

Perceptive Content

Technical Specifications

Version: 7.1.x

Written by: Product Knowledge, R&D
Date: March 2020

Copyright

Information in this document is subject to change without notice. The software described in this document is furnished only under a separate license agreement and may be used or copied only according to the terms of such agreement. It is against the law to copy the software except as specifically allowed in the license agreement. This document or accompanying materials contains certain information which is confidential information of Hyland Software, Inc. and its affiliates, and which is subject to the confidentiality provisions agreed to by you.

All data, names, and formats used in this document's examples are fictitious unless noted otherwise. Complying with all applicable copyright laws is the responsibility of the user. Without limiting the rights under copyright law, no part of this document may be reproduced, stored in or introduced into a retrieval system, or transmitted in any form or by any means (electronic, mechanical, photocopying, recording, or otherwise), or for any purpose, without the express written permission of Hyland Software, Inc. or one of its affiliates.

Hyland® and Hyland Software®, as well as Hyland product names, are registered and/or unregistered trademarks of Hyland Software, Inc. and its affiliates in the United States and other countries. All other trademarks, service marks, trade names and products of other companies are the property of their respective owners.

© 2020 Hyland Software, Inc. and its affiliates. All rights reserved.

Table of Contents

Copyright	2
Perceptive Content	5
Perceptive Content Server	5
Perceptive Content Database	6
Object Storage Manager	7
Clients	7
Perceptive Content Client.....	7
<i>Perceptive Content Client in a virtual desktop environment.....</i>	<i>8</i>
Interact Desktop	9
<i>Interact Desktop in a Windows environment</i>	<i>9</i>
WebNow	9
<i>WebNow Server.....</i>	<i>9</i>
<i>WebNow Client</i>	<i>10</i>
Perceptive Mobile.....	11
<i>Perceptive Experience for iOS (shell).....</i>	<i>11</i>
<i>Perceptive Experience for Android (shell)</i>	<i>12</i>
<i>Perceptive Mobile for iPhone and iPad (workflow client).....</i>	<i>12</i>
<i>Perceptive Mobile for Windows (workflow client)</i>	<i>12</i>
Agents and extensions.....	13
AP Invoice eForm	13
Business Insight	13
Conversion Module.....	14
Direct Print Capture	14
eForms.....	15
<i>Forms Server</i>	<i>15</i>
<i>Forms Server eForms Viewing Requirements.....</i>	<i>16</i>
Envoy.....	17
Fax Agent	17
Full Text Search Agent.....	18
Integration Server.....	18
Message Agent.....	19
Output Agent	19
Recognition Agent	20

User Replication Agent.....	21
Interact Products.....	21
Interact for Microsoft Office	21
Interact for Microsoft Outlook	22
Interact for Xerox	22
Interact for Salesforce	24
Connectors	24
EDI Engine	24
HL7 Engine.....	25
Connector for ArchiveLink	25

Perceptive Content

Perceptive Content is an ECM system comprised of a server, database, and object storage manager, and clients. This system can contain agents and extensions, interact products, and solutions to tailor the system to meet your needs.

This specification provides the most up-to-date information about a release. For information regarding when a specific change was introduced in a patch, see the Release Notes.

Perceptive Content Server and all Perceptive agents now depend on RabbitMQ, a third-party message queuing broker. RabbitMQ is an open source software that requires Erlang, a programming language.

Important Prior to installing RabbitMQ and Erlang, review the Message Queuing specifications under the Perceptive Content Server section of this guide for the supported versions of both products. Download and install the products prior to upgrading to Perceptive Content 7.1.4.x or higher.

For more information on RabbitMQ and Erlang, and to download and install the products, see the individual company websites. For Perceptive installation information, see the Perceptive Content Server and the Perceptive agents' installation and setup guides.

Perceptive Content Server

The Perceptive Content Server, formerly named ImageNow Server, is the engine that powers the Content system. The minimum technical specifications required for this server, as well as recommendations, appear in the following table.

Specification	Description
Hardware	A server class system is required to run Content in an enterprise environment. The processing power of this physical server directly affects performance. As a minimum requirement, use a dual core processor running at 2 GHz.
Operating Systems	<p>We recommend that you upgrade to the latest operating system patch of the following supported operating system versions.</p> <ul style="list-style-type: none"> • Microsoft Windows Server 2008 R2 SP1, 2012, or 2012 R2 • RedHat Linux x86_64 version 7 • Oracle Linux version 7 <p>Note You must have 32-bit X11 installed.</p>
Accessibility	<p>100 Mb network minimum, configured at full duplex, is required for this server and the database server. In addition, a 1 Gb network is recommended. Ports 6000 and 7200 should be open within firewalls that restrict client access across your WAN or LAN.</p> <p>Certain hardware is prone to networking issues when TCP offloading is enabled. If you experience frequent networking issues or use a Virtual Machine (VM), disable TCP offloading. You must disable this setting at all levels, including the virtual machine's host operating system, virtual machine's operating system, and NIC; and all machines within the Perceptive Content system, which includes the database server and LDAP server. Refer to your vendor's information for instructions on how to disable TCP offloading.</p>
Memory	Minimum 4 GB plus 100 K for each user.
Disk Space	Minimum 20 GB

