Get PC Information for Diagnostic

General · https://mes100.com/docs/get-pc-information-for-diagnostic/

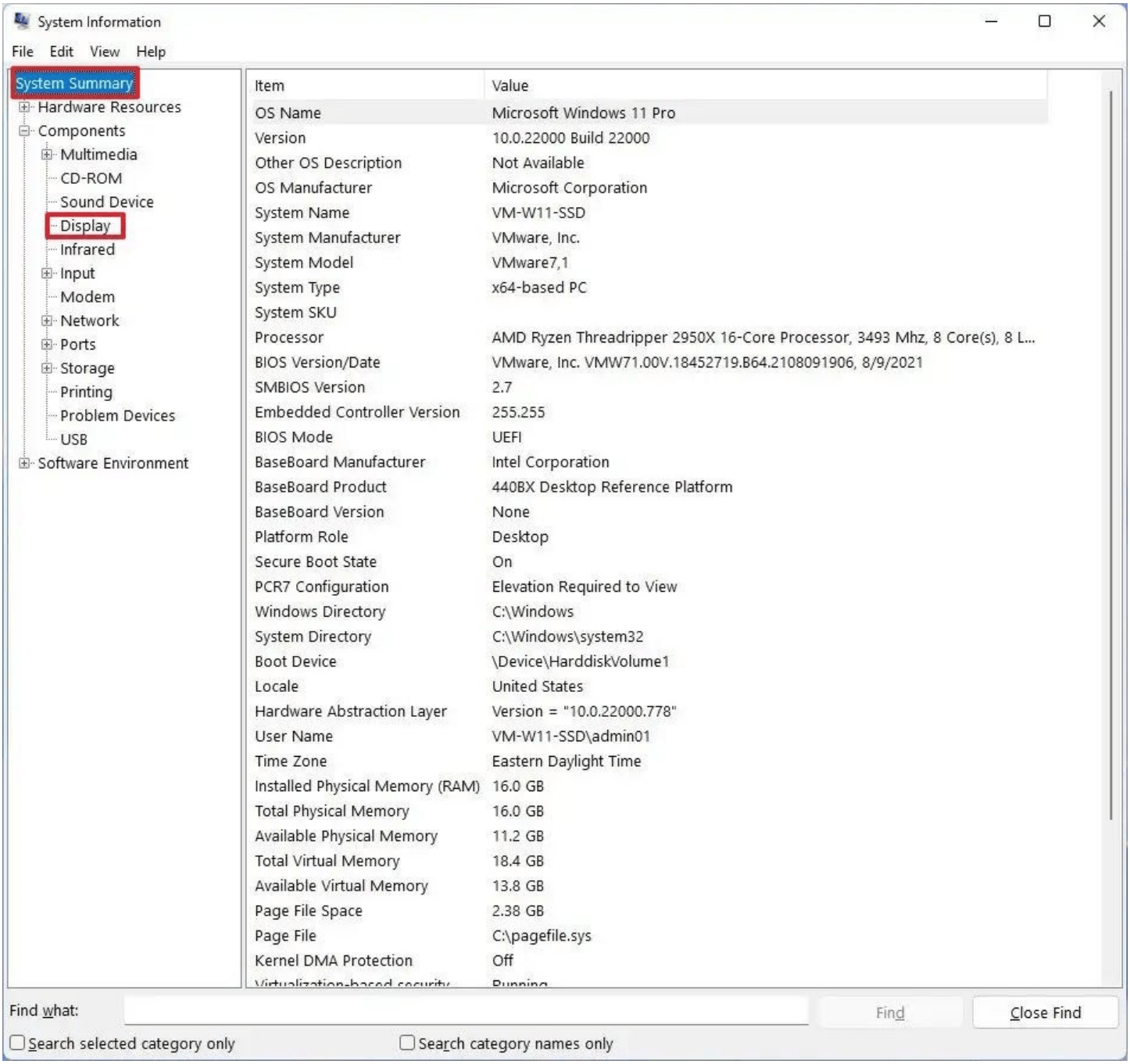
Sometimes, clients encounter errors when analyzing their project in MiTS and the error is only producible on their machine. The following information is needed, so please capture them from the user machines and send to support@mes100.com for further diagnosis (along with a remote control session)

