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.