

Prinergy 3.x

Major Update Scenarios and Restore Procedure

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Revision History

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0.6	June 27, 2002	Simon Chen	Revised with minor corrections.
0.7	June 28, 2002	Simon Chen	Revised with feedback from Syrus Kimiagar, Daniel Ortegon and Garry Guan.
0.8	July 3, 2002	Simon Chen	Expanded restore procedure with feedback from Response Center.
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3.1	Sept 27 2006	Amy Chan	Updated for Prinergy 3.1 major installation. Ken D applied minor edits.

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1. INTRODUCTION

This document describes Prinergy Patch Utility (PPU) features and possible Prinergy® 3.0 and Prinergy 3.1 update failure scenarios. It also describes restore procedures using the information that is captured by the PPU snapshot feature.

For information about the Prinergy 3.0 upgrade procedure, see the *Prinergy 3.0 Upgrade Guide* (731-000720-EN Rev B). For information about the Prinergy 3.1 upgrade procedure, see the *Prinergy 3.1 Upgrade Guide* (731-00072E-EN Rev B).

2. PREREQUISITES

To update a Prinergy system from 2.3.1.x to 3.0 or from 3.0.3.0 to 3.1, the system must meet the following requirements:

	Prinergy 2.3.1.x to 3.0	**Prinergy 3.0.3.0 to 3.1**
Installation key	Obtain key from a service representative	Not required
Prinergy version	2.3.1.x or later	3.0.3.0 or later
Windows version	Windows 2000 Service Pack 4	Windows 2000 Service Pack 4
Backup within last 24 hours	Yes	Yes
Prinergy in maintenance mode	Yes	No
CS Xpose	2.00.064 update 2	2.00.064 update 2
InSite	4.0.2. or later	4.5.0.2027 or later
Adequate disk space	Yes	Yes

3. ROLLBACK FEATURE

During the update installation, PPU makes a backup copy of files it replaces. If an error occurs during the installation, PPU automatically rolls back the files it replaced. These files are also used for manual update removal when manually rolling back to a previous version of Prinergy.

3.1 Rollback Operation

The major update backup files are saved in the folder **E:\AraxiTemp\PrinergyUpdates\RestoreInformation\{<update>}**.

The major update scripts and minor update backup files are saved in the folder **%AraxiHome%\CreoAraxi\Support\Patches\Installed_Prinergy\{<update>}**.

4. SNAPSHOT FEATURE

In addition to the PPU automatic rollback feature, the Prinergy 3.0 or 3.1 PPU also takes a snapshot (copy) of essential files, the registry, and a copy of the database backup before it installs the update. If a successful database backup has not been completed within the last 24 hours, the snapshot and major update will not proceed until a backup is performed. You can use the snapshot feature to recover a system in the case of a catastrophic failure and restore the system to the time of the snapshot.

The snapshot includes:

- Database backup files, log files, archived log files, and control files (primary server only)—files required to restore the database to the time of the snapshot. The Oracle® data files are not required.
- Registry backup in the form of **regedit** export files. To make it easier to restore only certain subkeys, different levels of detail are available for these files.
- A copy of the Prinergy folder, with some exclusions.

4.1 Snapshot Operation

A snapshot is taken only when a major update is being installed—no snapshot is taken when a minor update only is installed, or when a major update is removed.

The PPU estimates the disk space required to store the snapshot and defaults to the largest free-space volume to store it, usually drive J. However, you can manually change the location. The snapshot is saved in the **PrinergySnapshotInformation** folder and is compressed to save space, using the Windows compress attribute. Kodak recommends that the snapshot be saved to an AraxiVolume share.

If the PPU fails or is aborted during the snapshot process, you are not prevented from trying again. The partial snapshot is obsolete and will be overwritten on the next installation attempt. However, once the snapshot is complete and the major update installation begins, the PPU sets a *retry prevention* flag. If the installation is successful, the flag is cleared. If the installation is not successful, you are prevented from trying to install the update again. For more information, see section 5, *Retry Prevention Flag*.

The snapshot log is saved as **%AraxiHome%\CreoAraxi\support\patches\admin\ppusnapshot.log**.

