Kodak

Prinergy 4.x

Server Installation for Factory and Field

Document Number
72-3497D-B

10 June 2008

Copyright 2008 Kodak. All rights reserved.

Revision History

Revision	Date	Author	Comments
1.0	16 May 2007	Amy Chan	Revised procedure and updated supported software versions for Prinergy 4.x.
1.1	01 Aug 2007	Janet K.	Added section on configuring Prinergy System Backup, now included in the base Prinergy package. Removed path to Harmony installation CD (it's now on the Prinergy install DVD).
1.2	28 Aug 2007	Janet K.	Added using 'subst' to put the installer folder in the root of the drive, and to ignore any warning message about putting the Temp folder on the C drive in a W2K3 system.
2.0	24 Jan 2008	Ken D/Amy	Rev'd PN to D-B, did minor updates.
2.1	21 Feb 2008	Ken D.	Added primary and secondary ghost installation procedure.
2.2	29 Feb 2008	Janet K	Revised ghost installation procedure and configuration procedures, added steps to change the old primary server name (P3Primary) in the registry and the TNSnames file.
2.3	17 Mar 2008	Ken D	Revised ghost image names and updated the procedure to switch to Powerpack Help.
2.4	4 Jun 2008	Amy/Janet	Updated Windows product key info, added warning to delete the Oracle folder, moved connecting secondary to primary to be in the 4.0.2.2 ghost image section, changed how to stop the database removal reminder, added that Prinergy backup is only for new customers, updated deallocation policy, revised using the subst command, other minor updates
2.5	10 Jun 2008	Derek B/Janet	Revised info on product keys, did final edit.

Kodak

Prinergy 4.x
Server Installation for Factory and Field

CONTENTS

Revision History i

1. Overview 1

2. Prerequisites 1

3. Related Documents 2

4. Assembling Hardware 3

5. Installing Prinergy on the Primary and Secondary Server 3
   - 5.1 Installing Prinergy Using the 4.0.2.2 Ghost Image 3
     - 5.1.1 Installing and Configuring Windows 4
     - 5.1.2 Changing the Drive to J and Removing the Oracle Folder 5
     - 5.1.3 Copying Oracle Files, Changing the Server Name, and Running Orbacus 6
     - 5.1.4 Connecting the Secondary Server to the Primary Server 6
   - 5.2 Installing Prinergy Using the Prinergy Fresh Install Disk 8
     - 5.2.1 Installing and Configuring Windows 8
     - 5.2.2 Checking the Prinergy Server Prerequisites 9
     - 5.2.3 Installing the Prinergy Server Software 9
   - 5.3 Updating Prinergy to the Current Version 13
     - 5.3.1 Installing the PPU 13
     - 5.3.2 Installing Prinergy Updates and Patches 13
     - 5.3.3 Removing the Customer Reminder to Delete the Prinergy 3.x Database 13

6. Configuring Prinergy on the Primary and Secondary Server 14
   - 6.1 Using RunTimeOptions to Set Up Different Server Modes 14
   - 6.2 Enabling the Prinergy Powerpack Help (Prinergy 4.1 and later) 15
   - 6.3 Changing AraxiTemp Share Permissions (Installing With a Fresh Install Disk Only) 16
   - 6.4 Entering the Prinergy License Key 16
   - 6.5 Starting Prinergy 17
   - 6.6 Adding JTPs to a Primary Server 17
   - 6.7 Adding JTPs to a Secondary Server 18
   - 6.8 Configuring the System With Dual Network Interface Card (optional) 19

7. Installing Third Party Software 19
   - 7.1 Installing Harmony 19

7.2 Installing the Adobe Acrobat Software....20

8. Installing Tape Devices for Backup and Archiving....21

9. Configuring Prinergy System Backup....21
9.1 Configuring Oracle Backup....21
9.2 Preparing and Allocating Tapes....22
9.2.1 Preparing Tapes for Windows 2000 Systems....22
9.2.2 Preparing Tapes for Windows 2003 Systems....23
9.3 Configuring the Media Type....24

10. Configuring Prinergy Optional Components....24
10.1 Configuring Prinergy Archiver....24
10.2 Configuring the System for EPM....25

11. Checking the Prinergy Installation....25

12. Testing the Installation....25

13. Troubleshooting Installation Problems....26

14. Uninstalling Prinergy 4.x....26
14.1 Removing Prinergy Using NukeAraxi....26
14.2 Checking and Removing Prinergy and Oracle Services....27
14.3 Deleting the Prinergy Program Files....27

This page intentionally left blank.

1. OVERVIEW

This document describes how to install and configure a Kodak® Prinergy® 4.x server in Production before shipping it to a customer site. It includes information about setting up the server hardware and installing the Prinergy 4.x server software.

These procedures are normally performed in Production before shipping the server to the customer. However, you may need to refer to this document if you are reinstalling or reconfiguring the server during integration at a customer site.

For new installations of Prinergy 4.x, the system will be installed on a server running Microsoft® Windows Server® 2003 R2, configured with drives **C** and **J**, and no additional **Temp** drive.

For Prinergy 4.x servers that are upgraded from Prinergy 3.x, the system will be installed on a Microsoft Windows® 2000 server, configured with drives **D**, **E**, and **J**.

For more information about Prinergy and how it interacts with other Kodak software, see the *Prinergy Connect 4.0 Quick Start Guide* and *Prinergy Powerpack 4.0 Quick Start Guide*.

Note: If you are installing a Prinergy Powerpack system or if you want some Workshop users to have access to Powerpack Help, you must enable the Powerpack version of Workshop Help. For instructions, see Section 6.2 *Enabling the Prinergy Powerpack Help (Prinergy 4.1 and* later).

2. PREREQUISITES

- Kodak Premium workflow server or Kodak Performance workflow server. For supported platforms, see the *Prinergy 4.0 Server and Software Compatibility List* on the Prinergy 4.x TechPlanet Installation page.
- Prinergy primary and secondary server ghost DVDs. For the appropriate DVDs, see TechPlanet *Dell Server Ghost Images* page at http://techplanet.creo.com/software_solutions/workflow_hardware/dell_platforms/content/docs/ghostimages.htm#preinstall.e.

  These ghost DVDs contain all the software needed for the server platform in one bundle, but they are not available for all platforms. If a 4.0.2.2 ghost image DVD is not available for the platform you are working on, use the following individual DVDs:

  - Microsoft Windows 2000 Server DVD or Microsoft Windows Server 2003 R2 DVD, which contains the baseline server image as well as all the appropriate resource drivers, firmware, and utilities
  - Prinergy Fresh Install Disk, which contains the Prinergy 4.x server software and the Kodak Harmony® tonal calibration software
  - Oracle Install Disk, which contains the Oracle 10 software and patches

  These DVDs are listed under *Prinergy 4.x Part Numbers* on the Prinergy 4.x TechPlanet Overview page at http://techplanet.creo.com/software_solutions/workflow_software/prinergy/nav/v4-1_connect/overview.htm#part_nums.

- Adobe® Acrobat® 8 software
- Dongle, to be initialized by Production. After the initialization process, the dongle is assigned a dongle security code (DSC) and a dongle serial number (DSN). Production labels the dongle with the DSN.
- License key. After the dongle has been initialized, you will need a software license key (SLK) to enable the features for the particular Prinergy system. To obtain a license key, send an e-mail message to License.Key@creo.com. You will receive an
  e-mail reply from Production, containing the SLK that you will enter in Administrator.
- Production sales order and other available documents (site preparation document, site configuration sheet, and system workflow diagram).

The site preparation document may be the Production sales order, but a presite worksheet may have additional information about the system you are installing.

