

ETAP FAQ # 22

How do you send ETAP Project files?

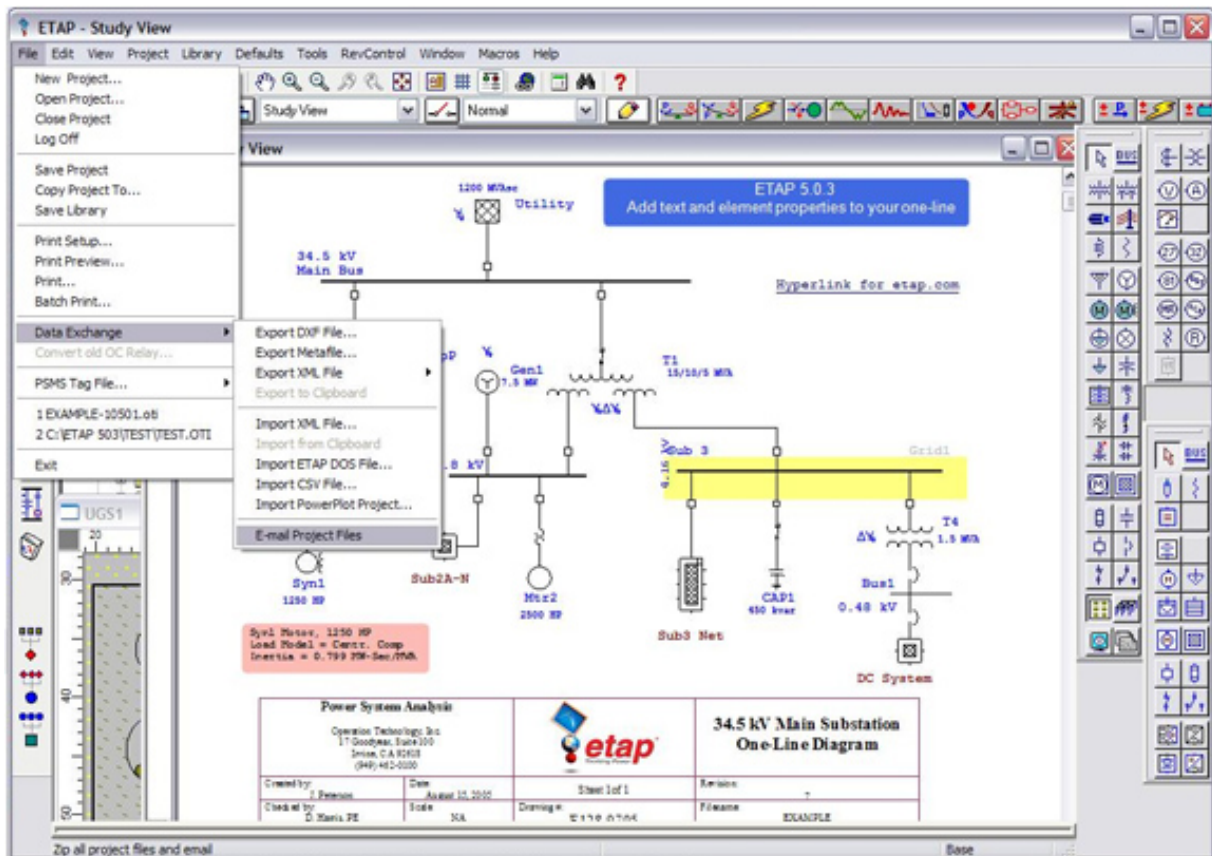
Description: One of OTI's highest priorities is providing a first-rate customer support team to assist ETAP users with technical questions. Sometimes, to answer a question satisfactorily, the OTI technical support team may need to see the project files associated with the technical question.

Version: ETAP 4.7.0

Published: March 31, 2006

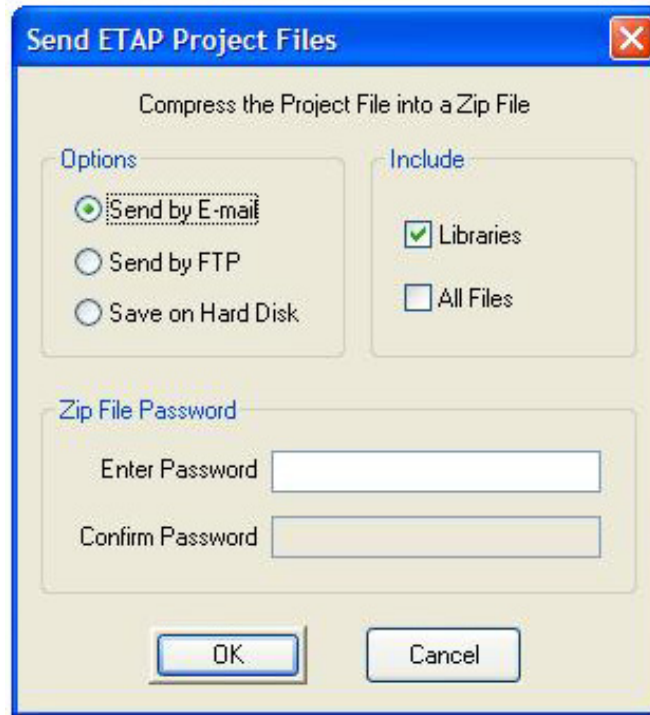
To send project files to OTI technical support – or any other ETAP user for that matter – follow these steps:

1. Open the project file you want to send. Be sure to save any changes first.
2. From the **File** menu, select the **Data Exchange** sub-menu, and then select **E-mail Project Files**. A new window will open with the heading: **Send ETAP Project Files**.



