

Retrieving System Information to Send to Technical Support

Reference Number: **KB-01867**

Last Modified: **January 13, 2023**

The information in this article applies to:



QUESTION

How can I find information about my system to send to Chief Architect Technical Support for troubleshooting purposes?

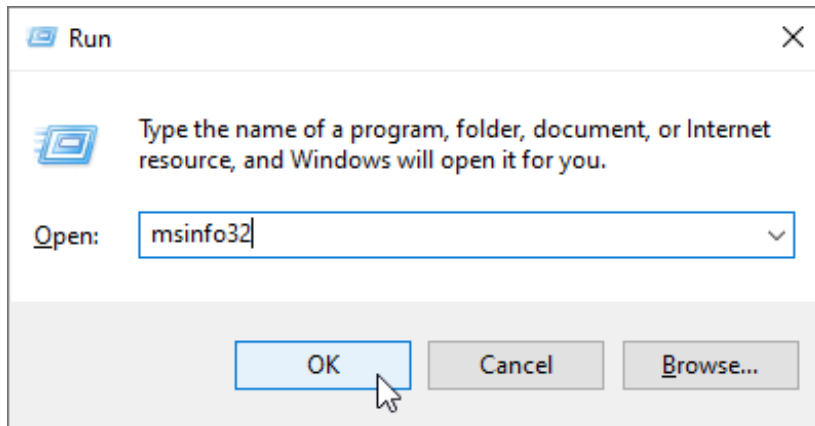
ANSWER

Information about your system can be found by using the System Information Utility in Windows or by using the System Report section on your Mac. Please select the option that is applicable to your operating system.

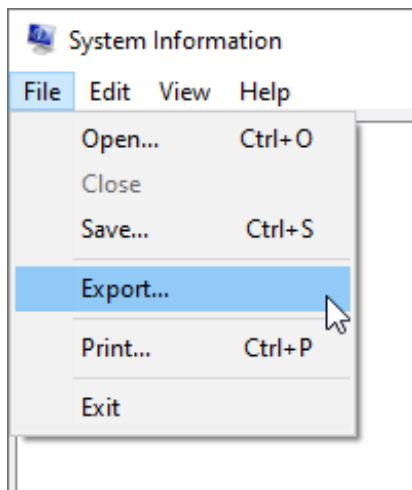
- [Microsoft Windows](#)
- [Apple macOS](#)

To access the System Information Utility on a Microsoft Windows machine

1. On your keyboard, press the **Windows Key**  and the letter **R** at the same time.
2. In the **Run** dialog that appears, type `msinfo32` and press **OK**.



3. In the **System Information** window that opens, make sure **System Summary** is selected in the top left corner, then navigate to **File > Export**.



Note: Please do not create a screenshot of only part of this dialog, or attempt to copy/paste the text information from the file into your Support Center ticket directly.


4. Specify a **File name** and **Save** the file to an easy to find location, such as your computer's Desktop.

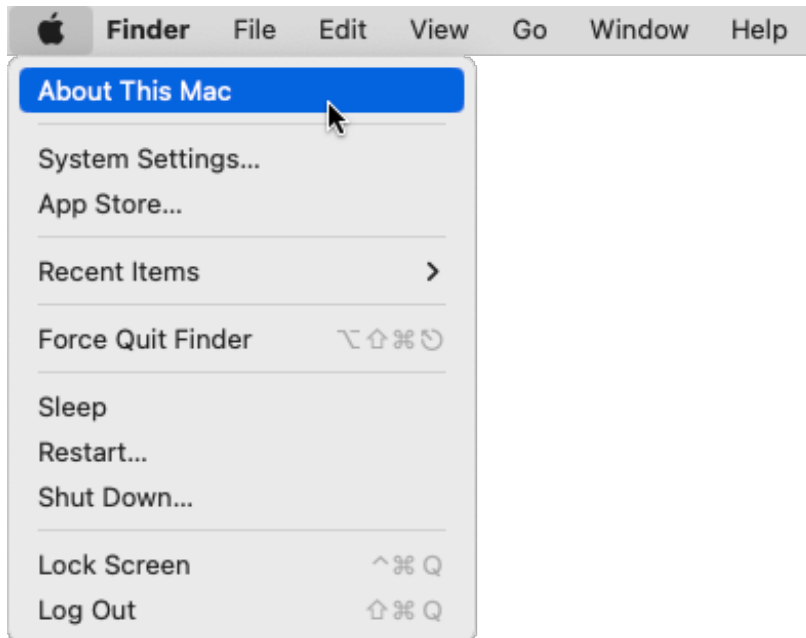
5. Finally, send this file to Chief Architect Technical Support using the [Technical Support Center \(https://support.chiefarchitect.com/home\)](https://support.chiefarchitect.com/home).