3. RELATED DOCUMENTS

Depending on the configuration of the Prinergy system and the type of server(s) you are installing, ensure that you have the latest versions of the following documents, which are available on the TechPlanet Prinergy 4.x sites, except where indicated:

Assembling hardware and connecting peripheral devices	• *Prinergy 4.0 Server and Software Compatibility List* (719-00860A)
Installing Windows 2000	• *Prinergy 4.0 Server and Software Compatibility List* (719-00860A)
Installing the latest Windows 2000 Service Pack	• *Prinergy 4.0 Server and Software Compatibility List* (719-00860A)
Installing Windows Server 2003 R2 and service packs	• *Prinergy 4.0 Server and Software Compatibility List* (719-00860A)
Activating Windows	• *Windows 2003 or XP: Windows Activation* (719-00861A) (Available on the TechPlanet Windows 2003 Installation page)
Installing Prinergy 4.x	• *Prinergy 4.x Onsite Server Integration Guide* (72-3499D) • *Harmony Installation Test Procedure* (73-3030A) • *Prinergy 4.x Installation: Onsite Proofing Configuration* (72-3502B) • *Prinergy 4 Client Computer Installation Guide* (731-00755B) • *Prinergy 4.x Backup and Recovery Guide* (*731-00544C*)
Installing Prinergy upgrades	• *Prinergy 4 Upgrade Guide (731-00072F)* • *Prinergy 4.x Upgrade Failure and Restoration* (719-00655B)
Installing Prinergy optional components	• (Optional) *AIT Tape Configuration Procedure* (73-3672A)—if a tape library is purchased • (Optional) *Configuring an IBM Linear Tape Open (LTO) Tape Library* (719-00713A) —if a tape library is purchased • *EPM and Hot Standby Emergency Platemaking and NSI Double-Take Installation and Operation* (731-00450B)

Installing the Kodak Print Console device control software	• *Windows Version Support for Kodak Output Devices Spreadsheet* • *Prinergy 4.0 Server and Software Compatibility List* (719-00860A)
Connecting output devices	Locate the TechPlanet site for the output device and select the appropriate documentation.
Installing qualified firmware, drivers, and utilities for Dell® and HP® servers	Locate the TechPlanet site for the server (Software Solutions > Workflow Hardware). On the Reference page, locate the following spreadsheet: • *Qualified firmware, drivers, and utilities for Dell/HP servers and RAID*
Configuring Remote Access Services (RAS)	Locate the TechPlanet site for RSS (Software Solutions > Networking/OS) and select the following documents: • *Kodak Remote Support System 2.0 – RSS VPN Product Bulletin* • *Configuring RSS Server and Client for RSS VPN* • *Configuring Windows Server 2003 for Analog Dial-up Connectivity with Kodak Remote Support System*

4. ASSEMBLING HARDWARE

Assemble the server hardware and connect any peripheral devices. For the correct procedure, see the *Prinergy 4.0 Server and Software Compatibility List*.

5. INSTALLING PRINERGY ON THE PRIMARY AND SECONDARY SERVER

The server platform you are working on may have a single ghost image DVD available that contains both the Windows 2003 operating system and the Prinergy 4.0.2.2e software. To check whether a DVD is available for your platform, see the *Prinergy 4.0 Server and Software Compatibility List* on the Prinergy 4.0 TechPlanet Installation page.

If the server platform does not have a single ghost image DVD available, you must use individual DVDs for the Windows operating system, Prinergy 4.0.2.0 software, and Oracle 10 software. For more information, see Section 2 *Prerequisites*.

Whether you install using a single DVD or multiple DVDs, when the installation is complete, you must run the Prinergy Update Utility (PPU) to ensure that you have all the latest upgrades.

5.1 Installing Prinergy Using the 4.0.2.2 Ghost Image

Before you start, ensure that you have the correct 4.0.2.2 ghost image DVD for the server platform you are working on. Each platform has a DVD for the primary server and a DVD for the secondary server. For the correct part numbers, see the TechPlanet *Dell Server Ghost Images* page at http://techplanet.creo.com/software_solutions/workflow_hardware/dell_platforms/content/docs/ghostimages.htm#preinstall.

If a 4.0.2.2 ghost image DVD is not available for your platform, go to Section 5.2 *Installing Prinergy Using the Prinergy Fresh Install Disk*.

5.1.1 Installing and Configuring Windows

For background information on which Windows license and image applies to the server you're installing, see *FAQ: Windows Licensing Guidelines for Kodak Workflow Upgrades*, available at: http://techplanet.creo.com/software_solutions/networking_os/windows_support/nav/w2k3/reference.htm#faqs.

1. Insert the correct 4.0.2.2 ghost image DVD in the primary or secondary server's DVD drive.
2. Restart the server.

   The Symantec Ghost 11 software starts automatically.
3. On the Symantec Ghost 11 screen, click **OK**.
4. Select **Local > Disk > From Image** and use the Down arrow key to locate the ghost image file. Read the description to ensure that you select the correct ghost image file (for example, **DEL2600 W2K3R2**).
5. Select **Drive 1** and **Default destination drive**.
6. Click **Yes** to load the ghost image.

   It may take 45 minutes to two hours for the image to load.
7. Click **Reset Computer**, and remove the DVD from the DVD drive.

   The server restarts automatically, and the Windows Setup wizard appears.
8. On the Welcome screen, click **Next**.
9. Click **Accept** and **Next**.
10. In the **Name** box, type your name.
11. In the **Organization** box, type your company name and click **Next**.
12. Type the product key and click **Next**.

    The product key varies depending on what version of Windows the customer has purchased.

    Windows Server 2008 Retail: Use the Kodak internal product key **TH8K8 - XJ4VM - T3B4B - 9HRT8 - 33M8M** for all platforms. Later, when the Windows Activation reminder appears on the desktop, the customer must select the telephone option to activate Windows.

    Windows Server 2003R2 Retail: Use the product key shipped with the Windows software. Look for a label on the side of the server box or with the 2003R2 software packaging. Later, when the Windows Activation reminder appears on the desktop, the customer can activate Windows using the Internet option.

    If the shipped product key is unavailable or does not work, use the Kodak internal product key **TH8K8 - XJ4VM - T3B4B - 9HRT8 - 33M8M**. If you use this key, the customer must telephone Microsoft to activate Windows.

Windows Server 2003R2 OEM: Use the Kodak internal product key **KQTR2 – 2RYPB – W2GMT – BVXV9 – CXFC8** for all platforms. The customers does not need to activate this key; it is already activated.

Windows Server 2000: Use the Kodak internal product key: **CXJD4 - DWWM9 - 887XH - K7JQ7 - BQG4Y** for all platforms. This enables the operating system (no activation is needed), but the customer must purchase a Windows Server 2008 Retail package and activate it to license their system for Windows 2003.

Important: Do not give Kodak internal product keys to customers.

For information about activating windows, see the *Windows Activation* document, available on the TechPlanet Windows 2003 Installation page at http://techplanet.creo.com/software_solutions/networking_os/windows_support/nav/w2k3/install.htm.

13. On the Computer Name and Administrator password screen, type the name of the server. Leave the default administrator password as is, and click **Next**.
14. On the Date & Time screen, select the correct date, time, and time zone, if needed, and click **Next**.

    The configuration completes and the server restarts automatically.

5.1.2 Changing the Drive to J and Removing the Oracle Folder

1. Log on to the server as **administrator**, using the password **creo**.

   The command-prompt window appears and runs the **Windows\system32\cmd.exe** script.

   In a few minutes, a message appears reminding you to change the data drive to **J**. This allows the database to be installed correctly.

   Warning: If you do not change the drive to **J**, the Oracle database installation will fail and Prinergy will not start. If you miss this step, you will have to reghost the server.
2. Right-click **My Computer** and select **Manage**.
3. In the left pane of the Computer Management window, click **Disk Management**.
4. In the right pane, right-click the **Jobs** drive and select **Change Drive Letter and Paths**.
5. Click **Change**.
6. From the Assign the Following Drive Letters list, select **J** and click **OK**.
7. Click **Yes** to confirm the change, and close the Computer Management window.
8. In Windows Explorer, locate drive **J** and delete the **Oracle** folder.

