

# Helpdesk Online User Guide

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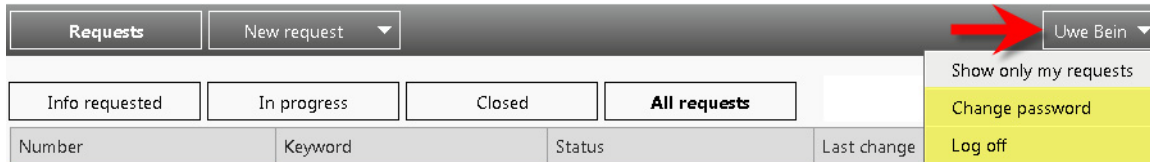
## About Helpdesk Online

Helpdesk Online is a web portal for CGS dealers and customers that handles support issues such as software error reports, license problems or feature requests. Helpdesk Online allows you to create, edit and track support tickets. It provides a list of all tickets and their current processing status as well as filtering tools for quickly locating a ticket.

Communication with CGS Support and file exchange are also handled via Helpdesk Online. Customers are automatically notified via email when new messages or files are available. The notifications include a link to Helpdesk Online. Customers enter their messages directly into the web portal.

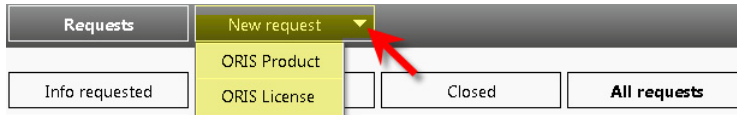
## Logging In and Out

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



# Creating a Support Ticket

1. Click **New request**.
2. Choose the ticket type. **Product** and **License** tickets are handled by different CGS departments.
3. Complete the support ticket form (see example on page 2).  
If possible, upload data that help CGS analyze the problem, e.g. log files.
4. When finished, click **Save**.
5. Click **Requests** to return to the ticket list, which now includes the new ticket.



To find out your dongle or license number, select **Help > License Info** in the ORIS application.

## Sample Support Ticket Form

Keyword	Mandatory input	Upload
CTW -- Files not processed		Screenshot.png X Browse...
Request	Mandatory input	Product
We installed Color Tuner//Web on a PC running Win7, calibrated and everything worked fine. Then after a couple of days there is no output anymore. files are not processed anymore.		ORIS Color Tuner//Web
How can the problem be reproduced?	Mandatory input	Version
Drop print jobs onto the drop area. All jobs remain at 0% and the icons remain in orange, which means "file waiting to be processed" according to the user manual.		2.0.3
License no. and OS version (LYNX: login name, process name, browser/version)	Mandatory input	Priority
Dongle no. U12345, Windows 7 Professional		Medium
		Save

## Locating Support Tickets

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

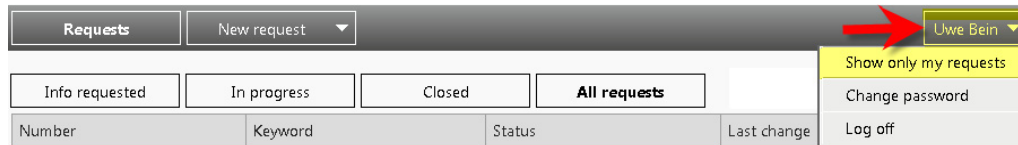
### Filtering by Ticket Status

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 8 for more information about the ticket status.



### Viewing Your 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 **Show 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
- Problem:**     Detailed problem description
- Solution:**     Details of solution provided by CGS
- Status:**        Internal ticket status assigned by CGS (see page 8 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)

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.

Number	Keyword	Problem	Solution	Status	Last change of status ▾	Submitter	Summary
Filter	Filter	Filter	Filter	Filter	Filter	Filter	Summary
148	CTW: Files not processed	We installed Color Tuner//Web on a PC	Hotfix available	In Progress	11/7/2013 4:09 PM	Uwe Bein, Testfirma2	Summary
150	Color Tuner//Web	Our reseller in Latin America discovered		Closed	11/7/2013 2:16 PM	Uwe Bein, Testfirma2	Details

## Viewing Ticket Details

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

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

149	PMW -- Incorrect transparency	New	11/5/2013 7:02 PM
150	Color Tuner//Web 2.0.3 with Epson 4900: No black printed	In Progress	11/7/2013 2:16 PM
148	CTW: Files not processed	Closed	11/7/2013 4:09 PM

## Exchanging Messages and Files

1. Open the ticket details.
2. Use these buttons to send a message to CGS or to upload a file:



3. All messages and actions are logged in the ticket.

Blue buttons indicate that files have been uploaded. Click these buttons to download the files.

