User Manual for eService Version 8.1

Intergraph's eService Support System

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1 Introduction

This manual was created by Intergraph Support to describe the functionality of the eService Support System (thereinafter known as eService). It contains print screens of eService with the description of its correct use and functionality.

This current document applies to version 8.1 of eService.

Please note that eService functionality and appearance is subject to change without warning. Intergraph will endeavour to keep this user manual up-to-date however users should be aware this document is only valid up until the date indicated.

1.1 Accessing Intergraph's eService

Intergraph eService URL: https://esupport.intergraph.com

Intergraph Global Support Website: http://support.intergraph.com

Log a Service Request through eService:

Customers can use eService to view, track and submit new service requests to the Intergraph helpdesk.

If you do not have a user login and would like to request one, please contact the helpdesk at 1-877-822-8921 or go to http://support.intergraph.com and scroll to the bottom of the page under **How to Reach Intergraph** and submit the request there.

2 Logging in to eService

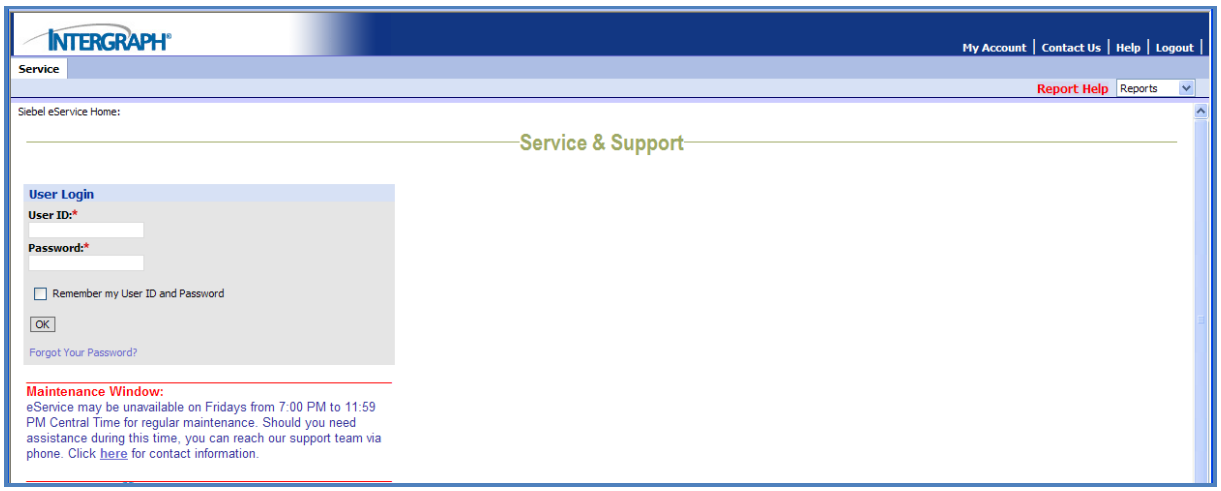


Figure 1: eService Login Page

You will be prompted for your user ID and password. Enter your user ID and password and then click **OK**.

NOTE: If you already have a user ID and password for http://support.intergraph.com to access product support, knowledge base and other online support you can use the same login credentials to access eService.

2.1 Resetting an Account Password

If you have forgotten your password or would like to reset your account, follow the "**Forgot Your Password?**" link on the eService home page. You will need to know your User ID and email address associated with your eService account.

3 eService Home

After logging in to eService the home page is displayed (Figure 2).

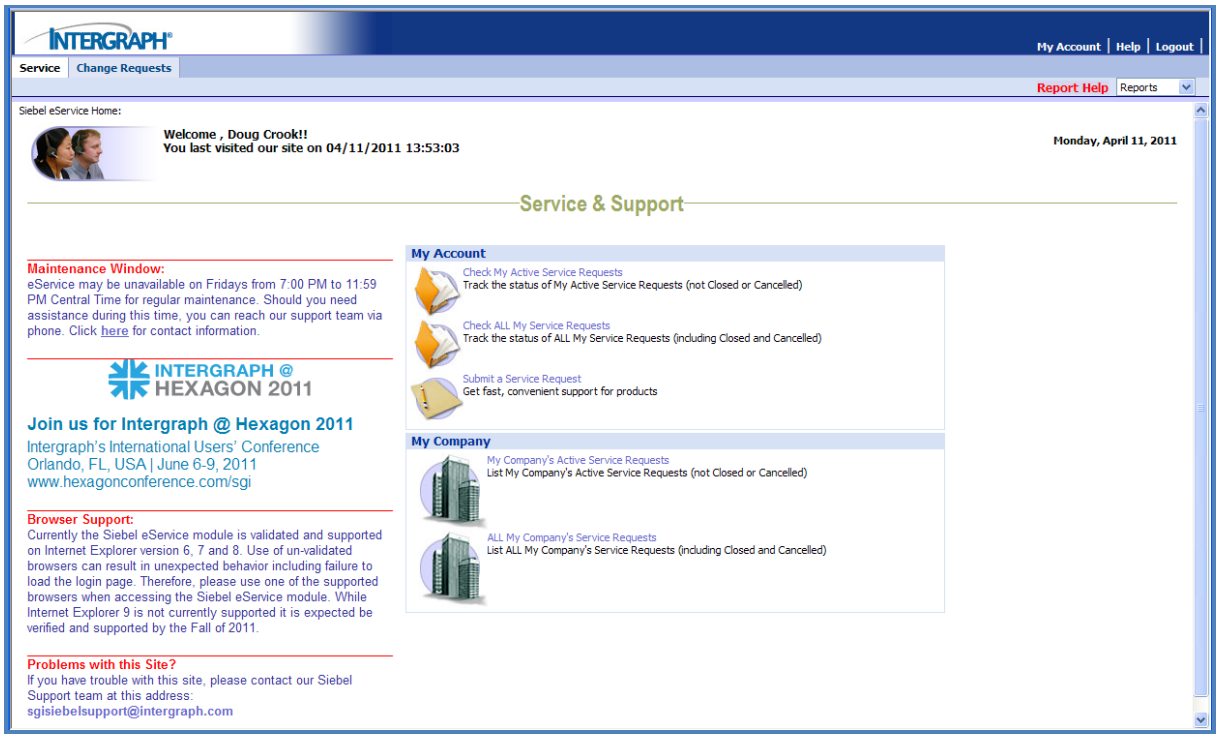


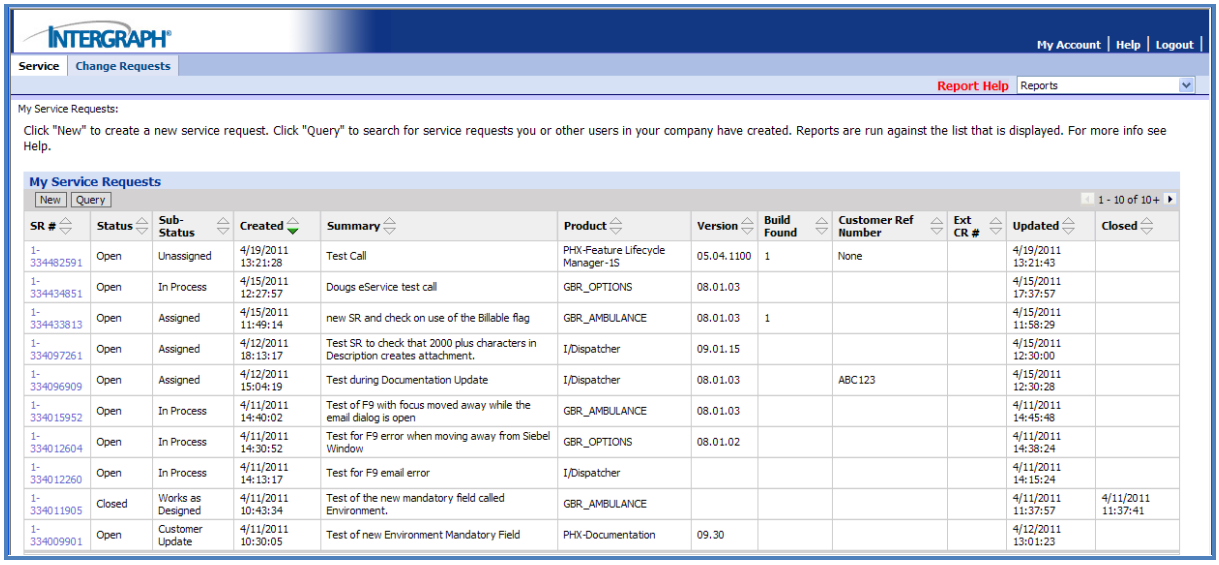
Figure 2: eService Home Page

The eService home page is broken down into several sections which cover:

- Tracking the status of active service requests you have logged
- Tracking the status of all service requests you have logged with Intergraph support
- Review your company or organisation's active service requests
- Review all of your companies or organisation's service requests logged with Intergraph support
- Submit a new service request
- Update your contact details (including changing your password)
- Search for CR-Enhancements or CR-Defects that have been generated against Intergraph products as a result of service requests you or your company has raised.

4 Viewing Your Active Service Requests

If you select the option to 'Check My Active Service Requests' you will be presented with a list of service requests that are logged against your name that are currently "Open" in our service management system.



SR #	Status	Sub-Status	Created	Summary	Product	Version	Build Found	Customer Ref Number	Ext CR #	Updated	Closed
1-334482591	Open	Unassigned	4/19/2011 13:21:28	Test Call	PHX-Feature Lifecycle Manager-1S	05.04.1100	1	None		4/19/2011 13:21:43	
1-334434851	Open	In Process	4/15/2011 12:27:57	Dougs eService test call	GBR_OPTIONS	08.01.03				4/15/2011 17:37:57	
1-334433813	Open	Assigned	4/15/2011 11:49:14	new SR and check on use of the Billable flag	GBR_AMBULANCE	08.01.03	1			4/15/2011 11:58:29	
1-334097261	Open	Assigned	4/12/2011 18:13:17	Test SR to check that 2000 plus characters in Description creates attachment.	I/Dispatcher	09.01.15				4/15/2011 12:30:00	
1-334096909	Open	Assigned	4/12/2011 15:04:19	Test during Documentation Update	I/Dispatcher	08.01.03		ABC123		4/15/2011 12:30:28	
1-334015952	Open	In Process	4/11/2011 14:40:02	Test of F9 with focus moved away while the email dialog is open	GBR_AMBULANCE	08.01.03				4/11/2011 14:45:48	
1-334012604	Open	In Process	4/11/2011 14:30:52	Test for F9 error when moving away from Siebel Window	GBR_OPTIONS	08.01.02				4/11/2011 14:38:24	
1-334012260	Open	In Process	4/11/2011 14:13:17	Test for F9 email error	I/Dispatcher					4/11/2011 14:15:24	
1-334011905	Closed	Works as Designed	4/11/2011 10:43:34	Test of the new mandatory field called Environment.	GBR_AMBULANCE					4/11/2011 11:37:57	4/11/2011 11:37:41
1-334009901	Open	Customer Update	4/11/2011 10:30:05	Test of new Environment Mandatory Field	PHX-Documentation	09.30				4/12/2011 13:01:23	

Figure 3: My Active Service Requests View

4.1 Filtering Your Active Service Requests

If you have a large number of service requests currently open in our service management system you can use the 'Query' button to filter the list by any of the available fields (Figure 4).

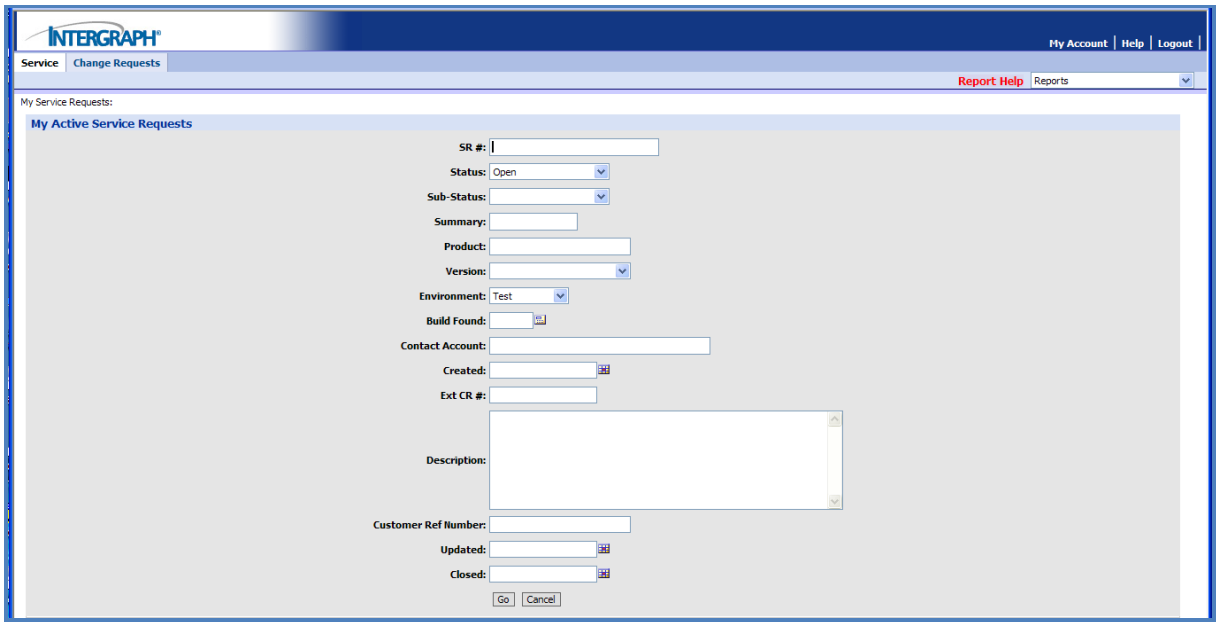


Figure 4: Service Request Query View

You can filter your service requests by Product, Environment or look for service requests which have a particular Sub-Status.

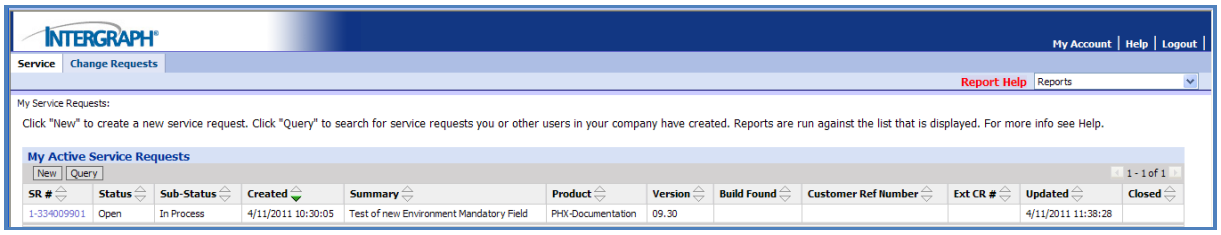


Figure 5: Filtered Service Requests

4.2 Viewing Service Request Details

To view more information about a particular service request click on the service request reference number under the **SR #** column to access more details.

