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Siemens PLM Software – Wayne Mahan, Solid Edge GTAC

GTAC Customer Support... It's More than just a Call

About myself



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I am a GTAC Application Engineer with a total of over 40-years' experience in engineering design & CAD. I spent 17-years in the mechanical design, drafting, and CAD administration fields, prior to joining Intergraph Corporation in 1991, now Siemens PLM Software. Over the past 24-years I have divided my time with Solid Edge classroom training, assisting in the planning and implementation of the Solid Edge Sheet Metal and Draft environments, initial implementation of the Solid Edge Reseller program, and the past several years providing customer support with the Solid Edge GTAC team. I am located in the Siemens PLM office, Huntsville, AL.

The GTAC Solid Edge & Data Management Team



Fred White – Manager (Solid Edge)

Ken Wilson – Manager (Data Mgt.)

Solid Edge

Marcelo Martins

John Briscoe

Jeff Anderson

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Joseph Malone

Andy Brezinski

Jeff Wade

Woody Wilson

Kash Rangan

Paul Ford

Jim Dezotell

Data Management

Rene Ramirez (& SE)

Tim Swann

James Biffle

Todd Henry

About this session



GTAC – Global Technical Access Center

This session is to introduce GTAC Customer Support and the specifics required for logging your problems through the use of GTAC, specific to Solid Edge

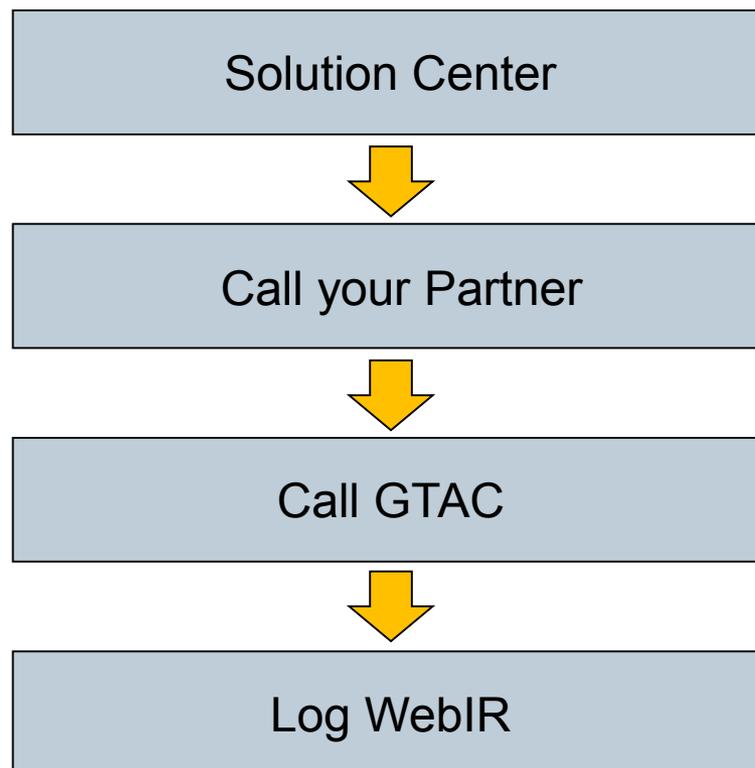
Agenda



- What's available to you, when needing assistance with the use of Solid Edge
- Contacting GTAC through the Web
- Logging your issue using WebIR
- Uploading a Test Case
- What happens once you've logged your issue?
- What's an IR, ER, and PR?
- Using Solution Center
- Questions

Having an Issue with Solid Edge?

Choices...choices...choices...**YOU** decide!

