opentext™

OpenText™ Content Server

Module Installation and Upgrade Guide

This guide is intended for Content Server administrators. It provides instructions for installing and upgrading Content Server modules.

OpenText™ Content Server
Module Installation and Upgrade Guide
LLESCOR210200-IMO-EN-01
Rev.: 2021-Apr-01

This documentation has been created for OpenText™ Content Server CE 21.2.
It is also valid for subsequent software releases unless OpenText has made newer documentation available with the product, on an OpenText website, or by any other means.

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Chapter 1

Installing, Upgrading and Uninstalling Content Server Modules

Content Server installs with numerous core modules (ones that are installed by default). Over time, new module versions become available, and you will need to upgrade them. In addition, as a Content Server administrator, you may need to install additional Content Server modules to provide functionality needed by your organization.

A large number of additional Content Server modules are produced by OpenText and various third parties, and many organizations develop custom modules for their own purposes. Modules fulfill a wide range of purposes and may integrate additional software products in Content Server. Despite their large variety, however, every Content Server module is installed, upgraded, and uninstalled in a similar manner.

This guide discusses in general terms how to install, upgrade, and uninstall a Content Server module. Some modules may require special procedures that are described in their release notes or installation guides, but in many cases, the instructions in this guide may be all you need to install, upgrade, or uninstall a module successfully.

This guide covers the following topics:

- "Install a Content Server Module" on page 5

- "Upgrading a Content Server Module" on page 14

- "Uninstalling a Content Server Module" on page 17

- "Updating the Help Index to Reflect Changes in Installed Modules" on page 21

1.1 Install a Content Server Module

Content Server modules are installed in two steps:

1. **Installation on the operating system**

   You configure your operating system to use the module, and install the module's components into the *<Content_Server_home>*/staging/ folder of your Content Server installation.

   📄 **Note:** In this guide, *<Content_Server_home>* represents the root of your Content Server installation. For example, if you install Content Server to the default folder on your C: drive, your *<Content_Server_home>* folder is C:\OPENTEXT\

2. **Installation on Content Server**

    You use the Content Server Administration page to move the module from the `<Content_Server_home>`/staging/ folder to the `<Content_Server_home>`/module/ folder, and install it in Content Server.

All Content Server modules are installed in this way, but some modules require additional software and steps to complete the installation.

> **Note:** This chapter explains how to configure Content Server interactively in two steps using a module installer and the Content Server Administration pages. You can also install Content Server modules automatically in a single step using OpenText™ System Center Manager. System Center Manager installs, configures, patches, and updates multiple OpenText software applications. For more information, see *OpenText System Center Manager - Installation and Configuration Guide (SYSCM-IGD)*.

1.1.1 Prepare to Install a Content Server Module

Before you install a Content Server module, obtain the module installation program (and, if necessary, a license file for the module), review the documentation, and prepare your Content Server system for the installation of the module.

Obtain the Module Installation Program

Optional modules are available on My Support (https://knowledge.opentext.com). Each module folder contains documentation and installation media for various versions of Content Server and various operating systems.

> **Note:** Your access to modules on My Support depends on your OpenText software licensing. If you do not see a module that you are looking for, you may not have a license for that product. In that case, contact OpenText Customer Support or your OpenText Account Executive for assistance.

> **Tip:** Use the Module Matrix to verify that a suitable module version exists for installation on your version of Content Server. To find the Module Matrix on My Support, search for `matrix` or `module matrix`.

Each module folder contains subfolders that have the name of the module and the Content Server versions that the module can be installed on.

The **English** subfolder contains the basic installation of the module. Even if you run Content Server in a language other than English, you must install the English module.

> **Example 1-1: To download the installation program for the OpenText Electronic Signatures 16.2 module installed on Linux:**
>
> 1. Open the **Electronic Signatures 16.2.0 (for use with Content Server 16.2.0)** folder on My Support.

> **Tip:** Use the **Products** menu on the My Support home page to find product folders.

2. Open the **English** folder.

3. Download the `16.2.0_ESIGN64_LNX6.tar` file.

If your Content Server system uses languages other than English, download the appropriate module language packs from the **<*language*>** folder for your Content Server version and operating system.

> **Note:** If the module has no associated user interface, there may be no language pack to download. For example, the Content Server Forms Workflow Designer has no associated language pack.

