



# **SOFiSTiK Online**

## **User Manual**

**Version 25 February 2016**

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## 1 Motivation and Options

The following options are now available with SOFiSTiK Online:

- Administration of all your company contacts
- Create, edit or delete contact data of your staff members
- Create new SOFiSTiK Online Users
- Summary of all your support requests
- Directly submit your support requests to our support team
- Create additional queries directly inside a current support ticket.
- Directly submit any questions to our sales department
- With the FAQ-Database you can search for solutions according to your problem.

With this service we provide you with additional information and problem solutions at any time. Using the administration of your own contacts we will be able to avoid additional time and work to check and correct contact data. This will

With the Ticket Tracker you are able to list all support requests of your company. This can be used as additional information for solving problems. Also this may help to avoid sending a support request twice.

With this we are able to improve our support service for you.

## 2 User-Administrator

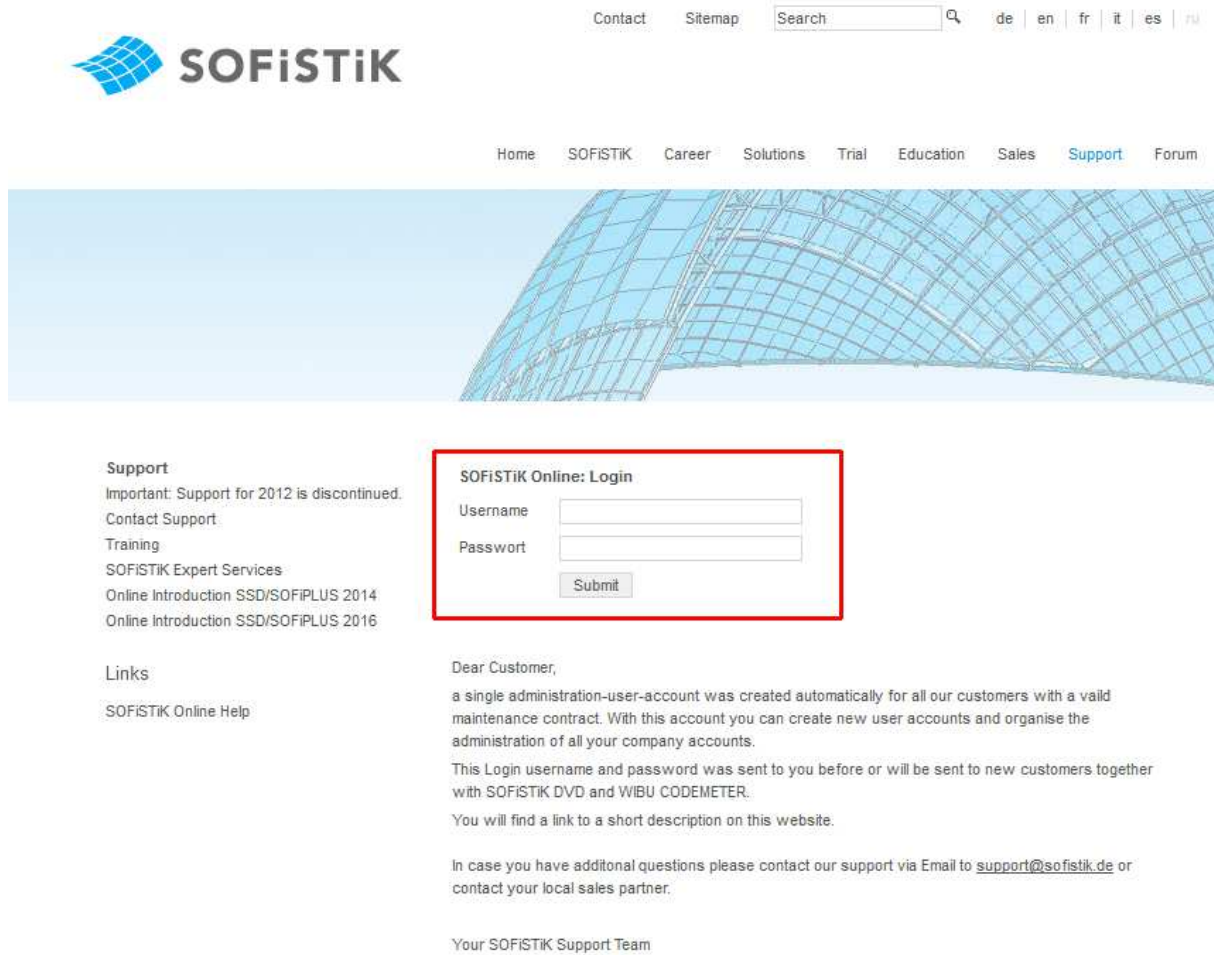
If you are our primary contact you may view and modify all contact persons of your company in our database. You are also allowed to create new SOFiSTiK Online users.

