CGS ORIS Support Form

Fields marked with * are compulsory.

*Customer

*Name:

*Email:

*Phone:

*Country:

*License number:

*CGS Software:

*Version:

*OS:

Browser/Version:

Printer type:

Paper type:

Output device:

Meas. device:

Problem description:

What did you expect to happen?

How can the problem be re-created?

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 can be found in folder "C:\ProgramData\CGS\Logs".

We require other log files for printing and file processing problems. These are the "auto.log" and "winhot_*service*.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 Color Tuner/Flex Pack and Press Matcher/X Gamut we also require the printer or data queue. This can be exported from within the applications.
The "auto.log" for Works 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.

Folder name on CGS FTP Server	

Please send the completed form to **support@cgs-oris.com** (help@cgsoris.com for North America and South America). CGS can start with the problem analysis immediately if all information is sent straight away.