Logging a Support Request on the Wacom Developer Relations Web site

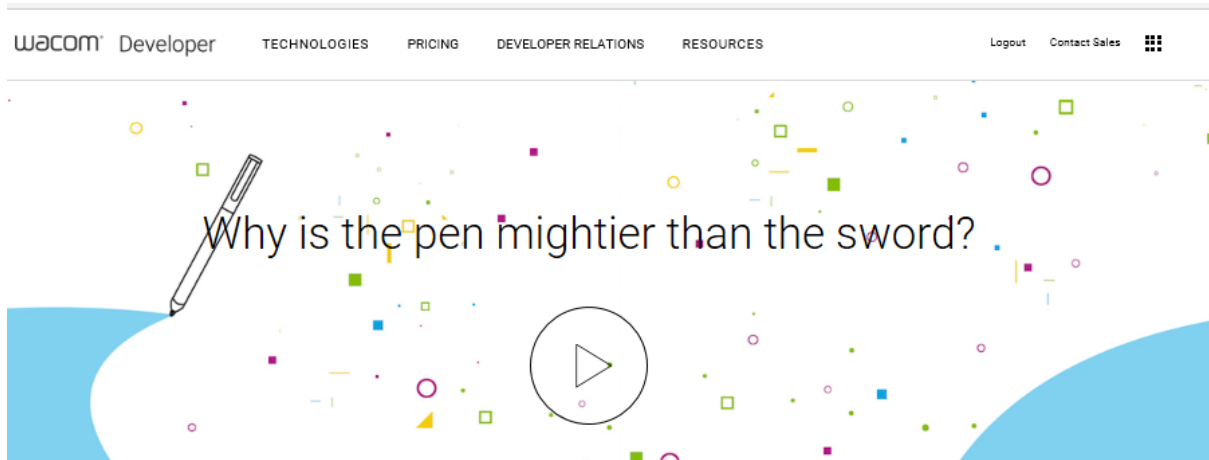1. Go to https://developer.wacom.com

Figure 1 - Developer Relations Home Page

2. Click on Resources -> INITIAL SUPPORT REQUESTS
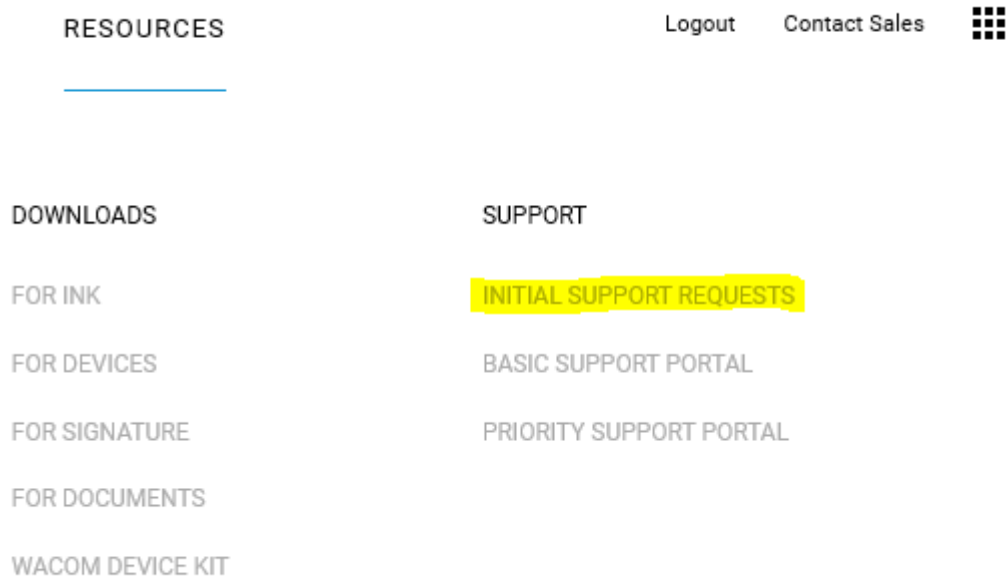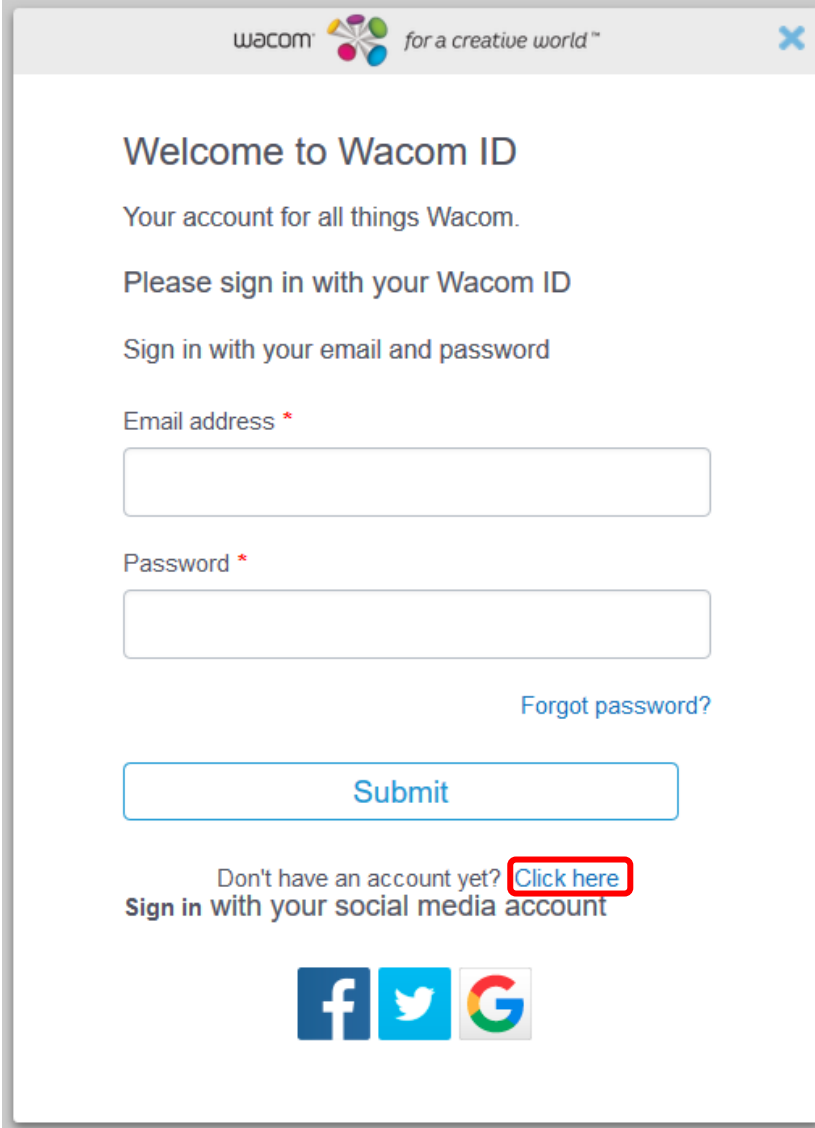
Figure 2 - Developer Relations Resources Menu

