



LIVE

Intergraph® Smart Support

Richard Andrews
CRM Manager, Process, Power & Marine



Search Answers

Find an answer to your question [Search Tips](#)

Product

Search

Most Popular Answers

[How to cleanly uninstall SmartPlant P&ID v2009 \(all versions\) from a machine](#)

Issue When run SmartPlant P&ID Drawing Manager after installing SP P&ID 2014 the following messages appears: "Please wait while Windows configures SmartPlant PID" and then "Failed to activate..."

Date Updated: 03/18/2014

[Application cannot connect to Oracle after installing SP PID v2014](#)

Issue Application models in SmartPlant P&ID v2014 cannot connect to Oracle database. For example, you may see the following error message when opening Drawing Manager: Could not connect to the...

Date Updated: 03/18/2014

[Missing files when printing to PDF New](#)

Issue The customer is getting the following error when trying to print into PDF: "Missing files when printing to PDF" SmartPlant Instrumentation Application Execution Error...

Date Updated: 05/29/2014

[When generating Enhanced Smartloop Loop drawing we can see the graphics but all the data is missing New](#)

Issue When generating Enhanced Smartloop Loop drawing we can see the graphics but all the data is missing. instead of the data we can see only dots. Enhanced SmartLoop is generating dots instead of...

Date Updated: 05/25/2014

[Association between off-line instruments and Equipment not propagated in SPI New](#)

Issue The association between equipment and tags and is not correctly propagated in SPI retrieving from SPF 1- Create the P&ID: 2- Create the equipment 3- Create the two offline instruments...

Date Updated: 05/27/2014

Feedback Appreciated!

Please answer these two [survey questions](#) about accessing Intergraph® Smart Support with mobile devices.



HxGN LIVE 2014 - PP&M Training



Training Options

[Instructor-led Training](#)

Intergraph® Smart Support Site Maintenance Window

Please be aware that this site will periodically be taken offline for maintenance on Fridays



Set Default Product

The default product setting impacts the following:

- Most Popular Answers list that appears when you login is based on your default product.
- Answer Search defaults to this product (you can override).
- Create SR page utilizes this product (you can override).

Select a default product

SP_INSTRUMENTATION ▼

☐ I do not want to use a default product

Save Changes

Set Default Product



Search Answers

Find the answer to your question

[Search Tips](#)

Product

SP_INSTRUMENTATION

Search

Most Popular Answers for: SP_INSTRUMENTATION

[Missing dll files when printing to PDF](#) **New**

Issue The customer is getting the following error when trying to print into PDF:
----- SmartPlant Instrumentation Application Execution Error...

Date Updated: 05/29/2014

[When generating Enhanced Smartloop Loop drawing we can see the graphics but all the data is missing](#) **New**

Issue When generating Enhanced Smartloop Loop drawing we can see the graphics but all the data is missing. instead of the data we can see only dots. Enhanced SmartLoop is generating dots instead of...

Date Updated: 05/25/2014

[Association between off-line instruments and Equipment not propagated in SPI](#) **New**

Issue The association between equipment and tags and is not correctly propagated in SPI retrieving from SPF 1- Create the P&ID; 2- Create the equipment 3- Create the two offline instruments...

Date Updated: 05/27/2014

[Attempts to scale license result in the following error: \[Connecting Socket\] Connection Time Out](#)

Issue Attempts to scale license result in the following error: [Connecting Socket] Connection Time Out Windows firewalls show SmartPlant License Manager as part of the exception list...

Date Updated: 04/10/2014

[Unable to display specifications because of missing PD GENERAL record](#) **Updated**

Issue When attempting to display an instrument specification, receive the SmartPlant Instrumentation i message "Cannot open the specification because the component ID row does not exist in the...

Date Updated: 05/28/2014

Announcements

Feedback Appreciated!

Please answer these two [survey questions](#) about accessing Intergraph® Smart Support with mobile devices.



HxGN LIVE 2014 - PP&M Training



LIVE
2-5 JUNE 2014
LAS VEGAS, NV

Training Options

[Instructor-led Training](#)

Intergraph® Smart Support Site Maintenance Window

Please be aware that this site will periodically be taken offline for maintenance on Fridays.

