



21ST CENTURY
TECHNOLOGIES

USER GUIDE

DFMPro Customer Support Portal

V. 2.0 | June 2017

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DFMPro Customer Support Portal Introduction

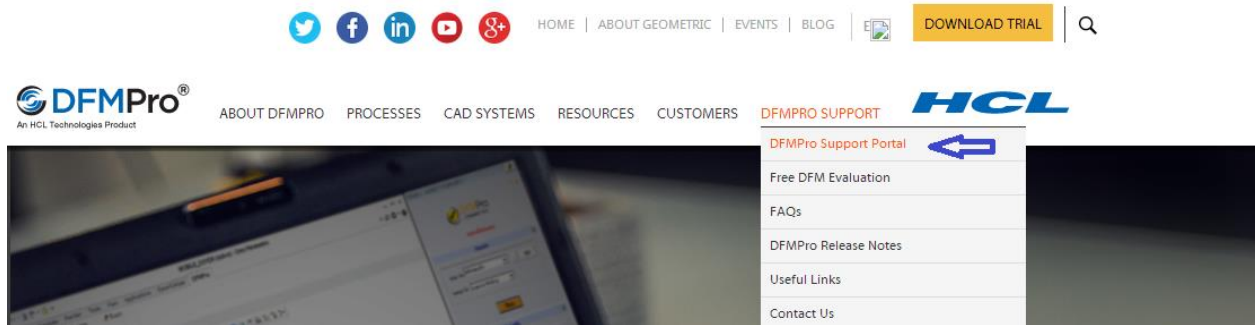
DFMPro support portal is the focal point for all DFMPro customers and resellers. If you or your organization has purchased DFMPro license/s, you are entitled to an account in this portal. The portal will create an ease to all customers in accessing latest product downloads and documentation.

Use the support portal to:

- Access all the product updates, installers and latest documents
- Report technical issues, support queries using the incident report wizard.
- Upgrade or renew you AMCs
- Access to DFMPro temporary license keys
- Create your own personalized profile

How to Register

1. Go to www.dfmp.com
2. Click on DFMPPro Support Portal tab in Support Menu.



3. If you are an existing user please login with user login credentials.

Welcome to DFMPPro Support Portal

It is the focal point for all DFMPPro customers and resellers.

The portal provides latest product updates, product installers, documentations and temporary license keys. You can also report technical issues through DFMPPro support portal. Permanent license keys and user forum are not available currently but will be made available in future. Use the form on the right to login or register.

If you are interested in purchasing DFMPPro and would like additional information, please fill in the form [here](#).

Login

Username or E-mail

Password

☒ Keep me signed in

Login

Register

[Forgot your password?](#)

4. If you are a new user click on Register tab below the login form. You will be redirected to Registration page

<http://dfmp.com/geometricglobal.com/support/customer-area/register/>

- Choose your username, password and fill out all the other details.
- Please use the CPD (Copy Protection Device) number, which is a **6-digit number** you have received from DFMPPro sales representative or channel partner. If you don't have CPD number, please contact your channel partner or DFMPPro sales representative immediately. If you face any technical issues to access the portal, please write to us at dfmp.support@hcl.com

- Please select your CAD platform.
- Click on register.

Register

Create New DFMPPro Support Portal Account

If you or your organisation has purchased DFMPPro license/s, you are entitled to an account in this portal.

If you are a first time user please register using the form on right. To set up your account, you would need to a valid CPD (Copy Protection Device) number, which is a **6-digit number** you have received from DFMPPro sales representative or the DFMPPro channel partner. If you do not have the CPD number please contact your sales representative.

If you face any technical issues to access the portal, please write to us at dfmpro.support@geometricglobal.com

If you have already registered, please login from below link:

[LOGIN HERE](#)

Please Register Below

Username *
Please select your username

Password *
Enter Password
Please select your password

Confirm Password
Please confirm password

Email *
Please enter your official Email id

Phone *

Country *
Please Select

Enter your CPD(Copy Protection Device) #: *

CAD Platform *
Creo

Register



After registration you will be redirected to login page, enter your selected username and password to login.

