

ImageQuest

Installation Guide

Version 11.0



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Table of Contents

Introduction to ImageQuest	4
Welcome to ImageQuest!	4
ImageQuest Server Installation	5
Prerequisites.....	5
Pre-Installation Notes.....	6
Getting Started	7
Install using SQL Express 2008 R2	14
ImageQuest Client Installation	23
Prerequisites.....	23
Getting Started	24
DVD Installation.....	24
Installation from Network Share	30
Silent Installs.....	31
ImageQuest Upgrades	32
Overview.....	32
Upgrading ImageQuest.....	33

Introduction to ImageQuest

Welcome to ImageQuest!

The ImageQuest product line is a complete enterprise content management system consisting of document/file management, forms processing and workflow components. ImageQuest is designed to facilitate access to and the distribution of document-oriented information within your organization. By putting documents at your fingertips and leveraging the related data, ImageQuest will improve efficiency while helping you deliver better service.

Informa Software has a strong commitment to customer service and product quality. If you have questions, please contact an Informa Client Services Representative immediately. Thanks for using ImageQuest and please share your ideas on how we can make ImageQuest better for everyone.

Please contact us below for technical support and/or troubleshooting:

ImageQuest Support
(877) 475-7778

support@informasoftware.com
<http://www.informasoftware.com/support>

ImageQuest Server Installation

Prerequisites

Before you install ImageQuest, ensure that your host system has the minimum system installation requirements below:

- P4 CPU or higher (multi-core recommended)
- 2GB Memory (4GB Recommended)
- DVD Drive (if installing from disc)
- 300MB free hard drive space (for program files only)
- Windows Server 2003 R2 SP2, Windows Server 2008 SP2, Windows Server 2008 R2, Windows XP SP3, Windows Vista SP2, or Windows 7. (32-bit and 64-bit OS versions are supported, but ImageQuest runs in 32-bit mode on a 64-bit OS)
- If a software firewall product is running on the server, please ensure that TCP ports 32751 and 33176 and UDP port 2112 are open.
- Microsoft .NET Framework version 4.0 (Full Framework)
- Microsoft SQL Server 2005 or 2008 is required to install ImageQuest. If you do not already have a SQL server, SQL server 2008 R2 Express is included on the installation media.
- Internet Information Service (IIS) Server is required to configure WebIQ
- IIS must be installed and configured to install OXPd on an HP device which does not natively support OXPd.

Note: ImageQuest 11 runs in 32-bit mode on 64-bit Operating Systems.

Note: If you are upgrading ImageQuest from version 10.3, please refer to the “ImageQuest Upgrades” section in this document.

Pre-Installation Notes

Please review the following pre-installation notes prior to performing your ImageQuest Server installation.

- “Server” refers to the ImageQuest host computer, not necessarily a traditional server.
- For security and performance reasons, Informa Software does not recommend installing ImageQuest on a domain controller. In addition, Microsoft does not recommend installing SQL Server 2008 R2 Express Edition on a domain controller.
- If you are installing to an Existing SQL Server, you will need to provide the proper SQL credentials during installation. This includes a SQL login that has appropriate permissions to create and manage a database on the server. The SQL Server also must be configured for Mixed Mode authentication.
- If you are installing to an Existing SQL Server, the SQL Full-Text Search Service must be installed and running.
- IIS (Internet Information Services) must be installed and configured on the ImageQuest server if you wish to use WebIQ.
- The ImageQuest 11 installation media contains the entire software package with a full 15-day trial. A license key must be obtained from Informa Software in order to continue using the program beyond the trial period.

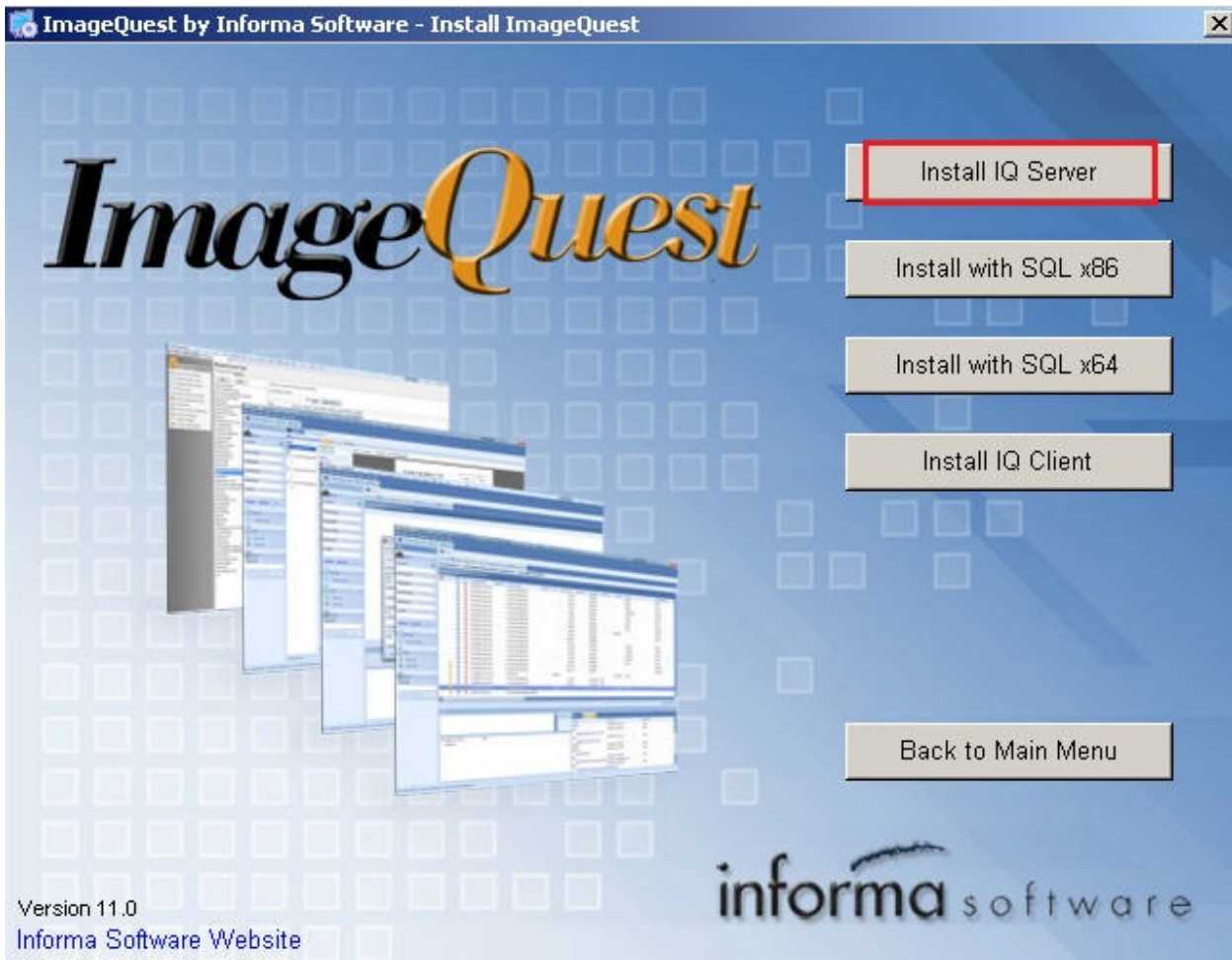
Getting Started

First, place your ImageQuest Installation CD in the server's DVD drive.

The ImageQuest autorun window launches as demonstrated below. Click "Install ImageQuest" as highlighted in red on the autorun menu, or browse the DVD and double-click the Server.msi and follow the procedures in the installation wizard.



The next screen will appear with various options to install IQ Server, IQ with SQL x86, or x64 or the IQ Client.

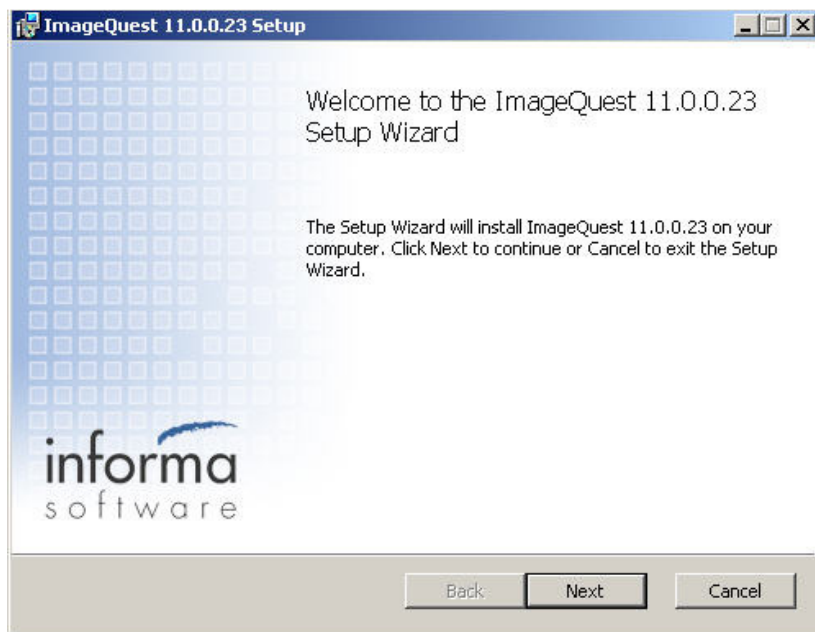


Click “Install IQ Server” to install ImageQuest 11.0 Server to perform a new install using an existing SQL server or to upgrade from ImageQuest 10.3.

