

Technical Support Guide



INNEO[®]

That's IT.



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1 General Information

Address

INNEO Solutions
Technical Support
Rindelbacher Straße 42
D-73479 Ellwangen
Germany

Telephone, fax, and e-mail address

Telephone: **00800 4200 4300** ((free call))
E-Mail: support@inneo.co.uk

Accessibility

Central European office hours
Monday to Friday, 08:00 to 18:00 (CET)

UK office hours (Greenwich Mean Time):
Monday to Friday, 08:30 to 17:30 (GMT)

Outside office support hours (PTC Support (in English only))

2 Contacting Technical Support

2.1 Checklist

1. Check the internet-based information resources: You will find numerous documents that help with a range of different problems.
2. Check the documentation to ensure it is suitable and will help achieve the desired result.
3. Is the problem reproducible?
4. Does the problem recur in new, simplified models?
5. If you cannot solve the problem, please note down the following:
 - Software product causing the problem (PTC Creo Parametric, PTC Creo Simulate)
 - Software version and date code (see table below)
 - Which hardware and which operating system (and version) are used?
 - How much main storage is available?
 - Notes and error messages. If required, take a screenshot.

2.1.1 How do I find out which software release is installed?

PTC Creo	Select File » Help » About Creo...
PTC Creo Elements/Pro and former Pro/ENGINEER Versions	Click Help » About
PTC Windchill PDMLink	Click About Windchill PDMLink where Windchill PDMLink is the name of a Windchill Solution.

3 Opening a Call and Tracking its Status

3.1 Opening a Call by Telephone

Our Technical Support is available on the following international free-phone number: **00800 4200 4300** Monday to Friday from 08:00 to 18:00 (CET) 08:30 to 17:30 (GMT). Outside these hours you are forwarded to the PTC support team (see **3.1.2 – Outside office hours (PTC support)**).

We use an ACD system (**Automated Call Distribution**) in order to transfer you to the correct contact person as quickly as possible. ACD systems require multiple frequency dialling. If your input is not accepted, please contact the person responsible for your telephone system or wait until the entire message is complete. You will then be redirected automatically to a central call acceptance desk where your call is answered.

3.1.1 During office hours

After dialling our free-call number you will be welcomed by the system:

1. Select your language (1 for German, 2 for English)
2. Choose one of the main categories by pressing the corresponding key (e.g. 1 for Creo Parametric).
→ Depending on your choice you may be offered further options. Select further steps according to your task.
3. After making your selection, you will be informed of the transfer.

We endeavour to accept every call directly. However, if our hotline staff are unavailable, you will be prompted to leave a message after 3 minutes. In this case leave your **name**, **company name** and **telephone number**. We will get back to you as soon as we can.

Note:

You will receive a unique ticket number for each ticket you open with our support team. This number can be used as a reference in following calls and in the online ticket system.

Note:

You do not need to wait until a message is complete. As soon as you hear the voice, you can select the next menu. This will speed up the process until your call is accepted. See the Dialling Diagram on page 20 for reference.

3.1.2 Outside office hours (PTC support)

After dialling the international telephone number and hearing a short message, you will be transferred to our English-speaking night team.

To access this service, you will be requested to enter your SCN number. The SCN number (contract) is found at the version information (see **2.1 - Checklist**), e.g.

Release: Wildfire 5.0
 Date Code: M020
 Service contract number: **5A123456**

or refer to your license file :

```

***** Summary Table *****
#
# PTC Host ID 00-1A-60-12-34-5D
#FeatureName Qty Product Release Type Expiration Contract
*****
#PROE_FoundAdv 1 Pro/E Found.Adv WF 5.0 Flt Lic perm 5A123456
    
```

Note:
 The license file can be located **C:\Program Files\PTC\FLEXnet Admin License Serverlicensing**. The SCN number can also be found in the PTC Creo Parametric and Arbortext Help menu in the **“About”** section.

3.2 Opening a ticket by e-mail

Send your e-mail to support@inneo.co.uk

3.3 Opening a ticket via the Internet

We are using an online ticket system to keep you informed about the state of your requests. You can access the ticket system by navigating to the INNEO homepage and clicking “**support**” at the right side of the screen and then clicking on “**online ticket system**”. Alternatively, you may go directly to <https://support.inneo.com>.