----- 11/8/2013 5:10 PM (Lutz Semmel, CGS Germany) ----- Portal action: Enter a comment The log file shows that the ORIS Color Tuner service and the MySQL service are no longer running. Please restart the services. This should help.	Submitter Uwe Bein, Testfirma2 Customer Testfirma2 Status Closed Created on 11/3/2013 4:44 PM Changed on 11/8/2013 8:10 PM Priority Medium Product ORIS Color Tuner//Web Version 2.0.3 Area ORIS Color Tuner//Web Documents winhot_ORIS-COLORTUNER...
----- 11/5/2013 5:07 PM (Uwe Bein, Testfirma2) ----- Portal action: Upload file winhot_ORIS-COLORTUNER_service.log has been uploaded	
----- 11/4/2013 5:05 PM (Lutz Semmel, CGS Germany) ----- Portal action: Enter a comment We need the log file to analyze this. Please send us winhot_ORIS-COLORTUNER_service.log	

4. Click **Back** to return to the list of support 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 Online. Use the **Enter a comment** button to send a reply.

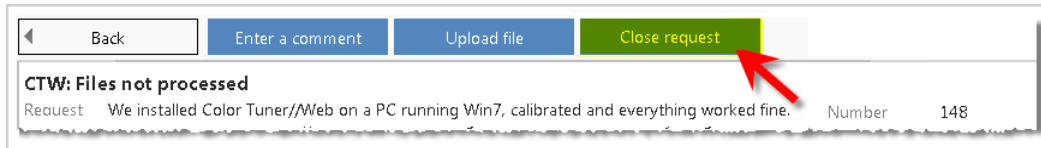
Refer to page 7 for details on which files to send. It is nearly always required to upload log files.

Do not use Helpdesk Online for uploading data volumes of 20 MB or more. Use our FTP server for sending large amounts of data. Refer to page 8 for more details.

## Closing Tickets

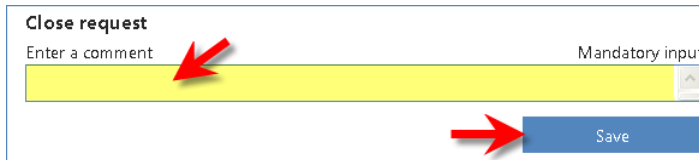
We kindly ask our customers to close a support ticket if they consider the issue to be resolved. You can reopen the ticket at any time should the problem reoccur. CGS closes a ticket immediately as soon as a solution has been provided.

1. Open the ticket details and click **Close request**.



2. Enter a message for CGS, then click **Save**.

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



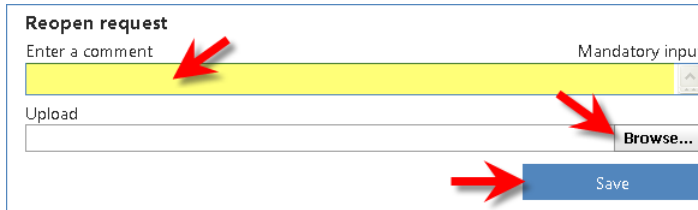
3. Click **Back** to return to the list of support tickets.

## Reopening Closed Tickets

1. Open the ticket details and click **Reopen request**.



2. Enter a message for CGS or upload a file, then click **Save**.
3. Now you can continue to exchange messages and files with CGS.
4. Click **Back** to return to the list of support tickets.



The screenshot shows a web form titled "Reopen request". It contains a text input field labeled "Enter a comment" with a "Mandatory input" indicator on the right. Below this is an "Upload" section with a "Browse..." button. At the bottom of the form is a blue "Save" button. Three red arrows point to the comment field, the "Browse..." button, and the "Save" button respectively.

## 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 customers to upload the files indicated below when creating a support ticket.

### Installation Problems

Send the installation log file `Install_*.log` located in the following folder:

- ...\\ProgramData\\CGS\\Logs\\ (Windows 7 and Vista)
- ...\\Documents and Settings\\All Users\\Application Data\\CGS\\Logs\\ (other operating systems)

### Printing and File Processing Problems

#### ORIS Color Tuner//Web and ORIS Press Matcher//Web

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

- ...\\Program Files\\CGS\\ORIS COLOR TUNER WEB\\ORIS Hotfolder Manager\\ or
- ...\\Program Files\\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\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\CGS\Common Files\CTuner Setups\`.

## FTP Upload for Large Files

Helpdesk Online cannot be used for sending data volumes of 20 MB or more. Use the CGS 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.

Info requested		In progress	Closed	 (1)
Number	Keyword	Status		
Filter	Filter	Filter		
148	CTW: Files not processed	Closed		 (2)
150	Color Tuner/Web 2.0.3 with	In Progress		



Status (1)	Internal Status (2)	Meaning	
In progress	New	Ticket has just been created by a customer and is not yet being processed by CGS.	
	Error	Issue has been identified as software error or feature request. Customer 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 Support has taken charge of a new ticket created by a customer or dealer.
			New ticket created by CGS (not by customer or dealer).
			Closed ticket was reopened.
Appointment arranged		Issue will be analyzed together with the customer, e.g. in a remote support session.	
Info requested	Info requested	CGS is asking the customer to provide more information, for example, a log file.	
Closed	Closed	Issue resolved, solution provided.	
		Issue not resolved, solution cannot be provided.	