

Perceptive Content Shared Directory

Migration Guide

Version: Foundation EP4

Written by: Product Knowledge, R&D
Date: September 2021

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.

© 2021 Hyland Software, Inc. and its affiliates. All rights reserved.

Table of Contents

| | |
|--|----------|
| Copyright | 2 |
| Overview | 4 |
| Migrate the Perceptive Content Shared Directory | 4 |

Overview

Starting with Perceptive Content EP4 the Windows installers solely use **environment.ini** for the **Perceptive Content Shared Directory** location (**IMAGENOWDIR6**). This document provides steps to migrate this directory to a new location.

Migrate the Perceptive Content Shared Directory

To perform a migration of the **Perceptive Content Shared Directory** perform the following steps:

1. On all servers running **Perceptive Content Products** perform the following substeps.
 1. Stop all **Perceptive Content Agents**.
 2. Disable all scheduled tasks that use **Perceptive Content Products**.
2. Backup the existing **Perceptive Content Shared Directory**.
3. Copy shared directory data to the new location.
4. On all servers ensure the new shared directory location is accessible.
 1. Ensure Perceptive Content service accounts have read/write access to new location.
 2. Update **environment.ini** to reference the new location. Set **IMAGENOWDIR6** to the location of the new **Perceptive Content Shared Directory**.
 3. Ensure the old location is no longer referenced in the **environment.ini** files.
5. Disconnect the location of the old shared directory.
6. On all servers perform the following substeps.
 1. Start all **Perceptive Content Agents**.
 2. Enable all previously disabled scheduled tasks that use **Perceptive Content Products**.
 3. Verify all agents are running and using the updated **Perceptive Content Shared Directory** location.