

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.

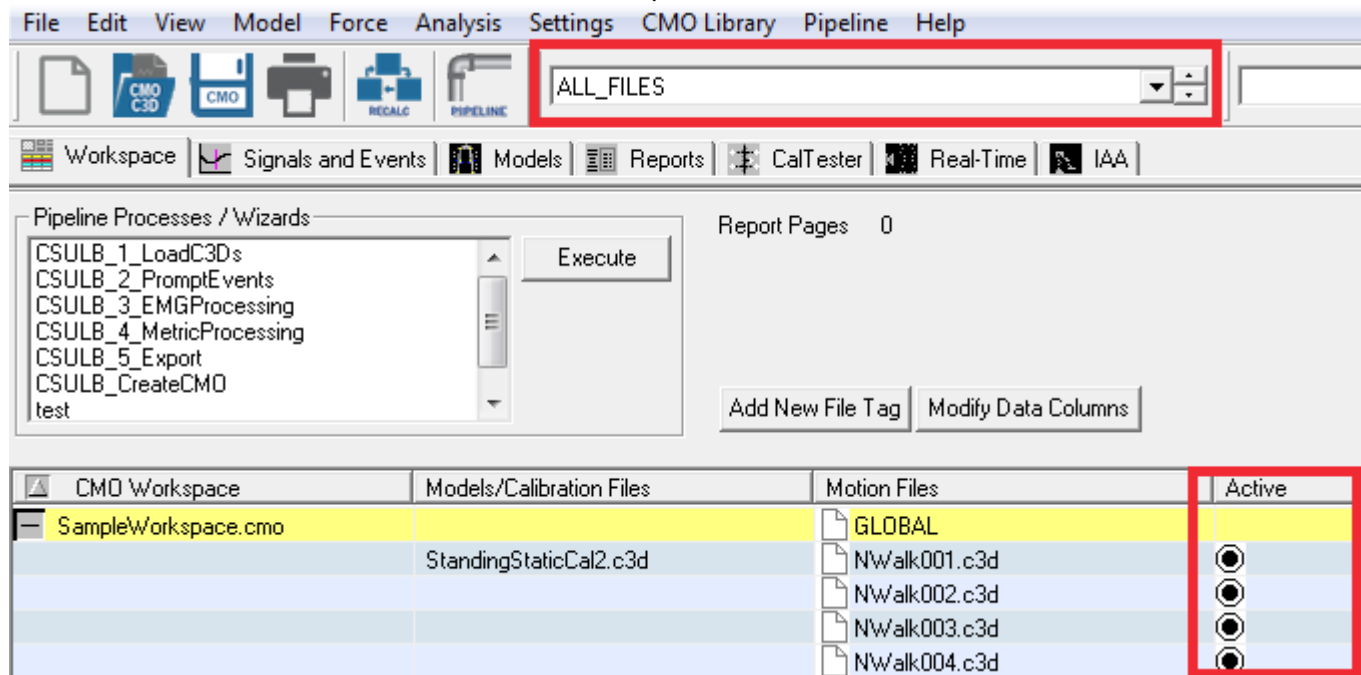
NOTE: Our server strips attachments larger than 20 MB so it's important to close all but a few trials before sending a CMZ.

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).

