

SCANJOUR
workzone
Find
2013

Installation Guide

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Installation Guide for WorkZone Find

This guide contains a step by step description of how you install WorkZone Find 2013 and all the required components.

PREREQUISITES

Before you start the installation, make sure that all the [hardware and software requirements](#) are met and the required user accounts are created.

TARGET AUDIENCE

The intended audience of this installation guide is the technicians who install and configure WorkZone Find 2013.

Prerequisites

In this section you will learn about:

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Checklist for WorkZone Find ScanJour ECM Connector (optional)	8
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Checklist for WorkZone Find Server

Read the requirements listed below for the WorkZone Find server profile.

Hardware requirements

- WorkZone Find server is a physical server.
- The system has 64-bit architecture.
- Minimum 60 GB free space on the C: drive.
- Minimum 16 GB RAM is available.
Note: Up to 32 GB RAM is needed if repository size is more than 4 TB.
- The index is located on a dedicated hard disk (that is, no other application is installed on WorkZone Find server).
Note: WorkZone Find performance depends on the access time of the hard disk. If you have more than 4 TB of content to be scanned, ScanJour recommends a fast RAID setup. If RAID is used, then an HD controller with a battery backup is needed.
- Typically 5-20% of repository size is available on the hard disk (for the index). However, it can grow larger depending on the content of the documents.
For example, if the repository size is 1 GB, then the index size could be up to 200 MB.
- Up to 40% of the index size is available on the hard disk for backup. WorkZone Find backup should be in a separate partition on the server.
- Quad core and 2.5 Ghz or equivalent processor is available.

Software requirements

- Clean installation of operating system (x64-bit editions only): Windows Server 2008 R2 edition or Windows Server 2012.
- Microsoft .NET Framework 4.0 is installed on the server.
- WorkZone Find server is configured as an application server with ASP.NET 4.0 enabled (for Web Search).
- Internet Information Services 7.5 (or higher) is installed.
- IIS Windows Management Instrumentation (WMI) is enabled.
- IIS Windows Authentication is enabled.
- IIS impersonation is enabled.
- IIS Management Scripts and Tools are installed.
- Supported version of ScanJour Object Model (SOM) is installed (for ScanJour ECM connector).
- IIS Management Compatibility service role for Web Server must be installed. This is required for installation of SOM.
- Web Server (IIS) role is added.
 - ASP .NET role service (with all the dependent ones) is added.
 - ASP role service (with all the dependent ones) is added.

- Windows Authentication role service (with all the dependent ones) is added.
- Management Script and Tools role service (with all the dependent ones) is added.
- Microsoft Message Queuing feature is installed with the following components:
 - Message Queuing Server
 - Directory Service Integration.

Note: This is required only if you are going to install WorkZone Find SharePoint Connector.

- Port 9842 is opened in an inbound rule using the TCP protocol (for the NTFS connector).
- Port 9844 is opened in an inbound rule using the TCP protocol (for the SharePoint connector).
- Port 9852 is opened in an inbound rule using the TCP protocol (for the ScanJour ECM connector).
- Port 9810 is opened in an inbound rule using the TCP protocol.
- Microsoft Excel 2007 or 2010 is installed (for importing and exporting the information model or parts of it).
- Oracle 11 client is installed (for the ScanJour ECM connector).

Note: If you choose to install Oracle later, you can start the installer which is located on:

```
C:\Program Files\ScanJour\WorkZone  
Find\Connectors\SJConnectorService
```

Accounts

- The installing user is the local administrator.
- Installer is running with elevated privileges.
- WorkZone Find server is joined in the company domain.
- <WorkZone Find Admin> account is created and added as local administrator on the WorkZone Find server.
- <WorkZone Find Admin> account has "Log on as a service" and "Log on as a batch job" rights on the WorkZone Find server.
- These rights are not overridden by a Group Policy - see section [Checklist for WorkZone Find Admin Rights](#)
- <WorkZone Find Admin> account has a password that never expires.

Checklist for WorkZone Find ModelBuilder

Choosing this profile will install the WorkZone Find ModelBuilder tool on your computer. This is only applicable if you want to install ModelBuilder as a client application on your PC.

Read the requirements listed below.

Software requirements

- Microsoft XP or later is running.
- Microsoft .NET Framework 4.0 is installed.
- Microsoft Excel 2007 or 2010 is installed.

Accounts

- The installing user is the local administrator.
- The installer is running with elevated privileges.

Checklist for WorkZone Find ScanJour ECM Connector (optional)

Choosing this profile will install ScanJour ECM connector on your server. This profile can only be installed if you want to install ScanJour ECM connector on a different server than the WorkZone Find server is installed. It is only applicable if you want to search for the items from the ScanJour ECM solution with WorkZone Find.

Read the requirements listed below. Check the corresponding box if the requirement is fulfilled.

[Hardware requirements](#)

- 500 GB hard disk.
- 4 GB (or more) RAM .

[Software requirements](#)

- Microsoft Windows 2003 x86 or Microsoft Windows Server 2008 R2 is running.
- Microsoft .NET Framework 4.0 is installed.
- Oracle 11 client is installed.
- Port 9852 is opened in an inbound rule using the TCP protocol.
- Supported version of ScanJour Object Model (SOM) is installed.

[Accounts](#)

- The installing user is the local administrator.
- Installer is running with elevated privileges.

Checklist for WorkZone Find EASY ENTERPRISE.x Connector (optional)

Installing WorkZone Find EASY ENTERPRISE.x Connector assumes knowledge of the EASY ENTERPRISE.x archive system to be used, and of EASY DOCUMENTS. Installation and configuration notes to these systems are not part of this documentation; please refer to EASY ENTERPRISE documentation and training courses.

Software requirements

EASY ENTERPRISE.x archive system:

- EASY ENTERPRISE.x Version 3.3 or higher is installed.
- EASY DOCUMENTS Version 3.60 f or higher is installed.

In combination with the EASY ENTERPRISE.x Connector, a shadow database is required for ScanJour WorkZone Find. One of the following database systems is installed for the shadow database:

- Microsoft SQL Server (version 2005 or higher)
- Oracle Database (version 10g or higher)
- MySQL Server (version 5.1 / 5.5 or higher).

Note: ScanJour recommends to install the shadow database on the SQL Server, which also contains the databases for the EASY ENTERPRISE.x archive system.

- EASY ENTERPRISE.x archives is permissioned via LDAP roles.

Notes: Permissions in ScanJour WorkZone Find are checked against LDAP. Permissioning within the archive system without associated LDAP group cannot be mapped.

Only LDAP read permissions are evaluated for the pool. Other permissions, such as CRP or schema permissions, are currently not yet evaluated.

Accounts

- The installing user is the local administrator.
- Installer is running with elevated privileges.

Checklist for WorkZone Find SharePoint Server Add-On (optional)

Choosing this profile will install the SharePoint server add-on. This profile can only be installed in SharePoint server and is only applicable if you want to search for SharePoint items with WorkZone Find.

Read the requirements listed below.

Software requirements

- Microsoft Office SharePoint Server 2007 SP1 (32 or 64 bit version) or SharePoint 2010 (64 bit version).

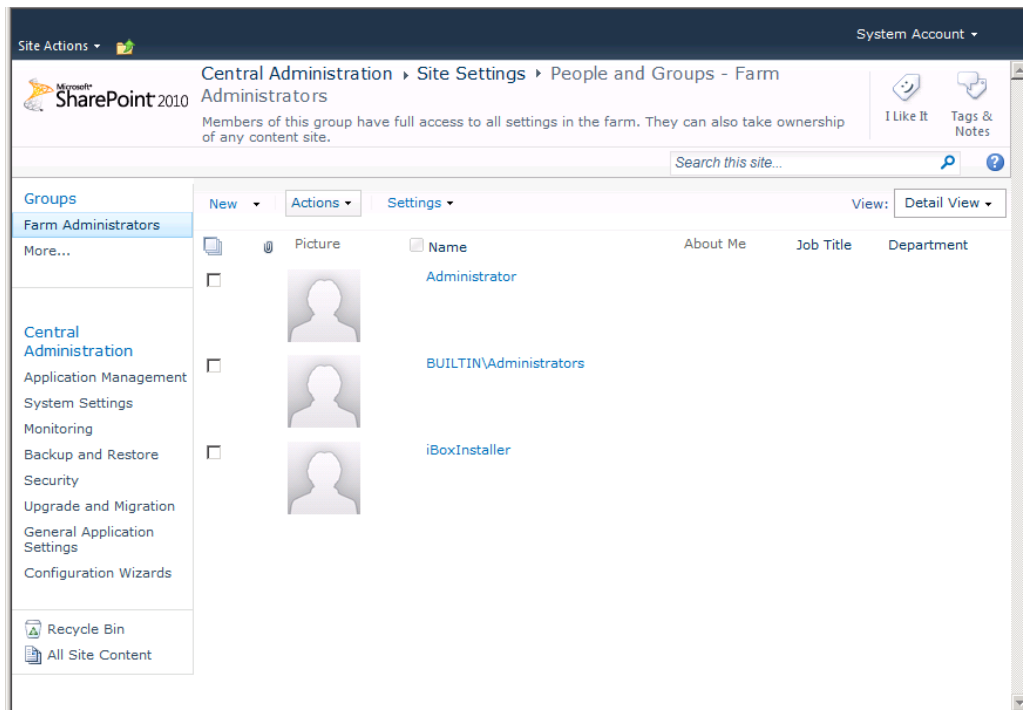
Note: WorkZone Find Search Control can be installed only on SharePoint 2010.

