ImageQuest

Installation Guide

Version 15.7

informa software

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Version	15.7
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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

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https://www.informasoftware.com/support

ImageQuest Server Installation

Prerequisites

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

ImageQuest Server Requirements:

- Dual-core CPU (Quad-core highly recommended)
- 4GB Memory (8GB Recommended)
- 600MB free hard drive space (for program files only)
- Windows Server 2012, Windows Server 2012 R2, Windows Server 2016, Windows Server 2019, Windows Server 2022
    - Note: Server versions before 2016 require Windows Update 2999226. The installer will inform the user if this prerequisite is not met.
    https://support.microsoft.com/en-us/kb/2999226
- 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 4.8 or higher
- Internet Information Service (IIS) Server is required to configure and use WebIQ and the IQAPI

SQL Requirements:

- Microsoft SQL Server 2012, 2014, 2016, 2017 or 2019. If you do not already have a SQL server, SQL Express may be downloaded from Microsoft for free (with some limitations).
- SQL Full-Text Search Service must be installed and running on the SQL server
- Named Pipes and TCP/IP must be enabled
- SQL server must be configured for Mixed Mode authentication
- The SQL Server ports needs to be open to allow connections from the ImageQuest Application Server and all ImageQuest client machines running ImageQuest clients.
- The SQL Server Native Client is required to be installed on the ImageQuest Server if TLS 1.0 and 1.1 are disabled on the SQL Server

Note: If you are upgrading ImageQuest from a prior version, please refer to the "ImageQuest Upgrades" section in this document.

OXPd Requirements (Required for HP MFP Integration)

- • ImageQuest must be installed
- • Supported HP device with OXPD version 1.4

HP OXPd supported devices

MINIMUM MEMORY & FIRMWARE VERSIONS SUPPORTED:

The devices covered in this release include the following models:

- LJ M3035mfp series:	256MB, 48.101.4
- CLJ CM3530mfp series:	512MB, 53.031.4
- LJ 4345mfp series:	256MB, 09.151.3
- LJ M4345mfp series:	256MB, 48.101.4
- LJ M4349mfp series:	256MB, 48.101.4
- CLJ 4730mfp series:	256MB, 46.231.3
- CLJ CM4730mfp series:	384MB, 50.081.3
- LJ M5035mfp series:	256MB, 48.101.4
- CLJ CM6030mfp series:	512MB, 52.051.3
- CLJ CM6040mfp series:	512MB, 52.051.3
- CLJ CM6049mfp series:	512MB, 52.051.3
- LJ 9040mfp series:	256MB, 08.141.3
- LJ 9050mfp series:	256MB, 08.141.3
- LJ M9040mfp series:	384MB, 51.051.4
- LJ M9050mfp series:	384MB, 51.051.4
- LJ M9059mfp series:	384MB, 51.051.4
- DS 9200C:	256MB, 09.151.3
- DS 9250C:	256MB, 48.091.3
- CLJ 9500mfp series:	512MB, 08.141.3
- SJ 7000n:	Natively Supported
- LJ M4500 series:	Natively Supported

Note: Any HP device that already comes with OXPd version 1.4 should function with ImageQuest.
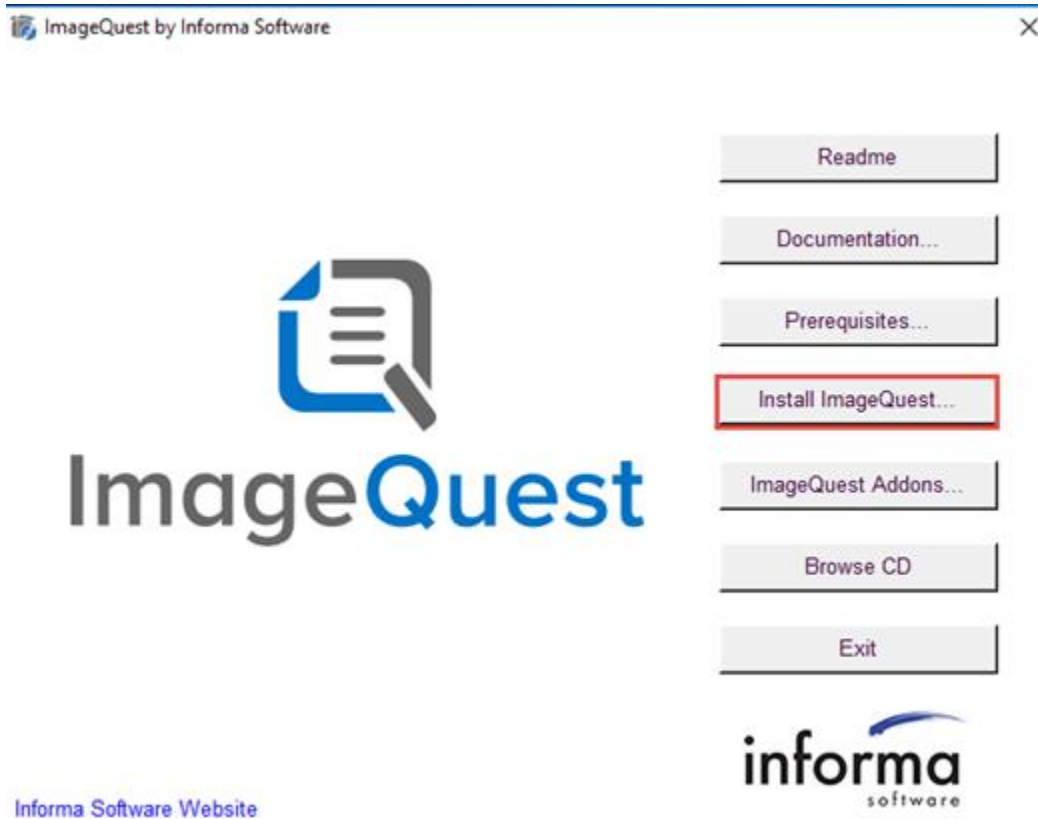
Pre-Installation Notes

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

- 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 Express Edition on a domain controller.

