Reporting a bug in LM-X

If you experience problems with LM-X License Server, we may ask you to enable extended logging for the license sever and send us the log files from the LM-X log directory for further investigation.

If your request for assistance concerns the client library, you may have to enable client-side extended logging.

To help us assist you most quickly, when reporting a bug in LM-X:

1. Create a reproduction of the bug that includes a small example demonstrating the problem. Include instructions on how to use your reproduction.
2. Send your own application code if it is compilable.
3. Compress and send all files by email to X-Formation technical support.
   Note: In case of large amount of data, the files should be uploaded onto the X-Formation Upload Portal. Each affected client will be given unique credentials to the FTP server.
4. Depending on the type of problem you are reporting, additional information may be helpful:
   - *Application-specific issues*: Assistance is not covered under normal LM-X support and must be treated as hourly consultant work. If this is the case, we will inform you so that you can either request our consultant services or do the debugging yourself.
5. You can request our consultant services to obtain a complete implementation of LM-X within your software, where we will assure that the implementation works as expected.