Upgrade Guide

English

Prinergy

version **2.2**

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www.creo.com

Prinergy

version 2.2

Upgrade Guide

creo™

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RE37,376	5,325,217	5,532,728	5,742,743	5,996,499	6,158,345	6,353,216
4,558,302	5,339,176	5,561,691	5,764,374	5,998,067	6,159,659	6,366,339
4,743,091	5,343,059	5,568,595	5,764,381	6,003,442	6,164,637	6,371,026
4,992,864	5,355,446	5,576,754	5,771,794	6,014,471	6,180,325	6,377,739
5,049,901	5,359,451	5,579,115	5,785,309	6,016,752	6,181,362	6,387,597
5,079,721	5,359,458	5,592,309	5,813,346	6,031,932	6,181,439	6,396,422
5,103,407	5,367,360	5,594,556	5,818,498	6,043,865	6,186,068	6,396,618
5,111,308	5,384,648	5,600,448	5,854,883	6,060,208	6,189,452	6,407,849
5,113,249	5,384,899	5,608,822	5,861,904	6,063,528	6,191,882	6,414,755
5,122,871	5,412,491	5,615,282	5,861,992	6,063,546	6,204,874	6,422,801
5,124,547	5,412,737	5,625,766	5,875,288	6,072,518	6,208,369	6,435,091
5,132,723	5,420,702	5,636,330	5,894,342	6,090,529	6,214,276	6,441,914
5,150,225	5,420,722	5,649,220	5,900,981	6,096,461	6,217,965	6,450,092
5,153,769	5,459,505	5,650,076	5,934,196	6,098,544	6,260,482	6,456,396
5,155,782	5,473,733	5,652,804	5,942,137	6,107,011	6,266,080	6,476,931
5,157,516	5,481,379	5,680,129	5,946,426	6,112,663	6,266,134	6,477,955
5,208,818	5,488,906	5,691,823	5,947,028	6,115,056	6,267,054	6,509,903
5,208,888	5,497,252	5,691,828	5,958,647	6,121,996	6,268,948	
5,247,174	5,508,828	5,696,393	5,966,504	6,130,702	6,283,589	
5,249,067	5,509,561	5,699,174	5,969,872	6,134,393	6,295,076	
5,283,140	5,517,359	5,699,740	5,973,801	6,136,509	6,299,572	
5,291,273	5,519,852	5,708,736	5,986,819	6,137,580	6,318,266	
5,323,248	5,526,143	5,713,287	5,995,475	6,147,789	6,352,816	

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Who Should Use This Manual

This manual is intended for anyone who is involved in upgrading a Prinergy® 2.1.0.y system to Prinergy 2.2.1.y. It explains how to update Prinergy servers to 2.2.1.y and update Workshop client machines to 2.2.1.y.

To use this manual, you should:

- Have a working knowledge of prepress operations
- Be familiar with the Windows® operating system
- Be familiar with the Macintosh® operating system

This manual assumes that all the hardware, software, and network components of your Creo system are installed, configured, and operating correctly.

Conventions Used in This Manual

This section describes the fonts, terminology, and symbols used in this manual.

Fonts

Frutiger bold is used to refer to buttons and other items in a dialog box, file names, folders, menu names, and menu commands.

Minion Italic is used to refer to other chapters in the manual, book titles, and titles of other manuals.

Frutiger is used for figure and table captions.

`Letter Gothic` is used for messages on your computer screen and for information that you must type.

SMALL CAPS is used for a key or key combination on your keyboard.

Symbols



Important: This symbol indicates things that may cause process delays or reduce functionality, reliability, or quality.



Note: A note provides additional information that you may need to consider.



Tip: This symbol indicates information that can help you perform a task more quickly or easily.

PDF Document

This manual is also provided in PDF (Portable Document Format) on the Prinergy 2.2 Installation CD.

The PDF document can be used for online viewing and printing using Adobe Acrobat Reader. When printing the manual, please print the entire manual, including the copyright and disclaimer statements.

For More Information

Visit Creo at *www.creo.com* for documentation, training courses, downloads, and service and support contacts.

1 Upgrade Checklist

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Upgrade Checklist

The following checklist is an overview of the major steps involved in upgrading your Prinergy system to 2.2.1.y. (see *About Prinergy Versions* on page 6 for an explanation of Prinergy version numbers).

Note: Do not follow the checklist as a procedure. You can tear it out of this document and use it as a guide, checking off each procedure item as you complete it.

Step	Reference	√
Chapter 2, Upgrading Servers to Prinergy 2.2		
1. Ensure that you have the prerequisites and materials necessary for the upgrade.	*Before You Begin* on page 7	
2. Verify the operating system running on each server and render station.	*Verifying the Operating System* on page 9	
3. Verify the current Prinergy version.	*Verifying the Current Prinergy Version* on page 9	
4. If InSite is installed, and you want to continue using InSite with Prinergy 2.2, verify that the InSite version is 3.5.4 or later (on all relevant servers and render stations). Uninstall or upgrade any earlier versions.	*Verifying the Current InSite Version* on page 10	
5. Perform a backup of the Oracle database.	*Verifying the Last Backup of the Oracle Database* on page 10	
6. Using eCentral or calling the Response Center, advise Creo that you are about to upgrade your system.	*Advising Creo That You are Ready to Begin the Upgrade* on page 11	
7. Run the Pre-Installation Requirement Check application (PreCheck.exe).	*Running PreCheck.exe* on page 13	
8. Put the system in Maintenance Mode.	*Putting the System in Maintenance Mode* on page 14	
9. Upgrade your server(s) by running PUpdate.exe.	*Upgrading Servers* on page 15	

Step	Reference	√
10. If you purchased new features with the Prinergy 2.2 upgrade, enter your new license key.	*Updating Your Prinergy License Key* on page 26	
11. Re-load the PANTONE® library.		
12. Verify that the JTPs normally running on each server are present.	*Verifying JTPs* on page 27	
13. Enable any new features for existing JTPs.	*Enabling New Features for Existing JTPs* on page 27	
14. Take the system out of Maintenance Mode.	*Taking the System Out of Maintenance Mode* on page 29	
Chapter 3, Upgrading Workshop		
15. Upgrade Workshop to Prinergy 2.2.1.y on each client.	*Upgrading Workshop to Prinergy 2.2.1.y* on page 32	
Chapter 4, Completing the Upgrade		
16. Using eCentral or calling the Response Center, advise Creo that you have successfully upgraded your system. Indicate the specific Prinergy version that you are now running.	*Advising Creo that You have Completed the Upgrade* on page 36	

2

Upgrading Servers to Prinergy 2.2

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Overview

Using this guide, you will upgrade your Prinergy system to 2.2.1.y. The checklist in *Chapter 1, Upgrade Checklist* outlines the major steps you must perform to complete the upgrade.

An average system upgrade may take 3 to 4 hours to complete. Please allow sufficient time to perform the upgrade, and understand that you will not be able to process jobs through your Prinergy system during this time.

If you need to contact the Creo Response Center at any time before, during, or after the upgrade, please use the following phone numbers:

- North America: 1-800-472-2727
- Europe: +32-2-352-3090

About Prinergy Versions

Prinergy software upgrades follow the four-digit format a.b.x.y, where:

- a is the major release
- b is the minor release
- x is the major upgrade
- y is the minor update

For example, 2.2.1.0 is a major upgrade, as well as a minor release (y is always 0 for a major upgrade), and 2.2.1.1 is a minor update. (y increases numerically for minor updates.)

Using this guide, you will install the Prinergy 2.2.1.0 major upgrade, and any available 2.2.1.y minor updates. When the system upgrade is complete, the Prinergy version will be 2.2.1.y, where y is 0 or later, depending on whether any minor updates were installed at the time of the system upgrade.

