

Get Smart!

Smart Connected Support™

PERFORMANCE ADVISOR FOR WINDCHILL

Value to Customers

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

After successfully connecting to the Performance Advisor and Proactive Services, you will start to receive Automated Support Recommendations.

An easy-to-use online dashboard provides insight into important performance and usage metrics.

Key benefits to you include:

- Receive Support Recommendations for increased system stability
- Avoid end user performance issues
- Better manage your entire environment
- Ensure full utilization of capability and functionality to improve product design
- Increase productivity to meet project deadlines and improve time to market
- Optimize IT Resources to change from “firefighting” to business process improvement
- Compare system configuration and information against peers
 - Ask our engineers how to Get Proactive

Tips for how to integrate Performance Advisor into your standard business process

Get Connected!

- Subscribe to eNews and Alert w/Recommendations
- Educate and provide access to your support staff

Get Smart!

- Adopt Support Recommendations impacting your business
- It will save you money and time!
- Customize your Performance Advisor dashboard to fit your needs
- Take control of your deployment by knowing more!

Get Proactive!

- Ask our engineers how to Get Proactive

With this new Support tool the answers are going to come to me and I'm not going to be doing as much work. The Performance Advisor and a connected Support strategy are going to be a game changer for administrating PTC products."

Mike Bosworth, PLM/CAD Admin, BAE Systems

Performance Advisor for PTC® Windchill



Dashboard | Recommendations

FILTERS: Last Occured: All | Impact: All | Status: All

Last updated: 263 days, 14 hours ago

969 Recommendations

RECOMMENDATION	ID	FIRST OCCURRED	LAST OCCURRED	IMPACT	COMPLEXITY	STATUS
Update Software - Stability Improvement	R-0002004	1/1/2015	1/28/2015	Low	Easy	Snoozed
Update Software - Stability Improvement	R-0002017	1/1/2015	1/28/2015	Low	Easy	Completed
Update Software - Stability Improvement	R-0002038	1/1/2015	1/28/2015	Low	Easy	Tracking
Update Software - Stability Improvement	R-0002055	1/1/2015	1/28/2015	Low	Easy	Tracking
Update Software - Stability Improvement	R-0002072	1/1/2015	1/28/2015	Low	Easy	Tracking
Update Software - Stability Improvement	R-0002089	1/1/2015	1/28/2015	Low	Easy	Tracking
Update Software - Stability Improvement	R-0002106	1/1/2015	1/28/2015	Low	Easy	Tracking
Update Software - Stability Improvement	R-0002123	1/1/2015	1/28/2015	Low	Easy	Tracking
Update Software - Stability Improvement	R-0002140	1/1/2015	1/28/2015	Low	Easy	Tracking
Update Software - Stability Improvement	R-0002157	1/1/2015	1/28/2015	Low	Easy	Tracking

SOLUTION

Cache Name: wt.services/rsc/default/ObjectReferenceCacheTable/ContainerTeamCache.Size/null/0

Article: Premature exit occured during modifying the "Next leader" of symbol to "Intersect" in Creo Parametric

Recommended Value: -400 | Complexity: Easy | Effort: High (hours)

Instructions: Execute below command in a windchill shell
`xconfmanager -s wt.services/rsc/default/ObjectReferenceCacheTable/ContainerTeamCache.Size/null/0=400 -t codebase/services.properties -p`

[Download Instructions](#)

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J7250-PerformanceAdvisorForWindchillGetSmart-EN-0000