

Parametric Technology Corporation®

**PTC® Customer Service Guide:
Mathcad® Products Addendum**

February 2007

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About This Guide

The *Mathcad Addendum* augments the *PTC Customer Service Guide* at http://www.ptc.com/support/cs_guide/. The transition to the support of Mathcad products through PTC is explained in the **Mathcad Integration Update** page:

<http://www.ptc.com/company/Mathcad>

Refer to the *PTC Customer Service Guide* for descriptions of services provided through Technical Support, the Customer Care Center (including License Management, Maintenance Support, Training, and Consulting), and the PTC Web site. The guide also provides general information on how to contact PTC (Parametric Technology Corporation).

Technical Support

Contact PTC Technical Support via the PTC Web site, phone, fax, or e-mail if you encounter problems using the software. Contact information for PTC Technical Support is available on the PTC Customer Support Site:

<http://www.ptc.com/support>

Getting a Service Contract Number (SCN)

You must have a **Service Contract Number (SCN)** to receive technical support. If you do not have an SCN, contact PTC using the instructions found in the *PTC Customer Service Guide* under Technical Support:

http://www.ptc.com/support/cs_guide

or call the Customer Care line (listed in the back of *PTC Customer Service Guide*) or use the online Customer Care Call Logger at

www.ptc.com/appserver/cs/cust_care_call_logger/CustomerCareCallLogger.jsp

Contacting Technical Support

For information on how to contact PTC Technical Support, see Opening and Tracking a Call to Technical Support in chapter 5 of the [PTC Customer Service Guide](#) on the PTC Web site:

www.ptc.com/support/cs_guide/index.html

Comments

PTC welcomes your suggestions and comments on its documentation. Send comments to the following address:

mathcad-doc@ptc.com

Please include the name of the application and its release number with your comments. For online books, provide the book title.

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Mathcad Products and Customer Support Services

This addendum to the *PTC Customer Support Guide* provides guidelines to using PTC Technical Support for Mathcad products. It describes the services available through Technical Support, Customer Care, and Consulting. The transition to the support of Mathcad products through PTC is explained in the **Mathcad Integration Update** page at <http://www.ptc.com/company/Mathcad>.

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Overview

Support services for Mathcad products are as important as their features and functions. PTC offers a broad spectrum of quality services for Mathcad customers, including the following:

- Custom Application Development and Support
- Training Services
- Support for Mathcad Integrations with Partner Products
- Technical Support

PTC Customer Service

Customers can contact the Customer Care Center and Technical Support by phone, e-mail, or through Web tools. PTC provides customer service in two forms:

- Customer Care: Assistance with administrative, licensing, training, and consulting issues.
- Technical Support: Assistance by engineers trained in solving technical problems with PTC software.

License Management Issues

Information on contacting License Management, getting a PTC online account, and licensing tools follow.

How to Contact License Management

You can contact License Management for Mathcad products in two ways:

- E-mail license related questions and request to Mathcad-license@ptc.com.
- Call License Management at one of the numbers listed on <http://www.ptc.com/olm/contacts.htm>.

Online Account Information

PTC License Management provides services for obtaining and managing your PTC software products and licenses. You need your Service Contract Number (SCN) to create an account at <http://www.ptc.com/support/support.htm>.

The PTC License Management Web tools provide the most efficient management of your licenses at the **Order and License Support** page at <http://www.ptc.com/olm/index.htm>. You can also contact License Management by:

- Calling the Customer Care Center or the License Management office at the number listed at the back of the [PTC Customer Service Guide](#).
- Log a call via the Customer Care Call Logger at www.ptc.com/support/new_customer_care_center.htm.

Custom Application Development and Support

If you need consulting services to assist with development or support of a custom application, contact your Mathcad or PTC Sales Representative.

See Chapter 2, Customer Care Center, in the [PTC Customer Service Guide](#) for more information about consulting and PTC Global Services. PTC Global Services provide training, implementation, and consulting services.

Training Services

PTC Training Services offers a comprehensive curriculum and solid instruction in Mathcad. You can opt for standard or customized courses at a PTC facility or at your site.

See the PTC web site at <http://www.ptc.com/services/training> for training classes, schedules, and other options. See Chapter 2, Customer Care Center, in the [PTC Customer Service Guide](#) for more information about Training Services.

Support for Mathcad Integration with Partner Products

Mathcad products integrate with PTC products, such as Pro/Engineer. If you encounter a problem integrating a Mathcad product with a partner product, Technical Support will work with you to resolve the problem.

If PTC Global Services developed the interface, contact them directly for support.

Technical Support for Mathcad Products

PTC Technical Support answers questions about Mathcad products and Mathcad documentation. You are eligible for technical support and automatic product updates if you have a current maintenance agreement. Technical Support does not provide training or consulting services.

Assistance Using Mathcad Products

Technical Support for Mathcad products includes the following types of assistance:

- Product updates
- Help with installation
- How to use a product feature
- Analysis of error messages
- Identification and isolation of the source of a product problem
- Technical information and workarounds
- Submission of product problems

Your Technical Contacts

Designate at least one technical contact to address Mathcad product issues with Technical Support. This technical contact serves as liaison for support issues between PTC and your organization. A designated support contact must submit all technical support requests from your site. Your technical contact is the focal point for communication and cooperation with Technical Support. Your contact should be able to:

- Serve as your Mathcad expert.
- Determine whether a particular issue is a product issue.
- Support all Mathcad users within your organization.
- Respond in a timely fashion during investigations of calls.

