

Moving ImageNow Server to 64-bit

Best Practices Guide

ImageNow Version: 6.7.x

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Move to a 64-bit platform

This document describes the process for moving your ImageNow Server to the same directory on a new 64-bit server machine without moving your existing ImageNow database. If you are moving from a UNIX platform to a Windows 64-bit operating system or performing a re-install on a 64-bit machine currently running ImageNow 32-bit, contact your Account Executive.

The following instructions are organized into three phases: Prepare for the move, Move the system, and Complete the move. Each phase contains steps you need to complete on your existing 32-bit machine and your new 64-bit machine. Neither Perceptive Software nor any of its authorized resellers are responsible for data loss caused by the procedure described below.

Prepare for the move

Important If you are running a 32-bit version of ImageNow Server on a 64-bit edition of Windows, you must complete a full backup of your data, uninstall ImageNow, and then install ImageNow Server 64-bit.

Before you begin moving your ImageNow server to a 64-bit platform, complete the following procedures.

Existing 32-bit machine

1. Perform a complete backup of all ImageNow Server data. For more information about backing up ImageNow data, refer to the *Contingency Planning and Disaster Recovery Best Practices Guide*.
2. Update your existing 32-bit machine to the latest 32-bit version of ImageNow, 6.7.x, and update your ImageNow Clients to the latest version. Refer to the *ImageNow 6.7.x Update Readme* for information about completing this step.

New 64-bit machine

1. Verify that your system matches the requirements listed in the latest version of the Technical Specifications. To view this document, go to www.perceptivesoftware.com, log into the **Customer Portal**, select the **Product Documentation** link, and then select 6.7.x as your product version. In the navigation pane, select **Administrator Topics > Technical Specifications** and open the *Technical Specifications for ImageNow* file.
2. **Important** You must log on as the administrator using the user account used when ImageNow was originally installed before you complete this step.

Download and install the 64-bit version of ImageNow for 6.7.x on your 64-bit machine. Refer to the [ImageNow Installation Guide](#) for Windows and the appropriate DBMS for instructions on how to create the database. This version must match the ImageNow Server version that you updated on your existing 32-bit machine.

Note You must configure the DSN to point to the existing production database of the environment you are moving.

3. Generate a system fingerprint for your 64-bit ImageNow Server and send the SYSFP file to Perceptive Software to obtain your new server licenses.

Move the system

After you complete the steps in the Backup preparation section, continue with the following steps.

Existing 32-bit machine

1. Complete the following steps to stop ImageNow Server and agents.
 1. Make sure that no users are logged into ImageNow. If necessary, complete the following steps to disconnect users.

Warning Disconnecting a user may cause loss of data if the user is in the middle of an operation.

 1. Log into Management Console. On the **Details** tab, in the console tree, open **Status** and click **Connected Users**.
 2. In the results pane, select the ImageNow users you want to disconnect and, on the **Action** menu, click **Disconnect**.
 3. In the **Disconnect User** dialog box, click **Yes**.
 2. Complete the following steps to open Windows Services.
 - From the **Windows** menu, select **Run**.
 - In the **Open** box, type **services.msc** and click **OK**.
 3. In the **Windows Services** dialog box, right-click **ImageNow Server** and click **Stop**.
 4. Locate the next ImageNow service where the **Status** column displays **Started**.
 5. Repeat the following substeps until all started services are stopped:
 1. Right-click the service.
 2. Click **Stop**.
2. Create a backup copy of the ImageNow database and **[drive:]\inserver6** directory.

New 64-bit machine

1. Migrate **[drive:]\inserver6** from the 32-bit ImageNow Server Machine to **[drive:]\inserver6** on the 64-bit ImageNow Server machine.

Important Do not overwrite the **[drive:] \inserver6\bin** directory, however, you can delete the 32-bit executables from the **[drive:] \inserver6\bin** directory.

2. Review the INI files you copied from your existing 32-bit machine's **[drive:] \inserver6\etc** directory to the new 64-bit machine's **[drive:] \inserver6\etc** directory.
3. Verify the IP address and host name settings in the INI files to ensure they are relevant to the new ImageNow Server instance running on the 64-bit ImageNow Server machine.
4. Verify that the directory settings in the INI files point to the correct directories.
5. If the installation paths on the new 64-bit server differ from the existing paths on the existing 32-bit server, verify the OSM paths in the IN_OSM_TREE tables.

Note If you are using **\$(IMAGENOWDIR6)**, you do not need to verify your OSM paths.

6. If your 32-bit services are running under a domain account rather than LOCAL SYSTEM, set the 64-bit services to run under that same domain account. Otherwise, continue to the next step.
7. Start ImageNow Server on the 64-bit ImageNow Server machine.
8. Install your new server licenses for the 64-bit ImageNow Server machine.
9. On your 64-bit ImageNow Server's firewall, open ports 6000 and 7200.
10. If you are using 32-bit ImageNow Content Server, open ports 7201 and 7202. Otherwise, continue to the next step.
11. To use the 64-bit version of INTool to call iScripts, in the **[drive:] \inserver6\script** directory, update the BAT files to point to **[drive:] \inserver6\bin64**.
12. Check to make sure client connection profiles can connect to the new 64-bit ImageNow Server.

Complete the move

After you have successfully moved and started your ImageNow Server, complete the following steps.

Test the client-server connection

1. To start ImageNow, click **Start**, point to **Programs**, and then click **ImageNow**
2. Click **Connection Profiles**.
3. Click **Edit connection profiles**.
4. In the **Connection Profiles** dialog box, click **Create**.
5. In the **New Connection Profile** dialog box, do the following steps:
 - In **Name**, type a name for the 64-bit ImageNow Server.
 - In **ServerID**, type the name of the machine on which 64-bit ImageNow Server resides.
 - In **Server Type**, select the type of server you want to designate, for example, test or production
 - In **Port Number**, type the port number for the 64-bit ImageNow Server machine, which is 6000 by default.
 - In **Username**, select one of the following: **Always prompt**, **Set to** and type a default user name, or **Remember last successful user name**.
6. To use domain authentication with your connection profiles, select the **Use domain authentication** check box. To stop using domain authentication, leave the check box unselected. This is only available when using SYSTEM authentication.
7. Click **OK**.
8. Log in with the appropriate user name and password for the server you selected.
9. To test your OSM configuration, open an existing document, and then create a new document.
10. If you are using Content Server, test Content Server by performing a content search.

Test key ImageNow Agent connections

Complete the following steps to test the ImageNow client connection to Message Queue.

1. Complete the following steps to open a command prompt.
 1. In Windows, open a **Command Prompt** dialog box by selecting **Run**.
 2. Type **cmd** and then click **OK**.
2. In the **Command Prompt** window, change to the **[drive:]\inserver6\bin64** directory.
3. At the prompt, enter the following command, where <username> is the user to whom you want to send the message, and <message> is the text of the message contained in quotation marks.

```
intoool --cmd send-message --recipient <username> --message "<message>"
```

Check the log files

Check the log files in **[drive:]\inserver6\log** for errors. If no critical errors are logged, you have successfully completed the move to your 64-bit platform. If critical errors occur, contact Perceptive Software Product Support for assistance.