

## NetCad Service Program includes the following products:

### Professional Software Maintenance Includes:

- AutoCAD 14, 2002, 2004, 2005
  - AutoCAD LT 2000, 2002, 2004, 2005
  - Architecture Desktop 3.3, 2004, 2005
  - Revit 4.5, 5.0, 6.0
  - 3D Studio Viz 4.0, 2005
  - Land Development Desktop 3.0, 2005
  - Civil Design.
  - Raster Design.
  - Autodesk Map 6.0, 2005-3D
  - 3D Studio Max 5.0, 6.0
  - Character Studio 4.0
  - Combustion 2
  - Map Guide.
  - Building Mechanical and Electrical.
  - Procad Author, Iso and Flow
  - Microstation v.9
- a. **Software Installation and Setup:**
- Stand-alone installation.
  - Network Install (ADLM, FIEXLM) on (NT, 2000, 2003, SBS.Net, Novell) Servers.
  - Troubleshooting on all Platforms Windows 95, 98, Me, 2000, XP, .Net.
  - Update service packs and Hot fixes.
- b. **Printing and Plotting.**
- Install Optimized Plotter drivers on all Platforms.
  - Connect Software to Print.
  - Create Customs Pen Setting. PC2 and PC3.
  - Create Customs Paper Sizes PMP files.
  - Create Customs PC2 and PC3.
  - Standardize Plotting Cross all platforms.
- c. **Customization:**
- Migrate Existing Toolbars, Menus, and Pull-down menus.
  - Migrate PGP Files for short cuts.
  - Migrate Existing AutoLISP, ARX, DCL, and VBA Routines.
  - Create Customs Paper Sizes PMP files.
- d. **Data Migration.**
- Data drawing recovery Using Intelligent software.
  - Migrate Existing File to New Platforms.
  - Migrate by Automatic Scripting.

**e. Programming:**

- Create Customs routines for specific task.
- Create Custom menus, Toolbars Using Lisp and VBA

**f. Training:**

- Organized Classes, On site, One-On-One
- Training Cad Administrators and Power users
- Different levels on software training
- Custom Training, Create you own custom training outline.
- Custom Training Utilizing Clients own Data.

**g. On Site Implementation:**

- Create Custom Templates and Prototype (DWT)
- Custom Layers, LineTypes, Lin weights, Text Styles, Plot styles, Pen Settings  
Custom Papers, Dimensions Styles.
- Cad Standards and Tools, Utilities Checking.

**Windows NT 4.0, 2000, .NET Servers Maintenance.**

**a. Raid 1,5 hardware Mirror, Strip Set with Parity, Clustering: Check SCSI hard drives mirrored and Adaptec Controller to insure the data are replicated to second hard drive or strip chain of drives.**

**b. Advanced monitoring:**

- Check for application to insure the software is operational.
- Check for system to insure the hardware is operational.
- Check for security monitor password and hacking issues.
- Processor, Memory and Network speed

**c. Server Updates:**

- Check and update service packs.
- Check and update hot fixes from Microsoft.
- Check and update Internet explorer security patches
- Check and update Internet information server.

**d. Server cleanup: To gain more space on hard drives and improve performance.**

- Remove bad and unwanted files such as Internet temporary files.
- Remove Tmp, Chk, Cln, Bak, Err..... Files
- Insure Data is saved on specified folders.
- Scan disk for any potential error such as Bad sectors.

**e. Disaster recovery plan:**

- Automatic backup, scheduling, and monitoring.
- Check Server redundancy and fault tolerance such as (Raid 1) hardware
- Check tape rotation .
- Media retention and cleanup after 10 time usage.
- Update Backup exact software foe new patches.
- Update virus scans inside backup.

- ❑ Server data recovery plan including Automatic Scripting. Insure data copied from server to Dan's Pc.
- ❑ Provide a plan to restore data in case of disaster server crash.

**f. Virus protection:**

- ❑ Check the virus definitions retrieval to insure is up to date.
- ❑ Remove quarantined not clean files and replace them with original copy
- ❑ Run virus sweep to search for any Infected viruses.
- ❑ Daily schedule for definition and scanning.

**Workstation PC Maintenance.**

**1. Advanced monitoring:**

- ❑ Check for application to insure the software is operational.
- ❑ Check for system to insure the hardware is operational.
- ❑ Check for security monitor password and hacking issues.
- ❑ Processor, Memory and Network speed,, Video cards.

**2. Operating system (Windows 2000, 98 Updates):**

- ❑ Check and update service packs.
- ❑ Check and update hot fixes from Microsoft.
- ❑ Check and update Internet explorer security patches

**3. Pc cleanup: To gain more space on hard drives and improve performance.**

- ❑ Remove bad and unwanted files such as Internet temporary files.
- ❑ Remove Tmp, Chk, Cln, Bak, Err..... Files
- ❑ Insure all Data are saved on server not on local hard drives.
- ❑ Scan disk for any potential error such as Bad sectors.
- ❑ Defrag hard drive using NetCad software to gain speed.

**4. Backup plan:**

- ❑ Automatic backup, scheduling, and monitoring for Dan.
- ❑ E-mail backup, includes messages, Address books.
- ❑ Backup AutoCAD, Mechanical configuration.
- ❑ Backup Mastercam 9.0 sp1 software and patches.
- ❑ Backup CNC communication files.

**5. Virus protection:**

- ❑ Check the virus definitions retrieval to insure is up to date.
- ❑ Remove quarantined not clean files and replace them with original copy
- ❑ Run virus sweep to search for any Infected viruses.
- ❑ Daily schedule for definition and scanning.

**6. Antispam protection and Security:**

- ❑ Run NetCad software to prevent Spam by e-mail and Internet.
- ❑ Create rules to direct e-mail as specified.
- ❑ Install Microsoft security Antispam for pc.

**The NetCad Support Center is offering a unique service to business that cannot justify the overhead of full time support person. We will provide 'on-site support in your office as and when it is required. We can configure and customize Software to suit you or your clients requirements, or customize to increase the productivity of your CAD Operators. We can assist from a 1 hour support call to full time CAD Support, which will Increase your productivity and Cost.**

**Service Plan Includes:**

- Hours technical support available 24/7.**
- Immediate Telephone response time By Certified Technical Engineers.**
- Immediate On-site technical support visits.**
- Our Charges is 65\$ per Hour.**

**For More Information Call NetCad Computer Technology  
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