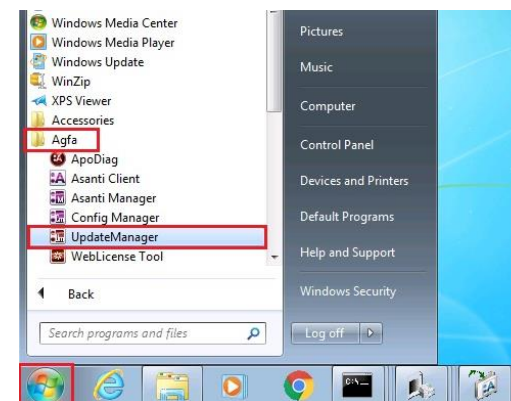Tutorial **Updating your Asanti System**

UpdateManager is an application that runs on your Asanti Server to install Asanti updates. This document describes how to install updates.
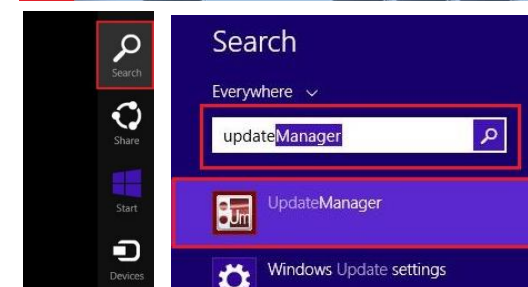
1. Starting the UpdateManager

Windows 7/2008

Click Start > All Programs > Agfa > UpdateManager.

Windows 8/2012

Move your cursor to the top or bottom right side of your screen and select Search.

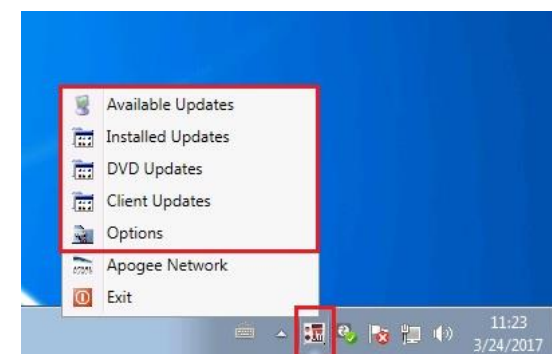Type "UpdateManager" and select the UpdateManager application.

UpdateManager icon visible (any OS)

You can also context-click on the UpdateManager icon in the notification area (right bottom of your screen).
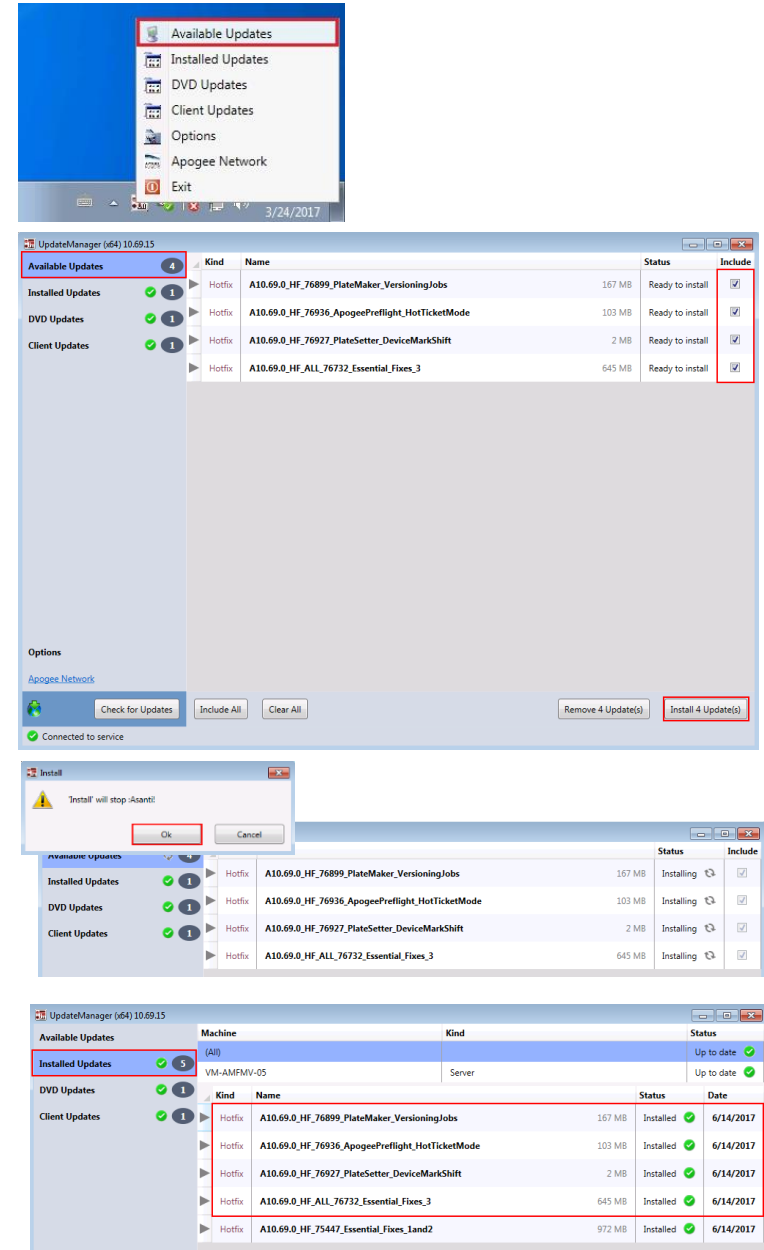
Select one of the available options.

