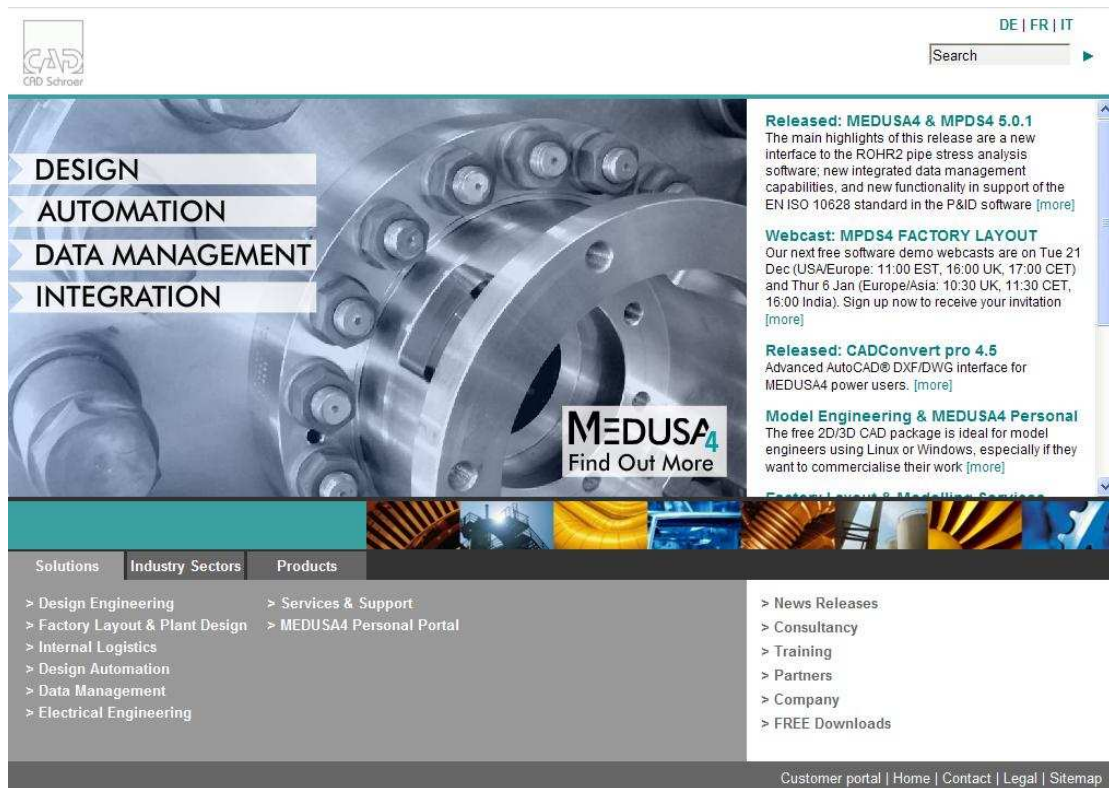


Quick-Start for logging a call via the Customer Portal

In a web browser, go to the CAD-Schroer web site www.cad-schroer.com



Click on the 'Customer portal' link at the bottom right of the web page. This takes you to the Maintenance Customer login screen.

If your Web browser has popup's blocked you may need to hold down the keyboard control key while clicking on the link.



You should have been supplied with your own unique User ID and password. If not use the 'Register for Online Support (Maintenance Customers)' link to obtain an ID and password.

