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Siemens PLM Software – Wayne Mahan, Solid Edge GTAC

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

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About myself

Wayne Mahan

Application Engineer, GTAC Solid Edge

Siemens PLM Software

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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.

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The GTAC Solid Edge & Data Management Team

Fred White – Manager (Solid Edge)

Ken Wilson – Manager (Data Mgt.)

Solid Edge	**Data Management**
Marcelo Martins	Rene Ramirez (& SE)
John Briscoe	Tim Swann
Jeff Anderson	James Biffle
Wayne Mahan	Todd Henry
Joseph Malone	
Andy Brezinski	
Jeff Wade	
Woody Wilson	
Kash Rangan	
Paul Ford	
Jim Dezotell	

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About this session

GTAC – **G**lobal **T**echnical **A**ccess **C**enter

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

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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

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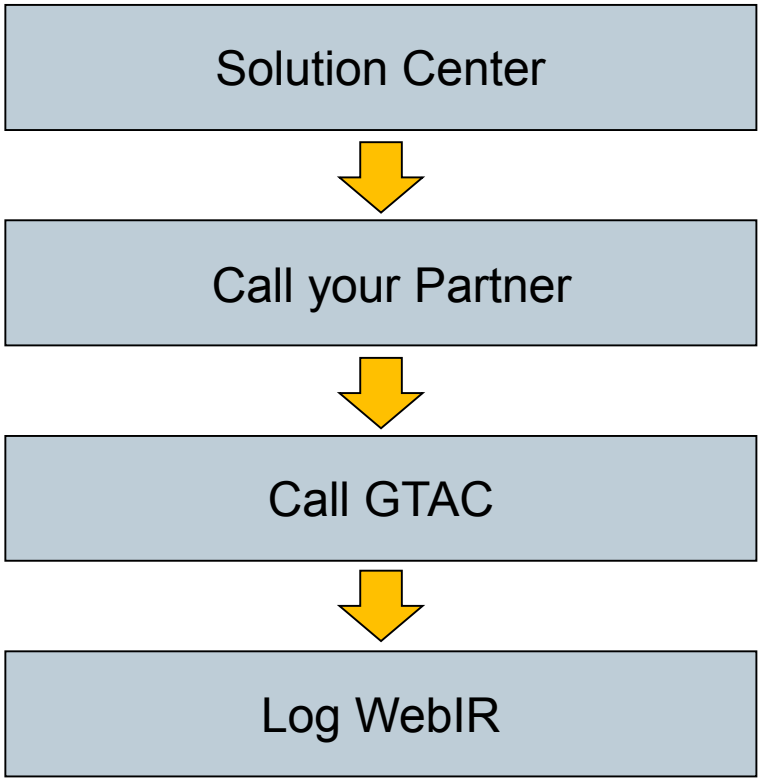
Having an Issue with Solid Edge?

Choices…choices…choices…**YOU** decide!



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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**

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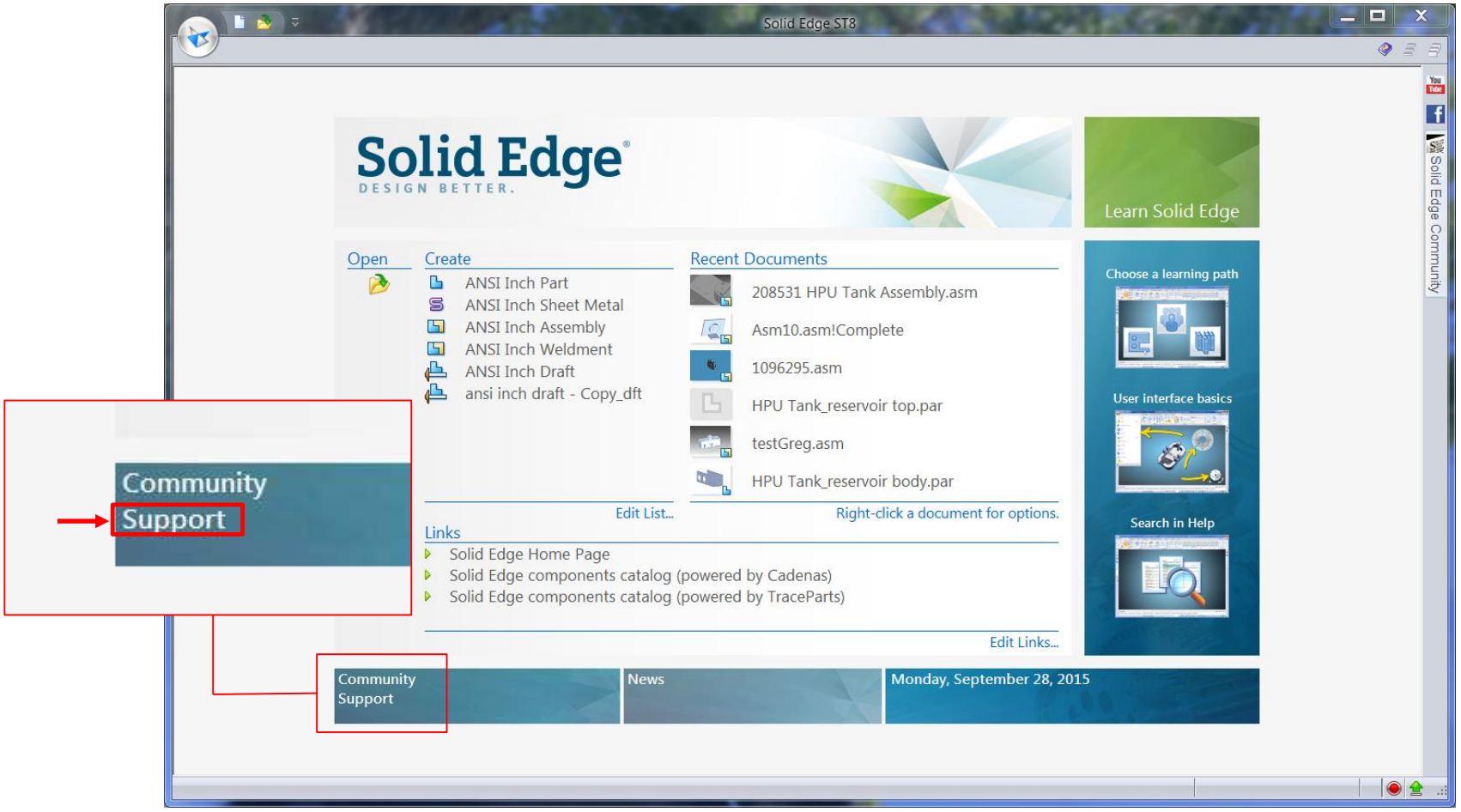
Contacting GTAC through the Web

