



Support Center Overview

Siemens Digital Industries Software New Support Portal

What is Support Center?



— Completely new and personalized support experience



— Provides a unified support experience for all Siemens Digital Industries Software (DISW) customers



— Powerful search capabilities, focused on relevancy, performance, organization



— Comprehensive self-service capabilities



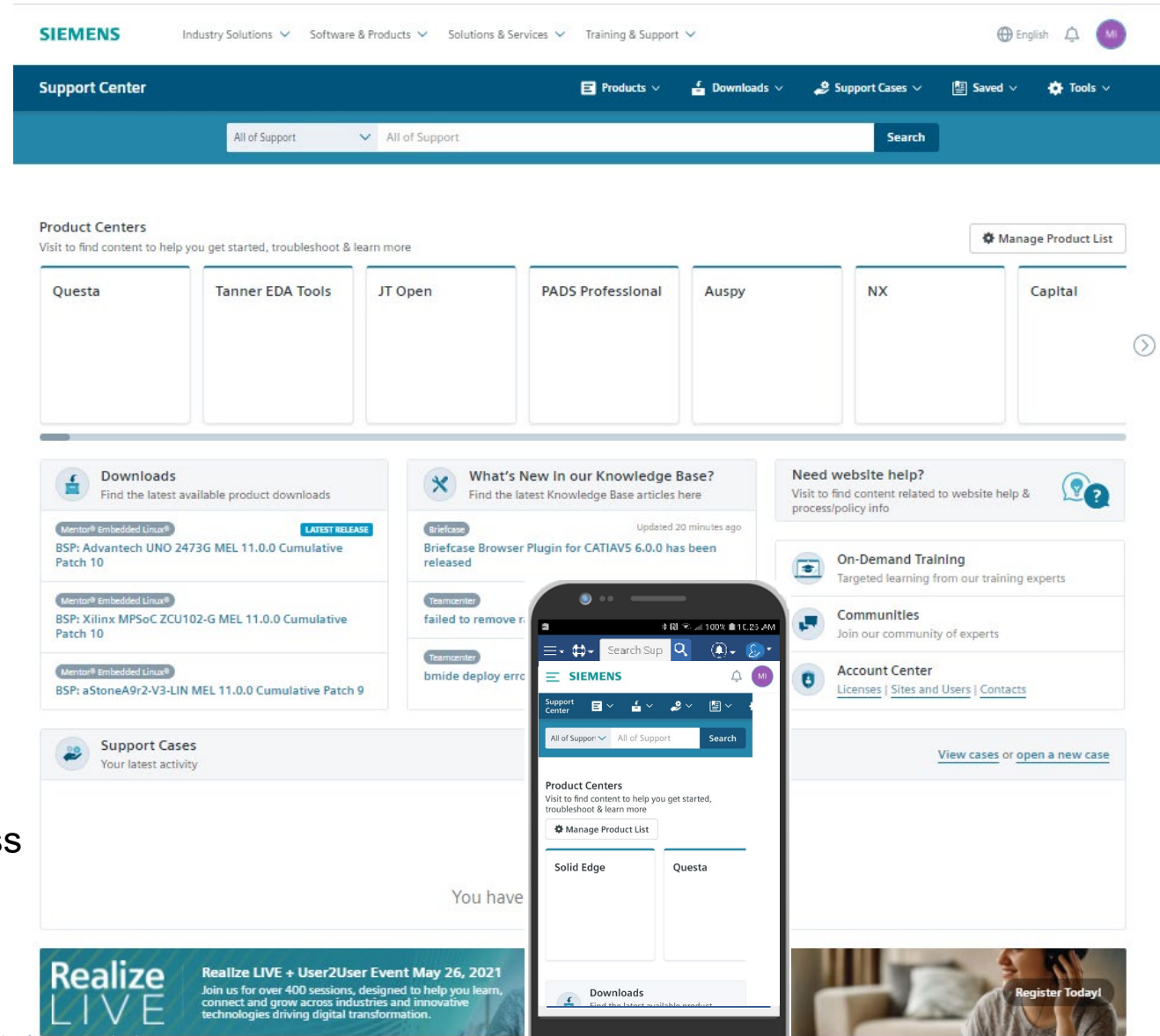
— Consolidated content from across Siemens DISW



— Streamlined and persistent support case process



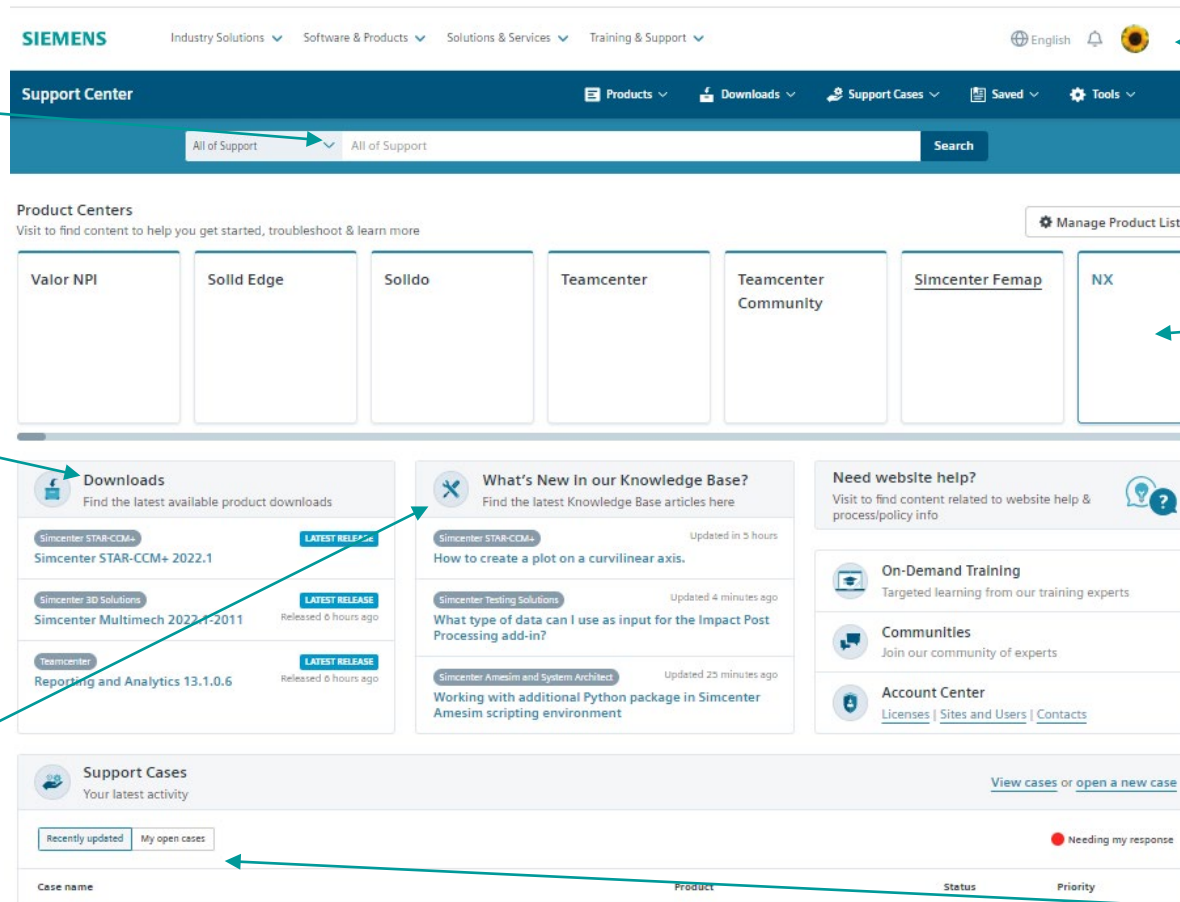
— An intuitive, mobile first design



Support Center Homepage



Support Center offers a personalized Support experience, providing quick access to all the product resources customers need to maximize their product investment.



