

Reverting to a previous software version

The **Downgrade Prinergy** option in the Prinergy Workflow installer allows you to downgrade to previous versions installed on the system.

Note: Downgrade should only be performed on a Prinergy Workflow system that is in known, good working condition. If you had an upgrade failure or the system is otherwise behaving incorrectly, contact your Kodak support organization for assistance prior to performing a downgrade procedure.

To downgrade the system:

1. If subscribed to Kodak Cloud services, the Kodak Cloud Agent service must be stopped on the primary server before downgrading.
To stop the Kodak Cloud Agent service:
 - a. Go to **Start > Administrative Tools > Services**.
 - b. Locate the Kodak Cloud Agent service, right-click it and select **Stop**.
2. Stop Prinergy if it is running.
3. Exit Prinergy Administrator if it is running.
4. Run the Prinergy 8 installer again.
5. When prompted for the type of setup, select **Downgrade Prinergy** and click **Next**.
6. Select the version to downgrade to, and click **Next**.
7. Confirm the downgrade by clicking **Next** again.