



MSC Software Standard Software Maintenance & Technical Support Usage Guide

About this document:

Technical Support Usage Guide is written to educate and help customers in:

- Clarifying the extent of technical assistance extended to the customer in return for the Maintenance service fees.
- Knowing the limits of Technical Support
- Using and obtaining Technical Support

The customer generally has to pay an additional fee to receive Maintenance for the Software from MSC. This is in addition to the purchase of the license of software product from MSC under an MSC license agreement (“Software”) and the related documentation. The standard E&S service entitles customers to the following benefits:

Product Maintenance: MSC customers receive new Software releases as they become available. The new software releases may include enhancements and new features (extensions to existing functionality) and Software error fixes. In addition, a customer is entitled to receive interim Software patches and workarounds when available.

Product Support: MSC provides technical assistance on questions related to installation and use of the Software. MSC will install the Software for the customer, for an additional fee. Product support does not include training. It is not a substitute for training on the use of the Software.

The following frequently asked questions (FAQs) provide details regarding E&S.

1. Am I entitled to technical support from MSC?
2. What are the different methods by which I can request and receive MSC technical support?
3. What technical support do I receive with standard Maintenance?
4. What is the technical support process once a request is submitted, including escalation process and goals?
5. What type of information do I need to provide when I request technical support?
6. Will my technical support interactions with MSC be considered confidential?
7. Why should I follow this MSC process for technical support instead of calling the MSC people I know directly?
8. Which Software versions are supported by MSC?
9. What should I consider doing to get my problems resolved faster?
10. What types of assistance exceed the limits of MSC standard technical support and are not included in E&S?
11. What additional assistance at additional fees can MSC provide me if I need more technical support than is provided with Maintenance?
12. How is the SimManager support different from all other MSC products?

1. Am I entitled to technical support from MSC?

If you provide a valid Software license number or license server ID for the Software, MSC will then check records to indicate if Maintenance has been paid or not and only then is a customer entitled to receive technical assistance for that Software.

In the case where an MSC customer is a University using the Software under an MSC University license, then personalized support is provided via phone or email only to the designated contact for the MSC University Program.

2. What are the different methods by which I can request and receive MSC technical support?

Regardless of where you purchased your MSC software, you can take advantage of our web-based self-support available 24 hours a day, 7 days a week (24x7) by visiting SimCompanion at <http://simcompanion.mscsoftware.com>

In addition to our SimCompanion self-help portal, you can reach out to the extended user community by visiting the MSC Community at <http://community.mscsoftware.com>

You can also request and receive personal assistance through one of the following channels:

Web: Log on to the MSC support portal located at <http://support.mscsoftware.com/servicerequest>

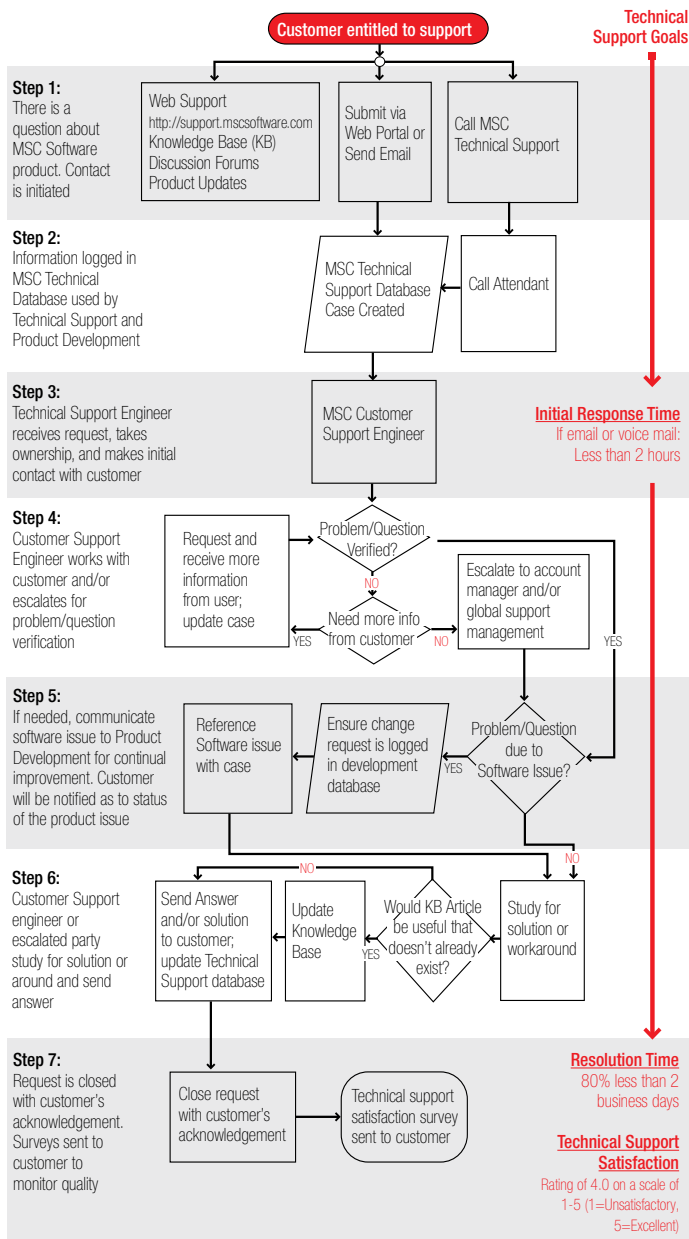
Email: Send an email to the appropriate address listed at <http://www.mscsoftware.com/support/contacts>