When the icon is not visible refer to the troubleshooting section:

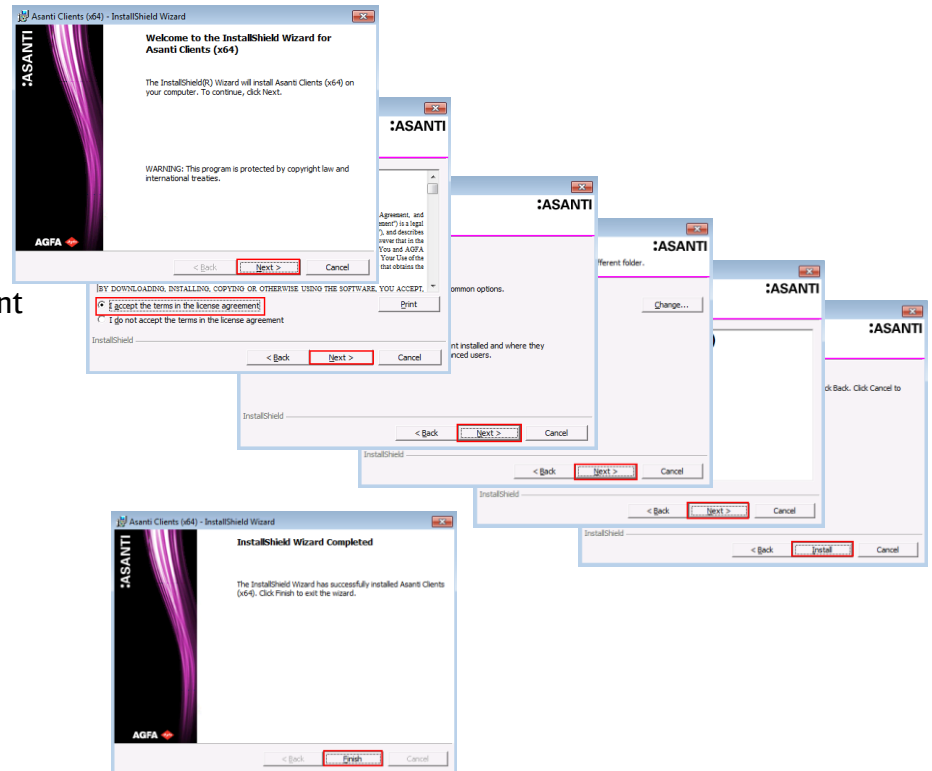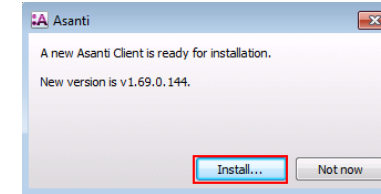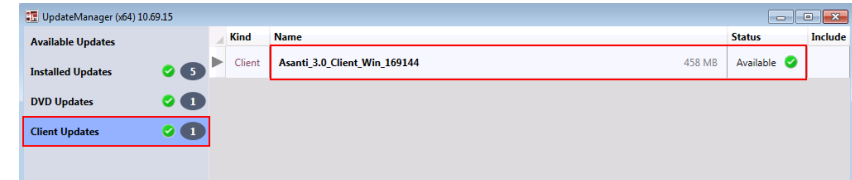"Making the UM icon visible in the notification area".

