

# Prinerger Workflow Upgrade

## IMPORTANT NOTE:

**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.**

You need a Prinerger 11.6 license key in order to upgrade your Prinerger workflow system to Prinerger 11.6.

Prinerger Workflow 7.5 introduced a new type of licensing technology that does not require hardware dongles for verification. Instead, your Prinerger server contacts the KODAK Product License and Activation System (PLAS) to retrieve your license.

For this new licensing process to work, you must have a Kodak Customer Portal account. If you do not have a Kodak Customer Portal account, but you have a support plan that entitles you to the Prinerger upgrade, you can register on Kodak Customer Portal at <https://customer.kodak.com>.

If you have a support plan that entitles you to the Prinerger upgrade at no additional cost, then you are ready to upgrade. Your new license will be retrieved automatically during the upgrade process.

If your support plan does not entitle you to the Prinerger upgrade, contact your service representative to purchase the Prinerger 11.6 upgrade. Once you have purchased the upgrade, you can proceed with the upgrade process. Your newly purchased license will be retrieved during the upgrade process.

If your server does not have internet access, you will be required to log into PLAS from another computer during the upgrade to retrieve your license. For details, see [Performing the upgrade](#).

## Notes:

- Prinerger 11.6 supports the Microsoft Windows Server 2019 and Windows Server 2022 operating systems. The operating system upgrade is not included in your Prinerger 11.6 upgrade. To discuss your upgrade options, contact your service representative.
- Prinerger 8.3 and 8.4 support the Microsoft Windows Server 2012 R2 operating system and the Microsoft Windows Server 2016 operating system. If you are running Prinerger 7.5 up to 8.2 on Microsoft Windows 2008 R2 or Microsoft Windows 2012 R2, and you want to upgrade to Prinerger 11.6, you will be required to upgrade the operating system on each of your Prinerger servers to Windows Server 2019 or Windows Server 2022, in addition to upgrading your Prinerger software. The operating system upgrade is not included in your Prinerger 11.6 upgrade. To discuss your upgrade options, contact your service representative.
- Important: For VOE (Virtual Operating Environment), Kodak does not provide the license for Microsoft operating system. The licenses can be purchased through a Microsoft reseller of your choice.

Prinerger Workflow 11.6 features a consolidated installer .exe file that performs the precheck, creates a snapshot of the system, and installs the software.

## **Time required for the upgrade**

When upgrading to Prinergy 11.6, an upgrade to Oracle 19 may be required, therefore the migration of your data will require additional time and you should plan accordingly. The upgrade will take approximately one hour plus an additional hour for each 20 GB of database data. You can determine the total size of your database by looking at the size of the J:

`\Oracle\oradata\ARAXIDB\Data` folder.

For example, you will need approximately three hours for upgrading a primary server with a 40 GB database on a Generation 12 Dell server in addition to the usual time for secondary servers. If you have very old hardware or a database that is larger than 150 GB, consult with your local service organization for support with the upgrade.

If your current version is earlier than 7.5, allow more time for the incremental upgrades.