INTERGRAPH®

CAESAR II® PV ELITE™ TANK™

Using Smart
Support

By

Clevenger, Brandon

CAESAR II, PV Elite, TANK

Intergraph

Smart Support will replace eCustomer

- We are moving from **eCustomer** to a more user friendly Interface called **Smart Support**. Your current User Name and Password remain the same.
  - Smart Support Link
- eCustomer will still be available temporarily during the transition process.
  - eCustomer Link
- You may also contact Intergraph at 1-800-766-7701.

To Sign Up for Smart Support

1. Contacting and Signing up for Smart Support:
   a. **US/ Canadian customers:** Click here: Request access
   b. **International customers:** Click here: Support Dealers
2. Fill out requested form data and click **Submit**
   a. You will be contacted by an Intergraph Representative with your User Name and Password once your information has been validated. (Please allow one week processing time)

The Smart Support Portal

1) You may need to download a new internet browser to use Smart Support. If you do not use one of the browsers below, please download the latest version. Contact your IT department if you require assistance or call Intergraph at 1-800-766-7701.

    a. Acceptable browsers:

        i. Internet Explorer 9 or later version.

        ii. Google Chrome.

2) Go to https://smartsupport.intergraph.com

INTERGRAPH
Smart Support

Log On

User Name

Password

Login

I am a New User
Forgot my Password
Forgot my User Name   Contact Us

3) Logon using your User Name and Password

4) The homepage has several action options in the ribbon tab at the top of the page.

INTERGRAPH
Smart Support

Search Answers	View SRs	Create SR	View Downloads	View Documentation	Change My Profile

Search Answers Tab:

- Browse the Knowledge Base for helpful articles. The top 5 Most Popular Answers for a product will be listed below the search field.
  - o Search using a phrase or key words. See <u>Search Tips</u> for more information.

Search Answers

Find the answer to your question	Search Tips

Product

PV Elite   ⌄   **Search**

Most Popular Answers for: PV Elite

Compatibility New
Compatibility Matrix - Product Report
Date Updated: 12/17/2013

US/Canada Holiday Closure New
U.S. & Canada Intergraph offices will be closed for the holidays beginning December 25th. Normal operations will resume on January 2nd. If you have a critical PRODUCTION DOWN issue, please call...
Date Updated: 12/17/2013

Heat Exchangers, Common Mistakes Updated
Issue N/A Environment All versions of PV Elite Reported in Version: Resolution There are several common mistakes when modeling Heat Exchangers in PV Elite. This article describes the most common...
Date Updated: 12/07/2013

Modeling stacked heat exchangers Updated
Issue N/A Environment All versions of PV Elite Reported in Version: Resolution This article shows how to model stacked heat exchangers in PV Elite. Cause See Documentation File Attachments PV...
Date Updated: 12/07/2013

External Forces and Moments on Flanges, Kellogg Method, Equivalent Pressure Updated
Issue N/A Environment All versions of PV Elite Reported in Version: Resolution This article describes the Kellogg Method, which is computing an equivalent pressure acting on a flange due to external...
Date Updated: 12/07/2013

Results

Find the answer to your question	Search Tips
flange	

Product

PV Elite   ⌄   **Search**

Results **1** - **2** of **2** for <u>flange</u>

External Forces and Moments on Flanges, Kellogg Method, Equivalent Pressure Updated
Issue N/A Environment All versions of PV Elite Reported in Version: Resolution This article describes the Kellogg Method, which is computing an equivalent pressure acting on a **flange** due to external...
Date Updated: 12/07/2013

Flange Leakage Updated
Issue N/A Environment All versions of PV Elite Reported in Version: Resolution This is a re-print from the COADE Mechanical Engineering News article on **flange** leakage. Very informative article. Cause...
Date Updated: 12/07/2013

Create Service Request Tab:

If you need support or have a question related to installation, licensing, or use of any Intergraph program, please create a Service Request so we may assist you.

Step 1) Creating a Service Request: Search and Open

1) Click the **Create SR** Tab
    a. Type in the subject of your Service Request
    b. Select your product
    c. Click **Next.**

    Create Service Request

    Subject *
    Heat Exchanger Issues with geometry

    Product
    PV Elite

    Next

2) Smart Support will search the Knowledge Base for articles related to your Subject and return the top 5 results. You may click these results to see if they resolve your question. There may be files attached to the answers for you to view.

Finish submitting your service request ✕

ⓘ **Your service request hasn't been submitted yet.**

The following answers might help you immediately.

▶ Heat Exchangers, Common Mistakes

▼ Modeling stacked heat exchangers

All versions of PV Elite
Reported in Version:

Resolution
This article shows how to model stacked heat exchangers in PV Elite.

