

<http://support.ugs.com/gtac.shtml>

GTAC: Siemens PLM Software - Windows Internet Explorer

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GTAC: Siemens PLM Software

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GTAC
Transforming the process of innovation

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Explore GTAC and discover your solution

Global Technical Access Center

Technical Access Center is your focal point for post sale software support. The center provides both your application and operating systems software support through telephone and electronic access.

Call Management

- Report an Issue
- Inquire the Status of an Issue
- License Management
- Symptom/Solution Information Query
- Download & Upload Files
- Documentation
- WebKey Management
- Featured Services
- Hardware and Software Certification
- Newsgroups
- Contact GTAC

Want To Contact GTAC?

- Contact GTAC at +1 800 955 0000 (US and Canada) or 1+ 714 952 5444 or Click here to view your local support phone number.
- View our U.S. Phone Selection Menu

GTAC Web Support

Our customer support web pages provide you with a number of on-line support tools and services.

Learn more

Hot Topics | Call Management | License | UGSolutions | Downloads | Document | WebKey | Certification | Newsgroup | Quick Links

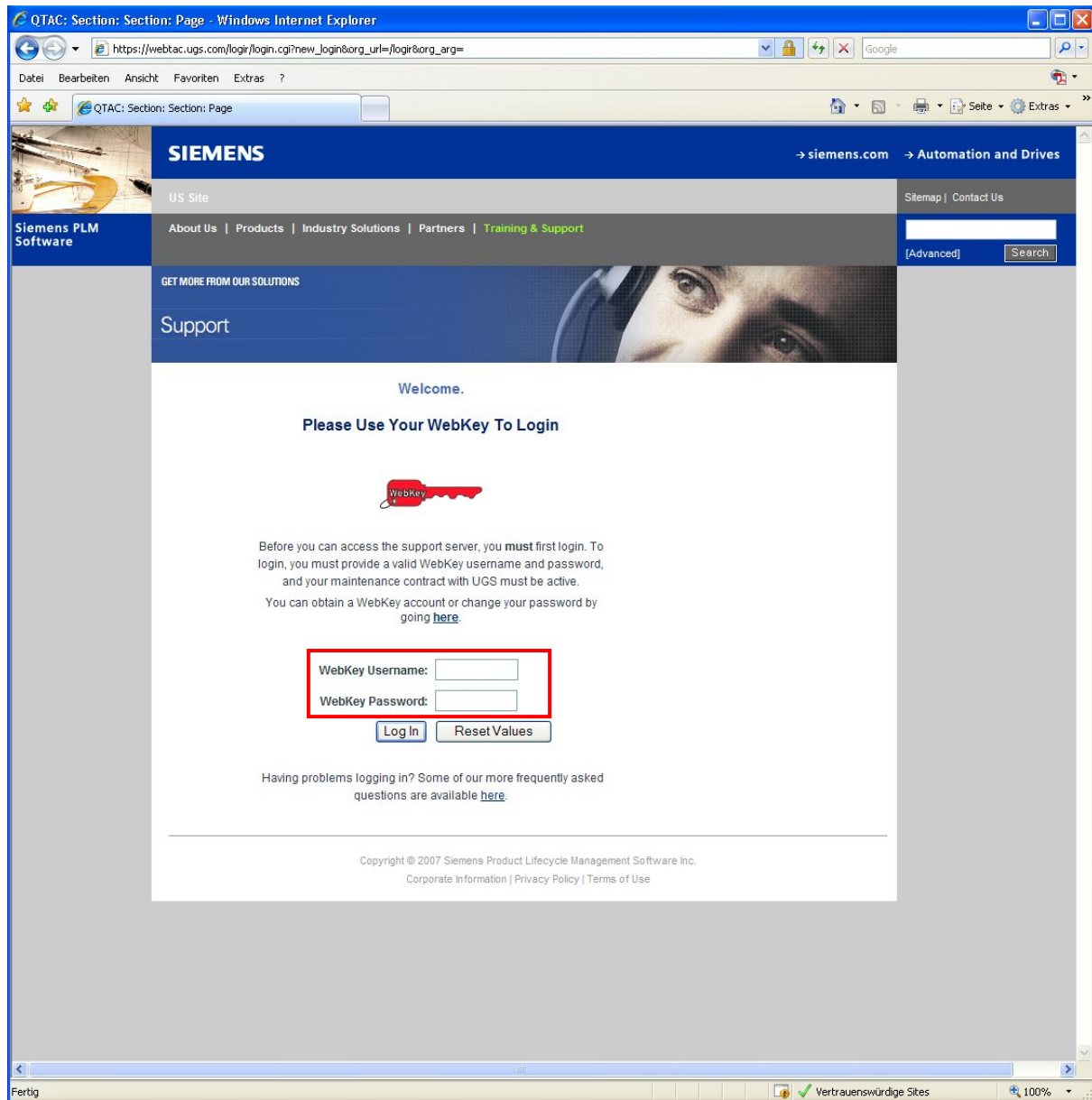
- BBSNOTES Virus Email Message
- CAD Integration Support with Tc2007.2
- Siemens PLM Connection Americas User Conference - May 24-27, 2010, Nashville, TN.
- NX Motion customers - Adams license expiration on October 28, 2009 or December 31, 2009.
- Announcing the new vBulletin interface to the BBS!
- Slow Performance in NX V5+
- NX Nastran Date Check Patch to resolve problem in legacy Nastran code that triggered failures after 3/31/09.
- Can't see bundle in NX 6 License Options.
- Siemens PLM Software is moving to a common licensing scheme for all products.
- NX 4 and NX 3 will not start after Internet Explorer V7.0 is installed.

