

How to access and navigate the Customer Support and Service Center

Through your maintenance service contract, you have access to our **Customer Support Center**, which provides a variety of resources to help you get the most from your Thermo Scientific™ 3D Visualization and Analysis Software.

You can use the Customer Support Center to:

- Find answers to common questions in the **Knowledge Base** section
- Create new support cases in the **My Support** section
- Review all your submitted support cases

Here's how to get started with the Customer Support Center:

Access the Customer Support Center

To access the Knowledge Base and My Support pages, visit the [Customer Support and Service Center](#) and click *Support* in the navigation bar.

The screenshot shows the ThermoFisher Scientific Customer Support and Service Center website. At the top left is the ThermoFisher Scientific logo. Below it is a breadcrumb trail: Thermo Fisher Scientific > Electron Microscopy > Electron Microscopes > 3D Visualization, Analysis and EM Software > Customer Portal. The main header area has a dark background with a molecular structure image and the text: VISUALIZATION AND DATA SOLUTIONS, CUSTOMER SUPPORT AND SERVICE CENTER, and How can we help you? Below this is a red 'Discover' button. The navigation bar at the bottom of the header contains the following items: Overview, Support (circled in yellow), Licensing, XTras, Downloads, Resources, Maintenance, Service, and News. Below the navigation bar is a white section with the following text: Welcome to our Customer Support and Service Center serving Thermo Scientific 3D Visualization and Analysis Software users. You will find here access to all services and resources you need in order to help you maximize the best use of your product, as well as frequently posted news on our latest releases, events and customer activities. Some specific customer support services will require you to create a customer account and to log in.

Search the Knowledge Base

In the Knowledge Base, simply type your question or keyword into the search bar to find helpful resources.

The screenshot shows the ThermoFisher Scientific Customer Support Center. At the top left is the ThermoFisher Scientific logo. At the top right is a 'Sign In' link. Below the logo is a breadcrumb trail: 'Thermo Fisher Scientific > Electron Microscopy > Electron Microscopes > 3D Visualization, Analysis and EM Software > Customer Portal > Support Center'. The main header area has the text 'VISUALIZATION AND DATA SOLUTIONS' and 'CUSTOMER SUPPORT CENTER'. Below this is a search bar with a dropdown menu set to 'All' and a search icon. Below the search bar are two tabs: 'Knowledge Base' (which is circled in orange) and 'My Support'. The main content area is titled 'Knowledge Base' and contains a paragraph: 'The Knowledge Base contains numerous support references, created by our support professionals who have resolved issues for our customers. It is constantly updated, expanded, and refined to ensure that you have access to the very latest information.' At the bottom of this section is another search bar, identical to the one above.

This screenshot shows search results for the query 'files load'. On the left is a sidebar with filters for 'Record Type', 'Modified date', and 'Rating'. The main content area shows 'Results 1 - 10 of 29 for query: files load'. The first result is 'How to load .nd2 files', which is circled in orange. Below it are other results: 'How to load .ndpi files properly and display huge slice', '.CZI files support', 'Support of HDF5 files', 'How to create the license log file', 'Project/data file import in older software versions', and 'Make point landr...'. An orange arrow points from the circled title to a detailed view of the 'How to load .nd2 files' article. This view shows a 5-star rating, a 'Print' button, and a 'Views: 0' indicator. The article text describes a solution for an OutOfMemoryError when loading .nd2 files. Below the article is an 'Edit System Variable' dialog box with 'HX_JAVA_HEAP_SIZE_MAX' as the variable name and '128G' as the value.

Record Type	Count
All	29
Knowledge Articles	29

Modified date	Count
All	29
Today	0
Past Week	1
Past Month	1
Past 3 Months	2
Past 6 Months	4

Rating	Count
All	0
★★★★★ & Up	0
★★★★☆ & Up	0
★★★☆☆ & Up	0
★★☆☆☆ & Up	0

Results 1 - 10 of 29 for query: files load

- How to load .nd2 files**
... If importing .nd2 files fails with an OutOfMemoryError message regarding the Java heap space, creating the global variable HX_JAVA_HEAP_SIZE_MAX in the user or system environment and set it to the value 128G will solve the loading issue after restarting Amira/Avizo. ...
- How to load .ndpi files properly and display huge slice**
... The ndpi file must be loaded using BioFormats. The file contains multiple dataset that are correctly opened with BioFormats. ...
- .CZI files support**
... Standard Amira does not support .CZI files. ...
- Support of HDF5 files**
... The list of supported file formats can be found in the "File Formats" section of the User's Guide. ...
- How to create the license log file**
... How to create the license log file ...
- Project/data file import in older software versions**
... We don't guarantee backward compatibility when: - creating files with a more advanced edition than used for importing these files. - reading files in versions older than the version used for creating them. The bigger difference of versions between export and import, the higher risk to reproduce import failure. ...
- Make point landr...**
... Assuming you be can drag the file into Matlab mat-file, CS selection of how to

