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FAQ

FAQ for the Prinergy Update Utility (PPU)

Prinergy major and minor updates are available on line and you use the PPU to apply updates to a system. A minor update is similar to a problem-fixing patch. A major update adds new features and includes all minor updates issued since the previous major update. Prinergy version information is displayed as A.B.X.Y (for example, 2.2.1.0). A major update increments the "X" value and a minor update increments the "Y" value. You must run PPU from an account with administrative rights.

What's New? – Updated for Prinergy 2.2 and 2.3

- You will need to install Windows 2000 Service Pack 3 before installing Prinergy 2.2.
- You will need to install Windows 2000 Service Pack 4 before installing Prinergy 2.3.
- If upgrading from a Prinergy system earlier than 2.2.1.0, you will need an installation key. Prinergy 2.2.1.x and later do not require an installation key.
- If your server has CJK Fonts installed, an additional CJK Font package must be available. You can download the CJK Font file you need from eCentral.
- The Virtual Proofing System for PC software is installed at the same time as the Prinergy 2.3 Workshop client installer.
- To install Prinergy 2.2 or Prinergy 2.3, you must be running InSite v3.5.5 or later. You use the PreCheck.exe utility to determine which version of InSite you are currently running.

PPU.exe functions:

- Supports updating files outside of the Prinergy folder.
- Removes the update backup folder from the system drive when the PPU successfully removes an update.
- The PPU backup folder for major updates is stored on the AraxiTemp drive.
- Update Installation/Removal may not proceed unless the Prinergy system is in maintenance mode. However, for backwards compatibility, if this version of PPU.exe is installed on a system that does not have maintenance mode defined, update installation/removal is permitted.
- Supports enforcement of sequential minor update installation (for example, in order to install minor update 2.2.1.5, minor update 2.2.1.4 must be installed first. **Note**: When installing several updates via the "-dir" option, PPU.exe will install the updates in order.

PPU.exe features:

- The PPU.exe database is backed up. If PPU cannot find the database file, it will use the most recent backup.
- A list option may be used at the DOS prompt to list installed updates (:\>ppu -list).
- Bulk mode (-dir) lists applicable updates before proceeding.
- Clear error messages.
- PPU prompts you to reboot the machine if an update requires it.

What is PPU?

PPU is the Prinergy Update Utility. Utility. In Prinergy 1.x it was named Prinergy Patch.

PPU is a command-line utility used to install Prinergy software updates. It can also remove or get information about installed updates.

What do I need to run PPU?

Just ppu.exe itself. PPU contains all the files it needs for its operations.

How do I know which version of PPU is installed?

You can check your current version of PPU in two ways:

1. PPU displays the version in the initial message when you run it.
2. In Explorer, right click the ppu.exe icon, choose Properties, and select the Version tab.

How do I install or update PPU?

PPU is available on the Prinergy installation CD.

Updated versions of PPU are available at http://www.ecentral.creo.com/.

Note: When you download the PPU using Microsoft Internet Explorer's Save As function, change the file type from WinZip to All Files, otherwise, you will have to manually remove the .zip file extension.

Running the new ppu.exe on a Prinergy server will prompt you to replace the existing ppu.exe with the new one.

How do I run PPU?

Any of the following will work:

- Click on the ppu application icon in Explorer.
- Type ppu at the command prompt.
- Drag an update file onto the ppu.exe executable.

Can I run PPU remotely?

Yes, but only certain commands are enabled for remote operation.

You can use the `status`, `list` and `show` commands to query installed updates on a remote computer as these do not alter the system, but the `install` and `remove` commands are still restricted to the local computer only, to avoid network connection problems.

To query a remote computer, use the –node option on the command line. For example,

C:\> ppu –node RemoteComputer

Otherwise, it will default to the local computer.

If you need to install or remove an update on a remote computer, be aware that PPU does ***not*** work properly using RCMD or RCONSOLE, but it ***does*** work using Telnet or PCAnywhere.

Where do I download updates?

You can download Prinergy 2.x updates from http://www.ecentral.creo.com/.

All Prinergy customers should have received a user ID and password to log into eCentral. Please contact Creo if you have not received yours.

How do I install an update?

With PPU, you can do it two ways.

1. In Explorer, drag the update package onto the executable's icon (or a shortcut). This will launch PPU and will prompt you to install the update.
2. At the PPU command prompt, type: `install [drive:][directory]filename`
   For example: *`install e:\downloads\Prinergy-2.0p14.ppu`*

You may need to specify the complete path to the update package (for example, if it is not in the current directory). UNC paths also work (for example, \\server\share\directory\filename).

