



AVEVA Knowledge and Support Center Quick Start Guide

Global Customer Support
V 0.2 / September 2020

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Revision Log

Revision	Date	Description	Revisions Made By
V0.1	2020-09-11	Document Creation	Pieter Schönfeldt
V0.2	2020-09-14	Information added for Preferences, SR Priority and Training Center	Pieter Schönfeldt

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1. Acronyms, Terms & Definitions

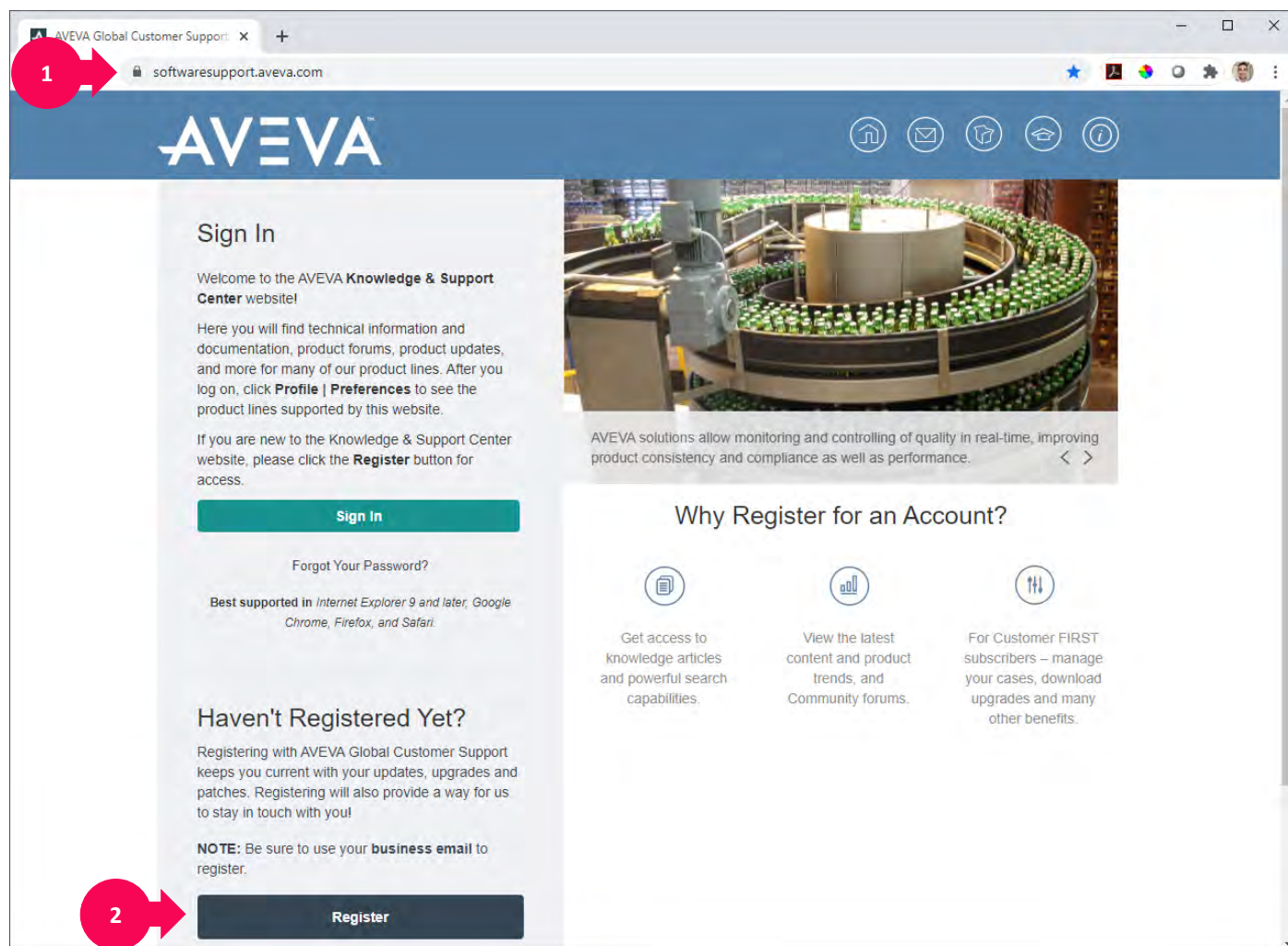
Acronym	Definition
GCS	Global Customer Support
SR	Service Request

2. Accessing GCS Web

2.1.1. Register for an account

If you are new to the AVEVA Knowledge and Support Center and do not have any login credentials, follow these steps to register.

If you already have an account, skip to Section 2.1.2.



1. Go to <https://softwaresupport.aveva.com>.

2. Click on [Register](#).

AVEVA Global Customer Support x New User Account | AVEVA Web x

om.aveva.com/softwarewebID/

AVEVA

Register for New Web Account

Sign up for an AVEVA external user account to access our Global Customer Support site and other AVEVA secured web sites.

Already have a user account?
Do you need to log on and [update your account or password?](#) Or did you [forget your password?](#)

Customer FIRST Support customers: We'll upgrade your new account to full access to our Global Customer Support site within one business day.
System Integrators: Please have your Customer FIRST contract number to complete the registration process. This will expedite new account processing.

Your User Profile & Password

User Type Required

Customer

What user type are you?

Customer FIRST Contract Number

E-mail Required

Enter your work or primary email address. This will be your userid and contact email address for your account.

Create Password Required

Passwords are case-sensitive and must be at least 8 characters. [Full password details](#)

3. Select *Customer* from the dropdown.
4. Fill in the required information
 - a. They are marked *Required*.

The screenshot shows a web browser window with the URL `om.aveva.com/softwarewebID/`. The page contains a registration form with the following fields:

- Country Required (dropdown menu)
- Postal Code Required (text input)
- Business Phone (text input)
- Mobile Phone (text input)
- Special Instructions (text area)
- A note: "Enter any information that will help us process your account registration. Do not enter your sales or support questions here; instead [contact sales](#) or [contact support](#)."
- Enter the Text You See in the Image (text input, with a CAPTCHA image showing "8h30V")

At the bottom of the form is a red button labeled "CREATE ACCOUNT". A red circle with the number "4" and an arrow points to this button. Below the button, a line of text reads: "By clicking 'CREATE ACCOUNT', I agree that I have read and accepted the [Privacy Policy](#) and the [Terms of Use](#)."

5. Click [Create Account](#).

NOTE: Your login credentials will be emailed to your supplied email address.

2.1.2. Log in to GCS Web

The screenshot shows the AVEVA Knowledge & Support Center website. The header features the AVEVA logo and navigation icons. The main content area has a "Sign In" section on the left and a large image of an industrial facility on the right.

The "Sign In" section includes the following text:

- Welcome to the AVEVA Knowledge & Support Center website!
- Here you will find technical information and documentation, product forums, product updates, and more for many of our product lines. After you log on, click **Profile | Preferences** to see the product lines supported by this website.
- If you are new to the Knowledge & Support Center website, please click the **Register** button for access.

Below this text is a green button labeled "Sign In". A red circle with the number "2" and an arrow points to this button.

The right side of the page features a large image of an industrial facility with the text "AVEVA solutions enable reduced energy consumption and optimum asset performance." and navigation arrows. Below this image is the heading "Why Register for an Account?". A red circle with the number "1" and an arrow points to the top navigation bar.

