Perceptive Content Installation Instructions

1 Preface

The purpose of this document is to be a reference tool when installing the Perceptive Content (ImageNow) Client on a user's workstation. If any further support is required that is not covered within the body of this document, please reach out to the ImageNow Team @ 305-348-7472 or John Vargas @ johnv@fiu.edu

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2 Back-Up

If Perceptive has never been installed before, you may skip to Section 5. This is an extremely crucial step that *must* be taken if the user currently has a scanner that is attached to their workstation which is used for scanning documents into Perceptive Content. **Capture and Device profiles** are used by ImageNow to store the settings used in scanning or printing documents into the system. The **Device profile** stores information about the scanner on scanning workstations. The **Capture profile** stores settings related to the destination Drawer, Queue, etc. for captured documents, including settings related to the ImageNow Printer. Listed below is the key information needed to successfully back up or transfer profiles **BEFORE** initiating the Uninstaller.

2.1   Backing Up the Device Profile

The device profile is named **indevice.xml** and must be copied/backed up for scanning workstations. This file is located within the Windows User Profiles, meaning that workstations with multiple users logging in under their own user accounts would be recommended to back up all of these.

Navigate to (Windows 7/8/10): C:\Users**USERNAME**\AppData\Roaming\ImageNow, where **USERNAME** would be the AD username or whatever the name of the Windows User Profile might be. To backup the file, simply copy it from the directory into a secure storage device.

If you do not see "**indevice.xml**" in this save location, then that implies that this user does not use a scanner to scan documents into Perceptive Content.

2.2   Backing Up the Capture Profile

The capture profile is named **inscan.xml** and should be copied or backed up for any workstation that scans into ImageNow or uses the ImageNow Printer to print documents into ImageNow. This file is located within the Windows User Profiles, meaning that workstations with multiple users logging in under their own user accounts would be recommended to back up all of these.

Navigate to (Windows 7/8/10): C:\Users**USERNAME**\AppData\Roaming\ImageNow, where **USERNAME** would be the AD username or whatever the name of the Windows User Profile might be. To backup the file, simply copy it from the directory into a secure storage device.
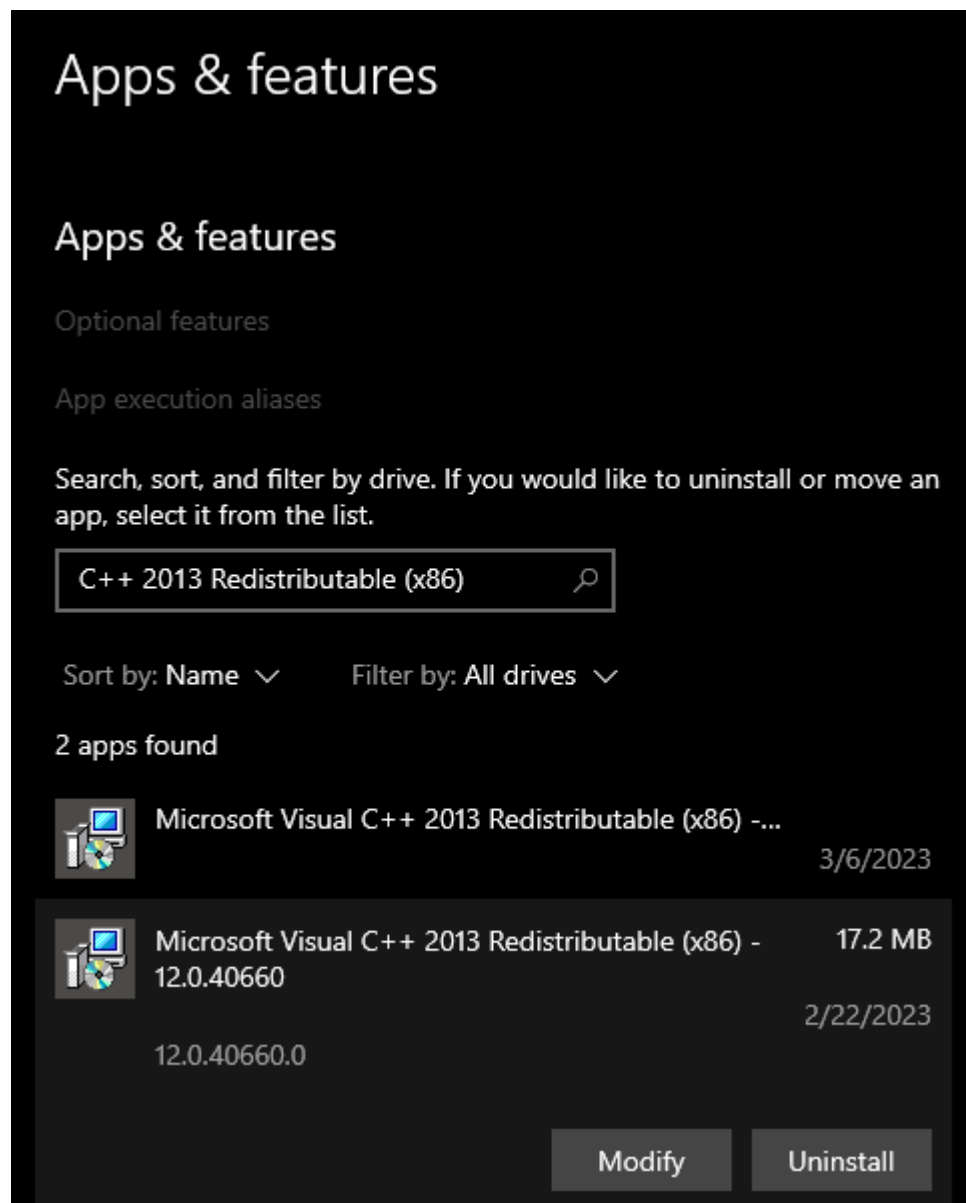
3 Uninstalling Perceptive Content Client