Example 1-2: To download the French language pack for the Electronic Signatures 16.2 module installed on Linux:

1. Open the **Electronic Signatures 16.2.0 (for use with Content Server 16.2.0)** folder on My Support.

2. Open the **Language packs** folder.

3. Open the **Linux** folder.

4. Download the `esign_langpack_16.2.0_lnx_fr.tar.gz` file.

Obtain and Review the Module Documentation

Many Content Server optional modules have their own documentation. Typically, a module has Release Notes, an Installation Guide and online help, but some modules have additional documentation, such as a User Guide or an Administration Guide. You should review all the available documentation before you install a Content Server module.

Documentation for Content Server modules is available on My Support in the **<*language*>** module subfolder for your Content Server version and operating system. If documentation is not available in a given language, a link to the English documentation is provided.

Example 1-3: To access the documentation for OpenText™ Template Workspaces 16.2:

1. On OpenText My Support, open the **Template Workspaces (Case Management Framework)** folder on the **All Products** page.

> **Tip:** Use the **Product Name by letter** menu on the My Support home page to open the **Template Workspaces (Case Management Framework)** folder.

2. Open the **Documentation** folder.

3. Open the **Template Workspaces 16.2.0** folder.

    Links to the documentation are available in this folder. You can view the documents online or download a copy for local use.

Prepare your Content Server System for Module Installation

Before you install a Content Server module, apply the most recent Content Server Update.

Review the Release Notes and Installation Guide for the module that you are installing. Pay particular attention to the following items:

*   **Mandatory patches**

    You may need to install patches before or after the installation of the module.

*   **Module Dependencies**

    Some modules depend on the presence of other modules. These dependencies are noted on the Content Server**Install Modules** administration page.

*   **Module Incompatibilities**

    Installation of certain modules requires the removal of other modules.

*   **External Dependencies**

    Some modules are designed to work with external resources, which must be installed and configured to work with Content Server. For example, eLink requires an SMTP mail server.

*   **Client Software Requirements**

    Some modules require both the installation of a Content Server module and related client software. Enterprise Connect is an example of a module that has server and client components.

*   **Module License**

    Some modules require the application of a license. If you are installing a module that requires a license, obtain a license file by logging onto http://productactivation.opentext.com/ContentServer with the user name and password that was provided to you when you purchased the module.

1.1.2 Install a Content Server Module on the Operating System

In the first step, you install a Content Server module on the operating system. Follow the instructions in one of the following sections:

- "Install a Content Server Module on Windows" on page 9
- "Install a Content Server Module on Linux" on page 10

Install a Content Server Module on Windows

In the first stage of a Content Server module installation, a Windows installation program copies files to a subfolder of the *<Content_Server_home>*/staging folder and may write configuration information to the Windows registry.

> **Note:** Other installation types exist. For some modules, you extract folders from a zip file and copy them to the *<Content_Server_home>*/staging folder. Some modules have a customized installer that allows you to specify deployment options during the installation.

To install a Content Server module on Windows:

1. On the Content Server host computer, launch the module installer.

2. Advance past the **Welcome** and **License Agreement** dialog boxes.

3. Select the Content Server instance to which you wish to install the module, and then click **Next**.

   > **Note:** If there is more than one Content Server instance on the host computer, each instance appears in the **Selection of install location** dialog box. You can select only one instance at a time.

4. Click **Install**.

   A progress indicator and status messages indicate the progression of the installation. When the installation is complete, a final dialog box appears.

5. Click **Finish** to exit the installer.

> **Note:** If you have a clustered installation of Content Server, complete the above procedure on each Content Server instance in the cluster.

If your Content Server system uses languages other than English, install the language packs for the module that you installed.

To install a module language pack on Windows

- Extract all files in the module language pack file to the *<Content_Server_home>* folder. If you are prompted to confirm that you want to merge the contents of the compressed folder, click **Yes**.

The Windows installation of the module is complete. If you are installing a new module, proceed to "Install a Content Server Module on Content Server" on page 11. If you are upgrading an existing module, proceed to "Upgrade a Content Server Module on Content Server" on page 16.

Install a Content Server Module on Linux

In the first stage of installing a Linux version of a Content Server module, you extract the contents of a TAR archive file to your *<Content_Server_home>* directory, which writes the module files to a subfolder of the *<Content_Server_home>*/staging folder.

Perform the following steps as the user that runs Content Server.

To install a Content Server module on Linux:

1. Copy the module installation file to the *<Content_Server_home>* directory of your Content Server installation.

2. If the module installation file has a .gz file extension, expand it using gzip or another file compression program.

3. At the shell prompt, type the following command, and then press ENTER:

    `tar -xvf <module_name>.tar`

> **Note:** If you have a clustered installation of Content Server, complete the above procedure on each Content Server instance in the cluster.