## 3 Login

For login you need an internet browser and an internet connection. With the following address, which is directly available from our website

<http://www.sofistik.com/support/sofistik-online-login>

you get access to the login window.



The screenshot shows the SOFiSTiK Online website interface. At the top, there is a navigation bar with links for Contact, Sitemap, a search box, and language options (de, en, fr, it, es, ru). The SOFiSTiK logo is prominently displayed on the left. Below the logo is a horizontal menu with links for Home, SOFiSTiK, Career, Solutions, Trial, Education, Sales, Support, and Forum. The main content area features a large blue wireframe graphic of a dome structure. On the left side, there is a 'Support' section with links to 'Important: Support for 2012 is discontinued', 'Contact Support', 'Training', 'SOFiSTiK Expert Services', 'Online Introduction SSD/SOFIPLUS 2014', and 'Online Introduction SSD/SOFIPLUS 2016'. Below this is a 'Links' section with a link to 'SOFiSTiK Online Help'. The central focus is the 'SOFiSTiK Online: Login' form, which includes fields for 'Username' and 'Password', and a 'Submit' button. To the right of the form, there is a message from the support team: 'Dear Customer, a single administration-user-account was created automatically for all our customers with a valid maintenance contract. With this account you can create new user accounts and organise the administration of all your company accounts. This Login username and password was sent to you before or will be sent to new customers together with SOFiSTiK DVD and WIBU CODEMETER. You will find a link to a short description on this website. In case you have additional questions please contact our support via Email to [support@sofistik.de](mailto:support@sofistik.de) or contact your local sales partner. Your SOFiSTiK Support Team'.

After login is completed you will see the following start window. In case you have problem with the login, please don't hesitate to contact our Customer Services team via [support@sofistik.de](mailto:support@sofistik.de).



1. My Profile	<b>Welcome at SOFiSTiK Online</b>
2. Ticket Tracker	You can see and modify all relevant information we have recorded about your company. If you are our primary contact you may as well view and modify all contact persons of your company in our database.
3. Support/Sales Request	Furtheron you can view all support tickets of your company, you can add information to them and create new support tickets.
4. FAQ Database	Please check the FAQ Database, whether you can find an answer to your question before creting a new ticket.
5. Logout	
6. Help	

Sincerely SOFiSTiK AG  
Department Support



Please note the new password of our ftp-server: santana

- 1. My Profile
- 2. Ticket Tracker
- 3. Support/Sales Request
- 4. FAQ Database
- 5. Logout
- 6. Help

The menu on the left hand side guides you through all functions.

## 4 My Profile

The administration of your company data (addresses and contact persons) will be done inside “My Profile”. To change company addresses simply press the “Edit” button.

With the button “new contact person” you may add a new member of your staff to our database. In case you want to edit or delete the contact data of listed contact persons please use  or  button.

Because every support ticket is directly related to a contact person it is very important to have this data up to date.