- The Default Web site is created on the server where SharePoint Server is installed. This is necessary to allow the WorkZone Find installation to install its virtual directories.
- Microsoft .NET Framework 3.5 is installed.
- Microsoft .NET Framework 4.0 is installed.
- Internet Information Services 7.5 (or higher) is installed.
- Microsoft Message Queuing feature is installed with the following components
 - Message Queuing Server
 - Directory Service Integration.
- Remote registry service is running.
- Port 3233 is opened in an inbound rule using the TCP protocol.
- Port 9810 is opened in an inbound rule using the TCP protocol.

Accounts

WorkZone Find SharePoint connector supports scanning of multiple SharePoint servers, see section Managing Multiple SharePoint Connectors in the Configuration Guide. For each configured SharePoint server, a user account must exist with full control access rights to the SharePoint server and site document libraries. If the SharePoint application has been installed with a Domain User account, ScanJour recommends that you use the credentials from this user account.

- The installing user is a local administrator.
- The installing user is a farm administrator.

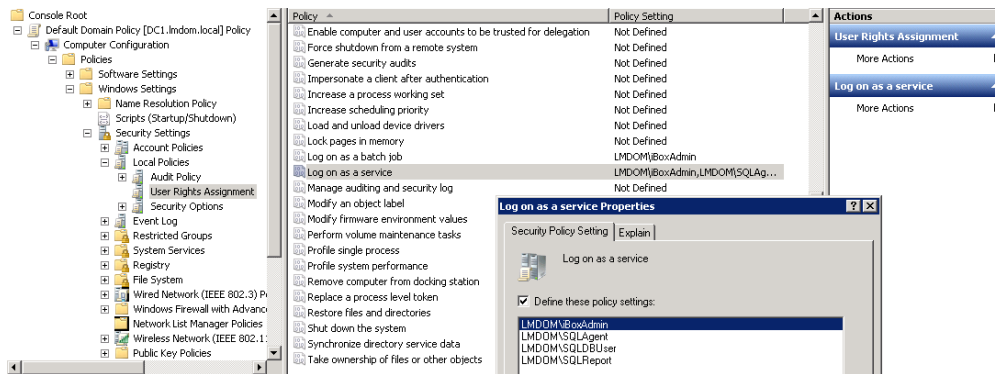


- Installer is running with elevated privileges.
- WorkZone Find Admin is a local administrator.
- WorkZone Find Admin account has a password that never expires.
- WorkZone Find Admin is a farm administrator.
- WorkZone Find Admin has at least read access rights set on all web applications that you are going to include into the scan scope.
- There is no group policy suppressing "Log on as a Service" for WorkZone Find Admin account.
- There is no group policy suppressing "Log on as a Batch Job" for WorkZone Find Admin account.

Checklist for WorkZone Find Admin Rights

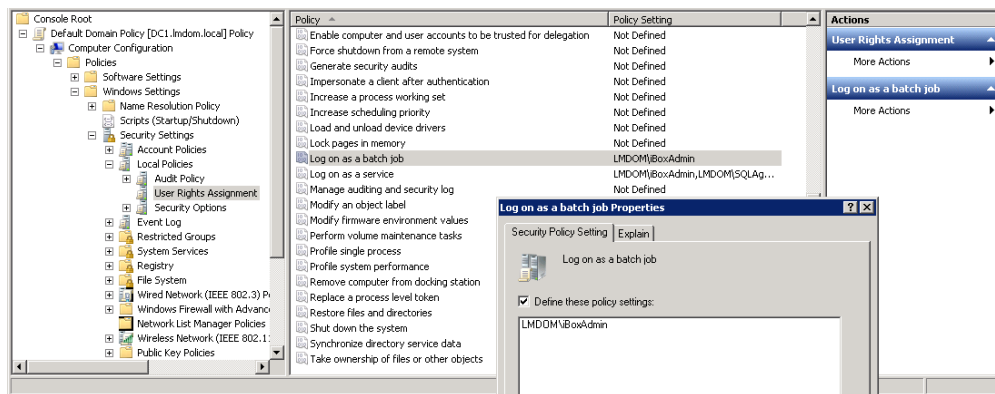
To check the WorkZone Find Admin rights, from the command line run **RSOP.msc**.
[Log on as a service policy](#)

- The **Log on as a service** policy is defined and contains the WorkZone Find Admin user.



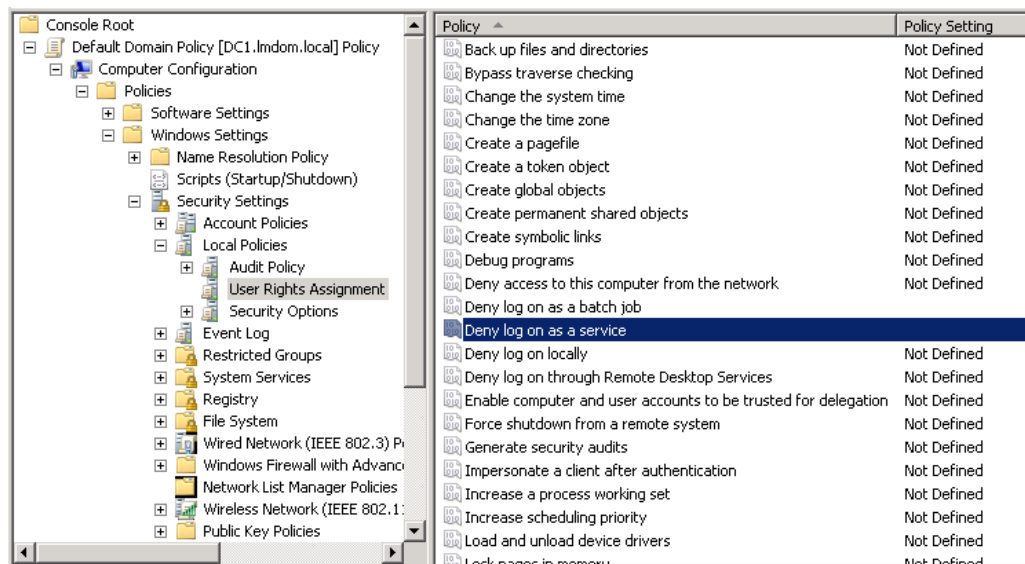
[Log on as a batch job policy](#)

- The **Log on as a batch job** policy is defined and contains the WorkZone Find Admin user.



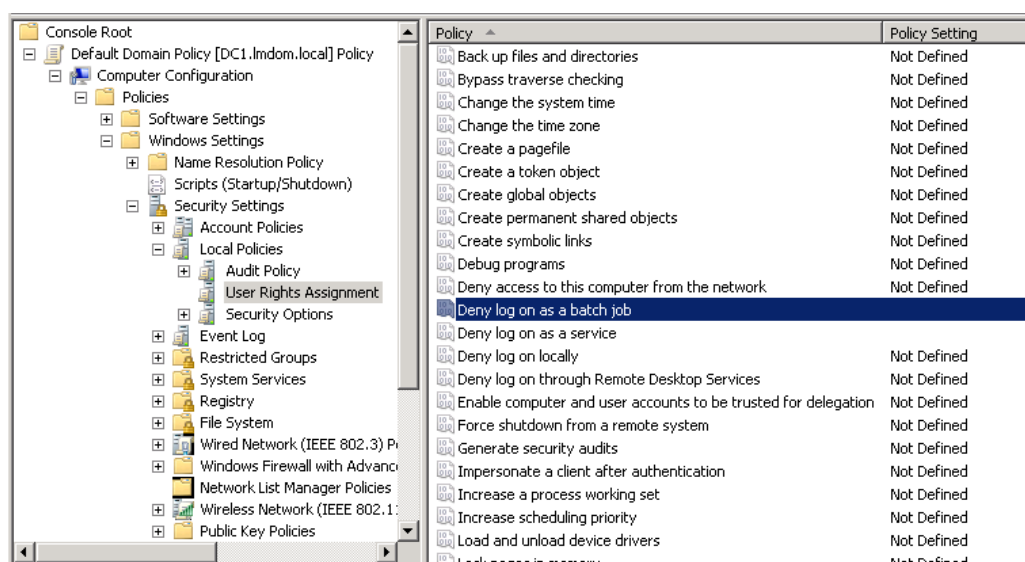
[Deny log on as a service policy](#)

- The **Deny log on as service** policy is defined but does not contain the WorkZone Find Admin user.



Deny log on as a batch job policy

The **Deny log on as batch job policy** is defined but does not contain the WorkZone Find Admin user.



Group Policy

If these conditions are not satisfied, the WorkZone Find index service (and possibly other services that run under the WorkZone Find Admin account) will not be able to start automatically when the machine reboots. The reason for this is that the group policy has removed the Log on as a service right at reboot.

To resolve this issue, the domain administrator should update the source policy, or exclude the WorkZone Find server from the policy.

Recover from deadlock

In some cases a failing service causes the server to reboot. This leads to a deadlock since the service will continue failing as long as WorkZone Find Admin does not have log on as service

rights.