Note: Installing Prinergy 2.2 will remove all Prinergy 2.0.6 and earlier uninstall information.

Before You Begin

Prerequisites

Before beginning the upgrade, ensure that your system meets the following prerequisites. Do not attempt the upgrade if your system does not meet ALL of these prerequisites:

- You have the Prinergy 2.2 Installation Key.
- You have an updated License Key for new features and/or to maintain operation of previously unlicensed features (shipped with Prinergy 2.2).

  Note: If you have been using features in earlier versions of Prinergy for which licensing is enforced in Prinergy 2.2, those features will be disabled until you purchase them and obtain a license for them.

  Note: Licensing of screening (for example, Staccato) is strictly enforced per JTP in Prinergy 2.2. If you used this feature in earlier versions of Prinergy without purchasing it, and want to continue using it in Prinergy 2.2, you must purchase it. You will then receive a new license key.
- You are not beta-testing any other products that might interact unpredictably with Prinergy.
- You do not have any custom or non-standard configurations, such as special patches or special executables.
- All servers and render stations are running Windows 2000 with a minimum of Service Pack 3. See *Verifying the Operating System* on page 9.
- Workshop client machines are running Windows 2000 with a minimum of Service Pack 3, Mac OS 9.2, or Mac 10.1.3 or later.
- For Mac clients, the following Java (also known as MRJ) versions are installed:
  - For Mac OS 9.2, MRJ 2.2.5 is required.

    Note: The Prinergy 2.2 client installer automatically installs MRJ 2.2.5 on Mac OS 9 systems.
  - For Mac OS 10.1.3-10.1.5, MRJ 3.2 (also known as Java 1.3.1 Update 1) is required. To ensure that you have the latest available MRJ version installed, from the **Apple** menu, select **System Preferences > Software Update**, and install any available Java updates.
  - For Mac OS 10.2, MRJ 3.3 is included. No updates are required.

- For Mac OS 9.2 clients, CarbonLib 1.6 or later is installed (updated automatically by the CAU).
- The system is at Prinergy version 2.1.0.0 or later. See *Verifying the Current Prinergy Version* on page 9.
- If using InSite, the InSite version is 3.5.4 or later, and no evaluation copies of InSite 2.0 are installed. See *Verifying the Current InSite Version* on page 10.
- If using CS Xpose, the CS Xpose version is 1.01 or later. CS Xpose 1.01 and CS Xpose 2.0 are qualified for use with Prinergy.
- If using Print Console, the Print Console version is 2.0.1.24 or later, as qualified by Creo.

  To verify the Print Console version, from the **System** menu, select **About Print Console**. If the version is not 2.0.1.24 or later, contact the Creo Response Center to have a service representative perform a Print Console upgrade.
- A successful Oracle database backup has been completed within the last 24 hours. See *Verifying the Last Backup of the Oracle Database* on page 10.
- Prinergy servers and Workshop client machines are running Adobe Acrobat 5.0.5.
- Aladdin Systems StuffIt Expander™ is installed on each Mac client machine. StuffIt Expander is available for free at *www.stuffit.com*.

For more information about prerequisites, what happens during the Prinergy 2.2 upgrade, and what the upgrade installs, see the **Prinergy-2.2.1.0-Readme.txt** file on the Prinergy 2.2 Upgrade CD.

Materials Needed

- Prinergy 2.2 Upgrade CD, or access to eCentral (*http://ecentral.creo.com*) to download the upgrade files
- *Chapter 1, Upgrade Checklist*—use this checklist to guide you through the Prinergy system upgrade.

Verifying the Operating System

To upgrade your Prinergy system to 2.2, all Prinergy servers and render stations must be running Windows 2000 with a minimum of Service Pack 3.

To verify a server's operating system:

1. On the desktop, right-click **My Computer**, and then select **Properties**.

   The System Properties dialog box appears.

2. On the **General** tab, under **System**, the operating system and Service Pack level are listed.

   If any of the following conditions are present, do not proceed with the Prinergy upgrade:

   - The operating system is not Windows 2000.
   - The Service Pack level is not at least SP3.
   - The Service Pack level is not listed.

   Instead, contact the Creo Response Center for assistance.

   If the operating system is Windows 2000 with Service Pack 3 or later, continue to *Verifying the Current Prinergy Version*.

Verifying the Current Prinergy Version

To upgrade your own Prinergy system to 2.2, the system must be at 2.1.0.0 or later.

To verify your current Prinergy version:

1. Log on to the primary server as an administrator (usually Administrator or ARAXI).
2. In Prinergy Administrator, in the left pane, verify the Update Level.

Verifying the Current InSite Version

If you are currently using InSite, and want to continue using InSite with Prinergy 2.2, the InSite version must be 3.5.4 or later.

To verify the InSite version, check the InSite Administration home page.

Verifying the Last Backup of the Oracle Database

Before upgrading any servers to 2.2.1.y, the PPU will take a *snapshot* of the system, including the Oracle database on the primary server, in case the Prinergy 2.2 upgrade fails and you need to revert to your previous version of Prinergy. A snapshot creates a replica of the database so it can be restored to its original state, if necessary.

The snapshot of the database is based on a successful database backup having been completed within the last 24 hours.

There are two ways to verify when the last backup was completed, depending on whether you have the Prinergy Online Backup option, or the Basic Backup option:

- If you have Prinergy Online Backup, verify the last completed backup via Prinergy Administrator.
- If you have Basic Backup only, verify the last completed backup via Oracle Backup Manager.

For information about Prinergy Online Backup and Basic Backup, refer to the *Prinergy System Administration Guide*.

To verify when the last Online Backup was completed:

➢ Check the box in the bottom left corner of the Prinergy Administrator window.

The box displays the backup status.

Note: Your system is configured to automatically confirm whether the backup was successful after a specified interval—generally after eight hours. The correct backup status is displayed only after the system completes the confirmation check. If you check the backup status before the confirmation check is complete, the information displayed reflects the status of the previous backup.

If a successful backup has been completed within the last 24 hours, go to *Copying the Upgrade Tools and Prinergy Upgrades* on page 12.

If a successful backup has NOT been completed within the last 24 hours, you must back up the database before you can continue. For instructions on backing up a database, see the *Prinergy System Administration Guide*.

To verify when the last Basic Backup was completed:

1. On the primary server, from the Windows **Start** menu, select **Run**.

   The Run dialog box appears.

2. In the **Open** box, type `cmd`, and then click **OK**.

   A command prompt window appears.

3. At the prompt, type `ORACLEBACKUPMANAGER`, and then press ENTER.

   The `Araxi_OracleMgr>` prompt appears.

4. Type `SHOW BACKUPTIMES`, and then press ENTER.

   The start and finish times for the last full and incremental backups are listed.

   Verify whether the **LAST_FULL_BACKUP_FINISH_TIME** is within the last 24 hours.

5. At the `Araxi_OracleMgr>` prompt, type `exit`, and then press ENTER.

6. At the `D:>` prompt, type `exit`, and then press ENTER to close the command prompt window.

If a successful backup has been completed within the last 24 hours, go to *Copying the Upgrade Tools and Prinergy Upgrades*.

If a successful backup has NOT been completed within the last 24 hours, you must back up the database before you can continue. For instructions on backing up a database, see the *Prinergy System Administration Guide*.

Advising Creo That You are Ready to Begin the Upgrade

Before beginning the upgrade, please advise Creo that you are about to upgrade your system. You can do this in one of two ways, depending on whether or not you are an eCentral user.

If you are a registered eCentral user:

1. Log in to eCentral (*http://ecentral.creo.com*).
2. At the top of the page, click **Request Support**.

3. On the Request Support page, click **Submit New Request.**
4. Complete the request by filling in the following boxes:
   - **Product** – select your Prinergy system
   - **Problem Description** – type `Prinergy 2.2 eCentral Upgrade`
   - **Details** – type the date when you plan to perform the upgrade
   - **Severity** – select **Low**
5. Click **Submit Request**.
6. Note the **Service Request ID**.

