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Technical bulletin

Installing Windows 2000 SP4 and IE6 SP1 for x86 Platforms

Overview

This document describes installing and configuring Windows 2000 Service Pack 4 and Internet Explorer 6 SP1 on Creo x86-based servers. This is to keep Creo's equipment current with the security patches, bug fixes and occasional enhanced functionality that Windows Service Pack's provide. The security patches are especially relevant in today's highly connected world.

For a detailed overview of the fixes/features that SP4 provides, see:

http://www.microsoft.com/windows2000/downloads/servicepacks/sp4/default.asp

This document is not intended to cover any particular Creo workflow product. The procedure is completely independent of whatever product is installed on the server being upgraded. Please check the workflow product's documentation thoroughly to be sure it will run with SP4 with no issues.

Notes:

1. All servers at a site should be upgraded at once for consistency purposes. You should allocate about 1 hour per server to do the upgrade. The total time should be significantly less than this, but it is always better to err on the side of caution, as older machines can take significantly longer to process the upgrade.
2. Prinergy, iMPAct or any other workflow software **must not** be left running while the upgrade is taking place.

Compatibility

Different workflow products often require their own updates installed before SP4 is installed. For example, 2.1.0.19 and higher are the only versions of Prinergy that have been tested extensively with SP4. Earlier versions may or may not function properly.

Make sure you determine the update levels of the various software components before installing Service Pack 4, and install any required updates before proceeding. Usually, the latest release of any given product is compatible with SP4.

If you have any doubt as to the compatibility of the version of your workflow product, contact the Creo Response Center before proceeding.

A Note About Internet Explorer 6 SP1

If IE6 SP1 is already installed on your system, the SP4 installer will attempt to reinstall it, but will silently abort the IE install and continue normally once it finds that it is already in place.

System Requirements

- A Creo x86-based server that is supported with SP4. Since Win2k does not run on Alpha machines, this document does not cover Alphas. The following table lists the servers that are supported with SP4:

Manufacturer	Server Model
Data General/EMC	Aviion 2300
	Aviion 3700
Dell	PowerEdge 1400
	PowerEdge 1600
	PowerEdge 2400 (all versions)
	PowerEdge 2500/2550 (all versions)
	PowerEdge 2600
	PowerEdge 4400
	PowerEdge 4600/4650
	PowerEdge 6400/6450
	PowerEdge 6600
	OptiPlex GXxxx (all OptiPlex models)

Note: This list is current as of June 2003. Because Dell is upgrading their hardware offerings constantly, this list may not include your server if it was purchased after this time. Not to worry: if it's a Dell, it's supported. If it's **not** a Dell, and **not** on this list, it is **not** supported, has not been tested, and may work unpredictably or not at all. In this case your server needs to be upgraded to take advantage of SP4. Contact your sales person for upgrade information.

- A Creo Workflow that is up-to-date and supported with SP4.
- Approximately 550 MB of free hard disk space on the System drive (where the OS resides)
- The Creo Service Pack 4 Self Install CD itself.
- About one hour of downtime per server. (The actual install should take a lot less than this, but it is always better to err on the side of caution. Older servers can take significantly longer to install service packs than more modern machines).

Installation Prerequisites

Service Pack 4 does not require SP1, SP2 or SP3 to be installed prior to installation. You can install SP4 on a freshly installed copy of Windows 2000 with no issues.

Like SP1, SP2 and SP3 before it, Service Pack 4 never has to be installed a second time (unless uninstalled, of course). This is completely different from Windows versions prior to 2000. Microsoft has developed a mechanism in which the updated files are cached on the system drive (hence the large amount of disk space required). If system components are added/removed, Windows 2000 is smart enough to go to the cached service pack rather than use the original files, or at least ask for the Service Pack CD rather than the original distribution CD. Therefore, if SP4 is there, you do not need to install it again.

Standard Precautions

As with any major OS upgrade, make sure a complete backup is made of the system disk on each server to be upgraded. If you are using a Prinergy system, the previous night's backup (make sure it completed successfully) will suffice.

Installing SP4

Note: This procedure requires two reboots on each server being upgraded.

Installing SP4 and Internet Explorer 6 SP1

1. Log in to the server to be upgraded as Administrator (the password set at the factory is usually `creo`, unless it has been changed since the system was originally configured).
2. Shut down ALL workflow software. This applies to any Creo workflow system (iMPAct, Prinergy, Print Console, etc.) as well as any third-party software running on the server.
3. Place the Service Pack 4 CD in the drive
4. Double-click the file `Install_SP4andIE6.cmd` to begin the installation of SP4 and IE6.
5. Follow the prompts on the screen. The system will reboot automatically when the installation is completed.

Installing Internet Explorer 6 SP1 Security Updates

1. After the server restarts, login as Administrator once more.
2. The IE6 SP1 security patch installation will start automatically once you login.
3. Follow the prompts on the screen. When the installation is complete, click **Yes** to reboot.

After Installation

Start the Creo workflow software on the servers you have just upgraded. Make sure they start properly with no errors. The exact criteria for a successful start will vary depending on the workflow software being used. Refer to your product documentation if necessary.

About Creo

Creo is a world leader in solutions for the graphic arts industry. Core product lines include image capture systems; inkjet proofers; thermal imaging devices for films, plates and proofs; professional color and copydot scanning systems; and workflow management software. Creo is also an Original Equipment Manufacture supplier of on-press imaging technology, components for digital presses, and color servers for high-speed, print-on-demand digital printers.

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