

Dear Customer,

we are working to improve our services continually. For that reason we would like to point out a few things regarding the general Support Service Conditions and how customers can assist us in order to increase speed and quality of our support answers.

Your SOFiSTiK Support Team

## 1 Support Accessibility

As you know, you may contact us via our SOFiSTiK Online Portal, via E-Mail, via Fax or via phone. In order to work most efficient without any interruption from incoming phone calls, you can't contact our supporters directly.

Our primary target is, to help you as soon as possible and to increase our response quality level continuously.

Most support requests are very complex and can't be solved in a short time. For that we work us into your problems and data files and contact you via E-Mail or phone call. Either we have a solution or we reproduced your problem and can start directly into a detailed discussion to find a common solution or at least a work around.

## 2 General Terms of Support Conditions

Your support requests cover a wide range from easy „how to do“ questions up to very sophisticated engineering project consulting.

To avoid any misunderstanding we will describe the general terms of support conditions in the following chapters.

### 2.1 Basic Conditions

The scope of services is defined in „Terms and Conditions for Support Services“. The latest version is published on our website <http://www.sofistik.de/home/impressum/> .

**Terms:** [http://www.sofistik.com/fileadmin/FILES/sonstiges/Terms%20and%20Conditions%20for%20Support%20Services\\_01\\_02\\_2009.pdf](http://www.sofistik.com/fileadmin/FILES/sonstiges/Terms%20and%20Conditions%20for%20Support%20Services_01_02_2009.pdf)

The advice given by SOFiSTiK shall be restricted to **individual questions to the latest program version**. (see chapter 2.3 Terms and Conditions of Support Services) Based on this condition every single questions is saved and processed in

an extra support ticket. In case you have 2 or more questions we will create and work with 2 or more support tickets.



For every single question a new support ticket will be used.  
Support shall be given by E-Mail.

When starting a new project or a new topic with our software, please feel free to contact our support to discuss this matter. Based on our experience we can give you some advice, which would be the best approach with our software. Also we can provide you with additional examples. To avoid possible problems, it is very important to start this discussion in an early project stage.

## **2.2 Additional Services**

Please note, additional services are not covered within the general terms and conditions for support services and will be charged extra.

These are for example

- Installation support for additional computer and operating systems except the initial installation,
- additional documentation,
- checking input and output of customer project files,
- adjust input files to avoid error messages and warnings,
- detailed explanation and training during support phone calls,
- project trainings and
- long term project support.

Nevertheless, for further consulting we can offer you our SOFiSTiK Expert Services. On demand please contact us via E-Mail [support@sofistik.de](mailto:support@sofistik.de). We will discuss this matter and send you a quote.

## **3 Customer's Obligation to Cooperate**

In order to avoid time consuming mails and phone calls, would you please consider the following issues in your support requests. This assistance is very important for a fast and direct solution to your support request.

- We always need to know your **customer number**. For example you will find the number printed in the html-file of your last support request, or on your last maintenance invoice.
- We always need to know the used program versions. For example SOFiCAD-Detailing version 2012 with AutoCAD 2012, or SOFiPLUS version 2012 with AutoCAD 2012. Using the FEA package every analysis creates a protocol file \*.prt containing all version numbers of the used programs. Please send us this file.
- Information about the operation system (for example Windows XP, Windows Vista 32/64 bit, Windows 7 32/64 bit, Linux).
- Please note, we are not involved in your project and have no more information than what you sent to us. Therefore it is very helpful to get condensed data files and a precise problem description.
- Minimize your drawing or the project input data file. Delete everything which is not necessary to reproduce your problem.
- Please try to describe your problem as precise as possible. Under which circumstances does the problem occur? What did you do, which clicks?  
Example FEA: „I checked the beam element 2037, x=0.00 m in loadcase 2031. I can't reproduce the amount of reinforcement computed by AQB (Version 13.70:2012-01) = 12.35 cm<sup>2</sup>. The result of my hand calculation gives me only 8.50 cm<sup>2</sup>. Please find attached my hand\_calculation.pdf. Why are the results different?“  
Example CAD: „I got the following error message when opening the drawing xxx.dwg. – Error 245 .....- I zipped all relevant data with eTransmit and also added the diagnostic.xml file. Inside the drawing I marked the relevant area. Program version is SOFiCAD 2012 with AutoCAD 2012“
- Provide us with additional information besides your data files, describe your workflow, send us scans of your hand calculation, every additional information helps.
- Please send us every necessary file, so we can reproduce your problem.  
CAD: drawing.dwg (zipped with eTransmit) + diagnostic.xml  
FEA: files \*.sofistik, \*.dwg, \*.dat, \*.prt, diagnostic.xml and if necessary \*.gra and \*.plb. Please zipp all files



We ask kindly for your understanding, but without all relevant data, we can't start working on your request.

