

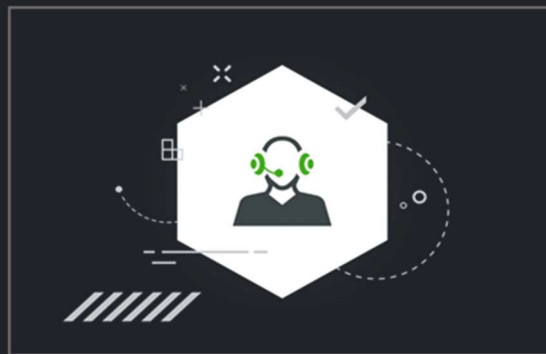
## Case, Peter

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**Subject:** Codebeamer Technical Support and Software Downloads Transition to PTC eSupport from January

Announcement

# Codebeamer Technical Support transitions fully to PTC eSupport from January



Dear Codebeamer User,

With this email we would like to follow up on our previous communications and kindly remind you that, **starting January 2024, PTC's eSupport portal will be the only system to report new issues to Codebeamer Technical Support.** This marks the next step in incorporating Codebeamer products into PTC's regular Technical Support ecosystem.

Please find below a last quick summary of the upcoming changes:

- Starting with January 1st, 2024 PTC's [eSupport portal](#) will be the only system to report new issues to Codebeamer Technical Support (after the 2-month transition period, where existing Codebeamer customers were able to use the eSupport portal alongside codebeamer.com to report issues)

- codebeamer.com will continue to be available, but the ability to create **new** Technical Support Tickets will be disabled on January 1st, 2024. All other functionality like the Knowledge Base and existing Support Tickets) will remain available.
- To access PTC's [eSupport portal](#), customers need a PTC eSupport Account

Since the initial transition in November, we've seen that many customers are already using the eSupport portal to reach out to Codebeamer Technical Support and work with our team. If you were still using codebeamer.com in the last months to report new issues, please feel free to use the time until January to **verify your PTC eSupport Account** and check out the eSupport Portal.

More detailed information can be found in the original (below) communication and of course in the [FAQ document](#).

Kind Regards,  
Your Codebeamer Technical Support Team

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Previous Communication, October 31<sup>st</sup> 2023

Dear Codebeamer User,

We would like to take this opportunity to get back to you on the below communication that we sent out in September.

Here's a quick summary of the upcoming changes reg. Codebeamer Technical Support:

- Starting November 1st, 2023, PTCs business systems are being extended to incorporate Codebeamer products into its regular Technical Support ecosystem. Subsequently Codebeamer customers can use [PTC's eSupport portal](#) to engage with Technical Support, instead of using codebeamer.com
- Starting January 1<sup>st</sup>, 2024 PTC's eSupport portal will be the only system to report new issues to Codebeamer Technical Support. This allows a 2-month transition period, where existing Codebeamer customers can transition from using codebeamer.com for reporting issues to [PTC's eSupport portal](#)
- codebeamer.com will continue to be available. The ability to create new Technical Support tickets will be disabled January 1<sup>st</sup>, 2024. All other functionality (like the Knowledge base or also existing Support tickets) will remain available.
- To access [PTC's eSupport portal](#), a PTC eSupport Account is required

More detailed information can be found in the original (below) communication and of course in the [FAQ document](#).

Kind Regards,  
Your Codebeamer Technical Support Team

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Initial Communication, September 18<sup>th</sup> 2023

Dear Codebeamer User,

With this communication we would like to inform you about two important updates and corresponding dates regarding your Codebeamer Technical Support Experience, as well as regarding the location where you can download Codebeamer software.

### **Codebeamer Technical Support Experience**

Starting November 1<sup>st</sup> 2023, PTC's business systems are being extended to incorporate Codebeamer products into the regular Technical Support ecosystem. Below you'll find information on how you will be able to engage with PTC to receive **technical support** after the November update.

Support for Codebeamer products will continue to be provided by a growing world-class team at the service levels for Codebeamer described in the [Codebeamer T&Cs](#). To engage with that Support team after the update, Codebeamer users will start to leverage PTC's state-of-the-art eSupport portal, as it is available for most of PTC's other software products. This will bring a set of advantages:

- Consistent Support Experience across multiple PTC products
- Embedded Access to PTC's Knowledge Base that soon and over the course of next year will also feature Codebeamer articles for easy Self-Help.
- Easy creation and monitoring of issues reported to the Support Team
- Subscriptions to PTC's Technical Support articles and cases, alerts about products and even more topics
- Downloading Software
- And more (like: User based Access Control for eSupport portal functionalities; seamless integration of the PTC Community and the Ideas Portal)

Once the switch to PTC's eSupport portal for engaging Technical Support for Codebeamer topics is complete, Codebeamer customers will use PTC's eSupport portal to engage with Technical Support, instead of using codebeamer.com.

Important Note: At this time the eSupport portal will only be used for new topics that are to be reported to Technical Support. Existing tickets and legacy issues on codebeamer.com will continue to be handled and tracked in codebeamer.com. As such, codebeamer.com will stay available. Other functionalities provided on codebeamer.com (like the knowledge base, other trackers in customer projects and other non-customer related projects) are also planned to stay available.

To learn more, see provided [FAQ](#) with additional information about the November update and how to engage with PTC's Technical Support.

### **Downloading Codebeamer Software**

The Download page on intland.com will be retired **during October 2023** and redirected automatically to the [download page](#) on PTC.com in the [eSupport portal](#). The Codebeamer software is already available for Download on PTC.com and some of you are already accessing downloads there. Customers with an active PTC eSupport Account can download the software from this location.

## Next Steps

Start to explore the eSupport portal and its features now; all you need is a PTC eSupport Account. If you still need to create a PTC eSupport Account, you can find more information in the [FAQ document](#). For the creation of the PTC eSupport Account, you need either one of the following three contractual pieces of information: the “Sales Order Number” (SON), the “Service Contract Number” (SCN) or “Site Number” (NB: to make it easier for existing customers that might still be in need for this information, we plan to send that information to those customers for their convenience).

We are looking forward to this move and improving your support experience.

Kind Regards,

Your Codebeamer Technical Support Team

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