After ensuring that Step 2 is complete, navigate to **"Add or Remove Programs"** in System Settings and select **Perceptive Content Desktop Client** and click "**Uninstall**".
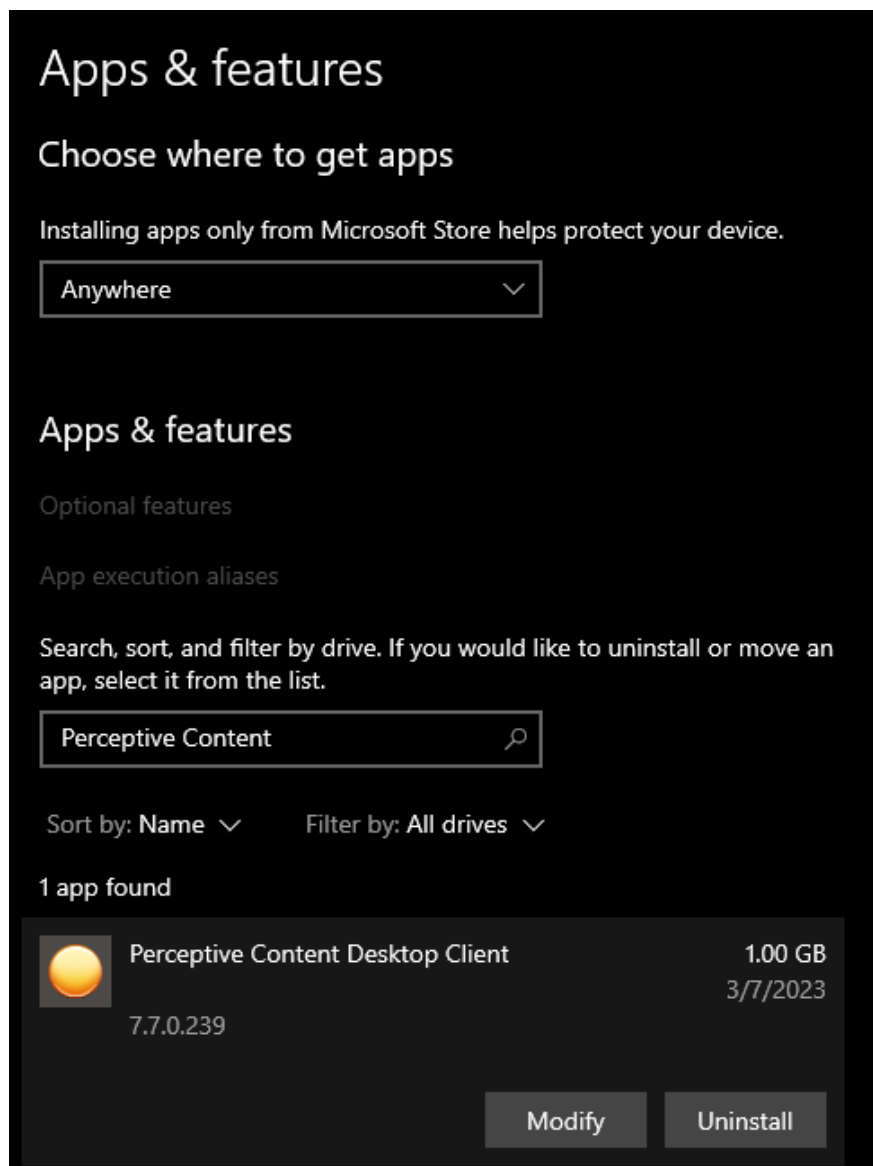
4 Uninstalling Microsoft Visual C++ 2013 (x86)

We need to remove all 32-bit (x86) versions of C++ 2013 that are currently installed on the machine. The Perceptive Content installer will reinstall the C++ packages that it needs to run. Leaving them installed will cause issues with reinstalling. Using **"Add or Remove Programs"** in System Settings, search for **"C++ 2013 Redistributable (x86)"** and click "**Uninstall**".

5 Turn User Account Controls to Lowest Setting

Prior to installing Perceptive Content, you must set **User Account Controls (UAC)** to the Lowest Setting. Navigate to "**User Account Control Settings**" in the Control Panel and set the slider to "**Never Notify.**" You may return this to its recommended settings after Perceptive Content is reinstalled.

Note. When changing these settings, you may be prompted for an admin username and password. If you do, please reach out to your IT department support, so they can assist you.

