IntriMail Deployment Guide



Version 5.0

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Address 218a High Street, Epping, Essex CM16 4AQ
Phone +44 (0) 20 3915 3913
Email info@dms.co.uk
Web www.dms.co.uk

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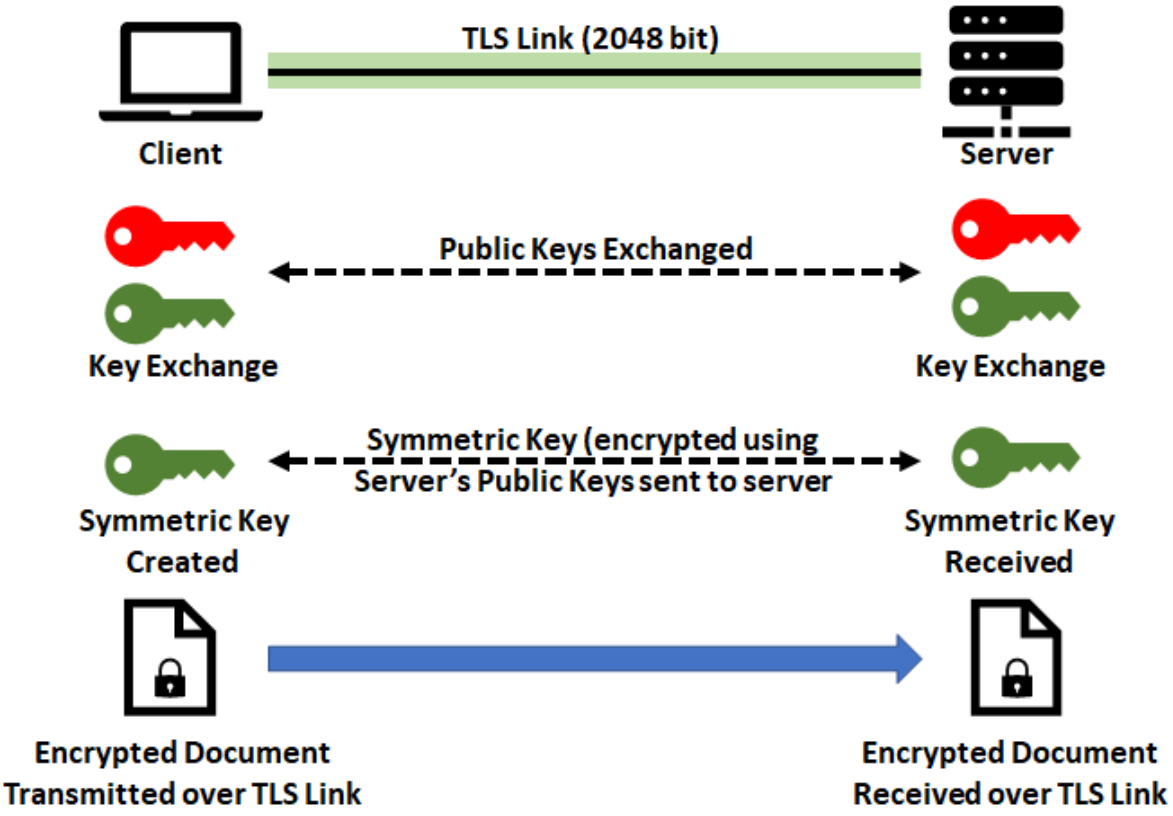
Introduction

The purpose of this document is to describe the prerequisites for the IntriMail printer driver, define the recommended testing approach and full deployment considerations.

The IntriMail print driver captures print output generated from any desktop application via virtual printer installed on the machine, seamlessly integrating with the user's desktop experience.

The print files are submitted securely to the processing servers, processed and made available for secure download for printing.

Document Transmission – Print Driver



All communication between the client and the server occurs over a certificated TLS/SSL connection using approved ciphers.

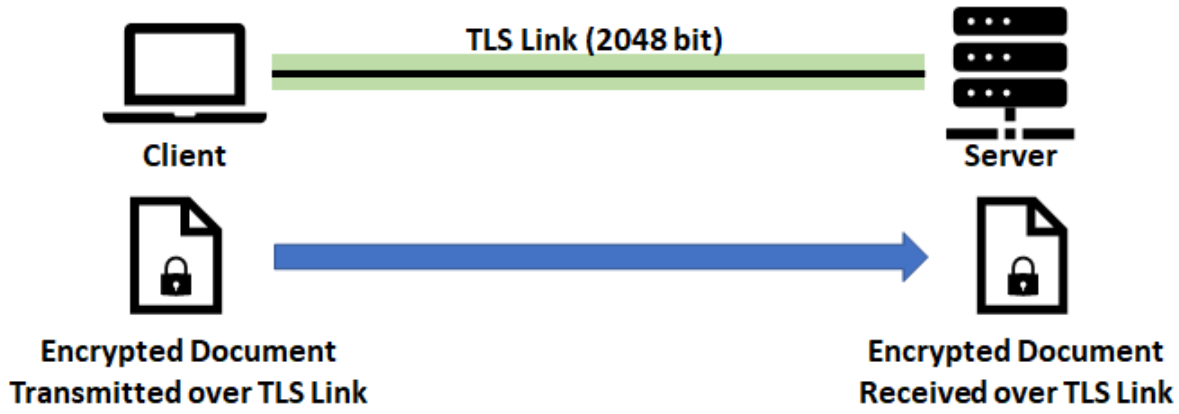
On contact the client and server generates 2 x 1024-bit (2048-bit in total) RSA asymmetric key pairs and transmits the public keys to the other system.

The client then creates a symmetric 256-bit AES key, encrypts the key using the server's public key and then encrypts the document using the symmetric key.

The encrypted document is then transmitted over the TSL link and then stored the storage subsystem for later decryption by the Document Converter.

The server encrypts the acknowledgement using the client's public key and transmits it to the client.

Document Transmission – API/Console Print



The process for submission via the API and the Console Print submission removes the need for the Key Pair generation.

All encryption is taken care of by the TLS 2048-bit communication process.

TLS Ciphers

Accepted TLS 1.2 ciphers for communicating with the system give the system an A+ rating on the SSL Labs tester.

In line with these recommendations, the following TLS 1.2 ciphers are supported

- TLS_ECDHE_RSA_WITH_AES_128_GCM_SHA256
- TLS_ECDHE_RSA_WITH_AES_256_GCM_SHA384

Driver Prerequisites

Operating System

- All Microsoft Windows Operating Systems in full support with TLS1.2+
- 32 and 64 bit versions
- .NET 4.6.2 build 394802 or above installed on the client machine (this can be checked via the registry key HKLM\SOFTWARE\Microsoft\NET Framework Setup\NDP\v4\Full – Release key will have this information in)

Browser

- Supported versions of Microsoft Edge and Google Chrome, different browsers and older versions may work but with degraded functionality.

Firewall

- Port 443 – is default port and should support both inbound and outbound traffic. This is for the secure delivery of configuration settings to the driver and to access the console.
- Proxy Server – the driver has the ability to work with a Proxy Server. This option can be enabled by ticking the "connect via HTTP proxy" option on the driver. Additional changes may be required – please contact us for further information

Thin Client

- Microsoft Terminal Services
- Microsoft Remote Desktop Services
- Citrix

Server Details

- Print Server URL: intrimail.dms.co.uk or for NHS clients intrimailpublicservices.dms.co.uk
- Console address: intrimail.dms.co.uk or for NHS clients intrimailpublicservices.dms.co.uk

Deployment of IntriMail Print Driver

Introduction

There are several ways in which IntriMail can be deployed but the deployment methods can vary from customer to customer.

As such IntriMail is supplied as an .EXE file which can be run in a standard interactive GUI based installation or with the user of a command line can be installed silently (without user interaction). This enables mass deployment of the driver to a number of machines without the need for any input from end users.

Due to the nature of the different technologies out there to control software and deployment, IntriMail is also available in MSI format to allow for easy of deployment with automated software deployment products.

In this section we will cover a silent deployment and the command required to do this. We will be using the .EXE file of IntriMail to achieve this.