Get the loupe file and backup files

Here‘s how to get it…

PC Information

User can click **here** for further instructions on how to find their PC information

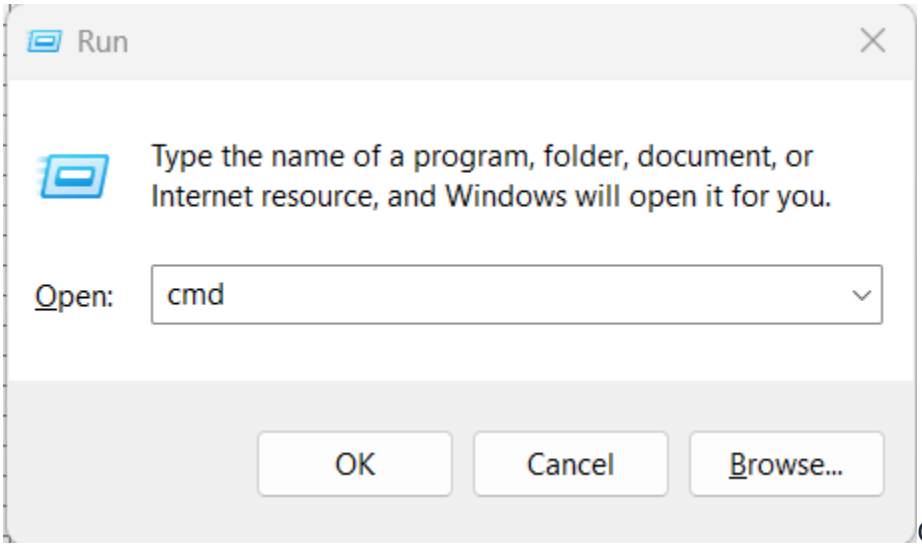


Find PC Information using dotnet –info in Command Prompt (Windows)

The dotnet –info command is a simple yet powerful way to view key system and SDK details for .NET development. Users can use the dotnet –info command to get detailed information about their .NET SDK installation and the environment their PC is running on.