Note 2. If your IT representative cannot lower the UAC to the lowest setting, they can try to lower it 1 level and proceed with the installation. Otherwise, they would need to contact their manager for more support.
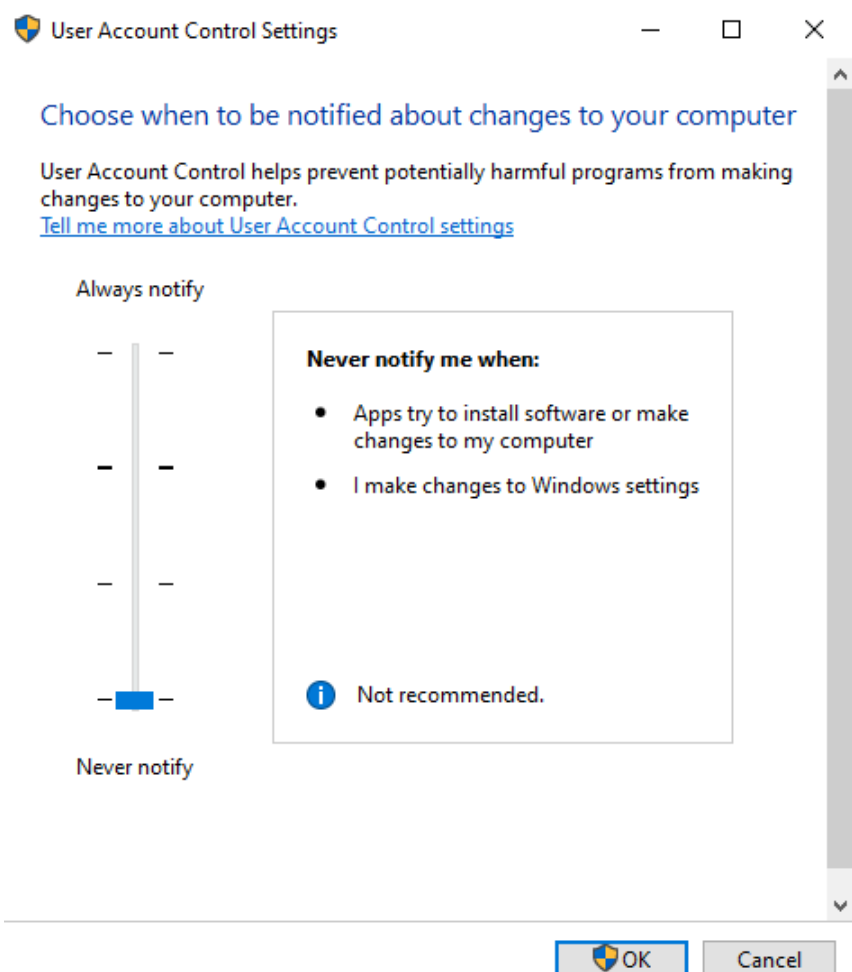
6 Standard Installation

Download the current latest build of EP4 Client HERE . This link will always contain the most up-to-date version of the ImageNow/Perceptive Content client.

You can find the downloaded executable file either on your Downloads folder (if your browser is set up to download files automatically to it) or in the directory you choose when prompted to select a directory to save the file on (if your browser is not set up to download all files to the Downloads folder).

Tip: To see your downloaded files in Chrome or Edge, you can Press Ctrl + J or go to chrome://downloads on the URL search bar for Chrome or edge://downloads on Edge.

The downloaded file will always have a name like this: **ClientSetup_<VERSION_NUMBER>.exe**, where <VERSION_NUMBER> is the latest version of the client.
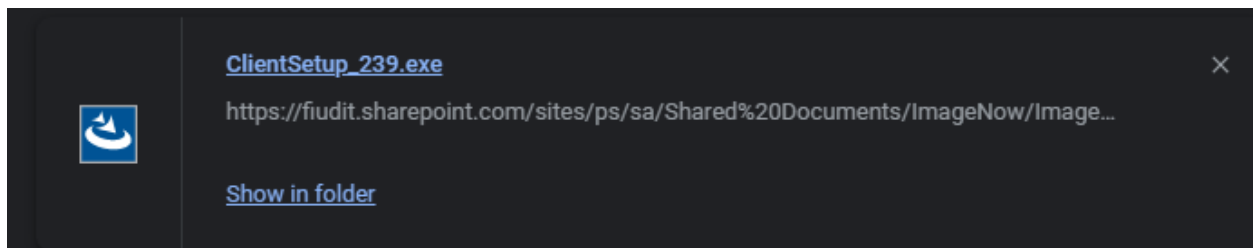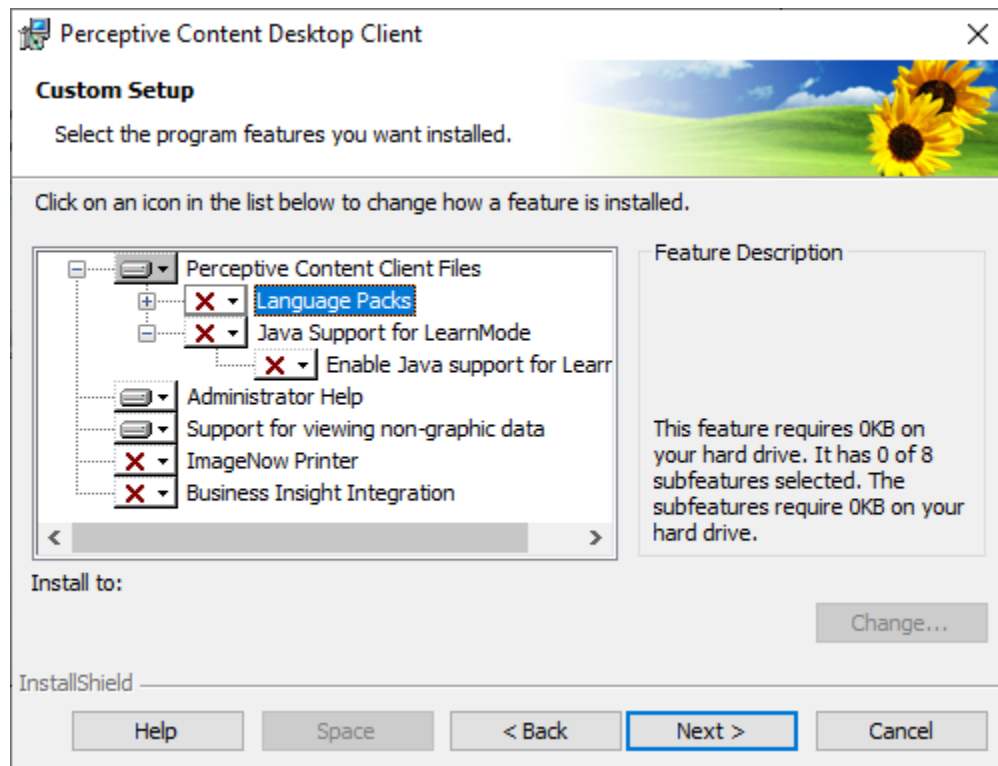

