

# **Automation Engine 20**

Installation Guide v20 - WIP

06 - 2020

# Contents

- 1. Copyright Notice.....3**
- 2. How to Install Automation Engine 20..... 5**
  - 2.1. Before installing Automation Engine 20..... 5
  - 2.2. Types of Installations.....6
  - 2.3. How to perform the Automation Engine 20 System Readiness Check.....6
  - 2.4. How to install the Esko License Server..... 7
  - 2.5. How to install the Automation Engine Prerequisite Components..... 8
  - 2.6. How to install Automation Engine 20..... 9
  - 2.7. How to Install Pilot or Shuttle.....9
    - 2.7.1. Initial Configuration (Pilot)..... 11
  - 2.8. How to Open the Browser Client..... 12
    - 2.8.1. Initial Configuration (Browser Client)..... 12
- 3. How to Create a full Backup of Automation Engine 20..... 13**
- 4. How to Upgrade to Automation Engine 20..... 14**
  - 4.1. Before Upgrading to Automation Engine 20..... 14
  - 4.2. How to Create a Backup of your current Automation Engine.....15
  - 4.3. How to Perform the Automation Engine 20 System Readiness Check.....15
  - 4.4. How to upgrade the Esko License Server Components..... 16
  - 4.5. How to Upgrade the Prerequisite Components.....16
  - 4.6. How to Upgrade Automation Engine software..... 17
- 5. How to Upgrade onto a New Server Computer..... 18**
- 6. How to Repair an Automation Engine Server..... 19**
- 7. How to Uninstall Automation Engine server software.....20**
- 8. How to install the Configuration Manager..... 22**

# 1. Copyright Notice

---

© Copyright 2020 Esko Software BV, Gent, Belgium

All rights reserved. This material, information and instructions for use contained herein are the property of Esko Software BV. The material, information and instructions are provided on an AS IS basis without warranty of any kind. There are no warranties granted or extended by this document. Furthermore Esko Software BV does not warrant, guarantee or make any representations regarding the use, or the results of the use of the software or the information contained herein. Esko Software BV shall not be liable for any direct, indirect, consequential or incidental damages arising out of the use or inability to use the software or the information contained herein.

The information contained herein is subject to change without notice. Revisions may be issued from time to time to advise of such changes and/or additions.

No part of this document may be reproduced, stored in a data base or retrieval system, or published, in any form or in any way, electronically, mechanically, by print, photoprint, microfilm or any other means without prior written permission from Esko Software BV.

This document supersedes all previous dated versions.

PANTONE® Colors displayed in the software application or in the user documentation may not match PANTONE-identified standards. Consult current PANTONE Color Publications for accurate color. PANTONE® and other Pantone trademarks are the property of Pantone LLC. © Pantone LLC, 2015

Pantone is the copyright owner of color data and/or software which are licensed to Esko to distribute for use only in combination with Studio Visualizer. PANTONE Color Data and/or Software shall not be copied onto another disk or into memory unless as part of the execution of Studio Visualizer.

This software is based in part on the work of the Independent JPEG Group.

Portions of this software are copyright © 1996-2002 The FreeType Project ([www.freetype.org](http://www.freetype.org)). All rights reserved.

Portions of this software are copyright 2006 Feeling Software, copyright 2005-2006 Autodesk Media Entertainment.

Portions of this software are copyright ©1998-2003 Daniel Veillard. All rights reserved.

Portions of this software are copyright ©1999-2006 The Botan Project. All rights reserved.

Part of the software embedded in this product is gSOAP software. Portions created by gSOAP are Copyright ©2001-2004 Robert A. van Engelen, Genivia inc. All rights reserved.

Portions of this software are copyright ©1998-2008 The OpenSSL Project and ©1995-1998 Eric Young ([eay@cryptsoft.com](mailto:eay@cryptsoft.com)). All rights reserved.

This product includes software developed by the Apache Software Foundation (<http://www.apache.org/>).

Adobe, the Adobe logo, Acrobat, the Acrobat logo, Adobe Creative Suite, Illustrator, InDesign, PDF, Photoshop, PostScript, XMP and the Powered by XMP logo are either registered trademarks or trademarks of Adobe Systems Incorporated in the United States and/or other countries.

Microsoft and the Microsoft logo are registered trademarks of Microsoft Corporation in the United States and other countries.