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



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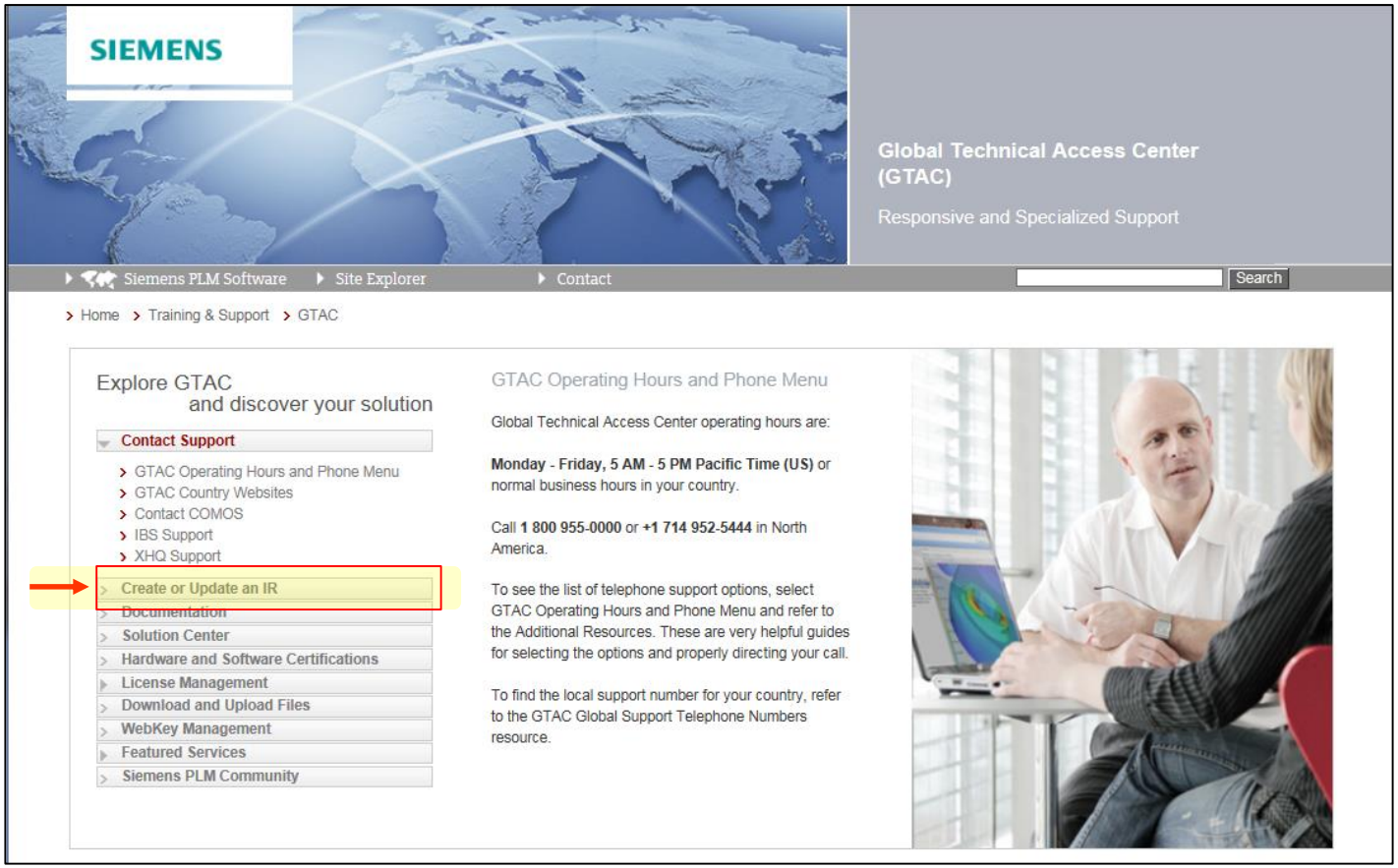
Logging an Issue through WebIR

GTAC Website (direct link)