Once downloaded, locate **"ClientSetup_*.exe" on your browser's Downloads folder**. Right click on it, and select **"Run as Administrator"**

6.1 Setup Options

As you go through the installation process, you will see all the features you can install. Some features are not checked to be installed by default. Options not marked for installation are marked with a ✗ icon.

On the list of features to install, be sure to select **Language Packs**, **Java Support for** LearnMode and **Enable Java Support for LearnMode**, **Support for viewing non-graphic data, and** the "**ImageNow Printer**" which allows the user to capture documents into ImageNow via the "ImageNow Printer." Optionally, the "**Business Insight Integration**" may be installed as well (if reporting features are used by this user).

Click on for all the features you wish to install. Your choices should look like the following picture.

Perceptive Content Installation Instructions - EP4.Docx
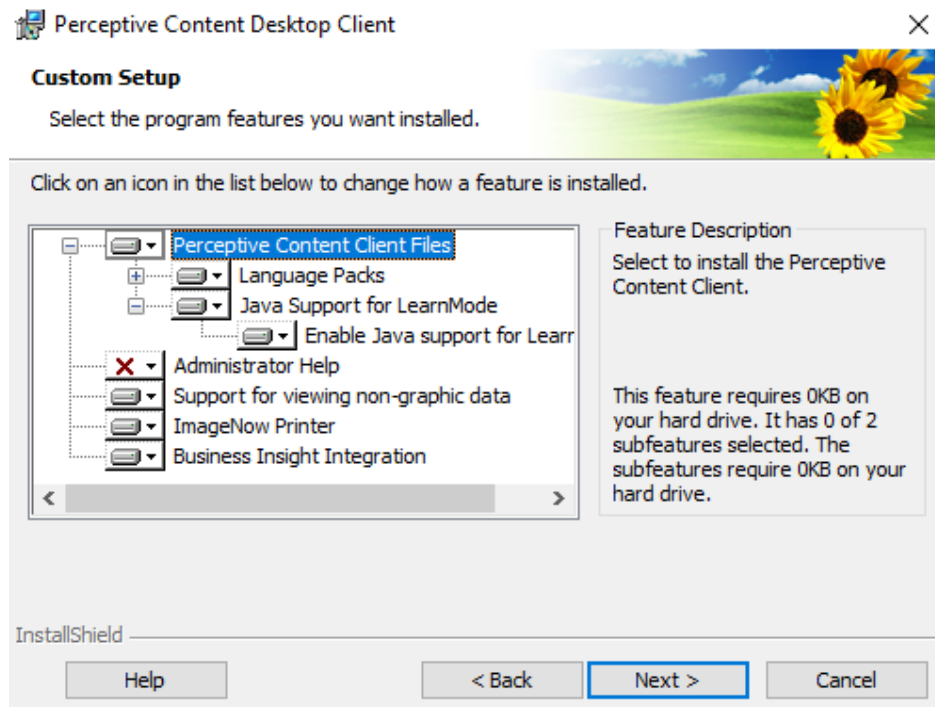
If you are installing the *Perceptive Content Desktop Client* for the first time, the **Default Connection Profile** dialog box displays a DefaultProfile for Profile name and Server name that you need to change. Changing the DefaultProfile allows you to connect to one or more FIU Perceptive Content servers (e.g. Production, Development, Test, Schema).

Notes:
- *The Port number field defaults to 6000 and does not need to be changed.*
- *If you do not need to set up other connection profiles than Production SSO, you can check the box for Automatically connect on launch. This setting can also be enabled or disabled on Connection Settings once Perceptive Content is installed.*

Perceptive Content Installation Instructions - EP4.Docx

Set up a default connection profile with the following settings:

Profile Name	Production SSO
Server Name	imagenowapp.fiu.edu
Port Number	6000
Use OpenID Connect	✅
Profile Name	hylandsso
Integration Server URL	https://imagenowweb.fiu.edu/integrationserver
Automatically Connect on launch	Optional (see previous notes)

Make sure the default connection profile settings match those of the following picture:

Upon reaching this display box, leave the **"Deployment Server URL"** empty.

