



ScrewDrivers Pro and Enterprise
Installation Guide
Version 7.1

Release Info

This version of the *ScrewDrivers Pro/Enterprise Installation Guide* is applicable for all software versions of ScrewDrivers 7.1 and greater, and is current until replaced.

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Preface

Welcome to the *ScrewDrivers Pro/Enterprise Installation Guide*. The purpose of the *ScrewDrivers Pro/Enterprise Installation Guide* is to answer your questions and guide you through the procedures necessary to quickly install and configure the features for ScrewDrivers Pro or ScrewDrivers Essentials efficiently and effectively.

Conventions used in the manual

The *ScrewDrivers Pro/Enterprise Installation Guide* uses the following conventions:

- Information that can vary in a command—variable information—is indicated by alphanumeric characters enclosed in angle brackets; for example, <Server>. Do not type the angle brackets when you specify the variable information.
- A new term, or term that must be emphasized for clarity of procedures, is *italicized*.
- Page numbering is “online friendly.” Pages are numbered from 1 to x, *starting with the cover*, and ending on the last page of the guide.



Although numbering begins on the cover page, this number is not visible on the cover page or front matter pages. Page numbers are visible beginning with the first page of the Table of Contents.

- This manual is intended for both print and online viewing.
 - If information appears in [blue](#), it is a hyperlink. Table of Contents entries are also hyperlinks. Click the hyperlink to advance to the referenced information.

Organization of the manual

In addition to this Preface, the *ScrewDrivers Pro/Enterprise Installation Guide* contains the following chapters:

- [Chapter 1, “Getting Started with ScrewDrivers,” on page 9](#) provides a high-level overview of the communication infrastructures for the optional features that are available in ScrewDrivers Pro and ScrewDrivers Enterprise. It also details the files that are required for installing and configuring ScrewDrivers
- [Chapter 2, “Installing and Configuring ScrewDrivers Pro/Enterprise,” on page 15](#) first guides you through the installation of the ScrewDrivers database, followed by the installation of the ScrewDrivers Pro and ScrewDrivers Enterprise optional features. The chapter also details the considerations for installing the ScrewDrivers client, and then guides you through the procedure for installing the ScrewDrivers client. Finally, the chapter provides detailed instructions for testing a ScrewDrivers Scanning installation.

Preface

Chapter 1

Getting Started with ScrewDrivers

ScrewDrivers is a remote desktop print management solution that employs a universal print driver to mirror print drivers from the users' endpoints to a remote session, giving the users access to all their local printers. Tricerat's TMF print protocol compresses the print data to achieve the fast and reliable printing that users need without crashing or losing print jobs. Your users have access to trouble-free printing from any application to any available printer, and you can go about your day. This chapter provides a high-level overview of the ScrewDrivers infrastructure. It also details the files that are required for installing and configuring ScrewDrivers.

This chapter covers the following topics:

- [“ScrewDrivers Pro and ScrewDrivers Enterprise Optional Features” on page 11.](#)

Chapter 1
Getting Started with ScrewDrivers

ScrewDrivers Pro and ScrewDrivers Enterprise Optional Features

When you install ScrewDrivers Pro or ScrewDrivers Enterprise, you can elect to install one or more optional features that provide additional functionality for your printing and/or scanning solutions. The following optional features are provided with *both* ScrewDrivers Pro and ScrewDrivers Enterprise:

- ScrewDrivers Administration
- ScrewDrivers Direct
- ScrewDrivers Endpoint and ScrewDrivers Print Server
- ScrewDrivers Gateway*
- ScrewDrivers Reports
- ScrewDrivers Scanning



**ScrewDrivers Gateway provides support for non-Virtual Channel clients to authenticate in to a Windows environment. For ScrewDrivers Pro, the MacOS version of ScrewDrivers Printers is supported. For ScrewDrivers Enterprise, the MacOS version of ScrewDrivers Printers, Windows TCP clients, and mobile printers are supported.*

In addition, the following optional features are provided only with ScrewDrivers Enterprise:

- ScrewDrivers Cloud Connector**
- ScrewDrivers System Printers



*** Typically, an environment has a single installation of the Internal connector that all the machines that are running the Session Agent and all the Remote Connectors share.*

The following figures detail the communication infrastructure for the ScrewDrivers Pro and ScrewDrivers Enterprise optional components:

- [Figure 1-1 on page 12](#) details the communication infrastructure for ScrewDrivers Endpoint and ScrewDrivers Scanning.
- [Figure 1-2 on page 12](#) details the communication infrastructure for ScrewDrivers Direct.
- [Figure 1-3 on page 13](#) details the communication infrastructure for ScrewDrivers Gateway when used for mobile printing.
- [Figure 1-4 on page 13](#) details the communication details the communication infrastructure for ScrewDrivers Gateway when used for TCP/IP client printing.
- [Figure 1-5 on page 14](#) details the communication infrastructure for ScrewDrivers Print Server printing.
- [Figure 1-6 on page 14](#) details the communication infrastructure for ScrewDrivers Cloud Connector when used for remote printing.

Figure 1-1: ScrewDrivers Endpoint and ScrewDrivers Scanning communication infrastructure

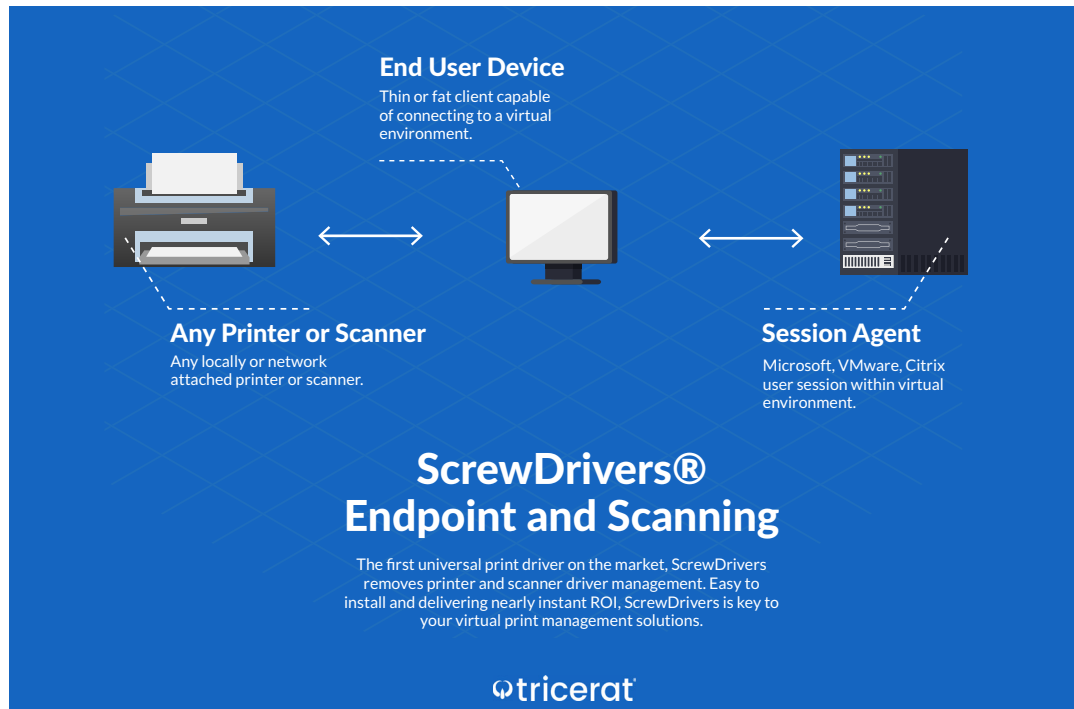


Figure 1-2: ScrewDrivers Direct communication infrastructure

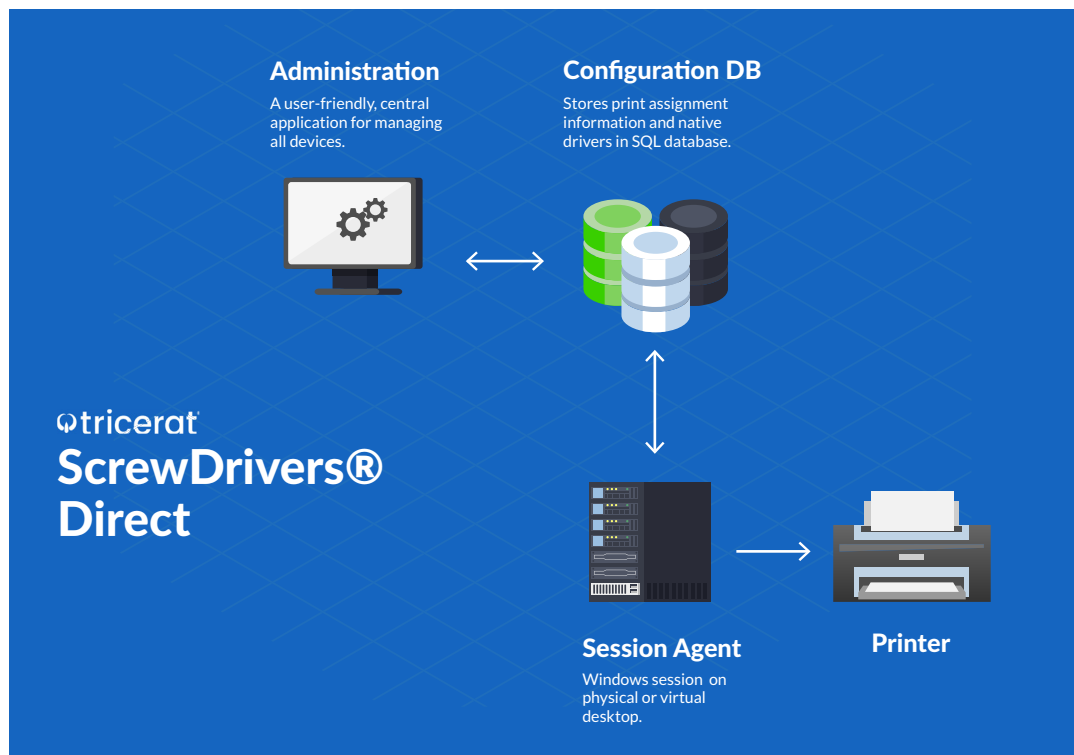


Figure 1-3: ScrewDrivers Gateway (for mobile devices) printing communication infrastructure