## 4 Support Request via SOFiSTiK Online Portal

With a valid maintenance contract you have also the possibility to use our SOFiSTiK Online Portal.

Using this portal you will have the following benefits:

- submit support requests directly in our system
- submit support request out of the normal business hours
- access to FAQ-database to investigate for solutions
- investigate in all your support requests
- check the actual status of current support requests
- every customer has one user account with administration rights. This main user can manage his company data, address, contact persons and SOFiSTiK Online user.
- Support requests via SOFiSTiK Online Portal will be processed with higher priority.

For all this reasons we recommend to use this portal. You will find the portal via [www.sofistik.com/support](http://www.sofistik.com/support) on the left hand side > Links > SOFiSTiK Online (Portal). A short description is also available on this website.

**Access Online Portal:** <http://www.sofistik.com/index.php?id=462&L=1>

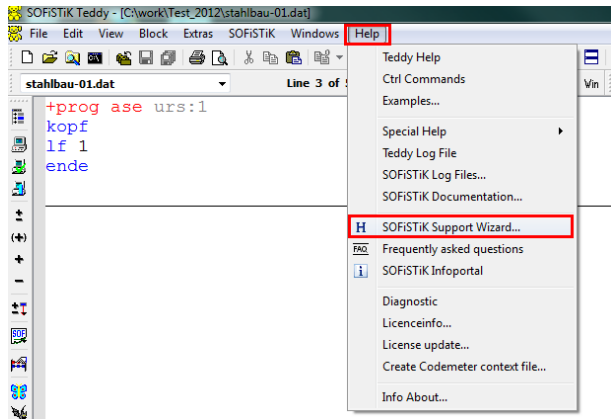
For clarity reasons it is very important to use a new support ticket for every question. Please reply only for direct questions to the key issue. For additional questions use a new ticket even if you refer to the same project files. This is very important if you like to investigate in „old“ support requests.



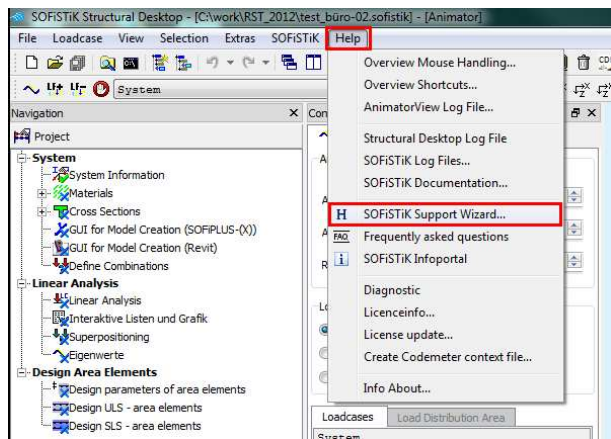
In case you don't have a user account, please contact us via mail and we generate a new account for you. We kindly ask for a written request including an permission from your superiors.

## 5 Create Support Request out of SSD, TEDDY, SOFiPLUS and SOFiCAD

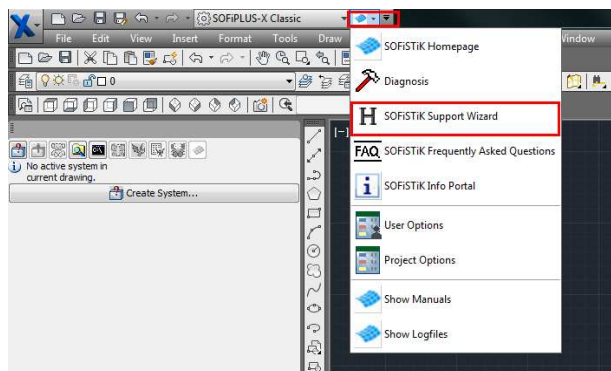
You may direct create a support ticket from SSD, TEDDY, SOFiPLUS or SOFiCAD (Version 2012 and 2010) using the command “SOFISTiK Support Wizard...”. This little wizard will create an Email to [support@sofistik.de](mailto:support@sofistik.de) and zip all necessary files including the very important diagnose.xml file.



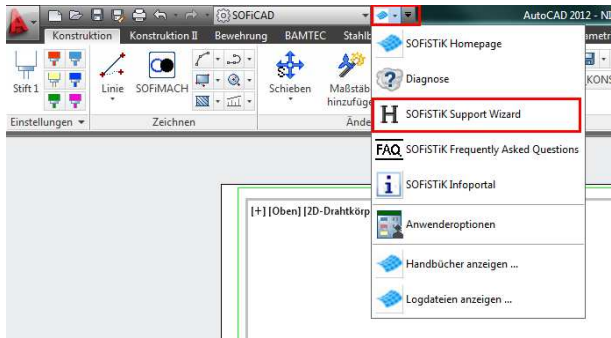
from TEDDY



from SSD



from SOFiPLUS(-X)

