

Performing the upgrade on a satellite server

CAUTION: For the Main (and Standby, if applicable) Enterprise servers, the InSite service must be stopped or the server must be turned off before you proceed.

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 satellite 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 already, download the files now and save the files to the J: drive on your Prepress Portal satellite server.
3. Extract the InSite_11.5.0.###.zip file that you have previously downloaded to the J: \InSiteStuff folder.
4. In the J:\InSiteStuff folder, open the InSite 11.5.0.##/InSite folder, double-click setup.exe.
The InSite Backup and Rehost Utility window appears.
5. Select **Backup** and click **Next**.
6. 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 free disk space. (The system does not enable you to back up the files to the system drive).
 - If there are any failures during the backup process, stop and contact your local response center representative.
7. Click **Next**. The backup process begins. The following items are backed up on the satellite server:
 - Color management (color profiles)
 - Customization folders (all customized components)
 - License key
 - IIS configuration
 - Network configuration
 - Registry data
 - Web.Config file
 - 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.

8. When the backup process displays **Completed** in all steps, click **Done**.
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.
9. When the InSite installer starts, click **Next**.
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
10. 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.x.xxxx\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.
11. 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.
12. When the database backup is complete, click **Finish**.
13. 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 on the InSite server.
14. On the Prinerger Database Backup window, select the **I have completed the manual database backup** check box, and click **Next**.
15. In the NT User Account dialog box, type and confirm the password for the Araxi account, or if your InSite satellite 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 satellite server must match the password for the Araxi account on the Prinerger primary server.
16. On the Summary screen, click **Next**.
The installer updates the software on your system. This process takes 10-20 minutes. Be patient and allow the installer to complete.
17. On the InSite Configuration Utility screen, click **Next**.
18. Leave all settings as they are and click **Next** or **Apply** until you reach the Finished screen, and then click **Close**.
19. On the Configuration Results screen, click **Done**, and then click **Finish**.
20. On the Restart Server screen, select the **Yes, I want to restart my computer now** option, and click **Finish**.
Wait until the server restarts.

21. Because the InSite Configuration Utility (ICU) has updated the Rules-Based Automation (RBA) for InSite 11.5 on the Prinergy primary server, 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.