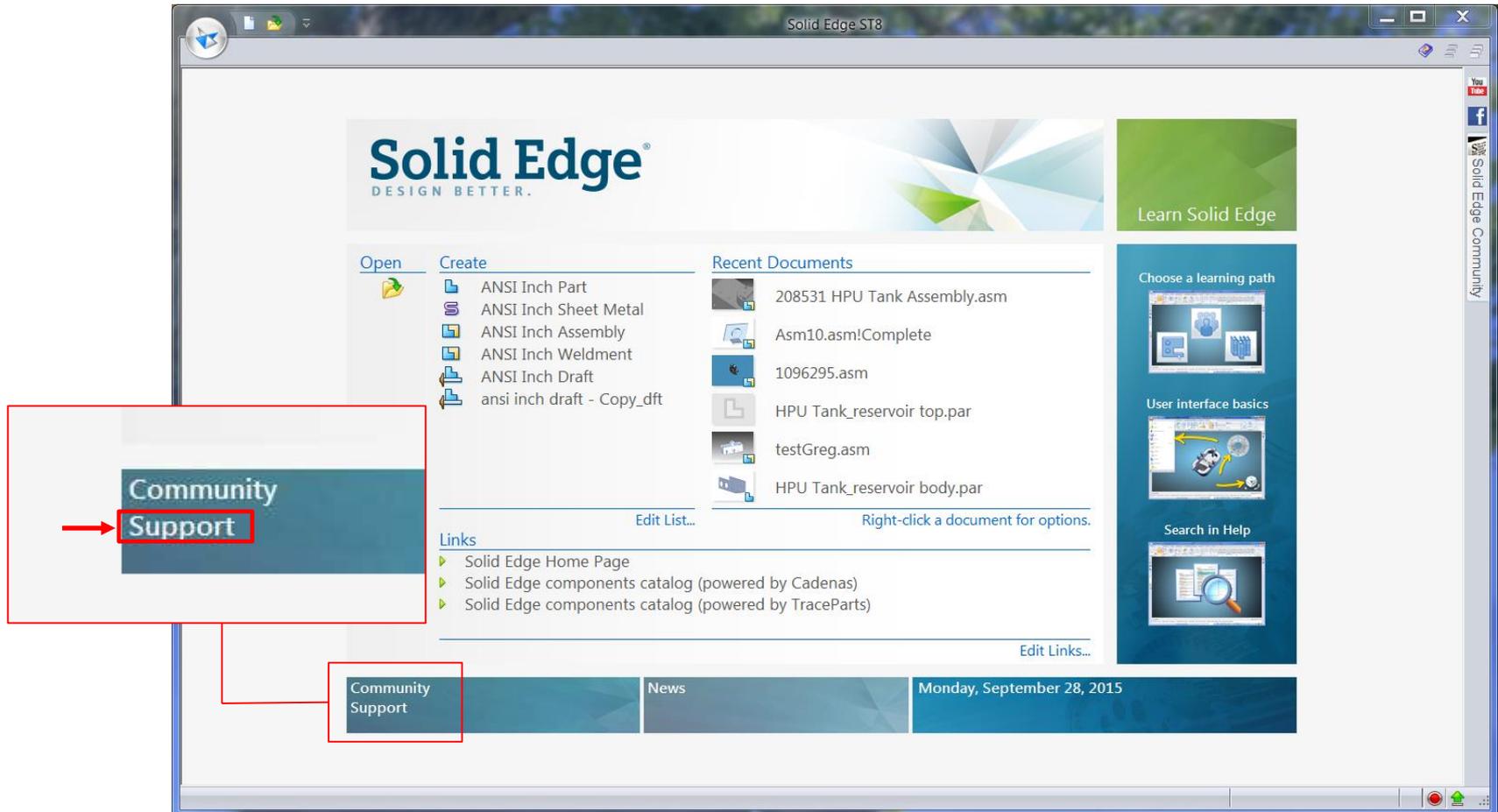


Having an Issue with Solid Edge?

- Review Solid Edge HELP
- Ask a peer, or call a friend who uses Solid Edge
- Review **Solution Center** (website) requires a **Webkey login**
 - Search for similar issues previously logged that may provide a solution
- **Determine urgency of issue (what can I do next?)**
 - **Call your Solid Edge Partner**
 - If you don't know them, get to know them
 - Many can provide support
 - May require a test case to illustrate your problem
 - **Call GTAC @ 1 800 955 0000 (requires active Maintenance Contract)**
 - Options: 2.2.1 Solid Edge / 2.2.3 Installation & Licensing Issues
 - You'll be asked to provide your Sold To Identification number
 - May require a test case to illustrate your problem (website available to upload to GTAC)
 - We have the ability to screen share
 - **Log the issue through QTAC/Web IR**

Contacting GTAC through the Web

From the Solid Edge start page, or using the direct web link



Logging an Issue through WebIR

GTAC Website (direct link)

- <http://www.siemens.com/gtac/>

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Global Technical Access Center (GTAC)
Responsive and Specialized Support

Siemens PLM Software | Site Explorer | Contact

Home > Training & Support > GTAC

Explore GTAC and discover your solution

- Contact Support
 - GTAC Operating Hours and Phone Menu
 - GTAC Country Websites
 - Contact COMOS
 - IBS Support
 - XHQ Support
 - Create or Update an IR**
 - Documentation
 - Solution Center
 - Hardware and Software Certifications
 - License Management
 - Download and Upload Files
 - WebKey Management
 - Featured Services
 - Siemens PLM Community

GTAC Operating Hours and Phone Menu

Global Technical Access Center operating hours are:

Monday - Friday, 5 AM - 5 PM Pacific Time (US) or normal business hours in your country.

Call **1 800 955-0000** or **+1 714 952-5444** in North America.