- 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 ImageQuest 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.
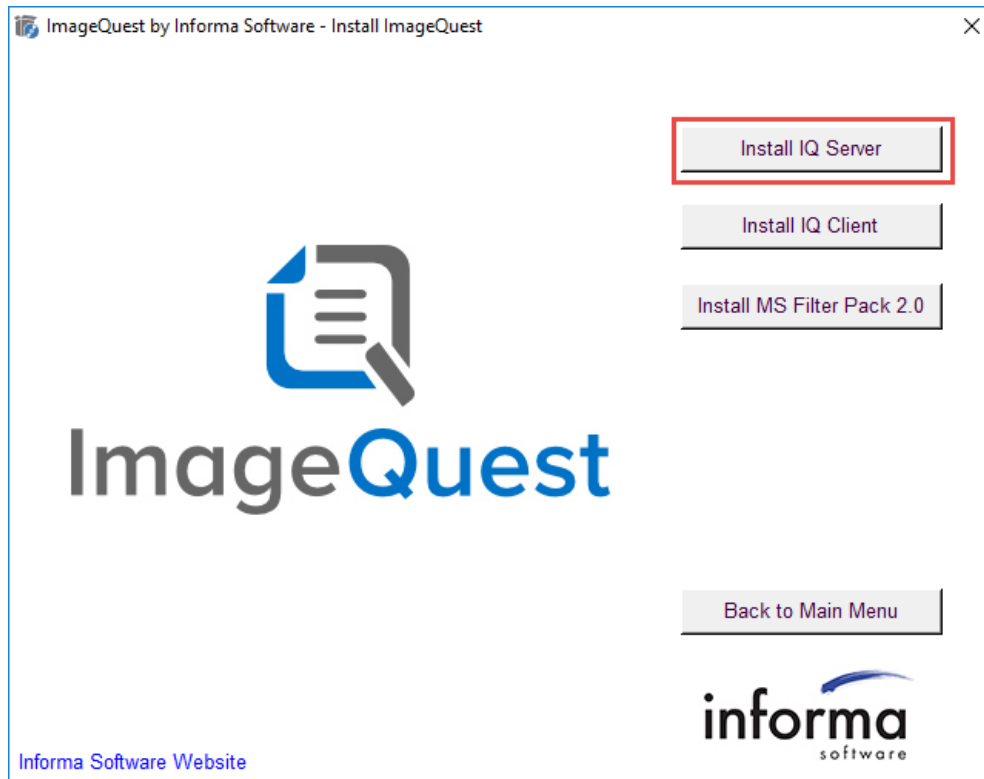
Getting Started

Locate the installation media and run Autorun.exe as administrator.

Click "Install ImageQuest" as highlighted in red on the autorun menu and follow the procedures in the installation wizard.
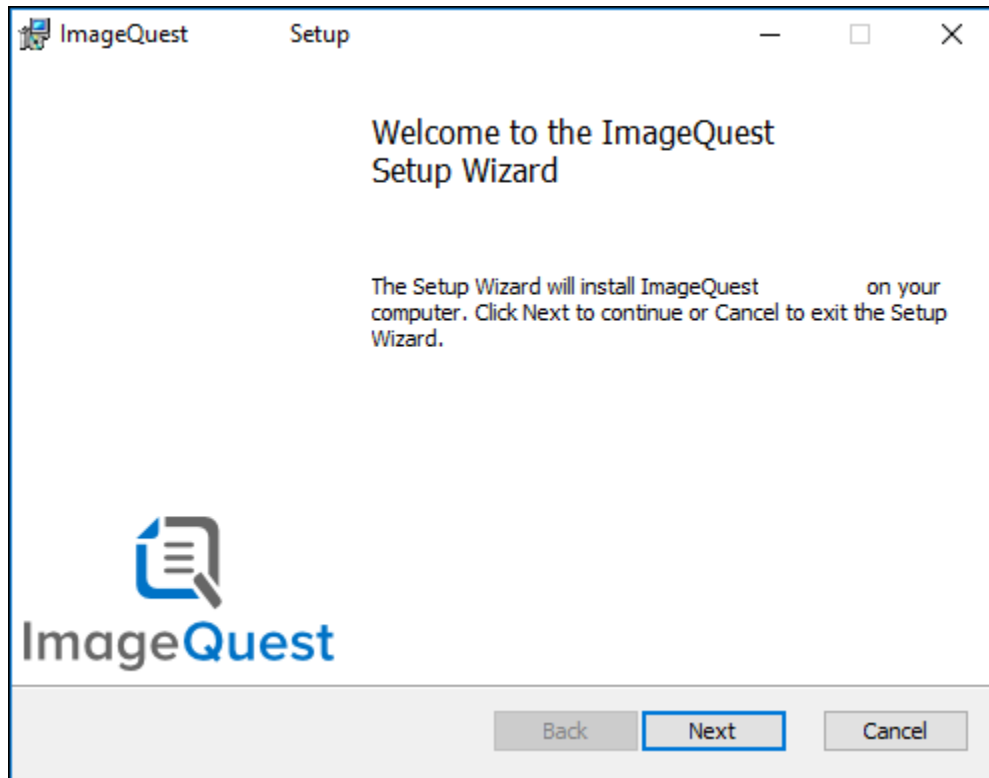
Click "Install IQ Server" to begin the server installation.

