

# Easy *Parse* for Motor Vehicle Documents

Total *Freedom<sup>™</sup>* Formatting Plug-In

## **Integration Guide**

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### Introduction

### Overview

Honeywell's Easy*Parse* for Motor Vehicle Documents (MVD) software plug-in parses bar code data found on Motor Vehicle Commission issued American Association of Motor Vehicle Administrators (AAMVA) documents for specific field information such as titling number, vehicle make, owner's name, etc. Easy*Parse* for Motor Vehicle Documents may be purchased pre-installed on select Honeywell area-imaging products or purchased as a standalone upgrade. Refer to Easy*Parse* for Motor Vehicle Documents Data Sheet, available at <u>www.honeywellaidc.com</u>, for a complete list of supported products.

Note: Honeywell cannot be held responsible for motor vehicle administration documents that do not comply with the formatting standards set forth by AAMVA.

EasyParse for Motor Vehicle Documents parses only those documents that are present in the AAMVA specification and does not parse jurisdiction specific documents.

### **Getting Started**

# EasyParse for Motor Vehicle Documents Software Installation

Note: Honeywell products ordered with EasyParse for Motor Vehicle Documents do not require software installation or software activation. Skip to page 4 for instructions on how to enable the software plug-in.

Items required for EasyParse for Motor Vehicle Documents installation:

- A computer with access to the internet
- The imager's User's Guide
- The firmware upgrade cable specified in the imagers User's Guide
- EZConfig-Scanning software, downloadable at no additional cost from <u>www.honeywellaidc.com</u>

The following installation procedure is not applicable for imagers that do not support firmware updates through EZConfig-Scanning download feature. Consult the imager's User's Guide to verify the capabilities of the imager before proceeding.

To install the EasyParse for Motor Vehicle Documents software plug-in:

- 1. Download and save the Easy*Parse* for Motor Vehicle Documents<sup>®</sup> plug-in trial software available at <u>www.honeywellaidc.com</u>.
- 2. Consult the imager's User's Guide for information on the specific cable required for firmware updates.
- 3. Connect the cable to the imager and an available RS232 serial or USB port on the host system.
- 4. Start the EZConfig-Scanning software. Click on the *Help* file in the menu bar. Select *Help Topics* and follow the steps under *Connecting to a Device*.
- In the Application Explorer, select Download. In the Main Workspace, click on the "..." button to browse for the Easy *Parse* for Motor Vehicle Documents flash image file (\*.moc.) Click on the Download to Device button.
- The free trial version of EasyParse for Motor Vehicle Documents has unlimited trials, however inserts "X" characters in the data stream. To prevent "X" characters from appearing in the transmitted data stream, a full EasyParse for Motor Vehicle Documents license must be purchased. Contact customer service for more information on how to purchase an EasyParse for Motor Vehicle Documents license. See page 71 for contact information.

- 6. After the firmware has been downloaded to the imager, scan the Save Custom Defaults bar code in the User's Guide.
- 7. To activate Easy*Parse* for Motor Vehicle Documents software, scan the *Activate Plug-in* bar code followed by the *Reset* bar code:





# EasyParse for Motor Vehicle Documents Software Activation

A license key is required to activate the full version of Easy*Parse* for Motor Vehicle Documents. Contact a customer service representative for information on purchasing a licensing key. Regional contact information is on page 71.

# To Enable EasyParse for Motor Vehicle Documents Software Plug-In

Scan the **Enable Easy***Parse* for Motor Vehicle Documents bar code to enable the Easy*Parse* for Motor Vehicle Documents software plug-in.

\* Enable Easy Parse for Motor Vehicle



9902A0021#ACTIVATE#.

Disable EasyParse for Motor Vehicle



9902A0021#DEACTIVATE#.

\* Factory Default.

### Data Transmission Configuration

Before starting the configuration process, identify the necessary data fields required for the application and the order with which the data must be transmitted to the electronic form or database.

