



Deploy Script DFU through Intune on Windows® (win32 app)

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Summary

The Logitech Script DFU software is a tool to update firmware of supported devices. Intended to be used by IT Managers and Administrators.

IMPORTANT:

Deployment type should be **Install and Available**, NOT **Required**. This will prevent devices becoming unusable during critical work use. For example if the client (user) is in the middle of a presentation, or critical work, they will lose keyboard input during this time.

Install behaviour must be set to **USER**, not **SYSTEM** or users will not see the pop-ups (even if scripted in)

Download Logitech Software

1. Download the Logitech ScriptDFU software from the following [link](#)
2. Create a new folder in the C drive: `c:\Scriptdfu` and move the file into that folder
3. Download the Microsoft Content Prep Tool (IntuneWinAppUtil.exe)
<https://github.com/Microsoft/Microsoft-Win32-Content-Prep-Tool>
4. Extract the downloaded zip file and copy the IntuneWinAppUtil.exe file into the `c:\IntuneWinAppUtil` folder.

Create the Intunewin file

1. Open a **CMD prompt with the administrator privileges** and navigate to the folder you copied the Intune Win32 Content prep tool in. For example: `c:\IntuneWinAppUtil`.
2. Run the `IntuneWinAppUtil.exe` command and fill in the following information;

Source folder: `c:\ScriptDFU`

Setup file : `logitech_dfu.exe`

Output folder : `c:\ScriptDFU`

Specify the Catalog folder : `No`

3. Press **Enter**
4. In a few seconds the `.intunewin` file is created, located at `c:\ScriptDFU\logitech_dfu.intunewin`

 Administrator: Command Prompt - IntuneWinAppUtil.exe

```
Microsoft Windows [Version 10.0.19042.1165]
(c) Microsoft Corporation. All rights reserved.

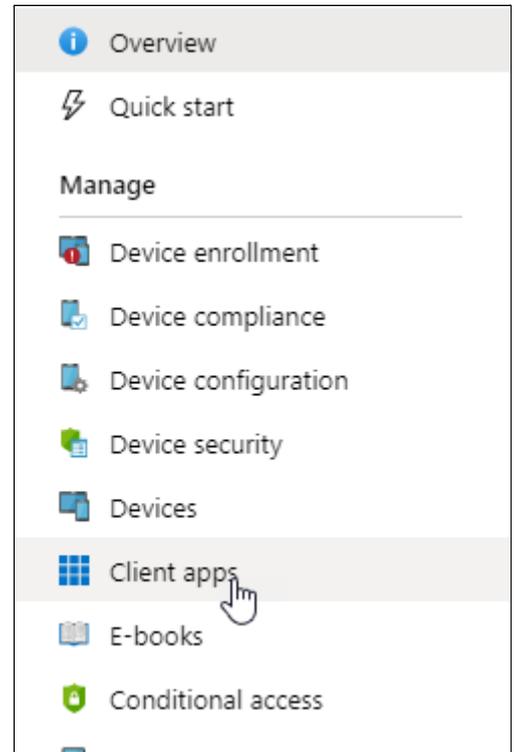
C:\WINDOWS\system32>cd\

C:\>cd IntuneWinAppUtil

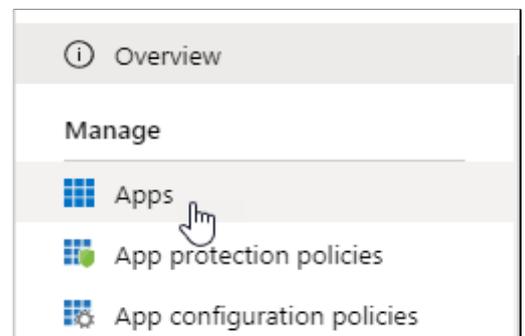
C:\IntuneWinAppUtil>IntuneWinAppUtil.exe
Please specify the source folder: C:\ScriptDFU
Please specify the setup file: logitech_dfu.exe
Please specify the output folder: C:\ScriptDFU
Do you want to specify catalog folder (Y/N)?
```