5. RETRY PREVENTION FLAG

The retry prevention flag prevents the user from trying to install the update again in the event of a failure. It is intended to prevent the rollback (**RestoreInformation**) files and snapshot from being overwritten.

The retry prevention flag is set just before an installation or removal of an update. If the operation fails, the flag is not cleared.

The retry prevention flag is *not* cleared in the following scenarios:

- The PPU is forcibly closed while performing an update (install or remove)
- An exception causes the installation to roll back
- A `remove` command completes with a number of errors

5.1 Retry Prevention Flag Operation

The retry prevention flag consists of a text file saved as **%AraxiHome%\CreoAraxi\support\patches\admin\PPURetryPreventionFlag.txt**.

The flag is active when installing or removing major and minor updates. When you upgrade from Prinergy 2.3.1.x or later to 3.0, the file is checked before the usual maintenance mode check, and the PPU notifies the user about any failures and instructs the user to contact a service representative. There is no maintenance mode check when you upgrade from Prinergy 3.0.3.0 or later to 3.1. The flag is automatically cleared if the operation is successful, that is, if there are no rollbacks or removal exceptions. The flag can be manually cleared (deleted) once the cause of the failure is determined and you are confident the system is in an acceptable state.

See the PPU log for information before clearing the flag:
%AraxiHome%\CreoAraxi\support\patches\admin\ppu.log

6. PREVENT PRINERGY STARTUP

In addition to the retry prevention flag, the PPU also disables the Araxi service to prevent Prinergy from starting on a failed rollback or removal attempt.

7. PREVENT SCHEDULED BACKUP TASKS FROM RUNNING

To prevent scheduled **SubmitOracleBackupJob** tasks from starting in the case of a failed installation, the Prinergy 3.0.3.0 and 3.1.0.0 major update ensures that there are no scheduled **SubmitOracleBackupJob** tasks.

8. REMOVING A MAJOR UPDATE

Once the major update is successfully installed, the user cannot remove it. Prinergy product support prefers to address possible problems in Prinergy 3.0 or 3.1 instead of having the user revert unnecessarily to a previous Prinergy version. Preventing the user from removing the Prinergy 3.0.3.0 or 3.1.0.0 major update also ensures that any downgrades are reported and that the customer is assisted by a service representative.

8.1 Major Update Removal Operation

To prevent removal during installation, the major update adds the file **%AraxiHome%\CreoAraxi\support\patches\admin\MajorUpdateUninstallPreventionFlag_3.0.3.0.txt or 3.1.0.0.txt for 3.1.0.0**.

To remove the major update, delete the file and use the normal PPU removal procedure.

Snapshots are not taken on update removals.

9. MAJOR UPDATE SCENARIOS FLOWCHART

Figure 1 shows the major steps in the update installation process. The report points are A, B, C, and D—these represent the scenarios where a customer is likely to call a service representative for assistance.