Tip: you can drag the file from Explorer to the PPU command prompt, and it will paste in the full path to the file. This works with any console application.

PPU shuts down any Prinergy processes or services that are running before it installs or removes updates.

Do I have to install updates one-by-one?

You may run PPU in “bulk” mode to install multiple updates. The command:

```
ppu -dir <directory containing updates to be installed>
```

installs all the applicable updates found in the specified directory. PPU automatically ignores the updates that do not apply to the current system. Updates are installed in ascending order based on their update levels. Also higher major updates mask lower minor updates so that the highest major update in the folder (if present) plus any minor updates will be selected for installation.

PPU shuts down any Prinergy processes or services that are running before it installs or removes updates.

Why should I use PPU to install a Mac update on a Prinergy server?

There is currently no update installer available for Prinergy Mac clients. Therefore, you need to use PPU to install Mac updates on a Prinergy server. The operation updates the server's database to keep track of which updates have been installed and copies the updates to the ClientAutoUpdate (CAU) directory. After Workshop is installed, you launch it and connect to a server. If an update is necessary, the **Finish Update** or **Update** button will be available.

Does PPU prevent me from installing updates for a version of Prinergy that is different from mine?

Yes.

What happens when I install an update?

1. PPU checks if Prinergy is running, and asks if you want to shut it down. Prinergy must be shut down before an update is installed.
2. The update database is opened (locked for exclusive write access). The update database is in: %ARAXIHOME%\CreoAraxi\support\patches\admin\PrinergyUpdates.db
3. The PPU log is opened (locked for exclusive write access). The PPU log is in: %ARAXIHOME%\CreoAraxi\support\patches\admin\ppu.log
4. A directory is created to hold update uninstall information: %ARAXIHOME%\CreoAraxi\support\patches\installed\<update id>
   For major updates only, another directory on the DATALOG drive will be created to hold the file backups: AraxiTemp\PrinergyUpdates\RestoreInformation\<update id>
5. Any files that need to be replaced are backed up to the file backup directory.
6. Any registry values that need to be replaced are backed up.
7. If any new files or registry values are added that didn't exist before, this is recorded so it knows it should delete them to undo the update install actions.
8. Any other custom install actions that need to be performed are executed.
9. All undo information is written to a file: %ARAXIHOME%\CreoAraxi\support\patches\installed\<update id>\<update id>.ppuremove
10. A new entry is added to the update database with the current date and time.
11. All actions are logged.

Does PPU automatically create directories if they do not already exist?

Yes.

Does PPU correctly handle directory and file names with spaces in them?

Yes.

How do I know what updates are installed?

At the PPU command prompt, use the `list` command, or at the DOS command prompt, type `ppu -list`.

Can I get more information about an installed update?

Yes. To find out about the basic Prinergy installation, use the `status` command: `ppu> status`

To find out a bit more about a particular update, use the `show` command: `ppu> show {<update id>}`

To view the readme file of an update, use the `readme` command: `ppu> readme {<update id>}`

Can I remove an update?

Yes. At the PPU prompt, type `ppu> remove {<update id>}`

What happens when I remove an update?

1. PPU checks if Prinergy is running, and asks if you want to shut it down. Prinergy must be shut down before an update is removed.
2. The update database is opened (locked for exclusive write access).
3. The PPU log is opened (locked for exclusive write access).
4. The script that was saved when the update was installed is opened.
5. Any custom, pre-undo actions are performed.
6. Any files that were backed up and replaced are restored.
7. Any new files that were added and didn't exist before are deleted.
8. Any registry values that were backed up and replaced are restored.
9. Any new registry values that were added and didn't exist before are deleted.
10. Any other custom uninstall actions that need to be performed are executed.
11. Any custom, post-undo actions are performed.
12. The update directory is removed from: %ARAXIHOME%\CreoAraxi\support\patches\installed\<update id>
13. The update entry is removed from the database.
14. All actions are logged.

How do I exit from PPU?

If you run it in auto-install mode by dragging an update package onto it (or specifying the path to the update package on the command line), it will automatically exit after completing installation, pausing just before exiting so you can see what happened.

If you run it interactively, type `exit` at the PPU prompt.

What commands are available at the PPU prompt?

Typing `help` at the ppu prompt displays the name of all PPU commands.

Typing `help <command name>` displays the usage of that command.

About Creo

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