Install & Uninstall iMazing in Enterprise Environments

Last updated: December 2nd**, 2024**

Authors: **DigiDNA - Jérôme Bédat**

Table of contents:

1. Silent Installation on Windows

To install iMazing silently, open a Windows Command Prompt with administrative privileges or use Microsoft SCCM (https://learn.microsoft.com/en-us/mem/configmgr/core/understand/introduction). Then, execute the following command, making sure to replace `<path to installer>` with the path to the location where the iMazing Installer (`iMazing3forWindows.exe`) is located:

```
"<path to installer>\iMazing3forWindows.exe" /verysilent /closeapplications /suppressmsgboxes /dontstart
```

To prevent iMazing Installer from automatically launching iMazing at the end of the installation, you can pass the parameter `/dontstart` , as shown in the example above.

1.1. Automatic Apple Components Installation

Starting from version 2.17, iMazing Installer can download all necessary Apple components from the Microsoft Store to install them. iMazing Installer will place all components in the

following folder:

`C:\ProgramData\DigiDNA\iMazing\MobileDevice`

To troubleshoot Apple components installation, a log file is created at this path:

`C:\ProgramData\DigiDNA\iMazing\MobileDevice\log.txt`

Ensure that the computer on which iMazing Installer is running can access the domain names used to download the components:

- `downloads.imazing.com`

- `tlu.dl.delivery.mp.microsoft.com`

To disable automatic installation of Apple components, pass the following argument to iMazing Installer:

```
"<path to installer>\iMazing3forWindows.exe" /dontinstallapplecomponen
```

> Note that if iMazing Installer is unable to connect to these domains, Apple components and drivers will not be installed. To install Apple components manually, you will first need to download iTunes to your PC, follow the steps below.

1.2. Custom Apple Components Installation

First, download the standalone version of iTunes. Then, follow the instructions below:

- For Windows 64-bit systems: https://www.apple.com/itunes/download/win64

- For Windows 32-bit systems: https://www.apple.com/itunes/download/win32

Apple Components installation for Windows 64-bit systems:

1. Once iTunes is downloaded, extract the contents of **iTunes64Setup.exe** to the location of your choice using 7zip (https://www.7-zip.org) or WinRAR (https://www.win-rar.com). Here is the list of files required to install Apple components contained in the iTunes64Setup.exe package:

    - `AppleMobileDeviceSupport64.msi`

    - `Bonjour64.msi` (If you want iMazing to be able to connect to iOS devices via Wi-Fi)

2. Then open a Windows Command Prompt with administrative privileges and type in the following commands making sure to replace `<path to installer>` with the path to the files you've just extracted:

```
"<path to installer>/MobileDeviceSupport64.msi" /quiet /qn
"<path to installer>/Bonjour64.msi" /quiet /qn
```

Apple Components installation for Windows 32-bit systems:

1. Once iTunes is downloaded, extract the contents of **iTunesSetup.exe** to the location of your choice using 7zip (https://www.7-zip.org) or WinRAR (https://www.win-rar.com). Here is the list of files required to install Apple components contained in the iTunesSetup.exe package:

   - `AppleMobileDeviceSupport.msi`

   - `Bonjour.msi` (If you want iMazing to be able to connect to iOS devices via Wi-Fi)

2. Then open a Windows Command Prompt with administrative privileges and type in the following commands making sure to replace `<path to installer>` with the path to the files you've just extracted:

```
"<path to installer>/MobileDeviceSupport.msi" /quiet /qn
"<path to installer>/Bonjour.msi" /quiet /qn
```

2. Silent Uninstallation on Windows

To uninstall iMazing silently please open a Windows Command Prompt with administrative privileges and execute the following command:

```
"C:\Program Files\DigiDNA\iMazing\unins000.exe" /verysilent /closeap
plications /suppressmsgboxes
```

> When running the uninstaller silently, the computer will automatically restart to unregister iMazing's Windows Explorer shell extension (which manages drag and drop functionality from iMazing).