Specification	Description
Virtual Machine	<p>Perceptive Software supports customers running our products on the supported operating systems listed in this document, regardless of whether the system is running in a proven virtual environment, such as VMWare or Microsoft Hyper-V. We support specific operating systems, web server configurations, and web browsers, not hardware configurations unless otherwise noted in this document. Accordingly, virtual platforms operate on and interact with the hardware abstraction layer provided by the virtual platform vendor.</p> <p>The virtual platform vendor supports a set of certified operating systems and hardware. The customer and virtual platform manufacturer are responsible for any interactions or issues that arise at the hardware or operating system layer because of the virtual platform vendor.</p> <p>Important In virtual environments, Perceptive Content supports virtualization but does not support paravirtualization.</p>
Message Queuing	<p>Perceptive Content Server requires Erlang and RabbitMQ for message queuing. For more information on RabbitMQ and Erlang, and to download and install the products, see the individual company websites.</p> <p>Important Only the following versions of Erlang and RabbitMQ are supported.</p> <ul style="list-style-type: none"> • Erlang – Refer to the RabbitMQ documentation site for Erlang version requirements. • RabbitMQ 3.7.5 through the most current patch version of 3.8.x <p>The most current patch version of 3.8.x is recommended.</p> <p>Note RabbitMQ uses the hard disk as a backing store for some message types. To guarantee adequate throughput for all messages, we recommend fast storage for the RABBITMQ_MNESIA_DIR location.</p>

Perceptive Content Database

The database stores the metadata of each document, not the actual document. A storage location with high performance and high availability is required for the database. Examples of this storage include RAID 10 or RAID 5 with write cache. Network Attached Storage (NAS) devices are not recommended for the database.

Both Standard and Enterprise database editions are supported. However, if you require the system to be used continually (24 hours, 7 days a week), or you have 200 users or more, we recommend the Enterprise edition.

Specification	Description
Hardware	<p>We recommend that you install the database on a separate physical server accessible by Perceptive Content Server.</p> <p>Hardware requirements specified by respective DBMS vendors are required in addition to the Perceptive-specific requirements listed below.</p>

Specification	Description
DBMS	<p>We recommend that you upgrade to the latest DBMS patch of the following supported versions.</p> <ul style="list-style-type: none"> • Microsoft SQL Server 2008 R2 using the latest SP, 2012, or 2014. Note Unicode is supported on SQL Server only. • PostgreSQL 9.4 Note PostgreSQL is only supported on Perceptive Content 7.1.3 and later. • Oracle 11g (11.2.0.4) and 12c R1 (12.1) • Oracle 12.1
Memory	Database size varies by implementation and use of the product.
Disk Space	Database size varies by implementation and use of the product.

Multilingual support with an Oracle database is not provided in this version.

Object Storage Manager

All content that is managed by Perceptive Content is stored in the Object Storage Manager (OSM). The OSM stores the content in its original format. The minimum technical specifications required for the OSM appear in the following table:

Specification	Description
Hardware	A storage location with high capacity and high availability is required for the OSM. This storage can be set up as Direct Attached Storage, a SAN, or NAS device.
Accessibility	The OSM must be directly accessible by Perceptive Content Server. Locate the OSM on a local drive SAN or NAS.
Disk Space	The disk space required depends on the amount of content that must be stored. The OSM for scanned images and other documents can grow quite large. As a guide, 1 million black and white scanned pages (scanned at 300 DPI) can consume 70 GB of storage.

Clients

Perceptive Software offers several clients that run on a variety of environments, operating systems, and devices.

Perceptive Content Client

Perceptive Content Client is a desktop interface that provides access to all functions including document capture, indexing, viewing, workflow, and document control functionality.

Specification	Description
Hardware	<p>Processor: Requires a 2.0 GHz or greater processor. A dual core processor is recommended for increased performance.</p> <p>Screen Resolution: The required minimum screen resolution is 1024 x 768. A 1280 x 1024 SVGA screen resolution is recommended. Dual monitors are supported.</p> <p>Scanning: For scanning, the Client machine must be either USB compatible or able to accept a SCSI expansion card based upon the interface of your scanner. For USB scanners, revision 2.0 is recommended. The scanner may require a faster machine, a specific operating system, or more memory than the Client. For more information about scanner requirements, refer to the manufacturer’s documentation.</p>
Operating Systems	<p>Microsoft Windows 7, 8.1, and 10</p> <p>Note Windows 10 is only supported on Perceptive Content 7.1.3 or higher.</p> <p>PEDS. If you use Perceptive Enterprise Deployment Suite (PEDS), note that PEDS requires Microsoft .NET Framework 4.5.</p>
Accessibility	<p>A dedicated, “always on” connection is required from the Perceptive Content Client to the Perceptive Content Server.</p> <p>Minimum bandwidth requirements include:</p> <ul style="list-style-type: none"> • A 1.5 Mb connection is required. A 4.5 Mb connection is recommended. • Scanning: For a scan station, a 100 Mb Ethernet connection is required and a 1 Gb Ethernet connection is recommended for best performance. A high-volume scan station in a WAN is not recommended.
Memory	<p>2 GB</p> <p>Consult your scanner manufacturer for recommended memory options.</p>
Disk Space	<p>1 GB</p> <p>Scan stations may require more temporary storage space, depending on scanning volume.</p>

