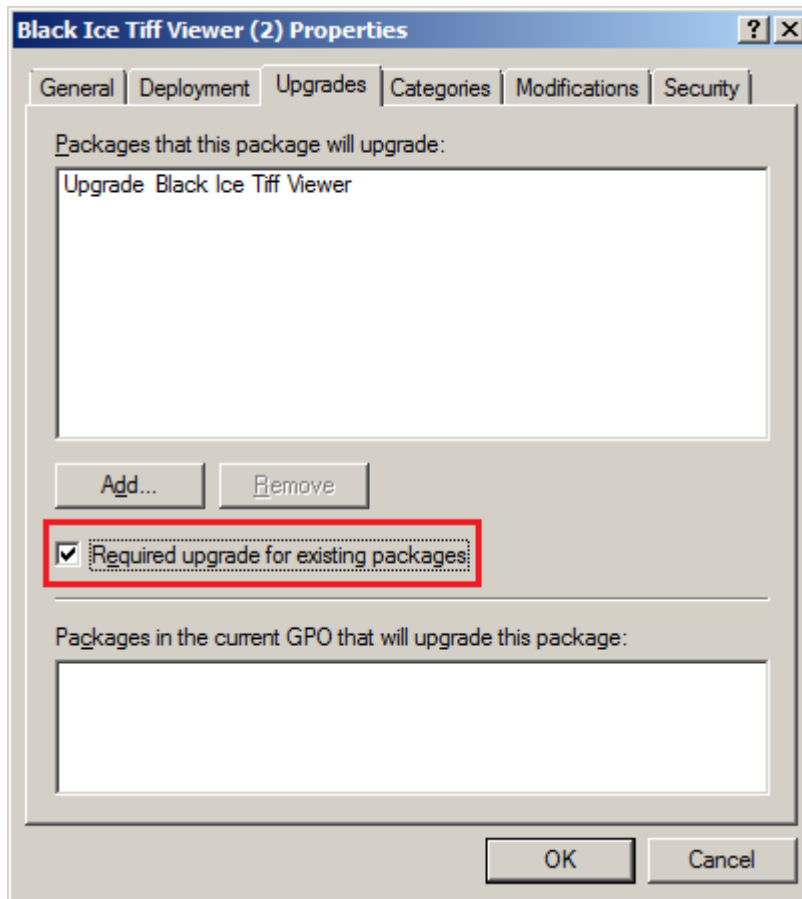
How to upgrade existing installation of Tiff Viewer using Group Policy Object

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

- Navigate to **Policies > Software Settings > Software installation**

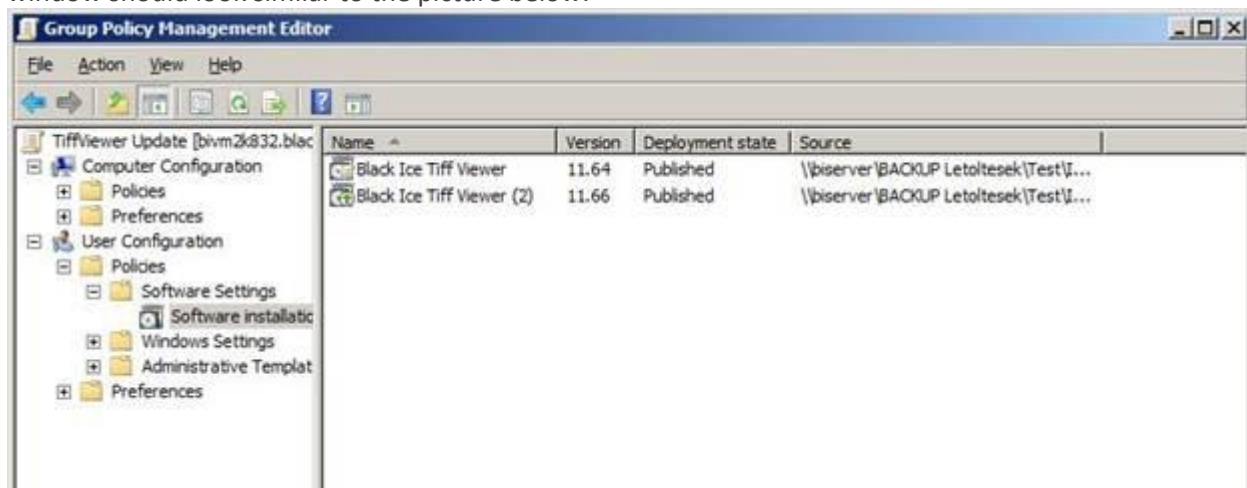


- Right click in the open area, choose **New > Package...**
- Navigate to the new version of the Tiff Viewer MSI you want to use to upgrade your existing installations.
- In the **Upgrades** tab select **“Required upgrade for existing packages”**.



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

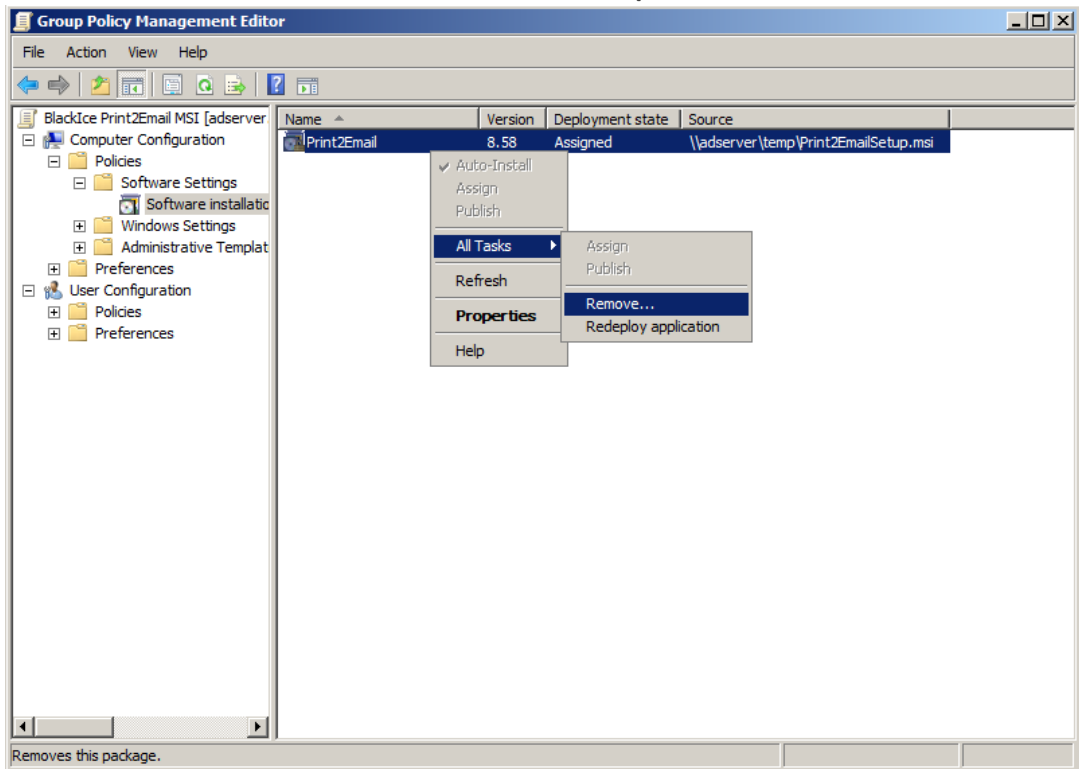
- When the Group Policy Object configuration is finished the **Software installation** window should look similar to the picture below:



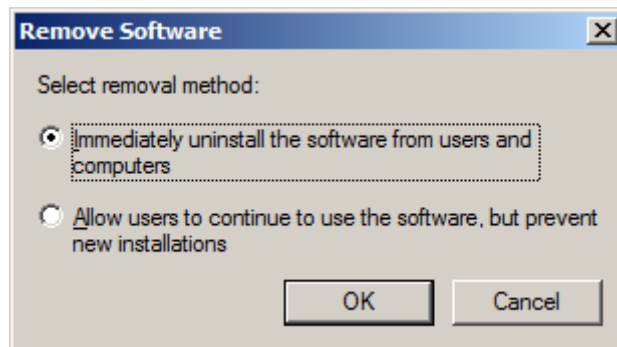
How to uninstall the Tiff Viewer with MSI using GPO

1. Navigate to and Edit the previously created Group Policy Object by left clicking on the GPO name and selecting **Edit**.
2. Select the Tiff Viewer MSI installer package.
Navigate to: **Computer Configuration \ Policies \ Software Settings \ Software installation**

Left click on the Tiff Viewer 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.

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 IceViewer as an example to show the simplicity of the process.

[Install the IceViewer MSI installer with the “Line-of-business app” option](#)

[Install the IceViewer MSI installer with the “Windows app \(Win32\)” option](#)

[Sync an app to the enrolled device](#)

[Status/Monitoring – Intune MSI Application Deployment](#)

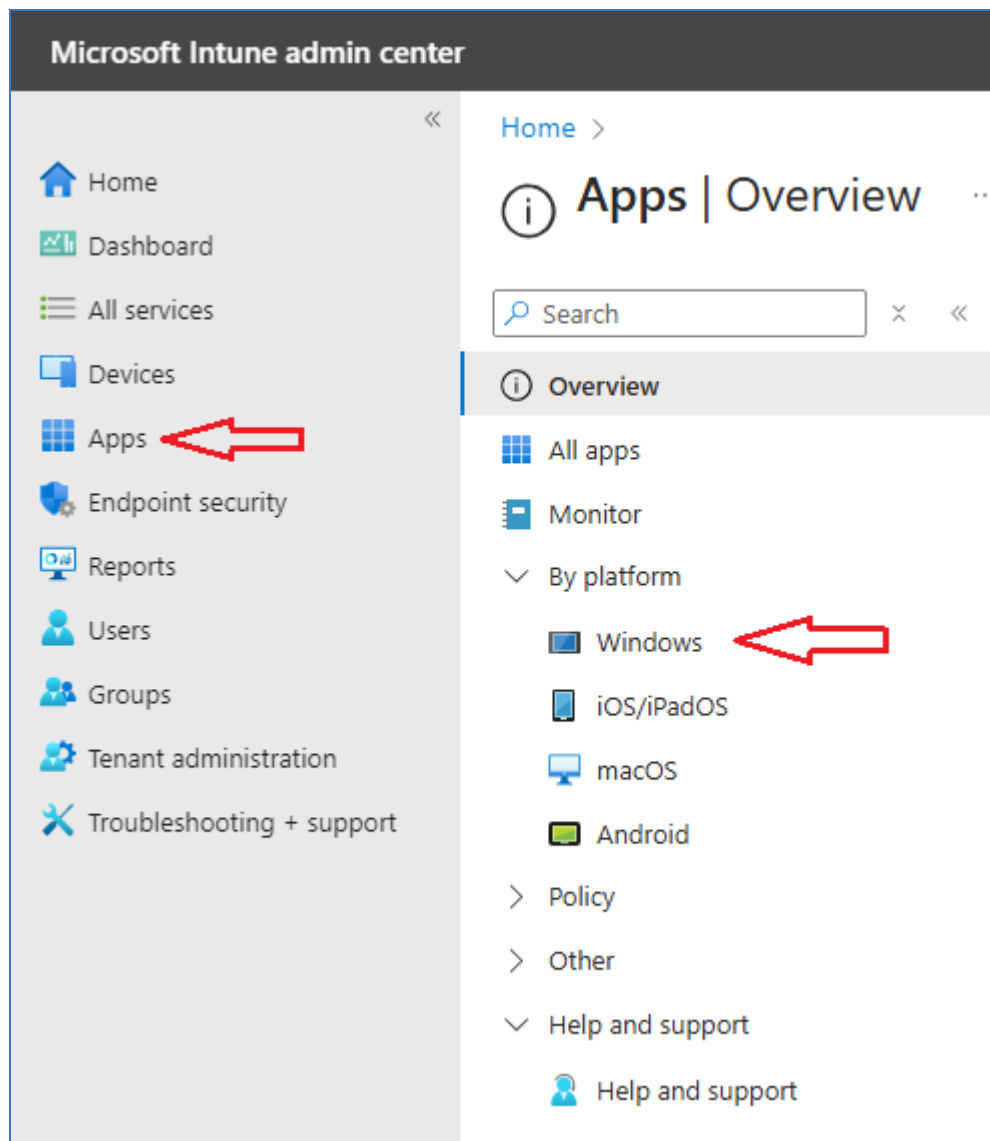
[Update/Upgrade an IceViewer](#)

[Uninstall an IceViewer](#)

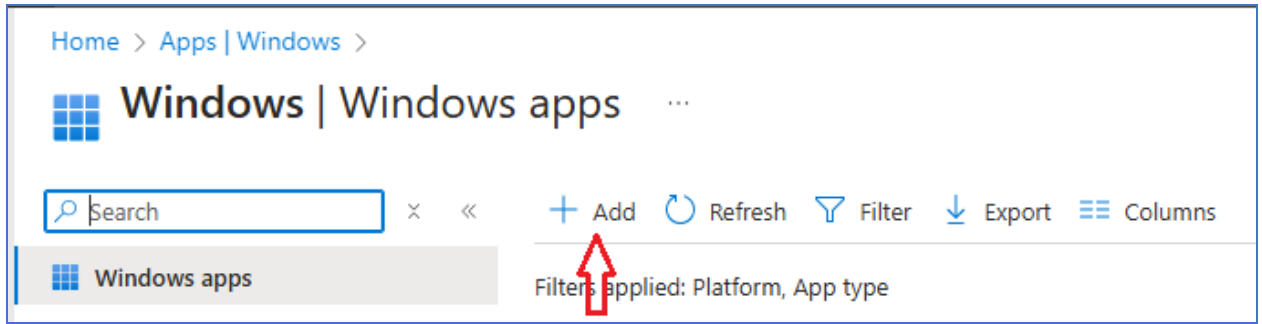
Install the IceViewer MSI installer with the “Line-of-business app” option

Login to [Microsoft Intune admin center](#)

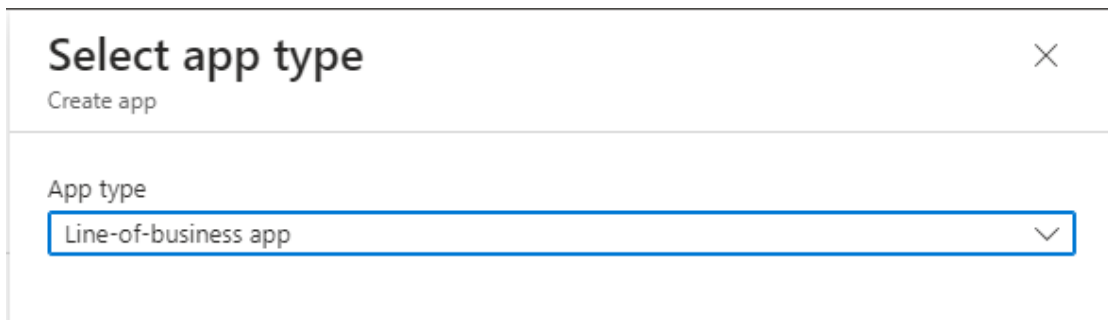
Navigate to the Apps -> Windows:



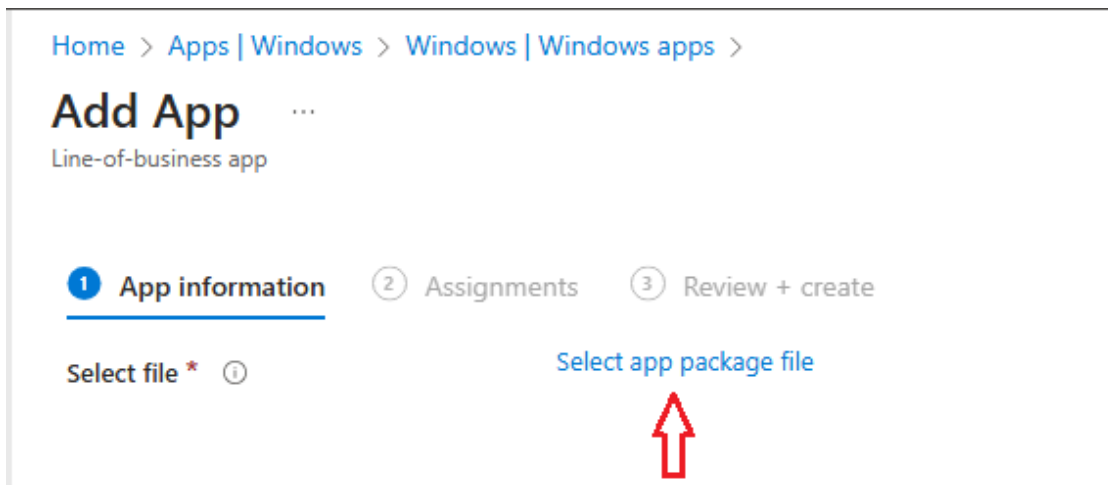
Click on **+Add** to add a new Intune application for deployment.



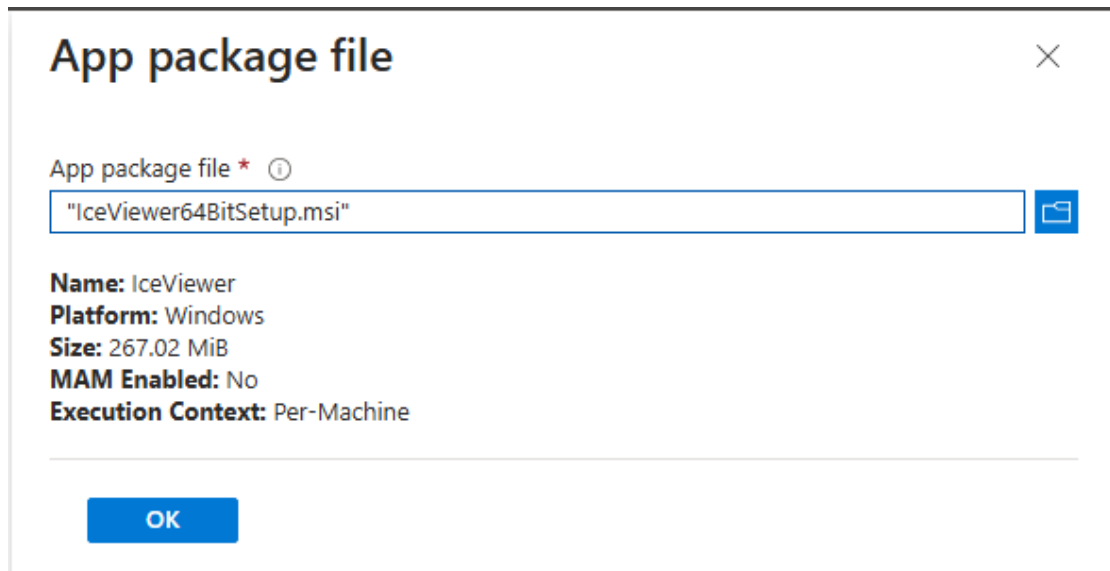
Select the **Line-of-Business app** - App Type drop-down menu from the Add app.