3. In the **Options** section, select a method for sending the project files. Whichever option you choose, ETAP will automatically place the project files into a zipped folder and send the folder through the send method you choose. Your choices are:

- Send by E-mail** – Just as the name implies, this will send the zipped folder through your default e-mail application. One thing to consider is the file size. If your project files are large, the zipped folder size may exceed the bandwidth of your company's e-mail system. A good alternative for larger folders is the FTP option.
- Send by FTP** – This option delivers the zipped folder through any FTP server. It's the best choice for large project files. You'll need to know the FTP address, user name and password. To send project files to the OTI FTP server, please contact OTI tech support by phone to receive that information.
- Save on Hard Disk** – As you would expect, this option saves the zipped folder onto your hard drive. This option is ideal if you want to burn the zipped folder onto a CD or DVD.



4. In the **Include** section, choose the files you want to include with your project files. Your choices are:

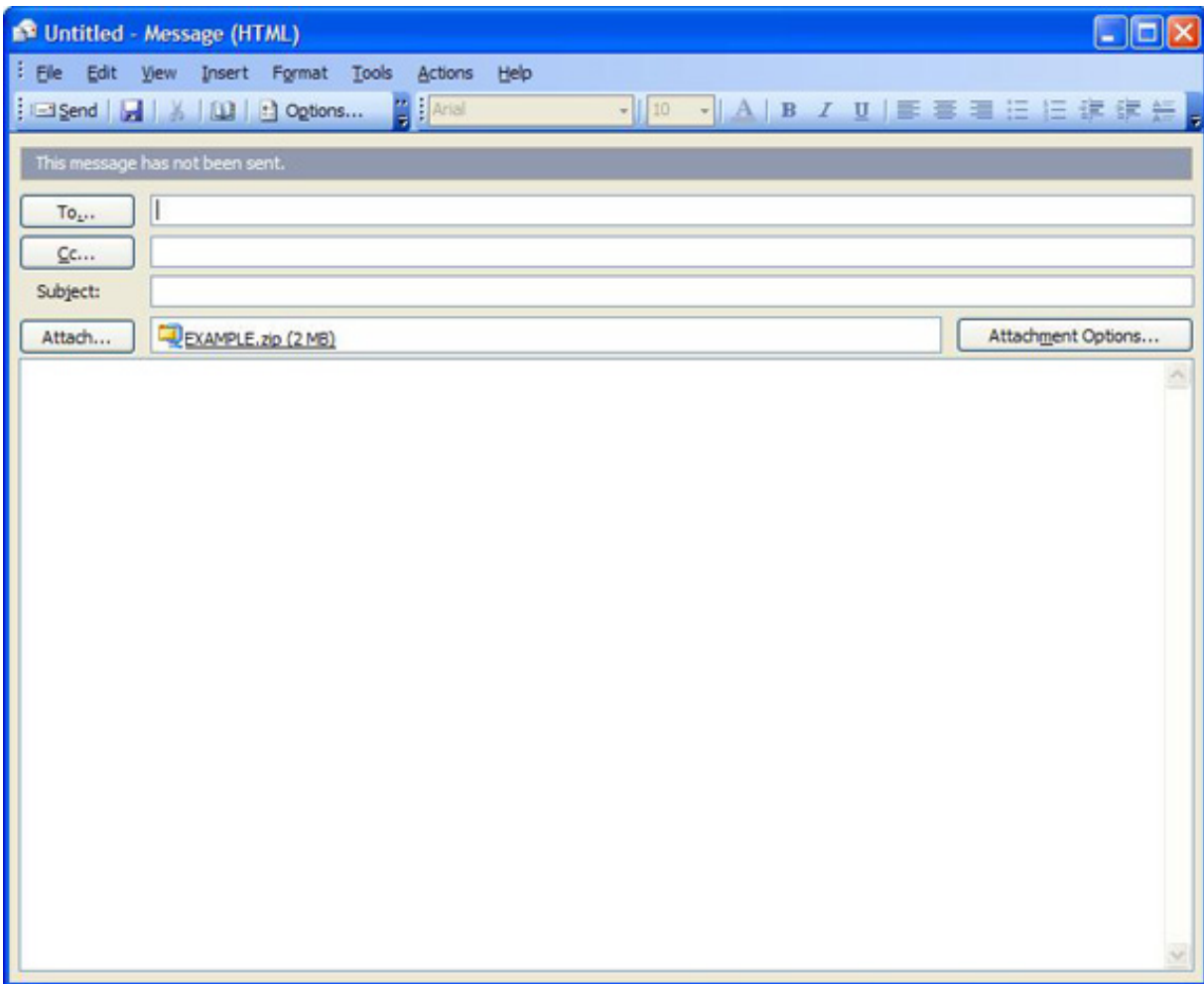
- Libraries** – By selecting this option, ETAP will include the extensive library files into the zipped folder. Since these files often are large, we only recommend choosing this option if your project files use customized libraries. If you use default libraries with no customization, this step may be unnecessary.
- All Files** – When you select this option, ETAP zips every file contained in the project folder, including output reports or any file the user has placed in that subfolder.

