

Overview

Using this guide, you can upgrade your Kodak Prinergy Workflow software from version 9.0 or later to version 11.6.

If you are running a version of Prinergy earlier than 9.0, you must first upgrade to version 9.0 before upgrading to version 11.6.

For more information about prerequisites, and what the upgrade installs, see the [Prinergy Workflow 11.6 Release Notes](#), also available on the Kodak services and support portal. If information differs between this document and the *Release Notes*, see the *Release Notes* for the most recent information.

If you need assistance before, during, or after the upgrade, contact a service representative in North America at +1.800.472.2727 or in Europe at +32.2.352.3090, or find your local support center on Kodak Customer Portal at [Kodak Customer Portal](#).

IMPORTANT NOTES:

If at any point during the upgrade, you see a pop-up message to “Retry” or “Cancel”, DO NOT Cancel. Leave the message up and contact your regional support organization.

At the start of the update you may see notifications from Windows Defender that a threat has been detected and certain files are quarantined. You can ignore these messages, as it does not cause the install to fail.