Perceptive Content Server and Client for Windows on Oracle Database

Installation and Setup Guide

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perceptivesoftware
from Lexmark

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Install Perceptive Content

Running Perceptive Content on your network requires that you install Perceptive Content Server on a server computer and install at least one Perceptive Content Client on a computer that can access the server computer. Install the client on all computers on which a user performs Perceptive Content tasks, such as scanning and linking.

Perceptive Content Server supports both 32-bit and 64-bit processors on Windows servers. Perceptive Content can be set to use encrypted communication through TCP/IP to pass data between the server and clients. Each user accesses Perceptive Content from the client using a login ID and password. User authentication takes place on Perceptive Content Server but you set it up in Perceptive Content Client.

An initial installation of Perceptive Content Client and Server requires you to complete several tasks in order. The following installation information assumes that you are performing an initial installation of Perceptive Content instead of upgrading from an earlier version of Perceptive Content. If you are updating Perceptive Content components, make sure you first refer to the *Update ReadMe* document. Sections of the update readme may reference procedures in this installation guide.

Perceptive Content components are not backwards compatible. For example, you must install version 7.0 of Perceptive Content Client to work with version 7.0 of Perceptive Content Server. For product technical specifications and system requirements, refer to the *Technical Specifications* document.

Active-passive versus an active-active server environment

Past ImageNow Server environments have always been installed and configured as active-passive. With this release, the option to set up an active-active Perceptive Content Server environment is available. An active-active server environment (also known as a high-availability or clustered environment) has certain benefits over that of an active-passive environment.

In an active-passive environment, server applications are installed and run on only one physical server. In order to create redundancy, a second environment must be installed on a separate machine, usually in a different physical location. This usually results in a large investment in extra hardware and extended system outages during shutdowns and restarts in order to recover from a system error.

With an active-active environment, you can run multiple instances of Perceptive Content balanced across redundant nodes, also called clusters. One server environment is set up (the primary) on one node and at least one other server environment is created (secondary) on a different node. If the primary environment begins to fail, the system immediately switches over to the secondary environment. This offers two benefits. The first is that an active-active environment does not require the large-scale investment in extra hardware to backup data. The second benefit is that an active-active environment protects against system-wide crashes and avoids single points of failure because the server can switch to the secondary server environment if the primary server environment fails without having to shut down and restart the system.

You also can install the two parts of the Perceptive Content Server, per-Server and shared Server, in independent locations. The per-Server is usually installed locally with respect to the installer. The shared Server piece, since it is only installed once per active-active environment, is usually installed on a network drive.

Note Whether you decide to install the per-server and shared server on the same machine or in different locations, they both must be installed.

Using a server farm for load balancing

A server farm is a collection of real servers that operate behind a virtual IP address, streamlining server workload by spreading it among many physical servers through the use of a load-balancer. For example, when a connection is made to a virtual IP address that is associated with a load-balancer, the load-balancer picks the best real server to handle the connection. A server farm also increases redundancy by allowing other servers to handle incoming requests if one fails.

A real server is a physical machine that hosts data, manages network resources, and processes workload from clients. Virtual servers are interfaces that accept incoming connections and route them to a real server. The system that the load-balancer uses to determine if a real server is available to accept incoming connections is called health monitoring.

Assembling a server farm is optional and is done after installing Perceptive Content Server and before installing Perceptive Content Client. Refer to the steps in the **Assemble and configure a server farm** section in this document for more information.

Installation Process

The following steps outline the high-level procedures that you need to perform to install and configure Perceptive Content and information you need to verify before the installation.

Prepare for the installation

Before you install Perceptive Content, verify the following information.

- Obtain the TCP/IP host name or TCP/IP address and the authorization port (6000 is the default) of the computer on which you will install Perceptive Content Server. You need these to log on the first time.
- In Windows, verify that Microsoft TCP/IP is installed and configured. On Windows, make sure that you have an NTFS-formatted volume for all Perceptive Content Server executables and directory structures.
- Make sure that you have sufficient disk space for executables and object storage.
- Decide whether this is a single server installation or if your environment requires an active-active failover installation.
- The server and client system time must be synced to GMT using third-party time server software.
- Optional. Download Microsoft .NET Framework 4.0 Client. If you do not download Microsoft .NET Framework 4.0 Client before installing Perceptive Content Client, it is installed automatically during the installation.

Verify the installation checklist

This checklist describes the high-level procedures performed during this installation. Each of these procedures is described in detail later in this guide.

1. Verify TCP/IP connectivity for Perceptive Content Server.
2. Create users and groups on the operating system network domain or directory, if needed. User names and passwords in Perceptive Content Management Console must match the network user names and passwords.
3. Make sure that you have a user name and password for the Customer Portal so you can download product files for installation.

4. Download and install the appropriate Perceptive Content Server for your operating system and database. We recommend that you create a new instance for the INOW database.
5. Optional. Assemble a server farm.
6. Download and install Perceptive Content Client.
7. License Perceptive Content unless you are installing an evaluation copy.
8. Confirm that all Perceptive Content services have started.
9. Create and test a login profile.
10. Log on to Perceptive Content to create and test groups and users.

Verify TCP/IP Connectivity for Perceptive Content Server

At the Command Prompt window, type **ping <*server address*>** where <*server address*> is the IP address or the host name of the computer running Perceptive Content Server (for example, ping 206.18.19.25 or ping notesrvr) and then press ENTER.

If you are properly connected, the message you receive appears similar to the one below.

```
C:\>ping 206.18.19.25

Pinging 206.18.19.25 with 32 bytes of data:

Reply from 206.18.19.25: bytes=32 time=111ms TTL=240
Reply from 206.18.19.25: bytes=32 time=100ms TTL=240
Reply from 206.18.19.25: bytes=32 time=100ms TTL=240
Reply from 206.18.19.25: bytes=32 time=100ms TTL=240

Ping statistics for 206.18.19.25:
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
Approximate round trip times in milli-seconds:
    Minimum = 100ms, Maximum =  111ms, Average =  102ms

C:\>
```

Note If you receive the message "Bad IP address" in response to the ping request, you are not connected to Perceptive Content Server. Check with your system administrator to verify the Perceptive Content Server IP address or name.

Open firewall and network ports for communication

To enable communications between Perceptive Content Server and Perceptive Content Clients and agents, you must open two TCP ports on your network. Perceptive Content Server uses ports 7200 and 6000 by default.

For best performance and stability, we recommend that you disable the Windows firewall on the Perceptive Content Server computer. If you cannot disable the firewall, you must set exclusions in the firewall for ports 6000 and 7200 for Perceptive Content Server processes and remote agents.

- **Port 7200** Perceptive Content Server requires port 7200 to display workflow alarms, send documents to users, or perform auto-logoff on Perceptive Content Client. The port is also required for Perceptive Content Server to communicate with remote agents, such as Fax Agent or Mail Agent. Port 7200 is the default port for messaging communications, though you can modify the port by changing the mq.agent.ip.port setting in the \inserver\etc\inow.ini file after installing Perceptive Content Server.

- **Port 6000** By default, port 6000 is used for communications between Perceptive Content Server and Perceptive Content Client. If you need to change this port, modify the **inowd.port** setting in the \inserver\etc\inserver.ini file after installing Perceptive Content Server.