The command to use to achieve a silent deployment is as follows:

DMS.IntriMail-26.8-Setup.exe /qn APPDIR="C:\Program Files\IntriMail Hybrid Mail" HPOD_SETDEFAULTPRINTER="1" HPOD_CREATEEXTENDEDSTARTMENU="0"

We will break this down:

DMS.IntriMail-26.8-Setup.exe = the software version exe, if you are not running the command from the same directory as the exe file you will need to specify the full path (C:\.....\DMS.IntriMail-26.8-Setup.exe)

/qn = quite mode/no UI

APPDIR="C:\Program Files\IntriMail Hybrid Mail = the default installation directory (recommended to keep this as displayed to avoid and confusion should support be required)

HPOD_SETDEFAULTPRINTER="1" = sets the IntriMail Printer as Default, use “0” to not set it as the default printer.

HPOD_CREATEEXTENDEDSTARTMENU="0" = will not create the Extended Start Menu items on the machine, use “1” to have the Start Menu Options created.

Address 218a High Street, Epping, Essex CM16 4AQ
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Citrix Deployment

To install in the Citrix virtual desktop environment the driver needs to be installed on the server.

- Attempt to stop the Windows Print Spooler service
- You will see a notification saying there is a dependency associated with the Windows Print Spooler.
- Make a note of the dependency and locate the service and stop it.
- Run the installer exe and allow to complete
- Start the dependency service which was previously stopped.
- On completion, run the “Printer Control” option that will be under the start menu/all programs and configure the driver with test account information.
- If the credentials entered are ok the target logo in the system try will change.

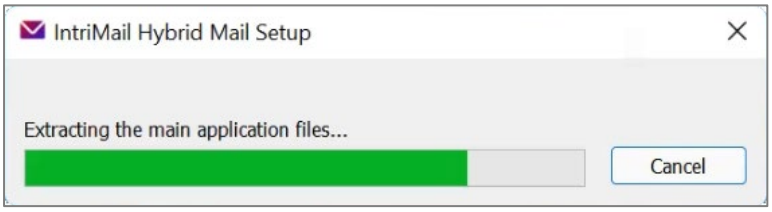
Once the above steps have been completed the driver will be available in the desktop environment.

Each user will be required to perform one final step which is the running of the UI on the user session once established. This will allow them to enter their personal credentials to enable their documents to be handled correctly.

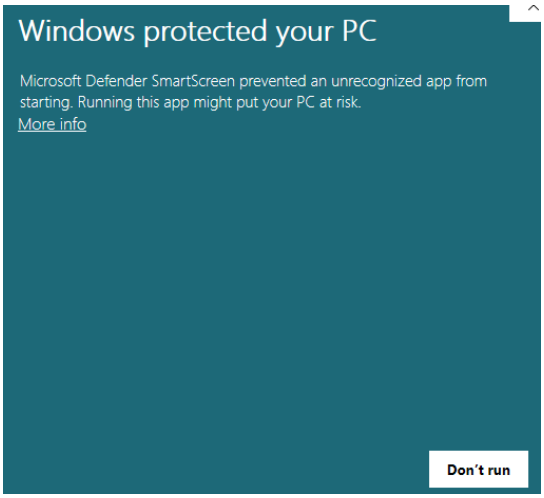
Stand Alone Installation

To install on an individual machine please take the following steps:

- Ensure you are logged on to the machine as a user who has the ability to install software and printers.
- To start the installation double click the exe from the local machine.
- The package will begin to extract:



- the below may be seen on Windows 11 machines, just click Install Anyway.



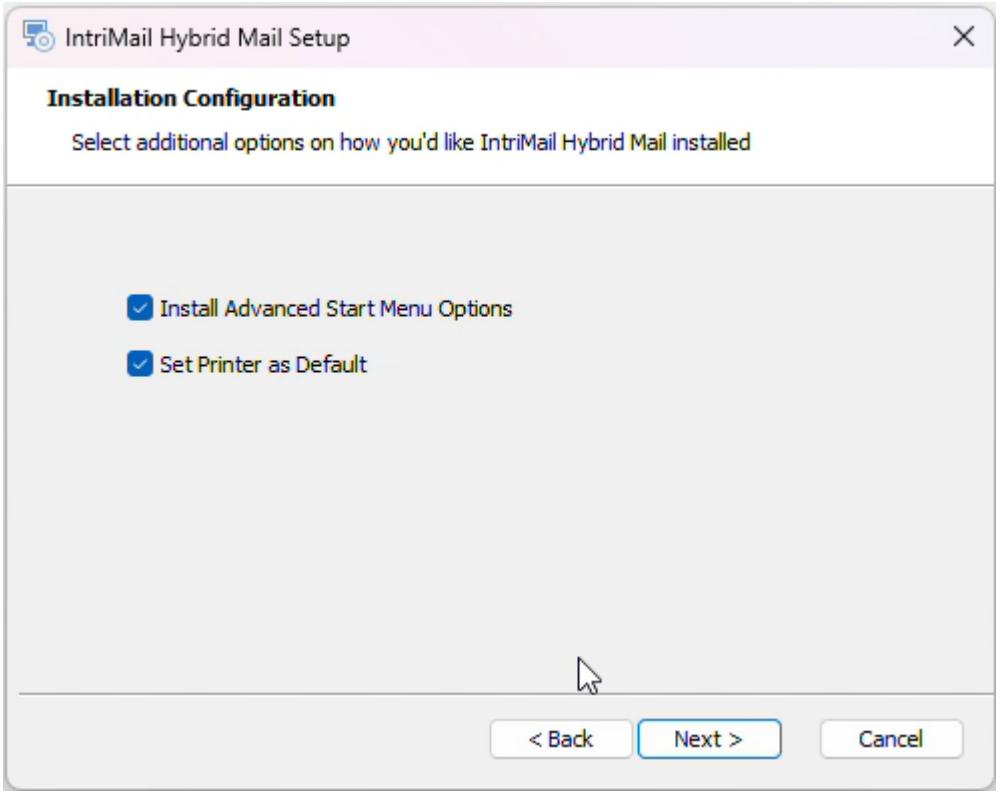
- Click “More info” and then “Run Anyway”
- The IntriMail Setup Screen is displayed, select the set-up language and Click Next to continue.



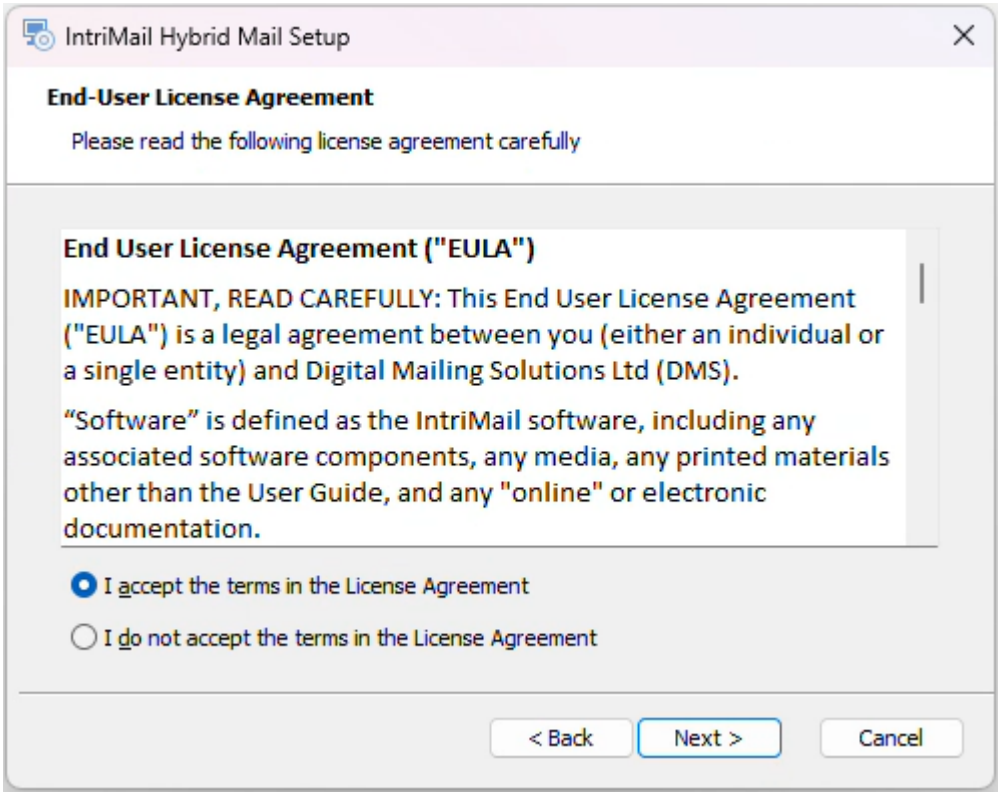
- Then click Next to start the set-up.



