

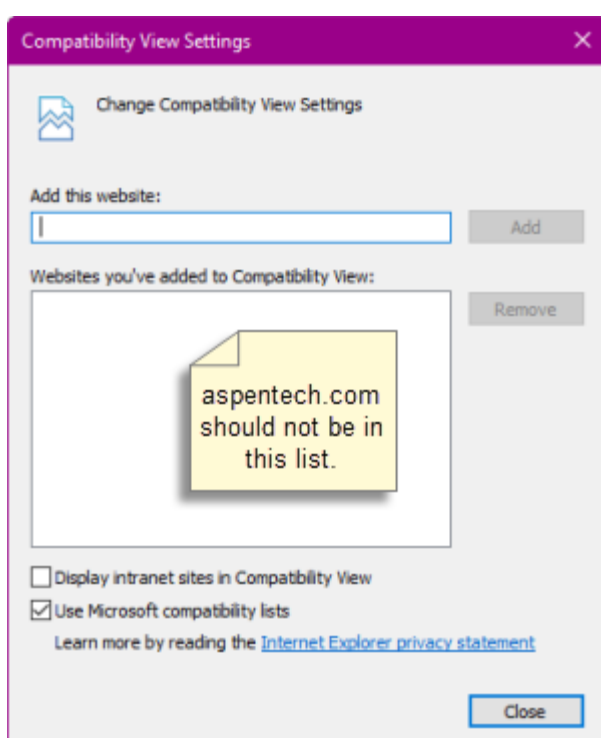
# ASPENTECH SUPPORT AND TRAINING CENTER

## FREQUENTLY ASKED QUESTIONS

### 1. WHICH BROWSERS ARE SUPPORTED FOR THE NEW ASPENTECH SUPPORT AND TRAINING CENTER?

Internet Explorer 11 and higher, Chrome, and Firefox.

If you are using Internet Explorer and the site does not display correctly, please change your Compatibility View settings:



### 2. WHY IS THE LIVE CHAT WINDOW BLANK?

Please turn off your pop-up blocker to view the chat window.


Allow pop-ups in Internet Explorer:

<https://support.microsoft.com/en-us/help/17479/windows-internet-explorer-11-change-security-privacy-settings>

1. Open Internet Explorer, select the **Tools** button, and then select **Internet options**.
2. On the **Privacy** tab, under Pop-up Blocker, select or clear the **Turn on Pop-up Blocker** check box, and then select **OK**.

Allow pop-ups in Chrome: <https://support.google.com/chrome/answer/95472>

1. On your computer, open Chrome.

2. At the top right, click More .
3. Click **Settings**.
4. At the bottom, click **Show advanced settings**.
5. Under "Privacy," click **Content settings**.
6. Under "Pop-ups," select an option:
  - **Do not allow any site to show pop-ups (recommended)**
  - **Allow all sites to show pop-ups**

### 3. CAN I LOG INTO THE NEW SUPPORT AND TRAINING CENTER USING MY OLD LOGIN CREDENTIALS??

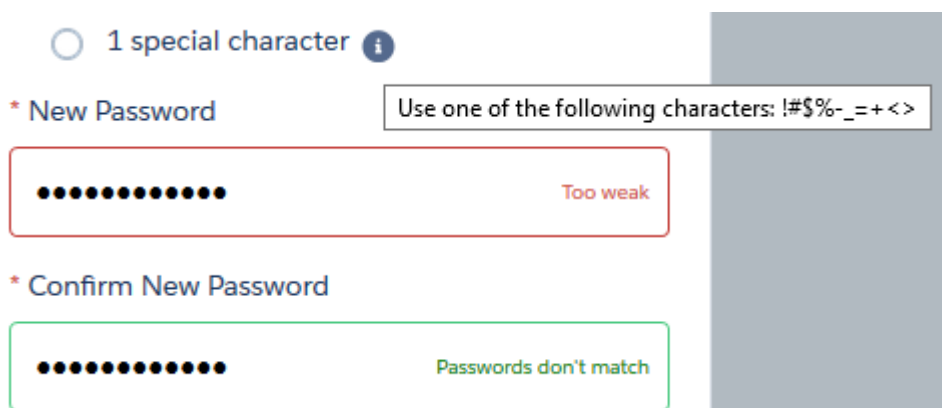
Your old credentials will not work on the new Support and Training Center. An email notification was sent on January 29, 2017 with your new credentials and a link to activate your account. Your username is your email address. Passwords will be set after clicking on the link in the email sent from Salesforce. In the event the email was not received, please use the Forgot Password link from the Support login page.

