



KODAK Customer Portal

KODAK Knowledge Base User Guide

APRIL 2025

Welcome to the KODAK Customer Portal

We are committed to providing the Service and Support to keep you up and running, producing profitable work and growing your business.

The KODAK Customer Portal enables you to access online support for your Kodak equipment, consumables, and software 24 hours a day, 7 days a week:

- Submit support requests online
- Access Kodak's Knowledge Base
- Review your service history
- Request changes to your installed base of Kodak products
- View equipment by location
- View Support Plan entitlements

<https://customer.kodak.com>





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Search Bar

Filter articles by Product Category

Article Details Page

Print Article

User Feedback

What's New Article Page



Navigation from KODAK Customer Portal to KODAK Knowledge Base

Users can navigate from **KODAK Customer Portal** to **KODAK Knowledge Base**.

In the KODAK Customer Portal home page, click on the **Knowledge Base** link or tile box to navigate to the Knowledge Base.



Welcome to the KODAK Customer Portal

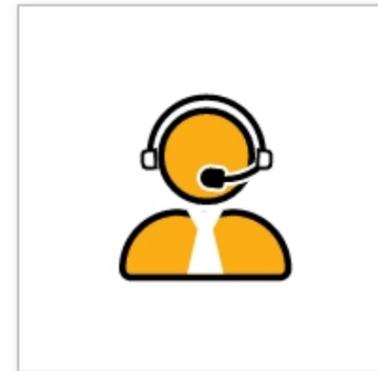
Your applications:



Service & Support



Knowledge Base

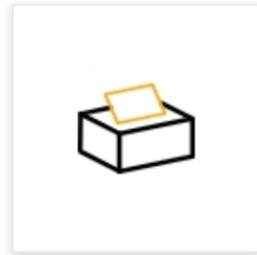


Contact Sales

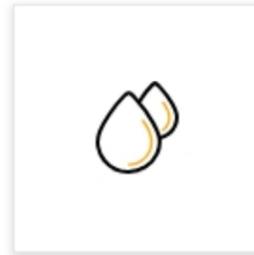
🔍 What are you looking for?

PRODUCT CATEGORY

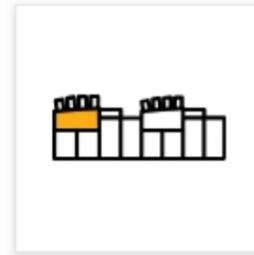
Choose an item below to filter articles by Product



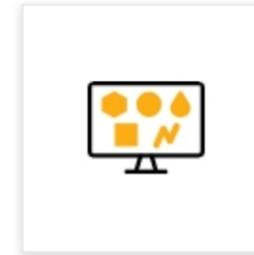
Offset Printing Solutions



Inkjet Printing Solutions



Electrophotographic Printing Solutions



Workflow Software Solutions

WHAT'S NEW

Review recently released or updated articles.

Test - 'OracleARAXITNSListener service not found' message in the Prinerger Rehost Setuplog file

2025-04-07 Update - 'OracleARAXITNSListener service not found' message in the Prinerger Rehost Setuplog file

Test - Prosper Press SOP : Ultrastream Jetting Module Wiping

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Test - .AlternateStreams.xml files found in job storage table or on disk

2025-04-07 Update - .AlternateStreams.xml files found in job storage table or on disk

[SHOW ALL](#)

[CONTACT US](#)

Find contact information for your local Service team.

[NEW REQUEST](#)

Access the Service & Support portal to create a new request for your account or asset.





Navigating to the KODAK Knowledge Base from the KODAK Service and Support Portal

Users can navigate from **KODAK Service and Support Portal** to **KODAK Knowledge Base**.

In the KODAK Service and Support home page, click on the **Knowledge Base** link or tile box to navigate to the KODAK Knowledge Base.



Kodak Service & Support

You choose KODAK products because you care about quality and reliability.