Click on the “Select app package file” to upload the IceViewer64BitSetup.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.

Home > Apps | Windows > Windows | Windows apps >

Add App

Windows MSI line-of-business app

Name * ⓘ

Description * ⓘ
[Edit Description](#)

Publisher * ⓘ

App install context ⓘ User Device

Ignore app version ⓘ Yes No

Command-line arguments

Category ⓘ

Show this as a featured app in the Company Portal ⓘ Yes No

Information URL ⓘ

Privacy URL ⓘ

Developer ⓘ

Owner ⓘ

Notes ⓘ

Logo ⓘ [Select image](#)

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.

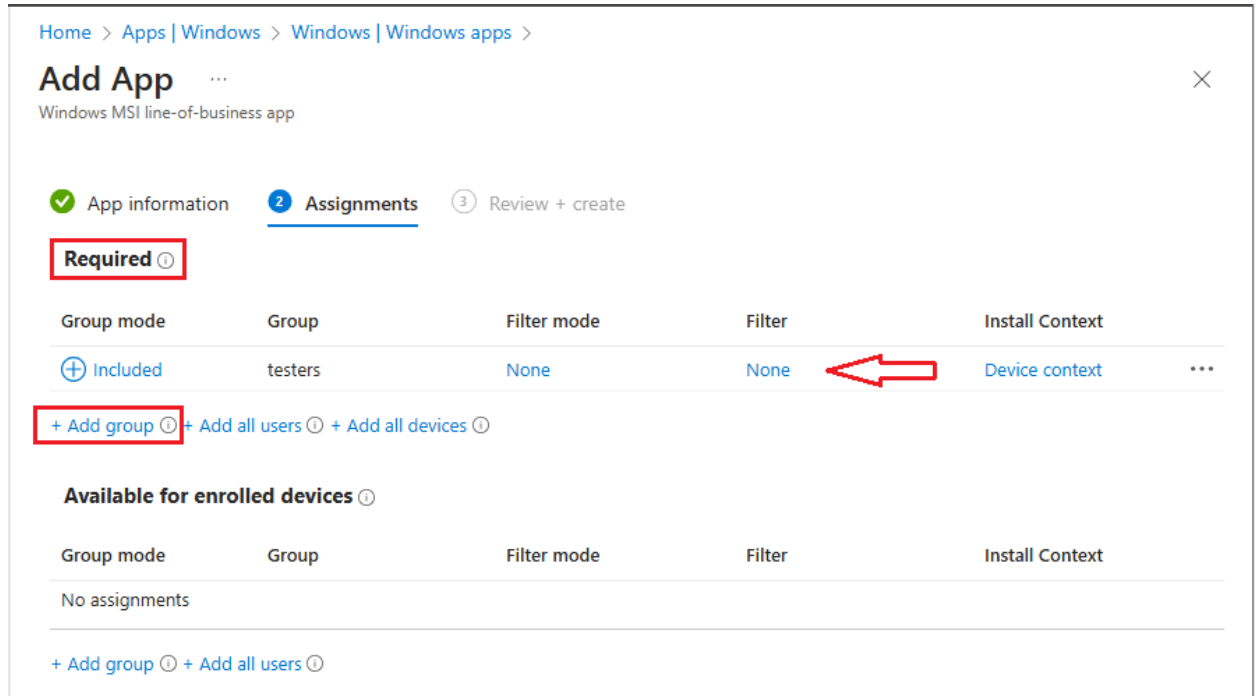
Select groups where you want to assign this app from Add Group.

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.

Add App ...

Windows MSI line-of-business app

App package file	IceViewer64BitSetup.msi
Name	IceViewer 64-bit for Windows 11/10
Description	<input type="text" value="IceViewer"/>
Publisher	Black Ice Software LLC
App install context	Device
Ignore app version	No
Command-line arguments	/q REGNUM="XXXXX-XXXXXXXX-XXXXXXXXXX"
Category	No Category
Show this as a featured app in the Company Portal	No
Information URL	No Information URL
Privacy URL	No Privacy URL
Developer	No Developer
Owner	No Owner
Notes	No Notes
Logo	No logo

Assignments

Group mode	Group	Filter mode	Filter	Install
> Required				
	Available for enrolled devices			
	Uninstall			

Previous

Create

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

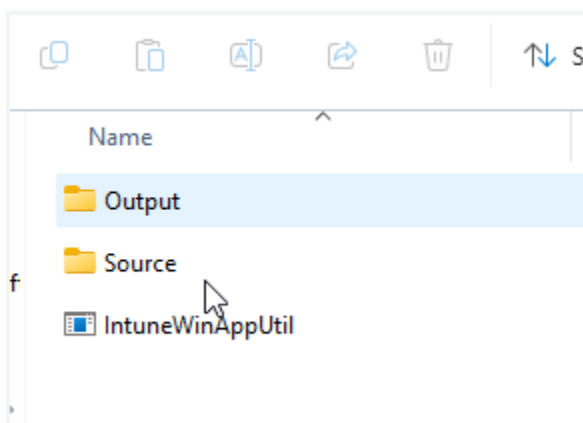
Install the IceViewer MSI installer with the “Windows app (Win32)” option

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.

nikyusof-zz Fixing an issue where the Win32 content prep tool crashes (#124) 2d0afcf · 9 months ago 47 Commits	
<code>IntuneWinAppUtil.exe</code>	Fixing an issue where the Win32 content prep tool crashes (... 9 months ago
Microsoft License Terms For Win32 Content Pr...	Add license 6 years ago
README.md	Fixing an issue where the Win32 content prep tool crashes (... 9 months ago
ReleaseNotes.txt	Fixing an issue where the Win32 content prep tool crashes (... 9 months ago
SECURITY.md	Microsoft mandatory file (#77) 2 years ago

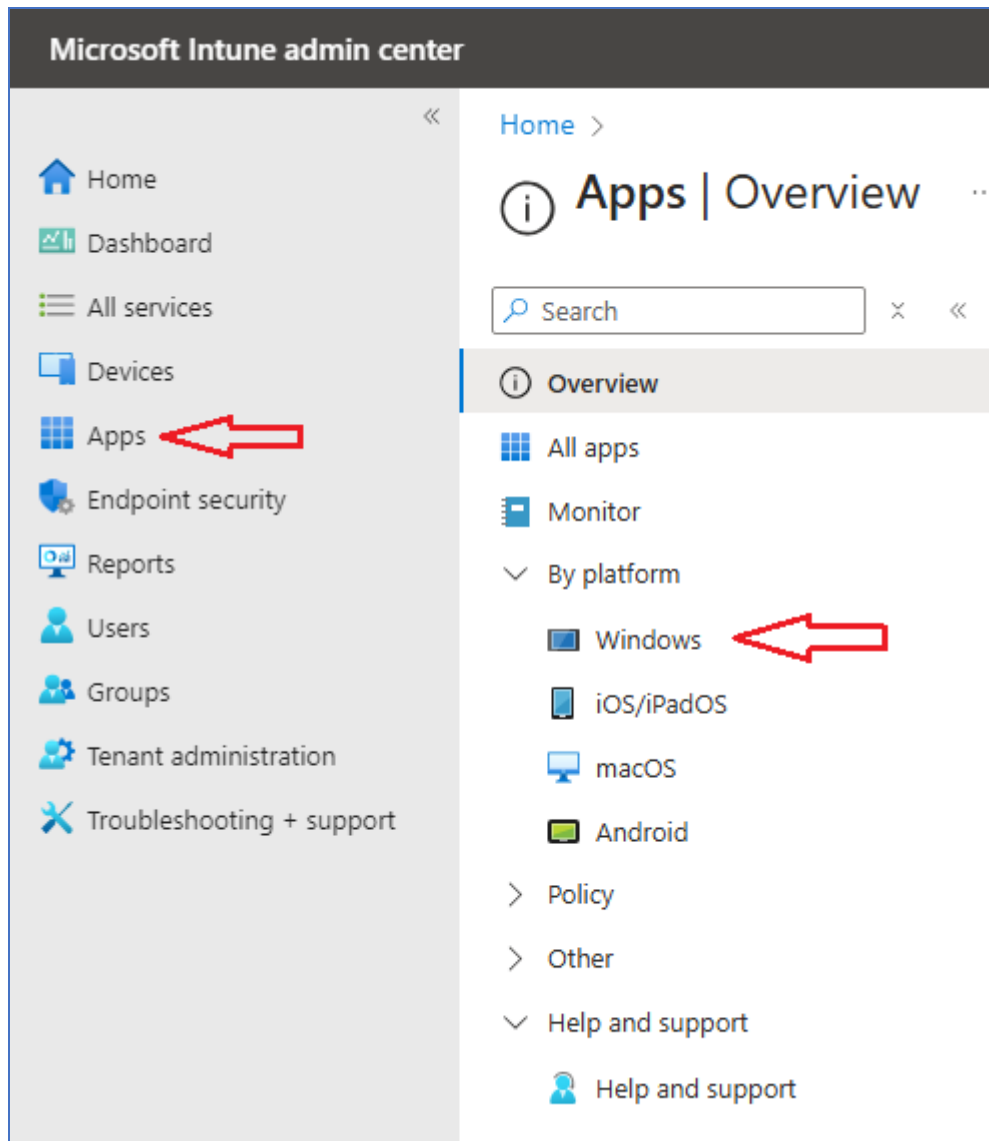
Organize Your Files: Create a dedicated folder, such as ‘Microsoft Win32 Content Prep’, and within it, establish Source and Output subfolders for better management of the original and converted files.



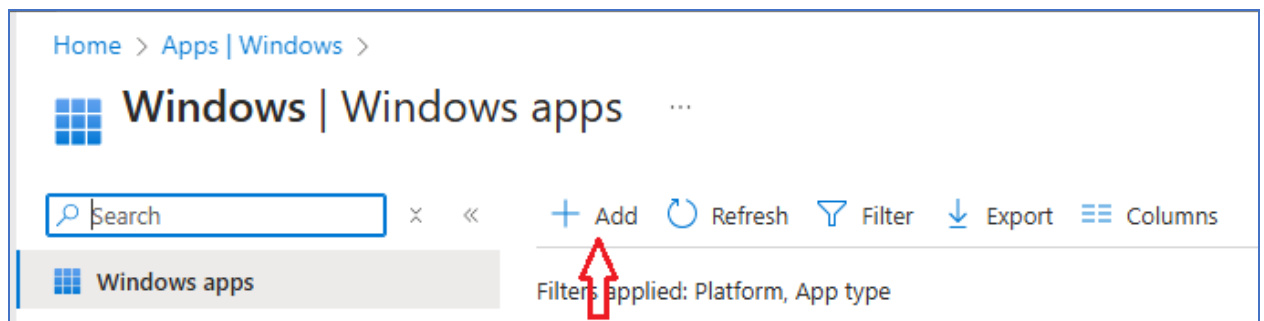
Run the **IntuneWinAppUtil** tool with the following parameters:
`IntuneWinAppUtil.exe -c "C:\Microsoft Win32 Content Prep\Source" -s "IceViewer64BitSetup.msi" -o "C:\Microsoft Win32 Content Prep\Output"`

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

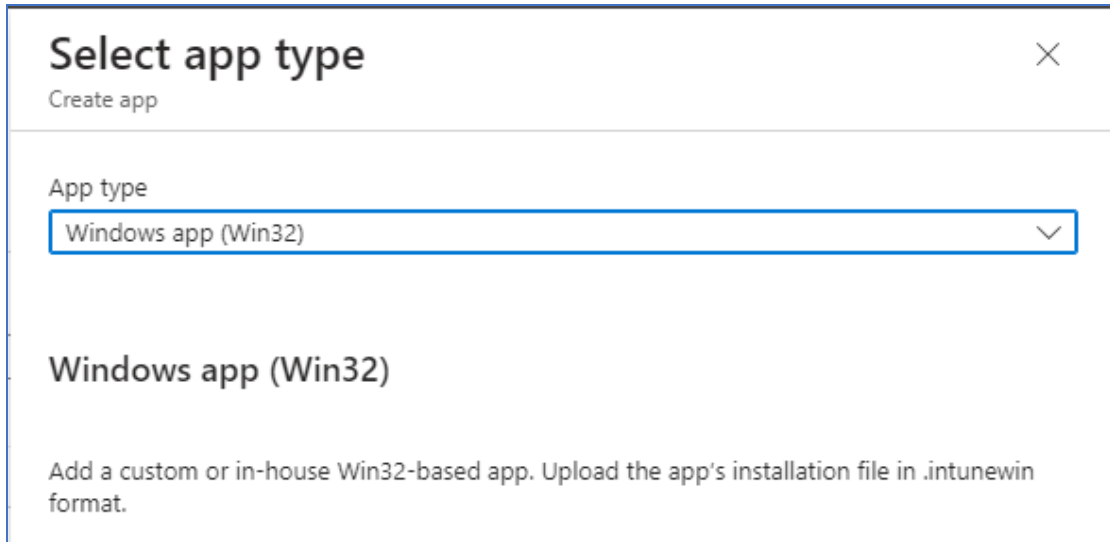
Login to [Microsoft Intune admin center](#)
Navigate to the Apps -> Windows:



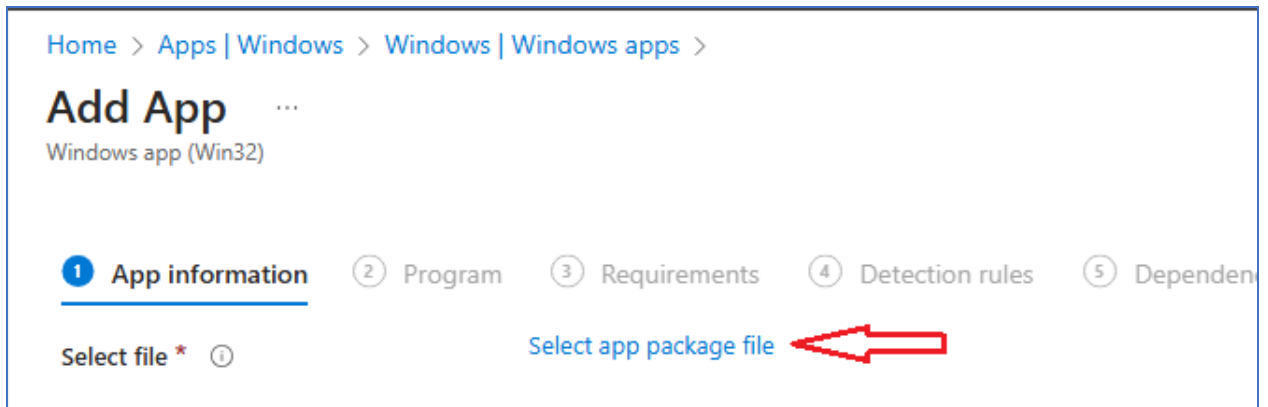
Click on **+Add** to add a new Intune application for deployment.



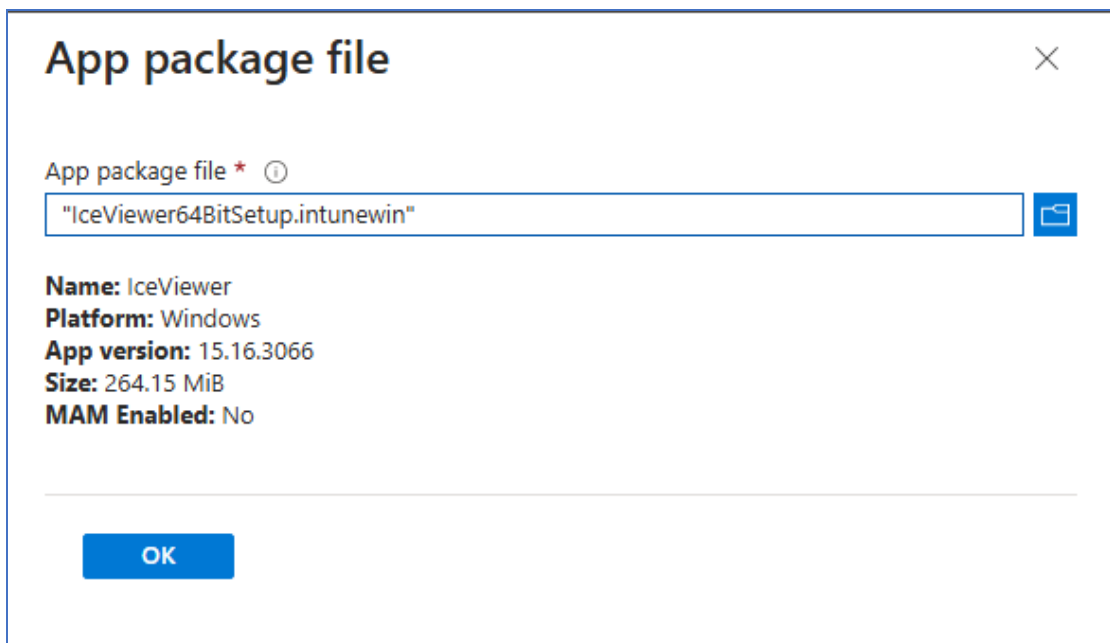
Select the **Line-of-Business app** - App Type drop-down menu from the Add app.



Click on the “Select app package file” to upload the IceViewer64BitSetup.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.

Home > Apps | Windows > Windows | Windows apps >

Add App

Windows app (Win32)

1 App information 2 Program 3 Requirements 4 Detection rules 5 Dependencies 6 Superseded

Select file * ⓘ IceViewer64BitSetup.intunewin

Name * ⓘ IceViewer 64-bit for Windows 11/10

Description * ⓘ IceViewer

[Edit Description](#)

Publisher * ⓘ Black Ice Sowftware LLC

App Version ⓘ 15.16.3066

Category ⓘ 0 selected

Show this as a featured app in the Company Portal ⓘ Yes No

Information URL ⓘ Enter a valid url

Privacy URL ⓘ Enter a valid url

Developer ⓘ

Owner ⓘ

Notes ⓘ

Logo ⓘ [Select image](#)

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.

App information
 2 Program
 3 Requirements
 4 Detection rules
 5 Dependencies
 6 Supersede

Specify the commands to install and uninstall this app:

Install command * ⓘ ✓

Uninstall command * ⓘ ✓

Installation time required (mins) ⓘ

Allow available uninstall ⓘ Yes No

Install behavior ⓘ System User

Device restart behavior ⓘ ▼

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.

App information
 Program
 3 Requirements
 4 Detection rules
 5 Dependencies
 6 Supersede

Specify the requirements that devices must meet before the app is installed:

Operating system architecture * ⓘ ▼

Minimum operating system * ⓘ ▼

Disk space required (MB) ⓘ

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:

App information
 Program
 Requirements
 4 Detection rules
 5 Dependencies
 6 Supersede

Configure app specific rules used to detect the presence of the app.

