Kodak Graphic Communications Canada Company
3700 Gilmore Way
Burnaby, B.C., Canada
V5G 4M1
Tel: 1.604.451.2700
Fax: 1.604.437.9891

Request support: http://graphics.kodak.com
ecentral.graphics.kodak.com

Internal: 719-00663A-EN Rev B
Release date: 13 Nov 2007

Procedure

Standard Operating Procedure: Prinergy Connect Refine and Output Five-Day Start-up Assistance

Kodak® Prinergy® Connect™ Refine and Output start-up assistance (SUA) is a five-day on-site service that allows customers to get up and running faster. With on-site coaching and a workflow configured for specific production needs, customers are able to reach full production in less time. A Kodak Prinergy expert will work directly with the customer's prepress manager and trained staff to ensure they are able to successfully apply the skills acquired in the Kodak product training courses.

This is a fixed duration service. If additional time is required on-site, advise the customer that it can be provided on a chargeable basis, subject to limitations of scheduling and local availability, and advise the customer to contact a Kodak sales representative. Additional, optional start-up assistance services can be ordered, such as SD-0001-25 start-up assistance for Prinergy (one day).

The following Prinergy Connect software options include extra SUA entitlements:

- 632-00224A Prinergy option: Kodak PrintLink digital ink-profiling software ink-key setting—1 engine for 8-page and VLF printers
- 632-00471A Prinergy option: PrintLink ink-key setting—1 engine for 4-page printers
- 632-00225A Prinergy option: Kodak Web Growth software for 8-page and VLF printers
- 017-00483A VAB workflow: Kodak Workflow Prinergy Automation Package

The following options only have SUA services in Europe, the Middle East, and Africa. Self-study guides are available in other regions.

- 632-00289A Prinergy Connect option: Kodak Prinergy Rules-Based Automation software
- 20-0172B Prinergy Connect option: Custom Database Reporting

Deliverables

A Kodak product expert will be on-site for five consecutive days to provide start-up assistance service, which consists of on-site coaching and support. To maximize value, the prepress manager should be available at the start of the SUA service to review deliverables and assign individuals to participate in the start-up assistance.

Key Service Steps

Suggested durations are only a starting point; they can be changed, depending on the customer's needs.

	Omitted	Completed
1. Your Prinergy system (The suggested duration is one day.)		
Describe the function of servers and hardware bundled with the Prinergy system.	☐	☐
Explain key functions of the Prinergy System Administrator, including: • Creating, distributing, and optional settings of JTPs and JTP pools • Handling licenses • Showing settings and preferences	☐	☐
Demonstrate installation of the client software.	☐	☐
Describe and practice shutdown, startup, and restart procedures.	☐	☐
Describe how the Prinergy system is updated.	☐	☐
Discuss the following documents (downloadable from Kodak eCentral®, the Internet portal): • *Prinergy System Maintenance* • *Configuring Kodak Workflow Servers for Windows Updates* • *Installing Symantec AntiVirus Software for Kodak Workflow Servers*	☐	☐
Manage user accounts and set up Prinergy Workshop user rights.	☐	☐
Set up a basic backup (Oracle® backup), a system backup, and an archiving implementation.	☐	☐
Implement Prinergy Emergency Platemaking (if purchased). This requires one extra day of SUA.	☐	☐
Implement Prinergy Hot Standby (if purchased) – extra 1 day of SUA.	☐	☐
2. Establish an efficient workflow system (The suggested duration is three days.)		
Review typical work for the shop.	☐	☐
Fine-tune process plans and workflow plans for shop requirements.	☐	☐
Set up and explore integrated Kodak Preps digital imposition software.	☐	☐