Cause
See Documentation

File Attachments
• PV Elite_Modeling Stacked Exchangers.pdf

▶ How to generate National Board U forms

▶ The use of node numbers

▶ External Forces and Moments on Flanges, Kellogg Method, Equivalent Pressure

My Issue is Resolved   Finish Creating SR   Back

If the answers resolve your issue: Click **My Issue is Resolved**

If the answers do not resolve your issue: Click **Finish Creating SR**

Step 2) Creating a Service Request: Entering S.R. Information

Fill in any required information (*). By default, most of the information will be filled out. You can edit any incorrect information.

    a. **Version**: Please try to include the Year -AND- Version Number if possible.

    b. **Priority**: Normal or Critical.

        i. <u>Normal</u>: Please use this for general questions, program features, etc...

        ii. <u>Critical</u>: Please reserve this for program crashes, failed installations, or problems related to the program that are halting production.

    c. **Description**: Please leave as detailed a description as possible.

    d. **Ref Number**: You can reference another Service Request Number here.

Create SR

Cust. Account

Intergraph CAS

Product★

PV Elite

Version★

16.00.00.0000 (2014)

Priority★

Normal

Summary★

Heat Exchanger Issues Geometry (Example SR Creation Demonstration)

Description★

Please leave as detailed a description here as possible. This will allow us to better understand your request so that we may be able to resolve the request more quickly.

ON THE FOLLOWING PAGE PLEASE ATTACH ALL RELATED FILES.

Ref Number

I will not submit nuclear Safeguards Information (described at the link below) without the express written consent of PP&M's Safeguards Information compliance officer (safeguards.compliance@intergraph.com).:
By clicking the "I Accept & Submit" button, I am submitting my service request in compliance with PP&M's Safeguards Information Compliance Policy.:

Cancel | I Accept & Submit

Step 3) Creating a Service Request: Attaching Files and Comments

1) **Attach Files**: Click the blue [+] icon to attach files to the Service Request. You can then browse to any folder to select the files you would like to upload. You can also upload multiple files at once.

2) **Communication and Comments**: Most communication with your support analyst will be through email contact. However, you can also upload comments and add them to the communication history at any time. Type in your comment into the dialog box and click "Submit Comment." Then you may click the blue refresh icon next to Communication History to refresh the screen.

Create Service Request

SR has been successfully created.
1-391813611 - Heat Exchanger Issues Geometry (Example SR Creation for Demonstration)
Created 12/23/2013 12:41:02 | Filed by Brandon Clevenger from Intergraph CAS

Please leave as detailed a description here as possible. This will allow us to better understand your request so that we may be able to resolve the matter more quickly.

SR Type: Non-Cloud
Priority: Normal
Product: PV Elite
Version: 15.00.03.0000 (2013)
Status: Open/Pending RTS
Related TR/CR:

Related Attachments: [+]   **Click here to attach files to the S.R. Multiple files can be uploaded at once.**   Related Answers:
CC-VHT
LIFTING LUG 30 DEG OFF HORIZONTAL
Untitled
CONTROLU

Update this SR

Enter comments for Analyst here:

Enter any comments for the analyst here. Click the blue refresh icon next to Communication History to show the latest comments.

Submit Comment   Your comments submitted successfully

Communication History ⟳
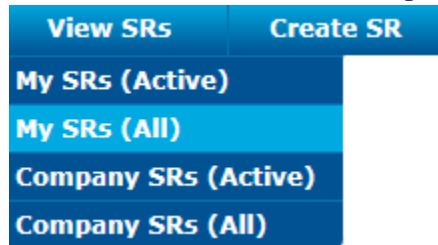
Brandon Clevenger via Web   12/23/2013 12:43:53 PM
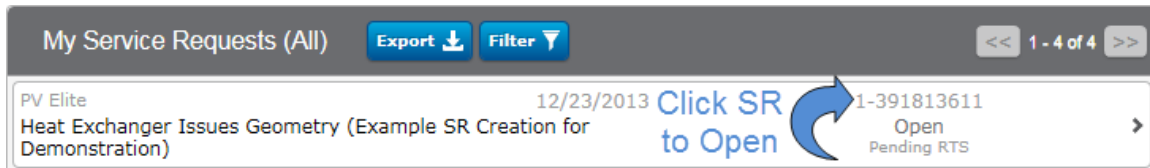
Example Comment One

View Service Request Tab:

- View Your Active SRs, All Your SRs, Active Company SRs, All Company SRs.

- To view a specific SR in Smart Support, click the SR and it will open with all of the related information and files on a new page.

- **Filter** and **Export** buttons: Filter down a list of SRs based on search parameters or Export a list of SRs to Excel.

View Downloads Tab:

Product announcements, updates, hotfixes, and other downloads.

1) Select your desired product under Product Support Pages.

View Downloads

The following pages provide downloadable service packs, hot fixes, and other useful content. If you could like to request a software upgrade, please click here for more information.