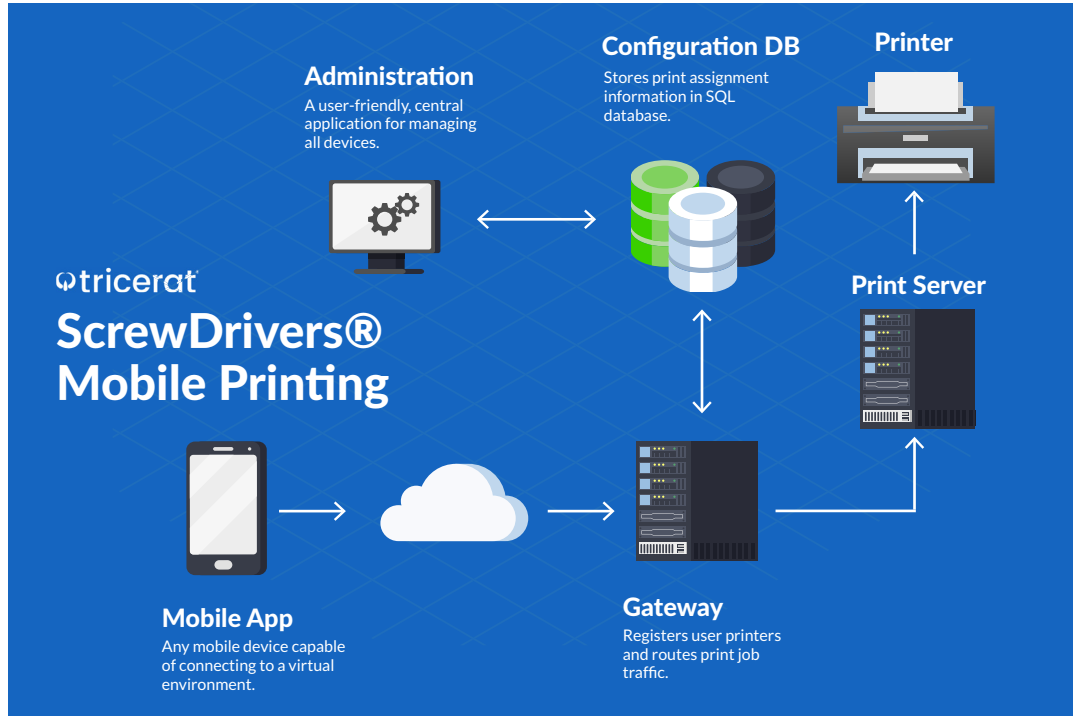


Figure 1-4: ScrewDrivers Gateway (TCP/IP client) communication infrastructure

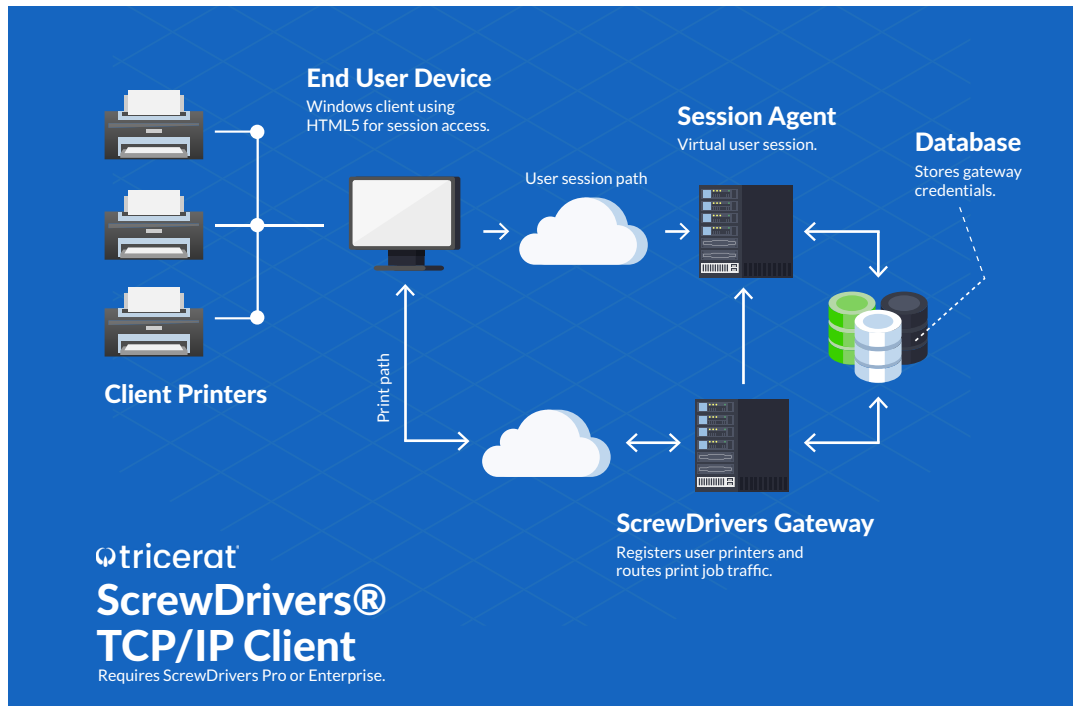


Figure 1-5: ScrewDrivers Print Server printing communication infrastructure

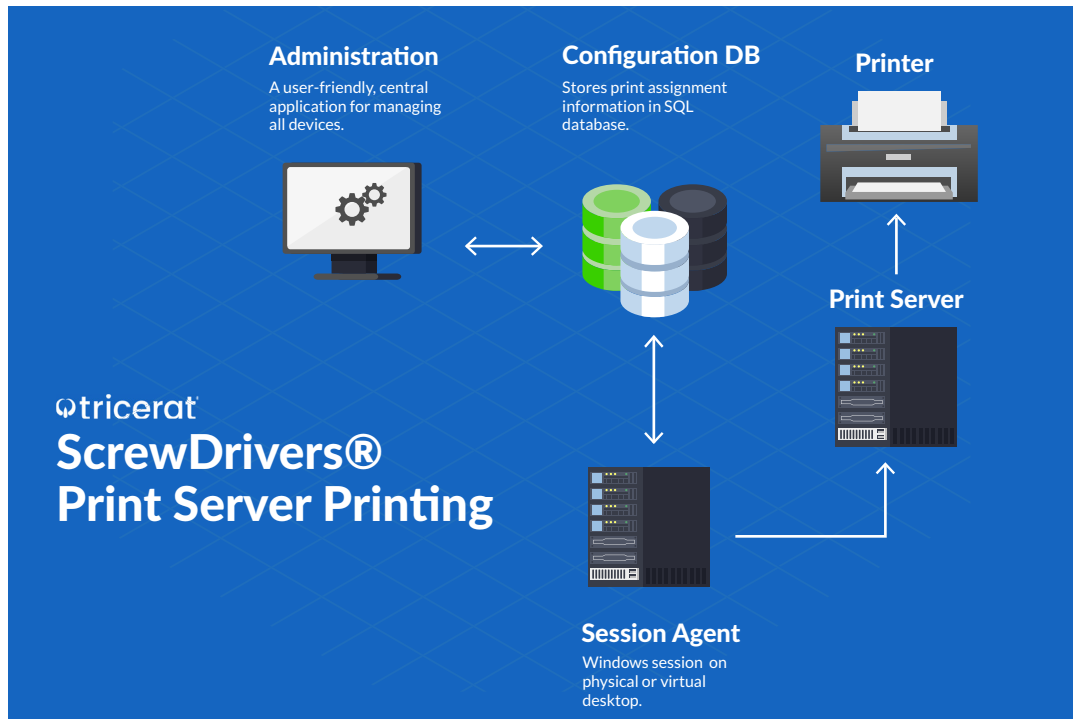
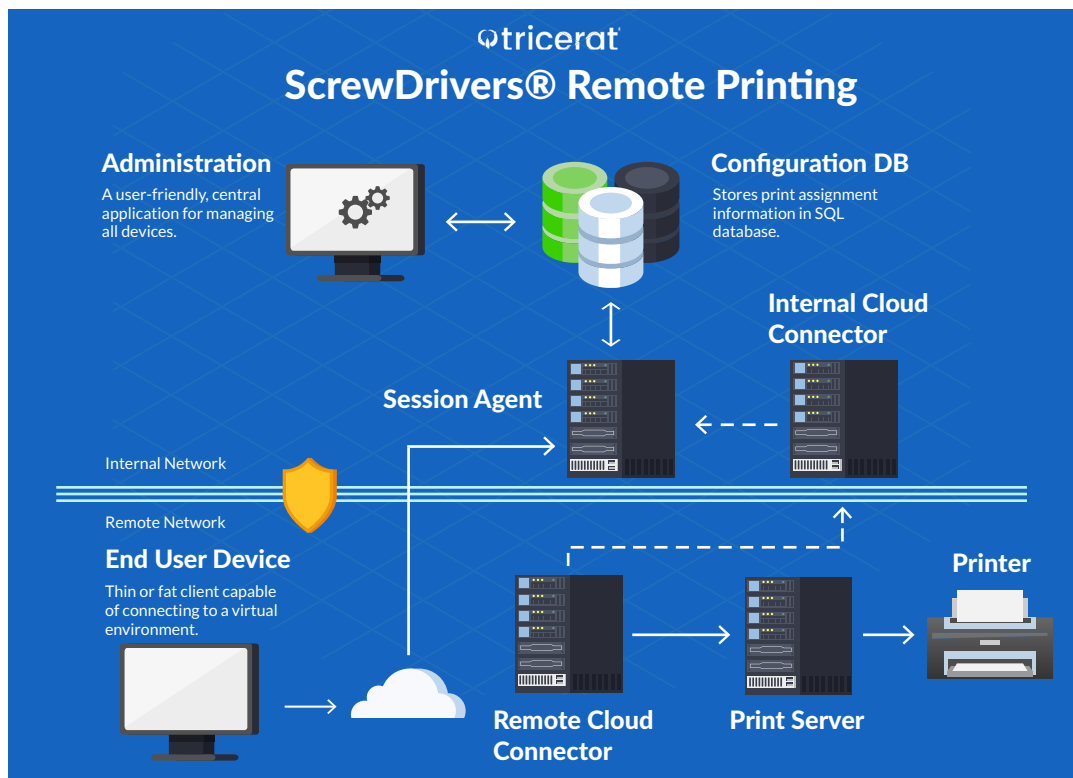


Figure 1-6: ScrewDrivers Cloud Connector (remote printing) communication infrastructure



Chapter 2

Installing and Configuring ScrewDrivers Pro/Enterprise

This chapter details the location and contents of the download files that are necessary for installing ScrewDrivers Pro or ScrewDrivers Enterprise. The chapter first guides you through the installation of the ScrewDrivers database, followed by the installation of the ScrewDrivers Pro and ScrewDrivers Enterprise features. The chapter also details the considerations for installing the ScrewDrivers client, and then guides you through the procedure for installing the ScrewDrivers client. Finally, the chapter provides detailed instructions for testing a ScrewDrivers Scanning installation.