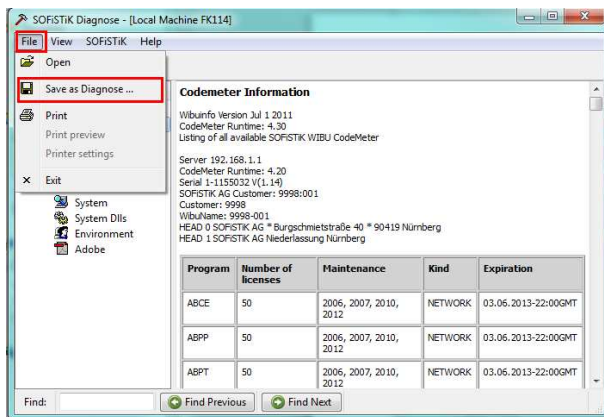


from SOFiCAD

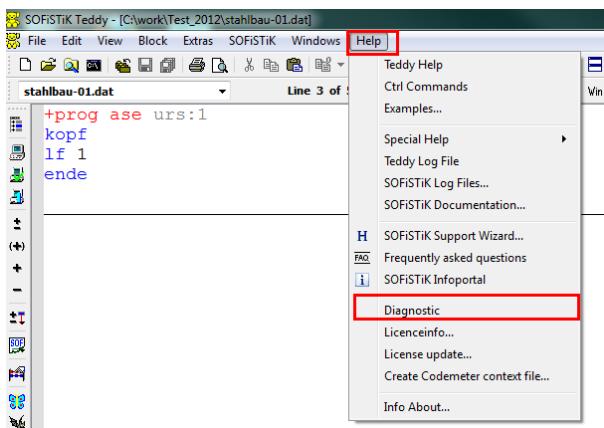
Nevertheless we recommend using our SOFiSTiK Online Portal (see chapter 4), which may be faster, because you are not restricted to the business hours of our frontdesk.

## 6 Creating a Diagnose.xml File

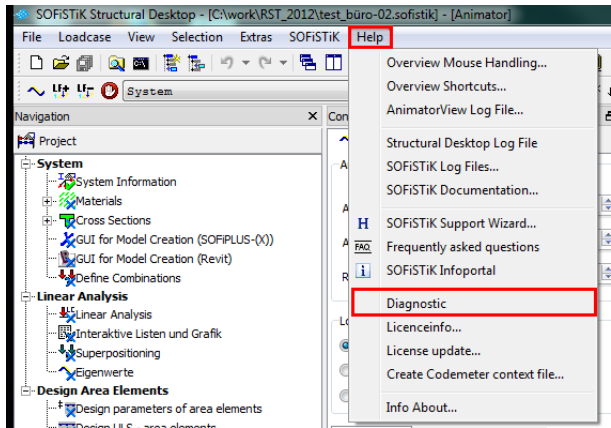
The diagnostic.xml file is a very important file for us. All relevant installation and program library information are saved in this file. Out of TEDDY and SSD you can create this file via menu „HELP > DIAGNOSTIC“. Please save this file as diagnostic.xml and sent it to us.



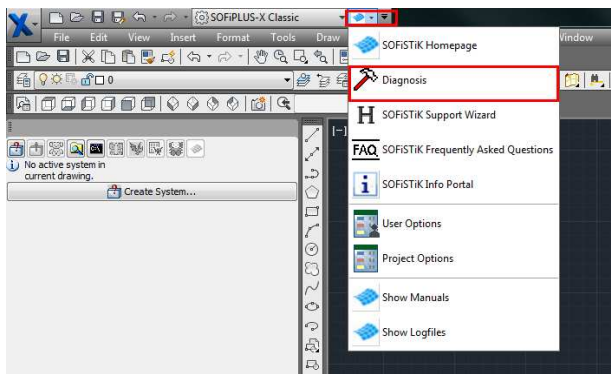
dialogue SOFiSTiK Diagnostic



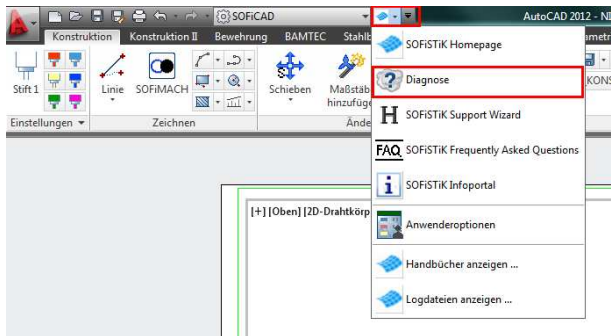
from TEDDY



from SSD



from SOFiPLUS(-X)



from SOFiCAD

In special cases you can start the diagnostic program directly out of the explorer, for example out of C:\program files\SOFISTIK\2012\Analysis\_27\diagnose.exe