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 and uninstall updates for the Asanti System.
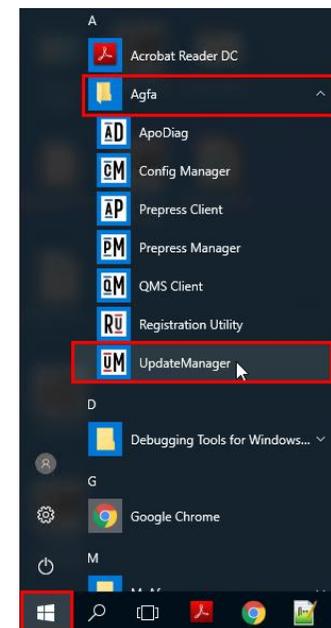
1. Starting the UpdateManager Client

WINDOWS 8/10/2012

1. Open the Windows Search dialog.
2. Type "UpdateManager" and select the UpdateManager application.
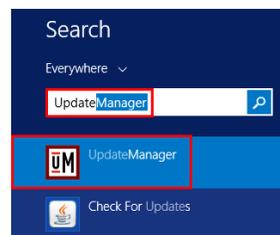
WINDOWS 2016

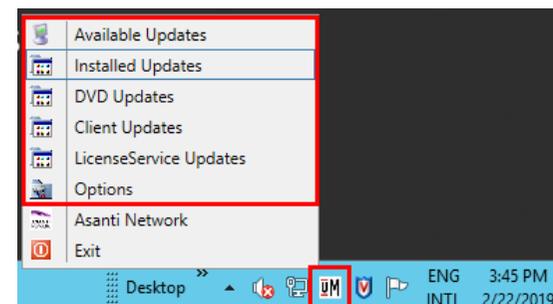1. Click the Start button > open the Agfa folder > UpdateManager.

UpdateManager icon visible

Context-click 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

- New updates are automatically downloaded typically during the night (this can be configured in the Options).

- The UpdateManager status icon will indicate when new updates are available.

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

3. Include all updates in the Available Updates and click the "Install [X] Updates" button.

- We recommend to always install all available updates.

- You can "open" the update description by clicking on the grey triangle in front of the update name.

- CAUTION: Asanti will be stopped when you install new updates!

- When you want to install the update(s) at a later date/time e.g. when there is no production taking place on your Asanti System, you can deselect the "Install now" option and choose a date/time.

