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Applying Service Pack 4 to Windows 2000

Overview

This document describes installing and configuring Windows 2000 Service Pack 4 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.

Applying Service Pack 4

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.

Obtain a copy of the Service Pack

Microsoft requires the End User download the Service Pack directly from Microsoft. We are not permitted to copy the Service Pack to other customer sites. We are permitted to copy the Service Pack between Servers on the same site.

1) Go to **download.microsoft.com**
2) Under **Product** select **Windows 2000**. Under **Keywords** type **Service Pack 4**.
3) Select **Windows 2000 Service Pack 4 Network Install for IT Professionals** (132MB) and select the **Download** button in the **top right corner** of the window.
4) Download to a temporary folder on the Jobs drive of the Customer's Server. If you downloaded the English version your file should be **W2KSP4_EN.EXE**.

Installing the Service Pack

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) Run the **W2KSP4_EN.EXE**. Follow the instructions and ensure you select **Archive Files** when prompted.
4) After the Service Pack is applied reboot the server.

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 Kodak Graphic Communications Group (GCG)

The leading provider of graphic communications solutions worldwide, Kodak's Graphic Communications Group (GCG) offers image capture systems; professional color, copydot, and high-speed document scanning systems; inkjet printing and proofing systems; workflow and color management software; thermal imaging devices for film, plates, and proofs; high-quality proofing media, printing plates, and recording film; on-demand color and black-and-white printing systems; data storage products; and professional services. Creo joined the GCG in June 2005, when it became a wholly owned subsidiary of Kodak. With corporate headquarters located in Rochester, N.Y., Kodak (NYSE: EK) had sales of $13.5 billion in 2004 and is committed to a digitally oriented growth strategy.

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