## Software Maintenance and Support Agreement

Frequently Asked Questions:

- Q: What is an "SMSA?"
  - » A: SMSA stands for Software Maintenance and Support Agreement.

- Q: What does the SMSA give me?
  - » A: It is a support contract that entitles the user to upgrades to the Color Profiler Suite (CPS) product. It also entitles the user to first tier technical support for the current version Color Profiler Suite product directly from EFI™.

- Q: How do I contact EFI for Color Profiler Suite support under the SMSA?
  - » A: Please contact profilersupport@efi.com.

- Q: Do I have a current Color Profiler Suite SMSA?
  - » A: If you are running Color Profiler Suite version 4.7 or newer, the SMSA status and expiration date is always displayed in the launch window.

    Alternatively, launch the program on a computer connected to the Internet and choose "Software Updates" from the Help menu. Check for updates. The updater will report if you are covered under SMSA or if your contract is expired. If it is current, you will be offered any upgrades to the software that are currently available.

- Q: Do I have to have a current SMSA to get updates for bug fixes?
  - » A: No, updates are available to all users regardless of their SMSA status. Updates are identified with changes to the third decimal place in the version number (i.e. version 4.9.1 to 4.9.2).

- Q: If my SMSA is expired, how do I renew it?
  - » A: If you have CPS version 4.x, the easiest way to renew is from the Color Profiler Suite Help menu > Renew SMSA Now, or through Fiery Software Manager for CPS version 5.x. Fiery Software Manager will check for updates or upgrades and report their availability. The SMSA status and expiration date can be found at bottom of the CPS launch window.
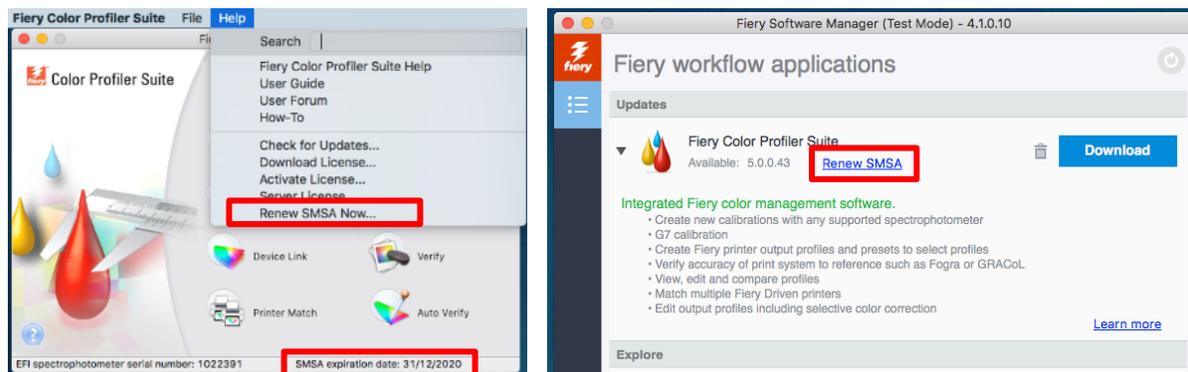
To renew the SMSA, click "Renew SMSA", and the required info to order a renewal will be shown. You can print this page to show to your EFI supplier, or you can order the renewal yourself directly at the EFI eStore at https://estore.efi.com/. Otherwise, please contact your local EFI sales rep or OEM dealer.

- Q: Why would I want to continue my SMSA coverage?

  » A: Maintaining SMSA coverage is the only way users can access Color Profiler Suite upgrades. You will also have access to expert technical support for Color Profile Suite directly from EFI.

- Q: Can I still use my software with an expired SMSA?

  » A: Yes, your Color Profiler Suite license is perpetual. You can continue using the software with no limit. A current SMSA is required for Color Profiler Suite software upgrades that keep your color tools up-to-date for new color standards, additional measurement devices, and new features. It also gives you direct access to EFI technical support for the software.

- Q: How many years of SMSA renewal do I need to purchase?

  » A: You need to renew SMSA coverage so that it is continuous from when your SMSA expired to the current date. For example, if your SMSA expired in January 2016, and it is now June 2018, you will need to renew for 2016, 2017, and 2018 (for a total of 3 years extension).

- Q: Does it make sense to buy the software again or purchase additional years of SMSA to become current again?

  » A: The best option is to purchase additional years of SMSA renewal to become current, unless it has been expired for more than five years. For example, 6 years x $400 (one-year SMSA extension cost) = $2400 so it would be cheaper to purchase the software outright again for $2300.

- Q: Do I have to wait until my SMSA expires to get a renewal?

  » A: No, you can renew you SMSA at any time. In fact, you can purchase multiple years of SMSA renewal which will extend the SMSA from the original expiration date through as many years of extension you have purchased.

- Q: What if a customer receives Color Profiler Suite without the full 12-month SMSA?

  » A: This can happen due to aging reseller inventory of the software. To solve this problem, email profilersupport@efi.com with the spectrophotometer serial number used to license CPS. The Support team will extend the SMSA gratis so that the customer has a full year of coverage from the date they activated the software.

- Q: How do I extend the SMSA for a licensed dealer demo copy of Color Profiler Suite?

  » A: Dealer demos and NFRs have been discontinued. The SMSA associated with a NFR software cannot be extended. Please work with Color Profiler Suite support to get the dealer a show-room software version.

- Q: The software updater reports that my SMSA is current but my software is not licensed (demo mode). What do I do?

  » A: Make sure the correct spectrophotometer used to license Color Profiler Suite (see steps below) is attached. Otherwise, contact profilersupport@efi.com.

To check which Fiery Color Profiler Suite version you are licensed for go to: https://activation.efi.com/cps/.

Step 1. Enter your spectrophotometer serial number or Fiery Color Profiler Suite LAC code and click Next. The license version is shown at the top of the next window.

Entitlement Information

License Activation Code (LAC):
Product   Color Profiler Base 4.6

There are no items to fulfill.

Items Already Fulfilled

Item #	Option	Version	Quantity Fulfilled	Start Date	Expiration Date
1	KIT,FIERY CPS V4.6,SOFTWARE ONLY	4.6	1		Permanent

View Generated License(s)

Step 2. Make sure the version of Fiery Color Profiler Suite you are licensed for is the one you have installed. The latest version can be downloaded at: http://www.efi.com/cps/upgrade.

Step 3. If the license is for an earlier version of Fiery Color Profiler Suite, download previous supported versions from the download center: http://www.efi.com/support-and-downloads/downloads/. Select the Applications Software and Tools tab, and then Color Profiler Suite from the list. Note: If you need more help contact support at 855-EFI-4HLP (855-334-4457) or profilersupport@efi.com.

Have another question? Contact CPSSMSAQuestions@efi.com.