



Data Backup

Protect your data

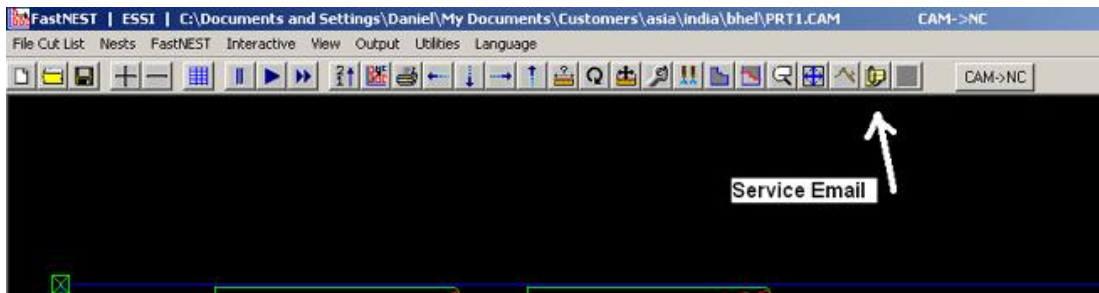
ARE YOU MAKING REGULAR BACKUPS OF YOUR CAM FILES?

When you install the latest version of FastCAM the software automatically makes a backup of your previous executables (old FastCAM program files) before it installs the new version. However you need to be responsible in protecting yourself against CRASHES AND NEW VIRUSES which might disrupt your business. We recommend that you routinely backup the entire FastCAM directory (**and** any other working folders that you use for your CAM and NC files!!).

As added protection, and as another feature of the Service Button, you can back up your machine set up and control.dat files and email them to us to store. Note that the software only backs up the 'current instance' and machine information so you would have to send a separate email for EACH machine. It is critical that these files are backed up. We recommend that everyone sends a service email when they receive the new software, if only to establish a backup of the setup.

In the event of a computer failure, the often highly optimized setup files can be made available via email so that a new computer can be set up in identical fashion to the original. These files are often not backed up as they are seen as trivial, but they are critical.

The online service email button also lets an operator in trouble to send all files, comments and the entire environment zipped through the Internet to FastCAM service in Chicago, USA, Melbourne, Australia or Shanghai, China. With increasingly complex environments, this allows FastCAM engineers to get all the information they need to instantly recreate the problem. If the problem causes a crash, it should be sent immediately before the crash.



Service Members are given absolute priority with regard to requests for assistance however anyone can report a technical problem or request help. If our support people determine that charges apply the customer is always quoted before any work is undertaken. With the new method you only need to Press the Email Service Button and complete a short form. FastCAM 'traps' all the files we need, zips them up and automatically attaches them to the email.

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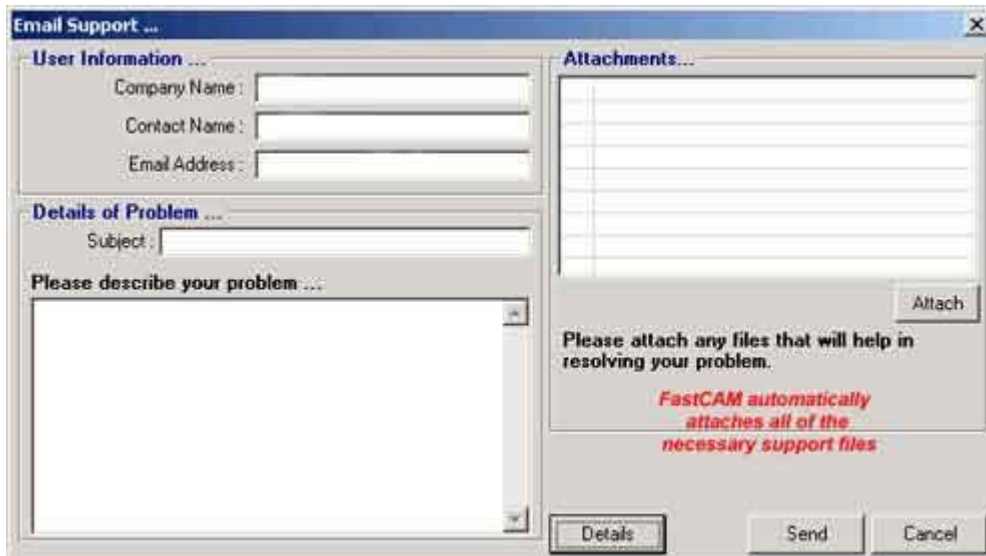
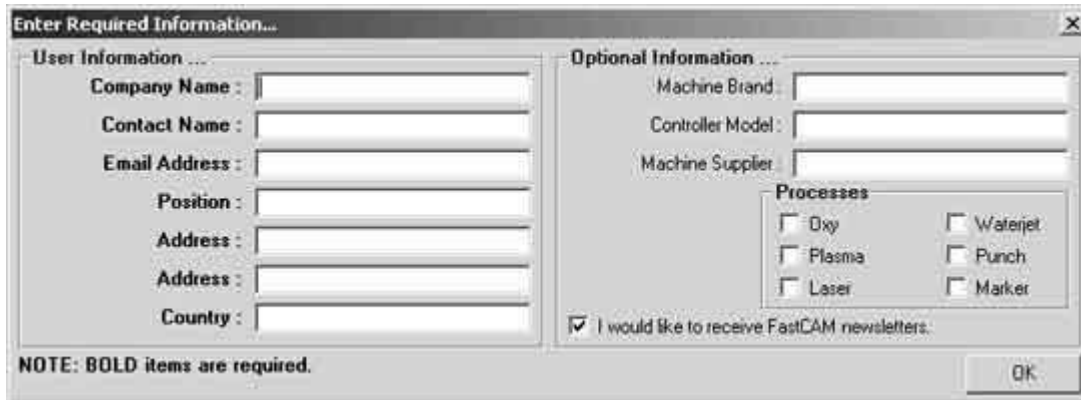
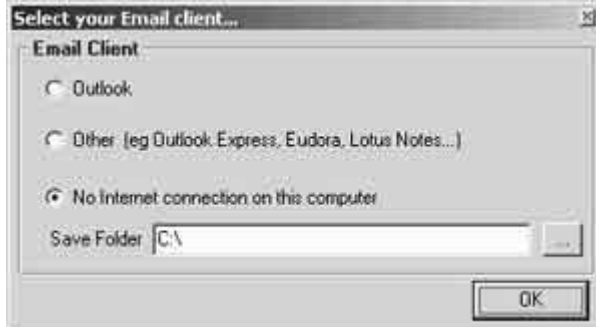
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The screen shots below illustrate this method.



FastCAM Service Dept.

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