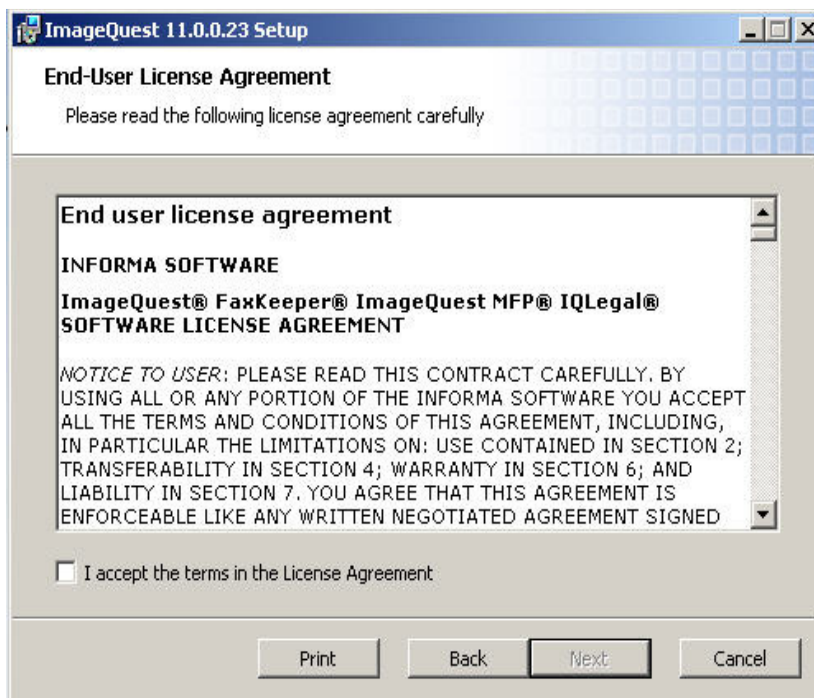
Note: When installing to an Existing SQL Server, any login that has appropriate permissions can create and manage a database on the server. The SQL Server needs to be configured for Mixed Mode authentication

Note: Please see pages 15 through 23 for “Install with SQL x86” or “Install with SQL x64” installation steps.

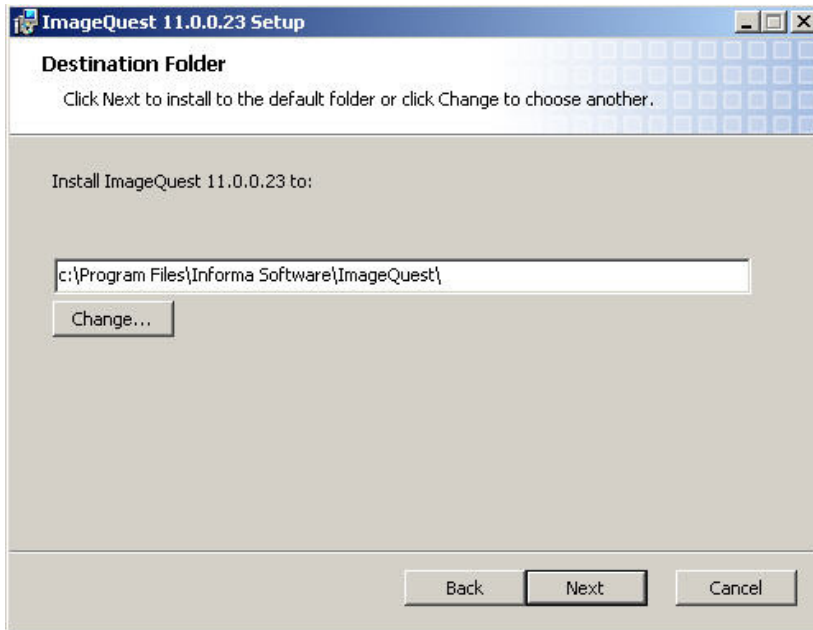
The window “Welcome to the ImageQuest 11.0 Setup Wizard” will appear as shown below. Click “Next” to continue.



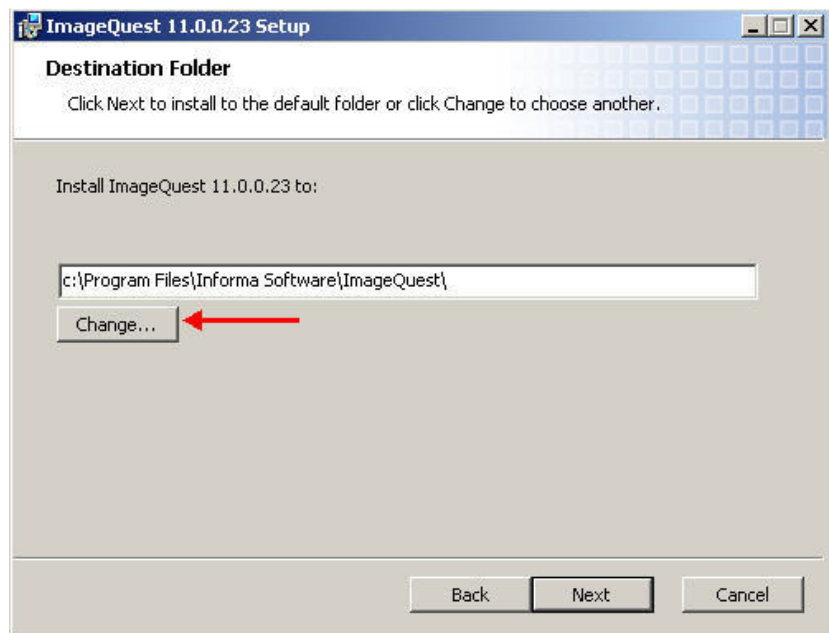
In the EULA window, read the terms provided and select “I Accept the terms ... ” and click “Next”.



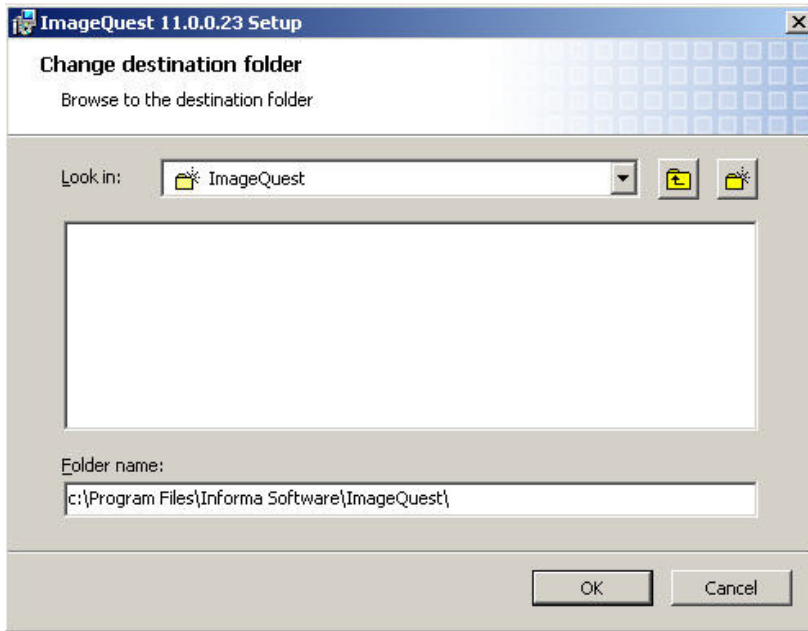
You will see the window, “Destination Folder,” as illustrated below. The default location is shown here.



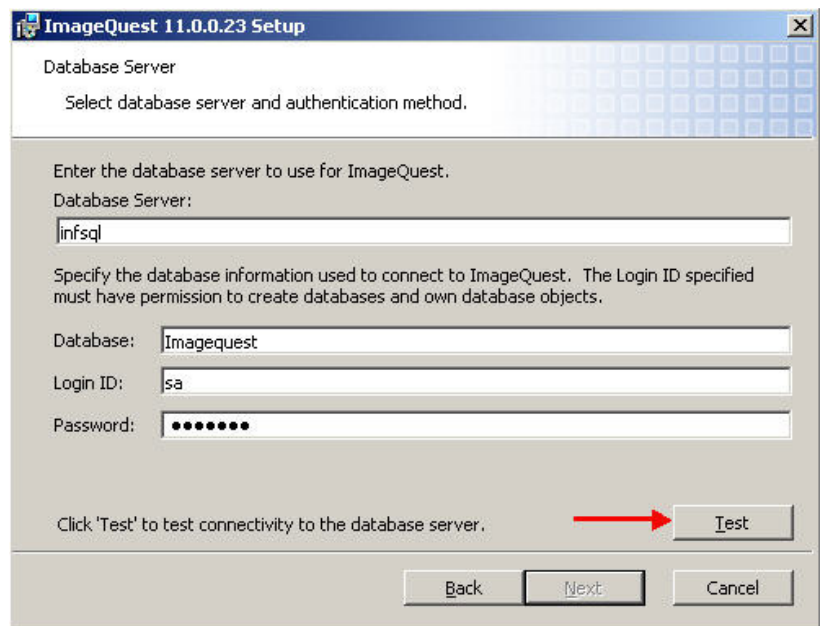
Click “Change” to select another location or click “Next” to install ImageQuest to the default location.



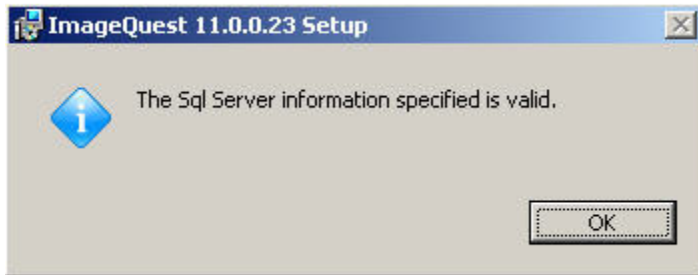
Selecting “Change” will bring up the screen shown below and allow you to change where ImageQuest is installed. Click “OK” to proceed.



After deciding where to install ImageQuest, you will be prompted for the SQL database server name and credentials. Once you enter the correct information, click “Test” to test the connectivity of the database server.

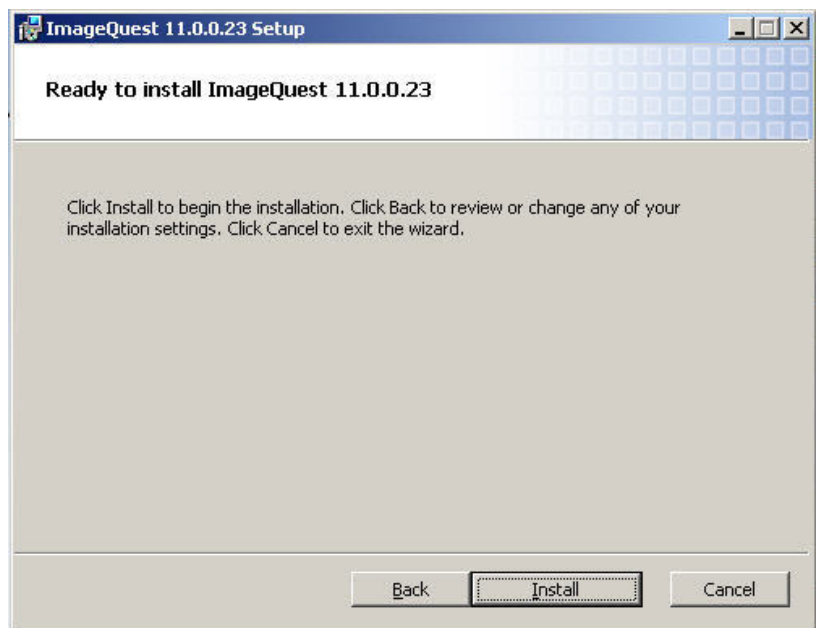


If the credentials are correct, you will see the following screen when you click “Test”.

