



Training Documentation.

What is new in Prinect Maintenance Center Version 2021.10.



Table of Contents

Before you start...

About this Documentation	5
What you should already know	5
Additional Documentations	5
Symbols and Styles	5
Important Information	6

Conception changes

HEIRES to Heidelberg Cloud	7
----------------------------------	---

Wizard guided PMC setup

PMC setup	9
Cloud connection test	16

New features and functions in PMC 2021.10

Paragraph, Table and Graphics Formats	17
Clean-Up unused background installation files	17
Activation of individual versions for different components (rollback, forward)	18
Special case background installation requires a computer restart	21
Cumulative update	25
Display the software version of the active components in the supervisor	26
Show pending OS updates in the tooltip	28
Show current SW version	28
Extended warning and meaning when Windows maintenance is active	30
Note on PMC update if maintenance mode cannot be activated	31
Email warning when the operating license of an online license server expires	32
Supervisor shows the started version of a BIS component via the context menu	33
Client (Pull) Update (still in progress)	35
Add Admin Info to tooltips in Computer and System tabs	36
PMC shows which components are stopped for update / upgrade	38
Automatic restoration of a Prinect SiteID for a new PMC installation	39

Table of Contents

Special case deactivates the client update in PMC 40

Index

Glossary

About this Documentation

This documentation is valid for Version 2021.10 of "Prinect Maintenance Center" software. This manual contains all informations about the changes from version 2021 you should know in order to work with Prinect Maintenance Center.

What you should already know

We assume that you are familiar with the Windows[®] and Mac OS X[®] operating systems that are supported by this application. Suitable knowledge of network configuration is required if you wish to integrate the License Server into a network environment.

Additional Documentations

You can find additional information in the following documentations:

- online "[Prinect Maintenance Center](#)"
- online "[Prinect Maintenance Center System](#)"
- Video Tutorial: [System Upgrade](#)

Symbols and Styles

The following typographical conventions are used in this manual:

- References to other chapters and sections are [blue](#) (on the screen) and underlined.

Example: See the [section "Symbols and Styles", page 5](#).

- Quotes are used to indicate menus, folders, names of functions, hardware conditions, switch settings, system messages, etc.

Example: Set the switch to "off".

- Menus, functions and submenus are separated from one another by a ">".

Example: Choose "File > Open...".

- A plus sign is used to indicate that several keys have to be pressed at the same time.

Example: Press Alt+A.

Before you start...

Important Information

Important information in the text is marked by symbols that are used as follows:



Warning: Contains information that must be taken into consideration to protect the user from injury.



Attention: Contains information that must be taken into consideration to prevent damage to hardware or software.



Note: Contains important general or supplementary information about a specific topic.



Prerequisites: This text contains requirements which must be fulfilled before the steps which follow can be performed.



New: Contains information which are new compared to earlier Prinect software releases.



Old: Contains information which illustrates the differences to the current Prinect software release.



Video-Tutorial: Here you will find the video tutorials on the Prinect products: [Video Tutorials](#)

HEIRES to Heidelberg Cloud

With the new version PMC 2021.10 we will get a new way to connect the customers PCs to Heidelberg PSC. In the past HEIRES was the communication canal for PSC/PMC. This way become unsecure due to old protocol usage and clear text password transfer.

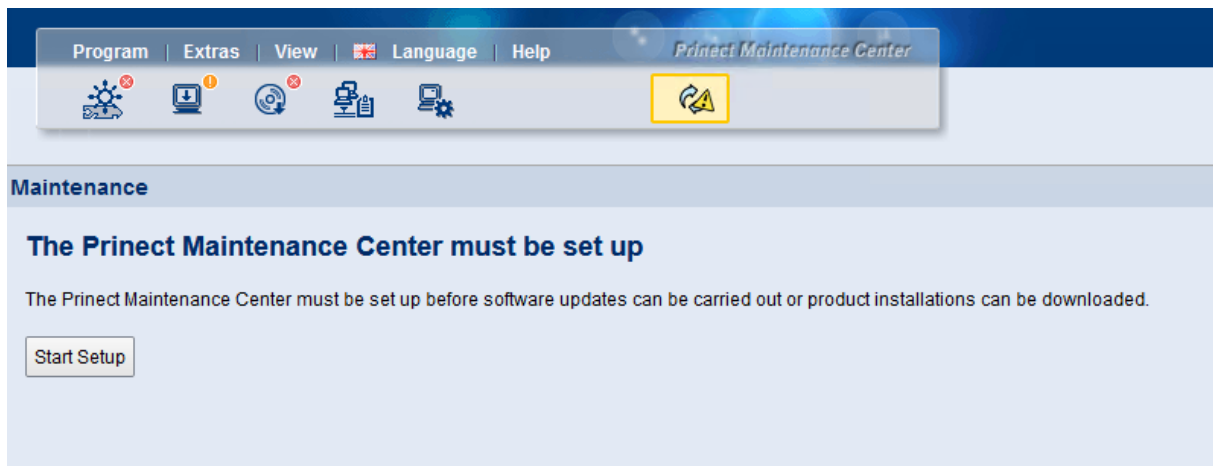
The new Heidelberg Cloud connection is using a new protocol. The cloud credentials will be automatic created during update or installation of the PMC 2021.10. The connection must be initiated in the PMC UI.

PMC setup

Motivation: With the introduction of the cloud connection, it became necessary to guide the user through the configuration of the PMC during an initial installation or when changing from a "Heires-PMC" to a "Heidelberg Remote Cloud-PMC". Previously, the user had to go manually into each setting tab to complete the setup.

Description: We have now a wizard (setup assistant) that guides the user through the configuration of the PMC.

The start point is the maintenance mode, which is activated when the PMC has not yet been fully configured (excluding the e-mail settings). After starting the Prinect Maintenance Center for the first time, the wizard is displayed immediately after logging in, otherwise you must start the wizard via "Start setup".



This page of the wizard enables the customer to edit the proxy server settings (optional, only necessary if a proxy must or should be used). The user can also set when to search for new software.

Wizard guided PMC setup

Setup

Settings

Proxy Server

If you want to use a proxy server, activate "Use Proxy Server".

Use Proxy Server

Proxy server address ✓

Proxy server port ✓

Proxy server authentication required

User name

Password

Search for New Software

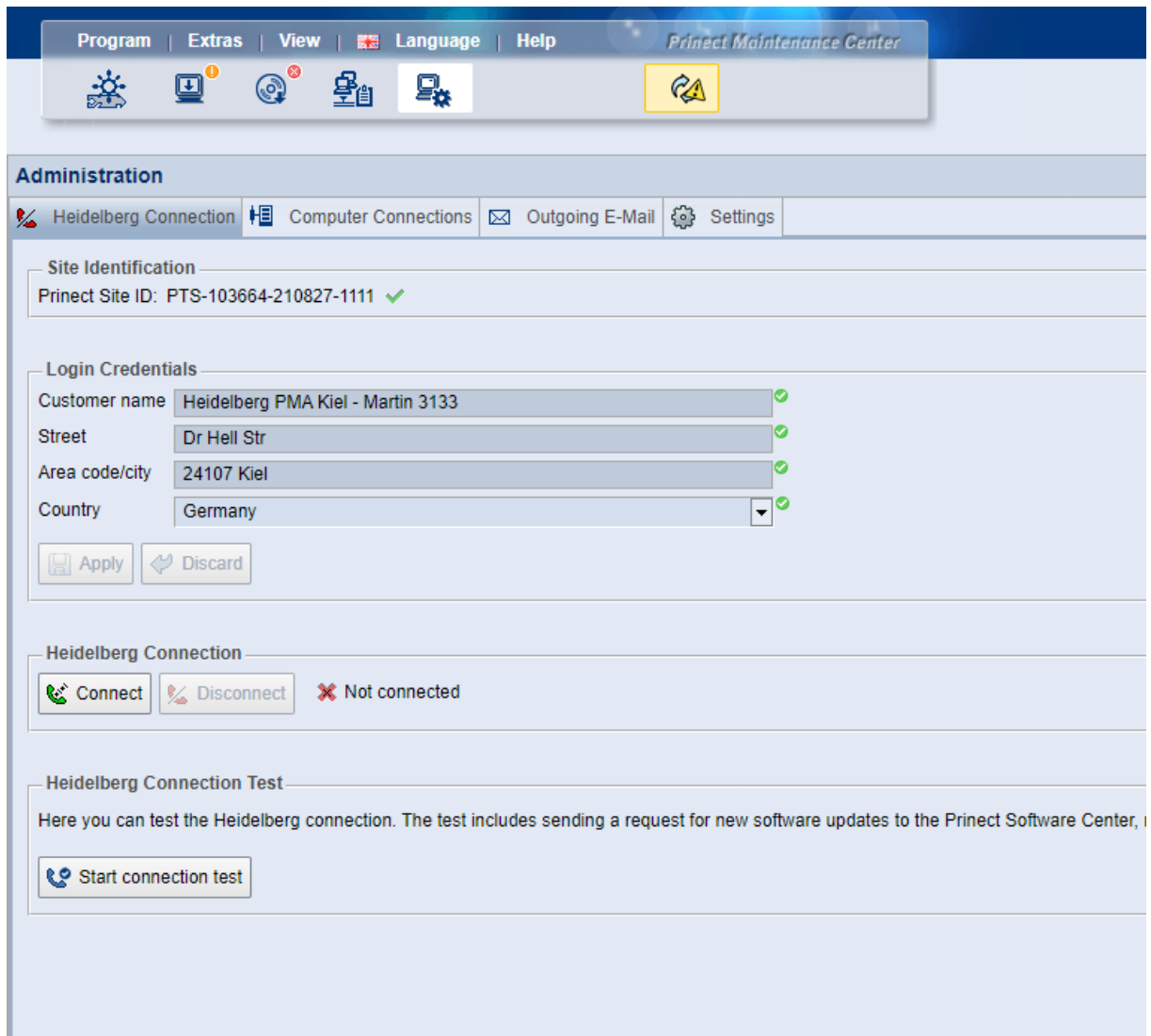
Here you choose the time of the daily request for new software updates. This might lead to new software being downloaded. You should therefore choose a time when a load on the data connection has the least impact on your operations.

Request daily at

The next wizard step contains the cloud authentication



Note: The texts may still change here as well



The connect button will only be available after fill out the Login Credentials completely!

Wizard guided PMC setup

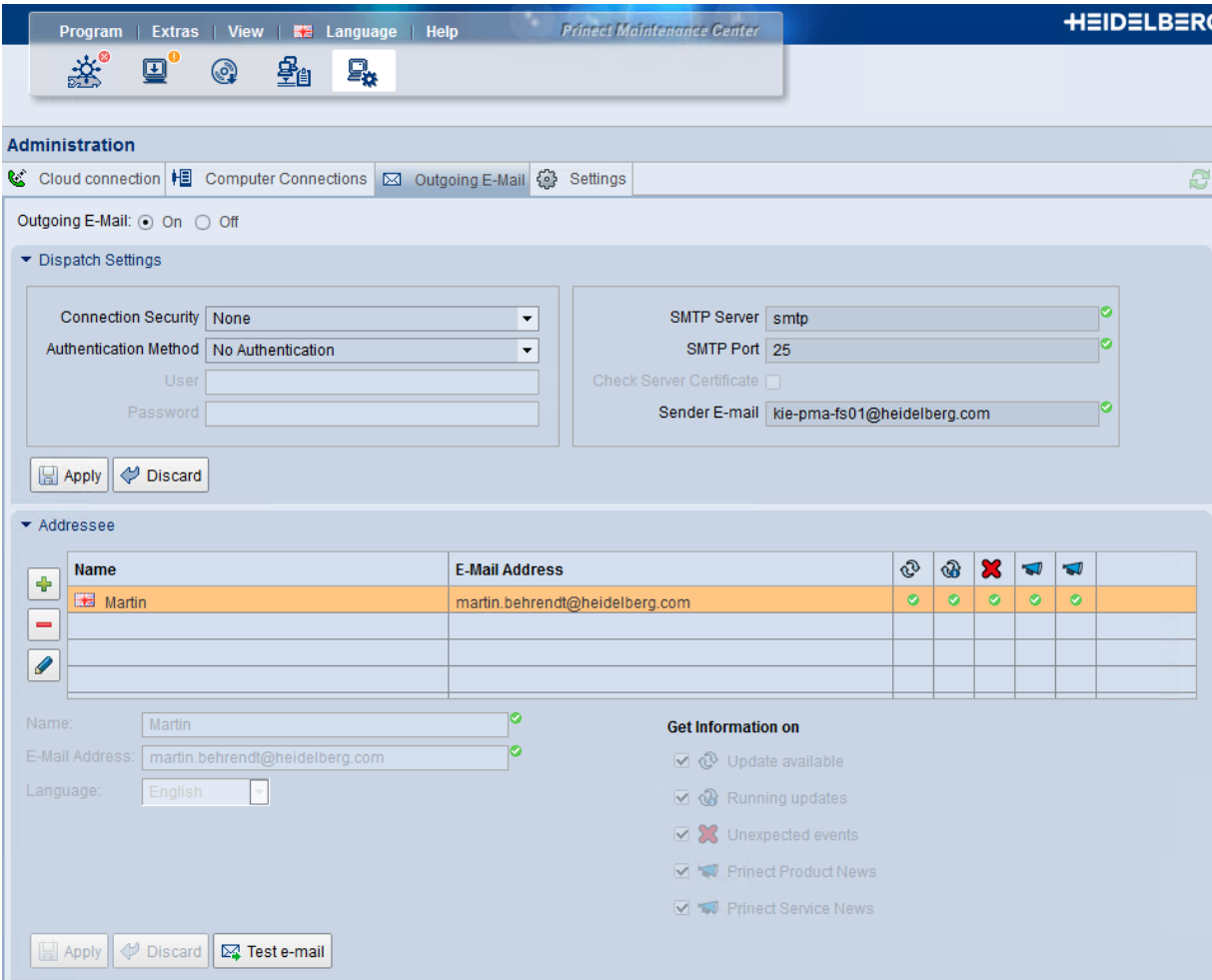
The fourth step contains the email settings.