Phone: Call the phone number listed at <http://www.mscsoftware.com/support/contacts> for your residing country/region

3. What technical support do I receive with standard Maintenance?

For questions related to		MSC provides
Software Licensing		Customers with passwords and hardware specifications to enable their system administrator to determine whether the Software can be licensed on a particular type of computer hardware and if so, how to do it.
Product installation & configuration		Help to system administrator to install and configure Software on their computer hardware. Customer's system administrators and installers are expected to read and follow all the Software installation instructions found in documentation provided by MSC. MSC also expects customer's installers to have a sufficient level of familiarity and expertise with computer hardware and operating system on which the customer intends to install the Software.
Product feature use		Help to customers to better understand the intended and proper use of specific features described in the documentation that accompanies the Software.
Suspected product defects		Assistance in resolving suspected Software errors. Customers will be required to submit Software files to MSC so that suspected Software errors can be recreated at an MSC facility. MSC technical support will either directly, or with the aid of other MSC personnel, resolve these suspected Software errors for customers. MSC may provide workarounds to the customer, including service packs to the Software to resolve suspected Software errors. At the sole discretion of MSC, Software service packs may be issued between new releases of the Software in cases where MSC deems the defect(s) severe enough to prevent customers from doing their jobs.
NOTE: MSC technical support should not be viewed as a substitute for a proper technical training.		

4. What is the technical support process once a request is submitted, including escalation process and goals?



If at any time you are dissatisfied with the level of support you are receiving, you can escalate your request by contacting your Account Manager, if known, or Global Technical Support Management at support_mgr@mscsoftware.com. They will then work with you and take appropriate action to ensure that your request is addressed as quickly as possible and to your satisfaction.

5. What type of information do I need to provide when I request technical support?

Situation	Customers must provide to MSC:
The first time a customer contacts MSC, and anytime thereafter that contact information changes	<ul style="list-style-type: none"> • Company name • Phone number • Email ID
New request for assistance	<ul style="list-style-type: none"> • Name and Customer name • If requested, a valid Customer Entitlement ID (CEID) or license server host id • Software and version designation • Hardware platform • Operating system type and version • Complete description of the problem, including any associated warning or error messages displayed by the Software • Description of the actions taken in the attempts to solve the problem. Also, a description of the most recent time when you were successful in using the Software. This will not only help MSC to save time in duplicating the actions, but also to better understand your company's business processes and the context of the Software
<p>NOTE: MSC technical support assigns a unique technical support request ID number to each individual request. This unique ID number tracks response to a technical support request, including each facet of a multi-faceted problem.</p>	

6. Will my technical support interactions within MSC be considered confidential?

Yes. The information exchanged between a customer and MSC regarding technical support remains the property of its respective owner and will be kept confidential. This information exchange includes data files sent to MSC that are required to resolve the technical support issue. All information is stored in a common worldwide database and it could be referred to by MSC technical support engineers in another country.

If desired, a customer can enter into a separate Confidential Disclosure Agreement with MSC by contacting their MSC Account Representative. If a customer does not know how to reach their Account Representative, they can locate and contact their local MSC Sales Office listed at MSC website: <http://www.mscsoftware.com/about/locate>

7. Why should I follow this MSC process for technical support instead of calling the MSC people I know directly?

The MSC technical support process has the following advantages over calling the MSC people you know directly:

- MSC Customers are assigned a technical support request tracking ID number, thus ensuring that technical support requests are properly logged and resolved.
- MSC follows a stringent technical support process (see FAQ 4) and any deviation from it will only cause delays in resolving customer technical support requests. By directly calling the person you know, response or resolution time may be compromised due to personal schedules.