The window "Welcome to the ImageQuest Setup Wizard" will appear as shown below. Click "Next" to continue.
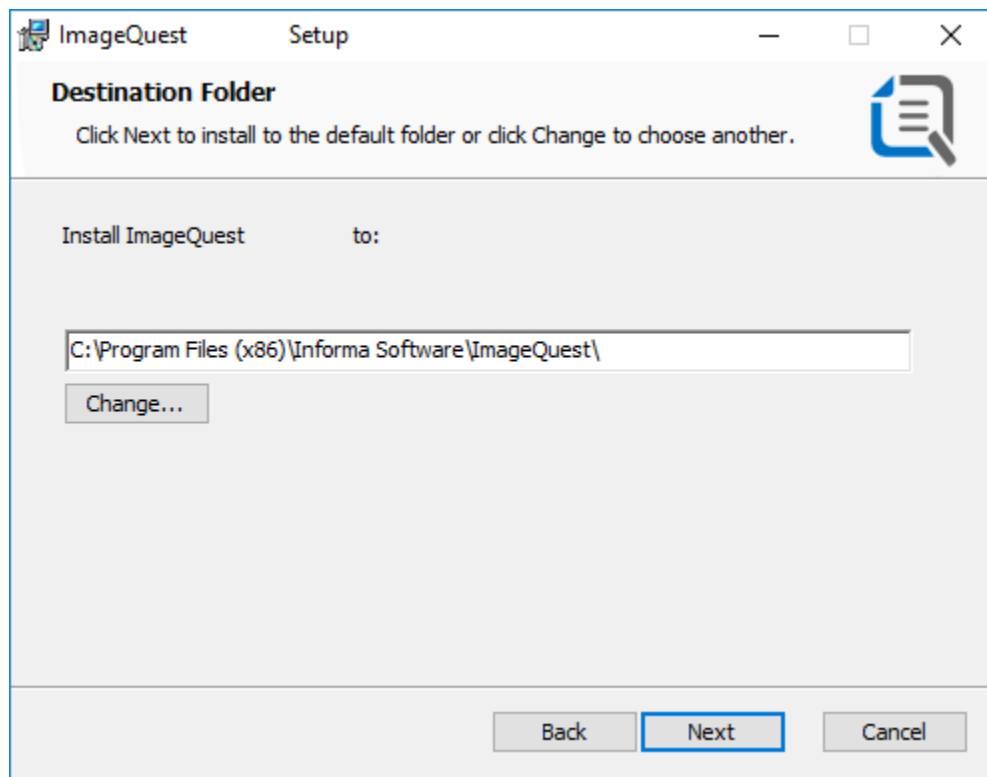
**Note: Version numbers in screenshots may differ from the current version.**

In the EULA window, read the terms provided and select "I Accept the terms in the License Agreement" and click "Next" to continue.

You will see the window, "Destination Folder," as illustrated on the following page. 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 Server is installed. Click "OK" to proceed.
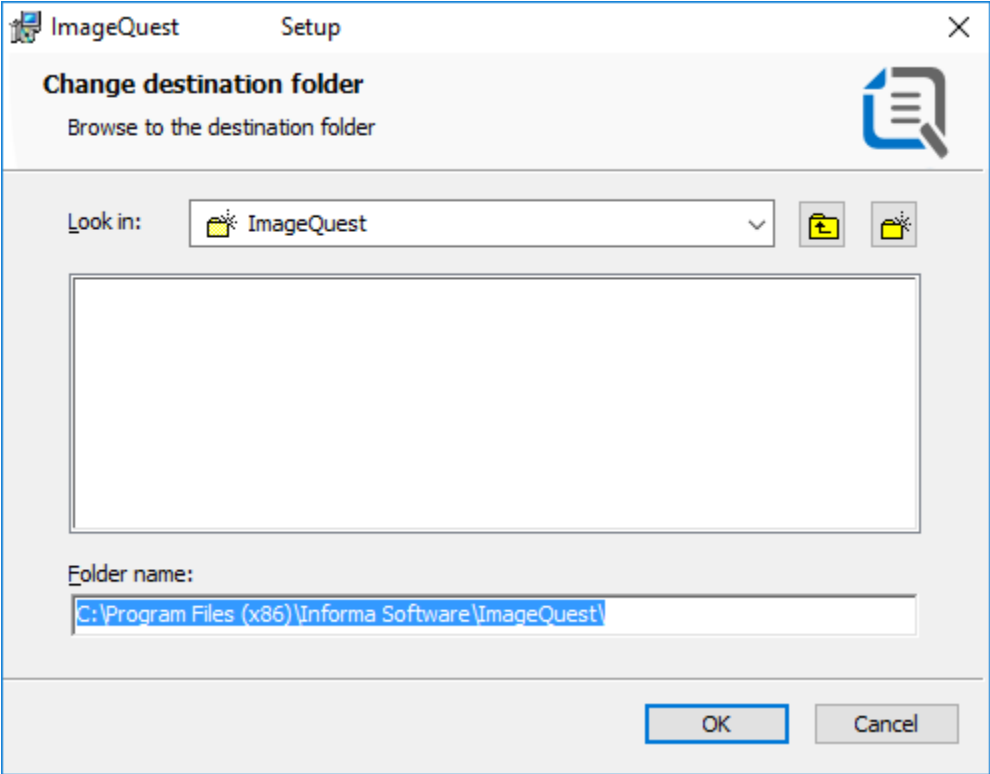
After deciding where to install ImageQuest, you will be prompted for the SQL database server name and credentials. Once you enter the correct information, click "Test" to test the connectivity of the database server.
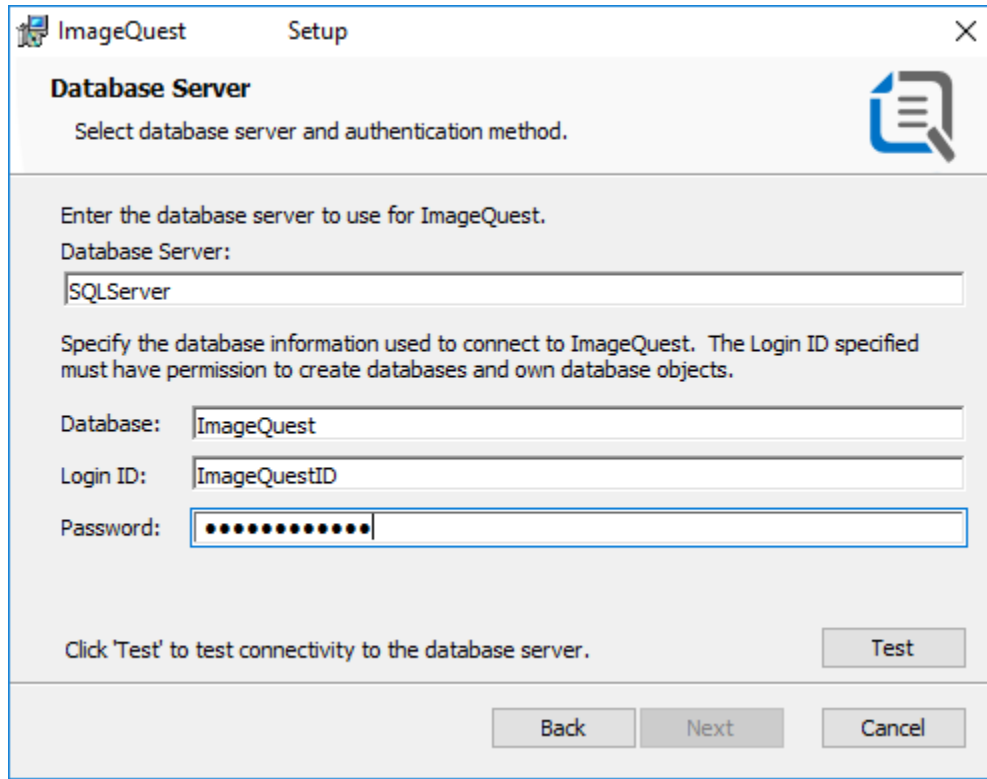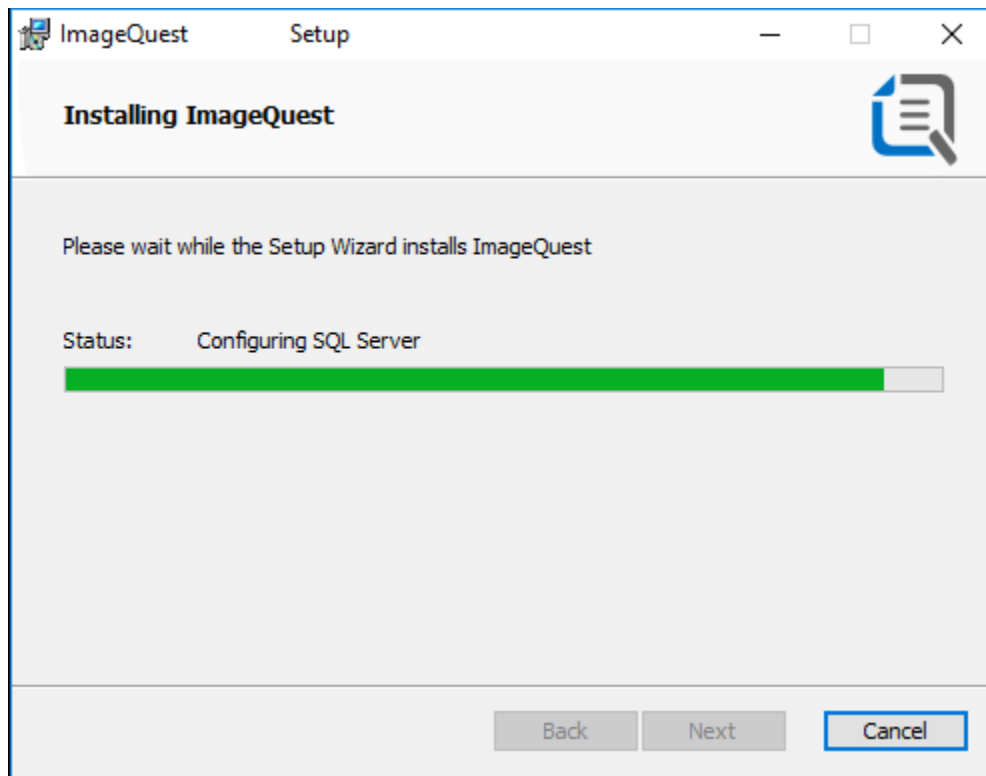