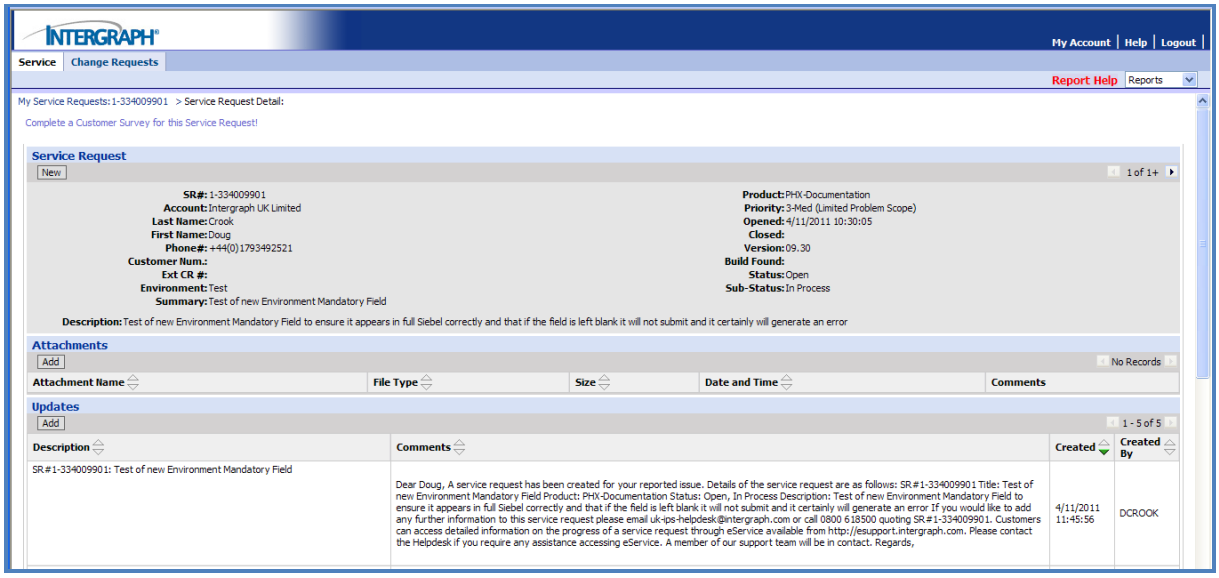


Figure 6: Service Request Detailed View

Note in Figure 7 the Description Field has more than a single line of text and so has a Scroll Bar provided automatically.

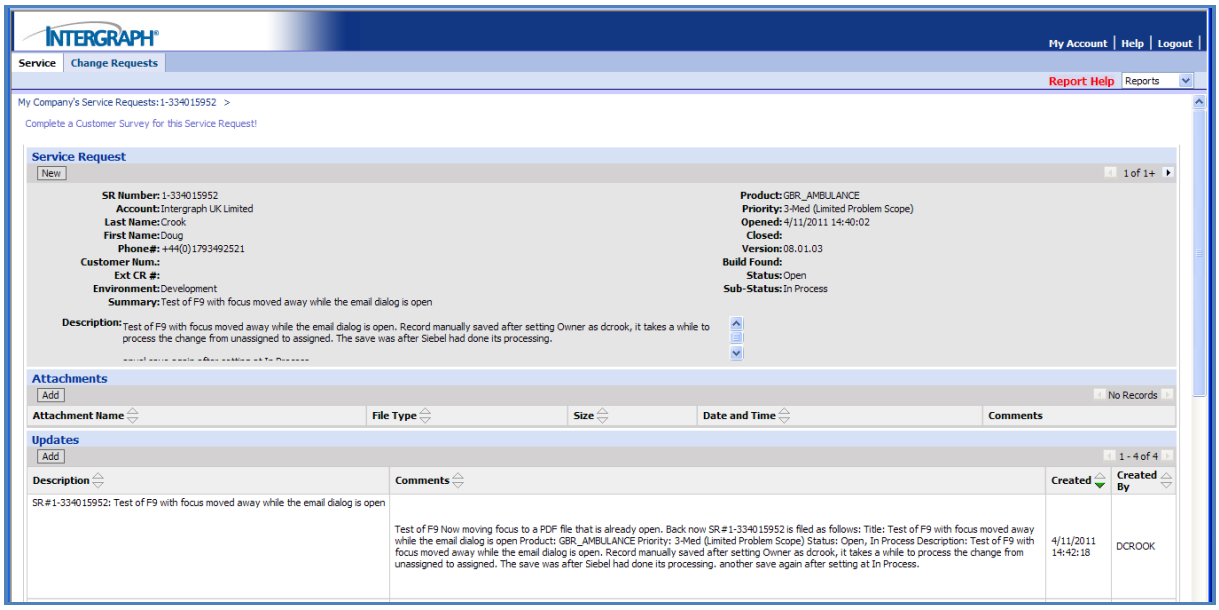


Figure 7: Service Request Detail Multi Line View

The service request details page has a number of sections which include:

- **Service Request** – This section contains information about the issue reported and which product it is recorded against. Other information includes:
  - Current Status and Sub-Status of the Service Request
  - Priority of the Service Request
  - Date and time stamps for when the Service Request was Opened and Closed

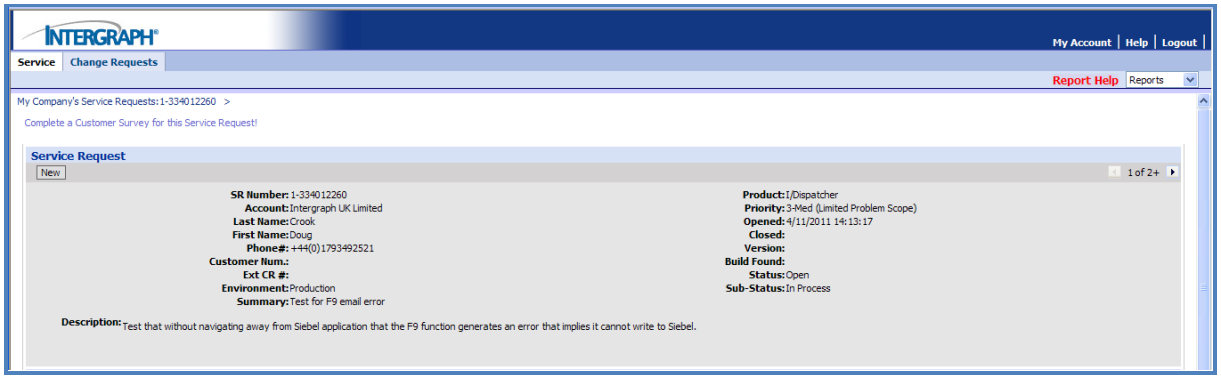


Figure 8: Service Request Header Section

- **Attachments** – This section allows you to submit files that relate to the issue you are reporting. These may be log files, screenshots of error messages or example datasets.
  - Click the **Add** button to browse for the particular file on your system to upload and (optionally) add a comment for the file to aid our support analysts before selecting **Submit** to upload the file.

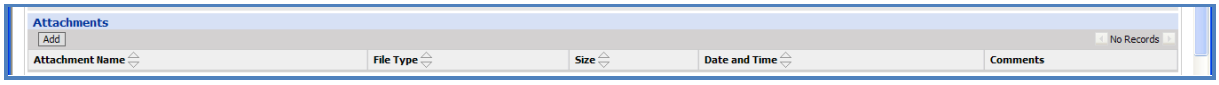


Figure 9: Service Request Attachments

- **Updates -** This section lists all the activities that have occurred in relation to the service request. Service request activities can include:
  - Record / Copy of any communication (phone or email)
  - Copies of email messages generated by the Service Management System
  - Status Changes / Updates
  - Notifications of additional information being added to the service request (product version, CR reference number)

Updates

Add

1 - 5 of 5

Description	Comments	Created	Created By
SR#1-333572201: Test SR raised for CR Patch Process	Test SR#1-333572201 is filed as follows: Title: Test SR raised for CR Patch Process Product: Intergraph MasterMap Pack Priority: 3-Med (Limited Problem Scope) Status: CR - Defect, CR - Filed Description: Test SR raised for CR Patch Process	2/14/2011 15:21:27	CBERTRAM

Figure 10: Service Request Updates Section

- **Change Request (CR) -** If the service request issue was identified to either be a defect or enhancement to an Intergraph product the relevant change request report will be generated and related to the service request so that the customer can receive updates on the progress of the CR.

