

User Manual for eService Version 8.1

Intergraph's eService Support System



Siebel eService User Guide

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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: <u>https://esupport.intergraph.com</u>

Intergraph Global Support Website: <u>http://support.intergraph.com</u>

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 <u>http://support.intergraph.com</u> and scroll to the bottom of the page under **How to Reach Intergraph** and submit the request there.



2 Logging in to eService

INTERGRAPH	My Account Contact Us Help Log	out
Service		
	Report Help Reports	~
Siebel eService Home:		-
	Service & Support	
User Login		
User ID:*		
Password*		
Remember my User ID and Password		
OK		
Forgot Your Password?		
Maintenance Window: eService may be unavailable on Fridays from 7:00 PM to 11:59 PM Central Time for regular maintenance. Should you need assistance during this time, you can reach our support team via phone. Click <u>here</u> for contact information.		

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).



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.

1	INTERGRAPH* My Account Help Logout												
Service	Change Req	Jests											
	Report Help Reports V												
My Service Requests:													
Click "New" to create a new service request. Click "Query" to search for service requests you or other users in your company have created. Reports are run against the list that is displayed. For more info see Help.													
My S	ervice Reque	sts											
New	Query										1 - 10 of 10+ 🕨		
SR#	Status	Sub- Status		Summary \gtrsim	$\mathbf{Product} \underset{\bigtriangledown}{\cong}$	Version $\stackrel{ riangle}{\Rightarrow}$		Customer Ref	Ext CR # ⇔	$\mathbf{Updated} \mathop{\diamondsuit}\limits_{\bigtriangledown}$	$\mathbf{Closed} \underset{\bigtriangledown}{\ominus}$		
1- 33448	2591 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- 33443	4851 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- 33443	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- 33409	7261 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- 33409	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- 33401	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- 33401	2604 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- 33401	2260 Open	In Process	4/11/2011 14:13:17	Test for F9 email error	I/Dispatcher					4/11/2011 14:15:24			
1- 33401	1905 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- 33400	9901 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).

INTERGRAPH"	My Account Help Logout
Service Change Requests	
	Report Help Reports
My Service Requests:	
My Active Service Requests	
SR #	ч <mark> </mark>
Statu	: Open 💌
Sub-Statu:	
Summar	
Produc	
Version	
Environmen	: Test
Build Found	
Contact Accoun	· · · · · · · · · · · · · · · · · · ·
Creater	
Ext CR #	
Description	
	$\overline{\mathbf{v}}$
Customer Ref Numbe	
Updated	
Closer	
	Gol [Cance]

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.

	My Account Help Logout											
Sei	vice Ch	ange Request	5									
										Report Hel	p Reports	~
My	Service Req	uests:										
CI	ick "New"	to create a ne	ew service reques	t. Click "Query" to s	earch for service requests you or other	users in your compa	ny have creat	ed. Reports are r	run against the list that is dis	played. For mo	re info see Help.	
N	ly Active	Service Rea	quests									
	New Query						1 - 1 of 1 🕒					
9	R#≑	Status 🚔		Created 🚔	Summary		$\textbf{Version} \bigoplus^{\bigtriangleup}$	Build Found $\stackrel{\bigtriangleup}{\bigtriangledown}$	Customer Ref Number $\stackrel{ riangle}{\Rightarrow}$	Ext CR # 🚔	Updated 🚔	Closed 🚔
1	-334009901	Open	In Process	4/11/2011 10:30:05	Test of new Environment Mandatory Field	PHX-Documentation	09.30				4/11/2011 11:38:28	

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.

