PRYSM®

Prysm Software Upgrade Guide (Windows 10 Appliances)

Release 2.12.6

September 2018

520-00124-00 Rev 04

Notices

TRADEMARK ACKNOWLEDGMENT

PATENTS

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WARRANTY

ABOUT PRYSM

Prysm is a leading provider of cloud-based, digital-canvas solutions to many of the world's largest global enterprises. The Prysm digital workplace platform drives a new era of digital transformation and enterprise agility. By enabling individuals and teams to explore all their data, content, applications and tools on hyper-visual, always-on digital canvases, Prysm ignites innovative thinking, drives decisions, accelerates productivity and transforms presentations into experiences. Customers using Prysm benefit from an open, enterprise-grade solution that integrates with existing collaboration tools and scales to hundreds or thousands of users, while meeting advanced security requirements.

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This guide describes how to upgrade a Windows 10 Prysm appliance from Prysm Software Release 2.11 or above to Prysm Software Release 2.12.6.

> **Note:** This guide only applies to Prysm software installations that use the Prysm Hosted Cloud. It does not apply to Prysm software installations that use a Customer Hosted Cloud server.

Before you start

- Prysm Release 2.12.6 has been tested for use with Windows 10 Feature Version 1709, 1803, and higher. For appliances that are running Windows 10 Feature Version 1703 and lower, we recommend using Release 2.12, or updating to Windows Feature Version 1709 or higher. Refer to the Prysm System Compatibility with Windows 10 Feature Versions bulletin for instructions on updating the Windows Feature Version.

Required software files

For your Windows 10 operating system, you will need one of the following installation files:

> **Link to software:**
> - 450-00020-00 Rev 06 2.12.6 Win10 - English.zip ⬈
> - 450-00021-00 Rev 06 2.12.6 Win10 - ALL.zip ⬈

Related documents

See the following documents to complete the upgrade:

- Prysm Scheduled Tasks Configuration Guide

Three-part upgrade process

1. Upgrade your Prysm appliances. (See sections 1 through 11.)
2. Go to Prysm Admin Portal (admin.prysm.com), and upgrade account and deployment settings to enable new features and functions. (See sections 12 and 13.)
3. Test Prysm functionality. (See section 14.)

1. Copy SMTP information

If you have configured a custom SMTP configuration in your environment, that information is contained in the **synthesis.exe** configuration file. Because custom mail settings are not maintained during upgrade, you must retain this information prior to performing the installation.

1. Open **C:\Synthesis\synthesis.exe** in a text editor.
2. The following image shows the default mail settings.

3. If you have customized the mail settings for your environment, copy and save the settings so you can update email configuration after upgrading the Prysm software (see Update SMTP Information).
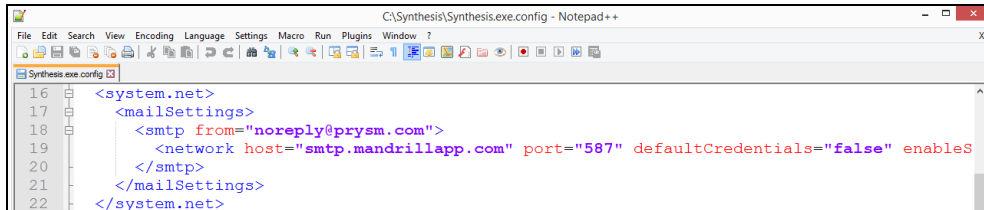
2. Download and extract upgrade package

1. Download the selected upgrade package:
   - 450-00020-00 Rev0.x PAS Win 10 Appliance 2.x Upgrade - English.zip
   - 450-000021-00 Rev0.x PAS Win 10 Appliance 2.x Upgrade - All Lang.zip
2. Right-click the upgrade package and select **Properties > Unblock > Apply**.
3. Right-click the upgrade package again and select **Extract All > Extract**. Extract the file to a new folder called **Prysm 2.1x Upgrade**.
4. If prompted for a password, enter **Geronim0123**.
5. Verify that the selected upgrade file listed in step 1 is in the **Prysm 2.1x Upgrade** folder.