If you are not a registered eCentral user:

1. Call the Creo Response Center.
2. Inform your Response Center representative that you are planning to upgrade your system to Prinergy 2.2, and provide any requested information to confirm that you are ready to perform the upgrade.

Copying the Upgrade Tools and Prinergy Upgrades

PPU.exe v2.2.1.0 or later, and PUpdate.exe v2.2.1.0 or later are required to upgrade the Prinergy system with the 2.2.1.0 major upgrade and any available 2.2.1.y minor updates. To check the version number, right click the file, then the **Properties>Version** tab.

Copy PPU.exe, PUpdate.exe, and any Prinergy upgrades from the Prinergy 2.2 Update CD, or from eCentral (*http://ecentral.creo.com*) if you are a registered user, to an **Updates** folder that you create on each server and render station.

Tip: Visit eCentral regularly for new and revised Prinergy documentation and downloads, including future Prinergy upgrades/updates. If you are not yet a registered user of eCentral, you can register online at *http://ecentral.creo.com*.

Important: Ensure that you copy PPU.exe, PUpdate.exe, and the update files (*.ppu) to each server and render station. Do not copy only to the primary server, and then create a share from each secondary server. In other words, do not connect to the shared folder from each secondary. If you do this, and the primary is rebooted or disconnected during the update of a secondary, the upgrade will fail.

To copy PPU, PUpdate, and the update files to a server:

1. On a local drive with adequate space, create a folder called **Updates**.

   The content you will copy from CD or eCentral is approximately 400 MB. It is recommended that you create the **Updates** folder on the jobs drive (typically J: or G:), as this drive usually has adequate space. If the jobs drive does not have enough space, or a jobs drive does not exist on the server, the DataLog drive (typically E:) can be used. Do NOT create the folder on the System drive.

2. Copy the contents of the Prinergy 2.2 Upgrade CD (or download the contents from eCentral) to the **Updates** folder.

   The contents should include:

   - PUpdate.exe v2.2.1.0 or later
   - PPU.exe v2.2.1.0 or later
   - PreCheck.exe
   - Prinergy 2.2.1.0 major upgrade
   - Available 2.2.1.y minor updates
   - Readme.txt files for all updates
   - *Prinergy 2.2 Upgrade Guide* (this manual)

3. Repeat steps 1 and 2 for each server in your system.

Note: The files copied from the CD in Step 2, above, can be deleted from the **Updates** folder after the upgrade has been successfully completed.

Running the Pre-Installation Requirement Check Application

The purpose of the Prinergy 2.2 Pre-Installation Requirement Check application is to alert the customer to potential conflicts that they should take care of before trying to apply the upgrade. Unlike the installation process, PreCheck.exe can run without shutting down Prinergy.

To run the PreCheck application, double-click on the PreCheck.exe application which was copied to the **Prinergy_Upgrade** folder during the previous step.

Putting the System in Maintenance Mode

Important: Ensure that you have a valid Prinergy 2.2 Installation Key before stopping all work and putting your system in Maintenance Mode.

Before installing any upgrades, the Prinergy system must be in Maintenance Mode. This prevents any regularly scheduled backups from running while the system is being upgraded. When Maintenance Mode is turned off, regular backups resume as scheduled.

To put the system in Maintenance Mode:

1. Start Prinergy Administrator on the primary server.
2. From the **Tools** menu, select **Configure System**.

   The Configuration Options dialog box appears.
3. On the **Maintenance** tab, from the **Maintenance Mode** list, select **On**.

   A dialog box appears, prompting you to restart the computer.
4. Click **OK**.

   The Configuration Options dialog box reappears.
5. Click **OK**.

   The primary server automatically restarts.
6. (recommended) Manually reboot all secondary servers and render stations.
7. Ensure Prinergy is stopped on all servers and render stations.

Upgrading Servers



Important: If a Mac client is connected to a server that is being upgraded, Services for Macintosh (SFM) running on that server will be stopped and restarted, and the client will be disconnected.

Important: Verify that a successful backup of your Oracle database has been completed within the last 24 hours before proceeding with the upgrade to Prinergy 2.2.

Important: Confirm that **PUpdate.exe** is in the same folder as **ppu.exe** and all the update files (***.ppu**).

Tip: To run the primary and secondary server upgrades at the same time, first start the upgrade on the primary server, and then start the upgrade on the other servers in the system (secondaries and render stations).

Note: DO NOT close the GUI window after launching PUpdate.exe.

To upgrade servers and render stations to Prinergy 2.2.1.y, you run PUpdate.exe as described on page 16. PUpdate.exe automatically:

- Asks for the information required to start an upgrade (for example, the location of the updates files, the destination for the snapshot, and the Installation Key for the Primary Server).
- Stops the InSite service if InSite is installed, regardless of whether it is installed on a primary, secondary, or stand-alone server. (The InSite service is automatically restarted at the end of the upgrade.)

  The server on which InSite is installed should remain powered on during the upgrade, to enable the upgrade process to verify the InSite version.

  Note: When the InSite service is stopped, anyone currently logged in to InSite will be disconnected. Ensure that no one is using InSite before proceeding with the upgrade.
- Verifies whether InSite is installed, and if so, whether the version is compatible with Prinergy 2.2. The InSite version must be 3.5.4 or later.
- Takes a snapshot of the system. The snapshot creates a replica of the system so it can be restored to its original state, if necessary. A snapshot is required before applying any major upgrade, and can be used if the upgrade fails and you need to revert to your previous version of Prinergy.
- Installs the 2.2.1.0 major upgrade and any available 2.2.1.y minor updates.

Components captured by the snapshot are:

- The Oracle database on the primary server

  The snapshot of the Oracle database is based on a successful database backup having been completed within the last 24 hours. If a successful database backup has not been completed within the last 24 hours, the snapshot will not continue, and you must back up the database before trying again. See *Verifying the Last Backup of the Oracle Database* on page 10 for more information.

- Registry keys necessary if the Creo Response Center must use the snapshot to revert to a previous Prinergy version
- Files in the Prinergy folders, except for a known exclusion list

To update a server:

1. Run **PUpdate.exe**. The Prinergy Update Utility appears (Figure 1).

   Note: DO NOT close the GUI window after launching PUpdate.exe.

2. Select your language of choice from the drop-down menu.



Figure 1: Prinergy Update Utility Wizard

3. Specify where the updates are stored, by typing in the file path or browsing to the directory (Figure 2), and click **Next**. The list of update files appears (Figure 3).

   Note: In *Chapter 2, Copying the Upgrade Tools and Prinergy Upgrades* on page 12, it was recommended that you copy the update files into a local directory. This should prevent any warning messages at this step.



