**Fixing problem of software “Shaping and Nesting”**

**Getting New Technology**

In 2015, our company got a new computer system. A tech expert from Germany helped us set it up to work with our old computer. Later, we bought a faster computer. This one needed a newer Windows system. We tried to use the old program, but it didn't work. The German expert couldn't stay, so we had to decide what to do.

**Making a Decision**

I talked to my boss and got permission to fix the problem. The German specialist went back to Germany.

**My Choice and Solving Problems**

I chose to write a letter to the specialist, explaining the problem. If more problems happened, we could use the advice he gave us in his reply. If we didn't fix the problems, our product quality might not be good, and some machine parts could break.

**Finding Solutions**

For over a year, we found many errors. We asked a specialist from Germany for help. Together, we fixed the errors. One problem was with cutting glass—the machine was too slow. We changed the program settings. We got a file from Germany with the changes we needed. We put it in the computer, fixed the errors, and the program worked better. When problems happened, it was frustrating. If we waited for the specialist, it would cost more money and take a long time. So, we worked with our colleagues to fix the problems.

**Getting Information and Solving the Problem**

When we tried to solve the problem, we found out what was wrong with the program. We told the specialist and followed his instructions. If the problem kept happening, we sent more information to help solve it. Sometimes, he couldn't reply quickly, so we tried to find him and ask for help.

**Choosing the Best Way**

Fixing the problem by talking online and sending letters was the best and cheapest way. It helped us save money. Sometimes, it was risky, but it worked well. Once, the program had a big problem, and it was dangerous. We got help from a specialist and fixed it. I'm glad I made the right choice because now the program works perfectly. We faced many challenges in 2015-2016, but we solved them.

**Having a Plan and Handling Risks**

Our plan was simple. When a problem happened, we got information about it. We wrote a letter explaining the problem in simple words and sometimes drew pictures. Then, we changed the program or used new ways to fix it. This plan worked well as we did our work.