

Retrieving System Information to Send to Technical Support

Reference Number: **KB-01867**

Last Modified: **July 27, 2020**

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?

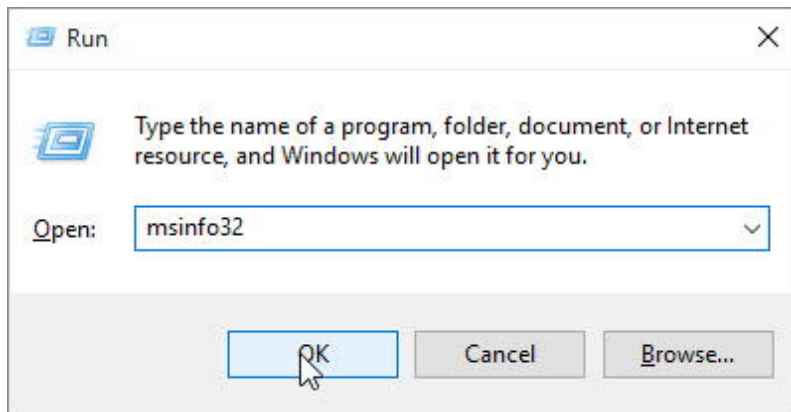
ANSWER

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. Please select the option that is applicable to your operating system.

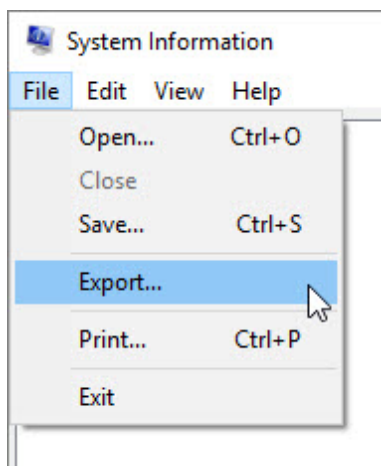
- [Microsoft Windows](#)
- [Apple macOS](#)

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 into your Support Center ticket directly.

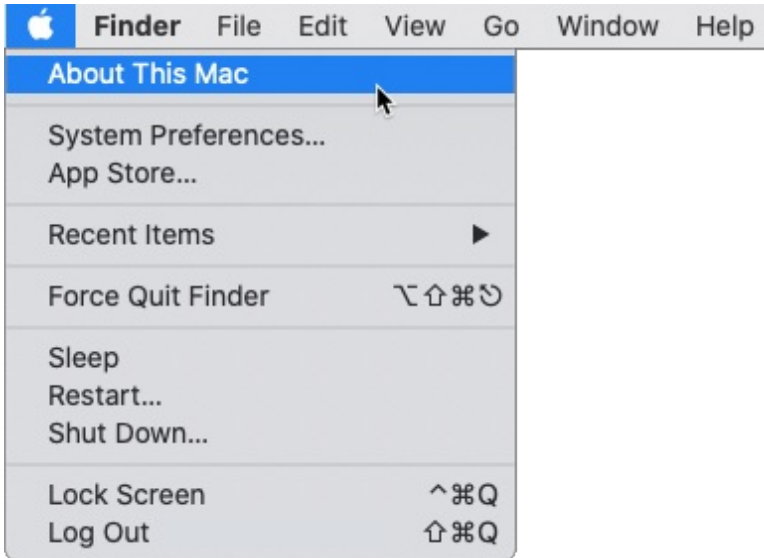
4. Specify a **File name** and **Save** the file to an easy to find location, such as your computer's Desktop.
5. Finally, send this file to Chief Architect Technical Support using the [Online Support](#)

[Center \(https://www.chiefarchitect.com/support/article/KB-00717/using-the-online-support-center.html\)](https://www.chiefarchitect.com/support/article/KB-00717/using-the-online-support-center.html).

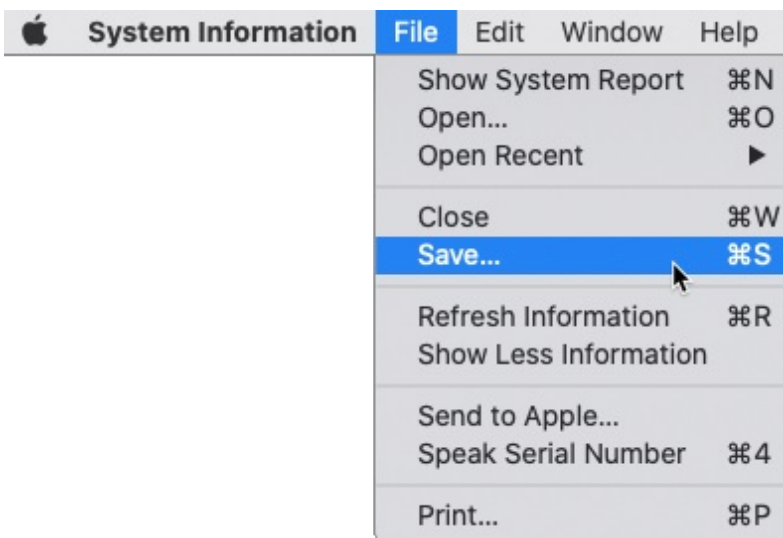
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To access System Information on a Apple macOS machine

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

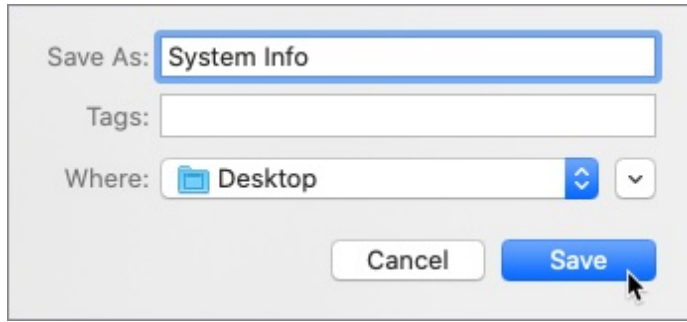


2. Click on the **System Report** button.
3. In the window that opens, select **File> Save** from the menu.



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 using the [Online Support Center \(https://www.chiefarchitect.com/support/article/KB-00717/using-the-online-support-center.html\)](https://www.chiefarchitect.com/support/article/KB-00717/using-the-online-support-center.html).

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