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FAQ

XHQ Operations Intelligence Software

Version 6.0 – May 2019

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General and Value Proposition

1 - What is XHQ Operations Intelligence?

XHQ stands for eXtended HeadQuarters and it is an Enterprise Operations Intelligence software for the aggregation, integration, analysis, and presentation of information from multiple back-end data sources.

XHQ provides a consistent, coherent means to analyze and view all critical business and operational data from disparate sources throughout the enterprise in context (common view).

This enables plant floor and operations personnel, as well as senior management to monitor real-time performance against business goals and make timely, better informed, actionable decisions about operations that positively impact the bottom line.

2 - What is unique about XHQ?

XHQ is a comprehensive platform with an extensible framework.

XHQ contains visualization, applications, and comprehensive connectivity options that organize information from many disparate information sources. XHQ can work with time series data, relational data, tag data, documents, etc., and integrates with common commercial systems and interfaces including OSIsoft PI and Asset Framework, Honeywell PHD, AspenTech IP.21, AspenTech Batch 21, SIMATIC BATCH, SIMATIC PCS 7, SIMATIC PCS neo, SIMATIC IT, OPC DA/HDA/UA, SAP, Oracle databases, Microsoft SQL Server, Microsoft Access, ODBC, Microsoft Excel, Documentum, Web Services, SNMP, general REST web services and MindSphere IoT.

XHQ requires no programming but only configuration. XHQ easily integrates within existing IT infrastructures, is scalable to hundreds or thousands of concurrent users on a single Windows Server and requires no client software installation.

XHQ separates back-end IT configuration from visualization which reflects the typical roles in a customer environment (IT configures connectivity, process engineers configure screens and workflow).

XHQ extends the life or visibility of your legacy systems and integrates them into a collaborative Web-based environment.

XHQ is a low maintenance cost platform that can be administered, extended, and supported by the existing IT departments.

3 - What are the benefits of using XHQ?

XHQ provides:

- Situational awareness: Integrate information across multiple applications
- Access to your Digital twin: Common view to all business and operational, including engineering data
- Decision support: Act faster and more consistently to improve operations and act on problems

Which allows you to:

- *Contextualize* engineering, operational, 2D, 3D data, and more
- Make better and faster decisions – anytime and anywhere
- Have *real time* information at your fingertips
- Make use of data you already have
- Break down barriers between software silos
- Apply analytics to knotty business problems
- Reduce operational and maintenance costs

4 - How does XHQ differ from data warehousing or a data lake?

A data warehouse or a data lake is a large store of data accumulated from many sources and stored in a generalized, reorganized database. These systems are often updated on an hourly or daily basis and serve reporting and data analysis needs. In contrast, XHQ connects to those same sources and gets data from them as needed, without duplicating storage. XHQ shows you current data, organizes the information, and provides visualization tools. If your focus is real-time operational analysis (for example, managing inventories between suppliers and customers), XHQ is your best choice.

XHQ and data warehouses are complementary. Data warehouse and data lakes are good data sources for XHQ. You can also use the XHQ Performance Analytics module to collect, organize, and feed data to a data warehouse or data lake.

5 - Who uses the product and how?

Many people in many industries. Historically, the Oil & Gas and Chemicals industries have been receptive, and many industries have found XHQ useful.

According to Advanced Manufacturing Research (AMR), for every dedicated user of an ERP system, 10 others could do a better job given access to the information. XHQ enables you to reach those users. XHQ is especially good for people who need information from multiple systems to do their job.

Here are just some of the ways XHQ can be used:

Executives and Managers can view real-time operational status updates through a visual model of the enterprise. One can easily locate summaries of performance indicators for every division under his or her control.

Planners and Analysts can view real-time representations of current operations, complete with forward-running plans, and compare present and past performance.

Supervisors of departments and activities can see an overview of the processes within their control, whether in order-entry, maintenance, operations, or elsewhere.

Task-specific workers can obtain information from various systems and make better bottom line decisions in their daily work.

