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Proventeq Content Productivity Suite

Pre-requisites and Installation Guide

PCS Version: 8.0

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Table of Contents

About this Guide

This document contains detailed instructions on how to install Proventeq Content Suite.

For additional information or assistance see our knowledge base at
https://support.proventeq.com

Audience

This guide is designed for product users, operators, and supervisors who are familiar with the migration project and its associated environment.

1. INTRODUCTION

Proventeq Content Productivity Suite provides a suite of applications to migrate and analyse content management systems.

Within the suite there are two separately licenced products: -

Proventeq Migration Accelerator is a versatile enterprise grade migration engine that is deployed as a Windows .NET application. It allows you to configure different source and target system connections in the migration engine, perform content analysis, set up advanced content transformation rules, execute and monitor an end-to-end migration.

Proventeq Insight is a content management analysis product. It supports all the same source systems as Migration Accelerator and has the ability to create reports with details of item duplication, embedded links and highlight any incompatibility issues if the data is migrated to SharePoint.

1.1. Migration Accelerator Deployment Overview
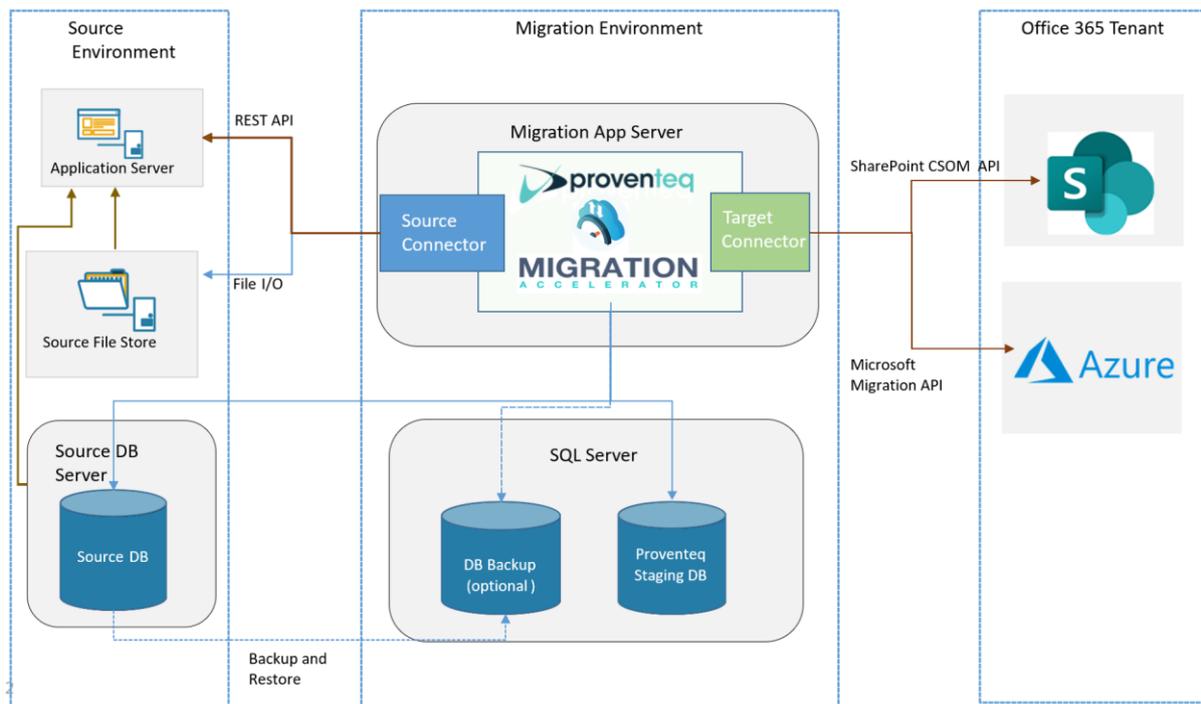
The diagram highlights the source, migration and target environment. The actual architecture will depend upon the source platform being migrated and migration options.

- **Migration App Server** - The application server(s) work in conjunction with an SQL database server (termed the staging database)
- The **SQL server** will host the migration staging database, which will be used to store migration configuration along with source system data discovery and processing details. It does NOT store actual item content.
- The target environment will be SharePoint Online/OneDrive or SharePoint On Premise.

Rest API/File IO For some sources, PMC uses the relevant source system API to capture and retrieve information, for others it captures the information by direct access to the underlying content management file and database storage (which affects Firewall port configuration).

DB Backup - For FileNet, EDocs/Hummingbird, Meridio, it's recommended that the Source database associated with the Content Management System is copied and then PCS is configured to access this snapshot rather than the 'Live' database.

For IManage it's mandatory that a backup copy is copied into the same SQL server that hosts the PCS Staging database.

SharePoint CSOM/Migration API – Items are migrating to SharePoint Online using the Migration API or using CSOM API for SharePoint On-Premise.

> NOTE: **Supported SQL Platforms**
>
> For FileNet, Meridio and Oracle UCM; Microsoft SQL, IBM DB2 and Oracle are supported source system database platforms.

1.2. Insight Deployment Overview

Proventeq Insight is a separate product, that provides standalone discovery and analysis capabilities. It is not required as part of a migration solution using PMA as this contains it's own discovery and analysis capabilities.