Please see the "Using the Technical Support Center" resource in the [Related Articles](#) section below for more information.

[Return To Top](#)

To access System Information on a Apple macOS machine

1. Open the **Apple**  menu and click on **About This Mac**.



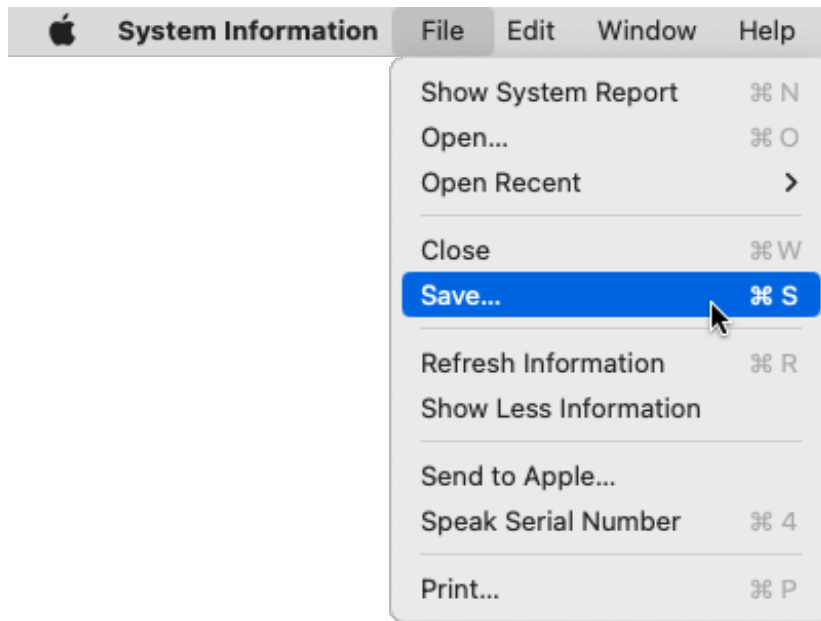
2. Click on the **More Info** button.

If you're using macOS Monterey 12 or prior, skip to Step 3.

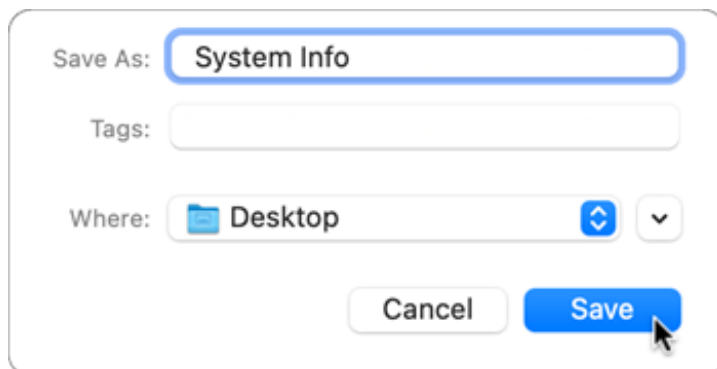
3. Scroll down until you reach the bottom of the About section and click on the **System Report** button.

In macOS Monterey 12 and prior, this button will be located on the **OVERVIEW** tab.

- In the window that opens, select **File** > **Save** from the menu.



- Give the file a name and save the file to an easy to find location, such as your computer's Desktop.



- Finally, send this file to Chief Architect Technical Support using the [Technical Support Center \(https://support.chiefarchitect.com/home\)](https://support.chiefarchitect.com/home).

Please see the "Using the Technical Support Center" resource in the [Related Articles](#) section below for more information.

[Return To Top](#)

Related Articles

[Chief Architect Minimum System Requirements \(/support/article/KB-02761/chief-](https://support.chiefarchitect.com/home)

[architect-minimum-system-requirements.html](#))

📄 [Determining If Your Computer is 32-Bit or 64-Bit \(/support/article/KB-01230/determining-if-your-computer-is-32-bit-or-64-bit.html\)](#)

📄 [Home Designer Minimum System Requirements](#)

<https://www.homedesignersoftware.com/support/article/KB-01095/home-designer-minimum-system-requirements.html>)

📄 [Locating the Message Log \(/support/article/KB-02908/locating-the-message-log.html\)](#)

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

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



<https://chieftalk.chiefarchitect.com/>)

🗉 [\(/blog/\)](#)



<https://www.facebook.com/ChiefArchitect>)



<https://www.youtube.com/user/ChiefArchitectInc>)



<https://www.instagram.com/chiefarchitect/>)



<https://www.houzz.com/pro/chiefarchitect/>)



<https://www.pinterest.com/chiefarchitect/>)