



AnyDoc Technical Requirements Overview for New Installations and Upgrades

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Document NameAnyDoc Technical Requirements Overview for New Installations and Upgrades

Department/Group..... Documentation

Revision Number 18

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The Hyland Community gives OnBase customers, partners, and employees a single place to connect online. It combines a powerful networking and conversation tool with vetted expert knowledge from dedicated contributors.

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Explore places like the Product Communities—chock-full of information about OnBase modules including when, where, why, and how to use them.



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Check out the forums to help out your fellow OnBasers by joining in on a conversation. Answer questions, pose new ones, and share experiences.



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Hyland Community

Using the Module Reference Guide (MRG)

If you are unfamiliar with module reference guides (MRGs), please review the content below so that you can more quickly and efficiently locate the information you need.

The MRG is a PDF document containing all available instructions for a module. The content in this MRG is considered module-specific. You may be referred to another MRG if a referenced function is not specific to this module.

Each MRG typically includes the following chapters:

- **Exposure** - Provides introductory information and license requirements.
- **Usage** - Provides procedures for user-facing functionality.
- **Configuration** - Provides procedures for configuration and system administration.
- **Installation** - Provides system requirements and installation procedures.

You can open any chapter or section in the MRG by clicking its entry in the Table of Contents.

It is considered a best practice to read through an entire procedure before attempting to complete any of its steps. Pay close attention to notes, tips, and cautions, which can help you better understand the entire process and discover any prerequisites you may not have completed.

The MRGs use notes, tips, and cautions to draw your attention to additional information.

Note: A note provides supplemental information or highlights behavior you might not expect.

Tip: A tip describes extra, non-crucial information, such as a shortcut, reminder, or use for a feature you might not think of.

Caution: Cautions are designed to help protect the system from data loss or severe issues that may arise when an instruction is not followed properly.

Cross-references are links to related information or additional instructions you may need to complete a task. Click a cross-reference to navigate to the referenced section. To return to the page you were viewing before following a cross-reference, press **Alt + Left Arrow** until the desired page is displayed.

Searching: The following search instructions pertain to viewing an MRG in Adobe Reader or Adobe Acrobat. Some information may not apply to other PDF readers.

- **Basic search:** Press **Ctrl + F**. Enter the word or phrase you are looking for in the search box and press **Enter** to locate each instance.
- **Advanced search:** Press **Ctrl + Shift + F** to find all instances of a phrase in an MRG or folder. In the **Search** dialog box, enter the word or phrase you are looking for, and then select one of the following options:
 - **In the current document** - Searches the document you are viewing.
 - **All PDF Documents in** - Searches a selected folder or directory. If you are unsure of which MRG to search, try searching the folder where your MRGs are located to display all results for the word or phrase.

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Hyland Software is pleased to announce the release of AnyDoc 18. AnyDoc 18 features enhanced functionality specifically developed to meet end users' business needs.

This document is offered as a companion guide to the general documentation of AnyDoc 18 in an effort to highlight technical requirements for AnyDoc 18, installation requirements for which we would like to provide additional visibility, and technical choices that need to be made for specific types of installations.

Unless otherwise noted, this document covers the requirements and support items that are accurate as of the day of the AnyDoc 18 release; post-release products and enhancements are not included. Announcements regarding post-release information will be made at the appropriate times through official channels (e.g., technical communication emails, the OnBase Community, etc.).

New Features Guides Discontinued

Some of the information in this document was previously provided in product-specific New Features Guides, which have been discontinued as of AnyDoc 15. The information previously available in the New Features Guides can now be found at the following locations:

- **Product Release Notes:** General notices regarding changes to the software, which were previously documented in the "Product Release Notes" section of the New Features Guides, are now included in this document in AnyDoc 17 Support Items of Note (page 2).
- **New Features:** Detailed information regarding changes made to existing modules (including both new feature enhancements as well as bug fixes) can now be accessed through Release Notes reports. For more information, contact your first line of support.

General Support Items

The following subsections contain important considerations that should be reviewed before installing or upgrading to AnyDoc 18. These considerations could potentially impact several different modules in your AnyDoc solution.

New Installers

AnyDoc 18 products use new installer executables, which provide a more streamlined installation process. For more information on running the installers, see the module reference guides for your products.