The default format of parsing configuration is TD\_Title Number [horizontal tab] TD\_Vehicle Make [horizontal tab] TD\_Vehicle Model Year [horizontal tab] RG\_Vehicle Make [horizontal tab] RG\_Vehicle Model Year [horizontal tab] RG\_Vehicle Identification Number (VIN) [horizontal tab] MC\_Carrier Name [horizontal tab] MC\_City [horizontal tab] MC\_Jurisdiction [horizontal tab] VS\_Vehicle Make [horizontal tab] VS\_Inspection Form Number Current [horizontal tab] VS\_Inspection Form Number Previous [horizontal tab] OW\_First Owner Total Name [horizontal tab] OW\_Second Owner Total Name [horizontal tab] VH\_Vehicle Make [horizontal tab] VH\_Make Year [horizontal tab] VH\_Vehicle Identification Number [horizontal tab] VH\_Number of Cylinders [horizontal tab] VH\_Number of Doors.

### Configuration

To configure the imager for Programming Mode configuration:

- 1. Scan Enter Programming Mode bar code on page 6.
- 2. Scan the Start Configuration bar code on page 6.
- Scan each required data field bar code in the order of the desired transmission sequence (pages 7 - 28), if necessary, desired formatting option (page 30) with desired separators for data fields (see pages 32 -55.)
- 4. Scan the **End Configuration** bar code on page 6.
- 5. Scan Exit Programming Mode bar code on page 6.
- Note: The bar codes must be scanned in this sequence. If scanned out of sequence the imager will razz and no action will be taken.

#### Formatting Option Notes

Easy*Parse* for Motor Vehicle Documents supports various formats for different fields present in different documents. For example, TD\_Vehicle Purchase Date, in Title Document, has 15 different date formats available. If formatting is required, scan the data field bar code **followed by** the desired format for the field (see page 30.)

Enter/Exit Programming Mode Bar Codes

Enter Programming Mode



Exit Programming Mode



Start/End Configuration Bar Codes





#### Data Field Options for Programming Mode

The prefixes TD, RG, MC, IR, VS, OW, and VH correspond to sub-files Title, Registration, Motor Carrier Cab Card, Registrant and Vehicle Data, Vehicle Safety, and Vehicle documents respectively.

For detailed field descriptions, please refer to AAMVA BPR Migration Specification, *Bar Code Data Encoding Requirements – AAMVA International Specification – Motor Vehicle Documents*: Version 01.0.

Title Document Bar Codes		
Field Name	Menu Command	Programming Code
TD_Titling Jurisdiction	9902F00	
TD_Title Number	9902F01	
TD_Title Issue Date	9902F02	
TD_Vehicle Model Year	9902F03	
TD_Vehicle Make	9902F04	

Field Name	Menu Command	Programming Code
TD_Vehicle Identification Number (VIN)	9902F05	
TD_Odometer Reading - Mileage	9902F06	
TD_Vehicle Purchase Date	9902F07	
TD_Family Name (Last Name)	9902F08	
TD_Given Name (First Name)	9902F09	
TD_Address - Street	9902F0A	
TD_Address - City	9902F0B	

Field Name	Menu Command	Programming Code
TD_Address – Jurisdiction Code	9902F0C	
TD_Address – Zip Code	9902F0D	
TD_Odometer Disclosure	9902F0E	
TD_Previous Titling Jurisdiction	9902F0F	
TD_Previous Title Number	9902F10	
TD_Title Brand	9902F11	
TD_Vehicle Body Style	9902F12	

Field Name	Menu Command	Programming Code
TD_Odometer Date	9902F13	
TD_New / Used Indicator	9902F14	
TD_First Lien Holder Name	9902F15	
TD_First Lien Holder ID	9902F16	
TD_Vehicle Model	9902F17	
TD_Odometer Reading – Kilometers	9902F18	
TD_Business Name	9902F19	

Field Name	Menu Command	Programming Code
TD_Vehicle Color	9902F1A	
Registrat	ion Document Bar C	odes
RG_Registration Issue Date	9902F1B	
RG_Registration Expiry Date	9902F1C	
RG_Registration Plate Number	9902F1D	
RG_Registrant Family Name	9902F1E	
RG_Registrant Given Name	9902F1F	

Field Name	Menu Command	Programming Code
RG_Address – Street	9902F20	
RG_Address – City	9902F21	
RG_Addresss – Jurisdiction Code	9902F22	
RG_Address – Zip Code	9902F23	
RG_Vehicle Identification Number (VIN)	9902F24	
RG_Vehicle Make	9902F25	
RG_Vehicle Model Year	9902F26	