SolidWorks is a registered trademark of SolidWorks Corporation.

Portions of this software are owned by Spatial Corp. 1986 2003. All Rights Reserved.

JDF and the JDF logo are trademarks of the CIP4 Organisation. Copyright 2001 The International Cooperation for the Integration of Processes in Prepress, Press and Postpress (CIP4). All rights reserved.

The Esko software contains the RSA Data Security, Inc. MD5 Message-Digest Algorithm.

Java and all Java-based trademarks and logos are trademarks or registered trademarks of Sun Microsystems in the U.S. and other countries.

Part of this software uses technology by Best Color Technology (EFI). EFI and Bestcolor are registered trademarks of Electronics For Imaging GmbH in the U.S. Patent and Trademark Office.

Contains PowerNest library Copyrighted and Licensed by Alma, 2005 – 2007.

Part of this software uses technology by Global Vision. ArtProof and ScanProof are registered trademarks of Global Vision Inc.

Part of this software uses technology by Qoppa Software. Copyright © 2002-Present. All Rights Reserved.

All other product names are trademarks or registered trademarks of their respective owners.

Correspondence regarding this publication should be forwarded to:

Esko Software BV  
 Kortrijksesteenweg 1095  
 B – 9051 Gent  
 info.eur@esko.com

## 2. How to Install Automation Engine 20

---

### 2.1. Before installing Automation Engine 20

---

Before you install Automation Engine 20 on your system, prepare or check these topics:

- Check the document *Pre-Installation IT Requirements Guide*, which is also a chapter in the Automation Engine Complete Manual, available on <http://help.esko.com/products/Automation%20Engine>.
- Install Automation Engine 20 on a "clean" system, where no Esko software has been installed yet. If any other version of Automation Engine was installed already, see the section *How to Upgrade to Automation Engine 20* on page 14.
- You will need the DVD: "**Automation Engine 20 installation**".

**Note:** If you downloaded the software from [MySoftware.esko.com](http://MySoftware.esko.com), you will need to mount the corresponding .iso files as virtual DVD, or unpack the .iso files first.

**Note:** Make sure you are aware **which type of installation** you are doing. This is explained in the next page, in *Types of Installations*.

- Your computer must meet the minimum requirements for the installation, as described on [www.esko.com/systemrequirements](http://www.esko.com/systemrequirements).
  - **Windows operating system:**
    - The windows OS on an AE server must be a "**Server**" type. The supported versions of the Microsoft Server OS are listed on <http://www.esko.com/systemrequirements>.

**Note:** Windows Server 2008 R2 is only supported for doing an upgrade from a previous version of Automation Engine. A new install on that OS is no longer supported.
    - The Windows OS must be a **64 bit**.
  - **Databases.** Automation Engine server software uses many databases. A standard installation installs the default supplied Microsoft SQL Express edition on the Automation Engine server.
    - The supported versions of Microsoft SQL Server are listed on <http://www.esko.com/systemrequirements>. In the Server Admin web page, use **Server Checks > Databases** to check if the installed database software is supported.
    - Automation Engine can use a full **SQL Server** instead of the default installed Express edition. Learn more about pro's and con's on [this page](#) in the chapter "*Pre-Install IT Requirements Guide*".
- You need **software licenses** for Automation Engine: a product key file. If you do not have a product key file yet, contact [Esko Support](#).
- You need **internet** access from that server computer.

- You need to have **Administrator** privileges.
- Make sure your anti-virus software is not blocking the installation or configuration.
- You may **not** have an IIS web server installed on your system.

## 2.2. Types of Installations

---

The installation procedure will ask you which type of installation you want to do.



**Attention:** Before making these decisions, first learn about the possibilities of different database servers on [this page](#) in the chapter [Pre-Install IT Requirements](#).

- **Standard Installation**

- **Automation Engine Master, Device Manager, or WebCenter OBGE.**

These installations also install the default supplied Microsoft SQL Express edition on the Automation Engine server.

**Note:** A **Device Manager** is a server software limited to communicating with CDI's or Kongsberg table devices. A **WebCenter OBGE** (On Board Graphics Engine) is a limited Automation Engine used to calculate the view files for an Esko WebCenter. This will typically be installed on the WebCenter Application Server.