New powerful search engine

Manage your profile

Latest release and patch downloads

Manage Products easily

Recently published articles

On-demand training, Communities and Account Center to access licensing system admin detail, notifications

Open and manage Support Cases

Account Center



A centralized location makes it easy to find important resources like license, order, contact, site and user information, and more.

Quick access to license, order, and site resources by convenient tabs

Common administrative "how-to's" are clearly labeled for quick solutions

Personalized account and support contact detail



How to Register and First Steps



What is a Web Access Code (WAC)?

System generated code that is used as a two-factor authentication (Site ID & WAC) to ensure that customers are being placed at the proper site.

Is a WAC required?

No – however, if a WAC is provided at the time of registration, the customer will be automatically registered. Without a WAC it will take up to one business day to process the registration.

Where can I find the WAC?

WAC is included in the Welcome Email provided to the Main Contact/Site Admin identified at the time of order. Please encourage these contacts to forward this email to anyone that would like access to Support Center

‘Invite User’ functionality has been added to Account Center for Site Admins. The invite will include the Site ID & WAC combination (details follow).

Easy Registration and Sign In: New User without Site ID & WAC



1 Select the new account tab

I Need a New Siemens Account | I Already Have an Existing Siemens Account

If you do not have an existing Siemens Digital Industry Software, please create a new one. [How do I know if I already have an account?](#)

First Name: Last Name:

Email: Password:

Corporate emails preferred. Your email is your username. [Already have an account?](#)

Company University

Choose Country: Select a country

Register >

3

I know my WAC/Site ID | **don't know my WAC/Site**

Please let us know what Siemens Software Product for which you need support

Select Product:

First Name: Last Name:

Address:

Address2:

City: Postal Code:

Country: State/Province:

Phone: ext. example: US: 1- 503-685-7000 ext. 4356

The input value must be between 10-12 characters

Company: Job Title:

Register >

Registration process requires up to one day

2 Confirm your account request has been verified

Please check your inbox and validate your email to finish setting up your account.

I've Verified My Email

Easy Registration and Sign In: New User with Site ID & WAC



1 Select the new account tab

Register for Support Center

I need a **New Siemens Account** | I already have an Existing Siemens Account

If you do not have an existing Siemens Digital Industry Software, please create a new one. How do I know if I already have an account?

First Name: _____ Last Name: _____

Email: _____ Password: _____

Corporate emails preferred. Your email is your username. [Already have an account?](#)

Company University | Choose Country: _____

Company or University Name: _____ Select a country: _____

Register >

2 Confirm your account request has been verified

Please check your inbox and validate your email to finish setting up your account.

I've Verified My Email

3 Complete the remainder of the registration process by providing the Site ID and WAC

I know my WAC/Site ID | I don't know my WAC/Site

Your registration will be automatically processed | Your registration will be processed within one-business day

Site ID: e.g. 1234567 | WebKey Access Code: e.g. 62019u2983

How do I find my Site ID and WAC?

Next Step >

4

Site ID: 1234567 | WebKey Access Code: 62019u2983

First Name: Ron | Last Name: Fuller

Address: _____

Address2: _____

City: _____ | Postal Code: _____

Country: United States | State/Province: Alabama

Phone: 1 | _____ | ext.: _____

Company: Siemens | Job Title: _____

I.e. "Software Engineer"

Register >

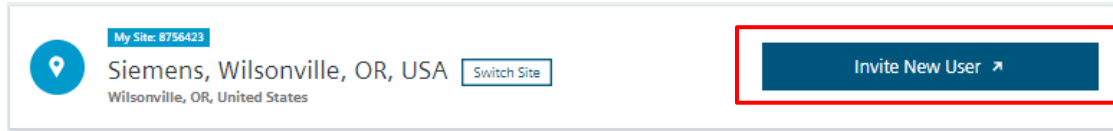
The input value must be between 10-12 characters

Email notification is sent when registration process is complete

Easy Registration and Sign In: Invited User

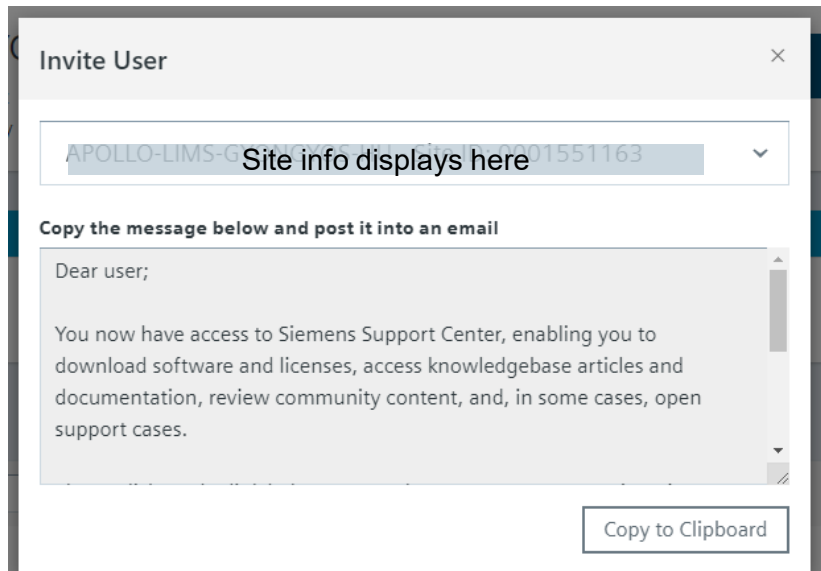
1

New users at specific sites can be invited by those with Administration privileges



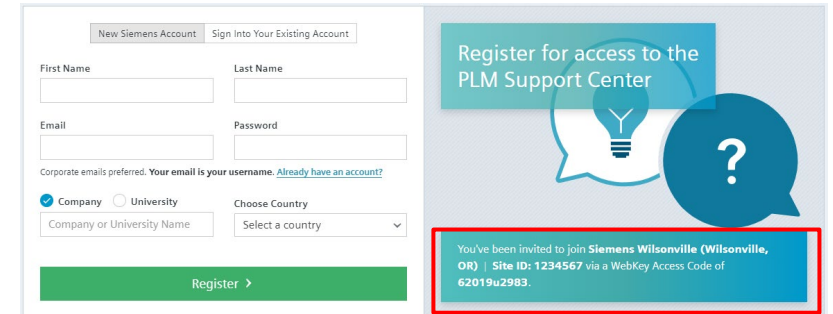
2

An email is provided containing the Site number, WAC, and a registration link to Support Center



