



# Installation Manual

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# 1 Introduction

contentGATE is a software application that allows users to migrate emails, files, metadata and other related records fast and securely from one (legacy) archive system to another archive system.

contentGATE has been developed to solve the

- a) **mailbox archive migration** and
- b) **file archive migration** scenarios in an organization.

The migration process with contentGATE enables to transfer the data from the source to the target archive. It is possible to **migrate 1) items** and **2) also shortcuts**.

- 1) Item migration means transferring archived documents from one archive to another.
- 2) Shortcut migration converts shortcuts in user mailboxes (in case of mailbox migration) and in document management systems (in case of file migration) so that they point to the new location, i.e. to the target archive.

The reasons why a customer migrates data from one system to another might be various: the old system is not supported anymore, the archive system of company branches should be merged or the capacity and performance of the old archive is no more sufficient. The possibility of the archive migration reduces the costs and risks of moving large amount of data. It ensures that all data remain accessible in the new archive system.

This manual will inform the reader about the contentGATE prerequisites and its installation procedure.



## 2 Installation

### 2.1 Hardware and software requirements

- .NET Framework 4.8
- MS Outlook, 64-bit version (2007 or higher is needed for email migration)
- Operating system: Windows Server 2012 R2, Windows Server 2016, Windows Server 2019
- 2-cores CPU at 3.00 GHz minimum
- 8 GB of RAM
- 40 GB free space on the partition, where contentGATE is installed

### 2.2 Installation Environment

It is recommended to install contentGATE on a Windows server. Windows 2012 R2 or higher is supported.

contentACCESS supports virtualized environment.

The required database space depends on the amount of data to be migrated. We recommend to have approximately 10 GB for 10 million emails.

### 2.3 Installation of contentGATE

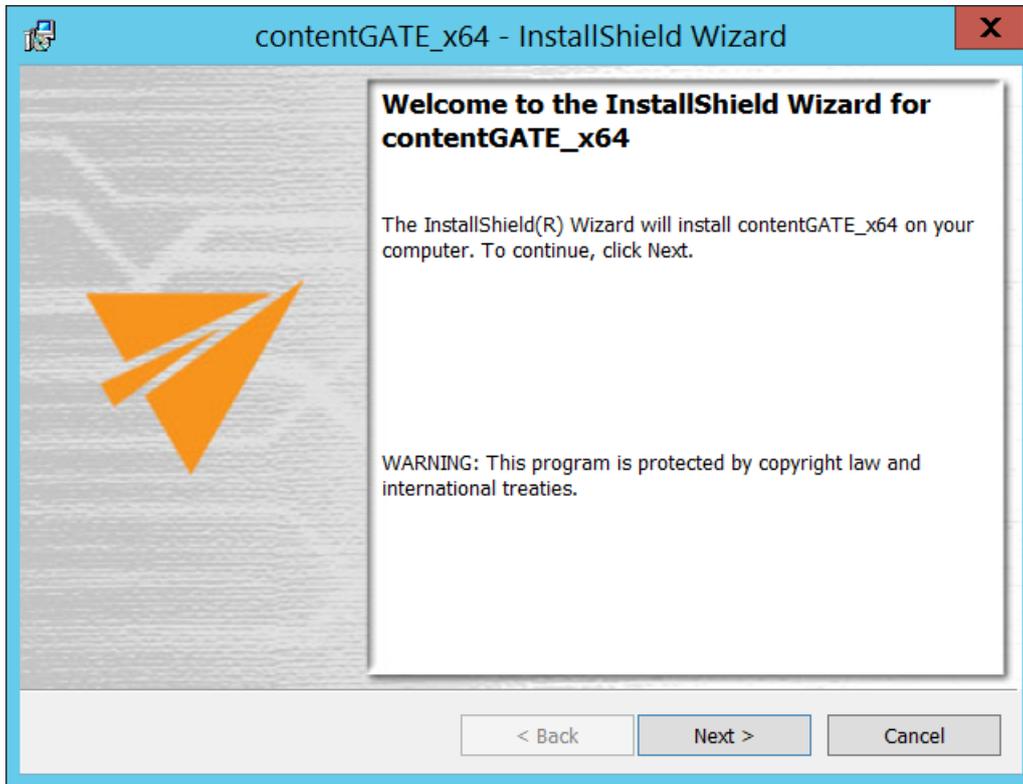
The user's MS Outlook bitness must be considered before the installation process is started. 32-bit and 64-bit contentGATE versions have separate setups.