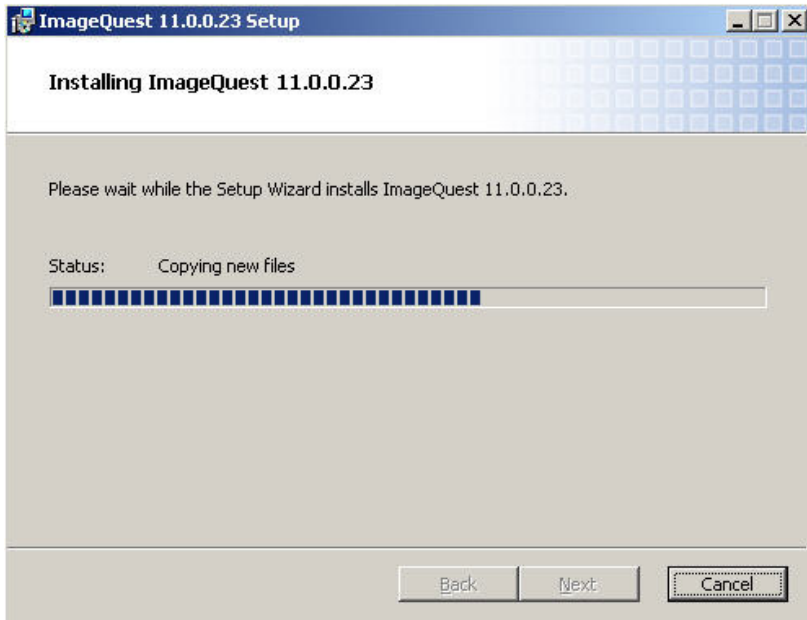


Click “OK” on the above message and then click “Next” on the Database Server window to proceed.

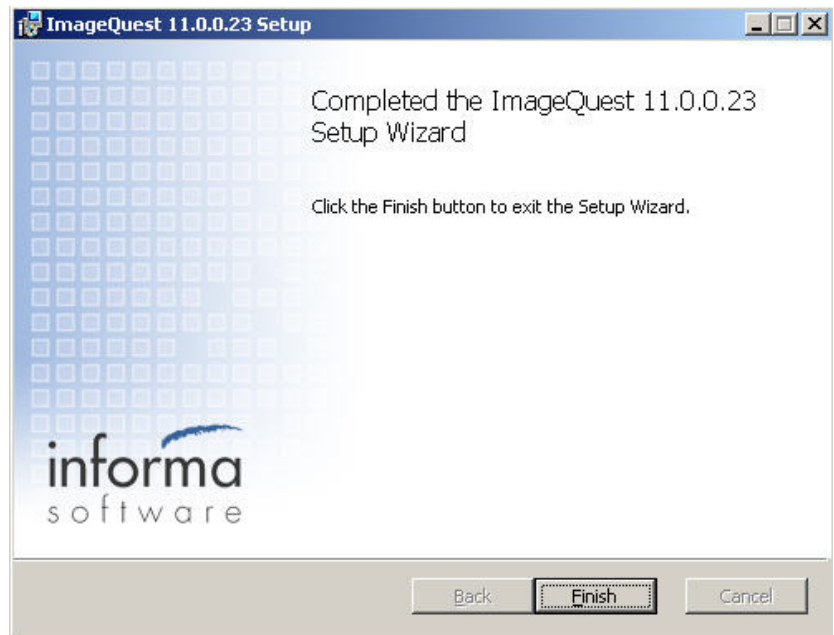
Click “Install” to continue and the install will begin.



The server installation may take a few minutes to complete.

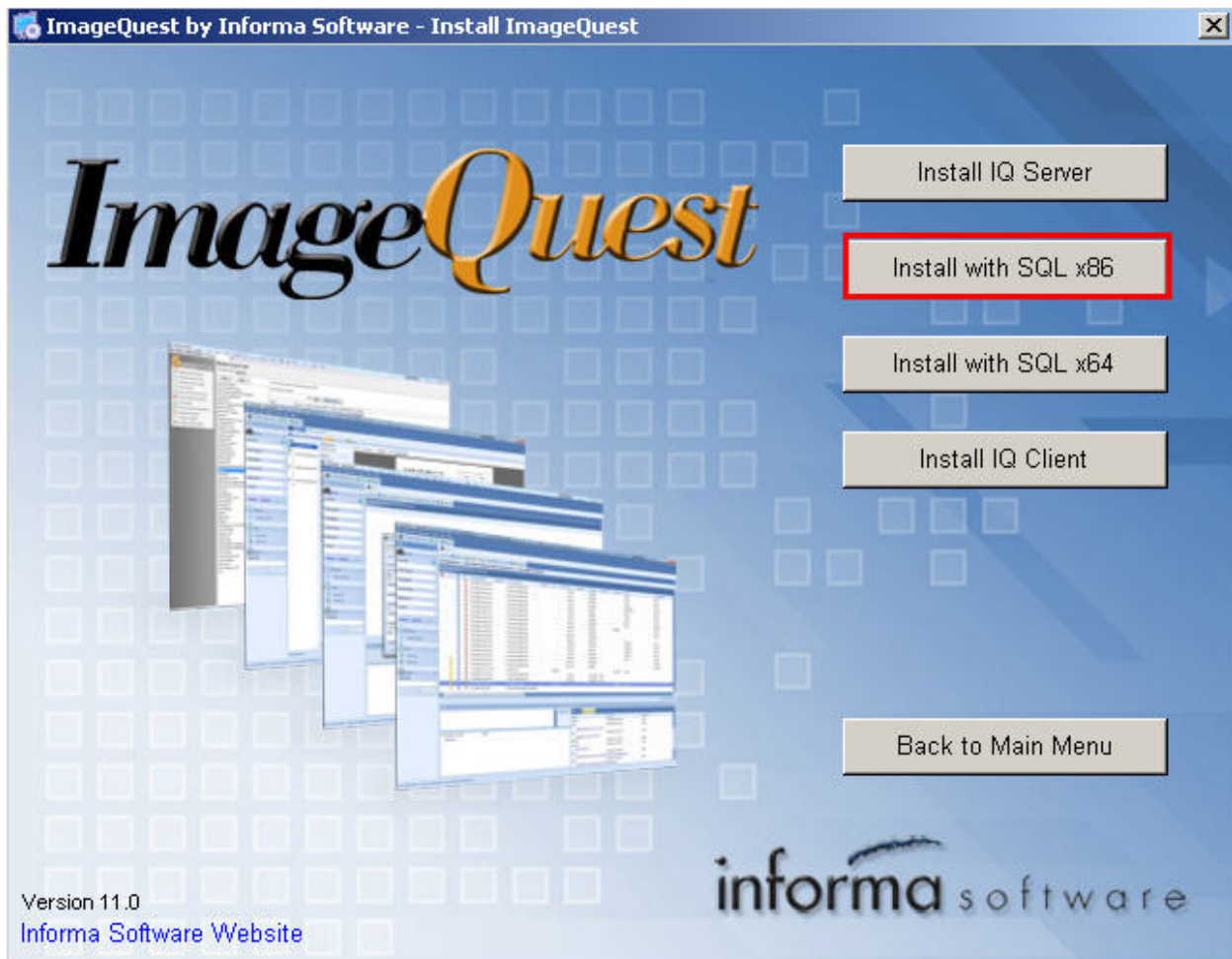


When the ImageQuest Server installation completes, click “Finish”.

