





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. 32bit 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 <u>this</u> 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.



| ContentGATE_x64 - InstallShield Wizard | x |
|--|------|
| License Agreement Please read the following license agreement carefully. | TE |
| Software License Agreement PLEASE READ THIS SOFTWARE LICENSE AGREEMENT CAREFULLY BEFORE DOWNLOADING OR USING THE SOFTWARE. | < 11 |
| BY CLICKING ON THE "ACCEPT" BUTTON, OPENING THE PACKAGE, DOWNLOADING THE PRODUCT, OR USING THE EQUIPMENT THAT CONTAINS THIS PRODUCT, YOU ARE CONSENTING TO BE BOUND BY THIS AGREEMENT. IF YOU | ~ |
| I accept the terms in the license agreement I do not accept the terms in the license agreement | |
| InstallShield < Back Next > Cancel | |

In the following dialog the destination folder can be changed.

| ß | contentGATE_x64 - InstallShield Wizard |
|------------------------------|--|
| Destinati Click Ne | on Folder xt, or click Change to install to a different folder. |
| | Install contentGATE_x64 to: C:\Program Files\TECH-ARROW\contentGATE\ Change |
| InstallShield | < Back Next > Cancel |

contentGATE Installation Manual

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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: LocalSystem Browse |
| Password: |
| |
| |
| InstallShield |
| < Back Next > Cancel |

Click Install to start the installation process.



| contentGATE_x64 - InstallShield Wizard | X |
|--|---------------|
| Ready to Install the Program The wizard is ready to begin installation. | ntentGATE |
| Click Install to begin the installation. | |
| If you want to review or change any of your installation settings, click Back. Click C the wizard. | ancel to exit |
| | |
| | |
| | |
| | |
| | |
| | |
| InstallShield | Cancel |

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 ant 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.

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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 <u>Save to file</u> 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 <u>Load from file</u> option under the License activation information box on right side and upload .dat file that you have received.

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| License Activation Wizard 🛛 🗖 🗙 | | | |
|--|--|--|--|
| Offline activation Please send the license request information to the Tech-Arrow sales department based on what we can generate the license activation data for | | | |
| License request information | | | |
| sjv64nP545SAgZ2jae45pXmUuaahSt9neZWi0t3KDI4p +k4x30TwHFqSO7PJO2sfAHVBpBFNKgmjxO/5wlkbC8D5zhNhAoD nJ1mhRNKkWWImIruvFVDmvj4E6eTjNPn2FIR6JveffCQnbMkLcQDyK 39X/bYHxUOrVVoFDfezI9onZ8zVLJ6F4XcKMGb1MEd0yAFqu5mmF6 U= | | | |
| License activation information | | | |
| YD6XwULNMXGA0Sv28vFgg6OaabjbpRjZQm3pkcl/81gSUy8HkgA5r KKD0rX9ZMclkFpr2EexHIMxnlr/c7fp5jt4094etZ7ZzffDDdYdtlTiMftpE clnGoea2TQuK+7Chh6Ghh7Z+y9W1iXL +bADdTSUone7lHdKjiy0r6najuq7/3K8yKvprhqWQw0JKnG8HXn605 AQnWtkRlSgX374s60Noo59snF/nmmQiYNXzrHBPaF9TjdHqgOJ7Xat i3y8NIVF0OMSgo+rR8H9IPJ9UshpIXZv +jLqafYxf0ZZGFig4DSdhzdISLtDb6qw | | | |
| Load from file | | | |
| Back Next Cancel | | | |

Click Next and the license key will be successfully activated.

| Lic | ense Activation Wizard | _ □ | x | | |
|---|---|------|----|--|--|
| Activation successsfull Your license was successfully activated. | | | | | |
| Licenced for: Licence key: Licence status: | Teszt Elek Valid till 1/1/2100 12:00:00 Al | М | | | |
| | Back Close | Canc | el | | |

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.