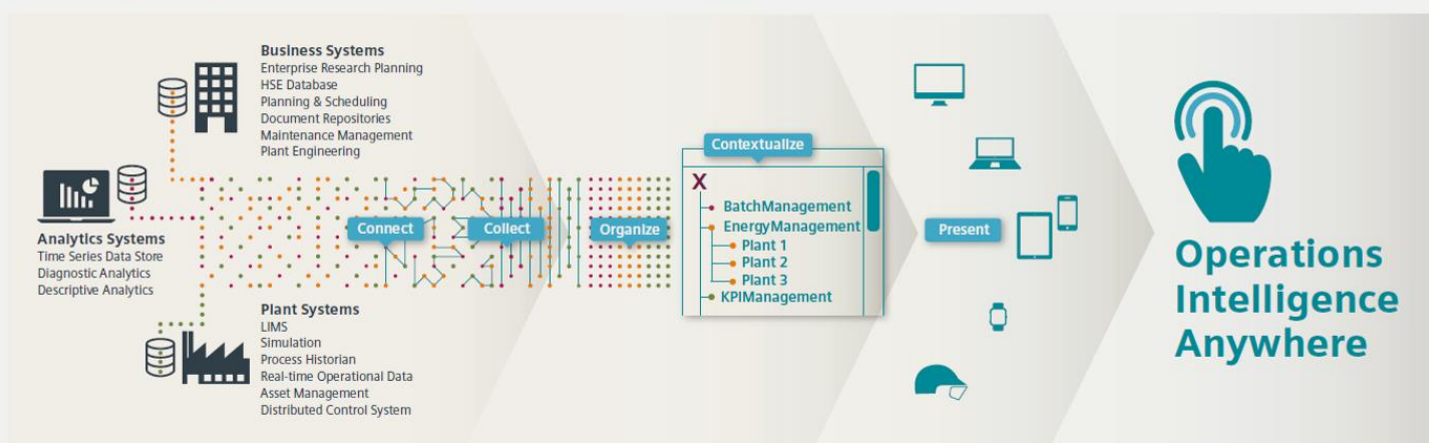
Data Integration

6 - From which systems can XHQ extract data?

XHQ can extract data from most systems that furnish data. Data can be extracted using “connectors” that connect to various data sources using an appropriate protocol. Connectors isolate the rest of XHQ from the details about all the different data sources.

XHQ Operations Intelligence

Add-on XHQ Modules | Integrated Data Gateway | Performance Analytics | Performance Management



7 - Can I use data from other sites?

Yes. Siemens has developed several mechanisms to help you get that information.

If data connectivity and IT permit, the remote site can be integrated into the XHQ solution directly.

If another site (for example, a separate location) has an XHQ system, you can open two browser sessions, one to see your own enterprise and the other to see information from the external site.

If the external site has its own XHQ server, the two sites can be connected together through the XHQ tiered connector to make all data available at all clients.

8 - Does XHQ create a separate copy of the data?

No. XHQ fetches data on demand. The data may be cached and when other users request the same data, XHQ delivers the data from the cache. This approach minimizes the load on back-end system and ensures the fastest display performance.

9 - How does XHQ integrate with ERP and other major applications?

XHQ can tap into ERP systems at different levels depending upon user needs. XML, Web Services, JDBC, or SQL access mechanisms supplied by ERP vendors or third parties can be used and an SAP connector is also available. The JDBC connector enables commercially available JDBC drivers to couple directly with XHQ.

10 - How does XHQ handle the high transaction volumes in a worldwide ERP system?

XHQ is designed to check the pulse occasionally rather than to keep up with the heartbeat of an ERP system. XHQ does not involve itself with transactional mechanisms, but instead typically takes a snapshot at a configured poll rate. Consequently, XHQ can be tuned to read status at an optimal rate. Rather than each individual client interacting with the ERP system, XHQ consolidates client data requests at the server. As a result, XHQ dramatically reduces the demands on ERP systems. The collected ERP data is cached and distributed automatically to clients when the values change. You can speed up or slow down data access rates to balance user requirements with the ability of the ERP system to supply data.

11 - How does XHQ integrate to SAP R/3?

An SAP connector is available to access SAP BAPIs. The XHQ SAP connector is based on the SAP Java Connector (JCo) that supports R/3 and higher.

12 - What's a connector?