Upload file in Intune Portal

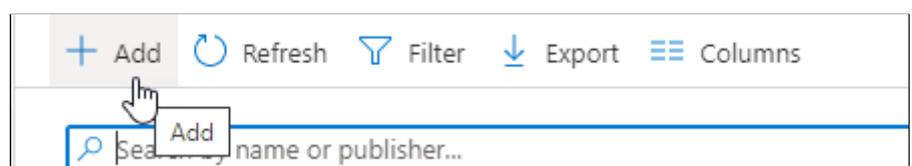
1. Log into your Intune portal.
2. Go to Client Apps



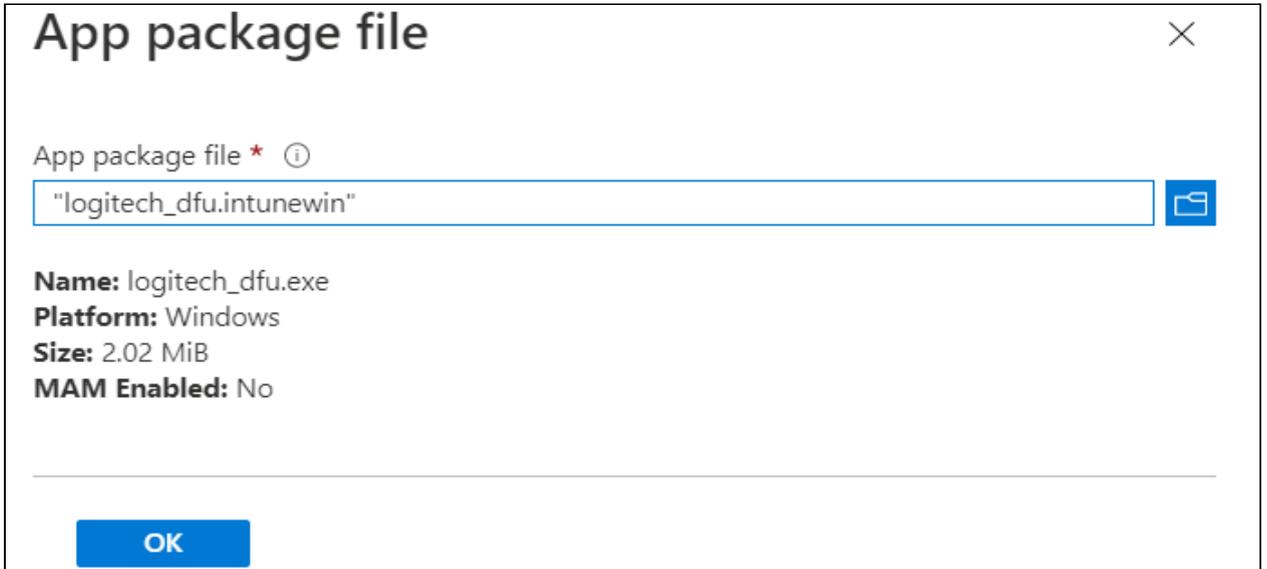
3. Go to Apps.