Field Name	Menu Command	Programming Code
RG_Vehicle Body Style	9902F27	
RG_Registration Year	9902F28	
RG_Registration Window Sticker Decal	9902F29	
RG_Vehicle Use	9902F2A	
RG_Fuel	9902F2B	
RG_Axles	9902F2C	
RG_Gross Vehicle Weight	9902F2D	

Field Name	Menu Command	Programming Code
RG_Vehicle Model	9902F2E	
RG_Business Name	9902F2F	
RG_Vehicle Color	9902F30	
Motor Carrier C	ab Card Document	Bar Codes
MC_USDOT Number	9902F31	
MC_Carrier Name	9902F32	
MC_Street Address	9902F33	

Field Name	Menu Command	Programming Code
MC_City	9902F34	
MC_Jurisdiction	9902F35	
MC_Zip	9902F36	
Registrant and Ve	ehicle Date Docume	nt Bar Codes
IR_Carrier Name – Registrant	9902F37	
IR_Address - Street	9902F38	
IR_City	9902F39	

Field Name	Menu Command	Programming Code
IR_Jurisdiction	9902F3A	
IR_Zip Code	9902F3B	
IR_Unit Number	9902F3C	
IR_Vehicle Identification Number (VIN)	9902F3D	
IR_Model Year	9902F3E	
IR_Vehicle Make	9902F3F	
IR_Type of Vehicle	9902F40	

Field Name	Menu Command	Programming Code
IR_Number of Axles	9902F41	
IR_Number of Seats	9902F42	
IR_Registration Year	9902F43	
IR_Registration Issue Date	9902F44	
IR_Registration Plate Number	9902F45	
IR_Registration Decal Number	9902F46	
IR_Registration Enforcement Date	9902F47	

Field Name	Menu Command	Programming Code
IR_Registration Expiration Date	9902F48	
IR_Gross Vehicle Weight	9902F49	
IR_Base Jurisdiction Registered Weight	9902F4A	
Vehicle Sa	fety Document Bar (	Codes
VS_Inspection Station Number	9902F4B	
VS_Inspector Identification Number	9902F4C	
VS_Vehicle Make	9902F4D	

Field Name	Menu Command	Programming Code
VS_Vehicle Model Year	9902F4E	
VS_Vehicle Body Type – Style	9902F4F	
VS_Odometer Reading at Inspection	9902F50	
VS_Inspection Address	9902F51	
VS_Inspection Air Pollution Device Conditions	9902F52	
VS_Inspection Facility Identifier	9902F53	
VS_Inspection Form Number – Current	9902F54	

Field Name	Menu Command	Programming Code
VS_Inspection Form Number - Previous	9902F55	
VS_Inspection Smog Certificate Indicator	9902F56	
VS_Inspection Sticker Number – Current	9902F57	
VS_Inspection Sticker Number – Previous	9902F58	
Vehicle Ov	vner Document Bar	Codes
OW_First Owner Total Name	9902F59	
OW_First Owner Last Name	9902F5A	

Field Name	Menu Command	Programming Code
OW_First Owner Name (First Name)	9902F5B	
OW_First Owner Middle Name	9902F5C	
OW_Second Owner Total Name	9902F5D	
OW_Second Owner Last Name	9902F5E	
OW_Second Owner Name (First Name)	9902F5F	
OW_Second Owner Middle Name	9902F60	
OW_Mailing Address 1	9902F61	

Field Name	Menu Command	Programming Code
OW_Mailing Address 2	9902F62	
OW_Mailing City	9902F63	
OW_Mailing Jurisdiction Code	9902F64	
OW_Mailing Zip Code	9902F65	
OW_Residence Address 1	9902F66	
OW_Residence Address 2	9902F67	
OW_Residence City	9902F68	

Field Name	Menu Command	Programming Code
OW_Residence Jurisdiction Code	9902F69	
OW_Residence Zip Code	9902F6A	
OW_First Owner ID Number	9902F6B	
OW_Second Owner ID Number	9902F6C	
OW_First Owner Legal Status	9902F6D	
OW_Second Owner Legal Status	9902F6E	

Vehicle Document Bar Codes		
Field Name	Menu Command	Programming Code
VH_Major Code	9902F6F	
VH_Minor Code	9902F70	
VH_Transmission Code	9902F71	
VH_Vehicle Identification Number (VIN)	9902F72	
VH_MSRP/FLP	9902F73	
VH_Junked Indicator	9902F74	