If the credentials are correct, you will see the following screen when you click "Test".
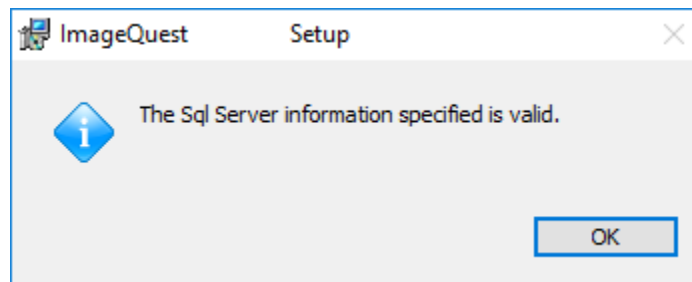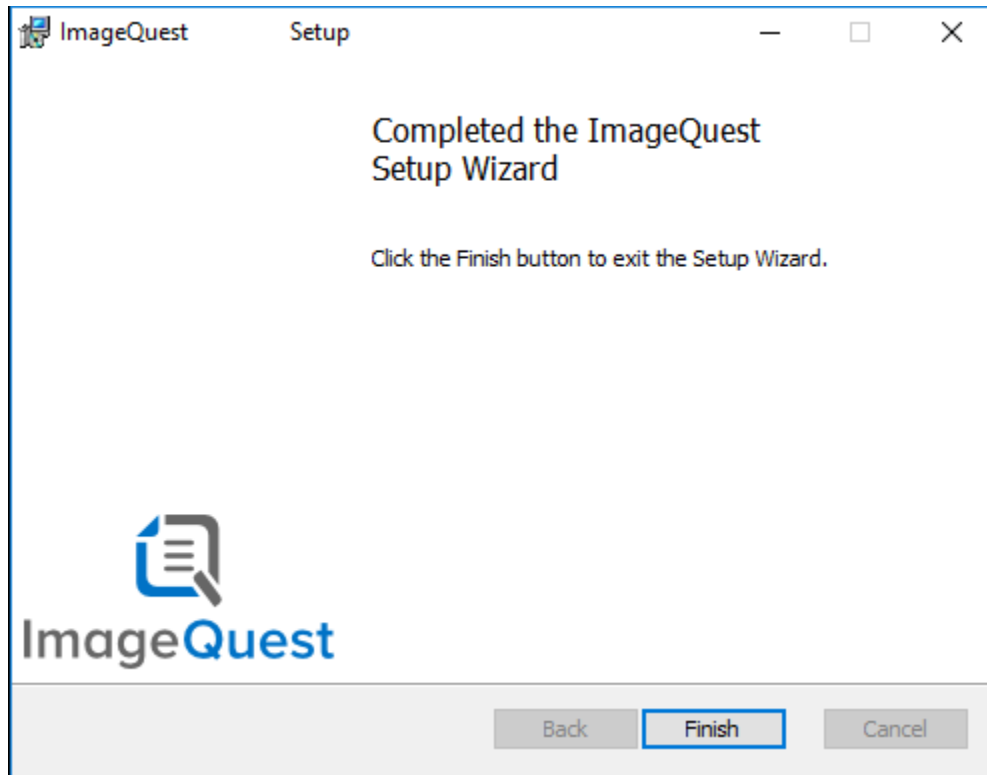

