

HELPDESK

User Guide



CGS ORIS GmbH

Germany

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About HELPDESK

All support issues, inquiries and feature requests reported by our dealers and customers are managed via HELPDESK.

Every issue is stored as a ticket and processed as soon as possible by the CGS ORIS support team. Any follow-up communication and the exchange of files is also handled via HELPDESK.

The HELPDESK web portal provides many benefits:

- All your support tickets are processed and resolved quickly and efficiently.
- You can always see an up-to-date list of your support tickets and their current status.
- HELPDESK is available 24/7 and very easy to use.

Dealers and customers are notified automatically via email when new messages or files are available. The notification includes a link which opens the ticket in HELPDESK.

Users then enter their comments and replies directly into the web portal. A variety of filters allows any ticket to be located and opened quickly.

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Logging In and Out

1. Enter <http://helpdesk.cgs-oris.com> in your web browser's address line.
2. Select your language.
3. Enter your business email address and the password you have received from CGS ORIS.
4. Click on **Log on**.
5. To log out, click your name and select **Log off** from the drop-down menu.

The screenshot shows the helpdesk interface. At the top, there is a 'Requests' tab and a notification 'Uploads >20 MB'. On the right, the user is logged in as 'FD Frank Dissinger' with a dropdown menu containing 'Change password' and 'Log off'. Below this, there is a 'New request' button and a navigation bar with links for 'Lists', 'Info requested', 'In progress', 'Closed', and 'All requests'. A 'Views' dropdown is also present. The main content is a table with the following data:

Number	Keyword	Status	Last change of status
1916	PMW Wide Gamut Workflow	Closed	27.04.2017 09:32
2880	Spanisch in Lynx auf Französisch	Closed	11.11.2015 15:04

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Creating a Support Ticket

1. Click **New request**.

2. Choose the ticket type.

Product, license, consumable and hardware tickets are handled by different CGS ORIS departments.

3. Complete the support ticket form (see example below).

- To find out your dongle or license number, select **Help > License info** in the CGS ORIS application.
- Use the **Upload** option to send files that help CGS ORIS analyze the problem, e.g. log files. Drag files onto the input box or use **Browse**.

Refer to *Which Files to Send for Problem Analysis* (**page 11**) for more details.



Proceed differently when uploading data volumes of 20 MB or more. Follow the instructions under *Transferring Large Files* (**page 13**).

4. When finished, click **Send**.

An overview of the user inputs appears. A ticket number will be generated automatically.


5. Click  to return to the list of tickets.

Figure 3.1: Sample Support Ticket Form

ORIS Product

Please describe the problem. (file uploads max. 20 MB, request an upload link for larger files)

Keyword*

Request*

How can the problem be reproduced?*

License no. and OS version (LYNX: login name, process name, browser/version)*

Upload

Display only my products

Product

Priority

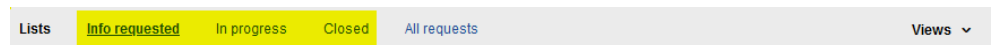
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Locating Support Tickets

You can narrow down the list of support tickets to locate a particular ticket more easily.

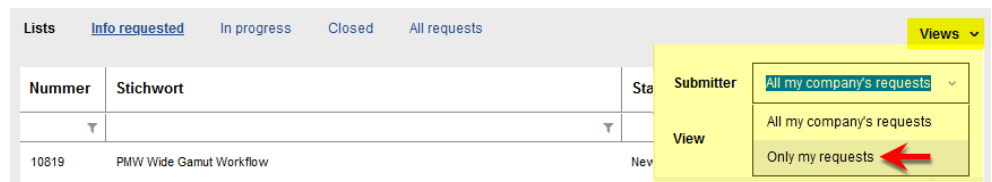
Filtering by Ticket Status

Click one of these buttons to view only support tickets with a particular status. Click **All requests** to view all support tickets regardless of their status. Refer to section *Ticket Status* (**page 19**) for more details.



Viewing Your Own Tickets Only

By default, the list displays the support tickets of all customers of your company. To view only the tickets submitted by you, click your name and select **Views > View > Only my requests**.