Field Name	Menu Command	Programming Code
VH_Date Junked	9902F75	
VH_Stolen Indicator	9902F76	
VH_Date Stolen	9902F77	
VH_Date Recovered	9902F78	
VH_Vehicle Make	9902F79	
VH_Make Year (Model Year)	9902F7A	
VH_Vehicle Model	9902F7B	

Field Name	Menu Command	Programming Code
VH_Fuel Type	9902F7C	
VH_Body Style	9902F7D	
VH_Number of Doors	9902F7E	
VH_Number of Cylinders	9902F7F	
VH_Engine Size	9902F80	
VH_Vehicle Status Code	9902F81	
VH_Manufacture Gross Weight	9902F82	

Field Name	Menu Command	Programming Code
VH_Horsepower	9902F83	
VH_Unladen Weight	9902F84	
VH_Engine Displacement	9902F85	
VH_IRP Indicator	9902F86	
VH_IFTA Indicator	9902F87	
VH_VLT Clac From Date	9902F88	
VH_Vehicle ID Number	9902F89	

Field Name	Menu Command	Programming Code
VH_Vehicle Type Code (Type of Vehicle)	9902F8A	
VH_Number of Axles	9902F8B	

#### Header Options

Field Name	Menu Command	Programming Code
File Type	9902H00	
Issuer Identification Number	9902H01	
AAMVA Version Number	9902H02	
Subfile Types	9902H03	

### Formatting Options for Select Data Fields

Field Name	Menu Command	Programming Code
Full Text	9902X00	
Alpha Code	9902X01	
Numeric Code	9902X02	
mmddyyyy	9902X03	
mm-dd-yyyy	9902X04	
mm/dd/yyyy	9902X05	

Field Name	Menu Command	Programming Code
mmddyy	9902X06	
mm-dd-yy	9902X07	
mm/dd/yy	9902X08	
ddmmyyyy	9902X09	
dd-mm-yyyy	9902X0A	
dd/mm/yyyy	9902X0B	
ddmmyy	9902X0C	

Field Name	Menu Command	Programming Code
dd-mm-yy	9902X0D	
dd/mm/yy	9902X2A	
уу	9902X0E	
dd	9902X0F	
mmm	9902X10	
mm	9902X20	
уууу	9902X21	

Field Name	Menu Command	Programming Code
Non-delimited Alpha Code	9902X11	
Convert to Miles	9902X12	
Convert to Kilometers	9902X14	
Drop Leading Zeros	9902X13	
Add Padding to Left	9902X15	
Replace Leading Spaces	9902X19	
Value in Pounds	9902X16	

Field Name	Menu Command	Programming Code
Value in Kilograms	9902X17	
Numbers Only	9902X18	
Pounds (Numeric Only with Leading Zero)	9902X1A	
Pounds (Numeric Only without Leading Zero)	9902X1B	
Kilograms (Numeric Only with Leading Zero)	9902X1C	
Kilograms (Numeric Only without Leading Zero)	9902X1D	
Cubic Inches	9902X1E	

Field Name	Menu Command	Programming Code
Litres	9902X1F	
Street	9902X22	
City	9902X23	
Jurisdiction / State (Full Text)	9902X24	
Jurisdiction / State (Alpha Code)	9902X25	
Jurisdiction / State (Numeric)	9902X26	
Zip Code	9902X27	

Field Name	Menu Command	Programming Code
Pollution Control Values, Condition	9902X28	
Pollution Control Components Integrity	9902X29	
Fetch Data from Any Subfile	9902X2B	
Fetch Data from Any Subfile as per Current Field Size	9902X2C	

## Separators for Programming Mode

Field Name	Menu Command	Programming Code
Line Feed	9902S0A	
Vertical Tab	9092S0B	
Horizontal Tab	9902S09	
Carriage Return	9902S0D	
Space " "	9902S20	
Comma ","	9902S2C	

Field Name	Menu Command	Programming Code
NULL	9902S00	
Start of Header	9902S01	
Start of Text	9902S02	
End of Text	9902S03	
End of Transmission	9902S04	
Enquiry	9902S05	
Acknowledge	9902S06	

Field Name	Menu Command	Programming Code
Bell	9902S07	
Backspace	9902S08	
Form Feed	9902S0C	
Shift Out	9902S0E	
Shift In	9902S0F	
Data Link Escape	9902S10	
Device Control 1	9902S11	