Click "OK" on the above message and then click "Next" on the Database Server window to proceed. Click "Install" to continue and the install will begin.
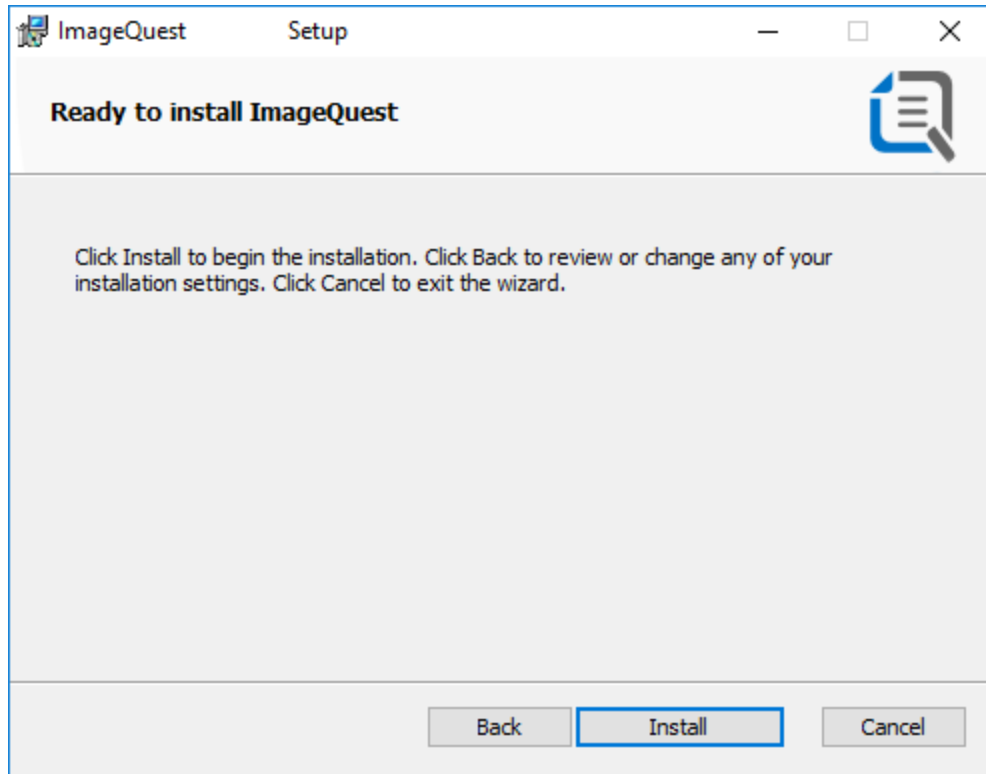
The server installation may take a few minutes to complete.

When the ImageQuest Server installation completes, click "Finish".

You can now proceed to install the ImageQuest client.

When installing the ImageQuest client on the server, it is recommended that the following be installed: IQadministrator, IQdesktop, and the Windows Explorer Connector.

Note: For more information, see the "ImageQuest Client Installation" section

Note: IQadministrator must be installed on the ImageQuest server for administrative use.

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:

- Dual Core CPU
- 2GB RAM
- 80MB free hard drive space (for program files only)
- Microsoft .Net Framework version 4.8 or higher
- Local administrative access is required to perform the initial client installation.
- Windows 10, Windows 11
- Microsoft Office 2013, 2016, 2019 or 365 is required for the ImageQuest Office Connector
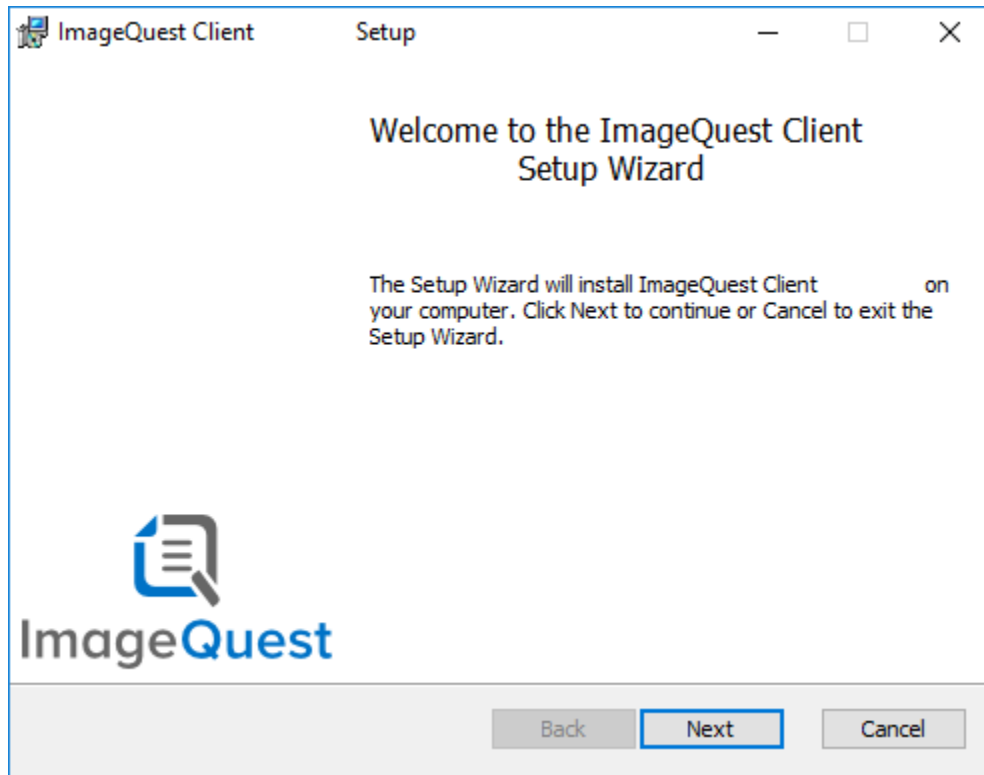
Client Installation

Locate the installation media and run Autorun.exe.