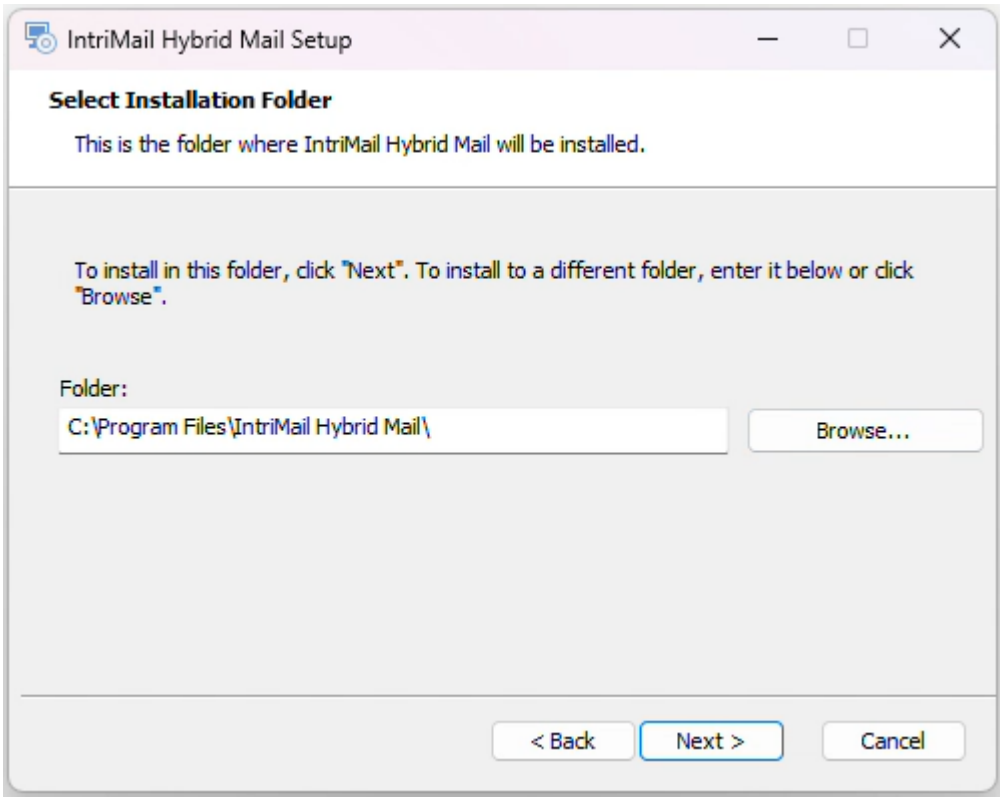
- IntriMail Installation Options – here you have the ability the set the IntriMail Printer as the "Default" Printer and also add the "Extended Start Menu options". Adding the Extended Start menu options will replicate all the options that are available by right clicking on the IntriMail Logo in the system tray. It will place these in the Program Files section of the user's desktop.



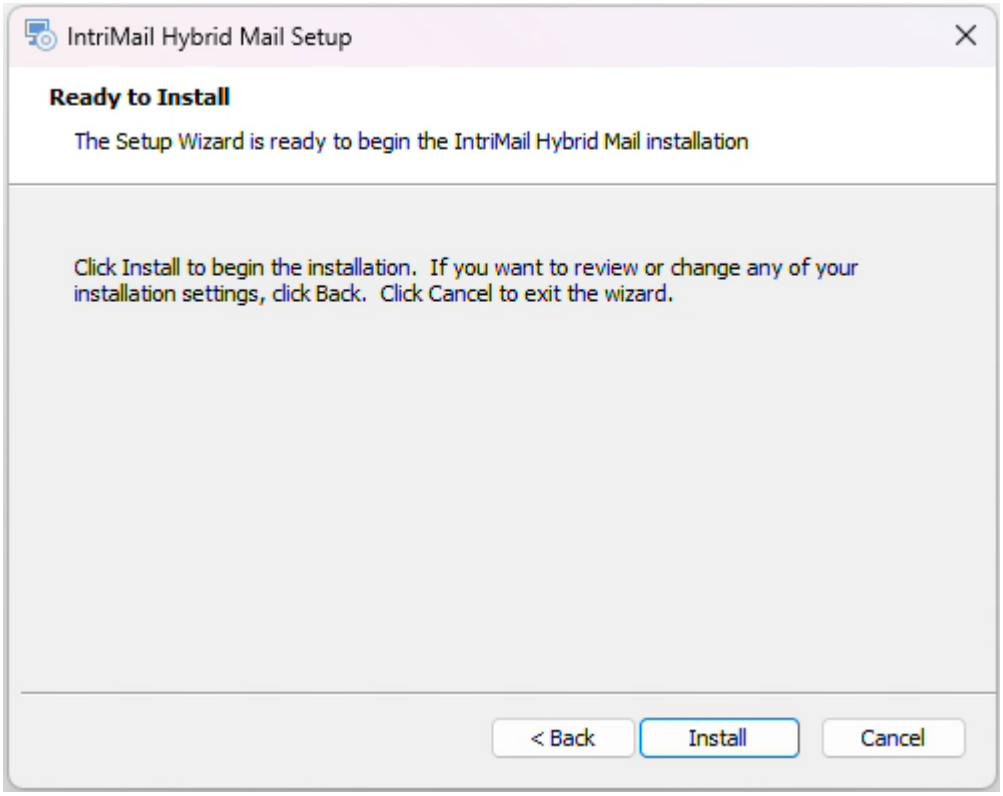
- The End User License Agreement id displayed, please take a moment to review this and then click the “I accept the terms of the license”, then click Next to continue.



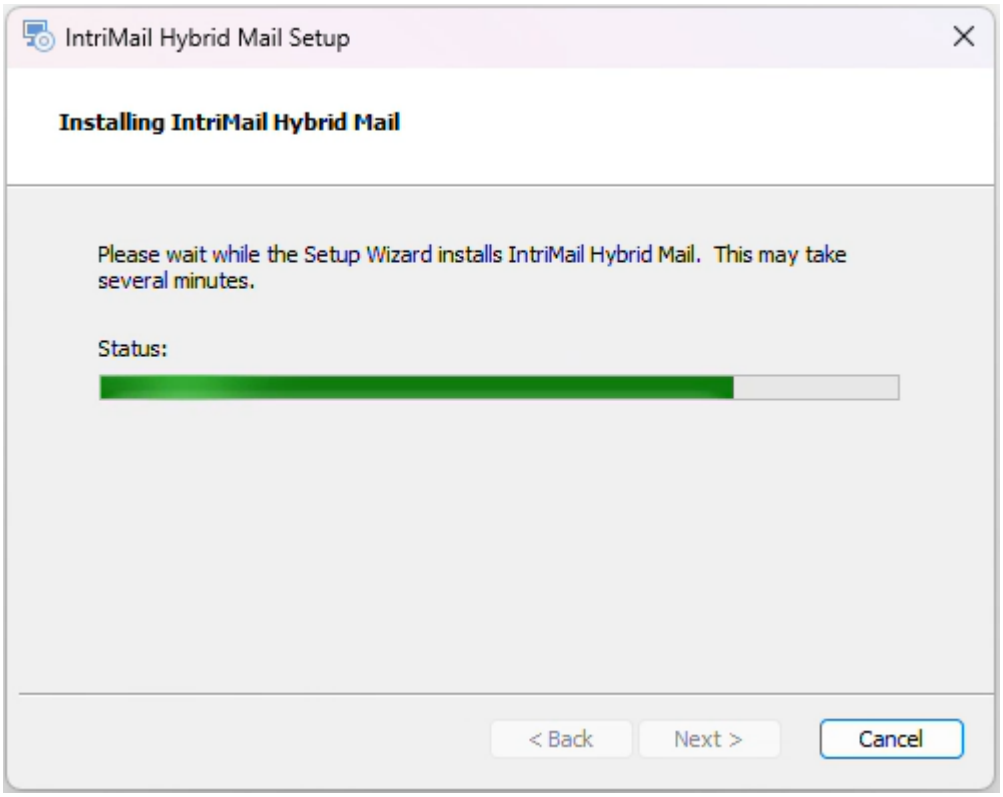
- You are now prompted for the destination folder for the installation. It is suggested that you keep this as the default which is C:\program files\IntriMail Hybrid Mail\. Click Next to continue.