3. Upgrade capture card drivers

> **Note:** If you are upgrading from Prysm software release 2.12, verify that your drivers in the **C:\Tools\Drivers\Capture Card Drivers\Yuan** folder match following names exactly. If they do, you can skip this section and move on to the Install the approved Nvidia driver section.

1. On the appliance, navigate to **C:\Tools\Drivers\Capture Card Drivers\Yuan**. If a folder named **Archive** isn't there, create it.
2. Move the files in **C:\Tools\Drivers\Capture Card Drivers\Yuan** to **C:\Tools\Drivers\Capture Card Drivers\Yuan\Archive**.
3. Move the following files from **Downloads\Prysm 2.1x Upgrade** to **C:\Tools\Drivers\Capture Card Drivers\Yuan**:
   - DRIVER.QP0203.PRYSM_YS - 400-00228-00_V1.1.0.179.3
   - DRIVER.SA7160.PRYSM_YS - 400-00229-00_V1.1.0.179.0

4. In **C:\Tools\Drivers\Capture Card Drivers\Yuan**, double-click each of the following files to install:
   - DRIVER.QP0203.PRYSM_YS - 400-00228-00_V1.1.0.179.3
   - DRIVER.SA7160.PRYSM_YS - 400-00229-00_V1.1.0.179.0
5. Restart the appliance.

4. Install the approved Nvidia driver

> **Note:** If you verify that your driver already in the **C:\Tools\Drivers\Nvidia Drivers** folder exactly matches the name in step 3 below, you can skip the steps in this section and move on to the Repair Surface Runtime section.

1. On the appliance, navigate to **C:\Tools\Drivers\Nvidia Drivers**. If a folder named **Archive** isn't there, create it.
2. Move the files in **C:\Tools\Drivers\Nvidia Drivers** to **C:\Tools\Drivers\Nvidia Drivers\Archive**.
3. Move the following file from **Downloads\Prysm 2.1x Upgrade** to **C:\Tools\Drivers\Nvidia Drivers**:
   - 400-00279-00_v377.83 - NVIDIA Quadro win10 64bit international-whql.ex

> **Note:** The driver file **400-00279-00_v377.83 - NVIDIA Quadro win10 64bit international-whql.ex** is Prysm's approved driver version for Windows 10. If the appliance's driver version is ever in question, verify that it matches this approved driver version.
>
> Be aware that the Windows 10 installer will overwrite Prysm's approved driver every time you update Windows 10 from Feature Version 1709 forward. So if you update to Windows 10 Feature Version 1709, and you perform the steps to replace Microsoft's driver with Prysm's approved driver, any time you update to the next Feature Version, it will overwrite Prysm's approved driver and you will have to reinstall it.

4. Right-click **400-00279-00_v377.83 - NVIDIA Quadro win10 64bit international-whql.ex**, and select **Open**. Follow the prompts, such as **OK** and **Agree and continue**.
5. Choose custom installation.
6. Uncheck the following options:
   a. 3D Vision Controller Driver
   b. 3D Vision Driver
   c. Nvidia WMI
   d. nView
7. Check **Perform Clean Installation** at the bottom of the window.
8. Restart the appliance.

5. Repair Surface Runtime

To repair Surface Runtime, follow these steps:

1. On the appliance, navigate to **C:\Tools\Prereqs**.
2. Double-click **Surface Runtime**.
3. In the Surface Runtime dialog box, click **Repair**.