To enable communications between Perceptive Content Server and Perceptive Content Content Server, you must open two TCP ports on your network. If you plan to install Content Server on the same computer as Perceptive Content Server, you open both network ports on the Perceptive Content Server computer.

- **Port 7201** On the Content Server computer, the Full Text Agent uses port 7201 to communicate with Perceptive Content Server and OSM Agent. Port 7201 is the default port for messaging communications, though you can modify the port by changing the ip.port setting in the \inserver\etc\inserverFT.ini file.
- **Port 7202** On the Perceptive Content Server computer, the OSM Agent uses port 7202 to communicate with Content Server. Port 7202 is the default port for messaging communications, though you can modify the port by changing the ip.port setting in the \inserver\etc\inserverOSM.ini file.

IPv6 compatibility

Perceptive Content Server is capable of communicating with Internet Protocol, version 6 (IPv6) devices. IPv6 is the standard, global protocol by which IP addresses are issued to computers, servers, networks, and other Internet-compatible devices. The number of unassigned IP addresses for the previous protocol, IPv4, is diminishing. IPv6 was launched to provide a massive number of open IP addresses for future devices.

If your network has been set up to use IPv6 then you need to set the ipv6.enabled setting to TRUE. For more information, see the inow.ini file table.

Install Perceptive Content Server on Windows using Oracle

Important This document assumes you are installing Perceptive Content Server for the first time or that you have no earlier versions running on your computer. To update or upgrade from a previous version, make sure you first refer to the *Update ReadMe* document. Sections of the update readme may reference procedures in this installation guide.

Depending on server size and speed, it can take more than two hours to complete this process.

Important When installed on a Windows Server operating system, all agents that read to or write from the OSMs must be set to run under a domain service account if you are using a remote storage device.

Download the Perceptive Content Server files

1. Go to www.perceptivesoftware.com and log in to the Customer Portal.
2. In the **Product Downloads** page, search for all downloadable items for the specific product and version you want to use. These files may include a product installer, product documentation, or set of supporting files.
3. Download the relevant files to a temporary directory on your computer.

Create the INOW database

1. To open the Oracle Database Configuration Assistant, click **Start**, point to **Programs**, **Oracle OraHome**, and **Configuration and Migration Tools**, and then select **Database Configuration Assistant**.

2. On the **Welcome** page, click **Next**.
3. On the **Operations** page, verify that **Create a Database** is selected and then click **Next**.
4. On the **Database Templates** page, choose **Custom Database** and then click **Next**.
5. On the **Database Identification** page, in the **Global Database Name** box, type **INOW** and then click **Next**.
6. On the **Management Options** page, accept the defaults and then click **Next**.
7. On the **Database Credentials** page, create your passwords based on your company's security policy. For example, you can verify that **Use the Same Password for All Accounts** is selected, type a password, confirm it, and then click **Next**.
8. On the **Storage Options** page, accept the defaults and then click **Next**.
9. On the **Database File Locations** page, accept the defaults and then click **Next**.
10. On the **Recovery Configuration** page, accept the defaults and then click **Next**.

    Note To enhance your backup and recoverability options, we recommend that you enable archiving for your Perceptive Content database. When you enable this feature, additional archive log storage and backup management are required.

11. On the **Database Content** page, select the options you want and then click **Next**.

    Note For Perceptive Content, you do not need to install Oracle Data Mining, Oracle text, Oracle OLAP, Oracle Spatial, Oracle Ultra Search, or Oracle Warehouse Builder.

12. On the **Initialization Parameters** page, make the following changes.
    1. On the **Memory** tab, click **Custom** and then change the following sizes.

Value	Oracle 10g and 11g Dedicated
SGA Size	70% of total RAM (for example, 700 MB for 1 GB RAM)
PGA Size	Keep default value

    2. Click **All Initialization Parameters** and then click **Show Advanced Parameters**.
13. In the **All Initialization Parameters** dialog box, perform the following substeps.
    1. Verify that Set QUERY_REWRITE_ENABLED to TRUE.
    2. For QUERY_REWRITE_INTEGRITY, type TRUSTED and then verify that **Override Default** is selected.
    3. Set CURSOR_SHARING to SIMILAR.
    4. Set NLS_DATE_FORMAT to RRRR-MM-DD.
    5. Set NLS_TIME_FORMAT to HH24:MI:SS.FF.
    6. Set NLS_TIMESTAMP_FORMAT to 'RRRR-MM-DD HH24:MI:SS.FF'.
    7. Set NLS_COMP to LINGUISTIC.
    8. Set NLS_SORT to BINARY_CI.
    9. Set OPTIMIZER_MODE to ALL_ROWS.
    10. Set OPTIMIZER_INDEX_COST_ADJ to 1.
    11. Click **Close** and then click **Next**.
14. For Oracle 11g, perform the following substeps.
    1. On the **Security Settings** page, click **Next**.
    2. On the **Automatic Maintenance Tasks** page, click **Next**.
15. On the **Database Storage** page, perform the following substeps.
    1. To change the file directory for the control files, under Storage, click Controlfile and then perform the following action.
        - On the **General** tab, to ensure that the control files are located across multiple physical disks for multiplexing, change the file directory so there are at least two locations for these files.
    2. To add a second member to each Redo Log Group, perform the following substeps.
        1. Under **Redo Log Options**, click a group.
        2. On the **General** tab, under **File Name**, enter a file name for a second member and then change the directory so that each member of the group is on a different physical disk.
        3. Repeat these substeps for any additional groups.
    3. To create the DATA tablespace, click **Tablespaces** and then perform the following substeps.
        1. Click **Create**.
        2. On the **Create Tablespace** page, in **Name**, type **DATA**.

   3. In the **File Name** box, type **data01.dbf**. In **File Directory**, keep the default directory or change it as needed. In **Size**, type **500 MB** and then click **Create**.

4. To create the INDX tablespace, on the **Tablespaces** page, perform the following substeps.
   1. On the **Create Tablespace** page, in **Name**, type **INDX**.
   2. In the **File Name** box, type **indx01.dbf**. In **File Directory**, keep the default directory or change it as needed. In **Size**, type **500 MB** and then click **Create**.
5. To edit the TEMP tablespace, on the **Tablespaces** page, perform the following substeps.
   1. In the left pane, click **TEMP**.
   2. Double-click **Size** and then set the **File Size** to **100 MB**. Click **OK**.

   Note Leave the remaining tablespaces as default. Do not delete the USERS tablespace.
6. To allow a data file to autoextend, on the **Database Storage** page, click **Datafiles** and then perform the following substeps.
   1. As an example, select the **data01.dbf** file.
   2. In the right pane, on the **Storage** tab, select the **Automatically extend datafile when full (AUTOEXTEND)** check box.
   3. In the **Increment** box, type a value to identify the next extent size.

      Note To help reduce the number of extents, we recommend that you start with 1 GB. Adjust the increment size as needed.
   4. Under **Maximum Size**, select **Value**. In the **Value** box, type the maximum size for the datafile. Base the size on how much storage you have available and how big you want the datafile to grow.
   5. Repeat the previous substeps for the datafiles you want to autoextend.
7. Click **Next**.
8. Click **Finish**. A summary of the database parameters appears. Click **OK** to create the database. This may take some time, depending on your system.
9. When the database is complete, a summary appears with database log and connection information. Click **OK**.

