AutomaTech

AutomaTech Solution Brief

**Downloading Software from the
GE Customer Center**

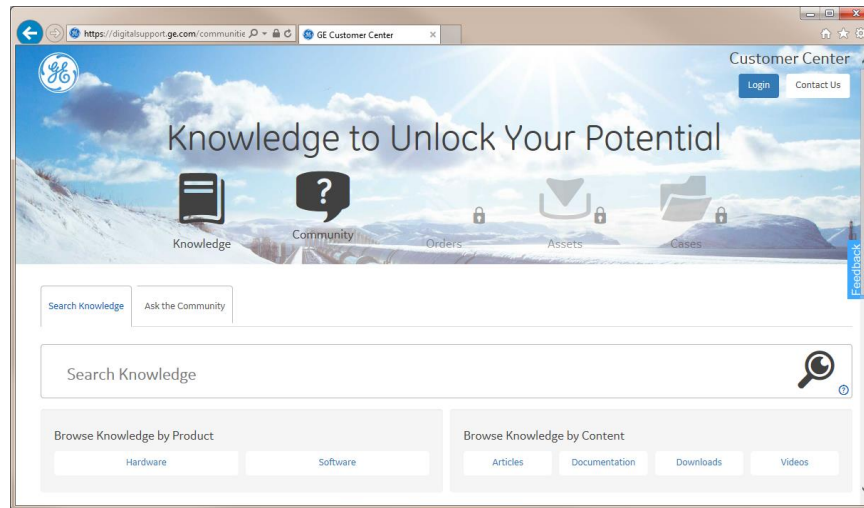September 2016 – SB-MSB-001A

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Solution Brief Overview

- GE Software is now delivered electronically with the change to activation-based Advantage Licensing. This guide walks through the steps required to download software from the GE Customer Center.

- Access to the GE Customer Center requires a login, which is automatically created when you order an Advantage License for the first time. A login can also be requested manually.

- **To access the GE Customer Center visit:** https://digitalsupport.ge.com/communities/

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Accessing the GE Customer Center

- After placing an order for software you will receive an email with your serial numbers and activation codes, as pictured.

- The email will also contain your Customer Center User Name. If ordering software for the first time the email will also contain a temporary password.

- **(1) Click the direct link in the email or you can access the Customer Center by visiting:** https://digitalsupport.ge.com/communities/

Dear Customer,

Thank you for purchasing GE Proficy software! Order No. BM00116214 has been processed and is ready for download and activation.

Ref: Purchase Order #: PO1234

Order and Activation Information

Item	Software	Qty	Description	Serial Number	Legacy Serial Number	Contract Level	Contract End	Activation Code	Action
1	Proficy Historian	1	Historian v7.0 Standard 1000 Points Demo License	3-11621401-003-001		None		58B1-5275-CA3A-5B99	New

Step 1: Download Software

1. Click here to log into GE to download your software. **1**
   Account: Customer Inc.
   User Name: customer@customer.com
2. Select the product and version you wish to download and install.
3. Download and install Proficy Common Licensing (this is located on the same page as the product you've chosen to install).
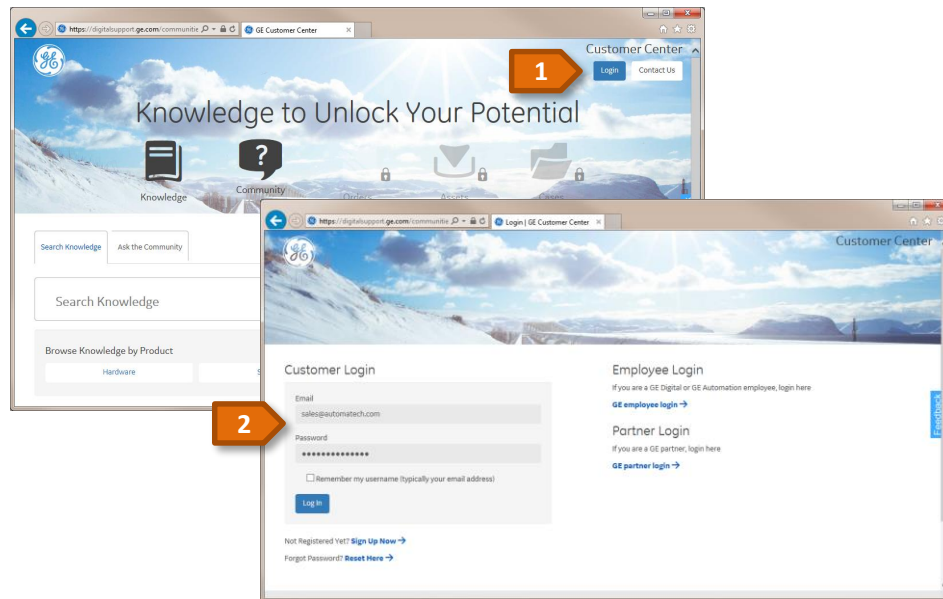4. Refer back to this email for the activation code(s) above to complete the software installation.

