ACAM
SYSTEMAUTOMATION

Solutions for Success

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Support Guidelines for ACAM Helpdesk

To provide quick support and streamline the support process for all parties involved, a few key points of Information should be provided when opening a support case with ACAM Helpdesk.

The most important information for support cases with ACAM Helpdesk can be provided by using the following template:

- Detailed description of the problem:

  _____

- Does the problem occur on multiple machines/with different users?

  _____

- Can the problem be reproduced?
    - If yes, can it be reproduced with a new object?

  _____

- Detailed steps to reproduce:

  _____

- Additional information:

  _____

- Problems should be reproduced using a basic configuration, so for CAD issues, try to reproduce the issue with the most basic part or assembly possible, also test the case in a native CAD system if the problem occurs when working with a PLM System.
- If possible, disable customizations to see if the problem is a software or configuration issue.
- When the problem can be reproduced, provide a testcase. The testcase should be the objects you can reproduce the problem with. In your problem description, use the same naming for Objects as in your testcase.
- Provide images/video of the issue if possible so we can clearly see what the problem is and when it happens.
- For Teamcenter problems, provide Item IDs and Revision IDs of the affected objects.
- Provide Log File Information for the impacted application:
    - **Solid Edge:**
      Run "SESysInfo.exe" inside the "Program" folder inside your Solid Edge installation, copy and paste the information into a .txt file and upload this to your ticket.
    - **NX:**
      Click File->Help->Generate Support Logs for IR/PR->Collect Logs. Zip the folder shown and attach to your ticket.
    - **Teamcenter:**
      In Solid Edge, go into the user session information panel, scroll all the way down and copy the syslog-filename.
      In NX, click File->Help->About Teamcenter and copy the "SysLog" in the "Connection Information" section.
      In AWC, on the bottom left, click Help->About and copy the "User Session Logfile".
      In RAC, click Help->About and copy the "Log File" information.

Note: The more information you provide, the faster we can understand the problem and work on a solution for you.