

Performing the upgrade on your Standby Enterprise server

Caution: Do not proceed until all Satellite servers have been upgraded to version 11.5 and have been turned off or the InSite service is stopped.

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. Turn on (if you turned off) and log on to the Main Enterprise server using the EnterpriseAdmin 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 Main Enterprise 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 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.

7. Click **Next**.

The backup process begins. The following items are backed up on the Main Enterprise server:

- Color management (color profiles)
- Customization folders (all customized components)
- License key
- Network configuration
- Registry data
- Learning Center
- Web.Config file
- Database
- IIS configuration

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 indicates **Completed** on 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**.
10. In the NT User Account dialog box, type and confirm the password for the EnterpriseAdmin account and click **Next**.
11. On the Summary screen, click **Next**. Type the drive letter you mapped to the Oracle installer earlier (0:), and click **Next**.
The installer updates the Oracle software on your system. This process can take 1-2 hours depending on the size of the database. Be patient and allow the installer to complete.
During the *Check Oracle Patch* process, a command window appears, and some processes in this phase may take a while. DO NOT abort the installation process by force-quitting the command window or installer wizard.
Note: The install progress might display a **Not Responding** message during this step. Do not attempt to force quit or interrupt this step. Be patient and allow the installer to complete.
12. On the InSite Configuration Utility screen, click **Next**.
13. Confirm the name and IP address of your Main Enterprise server and click **Next**.
 - a. Click **Next** or **Apply**, confirming details, until you reach the Email Relay Server screen appears.
 - b. On the Email Relay Server screen:
 - If you are using an email relay server other than Microsoft email relay server:
 - i. Check **Default Email Service** checkbox.
 - ii. 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:
 - i. Check **Authenticated SMTP** checkbox.
 - ii. 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](#) might be your mailserver. Please consult your Microsoft 365 Admin Center for more information.
 - iii. In the **Email Account** field, enter one email address in your Microsoft 365 tenant authorized to send mail.
 - iv. In the **Password** field, enter the password for the Email Account.
 - v. 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.
 - vi. 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](#).
 - i. Check **OAuth2 (Office 365 only)** checkbox.
 - ii. In the **Tenant Id** field, enter Tenant Id.

- iii. 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.
 - iv. In the **Client Id** field, enter Client Id.
 - v. In the **Client Secret** field, enter Client Secret.
 - vi. 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.
 - vii. 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.
 - c. Click **Next**, confirming details, until the **Configuration** Summary screen appears.
 - d. Click **Apply**.
14. On the Configuration Results screen, click **Done**, and then click **Finish**.
15. On the Restart Server screen, select the **Yes, I want to restart my computer now** option, and click **Finish**. Wait until the server restarts.

Important: When you upgrade the Prepress Portal Enterprise 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).