We are committed to providing the Service & Support to keep you up and running, producing profitable work and growing your business.

My Accounts

A listing and details related to all accounts associated with your user profile

My Assets

A listing and details related to all KODAK products associated to your account(s)

My Cases

All active Service and Inquiry requests associated to your accounts

New Service Request

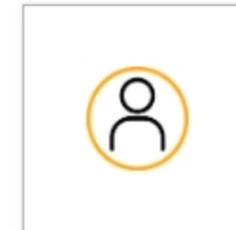
Create a new request for technical support for an asset needing service

New Inquiry Request

Create a new request for administrative support for your account or asset

Knowledge Search

All active Service and Inquiry requests associated to your accounts



My Accounts



My Assets



My Cases



New Service Request



New Inquiry Request



Knowledge Base

KODAK Customer Portal landing page for accessing additional application tiles

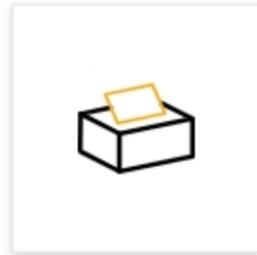
[RETURN TO CUSTOMER PORTAL](#)



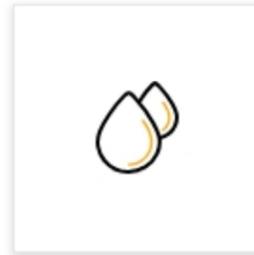
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PRODUCT CATEGORY

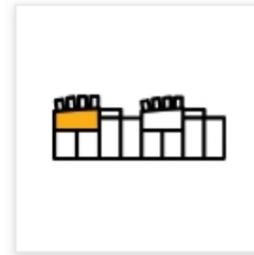
Choose an item below to filter articles by Product



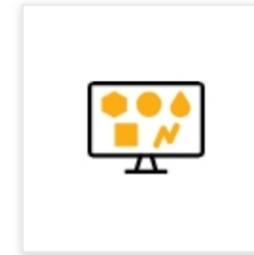
Offset Printing Solutions



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Electrophotographic Printing Solutions



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[SHOW ALL](#)

[CONTACT US](#)

Find contact information for your local Service team.

[NEW REQUEST](#)

Access the Service & Support portal to create a new request for your account or asset.



1 Search Bar
Search by Article Title, Article Number and Keywords.

2 Product Category
Click to filter the articles by a product.

3 What's New
View recently released or updated articles.

4 Contact Us
Redirect to contact information for your local Service team.

5 New Request
Redirect to Service & Support portal to create a new request for your account or asset.

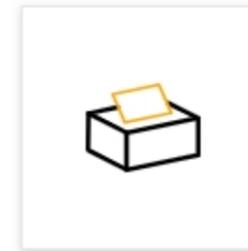
6 Web Links
User Guides and links to other Kodak Portals.

1

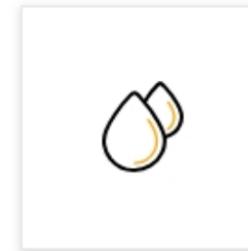
2

PRODUCT CATEGORY

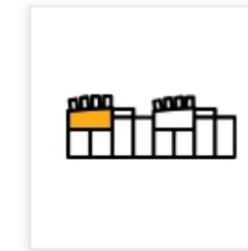
Choose an item below to filter articles by Product



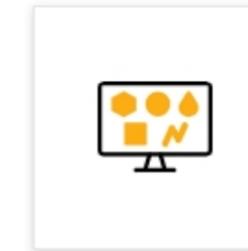
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[SHOW ALL](#)

4

[CONTACT US](#)

Find contact information for your local Service team.

5

[NEW REQUEST](#)

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6



KODAK Knowledge Base Home Page - Search Bar

Users can search the article by Article Title, Article Number and Keywords.

After the search results are shown, the user can narrow down the articles by choosing specific items from the Product Categories or Information Types.

1 Search Bar

Search by Article Title, Article Number and Keywords.