Rules format * ⓘ ▼

Type	Path/Code
No rules are specified.	

[+ 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.

Detection rule ✕

Create a rule that indicates the presence of the app.

Rule type * ⓘ

MSI product code * ⓘ ✓

MSI product version check ⓘ

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.

✓ App information ✓ Program ✓ Requirements ✓ Detection rules **5 Dependencies** ⓘ Supersedence

Software dependencies are applications that must be installed before this application can be installed. To automatically install a child dependency app before installing the current parent app, enable the automatically install option. To only install the current parent app if the child dependency app is already detected on the device, disable the automatically install option. There is a maximum of 100 child dependency apps, including references to other apps outside of this view, forming a graph of apps. The total size of the dependency app graph is limited to the maximum of 100 plus the parent app (101 total). [Learn more](#)

Name	Automatically Install
No results.	

[+ Add](#) ⓘ

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.

✓ App information
✓ Program
✓ Requirements
✓ Detection rules
✓ Dependencies
6 Supersedence

When you supersede an application, you can specify which apps will be directly updated or replaced. To update an app, disable the uninstall previous version option. To replace an app, enable the uninstall previous version option. There is a maximum of 10 updated or replaced apps, including references to other apps outside of this view, forming a graph of apps. The total size of the supersedence app graph is limited to the maximum of 10 plus the parent app (11 total). [Learn more](#)

Apps that this app will supersede

Name	Publisher	Version	Uninstall previous version
No results.			

+ Add ⓘ

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.

✓ App information
✓ Program
✓ Requirements
✓ Detection rules
✓ Dependencies
✓ Supersedence
7 Assignments

ⓘ Any Win32 app deployed using Intune will not be automatically removed from the device when the device is retired. The app and the data it contains will remain on the device.

Required ⓘ

Group mode	Group	Filter mode	Filter	End user notification
+ Included	testers	None	None 	Show all toast notifications

+ Add group ⓘ + Add all users ⓘ + Add all devices ⓘ

Available for enrolled devices ⓘ

Group mode	Group	Filter mode	Filter	End user notification
No assignments				

+ Add group ⓘ + Add all users ⓘ + Add all devices ⓘ

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

Sync an app to the enrolled device

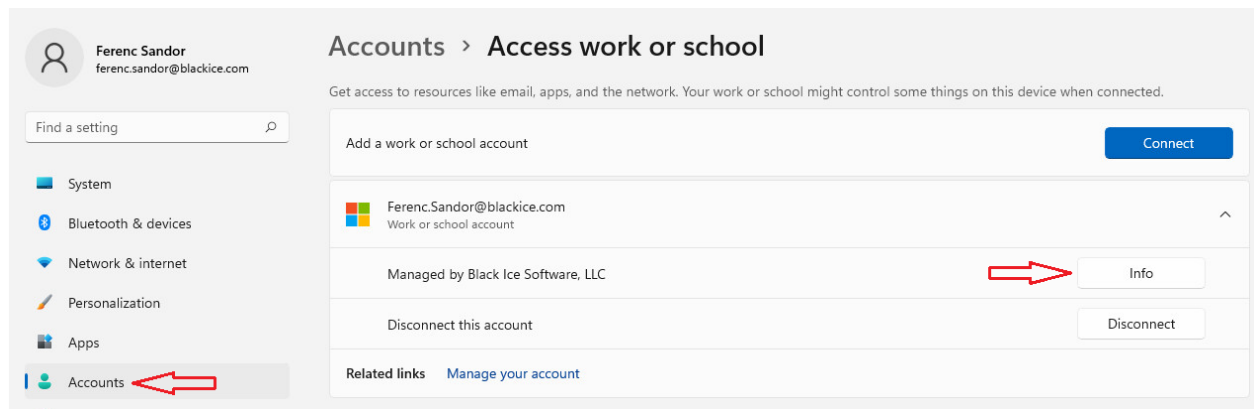
Once the application is deployed from Microsoft Intune, it can be synced to a device by following the below steps:

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.

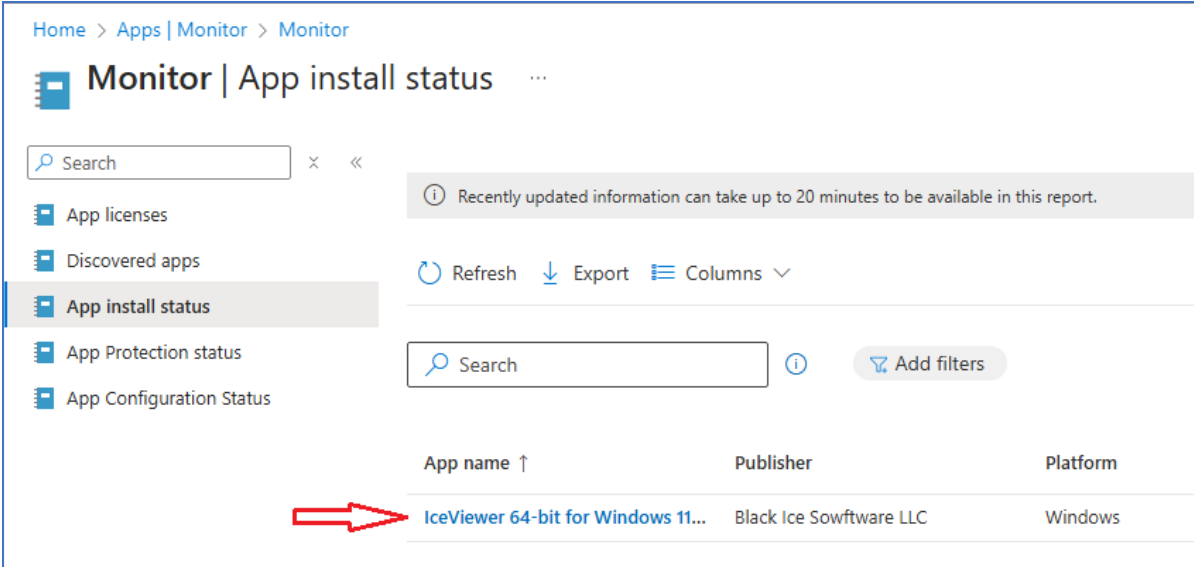
Optional: Restart your machine if the app does not appear on your device.

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.



Home > Apps | Monitor > Monitor

Monitor | App install status

Search

- App licenses
- Discovered apps
- App install status**
- App Protection status
- App Configuration Status

Recently updated information can take up to 20 minutes to be available in this report.

Refresh Export Columns

Search Add filters

App name ↑	Publisher	Platform
IceViewer 64-bit for Windows 11...	Black Ice Sowftware LLC	Windows

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

IceViewer 64-bit for Windows 11/10

Client Apps

Search

Delete

Overview

Manage

Properties

Monitor

Device install status

User install status

Dependency viewer

Supersedence viewer

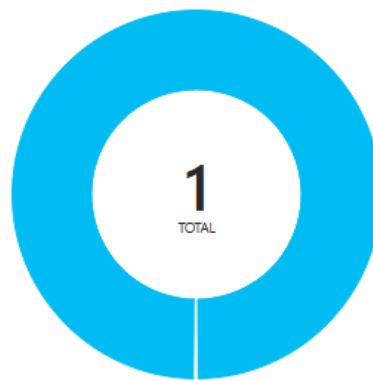
Essentials

Publisher : Black Ice Sowftware LLC

Operating system : Windows

Version : 15.16.3066

Device status



Update/Upgrade an IceViewer

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 an IceViewer

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

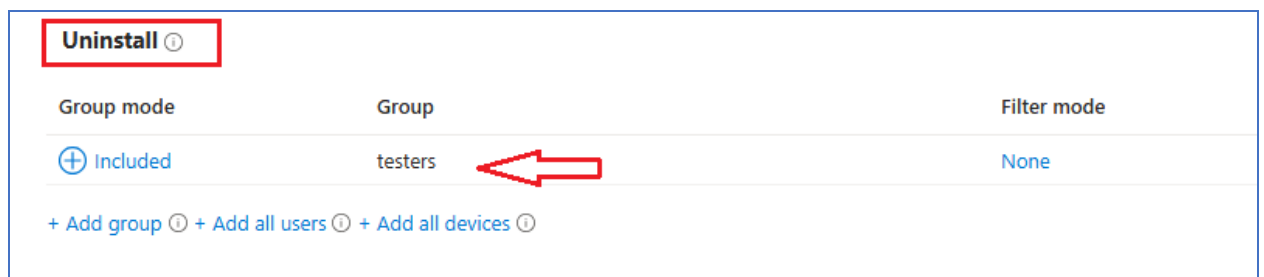
In the **Add group** pane, select **Uninstall**.

Select **Included Groups** to select the groups of users that are affected by this app assignment.

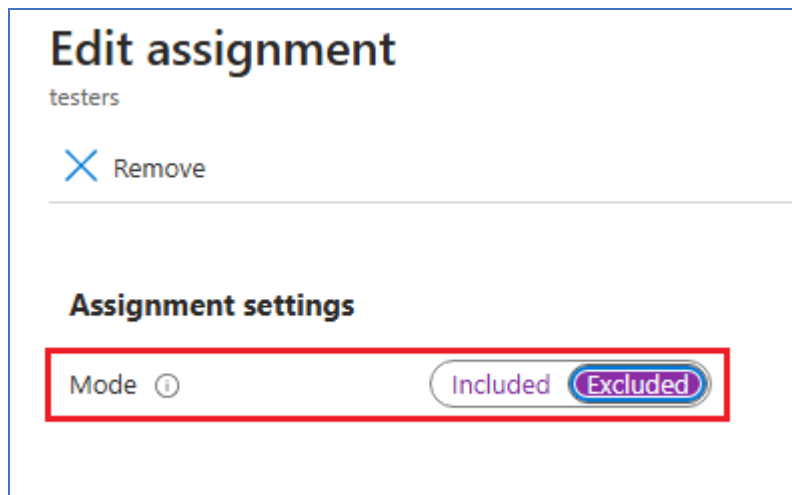
Select the groups that you want to apply the uninstall assignment.

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.

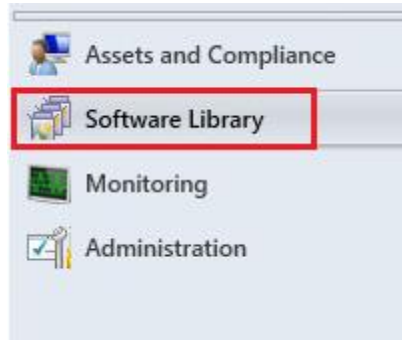
Select **Review and Save** in the app **Assignments** pane.

Installing the Tiff Viewer Server with SCCM

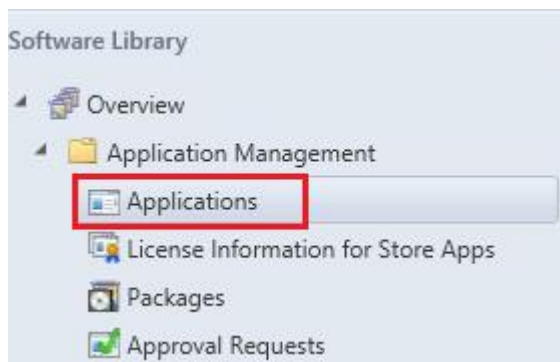
To deploy the Tiff Viewer Server MSI installer with SCCM (System Center Configuration Manager), please follow the steps below how to create an Application package for TIFF Viewer Server in SCCM.

Open the System Center Configuration Manager

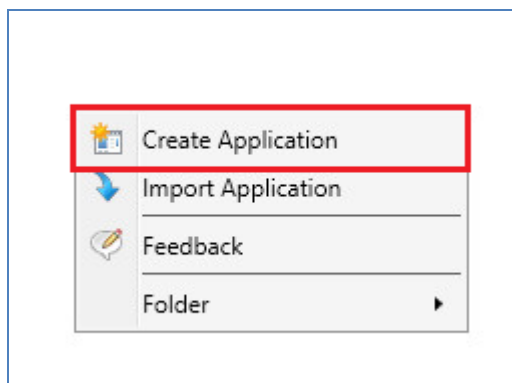
Navigate to Software Library



Select Applications



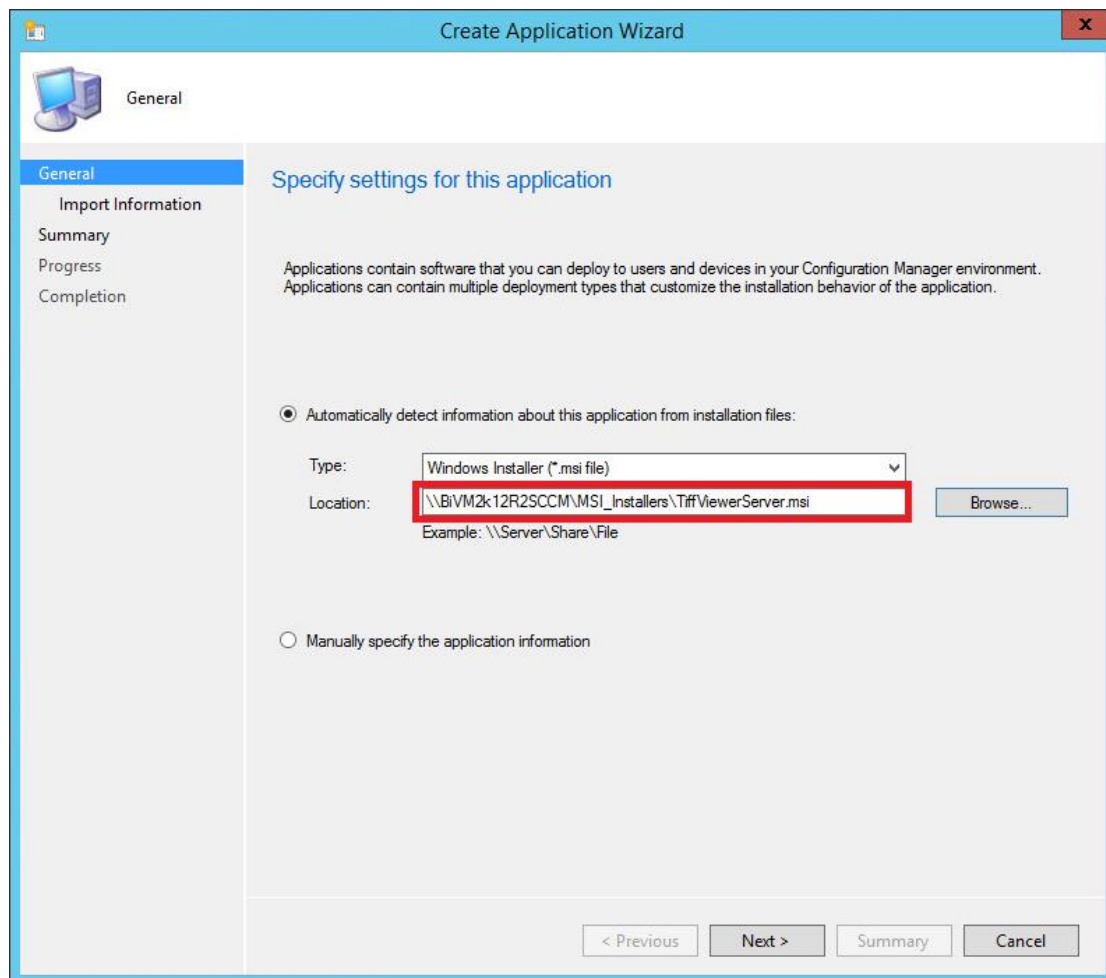
Right click on form and select **Create Application**



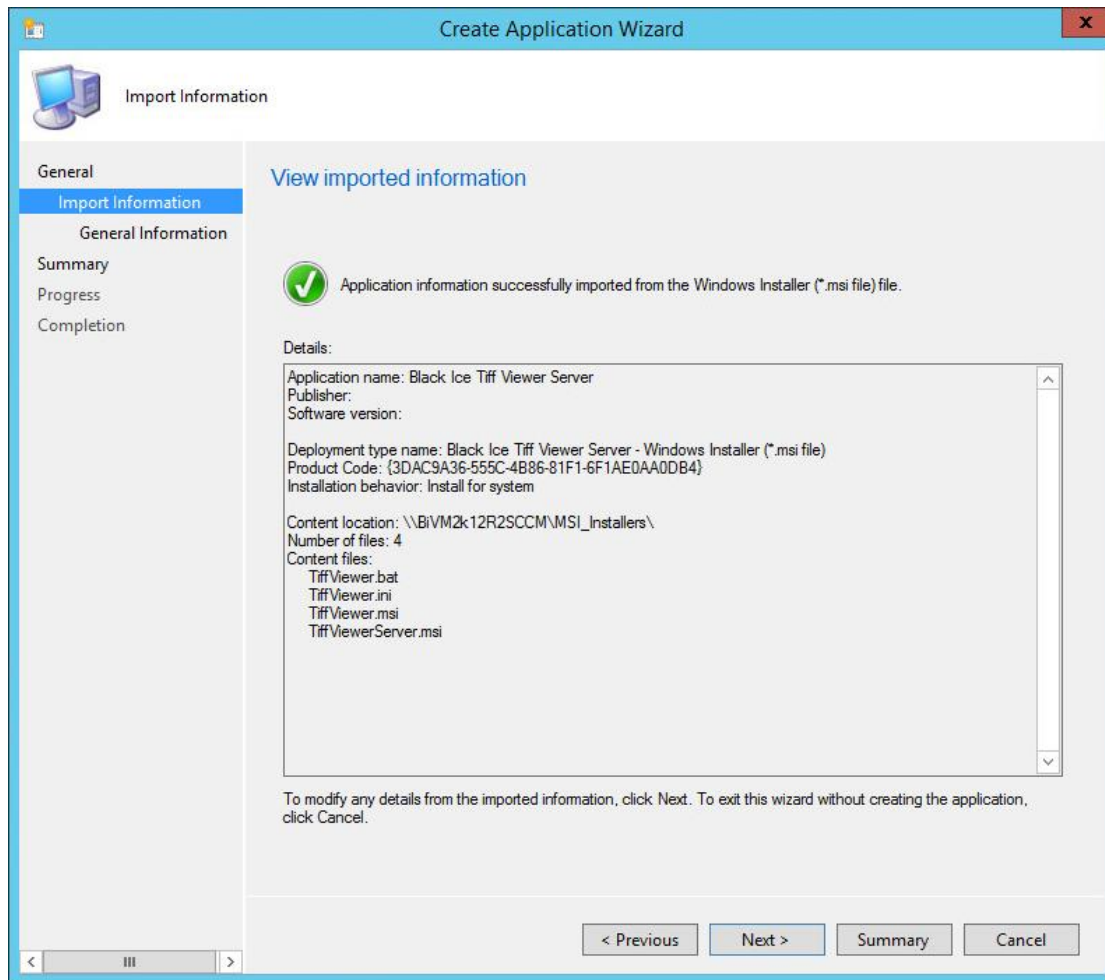
Add MSI installer file (Example:
\\BiVM2k12R2SCCM\MSI_Installers\TiffViewerServerSetup.msi)

