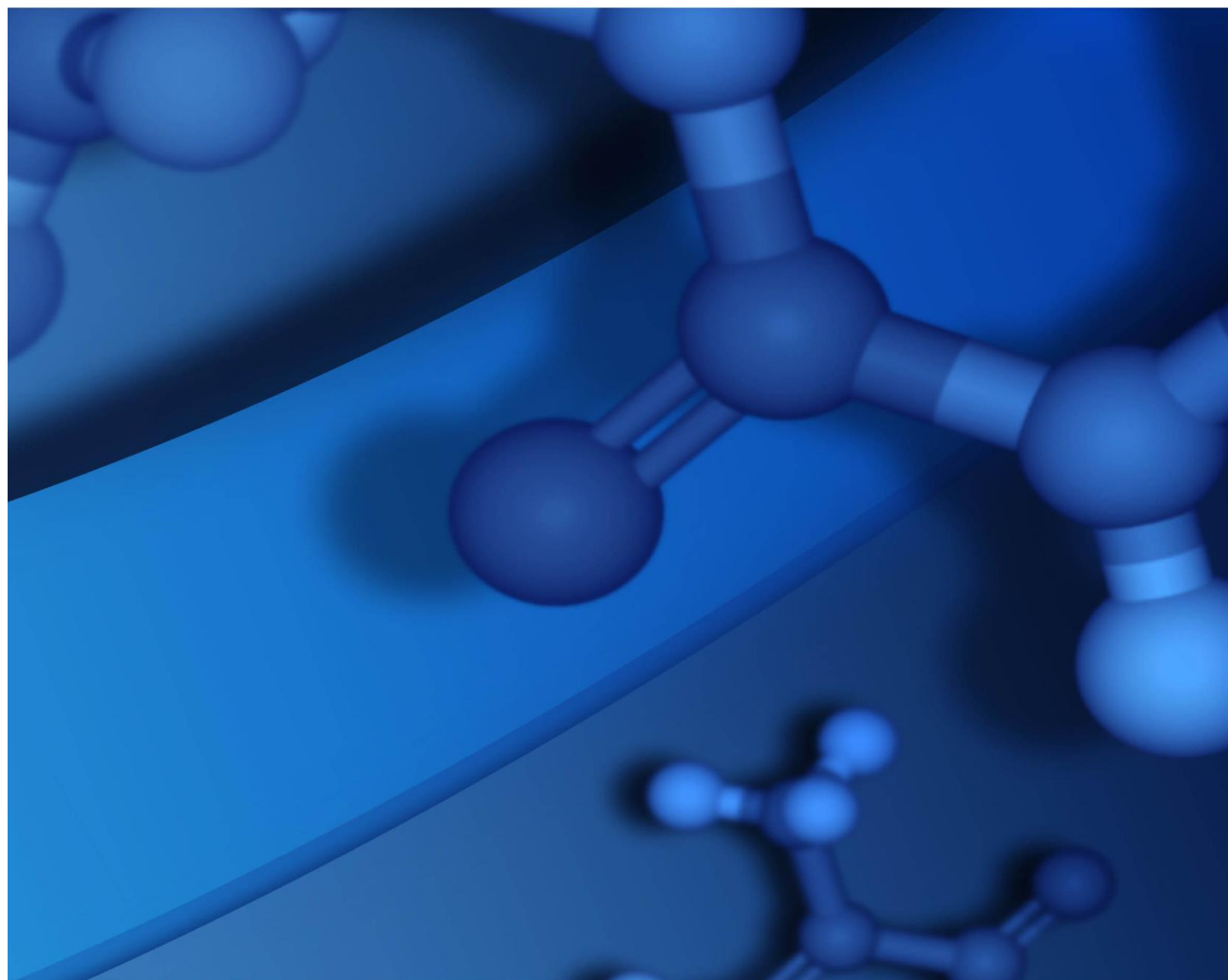


BIOVIA 3DSupport Application Transition Guide
V1.0



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Acknowledgments and References

BIOVIA may grant permission to republish or reprint its copyrighted materials. Requests should be submitted to BIOVIA Support, either through email to support@accelrys.com or in writing to:

BIOVIA Support
5005 Wateridge Vista Drive
San Diego, CA 92121

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About this Document

This document contains a brief overview of the DASSAULT SYSTEMES 3DSupport Application and customers transition from the BIOVIA Community to this this new support interface.

Customer Migration Overview

1. The transition to the Dassault Systèmes support site will occur on **Wednesday April 24th, 2019**.
2. The BIOVIA Community will no longer be accessible; customers must go to the Dassault Systèmes Support site at <https://www.3ds.com/support>.
3. Starting April 24, 2019, customers must create new service requests through the Dassault Systèmes support site. Customers must also update active service requests through the support site.
4. You will no longer be able to use the BIOVIA support E-Mail address to submit cases.
5. Accessed via the Dassault Systèmes platform, requiring:
 - a. A 3DEXperience ID
 - b. Dassault Systèmes products with active license
 - c. Current maintenance agreement
6. The following browsers are supported to access the 3DSupport Application
 - a. 32-bit or 64-bit version of Firefox 60 ESR
 - b. 32-bit or 64-bit version of Chrome

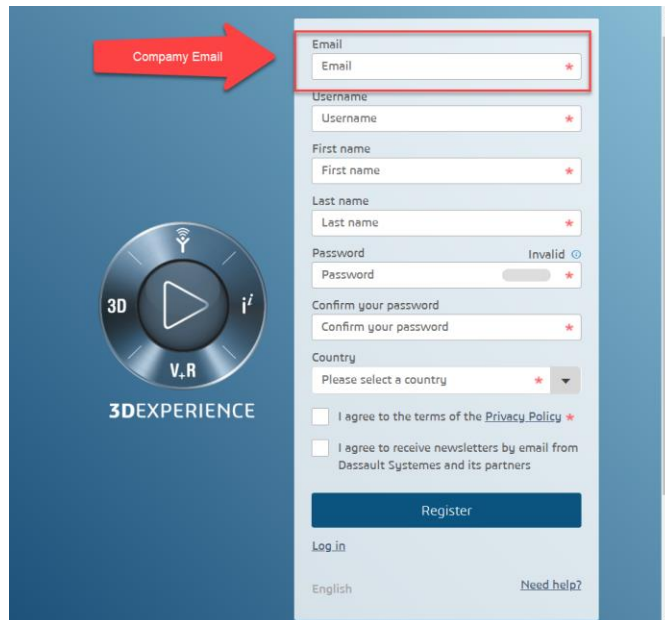
Key features of the Dassault Systèmes support site

1. Manage your customer service requests (SR):
 - a. Create a new customer service request
 - b. View and update your open customer service requests
 - c. Find the phone number for the Dassault Systèmes support center in your region
2. Explore our Knowledge Base, including your resolved service requests
3. Review BIOVIA product documentation
4. Join BIOVIA User Communities
5. Access the Dassault Systèmes Software website to download BIOVIA products

How to get user ID and Password?

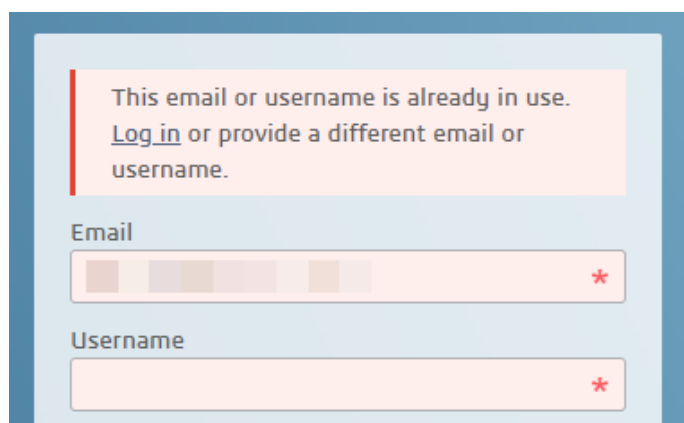
You will need a 3DEXperience ID to access the Dassault Systèmes Support site.

- To create your 3DEXperience ID please complete the following actions:
 - Access this URL to [REGISTER](#)
 - Complete the presented form
 - NOTE: Your email must be your company email. This email address is the one under your account.



