



## Installation Guide

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Version 14.3



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# Introduction to ImageQuest

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## 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

Local: (716) 852-2203

Toll Free: (800) 859-2203

Email: [info@QLS.com](mailto:info@QLS.com)

Website: <http://www.QLS.com/IQmfp>

# ImageQuest Server Installation

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## Prerequisites

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

- 64-bit CPU (multi-core recommended)
- 2GB Memory (4GB Recommended)
- DVD Drive (if installing from disc)
- 600MB free hard drive space (for program files only)
- Windows Server 2008 R2 SP1, Windows Server 2012, Windows Server 2012 R2
- 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 4.6 or higher (Full Framework)
- Microsoft SQL Server 2008, 2008 R2, 2012, or 2014 is required to install ImageQuest. If you do not already have a SQL server, SQL server 2012 Express is included on the installation DVD.
- 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:** 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 version 14.3 must be installed
- Supported HP device with the latest firmware
- IIS must be installed on the ImageQuest Server

## HP OXPd supported devices

### MINIMUM MEMORY & FIRMWARE VERSIONS SUPPORTED:

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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 should function with ImageQuest.

## Pre-Installation Notes

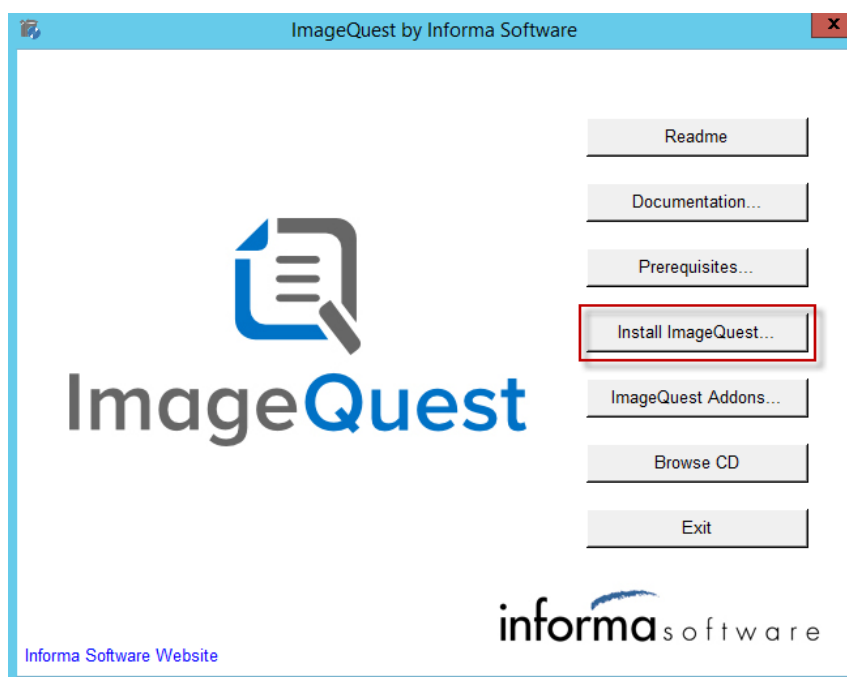
Please review the following pre-installation notes prior to performing your ImageQuest Server installation.

- “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 2012 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 14.3 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

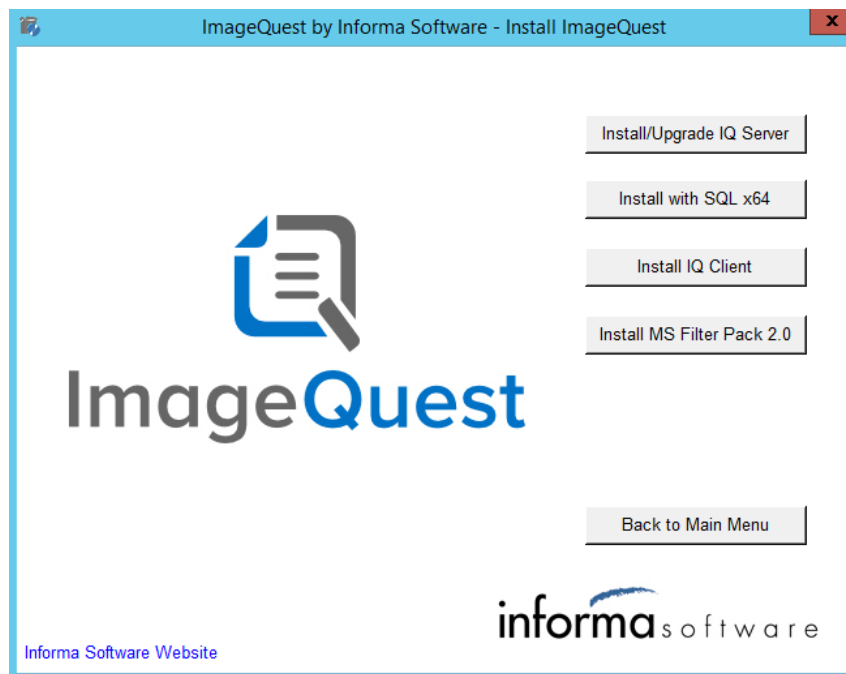
First, place your ImageQuest Installation DVD in the server's DVD drive.

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/Upgrade IQ Server, IQ with SQL x64 or the IQ Client.