Create the INUSER database user

Create the INUSER database user within the INOW database. This is the user that owns all of the Perceptive Content database objects. This is also the user that the Perceptive Content application uses to connect to the INOW database.

To create the INUSER database user, run the following commands from SQL*Plus or any other tool that allows you to execute SQL against the INOW database. Alternatively, you can create the INUSER account using Oracle's Enterprise Manager or any other third party application. Ensure that the INUSER account has the following minimum privileges. Additional privileges can be granted to INUSER as needed.

```
create user INUSER identified by imagenow
default tablespace DATA
temporary tablespace TEMP
account unlock;

grant connect, resource, select any dictionary to inuser;

alter user inuser quota unlimited on DATA;
alter user inuser quota unlimited on INDX;
```

Create the database objects

Perform one of the follow procedures, depending on your Oracle version.

For Oracle 10g

1. Open a web browser and run Oracle Enterprise Manager (http://<machinename>:<port>/em).
2. Scroll down and select the link for **iSQL*Plus**.
3. On the **iSQL*Plus Connection Role** page, click **Continue**.
4. On the **Login** page, type the INUSER password in **Password**, and click **Login**.
5. On the **Workspace** page, click **Load Script**.
6. On the **Load Script** page, browse to **SunflowerORA.sql** and then click **Load**.
7. On the **Workspace** page, click **Execute**.
8. When the script has finished running, click **Logout** to exit iSQL*Plus.

For Oracle 11g

1. Click **Start**, point to **All Programs**, point to **Oracle**, point to **Application Development** and then click **SQL Developer**.
2. In the **Oracle SQL Developer** dialog box, on the **Connections** tab, right-click the **Connections** folder and then click **New Connection**.
3. In the **Select Database Connection** dialog box, perform the following substeps.
    1. In the **Connection Name** box, type a name.
    2. In the **Username** box, type inuser.
    3. In the **Password** box, type the INUSER password.
    4. On the **Oracle** tab, in the **SID** box, type the database instance name. The default is INOW.
    5. Click **Connect**.

4. In the **Oracle SQL Developer** dialog box, under **Connections**, select the database instance you want.
5. On the **File** menu, click **Open**, browse to **SunflowerORA.sql**, and then click **Open**.
6. On the **SunflowerORA** tab, click **Run Script**.
7. When the script has finished running, close the **Oracle SQL Developer** dialog box.

Database access through INEMUSER

In addition to the INUSER database user, you have the option to use the INEMUSER database user. The database setup script creates the INUSER and INEMUSER users. If your system includes applications that need to communicate with Perceptive Content Server, you can use the following database tables to process external messages. INEMUSER user can add, remove, and update records in the database tables without the risk of corrupting information stored in the Perceptive Content database. INEMUSER allows you to connect your external applications to the Perceptive Content database to access the tables. External applications can access the Perceptive Content database only through INEMUSER.

- IN_EXTERN_MSG
- IN_EXTERN_MSG_PROP
- IN_EXTERN_MSG_GROUP
- IN_EXTERN_MSG_SEQ

Order processing of external messages

Messages with the same group process in first-in-first-out (FIFO) order.

If you want to group messages, insert the EXTERN_MSG_ID and an EXTERN_MSG_GROUP_ID into the IN_EXTERN_MSG_GROUP table. You must also insert the EXTERN_MSG_ID into the IN_EXTERN_MSG_SEQ table. The EXTERN_MSG_ID is the same ID used in the IN_EXTERN_MSG table.

Notes

- You can add more than one group to a message by inserting additional records into the IN_EXTERN_MSG_GROUP table.
- The EXTERN_MSG_ID and EXTERN_MSG_GROUP_ID columns have a limit of 64 characters.
- To create a new message, insert a record into the IN_EXTERN_MSG table with a unique value for the EXTERN_MSG_ID column.

Unlock the INEMUSER account

The INEMUSER account is locked by default if created by the SunflowerSS.sql script. You do not need to complete these steps if you created the INEMUSER account manually. To unlock the INEMUSER account, complete the following steps.

1. Connect to the INOW database as SYS.
2. Execute the following command:

```
alter user inemuser account unlock;
```

Install Perceptive Content Server attended

Before beginning the installation process, decide if you are going to install and configure Perceptive Content Server in an active-passive server environment or in an active-active server environment. An active-passive server environment requires a second physical server for failover protection and data backups. An active-active server environment requires only one physical server to run multiple instances of the Perceptive Content Server and for data redundancy.

Note Before proceeding, make sure that the INOW database is installed and online.

Install Perceptive Content Server

1. In the Windows Explorer, right-click the executable you downloaded and select **Run as Administrator**.
2. On the **Welcome to the Installation Wizard for ImageNow Server 6** page, click **Next**.
3. On the **License Agreement** page, review the information, scroll to the bottom of the agreement and click in the agreement field, click **I accept the terms in the license agreement** and then click **Next**.
4. On the **Select ImageNow Database** page, click **Oracle** and then click **Next**.
5. In the **Setup Type** page, choose the following type of installation and then click **Next**.
   - **Standalone Instance** – for an active-passive server environment. The Destination Folder page appears.
   - **Active-Active Instance** – for an active-active server environment. The Custom Setup page appears.
6. If you select a Stand-alone Instance in step 5, in the Destination Folder page, to accept the default installation location of the Perceptive Content Server, click Next. If you want to change the installation location from C:\inserver\, click Browse. In the Change Current Destination Folder page, browse to the destination folder where you want to install the server files and then click OK. The Destination Folder page appears.
7. If you select an Active-Active Instance in step 5, in the Custom Setup page, to accept the default installation locations, click Next. If you want to change the installation location, you must change both the Per-Server Files and the Shared Server Files instances using the following substeps.
   1. In the **Custom Setup** page, click **Per-Server Files** and then click **Change**.
   2. In the **Change Current Destination Folder** page, browse to the destination folder where you want to install the per-server files and then click **OK**. The Custom Setup page appears.
   3. In the **Custom Setup** page, click **Shared Server Files** and then click **Change**.
   4. In the **Change Current Destination Folder**, browse to the destination folder where you want to install the shared server files and then click **OK**. The Custom Setup page appears.
8. Click **Next**.
9. In the **Select Storage Type** page, select the storage type.

10. In the **ImageNow Setup** page, set the following options.
    - **Port number** – Specify the port number you want Perceptive Content to use to connect to the Perceptive Content Server, which is typically 6000.
    - **Department Manager** – Accept the administrator as the default Department Manager or supply a different user for this role.
    - **Initial instance name** – For an active-active environment only, the instance name allows for multiple instances of the same agent or server to run in parallel in an active-active environment. Accept the default label or supply a different description for the initial instance of the service.

      Note You can enter a maximum of 40 characters, and the following characters are invalid: \ / : * ? " < > |.
    - Optional. **Language** – Select the language you want to use with Perceptive Content.
11. Click **Next**. When prompted, click **Yes** to confirm the default Department Manager.
12. On the **Ready to Install the Program** page, click **Install**.
13. In the **ODBC Oracle Wire Protocol Driver Setup** dialog box, on the **General** tab, specify the following information.
    - **Description** Optional. Enter a description of the DataSource.
    - **Host** Enter the IP address for the database server
    - **Port Number** Enter the server port number.
    - **SID** Enter the security identifier.
14. Click **OK**.
15. On the **Installation Wizard Completed** page, perform the following substeps.
    1. Select the **Show the readme file** check box.
    2. Optional. If the **Show the Windows Installer log** check box appears, you can select the check box to view the log fie.
    3. Click **Finish**.
16. If you are prompted to restart, click **Yes**.