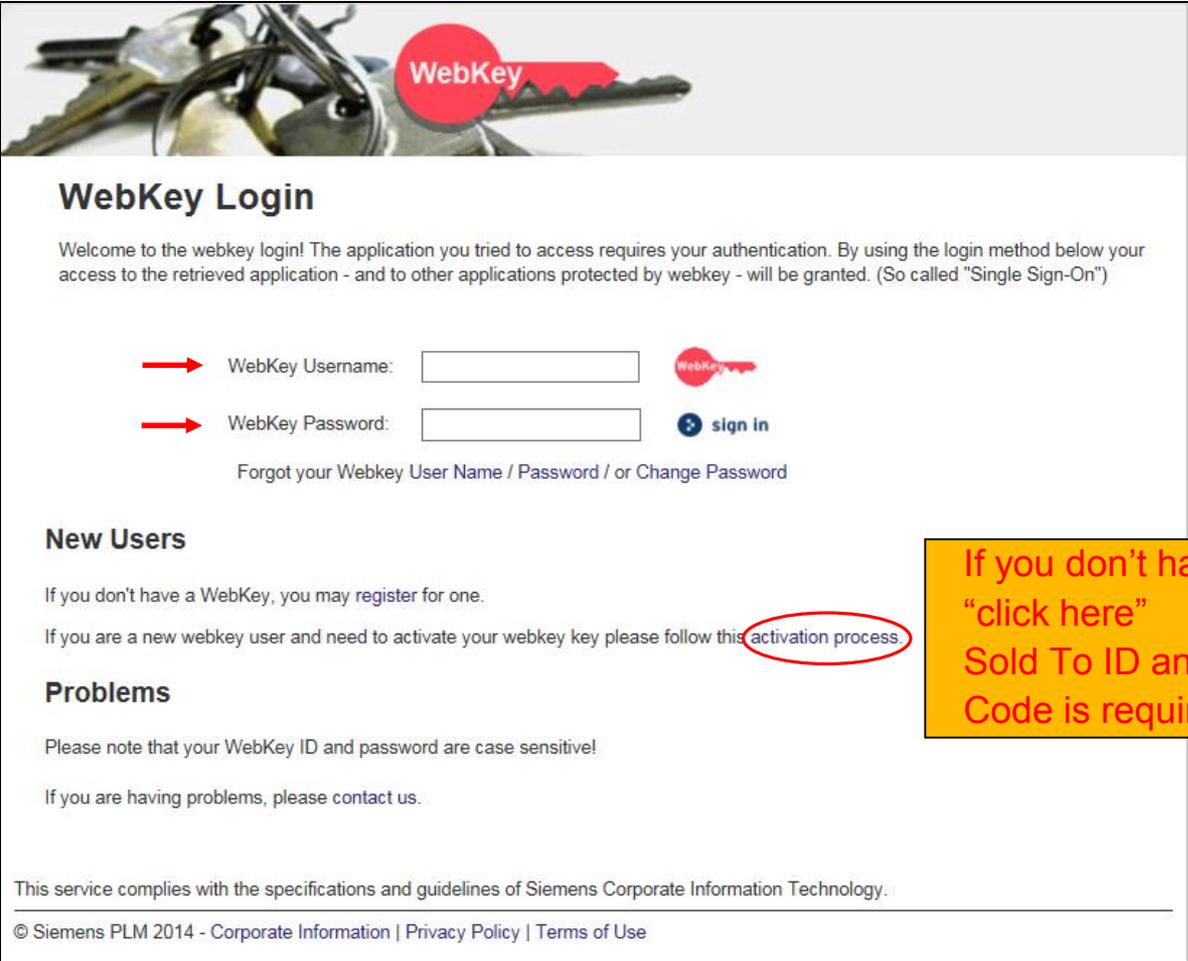
To see the list of telephone support options, select GTAC Operating Hours and Phone Menu and refer to the Additional Resources. These are very helpful guides for selecting the options and properly directing your call.

To find the local support number for your country, refer to the GTAC Global Support Telephone Numbers resource.

Photo: A man and a woman sitting at a table, looking at a laptop screen displaying a map.

Logging an Issue through WebIR

Login to Website, using your Webkey login



The image shows a screenshot of the WebKey login page. At the top, there is a banner with a key and a red circle containing the text 'WebKey'. Below the banner, the heading 'WebKey Login' is followed by a welcome message: 'Welcome to the webkey login! The application you tried to access requires your authentication. By using the login method below your access to the retrieved application - and to other applications protected by webkey - will be granted. (So called "Single Sign-On")'. The login form consists of two input fields: 'WebKey Username:' and 'WebKey Password:', both with red arrows pointing to them. To the right of the password field is a 'sign in' button with a blue plus icon. Below the password field is a link: 'Forgot your Webkey User Name / Password / or Change Password'. Underneath the login form is a section for 'New Users' with the text: 'If you don't have a WebKey, you may register for one.' and 'If you are a new webkey user and need to activate your webkey key please follow this activation process.' The word 'activation' in the second sentence is circled in red. Below this is a 'Problems' section with the text: 'Please note that your WebKey ID and password are case sensitive!' and 'If you are having problems, please contact us.' At the bottom, there is a footer: 'This service complies with the specifications and guidelines of Siemens Corporate Information Technology.' and '© Siemens PLM 2014 - Corporate Information | Privacy Policy | Terms of Use'.