Change Requests

1 - 1 of 1

CR #	Date Opened	Product	Status	Summary
1-5ILLZ7	2/11/2011 09:29:24	Intergraph MasterMap Pack	Closed	Test Patch CR

Figure 11: Service Request Change Request Section

5 Creating a New Service Request

Select the **New** button from the Active Service Requests screen to submit a new service request to the Helpdesk.

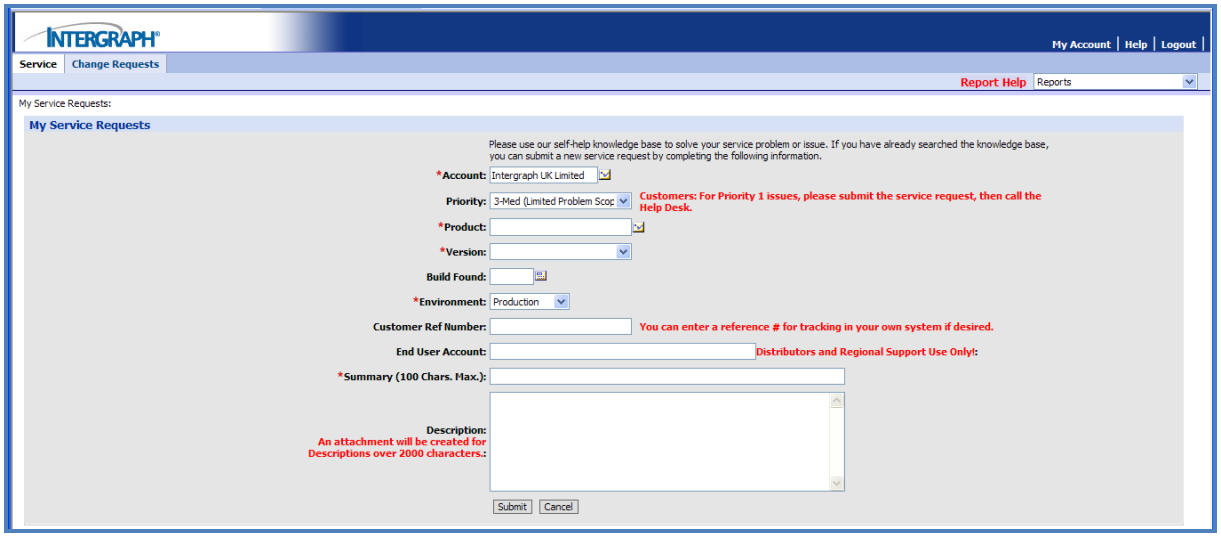


Figure 12: New Service Request View

Account (Required Field)

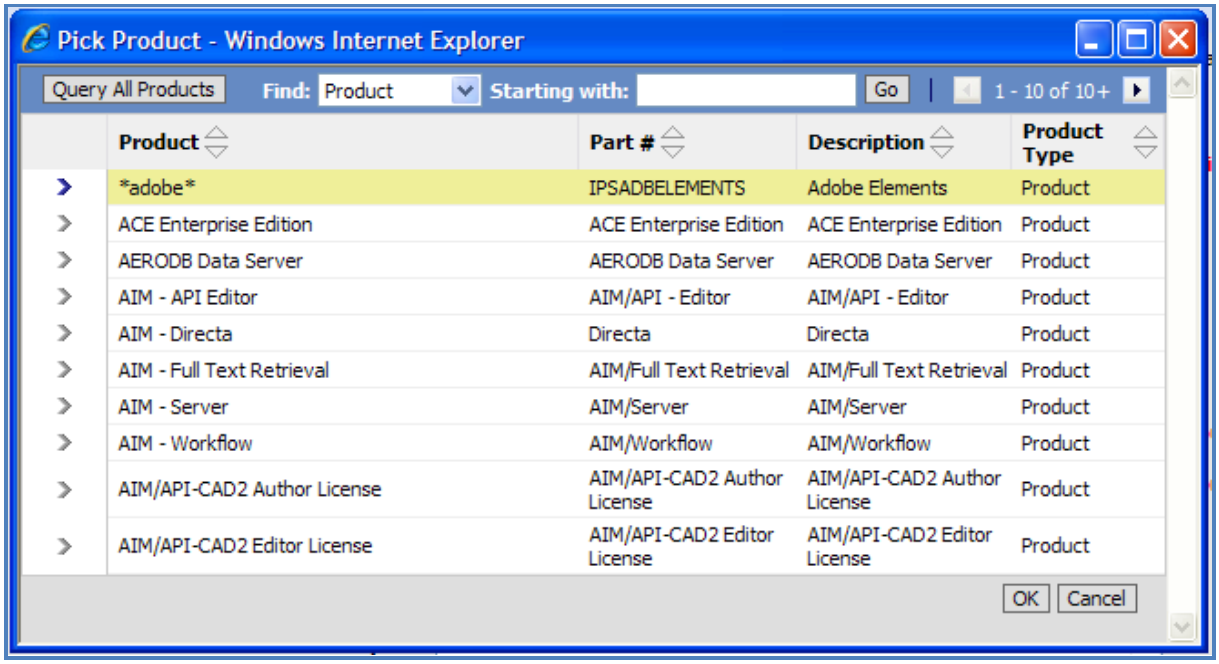
The account field will be automatically populated with the relevant software maintenance account you are associated with.

Priority (Required Field)

Select the priority of the issue you are reporting. A brief description for each priority is given on the drop down menu. For a priority **1** issue please submit a service request and then call the support helpdesk.

Product (Required Field)

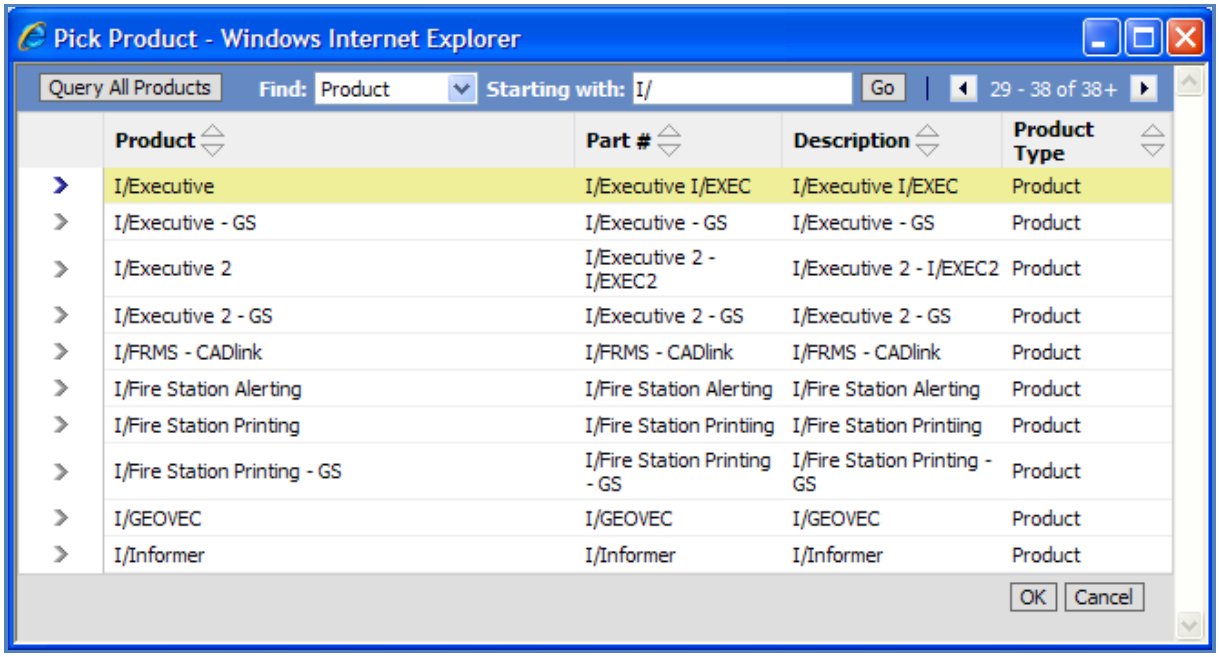
Select the Product button to open a new window to browse for the product you want the issue logged against. The Pick Product window allows you to search by product name, part #, description or product type.



