**WO MEDIA SALES**   **WIDEORBIT**

What to do when you get an Error Message

If the error gives you the option to send it, click Send Error Report. That clears it, and the temptation is to continue working. If you do, chances are it will come back. The better idea is to save your work and EXIT OUT OF *WO MEDIA SALES*. You can open the system again immediately, and often the message won't come back; it was caused by a momentary network connectivity problem.

Error messages display for a variety of reasons; rarely a fluke you can click through and keep working, but not always a bug in the software, either. And, they can be far from "literal". The one below, for instance, doesn't really mean your computer needs more RAM. We have seen this one when the user's machine was on a different version from that on the WO server, and in another totally unrelated circumstance.
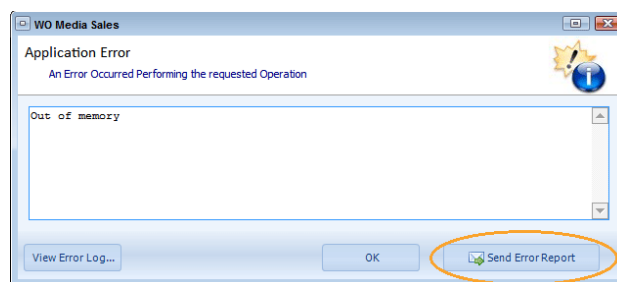
Alert: ALWAYS click the Send Error Report button when you get an error message that has that option.

Another example of an error message is the Access Violation error:
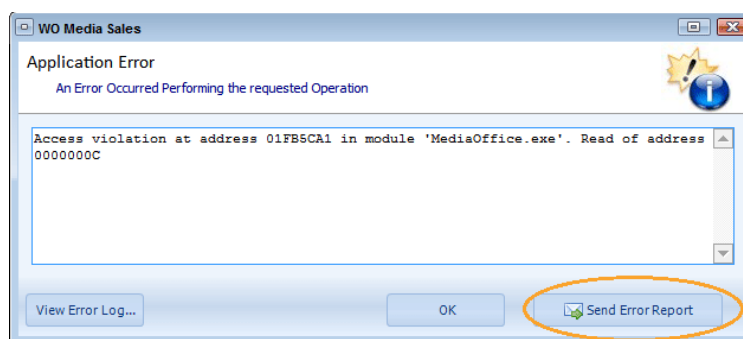
Do we want you to click **Send Error Report**? YES, PLEASE!
Does that help YOU continue with your work? NO, IT DOES NOT.

If you try the "Exit out of *WO Media Sales*" (see above) and are unable to continue working, or the message comes back again, please call us at 415.675.6775 Option 2, 1.

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Please be prepared to answer these questions:
- Where in *WO Media Sales* did the error appear (Avail, Planner, Posting, etc.)?
- What happened (what was clicked or typed) before the error message appeared?

Ideally, leave the message up on your screen, and tell us what you clicked immediately before the message appeared. If you can't do that, capture a shot of the error, and attach it to an email.

> **Alert:** Sending the Error Report does NOT alert Support to call you. The error details go to our development coordinators in case the information is needed by developers.

You can always call or email any ime.

WO Media Sales Support:
415.675.6775 Option 2, 1
sales-support@wideorbit.com