



new!

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new!

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PTC Product Focus

Leveraging PTC Technical Support for Your Company

Most of you have had the opportunity to contact the Technical Support staff at PTC with a question or issue involving one of our products. We hope that it was a satisfactory experience and would like to highlight some of the tools offered to make it easier and faster to get a resolution.

If you have not used our online Technical Support service you'll want to start off by obtaining a PTC Customer Online Account. The [link](#) is available on our home page under My Accounts or offered when you start a call logging process. It is quick and easy to do and gives you access to a powerful database of information on the PTC suite of products.

The support page provides several tools you may find useful: logging calls, tracking calls, updating PTC software packages, logging enhancements, searching the Knowledge Database and obtaining license files for the products you have purchased.

Logging a Support Call

To start, there are three ways to initiate a call: 1) Using our website www.ptc.com you will see a tab labeled [Support](#). After you select it you can use the link [Log Technical Calls Online](#). If you don't have your Service Contract Number (SCN) handy, use the link provided to look it up or speak to your administrator. Using the pull down menu options add as much information as you can and submit the issue.

Product & Problem Description

Items marked with * are required.

SCN*	<input type="text" value="2A5551212"/> More Information, Find SCN
Country of Origin* ⓘ	<input type="text" value="United States"/>
Product*	<input type="text" value="Pro/ENGINEER"/>
Module*	<input type="text" value="MANUFACTURING"/>
Release*	<input type="text" value="Wildfire 3.0"/>
Datecode*	<input type="text" value="M030"/>
Priority*	<input type="text" value="Non-Critical"/> More Information
CCP	<input type="text" value="None"/> More Information
ITAR	<input type="checkbox"/> Check here if data for this call is covered by ITAR. <small>See the <i>Handling ITAR Data</i> section of the <i>Customer Service Guide</i> for more information.</small>
Callback Phone ⓘ	<input type="text"/>
Short Description* 240 character maximum.	<input type="text"/>

Long Description

2) You can also contact our Technical Support engineers by phone in the US at 800 477 6435. Or use this [guide](#) on the Support page to find the TS center closest to you. When you call, have your SCN number on hand and follow the prompts to get your call to right engineer as quickly as possible. Remember: it is always an option to press 0 and speak with someone directly about your issue or question.

3) Finally, you can initiate a call using a formatted email if you find that it is more convenient. To get started send an email to cs_ptc@ptc.com with `copen_format` as the subject (no quotes) and a form will be emailed to you. You can also download the form [here](#). Note: If you have an existing call open and want to *add* information to that call, use the call number in the subject line (i.e. C12255516) for direct routing.

Tracking Your Call

PTC uses an iterative resolution methodology to resolve most calls. This process starts as soon as a call is opened. The first step is obtaining information about the issue and reviewing the data. Next, a change or solution is recommended and then confirmation that the resolution was successful. This process can be very simple if, for example, the call is informational and involves a desktop solution (“How do I access WELD functionality in Wildfire?”) and can be more complex if it involves an enterprise solution (“Performance was affected when we changed that setting in PDMLink”) Since Windchill sits on top of many sub systems including Oracle, Web Servers, and LDAP, problems that manifest themselves in Windchill are often the result of these subsystems and require iterative trouble shooting techniques to identify the root cause. In addition, Windchill implementations often have customizations to the product that are customer specific and isolating issues from out of the box functionality is required before submitting an SPR (software performance report). The quickest way to resolve a complex call is a cooperative

engagement with the TS engineer. Expect that he or she will need some additional information or log files from you to help troubleshoot the call.

You can track calls using the [Track and Update Calls link](#) provided on the Support page. This link is also available for adding information to the call. You'll probably notice email exchanges and so forth in the notes section of your call.