To find an article using keywords, identify the most important words or concepts from the topic, then use those words to search from the databases.

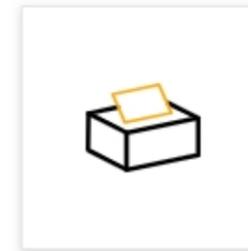
Click on the clear icon  at right end of the search box to clear the 'Search Keyword' field.



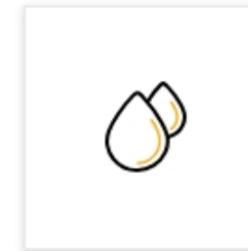
1

PRODUCT CATEGORY

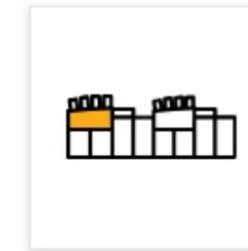
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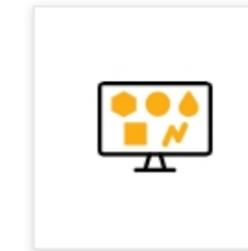
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1

Product Category

To filter article by product.

User can search the articles based on the category selection, for example if the user selects Product Category of "Offset Printing Solution", they will get all the articles related to this category.

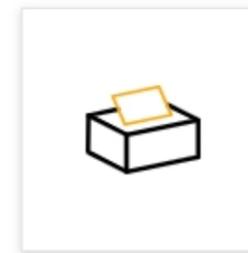


🔍 What are you looking for ?

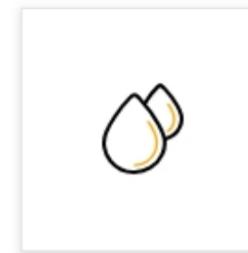
1

PRODUCT CATEGORY

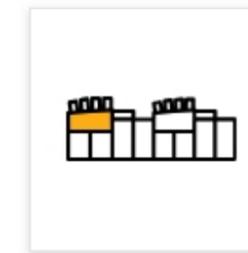
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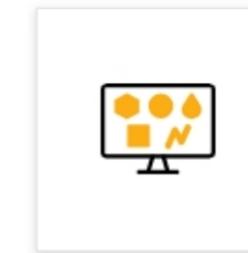
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KODAK Knowledge Base Home Page - Search Bar - Search Result

1

Search Bar

After the search results are shown, the user can narrow down the articles by choosing specific items from the Product Categories or Information Types.

2

Product Categories Tree View

Displays the hierarchical product categories and related subitems used to filter applicable results.

3

Information Types Tree View

Displays the hierarchical information types and related subitems used to filter applicable results.

4

Article Count

Displays total number of article counts which matches to the search keyword.

5

Search Results List View

Displays a list of articles from the selected product.

6

Load More

Displays the next 50 articles appended to the end of the list. Scroll down to review.

The screenshot shows the KODAK Knowledge Base interface. At the top, there is a navigation bar with the KODAK logo and 'Knowledge Base' text. On the right, there are icons for notifications and a user profile labeled 'NAVEEN 7THFEB'. Below the navigation bar is a search bar containing the text 'print console'. To the left of the search results is a sidebar with two sections: 'Product Categories' and 'Information Types'. The 'Product Categories' section includes: Offset Printing Solutions, Inkjet Printing Solutions, Electrophotographic Printing Solutions, and Workflow Software Solutions. The 'Information Types' section includes: Administration & Configuration, Commands & Settings, Contact Information, Downloads, Health, Safety & Environment, Installation, Kodak Operations, Product Operation, Release Notes, Service, Maintenance & Repair, and Site-Specific. The main content area displays 'Search Results 2000' and a list of 15 articles. The first article is 'Controlled Release 11.0 for Trendsetter and Achieve 400/800/News Platesetters and Flexcel NX Mid/Narrow Imagers Series V (Model TEE) ECO CA32465 July 2023'. The fifth article is 'Testing Article by Guru - 700 Print Manager - Windows Server 2003 Activation'. At the bottom of the article list is a 'LOAD MORE' button. Below the search results is a yellow banner with two buttons: 'CONTACT US' and 'NEW REQUEST'. The 'CONTACT US' button has the text 'Find contact information for your local Service team.' and the 'NEW REQUEST' button has the text 'Access the Service & Support portal to create a new request for your account or asset.' At the bottom of the page, there are social media icons for Facebook, Twitter, Instagram, YouTube, and LinkedIn. The footer contains links for 'Portal Home', 'User Guides', 'Privacy', 'Terms of Use', 'Contact Us', 'Kodak.com', and 'Cookie Settings', along with the copyright notice 'Copyright ©2025 Eastman Kodak Company. All Rights Reserved.'