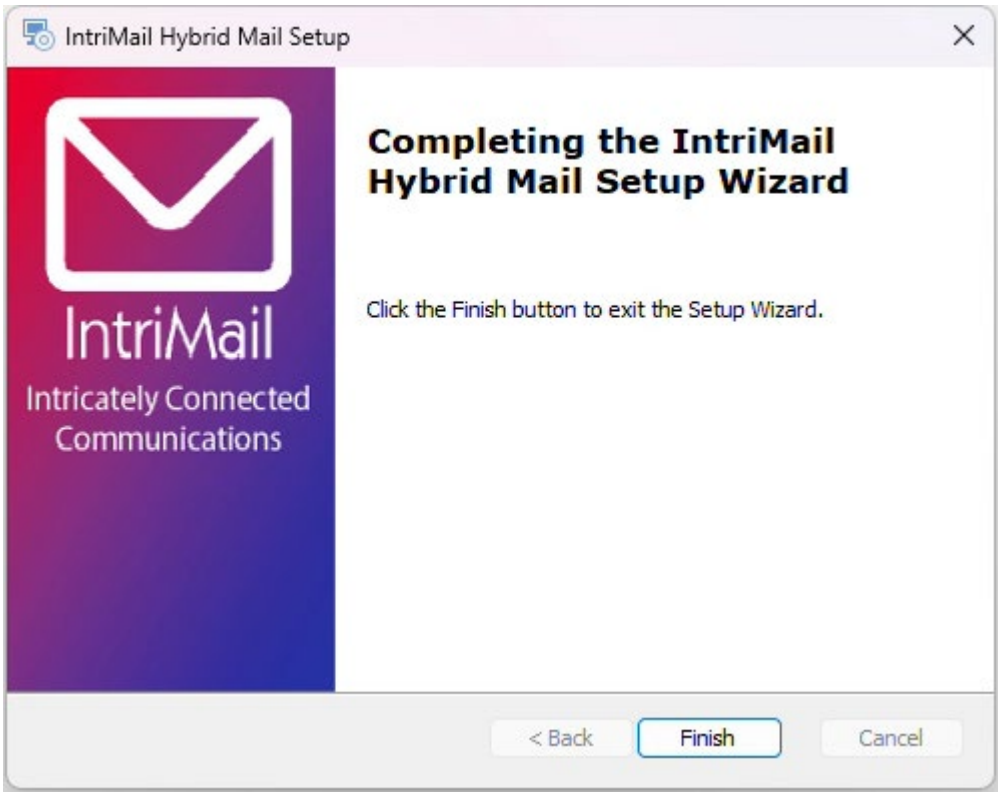
- You are then asked if you want to review or change any of the settings you have just selected. Once you are happy, click Install to start the installation process.



- The installation process will start.



- The installation will complete, you will need to click finish to exit the installation.

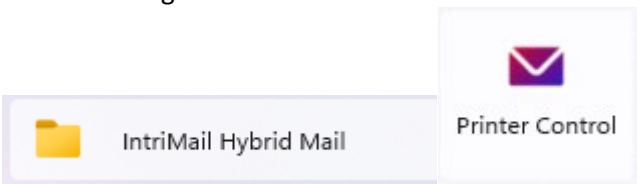


- You must now run and configure the Printer Control. Click “Start button” and navigate to the IntriMail Printer folder and click the “Printer Control” shortcut OR simply search “Printer Control”

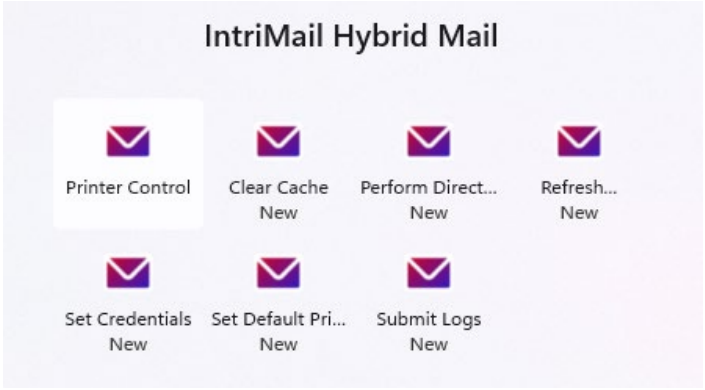
  When Searching:



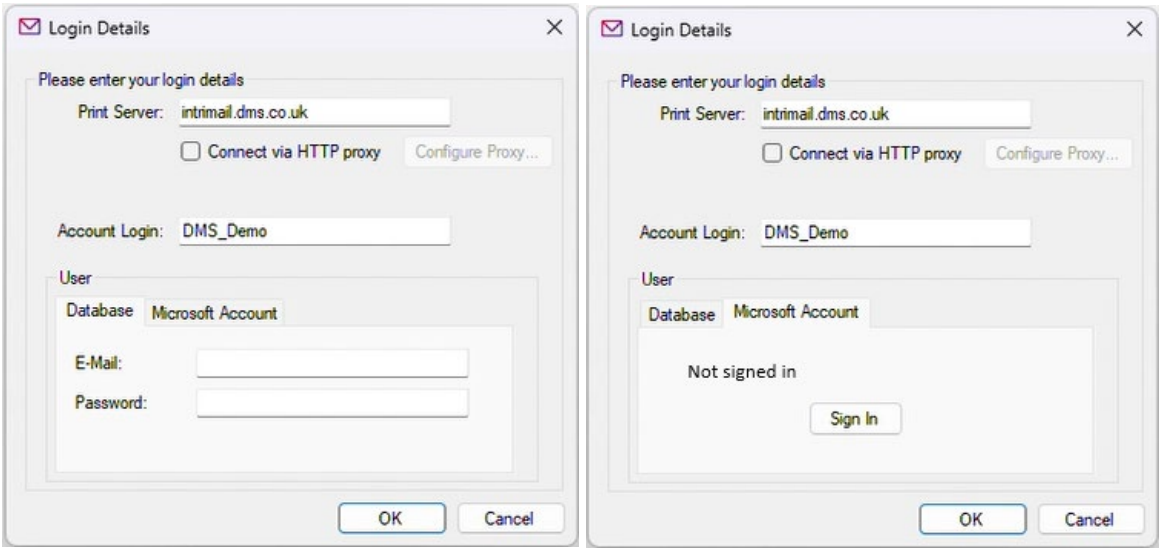
  When locating in list view:



- If you have installed the Extended Start Menus the additional items will have been added.



- The Login Details will be displayed. The print server will be populated but check this is correct with the information supplied. Enter the account name, input the e-mail address and password if required. Click OK. If your account is configured for Single Sign On (SSO) please select appropriate SSO tab and click Sign In. This will then take you through your corporate authentication process if required.



- **A Windows Firewall message may appear if it is enabled**: It will ask you if you want to allow the IntriMail printer driver to be unblocked. **Please click the unblock option.** Failure to do this will result in the IntriMail printer driver being unable to connect to the IntriMail servers to submit documents. If this is controlled by Group Policy in a domain environment, then the necessary changes will need to be complete on that policy.