Perceptive Content Installation Instructions - EP4.Docx
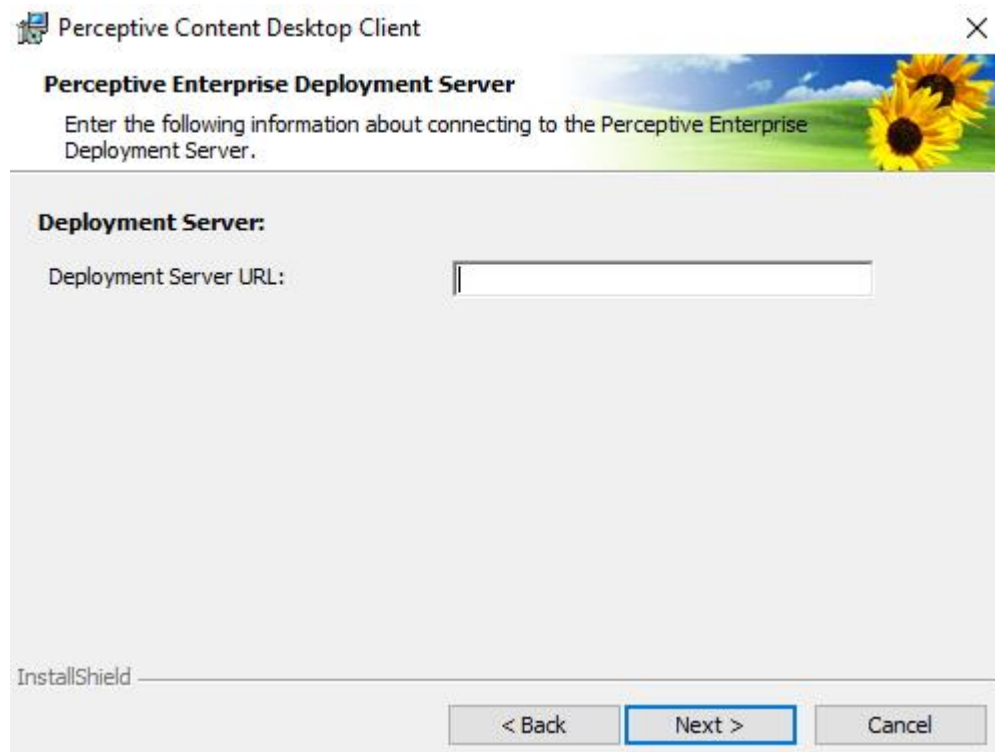
Press Next until the installation process starts.

7 Post-Install

## 7.1 Windows Data Execution Prevention Settings

This step is critical in allowing ImageNow access to all the necessary locations within the Windows operating system. Navigate to the "**Data Execution Prevention**" settings in System.

Follow these breadcrumbs:

Control Panel -> System and Security -> System -> Advanced system settings -> Performance section, click "Settings" -> Data Execution Prevention tab.

Note: Your Control Panel view may vary. If your Control Panel does not look the same, Make sure that the View By option at the top is set to Category (as highlighted in orange on the first picture).

Perceptive Content Installation Instructions - EP4.Docx
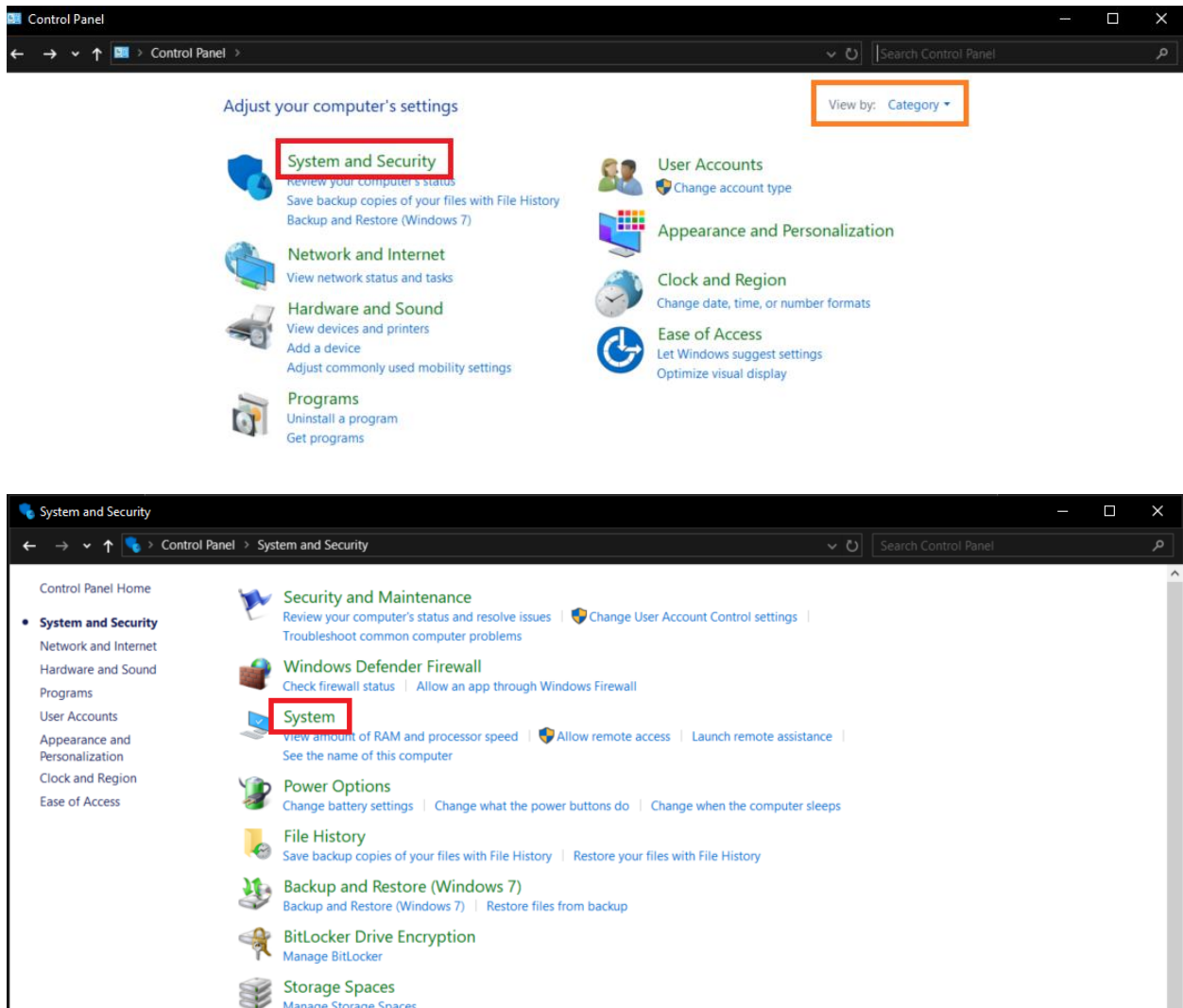
After clicking on System, you will find the Advanced Settings option. For instance, on Windows 10, it is on the right side of the window.