WebKey Login

Welcome to the webkey login! The application you tried to access requires your authentication. By using the login method below your access to the retrieved application - and to other applications protected by webkey - will be granted. (So called "Single Sign-On")

→ WebKey Username:

→ WebKey Password: [sign in](#)

[Forgot your Webkey User Name / Password / or Change Password](#)

New Users

If you don't have a WebKey, you may register for one.

If you are a new webkey user and need to activate your webkey key please follow this [activation process](#).

Problems

Please note that your WebKey ID and password are case sensitive!

If you are having problems, please contact us.

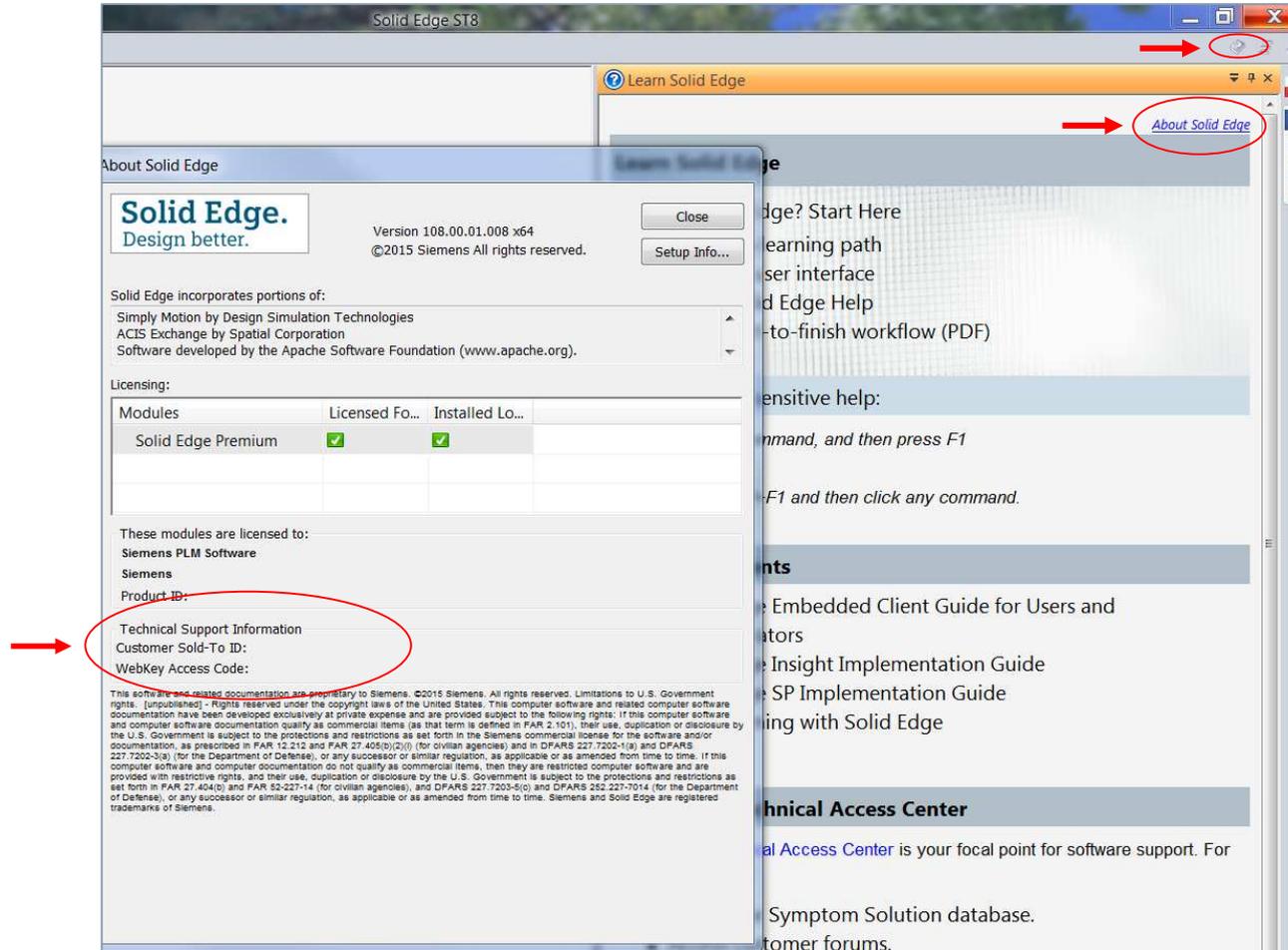
This service complies with the specifications and guidelines of Siemens Corporate Information Technology.