Type: Windows Installer (*.msi file)

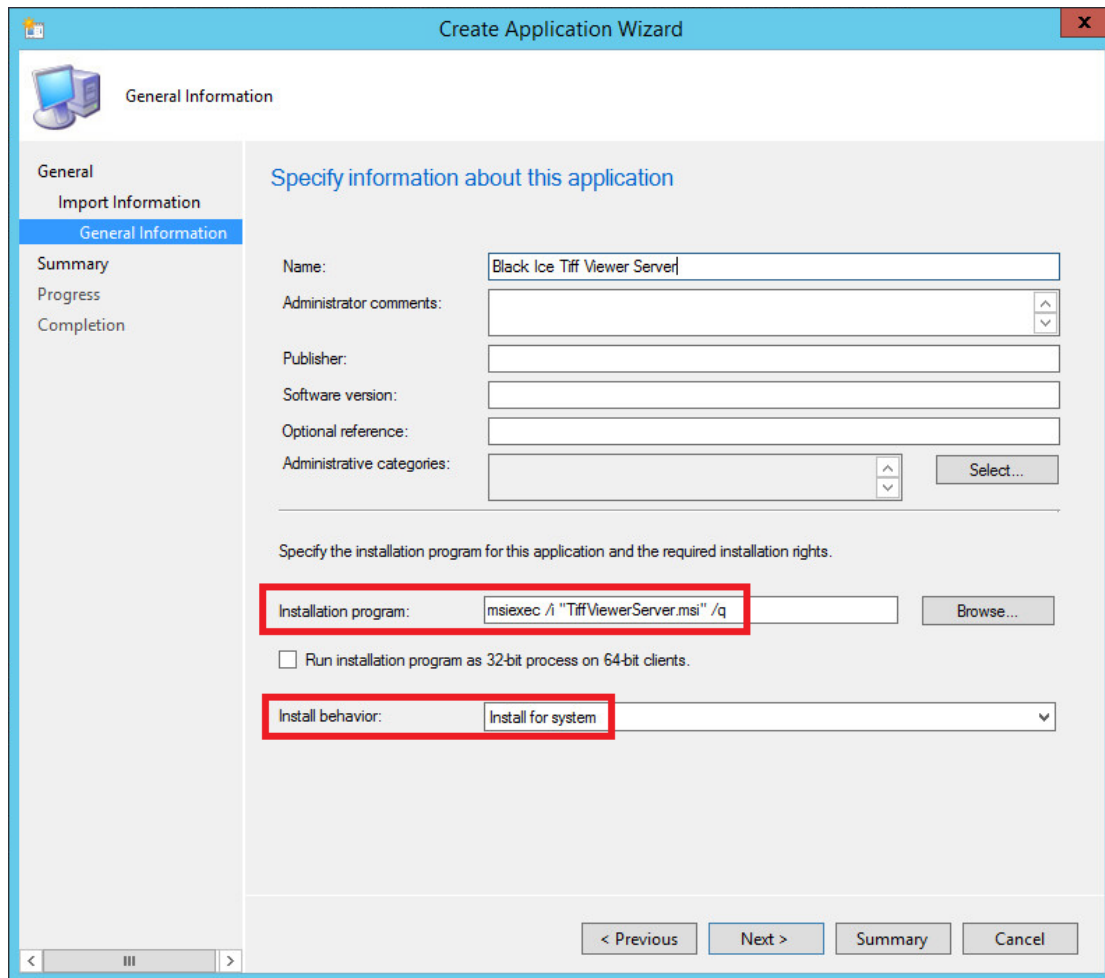
Note: The location file from shared directory on SCCM server.



Click **Next** button.



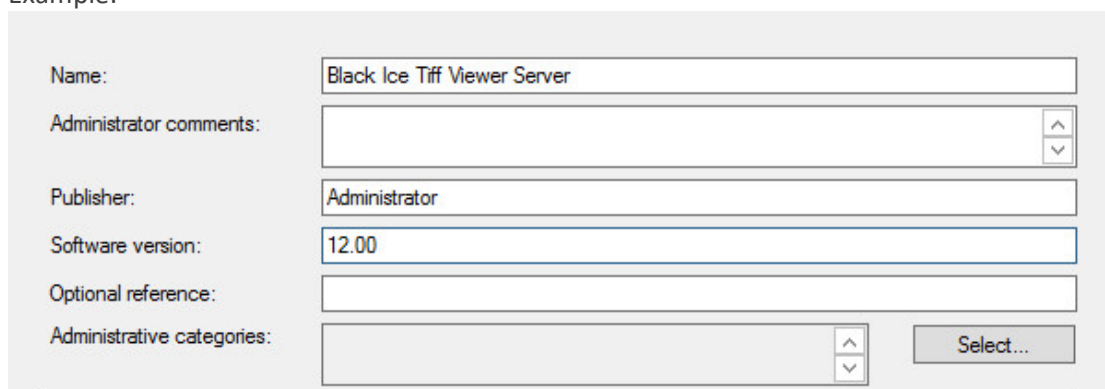
Click **Next** button.



Configure the following entries:

- Publisher
- Software version

Example:



The SCCM automatically fills the Installation program.
 Msiexec /i "TiffViewerServerSetup.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\TiffViewerServer.mst

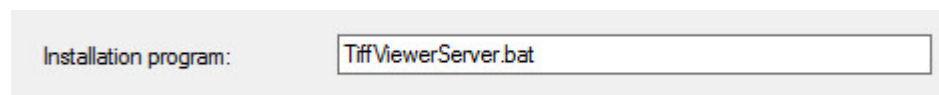
Note: The location file from shared directory on SCCM server.



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:

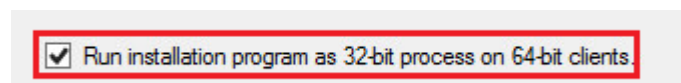
```
msiexec /i "TiffViewerServerSetup.msi" CUSTOMINI="%randomname%\TiffViewerServer.ini"  
REGNUM=xxxxx-xxxxxxxx-xxxxxxxxxx /q
```



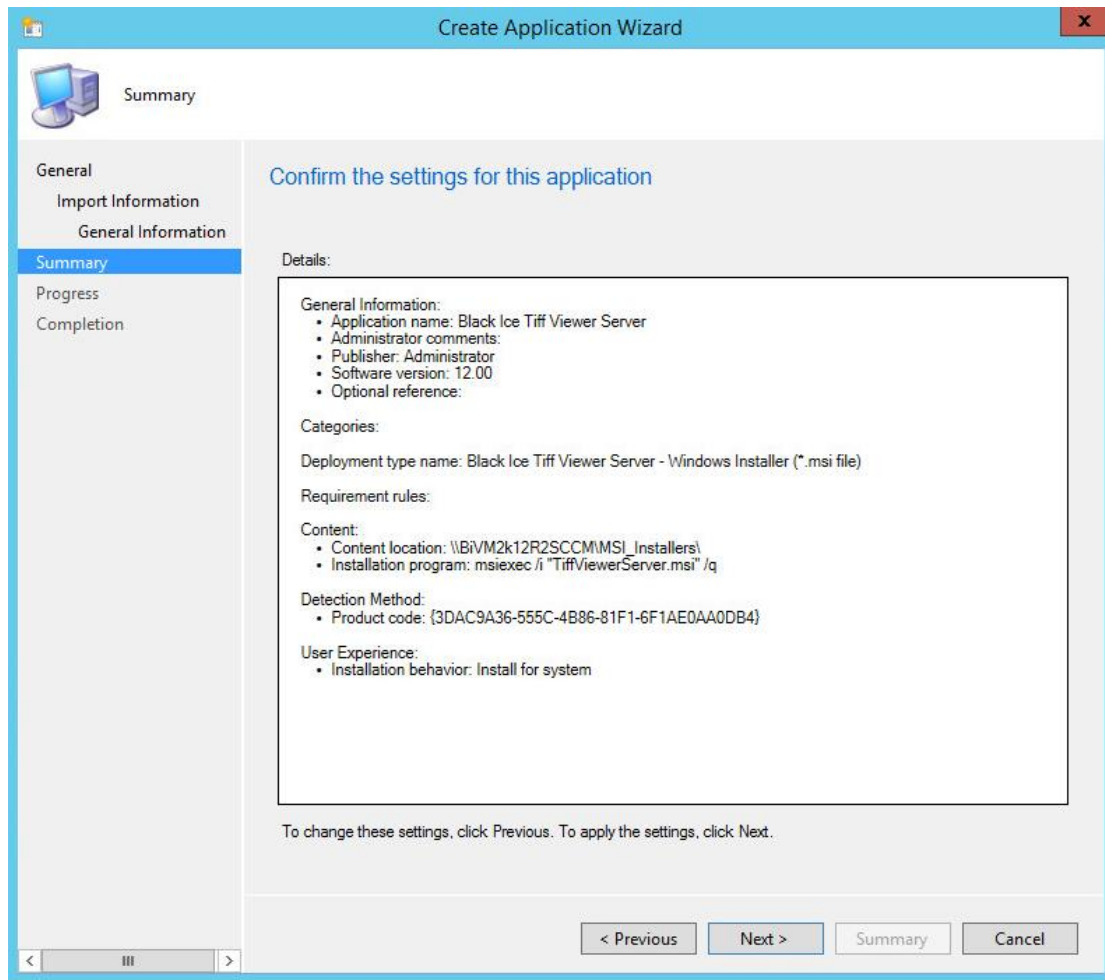
NOTE: The Installer behavior is **Install for system**.



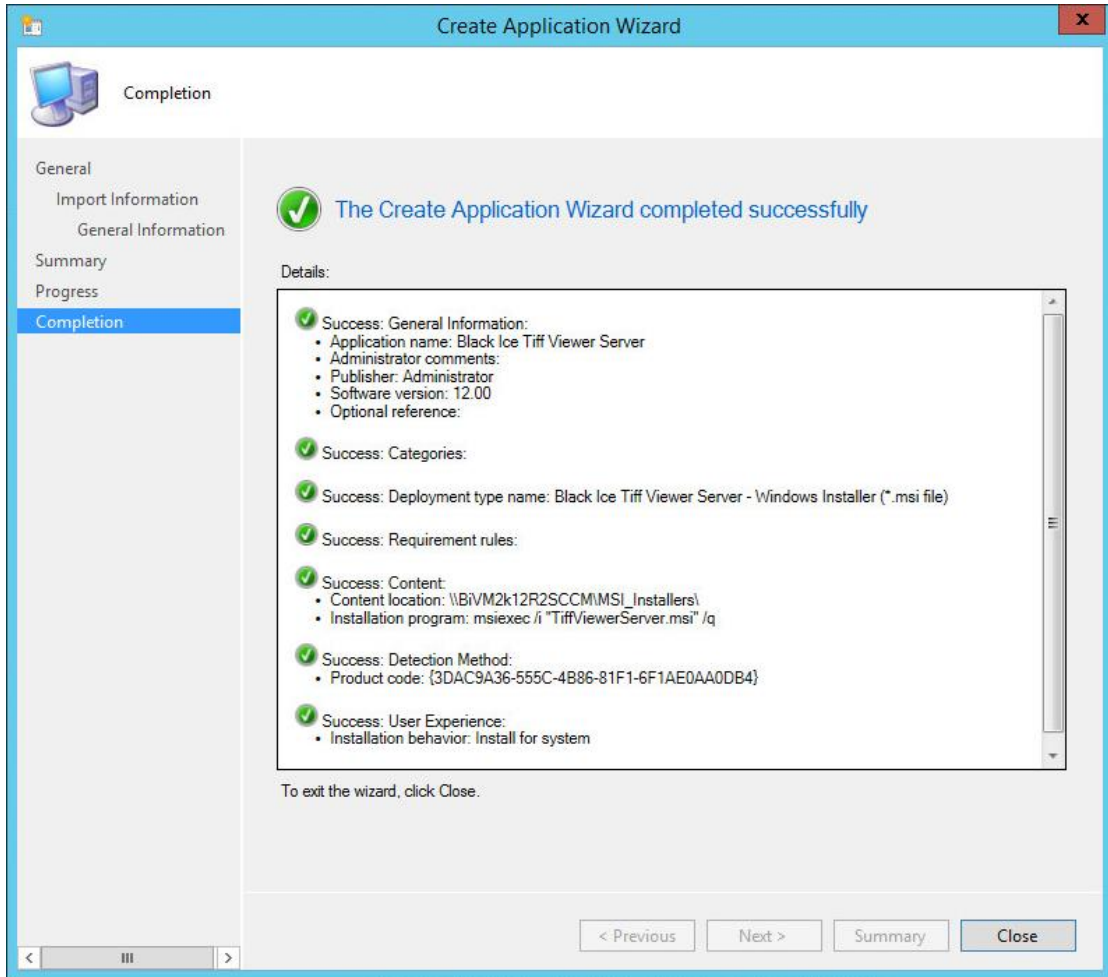
Check the **Run installation program as 32-bit process on 64-bit clients**.



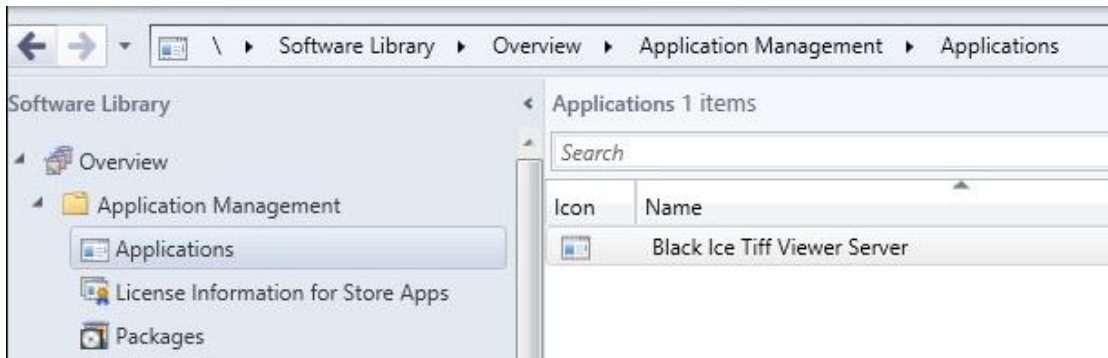
Click **Next** button.



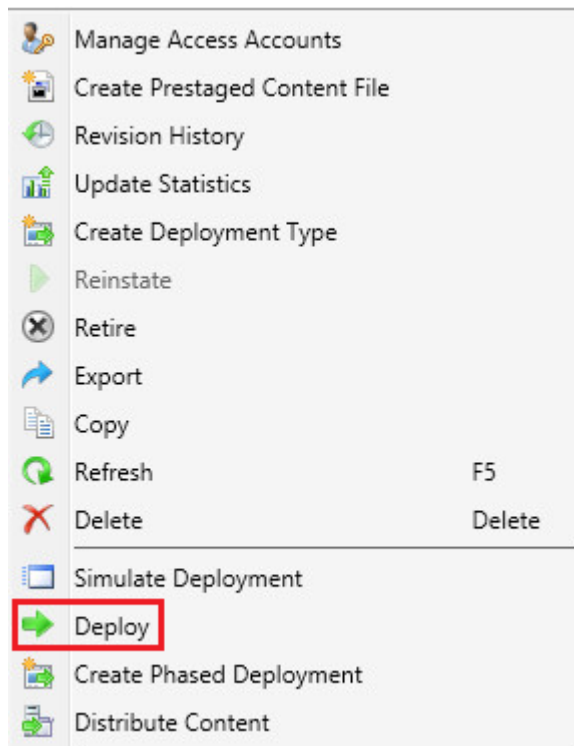
Click **Next** button.



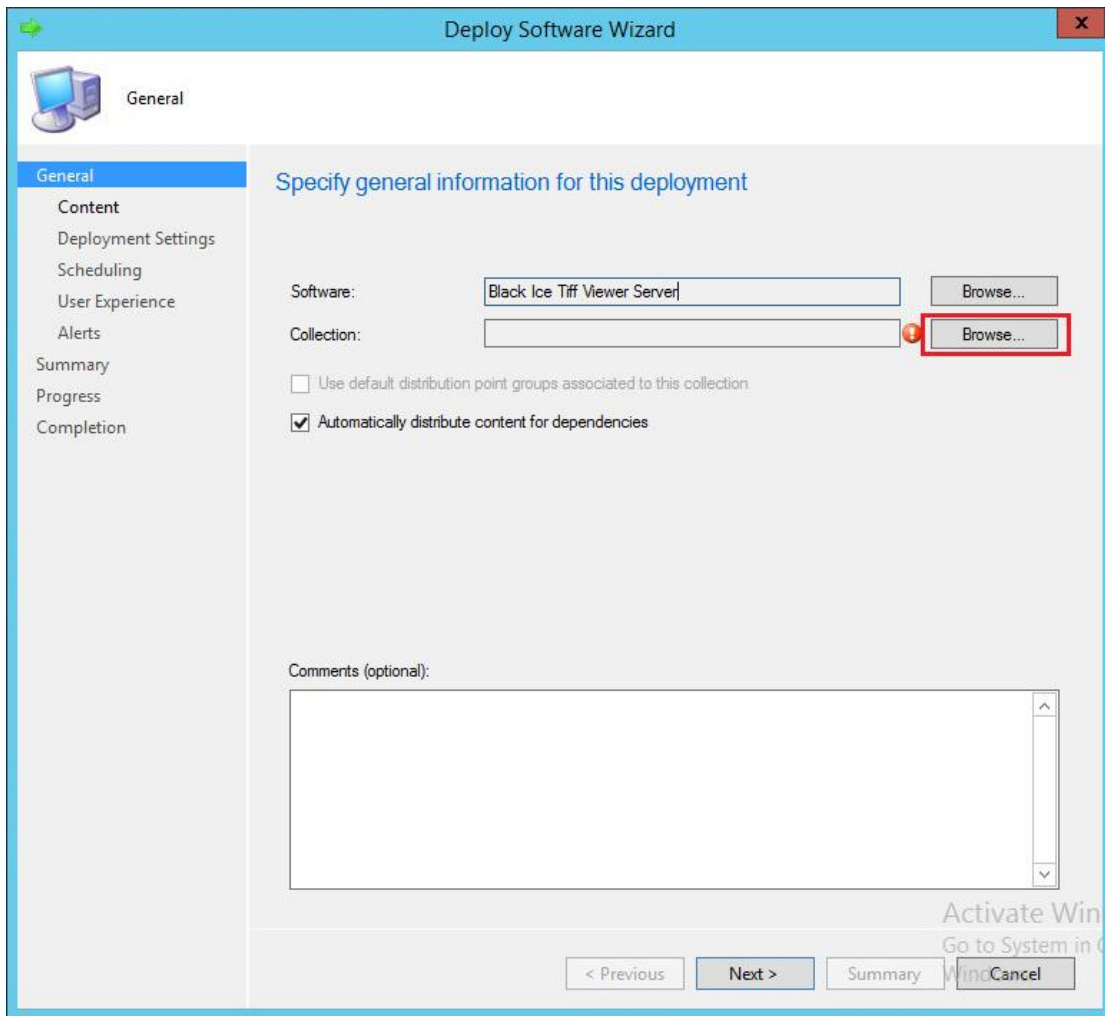
Click the **Close** button.
Finished the install package:



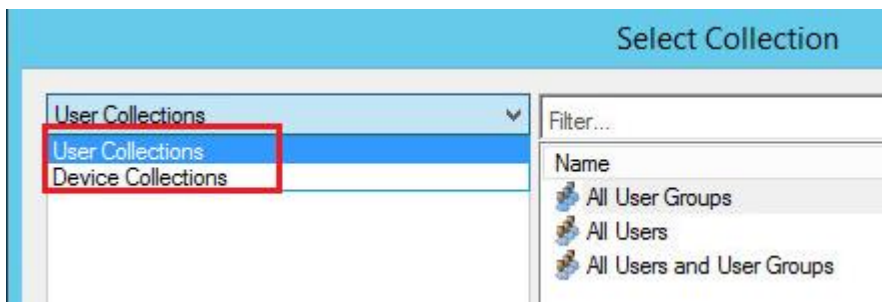
Install (**Deploy**) the Application to client(s)
Right click on Application (Example: Black Ice Tiff Viewer Server)
Select the Deploy:



Click to Collection -> Browse... button.