If a solution requires both PMA and Insight, it's possible for these to share the same App server but PCS allows only one active background job at any one time so it's not possible to be running both Insight discovery and a PMA migration concurrently.
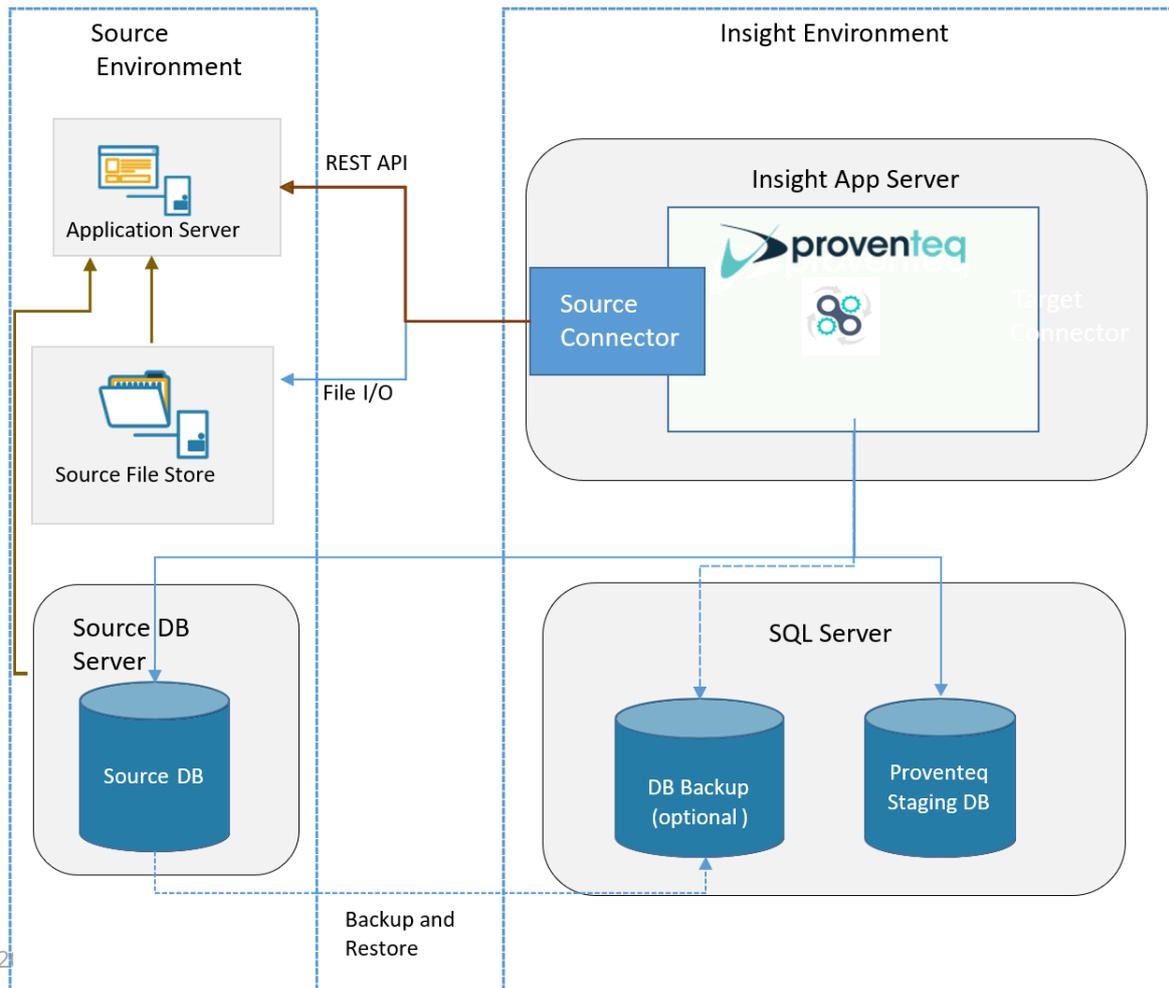
The deployment diagram highlights the source environment and Insight environment.

- The Insight environment includes an application server and an SQL database server (termed the staging database), which should be configured within the customer network.
- The application server with Proventeq Content Suite application installed and configured. The database server will host the Staging database, which will be used to store configuration information along with information captured from the source for analysis. It does NOT store item content.

2. SYSTEM REQUIREMENTS

The Proventeq Content Suite product (PCS) is an application which requires an application server (Windows server) and an SQL database (hosted by Microsoft SQL Server). The servers can be provisioned on-premises or in the cloud.

The system requirements fall into the following components: -

- Hardware and software requirements for the PCS server
- Network and Security requirements (Ports, Anti-Virus, Whitelists)
- PCS database server requirements
- Core account permissions
- Source specific account permissions

It's essential that all the steps are carried out to ensure a successful installation and operation of the PCS product.

Software License

The PCS license will enable either the Migration Accelerator or the Insight products within the suite.

When the application is first launched, a License ID is required to allow further configuration. This license ID should have been provided to you via email. If you have not received your license ID please contact pcs.support@proventeq.com

NOTE: Proventeq is not responsible for providing the hardware, its maintenance, backups, or security management. Proventeq is not responsible for the software licenses, subscriptions, or the support for any 3rd party software described in this guide.

2.1. Application Server(s)

The application server is responsible for hosting the core engine and executing discovery, analysis, retrieval, data conversion and uploading. PCS Migration Accelerator can be designed to work on several systems and this may increase overall throughput (depending upon environment bottlenecks). Contact Proventeq Sales (sales@proventeq.com) for pricing information.

The sections below describe the hardware, software and account pre-requisites that must be followed.

> NOTE: To provide the best and most consistent performance it is recommended that the application server, staging database and source content system are located in the same Class C subnet.

2.1.1. Migration Accelerator Hardware requirements

The requirements below are based upon the amount of data to be migrated on a per server basis. For example, if the solution is to migrate 30 million items using two PCS application

servers then the solution would be to configure 2 servers using the Medium migration requirements below.

Component	SMALL[1] Migration (Up to 5 million items OR up to 1 TB data)	MEDIUM[1] Migration (5 to 20 million items OR up to 4 TB data)	LARGE[1] Migration (20 to 50 million items OR up to 10 TB data)
Processor	64-bit 4 vCPU	64-bit 8 vCPU or better	64-bit 16 vCPU or better
Memory (RAM)	16 GB	32 GB or higher	32 GB or higher
Data Storage[2]	Solid-state disk: 500 GB free space	Solid-state disk: 750 GB free space	Solid-state disk: 1 TB free space
Network card[3]	1 Gbps	1 Gbps	1 Gbps
Azure VM Size[4]	Standard_D4_v3	Standard_D8_v3	Standard_D16s_v3

[1] – May require more than 1 application server depending on volume of content and required throughput.

