3DEXPERIENCE platform R2016x on Cloud

Admin Quick Start Guide

3DEXPERIENCE®

Version 2.6 - 2/2/2016

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DASSAULT SYSTEMES | The 3DEXPERIENCE® Company

Table of contents

Discover the **3D**EXPERIENCE platform R2016x on Cloud 3
Step by step 3
Company Customer Contact VS the Main Platform Administrator 4
Administrator Quick Start Steps 4
Prerequisites Checks 5
Browser 5
Java 8
Register to the **3D**EXPERIENCE platform 9
Join the **3D**EXPERIENCE 9
Create your 3DPassport 9
Take ownership of the platform administration 12
Start the **3D**EXPERIENCE platform for the first time 13
Manage the Platform Members 13
Managing Members 13
Quick Step Guide 13
Granting Roles to one or several members 16
Native Apps installation 18
Install the **3D**EXPERIENCE Launcher 18
Network Configuration Check 19
Rich Apps Installation 19
Getting help on the Online Support Communities 20
Access to the Online Support Community from the **3D**EXPERIENCE platform 20
Troubleshooting 22
3DEXPERIENCE Launcher 22
Application launch and use 29
For all other problems 29
Bandwidth and Latency considerations 30

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Discover the **3D**EXPERIENCE platform R2016x on Cloud

Step by step

Welcome to the **3D**EXPERIENCE platform R2016x on Cloud.

This document will guide you through the first steps of your **3D**EXPERIENCE platform R2016x on Cloud as Administrator, providing you some key information on what to do and precious answers to some of the questions that may rise in your mind.

This document has no intent to cover all an every aspect of the **3D**EXPERIENCE platform R2016x on Cloud Admin user experience, but just to help you through the initialization phase of the program.

Please, read carefully the entire document before starting experiencing the product.

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Company Customer Contact VS the Main Platform Administrator

The initial **Company Customer Contact** is the customer's contact that will be identified during the **3D**EXPERIENCE platform purchase process.

The **Main platform Administrator** is the local customer user that will administrate the **3D**EXPERIENCE platform for the company.

It may occurs that the Company Customer Contact will not use the **3D**EXPERIENCE platform on Cloud and/or administrate it and so will not be the most appropriate person to be the Administrator. **The Company Customer Contact should forward all the Dassault Systèmes emails to the individual who will be in charge of the Main platform Admin role**.

Administrator Quick Start Steps

Here are the steps that we invite you to follow to correctly start with your **3D**EXPERIENCE platform R2016x on Cloud as Administrator

1) Prerequisites Checks
2) Register to the **3D**EXPERIENCE platform
3) Manage the Platform Members
4) Native Apps installation
5) Access to the Support communities

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Prerequisites Checks

The actions described in the prerequisites checks have to be performed as Windows System Administrator. Please ensure that you have the admin rights or that you contact your system administrator to prepare your computer to connect to the 3DEXPERIENCE platform.

The official Cloud program directory contains detailed prerequisites and system requirements. The following pages are describing the main highlighted requirements to check prior to upgrading to R2016x.

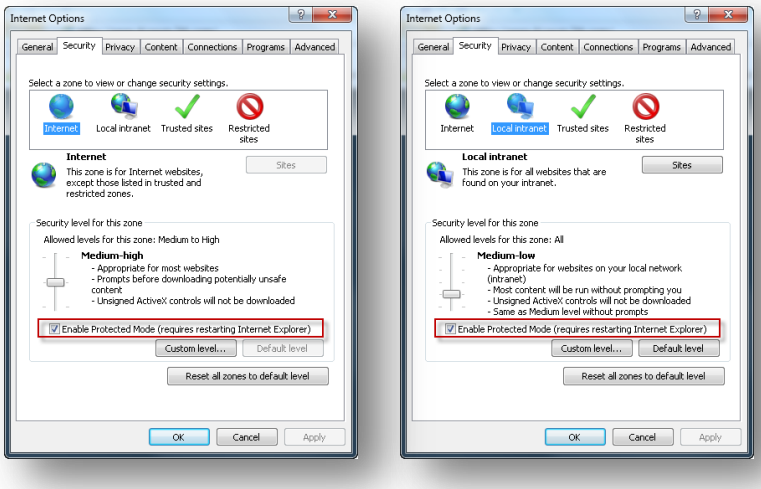
Browser

Support Policy for Browsers is as follows:

- Internet Explorer 11 is a Validated platform
- Firefox 38 ESR is a Validated platform on Microsoft Windows 7
- Firefox 38 ESR is a Compatible platform on Microsoft Windows 8.1 Desktop
- Firefox x ESR, with x>38 is a Compatible Platform on Microsoft Windows
- Chrome is a Compatible Platform

Browser Setup

In the IE settings (Internet Options > Security > **Internet** and **Local Intranet**) check the box for "**Enable Protected Mode**".



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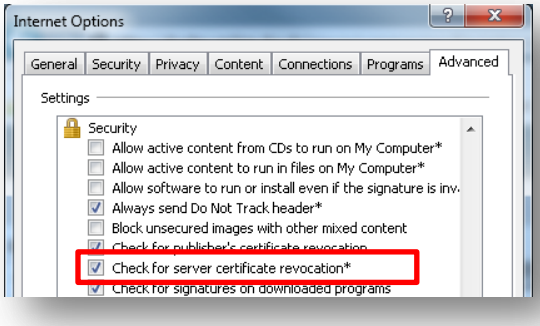
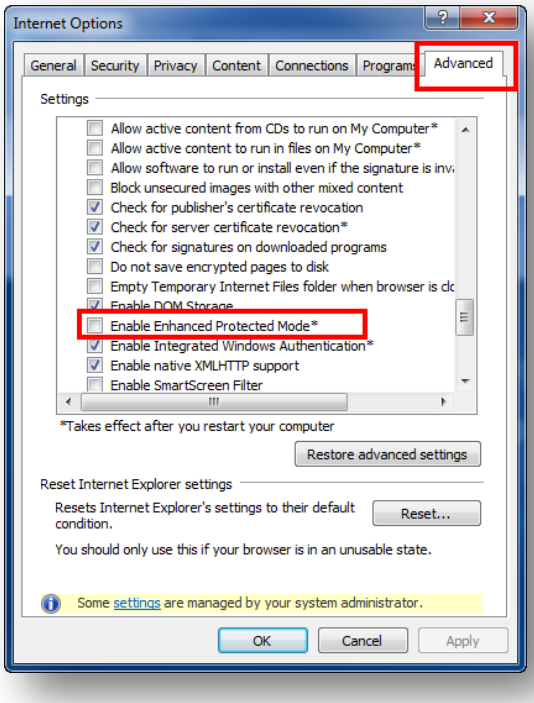
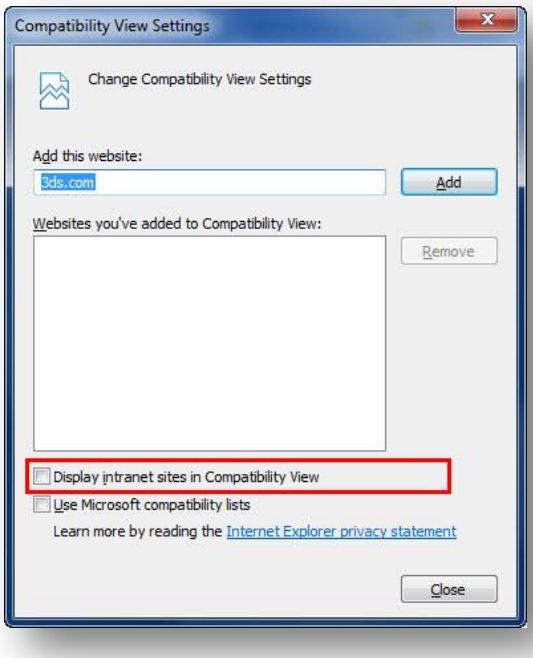
IE settings (Internet Options > Advanced tab > Security section) Ensure that “**Check for server certificate revocation”** Option is activated (if you switch it on, you need to restart your computer)



IE settings (Internet Options > Advanced > Security) Ensure that “**Enable Enhanced Protected Mode”** Option is disabled



IE settings (Compatibility View Settings) Ensure that **"Display intranet sites in Compatibility View"** Option is disabled (the option is enabled by default)



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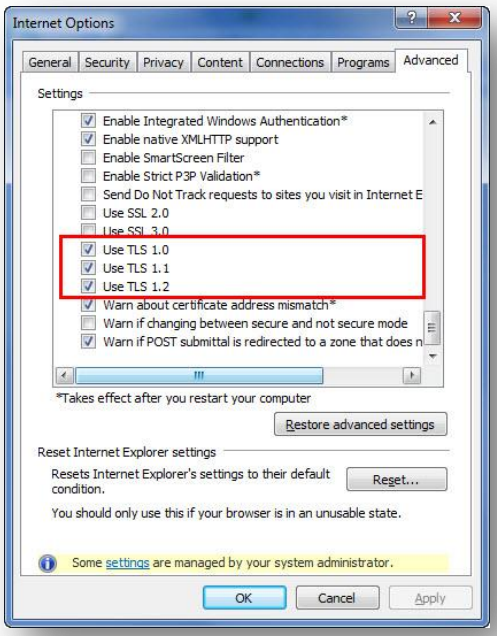
IE settings (Internet Options > Advanced > Security) Ensure that **“TLS 1.0”**, **“TLS 1.1”** and **“TLS 1.2”** Options are enabled



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Java

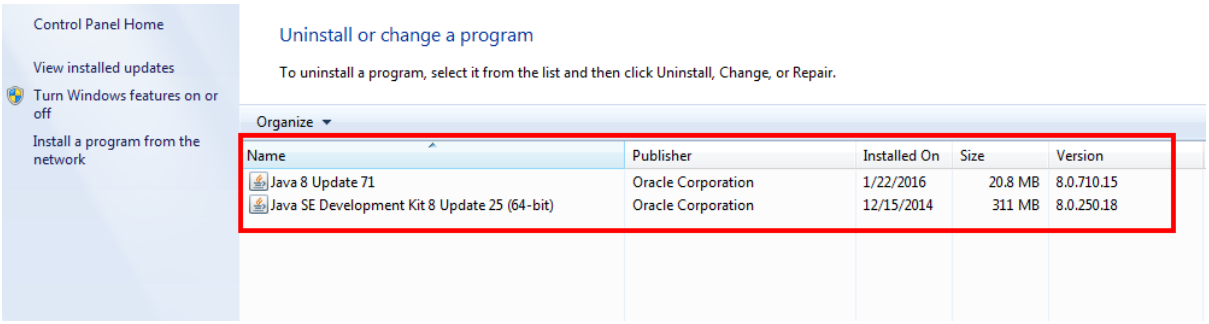
The 32-bit version of the Java 8 JRE (update 51 or higher) must be installed on your computer. To ensure successful setup, use this link to install Java 8, and choose “JRE”: http://www.3ds.com/java8.

