



Support Q&A

GIS users are a diverse group with many different support requirements. Some are new users who need information on basic tasks. More experienced users are often looking for ways to be more productive or may need to get up to speed with an extension. Developers and power users are interested in getting detailed answers to specific questions quickly or locating scripts or utilities.

No matter what type of user you are, your support needs will also vary depending on whether you need the answer to a specific question or in-depth information on a specific aspect of GIS. The answers to the following questions will help direct you to the ESRI support resources that will supply the help you seek.

Q: Where can I find out how to use a tool?

A: Check Web-based help. The most current version of ArcGIS Help is online at support.esri.com. Click on the Knowledge Base tab and the Web-based Help link. Help topics are organized by common tasks or help for a specific application, extension, or functionality is readily accessible.

Q: Where can I find information on accomplishing a task?

A: For general information, use the ESRI Software Documentation Library. Digital versions of the books that accompany ArcGIS, in Adobe PDF format, are available from the ESRI Online Support Center and in the ArcGIS Desktop Media Kit. If installed, these books are located in `<installation directory>\ESRI_Library`. Books on developing with ArcObjects and managing data with ArcGIS are included in the Software Documentation Library.

A: Check the Knowledge Base. Click on the Knowledge Base tab at the ESRI Support Web site. Use the Search box to query the site or browse for resources by type to locate articles that provide background on a topic, how-to instructions for a particular operation, and reports of errors or bugs.

A: For information on a specific task, check Web-based help.

A: Check *ArcUser* tutorials. Locate step-by-step tutorials that include sample data and teach common geoprocessing and modeling tasks by searching the *ArcUser Online* Web site (www.esri.com/arcuser).

Q: I want to talk to someone about a specific issue. Whom do I call?

A: Call ESRI Technical Support. ESRI offers several levels of support: ArcGIS Technical Support, Developer Support, and Premium Support. A year of ArcGIS Technical Support for one caller is part of the first year of maintenance that is included with all ArcGIS Desktop products (ArcView, ArcEditor, ArcInfo, and ArcGIS extensions). Telephone support is available Monday through Friday from 6:00 a.m. to 5:00 p.m. Pacific standard time. In the United

States, call 888-377-4575 (toll free) or 909-793-3774, or send a fax to 909-792-0960. Support is also available via e-mail or Web form. International users can contact their local ESRI distributor for support and consulting services.

Q: Whom do I contact for questions about my licenses, product registration, or maintenance?

A: Call ESRI Customer Service. In the United States, ESRI Customer Service can be reached by phone at 888-377-4575 and by fax at 909-307-3082 Monday through Friday from 8:00 a.m. to 5:00 p.m. Pacific standard time. Users can also contact Customer Service via the Web using the link listed under Contact Us on the home page for the ESRI Support Web site at support.esri.com. Complete the online form so Customer Service can get back to you with answers. International users should contact their local ESRI distributor.

Q: Is there an easy way to stay up to date on developments in ESRI software?

A: Subscribe to the ESRI RSS feed. The free service sends news on software, GIS technology solutions, training offers, and new books from ESRI Press as well as announcements of upcoming conferences and seminars, new white papers, new items on esri.com, and career opportunities. Sign up at www.esri.com/rss.

Q: Where can I download patches and service packs?

A: Visit the ESRI Support Web site. Go to support.esri.com and click on the Downloads page. This page contains links not only to patches and service packs but also to samples and utilities, data models, geoprocessing tools, and ArcScripts.

Q: Where can I learn software shortcuts, tips, and tricks?

A: Take a Live Training seminar. These free one-hour seminars provide GIS training that focuses on a specific topic and includes information on best methods, shortcuts, and other ways to be more productive. A technical expert gives a live presentation with an interactive question-and-answer session via a broadband Internet connection. Training seminars are recorded and can be accessed from the ESRI Virtual Campus (campus.esri.com) Web site.

A: Read *ArcUser* articles. Use the Search box on the *ArcUser Online* Web site to locate current and past articles on productivity, modeling, and the use of ArcGIS extensions.

Q: How can I locate all resources for a specific software product?

A: Use the Software tab on the ESRI Support Web site. On the Software page, click on the product of interest to go to a page containing links to support resources for that product.

Q: I need to automate a task but would rather not write a script from scratch. How can I find a script to use or modify?

A: Go to ArcScripts. ArcScripts can be accessed at www.esri.com/arcscripts or from the Downloads tab on the ESRI Support Center Web site.

Q: Where can I network with other GIS users?

A: Participate in forums or subscribe to a list. User forums, organized by software, industry, or application, are a place for posting questions and interacting with other GIS users. ArcView-L is a discussion list for ArcView and its extensions. ESRI-L is a discussion list for all other released ESRI software products. Access both forums and lists from the ESRI Support Web site home page by choosing Site Map and clicking on the link for User Forums or E-mail Discussion Lists under the User Forums heading.

Q: I am planning a project. Where can I find resources that will help get the job done more quickly?

A: Visit the Project Center. Access the Project Center from support.esri.com. Click the Project Center tab.

Q: Where can I find software workbooks?

A: Visit the ESRI Online bookstore (www.esri.com/shop). ESRI's online store sells software tutorial books published by ESRI Press and other publishers.

Q: I would like a more systematic approach to learning a software product. What training options are available?

A: Courses on ESRI software are taught in several different formats—online, virtual classroom, and instructor led. The ESRI Virtual Campus (campus.esri.com) offers more than 100 self-paced online courses for individual software products and industry applications. Faculty, staff, and students of recognized academic institutions are eligible for discounts. Virtual classroom courses are relatively new and combine the convenience of distance learning with a classroom-like environment in which questions are answered in real time. All course materials are downloadable. Instructor-led courses are taught in a traditional classroom setting over several days by ESRI instructors in Redlands, California, or at client locations; or by members of the ESRI Authorized Training Program at locations throughout the country. Visit www.esri.com/atp for a list of these instructors.

Q: What resources are available for GIS application developers?

A: Visit the ESRI Developer Network (EDN). Go to www.esri.com/edn for tutorials, samples, articles focused on developer products—ArcGIS Server and ArcGIS Engine, and other resources.