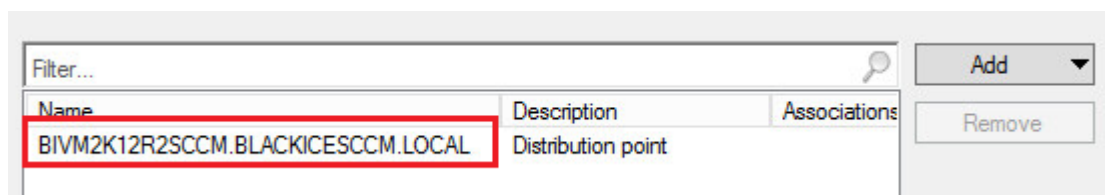
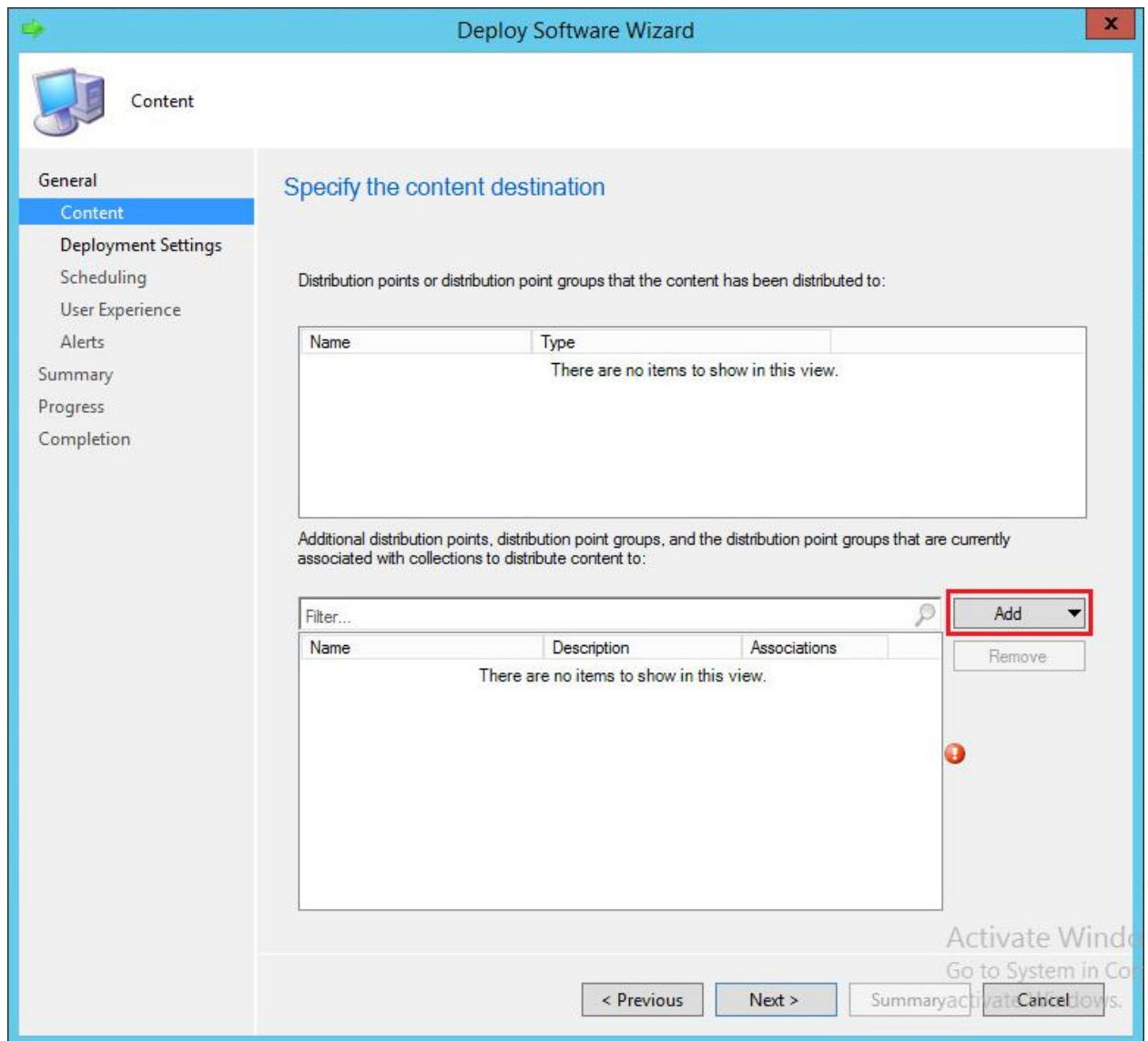
You can add Application to Users or Devices



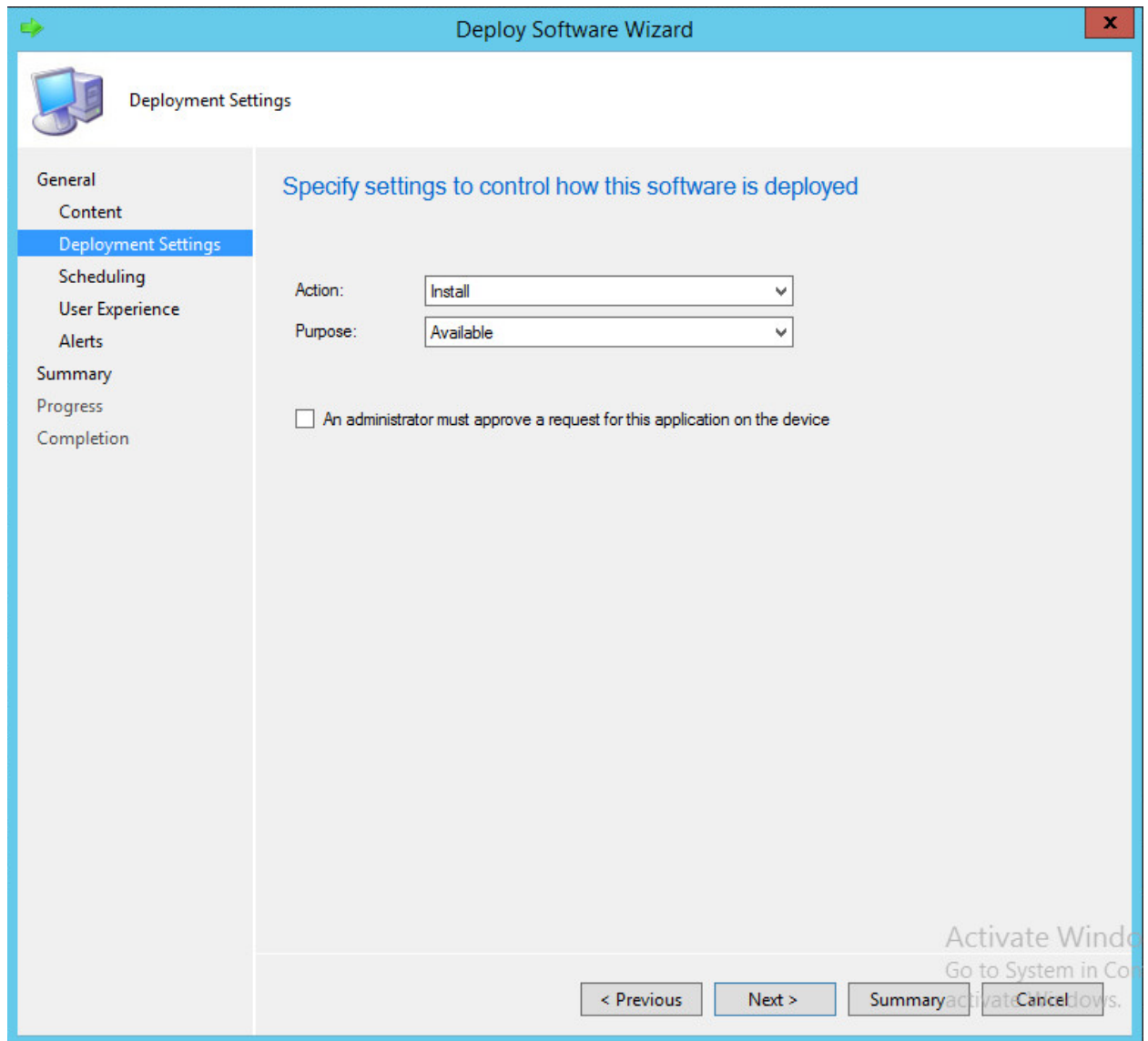
Install for Users, select the User Collections
Install for Computers, select the Device Collections

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

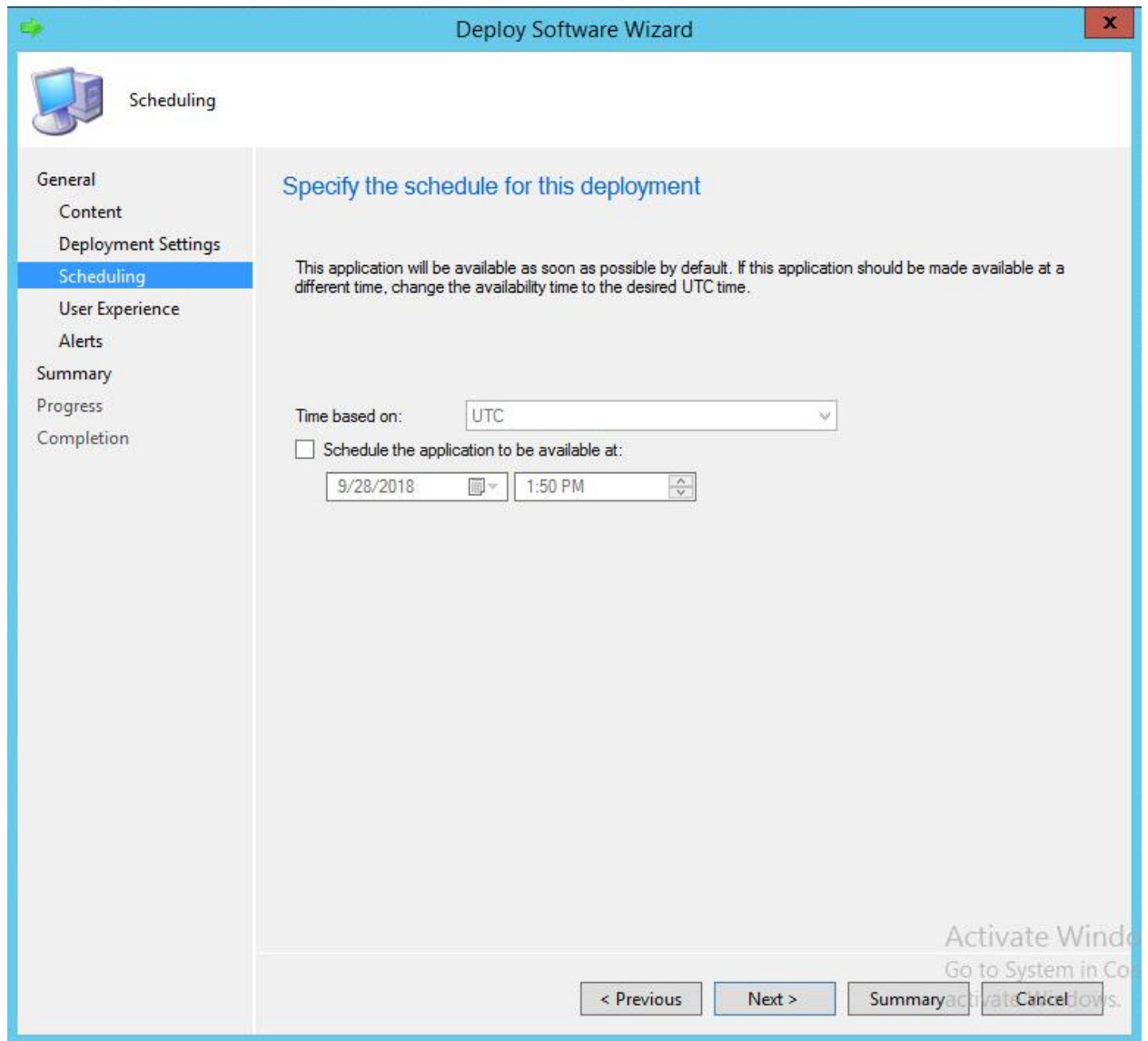
Click **Add** button and select the Distribution Point



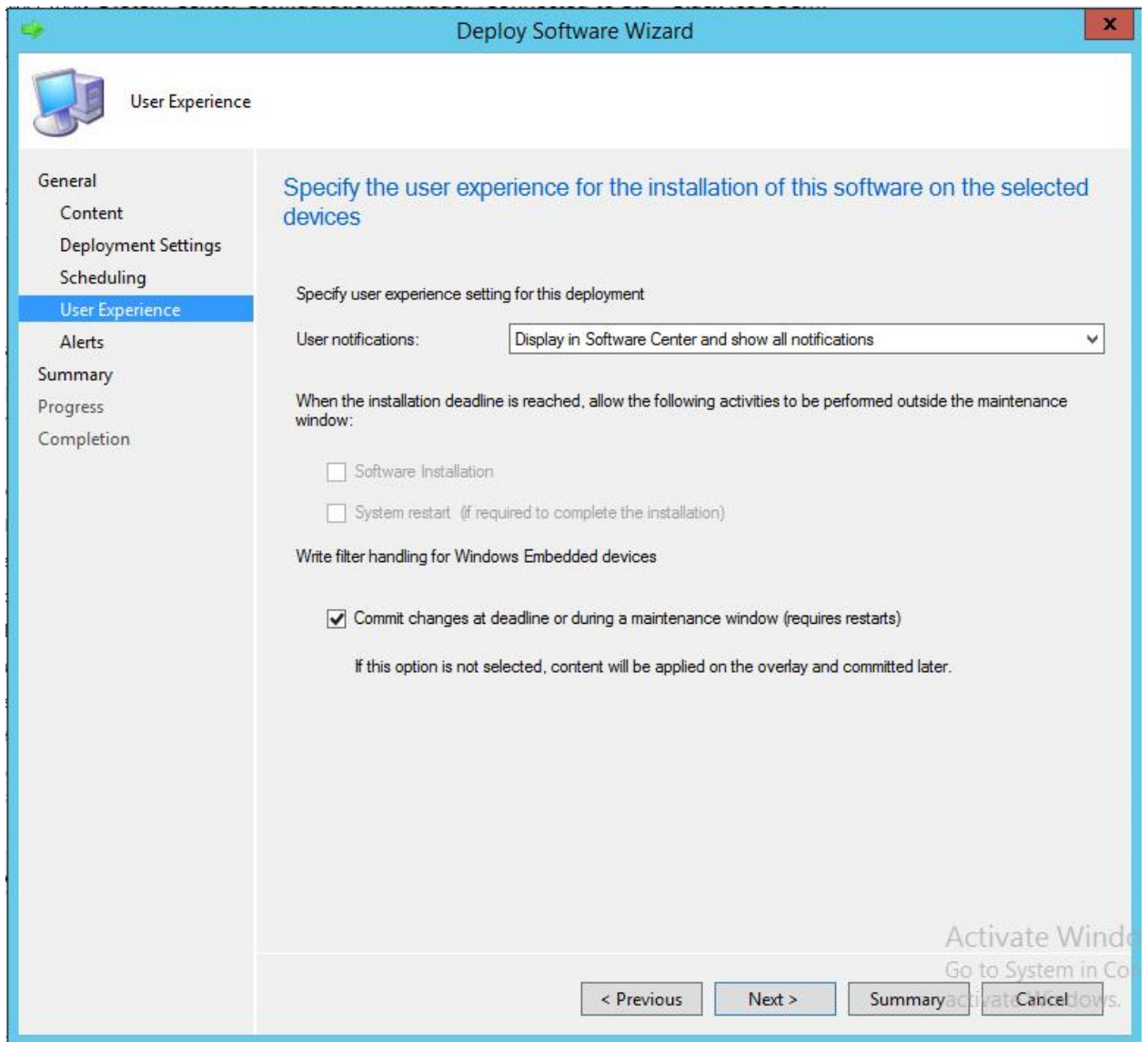
Click **Next** button.