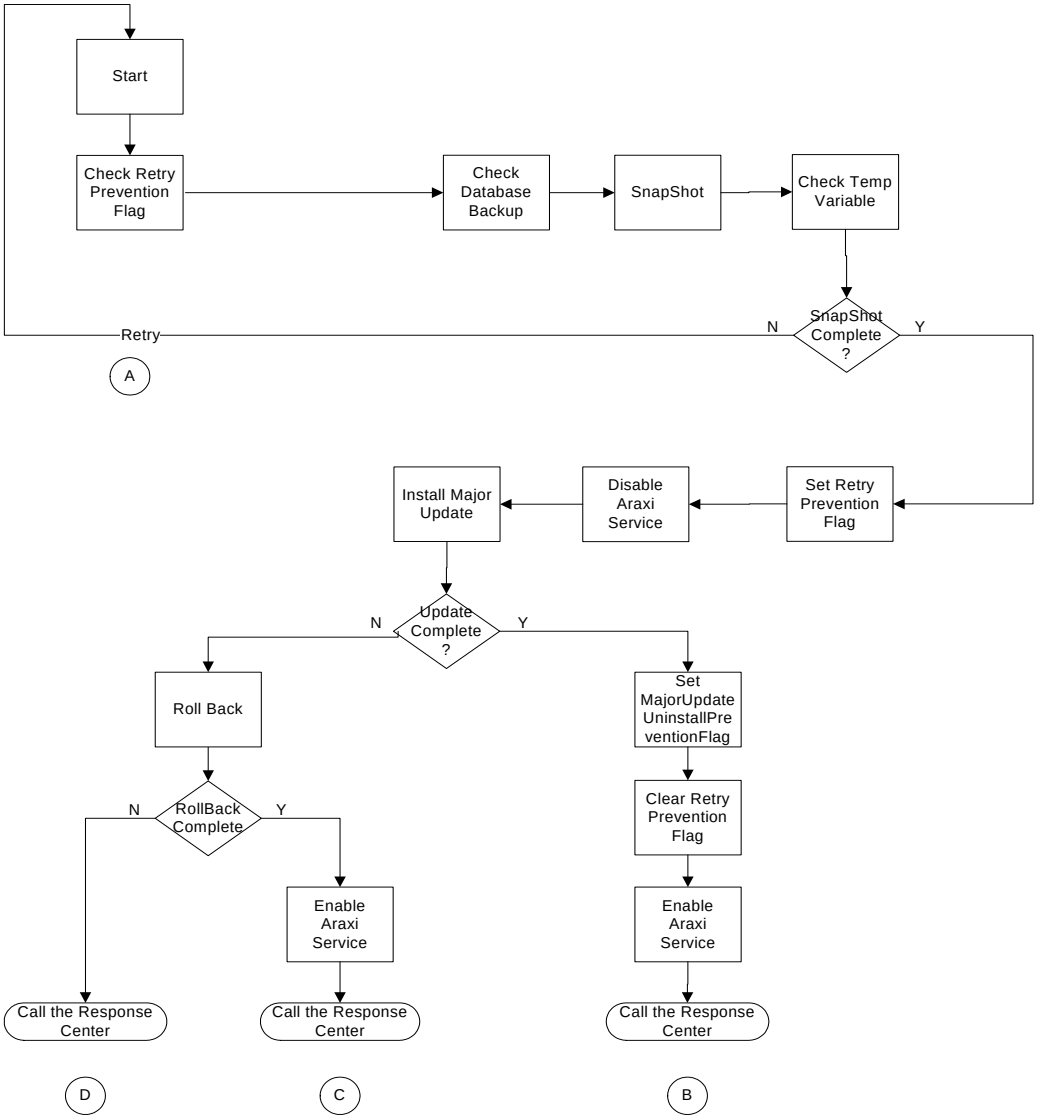


Figure 1: Major update scenarios flowchart

9.1 Scenario A

The customer starts the PPU and begins to take the snapshot. The snapshot fails and the installation stops automatically.

The customer can:

- Try again
- Contact a service representative to resolve the problem

9.2 Scenario B

The customer starts the PPU, and the snapshot and update complete successfully.

Ideally, the customer would report back when the update is successful, but there is no mechanism to enforce this.

After the major update is installed, the **MajorUpdateUninstallPreventionFlag** prevents the customer from removing the update—if they want to remove it, they must call a service representative for assistance.

9.3 Scenario C

The customer starts the PPU, and the snapshot completes successfully, but the update installation fails and automatic rollback is successful. The Araxi service is re-enabled and the customer can start Prinergy, but the retry prevention flag prevents the customer from trying to install the update again.

The customer can:

- Run the previous version of Prinergy and install the major update later
- Call a service representative to resolve the problem

9.4 Scenario D

The customer starts the PPU, and the snapshot completes successfully, the update installation fails, and the automatic rollback is *not* successful. This is the most serious condition. If the rollback fails, the customer cannot run Prinergy and cannot reapply the update.

There are some exceptions during rollback that will not cause the rollback to fail but will still prevent Prinergy from running. These exceptions must be assessed individually. For example, rollback might have been unable to remove a share.

The customer must call a service representative to resolve the problem.