Click "Install ImageQuest" as highlighted in red on the autorun menu and follow the procedures in the installation wizard.
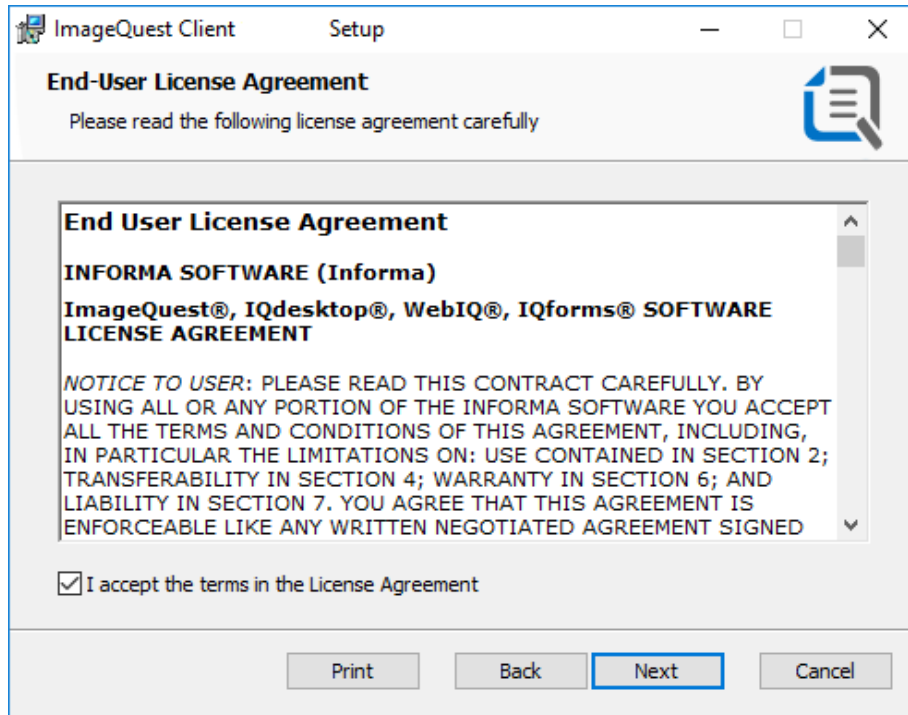
Note: The client may also be installed by simply launching the client.msi file.
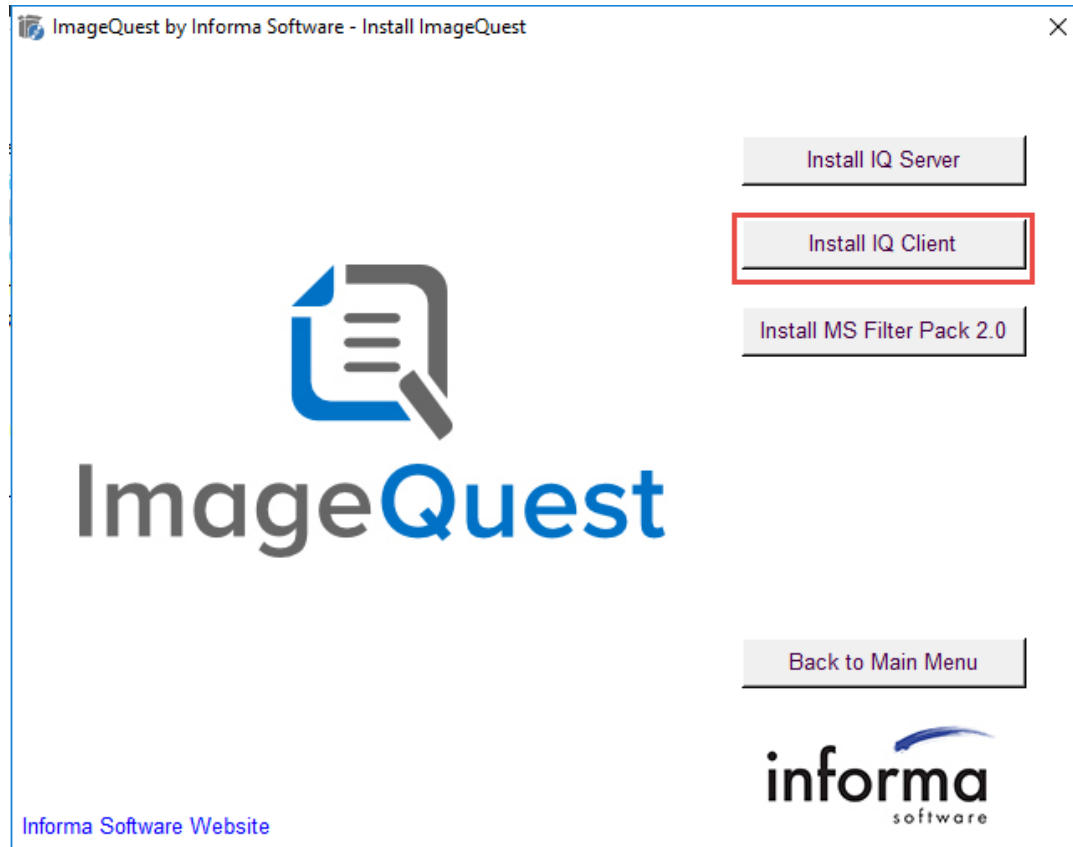
Click "Next" to continue.

Accept the license agreement and click "Next".

