

FAQ – Upgrading to the latest version of PrintShop Mail Suite

This document applies to PrintShop Mail 6 and higher Windows Version and includes information on:

- Downloading the latest version of PrintShop Mail Suite
- Multi-User licences now replaced with PrintShop Mail Web
- Upgrading from PrintShop Web 2 to PrintShop Mail Web 7
- Upgrading to PrintShop Mail Web 7 Considerations
- NEW! Upgrade Request page
- Contact Information

As of Printshop Mail version 7, PrintShop Mail is now referred to as PrintShop Mail Suite since it now includes PrintShop Mail Web as an option during the installation.

Terminology:

- **PSM Web:** In this document, PrintShop Mail Web will be referred to as PSM Web.
- **PSM Design:** In this document, PrintShop Mail will be referred to as PSM Design

Downloading the latest version of PrintShop Mail Suite

Before proceeding to any product license upgrade, you must first install the latest version of PrintShop Mail Suite.

A valid OL Care expiry date is required to be able to use or upgrade to the latest version.

PrintShop Mail Suite 7: The OL Care date must be greater than 2009-09. To verify this, go to **Help | Upgrade Request**. Make sure your PrintShop Mail hardware USB key is inserted into the workstation.

Important Note: **PrintShop Mail – Multi users** and **PrintShop Web 2** users, please refer to the sections below before proceeding with the upgrade.

For information on how to upgrade an installation, please consult the installation guide in our resource center at:

www.objectiflune.com/download

Download and install PrintShop Mail Suite from the “Download” section of our website:

[PrintShop Mail Suite Upgrade Download page](#)

Expired OL Care?

To renew your OL Care contract, and have access to the latest version of PrintShop Mail Suite and also our support services, please contact:

- Your Reseller or,
- Your Local OL Sales Office (Contract Administrator) www.objectiflune.com/contact or,
- Visit our On-Line Upgrade Request page: **Help | Upgrade Request** from PrintShop Mail.

It is recommended to keep the OL Care contract up-to-date to ensure the latest version of PrintShop Mail can always be installed and have access to our support services.

Multi-User licences now replaced with PrintShop Mail Web!

PrintShop Mail Multi-User licenses are no longer available or sold and replaced with PrintShop Mail Web. Customers with a valid OL Care contract can upgrade to **PrintShop Mail Web** to print from multiple workstations. The print output data for PrintShop Mail Web is generated on a central server rather than on the workstation where the PrintShop Mail document is designed. Before upgrading to PrintShop Mail Web 7; we strongly recommend you read the *PrintShop Mail Web – Getting Started Guide* available in the [Resource Center](#) of our website: www.objectiflune.com/download

If you wish to upgrade your multi-user license to PrintShop Mail Web 7 and have a **valid OL Care** contract, simply send your request to your local Customer Care department to receive a Voucher to activate PrintShop Mail Web 7. Your request must include complete contact information and your dongle ID serial number. The dongle ID can be found under **Help | Upgrade Request**.

@ >> Americas: customercare@ca.objectiflune.com

@ >> Africa/Asia/Europe: customercare@eu.objectiflune.com

Important Note: It is very important that you test PrintShop Mail Web 7 (demo mode) before upgrading your multi-user license as you cannot revert back once PrintShop Mail Web is activated.

Once you completed your tests and received your voucher:

- Install Printshop Mail Web 7 on your production machine,
- Follow instructions found in the Getting Started Guide,
- Redeem the Voucher from PSM Web - **Settings | License | Voucher**,
- An activation code will be sent to you by email,
- Activate the dongle upgrade from PSM Web - **Settings | License | Activate Upgrade**.

Upgrading from PrintShop Web 2 to PrintShop Mail Web 7

Customers with PrintShop Web 2 license with valid OL Care contract can upgrade to PrintShop Mail Web 7. To do so, you must request a Voucher to activate your hardware USB key for PrintShop Mail Web 7. There are a few considerations before upgrading to Version 7, we strongly recommend you read the *Upgrading to PrintShop Mail Suite 7 Considerations* section of this document.

It is not recommended to do a software or product license upgrade to PrintShop Mail Web without testing it on a Test server first. It is very important that you test PrintShop Mail Web 7 on another server before upgrading your production server as **you cannot revert back to your old Product License once the new one is activated**.

If you are a PrintShop Web 2 user, not only you should test the latest version of PrintShop Mail Suite, but you should also test the upgrading procedure. That is, you should create a replica of your actual PrintShop Web installation on a test server, and then upgrade it to PrintShop Mail Web, logging every step along the way. As explained in the installation guide, create proper back up of all relevant files prior to the upgrade.

If you wish to upgrade your PrintShop Web 2 license to PrintShop Mail Web 7 and have a **valid OL Care** contract, simply send your request to your local Customer Care department to receive a Voucher and activate PrintShop Mail Web. Your request must include complete contact information and your dongle ID serial number. The dongle ID can be found under **Help | Upgrade Request**.

@ >> Americas: customercare@ca.objectiflune.com

@ >> Africa/Asia/Europe: customercare@eu.objectiflune.com

Once you completed your tests and received your voucher:

- Install Printshop Mail Web 7 on your production machine:
 - Stop all Services form the “Printshop Web Services Manager”
 - Run the Printshop Mail Web 7 installer
- Check if all services are started in the Printshop Mail Web Service Manager
- Run the first run (<http://localhost>). This will upgrade the database.
- Redeem the Voucher from PSM Web - **Settings | License | Voucher**
- Wait until you receive an activation code via email.
- Activate the dongle upgrade from PSM Web - **Settings | License | Activate Upgrade**

Upgrading to PrintShop Mail Web 7 Considerations

What do you need to know before upgrading to PSM Web 7

Before proceeding to upgrade to PrintShop Mail Web 7, we strongly recommend to go through the steps below and perform the upgrade on a Test environment before proceeding to your upgrade on the Production Server.