2.1. Remove iMazing working directory, activated license and preferences from the local hard drive

- `C:\Users\<username>\AppData\Roaming\iMazing` (**Beware, iMazing backups are by default located in:** `C:\Users\<username>\AppData\Roaming\iMazing\Backups`)

- `C:\Users\<username>\AppData\Local\DigiDNA`

- `C:\ProgramData\DigiDNA\iMazing`

2.2. Remove other remaining Windows Registry keys completely

- `Computer\HKEY_CURRENT_USER\Software\Classes\.imazing`

- `Computer\HKEY_CURRENT_USER\Software\Classes\.imazingapp`

- `Computer\HKEY_CURRENT_USER\Software\Microsoft\Windows\CurrentVersion\Explorer\FileExts\.imazing`

- `Computer\HKEY_CURRENT_USER\Software\Microsoft\Windows\CurrentVersion\Explorer\FileExts\.imazingapp`

- `Computer\HKEY_CURRENT_USER\Software\DigiDNA\iMazing`

- `Computer\HKEY_CURRENT_USER\Software\DigiDNA\iMazingMini`

- `Computer\HKEY_CURRENT_USER\Software\iMazing`

- `Computer\HKEY_CURRENT_USER\Software\iMazingMini`

2.3. Apple Components complete uninstallation when installed via the custom installation method

To uninstall all apple compoents silently please open a Windows Command Prompt with administrative privileges and execute the following commands.

```
if exist "%COMMONPROGRAMW6432%\Apple\Mobile Device Support" wmic pro
duct where name="Apple Mobile Device Support" call uninstall /nointe
ractive
if exist "%COMMONPROGRAMFILES%\Apple\Mobile Device Support" wmic pro
duct where name="Apple Mobile Device Support" call uninstall /nointe
ractive
if exist "%COMMONPROGRAMFILES(X86)%\Apple\Mobile Device Support" wmi
c product where name="Apple Mobile Device Support" call uninstall /n
ointeractive
if exist "%COMMONPROGRAMW6432%\Apple\Apple Application Support" wmic
product where name="Apple Application Support (64-bit)" call uninsta
ll /nointeractive
if exist "%COMMONPROGRAMFILES%\Apple\Apple Application Support" wmic
product where name="Apple Application Support (32-bit)" call uninsta
ll /nointeractive
if exist "%COMMONPROGRAMFILES(X86)%\Apple\Apple Application Support"
wmic product where name="Apple Application Support (32-bit)" call un
install /nointeractive
if exist "%PROGRAMW6432%\Bonjour" wmic product where name="Bonjour"
```

```
call uninstall /nointeractive
if exist "%PROGRAMFILES%\Bonjour" wmic product where name="Bonjour"
call uninstall /nointeractive
if exist "%PROGRAMFILES(X86)%\Bonjour" wmic product where name="Bonj
our" call uninstall /nointeractive
```

> Note: if you want to continue to use iTunes, you shouldn't uninstall
> Apple components.

3. Automatic Activation with License Code

Windows

To automate activation on Windows, you can create a text file `license.txt` containing the license code at the following user path:

```
C:\Users\<username>\AppData\Roaming\iMazing\license.txt
```

or at the following computer-wide path for all users:

```
C:\ProgramData\DigiDNA\iMazing\license.txt
```

On Windows you can alternatively pass the license code to the iMazing Installer, that way:

```
"<path to installer>\iMazing3forWindows.exe" /license=<license_code>
```

> Replace `<username>` by the username, or `<path to installer>` by the path
> pointing to the installer and `<license_code>` by your license code.

macOS

To automate activation on macOS, you can create a text file `license.txt` containing the license code at the following user path:

```
/Users/<username>/Library/Application Support/iMazing/license.txt
```

> Replace `<username>` by the username.

Connecting to the iMazing Licensing System

iMazing will need to connect to the following domain name to communicate with iMazing's licensing system:

- `api.imazing.com`

iMazing will be activated automatically when launched. In addition, depending on the feature you use, you will need to whitelist certain domains that iMazing will connect to. A full list of what iMazing connects to and why is available here:

https://support.imazing.com/hc/en-us/articles/360010474920-List-of-domains-iMazing-connects-to

4. Domains used by iMazing

To ensure that all iMazing features are working as expected, please whitelist the following domain names.

Installing or updating iMazing and Apple components:

- `downloads.imazing.com` (iMazing updates)
- `tlu.dl.delivery.mp.microsoft.com` (Apple components' updates for Windows)

iMazing licensing system:

- `imazing.com` (iMazing embedded store)
- `store.imazing.com` (iMazing embedded store)
- `api.imazing.com` (iMazing's licensing and activation platform)

Other iMazing features relying on Apple servers:

- `.*.apple.com` (for the various features listed above)
- `.*.mzstatic.com` (Apple's CDN)