Figure 2: Specify where updates are stored

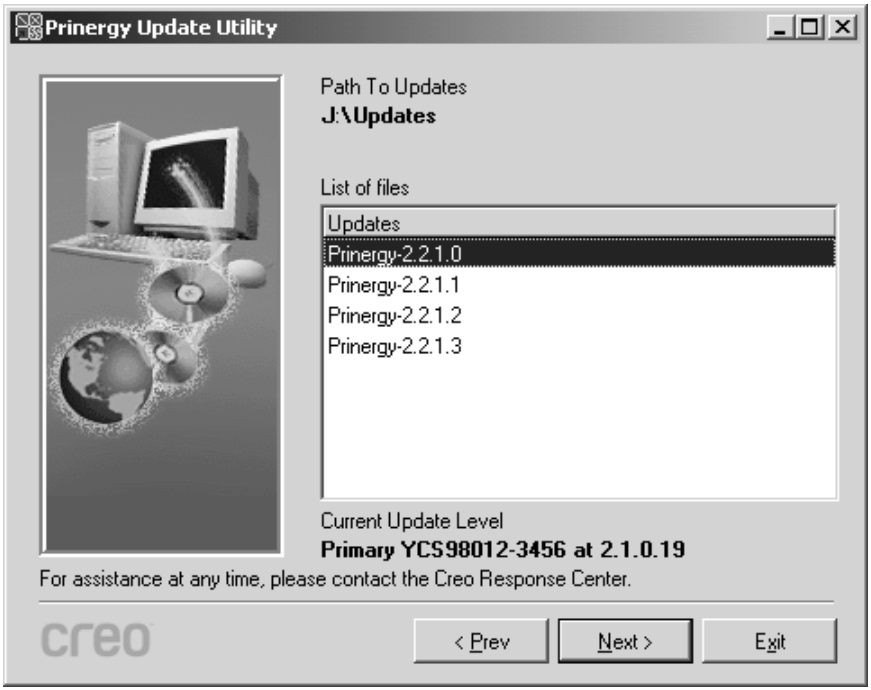


Figure 3: List of update files

4. Specify the target drive for the snapshot, and click **Next** (Figure 4).

   Important: Select the drive with the maximum available disk space (usually one of the Jobs drives). The wizard will not let you select any network, CD, shared drives, or drives with insufficient disk space (the **Next** button will not be enabled).



Figure 4: Specify target drive for snapshot

5. Enter your Installation Key (only on your Primary Server), and click **Next** (Figure 5). If you have not yet received your Prinergy 2.2 Installation Key, contact the Creo Response Center.



Figure 5: Enter Installation Key

Important: After you click the **Start** button (see Figure 6), all Prinergy and InSite services on your server and all remote InSite services connected to this server will be stopped as part of the upgrade.



Figure 6: Final Confirmation Screen

Note: After you click the **Start** button, a number of internal checks are performed before and during the upgrade process, and the upgrade will stop if all prerequisites are not complete (for example, an incorrect Installation Key has been entered, or the Oracle Database has not been backed up).

6. Press the **Start** button to begin the upgrade. The Progress screen appears (Figure 7).

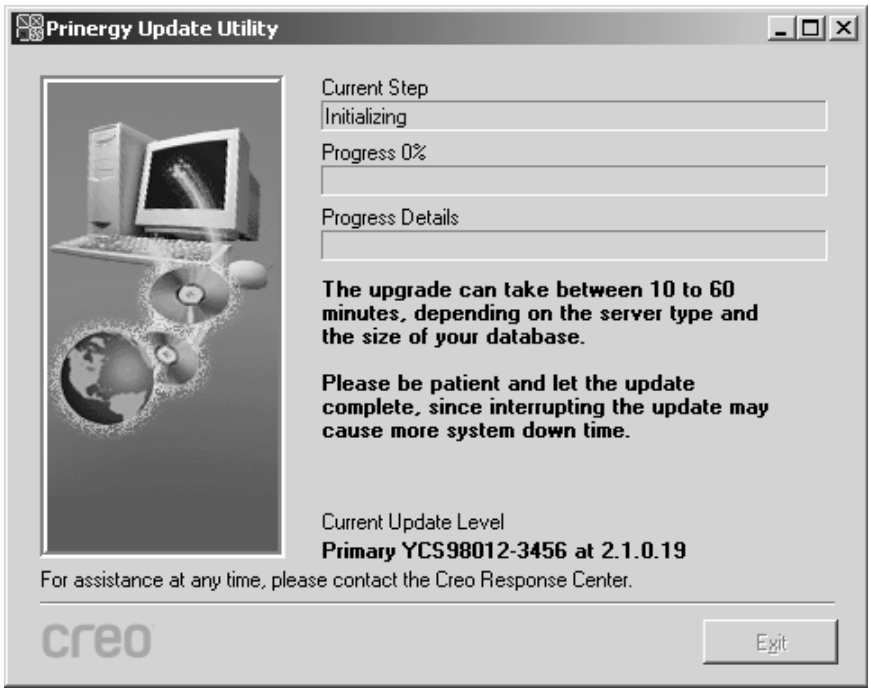


Figure 7: Progress Screen

Important: If you get an error message during the upgrade, contact the Creo Response Center for assistance.

A typical Progress Screen is shown in Figure 8.

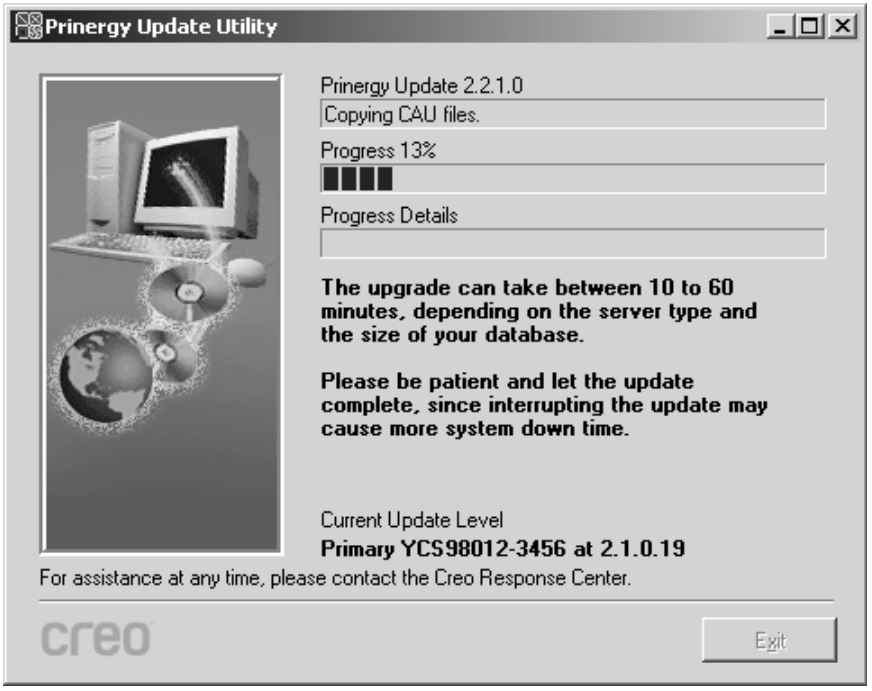


Figure 8: Typical Progress Screen

At the end of the process, the Success Screen appears (Figure 9).



Figure 9: Success Screen

7. Press **Exit.** After you press **Exit**, you may or may not get a message requesting you to reboot your server (Figure 10). If you do get a reboot message, manually reboot the server, but only if you are sure there are no other machines depending on the server.

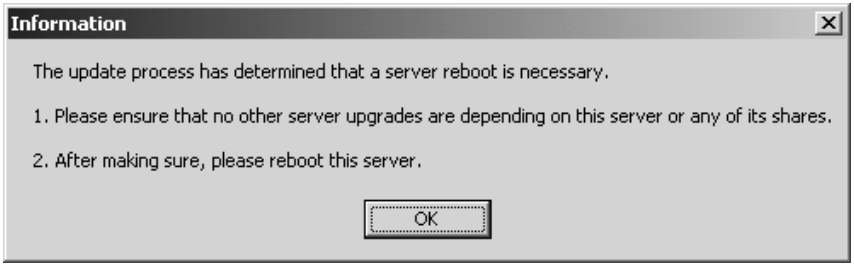


Figure 10: Reboot if requested

8. Repeat the process (Steps 1 through 7) for all servers. Proceed to the next section only after all servers are upgraded to Prinergy 2.2.

Reloading your PANTONE Library

It is strongly recommended that you reload your PANTONE library after upgrading your system to Prinergy 2.2. This ensures that you are using the version of the library that is available with Prinergy 2.2, rather than the library from a previous Prinergy version.