   Warning: If you do not remove the existing **Oracle** folder, the installer will overwrite it and files may not copy correctly.
9. In the command-prompt window, press any key.

The script continues. Do not close the window. When the script finishes, the window closes automatically.

Important: Did you delete the Oracle folder on drive **J** (see Step 8)? You must delete it before restarting the server.

10. Restart the server. It does not restart automatically.

5.1.3 Copying Oracle Files, Changing the Server Name, and Running Orbacus

1. Log on to the server as **administrator**, using the password **creo**.

   The command-prompt window appears and the **Windows\system32\cmd.exe** script starts running automatically. The script copies the Oracle files to drive **J** and updates the IONA® Orbacus™ configuration files. Several screens appear and close automatically. Do not close the window.

   Note: If you are installing a secondary server, the script does not copy the Oracle files.

2. Ignore the message `Are you sure you want to proceed?`

   After several seconds, the script continues automatically and runs for about 15 minutes. When the process is complete, the command-prompt window closes automatically.

3. Restart the server. **Important:** It does not restart automatically.

   If you are installing a primary server, go directly to Section 5.3 *Updating Prinergy to the Current Version* to continue the installation.

5.1.4 Connecting the Secondary Server to the Primary Server

1. Log on to the secondary server as **administrator**, using the password **creo**.
2. Update the registry key to point to the new primary server:

   a. In Windows Explorer, locate **C:\Prinergy\CreoAraxi\Setup\ThirdParty\Kodak\RSP4**.

   b. Double-click the **Tools.zip** file.

   c. Locate the **RegistrySearchAndReplace.cmd** file in the list, click it, and click **Extract**. Save the file to the hard drive.

   d. Open a command-prompt window and select the path where you extracted the cmd file.

   e. Type `<RegistrySearchAndReplace –PN P3PRIMARY`

   f. When prompted, type the new primary server name.

   The script searches for the old name (**P3PRIMARY**) and replaces it with the new primary server name.

3. Update the Oracle **Tnsnames.ora** file to point to the new primary server:

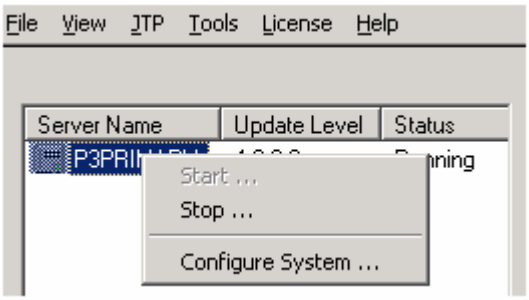
   a. Locate **C:\Oracle\10.2.0\Network\Admin**.

b. Open the **Tnsnames.ora** file in Notepad.

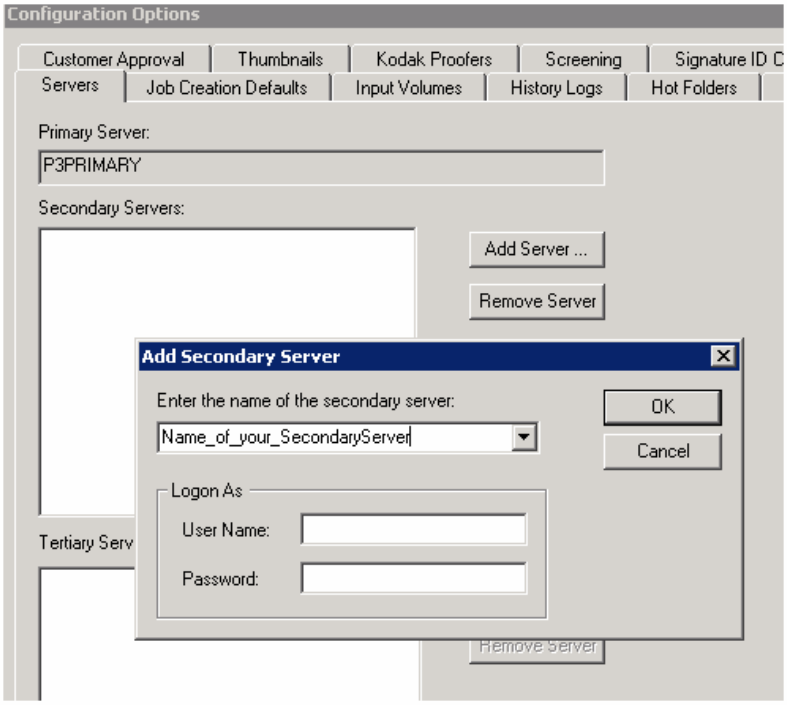
c. Replace `P3PRIMARY` with the new primary server name.

d. Save the file.

4. To connect the secondary server to the primary server, right-click the server name in the left panel and select **Configure System**.



5. In the Configuration Options window, click the **Servers** tab, and click **Add Server**.

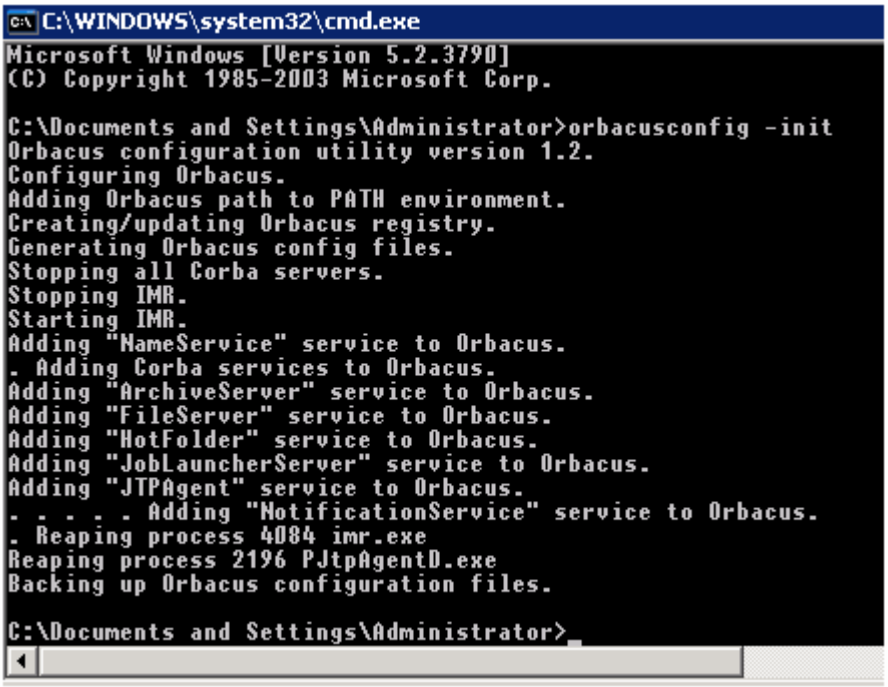


6. Type the name of the secondary server and click **OK**.

   A message appears, reminding you to restart all systems on the primary server.

7. Open a command-prompt window, and type `orbacusconfig –init`

   The following window appears:



8. If the Orbacus configuration fails, locate **C:\Prinergy\IonaOrbacus\bin**, delete the **IMR_Database** and **Notify_Database** folders, and then re-run `orbacusconfig –init`

9. Restart the secondary server.

5.2 Installing Prinergy Using the Prinergy Fresh Install Disk

Before you start, ensure that no Prinergy 4.0.2.2 ghost image DVD is available for the server platform you are working on (see Section 5.1: *Installing Prinergy Using the 4.0.2.2 Ghost Image*).

If you cannot install Prinergy on the server platform using a 4.0.2.2 ghost image, you must use the Windows operating system ghost image DVD, the Prinergy Fresh Install Disk, and the Oracle Install Disk. For the correct DVDs, see *Prinergy 4.x Part Numbers* on the Prinergy 4.x TechPlanet Overview page at http://techplanet.creo.com/software_solutions/workflow_software/prinergy/nav/v4-1_connect/overview.htm#part_nums.