The **recommended** Java Level is at minimum **Java 8 Update 51**.

Note that V6 is not supported with JRE which has expired or is below security baseline.

How to check the Java installed version?

From Start > Control Panel open **Programs and Features**.



Note: The official documentation resource that you may use as reference for Prerequisites check is the H/W & S/W Requirements page available within the Cloud Program Directory

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Register to the **3D**EXPERIENCE platform

Join the **3D**EXPERIENCE

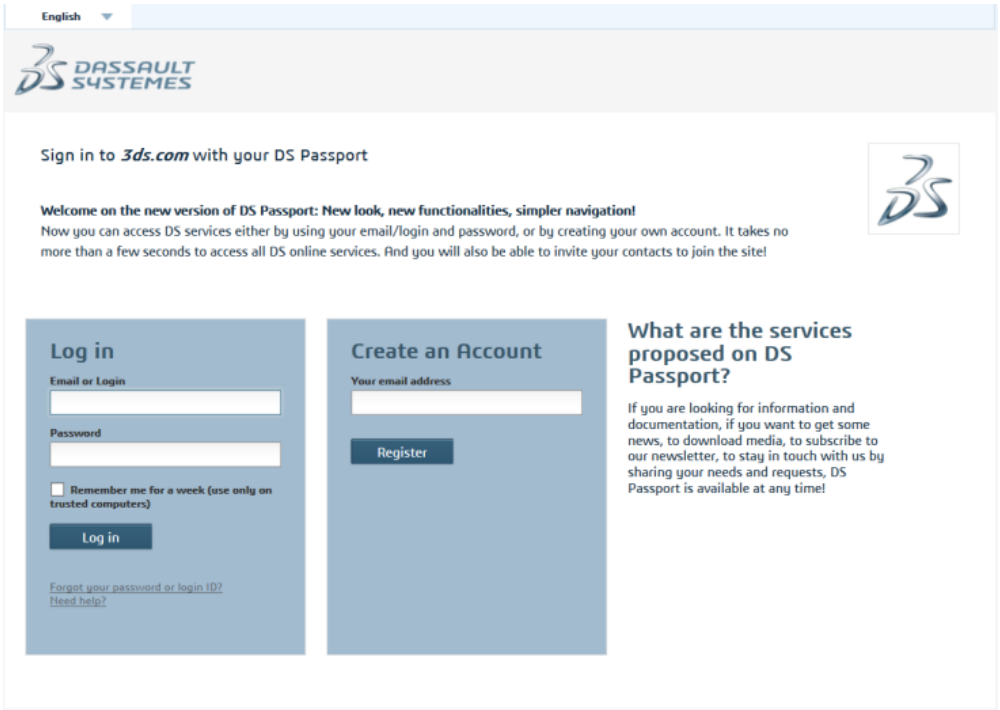
This process will start by a 3DPassport creation (except if you already have a corporate 3DPassport. In such case please reuse it and skip the next step)

Create your 3DPassport

As a **3D**EXPERIENCE platform Main Administrator, you must have a 3DPassport to use the **3D**EXPERIENCE platform R2016x on Cloud.

Creating a 3DPassport will let you define the Login ID to be used to access to the online experience but also to other Dassault Systèmes services like the 3DSwYm community platform where you will retrieve the **3D**EXPERIENCE platform R2016x Support community.

1) Connect to https://iam.3ds.com



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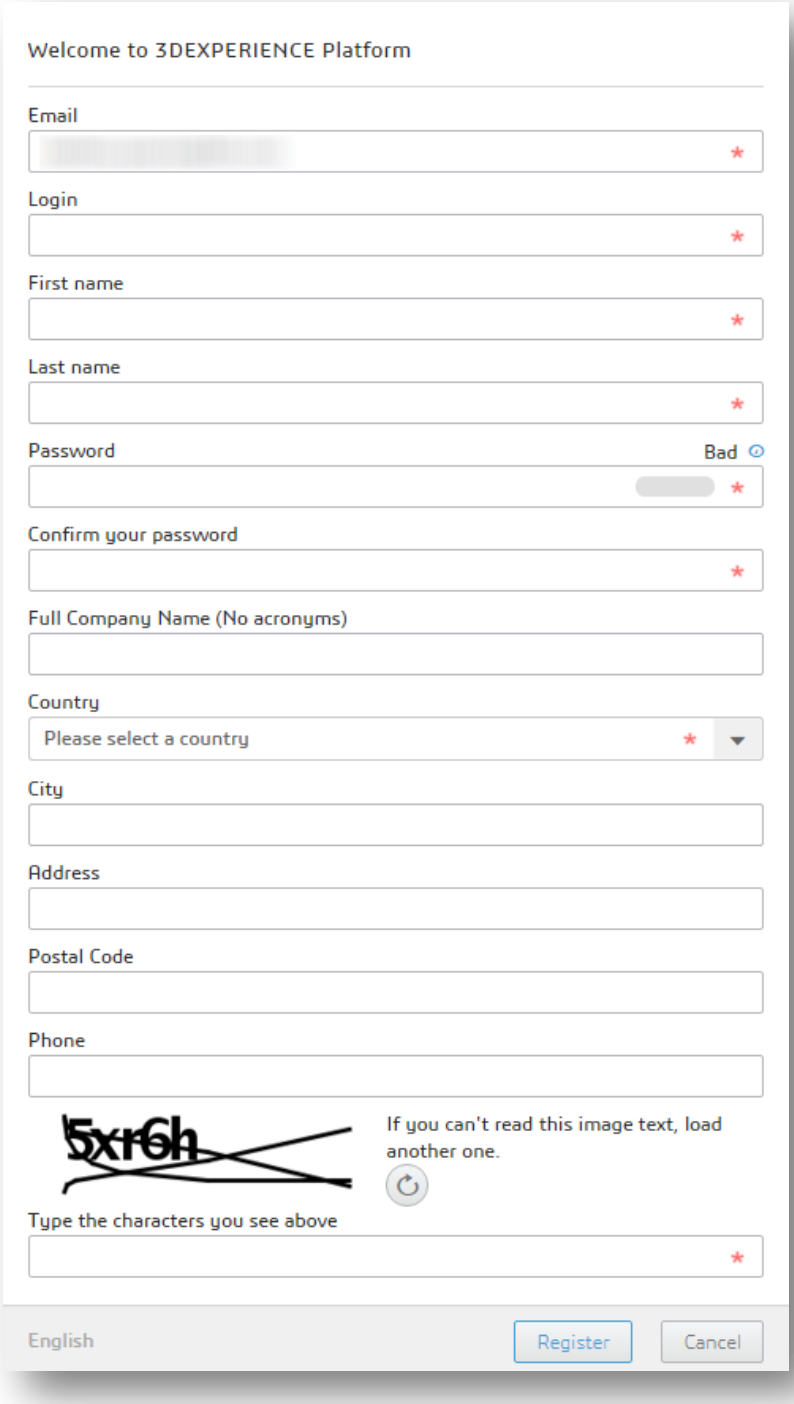
2) To start 3DPassport creation, under **Create an Account**, enter your email address and click on **Register.**

The registration form appears



3) Complete the form and click **Submit**

<u>Note:</u> We strongly invite you to put your Company Name in the dedicated field, even if the field is not compulsory.

You will receive the following notification at the end of your 3DPassport creation.