- **Automation Engine Assistant.**

This installs an Automation Engine that you can (later) configure to be used as an Automation Engine Assistant. This option will *not* install a Microsoft SQL Express server.

- **Installation for use with an existing Microsoft SQL Server**

- **Automation Engine Master, Device Manager or WebCenter OBGE.**

These installations will use a remote SQL Server that is already available in the network. They will *not* install a Microsoft SQL Express server. For example: when you are installing an OBGE and you want it to use the SQL Server already used by your (full) WebCenter.



**Attention:** This type of installation includes an embedded mini database server engine. This embedded engine is not fit for production ; it is a temporary setup until you have chosen a different supported database engine.

## 2.3. How to perform the Automation Engine 20 System Readiness Check

---

Before you install Automation Engine 20, a System Readiness Check is required. This checks whether the operating system is suited for installing and running this Esko product.

1. On the DVD, in the section **Software installation**, click the type of installation that fits your purpose (as explained in [Types of Installations](#) on page 6).
2. In the section **Installation**, under **Instructions**, click **Run the Automation Engine Readiness Check**.
3. At the end of the **Readiness Check**, read the resulting messages carefully.

4. If the **Readiness Check** resulted in any problem, correct it before proceeding.
5. Click **Exit**.
6. Proceed to install the [Esko License Server](#).

## 2.4. How to install the Esko License Server

---

Use of the Automation Engine software is protected by licenses. These licenses are distributed as a product key file (in .HTML). To import the licenses into the Esko License Server, the product keys in the product key file must be activated using the **Activate Server Licenses** tool.

You need:

- A product key file for the Automation Engine 20 product components. If you do not have a product key file yet, contact [Esko Support](#).
- Internet access, to activate the licenses.
- An **Esko ID** in order to activate the licenses. Get one at <http://www.esko.com/licensing/CreateAccount>.

Follow these steps:

1. On the DVD, in the section **Installation**, under **Instructions**, click **Install the License Server Components**.
2. Install the Esko License Server by clicking **Install the Network License Manager**.
3. Follow the instructions of the installation wizard.
4. When the installation is finished, click **Network License manager > Network License Manager**.
5. **Local License Manager:** If you want to activate the license on your local computer (recommended in case of an Automation Engine Master), follow these steps:
  - a) In the **Esko Network License Manager**, click **Activate**.
  - b) Follow the instructions of the **Activate License Wizard**.
  - c) When asked how to activate the licenses, choose **on-line activation**.
  - d) When asked about the product keys, choose **I have a file containing one or more product keys**.
  - e) Click **Browse** to select the product key file.
  - f) When asked, fill in your **Account Name** and **Password**.
  - g) Click **Finish**.  
The licensed products you can use are now visible in the Esko License Server.
  - h) Close the License Manager and click **Go back** in the top-right corner of the page to return to the **Installation** page.
6. **Remote License Manager:** If you are using a remote license manager (typical in case of an Automation Engine Assistant), you only need to indicate where it is. Follow these steps:
  - a) In the **Network License manager**, open the **Help** menu and click **License client configuration**.
  - b) In the License Client Configuration window, in the field "**computer name of the License server**" type in the host name of the license server and click **Apply**.
  - c) Click **Exit**.
7. Now continue by clicking on [Install the prerequisite components](#).

## 2.5. How to install the Automation Engine Prerequisite Components

---

Depending on the products to be installed on this particular system, various components are required for installation. The installation wizard for these prerequisite components checks the licenses, lists the prerequisite components to install, requests confirmation for installation and then installs the required components.

The installation wizard installs the following components:

- **Microsoft Visual Studio Redistributables**
- **Esko CAD-X components** for Standard and Enterprise Editions.

**Note:** Do not install the CAD-X components when ArtiosCAD is already installed on that server.

- **Database Engine for the Automation Engine** components (if you choose a **Standard** Automation Engine Installation)

Follow these steps:

1. On the DVD, in the section **installation**, click **Install the Prerequisites Components**.
2. Follow the instructions of the installation wizard.
3. When you choose a **Standard** installation, when asked to enter a password for the SQL Server, click **Use Default** to use the default **sa** password. Or you can enter a **Password**, confirm it and click **Use Password** to use a different password, for example because of "Strong Password" requirements.