5.2.1 Installing and Configuring Windows

Kodak supports Prinergy 4.x on workstations and servers running Microsoft Windows 2000 SP4 and Windows Server 2003 R2 SP2. New Prinergy 4.x workstations and servers are shipped with Windows Server 2003 R2 SP2 installed.

1. Install the Windows operating system.

   The ghost installation procedure varies depending on the platform. For the correct procedure, see the *Prinergy 4.0 Server and Software Compatibility List0*

   Note: You must be logged on as the Administrator to install Windows.

2. Download the latest approved Windows Server service pack from the Microsoft Web site and install all applicable security upgrades (hot fixes).

For instructions, see the appropriate procedure in the *Prinergy 4.x Server and Software Compatibility List*.

5.2.2 Checking the Prinergy Server Prerequisites

Before installing any other software on the server, ensure that the following prerequisites have been met:

- The dongle is attached to the server's parallel port.
- The server has been renamed with the final shipping name. The server will be difficult to rename once the server software is installed.
- For Windows 2000, **Keyboard Properties > Input Local** is set to **English United States**. For instructions, see the Windows 2000 Help.
- For Windows 2003, **Regional and Language options > Open > Languages > Details > Default Input Language** is set to **English (United States) US**. For instructions, see the Windows 2003 Help.

5.2.3 Installing the Prinergy Server Software

This procedure assumes that you are doing a clean installation of Prinergy—that is, there is no existing copy of Prinergy on the server. Use the Prinergy installation wizard to install the Prinergy software on the primary and secondary servers. The wizard install the following components on the primary server:

- Prinergy server software
- Oracle software and database
- Prinergy Workshop

Note: The Prinergy installation wizard will install the Oracle software, but not the Oracle database, on a secondary server.

Note: Ensure that you have the *Workflow Systems Site Preparation* and *Prinergy Presite Worksheet* documents available. You will need information from these documents to complete the installation.

1. Attach the Prinergy dongle to the server’s USB port.
2. Close all running software and log on as **administrator**, password **creo**.
3. At the root of drive **J** (or any data drive), create the following folders:
   - **PrinergyInstall**
   - **PrinergyUpdate**
   - **OracleInstall**
4. Insert the Prinergy Fresh Install Disk into the DVD drive, and copy the Prinergy **Installer** folder to **J:\PrinergyInstall**. Copy any minor update folders to **J:\PrinergyUpdate**.
5. Remove the Prinergy Fresh Install Disk and insert the Oracle Install Disk into the DVD drive. Copy the five Oracle folders to **J:\OracleInstall**.
6. Move the Prinergy and Oracle installation folders to the root of substitute drives.

Note: The installation wizard only runs on the root of the drive.

a. Open a command-prompt window and type
`subst P: J:\PrinergyInstall\Installer`

(where `P` is the substitute drive, and `J` is the data drive where you copied the folder in Step 4).

The Prinergy **Installer** folder is moved to the root of the substitute drive.

b. Open a command-prompt window and type
`subst O: J:\OracleInstall`

(where `O` is the substitute drive, and `J` is the data drive where you copied the folders in Step 5)

The five Oracle folders are moved to the root of the substitute drive.

7. At the command prompt, type `P` (where `P` is the substitute drive where you moved the Prinergy **Installer** folder in Step 6a).

8. At the `P:>` prompt, type `install.bat` to start the installation wizard.

Note: If .Net Framework or MDAC software is not installed on your system, the wizard automatically installs it before installing Prinergy.

9. On the Welcome screen, click **Next**.

10. On the Select Components screen, select the type of server you want to install. To install a primary server, select **Primary server** and click **Next**. To install a secondary server, select **Secondary server** and click **Next**.

Note: You must install the primary server before installing the secondary server.

11. On the Primary Server information screen, type the name of the primary server and click **Next**.

12. On the Setup Type screen, select **Typical** and click **Next**.

13. On the Choose Destination Locations screen, check that the default drive letters are correct.

- For a Prinergy system running Windows Server 2003 R2 with drives **C** and **J**, both Prinergy and the Oracle software will be installed on drive **C**, and the Oracle database will be installed on drive **J**.

- For a Prinergy system installed on Windows 2000 with drives **D**, **E**, and **J**, both Prinergy and the Oracle software will be installed on drive **D** and drive **E**, and the Oracle database will be installed on drive **J.**

14. If the drive letters are correct, click **Next**. If the drive letters are not correct, exit the installation, use Disk Management to change the drive letter, and restart the installation.

Note: The layout of Oracle components is important for recoverability. The components are distributed on two drives on Windows 2003 systems and on three drives on Windows 2000 systems. The data and archive log should never

be on the same drive. If you attempt to put all of the components on the same drive, a warning appears. Use the following folders when distributing Oracle components, and ensure that you use the correct drive letters:

	Prinergy Running on Windows 2003 with Drives C and J	**Prinergy Running on Windows 2000 with Drives D, E, and J**
Content	**Drive**	**Drive**
Prinergy destination folder	C:\Prinergy	D:\Prinergy
Oracle destination folder	C:\Oracle	D:\Oracle
Oracle data folder – Assign the location to the RAID drive. (The drive letter may vary.)	J:\Oracle	J:\Oracle
Oracle log file folder – Assign to the same location as the Oracle data folder, which is typically the RAID drive.	J:\Oracle	J:\Oracle
Oracle archived log file folder	C:\Oracle	E:\Oracle
Temp	C:\Temp	E:\Temp

The installation wizard automatically tries to place the Oracle components in the correct locations. Observe the locations that the wizard selects. If the wizard does not place them correctly, you must do it manually.

15. On the Temp directory location screen, type `C:\Temp` for a Windows 2003 system or `E:\Temp` for Windows 2000, and click **Next**.

    The **Temp** folder is used to store Prinergy processing information stages, such as RIP data.

    Note: A warning message may appear if you type `C:\Temp`. You can ignore the message, because Prinergy 4.x on a Windows 2003 system does not have an **E** drive. (It does have the **C** drive.)

16. On the Choose Jobs directory screen, select the **Jobs** default (recommended) and click **Next**.

    Prinergy job folders are stored in this directory, which is created automatically on each Prinergy share.

17. On the Standard shares screen, select the AraxiVolume where you want to home the job (**AraxiVolume_<ServerName>_J on J drive**) and click **Next**.

    Standard shares are where Prinergy jobs will be stored. Select only drives on which you plan to store Prinergy jobs.

    If you are installing a secondary server or render station without a RAID, it will probably not be used to store jobs. In this case, you do not have to create any standard shares.

18. On the Select Components screen, specify a user account for the Araxi service.

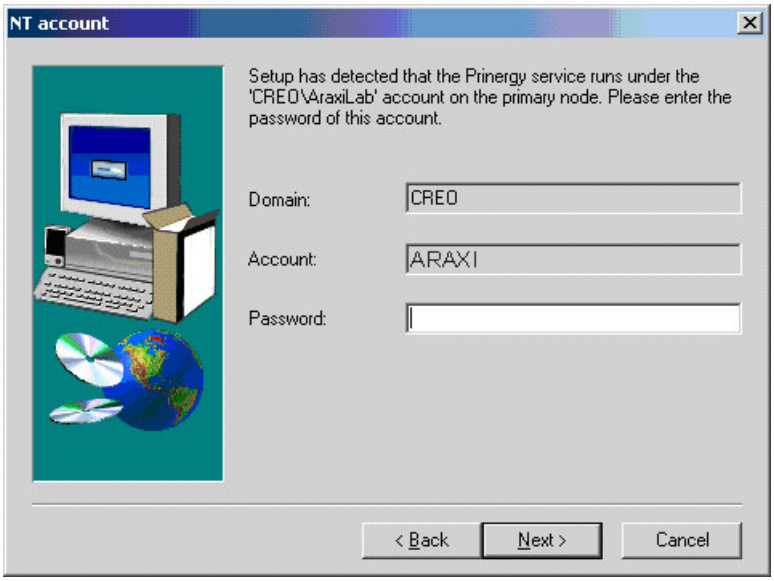
    - If the server is in a workgroup, select **Create a new NT account**.
    - If you are using a domain account, select Use existing account, select the appropriate account setting, and click **Next**.