→ You will be redirected to the login page

Note:

All INNEO online tools use a unified login. If you already have a customer account you can use the same login credentials to access the online ticket system. See **3.3.2 – If you do not have a customer account** for explanations on how to create a new customer account.

3.3.1 If you do have a customer account



Enter your e-mail address and click “**Next**”.



Sign in with your organizational account

Keep me signed in

Enter your password and click **“Sign in”**
→ You will be redirected to the ticket system

Product development and visualisation
INNEO service- and maintenance contracts
00800 4200 4300
support@inneo.com

Information technology
INNEO Managed Service and INNEO NetApp SSC
+49 7961 890-600
itsupport@inneo.com

Microsoft SharePoint and Prios
Services and Consulting
sharepoint-support@inneo.com

Search in Results...

All Open Tickets		Closed Tickets					
ID	Created	Subject	Assigned to	Status	Priority	Effects	Completed (%)
Queue: PLM Support (27)							
1037	26.03.2019 17:21	Creo startet nicht mehr	Scherhaufel, Steffen	In Bearbeitung	(2) normal	3 - Low Impact	0 %
1034	26.03.2019 14:02	0 - enterprise system down	Scherhaufel, Steffen	In Bearbeitung	(2) normal	0 - Enterprise System...	0 %
1033	26.03.2019 14:02	3 - low impact	Scherhaufel, Steffen	In Bearbeitung	(2) normal	3 - Low Impact	0 %
995	21.03.2019 22:12	hi	Scherhaufel, Steffen	In Bearbeitung	(2) normal	3 - Low Impact	0 %

In order to create a new ticket, choose the appropriate queue and click on **“create ticket”**.
→ You can create a new ticket now

The screenshot shows a web form with a rich text editor at the top. The form fields are: Subject (text), Effects (dropdown), Priority (dropdown), Message (rich text editor), Product (dropdown), Productversion (dropdown), Area (dropdown), and a file upload section with a 'FILE DROP ZONE' and a 'maximum 20Mb' limit. The Message field contains a screenshot of a 'Parametric CAD' error dialog box with the text 'Error regenerating model. Consider starting over.' Below the Message field are 'Save' and 'Cancel' buttons.

Fill in as many fields as possible.

Specify your problem in the **“Message”** field. You can format your text and add pictures by using the tools in the tabs **“Format text”** and **“Insert”** at the top of the screen.

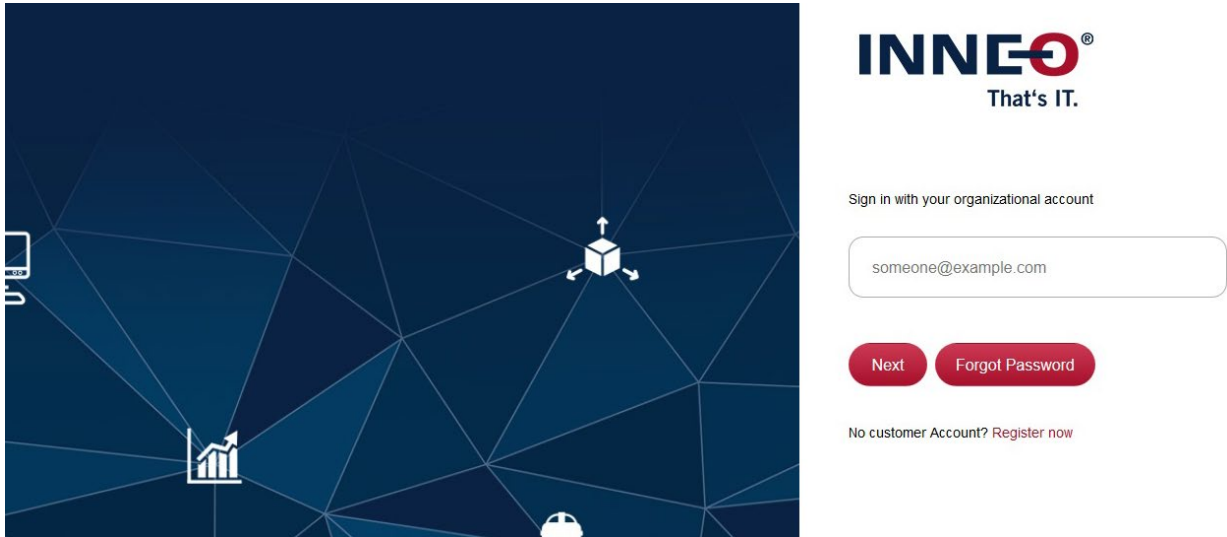
Note:

Giving a detailed description of your problem helps us by minimizing check backs and allows us to process your ticket more efficiently.