2. Checking and installing new updates

1. Context-click the UpdateManager icon in the notification area and select "Available Updates".

- Updates download automatically typically during the night. You can always check if there are additional updates by clicking the "Check for Updates" button.

2. Include all updates in the Available Updates and click the "Install Updates" button.

- All available updates must always be installed: the latest Asanti Client will often (always) require the latest updates to be installed.
- Do not pay attention to the names of the hotfixes.

3. Click the OK button to confirm that the Asanti System will be stopped before starting the update installation.

4. When the updates are installed they will be added to the list of Installed Updates.
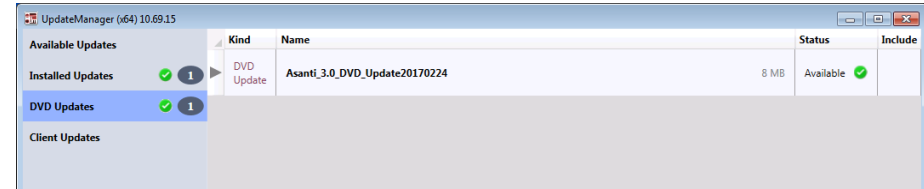
3. Updating your Asanti Client

1. UpdateManager will automatically download new Asanti Clients. This is indicated in "Client Updates".

2. You will be notified that a new Asanti client is available for installation after you logon with your Asanti Client to your Asanti Server.
Click "Install" to update your Asanti Client. You should close Acrobat in order to have the Acrobat plug-ins updated also.

3. Install the new client and follow the Client installation wizard.

- Your Asanti client will be stopped automatically when the client installer is started.

4. Your updated Asanti client will automatically be started when the installation has finished.
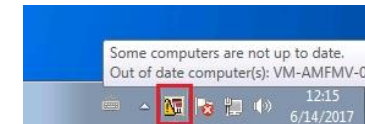You can verify your client version via Help > About Asanti.

4. Asanti DVD updates

- UpdateManager will automatically download DVD updates. This is indicated in "DVD Updates".

- The Agfa_DVD\Asanti_3.0.0_DVD software will be updated automatically.

- DVD updates typically provide support for additional output devices.
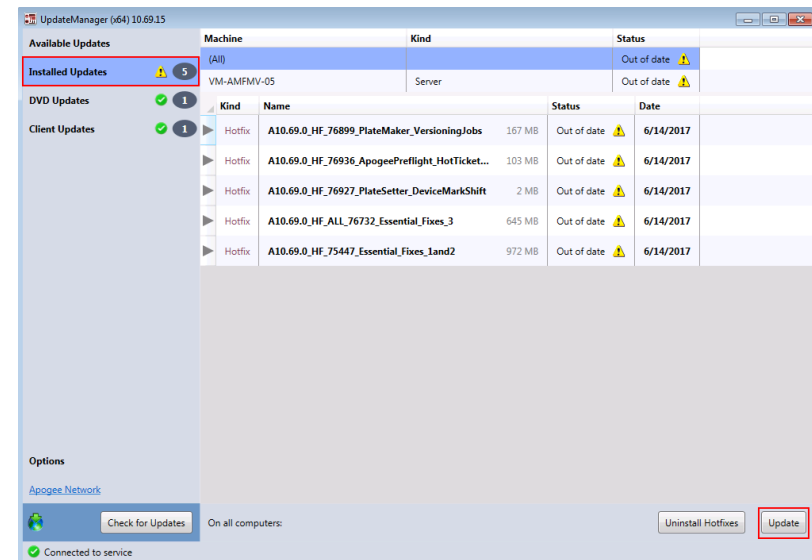
5. Some computers are not up to date