If your Content Server system uses languages other than English, install the language packs for the module that you installed. The steps to install a module language pack are the same as for installing a module.

To install a module language pack on Linux:

1. Copy the module language pack installation file to the *<Content_Server_home>* directory of your Content Server installation.

2. If the language pack installation file has a .gz file extension, expand it using gzip or another file compression program.

3. At the shell prompt, type the following command, and then press ENTER:

    `tar -xvf <module_language_pack>.tar`

The Linux installation of the module is complete. If you are installing a new module, proceed to "Install a Content Server Module on Content Server" on page 11. If you are upgrading an existing module, proceed to "Upgrade a Content Server Module on Content Server" on page 16.

1.1.3 Install a Content Server Module on Content Server

In the second step of installing a Content Server module, you complete the installation using the Content Server **Install Modules** administration page.

To view the **Install Modules** administration page, open the Content Server Administration page and, in the **Core System - Module Configuration** section, click the **Install Modules** link.

Figure 1-1: The Install Modules Page

The **Installable Modules** section of this page lists the modules that you can install. The module that you installed on the operating system in the first module installation step should appear in this list.

> **!** **Previous Modules in staging Can Prevent Module Installation**
>
> Before you install a module in Content Server, ensure that no previous versions of the same module are present in the Content Server `staging` folder. The presence of previous module versions can prevent successful installation of a Content Server module.

Install a Module in Content Server

In a clustered instance of Content Server, perform the following procedure on each Content Server instance in your cluster.

> 📋 **Note:** When you install the same module on multiple instances of Content Server, you may see a **Missing software** error in the **Module Errors** section of the **Install Modules** page after you install the module on the first instance. This error indicates that your Content Server database contains information that pertains to this module, but your current instance does not yet have the module installed. Installing the module will resolve the error condition.

To install a module in Content Server:

1. In the **Installable Modules** section, select each of the modules that you want to install, and then click **Install**.

> **Note:** When you enable a module that requires the installation of other modules, Content Server automatically selects the required modules if they have been installed on the operating system. Content Server can install numerous modules at once, but if you want to install the modules one at a time, install the required modules first.

2. `Optional` If a module that you are installing modifies the Content Server database, the **Content Server Database Upgrade Confirmation** page appears. Perform the following steps:

   a. Click **Perform Upgrades** to initiate the database upgrade.

   b. The **Restart Content Server** page appears. Click **Restart** to restart automatically, or click **Continue** if you prefer to restart Content Server using the operating system.

   c. Content Server displays **Restart Successful**. Click **Continue**.

   d. When the **Database Upgrade Status** page displays **The database upgrade has completed successfully**, click **Continue**.

   e. Content Server automatically restarts and you are returned to the **Database Upgrade Status** page. Click **Continue**.

3. The **Configure Modules** page appears. Click **Continue**. Content Server configures your modules.

4. Restart Content Server to commit the module configurations, as follows:

   a. The **Restart Content Server** page appears. Click **Restart** to restart automatically, or click **Continue** if you prefer to restart Content Server using the operating system.

   b. Content Server displays **Restart Successful**. Click **Continue**.

5. `Optional` The module is now installed, but some modules also need to be licensed. If the optional module that you are installing requires a license, obtain the license at http://productactivation.opentext.com/ContentServer and then apply the license file in OpenText Directory Services.

   > **Tip:** For your convenience, Content Server provides a link to the **License Keys** page in OpenText Directory Services on the Content Server **Manage Licenses** administration page. To access the **Manage Licenses** administration page, click the **Licenses** link in the **Core System - Server Configuration** section of the Content Server Administration page.

   > **Note:** Restart Content Server after you apply a module license.

Installing a Module Language Pack in Content Server

If your Content Server system uses languages other than English, install the module language packs for your new Content Server module.

To install a module language pack in Content Server:

1. In the **Core System - Languages Configuration** section of the Content Server Administration page, click the **Install Language Packs** link.

2. On the **Install Language Packs** page, select the language pack that you wish to install, and then click **Install**.

    A progress bar appears, indicating that the files in the language pack are being copied. Then the **Installation Summary** page appears, listing the language pack that was successfully installed and prompting you to restart the Content Server services.

