



Windchill Customer
2022

WELCOME TO
PDSVISION

PDSVISION PROFESSIONAL SUPPORT

PDSVISION

HOW DO I RECEIVE HELP?



Check the PTC Knowledge Base & our Support Portal

- Search for common issues, instructions, best practice, guides etc.



Log a Support Case

- Describe the issue thoroughly
- Provide step-by-step instructions to reproduce the issue
- Provide the error message as it is received
- Attach print screens



If the issue is critical - **call us**

- Please try to restrict calls to *critical issues* so that you can reach us fast when you really need to*.

For Critical Issues

pdsvision.com/create-support-case



*Go to pdsvision.com/create-support-case and select region to find regional support phone numbers.

STANDARD SUPPORT - *Included in maintenance & subscription package*

Ensure that the software works to specification

Direct support during normal business hours

Access to latest software versions

License management

Help to investigate issues & crashes

Access to knowledge base portals

Note!

*Support requests of the following kind **is not included in Standard Support***

- Rework and or Modification of customers data
- Methodology & Training requests
- Customization & Configurations
- Customer specific Addons & customizations
- PDSVISION will **only** store **VPN** or **connection settings** for customers that are active on:
 - myPDS Servercheck
 - Cloud hosted customers

myPDS SERVERCHECK

myPDS Serverchecks are regular maintenance of you PLM environment

Recommended System **performance tuning**

Verify system **backups**

Verify Windchill **queues**

Review Windchill logs and errors

Monitor disk space usage

Verify **database** table space

Monitor CPU and memory usage

Verify **publishing** statistics

Check **SQL** queries

Check file vault **size and growth rate**

Validate file vaults and add folders

Advise on updates

Cleanup leftover workspaces

Verify replication

Check for disconnected users

Clear temporary **published files**

Clear all worker **caches**

Empty shared folders

Cleanup of system residue files

Customer **customized checks**

PDSVISION SUPPORT PORTAL

As an active PDSVISION customer you have access to our PDS Support Portal where you can find this:

KNOWLEDGE BASE

Log in to search for information to help you solve your issue or answer your question

Support Articles

- Content based on previously logged problems
- Common issues
- Quick overview of Cause and Resolution/Workaround

Guides

- PowerPoint presentations
- Installation instructions
- Best Practice

[PDSVISION
Knowledge Base](#)

[PTC
Knowledge Base](#)

LOG A SUPPORT CASE

Use the questionnaire to open a support case

- Be **thorough**
- Provide useful **information** and **print screens**
- Provide a **step-by-step description** on how to reproduce the issue
- Provide **error message** as it is prompted

Call if the issue is **urgent and critical**, such as a system down. Please try to restrict calls to **critical issues** so that you can reach us fast when you really need to.

[Create Support Case](#)

VIEW YOUR TICKETS

Log in to the Support Portal and view all the tickets that have been opened by your company

You can sort the tickets by status:

- **New** – issue received
- **In Progress** – issue is being investigated by our support
- **Waiting for customer** – support engineer is waiting for feedback from you
- **Waiting for subcall/PTC** – question has been sent to experts internally at PDS or to PTC
- **Solved** – issue has been closed

[PDSVISION Support Portal](#)

ADDITIONAL SUPPORT PRODUCTS

As an active license customer, you have access to several additional support products

Windchill Performance Advisor

The Windchill Performance Advisor, powered by PTC's own IoT solution ThingWorx, is a **dashboard** for **monitoring** and **managing** Windchill installations.

Benefits and features

- Windchill insight
- Monitor license usage
- Enables proactive issue reporting (coming)
- Proactively provide approved solutions (coming)

[Windchill Performance Advisor](#)

Creo Performance Advisor

A ThingWorx powered **Dashboard** which gives Creo customers an aggregated view on **diagnostic data** from **Creo Parametric**

Benefits and features

- Increase product development operational productivity
- Lower the cost of IT by proactively detecting performance issues
- Give the end-user direct feedback in form of articles when issues arise

[Creo Performance Advisor](#)

PTC System Monitor

The PTC System Monitor is a separate, independent, **application performance monitoring system** that is powered by Dynatrace Application Performance Management technology

Provides system administrators with state-of-the-art tools to detect, diagnose, and repair problems impacting the operational health of their PLM/ALM/SLM solution

Included in maintenance contract and does not require additional licenses

[PTC System Monitor](#)