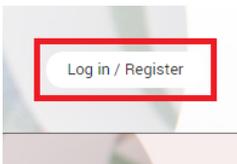


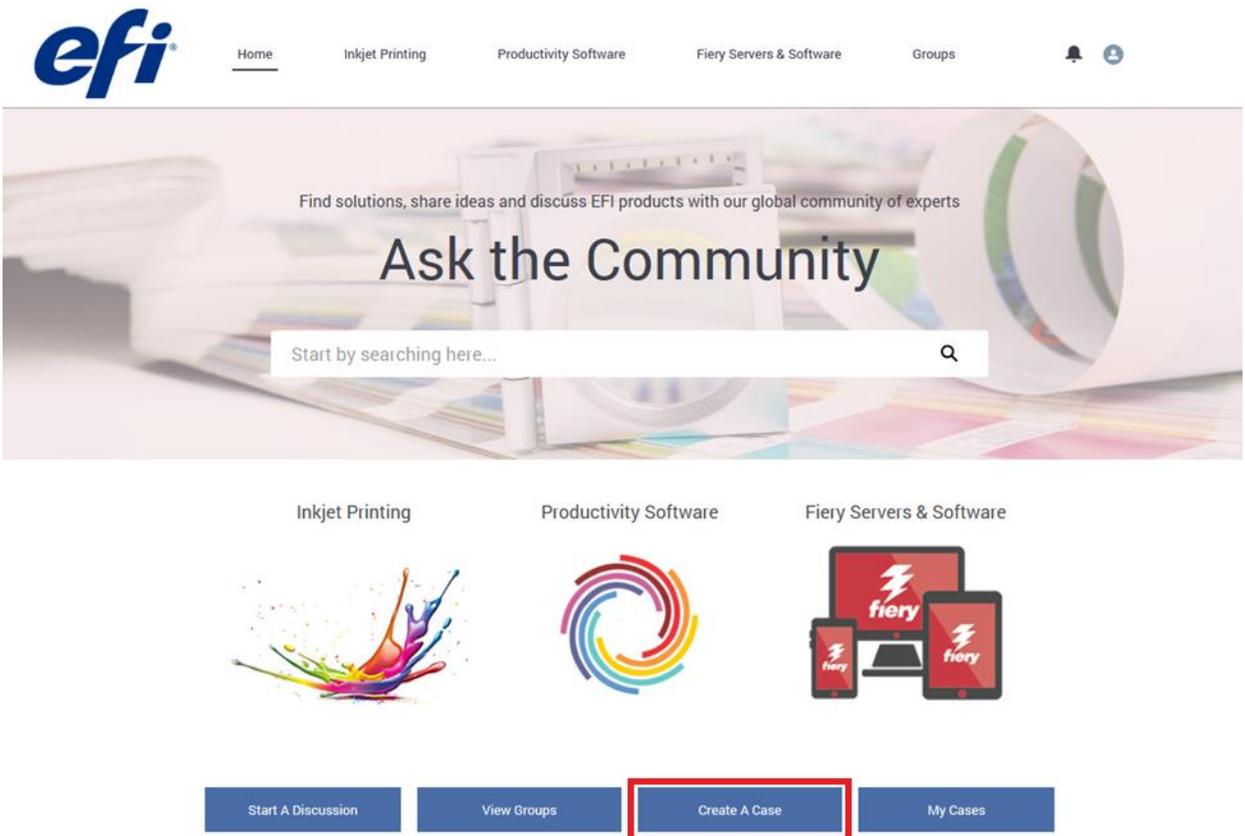
How to Request an Upgrade via Communities.

This process is very simple and if you have any issues with submitting your request please contact us at 855-EFI-4HLP or 855-334-4457 followed by option 3, option 4 then option 1.

1. Go to Communities (<https://communities.efi.com/>) to start the upgrade request process.
2. Once you get to the site click on the Log in/Register button in the upper right corner of the window.



3. Click on the Create A Case icon will allow you to begin the upgrade request process. When you are finished with this process it will generate a case that will be submitted to Customer Success Team.



4. After clicking on the Create A Case icon the Please Select the Case Type window will appear. Confirm that the; Is your question related to Product Support? option is selected.