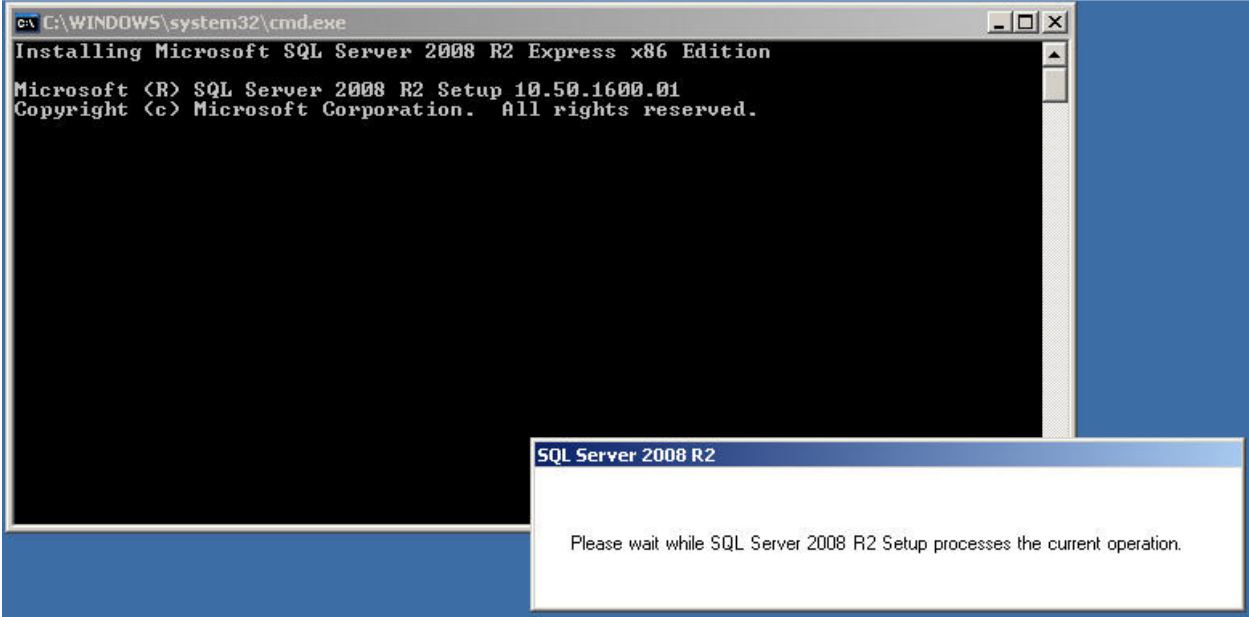


Install using SQL Express 2008 R2

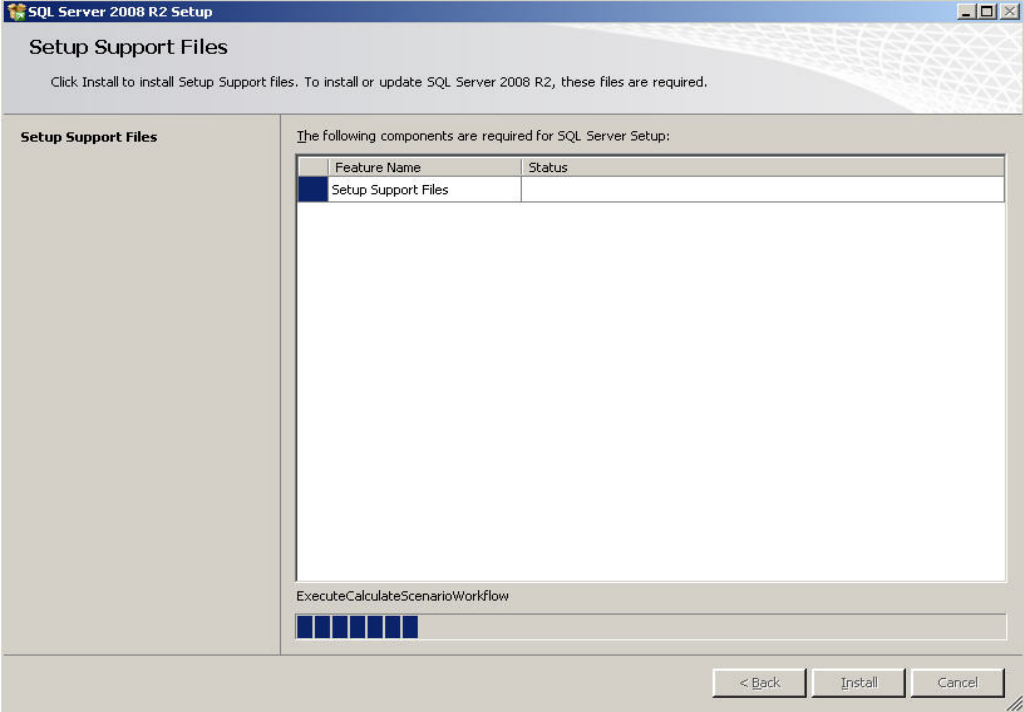
If you wish to install ImageQuest using the SQL Express 2008 R2, select “Install with SQL x86” or “Install with SQL x64”.



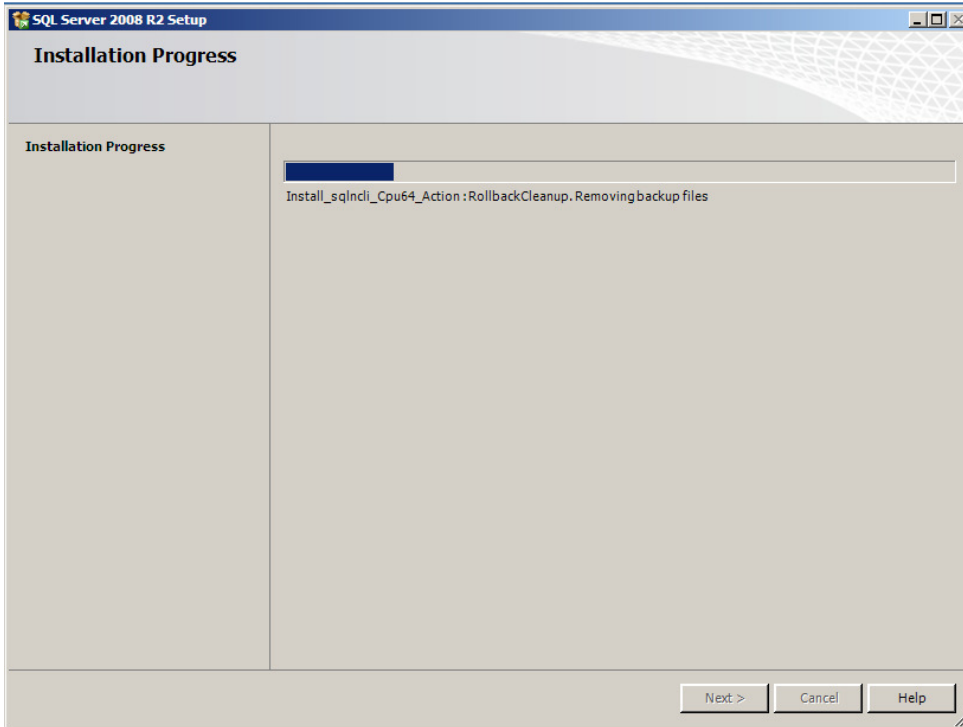
The SQL Server 2008 setup will begin



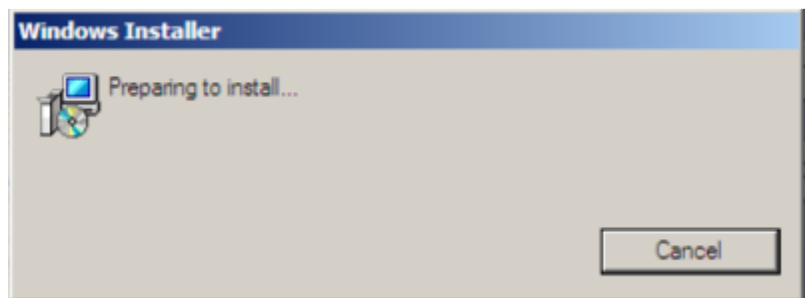
SQL will check installed setup support file components and then perform the installation.



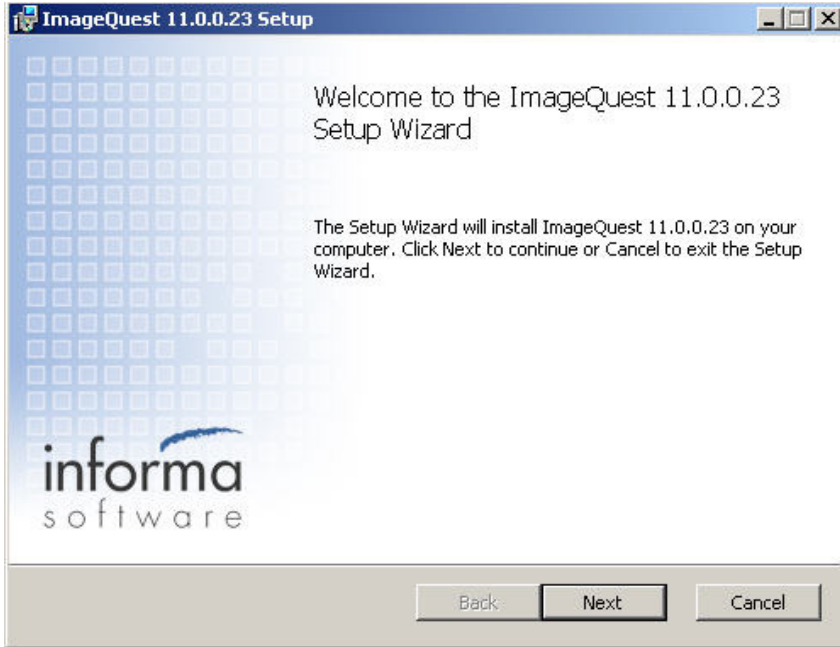
The SQL installation may take up to 15 minutes to complete.



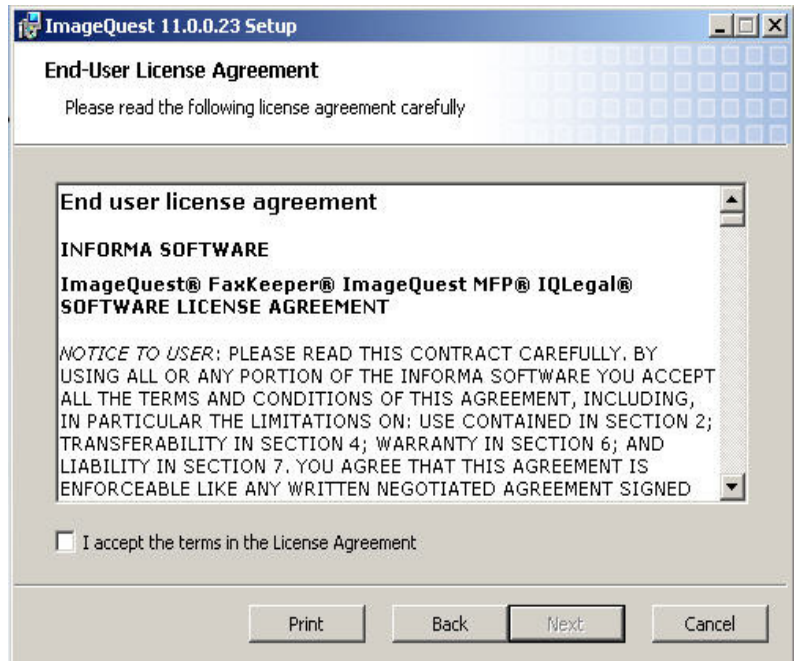
Once the SQL installation is complete, the ImageQuest setup will begin.



