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How to Get Help with MetaMap

If your question or problem is not answered by these FAQ, please check the other documentation links [here](#).

If MetaMap is generating an error, either submit a trouble report [here](#), or send email to metamap@nlm.nih.gov.

Please include in your email message any information you would want to know if you were trying to solve the problem. At a minimum, we need to know

- what version of MetaMap (e.g., MM13, MM14, etc.) you're using,
- whether you're running a locally-downloaded version of MetaMap or calling it from our website,
- if you're running MetaMap locally, on what operating system (Linux, Windows, Mac); please be as specific as possible here, e.g., "Red Hat Enterprise Linux 6.0" and "Windows XP" are more informative than just "Linux" and "Windows";
- what command-line options you're using,
- what sequence of steps led to the error
- the exact error message; e.g., copy-paste the error message(s) into your e-mail or include a screen shot, if possible.