

Get Connected!

Smart Connected Support™ thingworx®
powered

PERFORMANCE ADVISOR FOR PTC CREO

Value to Customers

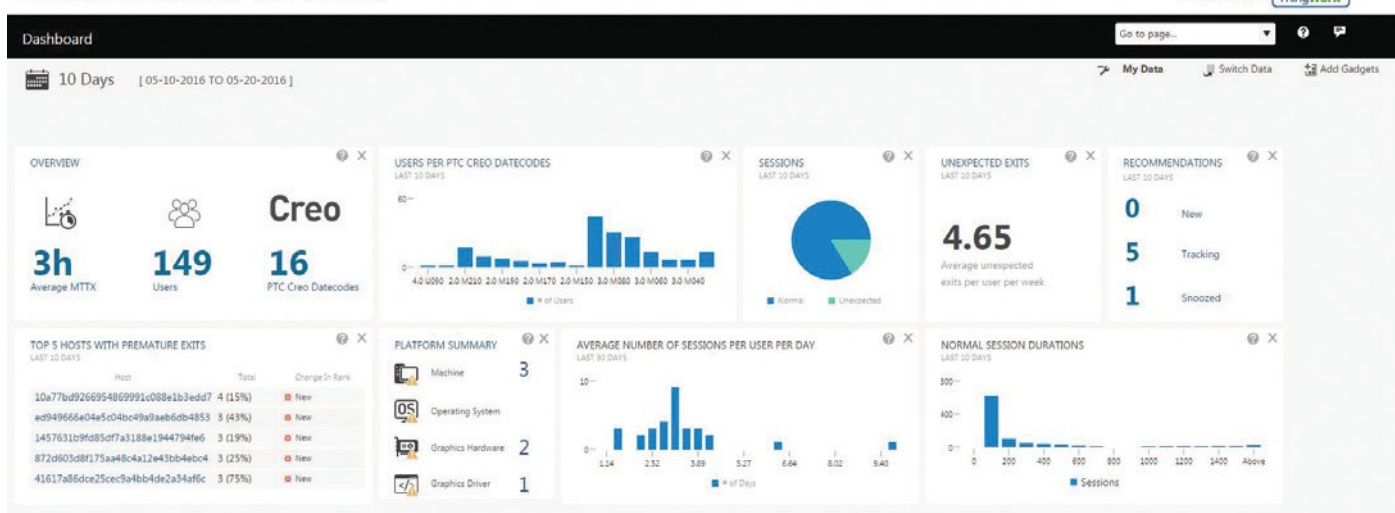
- Efficient use of resources
- Save time
- Lower administration
- Higher productivity

PTC is transforming the way customers create, service and support products through the power of ThingWorx, the industry leading IoT Technology. PTC is leveraging capabilities of IoT to enhance its own software development and support in ways never thought possible.

Key benefits to you include:

- Increased admin & support efficiency to deliver timely resolutions
- Ensure system compatibility
- Meet needs and expectations of the user community
- Track license utilization

Performance Advisor for PTC® Creo®



Manage your Existing Account

Update your name, email address, password or other personal demographic data.



Manage your PTC eNews & Alerts

Manage your email subscription for Technical Support content, newsletters, and set your email delivery preferences.

What data is connected by Performance Advisor for Creo?

Our customers choose what data is connected to PTC.

How is information encrypted to be kept safe and private?

The connection is made over SSL (Port 443)

Typical desktop-security should be employed. Specifically, the data is written to the directory located at: %USERPROFILE%\AppData\Local\PTC\QualityAgent

Access to this directory would give access to XML files that contains all collected data

The Data resides on a set of PTC-Onsite servers where it is hosted and processed. The server's security is rigorously controlled with limited access.

Is there a performance impact on Creo by enabling Performance Advisor for Creo?

No, PTC Diagnostic Tools runs as an asynchronous process and does not impact the performance of Creo

What protocol/connection/port is used to send data to PTC?

HTTPS

SSL (Port 443)

What is the bandwidth needed to send data from each client?

Flexible sending interval and small file sizes result in negligible impact on communication infrastructure

Can Performance Advisor for Creo determine what geographical site a user is working at?

No, location is not collected by PTC Diagnostic tools.

Can Performance Advisor for Creo determine what License Server a user is pulling licenses from?

The PTC Diagnostic tool is collecting the license server name. However, this information is not being displayed in Performance Advisor for Creo at the moment.

What releases and datecodes are supported for use with Performance Advisor for Creo?

PTC Creo 2.0 M150 (and later)

PTC Creo 3.0 M030 (and later)

Where is data stored locally on each client?

%USERPROFILE%\AppData\Local\PTC\QualityAgent

How can I log support cases against Performance Advisor?

Product: Creo Parametric

Technical Area: Performance Advisor

What happens to logged data if the network is down, is it lost?

Data will remain on each client machine and additional sending attempts will be made when PTC Creo is launched and there is a network connection available.

Is there a security and privacy document that can be reviewed by IT and legal departments?

Please refer to CS205579 for details on security and privacy.

The Performance Advisor for Creo helps our administration team to save time while ensuring the highest operational availability of all of our Creo systems. Now, our administration team spends **more time focused on process improvements** and user support."

Wilfried Cadiou, Project Manager IS, CNB Groupe BENETEAU

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