Sending defective hardware for repair

2026-08-13 - Comments (0) - Setup / update

First thing to do is to verify if your product actually has a hardware defect, e.g. by doing a cross-check with another Lauterbach hardware. In case of doubts, contact the technical support and include the following information:

- The serial number of the Lauterbach product
- A detailed description of the wrong behavior
- A system information report about your TRACE32 configuration by selecting the TRACE32 menu 'Help' > 'Support' > 'System Information...', then 'Save to File'
- A screenshot of the Message Area window (menu View > Message Area)

Before sending your hardware for repair, generate an RMA by following the instructions under https://www.lauterbach.com/rma.html

Please add under “Lauterbach EMAIL Contact” your contact person at Lauterbach, e.g. the support engineer to whom you have reported the problem, and under “Description” a description of the problem.

After filling the form, you will get per email an “RMA Letter for Repair” which includes the shipment address.

The Lauterbach team will check the hardware and inform you about possible repair costs.