Product	Part #	Description	Product Type
adobe	IPSADBELEMENTS	Adobe Elements	Product
ACE Enterprise Edition	ACE Enterprise Edition	ACE Enterprise Edition	Product
AERODB Data Server	AERODB Data Server	AERODB Data Server	Product
AIM - API Editor	AIM/API - Editor	AIM/API - Editor	Product
AIM - Directa	Directa	Directa	Product
AIM - Full Text Retrieval	AIM/Full Text Retrieval	AIM/Full Text Retrieval	Product
AIM - Server	AIM/Server	AIM/Server	Product
AIM - Workflow	AIM/Workflow	AIM/Workflow	Product
AIM/API-CAD2 Author License	AIM/API-CAD2 Author License	AIM/API-CAD2 Author License	Product
AIM/API-CAD2 Editor License	AIM/API-CAD2 Editor License	AIM/API-CAD2 Editor License	Product

Figure 13: Product Pick List

Alternatively enter the starting characters of the Product "**I/**" for example and then tab to activate the query producing a reduced list to choose from.



Product	Part #	Description	Product Type
I/Executive	I/Executive I/EXEC	I/Executive I/EXEC	Product
I/Executive - GS	I/Executive - GS	I/Executive - GS	Product
I/Executive 2	I/Executive 2 - I/EXEC2	I/Executive 2 - I/EXEC2	Product
I/Executive 2 - GS	I/Executive 2 - GS	I/Executive 2 - GS	Product
I/FRMS - CADlink	I/FRMS - CADlink	I/FRMS - CADlink	Product
I/Fire Station Alerting	I/Fire Station Alerting	I/Fire Station Alerting	Product
I/Fire Station Printing	I/Fire Station Printiing	I/Fire Station Printiing	Product
I/Fire Station Printing - GS	I/Fire Station Printing - GS	I/Fire Station Printing - GS	Product
I/GEOVEC	I/GEOVEC	I/GEOVEC	Product
I/Informer	I/Informer	I/Informer	Product

Figure 14: Filtered Product Pick List

Select the product using the select arrow **>** in the left hand column. Then with the correct product highlighted hit the **OK** button. Click **Cancel** to exit this window.

Note the direction arrows in the top right hand corner of this dialog that can be used to move through the lists a page (10 Records) at a time.

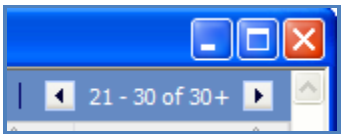


Figure 15: Page Navigation

Version (**Required Field**) & Build Found

From the drop down list select which particular version of the product you are encountering an issue with. The build of a product is the last two numbers of the product version and can be identified by going to the **Help** menu of the product and selecting **About**. For example if you are running GeoMedia 06.01.04.13 the version is 06.01.04 and the build is 13.

Environment (**Required Field**)

Select from the Drop Down List the System Environment the issue is occurring on. The choices are

Production ***Test*** ***Staging*** ***Development*** ***Training***

Customer Ref Number

You can write your own unique reference for the Service Request in this field.

End User Account

This field is for use by Intergraph Distributors / Partners.

Summary (**Required Field**)

A short summary or title to describe the issue.

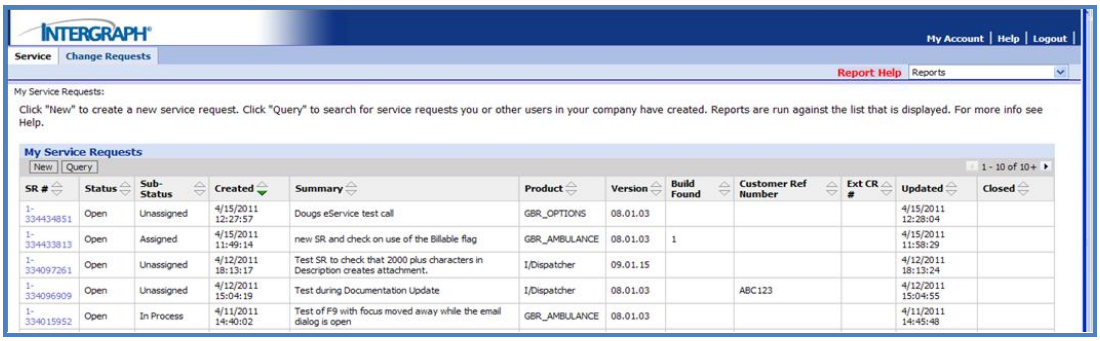
Description (**Required Field**)

Write in this field a full description of the issue including a workflow that a support analyst can follow in order for them to replicate the issue you are encountering. Add any other relevant information in this field.

Once all the fields have been completed press submit to commit the new SR into the system

5.1 Submitted Service Request's

Once you have submitted the new service request it will appear under your **Active Service Requests** page with a status of **Open** and a Sub-Status of **Unassigned**. The sub-status will change to **Assigned** when a support analyst has taken ownership of the service request and then to **In-Process** when investigating the issue.



SR #	Status	Sub-Status	Created	Summary	Product	Version	Build Found	Customer Ref Number	Ext CR #	Updated	Closed
1-334434851	Open	Unassigned	4/15/2011 12:27:57	Dougs eService test call	GBR_OPTIONS	08.01.03				4/15/2011 12:28:04	
1-334433813	Open	Assigned	4/15/2011 11:49:14	new SR and check on use of the Billable flag	GBR_AMBULANCE	08.01.03	1			4/15/2011 11:58:29	
1-334097261	Open	Unassigned	4/12/2011 18:13:17	Test SR to check that 2000 plus characters in Description creates attachment.	I/Dispatcher	09.01.15				4/12/2011 18:13:24	
1-334096909	Open	Unassigned	4/12/2011 15:04:19	Test during Documentation Update	I/Dispatcher	08.01.03		ABC123		4/12/2011 15:04:55	
1-334015952	Open	In Process	4/11/2011 14:40:02	Test of F9 with focus moved away while the email dialog is open	GBR_AMBULANCE	08.01.03				4/11/2011 14:45:48	

Figure 16: Active Service Requests View

6 Adding an Attachment to an SR

Select the particular SR from your Active SR List and from the detailed view select under the Attachments section the Add button which expands as shown in Figure 17.

