SR and SPR

Q: What does SR stand for?

A: SR is the acronym for "Service Request."

Q: What is an SR?

A: An SR is created when a question or issue is reported to the SolidWorks technical staff by Alignex. This is the second level in the investigation and solution process. An SR is tracked by a number SR1-########### that is associated with the company account that originally submitted the question to Alignex.

Q: Who will respond to my SR?

A: When an SR is in process SolidWorks will send updates to Alignex to be passed on to the original customer.

Q: What does SPR stand for?

A: SPR is the acronym for "Software Performance Report." When an issue or enhancement is defined in the SolidWorks software an SPR is issued. An SPR is issued as a number "SPR ######".

Q: How do I know when an SPR will be fixed?

A: SPR corrections and enhancements are released in service packs and major version releases. SPR's are prioritized and scheduled by the following:

- Impact to software functionality. If there are other methods to accomplish the same task the SPR will be prioritized lower.
- Number of unique reports of an issue or number of unique requests for an enhancement.
- Amount of time required to implement the repair or enhancement.

Q: Can the priority of an SPR be requested to be raised?

A: When working with Alignex, we can submit additional impact information to request an SPR be elevated to a higher priority.

Q: Will someone notify me when my SPR has been corrected?

A: Notification of SPR corrections are sent out directly from SolidWorks to the customer contact that is assigned to the SPR.