

E-Mail 1: Eingang 11.12.2003 (18:44)

Greetings Herr Schweizer,

Thank you for taking the time to forward your Inventor problem via .....

I will take a look at it and make sure that the problem is logged and reviewed.

Autodesk does have regional representation in your part of the world, perhaps you have met Franz K..... who is located in our offices in Austria. Franz works with all of our European application engineers and is one of our Inventor experts.

Please note that you have followed the correct process by forwarding your issue to your local reseller.

Regards,

Autodesk, Inc

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USA

tel .....

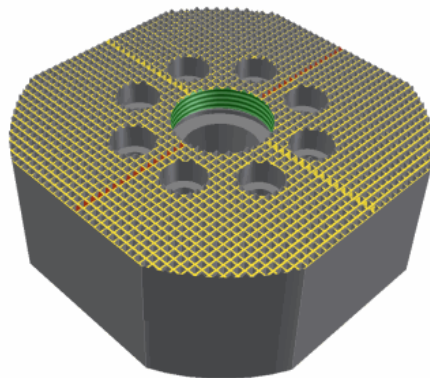
E-Mail 2: Eingang 11.12.2003 (19:35)

Hello Hanspeter,

I'm not certain that I understand the issue that you have emailed us about.

The attached image is what I see when I open 000.iv-bug.001.ipt and roll all of the features forward (using R8).

- 000.iv-bug.001.ipt
- ├─ Ursprung
- ├─ Extrusion3
- ├─ Arbeitsschse1
- ├─ Arbeitsebene1
- ├─ Drehung1
- ├─ Drehung2
- ├─ Extrusion1
- ├─ Runde Anordnung1
- ├─ Gewinde1
- ├─ Bohrung2
- ├─ Runde Anordnung2
- ├─ Arbeitsebene2
- ├─ Extrusion2 RED
- ├─ Extrusion3 YELLOW
- ├─ Rechteckige Anordnung5
- ├─ Rechteckige Anordnung6
- ├─ Rechteckige Anordnung7
- ├─ Rechteckige Anordnung8
- └─ End of Part



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Meine Antwort an G.....:

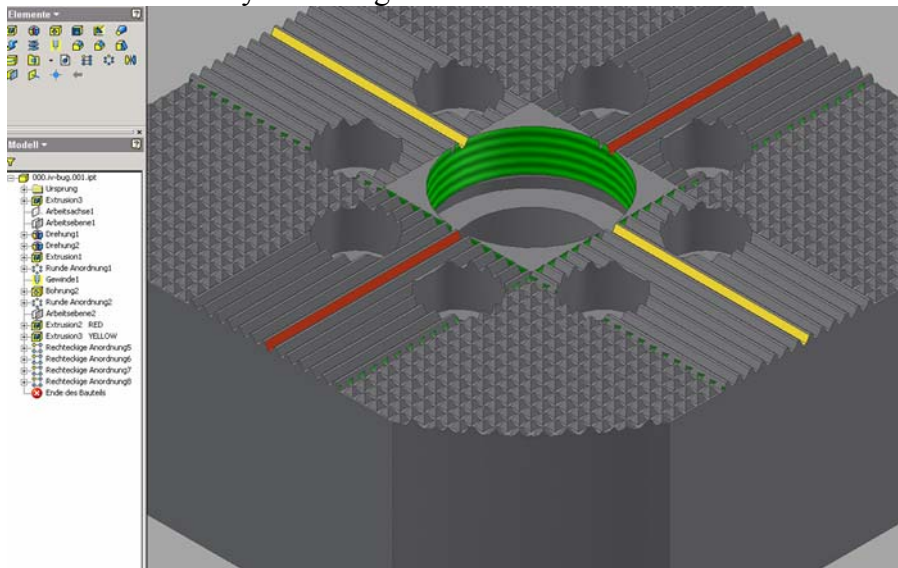
Hello G.....

This was an unexpected surprise this morning as I received your E-Mail.

The part as you mailed me back is at it should be.

The problem I'm having with the part is with the 2 extrusions.  
Change the EXTENTS of Extrusion 2 from distance 100 mm to ALL  
Change the EXTENTS of Extrusion 3 from distance 100 mm to ALL.

If I do that with my IV 5.3 I get this result:



With the EXTENTS value set to ALL, the software is malfunctioning. This should not be, because:

**Inventor is great - it deserves to be perfect!**

Can you look at this with your IV8. I Hope you do not get the same picture which would mean that in the course of the software development the error has been eliminated already.

Thanks a lot for the fast response, which I did never expect. You must know that over here Autodesk has not a good reputation when the user in the user groups talk about service, customer relation and in particular when it comes to the issue of information sent to Autodesk on the misbehavior of the software.

Thanks again and I sure will put it into the CAD Forum as a very positive experience I made with Autodesk in this case. (name and address unmentioned)

I'm looking forward to hearing from you again in this matter and remain with kind regards

Hanspeter