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If you don't have a Webkey login,
"click here"
Sold To ID and Webkey Access
Code is required

Logging an Issue through WebIR

To create a Webkey login you'll need: Webkey Access Code & Sold To Id



Logging an Issue through WebIR

Fill out this form, then SAVE!

- Follow template in the Problem Text Box, be as detailed as possible

The screenshot shows the 'Create new call' form in the Siemens WebIR interface. The form is titled 'Create new call' and includes the following fields and options:

- Sold-to ID ***: - SIEMENS PRODUCT LIFECYCLE (with a 'Change Sold-to' button)
- Contact Name ***: MAHAN, WAYNE (with a dropdown arrow and an 'Add New Contact' link)
- Short Description ***: A text input field with a note: '10 characters minimum and 80 characters maximum'
- Product ***: A dropdown menu
- Application ***: A dropdown menu
- Release ***: A dropdown menu
- Platform ***: A dropdown menu
- Operating System ***: A dropdown menu
- OS Version ***: A dropdown menu
- Problem text ***: A large text area with a note: 'Enter the detailed description of your problem (20 character minimum)'
- Customer Reference**: A text input field
- Other Reference**: A text input field
- External Reference**: A text input field
- Additional Email Addresses**: A text input field with a note: 'Separate multiple entries with a comma'

At the bottom of the form, there are two buttons: 'Save' and 'Cancel'. A red arrow points to the 'Save' button.

Logging an Issue through WebIR

When filling out the Problem text box in the WebIR form note...

- The more information and detail you provide, the better GTAC can interpret your issue, be clear and concise
- Remember, we have not seen your problem and we hear about many throughout the day, so we need to be able to reproduce what you are encountering to help you resolve the issue

The screenshot shows a web form for logging an issue. The form includes several dropdown menus for 'Application', 'Release', 'Operating System', and 'OS Version'. The 'Problem text' field is highlighted with a red circle and contains the instruction: **Be clear and concise in this space, use template**. Below this field is a text input area with the placeholder text 'Enter the detailed description of your problem (20 character minimum)'. At the bottom of the form, there are three text input fields labeled 'Customer Reference', 'Other Reference', and 'External Reference'.

Uploading a Test Case to GTAC

After saving this window will appear for uploading test case file (if available)

The screenshot displays the Siemens QTAC web interface. The main window is titled 'Create New Call' and contains a form with fields for 'Sold-to ID', 'Contact Name' (MAHAN, WAYNE), 'Short Description', 'Product', 'Application', 'Release', 'Problem text', 'Customer Reference', and 'Additional Email Addresses'. A modal window is overlaid on top, titled 'IR# 7519681'. The modal contains the following text: 'Thank you for using QTAC!', 'Your call log reference number is 7519681.', and 'Please refer to this number when requesting support assistance.' Below this text is a red button labeled 'Upload A File' with a PLM icon. Underneath the button, it says 'UPLOAD YOUR FILES NOW TO OUR SECURE SERVER' and provides a URL: <https://download.industrysoftware.automation.siemens.com/upload.php>. A red arrow points to this URL. At the bottom of the modal, there is a 'Close' button. The background form has 'Save' and 'Cancel' buttons at the bottom.

Uploading a Test Case to GTAC

Zip the test case contents, name the file with the IR number (1234567.zip)

NOTE: When bundling an assembly for upload, w/Rev. Mgr. copy assembly and all parts in the assembly to the same folder, then zip the folders content.

IR# 7519681

Thank you for
Your call log
Please refer to

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Transforming the process of innovation

Siemens PLM Software | Site Explorer | Contact

Home > Training & Support > GTAC > Siemens PLM Download Server > upload.php

Help | Upload Tutorial

Specify filename to upload: Browse...