A connector is a pluggable data collector that allows the XHQ environment to extract data from a back-end data source. XHQ connectors manage the collection of data and events from sources such as:

- Relational databases
- API-accessible data sources
- Non-relational data sources such as process historians
- Document Management Systems
- Applications
- ERP systems
- Web Services
- Data lakes

From these sources, XHQ connectors access three different categories of data:

- Point data from data acquisition devices or process control systems;
- Collections of relational data based on a query;
- Time-based data from historical data systems or predictive data engines.

Once a connector configured, data from the back-end system is mapped into XHQ by the IT professional or solution engineer using queries or declarations of protocol parameters in data entry fields.

13 - Where can I get a connector?

A default and comprehensive set of connectors is available with the XHQ media – actual availability depends on the specific XHQ license obtained. Custom connectors can also be designed for you by XHQ product development.

14 - What is the XHQ Edge device?

It is software that runs on a computer other than the XHQ server and connects to data sources. XHQ Edge is licensed separately.

XHQ Edge provides a secure connection that does not require VPN and tolerates latency.

It has better characteristics for distributed networks and cloud systems.

15 - How often do you update from back-end servers?

It is optimized and configurable. XHQ optimizes data collection for all clients by coordinating requests in its connector framework into shared database access channels. It balances the load to normalize backend data flow, and to avoid activity bursts that result from large queries, or from many clients requesting data. XHQ collects data at configured frequencies, but it only fetches data needed for history or for views that are currently being displayed or for items like rollups, KPIs, notifications, and aggregations. While a view with point data is on display, back-end data is collected and refreshed at the specified poll rate. When other clients request the same data, the XHQ server provides as much data as it can from its cache before querying the back-end system, thus minimizing the load. When no requests are pending from clients or applications, the data subscription from back-end systems discontinues for real time values.

Data updates and system performance can be regulated by adjusting poll frequencies to balance user needs versus the capability of back-end systems to sustain data requests. Siemens recommends that you poll back-end systems no faster than the rate at which the data changes, nor faster than users need updates at the clients. For example, XHQ might gather data from process equipment every few minutes, whereas with an ERP system, XHQ may only need to query data every few hours.

16 - How do you maintain synchronization between XHQ and back-end systems?

Many people are concerned about synchronization and consequent cost of ownership. Although our architecture does not completely alleviate synchronization problems, it does mitigate the effects.

XHQ isolates data into collections which are managed as discrete entities. Collections can be removed, updated, and changed online with minimal disturbance to a running system. The collections are tied to a component which represent the structure of those collections.

Views are 'loosely-coupled' to the definitions of the informational components to which they belong. Views can be reused many times. If you change a particular view, all instances are automatically updated.

XHQ maps data from back-end systems into a common information model and changes made to back-end systems may require updating the mapping to the XHQ information model. With XHQ's dynamically changeable structure, comprehensive modifications can be made without downtime.

Changes can be easily and rapidly made from a single central location. Updates are automatically passed on to all users.

17 - Is it possible to provide the information that XHQ already has to third party applications? If so, how?

Yes. XHQ has numerous interfaces to allow third party applications to consume XHQ data e.g. via Java API's, ADO.NET, OPC UA, OData standard, or Web Services so that the value of the data integration capabilities of the XHQ server can be leveraged adequately.

XHQ has an ADO.NET interface and support for integration with Microsoft SQL Server Reporting Services, Analysis Services, and Integration Services (SSRS, SSAS, and SSIS).

Third party applications may also consume XHQ data via the OData protocol. Tools such as Tableau, Microsoft Power BI and others can get data from XHQ, with all the advantages that XHQ provides for integration, performance, and organization.

Additional XHQ licensing may be required in order to use some of these interfaces.

18 - How do you take care of 'garbage in, garbage out'?

XHQ usually passes through data unchanged from back-end systems. There are ways to filter and vet the data.

How it works

19 - Is XHQ operable enterprise-wide?

XHQ is architected and developed for the large enterprise environment, with roll ups commencing in the smallest operational areas, to the plant level, the business unit level, the division level, and right on up to the corporate level. As a result of our integrated data model, everyone in your organizational hierarchy is able to view the company's goals, objectives, and achievements, getting everyone in the corporation pulling on the same side of the rope, for the betterment of the entire organization.

