

Sending troubleshooting files to your Kodak service representative

If you experience a problem with Prinergy Evo software that you cannot fix:

1. [Run the Prinergy Evo error reporter to collect the Prinergy Evo system's history and processing data.](#)
2. Go to <ftp://ftpcanada.kodak.com/incoming> using an ftp client software (for example, Filezilla or Cuteftp) or Microsoft Windows Explorer.
3. If prompted for a **user name** and **password**, type **anonymous** and then your **e-mail address**.
4. Copy and paste the following into the **incoming** directory:
 - The error report file.
 - Any additional information such as the input file, a detailed description of the processing steps you took when attempting to output the file, screen captures of the error message, and so on.

This information will help your service representative troubleshoot your problem faster.