    Note: The domain account must already exist.

19. On the Prinergy service NT account screen, create a new Prinergy service NT account.

    For example, in the **Account** box, type `ARAXI`, and in the **Password** box, type `ARAXI`) and click **Next**.

20. If you are installing a secondary server, the NT account software detects which account the primary server is running under. Type the account password and click **Next**.



21. On the Select Program Folder screen, select **Prinergy** as the default and click **Next**.

    The Summary screen appears. If you want to change any installation settings, click **Back** to return to the dialog box that you want to change.

22. After making any necessary changes and ensuring that you have selected the correct settings, click **Next** to start installing Prinergy.

    The Setup progress bar appears and Prinergy installs the Oracle software and patches, the Prinergy software, and Prinergy Workshop. This may take up to one hour, depending on the speed of the server. Installing the primary server takes 30–45 minutes longer than installing the secondary server, because it must create the Oracle database.

    When the primary or secondary server installation is finished, the Setup Complete dialog box appears.

23. Select **Yes, I want to restart my computer now** and click **Finish**.

5.3 Updating Prinergy to the Current Version

To update your Prinergy system to the current version after the initial installation, you must install the most recent version of the Prinergy Patch Utility (PPU) and Prinergy minor updates and patches on all primary and secondary servers. For information about installing the PPU, updates, and patches, see the Administrator Help.

5.3.1 Installing the PPU

The PPU is a command-line application used to install, remove, and obtain a history of installed Prinergy updates and patches. Use the latest version of the PPU, which is available on TechPlanet at http://techplanet.creo.com/software_solutions/workflow_software/prinergy/nav/v4-0_connect/downloads.htm#updates.

1. Download the **ppu.exe** file from the Prinergy 4.0 TechPlanet Downloads page to a local drive.
2. Double-click **ppu.exe**.

   The PPU is automatically extracted to the **%ARAXIHOME%\CreoAraxi\support\bin** folder.
3. If you are prompted to replace an existing copy of the PPU, click **Yes**.

   You can now run **ppu.exe** to install the latest Prinergy updates.

You can also install the PPU from the Prinergy 4.0 Upgrade DVD, following the procedure in the Administrator Help.

5.3.2 Installing Prinergy Updates and Patches

Install the latest Prinergy updates and patches on all primary and secondary servers.

1. Check the Prinergy 4.x TechPlanet Downloads page for information on the latest updates and patches, or to obtain the Prinergy Major and Minor Updates DVD.

   DVD part numbers are on the Prinergy 4.x TechPlanet Overview page at http://techplanet.creo.com/software_solutions/workflow_software/prinergy/nav/v4-1_connect/overview.htm#part_nums.
2. To install the updates and patches, use the procedures in the Administrator Help.

   Note: Ensure that all Prinergy servers are up to date and at the same update level. Install the same updates and patches on all servers.

5.3.3 Removing the Customer Reminder to Delete the Prinergy 3.x Database

Two weeks after a Prinergy 4.x system is installed or rehosted, when the customer stops Prinergy, an Administrator Console reminder appears, stating that the customer needs to delete the Prinergy 3 database. When Prinergy 4.x starts Administrator, it adds a registry key that reminds the customer to remove the Prinergy 3 database, even when there's no database to remove.

Update the reminder date in the registry key to the year 2100, using the following steps.

1. On the Prinergy primary server, select **Start > Run** and type `regedit`.

2. In the Registry Editor, locate **Hkey_local_Machine\Software\Creo\Araxi\Settings\Default\System**.
3. Double-click the **NextUninstallPrinergy3DBReminderDate** key.
4. In the Edit String dialog box, in the **Value data** box, change the value to 01/01/2100.
5. Close the Registry Editor.
6. Repeat this procedure on each secondary server.

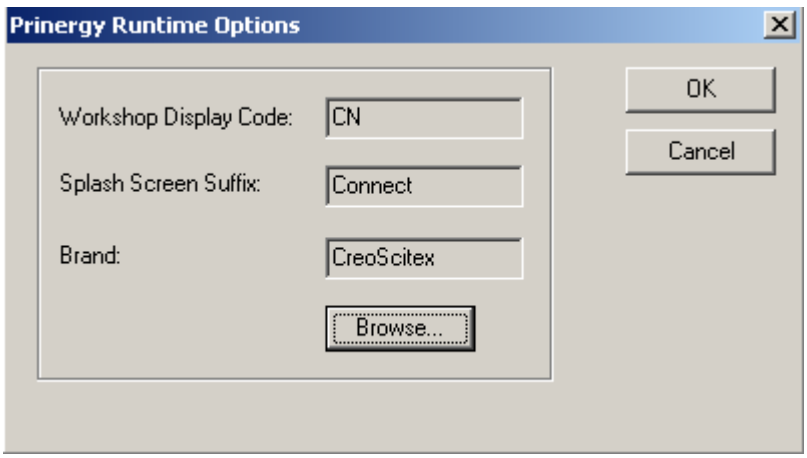
   You do not need to restart the system for the registry changes to take effect.

6. CONFIGURING PRINERGY ON THE PRIMARY AND SECONDARY SERVER

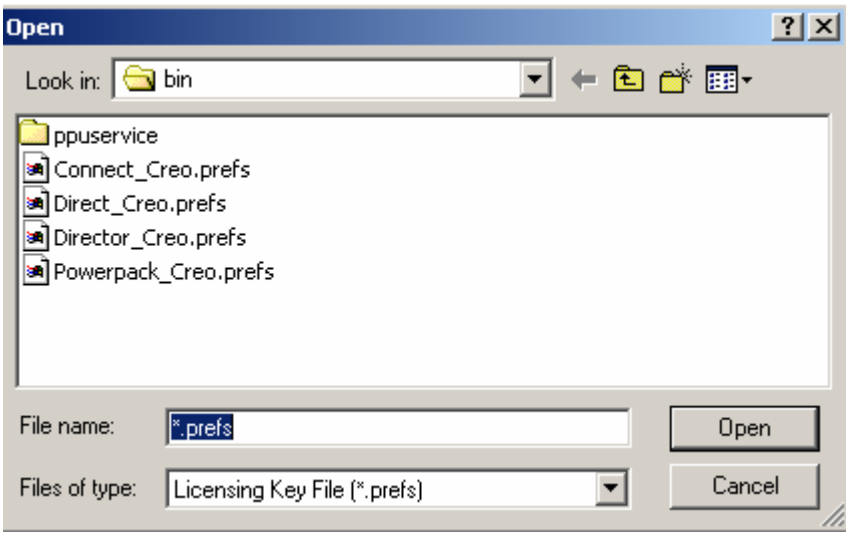
6.1 Using RunTimeOptions to Set Up Different Server Modes

Use the Set Run-time Options utility to select different types of Prinergy servers. You only need to perform this procedure on the primary server.

1. In Windows Explorer, locate the **C**(or **D**)**:\Prinergy\CreoAraxi\support\bin** folder.
2. Double-click **SetRunTimeOptions.exe**.



3. In the Prinergy Runtime Options dialog box, click **Browse** to select the type of Prinergy server you want to set up.



4. Perform one of the following steps:
   - For Prinergy Connect, select **Connect_Creo.prefs**.
   - For Prinergy Powerpack, select **Powerpack_Creo.prefs**.

