

Section 2

OBTAINING TECHNICAL SUPPORT

There are two means of obtaining technical support for the ASSET family of programs.

2.1 THE ASSET ACCOUNT

The ASSET account is an e-mail address that the ASSET team has established for the centralized collection of requests and questions pertaining to the ASSET family of programs.

2.1.1 E-MAIL

ASSET E-mail Address
asset@nswccd.navy.mil

This account can be used for requesting updates or changes, logging problems, or asking questions. All items submitted to the ASSET account will be investigated and an acknowledgment of receipt will be sent within one day. This account provides a method of better accountability to ASSET users and developers.

All submissions to the ASSET account should include: name, e-mail address, phone number, program name (e.g. MONOSC, MONOLA, etc.), and the version/date of the ASSET program in use. The version/date is printed in the *Messages* window at the beginning of each ASSET session and is displayed in the *Help-About* dialog. Also specify the type of computer and operating system being used to run. Use the subject line of the e-mail message to indicate the type of submission being made to the ASSET account (as outlined below). This is used to better sort the incoming messages.

2.1.2 Update Request

To request an updated version of ASSET, include the words UPDATE REQUEST in the subject line. In the body of the message, after the general information that was described above, state the desired updates. If an updated version exists, the ASSET Team will be in contact to arrange a time and place to receive the new version.

2.1.3 Change Request

To enter a suggestion for an improvement or enhancement to ASSET, include the words CHANGE REQUEST in the subject line. In the body of the message, after the general information that was described above, provide a description of the suggestion. The ASSET team will set priorities by polling the ASSET user base and using guidance given by the ASSET Steering Group.

2.1.4 Problem Report

To report an error, problem, program-crash, or unexpected result, include PROBLEM REPORT in the subject line. After the general information, give a detailed description of the problem. Be sure to include all messages issued by ASSET just before the problem, a summary of the commands, and any changes made to the model prior to the problem.

Many problems cannot be solved without the model that causes the problem, therefore, please attach an ASSET Command File of the model. To create an ASSET Command File of the model, follow these steps:

1. Save the model to the data bank.
2. From the *Databank* menu, choose *Write*
3. Choose the ship from the displayed list, select OK
4. Enter a file name

2.1.5 Questions

To ask general questions about ASSET, such as how a module works, or what assumptions are in certain calculations, etc., include the word QUESTION in the subject line.

2.2 TELEPHONE

For problems and questions from a site where an email connection does not exist, or when an immediate response is necessary, technical support via the telephone exists.

ASSET Phone Number

301-227-4230

While one should not hesitate to contact the ASSET Development Team with a concern, telephone support should be used only when necessary.