[2]-. Storage requirement may vary depending on total migration volume or size. To migrate large files the minimum storage required will be 3 X size of largest file.

[3] - Minimum Network Bandwidth required is 100 Mbps.

[4] - Required only if provisioning in Azure cloud. VM sizes available at https://docs.microsoft.com/en-us/azure/virtual-machines/windows/sizes-general

> **NOTE:** Failure to follow recommend hardware guidelines may result in slower migrations and increased migration timescales. In certain circumstances, making the operation of the migration unreliable.

2.1.2. Insight Hardware Requirements

Component	Requirements
Processor	64-bit 4 vCPU
Memory (RAM)	16 GB
Data Storage	Solid-state disk: 500 GB free space
Network card	1 Gbps
Azure VM Size[1]	Standard_D4_v3

[1] - Required only if provisioning in Azure cloud. VM sizes available at https://docs.microsoft.com/en-us/azure/virtual-machines/windows/sizes-general

> **NOTE:** Failure to follow recommend hardware guidelines may result in slower data discovery and migration. In certain circumstances, making the product unreliable.

2.1.3. Software Requirements

This section covers the details of the software that's required on the PCS server.

Component	Requirement
Operating System	Windows Server 2016 x64 Standard or later
Additional software	• SQL Server Management Studio(SSMS)* (version corresponding to installed SQL server version) • Microsoft EDGE • If using Proventeq Insight product or Embedded Link Detection/Update in PMA** o Microsoft Office 2019**** x86/x64 (Outlook, Word, Excel, PowerPoint) • Oracle SQL Developer or Oracle Client***
.NET framework 4.7.1 or later	Download Microsoft .NET Framework 4.7.1
PowerBI Desktop	Download PowerBI Desktop (Note: No license is required for PowerBI Desktop)
SQL Express 2019	Download SQL Express 2019 (for trials/small migrations)
If migrating from M-Files on-premise\cloud	https://www.m-files.com/customers/product-downloads/download-update-links/#online%20desktop%20only Select the relevant Desktop Only package
If source ECM system uses DB2	IBM DB2 Client and Drivers

*SQL Management studio (SSMS) is only required on the PCS server if remote access to the SQL server is not allowed.

**Feature which updates links within migrated document to correctly reflect the location of the new target location of other items to be migrated.

***Only required if source system uses Oracle databases and if access to an Oracle client on another server is not allowed.

**** Microsoft Office 2016 is supported but 2019 is recommended due to improved stability.

2.1.4. Source Specific licensing requirements

• Documentum - If using the Documentum API to retrieve data using the REST API a Documentum REST API is required.

• BOX - If migrating from BOX, contact your Box account Manager to discuss BOX API usage limits.

2.1.5. Network and Security

As Proventeq Content Suite runs as an interactive desktop application, you should review and potentially adjust, policies related to automatic user session termination as these could otherwise terminate the application during migration.

Product licensing relies upon the MAC address of the application server remaining the same once the licence has been applied. Therefore it may be necessary to change configuration of the system to ensure that the MAC address remains fixed.

For migrations to Office 365, it's recommended to have outbound network bandwidth of 100Mbps.

2.1.5.1. Ports and Endpoint Requirement

Most content management systems have an underlying database (some Microsoft SQL, others support Oracle) and an underlying file system. For some systems there is only the products official API that allows the data to be accessed. For others, PCS may either use it's own access methods (and therefore require access to the underlying database and file system) or may still provide the option to use the API. So these factors affect access permissions requirements and ports

Core Platform Port Requirements		
Component		Note
Staging database/ Source database ports	SQL Port 1433 (or 1434 if using SQL named instance)	Further information at https://docs.microsoft.com/en-us/sql/sql-server/install/configure-the-windows-firewall-to-allow-sql-server-access These are default ports but may be different in your environment

Source Platform Specific Port Requirements		
Source	Type	Note
Alfresco	HTTP	HTTP/HTTPS Ports 80 & 443
Azure FS	HTTPS	HTTP/HTTPS Ports 80 & 443
BOX	HTTPS	HTTP/HTTPS Ports 80 & 443
Documentum On-premise	HTTP or/and SQL and SMB	Port usage depends upon configurating settings If using API for Discovery and Migration ->HTTP/HTTPS Ports 80 & 443 If NOT using API for Discovery and Migration Database connectivity Port 1433(TCP) & Port 1434 if using SQL named instance. (if Documentum using SQL) 1521 (if Documentum using Oracle) Item Retrieval Method If using API -> HTTP/HTTPS Ports 80 & 443 If using File Store retrieval method -> Port 445(SMB) to allows access to underlying data to migrate
Exchange	HTTP	HTTP/HTTPS Ports 80 & 443
Filenet	HTTP & SQL	HTTP/HTTPS Ports 80 & 443

		Port 1433(TCP) & Port 1434 if using SQL named instance. (if Filenet using SQL)
		1521 (if Filenet using Oracle)
File Shares	SMB	Port 445(SMB) to allows access to underlying data to migrate
G-Suite	HTTP	HTTP/HTTPS Ports 80 & 443
EDocs/Hummingbird	SQL and SMB	Port 1433(TCP) & Port 1434 if using SQL named instance.
iManage	SQL,SMB,HTTPS	Port 1433(TCP) & Port 1434 if using SQL named instance
		Port 445(SMB) to allows access to underlying data to migrate
		HTTP/HTTPS Ports 80 & 443 if migrating from/to iManage cloud instance
Meridio	SQL and SMB	Port 1433(TCP) & Port 1434 if using SQL named instance
		Port 445(SMB) to allows access to underlying data to migrate
		Allow access to Meridio database. Depending on the database (SQL Server, DB2, Oracle etc), ports and protocols could vary.
M-Files	HTTP	HTTP/HTTPS Ports 80 & 443
Oracle UCM	HTTP & SQL	HTTP/HTTPS Ports 80 & 443
		Port 1433(TCP) & Port 1434 if using SQL named instance. (if Oracle UCM using SQL)
		1521 (if Oracle UCM using Oracle)
OpenText Content Server	HTTP & SQL	HTTP/HTTPS Ports 80 & 443
		Port 1433(TCP) & Port 1434 if using SQL named instance. (if Oracle UCM using SQL)
		1521 (if Oracle UCM using Oracle)
ShareFile	HTTP	HTTP/HTTPS Ports 80 & 443

Target Specific Port Requirements		
Target	Type	Note
Endpoint for SharePoint/OneDrive migration	HTTP/HTTPS Ports 80 & 443	API Access to Office 365
Azure FS	HTTP/HTTPS Ports 80 & 443	API Access to Azure Storage

*Applies to Migration Accelerator only

2.1.5.2. Anti-Virus Software

It's recommended that anti-virus software runs on the PCS system.