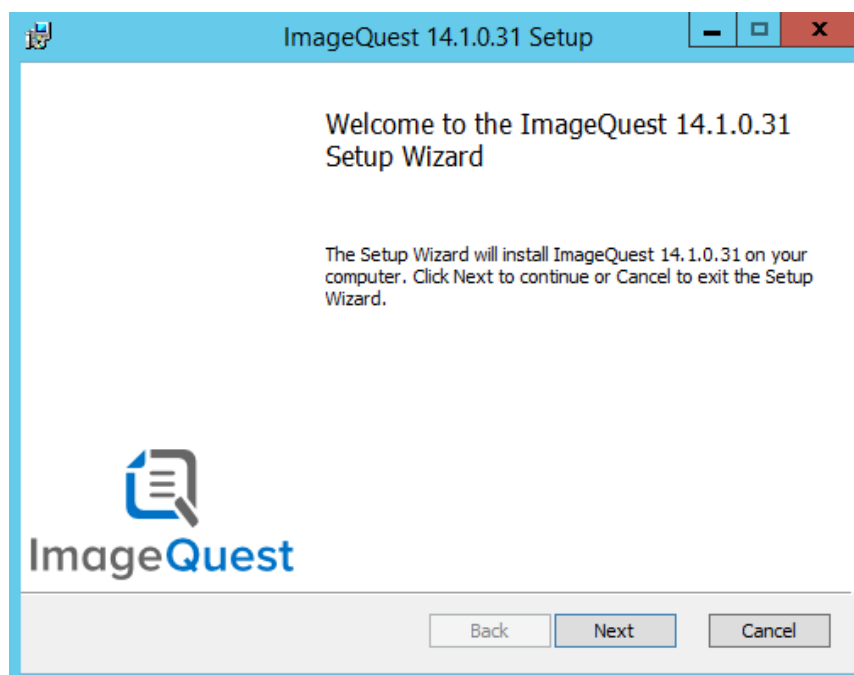




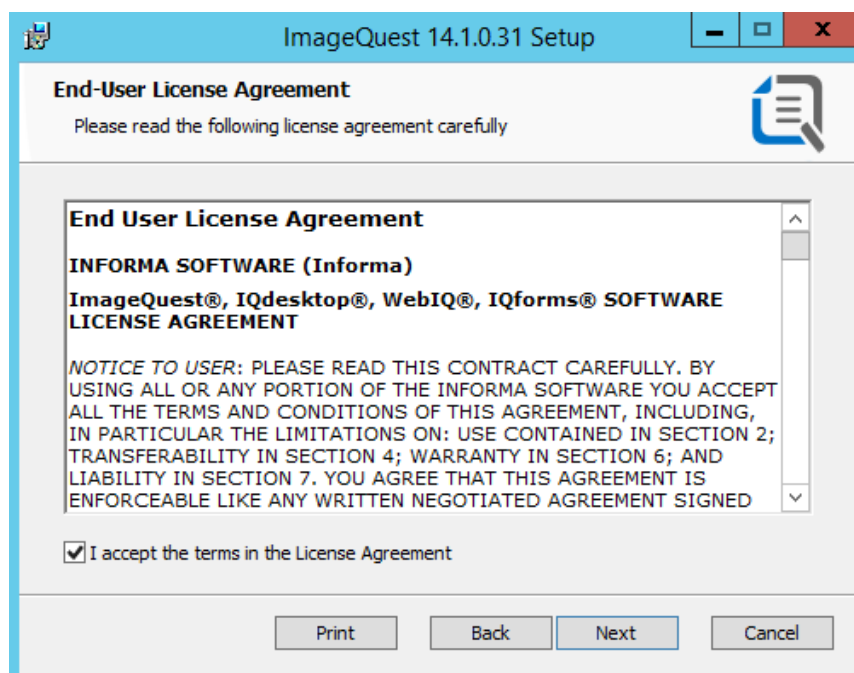
To perform a new install using an existing SQL server or to upgrade from ImageQuest 11.3, click “Install/Upgrade IQ Server”.

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

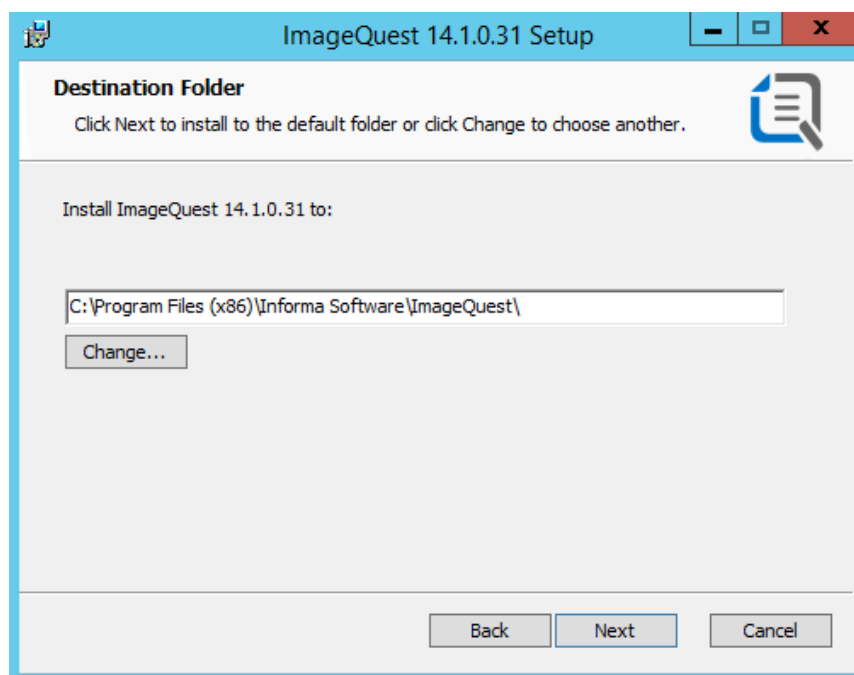
The window “Welcome to the ImageQuest 14.3.0.18 Setup Wizard” will appear as shown below. Click “Next” to continue.



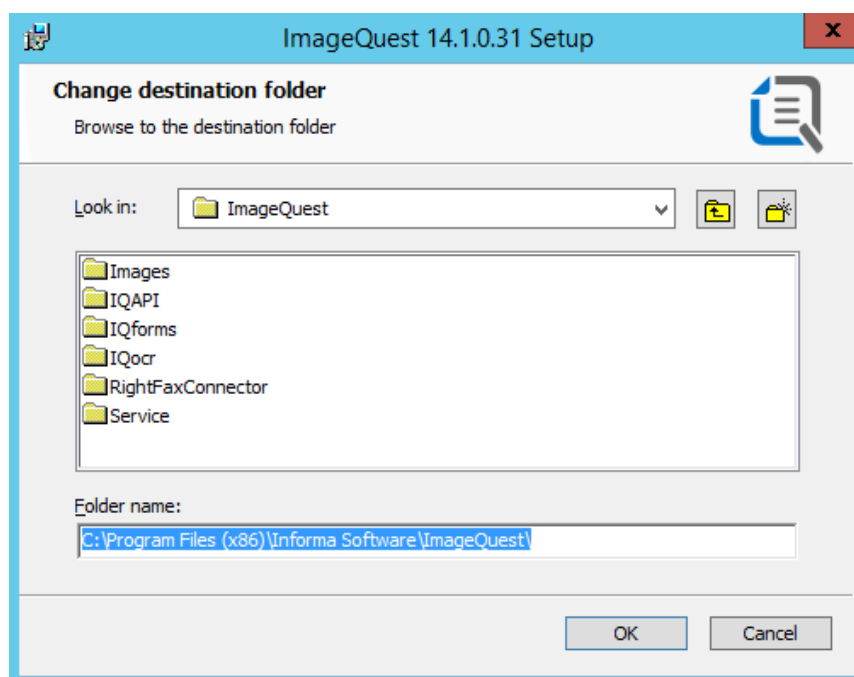
In the EULA window, read the terms provided and select “I Accept the terms in the License Agreement” and click “Next” to continue.



