

Appendix A – Planning, Ordering, Installing, Getting Help

Corporate Accounts

This appendix is for individual modelers or small companies who have no previous relationship with Dassault Systèmes. If you work for a company that already has a relationship with Dassault Systèmes, you will need to work through your Dassault Systèmes **Security Administrator** in order to understand how your company purchases and administers Dassault Systèmes software licenses.

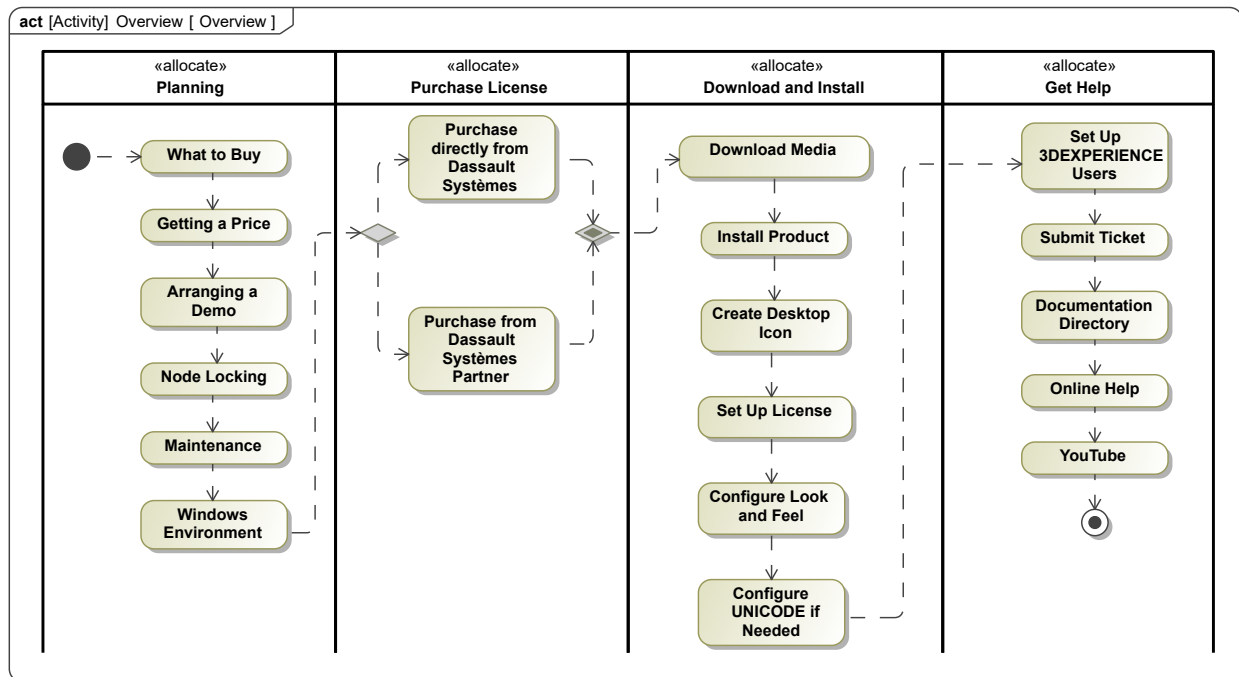


Figure A-1 – Overview: planning, purchasing, installing, getting help

Dassault Systèmes's main marketing focus is large companies. If you are an individual modeler or small company, your path to obtaining *Cameo Systems Modeler* or any of the other similar *CATIA No Magic* tools will be a bit more complicated than it would be for a similar tool produced by another company. Figure A-1 shows the general flow of topics which are covered in the following sections.

(1)

- 1) **Planning** – *Cameo Systems Modeler* ⁽²⁾ is an engineering tool, not a social media application. Installing and learning to use *Cameo Systems Modeler* will involve a significant commitment of time and effort. You will want to do some planning before you get started.

⁽¹⁾ This diagram is a SysML activity diagram. However, it is not rigorously constructed. SysML diagrams don't always have to be rigorously constructed to be helpful.

- 2) **Purchase License** – Once you have completed your planning and evaluation, you will need to purchase a license.
- 3) **Download and Install** – Once you have purchased a license, Dassault Systèmes will provide you with a user ID enabling you to download and install the product.
- 4) **Get Help** – We have also included some information about routine needs after purchase such as finding online help and contacting support.

Note that the screen captures in the following sections are current as of May 2022. Both the tool itself and Dassault Systèmes's websites are subject to change.

Planning

What to Buy

Since acquiring NoMagic, Inc in 2018 ⁽³⁾, Dassault Systèmes has been slowly absorbing NoMagic's products into the *CATIA* product line.

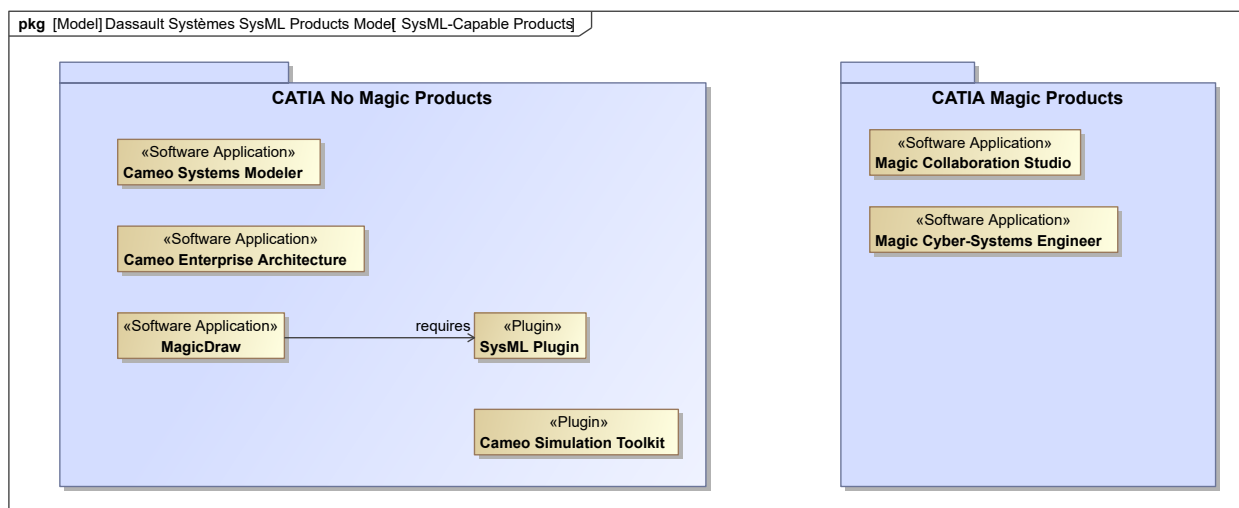


Figure A-2 – Dassault Systèmes SysML products

Currently Dassault Systèmes has two parallel brands for the former NoMagic products:

- **CATIA No Magic** – This brand addresses former NoMagic customers who are primarily interested in ongoing support of their current products and perhaps less interested in the broader *CATIA*. ⁽⁴⁾

⁽²⁾ In most of the text, we will refer to the tool name: *Cameo Systems Modeler* for brevity to indicate any of the members of the *CATIA No Magic* tool family.

⁽³⁾ See: <https://investor.3ds.com/news-releases/news-release-details/no-magic-acquisition-completed-dassault-systemes-strengthens>

- **CATIA Magic** – This brand addresses large existing *CATIA* customers who might be new to model-based systems engineering. ⁽⁵⁾

In this book, we are primarily interested in the *CATIA No Magic* brand. The tools in this brand grouping all share the same core software code base. The differences are really only in the packaging for marketing:

- 1) **Cameo Systems Modeler** – is the current primary offering for SysML modeling.
- 2) **Cameo Enterprise Architecture** – adds support for Unified Architecture Framework (UAF).
- 3) **MagicDraw** – is the legacy product that was originally designed for UML modeling of software. This product requires the SysML plugin in order to support SysML modeling.

Although simulation is out of scope for this book, the Cameo Simulation Toolkit is highly recommended. This plugin is a significant investment for an organization. However, adding simulation dramatically increases the power, reach, impact, and quality of your modeling effort. The Cameo Simulation Toolkit can be used with any of the three base products.

These products have generally been sold with three types of licenses: ⁽⁶⁾

- 1) **Seat** – The software license is node-locked to a single computer.
- 2) **Mobile Seat** – The software license can be used on two computers: a primary workstation and a mobile computer.
- 3) **Floating Seat** – The software license can be managed by a FlexLM license key server and checked in and out as needed by users.

As shown in Figure A-22 on page 16, seat and mobile licenses are valid for two years from the date of purchase or of support contract renewal.

For *Cameo Systems Modeler* (only) an “enterprise edition” is available that bundles the Cameo Simulation Toolkit. ⁽⁷⁾

⁽⁴⁾ See: <https://www.3ds.com/products-services/catia/products/no-magic/>

⁽⁵⁾ See: <https://www.3ds.com/products-services/catia/products/catia-magic/>

⁽⁶⁾ Subject to change by Dassault Systèmes at any time.

