

Helpdesk User Guide

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.

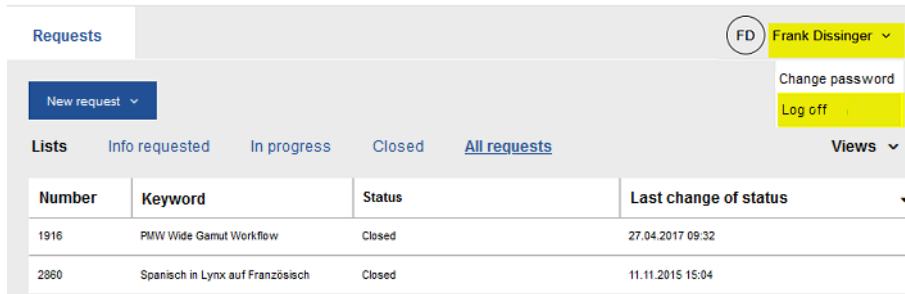
The Helpdesk web portal provides many benefits:

- 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.

Logging In and Out


1. Enter **<http://helpdesk.cgs-oris.com>** into 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 'Requests' section of the CGS ORIS Helpdesk. At the top right, the user 'Frank Dissinger' is logged in, with options to 'Change password' and 'Log off'. Below the navigation bar, there are tabs for 'Lists', 'Info requested', 'In progress', 'Closed', and 'All requests'. A table displays the following data:

Number	Keyword	Status	Last change of status
1916	BMW Wide Gamut Workflow	Closed	27.04.2017 09:32
2860	Spanisch in Lynx auf Französisch	Closed	11.11.2015 15:04

Creating a Support Ticket

1. Click **New request**.
2. Choose the ticket type.
Product, License, Consumables and **Hardware** tickets are handled by different CGS ORIS departments.
3. Complete the support ticket form (see example on page 3).
 If possible, upload data that help CGS ORIS analyze the problem, e.g. log files.
Tip: To find out your dongle or license number, select **Help > License Info** in the ORIS application.
4. When finished, click **Send**.
 An overview of the user inputs appears. A ticket number has been generated automatically.
5. Click  to return to the list of tickets.

Sample Support Ticket Form

ORIS Product
Please describe the problem. (file uploads max. 20 MB)

This request is for Frank Dissinger

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

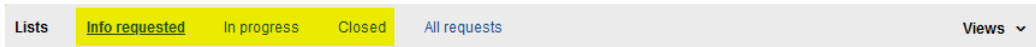
Priority

Locating Support Tickets

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

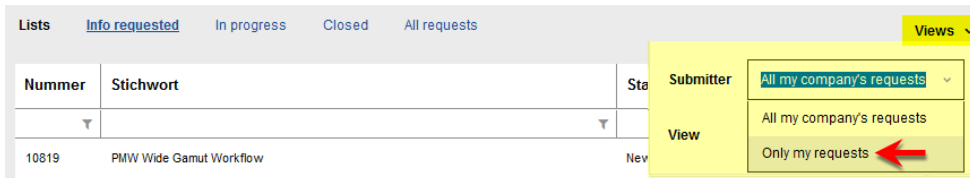
Filtering by Ticket Status

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 page 10 for more information about the ticket status.



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 **Only my requests**.



Additional Filtering

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 page 10 for more details)

Last change of status: Select a date

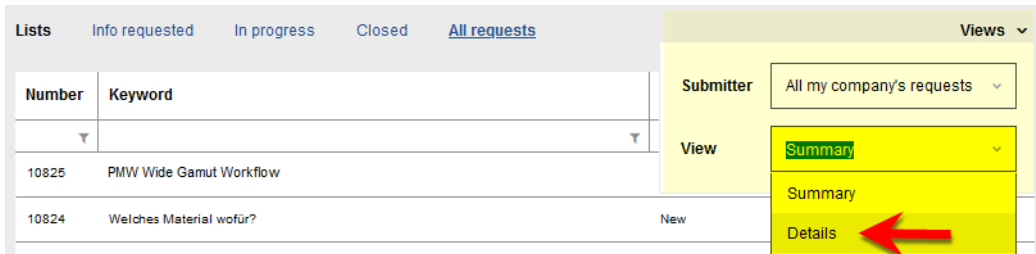
Submitter: Name and company of person who created the ticket (customer or dealer)

Customer: Company where the issue occurred (end customer)

Priority: Low, Medium, High

If you cannot see all of these columns, change the view from **Summary** to **Details**.