Install Perceptive Content Server unattended

Installing Perceptive Content Server silently is an automatic way to run unattended installations. If you follow the procedures below, you will not install Perceptive Content Server using a standard InstallShield interface. Using this silent installation method, you can do a custom installation or use a combination of default and customized settings.

Download and prepare the Perceptive Content Server files

1. Download the Perceptive Content Server files.
    1. Go to www.perceptivesoftware.com and log in to the Customer Portal.
    2. In the **Product Downloads** page, search for all downloadable items for the specific product and version you want to use. These files may include a product installer, product documentation, or set of supporting files.
    3. Download the relevant files to a temporary directory on your computer.
2. Unzip the files.

Run the unattended installation

1. Set up your argument values to customize the unattended installation. If you do not manually set argument values, then the default values are used during the installation.

Argument	Description	Default	Example
L*v	This value is optional. If you use this argument, setup does not create directories. The path for the log file generation must be a valid, existing path. This argument is typically used to diagnose installation errors.	%TEMP%\\ImageNow Server*.log	/L*v C:\logs\client-install.txt
INSTALLDIR	The default and recommended installation directory is [drive:]\inserver.	[drive:]\inserver	INSTALLDIR=C:\inserver
INSTALLDIR2	This is the install directory of your common files in an active-active environment.	The value of INSTALLDIR	INSTALLDIR2=S:\inserver
IND_INOWD.PORT	Perceptive Content Server port.	6000	IND_INOWD.PORT=7000
IMAGENOW_OWNER	The default Perceptive Manager ID.	administrator	IMAGENOW_OWNER=jdoe
INSTANCE_NAME	The name you give the initial instance of the service.	Primary	INSTANCE_NAME= “production inst”

Argument	Description	Default	Example
IN_SUPPORTED. LOCALE	The language code that represents the language of Perceptive Content you are installing if you are using a localized version of Perceptive Content.	en	IN_SUPPORTED.LOCALE=de
OSM_STORAGE_TYPE	The OSM storage device type, which is either FSS (File System Storage) or CAS (Content Addressed Storage).	FSS	OSM_STORAGE_TYPE=CAS
CAS_IP_ADDRESS	If OSM_STORAGE_ TYPE_VAL=CAS, this setting specifies the IP address of the Centera device.	None	CAS_IP_ADDRESS= 123.45.678.9
ODBC.DBMS	Sets the database management system for Perceptive Content. This value should be set to either SQLServer or Oracle.	SQLServer	ODBC.DBMS=Oracle
ODBC.DSN	The ODBC name.	Perceptive Content	ODBC.DSN=\"Perceptive Content\"
PORT_NO	The port number of the database.	1433	PORT_NO=1521
ODBC_DBNAME	The name of the Perceptive Content SQL Server database. Only applicable for SQL Server installations.	INOW	ODBC_DBNAME=DBNAME
ODBC_SID	The name of the Perceptive Content Oracle database. Only applicable for SQL Server installations.	INOW	ODBC_SID=DBNAME
ODBC_DESCRIPTION	The ODBC description.	Perceptive Content	ODBC_DESCRIPTION=\"my description\"

Argument	Description	Default	Example
IS_SQLSERVER_ SERVER	Host name of the database server.	localhost	IS_SQLSERVER_SERVER=local host

2. Enter the following command. You can use one of the commands in a **Command Prompt** window, in the provided batch file (Server_SilentInstall660.bat), or create a command line script for your deployment software.

```
ImageNowServer-ExternalDB.exe /s /V"<argument list>"
```

The following example shows the command with a defined argument list.

```
ImageNowServer-ExternalDB.exe /s /V"/qn /L*v \"C:\logs\server-install.txt\"
INSTALLDIR=\"C:\inserver\" ODBC.DBMS=SQLServer ODBC.DSN=\"my dsn name\"
ODBC_DESCRIPTION=\"my odbc description\" ODBC_DBNAME=INOW PORT_NO=1521
OSM_STORAGE_TYPE=CAS CAS_IP_ADDRESS=123.45.678.9 IND_INOWD.PORT=6000
IMAGENOW_OWNER=administrator IN_SUPPORTED.LOCALE=en IS_SQLSERVER_SERVER=localhost
INSTANCE_NAME=Production"
```

3. Verify your installation.

Migrate the shared directory

Perceptive Content Server installer creates multiple entries in the registry that point to the location of the shared configuration for the active-active environment. If this location was modified in the environment.ini file, it is necessary to move the shared directory to the new location. Complete the following steps as an administrator to move the shared directory.

1. Back up the shared directory.
2. On each server, complete the following substeps.
   1. Open **regedit.exe**, navigate to HKEY_LOCAL_MACHINE\SOFTWARE\Perceptive Software\ImageNow\Server, and delete the `SharedInstallPath` string value.
   2. Copy the `SharedDirectoryMigration.bat` file to the directory where the INServer installer is located.

      Note The installer must correspond to the installed version of INServer.
   3. Open a **Command Prompt** window and navigate to the directory where your installer is located.
   4. Run the batch file using the following command.

      ```
      SharedDirectoryMigration.bat [serverinstaller.exe]
      [newshareddirectorylocation]
      ```
3. Move the shared directory to the new location.

Tune Oracle for Perceptive Content Server on Windows

After you install Perceptive Content and any additional Perceptive Content agents you want to use, such as Perceptive Content Content Server or Perceptive Content Fax Agent, you can tune your Oracle settings to make your database run more efficiently. For some installations of Perceptive Content, the default number of processes (150) is set too high or too low. To assess the number of processes you

require, after you have started all Perceptive Content and all Perceptive Content agents (for example, inserverBatch, inserverFT, and inserverFax), log on to the INOW database and then run the following SQL statement.

```
SELECT count(*) from v$Process;
```

This statement returns the number of actual processes used by the database. If this number is much lower than 150, you can lower the process setting in the Oracle installation parameters. However, if you add an agent or increase the num.workers setting in any of the Perceptive Content agent INI files, you must re-evaluate this Oracle setting. Alternatively, if the number of processes you are running is close to 150, you might want to set your Oracle process setting between 300 and 500.

In addition, in Oracle, run schema statistics on a weekly basis and system statistics once a month to ensure better database performance. When you run statistics, the Oracle Cost Based Optimizer (CBO) has the current information to evaluate the execution plan.

Increase performance for Perceptive Content

The following recommendations can increase performance after you have Perceptive Content running in production. In addition, as your user base gets larger, you can make the following changes to maximize the performance of your system.

In your anti-virus application, disable on-access scanning for the \inserver directory, including all subdirectories, and your database. When you use on-access scanning, your virus scanner continually examines Perceptive Content Server memory and file system, which can decrease performance. If you move any directory outside of \inserver, make sure you disable on-access scanning in the new location. You can verify the location of Perceptive Content directories in the \inserver\etc\inow.ini file.

Verify that the num.workers setting in the inserver.ini file is set to reflect an accurate number of users. The suggested ratio is to set one thread for every ten users.