Sending Additional Data to Technical Support

At times the Technical Support engineer will require additional information from you to resolve your call. There are several ways to transfer your data and PTC is keenly aware of the sensitive nature of your company IP. PGP has been chosen as the encryption tool because of its high level of security and the support for multiple platforms. Most commonly, customers send data using the link provided in the Call Logger. You may also choose to use the PTC File Transfer Protocol (FTP) server or the secure FTP server. There are procedures in place if you are working with International Traffic in Arms Regulations (ITAR) data and your TS engineer can send you the required forms to process this data.

Software Performance Reports

When an issue is uncovered that requires a change to the software the TS engineer may file a software performance report (SPR) with PTC development. This report number can be tied to your call number and details are provided via links within the call notes. You may also track the progress of an SPR by using the [Track Software Performance Reports](#) link. When an SPR is resolved you should be notified by Technical Support and given instructions on how to take advantage of the new code.

When to Escalate a Call

WHEN should you use the escalation process?

- As soon as it jeopardizes your deliverable or schedule
- Before you become frustrated
- If it causes PTC to not meet your criteria for success

HOW should you use the escalation process?

**Escalate an existing
Call Number online using
Pro/CALL Tracker
OR
Ask the Engineer
assigned to your Call
to Initiate the Escalation
OR
Call our Toll Free Number*, Press 0 for an Operator,
and ask to Escalate
an existing Call Number
to a Manager
OR
Contact the Customer Feedback Telephone
Line, staffed by
Technical Support Management***

Have you ever wondered WHAT kind of response you can expect when you escalate?

- Ownership by a TS Manager until the issue is resolved
- Additional TS or R&D resources allocated to your issue

Update your Software

Thinking about going to the next release of a product from PTC? The support page provides you with the tools to make it as smooth as possible. There is an [Update Advisor](#) tool that will give you information about a release in order for you to determine the value of installing it. This tool is available for major releases as well as Maintenance Only releases (i.e.M040).

After you specify which product and release you intend to install and select Search (lower right) you will get reports describing the resolved issues, new issues and all the open issues in your target release. You can also search for a particular Technical Application Note (TAN) within a release.

PTC Solutions: Update Advisor

The Update Advisor is intended to provide you with information that will help you to determine what value there is in updating to a Release and/or Datecode you are considering by generating the following reports:

- 🔍 **Resolved Issues** in your Update Installation
- 🔍 **New Issues** in your Update Installation
- 🔍 **All Open Issues** in the Update Installation

🔍 To find a specific TAN, enter the TAN number | [Find TAN](#) |

🔍 Required Information

Product	<input type="text" value="Windchill PDMLink"/>	
Module(s)	<input type="text" value="Advanced Search"/> <input type="text" value="Arbortext Integration"/> <input type="text" value="Business Entities"/> <input type="text" value="Change Management"/>	
Current Installation	<input type="text" value="7.0"/>	<input type="text" value="M050"/>
Update Installation	<input type="text" value="8.0"/>	<input type="text" value="M040"/>

If you decide to install the update you can use the link on the Support page to download the new software. This [link](#) will present you with a list of product updates available to your company and options on how you'd like the code delivered (FTP, HTTP, ship a CD).

Need Documentation in a Hurry?

PTC provides countless product documents online for your reference. You can access these documents using the [link](#) on the Support page without having to install software and it's available 24/7.

Browse	Contact
Browse	
Product	<input type="text" value="InterComm Expert"/>
Reported Release	<input type="text" value="5.2"/>
Document Type	<input type="text" value="Release Notes"/>
User Role	<input type="text" value="Administrator"/>
<input type="button" value="Browse"/>	

Select a product from the choices listed in the pull down menu, choose the release you are interested in and then select a document type. User role is an optional modifier to the search that will limit the number of documents to the role you've chosen.

