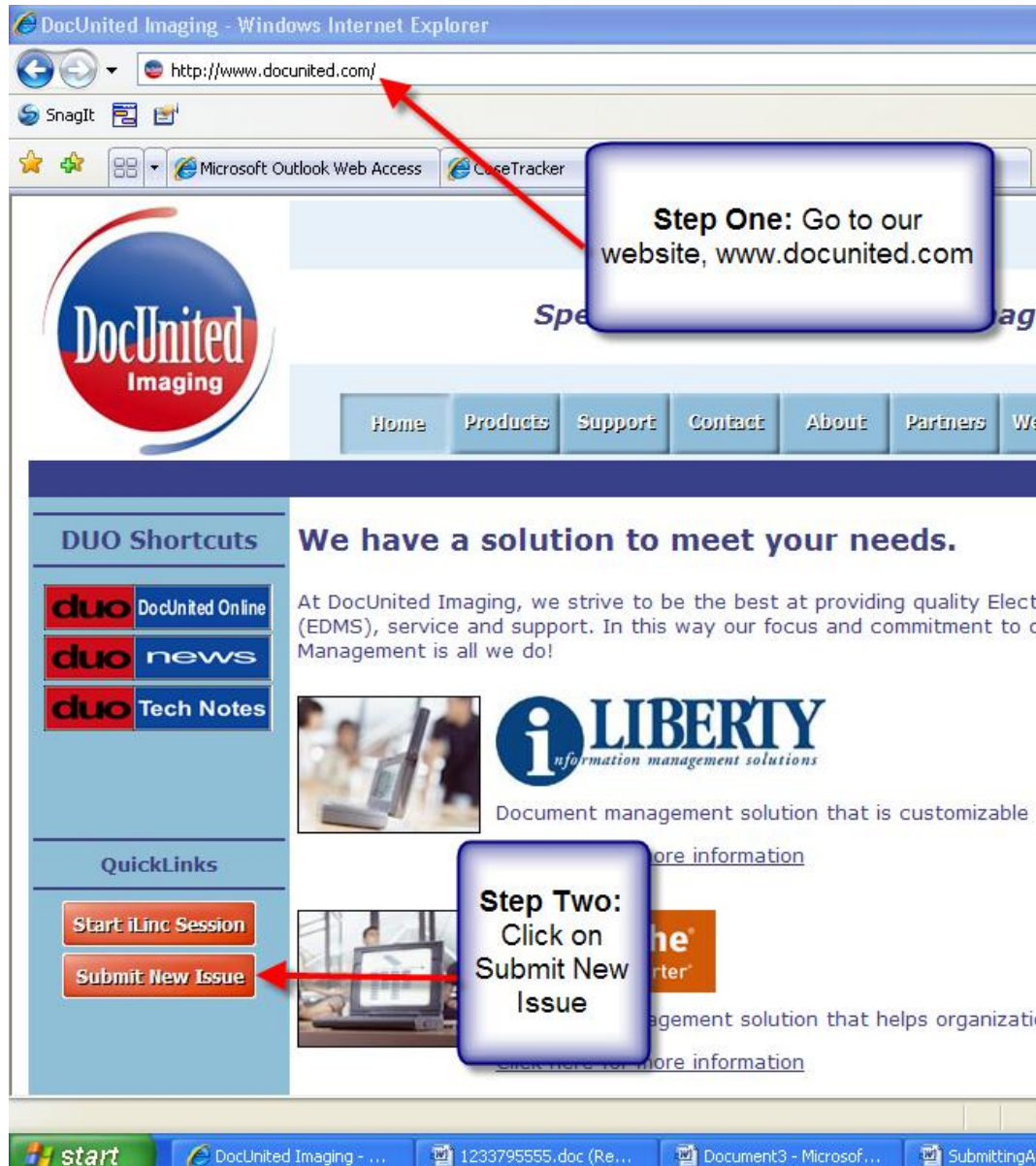


# Technical Note

**Tech Note Title:** Submitting a DUO Online Trouble Ticket

**Application:** ALL



# Technical Note

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**DocUnited Imaging**  
Specializing in Document Management Systems

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**DUO Shortcuts**

**Step Three:**  
This window will open. Fill in as much information as you can. The more information you can give us the better. It is also very helpful if you include error codes and/or screenshots.

**duo DocUnited Online**  
**Create an Online Issue**

Please use this form to report an issue or request a new feature in our products. Be sure to complete each field.

**Contact Information**  
 First Name:   
 Last Name:   
 Company:   
 Email Address:   
 Phone Number:

**Product Information**  
 Product:

**Computer Information**  
 Computer Model:   
 Operating System:

**Problem Description**  
 Type:   
 Description:  
 Every time I try to scan when I'm in Laserfiche I get an error.  
 An "Unknown error. [6000:3221225477]" Error Occurs When Printing From Laserfiche.

**QuickLinks**

**Step Four:**  
Click on Send Report. This sends an email to everyone at DocUnited. The first available person will contact you.

**Steps to Reproduce:**  
 I closed everything and rebooted my computer. I opened Laserfiche and turned my scanner back on. When I open a document and try to print, I get the above error.

File Attachment:


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**DUO Shortcuts**

**Step Five:**  
Once you click on Send Report, this is what your screen will look like.

You have now submitted your issue or question. Everyone at DocUnited will get an email concerning this case. The first available person will get with you to get your issue resolved or your question answered.

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## DocUnited Online

### Create an Online Issue

Please use this form to report an issue or request a new feature in our products. Be sure to complete each field.

**Contact Information**

First Name:

Last Name:

Company:

Email Address:

Phone Number:

**Product: Information**

Product:

**Computer Information**

Computer Model:

Operating System:

**Problem Description**

Type:

Description:

Steps to Reproduce:

File Attachment:

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### **HOW TO TAKE A SCREENSHOT AND ATTACH IT TO YOUR TROUBLE TICKET:**

- 1. Highlight what you want to screenshot.**
- 2. Hold the CTRL key and tap the prt scr button, usually in the upper right corner.**
- 3. Open a blank document in Word.**
- 4. Press CTRL + V to paste it in the blank page.**
- 5. Save it as you normally would. Preferably in an easily accessible place, like your desktop.**
- 6. Click the Browse...button by File Attachment and click on the file you just saved. There is not an attach button. When you click on Send Report it will send the file too.**