

How to Send Your Database to Us by Email

ContainerTRACKER® is a sophisticated asset tracking program that is extremely powerful and flexible. This power comes from the configuration permissions and data in your database. Every client's database is unique unless it is a demo or it is completely empty.

Sometimes we will need to see your 'containers.mdb' file to resolve issues or to help you configure your system. The information that follows indicates how to send you database file to International ISO Group, Inc. (IIG). Our Email system is very open. It allows you to send files to us the easiest possible way.

To send us your database file follow these steps.

1. Locate your database file (containers.mdb) on your system using the Tech. Note – 'HowToDisplaySystemInformation.doc'.
2. Zip the file using WinZip or comparable compression/decompression program. Name the zip file in this format containersMDBYourName-A.zip.
3. Attach the 'containersMDBYourName-A.zip' file to an Email. Send the Email to Service@IIGSYSTEMS.com or other IIG email address you are using for the current conversation.

Several individuals at IIG may help you. They do not have access to all IIG Emails. Always send you files to the Email address that requested the file unless otherwise advised in the Email.

Your Email system may not allow you to transfer certain file types or sizes. If this is the case get your IT department to Email us with your outbound Email restrictions so we can develop a suitable method to transfer these files.

If you have any problems, contact **ContainerTRACKER®** using the letterhead contact numbers or methods.