The screenshot shows the 3DEXperience registration page. On the left, there is a blue background with a circular logo containing '3D', 'i', and 'V.R' and the text '3DEXPERIENCE'. A red arrow points from the text 'Company Email' to the 'Email' field in the registration form. The form fields include: Email (with a red asterisk), Username (with a red asterisk), First name (with a red asterisk), Last name (with a red asterisk), Password (with a red asterisk and an 'Invalid' warning), Confirm your password (with a red asterisk), Country (a dropdown menu), and two checkboxes for agreeing to terms and receiving newsletters. A 'Register' button is at the bottom, along with links for 'Log in', 'English', and 'Need help?'.

- **NOTE:** If you know you already have a 3DEXperience ID you don't need to register.
 - If you try to register and it says email in use you can reset your password instead of creating a new account with a different password.



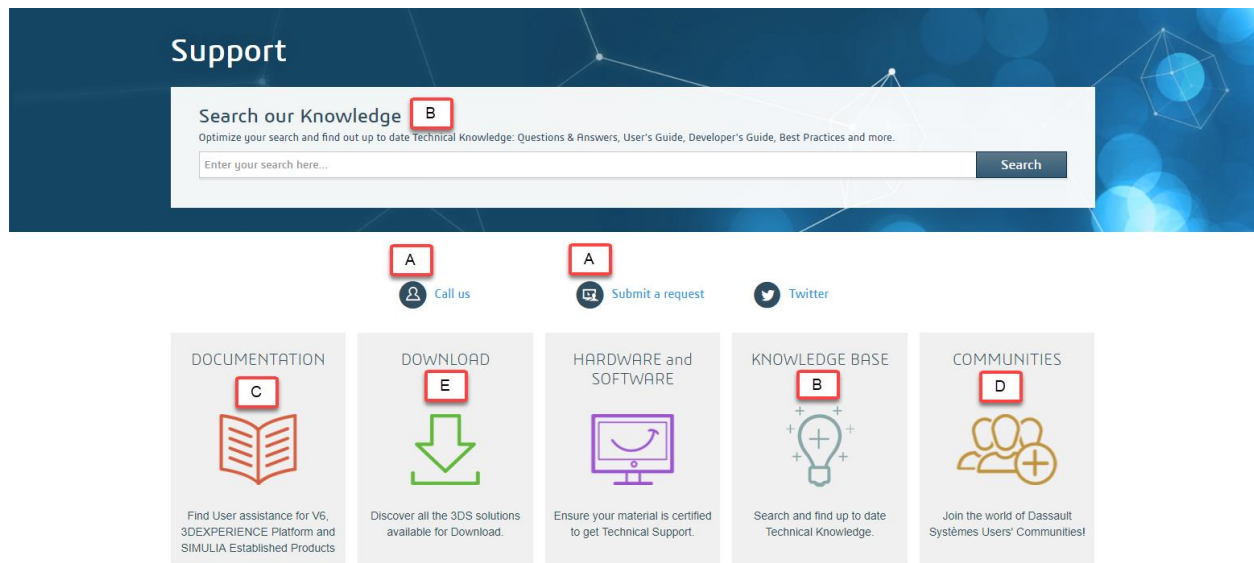
The screenshot shows the login page with a red error message box at the top that reads: 'This email or username is already in use. [Log in](#) or provide a different email or username.' Below the message are the 'Email' and 'Username' input fields, both with red asterisks indicating required fields.

- If you have any issues with your 3DExperience ID creation, please use the following contacts to get assistance.
 - Europe/Middle East: Europe.SupportCenter@3ds.com
 - US: AG.NA-Helpdesk@3ds.com
 - Asia Pacific: PLMSupport.INDIA@3ds.com

3DS Support Site – Capabilities

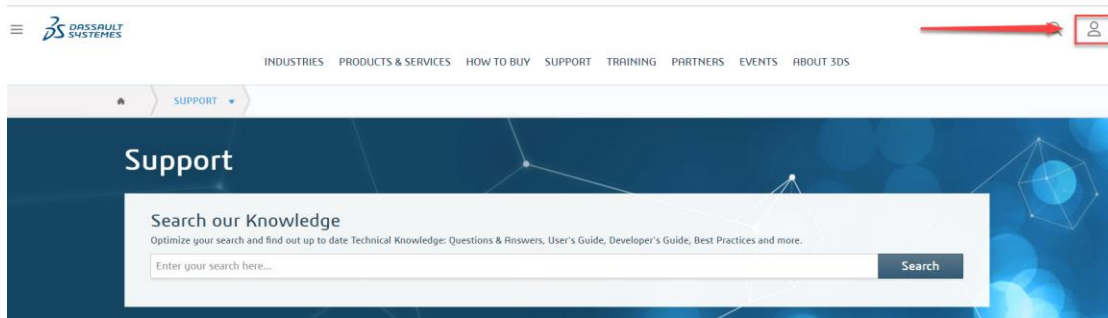
The [3DS Support Site](#) is the main place to begin to solve any of your BIOVIA application problems. It will lead you to manage all of your customer service requests.

- A Create a new customer service request
 - View and update your open customer service request
 - Find the phone number for the Dassault Systèmes support center in your region
- B Knowledge Base, including service requests
- C Review BIOVIA product documentation and Program Directories
- D User Communities - Find technical content, discuss with your peers, share your experiences
- E Access the Dassault Systèmes Software website to download BIOVIA software products

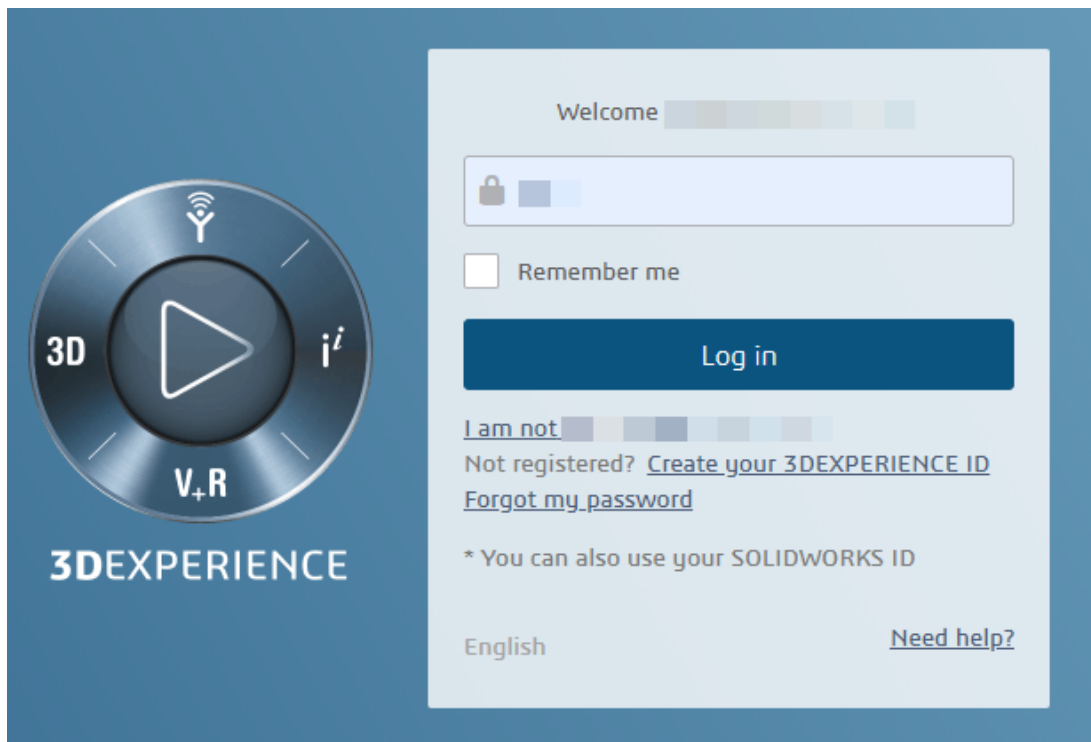


Logging into 3DSupport App

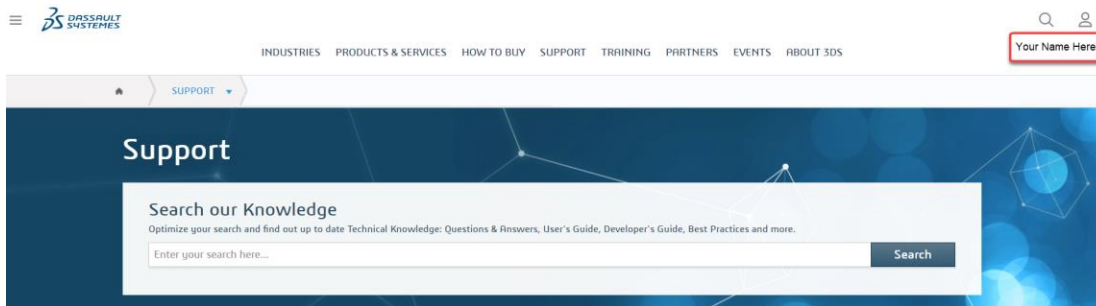
- Go to the [Dassault Systèmes Support](#) home page
- Click on Log on icon