**Note:** During the pre-installation of the Database Engine for Automation Engine, the Microsoft .NET Framework 4.6.1 will be installed. You may get a warning saying that the system needs to be rebooted, followed by a fatal error "The SQL Server instance is not installed". If this happens, reboot your server and install the prerequisites again.

4. The installation wizard will ask you to close all Esko applications. Click **Yes** when asked **Ready to continue?**
5. Follow the instructions of the installation wizard.
6. Click **Continue**. Click **Yes** in the **Installshield Wizard Complete** message window.
7. Depending on your activated licenses, the **Automation Engine Prerequisite Components First Installation** process may ask you separately about the **CAD-X** component installation for both the Standard Edition component and the Enterprise Edition component. In both cases, click **Yes** when asked **Ready to continue?**
8. Follow the instructions of the installation wizard.
9. Click **Exit**.  
You will be redirected to the installation page to continue with the next step.



## 2.6. How to install Automation Engine 20

---

1. After running the **System Readiness Check** and installing the **License Server Components**, when all prerequisites are fulfilled, you can start the installation.
2. Click the **Install Automation Engine 20** link on the installation page. The **Automation Engine 20 Software Installation** wizard will open up.
3. Follow the instructions of the installation wizard.
4. Read the **Software and Data license agreement** carefully and select **Yes, I accept the license agreement**.
5. When asked to select the products to install on this system, select **Automation Engine 18.1.1**.  
The group **Common Components** cannot be deselected and will be installed on all systems.
6. Select the **Destination Folder** for the chosen products or accept the defaults.
7. Follow the instructions of the installation wizard.
8. At the end of the installation, click **Finish**.

The pre-installation task checks the password complexity rules and domain policies. If the default password for the **BGSYSTEM** user does not fulfill the requirements, a pop-up dialog requests a password.

During installation, only a **BGSYSTEM** user is created. This user will be used as Automation Engine **System Account** (you can choose to change it later using [the System Account page](#)). A clean installation ends with two empty local user groups: **BGUSERS** and **BGADMIN**. Add the **BGSYSTEM** user to the **BGADMIN** local user group.

**Note:** Learn more about [Users and Groups](#) in the separate chapter [Pre-Install IT Requirements](#).

After installation of Automation Engine, a shortcut named "**Automation Engine Client Apps**" is put on the desktop of the server computer.

Double-click this shortcut to open the Automation Engine **Client Apps** web page in your default browser.

This page describes the two types of Client Applications:

- Desktop client applications (Pilot or Shuttle): These need to be installed on each workstation where you want to use Automation Engine.
- Browser based client applications: These run inside a browser and do not need to be installed.

## 2.7. How to Install Pilot or Shuttle

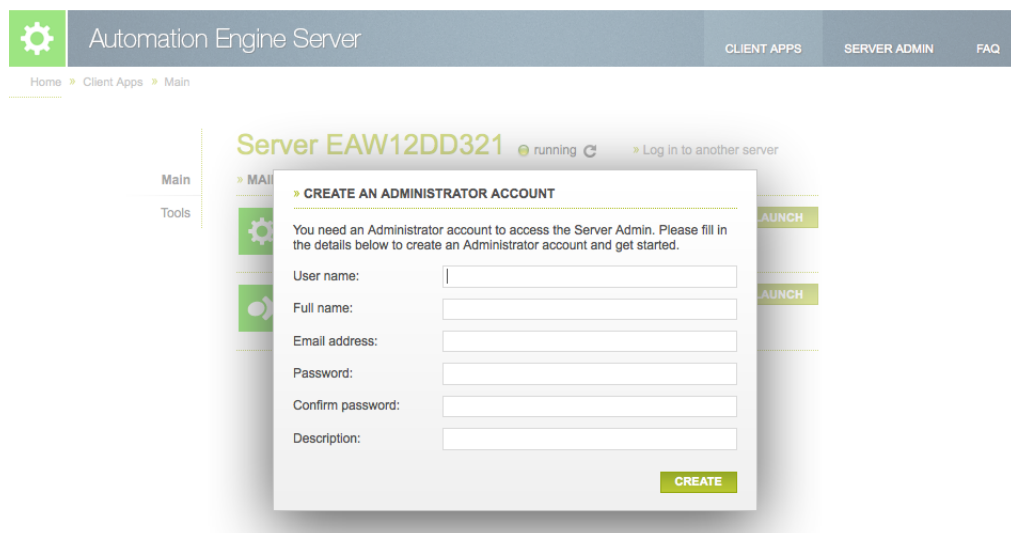
---

The Automation Engine client software is distributed via the **Server Web Page**.