To recover from this, boot up in safe mode and disable the failing service from the command line, for example:

```
C:\>sc config iBox index service start= disabled.
```

Note: The Log on as a batch job rights are used by COM+ FreeTextExtractors. If this permission is revoked by a group security policy, the NTFS and SharePoint connectors will be unable to extract free text.

Before you begin

Before proceeding with the installation, make sure that all the requirements listed in the [Prerequisites](#) section are met.

Before you start installing WorkZone Find, you should install the required iFilters. See section [Managing iFilters](#) to check the list of iFilters that are part of standard WorkZone Find and get more information on their installation.

Check your system type.

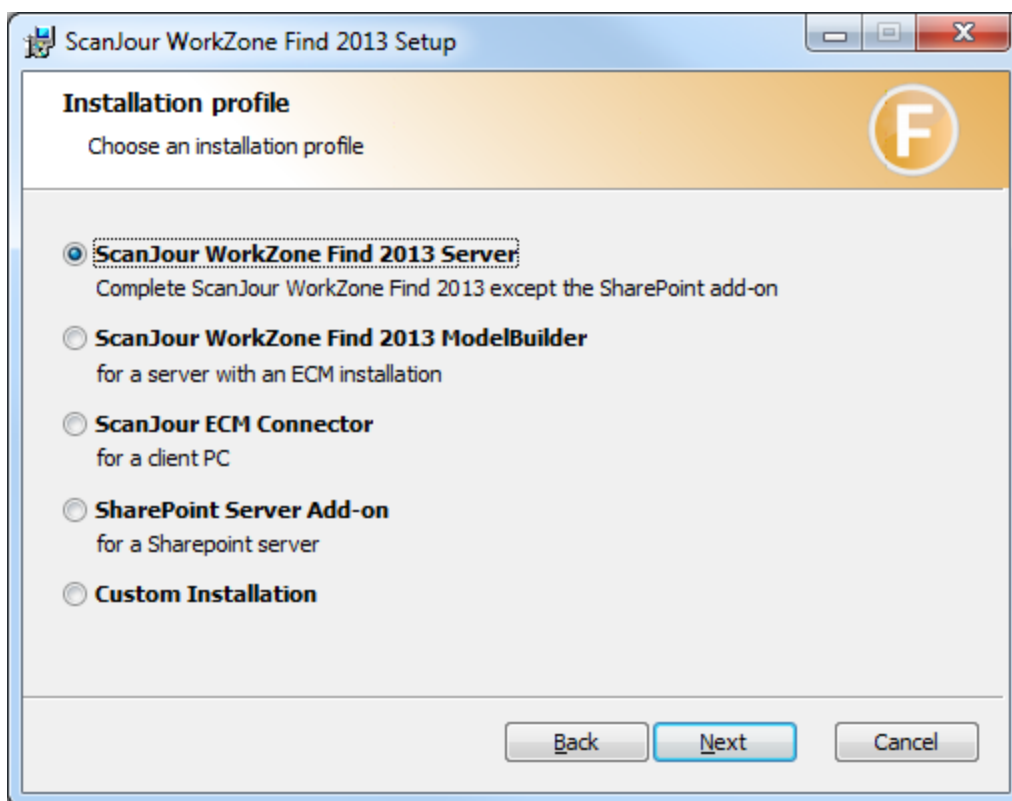
If you have [64 bit operating system](#), select the ScanJour WorkZone Find x64.msi file.

If you have [32 bit operating system](#), select the ScanJour WorkZone Find x86.msi file.

Performing installation on 64 bit workstation

Log in as the WorkZone Find administrator. Install the iFilters and after this run the ScanJour WorkZone Find x64.msi file to start the WorkZone Find installation process. Follow the steps below:

1. On the **Welcome to the WorkZone Find Setup Wizard** page, click **Next**.
2. Read the terms of the License Agreement and select the **I accept the terms in the License Agreement** check box if you accept them. Click **Next**.
3. On the Destination folder page specify the location to which WorkZone Find should be installed. You can install WorkZone Find to the default folder or click **Browse** and select the location. Click **Next**.
4. On the **Installation profile** page, select the required installation profile:
 - ScanJourWorkZone Find Server
 - ScanJourWorkZone FindModelBuilder
 - ScanJour ECM Connector
 - SharePoint Server Add-on
 - Custom Installation



5. Click **Next**. Further steps depend on the selected profile.

Installing WorkZone Find Server

The WorkZone Find server is the core component. It contains the index storage and enables you to perform custom search according to the specified search criteria.

Make sure that the requirements listed in the [Checklist for WorkZone Find Server](#) section are met.

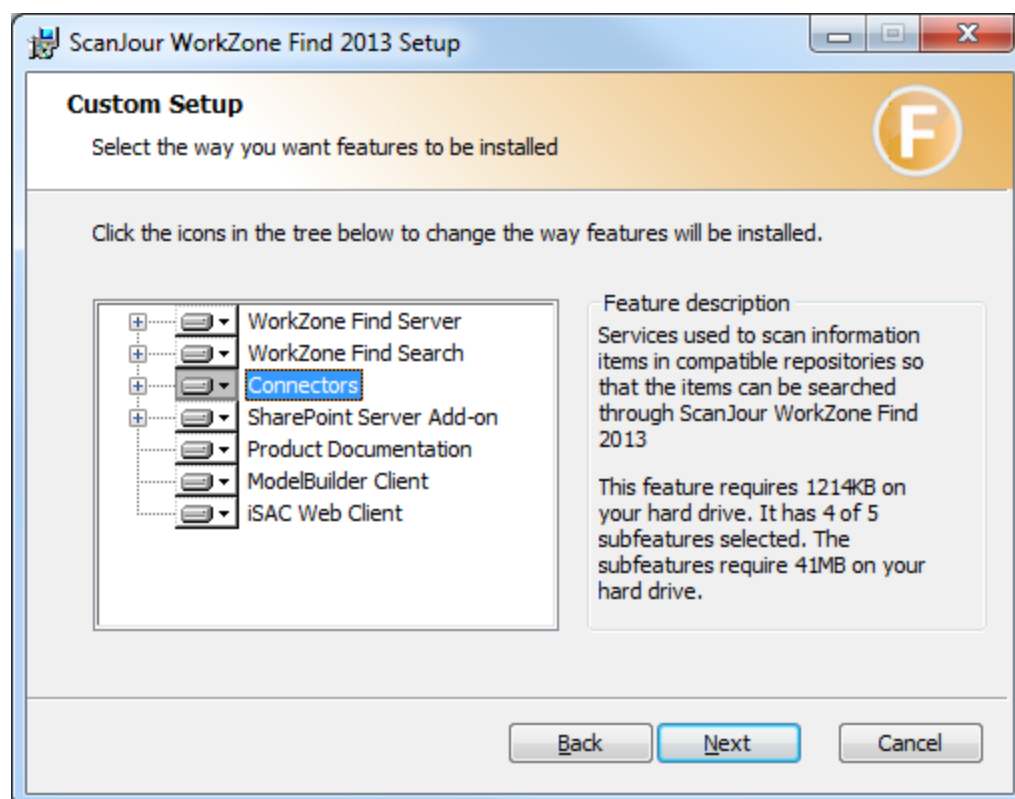
Before proceeding with WorkZone Find server installation, make sure that the Volume Shadow Copy property is disabled. In other case WorkZone Find index can be corrupted.

How to disable the Volume Shadow Copy property

1. Right-click the disk on which you are going to install WorkZone Find server and then click **Properties**.
2. In the **Local Disk Properties** window, click the **Shadow Copies** tab. The value in the Next Run Time column must be Disabled. Otherwise disable it.
3. Click **Control Panel > Administrative Tools > Services**. Make sure that the Volume Shadow Copy service is not started. Otherwise stop it.

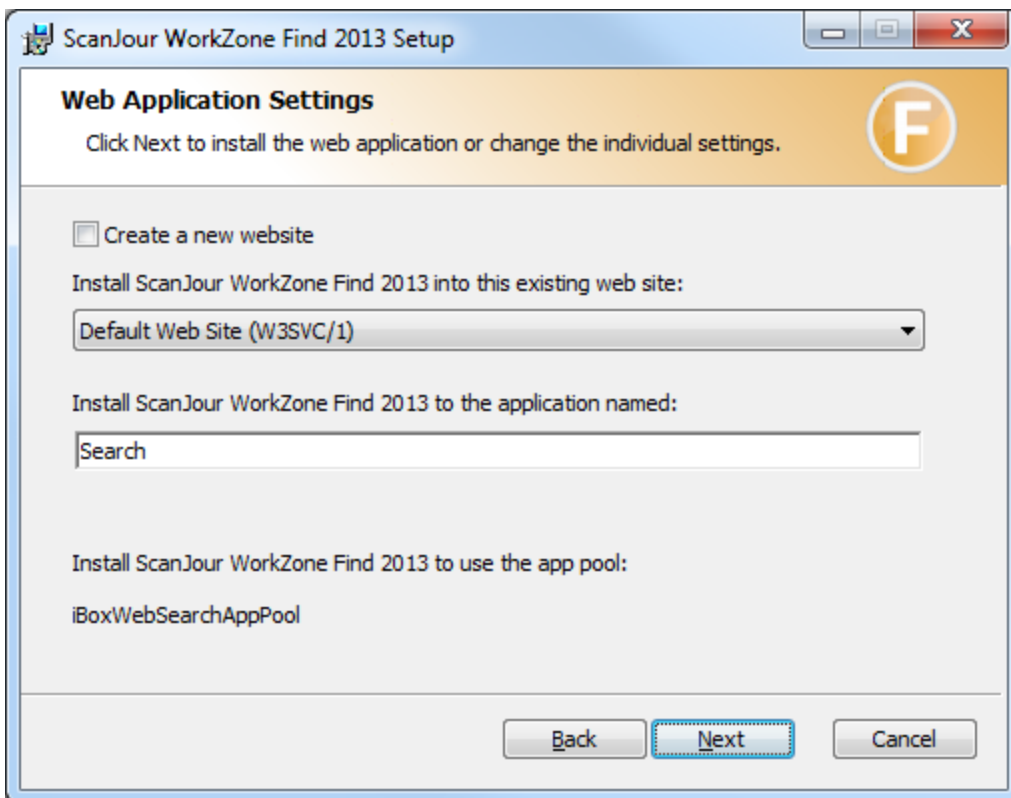
To install the WorkZone Find server, perform the following steps:

