Task 1: General knowledge

Hello [Customer name],

Sometimes update procedures may be frustrating or just go wrong. To finish your update you should download the latest version of **SQL Server Data Tools** (SSDT) from <http://msdn.microsoft.com/en-us/data/hh297027>. To learn more about it visit its official page - <http://msdn.microsoft.com/en-us/data/tools.aspx>.

If you have other difficulties with Open Access feel free to contact me.

Best regards,

NAME

Telerik support

Task 2: More info

Hello [Customer name],

If you see some error regarding jQuery it is possible that this library is not loaded properly. Please check the following suggestions:

1. Just copy-paste of a piece of code to a blank web page won’t make it work. Try downloading the entire project’s source code from <https://github.com/telerik/kendo-music-store> - all the components need to be in the right place in order to work together.
2. If you want to start from a scratch you should include into your new project all needed dependencies – KendoUI files and jQueery files. You can use NuGet Package manager to download and install jQuery into your project - <http://nuget.org/packages/jquery>. Check what the needed version is – currently for the last KendoUI release you need jQuery 1.9.1(<http://docs.kendoui.com/getting-started/javascript-dependencies#jquery-version>).
3. In every webpage you are loading there should be script tag referencing the jQuery and KendoUI libraries. Because KendoUI depends on jQuery you have to load jQuery **before** KendoUI. You can read more info about KendoUI dependencies on this link <http://docs.kendoui.com/getting-started/javascript-dependencies#script-tag-placement>.

If you still experience problems it will be better to send me your test project to see where the problem is.

Best regards,

NAME

Telerik support

Task 3: Angry Customer

Hello [Customer name],

I am sorry to see your disappointment. Here at Telerik we work under highest standards and our products are released when we are confident in their qualities. The release of Office2013 Theme has been postponed because of its complexity. Our developers are working hard on it and we are planning to release the theme in October.

I hope this time frame suits your needs. Feel free to contact me if you need any further information.

Best regards,

NAME

Telerik support

Task 4: HashTable

Hi [Customer name],

Indeed we are experiencing some problems with our HashTable implementation. Some of them are known and our developers are working on them. In the next release there will be an improved version. Until then I have the following suggestions for you:

1. In **HashTable.cs** in **public void** **Remove()** method there are few minor bugs  
   “this.hashTable[hashedIndex].First != key” **should become** “!this.hashTable[hashedIndex].First.Value.Key.Equals(key)”  
   and  
   “this.hashTable[hashedIndex].First == key” **should become** “this.hashTable[hashedIndex].First.Value.Key.Equals(key)”
2. In **HashTable.cs** in **public void IncreaseCapacity()** method  
   “ReAddValues(copiedArray, Capacity)” **should become**ReAddValues(copiedArray, newCapacity)

I hope that these hints will help you finish your tasks. I am sending back your project with these corrections. If you encounter some other problems feel free to contact us and we will do our best to help you.

Best regards,

NAME

Telerik support