This chapter covers the following topics:

- [“ScrewDrivers Pro and ScrewDrivers Enterprise Download Files” on page 17.](#)
- [“ScrewDrivers Client Installation Considerations” on page 18.](#)
- [“Installing or Upgrading the ScrewDrivers Database” on page 19.](#)
- [“Installing ScrewDrivers Pro/Enterprise” on page 24.](#)
- [“Installing the ScrewDrivers Clients” on page 35.](#)
- [“Testing the ScrewDrivers Scanning Installation” on page 39.](#)



Although not required, Tricerat recommends that you install the ScrewDrivers Session Agent before you install any ScrewDrivers clients.



If .NET 4.8 is not already installed on the machine on which you are installing any ScrewDrivers product, then you must first install .NET 4.8, and then reboot the machine. If you do not reboot the machine after you install .NET 4.8, then the installer is not able to activate a license and Tricerat’s UIs will not run.

Chapter 2
Installing and Configuring ScrewDrivers Pro/Enterprise

ScrewDrivers Pro and ScrewDrivers Enterprise Download Files

Many of the features that you can install for ScrewDrivers Pro or ScrewDrivers Enterprise require a license or a database. Therefore, *before* you install ScrewDrivers Pro or ScrewDrivers Enterprise for the first time, or you are upgrading to ScrewDrivers Pro or ScrewDrivers Enterprise, you should do the following:

- Install the Tricerat License Server. See the *Tricerat License Server Installation and Application Guide*.



For the Tricerat License Server application to correctly show the features that are available in ScrewDrivers Version 7.0, you must install Version 5.3.1 or later.

- Install or upgrade the ScrewDrivers database. You download the ScrewDrivers database installation files from the Tricerat website. See [“Installing or Upgrading the ScrewDrivers Database” on page 19](#). The file is named ScrewDriversDatabase_<Version>_x64.exe: and you run this executable on a 64-bit server. Ensure that the ScrewDrivers Pro or ScrewDrivers Enterprise features that require a database can access the server.



Although not required, Tricerat recommends that you install the Tricerat License Server first and then install the ScrewDrivers database before you install ScrewDrivers Pro or ScrewDrivers Enterprise. This order of installation generally makes the remainder of the installation process go more smoothly and mitigates common installation issues.

You download the other components for ScrewDrivers Pro or ScrewDrivers Enterprise in a single zip file named ScrewDriversProEnterprise<Version Number>.zip from the Tricerat website as well. You can also download just a specific component, if needed, from this same site. The download file contains one ScrewDrivers client installation file for 64-bit clients and one ScrewDrivers features installation file for 64-bit hosts.

- ScrewDriversProOrEnterprise_<Version Number>.exe: Run this executable in your 64-bit environment. The features that you are installing determine where you run this executable in your environment. See [“Installing ScrewDrivers Pro/Enterprise” on page 24](#).
- ScrewDriversClient_<Version Number>.msi: Run this executable on the 64-bit client (desktop or server OS) that has the local printer driver installed. After installation, an application for controlling your printers and/or scanners from the client side is available from the Start menu.



Although not required, Tricerat recommends that you install the ScrewDrivers Session Agent before you install any ScrewDrivers clients.

ScrewDrivers Client Installation Considerations

Four options are available for deploying the ScrewDrivers client. The option that you select is based on how the ScrewDrivers clients exist in your ScrewDrivers environment.

- **Manual installation:** For smaller environments, manually installing the ScrewDrivers client on each workstation that will be connecting to the remote server or virtual desktop is the recommended option.

For any of the following options, contact support@tricerat.com for assistance:

- **Deploy the ScrewDrivers client through a webpage:** Many variations of deploying the ScrewDrivers Endpoint client through a webpage are possible. The most basic option is to set up a link on a designated webpage, and then have your users click this link to download the installation file and install the ScrewDrivers client on their workstations. Another option is to deploy the client through an ActiveX control on a designated webpage. This option installs the ScrewDrivers client silently after a user confirms that the installation is to be started.
- **Deploy the ScrewDrivers client through a Group Policy:** Deploying the ScrewDrivers client through a policy is the preferred method if all your client workstations are not in the same domain. When you install the ScrewDrivers client on a workstation through a group policy, the client is installed on the SYSTEM account, which gives you administrative rights on the workstation to the client. To deploy the ScrewDrivers client through a group policy, do the following:
 1. From the deployment page, download the appropriate ScrewDrivers client MSI package.
 2. Save the package to a network share drive, for example, server\\SDClient.
 3. Create a new group policy, and then click Edit.
 4. Under User Configuration, create a new software installation. Make sure to select the ScrewDrivers MSI that you saved to the network share drive.
 5. Select “Assigned” as the deployment method.

The ScrewDrivers client is now installed on all your users’ workstations.
- **Deploy the ScrewDrivers client through a software deployment platform:** If your organization has a software deployment program with a “Silent” switch, then you can deploy the ScrewDrivers client through this platform.

Installing or Upgrading the ScrewDrivers Database

All the features that you can install for ScrewDrivers Pro or ScrewDrivers Enterprise require a database. Consequently, *before* you install ScrewDrivers Pro or ScrewDrivers Enterprise for the first time, or before you upgrade from ScrewDrivers Essentials to ScrewDrivers Pro or ScrewDrivers Enterprise, you must *first* install or upgrade the ScrewDrivers database. The ScrewDrivers database *requires* Microsoft SQL Server. To install or upgrade the ScrewDrivers database, you must run the ScrewDrivers database installation file, ScrewDriversDatabase_<Version>_x64, on the appropriate server as an administrator. You download the ScrewDrivers database installation file from the Tricerat website.

Because all standard database operations—creation, initialization, and updating—are contained in the ScrewDrivers database installation file, you must run this installer only once. Moreover, the ScrewDrivers database provides separation between database creation and database administration, including access. During the installation of your ScrewDrivers database, members of the Local Admins group, members of the Domain Admins group, and the user who is currently running the installation (typically, your Database Administrator) are made “super admins” for the ScrewDrivers Administration. After the installation is complete, the appropriate user (for example, the system administrator) must use regular assignment mechanisms to grant access to the console to any user who requires it. For example, if specific users who will be the administrators for the installed products are not Domain Administrators, then the user who installs the ScrewDrivers database should also install the ScrewDrivers Administration, and then grant these “daily” system administrators the appropriate status to the console.



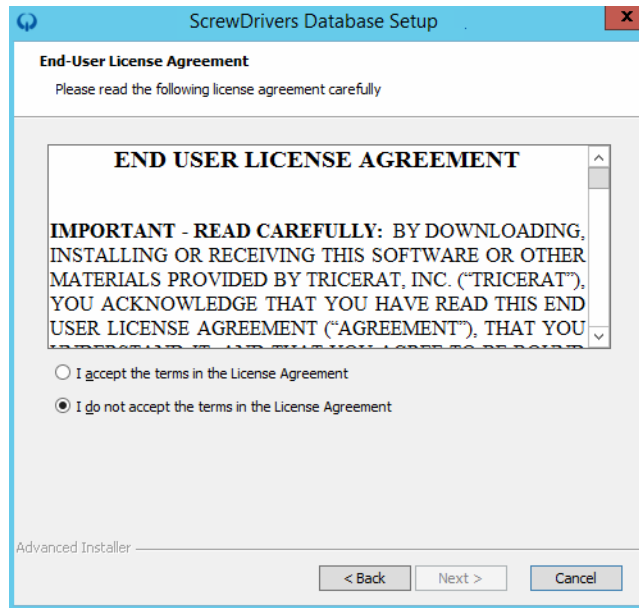
If .NET 4.8 is not already installed on the machine on which you are installing any ScrewDrivers product, then you must first install .NET 4.8, and then reboot the machine. If you do not reboot the machine after you install .NET 4.8, then the installer is not able to activate a license and Tricerat’s UIs will not run.

To install or upgrade the ScrewDrivers database

1. Copy ScrewDriversDatabase_<Version Number>.exe to the appropriate server.
2. Run the executable file as an administrator.

The ScrewDrivers Database Setup wizard opens. The Welcome page opens and is briefly displayed, and then the End User License Agreement page opens immediately after the Welcome page. See [Figure 2-7 on page 20](#).

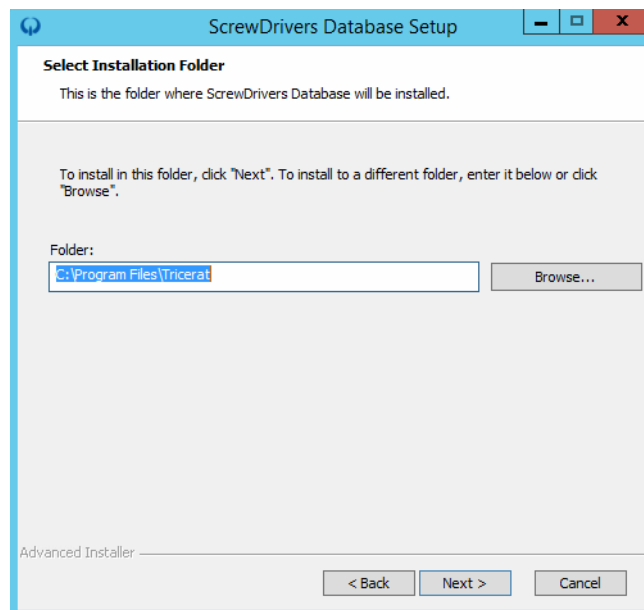
Figure 2-7: ScrewDrivers Database Setup wizard, End User License Agreement page



3. Optionally, read the EULA, and then click I accept the terms in the License Agreement, and then click Next, or simply click I do not accept the terms in the License Agreement, and then click Next.

The Select Installation Folder page opens.

Figure 2-8: ScrewDrivers Database Setup wizard, Select Installation Folder page

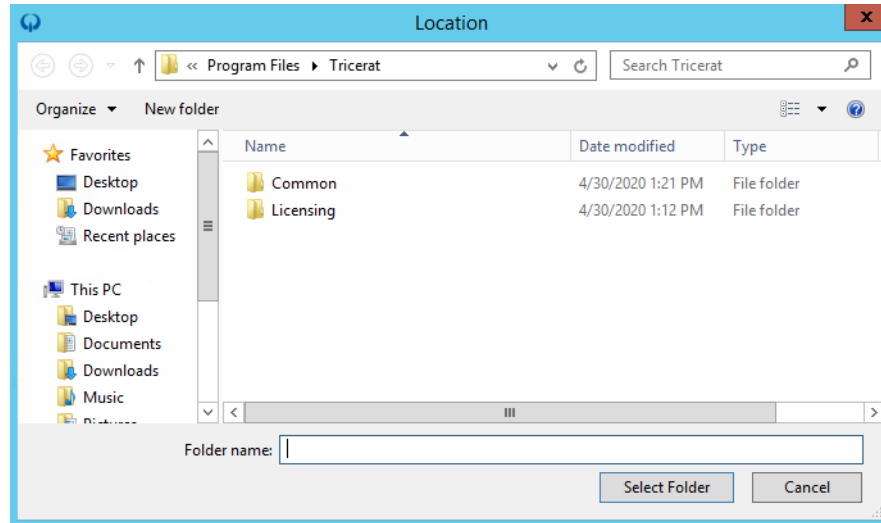


4. Do one of the following:

- Leave the installation folder set to the default value.
- Click Browse to open the Location dialog box, browse to and select a different installation folder, and then click Select Folder.

