

## Paul Bunker

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**From:** Paul Bunker <paul.bunker@silburyps.co.uk>  
**Sent:** 23 April 2018 17:37  
**To:** 'support2@supportsystem.xara.com'  
**Subject:** RE: [Products #XQZ-931-86046]: Widget not working properly.

Hi Rob,

Screen shots attached. I have also loaded up the Xara project file at its 35MB and is called "Silbury Property Solutions V2.0"

I look forward to hearing from you.

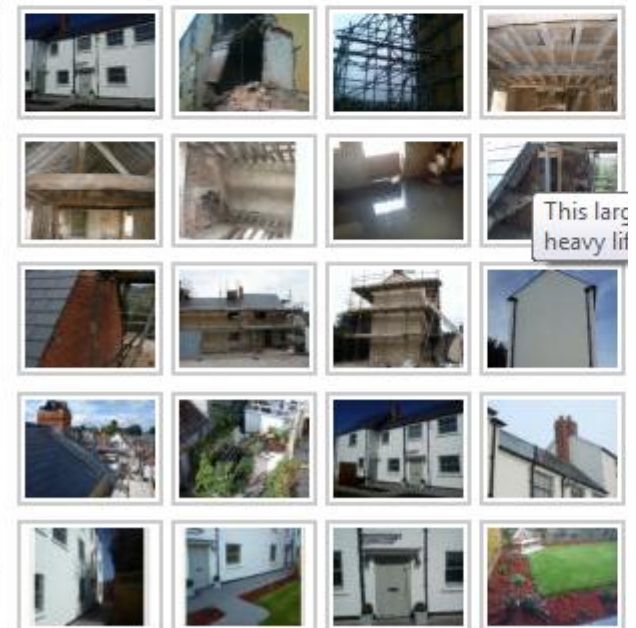
Kind regards,

Before . . . .



## Residential Conversion

An earlier project that saw us take on some difficult challenges. The conversion of an old school house into three dwellings. All the proper steps had been taken regarding the property (full structural survey), sometimes things can still surprise you with (very) old buildings like this one. Built of random rubble, we endured a collapsed elevation and had to partially rebuild structure. However, we were more than happy with the end product. All sold within 4 weeks of launch.



After ...

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## Residential Conversion

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Paul Bunker (Director)

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**Silbury**

property solutions

[www.silburyps.co.uk](http://www.silburyps.co.uk)

**From:** [support2=supportsystem.xara.com@support.xara.info](mailto:support2=supportsystem.xara.com@support.xara.info) [mailto:support2=supportsystem.xara.com@support.xara.info] **On Behalf Of** Xara Support

**Sent:** 23 April 2018 16:44

**To:** [paul.bunker@silburyps.co.uk](mailto:paul.bunker@silburyps.co.uk)

**Subject:** [Products #XQZ-931-86046]: Widget not working properly.

Hi,

Thank you for your email.

Unfortunately none of the screenshots have come through, can you try re-attaching them and also your project file using the instructions below?

The .web/.xar file is the Xara document file you are working on within Web Designer, Photo & Graphic Designer and Designer Pro. Go to File > Save as prior to sending it to us.

**\*\*If the total filesize of all files being sent to us exceeds 10MB please use option 3.**

Option 1

Attach the file to the reply of this ticket. Please note files larger than 10 MB will not be delivered so only use this option for small files.

Option 2

Upload the file to either your web server and provide us with a link or upload it to a service such as RapidShare or Hightail, obtain the download link and include it within your reply.

### Option 3

FTP the file to Xara - you will need an FTP tool such as FileZilla or WinSCP to FTP the file.

Host: customerftp.xara.com  
username: anonymous  
password: your email address

\*\*It is expected that you will get a message similar to 'unable to retrieve directory listing', 'access denied', 'Permission denied' or other when connecting to the FTP area, this will not stop you from uploading the files though.

Once you have uploaded the file, please let us know the filename of the file you have uploaded in reply of this ticket.

Kind Regards  
Rob  
Xara Group Ltd

Notice: We are moving our support system to Magix shortly and unfortunately you will eventually not be able to reply to this email (you will likely receive a bounce or rejection notification). If we have not resolved your issue before this happens, please submit your ticket to <https://support2.magix.com/customer/en> . Please also submit any new ticket to this system.

#### Ticket Details

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Ticket ID: XQZ-931-86046  
Department: Using a product  
Type: Issue  
Status: On Hold  
Priority: Normal

Helpdesk: <https://support.xara.com/index.php?/Contact>