Folder Exclusions :-

The following locations should be excluded from anti-virus scanning:-

- **Installation folder:** Default is C:\Program Files\Proventeq\Proventeq Content Suite
- **Working folder:** Default is C:\Proventeq

Process Exclusions :-

The following process should be excluded from anti-virus scanning

- Proventeq.ContentSuite.exe

2.1.5.3. Firewall Whitelist

Depending upon whether Migration Accelerator or Insight is being used, the core server requires access to the following endpoints

Required Endpoint	Purpose	Migration Accelerator	Insight
https://secure.aadcdn.microsoftonline-p.com	Authentication	Y	
https://login.microsoftonline.com	Authentication	Y	
https://api.office.com	Microsoft 365 APIs for content move and validation	Y	
https://graph.windows.net	Microsoft 365 APIs for content move and validation	Y	
https://*.queue.core.windows.net	Migration API Azure requirement	Y	
https://*.blob.core.windows.net	Migration API Azure requirement	Y	
https://*.sharepoint.com	Destination for migration	Y	
https://*.blob.core.usgovcloudapi.net	Migration API Azure Government requirement	Y	
https://*.queue.core.usgovcloudapi.net	Migration API Azure Government requirement	Y	
https://support.proventeq.com/	Proventeq product help	Y	Y
https://licensing.proventeq.com	Proventeq license activation	Y	Y

[1] Only required for migrations to US Government Office365 platform.

2.2. PCS SQL Database Requirements

The SQL database associated with PCS is called the **Staging Database** and contains migration configuration, source metadata, processing and auditing information.

It's recommended that a dedicated SQL Server instance is used. An existing (shared) SQL Server instance for smaller migrations/trials located on the PCS server itself (subject to the specification meeting the criteria below) is supported but there will understandably be a performance impact.

> NOTE: When configuring multiple PMA servers, each is required to have its own staging database.

The staging database can either be created during the installation or connected to a pre-created database during the installation.

Microsoft SQL Standard or Enterprise editions are supported for production and trials. Due to the performance and scale limitation of Microsoft SQL Express(Free) it is only supported for trials and small migrations.

Staging Database disk space sizing

Since the staging database contains a record for each item (and subsequent deltas) and associated metadata, the staging database size can be highly variable and so it's important to take steps to estimate it. We always recommend a pilot and during this, the number of items processed, and the size of the SQL database can collected and used to help estimate the SQL disk space requirements for a production migration would be.

2.2.1. SQL Hardware Requirements

A dedicated SQL instance can be provisioned using the following hardware requirements:-

Component	SMALL Migration (Up to 5 million items OR up to 1 TB data)	MEDIUM Migration (5 to 20 million items OR up to 4 TB data)	LARGE[1] Migration (20 to 50 million items OR up to 10 TB data)
Processor	64-bit 4 vCPU	64-bit 8 vCPU or better	64-bit 16 vCPU or better
Memory (RAM)	16 GB	32 GB or higher	64 GB or higher
Data Storage[2]	Solid-state disk: 500 GB free space	Solid-state disk: 1 TB free space	Solid-state disk: 2 TB free space
Network card[3]	1 Gbps	1 Gbps	1 Gbps
Azure VM Size[4]	Standard_D4_v3	Standard_D8_v3	Standard_D16_v3

[1] – May require more than 1 PCS application server and database server depending on volume of content and required throughput.

[2]- Storage requirement may vary depending on total migration volume or size.

[3] - Minimum Network Bandwidth required is 100 Mbps.

[4] - Required only if provisioning in Azure cloud. VM sizes available at https://docs.microsoft.com/en-us/azure/virtual-machines/windows/sizes-general

> **NOTE: Failure to follow recommend hardware guidelines may result in slower migrations and increased migration timescales. In certain circumstances, making the operation of the product unreliable.**

2.2.2. Software Requirements

Component	Requirement
Operating System	Windows Server 2016 x64 Standard or later
Database	SQL Server Standard/Enterprise 2016 Sp1 or later (using CI, Case Insensitive collation)
Additional software	SQL Server Management Studio(SSMS) (version corresponding to installed SQL server version)
	SQL Native Client if TLS 1.0/1.1 is disabled

If using SQL Server Standard edition, the following configuration is recommended.

Number of cores /vCPU	Number of sockets	MAXDOP value (Setting on SQL Server)
4	1 socket of 4 cores	4
4	2 sockets of 2 cores each	2
8	1 socket of 8 cores	8
8	2 sockets of 4 cores each	4
16	2 sockets of 8 cores	8

Other recommended settings for SQL Standard Server are:

Setting	Value
Cost threshold for parallelism	250 or above

2.3. Core Account Requirements

This section describes the different accounts that are required and relevant permissions.

System Name	User Accounts Requirements
Application Server	A Windows user account (also known as the **Application Account**) with local Administrator permissions to - Perform installation of software pre-requisites and Content Suite product. - Execute the migration
Database Server	Use Application Account for integrated authentication or a SQL Login account. This account will also be used by the application to access the database. If using integrated authentication to connect to SQL, grant the Application Account **'db_creator'** permissions on the database server. If using SQL authentication to connect to SQL, grant the SQL Login account **'db_creator'** permissions on the database server. Once the database has been created, it's possible to downgrade the permissions to **db_datareader, db_datawriter and db_owner**.
SharePoint Online[1]	An account with a license sufficient to allow it to access SharePoint. Proventeq Migration Accelerator App based authentication, where the Proventeq Migration Accelerator application ID can be used once the global administrator has granted admin consent. This Application ID uses delegated permission and hence requires a user with sufficient privileges to the target Site Collections. **The Application Account requires Site Collection administrator privilege on all relevant target sites collections.** **NOTE: Conditional access feature on Azure Active Directory to bypass MFA for PCS servers may be required if MFA is enabled in customer tenancy.**

1 For Migration Accelerator only.

*Typically, the installation of PCS is done whilst logged into the Application account and the database is created during the installation process but if the account cannot be granted rights to create an SQL database then it's possible for a blank database to be created manually and then during the installation of PCS it will connect to this database and set it up as required.

