

# Performing the upgrade on your standby enterprise server

**Caution:** Do not proceed until all Satellite servers have been upgraded to version 9.2 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_9.2.0.zip` and the `Oracle19.0_Installer.zip` already, download the files now and save the files to the J: drive on your Main Enterprise server.
3. Extract the `InSite_9.2.0.zip` file that you have previously downloaded to the J: \InSiteStuff folder.
4. To map a drive to the Oracle 19 installer, follow these steps:
  - a. Copy the `Oracle19.0_Installer.zip` file that was downloaded to the J:\ drive.
  - b. Extract the `Oracle19.0_Installer.zip` file to the **root of the J:\ drive**.  
**Important:** If you extract the zip file to other folder location, you may see the "*Path too long..*" error or "*unexpected error...*" message. DO NOT proceed to the upgrade if you see the error. Make sure you successfully extract the zip file to the root location of the J:\ drive.
  - c. Open a command prompt and type the following command: `C:\> subst O: j: \Oracle19.0_Installer`
  - d. Press Enter.  
**Important:** Make sure you map the root folder `Oracle19.0_Installer`. DO NOT map the `OracleClient_19.0.0.0_x32`; `OracleServer_19.0.0.0_x64`; or `OracleServer_12.1.0.2_x64` folder directly.
5. In the J:\InSiteStuff folder, open the `InSite 9.2.0/InSite` folder, 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 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.

9. When the backup process indicates **Completed** on all steps, click **Done**.

The installer will verify that you have the InSite Prepress Portal 9.2 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 9.2 upgrade key.

10. When the InSite installer starts, click **Next**.

11. In the NT User Account dialog box, type and confirm the password for the EnterpriseAdmin account and click **Next**.

12. On the Summary screen, click **Next**. Type the drive letter you mapped to the Oracle installer earlier (O:), 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.

**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.

13. On the InSite Configuration Utility screen, click **Next**.

14. Confirm the name and IP address of your Main Enterprise server and click **Next**.

15. Leave all settings as they are and click **Next** or **Apply** until you reach the Finished screen, and then click **Close**.

16. On the Configuration Results screen, click **Done**, and then click **Finish**.

17. 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\PrinergerWebRoot\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\PrinergerWebRoot\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\PrinergerWebRoot\RUser\custom\email).