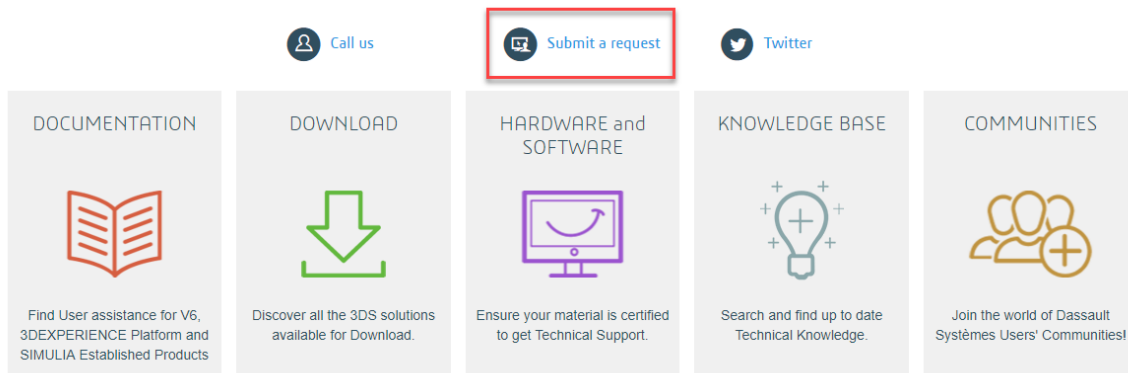
- Complete the login screen



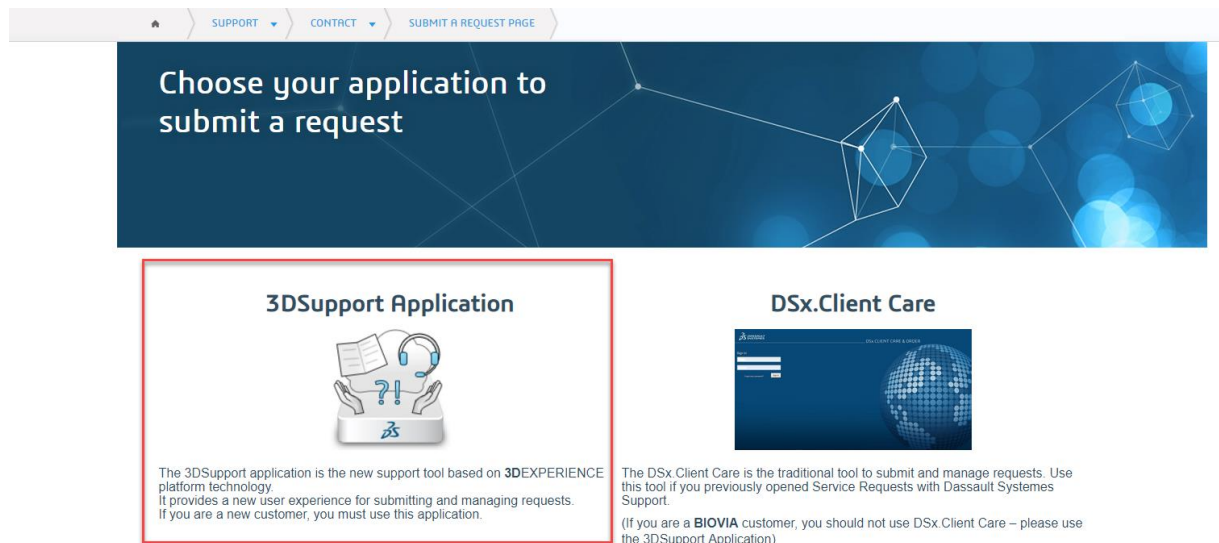
- If your access is successful, you will see your name under the icon.



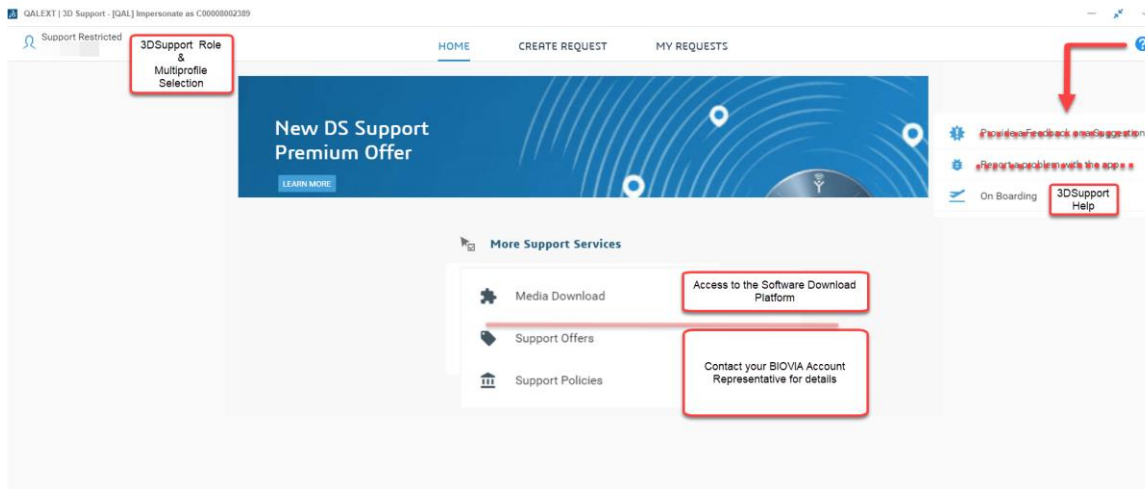
- Click Submit a Request



- Select 3DSupport Application



- You will be directed to the 3DSupport HOME Screen.



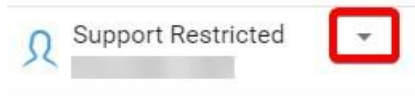
Multiprofile

Users can be linked to multiple profiles in the 3DSupport App. A profile may be like a parent-child relationship (corporate office – EU office)

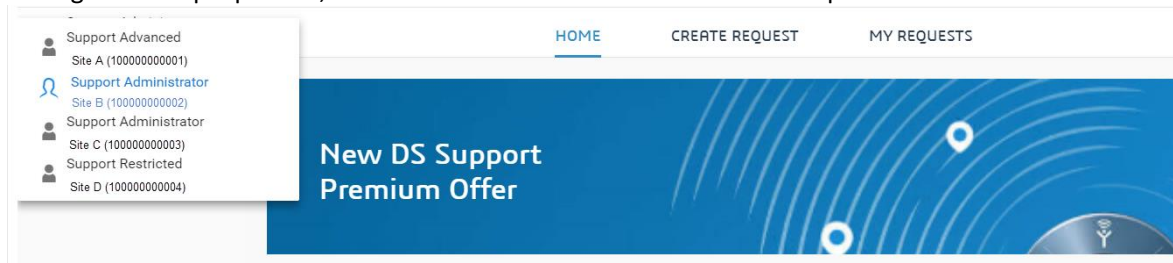
For each profile assigned:

- Users will have a separate site that is available in the 3DSupport App
 - Each site has its own support role assigned
- Sites may have different BIOVIA products available when opening a Service Request
 - Product availability is based on current support contracts

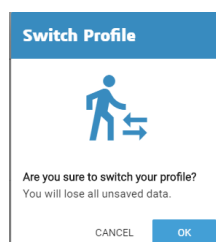
To switch between profiles, click the down arrow next to your currently selected profile



If assigned multiple profiles, all available sites will be available in the drop down list



Note: The selected profile is highlighted in blue. You will be prompted to confirm the switching of profiles.

