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FAQ

Prinergy 3.0.3 Client Installer FAQ

As of *Prinergy* version 3.0.3, the *Prinergy* Client Installer (PCI) will improve and simplify the *Prinergy* client deployment process. The PCI replaces the existing *Prinergy* Workshop installer and the Client Auto Update tool, which are responsible for installing and updating *Prinergy* clients respectively. The new client installer will consolidate all deployment functionality into single installers for *Mac OS* X and *Microsoft Windows*. It will address many of the support issues that have been encountered with the current client deployment infrastructure. It also presents a simple and intuitive user interface that can be used by novice and advanced users alike.

Question: What platforms can use the new PCI?

Answer: *Mac OS* X; *Windows* 2000, XP, 2003.

Question: What about OS 9?

Answer: The new client installer does not support *Mac OS* 9, because the installer is built by *InstallAnywhere* 7, which does not build *Mac OS* 9 installers. Workshop on *Mac OS* 9 must still be installed using the old Workshop installer and the Client Auto Update (CAU) utility.

Question: Does Workshop still need to mount a share to run the update? Which share does it mount?

Answer: Yes, Workshop mounts the share **WkspInstall**. Previously, the mount was named **WorkshopInstaller_3.0.2**.

Question: Is CAU still supported?

Answer: CAU will not be used by the new installer. However, it will still be used to update Workshop on *Mac OS* 9.

Question: How can I install Workshop from scratch?

Answer: Mount the share **WkspInstall**, open the folder for your operating system, and double-click the **WorkshopInstaller** shortcut.

Question: How can I update Workshop?

Answer: Attempt to log on to the server. A message tells you that you must synchronize. Click **Yes** and the update will start. On *Mac OS* X, you must enter an administrator' password. In the Workshop dialog box, select your language from the drop-down list and click OK. The update will then proceed.

Question: What does the PCI actually install?

Answer: Workshop, *Preps* Workshop Edition, *Virtual Proofing System*, Refiner PPD, *Adobe Acrobat* Plug-ins for 5.0, 6.0, and 7.0

Question: How does the PCI know which components to update?

Answer: The client's **Prinergy\Uninstall** directory contains the file **updatevariables.properties**. This file is maintained and updated by the installer in order to determine which features should be updated.

Question: How does the PCI know to run in update mode?

Answer: Workshop creates the file **PCIstartup.properties** in the client's **temp** directory. When the PCI starts up, it looks for this file and, if it contains the entry `INTERACTIVE=false`, it will run in update mode.

Question: How do I actually log into the server? When I click "No" to synchronizing my workshop, it doesn't attempt to log in. Is this just not implemented yet?

Answer: You cannot log in without updating. While discussing requirements with support people, it was apparent that “optional” updates allowed many users to avoid updating. This led to calls to the response center about “Cobra”errors and other random problems. So, forcing the user to update will reduce these problems.

Question: Can I install *Prinergy* plug-ins to more than one version of *Acrobat*?

Answer: Yes. The installer will automatically detect whether you have *Acrobat* 5, 6, or 7 installed on your computer. The Choose Install Set dialog box will list plug-ins for each of the versions of *Acrobat* that were detected. You can choose any combination by selecting or clearing the options.

Question: How does the PCI find *Acrobat*?

Answer: On *Windows*, the installer looks at the registry key:

```
HKEY_LOCAL_MACHINE\SOFTWARE\Adobe\Adobe Acrobat\{version}\InstallPath
```

On *Mac OS* X, the installer checks the **Applications** folder and the **root** folder. For each version that it can't find, it runs the `locate` command. The first instance of each *Acrobat* version that it finds will be where the plug-ins are installed.

Question: My version of *Acrobat* was not detected during installation of the *Prinergy* plug-ins for *Adobe Acrobat*. How can I install these plug-ins?

Answer: If PCI cannot find the version of *Acrobat* using the *Windows* registry, the *Acrobat* installation is probably corrupt. Try reinstalling *Acrobat*. On *Mac OS* X, move the **Acrobat** folder to the **Applications** folder and re-run the installer. A planned feature is to implement an installer dialog to allow the user to manually select the *Acrobat* location.

Question: Why does the PCI run the uninstaller when it is updating Workshop?

Answer: The update mechanism is to uninstall the old software and install the new software. Although some software may be the same in both versions, this method is cleaner and simpler than updating individual files.

Question: Where are the log files for the PCI?

Answer: The installer produces two log files: **Workshop_InstallLog.log** and **Workshop_InstallDebug.log**. Both of them are located in the base Prinergy folder **C:\Program Files\Creo\Prinergy** or **/Applications/Creo/Prinergy**. **Workshop_InstallLog.log** is generated automatically by InstallAnywhere right at the end of the installation, and displays the error status of each step performed. **Workshop_InstallDebug.log** contains all of the `stdout` and `stderr` streams from the installer and plug-ins, and contains information useful to developers.

Question: Does *Virtual Proofing System* get installed too?

Answer: Yes. The *Macintosh* disk image and the separate *Windows* installer no longer exist. PCI handles the installation of *Virtual Proofing System*.

Question: The default location is Creo\Prinergy\Workshop, is that the new location?

Answer: It is cleaner to have the **Prinergy** folder, because the client computer may have other Kodak software installed on it, such as *Tokens*.

Question: If I don't select the *Preps* (or *Virtual Proofing System*) options, can I install them later?

Answer: To select more options, you will run the installer again. You proceed through the installer as normal, and select the options that you want.

Question: What about legacy support for downgrading? Does it work without the Update button?

Answer: There are no automated upgrades/downgrades between the two versions. Users will uninstall the new version, and then install/finish the old version. *Mac OS* 9 will still use CAU to run updates.

Question: So, I can't use a 3.0.3.0 Workshop with a 3.0.3.1 server? I am able to use a non-synchronized Workshop now.

Answer: Workshop updates are now mandatory, rather than being somewhat voluntary as they were. If Workshop is not updated, this can cause support problems, because systems can end up with versions of Workshop that are incompatible with the server.

Question: Why is the new installation system better than the old one?

Answer: Currently, the CAU procedure is the source of many support problems. A number of common problems have been identified, and most of them are related to the *Mac OS* X client updater in particular. One major goal of the PCI is to make updates more reliable and to improve supportability.

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