Choose the setup type for the Client installation, Typical, Custom or Complete. The Typical option will install the following modules: IQdesktop and Windows Explorer Connector.
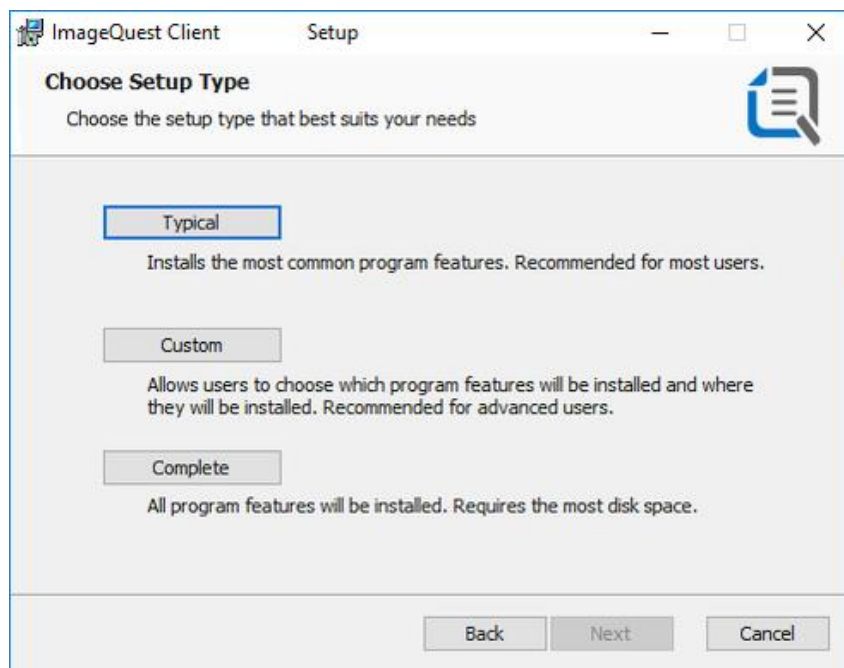
Select the "Custom" option if you want to choose which features are installed. The following screen shows the options for the custom installation with a brief description of each feature to the right.
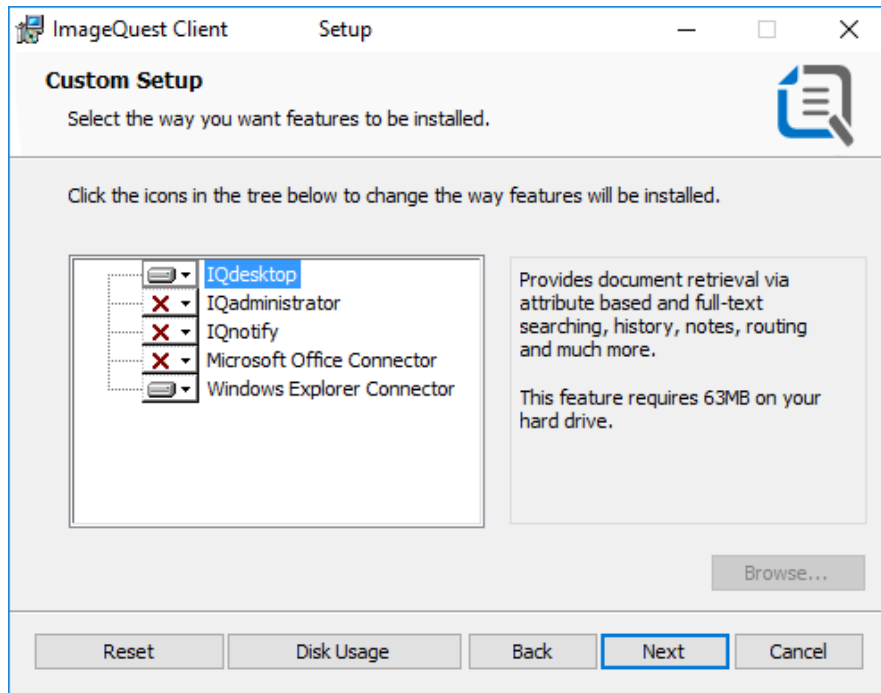
Select each feature to install/uninstall by clicking on the icon next to that particular module and choose "Will be installed on local hard drive". Click "Next" to proceed.

Click "Install" to begin the ImageQuest Client installation. Please allow a few minutes for the installation to complete.
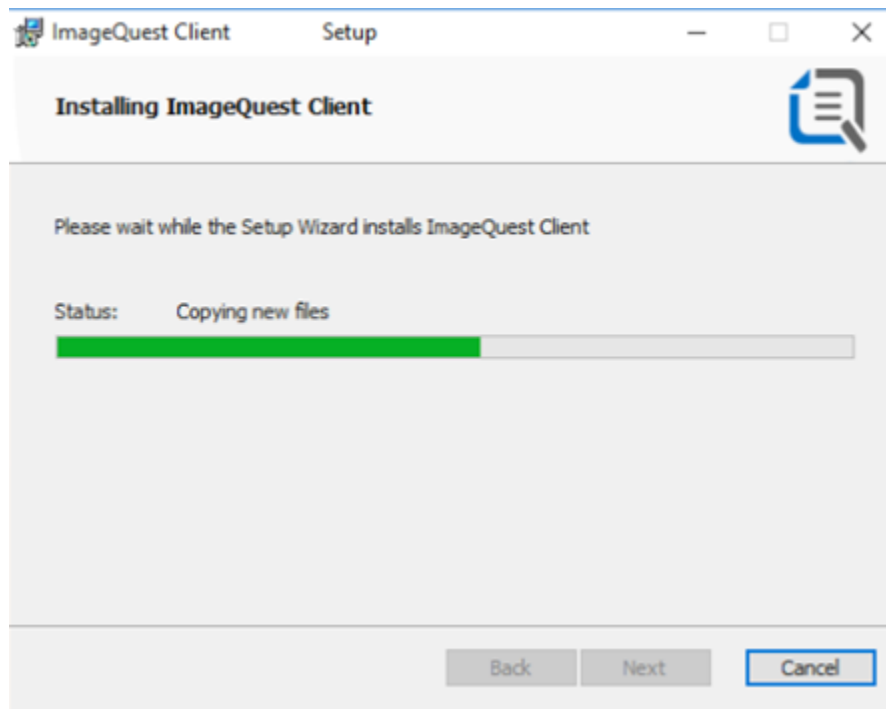
When the installation is complete, click "Finish".
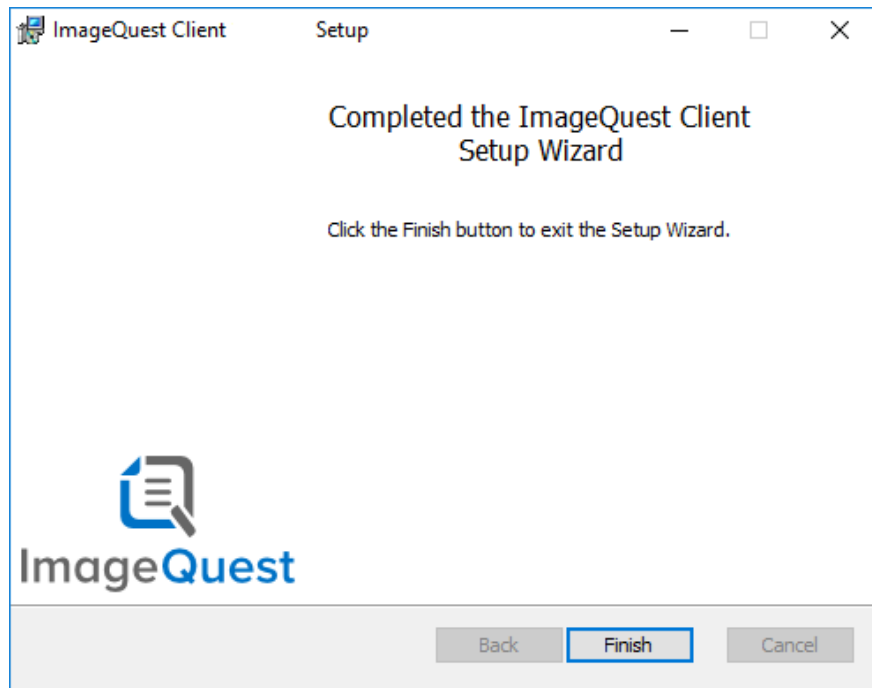
Note: A copy of the client.msi file is installed on the server to the Program Files (x86)\Informa Software\ImageQuest\ClientSetup folder during the ImageQuest server installation. This folder can be shared out or the file may be copied elsewhere to perform client installations. This file may also be used to push out client deployments via Windows group policy or some other means of automatic installation.