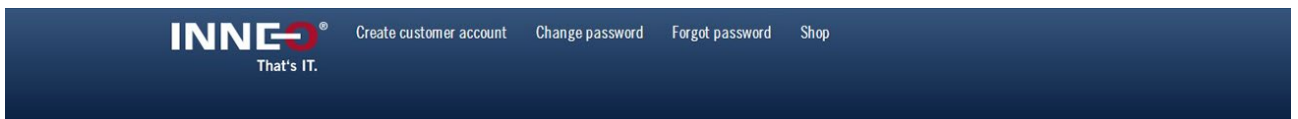
You can attach files such as logs, small models or screen captures (up to 20 MB) at the end of the form. Simply drag and drop them on the grey area labelled **“File drop zone”**.

Click **“Save”** to create your Ticket.

3.3.2 If you do not have a customer account



Click **“Register now“**
 → You will be directed to a new form to create your customer account.



Create customer account

Account details

E-Mail*

Password* Password confirm

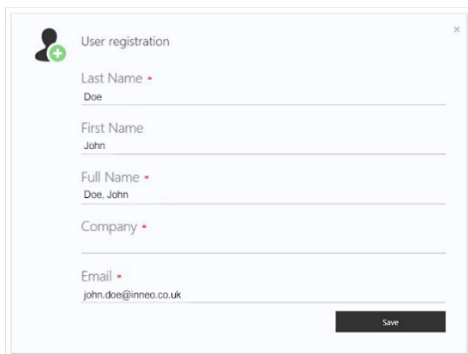
Contact details

Title*

First name* Surname*

Fill in the form and click **“Create account”**. Fields marked with * are mandatory.
 → You will be directed to the ticket system (continue as described in chapter 3.3.1 - **If you do have a customer account**)

Note:
 If the details you've entered do not match the details we hold you will be asked again to enter your company name.



User registration

Last Name •
Doe

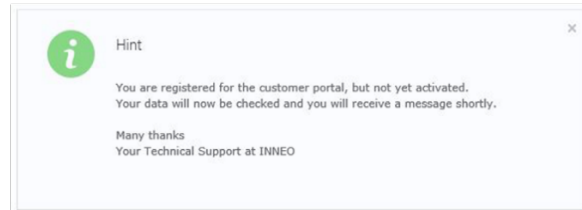
First Name
John

Full Name •
Doe, John

Company •

Email •
john.doe@inneo.co.uk

Save



Hint

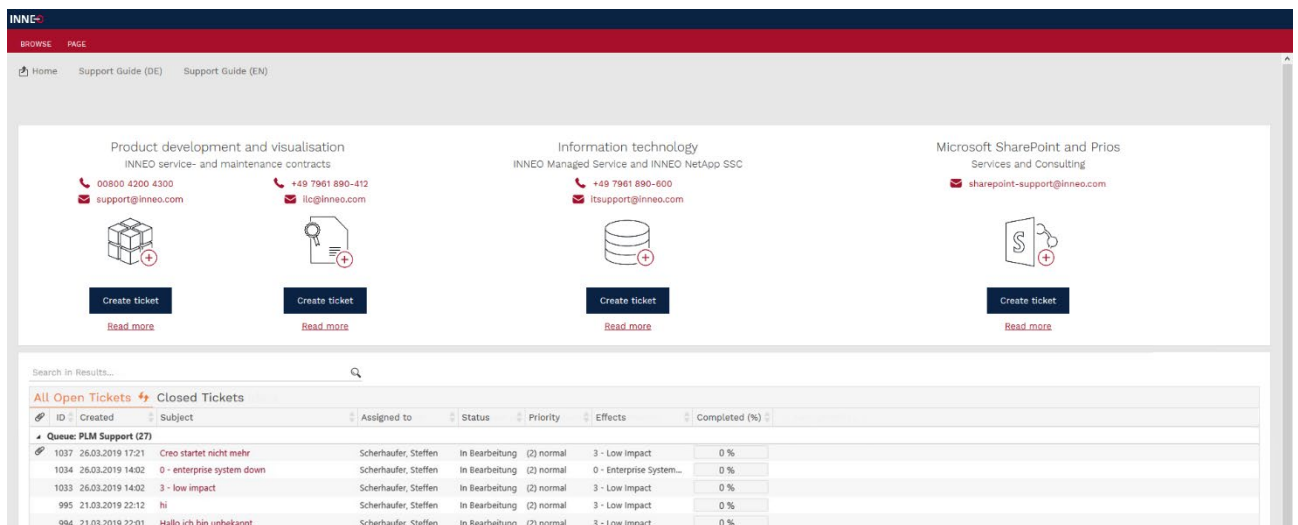
You are registered for the customer portal, but not yet activated. Your data will now be checked and you will receive a message shortly.