Search Result - Search Keyword with Selected Product Categories / Information Types

1

Search Bar

Search by Article Title, Article Number, Keywords and Data Category.

2

Product Categories Tree View

Filter the search in any of the subitems.

3

Information Types Tree View

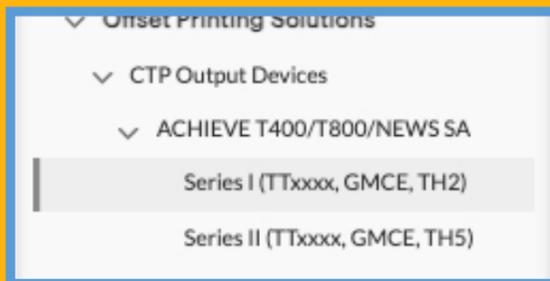
Filter the search in any of the subitems.

4

Breadcrumbs

Displays the trail of items represent through the Product Category hierarchy, helping the user to understand their location.

User can select the article from particular Product Category, Information Types based on the Search Keyword



Knowledge Base NAVEEN 7THFEB

1

Offset Printing Solutions > CTP Output Devices > ACHIEVE T400/T800/NEWS SA > Series I (TTxxxx, GMCE, TH2)

2 **Product Categories** [Clear All](#)

- Offset Printing Solutions
 - CTP Output Devices
 - ACHIEVE T400/T800/NEWS SA
 - Series I (TTxxxx, GMCE, TH2)**
 - Series II (TTxxxx, GMCE, TH5)
 - Series V (TJxxxx, EMCE, TH5)
 - ACHIEVE T400/T800/NEWS AL

3 **Information Types**

- Administration & Configuration
 - Licensing
 - Commands & Settings**
 - Contact Information
- Downloads
- Health, Safety & Environment
- Installation
- Kodak Operations
- Product Operation
- Release Notes
- Service, Maintenance & Repair

4 **Search Results** 1

Connecting to a GMCE board from a laptop computer via the USB port for diagnostics via Service Shell

[CONTACT US](#) [NEW REQUEST](#)

Find contact information for your local Service team. Access the Service & Support portal to create a new request for your account or asset.

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1 Clear All

Clear all the search filters selected by the user like Search Keywords in the Search Bar, Product Categories, Information Types and Breadcrumbs details.

2 Search Results List View

Display all/default article list.

User can select the article from particular Product Category, Information Types based on the Search Keyword

print console

Product Categories [Clear All](#)

- Offset Printing Solutions
- CTP Output Devices
 - ACHIEVE T400/T800/NEWS SA
 - Series I (TTxxxx, GMCE, TH2)
 - Series II (TTxxxx, GMCE, TH5)
 - Series V (TJxxxx, EMCE, TH5)
 - ACHIEVE T400/T800/NEWS AL

Information Types

- Administration & Configuration
 - Licensing
 - Commands & Settings
 - Contact Information



Knowledge Base

NAVEEN 7THFEB

What are you looking for?