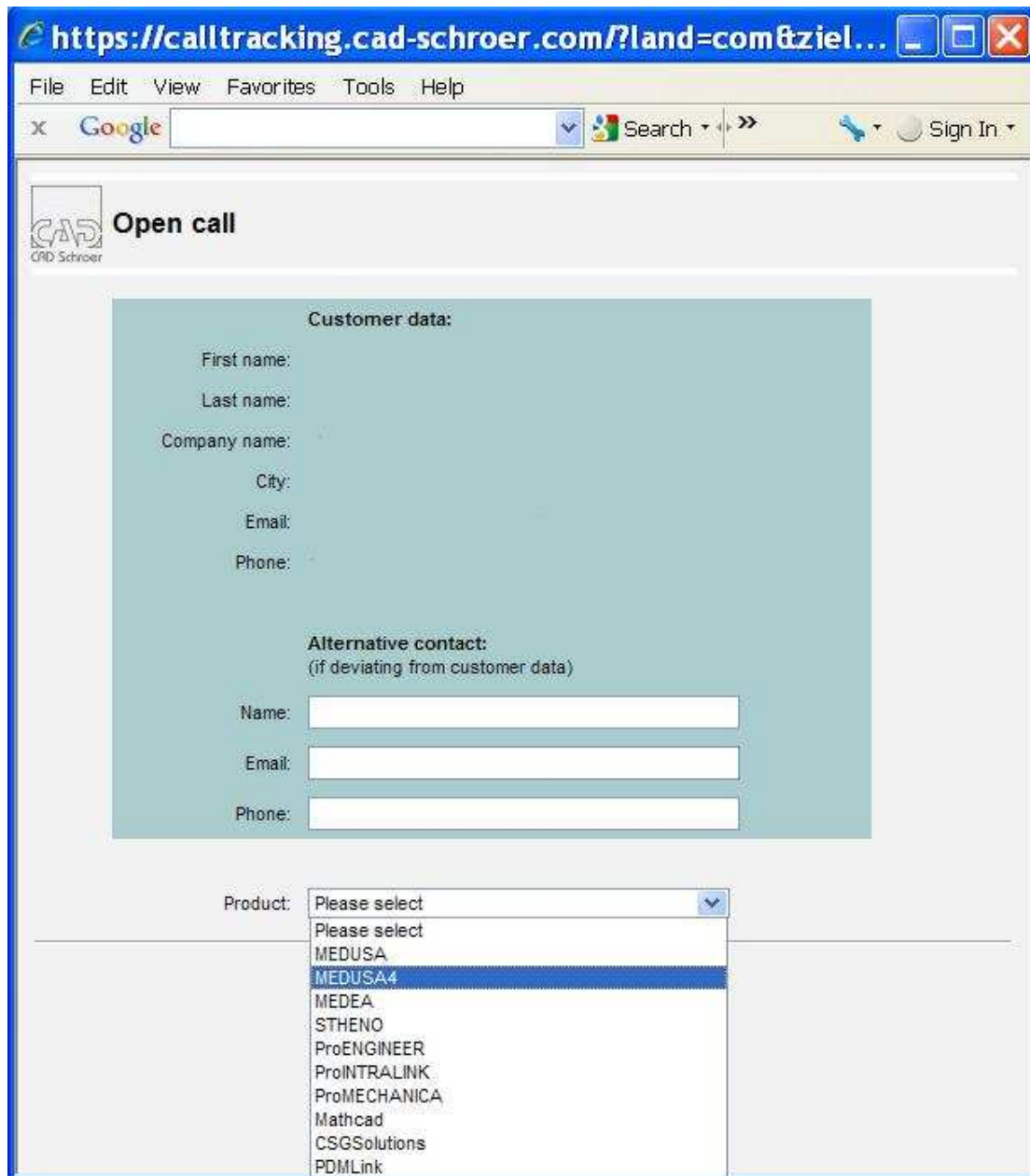
After login, you are presented with the Customer portal page.

The screenshot shows the CSG Online Tools Customer portal. The header includes the logo, 'CSG Online Tools', and a welcome message: 'Welcome at the Support Portal of the CAD Schroer'. A 'Logout' button is visible in the top right corner. The left sidebar contains several navigation sections: 'Information forum' with links to News, IM4 Information, and Search Solution; 'Downloads' with links to FTP Area and Download Area; 'Calls' with links to Requirements & Tips to open new support calls online, Open new support Calls online, Update open Calls, and Track Call; 'Licenses' with links to License FAQ, Versions IM4, and Keyfile request; and 'Contact' with links to Hotline, PC Visit Client, Feedback for Online Service, and Update your customer data. The main content area is titled 'News' and features a 'Technical Support - News' section. This section contains a list of news items, each with a date and time, a title, and a brief description. The items include: '10 December 2010 12:09:26 New Plotter-Driver for MEDUSA4 5.0 available'; '07 December 2010 09:23:02 MEDUSA4® Version 5.0.1 - Release Announcement'; '25 November 2010 07:45:46 Released: CADConvert pro 4.5'; '02 November 2010 10:31:34 Economic boom or alarm? It makes no difference to flexible factory engineers'; '07 October 2010 12:57:35 Integrated plant design with MPDS4 version 5.0'; '09 September 2010 12:29:56 MEDUSA4 - New Update: medusa4_5_0_0 | 20100909 - SOFTWARE UPDATE for SPR 120450 - The dashboard could disappear'; '19 August 2010 13:19:41 STHENO/PRO release 5 - dynamic drafting for Pro/ENGINEER® environments'; '29 July 2010 09:58:13 Dynamic 3D plant design & project control: CAD Schroer releases MPDS4 v. 5.0'; and '29 July 2010 08:09:55 MPDS4 REVIEW Version 1.1'. On the right side of the news section, there is a large image of a mechanical part with the text 'MEDUSA4' overlaid.