Perceptive Content Client in a virtual desktop environment

A desktop virtualization or application virtualization environment requires third-party products like Citrix or Microsoft Terminal Services. These requirements can vary depending on whether the terminal server environment uses a server farm and how many users are in the farm. The following table shows typical recommendations for the Client in these environments.

Specification	Description
Hardware	<p>CPU: 1 core per every 10 users is required. Note that certain tasks, such as printing and scanning documents increase CPU utilization.</p>
Virtualization Software	<p>Citrix XenApp, version 6.5, 7.6, or 7.8</p> <p>Microsoft Terminal Services</p>
Operating Systems	<p>Microsoft Server 2008 R2</p> <p>Microsoft Server 2012</p>
Accessibility	<p>A dedicated, “always on” connection is required from the Perceptive Content Client to the Perceptive Content Server.</p>

Specification	Description
Memory	30 MB of available RAM per user
Disk Space	Requires the same disk space as an Perceptive Content Client installation, plus 5 MB per user in the application data (%APPDATA%) folder.

Interact Desktop

Interact Desktop offers users of the Perceptive Software process and content management system a next-generation client experience. It includes Pretrieve intelligent document-lookup technology, multiple content access points, a digital signing feature, and the option to use content models and folder banners for a more visual, configurable, efficient and organizationally customized user interface.

Interact Desktop in a Windows environment

The following table describes the requirements for running Interact Desktop on Windows.

Specification	Description
Operating Systems	Microsoft Windows 7 For virtual desktop specifications, refer to the same specifications shown in “Perceptive Content Client in a virtual desktop environment”.
Software	Microsoft .NET Framework 4.
Hardware	Processor: Requires a 2.0 GHz or greater processor. A dual core processor is recommended for increased performance. Screen Resolution: The required minimum screen resolution is 1024 x 768. A 1280 x 1024 SVGA screen resolution is recommended.
Accessibility	A dedicated, “always on” connection is required from Interact Desktop to Perceptive Content Server.

WebNow

WebNow enables users to view and work with Perceptive Content documents in a web browser. WebNow is comprised of the WebNow Server and WebNow Client browsers that access Perceptive Content through the WebNow Server.

WebNow Server

The minimum technical specifications required for the WebNow Server appear in the following table.

Specification	Description
Hardware	A server class system is required to run WebNow in an enterprise environment.

Specification	Description
Operating Systems	The same operating systems as the Perceptive Content Server. Installation is supported on physical machines, as well as on VMWare-based machines, and Hyper-V.
Web Application Servers	64-bit Apache Tomcat 7, 8 or 9 64-bit Oracle WebLogic 12c (not supported in Unicode installations) 64-bit IBM WebSphere Application Server 8.5.5.5, including Liberty profile (only Internet Explorer and Firefox browsers are supported in this configuration)
Software	Supported Java releases: Oracle Java SE 11, Oracle OpenJDK 11, Oracle Java SE 8, Oracle Java SE 7 Update 45 or later. Oracle Java SE 11 and Oracle OpenJDK 11 are only supported with Apache Tomcat. You may install newer versions of supported Oracle Java SE releases as they become available. If a newer version of Oracle Java SE 8 presents an issue, we will work to support it. However, there may be some rare cases where a newer version of Oracle Java SE 8 is found to be incompatible and must be reverted. Contact Product Support before upgrading to a newer version to verify that no known issues exist.
Accessibility	100 Mb network minimum, configured at full duplex, is required and a 1 Gb network is recommended.
Memory	The WebNow Server must meet the minimum memory requirements of the selected web application server with an additional 5 MB per user.
Disk Space	<ul style="list-style-type: none"> <u>Web server requirements</u>: The WebNow Server must meet the minimum disk space requirements of the selected web application server. <u>WebNow requirements</u>: An additional 10 MB is required for WebNow, plus the following: Additional temporary storage is required for documents and worksheets. The actual amount depends on system use, but plan for approximately 5 MB per user.
Compatibility	When running WebNow Server with Tomcat, install WebNow on a different machine than the Business Insight machine.

WebNow Client

The WebNow Client communicates with the WebNow Server through a browser. The minimum technical specifications required for the WebNow Client appear in the following table.