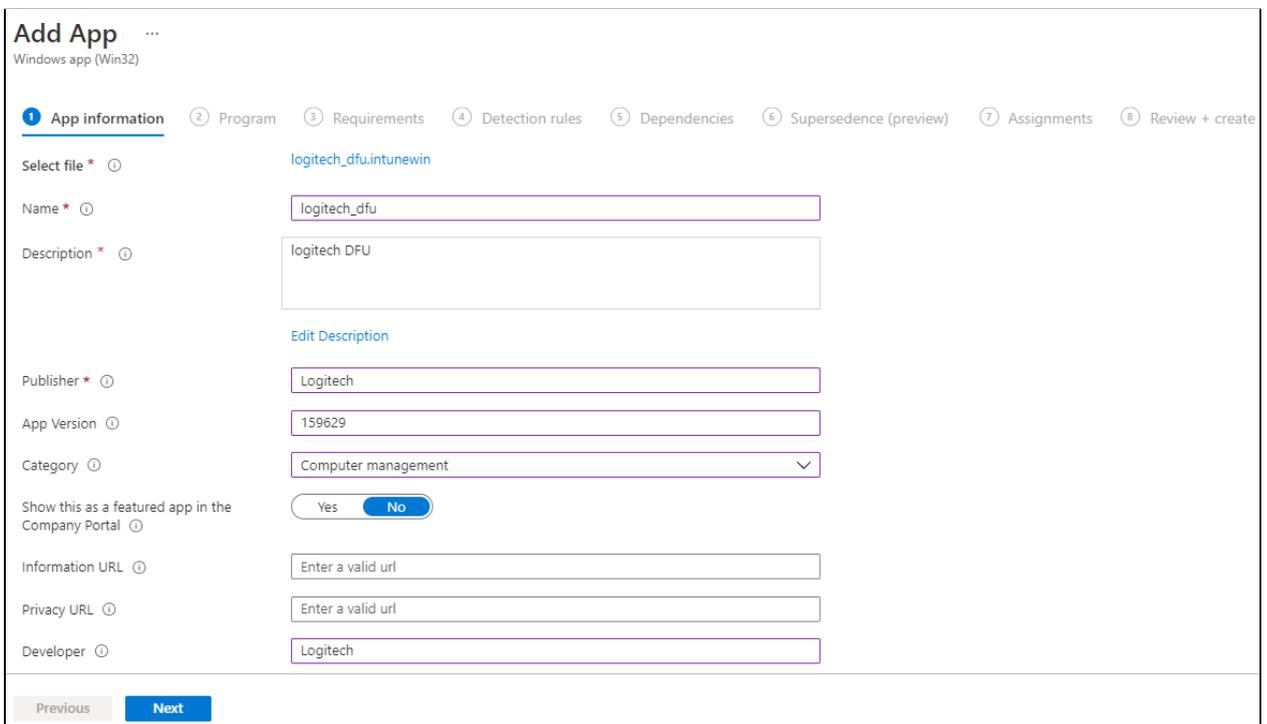
4. Add a new App



6. Add the **App Package** file, this is the **Setup_8.40.174.intunewin** file that you created above.



7. Add the App Information, you can customize this as needed and click Next



8. In the Program, make the following changes: **For the Install command's please refer software manual and click Next**
- a. Install command: `logitech_dfu.exe /available /list /fw_version /wait /pop-up /output c:\Script_DFU_Outputuser.txt /upgrade_latest`
 - b. Uninstall command: `"logitech_dfu.exe"`
 - c. Install behavior: **User**
 - d. Device restart behavior: **No specific action**
 - e. Return code: Leave as system default

The screenshot shows the 'Program' configuration page in Intune. The 'Program' tab is selected, and the configuration is as follows:

- Install command:** `logitech_dfu.exe /available /list /fw_version /wait /pop-up /enable-xlog /output...`
- Uninstall command:** `uninstall`
- Install behavior:** **User** (selected)
- Device restart behavior:** **No specific action**

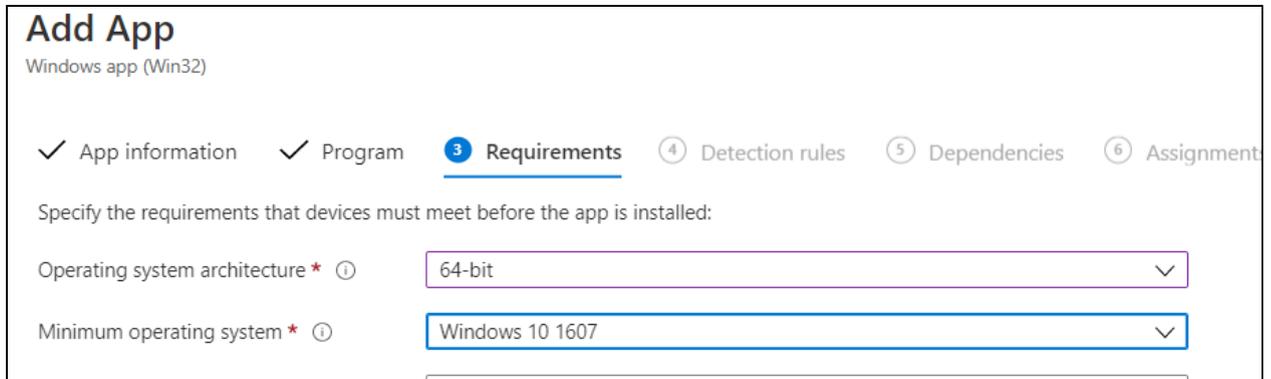
Below these fields, there is a section for 'Specify return codes to indicate post-installation behavior:' with a table of return codes and their corresponding code types.

