Message: Enabling this setting will result in degraded program performance and should only be done when requested by Chief Architect Technical Support.

Reference Number: **KB-03147**

Last Modified: **March 13, 2025**

The information in this article applies to:

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QUESTION

I'm receiving one of the following messages:

- "#272032757 - Recording the timing log will result in degraded program performance and should only be done when requested by Chief Architect Technical Support. Are you sure you want to do this?"

- "#272032756 - Enabling diagnostics will result in degraded program performance and should only be done when requested by Chief Architect Technical Support. Are you sure you want to do this?"

What do these messages mean?

ANSWER

There are some settings within Chief Architect software that, when enabled, will result in degraded performance. Chief Architect Technical Support might have you enable these settings for a short period of time to retrieve data related to troubleshooting specific problems. Once the necessary data is retrieved, Chief Architect Technical Support will have you disable them once again.

> These troubleshooting settings should only be enabled when instructed to by Technical Support. If you believe you have accidentally enabled one of these settings, they can be disabled by accessing the General and Render panels located in Preferences.

If Chief Architect Technical Support has instructed you to enable recording of the Timing Log file, they may request that you locate and attach this file to a support case in the Technical Support Center

. Please select the appropriate link below to learn how to locate this file:

- Microsoft Windows
- Apple macOS

To locate the Timing Log file 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**.
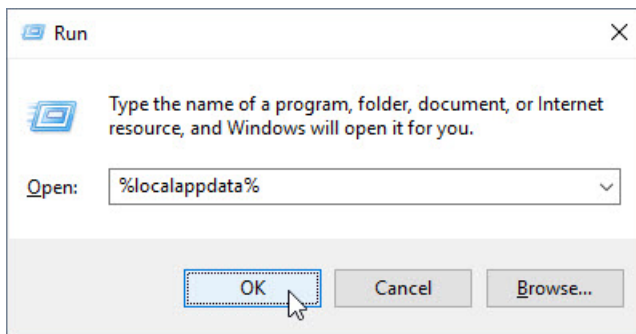
3. This will open a new File Explorer window to the `\AppData\Local` folder on your system.

4. Open the file folder corresponding to your product, and inside you will see a text file named **Timing Log.txt**.

5. Open the Timing Log and select **File> Save As** from the menu, then save a copy of the log to your Desktop.

6. The file can now be attached to a support case for further analysis.

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To locate the Timing 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 **Return** or **Go**.
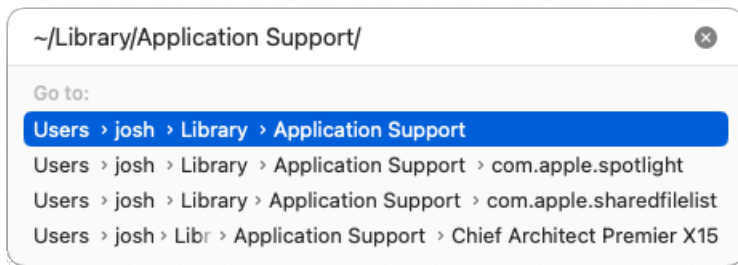
3. This will open a new Finder window to the **Application Support** folder of the current user.

4. Open the file folder corresponding to your product, and inside you will see a text file named **Timing Log.txt**.

5. Open the Timing Log and select **File> Save As** from the menu, then save a copy of the log to your Desktop.

6. The file can now be attached to a support case for further analysis.

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