Note: If only the e-mail settings are incomplete, maintenance mode is not activated and you can already work with the PMC, even if you cannot continue in the wizard.

The screenshot shows the Heidelberg Princt Maintenance Center software interface. The top menu bar includes 'Program', 'Extras', 'View', 'Language', and 'Help'. The main window title is 'Princt Maintenance Center' with the Heidelberg logo on the right. Below the menu is a toolbar with icons for various functions. The 'Administration' section is active, with 'Outgoing E-Mail' selected in the navigation pane. The main content area displays a message about software updates and lists conditions for long-term operation: 'Sending e-mails should be enabled', 'At least one recipient should be listed for category "Update available"', and 'At least one recipient should be listed for category "Princt Service News"'. Below this, the 'Outgoing E-Mail' setting is set to 'On'. The 'Dispatch Settings' section is expanded to show 'Addressee' management. A table with columns for 'Name' and 'E-Mail Address' is present, along with icons for adding, deleting, and editing entries. Below the table are input fields for 'Name', 'E-Mail Address', and 'Language' (set to 'English'). A 'Get Information on' section has checkboxes for 'Update available', 'Running updates', 'Unexpected events', 'Princt Product News', and 'Princt Service News'. At the bottom, there are 'Apply', 'Discard', and 'Test e-mail' buttons.

Dispatch settings allow you to set the SMTP server, port and authentication.



Wizard guided PMC setup

The screenshot displays the 'Princt Maintenance Center' Administration window. The menu bar includes 'Program', 'Extras', 'View', 'Language', and 'Help'. The main content area is titled 'Administration' and contains several sections:

- Heidelberg Connection**: A sub-menu with 'Computer Connections', 'Outgoing E-Mail', and 'Settings'.
- Site Identification**: Shows 'Princt Site ID: PTS-103664-210827-1111' with a green checkmark.
- Login Credentials**: A form with the following fields:
 - Customer name: Heidelberg PMA Kiel - Martin 3133 (with green checkmark)
 - Street: Dr Hell Str (with green checkmark)
 - Area code/city: 24107 Kiel (with green checkmark)
 - Country: Germany (with green checkmark)Buttons for 'Apply' and 'Discard' are located below the form.
- Heidelberg Connection**: Contains 'Connect', 'Disconnect', and 'Not connected' buttons.
- Heidelberg Connection Test**: Includes a 'Start connection test' button and explanatory text: 'Here you can test the Heidelberg connection. The test includes sending a request for new software updates to the Princt Software Center, ...'

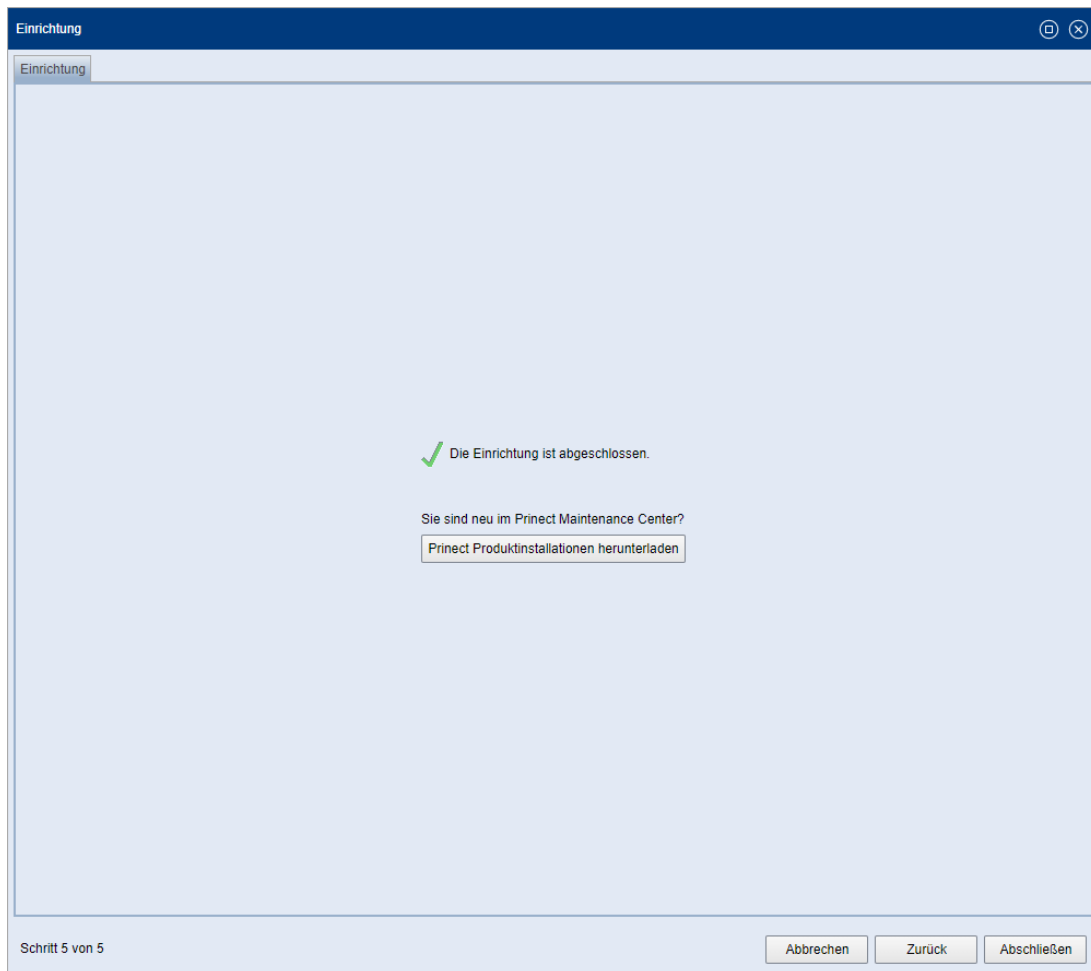
Finally, just press the Connect button to enable the PMC Cloud connection.



Note: A cloud user/password is automatic created in the background using the unique site ID of the system.

Now the final step of the wizard comes up, which is basically information for the user that the setup is ready.

From this step, you can also switch directly to the initial installation perspective via "**Prinect Product Installations**", where you can download X packages for the initial installation of the Prinect software.



Cloud connection test

The Heidelberg connection test, that originally tested the HEIRES connection, now tests the cloud connection and authentication. It is now in the "Cloud Connection" tab.



With "Start connection test" the cloud connection or authentication is tested.

This section also shows the progress and the current station as a sequence.

Further information, including errors, can be found in the separate text area. (see image)

	Date / time	Source	Information
	9/8/21, 10:21:00 AM	Maintenance Center	Connection test failed
	9/8/21, 10:19:41 AM	Maintenance Center	Connection test started, please wait ...

The overall result ok / not ok is visible in the status line in the PMC status panel under "Information". If the test is canceled, the following entry appears in the status panel: "Connection test failed".



Note: The user performing the test can cancel the test at any time by pressing the cancel button.

Paragraph, Table and Graphics Formats

Clean-Up unused background installation files

Motivation: to keep the used disk space as small as possible unused background installation file will be deleted.

Description: It is necessary to change the current deletion logic as several versions can be used in parallel:



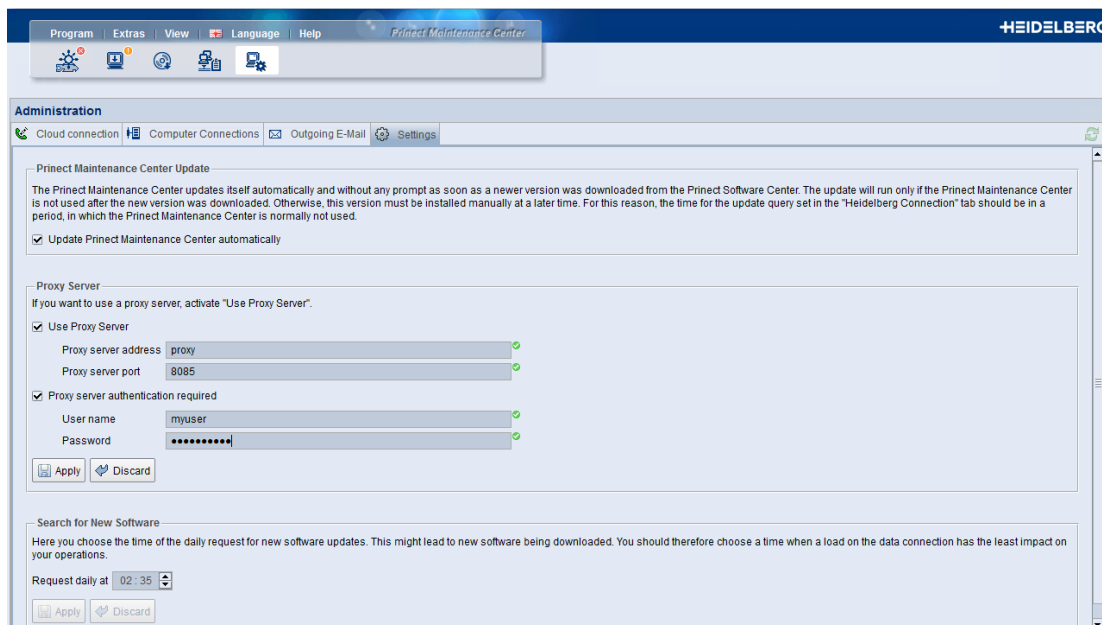
New: If the PSC returns the status "obsolete" for an RUP in the repository, it is not (as before) deleted immediately.



New:The deletion only takes place if there is no longer an installation of this version.

Motivation: HEIRES was in the past not able to use proxy server authentication. From version 2021.10 on the cloud connection can now be also with authentication.

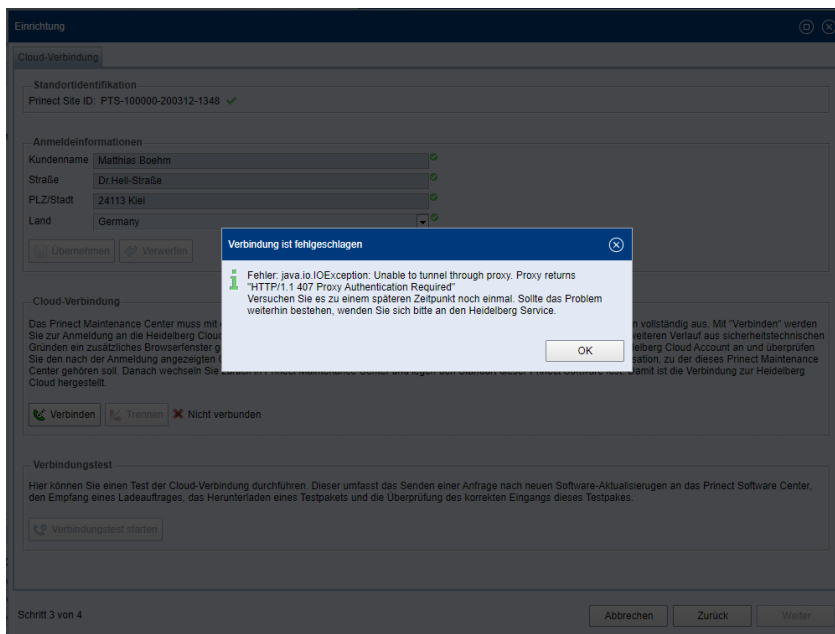
Description: use "administration" > "setup" > "proxy server" to set the optional authentication (user-name, password). Enable the checkbox "proxy server authentication required".



