

GSD. How to support PDM Windchill related issues and requests

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Author: {'link':

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General Information:

Possible symptoms/errors:

User wants to know how to request an access to Windchill. User encounters login and software issues. User inquires about their Windchill license.

Alternative names of the system:

Global PDM Windchill is the global Product Lifecycle Management System for FMC.

The system is used globally as well for product development as for production, with several interfaces to other systems.

The system is used mostly by FMC and partially by Xenio, and Kabi is also using some of Windchill instances.

IMPORTANT NOTICE:

N/A

Solution:

When user calls Global Service Desk regarding any Windchill issue or request, please direct them to the GPDM Windchill - Global PLM - blue.space (fresenius.com) webpage, and then close the ticket in your queue.

English version

Dear Mr. / Dear Ms. XXXXXX,

Please be advised that PDM Windchill is currently not supported by Fresenius Digital Technology.

Please visit the GPDM Windchill - Global PLM webpage for further assistance.

URL: <https://fmc.intra.fresenius.com/display/GlobalPDM/GPDM+windchill>

We are proceeding with closure of the ticket.

Thank you, very much and best regards,

Fresenius Global IT Service Desk

German version

Sehr geehrter Herr / geehrte Frau XXXXXX,

Seien Sie bitte erkundigt, dass PDM Windchill gegenwärtig nicht von Fresenius Digital Technology unterstützt wird.

Greifen Sie bitte für weitere Unterstützung auf die GPDM Windchill - Global PLM-Webseite zu.

URL: <https://fmc.intra.fresenius.com/display/GlobalPDM/GPDM+Windchill>

Wir setzen mit der Schließung des Tickets fort.

Vielen Dank und herzliche Grüße,

Fresenius Global IT Service Desk

Assignment Group:

N/A

Important Links:

GPDM Windchill - Global PLM - blue.space (fresenius.com)

<https://fmc.intra.fresenius.com/display/GlobalPDM/GPDM+Windchill>