

Exporting Log Files to Send to Technical Support

Reference Number: **KB-03209**

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QUESTION

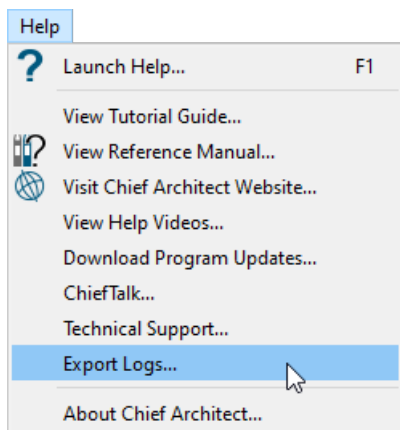
Chief Architect Technical Support is requesting that I send them log files to help determine the cause of an issue or error that I am experiencing. How can I retrieve the requested logs?

ANSWER

Starting in Chief Architect X17 and Home Designer 2026, log files associated with the program can be exported by navigating to Help> Export Logs.

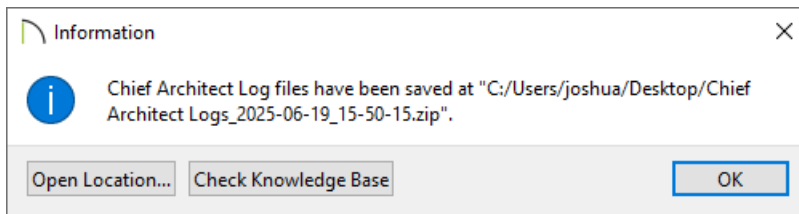
To export log files

1. With the Chief Architect/Home Designer program open, navigate to **Help> Export Logs**.



2. In the dialog that appears, choose an easy to find location to save the log files to, such as your Desktop, then click **Select Folder**.
3. An **Information** dialog will display with the location the logs have been saved to; click **Open Location** or **OK**.

Note: When performing this action, all of the log files are exported to a single zipped (compressed) folder.



4. Attach the compressed (zipped) folder containing the log files to a new case in the [Technical Support Center](https://support.chiefarchitect.com/home) (<https://support.chiefarchitect.com/home>). To learn more, please see the [Related Articles](#) section below.

Related Articles

- 📄 [Locating Your Computer's Specifications \(/support/article/KB-03129/locating-your-computer-s-specifications.html\)](/support/article/KB-03129/locating-your-computer-s-specifications.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)