⁽⁷⁾ See: <https://www.3ds.com/products-services/catia/products/no-magic/cameo-systems-modeler/>

Getting a Price

Dassault Systèmes does not directly publish a full price list on its website. There are two main approaches to getting a price for the products:

- 1) **Direct** – Access the Dassault Systèmes and request sales assistance here: <https://www.3ds.com/products-services/catia/products/no-magic/contact-us/>
- 2) **Reseller** – Dassault Systèmes has an extensive partner network. The former NoMagic partners are gradually being integrated into the Dassault Systèmes partner network and some new resellers are being added. You can look here to find a partner: <https://www.3ds.com/partners/find-a-partner/> Note, however, that as of May 2022 many of the partners that we know are resellers of the product do not (yet) appear in this portal. If you would really like to work with a partner, it is probably most effective to go looking for a MBSE consultant who specializes in CATIA No Magic products. Many of them are also resellers and can provide sales and support.

If you are an individual modeler or small company who have no previous relationship with Dassault Systèmes, you will find your overall purchase experience easier if you work through a reseller. Dassault Systèmes (and its major competitors) just are not very well equipped to handle simple things like credit card payments. Your reseller will usually have a consumer-friendly credit card payment system set up and will handle the problems of routing your payment into the enormous Dassault Systèmes quotation, accounts receivable, and entitlement system for you.

Arranging a Demo

Your Dassault Systèmes sales professional or reseller partner can arrange demonstrations of the product for you as needed.

Node Locking

As discussed in *Getting a Price* on page 4, seat and mobile seat licenses are node-locked.

As shown in Figure A-22 on page 16, seat and mobile licenses are valid for two years from the date of purchase or of support contract renewal.

The host ID generated during the installation processes is tightly linked to the MAC address of your network adapter. Changing the configuration of network adapters in your machine by disabling an adapter, removing an adapter, or installing a new adapter can confuse the node locking mechanism. In this case, you will need to contact Dassault Systèmes support for assistance. See *Submit Ticket* on page 24.

Maintenance

Like most similar commercial software tools, there is an annual charge for support and upgrades. Contact your Dassault Systèmes sales professional or reseller partner for pricing information.

As shown in Figure A-22 on page 16, renewing the support contract for seat and mobile licenses seems to have the effect of resetting the license period for two years.

Windows Environment

In terms of the standard Windows environment, there are several key considerations:

- 1) **Memory** – These tools will not run well on a standard, generic laptop with 8GB of memory. That is, trivial “Hello World” models may run fine, but models of significant complexity will quickly cause the machine to go to its knees. We strongly recommend that you upgrade your laptop to at least 16GB of memory, preferably 32GB. Note that merely installing the memory is not sufficient. You also need to allocate it as shown in Figure A-13 on page 12. If you have already installed the tool and need assistance changing the allocation, contact Dassault Systèmes support for assistance. See *Submit Ticket* on page 24.
- 2) **Disk Space** – The program directory for *Cameo Systems Modeler* consumes 1.2 GB. For this sort of work, you need a laptop with at least 512GB of space. David Hetherington routinely equips his machines with 1TB.
- 3) **Automatic Java Updates** – If you have Java installed separately on your machine, under certain circumstances an update pushed by Oracle can interfere with the operation of the tool. If this happens to you, contact Dassault Systèmes support for assistance setting up your environment variables to avoid the issue. See *Submit Ticket* on page 24.
- 4) **Changes to Your Networking Configuration** – As mentioned in *Node Locking* on page 4, changes to the networking configuration on your machine can interfere with node-locked licenses. If this happens to you, contact Dassault Systèmes support for assistance. See *Submit Ticket* on page 24.

Purchase License

By now, you should have a quotation either directly from Dassault Systèmes or from a reseller partner as described in *Getting a Price* on page 4.

Purchase Directly from Dassault Systèmes

Follow through with your Dassault Systèmes sales professional to process a payment. Be prepared to encounter an interesting and remarkable assortment of procedures and payment activities that you might have heard vaguely about before, but had imagined more in terms of quaint references in historical novels.

Purchase from Dassault Systèmes Partner

Follow through with your reseller who will usually be able to present you with something familiar like a simple credit card payment site.

Download and Install

Download Media

If you are the first person in your company to do business with Dassault Systèmes, as part of the purchase process, Dassault Systèmes will create a profile for your company and set you up as the Dassault Systèmes **security administrator** for your company. You should then receive an e-mail with login information to the support portal: <https://my.3dexperience.3ds.com>

If you are **not** the first person in your company to do business with Dassault Systèmes, you will need to figure out who your company's Dassault Systèmes **security administrator** is and ask that person to either download the media for you or (better) have that person create an ID for you so you can download the media yourself and also submit questions and problem reports for the tool. The process that your Dassault Systèmes **security administrator** will use to create an ID for you is described in *Set Up 3DEXPERIENCE Users* on page 22.

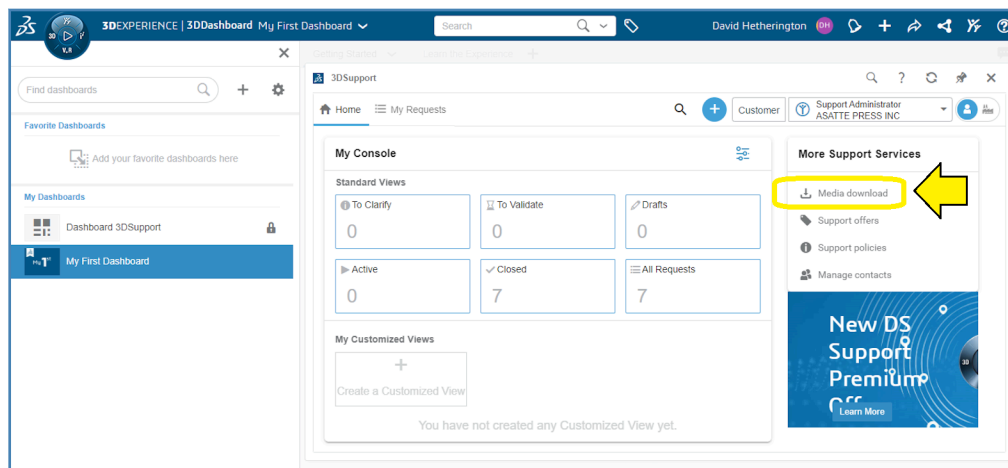


Figure A-3 – 3DEXPERIENCE media download link

Once you have set up your 3DEXPERIENCE ID and profile, your home page will include a link for media download.

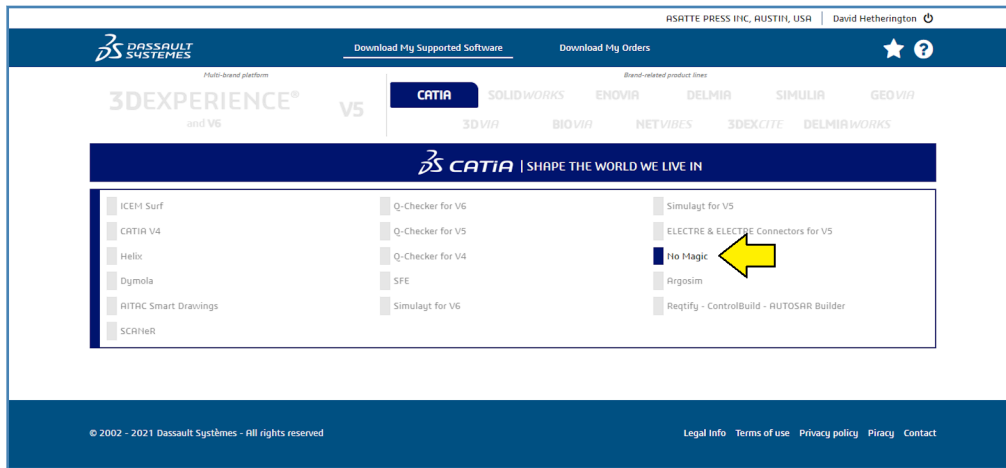


Figure A-4 – Only enabled product families will be shown

Once you have set up your 3DEXPERIENCE ID and profile, your home page will include a link for media download.

