

Corel®  
**Painter®** 2021  
DEPLOYMENT GUIDE



# Introduction

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**Welcome!** This guide is intended to support you, the administrator, in deploying Corel® Painter® 2021 to your network.



Most of the topics that follow apply to deploying the software on Windows. For information about installing the software in macOS, see “Deploying the software in macOS” on page 24.



Are you new to network deployment? For a nontechnical introduction to the concepts and processes discussed in this guide, please see the companion [Corel® Beginner's Guide to Network Deployment](#).

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**Conventions** Please note the following conventions used in this guide.

Wherever you see this	You'll find
<i>italicized text</i>	A placeholder for user-specified information, such as a path or filename
<b>bold monospace text</b>	A reference to programming syntax

**For more information** The following resources offer additional support.

For information on	See the following resource
deploying Corel® software: concepts and processes, general advice and best practices	<a href="#">Corel® Beginner's Guide to Network Deployment</a> .
Corel Corporation, or a specific Corel software product	Corel® website: <a href="http://www.corel.com">www.corel.com</a>
support for Corel software	Corel® Support Services website: <a href="http://www.corel.com/support">www.corel.com/support</a>
the Microsoft Windows Installer (MSI) technology, which is used to install Corel software	Microsoft website

# Stage 1: Preparing for deployment

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## Highlights:

Server requirements . . . . . 2

Workstation requirements . . 2

Before beginning the deployment, take the time to familiarize yourself with your network and the software you want to deploy to it. Doing so can help your administrative duties run as smoothly as possible.

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## Getting to know your network

Make sure to consider your network requirements for the deployment.

**Administrative factors** Does your organization (or do you, as administrator) have any particular requirements for deploying and maintaining software?

**Server factors** Does your server have any special characteristics or constraints?

**Workstation factors** Do your workstations have any special characteristics or constraints?

**User factors** Do your workstation users have any special workflows?

**For more information** For general guidance on assessing your deployment needs, please refer to “Processes: Stage 1” in the [Corel® Beginner's Guide to Network Deployment](#).

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## Getting to know the software

Make sure that your server and workstations are eligible for the software.

**Server requirements** You can create an image of Corel Painter 2021 on a server that meets the following requirements:

- Operating system with the latest service pack and critical updates: Windows Server 2012 R2, Windows Server 2016, Windows Server Version 1709, or Windows Server 2019
- 3 GB of server space (for a typical installation without extra content)

For details on server permissions, see “Server setup” on page 3.

**Workstation requirements** You can install Corel Painter 2021 on workstations that meet the following requirements:



- Windows 10 (64-Bit), with the latest updates  
Versions 1909 and later of Windows 10 are supported as well as versions that will be released during the life cycle of Painter 2021.
- Intel Core 2 Duo or AMD Athlon 64 X2 processor  
4 physical cores/8 logical cores or higher (recommended)  
AVX2 instruction set support (recommended)
- Modern GPU with OpenCL (1.2 or higher) compatibility (recommended)
- 4 GB RAM  
8 GB RAM or higher (recommended)
- 2.4 GB hard disk space for application files
- Solid-state drive (recommended)
- 1280 x 800 @ 100% (or higher) screen resolution  
1920 x 1200 @ 150% (or higher) (recommended)
- Mouse or Wintab-compatible tablet
- Microsoft Internet Explorer 11 or higher, with the latest updates

For details on workstation permissions, see “Workstation setup” on page 4.

**Software** Corel Painter 2021 is available as an ISO file that you can download.



To use an ISO file, you can do one of the following:

- Mount the ISO file as a virtual drive.
- Extract the ISO file contents by using WinZip or other third-party software.

**For more information** For important notes on installing and using the software, it’s a good idea to review the Readme file for the software.

#### To access the Readme file on the installation disc

- Run the following command line (where **X:** is the disc drive):

**X:\ReadMes\EN\Readme.html**

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## Setting up your network accordingly

After familiarizing yourself with your network and the software you want to deploy to it, you can set up your network accordingly.

**Server setup** Do the following:

- Make sure that you are either a local administrator or an administrator for the domains and workgroups that you are managing.

- Create a shared network location for the server image, and make sure that you have read/write access to that location.

### Workstation setup

Do the following:

- Make sure that the workstations have Microsoft .NET Framework 4.7.2 or higher installed.
- Make sure that you are — and anyone else who will be installing the software is — either a local administrator or an administrator for the domains and workgroups that you are managing.
- Make sure that you have — and anyone else who will be installing the software has — read access to the server-image location.