From here you can log, update and track support calls, request new license keyfiles and upload/download large support files to your own private FTP area.

Logging a Support Call

To log a new support issue, click on the 'Open new support calls online' link. It may be necessary to hold down the control key on the keyboard while clicking to make the new window appear.



The screenshot shows a web browser window with the address bar containing the URL <https://calltracking.cad-schroer.com/?land=com&ziel...>. The browser's menu bar includes File, Edit, View, Favorites, Tools, and Help. The address bar has a search icon and a 'Sign In' button. The main content area is titled 'Open call' and features the CAD Schroer logo. The form is divided into two main sections: 'Customer data' and 'Alternative contact'. The 'Customer data' section includes input fields for First name, Last name, Company name, City, Email, and Phone. The 'Alternative contact' section includes input fields for Name, Email, and Phone, with a note '(if deviating from customer data)'. Below these sections is a 'Product' dropdown menu with a list of options: Please select, MEDUSA, MEDUSA4 (highlighted), MEDEA, STHENO, ProENGINEER, ProINTRALINK, ProMECHANICA, Mathcad, CSGSolutions, and PDMLink.

The 'Open call' dialog will automatically fill in the details of the registered user associated with the login ID. If a different contact is to be used for this call, fill in the 'Alternative contact' fields.

Then use the choice list to select the CAD Schroer product that you are logging a call for.

Once the product has been identified, the dialog will expand with extra fields required to identify the problem in the specified product.

The screenshot shows a web browser window with a single tab titled 'Google'. The browser's address bar contains 'Search' and 'Sign In' options. The main content area displays the 'Open call' form for 'CAD Schroer'. The form is organized into several sections:

- Customer data:** A light blue shaded area containing input fields for 'First name:', 'Last name:', 'Company name:', 'City:', 'Email:', and 'Phone:'.
- Alternative contact:** A section with the subtext '(if deviating from customer data)' and input fields for 'Name:', 'Email:', and 'Phone:'.
- Product details:** A series of dropdown menus for 'Product: MEDUSA4', 'Module: 2D', 'Version: MEDUSA4 4.0.1', 'Platform: MS, Windows XP Pro SP3', and 'Priority: Normal'. Below these is a 'Subject:' input field and a large 'Description:' text area.
- Attachment:** A section with the text '(Only .gz, .z, .tar.z, .zip, .lic, .dat, .txt, .key files are allowed)' and '(max 2MB)'. It includes a file selection input field and a 'Browse...' button.

At the bottom of the form, there are three buttons: 'Send', 'Delete', and 'Back'. A 'close window' link is located at the very bottom of the page.