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



The screenshot shows a table with columns 'Number' and 'Keyword'. Two rows are visible: '10825 PMW Wide Gamut Workflow' and '10824 Welches Material wofür?'. To the right, a 'Views' dropdown menu is open, showing 'Summary' (selected) and 'Details' (highlighted with a red arrow). The 'Submitter' dropdown is set to 'All my company's requests'.


Viewing Ticket Details

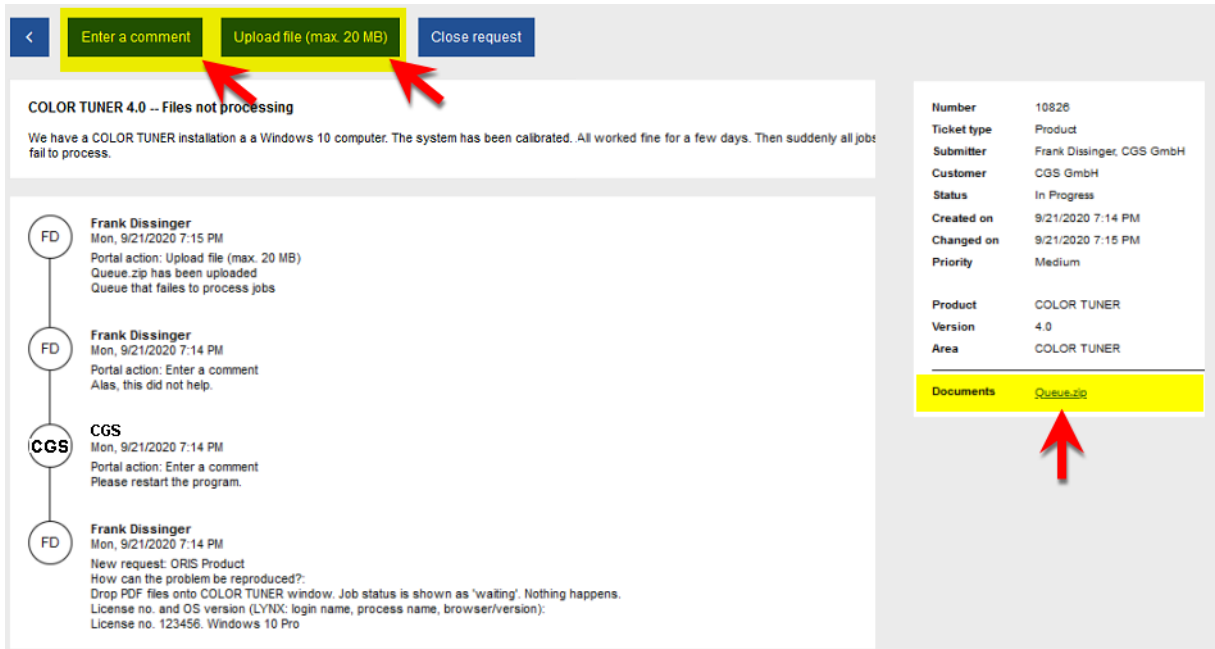
Click on the list to open a detailed view of the ticket.

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

Exchanging Messages and Files

1. Open the ticket details. All messages and actions are logged in the ticket.
2. Use the buttons **Enter a comment** and **Upload file** to send a message or file to CGS ORIS.
3. Uploaded files are listed under **Documents** on the right. Click a link to download the file.
4. Click  to return to the list of tickets.



The screenshot shows a ticket interface with the following elements:

- Buttons:** A navigation bar at the top contains a back arrow, a green button labeled "Enter a comment", a green button labeled "Upload file (max. 20 MB)", and a blue button labeled "Close request". Red arrows point to the "Enter a comment" and "Upload file" buttons.
- Ticket Title:** "COLOR TUNER 4.0 -- Files not processing".
- Description:** "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 job fail to process."
- Message History:** A vertical timeline of messages:
 - Frank Dissinger (FD):** Mon, 9/21/2020 7:15 PM. Portal action: Upload file (max. 20 MB). Queue.zip has been uploaded. Queue that failes to process jobs.
 - Frank Dissinger (FD):** 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 (FD):** 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.
- Documents:** A section on the right titled "Documents" contains a yellow button labeled "Queue.zip". A red arrow points to this button.