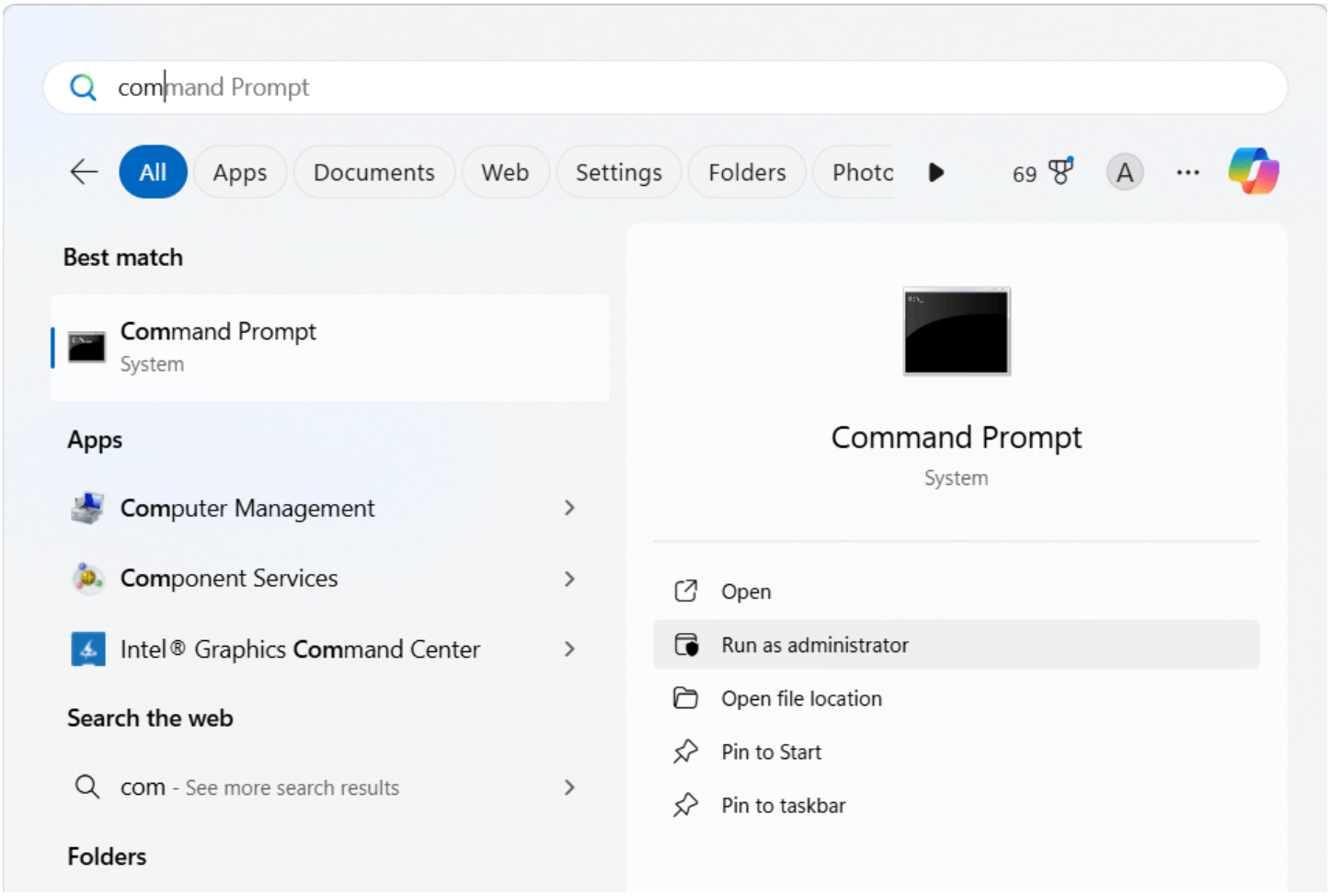
1. Open Command Prompt

1. Press Win +R > type “cmd” > Click OK



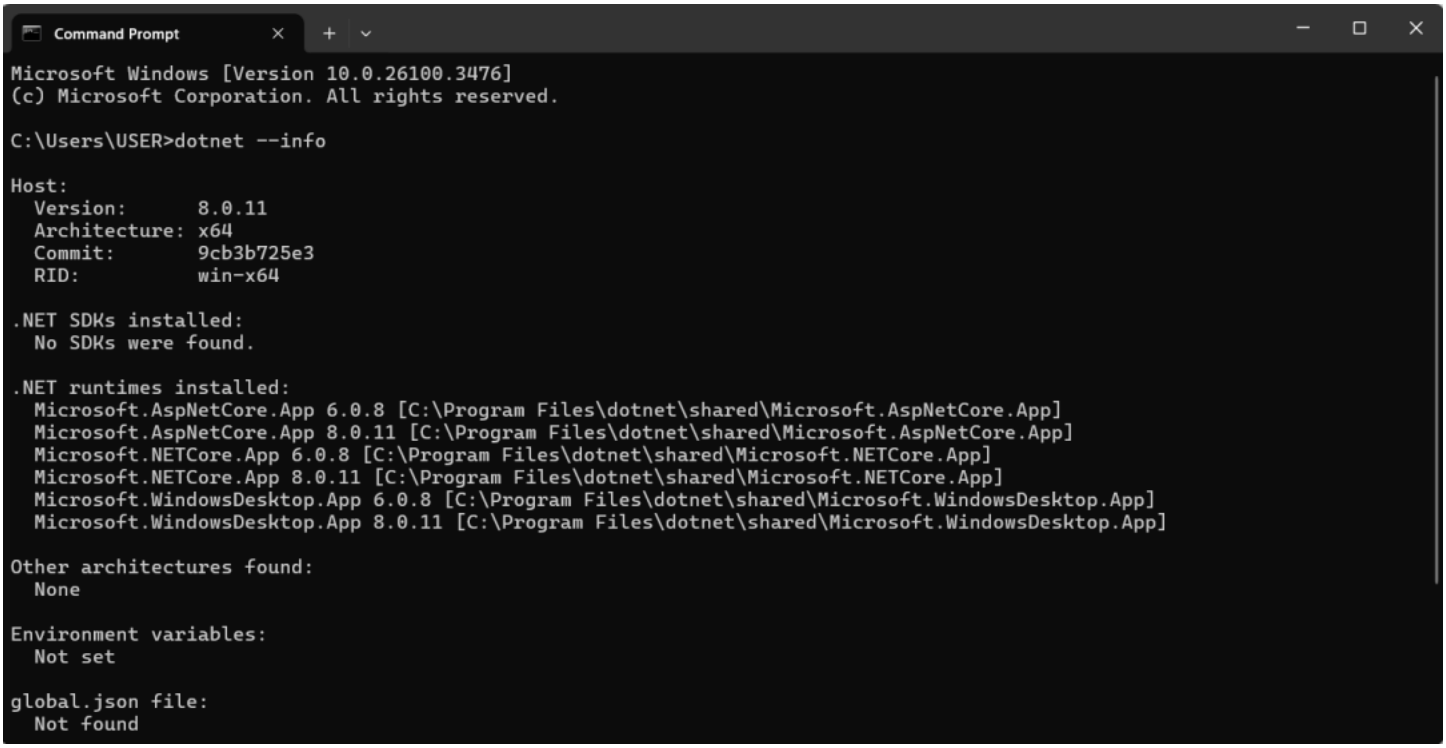
Or;