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



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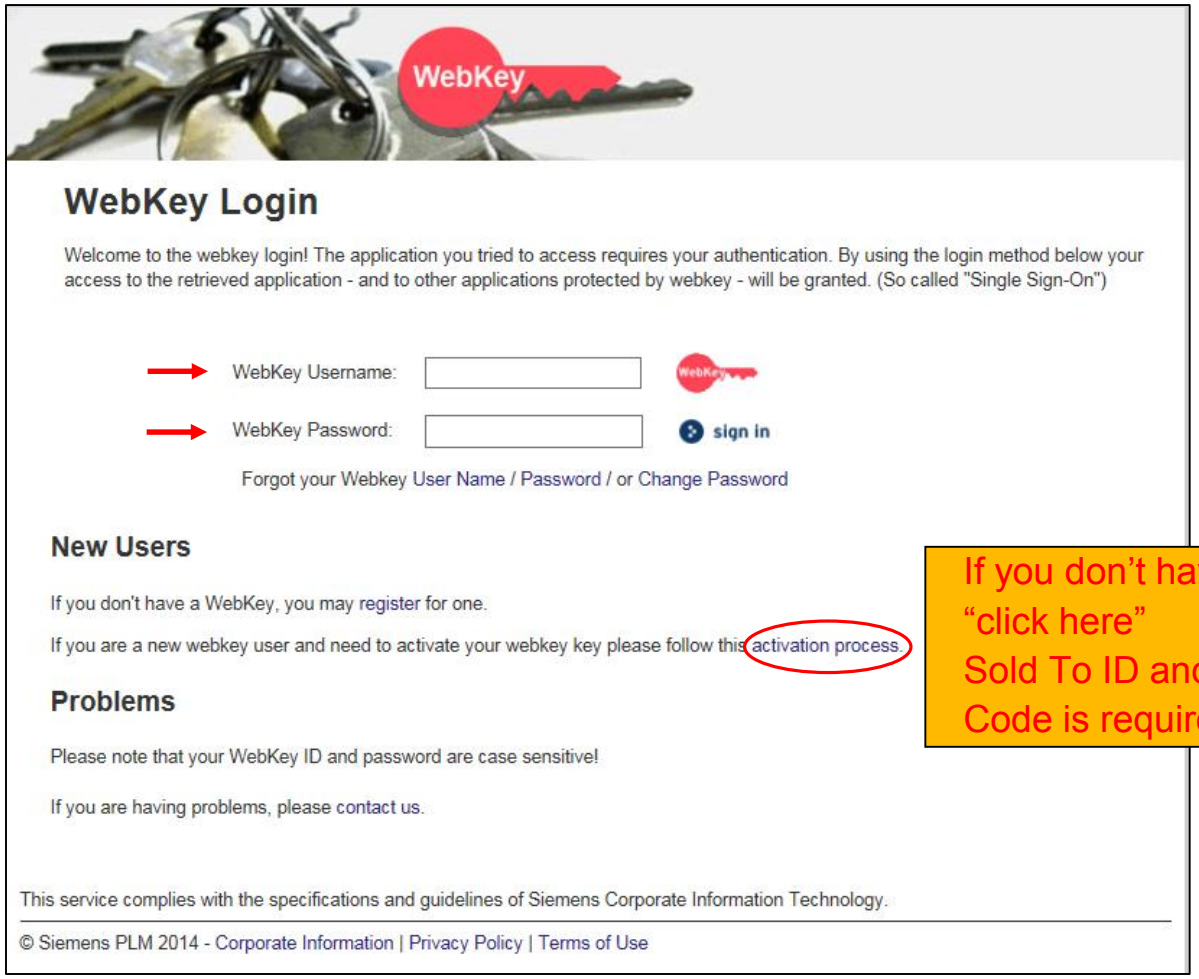
Logging an Issue through WebIR

Login to Website, using your Webkey login



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

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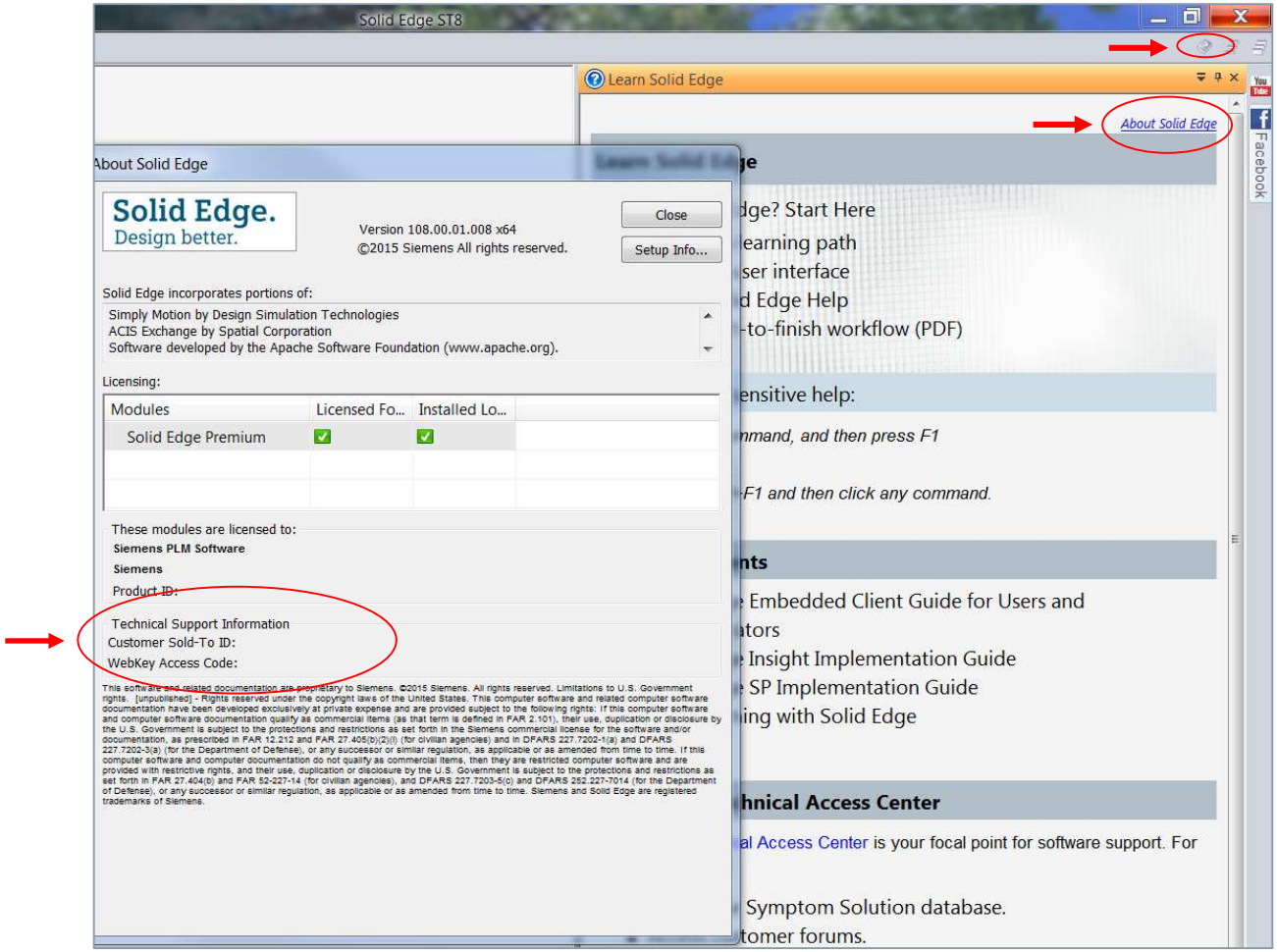
Logging an Issue through WebIR