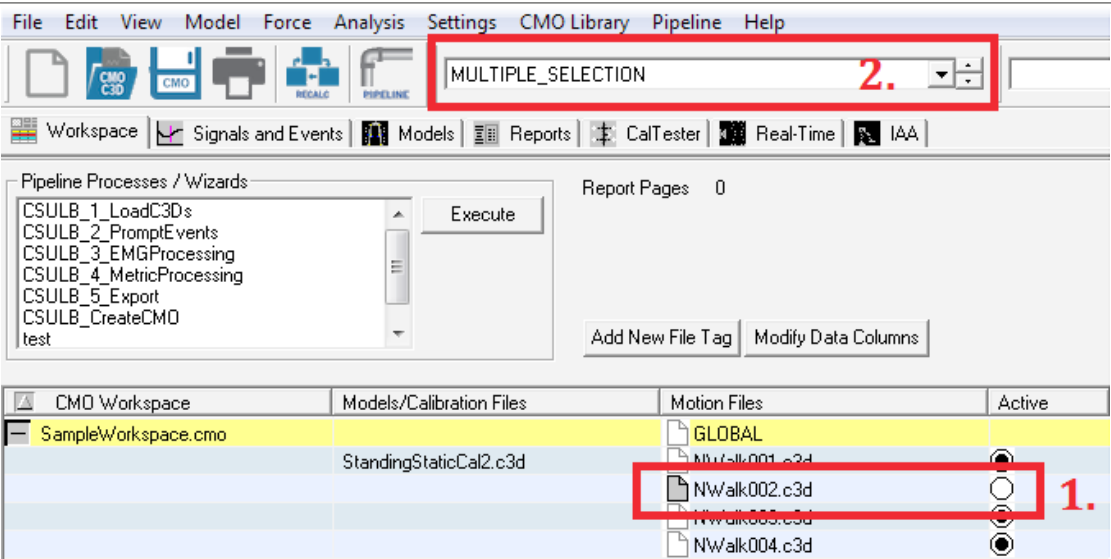
1. Open the relevant CMO file

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 //



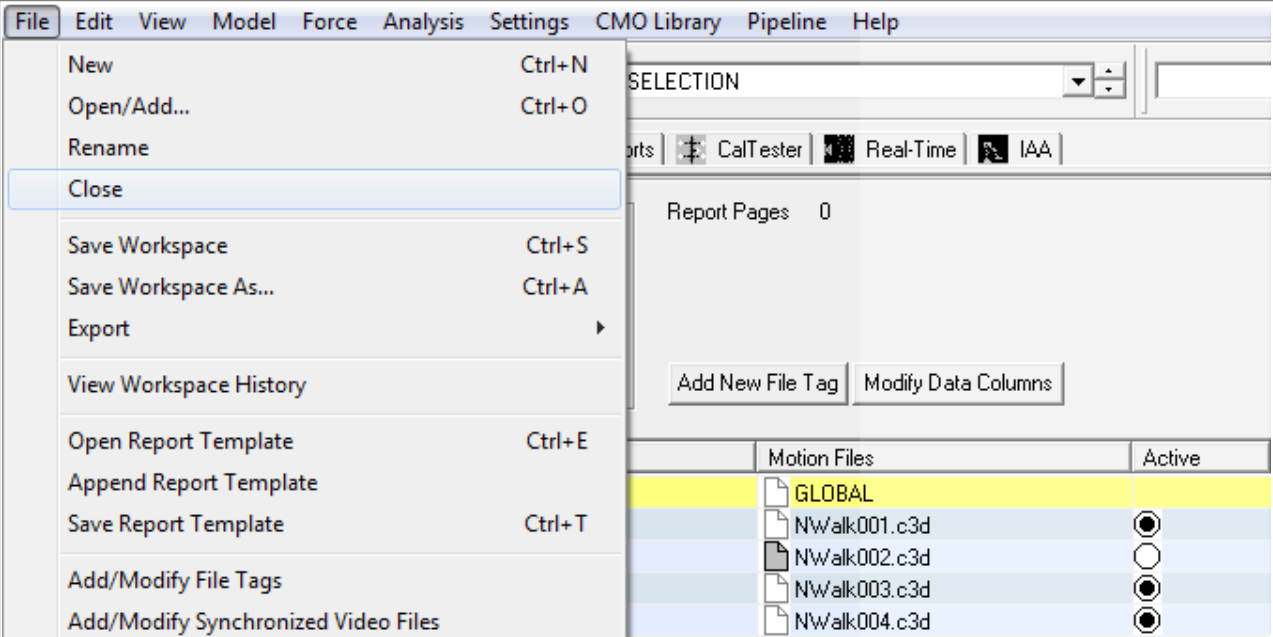
2. Remove C3D from list of active files

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