XHQ is also designed to balance performance with ease of deployment and seamless integration into your existing IT infrastructures. XHQ is network and legacy system friendly, offering exceptional performance with greatly enhanced information access while offering the highest degree of security. XHQ has been used in complex network, system, and security infrastructures of many major corporations which are generally considered to be among the most demanding in the world.

20 - Is XHQ scalable?

Yes. An XHQ "solution" runs on a server and is designed by customers to meet their needs. Multiple solutions can be assembled on multiple servers to meet other needs. The number and distribution of solution servers required for a particular installation will depend on geography, network topology, and application size. Here are some typical configurations:

One large server at an enterprise.

Many servers each covering logical separate sites.

Multiple servers at various geographic locations connected by WAN to a headquarters enterprise solution.

XHQ also provides added scalability for back-end connections. Connectors execute in separate processes.

21 - Does XHQ support HTML5?

Yes! XHQ 6.0 fully supports HTML5.

The old JAVA based Applet continues to be available as an option. Both can be used in parallel on the same server.

22 - Do I have to convert my views to HTML5?

No. All views will run without change in both the Applet and HTML5. Some customers may wish to update their views to take advantage of new capabilities available with HTML5 and to accommodate the underlying technology differences in terms of performance and rendering.

23 - Does XHQ support mobile devices?

Yes.

24 - What web-based tools are applied?

XHQ uses HTML5 based web applications. This results in low-cost client administration.

25 - What about units of measure?

XHQ has unit of measure support that can be applied to any data. XHQ comes pre-loaded with the most commonly used units for both SI and US customary units. The pre-loaded units of measure can be updated to meet your needs.

26 - What about security?

XHQ easily extends to handle user authentication and assignment of viewing rights using the server-based security provisions provided by your network and Active Directory configuration.

27 - What is Reporting Services?

The XHQ Reporting Services makes it possible to use Microsoft SQL Server Reporting Services to build reports that include XHQ data. With XHQ Reporting Services, you have the full power of SQL Server Reporting Services to create, schedule, and distribute reports.

28 - What is XHQ Performance Analytics?

XHQ Performance Analytics is used to extract, transform, and load data from one or more XHQ systems into a new database that is optimized for some new business need. For instance, you can use Performance Analytics to extract asset performance data from multiple plants and create a data warehouse that can be used to answer new questions and do enterprise-wide queries. XHQ Performance Analytics provides a way to populate a data warehouse for specialized reports and analysis.

XHQ Enterprise Edition is an old name for XHQ Performance Analytics.

29 - What is Tag Synchronization?

Tag Synchronization (or just Tag Sync) provides an automatic way to define tags in XHQ based on tag meta-data obtained in the form of a collection read from process historians or other sources. This functionality can efficiently synchronize systems with several hundred thousand tags. The Tag Sync utility provides a single, seamless, list of all available tags for use through the XHQ solution.

30 - How does the XHQ cache work?

XHQ's cache is complementary to transactional oriented systems such as ERP systems and databases that focus on the dynamic character of relationships between data. Although back-end systems manage transactions and relationships very well, they rarely focus on how values change over time. XHQ is equipped with a fast server engine and an accompanying cache. No redesign or disruption of the back-end system occurs. The XHQ server simply time-stamps and saves the change in records extracted from back-end systems for immediate presentation in XHQ views.

Installation and Administration

31 - What's required to set up an XHQ system?

Much less configuration effort is needed than may be expected. No programming is required. The components, the informational model, and the visual content are all declared and configured by graphical methods for outlining, drawing, and entering parameters in data entry fields. XHQ presents a very natural non-programmatic environment that makes it easy to construct data models, solutions, displays, and reports.

To develop an XHQ application, you identify the informational components that you will reuse many times in an application, layout a natural and logical informational hierarchy, and then develop views that present the information in those components in meaningful ways.

