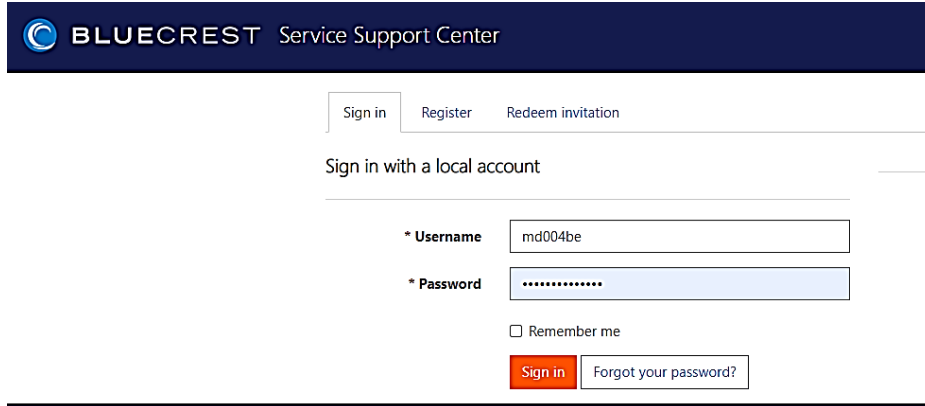


# How to create a BLUECREST Service Support Case

If you are a Registered User → Sign in



The screenshot shows the BLUECREST Service Support Center login interface. At the top, there is a dark blue header with the BLUECREST logo and the text "Service Support Center". Below the header, there are three tabs: "Sign in" (which is active), "Register", and "Redeem invitation". Under the "Sign in" tab, the text "Sign in with a local account" is displayed. The login form includes two input fields: "\* Username" with the value "md004be" and "\* Password" with masked characters ".....". Below the password field is a checkbox labeled "Remember me" which is unchecked. At the bottom of the form, there is a red "Sign in" button and a "Forgot your password?" link.

If you are not a Registered User à click on Register → complete the form and submit

Please complete the following information:

- First and Last Name
- Company (Organization) Name
- Business Phone
- Preferred Language

## Your Information

First Name \*

Last Name \*

E-mail

msd856@gmail.com

Business Phone

Provide a telephone number

Organization Name

Title

Nickname

Web Site

Public Profile Copy

Preferred Language



Registering as new User, it may take up to 24 hours for BLUECREST to validate. You will receive a Registration Confirmation email upon validation.

You have signed in:

Select → Select a help topic



BLUECREST Service Support Center

Cases

Work Orders

### How can we help?

Get help with parts, order status, invoices, contracts, product support, and more

Select a help topic ▾

View Cases

### Quick Request for Service

Open a service ticket or check the status of an existing service request

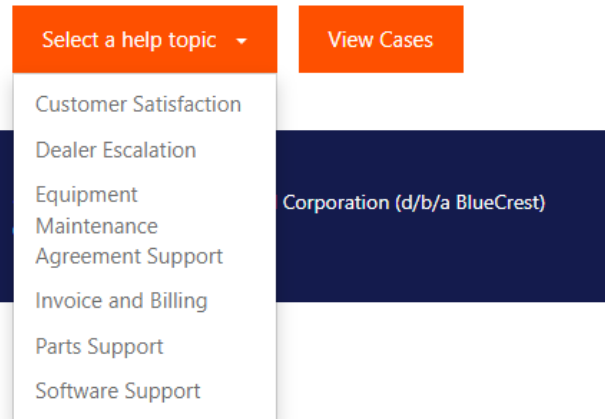
Request Service

View Work Orders

Select the drop down menu → Select Software Support

## How can we help?

Get help with parts, order status, invoices, contracts, product support, and more



The image shows a user interface for selecting a help topic. There are two orange buttons at the top: "Select a help topic" with a downward arrow and "View Cases". Below the "Select a help topic" button is a white dropdown menu with a dark blue background on the left side. The menu lists the following options: Customer Satisfaction, Dealer Escalation, Equipment Maintenance Agreement Support, Invoice and Billing, Parts Support, and Software Support. To the right of the dropdown menu is a dark blue rectangular area containing the text "Corporation (d/b/a BlueCrest)".

Enter the following information in the form:

- Enter Title: Apache Log4j
- Select Topic – select the software type
  - DFWorks
  - Direct Connect
  - DirectView
  - Enterprise Manager
- Select Priority – 1-Critical

# Open a New Case

**Title \***  
Apache Log4j

**Customer \***  
BlueCrest Inc

**Primary Contact \***  
Mark Doane

**Type \***  
Software Support

**Customer Asset**

**Topic \***  
DirectView  
DFWorks  
Direct Connect  
DirectView  
Enterprise Manager  
Intellilet Print Process Manager  
JESConnect  
Mail Production - FRANCE ONLY  
Mail Workflow - FRANCE ONLY  
MCS  
Officemail  
Output Enhancement  
Output Manager  
Process Manager  
Sydes  
Third Party  
[Attach a file](#)

**Priority**  
1-Critical

Enter Description: Enter your software version: i.e.Log4j version 1.2.8

# Open a New Case

**Title \***  
Apache Log4j

**Customer \***  
BlueCrest Inc

**Primary Contact \***  
Mark Doane

**Type \***  
Software Support

**Customer Asset**

**Topic \***  
Enterprise Manager

**Priority**  
1-Critical

**Description**  
Enter your software version. i.e. Log4j version 1.2.8

If you have more than one BLUECREST software, please open a second Case for the other software type.  
Select Submit to submit your support request. Support will respond to request within two (2) hours.