**It is highly recommended to use 64-bit contentGATE setup whenever possible. If you want to use a 32-bit setup, please contact our professional Support Team at [this](#) email address.**

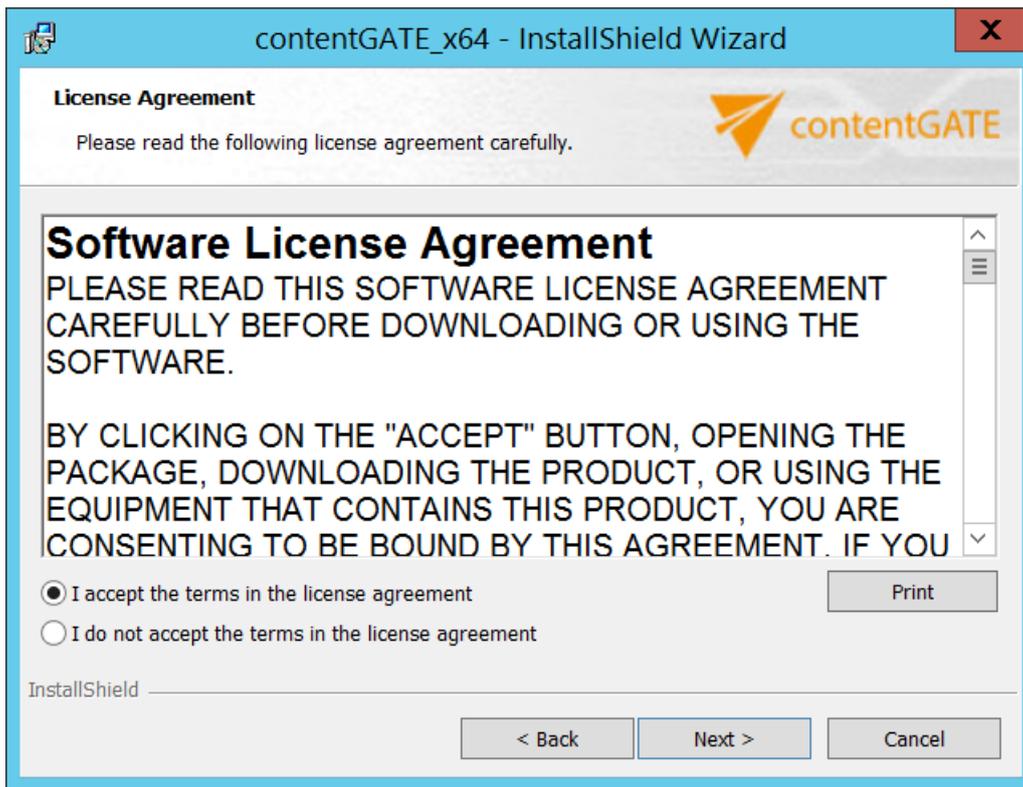
**Note:** 32-bit contentGATE setup is required if contentGATE must be run on a 32-bit operation system, or you use 32-bit version of MS Outlook and it cannot be upgraded to 64-bit version due to another applications running with it.



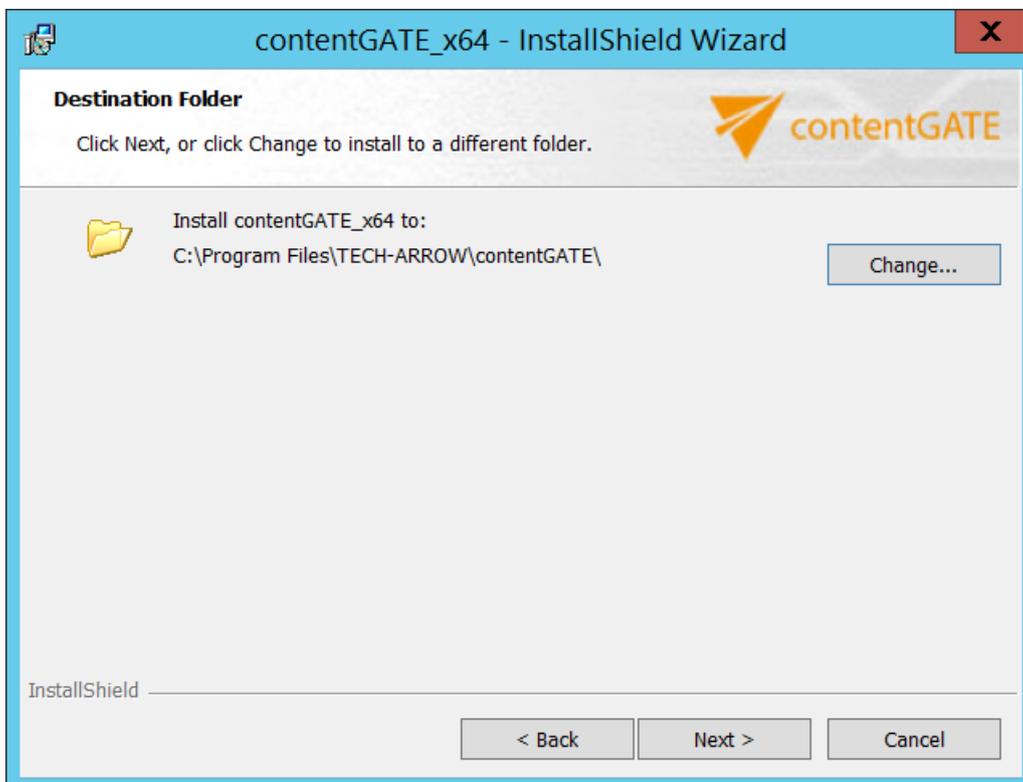
The contentGATE application installs simply in few moments. Just run the contentGATE\_setup\_xxx.msi. On the Welcome page click **Next**.



