Locating the Rendering Log

Reference Number: **KB-03149**

Last Modified: **June 29, 2023**

The information in this article applies to:

QUESTION

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

ANSWER

The Rendering Log for Chief Architect software contains information that can help Chief Architect Technical Support determine the cause of 3D/Camera problems experienced within the software. In this article we will show you where to find the Rendering Log for your particular system.

- Microsoft Windows
- Apple macOS

> **Note:** The Rendering Log file is only available in Chief Architect X13, Home Designer 2022, and newer program versions.

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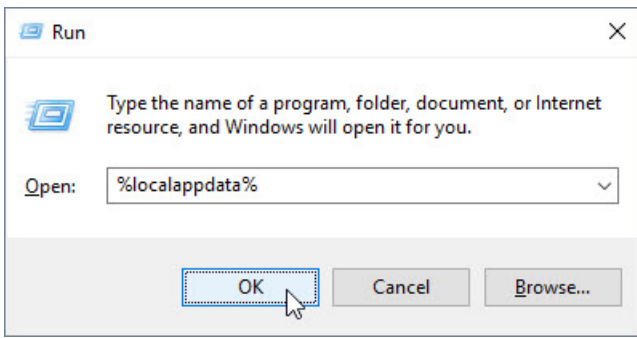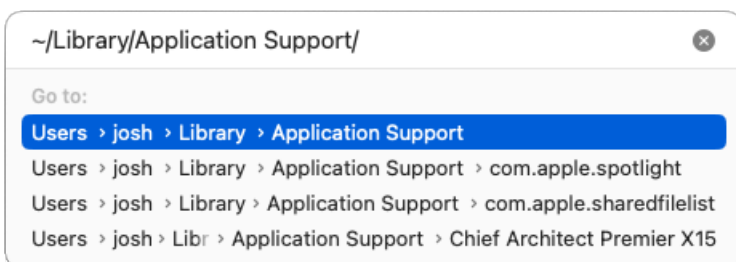
3. This will open a new File Explorer window to the `\AppData\Local` folder on your system.

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

5. Open the Rendering 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).

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To locate the Rendering Log in Apple macOS

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

2. In the **Go to Folder** window that appears, type `~/Library/Application Support` and click **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**Rendering Log.txt**.

5. Open the Rendering 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).

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