### GPOs

To more easily manage the access rights of workstation users — especially for pull-installation scenarios — you may want to consider using Group Policy Objects (GPOs). The *Corel Beginner's Guide to Network Deployment* offers basic information on GPOs. For more advanced information, please refer to the Software Development Kit (SDK) for Group Policy, which is available from Microsoft.

## Stage 2: Creating the server image

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### Highlights:

Initializing the setup . . . . . 6  
Setting up the server image . 6  
Finalizing the server image . 8

After preparing for deployment, you're ready to create the server image.

To create a basic image, you run a standard command line. To create a customized image, you can modify this command line — or you can modify certain aspects of the server image or its setup. If you want to support multiple installation types, you can create multiple server images.

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## Before creating a server image

### Corel.com account

You must have a corel.com account before running the administrative installation. If you don't have a corel.com account, go to the [corel.com](https://corel.com) sign-in page, click **Create an Account**, and follow the steps.



When creating a corel.com account, validate the email that is sent to the email address you used to create the account to avoid service disruption.

The account credentials (email address and password) used when first signing in to create a server image are the only account credentials that will be recognized for future sign-ins. Make note of the first credentials used.

It is recommended that you use an IT department email address as Corel.com account name.

Customers will receive a Proof of Entitlement Certificate email. It serves as proof of purchase and provides direct access to the software download and serial numbers for perpetual licenses. It also contains instructions for importing subscription licenses into the Corel.com customer account.

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## Creating a basic image

To create a basic server image, you must initialize the setup. After setting up the image and tweaking it as necessary, you can use it for deployment.



For best results, make sure to create a server image on a computer that does not have the software already installed.

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## Initializing the setup

To initialize the setup for creating a server image using a limited amount of user interface (UI), you use a command line.



The following command line lets you create a basic 64-bit server image:

**X:\Setup.exe /a**

**Event logging** If you want to create a log file of installation events, include the **/L** switch in your command line. For details on this switch, see page 12.

**Limited setup UI** If you want to limit the amount of UI encountered when creating a server image, include the **/q** switch in your command line. For details on this process, see “Limited setup UI” on page 8.



Be careful to avoid suppressing (or “silencing”) a required user-interface field when introducing a **/q** switch into your command line — otherwise, you may fail to create a valid server image. You must include the following public properties in your command line:

- **TARGETDIR="path"** — to specify the desired location of the server image. For best results, do not end the path with a backslash ( \ ).
- **SERIALNUMBER=<SerialNumber>**



## Setting up the server image

If your **/a** command line succeeds, the setup initializes in one of two ways:

- with full UI — for the standard command line
- with limited (or no) UI — for a command line customized to include **/q**

**Full setup UI** The setup UI takes you step-by-step through the process of setting up the server image.

UI component	Notes
End-User License Agreement (EULA)	To create the server image, you must accept — on behalf of your organization — the End-User License Agreement. Installations deployed from the image will not prompt users to review the license agreement.

UI component	Notes
Serial number, email address and password   <b><i>The Proof of Entitlement</i></b> <b><i>Certificate email contains the required serial number, which is assigned to the corel.com account used when creating the server image. For more information, see “Before creating a server image” on page 5.</i></b>	A valid serial number and your corel.com account information, such as email address and password, are required to access product updates.
Image Location	Type the full (UNC) path in the box provided, or click <b>Change</b> to browse to that location. To prevent installation problems, limit the path to 89 characters.
Product Updates	You can choose to: <ul style="list-style-type: none"> <li>• automatically update the product</li> <li>• check for updates and let the user choose when to install them</li> <li>• never check for updates.</li> </ul> You can access these options only after entering the corel.com account user credentials.
 <p>To create and deploy the server image, you must use a serial number that begins with the prefix PF21C22 (for perpetual licenses) or PF21S22 (for subscriptions) and has 37 characters (including dashes). If your serial number has fewer characters, it is not a valid serial number for software deployment.</p> <p>You must be online when creating the server image so that you can authenticate your profile. When you enter the email address and password associated with your Corel.com account when online, a PROFILEID is generated that allows users to be signed in automatically. For more information, see “PROFILEID” on page 15.</p> <p>If you’re offline, you can still deploy a server image without using credentials, but workstations will not have access to product updates. However, you can convert an offline workstation to online. For more information, see “Converting workstations from offline to online after deployment using /s” on page 15.</p>	



### Limited setup UI

If you want to limit the amount of user interface (UI) encountered when creating a server image, include the **/q** switch in your command line. For details on this switch, see page 13.