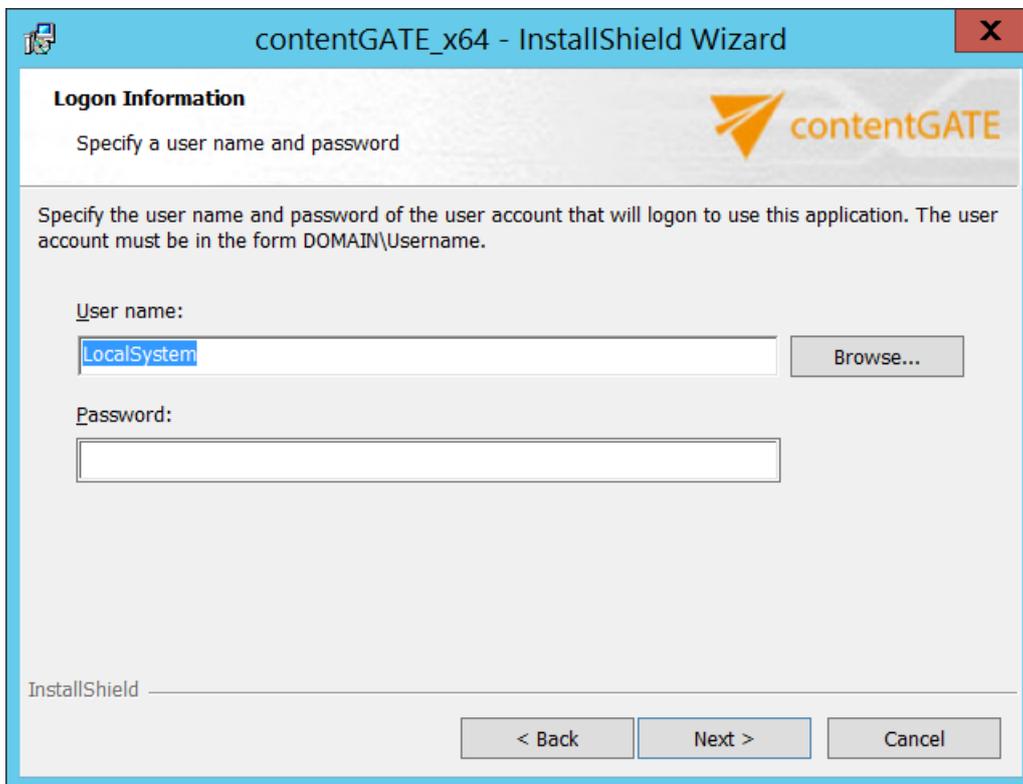
Accept the terms in the license agreement and click **Next**.



In the following dialog the destination folder can be changed.



Specify the user that will be using this application. It is also possible to enter LocalSystem, as seen on screenshot below. Click **Next**.



contentGATE\_x64 - InstallShield Wizard

**Logon Information**

Specify a user name and password

Specify the user name and password of the user account that will logon to use this application. The user account must be in the form DOMAIN\Username.