6. Upgrade Prysm software and components

1. Navigate to **Downloads\PAS Appliance 2.1x Upgrade**.
2. To upgrade a Prysm Application Appliance, select and double-click the selected package for the appropriate location:
   - **SynthesisClientInstaller-EN-2.X.msi** – Synthesis 2.X North America client software (450-00186-00)
   - **SynthesisClientInstaller-ALL-2.X.msi** – Synthesis 2.X International client software (450-00187-00)
3. Follow the Synthesis Setup Prompts and accept the License Agreement.
4. The Synthesis Dependencies prompt will identify any missing software. If no software is missing, all components should show **Verified** and allow you to select **Next**.
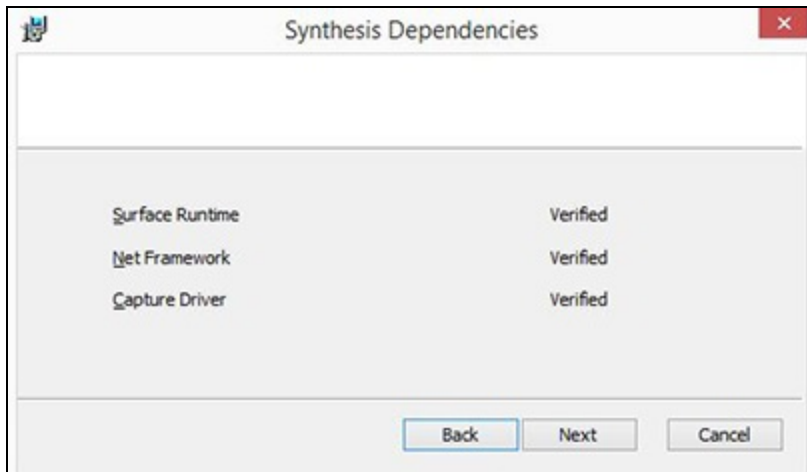
5. If any software is **Missing**, the installer will stop and require you to update the missing software. If there are no missing software indications, unverified drivers, or error messages, the installation is correct. Skip Step 6 and continue to Step 7.

6. If you see **Missing** messages, reinstall these software packages as necessary:
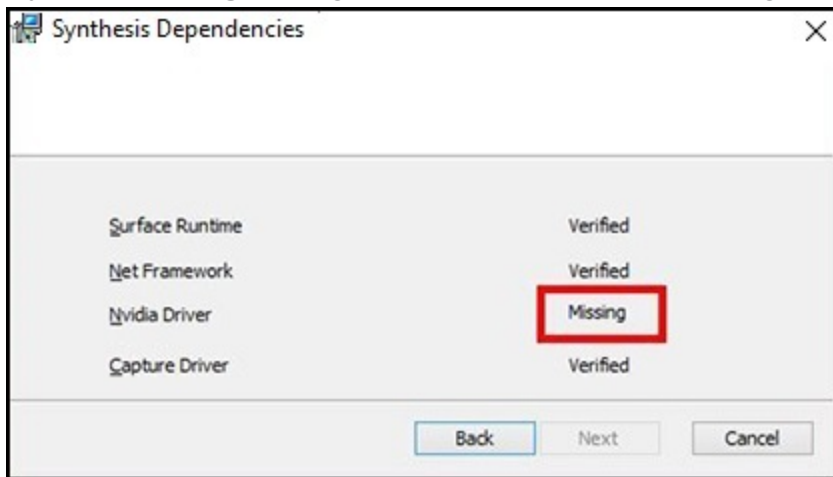
    a. Surface runtime: In **C:\Tools\Prereqs**, double-click to run and repair.

   b. dotNet: In **C:\Tools\misc\DotNetRev452\...,** double-click **dotNetFx35setup** to launch the installer. Follow the installation prompts.

    c. Nvidia driver: In **C:\Tools\Drivers\Nvidia Drivers**, double-click the driver to install.

    d. Yuan drivers: In **C:\Tools\Drivers\Capture Card Drivers\Yuan**, double-click the two drivers to install.

7. After the dependencies are verified, follow the prompts to complete the installation.

7. Update SMTP information

If you have a custom SMTP configuration for email in your environment, and you copied that from the synthesis.exe configuration file in the Copy SMTP information section, you must update the file with the information you need. Because custom mail settings are not maintained during upgrade, you must make note of this information prior to performing the installation.