Be careful to avoid suppressing (or “silencing”) a required user-interface field when introducing a **/q** switch into your command line — otherwise, you may fail to create a valid server image. You must include the following public properties in your command line:

- **TARGETDIR="path"** — to specify the desired location of the server image. For best results, do not end the path with a backslash ( \ ).
- **SERIALNUMBER=<SerialNumber>**
- **ALLOW\_PRODUCTUPDATES=2** — to disable automatic updates (and in-product messaging) on the workstations. By default, if the administrator signs in or specifies a PROFILEID at the command line, automatic updates are enabled for workstations installed from a server image. For more information on the PROFILEID property, see “PROFILEID” on page 15.
- additional installation properties supported by the setup. For details, see “Using public properties” on page 14.

In the following example, the administrator has signed in with account credentials (email address and password), there is no setup UI, the serial number and PROFILEID properties are specified (for more information on the PROFILEID property, see “PROFILEID” on page 15), automatic product updates are enabled, the path to the server image is set, and any errors are recorded in the specified log file:

```
\\mountedISopath\Setup.exe /a /qn  
SERIALNUMBER=<SerialNumber>  
PROFILEID=<ProfileIDDigit> ALLOW_PRODUCTUPDATES=1  
TARGETDIR=<PathToAdminImage> /L  
"C:\Logs\My_Log.txt"
```

In the following example, the administrator has not signed in with account credentials (email address and password), there is no setup UI, the serial number is specified, automatic product updates are disabled, the path to the server image is set, and any errors are recorded in the specified log file:

```
\\mountedISopath\Setup.exe /a /qn  
SERIALNUMBER=<SerialNumber>  
ALLOW_PRODUCTUPDATES=2  
TARGETDIR=<PathToAdminImage> /L  
"C:\Logs\My_Log.txt"
```

## Finalizing the server image

This section describes recommended steps to take before deploying from the server image.



To avoid deploying the software twice, you may want to check for software updates and apply them to the image as necessary. For details, see page 20.

**Testing the image**

You may want to test your finalized image with a small subset of workstations before rolling it out to your entire organization.

**Moving the image**

To change the location of a server image after you create it, you can copy the image to a new location. However, after the software has been deployed to the workstations, the image cannot be moved.

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## Creating multiple images

If your workstations require different configurations of the software, you can create one server image for each installation type.

Make sure to create the server images on a 64-bit operating system that does not have the software already installed.

**Product updates**

When a product update becomes available, you will need to apply it to each server image. For details on image patching, see page 21.

**Naming convention**

Use a naming convention that makes it easy to distinguish the server images from one other.

# Stage 3: Installing the software

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After creating the server image, you can use it to install the software on the workstations in one of two ways:

- manually, by having users “pull” the software to their own workstations
- automatically, by “pushing” the software to the workstations on their users’ behalf

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## Pulling the software

If users have both access to the server and administrator-level rights to their workstations, they can install (or “pull”) the software themselves. To do this, they run the setup from the server image.

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### Preparing for pull installation

To ensure that the pull-installation process runs as smoothly as possible, take the time to prepare for it.

- |                     |   |
|---------------------|---|
| <b>Requirements</b> | <ul style="list-style-type: none"><li>• Confirm that each workstation meets the minimum requirements for the software (see “Workstation requirements” on page 2).</li><li>• Confirm that each workstation user has read-only access to the server image and administrator-level access to the workstation (see also “Workstation setup” on page 4).</li></ul> |
|---------------------|---|

<b>Recommendation</b>	Map the workstations to the server image, and set the workstations to log in to that server location at startup. Doing so ensures that users are always connected to the server image.
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### Carrying out a pull installation

Users pull the software to their workstations by running the setup from the server image.



The degree of user interaction required by the setup depends on how you’ve customized the server image and the deployment process.



If you prefer to restrict user customization, you may want to offer multiple server images — one per set of installation options. For details, see page 9.

### To pull the software to a workstation

- 1 Browse to the location of the server image, and double-click **Setup.exe**.
- 2 Carry out the installation, specifying any desired options, by following the on-screen instructions.



To prevent installation problems, limit the installation path to 89 characters.

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## Pushing the software

To “push” the software from the server image to the workstations, you must write a command line that includes the following:

- the filename of the setup you want to use
- any desired switches, to control how the setup runs
- any desired public properties, to specify installation settings

Example: **Setup.exe /q**

Using this command line, you can install the software on the workstations by using any supported push method.

When pushing a server image to workstations, the setup must be run with administrator-level privileges.

If the **Security level for this zone** setting is set to **High** in Microsoft Internet Explorer, no text will appear in the Corel Painter 2021 installation dialog boxes. You can modify this setting in Microsoft Internet Explorer so that text will appear by following the procedure below.