Search for Answers



Search Answers

View SRs

Create SR

View Downloads

View Documentation

Change My Profile

Create Service Request

Subject *

Product



Next



Create SR Tips

Feedback Appreciated!

Please answer these two [survey questions](#) about accessing Intergraph® Smart Support with mobile devices.

Create a Service Request



Create Service Request

Subject *

enhanced smartloop loop

Product

SP_INSTRU

Next

Finish submitting your service request



Your service request has not been submitted yet.

The following answers might help you immediately.

- ▶ When generating Enhanced Smartloop Loop drawing we can see the graphics but all the data is missing
- ▶ (ESL): Generating an Enhanced Smartloop Report results in primary key violation in LO
- ▶ (Loops) Loops with different numbers of Soft Tags require separate layouts
- ▶ (Loop) ESL diagram fails to display for non-wired loops due to TR PB100734
- ▶ How to print ESL Loops in batch mode

My Issue is Resolved

Finish Creating SR

[Back](#)

Create SR Tips

Feedback Appreciated!

Please answer these two [survey questions](#) about accessing Intergraph® Smart Support with mobile devices.



Attach files in the Create SR process

After clicking the "I Accept & Submit" button, simply click on the + symbol next to "Related Attachments" then find your file and double-click... DONE!

Create Service Request

Subject *

enhanced smartloop loop

Product

SP_INSTRU

Next

Finish submitting your service request



Your service request has not been submitted yet.

The following answers might help you immediately.

- ▶ When generating Enhanced Smartloop Loop drawing we can see the graphics but all the data is missing
- ▶ (ESL): Generating an Enhanced Smartloop Report results in primary key violation in LO
- ▶ (Loops) Loops with different numbers of Soft Tags require separate layouts
- ▶ (Loop) ESL diagram fails to display for non-wired loops due to TR PB100734
- ▶ How to print ESL Loops in batch mode

My Issue is Resolved

Finish Creating SR

[Back](#)

Create SR Tips

Feedback Appreciated!

Please answer these two [survey questions](#) about accessing Intergraph® Smart Support with mobile devices.



Attach files in the Create SR process

After clicking the "I Accept & Submit" button, simply click on the + symbol next to "Related Attachments" then find your file and double-click... DONE!

Create Service Request

Subject 

enhanced smartloop loop

Product

SP_INSTRU

[Next](#)Finish submitting your service request **Your service request has not been submitted yet.****The following answers might help you immediately.**

- ▶ When generating Enhanced Smartloop Loop drawing we can see the graphics but all the data is missing
- ▶ (ESL): Generating an Enhanced Smartloop Report results in primary key violation in LO
- ▶ (Loops) Loops with different numbers of Soft Tags require separate layouts
- ▶ (Loop) ESL diagram fails to display for non-wired loops due to TR PB100734
- ▶ How to print ESL Loops in batch mode

[My Issue is Resolved](#)[Finish Creating SR](#)[Back](#)

Create SR Tips

Feedback Appreciated!

Please answer these two [survey questions](#) about accessing Intergraph® Smart Support with mobile devices.



Attach files in the Create SR process

After clicking the "I Accept & Submit" button, simply click on the + symbol next to "Related Attachments" then find your file and double-click... DONE!



Create Service Request

Subject *

enhanced smartloop loop

Product

SP_INSTRU

Next

Finish submitting your service request



Your service request has not been submitted yet.

The following answers might help you immediately.

- ▶ When generating Enhanced Smartloop Loop drawing we can see the graphics but all the data is missing
- ▶ (ESL): Generating an Enhanced Smartloop Report results in primary key violation in LO
- ▶ (Loops) Loops with different numbers of Soft Tags require separate layouts
- ▶ (Loop) ESL diagram fails to display for non-wired loops due to TR PB100734
- ▶ How to print ESL Loops in batch mode

My Issue is Resolved

Finish Creating SR

[Back](#)

Create SR Tips

Feedback Appreciated!

Please answer these two [survey questions](#) about accessing Intergraph® Smart Support with mobile devices.