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Fertig, es sind Fehler auf der Seite aufgetreten.

Vertrauenswürdige Sites

100%



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LogIR v2.2f

United States

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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.

[Report an Issue](#)

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[Report an Issue](#)

Welcome to the Customer Call Logging System

[UGSolutions Advanced Search](#)

Please enter the Server ID or Sold-to Number

Server ID or Sold-to Number:

WEB LOG-IR System - Windows Internet Explorer

TAC http://webtac.ugs.com/logir/

Datei Bearbeiten Ansicht Favoriten Extras ?

TAC WEB LOG-IR System

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Sign Off

Server/Sold-to ID

Server Name UNIGRAPHICS SOLUTIONS AG

Customer Name EDS PLM SOLUTIONS

Contact Name

Contact Phone

Contact Email Address

Platform

Operating System

OS Version

Product

Application

Release

Customer REF# (reference number)

Other REF# (reference number)

End User Server ID

Short description

Additional Email Address(es)

Enter the detailed description of your problem

☐ International Support(English)

(After clicking Submit, please wait until you see the LogIR Confirmation screen. We also display a convenient **Upload link** on the LogIR Confirmation screen that you can use to submit data to GTAC)

WEB LOG-IR System - Windows Internet Explorer

http://webtac.ugs.com/logir/

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LogIR Confirmation

Thank you for using the WEB LOG-IR Application!

Your call log reference number is **1751505**

Please refer to this number when requesting support assistance

UPLOAD YOUR FILES NOW TO THE FTP SERVER <http://ftp.ugs.com/upload.html>

Upload A File

You may also access our call-tracking tool on the Internet to view the status of this incident. Just click on 'access QTAC' to the left, or point your web browser to <http://support.ugs.com> and select 'Status of an Issue'. Be prepared to supply your WebKey username and password (if a new browser session) and this Incident Report (IR) number. When calling GTAC, during the regular business hours, please allow our system time to assign this call to a GTAC representative.

WARNING: Users using Back or Forward button from this page to log another call may experience the duplicate call or data loss problem. To log another call with the same or different Server or Soldto ID last used, please click the 'same server' or 'change server' menu option instead of using Back or Forward button.

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Name of the zip-file has to be the call log reference number:
IR1751505.zip In this case.

WEB LOG-IR System - Windows Internet Explorer

TAC http://webtac.ugs.com/login/

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Specify filename to upload:

Select the type of file you're uploading:

Select where you want to store the file:

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 multibyte characters in it. Please move the file to the top-level of your drive and upload it from there.

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Thank you for uploading IR1751505.zip! We received 762 bytes.

Click [here](#) to return to the FTP server.

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