Here are the steps you will follow to set up the system:

- **Develop an outline of your informational model on paper.** You need to know what information is available in the back-end systems. You also need to know what information users require, as well as the goals of the business.
- **Develop reusable information components.** These are the components that form the building blocks of your final application. They are stored in a catalog for easy access and deployment.
- **Build the model or solution hierarchy.** The model is a graphical directory that holds informational components in a logical relationship. Data from the back-end systems map into the component instances in the graphical directory. To create the model, you place instances of the generic components from your catalog.
- **Configure each instance of the components you used.** For each instance of a component, you enter general properties (name, description, etc.), declare connector configuration parameters (or SQL queries, etc.), and implement a strategy for storing time-series values.
- **Develop different views of the information in the components.** These views will render the information in different ways, perhaps according to the functional roles of users interacting with the system (for example, a planner's view, a maintenance view, the CEO's view, etc.). XHQ features a vector-based drawing environment with simple extensions that enable you to build anything from simple tables and reports to very complex, animated images.

Your solution is ready to deploy!

32 - How long does it take to set up a fully functional model and views in XHQ?

XHQ provides unprecedented development productivity. Typically, comprehensive applications comprising a model, informational components, and the views that represent complex processes can be put together within a few days to a few weeks depending on scope and complete projects in some months.

In contrast to other business solutions, XHQ applications are developed on-line without taking the server down. You can build a partial solution, make it available, and then continually amend and expand it without disruption to the running system.

33 - How does XHQ impact current network and applications performance?

XHQ clients talk to the XHQ server, and the XHQ server talks to back-end systems. Thus XHQ clients do not directly make individual connections to back-end systems. As a result, XHQ eliminates duplicate software and complexity on clients. Common logon, data aggregation, and presentation functionality are all concentrated in one manageable place on the XHQ server.

XHQ clients are serviced by an automatic publish and subscribe mechanism that greatly reduces network load. The server efficiently combines client data requests and fulfills data demands through optimized pipelines to the various back-end systems. As a result, XHQ reduces the load on back-end servers. Your IT staff can control and tune data extraction. They designate and qualify the queries against a back-end system, and then tune the frequency of requests in order to assure proper functioning of the network and back-end systems. Having a central place to administer solutions and control data access bandwidth turns out to be extremely important to the IT department.

34 - Where can I find the minimum hardware/ software requirements needed to run XHQ?

The minimum requirements to run a specific XHQ release can be found in the "XHQ Installation Guide.pdf" which is delivered with the XHQ software package.

35 - What software and hardware are recommended for servers?

An XHQ server holds the information model of a particular solution and is sized based on the complexity of the information model and the number of users. Maximum solution size depends on hardware capabilities such as available RAM.

The XHQ server runs on Microsoft Windows Server 2012 R2 or Windows Server 2016. The hardware requirements depend on the intensity of use, but typically a small site will need a dedicated server with two processors, 16 GB RAM, and a fast LAN connection, while a large site will need more. See the XHQ Installation Guide for detailed recommendations.

36 - What software and hardware are recommended for clients?

End users need a modern web browser such as Google Chrome or Apple Safari on desktop mobile devices.

Solution developers—people who create and maintain the XHQ solution—require the XHQ Development Client software, which runs on Windows. See the XHQ Installation Guide for detailed recommendations.

37 - What skill set is required to set up an XHQ system?

Four tasks requiring various skills are involved in developing an effective XHQ solution:

- **Modeling** - The first step is to analyze the informational needs of the consumers and then develop a supporting model on paper. This task requires systems and business analysis skills.
- **Component Building** - Next, you develop components to support the informational models. Component building is a matter of selection from alternatives, adding new data parameters, potentially developing SQL queries, and declaring strategy for saving time-stamped values. Application logic with query building and an understanding of reusability and performance are required.
- **Reusing Components** - Once component building is complete, the applications engineer can outline a solution by reusing the catalog components, and declaring the parameters to make one component instance different from the next. Skills needed are similar to building components.
- **View Development** - The final step is to develop informational views for the user. Artistic flair, an appreciation for aesthetics, and an understanding of usability and human interaction with user interfaces are required.

38 - Can you compensate for the lack of discipline in existing IT infrastructures?