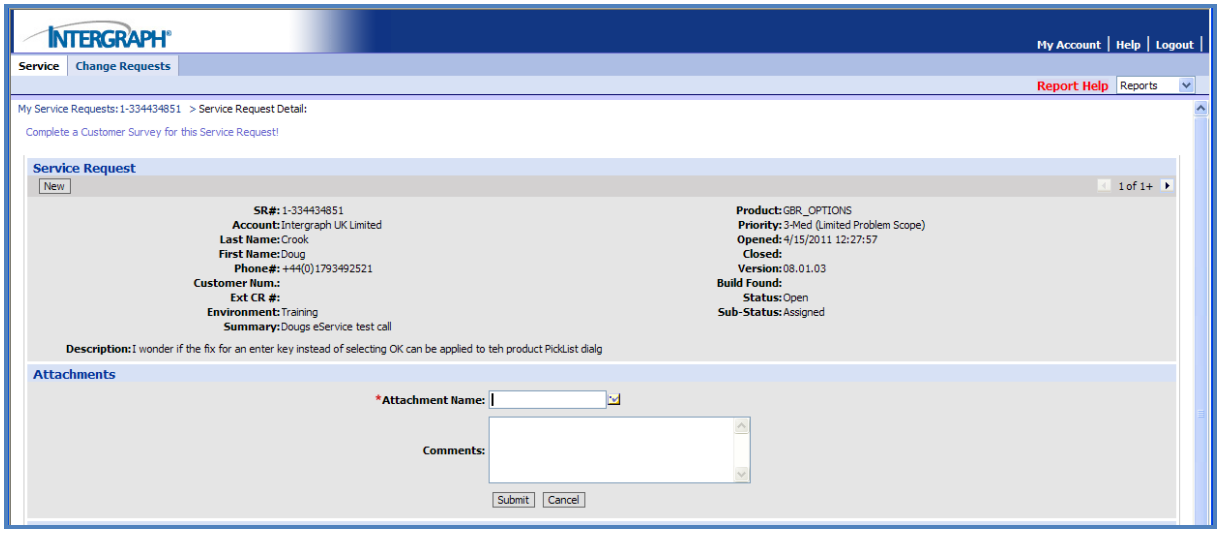


Figure 17: Expanded Attachments Section

Select the Browse Icon

on the right hand side of this part of the dialog and you will be presented with the Add Attachment Dialog.

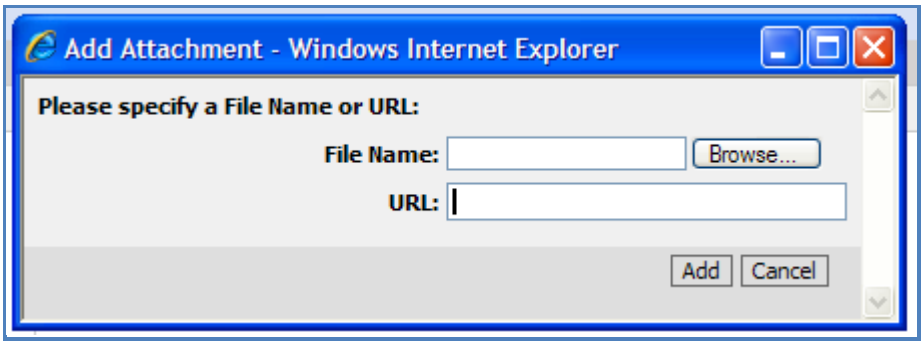


Figure 18: Add Attachment Dialog

Browse and locate the file you wish to attach. This may be a document describing a workflow that is failing, a log file that has been requested by the Support Analyst or a screen shot of an error dialog that has been displayed on a Workstation or Server.

Press Add and you will return to the initial dialog where you can add any appropriate comments and select the Submit button to upload the attachment and update the SR.

This will also result in the SR Sub-Status changing to Customer Update.

7 Viewing Status of Change Requests (Defects or Enhancements)

Customers can access the status of a CR-Defect or CR-Enhancement report that has been created for a service request that has been designated a product defect or enhancement. As described in the section **Viewing Service Request Details** Change Request reports are linked to the service request. To access a list of all Change Requests connected with your organisation select the **Change Requests** tab from the eService home page.

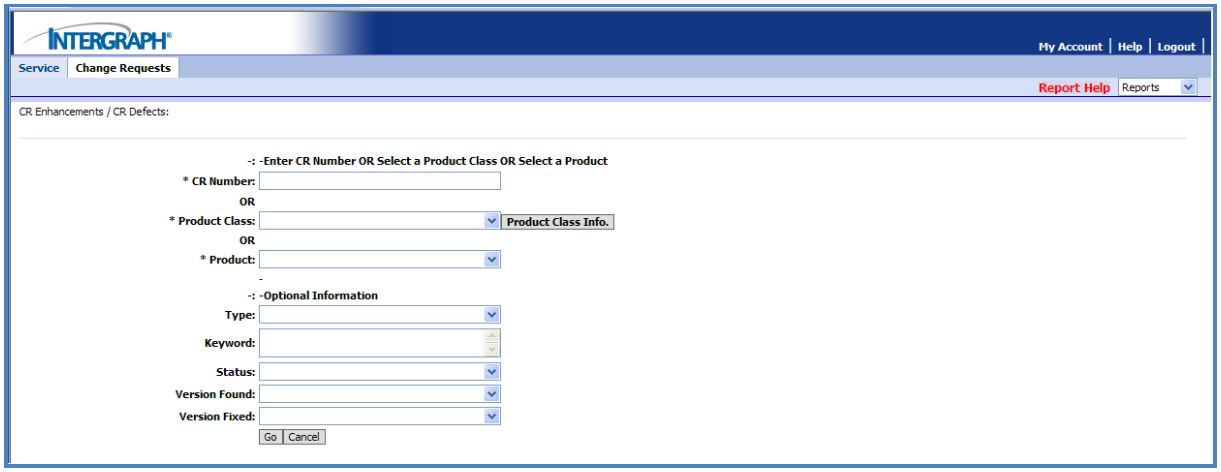


Figure 19: Change Requests Query View

You can search for change requests using a number of criteria. If you have a CR reference number enter it under the **CR Number** field. Alternatively you can search for all Change Requests for a particular product class or product. Use the fields available under **Optional Information** to filter the list of Change Requests further.

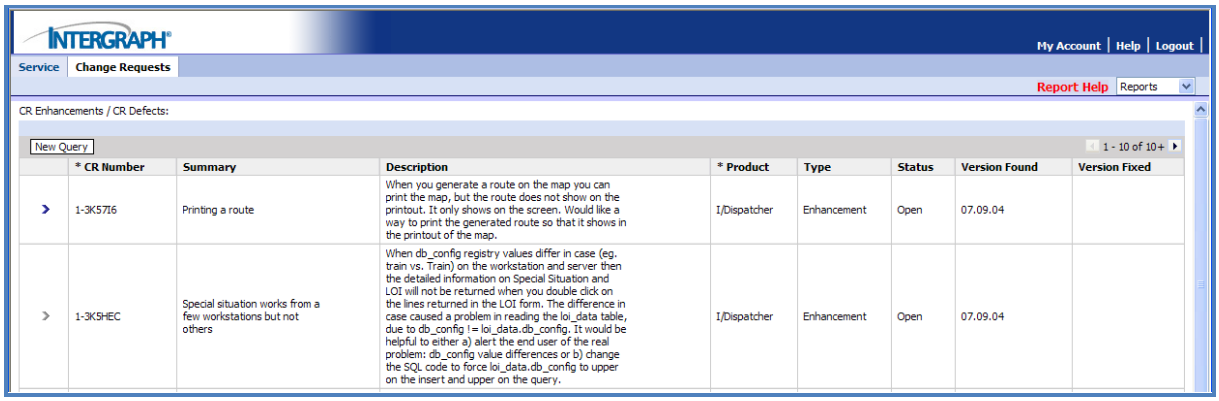


Figure 20: Change Request Query Results

The information available through eService provides the type of the Change Request (defect or enhancement), status, version found and version fixed. Updates to a Change Request report that are linked to Service Requests trigger email updates to be sent to customers to inform them when a CR-Enhancement or CR-Defect has been fixed in a released version of a product.