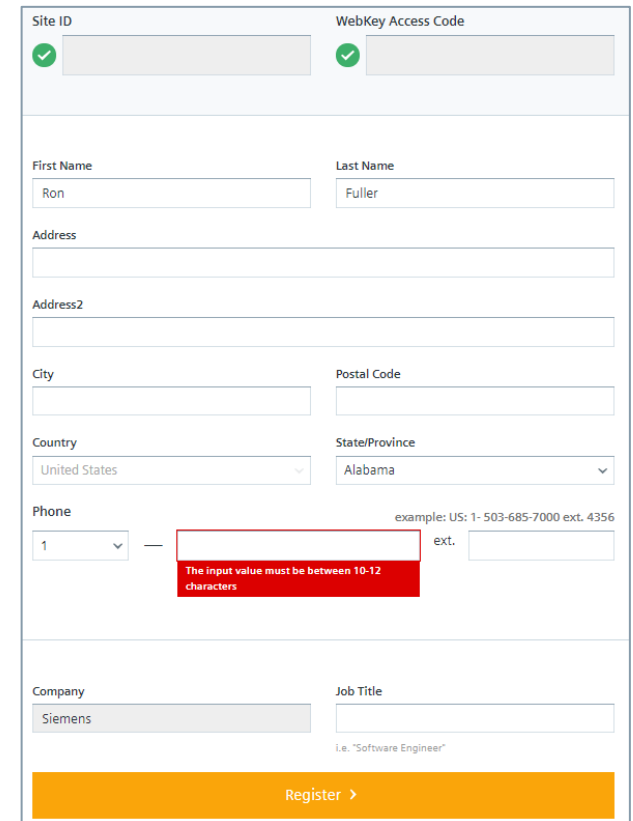
3

The invited user is brought to the registration page where they...



4

Complete their registration



Easy Registration and Sign In: Existing User

1 Existing users are taken immediately to their personalized Support Center dashboard after logging in with their email and password

[New Siemens Account](#) [Sign Into Your Existing Account](#)

Please sign in with your Siemens Account email and password.

Your Email

Your Password

[Forgot your password?](#)

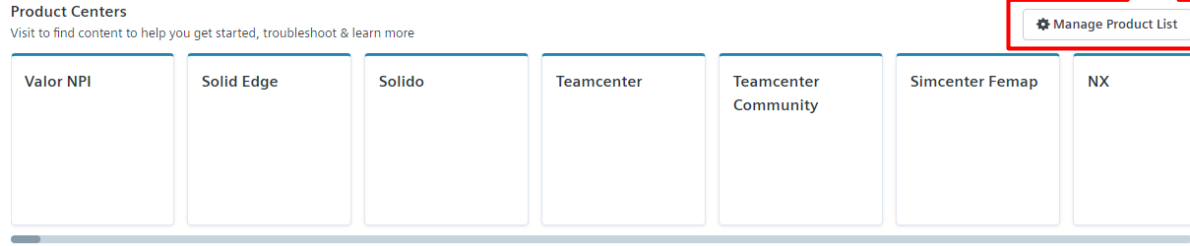
[Sign In >](#)

2

The screenshot shows the Siemens Support Center dashboard. At the top, there is a navigation bar with the Siemens logo and menu items: Industry Solutions, Software & Products, Solutions & Services, and Training & Support. On the right side of the navigation bar, there are links for English, a notification bell, and a user profile icon. Below the navigation bar, the main header area includes 'Support Center', 'Products', 'Downloads', 'Support Cases', 'Saved', and 'Tools'. A search bar is present with 'All of Support' selected and a 'Search' button. The main content area is titled 'Product Centers' and includes a 'Manage Product List' button. Below this, there are several product category tiles: Solid Edge, Questa, Tanner EDA Tools, JT Open, PADS Professional, Auspy, and NX. The dashboard also features three main content sections: 'Downloads' (listing product downloads like 'Capital VSTAR Bootloader 30000016 AW'), 'What's New In our Knowledge Base?' (listing knowledge base articles), and 'Need website help?' (providing links to help and policy info). At the bottom, there is a 'Support Cases' section showing 'Your latest activity' and a message: 'You have no active support cases' with a gear icon.

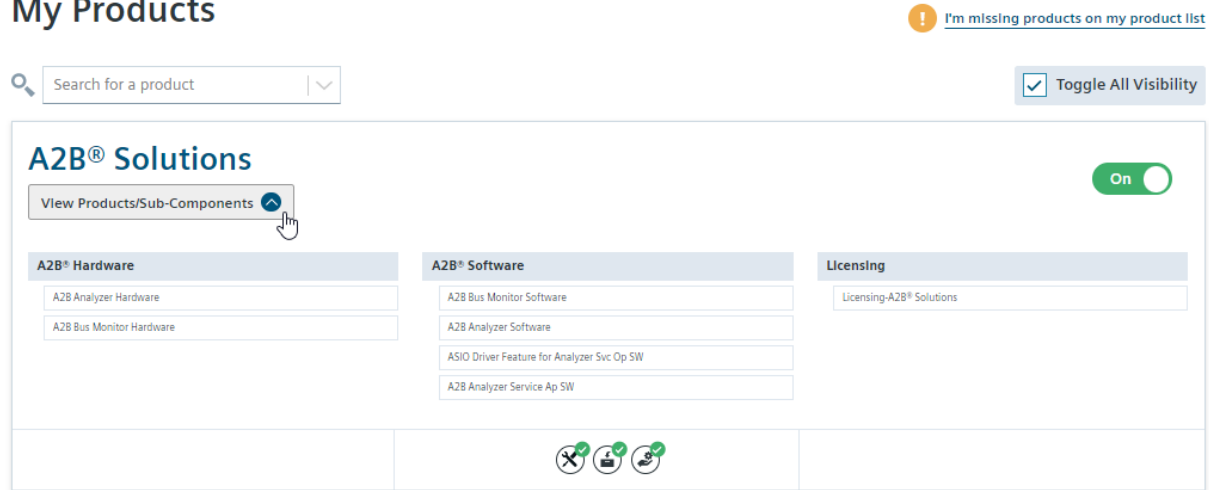
Manage Your Products – Important First Step

The Support Center Homepage only displays products that are covered by a maintenance contract, based on that customer's SiteID

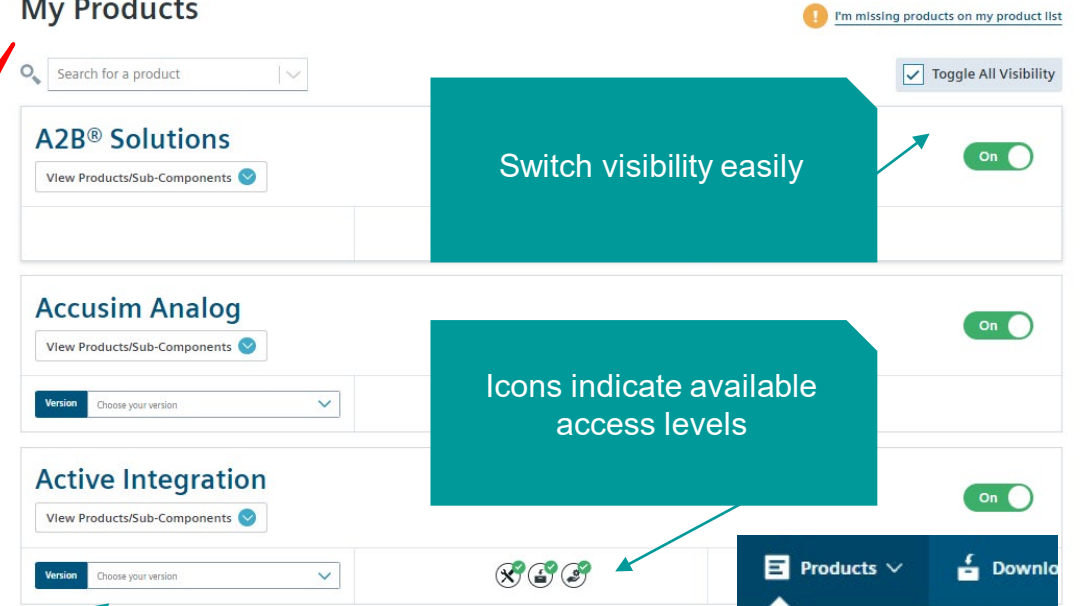


There are multiple ways to easily personalize the dashboard to display only the products you are using