**Note:** Whenever your Automation Engine server is updated, the Pilot or Shuttle will request an update. The automatic update mechanism alerts you to update when hot-fixes and minor version updates (for example 18.1 to 18.1.1) are available. If you are doing a major version upgrade (for example: 18.1 to 20), you need to re-install the client applications (and when ready, remove the old ones).

**Note:** Installing the Pilot is shown in detail in one of the old eLearning modules offered in on <https://docs.esko.com/docs/en-us/automationengine/18/quickstartguide/home.html> (example on Windows).

1. Open your web browser and go to `http://servername:9999/` or `http://servername`, where `servername` is the name of the computer running the Automation Engine server software.
2. The first time you install one of the client applications, you will be asked to create an **Administrator** account.



Once you have created the **administrator account**, you will be directed to either

- the tab "**Client Apps**" where you can download Client Applications if you did install a Standard Automation Engine.
- or to the **Create Automation Engine Database** page if you did install an **Automation Engine Master for use with an existing Microsoft SQL Server**. This is where you then need to configure and create your Automation Engine databases.

In the **Create Automation Engine Database** window, select your **Microsoft SQL Server** and **Instance** name, type in the **sa** password and type in the **Database folder** and either

- click **create** to start the automatic creation and configuration of the databases,
- or, if you want to create and configure the databases manually, click **Continue using embedded databases**.



**Attention:** It is not supported to use Automation Engine with embedded databases in a production environment.

Learn more about creating databases for Automation Engine in [Creating a Database](#). Learn more about configuring an Automation Engine database in [Automation Engine Database](#).

After creation and configuration of the databases, you will be redirected to the **Main** page of the tab "**Client Apps**", where you can download the client applications.

3. Click **Download**.
4. Start the installation by double-clicking the downloaded executable.
5. Follow the instructions of the installation wizard.
6. Read the **Software and Data license agreement** carefully and select **Yes, I accept the license agreement**.
7. Follow the instructions of the installation wizard.
8. At the end of the installation, click **Finish**.
9. Double-click the **Automation Engine Pilot** or **Shuttle** shortcut on the desktop.
10. Fill in the **User name**, **Password** and **Server Name**. You can here use the administrator account that you created earlier. Click **OK**.  
The Pilot or Shuttle will start up.

### 2.7.1. Initial Configuration (Pilot)

After an initial installation of Automation Engine, you typically want to configure a minimal setup that includes:

- **Containers.** Define which existing or new data shares contain the data that Automation Engine will be able to work with.

Learn more in [Containers](#).

**Note:** An initial installation already creates an **ExampleJobContainer** on the disk where you installed the server software.

- **Users.** An initial installation creates a default user and user group.

Learn more in [Accounts Views](#).

- **Task Cleanup Rules:** This is needed to avoid that your tasks database becomes too large and then slows down your server.

**Note:** A new installation will also have created a default Task Cleanup rules. Learn more about changing or adding such rules in [Task Cleanup Rules](#).

- **Temporary data.**

Automation Engine creates a lot of temporary data on the folder defined by the Windows variable %BG\_TMP. The folder where this variable is set to should be a fast drive with >50 GB free space.

By default this is installed on the same drive as where the software is installed. In case that disk threatens to fill up, we advise to redirect that variable to another place. Learn how to do this in [this KB article](#).

## 2.8. How to Open the Browser Client

---

To open the Automation Engine browser client, open a web browser on your workstation and go to `http://servername:9000`, where `servername` is the name of the computer running the Automation Engine server software.

**Important:** When your browser client is not using HTTPS in its communication with the AE server, the log in dialog will mention this and refer to [this KB article](#) that explains how to set up using HTTPS.

**Note:** Configuring an Automation Engine browser client is shown in [the eLearning module about Installation and Configuration](#). This eLearning module is a summary of what is described in [the chapter 'Post-Install Configuration'](#) in this manual.

