

iConvert for Perceptive Content

Product Guide

Version: Foundation 23.1

Written by: Documentation Team, R&D
Date: June 2023

Documentation Notice

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 only be used or copied 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 may contain certain information which is confidential information of Hyland Software, Inc. and its affiliates, and which may be subject to the confidentiality provisions agreed to by you.

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, HXP, OnBase, Alfresco, Nuxeo, and 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.

© 2023 Hyland Software, Inc. and its affiliates.

The information in this document may contain technology as defined by the Export Administration Regulations (EAR) and could be subject to the Export Control Laws of the U.S. Government including for the EAR and trade and economic sanctions maintained by the Office of Foreign Assets Control as well as the export controls laws of your entity's local jurisdiction. Transfer of such technology by any means to a foreign person, whether in the United States or abroad, could require export licensing or other approval from the U.S. Government and the export authority of your entity's jurisdiction. You are responsible for ensuring that you have any required approvals prior to export.

Table of Contents

| | |
|--|----------|
| Documentation Notice | 2 |
| What is iConvert? | 4 |
| Secure environment recommendations | 4 |
| Side-channel risks..... | 4 |
| Prepare a target database | 5 |
| Database Collation..... | 5 |
| Database Recovery Model | 5 |
| Max Degree of Parallelism | 5 |
| Temporary Database | 5 |
| Install iConvert | 6 |
| Download the iConvert files..... | 6 |
| Verify remote Perceptive Content shared directory access | 6 |
| Prepare Perceptive Content Server | 6 |
| Perform an attended installation of iConvert | 6 |
| Run iConvert..... | 7 |
| View conversion progress | 7 |
| After the conversion | 8 |
| Review the event log..... | 8 |
| Address an INVALID status row | 8 |
| Address FAILED tables | 8 |
| Run the IN_EXTERN_MSG_SEQ.sql script..... | 9 |
| Uninstall iConvert and verify database connection..... | 9 |
| Appendix A: Configuration files | 9 |
| inserverConvert.ini | 9 |

What is iConvert?

iConvert is a Windows only multi-threaded utility that converts an Perceptive Content database from one DBMS to another. It can also convert your SQL Server database from ANSI to Unicode. The iConvert utility creates your tables and copies the data, then adds indexes and constraints for you. After you install it, you can run iConvert and monitor its progress using log files, which you can configure to receive automatically by email.

You can install iConvert as a manual or automatic service. If you install iConvert as an automatic service, iConvert will start each time you start the machine it is installed on. We recommend that you contact Perceptive Software support before beginning a database conversion.

Secure environment recommendations

The following recommendations are intended to help secure the installation environment and apply to all product installations. These recommendations should be followed as a minimum requirement for all Hyland products. The policies of your organization may have additional or more robust requirements that should also be followed.

Hyland products may have additional recommendations described in the specific documentation for that product. In some cases, the recommendations may change or may only apply when using certain Hyland products together in a solution.

- Use TLS for all HTTP traffic, including private network segments. TLS ciphers have to be maintained to stay current over time.
- Use Secure FTP instead of standard FTP for all FTP traffic.
- End-to-end encryption is recommended for all data in transport, independent of a network segment. Note that some regulatory compliance requirements may require end-to-end encryption.
- Change all default passwords before activation of the production system. This applies to Hyland products as well as third-party products used by Hyland products (such as a database server).
- Authorization rules should be configured and tested before activation of the production system. This applies to Hyland products as well as to file system folders and database user accounts.
- Use database encryption for all sensitive data persisted in the database.
- Use file system encryption for all sensitive data and content persisted on the file system.
- Enable encryption when available as part of a subsystem configuration. For example, since ODBC provides the capability to use strong encryption for data, it is recommended to have that option enabled.

Side-channel risks

Consider the following to mitigate side-channel risks:

- Ensure the latest application and operating system patches are applied.
- Ensure the latest firmware patches are applied for any hardware on-premises.

Prepare a target database

To prepare a target database, complete the following steps.

Complete one of the following steps to prepare the target database for conversion.

- If you are converting to Oracle, you must create the database instance before running iConvert. Refer to the appropriate Perceptive Content Server installation guide for additional information.
- If you are converting to Microsoft SQL, you must create the database shell, users, and privileges before starting iConvert by running the iConvert_SQLServer-DBOnly.sql script, which is included in the installer.
- If you are converting to PostgreSQL, you must create the database shell, users, and privileges before starting iConvert by running the iConvert_PostgreSQL-DBOnly.sql script, which is included in the installer.