Return code	Code type
0	Success
1707	Success
3010	Soft reboot
1641	Hard reboot
1618	Retry

A '+ Add' link is visible at the bottom left of the return codes section.

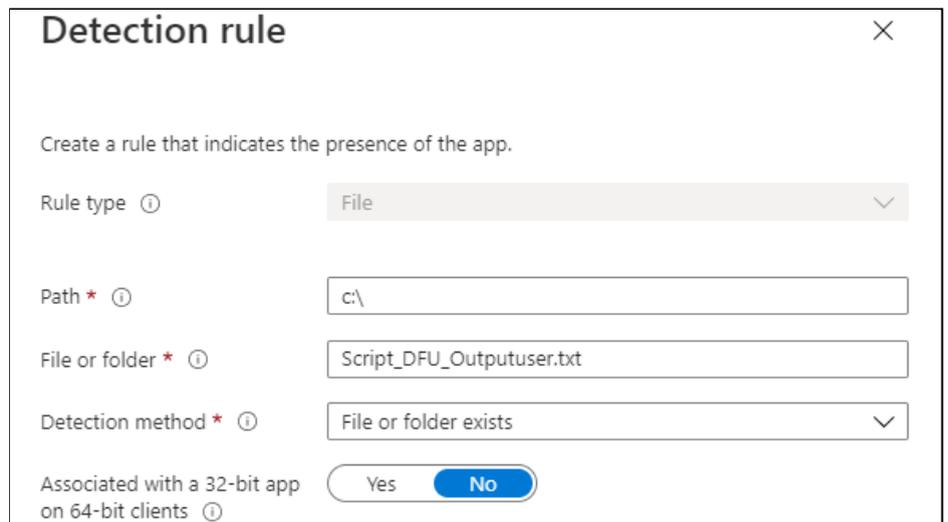
9. Set the requirements and click **Next**:

- a. x64 architecture
- b. Windows 10 1607



10. Detection rules: To create a manually configured detection rule, Click Add and use these settings: Once completed click **Next**

- a. Rule Type: **File**
- b. Path: C:\
- c. File: Script_DFU_Outputuser.txt
- d. Detection Method: **File or Folder Exists**

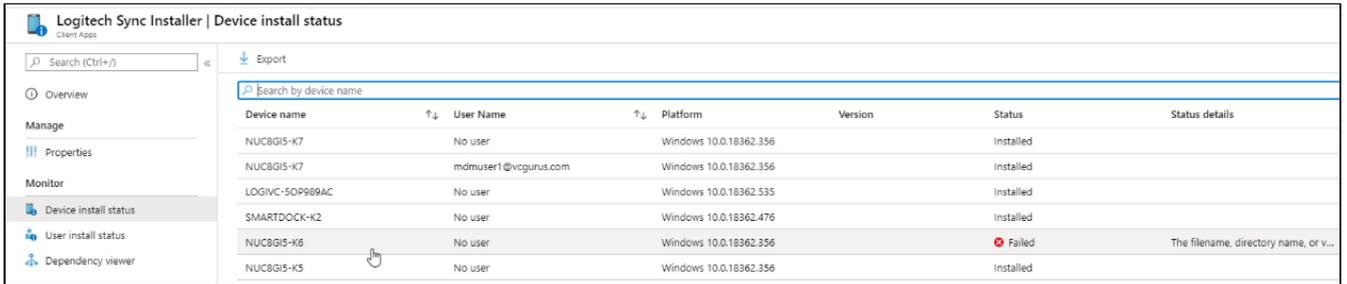


11. Assignment:

- a. Add it to the required group.
- b. Make sure to hide all Toast Notifications.
- c. Click **Next** -> **Create**.

Verify Install

1. Go to the Apps List
2. Drill Down into the Application you just created
3. Click on Device Install Status
4. Check for any failed systems.