For instructions on reloading your PANTONE library, see *How to Load a PANTONE Library* in the *Prinergy Administrator online help*.

Updating Your Prinergy License Key

If you have purchased any new features with your Prinergy 2.2 upgrade, you will receive a new license key. You must enter this license key in Prinergy Administrator.

Note: Do not continue with any other step in the upgrade process until you have upgraded all your servers (see Step 8 in the previous section).

Note: Please ensure that the Prinergy 2.2 upgrade is completed on all relevant servers before you update your Prinergy License Key.

If you have not purchased any new features for Prinergy 2.2, your existing license key is still valid. Skip this section, **restart Prinergy**, and go to *Verifying JTPs*.

To update your license key:

1. Ensure that Prinergy is stopped. For instructions, see the Prinergy Administrator online help.
2. On the primary server, in Prinergy Administrator, from the **License** menu, select **Manage License Key.**

   The Prinergy License Information dialog box appears.
3. Click the **Enter License Key** button.

   The Enter Prinergy License Key dialog box appears.
4. In the **New License Key** box, type your new Prinergy 2.2 license key.
5. Click **Apply.**

   The Prinergy License Information dialog box appears again.
6. Click **OK.**
7. Restart Prinergy. For instructions, see the Prinergy Administrator online help.

Verifying JTPs

Once Prinergy has restarted, verify that all the JTPs (Job Ticket Processors) normally running on each server are present.

To verify that the JTPs are running:

- In Prinergy Administrator, on the **JTPs** tab, ensure that all the JTPs normally running on the server are listed, and that each has a status of **Ready**.

Enabling New Features for Existing JTPs

If you purchased any new features with your Prinergy 2.2 upgrade, you must upgrade your existing JTPs to enable the new feature(s).

If you did not purchase any new features with your Prinergy 2.2 upgrade, skip this section and go to *Taking the System Out of Maintenance Mode*.

Note: This procedure assumes that you have already updated your license key as directed in *Updating Your Prinergy License Key* on page 26.

To enable new features in an existing JTP:

1. In Prinergy Administrator, on the **JTPs** tab, right-click the JTP that you want to modify, and then select **Properties**.

   The JTP Properties dialog box appears.

   Under **Features**, features that are already enabled for the JTP are selected. Features that are available, but not enabled, are not selected. Features that are not available are disabled.

2. Select the new feature(s) that you want to enable, and then click **OK**.
3. Repeat steps 1 and 2 for each JTP that you want to modify.

For assistance with determining which JTPs to modify, contact the Creo Response Center.

Note: Licensing of screening options, including Staccato screening, has been enforced since Prinergy 2.1. For information about screening licensing, see the *Prinergy System Administration Guide*.

Adding Creo Trap and Color Match JTPs

The new Creo JTPs replace the old Prinergy Trap and Color Match JTPs. The Creo PDF Trapper JTP handles trapping in Prinergy. The new Creo Color Matcher JTP generates data for color matching proofs to final output.

The Creo Trap and Color Match JTPs are used in the Trap and Color Convert steps in the Refine, Loose Page Output, and Imposition Output process plans. (Imposition Output is Layout Output in Powerpack).

Add the new Creo Trap and Color Match JTPs to your Prinergy System using a tool that becomes available in Prinergy System Administrator when you are licensed for a new installation of Creo JTPs. With the switching tool, you can also set up to reuse your existing process plans with the new Creo JTPs.

To add the new Creo JTPs to your system and use the new switching tool, you must have:

- Prinergy 2.2.1.3 or later on your system.
- A new Prinergy license number to activate the Creo JTPs. To find out about obtaining a new license key, contact your service representative.
- System Administrator privileges for your Prinergy server. Check with your local system administrator.
- Read/write access to your process plans on your Prinergy Workshop client. Check with your local system administrator.

Refer to the *Creo Trap and Color Match JTPs Installation Guide* and the *Creo Color Matcher JTP Release Notes* and *Creo PDF Trapper Release Notes* for more information. All are available on *http://ecentral.creo.com*

Taking the System Out of Maintenance Mode

Once the primary server and all secondary servers and render stations are successfully upgraded, you should take the system out of Maintenance Mode.

To turn off Maintenance Mode:

1. On the primary server, in Prinergy Administrator, from the **Tools** menu, select **Configure System**.

   The Configuration Options dialog box appears.

2. On the **Maintenance** tab, from the **Maintenance Mode** list, select **Off**.

3. Click **OK**.

Maintenance Mode is turned off. Regular backups will resume as scheduled.

All your Prinergy servers and render stations should now be upgraded to Prinergy 2.2.1.y.

Note: Complete the Workshop upgrade on each server and render station by performing the procedure in *Chapter 3, Upgrading Workshop Clients Via the CAU* on page 30.

3 Upgrading Workshop

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Upgrading Workshop to Prinergy 2.2.1.y

Once all your servers and render stations have been upgraded to Prinergy 2.2.1.y, you can upgrade your Workshop clients to Prinergy 2.2.1.y.

Workshop clients are upgraded via the CAU (Client Auto Update) utility on the primary server.

Upgrading Workshop Clients Via the CAU

You must complete the client upgrade by updating your Workshop as well as Adobe Acrobat plug-ins to be compatible with Adobe Acrobat 5.0.5, and by installing any applicable minor updates.

Not every minor update applied to your servers and render stations must also be applied to your clients—only those that update Adobe Acrobat plug-ins and/or Workshop components.

Applicable minor updates are detected and installed by the CAU utility. The CAU utility enables the client to detect when a newer version of the Workshop client software is available on the primary server and to update to the newer version.

The CAU utility also enables the automatic update of any Prinergy plug-in files. Previous versions of the files are renamed with a .bak extension for backup purposes.



Note: Since the Workshop client also resides on all Prinergy servers, you must perform this procedure on each server and render station.

To complete the upgrade on a client machine:

1. Ensure that the primary server is running.
   To access the primary server, from the Windows **Start** menu, select **Programs>Prinergy>Prinergy Administrator.** In the Prinergy Administrator window that appears, the primary is the topmost server listed in the left-hand panel.
2. On the client, start Workshop.

   The Workshop logon dialog box appears. You do not have to specify a user name or password at this point.

3. From the **Primary host** menu, select the primary server that you upgraded in *Upgrading Servers* on page 15.

   The version of Workshop running on the client is automatically compared to the Prinergy version running on the primary server. If the versions are different, the **Update** or **Finish Installation** button is available, depending on whether it is an update or a fresh installation.

4. Click the **Update (Finish Installation)** button.

   The CAU utility attempts to connect to the **ClientAutoUpdate** share on the primary server.

5. If the share is automatically mounted, a dialog box appears, prompting you to connect to the primary server. Type a **Name** and **Password**, and then click **Connect**.

   Or:

   If the share is not automatically mounted, a dialog box appears, prompting you to mount a share. Mount a share to **ClientAutoUpdate** on the primary server, and then click the **Update (Finish Installation)** button again.

   Workshop automatically shuts down.

6. On the Mac, a dialog box may appear, prompting you to locate the Adobe Acrobat folder.

   Click the **Other** button and select the **Applications\Adobe Acrobat 5.0** folder.

   The Prinergy Client Auto-Update dialog box appears, showing the progress of the update. Applicable minor updates are applied, and Adobe Acrobat 5.0.5 versions of the Prinergy plug-ins are installed in the **Prinergy Plug-ins** folder.

   If the update fails, ensure that no Prinergy plug-in files, or files in the **Workshop** (Windows) or **Prinergy Workshop** (Mac) folder, are locked (set to **Read-only** in Windows). Unlock any locked files. If this does not resolve the problem, and the update fails again, contact the Creo Response Center.

   Once the update is complete, a message appears, indicating that the update was successful.