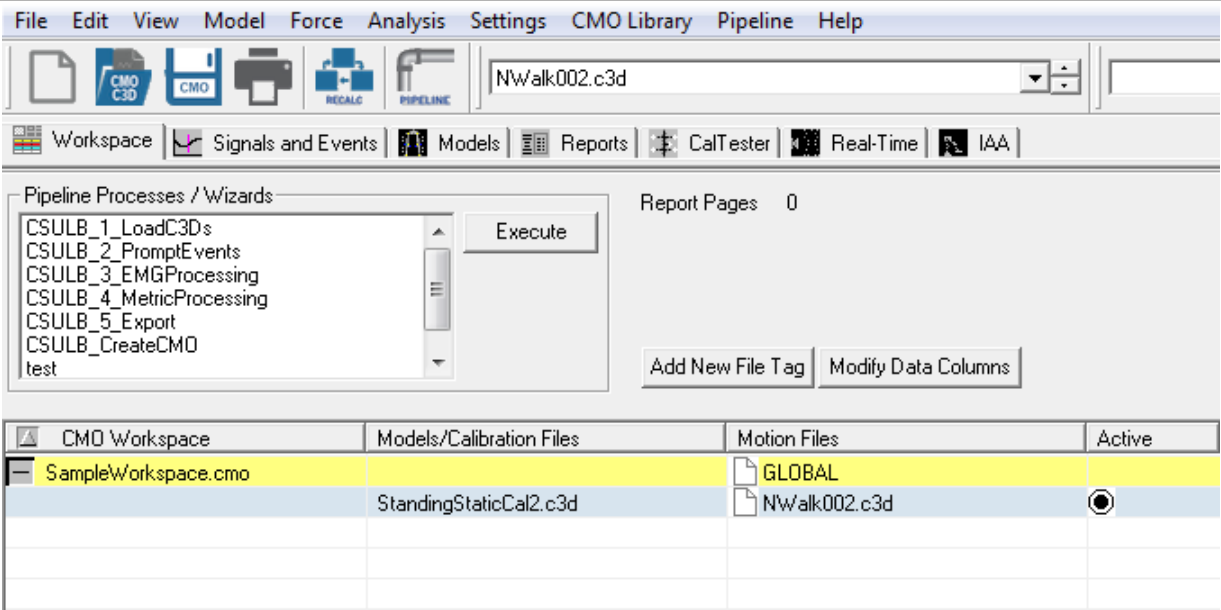
Go to File → Close

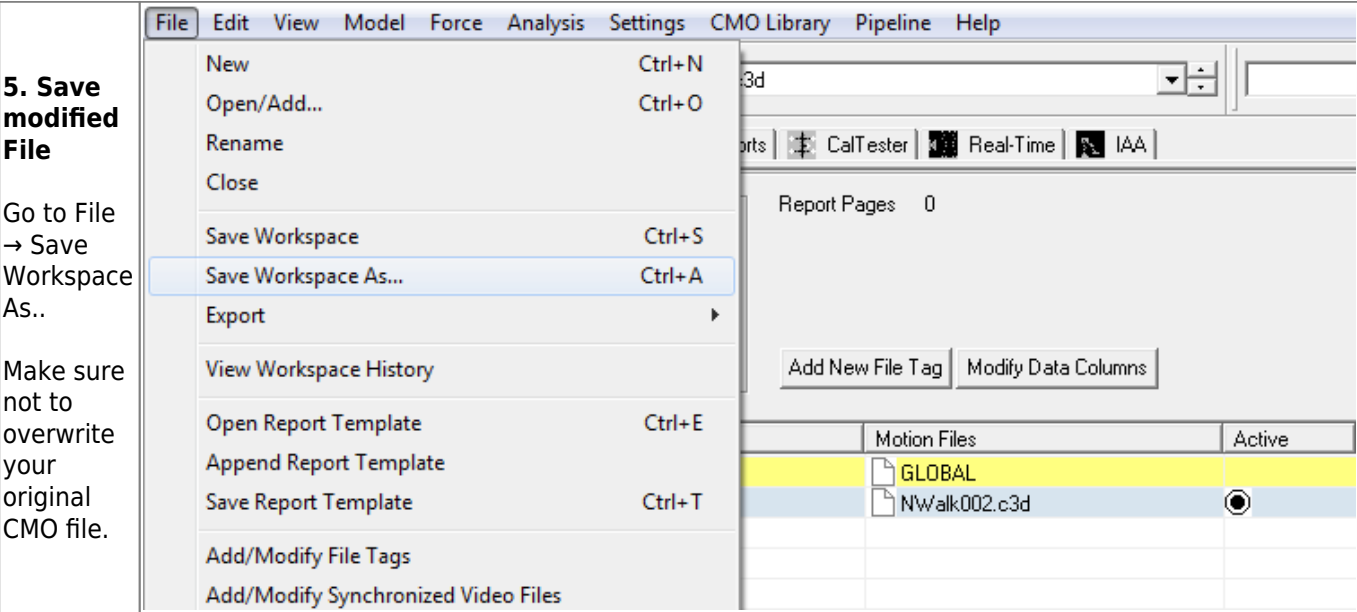


4. Review File

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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