3. Restart the Content Server services, and then click **Continue** to return to the Content Server Administration page.

    💡 **Tip:** Click **View all installed language packs** to see a listing of all of your modules and whether you have installed language packs for them.

Performing Post-Installation Tasks

You have now completed the basic installation of a Content Server module. You may need to perform additional configuration tasks in Content Server or in external third-party software applications to complete the installation. Consult the module's installation guide for information on any post-installation configuration that is required.

After you complete the basic installation of a Content Server module:

*   Update the Content Server Help Index to ensure that the module's User and Administrator Help files can be searched. For more information, see "Updating the Help Index to Reflect Changes in Installed Modules" on page 21

*   Use System Center Manager to ensure that your module hotfixes are up to date.

*   Review your Content Server audit settings. The module that you have installed may enable additional auditing events.

1.2   Upgrading a Content Server Module

Upgrading a Content Server module is similar to installing a Content Server module. Content Server modules are upgraded in two steps:

1. **Installation on the operating system**

   You run a software installation program that configures your operating system to use the module, and installs the module's components into the *<Content_Server_home>*/`staging`/ folder of your Content Server installation.

2. **Upgrade Installation on Content Server**

   You use the Content Server Administration page to move the module from the *<Content_Server_home>*/`staging`/ folder to the *<Content_Server_home>*/`module`/ folder, and to install it in Content Server.

Most, but not all, modules are upgraded in this manner. Some modules do not support being upgraded in this way; you must uninstall the existing module before installing a newer module version. Consult the module's Installation Guide for information on special upgrade requirements that apply to the module you are upgrading.

Note: For information on uninstalling a Content Server module, see "Uninstalling a Content Server Module" on page 17

1.2.1   Prepare to Upgrade a Content Server Module

You obtain module upgrade installation media in the same manner that you obtain the installation media for a new module installation. For more information, see "Obtain the Module Installation Program" on page 6.

If you cannot find upgrade media for your module, verify whether a newer version of the module actually exists. Modules may be discontinued for a variety of reasons. In some cases, a module is discontinued because its functions have been integrated into core Content Server. For example, in Content Server 10.5 and earlier, you could install an optional Recycle Bin module to enable delete and restore functionality, but Content Server 16.2 and later has delete and restore functionality built in by default, so there is no longer any need for an optional Recycle Bin module.

Information on upgrading a module is contained in the module's Installation Guide. See "Obtain and Review the Module Documentation" on page 7 for information on obtaining module documentation. Be sure to note the following potential upgrade issues when you review the documentation:

- **Can you upgrade your current module?**

  Some modules must be uninstalled before you upgrade them.

- **Can you upgrade directly from your current module version?**

  Verify that you can upgrade to the desired module version from your current module version. In some cases, you may need to upgrade more than once to bridge a gap between module versions.

For instructions on preparing your system for a module upgrade, see "Prepare your Content Server System for Module Installation" on page 8. In addition, consider the following issues when you are preparing to upgrade a module:

- It is a best practice to back up your Content Server installation before making any change, such as installing a Content Server Update or applying a patch. When you upgrade a module, you should also back up any data related to the module. The module may store data in database tables or configuration files that you should back up before the upgrade.

- Review any patches you have applied (placed in the `<Content_Server_home>` `\patch\` folder) to the module that you are upgrading.

  Normally, you can rely on System Center Manager to correctly apply module patches and remove deprecated patches, but in certain cases, you must remove patches manually after you upgrade the module. Similarly, there may be cases where you need to apply a patch for a new module before you upgrade the module.

  Special cases requiring manual removal or application of patches are described in the module installation guide or in the release notes. Manual intervention is likely only required for third-party and custom modules. When in doubt, verify with the publisher of the software or with OpenText Technical Support.

- You might need to manually remove any previous module version folders from the `staging` folder before you upgrade a module.

1.2.2 Upgrade a Content Server Module on the Operating System

You perform an upgrade installation of a module on the operating system the same way you perform a new installation of a module on the operating system. For more information, see:

- "Install a Content Server Module on Windows" on page 9
- "Install a Content Server Module on Linux" on page 10

1.2.3   Upgrade a Content Server Module on Content Server

In the second step of upgrading a Content Server module, you complete the installation using the Content Server **Upgrade Modules** administration page.

To view the **Upgrade Modules** administration page, open the Content Server Administration page and, in the **Core System - Module Configuration** section, click the **Upgrade Modules** link.

The **Installable Modules** section of the **Upgrade Modules** page lists the modules that you can upgrade. The module that you installed on the operating system in the first module installation step should appear in this list.