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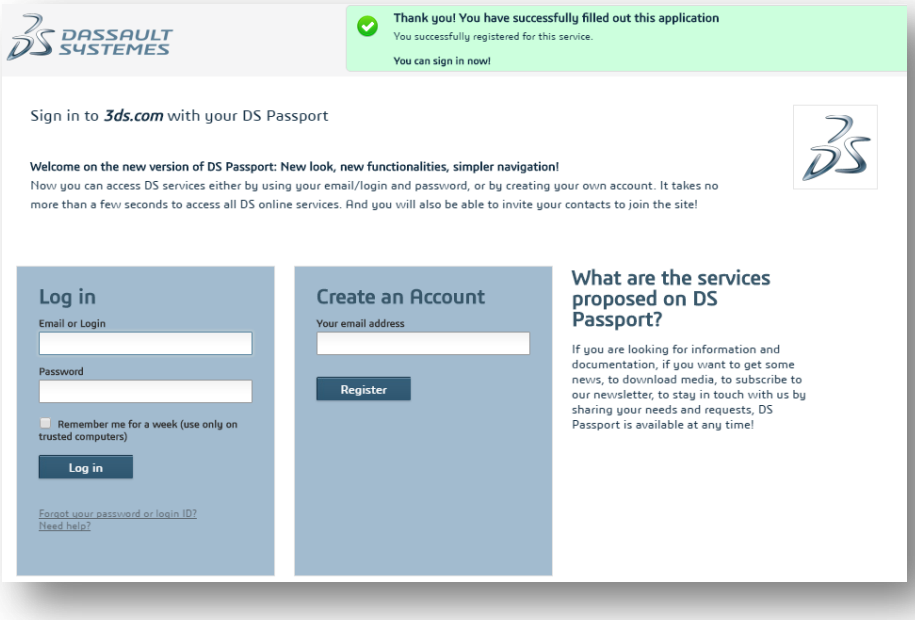

Remark

Safely keep your login information aside. You will not receive any confirmation mail after your 3DPassport creation and you will have to reuse this information:

- **for connection to the 3DEXPERIENCE platform**
- **for connection to the Cloud Support communities**

If you have created your 3DPassport from the first mail received from the platform you will be redirected to the **3D**EXPERIENCE platform at this step.

Else, we invite you to click on the link in the received mail to connect to the **3D**EXPERIENCE platform now.

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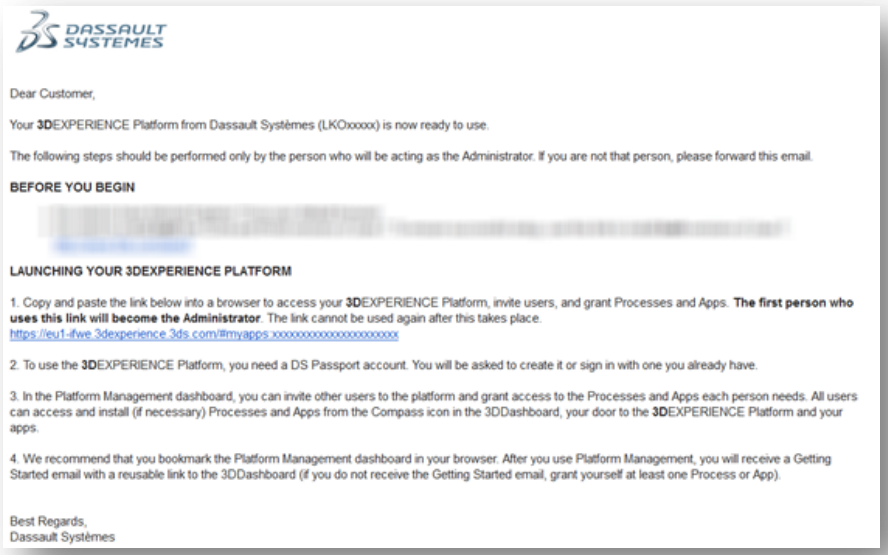
Take ownership of the platform administration

As a Main Platform Administrator, you will receive the following first email from Dassault Systèmes (or via the company customer contact).



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Dear Customer,

Your **3D**EXPERIENCE Platform from Dassault Systèmes (LKOxxxxx) is now ready to use.

The following steps should be performed only by the person who will be acting as the Administrator. If you are not that person, please forward this email.

BEFORE YOU BEGIN

LAUNCHING YOUR 3DEXPERIENCE PLATFORM

1. Copy and paste the link below into a browser to access your **3D**EXPERIENCE Platform, invite users, and grant Processes and Apps. **The first person who uses this link will become the Administrator**. The link cannot be used again after this takes place.
https://eu1-ifwe.3dexperience.3ds.com/#myapps:xxxxxxxxxxxxxxxxxxxxxx

2. To use the **3D**EXPERIENCE Platform, you need a DS Passport account. You will be asked to create it or sign in with one you already have.

3. In the Platform Management dashboard, you can invite other users to the platform and grant access to the Processes and Apps each person needs. All users can access and install (if necessary) Processes and Apps from the Compass icon in the 3DDashboard, your door to the **3D**EXPERIENCE Platform and your apps.

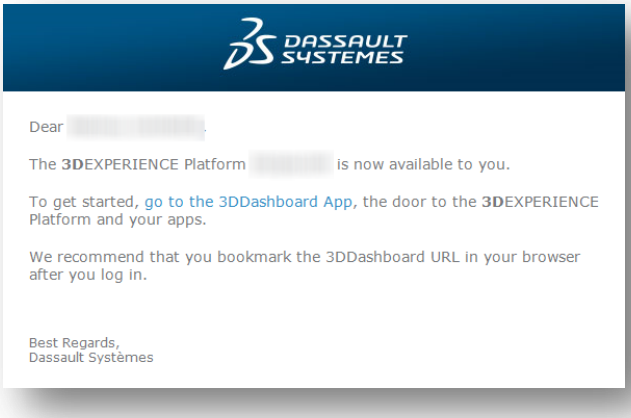
4. We recommend that you bookmark the Platform Management dashboard in your browser. After you use Platform Management, you will receive a Getting Started email with a reusable link to the 3DDashboard (if you do not receive the Getting Started email, grant yourself at least one Process or App).

Best Regards,
Dassault Systèmes

Click on the link to “appoint yourself” as the Online Application manager (also called Main Platform Administrator) and launch the process.

If the “appoint yourself” link is not reacting to your click, just copy/paste it in a new browser

You will receive a confirmation mail as follows:



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Dear [redacted].

The **3D**EXPERIENCE Platform [redacted] is now available to you.

To get started, go to the 3DDashboard App, the door to the **3D**EXPERIENCE Platform and your apps.

We recommend that you bookmark the 3DDashboard URL in your browser after you log in.

Best Regards,
Dassault Systèmes

Keep this mail aside and continue your setup

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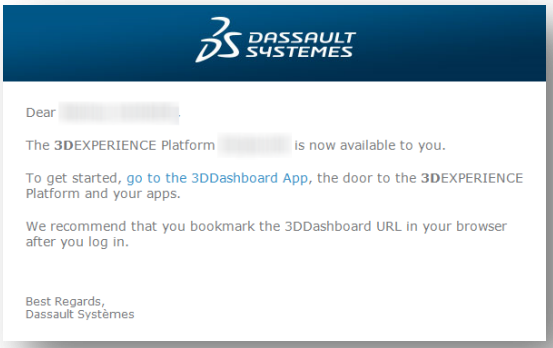
Start the **3D**EXPERIENCE platform for the first time

As seen previously on **Take ownership of the platform administration** section, once the On Cloud environment is up and running, an email is sent to you. This email contains a URL to be used by the person to be the first manager on this platform.

Click on go to the **3DDashboard Apps** and **bookmark** this page in your browser



Manage the Platform Members

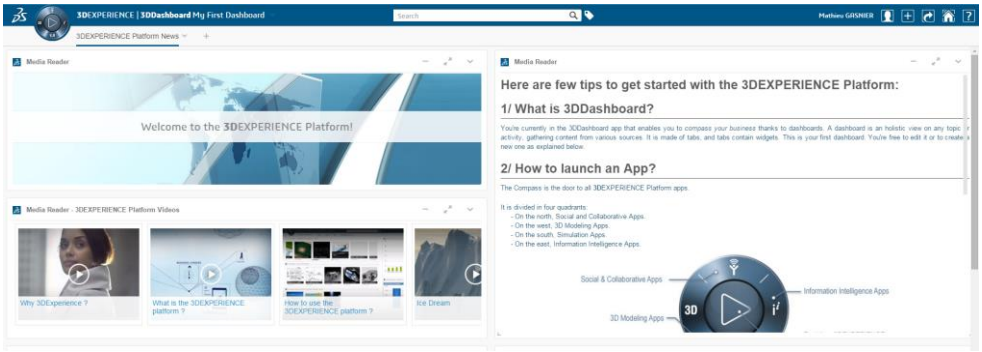
Managing Members

To know how to use the Members Management widget and learn all details on how to give Member access to the platform, go to the Dassault Systèmes Documentation: http://media.3ds.com/support/documentation/product/R2015x/en/English/EXP3DBasicsAdminMap/exp3dbasicsadmin-m-MembersManage-sb.htm

In addition, please find below a quick step guide in order to quickly learn how to manage other Platform users:

Quick Step Guide

1) Log into the **3D**EXPERIENCE platform and access to the 3DDashboard.