The Location dialog box closes and you return to the Select Installation Folder page.

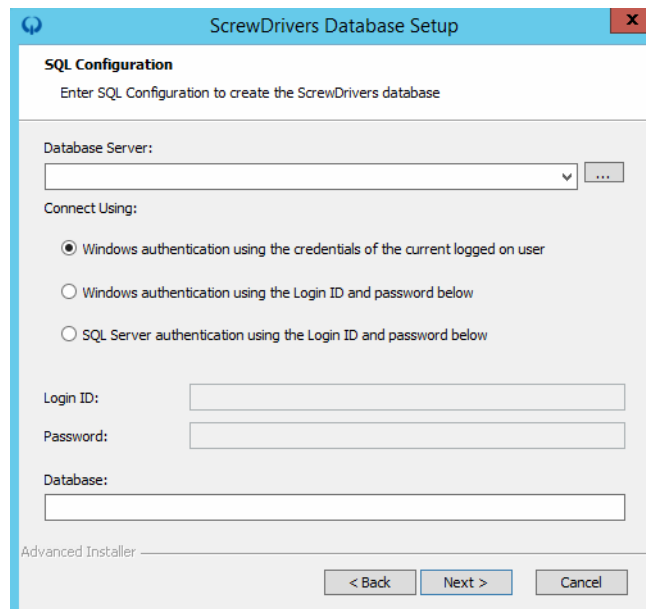
Figure 2-9: Location dialog box



5. Click Next.

The SQL Configuration page opens.

Figure 2-10: ScrewDrivers Database Setup wizard, SQL Configuration page



Chapter 2
Installing and Configuring ScrewDrivers Pro/Enterprise

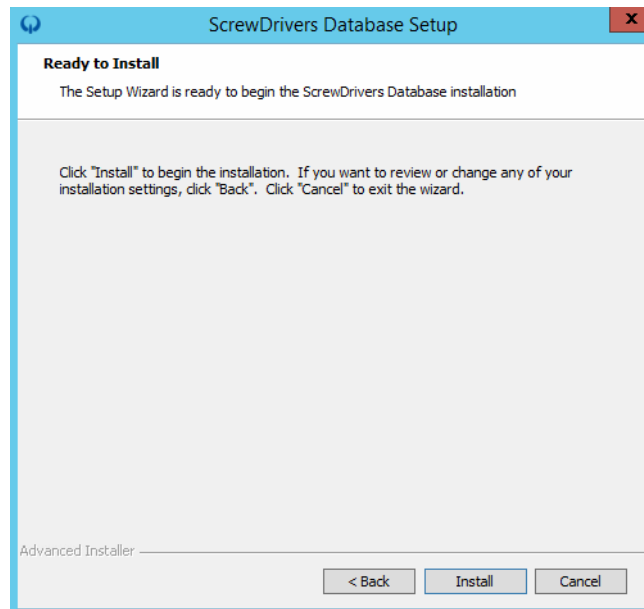
6. Enter the appropriate SQL configuration information to create or upgrade the ScrewDrivers database.

Option	Description
Database Server	You can browse to and select the database server, or you can manually enter the name, or specify an instance.
Connect Using	Any option is valid.
Database	Must be a valid SQL Server database name.

7. Click Next.

The Ready to Install page opens.

Figure 2-11: ScrewDrivers Database Setup wizard, Ready to Install page



8. Click Install.

The Installing ScrewDrivers Database page opens. The page displays the progress of installing or upgrading the ScrewDrivers database. After the database is successfully installed or upgraded, the Completing the ScrewDrivers Database Setup page opens. See [Figure 2-12](#) and [Figure 2-13 on page 23](#).

Figure 2-12: ScrewDrivers Database Setup wizard, Installing the ScrewDrivers Database page

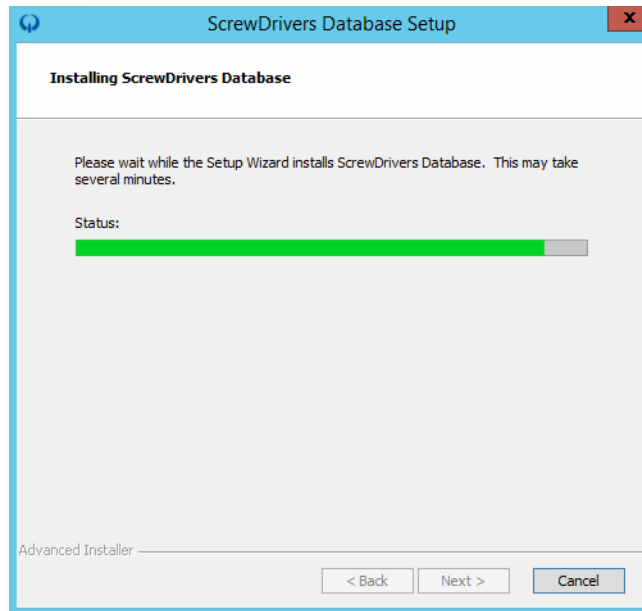
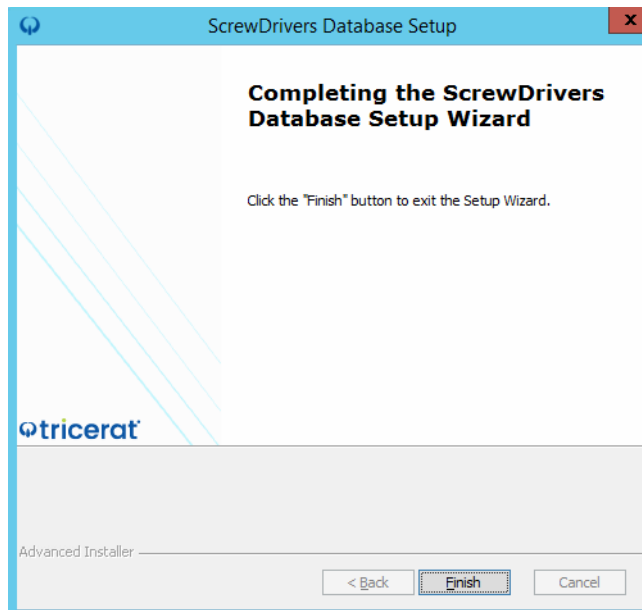


Figure 2-13: ScrewDrivers Database Setup wizard, Completing the ScrewDrivers Database Setup page



9. Click Finish.

The ScrewDrivers Database Setup wizard closes.

10. Continue to ["Installing ScrewDrivers Pro/Enterprise" on page 24.](#)

Installing ScrewDrivers Pro/Enterprise



If .NET 4.8 is not already installed on the machine on which you are installing any ScrewDrivers product, then you must first install .NET 4.8, and then reboot the machine. If you do not reboot the machine after you install .NET 4.8, then the installer is not able to activate a license and Tricerat's UIs will not run.

The features that you are installing determine where you run the ScrewDriversProEnterprise executable in your 64-bit environment.

Table 2-1: Features to install and installation locations

Feature	Description	Installation Location
Administrator Tools: Various tools that you use for managing your printing environments, such as managing printer usage.		
Administration	Installs ScrewDrivers Administration.	Administrator Workstation. You must install at least once instance of ScrewDrivers Administration, otherwise, you cannot manage or configure any of your product features. Because the application is unlicensed, you can also install it as a standalone on as many workstations as needed. Tip: Many ScrewDrivers administrators install ScrewDrivers Administration on their workstations to provide a way to assign objects and change settings remotely.
Printer Discovery	<ul style="list-style-type: none">• Required if you are installing the ScrewDrivers Direct Session Agent.• Installs the ScrewDrivers Printer Discovery app., which is used for the import of native drivers in to the ScrewDrivers database, the network discovery of IP printers, and the creation of printer profiles.	In addition to ScrewDrivers Administration, you must install this app. on each workstation that has unique drivers that must be imported in to the ScrewDrivers database, or that has the local or IP printers that you use to create printer profiles.
Bonjour	Installs the Bonjour runtime tool, which is required to carry out mDNS discovery of network printers. If you do not install this utility, then you can carry out only port scans for IPP printers.	You can install this tool on any workstation that has unique drivers that must be imported in to the ScrewDrivers database or that is on the same network as the printers that are to be discovered.

Table 2-1: Features to install and installation locations (Continued)

Feature	Description	Installation Location
Reports	<ul style="list-style-type: none"> • Applicable only for ScrewDrivers Enterprise and only if you have installed the Reports service. • Installs the ScrewDrivers Reports feature, which is used to review print job data that the Reports service has recorded within your printing environment. 	ScrewDrivers Administration or whatever machine on which you install the ScrewDrivers Reports feature must have access to the ScrewDrivers database.
Legacy Console	The Legacy Console is applicable if you are a current user who is well-versed in the layout and use of V6 versions of the console (f/k/a the SimplifySuite Console) and are comparing the new console to the Legacy Console.	Administrator Workstation
<p>Session Agents: The binaries that are required to support the building of user printers and scanners in a session. The agents you select are dependent on how you build your printers and scanners, and whether you have clients that require printer redirection.</p> <p>Note: Although not required, Tricerat recommends that you install any ScrewDrivers Session Agents before you install any ScrewDrivers clients.</p>		
Endpoint and Print Server	Installs the files that are required to support the printing from the ScrewDrivers virtual driver to ScrewDrivers Endpoint clients and Print Server printers.	Terminal Server, Application Server, and/or VDI Instance
Scanning	Installs the files that are required to support scanning from remote clients.	Terminal Server, Application Server, and/or VDI Instance
Direct	Installs the files that are required to support the creation of IP printers that use native drivers.	Terminal Server, Application Server, and/or VDI Instance
<p>Services: Various services that extend the infrastructure with additional printing capabilities.</p>		
Print Server	<ul style="list-style-type: none"> • Applicable only for ScrewDrivers Enterprise. • Installs the service that is required to support printing for service-based applications. 	Any server that has an application that is running as a service, but the service needs to be able to print on behalf of users.

