Ezeep for Windows Virtual Desktop (Preview)

Overview

Ezeep for Windows Virtual Desktop is designed to make printing from Windows Virtual Desktops simple. It consists of two components,

1. The ezeep Print App on your Windows Virtual Desktop instances
2. The ezeep Connector, which for this preview will be installed on your users' PCs only, but will also provide access to printers on your print servers with the general release.
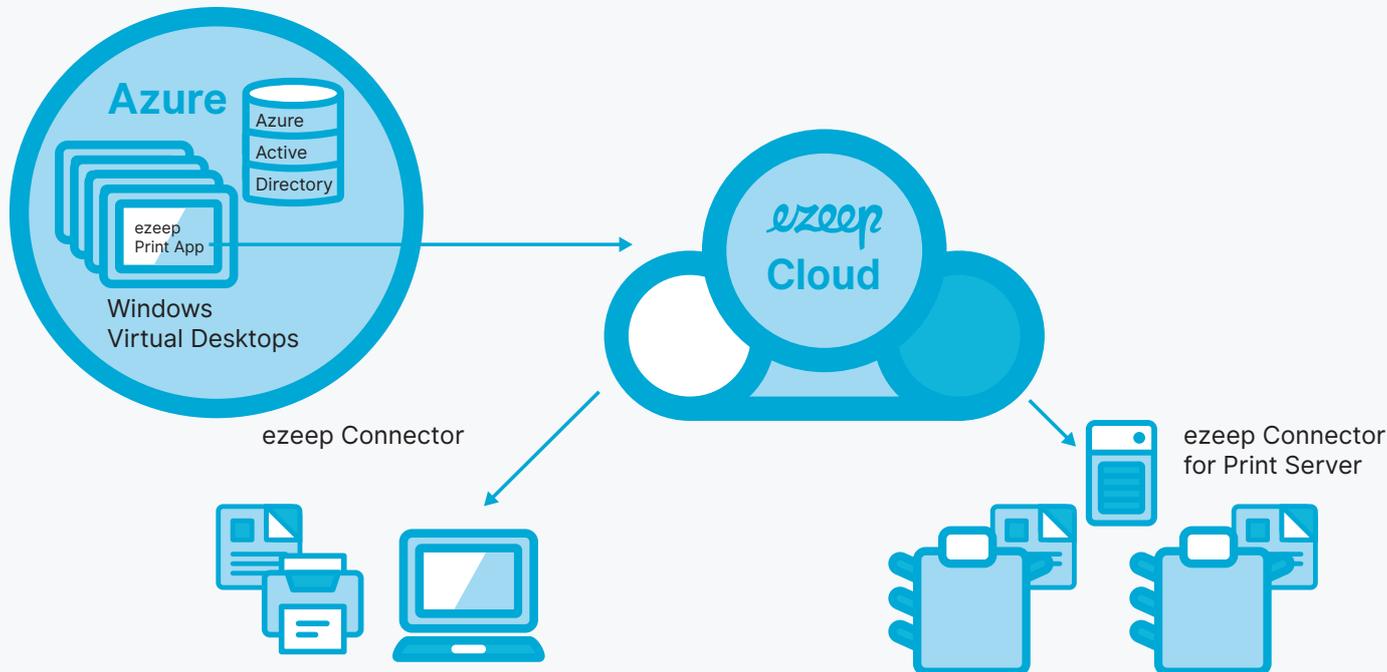
User Management

For simplicity and to ensure you remain compliant, ezeep for Windows Virtual Desktop does not provide its own user management. It directly reads from your Azure Active Directory. Based on the group memberships of a user and assignments that are configured in the ezeep organization account, users see the printers in their WVD sessions that they are allowed to use. In this preview, all users have access to all print features, independently of their group membership and assignments.

Printing

ezeep for Windows Virtual Desktop is using ThinPrint's print technology. Their dynamic printer creation, universal driver and transfer technology for print jobs is used by over a million users worldwide.

In this preview, any user who has an active account in your Azure Active Directory can print to their default printer on the local PC. The user simply selects the ezeep printer within their Windows Virtual Desktop session and ezeep will route it via the ezeep Cloud to the ezeep Connector running on that users' PC.

Installation & Configuration

Setting up the ezeep for Windows Virtual Desktop (preview) is simple and consists of only two steps:

1. Download the ezeep Print App and install it on your Windows Virtual Desktop instances
2. Download the ezeep Connector and install it on the PCs from where your users will start a Windows Virtual Desktop session.