Many thanks
Your Technical Support at INNEO

After we have checked your data you will receive an e-mail containing confirmation of your account details.

3.4 Tracking the ticket status online

Your existing tickets are listed in the section “**all open Tickets**” on the main page of the ticket system.



The screenshot shows the INNEO ticket system main page. It features a navigation bar with 'BROWSE' and 'PAGE' options, and a breadcrumb trail: Home > Support Guide (DE) > Support Guide (EN). Below the navigation, there are four service categories, each with contact information and a 'Create ticket' button:

- Product development and visualisation**: INNEO service- and maintenance contracts. Contact: 00800 4200 4300, support@inneo.com.
- Information technology**: INNEO Managed Service and INNEO NetApp SSC. Contact: +49 7961 890-412, itc@inneo.com.
- Microsoft SharePoint and Prios**: Services and Consulting. Contact: +49 7961 890-600, itsupport@inneo.com.
- Microsoft SharePoint and Prios**: Services and Consulting. Contact: sharepoint-support@inneo.com.

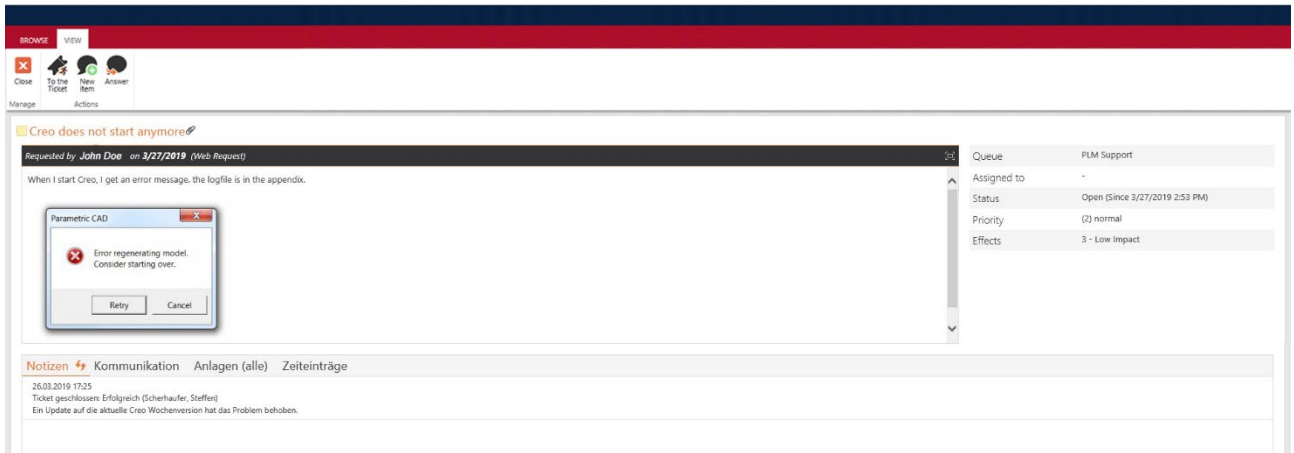
Below these categories is a search bar and a table of tickets. The table is titled 'All Open Tickets' and has columns for ID, Created, Subject, Assigned to, Status, Priority, Effects, and Completed (%). The table shows a queue of 27 tickets under 'Queue: PLM Support (27)'. The first five tickets are listed below:

ID	Created	Subject	Assigned to	Status	Priority	Effects	Completed (%)
1037	26.03.2019 17:21	Creo startet nicht mehr	Scherhauser, Steffen	In Bearbeitung	(2) normal	3 - Low Impact	0 %
1034	26.03.2019 14:02	0 - enterprise system down	Scherhauser, Steffen	In Bearbeitung	(2) normal	0 - Enterprise System...	0 %
1033	26.03.2019 14:02	3 - low impact	Scherhauser, Steffen	In Bearbeitung	(2) normal	3 - Low Impact	0 %
995	21.03.2019 22:12	hi	Scherhauser, Steffen	In Bearbeitung	(2) normal	3 - Low Impact	0 %
994	21.03.2019 22:01	Hallo ich bin unbekannt	Scherhauser, Steffen	In Bearbeitung	(2) normal	3 - Low Impact	0 %

The list contains basic data on all your tickets and their current status.

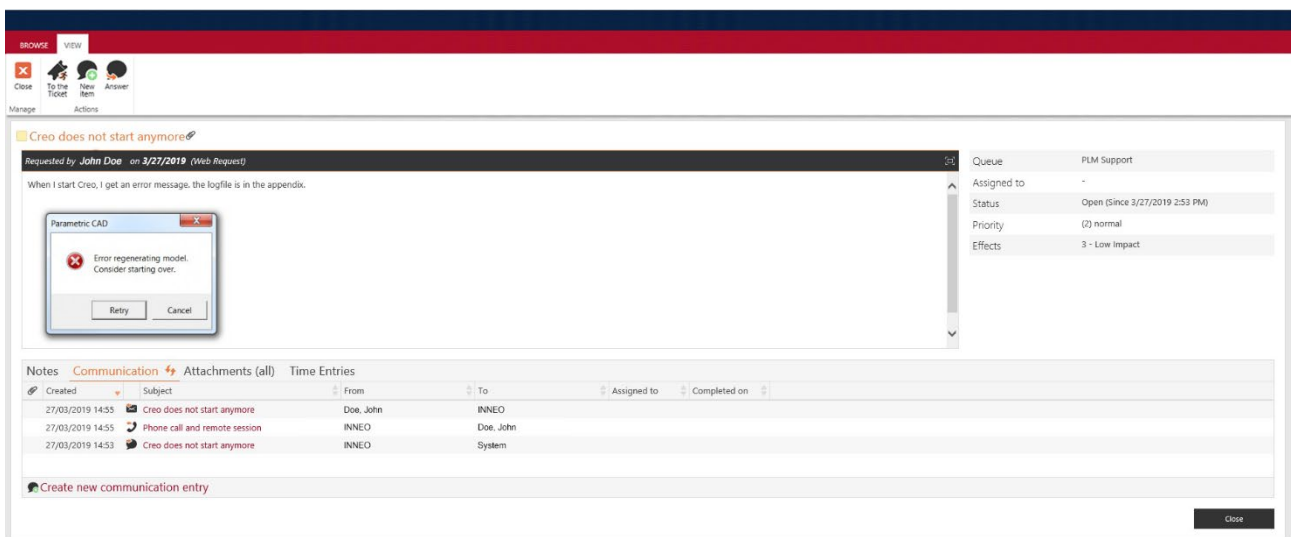
Click the text in the **subject** column of a ticket to receive further information → you will be directed to the ticket detail page.

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The upper section of the tickets detail page contains information such as description, status and who your ticket has been assigned to.

The “**Notes**” section will contain all details on solving your problem after your ticket has been closed.



The section “**Communication**” contains the entire communication history concerning the respective ticket including e-mails, calls and TeamViewer sessions.

Click the **subject** of an entry to open it and see more details.

In order to send a new message to INNEO or to answer an existing message you can click “**Answer**” in the top toolbar or “**Create new communication entry**” at the bottom of the page.

The section “**Attachments**” holds all files attached to your ticket.