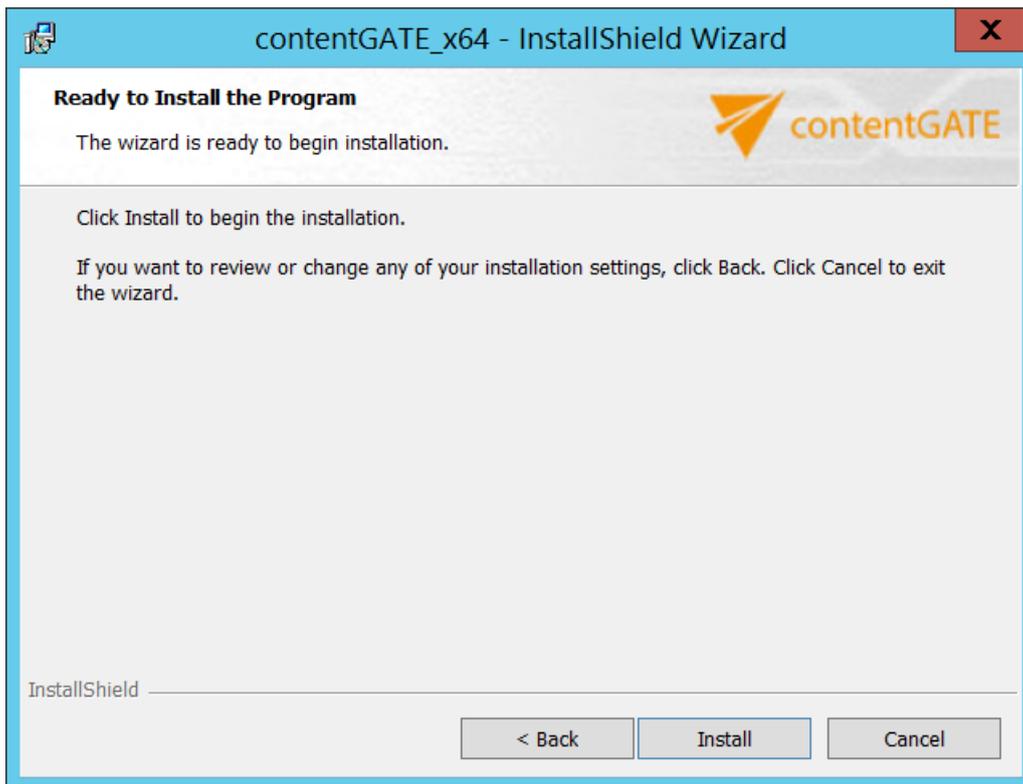
User name:  
 Browse...

Password:

InstallShield

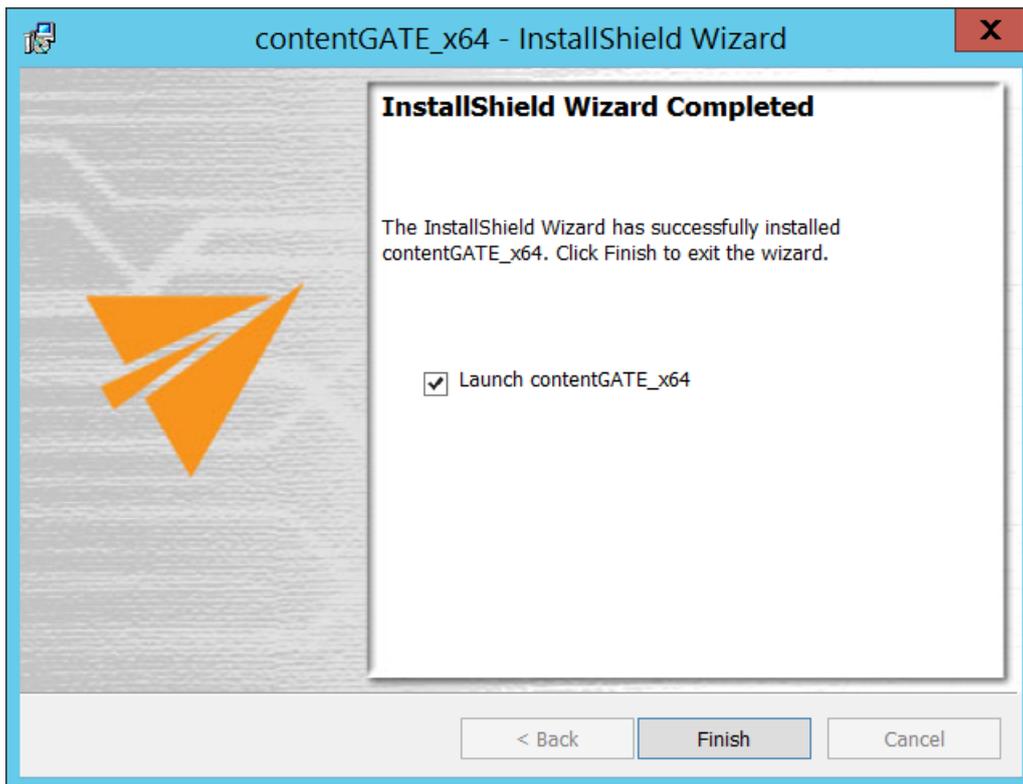
< Back   Next >   Cancel

Click **Install** to start the installation process.



