Steps for Retrieving the Windows System and Application Logs

The Windows system logs and application logs can help Technical Support troubleshoot potential computer and software issues. Below are the instructions for exporting these logs for DSI Support. Instructions are included for Windows 7 and Windows XP.

Windows 7

Application Log

1. Click on the Windows Start Button, right-click on **Computer** and select **Manage**.
2. In the Computer Management window, double-click on **Event Viewer.**
3. Under Event Viewer, double-click on **Windows Logs**.
4. Under Windows Logs, click on **Application.**
5. On the right-pane, click on **Save All Events As…**
6. Save the file to a location that you will remember, name it **applicationlog** and click **Save.**
7. In the Display Information window, click the radio button for **Display information for these languages.** And check the box for **English (United States).** Click **OK.**
    a. TIP: If this is not a selection, check the box for **Show all available languages**.
8. Attach the resulting applicationlog.evtx file in an e-mail to DSI Support.

System Log

1. Click on the Windows Start Button, right-click on **Computer** and select **Manage**.
2. In the Computer Management window, double-click on **Event Viewer.**
3. Under Event Viewer, double-click on **Windows Logs**.
4. Under Windows Logs, click on **System.**
5. On the right-pane, click on **Save All Events As…**
6. Save the file to a location that you will remember, name it **systemlog** and click **Save.**
7. In the Display Information window, click the radio button for **Display information for these languages.** And check the box for **English (United States).** Click **OK.**
    a. TIP: If this is not a selection, check the box for **Show all available languages**.
8. Attach the resulting systemlog.evtx file in an e-mail to DSI Support.

Windows XP

Application Log

1. Click on the Windows Start Button, select **Run.**
2. In the Run Dialog, type in **eventvwr.msc** and click **OK.**
3. Under Event Viewer Dialog, click on **Application.**
4. Click **Action** and select **Save Log File As…**
5. Save the file to a location that you will remember, name it **applicationlog.**
6. Select **Event Log (*.evt)** from the Save as type drop down menu. Click **Save.**
7. Attach the resulting applicationlog.evt file in an e-mail to DSI Support.

System Log

1. Click on the Windows Start Button, select **Run.**
2. In the Run Dialog, type in **eventvwr.msc** and click **OK.**
3. Under Event Viewer Dialog, click on **System.**
4. Click **Action** and select **Save Log File As…**
5. Save the file to a location that you will remember, name it **systemlog.**
6. Select **Event Log (*.evt)** from the Save as type drop down menu. Click **Save.**
7. Attach the resulting systemlog.evt file in an e-mail to DSI Support.