Note You do not need to create the database tables or add indexes and constraints.

- If your ODBC connection is named Perceptive Content, stop all Perceptive Content services, then rename the existing ODBC connection to prevent it from being used as your target database. Create a new DSN named Perceptive Content for your destination database. The iConvert installer uses a connection for your target database with the default name of Perceptive Content.

Database Collation

If migrating to Unicode, you must select the appropriate Unicode collation during the database creation and before you start the iConvert process.

Database Recovery Model

Before starting the iConvert process, ensure that the destination database is using the Simple Recovery Model to ensure minimal logging and faster throughput. Once the iConvert process has finished, switch the Recovery Model to Full, perform a full database backup, and enable all of your standard database maintenance jobs.

Max Degree of Parallelism

For the duration of the iConvert process, consider setting the Max Degree of Parallelism (MAXDOP) to a value that is appropriate on the hosting server in order to increase processing capacity and reduce the overall duration of the conversion. After the iConvert process has finished, you can switch the MAXDOP back to 1 to disable parallelism. For best practices, refer to Microsoft documentation and knowledge base articles.

Temporary Database

Ensure that the TEMPDB database has a sufficient number of database files that are already sized appropriately to provide enough space for sorting in the tempdb during the iConvert process. For TEMPDB configuration best practices, refer to Microsoft documentation and knowledge base articles.

Install iConvert

Prior to installing iConvert, verify that the source database schema matches the version of iConvert that you are using. To install iConvert, complete the following steps.

Download the iConvert files

To obtain Perceptive product installation files, go to [Perceptive Software Downloads](#) or contact the Hyland Software Technical Support group. For a list of Technical Support phone numbers, go to hyland.com/pswtscontact.

Verify remote Perceptive Content shared directory access

When the installer accesses a remote location it accesses the location in both the current user and SYSTEM context. You must verify both users have access to the shared directory. You can use the **net use** command to create sessions in the current context. You can also create a session in the SYSTEM context by using Microsoft's **Psexec** command to run the **net use** command in the SYSTEM context.

Note The **net use** command only adds the session for the current context. **Psexec** allows you to run the command in the SYSTEM context, which then adds the session in the SYSTEM context.

Prepare Perceptive Content Server

1. Stop all Perceptive Content services.
1. Perform a complete backup of your Perceptive Content Server and database.
2. Verify that the existing database schema version matches the iConvert version.

Perform an attended installation of iConvert

1. Double-click the downloaded **iConvertSetup_[version].exe** file.
2. On the **Welcome to the Installation Wizard for ImageNow iConvert** page, click **Next**.
3. On 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**.
4. On the **Destination Folder** page, you may change locations for **ImageNow iConvert** and the **ImageNow iConvert shared files** using the following substeps.
 1. To change the location for the **ImageNow iConvert**, click **Browse**. In the **Change Current Destination Folder** page, browse to the destination folder where you want to install **ImageNow iConvert** and then click **OK**.
 2. To change the location for **ImageNow iConvert shared files**, click **Browse**. In the **Change Current Destination Folder** page, browse to the destination folder where you want to install the **ImageNow iConvert shared files** and then click **OK**.
5. On the **Destination Folder** page, click **Next**.
6. On the **Configure Source Perceptive Content Database** page, configure the Perceptive Content Database settings using the following substeps.
 1. Select the **Database type**.
 2. Specify the **Data Source Name (DSN)**.
 3. Enter the **Username** and **Password** for the **Database credentials**.

4. Click **Verify** and review the ODBC driver configuration.
7. On the **Configure Source Perceptive Content Database** page, click **Next**.
On the **Configure Destination Perceptive Content Database** page, configure the Perceptive Content Database settings using the following substeps.
 1. Select the **Database type**.
 2. Specify the **Data Source Name (DSN)**.
 3. Enter the **Username** and **Password** for the **Database credentials**.
 4. Click **Verify** and review the ODBC driver configuration.
8. On the **Configure Destination Perceptive Content Database** page, click **Next**.
9. On the **Email Notification** page, to configure iConvert to send email messages containing progress updates of the conversion, select **Check to configure email notification** and complete the following substeps and then click **Next**. Otherwise, click **Next** and continue to the next step.
 - In the **SMTP Server** field, specify the SMTP server you want iConvert to use to send email updates.
 - In the **SMTP Port** field, specify the port number of SMTP Server.
 - In the **Send to address** field, specify the email address to which you want iConvert to send email updates.
 - In the **Send from address** field, specify the email address from which you want iConvert to send email updates.
10. On the **Email Notification** page, click **Next**.
11. On the **Ready to Install the Program** page, click **Install**.
12. On the **Installation Wizard Completed** page, click **Finish**.