2. Click Start, type “Command Prompt” > Click “Run as administrator”



2. Run the dotnet –info Command

In the Command Prompt window, type dotnet –info. Then press Enter. The command will display a structured block of information as below.

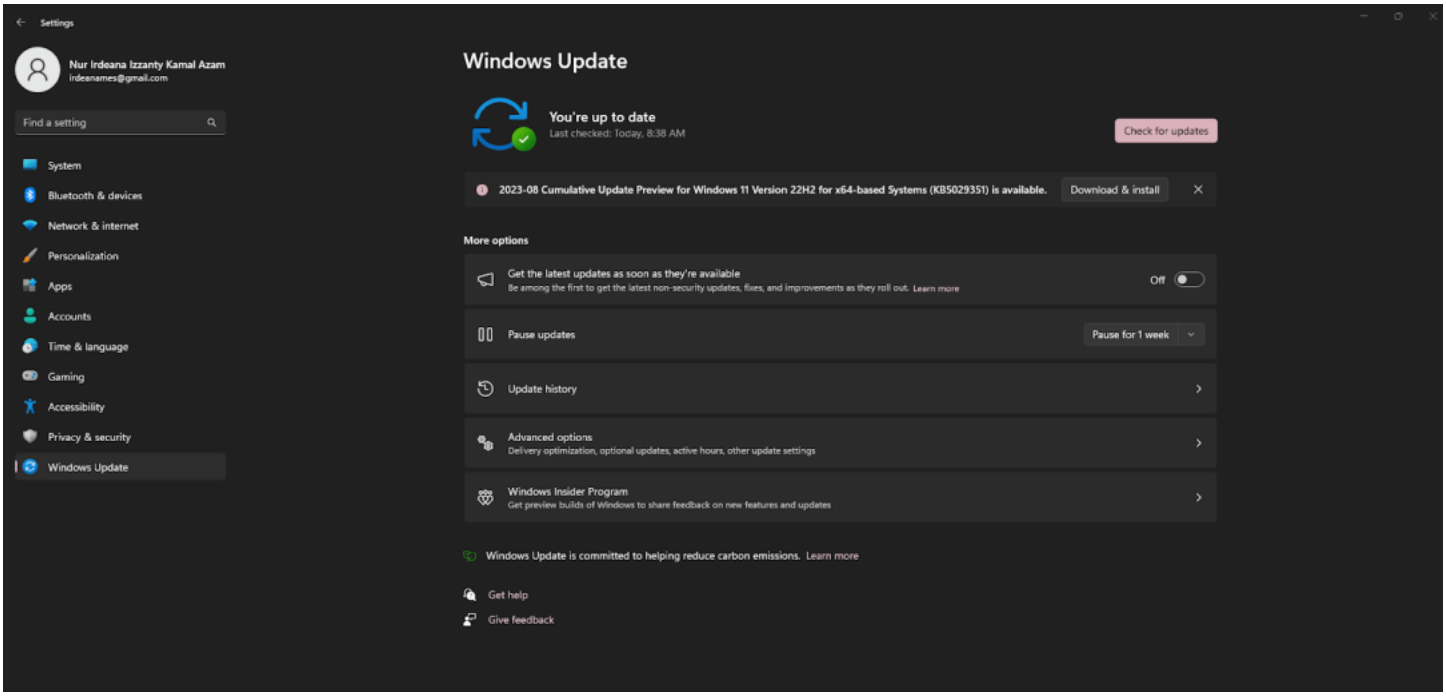


3. Send the PC information for diagnosis

Screenshot the output and email to support@mes100.com along with the backup project file for further diagnosis.