Table 2-1: Features to install and installation locations (Continued)

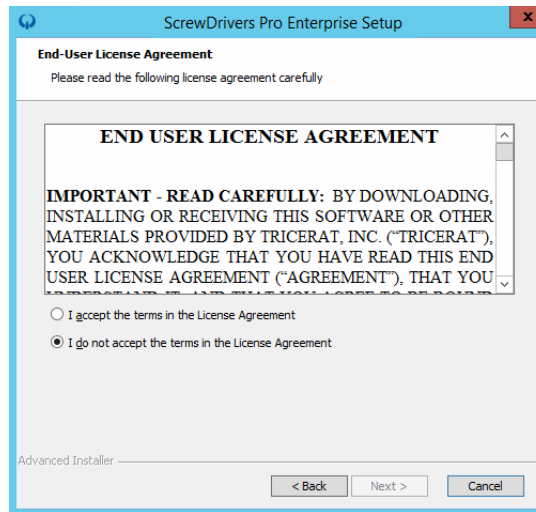
Feature	Description	Installation Location
Gateway	<ul style="list-style-type: none"> • Certain implementations are only for ScrewDrivers Enterprise. • Installs the service that is required to support non-Virtual Channel client access (non-Windows ScrewDrivers printers implementations such as MacOS, TCP/IP clients, and mobile printers) to your printing infrastructure. 	Any server on which you install this service must have access to the ScrewDrivers database. You must also install this service on any clients that are using the server.
Reports	<ul style="list-style-type: none"> • Applicable only for ScrewDrivers Enterprise. • Installs the service that collects print job data and stores it in the ScrewDrivers database for later retrieval and reporting with the Reports feature. 	Any server on which you have installed either a ScrewDrivers Direct Session Agent or a print server to report on all print job data from the server (host).
Cloud Connector	<ul style="list-style-type: none"> • Applicable only for ScrewDrivers Enterprise and only if you have installed the ScrewDrivers Print Server Session Agent. • Installs the service that is required to support IP connections to and from remote sites for printing. 	The “Remote” connector must be installed on the same network as your Print Servers and the “Internal” connector must be installed where it can receive connections from the Remote connector and communications from the internal Session Agent.
System Printers	<ul style="list-style-type: none"> • Applicable only for ScrewDrivers Enterprise. • This service creates virtual queues that are made available to service-based applications that must print on behalf of a user. Typically, these are print server printers, but managed printers (ScrewDrivers Direct) is also supported. 	Install this service on any server where you are hosting print queues for sharing to end-user sessions and require centralized management of native print drivers.

To install ScrewDrivers Pro/Enterprise

1. Copy ScrewDriversProOrEnterprise_<Version Number>.exe to the appropriate host, for example, your Terminal Server or XenApp Server.
2. Run the executable as an administrator.

The ScrewDrivers Pro Enterprise Setup wizard opens. The End User License Agreement page is the open page.

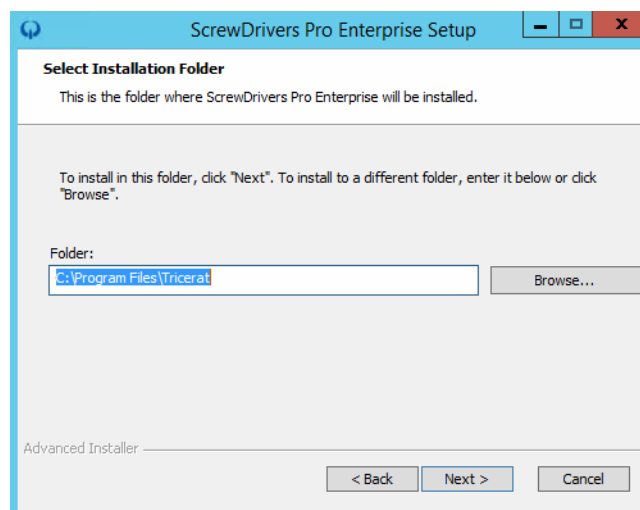
Figure 2-14: ScrewDrivers Pro Enterprise Setup Wizard, End User License Agreement page



3. Optionally, read the EULA, and then click I accept the terms in the License Agreement, and then click Next, or simply click I accept the terms in the License Agreement, and then click Next.

The Select Installation Folder page opens.

Figure 2-15: ScrewDrivers Pro Enterprise Setup Wizard, Select Installation Folder page

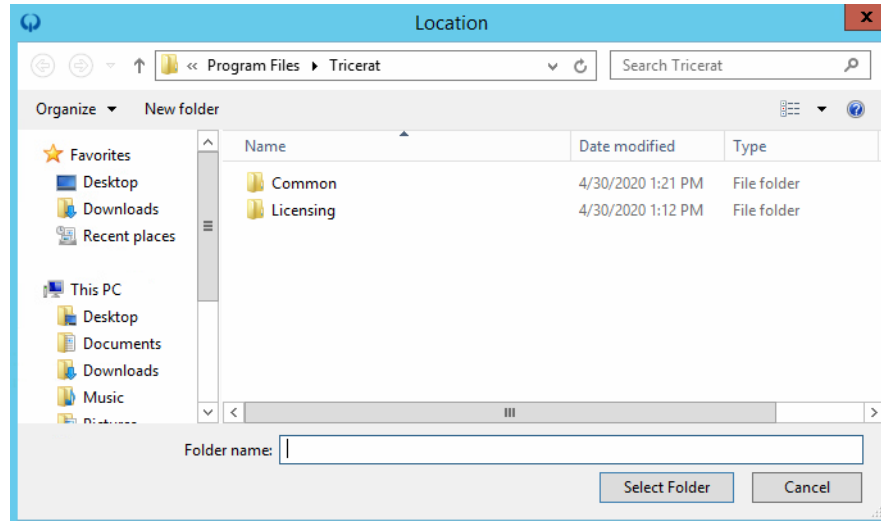


Chapter 2
Installing and Configuring ScrewDrivers Pro/Enterprise

4. Do one of the following:
 - Leave the installation folder set to the default value.
 - Click Browse to open the Location dialog box, browse to and select a different installation folder, and then click Select Folder.

The Location dialog box closes and you return to the Select Installation Folder page.

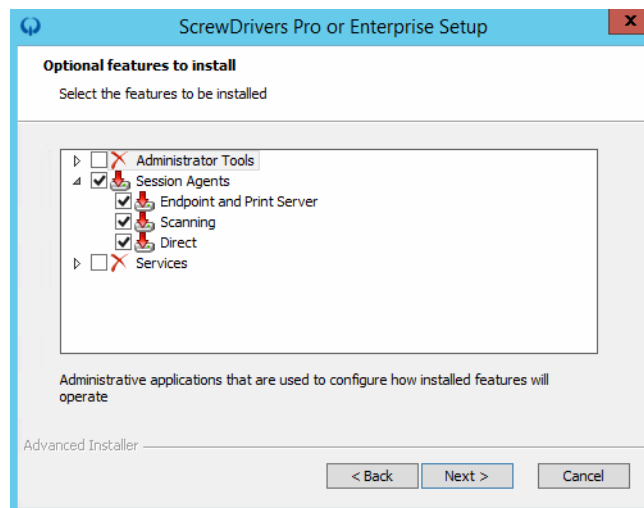
Figure 2-16: Location dialog box



5. Click Next.

The Optional features to install page opens. This page lists all the optional features that you can install for ScrewDrivers Pro and ScrewDrivers Enterprise. By default, only the Session Agents are selected for installation. (A black checkmark is displayed for Session Agents and each individual session agent.) No other features are selected. (A red “X” is displayed for all other optional features.)

Figure 2-17: ScrewDrivers Pro Enterprise Setup Wizard, Select Installation Folder page



6. Select the features that you are installing and clear the selections for the features that you are not installing, and then click Next.

Depending on the features that you have selected for installation, up to three distinct Setup wizard pages can open in the order indicated below.

Feature Selected	Setup Wizard Page	Result
ScrewDrivers Cloud Connector	Connector Mode	See Figure 2-18 below.
Any feature	SQL Configuration	See Figure 2-19 below.
Any feature that requires a license	License Configuration	See Figure 2-20 on page 30 .

Figure 2-18: ScrewDrivers Pro Enterprise Setup Wizard, Connector Mode page

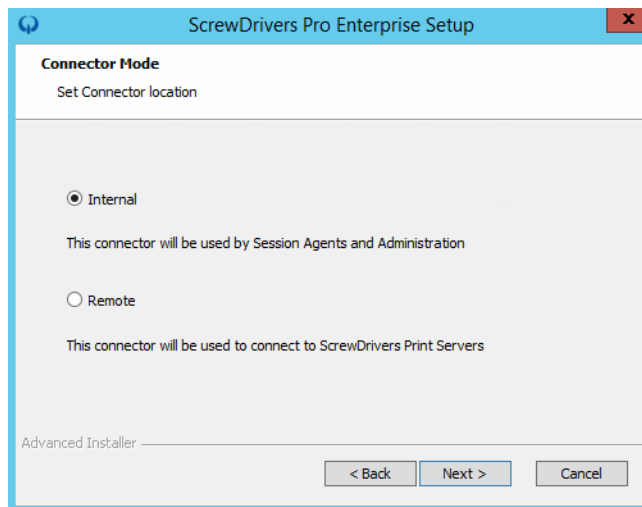


Figure 2-19: ScrewDrivers Pro Enterprise Setup Wizard, SQL Configuration page

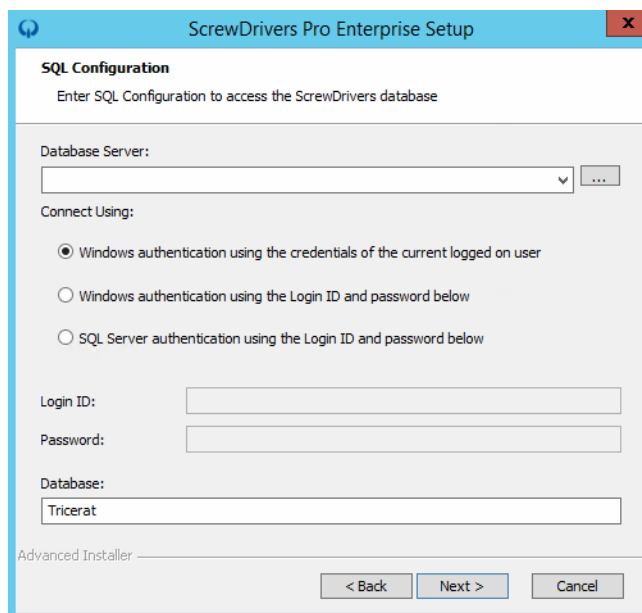
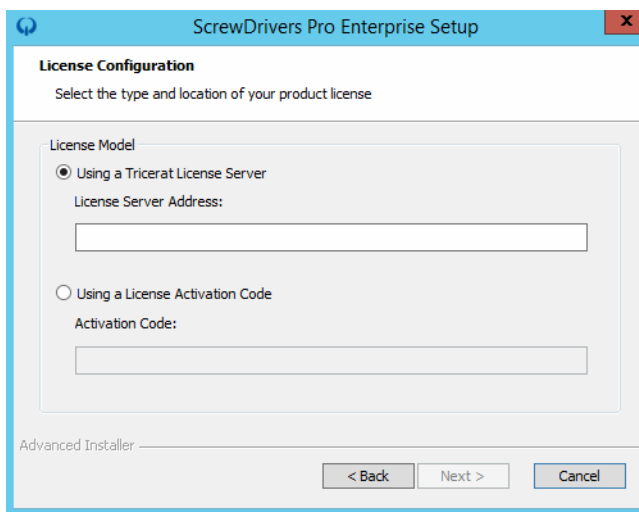