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



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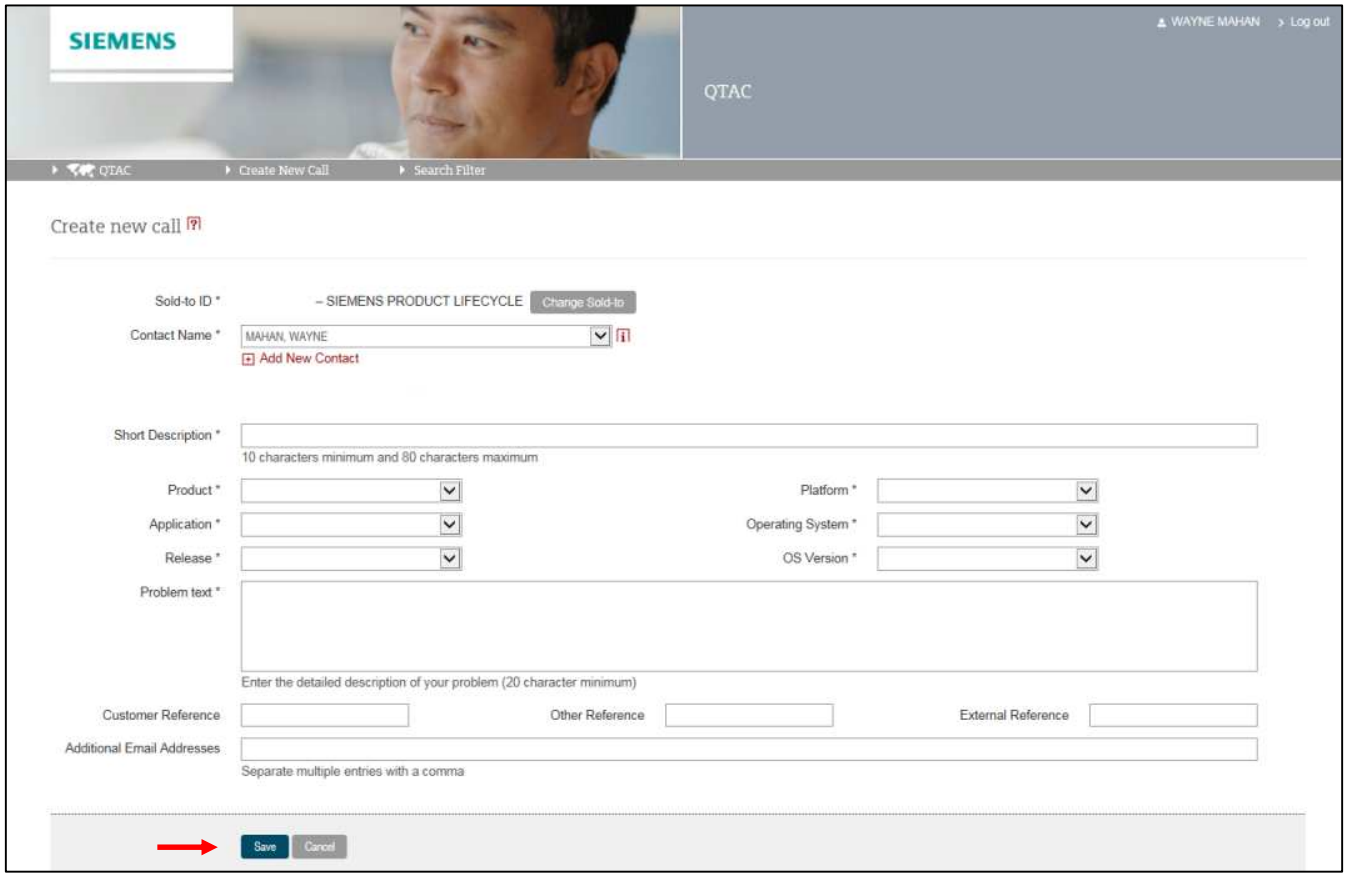
Logging an Issue through WebIR

Fill out this form, then SAVE!

