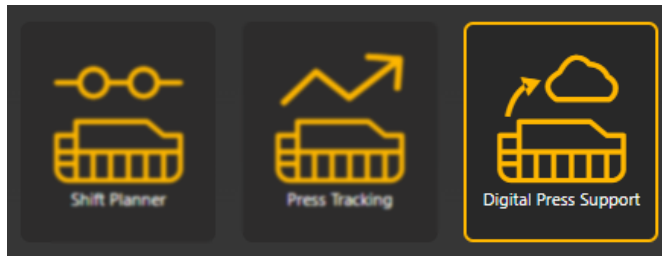


Digital Press Support



Clicking on the **Digital Press Support** tile opens up the **Kodak Support** panel, which enables users to upload data to Kodak Service to streamline troubleshooting of user issues. Such files can include PDFs, cans of printed matter and equipment photos.

By using the support ticket mechanism to transferring information to Kodak Service, problem resolution will be much faster than if files have to be manually transferred. Also, all actions and files are tracked within the ticket, providing a service history.

KODAK SUPPORT

RefreshClose

Status: Open ▼

Ticket Number	Title	Status
Ticket002	Ticket002	Open
Ticket001	Change naming of Data Artifacts tile to NexPress Support	Open
K12345678	new problem	Open
Ktest	test upload	Open

Ticket001Upload

Description

Current tile in the NexPress Analytics blade is labelled as "Data Artifacts".

Change text label showing in GUI from "Data Artifacts" to "NexPress Support".

Similarly, change the title in the corresponding blade interface to "NexPress Support"

Files Uploaded

Name	Size
Untitled-3	
5501.csv	1MB
Untitled-2	
geeseCMYK.pdf	4MB
Untitled-1	
Channels_RGB_eciCMYK.tif	9MB

The workflow for users to transfer files is as follows:

1. Customer calls Kodak CEC for support on an issue. Kodak service will open a ticket on the customer's behalf. If it is determined that transferring a file is warranted, then the new support ticket number will show up above in the customer's "NexPress Support" dialog.

2. Select the support ticket number, then drag-and-drop, or click the file folder “+” button to open a file selection dialog. It is also useful to type some descriptive text into the informational panel on the left-hand side of the file upload dialog. When done, select the “Upload” button and wait for the secure upload to complete.

At this point, Kodak service will be able to access the file(s) you have uploaded, and be able to proceed with working on resolving your issue.

When the case is closed, it will automatically disappear from the “open tickets” list, and move to the “closed tickets” list.

Uploaded files are stored securely in your tenant account, accessible only by Kodak service.

The screenshot shows a web browser window titled "NexPress Support" with the URL "prineryondemand.com/upload.html?jobId=1dfefac7-6ac7-4b12-b6df-821357557cc8&ticketNumber=Ticket001&customerId=209e3f0c-6436-4bba-bc1a-69f63fb43...". The main heading is "UPLOAD" with "Ticket001" below it. On the right, there is an "Upload" button. On the left, there is a form with "Upload Name*" (containing "Untitled-0") and "Comments" (containing "Comments"). The main area has a file upload interface with a "+ [Folder Icon] +" button, a table with headers "File Name", "Last Modified", "Size", and "Progress", and a large area with a download icon and the text "Click the + button or drag files here". At the bottom, a caution message reads: "Caution: Do NOT close the window until the upload is done. Otherwise you will fail this upload."