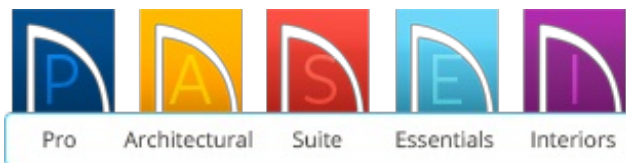


Finding Information About your System

Reference Number: **KB-01867**

Last Modified: **June 5, 2019**

The information in this article applies to:



QUESTION

How can I find information about my system to send to Chief Architect Technical Support for troubleshooting purposes?


ANSWER

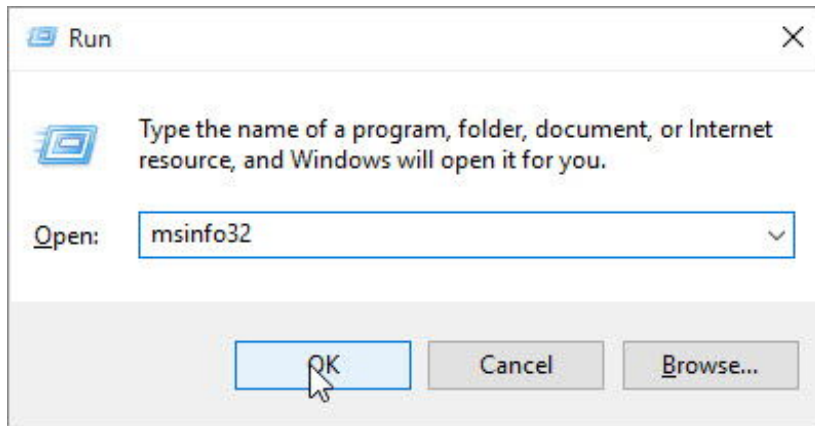
Information about your system can be found by using the System Information Utility in Windows or by using the System Report section on your Mac.

[Accessing System Information on Microsoft Windows computers](#)

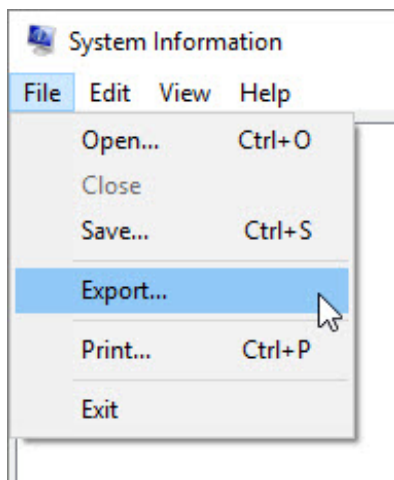
[Accessing System Information on Apple macOS computers](#)

To access the System Information Utility on a Microsoft Windows machine

1. On your keyboard, press the **Windows Key**  and the letter **R** at the same time.
2. In the **Run** dialog that appears, type **msinfo32** and press **OK**.



3. In the **System Information** window that opens, navigate to **File > Export**.



Note: Please do not create a screenshot of only part of this dialog, or attempt to Copy/Paste the text information from the file in to your Support Center ticket directly.

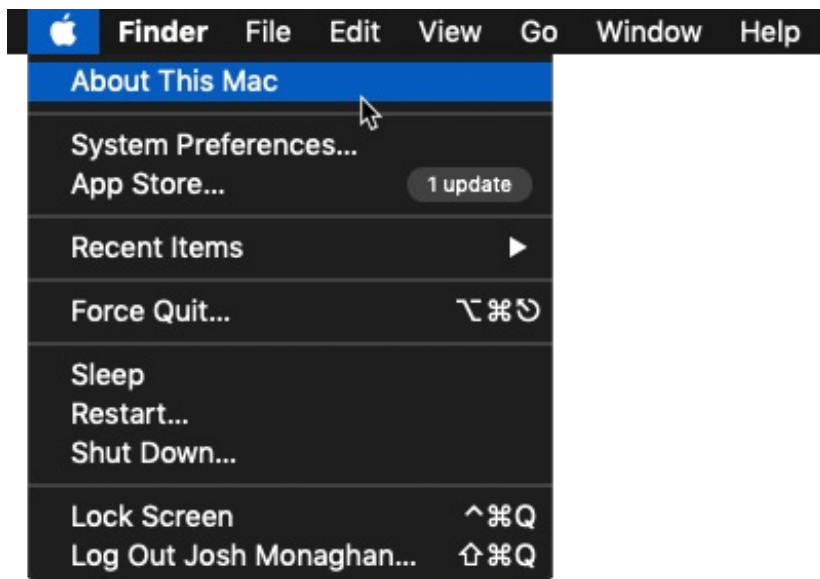
4. Give the file a name and save the file to an easy to find location, such as your computer's Desktop.