> **!   Previous Modules in staging Can Prevent Module Upgrade**
>
> Before you upgrade a module in Content Server, ensure that no previous versions of the same module are present in the Content Server `staging` folder. The presence of previous module versions can prevent successful upgrade of a Content Server module.

Upgrade a Module in Content Server

To upgrade a module in Content Server:

1.   In the **Installable Modules** section of the **Upgrade Modules** page, select the module that you want to install, and then click **Upgrade**.

2.   After Content Server upgrades the selected module, the **Restart Content Server** page appears. Click **Restart** to restart automatically, or **Continue** if you prefer to restart Content Server using the operating system.

After you restart Content Server, you are returned to the Content Server Administration page.

If your Content Server system uses languages other than English, install the module language packs for your upgraded Content Server module.

> **Note:** Not every module upgrade includes a module language pack. In some cases, a module uses the existing language pack from the previous module version.

Install a Module Language Pack in Content Server

To install a module language pack in Content Server:

1. In the **Core System - Language Configuration** section of the Content Server Administration page, click the **Install Language Packs** link.

2. On the **Install Language Packs** page, in the **Installable Module Language Packs** section, select the module language pack that you wish to install, and then click **Install**.

   A progress bar appears, indicating that the files in the module language pack are being copied. Then the **Installation Summary** page appears, listing the module language pack that was successfully installed.

3. Restart the Content Server services, and then click **Continue** to return to the Content Server Administration page.

   > **Tip:** Click **View all installed language packs** to see a listing of all of your modules and whether you have installed language packs for them.

Performing Post-Installation Tasks

You have now completed the basic steps of a Content Server module upgrade. You may need to perform additional configuration tasks in Content Server or in external third-party software applications to complete the installation. Consult the module's Installation Guide for information on any post-installation configuration that is required.

After you complete the basic installation of a Content Server module:

• Update the Content Server Help Index to ensure that the module's User and Administrator Help files can be searched. For more information, see "Updating the Help Index to Reflect Changes in Installed Modules" on page 21

• Use System Center Manager to ensure that your module hotfixes are up to date.

• Review your Content Server audit settings. The module that you have upgraded may enable additional auditing events.

1.3 Uninstalling a Content Server Module

Content Server allows you to remove any optional module that you have installed.

Content Server modules are uninstalled in two steps. First from Content Server, and then from the operating system.

Removal from Content Server

You use the Content Server Administration page to uninstall the module from Content Server and move its files from the *<Content_Server_home>*/module/ folder to the *<Content_Server_home>*/uninstalled/*<yyyymmdd_hhmmss>*/ folder.

Delete Items Associated with a Module

Often, when a module is uninstalled, the software for deleting module-specific items is uninstalled along with it. This can result in "stranded" items in Content Server that can neither be used nor deleted. For example, if you uninstall the Communities of Practice module, you can no longer delete Blogs or Wikis from Content Server.

If the module that you are uninstalling has specific items associated with it that you want to remove, delete the items before you uninstall the module. Be sure to purge them from the Recycle Bin too.

Retaining Module Customizations

If you have previously modified or customized the module that you are uninstalling, the module version retained in the /uninstalled/*<yyyymmdd_hhmmss>*/ folder includes your customizations. If you reinstall the module, you can use the version in the /uninstalled/*<yyyymmdd_hhmmss>*/ folder, or download the released (unmodified) version of the module from OpenText My Support.

Removal from the operating system

You remove module configuration information from your operating system, and delete the module files from the *<Content_Server_home>*/uninstalled/ *<yyyymmdd_hhmmss>*/ folder of your Content Server installation.

1.3.1   Uninstalling a Content Server Module from Content Server

In the first step of removing a Content Server module, you uninstall it using the Content Server **Uninstall Modules** administration page.

> **Note:** Uninstalling a module from Content Server removes both the module and any associated language pack files. You do not need to perform an additional step to remove module language packs.

To uninstall a module:

1. On the Content Server Administration page, in the **Core System - Module Configuration** section, click the **Uninstall Modules** link.

2. On the **Uninstall Modules** page, click the **Uninstall** button ✖ beside the module that you want to remove.

Note: If the module that you want to uninstall is required by another module, you cannot uninstall it unless you first uninstall the modules that appear in the **Required by** column. After you uninstall the modules that depend on it, an **Uninstall** button appears beside the module and you can remove it.