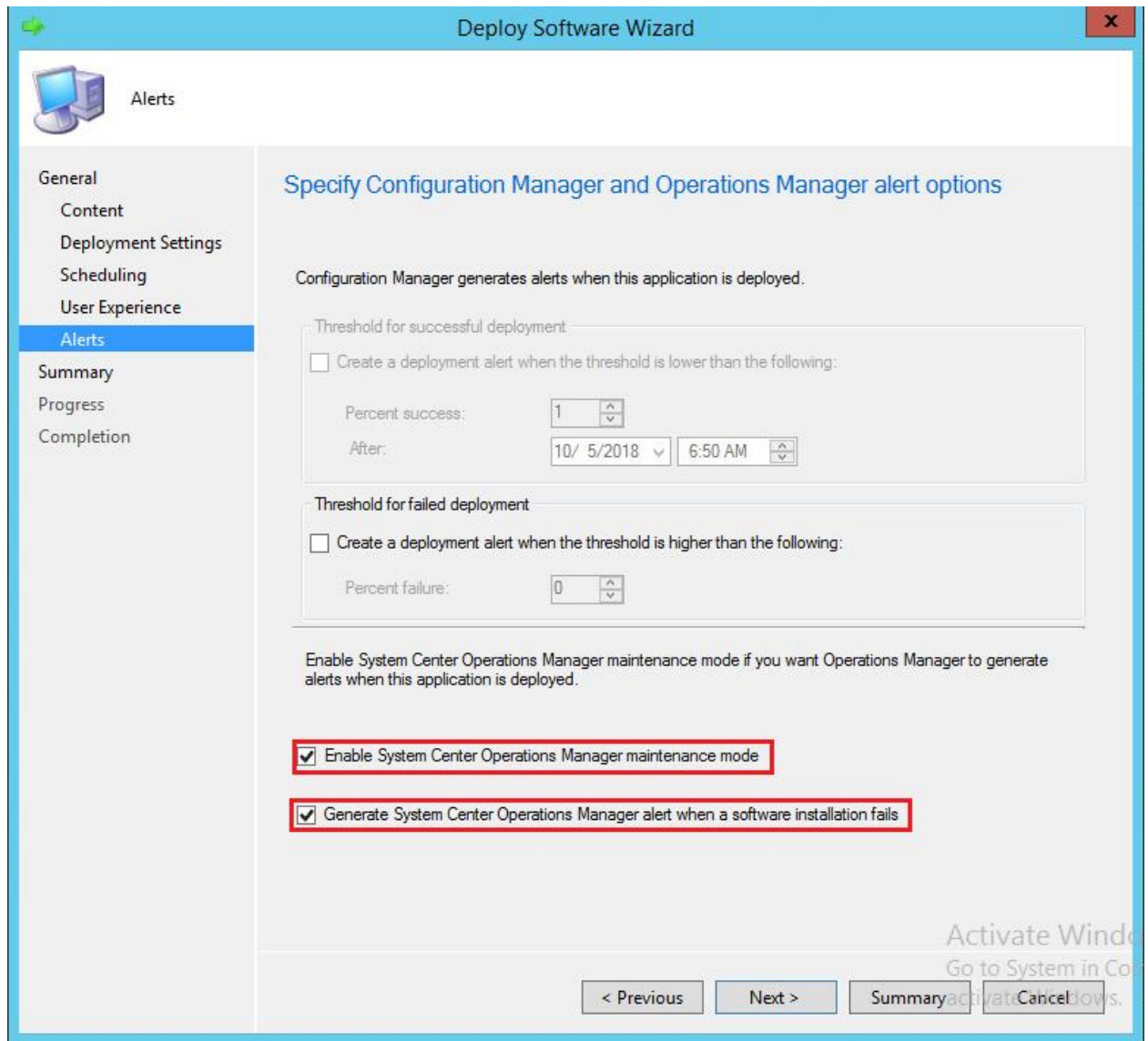
Use default settings and click **Next** button.
You can configure the installation time.



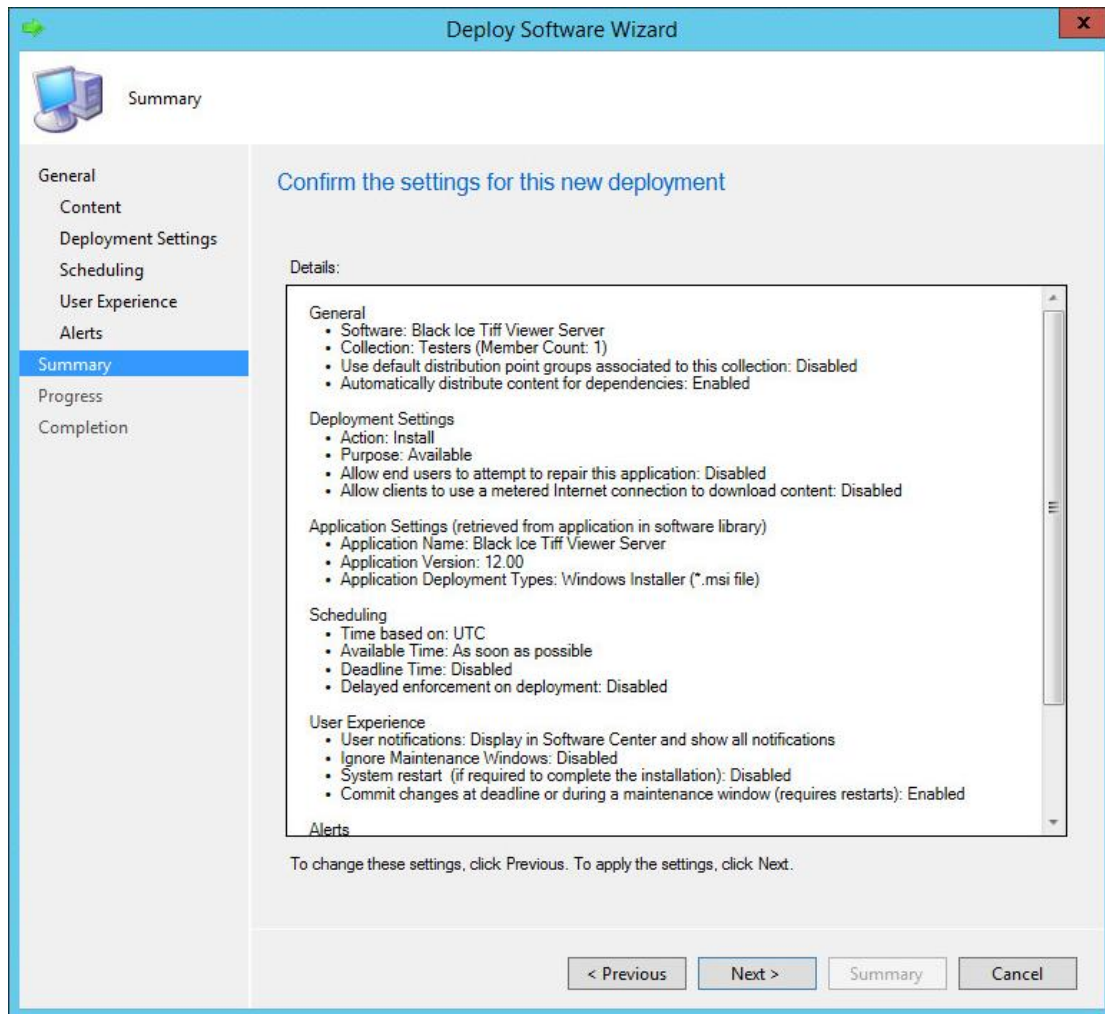
Click **Next** button.



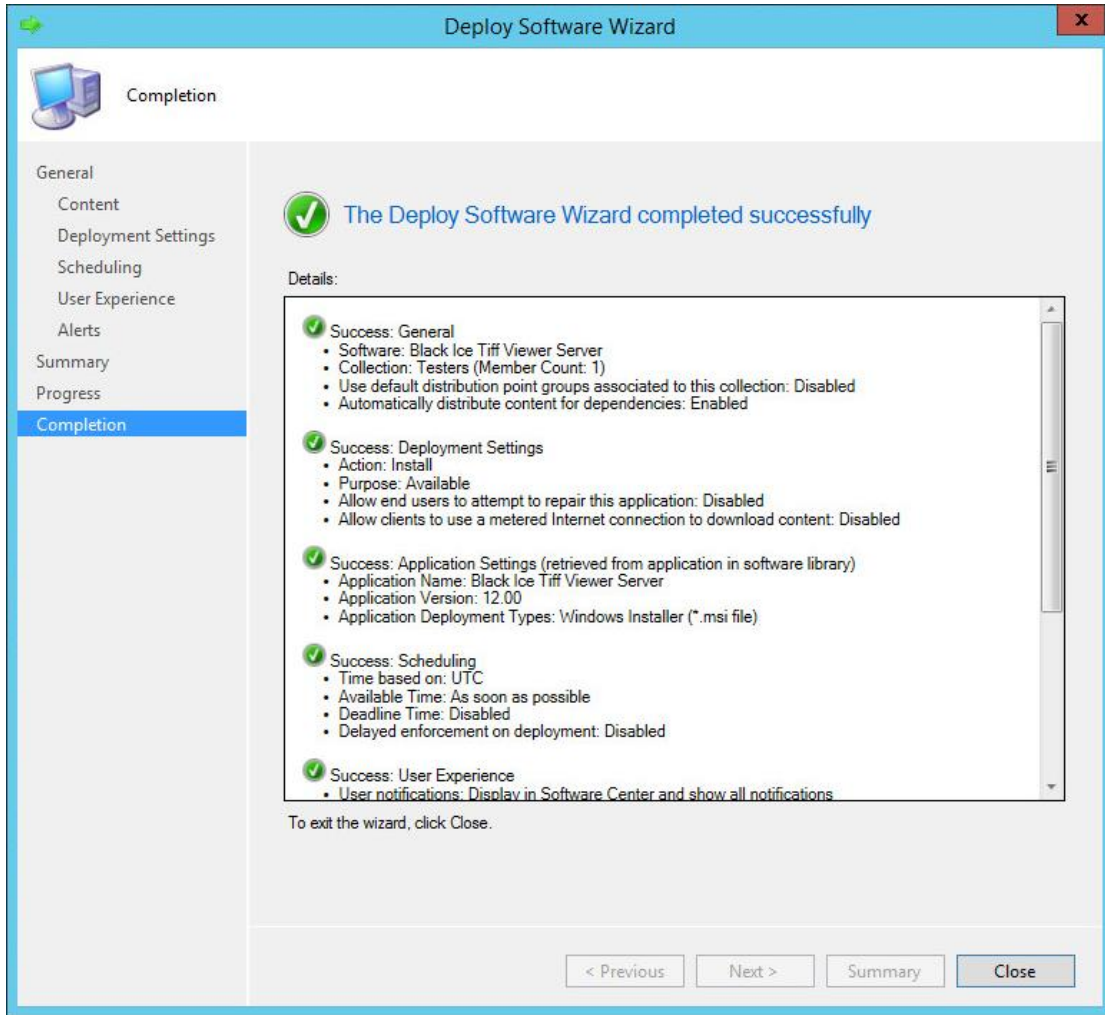
Click **Next** button.



Click **Next** button.



Click **Next** button.



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

Applications 1 items

Icon	Name	Deployment Types	Deployments	Status
	Black Ice Tiff Viewer Server	1	1	Active

Black Ice Tiff Viewer Server

Icon	Collection	Deployment Start Time	Purpose	Compliance %	Action
	Testers	11/22/2018 1:30 PM	Available	0.0	Install

Summary	Deployment Types	Deployments	Phased Deployments
---------	------------------	-------------	--------------------

Check **Installation**.

Select the Monitoring -> Overview -> Deployments

The screenshot shows the 'Monitoring' dashboard with the 'Deployments' section selected. The left sidebar contains a tree view with 'Overview' and 'Deployments' highlighted. The main content area displays a table of deployments and a detailed view for 'Black Ice Tiff Viewer Server Status to Testers'.

Icon	Software	Collection	Purpose
	Black Ice Tiff Viewer Server	Testers	Available

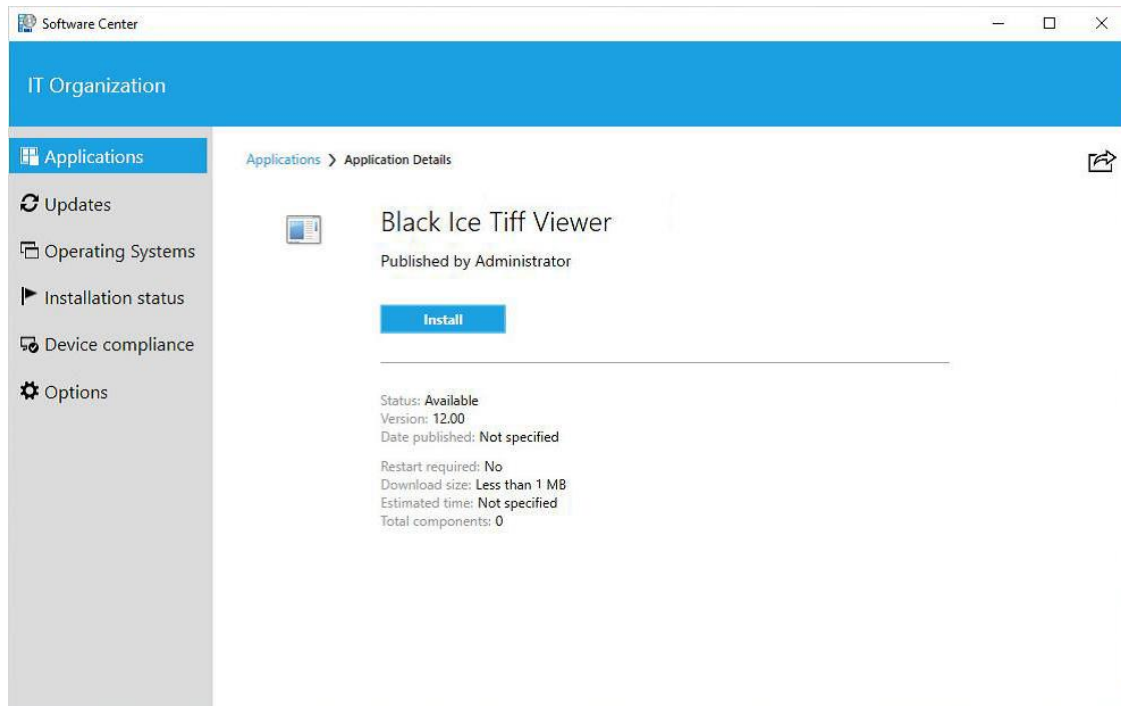
Black Ice Tiff Viewer Server Status to Testers	
General	
Software:	Black Ice Tiff Viewer Server
Collection:	Testers
Feature Type:	Application
Purpose:	Available
Date Created:	11/22/2018 5:30 AM
Last Date Modified:	11/22/2018 5:30 AM

Completion Statistics	
	No Data (Last Update: Never)

Legend for Completion Statistics:
■ Success: 0
■ In Progress: 0
■ Error: 0
■ Requirements Not

Install the Tiff Viewer Server MSI on client computers

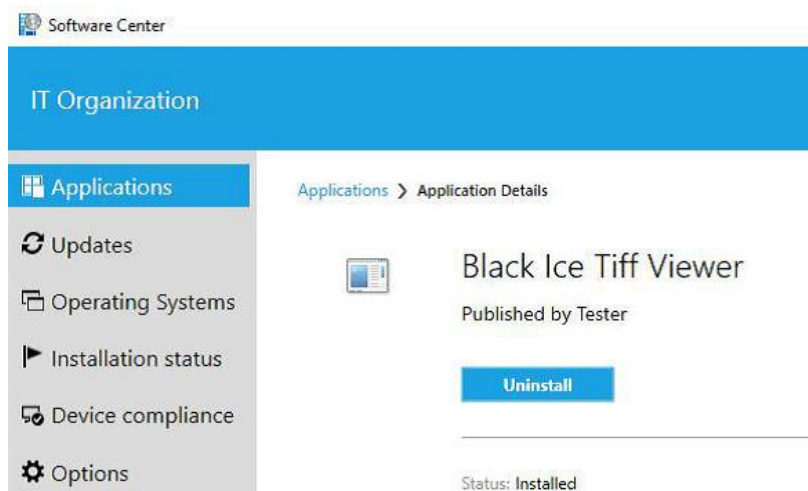
Open the **System Center** and select **Applications**.



Click **Install** button.

Uninstall the Tiff Viewer Server MSI from client computer

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



Click **Uninstall** button.

Publishing TIFF Viewer with Citrix XenApp

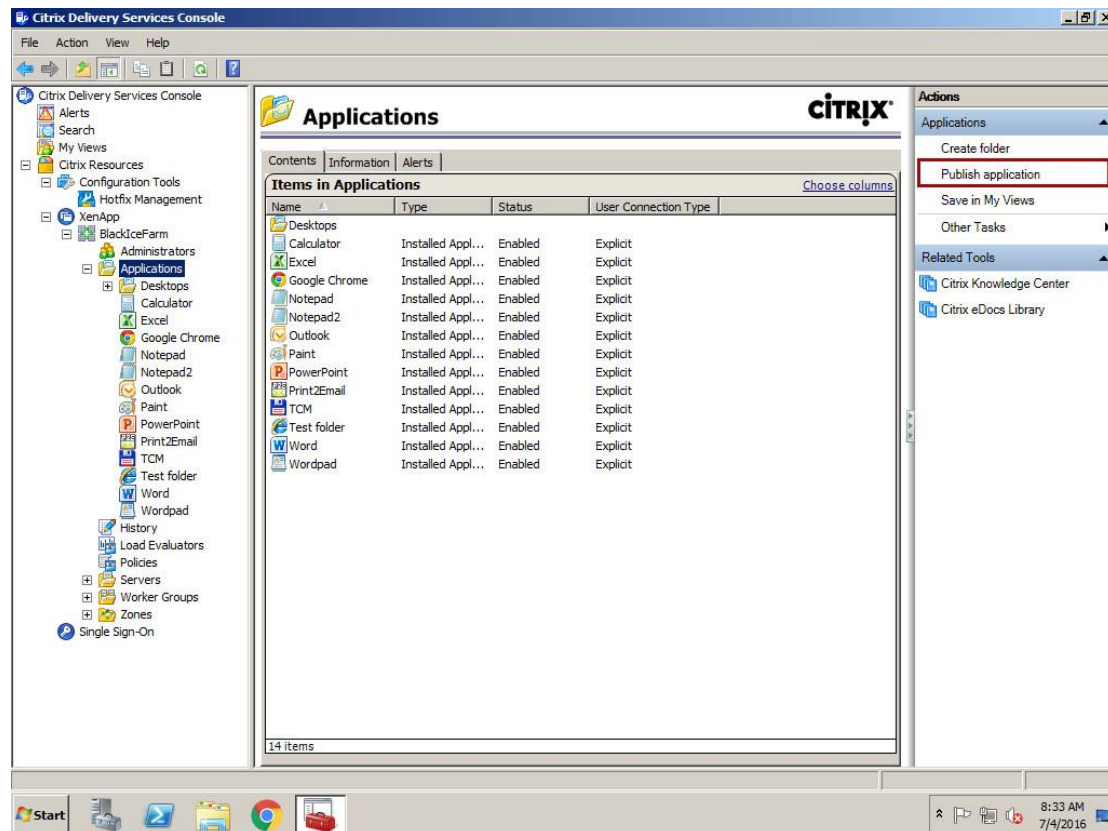
This page includes descriptions for how to publish the TIFF Viewer from a Citrix XenApp environment.