1. Go to <https://softwaresupport.aveva.com>.
2. Click on [Sign In](#).

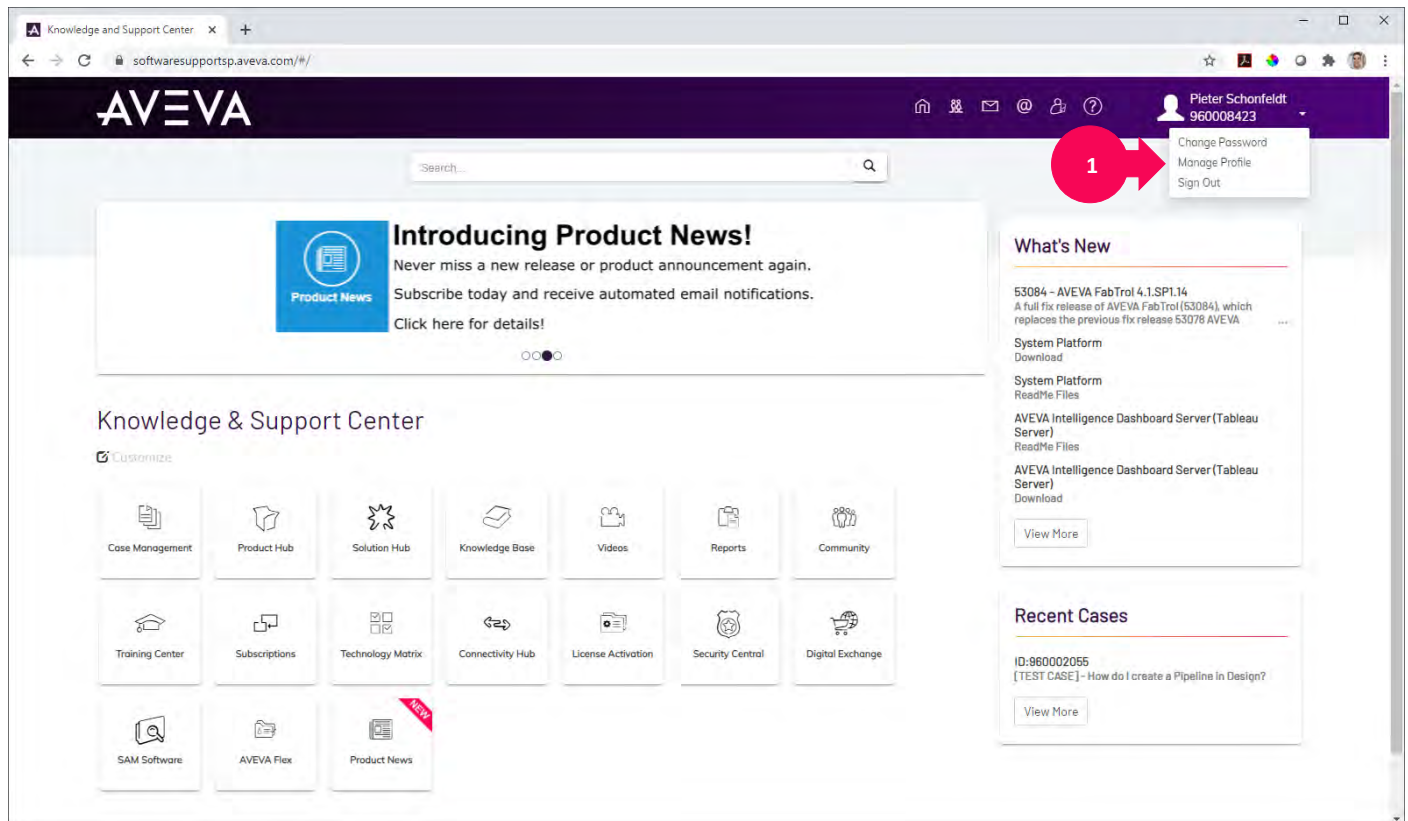


3. Fill in your login details.
4. Click on [Sign In](#).

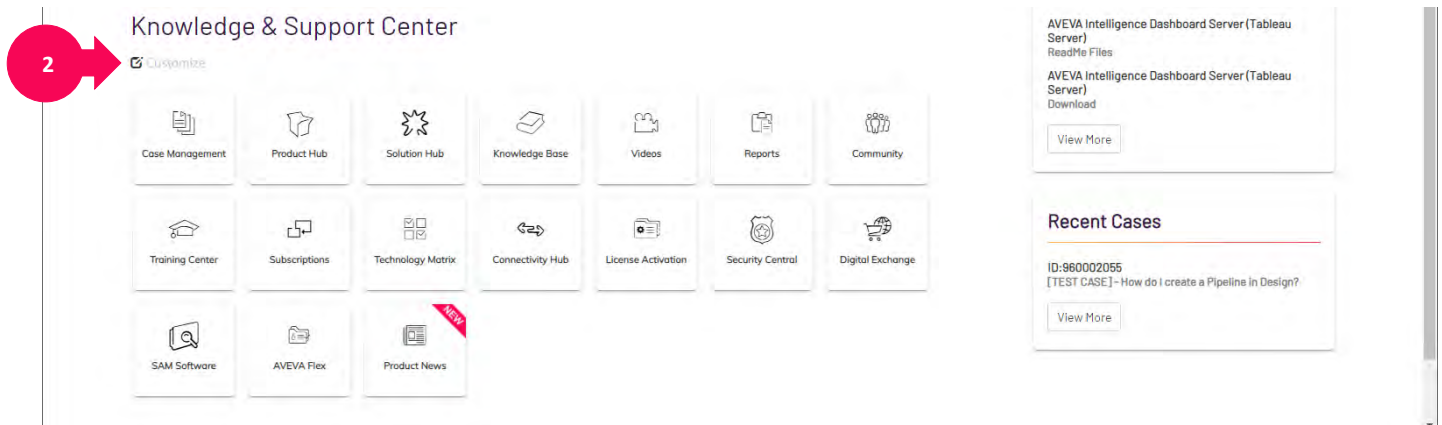
3. Managing your Profile

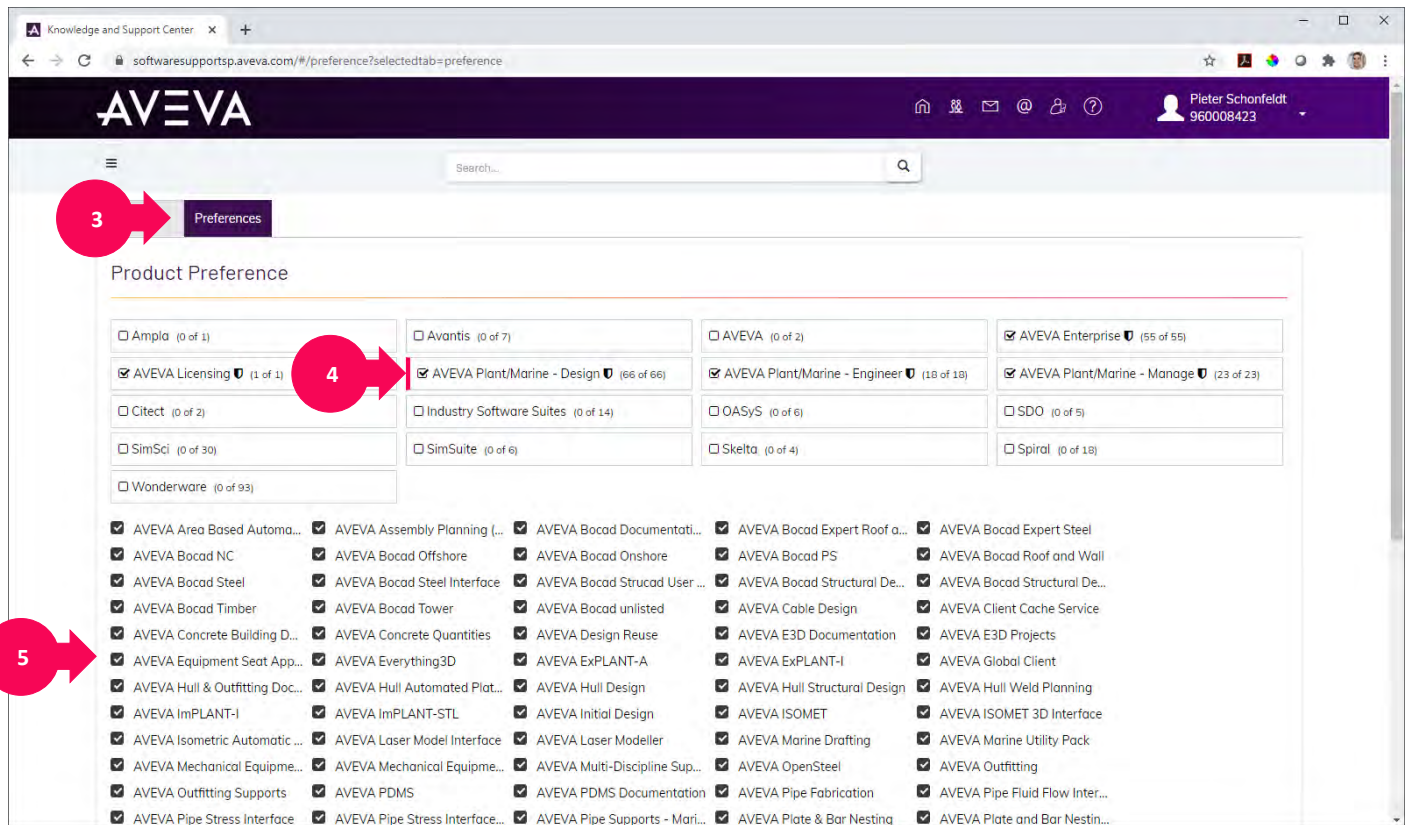
3.1.1. Preferences

When logging in to GCS Web, the tiles available to you may differ from the snapshot below. Your view can be configured using the steps that follow.



1. Click on the dropdown next to your name and select *Manage Profile*.
2. Alternatively, click on *Customize*. This will navigate to the same settings as the next step.





3. Select the **Preferences Tab**.
4. **Check/Uncheck** the **Product Lines** for which you want to see Product/Document/Video downloads.
5. **Check/Uncheck** the **Products** for each Product Line.



6. Click **Save**.

The screenshot shows the AVEVA Knowledge & Support Center interface. The top navigation bar includes the AVEVA logo, a search bar, and user information for Pieter Schonfeldt. The main content area is divided into two sections: 'Product Preference' and 'Home Page - Menu Preference'.

Product Preference

<input type="checkbox"/> Ampla (0 of 1)	<input type="checkbox"/> Avantis (0 of 7)	<input type="checkbox"/> AVEVA (0 of 2)	<input checked="" type="checkbox"/> AVEVA Enterprise (55 of 55)
<input checked="" type="checkbox"/> AVEVA Licensing (1 of 1)	<input checked="" type="checkbox"/> AVEVA Plant/Marine - Design (66 of 66)	<input checked="" type="checkbox"/> AVEVA Plant/Marine - Engineer (18 of 18)	<input checked="" type="checkbox"/> AVEVA Plant/Marine - Manage (23 of 23)
<input type="checkbox"/> Citect (0 of 2)	<input type="checkbox"/> Industry Software Suites (0 of 14)	<input type="checkbox"/> OASyS (0 of 6)	<input type="checkbox"/> SDO (0 of 5)
<input type="checkbox"/> SimSci (0 of 30)	<input type="checkbox"/> SimSuite (0 of 6)	<input type="checkbox"/> Skelta (0 of 4)	<input type="checkbox"/> Spiral (0 of 18)
<input type="checkbox"/> Wonderware (0 of 93)			

Home Page - Menu Preference

<input checked="" type="checkbox"/> Case Management	<input checked="" type="checkbox"/> Product Hub	<input type="checkbox"/> Solution Hub	<input checked="" type="checkbox"/> Knowledge Base	<input checked="" type="checkbox"/> Videos	<input checked="" type="checkbox"/> Reports
<input type="checkbox"/> Community	<input checked="" type="checkbox"/> Training Center	<input type="checkbox"/> Subscriptions	<input checked="" type="checkbox"/> Technology Matrix	<input checked="" type="checkbox"/> Connectivity Hub	<input checked="" type="checkbox"/> License Activation
<input type="checkbox"/> Security Central	<input checked="" type="checkbox"/> Digital Exchange	<input checked="" type="checkbox"/> SAM Software	<input checked="" type="checkbox"/> AVEVA Flex	<input checked="" type="checkbox"/> Product News	