### 4. WHICH SPECIAL CHARACTERS ARE ALLOWED IN MY PASSWORD?

Only the following special characters are allowed:

! # \$ %- \_ = + < >

Hover over the  icon for details.



The screenshot shows a password creation interface. At the top, it says "1 special character" with an information icon. Below are two input fields: "New Password" and "Confirm New Password". The "New Password" field has a red border and a "Too weak" message. The "Confirm New Password" field has a green border and a "Passwords don't match" message. A tooltip above the "New Password" field lists the allowed special characters: "Use one of the following characters: !#\$\$%-\_ = + < >".

### 5. I HAVE FORGOTTEN MY PASSWORD. CAN YOU RESET IT FOR ME?

Please use the Forgot Password link on the Support login page.

### 6. CAN I HAVE MULTIPLE USERNAMES TO LOGIN TO THE SUPPORT CENTER?

You can only have one unique username based on your corporate email address.

7. I CANNOT FIND SOMETHING IN SUPPORT CENTER. WHERE CAN I GET AN OVERVIEW OF THE NEW SITE?

Please refer to the Site Tour video on the Support Resources / About Support page.

8. HOW DO I SEARCH FOR KNOWLEDGE ARTICLES?

You can search for knowledge articles by entering keywords in the site search, or by selecting Find the Answer / Knowledge Search from the navigation menu.

9. HOW DO I DOWNLOAD PATCHES?

Open the site navigation, click on "Downloads" and select "Product Patches" to search for individual patches by product and version. Make sure that your corporate network allows traffic to:

<https://aspentechsupport.blob.core.windows.net/> and  
<https://aspentechsupport.file.core.windows.net/>

10. WHY AM I UNABLE TO ACCESS A KNOWLEDGE ARTICLE?

If you see a "read only" access error, please contact [CustomerCare@aspentech.com](mailto:CustomerCare@aspentech.com).

11. WHY AM I UNABLE TO DOWNLOAD AN ATTACHMENT?

Make sure that your corporate network allows traffic to:

<https://aspentechsupport.blob.core.windows.net/> and  
<https://aspentechsupport.file.core.windows.net/>

12. WHAT DO I DO IF I DID NOT RECEIVE A VALIDATION EMAIL AFTER REGISTERING FOR AN ACCOUNT?

Please check your spam or junk mail folders. If you try to register more than once, you will be prevented from doing so after the initial registration is submitted. Please contact [CustomerCare@aspentech.com](mailto:CustomerCare@aspentech.com) for additional assistance.

13. WHAT WILL HAPPEN TO MY BOOKMARKED KNOWLEDGE BASE ARTICLES, SUPPORT CASE HISTORY AND TRAINING HISTORY FROM THE OLD SITE?

Your support incidents are now labeled as "Cases." Your cases and training class history have been moved to the new site. Favorited knowledge base articles from "My Solutions" were not moved to the new site, however, most bookmarked links to articles will be redirected to the new site.

14. WILL MY WEB SUPPORT PROFILE SETTINGS BE CARRIED OVER (PRODUCTS, OPTIONS, ETC.)?

The products you selected in “My Products” have been moved over to the new site.

15. WILL THE NEW SITE WORK WHEN ACCESSED FROM MY TABLET OR PHONE?

The new site has been designed to be responsive, though it is not fully mobile. Some tables may not scale to smaller screens.

16. WHY AM I BEING DENIED ACCESS WHEN DOWNLOADING AN EXAMPLE FROM ASPENONE EXCHANGE?

You will need to log out of your aspenONE Exchange session, and login again with your new Support Center credentials. After that, aspenONE Exchange content will be available as usual.

17. DO I NEED TO LOGIN TO REGISTER FOR CLASSES?

You do not need an account to register for classes can register for classes without logging into the training center.

18. CAN I REGISTER FOR MULTIPLE CLASSES AT THE SAME TIME?

Yes, customers are able to register for multiple classes at the same time, as long as they are in the same region.