Changes according to address and/or contact persons will be sent to our back office department and will be activated usually within one work day.

To use SOFiSTiK Online it is necessary to define user accounts. This should be done by an administrator, which is per default our primary contact in your company. To create a new account simply press the “New user account” button and follow the input dialog.

Only the defined users are able to use SOFiSTiK Online!

## 5 Ticket Tracker

Inside the “Ticket Tracker” all current support tickets are listed. To see also the closed ones use the option “show closed tickets” and press the “Go” button. Every support ticket is identified with a Ticket ID. You also see the status and the responsible supporter.



Ticket Tracker				
<input checked="" type="checkbox"/> show closed tickets <input type="button" value="Go"/>				
Ticket ID	Status	Date	Subject	Supporter
<a href="#">46173</a>	10 Qualifiziert	2009-02-09	Test	Fink, Thomas
<a href="#">61075</a>	50 aufgenommen	2010-04-14	testvorgang Produkt: Graphical Input: SOFiPLUS Build: SP 2010-7 from 02.04.2010	Rae, Deepti
<a href="#">61069</a>	90 Closed/Geschlossen	2010-04-14	**testvorgang Produkt:Grundmodul/Konstruktion SOFiCAD Version: 2010-18.1 Build: 18.1-7.0 vom 01.04.2010	Rae, Deepti
<a href="#">57717</a>	90 Closed/Geschlossen	2010-01-11	testen von wice Produkt: Querschnitte Version: 2010aktuell Build: 1234 AutoCAD Version: 2010 Betriebssystem: Windows XP	Erdmann, Jost
<a href="#">57724</a>	90 Closed/Geschlossen	2010-01-11	wice-test Nr. 3 Produkt: Materialien Version: 2010aktuell Build: 1234 AutoCAD Version: 2010 Betriebssystem: Windows XP	Erdmann, Jost
<a href="#">57729</a>	90 Closed/Geschlossen	2010-01-11	test4 Produkt: Überlagerung Version: 2010aktuell Build: 1234 AutoCAD Version: 2010 Betriebssystem: Windows XP	Erdmann, Jost
<a href="#">57737</a>	90 Closed/Geschlossen	2010-01-11	test5 mit anhang Produkt: Grafische Eingabe Version: 2010aktuell Build: 1234 AutoCAD Version: 2010 Betriebssystem: Windows XP	Erdmann, Jost



Use the option “show closed tickets” and press “Go” button to see all support tickets of your company.

Click on the table heading to sort the list.

## 6 Support/Sales Request

To post a support request to our Customer Services team use menu point “Support/Sales Request” and select the relevant template. For questions to FEA-Analysis select “engl. Analysis Support Request”, for questions to CAD select “engl. CAD Support Request”.




Support / Sales Request	
Request type	<input type="text" value="engl. Analysis Support Request"/>
	<input type="button" value="proceed"/>



1. My Profile 2. Ticket Tracker <b>3. Support/Sales Request</b> 4. FAQ Database 5. Logout 6. Help	<h3 style="background-color: #444; color: white; margin: 0;">Support / Sales Request</h3> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 30%; padding: 5px;">Request type</td> <td style="padding: 5px;"> <input type="text" value="engl. CAD Support Request"/> </td> </tr> <tr> <td colspan="2" style="text-align: right; padding: 5px;"> <input type="button" value="proceed"/> </td> </tr> </table>	Request type	<input type="text" value="engl. CAD Support Request"/>	<input type="button" value="proceed"/>	
Request type	<input type="text" value="engl. CAD Support Request"/>				
<input type="button" value="proceed"/>					

## 6.1 Analysis Support Request

Select “engl. Analysis Support Request” and you will see the following input dialog.