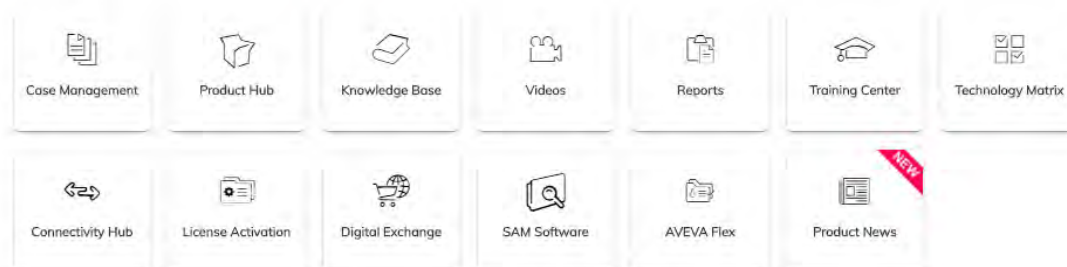
Buttons: Restore, Save, Save

7. In the *Home Page – Menu Preference* section, select the tiles you wish to display on your Home Page.

8. Click *Save*.

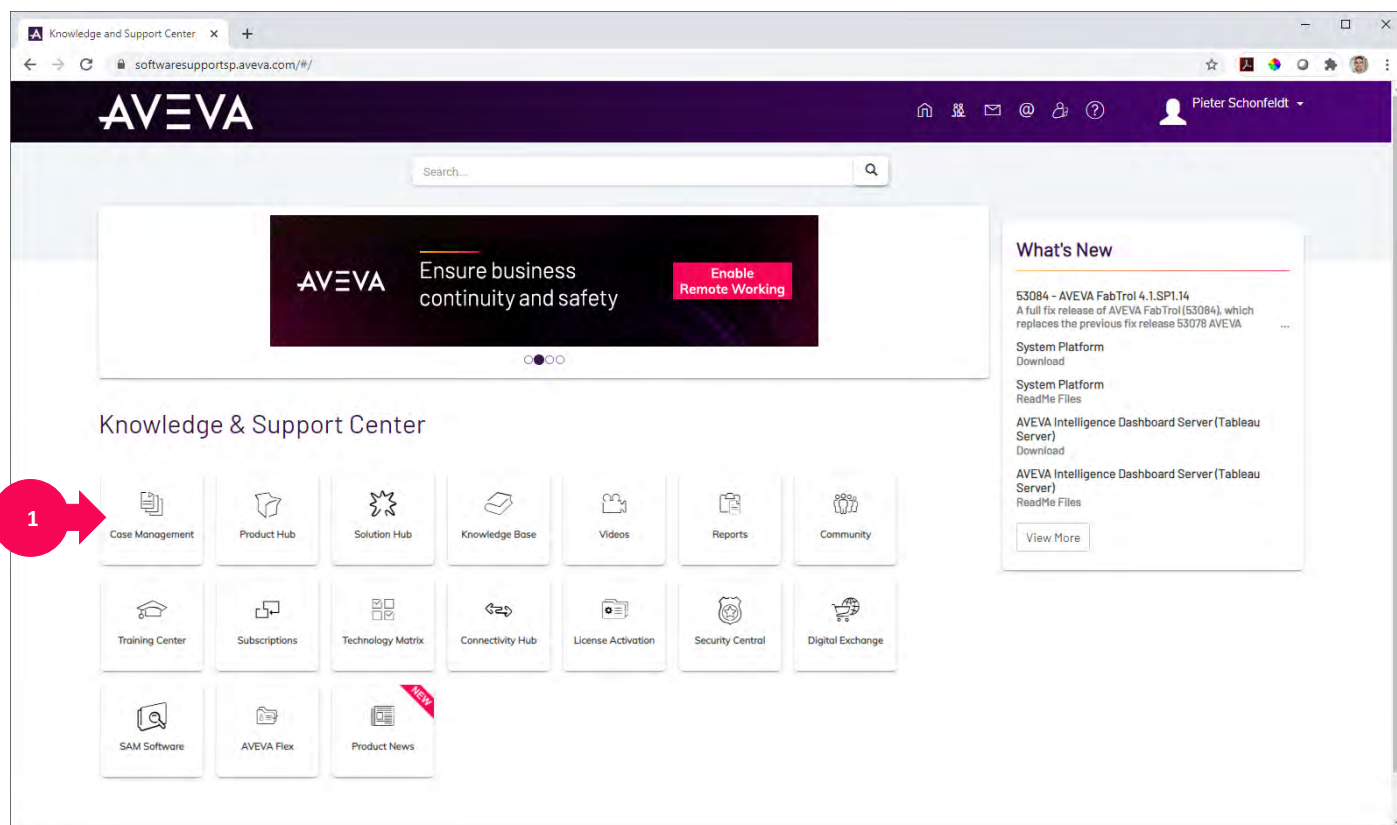
Knowledge & Support Center

Customization

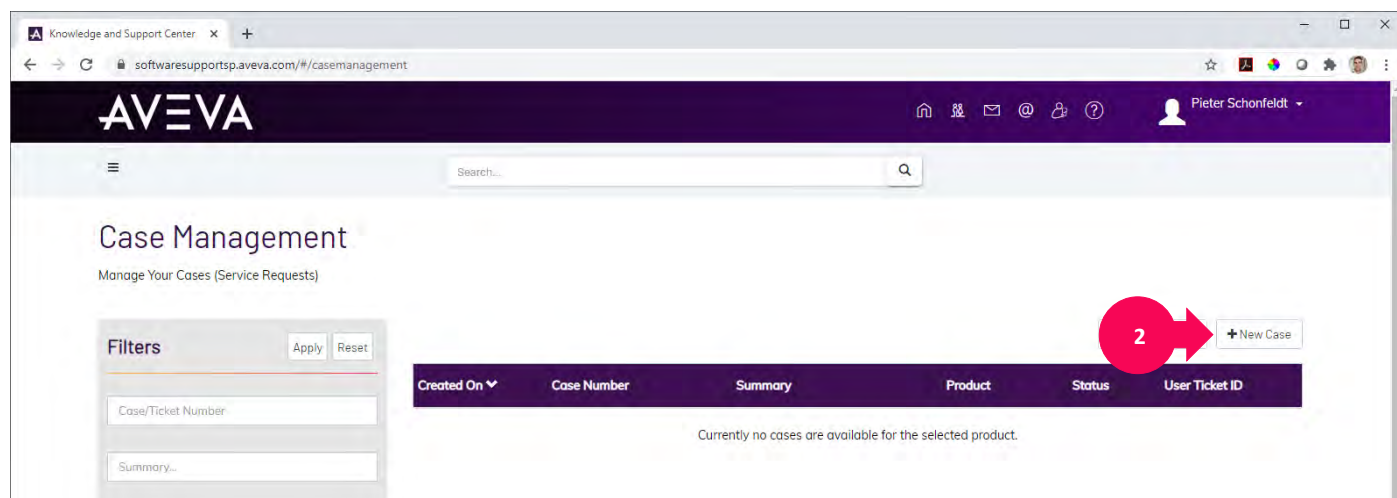


4. Case Management

4.1.1. Create a New Case



1. Click on the *Case Management* tile.



2. Click on *New Case*.

Knowledge and Support Center x +

software-supportsp.aveva.com/#/casemanagement/sr/new

AVEVA

Search...

New Case - Open a Case with Global Customer Support.

3 Case Details

Site*
AVEVA Solutions Ltd. (Dubai), Dubai #PIV#

Product Line*
AVEVA Plant or Marine - Design

Product*
AVEVA Everything3D

Version
2.1.0.26

Platform

OS Version

Request Priority*
P3 Medium

Reproducible
Always

Component

User Ticket ID

Case Description

Subject*

Search KB

3. Select/fill in all the required and relevant details.

NOTE: The more information you provide, the less questions the assigned Support Engineer will need to ask when responding to your case.

P1 – Critical: System or process is down, loss of essential function, critical business or operational impact, human safety or environmental impact. GCS will work on the case full time, during normal business hours, until it is resolved, or an appropriate workaround is found.

P2 – Serious: Key feature(s) is inoperable, no evident workaround is available, failure of one or more components, degraded operation of an essential function, potential business or operational impact, project is up against a hard deadline. GCS will work on the case full time, during normal business hours until it is resolved, or an appropriate workaround is found.

P3 – Moderate: One or more minor feature(s) are inoperable, operational question, minimal business or operational impact, a workaround is possible. GCS will work on the case during normal business hours.

P4 – Informational: Informational question, no business or operational impact, customer request, or next day call back is acceptable. GCS will work during normal business hours.

*Submitted cases will automatically receive a **P3 Priority** once it arrives in the GCS Case Management System, however, the Support Engineer will be notified of the priority you have selected while creating the case. The Support Engineer will assess the case and ensure that the priority you have requested corresponds to the reported problem and the impact it may have on your operation.*

4. Provide a clear and description *Subject*.

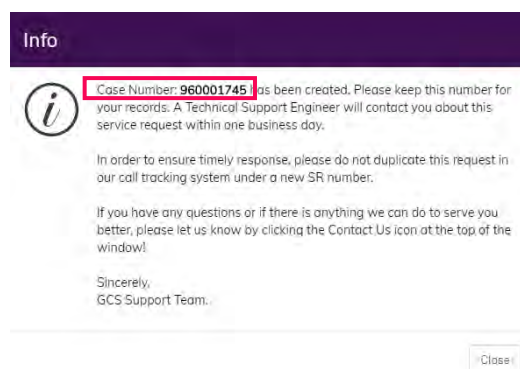
NOTE: The Search KB (Knowledge Base) feature is not yet available for the Engineering products.

5. Add as much relevant information into the *Description* field.

6. *Attach* any files if required to support your Case.

NOTE: 7Zip is not currently supported

7. Click on *Submit*.



You will see the above pop-up to inform you that your case has been created with the displayed *Case Number*. The assigned Support Engineer will contact you.

Dear Pieter,

Thank you for contacting AVEVA Customer Support.

Service Request **960001745** has been created for your request with the following tentative description:
960001745 : TEST CASE - I am not able to create a new pipeline

Please note that you're able to reply to this email, or provide an update on this case here:

<https://softwaresupportsp.aveva.com/#/casemanagement/sr/960001745/details>

Your Service Request has been assigned to a Technical Support Engineer and you will be contacted at our earliest opportunity.

Kind Regards,
AVEVA Support Team

You will receive an email like this, with the details of the new case that you created, including a link of how to access the case directly in the *Knowledge and Support Center*.

The screenshot shows the AVEVA Knowledge and Support Center web application. The header features the AVEVA logo and a user profile for Pieter Schonfeldt. The main content area is titled 'Case Management' and 'Manage Your Cases (Service Requests)'. It includes a search bar, a filters sidebar on the left, and a table of cases. The table has columns for Created On, Case Number, Summary, Product, Status, and User Ticket ID. A single case is listed with the number 960001745 and the summary 'TEST CASE - I am not able to cre...'. The page also shows pagination controls and a 'Page size' dropdown set to 10.

Created On	Case Number	Summary	Product	Status	User Ticket ID
Sep 11, 2020	960001745	TEST CASE - I am not able to cre...	AVEVA Everything...	Open	

All of your Cases will be displayed on the main *Case Management* page.