2) To display the Admin dashboard role, from the Home menu, click on **Platform Manager** dashboard

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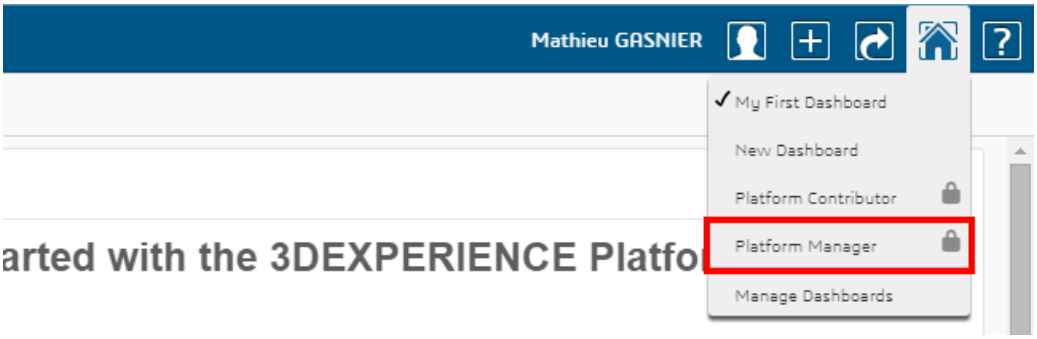
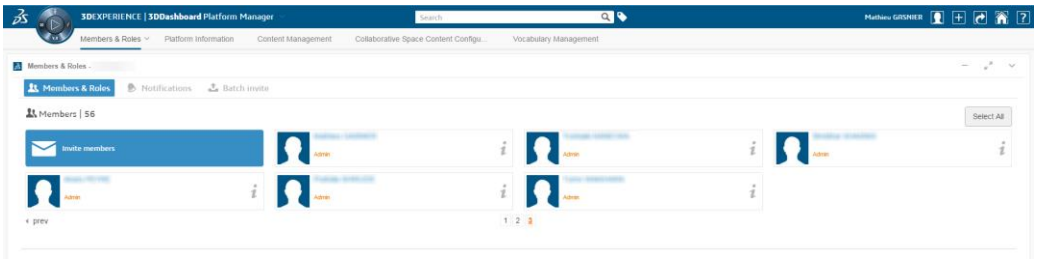
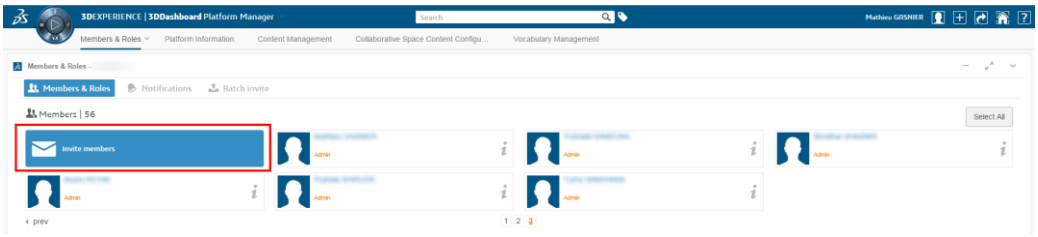
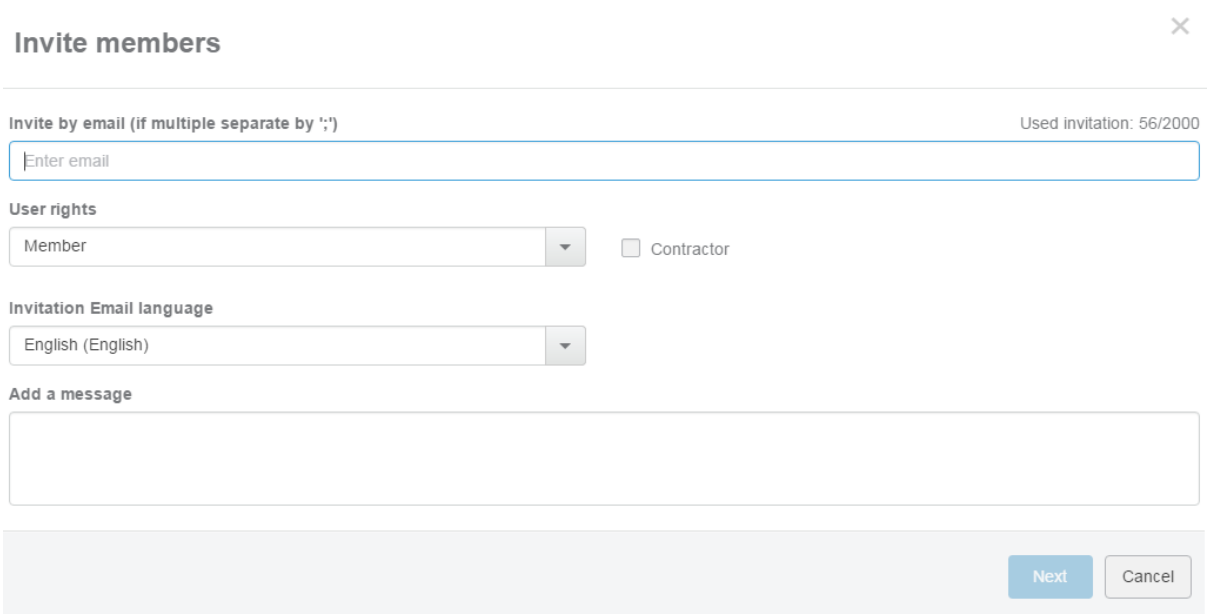


3) You access to the **Platform Admin apps**



4) Click on **Invite Member** icon, fills in the information and click on Next.





Note: To know how many remaining users you can invite to the **3D**EXPERIENCE platform, check this information available in the “Invite member” tab

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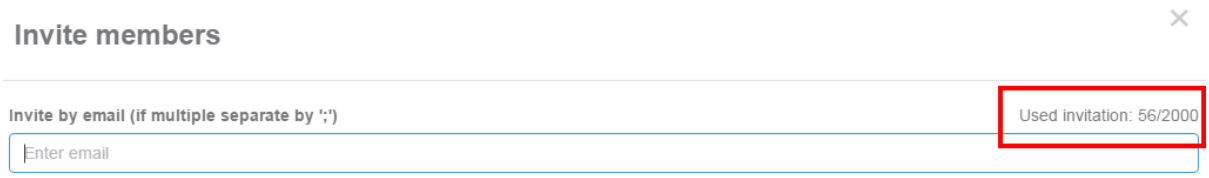
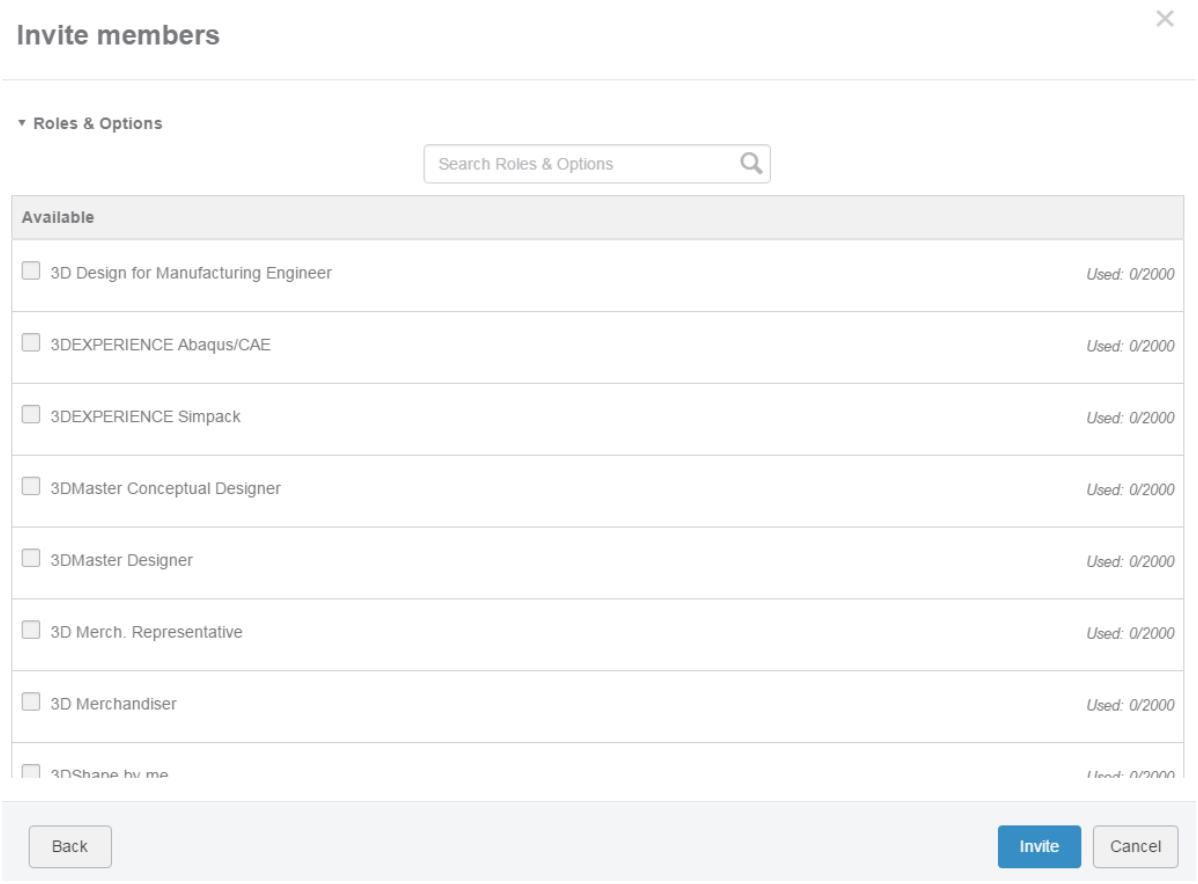


5) If you want you can provide a Role and Options to the invited user(s) at this step



