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.

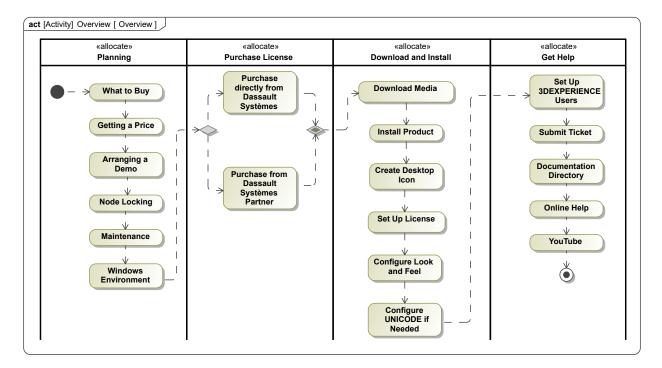


Figure A-1 – Overview: planning, purchasing, installing, getting help

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 *CATLA 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⁾

 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 *CATLA* product line.

pkg [Model]Dassault Systèmes SysML Products Mode[SysML-Capable Products]			
CATIA No Magic Products	CATIA Magic Products		
«Software Application» Cameo Systems Modeler	«Software Application» Magic Collaboration Studio		
«Software Application» Cameo Enterprise Architecture	«Software Application» Magic Cyber-Systems Engineer		
«Software Application» requires «Plugin» MagicDraw SysML Plugin			
«Plugin» Cameo Simulation Toolkit			

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 *CATLA No Magic* tool family.

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

• **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 *CATLA 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: <u>https://www.3ds.com/products-services/catia/products/no-magic/</u>

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

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

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

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: <u>https://www.3ds.com/products-services/catia/products/no-magic/contact-us/</u>
- 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: <u>https://www.3ds.com/partners/find-a-partner/</u> 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: <u>https://my.3dexperience.3ds.com</u>

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.

3DEXPERIENCE 3DDashboard My First	Dashboard V Search	🔍 🖌 🚫 David Hetheri	ington 🐵 🗘 🕂 褅 < 🌾 🕐
x.a ×	Getting Started \sim Learn the Experience +		
Find dashboards Q + 🌣	3DSupport		Q ? C # X
Favorite Dashboards	A Home 🗄 My Requests	Q 🕂 Customer	r Support Administrator
Add your favorite dashboards here	My Console	<u>•</u>	More Support Services
My Dashboards	Standard Views	/ Drafts	🛃 Media download
Dashboard 3DSupport	0 0	0	Support offers
My First Dashboard	► Active	I All Requests	 Support policies Manage contacts
	0 7	7	////
	My Customized Views + Create a Customized View You have not created any	Customized View yet.	New DS Support Premiume

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.

S DASSAULT SYSTEMES	Download My Supported Software De	wnload My Orders 🔶 🔶
Multi-bound platform 3DEXPERIENCE® and V6	V5 CATIA SOLID <i>WORKS</i>	Bard-aller freeder filter ENOVIR DELMIR SIMULIR GEO <i>VIR</i> IVIR NETVIBES 3DEXCITE DELMIR WORKS
		THE WORLD WE LIVE IN
ICEM Surf	Q-Checker for V6	Simulayt for V5
CRTIR V4	Q-Checker for V5	ELECTRE & ELECTRE Connectors for V5
Helix	Q-Checker for V4	No Magic
Dymola	SFE	Argosim
AITAC Smart Drawings	Simulayt for V6	Reqtify - ControlBuild - AUTOSAR Builder
SCRNeR		
2002 - 2021 Dassault Systèmes - All rights reserved		Legal Info Terms of use Privacy policy Piracy Cor

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.