8 Generating Reports of your Service Requests

eService enables customers to generate reports of their service requests which can be printed or outputted to multiple formats including Adobe PDF, RTF and Microsoft Excel.

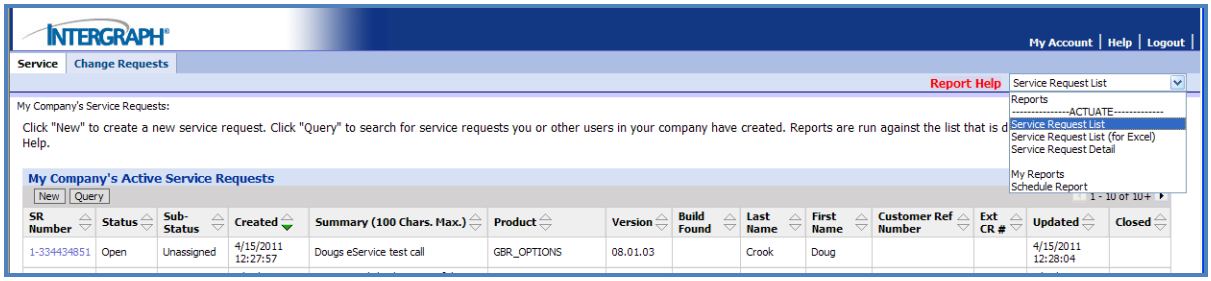


Figure 21: Service Requests Reports Menu

From the **Active Service Requests** page select which report you wish to run from the Reports drop down menu located in the upper right hand side of the page (see above image). The types of reports available are:

- **Service Request List**
  - Export the current list of Service Requests into a report which can be printed or saved
- **Service Request List (for Excel)**
  - Export the current list of Service Requests into a report which is formatted for compatibility with Microsoft Excel
- **Service Request Detail**
  - Generates a report based on the current list of Service Requests and includes additional information contained within each Service Request

The Reports will open in new Internet Explorer windows.

The icons along the top allow Download, Print, Report Navigation and Search together with GoTo Page, Zoom and Page Navigation.

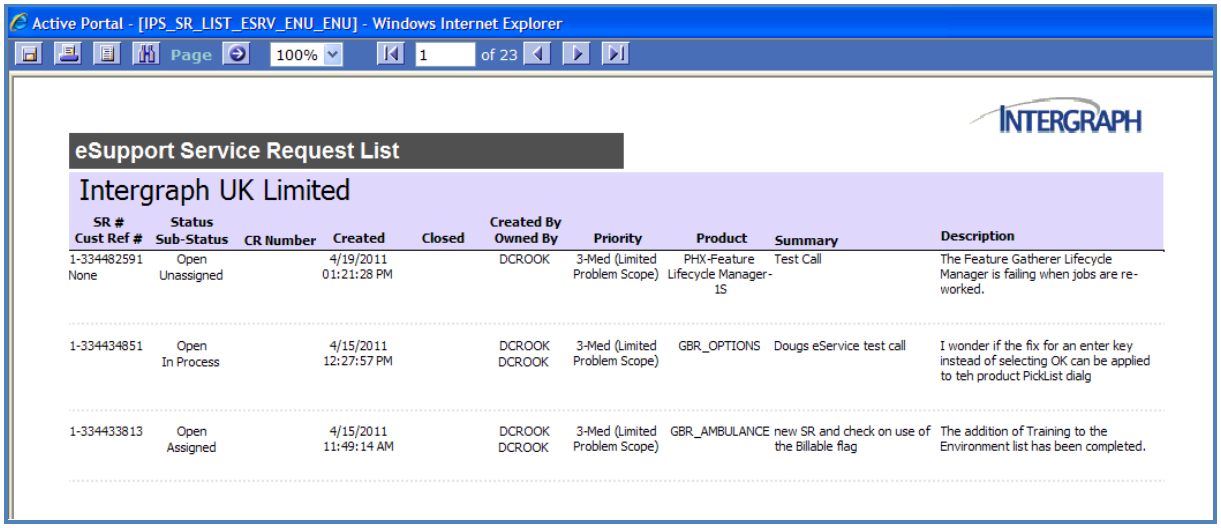
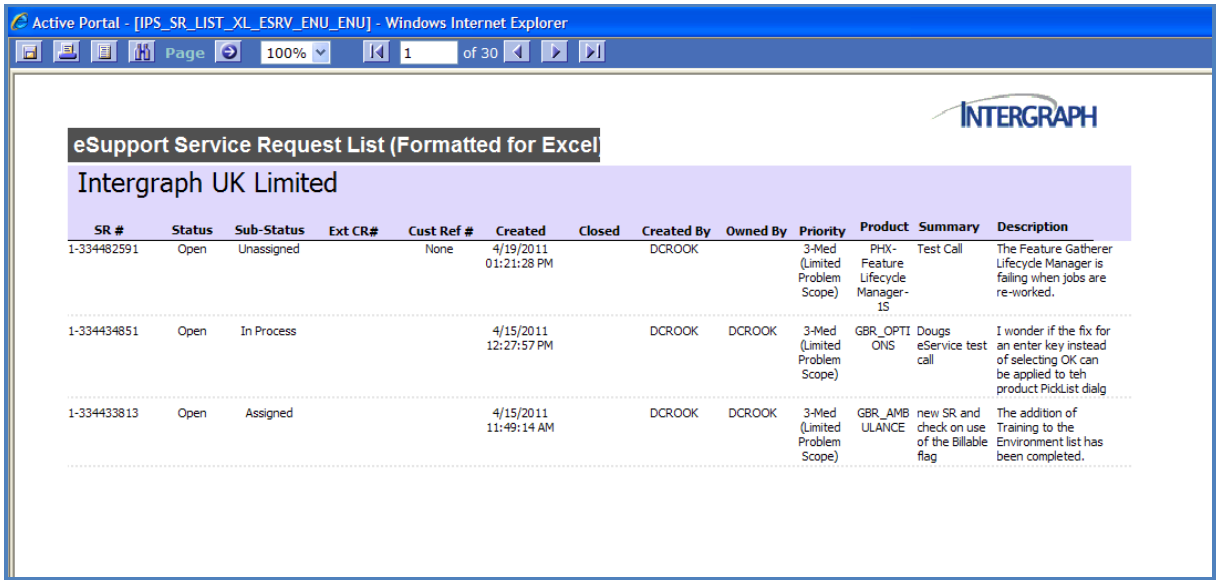