- If using SSO, your default browser will confirm in the authentication process has been successful

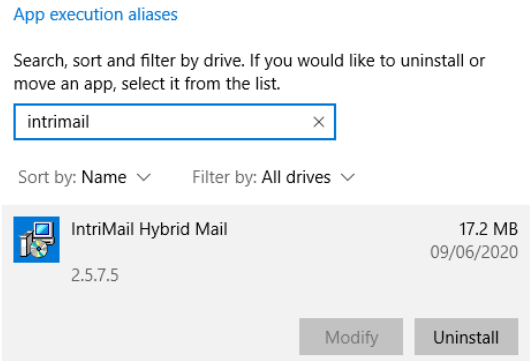


- Click OK on the Login Detail screen to complete the process

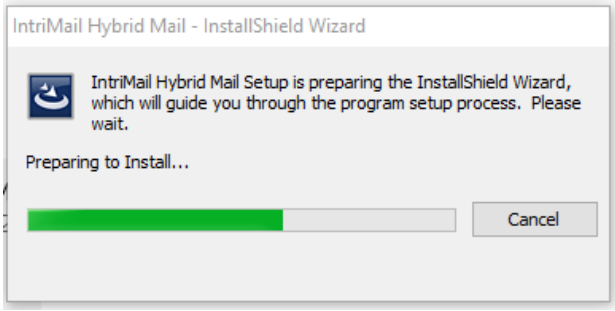
Stand Alone Removal Process

The removal process is very straight forward.

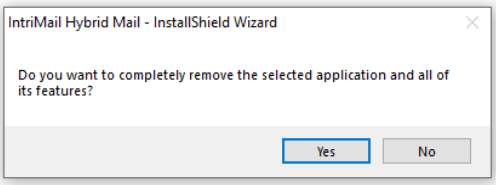
- Ensure you are logged on to the machine as a user who has the ability to remove software and printers.
- Open Add Remove Programs/Programs and Features
- Locate the IntriMail installation and click uninstall



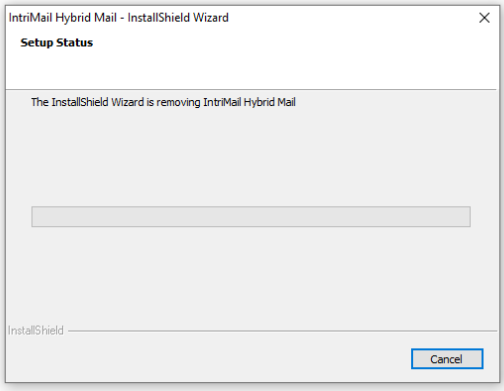
- The uninstall process will commence

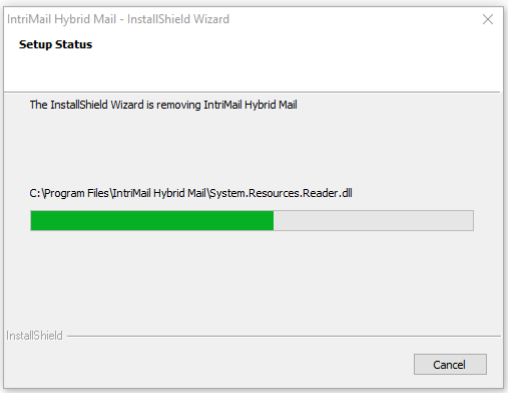


- When prompted click “Yes” on the “Do you want to completely remove the selected application and all of its features?”

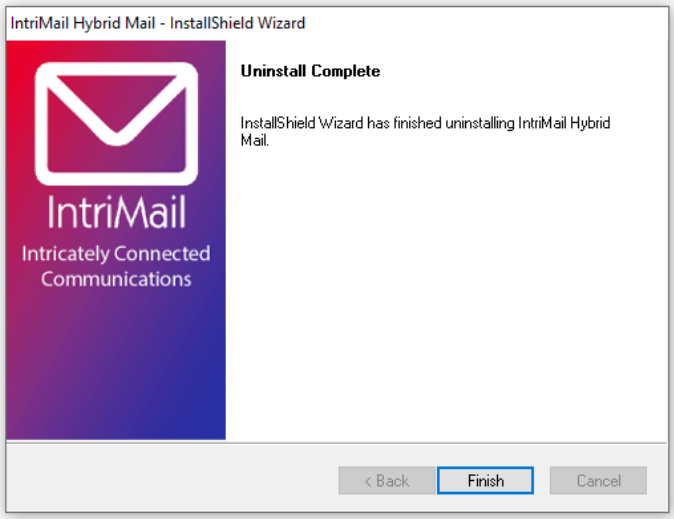


- The uninstall process will continue.





- Once completed click “Finish”



Registry Clean Up

Most software will leave items in the registry after an uninstall process, this practice is normal. On some occasions you may wish to clear the registry of all parts. Below is a list of the registry keys that are left behind as part of the removal process.

- HKCU\Software\Paperpost
- HKLM\Software\Microsoft\Windows NT\CurrentVersion\Print\Printers
- HKLM\Software\Paperpost
- HKLM\System\ControlSet001\Control\Print\Environments\Windows NT x86\Drivers\Version-3\H-POD Printer
- HKLM\System\ControlSet001\Control\Print\Environments\Windows NT x86\Print Processors\H-POD
- HKLM\System\ControlSet001\Control\Print\Printers
- HKLM\System\ControlSet003\Control\ Print\Environments\Windows NT x86\Drivers\Version-3\H-POD Printer
- HKLM\System\ControlSet003\Control\Print\Environments\Windows NT x86\Print Processors\H-POD
- HKLM\System\CurrentControlSet\Control\ Print\Environments\Windows NT x86\Drivers\Version-3\H-POD Printer
- HKLM\System\CurrentControlSet\ Control\Print\Environments\Windows NT x86\Print Processors\H-POD
- HKLM\System\CurrentContolSet\Control\Printers

Additional ones may also be present depending on the user's configuration:

- HKLM\System\CurrentControlSet\Services\SharedAccess\Parameters\FirewallPolicy\Standard Profile\Authorized Applications
- HKU\.Default\Software\Microsoft|Windows\ShellNoRoam\MUICache
- HKU\"SID"\Software\Paperpost

Installation as a Service

In particular environments there may be a requirement to run the IntriMail application as a Windows Service.

This guide will take you through the additional steps required in order to complete this process.

Pre-requisites

This guide assumes that you have already completed the standard installation of the IntriMail software using version 26.8 or greater and selecting the “Extended Menu Options” during installation.

The installation must be carried out by a user with the relevant administration privileges to install and configure services.

Remove the IntriMail application from the Start-Up folder for all users (C:\ProgramData\Microsoft\Windows\Start Menu\Programs\Startup), delete the IntriMail shortcut.

Have a IntriMail User account configured as a “Database User” – SSO options are not supported with service installations.

The process flow to install is:

1. Install the software.
2. Create local user accounts for services to run as.
3. Create a folder to be used as the repository for the print files. If running on networked drives ensure they are configured as system start-up drives. Ensure that the user account accessing the folder has a minimum or read/write access on the folder.
4. Log on as each local user and configure the driver. Add credentials and account information to the driver.
5. Map the Hot Folder on the logged-on user account in IntriMail Application.
6. Create and configure the services for each required local account and configure accordingly

The configured hot folders should only be accessed by one service and not multiple as this will lead to submission errors.

Local User Accounts

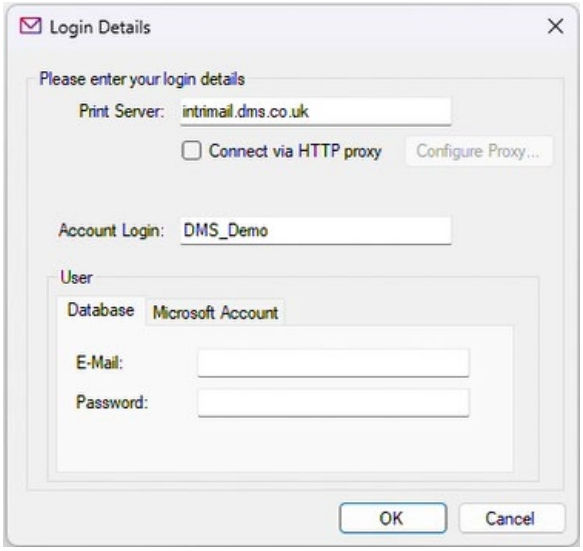
Each service you wish to create will require a local user account for the service to run. This user will also be required to be initial logged on to the machine to configure the relevant hot folder.