The screenshot shows the AVEVA Knowledge and Support Center interface. The main heading is "Case Management" with the subtitle "Manage Your Cases (Service Requests)". On the left, there is a "Filters" panel with fields for Case/Ticket Number, Summary, Status (set to Open), At (My Cases), Product Line, Product, and Date Range. The main area displays a table of cases. The first case is "TEST CASE - I am not able to cre..." with Case Number 960001745, Product AVEVA Everything..., and Status Open. A dropdown menu is open for the "User Ticket ID" column, showing options: "+ New Activity" and "Withdraw". A red circle with the number 8 and an arrow points to the dropdown arrow.

Created On	Case Number	Summary	Product	Status	User Ticket ID
Sep 11, 2020	960001745	TEST CASE - I am not able to cre...	AVEVA Everything...	Open	<div> <div></div> <div>+ New Activity</div> <div>Withdraw</div> </div>

8. Note the available actions on your case by clicking the dropdown arrow. These actions will be covered in the following sections.

4.1.2. Withdraw a Case

Withdrawing a Case is an action you would select if:

- The Case you created is no longer relevant/required.
- You resolved the issue yourself.
- The case was created by mistake.

Case Management

Manage Your Cases (Service Requests)

This screenshot is similar to the one above, showing the AVEVA Case Management interface. The case "TEST CASE - I am not able to cre..." is displayed. The dropdown menu for the "User Ticket ID" column is open, showing options: "+ New Activity" and "Withdraw". A red circle with the number 1 and an arrow points to the dropdown arrow.

Created On	Case Number	Summary	Product	Status	User Ticket ID
Sep 11, 2020	960001745	TEST CASE - I am not able to cre...	AVEVA Everything...	Open	<div> <div></div> <div>+ New Activity</div> <div>Withdraw</div> </div>

1. Click on the dropdown and select **Withdraw**.

NOTE: The assigned Support Engineer will be notified, and your Case will be closed.

The screenshot shows the 'Case Update' form. Callout 2 points to the 'Description' field, which contains the text 'This problem has been resolved internally'. Callout 3 points to the 'Attachments' section, which includes a 'Choose files...' button and a list of allowed attachment formats. Callout 4 points to the 'Submit' button at the bottom right of the form.

2. Provide a **Description** about why you are withdrawing your case.
3. **Attach** any files if required
4. Click **Submit**.

4.1.3. Create a New Case activity

NOTE: AVEVA recommends using the New Activity feature in GCS Web to provide information against a case instead of sending an email to the support Engineer. **Email-to-Case is not yet functional.** All activities created here will automatically be added to your case, and be visible to the Support Engineer.

The screenshot shows the AVEVA Case Management interface. A callout 1 points to the 'New Activity' dropdown menu, which is open and shows options for '+ New Activity' and 'Withdraw'. The interface includes a search bar, a table of cases, and a sidebar with filters.

Created On	Case Number	Summary	Product	Status	User Ticket ID
Sep 11, 2020	960001745	TEST CASE - I am not able to cre...	AVEVA Everything...	Open	

1. Click on the dropdown and select **New Activity**.

NOTE: Activities are any new information that can be provided against the case. It also serves as the communication method between you and the Support Engineer, instead of using email to communicate.

Knowledge and Support Center

software.supportsp.aveva.com/#/casemanagement/sr/960001745/details?updateType=new

AVEVA

Home | Mail | @ | ? | Pieter Schonfeldt

Search...

Case Number: 960001745 | Account: AVEVA Solutions Ltd. (Dubai), Dubai #PIV# | Product: AVEVA Everything3D | Status: Open

Subject: TEST CASE - I am not able to create a new pipeline

Case Update

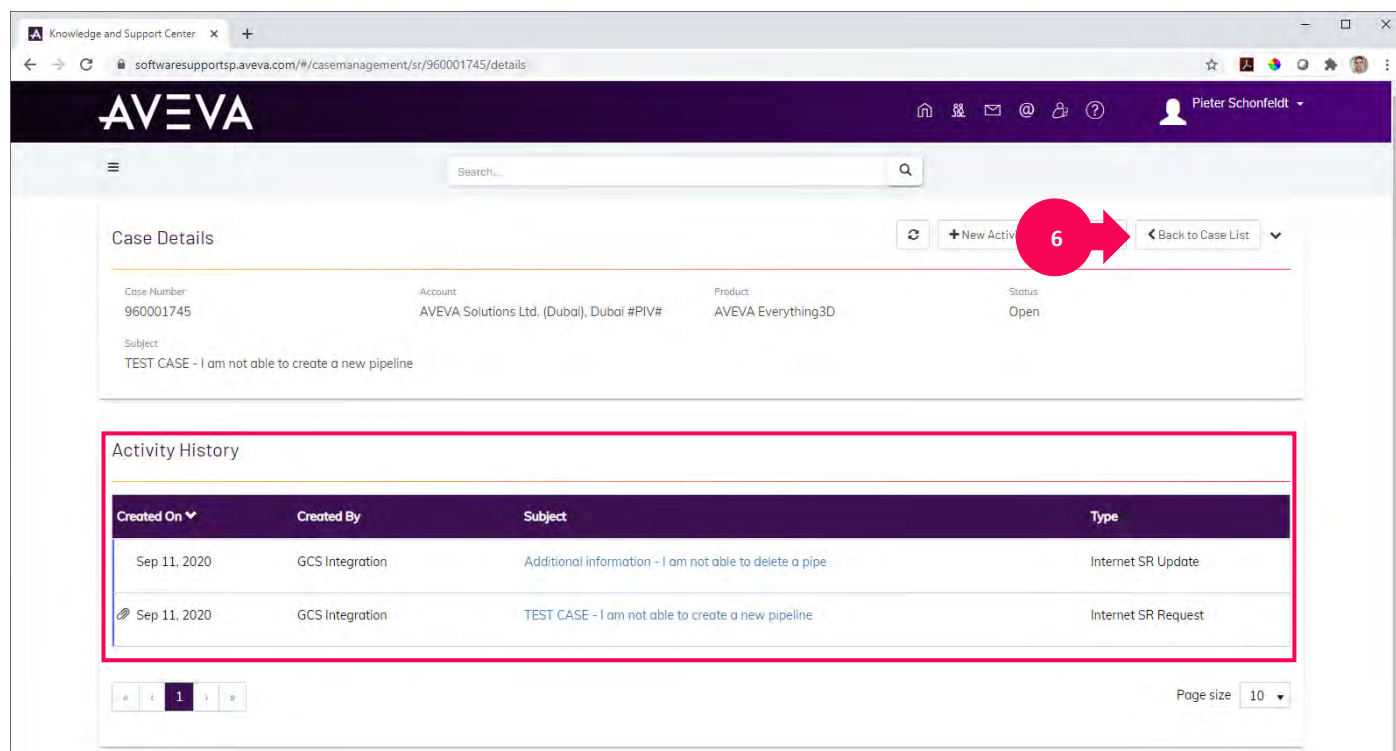
Subject *
Additional information - I am not able to delete a pipe
45/100

Description *
I couldn't create a pipe before, I managed to create one through another workflow/ Now I am not able to modify or delete the pipe. See the attached screenshots.
1240/1400

Attachment(s)
Allowed attachment formats: png, jpg, zip, log, txt, doc, docx, xls,xlsx, pdf, bmp, gif and .bak
Choose files...
No files uploaded!

Submit Cancel

2. Provide a clear **Subject** of the Update to be made to the Case
3. Provide a clear **Description**.
4. **Attach** any files if relevant.
5. Click **Submit**.



Case Details

Case Number: 960001745 | Account: AVEVA Solutions Ltd. (Dubai), Dubai #PIV# | Product: AVEVA Everything3D | Status: Open

Subject: TEST CASE - I am not able to create a new pipeline

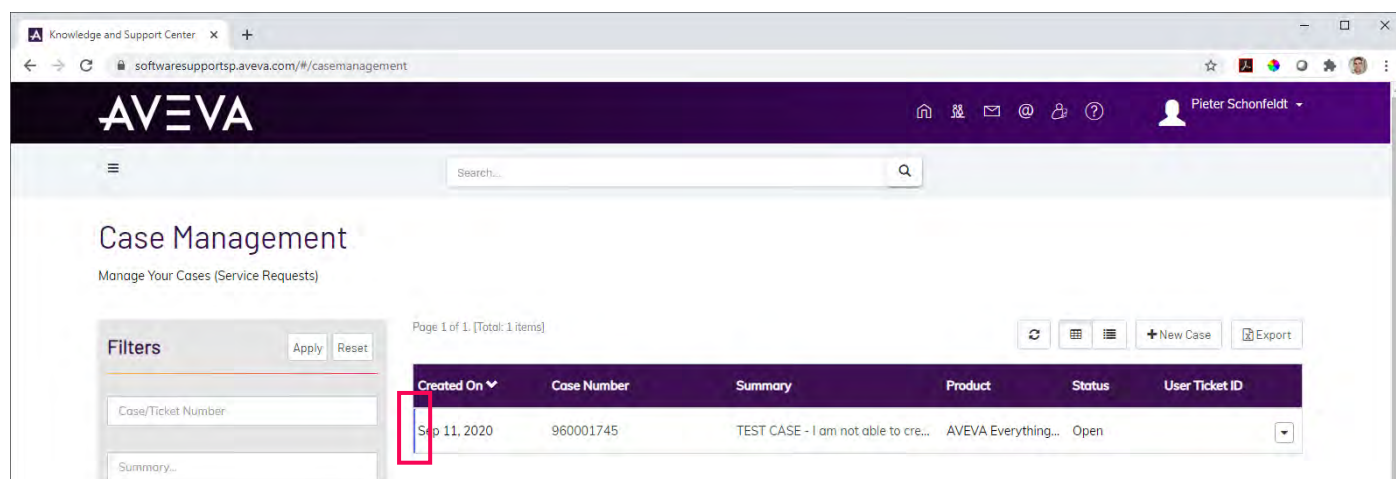
Activity History

Created On	Created By	Subject	Type
Sep 11, 2020	GCS Integration	Additional information - I am not able to delete a pipe	Internet SR Update
Sep 11, 2020	GCS Integration	TEST CASE - I am not able to create a new pipeline	Internet SR Request

Page size: 10

All of your, and the Support Engineer's communication and updates will be published here.

6. Click on [Back to Case List](#) to navigate to the complete list of all your cases.



Case Management
Manage Your Cases (Service Requests)

Page 1 of 1 (Total: 1 items)

Filters [Apply] [Reset]

Case/Ticket Number: [input]
Summary: [input]

Created On	Case Number	Summary	Product	Status	User Ticket ID
Sep 11, 2020	960001745	TEST CASE - I am not able to create a new pipeline	AVEVA Everything3D	Open	[dropdown]

NOTE: All unread Updates to a case will be denoted by the vertical blue bar to the left of the case in the case list.