Search the Knowledge Base

If you are looking for information about a topic in the PTC product line you may want to search the Knowledge Base and see if other users have had the same question or issue. You can search for a topic by keywords or you can browse. Use the form provided with the [link](#) on the Support page to limit your search. Note the different document types available:

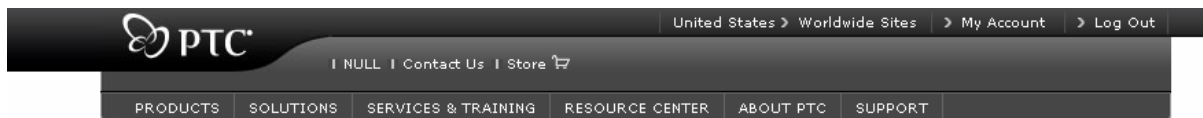
Technical Application Notes (TAN) - These entries typically provide procedures about a topic and may contain the “gotcha” information and helpful suggestions.

Technical Points of Interest (TPI) – Usually “information only” that pertains to the topic you searched for.

Suggested Technique – As the name implies these entries will often give a step by step procedure for a using functionality.

Known Issues – This document will list all the SPR's that were resolved regarding the topic you've searched for.

Product Help- This search will show you the information directly from the Help files within our products and is presented here as reference.



Search the Knowledge Base

Search | Browse | Preferences | Help | Contact

Search

Search for

Search Type Concept Boolean

Product

Module

Reported Release

Document Type

- Technical Application Note (TAN) Find specific TAN
- Technical Point of Interest (TPI) Find specific TPI
- Suggested Technique
- Known issues (Resolved Software Performance Report - SPR)
- Product Help

Language

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PTC Product Focus

Windchill PDMLink Change Management Usability Features

[Click Here To View](#)

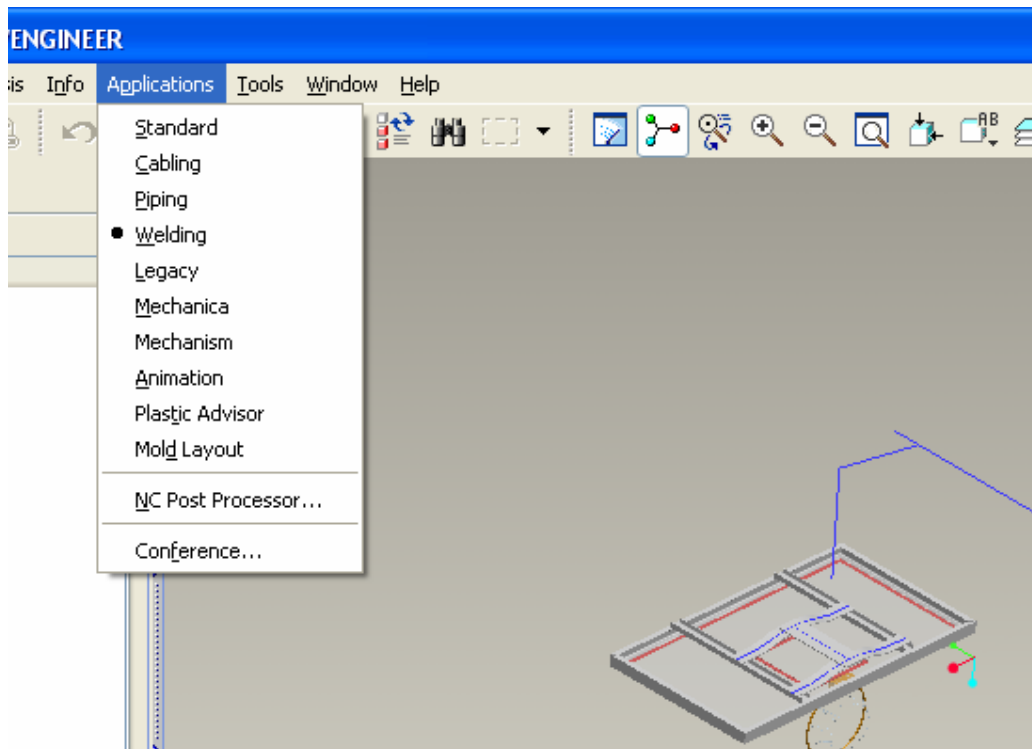
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Tips of the Month

