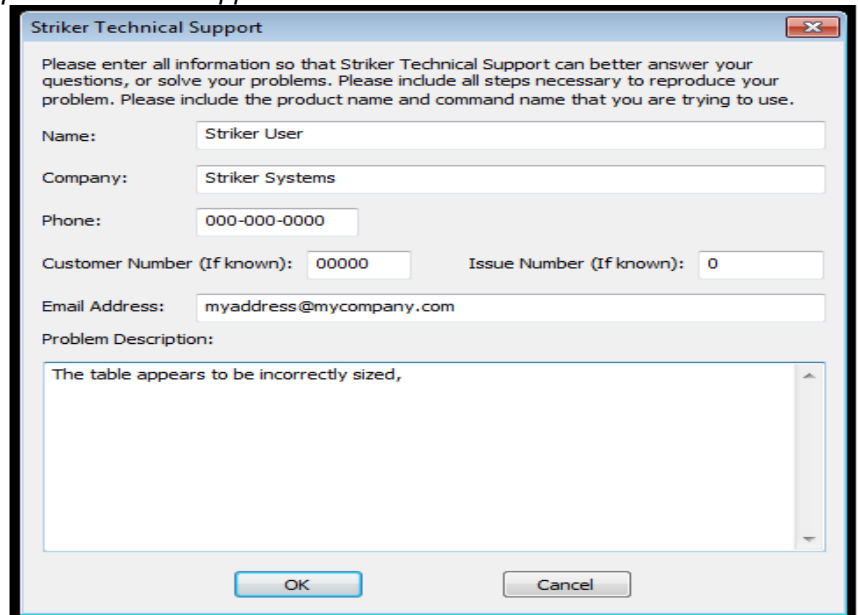
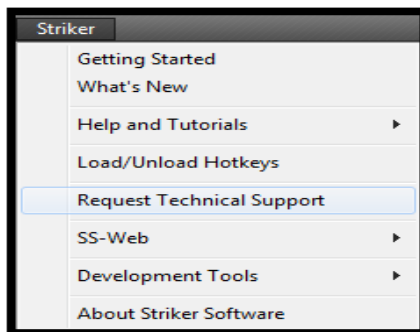


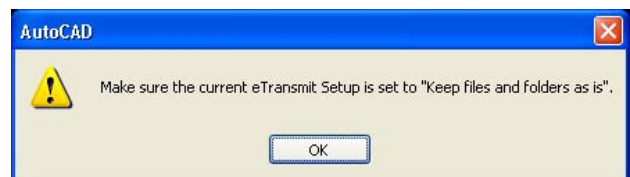
## Request Technical Support Command Setup and Usage

**Striker Product** : NA **Striker Version** : 2012.1.0 and up  
**AutoCAD Version** : 2012 and up **Revision Date** : 20131017ce  
**Description** : Details setup and usage of the Request Technical Support (RTS) command.

It is often necessary for the Striker Systems Technical Support Team to analyze applicable drawings, machine drivers (post processors), etc. when processing technical support requests. To assist in this process, your Striker Systems software includes a *Request Technical Support (RTS)* command to automatically gather all necessary files and email them to Striker Systems support. To use the *Request Technical Support* command...