6.2 Enabling the Prinergy Powerpack Help (Prinergy 4.1 and later)

If you are installing a Prinergy Powerpack 4.1 system, or if you want some Workshop users to have access to Powerpack 4.1 Help, you must enable the Powerpack version of Workshop Help.

Do not perform this procedure for versions earlier than Prinergy 4.1. In earlier versions, users can enable the Powerpack Help using the **Set Runtime Options** feature in the Prinergy Workshop user interface.

1. Install the Windows service that starts Powerpack Workshop Help each time the server starts:
   a. Locate the **C:\Prinergy\doc\eclipse** folder.
   b. Double-click **InstallPrinergyHelpService_powerpack.bat**.
2. Start the Powerpack Workshop Help:
   a. Select **Programs > Administrative Tools > Services**.
   b. Right-click **Prinergy Powerpack Help Service**, and select **Start**.
3. (Optional) Disable Connect Workshop Help:

   Disabling Connect Workshop Help saves more than 20 MB of memory on the primary server. Before disabling it, ensure that no Workshop users need to access it.

   To disable Connect Workshop Help, perform the following steps:

   a. Locate the **C:\Prinergy\doc\eclipse** folder.
   b. Double-click **UninstallPrinergyHelpService_user.bat**.

4. Test the help by starting Workshop and selecting **Help > Online Help**.

   If the welcome topic displays the word Powerpack, the configuration is successful. If the welcome topic displays the word Connect, the configuration has failed and you must re-run **InstallPrinergyHelpService_powerpack.bat**.

6.3 Changing AraxiTemp Share Permissions (Installing With a Fresh Install Disk Only)

By default, installing Prinergy on a Windows 2003 system creates the AraxiTemp share on the root of drive **C**. The AraxiTemp share allows all users to have full access to the system, which may create a security gap that could allow a virus to attack the system volume.

This problem does not occur if you install Prinergy using a Prinergy 4.0.2.2 ghost image DVD.

To protect the system volume, you must change the AraxiTemp sharing permissions from **Everyone** to **Authenticated Users**.

1. On the desktop, right-click **My Computer** and select **Manage**.
2. In the left pane of the Computer Management window, expand **Shared Folders**.
3. In the expanded folder list, click **Shares**.
4. In the right pane, right-click **<AraxiTemp_ServerName_C>** and select **Stop Sharing**.
5. Recreate the AraxiTemp share on a **Temp** folder instead:
   a. In the left pane, right-click **Shares** and select **New Share**.
   b. Locate the **C:\Temp** or **D:\Temp** folder.
   c. Type `AraxiTemp_ServerName_C` or `AraxiTemp_ServerName_D` as the share name and click **Next**.
   d. Select **Use Custom share and folder permission** and click **Customize**.
   e. Remove **Everyone** from the list and click **Add**.
   f. The Select Users, Computers, or Groups dialog box appears.
   g. In the **Enter the object names to select** area, type `Authenticated Users` and click **OK**.
   h. Set all permissions for **Authenticated Users**.
   i. Click **Apply** and click **OK**.
6. Close the Computer Management window.

6.4 Entering the Prinergy License Key

1. Start Administrator.
2. From the **License** menu, select **Enter License Key**.

3. Locate the text file (provided by Production) that has a **.key** extension, and click **Read File**.

   The **New License Key** box is filled in automatically.

   Or, you may type or paste the Prinergy license key in the **New License Key** box.

4. Click **OK**.

6.5 Starting Prinergy

1. Start Prinergy to verify that it works.

   One or more of the following messages may appear, depending on how you configured the network. These warning messages appear only when you first start Prinergy.

   - `One or more network protocols are not properly configured. Proper binding order of network protocols is required for optimum Prinergy performance.`
   - `Prinergy will now disable DynamicDNS on the following network card.`
   - `NetBIOS over TCP/IP for WINS has not been enabled on a network adapter in this machine.`
   - `The TEMP and/or TMP user environment variables for the Araxi service account have been configured to use a folder on the system drive. This configuration will degrade performance.`
   - `The TCP/IP host name is incorrectly configured.`

2. Click **OK**.
3. Correct the settings.
4. Restart the server.
5. Start Prinergy again.

The Dashboard daemons may fail once and then become stable. This is expected behavior, because on a fresh install, the configuration files do not exist. When each of the daemons starts up, it attempts to locate a configuration file. When the daemon doesn't find a configuration file, it copies the default configuration file to the expected location.

6.6 Adding JTPs to a Primary Server

After you have finished installing Prinergy updates and patches on a primary server, add Job Ticket Processors (JTPs) to the server, as indicated in the site preparation documents. For more information about adding JTPs, see the Administrator Help.

Always install the JTPs according to the workflow diagrams. If the workflow diagrams are missing, you can use the following chart:

Recommended Locations for Refine JTPs

JTP Group	JTP Name	Scenarios	Server Solution	Naming Convention
REFINE	NORMALIZE	One normalizer	Primary	Normalizer
		One dual normalizer	One primary/one secondary	Norm2onServerName
		Two dual normalizers	Two primary/two secondary	Norm3onServerName
REFINE	COLOR MATCH	Same as above	Same as above	Colormatch
REFINE	TRAP	One trapping engine.	Primary	Trap
		Two trapping engines.	One primary/one secondary	Trap2onServerName
REFINE	OPTIMIZE	One normalizer	Primary	Optimizer

Notes:

- Always add Refine JTPs to a pool.
- Distribute Refine JTPs between primary and secondary servers.
- Select Refine JTP Pools in the process templates. Do not select the individual JTPs.
- Install one Optimize JTP per Normalize JTP.

Recommended Locations for Output JTPs

JTP Group	JTP Name	Scenarios	Solution	Naming Convention
OUTPUT	PROOF	dpi < 600 Use 256 MB Proofing JTP	Create the JTP on the computer that is connected to the proofing device.	ProofonServerName Proof2OnServerName Proof3OnServerName
		dpi > 600 Use 512 MB Proofing JTP (use only with Kodak Approval or Spectrum).		
OUTPUT	HIRES RENDER	Two high-resolution renderers	Put each on a render station that is connected to the output device.	OutputDevicenameOn ServerName (for example, TSVLFOnRender1)

Notes:

- Create the high-resolution JTP for Kodak on the same computer as the AIT software. The computer should not contain any other high-resolution JTP.
- Create the Final Output JTP (for either proofing or plate making) only on the designated render station.
- For Prinergy 4.0 systems only:
  - Do not add a Proofing or Final Output JTP to a pool.
  - Select individual Proofing or Final Output JTPs in the process templates.

6.7 Adding JTPs to a Secondary Server

After you have finished installing Prinergy updates and patches on a secondary server, add Job Ticket Processors (JTPs) to the server, as indicated in the site preparation documents. For more information about adding JTPs, see the Administrator Help.

6.8 Configuring the System With Dual Network Interface Card (optional)

If the primary or secondary server connects to a GMCE-controlled output device or is multi-homed, the server will have an additional network interface card (NIC). When a server has two or more NICs, you must configure Prinergy to communicate via the NIC that connects to all the secondary servers.

Depending on the order in which the NICs appear in Windows, Orbacus may be bound to the wrong NIC. Orbacus must be bound to the NIC that is connected to the secondary servers. To ensure that Prinergy is bound to the correct NIC, you must configure the network card in Administrator.

1. In Administrator, select **Tools > Configure System.**

   You must be logged on to Administrator with an account that has Administrator privileges.

2. On the **Network Cards** tab, select the appropriate IP address to use from the **Select IP address to use** list.

   The network card remains selected until you change it.

7. INSTALLING THIRD PARTY SOFTWARE

7.1 Installing Harmony

Harmony creates and edits calibration curves to manage dot gain for print jobs. These curves can be used to match the characteristics of a press sheet to a proof, plate, or printed sample. Harmony is included in a standard Prinergy system.