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



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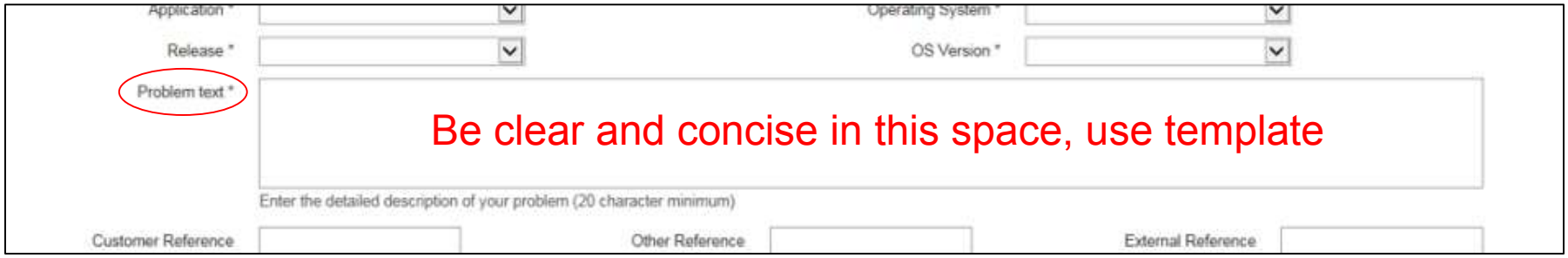
Logging an Issue through WebIR

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



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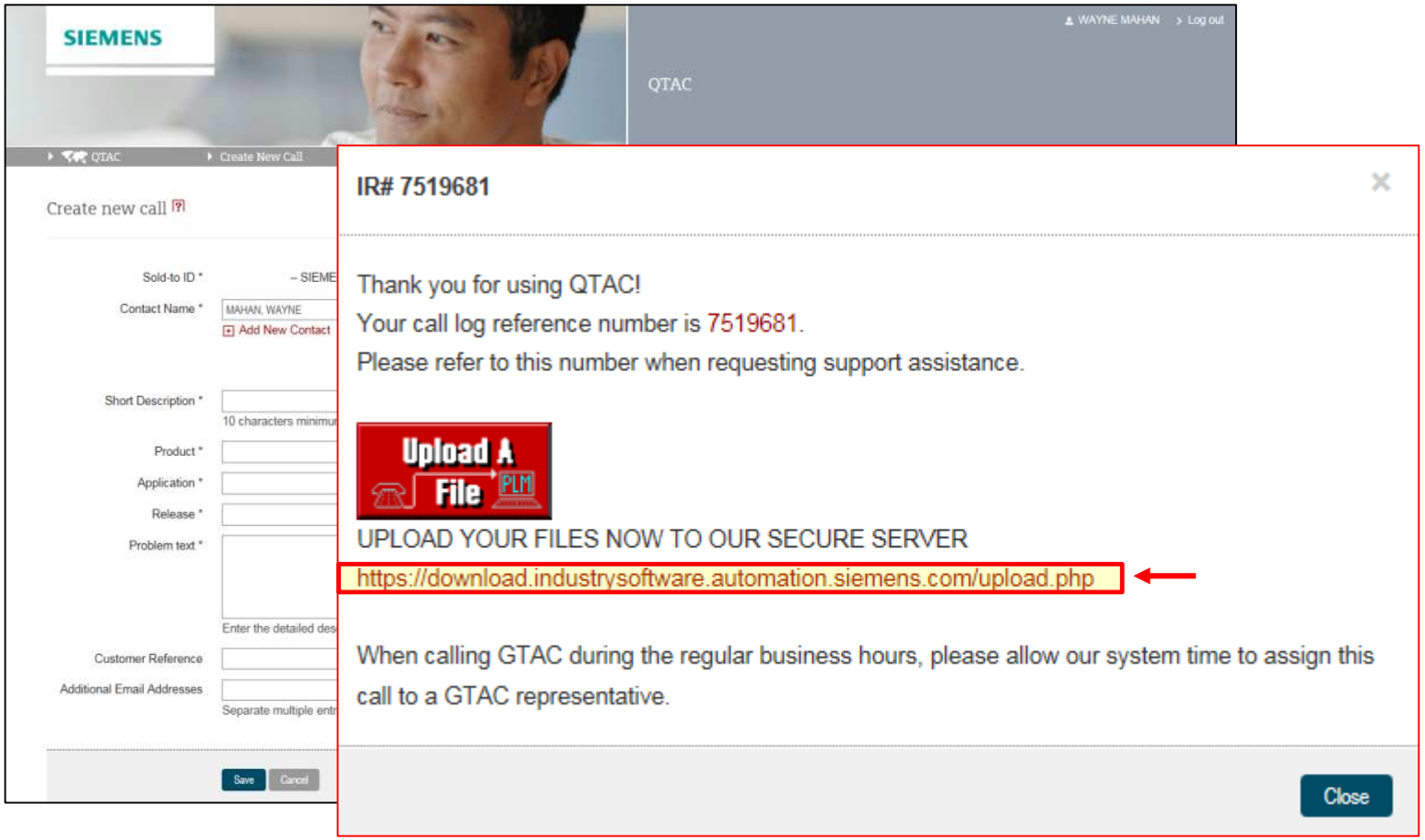
Uploading a Test Case to GTAC