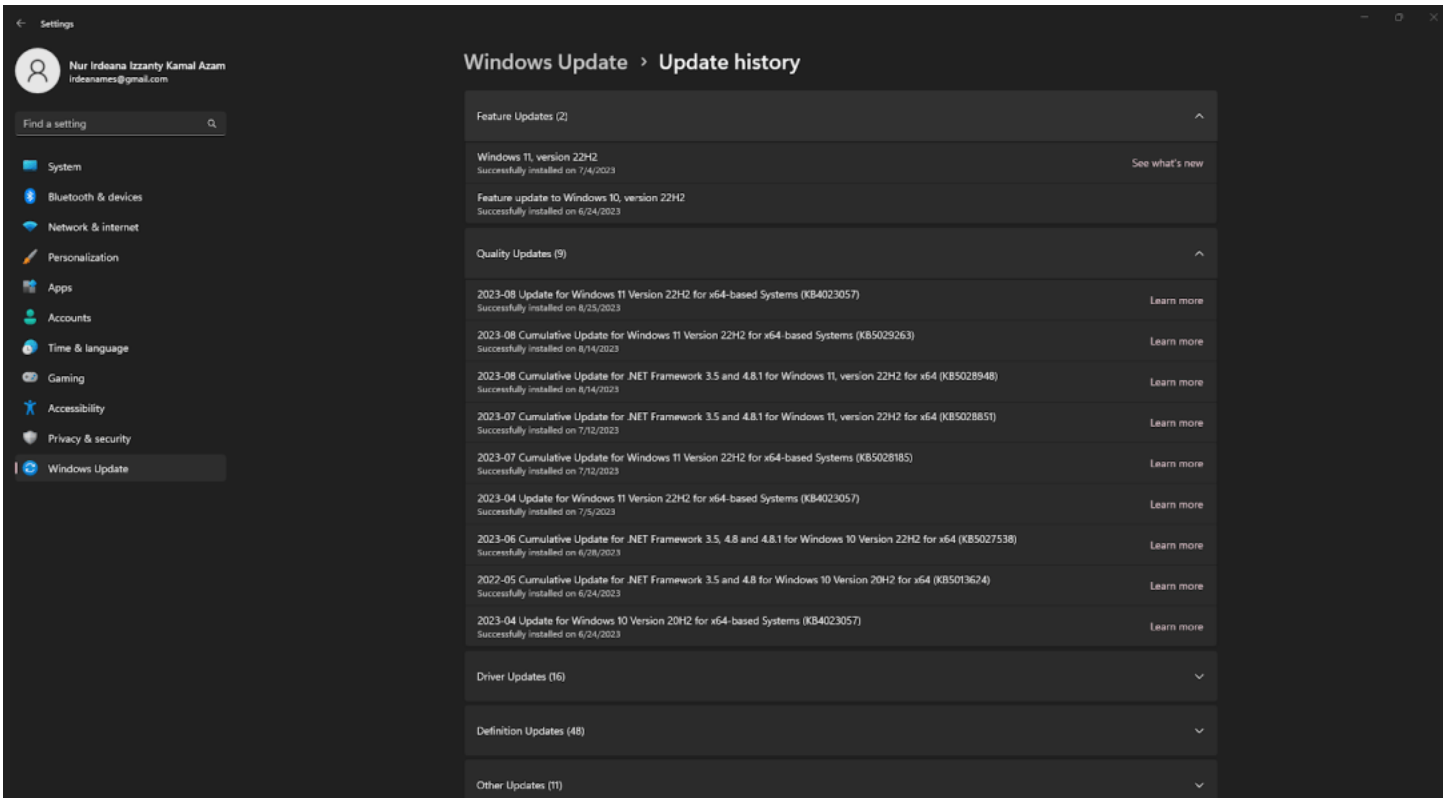
Windows Update

To check for updates, select Start > Settings > Windows Update



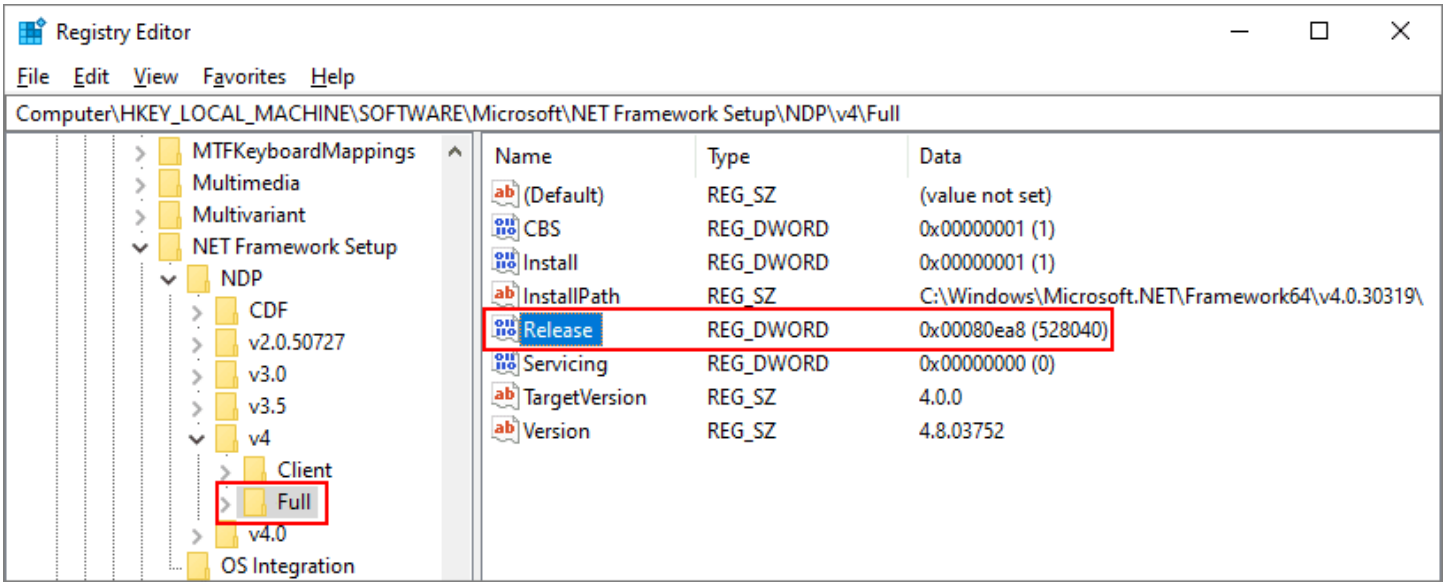
Update History

To check update history, select Check for updates in the Windows update



.NET Framework Version

Click **here** for further instructions on how to check the .NET framework version



Related



Ngu Soon Hui

I'm the Benevolent Dictator for Life for MiTS Software cum Editor of this website. Read more here.

You can also contact me at soonhui@mes100.com