

# Procedimento de *download* dos produtos, documentações e atualizações

**NX**

**TEAMCENTER**

**SOLID EDGE**  
VELOCITY SERIES

**TECNOMATIX**

# Passos para o download

1. Acessar o site <http://support.ugs.com/> da mesma máquina do endereço físico (IP fixo address) fornecido e cadastrado pela SIEMENS PLM SOFTWARE.
2. Criar a WEBKEY (Código de acesso).
3. Entrar nos campos “download & upload”

Obs.: O envio físico das mídias (CD ou DVD) serão enviados para o endereço cadastrado pela SIEMENS PLM SOFTWARE











# Criação da WEBKEY

1. Acessando o site <http://support.ugs.com/> , entrar nos campos: Webkey Account / Create Account

**GTAC**

Global 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.

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 Report an Issue	 Status of an Issue	 GTAC Services	 Download & Upload	 UGSolutions Search
 Certifications	 Newsgroups	 Licenses & Passwords	 Documentation	 WebKey Account

# Criação da WEBKEY

2. Exceto os produtos descritos no campo “*Exceptions*”, selecionar :  
UGS Standard Webkey Creation



**WebKey Create Account** [Help](#) [FAQ](#)

Please select the UGS Standard WebKey Creation link unless you are using a product that is listed under the Exceptions. This helps us determine which information to request from you in order to create your WebKey account.

[UGS Standard WebKey Creation](#)

#### **Exceptions**

[Femap](#)

[Sherpa or Accelis](#)

[Teamcenter Project or Teamcenter Requirements](#)

[Tecnomatix Mechanical](#)

# Criação da WEBKEY

3. Preencher os campos “Sold-to ID e WebKey Access Code” que se encontra no início do arquivo de licença temporário (enviado via e-mail), como no exemplo abaixo e selecionar “Continue”

```
#####
#
#           Siemens PLM Software Inc.
#           License File
#
# Sold-To/Install: XXXXXXXX           WebKey Access Code: YYYYYYYYYY
#   Contact Name:  WWWWWW           Created: 01/01/2008
#   Customer Name: NOME_DO_CLIENTE
#   E-mail Address: WWWWWW           Version: z
#####
```

**WebKey Account Request** [Help](#) [FAQ](#)

Enter your Soldto # and Webkey Access Code. If you do not have a Webkey Access Code on your software license, enter the LM HOST ID.

If you do not know the information needed or are having problems, please consult this document [this document](#).


Sold-to ID:

WebKey Access Code or (LM Host ID):

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Corporate Information | Privacy Policy | Terms of Use

# Criação da WEBKEY

4. Através do formulário a ser preenchido abaixo, será criada uma conta de login (Choose a Username). Após preenchimento, selecionar “Submit” para finalizar o processo, onde será enviado automaticamente uma senha (password) no e-mail preenchido abaixo.



The screenshot shows a web browser window displaying the 'WebKey Account Request' form. The form includes a header with the Siemens logo and the title 'WebKey Account Request' with links for 'Help' and 'FAQ'. A note provides instructions for registered System Manager Contacts. The form fields include: First Name, Last Name, International Dial Code (a dropdown menu currently showing '1 USA,CANADA,PUERTO RICO'), Phone Area Code, Phone Number, Email Address, and Verify Email Address. Below these fields is a section for 'Choose a Username' with a text input field and a 'Submit' button. The browser's taskbar at the bottom shows the 'Done' button and several icons.

**WebKey Account Request** [Help](#) [FAQ](#)

**NOTE:** If you are a registered System Manager Contact, please contact OTAC at 1-714-952-5444 (US and Canada residents may use 1-800-955-0000) and select option 2,6 to have your WebKey account configured to access multiple accounts. Enter your name, phone number, and email address. This information will allow EOS PLM to keep you up to date as new services become available. Please make sure that your Email Address is correct since your automatically generated password will be sent directly to that address.

First Name:

Last Name:

International Dial Code:

Phone Area Code:

Phone Number:

Email Address:

Verify Email Address:

Enter the user name that you will use as your WebKey Account. Your username must be at least 2 characters. (The Username is case sensitive and must be alphanumeric with only these special characters allowed: ! - \_ & @ \$ % ) Note: Your password will be automatically generated for you and emailed to the email address you entered above.

Choose a Username:

# Download

1. Acessando o site <http://support.ugs.com/>, entrar no campo Download & Upload onde será requisitado sua WebKey Username e Password (enviado via e-mail automaticamente conforme item 3). Após preenchimento selecionar “Log In”.

**GTAC**

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Certifications	Newsgroups	Licenses & Passwords	Documentation	WebKey Account

**Welcome.**

**Please Login**

Before you can access the FTP server, you **must** first login. To login, you must provide a valid WebKey username and password, and your maintenance contract with UGS must be active.

You can obtain a WebKey account or change your password by going [here](#).

WebKey Username:

WebKey Password:



# Download

2. Aparecerá uma nova tela, onde estará disponibilizado os produtos /atualizações e documentação para Download.

Produtos

Atualizações

Documentação

Category	Products
<p><b><u>Full Product Releases</u></b></p> <p>Go to this area to download the <b>full released versions</b> for all products that you have purchased. Only products that are associated with your installation number will be displayed.</p>	<p><a href="#">All UGS Products</a></p>
<p><b><u>Product Updates</u></b></p> <p>This section is for updates to all UGS products. Just click on the name of the product for which you want to download product updates, maintenance releases, patches, QRM's and service packs.</p>	<p>Please Select... <input type="button" value="Go"/></p>
<p><b><u>General Documentation</u></b></p> <p>This area has general documentation such as GTAC newsletters, Software Field Bulletins and UGSolutions articles.</p>	<p><a href="#">GTAC Newsletters</a>, <a href="#">SFB's</a>, <a href="#">UGSolutions Articles</a></p>

# Contatos

1. Via e-mail: <http://www.plm.automation.siemens.com/brasil/contato/>
2. Telefone Help Desk: 55 11 4224-7111