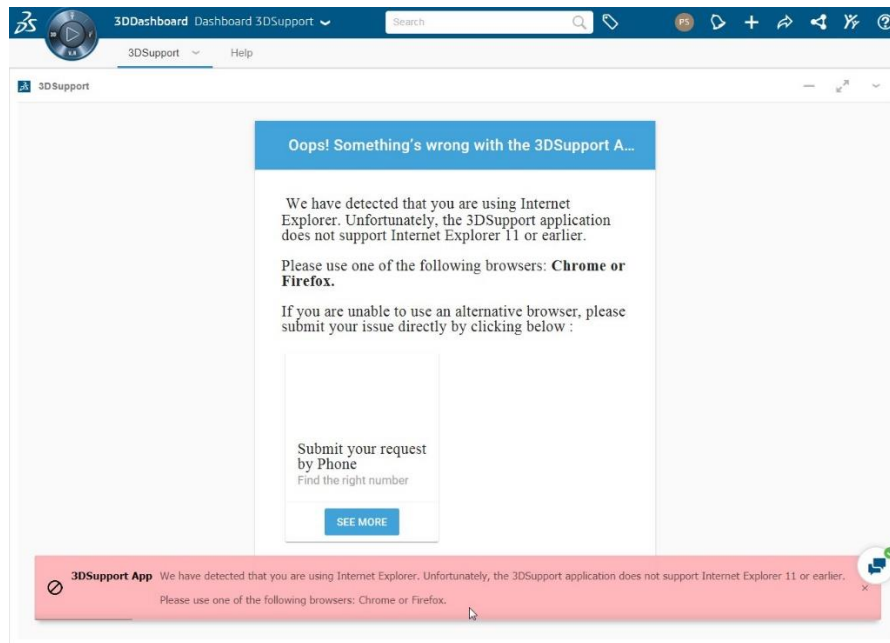


Supported Browsers

The following browsers are supported to access the 3DSupport Application

- 32-bit or 64-bit version of Firefox 60 ESR
- 32-bit or 64-bit version of Chrome

If you are attempting to access the 3DSupport Application using Microsoft IE 11 the following message will be displayed.



If you are not able to use one of the support browsers, you can submit your service request by phone. Click the *See More* link, select BIOVIA and then your location for the local phone number.

Creating a Support Request

This is an easy 4 step process to create a Service Request (SR) for support assistance.

1. Click Create Request
2. Add New Environment – Click Next

The screenshot shows the 'CREATE REQUEST' page with the 'CREATE REQUEST' button highlighted. The process is divided into three steps: 1. Select Context, 2. Describe Request, and 3. Review Summary. The 'CREATE NEW ENVIRONMENT' modal is open, showing fields for 'PRODUCT OR APP*', 'RELEASE*', and 'LEVEL*'. A red arrow points from the 'ADD NEW ENVIRONMENT' button to the modal.

List of all applications under maintenance. Select the one closest to the the desired application. See Additional details in the Program Directories under Documentation on the support home page

See Additional details in the Program Directories under Documentation on the support home page

The 'CREATE NEW ENVIRONMENT' modal is shown in detail. It includes a close button (X) and the following fields:

- PRODUCT OR APP*: BIOVIA Notebook Base, BIOVIA Unified Lab Management
- RELEASE*: 2019
- LEVEL*: BIOVIA 2019 Golden
- OPERATING SYSTEMS*: Windows
- OS DETAILS*: Windows 10 64 bits

At the bottom, there are 'ADD' and 'CANCEL' buttons.

Installed version you are logging this services request on

Installed release level

3. Describe Request

- Complete **required fields**
- **Optional** Upload Files
- Click **Need Help** for details on submitting an SR
- Click Next

TECHNICAL ENVIRONMENTS | 1

ABSTRACT*
Summarize the problem to help Support to understand the issue. Maximum length is 254 characters.

DESCRIPTION*
Describe carefully your step by step scenario. The more precise it is, the more efficient support will be to reproduce the scenario and provide you the best first analysis.

URGENCY*
LOW MEDIUM HIGH URGENT

Upload Files

NEED HELP

PREVIOUS CANCEL SAVE DRAFT NEXT

4. Review Summary – Click Send

Select Context Describe Request **Review Summary**

REQUEST DESCRIPTION
ABSTRACT
Summarize the problem to help Support to understand the issue. Maximum length is 254 characters.
DESCRIPTION
Describe carefully your step by step scenario. The more precise it is, the more efficient support will be to reproduce the scenario and provide you the best first analysis.

FINAL SITE
FINAL CONTACT

URGENCY
Medium

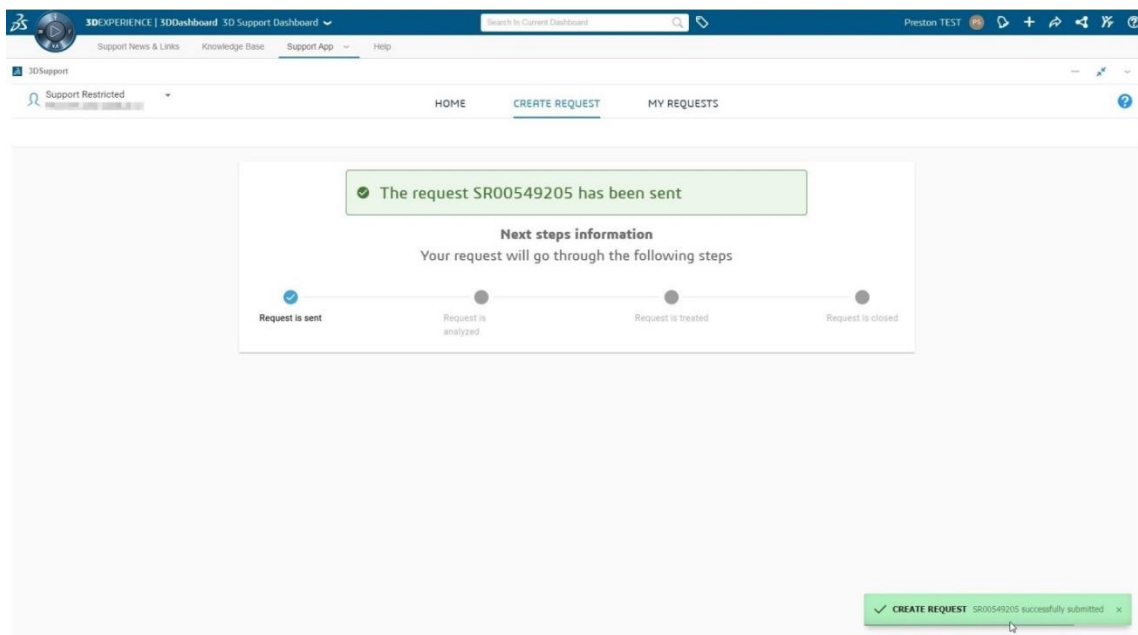
TECHNICAL ENVIRONMENTS
BIOVIA Experiment Application
2019
Windows Server 2012 64 bits

ATTACHED FILES
password.jpg Today

NEED HELP

PREVIOUS CANCEL SAVE DRAFT **SEND**

SR will be created and request ID will be displayed. All of your logged service requests can be viewed from My Requests on the 3DSupport home screen.



Note: If a required field is missing on any step, a red triangle will display noting a required field is missing.



Email Notifications

1. Email notifications are generated upon initial SR creation, and when SR status changes
2. Initial SR creation notification



Dear Customer,

For your information-

Your **SR00551098** is now in **Support Analysis** status.

Click on the link to [navigate to the App](#)

Best Regards,

Dassault Systèmes

www.3ds.com

3. SR status has changed



Dear Customer,

For your action-

Your action is needed on **SR00551098** . Click on the link to

[navigate to the App](#)

Best Regards,

Dassault Systèmes

www.3ds.com

MY REQUESTS Tab

1. Lists all service requests associated to customer

- All - Shows all (open and closed) SRs
- Requiring Action - SRs that are in need of customer clarification to proceed with support
- Draft - Any SRs that were not sent to support for assistance.
- Active Requests – All SRs that are open pending customer support actions
- Closed – All closed SRs
- NOTE: Any SR numbers preceded by BIOVIA## were logged and carried over from the previous BIOVIA support system

Support Restricted **Users Role** HOME CREATE REQUEST **MY REQUESTS**

MY REQUESTS LIST

All Requests

133 All

5 Requiring Action

0 Draft

18 Active Requests

119 Closed

REQUEST	PRODUCT	URGENCY	ACTION OWNER	LAST UPDATE
SR00554685 test again	BIOVIA Pipeline Pilot Sequence Analys...	Medium	3DS Support	Today 2 hours ago
SR00554683 can't login	BIOVIA CISPro User	Medium	3DS Support	Today 2 hours ago

Roles

Roles are assigned to each user. By default, all users are assigned the Support Restricted role.

