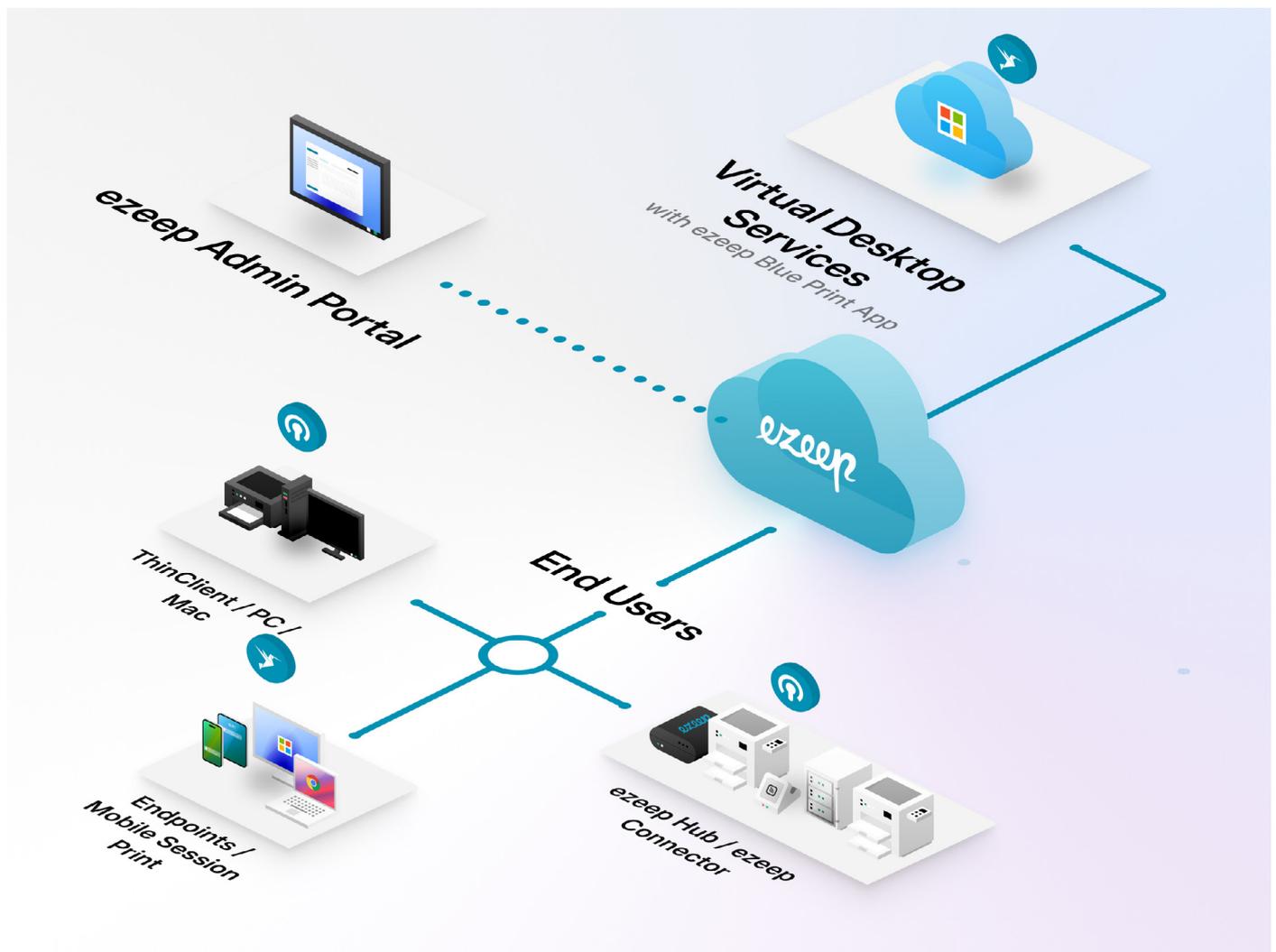ezeep

Overview

ezeep Blue is designed to make printing from Azure Virtual Desktop, Windows 365 and Windows 11 Enterprise multi-session simple.