### 2.8.1. Initial Configuration (Browser Client)

After an initial installation of Automation Engine, you typically want to configure a minimal setup that includes:

- **Containers**

At first sign in to the browser client, you will be asked to define a **Data Container**. Define which existing or new data shares contain the data that Automation Engine will be able to work with.

**Note:** An initial installation already creates an **ExampleJobContainer** on the disk where you installed the server software.

- **Users**

At first sign in to the browser client, you will also be asked to create an administrator user.

**Note:** The others can later be created via the menu **Admin > Users**.

- **Task Cleanup Rules**

The product preparation tasks that run on the server will be cleaned up automatically by default 'Task Cleanup rules'.

- **Temporary data.**

Automation Engine creates a lot of temporary data on the folder defined by the Windows variable `%BG_TMP`. The folder where this variable is set to should be a fast drive with >50 GB free space.

By default this is installed on the same drive as where the software is installed. In case that disk threatens to fill up, we advise to redirect that variable to another place. Learn how to do this in [this KB article](#).

## 3. How to Create a full Backup of Automation Engine 20

---

You can create backups with the tools available in **Server Admin** section of the **Automation Engine Server Web Page**.

These tools are documented in the page [Backup](#) of the chapter [Automation Engine Server Management](#).

## 4. How to Upgrade to Automation Engine 20

---

You need to upgrade to Automation Engine 20 in the following order:

1. [Create a backup of your current Automation Engine.](#)
2. [Perform the System Readiness Check.](#)
3. [Upgrade the License Manager.](#)
4. [Upgrade the prerequisite components.](#)
5. [Upgrade the Automation Engine software.](#)

### 4.1. Before Upgrading to Automation Engine 20

---

Before you upgrade to Automation Engine 20, prepare the following:

- Check the document [Pre-Install IT Requirements](#), a separate chapter in [the Automation Engine complete manual](#).
- You will need the DVD "**Automation Engine 20 installation**".

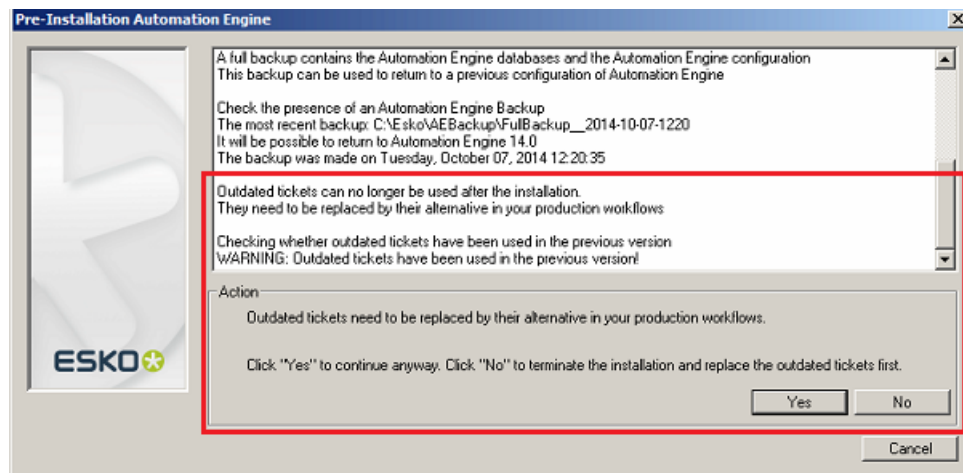
**Note:** If you downloaded the software from [MySoftware.esko.com](http://MySoftware.esko.com), you will need to mount the corresponding .iso file as virtual DVD.

- You must have a working version of **Automation Engine 16** or higher.
- Your computer must meet the minimum requirements for the installation, as described on [www.esko.com/en/SystemRequirements](http://www.esko.com/en/SystemRequirements).



**Attention:** Make sure to check that the version of SQL Server that your previous AE version was using as database server is still supported.

- You need a product key file for the upgrade (every new major version requires a new license set). If you do not have a product key file yet, contact [Esko Customer Support](#).
- Use [Status Overview](#) to make sure no more users are connected or using the system.
- The upgrade will check if you are still using tasks that have become **Outdated** in the version that you are installing. If any are found, you will have the chance to abort the installation. Learn more about such tasks in [Outdated and Soon Outdated Tasks in this Version](#).



- Reboot the server before upgrading Automation Engine.