1. Open **C:\Synthesis\synthesis.exe** in a text editor.
2. The following image shows the default mail settings.
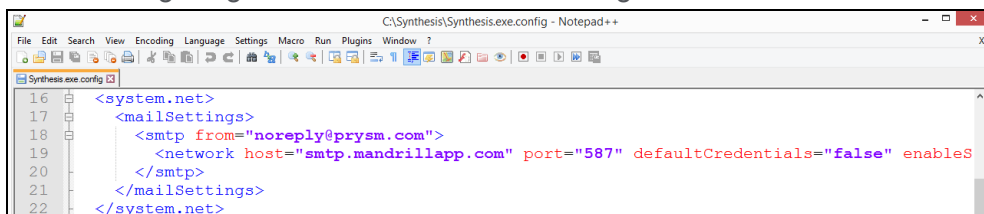
3. Customize the mail settings for your environment as desired.

8. Run the Prysm Scheduled Tasks (PST) script

> **Note:** Before running this script, be aware that it does not preserve any custom timings.

> **Tip:** If you are upgrading from Prysm Release 2.12.4 or 2.12.5, you don't need to perform the steps in this section.

1. Navigate to **C:\Tools\Prysm Scheduled Tasks**.
2. Right click on **PST Script RevXX.bat** and select **Run as Administrator**.
3. Press any key to continue and begin the script.
4. When prompted with **Are you sure you wish to proceed (Y/N)?**, enter **Y** to continue.
5. Choose a configuration (1/2):
   a. Enter 1 for **LCD**.
   b. Enter 2 for **LPD**.
6. When prompted, choose a task state (1/2):
   a. Enter 1 for **Enabled**.
7. When you see notification that the script is complete, review the script activity log to ensure proper execution and then press any key to close the window and exit.

9. Move the Icons folder

> **Tip:** If you are upgrading from Prysm Release 2.12.4 or 2.12.5, you don't need to perform the steps in this section.

1. In the upgrade package, find the **Icons** folder.
2. Copy the **Icons** folder to this location: **C:\Tools\Experience**

10. Update the Synthesis shortcut for the taskbar

> **Tip:** If you are upgrading from Prysm Release 2.12.4 or 2.12.5, you don't need to perform the steps in this section.

1. Right-click the Windows taskbar **Synthesis** icon.
2. Right-click **Synthesis** and select **Properties**.
3. Change the Shortcut target to **C:\Windows\System32\cmd.exe /c C:\Synthesis\Startup.bat**.
4. Make sure **C:\Synthesis** is in the **Start In** field.
5. Click the **Change Icon** button at the bottom.
6. Select **Browse** and navigate to **C:\Tools\Experience\Icons**.
7. Select the **Synthesis** icon.
8. Click **OK**, click **Apply**, and click **OK** again.

11. Update the Synthesis shortcut for the Start menu

> **Tip:** If you are upgrading from Prysm Release 2.12.4 or 2.12.5, you don't need to perform the steps in this section.

1. Use the **Run** command to open location
   C:\Users\Prysm\AppData\Roaming\Microsoft\Windows\Start Menu\Programs.
2. Delete the existing **Synthesis** shortcut.
3. Move the **Synthesis** shortcut from the upgrade package.

> **Note:** If you prefer to complete this process manually, follow these steps instead of 1 through 3 above:
>
> 1. Use the Run command to open location
>   **C:\Users\Prysm\AppData\Roaming\Microsoft\Windows\Start Menu\Programs**.
> 2. Right-click the **Synthesis** shortcut and select **Properties**.
> 3. Change the Shortcut target to **C:\Windows\System32\cmd.exe /c**
>   **C:\Synthesis\Startup.bat**.
> 4. Make sure **C:\Synthesis** is in the **Start In** field.
> 5. Click the **Change Icon** button at the bottom.
> 6. Select **Browse** and navigate to **C:\Tools\Experience\Icons**.
> 7. Select the **Synthesis** icon.
> 8. Click **OK**, and click **Apply**.

