# LDMS™

## Contacting User Support

LDMS user support is available 24 hours per day by telephone or email to answer your questions about using LDMS, diagnosing problems, and helping your laboratory get the most out of the software. When contacting LDMS User Support, be sure to include your LDMS laboratory number.

### https://www.ldms.org/contact/
### Phone: (716) 834-0900 x7311
### Email: ldmshelp@fstrf.org

## Challenge Code

**Please Enter Password for the Challenge Code shown:**

Please contact LDMS User Support with the following information to obtain a code to continue.

Challenge: PNFCBV

Password:

OK      Cancel

Some processes in the LDMS will issue a challenge code. Contact User Support, provide the code and an explanation of what you are attempting. They will issue a password to allow you to proceed.

Do not close the window as the challenge code will reset

## Shutdown Code

If the LDMS experiences an error that forces it to shutdown, a special dialog box will appear. Enter your name and a brief description of what you were doing in the LDMS at the time:

"Running specimen processing report in the Reports module"

Click the OK button.

**System Shutdown: GenericImporter::cpcur(TFS): TABLE cryosh**

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BDE error (category = 39, code = 54)
Invalid field name.
extra = TDEWRecord::FieldNumber - Field name
(VIRAL_LOAD) not found.
Error Type:NORMAL
Lab ID:213
LDMSVER:5.8.4.25
File:.\IMPSHIP.CPP
Line:7587
Build Date:Jun 25 2010
Build Time:22:03:30
Date:6/28/2010
Time:11:13:1:58
User Node:99

Error Msg:
System Shutdown: GenericImporter::cpcur(TFS): TABLE cryosh

Last Query:
SELECT y.RUNID, y.UID, y.UTST, y.USPECID, e.ClassID
ClassID FROM 'c:\fstrf-DEV\tables\import\1086\y1086' AS y
INNER JOIN 'c:\fstrf-DEV\tables\import\1086\s1086' AS s ON
y.USPECID = s.USPECID INNER JOIN
'c:\fstrf-DEV\tables\import\1086\e1086' AS e ON
s.REL_PROT = e.REL_INDEX ORDER BY y.RUNID, y.UID,
y.UTST, y.USPECID
```

Enter your name

To help us fix this system shutdown, please enter a short description of what you were doing when this error occurred

OK