4.1.4. Accept/Reject a proposed solution

The Support Engineer may provide a solution for you to verify. You can Accept or Reject the solution provided directly from the Case in GCS Web.

Notice the *Status* of the case in the Case List.

Page 1 of 1. [Total: 1 items]

Created On	Case Number	Summary	Product	Status	User Ticket ID
Sep 11, 2020	960001745	TEST CASE - I am not able to cre...	AVEVA Everything...	Solution Proposed	

Page size 10

1. Click on the *Case Number* to go into the case and view the Solution provided by the Engineer in the *Activity History*.

Activity History

Created On	Created By	Subject	Type
Sep 11, 2020	Pieter Schonfeldt	AVEVA Support - RE: 960001745 - TEST CASE - I am not able to create a new pipeline [ref_00D00sK7G_5003X1xlbm9:ref]	Email - Outbound
Sep 11, 2020	Pieter Schonfeldt	AVEVA Support - RE: 960001745 - TEST CASE - I am not able to create a new pipeline [ref_00D00sK7G_5003X1xlbm9:ref]	Email - Outbound
Sep 11, 2020	GCS Integration	Additional information - I am not able to delete a pipe	Internet SR Update
Sep 11, 2020	GCS Integration	TEST CASE - I am not able to create a new pipeline	Internet SR Request

Page size 10

2. Click on the latest activity to view the proposed solution.

Activity Details

Case Number: 960001745 Activity Number: 0100007002

Type: Email - Outbound Created Date: Sep 11, 2020

Contact: Pieter Schonfeldt Assigned To:

Subject: AVEVA Support - RE: 960001745 - TEST CASE - I am not able to create a new pipeline [ref_00D00sK7G_5003X1xlbm9:ref]

Attachments:

Description:

Dear Pieter,

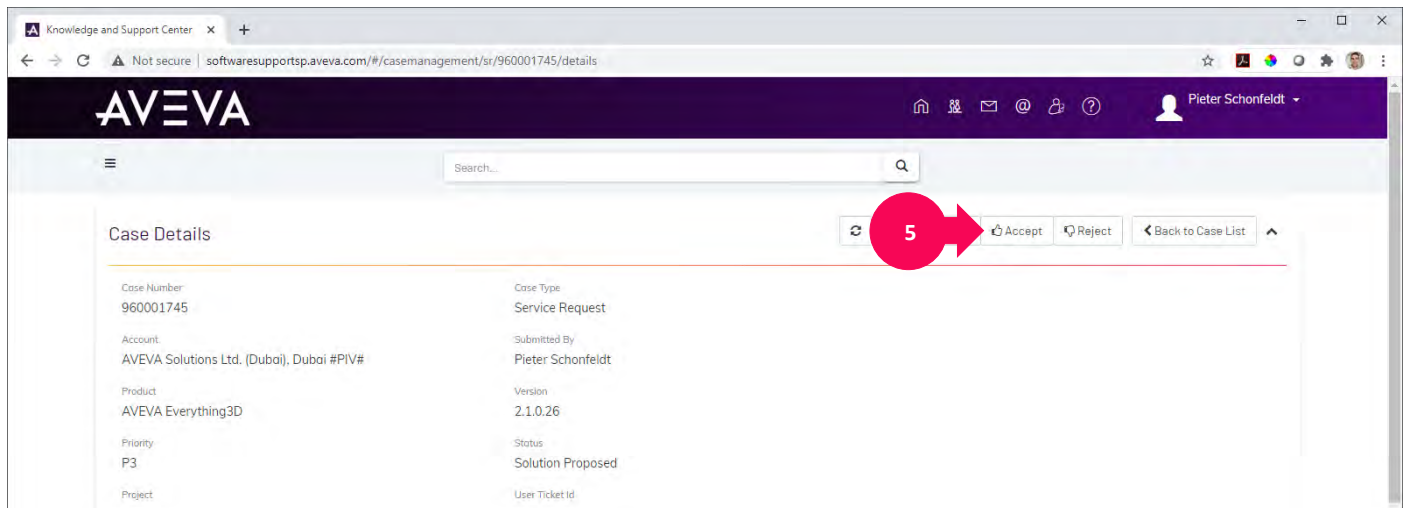
Please follow the steps in the attachment to help you resolve this issue. Let us know if your problem is resolved by **Accepting/Rejecting** the solution proposed on GCS Web.

Please note that you're able to reply to this email, or provide an update on this case here: <https://softwaresupportsp.aveva.com/#/casemanagement/sr/960001745/details>

Kind Regards,
AVEVA Support Team

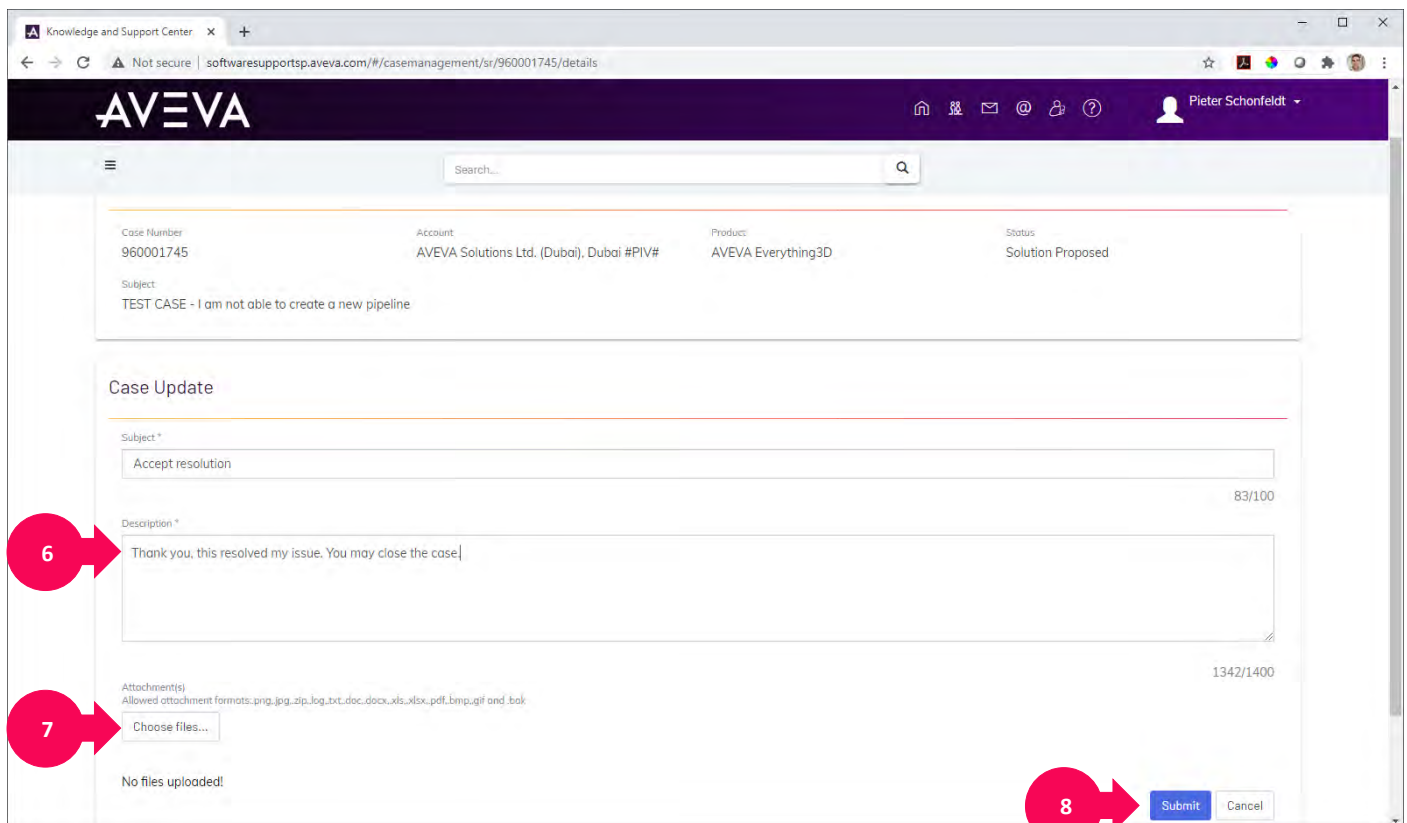
Back to Case Details

3. Review the proposed solution.
4. Click on *Back to Case Details*.



5. Click on *Accept / Reject*.

NOTE: When you choose to Reject a case resolution, it is important to specify why the resolution was rejected, and to provide as much detail as possible.