2		ASA	TTE PRESS INC, AUSTIN, USA	David Hetherington 🕻
SUSTEMES	Download My Supported Software	Download My Orders		\star 🕄
Hulti-band platform 3DEXPERIENCE® and V6	V5	Band-related produ WORKS ENOVIA BIOVIA NETVIBE		IA GEOVIA ELMIAWORKS
		SHAPE THE WORLD WE LIVE	IN	
	Release No Magic 2021x 🛛 💙	Level No Magic 2021x Refresh2	Fixes for this lev	
CATIA No Magic Cameo Systems Model	er - Controlled Availability - No Magic 2021x Re	fresh2 HF2 - AllOS	Show dataile	Type Software 2
CATIA No Magic Magic/Daw - Controlled Rvailability - No Magic 2021x Refresh2 HF2 - AllOS 46.6B 4.1/3 2/3 3/3 Show details				
CATIR No Magic Documentation - Ho Magic 2021x Refresh2 HF2 - English 701 MB Operating System				
			Show details	Multiple OS 2
			Г	

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 down-loads 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.

11/1/21	, 8:50 PM			ASATTE PRESS INC
From:	TE PRESS INC - ExGen AG.Keys <ag.keys@3ds.com> Mon, Nov 1, 2021 at 2:02 pm</ag.keys@3ds.com>			
Cc:	,	,	,	, AG.IssuedKeys
Cam	eo Systems Modeler 2021x Architect	License key t	for	.txt (1.4 KB)
Dear v	alued customer,			
	The license keys you have requested from Dassault Systèmes are attached in this email. If you have any questions regarding installation, please contact your Dassault Systèmes sales representative dir			

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.

📕 🕑 📕 👻 1						
File Home Share Vi	ew					
★ ↓ ↓ ↓ ↓ ↓ Pin to Quick access Copy Paste ↓ ↓ ↓		Move Copy to *	Delete Rename	New item • The sy access • New folder	Properties	
Clipboard		Orga	anize	New	Open	
← → ▼ ↑ 🖡 « Windows (Date n		
😽 Dropbox	📕 0data 📄 1.txt	a				2/24/2 2/24/2
🗢 This PC	build_infos.txt			2/16/2		
			11/1/2			
🔮 Network	Cam	eo_Systems_Mod	leler_2021x_Refre	sh2_HF2_no_install.zip		2/16/2
	🕅 Cam	eo_Systems_Mod	leler_2021x_Refre	sh2_HF2_win64.exe		2/16/2
	csm_	build_stamp.txt				2/16/2
	MD5	SUMS.md5				2/17/2

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.AllOS".
- 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.

ÌIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIII	Share View Ap	Manage 1		
Pin to Quick Copy access	Cut	Move Copy to * to *	New item •	Properties
← → • ↑		Organize (C:) > Temp > No_Magic_2021x_F	Refresh2 > Refresh2 >	administrator
📌 Quick acce	ss 0data 1.txt	^	dnGrepShare w	vith Skype
This PC 🗳 Network	Cameo Systems Modeler 2021x Architect License key for Pin to Start letwork Cameo_Systems_Modeler_2021x_Refresh2_HF2_no_ins 7-Zip			Start
	X Cameo_Systems_Modeler_2021x_Refresh2_HF2_win64.ex8 CRC SHA Crsm_build_stamp.txt Xenter Sector			

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.

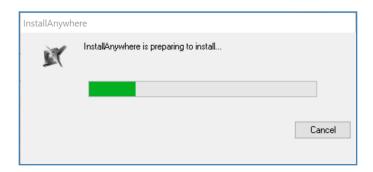


Figure A-9 – Installation will begin

Installation will begin.

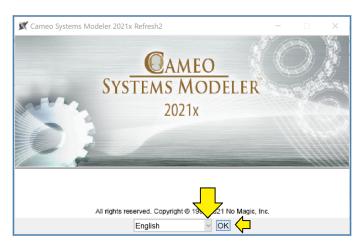


Figure A-10 – Select your desired language

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

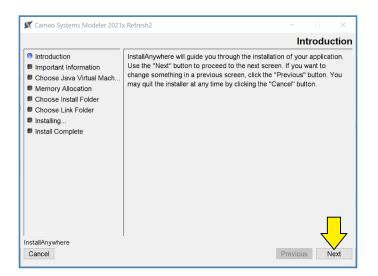


Figure A-11 – Introduction, click next

Click "Next".

