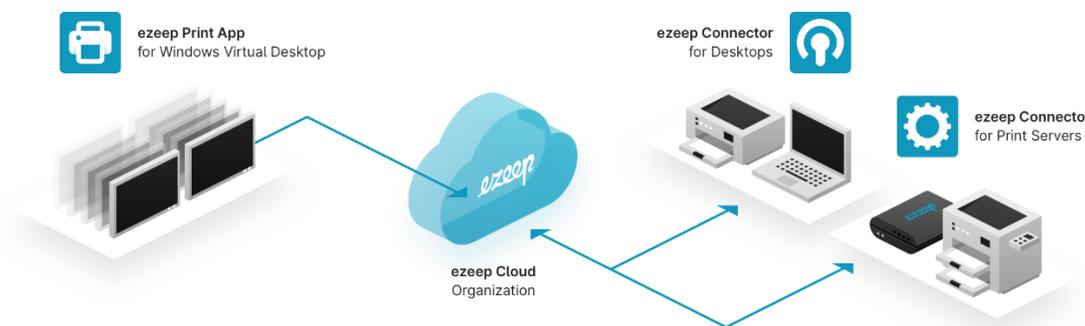


## Overview

*ezeep Blue is designed to make printing from Azure-hosted Virtual Desktops simple.*

It consists of three pieces:

- The ezeep Print App on your Windows Virtual Desktop instances
- Your ezeep Cloud organization
- The ezeep Connector, which will be installed on your users' PCs or Macs for local printer support or on your print servers to connect your network printers to your ezeep Cloud organization



For security and simplicity, ezeep for Azure does not come with its own user management. Instead, it relies directly on the user groups in your Azure Active Directory to determine the printer(s) a user has access to. If a user is a member of a group you assigned to a printer, that user can print to that printer.

To the user, ezeep printing looks and feels the same as traditional printing. All printers a user has access to are created automatically by the ezeep Print App on the Windows Virtual Desktop. The user simply selects one of these printers from any application and ezeep ensures delivery – fast, secure and to the right printer.

Setting all of this up is surprisingly simple. The first step, creating an ezeep organization, is already done. Now all that is left to do is:

1. [Download](#) the ezeep Print App and install it on your Windows Virtual Desktop Instances
2. Download the ezeep Connector for [Windows](#) or [macOS](#) and install it on the device from which your users will start a Windows Virtual Desktop session
3. [Download](#) the ezeep Connector for Print Server and install it on your print servers

Should you run into problems or have suggestion, please let us know at [helpdesk@ezeep.com](mailto:helpdesk@ezeep.com).

## Installing the ezeep Print App on your Windows Virtual Desktop

The Windows Virtual Desktop session is where your users will run applications from which they want to print. To make this happen, the ezeep Print App is required. You can download the ezeep Print App from [here](#).



Simply running the executable as an administrator on the Virtual Desktop will install the ezeep Print App. After the installation, ezeep runs as a service in the background. When a user logs in, it checks for stored user credentials and if it can't find valid credentials, a window asking the user to provide Azure Active Directory credentials will pop up.

*Note: You can automatically deploy the app via the usual means. The MSI installer can be extracted from the executable by running this command: `ezeepPrintApp.exe /s /x /b"ExtractFolder" /v" /qn"`*

*Note: Printers are being created when a user logs in to its Windows Virtual Desktop session. If you don't have any ezeep Connector(s) installed, no printer(s) will be created.*

*Note: After installation, you will find the printer driver ThinPrint Output Gateway in your print configuration. These components will be used to send print jobs via the ezeep Cloud. You will also see the service TP AutoConnect Service running. This service will be used for creating and removing printer queues for users.*

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.

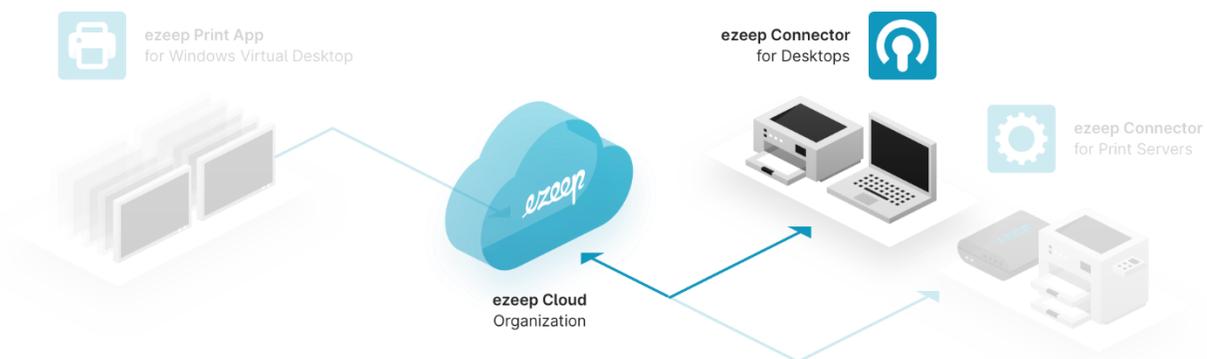
*Tip: Should a user not be prompted to enter their Azure credentials, or should you want to use other Azure credentials, open a command prompt and run the command: `"C:\Program Files\ezeep Print App\ez.login.win.exe"`*