Specification	Description
Hardware	Processor: Requires a 2.0 GHz or greater processor. A dual core processor is recommended for increased performance. Screen Resolution: The required minimum screen resolution is 1024 x 768. A 1280 x 1024 SVGA screen resolution is recommended.

Specification	Description
Software	<p>Java. Minimum version: Oracle JRE version 1.8.x or 1.7.0_45</p> <p>Newer versions of JRE 1.8.x and 1.7.x will become available after our products are released. You can install a higher version of JRE 1.8.x or 1.7.x than the version we recommend.</p> <p>If a higher version of JRE 1.8.x or 1.7.x presents an issue, we will work to support it. However, there might be some rare cases where a newer version of JRE 1.8.x or 1.7.x is found to be incompatible and must be replaced. Contact Product Support before upgrading to a newer version to verify if known issues exist.</p> <p>Browsers. WebNow supports the following web browsers:</p> <ul style="list-style-type: none"> • Internet Explorer 11.x for Windows • Apple Safari web browser 7.1 or 8 on Mac OS X • Mozilla Firefox for Windows <p>Supported browser versions are listed, however we recommend that you upgrade to the latest patch of the supported browsers. Note that some browsers release automatic updates and some browsers no longer support version numbers.</p> <p>Browser versions that are updated after you install WebNow are also assumed to work unless otherwise noted. Contact Product Support if you find browser incompatibility.</p>
Accessibility	<p>WebNow requires a high-speed Internet connection capable of 1.5 Mbps download and 384 Kbps upload. 1.5 Mbps upload is recommended when using the client to capture documents.</p>
Memory	<p>The amount of memory depends on the version of the JRE.</p>
Disk Space	<p>This client requires approximately 50 MB, excluding Java requirements.</p>

Perceptive Mobile

Perceptive Mobile products provide Perceptive Content features and functionality that you can perform on your mobile device. The minimum technical specifications required for each product appear in the following tables.

Perceptive Experience for iOS (shell)

Specification	Description
Operating Systems	<p>Apple iOS8</p>
Compatible Hardware	<p>Refer to the Apple website for a list of devices supported by iOS8.</p>
Compatible Software	<p>Integration Server</p>
Accessibility	<p>Supported iPhone, iPad, and iPod Touch with 3G, 4G, or Wi-Fi network connectivity.</p>

Perceptive Experience for Android (shell)

Specification	Description
Operating Systems	Android 4.4 and higher.
Compatible Hardware	Android devices supported by Android Operating Systems 4.4 and higher.
Compatible Software	Integration Server
Accessibility	Supported Android devices with mobile network or Wi-Fi network connectivity.
Minimum Device Configuration	16 GB ROM, 2 GB RAM

Perceptive Mobile for iPhone and iPad (workflow client)

Specification	Description
Operating Systems	Compatible device running iOS8 or higher.
Compatible Hardware	Refer to the Apple website for a list of devices supported by iOS8.
Compatible Software	Integration Server
Accessibility	Supported iPhone, iPad, and iPod Touch devices with 3G, 4G, or Wi-Fi network connectivity.

Perceptive Mobile for Windows (workflow client)

Specification	Description
Compatible Hardware	Any Windows 8.1 compatible tablet with the following system HW requirements. 1 GHz processor, ARM or x86 based. 2 GB RAM with 20 GB of available hard disk space. 1366 x 768 screen resolution. DirectX 9 graphics processor with WDDM driver.
Compatible Software	Integration Server
Operating Systems	Windows RT (for ARM based tablets) Windows 8.1 Pro (for x86 based tablets)
Disk Space	4 MB

Agents and extensions

Agents and extensions expand Perceptive Content capabilities.

Note Perceptive Content Server and all Perceptive agents now depend on RabbitMQ, a third-party message queuing broker. RabbitMQ is an open source software that requires Erlang, a programming language. You must download and install both products prior to upgrading to Perceptive Content 7.1.4.x. For more information, see the Perceptive Content Server message queuing technical specifications, and see the installation and setup guides for Perceptive Content Server and the Perceptive agents.

AP Invoice eForm

Accounts Payable Invoice eForm is a pre-built eForm that supports invoice processing, including both non-PO and PO-based invoices.

Specification	Description
Compatible Versions	AP Invoice eForm version 12.1 and higher.
Operating Systems	AP Invoice eForm supports the same operating systems as the Perceptive Content Server.
Compatible Software	Internet Explorer, version 11 or higher, on each Perceptive Content Client workstation. iScript eForms
Disk Space	100 MB Additional space depends on the anticipated size of staging data files.

Business Insight

Business Insight enables you to report on the business intelligence contained in the Perceptive Content database. For specifications about Perceptive Business Insight, refer to the Business Intelligence 10.2.2 Supported Software Environments [specification](#) from Cognos.

