



CGS Support Form

*Dealer:	<input type="text"/>	*Name:	<input type="text"/>
*Email:	<input type="text"/>	*Phone:	<input type="text"/>
*Country:	<input type="text"/>		
*Customer:	<input type="text"/>	*Dongle Number:	<input type="text"/>

*CGS Software:	<input type="text"/>	*Version:	<input type="text"/>
*OS:	<input type="text"/>	Browser/Version:	<input type="text"/>
Printer Type:	<input type="text"/>	Paper Type:	<input type="text"/>
Output device:	<input type="text"/>	Measurement device:	<input type="text"/>

Kind of support:	<input type="text"/>	The problem	<input type="text"/>
------------------	----------------------	-------------	----------------------

Problem description:

What did you expect to happen?

How can the problem be re-created?

Data for problem analysis

Folder name on CGS FTP Server

Customer FTP Server details

Fields marked with * are compulsory.

Please send the completed form from Acrobat Reader to support@cgs-oris.com (support@cgsusa.com for North America and South America).

CGS can start with the problem analysis immediately if all information is sent straight away.

Here is some information on data that is important for problem analysis

Log files and other data are nearly always required to allow us to analyse a problem in detail.

For installation problems we require the installation log files. These files are called "Install_*.log" and in Vista and Windows 7 these can be found in folder "C:\ProgramData\CGS\Logs". For all other OS these can be found in "C:\Documents and Settings\All Users\Application Data\CGS\Logs".

We require other log files for printing and file processing problems. These are the "auto.log" and "winhot_*.log" files which can be found in the following ORIS software installation folders:

"C:\Program Files\CGS\ORIS COLOR TUNER WEB\ORIS Hotfolder Manager" or

"C:\Program Files\CGS\ORIS PRESS MATCHER\ORIS Hotfolder Manager".

For ORIS Color Tuner//Web and ORIS Press Matcher//Web we also require the printer or data queue. This can be exported from within the applications.

The "auto.log" for ORIS Works and ORIS Color Tuner can be found in "C:\Program Files\CGS\ORIS Hotfolder Manager".

Here it is also highly recommended to send the hotfolder in use ("Name_of_hotfolder.hfs").

Depending on the problem encountered it may also be necessary to send the color correction data. These can be found in folder "C:\Program Files\CGS\Common Files\CTuner Setups".

Data can be sent via email to support@cgs-oris.com (or support@cgsusa.com) or uploaded to the CGS FTP Server. Here are the details:

ftp.oris.info

username: oris

password: oris

folder: incoming

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

CGS Publishing Technologies International Hainburg, Germany

Email: info@cgs-oris.com, support@cgs-oris.com

Web site: www.cgs-oris.com

Phone: +49 6182 9626 0

Fax: +49 6182 9626 99

Commercial register: Offenbach, HRB 21495

Managing directors: Jan de Maeyer, Andreas Kämmerer