How to load .nd2 files

★★★★★

Views: 0

If importing .nd2 files fails with an OutOfMemoryError message regarding the Java heap space, creating the global variable HX_JAVA_HEAP_SIZE_MAX in the user or system environment and set it to the value 128G will solve the loading issue after restarting Amira/Avizo.

Edit System Variable

Variable name: HX_JAVA_HEAP_SIZE_MAX

Variable value: 128G

Browse Directory... Browse File... OK Cancel

If you don't find the information you need in the Knowledge Base, you can use the My Support page to get help directly from our team.

Create a support case

To get help from our team, first visit the My Support page and sign in or register an account.

ThermoFisher SCIENTIFIC

Thermo Fisher Scientific > Electron Microscopy > Electron Microscopes > 3D Visualization, Analysis and EM Software > Customer Portal > Support Center

VISUALIZATION AND DATA SOLUTIONS
CUSTOMER SUPPORT CENTER

All Search

Knowledge Base My Support

My Support

What can we help you with?

e.g. User login is failing

Please sign in (link in upper right corner) to open a new case or to view the list of your existing cases.

Signing in with an existing account

Sign in with your existing account

jane.doe@yourcompany.com

.....

[Forgot your password?](#)

Sign in

Don't have an account? [Sign up now](#)

Registering a new account

Email Address

Email Address

Send verification code

Verification code

Verify code **Send new code**

New Password The password must have at least 3 of the following:

- a lowercase letter
- an uppercase letter
- a digit
- a symbol

.....

Confirm New Password

Confirm New Password

Once signed in, you will see a list of cases you've already created, if there are any. To create a new case, simply click **Create**.

My Support

Q What can we help you with?

Web - Open Cases Search **Create**

Case Number	Case Title	Case Type	Product Family	Origin	Customer	Status Reason	Created On
CAS-41450-R7D9	Test return license	License administration	Avizo	Web	Lantzenberg, Isabelle	Open	11/10/2022
CAS-41403-k7X9	Pb license Athena		Athena	Web	Lantzenberg, Isabelle	Open	10/20/2022

This will open a form in which you can enter details of your case, including:

- Type of request
- Product family
- License ID and contract number
- Contact information
- A description of the request

Open a New Case

Can you please select the type of request you would like to submit ?

Product Family

License # *

Contract #

Please provide a short description *

Attach a file

Choose Files No file chosen

Submit Cancel

Can you please select the type of request you would like to submit ?

- Open Inventor license file(s) prior to 10.11 version
- License Upgrade
- License Transfer
- License Return
- Activate License
- Technical Issue
- Other

Product Family

- Amira
- Athena
- Avizo
- Avizo Inspect
- eCore
- For EM Systems
- Inspect3D
- Legacy Products (VSG)
- Maps
- Open Inventor
- Other Products
- PerGeos
- Velox
- Visilog

Depending on the nature of your request, we may ask for some additional details. For example, license transfers require a *Current Host ID* and *New Host ID*.

For a License Transfer, please provide

Current Host ID

New Host ID

[Instructions for locating host id](#)

Once you've entered all the details related to your case, click **Submit**. The new case will then appear at the top of your case list. You will receive an automatic email receipt and our support team will contact you by email as soon as possible.

By ticking the below "Accept" mention, I am electronically signing a binding agreement, which indicates that as soon as I begin to use the Thermo Scientific Software on the 'New Equipment', I will stop using the Thermo Scientific Software on the 'Current Equipment', will uninstall the Thermo Scientific Software from the 'Current Equipment' and will NEVER re-install the Thermo Scientific Software on the 'Current Equipment'

User Consent

Attach a file

No file chosen

Web - Open Cases ▾

Case Number	Case Title	Case Type	Product Family	Origin	Customer	Status Reason	Created On ↓
CAS-44866-H7G4	License Transfer		Amira	Web	Doe, Jane	Open	9/26/2023
CAS-41450-R7D9	Test return license	License administration	Avizo	Web	Roe, John	Open	11/10/2022
CAS-41403-k7X9	Pb license Athena		Athena	Web	Roe, John	Open	10/20/2022

Learn more at thermofisher.com/amira-avizo