DFMPro Customer Support Portal Modules

Support portal is divided into two sections, first section is about managing your account and profile.

Second section consists of all the resources like downloads, documentation, licenses, Report an incident, user forums and maintenance information.

Customer Support Portal

Manage My Account

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



Manage My Profile



Contact Us



Log Out

Customer Resources



Download Area

Download product installers



License Manager

Download DFMPro license manager and
temporary license key



Documentation

Access product documentation



Report an Incident

Use the Incident Wizard to report
technical issues



User Forum

Information and a platform
for peer-to-peer support
(Coming Soon)



Upgrade or Maintenance Info

Upgrades and maintenance
information available in this section

1. Manage My Profile

Update your name, email, company, phone number profile photograph and other personnel details in this section. You can change your password or delete your account in this section.

Account



Account

Username

prashantshelke

First Name

Prashant

Last Name

Shelke

E-mail Address

prashant.shelke@geometricglobal.com

[Update Account](#)

Quick Links

[DFMPro Downloads](#)

[Documentation](#)

[Customer Dashboard](#)

[Logout](#)

2. Contact Us

Find all the information to contact DFMPro support team here.

Contact Us

Geometric Americas, Inc.

Geometric Americas Inc.
(An HCL Technologies Company)

Geometric Americas, Inc.
50 Kirts Blvd.
Suite A,
Troy, MI 48084 USA

T +1.248.404.3500

dfmpro.support@hcl.com
dfmpro.marketing@hcl.com

Arizona, USA

15974 N 77th St #103
Scottsdale, AZ 85260
USA

T +14803670132

Email: pranav.khurjekar@hcl.com

China

Geometric China Inc.
(An HCL Technologies Company)
23B, The World Square,
855 South Pudong Rd,
Pudong New Area, Shanghai, PRC.

T + 86.21.68881896

Email: Nimish.Thakkar@hcl.com

India

HCL Technologies Ltd.
Unit No. 703-A, 7th floor,
B Wing, Reliable Tech Park,
Airoli, Navi Mumbai 400 708 India

T +91 22 67056947

Email: Rahul.Rajadhyaksha@hcl.com

3. Download Area

You will find latest product installers in this section.

Please note access to this section will be based on your CAD Platform.

For example, if you have purchased DFMPPro for Creo then you will only be allowed to access DFMPPro for Creo download page and you will not have access to DFMPPro for SOLIDWORKS or DFMPPro for NX pages.

[Customer Support Portal](#) > [Download Area](#) > DFMPPro for Creo Parametric Download

DFMPPro for Creo Parametric Download

English Versions

DFMPPro Version 4.6 for Creo Parametric

Note: Before installing DFMPPro v4.6 for Creo, you need to install the prerequisites/binaries. Kindly install the prerequisites from link below.

Download Prerequisites

32 Bit Installer for DFMPPro v4.6

DFMPPro 4.6 for Creo 1.0 2.0, 32 Bit

64 Bit Installer for DFMPPro v4.6

↓ DFMPPro 4.6 for Creo 1.0 2.0, 64 Bit

↓ DFMPPro 4.6 for Creo 3.0, 64 Bit



HOME



RELEASE NOTES



INSTALLATION GUIDE

4. DFMPPro License Manager

Set up DFMPPro license manager after downloading the installers.

Get access to 15 Day DFMPPro trial license keys in this section. Similar to downloads section, access to this section will be based on your CAD Platform.

5. Documentation

Find all the latest documents like installation guides, release notes, system requirements, FAQs in documentation section.