Not really. However, we do provide an easy-to-change model through which IT can deliver information and keep systems synchronized and abstract the back-end systems and changes from the users. Using a catalog structure for maintaining components, views, and solutions, XHQ enables you to keep changes under control. When changes are made, they automatically

propagate throughout the XHQ installation. Everybody sees the newest version of the view.

39 - Does XHQ runs on premise or in the cloud?

Both. XHQ 6.0 is available in two licenses options. The legacy option has limited cloud support. The new license option has extensive cloud support.

Existing customers can convert to the new license option.

Please note that Siemens does not currently offer Software as a Managed Service for XHQ, but this is planned for XHQ 6.1.

40 - Does XHQ work over wide area networks?

Yes. XHQ 6.0 introduces new software product called XHQ Edge that is specifically designed to connect the XHQ server to remote data sources. XHQ Edge is intended for centralized systems and cloud deployments.

XHQ also works well over VPNs.

41 - Does XHQ support virtualization?

Yes. XHQ 6.0 is available in two licenses options. The legacy option has limited virtualization support. The new license option has full virtualization support.

Existing customers can take advantage of the full virtualization support if they convert to the new license option.

Please note that Siemens does not test or qualify any virtualization systems.

42 - Do you have any quick start packs for XHQ?

Absolutely. Siemens also offers pre-built and pre-configured applications. These solve common industry problems such as production tracking, quality management, supply chain, KPI management, batch management among others. These packages get you up and running quickly, which shortens the time-to-value.

43 - How many clients can an XHQ system support?

The XHQ architecture is very scalable, ensuring that it can scale to accommodate any number of clients with a suitable solution architecture. Clients in the enterprise can actually connect to many solution servers. The enterprise server sends view definitions to the client, while data comes from the individual solution servers. For collecting and serving information, the performance of a single solution server is limited by its CPU power, disk

performance, and available RAM but a suitable designed XHQ solution can support well over one thousand users.

44 - What about the 'care and feeding'?

Any information system requires updates to keep with the inevitable changes to the business, user needs, and data sources. These ongoing costs contribute heavily to the total cost of ownership. XHQ was architected from the ground up to simplify keeping the system current and useful. XHQ uses a manageable catalog of reusable components, solutions, and views. A component can be reused many times. If you make a change to a master component, the change will be automatically reflected in all reports and views where the component was used.

Keeping any system synchronized with changes in the back-end systems is always a concern. Like other systems, the models residing on the XHQ solution servers must be modified to keep all clients up-to-date with the back-end systems. The good news is that changes are effected on-line without disturbance. When the applications engineer makes changes, all consumers are updated automatically in real-time with no further effort.

Licenses

45 - What type of licenses does XHQ has?

We offer perpetual licenses and subscriptions.

Most products are licensed by the number of users, either Named Users or Concurrent. Some products are licensed by server or site.

46 - What is different with the two license options?

They are functionally the same. The two have different IT advantages. A conversion process is available that covers both licenses and migration.

47 - How can I obtain an XHQ license?

XHQ includes license management software. A license key is required to activate the licensed software. The license key is created based on the product options purchased.

The default licensing for newly installed software without a valid license key is a 2-day, 2-user license, valid for the first two days of use after installation. The software shuts down automatically at the end of this period.

Customers must provide the XHQ Customer Support organization with the server and customer details so that Customer Support can create and send a permanent license key file. After installing XHQ, a customer representative must send email to support.xhq@siemens.com with the customer name, project, and address, and for each individual XHQ server the fully qualified hostname, IP address, Ethernet adapter (MAC) address, location, and any comments. The customer product options do not need to be supplied since they will be obtained from the software purchase order and license information.

The customer will receive a master license key file by return email. This license file must be placed in the root of the XHQ Server installation directory.

License files are specific to an XHQ server. A new license file is required if the server or networking information is changed. If the XHQ server must be changed without notice (e.g., due to hardware issues), XHQ will continue to run for a default grace period of two days, to allow time to obtain a new license file.

The updated license can be activated either by an XHQ restart or, without requiring an XHQ restart, by running `xhqciexaminelicense`. An XHQ restart is required if the existing license has expired.

Services and Support

48 - How is an XHQ release identified?