Assemble and configure a server farm for Perceptive Content Server

The following instructions provide a high-level overview for setting up and configuring a server farm using a Cisco Application Control Engine (ACE) Module. Refer to the appropriate Cisco documentation for more detailed information and configuration parameters. If you are using a different third-party product to set up a server farm, refer to that product's documentation for similar instructions.

Note Setting up and configuring a server farm is optional. Continue with the steps in *Installing Perceptive Content Client* if you are not setting up a server farm.

Assembling a server farm is comprised of the following steps.

- Setting up server health monitoring
- Setting up real servers
- Configuring the server farm
- Configuring a virtual server
- Configuring a remote override for Perceptive Content Message Queuing Agent

Set up server health monitoring

The following instructions include how to set up two different probe methods. The first method uses specific Perceptive Content Server and Message Queuing Agent Server probes that verify that the

servers are running and responding to requests. The second method is a simple machine ping that pings the machine to verify that it is online.

Method one is the preferred method and you can implement both types of health checks in the same environment. However, you do not need to use both methods to set up server health monitoring.

Method one, set specific probes for Perceptive Content Server and Perceptive Content Message Queuing Agent

Perform the following steps once for each Perceptive Content Server health probe you want to establish and once for each Perceptive Content Message Queuing Agent probe you want to establish.

Note When setting up a health probe for Perceptive Content Server, use step 5 and skip step 6. When setting up a probe for Perceptive Content Message Queuing Agent use step 6 and skip step 5.

1. Open **the Cisco ACE configuration** tool.
2. Click the **Config tab**.
3. In the **Load Balancing** menu, select **Health Monitoring**.
4. In the **Probe name** field, provide a name for the probe.
5. For Perceptive Content Server, in the **Health probe type** field, select **TCP** for the type and complete the following substeps.
   1. In the **Port** field, enter `6000`. This is the port that Perceptive Content Server listens on, as defined in the inserver.ini file.
   2. In the **Send Data** field, enter the following information.

      ```
      000000011SERVER_PING000000008END_MARK000000013CLOSE_SESSION
      ```

   3. In the **Expect Regular Expression** field, under the **More Settings** header, enter the following information.

      ```
      .*SUCCESS.*
      ```

      Note This health probe ensures that `SUCCESS` appears in the returned string. If .* tokens are not valid on your load balancer, adjust the configured receive string. Load balancers that perform a 'contains' comparison with the receive string do not require the `.*` token.
6. For Perceptive Content Message Queuing Agent, in the **Health probe type** field, select **TCP** for the type and complete the following substeps.
   1. In the **Port** field, enter `7200`. This is the port that Perceptive Content Message Queuing Agent listens on, as defined in the inserverMQ.ini file.
   2. In the **Send Data** field, enter the following information.

      ```
      000000007MQ_PING000000008END_MARK000000023MQ_TERMINATE_CONNECTION
      ```

   3. In the **Expect Regular Expression** field, under the **More Settings** header, enter the following information.

      ```
      .*SUCCESS.*
      ```

      Note This health probe ensures that `SUCCESS` appears in the returned string. If .* tokens are not valid on your load balancer, adjust the configured receive string. Load balancers that perform a 'contains' comparison with the receive string do not require the `.*` token.
7. In **the Probe interval count** field, enter a probe interval count. This is the time interval between sending probes during a health check. The recommended value is 15 seconds.

8. In the **Pass detect (failed probe) interval** field, enter a pass detect count. This is the time interval between sending probes during a health check when the server is in a known bad state. The recommended value is 30 seconds.
9. In the **Fail detect count** field, enter a fail-detail count. This is the consecutive number of times a probe must fail before the server is marked as failed. The recommended count is two times. If you set the Probe interval count to 15 seconds, the load balancer stops sending new connections to the server within 30 seconds of it going down.
10. In the **Pass detect count** field, enter a pass detect count. This is the number of successful responses a probe must produce before the server is marked healthy. The recommended count is two times. If you set the **Pass detect (failed probe) interval** to 30 seconds, the load balancer starts to send new connections to the server within one minute of it coming back up.
11. In the **Receive timeout for a response count** field, enter a receive timeout for a response count. This is the amount of time that a server has to return a response during a probe. If it does not return a response within the set time, the probe fails. The recommended value is five seconds.

Method two, set a simple machine ping

The following steps establish a simple machine ping that verifies the machine is online.

1. Open the **Cisco ACE configuration** tool.
2. Click the **Config** tab.
3. In the **Load Balancing** menu, select **Health Monitoring**.
4. Create a new health probe by clicking the **+** (plus) symbol.
5. In the **Probe name** field, provide a name for the probe.
6. In the **Health probe type** field, select **ICMP** for the type.
7. In the **Pass detect (failed probe) interval** field, enter a pass detect count. This is the time interval between sending probes during a health check when the server is in a known bad state. The recommended value is 30 seconds.
8. In the **Fail detect count** field, enter a fail-detail count. This is the consecutive number of times a probe must fail before the server is marked as failed. The recommended count is two times. For example, if you set the Pass detect (failed probe) interval count to 15 seconds, the load balancer stops sending new connections to the server within 30 seconds of it going down.
9. In the **Pass detect count** field, enter a pass detect count. This is the number of successful responses a probe must produce before the server is marked healthy. The recommended count is two times. For example, if you set the Pass detect (failed probe) interval to 30 seconds, the load balancer starts to send new connections to the server within one minute of it coming back up.
10. In the **Receive timeout for a response count** field, enter a receive timeout for a response count. This is the amount of time that a server has to return a response during a probe. If it does not return a response within the set time, the probe fails. The recommended value is five seconds.

Set up real servers

Set up the real servers on a VLAN interface. Make sure that these servers exist on the same subnet as the VLAN interface. After setting up the servers on real machines, use the following steps to add them to the hardware load-balancer configuration.

1. Open the **Cisco ACE configuration** tool.
2. Click the **Config** tab.

3. Add a new server by clicking the **+** (plus) symbol.
4. In the **Server Name** field, enter the server name.
5. In the **IP address** field, enter the IP address.
6. In the **Connection limits** field, enter the connection limits.

Configure the server farm

Configure the server farm for Perceptive Content Server and Perceptive Content Message Queuing Agent using the steps in the following sections.

Configure the server farm for Perceptive Content Server

1. Open the **Cisco ACE configuration** tool.
2. Click the **Config** tab.
3. In the **Load Balancing** menu, select **Server Farms**.
4. Add a new server farm by clicking the **+** (plus) symbol.
5. To monitor the health of the server farm, set the probe to the one that you configured when you set up server-health monitoring.
6. Select **Purge for the fail action**. This sends a reset to terminate the socket connection when a server fails.
7. Click **Deploy Now**.
8. Under **the Real Server @ <ServerFarmName>** heading, add the real servers to the server farm by clicking the **+** (plus) symbol.
9. Complete the following substeps.
    1. In the **Real server name** list, select the real server name.
    2. In the **Port** field, set the port number to the port on which Perceptive Content Server listens. This is the same port that was set when you created the health probe for Perceptive Content Server. The default is **6000**, as defined in the inserver.ini file.
    3. Optional. Set a backup server and port. The backup server becomes active if the real server is in a failed state.
    4. In the **Server weight** area, configure the server weight. Servers with higher weights receive more connections as a ratio of their weight to the other servers' weights.
    5. Click **Deploy Now**.
10. Click the **Predictor** tab and select **Least Connections** for the predictor type.