[Publishing TIFF Viewer from Citrix XenApp Server](#)

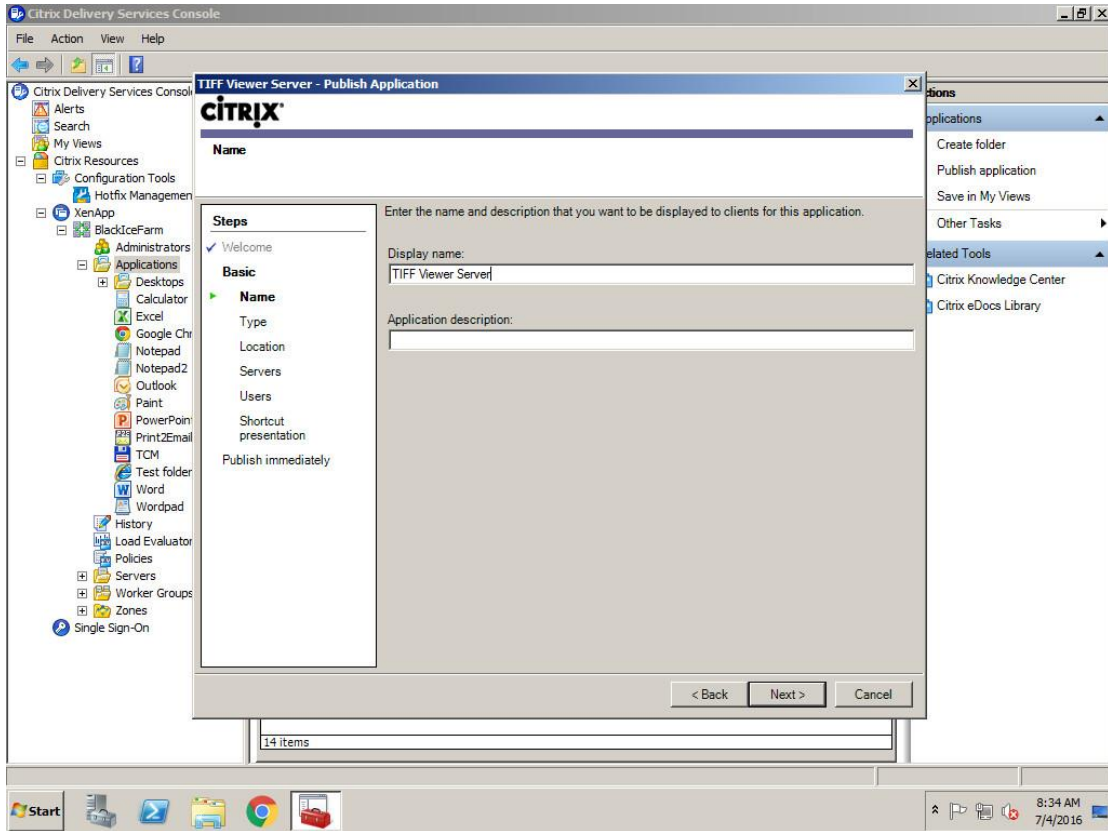
Publishing TIFF Viewer from Citrix XenApp Server

In order to publish the TIFF Viewer Server through Citrix XenApp, install TIFF Viewer on the Citrix XenApp server, and open the Citrix Delivery Services Console.

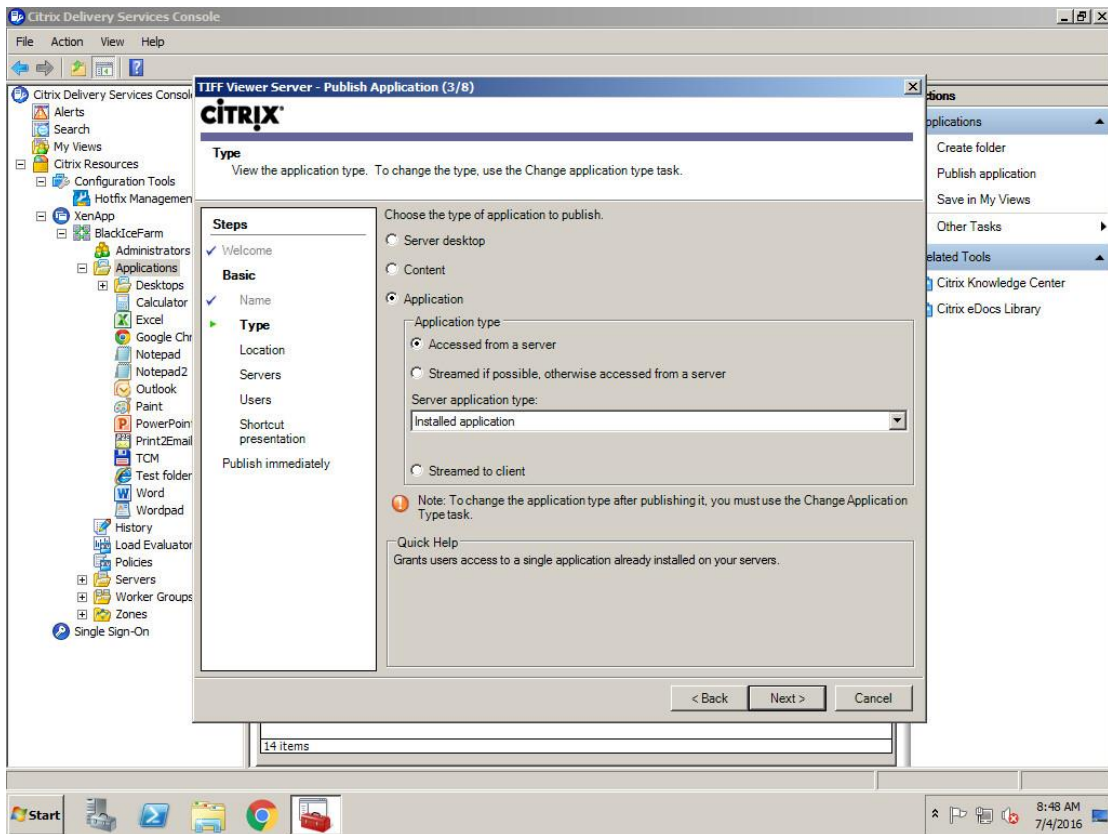
Navigate to the **Citrix Resources > XenApp > Your Farm > Applications** and click on **Publish Application** on the right side menu.



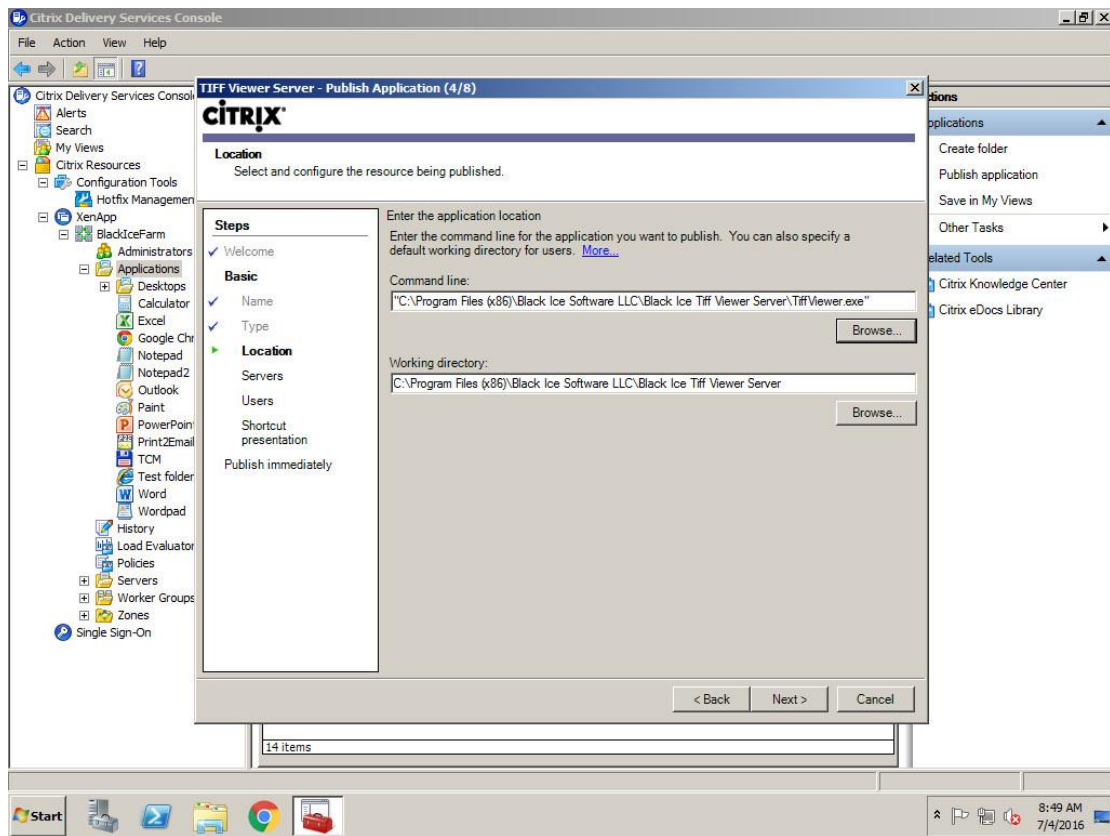
Go through on the Publish Application wizard of the Citrix XenApp. Enter the display name you would like to be displayed.



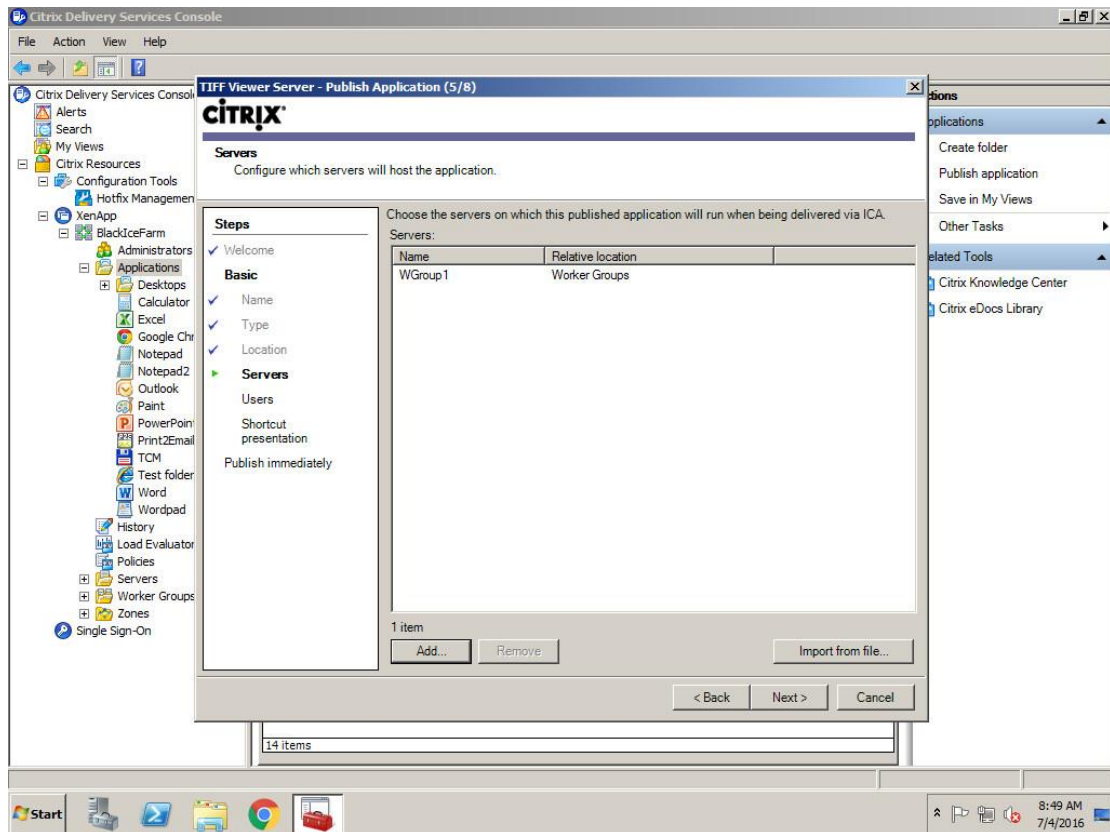
Select **Application > Accessed from a server**. This accessing method provides the most reliable functioning of the TIFF Viewer, and to make sure that the registration on the client will work properly.



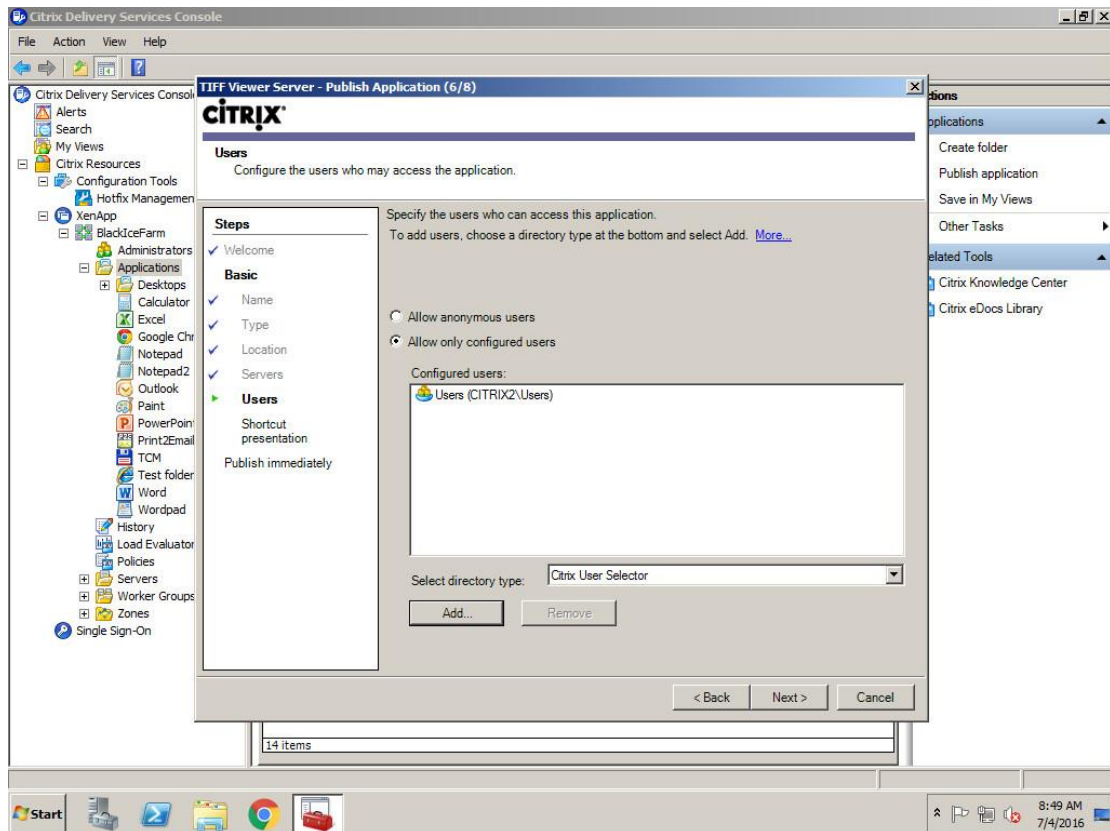
Browse the location of the TIFF Viewer executable file. By default, it's the following:
C:\Program Files (x86)\Black Ice Software LLC\Black Ice Tiff Viewer Server\TiffViewer.exe



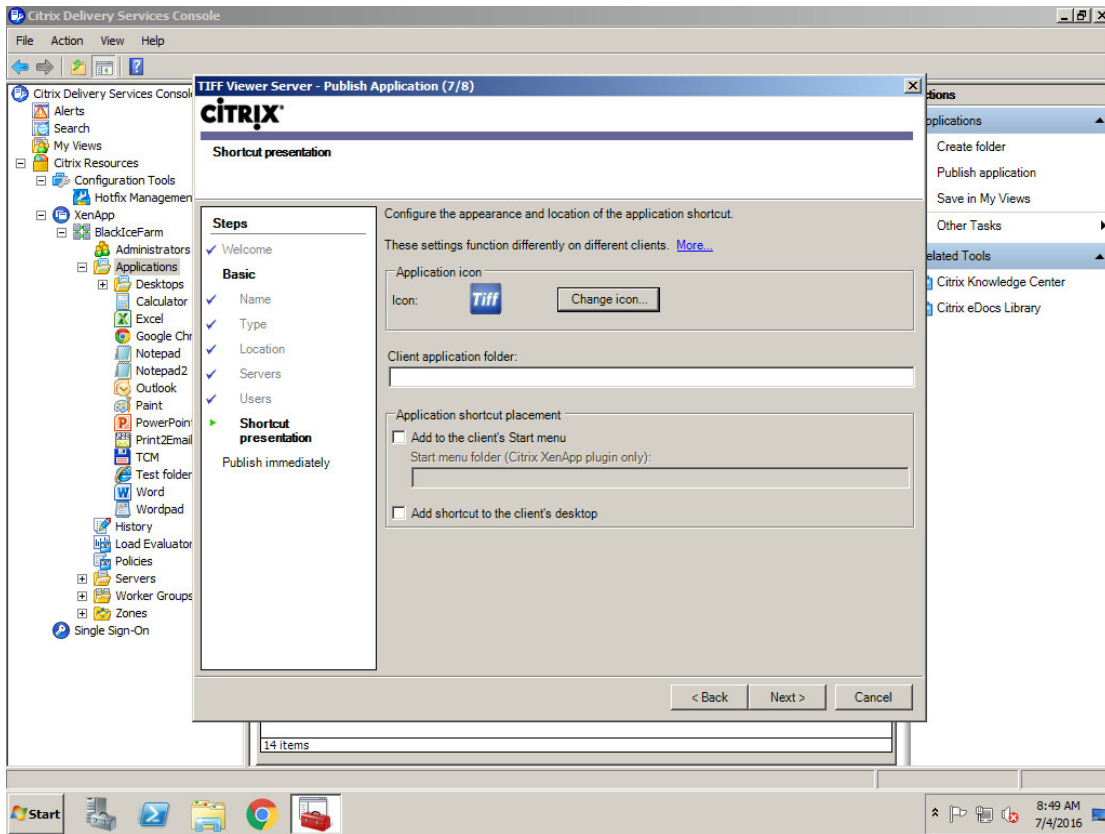
Choose the servers on which the Tiff Viewer will run.