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



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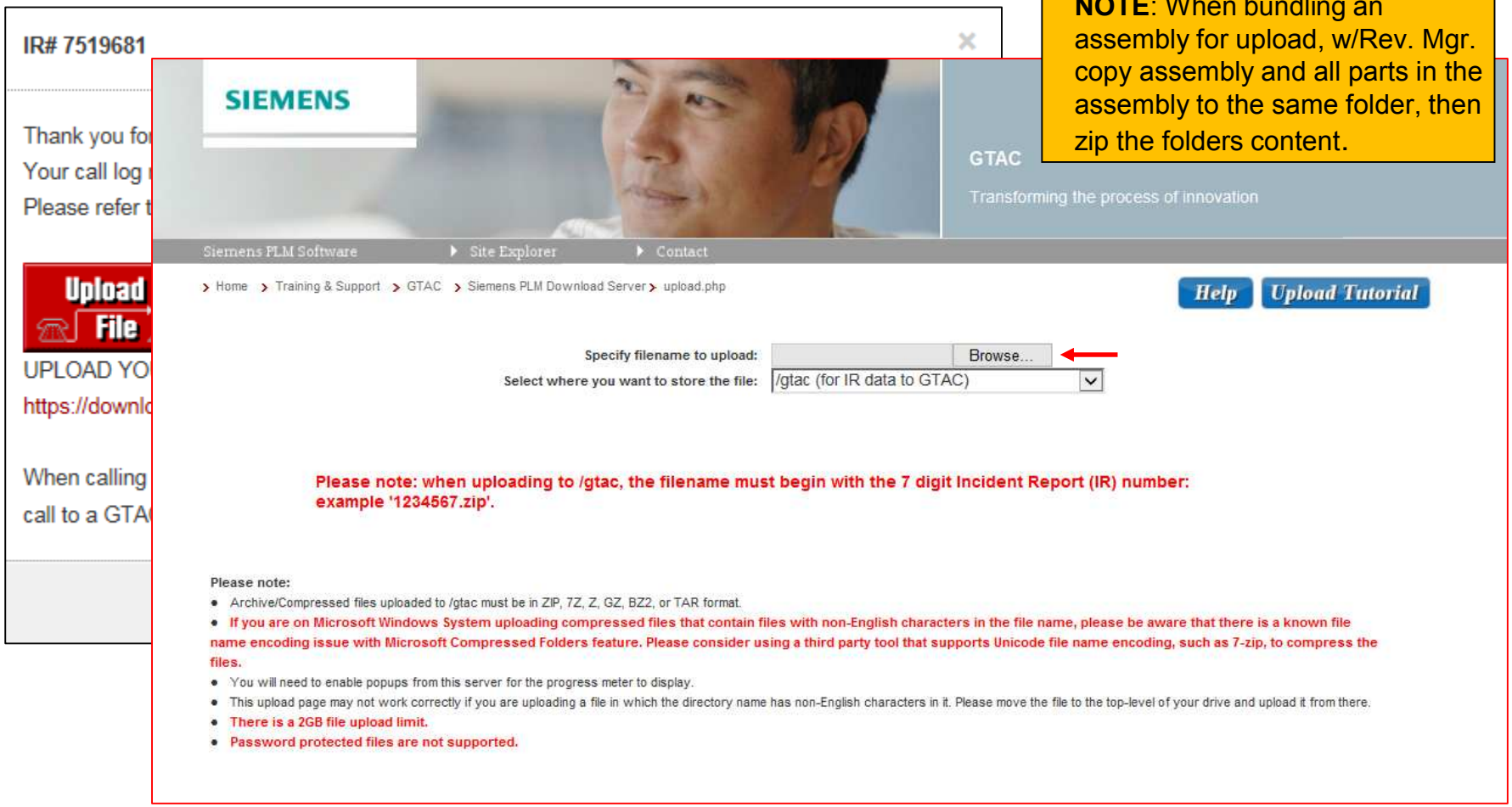
Uploading a Test Case to GTAC

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.