New Desktop Icons

AnyDoc 18 applications feature updated desktop icons that are consistent with the look and feel of the OnBase product suite. Shortcuts to all AnyDoc applications are now located in the **Start** menu at **Start | All Programs | Hyland**.

In a few cases, the names of the shortcuts on the desktop or in the **Start** menu have changed slightly:

| Version 13 and earlier | Version 16 and Later |
|--------------------------------|------------------------------------|
| Infiniworx Database Management | Infiniworx Database Upgrade Wizard |
| License Configuration Utility | Client License Utility |

Licensing

As of AnyDoc 18, licensing for individual products can be configured using dedicated shortcuts in the **Start** menu at **Start | All Programs | Hyland | Licensing**. Each shortcut opens the Hyland AnyDoc Licensing Configuration Wizard for that product. Licensing can still be configured by adding the **-k** switch to the application's desktop shortcut, but the new dedicated shortcuts in the **Start** menu offer a more convenient option.

The Hyland AnyDoc Licensing Configuration Wizard in version 18 offers software-based licensing as well as hardware key licensing.

For more information on configuring licensing for your AnyDoc solution, see the product's module reference guide or contact your first line of support.

Upgrading to AnyDoc 18

To upgrade to version 18 from version 17 or earlier of any AnyDoc product, you must first manually uninstall the earlier version before installing the later version.

In addition, in version 18, installed applications are now located in the folder at **C:\Program Files\Hyland** for 32-bit environments or **C:\Program Files (x86)\Hyland** for 64-bit environments. Configuration files are still located under **C:\ProgramData\AnyDoc**.

For more information, see the product's module reference guide or contact your first line of support.

Note: Before upgrading to AnyDoc 18, you must ensure that you use the AnyDoc Conversion Assistant tool to convert your controls paths from flat files to the Anydoc database. Modules affected by this change contain information on how to use the Conversion Assistant tool to convert your files.

Logging for Technical Support

As of AnyDoc 18, error logging for technical support purposes is automatically performed in all products. It is no longer necessary to turn logging on or off.

One log file is compiled per day. Unlike logging in previous versions, opening and closing the application no longer creates a log file just for that session.

Log files are now saved in a central location for all AnyDoc products, instead of in disparate locations per product. The new log file location is **C:\ProgramData\AnyDoc\Logs**.

Module-Specific Support Items

The following subsections contain important considerations that should be reviewed before installing or upgrading to AnyDoc 18. These considerations are presented on a module-by-module basis. Ensure that you review the sections pertaining to the modules currently in your AnyDoc solution. In many cases, the module's documentation will contain further information on these support items.

CAPTUREit

Toolbar Buttons

Toolbar buttons and phase icons in OCR for AnyDoc and CAPTUREit have been redesigned with a clean and clear look.

Patch Code Information

Users can now configure the columns in the CAPTUREit Workflow Manager to display information regarding the number and type of patch code pages scanned in a batch.

DEPOSit

ASP.NET and HTTP Activation (Windows 8.1 and Server 2012)

Users running Windows 8.1 or Windows Server 2012 must manually enable ASP.NET and HTTP Activation before installing DEPOSit. For users running other versions of Windows, these components are automatically registered by the DEPOSit installer.

EXCHANGEit

Backwards Compatibility in EXCHANGEit 18

Version 18 of EXCHANGEit can open job files (*.xjb) created in a previous version of EXCHANGEit. However, job files created or saved in version 18 can only be opened in version 18 or later. This included job files created in a previous version of EXCHANGEit and then edited and saved in version 18.

EDI 210 Destination

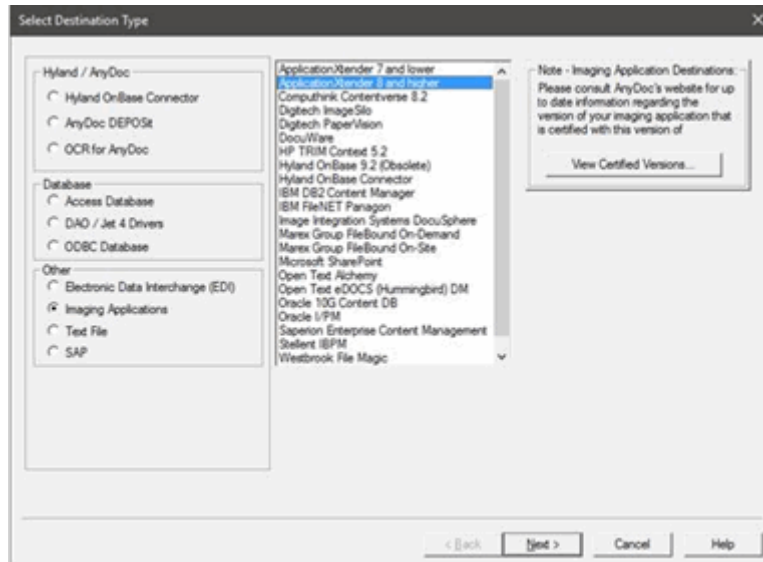
As of EXCHANGEit 15, EDI 210 (Motor Carrier Freight Invoice) is now an option for an Electronic Data Interchange (EDI) Destination.