Product Support Pages

- BATCH SERVICES
- CADWorx
- CADWorx E&I
- CAESAR II
- Directa
- fieldPipe
- ISOGEN Team Solo Edition
- PDS3D
- Performance Tools
- PV Elite
- PV Fabricator
- RIS
- Sigraph (SPEL-D)
- Smart3D
- SmartMarine3D
- SmartPlant 3D
- SmartPlant Construction

- SmartPlant Electrical (SPEL-B)
- SmartPlant Enterprise Control Panel
- SmartPlant Explorer
- SmartPlant Foundation
- SmartPlant Instrumentation (INtools)
- SmartPlant Interop Publisher
- SmartPlant Isometrics
- SmartPlant License Manager
- SmartPlant Markup
- SmartPlant Materials (MARIAN)
- SmartPlant P&ID
- SmartPlant Review
- SmartPlant Spoolgen
- SmartSketch
- Standard Database (SDB)
- TANK
- VTL - Validation Transformation and Loading

2) Choose the link related to your needs. Service Packs and Fixes used as example.

CAESAR II Customer Support Site

Welcome to the CAESAR II Customer Support Web Site!

We hope the contents of this site will provide you with the information and tools that you need to make CAESAR II the tool of choice for your organization. If you need further information or assistance with CAESAR II, please file a support request and let us know how we can help.

Please select one of the links below to access specific areas of this site:

Product Announcements

Announcements and other messages for users of the CAESAR II product.

Service Packs and Fixes

This page provides access to currently available service packs and quick fixes for the CAESAR II product.

Technical Notes and Whitepapers

This page provides access to Technical Notes, performance tips, setup 'cheat sheets' and other documents for the CAESAR II.

Freeware Tools and Utilities

This page provides access to available Freeware software programs for the CAESAR II.

Training

This page provides access to the latest Training information for the CAESAR II product.

3) You may have to "drill down" different groups to get to the appropriate download.

a. Read all instructions and click the 📥 icon to download the file.

Service Packs and Fixes

This page provides access to currently available service packs and hot fixes for the CAESAR II product.

Current Version Information:

The current version of CAESAR II is 6.10.02 (2013 R1 SP2).

Please Note:

Updates to the Caesar II product consist of Hot Fixes to fix one or more specific problems, or Service Packs which contain a significant number of fixes. These Hot Fixes and/or Service Packs are posted to this web page.

1. The Hot Fixes served on this page are issued through the PPM Product Center's "quick fix" process. A quick checkout of the problems addressed has been executed, as well as limited regression testing, but the product has not gone through a full certification pass. Before downloading and installing a Hot Fix, we strongly recommend that you review the list of fixes in the Readme file, and install the Hot Fix only if the fixes will be of benefit to you. The Hot Fixes issued with these releases will be included in the next fully certified product release (Service Pack or Full Version.)

2. The Hot Fixes and Service Packs served on this page are zipped files, intended to be DOWNLOADED TO YOUR LOCAL SYSTEM ONLY; Please read all instructions, and make sure to use the SAVE TO LOCAL DISK option before clicking on any of the files on this page.

Current Version Updates

➡️ ⊟ **Current Service Packs and Hot Fixes**

➡️ ⊟ **CAESAR II 2013 R1 SP2**

➡️ 📥 **Service Pack 2 for CAESAR II 2013 R1 (06.10)** (CAESARII-610-02.zip)

1.13 GB	15 November 2013

This is Service Pack 2 for CAESAR II 2013 R1 (06.10). Unzip the download to your hard drive and then run the install. You must have CAESAR II 2013 R1 (06.10)

View Downloads: Helpful Links

On the View Downloads page there is a list of links and resources on the right side.

Useful Links

Email Subscriptions
Receive notice for new service packs and hot fixes

Product Compatibility
Information on compatibility of released products

Product Releases Schedule
Information on current and future releases

Windows 7 and Enterprise Platform 2011
Information on planned support for the platform

OS and DB Service Pack Policy
Policy on product updates for a specific OS or DB

Internationalization
SmartPlant Enterprise internationalization

Email Subscriptions will allow you to sign up for notifications based on your product selection and preferences.

Product Compatibility will allow you to view the compatibility matrix for different releases of each program.

View Documentation Tab:

View Documentation allows you to quickly choose a product and see the related information for each version of the software.

View Documentation

View documentation for... ▼

CAESAR II Documentation

Ensuring your plant's piping systems adhere to international codes and standards plays an integral role in keeping your plant operational. Intergraph CAESAR II software makes it easy to input and display all the data needed to accurately define a piping system analysis model. It evaluates the structural responses and stresses of your piping systems to international codes and standards, and enables you to access and modify, if necessary, input element by element or globally.

Select the documentation version that you want to view.

Available Versions

Version 2011 (5.3)
Version 2013 R1 (6.10)

Copyright © 2013, Intergraph Corporation. All Rights Reserved. Intergraph is part of Hexagon.

Change My Profile Tab:

- Set your default product.
- Update your contact information.
- Change your password.