5. Finally, send this file to Chief Architect Technical Support by using the Online Support Center mentioned in the [Related Articles](#) section below.

[Return to Top](#)

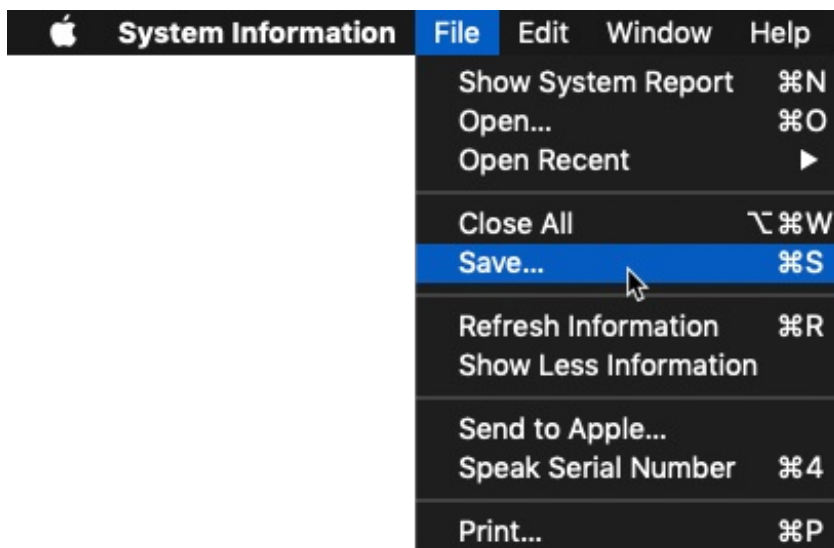
To access System Information on a Apple macOS machine

1. Open the **Apple** menu and click on **About This Mac**.

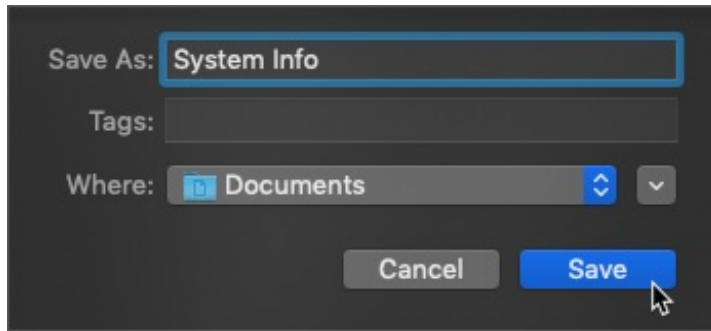


2. Click on the **System Report** button.

3. In the window that opens, select **File> Save**.



4. Give the file a name and save the file to an easy to find location, such as your computer's Desktop.



5. Finally, send this file to Chief Architect Technical Support by using the Online Support Center mentioned in the [Related Articles](#) section below.

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Related Articles

- 📄 [Chief Architect Minimum System Requirements](https://www.chiefarchitect.com/support/article/KB-02761/chief-architect-minimum-system-requirements.html)
(<https://www.chiefarchitect.com/support/article/KB-02761/chief-architect-minimum-system-requirements.html>)
- 📄 [Determining If Your Computer is 32-Bit or 64-Bit](/support/article/KB-01230/determining-if-your-computer-is-32-bit-or-64-bit.html) (/support/article/KB-01230/determining-if-your-computer-is-32-bit-or-64-bit.html)
- 📄 [Locating the Message Log](/support/article/KB-02908/locating-the-message-log.html) (/support/article/KB-02908/locating-the-message-log.html)
- 📄 [Using the Online Support Center](/support/article/KB-00717/using-the-online-support-center.html) (/support/article/KB-00717/using-the-online-support-center.html)