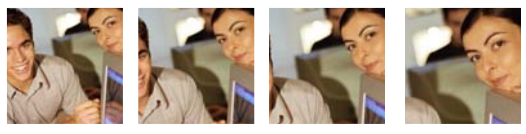


GTAC Services



Siemens PLM Software



A guide to support services from the Siemens PLM Software
Global Technical Access Center (GTAC).

<http://www.siemens.com/plm/support>

+1 800 955 0000 (US & Canada) or +1 714 952 5444

Or Contact support in your local country as listed in this guide

- 2 [The Value of Support Maintenance, Enhancements & Support](#)
- 3 [GTAC Value Proposition](#)
- 4 [Support Services Overview](#)
- 5 [One Stop Electronic Support Shop](#)
- 6 [E-Mail Subscription Lists](#)
- 7 [WebKey Accounts](#)
- 8 [Support Telephone Numbers](#)

SIEMENS

>> The Value of Support Maintenance, Enhancements & Support

Welcome to the Siemens PLM Software family of productive users! Siemens' PLM solutions represent a unified approach to extended enterprise collaboration that enables all participants in your product lifecycle to work in concert as you bring products to market and support your customer base.

Product lifecycle management enables you to marshal the skills, expertise, knowledge, and experience of your entire extended enterprise and apply them to every major stage in your product lifecycle to achieve competitive excellence.

Software Maintenance, Enhancements & Support are essential for your successful utilization of Siemens PLM Software products. When you purchase maintenance, you're entitled to the following components to ensure that you maximize your effective use of our software products:

2

>Major releases of software products with new features, functions, and software corrections.

New product releases provide you with the latest and most productive tools and technology to improve your product development process. Every major release includes significant new features and corrections for software errors found in earlier releases. Major releases may include significant changes in data architecture to take advantage of new technology.

>Point releases of software products with software corrections and limited new features.

Point releases provide you with timely corrections for software bugs, plus enhancements to existing features, and sometimes even new features. Point releases are made available between major releases, as needed. Point releases do not include changes in data architecture. Note that we normally only offer this for the current release and previous major releases. Maintenance of releases older than that can only be offered through Premium Extended Maintenance at a surcharge.

>Prompt and effective telephone-based technical support.

Your calls are routed directly to technical support engineers who have the knowledge and skills to understand, investigate, and resolve problems quickly. Phone-based support includes problem escalation, management visibility, and the input process for reporting software errors and enhancement requests.

>Web-based technical support.

Our customer support web pages provide you with instant access to problem reporting, a symptom/solution database for FAQs, tips, techniques, and software error listings, progress tracking on open issues, ability to download and upload files, participation in newsgroups, product certification information on software and hardware configurations, and e-mail subscription services for support bulletins and other critical technical support information. We also offer a technical newsletter with current product information and useful tips and techniques.

Our support team, the Global Technical Access Center (GTAC), has the following vision statement:

To be recognized as a global provider of quality support and services that consistently meets or exceeds customer expectation.

Customer loyalty will be sustained by maintaining a high level of customer satisfaction through timely, results-oriented, and cost effective service and support.

We will understand global requirements and deliver support and services that contribute to the success of our customers and our overall business.

And our mission is to ***increase our customers' productive use of our software by providing responsive and specialized support.*** This is the value provided by your software maintenance dollar and our commitment to you, our customer.

>> GTAC Value Proposition

The value of GTAC technical support services to the -

End User is:

- Having all of the support requirements satisfied by the product experts through a single number.
- The GTAC support agents are closely involved with the product lifecycle and take ownership of the problem until it is resolved.
- The tools and services available for problem resolution, including:

Telephone support for:

- Incident reporting for problems or questions;
- Problem diagnosis;
- Problem report status;
- Product installation support;
- Product application support;
- System management support (Operating System and environment related);
- Configuration management support

Electronic services, available 24 x 7, with unlimited usage at

<http://www.siemens.com/plm/support>, including:

