

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.

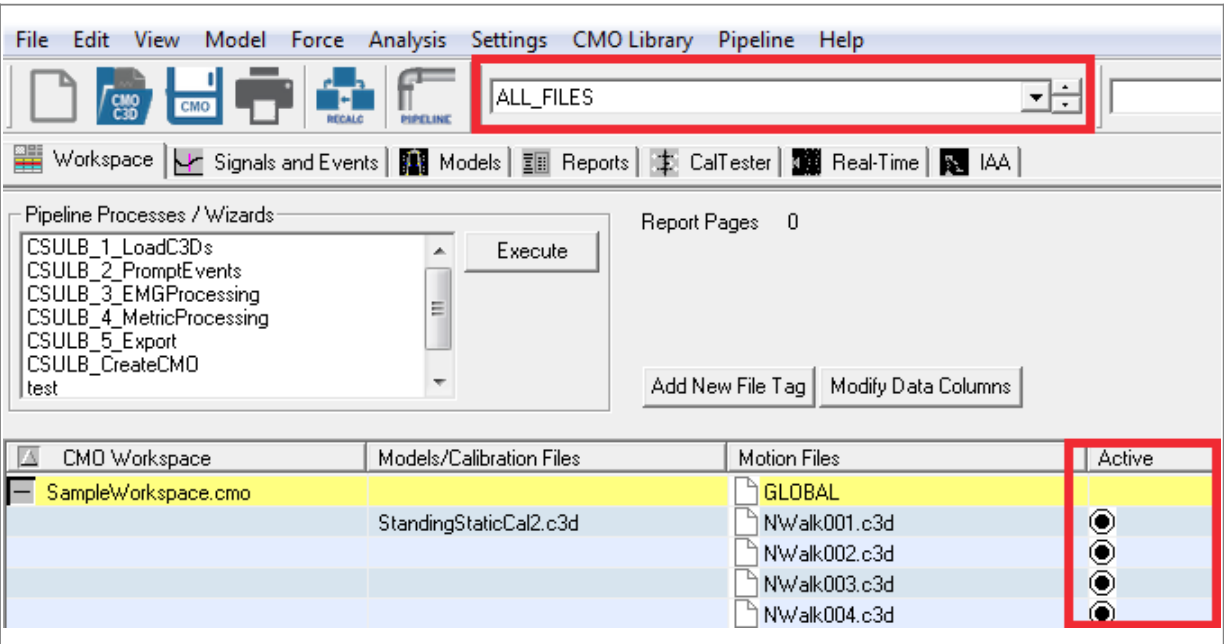
Sending Data

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

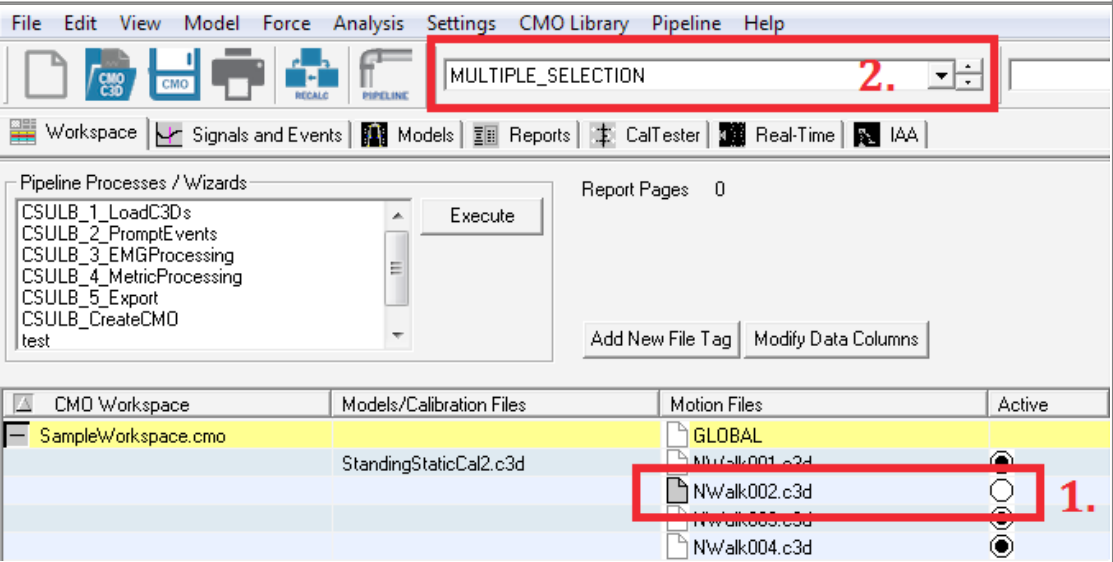
Note that the black circle for all files in the workspace will be listed as ACTIVE



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



3. Close C3D files

Go to File → Close

File

Open/Add...
Ctrl+O

Close

Motion Files

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

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

CMO Workspace

Models/Calibration Files

Motion Files

Active

SampleWorkspace.cmo

StandingStaticCal2.c3d

GLOBAL

NWalk002.c3d

5. Save modified File

Go to File → Save Workspace As..

Make sure not to overwrite your original CMO file.

File

Save Workspace As...
Ctrl+A

Motion Files

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=1743016822

Last update: **2025/03/26 19:20**