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".

Figure 3 - Wacom ID Login WIndow

4. Wacom ID account creation (if needed)

Figure 4 - Wacom ID Creation Form

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

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.

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.

From: WILL Basic Support [mailto:will-support@wacom.com]
Sent: 11 April 2018 16:12
To: 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

9. 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.
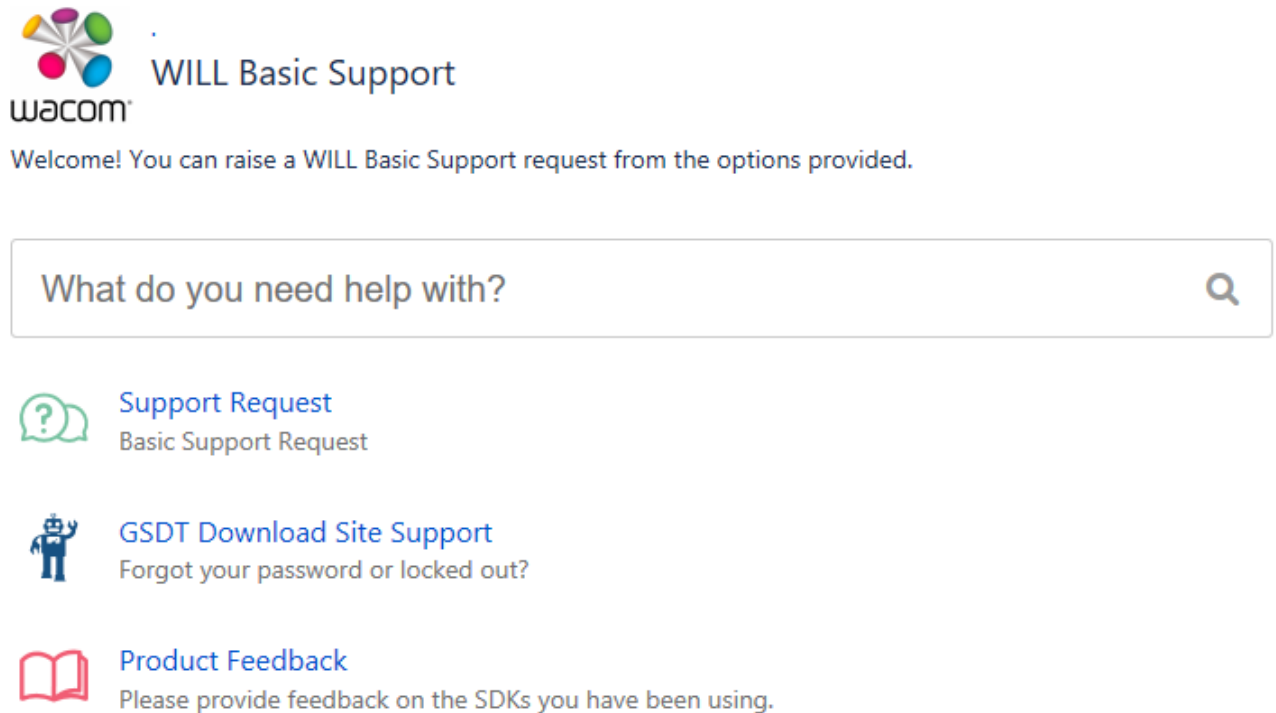
Figure 9 - Basic Support Customer Portal