Configure the server farm for Perceptive Content Message Queueing Agent

1. Open the **Cisco ACE configuration** tool.
2. Click the **Config** tab.
3. In the **Load Balancing** menu, select **Server Farms**.
4. Add a new server farm by clicking the **+** (plus) symbol.
5. To monitor the health of the server farm, set the probe to the one that you configured when you set up server-health monitoring.

6. Select **Purge for the fail action**. This sends a reset to terminate the socket connection when a server fails.
7. Click **Deploy Now**.
8. Under the **Real Server @ <ServerFarmName>** heading, add the real servers to the server farm by clicking the **+** (plus) symbol.
9. Complete the following substeps.
    1. In the **Real server name** list, select the real server name.
    2. In the **Port** field, set the port number to the port on which Perceptive Content Message Queuing Agent listens. This is the same port that was set when you created the health probe for Perceptive Content Message Queuing Agent. The default is **7200**, as defined in the inserverMQ.ini file.
    3. Optional. Set a backup server and port. The backup server becomes active if the real server is in a failed state.
    4. In the **Server weight** area, configure the server weight. Servers with higher weights receive more connections as a ratio of their weight to the other servers' weights.
    5. Click **Deploy Now**.
10. Click the **Predictor** tab and select **Least Connections** for the predictor type.

Configure a virtual server for Perceptive Content Server

Associate the server farm with a virtual server using the following steps for Perceptive Content Server.

1. Click the **Config** tab
2. In the **Load Balancing** menu, select **Virtual Servers**.
3. Add a new virtual server by clicking the **+** (plus) symbol.

   Note This requires administrative permissions on the Cisco ACE device.
4. In the **Provide a virtual server IP address** field, enter a virtual server IP address. This is the address clients use to connect to one of the machines in the server farm.
5. In the **Virtual Server** list, select **VLAN interface** for the virtual server.
6. In the **Load Balance** list, select **Load Balance** for the primary action.
7. Use the server farm you configured in the **Configure the server farm** section as the server farm.

Configure a virtual server for Perceptive Content Message Queuing Agent

Associate the server farm with a virtual server using the following steps for Perceptive Content Message Queuing Agent.

Note You can use the same IP address in step 4 that you use for the normal Perceptive Content Server but in step 7, ensure that you use the previously defined Perceptive Content Message Queue Agent farm.

1. Click the **Config** tab.
2. In the **Load Balancing** menu, select **Virtual Servers**.
3. Add a new virtual server by clicking the **+** (plus) symbol.

   Note This requires administrative permissions on the Cisco ACE device.

4. In the **Provide a virtual server IP address** field, enter a virtual server IP address. This is the address clients use to connect to one of the machines in the server farm.
5. In the **Virtual Server** list, select **VLAN interface** for the virtual server.
6. In the **Load Balance** list, select **Load Balance** for the primary action.
7. Use the server farm you configured in the **Configure the server farm** section as the server farm.

Configure a remote override for Perceptive Content Message Queuing Agent.

The following steps enable clients and remote agents to use the load balanced IP address when attempting to connect to Perceptive Content Message Queuing Agent.

Important If you are using Perceptive Content Full Text Agent, you must ensure that it is either installed on a separate host from all load balanced Message Queuing Agents, or that your Load Balancer is configured to forward all incoming Full Text Agent connections to the host where Full Text Agent is installed.

Note In the following steps, `<MQHostName>` is the host name of the physical server and `<LoadBalancerIPAddress>` is the virtual IP address for the load balancer.

1. Open the **inserver.ini** file with a text editor and locate the **Network** section.
2. Set **remote.hostname.useoverride** to **TRUE**.
3. Add the following line for each Perceptive Content Message Queuing Agent in your server farm.

```
remote.hostname.override.<MQHostName>=<LoadBalancerIPAddress>
```

4. Save the **inserver.ini** file and close the text editor.

Verify the server farm setup

Complete the following steps to ensure that you have successfully setup and configured your server farm.

1. Start **Perceptive Content Server** and **Perceptive Content Message Queuing Agent** on the real server machines.
2. In the **Cisco Application Control Engine (ACE) Module**, select the **Monitors** tab.
3. In the left column, click **Real Servers**. Ensure that the servers you configured appear as **In Service**.
4. Continue with installing Perceptive Content Client.

Install Perceptive Content Client

This topic assumes that you are installing Perceptive Content for the first time or that you have no earlier versions of Perceptive Content running on your computer. These instructions enable you to install Perceptive Content Client directly on the local computer, shown below as *attended*. You can also install Perceptive Content Client silently on unattended installations by following the instructions in the **Install Perceptive Content Client unattended** section of this guide.

Important To install or update Perceptive Content Client on Microsoft Windows Vista or Microsoft Windows 7, make sure that you are logged in as a member of the “Administrators” group on the local computer.

Before you install, verify the following information.

- On the Perceptive Content Client computer, check the Windows Event Viewer to make sure that the computer has no DNS, hardware, or critical Windows errors.
- Verify that your system meets the requirements in the *Product Technical Specifications*. Then, verify your product compatibility outside of Perceptive Content, such as the compatibility between the service pack level of the operating system and your DBMS.
- Perceptive Content Client requires .NET components to be installed. If your security settings are high, .NET may not install and Perceptive Content Client may not run. You must either install .NET prior to installing Perceptive Content Client or lower your security settings during the Perceptive Content Client installation process.

Download the Perceptive Content Client files

1. Go to www.perceptivesoftware.com and log in to the Customer Portal.
2. In the **Product Downloads** page, search for all downloadable items for the specific product and version you want to use. These files may include a product installer, product documentation, or set of supporting files.
3. Download the relevant files to a temporary directory on your computer.

   Notes

   - **ClientSetup-Light.exe** Select the latest build, as shown by the highest Build Number. If .NET components are required for the machine, they are downloaded and installed. Use this installer if you are distributing this application over a network or if your network connectivity is stable.
   - **ClientSetup.exe** Select the latest build, as shown by the highest Build Number. This installer includes all of the .NET components required to run Perceptive Content Client. Use this installer if your internet network connectivity is slow or unstable.

Install Perceptive Content Client attended

1. To start the Perceptive Content Client installation, do one of the following actions.
   - For Windows XP, double-click the downloaded executable.
   - For Windows Vista or Windows 7, right-click the downloaded executable and select **Run as Administrator**.
2. Optional. If the **Choose Setup Language** dialog box appears. From the list, select the language you want to use during installation and then click **OK**.
3. In the **Welcome to the ImageNow Installation Wizard for ImageNow Desktop Client** page, click **Next**.
4. In the **License Agreement** page, review the License Agreement terms, scroll to the end of the agreement, click the **I accept the terms in the license agreement** button, and then click **Next**.
5. In the **Custom Setup** page, select the components you want to install by selecting the corresponding icons.
   - **Perceptive Content Client Files** Installs all files necessary to run Perceptive Content Client software.
     - **Language Packs** – Installs the desired languages for the software.