INTERGRAPH"				,	ly Account	Help I	ogout
Service Change Requests							
				F	Report Help	Reports	*
My Service Requests: 1-334009901 > Service Request Detail:							1
Complete a Customer Survey for this Service Request!							
Service Request							
New						1 of 1+	•
SR#: 1-334009901 Account:Intergraph UK Limited			Product: PHX-Documentation Priority: 3-Med (Limited Problem Scope) Opened: 4/11/2011 10:30:05				
First Name:Doug			Closed:				
Phone#: +44(0) 1793492521 Customer Num :			Version: 09.30 Build Found:				
Ext CR #:			Status: Open				
Environment: Test			Sub-Status: In Process				
Summary: rescor new environment Mandatory Field	والمراجع والمراجع والمراجع والمراجع والمراجع والمراجع والمراجع						
Description: rest or new environment Mandatory Pielo to ensure it appears in	Trui Sieber correctly and that if the field	IS IETE DIATIK TE WILLHOE SUDMIT A	id it tertainly will generate an error				
Attachments					C N	lo Pecorde	
Attachment Name 🛆 File T	Suna 🛆	Size 스	Date and Time \triangle	Commente		to records	
	l Abe 🛆	Size ▽		comments			
Updates						1 5 .65	
Add						I-SOTS Crosted	<u>_</u>
Description 🚔	Comments 🚔				Created 🖨	By	
SR#1-334009901: Test of new Environment Mandatory Field	Dear Doug, A service request has been o new Environment Mandatory Field Produ	created for your reported issuents ct: PHX-Documentation Status	 Details of the service request are as follows: SR#1-334009901T Open, In Process Description: Test of new Environment Mandator 	itle: Test of ry Field to			
	ensure it appears in full Siebel correctly a any further information to this service re can access detailed information on the pr the Helpdesk if you require any assistanc	and that if the field is left blank quest please email uk-ips-help rogress of a service request th te accessing eService. A memb	it will not submit and it certainly will generate an error If you voucle desk@intergraph.com or call 0000 618500 quoting SR ±1-33400990 rough eService available from http://esupport.intergraph.com. Ple er of our support team will be in contact. Regards,	like to add 1. Customers ase contact	4/11/2011 11:45:56	DCROOK	

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.

1	INTERGRAPH"				My Account	Help Lo	gout
Servio	e Change Requests						
					Report Hel	Reports	*
My Con	npany's Service Requests:1-334015952 >						^
Comp	lete a Customer Survey for this Service Request!						
0.00	nder Bernart						
N	ew					1 of 1+	
Att	SR Number: 1-334015952 Account: Integraph UK Limited Last Name:Crook First Name:Doug Phones: +44(0):73942521 Customer: Num:: Ext CR #: Environment:Development Summary: Test of F9 with focus moved away while the email dailog is ope process the change from unsaggned to assigned. The save with customers to the same the same with the same withe same with	log is open an. Record manually saved after setting O as after Siebel had done its processing.	wner as dcrook, it takes a while	Product: GBR_AMBULANCE Priority:3-Med (United Problem Scope) Opened: 4/1/2011 14:40:02 Closed: Version:08.01.03 Status:Dpen Sub-Status:In Process			
A	dd			<u>^</u>		No Records	
Att	achment Name 🕁 File	≥ Type 🕁	Size 🕁	Date and Time $\stackrel{\frown}{\bigtriangledown}$	Comments		
Upo	dates					1 4064	
Des	scription 😓	Comments			Created 🚽	By	÷
SR#	SR #1-334015952: Test of F9 with focus moved away while the email dialog is open Test of F9 Now moving focus to a PDF file that is already open. Back now SS #1-334015952 is field as follows: Title: Test of F9 with focus moved away while the email dialog is open Product: GBR_AMBULANCE Priority: 3 Med (Limited Problem Scope) Status: Open, in Process Description: Test of F9 with focus moved away while the email dialog is open. Record manually saved after setting. Owner as dorook, it takes a while to process the change from unassigned to assigned. The save was after Stebel had done its processing, another save again after setting at In Process.						