1. My Profile 2. Ticket Tracker 3. Support/Sales Request 4. FAQ Database 5. Logout 6. Help	<h3 style="background-color: #444; color: white; margin: 0;">engl. Analysis Support Request</h3> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 30%; padding: 5px;">Title</td> <td style="padding: 5px;"><input type="text"/></td> </tr> <tr> <td style="padding: 5px;">Product</td> <td style="padding: 5px;"><input type="text" value="No Input"/></td> </tr> <tr> <td style="padding: 5px;">Version</td> <td style="padding: 5px;"><input type="text" value="No Input"/></td> </tr> <tr> <td style="padding: 5px;">Buildnumber</td> <td style="padding: 5px;"><input type="text" value="No Input"/></td> </tr> <tr> <td style="padding: 5px;">AutoCAD Version (for SOFIPLUS)</td> <td style="padding: 5px;"><input type="text" value="No Input"/></td> </tr> <tr> <td style="padding: 5px;">Operating system</td> <td style="padding: 5px;"><input type="text" value="No Input"/></td> </tr> <tr> <td style="padding: 5px;">Priority</td> <td style="padding: 5px;"><input type="checkbox"/> The problem is really very urgent, please handle it with high priority</td> </tr> <tr> <td style="padding: 5px; vertical-align: top;">           please describe your problem in a way that allows us to reproduce it.         </td> <td style="padding: 5px;"> <input style="width: 100%; height: 80px;" type="text"/> </td> </tr> <tr> <td style="padding: 5px; vertical-align: top;">           Attachment (if any possible as zipped (compressed) file)            Please add always the diagnose.xml file!         </td> <td style="padding: 5px;"> <input type="button" value="Durchsuchen..."/> </td> </tr> <tr> <td colspan="2" style="text-align: right; padding: 5px;"> <input type="button" value="Submit"/> </td> </tr> </table>	Title	<input type="text"/>	Product	<input type="text" value="No Input"/>	Version	<input type="text" value="No Input"/>	Buildnumber	<input type="text" value="No Input"/>	AutoCAD Version (for SOFIPLUS)	<input type="text" value="No Input"/>	Operating system	<input type="text" value="No Input"/>	Priority	<input type="checkbox"/> The problem is really very urgent, please handle it with high priority	please describe your problem in a way that allows us to reproduce it.	<input style="width: 100%; height: 80px;" type="text"/>	Attachment (if any possible as zipped (compressed) file) Please add always the diagnose.xml file!	<input type="button" value="Durchsuchen..."/>	<input type="button" value="Submit"/>	
Title	<input type="text"/>																				
Product	<input type="text" value="No Input"/>																				
Version	<input type="text" value="No Input"/>																				
Buildnumber	<input type="text" value="No Input"/>																				
AutoCAD Version (for SOFIPLUS)	<input type="text" value="No Input"/>																				
Operating system	<input type="text" value="No Input"/>																				
Priority	<input type="checkbox"/> The problem is really very urgent, please handle it with high priority																				
please describe your problem in a way that allows us to reproduce it.	<input style="width: 100%; height: 80px;" type="text"/>																				
Attachment (if any possible as zipped (compressed) file) Please add always the diagnose.xml file!	<input type="button" value="Durchsuchen..."/>																				
<input type="button" value="Submit"/>																					

Always find a short header description for your problem and put it into the Title edit field. Very important for us are the following information's about Product, Version, Buildnumber, AutoCAD Version (SOFIPLUS and SOFiCAD) and of course the Operation System (Windows or Linux).



The inputs of Product, Version, Buildnumber, AutoCAD Version and Operating System are mandatory.