Please select the Case type

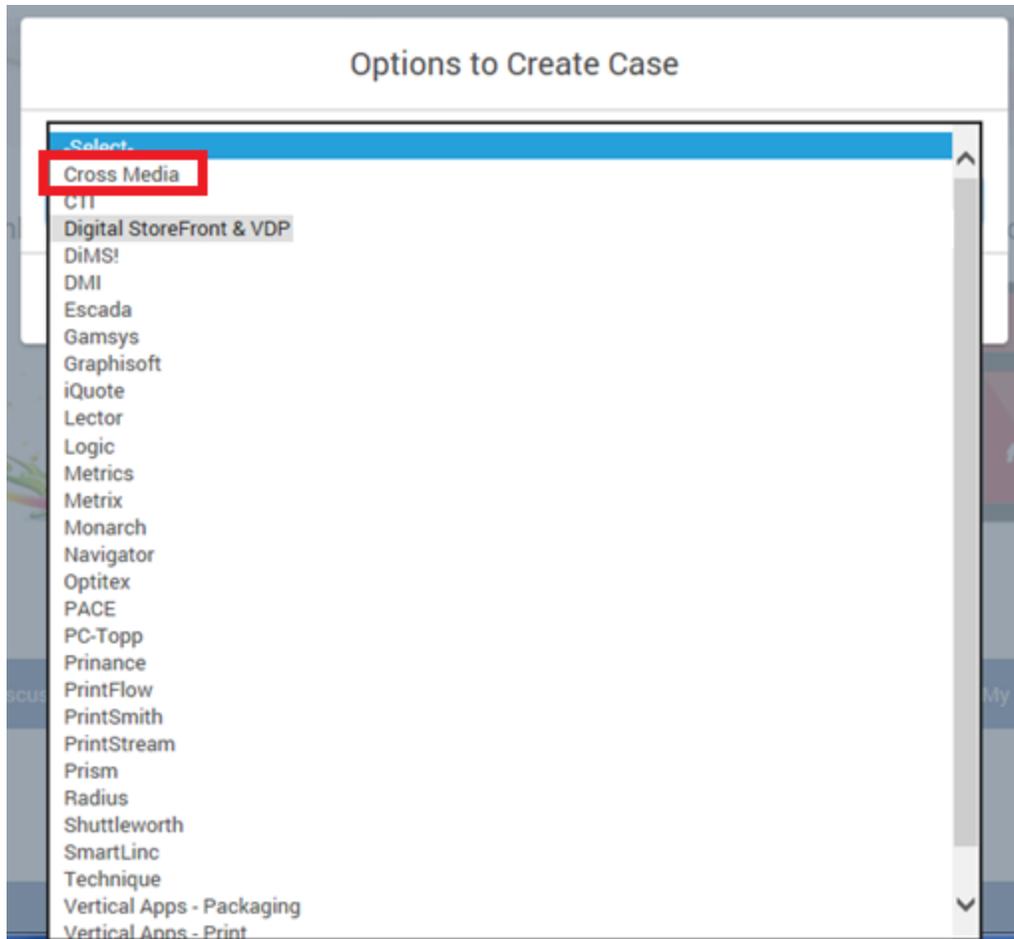
Is your question related to an Order or Invoices?

Is your question related to Product Support?

5. In the Options to Create Case windows click on the Product drop menu select the Cross Media option and then click on Continue:

Options to Create Case

Product



6. Continue entering the appropriate information to create the case.

Note: It will be critical to include the following information in the Case Description field. This information will improve our ability to respond quickly to your upgrade request:

- a. System ID
- b. Domain Name:
- c. Company Name:
- d. Email:
- e. Is it a Windows server or SQL 2008?
 - If Yes this is a Professional Services case.

Create A Case

* Case Subject

* Case Description

* Priority ?
-Select- ▼

Your Reference

Customer Business Impact

* Product
Cross Media ▼

* Version

* Module
-Select- ▼

Sub Module
-Select- ▼

Severity
-Select- ▼

Site
Electronics for Imaging, Inc. Headc ▼

Note: Attachments can be added to the case after it has been submitted.

Note: Due to the end-of-life for Windows 2008 Server and SQL Server 2008, updates are no longer provided through the support team. The upgrades require a migration plan which will be quoted as a separate project.

7. Once the required fields are filled out click on the Submit button.
8. Once the process is complete you will see a Case number on the upper left corner of the window.