Computhink Contentverse 8.2 Destination

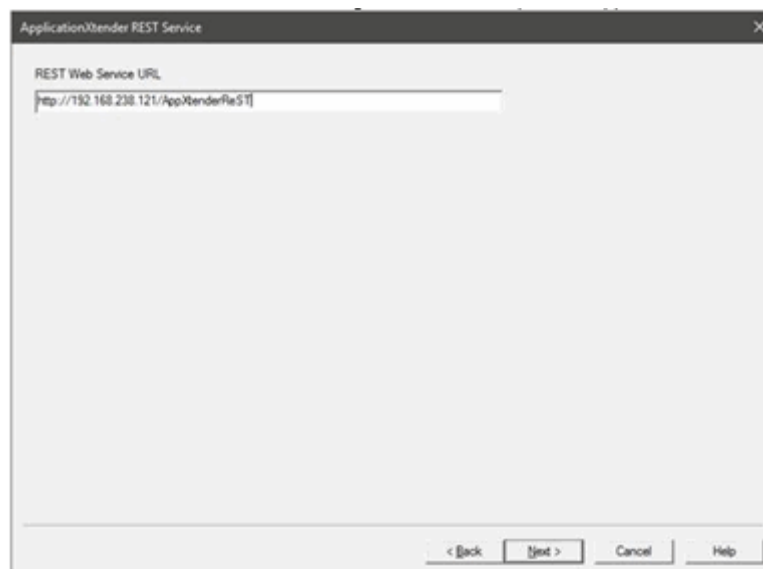
Computhink Contentverse 8.2 can only be used as a destination in EXCHANGEit version 15 or later. Previous versions of EXCHANGEit can only use Computhink ViewWise 6.1 (the predecessor of Contentverse) as a destination.

ApplicationXtender Version 8.1 Support

EXCHANGEit now supports ApplicationXtender version 8.1 through the REST Web Service integration. There are now two ApplicationXtender integrations to choose from while configuring a destination: version 8 and up, and version 7 and below.



The new web service integration does not require the ApplicationXtender client to be installed as it did for the previous integration. The setup is the same except for an additional dialog at the start to enter the web service address.



Infiniworx

Backwards Compatibility in Infiniworx 18

Version 18 of Infiniworx can open workflow files (*.flo) created in a previous version of Infiniworx. However, workflows created or saved in version 18 can only be opened in version 15 or later. This includes workflow files created in a previous version of Infiniworx and then edited and saved in version 18.

OnBase Data Capture Server

Infiniworx 18 allows you to integrate your AnyDoc solution with an OnBase capture solution using the OnBase Data Capture Server.

Integration with the OnBase Data Capture Server can be built into Infiniworx processes using two new workflow tools: **Data Capture Server Import** and **Data Capture Server Export**.

OCR for AnyDoc

AnyDoc Conversion Assistant Tool

The Conversion Assistant tool has been added to allow you to convert control paths from flat work files to the AnyDoc database.

Toolbar Buttons

Toolbar buttons and phase icons in OCR for AnyDoc and CAPTUREit have been redesigned with a clean and clear look.

VERIFYit

AnyDoc Conversion Assistant Tool

The Conversion Assistant tool has been added to allow you to convert control paths from flat work files to the AnyDoc database.

VERIFYit Installer

As of AnyDoc 18, VERIFYit can be installed individually using its own installer executable, rather than as part of an installation of OCR for AnyDoc.