8. Which Software versions are supported by MSC?

MSC technical support will be provided only for the current major Software release and its associated minor releases or the immediately preceding major Software release and its associated minor releases. This also includes only those official patches that are downloadable from our support site. For example, if the current major release of Patran is 2017.1, MSC will support all variations of 2017 (e.g. 2017, 2017.1 and so on). MSC will also support all variations of 2016 (e.g. 2016, 2016.1 and so on), but not prior releases such as 2015, 2014 and so on.

To view the most recent release of the various MSC Software products, please visit the appropriate MSC product community at <http://support.mscsoftware.com>

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In general, if a company has an agreement for and has paid current Maintenance service fees, they are entitled to receive new Software versions as they are released. Contact your MSC Account Representative or Sales Administrator for questions pertaining to the availability of new Software releases.

To reach your MSC Account Representative or Sales Administrator, please contact your local MSC Sales Office listed at: <http://www.mscsoftware.com/about/locate>

9. What should I consider doing to get my problems resolved faster?

The following tips will help a customer to get their questions answered as quickly as possible. Before contacting MSC technical support, you should do the following:

- **Search the documentation provided with each licensed Software product.**

Software documentation is designed to help customers with the installation and configuration of MSC Software products as well as with the use of Software features. A customer should have followed the steps described in the documentation before calling MSC for technical support. If after following the steps in the documentation, a customer does not understand the description of how to install the Software or use a particular Software feature, or the results don't seem to reflect the intended outcome, then contact MSC for technical support. For more information on the documentation available with each MSC Software product, please visit the MSC technical support website as indicated in the FAQ section 2.

- **Obtain proper training**

MSC expects customers to receive formal training on each of the MSC Software products licensed, both to help them achieve the productivity inherent in the proper use of the Software and to continually improve their Virtual Product Development (VPD) skills. The MSC technical support is not a substitute for proper technical education and MSC is not obligated to provide modeling advice or results interpretation as part of our standard E&S service. A customer can, however, obtain additional services not covered by standard Maintenance for both the modeling of various phenomena and the interpretation of simulation results, for additional fees as indicated in the FAQ section 11.

- **Use our web-based support tools**

If a customer has Internet access, they can:

- Use the searchable knowledge base articles
- Download Software updates
- Participate in the MSC Community

Links to the above are located at:

<http://simcompanion.mscsoftware.com>.

MSC provides these additional tools that can frequently help customers find the solutions they need quickly, without involving the time and effort required to define the technical problem and send files to MSC technical support or the delays that might result from stop-and-start phone, web, or email interactions.

- **Identify the last successful step you completed before you encountered a particular problem**

This is what we refer to as the Crawl-Walk-Run approach to VPD. The more specific a customer is in communicating the context of their problem to MSC, the faster MSC will be able to converge upon a solution.

- **Send an example file/model that demonstrates the problem you are encountering**

A problem communicated over the phone or through email without a sample model file can sometimes be difficult to reproduce and resolve. In an effort to recreate the problem, the technical support group of MSC might not build a model using the exact sequence used by the customer. If a customer model is too large, complex, or confidential to share with MSC,

consider building a simpler model that exhibits the same problem. An example model illustrating the problem is the best way to communicate the problem.

- **Make sure MSC customer contact information for your company is kept up-to-date**

Any change to customer contact and billing information must be communicated to MSC. Up-to-date customer information allows MSC to quickly verify a customer's Maintenance service level and payment history.

Correct customer information enables MSC to:

- Provide customers with responses for Maintenance cases.
- Provide periodic technical newsletters and bulletins
- Provide important software patch notifications
- Provide other important information about the Software.

10. What types of assistance go beyond the limits of standard technical support of MSC and are not included in Maintenance?

The E&S service provided by MSC includes explanations of standard Software installation and intended Software feature usage. The E&S service provided by MSC does not include the following:

- **Providing engineering judgment for a customer's VPD application(s). However, standard support does include how to use Software features:**

Example #1: An engineering judgment question not covered by technical support is, "Should I use fixed or simple supports?" However, technical support does cover the following question, "How do I represent a fixed support condition using the Software?"

Example #2: An engineering judgment question not covered by technical support is, "How much damping should I apply to my dynamic analysis?" However, technical support does cover the following question, "How do I apply 2% critical damping."

Example #3: An engineering judgment question not covered by technical support is, "What is the most efficient way to model a leaf-spring suspension system in Adams?" However, technical support does cover the following question, "How do I control the orientation of my beam elements that I am using to model my leaf spring?"

Example #4: An engineering judgment question not covered by technical support is, "Why are the forces in my model simulation not as high as I expect them to be?" However, technical support does cover the following question, "How can I set the initial conditions in my model?"