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

INTERGRAPH"		My Account Help Logout
Service Change Requests		
		Report Help Reports 👻
My Company's Service Requests: 1-334012260 >		~
Complete a Customer Survey for this Service Request!		
Service Request		1 1 of 2+ 1
(New)		10121
Account: Intergraph UK Limited	Priority: 3-Med (Limited Problem Scope)	
Last Name: Crook	Opened: 4/11/2011 14:13:17	
First Name:Doug	Closed:	
Customer Num:	Build Found:	
Ext CR #:	Status: Open	
Environment: Production	Sub-Status: In Process	
Summary: rest or P9 emailer or		
Description: Test that without navigating away from Siebel application that the F9 function generates an error that implies it cannot write to Siebel.		

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.

Attachments Add				No Records	*
Attachment Name $\stackrel{ riangle}{\bigtriangledown}$	File Type $\stackrel{ riangle}{\bigtriangledown}$	Size $\stackrel{ riangle}{ riangle}$	Date and Time $\stackrel{ riangle}{ riangle}$	Comments	

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 $\stackrel{ riangle}{\ominus}$	Comments $\stackrel{ riangle}{ o}$	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 $\stackrel{ riangle}{\Rightarrow}$	$Product \bigotimes$	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.

INTERGRAPH"	Hy Account Help Logout
Service Change Requests	
	Report Help Reports V
My Service Requests:	
My Service Requests	
	Please use our self-help knowledge base to solve your service problem or issue. If you have already searched the knowledge base, you can submit a new service request by completing the following information.
*Account:	Intergraph UK Limited 🔽
Priority:	3-Med (Limited Problem Scop V Customers: For Priority 1 issues, please submit the service request, then call the Help Desk.
*Product:	
*Version:	· · · · · · · · · · · · · · · · · · ·
Build Found:	
*Environment:	Production V
Customer Ref Number:	You can enter a reference # for tracking in your own system if desired.
End User Account:	Distributors and Regional Support Use Only!
*Summary (100 Chars. Max.):	
Description: An attachment will be created for Descriptions over 2000 characters:	~
	[Submit] [Cancel

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.



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C Pick	Product - Windows Internet Explorer				
Query	All Products Find: Product 💙 Star	ting with:	Go 🛃 1	- 10 of 10+ 🕨	
	$\operatorname{Product}_{\bigtriangledown}^{\bigtriangleup}$	Part # 🚔	$\overset{\text{Description}}{\bigtriangledown}$	Product Z	È
>	*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	
			[OK Cancel	~

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.

🖉 Pick	Product - Windows Internet Explorer			
Query	All Products Find: Product 🗸 Starting	with: I/	Go 🛃 2	9 - 38 of 38+ 💽 🧖
	$Product_{\bigtriangledown}^{\bigtriangleup}$	Part # $\stackrel{\bigtriangleup}{\bigtriangledown}$	Description $\stackrel{\bigtriangleup}{\bigtriangledown}$	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
				OK Cancel

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.



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.

INTE	RGRAP	H.										My Acco	ınt Help Logou
Service Ch	ange Requ	ests											
										1	Report He	p Reports	~
dy Service Rec	uests:												
Click "New" Help. My Servic	to create a	new service re	quest. Click "Q	uery" to search for service requests you or oth	er users in your co	mpany have	created. R	epo	rts are run agair	nst th	e list that i	s displayed. For	1 - 10 of 10+ >
SR#⊜	Status 😂	Sub- Status ⇔		Summary 🚔	Product	Version 👙	Build Found		Customer Ref	⇔		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.

INTERGRAPH'	My Account Help Logout
Service Change Requests	
	Report Help Reports 💌
My Service Requests:1-334434851 > Service Request Detail:	<u> </u>
Complete a Customer Survey for this Service Request	
Service Request	
New	🔟 1 of 1+ 🕨
SR#:1-39434851 Product.GBR_OFTIONS Account:Intergraph UK Limited Priority: 3446 dimited Profeed Scope) Last Name: Crook Opened: 4/15/2011 12:27:57 First Name: Crook Closed: Phone#: +44(0)1793 4/2521 Version:08.0.1.03 Customer Num:: Build Found: Ext CR #: Status: Open Environment: Training Sub-Status: Assigned Sumary: Obuge Service test call Sub-Status: Assigned	
Attachments *Attachment Name:	
Einen 47. Einen de Attestanente Costien	

Figure 17: Expanded Attachments Section

Select the Browse Icon this part of the dialog and you will be presented with the Add Attachment Dialog.