My Products



My Products

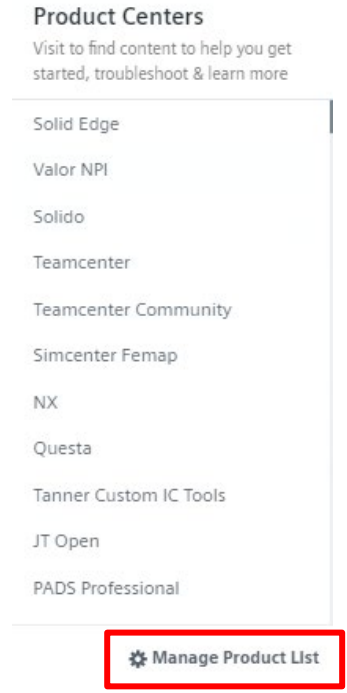


Switch visibility easily

Icons indicate available access levels

Select your version

Easy access from any page





Product Center

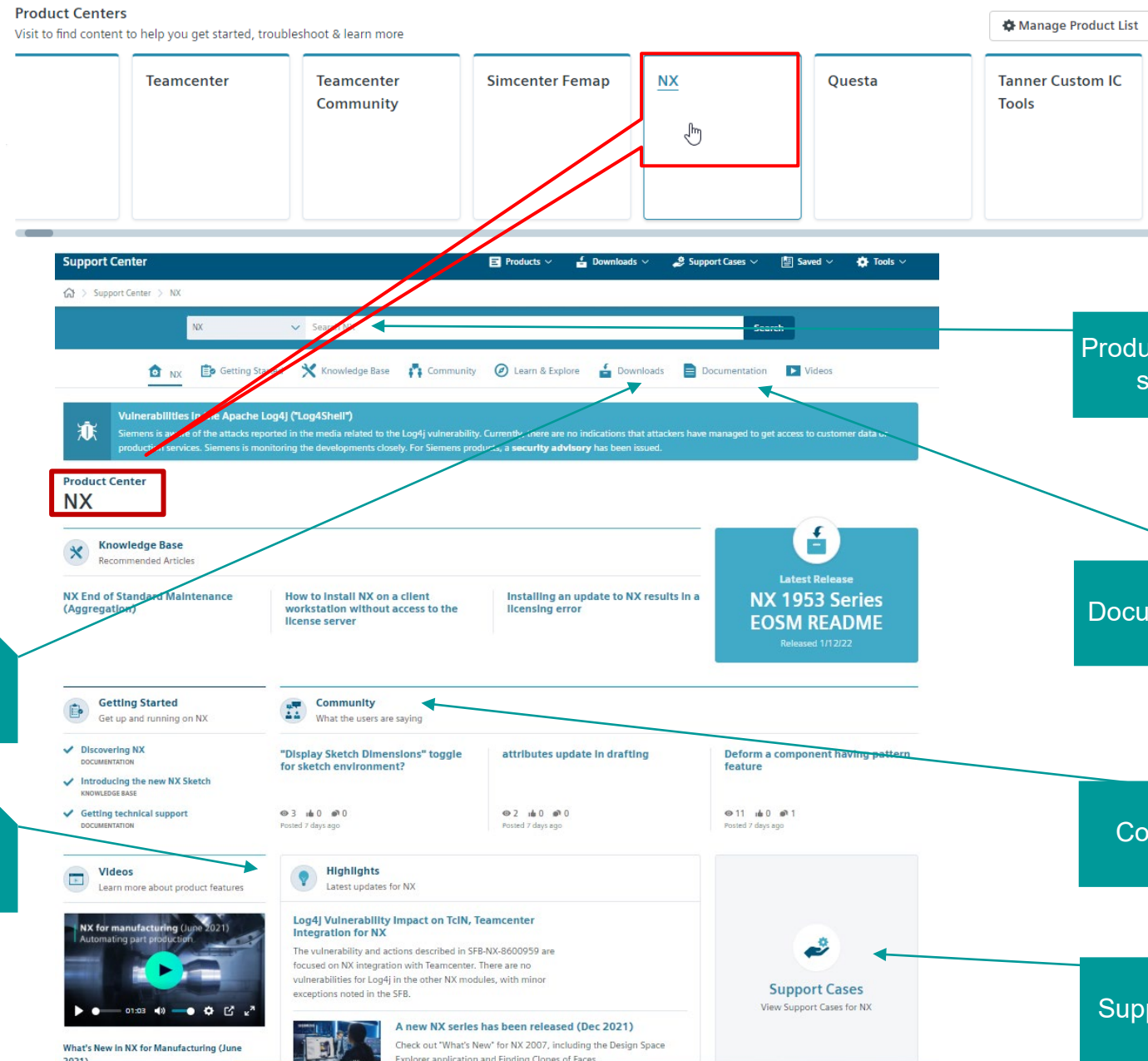


Product Center Overview

Helpful resources clearly categorized:

- Getting Started
- Troubleshooting
- Learn & Explore
- Downloads
- Documentation
- Support Cases

Search only on
your product's content



Getting Started

Content curated to help accelerate product on-boarding

The screenshot shows the Siemens Support Center interface for Solid Edge. At the top, there's a navigation bar with 'Support Center' and various utility links like 'Products', 'Downloads', 'Support Cases', 'Saved', and 'Tools'. Below this is a search bar and a secondary navigation bar with 'Solid Edge', 'Getting Started' (highlighted with a red box), 'Knowledge Base', 'Community', 'Learn & Explore', 'Downloads', and 'Documentation'. The main content area is titled 'Product Center Solid Edge' and features a 'Knowledge Base' section with 'Recommended Articles' such as 'Home Use "Self Service" missing/not shown', 'Solid Edge crashes after displaying splash screen', and 'Isometric view and logo is not printing in solid edge printing'. A prominent blue box highlights the 'Latest Release Solid Edge 2022 Language Fixes' (Released 10/06/21). Below this, there's a 'Community' section with user posts. A 'Getting Started' section (highlighted with a red box) contains links for 'What's New In Solid Edge 2022', 'Solid Edge overview', and 'Index of Solid Edge videos'. A modal window on the right prompts the user to 'Select a product version'.

Latest Release

Version selection

Knowledgebase articles

Top-featured topics

This is a close-up of the 'Select a product version' modal window. It features a title bar with a close button, a message explaining that content is tailored to the user's software version, and a 'Show Me How' button. Below the message is a 'Restrict content to version' section with a 'Select a Version' dropdown menu. At the bottom, there's a blue call-to-action box that says 'Please tell us which version of Solid Edge you use.' with a 'Start using Support Center' button and a 'Documentation' link.