5. If you want to protect your project files with a password, enter it and confirm it in the **Zip File Password** section. This step is optional, but recommended in most cases. By selecting this option, the project files cannot be opened by any other individual – including OTI – without knowing the password you assigned.

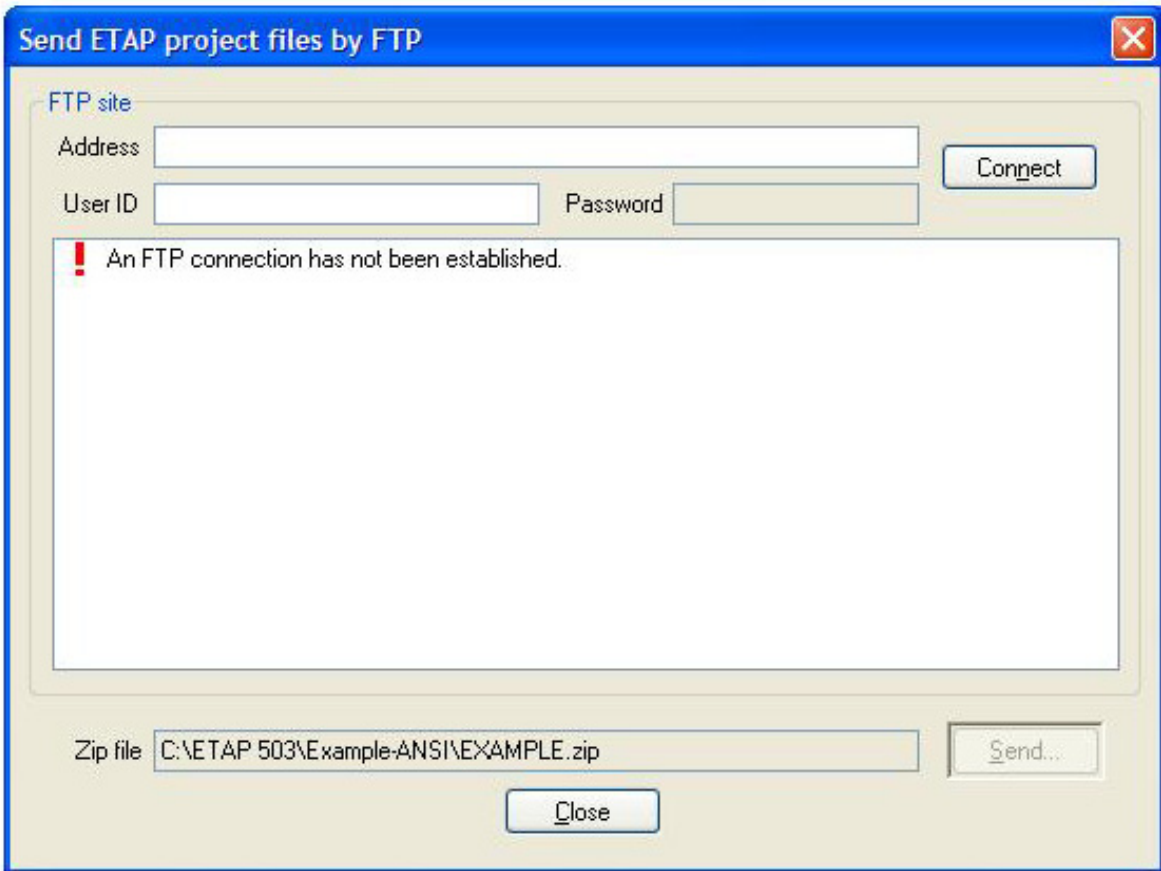
6. When you've selected your options, click **OK**.

7. The next step depends on the send method you selected.

If you selected **Send by E-mail**, your default e-mail application will open with the zipped folder already attached. Simply enter the recipient e-mail address(es) and a subject line, then click **Send**.



If you selected **Send by FTP**, a new window will open. Simply enter the FTP **Address**, **User ID** and **Password** that the receiving party has provided (if sending to OTI, you can get this information by calling OTI customer support by phone). Once that information is entered, the **Send** button will appear. When you click the **Send** button, ETAP will send the zipped folder via FTP.



If you selected **Save on Hard Disk**, a new window will open. Simply locate the folder you want to save it to, assign the zipped folder a name and click **Save**. The folder will be saved in the directory you selected.