- Support Restricted: Can only create/view/edit SRs you have created
- Support Advanced: Can create/view SR's created by yourself and other users associated with your site. This includes all Dassault Systemes brands. Contact BIOVIA customer support if you are interested in additional roles.

Support Administrator HOME CREATE REQUEST **MY REQUESTS**

MY REQUESTS LIST CRITSR00554589-01 SR00554540 SR00554621

All Requests

29 All

2 Requiring Action

1 Draft

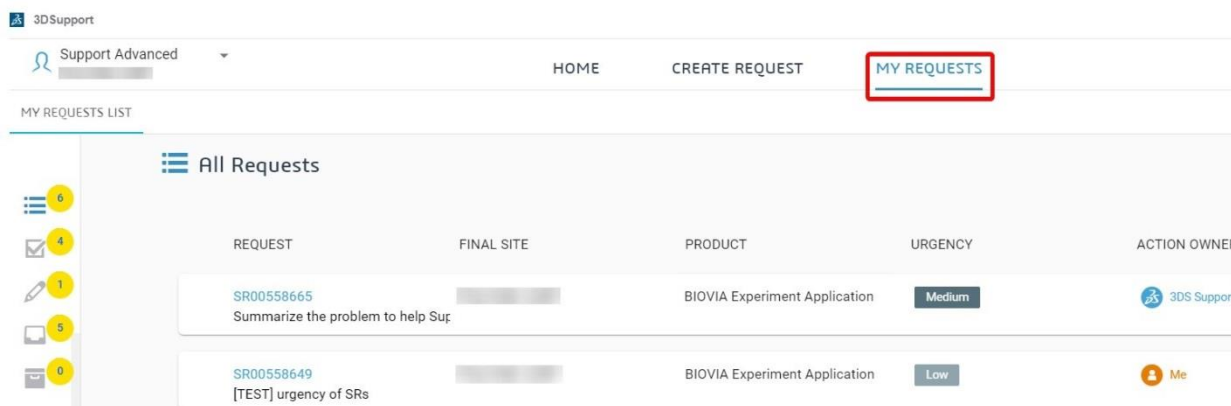
29 Active Requests

41 Closed

REQUEST	FINAL SITE	PRODUCT	URGENCY	ACTION OWNER	LAST UPDATE
SR00554686 Summarize the problem to help Sup		BIOVIA Experiment Application	Medium	Marie	Today 2 hours ago
SR00554621 Test of Submission, About		BIOVIA Pipeline Pilot Analytics a...	Urgent	No Owner = Closed	Tuesday 09 Apr 2019 2:05 AM
SR00554589 test_abs_01_reminders		BIOVIA Experiment User	Urgent	Me	Monday 08 Apr 2019 6:10 AM

Managing My Requests

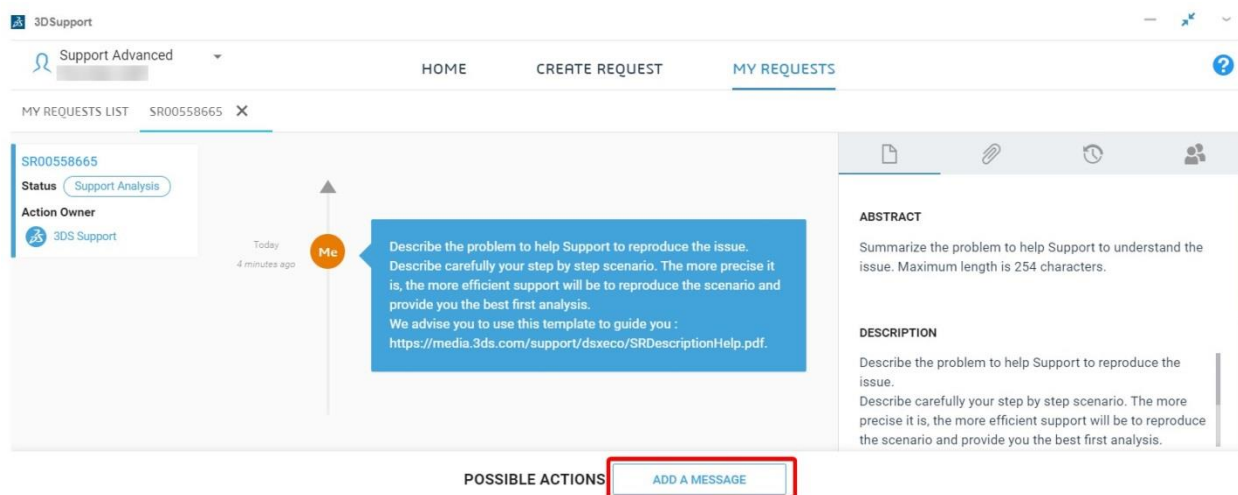
- Navigating to the “MY REQUESTS” section will display your service request(s) with a high level overview of SR.



The screenshot shows the 3DSupport interface. At the top, there's a navigation bar with 'HOME', 'CREATE REQUEST', and 'MY REQUESTS' (highlighted with a red box). Below the navigation bar, the 'MY REQUESTS LIST' section is visible. On the left, there's a sidebar with a list of requests, each with a yellow circle containing a number (6, 4, 1, 5, 0). The main area displays a table of requests under the heading 'All Requests'.

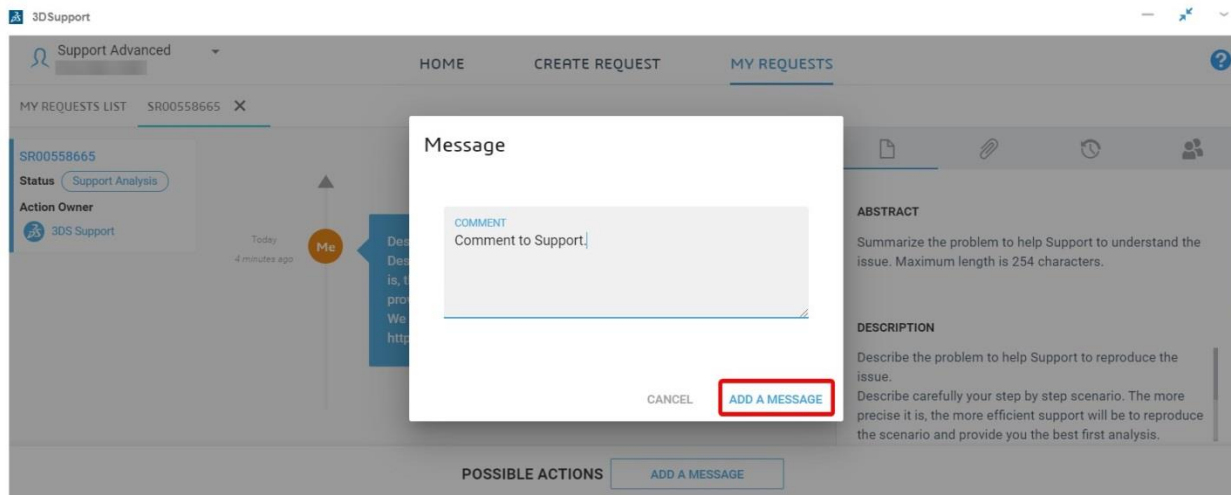
REQUEST	FINAL SITE	PRODUCT	URGENCY	ACTION OWNER
SR00558665 Summarize the problem to help Sup		BIOVIA Experiment Application	Medium	3DS Support
SR00558649 [TEST] urgency of SRs		BIOVIA Experiment Application	Low	Me

- Clicking on a SR will provide further details with possible action to “ADD A MESSAGE”.

