Ashlar-Vellum Channel Partner Newsletter
September 2007

New Address

Our Austin office has a new mailing address:

**Ashlar-Vellum
9600 Great Hills Trail
Suite 150W-1575
Austin, TX 78759 USA**

Our European office address remains the same.

Our headquarters has become a virtual organization working from personal offices anywhere around the world. This new address gives us excellent access to training facilities and office space when we need it.

In the process we've been installing a new telephone system. We apologize if you've had difficulty reaching us. It has been most frustrating to us as well. You can now dial the same telephone numbers as usual:

**+1 800 877 2745 toll free
+1 512 250 2186 local
+1 512 250 5811 fax**

New Product Disks

Ashlar-Vellum is moving to having one, *count 'em one*, DVD with all of our software programs and accessories that can be sent to customers for both demo purposes and product delivery. This means only one disk will need to be mastered by our team, then produced and shipped from our third-party production house. In addition to our software and accessories, the disk will also include the Lense Housing Tutorial movie, product sheets, newsletters and other marketing literature.

Preliminary art for the DVD packaging.

Welcome Mr. Tanaka

Ryuji Tanaka, of Comnet, an OEM of Graphite for box software and Ashlar-Vellum's distributor in Japan, visited our Austin office this month. Mr. Tanaka met with Jeff White for a detailed history of the development of early Vellum (now Graphite) software.

Concepts Technology of Japan (composed of former people from Famotik) is suing Comnet, first claiming that Concepts somehow "inherited" what was contractually a non-transferable right to the original Vellum source code. Now Concepts Technology has made the ridiculous claim that Concepts developed Vellum 3.0 in a "sterile" environment without looking at our original Vellum 2.7 code.

During his visit Mr. Tanaka related a very humorous aspect of the case:

Last month, when the judge in Japan asked Concepts why, if their Vellum 3.0 code was developed without looking at our Vellum 2.7 source code, did their code contain tens of thousands of comments by our original developers scattered

Ryuji Tanaka of Comnet.

throughout the half million lines of source code? Their ludicrous and incriminating answer was, "Because we loved the original Vellum code so much we wanted to pay tribute to the developers." Go figure.

New Error Checking in Graphite v8

Graphite v8 SP0 Build 814 is in testing and will be available in October. This is our first attempt to incorporate much more thorough system-specific error messages, mostly for the
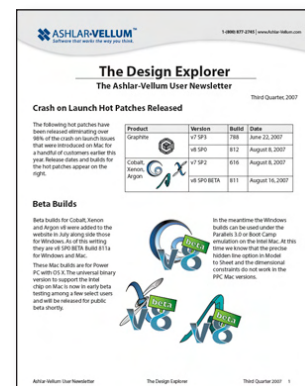
Mac. The software should spot and notify users about system mis-configuration issues such as improper permissions and network issues, making tech support more expeditious.

User Newsletter

The 3rd Quarter edition of the *Design Explorer* went out this week to English-speaking customers around the world in 8.5x11 and A4 paper formats. This quarter's issue includes a detailed

article about how customers can get the best possible technical support by helping us understand their issues and specific system setup.

Order Processing in Kiev

Ashlar-Vellum is transferring our order processing to our office in Kiev, Ukraine. Maria Bondarenko will be the point person running our customer database and triggering shipments from our third-party fulfillment houses. To make this the smoothest possible change we'd like to remind you of a few of things you can do to facilitate this process.

Maria Bondarenko takes on new responsibilities.

Use order.processing@ashlar.com

Always, always, ALWAYS, send your orders to order.processing@ashlar.com. This ensures that your order is processed in the fastest possible time. Never send an order to one particular individual who may not be available on email that day.

Submit One License Holder per Order

If multiple end users are to be included in our customer database, put them on multiple orders. On the other hand, if one user is going to coordinate a multi-pack license for an entire department, then one user name for the entire pack is fine. Just think about how you want it recorded for future reference and submit it that way.

Use Unique PO Numbers

Always include some type of purchase order number that is unique to you and that order. Even if its just the date backwards, having some unique number to search on helps us to tell which order you're referring to when you contact us.

Submit One PO per Order

Please do NOT submit orders for different companies on one PO. This makes it very confusing for order processing and will slow the process while they stop to verify the order. It also makes it difficult to track properly.

Use the New Price List and Product Codes

Always use the new price lists and product codes. For your convenience a link to them is included with the email containing this newsletter. In case you overlooked it, go to: http://ftp.ashlar.com/private/AV20070425_PriceLists_v8.pdf.

Specify Graphite v7 and/or v8

When ordering Graphite v7 (not v8) always include a very clear explanation of why they are NOT ordering v8. While there are some very legitimate reasons to order v7, without knowing exactly why, we will always stop the process and question the order to make sure, slowing the process down.

Specify Cobalt, Xenon or Argon v7 and/or v8

When ordering Cobalt, Xenon or Argon, always be specific if you are ordering v7 without the upgrade to v8, or if you're ordering v8 and expect v7 to ship in the interim. While our standard operating procedure is to sell v8 and ship v7 in the interim, if we don't get specific instructions with your order, we will stop the process and clarify.

ASHLAR·VELLUM™
Software that works the way you think.

Why Can't I Read this AutoCAD File?

If you're having difficulty finding something in a file imported from AutoCAD and think Graphite v8 didn't import the entire thing, try using **View>Sheets**. A new feature in Graphite v8 is the support of what AutoCAD calls layouts and Ashlar-Vellum refers to as sheets. Using **View>Sheets** in Graphite v8 lets you select the sheet or layout with whatever you're anticipating.

Be aware that later versions of the Graphite support different versions of AutoCAD. For example:

- Graphite v7 SP1 Build 741 reads up to AutoCAD 2002 files.

- Graphite v7 SP3 Build 788 reads up to AutoCAD 2006 files.

- Graphite v8 SP0 Build 813 reads up to AutoCAD 2007 files.

- A future build of Graphite v8 SP1 will read up to AutoCAD 2008 files.

Please note that Autodesk's data content has not changed since AutoCAD 2000 for anything appropriate for data exchange, so for most purposes, using the AutoCAD 2000 format gives the widest compatibility.

Also bear in mind that DWG and DXF are not published standards but are proprietary file formats

invented and encoded by Autodesk. While the encryption on any new version is quickly broken, it always requires changes to our file structure before it can be incorporated in a future release. If you need support for AutoCAD 2008 files, and can run Windows, we recommend purchasing Any DWG DXF Converter for about $75 from AnyDWG Software, Inc or getting DWG True View from Autodesk.

Graphite provides exact 2D/3D wireframe geometry for DXF and DWG translations. While Graphite offers high visual fidelity for dimensions and text in these formats, if your goal is to export archive drawings, preserving the text and dimensions, we

recommend using a free copy of Ashlar-Vellum Share or using PDF.

DXF/DWG files present several inherent challenges. First, they do not always specify units. Be sure to set Graphite to match the source file prior to importing it. Second, because individual users customize their systems, there is often difficulty in translating fonts, line weights and patterns, dimensioning styles, hatch patterns and custom symbols. Be sure these are also present on your destination system.

DXF and DWG are different and may provide very different results. We recommend trying them both to see which provides the best results for your file.