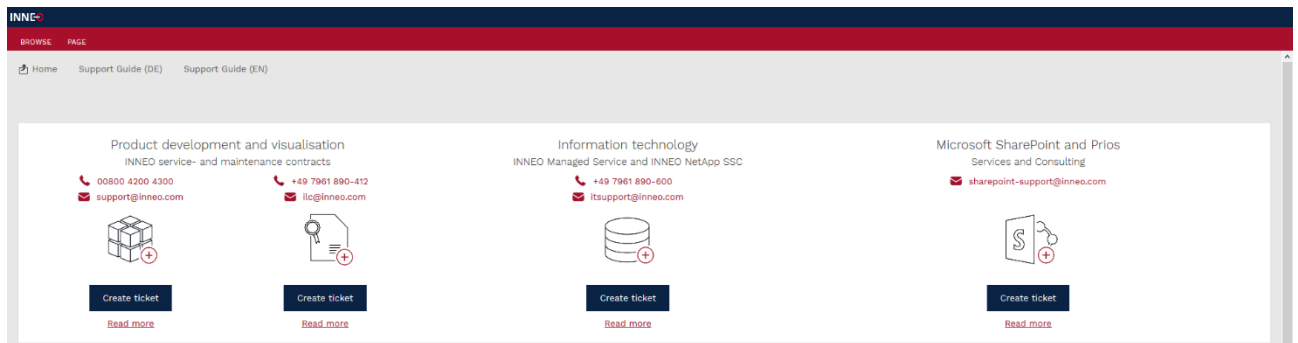
The section “**Time entries**” contains all times booked for the respective ticket.

4 Licence management

Many applications need new licence files after updates or when transferred to a new computer with a new MAC-Address. You can request these files via our online ticket system.

4.1 Licence Request for Update or change of location

Access to the licensing forms is via the home page of the **online ticket system**. If you do not have access to the online ticket system you can request access by following the steps described in chapter 3.3.2 - **If you do not have a customer account**.



Start by clicking “create Ticket”.

In the following dialogue choose the scenario that matches your products and needs and click the corresponding button.

Choose your license Scenario Help

- › Move an existing license to a computer with a different MAC address

Relicensing

- › Retrieve a license key for the new version of a product

License for updated version

- › Retrieve a license key for a new version of KeyShot

License for updated version

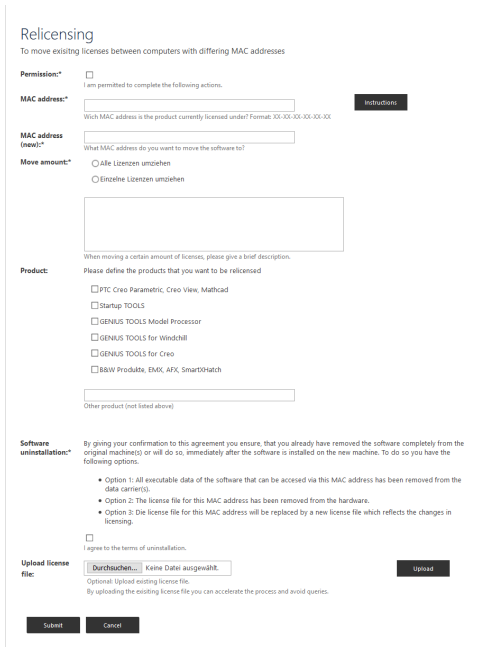
- › Move an existing KeyShot license to a computer with a different MAC address

Relicensing KeyShot

Cancel

4.1.1 Relicensing for PTC-, INNEO- and B&W-Products

Click **“Relicensing”** to move existing Licences to a new Computer with a new MAC-Address.



The screenshot shows a web form titled "Relicensing" with the following sections:

- Permission:** A checkbox labeled "I am permitted to complete the following actions." with an "Instructions" button next to it.
- MAC address:** A text input field with a note: "Which MAC address is the product currently licensed under? Format: XX-XX-XX-XX-XX-XX".
- MAC address (new):** A text input field with a note: "What MAC address do you want to move the software to?".
- Move amount:** Radio buttons for "Alle Lizenzen umziehen" and "Einzelne Lizenzen umziehen".
- Product:** A section titled "Please define the products that you want to be relicensed" with checkboxes for:
 - PTC Creo Parametric, Creo View, Mathcad
 - Startup TOOLS
 - GENIUS TOOLS Model Processor
 - GENIUS TOOLS for Windchill
 - GENIUS TOOLS for Creo
 - B&W Produkte, ENX, APX, SmartHatch
 Below these is a text input field for "Other product (not listed above)".
- Software uninstallation:** A section with a note: "By giving your confirmation to this agreement you ensure, that you already have removed the software completely from the original machine(s) or will do so, immediately after the software is installed on the new machine. To do so you have the following options."
 - Option 1: All executable data of the software that can be accessed via this MAC address has been removed from the data carrier(s).
 - Option 2: The license file for this MAC address has been removed from the hardware.
 - Option 3: Die license file for this MAC address will be replaced by a new license file which reflects the changes in licensing.
- Upload license file:** A section with a note: "Optional: Upload existing license file. By uploading the existing license file you can accelerate the process and avoid queries." It includes a "Durchsuchen..." button, a text input field "Keine Datei ausgewählt.", and an "Upload" button.