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.

. / WILL Basic Support

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 … 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

OS Version *(optional)*

Which Version of the operating system are you using?

Product

WILL SDK for signat...   Signature SDK

Name of WILL product

Product /SDK Version

What is the version/release number of the SDK in use?

Tablet/pad model *(optional)*

None

Model name of the pen input device

Other Model *(optional)*

If you chose "other" from the model list, please indicate the model of tablet.

Tablet/pad driver version *(optional)*

Development Language Used *(optional)*

None

Create   Cancel

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

On clicking <Create> the portal redisplays 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

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

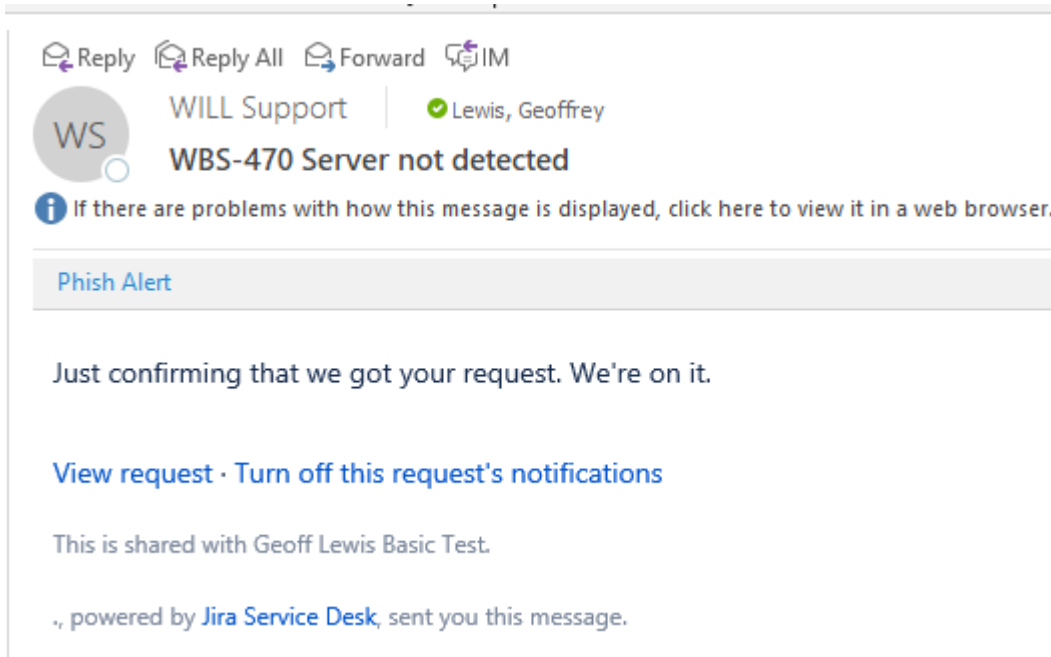You will also receive a confirmation email as on the next page.

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).
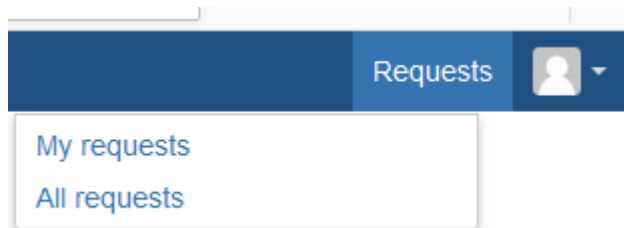

Figure 14 - Portal Access to Existing Tickets

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.

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.