It consists of three pieces:

- The ezeep Blue Print Apps and Agents
- The ezeep Connector software or ezeep Hub
- The ezeep Blue Admin Portal

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

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

1. Download the ezeep Print App and install it on your Azure Virtual Desktop instances

2. Connect the ezeep Hub to your network or download the ezeep Connector and install it on your print servers to connect network printers.

3. If the user needs to print to locally-installed printers, deploy and install the ezeep Remote Desktop Agent for Windows or macOS on the device which will start the Azure Virtual Desktop session.

Should you run into problems or have a suggestion, please let us know at helpdesk@ezeep.com.

Installing the ezeep Print App on your Azure Virtual Desktop

The Azure 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 Blue 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 Azure 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 technology, the ThinPrint Output Gateway, in your print configuration.
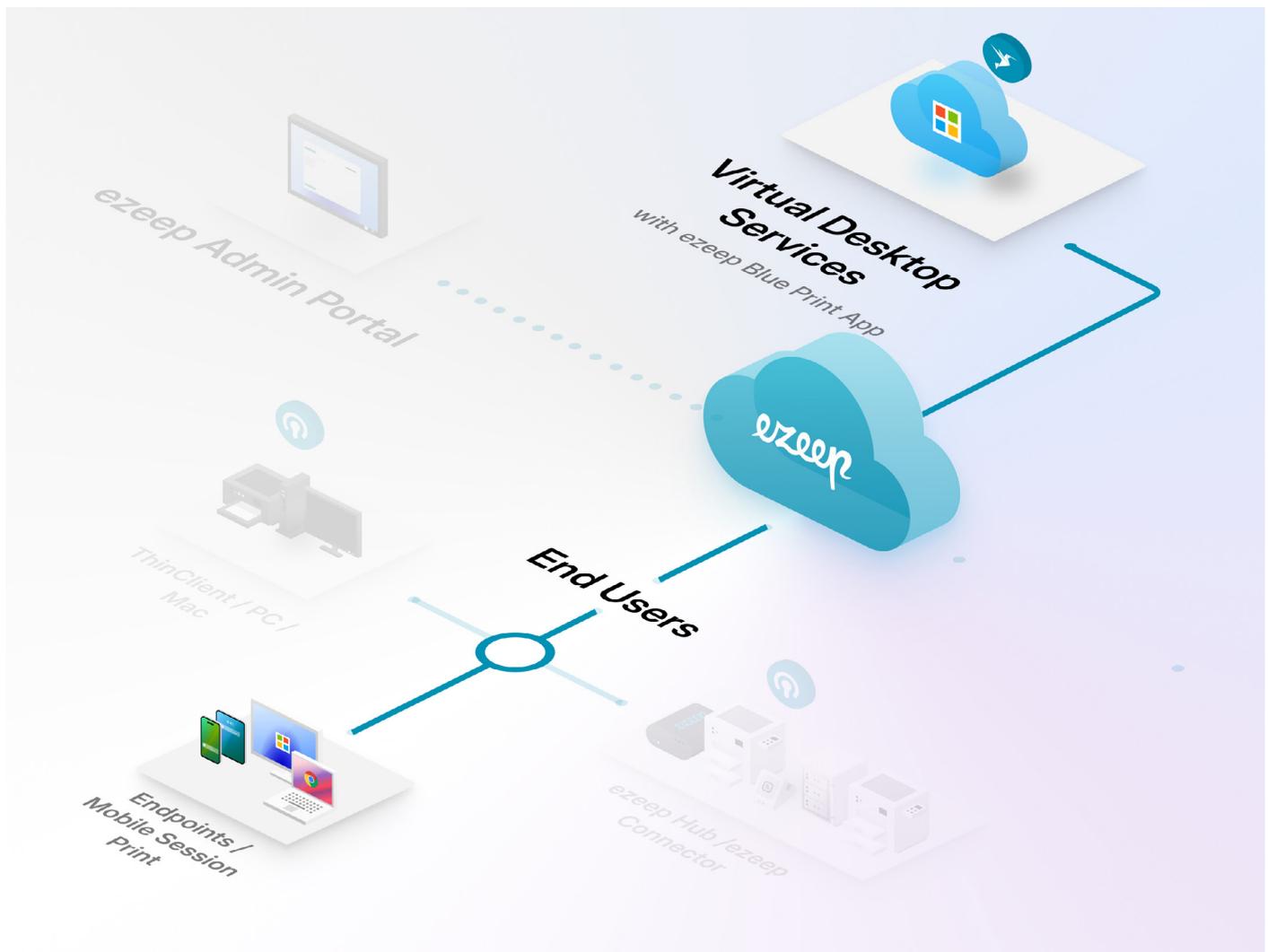
These components will be used to send print jobs via the ezeep Blue Cloud. You will also see the service TP AutoConnect Service running. This service is responsible for creating and removing printer queues for users and enables dynamic and automatic printer mapping in the session.