New features and functions in PMC 2021.10



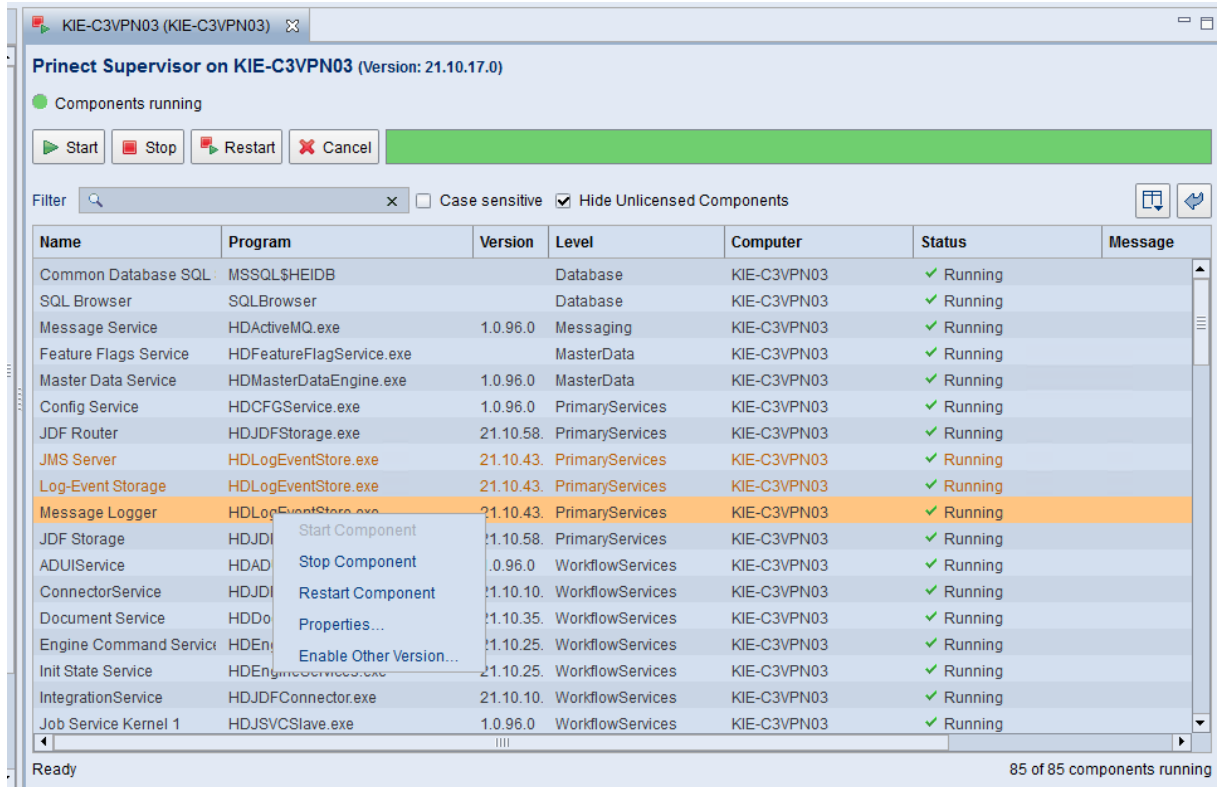
Note: If authentication is required, but not or wrong set, the user will be informed with an error message in the UI.



Activation of individual versions for different components (rollback, forward)

Motivation: With the introduction of background installation as part of continuous delivery, it has become possible for several versions of a product to be installed on the hard drive at the same time. However, only exactly one version is ever executed. Hence the requirement to be able to switch between the individual versions. This is useful, for example, if the new version contains errors and you therefore want to restore the old version.

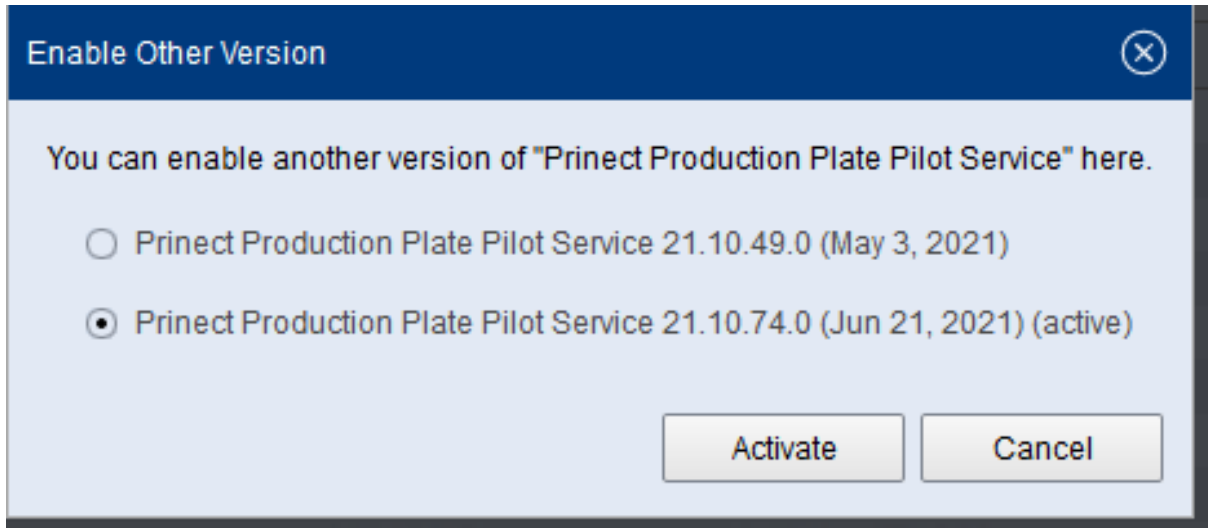
Description: The functionality of switching between different versions is implemented in the PMC in the supervisor view. There it is possible to right-click on a component and select a previous version (it is also possible to restore the latest version afterwards):



Note: More than two versions can also be listed if more than two versions were installed in parallel.

New features and functions in PMC 2021.10

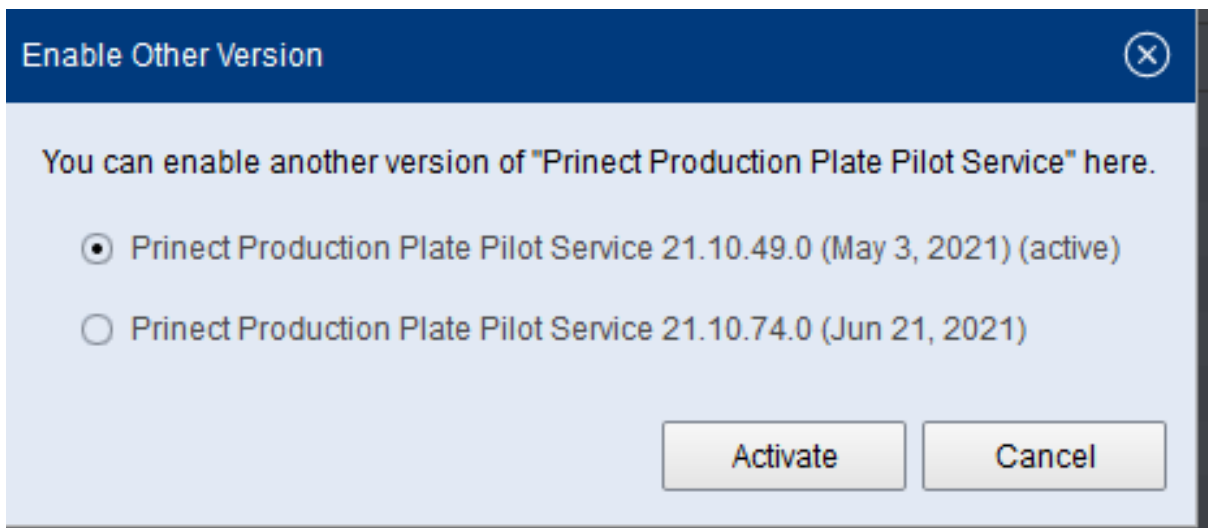
The currently running version of the program is marked with "active". In addition, in brackets after the product and the installed version is also shown when the respective version was installed. This is checked on the computer on which the selected component is running.



Only versions of the product that are installed on all computers controlled by the supervisor can be selected in the above dialog. For example, if version 21.10.103.0 is installed on one computer but not on another computer, then this version will not be available for selection.

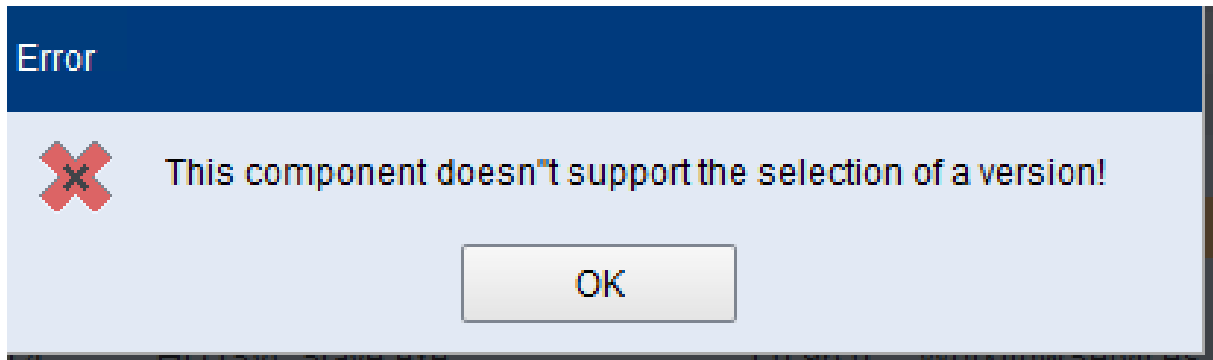
If "Activate" is clicked, the supervisor shuts down the selected product, switches to the selected program version, and then starts the system again. The selected version of the program then runs.

If you click again on "Activate another version ..." in the context menu of the same component, you can now see that the older version is activated:



You can now switch back to the current version.

If a component does not support the background installation, you cannot choose between different versions. Then the following dialog appears when you click on "Activate other version ...":



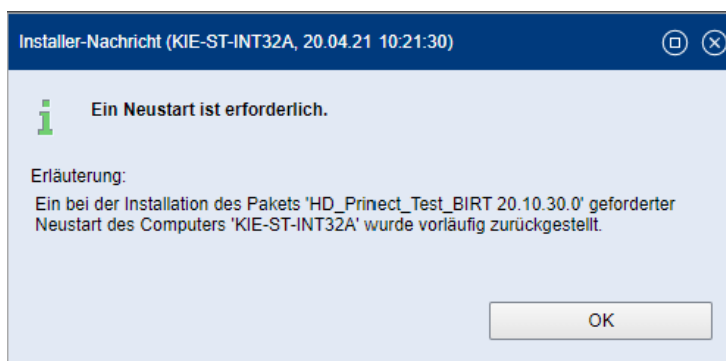
Special case background installation requires a computer restart

Motivation:

With Prinect 21.10, so-called background installers are introduced, which run in a preceding "background installation" phase. These components can be installed while the Prinect system is running, as they do not initially modify the active system. The corresponding components are activated by the supervisor start phase at the end of the update process. This increases the system availability time for updating the Prinect software.

Description:

To ensure that a running system is not interrupted under any circumstances, the background installers are designed so that they do not require the system to be restarted. If the installer runtime environment or the operating system unexpectedly requests a system restart, this action is not carried out directly. The restart action is postponed until the end of the update process. A new phase "Optional restart" has been introduced for this purpose. Incidentally, this logic of the delayed restart action now applies to all installations, i.e. to installers that run in the main installation phase.



New features and functions in PMC 2021.10

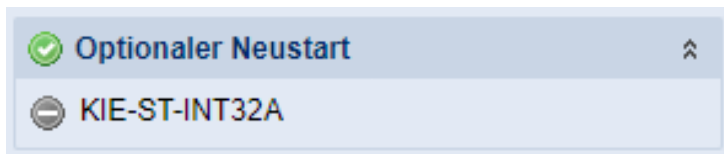
If a restart is requested for a computer during the installation, a corresponding message appears in the event log:

As already mentioned, reboots are never carried out immediately after the respective installation but are postponed in order to finally be carried out in the "optional reboot" phase.

If a necessary restart is carried out here, the following symbol appears if successful:



If no restart was requested, of course no restart is carried out in the "Optional restart" phase and the following symbol appears:



Note: An exception arises when a restart is requested for a computer on which the "Maintenance Center" is running. Here the restart cannot be carried out directly during the update process. Therefore, no "Optional Reboot" phase is scheduled for this computer. A restart is implemented here by activating the maintenance mode, which can only be started after the entire update process has been completed. The following symbol shows that this mode is active:

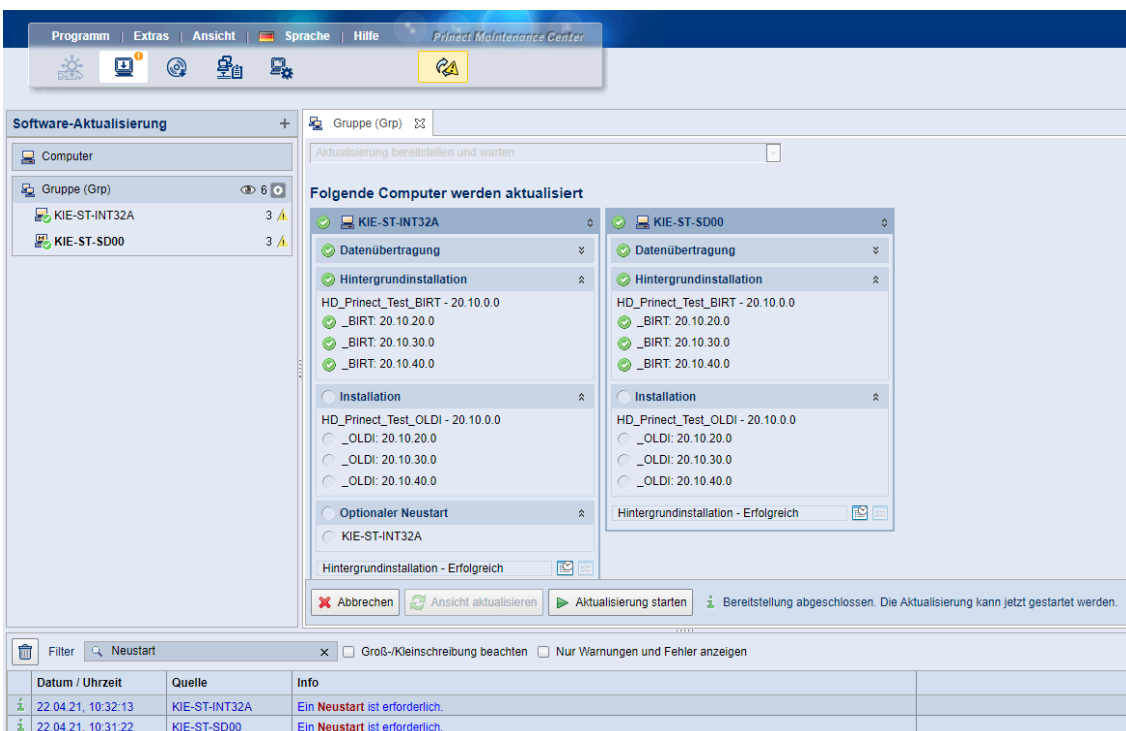


The restart must be triggered manually by clicking the appropriate button. This results in the following picture:



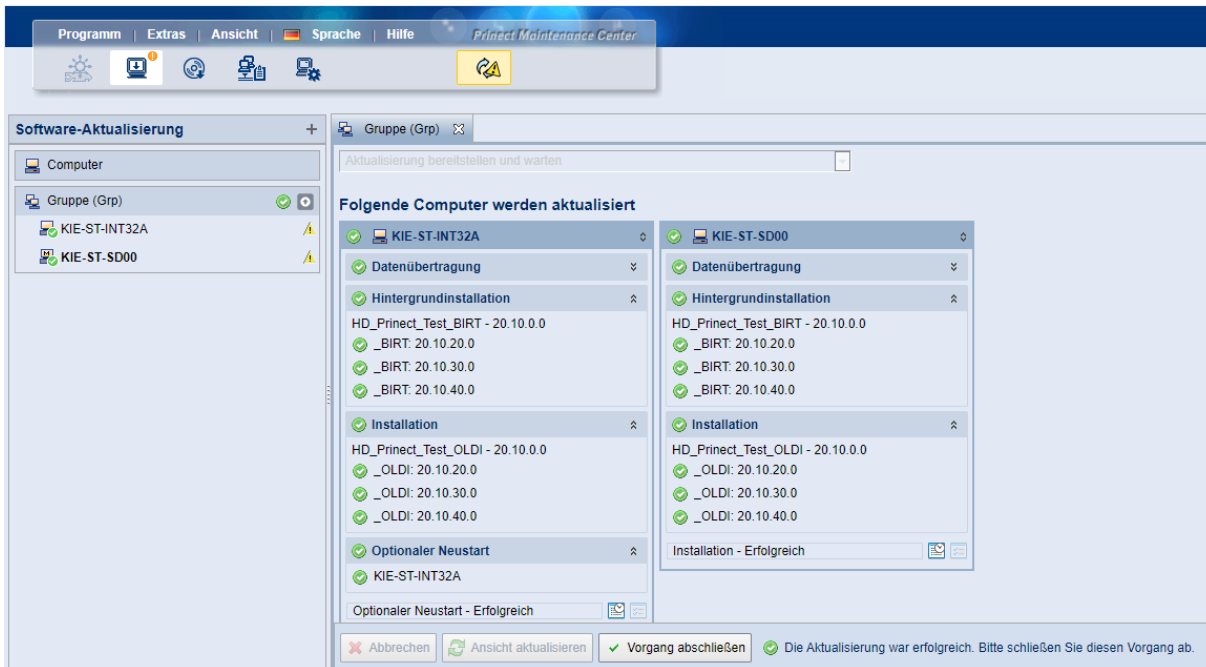
Process example:

- (1.) An update process with background installations is started, which waits after the deployment. The log shows that a background installer has requested a restart on both computers. There is no "optional restart" phase planned on the PMC computer. Instead, the "maintenance mode" (yellow symbol) is activated. Up to this point the system has not been modified. Only when the "Start update" button is pressed does the system update begin.



New features and functions in PMC 2021.10

(2.) To complete the update, the requested restart will be performed on the client computer in the "optional restart" phase.



(3.) After the process has been completed, the PMC computer is restarted via the "maintenance mode".



Note: Interaction with the service tools

Both the ServiceTools (HDLISMonitor.exe) and the connection in the PMC have been expanded for implementation.

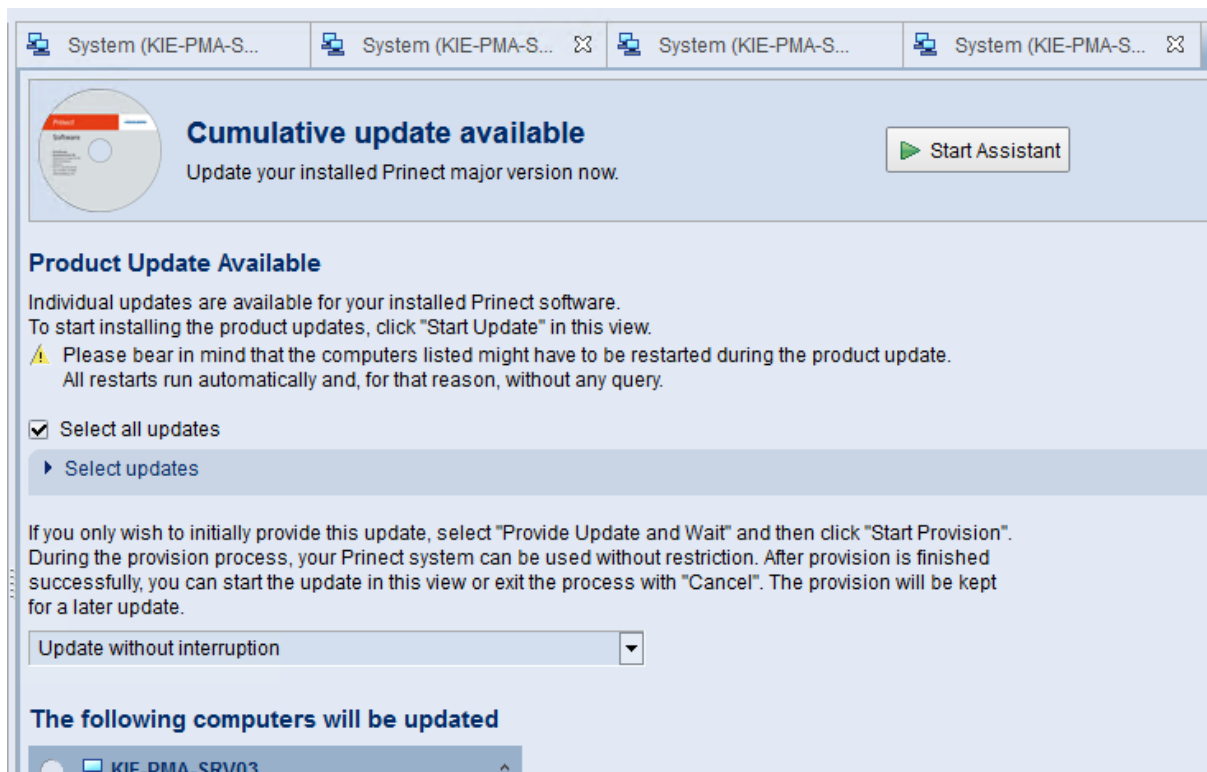
Cumulative update

Motivation:

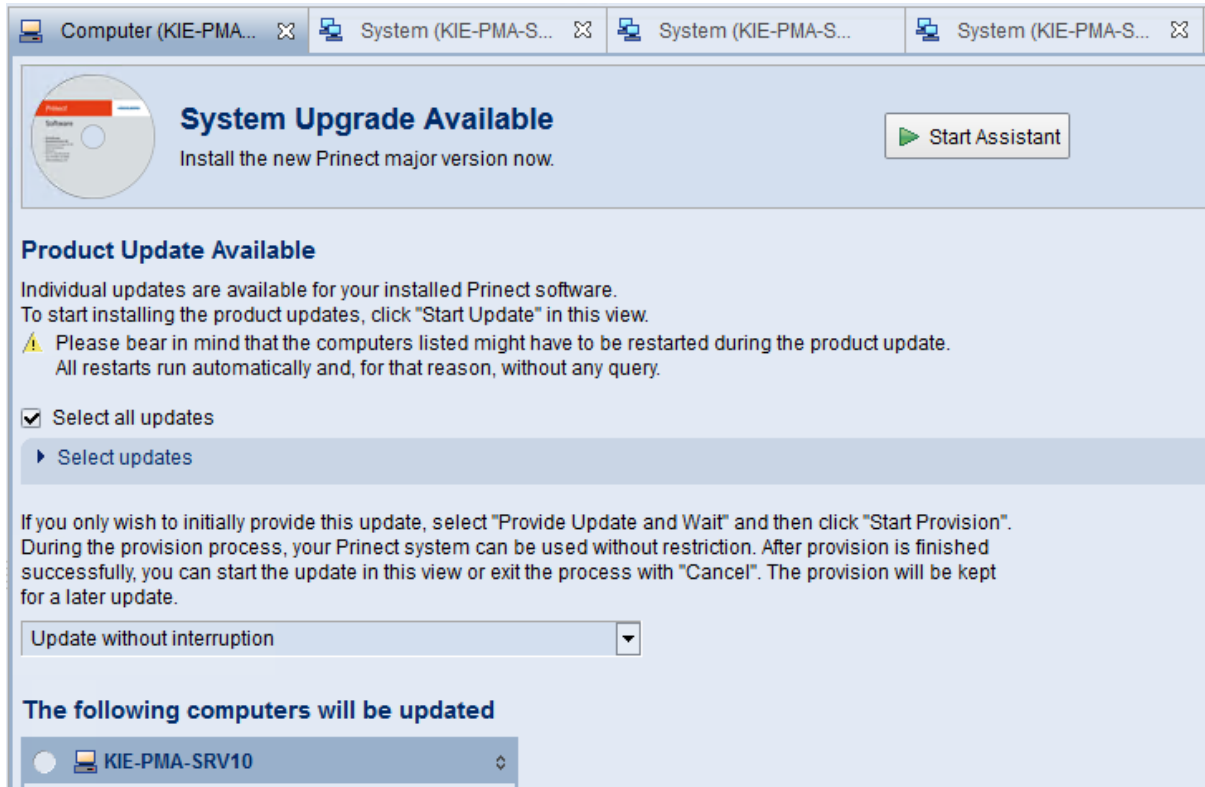
In addition to the system upgrade, a "cumulative update" has now also been introduced, which is a "stripped-down" version of the system upgrade and is carried out more frequently than the system upgrade. The user now needs an entry point through which he can perform a "cumulative update".

Description:

As with the system upgrade, a banner is displayed as the entry point for the cumulative update:



New features and functions in PMC 2021.10



You can switch to the "Cumulative Update Wizard" via "Start wizard". This wizard is basically similar to the system upgrade wizard. The respective texts in the system upgrade wizard and the wizard for cumulative update are different (the system upgrade wizard always speaks of "system upgrade", in the wizard for cumulative update of "cumulative update"). In addition, the Cumulative Update Wizard is missing the last step of the System Upgrade Wizard, which is the list of tasks that should be completed before a system upgrade.

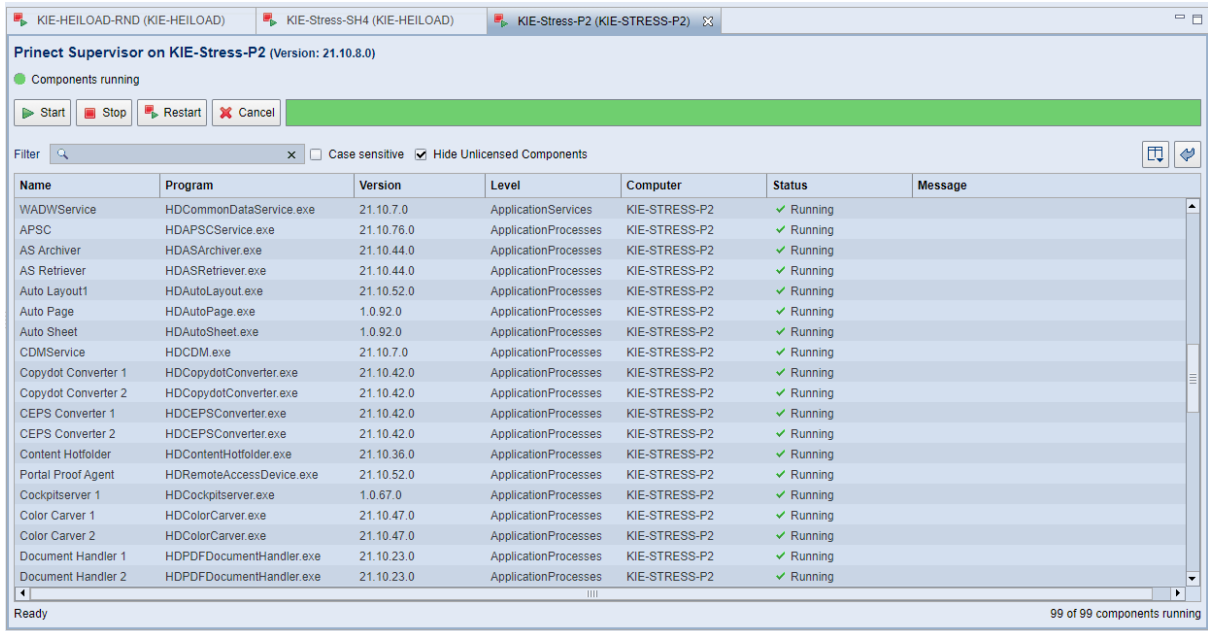
Display the software version of the active components in the supervisor

Motivation:

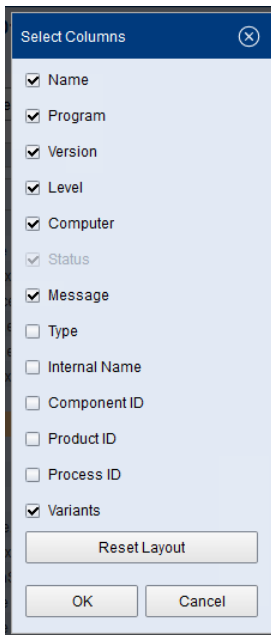
With the introduction of background installation, multiple versions of a program can be installed, and any version can be selected to run through the supervisor. So that you know which version of a program is currently running, the currently activated version is now also displayed for each program in the supervisor view. Since there are currently products that do not support background installation, a column has also been introduced in which it is specified whether the program supports background installation or not.

