

# 3DEXPERIENCE for Academia on the Cloud

Q&A



**3DEXPERIENCE®**

2015  
Global Academia

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## Part 1: Commercial

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Q1 Why is the cloud solution only available as rental subscription?

**A:** Like any other companies which provide cloud-based solutions, we provide a subscription-based model. The reason is simple to understand as the service delivered encompasses many items such as access to a sophisticated IT environment, automatic upgrades, storage capacity embedded with all necessary licenses. As technology evolves and as the customers usage does too over time, automatic adjustments are being made which are transparent to the user. There is then no notion of ownership of any of the elements provided in the solution which, for all that relates to IT infrastructure, Dassault Systèmes also subscribes to and does not own. This business model provides flexibility to our customers, enabling them to adapt their level of expense to their actual needs, and to grow smoothly and transparently.

Q2 I recently bought CATIA V6 seats. How will this investment be taken into consideration if I migrate to the Cloud?

**A:** DS always respects the investment of its customers, and migration paths from V6 to R2015x are available. To manage the change, we offer migration paths, depending on the existing customer inventory, in order to ensure a smooth transition.

Q3 What if a customer purchases a Medium package but 4 months later wants to have their entire department on the Cloud and wants to purchase a Large package? Shall they stop the M licenses and subscribes 8 months of L?

**A:** Reminder: DS standard T&Cs clearly state that YLC and/or YSC (Yearly License Charge and/or Yearly Service Charge) is for a whole year. Dassault Systèmes shall seek for solutions to accommodate the specific needs of customers on case by case basis.

Q4 Can my cloud installation grow with my needs?

**A:** Yes, additional users can be subscribed and DS will make sure the cloud infrastructure scales up accordingly.

Q5 We are a German university. Some students and educators are in countries which are not covered by the DS SLA ([www.3ds.com/terms/sla/](http://www.3ds.com/terms/sla/)). Can those users connect to our platform?

**A:** Yes but the performances are not guaranteed.

## Part 2: Technical

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Q6 What operating systems are compatible?

**A:** Visit <http://www.3ds.com/support/certified-hardware/>.

Q7 Is the **3DEXPERIENCE** platform supported on MAC OS?

**A:** The web-based applications will work fine but the rich-apps (ex: CATIA...) does not currently.

Q8 Is there an installation guide available?

**A:** Yes. You may download it from <http://academy.3ds.com/cloud>.

Q9 How do I manage my other CAD formats?

**A:** Other CAD formats can be imported and converted through dedicated converters which are available on the cloud.

Q10 Why should I move to the cloud when I already have an IT infrastructure and appropriate resources (servers, admin, DB etc...)?

**A:** Some academic institutions do have an IT infrastructure and IT teams to support large users base, but they often need more flexibility and ease of use (connection to other institutions, home office for students and educators...). It also brings the opportunity to always benefit from best-so-far IT infrastructure (Middleware and hardware). All in all, when you add-up all hidden costs for running your own environment (servers, disk space, network, maintenance, IT resources to install and maintain etc...), you will realize that going on the cloud might be a good financial deal.

Q11 How can two different institutions collaborate on a common project?

**A:** One institution will host the project and uses their own licenses to invite external participants (whether they are on the cloud or not). The packaging supports that approach.

Q12 How can two different institutions collaborate on a social community (SwYm)?

**A:** Same answer as Q11

Q13 How am I informed about a release upgrade?

**A:** One week prior to the migration, you will receive an email from [support.cloud@3ds.com](mailto:support.cloud@3ds.com) which will detail the maintenance operations hours. A post will also be published on the online SwYm community: <https://swym.3ds.com/#community:715>

Q14 What are the hardware/software and network recommendations?

**A:** Hardware and software prerequisites are detailed there: <http://www.3ds.com/support/need-help/cloud-onboarding/>  
Network recommendations depend on each customer's usage and particularly on the number of users accessing the **3DEXPERIENCE** platform on the cloud. The **3DEXPERIENCE** On the Cloud requires a connection to the server mainly when opening or saving data, or when collaborating with peers. A DSL connection is enough to address most pedagogical scenarios.

Q15 Is **3DEXPERIENCE** On the Cloud available in multiple languages?

**A:** Yes. In R2015x the **3DEXPERIENCE** platform is available in English, German, French, Japanese, and Chinese.

Q16 How can I collaborate with external users?

**A:** Collaboration is at the heart of the **3DEXPERIENCE** platform. The administrator can invite any user on the **3DEXPERIENCE** platform. The invited users simply have to create a DS Passport and join the team.

Q17 How can I remove a granted role from a registered user with the **3DEXPERIENCE** platform on the Cloud and make it available to another member?

**A:** When a license is consumed by a user, it is consumed for a minimum of 30 days and cannot be re-assigned to another user during that period. However, the administrator may recycle the license immediately after the period of 30 days is over.

Q18 Is there any training material?

**A:** Many free tutorials on **3DEXPERIENCE** platform on the cloud are available here: <http://www.3ds.com/support/new-customer/cloud-onboarding/3dexperience-platform-video-tutorials/>

Additional tutorials will be delivered through the 3DS Academy website:  
<http://academy.3ds.com/learning-materials>

Q19 How are the updates of the **3DEXPERIENCE** platform and Apps on the cloud managed from one release to another?

**A:** Prior to the General Availability of the new release, institution contacts are notified by email and through the support communities. The **3DEXPERIENCE** platform update (data, licenses, P&O), is done automatically. Customers just have to update the Apps installed on their client machines.

Q20 How do I backup my data stored in the **3DEXPERIENCE** platform on the cloud to my local hard drive?

**A:** In theory, you don't need to because you're using a cloud infrastructure with history management. However, 3D Data can be extracted as 3DXML files at any time and these can be backed-up locally.

Q21 How do I exchange 3D data with CATIA V5/V6?

**A:** CATIA V5/V6 native formats can be exchanged. It is also possible through 3DXML export/import or STEP.

Q22 Is the **3DEXPERIENCE** platform on the cloud secure?

**A:** Yes, **3DEXPERIENCE** platform On the Cloud is VERY secure. Many tests were performed by third parties to assess the system robustness. For more information, refer to the following documentation:

- Cloud Security Whitepaper: <http://www.3ds.com/products-services/3dexperience/resource-center/whitepapers/cloud-security/>
- SECURING THE **3DEXPERIENCE** PLATFORM Whitepaper: <http://www.3ds.com/products-services/3dexperience/resource-center/whitepapers/owasp-and-application-security/>
- Dassault Systèmes Announces General Availability of Release 2014x of the **3DEXPERIENCE** platform's On-Premise and On-the-Cloud Portfolio Press Release: [http://www.3ds.com/press-releases/single/dassault-systemes-and-outscale-announce-iso-security-certification-for-outscale-cloud/?xtmc=Dassault\\_Syst%C3%A8mes\\_and\\_Outscale\\_today\\_announced\\_that\\_Outscale\\_cloud\\_received\\_ISO%2FIEC\\_27001%3A2013\\_security\\_certification\\_from\\_BSI\\_Group&xtcr=1](http://www.3ds.com/press-releases/single/dassault-systemes-and-outscale-announce-iso-security-certification-for-outscale-cloud/?xtmc=Dassault_Syst%C3%A8mes_and_Outscale_today_announced_that_Outscale_cloud_received_ISO%2FIEC_27001%3A2013_security_certification_from_BSI_Group&xtcr=1)
- **3DEXPERIENCE** Platform Cloud security presentation: <https://www.brainshark.com/3ds/vu?pi=zGsz15lrXpz2N6Cz0>