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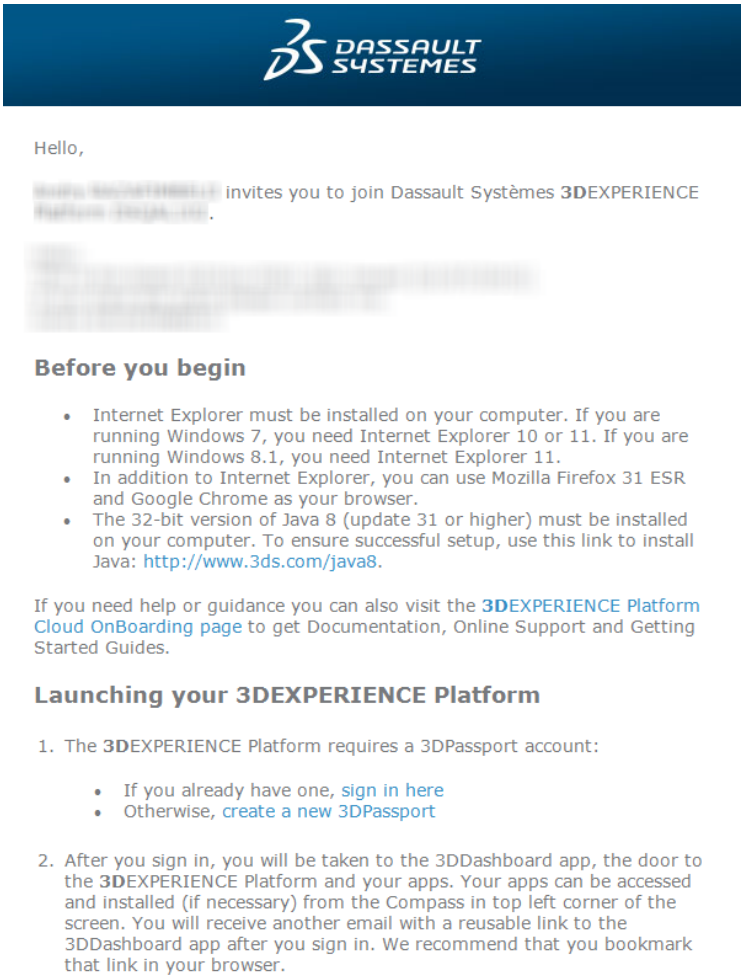
6) The **3D**EXPERIENCE platform management app sends an email to the user.



Hello,

[redacted] invites you to join Dassault Systèmes **3D**EXPERIENCE [redacted].

[redacted]

Before you begin

- Internet Explorer must be installed on your computer. If you are running Windows 7, you need Internet Explorer 10 or 11. If you are running Windows 8.1, you need Internet Explorer 11.
- In addition to Internet Explorer, you can use Mozilla Firefox 31 ESR and Google Chrome as your browser.
- The 32-bit version of Java 8 (update 31 or higher) must be installed on your computer. To ensure successful setup, use this link to install Java: http://www.3ds.com/java8.

If you need help or guidance you can also visit the **3D**EXPERIENCE Platform Cloud OnBoarding page to get Documentation, Online Support and Getting Started Guides.

Launching your 3DEXPERIENCE Platform

1. The **3D**EXPERIENCE Platform requires a 3DPassport account:
   - If you already have one, sign in here
   - Otherwise, create a new 3DPassport
2. After you sign in, you will be taken to the 3DDashboard app, the door to the **3D**EXPERIENCE Platform and your apps. Your apps can be accessed and installed (if necessary) from the Compass in top left corner of the screen. You will receive another email with a reusable link to the 3DDashboard app after you sign in. We recommend that you bookmark that link in your browser.

The status is **Pending** until he/she accepts the invitation.

Granting Roles to one or several members

Below the **Members & Roles widget**, you can find the **Roles & Options panel,**

1) Select the available Role(s) that you want to grant to the user(s) and the user(s) to whom you want to provide this (those) roles (or the opposite ways)

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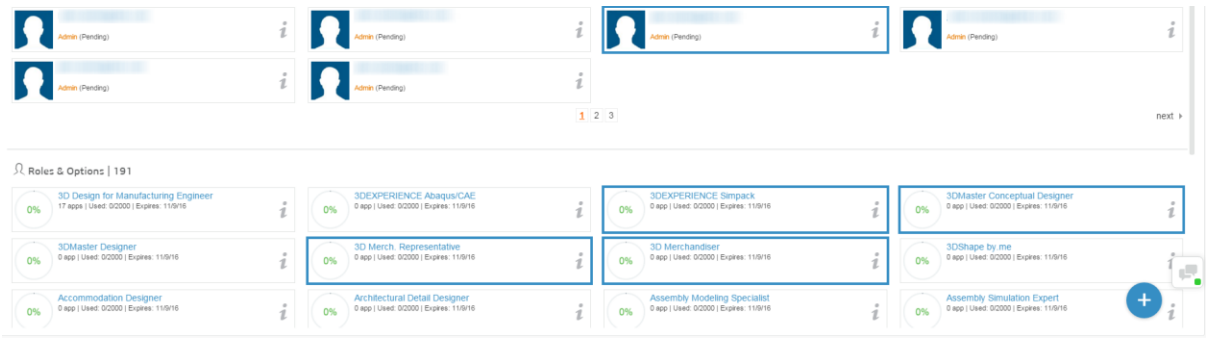
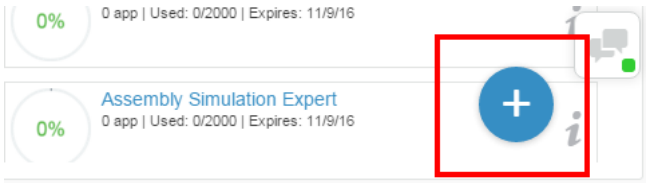
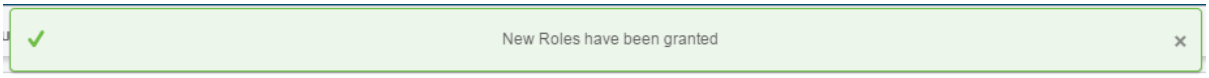


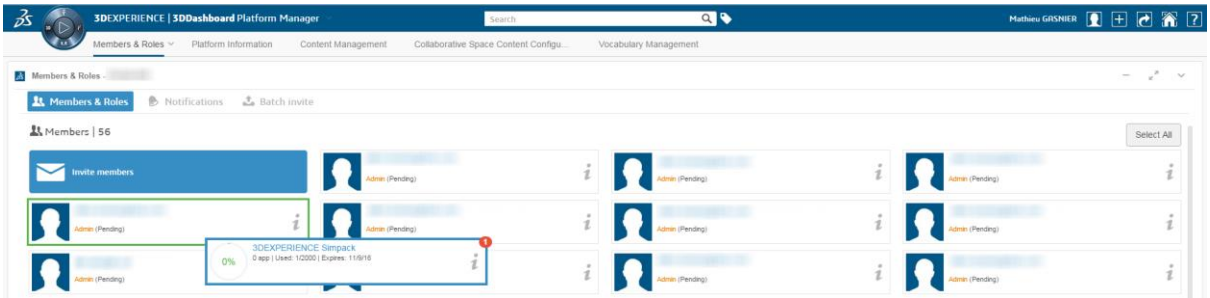
And click on **Assign button**



When done, the system sends the member an email to inform him that he has access to **new role(s)**.



Note: to grant a role to a single member, you can also use the function drag-and-drop. For this, drag the role to the member or the contrary.



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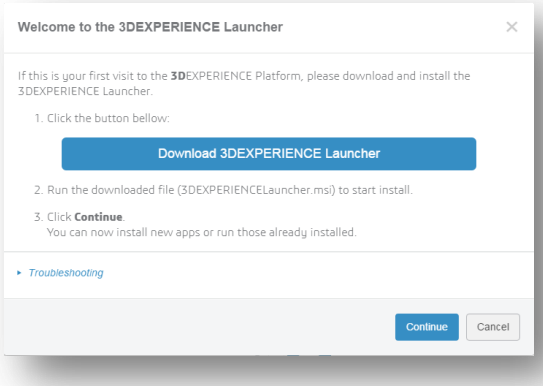
Native Apps installation

The actions described in the native apps installation have to be performed as Windows System Administrator. Please ensure that you have the admin rights or that you contact your system administrator to prepare your computer to connect to the 3DEXPERIENCE platform.

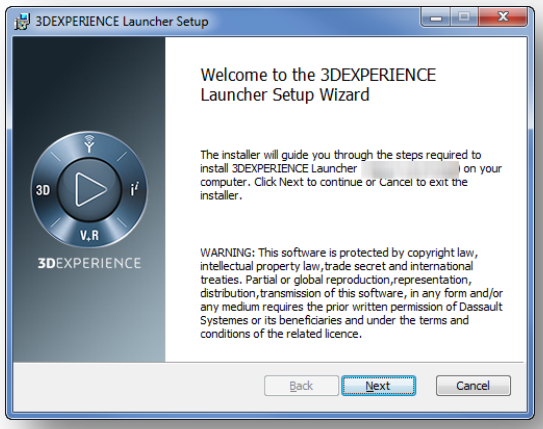
Install the **3D**EXPERIENCE Launcher

A Native Apps installation tool is required with **3D**EXPERIENCE platform R2016x: The **3D**EXPERIENCE Launcher.

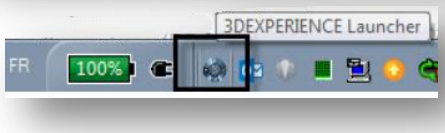
A pop up window to download **3D**EXPERIENCE Launcher installer will appear after clicking your rich app from the IFWE Compass if the **3D**EXPERIENCE Launcher is not already installed on your computer.



After downloading it, you will need to run the **3D**EXPERIENCE Launcher msi installer.



At the end of the installation the service will start and an icon will appear in the system tray



Refresh your browser page before starting the Native Apps Installation process (type F5 on your keyboard).