Description:

The new version column is by default on:



Note: The "Variants" column (which indicates whether several "variants" of a program are supported (i.e. background installation is possible)) is off by default and must be switched on via the "Select Columns" button at the top right:



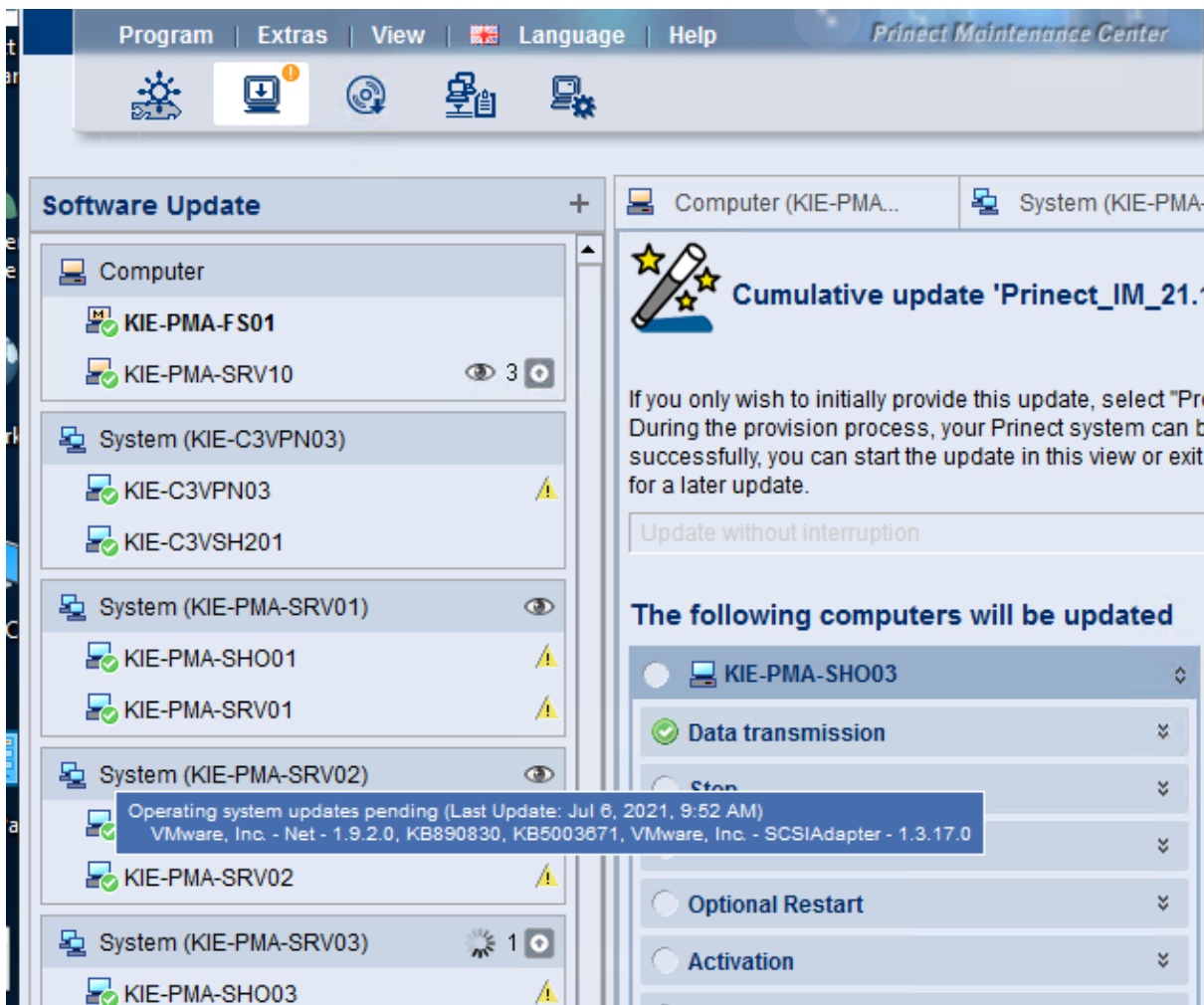
Show pending OS updates in the tooltip

Motivation:

We indicate in the PMC when Windows updates are pending. A new requirement was that the (Microsoft) Knowledge Base numbers should also be displayed.

Description:

The Knowledge Base numbers (separated by commas) are now also displayed in the tooltip:



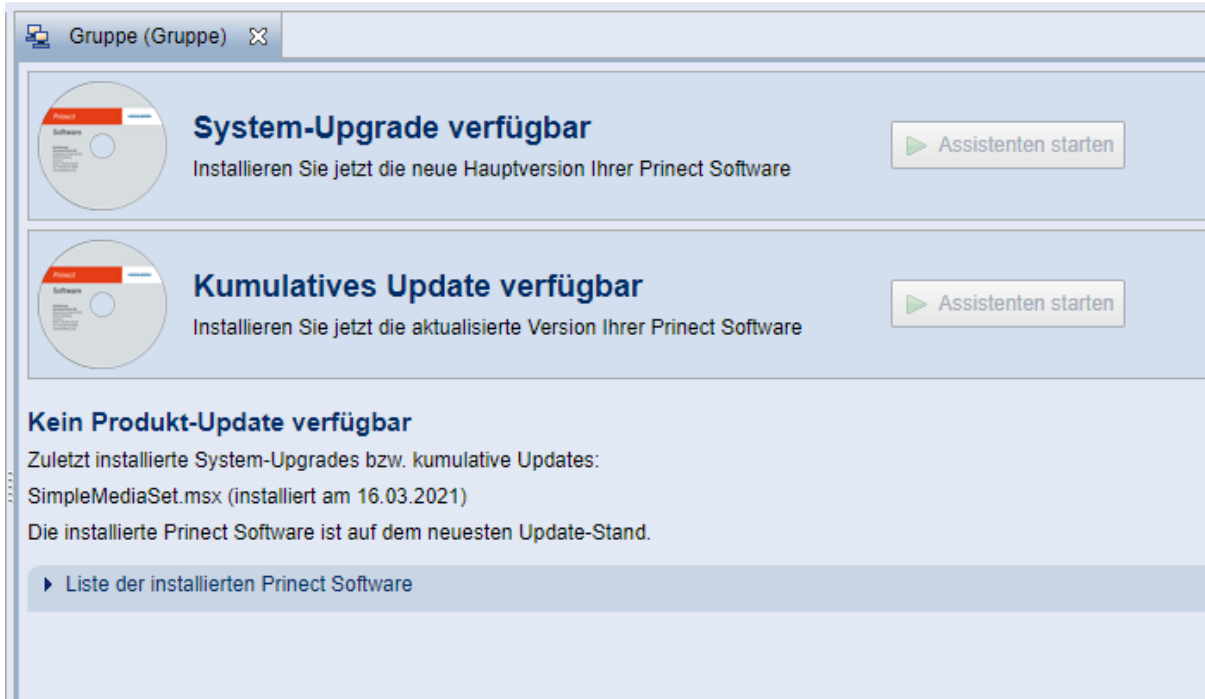
Show current SW version

Motivation:

With the introduction of the cumulative update, there was a requirement that the most recently installed cumulative update (or system upgrade) should be displayed in the update view.

Description:

The most recently installed cumulative update or system upgrade is displayed under the heading in the update view (together with the date when it was installed)



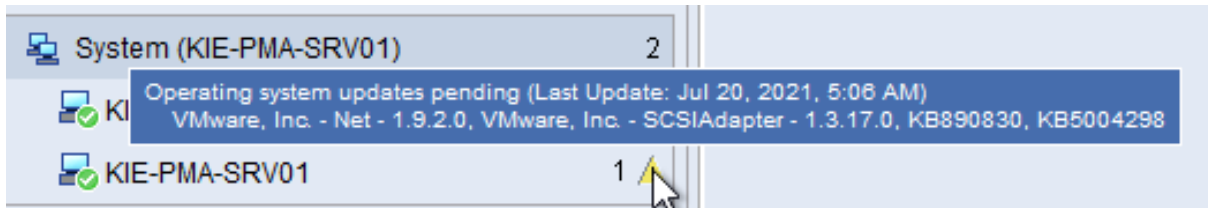
It is also possible that several system upgrades or cumulative updates are listed. This can be the case, for example, if different media sets were installed on two different computers in two different systems or groups, and then both computers were moved to a common group:



Extended warning and meaning when Windows maintenance is active

Motivation:

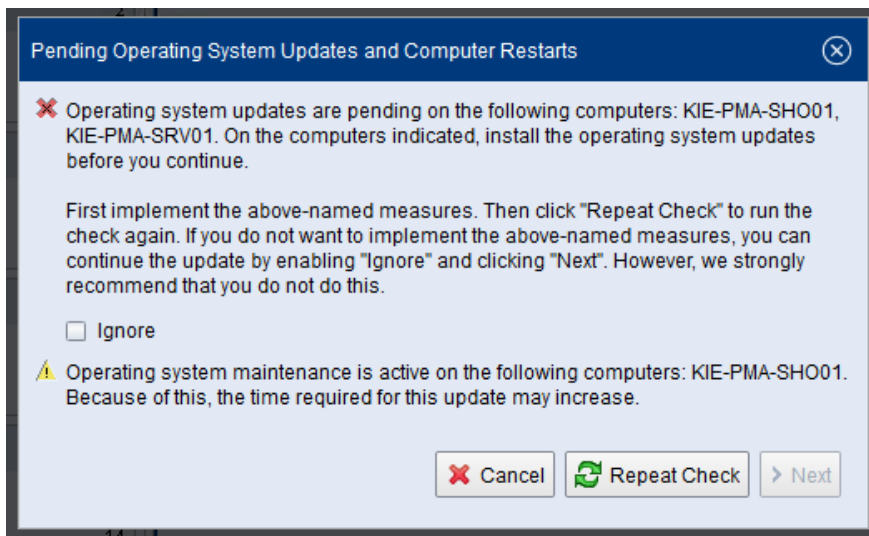
If the "TiWorker.exe" process is running on a computer, "Operating system maintenance active" is displayed in the tooltip above the warning icon on the computer. However, no explanations or instructions are displayed.



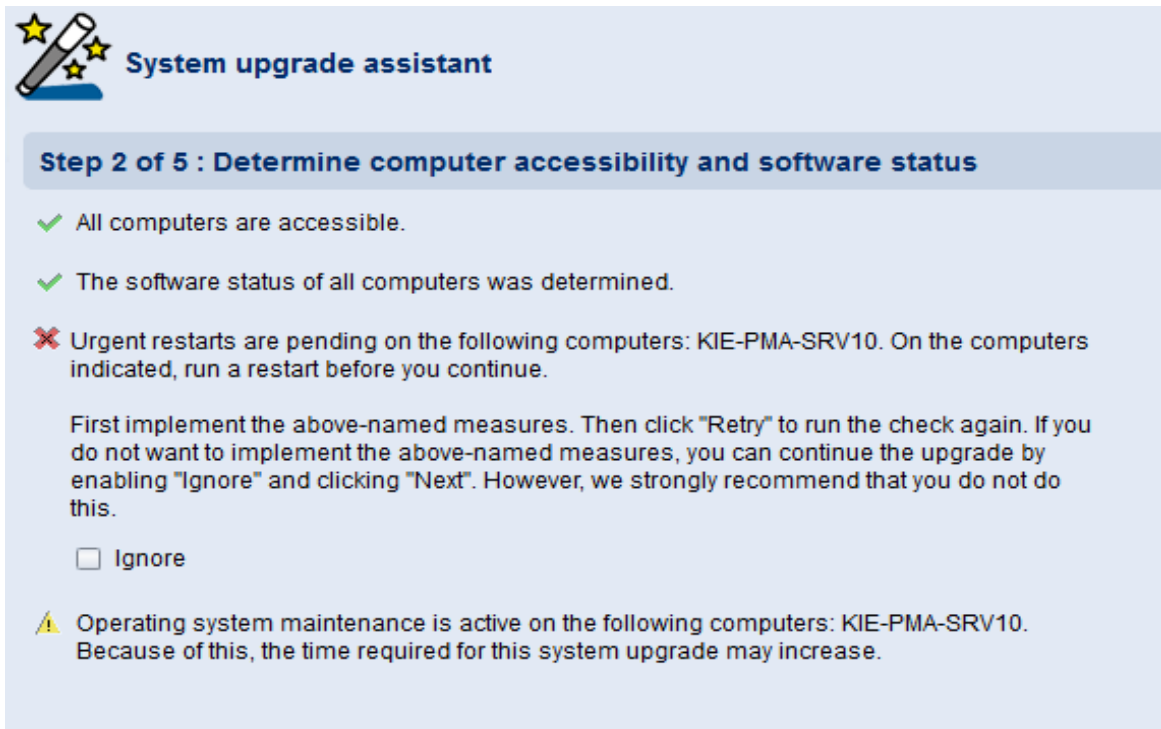
That the user at least knows what this message means, before the update or upgrade, a warning is displayed that the update could possibly be delayed.