Perceptive Content Installation Instructions - EP4.Docx
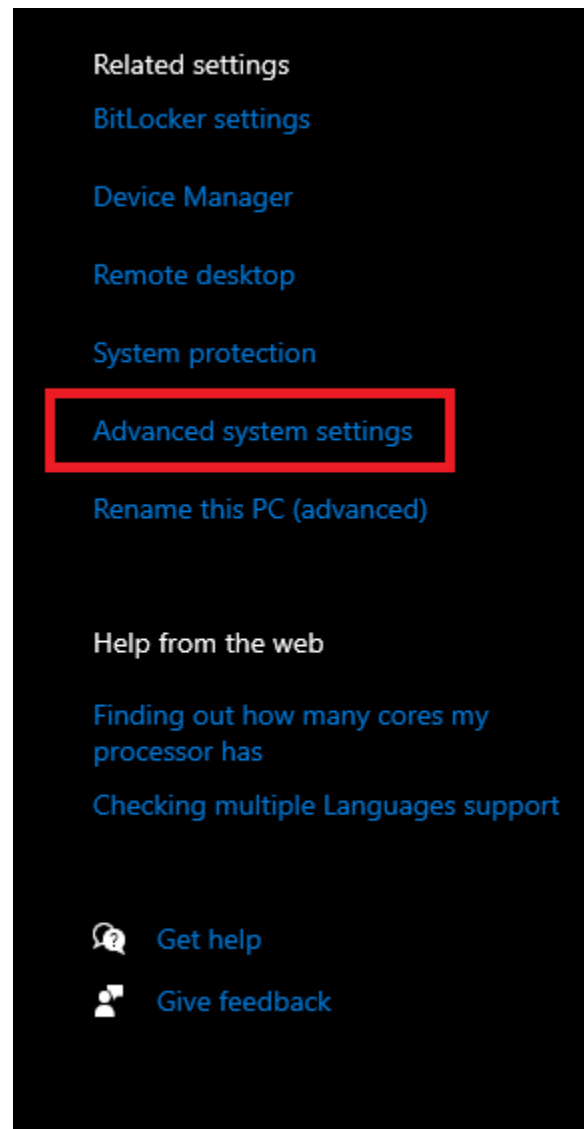
Alternatively,

Right-click on "This PC" in File Explorer -> Properties -> Advanced system settings -> Performance section, click "Settings" -> Data Execution Prevention tab

Select/ Toggle On: **"Turn on DEP for all programs and services except those I select:"** and add the ImageNow executable to the list. This may vary by installation but is typically found here: <mark>C:\Program Files (x86)\ImageNow\bin\imagenow.exe</mark> Once added, click **"Apply"**. This will require a restart for the changes to take effect.