2.3.1. Source Specific Access Requirements

In addition to core account requirements, there are additional account requirements depending upon the source system being migrated. For some sources, this may mean granting additional rights to the Application Account specified above, for others, typically API based, it may require access to the details of an account with such rights, which can be specified during configuration.

Source System	Access Requirements
Alfresco	User having access to Alfresco CMIS API site to fetch data and perform migration. E.g. http:///alfresco/cmisatom
Box	A Box account with administration rights. NOTE: When migrating from BOX, API calls are used to discover and retrieve data. This is likely to have an impact on the API limits associated with your BOX system. Therefore it's essential to discuss your API call limits with your BOX Account Manager.
Documentum	There are two options for connecting to Documentum source. Option A means PCS will access the Documentum information at the database/disk level, Option B means PCS will access Documentum through API. Option A below allows for fastest migration but can only be used for On-Premise Documentum systems **Option A: Direct Access** The Application Accounts needs read permissions on source Documentum database(for using Integrated Authentication) or an SQL login account with read access. Read permissions for Windows user account (used on Migration Application Server) to access Documentum file store while performing migration. **Option B: Using Documentum REST API (for on-premises version 7 and above, or hosted Documentum)** A user account with privileges to fetch documents using the Documentum REST API. Allow access to the Documentum REST endpoint from the Application server. A Documentum REST API licence **Note: For Documentum on-premises environment with encrypted file stores, a combination of Option A and Option B will be required.** **Basic Authentication method is used to access Documentum API. For more details on the Documentum REST API see Documentum REST API Developer Guide** Note: For the migration of Documentum Virtual documents, the Document Sets feature in SharePoint must be enabled.

Exchange	User account with Read-only access to all Exchange Public Folders, which will enable the application to retrieve data.
Filenet	A FileNet user account with read privilege to invoke FileNet Content Engine Web Service API. This user will be used to access and retrieve FileNet metadata and content during migration. A user account on source FileNet database with read permissions on schema and data. This account is required if Migration Accelerator discovers content using the FileNet database. A user with access to FileNet client (Workplace XT). This user will be required to perform manual validation of content.
File Shares	The Application Account above, needs to have at least read access to File Share server to retrieve data.
G-Suite	G-Suite system user account with admin permissions on G-Suite REST API Service. This user will be used to access and retrieve G-Suite metadata and contents during migration.
EDocs/Hummingbird	At least Read permissions for Windows user account (used on Migration Application Server) to access EDocs/Hummingbird File Share while performing migration.
iManage	A user account with '*db_owner*' permissions on iManage Worksite staging database. For on-premises iManage: Windows user account with Read permissions to access iManage Worksite File Share while executing migration. For hosted iManage, or when file storage is encrypted: An iManage user account with privileges to retrieve files through the iManage REST API accessible at https://*<YOURiManageSERVER>*/api-docs/v2/#/docs/summary (where *<YOURiManageSERVER>* is the actual name of your iManage server)
Merido	At least Read permissions for Windows user account (used on Migration Application Server) to access Meridio File Share while performing migration.
Oracle UCM	Oracle UCM user having access to UCM WebCenter content server/web service to perform migration configuration and execution.
OpenText CS	A user account with '*db_reader*' permissions on OpenText Oracle/SQL database. An OpenText user account with privileges to retrieve files through the OpenText REST API service. A user account with access to the OpenText CS client (This is used for any manual verification of the content in Content Server)
ShareFile	ShareFile system user account with admin permissions ShareFile API key (Client ID and Client Secret) from https://api.sharefile.com/rest/ NOTE: If the environment uses MFA then it is **essential** to create an application specific password in ShareFile and use this as the connection password.

2.3.2. Target Specific Requirements

For some targets, this may mean granting additional rights to the Application Account specified for others, typically API based, it may require access to the details of an account with such rights, which can be specified during configuration.

System Name	Access Requirements
AzureStorage	You can authenticate against AzureStorage using 1 of 3 methods to write to Azure Blob or Files. • Connection String • Azure AD • Shared Access Token. Example below is for Blob, for File, select File Service and unselected index permissions.
SharePoint Online 	An account with a license sufficient to allow it to access SharePoint. Proventeq Migration Accelerator App based authentication, where the Proventeq Migration Accelerator application ID can be used once the global administrator has granted admin consent. This Application ID uses delegated permission and hence requires a user with sufficient privileges to the target Site Collections. **The Application Account requires Site Collection administrator privilege on all relevant target sites collections.**

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Page 16

|	NOTE: Conditional access feature on Azure Active Directory to bypass MFA for PCS servers may be required if MFA is enabled in customer tenancy.

3. INSTALLATION

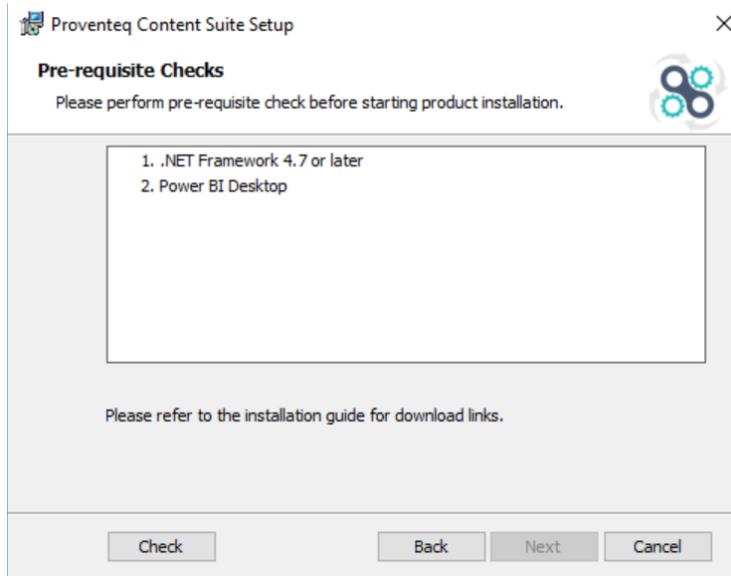This section describes the steps involved during the actual installation of the content suite software.

