

FEM-Design



StruSoft

# FEM-Design Support Tool

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## 1. FEM-Design Support tool

FEM-Design Support Tool has been created to provide an easy way to send a support question or report a problem to the FEM-Design Support team, directly from the FEM-Design program.

FEM-Design Support tool is located in Help menu in FEM-Design.

The screenshot shows the 'FEM-Design Support' dialog box. At the top left is the StruSoft logo. To its right are two radio buttons: 'I prefer answer via email' (selected) and 'I prefer answer via phone and/or TeamViewer remote'. Further right are 'Help' and 'Local Support' buttons. Below these are two checkboxes: 'Attach current model' and 'Attach result file'. A large empty rectangular area is intended for file attachments, with 'Add files...' and 'Remove file' buttons to its right. Below this area is the text: 'Include your contact information. StruSoft Support will contact you as soon as possible.' This is followed by four input fields: 'Name', 'Telephone', 'Email address\*', and 'Company name'. At the bottom is a large text area for 'Description' and a 'Send to Support' button.

FEM-Design Support tool

### 1.1. Preferred way to be contacted

In the dialog, the preferred way of getting an answer can be set.

- If "I prefer answer via email" option is selected, the *Email address* field must be filled with a correct email address, where the support team can send their response.
- If "I prefer answer via phone and/or TeamViewer remote" option is selected, then the Support team will contact you via telephone first, and possibly, via TeamViewer connection. In this case the *Telephone* field must be filled.

### 1.2. Attachments

There are few ways on how to add attachments to the Support Mail:

#### Attach current model

"Attach current model" feature is available, if there is an opened and saved model in FEM-Design.

The default status is unchecked. Select this checkbox in order to attach the currently opened model. It is highly recommended to always attach the model to any support case.

## Attach result file

"Attach result file" feature is available, if there is an opened and saved model in FEM-Design and current results are available.

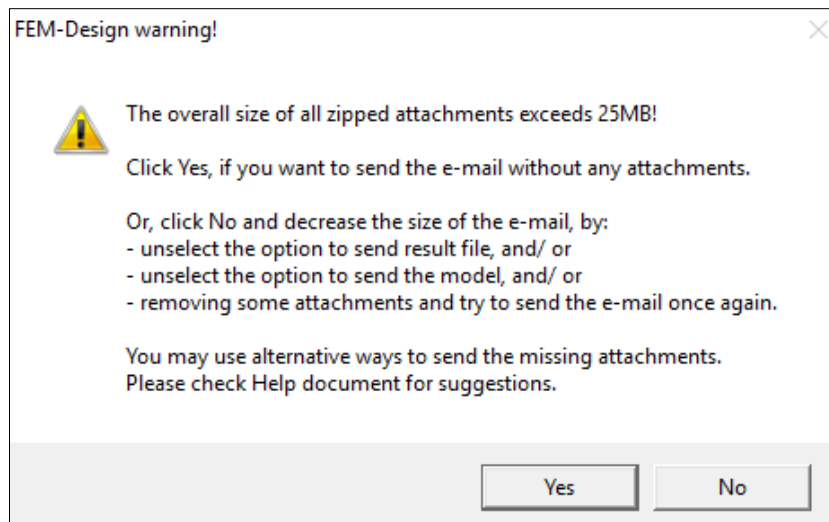
The default status is unchecked. Select this checkbox to attach the result file of the currently open model. It is recommended to attach the result file in support cases involving any result interpretation.

## Additional files

Additional files (e.g. screen shots, pdfs's, other FD models, etc.,) can be attached to the report with the "Add files" button. Once a file is attached, it will be listed in the dialog to the left. In order to remove attached file(s), first select it in the dialog, then use the "Remove file" button.

## Size limit

The attached model, result file and other attached files will be zipped, but the total size of all zipped attachments cannot exceed 25 Mb, just like in case of a regular e-mail. Therefore, upon clicking on the "Send to Support" button, one receives a warning message if a file exceeds the 25Mb limit.



FEM-Design warning message

Click *Yes*, if you want to send the e-mail without any attachments. If you however, want to send some attachments (recommended option), click *No* and in order to return to the main FEM-Design Support dialog. Here, unselect/remove some of the attachments in order to decrease the e-mail size (most probably the result file will be the larger attachment) and try to send the e-mail again.

We suggest using some alternative methods of sending large files. Check Chapter 2.2.

Please, be aware that in case of very large attachments, significantly exceeding the 25Mb limit; it may take about 2-3min to zip it and check its size, before the warning message appears.

### 1.3. Name, telephone\*, email address\*, company name

Providing all contact data is essential for the Support team to identify you and reach you with an answer. Fill these fields at first time you send the support e-mail, and they will be saved in the registry and loaded automatically next time.