For example, the **Installed Modules** listing above shows that **Case Management** is required by `otsapxecm` (**Connected Workspaces**.) You must uninstall **Connected Workspaces** before you can remove **Case Management**.

Content Server uninstalls the selected module, and then displays the **Restart Content Server** page. After you restart Content Server, the **Uninstall Modules** page appears again.

Removing the module from Content Server does not remove it from the operating system or file system, so it remains available for reinstallation. If you want, you can reinstall the module by moving the *<module_#_#_#>* file from the *<Content_Server_home>*/`uninstalled`/*<yyyymmdd_hhmmss>*/ folder to the *<Content_Server_home>*/`staging`/ folder and using the Content Server **Install Modules** administration page.

Notes

- Reinstalling a module as described above allows you to retain any changes and customizations that you have made to the module. If you would rather install the released version of the module, download it from OpenText My Support and install it normally.

- If you uninstall a module that has additional language files, the language files are retained. If you do not remove the module from the operating system, the language files are reinstalled when you reinstall the module. However, if you remove the module from the operating system and then later reinstall it, you must install the module and its language packs separately.

- After you uninstall a module that has help files associated with it, update the Help index so that the module's help files are removed from the index. See "Updating the Help Index to Reflect Changes in Installed Modules" on page 21.

If you do not intend to reinstall the module, proceed to "Removing a Content Server Module from the Operating System" on page 20 for instructions on completely removing the module from the Content Server host computer.

1.3.2   Removing a Content Server Module from the Operating System

In the second step of removing a Content Server module, you remove the module from the operating system and file system. Follow the instructions in one of the following sections:

- "Removing a Content Server Module from Windows" on page 20
- "Removing a Content Server Module from Linux" on page 21

Removing a Content Server Module from Windows

To remove a module from Windows and the Windows file system, uninstall the module using Windows Installer.

To uninstall a Content Server module from Windows:

1.   Using the Windows application for removing programs (for example, **Programs and Features**), select the module that you want to uninstall, and then click **Uninstall**.

2.   After the uninstall software finishes running, open Windows Explorer and see if the module files are still in the `<Content_Server_home>`\uninstalled \`<yyyymmdd_hhmmss>`\ folder. If necessary, delete the files manually.

Removing a Content Server Module from Linux

To remove a Content Server module from a Linux operating system and file system, delete the module files from the *`<Content_Server_home>`*`/uninstalled/` *`<yyyymmdd_hhmmss>`*`/` folder.

To delete the module files from a shell prompt, run the following command, logged on as the Content Server user:

```
rm -rf <Content_Server_home>/uninstalled/<yyyymmdd_hhmmss>/
<module_#_#_#>/
```

1.4 Updating the Help Index to Reflect Changes in Installed Modules

Most Content Server modules have their own Help files. When you install, upgrade or remove a module, you add, change or remove the module's Help files. You should update the Help index to reflect these changes, otherwise when you search Content Server Help, you may not receive the correct results. For example, if you uninstall a module without updating the Help index, a search for terms that occur in the removed module's Help files results in those files being listed on the Search Results page, even though you can no longer view them.

To update the Help files, run the Directory Walker for the Admin Help Data Source Folder and the Help Data Source Folder.

To run the Directory Walker for a Help Data Source Folder:

1. On the Content Server Administration page, in the **Search Administration** section, click the **Open the System Object Volume** link.

2. Click **Admin Help Data Source Folder** or **Help Data Source Folder**.

3. On the next page (either the **Admin Help Data Source Folder** or the **Help Data Source Folder** page) click **Help Data Flow Manager**.

4. On the next page (either the **Admin Help Data Flow Manager** or the **Help Data Flow Manager** page), click the **Functions** menu of the Directory Walker, and then click **Start**.

Once the Directory Walker finishes running, your Help files should be up to date.

Alternatively, because the Admin Help and Help data sources are small, it is quick and easy to delete and recreate them when you need to update them, instead of running the Directory Walker again. The end result is the same.

To recreate the Admin Help and Help data sources:

1. On the Content Server Administration page, in the **Search Administration** section, click the **Open the System Object Volume** link.

2. On the **Content Server System** page, delete the User and Admin Help data sources.

3. To create the new Admin Help and User Help Indexes, open the **Content Server System** page and complete the following steps for both data sources:

    • On the **Add Item** menu, click **Admin Help Data Source** or **User Help Data Source**

    • In the **Base Directory** box, accept the default location, or type the location where you want to create the data source.

    • Click **Create Processes**, and then click **Continue** to confirm.