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FAQ

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Prinergy Evo 3.1 Upgrade FAQ

We are pleased to announce the end of beta testing of *Prinergy* Evo Software Version 3.1.6.2. This version now moves to Early Production June 15th 2006. Full Production date is TBA.

Upgrades up to and including v3.0.6.6 are free of charge to all customers, regardless of support contract status.

With the introduction of v3.1, we are now charging for upgrades.

Note: Updates are free of charge to all customers, regardless of support contract status.

Question: What is the difference between an Upgrade and an Update?

Answer: The software numbering scheme is as follows: A.B.x.y so for v3.1.6.2, 3 = A, 1 = B, 6 = x. 2 = y. Where either A or B change, this is considered an upgrade. This release will contain new functionality in addition to patches/bug fixes. Where either x or y change, this is considered an update. This release will usually contain only patches/bug fixes.

Question: Why are we now charging for *Prinergy* Evo upgrades?

Answer: It is the normal policy to charge for upgrades. Typically upgrades include new features and functionality that add value to the product and we capture that value by charging for the upgrade. Upgrades are included in the entitlement for customers with Full Support.

The *Prinergy* Evo team has consciously decided not charge for upgrades up to and including v3.0, as we wanted to encourage our customers to upgrade to this version, as it is more easily supportable which lowers our cost to support.

Question: Is the *Prinergy* Evo 3.1 upgrade chargeable?

Answer: Yes, with the following exceptions:

- The customer has a **Full** Support contract on their *Prinergy* Evo being upgraded (upgrades are part of their entitlement). License keys for these customers have been pre-generated (use the find a key tool – see “What is the link to the license key pages?” below).

- A customer has upgraded to Full Support from a lesser support contract. See "Can a customer upgrade to Full Support from a lesser support contract and qualify for an upgrade free of charge?" for more details.

- A system is supplied from the factory with 3.0.x.y and installed by Kodak after June 15th 2006. The Kodak Engineer on-site performing the install will request an upgrade license key to 3.1.

- All customers with the *Prinergy* Evo TIFF downloader configuration. Added features like queue management have been included in v3.1 that were not available in earlier versions. These features have been deemed a requirement for most customers who use TIFF downloader, so the decision was to provide this added functionality to all customers with the TIFF downloader configuration free of charge.

Note: If a customer requests v3.1 to address "a bug" in an earlier version of *Prinergy* Evo, and they do not fall under one of the exceptions above, they are **not** entitled to an upgrade free of charge.

Question: Under what circumstances would a customer pay for the *Prinergy* Evo 3.1 upgrade?

Answer: The customer would be expected to pay if their *Prinergy* Evo contract is anything other then Full Support*.

***Note:** Warranty entitlement does not include upgrades. However, if a warranty customer has pre-paid for a full support contract as part of the original sale, this entitles them to an upgrade free of charge during the warranty period.

Question: What are the part #'s and pricing for the *Prinergy* Evo 3.1 upgrade?

Answer: There are 3 possible upgrade part #'s that can be used. Each part # has been set up in SAP to discount to $0 for Full Support customers:

- 634-00456A *PRINERGY* EVO 3.1 UPGRADE & Media Kit Price $1,650 US or € 1,650

  Part # 634-00456A contains both a license key and media kit with software and training DVD's. This part # should be used if the customer is unable to download the software via the internet and/or the customer requests a media kit at the same time when ordering the upgrade. The EAMER region has chosen to standardize on this part # for all v3.1 upgrades.

- 632-00552A *PRINERGY* EVO 3.1 UPGRADE Price $1,500 US or € 1,500

  Part # 632-00552A contains only a license key. This part # should be used if the customer is able to download the software via the internet.

- 634-00446A *PRINERGY* EVO 3.1 Media Kit Price $150 US or € 150

  Part # 634-00446A would only be used if the customer required an additional media kit, or at some point in the future they lost/damaged their media kit and wanted a replacement.