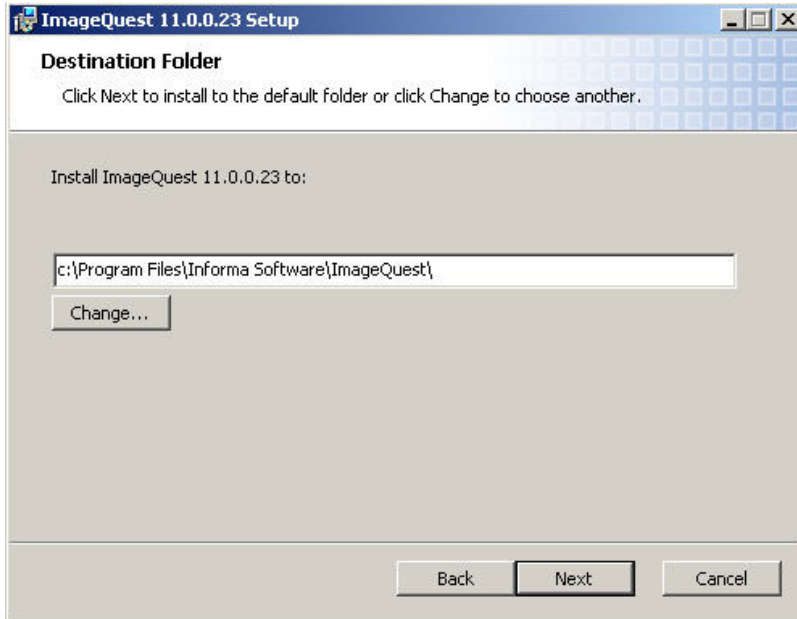
Click “Next” to proceed with the ImageQuest installation.



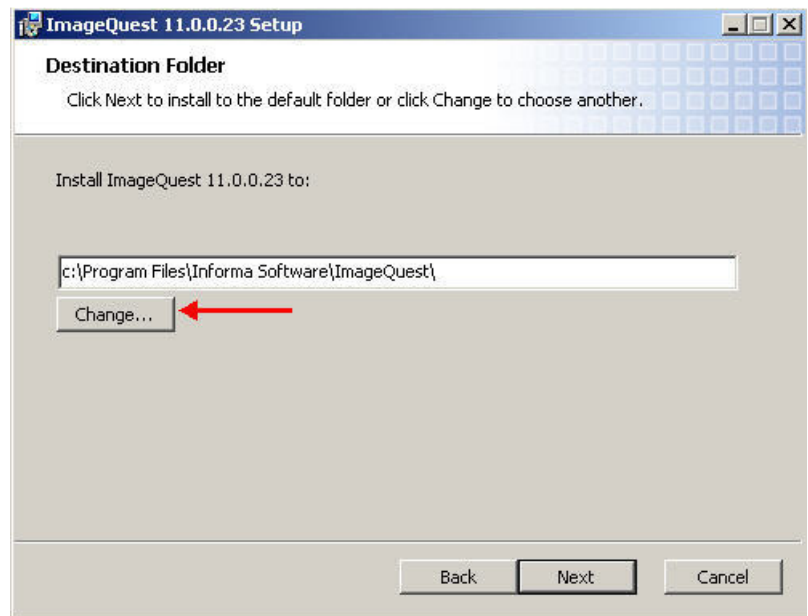
The “License Agreement” window will be displayed as below. Read the terms provided carefully and select “I Accept the terms in the License Agreement” and click next to proceed.



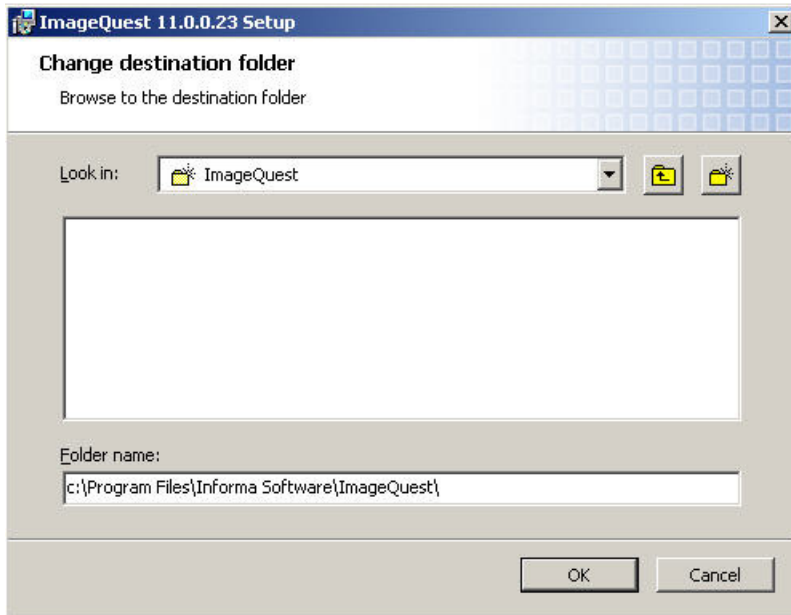
You will see the window, “Destination Folder,” as illustrated below. The default location is shown here.



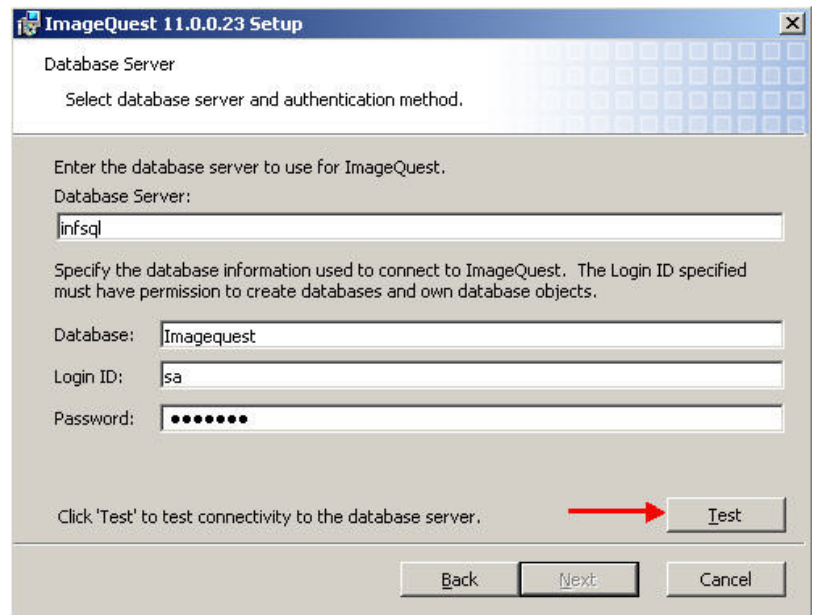
Click “Change” to select another location or click “Next” to install ImageQuest to the default location.



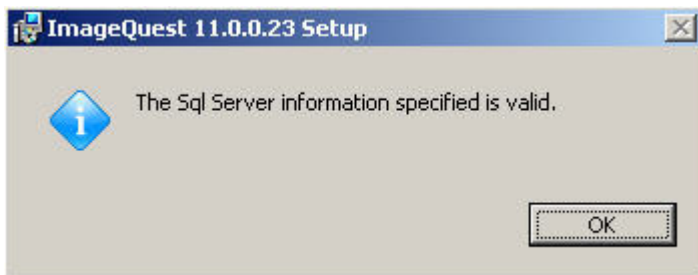
Selecting “Change” will bring up the screen shown below and allow you to change where ImageQuest is installed. Click “OK” to proceed.



See the window, “Database Server” as displayed below. The installer will populate this information by default. Please do not change any of this information. Click “Test” to confirm connectivity.

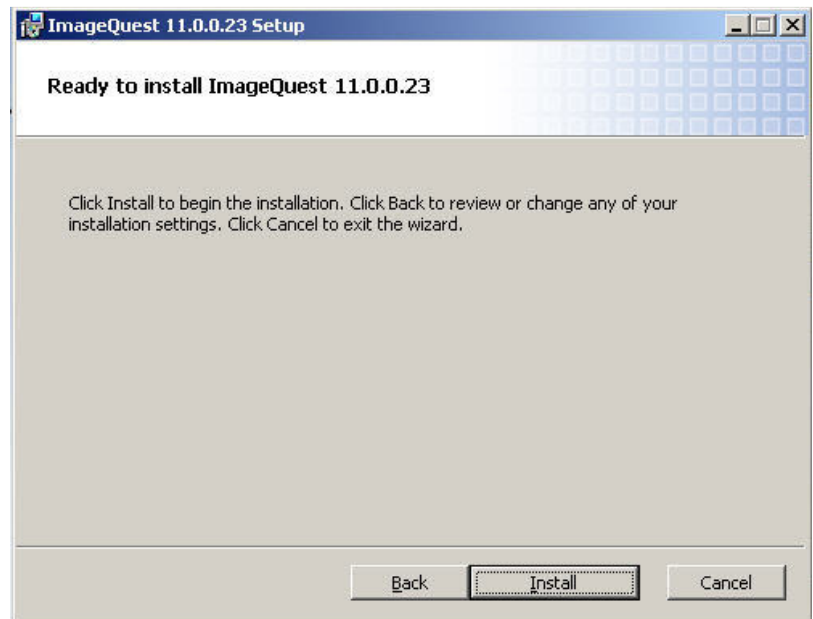


The following message will be displayed. Click “OK” and then click “Next”.

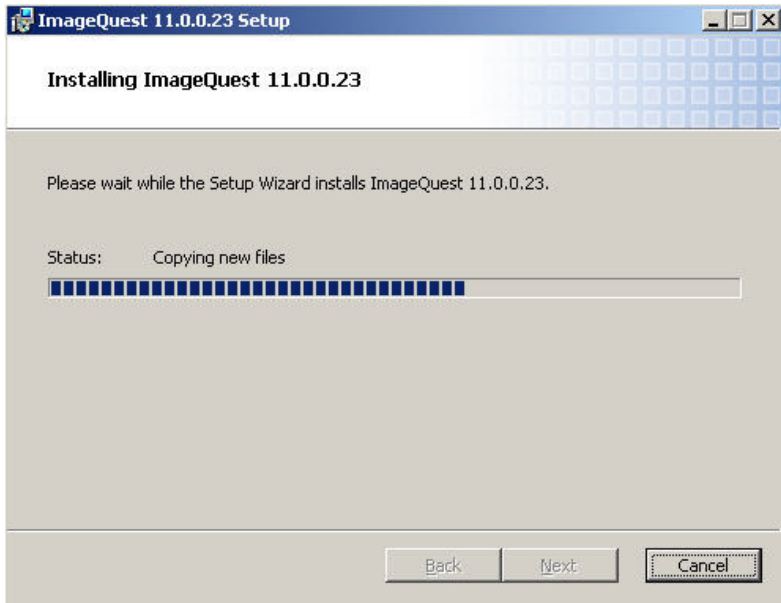


Click “OK” on the above message and then click “Next” on the Database Server window to proceed.