Learn & Explore

Featured learning-related resources for specific products

Tutorials

Learning opportunities

Support Center | Products | Downloads | Support Cases | Saved | Tools

Support Center > Solid Edge > Learn & Explore

Solid Edge | Search Solid Edge | Search

Solid Edge | Getting Started | Knowledge Base | Community | **Learn & Explore** | Downloads | Documentation

Solid Edge Learn & Explore | Restrict content to version: Solid Edge 2022

Solid Edge 2019 Learning Portal

- Learning Portal
- Solid Edge overview
- Creating Hole Tables in Detailed Drawings

[More Training >](#)

Simulation and Validation

- Solid Edge Simulation Finite Element Analysis
- Simply Motion
- Inspecting assemblies

[More Training >](#)

Explore Generative Design

- Generative Design
- Generative Design - How to toggle the resulting construction mesh body to a design mesh body?
- How to optimize Generative Design

[More Training >](#)

Community

Features most recently posted discussion topics

Ask questions, get answers from your peers

The screenshot shows the Siemens Support Center interface for Solid Edge. At the top, there is a navigation bar with 'Support Center', 'Products', 'Downloads', 'Support Cases', 'Saved', and 'Tools'. Below this is a search bar for 'Solid Edge'. The main navigation includes 'Solid Edge', 'Getting Started', 'Knowledge Base', 'Community' (highlighted with a red box), 'Learn & Explore', 'Downloads', and 'Documentation'. A security advisory banner for Apache Log4j is visible. The 'Product Center Solid Edge' section contains 'Knowledge Base' and 'Getting Started' links. A 'Latest Release' box for 'Solid Edge 2022 Language Fixes' is on the right. The 'Community' section (highlighted with a red box) features a user question: 'Hi, can anybody help me with the following?? I have a dft with 1 document (an assy). I can rename that assy with the revisionmanager in vb.net. But I would like to have some help (preferable some code) to replace that assy in the'. Two related topics are listed: 'Solid Edge 2021 - Maintenance Pack 10 zum Download verfügbar!' and 'How do you save SE settings without taking the recent open files'. A teal callout box on the left points to the Community section with the text 'Ask questions, get answers from your peers'.

Search
product-
specific
articles

SIEMENS Industry Solutions Software & Products Solutions & Services Training & Support English

Support Center Products Downloads Support Cases Saved Tools

Solid Edge Search Solid Edge Search

Solid Edge Getting Started Knowledge Base Community Learn & Explore Downloads Documentation

Solid Edge Knowledge Base Articles Restrict content to version Solid Edge 2022

Filter Knowledge Base Filter

Showing 1-10 of 18045 10 per page

- ✘ Solid Edge closes abruptly during save (Problem/Defect, Design)
- ✘ Reproducible crash Importing JT file (Problem/Defect, Apps)
- ✘ Standard Parts - Part Finder Error (Problem/Defect, Apps)
- ✘ Piping route Issue missing pipe segments (Problem/Defect, Apps)
- ✘ Solid Edge 2022 is crashing when customer is trying to edit file properties. (Problem/Defect, Design)
- ✘ 3D thread cannot be created (Problem/Defect, Design)

Resource Types: Knowledge Base (18045)

Categories: Problem/Defect (14964), Design (13686), Apps (3304), Data Management (2678), Simulation (1172), Manufacturing (860), Xcelerator Share (804), Software Field Bulletin (41), Troubleshooting (23), Getting Started (13), More

Restrict search
content to
version

Sort by Resource
Types, Categories
and Components

Sort search
results

Downloads

Quick access to the latest versions and updates

Support Center Products **Downloads** Support Cases Saved Tools

Support Center > Solid Edge

Solid Edge Search

- Solid Edge
- Getting Started
- Knowledge Base
- Community
- Learn & Explore
- Downloads**
- Documentation

Select a product version

Support Center works better when you select the version of software you're actively using. We tailor the content and search results specifically to your software version.

Show Me How

Restrict content to version

Select a Version

Please tell us which version of Solid Edge you use.

Start using Support Center

Documentation

Version selection

Solid Edge Downloads

Select a Version

Solid Edge 2022

Solid Edge 2022 Language Fixes

Release Date: 10/6/2021

Solid Edge 2022

Release Date: 10/6/2021

Solid Edge 2022 Portfolio

Release Date: 10/6/2021

Solid Edge 2022 Add-ons

Release Date: 10/6/2021

Solid Edge 2022 Maintenance Packs

Release Date: 10/6/2021

Solid Edge 2022 OSS

Release Date: 10/5/2021

Additional download resources

Quick access to the latest versions and updates

Solid Edge

- Solid Edge
- Getting Started
- Knowledge Base
- Community
- Learn & Explore
- Downloads
- Documentation**

Last updated

Version selection

Solid Edge Documentation

Restrict content to version
Solid Edge 2022

- Browse Solid Edge help by product area** (Product Documentation)
- Solid Edge overview** (Getting Started Guide)
- Add model features** (Product Documentation)
- Create a sheet metal part** (Product Documentation)
- Create a part** (Product Documentation)
- Assemblies** (Product Documentation)
- Parts lists and tables** (Product Documentation)
- Importing and exporting files** (Product Documentation)

Filter by category and type

Document Types

- Product Documentation (44)
- Getting Started Guide (31)
- Installation and Licensing (5)

Categories

- Design (67)
- Getting Started (31)

Showing 1-10 of 80 | 10 per page | A to Z

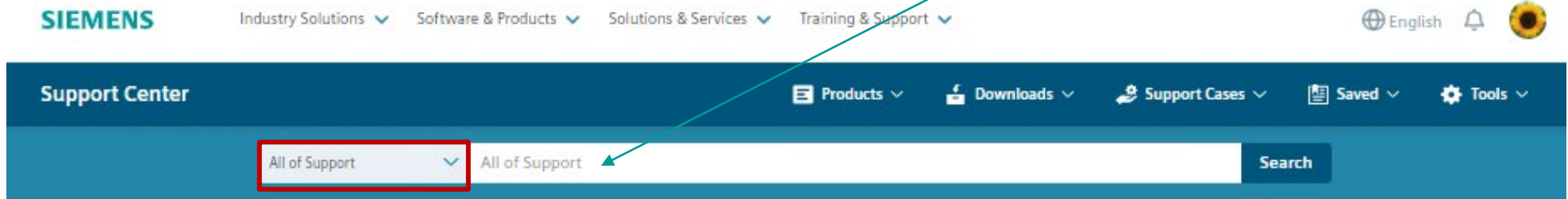
Filter By Document Title

- Add model features** (Product Documentation)
- Administering Solid Edge** (Installation and Licensing)

