

	Created by: Anders Jahnberg	Approved by: Göran Holmqvist	Version 1.0
To ABB SolutionsBank	Dept. STS	Date 2008-01-03	Filename GI 1 How to proceed when contacting Technical Support.doc Page 1/4
Software Support, Industrial Software Products	Type of doc: General Information (GI)		

GI 1 : How to proceed when contacting Technical Support

TABLE OF CONTENTS

1	Have the following in mind when contacting Technical Support.....	1
2	How to generate a "RobotStudio System Info Report" file for RobotStudio IRC5.....	2
3	How to generate a "ABBSysInfo.txt" file for S4 products.....	2
4	Technical Support for End Customers.....	3
5	Technical Support for Internal ABB use	3

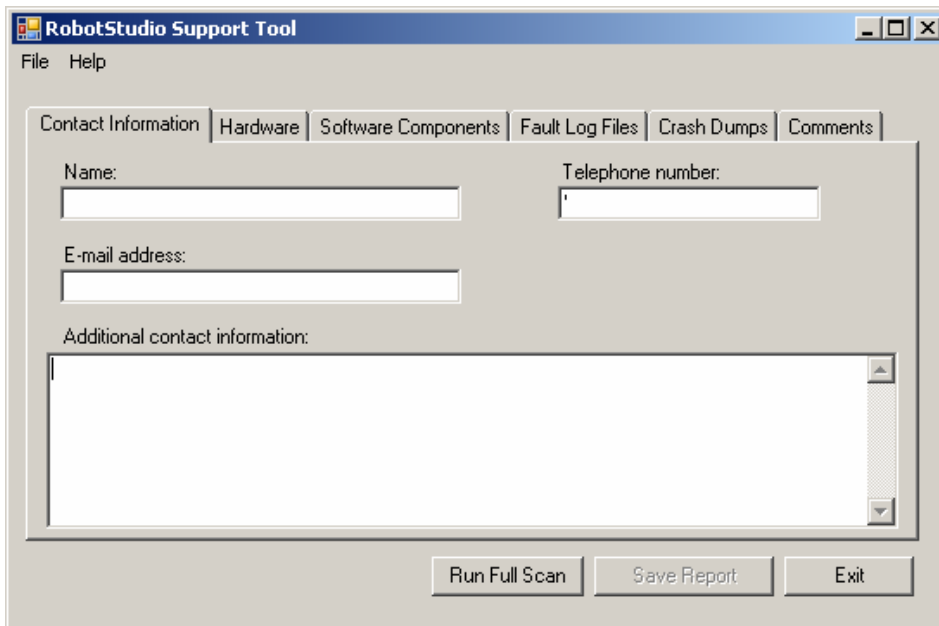
1. Have the following in mind when contacting Technical Support

1. Give a brief description on how to reproduce your problem.
2. Create screenshots if applicable.
(Use Alt + Print Screen to get an image of the active window instead of the entire screen.)
3. Please generate a "System Information" file and attach it to your problem report.
Please note that this function is not included in all our products.
4. When sending large (> 1 Mb) files to us, please compress them with WinZip® or WinRAR. [Download WinZip®](#) [Download WinRAR](#)
5. We would also need the following user information:
 - Name
 - Company
 - Contact information
 - What operating system you are running (incl. Language)
6. For License Key Requests or license related questions please contact the team responsible for license support directly:
 - License Key Requests: softwarefactory@se.abb.com (NOTE: Automatic)
 - License Support : softwarefactory_support@se.abb.com

	Created by: Anders Jahnberg	Approved by: Göran Holmqvist	Version 1.0
To ABB SolutionsBank	Dept. STS	Date 2008-01-03	Filename GI 1 How to proceed when contacting Technical Support.doc Page 2/4
Software Support, Industrial Software Products	Type of doc: General Information (GI)		