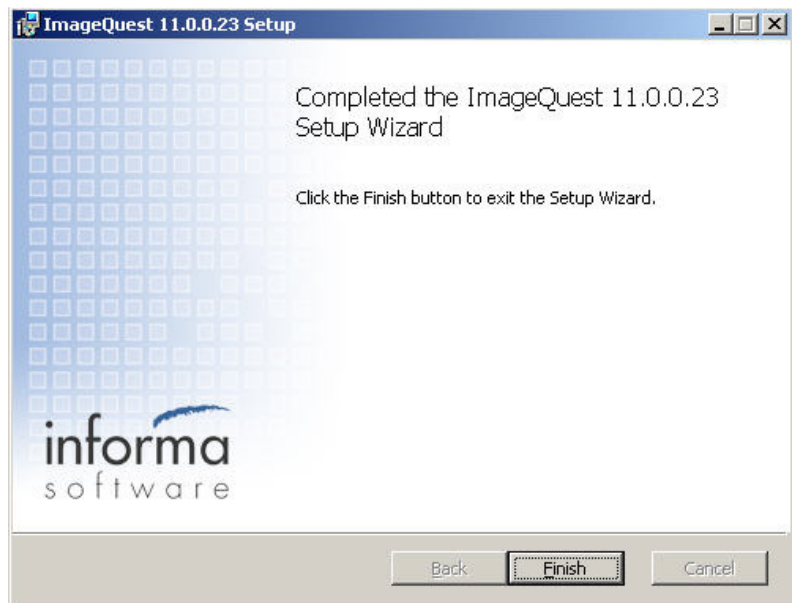
Click “Install” to continue and the install will begin.



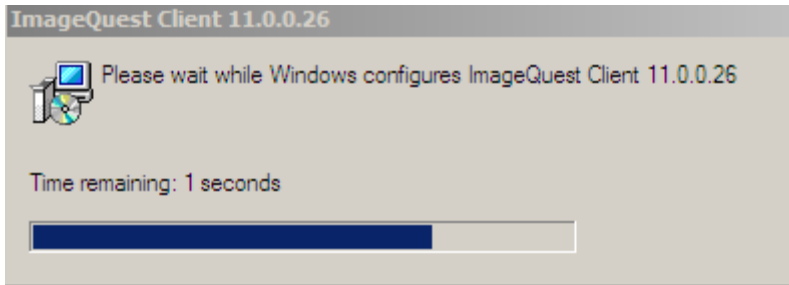
The server installation may take a few minutes to complete.



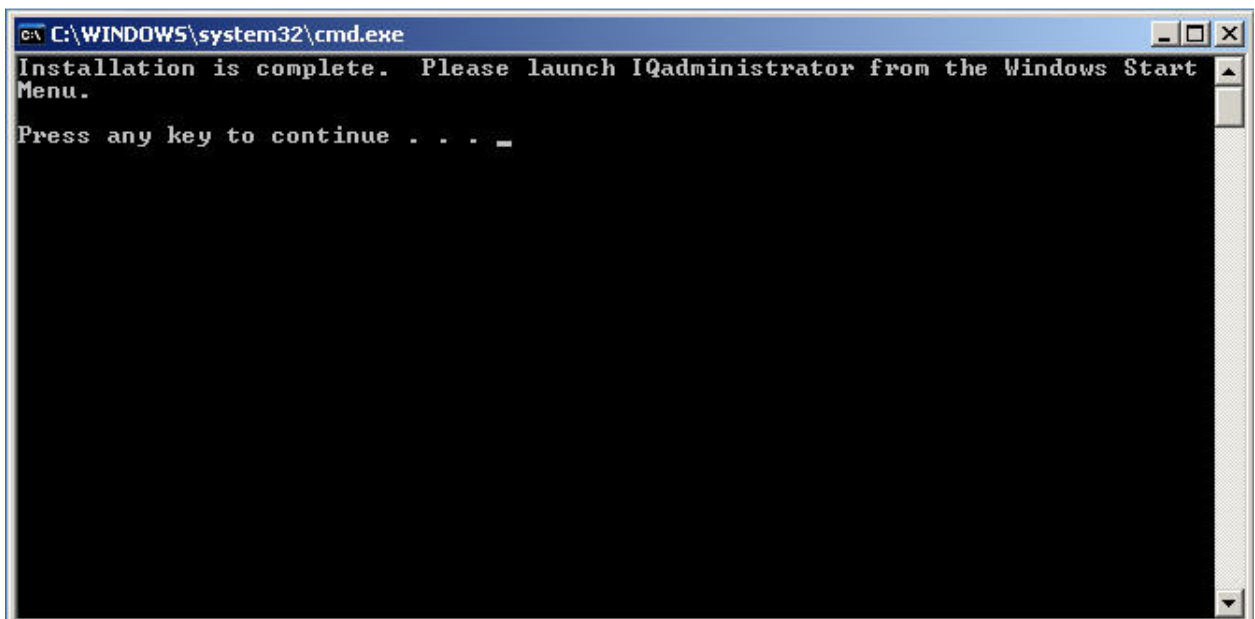
When the ImageQuest Server installation completes, click “Finish”. The default ImageQuest client installation will then begin.



The default ImageQuest client will install the following modules on the server: IQadministrator, IQdesktop, Windows Explorer Connector and IQprinter.



Once the ImageQuest client install is complete, please press any key to continue. At this point, the ImageQuest server and client installations have been completed on the server.



ImageQuest Client Installation

Once the ImageQuest Server is installed, you have the option to install the IQ Client on client workstations.

Prerequisites

Before you install your ImageQuest Client, ensure that the client PC has the minimum prerequisites below:

- P4 CPU or higher (multi-core CPU recommended)
- 1GB RAM (2GB Recommended)
- DVD Drive (if installing from disc)
- 80MB free hard drive space
- Microsoft .Net Framework version 4.0 (Client Profile)
- Local administrative access is required to perform the initial client installation
- Windows XP SP3, Windows Vista SP2, or Windows 7. (32-bit and 64-bit OS versions are supported, but ImageQuest runs in 32-bit mode on a 64-bit OS)
- Adobe Acrobat Reader 6.0 or higher
- Microsoft Office 2003, 2007 or 2010 (x86 only) is required for the ImageQuest Office Connector
- WebIQ Clients require Internet Explorer 7 or higher

Note: ImageQuest 11.0 runs in 32-bit mode on 64-bit Operating Systems.

Note: The ImageQuest client can also be installed on the ImageQuest server for administrative use.

Note: The Microsoft Office applications (Word, Excel, Outlook) must have the .NET Programmability Support Tool installed in order to use the ImageQuest Office Add-in functionality. This additional Office tool can only be added after .NET 2.0 Framework has been installed on the client workstation and is added through Add or Remove Programs. The Microsoft .NET Framework will be added during the ImageQuest Client installation if it was not installed previously. A reboot may be required.

Getting Started

You may install the ImageQuest Client using one of two methods:

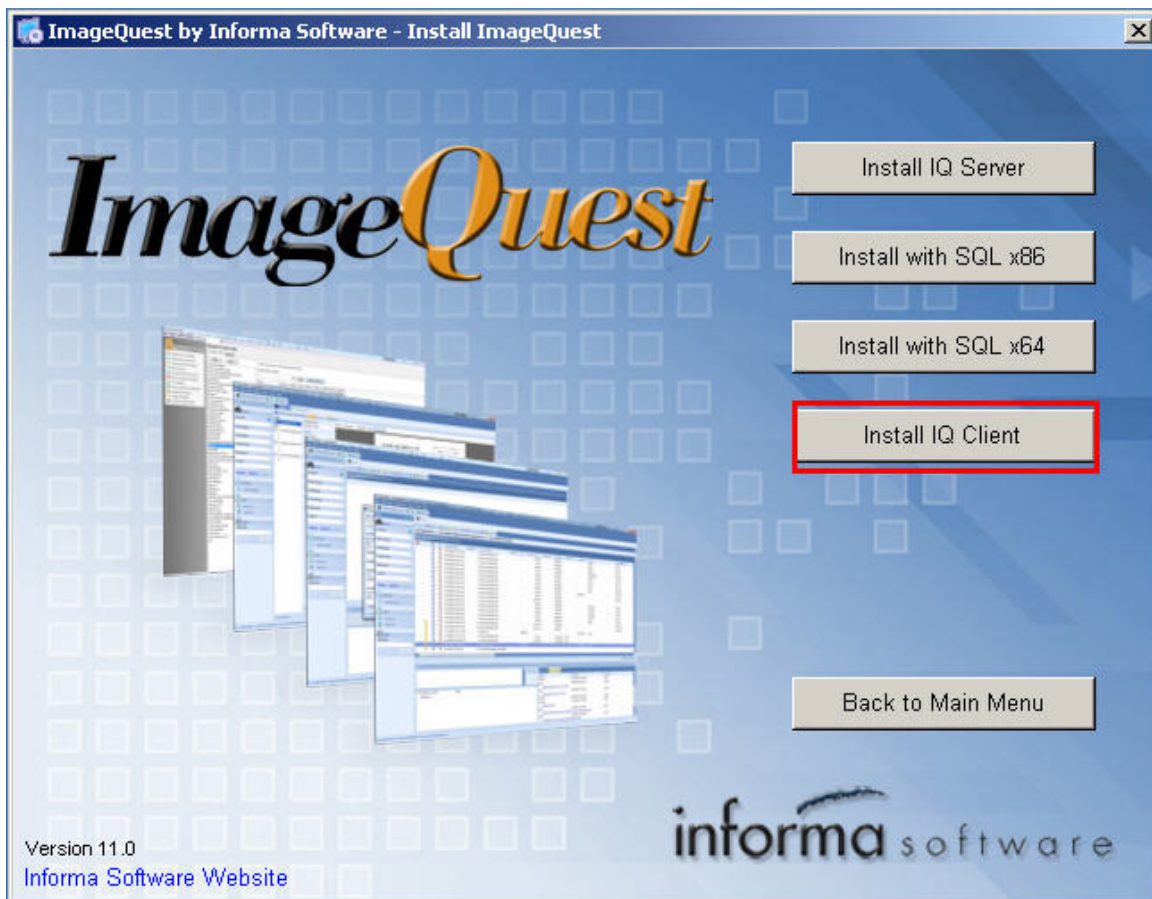
- From the ImageQuest Installation DVD
- From a ClientSetup share on the ImageQuest server (if created)

Note: The IQ Client can be installed silently. Please see “IQ Client Silent Installs” on Page 33.