*Telephone\** is always required, if "*I prefer answer via phone and/or TeamViewer remote*" option is selected. *Email address\** is always required, if "*I prefer answer via email*" option is selected.

### 1.4. Description

In this field you can write a description of the problem you are having. The more detailed description or step by step explanation of the problem, the easiest it will be for the Support team to identify it and get back to you with an explanation and / or solution.

### 1.5. Local Support

By clicking on the "*Local Support*" button, you will be redirected to a website, where you can find contact information (phone numbers, e-mails) to a local support representative (if one exists for your area).

## 2. Useful tools

Below you will find description of a few useful tools that you can use in order to make a better support report.

### 2.1. Lightshot

Lightshot is a screen capture tool that allows taking a customizable screenshots in an easy and fast way. The tool can be downloaded from its official page: <https://app.prntscr.com/en/index.html>

Here you can find tutorials on how to use it: <https://app.prntscr.com/en/tutorials.html>

### 2.2. WeTransfer

WeTransfer is one of many web-services that allow sending large files. In case of WeTransfer, files up to 2 GB (in the free version) can be transferred. WeTransfer official page: <https://wetransfer.com/>

You may want to use this tool in order to send larger files to the Support team (in case the attachment size limit of 25 Mb is exceeded - check Chapter 1.2). Simply upload your file and create link that you can copy and paste to the *Description* field.

### 2.3. Windows steps recorder

Steps Recorder (called Problems Steps Recorder in Windows 7), is a program that helps to troubleshoot a problem on your device by recording the exact steps taken, when the problem

occurred. You can then attach this record to the e-mail sent to the Support team, to help them diagnose the problem.

Detailed description can be found at the Microsoft official page: <https://www.lifewire.com/what-is-steps-recorder-psr-2625976>

Here you can find a shortened description on how to use it.

#### How to start (in Windows 10):

- Click on Start menu.
- Start to type "Steps recorder".
- Click on the Steps recorder desktop application in the list.

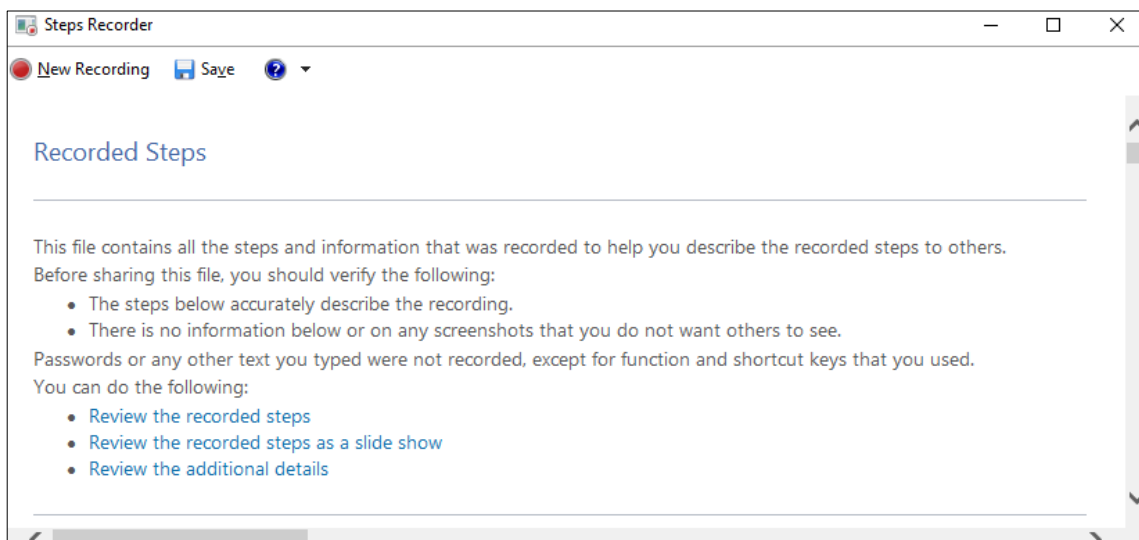
The following window appears:



Windows Steps recorder

#### How to use it:

- Click on the "Start record" button to record all the mouse clicking or typing.
- Open FEM-Design and show step by step on how to recreate a problem.
- The Steps recorder saves the screen content at each step. If there are two screens, both screens will be recorded.
- At each step you can add a comment with the Add Comment button.
- Click on the "Stop record" button, when you want to finish the recording.
- After recording is finished, a new dialog appears where the recorded steps and saved screen content can be reviewed.
- The content can be saved using the "Save" button and attached to your case in the FEM-Design Support tool, using "Add files" button.



Steps recorder window after finish recording