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

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Procedure

Standard Operating Procedure: Prinergy Connect Refine Two-Day Start-up Assistance

Kodak® Prinergy® Connect™ Refine start-up assistance (SUA) is an 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 product 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.

If this configuration is enhanced with other options (especially output options), select the five-day SUA service.

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

Services

A Kodak product expert will be on-site for two 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 a half day.)		
Describe the hardware of the Prinergy system.	☐	☐
Explain key functions of the Prinergy System Administrator, including: • Creating and optional settings of JTPs and JTP pools • Handling licenses • Showing settings and preferences	☐	☐
Demonstrate installation of the client software and its plug-ins.	☐	☐
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) and a system backup.	☐	☐
2. Establish an efficient workflow system (The suggested duration is one day.)		
Review typical work for the shop.	☐	☐
Fine-tune process plans and workflow plans for shop requirements.	☐	☐

	Omitted	Completed
Run a representative job through the system, including the following tasks: • Refine pages • Assign pages to a run list • Generate output to shop devices (proof) • Export Run multiple jobs, as time permits.	☐	☐
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 an escalation path.	☐	☐
Explore the following Prinergy diagnostic tools: • Prinergy Diagnostic Viewer • Prinergy Job History • Microsoft® Windows® Event Viewer	☐	☐
Suggest using the logbook to track trends, workarounds, service processes, site visits, and so on.	☐	☐

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 period.

During SUA Service Delivery

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

Limitations and Exclusions

This 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 Connect Refine 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 start-up assistance 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.

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