- **Demo Images** Installs demonstration software.
- **User Help** Installs end-user help files.
- **Administrator Help** Installs the Perceptive Content integration and administration help files.
- **Support for viewing non-graphic data** Installs filters for viewing non-raster based objects (such as TXT, RTF, PDF, XLS, or DOC).
- **ImageNow Printer** Installs all files necessary to run the Perceptive Content Printer.
- **Business Insight Integration** Installs all files necessary to view Business Insight reports in Perceptive Content.

6. In **ImageNow Server** page, enter a name for the default profile, enter the name and port number of Perceptive Content Server, and then click **Next**.
7. In the **ImageNow Shortcuts** page, select the shortcuts you want to appear and then click **Next**.
8. In the **Ready to Install the Program** page, click **Install**.
9. In the **Installation Wizard Completed** page, perform the following substeps.
   1. Select the **Show the readme file** check box.
   2. Optional. If the **Show the Windows Installer log** check box appears, you can select the check box to view the log file.
10. Click **Finish**.

Install Perceptive Content Client unattended

Installing Perceptive Content Client silently is an automatic way to run “unattended” installations. If you follow the procedures below, you will not install Perceptive Content Client using a standard InstallShield interface. Additionally, you can use your own automation tools or login scripts to install Perceptive Content on multiple workstations. Using this silent install method, you can do a custom install or use a combination of default and customized settings.

This section applies to new installs, updates, and upgrades as follows.

- If you are upgrading from ImageNow, version 6.x, it is recommended that you use the automatic updater. For more information about automatic updates, refer to the automatic update readme. Otherwise, you can use the instructions in this section.
- If you are updating ImageNow from version 6.7.x or newer, it is recommended that you use the PEDS. For more information about PEDS, refer to the PEDS readme. Otherwise, you can use the instructions in this section for installing Perceptive Content using the downloaded executable file.

The default features include Perceptive Content Client, demo images, and help files. Additionally, shortcuts to open Perceptive Content Client are located on the Windows Start menu, the Quick Launch menu, and the desktop. The default features do not include the Perceptive Content Printer or Business Insight Integration.

The following instructions refer to the "common application data folder," which is typically hidden. Its physical location varies, depending on your version of Windows. For example, in Windows XP, the path to this folder is C:\Documents and Settings\<username>\Local Settings\Application Data\ Downloaded Installations\[*Unique ID*] and in Windows 7, the path to this folder is C:\ProgramData\Downloaded Installations\[*Unique ID*]. Refer to your Windows documentation for the specific location of your common application data folder.

Prepare the Perceptive Content Client files

While it is possible to install Perceptive Content using the **ClientSetup.msi**, it is strongly discouraged. However, if you elect to do so, you must include the following parameters with your argument parameters.

```
REINSTALL=ALL REINSTALLMODE=vomus
```

1. Optional. If you use deployment software to push out your installations and if it requires you to use an MSI file, extract the **ClientSetup.msi** file from the downloaded executable.

2. If you have not already installed this version of the Perceptive Content Client on your Perceptive Content Server computer, double-click the downloaded **ClientSetup.exe** file, which extracts the **ClientSetup.msi** file.

3. By default, **ClientSetup.msi** is extracted to the common application data folder. The Unique ID varies with each build, and so you must sort the **Downloaded Installations** folder by **Date Modified** and copy the most recent entry containing this file to the folder that is required by your deployment software.

4. In the **Welcome to the ImageNow Installation Wizard for ImageNow Client** page, click **Cancel**.

   Note Do not delete the **Downloaded Installations\[*Unique ID*]** folder or remove the MSI file. You must have both for certain maintenance functionality.

The following table contains the arguments you can use when you install Perceptive Content Client unattended. If you do not manually set argument values, then the default values are used during the installation.

Argument	Description	Default	Example
INSTALLDIR	The default, and recommended, installation directory is [drive:]\Program Files\ImageNow.	[drive:]\ Program Files\Image Now	INSTALLDIR=\"C:\Program Files\IN\"

Argument	Description	Default	Example
L	Set the language for the installation. English = 1033 German = 1031 Spanish = 1034 French = 1036 Dutch = 1043 Japanese = 1041 Korean = 1042 Portuguese (Brazil) = 1046 Chinese = 2052 Italian = 1040	1033	/L1033
L*v	This value is optional. If you use this argument, setup does not create directories. The path for the log file generation must be a valid, existing path. This argument is typically used to diagnose installation errors.	%TEMP%\\ImageNowClient*.log	/L*v C:\logs\client-install.txt
ADDLOCAL	Select which features are installed. Optional features are AdminHelp, KeyView, ImageNowPrinter, and BIIntegration. **Important** You must install ImageNowClient, Accusoft, Pixtran, and NextGenLibrary for the application to work properly. There are no spaces allowed between the words and the commas when using this argument. The core features are required, but some features are optional. **Note** For definitions of values for the ADDLOCAL argument, refer to the ADDLOCAL value definitions section.	ImageNow Client, Accusoft, Pixtran, NextGenLibrary, AdminHelp, KeyView,	ADDLOCAL= ImageNowClient,Accusoft, Pixtran,NextGenLibrary

Argument	Description	Default	Example
IN_PROFILENAME	The default connection profile name.	Default-Profile	IN_PROFILENAME=default
IN_SERVER_NAME	The Perceptive Content Server host name or host address.	Localhost	IN_SERVER_NAME= MyServer
IN_PORT_NO	The Perceptive Content Server port.	6000	IN_PORT_NO=7000
STARTMENUICON	The default value is Yes, which means a shortcut for the Perceptive Content Client is created on the Start menu. Allowed values are either Yes or No.	Yes	STARTMENUICON=Yes
DESKTOPICON	The default value is Yes, which means a shortcut to Perceptive Content Client is created on the desktop. Allowed values are either Yes or No.	Yes	DESKTOPICON=No
QUICKLAUNCHICON	The default value is Yes, which means a shortcut to Perceptive Content Client is created on the Quick Launch area of the Taskbar. Allowed values are either Yes or No.	Yes	QUICKLAUNCHICON= Yes
UPDATE_URL	Specify the HTTP address for PEDS to check for Perceptive Content Client updates.	NA	UPDATE_URL=http://webserver:8080/pedserver
PUPDATE_URL.34D7B38C_34B1_4B08_A7CB_C1A906C54F91	Specify a different HTTP address for PEDS Client to check for PEDS Client updates.	NA	PUPDATE_URL.34D7B38C_34B1_4B08_A7CB_C1A906C54F91=http://otherwebserver:8080/pedserver

Run the unattended installation

You use the arguments in the preceding table as the argument list for your installation.

1. Enter one of the following commands, depending on whether you need to use the EXE or the MSI file. Replace **ClientSetup.exe** with the name of the downloaded executable file.

   You can use one of the following commands in a command line script you create for your deployment software.

   - If you can use the EXE file, which is the preferred and more reliable method, enter the following command.

     ```
     ClientSetup.exe /s /V"<argument list>"

     EXAMPLE: "ClientSetup.exe" /L1033 /s /V"/qb /norestart /L*v \"C:\logs\client-install.txt\" INSTALLDIR=\"C:\Program Files\ImageNow6\" IN_PROFILENAME=default IN_SERVER_NAME=localhost IN_PORT_NO=6000 STARTMENUICON=Yes DESKTOPICON=Yes QUICKLAUNCHICON=Yes
     ```

   - If you need to use the MSI file due to using deployment software that requires it, enter the following command.