- Newsgroups and conferencing;
- Incident reporting via electronic call logging;
- Access to the status of any reported issues or incidents;
- A symptom/solution knowledge database for information queries;
- Reporting of errors or requests for enhancements from within many of our products;
- The GTAC Quarterly technical newsletter;
- Software Field Bulletins (SFBs);
- On-line documentation;
- Patches and software releases are available for downloads;
- Automatic distribution via e-mail subscription of technical information as it becomes available;
- FTP server for data downloads and uploads;
- License file retrieval and emergency license generation;
- Access to all electronic tools and services via a WebKey account

Manager is:

- The reductions in the distraction caused by, and the time consumed with unassisted problem diagnosis and resolution;
- A more productive work environment resulting in increased efficiency and faster art-to-part turnaround time;
- Automatic shipment of software updates and maintenance releases as part of the standard maintenance service contract;
- Automatic call tracking and escalation procedures for all incidents or problems reported;
- The ability to get both application and operating system support from a single vendor.

Executive Manager is:

- A higher profit margin resulting from increased productivity and efficiency;
- The ability to exceed, rather than simply meet, customer expectations of product quality and required time to deliver;
- The simplified contract administration of having a single vendor for all support requirements.

>> Support Services Overview

The Global Technical Access Center (GTAC) is your focal point for post installation software support. **The center provides both your application and operating systems software support through telephone and electronic access.**

Only through the use of this service can your call be logged, tracked and followed until resolved. In some instances, the solution to your problem or answer to your question may already exist and can be readily provided.

GTAC is organized into specialized teams which support specific product disciplines. These teams are located in close proximity to their parallel product development groups, so they can quickly locate the path that will lead you to improved productivity.

Telephone Support - Automated Attendant and Automated Call Distribution

When you call the GTAC at:

+1 (800) 955 - 0000 or +1 (714) 952-5444
Monday - Friday 5:00 am - 5:00 pm PT
 (for all products except e-Breviate)*

your call is answered by an automated attendant. You will be asked to key in your SoldTo ID and then given a number of support options and asked to select the option corresponding to your specific need. To view the list of available telephone support options, please see the GTAC Service Selection Guide at:

http://support.ugs.com/html/selection_guide.pdf

If you are calling for technical support, an **Incident Report (IR)** will be opened for you to record and track your request. You should keep this number for your records and for reference later if the issue is not immediately resolved.

If you are outside North America, contact your local country office for support. If you use a distributor, contact your reseller and ask about the process you should follow for getting support. Please refer to the list of global telephone numbers on the last page of this document for the support numbers in your area.

** If you are calling for support on the e-Breviate product at +1-866-254-2745, we are available on a 24 x 5 basis, US Central Time.*

Customer Services - Option 1, When it's Business

The GTAC US 800 number also allows you to contact your Customer Account Analyst (CAA) to discuss any contract, billing, or maintenance issues. You can also select an option to make inquiries on software product distribution, shipments and delivery.

Technical Support—Option 2

All of your technical support options are provided here. Select option 2 to request support or report a problem of a technical nature related to your Siemens PLM Software products. Your selection will route you to the appropriate support team and support specialist for help.

'Call Back' - Option 3, For IR Follow-up

Our GTAC phone system has a '**call back**' option, **Option 3** on the main menu, to allow you to go directly to the GTAC support agent handling your existing incident report. You are asked for your SoldTo ID, and your incident report (IR) number. The phone system then routes your call to the support agent assigned to that incident report. This gives you direct access to the agent and the status of your call.

Education Services - Option 4 - For Your Training Needs

You can get the latest class schedules and training information, or register for the latest training classes by selecting Option 4 from the main menu. Ask about the many training options and delivery methods available. You may also get technical assistance with the web application through this option.



The following is a description of our support services and tools available electronically via the web at: <http://www.siemens.com/plm/support>. You will need a WebKey account to access these services.

