Statement of Work

English

Kodak Professional Services

Prinergy Evo Start-up Assistance (2 Days)

graphics.kodak.com

Kodak

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Contract Terms and Provisions

This Statement of Work is attached to and made a part of the order submitted by the Customer in accordance with the terms and conditions of the Customer Relationship Agreement between Kodak Graphic Communications Company and the Customer (the "Agreement"). All capitalized terms not otherwise defined in this Statement of Work shall have the meanings given to such terms in the Agreement. To the extent that the terms of the Agreement and this Statement of Work conflict, the terms of the Agreement shall control.

This offering is subject to the customer meeting the prerequisites and responsibilities, outlined in the "Service Prerequisites and Customer Responsibilities" section. Any additional effort by Kodak, as a result of customer failing to meet these obligations, is not part of this offering and will be billed as Time and Expenses at the current rates.

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Start-up Assistance, Prinergy Evo, 2 Days

Prinergy Evo Start-up Assistance Overview

Prinergy Evo Start-up Assistance (SUA) is a service designed to assist customers who have had *Prinergy* Evo installed, and have completed their Web-based training (WBT) (or local equivalent) to start processing work with *Prinergy* Evo.

The service offered is two days of on-site assistance provided by a Kodak applications specialist. The applications specialist will help the customer process work through their system to allow the customer to become more proficient at the type of work done at this site.

If additional service is needed, contact your Kodak sales representative. Additional SUA can be purchased as:

- SD-0001-18 Start-up Assistance, *Prinergy* Evo, 1 Day
- SD-0001-19 Start-up Assistance, *Prinergy* Evo, 2 Days

Prinergy Evo SUA Deliverables

There are no physical deliverables with this service. For the SUA, Kodak will ensure that one person will provide two days of on-site labor.

Services

Prinergy Evo Start-up Assistance (2 days) is a companion service to the installation of a new *Prinergy* Evo system. The checklist starting on page 3 outlines a proposed set of activities.

Software

Prinergy Evo must be installed and the Installation Test Procedure Checklist (ITPC) must be completed before starting SUA.

The activities outlined below are designed for use with the following *Prinergy* Evo (versions 3.0 and later) in the following configurations:

Part Number	Prinergy Evo Configuration	Short Name
015-00365A-04	*Prinergy* Evo—Refine/Trap/Proof/Output	RTPO
015-00365A-08	*Prinergy* Evo—Workstation	Wkstn

Resources

The Getting Started With *Prinergy* Evo DVD contains the task-oriented activity files that are listed in the checklist that starts on page 3. These files are only for cases where the customer does not have a suitable file or where additional files are needed. The Getting Started With *Prinergy* Evo DVD is provided as part of the *Prinergy* Evo system delivery.

Site Visit

The checklist will help you plan for and keep on track during *Prinergy* Evo Start-up Assistance (2 days). Keep in mind that every site will be different; the exact order and content of material delivered is tailored to the site's needs.

It is important that:

- Each operator complete the *Prinergy* Evo WBT or local equivalent before starting SUA
- Operators will be available for eight hours a day to work with the Kodak applications specialist for the days that *Prinergy* Evo Start-up Assistance is to be delivered.

The SUA activities that start on page 3 are intended to be used with customer files. Included in the table are references to task-oriented activities for cases where the customer may not have a suitable file for the activity or where extra material may be desired. The task-oriented activities and all the necessary files are included in the Getting Started With *Prinergy* Evo DVD that is included with the *Prinergy* Evo system.

	Task-Oriented Activities	Configurations	Omitted	Completed
1. Running Jobs (Suggested Duration 5 hours)				
Build a workflow based on the process templates from the **ITP** folder and operate the workflow using a suitable customer file. This workflow should highlight: • Create imposition • Dynamic parameter setting • Color mapping	35	All.	☐	☐
Demonstrate a preconfigured refine process template (refine PDF). Open the processed file in *Adobe Acrobat* and demonstrate the Kodak plug-ins. (Optional) Open the process template and demonstrate how it could be edited.	3, 4, 5, 7, 13, 28,	RTPO, Wkstn	☐	☐
Create impositions in companion imposition product (if applicable). • *Preps* digital imposition software: PDF-to-PDF imposition PJTF or JDF files recommended (for composite files only) • *Pandora* step-and-repeat software: PJTF or JDF	9, 22, 23	RTPO, Wkstn	☐	☐
(Optional) Submit the imposition PJTF or JDF or flat PDF files to an output submission channel for output on the customer's output device.		RTPO, Wkstn	☐	☐
Review the operation of the device control software (*CS Xpose* or *Print Console* software) for systems directly connected to a CTP device. Or, review the delivery of TIFF files to an output device for systems using an indirect connection.		RTPO, Wkstn		