19. I WANT TO CHANGE THE PAYMENT METHOD FOR THE CLASS I REGISTERED FOR. WHAT DO I DO?

To change payment method for your class, you may reply to the confirmation email you received when you registered, or contact [aspentech.training@aspentech.com](mailto:aspentech.training@aspentech.com).

20. HOW DO I ACCESS VIRTUAL TRAINING MATERIALS?

If you have an account on the AspenTech Support center, you may access training materials from your “My Training page”. From the site navigation, choose My Profile / My Training, and click on the name of the class you are registered for. The class details page will show a link to downloadable class materials once the class has been confirmed and your payment has been processed.

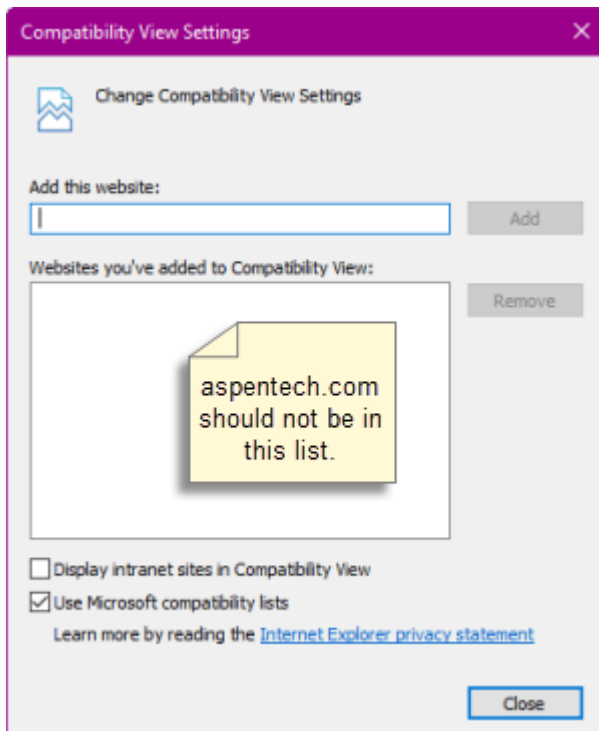
# 艾斯本支持和培训中心

## 常见问题

1. 为新的艾斯本支持和培训中心支持哪一些浏览器？

Internet Explorer 11 以上和 Firefox.

如果您是使用 Internet Explorer 而网页无法正确显示, 请更改兼容性视图设置:



2. 为什么在线聊天的窗口是空白的？

那是因为在线聊天窗口弹出被限制了, 请关闭弹出窗口阻止器.

更改 Internet Explorer 11 的安全和隐私设置:

<https://support.microsoft.com/zh-cn/help/17479/windows-internet-explorer-11-change-security-privacy-settings>

1. 打开 Internet Explorer, 依次选择“工具”按钮 和“Internet 选项”.
2. 在“隐私”选项卡的“弹出窗口阻止程序”下, 选中或清除“打开弹出窗口阻止程序”复选框, 然后选择“确定”.

3. 我还可以使用旧的登录帐户和密码登录到新的支持和培训中心吗？

您的旧登录帐户和密码是无法登录到新的支持和培训中心. 我们于 2017 年 1 月 29 日发送了一封电子邮件包含您的新帐户, 请您点击激活您的新帐户的链接.

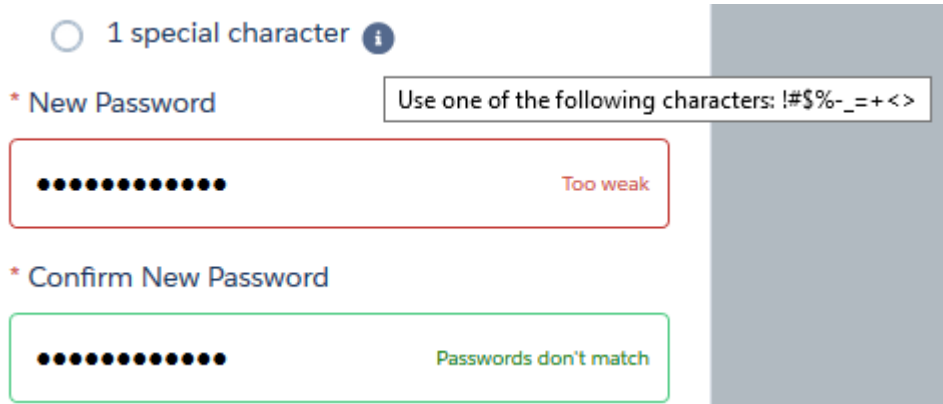
您的用户名是您的电子邮件地址。您需要点击邮件里的链接才能设置密码。如果未收到电子邮件，请使用支持登录页面上的忘记密码链接。

