

## Logging a Support Request on the Wacom Developer Relations Web site

1. Go to <https://developer.wacom.com>

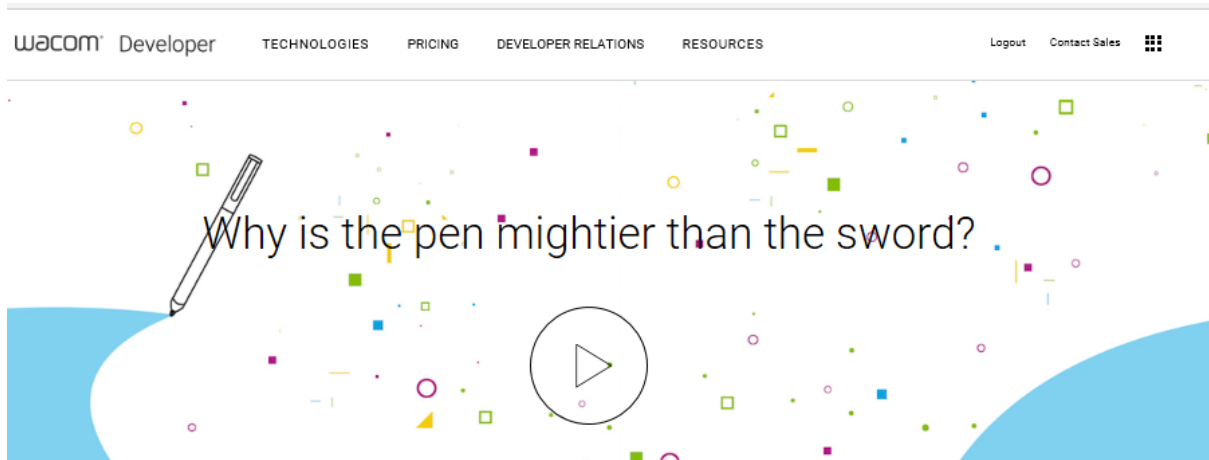


Figure 1 - Developer Relations Home Page

2. Click on Resources -> INITIAL SUPPORT REQUESTS

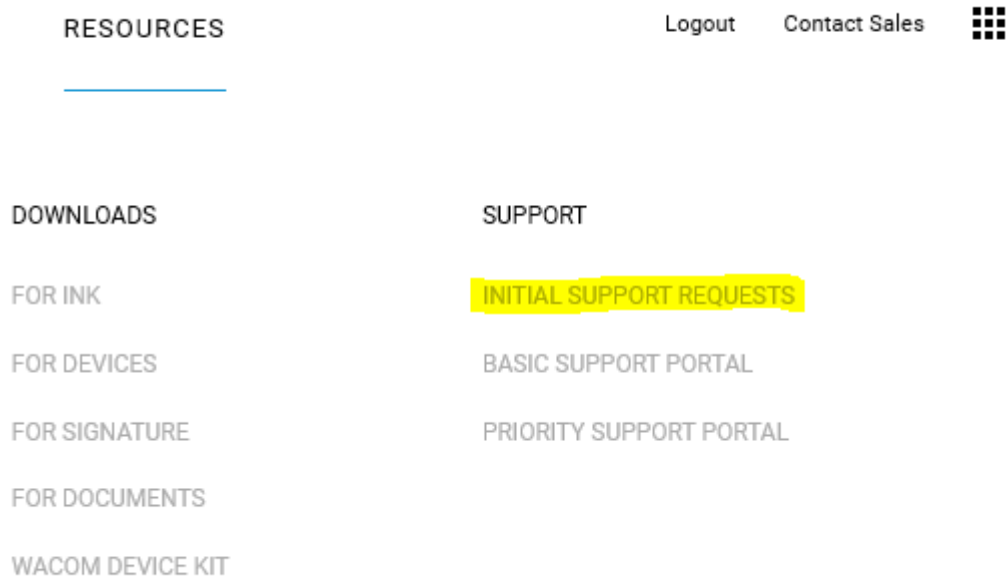
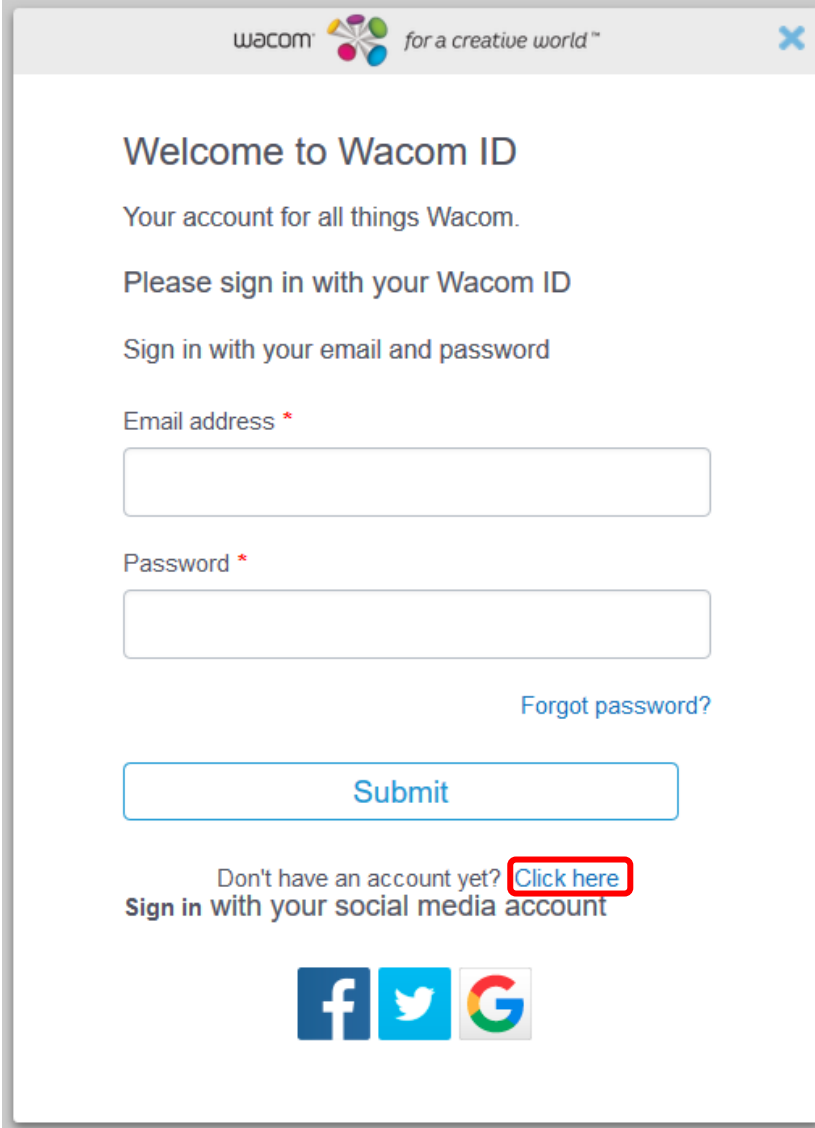


Figure 2 - Developer Relations Resources Menu

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3. You will be asked to log in with Wacom ID.

NOTE: If you do not have a Wacom ID, please create one from “Click here”.



The image shows a screenshot of a web browser window titled "Wacom ID Login Window". The window has a grey header bar with the Wacom logo and the tagline "for a creative world™" on the left, and a close button (X) on the right. The main content area is white and contains the following text and elements:

- Welcome to Wacom ID**
- Your account for all things Wacom.
- Please sign in with your Wacom ID**
- Sign in with your email and password
- Email address \* (with an empty text input field below it)
- Password \* (with an empty password input field below it)
- [Forgot password?](#)
- Submit** (in a blue button)
- Don't have an account yet? [Click here](#) (the "Click here" text is highlighted with a red box)
- Sign in with your social media account**
- Three social media icons: Facebook (f), Twitter (bird), and Google+ (G).

Figure 3 - Wacom ID Login Window

4. Wacom ID account creation (if needed)

The screenshot shows a web browser window with the Wacom logo and tagline 'for a creative world™'. The main heading is 'Register with your email and password:'. Below this are several input fields: 'Email address \*', 'Password \*', 'Re-enter password \*', 'First name \*', and 'Last name \*'. There are two dropdown menus: 'Country/Region \*' and 'Language \*', with 'English' selected in the second. Below the dropdowns are three checkboxes with associated text: 'Check here to indicate that you have read and agree to Wacom's [Privacy Policy](#) and [Cookie Notice](#). \*', 'Check here to indicate that you have read and agree to Wacom's [Terms of Use](#). \*', and 'Yes, I would like to receive Wacom email communications, in order to know more about Wacom as a company, about products, creative news, events and services, as well as special offers from the official Wacom eStores. I am aware that I may revoke my consent any time.' At the bottom of the form is a blue 'Submit' button. Below the button, the text 'Or. create your Wacom ID with your preferred social' is partially visible.