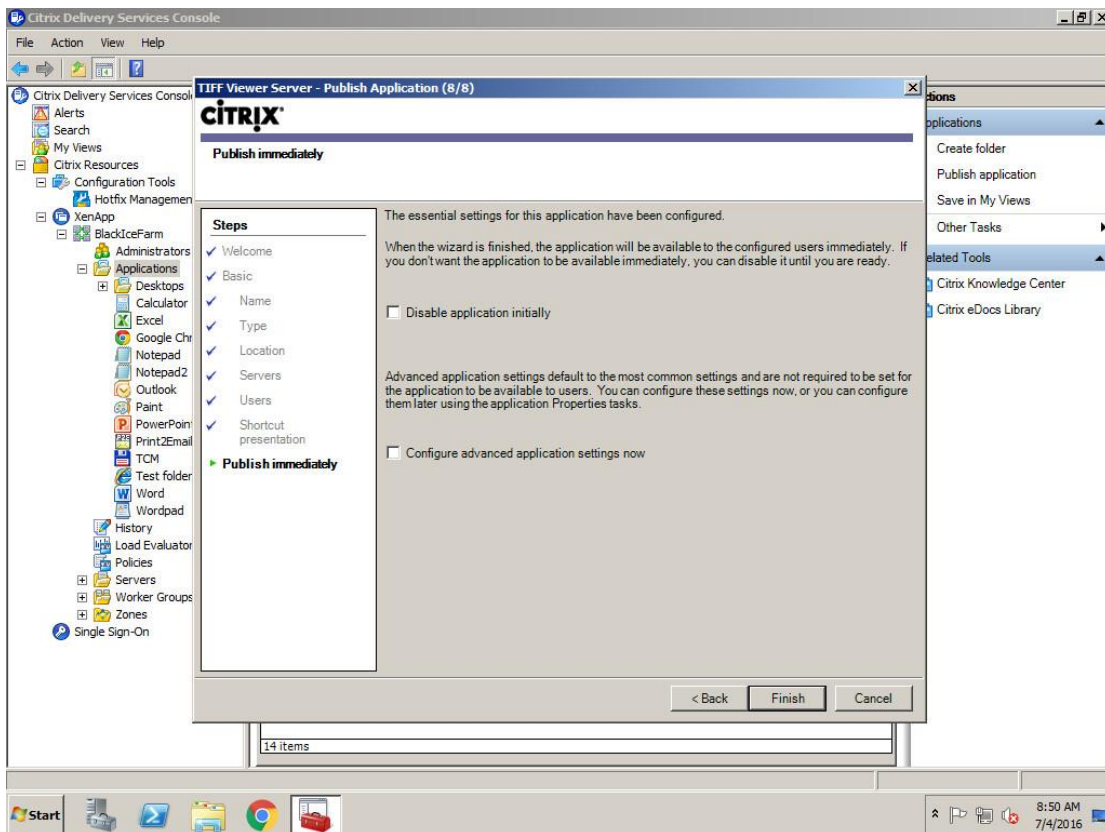
Specify the users who can access the Tiff Viewer.



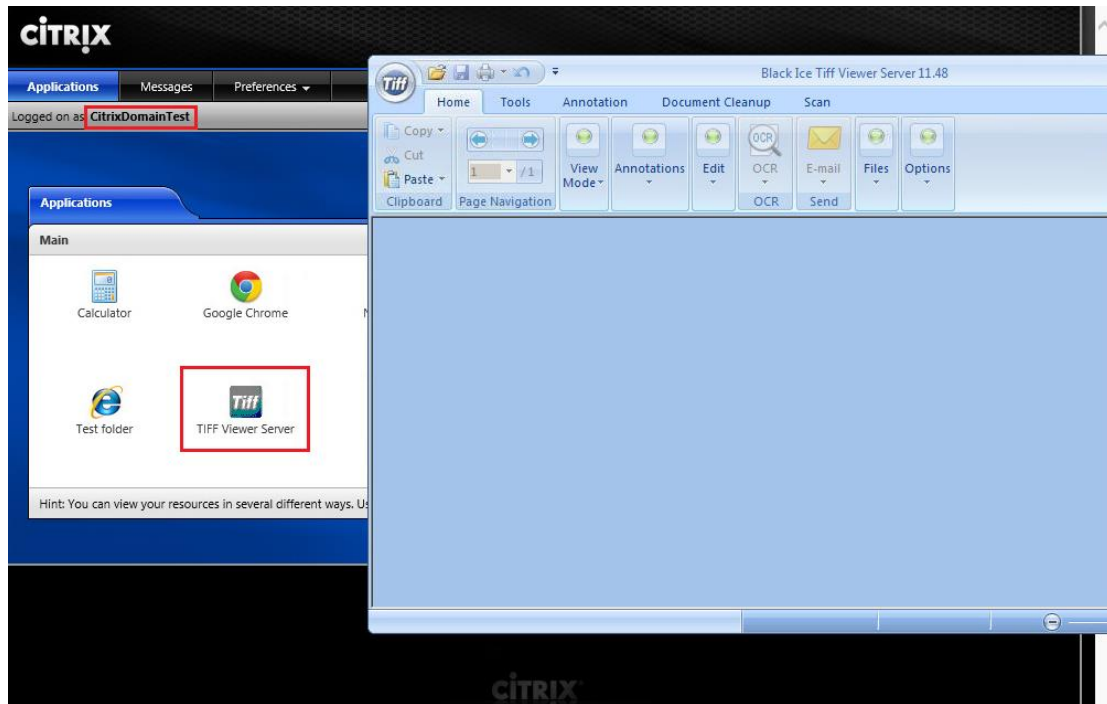
Customize the shortcut presentation if needed.



Finish publishing.



From now on, when accessing the Citrix XenApp Server form the client, the appropriate users will see the TIFF Viewer Server application.



Licensing Error codes

The Tiff Viewer MSI Installation automatically logs the Product Licensing registration process during the installation in the `BiTVMSIRegistrationDataLog.txt` file located in the User's temp folder.

(for example: `c:\Users\Administrator\temp\BiTVMSIRegistrationDataLog.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 Printer driver is already registered.

Tiff Viewer 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 `BiTVMSITraceDataLog.txt` file located in the User's temp folder (`%TEMP%`). The MSI installer log feature of `/I* "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\BiTVMSITraceDataLog.txt`)

Enable Trace log

To enable the Trace log for the Tiff Viewer 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 "TiffViewerServerSetup.msi" /q TARGETDIR="C:\Black Ice\TiffViewer"  
BITrace=1 REGNUM=xxxxx-xxxxxxxx-xxxxxxxxxx
```

Example of the Tiff Viewer MSI Trace log

Here is an example of the BI Tiff Viewer MSI Trace log:

02/14/14 23:03:07: Install called

02/14/14 23:03:07: Install: Target directory: C:\Program Files (x86)\Black Ice Software LLC\Black Ice Tiff Viewer
02/14/14 23:03:07: Install: WritePlugInDatatoRegistry
02/14/14 23:03:07: WritePlugInDataToRegistry called
02/14/14 23:03:07: WritePlugInDataToRegistry: Check if Internet Explorer is installed
02/14/14 23:03:07: IsIEInstalled called

The Tiff Viewer Trace log could contain the following lines

The Trace log function is going through on the following functions during the installation process and writes each event into the BitVMSITraceDataLog.txt log file when the event is successfully finished.

UpdateSerials

- UpdateSerials called

DeleteProductFromBILM

- DeleteProductFromBILM called

CheckBILMIsInstalled

- Check if BILM is already installed

SetBILMInstallSilentMode

- Set BILM installation to run in silent mode

DeleteBILMInstallSilentModeFlag

- Delete BILM Installation Silent Mode Flag from the Registry

InstallBILM

- InstallBILM called
- InstallBILM finished

AddProductVersionToBILM

- Add product version to register in the BILM

IsTerminalServer

- The Tiff Viewer cannot be installed on Windows Server.

Encoding

- Encoding: Start original: " + <original> + " original.Length : " + <original.Length>
- Encoding: Fill finished

RegisterDemoAndReleaseApp

- RegisterDemoAndReleaseApp called
- RegisterDemoAndReleaseApp: Registering the product with the serial key specified in the cregnum parameter: " + <Serial Number>
- RegisterDemoAndReleaseApp: Registering the product with the serial key specified in the regnum parameter: " + <Serial Number>
- RegisterDemoAndReleaseApp: Call the Initialize function from the eLicense.DLL
- RegisterDemoAndReleaseApp: The called Initialize function from the eLicense.DLL returned with error: " + <Result>
- RegisterDemoAndReleaseApp: Check if the serial number specified correctly
- RegisterDemoAndReleaseApp: Release Registration
- RegisterDemoAndReleaseApp: Check if the Serial Number is valid
- RegisterDemoAndReleaseApp: The specified Serial Number is not valid
- RegisterDemoAndReleaseApp: Delete the License Number from Registry: Software\Black Ice Software Inc.\License Information\Black Ice

- RegisterDemoAndReleaseApp: Delete the License Number from Registry: Software\Black Ice Software LLC\License Information\Black Ice
- RegisterDemoAndReleaseApp: Send the License Number to the eLicense Server
- RegisterDemoAndReleaseApp: Return: " + <Result code> + " - " + <ErrorMessage>
- RegisterDemoAndReleaseApp: The received License number from the eLicense Server is incorrect
- RegisterDemoAndReleaseApp: Serial number encoding
- RegisterDemoAndReleaseApp: Serial number save to value: HKEY_LOCAL_MACHINE\Software\Black Ice Software LLC\License Information\Black Ice
- RegisterDemoAndReleaseApp: Create License number for all users
- RegisterDemoAndReleaseApp: Save registry: HKEY_LOCAL_MACHINE\Software\Black Ice Software LLC\License Information\Black Ice
- RegisterDemoAndReleaseApp: Get License Number from eLicense Server
- RegisterDemoAndReleaseApp: Return: " + <Result code> + " - " + error message
- RegisterDemoAndReleaseApp: Create License number for all users
- RegisterDemoAndReleaseApp: Save registry: HKEY_LOCAL_MACHINE\Software\Black Ice Software LLC\License Information\Black Ice
- RegisterDemoAndReleaseApp finished

- WriteLicenseToINI

- WriteLicenseToINI Called
- WriteLicenseToINI: licser parameter: " + <License Server>
- WriteLicenseToINI: No licser parameter, set default eLicense Server: " + <LicenseServer>
- WriteLicenseToINI: cport parameter: " + <Client Port>
- WriteLicenseToINI: No cport parameter, set default eLicense client port: " + <ClientPort>
- WriteLicenseToINI: sport parameter: " + <Server Port>
- WriteLicenseToINI: No sport parameter, set default eLicense server port: " + <ServerPort>
- WriteLicenseToINI: Localizing TiffViewer.ini: " + <Ini File Name>
- WriteLicenseToINI: Write domain name: " + <License Server>
- WriteLicenseToINI: Write server port: " + <Server Port>
- WriteLicenseToINI: Write client port: " + <ClientPort>
- WriteLicenseToINI: Write server port 2: 3500
- WriteLicenseToINI: Write client port 2: 3500
- WriteLicenseToINI: Write server port 3: 15000
- WriteLicenseToINI: Write client port 3: 15000
- WriteLicenseToINI: Company ID: Black Ice
- WriteLicenseToINI finished

- DeleteLicenseKey

- DeleteLicenseKey Called
- DeleteLicenseKey: Delete license number
- DeleteLicenseKey: Delete serial number
- DeleteLicenseKey: Delete free license number
- DeleteLicenseKey: Delete demo license number
- DeleteLicenseKey finished

- IsIEInstalled

- IsIEInstalled called
- IsIEInstalled: Read registry: HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Internet Explorer Version
- IsIEInstalled: Internet Explorer is not installed
- IsIEInstalled: Internet Explorer installed version: " + <Version>
- IsIEInstalled: Internet Explorer is not installed

- IsIEInstalled finished
- DisablePlugin
 - DisablePlugin called
 - DisablePlugin: Delete .tif: HKEY_CLASSES_ROOT\.tif-> Content Type
 - DisablePlugin: Delete .tiff: HKEY_CLASSES_ROOT\.tiff-> Content Type
 - DisablePlugin: Delete .tif: HKEY_CLASSES_ROOT\.tif-> CLSID
 - DisablePlugin: Delete .tiff: HKEY_CLASSES_ROOT\.tiff-> CLSID
 - DisablePlugin: Delete .tiff: HKEY_CLASSES_ROOT\MIME\Database\Content Type\image/tiff-> CLSID
 - DisablePlugin: IE Installed: Delete File Associations
- WritePlugInDataToRegistry
 - WritePlugInDataToRegistry called
 - WritePlugInDataToRegistry: Check if Internet Explorer is installed
 - WritePlugInDataToRegistry: Write the installed plugin to Internet Explorer into registry: HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Internet Explorer\Plugins
 - WritePlugInDataToRegistry: Check if Netscape is installed
 - WritePlugInDataToRegistry: Write the installed plugin to Netscape into the registry: HKEY_LOCAL_MACHINE\SOFTWARE\Netscape\Netscape Navigator
 - WritePlugInDataToRegistry finished
- ReadCustomINI
 - ReadCustomINI called
 - ReadCustomINI: Custom ini: " <Custom Ini>
 - ReadCustomINI: Plugin: " <Plugin>
 - ReadCustomINI finished
 - ReadCustomINI: TiffViewer ini: " + <File Name>
 - ReadCustomINI: Called file association
 - ReadCustomINI: File association: Set jpg:
 - ReadCustomINI: File association: Set tif:
 - ReadCustomINI: File association: Set bmp:
 - ReadCustomINI: File association: Set cal:
 - ReadCustomINI: File association: Set ica:
 - ReadCustomINI: File association: Set txt:
 - ReadCustomINI: File association: Set fax:
 - ReadCustomINI: File association finished
 - ReadCustomINI: Viewer Settings: First Start:
 - ReadCustomINI: General Settings: File Extensions Dialog:
 - ReadCustomINI: Viewer settings: Display Mode:
 - ReadCustomINI: General settings: Getting Started:
 - ReadCustomINI: Message Boxes: Thank You:
 - ReadCustomINI: Viewer settings: Selection mode:
 - ReadCustomINI: General Settings: Save view setting:
 - ReadCustomINI: General settings: Thumbnail view:
 - ReadCustomINI: General settings: Auto save:
 - ReadCustomINI: General Settings: Enable thumbail browser:
 - ReadCustomINI: General settings: Show annotation color lost:
 - ReadCustomINI finished
- Install
 - Install called
 - Install: Target directory: " + <Target Dir>
 - Install: Silent mode
 - Install: WritePlugInDatatoRegistry
 - Install: WriteeLicensetoINI
 - Install: ReadCustomINI
 - Install finished
- Uninstall
 - Uninstall called
 - Uninstall: Target dir: " + <Target Dir>

```
- Uninstall: Error: The Tiff Viewer Server is still running.
- Uninstall: Error: The Tiff Viewer is still running.
- Uninstall: Error: The Tiff Viewer cannot be installed Windows Terminal
Server.
- Uninstall: Delete demo license number
- Uninstall: Delete free license number
- Uninstall: Delete license key
- Uninstall: Delete TiffViewer.ini:" + <Target Dir> + "TiffViewer.ini
- Uninstall: Delete license number key
- Uninstall: Delete serial number key
- Uninstall: Delete license key
- Uninstall: Delete free license key
- Uninstall: Delete free license number key
- Uninstall: Delete demo license number key
- Uninstall: Delete demo license number
- Uninstall finished
```

Troubleshooting

[Common installation error codes](#)

[MSI Installation error - This installation package could not be opened.](#)

[Cannot uninstall TIFF Viewer](#)

[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.

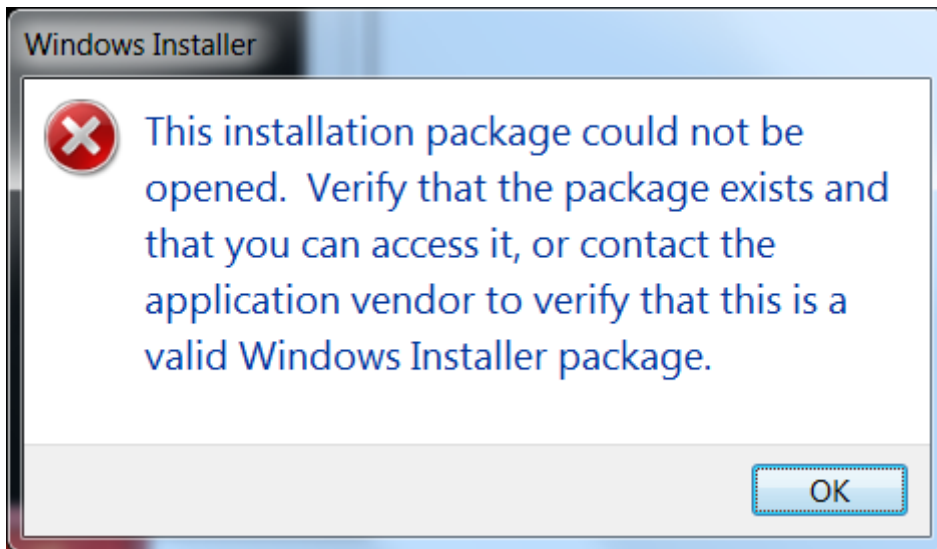
Description of the problem:

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

```
msiexec /i "TiffViewerServerSetup.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 "TiffViewerServerSetup.msi" file.
- The quotation mark is not standard quotation marks around the .msi file ("TiffViewerServerSetup.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.



Cannot uninstall TIFF Viewer

If case the TIFF Viewer MSI cannot be uninstalled due to any occurring error messages, or network connection problems, one can use the FORCEU=1 parameter to force the TIFF Viewer to complete the uninstallation, remove every file and license, even if there are errors occurring during the uninstallation.

For example:

msiexec.exe /x "TiffViewerServerSetup.msi" FORCEU=1

Caution: Upon network problems, this option could result that a transferable license will not be removed properly.

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:

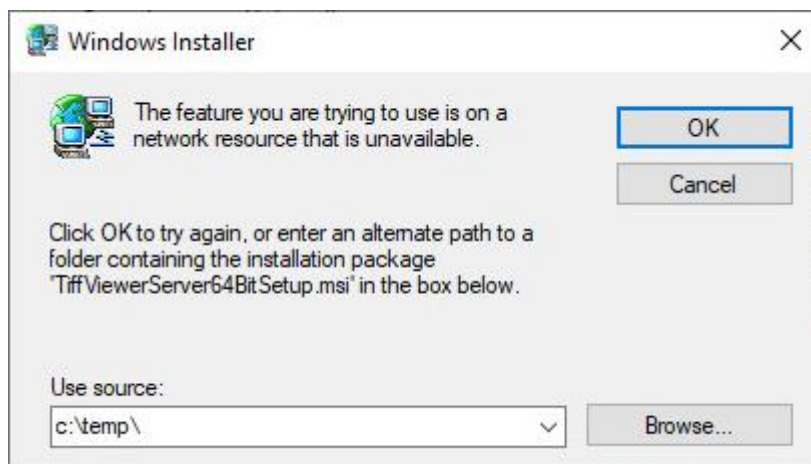
Product: TIFF Viewer Server -- Error 1714. The older version of TIFF Viewer Server cannot be removed. Contact your technical support group. System Error 1612.

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.