C Add Attachment - Windows Internet Explorer	
Please specify a File Name or URL:	
File Name:	Browse
URL:	
	Add Cancel

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.

My Account Help Logout
Report Help Reports 💙
Enter CR Number OR Select a Product Class OR Select a Product
V Product Class Info.
×
Optional Information
· · · · · · · · · · · · · · · · · · ·
So [Cancel]

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.

	ITERGRAPH"						My	Account Help Logo	out
Service	Change Requests								
							Rep	ort Help Reports	~
CR Enhan	cements / CR Defects:								^
									4
New C	Query	-			-			1 - 10 of 10+	4
	* CR Number	Summary	Description	* Product	Туре	Status	Version Found	Version Fixed	
>	1-3K57I6	Printing a route	When you generate a route on the map you can print the map, but the route does not show on the printout. It only shows on the screen. Would like a way to print the generated route so that it shows in the printout of the map.	I/Dispatcher	Enhancement	Open	07.09.04		
>	1-3K5HEC	Special situation works from a few workstations but not others	When db_config registry values differ in case (eg, train vs. Train) on the volkstation and server them the detailed information on Special Situation and LOI will not be returned when you double dick on the lines returned in the LOI form. The difference in case caused a problem in reacting the loi, data table, due to db_config 1= loi, data, db_config, 1t would be helpful to either a) dert the end user of the real problem: db_config value differences or b) change the SQL code to force loi data, db_config to upper on the insert and upper on the query.	I/Dispatcher	Enhancement	Open	07.09.04		

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.

	TERGR	PH°										My Account	Help Lo	gout
Service	Change Re	uests												
										Report	Help Se	ervice Request List		~
My Compa Click "N Help.	ny's Service Ri ew" to creat	quests: a new service	request. Click "	Query" to search for service requ	ests you or other use	rs in your co	mpany have	created. Re	eports are ru	in against the list th	Re nat is d Se Se	Ports ACTUAT rvice Request List rvice Request List rvice Request Det	E (for Excel) ail	
My Co New	mpany's A Query	tive Service	Requests								My Sd	y Reports hedule Report	10 of 10+	•
SR Numbe	\Rightarrow Statu	Sub- Status	Created 🖨	Summary (100 Chars. Max.) $\stackrel{ riangle}{\bigtriangledown}$	$\operatorname{Product}_{\bigtriangledown}^{\bigtriangleup}$	Version $\stackrel{ riangle}{\Rightarrow}$	Build Found	Last A	First A	Customer Ref	Ext CR # 🗢	Updated $\stackrel{ riangle}{\Rightarrow}$	Closed	
1-33443	34851 Open	Unassigned	4/15/2011 12:27:57	Dougs eService test call	GBR_OPTIONS	08.01.03		Crook	Doug			4/15/2011 12:28:04		

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.