1. On the **Installation profile** page, check the components to be installed. Click **Next**.



2. Check if the connectors you want to install are selected.
3. On the **Web Application Settings** page, select the IIS web site for WorkZone Find to be installed from the Install WorkZone Find into the web site drop-down list. Specify the application name or leave the default one. Click **Next**.

Note: If you want to create a new web site, select the **Create a new web site** check box and specify the required parameters.



4. Specify the required settings for Web Tagging Client and click **Next**.
5. Specify the required settings for ModelService and click **Next**.
6. On the **Ready to install WorkZone Find page**, click **Install**.
7. When the installation is complete, you can perform initial configuration. Refer to the section Configuring Initial Settings in the Configuration Guide.

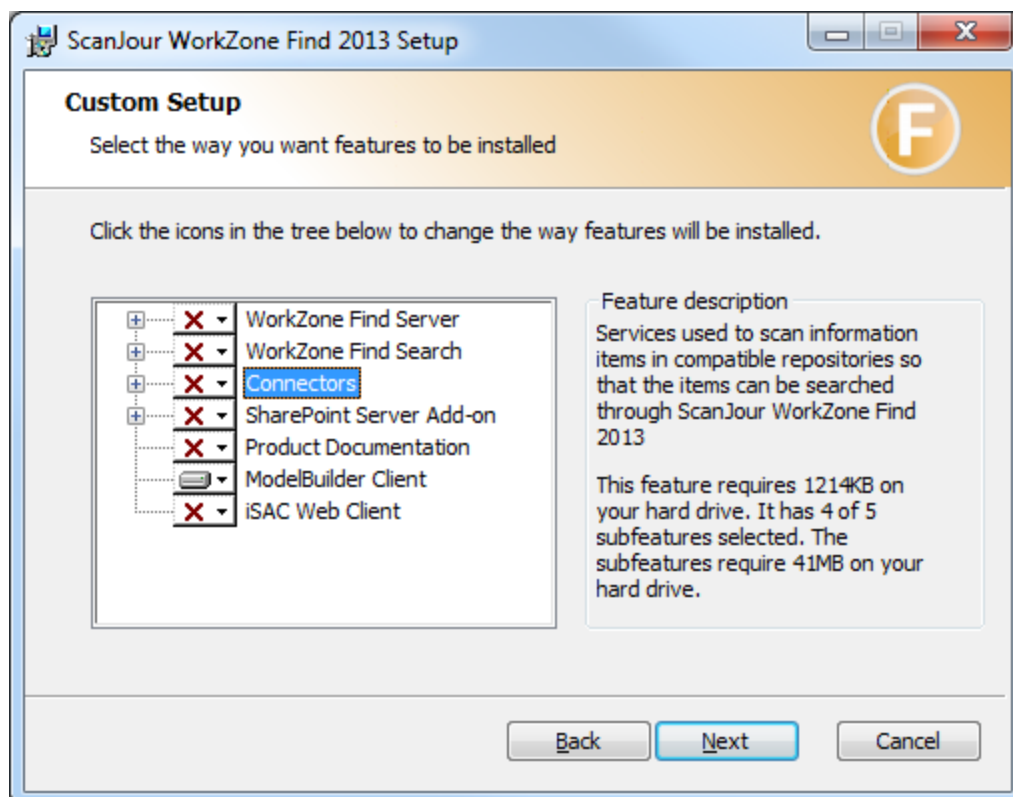
Installing WorkZone Find Model Builder

WorkZone Find Model Builder is the tool for structuring and managing the information model. Make sure that the requirements listed in the [Checklist for WorkZone Find ModelBuilder](#) are met.

To install WorkZone Find ModelBuilder, perform the following steps:

1. On the **Installation profile** page, select **WorkZone Find ModelBuilder**.
2. On the **Custom setup** page, check the components to be installed. Click **Next**.

Note: By default all the necessary components are selected. ScanJour recommends proceeding with them.



3. On the **Prerequisites** page, check the list of prerequisites. If some of them are missing, you have to install or configure them first, and after this proceed with the installation. If all the required prerequisites are available, click **Next**.
4. On the **Ready to install WorkZone Find** page, click **Install**.

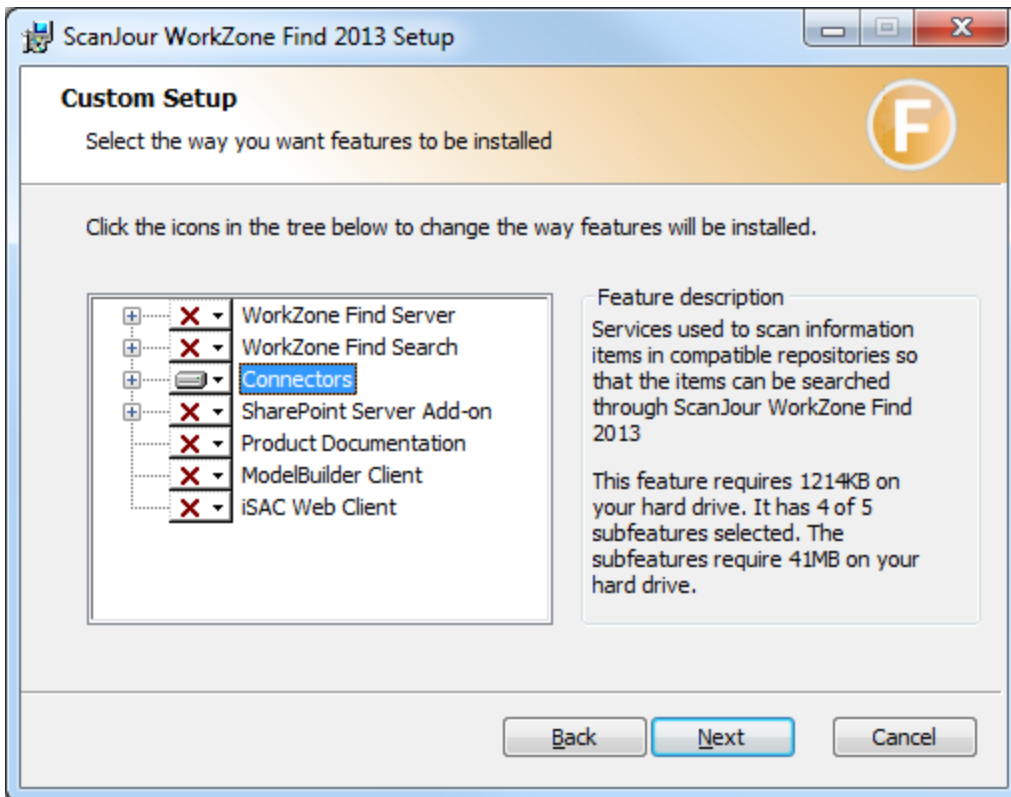
Installing WorkZone Find ScanJour ECM Connector

ScanJour ECM Connector is designed for retrieving data from ScanJour WorkZone Content Server, ScanJour Captia, and ScanJour Version G.

Make sure that the requirements listed in the [Checklist for WorkZone Find ScanJour ECM Connector \(optional\)](#) are met.

To install the ScanJour ECM Connector, perform the following steps:

1. On the **Installation profile** page, select **ScanJour WorkZone Find Server**.
2. On the **Custom setup** page, check the components to be installed. Click **Next**.



3. On the **Prerequisites** page, check the list of prerequisites. If some of them are missing, you have to install or configure them first, and after this proceed with the installation. If all the required prerequisites are available, click **Next**.
4. On the **Ready to install WorkZone Find** page, click **Install**.