Figure 2-20: ScrewDrivers Pro Enterprise Setup Wizard, License Configuration page

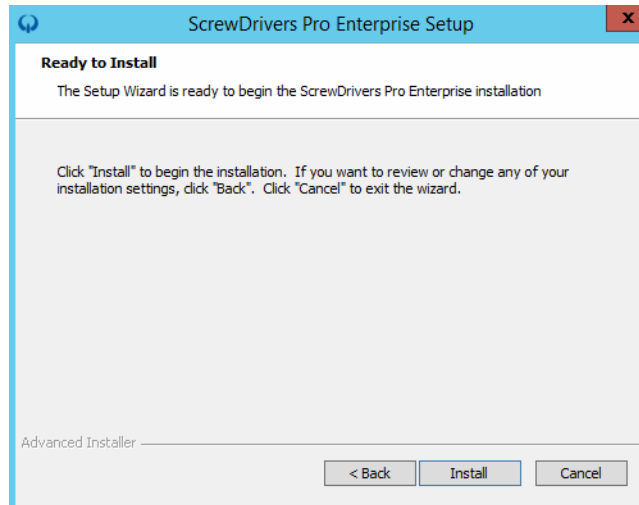


7. Make the selections and/or enter the configuration information on each feature page that opens, clicking Next to move through all the pages until the Ready to Install page opens. See [Figure 2-21 on page 31](#).

Page	Description	
Connector Mode	<ul style="list-style-type: none"> • Internal - Select if you are installing the ScrewDrivers Cloud Connector for Print Server Session Agents and Administration - i.e., the Terminal Servers, VDIs, and so on where the end users are creating printers. • Remote - Select if you are installing the ScrewDrivers Cloud Connector for remote connections to ScrewDrivers Print Servers - i.e., where the Print Servers are hosted. 	
SQL Configuration	<ul style="list-style-type: none"> • Database Server - You can browse to and select the database server, or you can manually enter the name, or specify an instance. • Connect Using - Any option is valid. • Database - By default, the database name is set to Tricerat but you can edit this value to be any valid database name. 	
License Configuration	Licensing Model	Steps
	Concurrent Server or Concurrent User	<ol style="list-style-type: none"> 1. Select Using a Tricerat License Server. 2. In the License Server Address field, enter the address for the Tricerat License Server. The address can be the IP address or the Fully Qualified Domain Name (FQDN) for your license server. <p>Note: If you are installing a ScrewDrivers Session Agent on the same server as the Tricerat License Server, then in the License Server Address field, enter 127.0.0.1.</p>

Page	Description	
	Nodelocked	<ol style="list-style-type: none"> 1. Select Using a License Activation Code. 2. In the Activation Code field, enter the activation code that Tricerat sent to you in an email.

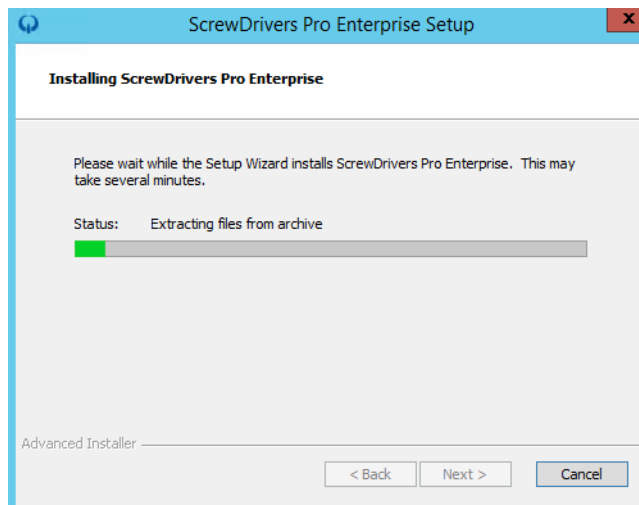
Figure 2-21: ScrewDrivers Pro Enterprise Setup Wizard, Ready to Install page



8. Click Install.

The Installing ScrewDrivers Pro Enterprise page opens. The page displays the progress of installing ScrewDrivers Pro or ScrewDrivers Enterprise.

Figure 2-22: ScrewDrivers Pro Enterprise Setup Wizard, Installing page



Two results are possible:

- If you installed the ScrewDrivers Cloud Connector, then during the installation of your product, the ScrewDrivers Connector app opens. The mode—Remote or

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Internal—is dependent on the mode that you selected on the Connector Mode page. (See [Figure 2-23](#) and [Figure 2-24](#) below.) Go [Step 9](#).

- If you did not install the ScrewDrivers Cloud Connector, then after the installation completes, the ScrewDrivers Pro Enterprise Setup Complete page opens. See [Figure 2-26](#) on page 34.

Figure 2-23: ScrewDrivers Pro Enterprise Setup Wizard, ScrewDrivers Connector, Remote mode

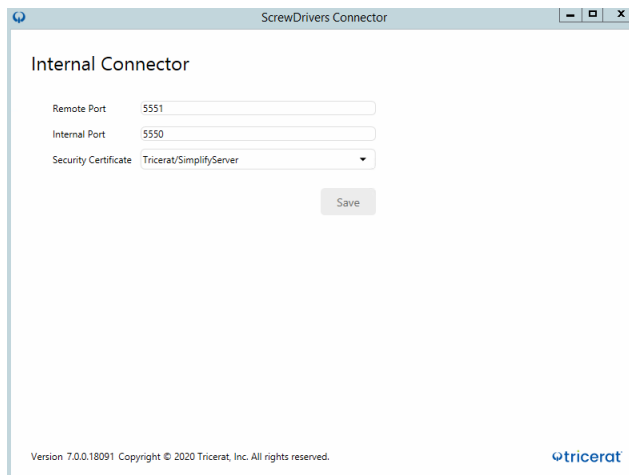


The screenshot shows the 'Remote Connector' configuration window in the ScrewDrivers Connector application. The window title is 'ScrewDrivers Connector - Remote Connector'. The form contains the following fields:

- Internal Connector Address: 127.0.0.1
- Remote Port: 5551
- Group Name: Tricerat
- Username: (empty)
- Password: (empty)
- Confirm Password: (empty)
- Security Certificate: Tricerat/SimplifyServer (dropdown menu)

A 'Save' button is located at the bottom right of the form. At the bottom of the window, the text reads: 'Version 7.0.0.18088 Copyright © 2020 Tricerat, Inc. All rights reserved.' and the Tricerat logo is in the bottom right corner.

Figure 2-24: ScrewDrivers Pro Enterprise Setup Wizard, ScrewDrivers Connector, Internal mode



The screenshot shows the 'Internal Connector' configuration window in the ScrewDrivers Connector application. The window title is 'ScrewDrivers Connector - Internal Connector'. The form contains the following fields:

- Remote Port: 5551
- Internal Port: 5550
- Security Certificate: Tricerat/SimplifyServer (dropdown menu)

A 'Save' button is located at the bottom right of the form. At the bottom of the window, the text reads: 'Version 7.0.0.18091 Copyright © 2020 Tricerat, Inc. All rights reserved.' and the Tricerat logo is in the bottom right corner.

9. Based on the selected mode, do one of the following:

Remote Mode

1. Enter the information for the Remote connection.

Option	Description
Internal Connector Address	Your <i>machine</i> address
Remote Port	Do not change the default value.
Group Name	As requested by the external administrator (the administrator who is installing and maintaining the remote connection). Tip: You should work with your external administrator to set this name as this is the name that you must enter on the Cloud Connector tab for the Print Server object form in ScrewDrivers Administration.
Username/Password	For the external administrator. This account must be able to complete a Windows authentication on the Internal proxy machine. Tip: Tricerat recommends that you set up this account as a special account specifically for the purpose of authenticating the channel and that has minimal access to anything else on your network.
Security Certificate	Set to the default certificate that Tricerat provides; however, if you select a different certificate remember that the Internal and Remote connectors must use the same certificate.

2. Click Save.

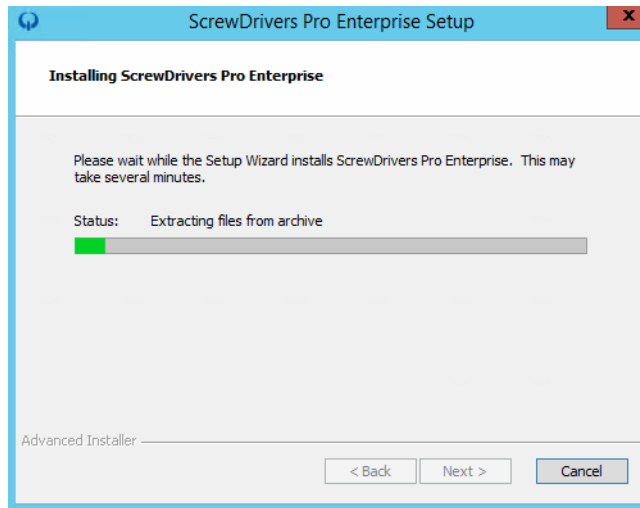
The ScrewDrivers Connector app closes. You return to the installation. See [Figure 2-25 on page 34](#).

Internal Mode

The port values are pre-populated and the certificate is pre-populated with a default certificate that Tricerat provides. Typically, you do not edit the port values, but you can change the certificate. *If you change the certificate, then you must use the same certificate on the remote side.* Do one of the following, and then see [Figure 2-25 on page 34](#).