Credentials

Log in to the machine as the user that will contain the configuration for the service.

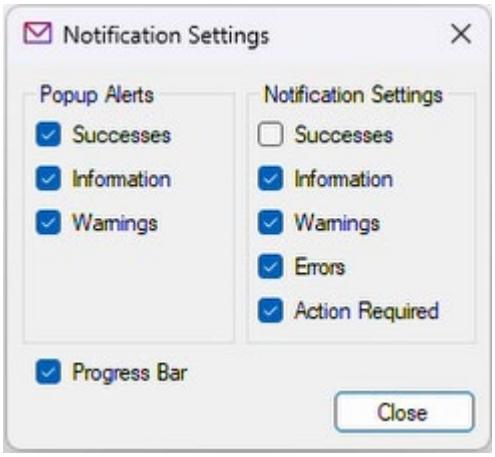
Before installing the service, you need to add credentials to the driver. This is done in the normal way by navigating to the Program Files menu and selecting Printer Control.

Enter your account and user credentials and click ok.



The UI will start and a config refresh will take place.

It is then recommended that you set your Default Print Options by right clicking the logo in the system tray and selecting Default Print Options from the menu. Change the selections to your desired ones and click OK.



If the submitting user is a “Robot” user and is just being used for submission, it is suggested that all notifications are disabled and appropriate User Types are created in the system for the notification flow process.

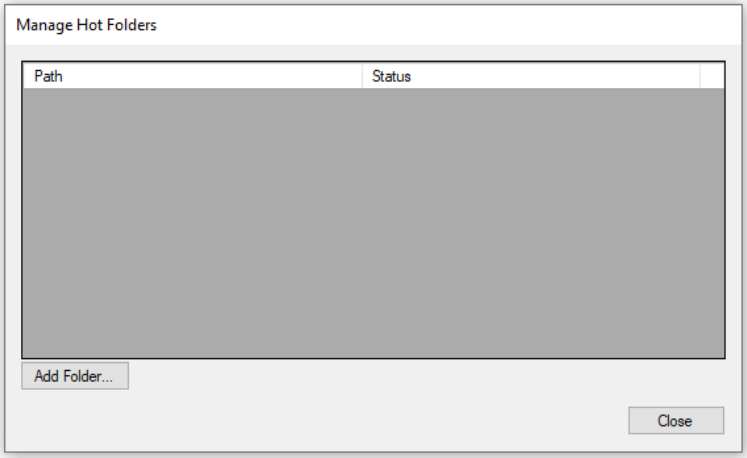
Address 218a High Street, Epping, Essex CM16 4AQ
Phone +44 (0) 20 3915 3913
Email info@dms.co.uk
Web www.dms.co.uk

Configuring Hot Folders

Once the driver has refreshed you must now configure your desired hot folder. The folder will be checked by the service for files. When a file is placed in the folder the service will start the submission process.

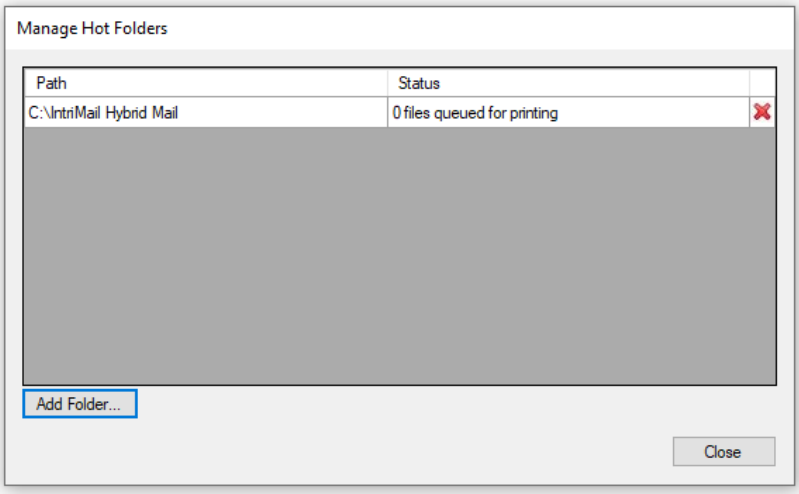
If your folder will be on a network drive then you must configure the share to be a system start-up drive (persistent network drive) and be available when the user is not logged on.

To configure a hot folder, right click the logo in the system tray and select “Advanced” – “Hot Folders”



Click on “Add Folder”

Browse to the folder that you wish to use or use the “Make New Folder” button to create a new one.



Once completed click on “Close”

The hot folder in now configured, you must now complete the security and sharing of that folder if this has not been completed.

You must now stop the UI from running. Right click the logo in the system tray and select “Quit”, a warning message will be displayed, click “Yes” to close the UI.

Installing the Service

In order to install IntriMail as a system service you must run a command prompt as Administrator.

You maybe prompted for the Administrator password if you do not have the correct rights.

Once you have the command prompt open change directory to your installation folder. By default this is C:\Program Files\IntriMail Hybrid Mail.

When you are in the correct directory enter the following:

HPODPrinterUI.exe /installservice dmsservice dmsservice

```
C:\Program Files\IntriMail Hybrid Mail>HPODPrinterui.exe / installservice dmsservice dmsservice
```

C:\Program Files\IntriMail Hybrid Mail>HPODPrinterui.exe /installservice dmsservice dmsservice

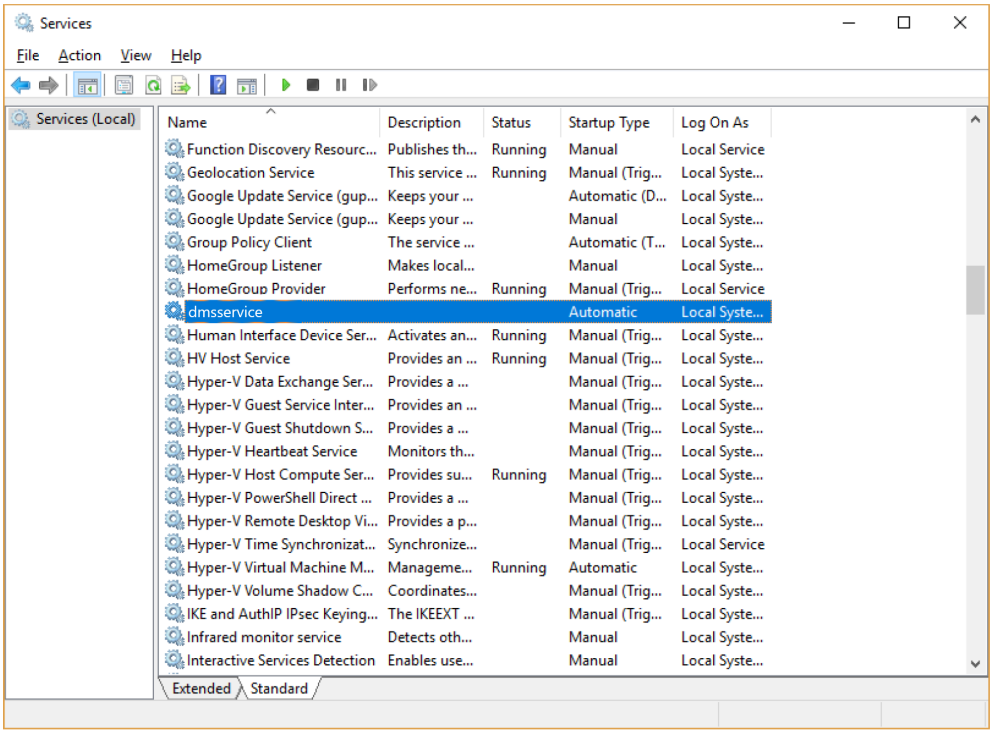
This will now add the service to the Windows service list called “dmsservice”

You can now rerun the above command to install additional services. Please ensure that you use a unique name for each service.