### To modify security settings in Internet Explorer

- 1 Click **Tools** ► **Internet Options**.
- 2 Click the **Security** tab.
- 3 Click the **Custom level** button.
- 4 In the **Scripting** list of options, enable the **Enable** option for **Active scripting**.
- 5 Click **OK**, and click **OK** again.
- 6 Close Microsoft Internet Explorer.



If you plan to push the software silently, first make sure that each workstation has Microsoft .NET Framework 4.7.2 installed.

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## Specifying the setup file

The most important item to specify in your command line is the executable file for the setup: the **Setup.exe** file on the server image you want to use:

`\\server\path\Setup.exe`

If your path contains spaces, you must place quotation marks around it:

`"\\server\path containing spaces\Setup.exe"`

## Using switches

By using switches in your command line, you can control the setup process. Listed in this section are the switches most commonly used when installing the software.

For general information on switches, along with details on switch syntax, please see “Switches” in the [Core!® Beginner's Guide to Network Deployment](#).

For a list of all command-line switches for Microsoft Windows Installer, please see the Microsoft website.

### /L Event logging

Use **/L** to log installation events.

Parameter	What it logs
<b>i</b>	Status messages
<b>w</b>	Nonfatal warnings
<b>e</b>	All error messages
<b>a</b>	Initiated actions
<b>r</b>	Action-specific records
<b>u</b>	User requests
<b>m</b>	Error messages for out-of-memory warnings or fatal exits
<b>o</b>	Error messages for insufficient hard-disk space during server installation
<b>p</b>	Terminal properties



Parameter	What it logs
<b>*</b>	All of the above, in a single log file NOTE: Alternatively to <b>/L*</b> , you can use <b>/log</b> .
<b>v</b>	Very detailed information

The default parameters for **/L** are **iwearmo**.

If you want to specify a path for the log file, use the following syntax:

```
/L "C:\Logs\My_Log.txt"
```



If you do not specify a path and filename, the log file is created in the current user's temporary (**Temp**) folder.

In the following example, the **/L** switch (with default parameters) is used to log installation events in the specified file:

```
\\server\path\Setup.exe /L "C:\Logs\My_Log.txt"
```

## **/q Limited setup UI**

Use **/q** to limit the amount of setup UI encountered during installation.



You can use **/q** to prevent users from entering their own registration information, to help enforce specific installation options, or even to perform silent installations (in which no setup UI is visible whatsoever).

Parameter	What the user sees during installation
<b>n</b>	No UI whatsoever. Errors are logged in a file that you can control by using <b>/L</b> (see page 12). This is the default parameter. NOTE: Alternatively to <b>/qn</b> , you can use <b>/quiet</b> .
<b>b</b>	Basic UI: a progress bar and a <b>Cancel</b> button. If the user pushes the <b>Cancel</b> button, the installation is rolled back upon confirmation. NOTE: Alternatively to <b>/qb</b> , you can use <b>/passive</b> .
<b>b!</b>	Basic UI: only a progress bar. The user cannot cancel the installation.
<b>b+</b>	Basic UI: a progress bar and a <b>Cancel</b> button. If the user pushes the <b>Cancel</b> button, the installation is rolled back (without first prompting for confirmation).

Parameter	What the user sees during installation
<b>r</b>	Reduced UI: A progress bar, along with a page containing information about the installation. The user can cancel the installation. Note: When run on a workstation, a command line with this parameter automatically installs any needed components. For example, it will install .NET 4.7.2 if the workstation doesn't have the required version of .NET.
<b>f</b>	Full UI

The default parameter for **/q** is **n**.

In the following example, all setup UI is suppressed, and any errors are recorded in the specified log file:

```
\\server\path\Setup.exe /q /L "C:\Logs\My_Log.txt"
```

## **/? Help**

The **/?** switch (or **/help**) displays Help for the setup.

## Using public properties

By using public properties in your command line, you can specify installation settings. Listed alphabetically in this section are the properties most commonly used during software installation.

For general information on public properties, along with details on property syntax, please see the *Corel Beginner's Guide to Network Deployment*. For a list of all command-line properties for Microsoft Windows Installer, please see the Microsoft website.

### **ALLOW\_PRODUCTUPDATES Specifying settings for product updates**

You can check for updates and let the user choose when to install by using the following property:

**ALLOW\_PRODUCTUPDATES=0**

You can keep the product automatically updated (and allow in-product messaging) by using the following property:

**ALLOW\_PRODUCTUPDATES=1**

You can opt out of automatic updates (and in-product messaging) by using the following property:

**ALLOW\_PRODUCTUPDATES=2**



There are default settings for product updates based on whether the administrator signs in with credentials.