Installing WorkZone Find SharePoint Server Add-on

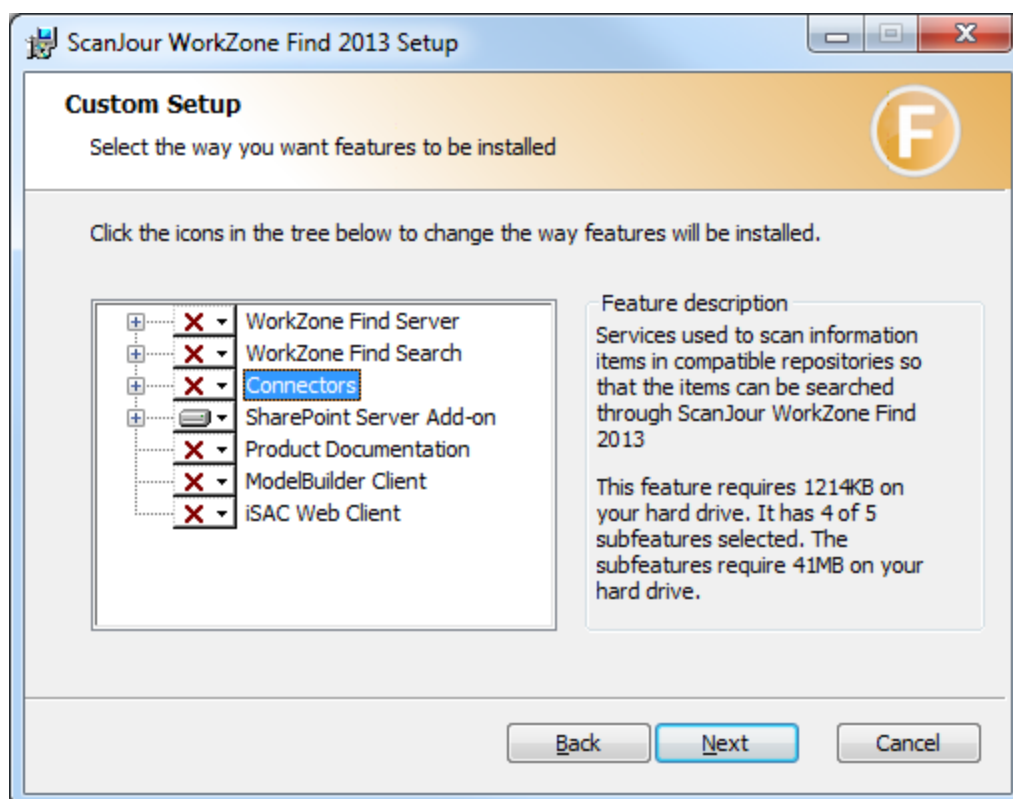
SharePoint Add-on is designed for retrieving data from SharePoint.

Make sure that the requirements listed in the [Checklist for WorkZone Find SharePoint Server Add-On \(optional\)](#) are met.

To install the SharePoint Server Add-on, perform the following steps:

1. On the **Installation profile** page, select **SharePoint Server Add-on**. Click **Next**.
2. On the **Custom setup** page, check the components to be installed. Click **Next**.

Note: By default all the necessary components are selected. ScanJour recommends proceeding with them.

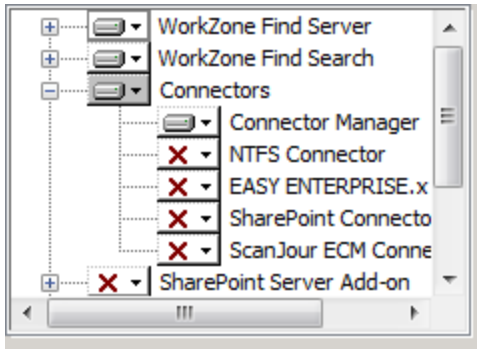


3. On the **Prerequisites** page, check the list of the prerequisites. If some of them are missing, you have to install or configure them first, and after this proceed with the installation.
If all the required prerequisites are available, click **Next**.
4. On the **WorkZone Find Setup** page, select web application for **SharePoint Solution** deployment. Click **Next**.
5. On the **Ready to install WorkZone Find** page, click **Install**.

Installing WorkZone Find EASY ENTERPRISE.x Connector

WorkZone Find EASY ENTERPRISE.x Connector is designed for retrieving data from EASY ENTERPRISE.x. To install the WorkZone Find EASY ENTERPRISE.x Connector, please refer to [Performing installation on 64 bit workstation Installing WorkZone Find Server](#)

Note: WorkZone Find EASY ENTERPRISE.x Connector is deselected per default.



Integrating the EASY ENTERPRISE.x Connector

1. Replace the service account **WorkZone Find EASY ENTERPRISE.x Connector Service** from Local System with an LDAP account with access to the corresponding archives and launch permissions for services on the ScanJour WorkZone Find Server.
2. Set the services to **Start automatically (Delayed)**. The "primary service" is WorkZone Find Index Service.

Performing custom installation

The Custom Setup profile enables you to select the components which you want to install. It includes the following components:

WorkZone Find Server

Note: When you choose to install the WorkZone Find Server component, the **Index service** will be installed by default.

The **WorkZone Find Server** profile includes the following components:

- **WorkZone Find Utilities** - WorkZone Find testing and debugging tools.
- **WorkZone Find Console** - an utility for running the WorkZone Find scripts and automated tests.
- **AutoTerm Service** - a service which creates and maintains model terms based on the information items in WorkZone Find.
- **AD ODBC Manager** - a tool for managing AD and ODBC connectors.
- **AD Connector** - a connector which integrates WorkZone Find with AD. Reads user and group memberships.
- **ODBC Connector** - a connector which generates or tests task updates terms in the WorkZone Find information model based on input from an ODBC dataset (for example, a Microsoft Excel document, a SQL view and so on, that has been made available via ODBC).

WorkZone Find

WorkZone Find is a web user interface for performing content or context search.

Note: When you choose to install this component, the **Settings Editor** components will be installed by default.

- **Model Service** - a service which is used to access WorkZone Find taxonomy classification terms.
- **ModelBuilder Webservice** - a web service that can be used by the remote ModelBuilder clients. When this service is installed, the remote installations of ModelBuilder can use it to access the index data.

Connectors

Connectors are the services used to scan the information items in compatible repositories so that the items can be searched through WorkZone Find.

Note: When you choose to install this component, the Settings Editor components will be installed by default.

- **Connector Manager** - a tool for managing the WorkZone Find connectors.
- **NTFS Connector** - a connector which keeps track of all files and folders on the WorkZone Find file shares within the NTFS repository. It ensures that all modified, moved, copied, and deleted items are always reflected correctly with their corresponding tags in WorkZone Find.
- **SharePoint Connector** - a connector which keeps track of all files, folders, SharePoint List items, Lists, Document Libraries and Sites within the Microsoft Office SharePoint

Server (MOSS) 2007 and SharePoint 2010 repositories. It ensures that modified, moved, and deleted items are always reflected correctly with their corresponding tags in WorkZone Find.

- **ScanJour ECM Connector** - A connector which scans the information items from ScanJour databases.
- **EASY ENTERPRISE.x Connector** - A connector which scans the information items from EASY ENTERPRISE.x archives.

SharePoint Server Add-on

- **SharePoint Server Add-on** - the add-on which is used by the SharePoint connector to retrieve the data from SharePoint. It must be installed on the SharePoint server (s).
- **Search Control Webpart** - a SharePoint web part which can be embedded into a SharePoint page so that the search can be performed from SharePoint.

Product Documentation


A set of documents describing product functionalities and explaining how to use different components of the product.

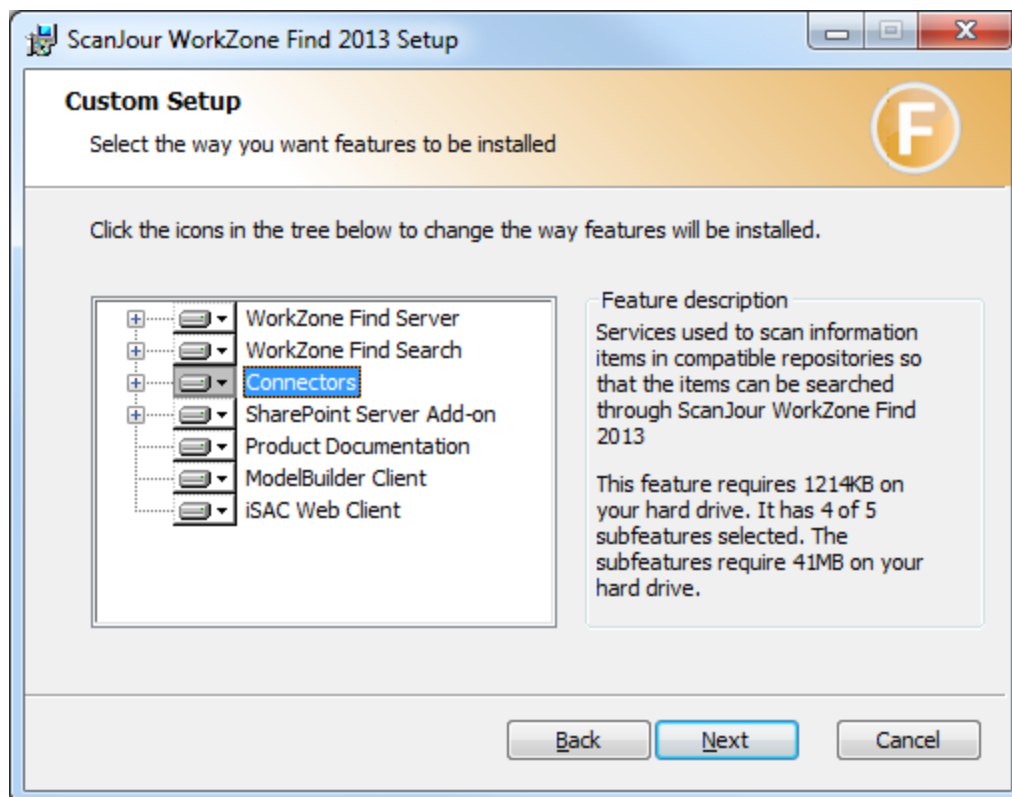
ModelBuilder Client

A tool for creating and managing the corporate information model.