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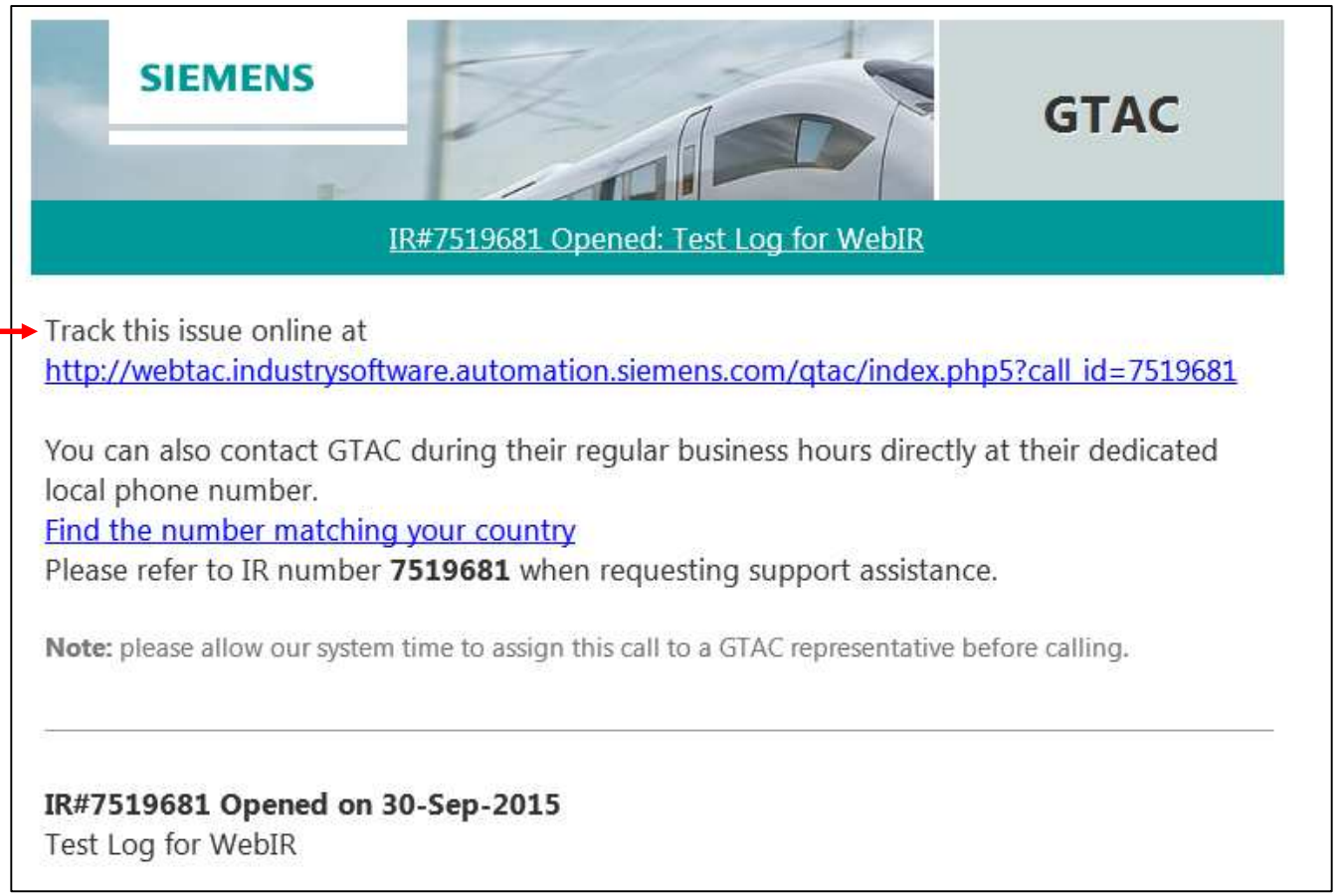
Email Verification of Successful WebIR Log

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



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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

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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

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Logging an Issue through WebIR

Logged Call or WebIR always begins as and IR…

- **IR** (**I**ncident **R**eport)
  - 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

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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

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Logging an Issue through WebIR

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

- Converted to a **PR** (**P**roblem **R**eport)
  - 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

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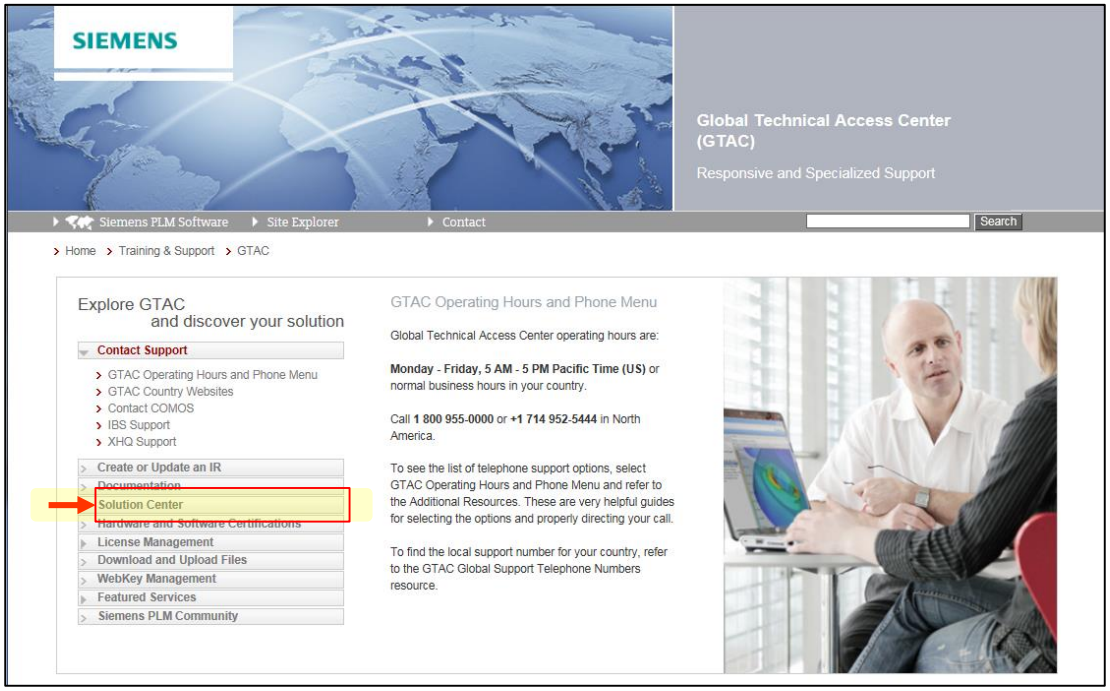
Using Solution Center

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!