At the bottom of the form are "Submit" and "Cancel" buttons.

First, confirm that you are entitled to authorize the Licence transfer by checking the box. Then enter the current and new MAC-Address.

Note:
Click **“Instructions”** to learn where to find your MAC-Address

Complete the form and confirm the relicensing agreement.

At the bottom of the form you can upload your current licence file as a reference. This is **optional** but it may help speed up the processing of your request. Click **“Browse”** and choose your licence file. Click **“Upload”** to add it to the form.

Click the **“Submit”** button to commission the licence transfer

→ you will receive confirmation of your request and a ticket will be created for you in our online ticket system.

✔ **Thank you! Your request was submitted and a ticket has been created. You will be redirected to the INNEO Ticketsystem shortly.**

You can follow the status of your request in the **“All Open Tickets”** section. Check backs will be added to the ticket as well as your **new licence file** once your request is processed.

4.1.2 Licence update for PTC-, INNEO- and B&W-Products

Click **“Licence for updated version”** to retrieve a key for a new version of one of your products.

License for updated version
A new version of your product is available and you need a license key for it

Permission:
I am permitted to complete the following actions.

MAC address: [Instructions](#)
Which MAC address is the product currently licensed under? Format: XX:XX:XX:XX:XX:XX

Product: Please define the products that you want to be relicensed
 PTC Creo Parametric, Creo View, Mathcad
 Startup TOOLS
 GENIUS TOOLS Model Processor
 GENIUS TOOLS for Windmill
 GENIUS TOOLS for Creo
 B&W Produkte, EMX, APX, SmartHatch

Other product (not listed above)

Notes:
Notes

Upload license file: Keine Datei ausgewählt.
Optional: Upload existing license file.
By uploading the existing license file you can accelerate the process and avoid queries.

First, confirm that you are entitled to authorize the Licence transfer by checking the box. Then enter the new MAC-Address.

Note:
Click **“Instructions”** to learn where to find your MAC-Address

Complete the form and confirm the relicensing agreement.

At the bottom of the form you can upload your current licence file as a reference. This is **optional** but it may help speed up the processing of your request. Click **“Browse”** and choose your licence file. Click **“Upload”** to add it to the form.

Click the **“Submit”** button to request your new licence file
→ you will receive confirmation of your request and a ticket will be created for you in our online ticket system.

Thank you! Your request was submitted and a ticket has been created. You will be redirected to the INNEO Ticketsystem shortly.

You can follow the status of your request in the **“All Open Tickets”** section. Check backs will be added to the ticket as well as your **new licence file** once your request is processed.

4.1.3 Licence update for KeyShot

Click **“Licence for updated version”** to retrieve a key for a new version of KeyShot.

License for an update (KeyShot Floating)
A new version is available and you want to retrieve the corresponding license file.

Permission* I am permitted to complete the following actions.

MAC address* [Instructions](#)
With MAC address is the product currently licensed under? Format: XX-XX-XX-XX-XX-XX

Host Name:
What is your host name?

Upload license file: Keine Datei ausgewählt.
Optional: Upload existing license file.

First, confirm that you are entitled to authorize the Licence transfer by checking the box. Then enter the new MAC-Address.

Note:
Click **“Instructions”** to learn where to find your MAC-Address

Complete the form.

At the bottom of the form you can upload your current licence file as a reference. This is **optional** but it may help speed up the processing of your request. Click **“Browse”** and choose your licence file. Click **“Upload”** to add it to the form.

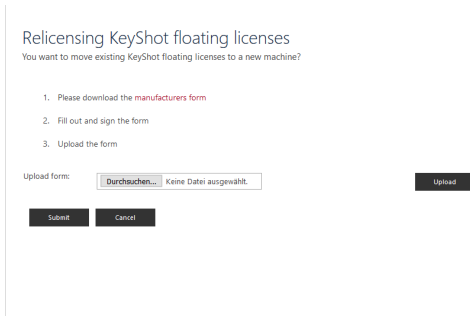
Click the **“Submit”** button to request your new licence file
→ you will receive confirmation of your request and a ticket will be created for you in our online ticket system.