Description:

Display during update: If an update is carried out, a warning is displayed that also lists Windows updates and upcoming restarts.



Display during upgrade: In the case of an upgrade, the warning is displayed in the second step of the system upgrade wizard:



 **System upgrade assistant**

Step 2 of 5 : Determine computer accessibility and software status

- ✓ All computers are accessible.
- ✓ The software status of all computers was determined.
- ✗ Urgent restarts are pending on the following computers: KIE-PMA-SRV10. On the computers indicated, run a restart before you continue.

First implement the above-named measures. Then click "Retry" to run the check again. If you do not want to implement the above-named measures, you can continue the upgrade by enabling "Ignore" and clicking "Next". However, we strongly recommend that you do not do this.

 Ignore
- ⚠ Operating system maintenance is active on the following computers: KIE-PMA-SRV10. Because of this, the time required for this system upgrade may increase.

Note on PMC update if maintenance mode cannot be activated

Motivation:

If a new update package for the PMC "rolls in" in the PMC, the maintenance mode may not start immediately because jobs are still running. The user does not know that there is a new PMC update. If there is also a Mediaset that requires the PMC version of the PMC update that has just been received, then the Mediaset will not be offered either.

New features and functions in PMC 2021.10

Description:

So that the user knows that a PMC update is pending, even if jobs are still running and maintenance mode is not active, a warning icon has been introduced in the upper view change bar, with a tooltip in which the user is informed that a PMC update is pending and the corresponding instructions for installing it:



Note: When all jobs have been completed, the warning icon disappears, and maintenance mode comes on instead.

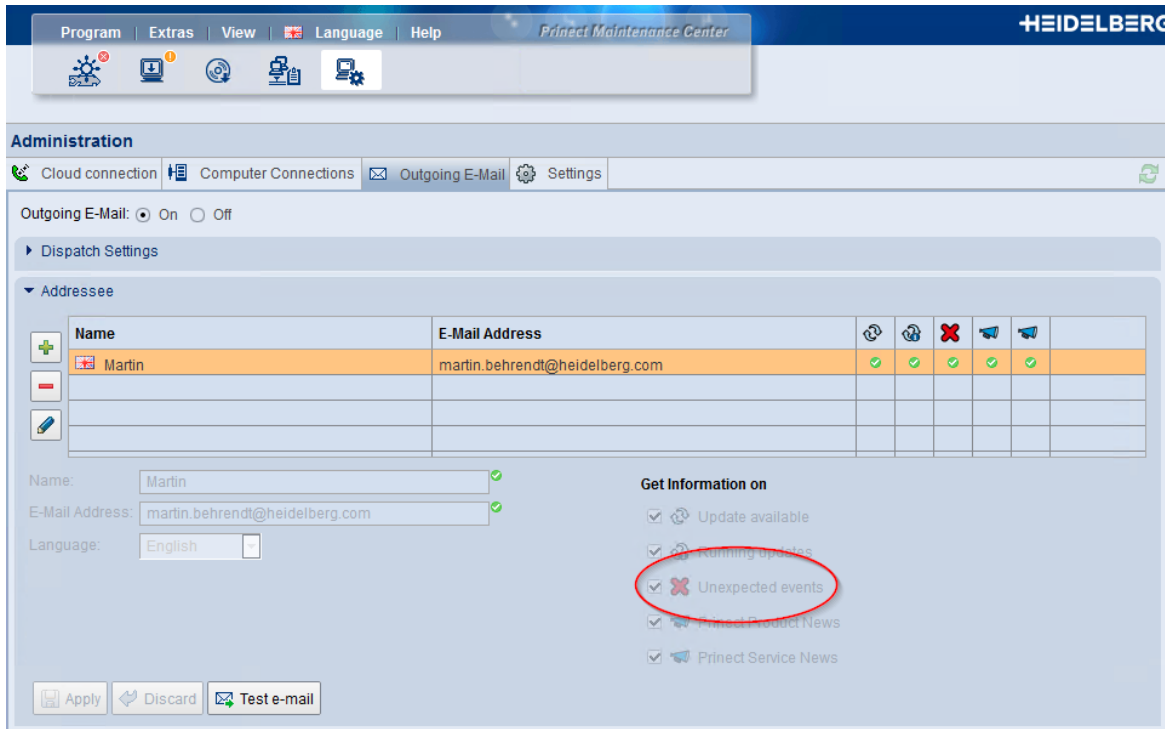
Email warning when the operating license of an online license server expires

Motivation:

Currently the customer only notices that the operating license for a license server with a software dongle expires if he has subscribed to the function in the license manager. However, this function is very hidden and is unlikely to be set up by most of the customers. So, emails should also be sent via the Maintenance Center when the operating permit of one or more license servers expires.

Description:

Mails to be sent from license servers to a mail recipient about expiring operating permits, the category "Unexpected events" must be activated for this mail recipient:



The mail content looks like:

Dear Princt user,

The operating license for the following license servers is about to expire or has already expired:

PRINCT-SERVER (January 28, 2021, 11:15:38 am)

SHOOTER (02/27/2021, 11:15:02 AM)

Renew the operating license of the license server in the Princt Maintenance Center via "Licensing Status"> "Extend Operating License".

Your Princt Maintenance Center on computer 'KIE-PMC-PC', 01/28/21, 11:24:51

Supervisor shows the started version of a BIS component via the context menu

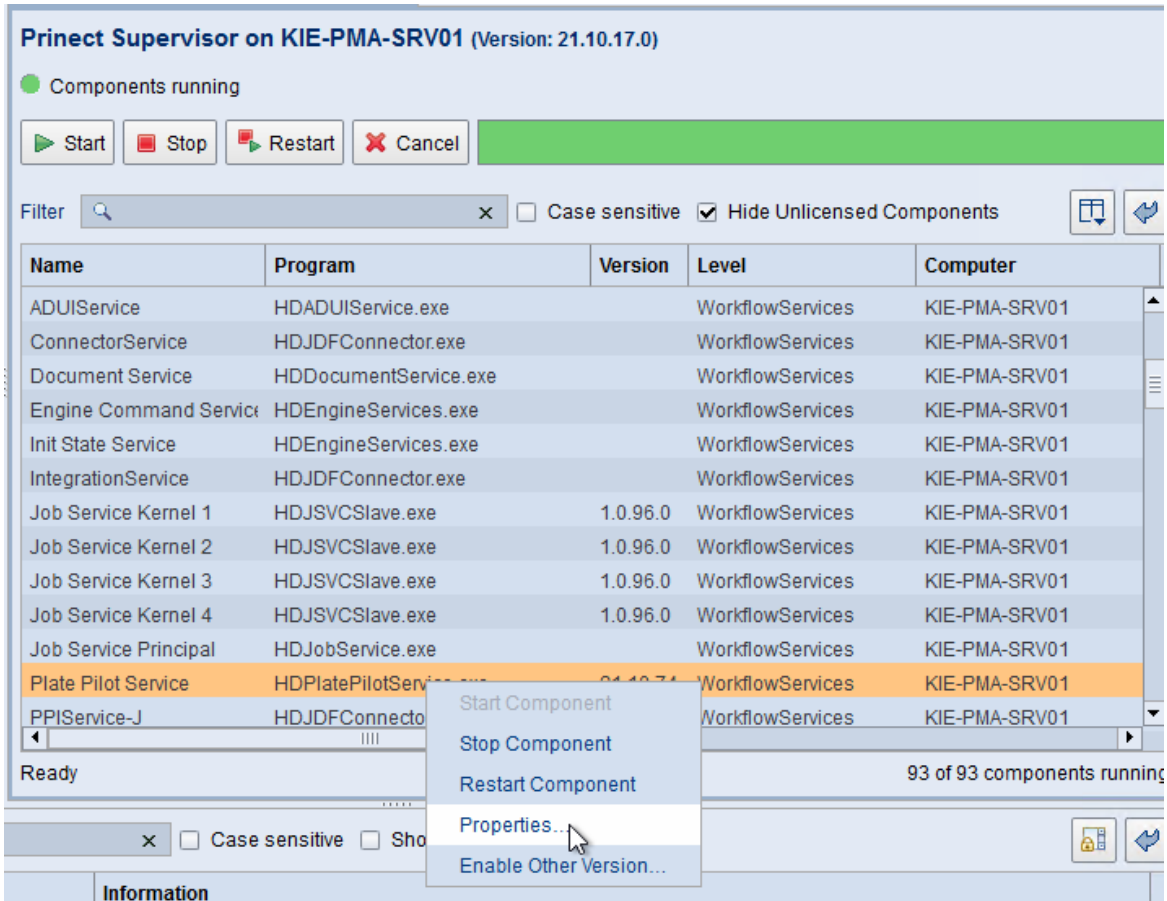
Motivation:

The possibility to have multiple versions of a program on disk (due to possible rollbacks), it mid be not clear which version the supervisor has just started. To get this information quickly, a dialog was introduced which shows the properties of this component when you double-click on a component.

New features and functions in PMC 2021.10

Description:

The dialog opens when you double-click on a component or via the context menu:





The respective property is displayed in the first column and its value in the second column. Those properties are listed that are also possible as columns in the table in the main view of the supervisor. If you want to copy the component information as text to the clipboard, you can open the text view of the properties. The path to the started component is also displayed in the dialog under the "Path" property. This can be used to determine which version of the component is currently running.

Client (Pull) Update (still in progress)

Motivation:

Up to version 2021.00, jar files were exchanged when updating the Prinect Cockpit server using the hotfix installer.

When the cockpit is started, the cockpit checks whether there are new jar files. If so, they are fetched beforehand, overwritten locally and only then started the program. This mechanism should now be changed so that - if cockpit updates are available - these are installed by an installer. However, since the cockpit installer requires administrator rights, the cockpit user or the cockpit cannot execute it successfully. The cockpit installer must therefore be executed by the service tools in the context of the PMC.

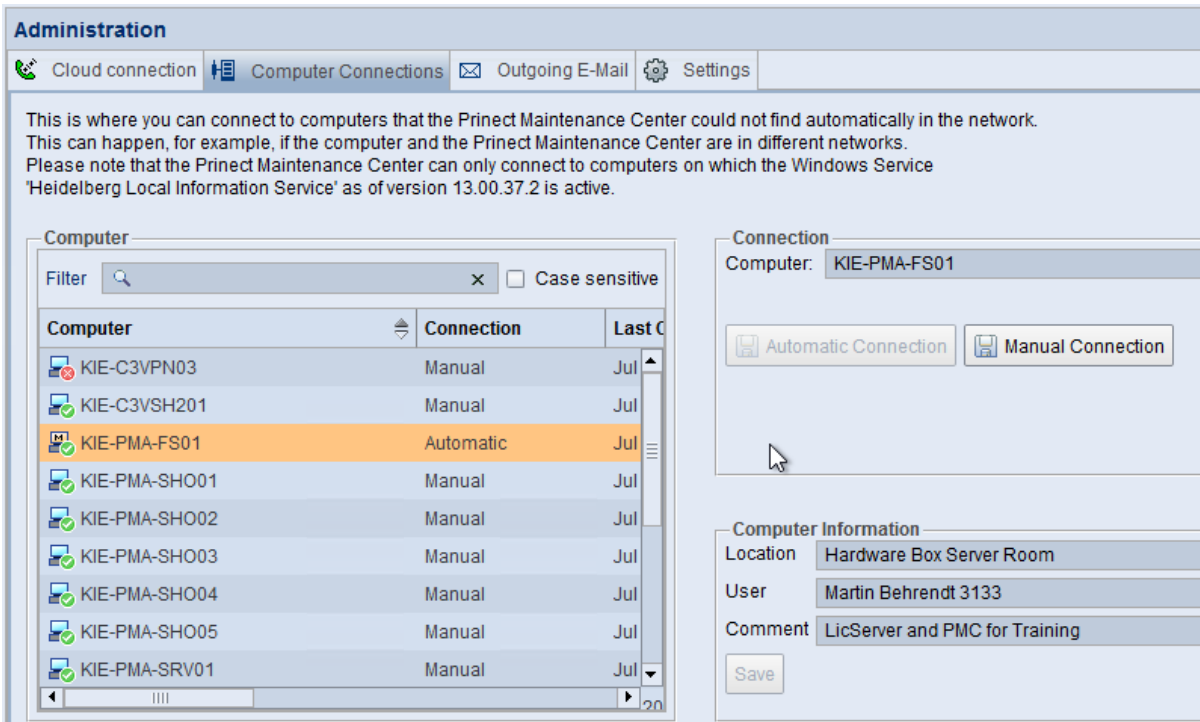
Description:

If there are updates for a cockpit, this is reported to the cockpit user (TODO screenshot cockpit). This then could start the first step of the installation process. If he has done this, the cockpit closes, and a browser window opens in which the actual installation can then be carried out (the browser window content is created by the PMC):

Add Admin Info to tooltips in Computer and System tabs

Motivation:

You can enter computer information in the administration under Computer connections, which then appear in the tooltip above a computer:

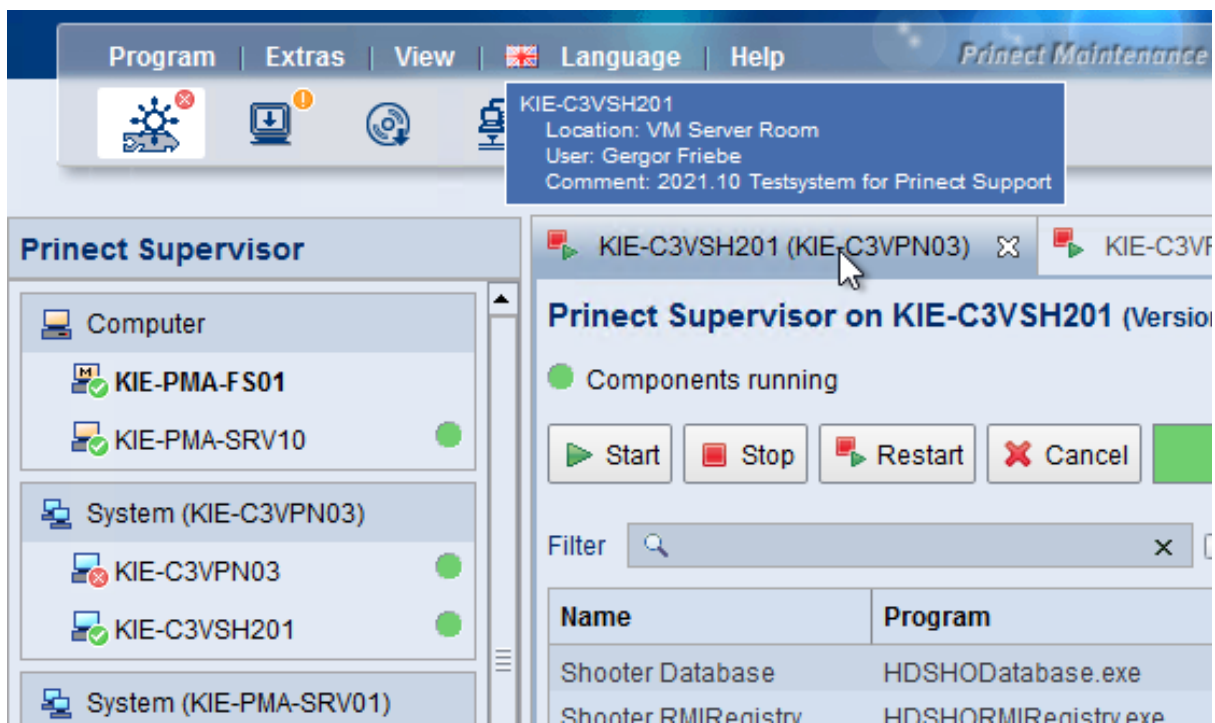
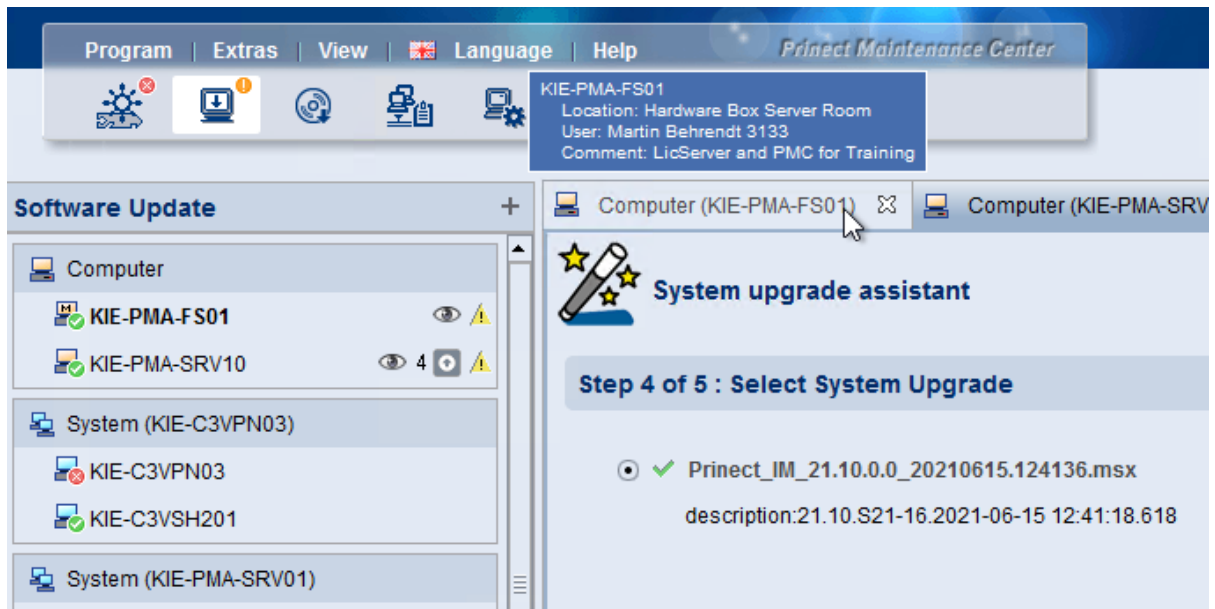


Customer request that this computer information should also be displayed in the tooltip above the tab headers in the update and supervisor view (previously only the name of the system, the group or the individual computer was shown in the update view and the name of the computer are displayed in the Supervisor view).

Description:

It looks like this, for example

Update view



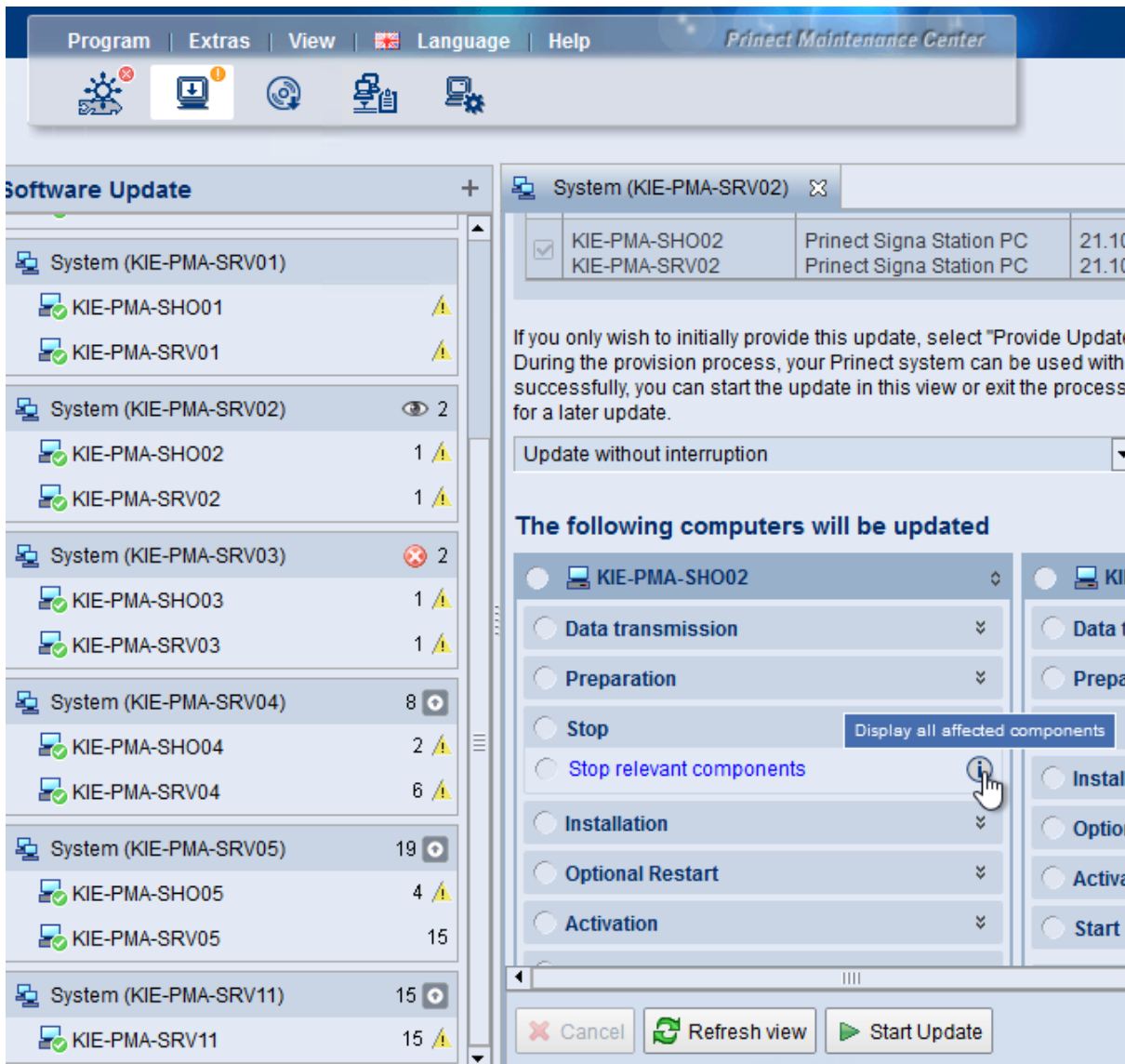
PMC shows which components are stopped for update / upgrade

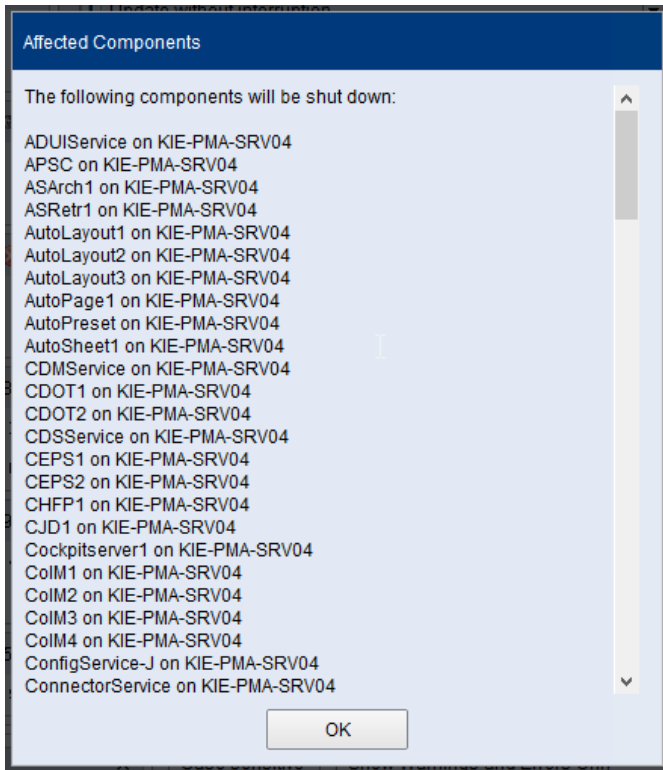
Motivation:

Customer request to be able to see which components are being shut down by the supervisor before an update is carried out when the update is carried out.

Description:

In order to give the user the opportunity to view the supervisor components that would be shut down when the update is carried out, an info icon has been added to the map for a computer under the item "Stop" next to "Stop affected components" Clicking a dialog opens in which the supervisor components concerned are displayed:





Note: When the update is running, the info button is disabled, so you can no longer display the affected components.

Automatic restoration of a Prinect SiteID for a new PMC installation

Motivation:

Each Prinect Maintenance Center has a unique identifier "Site ID" with which it logs on to the Heidelberg server to receive update / upgrade information.

If you move the PMC from one computer to another, there are instructions on how to transfer this site ID to the new computer. However, this is rarely used, especially if the old computer is no longer accessible. Then a new ID is generated so far => this is not yet known in the Heidelberg network and must be laboriously linked to the old one!

To avoid this relocation problem as far as possible, the site ID is now stored in the connected computers of the system and read out if necessary.

Description:

When the PMC is running, the site ID is saved on all connected computers in the system in additional entries in the ServiceTools.

New features and functions in PMC 2021.10

If a new PMC is now installed (site ID still unknown), the active computers are checked from 90 seconds after the restart. The PMC computer is ignored. Active here means: these computers have logged on to the PMC and transferred their "product list" to the PMC. This list contains the information you need. This ID is then used. If there are several computers, however, the saved IDs must be the same!

2 minutes after the start, the registered license servers are also checked every 5 seconds. If there is at least one license server, a new ID is generated.

This search via computer and license server is now carried out every 5 seconds until a site ID is found or generated.

Special case deactivates the client update in PMC

Motivation:

Some customers wanted the administrator to be able to deactivate the client update so that the administrators have complete control over what is installed where and when. Therefore, we add the option under "Settings" that the client update can be deactivated.