Figure 4 - Wacom ID Creation Form

## Logging a Support Request on the Wacom Developer Relations Web site

5. Once you are logged in the support page will be displayed with three options as shown below. Click on “Initial Support Request”.

WACOM® Developer

WACOM ID  
One account for everything Wacom

Dashboard Home

License Keys

Downloads

Support

Documentation

## WILL™ Support

### Initial Support Request

Have a question, bug report, or other support request?  
Click the link to submit a Support Ticket.  
For returning developers, use one of the Portal links below.

Initial Support Request

### Basic Support Portal

Login to the Basic Support Portal to review, comment, and update your support tickets. If you don't have access to the Portal, fill out a New Request above.

Basic Support Portal

### Priority Support Portal

For WILL™ customers with Priority Support, use the Priority Support Portal to submit your issue to our high-priority queue.

Priority Support Portal

Figure 5 - WILL Support System Access Page

6. Fill in the details of your request, providing as much information as possible about your current system and the details of your issue, providing screenshots if possible, especially if there are any error messages to report.

Wacom WILL Service Desk Support System

Impact

What is your system impacted? \\ \*Critical\* - progress blocked/system down, no workaround \\ \*High\* - business highly impacted, a short-term workaround is available \\ \*Medium\* - business or system impacted but workaround available \\ \*Low\* - impact is minor, cosmetic, no workaround required.

Development or Production system

Is the area you are requesting assistance with in your Development or Production environment?

Summary\*

First Name

Last Name

Email Address\*

Company Name

Enter "None" if self-employed or independent

Description

Platform or

[Close](#)

Figure 6 - Initial Support Request Details Form

7. Scroll down to fill in remaining fields (not shown above) and click <Submit> to finish. A message is then displayed showing the request number – this remains on the screen for only five seconds, after which you are returned to the main support page.

8. You will receive an email similar to the below when the support department picks up your ticket – click on the “Visit the portal” link to access the customer portal where you can set up your password for future use. For convenience you may wish to set up the same password as for your Wacom ID.

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**From:** WILL Basic Support [<mailto:will-support@wacom.com>]  
**Sent:** 11 April 2018 16:12  
**To:** [johnsmith@testcompany.com](mailto:johnsmith@testcompany.com)  
**Subject:** WILL Developer Support Welcome to WILL Basic Support

Hi John Smith,

Geoffrey Lewis has invited you to the WILL Basic Support portal!  
[Visit the portal](#) to raise requests and get help.

*Figure 7 - Example Initial Email for Portal Set-up*

- Below is the initial welcome screen for the WILL Basic Support customer portal. Your user name is your email address and this cannot be changed but you must enter a password for future use when logging into the portal. For convenience you may like to use the same password as for your Wacom ID. Your full name will be recorded on your profile and on each ticket which you raise and will appear on the portal as the "Requester" (see figure 15 below).

**Welcome to WILL Basic Support!**

You are almost there - we just need to grab a password so you can login later.

Username  
gdwlewis2019@gmail.com

Full name

Password

Show password

**Save and continue**

Figure 8 - WILL Basic Support Welcome Screen

10. Once you have submitted your initial support request and set up your password you can go directly to the “Basic Support Portal”, either via the button shown above in figure 5 or by using this URL:

<https://developer-support.wacom.com/servicedesk/customer/portal/2>

11. Here is a screenshot of the basic portal which becomes available to you once you have raised an initial request.

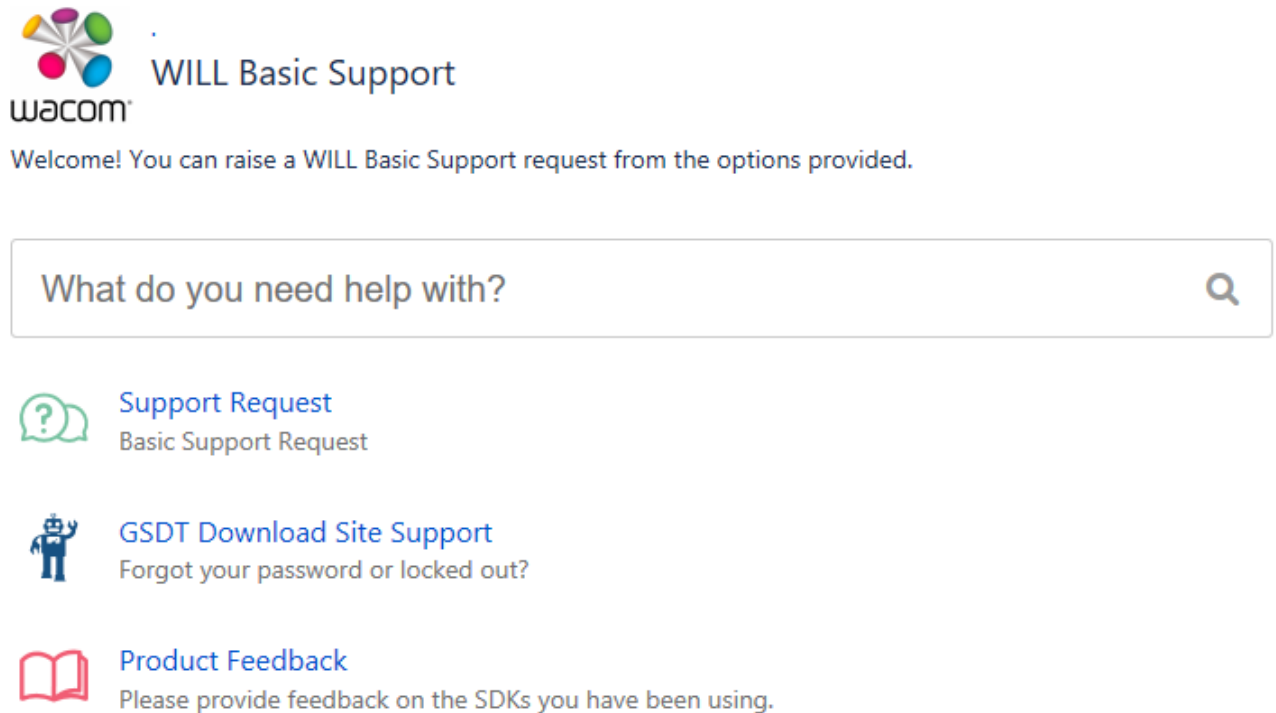


Figure 9 - Basic Support Customer Portal

At this point you can type in a description of your problem in the search box to find existing articles which may be relevant and/or you can select one of the three options to create a ticket.

The input screen for raising the generic “Support request” is shown in figures 10 and 11 on the following pages. “Product” (on the second screenshot) is a two-level field which contains default values of “WILL SDK for Signature” and “Signature SDK” – if these are not correct please choose the most appropriate options from the 2 drop-down lists.



Support Request

Impact  
Medium

Development or Production system  
Development

Summary  
Server not detected

Country List  
France

Email Address  
guillaume.dubois@itsnet.fr

Details  
When trying to capture a signature using SigCaptX sample code I get a message saying that the server cannot be detected

Attachment (optional)  
Drag and drop files, paste screenshots, or browse

Platform/Operating System (optional)  
Windows

We've found solutions that could save you time

- Signature SDK - Windows - Sig... on the client device for signature capture and then uploading the completed signature to the **server** as an FSS file. This means that SigCaptX needs to be installed &hellip; If you go to this location with a computer that has SigCaptX installed, you can capture a signature and upload it to the **server**. When the signature has been
- STU SDK - Windows - SigCaptX... PortCheck.html Confirms operation of the web **server**. The sample uses the default port 9000 to connect to the web **server**. If a different port has been configured its
- ink SDK - Web - Tutorial FAQs http **server**. In the samples folder you can execute: python m SimpleHTTPServer 8080 This is simplest way to start a **server** without any configuration. Then access


Figure 10 - Basic Support Request Input Form, 1 of 2

## Logging a Support Request on the Wacom Developer Relations Web site

OS Version <i>(optional)</i>	<input type="text"/>	Which Version of the operating system are you using?
Product	<input type="text" value="WILL SDK for signat..."/> <input type="text" value="Signature SDK"/>	Name of WILL product
Product /SDK Version	<input type="text"/>	What is the version/release number of the SDK in use?
Tablet/pad model <i>(optional)</i>	<input type="text" value="None"/>	Model name of the pen input device
Other Model <i>(optional)</i>	<input type="text"/>	If you chose "other" from the model list, please indicate the model of tablet.
Tablet/pad driver version <i>(optional)</i>	<input type="text"/>	
Development Language Used <i>(optional)</i>	<input type="text" value="None"/>	
<input type="button" value="Create"/> <input type="button" value="Cancel"/>		

Figure 11 - Basic Support Request Input Form, 2 of 2

On clicking <Create> the portal redisplay the request details as shown below and assigns an issue number – in the example this is shown immediately above the issue summary and is “WBS-470”.