Thank you! Your request was submitted and a ticket has been created. You will be redirected to the INNEO Ticketsystem shortly.

You can follow the status of your request in the **“All Open Tickets”** section. Check backs will be added to the ticket as well as your **new licence file** once your request is processed.

4.1.4 Relicensing for KeyShot

Click **“Relicensing KeyShot”** to move existing KeyShot Licences to a computer with a new MAC-Address.



Click **“manufacturers form”** and download the licence form. Complete and sign the form. Re-upload it by clicking **“Browse”**. Select your File and click **“Upload”**.

Click the **“Submit”** button to commission the licence transfer

→ you will receive confirmation of your request and a ticket will be created for you in our online ticket system.

✔ **Thank you! Your request was submitted and a ticket has been created. You will be redirected to the INNEO Ticketsystem shortly.**

You can follow the status of your request in the **“All Open Tickets”** section. Check backs will be added to the ticket as well as your **new licence file** once your request is processed.

5 Attachments

5.1 Sending Files to Technical Support

There are several options for transferring files to our Technical Support. We create a job number for every call, which you can then use as the filename for the transfer.

Compress the file(s) required to help process your call as .zip, .rar or gzip.


- Transfer by mail:
State the ticket number in the subject field and attach the compressed file to your e-mail. Send your mail to **support@inneo.co.uk**
- Transfer via the online ticket system:
Small files (**less than 20 MB**) can be uploaded while creating a ticket or be attached to an existing ticket in the “**Communications**” section.
- For data volumes >20 MB, please contact the Technical Support staff. They will provide you with a suitable link to upload the data.

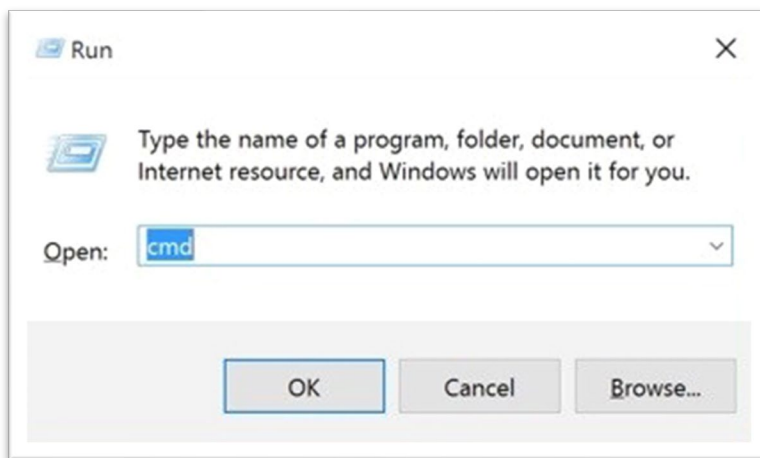
5.2 Finding out your MAC-Address

Open the Windows command line prompt

Note:

You can find the command line in the start menu folder **“Windows-System”** or by searching **“cmd”**.

Alternatively you may use **“+R”**
→ the **“Run”** window appears



Type in **“cmd”** and confirm by pressing Enter or clicking **“OK”**.

```
DNS Suffix Search List. . . . . : charter.com
Ethernet adapter Local Area Connection:
Connection-specific DNS Suffix . : charter.com
Description . . . . . : Realtek RTL8102E/RTL8103E Family PCI-E Fa
st Ethernet NIC (NDIS 6.20)
Physical Address. . . . . : 00-21-97-AD-29-A5
Dhcp Enabled. . . . . : Yes
Autoconfiguration Enabled . . . . : Yes
Link-local IPv6 Address . . . . . : fe80::993a:600b:8ca1:a121%11<Preferred>
IPv4 Address. . . . . : 192.168.1.103<Preferred>
Subnet Mask . . . . . : 255.255.255.0
```

Enter **ipconfig /all** into the command line and confirm using the **Enter Key**
→ you will be shown a detailed list of your network configuration and network adapters

Your MAC-Address is listed in the entry **Physical Address**. Note it down for later reference.

5.3 ACD System Dialling Diagram for calls to INNEO Technical Support

This diagram allows you to determine the correct keystroke sequence before calling, which will speed up acceptance of your call.

