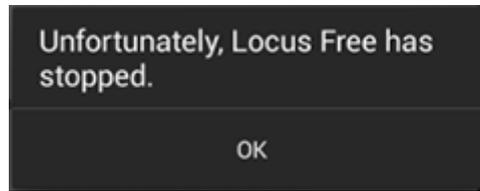


# Locus Map Crash

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 [support.locus@asamm.com](mailto:support.locus@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 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 once more.
2. Try to create an error message/log - see [Creating Logs](#)
3. Please try to describe precisely, which feature does not work properly and what are the symptoms.
4. Contact us at [support.locus@asamm.com](mailto:support.locus@asamm.com)

## Contact us

1. Describe your problem - see previous steps
2. Attach log (if possible)
3. [Create new request](#)

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

Permanent link:  
[https://docs.locusmap.eu/doku.php?id=manual:faq:issue\\_reporting&rev=1431980129](https://docs.locusmap.eu/doku.php?id=manual:faq:issue_reporting&rev=1431980129)

Last update: **2015/05/18 22:15**