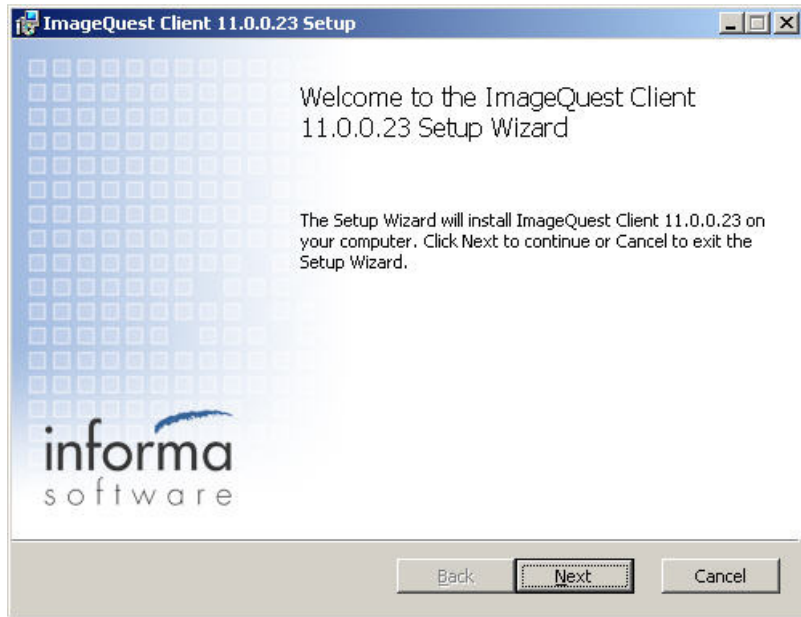
DVD Installation

First, place the ImageQuest Installation DVD in the workstation’s DVD drive.

The ImageQuest autorun window launches as demonstrated below. Click “Install IQ Client” as highlighted in red on the autorun menu, or browse the DVD and double-click on Client.msi, and follow the procedures in the installation wizard.



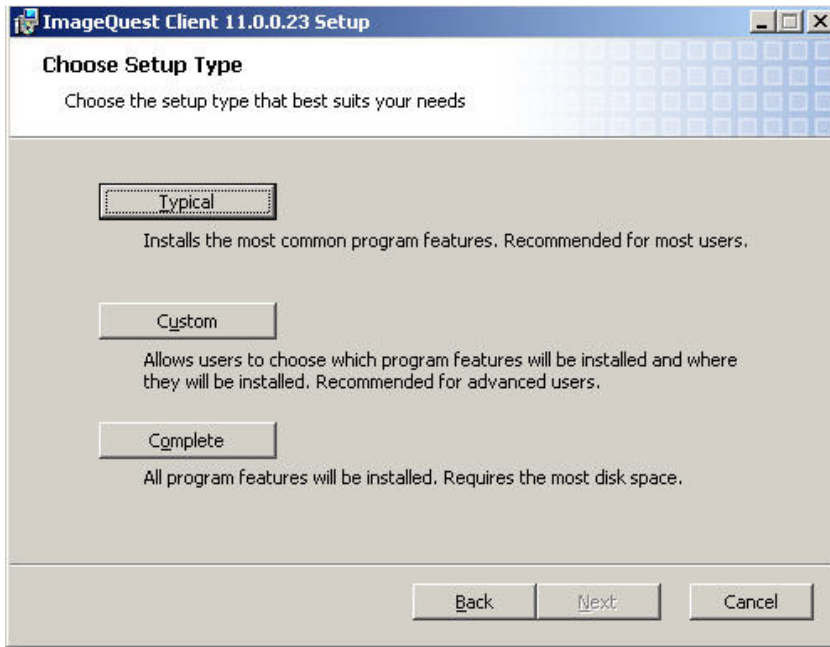
Click "Next" to continue.



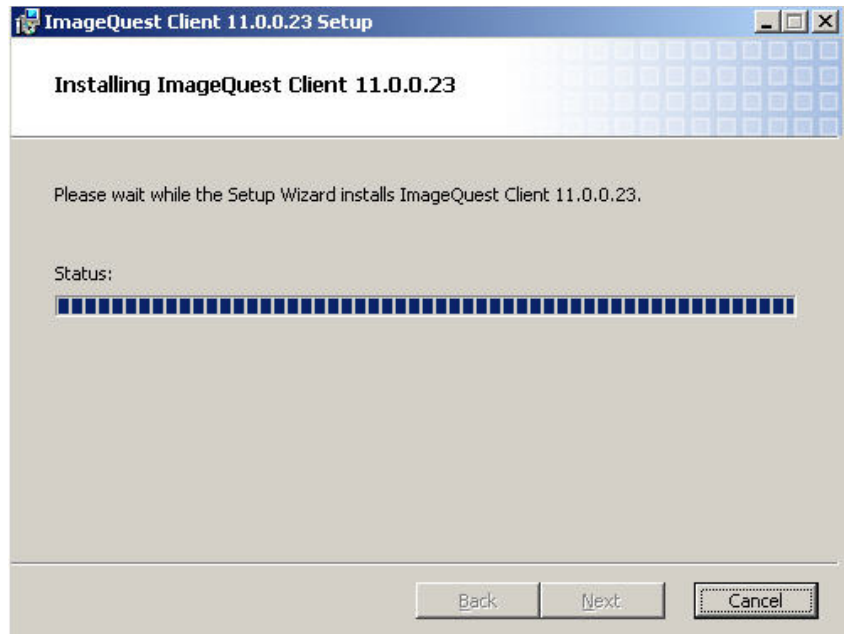
Accept the license agreement and click "Next".



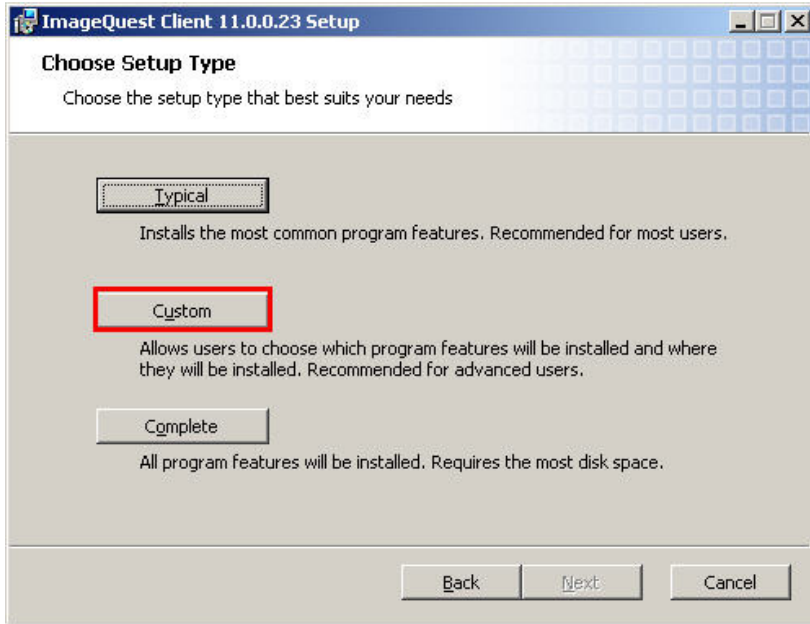
Choose the setup type for the Client installation, Typical, Custom or Complete. The Typical install will only install the following modules: IQdesktop, Windows Explorer Connector and IQprinter.



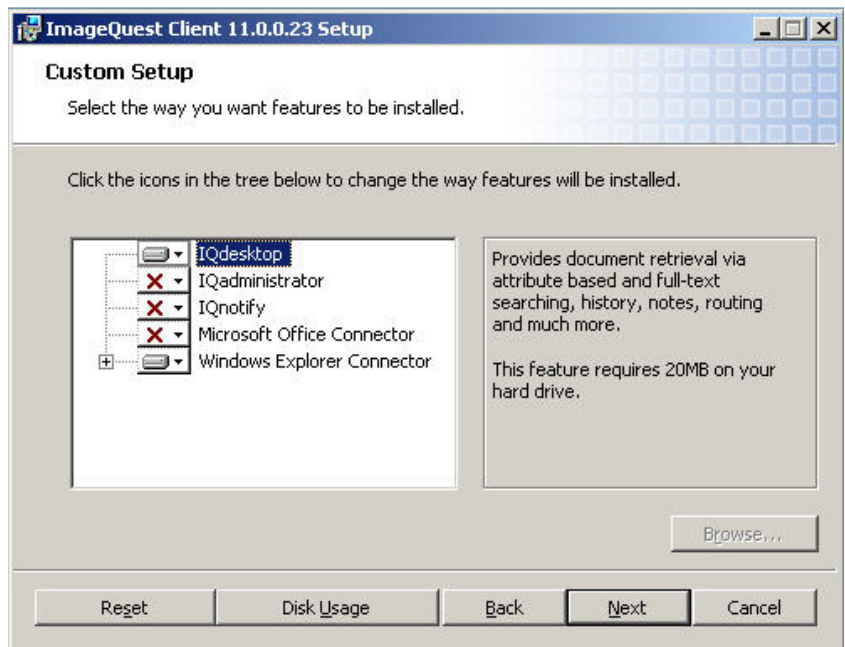
If you choose Typical or Complete, the installation will begin as shown below.