The Harmony software is available on the Prinergy 4.0 Fresh Install DVD, along with CJK fonts and PrintLinkCIP3FileCombiner, and contains the following parts:

- Harmony database, which stores calibration curves
- Harmony software, which is used to edit curves in the database

The Harmony database must always be stored on the primary server, regardless of which computer you install the Harmony software on. Harmony can be installed on any Windows computer, as long as the computer can access the primary server.

The site preparation documents specify which computer you should install Harmony on. The following section contains information about installing Harmony on a primary or secondary server. The Harmony installer places the Harmony database on the primary server, even if you install the Harmony software on a secondary server.

If the Harmony software will be installed on another type of computer—for example, a tertiary server or a workstation—the installation will take place onsite. For more information, see the *Prinergy 4 Client Computer Installation Guide*.

To install the Harmony software, perform the following steps:

1. On the Prinergy Fresh Install Disk, locate the **Companion Software\Harmony** folder.

2. Double-click the **setup.exe** file.
3. In the Harmony installation wizard, accept all defaults.
4. Start Prinergy.

   This creates the Harmony file system in the **AdobeExtreme bin** folder.

   For instructions about creating the Harmony curve file, see the *Harmony Installation Test Procedure* (73-3030A).

To check that the Harmony software has been correctly installed, perform the following steps:

1. Select **Start > Programs > Harmony**.

   Harmony should start with no warning messages.
2. Select **File > Import Curve** or **File > New Curve** to create a new Harmony curve.
3. Start Prinergy and open an output process template.
4. Ensure that the new Harmony curve is available in the process template.

   For more information about using Harmony, see the *Harmony 1.2 User Guide.*

7.2 Installing the Adobe Acrobat Software

Adobe Acrobat is used to create and edit PDF files and is bundled with the Prinergy software. You must install the latest approved version of Adobe Acrobat (version 7 or later).

On a Prinergy Connect or Prinergy Powerpack system, the one available licensed copy of Acrobat is installed on the primary server, not on a secondary server or render station. If the customer has purchased a Client Pack (five client workstations supported), the Acrobat licenses will total six: one for the primary server and one for each client workstation.

Prinergy includes several Acrobat plug-ins and Adobe Distiller® job options. These plug-ins and job options are automatically installed when you install Prinergy. For an up-to-date list of Acrobat plug-ins, see the Workshop Online Help.

To install Adobe Acrobat on Mac or Windows client computers, perform the following steps:

1. Remove any existing versions of Adobe Acrobat Reader from the client workstation.
2. Ensure that you have the serial numbers available for the Adobe Acrobat software that you are installing on the client workstation. Each client workstation must have its own serial number.
3. Follow the Adobe Acrobat installation wizard instructions.

   The Adobe Acrobat installer copies software files to the **Applications** folder by default. Select the default settings.

8. INSTALLING TAPE DEVICES FOR BACKUP AND ARCHIVING

Backup software and optional archiving software runs on the Prinergy primary server, which is connected to one or more AIT or LTO storage devices. If you want to back up the Prinergy system to tape, or if the customer has purchased archiving, you must install the driver(s) on the Prinergy primary server. You must also install firmware on each storage device that the customer has purchased.

1. Install the latest driver(s) on the Prinergy primary server:

   a. Install a tape driver for each tape drive.

   b. Install a medium changer driver for each tape library.

   For a list of current driver versions being used in Production, see the *Qualified firmware, drivers, and utilities for Dell/HP servers and RAID* spreadsheet, available on TechPlanet.

2. Install the latest firmware on each device:

   a. Install tape driver firmware on each tape drive.

   b. Install medium changer firmware on each tape library.

   For a list of current firmware versions being used in Production, see the *Qualified firmware, drivers, and utilities for Dell/HP servers and RAID* spreadsheet, available on TechPlanet.

3. Connect each device to the Prinergy primary server and configure each device.

For more information, see the *AIT Tape Library Configuration Procedure* and *Configuring an IBM Linear Tape Open (LTO) Tape Library*.

9. CONFIGURING PRINERGY SYSTEM BACKUP

The Prinergy System Backup feature is included with the Prinergy software. It reliably backs up the Prinergy system and allows you to recover from a crash if necessary. To prepare system backup, you must configure Oracle backup and configure the type of media (tape or file) that you want the system to be backed up to.

Perform this procedure only for new Prinergy customers. Existing customers must purchase a backup package in order to enable Prinergy backup.

9.1 Configuring Oracle Backup

1. Open the Oracle Backup Manager and change **BACKUP_DESTINATION** and **ZIP_FILES_DESTINATION** to `C: \OracleBackup` or `E:\OracleBackup`.

2. Discuss with the customer what time the backup should start (ideally, the least busy hour) and, if required, use Oracle Backup Manager to change the **Backup_Start_Hour**.

3. Verify that the Oracle Backup Manager Scheduler (**SubmitOracleBackupJob.cmd**) is in the AT scheduler. If not, use Oracle Backup Manager to run `Backup Start`.

4. Edit **C**(or**D**)**:\Oracle\10.2.0\Creo\Util\SuccessfulBackup.cmd** to ensure that the following line is *not* commented out:
   `%AraxiHome%\lib\python\com\creo\Araxi\NTBackup\StartAraxiBackup.cmd`

5. Edit **C**(or**D**)**:\Oracle\10.2.0\Creo\Util\UnSuccessfulBackup.cmd** to ensure that the following line is *not* commented out:
   `AraxiHome%\lib\python\com\creo\Araxi\NTBackup\StartAraxiBackup.cmd`

9.2 Preparing and Allocating Tapes

If System Backup will be backing up to a tape device, the media pool should be initialized and the tapes that will be used for backup should be added to the pool.

If System Backup will be configured to backup to file, go directly to Section 9.3 *Configuring the Media Type*.

Prerequisite: Before configuring the media pool, ensure that you have installed the required drivers and firmware for the storage devices. See Section 8 *Installing Tape Devices for Backup and Archiving*.

9.2.1 Preparing Tapes for Windows 2000 Systems

1. Run NTBackup. When it finishes, do not close the NTBackup window.

   This creates the **Backup** media pool.

2. Right-click the computer icon on the desktop and select **Manage**.

3. In the Computer Management window, locate **Removable Storage > Media Pools > Backup**.

4. Create a **Prinergy** subpool with the following configuration:

   a. **Name**: Prinergy

   b. **Contains media of type**: (name of the media type used—for example, 8mm AIT1 or LTO Ultrium)

   c. **Allocation/Deallocation policy**: Select both **Draw media from Free media pool** and **Return media to Free media pool**.

5. Prepare the tapes to be included in the backup media rotation.

6. Verify that NTBackup is still running, and then drag and drop the prepared tapes into the **Backup\Prinergy** pool.

7. If the tape device to be used does not have a barcode reader, physically label each tape. Rename the tapes in RSM to reflect the physical label. In each tape's properties window, you can change the **Side Name** and **Media Name**.

   Do not change the **Media Name** option if the customer uses a barcode reader.

8. Close and re-run NTBackup.

9. Using RSM, verify that the tapes are shown as **Idle\Allocated**.

10. Close NTBackup.

9.2.2 Preparing Tapes for Windows 2003 Systems

Microsoft changed the behavior of NTBackup in Windows 2003 software. New tapes in the backup pools are no longer allocated when NTBackup is started. In Windows 2003, the new tapes are returned to the free pool.

Prinergy Backup fails if there is no tape available in the **Backup\Prinergy** pool. Prinergy Backup tries to allocate a tape from the free pool, but when NTBackup starts, the tape is returned to the free pool. If you move a free tape into the **Backup\Prinergy** pool, when NTBackup starts, again the tape is returned to the free pool.

You must manually allocate new Prinergy backup tapes by running a small backup job on the tape.

1. Run NTBackup. When it finishes, do not close the NTBackup window.

   This creates the **Backup** media pool.