Specification	Description
Required Software	Integration Server
Location	Install Business Insight on a different machine than the machine where WebNow Server, Forms Server, or Perceptive Content Server is located.
Operating Systems	Microsoft Windows Server 2008 R2 SP1, 2012, or 2012 R2 Note Business Insight does not support Linux operating systems.

Conversion Module

The Conversion Module (formerly called "ImageNow Printer (Server-Side)") offers the ability to convert various file types to standard TIFFs. You can integrate this standard tool set into various automated processes to convert Microsoft Office documents, PDFs, text files, and HTML files to industry-standard, Group 4, TIFF images. These TIFFs can be readily imported, annotated as needed, or routed through workflow. In most cases, automatic document indexing can also occur.

Specification	Description
Operating Systems	Runs on all Windows operating systems that Perceptive Content Server supports.. Connects to Perceptive Content Server via TCP/IP. When running, Conversion Module requires one core per instance.
Accessibility	100 Mb network minimum, configured at full duplex, is required and 1 Gb network is recommended
Memory	1 GB
Disk Space	1 GB

Direct Print Capture

Direct Print Capture is a cost-effective solution that enables you to preserve check runs, correspondence, invoice batches, and other types of business system or server output by storing legible versions of reports in the secure Content repository. After the reports are stored, authorized users across the enterprise have simultaneous, single-click access to reports from on-site and remote locations.

Specification	Description
Operating Systems	Windows 2008 R2, 2012, or 2012 R2
Additional Hardware	Any PC compatible with Intel Pentium Processor III or higher. For Cluster Environments: SFU must be installed on the local drive for each OS node in the cluster. Direct Print must be installed on a shared hard disk array (for example, NAS or SAN). Refer to hardware requirements from Microsoft to implement clustering services. Direct Print Capture can only process PCL5 and PCL5e print streams, so you need an appropriate print driver.
Accessibility	100 Mb network minimum, configured at full duplex, is required and 1 Gb network is recommended.
Memory	256 MB
Disk Space	10 GB

eForms

eForms allows your organization to collect business or process-specific information through user-friendly HTML-based forms. Users can quickly fill out forms in a familiar environment while the system’s built-in logic ensures data consistency and accuracy. eForms can automatically format, calculate, look up, and validate form information while automatically routing forms and documents within specific workflow processes. In addition, data captured within forms can be shared with external business applications to provide a seamless, automated business process solution.

The following requirements are necessary if you are using the Forms Server and are rendering forms through a business portal or application. The Forms Server is not required if you are managing forms inside of a Perceptive Content client.

Forms Server

The minimum technical specifications required for the Forms Server appear in the following table.

Specification	Description
Hardware	A server class system is required to run Forms Server in an enterprise environment. Installation is supported on physical machines, as well as on VMWare-based machines, and Hyper-V.
Operating Systems	The same operating systems as the Perceptive Content Server.
Web Application Servers	64-bit Apache Tomcat 7, 8 or 9
Software	Supported Java releases: Oracle Java SE 11, Oracle OpenJDK 11, Oracle Java SE 8, Oracle Java SE 7 Update 45 or later. You may install newer versions of supported Oracle Java SE releases as they become available. If a newer version of Oracle Java SE 8 presents an issue, we will work to support it. However, there may be some rare cases where a newer version of Oracle Java SE 8 is found to be incompatible and must be reverted. Contact Product Support before upgrading to a newer version to verify that no known issues exist.
Accessibility	100 Mb network minimum, configured at full duplex, is required and a 1 Gb network is recommended.
Memory	Meet the minimum memory requirements of the selected web application server with an additional 5 MB per user.
Disk Space	Web server requirements: Meet the minimum disk space requirements of the selected web application server. eForms requirements: An additional 10 MB is required, plus the following: <ul style="list-style-type: none"> • Additional temporary storage is required for documents and worksheets. • The actual amount depends on system use, but plan for approximately 5 MB per user.

Specification	Description
Compatibility	Install Forms Server on a different machine than the Business Insight machine.

Forms Server eForms Viewing Requirements

Forms Server delivers forms through a browser as part of the eForms product. The technical specifications in the following table are specific to Forms Server version 7.1.x.

Specification	Description
Internet Browsers	<p>Supported Browsers:</p> <ul style="list-style-type: none"> • Microsoft Internet Explorer 11 • Mozilla Firefox (Microsoft Windows OS) • Google Chrome (Microsoft Windows OS) • Apple Safari (Mac OS v10.10, iOS 8) <p>We recommend you upgrade to the latest patch of the supported browsers. Note some browsers release automatic updates and some browsers no longer support version numbers.</p> <p>Browser versions that you update after you install Forms Server are also assumed to work unless otherwise noted. Contact Product Support if you find browser incompatibility.</p>
Forms Server for iOS	<p>For an optimal experience using devices running iOS, confirm the specifications detailed below.</p> <p>Operating System: Apple iOS 8</p> <p>Devices: Refer to the apple website for a list of devices supported by iOS8.</p> <p>Network Connectivity: Supported product with 3G, 4G, or Wi-Fi connectivity.</p>
Forms Server for Android	<p>For an optimal experience using Android devices, confirm the specifications detailed below.</p> <p>Operating System: Android 4.4</p> <p>Devices: Android devices supported by Android Operating System 4.4.</p> <p>Network Connectivity: Supported product with mobile network or Wi-Fi connectivity.</p>