Additional Filtering

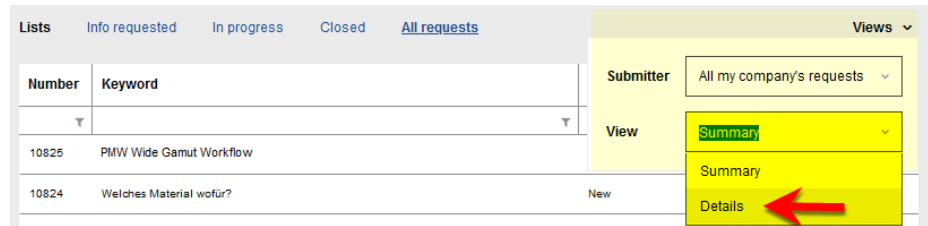
1. Select **Views > View > Details**.
2. Use the input boxes below the column headers to further narrow down the list.

Only tickets that match the criteria you have entered will be displayed.

Number	Unique ticket ID number
Keyword	Summary of problem description
Request	Detailed problem description
Solution	Details of solution provided by CGS ORIS
Notes	Comments entered for the ticket

- Status** Internal ticket status assigned by CGS ORIS (see also **page 19**)
- Last change of status** Select a date
- Submitter** Name and company of person who created the ticket (customer or dealer)
- Customer** Company where the issue occurred (end customer)
- Priority** Low, Medium, High

3. You can reverse the sorting order ▾ by clicking the column headers.



Viewing Ticket Details

Click on the list to open a detailed view of the ticket.

All messages and files exchanged with CGS ORIS are listed here. You can read new messages from CGS ORIS and download files. You can also send messages to CGS ORIS and upload files.

Number	Keyword	Status	Last change of status ▾
1916	PMW Wide Gamut Workflow	Closed	27.04.2017 09:32
2860	Spanisch in Lynx auf Französisch	Closed	11.11.2015 15:04
1671	Support-Ticket	Closed	05.01.2015 10:33


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Exchanging Messages and Files

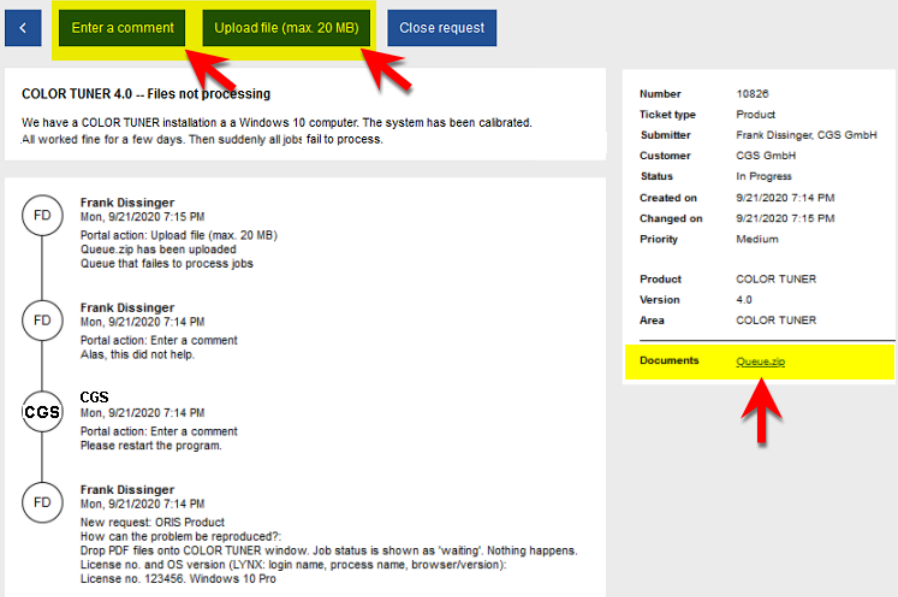
1. Open the ticket details (see **page 8**).
All messages and actions are logged in the ticket.
2. Use the button **Enter a comment** to send a message to CGS ORIS.
3. Use the button **Upload file** to send a file to CGS ORIS. Refer to *Which Files to Send for Problem Analysis (page 11)* for more details.



Proceed differently when uploading data volumes of 20 MB or more. Follow the instructions under *Transferring Large Files (page 13)*.

4. Uploaded files are listed under **Documents** on the right. Click a link to download the file.
5. Click  to return to the list of tickets.