Field Name	Menu Command	Programming Code
Device Control 2	9902S12	
Device Control 3	9902S13	
Device Control 4	9902S14	
Negative ACK	9902S15	
Synchronous Idle	9902S16	
End of Text Block	9902S17	
Cancel	9902S18	

Field Name	Menu Command	Programming Code
End of Medium	9902S19	
Substitute	9902S1A	
Escape	9902S1B	
File Separator	9902S1C	
Group Separator	9902S1D	
Record Separator	9902S1E	
Unit Separator	9902S1F	

Field Name	Menu Command	Programming Code
Exclamation Point "!"	9902S21	
Quotation Mark ""	9902S22	
Cross Hatch "#"	9902S23	
Dollar Sign "\$"	9902S24	
Percent Sign "%"	9902S25	
Ampersand "&"	9902S26	
Closing Single Quote ""	9902S27	

Field Name	Menu Command	Programming Code
Opening Parentheses "("	9902S28	
Closing Parentheses ")"	9902S29	
Asterisk "*"	9902S2A	
Plus "+"	9902S2B	
Hypen "-"	9902S2D	
Period "."	9902S2E	
Forward Slant "/"	9902S2F	

Field Name	Menu Command	Programming Code
0	9902S30	
1	9902S31	
2	9902S32	
3	9902S33	
4	9902S34	
5	9902S35	
6	9902S36	

Field Name	Menu Command	Programming Code
7	9902S37	
8	9902S38	
9	9902S39	
Colon ":"	9902S3A	
Semi-Colon ";"	9902S3B	
Less Than Sign "<"	9902S3C	
Equals Sign "="	9902S3D	

Field Name	Menu Command	Programming Code
Greater Than Sign ">"	9902S3E	
Question Mark "?"	9902S3F	
At Sign "@"	9902S40	
A	9902S41	
В	9902S42	
С	9902S43	
D 46	9902S44	

Field Name	Menu Command	Programming Code
E	9902S45	
F	9902S46	
G	9902S47	
Н	9902S48	
1	9902S49	
J	9902S4A	
К	9902S4B	

Field Name	Menu Command	Programming Code
L	9902S4C	
Μ	9902S4D	
Ν	9902S4E	
0	9902S4F	
Ρ	9902S50.	
Q	9902S51	
R 48	9902S52	

Field Name	Menu Command	Programming Code
S	9902S53	
Т	9902S54	
U	9902S55	
V	9902S56	
W	9902S57	
x	9902S58	
Y	9902S59	

Field Name	Menu Command	Programming Code
Z	9902S5A	
Opening Square Bracket "["	9902S5B	
Reverse Slant "\"	9902S5C	
Closing Square Bracket "]"	9902S5D	
Caret "^"	9902S5E	
Underscore "_"	9902S5F	
Opening Single Quote ""	9902S60	

Field Name	Menu Command	Programming Code
а	9902S61	
b	9902S62	
C	9902S63	
d	9902S64	
e	9902S65	
f	9902S66	
g	9902S67	

Field Name	Menu Command	Programming Code
h	9902S68	
i	9902S69	
j	9902S6A	
k	9902S6B	
1	9902S6C	
m	9902S6D	
n 52	9902S6E	

Field Name	Menu Command	Programming Code
0	9902S6F	
р	9902S70	
q	9902S71	
r	9902S72	
S	9902S73	
t	9902S74	
u	9902S75	

Field Name	Menu Command	Programming Code
v	9902S76	
w	9902S77	
x	9902S78	
у	9902S79	
Z	9902S7A	
Opening Curly Bracket "{"	9902S7B	
Vertical Line " "	9902S7C	

Field Name	Menu Command	Programming Code
Closing Curly Bracket "}"	9902S7D	
Tilde "~"	9902S7E	
DEL	9902S7F	

## EasyParse for Motor Vehicle Documents Configuration Utility

Easy*Parse* for Motor Vehicle Documents can also be configured using Honeywell's Easy*Parse* for Motor Vehicle Documents Configuration Utility. This utility can generate bar codes to configure the plugin alone, delays alone and both plugin and delays in a single bar code.