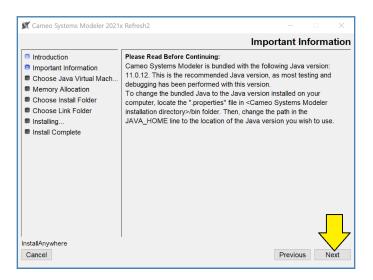


Figure A-12 – Java Introduction, click next

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".

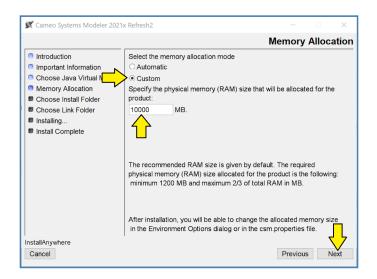


Figure A-13 – Memory allocation, click next

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".

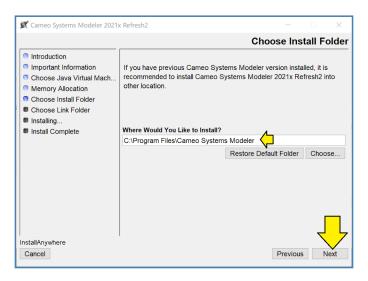


Figure A-14 – Choose installation folder

Choose the installation folder. Click "Next".

🕱 Cameo Systems Modeler 2021;	K Refresh2 – 🗆 🗙
	Choose Link Folder
 Introduction Important Information Choose Java Virtual Mach Memory Allocation Choose Install Folder Choose Link Folder Installing Install Complete 	Where would you like to create product icons? In a new Program Group: Cameo Systems Modeler In the Start Menu On the Desktop In the Quick Launch Bar Other: Don't create icons Choose Choose
InstallAnywhere Cancel	Previous Install

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".

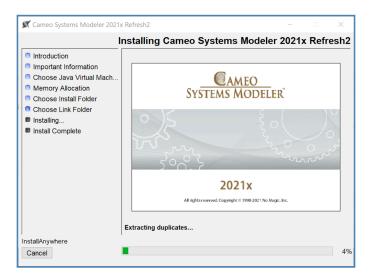


Figure A-16 – Installation begins

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.

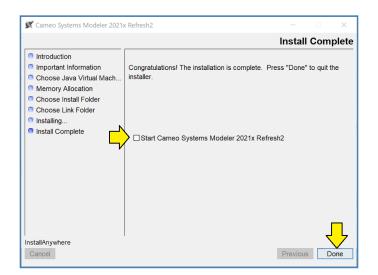


Figure A-17 – Installation Done

Installation Done. Click "Done".

Create Desktop Icon

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

	\leftarrow \rightarrow \checkmark \uparrow \blacksquare \rightarrow This PC \Rightarrow Wind	dows (C:) > Program Files > Cameo Systems Modeler > bin
	> 📌 Quick access	Name
	> 🔂 Dropbox	Com.ico
	> 🤚 This PC	csm.properties
7-Zip CRC SHA	> > Vetwork	I mdr.ico I mdxml.ico
Copy here		🖳 mdzip.ico 💓 submit_issue.exe
Move here Create shortcuts here		submit_issue.properties
Cancel		submit_issue.properties_

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.

	All Apps Documents Web More 🔻	A & X
	Best match	
	Cameo Systems Modeler	×
	Apps	Cameo Systems Modeler
	Camera >	Арр
	Search the web	Robotic Juice Picker Executive Model.mdzip
$\frac{1}{2}$	O cam - Sae web results	Campus Microgrid.mdzip - in 2021 05-1 <u>5 -</u> Final Edits fro
ě.		🛛 🛱 🚾 🙋 🚍 📑 두 🔓 💷 🗛 📴

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.

