

## Error Writing Image File

If you receive an error in Posture Pro "Error Writing Image File" it is usually caused by a database record mis-match. This can happen when an exam is not fully saved due to a computer glitch.

This type of error will require a remote support session so we can look at your database to make sure all the patient records are pointing to the right places.

A remote session involves you allowing our technical support to access your computer via the Internet. By doing this we can actually look at the Posture Pro files and make a quick determination of the issue. Contact us at [sales@posturepro.com](mailto:sales@posturepro.com) to schedule a session like this.

Online URL: <https://posturepro.phpkb.cloud/article.php?id=131>