Attach files in the Create SR process

After clicking the "I Accept & Submit" button, simply click on the + symbol next to "Related Attachments" then find your file and double-click... DONE!

Search Answers

Find the answer to your question

[Search Tips](#)

Product

SP_INSTRUMENTATION

Search

Most Popular Answers for: SP_INSTRUMENTATION

[Missing dll files when printing to PDF](#) **New**

Issue The customer is getting the following error when trying to print into PDF:
----- SmartPlant Instrumentation Application Execution Error...

Date Updated: 05/29/2014

[When generating Enhanced Smartloop Loop drawing we can see the graphics but all the data is missing](#) **New**

Issue When generating Enhanced Smartloop Loop drawing we can see the graphics but all the data is missing. instead of the data we can see only dots. Enhanced SmartLoop is generating dots instead of...

Date Updated: 05/25/2014

[Association between off-line instruments and Equipment not propagated in SPI](#) **New**

Issue The association between equipment and tags and is not correctly propagated in SPI retrieving from SPF 1- Create the P&ID: 2- Create the equipment 3- Create the two offline instruments...

Date Updated: 05/27/2014

[Attempts to converge license result in the following: Error: \[Connecting Socket\] Connection Time Out](#)

Issue Attempts to converge license result in the following error: Error: [Connecting Socket] Connection Time Out Windows Firewall shows SmartPlant License Manager as part of the exception list.

Date Updated: 05/10/2014

[Unable to display specifications because of missing PD GENERAL record](#) **Updated**

Issue When attempting to display an instrument specification, receive the SmartPlant Instrumentation i message "Cannot open the specification because the component ID row does not exist in the...

Date Updated: 05/28/2014

Announcements

Feedback Appreciated!

Please answer these two [survey questions](#) about accessing Intergraph® Smart Support with mobile devices.



HxGN LIVE 2014 - PP&M Training



Training Options

Intergraph® Smart Support Site Maintenance Window

Please be aware that this site will periodically be taken offline for maintenance on Fridays.



Search Answers

Find the answer to your question

[Search Tips](#)

Product

SP_INSTRUMENTATION

Search

Announcements

Feedback
Associated


Most Popular Answers for: SP_INSTRUMENTATION

[Missing dll files when printing to PDF](#) New

Issue The customer is getting the following error when trying to print SmartPlant Instrumentation /

Date Updated: 05/29/2014

[When generating Enhanced Smartloop Loop drawing we ca missing](#) New

Issue When generating Enhanced Smartloop Loop drawing we ca missing. instead of the data we can see only dots. Enhanced Sm

Date Updated: 05/25/2014

[Association between off-line instruments and Equipment n](#)

Issue The association between equipment and tags and is not c SPF 1- Create the P&ID: 2- Create the equipment 3- Create the

Date Updated: 05/27/2014

[Attempts to scavenge license result in the following: Error: Out](#)

Issue Attempts to scavenge license result in the following error: Time Out Windows firewalls show SmartPlant License Manager a

Date Updated: 04/10/2014

[Unable to display specifications because of missing PD GEI](#)

Issue When attempting to display an instrument specification, r message "Cannot open the specification because the component

Date Updated: 05/28/2014

Intergraph® Smart Support via Mobile Devices

* 1. Smart Phone Access: How often will you perform the following Intergraph® Smart Support functions on a Smart Phone?

	Very Often	Often	Sometimes	Rarely	Never
View Service Requests	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Create Service Requests	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Access Downloads	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Access Documentation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Search for Answers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* 2. Tablet Access: How often will you perform the following Intergraph® Smart Support functions on a tablet?

	Very Often	Often	Sometimes	Rarely	Never
View Service Requests	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Create Service Requests	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Access Downloads	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Access Documentation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Search for Answers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



LIVE Demo in The Zone!



The logo features the word "INTERGRAPH" in a large, bold, blue sans-serif font. A thin, grey, curved line arches over the letters "INTER" and "GRAPH". Below "INTERGRAPH" is the phrase "Smart Support" in a smaller, blue, sans-serif font.

INTERGRAPH[®]
Smart Support

<http://SmartSupport.Intergraph.com>