Logging in to your Azure organization is required only once for each user. This happens the first time they log in to their Azure 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"www

## Installing the ezeep Blue Remote Desktop Agent on your users' devices

ezeep Blue divides printing into two categories:

- Printers that are installed on the PC or Mac from which the Azure Virtual Desktop session is started
- Printers that are installed on the network and accessible through another server or PC

We name the first scenario "Local Printer Support", and the second scenario "Network Printing".

Supporting locally-configured printers with ezeep Blue requires the ezeep Blue Remote Desktop Agent to be installed on each PC or Mac from which a session to Azure Virtual Desktop will be started.

You can download the ezeep Blue Remote Desktop Agent from here: ezeep Blue Remote Desktop Agent for Windows, ezeep Blue Remote Desktop Agent for macOS.
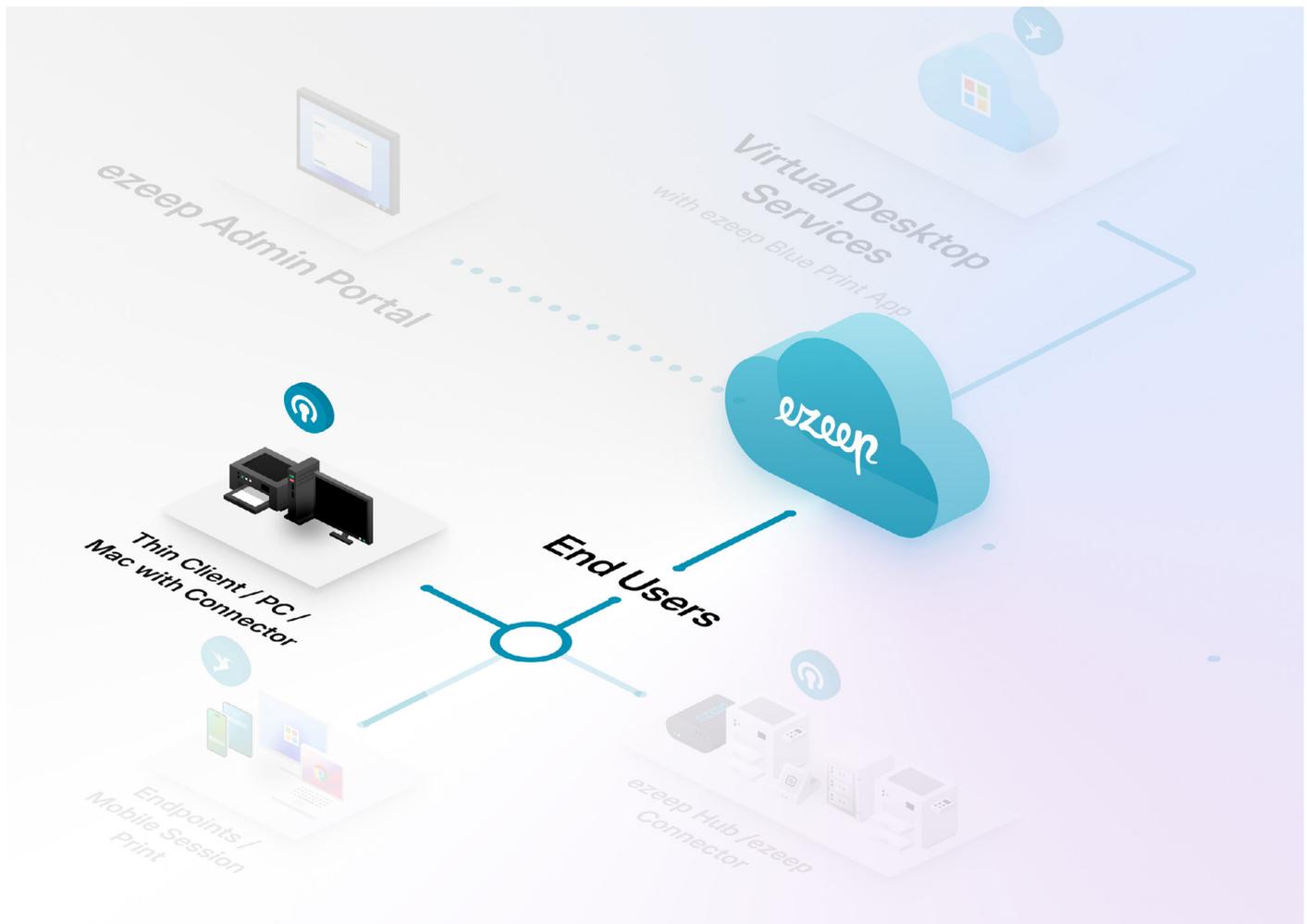
Information for Windows devices: The installation does not require admin privileges, so that users of unmanaged devices can install the app on their own by double-clicking on ezeepConnector.exe. After the installation, the ezeep Remote Desktop Agent is configured to start automatically when a user logs in.

