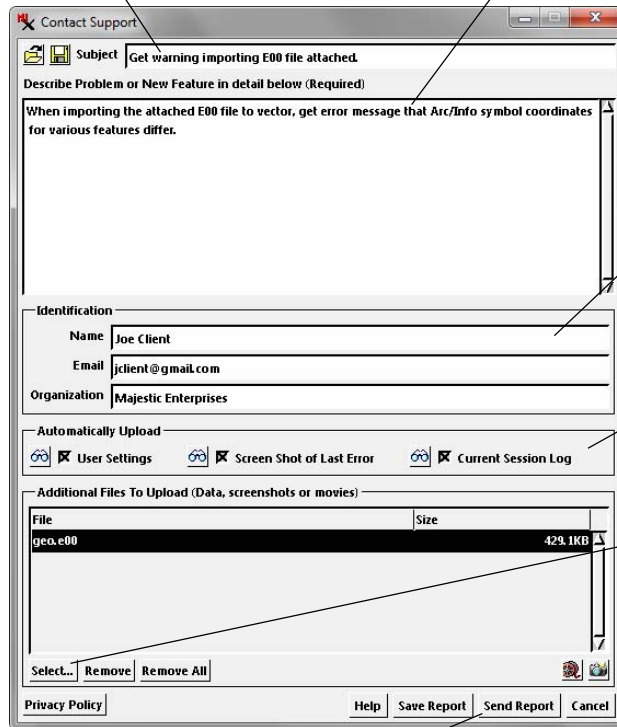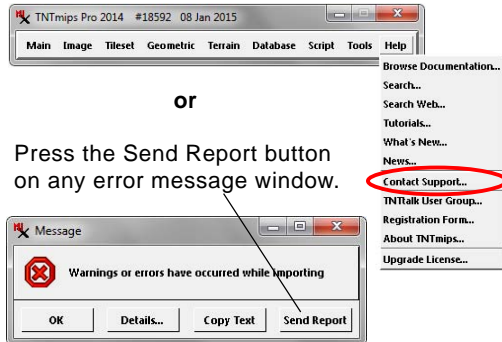# Using the Contact Support Window

The Contact Support feature integrated into each component of the TNTgis software family is the most efficient way to obtain free technical assistance from MicroImages. You can use it to request assistance in using your TNTgis software, to report a software error you encountered, or to request a new software feature. The Contact Support window provides an easy way to collect and send to MicroImages all of the information that our software support engineers need to help you quickly and efficiently. It makes it easy to transmit sample data, screen shots, screen movies, process settings, session logs, and other materials related to your request. Your materials will be treated as confidential and will only be used to assist you.

① Choose Contact Support from the Help menu in TNTmips, TNTedit, or TNTview.

or

Press the Send Report button on any error message window.

② Enter a subject for your message in the Subject field.

③ Enter text to describe the assistance you require, the error you encountered, or a new feature you are requesting.

④ Enter your name, e-mail address, and organization in the fields in the Identification panel. This information is retained for your subsequent uses of the form.

⑤ Accept the default settings in the *Automatically Upload* panel.

⑥ Press the Select button to navigate to and select files to attach, such as data, screen shots, or screen movies. The files you select are listed in the pane above the button.
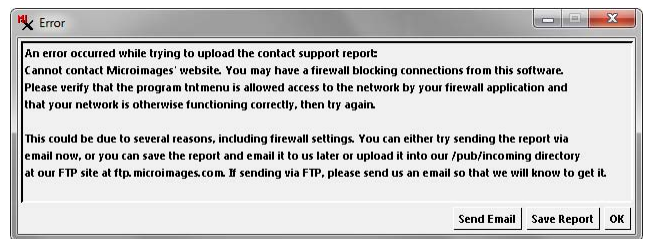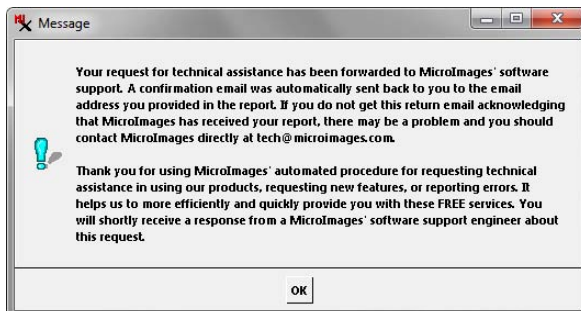
When you press the Send Report button on the Contact Support window, your request and all attached files are automatically transmitted to MicroImages software support. If you are working without an Internet connection, or a security feature prohibits direct transmission of the report, you can press the Save Report button. When you establish an Internet connection, a saved report can be reloaded into the Contact Support window using the Open icon button and then transmitted using the Send Report button. (You can also attach a saved report to a standard e-mail message.)

When the Contact Support process is successful in transmitting your request and supporting materials, you will receive a confirming e-mail. Subsequently you will receive an e-mail from a support engineer with a tracking number for your new feature request or error report.

⑦ Press the Send Report button. You can also press the Save Report button to save the report to reopen and send later.

Note that the Send Report and Save Report buttons become 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 program access to the Internet for you to be able to submit this form. **If you are not able to submit this form due to any communication problem, you can save the error report, reopen it later when you have an Internet connection, or attach it to a standard e-mail message.**

This message is shown when your report is succesfully sent.

