

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.
6. Click the **More Info** button.
7. Scroll to the bottom of the resulting menu and click **System Report**.
8. To save the report, go to File > Save, specify the location, and press **Save**.
9. Send an e-mail to your representative, attaching the compressed files and the Mac System Report.