 . / [WILL Basic Support](#) / WBS-470  
**Server not detected** [OPEN](#)



Comment on this request...



**Details** Just now

Impact  
Medium

Development or Production system  
Development

Country List  
France

Email Address  
[guillaume.dubois@itsnet.fr](mailto:guillaume.dubois@itsnet.fr)

Details

When trying to capture a signature using SigCaptX sample code I get a message saying that the server cannot be detected

Platform/Operating System  
Windows

Product  
WILL SDK for signature - SigCaptX

Product /SDK Version  
3.20.4

*Figure 12 - Portal Request Redisplay showing WBS ticket number*

You will also receive a confirmation email as on the next page.

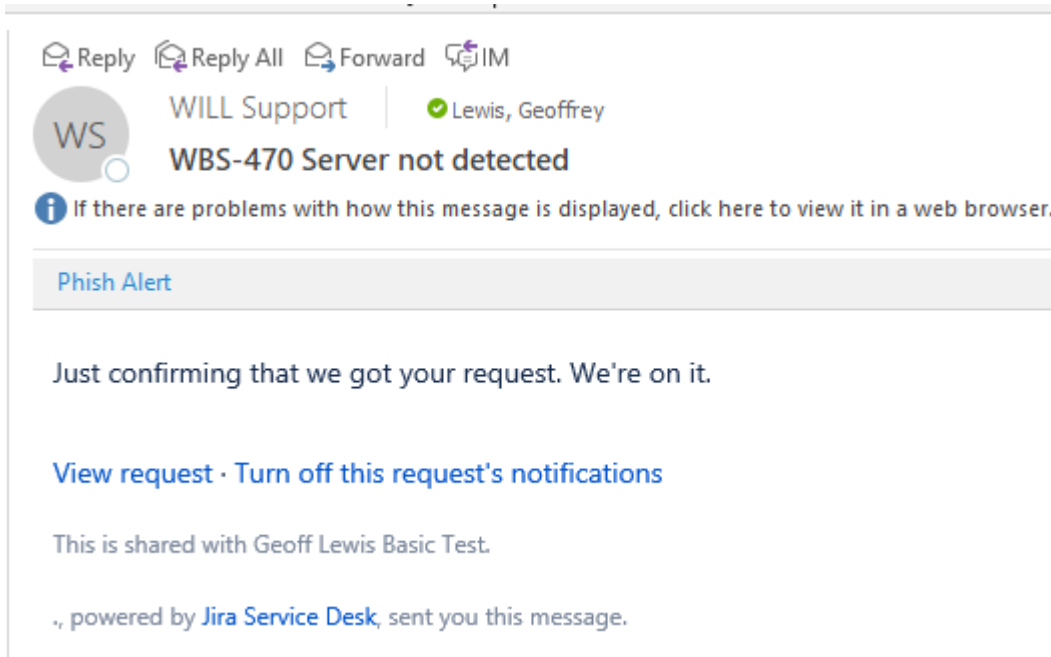


Figure 13 - Sample Confirmation Email for a New Ticket

12. In order to view existing tickets which you have raised, click on the “Requests” link at the top right of the portal and select “My requests”. If other people in your organisation have also raised tickets on the system then these should also be shown if you select the “All requests” option (provided that this has been enabled by the WILL Support department for your organisation).

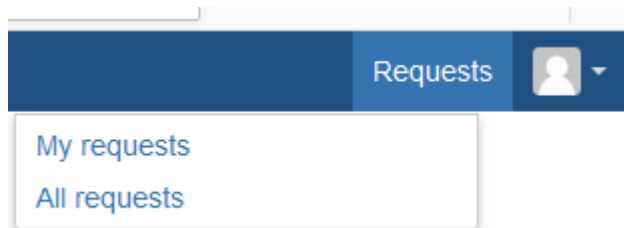



Figure 14 - Portal Access to Existing Tickets

13. You should then see your WILL tickets as below. You can click on the blue reference number or summary to see the full details.

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HELP CENTER  
Requests

Open requests   Created by anyone   Any request type   Search for requests

Type	Reference	Summary	Service desk	Status	Requester
	WILL-410	Timeout error when running STU SDK serial tools	WILL Developer Support	<b>IN PROGRESS</b>	Mike Bridges

1-1 of 1

Figure 15 - WILL Support Portal List of Existing Tickets

N.B. The user name and password for the Developer Relations Web site (essentially this is your Wacom ID) are completely separate from the user name and password for the WILL Support system. Normally your user name for both is your email address. To simplify matters you can specify the same password for the WILL Support system as for the Developer Relations Web site.