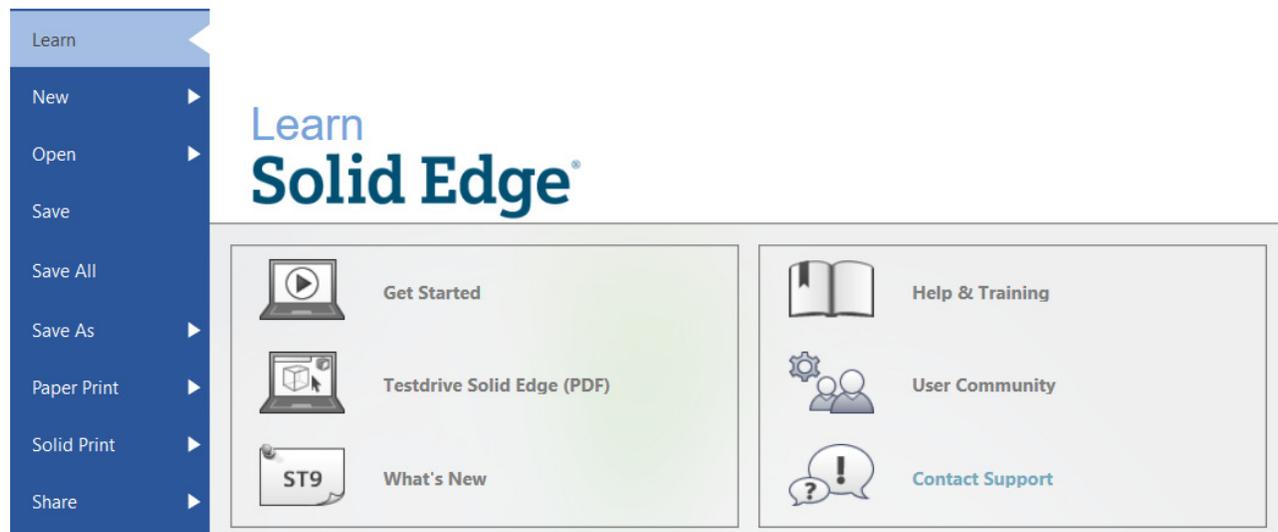


Keeping Track of GTAC support calls

This Tech Tip looks at the process of logging problems with Siemens and how you can keep track of them once they have been assigned a call number.

Occasionally, you might have a difficulty in achieving a certain task or find a problem with Solid Edge that you cannot explain. So what are your options?

Firstly, you should contact CAD Central explaining what you want to achieve or what issues you are having, along with the related files, what version of Solid Edge and maintenance pack you are using and what operating system it is being run on. Most answers can be given by CAD Central, but if the solution is unclear, it will be forwarded on to Siemens using the Global Technical Access Centre (GTAC for short). Once the details have been loaded into the system it will be assigned a call number (Incident Report or IR for short). At this stage, you can check on its progress at any time by using the "Contact Support" link on the Learn page of Solid Edge:



From there, click on "Create or Update an Incident Report"

Explore GTAC and discover your solution

- ▼ **Contact Support**
 - > GTAC Operating Hours and Phone Menu
 - > GTAC Country Websites
 - > IBS Support
 - > CD-adapco Support
 - > Simatic IT Support
- > **Create or Update an Incident Report**
- > Documentation
- > Solution Center

Create or Update an Incident Report (IR)

You can open an Incident Report (IR) electronically transferring the information entered into our call tracking system. You will be immediately notified of the IR number, your reference for that reported incident. Follow-up will be either by e-mail or telephone and will refer to the IR number.

You may also use this tool to view or make status updates to any existing Incident Reports (IRs). **Review the status of your IR or enter your own updates or additional information by selecting the Search and Update Call option on the toolbar.**

A WebKey account is required.

At this point you will need to log in using your webkey username and password. At the Create new call page, click "Search and Update Call" option in the header section.



Create new call ?

Either enter the call (IR) number and hit Search or leave all of the fields blank and hit search to retrieve all calls that have been logged under your install ID.

Calls will be listed under its status:

IR (Incident Report) – while it is first being investigated

PR (Problem Report) – Calls are converted to this when it is decided a fix is needed.

ER (Enhancement Request) – When you want to request improvements in the software.

1 to 8 of 8 IRs

Call ID	Status	Priority	Sold-to
7965861	CLOSED PR	3	0001403840 - CAD CENTRAL LIMITED
7957754	CLOSED PR	3	0001403840 - CAD CENTRAL LIMITED

Click on the red call ID to get more information on the call.

Call ID	Status	Priority	Sold-to	End User Sold-to	Short Description
7965861	CLOSED PR	3	0001403840 - CAD CENTRAL LIMITED	0001444968 - YOU IN MIND LTD	Round causes some of part to disappear
Call ID 7965861			Call Type PR	Status CLOSED PR Problem Report	Sub Status OPEN Sold-to 0001403840 – CAD CENTRAL LIMITED CCEMR LIMITED
Short Description Round causes some of part to disappear					
Routing SOLID_EDGE > PART/SHEETMETAL > FEATURES > ROUND/BLEND V109MP4			Hardware Configuration INTEL > WINDOW > 1064		
Customer Ref	External Ref		Other Ref		Priority 3 - General
Opened Date 26-feb-2017	Closed Date 01-mar-2017		Assigned To CHINCHOLKAR, BHUSHAN		Web Updated Yes