

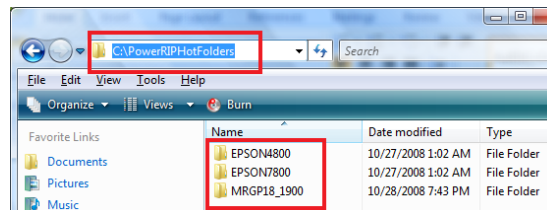
# MultiRIP

## Need Advanced Help, Please send Tech Support these Files.

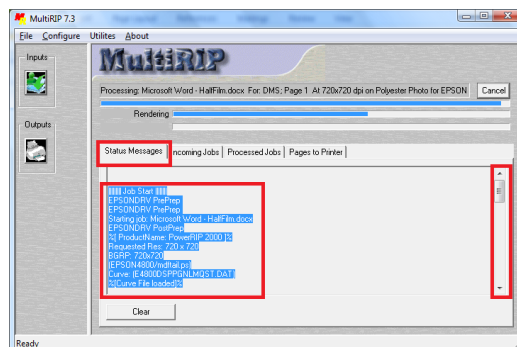
For advanced help, we may need to see exactly what information is being sent to your printer. Thus, we will ask for the following information and files to be sent to us at [support@multirip.com](mailto:support@multirip.com).

The first one is the actual graphic that is being printed in the correct size. This file will only be reprinted to test the settings. We will not use your artwork file for any other purpose. You may need to zip this file if it is a large file.

The second one is the postscript file that is sent to the printer. The postscript file can be found through the following path: C:\PowerRIPHotFolders\EPSONXX00. The best thing to do is to clear all previous jobs from the RIP Interface. This will remove everything from the Hot Folders. Then, reprint the job and it will be easy to locate in the folder. You will go to your C:\ Drive --> to PowerRIPHotFolders folder --> EPSONXX00 folder. You may need to zip this file if it is a large file.



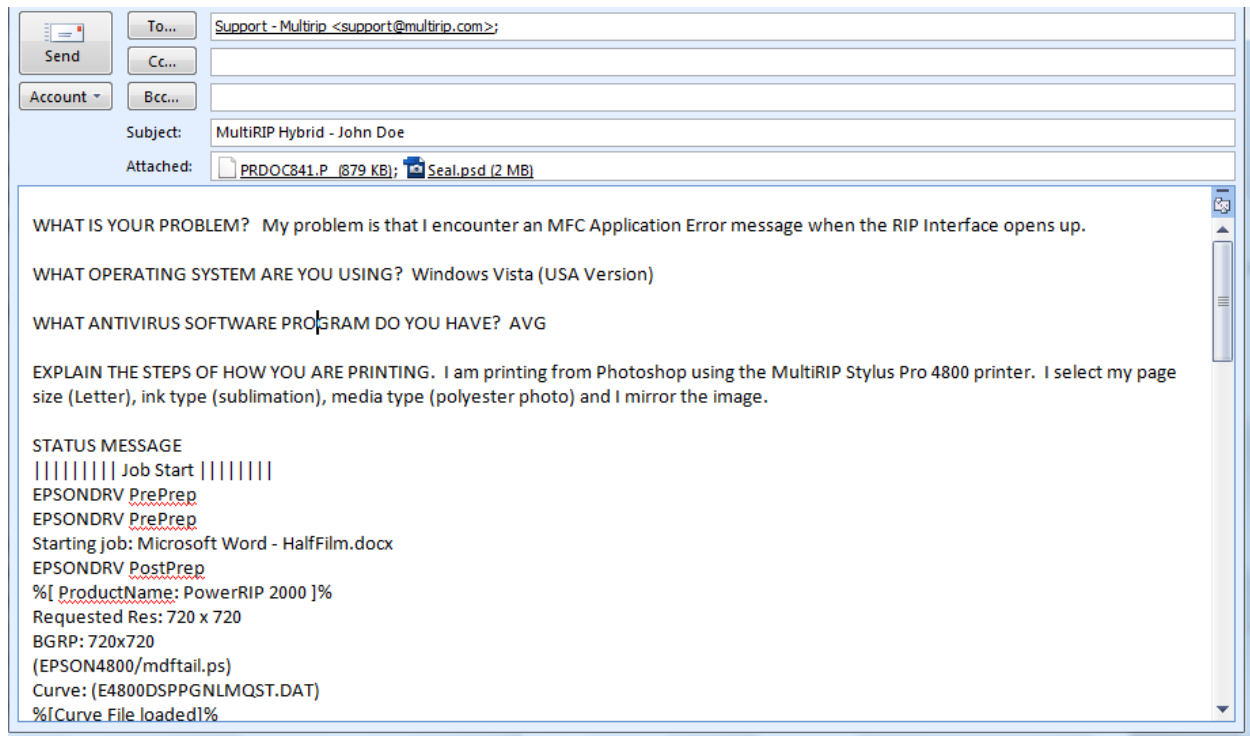
In addition, the text that shows up in the Status Message tab of the MultiRIP Interface for the file that you are trying to print. We recommend that you clear any previous text you have in the Status Message tab before reprinting the graphic so you make sure you only send the text for that specific graphic. Please make sure that you send the entire text by scrolling down the entire tab as shown by the screen shot below.



Please make sure that you put the name of the software (MultiRIP Hybrid or MultiRIP GP dtg) and your name in the subject of the email(s). Send these files and status message text to [support@multirip.com](mailto:support@multirip.com) with the answers to the following questions listed below.

1. Explain in detail what your problem is?
2. What operating system are you using? Please be country specific as well.
3. State any antivirus or permission based software that you have on your computer.

Below is an example of what the email should look like.



It is also very beneficial if you can send us a digital picture or a video of what the print actually looks like as well if at all possible.

We will then evaluate the files and reply back to you as soon as possible.

Thanks,

MultiRIP Technical Support Team