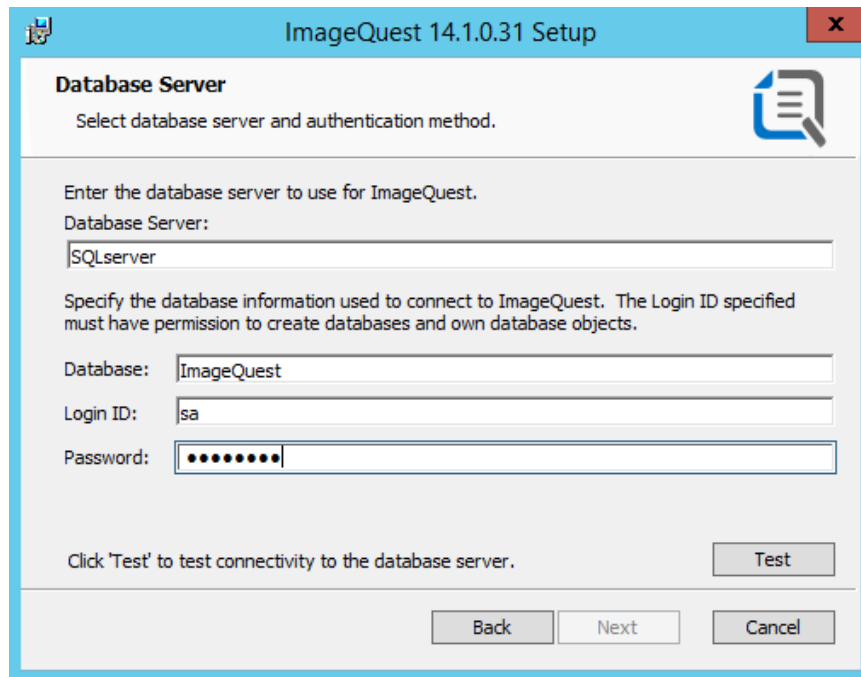
You will see the window, “Destination Folder,” as illustrated on the following page. The default location is shown here.



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.

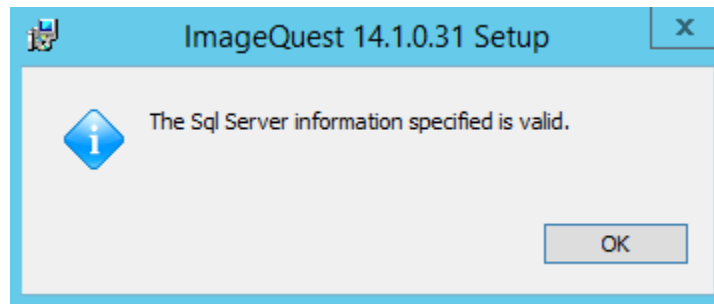


After deciding where to install ImageQuest, you will be prompted for the SQL database server name and credentials. Once you enter the correct information, click “Test” to test the connectivity of the database server.

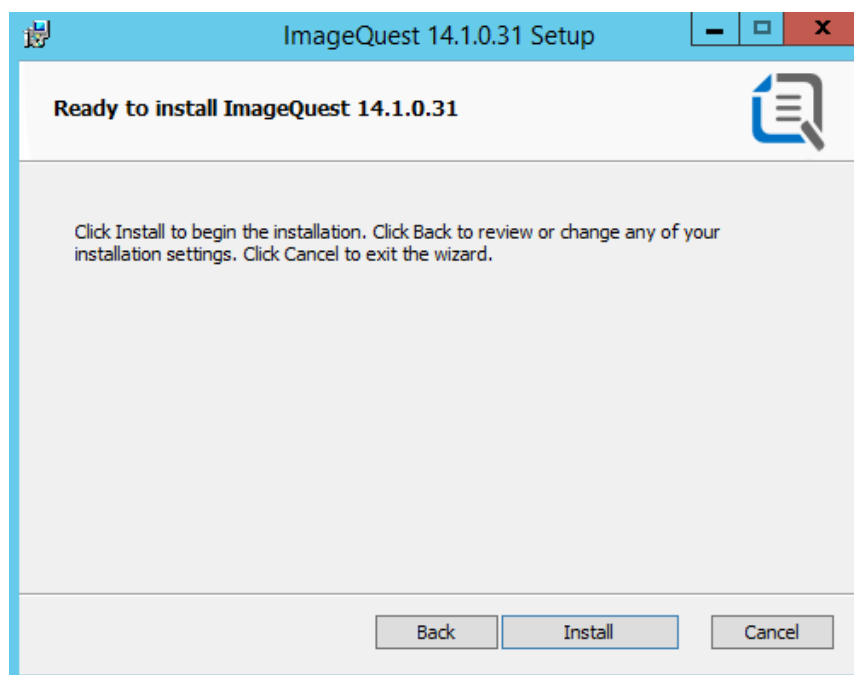


The screenshot shows the 'ImageQuest 14.1.0.31 Setup' window with the 'Database Server' tab selected. The window title bar includes a standard Windows icon, the text 'ImageQuest 14.1.0.31 Setup', and a close button (X). The main content area has a header 'Database Server' with a sub-instruction 'Select database server and authentication method.' and a help icon. Below this, it says 'Enter the database server to use for ImageQuest.' followed by a 'Database Server:' label and a text box containing 'SQLserver'. Another instruction reads 'Specify the database information used to connect to ImageQuest. The Login ID specified must have permission to create databases and own database objects.' Below this are three fields: 'Database:' with 'ImageQuest', 'Login ID:' with 'sa', and 'Password:' with a masked password of ten dots. At the bottom, there is a 'Test' button and a note 'Click "Test" to test connectivity to the database server.' The footer contains 'Back', 'Next', and 'Cancel' buttons.

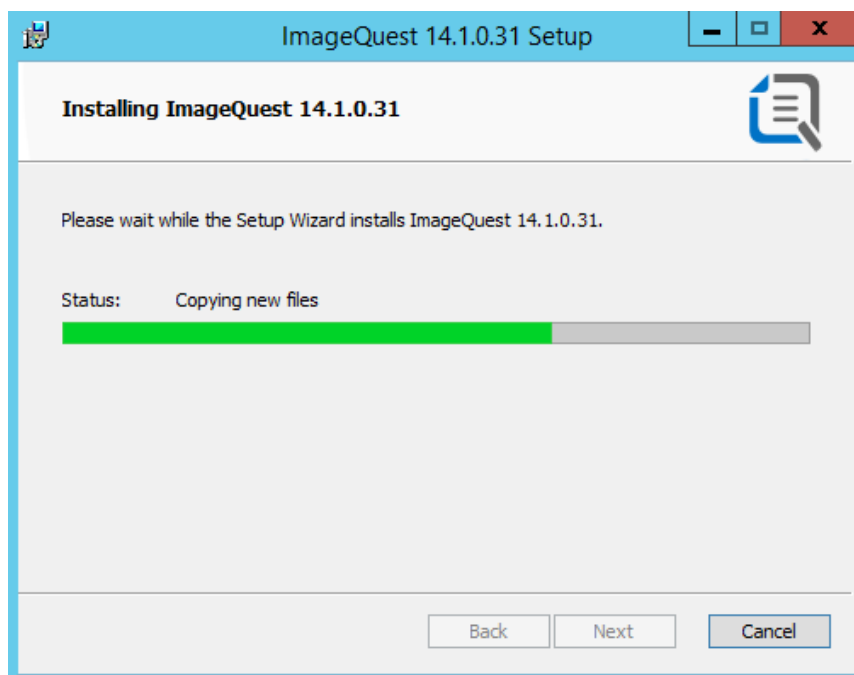
If the credentials are correct, you will see the following screen when you click “Test”.



