

Support Format

Users with active support agreements are able to send scripts and data sets to support@has-motion.ca.

Being able to see the relevant files allows the support team to best assist you. Closing the irrelevant files allows support to determine which files you are looking at, and makes the file easier to e-mail.

NOTE: Our server strips attachments larger than 20 MB so it's important to close all but a few trials before sending a CMZ.

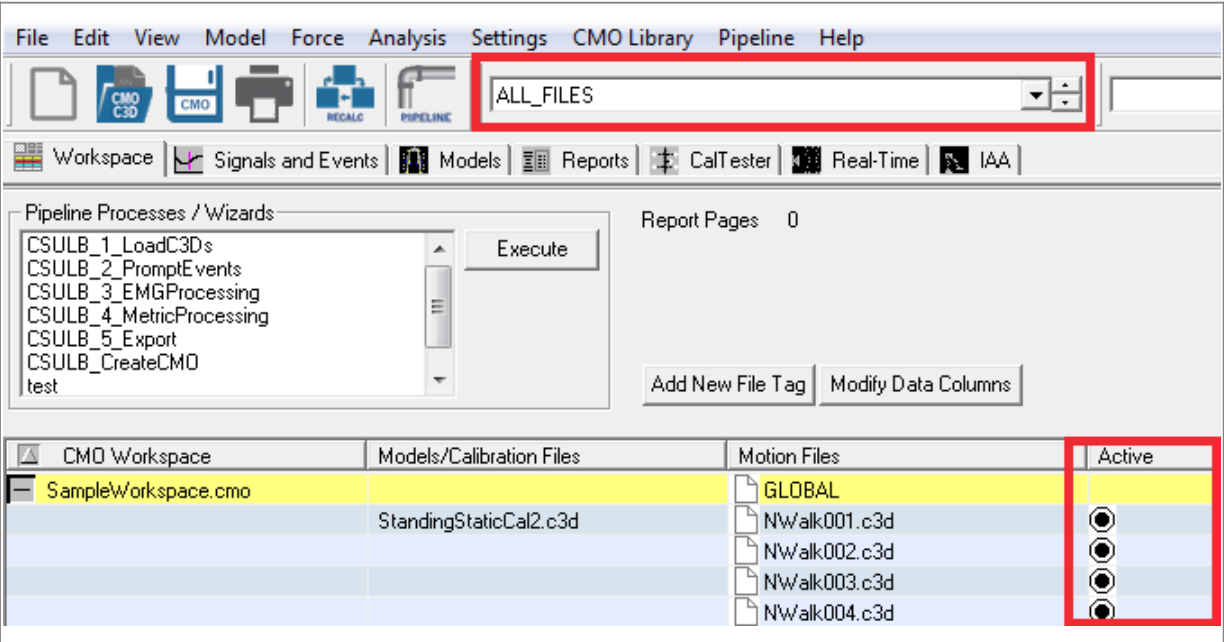
Sending Data

Since the CMO file is most likely too large to e-mail, you can close all dynamic trials (except the relevant C3D file).

1. Open the relevant CMO file

Make sure the active file is set to ALL_FILES

Note that the black circle for all files in the workspace will be listed as ACTIVE