To simplify the input you must select out of the following list:

Product	Version	Buildnummer	AutoCAD	Operating System
<div style="border: 1px solid black; padding: 2px;">                     No Input                      No Input                      Graphical Input: SOFIPLUS                      Graphical Input: SOFIPLUS-X                      CADINP-Input                      SSD-General                      Materials                      Cross Sections                      Meshgeneration                      Loads and actions                      Superpositions                      Linear Analysis                      Nonlinear Analysis                      Dynamics                      Geotechnics                      Design Beams                      Design QUADs                      Postprocessing                      other                 </div>	<div style="border: 1px solid black; padding: 2px;">                     No Input                      No Input                      2016                      2014_x64                      2014                      older                 </div>	<div style="border: 1px solid black; padding: 2px;">                     No Input                      No Input                      SP 2016-03 from 06.02.2016                      SP 2016-02 from 12.12.2015                      SP 2016-01 from 17.10.2015                      SP 2016-00 from 07.09.2015                      -----                      SP 2014-14 from 06.02.2016                      SP 2014-13 from 12.12.2015                      SP 2014-12 from 17.10.2015                      SP 2014-11 from 01.08.2015                      SP 2014-10 from 05.04.2015                      SP 2014-09 from 03.04.2015                      SP 2014-08 from 07.02.2015                      SP 2014-07 from 06.12.2014                      older                 </div>	<div style="border: 1px solid black; padding: 2px;">                     No Input                      No Input                      2016                      2015                      2014                      2014_x64                      2013                      2013_x64                      older                 </div>	<div style="border: 1px solid black; padding: 2px;">                     No Input                      No Input                      Windows 10                      Windows 8-64bit                      Windows 8-32bit                      Windows 7-64bit                      Windows 7-32bit                      Linux                      other                 </div>

In case your problem is very urgent, for example you can't work, or you have to finish a project, select the option "The problem is really very urgent, please handle it with high priority"

Please describe your problem always as accurate as possible. Tell us what you did, what you want to do, which results you do expect, which warnings and/or error messages occurred. In every case it is very helpful to reduce your system, look only on one load case and tell us exactly one element on which you are having the problem. Basically the more information we have, the faster we can respond.

In most cases we can respond very fast, if you send us a very **small** input data file, where we can reproduce your problem easily. Please send us this data file including the report file of your analysis (\*.prt) in **zip format**. You can add this zip-file as an attachment to your request. Always send us the diagnose.xml file, which contains all relevant information according to your SOFiSTiK installation.

After you completed the input, submit your request to our support. After pressing the "Submit" Button your support request is saved in our system. Additionally we receive an Email from you. You can see the ticket ID and your request inside the Ticket Tracker view.

Now our Support will deal with your request and will get back to you as soon as possible. In every case you will receive an Email containing the complete ticket history. You also can see the answers inside the Ticket Tracker.

## 6.2 CAD Support Request

1. My Profile 2. Ticket Tracker 3. Support/Sales Request 4. FAQ Database 5. Logout 6. Help	<div style="background-color: #333; color: white; padding: 2px;"><b>engl. CAD Support Request</b></div> <p>Please add always the diagnose.xml file!</p> <p>Subject <input type="text"/></p> <p>Product <input type="text" value="No Input"/></p> <p>SOFiCAD Version <input type="text" value="No Input"/></p> <p>Buildnumber <input type="text" value="No Input"/></p> <p>AutoCAD Version <input type="text" value="No Input"/></p> <p>Operating System <input type="text" value="No Input"/></p> <p>The problem occurs  <input type="radio"/> in all drawings  <input type="radio"/> in some drawings only</p> <p>The problem is  <input type="radio"/> reproducible on many computers  <input type="radio"/> reproducible on my computer only  <input type="radio"/> not reproducible</p> <p>The Problem is  <input type="radio"/> new  <input type="radio"/> did occur in the past</p> <p>Priority  <input type="checkbox"/> The problem is really very urgent, please handle it with high priority</p> <p>please describe your problem in a way that allows us to reproduce it.  <input style="width: 100%; height: 80px;" type="text"/></p> <p>Attachment (if any possible as zipped (compressed) file) <input type="text" value=""/> <input type="button" value="Durchsuchen..."/></p> <p style="text-align: right;"><input type="button" value="Submit"/></p>
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Submitting a “CAD Support Request” is similar to an “Analysis Support Request”. We also need some additional information about your installed Version and about the problem itself.