Question: What is the transfer price of the upgrade to our dealers?

Answer: The price to the dealer would be the upgrade pricing (explained in "What are the part #'s and pricing for the *Prinergy* Evo 3.1 upgrade?" minus the normal parts discount for that dealer (region dependant).

Question: What is the typical $ value of *Prinergy* Evo upgrades to a Full Support customer?

Answer: Upgrade releases for *Prinergy* Evo are planned about every 6 months. This equates to approximately $3000 US per year of value to a customer on Full Support (see "What are the part #'s and pricing for the *Prinergy* Evo 3.1 upgrade?" for more details).

Question: Can a customer upgrade to Full Support from a lesser support contract and qualify for an upgrade free of charge?

Answer: Yes.

For all support plans except ASC, the standard Stand-alone Service Contract proposal process must be followed. Contact your local Service Business contact to initiate the process.

If the *Prinergy* Evo is under ASC, a plan which normally cannot be amended mid-term, a formal process is being formulated specifically for this initiative. In the interim, add-hoc requests for ASC customers to convert to Full can be done today by contacting April Durnan in Vancouver at 604-676-4512 or april.durnan@creo.com . Typically, the customer will be charged an up-lift for the remainder of their current ASC support contract term (price difference between ASC pricing and Full Support pricing). Support contract renewal will now be Full Support from this point onwards.

Note: In either case, we cannot provide the customer with the upgrade license key until we receive back a signed Full Support contract and the paperwork has been processed and the entitlements have been entered in to our systems. This is to ensure we receive the uplift revenue and the parts order will discount to $0.

Question: Is the *Prinergy* Evo 3.1 upgrade user installable?

Answer: Yes

Question: How does the customer get the *Prinergy* Evo 3.1 software upgrade?

Answer: If the *Prinergy* Evo server has access to the internet, then the *Prinergy* Evo administrator will alert the customer that a new version is available. The new version can be accessed and downloaded via the 'updates' tab from the *Prinergy* Evo administrator. If the *Prinergy* Evo server does not have access to the internet, the customer must call their local Response Centre.

Note: The customer no longer requires an eCentral account to access the software download. The customer does require an eCentral account to access their license key.

Question: How does the customer get their *Prinergy* Evo 3.1 license key?

Answer: If the customer has Full Support, internet access and an eCentral account, they can access their pre-generated license key via the 'get keys' button in the *Prinergy* Evo administrator's License tab. For all other cases, the customer must call their local Response Centre.

Question: Can I generate a temporary license key for the *Prinergy* Evo 3.1 upgrade?

Answer: No. There is no temporary key generator for a v3.1 base license. Temporary keys are for features only.

Question: Can License Keys be generated locally in each region?

Answer: Yes. Selected staff in each of the Response Centres has been given access privileges so they have the ability to generate keys locally.

Question: What is the link to the license key pages?

Answer:
http://creonet.creo.com/Global/Groups/Operations+CCA/Production+Teams/Workflow+Production+Team+CCA/Workflow+Production+Services/Workflow+Production+Planning+Licensing/Self+Serve+Tools/default.htm

On this page you will find self-serve tools for:

- Generating temporary license keys for features.
- Finding a key for an existing customer and dongle.
- Generating an upgrade license key for v3.1
- Link to the master list (spreadsheet) listing all customers and license keys

Question: Where is the Response Centre call flow chart posted?

Answer: For US&C it is available at:
http://creonet.creo.com:81/documents/Prinergy%20Evo%2031%20Upgrade%20Dongle%20Exchange.pdf

Question: Does the Response Centre need to generate a parts order for every *Prinergy* Evo 3.1 upgrade?

Answer: If the customer has Full Support, then no parts order is required, as a license key has been pre-generated. A parts order must be initiated in all other cases so we can track when license keys are issued and bill the customer. See question above "Is the *Prinergy* Evo 3.1 upgrade chargeable?" for exceptions where the parts order can be marked down to $0.

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.

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