3.1. New Installation

To begin the installation, log in as the PCS Application Account and

execute Proventeq.MigrationAccelerator.Setup.exe, with *"Run as administrator"* option.

3.2. Welcome Screen
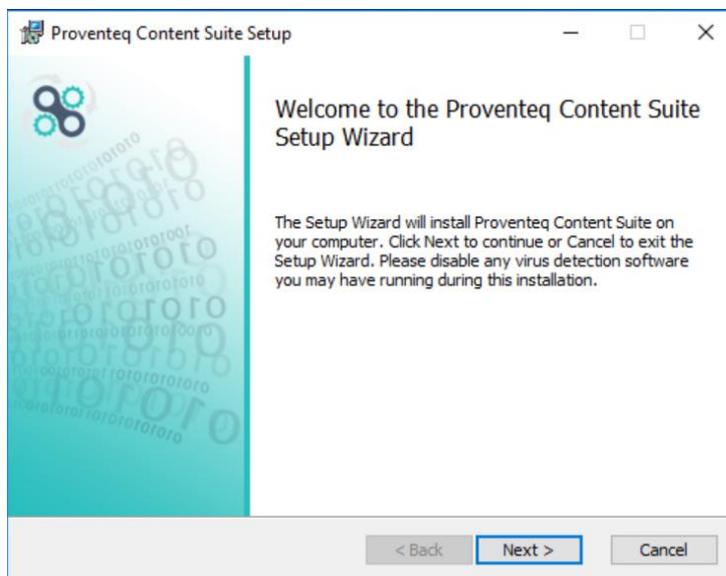
3.3. Pre-requisite Checks

The screen above displays the software pre-requisites, click the Check button to carry out tests to confirm they are installed. After the checks, a screen similar to below will appear. Any software missing will have a red X next to them. If there are any failures review the pre-requisites list shown above and if that does not resolve the issue, follow the steps in the troubleshooting section below.
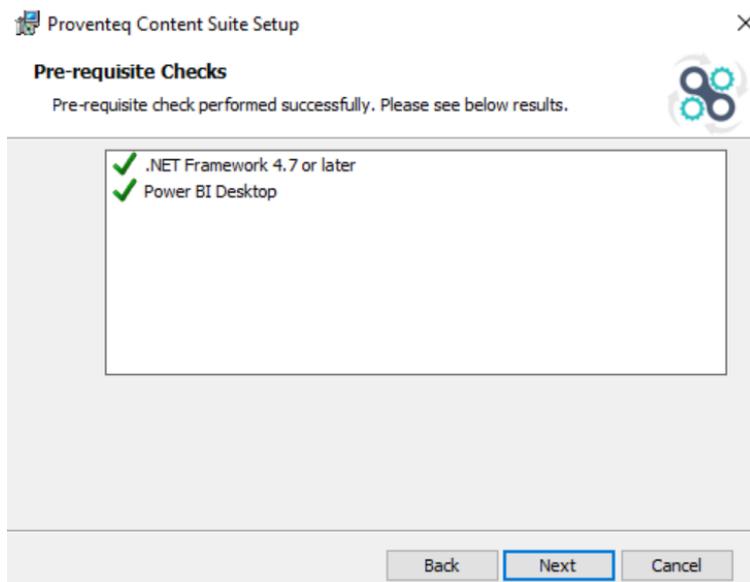
Click on Next button.

3.4. Database Information

PCS requires its own SQL database which will be created during the installation. Specify the SQL server to host the database and the name you wish to use for this database.
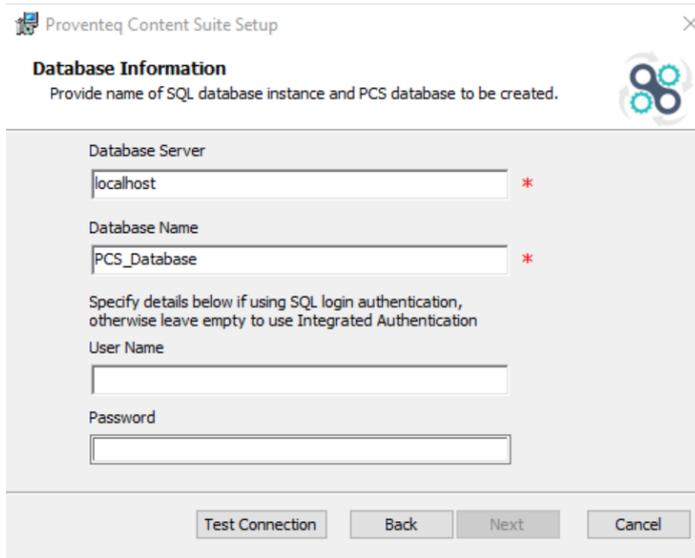
New Installation: -

Enter the SQL Server name and a name you want to give for the PCS Staging Database.

Note: If using SQL Express, the default installation will create an SQL Instance so use a format like localhost\SQLEXPRESS

If using non default ports then syntax is <SQLserver>\<Instance Name>,<Port number>

Upgrade Installation: -

Enter the SQL Server name and the name of the PCS Staging Database that was previously created.