	Omitted	Completed
Run a representative job through the system, including the following tasks: • Refine pages • Import imposition • Assign pages • Generate output to shop devices (proof and final output) • Archive/purge/retrieve. Run multiple jobs, as time permits.	☐	☐
Explain and show the benefit of Prinergy automation (workflow plans, smart hot folders, and so on).	☐	☐
Show the functionality of Kodak Harmony® tonal calibration software, including the following tasks: • Start the Harmony software from the server. • Show how to edit the Harmony software curves. (Creation of custom profiles is not included.) • Show where the Harmony software curves are selected in the Process Template Editor.	☐	☐
Discuss a migration strategy for existing work.	☐	☐
Implement PrintLink if it was bundled with the system. (This requires one extra day.)	☐	☐
Implement Web Growth if it was bundled with the system. (This requires one extra day.)	☐	☐
3. Problem solving and getting help (The suggested duration is half a day.)		
Demonstrate the Prinergy Help.	☐	☐
Register on the eCentral portal and show the location of downloads, documentation, and training.	☐	☐
Describe the escalation path.	☐	☐

	Omitted	Completed
Explore the following Prinergy diagnostic tools: • Prinergy Diagnostic Viewer • Prinergy Job History • Windows Event Viewer	☐	☐
Suggest using the logbook to track trends, workarounds, service processes, site visits, and so on.	☐	☐
4. Other internal staff (The suggested duration is one half day.)		
Identify training resources (that is, user guides, downloadable training on the eCentral portal, and so on).	☐	☐
Identify who needs to be trained.	☐	☐
Map out a training plan. (The training is not included in the SUA service.)	☐	☐

Service Prerequisites and Customer Responsibilities

Before Starting SUA Service Delivery

To obtain maximum value from the SUA service, the installation (including the installation test checklist) and entitled product training must be completed before the start of the SUA service. Any uncompleted installation issues will not result in a longer SUA service period.

During SUA Service Delivery

Everyone participating in the SUA should be available at all times during the SUA service.

Limitations and Exclusions

SUA is a fixed duration service. If additional time is required on-site, it will be provided on a chargeable basis, subject to limitations of scheduling and local availability.

Prinergy start-up assistance does not include installation, calibration, or fine-tuning of proofing or output devices.

Customer Comments

Note any customer comments or actions needed:

Confirmation

The Prinergy Connect Refine and Output start-up assistance service was performed on / / (day/month/year) by a representative of Kodak and witnessed by at least one representative of the customer.

Kodak representative: _____

Signature: _____

Customer representative: _____

Signature: _____

Upon completion of the start-up assistance, the Kodak representative will send a copy of this document to the regional service manager.

About Kodak Graphic Communications Group (GCG)

The leading provider of graphic communications solutions worldwide, Kodak's Graphic Communications Group (GCG) offers image capture systems; professional color, copydot, and high-speed document scanning systems; inkjet printing and proofing systems; workflow and color management software; thermal imaging devices for film, plates, and proofs; high-quality proofing media, printing plates, and recording film; on-demand color and black-and-white printing systems; data storage products; and professional services. With corporate headquarters located in Rochester, N.Y., Kodak (NYSE: EK) has the largest global sales force and is committed to a digitally oriented growth strategy.

© Kodak, 2007. All rights reserved. Kodak, Creo, Prinergy, Connect, eCentral, and Harmony are trademarks of Kodak. Adobe, Acrobat, Adobe Illustrator, Distiller, Photoshop, PostScript, and PageMaker are trademarks of Adobe Systems Incorporated. Apple, AppleShare, AppleTalk, iMac, ImageWriter, LaserWriter, Mac OS, Power Macintosh, and TrueType are registered trademarks of Apple Computer, Inc. Macintosh is a trademark of Apple Computer, Inc., registered in the U.S.A. and other countries. PANTONE, Hexachrome, PANTONE Hexachrome, and PANTONE MATCHING SYSTEM are the property of Pantone, Inc. PEARL, PEARLsetter, PEARLhdp, PEARLdry, and PEARLgold are registered trademarks of Presstek, Inc. XEROX is a trademark of XEROX CORPORATION.

Technical data subject to change without notice.