Collecting log files

If a representative asks you to send the Matchprint Virtual log files, follow the steps below to collect files and send them by email.

- 1. In the dock, select the Matchprint Virtual folder, right-click the LogFiles folder, and select **Show Original**.
- 2. Right-click the LogFiles folder and select **Compress "LogFiles"**. A compressed file containing the System log and the Calibration logs is created.
- 3. In **Finder**, go to the User > Library > Application Support > Matchprint Virtual folder.
- 4. Right-click the Matchprint Virtual folder and select **Compress "Matchprint Virtual"**. A compressed file containing the Calibration files is created.
- 5. To open the System Report, go to Apple menu > About This Mac and click **System** Report.
- 6. To save the report, go to File > Save, specify the location, and press **Save**.
- 7. Send an e-mail to your representative, attaching the compressed files and the Mac System Report.