7. Click **OK** to start Workshop.

   The Workshop logon dialog box appears. The **Finish Installation** button is renamed **No Update** and is unavailable, because all applicable minor updates installed on the primary server have now been installed on the client.

8. Log on to Workshop with a user name and password as usual.

4 Completing the Upgrade

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Advising Creo that You have Completed the Upgrade

After completing the upgrade, please advise Creo that you are now running Prinergy 2.2. You can do this in one of two ways, depending on whether or not you are an eCentral user.

If you are a registered eCentral user:

1. Log in to eCentral (*http://ecentral.creo.com)*.
2. Click **Self-Support > Downloads**. On the Downloads page, under **Guided Upgrades**, click **Prinergy 2.2**.
3. At the top of the Prinergy Upgrades page, click **Request Support.**
4. On the Request Support page, click **View/Upgrade Request.**
5. In the **Request ID** box, type the **Service Request ID** that you were assigned when you initiated the call in *Advising Creo That You are Ready to Begin the Upgrade* on page 11. Click **List Requests**.
6. On the left side of the page, click **Add Notes** and confirm that you have successfully upgraded your Prinergy system. Indicate the specific Prinergy version that you are now running (for example, Prinergy 2.2.1.1). Include any feedback on your Prinergy 2.2 upgrade experience.

If you are not a registered eCentral user:

1. Call the Creo Response Center.
2. Inform your Response Center representative that you have successfully upgraded your Prinergy system. Indicate the specific Prinergy version that you are now running (for example, Prinergy 2.2.1.1).

A Troubleshooting Tips

Common Upgrade Problems 38

Common Upgrade Problems

This chapter describes some common problems that you may encounter during the upgrade, and their solutions.

Virtual Proofing System software fails to install on Mac

Problem
When upgrading the Workshop client, Virtual Proofing System software fails to install.

Cause
StuffIt Expander is not installed on the Macintosh client.

Solution
StuffIt Expander is a prerequisite for the Prinergy 2.2 upgrade. (See *Prerequisites* on page 7). It is available as a free download from *http://www.stuffit.com/expander/download.html.*

Install StuffIt Expander and perform the Workshop client update again.

Workshop and Virtual Proofing System software icons are incorrect

Problem
The icons for Workshop and Virtual Proofing System software are incorrect.

Cause
The desktop database was not updated.

Solution
Rebuild the Macintosh desktop by pressing OPTION + APPLE when restarting the machine.

Staccato screening no longer works

Problem
Staccato screening is not working after the upgrade.

Cause
Licensing of screening (including Staccato) is strictly enforced per JTP in Prinergy 2.2. If you used Staccato in Prinergy 2.0.7 or Prinergy 2.1 without having the proper license and want to continue using it in Prinergy 2.2, you must purchase a license.

Solution
Contact your Creo sales representative.

Prinergy requires many restarts

Problem
Prinergy requires many restarts to correct the environment path.

Cause
When Prinergy starts, it checks to ensure that the environment path is correct. Sometimes it takes more than one reboot to correct it.

Solution
This is normal; it may take up to three reboots to correct the environment path.

Snmpapi.dll error message on start-up

Problem
When a server running Windows 2000 SP3 starts up after a reboot, the error "The procedure entry point SnmpUtilOctetsFree could not be located in the dynamic link library snmpapi.dll" pops up.

Cause
The snmpapi.dll is installed in a Dell folder under Program Files (the exact path is \Program files\Dell\OpenManage\IT Assistant\bin). This version does not get upgraded when SP3 is applied.

Solution
The error message can safely be deleted and you can proceed normally. To hide the .dll from the application and prevent the error message from reappearing, you can rename the snmpapi.dll within the \Program files\Dell\OpenManage\IT Assistant\bin folder (snmpapi_old.dll, for example).

CAU share does not mount as expected

Problem
CAU share does not mount as expected and CAU fails to update a Mac client's Workshop.

Cause
No cause is known at this time.

Solution
First ensure that Acrobat is not running and there are no locked plug-ins, then reboot the server. If CAU still fails, mount the ClientAutoUpdate share using the Chooser.

Cannot install or uninstall Prinergy Workshop (PC) after applying critical security updates or SP4

Problem

After applying all (MicroSoft) critical security updates or SP4, you cannot install Prinergy Workshop on your PC, or uninstall it. The Prinergy Workshop installer/uninstaller fails and reports an error message or displays an alert.

Cause

The cause appears be to that MicroSoft stopped updating Java in some recent OS releases and, in some cases, deletes the Java run-time when MicroSoft security patches or SP4 are installed.

Solution

Download and install Sun Java from *www.sun.com* before installing Prinergy Workshop.

B

Reverting to Prinergy 2.1

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Overview

If you need to revert from Prinergy 2.2 to your previous Prinergy version, you must contact the Creo Response Center for assistance with reverting servers and render stations.

Next, you must reinstate the old version of Workshop by using the Client Auto Update (CAU) utility or, if you prefer, uninstall Prinergy 2.2 Workshop and reinstall your earlier version of Prinergy Workshop.



Important: Unless otherwise indicated, this chapter assumes that your Prinergy system was at 2.1.0.0 or later before the Prinergy 2.2 upgrade. If your system was not at 2.1.0.0 or later before the Prinergy 2.2 upgrade, do not proceed with the client machine rollback yourself. Instead, call the Creo Response Center for assistance.

Reverting to Prinergy 2.1 on Servers and Render Stations

To uninstall Prinergy 2.2 from your servers and render stations and revert to your previous Prinergy version, contact the Creo Response Center. Do not attempt to perform the procedure yourself.

A Creo Response Center representative will remotely roll your servers and render stations back to your previous Prinergy version.

Reverting to Prinergy 2.1 on a Client

Once a Creo Response Center representative has rolled your servers and render stations back to Prinergy 2.1, you must do one of the following for each Workshop client:

1. Use the CAU. This is a two-step process. You must run the CAU first, via the **Update** button, then again, via the **Finish Installation** button, or
2. Use the Workshop Installer, and then the CAU via the **Finish Installation** button. (For details, refer to *Chapter 3, Upgrading Workshop to Prinergy 2.2.1.y*).

C

Starting the Workshop Installer

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Starting the Workshop Installer

The procedure for starting the installer depends on the operating system that the client is running: Windows, Mac OS 9.2, or Mac OS 10.1.3 or later.

To start the installer on a client running Windows:

1. Log on to the client machine as a user with administrative rights.
2. Browse to **PrinergyWkspInstall_2.2.1** on the primary server.
3. In the **PrinergyWorkshopIntel\Workshop** folder, double-click **PrinergyWorkshopInstaller.exe** to start the installer.

   The Prinergy Workshop Installer window appears.



   Important: Do not start the installer on the next client until the installer has reached this screen; otherwise, the installation will fail.

4. Go to *Completing the Installation* on page 46 to complete the installation.

To start the installer on a client running Mac OS 9.2:

1. Log on to the client machine as a user with administrative rights.
2. Mount a share and browse to **PrinergyWkspInstall_2.2.1** on the primary server.
3. In the **PrinergyWorkshopMac\MacOS** folder, double-click **PrinergyWorkshopInstaller** to start the installer.

   The installer checks the currently installed Mac Runtime for Java (MRJ) applet. If the MRJ version is 2.2.4 or earlier, the MRJ 2.2.5 installer starts.

4. If prompted to continue with the installation of MRJ version 2.2.5, click **Yes**.

   A dialog box appears, indicating that the system will be restarted once the MRJ is installed. However, this only applies to client machines running Mac OS 8.6. If the client is running Mac OS 9.2 or later, your system will not be restarted. Instead, you must restart the installer.