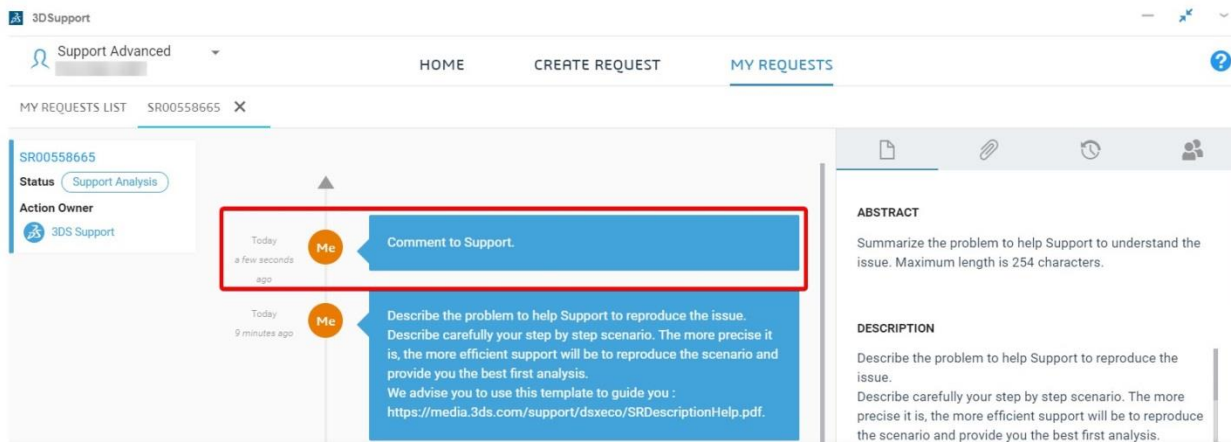


The screenshot shows the 3DSupport interface with the 'MY REQUESTS' section selected. The top navigation bar includes 'HOME', 'CREATE REQUEST', and 'MY REQUESTS'. Below the navigation bar, the 'MY REQUESTS LIST' section is visible, showing a list of requests. The first request, SR00558665, is selected, and its details are displayed in a modal window. The modal window has a sidebar on the left with the request ID, status (Support Analysis), and action owner (3DS Support). The main area shows a timeline of messages. A message from 'Me' is highlighted, with a blue box containing the text: 'Describe the problem to help Support to reproduce the issue. Describe carefully your step by step scenario. The more precise it is, the more efficient support will be to reproduce the scenario and provide you the best first analysis. We advise you to use this template to guide you : https://media.3ds.com/support/dsxeco/SRDescriptionHelp.pdf.' To the right of the timeline, there are sections for 'ABSTRACT' and 'DESCRIPTION'. The 'ABSTRACT' section contains the text: 'Summarize the problem to help Support to understand the issue. Maximum length is 254 characters.' The 'DESCRIPTION' section contains the text: 'Describe the problem to help Support to reproduce the issue. Describe carefully your step by step scenario. The more precise it is, the more efficient support will be to reproduce the scenario and provide you the best first analysis.' At the bottom of the modal window, there is a section titled 'POSSIBLE ACTIONS' with a button labeled 'ADD A MESSAGE' (highlighted with a red box).

- Clicking “ADD A MESSAGE” will load the Message box. Enter text, then click “ADD A MESSAGE” to add your comment to the SR.



- Comments are displayed in the message log in chronological order.



- When Support asks submitter a question, the message is shown in the message log, SR status changes to “Customer Clarification”, and Action Owner has been changed to “Me”, with possible actions to ADD A MESSAGE or CLOSE.

3DSupport

Support Advanced

HOME CREATE REQUEST MY REQUESTS

MY REQUESTS LIST SR00558665 X

SR00558665

Status
Customer Clarification

Action Owner Me

Today 5 minutes ago 3S Question from Support.

Today 8 minutes ago Me Comment to Support.

Today 18 minutes ago Me Describe the problem to help Support to reproduce the issue. Describe carefully your step by step scenario. The more precise it is, the more efficient support will be to reproduce the scenario and provide you the best first analysis.

ABSTRACT
Summarize the issue. Maximum 100 characters.

DESCRIPTION
Describe the problem to help Support to reproduce the issue. Describe carefully your step by step scenario. The more precise it is, the more efficient support will be to reproduce the scenario and provide you the best first analysis.

POSSIBLE ACTIONS ADD A MESSAGE CLOSE

NOTE: While SR Action owner is “Me”, SR will display in the “Requiring Action” section of My Requests tab.

3DSupport

Support Advanced

HOME CREATE REQUEST MY REQUESTS

MY REQUESTS LIST

Views

- All Requests (6)
- ☒ Requiring Action (5)
- Drafts (1)
- Active (5)
- Closed (0)

REQUEST	FINAL SITE	PRODUCT	URGENCY	ACTION OWNER
SR00558665 Summarize the problem to help Sup		BIOVIA Experiment Application	Medium	Me
SR00558649 [TEST] urgency of SRs		BIOVIA Experiment Application	Low	Me

- Adding a message notifies support, SR status changes to “Support Analysis” with Action Owner changed to “3DS Support”.

3DSupport

Support Advanced

HOME CREATE REQUEST MY REQUESTS

MY REQUESTS LIST SR00558665 X

SR00558665

Status Support Analysis

Action Owner 3DS Support

Today a few seconds ago Me Answer from Customer.

Today 11 minutes ago Question from Support.

Today 14 minutes ago Me Comment to Support.

ABSTRACT

Summarize the issue. Maximum

DESCRIPTION

Describe the problem. Describe carefully and precisely the issue, the scenario and

Attachments

Attachment(s) provided by both customer and support are available from the paperclip icon on the SR.

3DEXPERIENCE | 3DDashboard 3D Support Dashboard

Support News & Links Knowledge Base Support App Help

3DSupport

Support Restricted

HOME CREATE REQUEST MY REQUESTS

MY REQUESTS LIST SR00549205 X

SR00549205

Status Support Analysis

Action Owner 3DS Support

Today 31 minutes ago Me Answer from Customer.

Today 44 minutes ago Question from Support.

Today an hour ago Me Comment to Support.

Today an hour ago Me Describe the problem to help Support reproduce the issue. Describe carefully your step by step scenario. The more precise it is, the more efficient support will be to reproduce the scenario and provide you the best first analysis.

Upload files

PNG BIOVIA_CISPROG_300.PNG Today a few seconds ago

JPG CISPRODESKTOP.JPG Today an hour ago

POSSIBLE ACTIONS ADD A MESSAGE

<https://tsdsclient.3ds.com/Extra/attach=4/download.php?env=CRPPD&tokenid=3e96639241e011e99a7ebb53406b76c5>

Close SR

When support provides a resolution to request, SR status will be changed to “Customer Validation”, Action owner changed to “Me”, with Closure Type set by support.

The screenshot shows the 3DSupport web interface. At the top, there's a navigation bar with 'Support Advanced' and a dropdown menu, and links for 'HOME', 'CREATE REQUEST', and 'MY REQUESTS'. Below this, a 'MY REQUESTS LIST' section shows a specific request 'SR00558665' with a close icon. The request details are shown in a card: 'SR00558665 - Non-Defect (not yet deducted)'. The 'Status' is 'Customer Validation', 'Action Owner' is 'Me' (indicated by a person icon), and 'Closure Type' is 'Methodology'. A timeline shows an update 'Today a few seconds ago' with a circular icon. To the right, a red-bordered box contains the text: 'To resolve please take the following steps: 1. Turn it off. 2. Turn it back on.'

Closure types for a “Non-Defect” request:

- a. Bypass: a bypass exists.
- b. Cancelled: this request should be cancelled.
- c. Enhancement Request: the request is a suggestion.
- d. Methodology: a specific methodology should be applied.
- e. Non-appropriate channel: not a DS product.
- f. Planned for future Release: this Defect request will be corrected in a next release.
- g. Refused: Non-defect refused.
- h. Technical limitation: software technical limitation.
- i. Unreproducible: the scenario of this Defect request has not been reproduced.
- j. Works as design: behavior corresponds to the defined specifications.

- Customer Possible actions include ADD A MESSAGE, VALIDATE, or REFUSE.

