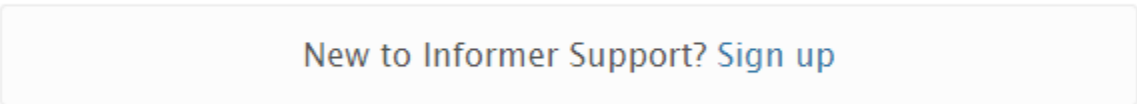




Welcome to Entrinsik's new Help Center for Informer. This will allow Informer end-user's to browse all support documentation for answers to their questions, create support tickets, and follow the status of the tickets. It is a one-stop shop for all support and customer service needs. Below are the instructions on creating a new log in for the Help Center.

- 1) Click on New to Informer Support? Sign Up




- 2) Fill in form to sign up

Please fill out this form, and we'll send you a welcome email to verify your email address and log you in.

**Your full name \***

**Your email \***

**Please verify text \***



[Different text please](#)   [I want audio instead](#)

[Cancel](#)   [Sign up](#)

3) You will receive an Informer Support Welcome Email.

● Informer Support welcome email



● Informer Support

To: Me

Today at 10:18 AM



Welcome to Entrinsik, Inc. Please click the link below to create a password and login.  
<https://entrinsikinraleigh.zendesk.com/verification/email/EjIXDWcXsEYMv8KGO8zA64Evv/>

This email is a service from Informer Support. Delivered by [Zendesk](#).

4) Click the verification link to create a password and login.

## Create a password to verify your email address

You'll use this password to sign in to Informer Support  
(<https://entrinsikinraleigh.zendesk.com>).

**Enter a password**

Password requirements:

- must be at least 6 characters
- must include letters in mixed case and numbers
- must include a character that is not a letter or number

**Verify my email address**

5) You will then be logged into Informer's Help Center

6) To see if there is an article in our Knowledge base to assist you with your question, type your question or partial question into the Search box.

upgrade



## Basic Informer Upgrade

by Holly Weisser 2 years ago in [Installation & Setup](#) > [Upgrades](#)

Basic Informer upgrades usually occur from one maintenance release to the next (i.e. 4.3.0 to 4.3.1). This...

- 7) If you do a search and don't find an article to assist you, feel free to click on the [Submit a Request](#) at the top of the page to create a support ticket.

[My activities](#)

[Submit a request](#)

- 8) Fill in the subject of the Request and browse the Suggested Articles. If there is still nothing that answers your question, complete the rest of the form. Give as much information as possible. The Help Center allows attachments as files or even a screencast (you can video the problem as it is occurring).

### SUBMIT A REQUEST

**Subject \***

having trouble upgrading

**Suggested articles**

[Upgrading from pre-4.3 to 4.3.3](#)

[Upgrading from 4.3.x to 4.3.3](#)

[How to install a test instance of Informer alongside production](#)

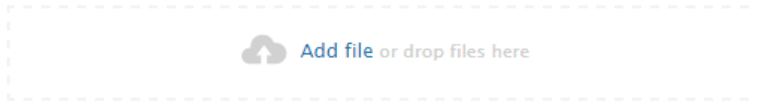
[How do I configure Virtual Hosts for Informer?](#)

**Description \***

Please enter the details of your request. A member of our support staff will respond as soon as possible.

**Informer Version \***

### Attachments



### Screencasts

Record screencast

Submit

9) Once a help desk ticket has been submitted, the user can login and follow the status of the ticket.

10) To get to your activities, click on My Activities at the top of the page.

My activities

Submit a request

Search

### My requests

ID	SUBJECT	LAST ACTIVITY	STATUS
7411	having trouble upgrading	3 minutes ago	<a href="#">Open</a>

Click on ticket to add more information or to view the status and other comments on the ticket

REQUEST #7411

## HAVING TROUBLE UPGRADING



**Robin Lamb**

Today at 10:59

I can not get Informer to start up after I upgraded from Version 4.3.5 to Version 4.4.2



**Derek O'Neill**

Today at 11:07

What's the error?



Add your reply



Add file or drop files here

You submitted this request

**Status**

Awaiting your reply

**Priority**

-

**Assigned to**

Derek O'Neill

**Informer Version**

Informer 4x

Submit a request