Web Browser Support Items

The following Web browsers are supported in version 18 of the following AnyDoc products:

| Web Browser | Products Supported |
|--------------------------------|---|
| Internet Explorer 8, 9, 10, 11 | <ul style="list-style-type: none"> • DEPOSit Client • DEPOSit Server • OCR for AnyDoc Attended & Unattended • VERIFYit Client |

Third-Party Software Support Items

Microsoft .NET Framework Requirements

OnBase requires Microsoft .NET Framework 4.6 or later. The .NET Framework can be obtained from the Microsoft Download Center at <http://www.microsoft.com/downloads>.

By extension, AnyDoc 18 only supports the client and server operating systems that support Microsoft .NET Framework 4.5.2, as indicated below. Carefully consider these requirements before installing or upgrading to AnyDoc 18.

The following client operating systems support Microsoft .NET Framework 4.5.2:

- Windows 7 SP1
- Windows 8.1

The following server operating systems support Microsoft .NET Framework 4.5.2:

- Windows Server 2008 SP2
- Windows Server 2008 R2 SP1
- Windows Server 2012
- Windows Server 2012 R2

Note that, as of AnyDoc 16, Windows 8 is no longer supported.

Databases Supported

The following sections list the databases supported in OnBase 18.

Microsoft SQL Server

The following versions of Microsoft SQL Server™ are supported:

- Microsoft SQL Server 2008 (RTM, SP1, SP2, SP3, or SP4)
- Microsoft SQL Server 2008 R2 (RTM, SP1, SP2, or SP3)
- Microsoft SQL Server 2012 (RTM, SP1, SP2, SP3, or SP4)
- Microsoft SQL Server 2014 (RTM, SP1, or SP2)
- Microsoft SQL Server 2016 (RTM or SP1)
- Microsoft SQL Server 2017 (for Windows or Linux)

When using Microsoft SQL Server databases, also note the following:

- Microsoft SQL Server 2008 and Microsoft SQL Server 2008 R2 are being deprecated for eventual removal from the OnBase product suite. SQL Server 2008 and 2008 R2 are supported in OnBase 18; however, they will not be available in OnBase 19 and subsequent versions of OnBase. If you are currently using either Microsoft SQL Server 2008 or Microsoft SQL Server 2008 R2, Hyland Software recommends using Microsoft SQL Server 2012 or later to fulfill your needs.
- In April 2016, Microsoft discontinued technical support for Microsoft SQL Server 2005. As of release 17, Hyland Software no longer supports SQL Server 2005.
- If you are using an ODBC data source to connect to the database, you must ensure that your SQL Server database client software version matches or exceeds the database server version. For example, if your database server is SQL Server 2012, verify that the database client is SQL Server 2012 (or later). Running a previous client version, such as SQL Server 2008, will result in system instability and memory issues. For instructions on determining your server and client versions, see Database Client / Server Version Compatibility.

Oracle

The following versions of Oracle® are supported:

- Oracle 11g (R2)
- Oracle 12c (R1 or R2)

Note: All Oracle 11g and 12c drivers can be used.

Note: If you are using an Oracle database, it is strongly recommended that you have a certified Oracle Database Administrator on staff.

SAP SQL Anywhere

Support for SAP SQL Anywhere™ databases is being deprecated for eventual removal from the OnBase product suite. Beginning in OnBase 18, new customers are required to use a supported version of a Microsoft SQL Server or Oracle database. However, the following versions of SAP SQL Anywhere are still supported for existing customers:

- SAP SQL Anywhere 16
- SAP SQL Anywhere 17

Beginning in OnBase 19, SAP SQL Anywhere databases will no longer be supported.

Note: On December 31, 2016, SAP retired engineering support for SQL Anywhere versions 12.x and lower. As of OnBase 17, Hyland Software no longer supports SQL Anywhere versions 12.x and lower.

Database/File Servers

Server requirements are site-specific. Database/file servers should be dedicated purpose servers; that is, these servers should not be used as a domain controller, email server, print server, or proxy server. Network and disk I/O hardware should be optimized for performance and redundancy. Multiple network interface cards on servers are often required to minimize network bottlenecks.

