

JT2Go Desktop - Frequently Asked Questions

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What is JT2Go Desktop?

JT2Go Desktop is a viewing application for 3D JT files. Siemens Digital Industries Software provides JT2Go to the global community at no charge. JT2Go Desktop is available on Microsoft Windows Desktop and can be downloaded from www.jt2go.com or the Windows 10 store. JT2Go Mobile is available for the iOS and Android platforms. JT2Go Mobile has a subset of features available in JT2Go Desktop. For a description of features included with JT2Go Desktop see [What Features are Included](#) .

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What is JT?

JT is an industry focused, high-performance, lightweight, flexible file format for capturing and repurposing 3D data that enables collaboration, validation and visualization throughout a Model Based Enterprise. JT has been accepted by ISO as IS 14306 and is the international standard file format for 3D visualization and collaboration.

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What features are included in JT2Go Desktop?

A list of available features is provided on the JT2Go website in this document: [What Features are Included](#)

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How can I get help with questions on JT2Go Desktop, is there GTAC support?

JT2Go is a no cost product and is not supported by Siemens Digital Industries Software's Global Technical Access Center (GTAC). Users can access the [JT2go Forum](#) to share issues and request input on functionality. JT2Go is not a meant to be a replacement for Teamcenter Visualization, users should refer to [What Features are Included](#) for a list of supported capabilities.

There is a way to obtain GTAC support for JT2Go. As part of their JT Open Program membership, JT Open Program members are able to log calls with GTAC on JT2Go. To join the JT Open Program contact your Siemens Digital Industries Software Sales Executive or visit our [website](#) to request assistance.

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How can I create JT files of my own?

Nearly all major CAD systems offer the option to create 3D JT data either directly or through 3rd party translation software integrations. For a list of vendors that support JT in their products visit the [JT Open Program](#) website.

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I like working with JT. How can I get more functionality?

Siemens Digital Industries Software offers a comprehensive suite of [Visualization, Digital Mockup and Virtual Reality](#) products. Teamcenter Visualization capabilities enable everyone in the product lifecycle to access and collaborate on rich 3D design data.

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My JT file is supposed to have PMI in it. How do I display it?

Product Manufacturing Information in JT files is organized by Model Views.

To access Model Views with JT2Go select the “Model Views” icon  in the Project Workspace window. When the Model View gallery is visible in Project Workspace, select the “Find” icon. This will search the JT file for existing Model Views and display them in a pallet. See the JT2Go documentation for settings that control how Model Views are searched for and displayed.

The Model View Gallery was added to JT2Go with the 11.2 release.

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How are JT2Go and JT Open related?

JT Open is a reference to The JT Open Program. The JT Open Program is made up of likeminded corporations and software vendors who have adopted 3D JT data in their workflows and products. The JT Open Program’s charter is to drive JT adoption globally and ensure JT continues to be successful and relevant for industry. JT2Go was developed by Siemens Digital Industries Software at the request of JT Open Program members. For more information on the JT Open Program visit their website at www.jtopen.com .

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Can I have JT2Go Desktop and Teamcenter/Teamcenter Visualization installed on the same computer?

Yes, JT2Go was designed to work in harmony with Teamcenter and Teamcenter Visualization products.

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Can JT2Go Desktop access data managed by Teamcenter?

No, JT2Go Desktop is not designed to access data managed by Teamcenter.

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Can I send JT2Go Desktop to someone else?

The JT2Go Desktop license agreement prohibits redistribution of the JT2Go installation (.exe) download file. However, JT2Go does provide an option to “Tell a Friend” about JT2Go. “Tell a Friend” makes it easy to send

your friend or colleague a link to the JT2Go download site. To access this feature select Help/Support/Email a Friend from JT2Go Ribbon

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Do I need to upgrade my graphics card to use JT2Go Desktop?

It may be necessary to upgrade your graphics card driver, new drivers can be obtained from the graphics card vendor. Upgrading the graphic card itself will depend upon user performance requirements.

Information on JT2Go Desktop system requirements can be found here [System Requirements](#)

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Do I need to have Administrator rights to install JT2Go Desktop?

Installing JT2Go requires the same level of user account access as is required to install any application to a given device.

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Does JT2Go Desktop support "Silent Installs" or installs from a command line?

Yes, silent installs are supported by JT2Go Desktop. A script is provided on www.jt2go.com that describes the silent install options. To use this script, simply uncomment the options that meet your install requirements.

The JT2Go Silent install script can be found here [Silent Install Script](#).

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What is PLM XML? How is it used by JT2Go Desktop?

PLM XML is a W3C compliant XML schema created by Siemens Digital Industries Software to facilitate product lifecycle interoperability by sharing high-content product data between PLM applications. PLM XML schemas are available at no charge from the [PLM XML website](#).

JT2Go Desktop can open and display PLM XML files create with Siemens Digital Industries Software'd Teamcenter Visualization products. A PLM XML file saved from Teamcenter Visualization preserves all supported content from the active 3D Viewing window. JT2Go also supports merging a saved PLM XML product structure into a JT2Go session.

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Can JT2Go Desktop read session files with markups created in Teamcenter Visualization products?

Yes. Teamcenter Visualization products, like Vis Mockup, save markups to a session file. JT2Go can read Vis session data when saved as .vf or .vfz (compressed session files) files.

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Can I control the initial display of JT content in JT2Go Desktop?

Yes. When a JT file is loaded into JT2Go all parts are displayed by default. Users who load large models may wish to have just the product structure loaded to decrease load time. To change this setting, from the Ribbon select JT2Go/Loaded Parts on. The button is a toggle, a white background means the toggle is off. JT2Go must be restarted to activate the setting. Once set it will stay active with the last choice made.

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How can I get updates for JT2Go?

JT2Go has an auto update feature. Once installed JT2Go will automatically update when a new release is available from www.jt2go.com. Auto update is turned on by default. Users can turn auto update off by deselecting “Auto Update” in the Help/Support dialog on the Ribbon.

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When the auto update occurs, how can I tell what has changed in the new release?

As JT2Go loads, users will be notified through a pop up window when a new release is available. After the option to update is accepted a new dialog will appear to initiate the download of the updated version. This dialog also displays what is new in the version being installed.

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Can JT2Go be embedded in a web page?

No, embedding JT2Go into a web page is not supported.

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Can I insert JT files into Microsoft Office documents using JT2Go?

No, early versions of JT2Go had an Office integration that allowed this but Microsoft removed support for this type of integration with Office 365.

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What is JT plus PDF?

JT plus PDF is an innovative way to work with JT and PDF together. A JT plus PDF file is a PDF file that has an attached JT file with links in the PDF text to; model views, PMI and product structure entries. Users can open the PDF directly into JT2Go Desktop and navigate through the 3D JT content using the PDF links. For more functionality, users can install the JT plus PDF Acrobat reader plugin which automatically loads JT2Go Desktop when a PDF with an attached JT files is opened.

JT plus PDF Technical Data Packages can be authored using NX's Technical Data Package solutions. The NX Technical Data Package offering supports generation of JT plus PDF packages utilizing a template driven workflow.

Users can also create JT plus PDF documents manually working with JT2Go and Word to build documents that have URI links to PMI, Model Views and Geometry. To complete the workflow export the Word content as .pdf and attach the JT file to the .pdf using JT2Go's Attach JT feature. To attach JT to PDF documents, from the JT2Go Ribbon select JT2Go/Attach JT. Loading this PDF into JT2Go will open both the PDF file and the JT file in the same session. Users can then navigate the JT content through the URI links in the PDF file.

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