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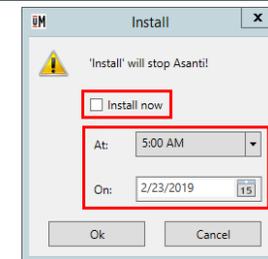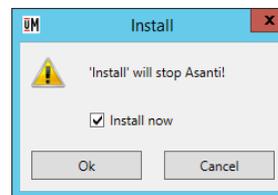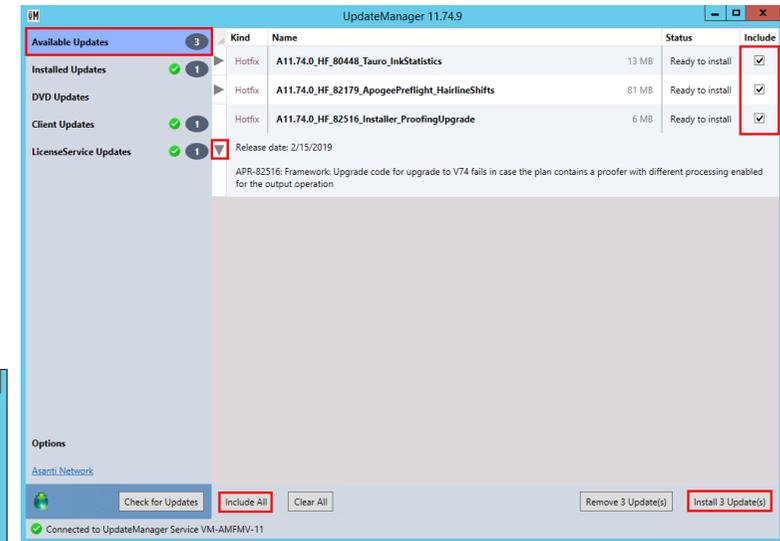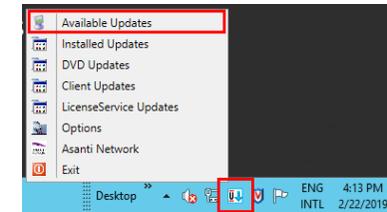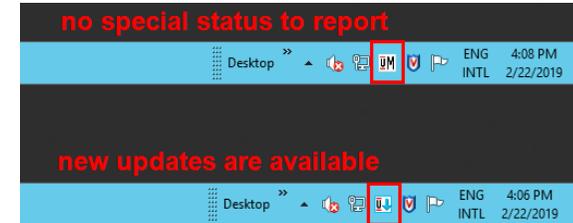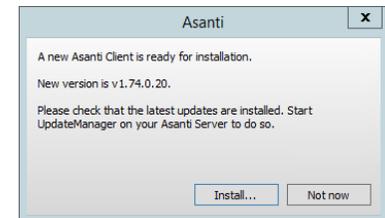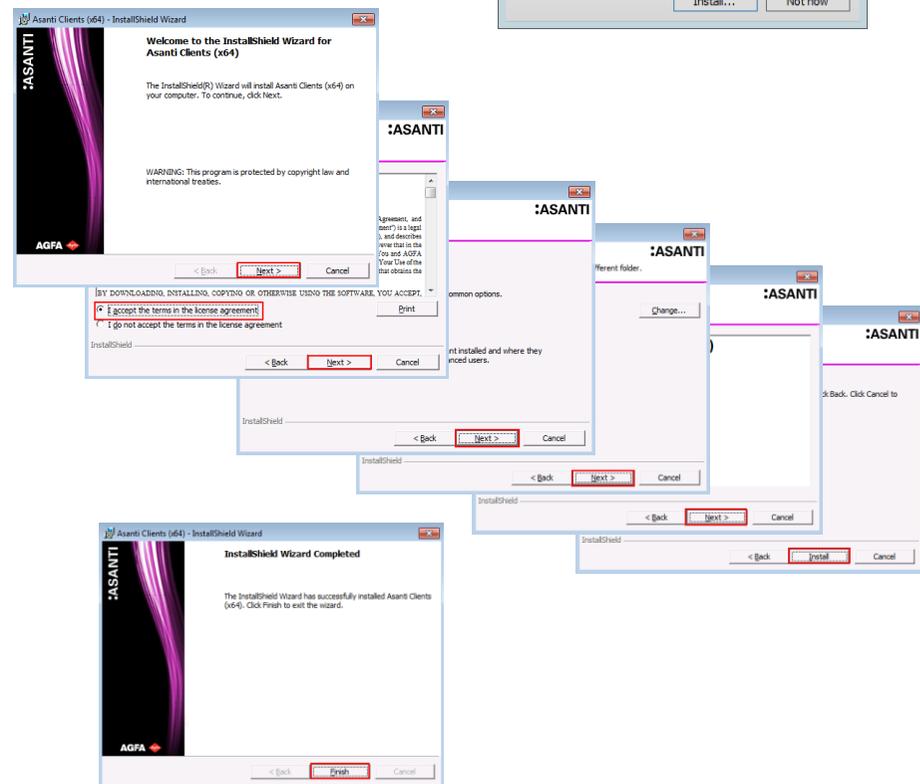
3. Updating your Asanti Client