Downloading the ezeep Print App and installing it on your Windows Virtual Desktop

The Windows Virtual Desktop session is where your users will want to print from. To make this happen, the ezeep Print App is required.

You can find the ezeep Print App installer here:
https://download.cortado.com/products/ezeep/wvd/ezeepPrintApp.exe

Install it by running the file ezeepPrintApp.exe as administrator. For automatic deployment you can extract the msi installer from the executable using this command: ezeepPrintApp.exe /s /x /b"ExtractFolder" /v" /qn". "ExtractFolder" is the folder name that will contain the extracted msi installer. When deploying, make sure the prerequisites – Microsoft Visual C++ 2017 Redistributable Package and Microsoft Visual C++ 2013 Redistributable Package have been installed before.

After installation, you will find that the printer object My ezeep Printer was installed. It uses the ThinPrint Output Gateway driver and is attached to a pool of ThinPrint ports.

Logging in to your Azure organization is required only once for each user. This happens the first time they log in to their Windows Virtual Desktop session after the installation.

Tip: Should a user not be prompted to enter their Azure credentials or should you want to user other Azure credentials, open a command prompt and run the command: *"C:\Program Files\ezeep Print App\ez.login.win. exe"*

Downloading the ezeep Connector and installing it on the PC(s) from where your users will start a WVD session

ezeep for Windows Virtual Desktop divides printing into two categories. There are printers that are installed on the PC from which the Windows Virtual Desktop session is started and printers that are installed on the network and accessible through another server or PC. The first scenario is called "Local Printer Support" while the second one is called "Network Printers".

During this preview phase, only Local Printer Support scenarios are available. All print jobs will be directed to the local default printer. With the general release, all local printers will appear inside the Windows Virtual Desktop session and can be selected individually.

Supporting locally configured printers with ezeep requires the ezeep Connector to be installed on each PC from which a session to your Windows Virtual Desktops will be opened.

You can find the ezeep Connector installer here:
https://download.cortado.com/products/ezeep/wvd/ezeepConnector.exe

The installation does not require admin privileges so that users of unmanaged devices can install it on their own by double-clicking on ezeepConnector.exe. You can still automatically deploy it to managed devices via the usual means. The msi installer can be extracted from the executable by running this command:
ezeepConnector.exe /e

After installation, the ezeep Connector is configured to run every time a user logs in. Should no valid authentication to the ezeep Cloud be found, it asks the user to log in with their Azure organization credentials. Alternatively, the user can log off and log in again with a different Azure account via the taskbar icon.
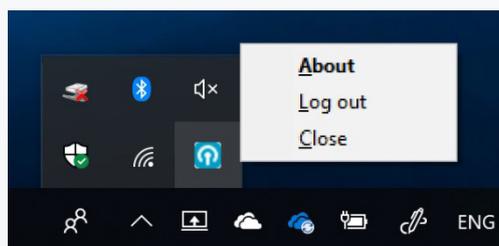
Tip: Should a user not be prompted to enter their Azure credentials or should you want to use other Azure credentials, open a command prompt and run the command: *"C:\Program Files\ezeep Print App\ez.login.win. exe"*

Additional Infos and Known Issues

› ezeep for Windows Virtual Desktop is designed for Azure Active Directory accounts, however, this preview does not yet actively inform users when they log in with individual onmicrosoft.com accounts. The ezeep taskbar icon will show a disconnect in that case.
› After the installation of the ezeep Connector, it can take up to 5 minutes before the connector connects.
› The ezeep App and the ezeep Connector are not yet reading the user's Azure token automatically from their windows session. A small app, which pops up the first time a user logs in after installation is completed, asks the user to provide credentials. This app is not visible for users of published apps.
› In the Printers & Scanners view of Windows 10, My ezeep Printer might show status "Not connected". This information is misleading. Printing is not impacted.
› We noticed that on new Windows installations, where Trusted Pages and Script Support have not been configured, yet, for the default browser, the Azure login page cannot be shown. Run the login tool manually after the browser permissions have been corrected: You find it here: "C:\Program Files\ezeep Print App\ez.login.win.exe"
› An uninstallation does not remove the user credentials from the system. That means upon reinstallation, the same Azure accounts will automatically be used to connect.
› ezeep Connector does not close when right-clicking on the close option in the context menu in the taskbar

Help & Support

Should you require our assistance or simply want to provide us with your feedback, please email us at: *hello@ezeep.com*.