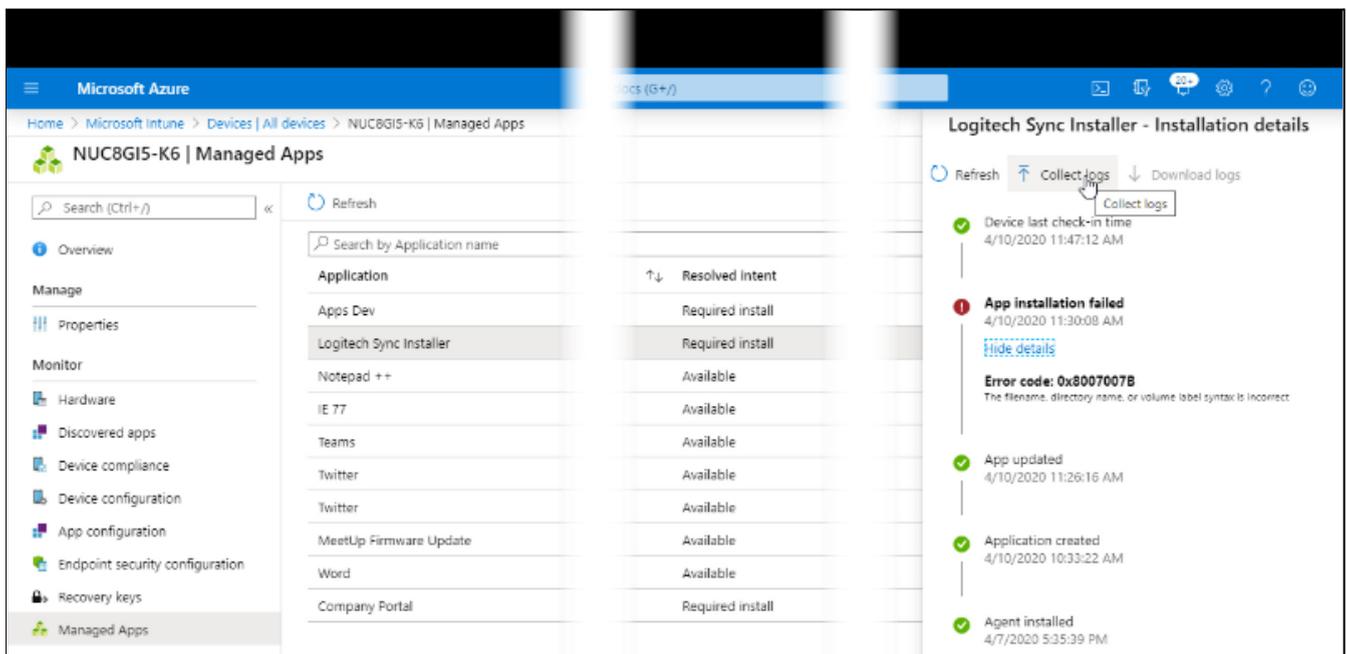
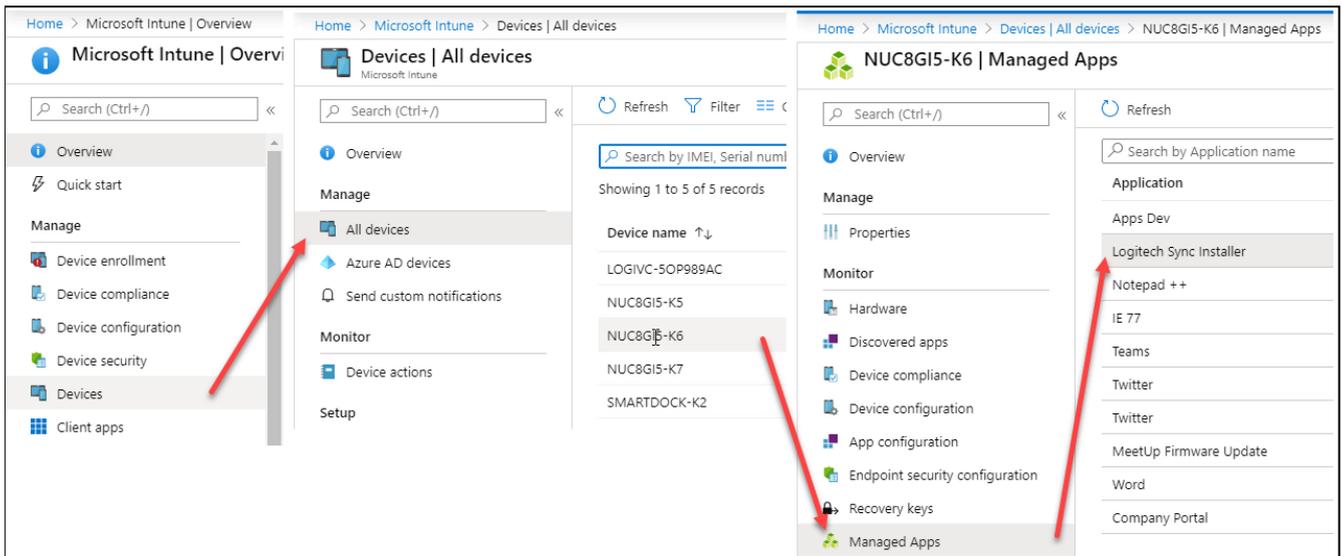
The screenshot shows the 'Logitech Sync Installer | Device install status' interface. On the left is a navigation sidebar with options: Overview, Manage, Properties, Monitor, Device install status (selected), User install status, and Dependency viewer. The main area features a search bar and an 'Export' button. Below is a table with columns: Device name, User Name, Platform, Version, Status, and Status details. One row, 'NUC8G15-K6', is highlighted in grey and shows a 'Failed' status with a red error icon.