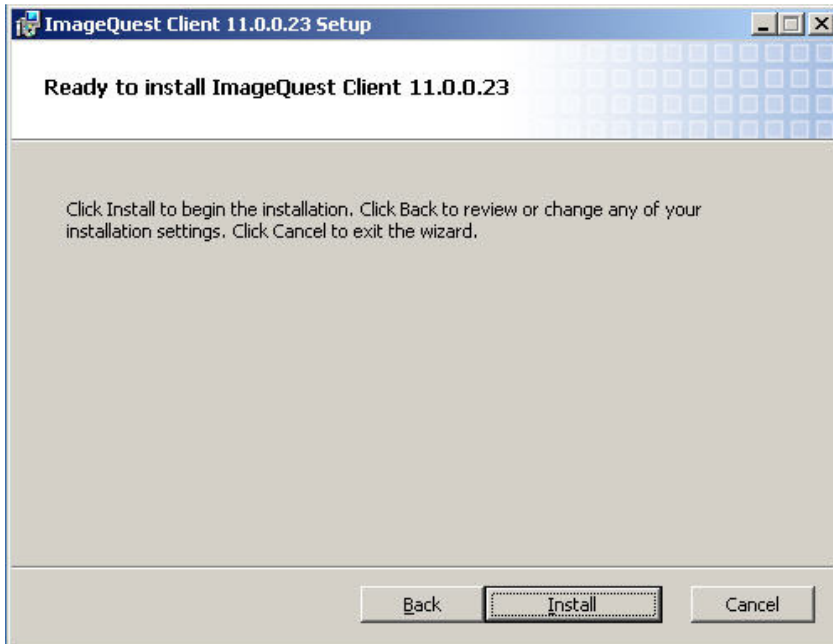
Select the “Custom” option to choose which features you want to install.



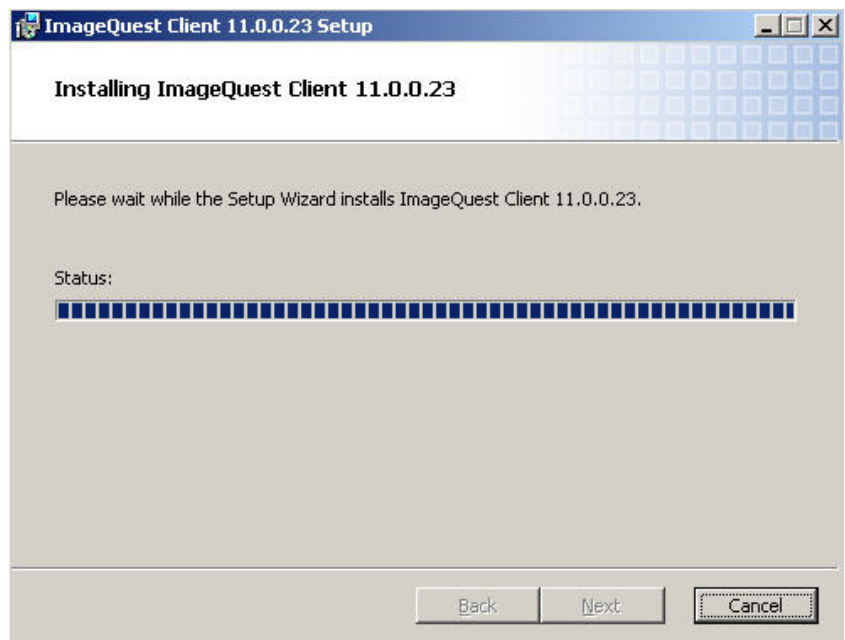
The following screen shows the options for the custom installation with a brief description of each feature to the right. Select each feature to install/uninstall by clicking on the icon next to that particular module. Click “Next” to proceed.



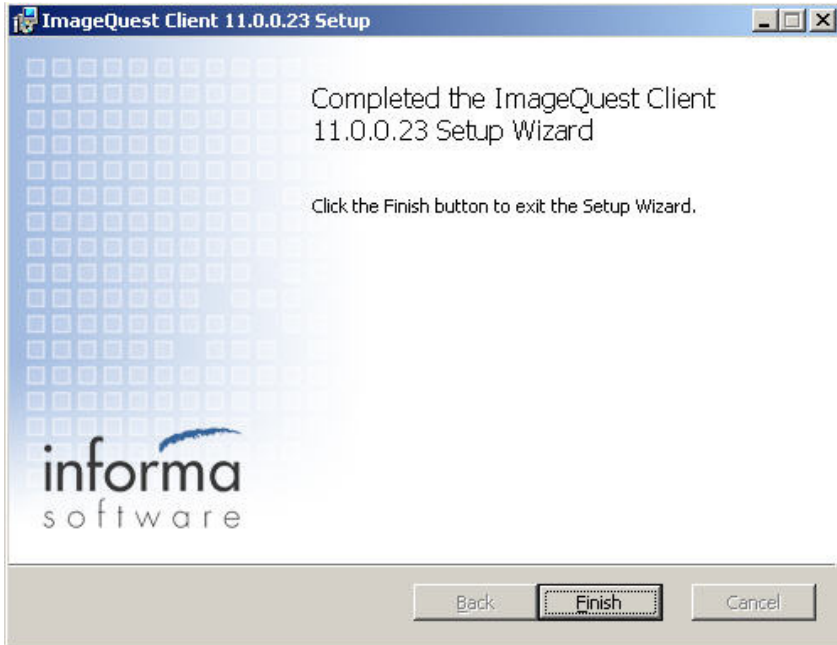
Click “Install” to begin the ImageQuest Client installation.



Please allow a few minutes for the installation to complete.



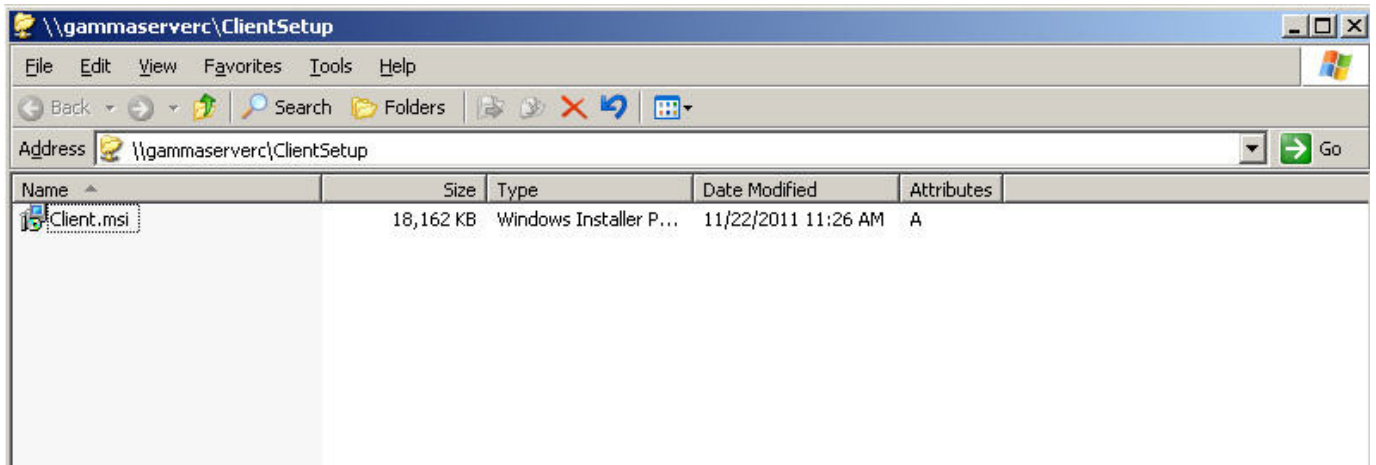
When the installation is complete, click “Finish”.



Installation from Network Share

By default, the ClientSetup folder containing the Client.msi is installed in the Informa Software Program Files directory on the ImageQuest server. If the ClientSetup folder is shared, the Client.msi can be accessed from a client workstation.

From the workstation, browse to the ClientSetup folder (ex: [\\yourservername\ClientSetup](#)) and you will be directed to the window, “Client.msi” as shown below. Double click Client .msi to launch the ImageQuest Client Setup Wizard and the follow the installation steps on pages 27 through 31.



Note: To find “yourservername”, launch the IQdesktop on the ImageQuest server – the server name will be displayed in the status bar at the bottom of the IQdesktop screen.

Silent Installs

The ImageQuest client can be installed silently, allowing the installation to be pushed out via a startup script or a group policy. The command line switches for `iqclientsetup.exe` are listed below.

<code>/a</code>	Extracts the .msi file from the <code>iqclientsetup.exe</code> i.e. " <code>iqclientsetup /a</code> "
<code>/S</code>	Hides the initialization dialog box
<code>/V</code>	Passes command-line options to Msiexec
<code>/qn</code>	Performs the installation with no user interface
<code>ADDLOCAL</code>	Optional command for specifying which IQ features are to be installed; can include one or more of the following modules: IQClient, ExplorerConnector, IQPrint, OfficeConnector, WordPerfectConnector, IQscan, ImageQuestAdmin

Below is an example that silently installs IQdesktop, Office Connector and IQadministrator:

```
iqclientsetup.exe /S /V"/qn ADDLOCAL=IQClient,OfficeConnector,ImageQuestAdmin"
```

Note: Client machines need to be running Windows Installer 3.1 or higher in order to install individual components.

Note: The ExplorerConnector must be installed in order to install IQPrint driver.

ImageQuest Upgrades

Overview

ImageQuest version 11.0 supports upgrading from ImageQuest version 10.3 only. It is recommended that you first backup your existing ImageQuest SQL database and images directory prior to performing an upgrade.

The server upgrade will not remove any ImageQuest applications, however, it will upgrade the ImageQuest database, the IQserver and default IQclient to version 11.0. The default IQclient on the server consists of IQadministrator, IQdesktop and the Windows Explorer Connector.

The following ImageQuest server Addons do not get upgraded during the server upgrade and must be upgraded separately after the IQ server upgrade:

- IQfax
- IQrightfax
- IQreporting
- TeleForm Connector

All ImageQuest client machines must be upgraded to 11.0 after an 11.0 server upgrade. Client upgrades can be performed using the DVD or Network Share Installation Methods. Silent installs are supported as well.

Note: If you are upgrading to ImageQuest version 10.3 , please visit the following link to verify the proper upgrade path: <http://www.informasoftware.com/support/question.php?ID=14>.

Note: The IQ Application Service must be “Started” on the server prior to performing a 10.3 to 11.0 upgrade.

Upgrading ImageQuest

Microsoft .NET 4.0 Framework Full version needs to be installed prior to upgrading to v11.0. Once you have verified .NET is installed, proceed with the IQ upgrade.

1. Insert the IQ installation DVD
2. Click "Install Imagequest"
3. Click "Install IQServer"
4. Click "Next"
5. Accept EULA and click "Next"
6. Click "Install"
7. When the install is complete, click "Finish"
8. To upgrade the client, select "Install IQ Client"
9. Click "Next"
10. Click "Install"
11. When the install is complete, click "Finish"



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