Supported Operating Systems

- Windows Server 2008 R2 SP1 or later service pack
- Windows 7 SP1 or later service pack
- Windows 8.1
- Windows Server 2012 R2
- Windows 10 (1607 Anniversary Update, 1703 Creators Update, or 1709 Fall Creators Update)
- Windows Server 2016

Note: As of OnBase 16, the Windows Vista, Windows 8, Windows Server 2008, and Windows Server 2012 operating systems are no longer supported. If you are using any of these operating systems, you should not upgrade to OnBase 18 until you have upgraded to a Windows operating system supported by OnBase. For a complete list of operating systems that are no longer supported, see the **Technical Requirements Overview for New Installations and Upgrades** document.

Additional Operating System Requirements

Microsoft .NET Framework Requirements

OnBase requires Microsoft .NET Framework 4.6 or later. The .NET Framework can be obtained from the Microsoft Download Center at <http://www.microsoft.com/downloads>.

Windows User Account Control Statement

Hyland Software is dedicated to ensuring that AnyDoc is compatible with Windows User Account Control (UAC). UAC is a feature of Windows operating systems that was introduced with Windows Vista. It limits the ability of standard users to make global system changes to a workstation and prevents malicious software from making unauthorized changes to protected areas.

For details on UAC, refer to your Microsoft support information or see [http://technet.microsoft.com/en-us/library/cc709691\(WS.10\).aspx](http://technet.microsoft.com/en-us/library/cc709691(WS.10).aspx).

You may encounter UAC in AnyDoc when:

- Installing or uninstalling AnyDoc.
- Copying, moving, or saving files to the Program Files directory, Windows directory, or another protected location.
- Modifying system-wide settings, such as the registry.

If Windows UAC is enabled, the above operations may prompt for administrator privileges or credentials, even if an administrator is currently logged on.

To install AnyDoc with UAC enabled, right-click the installer executable and select **Run as administrator**.

ANYDOC 18 WORKSTATION CLIENT HARDWARE REQUIREMENTS

CAPTUREit Client

| Hardware | Minimum | Recommended |
|---|-------------------------------------|-------------------------------------|
| CPU | Pentium IV 3.0 GHz | Intel Core i5 |
| Memory (RAM) | 1 GB | 4 GB |
| Hard Drive Controller | IDE | SATA |
| Free Hard Disk Space (total for installation itself and post-installation files) | 400 GB (Depends on daily volume) | 400 GB (Depends on daily volume) |
| Screen Resolution | 1024 x 768 | 1680 x 1050 |

Note: Some scanners or scanner interface boards have minimum PC requirements that are higher than those listed here. You must have the appropriate Windows operating system drivers for the computer to which you are attaching the scanner. Please review the scanner and scanner interface board manufacturer specification requirements.

DEPOSIT Client

| Hardware | Minimum | Recommended |
|---|--------------------|----------------|
| CPU | Pentium IV 3.0 GHz | Intel Core i5 |
| Memory (RAM) | 1 GB | 4 GB |
| Hard Drive Controller | IDE | SATA |
| Free Hard Disk Space (total for installation itself and post-installation files) | 400 GB | Minimum 400 GB |
| Screen Resolution | 1024 x 768 | 1680 x 1050 |

EXCHANGEit

| Hardware | Minimum | Recommended |
|---|-------------------------------------|---|
| CPU | Pentium IV 3.0 GHz | Intel Core i5 |
| Memory (RAM) | 2 GB | 8 GB |
| Hard Drive Controller | IDE | SATA/SAS |
| Free Hard Disk Space (total for installation itself and post-installation files) | 400 GB (Depends on daily volume) | Minimum 400 GB (Depends on daily volume) |
| Screen Resolution | 1024 x 768 | 1680 x 1050 |

Infiniworx Client

Infiniworx Management Console

| Hardware | Minimum | Recommended |
|---|--------------------|----------------|
| CPU | Pentium IV 3.0 GHz | Intel Core i5 |
| Memory (RAM) | 1 GB | 4 GB |
| Hard Drive Controller | IDE | SATA |
| Free Hard Disk Space (total for installation itself and post-installation files) | 400 GB | Minimum 400 GB |
| Screen Resolution | 1024 x 768 | 1680 x 1050 |

Infiniworx Client | Processing Tools (Unattended Stations)

| Hardware | Minimum | Recommended |
|-----------------------|--------------------|---------------|
| CPU | Pentium IV 3.4 GHz | Intel Core i7 |
| Memory (RAM) | 2 GB | 8 GB |
| Hard Drive Controller | IDE | SATA |

| Hardware | Minimum | Recommended |
|---|---------|--------------|
| Free Hard Disk Space (total for installation itself and post-installation files) | 400 GB | Minimum 1 TB |
| Screen Resolution | n/a | n/a |