The message above is shown after you press the Send Email button if the process could not connect to the MicroImages web server.

(continued)

Automatic Upload

You can automatically upload essential supporting information with your report using the toggle buttons in the *Automatically Upload* box in the Contact Support window.

Error Messages

Error messages provide vital information about the source of a software error you encounter. A screen capture of your desktop is automatically generated and stored whenever a TNTgis error message window appears. Each new error message screen shot overwrites the previous one. The last error message screen shot is automatically included with your error report when the *Screen Shot of Last Error* toggle button is turned on (the default state). You can preview this screenshot by pressing the Preview button next to the screen shot toggle. When you open the Contact Support form using the Send Report button on the Error window, the text of the error message is also automatically appended to your message.

You can view the current user settings files, current session log, and screen shot of last error message using the Preview icon buttons.

User Settings and Session Log

Your user settings files (tntproc.ini and tnthost.ini) are also automatically included with your error report when the User Settings toggle is turned on (the default state). These files record the settings you used for the process in which you encounter an error. This information will enable the software support engineers to replicate the error conditions. Likewise, the current MicroImages session log is included with your report when the Current Session Log toggle is on. For operations with many internal processing steps the log file may help the support engineers pinpoint in which step the error occurred. You can preview the current settings files and session log using the Preview icon buttons next to their toggles.

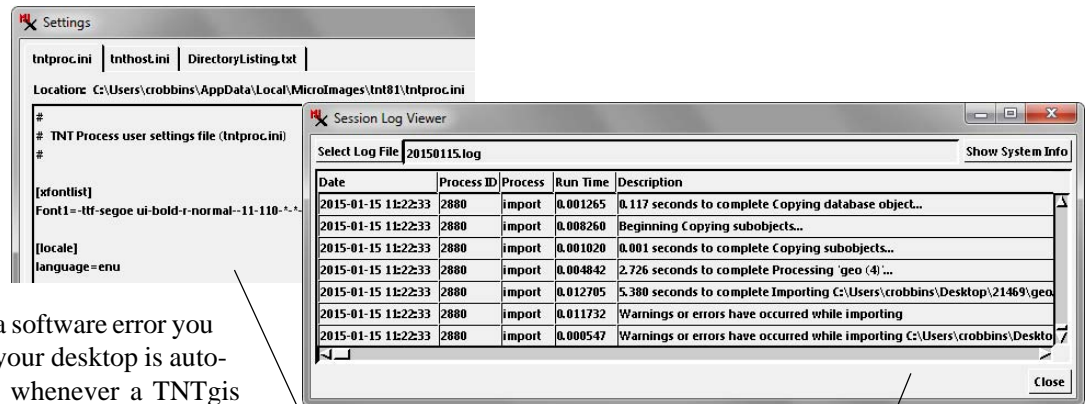**Capture Movie**   **Capture Screen**

Screen Captures and Movies

An error state may be related to a particular sequence of actions you took with a program control window or with an interactive tool. It may be difficult to describe these steps accurately in the text of your report. In these instances you can use the Capture Screen icon button to make a screen capture of the program interface or press the Capture Movie icon button to replicate your actions while recording them to a movie. Screen captures are automatically added to your selected file list. For screen recordings, press the Select button to navigate to and select the movie file you have recorded.

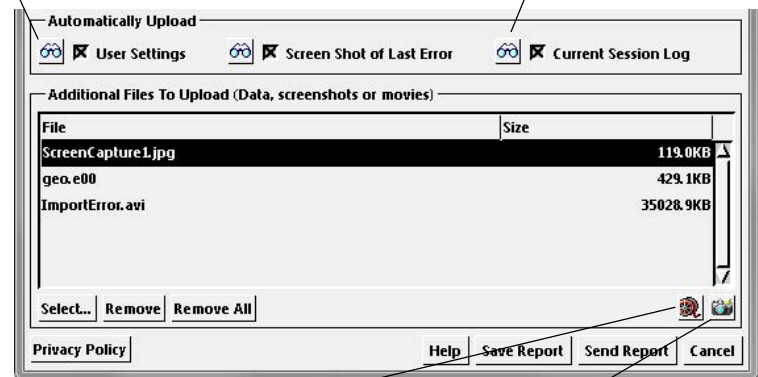**Start Recording**

Mac

Windows

On Windows computers MicroImages recommends that you use the free third-party CamStudio screen recorder. On Mac computers you can use the free QuickTime Player to make screen recordings. A set of simple instructions for the relevant screen recorder in shown in a message window when you press the Capture Movie button; pressing OK on this window starts the screen recorder software. If you don't have CamStudio installed on your Windows computer, you are taken to a page on the MicroImages website where you can download an installer for CamStudio.

Your Report at MicroImages

When you submit your report, the text is e-mailed to MicroImages software support. The supporting files that were automatically included or that you have manually added to your report are saved to a secure folder on MicroImages' FTP site. The e-mail message automatically includes a link to this folder so that the software support engineer can access these materials. None of the information or data submitted with your report is used for any purpose other than to allow us to provide the technical assistance you request. You can view our Privacy Policy using the button in the bottom left corner of the Contact Support window.