

### ARTICLE

#### ESSENTIAL SOLID EDGE INFORMATION RESOURCES

by Joseph Riden

Curious users have extensive opportunities for continuous learning, beyond Solid Edge's built-in tutorials and help files. Here are the definitive resources for Solid Edge users who want to be well informed and effectively supported.

**The Solid Edge web site:** <http://www.solid-edge.com/>

This official web site is the primary portal for all things Solid Edge. It goes far beyond Marketing, providing access to user support and software licensing, ancillary hardware and software, user group contacts, Solid Edge training and certification, group discussion forums, periodic software updates, and even some free downloads. Explore this site well and you can gain access to empowering tools.

Some site areas are available only to licensed visitors. To access these, obtain a Web Key Password by following the "New User?" dialog when prompted. You will need to know your Sold-to ID number and Webkey Access Code. These codes appear on the license sheets that come with the software CD. Permanently licensed Solid Edge installations contain these numbers within the SELicense.dat file. You can find this text file in the .../Solid Edge/Program folder. You can open this file with a text editor like Wordpad. There is a limit to the total number of Web Key users from a given customer account.

**The Global Technical Access Center (GTAC):** <http://support.ugs.com/>

The GTAC is where to call with a suspected bug, or to resolve any issue with using Solid Edge. Licensed users who purchase annual maintenance get live telephone support at (800) 955-0000. There is also online access from the GTAC web page, where you can search the knowledge base, enter an incident report, or log an enhancement request that could stimulate a new feature's development. There is also a library of release notes, readme files and similar documents.

**The Mechanical Quarterly:** [http://ftp.ugs.com/solid\\_edge/solid\\_edge/MechQtrly/](http://ftp.ugs.com/solid_edge/solid_edge/MechQtrly/)

The GTAC publishes the Mechanical Quarterly, the Solid Edge technical newsletter. This useful and informative quarterly is packed with tips and tricks, modeling and drafting techniques, software installation data, and news and views from the source. Current and back issues are online. It is also available in print.

**The Solid Edge Newsgroups:** <http://bbsnotes.ugs.com>

The Solid Edge Discussion Newsgroups are where news breaks first, and where the burning issues flare up. It's a great place to keep your ear to the ground. This community of real-world users poses and answers technical questions and maintains a buzz about Solid Edge.

**The Annual Solid Edge Global Summit:** <http://www.solid-edge.com/se-ug/default.htm>

This is the officially sanctioned yearly world expo of Solid Edge. It is well described on the web site. It is many things to many people. Attendees typically speak highly of their experiences there, from training to networking to presentations. It would be difficult to attend and not get your money's worth.

With all these sources of Solid Edge information, training, and technical answers, there is no practical limit to the expertise an interested user can develop-and much of it without any out-of-pocket cost. You can dial your own comfortable level of involvement.

*Joseph Riden serves businesses worldwide as a Solid Edge mentor and design operations strategist through Solid Advantage Consulting ([www.solidadvantage.citymax.com](http://www.solidadvantage.citymax.com)). He has designed with Solid Edge and managed mechanical CAD operations since Version 3.5. Riden founded the first Solid Edge User Group in 1999, which is now expanding to include all of southern California. He resides in San Diego and Huntington Beach.*