Envoy

Envoy provides capabilities you can use to facilitate automated, back-end integration of Perceptive Content with your business applications. Through Envoy, you can send unsolicited, web service-based requests to a remote system with minimal programming. With this capability, you can further automate your business processes. You can also use Envoy to enable Perceptive Content to make remote service operations available to users.

Specification	Description
Operating Systems	Runs on all of the operating systems that Perceptive Content Server supports. WS-Security is supported only on Linux.
Accessibility	100 Mb network minimum, configured at full duplex, is required and 1 Gb network is recommended.
Memory	256 MB

Fax Agent

Fax Agent is a scalable, inbound and outbound fax solution that is tightly integrated with workflow. For inbound faxing, Fax Agent is designed to allow customers to capture high volumes of inbound faxes, perform bar code processing, and automatically route them through various workflow processes based on predefined rules. For outbound faxing, Fax Agent's outbound faxing capability is fully integrated into the user interface, giving users with proper permissions the option to fax from the Explorer, Viewer, or iScript.

Specification	Description
Operating Systems	Supports the same Windows operating systems as the Perceptive Content Server. We recommend that you install Fax Agent on a remote server. Connects to Perceptive Content Server via TCP/IP.
Additional Hardware	Fax Agent requires a physical machine for the fax board. The fax board in the physical machine must be a Brooktrout 1034 fax board. For information on supported fax boards, contact your account representative.
Accessibility	100 Mb network minimum, configured at full duplex, is required and 1 Gb network is recommended.
Memory	1 GB
Disk Space	100 MB

Full Text Search Agent

This agent adds powerful search and retrieval capabilities to Perceptive Content object storage using specialized indexing technology. Full Text Search Agent is optimized for text-based retrieval, including advanced query expansion, custom thesaurus creation, natural language query input, automatic highlighting of search terms, and combined metadata and full text search.

Specification	Description
Operating Systems	Supports the same Windows operating systems as the Perceptive Content Server.
Accessibility	100 Mb network minimum, configured at full duplex, is required and 1 Gb network is recommended.
Memory	100 MB
Disk Space	Varies depending on the number of documents that are indexed. The disk requirement grows over time, based on content and use. In general, a page of text requires approximately 40KB of storage per page.

Integration Server

Integration Server provides application integration capabilities using HTTP web services. Based on the HTTP protocol, it gives customers maximum flexibility to incorporate Content services directly into their existing enterprise systems. This includes, but is not limited to, the ability to log on, log off, store, retrieve, move, copy, delete, and search for documents, place documents into workflow, route workflow items, set and get status, and be notified of workflow events from within any third-party application.

Specification	Description
Operating Systems	Supports the same operating systems as Perceptive Content Server.
Web Application Servers	64-bit Apache Tomcat 7.x, 8.x, or 9.x 64-bit IBM WebSphere Liberty 8.5.5.6 64-bit IBM WebSphere Classic 8.5.5.6 Note When using Perceptive Integration Server with Perceptive Experience, you must enable Transport Layer Security (TLS). For more information, see your specific web application server help documentation.
Software	Supported Java releases: Oracle Java SE 11, Oracle OpenJDK 11, Oracle Java SE 8, Oracle Java SE 7 Update 45 or later. Oracle Java SE 11 and Oracle OpenJDK 11 are only supported with Apache Tomcat. You may install newer versions of supported Oracle Java SE releases as they become available. If a newer version of Oracle Java SE 8 presents an issue, we will work to support it. However, there may be some rare cases where a newer version of Oracle Java SE 8 is found to be incompatible and must be reverted. Contact Product Support before upgrading to a newer version to verify that no known issues exist.

Specification	Description
Compatible Hardware	Installation is supported on physical machines, as well as on VMWare-based machines, and Hyper-V.
Accessibility	100 Mb network minimum, configured at full duplex, is required and a 1 Gb network is recommended.
Memory	Minimum 1 GB physical memory. For higher volume usage, we recommend a minimum of 6 GB physical memory allocated to Tomcat with 8 GB RAM on the host server.
Disk Space	Footprint of the installed product is approximately 100 MB, but we would recommend sufficient disk space to support log file growth, and would not recommend installing on a disk smaller than 1GB.
Dependencies	Some calls depend on File Conversion Service. Version 4.2.x is required. For more information, see File Conversion Service Technical Specifications Guide .

