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Technical bulletin

Prinergy System Maintenance

This technical bulletin provides you with some general guidelines for maintaining your Prinergy® system that apply to all versions of Prinergy. We recommend that you follow these guidelines to keep your Prinergy system running in optimum condition, minimize down time, and improve system stability.

If you encounter any problems with the guidelines below, or find error conditions, please contact the Creo Response Center.

Environment

- At all times, keep the environment clean and dust free.
- Keep the ambient temperature within acceptable standards: 10º C to 35º C (41º F to 95º F). These are average ranges: a wider range might apply for you.
- Keep humidity levels to within 20% to 80%.

Scheduled Tasks

Daily:

1. Check your Prinergy system backup. Start **Prinergy Administrator** on your Primary server. From the **Tools** menu, select **System Backup Status**. Also, check your data backup if applicable.
2. Visually check hardware such as servers, RAIDs, or other peripherals and report any error conditions, for example, amber-colored LEDs.

Weekly:

1. Execute a full restart of all Prinergy servers:
    a. Start **Prinergy Administrator** on the Primary server.
    b. Select **Stop** then **All servers** to stop Prinergy.
    c. When Prinergy is stopped, reboot all Prinergy server computers.
    d. Log in to Windows when the servers are rebooted.
    e. Start **Prinergy** from **Prinergy Administrator** on the Primary server.
2. Check RAID and other volumes for free space. A minimum of 20% free space is advised.

3. Check RAID and other volumes for fragmentation. De-fragment if the fragmentation is more than 20%. You can use the PerfectDisk program to defragment. See eCentral for a white paper on this program: search for “PerfectDisk” or “Defragmentation”.
4. Check and update your virus definitions. Verify that all systems are scanned for viruses and worms. See eCentral for more information about using and installing Norton Antivirus on your Prinergy system: search for “Antivirus”.
5. Check and apply only Prinergy-approved Microsoft Windows® security updates and hot fixes. See eCentral for more information about Microsoft security updates and hot fixes: search for **“**Security”.

Monthly:

1. Check eCentral for Prinergy updates and apply them when appropriate.
2. Check fans and air ducts for dust and any other deposits on all systems and peripherals. If required, get professional help to clean the systems.
3. If you have Emergency Plate Making or Prinergy Hot Standby installed, test those procedures.

Free up Disk Space

If the system is reporting that the amount of disk space is below the threshold, you can try to free up some disk space on the system using the guidelines below. If required, contact the RC to perform more complex steps.

1. Remove obsolete snapshot information. A snapshot can be considered obsolete if the system has been running successfully on the current version of the software for several weeks and there are no chances of the system being rolled back. The snapshot information can be found in the **PrinergySnapshotInformation** folder that is normally located on the E:\\ drive or another drive you specified during your upgrade. The whole folder can be deleted.
2. Compress the database. (See the administration guide)
3. Archive and purge completed jobs.
4. Check the **\Winnt** folder for a **memory.dmp** file and delete the file if it exists.
5. Check the **\Documents and Settings\All Users\Documents\DrWatson** folder and remove the **user.dmp** file if it exists.
6. Move the NT print spool folder to another drive. In **Settings > Printers > File > Server Properties > Advanced**, change the spool folder location to the **E:** drive or **J:** drive.
7. Remove downloaded and installed Prinergy updates (or place on another volume) after installing.
8. If your Prinergy system has been running at a certain major version for multiple months, you could delete files that were use to install older updates. For instance, after running 3.x for a few months, you could consider removing the files that were used to install 2.3, as it is unlikely you will every have to roll back to this version. These files are stored at: **D:\Prinergy2.0.4\CreoAraxi\support\patches\installed_Prinergy**.

There are other measures you can take to free up more disk space, such as moving the pagefile. However, these are more technically complex measures and should be executed by the Kodak Response Center. So if the above solutions were not sufficient, please contact the RC.

About Creo

Creo is a world leader in solutions for the graphic arts industry. Core product lines include image capture systems; inkjet proofers; thermal imaging devices for films, plates, and proofs; professional color and copydot scanning systems; workflow management software; and proofing and printing consumables. Creo is also an original equipment manufacture supplier of on-press imaging technology, components for digital presses, and color servers for high-speed, print-on-demand digital printers. Creo trades under the symbols CREO on NASDAQ and CRE on the Toronto Stock Exchange. www.creo.com

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