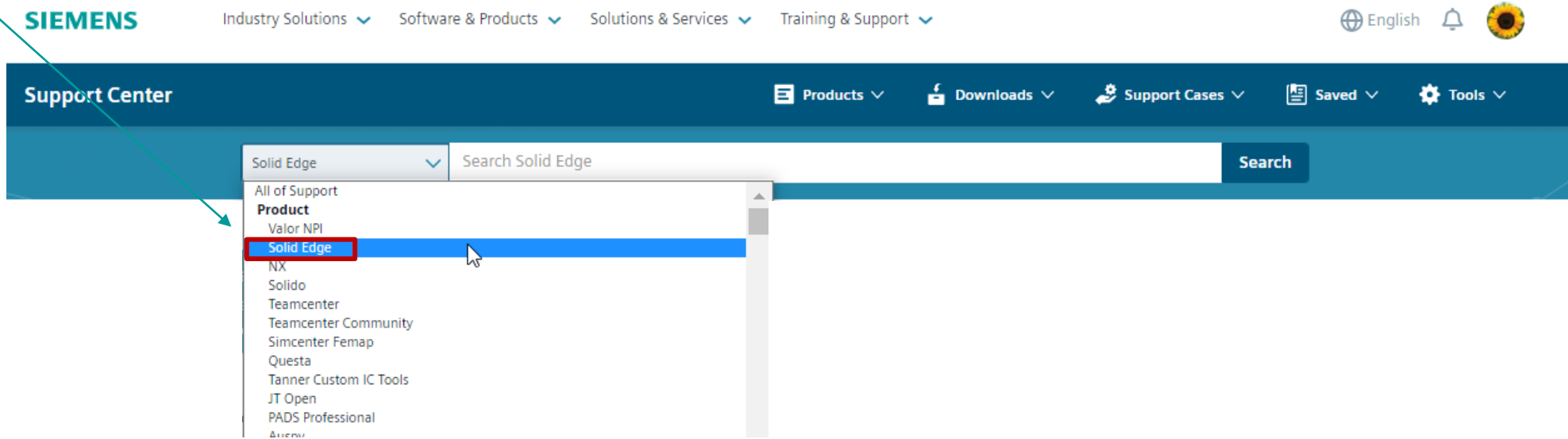
Powerful Search Engine

Global and product-specific search options

Search all of Support Center



Search only within product-specific pages



Focused Results

Search results focused on relevancy, performance and organization

Results identified by content type and version

Enhanced search tips

Global Search

Searches product-specific resources

Filter options

Categories and Resource Types

The screenshot shows the Siemens Solid Edge search interface. At the top, there is a search bar with a dropdown menu set to 'Solid Edge' and a 'Search' button. Below the search bar is a navigation menu with icons for 'Solid Edge', 'Getting Started', 'Knowledge Base', 'Community', 'Learn & Explore', 'Downloads', and 'Documentation'. The search results are displayed in a list format. The first result is 'How to Make SEEC part as Reference-Only and Hide in PSE', followed by 'API: Draft - Drawing Views - Show / Hide Reference Planes', 'no dimension text inside parentheses of reference dimension type', 'SolidEdge 2019-MP12 / Reference handling of PartCopies via API', 'Cannot select reference planes inside the Assemble command', 'Not all references planes are visible when turning on Show/Hide', 'Not getting any gap between three side weld symbol and reference line.', 'Reference Axis isn't spelled as the other options in "Show/Hide Component"', and 'TC BMIDE TypeDisplay rules prevent SEEC Attribute mapping for driven references'. To the right of each result is the category 'KNOWLEDGE BASE'. Below the search results is a 'SEARCH TIPS' section with several tips: 'Use quotes ("") for an exact search', 'Use only relevant keywords', 'Use wildcard (*) to widen search', and 'Use OR to include any words in the query, or AND to include all words'. There is also a 'More Tips' link with a right-pointing arrow.



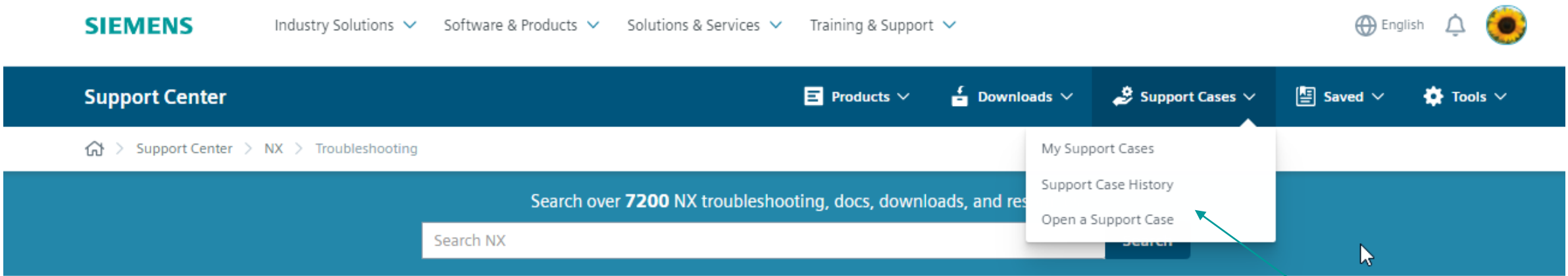
Support Cases



Support Cases for Challenging Issues



Support Cases can be conveniently opened from multiple locations on any Support Center page.



Access to support case management available at the top of each page

Opening a Support Case

Solutions are often found in the first step of opening a Support Case, categorized by resource type

1 **SIEMENS** Industry Solutions ▾ Software & Products ▾ Solutions & Services ▾ Training & Support ▾ English 🌐 🌞

Support Center Products ▾ Downloads ▾ Support Cases ▾ Saved ▾ Tools ▾

Support Center > Support Cases > Open a New Support Case

Support Cases Home ↻ Support Cases History ↻

Search for Solution Provide Details Confirmation

Select Your Solution Criteria
Narrow your focus to find a solution related to your product or area of concern.

Choose a Product or Area of Concern
Solid Edge

Choose Product Version
Solid Edge 2021

Issue Search
We'll search our resources using your error code and description keywords to find the most relevant solutions.

Issue Type
 General/Product Usage Licensing Installation

OPTIONAL Do you have an error code?
United States

Issue Keywords
More specific keywords will help get you the best answer.
100 characters left

Search for Solution

Possible solutions are presented first

2

We've found the following **12** resources that may help you solve your problem.

Troubleshooting [More Troubleshooting >](#)

- Counterdrill hole callout documentation is incorrect**
TROUBLESHOOTING
" on "Callout Properties" incorrectly states how to achieve a "Counterdrill" and "Counterdrill (threaded)" callout. Steps To Reproduce: Open the...
25% Match
- Standard Parts storage over DFS Replication**
TROUBLESHOOTING
I not use DFS Replication?": https://docs.microsoft.com/en-us/windows-server/storage/dfs-replication/dfs-faq#when-should-i-not-use-dfs-replication Where it explicitly states
25% Match
- Missing witness line in diameter dimension**
TROUBLESHOOTING
There are two possible display states for the extension geometry/ witness line in the diameter dimension which are either shown or not shown. In the example above, the pr...
25% Match
- Please add new method BindKeyToTopology to Occurrence/SubOccurrence object**
TROUBLESHOOTING
: Solution provider has requested a new API method BindKeyToTopology to the Occurrence/SubOccurrence object. Specially Solution provider states... &...
25% Match
- Chain option does not work for path selection in Frame**
TROUBLESHOOTING
with Frame command. It does not allow to select the path as a chain. The customer states this is a regression against S16. Steps To Reproduce:
25% Match
- Display in Drawing View and Custom orientation window differs**
TROUBLESHOOTING
part not appear in the Drawing View but does in the Custom window? Solution Drawing views use the configuration to control display states. The Custom or...
25% Match

Documentation [More Documentation >](#)

- Solid Edge Installation and Licensing**
DOCUMENTATION
C, Contact support Maintenance customers in the United States or Canada can report problems or request enhancements by calling the Global Technical Access Center...
50% Match
- Assembly reports**
DOCUMENTATION
in the United States and in other countries. All other trademarks, registered trademarks or service marks belong to their respective holders.
50% Match
- Modeling a part using surfaces**
DOCUMENTATION
in the United States and in other countries. All other trademarks, registered trademarks or service marks belong to their respective holders.
50% Match

Support Case [More Support Case >](#)

- Smooth mesh Brush freezes Solid Edge**
SUPPORT CASE #9904590
IR: 9904590 Filename: 9904590_9904590.par Country of Origin: UNITED STATES Zone: USA Data Classification: Commercial Unrestricted File Size: 4653056 bytes
50% Match
- Script Error for Solid Edge Requirements Management after Solid Edge Sits Idle**
SUPPORT CASE #9981850
IR: 9981850 Filename: 9981850_ScriptError.png Country of Origin: UNITED STATES Zone: USA Data Classification: Commercial Unrestricted File Size: 11886 bytes
50% Match
- SESTARTUP - Customer logs in but there are no products listed**
SUPPORT CASE #9813937
IR: 9813937 Filename: 9813937_available_products - 1832117_Arc Energy_LLC (SIS).msg Country of Origin: UNITED STATES Zone: USA Data Classification: Commercia...
50% Match

Didn't find a solution? Our support engineers are ready to help.