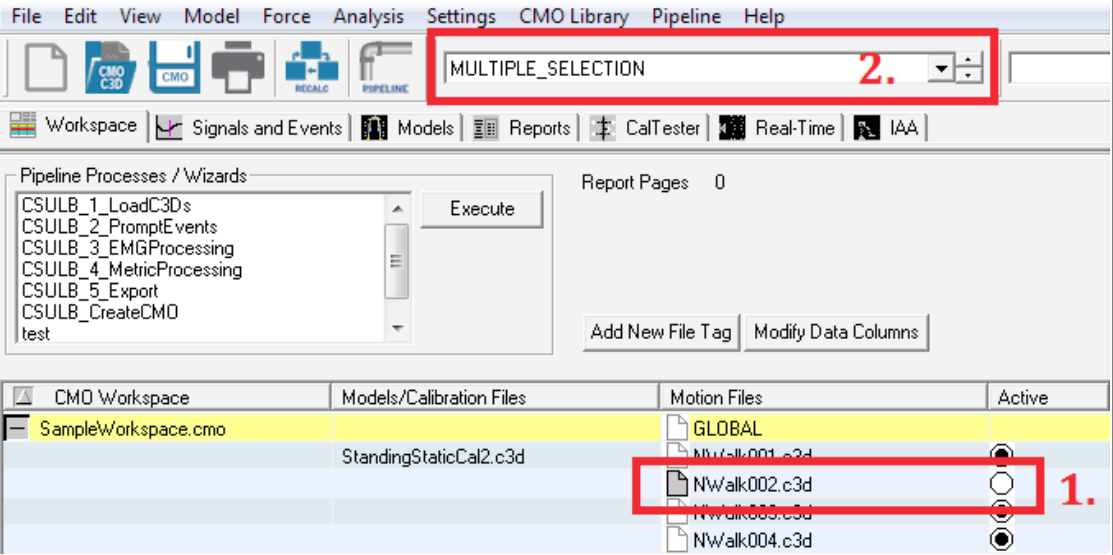


The screenshot shows the software's main window. The 'Settings' menu is open, and the 'ALL_FILES' dropdown is highlighted with a red box. Below the menu, the 'Pipeline Processes / Wizards' list is visible, and the 'Active' column in the 'Motion Files' table is highlighted with a red box.

2. Remove C3D from list of active files

1. Click in the black circle next to the C3D file (or files) you want to **KEEP** in the CMO

2. The circle of the selected file will be filled in white, and the active file will change to MULTIPLE_SELECTION



The screenshot shows the software's main window. The 'Settings' menu is open, and the 'MULTIPLE_SELECTION' dropdown is highlighted with a red box. Below the menu, the 'Pipeline Processes / Wizards' list is visible, and the 'Active' column in the 'Motion Files' table is highlighted with a red box. The 'NWalk002.c3d' file is highlighted with a red box, and its active circle is filled in white.

3. Close C3D files

Go to File → Close

File

Open/Add...
Ctrl+O

Close

Save Workspace
Ctrl+S

Save Workspace As...
Ctrl+A

Export

View Workspace History

Open Report Template
Ctrl+E

Append Report Template

Save Report Template
Ctrl+T

Add/Modify File Tags

Add/Modify Synchronized Video Files

SELECTION

ports | CalTester | Real-Time | IAA

Report Pages 0

Add New File Tag | Modify Data Columns

Motion Files	Active
GLOBAL	
NWalk001.c3d	
NWalk002.c3d	
NWalk003.c3d	
NWalk004.c3d	

4. Review File

Only the selected file should remain in the workspace

Make sure that the files in the workspace depict the problem you are having

File

CMO C3D

CMO

REC&L&C

PIPELINE

NWalk002.c3d

Workspace | Signals and Events | Models | Reports | CalTester | Real-Time | IAA

Pipeline Processes / Wizards

CSULB_1_LoadC3Ds

CSULB_2_PromptEvents

CSULB_3_EMGProcessing

CSULB_4_MetricProcessing

CSULB_5_Export

CSULB_CreateCMO

test

Execute

Report Pages 0

Add New File Tag | Modify Data Columns

CMO Workspace	Models/Calibration Files	Motion Files	Active
SampleWorkspace.cmo		GLOBAL	
	StandingStaticCal2.c3d	NWalk002.c3d	

5. Save modified File

Go to File → Save Workspace As..

Make sure not to overwrite your original CMO file.

File

Open/Add...
Ctrl+O

Close

Save Workspace
Ctrl+S

Save Workspace As...
Ctrl+A

Export

View Workspace History

Open Report Template
Ctrl+E

Append Report Template

Save Report Template
Ctrl+T

Add/Modify File Tags

Add/Modify Synchronized Video Files

3d

ports | CalTester | Real-Time | IAA

Report Pages 0

Add New File Tag | Modify Data Columns

Motion Files	Active
GLOBAL	
NWalk002.c3d	

Questions on Specific Signals

If you're sending a question about a specific metric or signal, the script should only contain the relevant information.

In other words, the pipeline should contain only the specific commands used to create the relevant metric appear.

From:
<https://has-motion.com/wiki/> - **Wiki Documentation Site**

Permanent link:
https://has-motion.com/wiki/doku.php?id=visual3d:documentation:definitions:support_format&rev=1721230924

Last update: **2024/07/17 15:42**