Page 🥑	100% 🗸 🚺	1	of 23 🚺				
t Service	Request Lis	t					INTERGRAPH
anh LIK	Limited						
status	Linited		Created By				
ib-Status CR	Number Created	Closed	Owned By	Priority	Product	Summary	Description
Open nassigned	4/19/2011 01:21:28 PM		DCROOK	3-Med (Limited Problem Scope)	PHX-Feature Lifecycle Manager- 1S	Test Call	The Feature Gatherer Lifecyde Manager is failing when jobs are re- worked.
Open n 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
Open Assigned	4/15/2011 11:49:14 AM	1	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.
	Service aph UK Status b-Status CR Open Infracess Open Open Issigned	Service Request Lis aph UK Limited status CR Number Created Open 4/19/2011 01:21:28 PM Open 4/15/2011 12:27:57 PM Open 4/15/2011 11:49:14 AM	Service Request List aph UK Limited status Created Closed 0-Status CR Number Created Closed Open 4/19/2011 Open 4/15/2011 Process 12:27:57 PM Open 4/15/2011 Issigned 11:49:14 AM	Service Request List aph UK Limited Created Created By Owned By b-Status b-Status open Created Closed Owned By 01:21:28 PM DCROOK DCROOK Open 4/15/2011 12:27:57 PM DCROOK Open 4/15/2011 11:49:14 AM DCROOK	Service Request List aph UK Limited Status Created Closed Owned By Owned By Priority 0-Status CR Number Created Closed Owned By Priority 0-Sea 4/19/2011 DCROOK 3-Med (Limited Problem Scope) Open 4/15/2011 DCROOK 3-Med (Limited Problem Scope)	Service Request List aph UK Limited status Created Owned By Priority Product 0pen 4/19/2011 DCROOK 3-Med (Limited PHX-Feature Open 4/15/2011 DCROOK 3-Med (Limited PHX-Feature Open 4/15/2011 DCROOK 3-Med (Limited GBR_OPTIONS Process 12:27:57 PM DCROOK 3-Med (Limited GBR_OPTIONS Open 4/15/2011 DCROOK 3-Med (Limited GBR_AMBULANCE Assigned 11:49:14 AM DCROOK 3-Med (Limited GBR_AMBULANCE	Service Request List aph UK Limited Status b-Status CR Number Created Closed Owned By Open 4/19/2011 01:21:28 PM Created By Owned By Priority Product Summary Open 1:21:28 PM DCROOK 3-Med (Limited Problem Scope) PHX-Feature Ulfecyde Manager- 1S Test Call Open 1:21:27:57 PM DCROOK 3-Med (Limited Problem Scope) GBR_OPTIONS Dougs eService test call Open 4/15/2011 Process 4/15/2011 12:27:57 PM DCROOK DCROOK 3-Med (Limited Problem Scope) GBR_OPTIONS Dougs eService test call Open 4/15/2011 Lissigned 0CROOK 3-Med (Limited DCROOK GBR_AMBULANCE new SR and check on use of the Billable flag





ve Portal - [IP = 1	S_SR_LIST Page	XL_ESRV_EN	IU_ENU] - V 	Vindows Inter	net Explorer	D						
eSuppo	rt Serv	ice Reque	est List ((Formatte	ed for Ex	cel					N	TERGRAPH
Interg	raph L	JK Limite	ed									
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_OPTI ONS	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_AMB ULANCE	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)

eSupport Se	rvice Req	uest Deta	ails		INTERGRAPH
SR # 1-334	433813		Account	Intergraph UK Limited	Status Open
Date Opened 4/15/2	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 DCRO	ок		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 - Outbou	nd Done	SR#1-334433813: new SR and check the Billable flag	on use of 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. Deta the service request are as follows:
					SR#1-334433813 Title: new SR and check on use of the Billable flag Product: GBR_AMBULANCE Stearchiston: Assigned Completed.
					If you would like to add any further information to this service requ 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://seuport.intergraph.com. Please contact the Helpdesk if you require any assistance access 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.

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**.

INTERGRAPH"	My Account Help Logout
Service Change Requests Hy Account	Report Help Reports V
My Account	
Review any of your or your company's past or pending service requests, assets or orders. Set and modify your user preferences.	
My Information	
My Service Requests	
My Company	
Wy Company's Active Service Requests List My Company's Active Service Requests (not Closed or Canceled)	
ALL My Company's Service Requests List ALL My Company's Service Requests (including Closed and Cancelled)	
My Settings	
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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