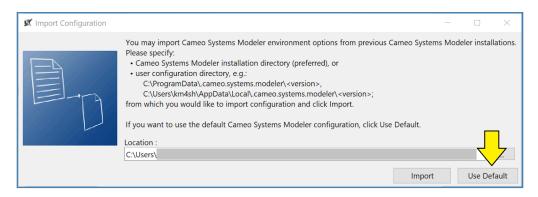


Figure A-20 – Select environment options

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.

🕱 Cameo Systems Modeler 2021x License Manager	– 🗆 X
Unlock Cameo Systems Modeler 2021x In this dialog, you can connect to the FLEXnet license server to obtain a floating licen license key files, or determine the Host ID.	nse, select
Use Floating License Connect to FLEXnet License Server and obtain the floating license.	Use Floating License
Select License Key Select Cameo Systems Modeler 2021x and/or plug-in license key files.	Select License Key Files
Show Host ID Determine the Host ID of the machine.	Show Host ID
Cancel Help	

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.

🕱 License Configurati	on – 🗆 X
Cameo S	Systems Modeler:
Version Number:	2021x
Version:	Commercial with expiration
Expires at:	October 31, 2023
Registered to:	ASATTE PRESS INC
Edition:	Architect
License:	Mobile
L	OK Cancel

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.

🕅 Evaluation Startup	o Message		×		
The follow	ving plugins have been	successfully installed and enabled in evaluation mode:			
Name	Expiration	Description			
Cameo Simulation T	oolkit May 14, 2022	Cameo Simulation Toolkit enables model execution and simulation capabilities.			
Project Merge May 14, 2022 Model Merge enables copying changes between different project versions. This functionality is usually needed when there are several branches that reflect different releases or versions of the product, e.g. when certain fixes have to be copied from a release branch to the mainstream development.					
More Available P	lugins	More Informatio	on		
		ed evaluation license file, anage Licenses" button.			
		Manage Licenses OK Help			

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.

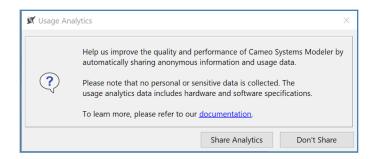


Figure A-24 – Decide whether to share analytics

You can decide whether to share analytics or not.

Configure Look and Feel

Cameo Systems Modeler supports several "Look and Feel" themes.

Unicharacters.mdzip [C:\Users\ap4mi\Dropbox\Projects\SysM											
5	Opt	tions	Tools	Analyze	С	ollab	orate	W	/indow	Help	
.		Proje	ect								
trı		Proje	ect Usag	es		port	×				
		Pack	age Peri	missions			0 1				- /
		Envir	ronment	:					: [00 (Admin	nistrator
	•	Pers	pectives		>				sd [Inte	eraction] Stat
		Look	c and Fe	el	>		Meta	I			
	~				Ŧ		Vsnet	: (M	/indows)	
				Common			Office	e 20	003 (Wir	ndows)	r
				equence I	90	~	Office	e 20	007 (Wir	ndows)	
				Alternatives	/		Xerto				
				Loop			Depre	eca	ted		>
							Look	and	d Feel Th	nemes	>

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.

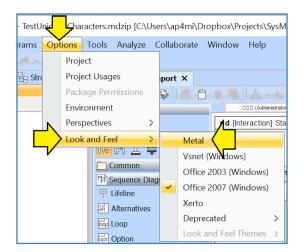


Figure A-26 – Selecting the Metal themes

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.

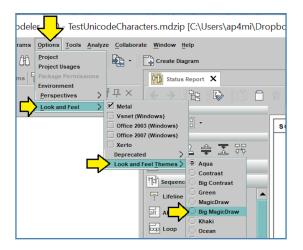


Figure A-27 – Select the Big MagicDraw Theme

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**Apx01_Install**A1.7_Unicode* you will find a small example model using Unicode characters.