You are notified automatically via e-mail when new messages or files are available. Never reply to these notifications via email. The notifications include a link which opens the support ticket in HELPDESK. Use the **Enter a comment** button to send a reply.



Enter a comment Upload file (max. 20 MB) Close request

COLOR TUNER 4.0 -- Files not processing
We have a COLOR TUNER installation a a Windows 10 computer. The system has been calibrated. All worked fine for a few days. Then suddenly all jobs fail to process.

Frank Dissinger
Mon, 9/21/2020 7:15 PM
Portal action: Upload file (max. 20 MB)
Queue.zip has been uploaded
Queue that fails to process jobs

Frank Dissinger
Mon, 9/21/2020 7:14 PM
Portal action: Enter a comment
Alias, this did not help.

CGS
Mon, 9/21/2020 7:14 PM
Portal action: Enter a comment
Please restart the program.

Frank Dissinger
Mon, 9/21/2020 7:14 PM
New request: ORIS Product
How can the problem be reproduced?:
Drop PDF files onto COLOR TUNER window. Job status is shown as 'waiting'. Nothing happens.
License no. and OS version (LYNX: login name, process name, browser/version):
License no. 123456. Windows 10 Pro

Number	10826
Ticket type	Product
Submitter	Frank Dissinger, CGS GmbH
Customer	CGS GmbH
Status	In Progress
Created on	9/21/2020 7:14 PM
Changed on	9/21/2020 7:15 PM
Priority	Medium
Product	COLOR TUNER
Version	4.0
Area	COLOR TUNER

Documents Queue.zip

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Which Files to Send for Problem Analysis

Log files and other data are nearly always required in order to analyze a problem in detail. We kindly ask our dealers and customers to upload the files indicated below when creating a support ticket.

Installation Issues

Send the installation log file from the folder ...\\ProgramData\\CGS\\Logs\\. This file is named as follows:

Product	Log file name
COLOR TUNER	Install_CT.log
FLEX PACK	Install_FP.log
PRESS MATCHER and X GAMUT	Install_PMW.log
CERTIFIED	Install_CPROOF.log

Printing and File Processing Issues

■ Log Files

Send us the following log files from the folder ...\\Program Files (x86)\\CGS\\:

COLOR TUNER

...\\COLOR TUNER\\ORIS Hotfolder Manager\\...

- auto.LOG
- winhot_ORIS-COLORTUNER_service*.log

FLEX PACK

...\\FLEX PACK\\ORIS Hotfolder Manager\\...

- auto.LOG
- winhot_ORIS-FLEXPACK_service*.log

PRESS MATCHER and X GAMUT

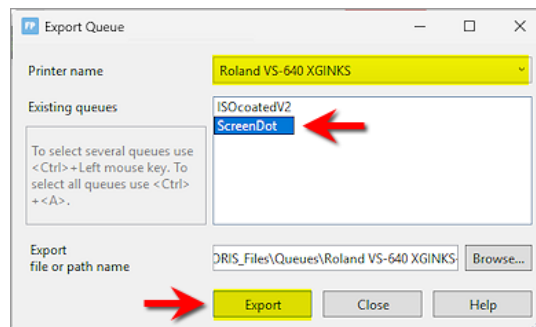
...\PRESS MATCHER\ORIS Hotfolder Manager\...

- auto.LOG
- winhot_ORIS-PRESSMATCHER_service*.log

■ Output Queue

CGS ORIS also needs the printer queue or file output queue, respectively.

1. In the CGS ORIS application, select **File > Export Queue**.
2. Select the printer or output format
3. Select the output queue(s).
4. Click the **Export** button.
5. Send us the *.zip file.



Processing Issues in WORKS

Log file

Send us the file auto.LOG, which resides in the folder
...\Program Files (x86)\CGS\ORIS Hotfolder Manager\.

Hotfolder

It is highly recommended to also send the hotfolder (*.hfs file) associated with the issue.

Color correction data

Depending on the type of issue, it may also be necessary to send us the color correction data. This data resides in subfolders of
...\Program Files (x86)\CGS\Common Files\CTuner Setups\.