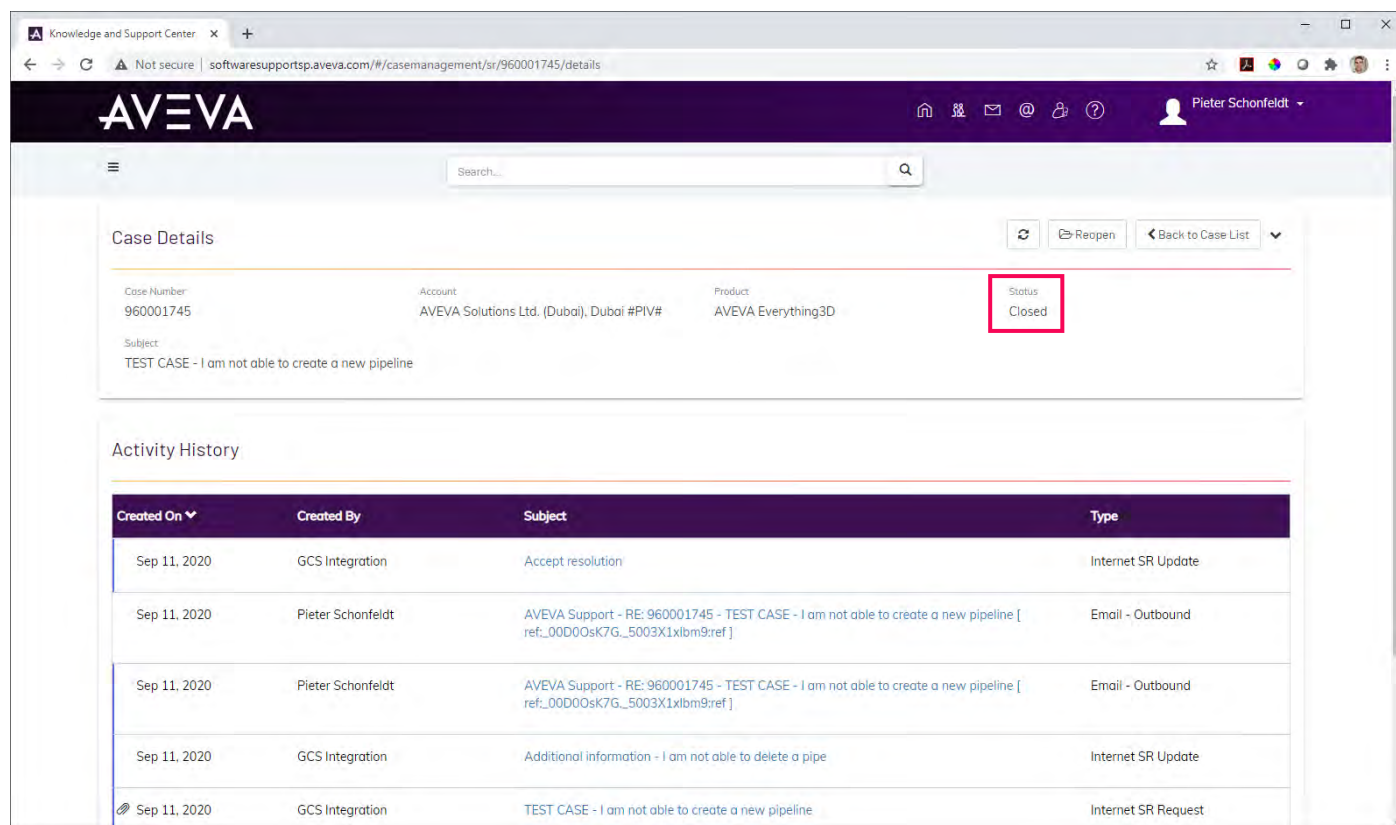


6. Provide a clear *Description* to update the case history.

NOTE: This information will help the Support Engineer generate a helpful Knowledge Base article.

7. *Attach* any files if required.

8. Click *Submit*.



The screenshot displays the AVEVA Knowledge and Support Center interface. At the top, the AVEVA logo is visible on the left, and navigation icons and the user name 'Pieter Schonfeldt' are on the right. A search bar is located below the header. The main content area is titled 'Case Details' and includes a 'Status' dropdown menu set to 'Closed'. Below this, the 'Activity History' section contains a table with the following data:

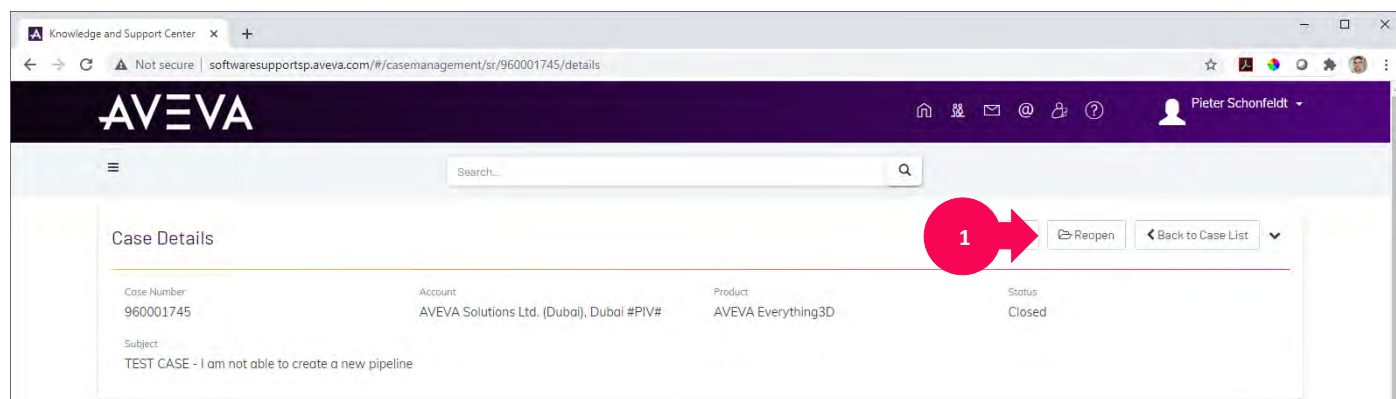
Created On	Created By	Subject	Type
Sep 11, 2020	GCS Integration	Accept resolution	Internet SR Update
Sep 11, 2020	Pieter Schonfeldt	AVEVA Support - RE: 960001745 - TEST CASE - I am not able to create a new pipeline [ref_00D00sk7G_5003X1xlbm9:ref]	Email - Outbound
Sep 11, 2020	Pieter Schonfeldt	AVEVA Support - RE: 960001745 - TEST CASE - I am not able to create a new pipeline [ref_00D00sk7G_5003X1xlbm9:ref]	Email - Outbound
Sep 11, 2020	GCS Integration	Additional information - I am not able to delete a pipe	Internet SR Update
Sep 11, 2020	GCS Integration	TEST CASE - I am not able to create a new pipeline	Internet SR Request

The Case will now be closed by the Support Engineer, and will no longer be visible in your *Case List*.

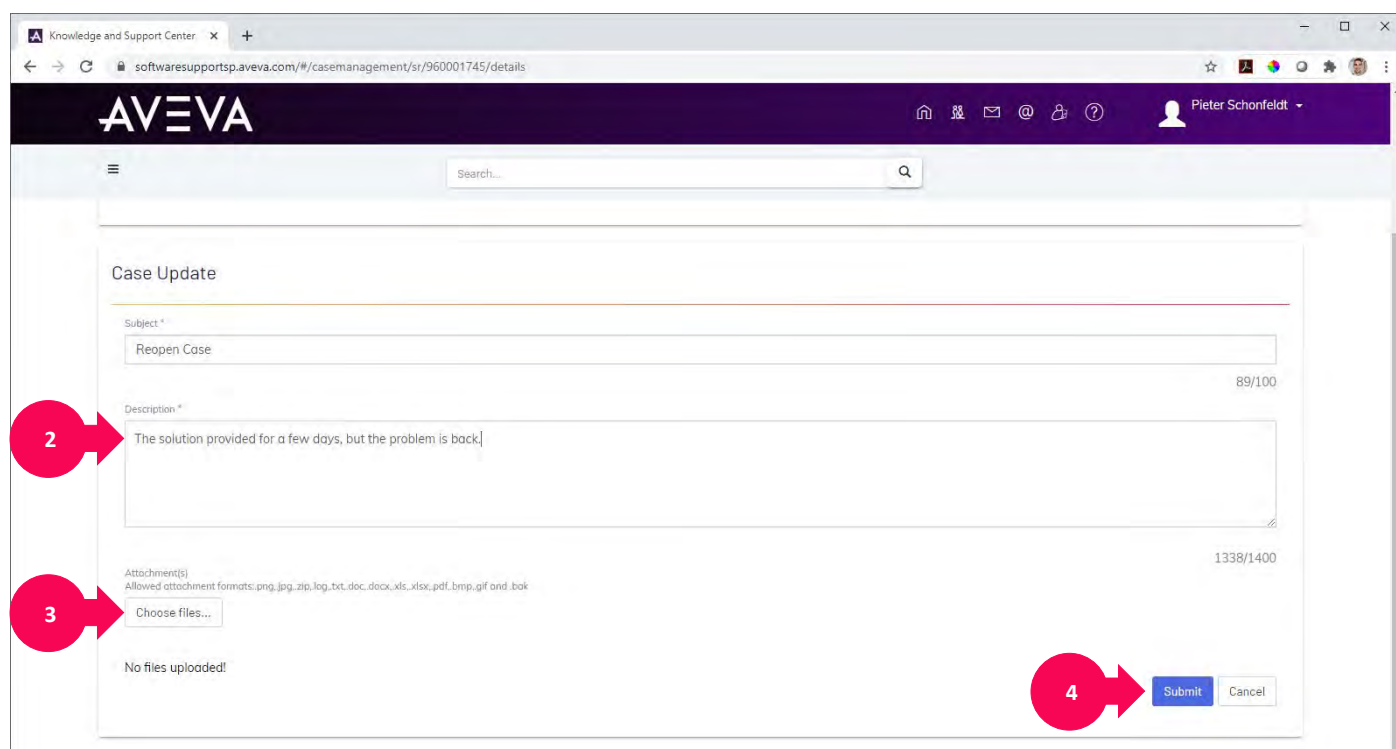
If the solution provided is *Rejected*, the Support Engineer will receive a notification, the Case will be updated, and the same workflow will repeat until a satisfactory solution is provided.

4.1.5. Reopen a closed Case

Cases that have been closed may be reopened *within 30 days* of it being closed. After 30 days a new case will have to be created.