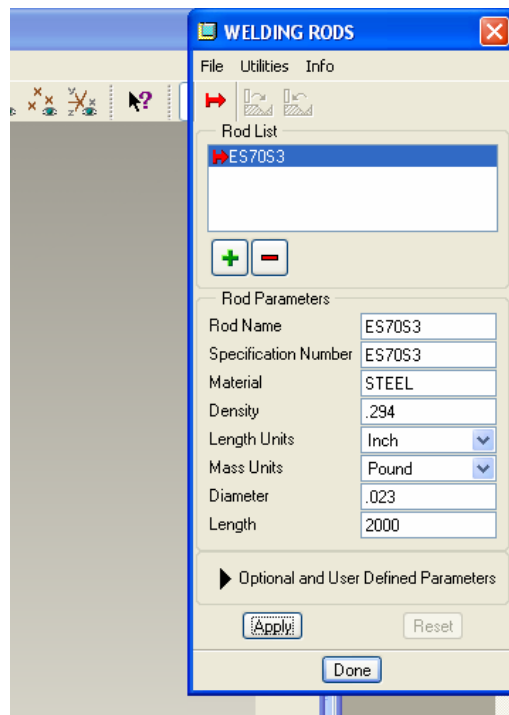
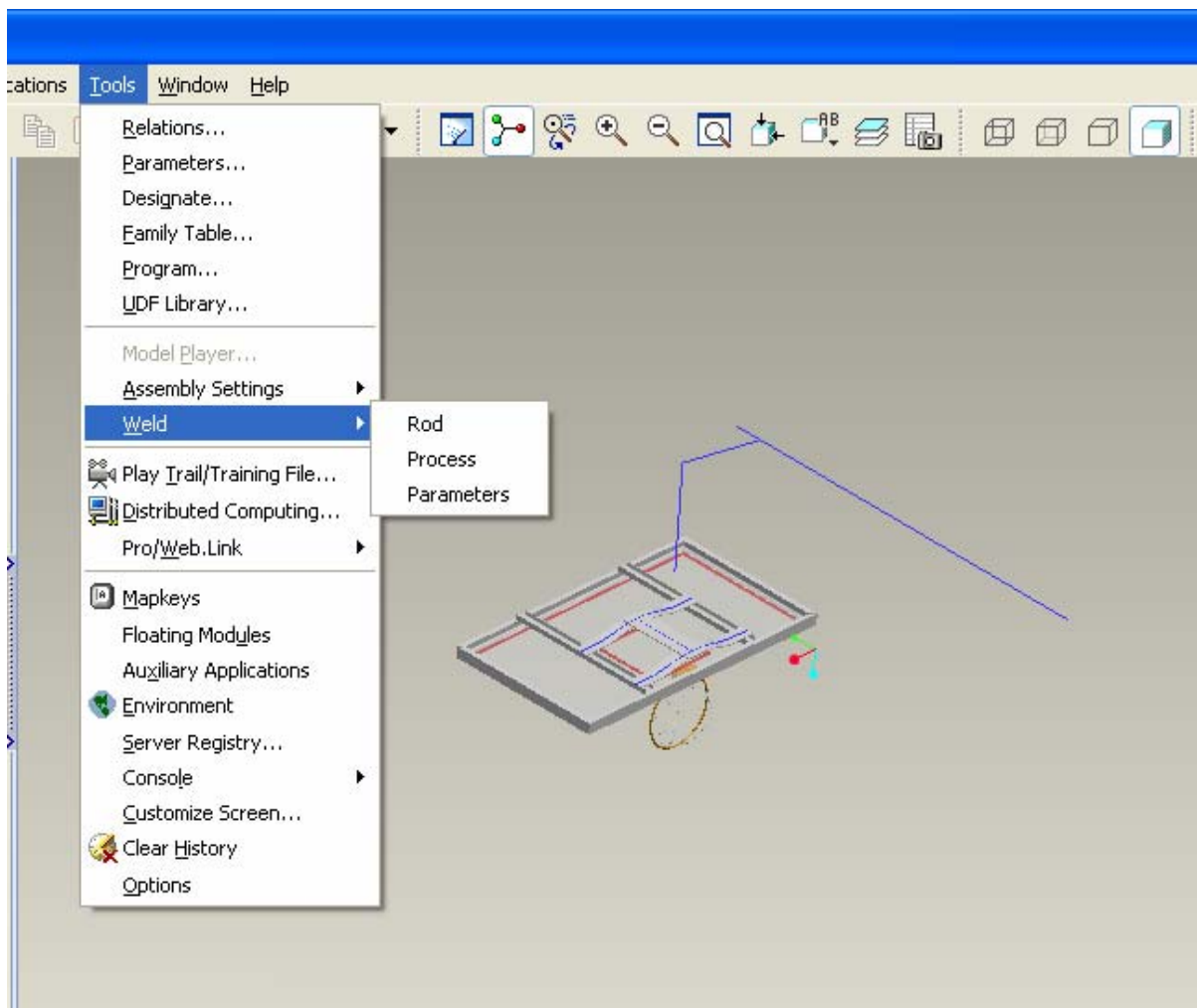
Speedy Quick Welds

