

Performing the upgrade

Note: If you have another Prepress Portal server or PressProof server connected to the same Prinergy server, those servers must be upgraded at the same time. Your main Prepress Portal server must be upgraded last. For example, if you have Prepress Portal server and a PressProof server, the PressProof server must be upgraded first and the Prepress Portal server last.

You need to restart Prinergy services only once after all the Prepress Portal servers have been upgraded.

Important: If an error message appears when you are performing the upgrade, do not click **Continue** or **Cancel**. Contact your local Response Center representative to report the error.

Important: Extract files to a folder on the InSite server.

1. **Log on to the Prepress Portal server using the ARAXI account.** Do not perform the upgrade using a Remote Desktop connection.
2. If you have not downloaded the InSite_11.5.0.##.zip file already, download the file now and save the file to the J:\InSiteStuff drive on your Prepress Portal server.
3. Extract the InSite_11.5.0.##.zip file that you have previously downloaded to the J:\InSiteStuff folder.
4. **For Pressproof Standalone and Prepress Portal Enterprise server only:** To map a drive to the Oracle Patch Set installer, follow these steps:
 - a. Copy the OraclePatchSet_v1x.zip file to the j:\ drive.
 - b. Extract the OraclePatchSet_v1x.zip file to the **root of the j:\ drive (J:\OraclePatchSet_v1x)**.
 - c. Open a command prompt and type the following command: subst 0: j:\OraclePatchSet_v1x
 - d. Press Enter.
Important: Make sure you map the OraclePatchSet_v1x folder, which contains the OraclePatches folder at the root level (and you should see 17 zip files under the OraclePatches folder).
5. In the J:\InSiteStuff folder, open the InSite_11.5.0.##\InSite folder and double-click setup.exe.
The InSite Backup and Rehost Utility window appears.
6. Select **Backup** and click **Next**.
7. In the **Location for backup files** box, navigate to the J drive. At the root of the J drive, create a folder called InSiteBackup and select this folder as your backup destination.
Important: Do not use any spaces in the name of your new backup folder.
Notes:
 - It is recommended that you back up the files on a local drive with at least 30 GB of free disk space. (The system does not enable you to back up the files to the system drive).
 - If there are any failures or warnings during the backup process, stop and contact your local response center representative.
8. Click **Next**. The backup process begins. The following items are backed up on the InSite server:
 - Color management (color profiles)
 - Customization folders (all customized components)

- License key
- Network configuration
- Registry data
- Web.Config file
- IIS configuration
- Learning Center

Notes:

- The backup process can take 20-30 minutes and is fully scripted. Be patient and allow the process time to complete. Do not close any of the backup process windows.
- To view what has been backed up, go to the location that you defined for backup on the J: drive.

9. The installer will verify that you have the InSite Prepress Portal 11.5 upgrade option in your license.

Important: If you receive a warning about the option not being available, stop immediately and contact your service representative for an InSite Prepress Portal 11.5 upgrade key.

10. When the backup process displays **Completed** in all steps, click **Done**.

11. The Prinerger Database Backup window appears.

Important: If you do not have a recent successful Prinerger backup, the following steps must be performed on the Prinerger primary server:

- a. To run the manual backup, navigate to the SnapshotDB folder located in the J: drive of your Prinerger primary server and double click sysBackupSnapshotDB.exe. If this directory and file do not exist, copy the Prinerger folder from InSite_11.5.0. ##\Backup located on the InSite server to the J: drive of your Prinerger primary server and double-click sysBackupSnapshotDB.exe. The InSite: Database Backup window appears.

Note: When the **sysBackupSnapshotDB** tool is running, Prinerger is shut down.

- b. To start the database backup process, click **Backup**. A console window appears.

Note: The database backup can take some time to complete depending on the database size. Do not close this console window. Be patient and allow the process to complete. It may take some time before the console window is updated by the backup process as files are being copied in the background.

- c. When the database backup is complete, click **Finish**.
- d. When you complete the database backup process, start the **Prinerger service** in the Prinerger Administrator and return to the installation window on the InSite server.

Important: The remaining steps must be performed back on the InSite server.

- e. On the Prinerger Database Backup window, select the **I have completed the manual database backup** check box, and click **Next**.

12. In the User Account dialog box, type and confirm the password for the ARAXI account, or if your InSite server is in a DMZ environment, the password for the InSiteService account, and click **Next**.

