

## Task 1: General Knowledge

Hello [Name],

This software compatibility issue can be resolved the following way:

1. Download and **Install** the latest **SSDT** (SQL Server Data Tools). Since the link in the message you received is not working properly, you can use this one: <http://msdn.microsoft.com/en-us/jj650015>.
2. After installing the latest SSDT the software compatibility issue should be resolved. However, it is possible that when you try to open existing project/solution you'll be advised that the project needs **Migration**, but no migration wizard is launched and there is no visible way of migrating the project. To migrate your project you need to **Right Click** on the Project name and select **"Reload Project"**.

I hope that this information will help you to quickly resolve the issue. Don't hesitate to contact us if there is anything we can do to assist you further.

Regards,

Support Guy

## Task 2: More Info

Hello [Name],

Thank you for contacting us, we'll be happy to help you start using Kendo UI and JavaScript.

It would be best if you provide some more information so we can quickly pinpoint the issue:

1. What browser have you tested your project on?
2. What exactly are the errors that you receive? Are those errors in the console (in the dev tools for the browser) or do they appear instead of the page?
3. Have you included the JQuery script in the head of the page? Make sure you have included all necessary scripts by using "<script>" tags (e.g. <script src="myScript.js"></script>).

Send us the project you are trying to run so we can troubleshoot it ourselves. Meanwhile you can take a look at the other sample projects and tutorials on our site:

<http://demos.kendoui.com/web/overview/index.html>.

Hopefully we'll be able to resolve the issue shortly and you can continue your work. If you have any questions, don't hesitate to ask.

Regards,

Support Guy

### **Task 3: Angry Customer**

Hello [Angry Customer's Name],

It is true that the Office2013 Theme has been under development for some time now and I can understand your frustration. I can assure you that our teams are working hard to deliver this feature as soon as possible. However, due to the complexity of the task at hand, the Office2013 Theme has been scheduled for the upcoming release in October.

I hope this answer does not disappoint you and that you will continue to use our products. Whichever path you may choose, I want to thank you for your patience. If you have any further questions, I will be happy to answer them.

Regards,

Support Guy

### **Task 4: HashTable**

Hello [Name],

Thank you for the sample project that you provided, it has been very helpful.

There was a minor issue with the updating of the capacity of the hash table. However, the updating of the capacity is critical for the performance when adding many items in the table. That is the case with your sample project and the time for adding thousands of items in the table grows very fast.

I've fixed the issue and I'm attaching the same project, only this time it should work just fine. Give it a try and let me know whether everything works as expected. Don't hesitate to contact us if you need further assistance.

Regards,

Support Guy