12. Update the settings template

Depending on which previous release you are updating from, you might need to update your settings template.

1. Go to Prysm Admin Portal (admin.prysm.com).
2. From the Accounts page, find the account that you want to modify and click **Impersonate**.
3. Update the settings profile.
   a. From the Deployments page, find the deployment that you want to modify and click **Edit**.
   b. From the Settings page, find the settings profile assigned to the appliance and click **Edit**.
   c. Select the **Merge Settings** button.
   d. Select the **2.X Settings Template**.

e. Select **Save**.

13. Update the deployment for new features

Previous Prysm releases have included new features that you might need to enable in your deployment. See Prysm's Help Center to learn more about features you'll want to enable and use, and see the Release Notes to understand when the features were released.

14. Test Prysm functionality

Complete the following tasks to verify that the Prysm software upgrade was successful. If any of the functional tests fail, email support@prysm.com.

Tests to Perform	Steps and Desired Results
Launch Prysm and verify the wall unlock code, if applicable.	1. Select the Synthesis.exe shortcut on the desktop to launch Prysm. 2. If Wall Unlock for the Prysm iPhone app is enabled, verify that the unlock code is displayed on the Welcome screen. Sign in to Prysm using the iPhone app.
Test Prysm Go.	1. Using Sketch and Connect Device, confirm basic live source and whiteboard functionality.
Sign in to Prysm, open a project, and then open a workspace.	1. As a basic user, sign in and open the projects page. 2. Verify that the project cards load and that the scale of the cards is correct.
Test sketchboard functionality.	1. Add a sketchboard to the stage. 2. Test annotations, highlighting, and background colors.
Verify enterprise identity provider authentication.	If using an enterprise identity provider, work with the Org Admin to verify that single sign-on works as expected on a Prysm display and in Prysm for Web.

Tests to Perform	Steps and Desired Results
Load a Co-browser via the hex menu.	1. On a Prysm display, select a workspace and use the touch menu to select **Web Browser** > **Co-browser**. 2. Toggle **Group Participation ON** in the co-browser. 3. Sign in to the same workspace in Prysm for Web and verify you can view and interact with the co-browser.
Use the annotation tools on content.	1. In a workspace, add content such as a web browser, whiteboard, or project file. 2. Select the content and test the annotation tools on the content.
Load a live source.	1. In a workspace, launch the touch menu. 2. Navigate to a live source and confirm that it appears on the display.
Share live sources and verify shared source streaming values.	1. Open Prysm, sign in to a project, and open two live sources on the display. If possible, connect sources using Apple AirPlay and Google Cast. 2. Share the live sources, then sign in to the same project using Prysm for Web or using another display, and verify that the sources are shared. 3. From the source, enter the keys **Ctrl** + **Shift** + **s** to display the streaming statistics for the streams. These should match those you configured through Prysm Admin Portal (admin.prysm.com) for live sources. 4. Run the command line streaming tools to test stream performance. See the Prysm Software Administration Guide for information about streaming tools. 5. Stop the shared sources when complete.
If you added a web-based file storage provider, verify that you can access Files as expected.	1. Do you use thumb drives, network drives, Microsoft OneDrive for Business, Box.com, Dropbox, or Google Drive? 2. Are these functioning properly?
Load a web page via the hex menu.	1. In a workspace, from the touch menu (hex menu), select **Web Browser**. 2. Open a web page and confirm that the content loads correctly.
Collaborate between the Prysm display and Prysm for Web.	1. Open a project in the Prysm on a display and in Prysm for Web. 2. Confirm that assets are syncing.

Tests to Perform	Steps and Desired Results
If you updated the Nvidia driver, confirm that the resolution of the display looks accurate and has not changed after upgrade (if applicable).	In some cases, the upgrade procedure involves upgrading an Nvidia driver. If an Nvidia driver was upgraded, work with someone on-site to confirm that the resolution of the displayed content looks correct. If there is an issue with how the mosaic appears, refer to the Canvas Limiter Configuration Guide.