1 [Clear All](#)

Product Categories

- Offset Printing Solutions
- Inkjet Printing Solutions
- Electrophotographic Printing Solutions
- Workflow Software Solutions

Information Types

- Administration & Configuration
 - Commands & Settings
 - Contact Information
- Downloads
- Health, Safety & Environment
- Installation
- Kodak Operations
- Product Operation
- Release Notes
- Service, Maintenance & Repair
- Site-Specific

Search Results 17640

2

- _Kodak Spotless 2.0 Licenses_mbtestOK- 6958
- Controlled Release 11.0 for Trendsetter and Achieve 400/800/News Platesetters and Flexcel NX Mid/Narrow Imagers Series V (Model TEE) ECO CA32465 July 2023
- Test Article - Ian B
- InSite Prepress Portal and PressProof 10.0 – Downloads
- Controlled Release 9.0 for Magnus VLF Q2400/Q3600 Platesetters Series 1-5; ECO CA30546, December 3, 2020
- Test Article 2 - PaulK
- Testing Article by Guru - 700 Print Manager - Windows Server 2003 Activation
- 24 V DC Meanwell power supply and cable assembly drawing 220-02500D
- Kodak Sonora Plates - Hand Inking Demo
- Test Article - Andrea
- Trendsetter NEWS Series II Factory Settings "serial numbers begin with NM"
- EISD Parts Listings
- KODAK TI (Heights) Titanium Plate Processor links
- CTP Media Imaging Performance Database (Updated Quarterly)

[LOAD MORE](#)

CONTACT US
Find contact information for your local Service team.

NEW REQUEST
Access the Service & Support portal to create a new request for your account or asset.

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1

Article Link

Click on the article link to display the details.

 Trendsetter 400/800 platesetter overview_V



Q What are you looking for ?

Product Categories Clear All

- ✓ Offset Printing Solutions
 - > CTP Output Devices
 - > CTP Software
 - > CTP Workstations
 - > OEM CTP Output Devices
 - > KODAK Offset Plates & Media
 - > Third-Party Offset Plates & Media

Information Types

- > "Troubleshooting"
- > Administration & Configuration
 - Commands & Settings
 - Contact Information
- > Downloads
- Health, Safety & Environment
- Installation
- > Kodak Operations
- > Product Operation
- Release Notes
- > Service, Maintenance & Repair

Offset Printing Solutions

Search Results 10716

-  -24 V DC Meanwell power supply and cable assembly drawing 220-02500D 1
-  Transferring Dell warranty service tags for CTP workstations and servers
-  TEST2-Ian B
-  Testing by Guru - 'Segment Voltage and Current Read' Test - 19991029.001
-  'Unable to communicate with the device' with Print Console 2 and Service Shell 2.5
-  Controlled Release 3.0 for Trendsetter Q2400/Q3600 Platesetter and Flexcel NX Wide 5080 Imager (Model TPI) ECO CA30544 June 2020
-  GMCE/MCE Firmware Commands, Messages, and Parameters
-  Dev testing Guru 23032025
-  Controlled Release 11.0 for Trendsetter and Achieve 400/800/News Platesetters and Flexcel NX Mid/Narrow Imagers Series V (Model TEE) ECO CA32465 July 2023
-  Controlled Release 9.0 for Magnus VLF Q2400/Q3600 Platesetters Series 1-5; ECO CA30546, December 3, 2020
-  Xpo 3.2.41 for Magnus 400/Lotem 400 Xpose software installer
-  Login ID does not have privileges to start Prinergy Administrator'
-  Trendsetter 400/800 platesetter overview_V

LOAD MORE

CONTACT US

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NEW REQUEST

Access the Service & Support portal to create a new request for your account or asset.





Article Detail Page

The article link allows the user to view the article details.

The details of the selected article such as the **Article Number, Last Published Date, Legacy ID** are displayed.

The details page will open in a separate tab.

1 Product Categories Tree View

The selected article assigned with the highlighted Product Categories.

2 Information Types Tree View

The selected article assigned with the highlighted Information Types.