**Note:** If there are any unwanted applications that must be updated running in the background, the installer will warn you about this. It is recommended to close these applications and further continue with the installation process.

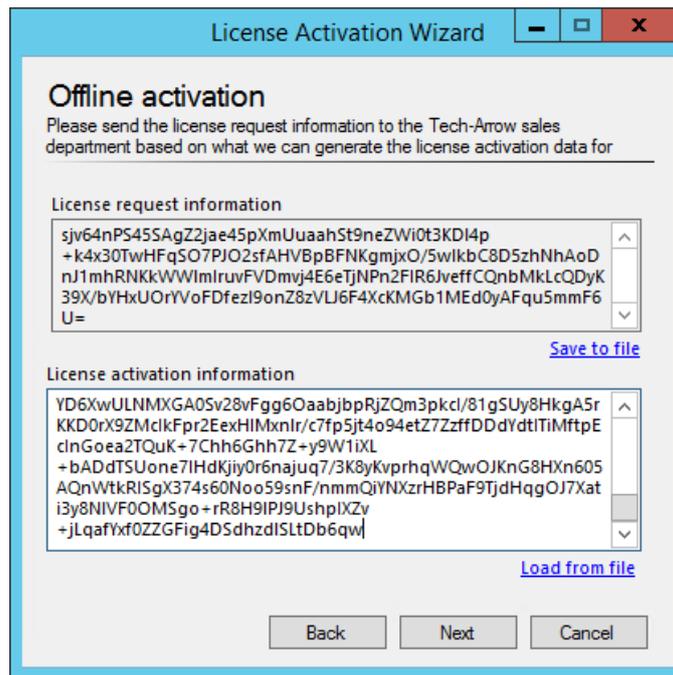
When the installation finishes, click **Close**. If you want to launch the application immediately, check the **Launch contentGATE** checkbox before closing the wizard.



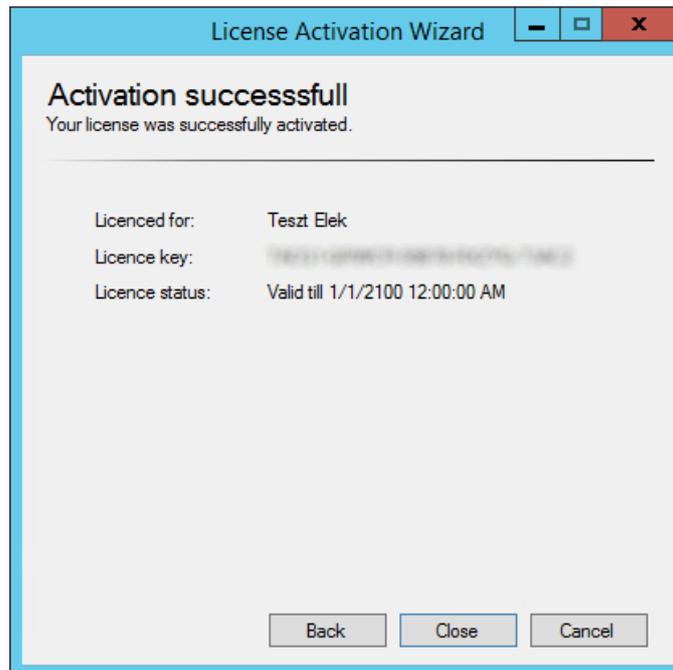
Now the administrator will be required to enter the license key.

There are two options how to activate a license key:

- 1) **If you choose online activation** (internet access is required) – click **Next** and your license will be activated automatically.
- 2) **If you choose offline activation** (no internet access is required) – click **Next** and send the license request information from the textbox below to the TECH-ARROW sales department. You can simply copy the **License request information** text directly to the email or you can save the information via [Save to file](#) option in .dat format and send the request as an attachment. TECH-ARROW sales department will generate the activation data for you. Once the sales department delivers back the .dat file for you, click [Load from file](#) option under the **License activation information** box on right side and upload .dat file that you have received.



Click **Next** and the license key will be successfully activated.



Click **Close** to finish the installation process.

Now you can launch contentGATE.



**Important:** contentGATE is running under the logged on Windows account. For the email migration, contentGATE must be running under the “superuser”, i.e. the service account which has access to mailboxes on the Exchange. Therefore it is necessary to log on with the superuser.