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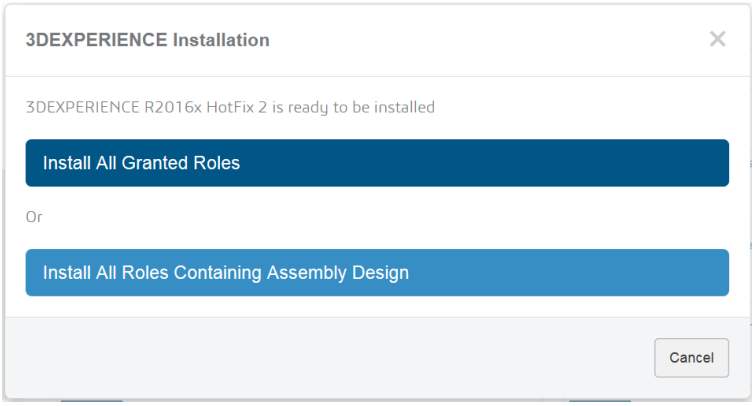
Network Configuration Check

To run correctly, the **3D**EXPERIENCE Launcher needs to be able to talk to other **3D**EXPERIENCE Platform services locally on the machine. A wrong network proxy server setup can interfere if inaccurately configured.
Please make sure or ensure with your IT network administrator that, if you have a proxy, it is accurately setup to authorize local communications (See troubleshooting section for more information).

Rich Apps Installation

*Before you begin, to save space on your computer and secure the next installation steps, you may uninstall **3D**EXPERIENCE R2015x rich client application code from your computer. For uninstall information please refers to troubleshooting installation section.*

After the **3D**EXPERIENCE Launcher installation completion, the Native Apps installation process will start while clicking on any Native Apps icon.



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Getting help on the Online Support Communities

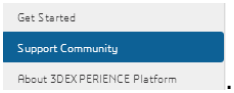
You are now ready to go run the **3D**EXPERIENCE platform R2016x on Cloud. But before that, we invite you to complete this last setup step.

To support you during the **3D**EXPERIENCE platform R2016x on Cloud program, we deployed cloud communities allowing you to share and receive some knowledge, ask your questions, and even submit us your support requests.

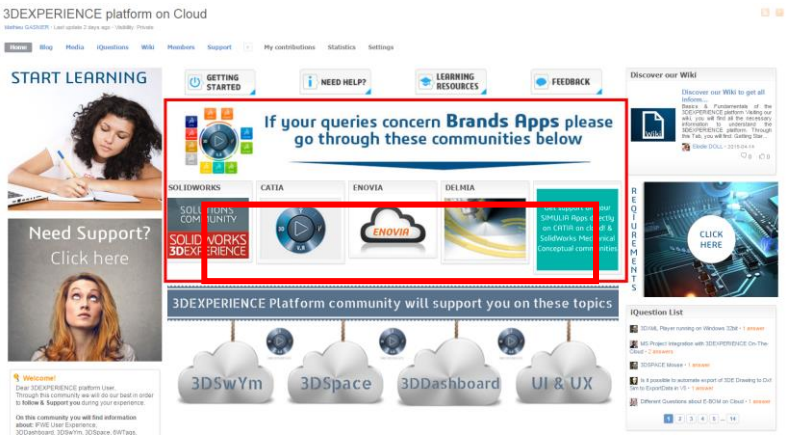
Access to the Online Support Community from the **3D**EXPERIENCE platform

As a cloud customer of the **3D**EXPERIENCE platform, you can have access to the official community of the **3D**EXPERIENCE platform: the **3D**EXPERIENCE platform on Cloud Community. You will find resources, trainings and news related to the **3D**EXPERIENCE platform*.

**The Support Cloud team will also publish on this community the Platform Scheduled Maintenances and the Platform status information. We will strongly advise you to follow the blog feed in order to be alerted of unexpected services interruption.*

Directly from the **3D**EXPERIENCE platform, you have a direct access to the Support community. In the *Services menu* , click on the *Help icon* and click on *Support Community*  . You will be redirected to the **3D**EXPERIENCE platform on Cloud community.

When you are on the **3D**EXPERIENCE platform on Cloud community, you can access the brand cloud communities you are a member of, by clicking on these thumbnails bellow.



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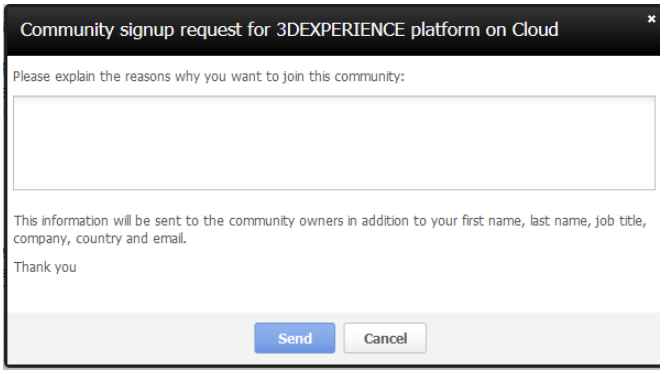
Important notice

New **3D**EXPERIENCE platform members or members who have been granted new roles are regularly added to the Online Support Communities. However, because it is not an automatic process, you may need to request the access to the community. If so, mention in the request form that you are a user of the **3D**EXPERIENCE platform and we will grant you the access.



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Troubleshooting

3DEXPERIENCE Launcher

Possible issues that could prevent 3DEXPERIENCE Launcher from working

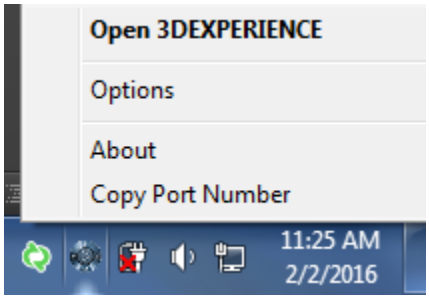
A- The 3DEXPERIENCE Launcher was not installed

Check if you see this icon in the Windows system tray:

If you don't see it, this means that the **3D**EXPERIENCE Launcher was not installed. Check that you have run the **3D**EXPERIENCE Launcher msi installer after having downloaded it.

B- The 3DEXPERIENCE Launcher is not running

To check if **3D**EXPERIENCE Launcher is running, right click **3D**EXPERIENCE Launcher icon in the Windows system tray and click **About**:



There will be a balloon saying if **3D**EXPERIENCE Launcher is running or not. Example:

If it is not running, you have to open a command prompt and launch services.msc. Then start **3D**EXPERIENCE Launcher service:

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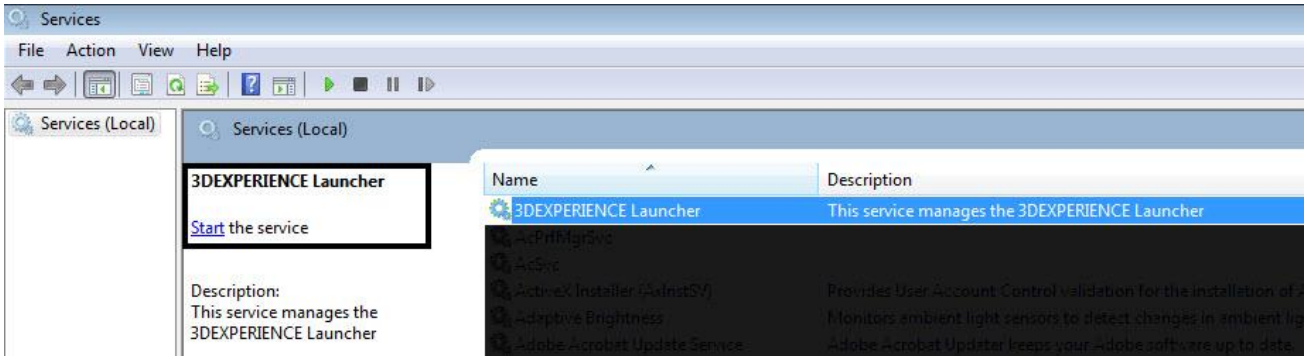
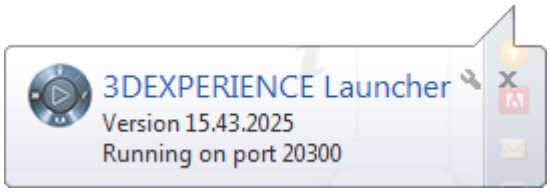


C- Firewall or anti-virus software may be blocking the 3DEXPERIENCE Launcher

Right click **3D**EXPERIENCE Launcher icon in the Windows system tray and click “About”. You will see the port number being used. Example:



Check that your firewall/antivirus doesn't block the port number.

D- The proxy may be blocking the 3DEXPERIENCE Launcher

3DEXPERIENCE Launcher is installed and running. When user selects an app, there is a popup window to install the **3D**EXPERIENCE Launcher. When user clicks to continue, after a few seconds, the same popup appears.

The issue might be on customer’s proxy configuration. The customer’s proxy configuration does redirect all requests to the proxy even if it’s bound to loopback addresses (127.0.0.1 / ::1). There is a work around by adding an exception “dslauncher.3ds.com” on browser setting. A permanent fix consists to configure the user's proxy server correctly.

In Google Chrome

1- Go in Chrome **Settings**, in the **Network** paragraph click on **Change proxy settings**..

