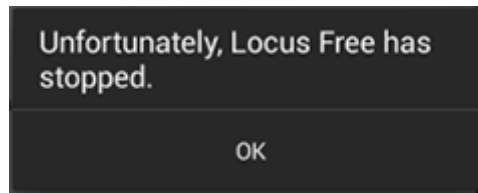


# Locus Map Crash

When the application unexpectedly stops or closes down and a crash pop-up window is displayed...:



## What to do?

1. Try to **repeat the error action** at least once more.
2. **Describe precisely the steps that lead to the crash** and write them down step by step. Please describe the procedure in tiniest detail so that we can repeat the steps you have taken - **simulate your problem**.
3. Try to create an **error message/log** - see [Creating Logs >>](#) (a log is essential for error correction)
4. Contact us at [locus.map@asamm.com](mailto:locus.map@asamm.com) and **send all to us** - thorough description of the problem, error log, all files or maps involved in the issue

# A part of Locus apparently does not work

One of Locus features does not work properly, or does not work at all.

## What to do?

1. Try to **repeat the error action** at least once more.
2. **Describe precisely the steps that lead to the issue** and write them down step by step. Please describe the procedure in tiniest detail so that we can repeat the steps you have taken - **simulate your problem**.
3. Try to create an **error message/log** - see [Creating Logs >>](#) (a log is essential for error correction)
4. Contact us at [locus.map@asamm.com](mailto:locus.map@asamm.com) and **send all to us** - thorough description of the problem, error log (if possible), all files or maps involved in the issue

# Something doesn't work as it should but maybe I just need more information

In this case please follow [these instructions >>](#)

Is this article useful for you? Please rate it:

{(rater>id=1|name=faq\_issue\_reporting|type=rate|headline=off)}

From:

<http://docs.locusmap.eu/> - **Locus Map Classic - knowledge base**

Permanent link:

[http://docs.locusmap.eu/doku.php?id=manual:faq:issue\\_reporting&rev=1486465083](http://docs.locusmap.eu/doku.php?id=manual:faq:issue_reporting&rev=1486465083)

Last update: **2017/02/07 10:58**