Need to get weld information to the shop in a hurry? Are the technical publication folks breathing down your neck to get weld data into their documents? You may want to consider using the Light weld functionality in Pro/ENGINEER Wildfire.

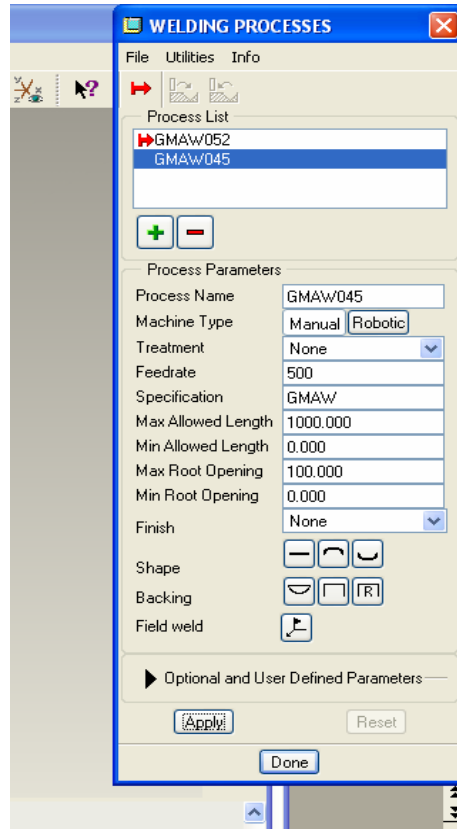
Light welds are features just like the solid weld features that you may be using, but the key difference is in the geometry displayed. To access light welds start by opening an assembly file and select the Applications menu. Choose Welding.



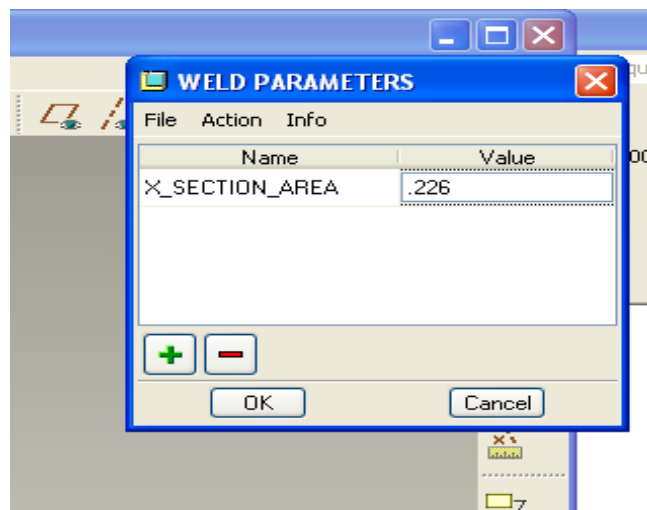
The set up for welds requires that we define the rod, a process and any desired parameters needed in downstream applications. Under the Tools menu there is a fly-out for Weld that allows access to the setup dialog boxes. For example, if you are using the general purpose MIG wire ER703S, enter the density, material, and diameter in the dialog box so that you get meaningful results for other applications (like documentation).