2. How to generate a "RobotStudio System Info Report" for RobotStudio IRC5

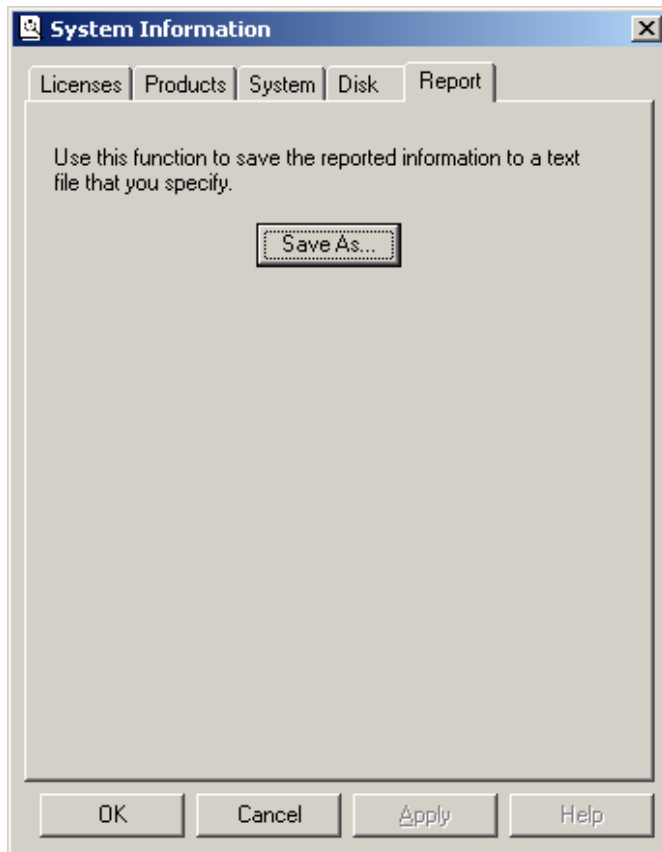
Click "**Start > Programs > ABB Industrial IT > Robotics IT > RobotStudio > RobotStudio Support Tool**" and click on "**Run Full Scan**" and then "**Save Report**". (See picture below.)



3. How to generate a "ABBSysInfo.txt" file for S4 products

Click "**Start > Programs > ABB Automataion > System Information**" and click on the "**Report**" tab and then click "**Save As**". (See picture below.)

	Created by: Anders Jahnberg	Approved by: Göran Holmqvist	Version 1.0
To ABB SolutionsBank	Dept. STS	Date 2008-01-03	Filename GI 1 How to proceed when contacting Technical Support.doc Page 3/4
Software Support, Industrial Software Products	Type of doc: General Information (GI)		



4. Technical Support for End Customers

- If you have any questions or problems with your Industrial Software product, **please contact your local ABB partner.**
- On the **support portal** you will find your entry to the worldwide ABB network of Support Centers and engineers ready to help you with your questions. You will also find the latest information about RobotStudio and other ABB software products.

www.abb.com/roboticssoftware

5. Technical Support for internal ABB use

- **For technical Information visit ABB SolutionsBank**
ABB SolutionsBank is the web based knowledge management system intended to quickly pinpoint manuals, documents, and reports relevant to your ABB product.
Access technical information, download hardware and software release

ABB Robotics Service

	Created by: Anders Jahnberg	Approved by: Göran Holmqvist	Version 1.0	
To ABB SolutionsBank	Dept. STS	Date 2008-01-03	Filename GI 1 How to proceed when contacting Technical Support.doc	Page 4/4
Software Support, Industrial Software Products	Type of doc: General Information (GI)			

bulletins and revisions.

[SolutionsBank - Internal access \(within ABB\)](#)

- **To report product malfunction,**
please use the Product Defect Resolution Database
(ABB_SE01_SPK02/SE01/ABB/GLOBAL/SEROP/SEROP060.NSF,
Application Owner: Ulf Rosen, SEROP)
- **For support issues, please use C2:**
<https://c2s.c2management.se/C2/Db08.K45CU/>