

## **How to Get the Most Out of the Forum**

This forum is a great resource for learning about eCabinet Systems software. There are members of all skill levels from beginners that have just received the software and are in the process of installing it to veterans that have used the software from the very first version.

You can make your experience most rewarding by following a few simple guidelines that will help you to get the most out of the forum.

### **Get to Know the Community**

Take a little time to read several of the threads and get the feel of the forum. Get to know the members and their personalities a little. Some members are pretty quiet and “talk” little but what they say is always on-target. Others like to joke around a little but still provide serious and equally useful information. It is pretty much the same mix of people you would expect to find in a face-to-face shop setting.

One thing you will always find however is someone willing to help you solve a problem. Many times you will get several replies offering different methods of approaching the same issue and you can choose the method that best suits your situation.

### **Search for an Answer**

Before you post your question, think it out in advance. Just what *is* your question? What are you having a problem doing? Then use the *Search* link at the top of the page and see if that question has already been answered.

Keep your search terms simple and as broad as you can. Broad searches yield more results than narrow searches. For example “cabinet AND side AND messed AND up” may not return any results while “cabinet AND side” will return many results. You can then browse through the results returned by the search to see if any of them answer your question.

Notice the use of the word *AND* in the search term. This is a keyword that means the search results must contain the words “cabinet AND side”. You can also use *OR* meaning that results can contain either word; or *NOT* meaning results must contain the first word but not the second word.

Another way to search is by author. If you remember seeing an article posted by a particular member you can enter that member’s name in the author box, with or without any of the other search terms above.

## **I Couldn't Find the Answer—Now What?**

Okay, you've searched for your question and can't find the answer—now what? Post your question in the forum. Many times members will sit on the sidelines with a problem hoping someone else will post their question because they are afraid to post it themselves for any of numerous reasons.

It could be because they don't have the best spelling or grammar—we don't care about that. It could be because they think their problem is “too beginner” for the “forum pros”. Nothing could be farther from the truth. In fact, you will see everyone reaching out to newcomers to welcome them into the community and make them feel welcome in a way you have probably never experienced before.

These might be shops that you compete with “on the street” but here we are all part of the same family, dedicated to seeing each other succeed with eCabinet Systems. We aren't competing; we are helping family members to be successful and productive.

## **There are So Many Forums, Which One Should I Use?**

This is one area that confuses even forum veterans. Thermwood manages many forums dedicated to many subjects. Post your question in the wrong forum and it likely will not get the attention it deserves.

There are three main forum groups, **General**, **eCabinet Systems Cabinetmaker's Forums** and **Thermwood Forums**.

Here are the forums in each group and their uses:

### **General**

Both of the forums in this group are retired but can still be read. No posts are allowed in either forum.

- Announcements
- Forum Archives

### **eCabinet Systems Cabinetmaker's Forums**

- eCabinet Systems Software
  - Discussions about eCabinet Systems software go in this forum
- Design Sharing
  - This forum is for discussions about the eCabinet Systems Design Sharing Program where members can buy and sell design libraries
- Customer Images
  - This is the member's “brag book” for posting images of their designs or photos of finished work

- Customer 3D Files
  - You can post or request 3D Display Object files for use in eCabinet Systems designs in this forum
- Customer Tools
  - This forum is for posting or requesting member-created tool files used for creating profiles on cabinet parts in the eCabinet Systems Part Editor

### **Thermwood Forums**

- Thermwood
  - This forum is for discussing all subjects concerning Thermwood's CNC routers

### **Be Considerate**

There are members from all walks of life using the forum on a daily basis. Please refrain from using language that could be offensive to anyone in any way. References to race, religion, politics, ethnicity, sexual orientation, etc should never be made. Likewise any language that could be considered even slightly vulgar should be avoided. Remember, everyone is here to help and be helped, not to offend or be offended.

### **Attach Problem Files**

When posting a question about a cabinet, assembly, job, etc, attach the file to the post so that other members can more easily help you. Cabinet files end with .hsf, assemblies with .esa and jobs with .esj. Assemblies will need to be compressed before posting (right-click on the file in *Explorer* (File Explorer, not Internet Explorer) and choose *Send To* then *Compressed Folder*) but all other files can be posted in their original format.

### **Be Specific, Give Details**

Give as much detail as you can about the problem you are having. Provide specific steps that you took that cause the problem to occur. A problem that can be recreated is one that can be solved. If it is a software bug knowing the steps to recreate the problem is invaluable to the programmers in correcting the problem.

As often as not though, it will be something you did in one area conflicted with something in another area of your design. eCabinet Systems is a complex piece of software and every effort has been made to prevent such conflicts from occurring but they do happen. That is where the experience of forum members really makes for smooth sailing. It's like having a personal tour guide that knows where all of the alligators live in the swamp. You get to see them with being eaten by them.

## **Hey, I Know the Answer to That**

Great! If you see a question someone has posted and you know the answer, jump right on in and post a reply. That is how it all got started anyway and what makes this community so great. Everyone is just as eligible to answer questions as they are to ask them. Who knows, your answer may provide a new way of looking at a problem that no one has thought of before.

## **Problem Solved!**

When your problem is solved be sure to post a reply letting everyone know that it has been solved and what the solution was. Not only is this just good manners, it helps others find solutions in the future.

I suggest that every solution should be a separate reply to the thread and have the subject and first line in the body SOLUTION

Doing this makes it easier to search for solutions in the future.

Example:

Subject: SOLUTION

Message Body: SOLUTION

This problem was solved by changing the left end inset....

## **What if the Problem is not Solved in the Forum?**

As stated earlier, eCabinet Systems is a complex piece of software and no two members use it exactly in the same manner so problems do arise that cannot be solved in the forum or bugs are identified.

When this happens the issue should be sent to eCabinet Systems Technical Support with reference to the forum thread. Send an email to [cabinets@thermwood.com](mailto:cabinets@thermwood.com) with the same subject as the thread and copy the URL from the thread into the email message body as a reference for the technical support staff. To get the URL open the thread and left-click once in the address box in your browser to highlight the address. Hold the control key and press the C key. Back in your email, hold the control key and press the V key to paste the URL into the email.

Be sure to post a reply stating that the issue has been sent to technical support via [cabinets@thermwood.com](mailto:cabinets@thermwood.com).

Once technical provides a solution please post that solution as provided above in **Problem Solved**.