1. Click on *Reopen*.



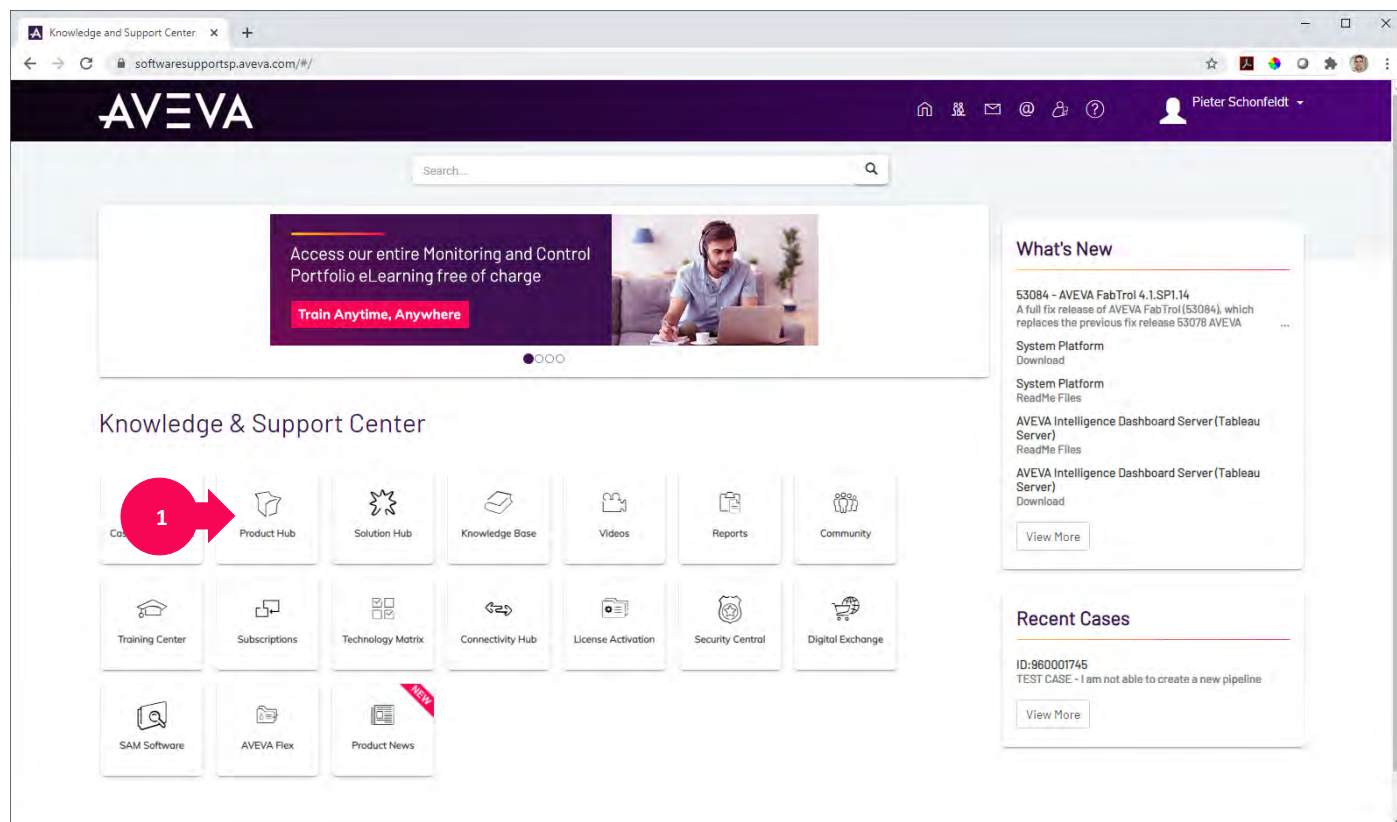
2. Provide a clear *Description* on why the case should be reopened.
3. *Attach* any supporting files if relevant.
4. Click *Submit*.

AVEVA

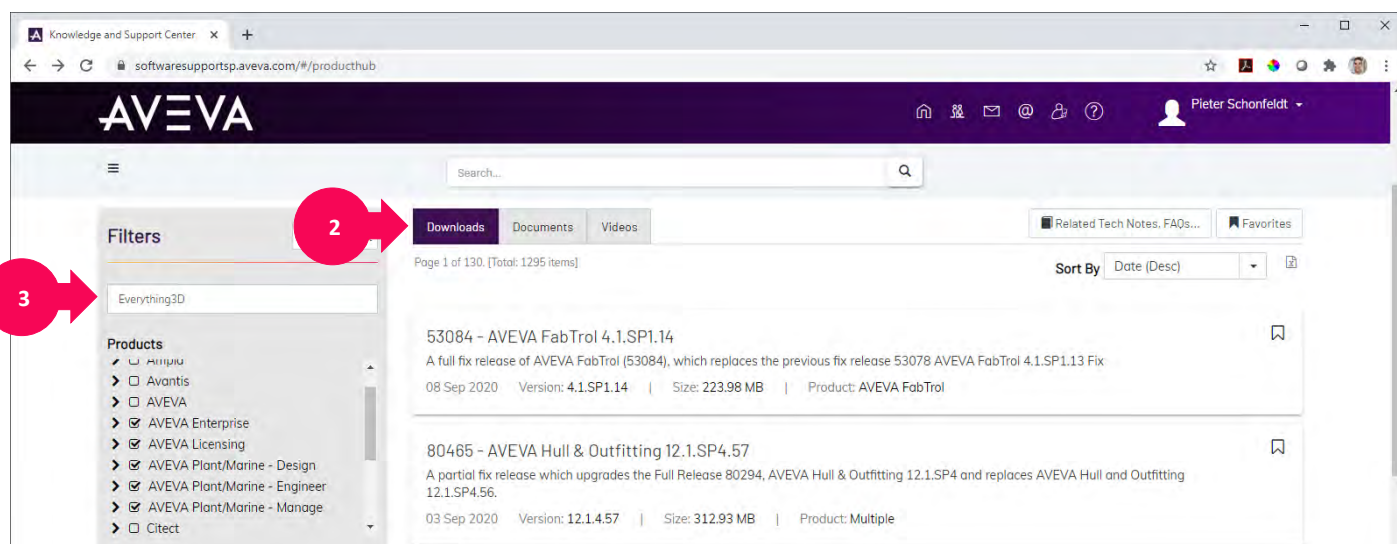
5. Product Hub

5.1.1. Download Software and Fix releases

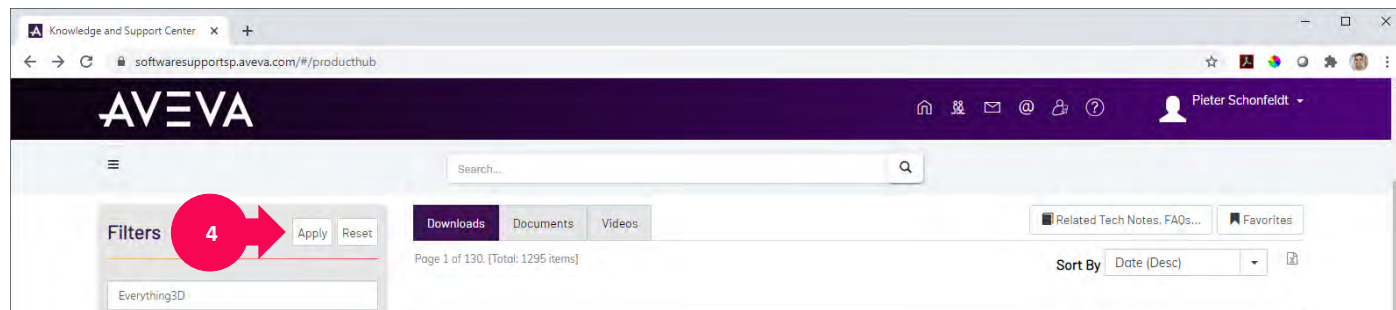
NOTE: Products, Fixes and related documentation are separate downloads, and no longer combined as with the previous Product Support website.



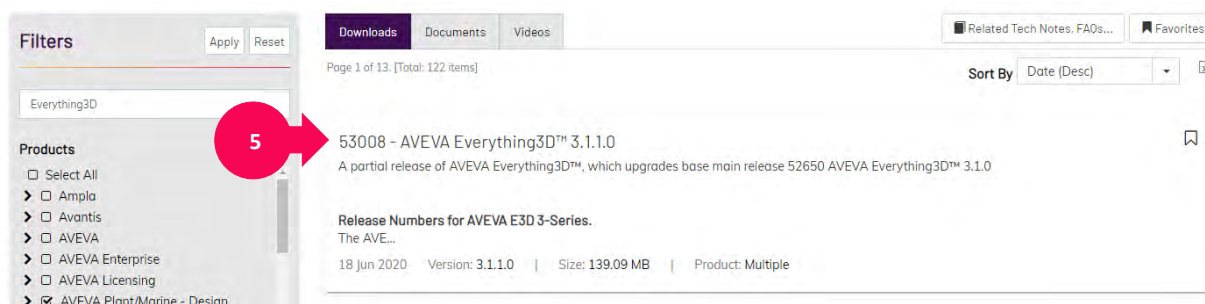
1. Click on the *Product Hub* tile.



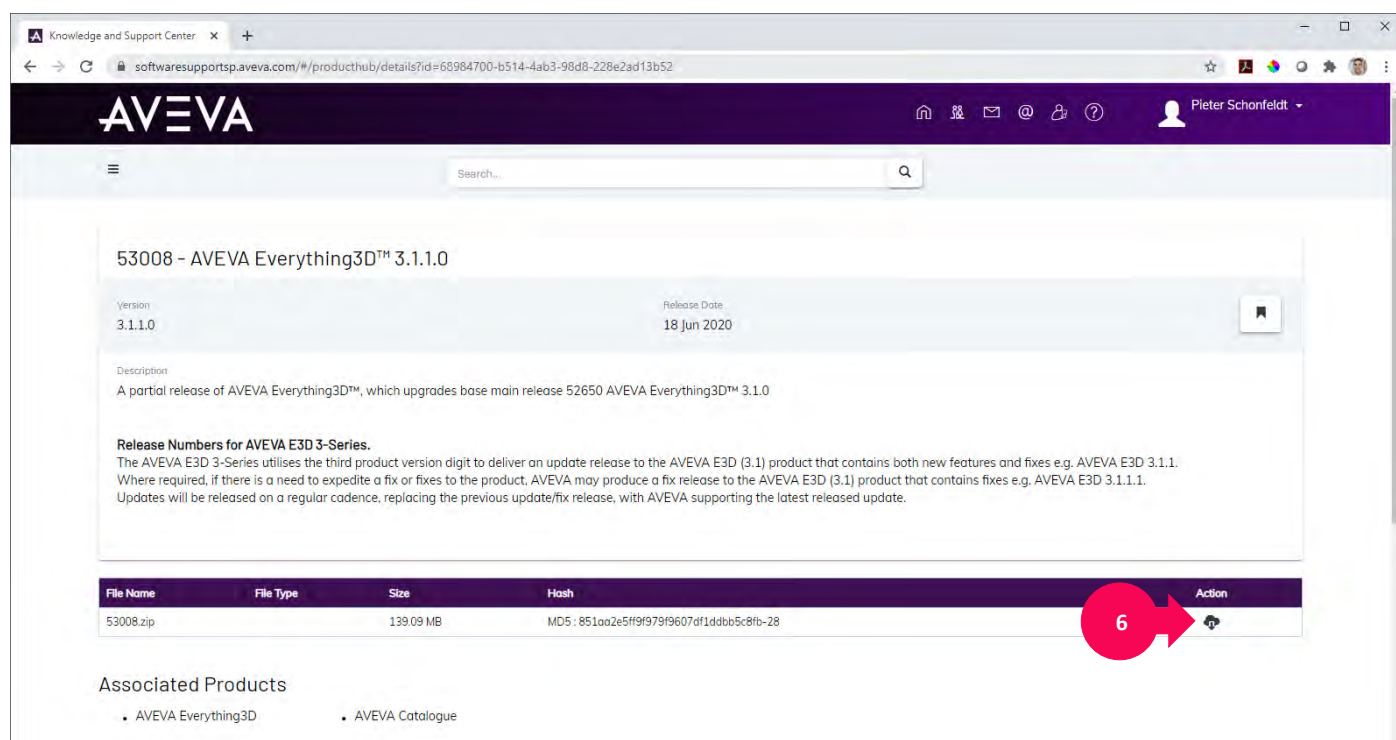
2. Select [Downloads](#) for Software releases, or select [Documents](#) for Release letters, Bulletins etc.
3. Use the [Filters](#) to refine your search