## 4.2. How to Create a Backup of your current Automation Engine

---

As an extra security measure, we advise to create a backup of your current version of Automation Engine before upgrading.

- When your current version is 14.0 or higher, make a backup as described in [Backup](#) (in the chapter [AE Server Management](#)).
- When your current version is 12.x,
  - first make a backup as described in [Backup](#),
  - then upgrade to either 14.x or 16.0,
  - then again make a backup and then upgrade to 18.x
- When your version is 10 or lower, contact [Esko Customer Support](#).

## 4.3. How to Perform the Automation Engine 20 System Readiness Check

---

1. On the DVD, in the section **Installation**, under **Instructions**, click **Run the Automation Engine Readiness Check**.  
Learn more in [How to perform the Automation Engine 20 System Readiness Check](#) on page 6.
2. Proceed to install the **Esko License Server**. Click **Install the License Server Components**.

## 4.4. How to upgrade the Esko License Server Components

---

The Automation Engine 20 product is protected by (new) licenses. These licenses are distributed as a product key file (a .HTML file). To import these new licenses into the Esko License Server, you must first upgrade the Esko License Server components.

1. On the DVD, in the section **Installation**, click **Install the License Server Components**.
2. Follow the instructions of the installation wizard.  
During the upgrade of the **Network License Manager**, the current Esko License Server will be stopped temporary, during which the currently used licenses will be unavailable.
3. When the installation has finished, click **Load the new licenses**.
4. In the **Load new licenses** window, click **Activate Server Licenses**.
5. In the **Network License Manager**, click **Activate**.
6. Follow the instructions of the **Activate License Wizard**.
7. Select **on-line activation**.
8. Select **I have a file containing one or more product keys**.
9. Click **Browse** to select the product key file.
10. Fill in your **Account Name** and **Password**.
11. Click **Finish**.  
The licenses for the upgraded products are now listed in the License Manager.
12. Close the License Manager and click **Go back** in the top-right corner of the page.
13. Click on **Continue with the installation of the prerequisite components** link.

## 4.5. How to Upgrade the Prerequisite Components

---

Follow these steps to upgrade the **Prerequisite Components**:

1. On the installation page, click **Install the prerequisite components**.
2. Follow the instructions of the installation wizard.
3. The installation wizard will ask you to close all Esko applications. Click **Yes** when asked **Ready to continue?**
4. Follow the instructions of the installation wizard.
5. Click **Continue**. Click **Yes** in the **Installshield Wizard Complete** message window.
6. **Automation Engine 20 Prerequisite Components Installation** window will ask you about **CAD-X** component installation, both 'Standard' and 'Enterprise'. Click **Yes** if ArtiosCAD is not installed.
7. Follow the instructions of the installation wizard
8. Click **Exit**.  
You will be redirected to the installation page to continue with the next step.



## 4.6. How to Upgrade Automation Engine software

---

After the upgrade of the prerequisite components, your system is ready to upgrade to Automation Engine 20.

1. Click on the **Install the Esko Software 20 Automation Engine** link on the installation page. The Automation Engine 20 Software Installation wizard will open up.
2. Follow the instructions of the installation wizard.
3. Read the **Software and Data license agreement** carefully and select **Yes, I accept the license agreement**.
4. When asked to select the products to install on this system, select **Automation Engine 20**. The group **Common Components** cannot be deselected and will be installed on all systems.
5. Follow the instructions of the installation wizard.
6. Select the **Destination Folder** for the chosen products or accept the defaults.
7. During the pre-installation this question will appear "If you continue Automation Engine <number-of-the-new-version> will be installed but it may not be possible to return to <number-of-your-current-version>. Do you want to continue the installation anyway?". Answer **Yes**.
8. Follow the instructions of the installation wizard.
9. At the end of the installation, click **Finish**.
10. Now install Automation Engine Client Applications. Learn more in [How to Install Pilot or Shuttle](#) on page 9.

## 5. How to Upgrade onto a New Server Computer

---

These are the typical cases when you want to change the hardware (computer) of your Automation Engine server:

- You decided yourself that the server computer needs to be updated, usually for performance reasons.
- Your server computer no longer matches Esko's requirements for an Automation Engine server. A typical case is when the Windows OS is no longer supported.

