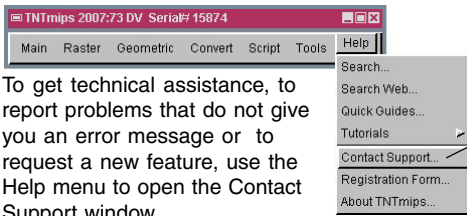


System

Requesting Technical Assistance

The Contact Support feature integrated into each TNT analysis product is the most efficient way to obtain FREE technical assistance from MicroImages. It can be used to request help in using your TNT product to its full capabilities or to report errors. This process provides an easy way to collect and send the various materials that MicroImages software support engineers need to help you in the most efficient manner. It will help you organize and transmit sample data, screen shots, movies, settings, session logs, and other materials related to your request. It will help MicroImages staff understand your request and what you are doing, advise you how to proceed, log a new feature request, or reproduce and log an error. Your materials will be treated as confidential and will only be used to assist you.

- ① Select Help/Contact Support from the menubar.



To get technical assistance, to report problems that do not give you an error message or to request a new feature, use the Help menu to open the Contact Support window.

A screenshot of the 'Contact Support' dialog box. It has a 'Subject' section with a text area for 'Describe Problem or New Feature in detail below (Required)'. Below this is an 'Identification' section with fields for Name, Email, and Organization. Underneath is an 'Automatically Upload' section with checkboxes for 'User Settings', 'Screen Shot of Last Error', and 'Current Session Log'. A list box shows 'Additional Files To Upload (Data, screenshots or movies)' with one file 'testdata.zip' (1195.7kB). At the bottom are buttons for 'Privacy Policy', 'Help', 'Save Report', 'Send Report', and 'Cancel'. Numbered callouts 2 through 6 point to various parts of the window.

- ② Enter the text to describe the assistance you require, error, or new feature.

- ③ Enter your name, e-mail address and organization on the Identification panel.

Information you enter in the Identification panel is remembered for your next use of this form.

- ④ Accept the default settings in the Automatically Upload panel.

All buttons on the Automatically Upload panel are toggled on by default. If you do not want to send any of the files listed on this panel with your error report, toggle its button off.

If you encounter an error message click on the Send Report button to request assistance.

The files you select are listed in this panel. It is recommended that you zip data files if they are large before you select them.

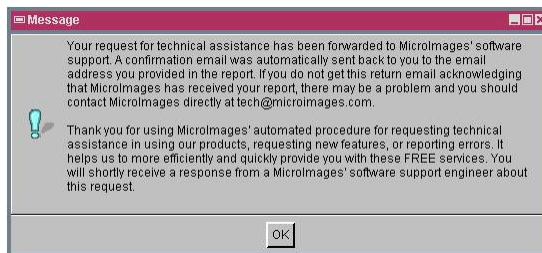
- ⑤ Click on the Select button to navigate to and select additional files to send such as data, screen shots or movies.

You can save the report to reuse it in the future before you send it.

- ⑥ Click on the Send Report button.

Note that the Send Report and Save Report buttons becomes active when the two mandatory fields, the description of the problem and your e-mail address, are filled. You must also have an active Internet connection and your firewall, if any, needs to allow the tntdisp program access to the Internet for you to be able to submit this form.

When the Send Report button is used this message window will confirm that your report has been forwarded to MicroImages.



If this error message window is displayed when you click on the Send button the contact support process has not forwarded your report to MicroImages. This may be due to a number of factors: no active connection to the internet, a firewall blocking network access to your TNT product, a problem in this process, or other communication errors.

Your description, ideas, screen shots, movies, and the profile of your current TNT product are automatically emailed to MicroImages software support staff when you use the Send Report button. If you are working away from the Internet or a security feature prohibits direct transmission of the report use the Save Report button. A saved report can be reloaded using the Open icon and transmitted using the Send Report button when you are connected to the Internet. A report reopened in this fashion can also be used as a template for a new report. When this process is successful in transmitting your request and supporting materials to MicroImages you will receive a confirming email. If you do not get this return email then MicroImages has not received it. For your records and future reference this return email also provides you with a record of the description you submitted and your system parameters. Subsequently you will also receive an email from a support engineer with a tracking number for your new feature request or error report.

Movies and screen shots can be very helpful in illustrating and explaining what you are trying to accomplish. It is said “that 1 still picture is worth 1000 words” and thus a movie must be many, many more. These visuals can illustrate what you were trying to accomplish when you decided to request advice or encountered an error. The Capture Screen and Capture Movie icons in the Contact Support window are one of the places you can prepare these materials for automatic transmission as part of your request. For example, a screen shot of your desktop is automatically captured when you click on the Send Error button in the error message. Each new error message screen shot overwrites any previous screen shots so only the last one is sent. This insures that your report contains the full text of the last error message. All the additional screen shots and movies you save are given new names and put into the My Documents/MicroImages folder for Window or library/logs/MicroImages folder for MAC.

Click to open a saved file to use as a template to automatically fill out the Contact Support window so that you can reuse the information and the data you previously sent.

Click to save the information you filled in the Contact Support window to reuse it as a template in the future.

The files generated by Capture Screen and Capture Movie features are automatically listed here to be uploaded without need for further input from you.

The additional file(s) you browse to and select are added here.

Click on this button to select a file to upload.

Click to read the MicroImages privacy policy statement with regard to information and data you are submitting with this form.

Click to remove all or the highlighted file(s) from the uploaded files list.

Preview icon

Click on the Preview icon to preview your tntproc.ini, tnthost.ini and DirectoryListing.txt files. Keep the *User Settings* button toggled on to automatically send these files.

The Settings window opens when you click on the Preview icon for the User Settings or the Current Session Log.

Click on the Preview icon to preview your current session log file. Keep the *Current Session Log* button toggled on to automatically send this log file.

Click on the Preview icon to preview the screen shot of the last error that was generated automatically. Keep the *Screen Shot of Last Error* button toggled on to automatically send this screen shot.

Clicking on the Capture Screen icon generates a screen shot of your desktop. A message is displayed to let you view the screen shot.

Click to view the screen shot with your default image viewer.

Movie Capture Frame

Movie Capture Area

- Click to start recording the movie showing the problem.
- Click to stop recording when you reproduced the problem.
- Click to save the recording and close the window.

The movie capture area covers the whole screen by default. To resize the movie capture area, place the cursor on a desired corner or the middle of a desired side of the Movie Capture Frame. When the double arrow cursor appears, click and drag the mouse up/down and/or left/right to adjust the size of the capture area. To reposition the frame, click on the frame and drag the mouse to the desired position. Note that resizing the movie capture area is a **Windows only feature**.

Each time you use the Send Report button in this Contact Support process it creates a folder on MicroImages' web site that contains all files you have permitted this process to collect or you have added to it. You do not need to make any attachments to your email or communicate the locations of these materials. The email the process automatically sends to MicroImages contains a link that the software support engineer can use to access all these materials. Other important diagnostic information, such as your operating system, the TNT product version, the program build and patch date, the number of cores in your computer are automatically included in this report. None of the information collected and sent to MicroImages by this process is used for any purpose other than to assist in providing the technical assistance you request using this Contact Support process and to notify you of its resolution.