Message Agent

Message Agent is a service that provides a window into Perceptive Content functionality. Message Agent exports a rich set of functions as web services enabling third-party application developers to embed Content functionality, such as document management and workflow, directly into their applications. Developers can use toolkits, with standard development tools for Java, C++, or a .NET managed language to embed this functionality. You can install multiple instances of this service.

Specification	Description
Operating Systems	Supports the same operating systems as Perceptive Content Server.
Accessibility	100 Mb network minimum, configured at full duplex, is required and 1 Gb network is recommended.
Memory	128 MB
Disk Space	1 GB

Output Agent

Output Agent is a server-side process that provides flexible options for printing or exporting data from Perceptive Content. Output Agent can send documents to a specific printer, convert them to .jpg and export them to a specified directory, or create DICOM formatted or PDF output. Output Agent can be driven by events in workflow, the server-side API, other agents, or even text files containing specific values generated by external applications.

Specification	Description
---------------	-------------

Specification	Description
Operating Systems	Runs on all operating systems that Perceptive Content Server supports. Connects to Perceptive Content Server via TCP/IP. When running, Output Agent requires one core.
Accessibility	100 Mb network minimum, configured at full duplex, is required and 1 Gb network is recommended.
Memory	512 MB
Disk Space	1 GB

Recognition Agent

Recognition Agent enables robust capture technologies to meet enterprise needs. Recognition Agent provides excellent recognition accuracy on a wide variety of documents, including faxes, photocopies, and documents with complex layouts. Recognition Agent extracts data from scanned documents and automatically populates any or all document properties with the extracted data.

Specification	Description
Hardware	As a minimum requirement, use a 2 GHz processor. When running, each Recognition Agent requires an additional core.
Operating Systems	Runs in the same supported Windows environments as Perceptive Content Server.
Accessibility	100 Mb network minimum, configured at full duplex, is required and 1 Gb network is recommended.
Processing Capability	Plan on about 1000 pages per hour per Recognition Agent.
Memory	1 GB
Disk Space	400 MB

User Replication Agent

User Replication Agent simplifies the management of Content users and groups in LDAP-focused identity environments by allowing Content and your LDAP servers to work together. Going a step beyond the application's standard capability to authenticate users against LDAP servers and import users in bulk from LDAP servers, the User Replication Agent module actively manages the relationship to keep the user list synchronous.

Specification	Description
Operating Systems	Runs on all operating systems that Perceptive Content Server supports. Connects to Perceptive Content Server via TCP/IP.
Accessibility	100 Mb network minimum, configured at full duplex, is required and 1 Gb network is recommended.
Memory	128 MB
Disk Space	100 MB

Interact Products

Interacts are a suite of products that are designed to allow end users to “interact” with the Perceptive Content repository within the context of their native business and collaboration applications.

Interact for Microsoft Office

Extend the power of Content by bringing document management to every user of Microsoft Office, whether or not they have WebNow or Perceptive Content Client installed. Interact for Microsoft Office provides key functions in an interface that allows users to create and manage Office-format Content documents directly from Microsoft Office 2003, 2007, and 2010.

Specification	Description
Operating Systems	This product supports the same operating systems as Perceptive Content Client.
Compatible Software	Microsoft Office 2010 Word, Excel, and PowerPoint Microsoft Office 2013 Word, Excel, and PowerPoint Microsoft Office 2016 Word, Excel, and PowerPoint
Accessibility	100 Mb network minimum, configured at full duplex, is required and 1 Gb network is recommended.
Memory	256 MB and additional storage is required to open documents in their native application.
Disk Space	1 GB

Interact for Microsoft Outlook

Interact for Microsoft Outlook lets you capture your email and attachments to the Content document management system directly from Microsoft Outlook. You can also view a document contained in a drawer or folder that you have the privileges to view. If you allow public access to the document by other users, those users can then view the document as well.

Interact for Microsoft Outlook embeds controls within the Outlook interface that allow the user to capture emails. The user can view a list of captured documents in the Interact for Outlook pane.

Specification	Description
Operating Systems	Runs on Windows 7 or 8.1.
Compatible Software	Microsoft Outlook 2010, 2013, or 2016 Integration Server
Disk Space	5 MB

Interact for Xerox

Use Interact for Xerox to provide your enterprise with another capture option to store documents inside the Perceptive Content repository using Xerox EIP-enabled multifunction peripherals (MFP). The Xerox custom services empowers the user to pre-populate any document key or workflow queue, resulting in faster document indexing and improved business process.