Let's Open a Support Case >

To submit as Support Case

Completing the Support Case – Issue Details

Support case form allows for comprehensive detail to be provided to help reach a faster resolution

Issue Keywords

Enter a title for your reference and description to help us solve your problem. Tell us as much about the problem so we can best help you.

Support Case Title

Getting error message.

Provide a title for future reference.

Issue Summary & Steps to Reproduce

TIP You can upload or paste screenshots

Normal B I U

32000 characters left

Please be as descriptive as possible including steps to reproduce and any additional information the help solve your problem.

OPTIONAL

Is there an error message related to this Support Case? [+Add Error Message](#)

Please paste your error message below

ERR-404

Language Preference

Enable a response from an English-speaking support agent

Yes We have a wider selection of languages

External Notifications

Notifications allow you to notify people outside your organization such as consultants and partners.

Enter e-mails

Enter E-mail address
If you'd like to add Watchers, existing Support Center users can be added upon completion of opening a case.

Attach a File

I wish to attach a file(s) to this case. All data will be treated as confidential.

Files are subject to export controls and customer data requirements where applicable. [Read More](#)

Title and description

Drag-and-drop file add

I wish to attach a file(s) to this case. All data will be treated as confidential.

Files are subject to export controls and customer data requirements where applicable. [Read More](#)

We'll need the required information to upload files

What country are you uploading from?

UNITED STATES

[Why do we ask this?](#)

Data Classification

[Data Classification](#)

Attach File(s)

[Select Files](#)

Drop files here

Confirming the Support Case

Once the support case is submitted, “watchers” can be manually added.

Watchers will receive an email notice each time there is activity on the case.

Individual users from your Customer can be added as a watcher.

The screenshot displays the Siemens Support Case interface. At the top, a progress bar shows three steps: 'Search for Solution' (checked), 'Provide Details' (checked), and 'Confirmation' (active). Below the progress bar, a message reads 'Thank you for your Support Case'. The main content area is titled 'Support Case Details' and shows the title 'Getting error message.' with a 'Watched' button. The case status is 'PENDING' and is estimated to take 'Approximately 2 minutes to generate'. Below this, there are sections for 'Resources', 'Troubleshooting', and 'Documentation'. The 'Troubleshooting' section contains six cards, each with a title, a brief description, and a '100% Match' indicator. The 'Documentation' section contains three cards, each with a title and a brief description. A teal callout box on the right side of the screenshot, labeled 'Add watchers', has an arrow pointing to the 'Watched' button.

Managing Support Cases

The support cases home page provides an overall view of your support cases

The screenshot shows the Siemens Support Cases interface. At the top right is a button labeled "Open New Support Case". Below it are navigation links for "Support Cases Home" and "Support Cases History". The main heading is "Support Cases".

Key features and callouts:

- My Support Cases:** A callout box points to the "My Support Cases" section header.
- Flexible Support Case search:** A callout box points to the search bar containing "All My Support Cases >".
- My Organization's Support Cases:** A callout box points to the "My Organization's Support Cases" section header.
- Access complete Support Case history:** A callout box points to the "Support Case History >" button.

The interface displays a list of support cases. The first case is titled "Getting error message." with a status of "Open - In Progress" and a priority of "Medium". It was opened by Michelle Belken 2 minutes ago. The second case is titled "Error upon creating/modifying structure for a specific user" with a status of "Open - In Progress" and a priority of "Medium". It was opened by Varsha Kadikar 4 minutes ago. The third case is titled "Viewing design in Layout Browser is requiring EDM Engineer/Outsource license." with a status of "Open - In Progress" and a priority of "Medium". It was opened by John Engelfried 6 minutes ago. The fourth case is titled "timing simulation mismatch with sdf on dual port memories" with a status of "Open - In Progress" and a priority of "High". It was opened by Adrian Arozqueta 25 minutes ago.

Support Case History



Thorough detail allows for immediate review or more detailed offline analysis

Support Case History

05/27/2016 - 05/27/2021 Show my Cases only Show watched Cases only Export

Indirect Site Site Status Creator Priority Product Sub-Product Tag Sub-Status Type PRI/ER Status Filters Applied Clear Filters

Showing 1-10 of 41531 10 per page

Support Case	Site	Indirect Site	Product	Opened	Updated	Opened By	Priority	Case Status
Authentication.xml SAML/LDAP Configuration Support Case #10076325 21r1 update authenticatio...	SIEMENS PRODUCT LIFECYCLE Site #0001003333	SIEMENS PRODUCT LIFECYCLE Site #0001005333 10024 HOPE ST., CYRESS, United States of America	Polarion LDAP	5/27/2021	5/27/2021	Jeff Wentzel SIEMENS PRODUCT LIFECYCLE MANAGEMENT SOFTWARE INC HAND CARRY	High	Open - In Progress
Getting error message. Support Case #10076320	SIEMENS PRODUCT LIFECYCLE Site #0001003333	SIEMENS PRODUCT LIFECYCLE Site #0001005333 10024 HOPE ST., CYRESS, United States of America	NX 4th Generation Design	5/27/2021	5/27/2021	Michelle Belken SIEMENS PRODUCT LIFECYCLE MANAGEMENT SOFTWARE INC HAND CARRY	Medium	Open - In Progress
Viewing design in Layout Browser is requiring EDM Engineer/Outsource license. Support Case #3631597891	Mentor Graphics (Wilsonville) Site #132431		Xpedition Enterprise Xpedition Layout Browser	5/27/2021	5/27/2021	John Engelfried	Medium	Open - In Progress
License Return Error: First (or only) signature invalid. Support Case #10076283	SIEMENS PRODUCT LIFECYCLE Site #0001003333	SIEMENS PRODUCT LIFECYCLE Site #0001005333 10024 HOPE ST., CYRESS, United States of America	Opcenter APS SC Ultimate	5/27/2021	5/27/2021	Phillip Meeks SIEMENS PRODUCT LIFECYCLE MANAGEMENT SOFTWARE INC HAND CARRY	High	Open - In Progress
send_configuration_to_dc utility has found the following features in the scanned Support Case #10076212	SIEMENS PRODUCT LIFECYCLE Site #0001003333	SIEMENS PRODUCT LIFECYCLE MANAGEMENT SOFTWARE INC SUITE 300 Site #0001005327 35009 SEVEN MILE ROAD, LIVONIA, United States of	Teamcenter All clients & servers	5/27/2021	5/27/2021	Jeffery Wetzel SIEMENS PRODUCT LIFECYCLE MANAGEMENT SOFTWARE INC	Medium	Open - In Progress

Adjustable look back timeframes and filtering options

Export in multiple formats

Important Case information clearly visible



Staying Informed About Support Cases

Multiple options provide flexibility for staying up-to-date on support cases

Email Preferences

I want to be emailed when...