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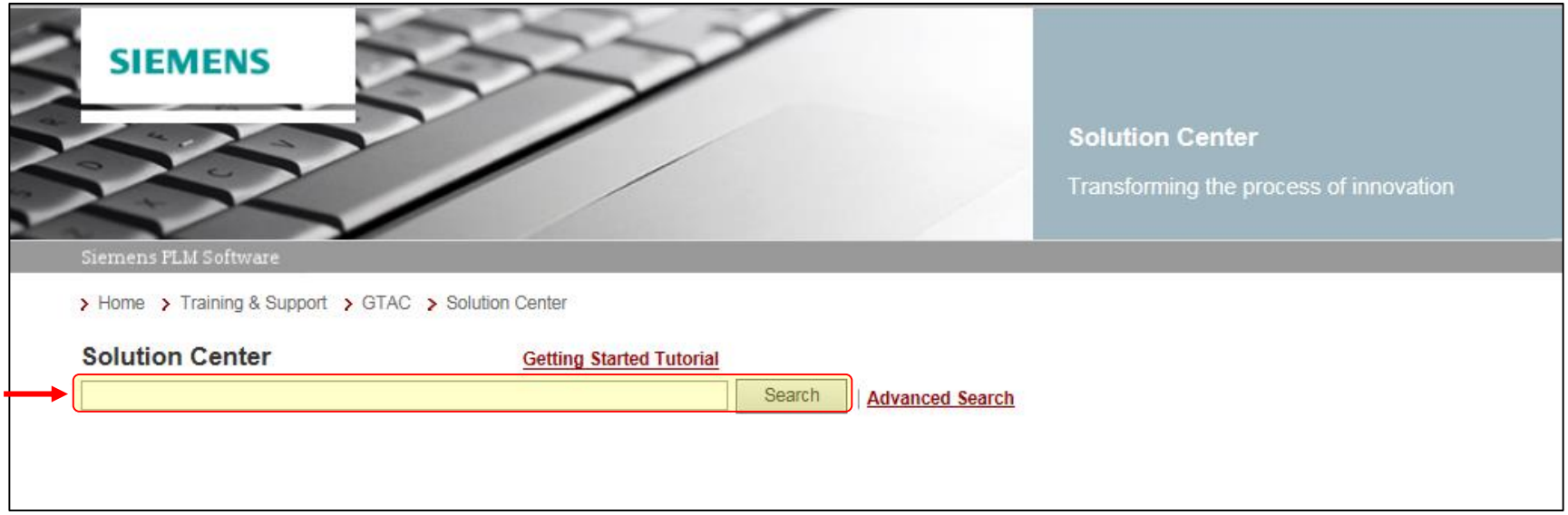
Using Solution Center

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 "".



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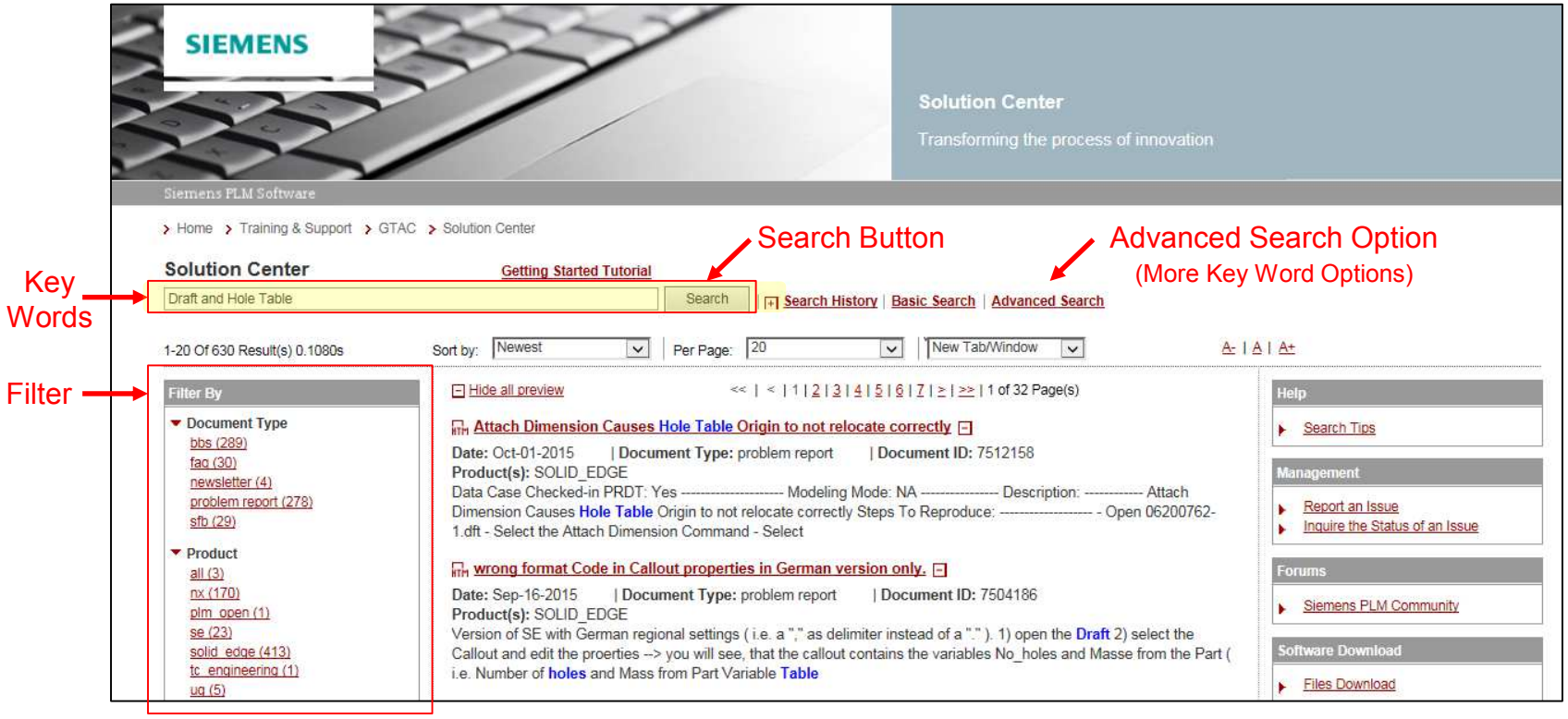
Using Solution Center

How to Search in Solution Center

- Results



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Thank you…Questions?

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