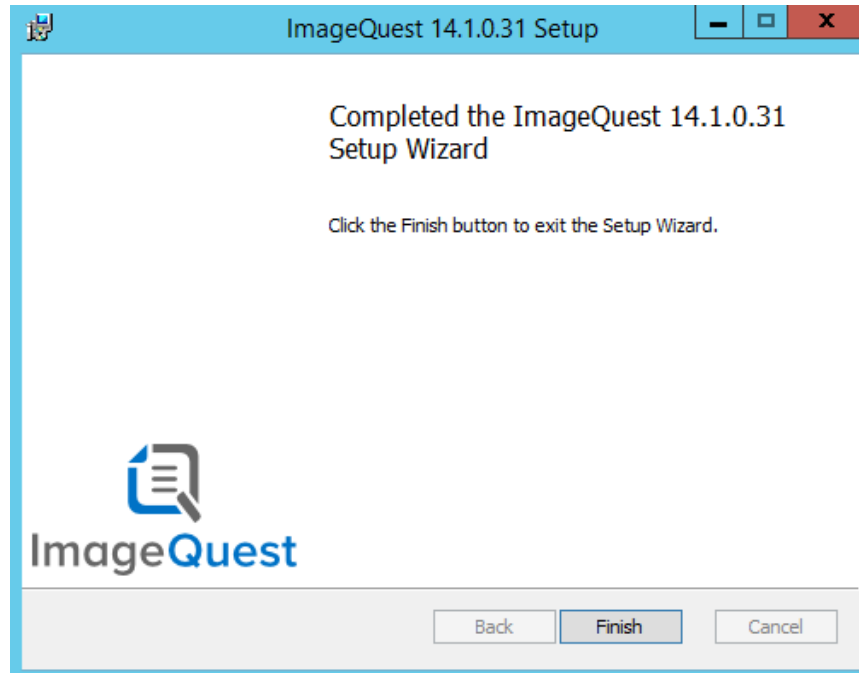
Click “OK” on the above message and then click “Next” on the Database Server window to proceed. Click “Install” to continue and the install will begin.



The server installation may take a few minutes to complete.



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



## Install using SQL Express 2012

If you opt to have the autorun install SQL 2012 Express for you, please make sure the following prerequisites are installed prior to beginning the installation:

- Windows Installer 4.5
- Windows Powershell
- Microsoft .NET Framework 3.5

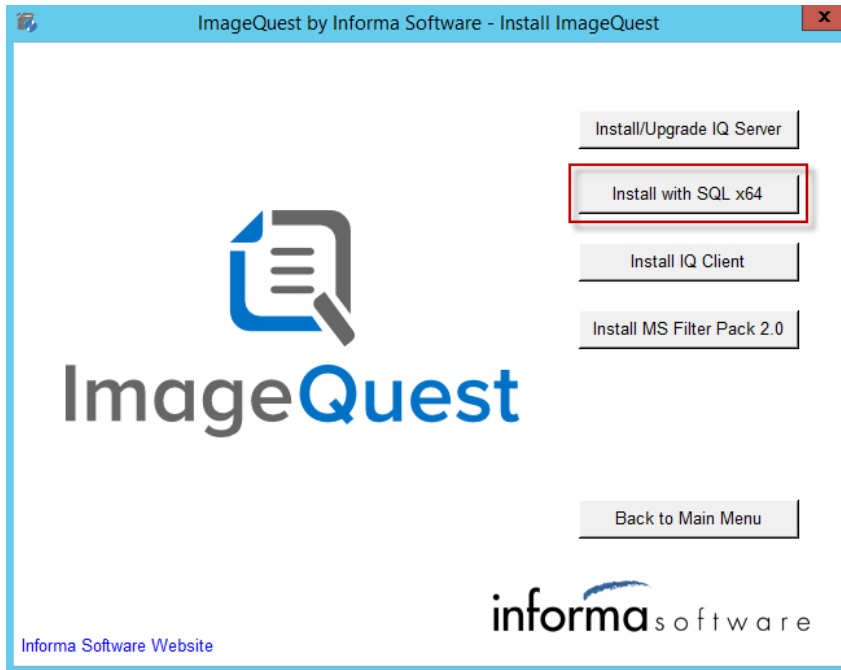
The prerequisites are also included on the installation media under the “Prerequisites...” button on the autorun home screen.

For advanced users, the prerequisites button also includes an option to install SQL 2012 Express server separately. This is the standalone SQL installer and needs to be setup manually. The following options are required to install ImageQuest to an existing SQL server:

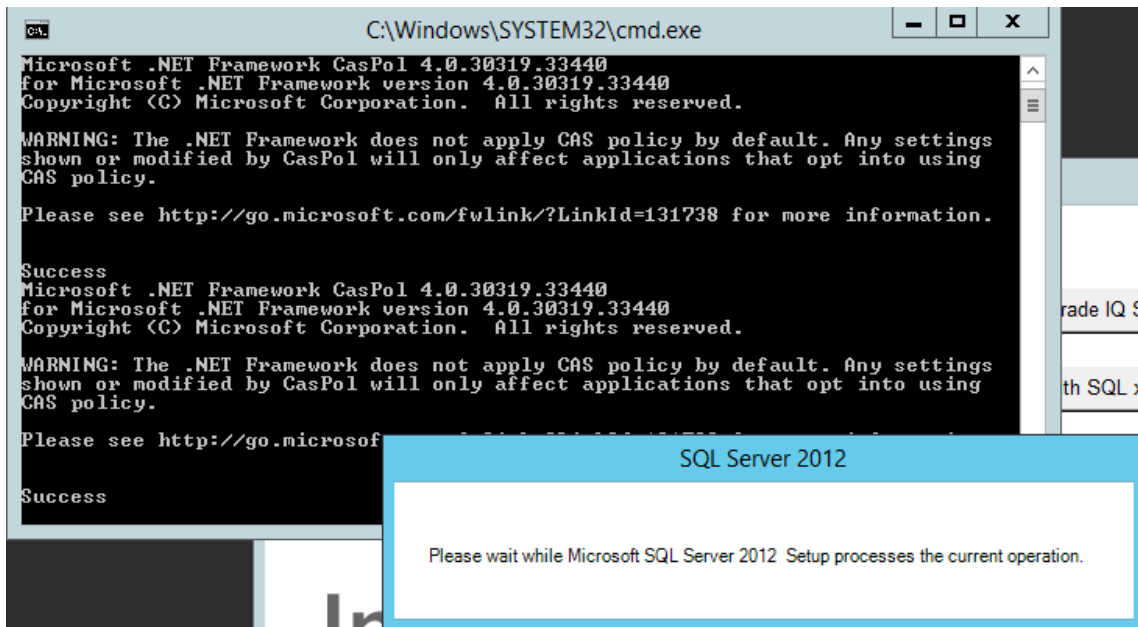
- Mixed mode authentication must be enabled
- Named Pipes and TCP/IP must be enabled
- The full-text search option must be installed and enabled on the SQL server
- The SQL account used to install ImageQuest must have the right to create databases