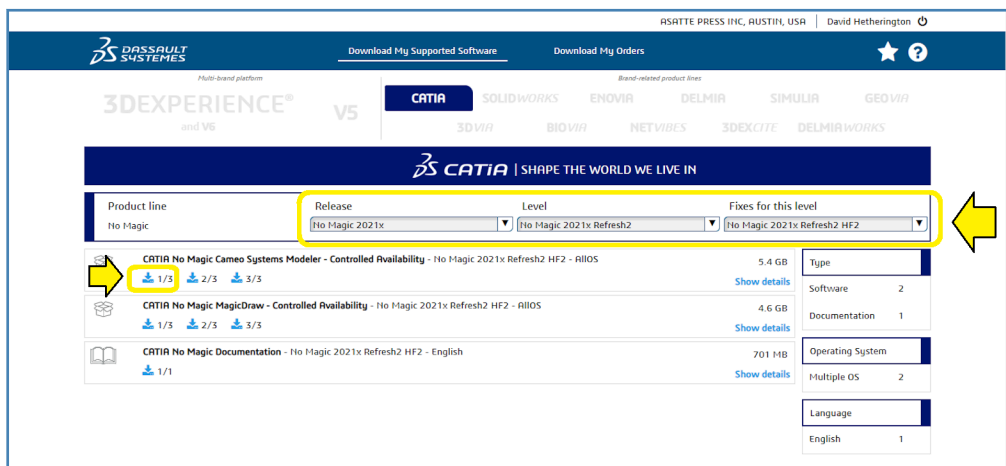


Figure A-5 – Select level and download

On the next screen initially only the documentation package will be shown. You need to select all three fields:

- “Release”
- “Level”
- “Fixes for this level”

After selecting all three fields, the media files for the actual program will be shown. Three downloads will be shown. You only need the first of the three. However, that file is currently 2.0GB and will take a little while to download.

Install Product

If you have purchased a normal seat or mobile license, once your purchase process is complete, you will receive an automatically-generated e-mail with your license key attached.

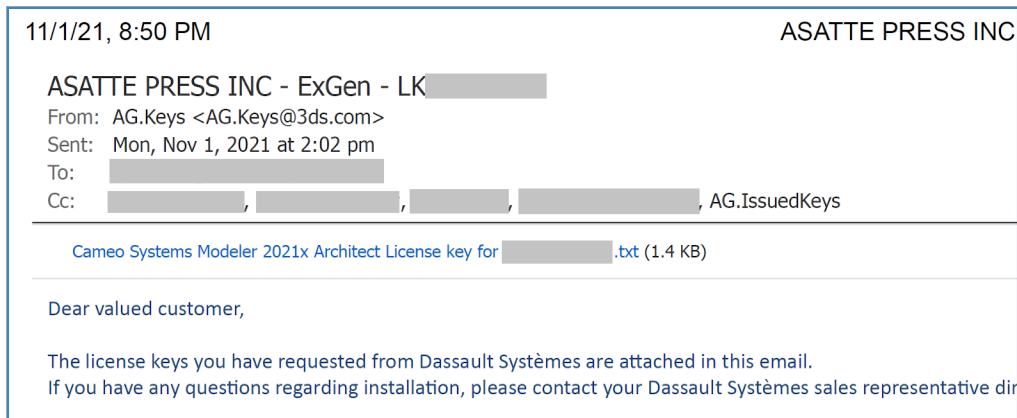


Figure A-6 – Move the installation and license key files to a convenient temporary directory

If you work for a larger organization, you may receive the license key file directly from your Dassault Systèmes security administrator rather than from Dassault Systèmes directly.

Likewise, if your company is using floating licenses, your Dassault Systèmes **security administrator** will provide you the information you will need to access the license key management server.

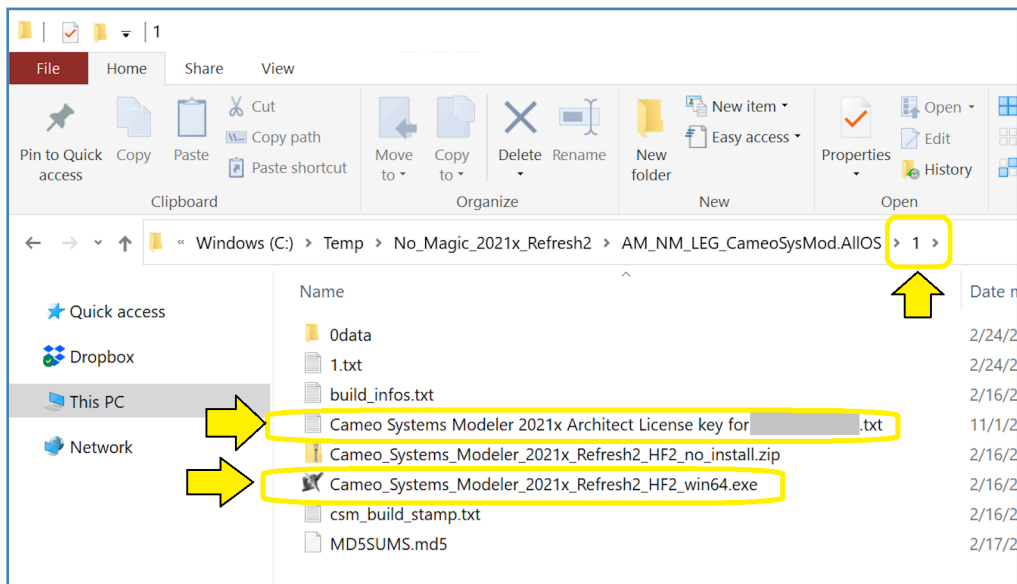


Figure A-7 – Unzip the installation and license key files to a convenient temporary directory

After downloading the installation file:

- 1) Move the zip file to a temporary directory.
- 2) Unzip it.
- 3) Inside, you will find a folder with a long cryptic name such as “AM_NM_LEG_CameoSys-Mod.ALIOS”.
- 4) Inside this folder, you will find several folders named with numbers such as “1”, “2”, and “3”.
- 5) Inside the “1” folder, you will find the installation file.
- 6) For convenience, copy the license key file to this same directory.

The *Cameo Systems Modeler* installation program needs administrator privileges to install the program. If your daily use Windows account has administrator privileges, you can simply double-click on the installation program. Otherwise, you will need to run the installation program as an administrator.

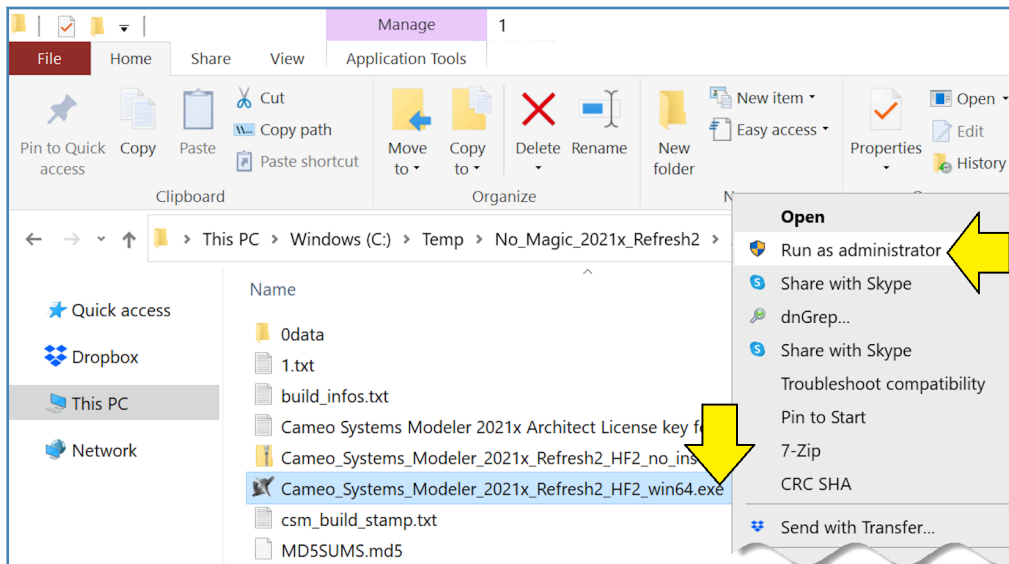


Figure A-8 – Right-click and run as administrator

Right-click on the installation file and select “Run as administrator”. A windows security panel will pop up. Enter the administrator password for your computer.

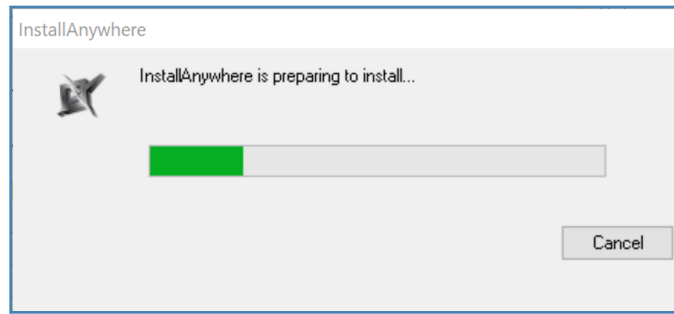


Figure A-9 – Installation will begin

Installation will begin.



Figure A-10 – Select your desired language

A dialog box will appear from which you can select from several different European languages.