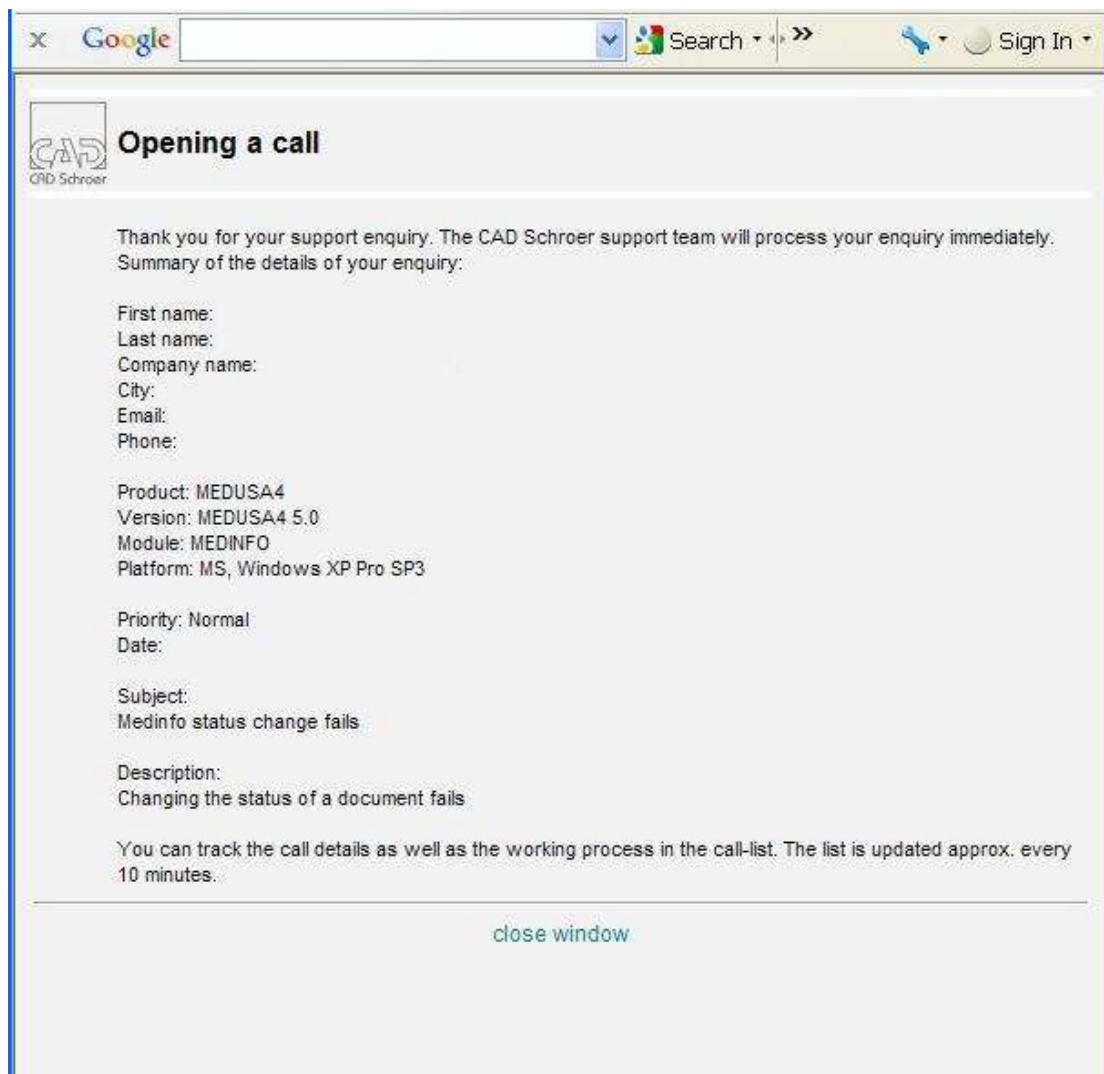
Use the choice menus to select the appropriate Module, Version and operating system Platform that the problem has occurred on.

Select the Priority level of the call. The highest level – Critical – should only be used if the problem is causing the application to crash.

Specify a brief subject for the call and then give a full description of the problem, including any steps necessary to reproduce the problem. If possible, create a zip file with screenshots, sheet files and/or macros that show errors or can be used to reproduce the problem and attach it to the call.

Finally when all the information has been supplied, press the ‘Send’ button to register the call and upload any attachments.

When the call is registered, a brief summary will be displayed in the dialog:



To add new information to the call use the ‘Update Open Calls’ link from the Customer portal web page.

To track all of the currently open calls for your ID, use the ‘Track Call’ link.

If you have a very large amount of data to reproduce a problem, or if we supply any patches for the problem, you should upload/download these from the ‘FTP Area’ associated with your login ID.