Each XHQ release is identified by its Version number. The XHQ version number (e.g., XHQ 6.0.0.0) represents the XHQ software product release XHQ 6.0. This number is used to manage changes to the product features and functions available with the product. This includes new features, functions, bug fixes, etc.

49 - What types of XHQ releases are there?

The various release types are summarized below. The XHQ license agreement contains the complete descriptions.

“Major Release” means there are substantial changes in utility, efficiency, functional capabilities, or application. Major Releases are identified by the leading number in the version designation, e.g. 6.0.

“Minor Release” means there are a significant number of minor changes in utility, efficiency, functional capabilities, or application. Minor Releases are identified by incrementing the second position in the version designation, e.g. 6.1.

“Service Pack” means modifications or additions that include any previously issued Updates and Patches for a Major or Minor Release. A Service Pack may optionally include minor changes in utility, efficiency, functional capabilities, or application. Service Packs are identified by incrementing the third position in the version designation, e.g. 6.1.2.

“Update” means modifications, additions, procedures, or routines that bring the software into conformity with its published specifications, or avoid or reduce the practical adverse effect of a nonconformity. An Update is identified by the fourth position in the version identifier, e.g. 6.1.0.1 identifies the first Update to the XHQ 6.1 Minor Release.

“Patch” are similar to Updates but may be more limited in scope and may be provided in the form of a temporary fix. Patches are identified by incrementing the fourth position in the version identifier, e.g., 6.1.0.1.1.

50 - What is new with this latest release?

XHQ 6.0 adds complete support for HTML5, support for virtualization, a new XHQ Edge component for distributed networks, new connectors, and many new features throughout the system.

Accessible anywhere

- HTML5-based solution viewer complete and ready
- Mobile device friendly trender and navigation

User experience and productivity

- Workbench localization
- Multi-selection combo box
- Group by capability run time and design time
- New functions for manipulating dates and periods
- Enhanced GIS widget
- Shift report enhancements (eLogs)
- ANS sharing
- New samples and symbols

Integration and data access

- XHQ Edge – secure access to remote and distributed data
- Web services (REST) connector
- MindSphere IoT data connector
- Analytics and simulation, e.g. MindSphere Predictive Learning
- New samples for engineering data, 3D, SEEQ, COMOS, simulators, ...

IT Benefits

- Scalability and virtualization
- Improved cloud support
- Numerous IT updates e.g. Windows 2016 supported, updated support for back end systems

51 - Does Siemens offer a service to help me upgrade to a later XHQ version?

Your regional Delivery Services offers a paid service that can help you upgrade your system. Please contact your regional representative for further information.

52 - How do you provide XHQ training?

XHQ training information can be found on the XHQ website:
<https://siemens.com/xhq>.

Siemens can provide on-site training tailored to a customer's specific needs. Please see the website linked above for further details.

53 - How can I contact XHQ Customer Support?

For general product support or related questions, customers with a valid customer support agreement may contact the XHQ Customer Support team using any of the following means:

Web portal: <https://www.siemens.com/gtac>

This portal is the preferred way to report incidents. You must be **registered** to use the portal. You can register on the portal using the "sold to" id for your organization that you receive when ordering XHQ licenses.

E-mail: support.xhq@siemens.com

Phone support and hours of coverage: Daylight Saving Time is honored. Excludes U.S. national holidays.

International: +1 (949) 448-7463, U.S. only: +1 (877) 700-4639 Monday to Friday, Business hours from 7:00 AM to 5:00 PM, Pacific Time.

24 x 5 or 24 x 7 or local time zone support coverage are available as paid options.

Postal mail:

Siemens Product Lifecycle Management Software, Inc.

XHQ Operations Intelligence

Attn: Customer Support Department

6 Journey, Suite 200, Aliso Viejo, CA 92656, USA

54 - How can I provide Siemens general XHQ related feedback and comments?

Please send an e-mail to: info.xhq@siemens.com

Siemens Product Lifecycle Management Software, Inc. and affiliated Siemens Industry Software companies (collectively referred to as "SISW") are committed to working with our customers. Your comments, suggestions, and ideas for improvements are very important to us. Thank you for taking the time to send us your feedback.