To configure using the Easy *Parse* for Motor Vehicle Documents Configuration Utility:

- Start the EasyParse for Motor Vehicle Documents Configuration Utility. Select the required document from the list of available documents shown in the drop down box to populate available fields. By default, Header fields are shown.
- Select the desired Data Field or Separator from the list boxes. Click on the *Insert* button (>>) or double click on the item to add it to the Data Output Format list box.
- 3. The Separator Fields list box can be extended to show all supported ASCII characters by checking the Show All Separators box.
- 4. Formatting options are available for different data fields within different documents. Select one of these fields and the options are displayed in the Data Format list box.
- Select the desired Data Field followed by required Data Format option. Click on the *Insert* button (>>) or double click on the item to add it to the Data Output Format list box.
- 6. To select a Data Format, click on the desired option. To deselect, double click the option.
- 7. To move a selected field in the Data Output Format list box, click on the *Move Up* or *Move Down* buttons until the field has been moved to the desired location.
- 8. To remove a selected field in the Data Output Format list box, click on the *Remove* button (<<.)
- To configure a delay after a separator, select the Separator from the Separator dropdown list. Enter the delay amount in milliseconds. (The delay must be in multiples of 5, starting from 5ms up to and including 5000ms.)
- 10. The Data Output Format list box and the Configure Delays section can be cleared by clicking on the *Clear All* button.

- 11. To create a bar code from the Data Output Format list box and/or delays, click on the *Generate Barcode* button. A second window will appear with the bar code. To save the bar code, click on the *Save* button. The bar code will be saved as an html file. To print the bar code, click on the *Print* button.
- 12. The selected configuration that includes the Data Output Format list box and delays can be saved into a file. Click on *Save to File* button and select the location to save then click on the *Save* button. The configuration will be saved as an xml file.
- 13. To generate a bar code from a Saved to File configuration, select Load from File button. Select file, then click on the Open button. The saved configuration will populate in the Data Output Format list box and Configure Delays section. To generate a bar code, follow step number 11.
- 14. To complete the configuration, scan the generated bar code.

## Inserting Delays between Fields

Delays can be introduced in the data transmission using Data Formatter. The Data Formatting string can be sent as a serial command, built in a menu code, or created in EZConfig-Scanning. Follow input format needed as outlined in the imager's User's Guide available at <u>www.honeywellaidc.com</u>.

The EF command in the system data formatter will insert a delay between fields in the output.

To test the delay follow these steps:

- 1. Setup Easy*Parse* for Motor Vehicle Documents to output data as TD\_Title Number [Horizontal Tab] TD\_Vehicle Make.
- 2. For a delay after TD\_Title Number, send the following data format string to the scanner:

DFMBK30124999999F30900EF1000F100.

The breakdown of the command line is shown below:

- DFMBK3 inform the scanner the following string is data format
- 0 primary data format
- 124 terminal interface to apply data format. 124 = USB keyboard wedge
- 99 symbology ID (99 is a wildcard for all symbologies.)
- 9999 length of bar code to apply data format (9999 is a wildcard for all lengths.)
- F30900 sends out all data up to but not including the 09 [horizontal tab] character, followed by 00 [null]
- EF1000 inserts a delay of 5000ms (1000 x 5ms)
- F100 sends the remainder data from the current virtual pointer position

informs scanner to save data to non-volatile flash.

3. The output will be TD\_Title Number, a delay of 5000ms, horizontal tab, then TD\_Vehicle Make.

Note: The system data formatter is based on the position of the virtual pointer in the data buffer.

The EF delay command will only work with keyboard interfaces, i.e. USB keyboard or PS/2 keyboard. It will not work with any other interface.

# EasyParse for Motor Vehicle Documents Version Identification

Scan the bar code below to transmit what version of EasyParse for Motor Vehicle Documents software the imager is running.

Transmit EasyParse for Motor Vehicle Documents Version



Note: If the characters @#\$EasyAAMVAVersion\$#@. are transmitted when the bar code is scanned, then the unit is not equipped with the EasyParse for Motor Vehicle Documents software plug-in.

# End User License Agreement

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# **Customer Support**

### **Technical Assistance**

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#### Technical Support Portal: www.hsmsupportportal.com

The Technical Support Portal not only allows you to report your problem, but it also provides immediate solutions to your technical issues by searching our Knowledge Base. With the Portal, you can submit and track your questions online and send and receive attachments.

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