1. UpdateManager will automatically download new Asanti Clients in the Agfa_DVD\Asanti_Clients folder. This is indicated in "Client Updates".
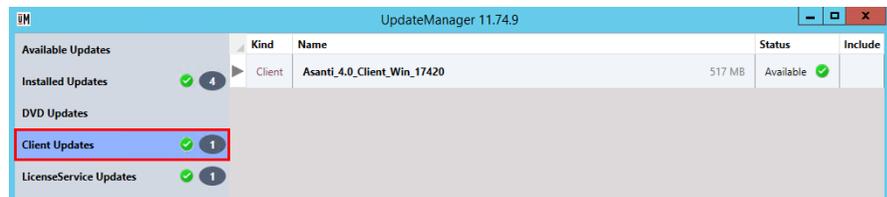
- You will be notified that a new Asanti client is available for installation after you logon with your Asanti Client to your Asanti Server.

2. Click "Install" to update your Asanti Client.

3. You should close Acrobat in order to have the Acrobat plug-ins updated also.

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

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

5. 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_4.0.0_DVD software will be updated automatically.

DVD updates typically provide support for additional output devices.

5. LicenseService updates

The installation of LicenseService updates is similar to installing regular updates. Notice that LicenseService updates stay listed in the LicenseService updates section after installation.

LicenseService updates cannot be uninstalled with UpdateManager.

6. Some computers are not up to date

You have to "update" your installed updates when your UpdateManager reports that "Some computers are not up to date".

Typically this occurs after adding new components to Asanti (Task Processors or Satellites)
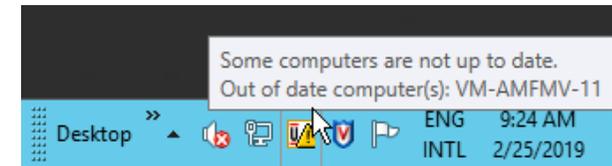
1. Select "Installed Updates" in the UpdateManager application.
2. Make sure that "(All) Machines" are selected.
3. Click "Update" to update all installed hotfixes.
4. Click "OK" to confirm that Asanti will be stopped during the update.
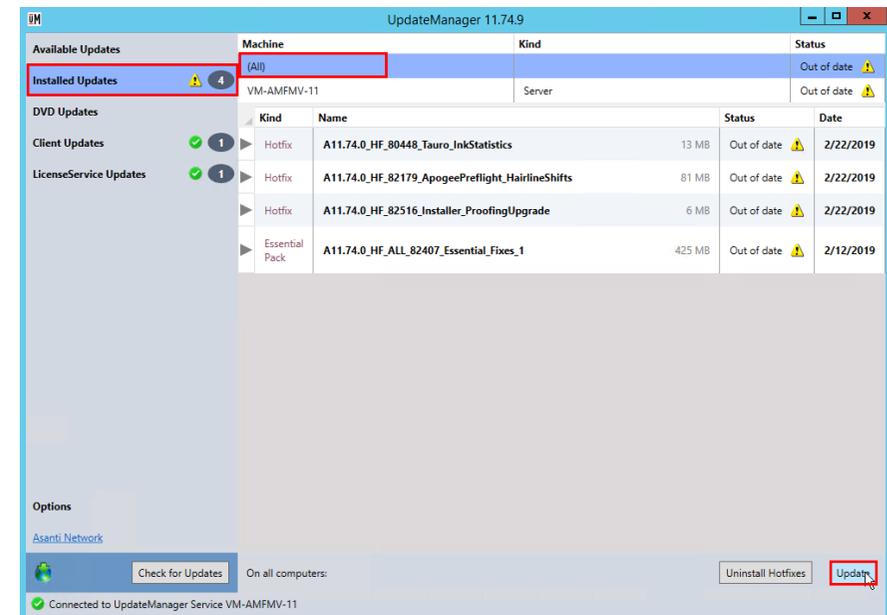
7. Un-install updates

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

2. Click "Uninstall hotfixes".

- You can select "Uninstall all hotfixes"

- You could also select to uninstall only the most recently installed set of hotfixes.