Device name	User Name	Platform	Version	Status	Status details
NUC8G15-K7	No user	Windows 10.0.18362.356		Installed	
NUC8G15-K7	mdmuser1@vcgurus.com	Windows 10.0.18362.356		Installed	
LOGIVC-SOP989AC	No user	Windows 10.0.18362.535		Installed	
SMARTDOCK-K2	No user	Windows 10.0.18362.476		Installed	
NUC8G15-K6	No user	Windows 10.0.18362.356		Failed	The filename, directory name, or v...
NUC8G15-K5	No user	Windows 10.0.18362.356		Installed	

Troubleshooting

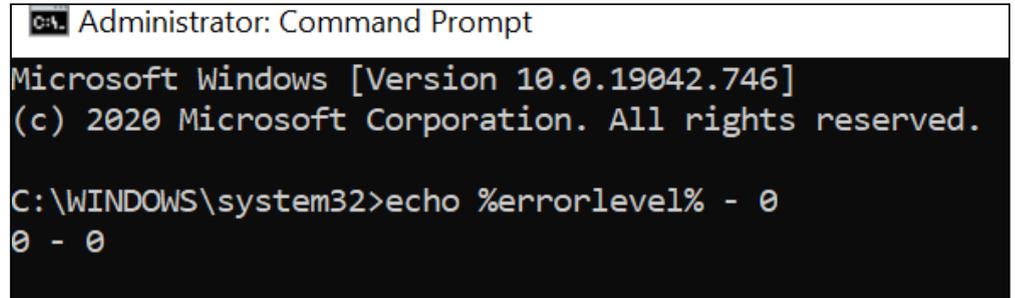
Drill down into the Managed Apps for the failed system

1. Go To **Devices** -> **All Devices** -> Select the computer failed and then select **Managed Apps**



2. Click on collect Logs and enter the path `%temp%/xlog_logitech` In a few minutes, the log file will be ready to download.
3. You can also go to the system directly and open the Result file.
4. Open the Command prompt, with administrator privileges
5. Type `echo %errorlevel% -0`

6. 0 = Success and 3010 = Failed



```
C:\> Administrator: Command Prompt
Microsoft Windows [Version 10.0.19042.746]
(c) 2020 Microsoft Corporation. All rights reserved.

C:\WINDOWS\system32>echo %errorlevel% - 0
0 - 0
```

Note: If you see error code 3010 - You will need to restart the system and try the installation

Once you have resolved the issue you can re-deploy to the system by removing it from the deployment group, restarting the Intune services or rebooting the system and adding it back to the deployment group.