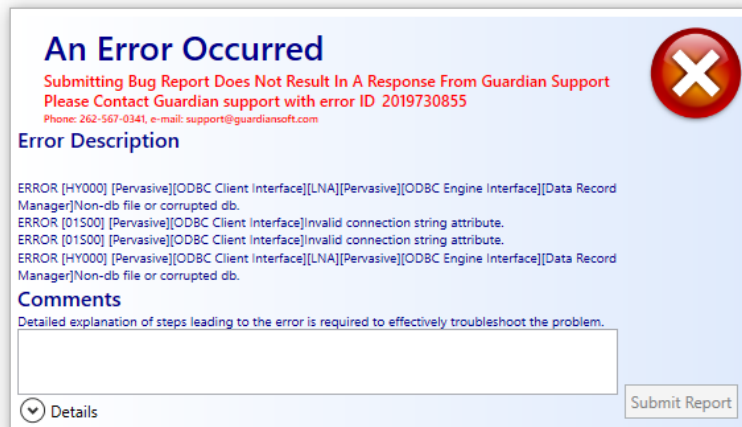# HELPDESK

## KnowledgeBase Article 2101

### An Error Occurred

As with all software, an error may occur unexpectedly. In Guardian ERP v8, the following error box will appear.



The text under the "Error Description" may be different than that shown. To assist Guardian Support in troubleshooting this error, please do the following:

1. Briefly list the steps that resulted in the error in the "Comments" window

    a. IE:  "Logged in as AUSER, clicked Sales, Sales Management, Sales Order List, error"

    b. Or "Tried to create new Sales Order…on save, error"

2. Take a screenshot of the entire Guardian screen

    a. It is important to capture all of the Guardian screen as the version number is indicated in the bottom bar.

    b. The "Print Screen" button on the keyboard will take a screenshot and place it in the Windows clipboard. This can then be pasted into an email.

    c. The Guardian Capture Screen button will also capture the entire screen to be pasted into an email or other document.
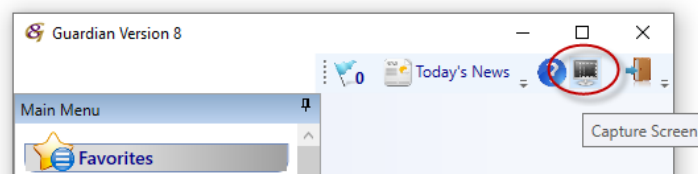


3. Click the "Submit Report" button. The report is sent to the development database here at Guardian via a secured, independent mail server.

4. Report the issue to your local Super User

5.  Send an email with your screenshot and details of your error…

    a.  [support@guardiansoft.com](mailto:support@guardiansoft.com)

    b.  Describe what you were trying to do

    c.  Describe/identify the screen you were working on

    d.  Does anyone else have this same issue?

    e.  Does the error occur after you restart Guardian on your local computer?

    f.  Any other information that may be helpful

6.  Guardian Support will then create a Support Ticket and begin the process of troubleshooting your report.

7.  The local Super User is the contact for all support transactions. Guardian will coordinate with the Super User for resolution which could include:

    a.  Re-training for proper procedure

    b.  Coordinate implementation of software or database fix