**Note: Microsoft SQL Server 2012 Express Edition is limited to using 1 processor, 1GB of RAM and a 10GB Database.**

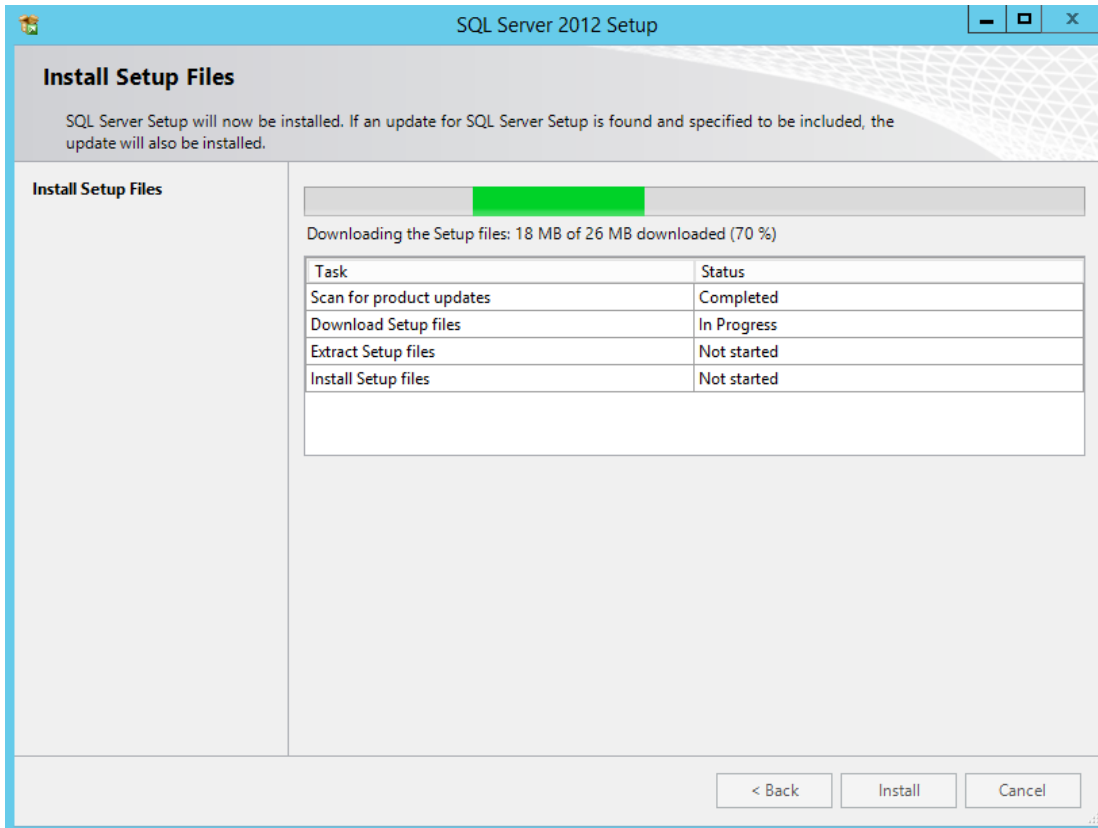
If you wish to install ImageQuest using the SQL Express 2012, select “Install with SQL x64”.



