



Report a software bug

User feedback goes a long way towards making our products even better and Avolites takes seriously its commitments to fixing software bugs.

To report a software bug, please do so via one of the following:

1. Help Desk: <https://www.avolites.com/software/help-desk>
2. Email: support@avolites.com

Please ensure when reporting a bug, there is as much information as possible. The clarity of the description is extremely important and the steps which you followed are invaluable to enable the development team to be able to recreate and identify the issue you have experienced.

Example:

To report an issue where the gobo information was not being stored into a playback then it would be extremely useful when describing the issue to add numbered steps as demonstrated below:

1. Start a new show.
2. Patch 10 MMX Spots in Mode 1.
3. Set Gobo Wheel 1 to Gobo 4 in the programmer.
4. Record a playback by channel.

Note the playback contains no information, and doesn't alter the output when fired.

Where possible please attach a **show file, screenshot or video** to the ticket or email, if this would help explain or demonstrate the bug.

Once a report has been made we will endeavour to respond to the email/help desk ticket. You may be contacted and requested to provide System Logs which can be found via the following:

TitanOne & Titan Mobile: Windows Start Menu > Avolites > Log Collector

All other consoles: Tools Menu > Additional Programs > Log Collector

We strongly recommend uploading files using Dropbox or WeTransfer

www.dropbox.com or www.wetransfer.com