Specification	Description
Operating Systems	Microsoft Server 2008 R2.
Web Application Servers	Requires Apache Tomcat, 7.x or 8.x.
Software	<p>Minimum version: Oracle JRE version 1.8.x or 1.7.0_45</p> <p>Newer versions of JRE 1.8.x and 1.7.x will become available after our products are released. You can install a higher version of JRE 1.8.x or 1.7.x than the version we recommend.</p> <p>If a higher version of JRE 1.8.x or 1.7.x presents an issue, we will work to support it. However, there might be some rare cases where a newer version of JRE 1.8.x or 1.7.x is found to be incompatible and must be replaced. Contact Product Support before upgrading to a newer version to verify if known issues exist.</p>

Specification	Description
<p>Compatible Hardware</p>	<p>Xerox Multifunction Devices: Applicable Xerox multifunction devices (MFDs) must be capable of running the Extensible Interface Platform (EIP). The following list shows the EIP capable MFDs that are current supported devices.</p> <p>WorkCentre 5225/5230 5632/5638 5645/5655 5665/5675/5687 5735/5740/5745/5755 5765/5775/5790 6400</p> <p>WorkCentre Color 7328/7335/7345/7346 7525/7530/7535/7545/7556 7425/7428/7435 7655/7665/7675</p> <p>WorkCentre Pro 232/238 265/275 245/255 265/275 Bookmark 40 & 55</p> <p>ColorQube 9201 9202 9203</p> <p>Copier/Printer 4112/4127</p> <p>Note This list may be updated as additional models are evaluated.</p>
<p>Accessibility</p>	<p>100 Mb network minimum, configured at full duplex, is required and 1 Gb network is recommended.</p>
<p>Memory</p>	<p>1 GB</p>
<p>Disk Space</p>	<p>100 MB</p>

Interact for Salesforce

Interact for Salesforce offers you a web-based solution by combining Perceptive Content capabilities with the Salesforce portal. This solution enables you to manage documents within Salesforce through Interact Viewer and perform many of the key tasks that you can perform in Perceptive Content, such as view, capture and download a document.

Specification	Description
Operating Systems	OS capable of running the compatible browser.
Compatible Software and Web Browser	<p>Browsers The following browsers are supported:</p> <ul style="list-style-type: none"> • Mozilla Firefox (recommended) • Google Chrome • Microsoft Internet Explorer, version 11.x • Apple Safari

Connectors

EDI Engine

EDI is a server-side process that provides flexible options for management of both input and output EDI and XML based data streams. EDI can capture multiple EDI/XML data streams, then convert that data to a TIFF or PDF format for storage in Perceptive Content.

Specification	Description
Operating Systems	EDI supports the same operating systems as the Perceptive Content Server.
Required Software	Java JRE or JDK, version 1.8.x or 1.7.x (32-bit or 64-bit) iScript
Memory	2 GB
Disk Space	100 MB

HL7 Engine

HL7 Agent enables Perceptive Content to send and receive HL7 messages to and from any Healthcare Information System, using both version 2 and 3 of the HL7 messaging standard. These transactions can include outbound report transactions necessary to build links to Perceptive Content images from the client's core system (example: URL).

Specification	Description
Operating Systems	HL7 uses the Corepoint Integration Engine, which is a Windows service. Microsoft Server 2008, including R2.
Compatible Hardware	Recommended processor: Intel Xeon processors, (1 or 2 CPU server)
Compatible Software	Microsoft Message Queuing service is required. This service is an optional component provided by Windows through Add/Remove Programs.
Accessibility	100 Mb network minimum, configured at full duplex, is required and a 1 Gb network is recommended. HL7 Agent requires an ODBC connection to the Perceptive Content Server machine.
Memory	2 GB
Disk Space	250 MB, SCSI drive. Space required depends on the message volume and message size anticipated at your site.

Connector for ArchiveLink

The Connector for ArchiveLink is a SAP Certified integration to ImageNow that creates an interface for linking all your SAP applications to your ImageNow enterprise content management system. This option is ideal for customers who run SAP software exclusively across their enterprise or actively use ArchiveLink. The integration supports all ArchiveLink features such as storing and linking native incoming and outgoing documents, print lists and data archiving (ADK), and early and late archiving scenarios including late archiving with barcode.

The following specifications apply to the server for ImageNow Connector for ArchiveLink.

Specification	Description
Operating Systems	Microsoft Server 2003 R2 or later and Microsoft Server 2008 SP2.
Compatible Software	Requires the following software: <ul style="list-style-type: none"> • Java, version 1.6.x (32-bit), 1.7.x (32-bit), or 1.8.x (32-bit) • Apache Tomcat 6.0.44 (32-bit) • SAP R/3 4.6c and later
Accessibility	100 Mb network minimum, configured at full duplex, is required and a 1 Gb network is recommended.

Memory	No additional requirements beyond the standard memory requirement for ImageNow Server.
Disk Space	500 MB required.

You can view documents in ArchiveLink with the following clients:

- Perceptive Content Client. For technical specifications on this client, see the "Perceptive Content Client" section of this document.
- WebNow Client. For information about this client, see Windows-specific information in the "WebNow Client" section of this document.
- SAP Viewer (SAPGUI). For technical specifications on this client, see your SAP documentation.
- Perceptive Experience Documents App. For more information, see the Perceptive Experience Content Apps Technical Specifications.