Note: When you choose to install this profile, the Settings Editor component will be installed by default.

To perform custom installation, complete the following steps:

1. On the **Installation profile** page, select **Custom Installation**. Click **Next**.
2. On the **Custom setup** page, check the components to be installed. By default, all the components are selected. If you do not want to install the component, click the  icon and select **Entire feature will be unavailable**. After you selected the components to be installed, click **Next**.



3. On the **Web Application Settings** page, select the IIS web site for WorkZone Find to be installed from the Install WorkZone Find into the web site drop-down list. Specify the application name or leave the default one.

Note: If you want to create a new web site, select the **Create a new web site** check box and specify the required parameters. Click **Next**.

4. Specify the required settings for ModelService and click **Next**.
5. On the **SharePoint deployment settings** page select the web application for SharePoint solution deployment from the drop-down list:
 - SharePoint – 80
 - SharePoint Central Administration

6. On the **Prerequisites** page check the list of prerequisites. If some of them are missing, install or configure them first, and after this proceed with the installation. If all the required prerequisites are available, click **Next**.

7. On the **Ready to install WorkZone Find** page, click **Install**.

Note: If the wizard ends up prematurely, check the log files. To do this, from the command line run `msiexec /lv*x c:\log.txt /i "C:\install\ScanJour WorkZone Find x64.msi"`.

Performing installation on 32 bit workstation

Log in as the WorkZone Find administrator. Install the iFilters and after this run the ScanJour WorkZone Find x86.msi file to start the WorkZone Find installation process. Follow the steps below:

1. On the **Welcome to the WorkZone Find Setup Wizard** page, click **Next**.
2. Read the terms of the License Agreement and select the **I accept the terms in the License Agreement** check box if you accept them. Click **Next**.
3. On the **Destination folder** page, specify the location to which WorkZone Find should be installed. You can install WorkZone Find to the default folder or click **Browse** and select the location.
4. On the **Installation profile** page, select the required installation profile:
 - [WorkZone Find ModelBuilder](#)
 - [ScanJour ECM Connector](#)
 - [Custom Installation](#)
5. Select the required profile and click **Next**. Further steps depend on the selected profile.

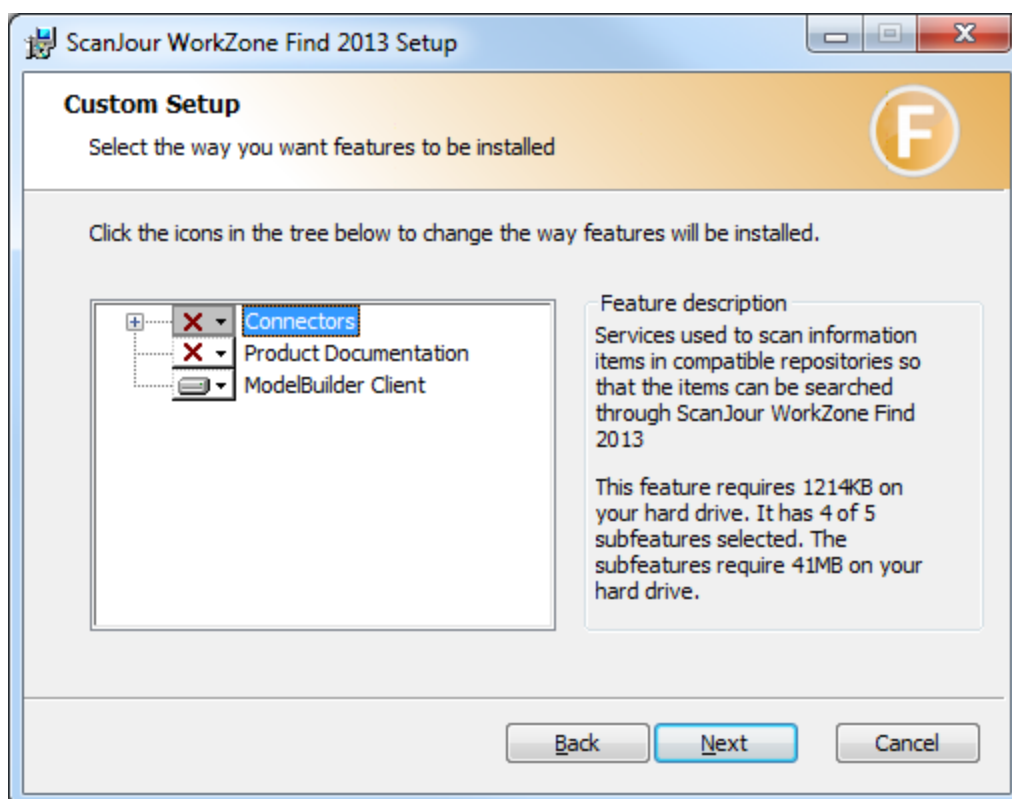
Installing WorkZone Find ModelBuilder

WorkZone Find ModelBuilder is the tool for structuring and managing the information model. Make sure that the requirements listed in the [Checklist for WorkZone Find ModelBuilder](#) are met.

To install the WorkZone Find ModelBuilder, perform the following steps:

1. On the **Installation profile** page, select **WorkZone Find ModelBuilder**.
2. On the **Custom setup** page, check the components to be installed. Click **Next**.

Note: By default all the necessary components are selected. ScanJour recommends proceeding with them.



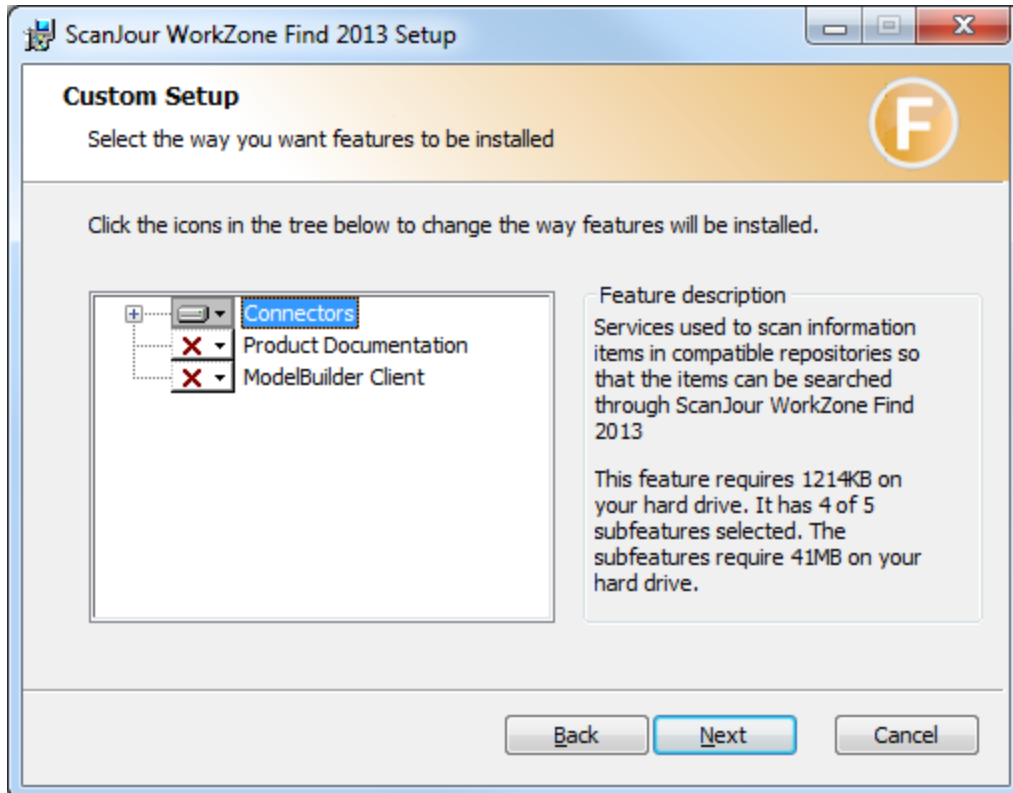
3. On the **Prerequisites** page, check the list of prerequisites. If some of them are missing, you have to install or configure them first, and after this proceed with the installation.
4. If all the required prerequisites are available, click **Next**.
5. On the **Ready to install WorkZone Find** page, click **Install**.

Installing WorkZone Find ScanJour ECM Connector

ScanJour ECM Connector is designed for retrieving data from ScanJour WorkZone Content Server, ScanJour Captia, and ScanJour Version G. Make sure that the requirements listed in the [Checklist for WorkZone Find ScanJour ECM Connector \(optional\)](#) are met.

To install the ScanJour ECM connector, perform the following steps:

1. On the **Installation profile** page, select **ScanJour ScanJour ECM Connector**.
2. On the **Custom setup** page, check the components to be installed. Click **Next**.



