

# Upgrading

Kodak is continuously working to improve the performance and security of its software products, and occasionally uses installation software to make important changes available to customers as updates or upgrades. If these conditions describe your system:

- You have a currently installed PRINERGY Workflow version
- The PRINERGY Workflow software will remain on its current platform (combination of operating system and hardware/virtual machine)
- You want to apply the changes available from the update or upgrade to your current PRINERGY Workflow system

it is your responsibility as end user/customer system administrator to install the update or upgrade software (for details, see the terms and conditions you accepted when installing your current system). If you require assistance installing the update or upgrade—or if you wish to upgrade your PRINERGY Workflow system's platform—contact your service representative.

If your Prinergy software is at a version earlier than 8.2 or you wish to upgrade your Prinergy system's operating system to Windows Server 2019, contact your Kodak sales or service representative to schedule an upgrade service. This is due to Prinergy 8.2 and earlier and Prinergy 9.0 sharing no common platform operating system, necessitating a rehost process to upgrade to Prinergy 9.0 on either Windows Server 2016 or Windows Server 2019.

- Prinergy 7.5 through 8.2 supports Windows Server 2008 R2 and Windows Server 2012 R2
- Prinergy 8.3 and 8.4 support Windows Server 2012 R2 and Windows Server 2016
- Prinergy 9.0 supports Windows Server 2016 and Windows Server 2019

If you are upgrading from Prinergy 7.0.1 or earlier, then two migrations of your Oracle database will be required. First, to go from the Oracle 11 integrated with the earlier version of Prinergy to Oracle 12.1 integrated with Prinergy 7.5 up to 8.2, and then to the Oracle 12.2 integrated with Prinergy 8.4. Oracle 19 is integrated with Prinergy 9.0, but allows for an in-place upgrade of 12.2, rather than requiring the Prinergy database to be exported and reimported during upgrade.

To upgrade to Prinergy Workflow 9.0 from version 8.3 or later on Windows Server 2016 without upgrading your operating system, follow the procedures in the *Prinergy Workflow 9.0 Upgrade Guide*.

**Important:** If you are upgrading to Prinergy Workflow 9.0 from a Prinergy version earlier than 8.3, read the ColorFlow update issue below and perform the following actions:

**ColorFlow update issue:** the ColorFlow database has been restructured to improve performance. The Prinergy 9.0 updater will migrate your existing ColorFlow database to the new structure, but in some cases may fail to upgrade due to legacy data format issues. Even if you are not an active ColorFlow user, you may be affected by these data format issues.

- **If you are a ColorFlow user:** contact your local Customer Engagement Center so they can determine if they need to run a remote Precheck to validate your ColorFlow database, before giving you the go-ahead to proceed with the upgrade. If any additional ColorFlow database maintenance is required, it will be performed before you are given the all-clear to upgrade.

- **If you are not a ColorFlow user:** perform the following file maintenance before running the Prinergy 9.0 updater; stop Prinergy, browse to C:\Program Files (x86) \Kodak\ColorFlowServer\ColorStore and rename the colorstore folder (all lower case) in this directory to colorstore\_backup. Then proceed to run the Prinergy 9.0 updater.

**RBA update issue:** RBA can no longer use [automation@prinergy.com](mailto:automation@prinergy.com) address to send emails. The [prinergy.com](http://prinergy.com) domain is owned by Kodak and should not be used to send emails by any company other than Kodak. Starting with Prinergy 9 if [automation@prinergy.com](mailto:automation@prinergy.com) is still configured as the From email address used by RBA to send emails, it will be automatically switched to [prinergy.automation@yourcompany.com](mailto:prinergy.automation@yourcompany.com). After upgrading the address should be changed to one in your company domain. To change the From address go to Prinergy Administrator > Tools > Configure RBA > Email Action and edit the 'From' Parameter Default value. Note that this will only be applied to new Email actions. Any existing rule sets that use Email actions would need to be manually updated to the new From address.

**Prinergy Acrobat Plug-ins:** Prinergy 9.0 plug-ins are only supported for Adobe Acrobat Pro 2020 (stand-alone perpetual license) and Adobe Acrobat DC 2021 (cloud subscription-based license). The Workshop installer will install the plug-ins for Acrobat DC, but may be able to install the plug-ins for Acrobat Pro, as Acrobat Pro specifies a different directory location for plug-ins. If you are running Acrobat Pro, you may need to go to Partner Place article 74309, download the Prinergy 9.0 plug-ins, and manually copy them to the location specified in article 74309.