



## What data are needed if an error in the program is reported?

If you find errors in the programme or have difficulties handling it, please always contact your specialist trade partner first.

To do this, please also make sure that you have the latest version of the CLM in use.

To be able to solve the error, the following data is helpful and necessary:

- Backup that was used for migration
  - A2B file, if the error occurred in connection with the migration
- actual Backup of the master key system (SMB)
- Screenshot of the errors
  - Full screen with Windows time and version of the CLM
- Log data from the relevant period

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[Link zum FAQ-Eintrag](#) | Status as of: 06.08.2021 | SNE