

# Accessing Support

Contact [GazillaByte for software support](#). Include the file slotting\_error.txt and slotting\_report.txt, as well as any further information that you think may help to diagnose the problem (such as when the problem started, limited to a customer or global, any changes in enviroment etc) in your correspondence.

From:  
<https://rtfm.tapetrack.com/> - **TapeTrack Documentation**

Permanent link:  
[https://rtfm.tapetrack.com/troubleshooting/undefined\\_error?rev=1510188711](https://rtfm.tapetrack.com/troubleshooting/undefined_error?rev=1510188711)

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