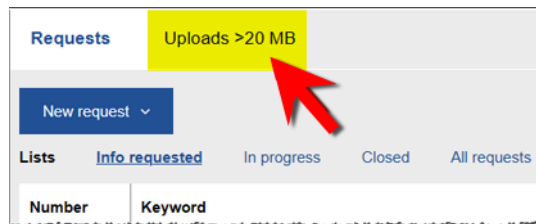
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Transferring Large Files

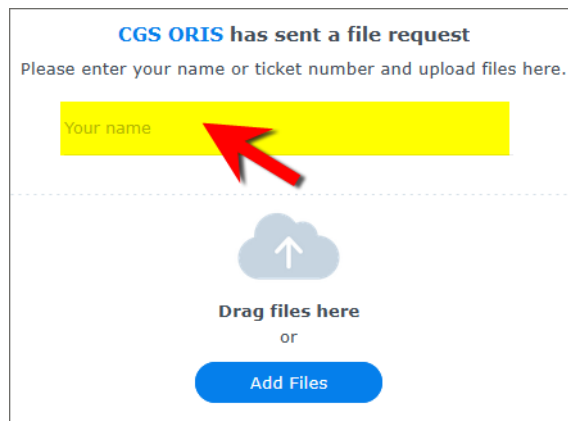
Large data volumes of 20 MB or more cannot be sent directly via HELPDESK. Such files are handled by an embedded file transfer tool, which can be launched by clicking the **Uploads > 20 MB** button.

1. Click **Uploads > 20 MB** at the top of the HELPDESK window.

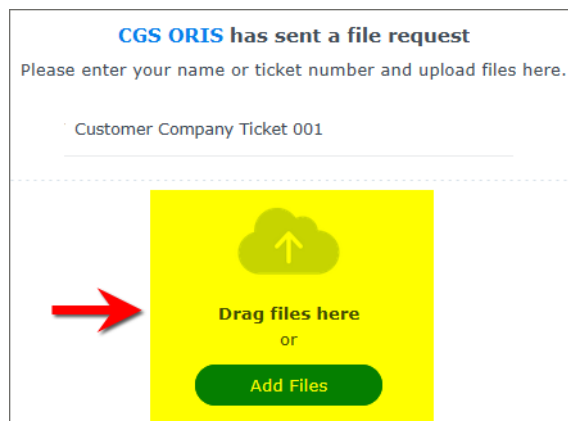
This launches the window of an integrated file transfer application.



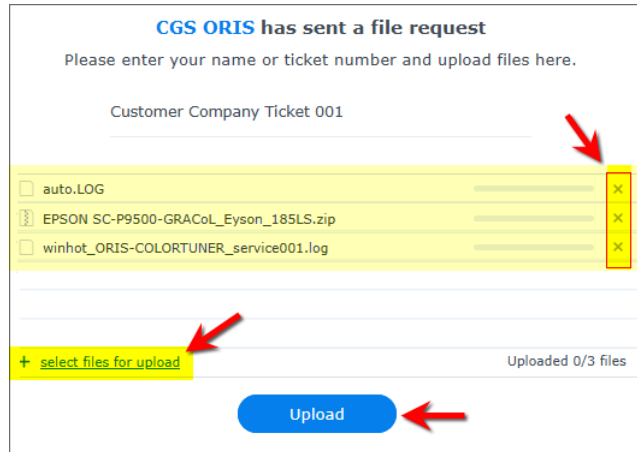
2. Enter your name and the number of the CGS ORIS support ticket.





3. Click **Add Files** and browse for the files that you want to upload. Or simply drag the files onto the browser window.

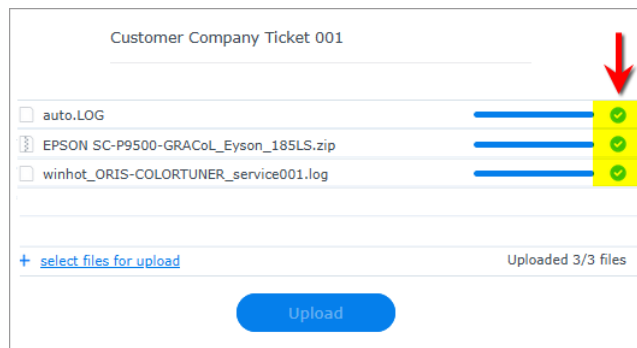


4. *Optional:* The files appear in the browser window. You can now do the following:
 - Upload additional files by dragging them onto the window or using the **+ select files for upload** button.
 - Remove files that you do not want to upload by clicking the **x** buttons.