Figure 22: Example eService Request List



Active Portal - [IPS_SR_LIST_XL_ESRV_ENU_ENU] - Windows Internet Explorer

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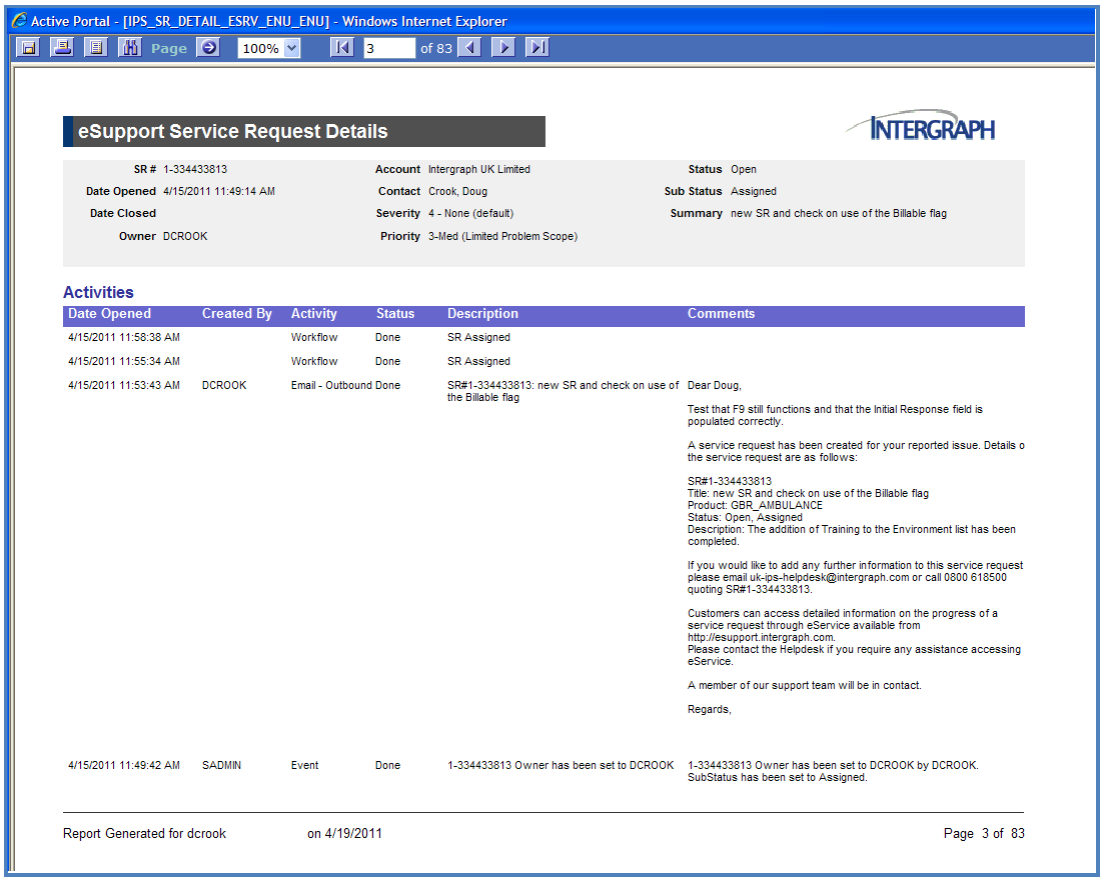
eSupport Service Request List (Formatted for Excel)

Intergraph UK Limited

SR #	Status	Sub-Status	Ext CR#	Cust Ref #	Created	Closed	Created By	Owned By	Priority	Product	Summary	Description
1-334482591	Open	Unassigned		None	4/19/2011 01:21:28 PM		DCROOK		3-Med (Limited Problem Scope)	PHX-Feature Lifecycle Manager-1S	Test Call	The Feature Gatherer Lifecycle Manager is failing when jobs are re-worked.
1-334434851	Open	In Process			4/15/2011 12:27:57 PM		DCROOK	DCROOK	3-Med (Limited Problem Scope)	GBR_OPTIONS	Dougs eService test call	I wonder if the fix for an enter key instead of selecting OK can be applied to teh product PickList dialg
1-334433813	Open	Assigned			4/15/2011 11:49:14 AM		DCROOK	DCROOK	3-Med (Limited Problem Scope)	GBR_AMBULANCE	new SR and check on use of the Billable flag	The addition of Training to the Environment list has been completed.

Figure 23: Example eService Request List (Formatted for Excel)



Active Portal - [IPS_SR_DETAIL_ESRV_ENU_ENU] - Windows Internet Explorer

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eSupport Service Request Details

SR #	1-334433813	Account	Intergraph UK Limited	Status	Open
Date Opened	4/15/2011 11:49:14 AM	Contact	Crook, Doug	Sub Status	Assigned
Date Closed		Severity	4 - None (default)	Summary	new SR and check on use of the Billable flag
Owner	DCROOK	Priority	3-Med (Limited Problem Scope)		

Activities

Date Opened	Created By	Activity	Status	Description	Comments
4/15/2011 11:58:38 AM		Workflow	Done	SR Assigned	
4/15/2011 11:55:34 AM		Workflow	Done	SR Assigned	
4/15/2011 11:53:43 AM	DCROOK	Email - Outbound	Done	SR#1-334433813: new SR and check on use of the Billable flag	Dear Doug, Test that F9 still functions and that the Initial Response field is populated correctly. A service request has been created for your reported issue. Details o the service request are as follows: SR#1-334433813 Title: new SR and check on use of the Billable flag Product: GBR_AMBULANCE Status: Open, Assigned Description: The addition of Training to the Environment list has been completed. If you would like to add any further information to this service request please email uk-ips-helpdesk@intergraph.com or call 0800 618500 quoting SR#1-334433813. Customers can access detailed information on the progress of a service request through eService available from http://esupport.intergraph.com. Please contact the Helpdesk if you require any assistance accessing eService. A member of our support team will be in contact. Regards,
4/15/2011 11:49:42 AM	SADMIN	Event	Done	1-334433813 Owner has been set to DCROOK	1-334433813 Owner has been set to DCROOK by DCROOK. SubStatus has been set to Assigned.

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Figure 24: Example eService Request Details

9 Managing your Account

On the eService home page select **My Account** located in the top right section of the page. Under the **My Account** page select **User Profile**.

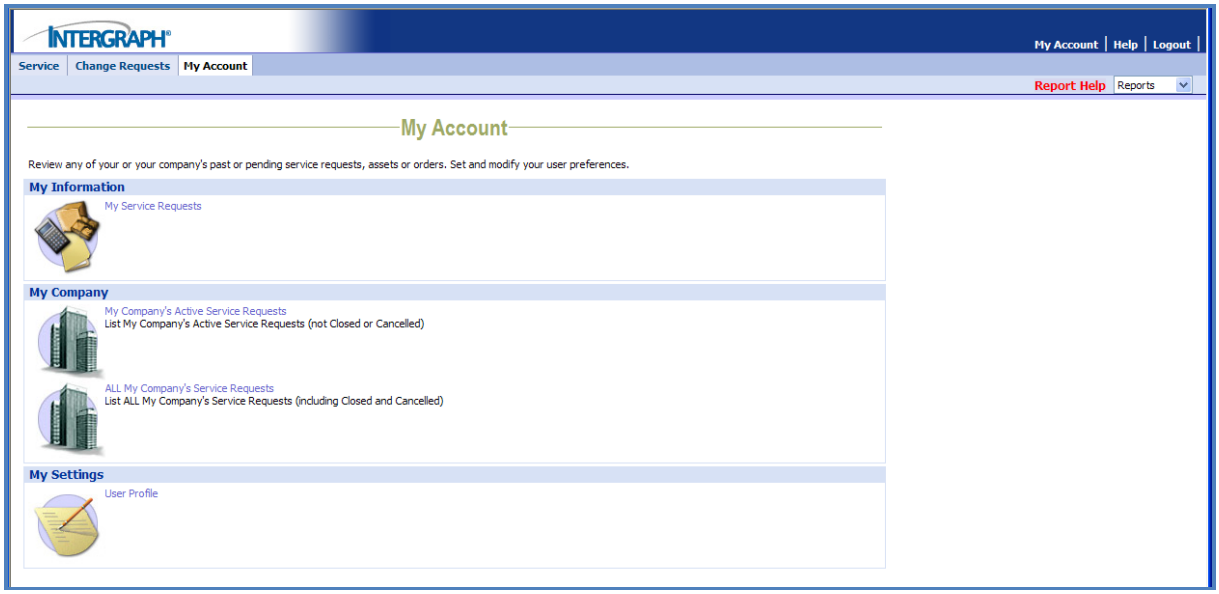

Figure 25: Managing Your Account

The user profile page lists your contact details and can be amended or updated using the edit button.

9.1 Changing your Password

Customers can change their password under the **User Profile** section of the **My Account** page.

Contacting Intergraph Support

The Intergraph support helpdesk business hours are Monday - Friday 7:00am to 7:00pm cst.

Helpdesk Phone Number: 1-877-822-8921

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