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Login to the GE Customer Center

- Notice the Orders, Assets, and Cases sections will be locked until you login.

- **(1) Click the Login button in the upper right corner and you will be directed to the Customer Login screen.**

- **(2) Enter your email address and password and click the Log In button.**

- The Customer Center will provide limited access to the Knowledge Base and Community without a login. If you need to sign up for an account or have forgotten your password follow the corresponding links at the bottom.
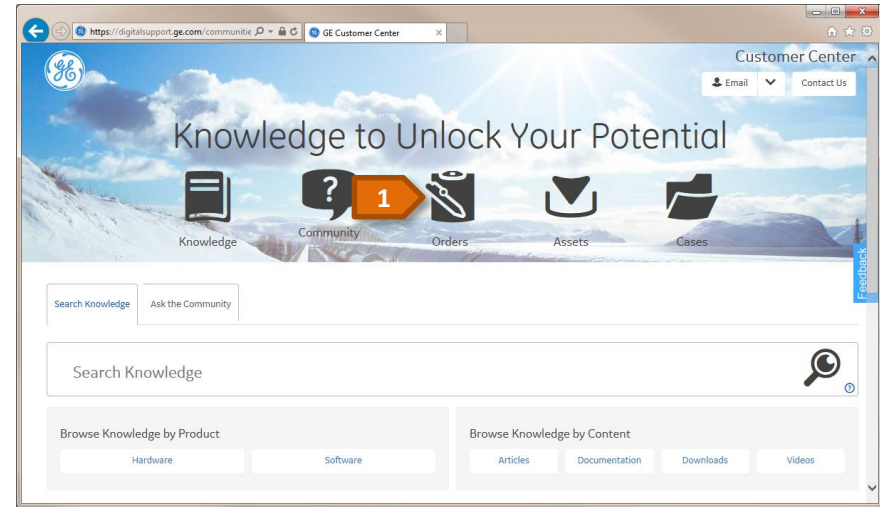
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Accessing Orders and Downloads

- After logging in you will notice the Orders, Assets, and Cases sections will now be available in addition to the Knowledge Base and Communities sections.

- Hover your mouse over the Orders section and you will notice this section includes access to Order Status, Software Download, and RMA Requests.

- **(1) Click the Orders section and you will be redirected to a summary of your software orders.**
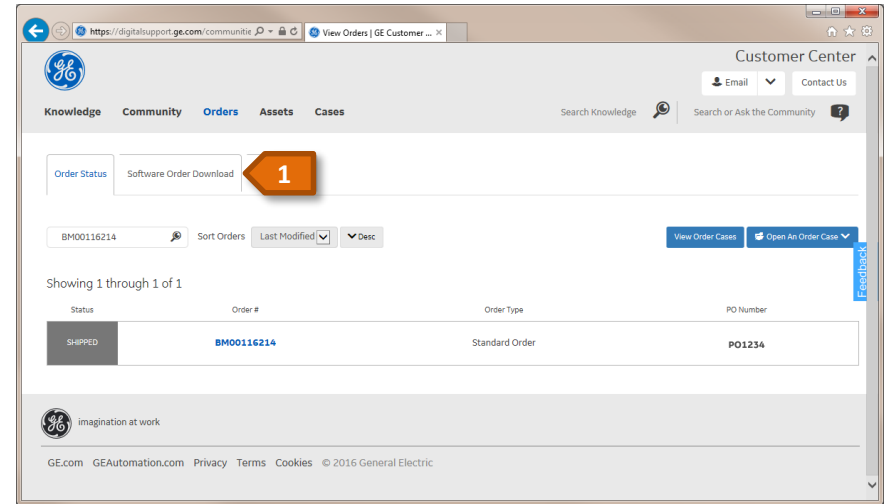
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Viewing Your Orders