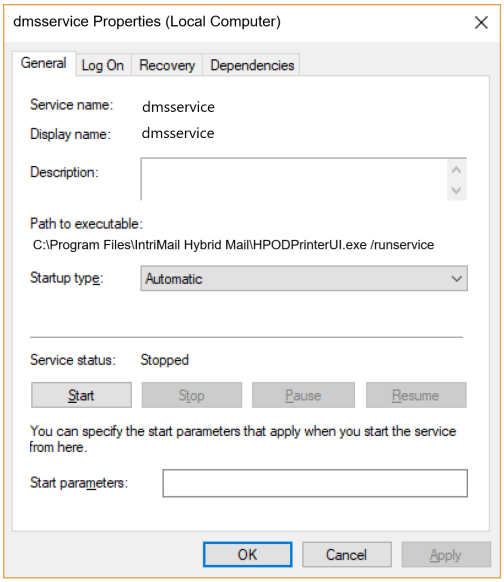
Configuring the Service

To configure the service, go to the Service Manager on your Operating system and locate the IntriMail Client Service.

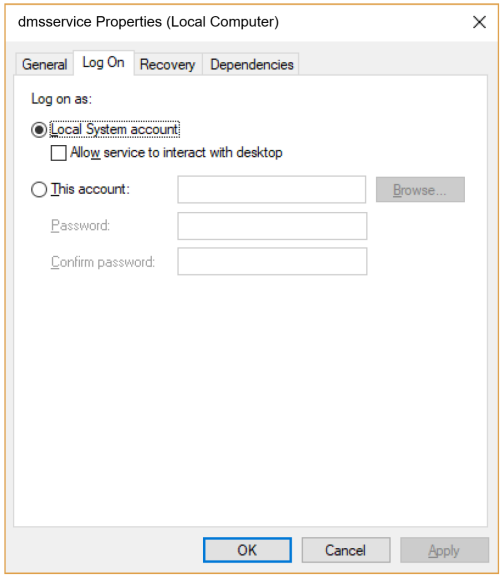
It will not currently be running.



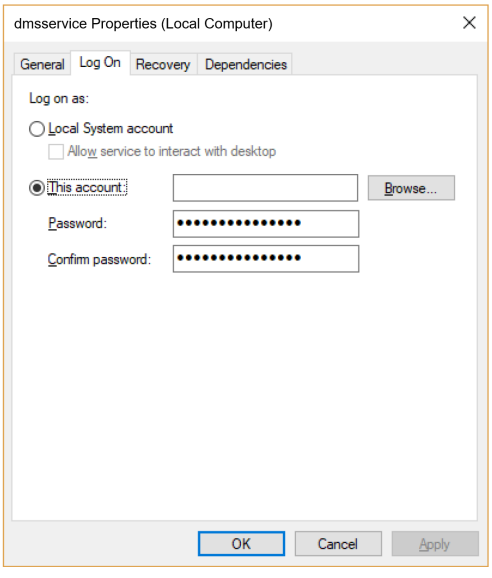
Right click the service and select “Properties”



Click on the Log On tab

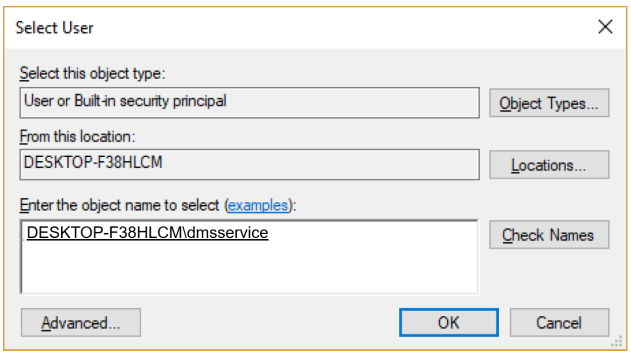


Click the This account buttton

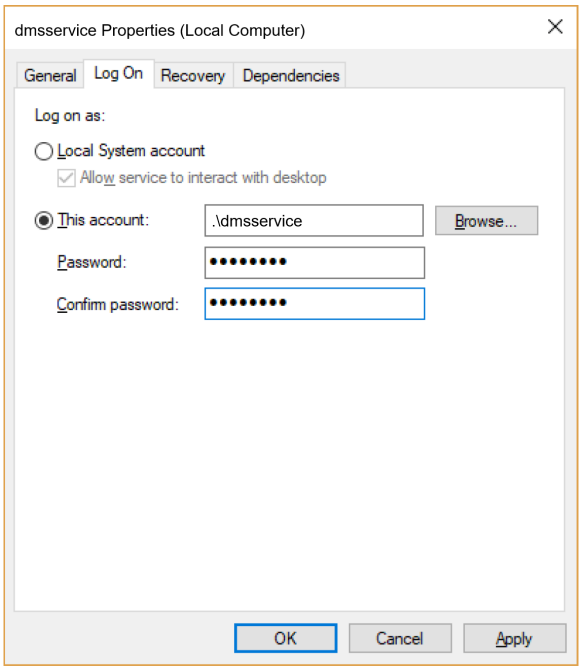


Click Browse

Select the user that will run the service and have the IntriMail credentials (the user you are logged on as)

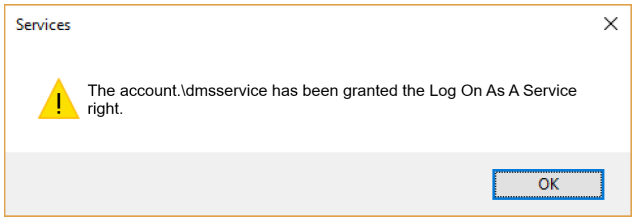


Click OK



Enter the password and click Apply

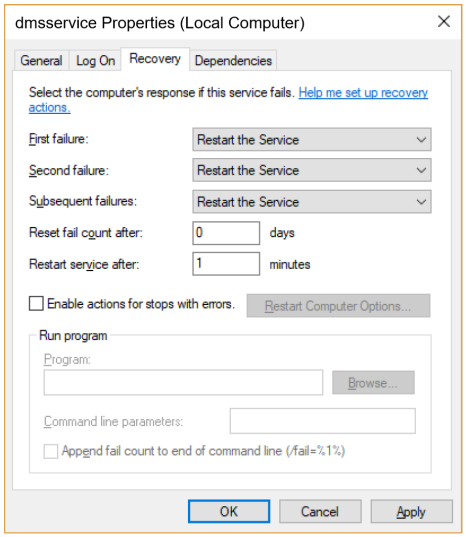
If the user does not already have rights to logon as a service they will be given this.



Click OK

Click the Recovery tab

Set the recovery options to be as below.

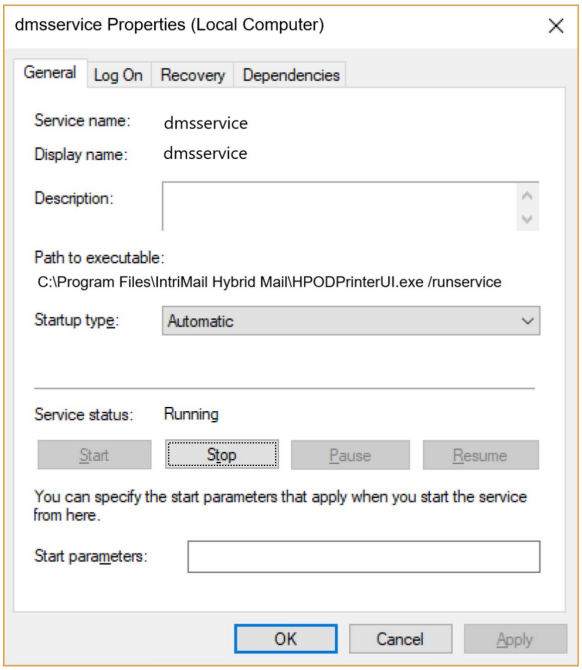


Click Apply

Click on the General tab

BEFORE STARTING THE SERVICE BE SURE THAT THE HPODPRINTERUI IS NOT RUNNING.

Click on the Start button to start the service



Once the service has started Click OK

The installation is now complete and you can log off. Any files placed in the shared/local hot folder that you have configured will be submitted to the server.

Repeat the above process for an additional service/hot folder configuration.

Removing the service

Should you wish to uninstall the IntriMail software you must carry out a manual remove of the service.

To do this run a command prompt as Administrator.

Once you have the command prompt open change directory to your installation folder. By default, this is C:\Program Files\IntriMail Hybrid Mail.

