

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

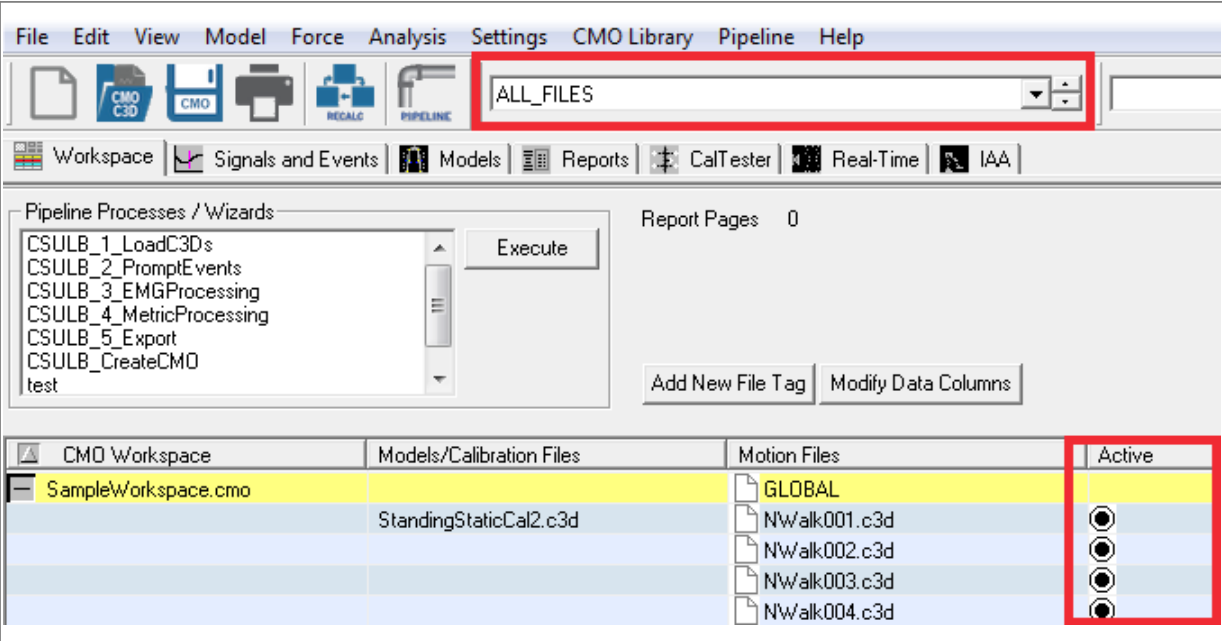
Since the CMO file is most likely too large to e-mail, you can close all dynamic trials (except the relevant C3D file). .dokuwiki .plugin_wrap table {

```
width: 100%;  
  
}
```

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



File Edit View Model Force Analysis Settings CMO Library Pipeline Help

CMO C3D CMO

RECALC PIPELINE

MULTIPLE_SELECTION 2.

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	StandingStaticCal2.c3d	GLOBAL	
		NWalk001.c3d	
		NWalk002.c3d	
		NWalk003.c3d	
		NWalk004.c3d	

File Edit View Model Force Analysis Settings CMO Library Pipeline Help

New Ctrl+N
Open/Add... Ctrl+O
Rename
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

Reports 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	

File Edit View Model Force Analysis Settings CMO Library Pipeline Help

CMO C3D CMO

RECALC 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	StandingStaticCal2.c3d	GLOBAL	
		NWalk002.c3d	

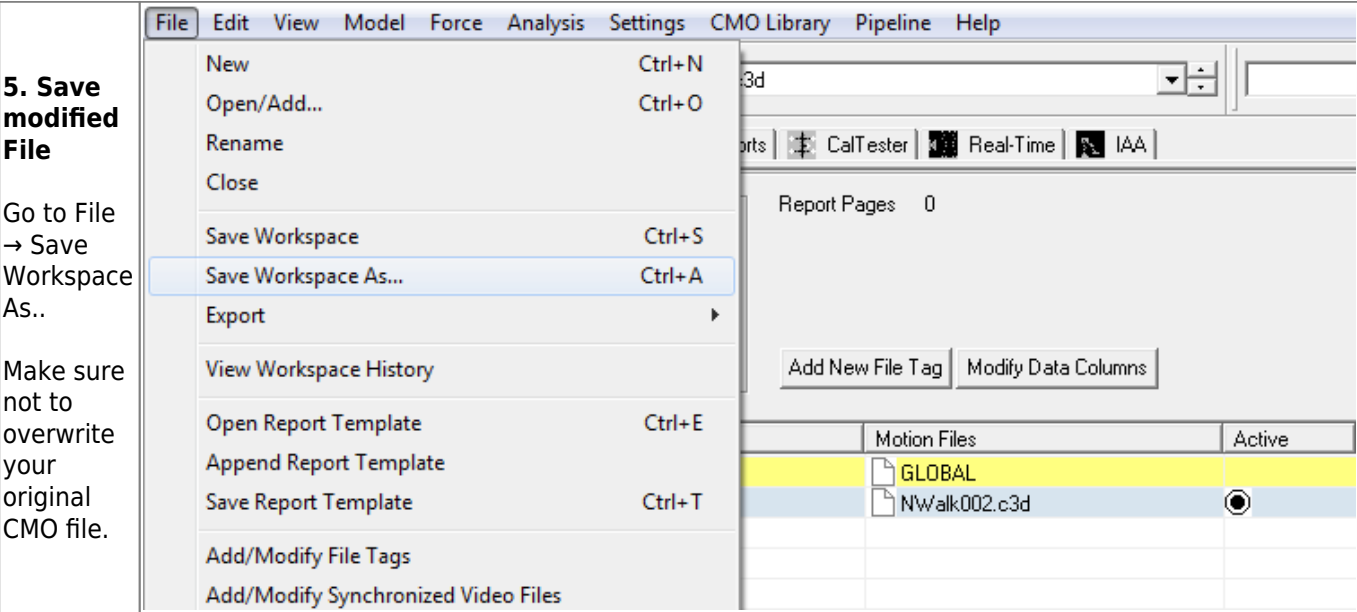
3. Close C3D files

Go to File → Close

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



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.

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