



End of Service Life (EOSL) for MICROSOFT Basic Authentication for SMTP AUTH in Exchange Online

Effective Date: September 1, 2025

Microsoft will end support for Basic authentication with Client Submission (SMTP AUTH) on September 1, 2025, impacting all users of Microsoft 365 email, including those using KODAK PRINERGY INSITE Portals products and KODAK PRINERGY Rules-Based Automation (RBA) email relay.

Q: Who will be impacted by this change?

A: This change will impact Kodak Workflow customers who use Microsoft 365 email servers with any version of INSITE Prepress Portal (IPP), INSITE Creative Workflow (ICW) or PRINERGY Rules-Based Automation (RBA) with email relay.

Q: What changes am I required to make?

A: Kodak Workflow customers with PRINERGY or INSITE will be required to download and apply the provided patches to be compliant and maintain productivity. The update will include configuration settings for OAuth 2.0.

Q: Is there a charge for the patch?

A: **No.** Kodak is providing patches to all PRINERGY and INSITE users versions 9.5 -11.0 at no cost. Customers will be responsible for downloading and applying the patch.

Q: When will the patches be available?

A: Kodak will release the patches for PRINERGY and INSITE versions in the following order. This is an ideal time to upgrade your software if you're using an unsupported version:

- version 11.0 (mid-June)
- version 10.0 (mid-June)
- version 9.5 (end of June)

Q: What happens if I am running an older version of PRINERGY and/or INSITE?

A: Customers running unsupported versions of KODAK PRINERGY and/or INSITE (below version 9.5) will be required to upgrade to supported versions to maintain productivity.

Q: Why does Kodak PRINERGY Software require authentication protocols for email relay?

A: PRINERGY products are not designed to function as mail servers, so they use mail relay to send emails.

Q: Where are the downloads located?

A: Patches will be available at no cost to PRINERGY and INSITE users version 9.5 – 11.0 via Kodak's Customer Portal. Patches are available upon release – See Article KA28641
<https://kodak.my.site.com/KnowledgeBase/s/article/KA28641>.

Q: Will customers with other email servers (Google, etc) need to apply the update?

A: No. Other email servers that still support basic authentication will function as expected.

Q: What will happen if I do not apply the update by September 2025?

A: PRINERGY servers:

- Any RBA rule that sends an email to any party will no longer function.

PRINERGY INSITE (IPP and ICW) servers:

- The following will no longer function:
 - All directed emails to users
 - All event emails to users
 - All maintenance emails
- If Two-Factor Authentication is enabled, users will not be able to log in because they will not receive the authentication email.

Q: Are there any alternatives to applying the update?

A: If you do not wish to download the update and want to continue to send emails using the SMTP protocol, you will need to do one of the following:

- Set up an Exchange server (or similar) on-site and handle mail relay in-house, keeping basic SMTP protocol
- Find a 3rd party company that provides a basic SMTP mail relay service and work with them to use SMTP mail relay.

Q: Will this impact PRINERGY version 11.5?

A: **No.** PRINERGY 11.5 (scheduled for release in late Q4 2025) and INSITE 11.5 (scheduled to release in early 2026) will include Microsoft OAuth 2.0 and will not require a patch.