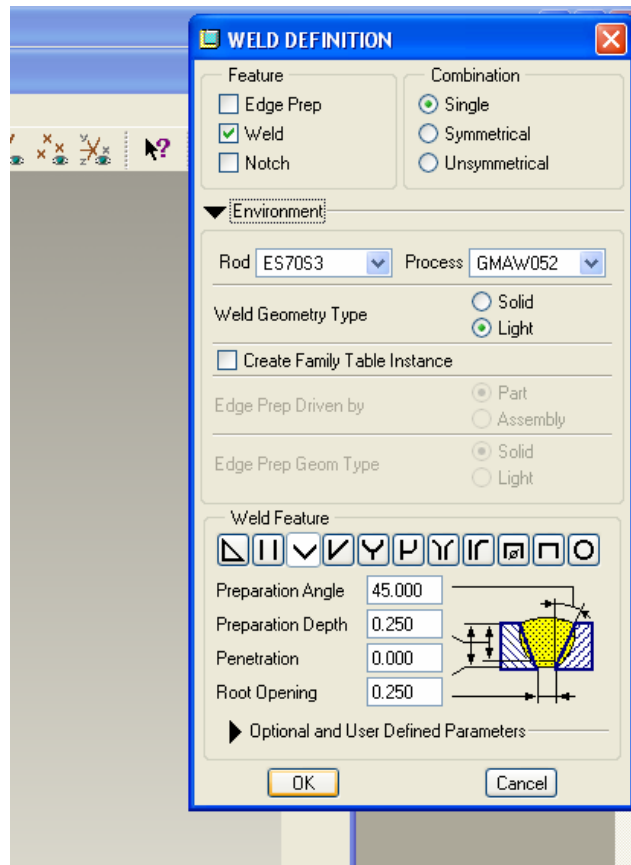
Enter a process type (i.e. Gas Metal Arc Welding) and the feed rate if desired.



You can also enter parameter information that might prove valuable to others in your organization. In the Weld Parameters dialog box you can use the pull down menu to pick X_SECTION and key in a value.



Now you are ready to select the welding icon to add a weld. Note the Environment header in the Weld definition dialog box. If you expand it (choose the triangle) you'll see a choice for Solid or Light weld. Choose Light and select the weld type (i.e.groove) you are interested in making.



One of the key differences between a Solid weld and the Light weld is the geometry that is created. This product was developed for users who have a need for the weld symbol and the location of a weld, but are not that interested in the actual geometry of the weld. You'll notice the defaults for geometry selection are for chains of edges and so forth. The power of the light weld functionality is that a weld can be placed anywhere on the assembly as long a curve is defined or selected. You can even create a datum curve on a surface for the weld location.

When you have completed the weld definition for all of the welds on a given assembly and you create a drawing for manufacturing the symbol will appear as well as the location of the weld since this is the most critical information for most shops. How easy is that!?!?

Some More Productivity Ideas

- Set up your model tree to show the weld parameters
- Create a format in your drawing directory that includes a table to display the weld parameters. For example, the Time calculation for each of the welding steps is critical to

the manufacturing engineer for planning purposes and now you can be a hero and give him that information for (almost) free.

- Use mapkeys to load the welding rod and process information if your shop or supplier uses only a few combinations.
- Use the pro_weld_params_dir

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Tips of the Month

Windchill PDMLink Clipboard –Collection Tips for Change Objects

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Announcements

Educational Resource Library

Learn things you always wanted to do - but didn't know you could.