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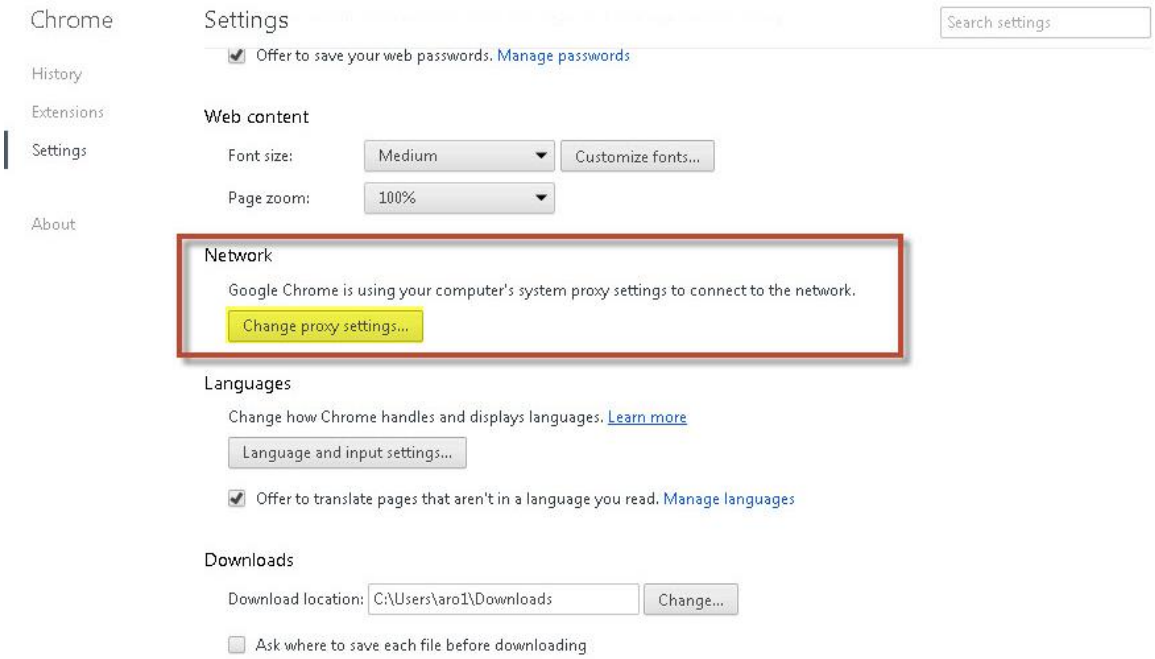
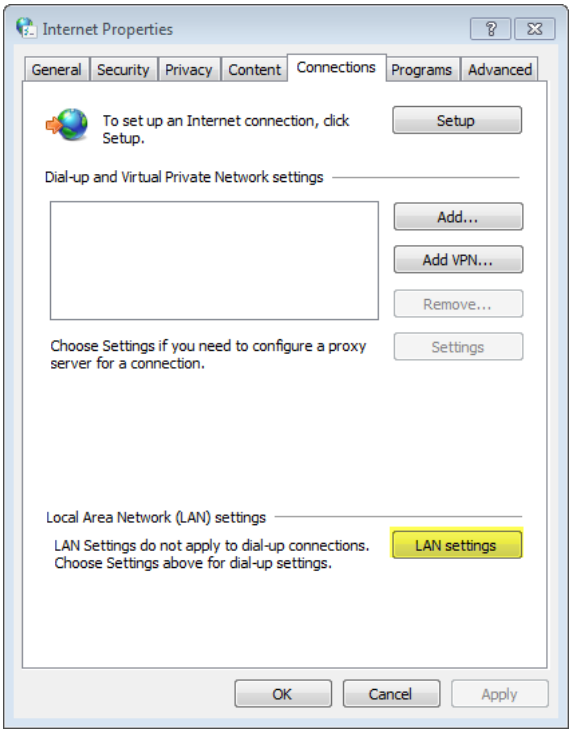


2- In **Connections** tab click on **LAN settings** button



3- In the Local Area Network Settings, Check **Use a proxy server for your LAN** and **Bypass proxy server for local addresses**. Then click on **Advanced** button.

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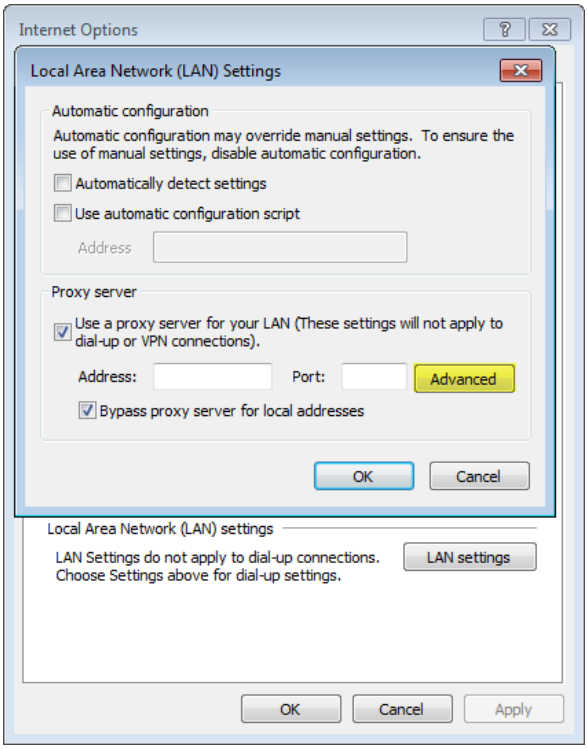
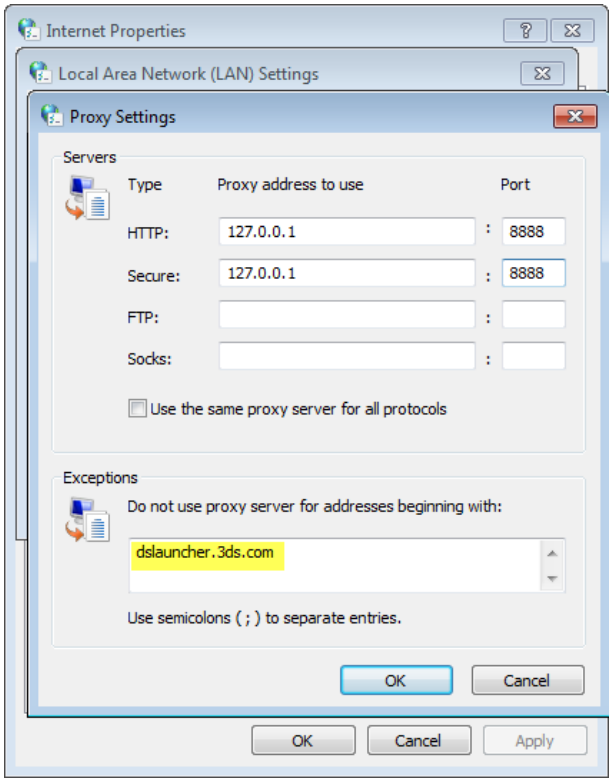


4- In the Proxy Settings windows, add in the **Exceptions** field the address "**dslauncher.3ds.com**". Use semicolon (;) to separate entries.



In Internet Explorer

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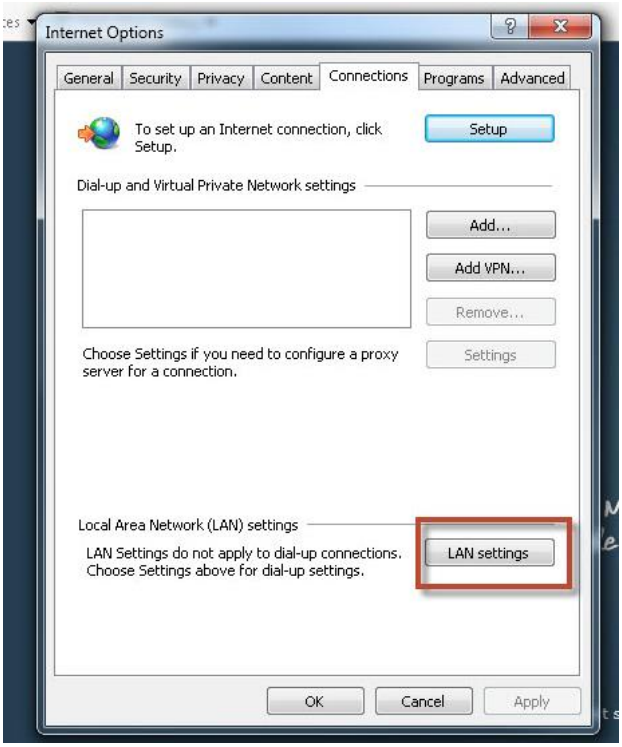
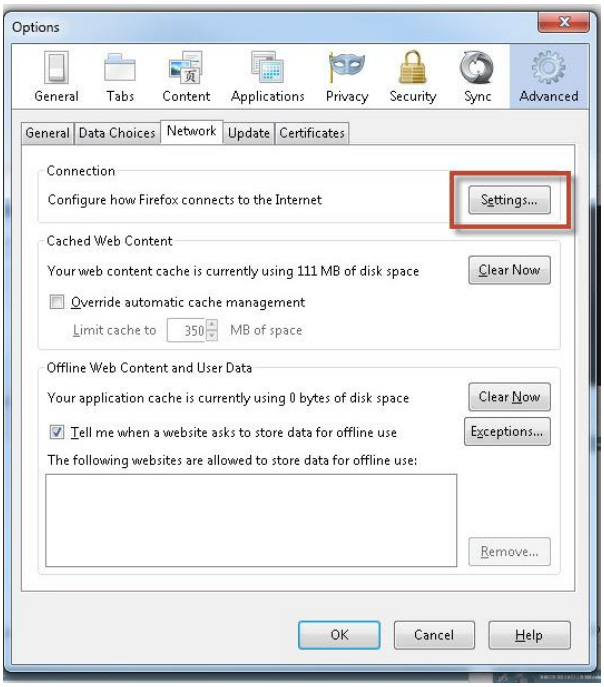
1-Go in Internet Explorer options: **Tools>Internet Options**. In **Connections** tab, **Local Area Network(LAN)Settings** click on **LAN settings** button.



2- As Chrome open Internet Explorer settings, next step is similar to step 3-4 from Chrome proxy configuration above.