- If the administrator does not sign in, **ALLOW\_PRODUCTUPDATES=2** is the default, and cannot be modified later.
- If the administrator enters credentials before creating the basic server image or specifies a **PROFILEID** at the command line, **ALLOW\_PRODUCTUPDATES=1** is the default, but can be modified later.

## INSTALLDIR Customizing the installation path

When deploying from the server image, use the following public property to customize the workstation installation path of the software:

**INSTALLDIR="path"**

This property can only be used during a workstation installation.



For best results, do not end the path with a backslash ( \ ).

## PROFILEID Converting workstations from offline to online after deployment using /s

The **PROFILEID** property is used to push down account credentials to the workstations and sign in all users to the account. This property enables users to get updates, without knowing the email address and password associated with the Corel.com account. Users must be online to access silent updates.

The **PROFILEID** value is a combination of letters and numbers. To access it, go to **Your Account** page on corel.com and click [Product Status](#) in **Your Products** section (Support > Your Account > Product Status). The **Profile ID** is in the lower-left corner of the page.



The **PROFILEID** property cannot be combined with any other properties.

This property can be used to convert workstations from offline to online after deployment but not vice versa.



Do not manually edit the key. Use the **/s** command to properly modify the key.

This property is not required if you have entered the email address and password when creating the server image.

## REBOOT Handling reboots

The **REBOOT** property is used with one of the following values to specify how the installation process handles any required reboots.

Value	What it does
<b>Force</b> (or <b>F</b> )	Prompts for reboot after installation. If the setup UI is suppressed, the computer is automatically rebooted after installation. NOTE: Alternatively to <b>REBOOT=Force</b> , you can use the <b>/forcerestart</b> switch.
<b>Suppress</b> (or <b>S</b> )	Prompts for reboot during installation (if required), but reboots automatically after installation. If the setup UI is suppressed, all required reboots are automatic. NOTE: Alternatively to <b>REBOOT=Suppress</b> , you can use the <b>/promptrestart</b> switch.
<b>ReallySuppress</b> (or <b>R</b> )	Suppresses all reboots and all reboot prompts, both during and after installation. NOTE: Alternatively to <b>REBOOT=ReallySuppress</b> , you can use the <b>/norestart</b> switch.

## SERIALNUMBER Specifying the serial number

The **SERIALNUMBER** property is used to specify the serial number for the installation:

```
SERIALNUMBER=<SerialNumber>
```

## TARGETDIR Specifying the location of the server image

The **TARGETDIR** property is used to specify the desired location of the server image.

```
TARGETDIR=<PathToAdminImage>
```

This property can only be used during server image installations.



For best results, do not end the path with a backslash ( \ ).

## USERNAME Inputting the user name

To input the user name for the installation, use the following property:

```
USERNAME="user name"
```

## Running your command line

Your command line can be used to push the software to the workstations through any of the following:

- a **batch file** — see the Microsoft website for details
- a **GPO** — see the Group Policy SDK for details
- a **third-party push technology** — see the manufacturer's documentation for details

For many administrators, using a third-party push technology is the preferred push method. This section offers general guidelines on using a few such technologies. For details on using such a technology, please refer to the manufacturer's documentation.

**SCCM** At the time of this writing, Corel has verified support for Microsoft® System Center Configuration Manager (SCCM) only insofar as its Microsoft Systems Management Server (SMS) components.

For complete information on using SCCM, please see the Microsoft website.

**SMS** For deployment to the workstations on a “per-system” basis using package definition files (or “packages”), Corel Painter 2021 supports the use of Microsoft Systems Management Server (SMS).

You can create a package from scratch — or you can create one from the existing SMS files included with Corel Painter 2021 (in the **Administrator** folder on the installation disc or the server image).

For complete information on using SMS files, please refer to your resource kit for Microsoft Systems Management Server.



The recommendations posted on the Microsoft website have not been tested with Corel Painter 2021 and must therefore be used at your discretion.

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## Using product privileges

To take advantage of product privileges, such as silent updates, after deployment, workstations must have internet access the first time they launch the applications.

Users are automatically signed in to the corel.com account associated with your volume license purchase provided you included your corel.com account credentials (email address and password) during the creation of the server image. This ensures that they can use their product privileges.



You can choose to remove specific workstations from [Your Account](#) page on corel.com. To sign in workstations that you previously signed out, you must provide account credentials. Alternatively, you can run the **setup.exe /s** command with **PROFILEID** again to restore the sign-in of signed out workstations. For more information, see “PROFILEID” on page 15.

# Stage 4: Maintaining the installations

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An important part of administering a network is maintaining the software installed on its workstations.

