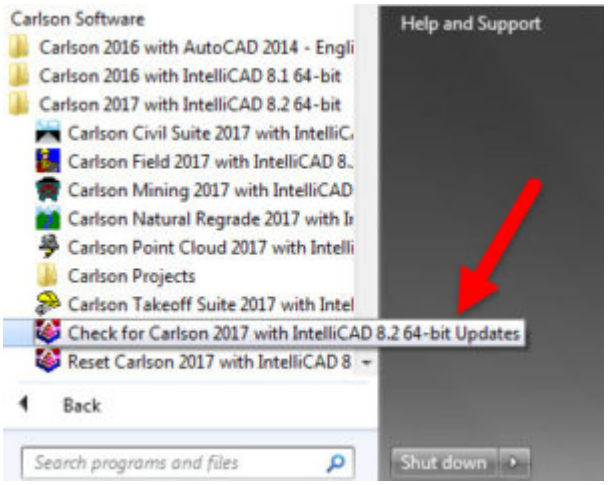
I think I found a bug in my Carlson Software – how can I get it resolved?

In addition to the annual release of new versions of their software (2015, 2016, 2017, etc), Carlson posts minor updates called “Builds” through the year to fix bugs and other problems found after the initial release.

If you encounter a bug in the program, you’ll first want to check for updates to see if you’re running the latest build of your program. If not, the latest build might resolve the issue.

There is a link to ***Check for Updates*** in your Windows Carlson Software program folder as shown below:



Rather than use the Check for Updates link, you can follow these FAQs to see if the build you currently have installed is the same as the one posted on Carlson’s Software Downloads page.

Once you’ve confirmed you’re running the latest build, you have several ways to submit a request for tech support.

After they have verified it’s a repeatable error/bug, Carlson may handle it a couple of ways. If it’s a stop-work situation for you in the latest version, Carlson will work to correct it and send you updated program files with instruction on how and where to copy them. Anyone else who stumbles upon the same issue will get the same files sent to them.

Your bug fix will be incorporated into the next build of the program when it’s posted to Carlson’s website.

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