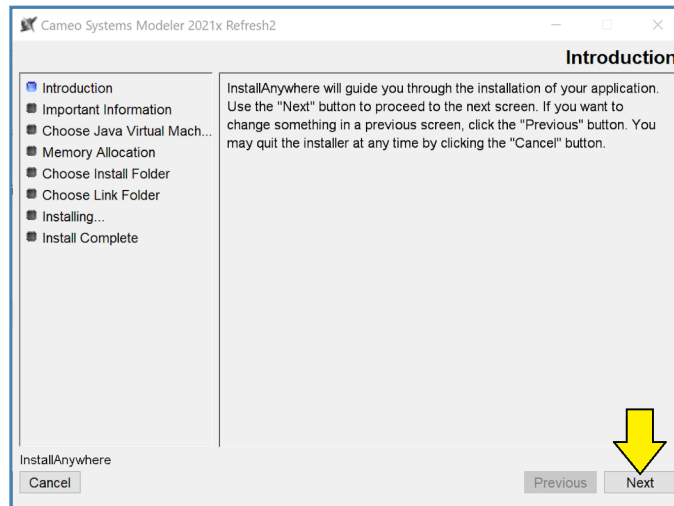


Figure A-11 – Introduction, click next

Click “Next”.

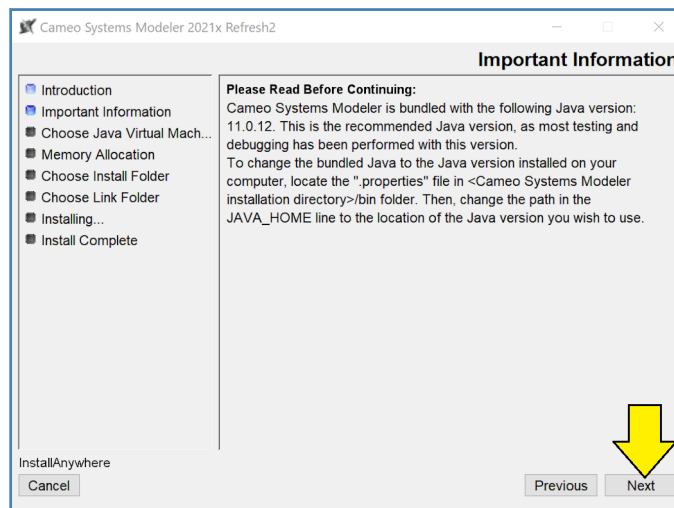


Figure A-12 – Java Introduction, click next

Cameo Systems Modeler installs a bundled Java runtime. We have never encountered any problems with this bundled Java runtime. However, if you are doing intensive Java software development on the same machine that will be running *Cameo Systems Modeler*, you might want to pay closer attention to this step. Otherwise click “Next”.

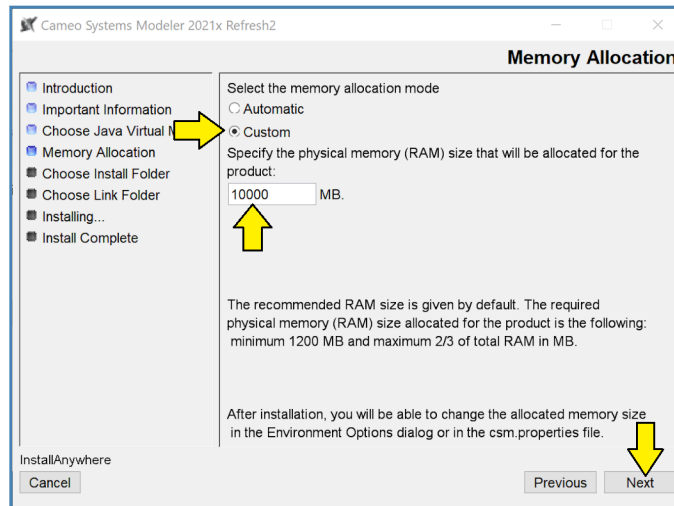


Figure A-13 – Memory allocation, click next

The next panel exposes the amount of memory that will be allocated by the tool. This setting is pretty important. In our recent experience, systems set for the default of 4GB will encounter performance issues with moderately complex models. We recommend that you equip your computer with at least 16GB of memory and set this value close to the stated maximum of 2/3 of your total memory. Click “Next”.

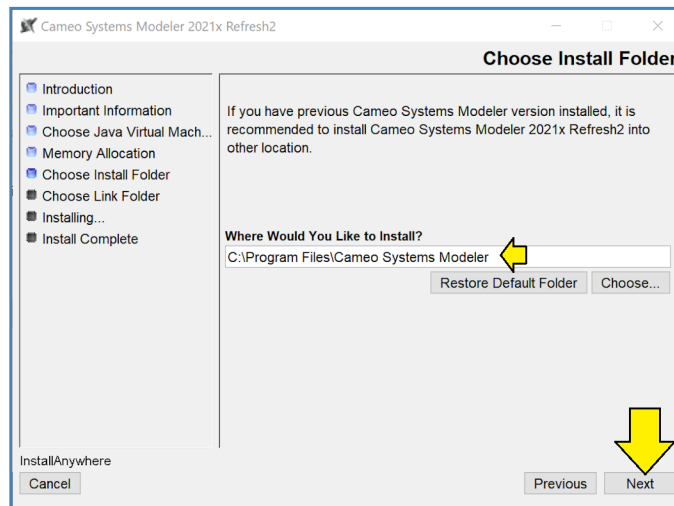


Figure A-14 – Choose installation folder

Choose the installation folder. Click “Next”.

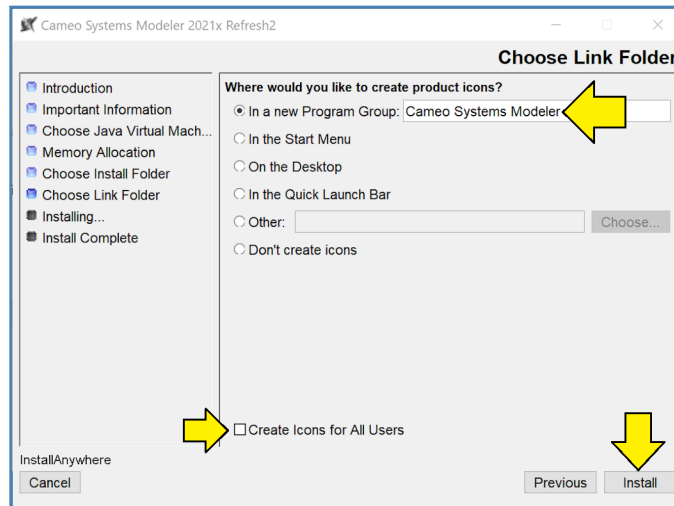


Figure A-15 – Choose links and icons

The next panel allows you to select what sort of links and icons you would like. Actually, these days Dave finds himself starting almost everything by clicking the Windows start icon and typing the first few letters of the program name. “cam” should be sufficient to bring up the tool. However, you may still want to ask the installation to set up a program group and put icons on the desktop as well. ⁽⁸⁾ Click “Install”.



Figure A-16 – Installation begins

Installation begins.

⁽⁸⁾ Unfortunately, the checkbox to install desktop icons doesn't actually work and hasn't worked since Dave first installed earlier versions of the tool in 2013.

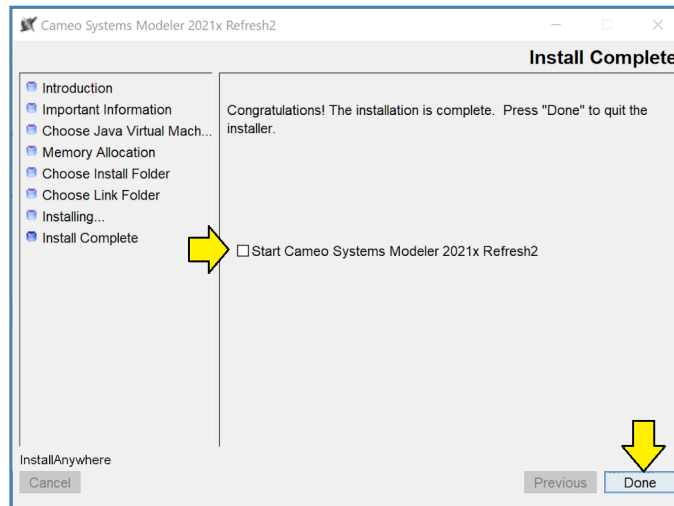


Figure A-17 – Installation Done

Installation Done. Click “Done”.

Create Desktop Icon

You may want to create a desktop icon for *Cameo Systems Modeler*.