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## Repairing the software

Repairing the software lets you install (or reinstall) missing (or corrupted) components. You can repair a single installation of the software by using the Windows Control Panel on that workstation, or you can repair multiple workstation installations by using a command line.

### Repairing a single installation

You can use the Windows Control Panel to repair a single installation.

#### To repair an installation with the Windows Control Panel

- 1 In the Windows Control Panel, display the list of currently installed programs, and choose the program from the list.
- 2 Click **Uninstall/Change**.
- 3 Enable the **Repair** option, and then click **Repair**.
- 4 Follow the on-screen instructions.

### Repairing multiple installations

You can use a command line to repair multiple installations at a time.

#### **/f** Basic repair

Use the **/f** switch with the **Setup.exe** file on the server image:

```
\\server\path\Setup.exe /f
```



You cannot use the **/f** switch with public properties. For greater control over the repair process, use the **REINSTALL** and **REINSTALLMODE** properties instead of **/f**.

The **/f** switch has the following parameters.

Parameter	What it does
<b>p</b>	Reinstalls missing files
<b>o</b>	Reinstalls missing files and files older than current version
<b>e</b>	Reinstalls missing files and files equal to or older than current version
<b>d</b>	Reinstalls missing files and files different from current version
<b>a</b>	Reinstalls all files
<b>u</b>	Reinstalls all required user-specific registry keys: <b>HKEY_CURRENT_USER, HKEY_USERS</b>
<b>m</b>	Reinstalls all required computer-specific registry keys: <b>HKEY_LOCAL_MACHINE, HKEY_CLASSES_ROOT</b>
<b>s</b>	Reinstalls all existing shortcuts
<b>v</b>	Runs from the source files and re-caches the local package

The default parameters for **/f** are **oums**.

## REINSTALL and REINSTALLMODE

### Advanced repair

For greater control over how the software is repaired, use the **REINSTALL** and **REINSTALLMODE** public properties together.

Property	What it does
<b>REINSTALL=ALL</b>	Reinstalls all program features
<b>REINSTALLMODE=type</b>	Specifies the type of reinstallation to perform. The values for this property are the same as the parameters for the <b>/f</b> switch, so its default values are <b>oums</b> .

## Updating the software

Corel periodically releases Microsoft patch (MSP) files — also known as “patches” or “updates” — for its products. Installing updates helps keep the software up-to-date.



In this guide, **Patch.exe** is a placeholder for the filename of the update. The actual filename varies with each update.

## Locating updates

Many network administrators keep their software up-to-date by monitoring the Corel Support Services website ([www.corel.com/support](http://www.corel.com/support)). When an update is made available, these administrators download it and carry out the patching process themselves.



In this guide, `\\server\path\Patch.exe` is a placeholder for the location and filename of the downloaded patch.



If you prefer to have workstation users patch the software for themselves, you can set up the server image to enable the automatic detection of available patches. For details, see “Setting up the server image” on page 6.

## Applying updates

After locating and downloading an update, you can apply it to the server image and then use the updated image to patch the installed software.

### Image patching

You can apply an update to the server image. You must begin by extracting the patch files to a specified location.

#### To extract the update files to a specified location

To extract the update files to a specified location (instead of the default Temp folder), use the following command-line syntax:

```
\\server\path\Patch.exe /extract_all "C:\Extracted"
```



Be sure to apply all extracted update files to the server image. Applying only some of the update files may cause the installations to function incorrectly.

#### To apply the update files to the server image

Use a command line that includes the executable file for the update and the `/a` switch:

```
\\server\path\Patch.exe /a
```

### Workstation patching

After updating the server image, you can deploy the update to the workstations.

#### To update the workstations

Use the following command-line syntax:

```
\\server\path\Setup.exe REINSTALL=ALL
```

By default, the **REINSTALLMODE=oums** property is applied. For best results, you may want to specify **REINSTALLMODE=vdm**:

```
\\server\path\Setup.exe REINSTALL=ALL  
REINSTALLMODE=vdm
```

For details on **REINSTALL** (and **REINSTALLMODE**), see page 20.

### To silently update the workstations

Use the following command line:

```
\\server\path\Patch.exe /s
```



For best results, avoid silently patching the workstations.

---

## Removing the software

You can remove the software from your network. Uninstalling the software cleanly is crucial when the time comes to upgrade to a newer version.

### Image removal

You cannot automate the removal of a server image. Instead, you must manually delete the image from the server.

For best results with deleting an image, make sure that the programs to be removed — and their associated files — are not currently in use on the workstations.



The only way to recover a deleted server image is to re-create it by re-running the setup.

Don't delete the server image if there are still workstations that use the image. Otherwise, users won't be able to maintain and modify the installations.