NOTE: Only specify a User Name and Password if you wish to use SQL authentication method. Leave these fields blank to use integrated security. The account logged into will be used to create the database and access it going forwards.
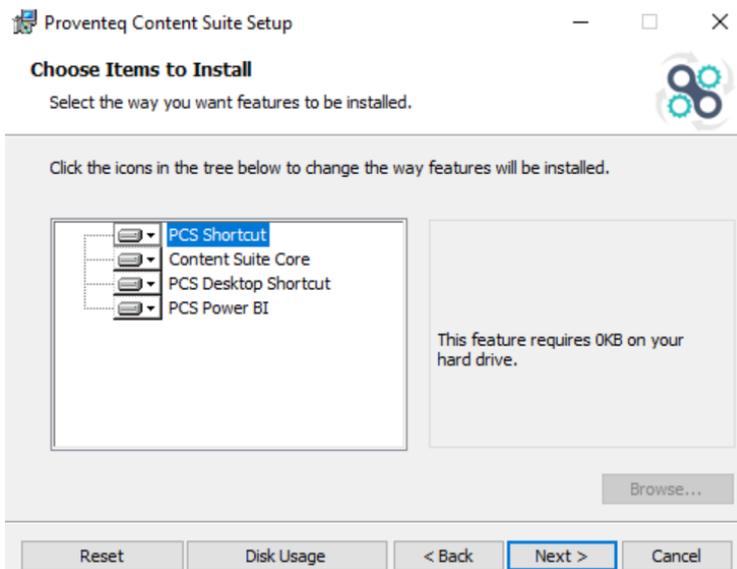
Click on "Test Connection" to verify SQL details and then the screen below will appear.
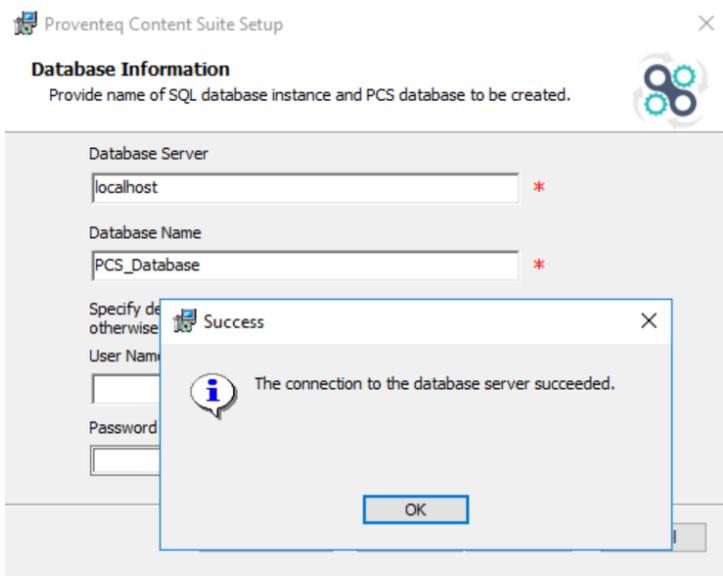
Click on Next button.

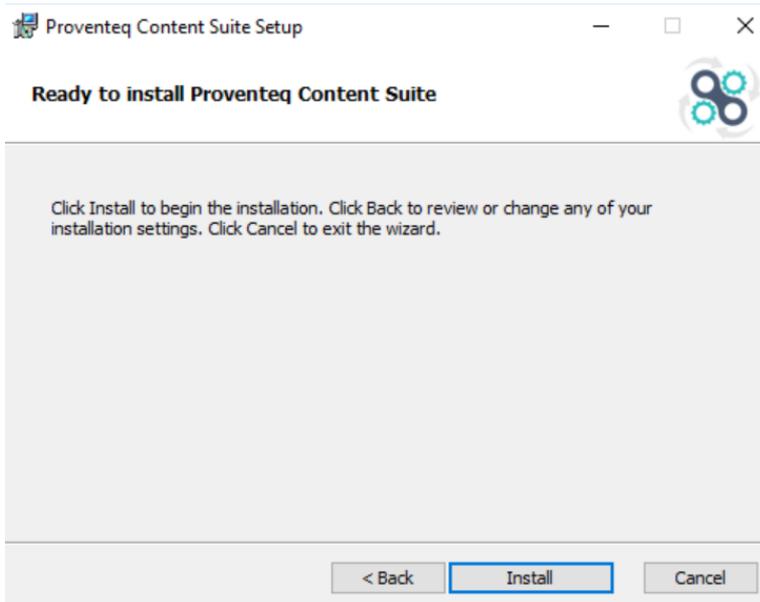## 3.5. Choose Items to Install

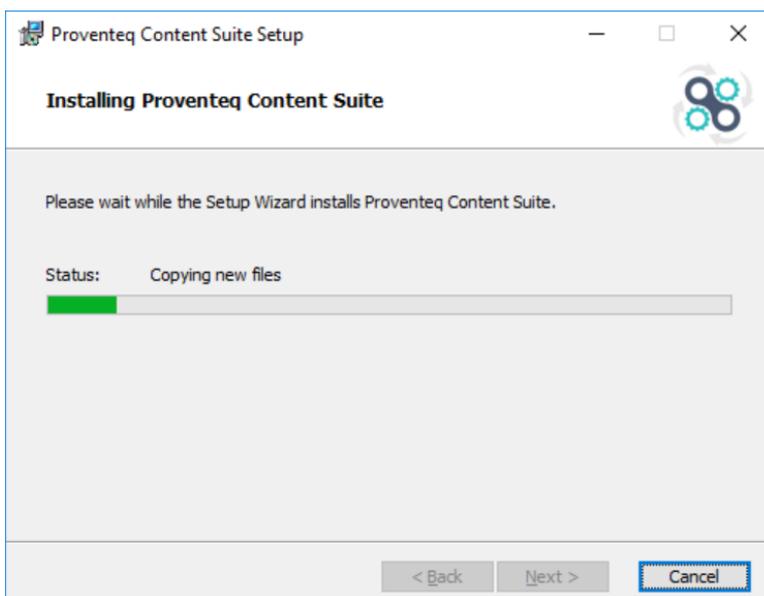Click Next to display the Choose Items to Display screen

If required change location for feature(s) to install by clicking on Browse button, the default is normally fine.