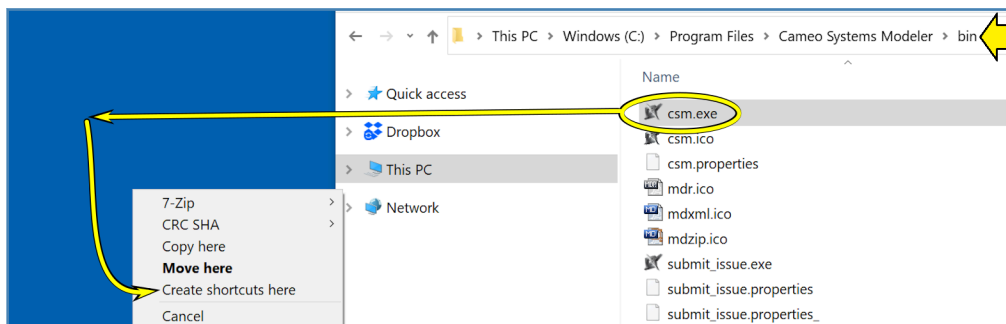


Figure A-18 – Create desktop icon

- 1) In the installation directory for *Cameo Systems Modeler*, find the “bin” subdirectory.
- 2) In this directory, find the file “csm.exe”.
- 3) Right-click on this file, drag to the desktop, and release.
- 4) A menu will pop up.
- 5) In this menu, select “Create shortcuts here”.

Alternatively, if you don't want to create a desktop icon, you can start *Cameo Systems Modeler* from the normal Windows start menu.

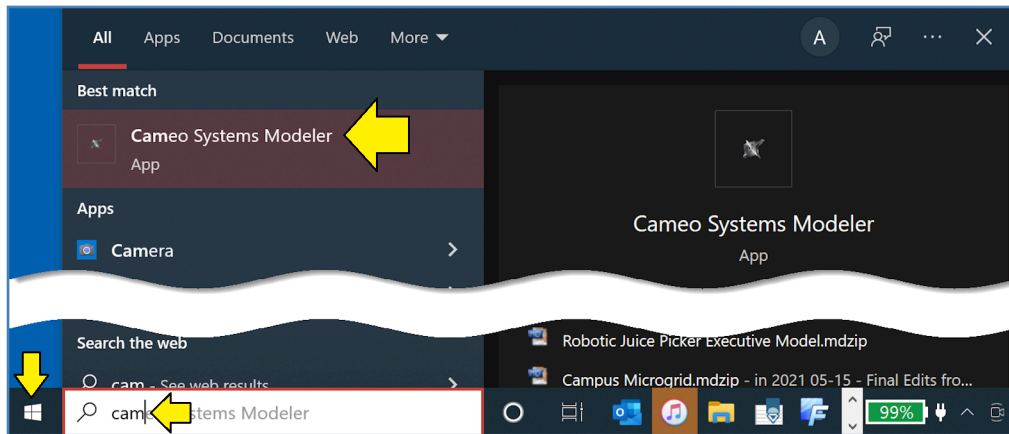


Figure A-19 – Start tool from Windows start menu

Type the first few letters of “Cameo Systems Modeler” and select the tool when it pops up.

Set Up License

The first time you start *Cameo Systems Modeler* you will need to set up the license file and answer some configuration questions.

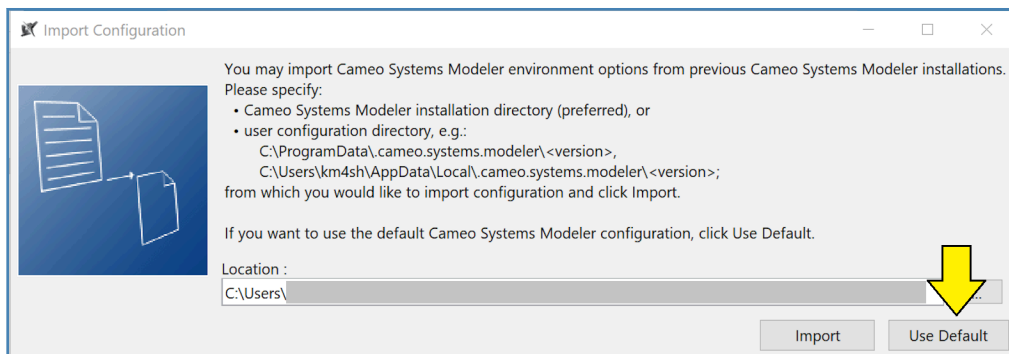


Figure A-20 – Select environment options

If you are upgrading your installation of *Cameo Systems Modeler* and have customized the environment, this panel will allow you to import your previous customizations. In most cases, selecting the default options will be fine.

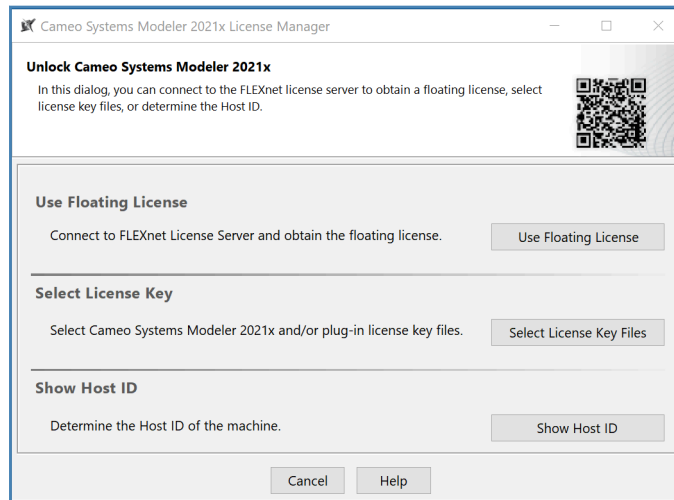


Figure A-21 – Select license key

If your Dassault Systèmes **security administrator** has given you information about how to connect *Cameo Systems Modeler* click on “Use Floating License”.

Otherwise, click on “Select License Key Files”, navigate to the copy of the license key you prepared in Figure A-6 on page 8 and select the license key file.

The third option “Show Host ID” can be useful for debugging license key problems.

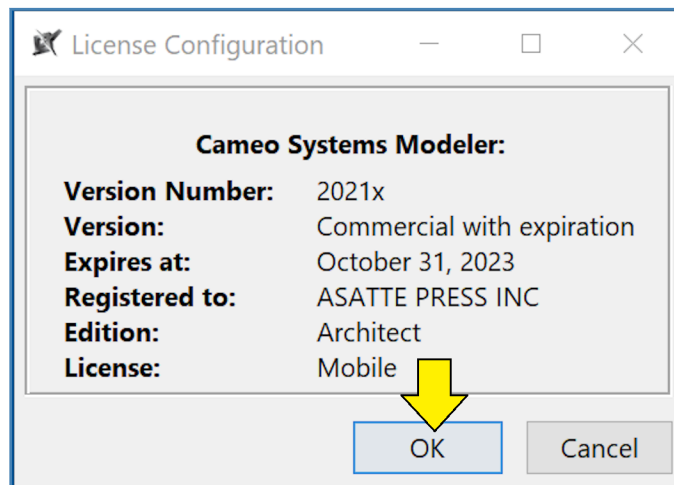


Figure A-22 – License activation complete

The panel to indicate that the license activation is complete appears. Notice that the license is only good for two years from the data of the last support contract payment.

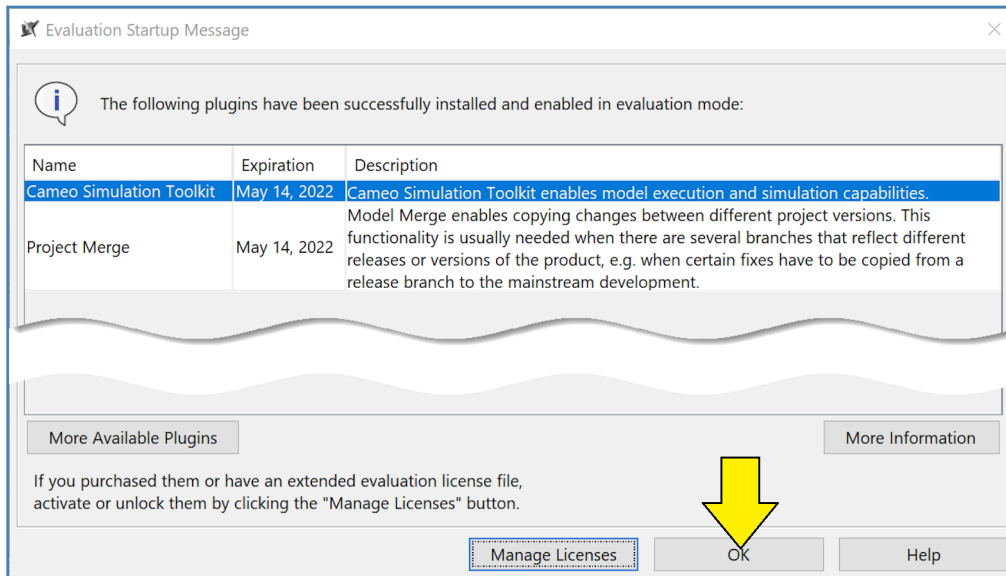


Figure A-23 – Accept evaluation licenses

As a matter of marketing policy, when you activate a license, Dassault Systèmes gives you a one-week evaluation for the simulation and merge plugins. These both very powerful and useful plugins. However, they are also definitely advanced topics. If you are a true beginner, the chance that you will be ready to do anything productive with either of these within one week is very small. Click “OK” (and ignore the plugin expiration warnings that will come one week later).