When you in the correct directory enter the following:

```
HPODPrinterUI.exe /uninstallservice dmsservice dmsservice
```

```
C:\Program Files\IntriMail Hybrid Mail>HPODPrinterui.exe / uninstallservice dmsservice dmsservice
```

```
C:\Program Files\IntriMail Hybrid Mail>HPODPrinterui.exe /uninstallservice dmsservice dmsservice
```

This will remove the service, you can now uninstall the software in the normal way.

Address 218a High Street, Epping, Essex CM16 4AQ
Phone +44 (0) 20 3915 3913
Email info@dms.co.uk
Web www.dms.co.uk

Remote Desktop Services – Hide Printer from non-IntriMail Users

The purpose of this section is to describe how the IntriMail printer can be hidden from other Terminal Server/Remote Desktop Services users who access the same server.

The following procedure takes place using a server running Windows 2008 Server with the Remote Desktop Services Role installed.

The IntriMail printer driver installed on the main server Operating System

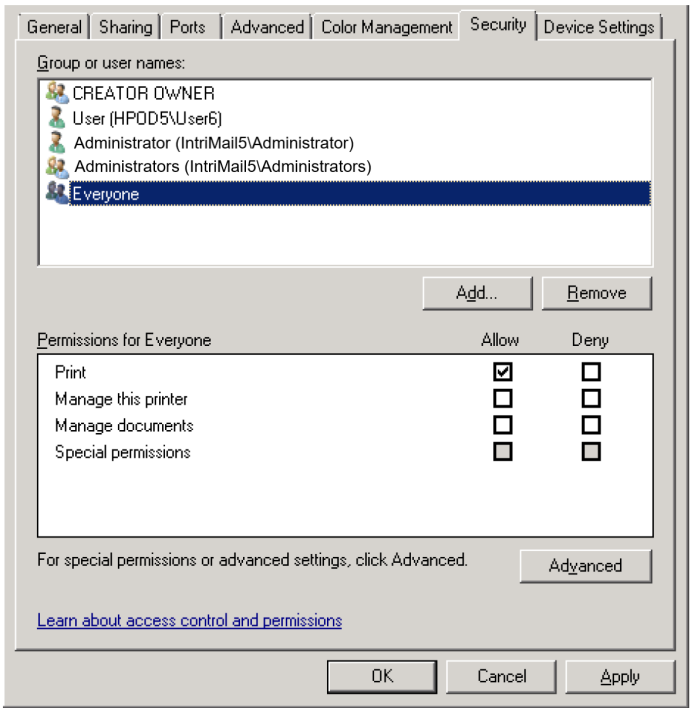
It is assumed that all users not requiring access to the IntriMail printer are not members of the Domain Administrators or Local Administrators Groups.

It is suggested that IntriMail printer Security Group is created within Active Directory or the Local Server (if applicable) to ease the management overhead. In the following example a local server group called IntriMail Access has been created. If you require additional information about the creating of security groups please contact us.

Once the installation of the IntriMail printer has been completed open up the “Devices and Printers” section within Control Panel or the Start Menu.

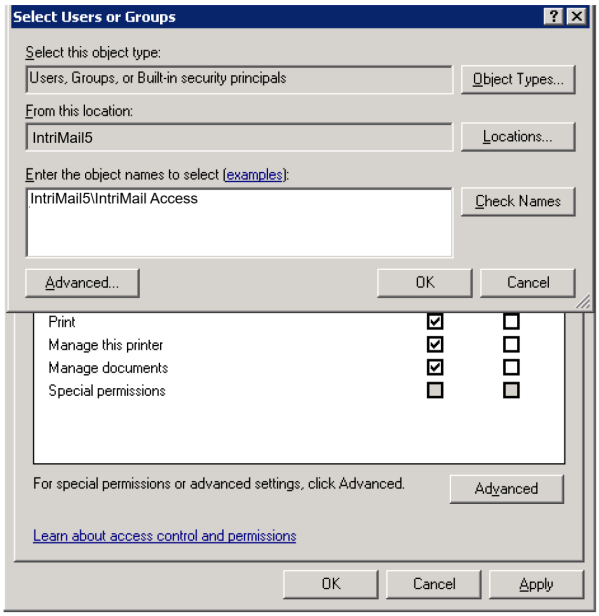
Locate the IntriMail Printer, right click the printer and select Printer Properties.

Click the Security Tab



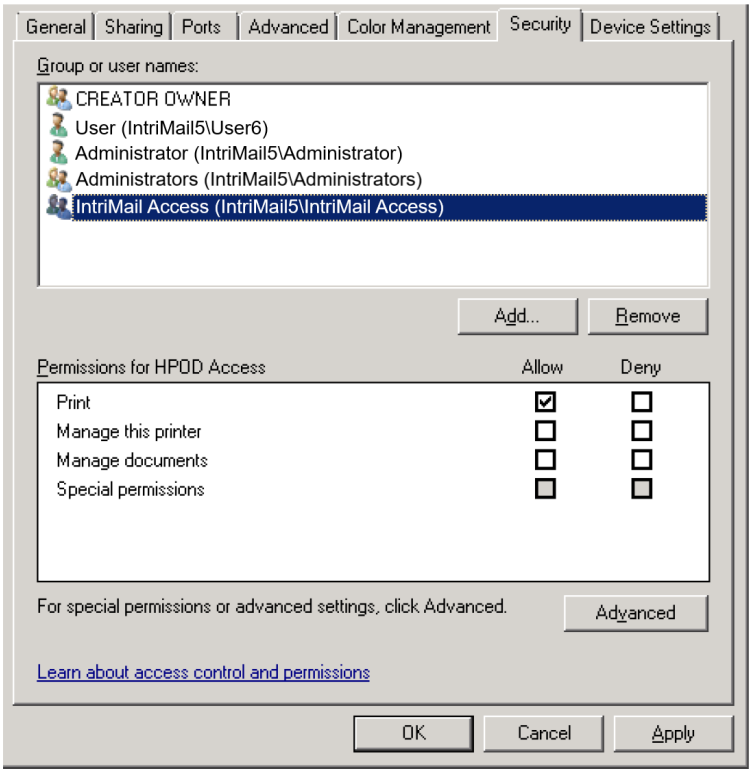
Highlight the “Everyone” group and click “Remove”

Click Add



Type the name of the security group or the user(s) you wish to add and click ok once completed

Click the Security Group/User(s) you have just added and ensure that the option to “Print” is ticked.



Click “Ok” to finish

User now logging on to the Remote Desktop Services Server will not see the IntriMail printer displayed in their “Devices and Printers” folder unless they have been added to the printer’s security directly or the Security Group.

Testing Approach

The recommended testing approach should be carried out in two phases, firstly the installation of the driver and basic functional testing and secondly the configuration testing of the system.

Installation

We recommend you initially deploy the driver to a standard build pc in a controlled test environment. If there are multiple standards across your organisation you should create a test platform for each. It is important to remember that the test environment should also replicate the network and Firewall configuration of client machines within the wider organisation. Once the driver has been successfully deployed to the test machines and you have received an email advising you of your credentials the following should be checked.

- ☑ Install completed successfully?
- ☑ Credentials successfully input?
  - Print Server?
  - Account?
  - User Details?
- ☑ Synchronisation with the Print Server successful?
- ☑ Successful accessing of the console via the desktop short-cut?
- ☑ Print Options Screen available?
- ☑ Print Preview Screen available?
- ☑ Successful submission of a document?
- ☑ Notifications working correctly?
- ☑ Emails delivered successfully?

It is important that the testing is carried out across all the standard builds to which the driver is to be deployed. The testing should also test each type of authentication that will be used in the final deployment. Once all tests have been successfully achieved the driver is ready to be deployed for configuration testing.

Configuration

The system administrators will work with you to agree the departmental structure, user types and options available to specific departments and users. Once this configuration has been completed a set of documents that test all scenarios should be submitted. It is not possible to list all the possible configurable options within this document but we suggest a separate document should be used from the original system requirement activity as agreed by your administrators.

Contact Us

If you require and support during the installation and testing please contact us via the following methods.

Email intrimail@dms.co.uk

Tel 020 3915 3913