



Autodesk Knowledgebase Article Obtaining a System Information file (NFO) for diagnostics and troubleshooting

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Applies to:

- AutoCAD® 2009
- AutoCAD® 2008
- AutoCAD® 2007
- AutoCAD® 2006
- AutoCAD® 2005
- AutoCAD® 2004
- AutoCAD LT® 2009
- AutoCAD LT® 2008
- AutoCAD LT® 2007
- AutoCAD LT® 2006
- AutoCAD LT® 2005
- AutoCAD LT® 2004

Issue

You want to know how to obtain a System Information file (NFO) from your computer.

Solution

System Information files (NFO) contain information about the hardware and software environment of your computer. This file is often requested by support professionals as a way to diagnose and troubleshoot problems with a software application.

To obtain a System Information file (NFO)

Windows XP:

1. On the Start menu (Windows), click Run.
2. In the Run dialog box, enter MSINFO32.
3. In the System Information dialog box, on the File menu, click Save.
4. In the Save As dialog box, make sure that the file type is System Information File (*.NFO).
5. Enter a name for the file. Click Save.

Windows 2000:

1. On the Start menu (Windows), click Run.
2. In the Run dialog box, enter MSINFO32.
3. In the System Information dialog box, on the Action menu, click Save As System Information File.
4. Enter a name for the file. Click Save.