If you do want to attempt to experiment with these (despite being a beginner) you will need assistance installing the plugins. Contact Dassault Systèmes support for assistance. See *Submit Ticket* on page 24.

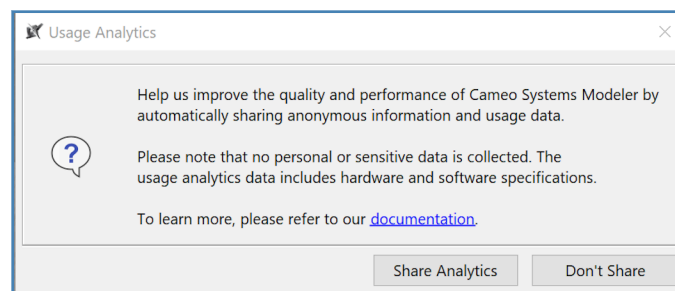


Figure A-24 – Decide whether to share analytics

You can decide whether to share analytics or not.

Configure Look and Feel

Cameo Systems Modeler supports several “Look and Feel” themes.

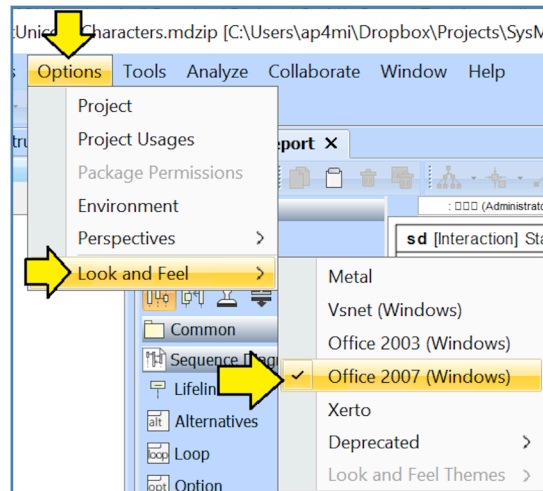


Figure A-25 – Selecting the Office 2007 theme

Look and Feel themes can be selected from the “Options” menu as shown in Figure A-25. The screen captures in this book were created:

- on a 1920x1080 monitor,
- with the Windows 10 display scale set to “175%”,
- using the “Office 2007 (Windows)” theme.

Beyond the basic look and feel themes in the main menu, there is a second set of older “Metal” themes. This older set is important if you want to work with Asian languages such as Japanese.

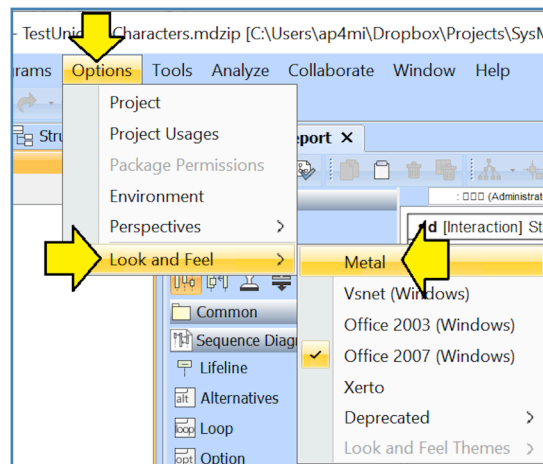


Figure A-26 – Selecting the Metal themes

First select the “Metal” themes from the “Options” menu as shown in Figure A-26.

Depending on which theme was selected previously, you may find that the fonts are quite small.

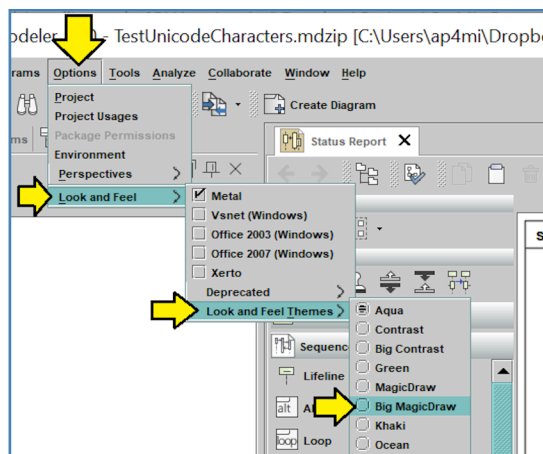


Figure A-27 – Select the Big MagicDraw Theme

In order to return to a more normal font size, once “Metal” is selected, select the “Big MagicDraw” theme from the “Look and Feel Themes” sub-menu.

Configure UNICODE

Cameo Systems Modeler is Unicode-enabled by design. However, the default font used in the current look and feel themes for the containment tree only includes glyphs for English and common European languages. If you attempt to name elements using characters from Asian languages such as Japanese, the elements will show up properly in the diagrams but will be shown with “tofu” (missing glyph) characters in the containment tree.

In order to work with Asian languages such as Japanese or more unusual Unicode characters, please switch to the “Metal” theme with “Big MagicDraw” look and feel as described in: *Configure Look and Feel* on page 17.

In the examples files directory *Examples\Apex01_Install\A1.7_Unicode* you will find a small example model using Unicode characters.

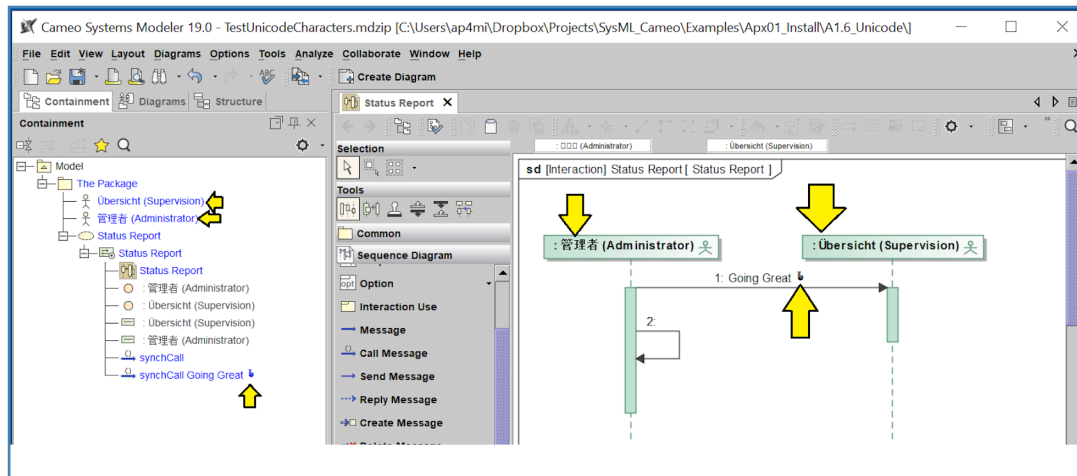


Figure A-28 – Example of model with Unicode characters

In the example model, we have:

- a Japanese administrator “管理者” (“kanrisha”);
- who is sending a status message: “Going Great”;
- to the somewhat nebulous “Übersicht” (“supervision”) in Germany.

If we look carefully at the status message, however, we see that our administrator is less than entirely confident of the status and hence the message includes the emoji “fingers crossed”.⁽⁹⁾



Figure A-29 – Emoji

Get Help

As of May 2022, the main customer support portal for Dassault Systèmes can be found here:

- <https://www.3ds.com/support/contact/call-us/submit-a-request/>

⁽⁹⁾ The emoji “fingers crossed” is Unicode ☝. See:

<https://emojipedia.org/hand-with-index-and-middle-fingers-crossed/>

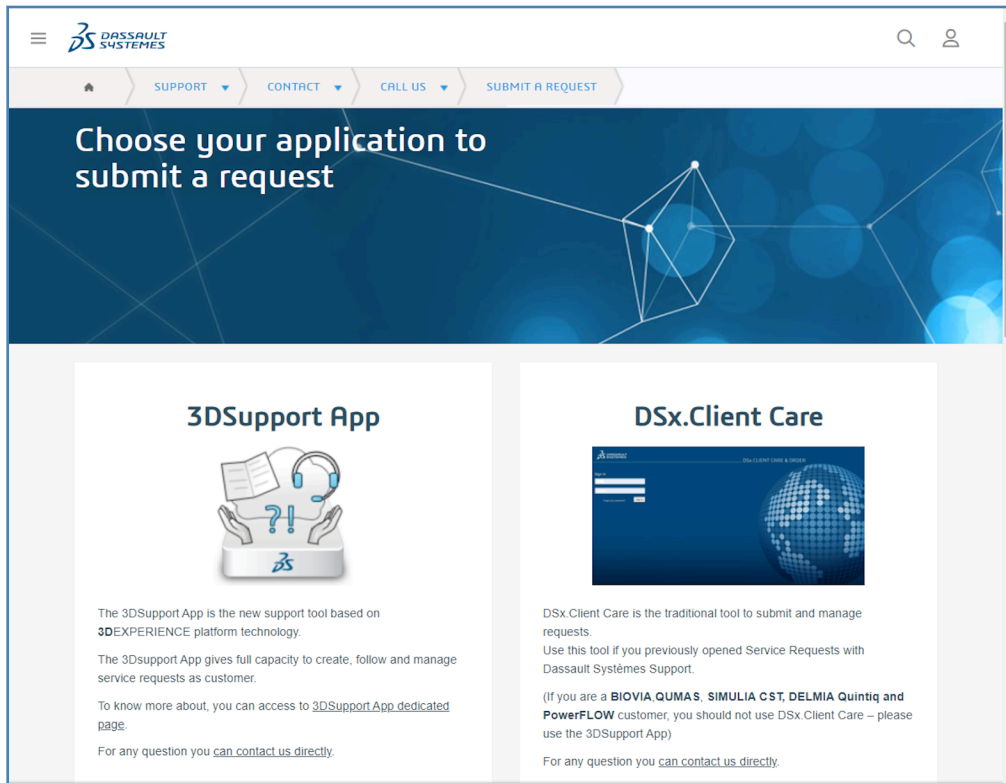


Figure A-30 – Main 3DEXPERIENCE portal

As of May 2022, this portal consists of two sections:

- **3DSupport App** – This is the new support application. We have already seen this application in Figure A-3 on page 6. You will be using this application for most of your interactions with Dassault Systèmes.
- **DSx.Client Care** – This is the legacy support application that is being phased out. However, as of May 2022, the function to create new users who can log in, download media, and post questions remains in this application.

Set Up 3DEXPERIENCE Users



Figure A-31 – DSx.Client Care welcome screen

In Figure A-31, we can see the welcome screen for the DSx.Client Care application. The Asatte Press user “HETHERINGTON, David” has two roles:

- This role is the security administrator and can assign the support roles of all users, including for itself.
- Within the support system, this ID has the “Support Administrator” role.

If you are the security administrator and also happen to be the only employee of your company, there is no need to do any further work – you can simply use your single ID for downloading media and for getting help. However, if your company has other employees, you may need to create Dassault Systèmes IDs for them so that they can download media and submit help tickets.

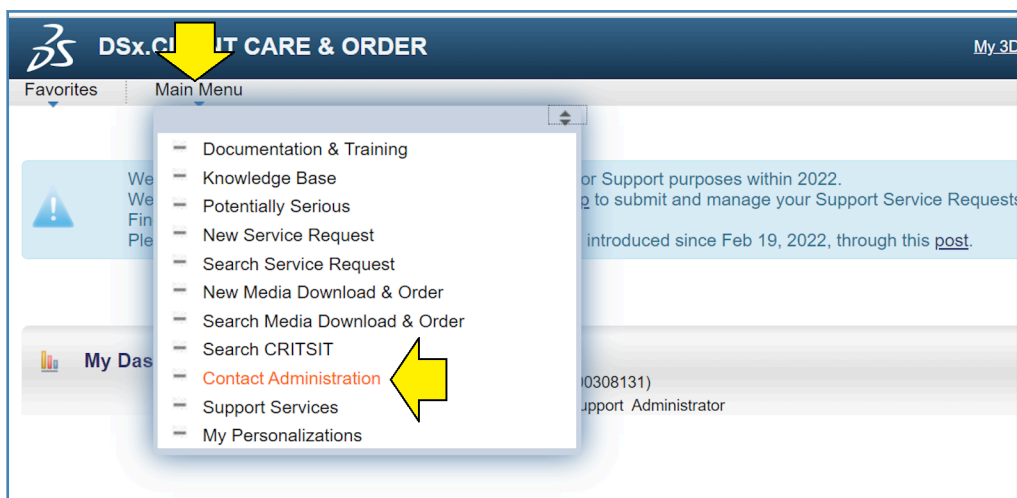


Figure A-32 – Menu for contact administration

In order to add a new user, from the main menu select “Contact Administration”.

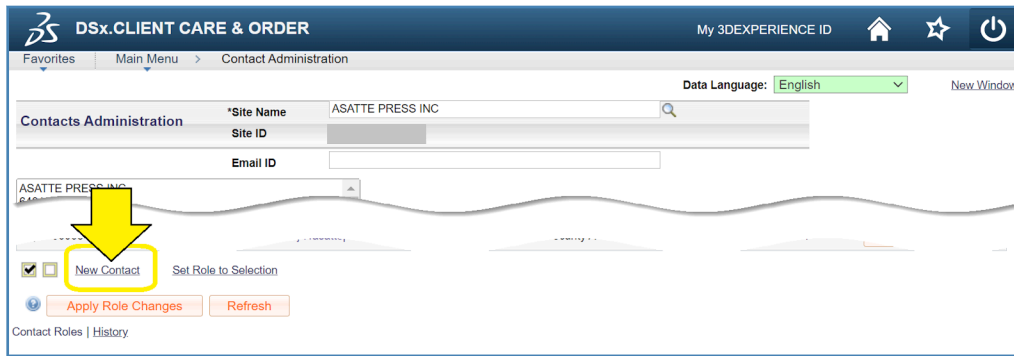


Figure A-33 – Click on new contact

Click on “New Contact”.

 The screenshot displays the 'Contact Definition' form. It includes fields for 'Contact ID' (NEW), 'Name', 'Prefix', '*First Name', and '*Last Name'. There are checkboxes for 'Terms of use', 'Obsolete', and 'Deleted'. Below this is the 'Contact Profile' section with fields for 'Profile Name', '*Site' (ASATTE PRESS INC), 'Address' (ASATTE PRESS INC, Texas, United States), '*Email', 'Email 2', 'Phone Number', 'Mobile Phone', and 'Fax'. At the bottom, there are fields for 'Job Category', 'Job Title', 'Department', and 'Description'. A yellow arrow points to the 'Save' button at the bottom left.

Figure A-34 – New user form

In the new user form, there are a number of fields to fill in. Some are optional. However, it is important to fill in the profile name, the user's real name, and the user's e-mail address. Click “Save”. The user will receive an invitation e-mail with instructions on how to set up their profile.

Set Role for Contact

3ds.com: Basic Access for DS Passport

<input type="checkbox"/>	3ds.com Support
<input checked="" type="checkbox"/>	Support Restricted
<input type="checkbox"/>	Support Advanced
<input type="checkbox"/>	Support Administrator
<input type="checkbox"/>	Security Administrator

OK Cancel

ROLES & FUNCTIONS	SECURITY ADMINISTRATOR	3DS.COM SUPPORT	SUPPORT RESTRICTED	SUPPORT ADVANCED	SUPPORT ADMINISTRATOR
INCOMPATIBLE WITH	3ds.com Support	Other Support Roles	Other Support Roles	Other Support Roles	Other Support Roles
MEDIA		DOWNLOAD	CREATE	CREATE	CREATE
CONTACT	CREATE & ASSIGN ROLES				
SERVICE REQUEST			CREATE * & VIBW only mine	CREATE *	CREATE *
CRITSIT			CREATE * & VIBW only mine	CREATE *	CREATE *
ONLINE SUPPORT including KB	VIBW	VIBW	VIBW	VIBW	VIBW

* If VAR's Customer, VAR should have delegated support to DS otherwise only VIBW is authorized

Figure A-35 – Set role

From the “Contact Administration” panel, it is also possible to set roles for individual users. The default role is “Support Restricted” but actually this role is not very restricted at all. In most cases, individual contributors will be well-served with this role.

Submit Ticket

Support for questions and bug reports is provided from the “3DSupport App”.

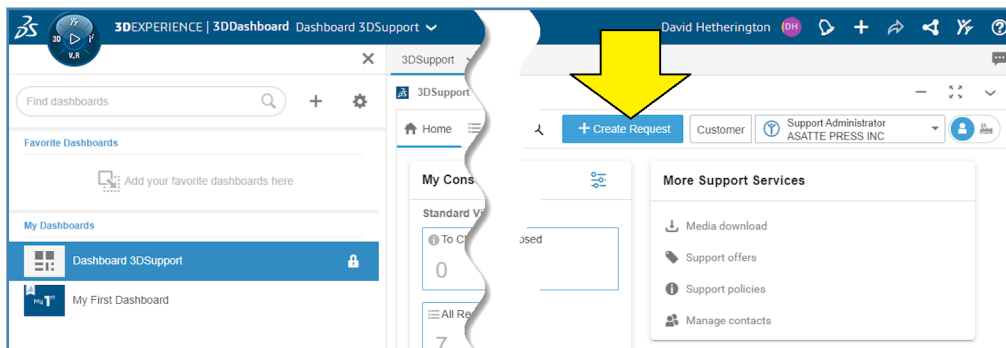


Figure A-36 – Set role

From your dashboard, use the “Create Request” button to initiate a request for help.

