

Software Documentation: Overview

Troubleshooting Guide

Common Issues and Solutions

Issue: The software won't start.

Solution:

1. Ensure your computer meets the system requirements.
2. Restart your computer and try again.
3. Check for software updates and install any available updates.
4. If the problem persists, contact support.

Issue: Unable to log in.

Solution:

1. Verify that you are using the correct username and password.
2. Ensure your internet connection is stable.
3. Reset your password using the 'Forgot Password' feature.
4. If the problem persists, contact support.

Error Codes and Their Meanings

Error Code 101: Unable to connect to the server.

Meaning: This error occurs when the software cannot establish a connection to the server.

Solution: Check your internet connection and try again. If the issue persists, contact support.

Error Code 202: Invalid login credentials.

Meaning: This error occurs when the username or password entered is incorrect.

Solution: Verify your login credentials and try again. Use the 'Forgot Password' feature if necessary.

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How to Contact Support

If you need further assistance, please contact our customer support team:

Email: support@softwarecompany.com

Phone: 1-800-123-4567

Support Hours: Monday to Friday, 9 AM to 5 PM (EST)