In Mozilla Firefox

1- Go on Firefox Options in **Tools>Options** in **Network** tab, **Connection** paragraph click on **Settings** button



2- In Connection Settings windows choose **Use system proxy settings**

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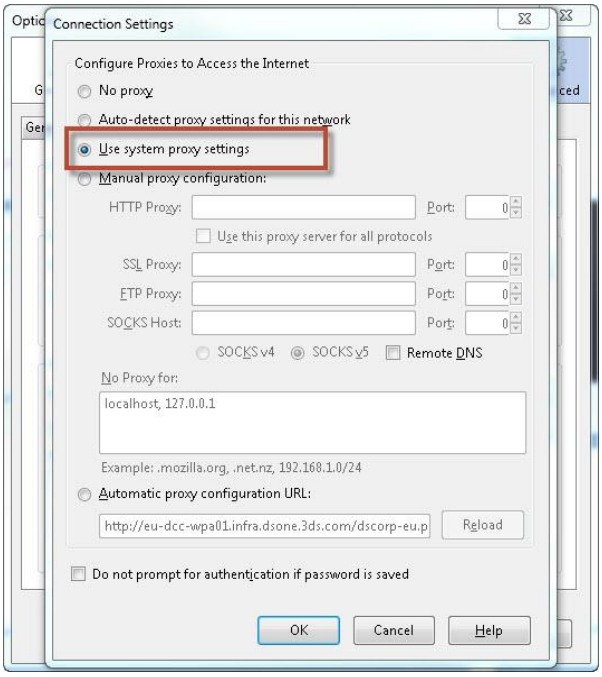


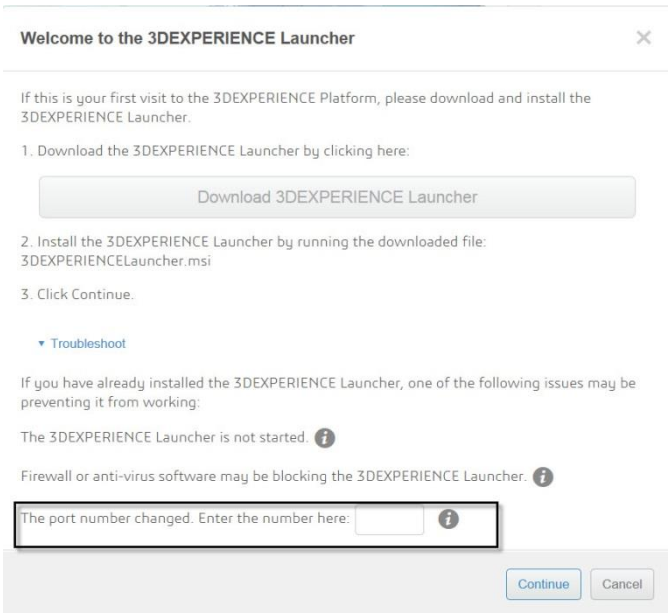
Note: It is recommended to set Chrome or Internet Explorer configuration before setting Mozilla Firefox.

Click on OK to validate settings modifications for each browser.

E- The port number changed

During the installation, the 3 defaults port numbers were in use and the installer has been forced to choose a random one.

If the port number used by the **3D**EXPERIENCE Launcher is not among: 20300, 33200, 40600 then enter the port number in the Troubleshoot panel:



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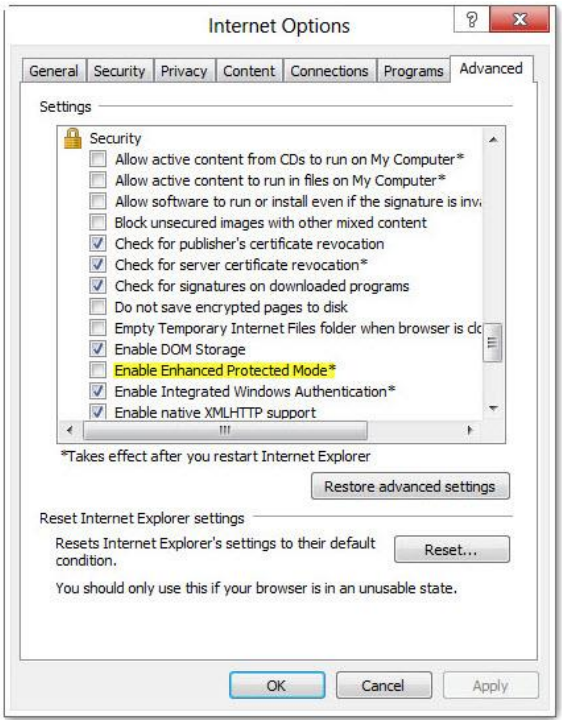
F- Internet Explorer settings

If you are using Internet Explorer 11 on Windows 8, make sure that the “Enable Enhanced Protected Mode” option is deactivated. To do this, you can go to Internet Options, Advanced tab:



Still not working? Open a Service Request with 3DEXPERIENCE Launcher logs

If after these steps, you still face an issue, open a Service Request to support with **3D**EXPERIENCE Launcher logs which can be found in this folder in R2016x:
C:\ProgramData\DassaultSystemes\3DEXPERIENCELauncher\logs

If there is nothing in **3D**EXPERIENCE Launcher logs, Dassault Systèmes Support will need msi traces. For this, please refer to QA00000035710

MSI file installation failure:

MSI file type is used to install the 3DEXPERIENCE Launcher.

This file may encounter installation failure and file corruption. So trace of the MSI installation needs to be generated for analysis.

Trace setup:

Inside a command window (cmd), type the following sentence:

msiexec /i "**the_directory_where_you_have_downloaded_the_msi**>\3DExperienceLauncher.msi" /L*v c:\temp\installlog.txt

Change the highlighted sentence by your own directory

Then get the traces generated inside c:\temp\installlog.txt

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What is a MSI file?

Files that contain the .msi file extension store installer files for the Microsoft Windows operating system.
When a user installs a Microsoft application onto his computer, the software uses a Windows Installer package to install the software onto their hard drive. The MSI file is what tells the computer which files to install and where to install the files on the user's system.

The MSI file format is actually structured like a miniature database that is laid out in a structured storage file.

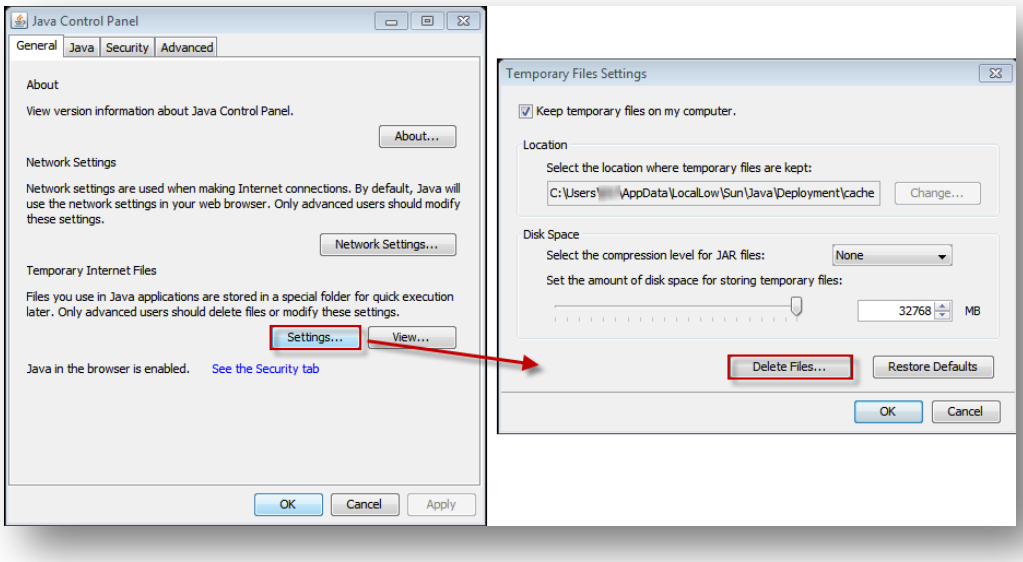
Application launch and use

In case that you experience issues while using the application please consider the following steps:

Empty the working cache– Make sure to empty all Browser/Java cache, CATTemp and CATSettings before launching new setup

Browser / Java Cache:

Clear the Cache using the Java Control Panel available from Windows Control Panel >Java



For all other problems

If, despite all previously provided troubleshooting, you are still facing issues, we propose you to go forward in your troubleshooting experience through the following support experiences.

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1) You can first consult our Dassault Systèmes Knowledge Base and cloud support resources.

Either from our Cloud Support Communities:

https://swym.3ds.com/#community:715

Or directly from our knowledge base

http://www.3ds.com/support/knowledge base

Our Cloud Support Communities and Knowledge Base contains contents such as Q&A, Bug Reports, Documentation references, White Papers that may answer your questions.

Most of the troubleshooting information provided in previous paragraph has been extracted from this support resource.

Also from the Cloud Support Communities you will be able to ask your questions to your peers and share with others your own knowledge.

If you don't find your answers navigating through the shared knowledge, you can report us a problem description and it will be handled by our Support teams.

2) You can also contact your Dassault Systèmes Support Center

Bandwidth and Latency considerations

When receiving a Service Request, DS will determine if this is due to an issue specific to network round trip latency or available bandwidth between Customer's location of access of the DS Offering and DS's data center. If the round trip latency is above one hundred twenty (120) milliseconds, and/or if the available bandwidth is below two (2) MBytes/sec, DS reserves the right not to provide Support Services.

Such round trip latency / bandwidth tests shall be performed following the procedure described here.

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