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.creo.com

Internal: 719-00664A-EN Rev B
Release date: 02 Mar 2007

Procedure

Standard Operating Procedure: Prinergy Direct 5-Day Start-Up Assistance

Service Overview

Kodak® Prinergy® Direct™ software Start-Up Assistance (SUA) is an on-site service that allows customers to get up and running faster. By providing on-site coaching and configuring the workflow to meet 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.

This is a fixed duration service—if additional on-site time is required, advise the customer that it can be provided on a chargeable basis, subject to limitations of scheduling and local availability. A Kodak sales representative should be contacted. Additional, optional, Start-Up Assistance services can be ordered as:

- SD-0001-25 - Start-Up Assistance, Prinergy, 1-day

The following Prinergy options include extra SUA entitlements:

- 22-0049A Kodak PrintLink digital ink-profiling software (1 day)
- 22-0110A PrintLink Site License (1 day)
- 22-0099A Kodak Web Growth software (1 day)
- 017-00483A Prinergy Automation Bundle (2 days)

Prinergy Direct Start-Up Assistance Deliverables

Services

The Kodak product expert will be on-site for 2 days, continuously, to provide Start-Up Assistance service consisting of on-site coaching and support. To maximize value, Kodak recommends that the prepress manager be available at the start of the SUA service to review deliverables and assign individuals to participate in the Start-Up Assistance program.

Key Service Steps

Suggested durations are only a starting point—they can be changed, depending on customer needs.

	Omitted	Completed
1. Explore the Prinergy system (suggested duration one half day).		
Describe the hardware of the Prinergy system.	☐	☐
Explain key functions of Prinergy Administrator, including: • Creation and optional settings of JTP's. • Handling licenses. • Settings and preferences.	☐	☐
Demonstrate installation of the Prinergy client 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 Technical Bulletin* • *Configuring Software Update Services for Kodak Workflows* • *Security and Antivirus Recommendations for Windows-based Kodak Workflows*	☐	☐
Manage user accounts and set up Prinergy Workshop user rights.	☐	☐
Set up basic backup (Oracle® backup).	☐	☐
2. Provide Prinergy Direct training (suggested duration 2 days). See the Prinergy Direct training guide for more details.		
3. Establish an efficient workflow system (suggested duration one and a half days).		
Review typical work for the shop.	☐	☐
Fine tune process plans and workflow plans for shop requirements.	☐	☐
Run a representative job through the system: • Import and output exported jobs. • Create and output single flat jobs. • Generate output to shop devices (proof and final output) . Run multiple jobs, as time permits.	☐	☐

	Omitted	Completed
Show the functionality of Kodak Harmony® tonal calibration software: • Start Harmony software from the server. • Show how Harmony software curves are edited (creation of custom profiles is not included). • Show where Harmony software curves are selected in the Process Template Editor.	☐	☐
Implement PrintLink if it was bundled with the system (one extra day).	☐	☐
Implement Web Growth if it was bundled with the system (one extra day).	☐	☐
3. Problem solving and getting help (suggested duration one half day).		
Demonstrate online help.	☐	☐
Register on the eCentral portal and show location of downloads, documentation, and training.	☐	☐
Describe escalation pathway.	☐	☐
Explore Prinergy diagnostic tools: • Prinergy Diagnostic Viewer • Prinergy Job History • Windows Event Viewer	☐	☐
Suggest logbook for tracking trend, workarounds, service processes, site visits, and so on.	☐	☐

Service Prerequisites and Customer Responsibilities

Before Starting Service Delivery

To obtain maximum value from the service, the installation (including the installation test check list) 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 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 on-site time is required, it will be provided on a chargeable basis, subject to limitations of scheduling and local availability.

Prinergy Direct software Start-Up Assistance does not include any installation, calibration, or fine tuning of proofing or output devices.

Customer Comments

Note any customer comments or actions needed:

Confirmation

The Prinergy Direct software 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 the entire 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. Creo joined the GCG in June 2005, when it became a wholly owned subsidiary of Kodak. With corporate headquarters located in Rochester, N.Y., Kodak (NYSE: EK) had sales of $13.5 billion in 2004 and is committed to a digitally oriented growth strategy.

© 2007 Kodak. The Creo product names mentioned in this document are trademarks or service marks of Creo Inc., a subsidiary of Kodak, and may be registered in certain jurisdictions. Other company and brand, product, and service names are for identification purposes only and may be trademarks or registered trademarks of their respective holders. Data subject to change without notice.