Infiniworx Client | Non-Processing Tools (Attended Stations)

| Hardware | Minimum | Recommended |
|---|--|--|
| CPU | Pentium IV 3.0 GHz | Intel Core i5 |
| Memory (RAM) | 2 GB | 8 GB |
| Hard Drive Controller | IDE | SATA/SAS |
| Free Hard Disk Space (total for installation itself and post-installation files) | 400 GB (Depends on daily volume) | Minimum 400 GB (Depends on daily volume) |
| Screen Resolution | 1024 x 768 | 1680 x 1050 |

MANAGEit

| Hardware | Minimum | Recommended |
|---|--------------------|----------------|
| CPU | Pentium IV 3.0 GHz | Intel Core i5 |
| Memory (RAM) | 1 GB | 4 GB |
| Hard Drive Controller | IDE | SATA |
| Free Hard Disk Space (total for installation itself and post-installation files) | 400 GB | Minimum 400 GB |
| Screen Resolution | 1024 x 768 | 1680 x 1050 |

OCR for AnyDoc Client

OCR for AnyDoc Client | Scanning

| Hardware | Minimum | Recommended |
|---|--|--|
| CPU | Pentium IV 3.0 GHz | Intel Core i5 |
| Memory (RAM) | 1 GB | 4 GB |
| Hard Drive Controller | IDE | SATA |
| Free Hard Disk Space (total for installation itself and post-installation files) | 400 GB (Depends on daily volume) | 400 GB (Depends on daily volume) |
| Screen Resolution | 1024 x 768 | 1680 x 1050 |

Note: Some scanners or scanner interface boards have minimum PC requirements that are higher than those listed here. You must have the appropriate Windows operating system drivers for the computer to which you are attaching the scanner. Please review the scanner and scanner interface board manufacturer specification requirements.

OCR for AnyDoc Client | Quality Assurance & Exceptions

| Hardware | Minimum | Recommended |
|---|--------------------|----------------|
| CPU | Pentium IV 3.0 GHz | Intel Core i5 |
| Memory (RAM) | 1 GB | 4 GB |
| Hard Drive Controller | IDE | SATA |
| Free Hard Disk Space (total for installation itself and post-installation files) | 400 GB | Minimum 400 GB |
| Screen Resolution | 1024 x 768 | 1680 x 1050 |

OCR for AnyDoc Client | Verification

| Hardware | Minimum | Recommended |
|---|--------------------|----------------|
| CPU | Pentium IV 3.0 GHz | Intel Core i5 |
| Memory (RAM) | 1 GB | 4 GB |
| Hard Drive Controller | IDE | SATA |
| Free Hard Disk Space (total for installation itself and post-installation files) | 400 GB | Minimum 400 GB |
| Screen Resolution | 1024 x 768 | 1680 x 1050 |

OCR for AnyDoc Client | Extract

| Hardware | Minimum | Recommended |
|---|--------------------|---------------|
| CPU | Pentium IV 3.4 GHz | Intel Core i7 |
| Memory (RAM) | 2 GB | 8 GB |
| Hard Drive Controller | IDE | SATA |
| Free Hard Disk Space (total for installation itself and post-installation files) | 400 GB | Minimum 1 TB |
| Screen Resolution | n/a | n/a |

VERIFYit Client

| Hardware | Minimum | Recommended |
|---|--------------------|----------------|
| CPU | Pentium IV 3.0 GHz | Intel Core i5 |
| Memory (RAM) | 1 GB | 4 GB |
| Hard Drive Controller | IDE | SATA |
| Free Hard Disk Space (total for installation itself and post-installation files) | 400 GB | Minimum 400 GB |

| Hardware | Minimum | Recommended |
|-------------------|------------|-------------|
| Screen Resolution | 1024 x 768 | 1680 x 1050 |

ANYDOC 18 SERVER HARDWARE REQUIREMENTS

CAPTUREit Server

| Hardware | Minimum | Recommended |
|--|--------------------|---------------|
| CPU | Pentium IV 3.0 GHz | Intel Core i7 |
| Memory (RAM) | 2 GB | 8 GB |
| Hard Drive Controller | IDE | SATA |
| Free Hard Disk Space (total for installation itself and post-installation files) | 1 TB | Minimum 1 TB |
| Screen Resolution | n/a | n/a |