3 Selected Article

Displays the details of selected article with Article Number, Last Published Date and Legacy ID.

4 Print Article

User can print the article in a hard copy format.

5 Article Answer Details

Displays main content of selected article.

6 Feedback

User can share their feedback.

Click on the Print icon to make a hard copy or PDF of the article.



Product Categories

- Offset Printing Solutions
- CTP Output Devices
 - TRENDSETTER Q400/Q800/UHR/NEWS SA
 - Series III (TGxxxx, GMCE)
 - TRENDSETTER Q400/Q800/UHR/NEWS CL
 - Series III (TGxxxx, GMCE)
 - TRENDSETTER Q400/Q800/UHR/NEWS AU
 - Series IV (TTxxxx, GMCE)

Information Types

- Health, Safety & Environment
- Specifications & Descriptions

Knowledge Trendsetter 400/800 platesetter overview_V

Article Number	Last Published Date	Legacy ID
000025432	3/14/2025 12:37 AM	31033

Answer Details

Overview

To view information regarding your platesetter configuration, select the relevant machine type.

I | II | III | IV | V |

[Product description](#) | [Product status](#) | [Safety Compliance](#) | [Specifications](#) | [Upgrades](#)

Product description

The Trendsetter 400/800 (Q400/Q800 starting with Series V) is a semi-automatic, 4 or 8 page device. The device has gone through several revisions in its lifetime, see [Trendsetter 400/800 Feature History and Overview](#).

- TEE (EMCE, V) - Serial numbers from TJ001 and up

Product status

- Trendsetter Series V (EMCE) in Full Production

Specifications

- [Trendsetter Q800/Q400 Series V Specifications](#)

Safety Compliance Certifications

- [European Union Declaration of Conformity for Model TEE Trendsetter\(Series V\)](#)
- [North American CSA NRTL Certificate of Compliance for Model TEE Trendsetter\(Series V\)](#)
- [Australia Regulatory Compliance Mark for Model TEE Trendsetter \(Series V\)](#)
- [Korea Communications Commission for Model TEE Trendsetter \(Series V\)](#)
- [Kodak Canada REACH SVHC statement for Kodak CTP platesetters and imagers](#)

Upgrades

[Trendsetter 400/800 Upgrades](#)

Did this article answer your question?

CONTACT US

Find contact information for your local Service team.

NEW REQUEST

Access the Service & Support portal to create a new request for your account or asset.

Print Article

Click on the **Print icon**  to print the article in a hard copy format or to save as PDF.

Z-stage Motor Home Sensor Adjustment for TS-1600, Flexcel NX Wide 4260/3548, and NX Wide 5080 imagers

Article Number : 000067553
Legacy ID : 72428
Published Date : 4/17/2025 2:58 PM

Answer Detail

Product

- Flexcel NX Wide 4260/3548
- Trendsetter 1600
- Flexcel NX Wide 5080

Component

Carriage Z-stage

Background

The **zstage calibrate** command automatically zero's the head to the drum but it may fail with error: FOC: Focus laser level = 0x88 (0.332 mW peak) C MDH: **** ZStage Calibration Failed: End of travel reached ****
*** Command Failed: 44545
[The redirected command to the head failed]

The above error occurs when the z-stage reaches its maximum travel limit without bringing the TH2 head within its optimal zero position to the drum. The z-stage motor's internal home position sensor can be adjusted using this procedure to fix these types of errors.

Solution

Follow this procedure to adjust the z-stage motor internal home sensor closer to the drum surface.