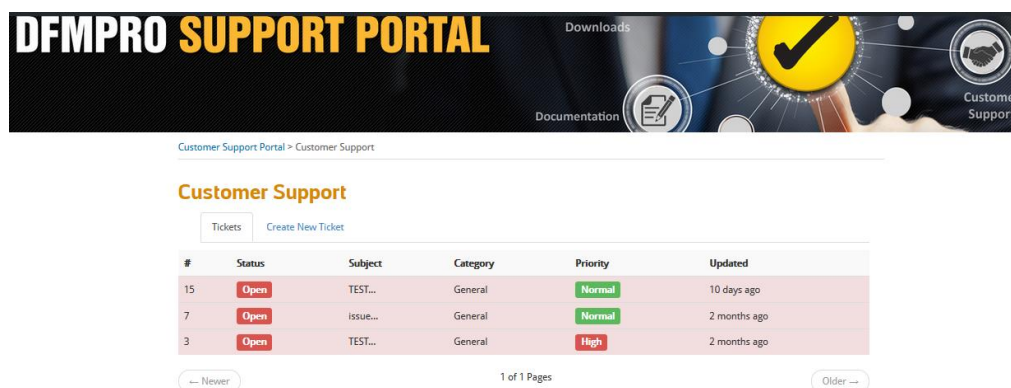
Similar to downloads section, access to this section will be based on your CAD Platform.



6. Report an incident

Use the incident wizard to report any technical issues with DFMPPro. You can raise and track your tickets in this section.

DFMPPro support team will answer all the raised tickets through email.



7. User Forums

This section is not live at present. We will soon launch the DFMPPro user form.

8. Upgrade or Maintenance Info

Use this section to upgrade or renew your AMC. You can also submit your maintenance queries in this section.

Renew my AMC

Successful DFMPPro customers renew their subscription yearly to get the most out of their software and increase their productivity.

Your Updates and Support Plan includes the following advantages:

Latest DFMPPro Features and Enhancements



You get immediate access to the latest version of DFMPPro, this allows you to improve your productivity right away from the addition of new features and functionality.

In-Depth Technical Support



Comprehensive technical support to assist you in getting the most efficiency out of DFMPPro.

Please fill in the below form to request your AMC renewal.

First Name *

Last Name *

Phone *

Company *

Quick Links



HOME



DOWNLOAD AREA



TRIAL LICENSE



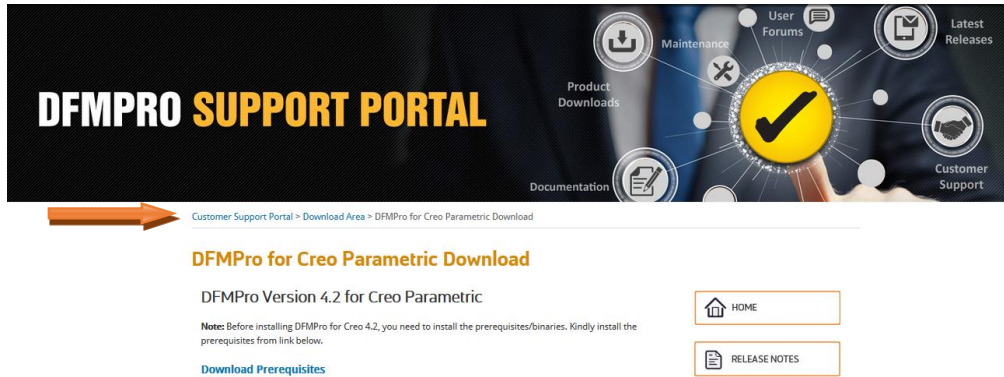
DOCUMENTATION



LOGOUT

Important Tips

1. Use the top breadcrumbs on all pages for navigation



2. Use the short menu on left for navigation

Renew my AMC

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First Name *

Quick Links

- [HOME](#)
- [DOWNLOAD AREA](#)
- [TRIAL LICENSE](#)
- [DOCUMENTATION](#)
- [LOGOUT](#)