DEPOSit Server

| Hardware | Minimum | Recommended |
|--|--------------------|---------------|
| CPU | Pentium IV 3.0 GHz | Intel Core i7 |
| Memory (RAM) | 2 GB | 8 GB |
| Hard Drive Controller | IDE | SATA |
| Free Hard Disk Space (total for installation itself and post-installation files) | 1 TB | Minimum 1 TB |
| Screen Resolution | n/a | n/a |

Infiniworx File Server

| Hardware | Minimum | Recommended |
|----------|--------------------|--------------------|
| CPU | Pentium IV 3.0 GHz | Core 2 Duo 3.0 GHz |

| Hardware | Minimum | Recommended |
|--|--------------------------------------|--|
| Memory (RAM) | 2 GB | 8 GB |
| Hard Drive Controller | 3 channel SCSI Raid Level 5 | SATA/SAS Raid Level 5 |
| Free Hard Disk Space (total for installation itself and post-installation files) | 1 TB (Depends on daily volume) | Minimum 1 TB (Depends on daily volume) |
| Screen Resolution | n/a | n/a |

OCR for AnyDoc File Server

| Hardware | Minimum | Recommended |
|--|--------------------------------------|--|
| CPU | Pentium IV 3.0 GHz | Core 2 Duo 3.0 GHz |
| Memory (RAM) | 2 GB | 8 GB |
| Hard Drive Controller | 3 channel SCSI Raid Level 5 | SATA/SAS Raid Level 5 |
| Free Hard Disk Space (total for installation itself and post-installation files) | 1 TB (Depends on daily volume) | Minimum 1 TB (Depends on daily volume) |
| Screen Resolution | n/a | n/a |

Note: OCR for AnyDoc requires a dedicated file server.

VERIFYit Server

| Hardware | Minimum | Recommended |
|-----------------------|--------------------|---------------|
| CPU | Pentium IV 3.0 GHz | Intel Core i7 |
| Memory (RAM) | 2 GB | 8 GB |
| Hard Drive Controller | IDE | SATA |

| Hardware | Minimum | Recommended |
|---|---------|--------------|
| Free Hard Disk Space (total for installation itself and post-installation files) | 1 TB | Minimum 1 TB |
| Screen Resolution | n/a | n/a |

Supported Languages

The following languages are supported in version 18 of OCR for AnyDoc and CAPTUREit:

- English
- French
- German
- Italian
- Portuguese
- Spanish

For all other AnyDoc products, English is the only supported language.

TECHNICAL SUPPORT AND UPGRADE INFORMATION FOR ANYDOC 18

This section clarifies Hyland Software's commitment to supporting different versions of AnyDoc.

Commitment to Fix Defects for Customers Under Maintenance

When a defect is reported to Hyland Software and it is determined that a software change is required, the defect will be prioritized and reviewed for future software releases. In rare cases, if an issue is deemed significant in nature, the change may be made in the current release as well. This is done on a case-by-case basis based on information gathered during analysis of the issue. For more information on the current release status of a software change, contact your first line of support.

Hyland Software will no longer repair ANY issues in the following AnyDoc versions and their associated service packs:

- CAPTUREit versions prior to 5.0.2
- DEPOSIT versions prior to 1.3.2.1
- EXCHANGEit versions prior to 5.1.4
- Infiniworx versions prior to 1.1.2.284
- MANAGEit versions prior to 5.1.2
- OCR for AnyDoc versions prior to 5.0.8

Hyland Software will provide technical support for all customers under maintenance.

Hyland Software will continue to provide technical support to partners and customers by troubleshooting issues with regard to the configuration, operation, and maintenance of the AnyDoc product line, even for older versions of the software for which error corrections are no longer being made. Based on the findings during our troubleshooting, it may be necessary to upgrade to the current AnyDoc version for the issue to be resolved.

Upgrading AnyDoc

AnyDoc solutions can be upgraded traditionally (i.e., all at once), or incrementally. Both processes are supported. However, an incremental, parallel upgrade process is recommended by Hyland Software. In an incremental, parallel upgrade, the previous AnyDoc version remains available, in a known working configuration. If a problem occurs, users can revert to using the previous AnyDoc version without intervention. The goal of an incremental, parallel AnyDoc upgrade is to reduce the risk that any part of our customers' organizations will be unable to perform their work.