The SQL Server 2012 setup will begin

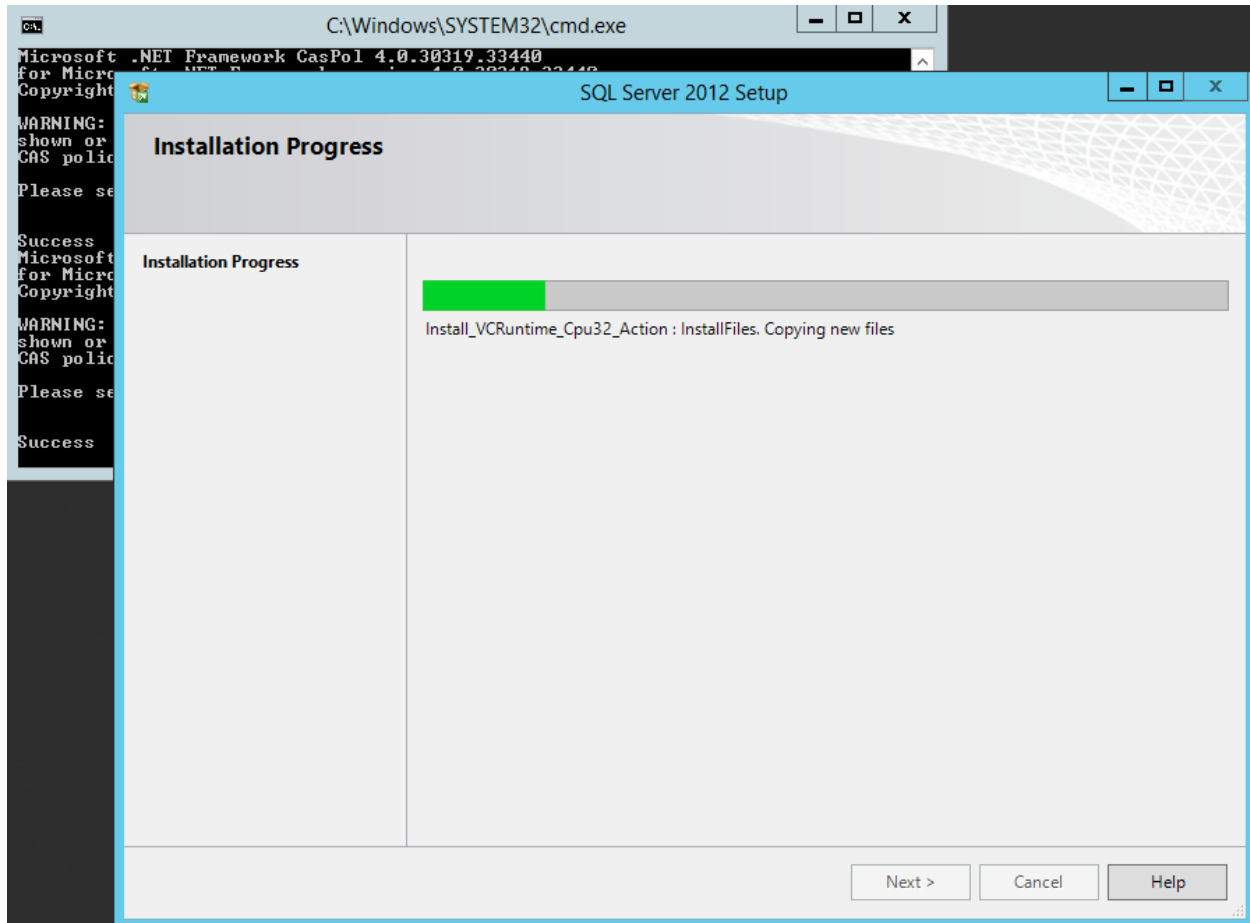


SQL will install setup support files and then perform the installation automatically.



The SQL installation will also install the SQL Server 2012 Service Pack 1. Total installation may take up to 20 minutes to complete.





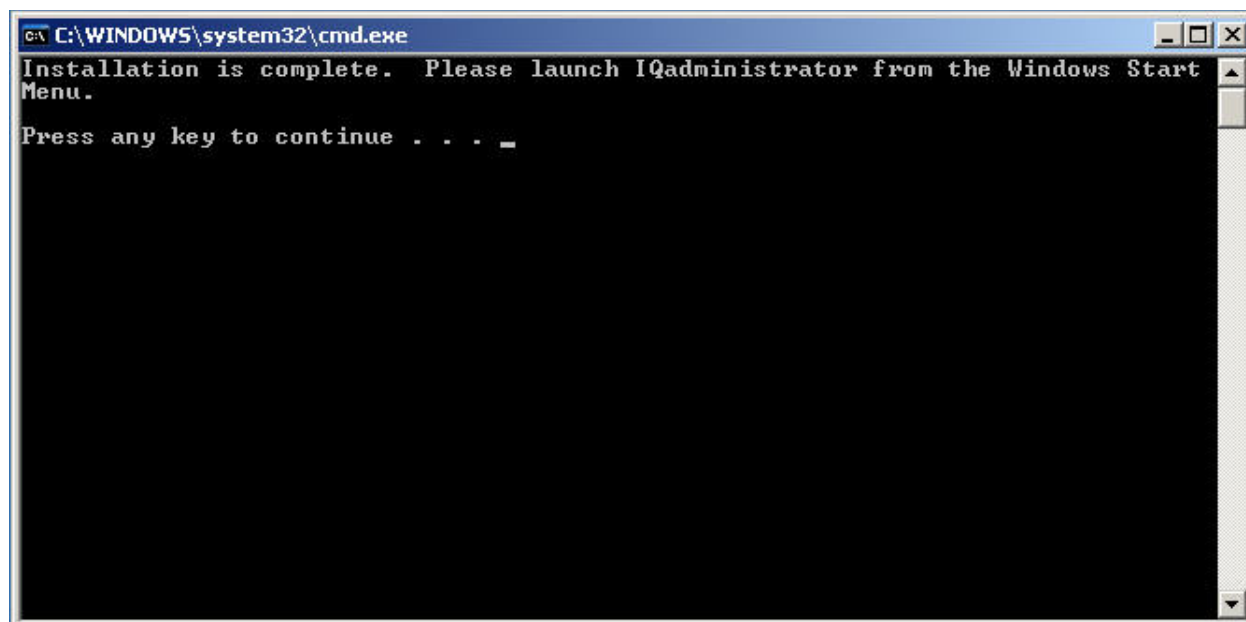
Once the SQL installation is complete, the ImageQuest setup will begin. Please follow the steps from page 8 to install the ImageQuest server.

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

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

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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)
- 2GB RAM
- 80MB free hard drive space (for program files only)
- Microsoft .Net Framework version 4.6
- Local administrative access is required to perform the initial client installation.
- Windows 7 SP1, Windows 8.0, Windows 8.1 and Windows 10. (32-bit and 64-bit OS versions are supported, but ImageQuest runs in 32-bit mode on a 64-bit OS)
- Adobe Acrobat Reader 9.0 or higher
- Microsoft Office 2007, 2010, 2013 or 2016 is required for the ImageQuest Office Connector
- WebIQ Clients require Internet Explorer 8 or higher

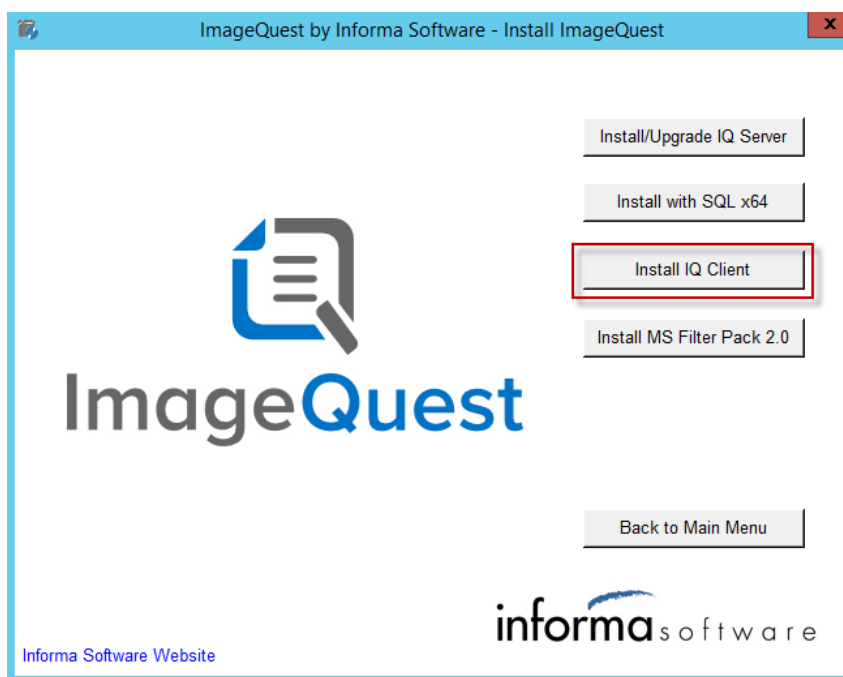
**Note: The ImageQuest 14.3 client applications run in 32-bit mode on 64-bit Operating Systems.**

