

Technical Support Service Guidelines on Using the Software

General guide for using the technical support service.

Online version: <https://nextgen.sant-ambrogio.it/KB968428>

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This regulation defines the guidelines for using the technical support service, ensuring quick and accurate responses. Following these rules will help improve the effectiveness of communication and speed up problem resolution.

If your support request has been rejected, please make sure you have entered all the information below and followed these instructions.

If you cannot start the program due to license expiration, refer to [this article](#).

1. General rules for sending requests

- a. Always use the "Ask for Support" function integrated into the program to send reports. Use email only if the program is not bootable or for non-software-related requests.
- b. Do not send requests containing multiple different issues. Send a request for each individual issue.
- c. Have you sent the item (.sit file)? The software automatically transmits the item via the "Ask for Support" function if it is open at the time of the report. **Reports without items cannot be processed**, as it is impossible for us to replicate your problem locally. Sending images, such as individual program screenshots, is useless if the item is not attached.
- d. Provide a clear and detailed description of the problem encountered, **detailing the steps to reproduce the error**. Incomplete or unclear requests will delay the resolution as they will require further clarification from us.
- e. The support service is exclusively dedicated to the use of the software and cannot provide advice on calculation codes or device design.
- f. Please do not request support via Teams sessions, unless otherwise indicated by our support team. Support is managed exclusively via the "Ask for Support" function integrated into the program or, if necessary, via email (see point 1.a above).

2. Support for unverified components

- a. **Have you clearly indicated the component you are referring to?** Requests without indicating the component will be rejected.
- b. Have you looked at the calculation report and the formulas reported? Refer to this article for [Understanding and Resolving Validation Errors](#).
- c. Each error is usually accompanied by a reference to the calculation code. Have you looked at the code for more details?
- d. If the component is verified with another software, make sure you have carefully checked the input data. We do not perform comparisons with other programs, as the vast majority of these differences are due to different input data. For any numerical discrepancies, refer to section 3.

3. Handling errors on numerical values

- a. If there is an error in the calculation of a variable, has this been clearly indicated?

- b. We do not process reports based on subjective impressions ("it seems wrong to me"). You must specify the error and provide the correct numerical values, including the formulas used. Also cite the relevant paragraphs of the regulations that support your claim.

4. Guides and procedures

- a. Have you already searched the site's knowledge base using the search engine at the top right of these pages?
- b. If the question is about a procedure in a calculation code, always clearly indicate the relevant chapter and paragraph or equation you are referring to.

Thank you for your cooperation!

Following these guidelines allows us to provide you with fast, effective and precise support, ensuring the best possible experience with our software. Your commitment to respecting these guidelines is essential to optimize response times and the quality of our service.