

Troubleshooting

The core IGB development team tests IGB after every change the IGB code base. However, sometimes problems arise.

If you are experiencing problems with IGB, try resetting IGB preferences to defaults. This solves most problems. However, resetting the preferences also deletes saved passwords, manually added Quickload sites, track color settings, and other customizations. Only bookmarks and cached data remain after resetting preferences.

To reset preferences:

- Select **File > Preferences... > Other Options**
- Click the button labeled **Reset Preferences to Defaults**

To get more help, visit [Get Help](#) at the [BioViz.org Web site](#).