

# Locating the Message Log

---

Reference Number: **KB-02908**

Last Modified: **June 27, 2023**

---

The information in this article applies to:



## QUESTION


The Chief Architect Technical Support team requested that I send in the program's Message Log file. How do I find this file?

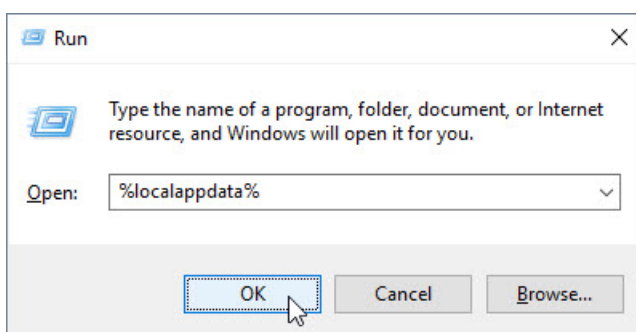
## ANSWER

The Message Log for Chief Architect software 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.

- [Microsoft Windows](#)
- [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 click **OK**.

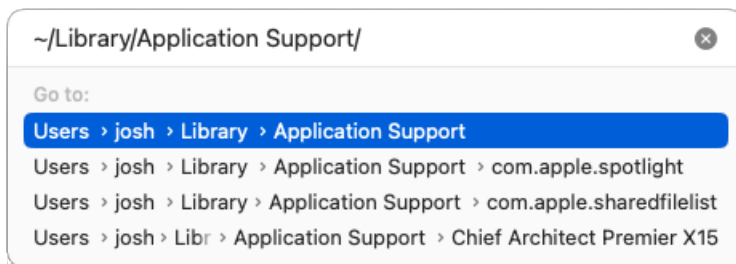


3. This will open a new File Explorer window to the `\AppData\Local` folder on your system.
4. Open the file folder corresponding to your product, and inside you will see a text file named **Message Log.txt**.
5. Open the Message Log and select **File> Save As** from the menu, then save a copy of the log to your Desktop.
6. Send this file to Technical Support using the [Technical Support Center \(https://support.chiefarchitect.com/home\)](https://support.chiefarchitect.com/home).

[Return To Top](#)

## To locate the Message Log in Apple macOS

1. From the Desktop, select **Go> Go to folder** from the menu.
2. In the window that appears, type `~/Library/Application Support/`, then click **Return** on the keyboard.



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. Select this file, **Copy** it, then **Paste** it to an easy to access location, such as the Desktop.

To copy files, select Edit> Copy from the menu bar, right-click (Control-click) and select Copy from the contextual menu, or press Command + C.

To paste files, select Edit> Paste Item from the menu bar, right-click (Control-click) and select Paste Item from the contextual menu, or press Command + V.

6. Send this file to Technical Support using the [Technical Support Center \(https://support.chiefarchitect.com/home\)](https://support.chiefarchitect.com/home).

[Return To Top](#)

---

Related Articles

📄 [Retrieving System Information to Send to Technical Support \(/support/article/KB-01867/retrieving-system-information-to-send-to-technical-support.html\)](/support/article/KB-01867/retrieving-system-information-to-send-to-technical-support.html)

📄 [Using the Technical Support Center \(/support/article/KB-00717/using-the-technical-support-center.html\)](/support/article/KB-00717/using-the-technical-support-center.html)