Run iConvert

1. Stop all Perceptive Content services.
2. Make sure all sessions are closed by verifying the IN_SC_SESSION table is empty in the source database.
3. In an Administrator **Command Prompt** window, navigate to the Perceptive Content local bin64 directory **\$(IMAGENLOWLOCALDIR6)\bin64** and type **inserverConvert -start** to start iConvert.

Note If you stop and restart iConvert, the conversion process begins where it left off. If you installed iConvert as a manual service, you must complete the previous step to re-start the process.

View conversion progress

To view your conversion progress, complete the following steps.

1. Navigate to Perceptive Content local log directory **\$(IMAGENLOWLOCALDIR6)\log** and, in a browser, open the **convertresult.htm** file.
2. Each row represents the conversion process of an ODBC table. If the row is green, the conversion completed successfully. Yellow indicates the conversion is in progress. White or gray indicates the table has not yet started conversion. Red indicates the table did not convert successfully.

Note Some rows may turn red temporarily during the conversion.

After the conversion

The iConvert conversion is complete when the service is stopped and the process is no longer running. After iConvert completes the conversion, you need to review the event log for failed tables, update the licenses, and remove the iConvert utility.

Review the event log

You can view the convertresult.htm file and review the status log from your conversion. This highlights ODBC tables that did not convert successfully. Address entries in the event log that are either highlighted in red or have an INVALID status. To review the event log, complete the following steps.

1. Navigate to the Perceptive Content local log directory **\$(IMAGENLOWLOCALDIR6)\log**.
2. In a browser, open the convertresult.htm file to view the status log. Review the log for FAILED or INVALID statuses and complete one of the following options.
 - If all statuses are SUCCESSFUL, proceed to run the **IN_EXTERN_MSG_SEQ.sql** script.
 - If there are INVALID statuses, proceed to address failed tables.

Note This generally resolves any errors concerning indexes or constraints. Review the event log again after restarting.

Address an INVALID status row

An INVALID status row indicates that the import was successful, however there were errors adding indexes or constraints. To troubleshoot INVALID status rows, complete the following steps.

1. In an Administrator **Command Prompt** window, navigate to Perceptive Content local bin64 directory **\$(IMAGENLOWLOCALDIR6)\bin64** and type **inserverConvert -start** to rerun iConvert.

Note This generally resolves any errors concerning indexes or constraints.
2. Review the event log. If the INVALID rows still exist, complete the following substeps.
 1. In the source database, look for items that break the foreign key constraint.
 2. Fix any of these occurrences.

Address FAILED tables

A FAILED status indicates that the table did not import successfully. To troubleshoot FAILED tables, complete the following steps.

1. In an Administrator **Command Prompt** window, navigate to the Perceptive Content local bin64 directory **\$(IMAGENLOWLOCALDIR6)\bin64**, then type **inserverConvert -scrub-table <table name>**, which scrubs individual tables in the Database.

Note This action truncates the records from the tables and sets their statuses to “not started”.
2. Run the **-scrub-table** command for all failing tables.
3. In a **Command Prompt** window, type **inserverConvert -start** to begin the rerun conversion of the failed tables.
4. Verify that the tables are no longer FAILED. For any remaining failing tables, rerun the command.

Note You may need to run this command several times for each table.

Run the IN_EXTERN_MSG_SEQ.sql script

To complete the conversion of your SQL Server database, you must run the IN_EXTERN_MSG_SEQ.sql script. This script will copy the data in the inemuser.IN_EXTERN_MSG_SEQ table from the existing server (source_db) to the new server (dest_db). This process only applies to SQL Server databases. To prepare and execute the script, complete the following steps.

1. In **SQL Server Management Studio**, connect to the Unicode server using a login with system administrator privileges.
2. Open the **IN_EXTERN_MSG_SEQ.sql** script and complete the following substeps.
3. Ensure the variables in the Variable Declaration section of the script are set to the correct source, destination server, and database for your environment.
4. Replace the **INOW6_DESTINATION** variable name with the name of the destination Unicode database.
5. **Note** This name must match the declared **v_dest_db** variable.
6. Click **Execute**.

Note This script creates a temporary linked server between the two instances of SQL Server in order to pull data between the source and destination databases.