- A support case I requested is updated
- A support case I am watching is updated

Email Frequency

- Send email each time the update occurs
- Batch updates into a daily digest



Account Center



Account Center



Centralized location for essential administrative resources to easily manage licenses, orders, sites, users, trials and more

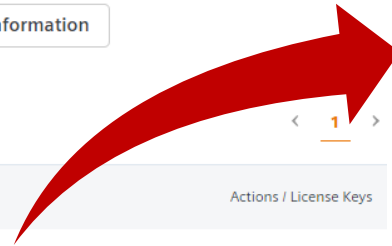
Comprehensive licensing information

Profile **Licenses** Orders Sites and Users Products Contacts Notifications Saved Items

Licenses by Site Licenses by Host Licensing Reports More Licensing Information

Showing 1-8 of 8 25 per page

Site Name	Filter by Site	Actions / License Keys
My Site: 10672 Mentor Graphics-Wilsonville Wilsonville, OR United States		Licenses at this Site > View Download
Site: 104357 Accelerated Technology Korea Seoul, South Korea		Licenses at this Site > View Download
Site: 101592 Mentor Graphics (ESD) MOBILE, AL United States		Licenses at this Site > View Download
Site: 105745 Mentor Graphics (India) Pvt. Ltd. Noida, UP,UP, India		Licenses at this Site > View Download



Profile Training and Events Trials **Licenses** Orders Sites and Users Products Contacts Notifications

Licenses by Site Licenses by Host PoD Licenses Licensing Reports More Licensing Information

My Site: 8756423
 Siemens, Wilsonville, OR, USA [Switch Site](#)
Wilsonville, OR, United States

Bulk Action All Servers Only Hosts Only

Server/Host ID Filter by Host Authorization Codes

Building 4 Calibre Dev Server (68TJ155ZZ11)

X7AF175AA12
License Details Edit Host

82AF165YE33
License Details Edit Host

Z6AA155DA52
License Details Edit Host

55AA155AA11
License Details Edit Host

Complete order history

Profile Training and Events Trials Licenses **Orders** Sites and Users Products Contacts Notifications

Showing 1-10 of 22 10 per page < 1 2 3 >

My Site: 8756423
Siemens, Wilsonville, OR, USA
Wilsonville, OR, United States **Orders ^**

Order ID	PO # / Distributer Reference #	PO Date	
6400338806	23008391	Jul 6, 2014	View Order
6400338806	43004392	Apr 22, 2015	View Order
6400338806	73008395	Mar 1, 2016	View Order

SITE: 8756423
Siemens, Marlborough, MA, USA
Wilsonville, OR, United States **Orders v**

SITE: 8756423
Siemens, Fremont, CA, USA
Wilsonville, OR, United States **Orders v**

SITE: 8756423
Siemens, Longmount, CO, USA
Wilsonville, OR, United States **Orders v**

SITE: 8756423
Siemens, Austin, TX, USA
Wilsonville, OR, United States **Orders v**

Showing 1-10 of 22 10 per page < 1 2 3 >

Expanded view to access detail of specific orders

Orders by site

Account and Support contact information

Account and support contact details that are personalized to your product(s) preferences, site, and region

The screenshot shows the 'Contacts' page in the Siemens Account Center. The navigation bar includes Profile, Licenses, Orders, Sites and Users, Products, **Contacts**, and Notifications. The main heading is 'CYPRESS, CA United States of America' with 'Site: 1005333'. A 'Filter by Product' dropdown is set to 'NX'. On the left, a 'Sites' sidebar lists several locations, with 'My Site: 1005333' highlighted. The main content area features three contact cards: 'YOUR ACCOUNT MANAGER' Teri Torgeson (teri.torgeson@siemens.com), 'YOUR LOCAL SIEMENS SALES OFFICE' CYPRESS (555 123-1234), and 'SIEMENS GLOBAL SUPPORT' (US and Canada only) with a call number 1 800 955 0000.

Flexible site and user management

The screenshot shows the Account Center interface for a site in Wilsonville, OR, USA. It features a 'My Site: 8756423' header, site address information, and a list of users. Annotations highlight key features:

- Site administrators:** A teal box points to the 'SITE ADMINISTRATOR(S)' section, which lists Ron Fuller (ron_fuller@siemens.com) and Bevin Leder (bevin_leder@siemens.com).
- Users listed individually:** A teal box points to the user list table.
- Orders by site:** A teal box points to the user list table.
- Access to managing users:** A teal box points to the 'Manage Users >' button at the bottom of the user list.

The user list table contains the following data:

Name ^	Email
Ron Fuller Site Administrator	ron_fuller@siemens.com
Bevin Leder Site Administrator	bevin.leder@siemens.com
Rex Burkhead	vince_vaughn@siemens.com
Jake Dahm	jake_dahm@siemens.com
Todd Clark	dave_franco@siemens.com
Shea Ivey	shea_ivey@siemens.com
Rishi Javia	rishi.javia@siemens.com
Kevin Klein	kevin_klein@siemens.com

Account Center

User management helps gather insight on Support Center use and extend invitations to others to register for Support Center

Profile Training and Events Trials Licenses Orders Sites and Users Products Contacts Notifications

Sites Users Users FAQ

My Site: 8756423

Siemens, Wilsonville, OR, USA [Switch Site](#)

Wilsonville, OR, United States [Invite New User](#)

SITE ADMINISTRATOR

Ron Fuller
ron_fuller@siemens.com

Bevin Leder
bevin_leder@siemens.com

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User

	Sharon Carpenter sharon_carpenter@siemens.com Last signed in: 8/1/16	Siemens, Wilsonville, OR Site ID: 3821947	
	Jake Dahm jake_dahm@siemens.com Last signed in: 8/1/16	Siemens, Wilsonville, OR Site ID: 3821947	
	Ron Fuller Site Administrator ron_fuller@siemens.com Last signed in: 8/1/16	Siemens, Wilsonville, OR Site ID: 3821947	

Deactivate User
Administrative Privileges

Invite new users

Indicates last login and site number

Assign access levels

Summary

Customers have quick, personalized access to all the resources needed to maximize their product investment:

- Troubleshoot technical issues
- Download latest releases
- Manage licensing
- Access comprehensive system administration resources
- Submit and manage support cases

The screenshot displays the Siemens Support Center website. At the top, the Siemens logo is on the right, and navigation links for Industry Solutions, Software & Products, Solutions & Services, and Training & Support are on the left. Below this is a dark blue header with 'Support Center' and navigation options for Products, Downloads, Support Cases, Saved, and Tools. A search bar is present with a dropdown menu set to 'All of Support'. The main content area is titled 'Product Centers' and includes a 'Manage Product List' button. Below this are seven product category tiles: Solld Edge, Questa, Tanner EDA Tools, JT Open, PADS Professional, Auspy, and NX. The page is divided into three columns of content. The left column, 'Downloads', lists three items: 'Volcano Boot Loaders' (Capital VSTAR Bootloader 30000016 AW, LATEST RELEASE), 'Mentor® Embedded Linux®' (BSP: Advantech UNO 2473G MEL 11.0.0, LATEST RELEASE), and 'Mentor® Embedded Linux®' (BSP: NXP i.MX 6ULL MEL 11.0.0 Cumulative Patch 8). The middle column, 'What's New In our Knowledge Base?', lists three articles: 'Release Notification for 202105063 Capital VSTAR Bootloader 30000066 AE', '[STAR-CCM+ DEM] - Angle of repose', and 'Release Notification for 202105068 Capital VSTAR Bootloader 30000016 AW'. The right column, 'Need website help?', includes links for 'On-Demand Training', 'Communities', and 'Account Center'. At the bottom, a 'Support Cases' section shows 'Your latest activity' and a message: 'You have no active support cases' with an icon of a hand holding gears.