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

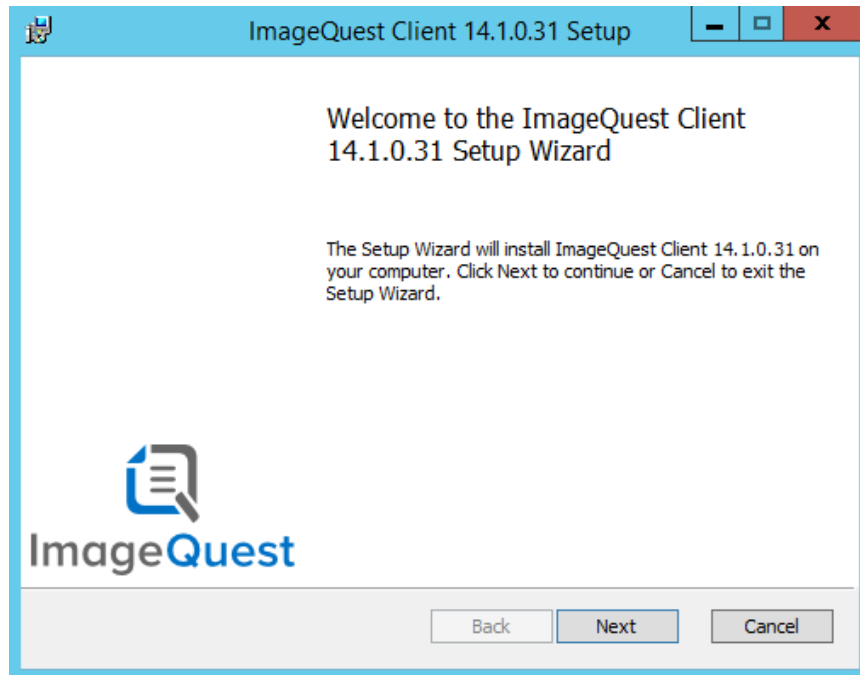
## Client Installation

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

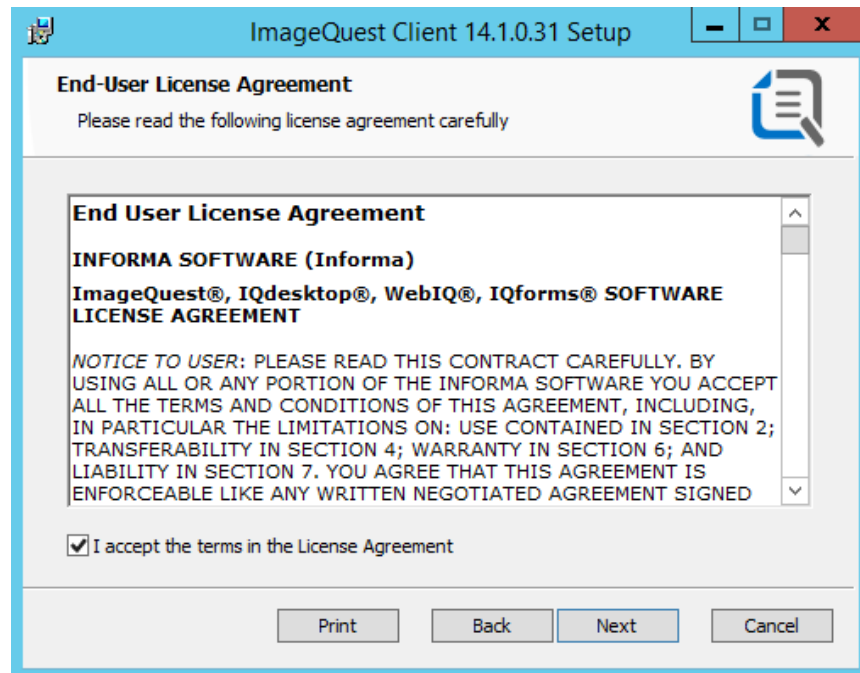
The ImageQuest autorun window launches as demonstrated below. Click "Install IQ Client" as highlighted in red on the autorun menu, or browse the DVD and double-click on Client.msi, and follow the procedures in the installation wizard.



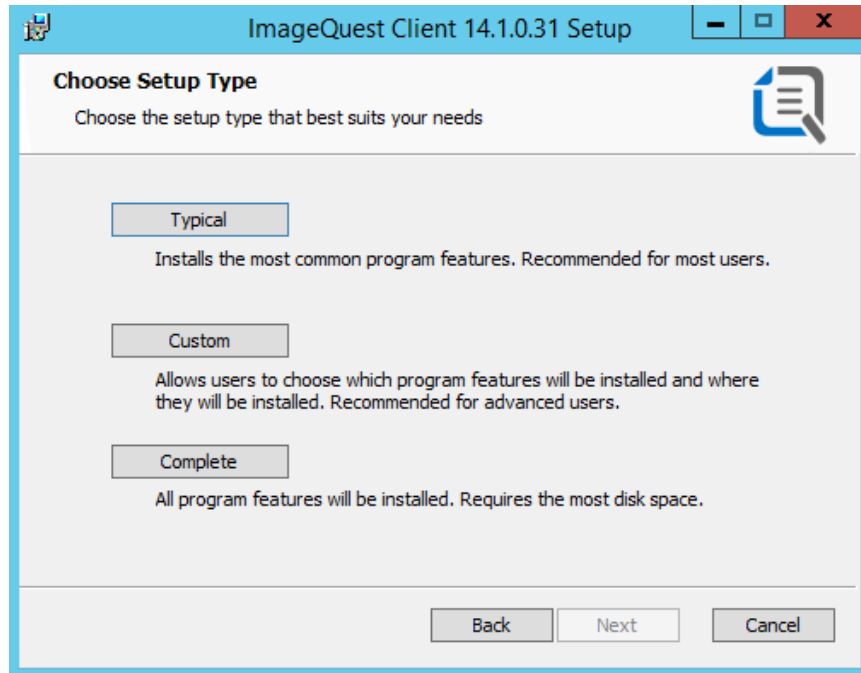
Click “Next” to continue.