For example: Automation Engine 16 server is no longer supported on Windows 2003 or Windows 2008 RTM 32/64bit. If your server runs Windows 2003 or Windows 2008 RTM 32/64bit, the hardware will also be too old by now to use it for such a vital production tool. This means you will most probably not change the OS on that old server but install Automation Engine on a *new* computer with a recent Windows OS. For a list of supported OS, see <http://www.esko.com/systemrequirements>.

**Attention:**

- From Automation Engine 18.0 on, Windows 2008 R2 will no longer be supported for new installations. However, it will still support Windows 2008 R2 for upgrades.
- A next version of Automation Engine will not support Windows 2008 R2 anymore.

**Note:** Your new server computer can have a different name than the old server computer.

To move your Automation Engine server configuration to a new server, follow these main steps:

### 1. Install Automation Engine on the new server

First you install Automation Engine on this 'virgin' new server. Follow the standard procedure as described in [How to Install Automation Engine 20](#) on page 5.

### 2. Backup your old server config, using the backup tool from your old Automation Engine server software

To get the configuration of your old server onto your new one, use the backup tool that is offered in the **Automation Engine Server Web Page** of the old server (go to `http://<name-of-your-OLD-server>:9999/` and sign in).

### 3. Restore that backup on your new Automation Engine server.

To do this, use the **Restore** function as documented in [Restore](#).

## 6. How to Repair an Automation Engine Server

---

You typically need to repair a system when software program files got deleted or became corrupt. For example a virus can cause such damage.

**Note:** Only Automation Engine components of the same version as the one on the DVD can be repaired/re-installed.

To repair the Automation Engine 20 software, proceed as follows:

1. Open the **Automation Engine Software Installation** window:
  - If you insert the distribution DVD into the DVD drive, or mount the corresponding .iso file, the window appears automatically.
  - If you unpacked a downloaded .iso file, or if the window doesn't open automatically, double-click `setup.exe` in the root folder.
2. Select the installation language.
3. Click **Proceed to the installation**.
4. Click **Repair / re-install Automation Engine** and **Choose** which component you want to repair.

## 7. How to Uninstall Automation Engine server software

---

When you uninstall a version of Automation Engine, only that Automation Engine server software and the configuration of that version is removed. Also the "**DeskPackContainer**" is removed. Resource files like color data, fonts or curves are not touched.

You can choose to uninstall the current version or an older version.

**Note:** Although technically not required, it is a good standard practice to make a *backup* of your current configuration before doing an uninstallation.


Esko Software - June 2020 Automation Engine Software Installation
— □ ×

File Help

← → × ↻ 🏠

## Esko Software

Design and Pre-Production Software



**Esko Software - June 2020 - Automation Engine 20.0 (June 13, 2020)**

**Introduction**

**Software Installation**

**Installation & Configuration Manuals**

**Released versions**

**Extra**

**Software Uninstallation**

## Automation Engine 20.0 Installer

**Automation Engine 14.x uninstallation**

Click the following link to uninstall Automation Engine 14.0 and 14.1 (Suite 14 Assembly 1, 2, 5 or 7) components:

- [Uninstall Automation Engine 14.x components](#)

**Automation Engine 16.x uninstallation**

Click the following link to uninstall Automation Engine 16.0 and 16.1 (Suite 16 Assembly 1 or 2) components:

- [Uninstall Automation Engine 16.x components](#)

**Automation Engine 18.x uninstallation**

Click the following link to uninstall Automation Engine 18.0 and 18.1 (Suite 18 Assembly 1 or 2) components:

- [Uninstall Automation Engine 18.x components](#)

**Automation Engine 20.0 uninstallation**

Click the following link to uninstall Automation Engine 20.0:

- [Uninstall Automation Engine 20.0](#)

-

For more information on the uninstall procedure, consult the [software installation documentation](#).

21

## 8. How to install the Configuration Manager

---

The **Configuration Manager** tool collects a lot of data regarding software versions, hotfixes, OS etc. This information can be useful for Esko customer support. It can also alert you on expiring licenses.

Only install the **Configuration Manager** if there is no **Configuration Manager** active on your network yet. **There can only be one Configuration Manager** active on the network.

How to install the **Configuration Manager** is described in its own (installation) manual. Find it on <http://help.esko.com/products/Configuration%20Manager>.