     ```
     msiexec.exe /qb /i "[drive:]\<path>\ClientSetup.msi" <argument list>

     EXAMPLE: msiexec /i "C:\ClientSetup.msi" /norestart /qb /L*v log.txt ADDLOCAL=ALL IN_PROFILENAME=default IN_SERVER_NAME=localhost IN_PORT_NO=6000 STARTMENUICON=Yes DESKTOPICON=No QUICKLAUNCHICON=No UPDATE_URL=http://webserver:8080/pedserver PUPDATE_URL.34D7B38C_34B1_4B08_A7CB_C1A906C54F91=http://otherwebserver:8080/pedserver
     ```

   Note On the **Start** menu, click **Run** and enter **msiexec** for help on its command-line parameters.

2. Verify your installation.

ADDLOCAL value definitions

The ADDLOCAL argument enables you to specify which features are installed with Perceptive Content during an unattended installation. The following table defines the values for ADDLOCAL.

Important You must install ImageNowClient, Pixtran, Accusoft, and NextGenLibrary for the application to work properly.

Value	Description
ImageNowClient	Core functionality of the Perceptive Content Client. Installation of these features is mandatory to ensure the application works properly.
Pixtran	
Accusoft	

Value	Description
NextGenLibrary	
LanguagePacks	Available languages include: • Chinese • Dutch • French • German • Japanese • Korean • Portuguese • Spanish
AdminHelp	Perceptive Content administrator help files.
KeyView	Functionality to view non-graphical files in Perceptive Content.
ImageNowPrinter	Feature that contains Perceptive Content Printer.
BIIntegration	Functionality to view Business Insight reports in Perceptive Content.

Install an Perceptive Content Server license

Before entering your license, you must have installed the Perceptive Content Server and at least one Perceptive Content Client. You must have Service Administrator privileges to complete this task.

Obtain the license files

To obtain the hardware information for the Perceptive Content Server, you must be the admin user on Windows.

1. Start Perceptive Content Server. If you have an active-active setup, you must start all instances of Perceptive Content Server on all nodes.
2. Generate a system fingerprint using the following substeps.
    1. Click **Start**, point to **All Programs**, point to **Perceptive Content**, and then click **Perceptive Content Management Console**.
    2. In the **Login** page, click **License Manager**.
    3. In the **License Management** dialog box, select **Save system fingerprint** and click **OK**.
    4. In the **Save As** dialog box, enter a name for the file and then navigate to the location where you want to save the report. Click **Save**.
3. Contact your Perceptive Software representative for instructions on where to send the system fingerprint file to obtain your license. The system fingerprint file has a SYSFP extension.
4. When you receive the license files, store the license files in a temporary directory on the Perceptive Content Server computer.

Install Perceptive Content product licenses

Before entering your licenses, you must have installed the Perceptive Content Server and at least one Perceptive Content Client. You must have Service Administrator privileges to install Perceptive Content licenses. The Perceptive Content Client must be available on a Windows machine in order to install the Perceptive Content product licenses.

1. When you receive the license files from your Perceptive Software representative, copy them to a temporary folder where you can access them with an Perceptive Content Client.
2. Upload licenses, as explained in the following substeps.
    1. Click **Start**, point to **All Programs**, and then select **Perceptive Content**.
    2. In the login page, click **License Manager**.
    3. In the **License Management** dialog box, select **Upload Licenses** and click **OK**.
    4. Navigate to the folder where you stored the Perceptive Content license files, select the LIC files to upload, and click **Open**.
    5. Enter the **User Name**, **Password**, and **Server Location** and click **OK**.
    6. Optional. The **License Upload** dialog box lets you view the type name, actual license code, and current status of each license upload. To display detailed information for a specific license, select the appropriate row.
3. Click **OK**.

Obtain the license files for Amazon EC2

To obtain the license files required to run Perceptive Content on an Amazon EC2 compute resource, complete the following steps.

1. Stop all Perceptive Content services.
2. In the **[drive]:\inserver\etc** directory, backup any **in_hwfp.<node>** files to a different directory.

    Note You can delete this file after you confirm that the installation procedure was successful.
3. Open the **inow.ini** file with a text editor and locate the **Licenses** section.
4. Set **hardware.amazonec2.support** to **TRUE**.
5. Save the **inow.ini** file and close the text editor.
6. Complete the steps in the **Obtain the license files** and **Install Perceptive Content product licenses** sections.

Obtain additonal license files

If you have a licensed Perceptive Content environment and are obtaining additional licenses, such as for an active-active server environment, use the following steps to generate a system fingerprint.

1. Start all Perceptive Content services.
2. Generate a new system fingerprint using the following substeps.
    1. Click **Start**, point to **All Programs**, and then select **Perceptive Content**.
    2. In the **Login** page, click **License Manager**.
    3. In the **License Management** dialog box, select **Save system fingerprint** and click **OK**.

4. In the **Save As** dialog box, enter a name for the file and then navigate to the location where you want to save the report. Click **Save**.

3. Contact your Perceptive Software representative for instructions on where to send the system fingerprint file to obtain your license. The system fingerprint file has a SYSFP extension.
4. When you receive the license files, store the license files in a temporary directory on the Perceptive Content Server computer, and then install the licenses.

Start all Perceptive Content services

Complete the steps in this section to start the Perceptive Content services.

Using the command prompt

1. Open a **Command Prompt** window.
2. Navigate to the directory that contains the service you want to start by entering the following command.

```
cd inserver\bin
```

3. Enter the following command.

```
<service> –start <instance_name>
```

Using Windows Computer Management

1. On your Windows Desktop, right-click the **My Computer** shortcut and select **Manage**.
2. In the **Computer Management** dialog box, click **Services and Applications**.
3. Click **Services**.
4. In the right pane, right-click the service you want to start and select **Start**.

Appendix A: IMAGENOWLOCALDIR6 and IMAGENOWDIR6 environment variables

The IMAGENOWLOCALDIR6 environment variable is a new variable that holds the absolute file path to ImageNow Server resources in the inserver directory on a local machine. This is required for any ImageNow Server environment. The IMAGENOWDIR6 variable holds the absolute file path to the ImageNow Server resources in the inserver directory on a shared device. It is only required if running an active-active server environment.

IMAGENOWLOCALDIR6 environment variable

This environment variable is required and specifies the location of the following folders. These folders cannot be shared among the different instances of ImageNow Server.

- bin
- bin64
- fulltext
- temp
- log (default)
- ODBC

Note The log directory is included in this location by default, but it may be moved to the shared location.

IMAGENOWDIR6 environment variable

The IMAGENOWDIR6 environment variable is only required in an active-active environment. Some of the ImageNow Server resources must be moved to a shared file system, so they can be accessed by all of the different machines in an active-active environment. On Windows, this needs to be a NTFS file share accessible by UNC path. On Linux, the shared file system needs to be mounted locally and accessed like any other local directory. The path to that share is saved in the IMAGENOWDIR6 variable. If this environment variable is not present, its value is defaulted to the value of IMAGENOWLOCALDIR6. The environment variable is pulled on server startup from the environment.ini file located in the inserver directory on the local machine.

IMAGENOWDIR6 should specify the location of the following folders.

- envoy
- etc
- form
- job
- learnmode
- osm
- script
- workflow

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