- **Diagnosing problems with your simulation or model other than identifying potential errors in the Software.**

- **Support for user's customization or extensions to standard Software delivery from MSC are not covered. This includes modifications to the standard graphical user interface ("GUI") and command files, scripts and templates. However this does not exclude the support of the underlying MSC software functions and program capability that are provided and documented to support user customization.**

Example #1: A customization question not covered is, "Why won't my Patran PCL program compile?" However, technical support does cover, "Why does this Patran PCL function not accept the arguments that I am passing in to it as they are of the type documented in the manual?"

Example #2: SimXpert or Adams templates not authored by MSC

Example #3: A question not covered is "My Nastran DMAP sequence no longer works since I changed versions, can you update it for me?", however a question that is covered is, "This DMAP function call is no longer working as in a previous version, but there is no mention of any change to it in the reference or release guides, can you help?"

Example #4: Support of the "ssalter" library for Nastran users.

Example #5: Support of the "utility" library for Patran users.

- **Debugging, Installation, configuration, or custom integration between third party software (beyond software integration applications of MSC) is not covered by technical support.**

Example #1: Debugging Nastran, Marc, or Dytran input decks not generated by MSC pre-processing software products.

Example #2: Debugging installation problems with third party software with which MSC products integrate, except for determining that incorrect installation is causing problems for the software integration.

- **Writing, diagnosing, troubleshooting, debugging, or updating of user-written sub-routines, interfaces, or programs (FORTRAN, C, shell scripts and so on). The preceding example is not covered by technical support:**

- **Comparing and correlating customer results from the Software with other software-produced simulation data or test data.**

- **Running a simulation for a customer that does not have the required combination of hardware, operating system, software, compilers and so on.**

- **System administration. The preceding example is not covered by technical support:**

Example: Installing operating system patches, configuring networks and so on.

NOTE: If MSC needs to replicate a problem by running the simulation, resolution times may be compromised due to the possibility of not having a customer's exact environment available for use at MSC (combination of hardware platform, operating system, operating system patch, graphics card and so on).

If a customer needs specific, extended, expert help not covered by MSC technical support as described above, additional service can be obtained from MSC with the payment of additional fees. This can range from our new offerings of Application Services (e.g., provide engineering consulting, updating your DMAP alters to current version of MD Nastran and so on) to a long term consulting services of implementing your enterprise deployment. For more information about additional services, please contact your MSC Account Manager.

To reach your MSC Account Manager, please call your local MSC Sales Office listed at: <http://www.mscsoftware.com/about/locate>

11. What additional service at extra fees can MSC provide me if I need more technical support than is provided with standard Maintenance service?

If a customer wants to obtain additional service from the use of the Software, their VPD environment, improve the skills of their users and/or obtain other service from MSC, you can contact your company's MSC Account Manager to explore and discuss these additional service options.

- A customer may attend any of the regularly scheduled MSC Software Institute of Technology training courses. For more information, please visit: http://www.mscsoftware.com/support/msc_institute
- For maximum flexibility, convenience, and easy access, MSC offers on-demand e-Learning. MSC's on-Demand e-Learning is offered on a subscription basis. With the e-learning subscription you get access to all online training courses for the various software products such as: MSC Nastran, Adams, Marc, Patran, Easy5, Actran, MaterialCenter, SimManager, Apex and Adams toolkits with courses being added/updated continuously throughout the year. For more information, please visit <http://www.mscsoftware.com/msc-training>.
- MSC also offers on-site training sessions that are tailored to the specific learning needs of a customer's organization — in a classroom setting for larger groups or in a workshop setting for smaller groups. For more information, please contact your MSC Account Manager.
To reach your Account Manager, please call your local MSC Sales Office listed at: <http://www.mscsoftware.com/about/locate>

- A customer can enhance the skill set of their engineers by utilizing the services of highly skilled engineers from MSC possessing extensive experience with a variety of VPD environments and projects. For more information, please contact your MSC Account Manager about:

- Simulation Application and Expertise (including MSC QuickStart Programs)
- Process Automation, Integration and Data Management
- VPD Enterprise Deployment

To reach your MSC Account Manager, please contact your local MSC Sales Office listed at: <http://www.mscsoftware.com/about/locate>

12. How is SimManager and MaterialCenter support different from all other MSC products?

MSC will support the correct functionality of the core SimManager and MaterialCenter products, as long as it is installed with the prerequisite software as indicated in the product documentation. This includes installation, licensing and basic usage.

Configuration is also supported, which includes connecting other applications through a standard interface. General customization is not supported, but can be addressed through a Service Engagement.

Please refer to the SimManager product page: <http://www.mscsoftware.com/product/simmanager> and the MaterialCenter product page: <http://www.mscsoftware.com/product/materialcenter>

Problems specific to 3rd party software, including, but not limited to, the database and web application server, are out of the scope of MSC support.



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