Select where you want to store the file: /gtac (for IR data to GTAC)

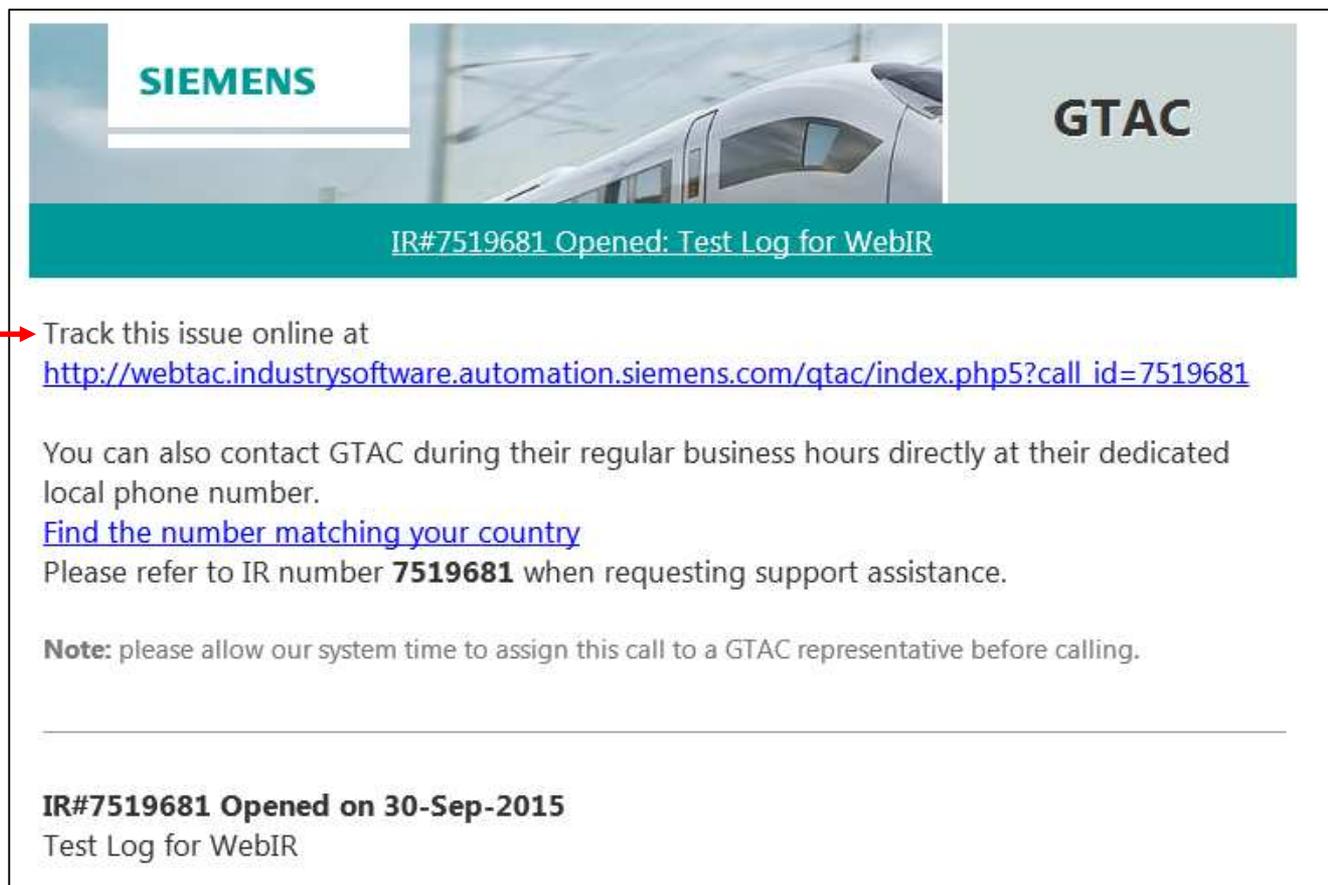
Please note: when uploading to /gtac, the filename must begin with the 7 digit Incident Report (IR) number: example '1234567.zip'.

Please note:

- Archive/Compressed files uploaded to /gtac must be in ZIP, 7Z, Z, GZ, BZ2, or TAR format.
- If you are on Microsoft Windows System uploading compressed files that contain files with non-English characters in the file name, please be aware that there is a known file name encoding issue with Microsoft Compressed Folders feature. Please consider using a third party tool that supports Unicode file name encoding, such as 7-zip, to compress the files.
- You will need to enable popups from this server for the progress meter to display.
- This upload page may not work correctly if you are uploading a file in which the directory name has non-English characters in it. Please move the file to the top-level of your drive and upload it from there.
- There is a 2GB file upload limit.
- Password protected files are not supported.

Email Verification of Successful WebIR Log

You will receive an email acknowledging you submitted and IR to GTAC



The screenshot shows an email header with the Siemens logo on the left and the GTAC logo on the right, separated by a background image of a train. Below the logos is a teal banner with the text "IR#7519681 Opened: Test Log for WebIR". The main body of the email contains the following text:

Track this issue online at
http://webtac.industrysoftware.automation.siemens.com/qtac/index.php5?call_id=7519681

You can also contact GTAC during their regular business hours directly at their dedicated local phone number.
[Find the number matching your country](#)

Please refer to IR number **7519681** when requesting support assistance.