Time required

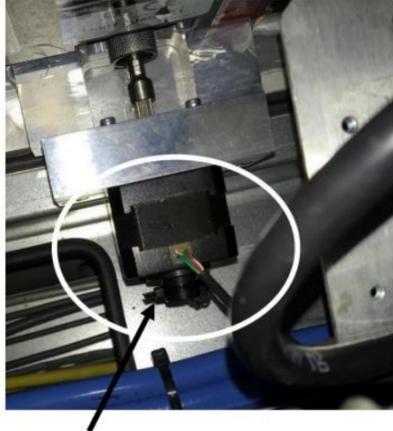
1 hour

Tools required

Metric Hex Key set

Procedure

1. Access the carriage Z-stage motor attached to the carriage adapter plate as shown below.



Print 3 sheets of paper

Destination  Microsoft Print to PDF ▾

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- Offset Printing Solutions
- CTP Output Devices
 - TRENDSETTER Q400/Q800/UHR/NEWS SA
 - Series III (TGxxxx, GMCE)
 - TRENDSETTER Q400/Q800/UHR/NEWS CL
 - Series III (TGxxxx, GMCE)
 - TRENDSETTER Q400/Q800/UHR/NEWS AU
 - Series IV (TTxxxx, GMCE)

Information Types

- Health, Safety & Environment
- Specifications & Descriptions

Knowledge **Trendsetter 400/800 platesetter overview_V**

Article Number	Last Published Date	Legacy ID
000025432	3/14/2025 12:37 AM	31033

Answer Details

Overview

To view information regarding your platesetter configuration, select the relevant machine type.

[I](#) | [II](#) | [III](#) | [IV](#) | [V](#) |

[Product description](#) | [Product status](#) | [Safety Compliance](#) | [Specifications](#) | [Upgrades](#)

Product description

The Trendsetter 400/800 (Q400/Q800 starting with Series V) is a semi-automatic, 4 or 8 page device. The device has gone through several revisions in its lifetime, see [Trendsetter 400/800 Feature History and Overview](#).

- TEE (EMCE, V) - Serial numbers from TJ001 and up

Product status

- Trendsetter Series V (EMCE) in Full Production

Specifications

- [Trendsetter Q800/Q400 Series V Specifications](#)

Safety Compliance Certifications

- [European Union Declaration of Conformity for Model TEE Trendsetter\(Series V\)](#)
- [North American CSA NRTL Certificate of Compliance for Model TEE Trendsetter\(Series V\)](#)
- [Australia Regulatory Compliance Mark for Model TEE Trendsetter \(Series V\)](#)
- [Korea Communications Commission for Model TEE Trendsetter \(Series V\)](#)
- [Kodak Canada REACH SVHC statement for Kodak CTP platesetters and imagers](#)

Upgrades

[Trendsetter 400/800 Upgrades](#)

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JDF/JMF connectivity with Print Console 5 or Xpo

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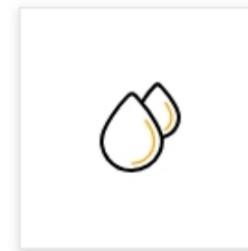
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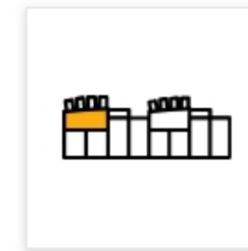
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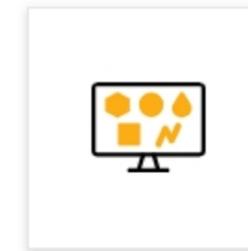
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Test - 'OracleARAXITNSListener service not found' message in the Prinerger Rehost Setuplog file

2025-04-07 Update - OracleARAXITNSListener-service-not-found-message-in-the-Prinerger-Rehost-Setuplog-file

JDF/JMF connectivity with Print Console 5 or Xpo

2025-04-08 Remind to have tiff file and hot folder on the Print Console workstation for best performance.

Test - Dell PowerEdge™ R240 CTP workstation - Hardware Setup and OS imaging procedure

2025-04-07 Update -Dell-PowerEdge-R240-CTP-workstation-Hardware-Setup-and-OS-imaging-procedure

Test - .AlternateStreams.xml files found in job storage table or on disk

2025-04-07 Update - .AlternateStreams.xml files found in job storage table or on disk.

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