Uninstall iConvert and verify database connection

Upon completing your database conversion, it is recommended that you uninstall iConvert and verify your Perceptive Content Server database connection. To perform these actions, complete the following steps.

1. Following your operating system's steps for removing programs, uninstall iConvert.
2. On each machine with a Perceptive Content service that connects directly to the database, ensure that the ODBC settings in the inow.ini are configured according to your new database.

Appendix A: Configuration files

inserverConvert.ini

The following table provides definitions and sample data for the settings in the inserverConvert.ini configuration file. This table displays the INI settings under group headings in brackets, for example, [General]; in the order the groups appear in the INI file. Each setting offers two or more options, which are defined in the table below along with a description of each setting and its options. Use this table as a guide when customizing the file.

| Section | Setting | Options | Description |
|---------|-------------|----------------------|--|
| General | num.workers | Any positive integer | Specifies the number of worker threads in the main pool. The default is 15. |

| Section | Setting | Options | Description |
|---------------------|---------------------|-------------------------------|---|
| | throttle.threshold | Any positive integer | Specifies the maximum number of inserts iConvert allows before committing the open transaction. The default is 1000. |
| | retry.attempts | Any positive integer | Specifies the number of times iConvert attempts the insert. The default is 3. |
| Logging | debug.level.file | 0 through 6 | Specifies the level iConvert uses to log errors for troubleshooting. 0 = Logging is off. 1 = The least verbose logging. 6 = The most verbose logging. The default is 0. |
| | socket.level.file | 0, 1 | Specifies whether to log communication between Perceptive Content Server and iConvert. 1 = iConvert logs communication. 0 = iConvert does not log communication. The default is 0. |
| | status.log.interval | | Specifies how often, in seconds, iConvert refreshes the ConvertResult.html log file. The default is 10. |
| ODBC | src.dbms | SQLServer, Oracle, PostgreSQL | Specifies the source DBMS the customer is converting from. |
| ODBC (continued) | src.dsn | Any valid database name | Specifies the source database name. |
| | src.user.id | Any valid user ID | Specifies the user ID for the source ODBC connection. |
| | src.user.password | A valid password | Specifies the password that is consumed by the application for encryption in the src.user.password.encrypted setting. This value is encrypted and removed from the setting after running the <code>inserterConvert -encrypt-config</code> command. The default is imagenow. |

| Section | Setting | Options | Description |
|---------|------------------------------|---|--|
| | src.user.password.encrypted | | Specifies the encrypted password for the source database that is maintained by the application. |
| | dest.dbms | SQLServer, SQLServerUnicode, Oracle, PostgreSQL | Specifies the destination DBMS to which the customer is converting. |
| | dest.dsn | Any valid database name | Specifies the destination database name. |
| | dest.user.id | Any valid user ID | Specifies the user ID for the destination ODBC connection. |
| | dest.user.password | A valid password | Specifies the password that is consumed by the application for encryption in the dest.user.password.encrypted setting. This value is encrypted and removed from the setting after running the <code>inserverConvert -encrypt-config</code> command. The default is <code>imagenow</code> . |
| | dest.user.password.encrypted | | Specifies the encrypted password for the destination database that is maintained by the application. |
| Email | smtp.server.url | Any valid SMTP server URL | Specifies the URL of the SMTP server with which the system communicates. Examples <code>smtp://<hostname>:<port></code> for plaintext communication <code>smtps://<hostname>:<port></code> for using SMTP with implicit TLS. |
| | smtp.validate.certificates | | Specifies if the system should validate certificates when communicating to the SMTP server. The default is <code>TRUE</code> . |
| | smtp.user.starttls | | Specifies if the system should use STARTTLS when communicating with the smtp server. The default is <code>FALSE</code> . |
| | smtp.username | | Specifies the username the system uses for authenticating to the SMTP server if basic authentication is enabled. |

| Section | Setting | Options | Description |
|---------|---------------|--------------------------|---|
| | smtp.password | | Specifies the password the system uses for authenticating to the SMTP server if basic authentication is enabled. |
| | smtp.server | | Specifies the SMTP server iConvert uses to email convertresult.htm. Note This setting is deprecated in favor of smtp.server.url. |
| | smtp.port | Any existing port number | Specifies the port number of the SMTP server. Note This setting is deprecated in favor of smtp.server.url. |
| | email.to | Any email address | Specifies the email address to which iConvert sends emails containing the convertresult.htm log file. |
| | email.from | Any email address | Specifies the email address from which iConvert sends emails containing the convertresult.htm log file. |