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.

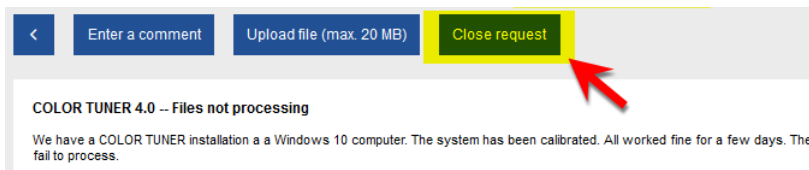
Refer to page 9 for details on which files to send. It is nearly always required to upload log files.

Do not use Helpdesk for uploading data volumes of 20 MB or more. Use our FTP server for sending large amounts of data. Refer to page 10 for more details.

Closing Tickets

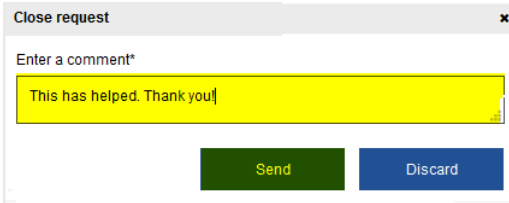
We kindly ask our dealers and customers to close a support ticket if they consider the issue to be resolved. You can reopen the ticket at any time should the problem reoccur. CGS ORIS closes a ticket immediately as soon as a solution has been provided.


1. Open the ticket details.
2. Click **Close request**.



3. Enter a message for CGS ORIS, then click **Send**.

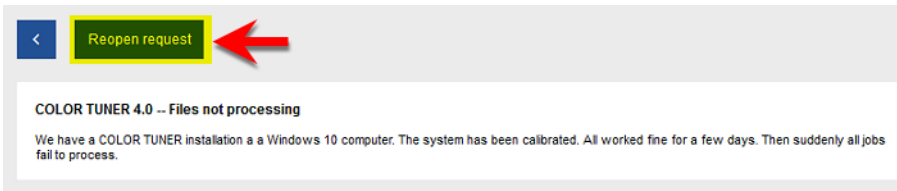
Now exchanging messages and files is no longer possible unless you reopen the ticket.




4. Click  to return to the list of tickets.

Reopening Closed Tickets

1. Open the ticket details.
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.



Reopen request

Enter a comment*

Problem has reoccurred. Please help!

Send Discard

Files to Send for Problem Analysis

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

Installation Problems

Send the installation log file `Install_*.log`. This file is located in the folder `...\ProgramData\CGS\Logs\`.

Printing and File Processing Problems

COLOR TUNER and PRESS MATCHER

Send the log files `auto.log` and `winhot_*.service*.log` located in the following folder:

- `...\Program Files (x86)\CGS\ORIS COLOR TUNER WEB\ORIS Hotfolder Manager\ or`
- `...\Program Files (x86)\CGS\ORIS PRESS MATCHER\ORIS Hotfolder Manager\`

We also require the printer queue or file output queue. Export the queue from the ORIS application using the **Utilities** menu and send us the `*.zip` file.

ORIS Color Tuner V5.x and ORIS Works

Send the `auto.log` file located in the `...\Program Files (x86)\CGS\ORIS Hotfolder Manager\` folder.

It is highly recommended to also send the hotfolder in use (`*.hfs`).

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

FTP Upload for Large Files

Helpdesk cannot be used for sending data volumes of 20 MB or more. Use the CGS ORIS FTP Server for uploading large amount of data. Here are the details:

Server address: ftp://ftp.oris.info

User name: oris



Password: oris

Folder: incoming

Please create a folder inside incoming and upload your data to this folder.

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.

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

Status (1)	Internal Status (2)	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. Customer or dealer needs to wait until the final solution or new feature is provided. A temporary solution may be provided in the meantime.	
	Error – workaround provided		
	Error – under development		
	Enhancement request		
	In progress		A member of CGS ORIS Support 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.	
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.	