UGSolutions - Symptom/Solution Information Query - The accumulated knowledge of the GTAC support staff **available on-line, 24 hours a day**. This is the knowledge database the GTAC agents reference when resolving problems. Many of the articles are based on problems or questions submitted by our customers. It is updated with new articles and current technical information daily. **UGSolutions may be accessed through the GTAC Support web page.**

Software Field Bulletins (SFBs) - The SFB is our vehicle to inform you of any technical tips, updates, workarounds, and vendor hardware & software release certifications. These technical information bulletins are available through the UGSolutions knowledge base search engine and through the *SFBMAIL Electronic Distribution List*.

Problem Report (PR) Status - Incident reports (IRs) that uncover software errors are converted into Problem Reports (PRs) and sent to development for correction. The customer reporting the defect is informed via e-mail initially, & when there is a fix or resolution to the problem.

Call Tracking– On-Line Call Status - A web-based call handling tool, QTAC (Query the Technical Access Center), allows customers to look into the support database for the latest status of their reported issues. A simple authentication scheme controls access and serves to guarantee the privacy of all customer data.

Down & Upload Files - From our web page you have the option to download or upload files using *ftp or http*. Select the **Download & Upload** label to direct you to the appropriate link. You can quickly send us your parts & data when needed to analyze problems. You can also download programs, full releases, maintenance releases, patches, drivers, documentation, bulletins & other information using *ftp or http* protocols. All you need is a WebKey account to gain access.

>> One Stop Electronic Support Shop

Certification Table - A guide to the currently supported revisions of operating systems and associated vendor software products, graphics and related hardware products. You will find current and previously certified systems and configuration information for all of our offered products

Documentation – You can access on-line documents including Release Notes, User Guides, README Files, Deployment Guides, tutorials, and other product guides and technical information. You will also find our technical newsletter, the *GTAC Quarterly*, which is written and produced by GTAC and distributed electronically. A ".PDF" file for each newsletter issue is available and can be downloaded and printed.

Electronic Call Entry - This call handling tool allows you to electronically log support calls with the Global Technical Access Center (GTAC) via the web. You now have even more flexibility in reporting questions or problems. You will be immediately notified of the IR number, your reference for that incident report.

If you have your support through a distributor or reseller, you need to contact your distributor or reseller to inquire about the support process. Often your reseller can log an IR for you.

Newsgroups and Conferencing -

An electronic forum for exchanges of information relating to our product lines is available. To help you use the products more effectively, you can exchange ideas or ask questions and get responses from other users, our GTAC support staff, developers, technical sales support, marketing or the user community.

To stay current, access to the electronic services is critical. You can stay updated on a daily or weekly basis, augmenting any information you receive from us.

License Retrieval and Emergency Licenses -

This tool allows you to obtain an electronic copy of your license file or obtain a Product Password as needed or required to run your licensed software. You can also request an emergency license file valid for 7 days on any machine if your situation requires it.

>> E-Mail Subscription Lists

Plug-in to the electronic advantage by subscribing to our e-mail distribution services. This service keeps you informed of pertinent technical and training information automatically and in a timely manner using electronic mail. There are currently 4 electronic mail distributions available that are regularly updated and sent to all subscribers.

- **NEWSLETTER** - notification and a link to the latest issue of our technical newsletter, the *GTAC Quarterly*. The link will place you on our web page where you can view the newsletter using a browser, or download a PDF file for viewing and printing using the Adobe Acrobat Reader.
- 6 • **SFBMAIL** - all Software Field Bulletins (SFBs) are distributed as soon as they are posted in the UGSolutions database to the SFB collection under the specific product the bulletin addresses.
- **SUMMARY** - a weekly summary list containing the document ID and a short description or title of new UGSolutions articles and a monthly summary of new SFBs. You can select any article title listed in the SUMMARY report with your mouse and your web browser should activate and bring up the contents of that article from our UGSolutions knowledge database.
- **TRAINING** - current class schedules and training course descriptions, along with specials or promotions offered by our Education Services Centers.

To initiate your subscription to any or all of these 4 mailing lists, [Click Here](#) to access our web interface to the mailing list utility (<http://support.ugs.com/mailman/listinfo>). You will need a WebKey account to access the web interface.

