

# Technische Unterstützung für SmartPlant Isometrics, SmartPlant Spoolgen, PiCoDa und Incop-R

- Die gesamte Unterstützung wird über das eCustomer-System abgewickelt.
- Die Web adresse lautet: [https://crmweb.intergraph.com/ecustomer\\_enu](https://crmweb.intergraph.com/ecustomer_enu)
- Verwenden Sie eCustomer um:
  - Service Requests (SRs) zu erstellen und nachzuverfolgen
  - Software-Updates, Patches, Hotfixe und Utilities herunterzuladen
  - Weitere Dokumentation zu erhalten, die nicht standardmäßig ausgeliefert wird.
- Der Intergraph Account Manager sorgt für die Einrichtung des Zugangs und die Übersendung der Zugangsdaten. Einzelpersonen in Deutschland, Österreich und der Schweiz können unter folgender Adresse einen Zugang beantragen: [support-germanyppm@intergraph.com](mailto:support-germanyppm@intergraph.com) oder über die
- Hotline: 00800 52 86 39 00
- ***Zur Einrichtung des Zugangs wird Ihre Wartungsvertragsnummer benötigt. Bitte halten Sie diese unbedingt bereit!***

powered by

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My Account | Help | Contact Us | Log In | Log Out

Search:

## eCustomer Service & Support

Intergraph Process, Power & Marine local offices and affiliates provide support for Service Requests logged via eCustomer. This may include any of the Worldwide Offices listed here: [Worldwide Offices](#)

### Contact Us

Locate a Nearby Office

Send Us an Email

### Maintenance Window:

eCustomer may be unavailable on Fridays from 5:00 PM to 11:00 PM Central Time for regular maintenance.

### My Account

[Check My Service Requests](#)

Track the status of my service requests

[Submit a Service Request](#)

Get fast, convenient support for products

### Self Service

[Browse the Knowledge Base](#)

[Download Software Updates](#)

[License Key Request](#)

[Product Documentation](#)

### Top FAQs

- Do you have any AVIs on how to use eCustomer?**

Yes! Please click on the blue question above and then pick the AVIs (packaged as .EXE files) of interest. Also, AVIs may be included in other FAQs a...
- How to search the Solution Database?**


eCustomer: Solution Search Tips - In the "Search" field, key in any words you are looking for. - Spaces between search words are treated as...
- How to run Reports on Service Requests and exporting and printing the reports.**


Go to the Service tab, query and display a list of Service Requests. Then pull-down the Reports field and select, "Service Request Summary". After t...
- Where are my Closed SRs?**

Click on "My Account" (upper-right), then click on My Site's Service Requests.
- What if I forget my password?**

Email [ppmcrm@ingr.com](mailto:ppmcrm@ingr.com) and request your password to be reset.

**My Account**

 [Check My Service Requests](#)  
Track the status of my service requests

 [Submit a Service Request](#)  
Get fast, convenient support for products

- Schildern sie ihr Problem.
- Stellen Sie Fragen.
- Verfolgen Sie den Status Ihres Service Requests (SR).







[Home](#) | [Service](#)

Click on "Query" to search for service requests that you or other users

## My Entire Company's Service Requests (Including Closed)

Query

SR #	Status 	Sub-Status 	Created 	Summary 
<a href="#">1-70905733</a>	Closed	Resolved	11/4/2008 09:08:22 PM	Managing a single SPLM li out of office use
<a href="#">1-70793174</a>	Closed	Resolved	10/31/2008 08:13:26 PM	Bridging VM to run SPLM I
<a href="#">1-68400011</a>	Closed	Resolved	8/12/2008 07:27:53 PM	Escalation(1-68399944):