10. TROUBLESHOOTING

To diagnose PPU or installation problems, see the log files. The following log files are located in **%AraxiHome%\CreoAraxi\Support\Patches\Admin**:

- **PPU.log**
- **PPUSnapShot.log**

11. RESTORE PROCEDURE

This restore procedure is used only in the case of a catastrophic failure during the update installation process. Use the PPU remove option for normal situations.

There are two methods for restoring the system to the previous version:

- The Prinergy online backup (if the customer has purchased this option)
- Snapshot information

11.1 Using Prinergy Online Backup

Each method has its advantages. The Prinergy backup option includes a backup of the system drive, so if the operating system is corrupt, you can recover using this method. For the restore procedure, see *Prinergy 3 x Backup Guide* (731-00544B-EN-RevA).

11.2 Using Snapshot Information

Using the snapshot information, you can recover the database to the point in time of the snapshot.

This procedure takes approximately an hour or two to execute remotely.

11.2.1 Locating Backup Destination

Locate the database **Backup_Destination** as follows:

1. Open a DOS Command Prompt, and type `OracleBackupManager` to start Oracle Backup manager.
2. Type `show`. This will show you the backup destination folder, usually **E:\Orant\Oracle\ArchivedLogFiles\Backups**. This path is used in step 13.

11.2.2 Renaming the Prinergy Folder

1. Stop the following Windows services:
   - File Server for Macintosh
   - Server service—Windows also asks you to stop the Distributed File System and Computer Browser services
   - OracleCREOTNSListener
   - OracleServiceCREO
   - OracleStarter

- OracleWebAssistant

You must stop these services in order to rename the folders.

2. Rename the **%AraxiHome%** folder to Prinergy_3.0 or 3.1. Typically, the existing folder name is **D:\Prinergy** or **D:\Prinergy2.0.4**. If the rename fails, ensure there are no open files and that the services are stopped.

11.2.3 Reverting Prinergy and the Database to an Older Version

1. Create a new Prinergy folder on drive **D**. Ensure that the folder name is exactly the same as the old Prinergy folder, or shares will not be automatically recreated when the services are restarted.

2. Copy the contents of **PrinergySnapshotInformation\Files** to the new Prinergy folder.

   Prinergy 3.0 to 2.3

   (a) Copy the contents of **Prinergy_3.0\CreoAraxi\Support\Patches\Installed_Prinergy** to the new Prinergy folder. These folders are excluded from the snapshot because they are not essential. However, without these files, you cannot remove previously installed updates after reverting to Prinergy 2.3.

   (b) Delete the **<3.0.x.x>** folder from **%AraxiHome%\CreoAraxi\Support\Patches\Installed_Prinergy**. This folder is not required in Prinergy 2.3.

   (c) Delete the <**3.0.x.x**> folder from **E:\AraxiTemp\PrinergyUpdates\Restore Information**.

   Prinergy 3.1 to 3.0

   (a) Copy the contents of **Prinergy_3.1\CreoAraxi\Support\Patches\Installed_Prinergy** to the new Prinergy folder. These folders are excluded from the snapshot because they are not essential, but without these files, you cannot remove previously installed updates after reverting to Prinergy 3.0.

   (b) Delete the **<3.1.x.x>** folder from **%AraxiHome%\CreoAraxi\Support\Patches\Installed_Prinergy**. This folder is not required in Prinergy 3.0.

   (c) Delete the <**3.1.x.x**> folder from **E:\AraxiTemp\PrinergyUpdates\Restore Information**.

3. Rename the **Orant** folder on the drive **E** and drive **J** drives to **Orant_3.0** or Orant_3.1.

4. Copy the **Orant** folder from **PrinergySnapshotInformation\Database\E** to drive **E**.

5. Copy the **Orant** folder from **PrinergySnapshotInformation\Database\J** to drive **J**.

6. Create the **Data** and **SortSpace** folders in **J:\Orant\Oracle**.

7. Create a **Backups** folder on the backup destination path (the path in step 1).

8. Copy **PrinergySnapshotInformation\Database\Backups** to the database backup location, typically **E:\Orant\Oracle\ArchiveLogFiles**.