Note: The password for the ARAXI account on the Prepress Portal server must match the password for the ARAXI account on the Prinerger primary server.

Note: The InSite installer first loads the .NET Framework 4.8 package. The process is expected to take 3-5 minutes. Once the installation completes, the system automatically goes to the next step.

13. If you are upgrading a Kodak Pressproof Standalone or Prepress Portal Enterprise server, the installer updates the Oracle software on your system. This process can take upwards of 30 minutes or more. Be patient and allow the installer to complete. The install progress might display a **Not Responding** message during this step. Do not attempt to force quit or interrupt this step.
14. The Insite Configuration Utility (ICU) starts.
15. Click **Next**.
16. On the Prinergy primary server Info screen, confirm the name and IP address of the primary server. If incorrect, type the correct server name and/or IP address.
17. Click **Next**, confirming details, until the Email Relay Server screen appears.
18. On the Email Relay Server screen:
 - If you are using an email relay server other than Microsoft email relay server:
 - a. Check **Default Email Service** checkbox.
 - b. Enter the IP address or a Fully Qualified Domain Name (FQDN) of the e-mail relay server
 - If you are using Authenticated SMTP through Office 365:
 - a. Check **Authenticated SMTP** checkbox.
 - b. Enter the Microsoft email relay server name. It could be smtp.office365.com, but it could also be another server, for example, [yourdomain.mail.protection.outlook.com](mailto:<yourdomain>.mail.protection.outlook.com) might be your mailserver. Please consult your Microsoft 365 Admin Center for more information.
 - c. In the **Email Account** field, enter one email address in your Microsoft 365 tenant authorized to send mail.
 - d. In the **Password** field, enter the password for the Email Account.
 - e. In the **HTTP Proxy** field, if your site is using a proxy for your servers to access the World Wide Web, enter the proxy's URL. Consult your IT department to see if a proxy is being used.
 - f. In the **HTTP Proxy Port** field, enter the port number that the HTTP proxy will accept requests on. Consult your IT department to obtain the information.
 - If you are using OAuth2:

Important: In order to select this option, you need to complete the prerequisites for OAuth2 integration in article KA28816 on Customer Portal

 - a. Check **OAuth2 (Office 365 only)** checkbox.
 - b. In the **Tenant Id** field, enter Tenant Id.
 - c. In the **From Email Account** field, enter the email address that you want to use as the sender's email address
Note: The email address must already exist in your tenant.
 - d. In the **Client Id** field, enter Client Id.
 - e. In the **Client Secret** field, enter Client Secret.
 - f. In the **HTTP Proxy** field, if your site is using a proxy for your servers to access the World Wide Web, enter the proxy's URL. Consult your IT department to see if a proxy is being used.
 - g. In the **HTTP Proxy Port** field, enter the port number that the HTTP proxy will accept requests on. Consult your IT department to obtain the information.
19. Click **Next**, confirming details, until the **Configuration** Summary screen appears.
20. Click **Apply**.
21. When configuration is finished, click **Done**, and then click **Exit**.
22. The installer will complete the installation of the software. Click **Done**.

23. On the Restart Server screen, select the **Yes, I want to restart my computer now** option, and click **Finish**.
Wait until the server restarts.
24. Because the InSite Configuration Utility (ICU) has updated the Rules-Based Automation (RBA) for InSite 11.5 on the Prinergy primary server, you will need to stop and start Prinergy for these rules to take effect.

Important: When you upgrade the Prepress Portal system, all customized e-mail templates are automatically backed up and saved on your local InSite server at J:

\inetpub\wwwroot\PrinergyWebRoot\RUser\custom\emailBackups*TimeStamp*. Then, during the upgrade process, the templates folder in the original location is overwritten with the default content. The system administrator will receive an e-mail during the upgrade, specifying which customized files were overwritten. Your customized e-mail templates in J: \inetpub\wwwroot\PrinergyWebRoot\RUser\custom\email are not affected but will need to be reviewed for compatibility after the upgrade. To restore your customized e-mail templates, when the upgrade process is complete and you have restarted the system, copy the templates from the backup location into the original folder (J: \inetpub\wwwroot\PrinergyWebRoot\RUser\custom\email).

Note: The InSite installer will automatically upgrade the software on the Distribution Server (if applicable). If the upgrade process fails, contact your service representative.