5. Click the **Upload** button to transfer the files to CGS ORIS.

The icon  indicates that the files have been uploaded successfully. The icon  appears if file upload has failed.



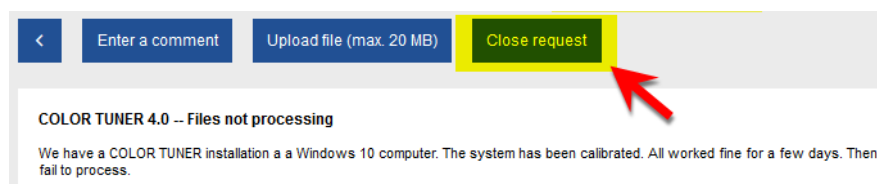
6. Click **Requests** at the top to return to the HELPDESK application.

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Closing a Ticket

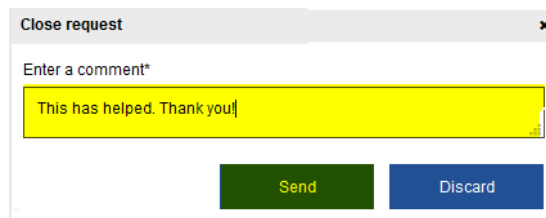
We kindly ask our dealers and customers to close a support ticket if they consider the issue to be resolved. You can reopen the ticket at any time should the problem reoccur. CGS ORIS closes a ticket immediately as soon as a solution has been provided.


1. Open the ticket details (see **page 8**).
2. Click **Close request**.



3. Enter a message for CGS ORIS.
4. Click **Send**.

Now exchanging messages and files is no longer possible unless you reopen the ticket.

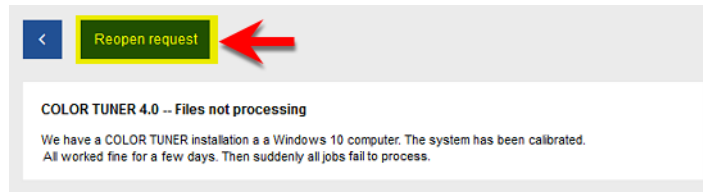


5. Click  to return to the list of tickets.

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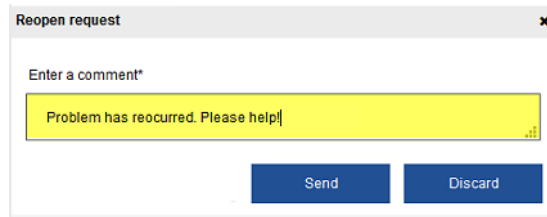
Reopening a Closed Ticket


1. Open the ticket details (see **page 8**).
2. Click **Reopen request**.



3. Enter a message for CGS ORIS or upload a file.
4. Click **Send**.

Now you can continue to exchange messages and files with CGS ORIS.



5. Click  to return to the list of tickets.

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Ticket Status

The buttons at the top (1) allow you to filter tickets by their status. The status column in the list (2) indicates the internal ticket status, which is more detailed. The table below shows how the two status categories correspond to each other and explains what each status means.

Number	Keyword	Status
10823	COLOR TUNER 4.0 -- Dateien nicht verarbeitet	Closed
10821	Spanisch in Lynx auf Französisch	In Progress

(1) Status	(2) Internal Status	Meaning
In progress	New	Ticket has just been created by a customer or dealer and is not yet being processed by CGS ORIS.
	Error	Issue has been identified as software error or feature request.
	Error – workaround provided	Customer or dealer needs to wait until the final solution or new feature is provided.
	Error – under development	A temporary solution may be provided in the meantime.
	Enhancement request	
	In progress	A member of the CGS ORIS support team has taken charge of a new ticket created by a customer or dealer.
		New ticket created by CGS ORIS (not by customer or dealer).
		Closed ticket was reopened.
	Appointment arranged	Issue will be analyzed together with the customer or dealer, e.g. in a remote support session.

(1) Status	(2) Internal Status	Meaning
Info requested	Info requested	CGS ORIS is asking the customer or dealer to provide more information, for example, a log file.
Closed	Closed	Issue resolved, solution provided. Issue not resolved, solution cannot be provided.