Documentation Directory

The product ships with a full set of manuals, including manuals for optional extra-cost plugins such as the *Cameo Simulation Toolkit*.

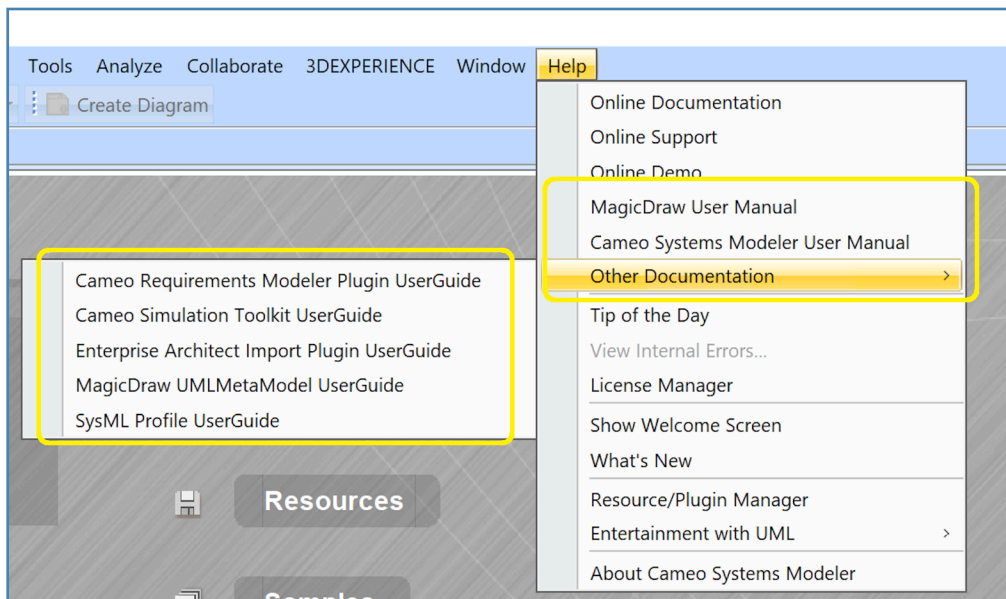


Figure A-37 – Help entries

The documentation files can be accessed from within the tool via the help menu.

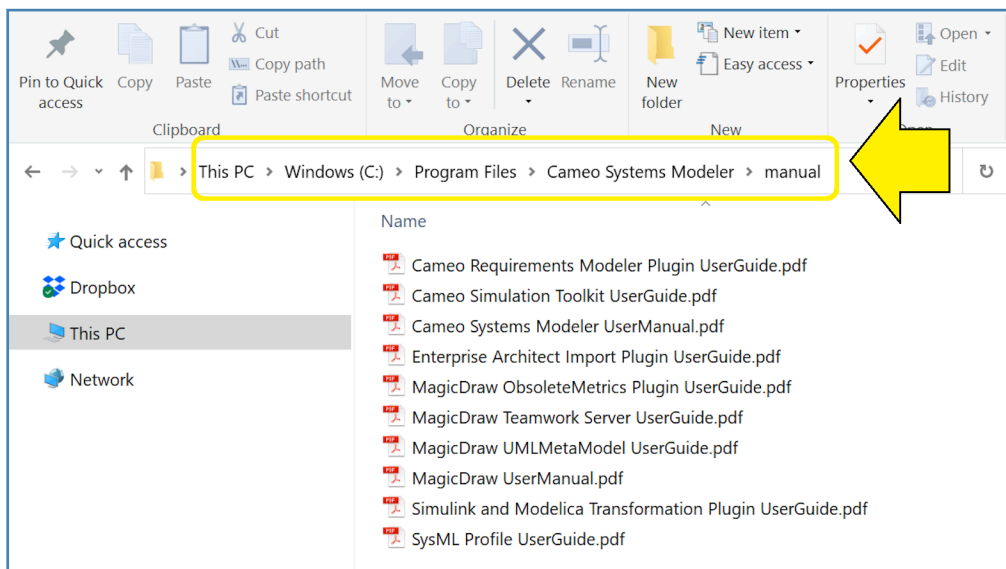


Figure A-38 – Documentation directory

The documentation files can also be accessed directly as PDF files in the “manual” subdirectory of the program directory.

Online Help

Dassault Systèmes also provides extensive online help accessibly by using your favorite internet search engine.

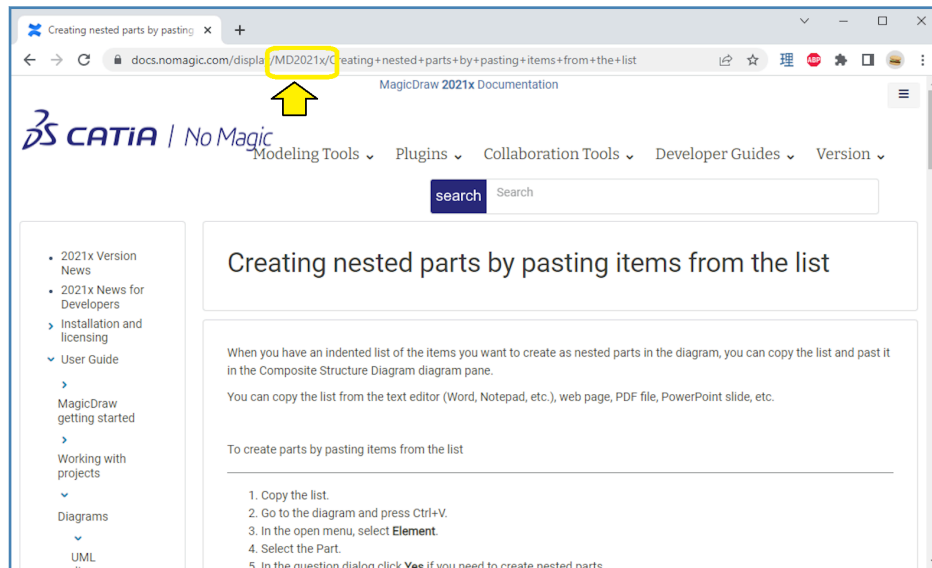


Figure A-39 – Online help example

Tip: the online help has the tool version embedded in the URL. Often once you find the topic you are interested in, you can find the exact information for your tool version by adding the tool version to the search string.

YouTube

YouTube is also an excellent resource for learning about the *Cameo Systems Modeler* tools.

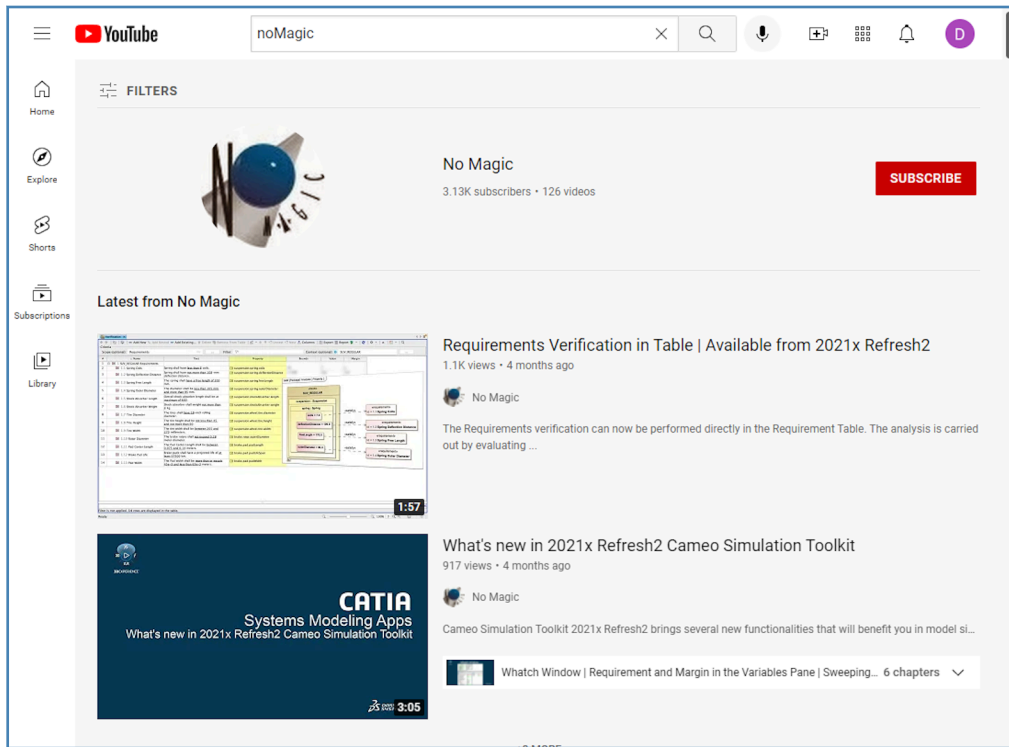


Figure A-40 – Online help example

Tip: use the search string “NoMagic” (with no space between the words) when searching for videos on YouTube.