Important Note: Once you have activated/Upgraded your PrintShop Mail Software or USB Hardware Key (dongle), you cannot revert back to the previous version.

1. Read the PrintShop Mail Web Installation Guide.
2. Install and Test PrintShop Mail Web 7 on another server (Test Server) before upgrading the production server.
 - a. On the current Server, make sure that the Printshop Web 2 is updated to the latest version which is 2.2.1. If it is not, please do so before proceeding.
 - b. In settings – web design, make sure the default skin is set (otherwise nothing will appear, not even first run, after upgrade)
 - c. Create a backup of configuration files, production files, skin files and database (Refer to *PrintShop Mail Web Installation guide*, section 4, available in the [Resource Center](#)).
 - d. On the New Test Server, Install Printshop Web 2.2.
 - e. After the installation on the test server, restore the backed up configuration files, production files, skin files and database, thus making a replica of the current server. (Refer to the *PrintShop Mail Web Installation Guide*, section 4, available in the [Resource Center](#)).
 - f. Make sure all Services are running in the “Printshop Web Services Manager”
 - g. Run Printshop Web (<http://localhost>). The first run of Printshop Web will have detected a database and will ask you to “update” or “overwrite” the database. Choose to “update”. You now have a replica of your current Printshop Web server running.
 - h. Now you are ready to perform an update to Printshop Mail Web 7 on the “Test” server.
 - i. Stop all Services from the “Printshop Web Services Manger”
 - j. Run the Printshop Mail Web 7 installer
 - k. Check if all services are started in the PrintShop Mail Web Service Manager.
 - l. Run the first run (<http://localhost>). This will upgrade the database. At this point you should have successfully upgraded to Printshop Mail Web 7 on the Test server. Ensure that all resources and information have been updated correctly and make any adjustments in necessary.

Important Note: The user must take notes and log every step during the testing period in order to upgrade onto the Production Server with success. Once you are satisfied with the tests, then you are ready to upgrade to the Production Server and perform the steps j, k, l, mentioned above. Always make sure that you have a backup of the “C:\Program Files\PrintShop Web” folder.

NEW! Upgrade Request page

It is now possible to redeem vouchers, request quotes or purchase upgrades through the PrintShop Mail Suite software new Upgrade Page!

- Insert the PrintShop Mail Hardware USB key
- Start PrintShop Mail
- From the **Help** menu, select **Upgrade Request**
- Detailed information on the PrintShop Mail hardware USB key will be provided on the left hand side menu (similar information can be found in the Credit Information feature of the Help Menu).
- Select one of the options available

Select one of the following options:

- I would like to redeem a voucher**
If you have received a voucher number from Objectif Lune or your PrintShop Mail Suite supplier, select this option.
- I would like to request a quote**
If you would like to obtain a quote for PrintShop Mail Suite, upgrades or OL Care renewal, and be contacted by one of our sales agent, select this option.
- I would like to purchase upgrades, optional modules or renew my OL Care contract**
If you would like to purchase a credit or license upgrade, an optional module or renew your OLCare contract and proceed with your payment online using Paypal or by credit card, select this option.

Need Help?

If you need any assistance, contact [Customer Care](#).

Redeem a Voucher

In order to complete your upgrade that you've purchased or are entitled to, you will receive a voucher via email which you will then need to redeem.

- From PSM design, go to **Help | Voucher**, select the option to "Redeem a voucher" and enter the voucher code and then click on the button "Redeem your voucher",
- You will then receive an activation code via email,
- Select the activation code, Copy it,
- Open PSM design and paste the code under **Help | Activate Upgrade** (make sure that there are no blank spaces),
- Click on Activate (The Activation code is valid for the PrintShop Mail license originally used for the Upgrade request).

You can also redeem a voucher and activate an upgrade through PSM Web 7. Once you've logged in as an Administrator user, you can go to the Settings tab and then select License under the General menu settings.

Request a Quote

You may request a quote to upgrade your existing license or renew your OL Care directly from the new Upgrade Page. The options available for your PrintShop Mail Suite license will appear. Make sure your PrintShop Mail Suite hardware key is inserted into your workstation. Select the options you wish to receive a quote for, a request will be sent to your local sales office who will be contacting you within 1 business day.

Purchase Upgrade, optional modules or renew OL Care

You may purchase an upgrade and optional module or renew OL Care directly from the new PrintShop Mail Upgrade Page and proceed to your payment online!

Additional Information

- The PrintShop Mail Suite Version 7 will automatically include the PPML and VIPP options.



- All PrintShop Mail Suite hardware USB key will be flagged as cross-platform.

If the Activation fails, here are some hints to help you.

- Copy the upgrade code in Notepad to make sure the e-mail program hasn't reformatted the code. Delete any spaces, enters or other characters that may have been added by the e-mail client, then paste it in **Help | Activate Upgrade** from PSM design,
- Recheck the credit information: entering the same number twice will generate an error the second time,
- If you have more than 1 dongle, verify if you have the correct one. The code will specifically only work with the dongle the upgrade was requested with.

In case where you dongle is not detected and if there is no light on it, please make sure to install the drivers from <http://www.aladdin.com/support/hasp/hasp4/enduser.aspx>

Need Help?

Contact Technical Support

www.objectiflune.com/supportweb

Contact Customer Care

@ >> Americas: customercare@ca.objectiflune.com

@ >> Africa/Asia/Europe: customercare@eu.objectiflune.com