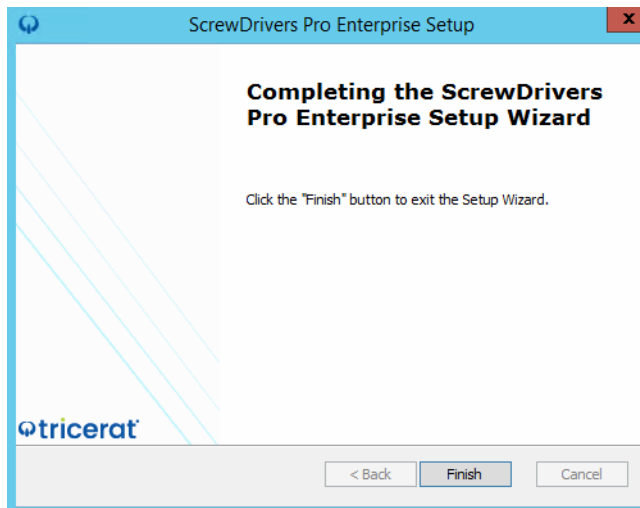
- If you do not edit the port values, or change the certificate, then click (X) to close the app and return to the installation.
- If you edit the port values, or change the certificate, then click Save to save the changes, and close the app. You return to the installation.

Figure 2-25: ScrewDrivers Pro Enterprise Setup Wizard, Installing page



After the installation is complete, the Setup Complete page opens.

Figure 2-26: ScrewDrivers Pro Enterprise Setup Wizard, Setup Complete page



3. Click Finish.
The ScrewDrivers Pro Enterprise Setup wizard closes.
4. Continue to ["Installing the ScrewDrivers Clients" on page 35.](#)

Installing the ScrewDrivers Clients



If you are installing your ScrewDrivers clients in a Citrix environment, then you must install the Citrix receiver on the client machine before you install the ScrewDrivers client. If you do not install the Citrix receiver first, then the ScrewDrivers Essentials client cannot detect the Citrix environment and properly install Tricerat's Citrix add-in dll. If you install the ScrewDrivers Essentials client first, then you must use the appropriate client app to re-register this add-in with Citrix. See the ScrewDrivers Pro/Enterprise Administrator Guide (ScrewDrivers Endpoint Client App, About tab and/or ScrewDrivers Scanning Client App, About tab.)

To install your ScrewDrivers clients, you must run the ScrewDriversClient msi as an administrator. After the installation of your ScrewDrivers clients is complete, an application for controlling your printers and/or scanners from the client side is available from the Start menu.



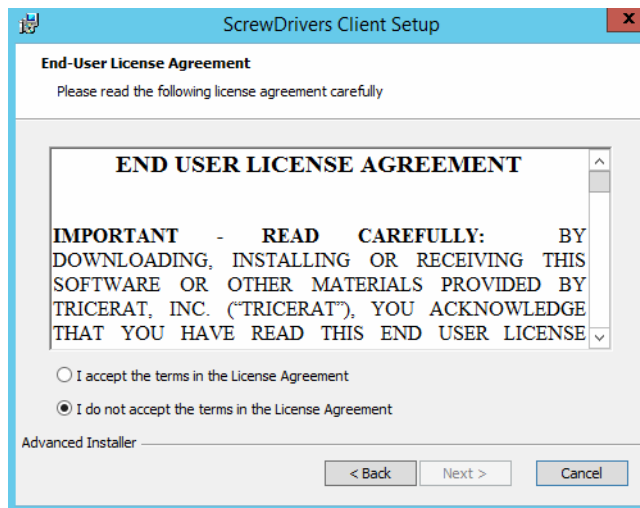
Although not required, Tricerat recommends that you install any ScrewDrivers Session Agents before you install any ScrewDrivers clients.

To install the ScrewDrivers clients

1. Copy ScrewDriversClient_<Version Number>.msi to the appropriate client.
2. Run the msi as an administrator.

The ScrewDrivers Client Setup wizard opens. The End User License Agreement page is the open page.

Figure 2-27: ScrewDrivers Client Setup Wizard, End User License Agreement page

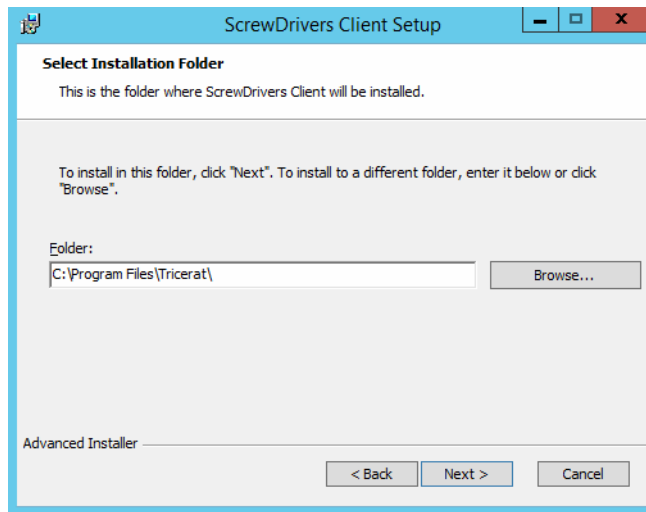


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3. Optionally, read the EULA, and then click I accept the terms in the License Agreement, and then click Next, or simply click I accept the terms in the License Agreement, and then click Next.

The Select Installation Folder page opens.

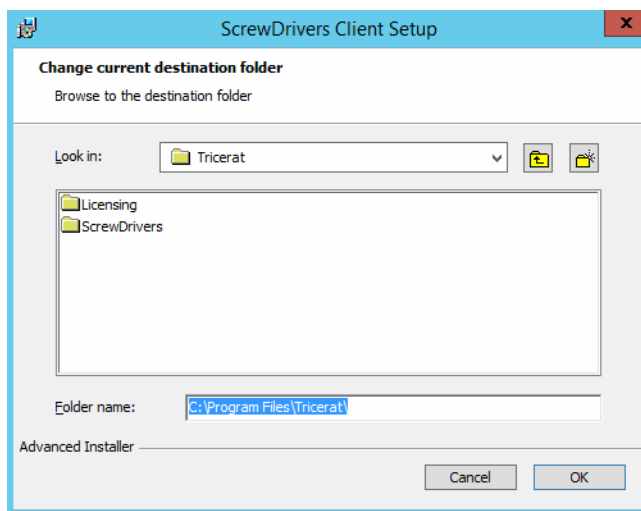
Figure 2-28: ScrewDrivers Client Setup Wizard, Select Installation Folder page



4. Do one of the following:
 - Leave the installation folder set to the default value.
 - Click Browse to open the Change current destination folder page, browse to and select a different installation folder, and then click OK.

The Change current destination folder page and you return to the Select Installation Folder page.

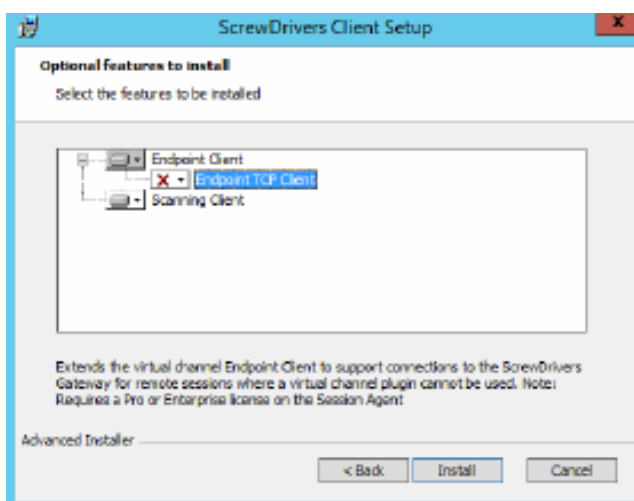
Figure 2-29: ScrewDrivers Client Setup Wizard, Change current destination folder page



5. Click Next.

The Optional features to install page opens. The page lists the two optional features that you can install for a ScrewDrivers Essentials client: (ScrewDrivers) Endpoint Client and Scanning Client.

Figure 2-30: ScrewDrivers Client Setup Wizard, Optional features to install page



6. Next to each feature that you are installing, click the dropdown arrow to open a list of standard MSI installation preferences, and then select a preference.

Preference	Description
Will be installed on local hard drive	Installs the feature on the local hard drive.
Entire feature will be installed on local hard drive	Installs the feature and all its sub-features on the local hard drive.
Note: To install the Endpoint TCP Client, you must install the ScrewDrivers Endpoint client.	
Feature will be installed when required.	The feature is installed only when an action by a user necessitates its installation.
Entire feature will be unavailable.	The feature is not installed for any circumstance.



The remainder of this procedure is written based on installing (Entire feature will be installed on local hard drive) the ScrewDrivers Endpoint feature, the Endpoint TCP Client sub-feature, and the ScrewDrivers Scanning feature for the ScrewDrivers client.

7. Click Install.

The Installing ScrewDrivers Client page opens. The page displays the status of installing the selected ScrewDrivers clients. After the selected features are successfully installed, the ScrewDrivers Client Setup Complete page opens. See [Figure 2-31](#) and [Figure 2-32 on page 38](#).

Figure 2-31: ScrewDrivers Client Setup Wizard, Installing page

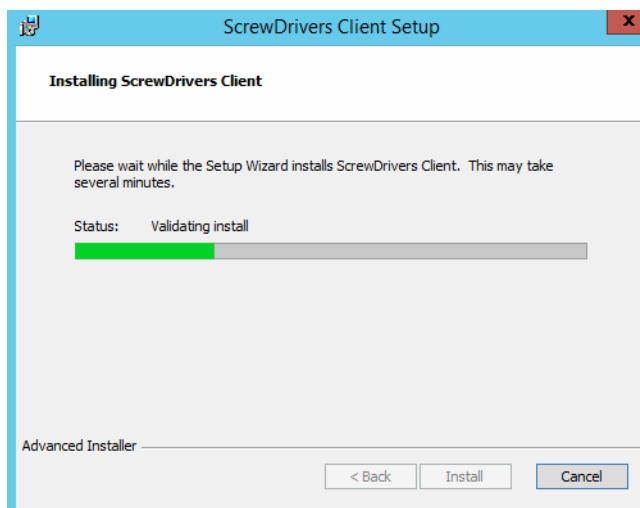
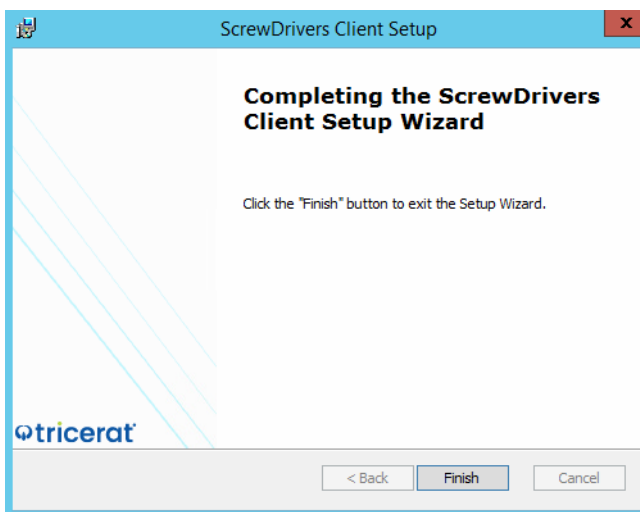


Figure 2-32: ScrewDrivers Client Setup Wizard, Setup Complete page



8. Click Finish.

The ScrewDrivers Client Setup wizard closes. An application for controlling your printers and/or scanners from the client side (depending on the features that you installed) is now available from the Start menu. See the *ScrewDrivers Pro/Enterprise Administrator Guide*.