## Installing the ezeep Connector on your users' devices

ezeep Blue divides printing into two categories:

- Printers that are installed on the PC or Mac 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”. Supporting locally configured printers with ezeep requires the ezeep Connector to be installed on each PC or Mac from which a session to a Windows Virtual Desktop will be opened. You can download the ezeep Connector from here: [ezeep Connector for Windows](#), [ezeep Connector for macOS](#)



**Information for Windows devices:** The installation does not require admin privileges, so that users of unmanaged devices can install the app on their own by double-clicking on ezeepConnector.exe. After the installation, the ezeep Connector is configured to start automatically when a user logs in. Should no valid authentication to the ezeep Cloud exist, it will ask the user to log in with its Azure organization credentials.

*Note: You can automatically deploy the ezeep Connector to managed devices via the usual means. The msi installer can be extracted from the executable by running this command: ezeepConnector.exe /e*

*Note: The ezeep Connector is supported on Windows 10 or higher.*

### Information for MacOS devices:

1. Download the ezeep Connector from <https://ezeep.com/products/ezeep/wvd/ezeepConnector.pkg> and open the package.
2. Follow the instructions of the installer. You will be asked to provide admin credentials to complete the installation.

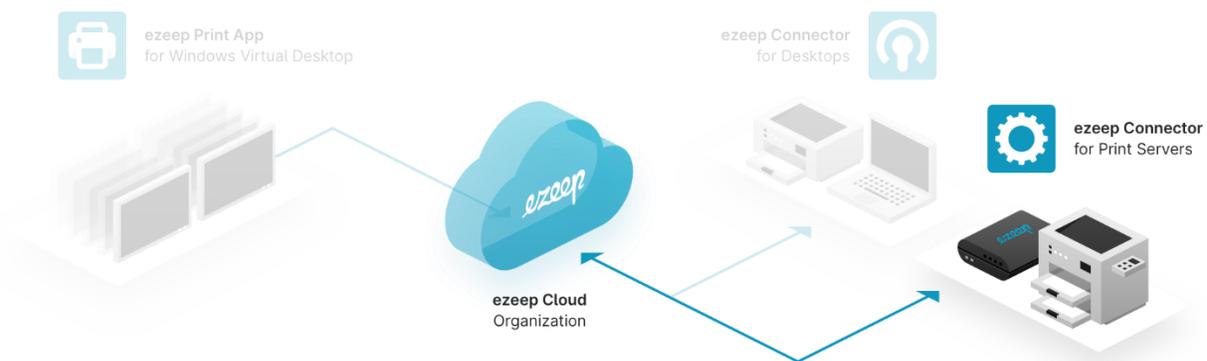
3. When the installation is done, your default web browser will open the ezeep Sign In page. Log in with your ezeep credentials and close the web browser.
4. Finish the installation by clicking on "Done"

You will now see the ezeep Connector icon in your menu bar. Click on it to log out, log in with different credentials, prevent the app from starting automatically or to close the App.

*Note:* The ezeep Connector is supported on MacOS 10.13 and higher.

## Installing the ezeep Connector for Print Server

Network Printers are all printers that are not installed directly on a user's PC. They can be connected to your ezeep Cloud organization through the ezeep Connector for Print Server.



The following describes the steps to configure access to Network Printers through a Windows print server:

1. First, download the ezeep Connector for Print Server from [here](#).
2. Next, copy the file to your print server and run it. This will install the ezeep Connector as a service. Within a few seconds after the service starts, ezeep will receive information about the printer queues that are installed on the print server.
3. Go to your ezeep portal. In the menu on the left click on "Network Printers". You will see all printers that are available to your ezeep organization. You can use the filters on the right and the search field above the table to quickly find the printers you want to configure.
4. Select a printer you want to make available to your users. On the right side, the filters view will be replaced by two tabs to configure printer details and printer assignments.
5. Click on the Assignment tab, click on Add group and select a user group from your Azure Active Directory. All members of that group will be able to print to this printer from their Windows Virtual Desktop sessions the next time they log in.

*Note: Changes to printer assignments are being processed when users log in to their Windows Virtual Desktop sessions and the ezeep Print App starts up.*

*Note: The ezeep Connector for Print Server can be installed on Windows 10 64bit, Windows 10 32bit, Windows Server 2012 R2, Windows Server 2016, Windows Server 2019.*

## Help & Support

Should you require our assistance or simply want to provide us with your feedback, please email us at: [helpdesk@ezeep.com](mailto:helpdesk@ezeep.com).