The inputs of Subject, Product, SOFiCAD Version, Buildnumber, AutoCAD Version, Operating System and some problem checks are mandatory.

Please describe your problem always as accurate as possible. Tell us what you did, what you want to do, which results you do expect, which warnings and/or error messages occurred. In every case it is very helpful to reduce your system. Basically the more information we have, the faster we can respond.

Please attach all necessary drawings and datafiles including the diagnose.xml in zip-format.

After you completed the input, submit your request to our support. After pressing the “Submit” Button your support request is saved in our system. Additionally we receive an Email from you. You can see the ticket ID and your request inside the Ticket Tracker view.

Now our Support will deal with your request and will get back to you as soon as possible. In every case you will receive an Email containing the complete ticket history. You also can see the answers inside the Ticket Tracker.

### 6.3 New ticket Notes

In case you have additional questions or you want to add attachments to your support query you may do this directly inside the Ticket Tracker and inside the relevant Ticket-ID:

Ticket Tracker					
<input type="checkbox"/> show closed tickets <input type="button" value="Go"/>					
Ticket ID	Status	Date	Subject	Supporter	
46173	10 Qualifiziert	2009-02-09	Test	Fink, Thomas	
61075	50 aufgenommen	2010-04-14	testvorgang Produkt: Graphical Input: SOFIPLUS Build: SP 2010-7 from 02.04.2010	Rae, Deepti	

Please open the Ticket using the link of the Ticket-ID, for example [61075](#).


After that, create a new ticket note by using the button "New ticket note/holdfile". Now you can write some text explanations and / or add an attachment (use zip Format for more than one attachment).



Ticket Tracker					
Ticket ID: 61075					
Subject: testvorgang Produkt: Graphical Input: SOFIPLUS Build: SP 2010-7 from 02.04.2010					
Date: 2010-04-14					
Supporter: Deepti Rae					
Create ticket note <input type="button" value="New ticket note / holdfile"/>					
Date	Medium	Text	Attachment	Forwarded to	Priority
2010-04-14	Problem	This is my Problem. Please find enclosed the relevant datafiles and also the diagnose.xml file  Thank you very much Martin  Produkt: Graphical Input: SOFIPLUS Version: 2010 Build: SP 2010-7 from 02.04.2010 AutoCAD Version: 2010 Operating System: Windows XP		Deepti Rae	

Ticket Tracker - create new ticket note / holdfile	
Text	<input type="text"/>
Attachment	<input type="text"/> <input type="button" value="Durchsuchen..."/>
<input type="button" value="Submit"/>	

To save your inputs simply press the button "Submit". Now your input is saved in our system and the responsible supporter also will be informed by an automatic email about your new entry. An answer will be sent to you as soon as possible.

 Please use this functionality and avoid creating support requests twice.

## 7 FAQ-Database

With the FAQ-Database you can search for a solution of your problem at any time. All entries are sorted by three categories (problem, product and work area) and listed as shown below.



- 1. My Profile
- 2. Ticket Tracker
- 3. Support/Sales Request
- 4. FAQ Database
- 5. Logout
- 6. Help

### Sofistik FAQ Database

... ... ... ID search:

Full text search:

	ID	Title	Category 1	Last Update
<a href="#">DETAILS</a>	394	Startfenster schließt sich nicht - batch-Datei	Handling	2010-04-08 14:09:35
<a href="#">DETAILS</a>	393	Register Norm in Bamtec	Handling	2010-04-01 15:25:44
<a href="#">DETAILS</a>	212	Cursor Isometrisch - Zoom defekt	Handling	2010-03-29 11:40:43
<a href="#">DETAILS</a>	201	Cursor ist nicht mehr vorhanden - Zoom defekt	Miscellaneous	2010-03-29 11:39:57
<a href="#">DETAILS</a>	317	SOFIPLUS(-X) 17.3 dialogs not available	Handling	2010-03-24 21:48:40
<a href="#">DETAILS</a>	391	Plankopf wird falsch skaliert eingefügt.	Handling	2010-03-23 14:41:03
<a href="#">DETAILS</a>	390	PDF-Rahmen ausblenden	Miscellaneous	2010-03-16 16:22:48
<a href="#">DETAILS</a>	389	Layermanager	Handling	2010-03-16 16:16:10
<a href="#">DETAILS</a>	388	Ribbons - Bildschirm ruckelt - zuckt	Handling	2010-03-16 16:11:02
<a href="#">DETAILS</a>	387	Linienfarbe im layout	Handling	2010-03-15 09:11:52
<a href="#">DETAILS</a>	385	Problem beim Speichern	Miscellaneous	2010-03-09 08:54:46
<a href="#">DETAILS</a>	383	Sofiplus 181 InstallationsproblemXP Prof SP 3/ 32 Bit	Installation	2010-03-05 15:45:51
<a href="#">DETAILS</a>	384	Probleme mit SOFIPLUS 18.1 nach Statik-Client Installation DVD 04/2009	Installation	2010-03-05 12:05:55

### Problem

- 
- Examples / Tutorials / Tutorial Movies
- Handling
- Installation
- Miscellaneous
- Program Features
- Theory / Code

### Product


- 
- 100 SOFiCAD
- 200 SOFiPLUS(-X)
- 300 FEA-Analysis
- 400 AutoCAD
- 500 REVIT
- 600 CODEMETER

### Work Area

- 
- 110 SOFiCAD: general
- 111 SOFiCAD-S: structural steelwork
- 112 SOFiCAD-V: alignment
- 120 SOFiCAD-B: reinforcement general
- 121 SOFiCAD-B: mesh reinforcement
- 122 SOFiCAD-B: rebar reinforcement
- 123 SOFiCAD-B: steel list
- 130 SOFiCAD-BAMTEC
- 140 SOFiCAD-K: detailing general
- 141 SOFiCAD-K: dimensions
- 142 SOFiCAD-K: legend
- 143 SOFiCAD-K: mounting parts
- 210 SOFiPLUS(-X): grafical system genera
- 220 SOFiPLUS(-X): grafical load generati
- 310 System + Loads
- 311 Material
- 312 cross section
- 313 CADINP-input
- 314 mesh generation

You can use a filter or a full text search to search for a solution in the database. With the link [DETAILS](#) the entry will be opened.



1. My Profile	<b>Sofistik FAQ Database - detail view</b>	
2. Ticket Tracker		
3. Support/Sales Request	<b>ID</b>	31
4. FAQ Database	<b>Title</b>	SOFIPLUS / SOFIMSHB: Problem while meshing
5. Logout	<b>Problem</b>	Automatic mesh generation stops with the following errors:  Workspace 95.4 Megabyte +++++ error no. 433 in program DO_FEH Region-no.: 4 no triangle can be splittet (triang) Please try a smaller value for the mesh density (CTRL HFAC/HMIN) +++++ error no. 450 in program DO_FEH Maximum element size has been selected too large (domesh)
6. Help	<b>Diagnostics</b>	The problem is based on large numbers for geometric point coordinates, like e.g. $x = -3564181.3344$ . This occurs when using a Gauss Krueger coordinate system. Due to numerical problems with the large numbers the mesh generation runs into problems.
	<b>Solution</b>	Please select all objects and move them into the origin 0,0,0 of your drawing. Then regenerate your system and start your mesh generation. Now mesh generaton works without any problems.
	<b>Attachment</b>	
	<b>FTP link</b>	
	<b>Last update</b>	2008-01-03 18:39:12
		<input type="button" value="Close window"/>

Please send your feedback and suggestions back to [support@sofistik.de](mailto:support@sofistik.de) .

## 8 Logout

With the menu 5. Logout you may leave SOFiSTiK Online.