X Cameo Systems Modeler 19.0 - TestUnicodeCharacters.mdzip [C:\Users\ap4mi\Dropbox\Projects\SysML_Cameo\Examples\Apx01_Install\A1.6_Unicode\] —		$\langle \rangle$
File Edit View Layout Diagrams Options Tools Analyze Collaborate Window Help Containment Create Diagram Containment Image: Containment Image:	4 ▶ ₹ • "	×

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:

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

⁽⁹⁾ The emoji "fingers crossed" is Unicode Ü. See: <u>https://emojipedia.org/hand-with-index-and-middle-fingers-crossed/</u>

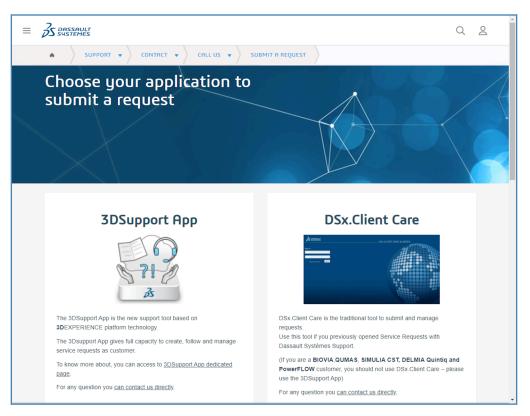


Figure A-30 – Main 3DEXPERIENCE portal

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

<i>3</i> s	DSx.CLIENT C	ARE &	ORDER	My 3DEXPERIENCE ID	Â	돠	Ċ
Favorites	Main Menu						
A	We encourage y Find more info a	ou from no bout the 3	the usage of DSx.Client Care for Support purposes within 2022. w on to use the <u>3DSupport App</u> to submit and manage your Support Service I Soupport App here . r SR Family and SR Instances, introduced since Feb 19, 2022, through this <u>po</u>				
In M	y Dashboard	User:	HETHERINGTON, David	Date:	05/11/22 2	:09AM	1
	y saonooara	Site: Role:	ASATTE PRESS INC () Security Admin: Assign Roles Support Administrator				
		Noie.			Customize		

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".

S DSX.CLIENT CA	RE & ORDER		My 3DEXPERIENCE ID	â	돠	Ċ
Favorites Main Menu >	Contact Adminis	stration				
			Data Language: English	\sim	Ne	w Window
Contacts Administration	*Site Name	ASATTE PRESS INC	Q			
Contacts Administration	Site ID					
	Email ID					
ASATTE PRESE NO New Contact Apply Role Changes Contact Roles History	ole to Selection					

Figure A-33 – Click on new contact

Click on "New Contact".

avorites Main Menu > Contact Administration			
ontact Definition			
Contact ID NEW Name	Creation Date Created By	4	4
Terms of use Obsolete	Deleted		
Prefix			
Has 3ds.com access			
Contact Profile ID: Obsolete			
Profile Name *Site ASATTE PRESS INC	Tag P1		
Address ASATTE PRESS INC.	Å		
G Manage Role			
Email	Phone Number		
Email 2	Mobile Phone		
	Fax		
	Job Title		
Job Category V			
Job Category v .			

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.

*						
et Role	for Cor	ntact '		1		
		ess for DS Passport				
sus.com:	3ds.com					
		Restricted				
		Advanced				
		Administrator				
		Administrator				
ROLES & FI	JNCTIONS	SECURITY ADMINISTRATOR	3 DS.COM SUPPORT	SUPPORT RESTRICTED	SUPPORT ADVANCED	SUPPORT ADMINISTRATOR
ROLES & FI	ATIBLE					
INCOM	PATIBLE TH	ADMINISTRATOR	SUPPORT Other Support Roles Sales Roles	RESTRICTED	ADVANCED	ADMINISTRATOR
INCOM	DATIBLE TH	ADMINISTRATOR	SUPPORT Other Support Roles Sales Roles Finance Operations	RESTRICTED	ADVANCED	ADMINISTRATOR
INCOMI WI	PATIBLE TH DIA FACT	ADMINISTRATOR 3ds.com Support CREATE&	SUPPORT Other Support Roles Sales Roles Finance Operations	RESTRICTED	ADVANCED	ADMINISTRATOR Other Support Roles CREATE
INCOM WI ME CON	DIA TACT ISIT	ADMINISTRATOR 3ds.com Support CREATE&	SUPPORT Other Support Roles Sales Roles Finance Operations	RESTRICTED Other Support Roles CREATE CREATE *	ADVANCED Other Support Roles CREATE	ADMINISTRATOR Other Support Roles CREATE CREATE