Description:

Under "Settings", under the "Prinect Maintenance Center Update" section, there is now another section "Prinect Client Update" with which you can deactivate the client update:

Administration

Heidelberg Verbindung | Computer-Verbindungen | E-Mail-Versand | Einstellungen

Princt Maintenance Center Aktualisierung

Das Princt Maintenance Center aktualisiert sich selbstständig und ohne Rückfrage, sobald eine neuere Version vom Princt Software Center heruntergeladen wurde. Die Aktualisierung wird nur durchgeführt, wenn das Princt Maintenance Center nach dem Herunterladen der neuen Version nicht verwendet wird. Anderenfalls muss diese Version zu einem späteren Zeitpunkt manuell installiert werden. Daher sollte der im Register "Heidelberg Verbindung" eingestellte Zeitpunkt der Aktualisierungs-Anfrage in einem Zeitraum liegen, in dem das Princt Maintenance Center normalerweise nicht verwendet wird.

Princt Maintenance Center automatisch aktualisieren

Princt Client Aktualisierung

Die Aktualisierung eines Princt Cockpit Client Computers (orange gekennzeichnet) kann vom Anwender mit dem Start des Cockpits selbstständig durchgeführt werden. Neben dem Princt Cockpit werden alle zugehörigen Princt Teilprodukte, wie z.B. die Princt PDF Toolbox oder die Princt Signa Station, automatisch in eine Aktualisierung einbezogen. Für die Ermittlung einer möglichen Aktualisierung ist immer der Versionsstand des Princt Servers bestimmend.

Princt Client Aktualisierung nutzen

Proxyserver

Wenn Sie einen Proxyserver verwenden wollen, aktivieren Sie "Proxyserver verwenden".

Proxyserver verwenden

Adresse Proxyserver: kie-squid-proxy

Proxyserver Port: 3128

Proxyserver Authentifizierung erforderlich

Benutzername: admin

Passwort: ****

Übernehmen | Verwerfen

Suche nach neuer Software

An dieser Stelle legen Sie den Zeitpunkt der täglichen Anfrage nach neuen Software-Aktualisierungen fest. Das führt möglicherweise zum Herunterladen neuer Software. Sie sollten daher einen Zeitpunkt wählen, an dem eine Belastung der Datenverbindung ihren Betriebsablauf am wenigsten beeinträchtigt.

Anfrage täglich um: 04 : 45 Uhr

Übernehmen | Verwerfen

PTS-100000-200312-1348 (KIE-BOEHMATT-NB:65270) | Status Lizenzierung ✘ | Status Heidelberg Verbindung ✔ | Freier Festpl



Note: Some screen shots are in German because the English translation was not ready when the documentation was going to print.

- A** Activate [20](#)
 - another version [20](#)
 - Activation [18](#)

- B** background installation [21](#)
 - button
 - appropriate [23](#)
 - cancel [16](#)
 - connect [11](#), [14](#)
 - Select Columns [27](#)
 - Start update [23](#)

- C** Clean-Up [17](#)
 - Cloud
 - connection [16](#)
 - test [16](#)
 - user/password [14](#)
 - Cumulative update [25](#)

- H** Heidelberg Cloud [7](#)
 - HEIRES [7](#), [16](#), [17](#)

- L** Login Credentials [11](#)

- O** Optional restart [22](#), [24](#)

- P** PMC
 - status panel [16](#)
 - Prinect SiteID
 - restoration [39](#)
 - proxy server
 - authentication [17](#)

- S** supervisor [26](#)
 - active components [26](#)

- U** unique site ID [14](#)

- W** wizard [9](#), [11](#)
 - Cumulative Update [26](#)

B Base Version

A version identifies how up-to-date a software component or an update package is. The base version is the version the product had when it was first installed. The minimum version is the version that needs to be installed so that an update can be applied. The previous version is the current version installed before updating takes place. The current version is the version that is currently installed on the computer or the version after an update.

Build number

Every Version number is made up of 4 blocks of numbers separated by dots each, e.g. 11.50.463.8. In block 1 a two-digit number identifies the Prinect Master version or Year version of a Prinect product. In block 2, a two-digit number identifies the Prinect Minor release. In this context, the decade position identifies the minor release, the unit position the ServicePack/ServiceRelease version. In block 3 the build number has a maximum of 5 digits. It steadily increases within the minor release version, but it can jump, i.e. the increment can be larger than 1. In block 4 the build number has a maximum of 5 digits. It steadily increases within the build number, but it can jump, i.e. the increment can be larger than 1.

C Component

The Prinect Supervisor view uses the term "component". In this context, "component" describes the various programs (products, services, etc.), that have to be started and stopped on the respective computers during updating.

Computer

A Computer is referred to as a single computer in the customer's network here.

Connection

There are different types of connections for transferring data

The Heidelberg Remote Service connection and the download connection. Heidelberg Remote Service connection is intended for small volumes of sensitive data. This connection is used to transfer customer data (also the Prinect Site ID) and a list of Prinect products and their versions installed in the customer's network. The download connection is used to transfer large data volumes, i.e. the update packages.

Cross dependency

A Cross dependency exists if proper functioning of a Prinect product not only depends on its own version but also on the versions of other Prinect products it cooperates with. The Prinect products may also be located on other computers of the system. Therefore, it is often not possible to install update packages individually. If there are any cross dependencies, the required update package must be installed in a set of packages. Prinect Remote Update checks the cross dependencies automatically and provides sets of update packages that function in conjunction with one another.

Current version

A version identifies how up-to-date a software component or an update package is. The base version is the version the product had when it was first installed. The minimum version is the version that needs to be installed so that an update can be applied. The previous version is the current version installed before updating takes place. The current version is the version that is currently installed on the computer or the version after an update.

Customer's network

The Customer's network refers to a cluster of several customer computers.

D Download connection

There are different types of connections for transferring data

The Heidelberg Remote Service connection and the download connection. Heidelberg

Glossary

Remote Service connection is intended for small volumes of sensitive data. This connection is used to transfer customer data (also the Prinect Site ID) and a list of Prinect products and their versions installed in the customer's network. The download connection is used to transfer large data volumes, i.e. the update packages.

H Heidelberg network

In the Heidelberger network, the update packages are generated and administrated with the Prinect Software Center.

Heidelberg Remote Service connection

There are different types of connections for transferring data

The Heidelberg Remote Service connection and the download connection. Heidelberg Remote Service connection is intended for small volumes of sensitive data. This connection is used to transfer customer data (also the Prinect Site ID) and a list of Prinect products and their versions installed in the customer's network. The download connection is used to transfer large data volumes, i.e. the update packages.

L LIS

The Local Information Service is running on every Heidelberg Prinect computer (also servers). LIS is an application that identifies, which version of which Prinect products is installed on the respective computers of the customer's network. LIS supplies a computer-specific Prinect product list, including details on the product versions, to the Prinect Maintenance Center. LIS is also involved in the installation of the update packages by invoking the respective installer.

Local Information Service

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M Master version

Every Version number is made up of 4 blocks of numbers separated by dots each, e.g. 11.50.463.8. In block 1 a two-digit number identifies the Prinect Master version or Year version of a Prinect product. In block 2, a two-digit number identifies the Prinect Minor release. In this context, the decade position identifies the minor release, the unit position the ServicePack or ServiceRelease version. In block 3 the build number has a maximum of 5 digits. In block 4 the build number has a maximum of 5 digits.

Minimum version

A version identifies how up-to-date a software component or an update package is. The base version is the version the product had when it was first installed. The minimum version is the version that needs to be installed so that an update can be applied. The previous version is the current version installed before updating takes place. The current version is the version that is currently installed on the computer or the version after an update.

Minor release

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P PMC

Prinect Maintenance Center is a network-based application for Heidelberger Software Maintenance Contract customers. The main tasks of PMC are to store the update packages, to enable their installation and to invoke installation. The administrator can customize the selection of product updates. The customer always starts the installation manually so the customer has full control over any software updates on the customer's network at all times. The PMC Reboot Mode must be heeded if the PMC is not installed on a dedicated server.

Previous version

A version identifies how up-to-date a software component or an update package is. The base version is the version the product had when it was first installed. The minimum version is the version that needs to be installed so that an update can be applied. The previous version is the current version installed before updating takes place. The current version is the version that is currently installed on the computer or the version after an update.

Prinect Maintenance Center

Prinect Maintenance Center is a network-based application for Heidelberger Software Maintenance Contract customers. The main tasks of PMC are to store the update packages, to enable their installation and to invoke installation. The administrator can customize the selection of product updates. The customer always starts the installation manually so the customer has full control over any software updates on the customer's network at all times. The PMC Reboot Mode must be heeded if the PMC is not installed on a dedicated server.

Prinect master version

Every Version number is made up of 4 blocks of numbers separated by dots each, e.g. 11.50.463.8. In block 1 a two-digit number identifies the Prinect Master version or Year version of a Prinect product. In block 2, a two-digit number identifies the Prinect Minor release. In this context, the decade position identifies the minor release, the unit position the ServicePack or ServiceRelease version. In block 3 the build number has a maximum of 5 digits. In block 4 the build number has a maximum of 5 digits.

Prinect minor release

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Prinect Remote Update

Prinect Remote Update comprises several software components some of which are installed in the Heidelberger network, and some in the customer's network.

Prinect Software Center

The Prinect Software Center is a database-supported application for administrating update packages and access data. The main purpose of the PSC is to qualify and distribute the update packages to the customer's network.

Prinect Supervisor

The Prinect Supervisor is a software application for centralized starting and shutting down Prinect services on the linked computers. The software operates according to the master-slave principle. The Supervisor Master is installed on one computer, and the Supervisor Slaves are installed on the same and, dependent on the configuration, additionally on other computers of the system. The Supervisor Master controls the Supervisor Slaves of the computers to be updated so that preparation and cleanup of the installations occurs automatically.

Glossary

Product update

A Product update is an update where the base and the target versions of one or several products have the same master version. The master version is identified by the first three digits (YY.U) of the version number. These are the first two digits of the year version and the first digit of the subversion. Compared with a system upgrade, a product update is a frequent, simple process during which a smaller number of products are updated.

PSC

The Prinect Software Center is a database-supported application for administrating update packages and access data. The main purpose of the PSC is to qualify and distribute the update packages to the customer's network.

R Repository

A Repository is a file storage. There is one repository each in the Heidelberg Network (PSC) and in the customer's network (PMC). It is used among other things for installation packages and details about the connected computers.

S Service Release version

Every Version number is made up of 4 blocks of numbers separated by dots each, e.g. 11.50.463.8. In block 1 a two-digit number identifies the Prinect Master version or Year version of a Prinect product. In block 2, a two-digit number identifies the Prinect Minor release. In this context, the decade position identifies the minor release, the unit position the ServicePack or ServiceRelease version. In block 3 the build number has a maximum of 5 digits. In block 4 the build number has a maximum of 5 digits.

ServicePack version Every Version number is made up of 4 blocks of numbers separated by dots each, e.g. 11.50.463.8. In block 1 a two-digit number identifies the Prinect Master version or Year version of a Prinect product. In block 2, a two-digit number identifies the Prinect Minor release. In this context, the decade position identifies the minor release, the unit position the ServicePack or ServiceRelease version. In block 3 the build number has a maximum of 5 digits. In block 4 the build number has a maximum of 5 digits.

Sub build number

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Supervisor

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Supervisor Master

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the system. The Supervisor Master controls the Supervisor Slaves of the computers to be updated so that preparation and cleanup of the installations occurs automatically.

Supervisor Slaves

The Prinect Supervisor is a software application for centralized starting and shutting down Prinect services on the linked computers. The software operates according to the master-slave principle. The Supervisor Master is installed on one computer, and the Supervisor Slaves are installed on the same and, dependent on the configuration, additionally on other computers of the system. The Supervisor Master controls the Supervisor Slaves of the computers to be updated so that preparation and cleanup of the installations occurs automatically.

System

A System in the PMC is a cluster of several computers. The software components of a Prinect Workflow System are usually distributed among several computers. A software update always applies to the entire Workflow System, not to separate software components. As a consequence, all computers on which software components of a Workflow System are installed have to be regarded as one system. If a software component of a system is to be updated, all cross dependencies to the versions of the remaining software components of the system are automatically taken into account. This means that, in general, several components of the system must be updated, rather than just one.

System Upgrade

A System Upgrade is an update where the base and target versions of the master versions differ. The master version is identified by the first three digits (YY.U) of the version number. These are the first two digits of the year version and the first digit of the minor release. Compared to a product update, a system upgrade is a very complex and rather rare process requiring user interaction that usually takes place once a year. In contrast to a product update of individual products, a system upgrade raises a great number of products to a higher version in a single concentrated action.

U Update

An Update can refer to a product update but also to a system upgrade. The term "update" is used to describe both actions.

Update group

A system represents an Update group where all the software components that can be installed are taken into consideration. Update groups can be extended with individual computers. During a software update, the additional individual computers will then be updated together with the computers in the system. Any computers that were added can be removed again from an update group, but this is not possible for internal system computers. In this respect, each system is the minimum version of an update group.

Update package

Each Update package contains a description file with a description of the update procedure in addition to the executable installation files. It gives the name of the update and which version needs to be installed on the customer's network. The package is identified by concatenating the abbreviation of the software to update (e.g. "PMC" for Prinect Maintenance Center) and the version number of the package.

V Version

A version identifies how up-to-date a software component or an update package is. The base version is the version the product had when it was first installed. The minimum version is the version that needs to be installed so that an update can be applied. The previous version is the current version installed before updating takes place. The current version is the version that is currently installed on the computer or the version after an update.

Glossary

Version number

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Y Year version

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Revision 1.0

Version 2021.10

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