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 parameters are listed below.

/i	Installs or configures the specified msi file
/x	Uninstalls the specified msi file
/qn	Performs the installation with no user interface
ADDLOCAL	Optional command for specifying which IQ features are to be installed; can include one or more of the following modules: • IQDesktopFeature • IQAdminFeature • IQnotifyFeature • OfficeConnectorFeature • ExplorerConnectorFeature

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

msiexec /i client.msi /qn Addlocal=IQDesktopFeature,OfficeConnectorFeature,IQAdminFeature

Note: The Explorer Connector must be installed in order to install IQPrinter.

IQprinter

IQprinter allows users to "print" documents from any application to ImageQuest. Installation adds an "IQprinter" printer to the system, which generates a PDF file and exports it to ImageQuest. The installation is independent of the ImageQuest client install, although the Windows Explorer Connector from the client must also be installed for IQprinter to function. IQprinter is a per-machine install that requires elevation, but each Windows user must first run IQdesktop before using IQprinter. There are options to install via an .EXE file or .MSI files.

Installing IQprinter – EXE

To install IQprinter, run the provided IQprinter.exe. With this and the ImageQuest Windows Explorer Connector installed, IQprinter will be functional.

Installing IQprinter – MSI

IQprinter may also be installed via provided MSI files. For the relevant machine architecture, first install the Printer Driver and then the main installer. For example, if installing on a 64-bit system, first install IQprinterDriver(x64).msi and then IQprinter(x64).msi. This process is effectively the same as running the IQprinter.exe.

Note: IQprinter is not version specific and does not necessarily need to be upgraded when ImageQuest is upgraded.

WebIQ

Configure WebIQ in Web Server (IIS)

Before configuring WebIQ in (IIS), please confirm the following IIS features have been installed:

Web Server Role	.NET Framework 4.X Features
Common HTTP Features - Static Content - Default Document - Directory Browsing - HTTP Errors **Application Development** - ASP.NET - .NET Extensibility 4.X - ISAPI Extensions - ISAPI Filters **Health and Diagnostics** - HTTP Logging **Security** - Windows Authentication - Request Filtering **Performance** - Static Content Filtering **Management Tools** - IIS Management Console	**.NET Framework 4.X Features** - ASP.NET 4.X - .NET Framework 4.X **WCF Services** - HTTP Activation

To configure WebIQ, please follow these steps:

1) Open IIS Manager from the Windows Start Menu
2) Expand the Server name tree on the left
3) Select Application Pools
4) Right click and select 'Add Application Pool'. Type 'ImageQuest' and Select '.NET Framework v4.0' or .NET CLR version v4.XXX and 'Classic' for Manage pipeline mode and click 'OK'
5) In the right pane, click 'Advanced Settings' and set 'Enable 32-bit Applications' to True. Click 'OK'
6) Expand the Sites in the server tree on the left
7) Right click on Default Web Site and select "Add Application"
8) In the Alias box, type "WebIQ"
9) Click "Select" to change the Application pool to "ImageQuest" and click "OK"
10) Click the ellipses next to the "Physical path" box and browse to C:\Program Files (x86)\Informa Software\ImageQuest\WebIQ and click "OK".
11) Check the box to Enable Preload
12) WebIQ should now be listed under Default Website
13) Select WebIQ
14) In the WebIQ Home section on the right, double click "Authentication"
15) Make sure that "Anonymous Authentication" is Disabled (if in a workgroup environment, leave this Enabled)
16) Enable "Forms Authentication" and "Windows Authentication"
17) Highlight Windows Authentication, click Providers in the right pane and verify NTLM is first on the list.
18) If a firewall is enabled on the IQ server, make sure port 80 is open (443 if using an SSL certificate)
19) From the ImageQuest server, browse to http://localhost/webiq/default.aspx and confirm the WebIQ homepage is accessible

ImageQuest Upgrades

Overview

Version 15.7 can upgrade from ImageQuest versions 12.0 and higher. If you are running 11.3 or older, you will first need to upgrade to at least ImageQuest 12.0 before applying the 15.7 update. Please contact Informa Software support for assistance with obtaining an older version of the software.

To upgrade to version 15.7, click the "Install ImageQuest…" > "Install IQ Server" buttons from the autorun program or run the server.msi file from the root of the installation media. The installation program will automatically detect that you are upgrading from an older version and will upgrade all of the ImageQuest cabinets listed in the Warehouse.

Note: It is highly recommended to backup the ImageQuest server, Images and all IQ SQL databases prior to performing an upgrade.

Note: If any ImageQuest services are running as a user other than Local System, please document what domain account is used prior to performing an upgrade as the account will need to be reset after upgrading.

The following ImageQuest server Add-ons will not get upgraded during the server upgrade and must be upgraded separately after the IQ server upgrade is complete:

- RightFax Connector
- TeleForm Connector
- LiquidOffice Connector
- IQforms
- IQAPI

All ImageQuest client machines must be upgraded to 15.7 after a server upgrade.

Note: The IQ Application Service status must be "Started" on the server prior to performing an upgrade.