- In the Order Status screen you will see a summary of your company's orders.

- You can filter and sort your orders to find the necessary information and have the option click the order to drill down and display additional information.

- **(1) Click the Software Order Download tab and you will directed to the Product List.**

- You will have visibility to any products ordered by your company that are tied to your specific Customer Service Number (CSN).

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Accessing Software Downloads

- **(1) Click on the product(s) related to your order, for this example click Historian to display a list of available Historian Product versions.**

- A minimum the previous three versions of Historian are available for download and the dates they were made available have been noted.

- **(2) Choose the specific software version you would like to download, for this example click Historian English v7.0.**
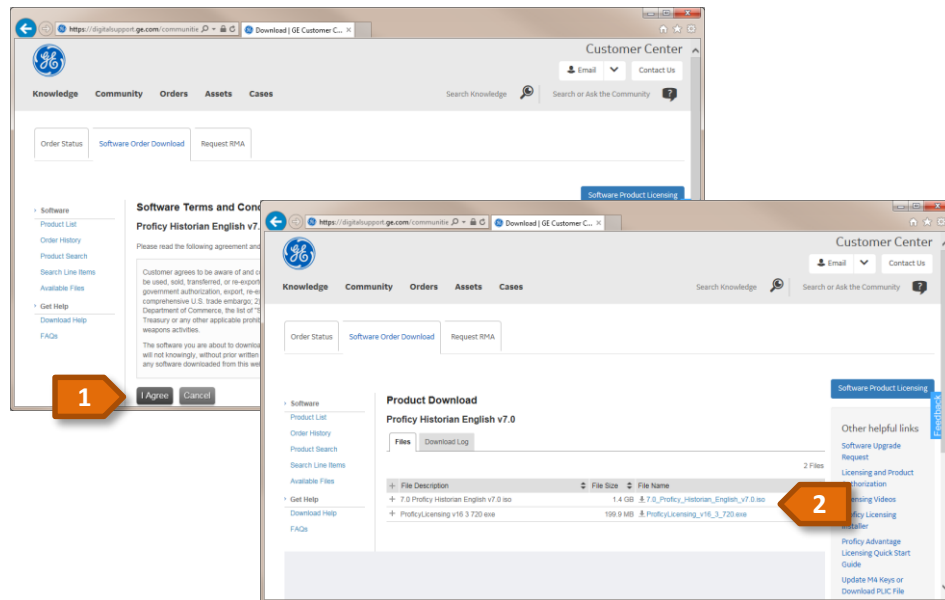
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Downloading Software Files

- **(1) You will be prompted with the Software Terms and Conditions, after reading and accepting click I Agree to view the available downloads.**

- **(2) In this example Historian 7.0 is available as an ISO file. Click on the file to begin your download!**

- You will also notice the latest version of the Licensing software is posted in this folder. Be sure to download and install the latest version of Licensing with all new software.

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Supporting Materials:

- GE Customer Center General Login Page: https://digitalsupport.ge.com/communities/

- GE Customer Center Help and Support: https://digitalsupport.ge.com/communities/CC_Contact

- GE Customer Center Registration Link: https://digitalsupport.ge.com/communities/CC_SignupPassword

- For questions contact AutomaTech Technical Support @ 508-830-0088 X3 or support@automatech.com

Thank you! Please contact AutomaTech or visit www2.automatech.com/solution-briefs for additional information on future Solution Briefs and technology