

Origin

MAKING SENSE OF MEASUREMENT



CheckMate Newsletter September 2007

Articles In This Newsletter

- Origin Support
- Customer's Responsibility
- CheckMate Newsletter
- Origin's BBS
- Submitting A Support Request
- Origin Webinar Sessions

To print this newsletter, please go to <http://originweb.origin.com/public/newsletters.htm> and download the pdf version.

Please do NOT reply to this email. To Unsubscribe to this newsletter select Mailto and place **unsubscribe checkmate** in body of message.

[Mailto:](#)

Origin Support

In an effort to further enhance our customers support experience we have dedicated this issue to reviewing the services provided and the policies and procedures currently in place. We trust that our level of support provided has met your expectations, however, we are dedicated to raising the bar.

Customer's Responsibility

In order to be successful at using CheckMate, a 5-day CheckMate standard training course is recommended, in Markham, Ontario, Canada. Onsite advanced training and custom training are also available.

Please contact your Regional Manager for a quotation for training to meet your requirements if you have not been trained in CheckMate yet.

Before attending a training class, a CheckMate user can work through a tutorial to be prepared for class. Start up CheckMate and select Help >CheckMate Pro Tutorial.

Once training is complete, you will find a CheckMate User Guide under the Help menu. There are tutorials that you can work through, application notes for both CAD and CheckMate, etc.

Origin has provided many recordings under the Help menu in CheckMate that a user should listen to. These topics cannot be covered in training for lack of time.

To check version number of CheckMate software, select Help >About CheckMate.

CheckMate Newsletter

All CheckMate users should make sure they are receiving the CheckMate newsletter each month. The newsletter will have tips and techniques and other valuable technical information.

Anyone who wants to receive the monthly CheckMate Newsletter should make sure they are on the mailing list. You do NOT have to be a CheckMate user or have an annual support plan with Origin International.

You can also go to Origin's web site and download a PDF version of the newsletter, [Download Newsletter](#).

Please forward this newsletter along to anyone that you think would like to receive the CheckMate newsletter each month.

Select to be added to [email list](#), or email sales@origin.com and ask to be added to CheckMate listserver.

Origin's BBS

When a CheckMate user attends a training class, they are automatically given a login and password to Origin's BBS. All customers with an annual support plan are entitled to a login and password.

Once you are logged into the BBS you can do the following:

Knowledge Search – Select Knowledge Search. Next to Keywords enter a word to search for. Example "Plot" will bring up several topics on Plotting.

Submit an Incident – Select Submit an Incident. You will be prompted to enter another password you were previously given. You can then enter a support request, enhancement request, or an issue you may be having problems with.

Files – Select Files. You can upload files for the support team to look at, download Webex recordings (application procedures) and download updates when available.

Webinar Sessions

Approximately every 6 weeks Origin International will host a Webinar session for those customers with an annual support plan. Information about the Webinar session is always listed in the newsletter. A customer list server sends out a reminder several times before the Webinar session so the CheckMate user can register for the Webinar. A short description of the Webinar is listed when you select the link to register for the Webinar session. Once you register, you will get a confirmation notice and information required for joining the Webinar session.

You can also go to Origin's Web site and register there, by selecting Latest Webinar's under What's New, www.origin.com

Webinar Sessions can be downloaded from Origin's BBS if you are not able to attend.

Origin Webinar sessions provide instructions on how to do different application procedures, tips and techniques using CheckMate, that are above and beyond the scope of the standard training course

Submitting A Support Request

When submitting a support request, please send as much information as possible. For example, "My CheckMate doesn't work anymore" that cannot be dealt with for lack of information

Following are the recommended ways of submitting a support request:

- Log into the BBS and select Submit an Incident - Files can be attached to the support request. (Preferred way).
- Email a support request to support@origin.com. If a file is attached make sure it is zipped up and a small file, otherwise upload the file to the BBS and reference it in the email
- If it is urgent then call the support line.
- Avoid sending email directly to one on the support team; always send to support@origin.com. This way the support request gets logged and if someone is out of the office it is still being tracked by another support team member.

When submitting a support request following are some of the things that would be helpful.

- CM.ARX version number
- A Webex Recording of what you are having a problem with.
- Last commands you used.
- Installation of other software that made changes to your system.
- Error Messages
- Send in CMERROR_10.LOG – C:\ folder, if you are having an installation issue, along with details of what is happening.
- Send in CheckMate_Net_Log.txt – CheckMate100 folder, if you are having a network issue with not finding the license with details of what is happening.

You can email a support request into Origin International at support@origin.com. A small file can be included if it is zipped up. Any large file should be uploaded to the BBS and referenced to in the email.