Appendix I
Technical Support

If you have problems running our software please contact us so that we are aware of the types of problems you have encountered and can correct them. We also encourage suggestions about new features.

Artwork Conversion Software, Inc.

1320 Mission St. Suite 5

Santa Cruz, CA 95060-3500

Tel (408) 426-6163

Fax (408) 426-2824

Email

You can contact us at **info@artwork.com**

This email address is distributed to several users. You can attach small files to your email. If your attachments are large, we prefer that you ftp them to us.

WEB

We maintain an information area at **http://www.artwork.com**. In addition to the basic datasheet, there is a page that reports the upgrade revision status, and a method of picking up the latest release for registered users.

We suggest that you visit the WEB site regularly. A new page for each product: Frequently Asked Questions (FAQ) will be in place.

FTP Site

We prefer that you send us problem files or examples via ftp. The procedure is as follows:

Gather the relevant files together (mask files, dxf, gerber, aperture list etc...)

Create a readme.doc file identifying yourself, your phone, fax and describing the problem. Files sent to us without a readme.doc associated with them are deleted!

Compress the files into a single zip file using pkzip (currently version 2.04g). If you are worried about privacy or security you can use a password and send us the password by email, voice or fax. If your coming from a UNIX system you can also use gzip or tar and compress.

Never send us a self extracting archive ending in .exe. We delete these files immediately - too much risk of a virus. Unix users can pick up the zip utility from us in the /pub/get_from_here/util directory. There should be sunos_zip.tar, solaris_zip.tar and hp700_zip.tar

ftp the file to us.

We will also be placing updates and newly released software on our ftp site. It will be accessible both via the WEB page and directly.

Sample ftp dialog - dropping off a file

```
ftp artwork.com                    IP = 205.179.74.1
login:  anonymous                  only anonymous login is allowed
password: your_email_address
> cd pub/put_in_here               We've set up a special directory to put
                                   stuff to us.
> binary                           set ftp's transfer protocol to binary
> put  filename.zip                put the desired file zip file.
> bye                              sign off.
```

Picking up files from the ftp site

```
ftp artwork.com                    artwork.com's IP address is 205.179.74.1
login:  anonymous                  only anonymous login is allowed
password: your_email_address
> cd pub/get_from_here/mtools      under get_from_here are various
                                    directories of interest to us.
> binary                           set ftp's transfer protocol to binary
get mtools.sunos.v209.zip          all files are zipped using a password
                                    you will need to contact artwork by mail
                                   to obtain the unzipping password.
>> bye                             sign off.
```

ZIP Compression

Most of the files we make available on our ftp site are compressed using the ZIP protocol. If you are running DOS or Windows, PKZIP or equivalent will unpack these files. UNIX users can download by anonymous ftp the ZIP programs:

```
/pub/get_from_here/util/sunos_zip.tar          for SunOS 4.1.x
/pub/get_from_here/solaris_zip.tar             for Solaris 2.x
/pub/get_from_here/hp700_zip.tar               for HPUX 9.0x
```

You can install these in your usr/local/bin directory so that they are easily accessible.

ZIP Password Compression

Most of our commercial releases on the ftp site are password protected - to unzip them you must provide the correct password. The password changes regularly. Please call or email us to obtain the password.

Some public domain versions of unzip do not support passwords. If yours is such we reccommend that you download the ones we have provided.

For program updates you must be under support to obtain such a password.

Bulletin Board

We keep a bulletin board on line 24 hours per day at **(408) 426 3825**. Set your modem software to 14.4K, 8 data bits, 1 stop bit, No parity.

Compress all the files you are sending us using pkzip version 2.04g or later. You should always include a readme.doc file with your files which identifies the sender by name, address, tel, fax. The readme.doc file documents the nature of the translation problem. Never send a self extracting .exe file. We will not run these on our machine to avoid the risk of viral infection.

Modem Procedure

When our modem answers there will be some exchange of tones until the two modems lock at a common data rate. Our BBS will then send a short prompt. Answer the various questions as requested. When instructed to start your file transfer please do so.

Sending a File to Artwork

```
First name:Joe [enter]

Last name:Blow [enter]

JOE BLOW

Is this correct (Y/N) Y [enter]

Password: Blow               our BBS is not password protected but you
                             must still type one in correctly twice

F)iles      U)pload      D)ownload

H)elp       T)ime        C)hat

R)ead mail  L)eave mail  G)oodbye

Choose one: U

 <B>

===========    Upload a File    ===============

A) ascii          Y) Ymodem         S)Sealink

K) kermit         O) 1k xmodem      T)

X) xmodem         E)                 W)

Z) zmodem         G) Ymodem batch  I)Imodem

<B>

Select a Transfer Protocol: Z [enter]

File Name:  problem.zip [enter]

            |—|—|—|—|—|—|—|

Description:

Ready to receive PROBLEM.ZIP using Zmodem protocol.

Start your transfer procedure now. (Ctrl X Ctrl X to abort.)
```

Now use whatever method your software requires to start the transfer. When the transfer is complete you will be returned to the main menu. Then type G to leave.

.WEB Support

Artwork is investing heavily on using the World Wide Web as our primary focus for support and updates: the advantages are several:

The WWW is available 24 hours per day

The WWW is available worldwide

Updated Software can be easily downloaded

Manuals in electronic format (HTML and PDF) can be downloaded and printed

What's the Current Version of the Software?

Go the the home page and click on the category for your software. You will find an index page for your program with an entry called Revision History. Click on Revision history and you will find the version number, date and a list of bug fixes or enhancements.

Download the most Recent Version

If you decide that you want to update you can download the latest version with a click. All releases are zipped so you will need either PKUNZIP on Windows or an equivalent.

All zip files are password protected. You need to email us (info@artwork.com) to get the unzipping password. At that time your support status will be checked and only customers under support are given the unzipping password.

After you unzip the release you can run the standard setup.exe (for Windows) or INSTALL script (for UNIX).

Technical Bulletins and Solutions to Common Problems

There is a support page (www.artwork.com/support/index.htm) where we've tried to post detailed bulletins on the most commonly asked questions and problems. These solutions are normally done in HTML and soon will be available in PDF. Get Adobe's free PDF viewer (Acrobat 3.0) from Adobe's site.

We'll be putting the Acrobat reader on our CD ROM for all of our supported platforms.