

# Upgrading the InSite Creative Workflow software

**Important:** If your InSite Creative Workflow system is connected to Prinerger system for RBA purpose and the **Prinerger version is 10.0, DO NOT proceed** and contact your local Response Center representative for assistance.

**Note:** (Integrated system only) Make sure the version of the integrated InSite Prepress Portal is 9.2, and make sure you run the ICU utility on the integrated InSite Prepress Portal server prior to running the installer of the InSite Creative Workflow.

1. Log on to the Creative Workflow server using the ARAXI account. Do not perform the upgrade using a Remote Desktop connection.
2. If you have not downloaded the `TwAm_9.2.0.141.zip` file and the `Oracle19.0_Installer.zip` already, download the files now and save the files to the J: drive on your Creative Workflow server.
3. Extract the `TwAm_9.2.0.141.zip` file to the J:\ICWStuff folder.
4. To map a drive to the Oracle 19 installer, follow these steps:
  - a. Copy the `Oracle19.0_Installer.zip` file 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 `Oracle19.0_Installer` folder, which contains the `OracleClient_19.0.0.0_x32` folder, `OracleServer_19.0.0.0_x64` folder and `OracleServer_12.1.0.2_x64` folder at the root level.
5. In the J:\ICWStuff folder, open the `TwAm_9.2.0.141/TwAm` folder and double-click `setup.exe`.  
The InSite TwAm Installer launches. A warning message about the 9.2 license key appears.
6. Click **OK**.  
The InSite Creative Installer wizard appears.
7. Click **Next**.  
The InSite Creative Workflow and IIS services stop.
8. On the NT User Account screen, type the password (generally ARAXI). Type it again to confirm it.  
Click **Next**.
9. On the Oracle 19.0.0 installation screen, enter the mapped path (O:) and click **Next**.
10. On the Summary screen, click **Next**.  
The installer updates the software on your system.  
**Note:** The process may take 2+hours. Depending on the size of database, it may take even more.  
**Important:** During the process, the Installer wizard interface may show "*..(Not Responding)*" state. That is normal. The installation/upgrade processes are healthily happening behind the scene. Please leave the state and wait; DO NOT abort the installation /upgrade process by force-quitting the installer wizard.
11. The ICCU wizard appears.
12. On the Welcome screen, click **Next**.

13. On the Configuration Scenario screen, select whether you are configuring a standalone or integrated InSite Creative Workflow server, and click **Next**.
14. On the Administrative Credentials screen, perform the following actions:
  - a. Type the password for the ARAXI account.  
If the system is integrated with a Prepress Portal server, the user name and password must match the user name and password for the INSITE service on the Prepress Portal server and the ARAXI service on the Prinergy server.
  - b. If you have moved the server to a domain, select the **Domain Account** check box, and type the account name in the format: <DOMAIN>\<account user>.
  - c. Click **Next**.
15. (Integrated system only) On the Prinergy Primary server Information screen, type Primary Server Name and Primary Server IP Address, and click **Next**.
16. (Integrated system only) On the ICU Run Confirmation screen, if you have run the ICU on the InSite Prepress Portal server, select **Yes, I have run the ICU utility on the InSite Prepress Portal Server**, and click **Continue**. If you have not run the ICU on the InSite Prepress Portal server, run it now, then select **Yes, I have run the ICU utility on the InSite Prepress Portal Server**, and click **Continue**.
17. On the DMZ Mode screen:
  - If the system is integrated, click **Next**.  
**Note:** In an integrated system, the Prepress Portal server can be in a DMZ environment, but the InSite Creative Workflow server cannot.
  - If the system is standalone, and if you are putting the server in a DMZ environment, select the **Run InSite Creative Server in DMZ mode** check box, and click **Next**.  
  
If you are not putting the server in a DMZ environment or if you plan to set up the DMZ environment later, click **Next** without selecting the check box.
18. (System with tertiary server only) On the Tertiary Server screen, the server that you have configured for storing projects and libraries (other than the InSite Creative Workflow server) is listed. Type the IP address of the tertiary server, select the file access protocol, and click **Next**.  
If you do not have a tertiary server, this screen does not appear.
19. (Distribution server configuration only) On the Distribution Servers screen, any distribution servers that you have installed and configured (other than the InSite Creative Workflow server) are listed. Select the name of each distribution server, type its IP address, and click **Next**.  
If you do not have any distribution servers, this screen does not appear.
20. On the ICW Data Model Information screen:
  - If the system is standalone and you want to install the ICW Data Model on a Prinergy server:
    - a. Select the **EnableICW Data Model** check box.
    - b. Type the Prinergy Server Name and IP Address.
    - c. Check Use SSL encryption if needed.
    - d. Click **Next**.
  - If the system is integrated:
    - a. Select the **Enable ICW Data Model** check box.  
**Note:** Prinergy Server Name and IP Address are retrieved from the previous step and they cannot be changed in this step.
    - b. Check Use SSL encryption if needed.
    - c. Click **Next**.

You can leave the check boxes cleared if you are not installing ICW RBA Data Model to a Prinergy server or if you plan to install it later.

21. On the Email Relay Server screen, type the IP address or a Fully Qualified Domain Name (FQDN) of the e-mail relay server, and click **Next**.
22. On the Configuration Summary screen, check that all the actions that you want the ICCU to perform are listed, and click **Apply**.  
The configuration starts and a progress bar shows the status.
23. (Integrated system only) When the configuration is complete, you will be requested to restart the **InSite** service on the Prepress Portal server. In the restart message that appears, click **OK**. Restart the **InSite** service on the Prepress Portal server as requested in the message.
24. When the configuration is complete, click **Diagnostics**.
25. In the Configuration Results screen, check that all the steps display a status of Done, and click **Done**.  
If a step displays a status of Failed, record the error message, and then continue with the upgrade. When the upgrade is finished, contact your service representative for help diagnosing the problem. You cannot start the InSite Creative Workflow system until the problem is resolved.
26. Click **Finish**.
27. Click **Yes, I want to restart my computer now**, and then click **Finish**.  
The server restarts.
28. Update the InSite Creative Workflow slave web servers, if any (repeat steps 1-30).