3D Support

Support Advanced

HOME CREATE REQUEST MY REQUESTS

MY REQUESTS LIST SR00558665 X

SR00558665 - Non-Defect (not yet deducted)

Status Customer Validation

Action Owner Me

Closure Type: Methodology

Today a few seconds ago

To resolve please take the following steps:

1. Turn it off.
2. Turn it back on.

Today 10 minutes ago

Answer from Customer.

ABSTRACT

Summarize the problem to help Support to understand the issue. Maximum length is 254 characters.

DESCRIPTION

Describe the problem to help Support to reproduce the issue. Describe carefully your step by step scenario. The more precise it is, the more efficient support will be to reproduce the issue.

POSSIBLE ACTIONS

ADD A MESSAGE VALIDATE REFUSE

NOTE: Adding a message while SR status is “Customer Validation” does not change SR status.

3D Support

Support Advanced

HOME CREATE REQUEST MY REQUESTS

MY REQUESTS LIST SR00558665 X

SR00558665 - Non-Defect (not yet deducted)

Status Customer Validation

Action Owner Me

Closure Type: Methodology

Today a few seconds ago

Me

Adding a message while SR status is "Customer Validation" does not change current SR status.

Today 13 minutes ago

To resolve please take the following steps:

- Clicking “VALIDATE” will load comment text box to add final comments prior to SR closure.

3D Support

Support Advanced

HOME CREATE REQUEST MY REQUESTS

MY REQUESTS LIST SR00558665 X

SR00558665 - Non-Defect (not yet deducted)

Status Customer Validation

Action Owner Me

Closure Type: Methodology

Today a few seconds ago

Me

Validate

COMMENT

Provided steps resolved reported problem. Thank you very much!

CANCEL VALIDATE

POSSIBLE ACTIONS

ADD A MESSAGE VALIDATE REFUSE

ABSTRACT

Summarize the problem to help Support to understand the issue. Maximum length is 254 characters.

DESCRIPTION

Describe the problem to help Support to reproduce the issue. Describe carefully your step by step scenario. The more precise it is, the more efficient support will be to reproduce the issue.

- Final comment added to message log and SR status set to “Closed”, no Action Owner, and availability to REOPEN SR within 6 months from closure date.

The screenshot shows the 3DSupport app interface. At the top, there's a navigation bar with 'Support Advanced', 'HOME', 'CREATE REQUEST', and 'MY REQUESTS'. Below this, a 'MY REQUESTS LIST' shows a request with ID 'SR00558665'. The request details on the left include 'Status: Closed' (highlighted with a red box), 'Action Owner', and 'Closure Type: Methodology'. The message log in the center shows two messages from 'Me' (highlighted with a red box). The first message says 'Provided steps resolved reported problem. Thank you very much!'. The second message says 'Adding a message while SR status is "Customer Validation" does not change current SR status.' At the bottom, there's a 'POSSIBLE ACTIONS' section with 'ADD A MESSAGE' and 'REOPEN' buttons (the 'REOPEN' button is highlighted with a red box).

SFDC Case Migration

Salesforce (SFDC) cases from 1/1/2018 will be visible in the 3DSupport App. These will have BIOVIA### as part of the SR number.

The screenshot shows the 3DSupport app interface. At the top, there's a navigation bar with 'Support Advanced', 'HOME', 'CREATE REQUEST', and 'MY REQUESTS'. Below this, a 'MY REQUESTS LIST' shows a section for 'Closed Requests (30)'. A sidebar on the left has icons for different request types with counts: 36 (list), 4 (checklist), 1 (edit), 5 (upload), and 30 (closed). The main table lists closed requests with columns 'REQUEST', 'FINAL SITE', and 'PRODUCT'. Two requests are highlighted with red boxes: 'BIOVIA00664754' (Operators available for non-numeric) and 'BIOVIA00664752' (Request enhancement to Laborator).

REQUEST	FINAL SITE	PRODUCT
SR00552388 [Test] Case for Training		BIOVIA Experiment Application
BIOVIA00664754 Operators available for non-numeric		BIOVIA Experiment User
BIOVIA00664752 Request enhancement to Laborator		BIOVIA Experiment User

- **DRAFT**
 - Submitter has started to fill in a request and needs to review it before submitting it. This draft request is only seen by its creator and cannot be tracked.
 - The requests are visible in “Draft” view from
- **SUPPORT ANALYSIS**
 - A request has been created or reopened and submitted to DS Support. Depending on Submitter’s country, request is automatically dispatched to the local geographic DS Support. The request is being handled by the local DS Support.
- **SUPPORT VALIDATION**
 - A request is waiting for DS Support review after DS R&D correction.
- **R&D HANDLING**
 - The request must be managed by the R&D (A correction is necessary). DS Support asked for Bug Report to be created.
 - R&D evaluation of Bugs and Enhancement Requests.
- **CUSTOMER CLARIFICATION**
 - DS Support needs more information or data from Submitter.
 - The requests are visible in “Required action” view.
- **WAIT FOR CORRECTION DELIVERY**
 - SR Closure Level is not orderable yet.
- **CUSTOMER VALIDATION**
 - DS Support suggests a solution to Submitter and is awaiting his validation.
 - The requests are visible in “Required actions” view.
- **CLOSED**
 - The request is CLOSED and can be Reopened in the limit of 6 months after its last closure.

Request Closure Policies

For any request in “**Customer Validation**” or “**Customer Clarification**” status, a policy closure has been implemented in order to close these requests.

1. For any request in “**Customer Clarification**” status, depending of the urgency, here are the proposed solutions:

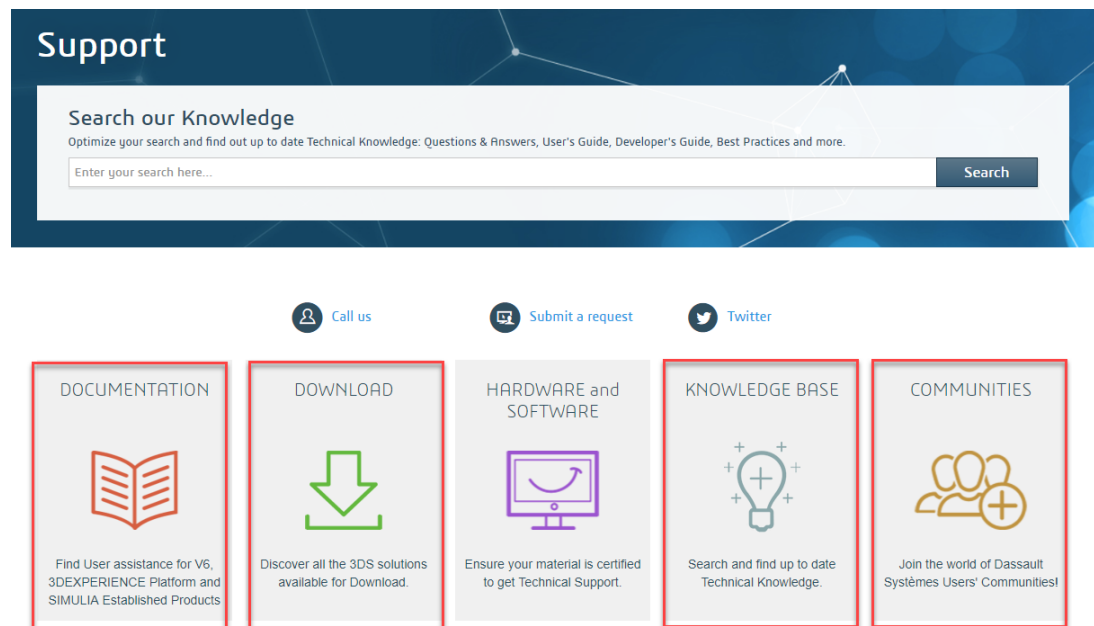
1. **Urgent:** from the “Customer Clarification” status
 - after **7** days: first automatic email sent to Submitter and logged as Message to submitter, copy DS Support responsible.
 - after **14** days: second automatic email sent to Submitter and logged as Message to submitter, copy DS Support responsible.
 - after **21** days: urgency decreases to **High** and email notification is sent to Submitter and logged as Message to submitter, copy DS Support responsible.
 - after **28** days: urgency decreases to **Medium** and email notification is sent to Submitter and logged as Message to submitter, copy DS Support responsible.
 - after **35** days: urgency decreases to **Low** and email notification is sent to Submitter and logged as Message to submitter, copy DS Support responsible.
 - after **42** days: request in “**Customer Clarification**” is automatically closed. Status becomes “**Closed**” and email notification is sent to Submitter, copy DS Support responsible
2. **High:**
 - after 7 days: first automatic email sent to Submitter and logged as Message to submitter, copy DS Support responsible.
 - after **14** days: second automatic email sent to Submitter and logged as Message to submitter, copy DS Support responsible.