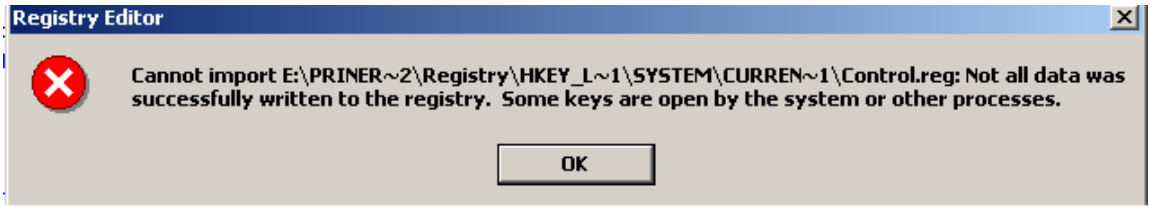
11.2.4 Restoring the Registry Keys

The registry files are named with the **.reg!** extension to prevent the extension from being applied accidentally. Remove the **!** and double-click the following files:

- **PrinergySnapshotInformation\Registry\HKEY_LOCAL_MACHINE\ Software.reg**
- **PrinergySnapshotInformation\Registry\HKEY_LOCAL_MACHINE\SYSTEM \CurrentControlSet\Control.reg**
- **PrinergySnapshotInformation\Registry\HKEY_LOCAL_MACHINE\SYSTEM \CurrentControlSet\services.reg**

Note: If for some reason this fails, try the sub-keys one at a time.

If the following warning message appears when you are importing the **CurrentControlSet** registry key, you can safely ignore it.



11.2.5 Restoring the Database

Restore the Database Initial Setup File

1. Rename **D:\Ora816\Database\InitCreo.ora** to **InitCreo.ora_3.0 or InitCreo.ora_3.1**.
2. Copy **PrinergySnapshotInformation\D\Ora816\Database\initCreo.ora** to **D:\Ora816\Database**.
3. Restart the system. The stopped services should automatically start after the restart. If there are any errors on startup, check the Windows event log.

Restore the Database

Depending on the size of the database, it may take some time to complete the restoration.

1. Decompress the Oracle backup compressed file. Open a command prompt, change the path to the backups folder, and type `unzip -j *.*`.
2. Restore the database using **OracleBackupManager**. Open a command prompt and type `<OracleBackupManager>`.
3. At the **Araxi_OracleMgr** prompt, type `<restore database>`.
4. Start Prinergy, turn off maintenance mode, and check for error messages.

   Note: In Prinergy 3.0.3.0 and later, there is no maintenance mode.

11.3 Reinstalling Prinergy Workshop

11.3.1 Reinstalling Prinergy Workshop 2.3

1. Uninstall Prinergy Workshop 3.0. Select **Start > Settings > Control Panel > Add/Remove Programs**, highlight **Workshop** and remove it.
2. After Prinergy Workshop 3.0 is removed, reinstall Prinergy Workshop 2.3. In the **PrinergyWksInstaller_2.3.1** share folder, locate the appropriate folder, and click on **PrinergyWorkshopInstaller** to start the installation.
3. After Workshop is installed successfully, in the Workshop logon dialog box, click **Finish Installation** to finish installing any updates.

11.3.2 Reinstalling Prinergy Workshop 3.0.3.0

In Prinergy 3.0.3.0 and later, the Workshop Client installer works as follows:

When you start Prinergy Workshop, if the software version on the client computer is different than the version on the Prinergy server, the Synchronize Workshop dialog box appears, indicating that you must synchronize the client computer with the Prinergy server before you can use Workshop. When you click **Yes** to synchronize, the Workshop installer wizard starts and guides you through the update.

11.4 Testing the System

After reinstalling Workshop, test the system by creating a new job, refining some files, and opening some existing jobs.

11.5 Deleting Obsolete Folders

When Prinergy 2.3 is running successfully, delete the obsolete **Prinergy _3.0** folders and the **PrinergySnapshotInformation** folder.

When Prinergy 3.0 is running successfully, delete the obsolete **Prinergy _3.1** folders and the **PrinergySnapshotInformation** folder.