	Task-Oriented Activities	Configurations	Omitted	Completed
2. Getting Output From Prinergy Evo (Suggested Duration 5 hours)				
Demonstrate using the preconfigured output process templates (output from PDF and output from imposition including Virtual Proofing System) to send output to the customer's output device.	1, 2, 6	RTPO, Wkstn	☐	☐
Determine how the customer will use *Prinergy* Evo and help them create the necessary process templates, workflow templates, submission channels—that is, template palettes, hot folders, virtual printers, and printers.	8, 10, 11, 16, 29, 34	All	☐	☐
Show the functionality of *Harmony* tonal calibration software: • Show where the *Harmony* curves are located in the Process Template Editor. • Start *Harmony* software from the server computer. • (Optional) Show how *Harmony* curves are edited (WBT is available from *eCentral*).		RTPO, Wkstn	☐	☐
Plan migration strategy for existing work and run sample jobs through *Prinergy* Evo.		All	☐	☐
3. Tour of the Prinergy Evo Server (Suggested Duration 2 hours)				
Describe the server hardware.		All	☐	☐
Show the functionality of the *Prinergy* Evo Administrator software.		All	☐	☐
Guide the customer through the *eCentral* logon process.		All	☐	☐
Show how the *Prinergy* Evo system can be updated and how license keys can be retrieved in the *Prinergy* Evo Administrator.		All	☐	☐
Outline which accounts *Prinergy* Evo uses to access the customer's network.	21	All	☐	☐
Demonstrate installation of a client and its plug-ins from the server for either a *Windows* client (all *Acrobat* versions) or a *Macintosh* client.		All	☐	☐
Show the customer the *Installing Windows Security Updates and Antivirus Protection for Prinergy Evo Technical Bulletin* (document number 734-00411).		All	☐	☐

	Task-Oriented Activities	Configurations	Omitted	Completed
4. Problem Solving and Getting Help (Suggested Duration 2 hours)				
Describe the *Prinergy* Evo Self-Training Package and the documents in **[server] \PgyEvoInstll\doc.**		All	☐	☐
Demonstrate *Prinergy* Evo Client online help and Administrator online help. Show how to search and how to use context-sensitive help.		All	☐	☐
Show the customer how to save the *Prinergy* Evo configuration. Put the configuration into the **PgyEvoConfig\User** share in a **ConfigSave_<date>** folder. Copy this folder to another server or computer.		All	☐	☐
Demonstrate all three reset levels.	18	All	☐	☐
Restore all settings from **PgyEvoConfig\User\ConfigSave_<date>.**		All	☐	☐
(Optional) Restart the *Prinergy* Evo server computer.	17	All	☐	☐
(Optional) Create an error report.	19	All	☐	☐
(Optional) Demonstrate changing the active version of *Prinergy* Evo. (If two versions are not installed, show installer up to that option and cancel.)		All	☐	☐
(Optional) Restart a JTP from the client.		All	☐	☐

Service Prerequisites and Customer Responsibilities

Before We Start Service Delivery

The *Prinergy* Evo Installation Test Procedure Checklist must be completed before starting SUA.

The customer must complete the *Prinergy* Evo WBT or local equivalent before starting SUA.

During Service Delivery

The customer commits that up to two operators will be available for eight hours a day to work with the Kodak applications specialist for the days that Start-up Assistance is to be delivered. Unless otherwise agreed, SUA will be performed from 9:00 A.M. to 5:00 P.M. local time.

