Performing the upgrade on the main enterprise server

Caution: Do not proceed until all Satellite servers have been upgraded to version 9.2 and have been turned off or the InSite service is stopped.

Important: If an error message appears when you are performing the upgrade, do not click **Continue** or **Cancel**. Contact your local Response Center representative to report the error.

Important: Extract files to a folder on the InSite server.

1. Turn on (if you turned off) and log on to to the Main Enterprise server using the EnterpriseAdmin account. Do not perform the upgrade using a Remote Desktop connection.
2. If you have not downloaded the `InSite_9.2.0.zip` and the `Oracle19.0_Installer.zip` already, download the files now and save the files to the `J:` drive on your Main Enterprise server.
3. Extract the `InSite_9.2.0.zip` file that you have previously downloaded to the `J:\InSiteStuff` folder.
4. To map a drive to the Oracle 19 installer, follow these steps:

   a. Copy the `Oracle19.0_Installer.zip` file that was downloaded to the `J:\` drive.
   b. Extract the `Oracle19.0_Installer.zip` file to the **root of the J:\ drive**.
      Important: If you extract the zip file to other folder location, you may see the "*Path too long..*" error or "*unexpected error...*" message. DO NOT proceed to the upgrade if you see the error. Make sure you successfully extract the zip file to the root location of the J:\ drive.
   c. Open a command prompt and type the following command: `C:\> subst O: j:\Oracle19.0_Installer`
   d. Press Enter.
      Important: Make sure you map the root folder `Oracle19.0_Installer`. DO NOT map the OracleClient_19.0.0.0_x32; OracleServer_19.0.0.0_x64; or OracleServer_12.1.0.2_x64 folder directly.
5. In the `J:\InsiteStuff` folder, open the `InSite 9.2.0/InSite` folder, double-click `setup.exe`.
   The InSite Backup and Rehost Utility window appears.
6. Select **Backup** and click **Next**.
7. In the **Location for backup files** box, navigate to the `J` drive. At the root of the J drive, create a folder called `InSiteBackup`, and select this folder as your backup destination.
   Important: Do not use any spaces in the name of your new backup folder.
   Notes:

   - It is recommended that you back up the files on a local drive with at least 30 GB of free disk space. (The system does not enable you to back up the files to the system drive).
   - If there are any failures or warnings during the backup process, stop and contact your local response center representative.
8. Click **Next**.
   The backup process begins. The following items are backed up on the Main Enterprise server:

- Color management (color profiles)
- Customization folders (all customized components)
- License key
- Network configuration
- Registry data
- Learning Center
- `Web.Config` file
- Database
- IIS configuration
  Notes:
- The backup process can take 20-30 minutes and is fully scripted. Be patient and allow the process time to complete. Do not close any of the backup process windows.
- To view what has been backed up, go to the location that you defined for backup on the `J:` drive.

9. When the backup process indicates **Completed** on all steps, click **Done**.
   The installer will verify that you have the InSite Prepress Portal 9.2 upgrade option in your license.
   Important: If you receive a warning about the option not being available, stop immediately and contact your service representative for an InSite Prepress Portal 9.2 upgrade key.
10. When the InSite installer starts, click **Next**.
11. In the NT User Account dialog box, type and confirm the password for the EnterpriseAdmin account and click **Next**.
12. On the Summary screen, click **Next**. Type the drive letter you mapped to the Oracle installer earlier `(O:)`, and click **Next**.
    The installer updates the Oracle software on your system. This process can take 1-2 hours depending on the size of the database. Be patient and allow the installer to complete.
    Note: The install progress might display a **Not Responding** message during this step. Do not attempt to force quit or interrupt this step. Be patient and allow the installer to complete.
13. On the InSite Configuration Utility screen, click **Next**.
14. Confirm the name and IP address of your Main Enterprise server and click **Next**.
15. Leave all settings as they are and click **Next** or **Apply** until you reach the Finished screen, and then click **Close**.
16. On the Configuration Results screen, click **Done**, and then click **Finish**.
17. On the Restart Server screen, select the **Yes, I want to restart my computer now** option, and click **Finish**. Wait until the server restarts.

    Important: When you upgrade the Prepress Portal Enterprise system, all customized e-mail templates are automatically backed up and saved on your local InSite server at `J:\inetpub\wwwroot\PrinergyWebRoot\RUser\custom\emailBackups\*TimeStamp*`. Then, during the upgrade process, the templates folder in the original location is overwritten with the default content. The system administrator will receive an e-mail during the upgrade, specifying which customized files were overwritten. Your customized e-mail templates in `J:\inetpub\wwwroot\PrinergyWebRoot\RUser\custom\email` are not affected but will need to be reviewed for compatibility after the upgrade.To restore your customized e-mail templates, when the upgrade process is complete and you have restarted the system, copy the templates from the backup location into the original folder (`J:\inetpub\wwwroot\PrinergyWebRoot\RUser\custom\email`).