Remember, Tricerat does not supply scanning applications for use with ScrewDrivers Scanning, but does supply some sample applications from TWAIN.org—Twack_32.exe and Twack_64.exe—for testing purposes. Before you configure any of your users' TWAIN-enabled apps to scan using ScrewDrivers Scanning, you should test your installation. See [“Testing the ScrewDrivers Scanning Installation” on page 39](#).

Testing the ScrewDrivers Scanning Installation

Because ScrewDrivers Scanning installs a single TWAIN (DS) on the ScrewDrivers Session Agent, a third component, a TWAIN-enabled, is required to test your ScrewDrivers Scanning installation. Tricerat supplies two sample applications from TWAIN.org—Twack_32.exe and Twack_64.exe—for testing your ScrewDrivers Scanning installation. After you have tested your installation and confirm that you can use ScrewDrivers Scanning to acquire scans, you can configure your users' TWAIN-enabled apps to use ScrewDrivers Scanning to acquire scans.

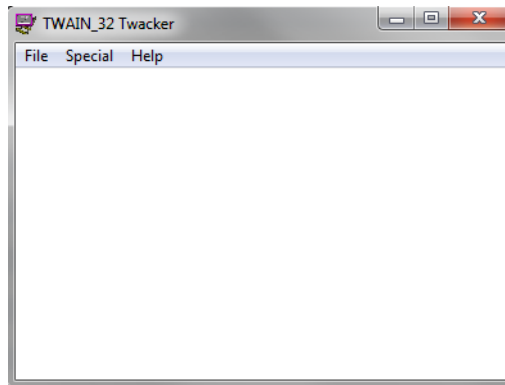


The [TWAIN Working Group](#) developed these two testing applications. They are not the property of Tricerat Inc. Tricerat provides these applications for testing purposes only and you should not consider them for use in a production environment. For more information, see [TWAIN Specification and Tools](#).

To test the ScrewDrivers Scanning installation

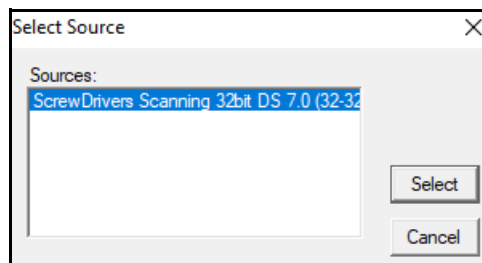
1. From a ScrewDrivers Scanning client, log in to the ScrewDrivers Session Agent.
2. Under the Start menu, select the TWAIN Working Group application that is appropriate for your environment: Start > TWAIN Working Group > Twack_32 or Twack_64.

Figure 2-33: TWAIN application



3. On the main menu, select File > Select Source.
A Select Source dialog box opens.

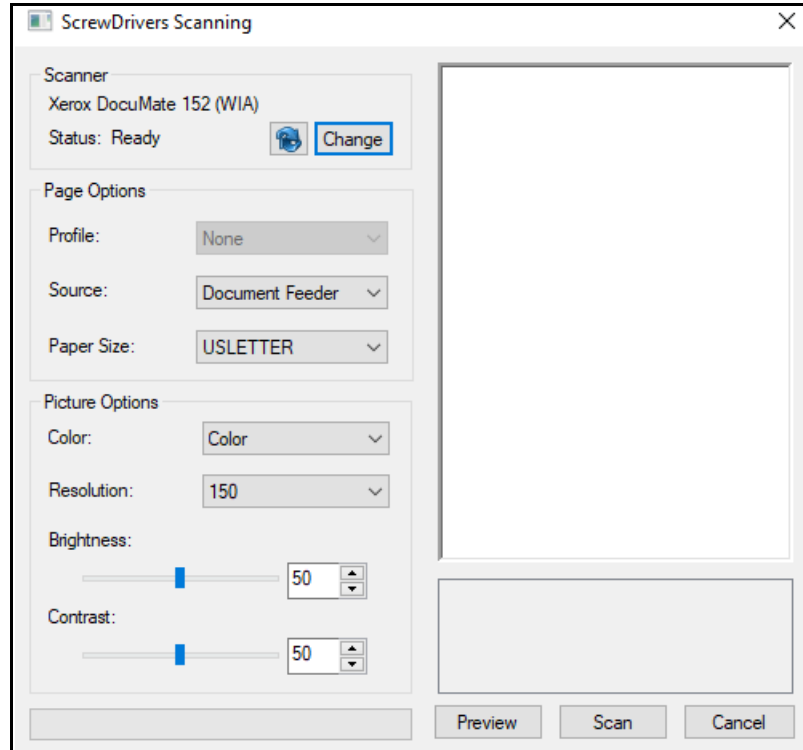
Figure 2-34: Select Source dialog box



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4. Ensure that the ScrewDrivers Scanning data source is selected, and then click Select.
The Select Source dialog box closes. The TWAIN application remains opens.
5. On the main menu, select File > Acquire.
The ScrewDrivers Scanning dialog box opens.

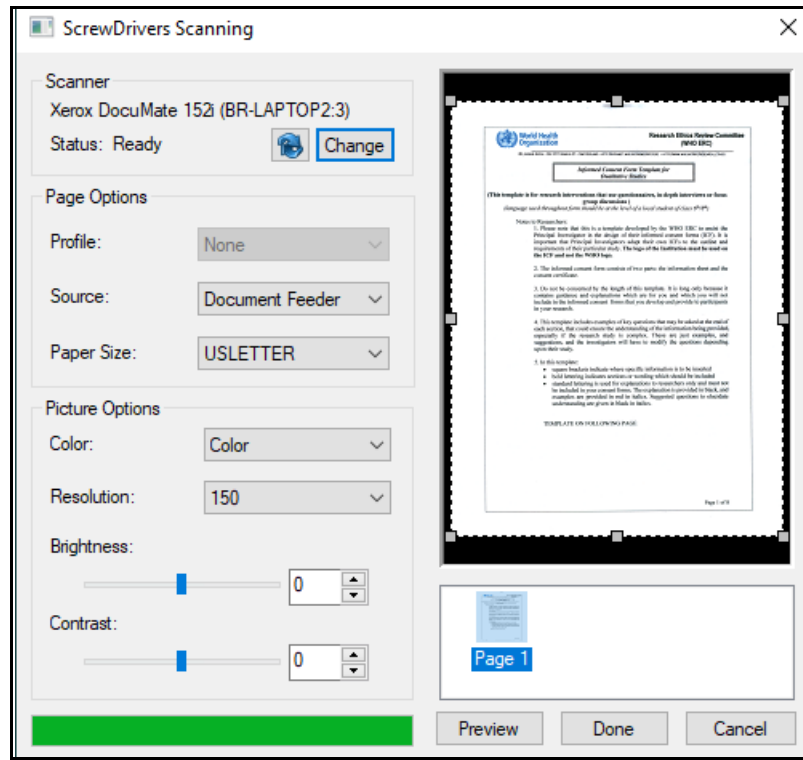
Figure 2-35: ScrewDrivers Scanning dialog box



6. To preview the scan job results and, if necessary, make adjustments before you send the job to the calling application, click Preview.

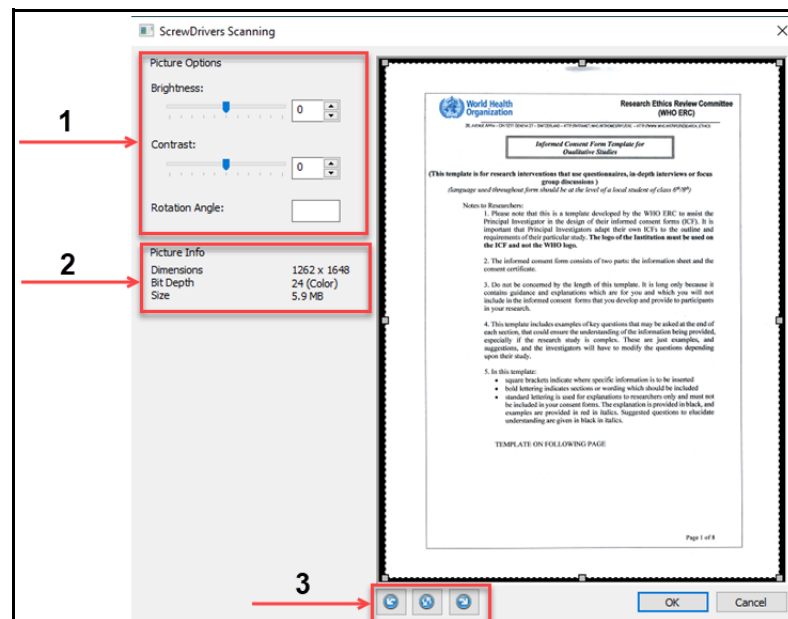
A preview of the completed scan job is displayed in the Preview (right) pane of the ScrewDrivers Scanning dialog box. A thumbnail of the scanned image is displayed below the Preview pane. See [Figure 2-36 on page 41](#).

Figure 2-36: ScrewDrivers Scanning dialog box, standard scan job display in Preview pane



7. Double-click the Page 1 Thumbnail to display the scanned image in a larger Preview pane.

Figure 2-37: ScrewDrivers Scanning dialog box, thumbnail display in enlarged Preview pane



Option	Description
1	Brightness, contrast, and manual rotation
2	Read-only image information
3	Rotate Page icons Tip: If you load the paper that you are scanning upside down, then you can use the Rotate Page icons to correct the image display.

8. If applicable, click OK to accept any edits that you make to the scan.
9. Do one of the following:
 - To continue scanning and reviewing additional pages, click Preview as appropriate.



Because Twack_32 is a single page app., only the last page scanned is displayed in the Preview pane, and therefore, only a single thumbnail as well.

- To send the scan job to the calling application, click Done.

After you have completed the testing of your ScrewDrivers Scanning installation, and are satisfied with the results, you can configure your users' TWAIN-enabled apps to use ScrewDrivers Scanning for acquiring scans. Configuring a TWAIN-enabled app to use ScrewDrivers Scanning for acquiring scans is very similar to using the TWACK_32 or TWACK_64 app:

- Configure the app to use the ScrewDrivers Scanning DS as input.
- Acquire the image.

See *Using the ScrewDrivers Scanning Client* in the *ScrewDrivers Pro/Enterprise User Guide*.