Figure 11: MRJ warning

5. Click **OK**.
6. Follow the MRJ installation instructions, keeping the default selections.
7. Click **Quit** to finish the MRJ installation and return to the desktop.
8. Go to the **PrinergyWorkshopMac\MacOS** folder, and then double-click **PrinergyWorkshopInstaller** to start the installer.

   This time, you are not prompted to install the MRJ.

   The Prinergy Workshop Installer window appears.



Important: Do not start the installer on the next client until the installer has reached this screen; otherwise, the installation will fail.

9. Go to *Completing the Installation* on page 46 to complete the installation.

To start the installer on a client running Mac OS 10.1.3:

1. Log on to the client machine as a user with administrative rights.
2. Mount a share and browse to **PrinergyWkspInstall_2.2.1** on the primary server.
3. In the **PrinergyWorkshopMac\MacOSX** folder, double-click **PrinergyWorkshopInstaller** to start the installer.

   The Prinergy Workshop Installer window appears.



Important: Do not start the installer on the next client until the installer has reached this screen; otherwise, the installation will fail.

4. Go to *Completing the Installation* to complete the installation.

Completing the Installation

Once the installer has started, follow the prompts to complete the installation.

To complete the installation:

1. In the Prinergy Workshop Installer window, from the language menu, select your preferred language, and then click **OK**.

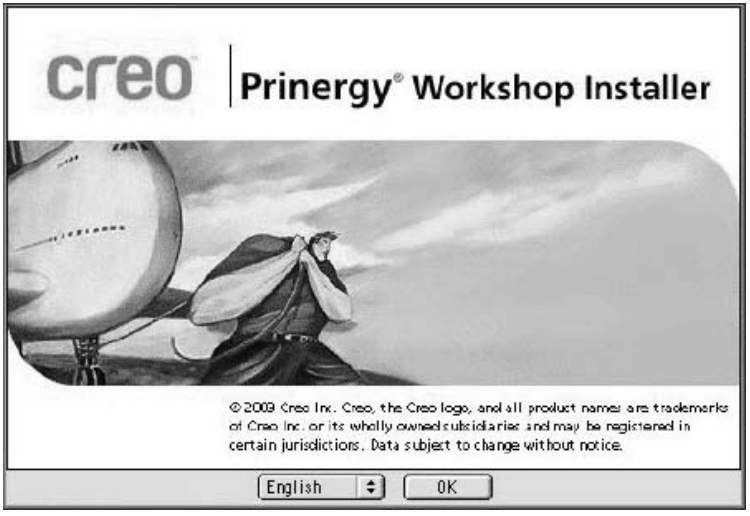


Figure 12: Prinergy Workshop Installer window

The Introduction window appears.

2. Click **Next**.

   The Choose Install Folder window appears.

3. Click **Next** to accept the default location.

   Note: If Workshop 2.0 or 2.1 was installed in a location other than the default, and you want to retain the user preferences from that version, change the location for Workshop 2.2.1.0 to point to the Workshop 2.0 or 2.1 location.

   Note: If the installer is running on a Mac client, ensure that the installation folder is a system-wide applications folder, NOT a user-specific applications folder.

   The Choose Product Features window appears.

4. Select the type of installation that you want: **Minimal**, **Typical**, or **Custom**.

   In most cases, you will select **Typical** to install Workshop, Sentinel Drivers, Virtual Proofing System, and Prinergy Refiner.

   Select **Minimal** if you only want to install Workshop and Prinergy Refiner.

   Select **Custom** if you want to specify a combination of the components to install.

   Note: If you run Virtual Proofing System with Prinergy 2.0 or 2.1, and choose to reinstall it by selecting **Minimal** or **Custom** (with **Virtual Proofing System** selected), any previous changes you made to Virtual Proofing System memory settings are lost. To change memory allocation after Virtual Proofing System is reinstalled, click the **Virtual Proofing System** icon, and then from the **File** menu, select **Get Info > Memory**.

5. Click **Next**.

   a. If you selected **Custom**, the Choose Product Components window appears. Select any or all of the following components to install:

      - **Creo Virtual Proofing System***
      - **Prinergy Refiner**
      - **Sentinel Drivers**
      - **Workshop**

   b. Click **Next**.

   If Workshop is currently installed on the client machine, the Older Version of Prinergy Workshop Detected dialog box appears, prompting you to either rename or remove the existing version of Workshop before installing Prinergy 2.2.

   Note: If no previous version of Workshop is installed, or, in step 3, you specified that Workshop 2.2.1.0 should be installed in a location other than where Workshop 2.0 or 2.1 is installed, this dialog box will not appear. However, if you want to retain the user preferences from Workshop 2.0 or 2.1, return to the Choose Install Folder screen and change the Workshop 2.2.1.0 install location to point to the Workshop 2.0 or 2.1 location.

   *The Creo Virtual Proofing System component is available as an option in the Workshop Installer for Mac. For the PC, this option can be installed via a separate installer that is available on the same share as the Workshop Installer. (See *Installing Creo Virtual Proofing System on the PC* on page 50.)

6. We recommend that you rename the existing version of Workshop, and then remove it after Prinergy 2.2 has been installed and running successfully for about a month.

   If you click the **Rename** button, the Rename Prinergy Workshop window appears.

   a. In the **Name** box, type a name for the existing version of Workshop that is different from its current name.

   b. Click **Next**.

      The Recommendation dialog box appears, indicating that once Prinergy 2.2 is installed and running successfully, you should delete the old Workshop version using its uninstaller.

   c. Click **OK**.

   If you click the **Remove** button, the Please Wait window appears while the old version of Workshop is deleted.

7. If you clicked **Remove** in step 6, and a message appears indicating that some files from the previous installation of Workshop cannot be deleted because they are locked, click **OK**.

   Any files that cannot be deleted are moved to the **Workshop - Delete Me** folder. Once you have installed Workshop 2.2.1.0, delete this folder.

   The Pre-Installation Summary window appears, indicating which components will be installed, where they will be installed, and how much space they require.

8. Click **Install**.

   An Information dialog box appears, indicating that the installation may take a long time on slower machines.

9. Click **OK**.

   The Installing Prinergy Workshop window appears, showing a status bar that indicates the progress of the installation. The installation may take several minutes (for example, as few as three minutes or as many as 20 minutes). Please be patient.

   When the installation is complete, a dialog box appears, prompting you to confirm completion of the installation.

10. Click **OK**.

    The Install Complete window appears.

11. Click **Done**.

12. If you received a message in step 7 indicating that some files from the previous version of Workshop could not be deleted, they have been moved to the **Workshop - Delete Me** folder. Delete this folder now.

Upgrading Workshop

The Client Auto Updater (CAU) removes or renames the existing version of Workshop, installs the 2.2.1.y version, and includes any preferences from the previous version.

Note: The CAU is also on the Intel Client Installer CD (for Windows clients) and the Mac Client Installer CD (for Mac clients). However, in most cases it is more convenient to run the CAU from the primary server.

The CAU that you use depends on the operating system that the client is running:

- Windows
- Mac OS 9.2
- Mac OS 10.1.3 or later

To avoid visiting each Workshop client twice, perform the procedure described in this section, and then, on the same client, perform the procedure described in *Upgrading Workshop Clients Via the CAU* on page 32. Once you have completed both procedures on the first client, repeat the procedures on the next client, and so on. Do not start the upgrade on the next client until the CAU on the previous client has reached the Prinergy Workshop Installer window; otherwise, the upgrade will fail.

A server version of Workshop is included in each Prinergy installation on a server or render station. However, in some cases, you may also have a client version of Workshop installed on the server. If this is the case, you must perform the procedures described in this chapter on the server as well, to upgrade to the correct client version of Workshop on the server.

To verify whether you have a client version of Workshop installed on a server, start Workshop on the server. If the old version of Workshop launches (that is, 2.1.0.y rather than 2.2.1.y), the upgrade you performed

on the server in *Upgrading Workshop* on page 49 only upgraded the server version of Workshop; the client version is also installed on the server, and must be upgraded.

