

# Upgrade to P6.1 now

## How do I request an upgrade?

We have an “Upgrade by Request” site available on Primavera.com:  
<http://www.primavera.com/upgrades>

Through this site, customers enter their serial number and indicate if they would like to receive the software via ESD or CDs.

## What is ESD?

ESD is Electronic Software Delivery. ESD allows customers to download software products electronically, instead of receiving physical media, such as CDs.

## Why are Primavera offering upgrades by request?

Providing upgrades by request allows customers to decide when they want to receive their upgrade and where it should be sent. It also gives them the option to request their upgrade through ESD (Electronic Software Delivery).

## Am I eligible for a free upgrade?

Customers who are under current maintenance are eligible to receive a free upgrade to Primavera version 6.1. If a customer's maintenance has expired, they will need to speak to PCS sales and renew their maintenance to be eligible for the upgrade.

[Upgrades@pcs-pl.com.au](mailto:Upgrades@pcs-pl.com.au)

## If I select ESD as the delivery method, how do I access the software?

To access Primavera's electronic software delivery service, a username and password are required.

- If you already have an ESD account: Once you receive a confirmation email that your request has been fulfilled you can access the software via this link:  
<https://primavera.subscribenet.com/>  
Simply input your existing username and password. If you need help finding your username and password, you may use the “Password Finder” feature on the site.
- If you are requesting ESD for the first time: You will receive an email from [primavera@subscribenet.com](mailto:primavera@subscribenet.com) with a link to the ESD site and your username and password.
- If you need help downloading or have questions regarding your ESD account, you can contact [primavera@subscribenet.com](mailto:primavera@subscribenet.com) or call or 1-925-253-6565

### **What is required for ESD?**

ESD is recommended you have high-speed internet access.

### **Connection Time to download Client Database CD**

T3	20 minutes
T1	90 minutes
512k	240 minutes
256k	480 minutes

Actual times will vary based on network traffic, latency, etc.

If you are experiencing problems or would like further information, please contact the Upgrade Response Team at (610-949-6500) or [Upgrades@primavera.com](mailto:Upgrades@primavera.com).

### **How can I check on the status of an upgrade request?**

Upon receiving your upgrade request it will take 3-5 business days to fulfill via ESD and 7-10 business days to process and ship CDs. When the order is processed, you will receive a confirmation email notifying that the order is on its way. If you have not received your confirmation email within 48 hours of placing your order, please contact the Upgrade Response Team at (610-949-6500) or [Upgrades@primavera.com](mailto:Upgrades@primavera.com).