

**1. Business Issues**

- 1.1 New Orders, Contract issues, Server Transfers & Software Licenses**
- 1.2 Shipments, Deliveries & Distribution Services**
- 1.3 Maintenance Contract Issues or Maintenance Renewals**

**2. Technical Support**

- 2.1 NX & NX I-deas**
  - 2.1.1 NX**
    - 2.1.1.1 Installation, System Administration, Licensing and Plotting Issues**
    - 2.1.1.2 CAD Applications**
      - 2.1.1.2.1 Routing, Harness and COMOS
      - 2.1.1.2.2 All other CAD Products & Translators (Design, Drafting, Modeling, Assemblies, Geolus, IGES, STEP & DXF)
    - 2.1.1.3 CAM Applications & CMM Inspection (Coordinate Measuring Machine, Shop Floor Connect)**
    - 2.1.1.4 Programming & Automation Tools (NX/Open, Knowledge Fusion, UIStyler, Manuscript & Rulestream)**
    - 2.1.1.5 Teamcenter Integration for NX (NXManager)**
    - 2.1.1.6 Simcenter 3D and CAE Products** (including Jack, Mechanisms/Motion, Scenario/Structures)
  - 2.1.2 NX I-deas, I-deas and C3P**
    - 2.1.2.1 I-deas Data Management** (Check-in/out, Library & Projects)
    - 2.1.2.2 Installation, System Administration and Plotting**
    - 2.1.2.3 CAD Products** (Drafting & all Design Issues)
    - 2.1.2.4 Simulation (CAE Products)**
- 2.2 Solid Edge**
  - 2.2.1 Applications Questions or Issues (Solid Edge & Femap within Solid Edge)**
  - 2.2.2 Solid Edge Insight, Insight XT & Solid Edge Embedded Client**
  - 2.2.3 Installation & Licensing Questions or Issues**
  - 2.2.4 Teamcenter RapidStart Questions or Issues**
  - 2.2.5 NX CAM in Solid Edge**
  - 2.2.6 Femap**
- 2.3 Teamcenter Products, PLM Components & Toolkits and Polarion Products**
  - 2.3.1 Teamcenter, Teamcenter RapidStart and Teamcenter Manufacturing**
    - 2.3.1.1 Any Teamcenter or RapidStart Questions or Issues
    - 2.3.1.2 Installation and Upgrade Questions or Issues
    - 2.3.1.3 Teamcenter Manufacturing Questions or Issues
    - 2.3.1.4 Programming Tools (ITK and Java)
  - 2.3.2 Enterprise Knowledge Foundation & Industry Solutions Products** (Consumer Package Goods, Aerospace & Defense, Automotive Supplier, High Tech Electronics, Reporting & Analytics, SH&F, Environmental Compliance, MRO)
    - 2.3.2.1 Installation, Database & Environment Questions or Issues
    - 2.3.2.2 Customization Questions or Application Issues
  - 2.3.3 Systems Engineering & Teamcenter Requirements**
  - 2.3.4 Polarion Products**
    - 2.3.4.1 Licensing questions or issues
    - 2.3.4.2 All other Polarion application questions or issues
  - 2.3.5 Teamcenter Schedule Manager**
  - 2.3.6 Community Collaboration**
  - 2.3.7 Lifecycle Visualization & JT Translators**
  - 2.3.8 PLM Components or Toolkits** (JT Open, PLM Vis and PLM XML)
    - 2.3.8.1 NX Open, Knowledge Fusion, UIStyler, Manuscript, Rulestream, JT Open
    - 2.3.8.2 JT Translators or the PLM Vis Toolkit
    - 2.3.8.3 ITK and Java
  - 2.3.9 Teamcenter for Supplier Collaboration**
- 2.4 Tecnomatix Products**
  - 2.4.1 Tecnomatix Mechanical Products**
    - 2.4.1.1 Process Designer, Process Simulate and Robot Expert
    - 2.4.1.2 ROBCAD
    - 2.4.1.3 Valisys
    - 2.4.1.4 eM-Plant or Plant Simulation
  - 2.4.2 High Tech & Electronics** (MES, UniCam FX, Assembly Expert, Test Expert or FABmaster & CIMBridge)
  - 2.4.3 Jack Applications Support**
  - 2.4.4 Factory CAD, FLOW, Factory Optimization, Factory Plan & In-Context Editor**
- 2.5 NX Nastran, Simcenter 3D & Femap**
  - 2.5.1 Application Issues**
  - 2.5.2 Installation and Licensing Issues**
- 2.6 Web Tools Support, Classification of Data (Export Compliance), Additional Assistance & Managed Services**
  - 2.6.1 Web Tools including WebKey, QTAC, Download and Upload of data, and the Solution Center Search Tool**
  - 2.6.2 Assistance with data classification for Export Compliance**
  - 2.6.3 General assistance identifying the appropriate support option to select**
  - 2.6.4 Managed Services**
    - 2.6.4.1 Managed Services for Teamcenter Products
    - 2.6.4.2 Managed Services for Simatic IT Products
- 2.7 SES, XHQ, Camstar, Product Intelligence (Omneo), QMS (IBS), Preactor, COMOS, SIMATIC IT & MindSphere**
  - 2.7.1 Specialized Engineering Software (Fibersim, Syncrofit, Mastertrim, SDE, QPE, and Encapta)**
  - 2.7.2 XHQ**
  - 2.7.3 Camstar**
  - 2.7.4 Product Intelligence (formerly Omneo)**
  - 2.7.5 QMS (formerly IBS)**
    - 2.7.5.1 QMS QSYS, SINIC, and Calvin
    - 2.7.5.2 QMS Compliant Pro and QSI
  - 2.7.6 Preactor**
  - 2.7.7 COMOS**
  - 2.7.8 SIMATIC IT**
    - 2.7.8.1 SIMATIC IT Production Suite and LMS
    - 2.7.8.2 SIMATIC IT Unified Architecture
    - 2.7.8.3 SIMATIC IT eBR and XFP
    - 2.7.8.4 SIMATIC IT R&D, Interspec and Unilab
  - 2.7.9 MindSphere**
- 2.8 LMS Products**
  - 2.8.1 LMS Test Support**
    - 2.8.1.1 Licensing and Installation
    - 2.8.1.2 LMS Test.Lab
    - 2.8.1.3 LMS Test.Xpress
    - 2.8.1.4 LMS TecWare
    - 2.8.1.5 SCADAS hardware
    - 2.8.1.6 All Other Test Support products
  - 2.8.2 LMS Simulation Support**
    - 2.8.2.1 Licensing and Installation
    - 2.8.2.2 LMS Imagine.Lab
    - 2.8.2.3 LMS Virtual.Lab Motion
    - 2.8.2.4 LMS Virtual.Lab - All Other Products
    - 2.8.2.5 LMS Samtech

**3. Follow up on an existing Incident Report or Problem Report using the IR or PR Number**

- 3.1 To contact the Support Agent**
- 3.2 To contact the Support Manager**

**4. Training Issues**

- 4.1 For Registration, Training and Courseware information**
- 4.2 For Help with the Learning Advantage web tool**