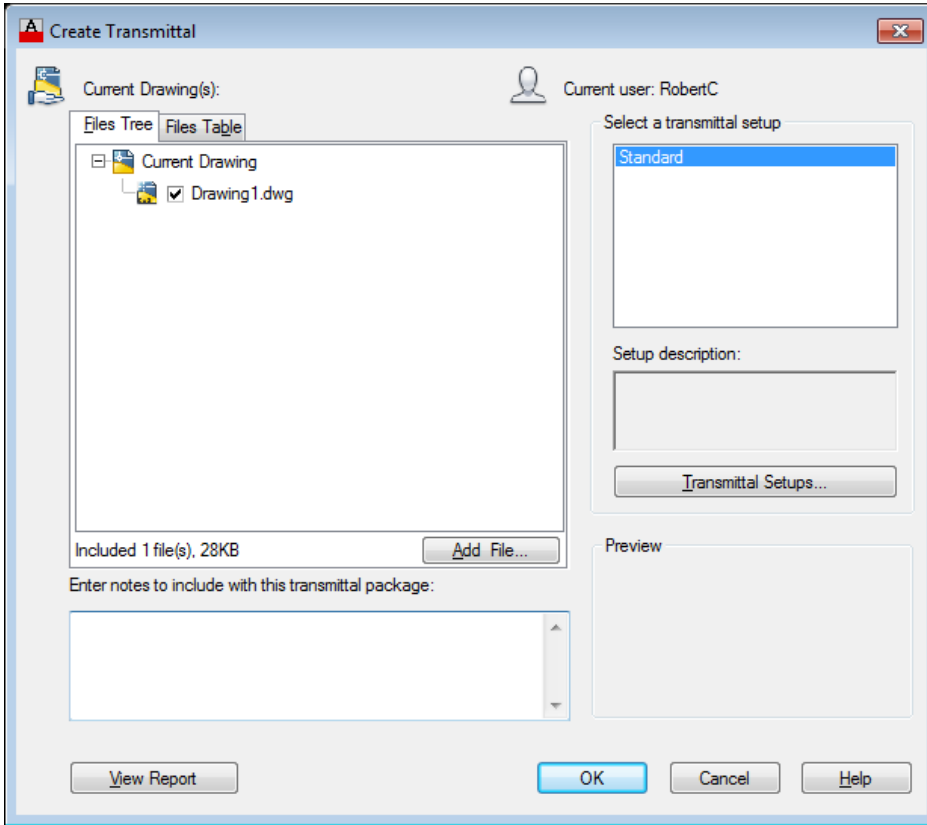


- 1) Open the drawing that contains the support issue.  
The drawing must be saved with the Striker tool path information that will illustrate the issue being reported.
- 2) Write the NC file from this drawing.
- 3) If this issue is a request for a machine code modification.
  - a) Open the NC file in NOTEPAD and edit code as required to have the machine run as desired for the reported issue.
  - b) If the exact format or code is unknown, then edit the NC file as mentioned above to COMMENT the general area where the changes need to be made.
  - c) Save the NC file modified with NOTEPAD to overwrite the original copy.
- 4) Run the Request Technical Support command in this drawing session to gather the current drawing, machine driver, NC file and needed supporting files needed to reproduce the issue at Striker Systems for review.
  - a) Save the drawing
  - b) From the Striker Systems pull-down menu, select *Request Technical Support*.
  - c) Fill in the Striker Technical Support dialog information and select OK. This will compress all necessary files into a ZIP file and email it to Striker Systems. NOTE: All areas of the dialog must be filled for the command to function.
- 5) If you receive the "Keep file folders as is" dialog (right), you must complete the setup procedure on page 2 and then rerun the *Request Technical Support* command.

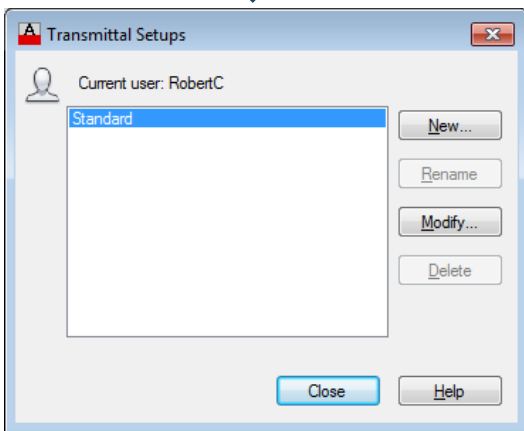


For the *Request Technical Support* command to function correctly, the eTransmit function of AutoCAD or the underlying AutoCAD engine must be configured to “Keep files and folders as is”. This is a one-time setup per version of Striker or Autocad and can be completed as follows.

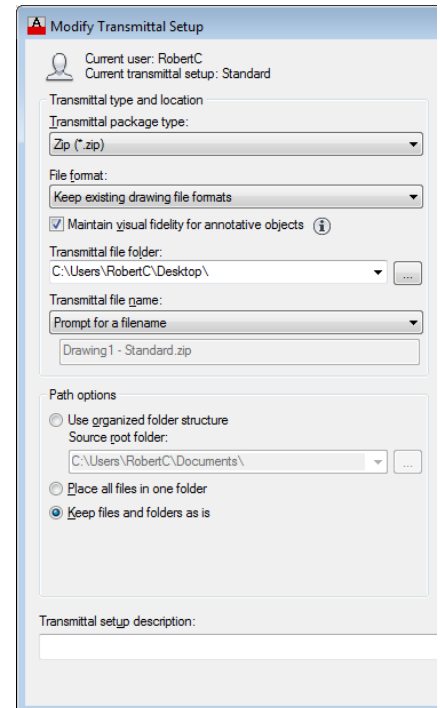
NOTE : This setup must be re-completed when a new version is installed.



From the AutoCAD or Striker Sheet Metal CAD/CAM and Nesting File pull-down menu select the eTransmit command. The Create Transmittal dialog (left) will appear. On the Create Transmittal dialog, select the Transmittal Setups button on the middle-right of the dialog to display the Transmittal Setups dialog that is shown below left.



When the Transmittal Setups dialog (left) appears, highlight the Standard option from the list and then select the Modify button to display the Modify Transmittal Setup dialog.



When the Modify Transmittal Setup dialog (right) appears, set the “Keep files and folders as is” toggle and select the OK button. Close any remaining open dialogs. The *Request Technical Support* command should now function properly. (NOTE Only the left side of the Modify Transmittal Setup dialog is shown.)