Last Modified on 3/4/2024 by Jonathan Bernal

Perceptive Content Installation Instructions - EP4.Docx
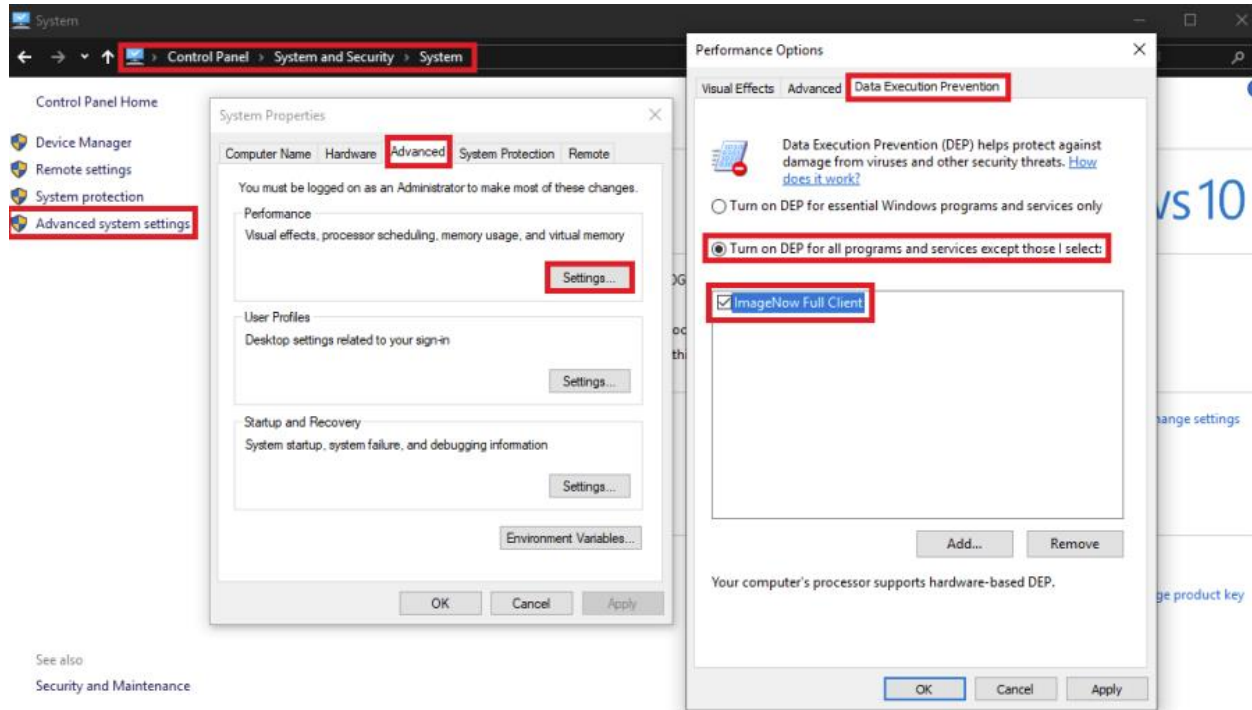
7.2   Restoring Back-Up Profiles (if performing reinstall)

If any profile files were backed up in Step 2, now is the time to restore them. If you do not need to restore any back-up profiles, you can skip to Section 7.3.

Navigate to (Windows 7/8/10): C:\Users\USERNAME\AppData\Roaming\ImageNow, where USERNAME would be the AD username or whatever the name of the Windows User Profile might be. To restore the files, simply copy over the "inscan.xml" and/or "indevice.xml" files to this directory from whatever storage location the files were backed up to.

If "inscan.xml" and/or "indevice.xml" files already exist in this directory after reinstalling, it is recommended to rename these files as "inscan_old.xml" and "indevice_old.xml" BEFORE copying over the backed-up files (just in case these files might be needed, this prevents them from being overwritten.)

7.3   Reset UAC to Original Settings

After ImageNow is successfully reinstalled, be sure to set the UAC settings back to whatever they were prior to Step 5 so that the user has security in compliance with what IT requires.

Perceptive Content Installation Instructions - EP4.Docx

7.4   Opening Perceptive Content Client for the First Time After Install/Reinstall

Important. Before attempting to connect to Perceptive Content, please ensure the end user is connected to the FIU VPN when logging in to Perceptive Content, even while on campus.

Locate the Perceptive Content program either on your Desktop or Windows Search. It is very important to **Run Program as Administrator** the first time it is run to avoid any errors**.** To do this, Right Click on the program icon and choose [Run as administrator] .

If the program is set up correctly, you should be prompted with the following window:
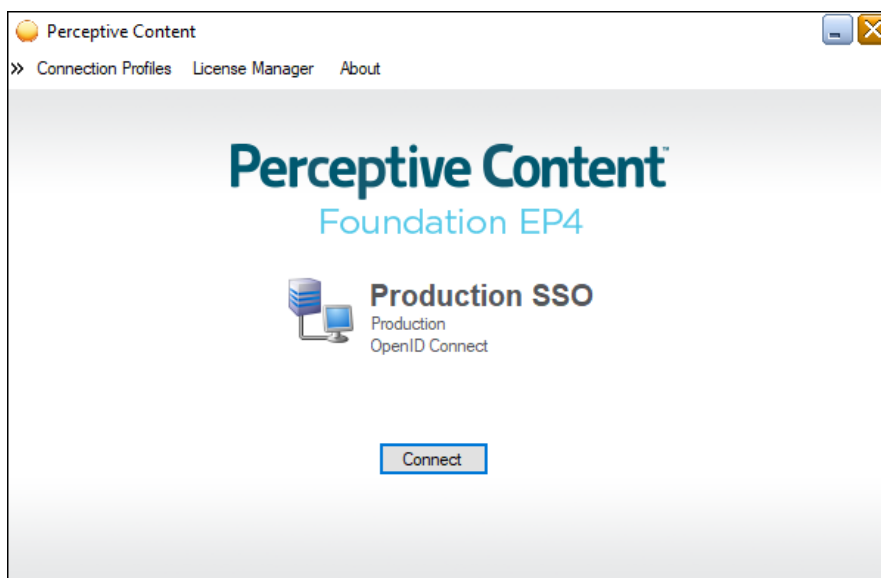
Click the **Connect** button. You should see a window similar to this one.