CAUTION: As the message indicates your Asanti system will also be stopped when uninstalling updates.
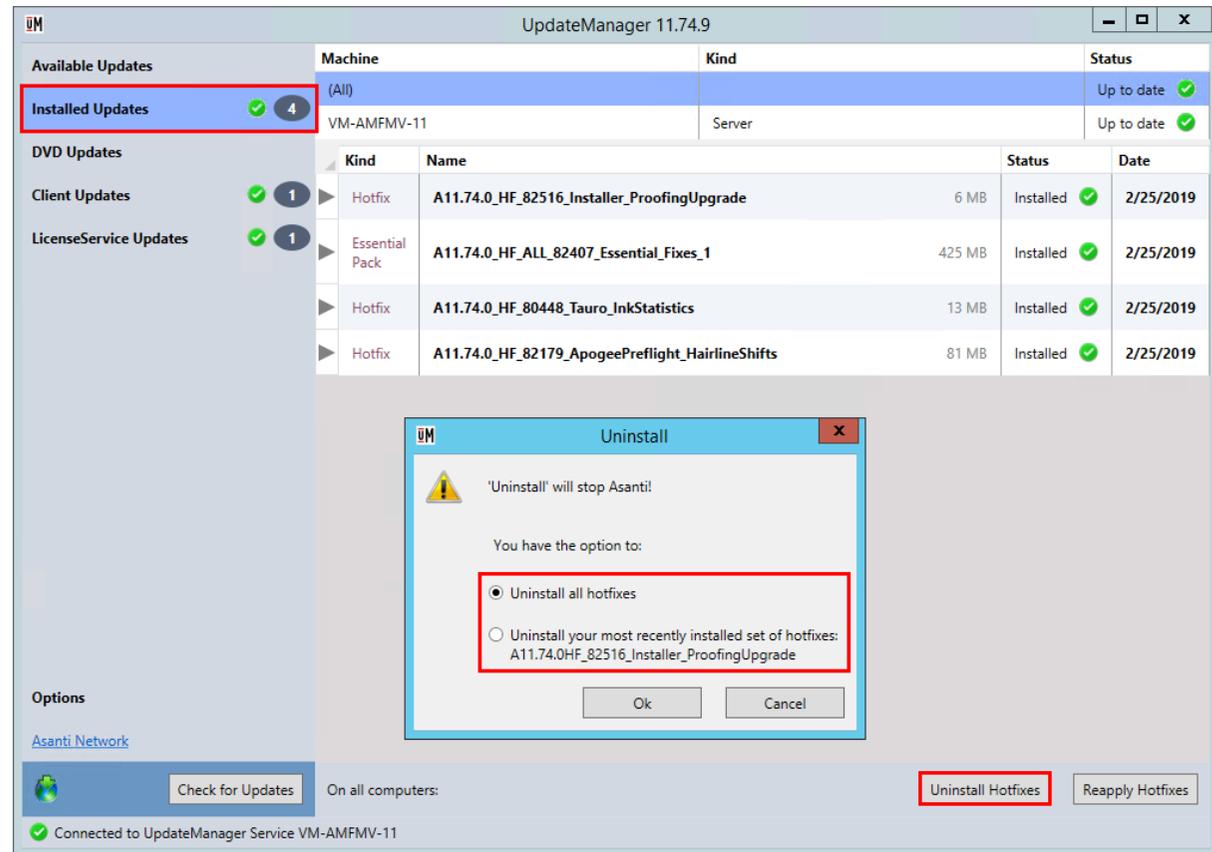
8. Troubleshooting

