# Technical Support

TapeTrack Software is commercially supported by a full time help desk staff.

If you are experiencing problems or want some advice on how to configure or use the product, please see the Accessing Technical Support page.

## Testing the installation

When the product is installed you will see a shortcut to TapeTrack TMSSOfflineScanner in the Windows Start Menu.

To test that the program has been installed, double-click on the Start Menu shortcut. No updates will be performed by simply starting the program.

From:
https://docs.tapetrack.com/ - **TapeTrack Documentation**

Permanent link:
**https://docs.tapetrack.com/common/support?rev=1584408404**

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