Should no valid authentication to the ezeep Blue Cloud exist, it will ask the user to log in with its Azure organization credentials.

Note: You can automatically deploy the ezeep Blue Remote Desktop Agent 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 Blue Remote Desktop Agent is supported on Windows 10 or higher.

Information for MacOS devices:

1. Download the ezeep Remote Desktop Agent 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 Blue Remote Desktop Agent (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 Blue Remote Desktop Agent is supported on MacOS 10.13 and higher.

Installing the ezeep Connector for Print Servers

Network Printers are all printers that are not installed directly on a user's PC. They can be connected to your ezeep Blue organization either by using the ezeep Hub or with the ezeep Connector for Print Servers.
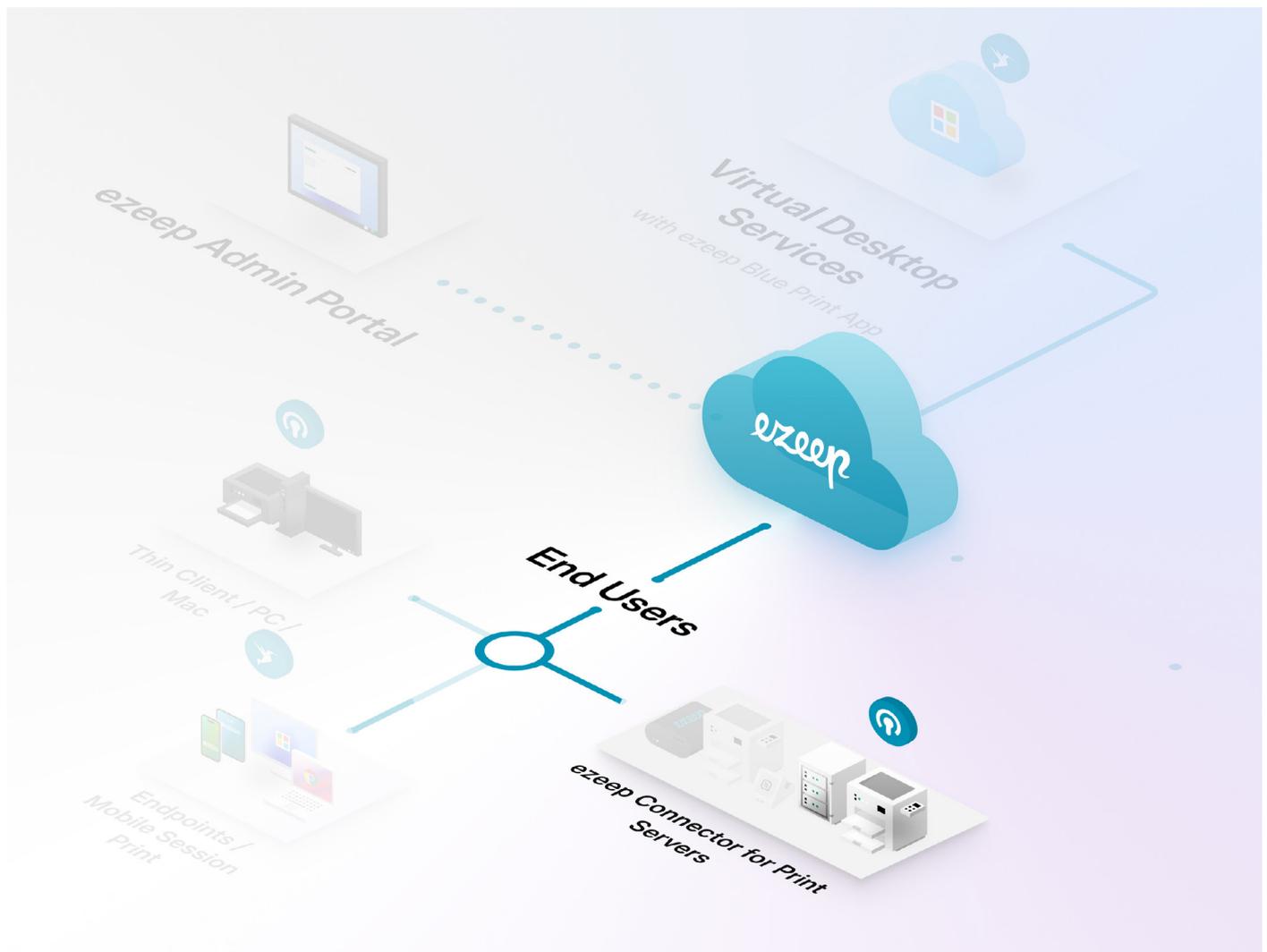
The following describes the steps to configure access to Network Printers through a Windows print server:

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 "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 Entra ID group. All members of that group will be able to print to this printer from their Azure Virtual Desktop sessions the next time they log in.

Note: Changes to printer assignments are being processed when users log in to their Azure 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.

Getting Started with the ezeep Hub

Print servers are not required to enable printing in Azure Virtual Desktop with the ezeep Hub. This handy little device scans the network and automatically registers printers to the ezeep Blue cloud. It is penetration tested, consumes minimal energy and renders print jobs in the ezeep Blue cloud, allowing you to eliminate print driver installations, decommission expensive on-premises print servers and site-to-site VPNs.
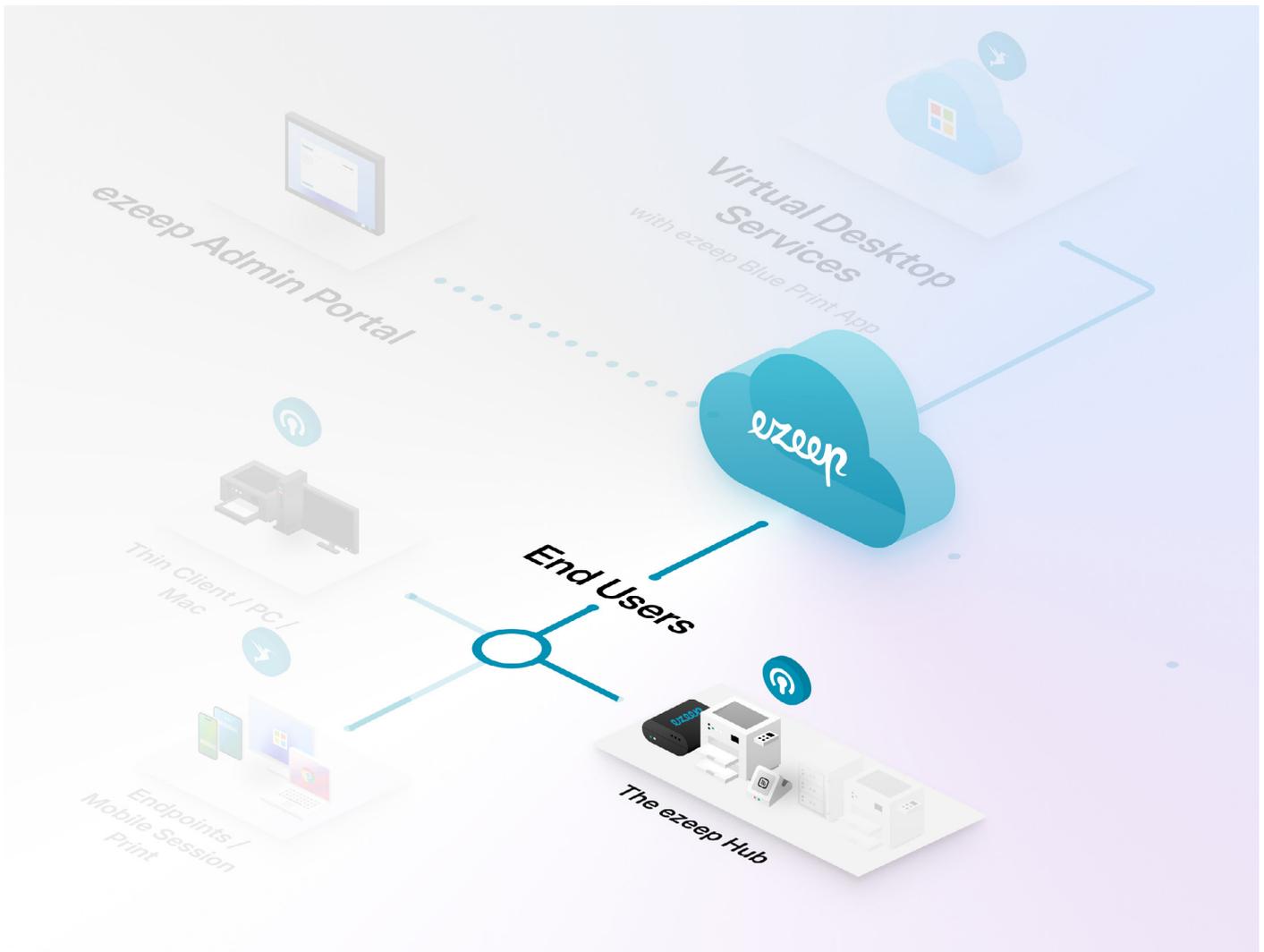
ezeep Hubs can be rented on our website. Once you have received your ezeep Hub, you can start here to set up and prepare the ezeep Hub for use:

Step 1: Power on the ezeep Hub

1. Plug the micro USB connector of the supplied power unit into the ezeep Hub with the USB icon facing down.

2. Connect the other cables required for connecting the printers to the Hub: network cable and/or USB printer cables.

3. Plug the power supply unit into the wall outlet (if necessary, use one of the supplied power adapters); the red LED on the front cover lights up

4. LEDs on the front cover of the Hub:
   red = power is on | green = identifies the device

Step 2: Claim the ezeep Hub and Connect it to Your ezeep Blue Organization

Once the Hub is powered on and connected to your network, you'll need to claim it to be able to access it's web interface for configuration, and then connect it to your ezeep organization via Cloud Connect. Once your Hub is claimed, you'll also be able to remotely manage it from anywhere you have an internet connection.

Claiming the ezeep Hub

1. Log in to the ezeep Blue Admin Portal

2. Select „Connectors"

3. Click on „+ add connector"

4. Select „Claim Hub"

5. Enter the Hub's MAC address and click on „Claim"

Note: The MAC address is printed on the bottom label attached to the ezeep Hub.

1. Now click on the browser window next to the Hub you have just entered. A remote Hub browser window will open

2. Enter your Hub admin credentials (default password is **print4life**)

3. You are now logged on to the ezeep Hub remotely! The next part is to connect that Hub to the ezeep cloud.

Connect the ezeep Hub to the cloud

1. While you are connected to the Hub, you can link it to your ezeep Blue organization:

2. At the Hub console select „Network" on the left pane

3. Select „Cloud Connect"

4. Select „Connect"

Step 3: Assign a compatible printer driver to the printer

- Select the ezeep Hub on your Connectors page in the ezeep admin portal (app.ezeep.com).

- Click on **„Show connected printers"** on the right pane.

- Select the printer.

- Click **„Select a driver"** on the right pane to choose a driver.

- Save changes.

Note: If your driver is not in the list, choose one that is closest to your model number or a universal print driver for that manufacturer. If none of the drivers work for you, click on the „Request a New Driver" link. Our development team will receive the request and will start working on the driver installation.

Ready to Print!

The users are ready to print. Simply assign the printers to the users.

Help & Support

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