

Exporting Log Files to Send to Technical Support

Reference Number: **KB-03209**

Last Modified: **May 9, 2025**

QUESTION

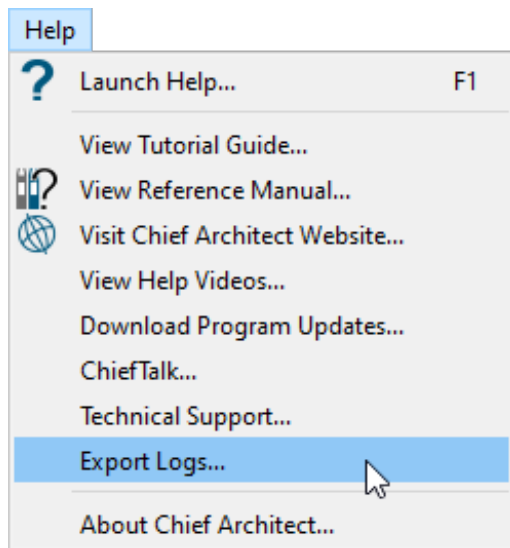
Chief Architect Technical Support is requesting that I send them log files to help determine the cause of an issue or error that I am experiencing. How can I retrieve the requested logs?

ANSWER

In Chief Architect X17, log files associated with the program can be exported by navigating to Help> Export Logs.

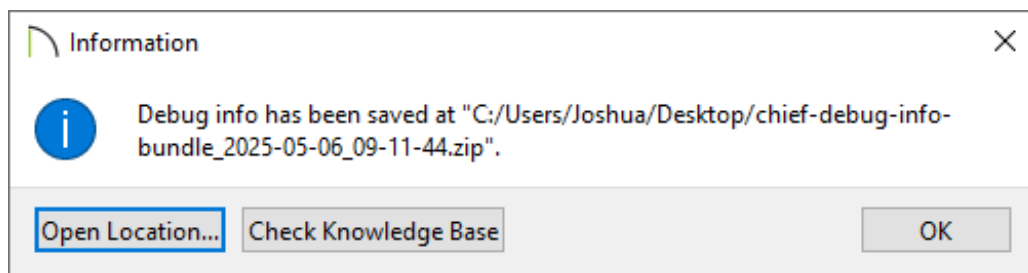
To export log files

1. With the Chief Architect 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, along with the name `chief-debug-info-bundle` followed by the date; 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 zipped (compressed) folder containing the log files to a new case in the [Technical Support Center \(https://www.chiefarchitect.com/support/article/KB-00717/using-the-technical-support-center.html\)](https://www.chiefarchitect.com/support/article/KB-00717/using-the-technical-support-center.html).

 [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)



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