2. Right-click the computer icon on the desktop and select **Manage**.

3. In the Computer Management window, locate **Removable Storage\Media Pools\Backup**.

4. Create a Prinergy subpool under **Backup** with the following configuration:

   Name: Prinergy

   Contains media of type: (name of the media type used—for example, 8mm AIT1 or LTO Ultrium)

   Allocation/Deallocation policy: Select **Draw media from Free media pool**.

   If you are backing up multiple servers and the backup will span several tapes, also select **Return media to Free media pool**. When NTBackup overwrites the spanned tape set, all the tapes are deallocated and returned to the free media pool so that NT backup can reuse them.

   Note: If you select **Return media to Free media pool**, keep in mind that if you accidentally deallocate a tape in the media pool, RSM immediately returns the tape to the free pool and overwrites it with a new media header. You then must send the tape to a data recovery center.

5. Prepare the tapes to be included in the backup media rotation.

6. In NTBackup, configure a small **New Media** backup job.

   This configures NTBackup to choose a tape from the free pool.

7. Click **Start Backup**.

8. In the **If the media is overwritten, use this label to identify the media** box, type the tape name.

9. Click **Start Backup**.

10. When the backup is done, close NTBackup.

11. Move the allocated tape into the **Backup\Prinergy** pool.
12. Repeat this procedure to allocate the required number of backup tapes in the **Backup\Prinergy** pool, so Prinergy Backup can alternate those tapes for backup.

9.3 Configuring the Media Type

1. In Prinergy Administrator, select **Tools > Configure System**.
2. On the **Backup** tab, under **Backup Medium type**, select the desired medium.
3. Click **OK**.

   If you are using tapes for backup, the medium type should match the type configured in Section 9.2 *Preparing and Allocating Tapes*.

For more information about setting up Prinergy System Backup, see the *Prinergy Backup Guide* .

10. CONFIGURING PRINERGY OPTIONAL COMPONENTS

10.1 Configuring Prinergy Archiver

If the customer has purchased the Archiver option, you must add Archive/Retrieve and Disk Purge JTPs in Prinergy Administrator.

Prerequisite: Before adding the JTPs, ensure that you have installed the required drivers and firmware for the storage devices. See Section 8 *Installing Tape Devices for Backup and Archiving*.

1. In Administrator, in the **JTP** list, select **Add JTP > Archive**.
2. In the JTP Type dialog box, select **Archive/Retrieve**.
3. In the Host Server dialog box, select the **Prinergy server**.
4. Click **OK**.
5. In the **JTP** list, select **Add JTP > Purge**.
6. In the JTP Type dialog box, select **Disk Purge**.
7. In the Host Server dialog box, select the **Prinergy server**.
8. Click **OK**.

Recommended Locations for Archive JTPs

JTP Group	JTP Name	Scenarios	Solution	Naming Convention
ARCHIVE	ARCHIVE/RETRIEVE	Archiver Connectivity Class X	On the computer where the tape device is installed.	Archive
ARCHIVE	PURGE		On the computer where the tape device is installed.	Purge

Archive/Purge should be on the computer where the archiving device is installed. The Purge JTP should always be created and tested with Archiver by default.

10.2 Configuring the System for EPM

If the system includes emergency platemaking (EPM), see *EPM and Hot Standby Emergency Platemaking and NSI Double-Take Installation and Operation*.

11. CHECKING THE PRINERGY INSTALLATION

Perform a check on the server to ensure that the Prinergy software has been correctly installed.

Prerequisites: You must have completed the following tasks:

- Installed Prinergy software
- Installed Prinergy patches and updates as required
- Added JTPs to the server

1. Log on to the server, using the Araxi Service account.
2. Select **Start > Settings > Control Panel > System**.
3. In the System Properties dialog box, click the **Advanced** tab and select **Environment Variables**.
4. Under both the **User** and **System Environment** variables, ensure that the **TEMP** and **TMP** variables point to the **C:\TEMP** or **E:\TEMP** folder.
5. Click **OK** twice.
6. Start Administrator and ensure that all processes and JTPs are running.
7. Start Prinergy Workshop and log on as a user.
8. In Job Finder, create a test job.
9. Using Prinergy Diagnostics, check for any errors.
10. Using Windows Event Viewer, check for errors in the system and application logs.

12. TESTING THE INSTALLATION

The Prinergy installation test files are available on the Prinergy 4.0 Fresh Install DVD (651-00138D-A) in the **Prinergy Installation Test Files** folder. For details, see the following installation test procedure checklists:

- *Prinergy Connect Installation Test Procedure Checklist*
- *Prinergy Powerpack Installation Test Procedure Checklist*

13. TROUBLESHOOTING INSTALLATION PROBLEMS

The Prinergy server-software installer consists of many segments. If the installation encounters a problem, do the following steps:

1. Diagnose the cause of the failure by looking at the diagnostic log.
2. If possible, fix the problem and then retry the installation.

14. UNINSTALLING PRINERGY 4.X

If you encounter a problem while installing Prinergy on a server in Production and need to reinstall, reghost the server rather than uninstalling Prinergy.

If you encounter a problem while integrating Prinergy at a customer site and need to reinstall, perform one of the following steps:

- Reghost the server using the appropriate procedure in Section 3 *Related Documents*. This method may cause the loss of data added after the server was shipped from Production.
- Use the NukeAraxi utility, located in the **NukeAraxi** folder on the Prinergy installation DVD, to manually uninstall Prinergy components. This method may help to avoid the loss of data added after the server was shipped from Production, but Prinergy-specific jobs and data will be removed.

14.1 Removing Prinergy Using NukeAraxi

The following procedure describes how to manually remove Prinergy and Oracle after a failed installation or deinstallation, but it does not include instructions for backing up information to restore the system to its original state. Customization data such as process templates, page marks, and ICC profiles, will be removed. Take any necessary precautions against loss of data.

1. Copy the **NukeAraxi** folder from the Prinergy installation DVD to the system drive.
2. Open a command prompt, and locate the **NukeAraxi** folder.
3. Run the NukeAraxi utility (`C:\NukeAraxi>nukearaxi`).

   The following options appear:

```
nuke Araxi utility

Usage:

        nukeAraxi options [--no-confirmation]

options:

        --remove-Prinergy     remove Prinergy installation

        --remove-oracle       remove Oracle and Database
installation

        --remove-database     remove Oracle database

        --remove-jobs         remove the Jobs folders
```

```
--remove-all          removes all the above
--help                display usage options
--no-confirmations    do not ask for continue confirmation
```

4. At the command prompt, type `NukeAraxi –-remove–all`.

   The Prinergy software, Oracle software and database, and the job folders are removed.

5. Restart the system.

14.2 Checking and Removing Prinergy and Oracle Services

Check that all the Prinergy and Oracle folders were removed. If they were not, you must remove them manually.

1. Select **Start > Settings > Control Panel > Administrative Tools > Computer Management > Services and Application > Service**.
2. If you find Prinergy or Oracle services listed, open the Registry Editor (using `regedit`) and locate **\\HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services**.
3. Delete the following Oracle registry keys (if required):
   - OracleARAXITNListener
   - OracleJobSchedulearaxi
   - OracleServeraraxi
4. Delete the following Araxi registry keys (if required):
   - Araxi
   - AraxiBackupManager
   - AraxiFileReplicator
5. Restart the system.
6. Confirm that all the Prinergy and Oracle services are removed. If they are not removed, the Prinergy reinstallation may fail.

14.3 Deleting the Prinergy Program Files

If you accepted the default folder names when installing Prinergy, delete the **Prinergy** and **Oracle** folders on drives **C**, **D**, and **E**, and on the RAID. Check for any of the following folders, and delete them:

- **C:\Prinergy**
- **D:\Prinergy**
- **C:\Oracle**
- **D:\Oracle**

- **E:\Oracle**
- **<RAID>:\Oracle**