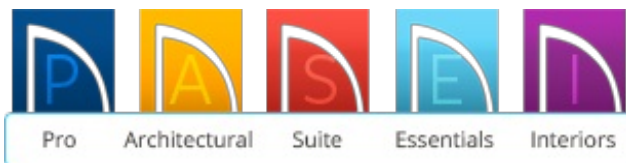


Locating the Message Log

Reference Number: **KB-02908**

Last Modified: **December 13, 2018**

The information in this article applies to:



QUESTION

Technical Support requested that I send in the software's Message Log, how do I find this log?


ANSWER

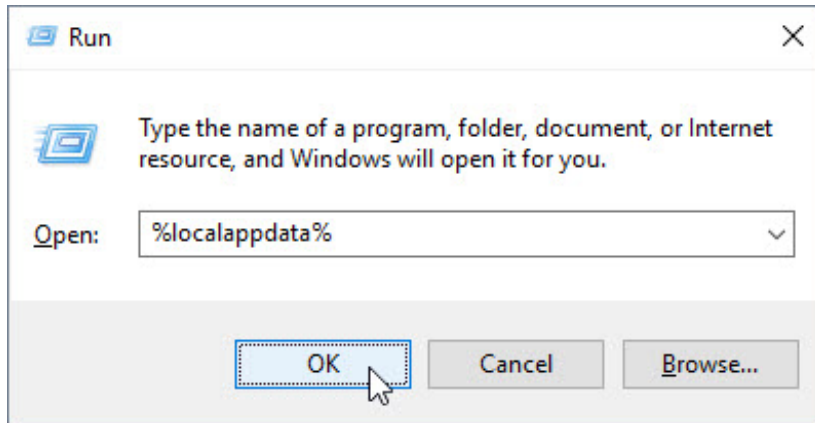
The Message Log for Chief Architect products contains information that can help Chief Architect Technical Support determine the cause of problems experienced within the software. In this article we will show you where to find the Message Log for your particular system.

[Locating the Message Log in Microsoft Windows](#)

[Locating the Message Log in Apple macOS](#)

To locate the Message Log in Microsoft Windows

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



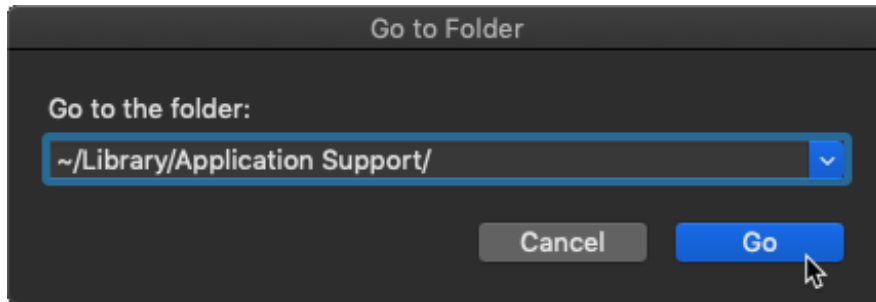
3. This will open a new File Explorer window to the **\AppData\Local** folder on your system.
4. Open the file folder corresponding to your product, and inside you will see a text file named **Message Log.txt**.
5. Open the Message Log and select **File> Save As** from the menu, then save a copy of the log to your Desktop.
6. Send this file to Chief Architect Technical Support using the Online Support Center mentioned in the [Related Articles](#) section below.

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To locate the Message Log in Apple macOS

1. Open **Finder** and select **Go> Go to folder** from the menu to open the **Go to Folder** dialog.

2. Type **~/Library/Application Support** and press **Go**.



3. This will open a new Finder window to the **Application Support** folder of the current user.
4. Open the file folder corresponding to your product, and inside you will see a text file named **Message Log.txt**.
5. Open the Message Log and select **File> Save As** from the menu, then save a copy of the log to your Desktop.
6. Send this file to Chief Architect Technical Support using the Online Support Center mentioned in the [Related Articles](#) section below.

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Related Articles

- [Finding Information About your System \(/support/article/KB-01867/finding-information-about-your-system.html\)](/support/article/KB-01867/finding-information-about-your-system.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)