This one stop educational resource library will help you learn more about PTC Solutions and provide you with technical materials developed by the product experts to help you become more productive.

Get tutorials, how-to videos and expert advice for:

- Pro/ENGINEER
 - Conceptual and Industrial Design
 - Detailed Design
 - Simulation/Analysis
 - Production
 - Design Collaboration
- Windchill PDMLink
- Windchill ProjectLink
- Pro/INTRALINK
- PTC Online Tools

Check out the [Educational Resource Library](#) today.

PTC Tips & Techniques Newsletter Archives

Miss an issue! Can't find that awesome technique you read about? Fear not, you can click on the link below and go through our Customer PTC E-Newsletter archives.

[Click Here To Access](#)

It's better than finding the Covenant of the Ark!

PTC Tips & Techniques Webcasts: Work Smarter. Not Harder.

Click below to see regularly scheduled Tips & Techniques technical Webcasts that are designed to provide you with the most popular time-saving tricks that Pro/ENGINEER users of all skill levels will find useful. Get more out of your maintenance dollars!

[Tips & Techniques: Work Smarter Not Harder!](#)

E-PROFILES IS HERE!!

We have been eagerly anticipating the debut of the new electronic version of Profiles Magazine and now it is here! This new web site will supplement the print edition of the magazine and will

provide new useful features not feasible with paper media. e-Profiles will provide you with 24x7, worldwide access to key information previously available exclusively in the print version. "Tips & Tricks," a popular feature pioneered by Pro/USER, has also moved to the web and will be expanded as the site matures.

Please take a few minutes to check out this new web site. We don't think you will be disappointed.

<http://profilesmagazine.com/>

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Upcoming Events & Training Class Schedules

Upcoming, 2007 Your local Pro/Engineer User Groups
<http://www.ptcuser.org/rugs/>

June 3 - 6, 2007 Tampa, Florida
PTC/USER World Event
<http://www.ptcuser.org/>

Events

Our seminars and conferences seek to provide you with relevant information regarding product development trends in your industry as well as innovative software learning experiences. Think of them as a constructive day off where you can share experiences and swap ideas with your peers.

If you can't manage to get away, we'll bring it to you. Check back often for regularly scheduled live webcast events.

[You're Invited to Attend...](#)

Please visit the [PTC Education Services](#) website for the latest training information including course descriptions, schedules, locations, and pricing.

- Attend a course at any PTC Center and receive a **free** copy of Pro/ENGINEER Wildfire Student Edition!

<http://www.ptc.com/services/edserv/index.htm>

Live Instructor-Lead Virtual PTC Training Courses

Virtual Classrooms provide interactive learning with a trained PTC instructor in convenient and manageable sessions that last approximately 4 hours over a series of days. It's easy to join a class right from your desk using a phone or voice-over IP technology.

Sessions are performed just like a traditional ILT (including interactive exercises where you and the instructor can work on lab exercises together) and feature some of our most popular ILT courses. These sessions cover the exact same material as the traditional ILT in-center courses. Also look for some of our most frequently requested mini-topics delivered in the same format that are only an hour - two hours in duration.

If you have any questions about these sessions or would like to see getting other courses, not on this list, on the schedule please feel free to contact me for more details. They are a great way to bring training to you without you having to worry about location or being out from work for long stretches.

You can register for these sessions just as you would for any normal ILT class either by:

1. calling order admin at <http://www.ptc.com/services/edserv/training/registra.htm> or
2. you can go to PTC University directly at <http://www.ptc.com/learning> and submit a registration request directly. All you have to do is search the catalog by typing in “virtual” in the search field and you will see a listing.

PTC

Note: This PTC E-Newsletter will continue to be used for the following:

- 1) Inform you on events related to PTC products (user groups, conferences, training schedules, etc.)
- 2) Educate you on solutions that are available at PTC
- 3) Tips & Techniques using PTC Products

Note: These messages are compiled in the local PTC office and will be distributed via e-mail.

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