You have to "update" your installed updates after adding new Task Processors to your Asanti system. Your UpdateManager will indicate this with the notification "Some computers are not up to date".
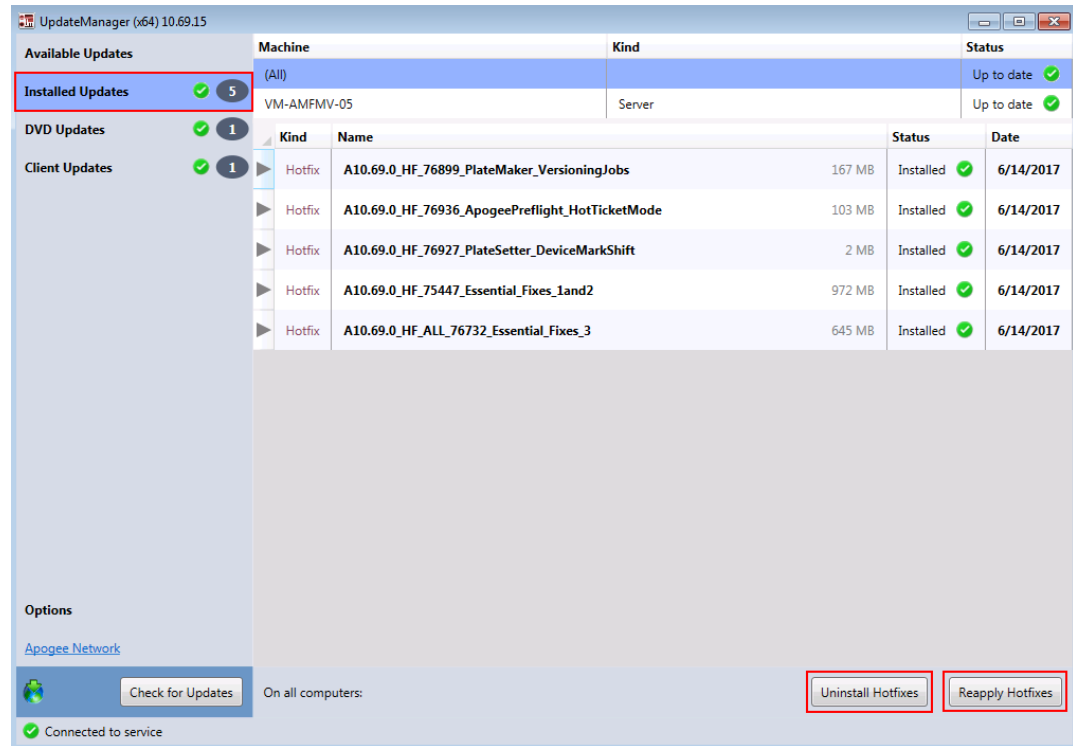
1. Select "Installed Updates" in the UpdateManager application.
2. Click "Update" to update all installed hotfixes.
3. Click "OK" to confirm that Asanti will be stopped during the update.
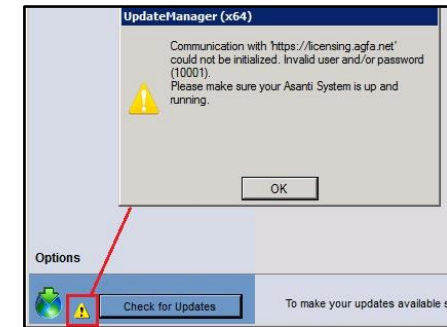
6. Re-install and uninstall updates

1. Select "Installed Updates" in the UpdateManager application.

2. Click "Reapply Hotfixes" when you want to install all updates again (in case you suspect that the updates were not properly installed).

3. Click "Uninstall hotfixes" when you want to uninstall the updates (all updates will be uninstalled, you cannot uninstall a limited set of updates).

7. Troubleshooting

1. Communication with "https://licensing.agfa.net" could not be initialized.

1. Make sure your Asanti System is started (Asanti Manager).
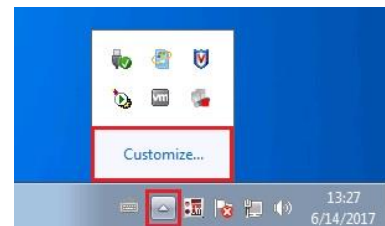2. Make sure that you have a working internet connection (start web browser and go to https://asanti.agfa.net).

2. UpdateManager cannot connect

1. Open the UpdateManager Options pane.
2. Click the "Restart Service" button.

3. Making the UM icon visible in the notification area

1. Click the "Show hidden icons" icon in the right corner of the Windows Taskbar.
2. Select "Customize...".

3. Select "Show icon and notifications" for the UpdateManager Client and click OK.