4. Click [Apply](#).

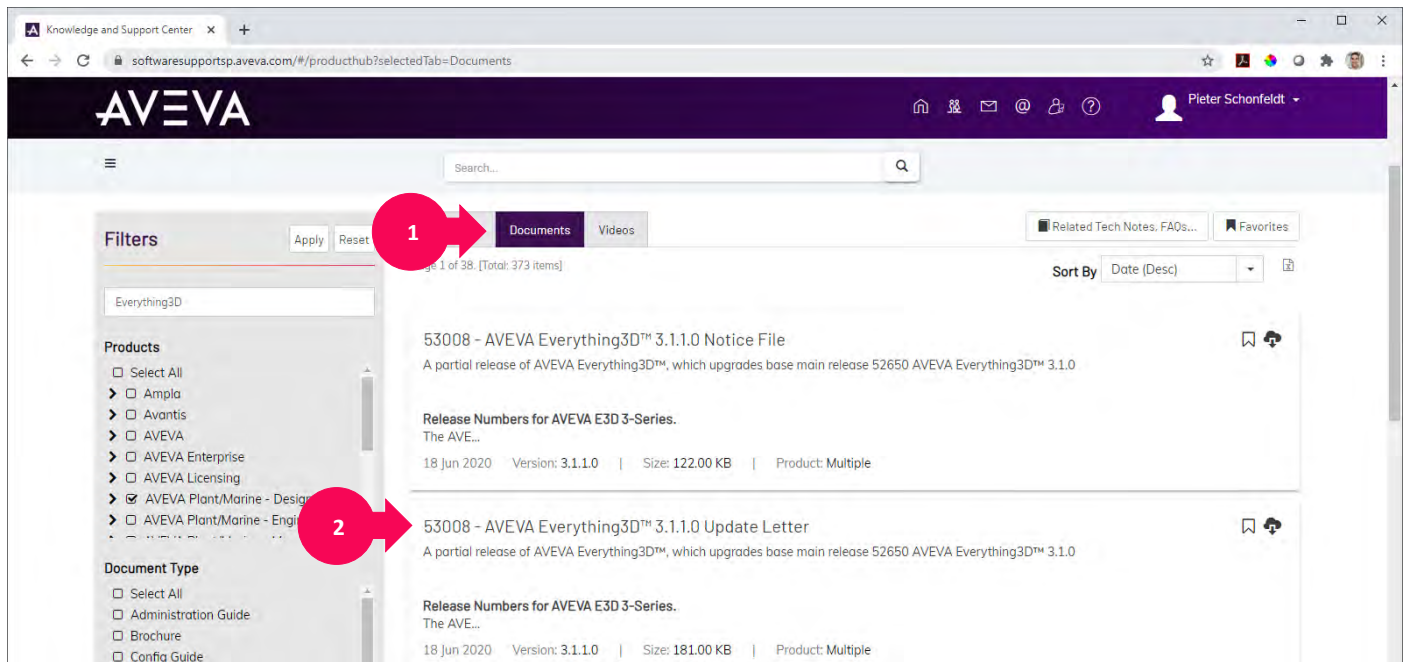


5. Click on the [link](#) to access the download information.



6. Click on the [download icon](#) to start the download.

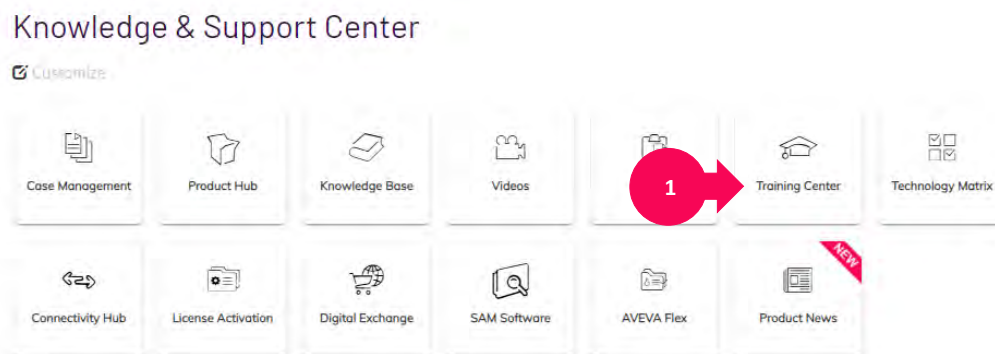
5.1.1. Download Software and Fix release Documentation



1. Select the [Documents](#) tab.
2. Click on the [link](#) to access the download information.

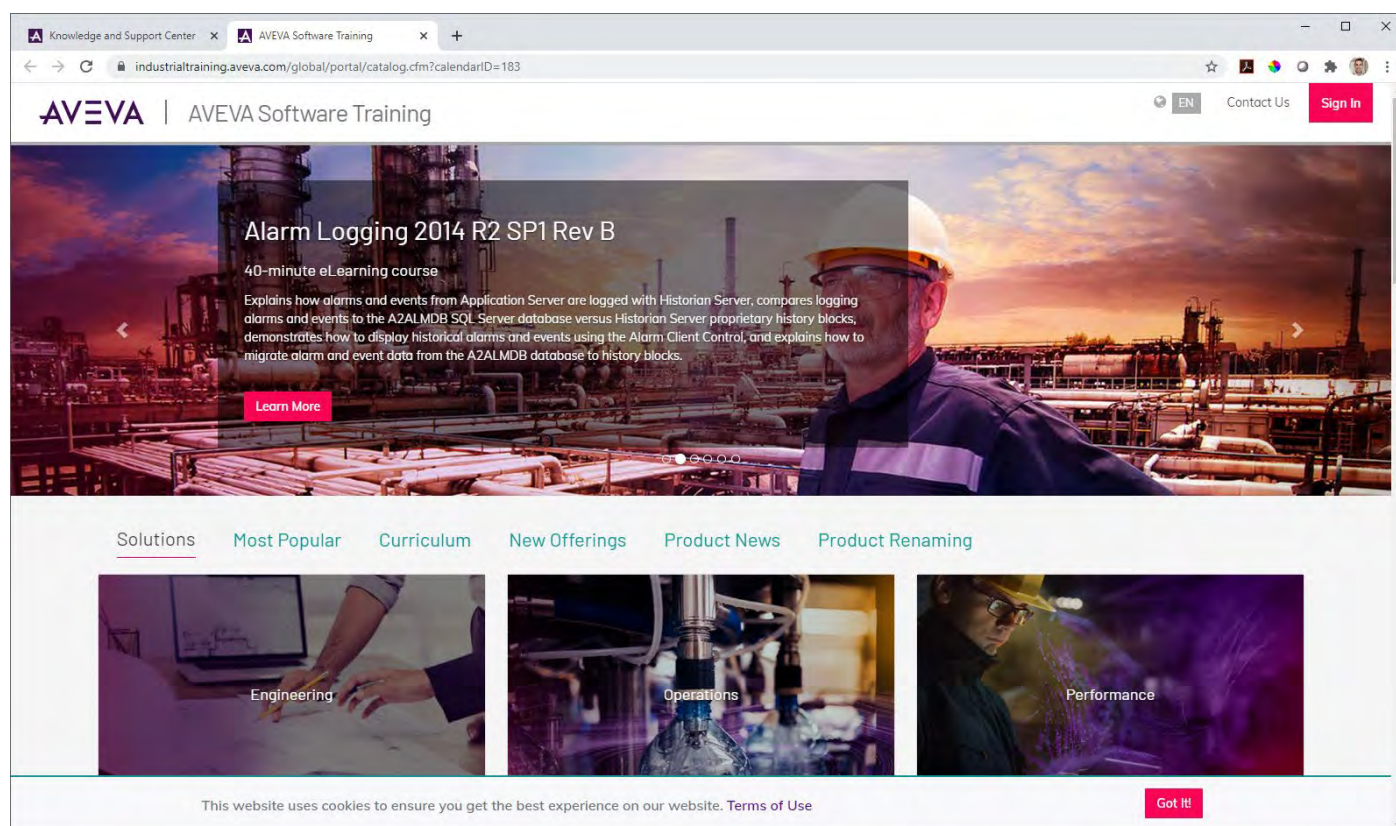
6. Training Center

6.1.1. Instructor-Led Training



1. Click on the *Training Center* tile.

NOTE: You'll be redirected to the AVEVA Software training website.



2

Exclusive Offerings

Complimentary (Free) (339)

Fee-Based (276)

Brand

Aquis/Termis (8)

Avantis (30)

AVEVA (129)

Citect SCADA (64)

OASys DNA (17)

SimSci (115)

Spiral (10)

Wonderware (242)

Type

Curriculum (15)

eLearning (238)

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Job Aid
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SimCentral Simulation Platform SimSci Engineering Optimize Plan & Implement Process Simulation
English Complimentary / FREE offering

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Advanced - Solving and Convergence Tips is a SimCentral Simulation Platform Short Series video.
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Advanced - Using Optimization is a SimCentral Simulation Platform Short Series video.
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2. Use the various filters to locate a training you require.

NOTE: There are numerous Complimentary and Paid training courses available across all AVEVA Product lines. If the training you're seeking is not available, contact your local Support Office for more information on available courses in your region.

<https://www.aveva.com/en/about/locations/>

7. Having issues accessing GCS Web?

If you experience any issues accessing the AVEVA Knowledge and Support Center, or have any permission related constraints, contact your local GCS Support Team.

<https://www.aveva.com/en/about/locations/>

The AVEVA logo is displayed in white, bold, sans-serif capital letters. The background of the top section of the page is a dark purple with a complex, swirling, fractal-like pattern that resembles a nebula or a microscopic view of a material. The pattern consists of many fine, curved lines and small, bright orange-red dots scattered throughout.

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