### Workstation removal

You can remove a single installation of the software by using the Windows Control Panel on that workstation, or you can remove multiple workstation installations by using a command line.

## Removing a single installation

You can use the Windows Control Panel to remove a single installation.

### To remove an installation with the Windows Control Panel

- 1 In the Windows Control Panel, display the list of currently installed programs, and choose the program from the list
- 2 Click **Uninstall/Change**.



- 3 Enable the **Remove** option.
- 4 If you want to remove user files (such as presets, user-created fills, and customized files), enable the **Remove user files** check box.
- 5 Click **Remove**.

## Removing multiple installations

You can use a command line to remove multiple installations at a time.

### /x Basic removal

You can use the **/x** switch (or the **/uninstall** switch) to silently remove the software:

```
\\server\path\Setup.exe /x
```

### REMOVE and REMOVEUSERFILES

### Advanced removal

If you want more control over the removal process, use the following public properties.

Property	What it does
<b>REMOVE=ALL</b>	Removes all features (except Corel Painter Thumbnail Previewer)
<b>REMOVEUSERFILES=value</b>	Specifies whether to remove user files: <ul style="list-style-type: none"> <li>• <b>0</b> — no</li> <li>• <b>1</b> — yes</li> </ul>

You can use a **msiexec** command to uninstall the Corel Painter Thumbnail Previewer.

```
msiexec /x
\\server\path\Painter2021\21.0.0.211\AllOff\painter\
iconhandler 64 bit.msi /q
```

## Troubleshooting the software

For help troubleshooting any issues with the software, please visit the Corel® Knowledge Base ([www.corel.com/knowledgebase](http://www.corel.com/knowledgebase)), an online repository of FAQs and articles.

# Deploying the software in macOS

---

When deploying Corel Painter 2021 in macOS, you can configure it by using secondary files. Configuration ensures that users are not asked to sign in for authentication when using the software.

<b>In this section</b>	<b>Workstation requirements . . . . .</b>	<b>24</b>
	<b>Required files . . . . .</b>	<b>24</b>
	<b>Deploying the software in macOS . . . . .</b>	<b>25</b>

## Workstation requirements

Corel Painter 2021 can be installed on macOS workstations that meet the following minimum system requirements:

- macOS 10.15 or 10.14, with the latest revision
- Intel Core 2 Duo  
4 physical cores/8 logical cores or higher (recommended)
- Modern GPU with OpenCL (1.2 or higher) compatibility (recommended)
- 4 GB RAM  
8 GB RAM or higher (recommended)
- 1.8 GB hard disk space for application files  
Solid-state drive (recommended)  
Case-sensitive file systems are not supported.
- 1280 x 800 @ 100% (or higher) screen resolution  
1920 x 1200 @ 150% (or higher) (recommended)
- Mouse or tablet
- To activate your product, you must connect to the Internet and register it first.

## Required files

To deploy the software, you need the installation package - **Corel Painter 2021.pkg**, which is included in the **Corel Painter 2021.dmg** file.

In addition, you need the following secondary files to deploy and configure the software:

- **Corporate.pkg** file, which contains an installation script.
- **CorporateDeploy.plist** file associated with the package. This list supports two values: SN (Serial Number) and PROFILEID.

These secondary files can be found at [www.painterartist.com/macdeploy](http://www.painterartist.com/macdeploy).

## Deploying the software in macOS

The software must be configured and deployed on workstations using the following procedure. All users of the software need access to the installation location.

### To configure and deploy Corel Painter 2021 in macOS

- 1 Copy all required files to the same location.
- 2 Open the `CorporateDeploy.plist` file using a text editor such as TextEdit, and enter the product serial number and the ProfileID in the file.

The SerialNumber and ProfileID values in the following example are fictitious.

```
<key>SerialNumber</key>
<string>PF21R22-XXXXX9X-XXX7XX7-XXX7X6X-X4XXX</string>
<key>ProfileID</key>
<string>0X0000XB00XX01XXXX000010000XX0X10X</string>
```

Note: For more information about the ProfileID and where to find it, see “PROFILEID” on page 15.

- 3 Deploy the `Corporate.pkg` file.
- 4 Deploy the `Corel Painter 2021.pkg` file.



It is essential that you deploy the `Corporate.pkg` file before deploying the `Corel Painter 2021.pkg` file.



To simplify the process of making the software available to the network, use the tools included with your operating system. For detailed information on deploying software to a macOS network, please visit the macOS Server website.