3. On the **Prerequisites** page, check the list of prerequisites. If some of them are missing, you have to install or configure them first, and after this proceed with the installation. If all the required prerequisites are available, click **Next**.
4. On the **Ready to install WorkZone Find** page, click **Install**.

Performing custom installation

The Custom Setup profile enables you to select the components which you want to be installed. The Custom Installation profile includes the following components:

Connectors

Services used to scan the information items in compatible repositories so that the items can be searched through **WorkZone Find**.

Note: When you choose to install this profile, the Setting Editor components will be installed by default.

ScanJour ECM Connector - A connector which scans information items from the ScanJour databases.

Product Documentation

A set of documents describing product functionalities and explaining how to use different components of the product.

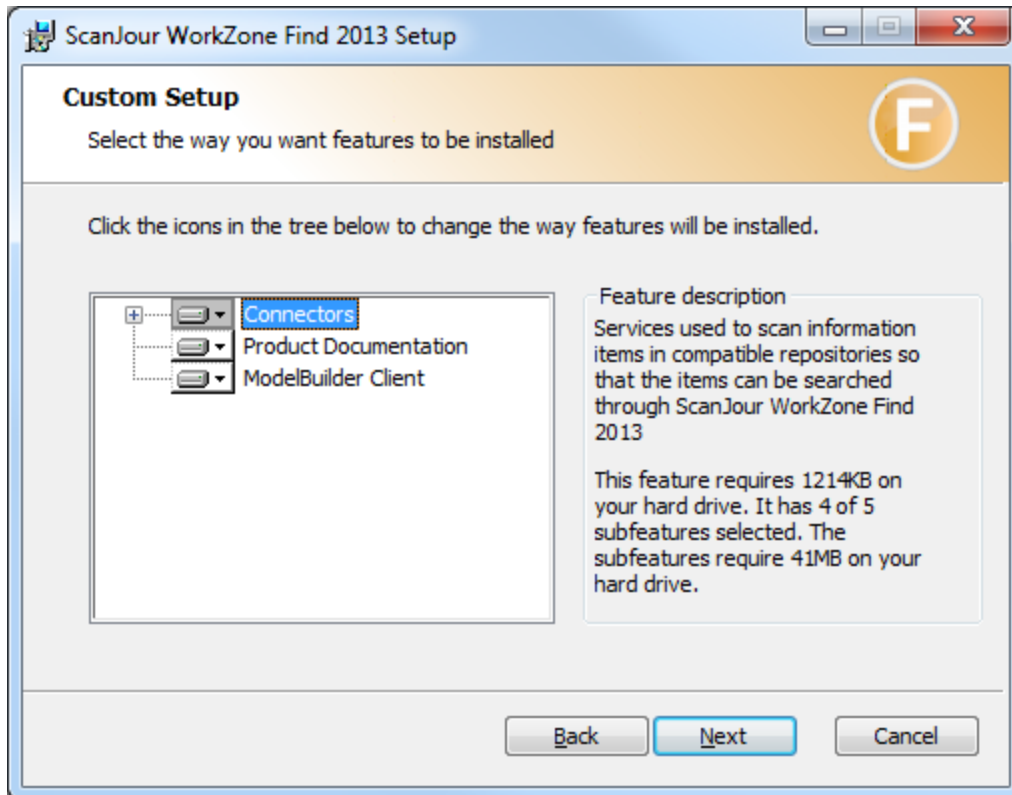
ModelBuilder Client

A tool for structuring and managing the corporate information model.

Note: When you choose to install this profile, the Setting Editor component will be installed by default.

To perform custom installation, complete the following steps:

1. On the **Installation profile** page, select **Custom Installation**.
2. On the **Custom setup** page, check the components to be installed. By default, all the components are selected. If you do not want to install the component, click the icon and select **Entire feature will be unavailable**. After you have selected the components to be installed, click **Next**.



3. On the **Prerequisites** page, check the list of prerequisites. If some of them are missing, you have to install or configure them first, and after this proceed with the installation. If all the required prerequisites are available, click **Next**.
4. On the **Ready to install WorkZone Find** page, click **Install**.

Upgrading WorkZone Find

This section describes the procedure of upgrade to WorkZone Find 2013 from any minor version of WorkZone Find.

During this procedure the WorkZone Find 2013 installer checks for the compatible settings file (from any minor version of WorkZone Find 5.2), and upgrades it, so that all the connector configurations are available in the new installation.

The index will also be used. All the auto tagging rules, auto term rules in WorkZone Find ModelBuilder will still be intact.

Notes:

- If the auto tagging and auto term locations are no longer valid in the new installation, you will need change them manually.
- Make sure that the `resumepoints.xml` file located on `C:\ProgramData\iBox\ucf` does not exist or is empty. In other case, delete it.
- You have to perform these steps on all the machines where the WorkZone Find components (SharePoint and ScanJour ECM connectors) are installed.

To perform the upgrade from any minor versions of WorkZone Find 5.2 to WorkZone Find 2013, perform the following steps:

1. Close all the WorkZone Find applications running on the WorkZone Find server.
2. Stop all the WorkZone Find related services.
3. Back up your current installation by copying the files from the `C:\ProgramData\iBox` folder to a backup location.
4. Uninstall all the programs related to WorkZone Find. After this, restart the machine.
5. Start the command window as administrator. Start the required WorkZone Find 2013 installer. For example, type: `msiexec /i "C:\ScanJour WorkZone Find x64.msi"`
6. The installer checks the available pre-requisites and if all the required pre-requisites are met, the installation starts. Refer to the [Prerequisites](#) section to check the list of prerequisites required for the selected profile. The installer checks if the compatible settings file is available on the server.
7. When the installation is completed, configure the installed profile. To start configuration, leave the Start configuration checkbox selected and click Finish. ScanJour recommends performing the configuration right after the installation. You can also start the Configuration wizard in the following way: click **Start > All programs > ScanJour WorkZone Find > WorkZone Find Configuration Wizard**.
8. Ensure that the value of the **AllowReadAndWrite** property is **False** in the `settings.xml` file. By default this property is not present in the file. Add it to the file.

[How to add a property to the file.](#)

1. Open **Index Manager**.
2. Click **File > Index Manager Settings**.

3. In the **WorkZone Find Index Manager** window select the **All users option** button and select **IndexSettingsC** from the drop down list.
 4. Change any value and then change it back to its original value.
 5. Click **Apply**. The **AllowReadAndWrite** property will be available in the file.
 6. Open the settings.xml file, and ensure that the `AllowReadAndWrite` setting is false (that is `<AllowReadAndWrite>>false</AllowReadAndWrite>`).
9. Configure the settings for ScanJour ECM Connector if it is installed.

How to configure ScanJour ECM Connector settings

1. Open **Connector Manager**.
 2. Click **ScanJour ECM Connector**.
 3. Under **Configuration**, select **InformationProvider** from the drop down list.
 4. Change the value of the **RestartSOM** setting to **True**.
 5. Change the value of the **FreetextExtractionMethod** setting as follows:
 - for ScanJour Version G select **VersionGOracle**.
 - for Captia, select **Captia**.
 3. Click **Save**.
10. ScanJour recommends that you make sure that your old index is reused by your new WorkZone Find 2013.

How to check index reusage

1. Open WorkZone Find Index Manager.
2. Perform a search which should return iBlocks.
3. The returned iBlocks come from the previous WorkZone Find version since you have not performed scanning yet.

Managing WorkZone Find triggers when upgrading ScanJour ECM database

When you upgrade ScanJour ECM (ScanJour Version G, ScanJour Captia, or ScanJour WorkZone Content Server) database, it is required to configure your WorkZone Find installation.

Perform the following steps:

1. Make sure that the users have no access to ScanJour ECM database at the moment. In other case, all the changes made during the upgrade will not be applied.
2. Start **WorkZone Find Connector Manager** and select **ScanJour ECMConnector**. Under **Configuration**, select **InformationProvider** from the drop-down list. Under **ScanJour settings**, set the **EventHandler** setting to **False**. Click **Save**.
3. On the server, where the Scanjour ECM Connector service is running, set **Startuptype** for the Scanjour ECM Connector service to **Manual** and stop the Scanjour ECM Connector service.
4. Remove all WorkZone Find tables and triggers in the ScanJour ECM database. To do this, on a machine with SQLplus access to the ScanJour ECM database, execute the **removeiBox.sql** script. It is located on `C:\Program Files\ScanJour\WorkZone Find\Connectors\SJConnectorService\SQL`

Example:

```
...\SJConnectorService\SQL>sqlplus sjsysadm/sjsysadm@database @removeiBox.sql
```

For ScanJour Version G

In some installations, the archive is located on different database instance from the rest of the database objects used by ScanJour Version G. Therefore this script must be run separately.

On a machine with SQLplus access to the Version G database, execute the **archiveRemoveVersionG.sql** script. It is located on:

```
C:\Program Files\ScanJour\WorkZone Find\Connectors\SJConnectorService\SQL
```

Example:

```
...\SJConnectorService\SQL>sqlplus sjsysadm/sjsysadm@database @archiveRemoveVersionG.sql
```

5. Perform the upgrade of the ScanJour ECM database.

Note: If **ScanJour ECM Connector** is installed on different machine, you should upgrade SOM of this machine to the same version of SOM installed on the ScanJour database server.