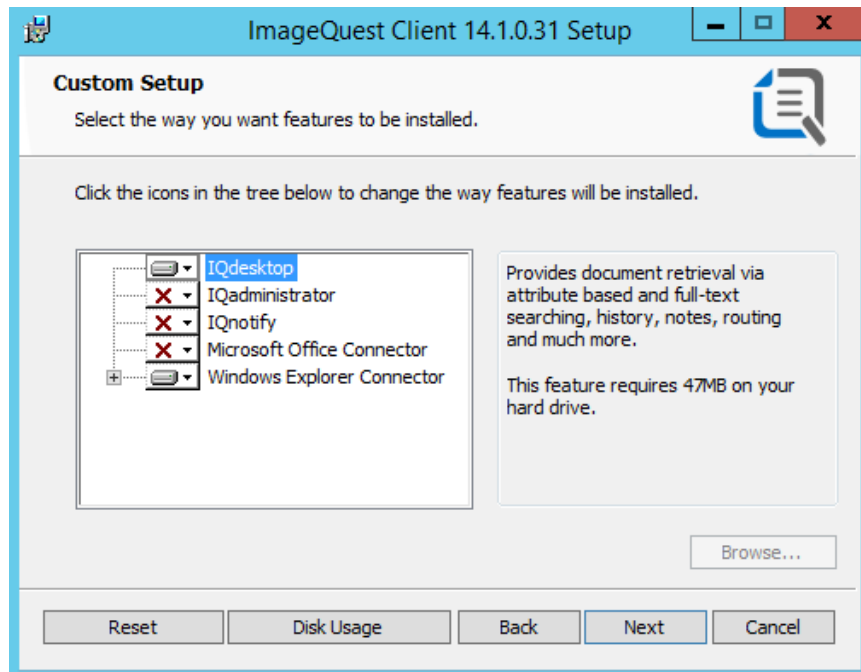
Accept the license agreement and click “Next”.



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

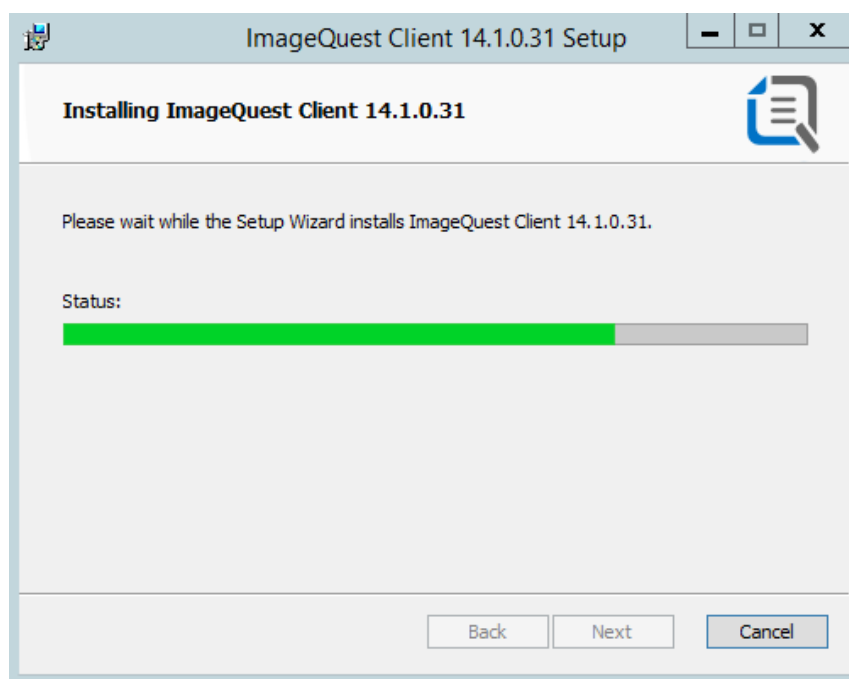


Select the “Custom” option if you want to choose which features are installed. The following screen shows the options for the custom installation with a brief description of each feature to the right.

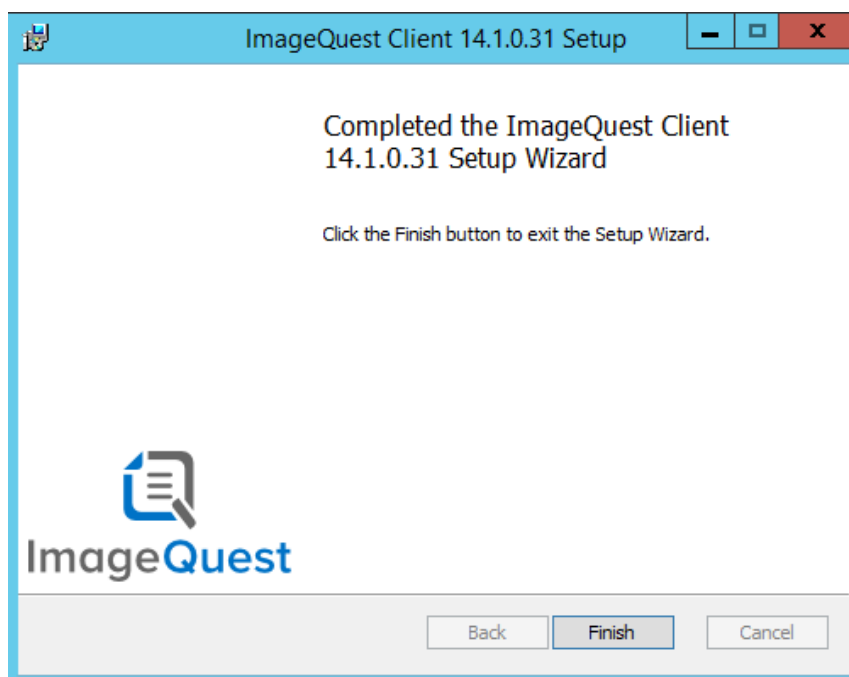


Select each feature to install/uninstall by clicking on the icon next to that particular module and choose “Will be installed on local hard drive”. Click “Next” to proceed.

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\Informa Software\ImageQuest (x86)\ClientSetup folder during the ImageQuest server installation. This folder can be shared out or the file may be copied elsewhere to perform client installations.

## 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 for Client.msi file 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: <ul style="list-style-type: none"> <li>• IQDesktopFeature</li> <li>• IQAdminFeature</li> <li>• IQnotifyFeature</li> <li>• OfficeConnectorFeature</li> <li>• ExplorerConnectorFeature</li> <li>• IQPrinterFeature</li> </ul>

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

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

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

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



# ImageQuest Upgrades

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## Overview

Version 14.3 can upgrade from ImageQuest versions 11.3 and higher. If you are running 11.2 or older, you will first need to upgrade to at least ImageQuest 11.3 before applying the 14.3 update. Please contact Informa Software support for assistance with obtaining an older version of the software.

To upgrade to version 14.3, click the “Install ImageQuest...” > “Install/Upgrade 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 SQL databases prior to performing an upgrade.**

**Note: If any ImageQuest services are running as a user other than Local System, please document what Logon(s) is used prior to performing an upgrade as the Logon 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

All ImageQuest client machines must be upgraded to 14.3 after a server upgrade.

**Note: The IQ Application Service must be “Started” on the server prior to performing an upgrade.**



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