

How to update Print Director

Ensure your Annual Software Maintenance (ASM) is up to date

If the ASM has expired, the update file will not execute. First, check the expiry date:

- Open Resource Manager.
- In the menu bar, click **Help > Licensing**.
- Ensure the Maintenance Expiry Date is not expired.

If the ASM has expired, please contact your reseller to obtain a new licence before continuing with the update.

Schedule 2 minutes of downtime

Inform the IT staff that there will be between 1 and 2 minutes of downtime. During this time, it may not be possible to log in to printers or release print jobs.

If the update contains schema changes to the database, the downtime could begin from when the update wizard completes. This is because the update file executes a SQL script during the update process. The PDAgent and PDServer modules will only begin their update when they next refresh from the database. However, because schema changes have been made, it may interfere with their operation until they next refresh and complete their updates. Once they 'see' the new updates contained within the database they will shut down for 1 minute to execute the patch files.

A database schema change will take place if the current version differs in the second last number in the update (i.e. 2.2.x.0). For example, if the existing version is 2.2.41.0 and the update is 2.2.44.3 then a schema change will take place.

If the change in the version is only in the last number (2.2.44.x), then no schema change is taking place and the downtime will only be 1 minute from when the PDServers and PDAgents next refresh.

Obtain the update file and copy it to the server

For this example we will be referring to version 2.2.44.3. The update file will be called PDUpdate2-2-44-2.EXE. This must be obtained from your registered technical resource channel.

Copy the file to the server, or any machine that has Resource Manager installed. This doesn't need to be the print server or database server.

At the scheduled update time, execute the update file

Double click the update file (e.g. PDUpdate2-2-44-2.EXE) and complete the wizard.

Start Resource Manager and refresh the PDServers and PDAgents immediately

As soon as the wizard completes, the PDServers and PDAgents must be refreshed. If Resource Manager was still running when the update was executed, it must be closed and re-opened. When starting Resource Manager, you will be prompted for elevation (UAC). After you authorise UAC you may see the update patch file being executed. As soon as the patch completes, Resource Manager will open.

- On the left, click the **PDServers** node.

- On the right, highlight all the servers. Right click and choose **Refresh**.
- Now click the **PDAgents** node.
- On the right, highlight all the servers. Right click and choose **Refresh**.

After 2 minutes, confirm that all PDServers and PDAgents have updated to the new version

- Open Resource Manager.
- On the left, click the **PDServers** node.
- Scroll to the right and confirm that all servers have updated to the version of the update file (in the case of this example: 2.2.44.3).
- Now click the **PDAgents** node.
- Scroll to the right and confirm that all servers have updated to the version of the update file (in the case of this example: 2.2.44.3).

Test a print job

Confirm that all is functioning correctly by printing a test print, releasing at the printer and then checking the Usage Report to confirm it was recorded correctly.

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