#### 4. 我的密码中允许有哪些特殊字符？

密码中只允许以下的特殊字符：

! # \$% \_ = + < >

将鼠标移至上  图标即可查看描述。



#### 5. 如何重设密码？

请在支持和培训中心登录的页面里点击忘记密码的链接。

#### 6. 我能申请不同的帐号登录到支持和培训中心？

每个用户只能拥有一个帐号，而帐号必须应用公司的电子邮箱地址注册。

#### 7. 如果我在支持中心找不到某些信息，我可以在哪里访问网站地图？

请在关于支持网站的页面上，参阅支持资源游览视频。

#### 8. 我应该如何搜索知识文章？

您可以通过在网站搜索中输入关键字或从导航菜单中选择查找答案/知识搜索来搜索知识文章。

#### 9. 我应该如何下载补丁？

请打开网站导航，点击“下载”并选择“产品修补程序”按产品和版本搜索单个修补程序。请确保您的公司网络允许流量至以下两个网址：

<https://aspentechsupport.blob.core.windows.net/>

<https://aspentechsupport.file.core.windows.net/>

10. 为什么我无法访问某些知识文章?

那是因为一些知识文章是属于“read only”状态. 请联系 [CustomerCare@aspentech.com](mailto:CustomerCare@aspentech.com) 获取更多帮助。

11. 为什么我无法下载附件?

请确保您的公司网络允许流量至以下两个网址:  
<https://aspentechsupport.blob.core.windows.net/>  
<https://aspentechsupport.file.core.windows.net/>

12. 如果我在注册帐户后没有收到验证电子邮件, 我该怎么办?

请检查您的垃圾邮件或垃圾邮件文件夹。如果您提交初始注册后再尝试注册,您将无法注册。请联系 [CustomerCare@aspentech.com](mailto:CustomerCare@aspentech.com) 获取更多帮助.

13. 将会如何处理我的知识库文章书签, 支持单子历史记录和培训历史记录?

您的支持单子现在标记为“Cases.” 您的案例和培训课程历史记录已移至新网站, 但是从“我的解决方案”收藏的知识库文章并没有移动到新网站. 不过, 大多数加入书签的文章链接将会被重定向到新网站.

14. 我的支持网站配置文件设置是否会被迁移到新网站 (产品, 选项等)?

您在“我的产品”中选择的产品会被迁移到新网站.

15. 是否能使用平板电脑或智能手机访问新网站?

新网站已设计为响应式, 但并非完全适合移动设备。某些表格可能无法缩放到较小的屏幕上.

16. 为什么当我从 ASPENONE EXCHANGE 下载一个示例时, 受到拒绝访问的问题?

您必须先从 aspenONE Exchange 会话中登出, 然后使用新的支持中心帐号重新登录。之后, aspenONE Exchange 内容将照常运行.

17. 如果我要注册培训课程,需要登入支持和培训中心吗?

注册培训课程是无需登录支持和培训中心的.

18. 我是否可以在同一时间注册好几个培训课程?

只要是相同区域, 客户能够同一时间注册好几个培训课程.

19. 如果我想更改训练课程的付款方式, 我该怎么办?

您可以回复注册时收到的确认电子邮件, 或请联系 [aspentech.training@aspentech.com](mailto:aspentech.training@aspentech.com) 获取更多帮助.

20. 我该如何访问虚拟培训材料?

如果您可以登入支持和培训中心, 您可以从“我的培训”页面访问培训材料。从网站导航中, 选择我的资料/我的培训, 然后点击您注册的课程名称。只要课程被确认而您的付款已处理完毕, 课程详细信息页面将显示可下载课程资料的链接.