Perceptive Content Installation Instructions - EP4.Docx
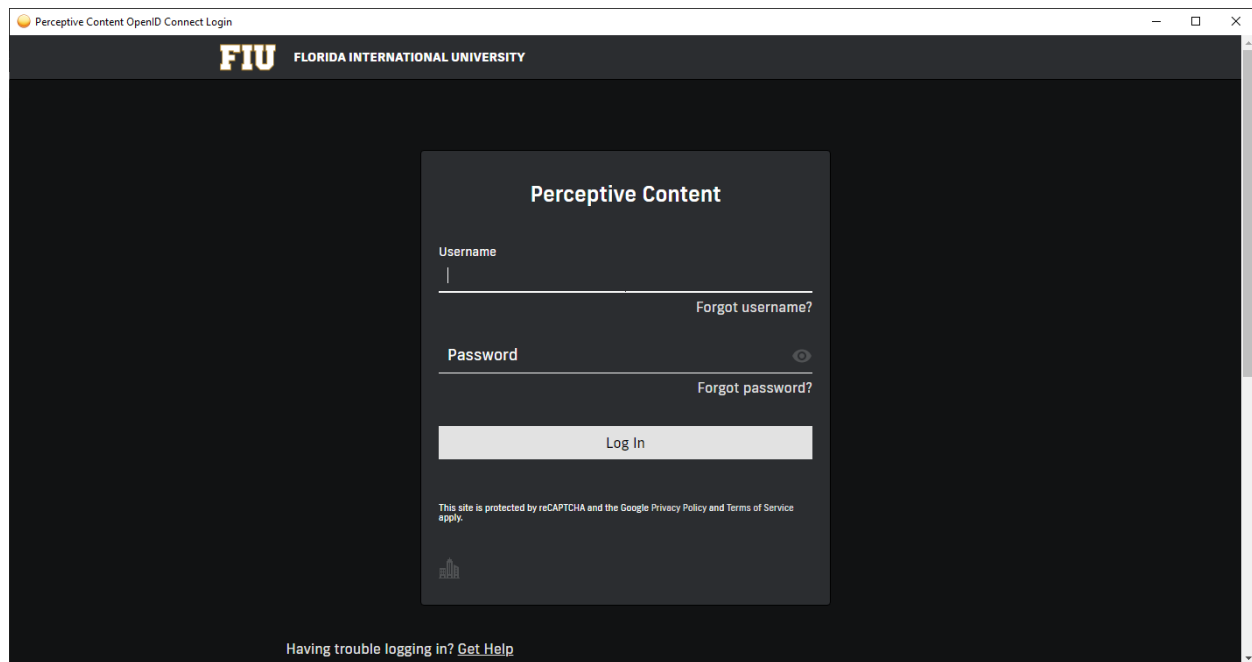
Log In with your **ImageNow/Perceptive Content credentials**. You will be prompted to authenticate with one of the two-factor-authentication (2FA) methods you set up. The easiest way to authenticate is with the Duo app on your phone. If you need help setting up 2FA on your account, click here for help.

Once you authenticate, the FIU SSO may ask you to select between one or more accounts. **Make sure to select the account that matches your ImageNow/Perceptive Content account.**

After successfully logging in, you should see a window similar to this one. The options you see may not all be available and depend on your ImageNow/Perceptive Content account privileges.

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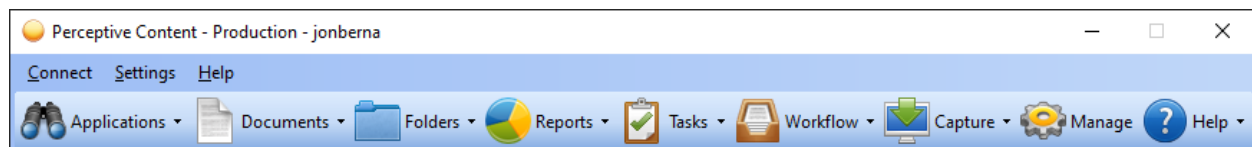
7.5   Troubleshooting

1. I am seeing an issue with OpenID Connect after installation similar to this:

If you encounter this issue after installing Perceptive Content, close the program and open it again **as an administrator**. If you keep encountering the same issue, please contact ImageNow support.

2. I see a Failed to read file issue when trying to log in for the first time.
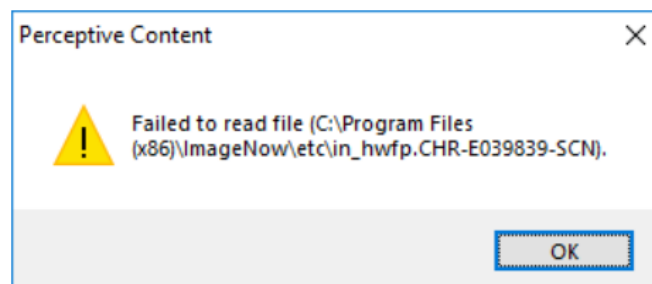
This issue can happen when the Perceptive Content client is not run as an administrator for the first time. Please close the program and run it as an administrator again. If this does not work, try to restart your computer and try again.

3. I cannot lower my User Account Control (UAC) to the lowest setting.

If you cannot lower your UAC to the lowest setting, contact an IT support representative in your department. It has been reported that some IT reps can only lower the UAC one level down. If this is the case, have them lower the UAC level one level down and attempt to install the client. If you run into any issues and cannot run the executable, have your IT representative reach out their supervisor for further assistance.

4. I cannot log in after executing the client as admin and still get the OpenID error.

There is an issue with the FIU SSO integration with ImageNow. If a user clicks more than once the Log In button, they will repeatedly get the OpenID Connect issue.

Please ensure you do not double click or click multiple times the Log In button when logging in to Perceptive Content.