- after **28** days: urgency decreases to **Medium** and email notification is sent to Submitter and logged as Message to submitter, copy DS Support responsible.
 - after **35** days: urgency decreases to **Low** and email notification is sent to Submitter and logged as Message to submitter, copy DS Support responsible.
 - after **42** days: request in “**Customer Clarification**” is automatically closed. Status becomes “**Closed**” and email notification is sent to Submitter, copy DS Support responsible.
3. **Medium:**
- after **7** days: first automatic email sent to Submitter and logged as Message to submitter, copy DS Support responsible.
 - after **14** days: second automatic email sent to Submitter and logged as Message to submitter, copy DS Support responsible.
 - after **35** days: urgency decreases to **Low** and email notification is sent to Submitter and logged as Message to submitter, copy DS Support responsible.
 - after **42** days: request in “**Customer Clarification**” is automatically closed. Status becomes “**Closed**” and email notification is sent to Submitter, copy DS Support responsible.
4. **Low:**
- after **7** days: first automatic email sent to Submitter and logged as Message to submitter, copy DS Support responsible.
 - after **14** days: second automatic email sent to Submitter and logged as Message to submitter, copy DS Support responsible.
 - after **42** days: request in “**Customer Clarification**” is automatically closed. Status becomes “**Closed**” and email notification is sent to Submitter, copy DS Support responsible.

Dassault Systemes Support Home Page

From the Dassault Systems support home page besides the link to Submit a Request, there are several other important links that you should become familiar with.

- Communities
- Documentation
- Download
- Documentation
- Knowledge Base



From the **Communities** link you can read and contribute to several of the Dassault Systemes communities. Below is an example of the BIOVIA Communities.

BIOVIA USER COMMUNITIES

BRINGING PEOPLE AND SCIENCE TOGETHER

Collaboration drives science. The BIOVIA User Communities provide a common global forum for beginners, experts and everyone in between to pose questions, share ideas and network. Join today and get talking!

BIOVIA Pipeline Pilot Community

Connect with the Pipeline Pilot Community to discuss the latest best practices and R&D developments. The BIOVIA Pipeline Pilot Community covers topics from instrument integration, data science, application development, cheminformatics, artificial intelligence and machine learning, and more.

[Join the BIOVIA Pipeline Pilot Community](#)

BIOVIA Discovery Studio Community

Join the Discovery Studio community for Life Sciences modeling and simulations. Covers a wide range of topics, including forcefield-based simulations, protein homology modeling, small molecule drug design and virtual screening and antibody structure modeling and developability predictions. Stay connected to keep up to date with announcements and updates.

[Join the BIOVIA Discovery Studio Community](#)

BIOVIA Materials Studio Community

Join the Materials Studio Community for materials modeling and simulation. Topics vary and include discussions on catalyst, polymer, nanomaterial, and electronics development, studies of reaction kinetics, coarse-grain modeling, and more. Connect to stay up to date with product announcements and updates.

[Join the BIOVIA Materials Studio Community](#)

CONTACT US TODAY

From the **Documentation** link you can access and download the Program Directories. Program Directories provide release information for the BIOVIA product suite including the current refresh level and links to System Requirements, Installation Guides and Product Release documentation.

We strongly recommend that you always go to the Program Directories first, before starting any software downloads, as it will ensure you download all the right files and point you to where to find them.

Documentation

Discover all the documentation you need to install, get started with, and effectively use your Dassault Systemes products.



Call us

Submit a request

Twitter

Assistance

Access online collections of Dassault Systemes user assistance that cover all V6, 3DEXPERIENCE Platform applications and SIMULIA Established Products. You can also access the online Dassault Systemes CAA Encyclopedia developer's guides that cover V5 & V6 development toolkits.



USER ASSISTANCE

Access information on how to install, configure and use the following:

- All V6 and 3DEXPERIENCE applications
- SIMULIA Established Products (Abaqus, fe-safe, Isight, and Tosca)



DEVELOPER ASSISTANCE

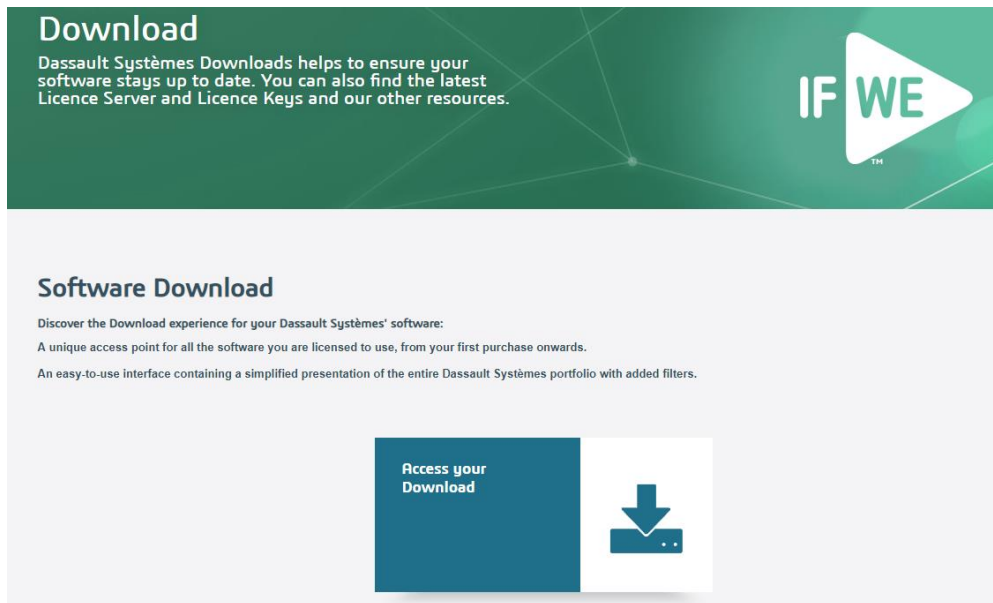
Access information on how to use the V5, V6, and 3DEXPERIENCE development toolkits

Program Directories

Check our [Program Directories](#) (Release Notes) to get the latest information on the following:

- Hardware requirements, software requirements, and certified configurations
- Product installation guidelines
- Licensing information
- New features in the release
- Known issues and solutions
- Closed issues for a release

Click on **Download** to access the Download Platform (DLP). Starting with the BIOVIA 2019 release, all BIOVIA product releases will be available for download via the Dassault Systèmes Download Platform (DLP).



From the **Knowledge Base** link, you can access the KB or directly from the search bar.

Knowledge Base – Content

- BR: Bug Reports (BIOVIA Community: Known Issue)
- QA: Questions and Answers (BIOVIA Community: Support Article)
- SR: Support Requests (BIOVIA Community: Support case)

Knowledge Base

Advanced search

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1020078 documents in that date range

FromJan 1, 2005ToApr 16, 2019

2006200820102012201420162018

Sort by: RELEVANCYDATERATINGVIEWS

1 - 10 of 1020091

ERRORS WHEN SAVING content leading to unsaved work being lost
BR10000262974
Customer has recently encountered an error when saving their work in CRTIA. This has happened multiple times over the last two months or so. When
4 views - Not rated yet - 15 April 2019

Roque external communication from 3DX Platform
[TEST] urgency of SRs
SR00558649
TEST urgency = URGENT
Monday, April 15, 2019 5:20:28 PM CEST
Low - Customer Clarification - BIOVIA Unified Lab Management

[Test] Customer increase urgency post-submission
SR00558618
[Test] Customer increase urgency post-submission
Monday, April 15, 2019 5:19:43 PM CEST
Medium - Customer Clarification - BIOVIA Unified Lab Management

Receiving Issue: Must click inside location box if already populated
BR10000255287
A customer is reporting and demonstrated that when a CISPro user receives a container the requester's default location shows on the receiving page but when the receiver/user proceeds without clicking
2 views - Not rated yet - 15 April 2019

Receiving Issue: Must click inside location box if already populated

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