Or you can subscribe to the mailing lists by sending an e-mail message to the addresses shown below. You will need to send a separate message for each list. The message and subject line should be blank.

- newsletter-subscribe@ugs.com
- sfbmail-subscribe@ugs.com
- summary-subscribe@ugs.com
- training-subscribe@ugs.com

To remove yourself from the NEWSLETTER, SFBMAIL, SUMMARY, or TRAINING list, you may [Click Here](#) or go to <http://support.ugs.com/mailman/listinfo> to access the web interface to our mailing lists, or send the following e-mail messages:

- newsletter-unsubscribe@ugs.com
- sfbmail-unsubscribe@ugs.com
- summary-unsubscribe@ugs.com
- training-unsubscribe@ugs.com

>> WebKey Accounts

Question: What is a WebKey Account and why is it important?

A WebKey Account is a custom account that will give you access to the GTAC web tools and services available at <http://www.siemens.com/plm/support> including:

- License file retrieval
- Emergency license file request
- Newsgroups and Usenet News servers
- E-mail subscription lists
- Downloads of software and patches from the FTP server
- Certification & Patch Tables – Certified system and configuration information for our products
- UGSolutions – our searchable Symptom/Solution database
- Electronic Call Handling – Incident Report logging (LogIR) and status (QTAC)
- Documentation – Product documentation, Newsletters, Tutorials, Release Notes, etc.



7

Question: How can I obtain a WebKey Account?

Your WebKey account is your personal, single point of authentication that will allow access to product information and associated support tools. To request a WebKey account, select the WebKey link on <http://support.ugs.com> or select any WebKey icon presented on a WebKey login prompt or page. Then select the option to “**Create Account**” and provide the requested information.

After your WebKey account has been created, **make sure to write down your WebKey username and password**; the system will ask you for this information when you access any of the WebKey-controlled documents or applications. **You need to enter this information only once per browser session.**

Question: Where can I download full releases of software?

Full downloads of our products are available to you via the FTP Server at <http://ftp.ugs.com>. This server supports both the Hypertext Transfer Protocol (HTTP) and the File Transfer Protocol (FTP - using an FTP client). Anonymous FTP is not supported; you must have a WebKey account to access this system. **Full downloads have a further restriction in that your IP address must be registered with your Customer Account Analyst (CAA) and downloads must occur from that system only.** Maintenance releases, patches, service packs, updates, and other files do not have this restriction.

Question: Who do I contact for help with my WebKey account?

If you encounter problems with the creation or use of your WebKey account, call GTAC at +1 (800)-955-0000, if you reside in the U.S. or Canada, or use +1 (714)-952-5444. Enter option 2, 6 to get help with our support tools and products. You may also contact your local office for help.

>> Support Telephone Numbers**AUSTRALIA (Distributor):**

+61 180 065 9758

Web: <http://www.plma.com.au>

Customer Services => Software Support

AUSTRIA:

+43 732 377 550 38

BELGIUM (Brussels):

+32 2 709 56 66

8

BRASIL:

+55 11 4224 7111

CENTRAL & SOUTH AMERICA:

+55 11 4224 7157 or +55 11 4224 7111

CHINA:

+800-810-1970

e-mail: helpdesk_cn.plm@siemens.com**DENMARK (Kolding):**

+45 70 10 19 48

FINLAND (Distributor):

+358 9 540 48429

e-mail: hotline@ideal.fi**FRANCE (Paris):**

+33 1 30 67 71 11

GERMANY (Cologne):

+49 221 208 02222

HONG KONG:

+00852-22303322

e-mail: helpdesk_cn.plm@siemens.com**HUNGARY (Graphit):**Graphit (<http://www.graphit.hu/plmsupport>)

+36 1 436 9610

e-mail: plmsupport@graphit.hu**INDIA:**

+1800 102 4822 or +91 20-40282100

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e-mail: ejtacideas.plm@siemens.com**KOREA:**

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+64 0800 881 883

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+47 67 55 15 01

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+35 126 190 905

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+65 6333 8998

SPAIN:

+34 900 87 88 80

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+1 714 952 5444