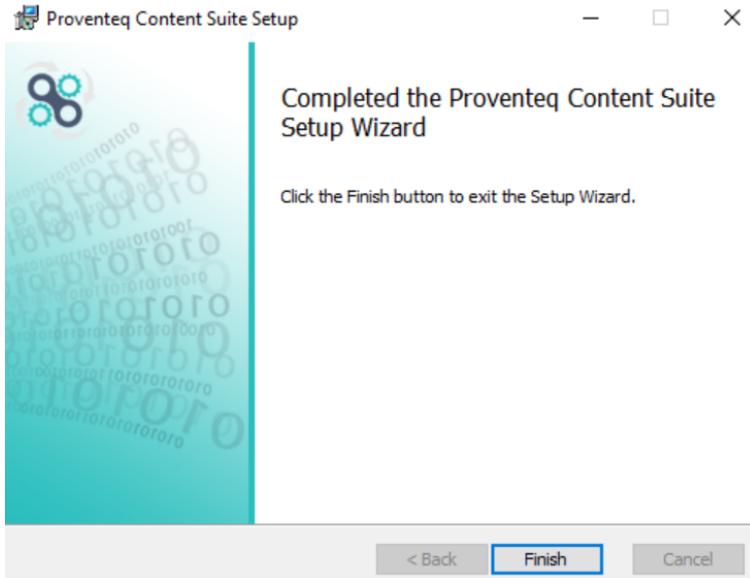## 3.6. Confirm and Complete Installation

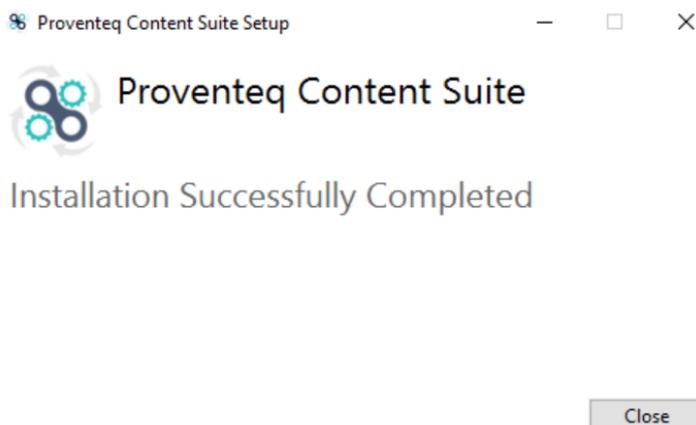Click Next to display the Ready to install Proventeq Content Suite screen

Click on Install to begin installation

On completion of Installation below setup completion screen will be displayed

Click Finish.

Click Close.

This completes the installation process.

3.7. Troubleshooting Installation Problems

During the installation process two diagnostic logs file are created called Proventeq_Migration_Accelerator_*.log in %TEMP% folder and also C:\log.txt . If a failure occurs during installation, review these log file for errors to identify possible cause or send to Proventeq Technical Support for further analysis.

4. LAUNCH APPLICATION

Now, launch the application from **Desktop** by double clicking Proventeq Content Suite icon

OR

Click from **Start -> All Programs -> Proventeq Content Suite -> Proventeq Content Suite**

After starting the application for the first time, you'll be required to activate the license. License activation help can be found in the PMA User Guide.

5. UPGRADE/UNINSTALL THE SOFTWARE

5.1. Upgrade process

The process to upgrade PCS is to first uninstall the existing version before then installing the new release.

IMPORTANT

If changes have been made to any PCS configuration files (i.e. *.exe.config files) then prior to the uninstall, take a backup copy of these *.exe.config files from the PCS installation directory and contact PCS support for advise on whether such changes will need to be reapplied once the software has been upgrade.

5.2. Uninstall Software

To uninstall the Proventeq Content Suite:

1. Close all applications and windows before proceeding.

2. Select **Start -> Control Panel**

3. Click **on "Uninstall a program"** under Programs option**.** Note: If you receive the message stating that you need administrator rights or privileges, log off the computer, then log on again as a user with administrator privileges.

4. Select Proventeq Content Suite

5. Click Change/Remove to start uninstallation process

6. At the prompt, click OK to confirm uninstall.

5.3. Installing upgrade software

Once the previous release has been uninstalled, run the installation procedure as described above and when prompted for database information, specify the name of the PCS database that was created originally.

The following message will be displayed to confirm that the existing database has been found and PCS will then automatically carry out steps to upgrade the database as necessary.
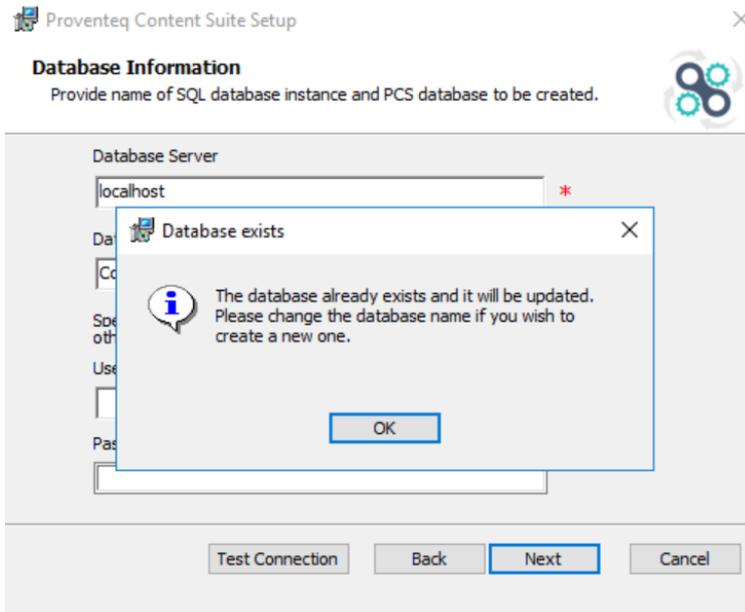
IMPORTANT: If the above message is not displayed then the installation will be treated as a new, clean installation. In that case, exit the installation and find the correct database name and repeat installation process.