Training Services recommends training for your primary and secondary technical contacts and preferably for all Mathcad users. PTC may refer you to training as appropriate.

Service Contract Number (SCN)

You must have a Service Contract Number (SCN) before you can create a PTC online support account or receive technical support. If you do not have an SCN number, contact the PTC Maintenance Department by calling the Customer Care line (listed in the back of the [PTC Customer Service Guide](#)) or by using the online Customer Care Call Logger at

www.ptc.com/appserver/cs/cust_care_call_logger/CustomercareCallLogger.jsp

Obtain a PTC Online Account

Your technical contacts and users of Mathcad products should have a PTC online account. If you do not already have an online account, click **sign up here** at <http://www.ptc.com/support/support.htm>. If you are a PTC partner, register under your company name to receive the support services described in your partner agreement. If you use a third-party consultant or contractor to develop your Mathcad applications and to act as your technical contact, provide that person with your Service Contract Number (SCN). The consultant can then register for an online account in your company's name. It is your responsibility, not PTC's, to provide the SCNs to your consultants or contractors.

See the **Mathcad Integration Update** page for information about the transition to the PTC Customer and Technical Support Web site: <http://www.ptc.com/company/Mathcad>.

Submission of Issues to Technical Support

PTC requires specific information to resolve issues. Take the following actions when submitting and working through issues with Technical Support:

- Gather and prepare data on the issue
- Determine priority classification
- Log a new call
- Manage your calls with Call Tracker

Besides logging, tracking, and managing your calls, you can use Software Performance Reports (SPR) to track your issues, and you can provide feedback to PTC online or by phone.

Gather Required Data on the Issue

Before logging a call, gather the data to reproduce the issue. Thorough descriptions and supporting data will avoid delays in investigating and resolving your issue. PTC Technical Support may request additional information depending on the nature of the issue. When you log a call, provide the following information:

- Your Service Contract Number (SCN)
- Priority of the issue. See the [priority classifications](#) later in this document.
- Mathcad release number, for example, Mathcad 14.0.

To determine a release, or version, and date code, choose **Help > About Mathcad**.

- The area of your issue, such as fonts.
- Hardware platform and operating system version, for example, Windows XP version 2002, service pack 2.
- Exact text of any error message.
- Simple example of the conditions for triggering the error message. For large worksheets, try to duplicate the problem with a smaller worksheet or one without images if possible.
- Data files when relevant.
- The exact steps to reproduce the problem. Write the steps in the Mathcad worksheet; include expected results as bitmap pictures of math regions if an operation works but produces an answer you consider to be wrong.
- Explanatory notes regarding the problem. Can you reproduce the problem or does it happen intermittently? Does the problem happen to all users or a select few? Does it happen on all workstations or only selected workstations? Does it happen with only one worksheet or many?

Determine Priority Classification

Call priority identifies the severity of your issue:

- Enterprise Down
- Extremely Critical
- Critical

- Urgent
- Not Critical

For detailed information on call priority classification, see Chapter 5, Contacting Technical Support, in the [PTC Customer Service Guide](#).

Log a New Call

You can log a call in any of the following ways:

- Use the Call Logger tool on the Technical Support web site at <http://www.ptc.com/support/support.htm>.
- Send e-mail.
- Use the telephone.

See Chapter 5, Contacting Customer Support, in the [PTC Customer Service Guide](#) for more instructions. Phone numbers and other contact information are at the back of the [PTC Customer Service Guide](#).

Manage your Logged Calls with Call Tracker

In addition to providing tools for logging your issue, the Call Tracker on <http://www.ptc.com/support/support.htm> provides online tools for:

- Adding notes
- Submitting attachments
- Escalating and managing your issues

For more information on tracking calls, see Chapter 5, Contacting Technical Support, in the [PTC Customer Service Guide](#).

Escalation of Issues, SPR Tracking, and Feedback

PTC Technical Support provides multiple mechanisms for escalating technical issues with the software and tracking your software issues. Feedback is always welcome.

Escalate Calls

You can increase the priority of a call or, if necessary, escalate a call to technical support management. For information on call escalation, see Chapter 5, Contacting Technical Support, in the [PTC Customer Service Guide](#).

Track Software Performance Reports

Software Performance Reports (SPRs) help in tracking your software issues. For information on SPRs and how to track them, see Chapter 5, Contacting Technical Support, in the [*PTC Customer Service Guide*](#).

Provide Feedback on the Quality of Technical Support

To provide feedback on the quality of technical support, contact the Technical Support Feedback Line. Use a toll-free number at the end of the [*PTC Customer Service Guide*](#) or use the Technical Support Feedback form at <http://www.ptc.com/support/feedback/ts.htm>.

Enhancement Requests

An enhancement is an idea or suggestion that PTC can evaluate for possible inclusion in a product release. Use the Enhancement Request Logger on the Technical Support Web site to submit your requests directly to PTC Product Management:

http://www.ptc.com/appserver/cs/misc/PTC_Enhancement_Process.jsp

For more information on submitting enhancement requests, see Chapter 5, Contacting Technical Support, in the [*PTC Customer Service Guide*](#).