After Service Delivery

After the completion of *Prinergy* Evo Start-up Assistance (2 days), the customer will have basic system operations skills. *Prinergy* Evo contains many more advanced features that not all customers will purchase and that can't be covered in two days while giving a good grounding in the basic system operation. Two major resources are available to help customers continue to build their *Prinergy* Evo knowledge.

Online help is the primary reference and continuous-learning aid for *Prinergy* Evo. The online help has written procedures, feature definitions, and recorded feature demonstrations aimed at allowing customers to continue to develop their skills as needs are encountered.

The Prinergy Evo Getting Started Guide contains both a learning path and task-oriented activities. This guide allows customers to explore new features, to review uncommonly used features, and to train new operators.

There are also learning resources available to customers on https://ecentral.creo.com/.

Limitations and Exclusions

Prinergy Evo Start-up Assistance (2 days) is designed to enable a customer to acquire *Prinergy* Evo skills and advice from a *Kodak* applications specialist. This is a fixed duration service—if additional time is needed on-site, it will be provided on a chargeable basis subject to limitations of scheduling and local availability.

Start-up Assistance occurs after the completion of the ITPC and sign-off of the system. Nothing in the SUA checklist shall be held as a barrier to the completion of installation. *Kodak* is specifically not responsible for completing any system calibration during SUA.

The services as described in this Statement of Work are being provided on an "as is" and "best efforts" basis. Except as may be stated specifically in this Statement of Work, *Kodak* expressly disclaims all warranties of any kind, whether express or implied, including, but not limited to, any implied warranties of merchantability, fitness for a particular purpose and non-infringement.

Prinergy Evo Start-up Assistance (2 Days) Customer Comments

Note any customer comments or actions needed:

Professional Services
Kodak Response Center: +1.800.472.2727; +1.800.800.2500
http://graphics.kodak.com/

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

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Technical bulletin

Installing Windows Security Updates and Antivirus Protection for Prinergy Evo

It is the **customer's responsibility** to download and install *Windows* Security Updates and purchase and maintain antivirus software on the *Prinergy* Evo server and *Windows*-based client computers. On the server, *Prinergy* Evo runs on *Windows Server* 2000 and *Windows Server* 2003. On the client, *Prinergy* Evo runs on *Windows* XP, *Windows* 2000, and on *Mac OS* X 10.2 and later.

Windows Security Updates

Before they are shipped from Kodak, the *Windows Server* 2000 and *Windows Server* 2003 computers are configured so that *Windows* Security Updates are automatically downloaded from the *Windows* Update Web site (http://update.microsoft.com). These security updates help protect your computer against the latest viruses and other security threats. By default, the *Prinergy* Evo server computer is configured so that security updates are downloaded from the Internet **but not installed**.

When the server is connected to the Internet, *Windows* finds and downloads the security updates in the background—you are not notified or interrupted during this process and the updates do not interfere with other tasks.

After downloading is complete, the *Windows* Update icon  appears in the lower right corner of the desktop and an alert appears, letting you know that the updates are ready to be installed. To review and install available updates, click the icon or the alert. You can install all or some of the available updates.

Note: To receive alerts, the user in the current login session must be a member of the Administrators group for the server computer. Updates generally require the server to be restarted. Updates should be installed at a time when restarting the server will not cause a disruption to production.

Although Kodak has configured the *Prinergy* Evo server computer to automatically download security updates, someone on your site may change this configuration. To reset the server computer to automatically download these updates, complete the following procedure:

1. Select **Start > Settings > Control Panel > Automatic Updates**
2. In the Automatic Updates dialog box, select **Download updates for me, but let me choose when to install them**.
3. Click **OK**.

Antivirus software

Symantec AntiVirus Corporate Edition 8.*x* or later is the only antivirus software that is qualified for use with *Prinergy* Evo systems. Other antivirus software is not recommended for use with Kodak systems, and is not supported by Kodak. Before installing *Symantec* AntiVirus Corporate Edition, ensure you have at least 100 MB of free disk space. The antivirus software is available at http://www.symantec.com.

Once the software is installed, ensure that your *Symantec* AntiVirus Definition Files are updated regularly from the *Symantec* Web site. *Symantec* AntiVirus can be configured to do this automatically. See the online help and *Symantec* documentation for instructions. For more information, see http://www.symantec.com/techsupp/enterprise/.

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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