

Chapter 7 - Troubleshooting and FAQs

Reporting Issues to Support

If you should encounter an error while using Lab 50, there are many resources available for troubleshooting the problem via internal logging tools. Information you should include when contacting support via phone or email includes the following:

- The full software version as shown on the **Home** tab of Lab 50
- Any error messages that appear on both the **General** and **Details** tabs
- The event in progress at time of the error. ie. Were you trying to print an order? Mark it complete? Burn a DVD? etc.
- Any log files found in **C:\Program Files\Lucidiom Lab 50 7.0** or the path of your Lab 50 installation
- Any information that may be relevant to the error. ie. You are getting an error while printing, but the same order printed fine yesterday. One order will not print, but the others all print fine. etc.

Providing this information upfront will help to speed up the progress of determining the problem in the software.

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