Note: please allow our system time to assign this call to a GTAC representative before calling.

IR#7519681 Opened on 30-Sep-2015
Test Log for WebIR

Logging an Issue through WebIR

Why log through WebIR?

- Requesting an Enhancement Request, minor software issue
- Can log issue during off hours for GTAC
 - Hours 7 AM to 7 PM CST
- More convenient for you than calling
- You provide the documented problem description, time to think through the level of detail and background provided
- Gives the Support Engineer an opportunity to research and collect details before calling back

What if I don't log through WebIR, contact my Partner, or GTAC

- You may have detected an issue in the software, not yet found by anyone else
- This means you, or someone else could encounter the problem again and again, forcing you to work around the problem each time
- By notifying GTAC, it is likely the problem will be repaired in a future release or maintenance pack and working around the problem will cease to exist

Logging an Issue through WebIR

What does GTAC do once issue is logged?

- IR is assigned to a GTAC coordinator
- Coordinator will contact you by phone, email, or both
- Through the call we determine the following...
 - Is the issue an issue we can provide immediate help with over the phone
 - Will the issue or question require technical research before providing a solution or answer before getting back to you?
 - Convert to an ER (Enhancement Request)
 - Convert to a PR (Problem Report)
 - If converted to an ER/PR you will receive a resolution letter via email when the ER/PR is implemented, or resolved

Logging an Issue through WebIR

Logged Call or WebIR always begins as and IR...

- **IR (Incident Report)**
 - An initial call or WebIR always remains an IR unless converted to an ER, or PR, depending on the issue being logged
 - If the GTAC analyst can resolve the problem for the customer the IR is closed as is
 - The means resolving the issue may simply be a result of discussing the steps for resolving the issue over the phone
 - Can be resolved with a call and using an AppShare session where the analyst and customer share each others desktops
 - Perhaps a little of all the above
 - If the GTAC Support Engineer can resolve the problem or answer the question the IR will be set to a resolved status and you will receive an email summary
 - If additional feedback or detail is required you can call back on the existing IR using Option 3 and providing the IR number involving that issue

Logging an Issue through WebIR

Logged Call or WebIR always begins as and IR, but may be...

- Converted to an **ER** (**E**nhancement **R**equest)
 - Once determined that the initial IR cannot be resolved and that the issue at hand is a software restriction, limitation, or shortcoming of some kind, the IR is converted to an Enhancement Request, or ER.
 - An ER is sent to the Solid Edge Product Planning team, to determine whether the request can be implemented into the Solid Edge product to appear in a later release TBD.
 - ER implementation is almost always included in a new version release and seldom in a maintenance pack release
 - How quickly these enhancements appear in the software, if possible, is often be determined by current software architecture, or available technology

Logging an Issue through WebIR

Logged Call or WebIR always begins as and IR, but may be...

- Converted to a **PR (Problem Report)**
 - Once determined that the IR requires a programmatic change due to the software not functioning correctly, or as it is designed, the IR is converted to a Problem Report (PR)
 - A PR is sent to the Solid Edge Development team, to determine what and why the software is not performing properly, in the area flagged by the PR.
 - All PR's are kept until resolved and implemented in either a maintenance pack, or new version. Either way you will be informed via a customer resolution letter
 - How quickly these fixes appear in the software, if possible, can often be determined by current software architecture, or available technology
 - Be aware that a test case is often required from the customer that can be replicated by GTAC and the developer assigned the PR.
 - Please note, it is difficult to repair a problem, we cannot replicate

Using Solution Center

Have an Issue? “Solution Center” may help!