6. Reinstall WorkZone Find on the ScanJour ECM database.

How to reinstall WorkZone Find on the ScanJour ECM database

1. Run the register update script. See the section Running the Register Update Script in the Configuration Guide.
2. Run the ScanJour Connector Tool. See section Testing the Connection in the Configuration Guide document.

7. On the server, where the Scanjour ECM Connector service is running, set **Startuptype** for Scanjour ECM Connector service to Automatic and start the ScanJour Connector service.
8. Start **WorkZone Find Connector Manager** and select **ScanJour ECM Connector**. Under **Configuration**, select **InformationProvider** from the drop-down list. Under **ScanJour settings**, set the **EventHandler** setting to **True**. Click **Save**.

Uninstalling WorkZone Find

To perform the complete uninstallation of WorkZone Find, do the following:

Remove all WorkZone Find tables and triggers in the ScanJour database

For ScanJour Captia

Remove all iBox tables and triggers in the ScanJour Captia database. To do this, on a machine with SQLplus access to the ScanJour Captia database, execute the removeiBox.sql script. It is located on:

```
C:\Program Files\ScanJour\WorkZone Find\Connectors\SJConnectorService\SQL
```

Example:

```
...\SJConnectorService\SQL>sqlplus sjsysadm/sjsysadm@database @removeiBox.sql
```

For ScanJour Version G

In some installations, the archive is located on different database instance from the rest of the database objects used by ScanJour Version G. Therefore, this script must be run separately.

On a machine with SQLplus access to the Version G database, execute the archiveRemoveVersionG.sql script. It is located on:

```
C:\Program Files\ScanJour\WorkZone Find\Connectors\SJConnectorService\SQL
```

Example:

```
...\SJConnectorService\SQL>sqlplus sjsysadm/sjsysadm@database
@archiveRemoveVersionG.sql
```

Uninstall additional SharePoint connectors (if there are installed any)

1. Navigate to the folder to which the WorkZone Find was installed, for example, C:\Program Files\ScanJour\WorkZone Find\Connectors\MOSSConnectorService.
2. Start `removeConnector.cmd` with Windows PowerShell.
3. Specify **serviceName** – the name of the service for the SharePoint Connector you are going to delete (for example, SharePoint Connector #2).
4. Confirm uninstalling of SharePoint Connector. The corresponding service as well as the folder, to which the connector was installed, will be deleted.

Uninstall WorkZone Find components from the WorkZone Find server

1. On the machine, where the required component is installed, click **Start > Control Panel > Uninstall a program**.
2. In the **Uninstall or change a program** window, find ScanJour WorkZone Find in the list and click **Uninstall**.
3. In the confirmation dialog box, click **Yes**. The WorkZone Find components will be removed.

Uninstall ScanJour ECM Connector from the machine which is not WorkZone Findserver

If you have uninstalled WorkZone Find but have not removed WorkZone Find triggers and tables, perform the following steps to remove them manually:

1. Open SQLplus and run the following script:
2. Open SQLplus and run the following script:

```
DROP USER iboxadm CASCADE;
DROP TABLE ibox_registerupdate;
DROP PUBLIC SYNONYM ibox_registerupdate;
DROP TABLE ibox_rowscn;
DROP PUBLIC SYNONYM ibox_rowscn;
DROP TABLE ibox_sjversion;
DROP PUBLIC SYNONYM ibox_sjversion;
DROP PROCEDURE update_ibox_rowscn;
DROP PUBLIC SYNONYM update_ibox_rowscn;
```

3. Run the corresponding script:

For ScanJour Captia 4.5 and 4.2:

```
DELETE FROM users
WHERE user_name = 'IBOXADM';
DELETE FROM access_code
WHERE user_name = 'IBOXADM'
```

For ScanJour Captia 3:

```
DELETE FROM brugere
WHERE username = 'IBOXADM';
DELETE FROM indblik
WHERE user_name = 'IBOXADM';
DROP VIEW v_ibox_registerupdate;
DROP PUBLIC SYNONYM v_ibox_registerupdate;
DROP FUNCTION ibox_akt_parent_key;
DROP PUBLIC SYNONYM ibox_akt_parent_key;
```

For ScanJour Version G:

```
DELETE FROM brugere
WHERE username = 'IBOXADM';
DELETE FROM indblik
WHERE user_name = 'IBOXADM';
DROP VIEW v_ibox_registerupdate;
DROP PUBLIC SYNONYM v_ibox_registerupdate;
DROP VIEW IBOX_GetChildren;
DROP PUBLIC SYNONYM IBOX_GetChildren;
DROP FUNCTION ibox_dokument_parent_key;
DROP PUBLIC SYNONYM ibox_dokument_parent_key;
```

Remove the WorkZone Find service files

After you have uninstalled the WorkZone Find components on the WorkZone Find server, you have to remove the following:

- Settings.xml file. This file is located on C:\ProgramData\iBox.
- Index folder
- Logs folder

Note: The default location of the folders is C:\ProgramData\iBox. If you changed the location while performing configuration, navigate to the required location and remove the folders.

Managing iFilters

iFilters are the plug-ins that allow Windows Indexing Service and the newer Windows Desktop Search versions to index various file formats so that they become searchable. Without an appropriate iFilter, contents of a file (freetext) cannot be indexed based on its content.

iFilters are the prerequisites for free text extraction in WorkZone Find. The iFilters below are included in the <resources> folder of WorkZone Find package.

1. Microsoft Office 2010 Filter Packs – Installing this product will ensure search for content in the file types listed below:
 - Legacy Office Filter (97-2003; .doc, .ppt, .xls)
 - Metro Office Filter (2007; .docx, .pptx, .xlsx)
 - Zip Filter
 - OneNote filter
 - Visio Filter
 - Publisher Filter
 - Open Document Format Filter

For more information, see:

www.microsoft.com/download/en/details.aspx?displaylang=en&id=17062

2. Adobe pdf iFilter (.pdf)

Note: WorkZone Find 2013 does not extract free text from files with .dotx extension.

Installing iFilters

To install iFilters, perform the following steps:

1. Log on as local administrator (that is, WorkZone Find Admin).
2. Install the required iFilters to allow indexing of the document content. To install a set of common iFilters, you can also run: `Resources\IFilters\00.AutoDeploy\inst_Ifilters.bat`.

Recommended iFilters

If you have the specific file types that you want to extract content from, ScanJour recommends using the iFilters listed below.

Note: The iFilters mentioned below are only recommendations from ScanJour. ScanJour does not provide any guarantee for their performance.

Foxit PDF

If you need a faster performing PDF iFilter, you can use Foxit PDF iFilter. It is built on Microsoft's iFilter indexing interface. Tests have proved that this iFilter is at least 3 times faster than other iFilters.

www.foxitsoftware.com/pdf/ifilter/

MSG iFilter Version 3.0

MSG iFilter is a plug-in that allows Microsoft Search products and services to index MSG files, enabling customers to search and organize their content. MSG iFilter extracts all the valuable information from saved emails and their attachments.

www.ifiltershop.com/msgfilter.html

CHM iFilter Version 1.3

CHM iFilter is a plug-in that allows Microsoft Search products and services to index Compiled HTML Help (CHM) files, enabling customers to search and organize their content.

www.ifiltershop.com/chm-ifilter.html

DWG iFilter Version 1.0

DWG iFilter is a plug-in that allows Microsoft Search products and services to index DWG files, enabling customers to search and organize their content. DWG iFilter supports all DWG versions from 2.5 through 2010.

www.ifiltershop.com/dwg-ifilter.html

StarOffice/OpenOffice iFilter Version 1.5

OpenOffice iFilter is a plug-in that allows Microsoft Search products and services to index StarOffice, OpenOffice and OASIS OpenDocument files, enabling customers to search and organize their content. OpenOffice iFilter extracts metadata and content from Writer, Math, Impress, Draw and Calc files.

www.ifiltershop.com/staroffice-openoffice-ifilter.html

Support matrix

Official list of supported 3rd party products at the time of the release

Operating Systems	
Server OS	Windows Server 2008 R2 Editions
	Windows Server 2012
	Windows XP Professional
Client OS	Windows Vista
	Windows 7
	Windows 8

Frameworks	
Microsoft .Net Framework 4.0	Part of Windows Server 2008 R2.

Databases		
Oracle	Oracle 10 or later	Applicable if ScanJour ECM is in WorkZone Find scan scope.
SharePoint	Microsoft Office SharePoint Server 2007	Applicable If SharePoint is in WorkZone Find scan scope.
	Microsoft SharePoint 2010	Applicable If SharePoint is in WorkZone Find scan scope.
ScanJour ECM	Version G	
	Captia 3	
	Captia 4.x	
	WorkZone Content Server 2013	
EASY ENTERPRISE.x	EASY ENTERPRISE.x 3	
	EASY ENTERPRISE.x 4	

Browsers	
Microsoft Internet Explorer 6.0	Applicable only to WorkZone Find Search application
Microsoft Internet Explorer 7.0	Applicable only to WorkZone Find Search application
Microsoft Internet Explorer 8.0	Applicable only to Work-

Browsers

	Zone Find Search application
Microsoft Internet Explorer 9.0	Applicable only to WorkZone Find Search application

Terms and conditions

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