Installing Creo Virtual Proofing System on the PC

The Prinergy 2.2 server upgrade process automatically copies an Installer for Virtual Proofing System for PC on your primary Prinergy server when you install Prinergy Workshop software for PC.

You can install Virtual Proofing System for PC as a standalone program.

To install the Virtual Proofing System for PC:

1. Go to the **\\<primary_server_name>\PrinergyWkspInstall_2.2.1\PrinergyWorkshopIntel\Workshop** share on your primary Prinergy server and double click on **VirtualProofingSystemForPCInstaller.exe.**
   The installation wizard appears.
2. Follow the on-screen instructions to complete the installation.

The installation program installs the software in the **Program Files\Creo Virtual Proofing System** folder unless you specify a different folder during installation.

The licensing for the Virtual Proofing System for PC is included in your license for the Prinergy or iMPAct product. No further licensing is required to use the Virtual Proofing System for PC.

The Virtual Proofing System for PC previews .vps and .prv files only.

D

Uninstalling Prinergy 2.2 from a Client

Uninstalling Prinergy 2.2 from a Client 52

Uninstalling Prinergy 2.2 from a Client

The procedure is different for Windows, Mac OS 9.2, and Mac OS 10.1.3 clients.

To uninstall Prinergy 2.2 from a client running Windows:

1. From the Windows **Start** menu, select **Settings > Control Panel > Add/Remove Programs**.

   The Add/Remove Programs window appears.

2. Select **Prinergy Workshop**, and then click the **Remove** button.
3. Follow the uninstallation prompts.
4. When the uninstall is complete, click the **Close** button to close the Add/Remove Programs window.

To uninstall Prinergy 2.2 from a client running Mac OS 9.2:

1. Browse to the **Prinergy Workshop** folder, and then double-click the **Uninstall** folder.
2. Double-click **Uninstall Prinergy Workshop** to start the uninstaller.
3. Follow the prompts.

To uninstall Prinergy 2.2 from a client running Mac OS 10.1.3:

1. Browse to the **Prinergy Workshop** folder, and then CONTROL-click **Prinergy Workshop**.

   A menu appears.

2. Select **Show Package Contents**.

   The Prinergy Workshop folder opens.

3. Double-click the **Uninstall** folder.
4. Double-click **Uninstall Prinergy Workshop** to start the uninstaller.
5. Follow the prompts.

Glossary

Adobe Acrobat	Desktop software that lets you create and edit documents in Adobe's Portable Document Format (PDF).
Adobe Extreme	A high-end, production-printing architecture that provides some of the core technology for Prinergy. This includes support for PDF and Portable Job Ticket Format (PJTF) and an underlying communications structure. Adobe Extreme components include JTPs (Job Ticket Processors) and the Extreme Coordinator (supra.exe).
Aladdin Systems StuffIt Expander	File decompression software.
back up	The act of saving a copy of a complete disk partition, file system, or portion of a file system directory structure for the purpose of disaster recovery; for example, in the event of a disk crash.
Basic Backup	The default backup option for Prinergy. Through Oracle Backup Manager, it provides a means of performing scheduled backups of your Prinergy database onto a local disk. It does not provide a means of backing up system drives.
CAU (Client Auto Update) Utility	A utility that enables Prinergy Workshop client machines to detect when a newer version of the Workshop client software is available on the Prinergy primary server and to update to the newer version.
client machine	A computer that is running Prinergy Workshop, the main user interface for Prinergy. To run Prinergy 2.1, a client machine must be Windows 2000, Macintosh 9.2, or Macintosh 10.1.3 or later, as qualified by Creo.
eCentral	A Creo web-based service that provides access for registered users to software downloads, online support, and other Creo product information.

InSite	A web portal into the printer's production workflow. InSite provides end customers (print buyers) with secure and controlled access to their jobs. Using InSite, customers can upload and download files; remotely proof pages; annotate, request changes for, and approve PDF files; and view transaction history and job status information.
job	The unit used to organize work. A job typically, but not necessarily, corresponds to all the components of one publication. When you create a job, Prinergy creates a job folder and database entries for tracking the job.
job ticket	In Adobe Extreme, a collection of information related to one or more processing steps that must be carried out in Prinergy. It includes a map or route that specifies which JTPs to go to and in what order. It can also include information about which files to process, processing options, destinations, and imposition plans.
JTP (Job Ticket Processor)	Software that performs a specific processing step to help process an Adobe Extreme job ticket. JTPs are configured using Prinergy Administrator.
Maintenance Mode	A system mode that lets you update Prinergy software, while preventing Prinergy from writing invalid backups. Maintenance Mode temporarily disables Prinergy backups but lets you continue running jobs. When Maintenance Mode is turned off, regular backups resume as scheduled.
minor update	A Prinergy software update characterized by the four-digit version number a.b.x.y, where a is the major software release, b is the minor release, x is the major update, and y is the minor update. y increases numerically for each minor update. For example, 2.0.7.17 and 2.0.7.18 are both minor updates to Prinergy 2.0.7.
Oracle Backup Manager	Software used to configure and schedule backups of the Oracle database to a local disk. It is included with the Prinergy system.
Oracle database	The database that stores Prinergy job information. It contains all Prinergy file information, including file attributes and the history log; it does not store any content. Located on the primary server; there is only one Oracle database per Prinergy system.

PDF (Portable Document Format)	A reliable file format for storing line art, images, and text (including all required fonts) for pages.
PPU (Prinergy Patch Utility)	A command-line utility used to install Prinergy software updates. It can also remove or get information about installed updates.
PreCheck.exe	The Prinergy 2.2 Pre-Installation Requirement Check application (PreCheck.exe) alerts the customer to potential conflicts that they should take care of before trying to apply the upgrade.
primary server	The main server machine in a Prinergy system. It contains all Prinergy server components, including the Oracle database. The primary server coordinates requests from Prinergy Workshop and maintains the database. There is only one primary server in a Prinergy system.
Prinergy Administrator	Software that serves as the Prinergy system administration user interface. Prinergy Administrator is used to configure JTPs, add and remove servers, start and stop the Prinergy server, and monitor the system. It is automatically installed on each server in a Prinergy system. Some tasks must be done in Prinergy Administrator on the primary server.
Prinergy Online Backup	The Prinergy Online Backup option provides a means of performing online backups of your Prinergy system onto disk and media. This means your system is backed up while Prinergy is running; the system can continue to be used as normal and the backup is not affected by open files. This option includes Oracle Backup Manager and Prinergy Backup software.
Prinergy Workshop	Main client software in a Prinergy system. It is the main user interface to the system, enabling Prinergy operators to create, edit, and destroy jobs and process plans. It is a Java application that runs on either Macintosh or Windows 2000.
Print Console	Stand-alone device control software that connects workflow software to the output device.
PUpdate.exe	The **PUpdate.exe** application is the software used for upgrading to Prinergy 2.2 and applying major and minor updates.
render station	A secondary server that is connected to an output device. It is generally not used to store jobs or run other types of JTPs. Instead, it is reserved for rendering files for output.

secondary server

Any server in a Prinergy system that is not the primary server. That is, it is running Prinergy server software but does not store the Oracle database. Secondary servers can run some JTPs to facilitate distributed processing. A Prinergy system can include multiple secondary servers.

Upgrades vs. Updates

Upgrades are chargeable. Updates are no-charge. Prinergy software upgrades follow the four-digit format a.b.x.y, where:

- a is the major release
- b is the minor release
- x is the major upgrade
- y is the minor update

For example, 2.2.1.0 is a major upgrade, as well as a minor release (y is always 0 for a major upgrade), and 2.2.1.1 is a minor update. (y increases numerically for minor updates.)

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