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".

3DEXPERIENCE 3DDashboard Dashboard 3DS	upport 🗸		David Hetherington 📵 🔉 🕂 🎓 < 🌾 🕐
X.R X	3DSupport		œ
Find dashboards Q + 🌣	3DSupport		- 22 V
Favorite Dashboards	the the home the hom	ل + Create	Request Customer 🕥 Support Administrator
Add your favorite dashboards here	My Cons	0 <u></u> -	More Support Services
My Dashboards	Standard V	used	🕹 Media download
Dashboard 3DSupport	0	5500	Support offers
My First Dashboard	≅All Re		 Support policies Manage contacts

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*.

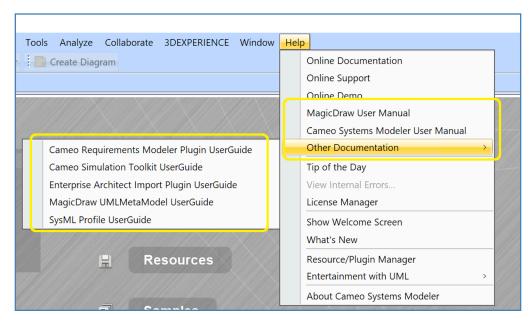


Figure A-37 – Help entries

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

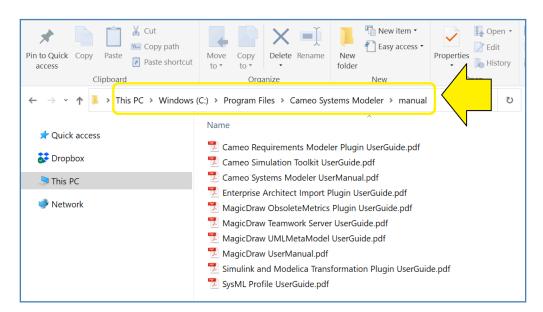


Figure A-38 – Documentation directory

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.

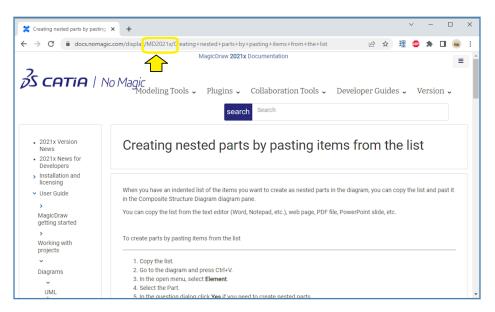


Figure A-39 – Online help example

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.

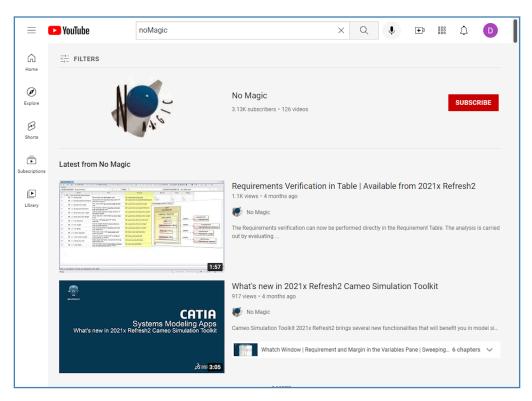


Figure A-40 – Online help example

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