### Troubleshooting tips

If you can't deploy the software, make sure that:

- You are connected to the internet.
- Corel Painter 2021 is not already installed on the workstation.
- Both the Serial Number and ProfileID are specified correctly in the `CorporateDeploy.plist` file, which is copied to the same location as the `Corporate.pkg` file.

# Appendix A: Specialized deployment scenarios

---

If you require a more specialized deployment scenario, the supplementary topics in this appendix may be of interest to you.

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## Working with MSI files

Stored in the **Painter** folder, the main Microsoft Windows Installer (MSI) file for the setup — **setup.msi** — contains a database of main features, registry keys, folders, and shortcuts for the software.

The server image contains a copy of the main setup MSI file — the MSI tables within which you can modify for deployment to the workstations.

**Setup files** Besides **Setup.msi**, the setup requires an addition MSI file to carry out the installation: **ICA.msi**.

To install Corel Painter 2021, the setup uses the following MSI file (stored in the **Painter** folder: **Painter.msi**.

**Language modules** The setup requires language modules, MSI files for which are stored in the **Painter** folder.

Language module	MSI file
Chinese (Traditional)	CT.msi
English	EN.msi
French	FR.msi
German	DE.msi
Japanese	JP.msi

**Extra content** To install extra content, the setup uses the following MSI file (stored in the **Painter** folder): **Content.msi**.

# Appendix B: Authenticating the software

---

If you signed in by providing Corel.com account credentials when creating the server image, all users are automatically signed in.

Note that access to updates requires software authentication of the workstations. In this appendix, you will learn about what information is exchanged during software authentication and what is required for successful authentication.

<b>In this appendix</b>	<b>Exchanging information during authentication . . . . .</b>	<b>27</b>
	<b>Requirements for authentication . . . . .</b>	<b>27</b>

---

## Exchanging information during authentication

The first time Corel Painter 2021 is launched on a workstation, on any given day; the following information is sent to the Corel server that authenticates the software:

- Information that identifies the corel.com account, which can be either the email address and password or the PROFILEID. For more information about PROFILEID, see “PROFILEID” on page 15.
- Information that identifies the workstation on which the application is launched such as computer and hardware signature and name.
- Product identifiers that specify the product family, product version, language as well as the product serial number.
- Information about the license state.

---

## Requirements for authentication

For successful software authentication in a corporate network, you must allow access to <https://iws.corel.com>, which is the address of the Corel authentication server. The port number is 443, with the following specific endpoint:

- <https://iws.corel.com/ipmws/services/Subscription>

To allow access to the Corel authentication server, you may need to modify the security settings in your proxy or firewall software.



# Appendix C: FAQ

---

This section includes answers to frequently asked questions.

## **Why do I need a Corel.com account?**

A Corel.com account is required to create the server image with online access and authenticate the product. For more information, see “Corel.com account” on page 5.

## **My Corel.com account credentials no longer work.**

Make sure to use the Corel.com account associated with the product. You must type in the credentials used when you first ran the administration installation.

## **Why do I need to authenticate the product?**

To give users access to updates, you must authenticate the software when you create the server image. This is done by signing in with your Corel.com account credentials. Authentication also takes place on the workstations but it is a silent process that doesn’t require user sign-in. For information about what information is exchanged during software authentication, see “Appendix B: Authenticating the software” on page 27.

## **How can I give users access to Corel content?**

Extra content can be downloaded from the Get More dialog box, accessible from the Welcome book when users work in online mode.

In addition, the Proof of Entitlement Certificate email includes a link to the Corel content provided with the software. You must copy the content to a network drive and give users access to this drive. In addition, you need to create aliases to the content folders to make content such as fills and transparencies accessible from within the software.

## **Can users on the workstations and I use the software in offline mode?**

Yes, it is possible if you have a license with a long serial number (37 characters) and use this serial number to create a server image. For more information, see “Setting up the server image” on page 6.

## **Where can I manage my installations?**

You can manage your installations from the Corel.com account that was used to sign in and create the server image. For example, you can remove specific workstations from Your Account page.

## **I deployed the software using a server image, yet the workstations are still asked to sign in. Why?**

The sign-in may be required for one of the following reasons:

- You signed in with your Corel.com account credentials when you created the server image to deploy the software in online mode. However, the workstation was not online when the user first launched the product. In this case, the workstation attempts to access [iws.corel.com](http://iws.corel.com), the Corel authentication server, to authenticate the software.
- You have removed the workstation from Your Account page of your corel.com account. When a workstation is removed, it cannot be signed-in automatically. The user of the workstation must sign in once.

- If the workstation is offline for a long time after the sign-in, software authentication is required to make sure that product entitlements have not changed or expired.

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## Corel® Painter® 2021 Deployment Guide

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