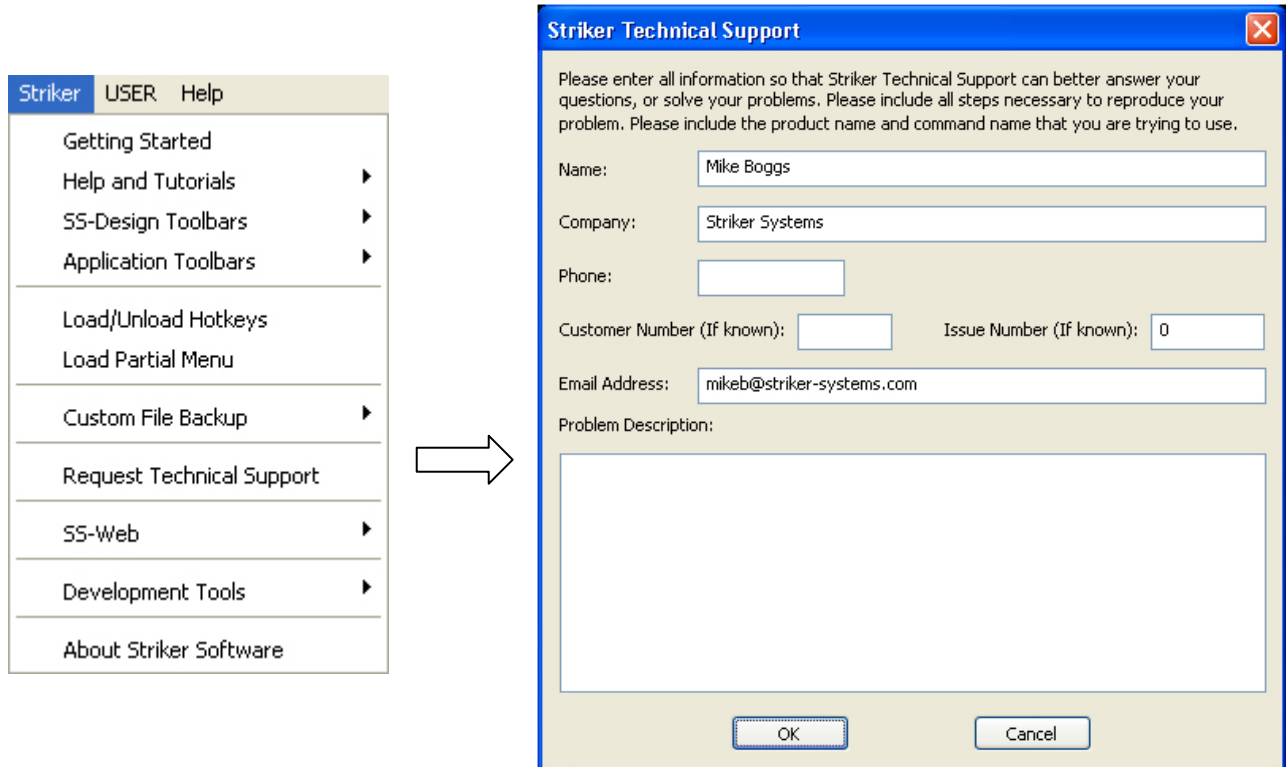
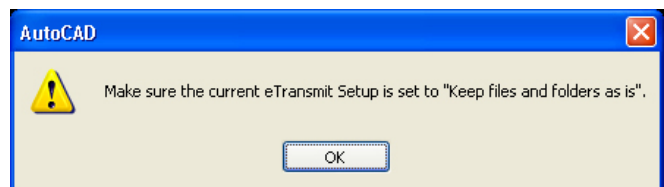


Subject: Request Technical Support Command Setup & Usage

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* command to automatically gather all necessary files and email them to Striker Systems support. To use the *Request Technical Support* command...

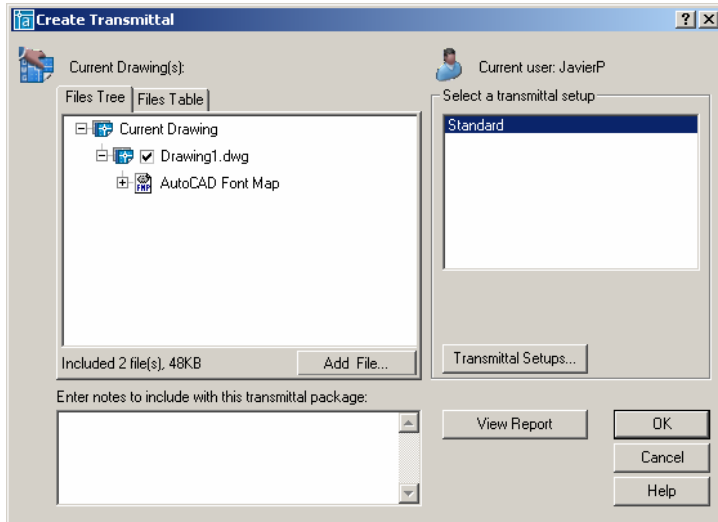


1. Open the drawing that contains the support issue.
2. From the Striker Systems pull-down menu, select *Request Technical Support*.
3. Fill in the Striker Technical Support dialog information and select OK. This will compress all necessary files into a ZIP file and email it to Striker Systems. NOTE: The drawing must be saved prior to selecting the *Request Technical Support* command.
4. If you receive the "Keep file folders as is" dialog (right), you must complete the setup procedure on page 2 and rerun the *Request Technical Support* command.

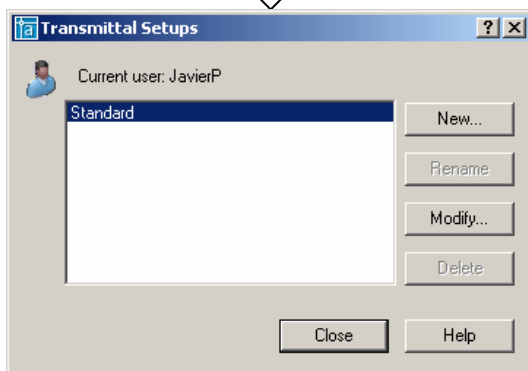


Request Technical Support Setup

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 and can be completed as follows...



1. From the File pull-down menu, select eTransmit. The Create Transmittal dialog (left) appears. On the Create Transmittal dialog, select the Transmittal Setups button.



2. When the Transmittal Setups dialog (above) appears, highlight the Standard option from the list and select the Modify button.

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