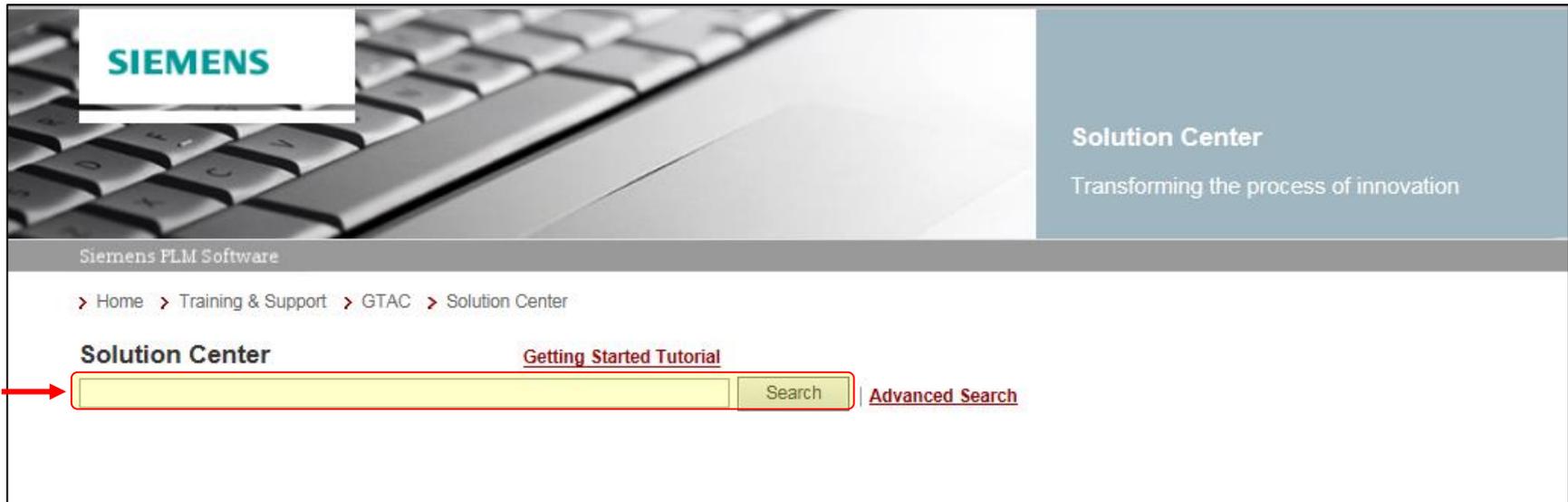
- Accessed through your Webkey login
- Want to know if the issue has been logged before? What was the solution? This is where you can look to Solution Center, before calling or logging a WebIR, if you prefer. Just another option from GTAC!

The screenshot shows the Siemens Global Technical Access Center (GTAC) website. The header includes the Siemens logo and the text 'Global Technical Access Center (GTAC) Responsive and Specialized Support'. The navigation bar shows 'Siemens PLM Software', 'Site Explorer', and 'Contact'. The breadcrumb trail is 'Home > Training & Support > GTAC'. The main content area is divided into two columns. The left column is titled 'Explore GTAC and discover your solution' and contains a list of links: 'Contact Support', 'GTAC Operating Hours and Phone Menu', 'GTAC Country Websites', 'Contact COMOS', 'IBS Support', 'XHQ Support', 'Create or Update an IR', 'Documentation', 'Solution Center' (highlighted in yellow with a red arrow), 'Hardware and Software Certifications', 'License Management', 'Download and Upload Files', 'WebKey Management', 'Featured Services', and 'Siemens PLM Community'. The right column is titled 'GTAC Operating Hours and Phone Menu' and contains text about operating hours and contact information. A photo of two people discussing a laptop is visible on the right side of the page.

Using Solution Center

How to Search in Solution Center

- Key-in “keyword(s)” to search for your related issue, click SEARCH
- When searching for multiple words, all the words you specified will be used in the search EXCEPT common words, such as "a", "and", "the", "of", etc unless you enclose them in double quotes "".



Using Solution Center

How to Search in Solution Center

- Results

The screenshot shows the Siemens Solution Center search results page. The page header includes the Siemens logo and the text "Solution Center Transforming the process of innovation". Below the header, there is a navigation bar with "Siemens PLM Software" and a breadcrumb trail: "Home > Training & Support > GTAC > Solution Center".

The main content area features a search bar with the text "Draft and Hole Table" and a "Search" button. To the right of the search bar are links for "Search History", "Basic Search", and "Advanced Search". Red arrows point to the "Search" button with the label "Search Button" and to the "Advanced Search" link with the label "Advanced Search Option (More Key Word Options)".

On the left side, there is a "Filter By" section. A red arrow points to this section with the label "Filter". The filter section is expanded to show "Document Type" and "Product" categories. Under "Document Type", there are links for "bbs (289)", "faq (30)", "newsletter (4)", "problem report (278)", and "sfb (29)". Under "Product", there are links for "all (3)", "nx (170)", "plm_open (1)", "se (23)", "solid_edge (413)", "tc_engineering (1)", and "ug (5)". A red arrow points to the "Draft and Hole Table" text in the search bar with the label "Key Words".

The search results are displayed in a list format. The first result is titled "Attach Dimension Causes Hole Table Origin to not relocate correctly" and includes details such as "Date: Oct-01-2015", "Document Type: problem report", and "Document ID: 7512158". The second result is titled "wrong format Code in Callout properties in German version only" and includes details such as "Date: Sep-16-2015", "Document Type: problem report", and "Document ID: 7504186".

On the right side of the page, there are several utility sections: "Help" with a link to "Search Tips", "Management" with links to "Report an Issue" and "Inquire the Status of an Issue", "Forums" with a link to "Siemens PLM Community", and "Software Download" with a link to "Files Download".

Thank you...Questions?



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*Visit the GTAC booth here at SEU

Realize innovation