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 (test network by clicking the Asanti Network link below the Options).
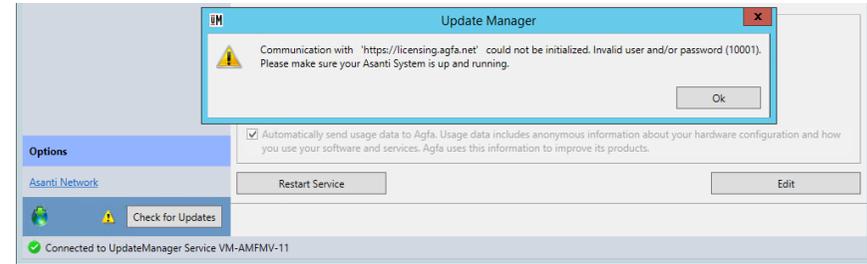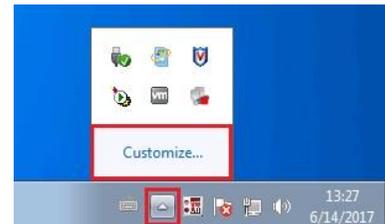

2. UpdateManager cannot connect

1. Open the UpdateManager Options pane.
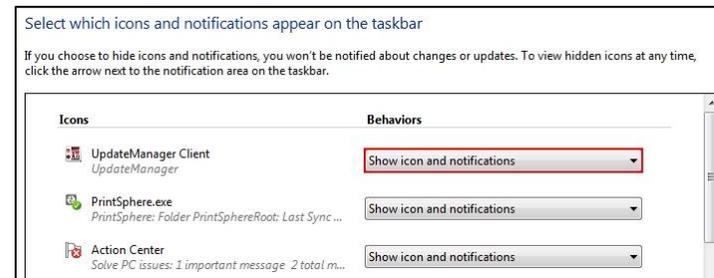2. Click the "Restart Service" button.
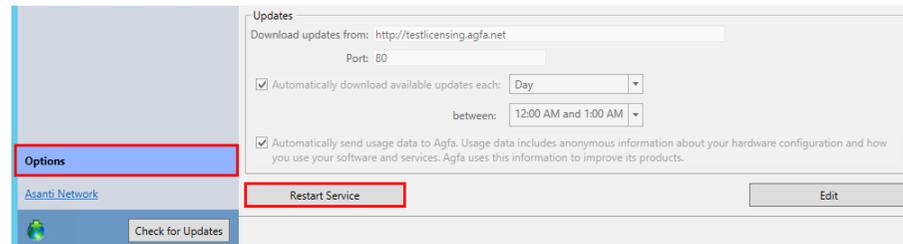
3. Making the UM icon visible in the notification area

WINDOWS 8/2012

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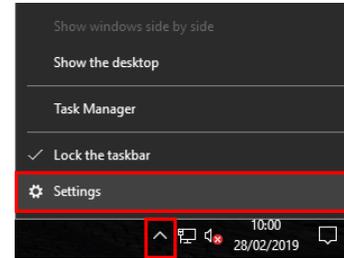2. Select "Customize...".

3. Select "Show icon and notifications" for the UpdateManager Client and click OK.
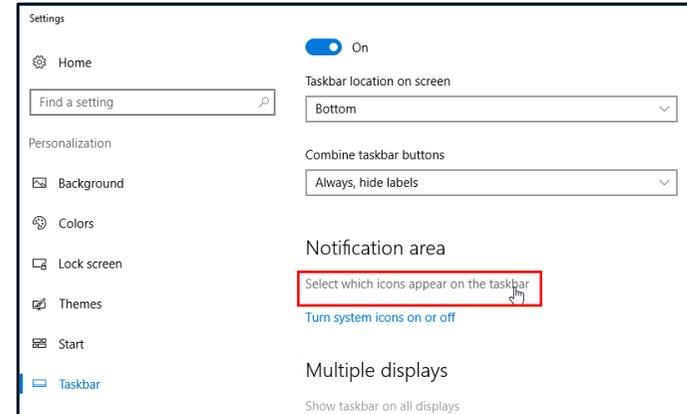
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WINDOWS 10/2016

1. Context-click the "Show hidden icons" icon in the right corner of the Windows Taskbar and select Settings.

2. Scroll down to the Notification area and select "Select which icons appear on the taskbar".

3. Set the UpdateManager Client icon to "On".