Every incremental, parallel upgrade requires close collaboration with your support representative. Please consult with them before and during any upgrade process.

Note: For OCR for AnyDoc, you cannot use the incremental, parallel upgrade process. All stations must be upgraded to version 18 of the product at the same time.

Upgrade Schedule

Hyland Software Recommendations Regarding Product Upgrades

Due to rapidly changing technological environments, Hyland Software strongly recommends that its customers upgrade to the latest version of the software at least once every two years.

Technological changes in customer environments can lead to situations where older versions of the product may be rendered inoperable and Hyland Software may be unable to provide relief or suggestions to address issues that customers may face.

In addition, Hyland Software routinely addresses security, scalability, and other types of fixes that are important to AnyDoc users in its ongoing development efforts.

Recommended AnyDoc Upgrades

AnyDoc installations running the following software versions or earlier should be upgraded to AnyDoc 18 immediately:

- CAPTUREit versions prior to 5.0.2
- DEPOSIT versions prior to 1.3.2.1
- EXCHANGEit versions prior to 5.1.4
- Infiniworx versions prior to 1.1.2.284
- MANAGEit versions prior to 5.1.2
- OCR for AnyDoc versions prior to 5.0.8

Things You Need To Do Before Upgrading

- Upgrade any necessary hardware or software on current workstations/servers.
- Upgrade the current AnyDoc database to a supported platform.
- Upgrade web browsers to a version supported by AnyDoc 18.

Note: For more information, see [Web Browser Support Items on page 7](#).

- Complete a backup of the AnyDoc database.
- Upgrade the AnyDoc clients and servers to version 18.

Testing the Upgrade

Upgrading AnyDoc to a new version, like any software upgrade, requires thorough testing before moving the upgrade into production.

To ensure a smooth upgrade from any previous version of AnyDoc, you should thoroughly test all areas of your AnyDoc solution that affect critical business processes.

Upgrading From AnyDoc 17 or Earlier

To upgrade to version 18 from version 17 or earlier of any AnyDoc product, you must first manually uninstall the earlier version before installing the later version.

In addition, in version 18, installed applications are now located in the folder at **C:\Program Files\Hyland** for 32-bit environments or **C:\Program Files (x86)\Hyland** for 64-bit environments. Configuration files are still located under **C:\ProgramData\AnyDoc**.

For more information, see the product's module reference guide or contact your first line of support.

Third-Party Software Support

AnyDoc is used in conjunction with a variety of third-party software products. The specific versions of third-party software that are supported are documented in the requirements sections of this manual, which reflect the versions that were required at the time this manual was published.

For up-to-date information, contact your first line of support.

About Virtual Environments

Hyland Software develops, tests, and supports AnyDoc on specific Operating Systems, not specific hardware configurations. When AnyDoc is operated in a virtual environment (such as Citrix, VMware, Hyper-V, or Windows Remote Desktop) there may be limitations or subtle differences imposed by the environment. The customer and the virtual environment vendor are responsible for any interactions or issues that arise at the Hardware or Operating System layer as a result of their use of a virtual environment.

When it appears that a performance-related issue in AnyDoc is either caused by (or is unique to) the virtual environment, organizations may be asked to validate that the issue occurs in a non-virtual environment. Hyland Software will make this request if there is reason to believe that the virtual environment is a contributing factor to the issue.

Each AnyDoc site is unique. Hyland Software depends on the customers who deploy AnyDoc in virtual environments to do so only after careful design and adequate planning (that takes into account the workloads of your organization), and in accordance with recommendations provided by the virtual environment's vendor. As with any implementation, Hyland Software strongly recommends that any customer deploying the AnyDoc solution in a virtual environment thoroughly test the solution before putting it into production.

64-Bit Support Statement

AnyDoc is tested on 64-bit systems and is capable of being deployed on 64-bit systems using the Windows 32-bit on Windows 64-bit Emulator (WOW64) layer. However, AnyDoc modules that integrate with third-party applications may not be able to be used with the 64-bit versions of these applications. For these modules, only the 32-bit versions of these third-party applications are currently supported by the AnyDoc integrations. Consult the module-specific requirements section in each module reference guide for complete requirements details.

Supported database versions that are deployed on a 64-bit database server are also supported. For more information, contact your solution provider.