



How to save event logs and collect blue screen files

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Version 1.0



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About this guide

This guide is designed to how to save event logs and collect blue screen files

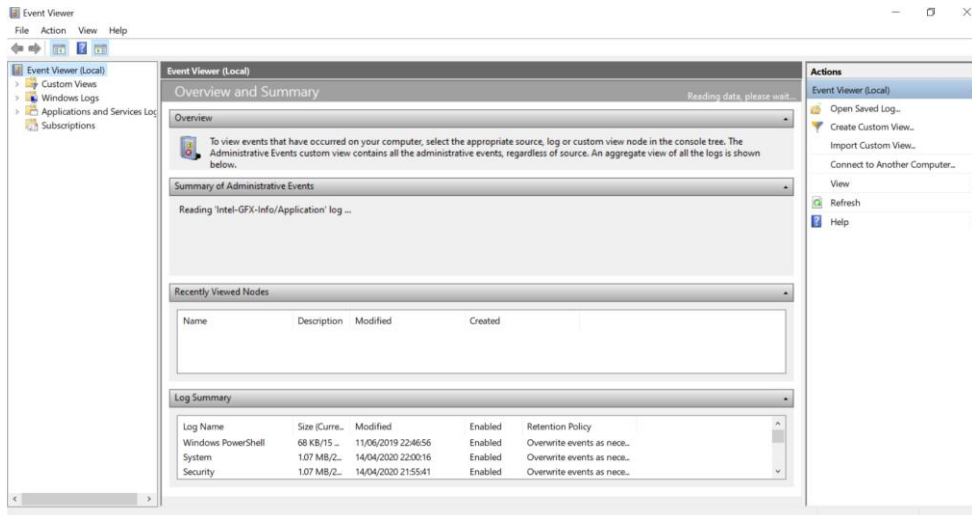
.For more info, see the content as below in this guide.

How to save event logs

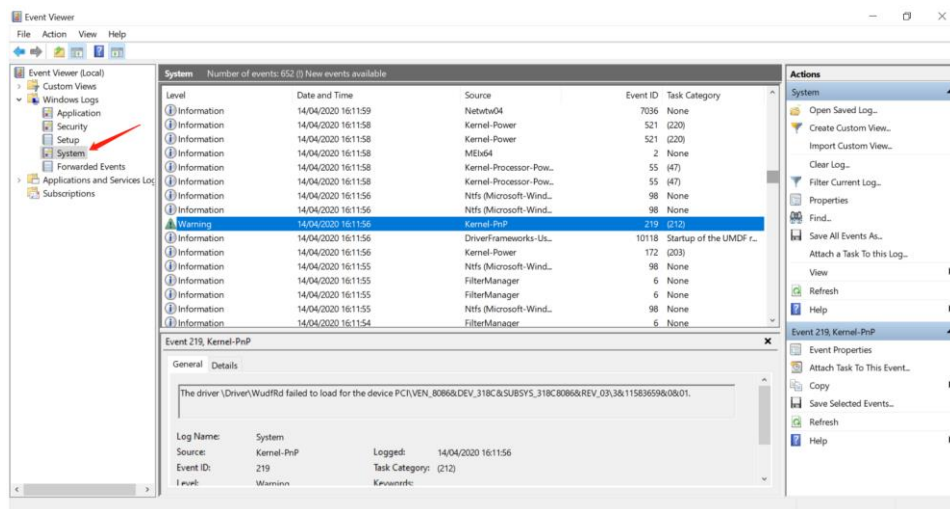
1. Find the Windows icon  in the bottom left corner, right click it, and choose "**Event Viewer**". Please see the following picture:



2. And then you can see the following picture appearing on the screen:

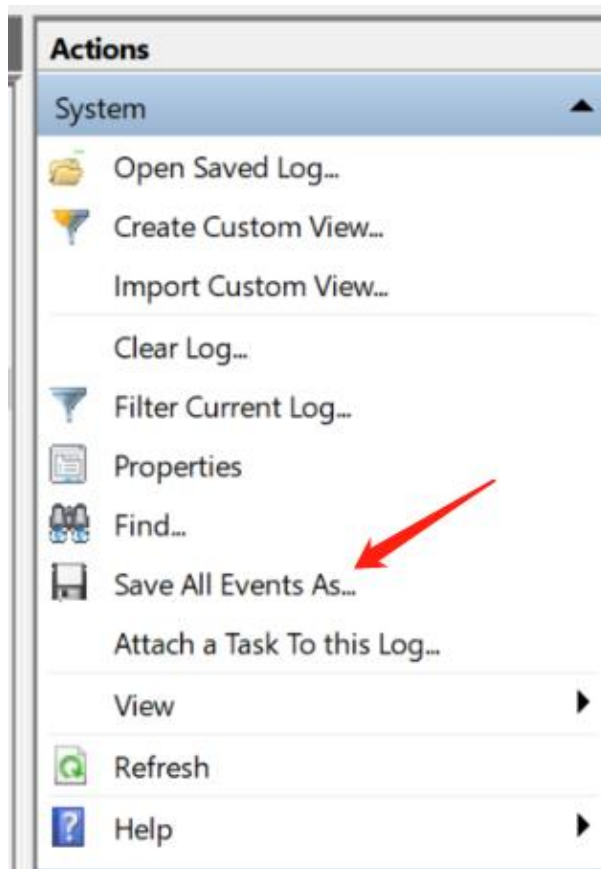


3. Expand the **“Windows logs”** on the left, and choose **“System”**:

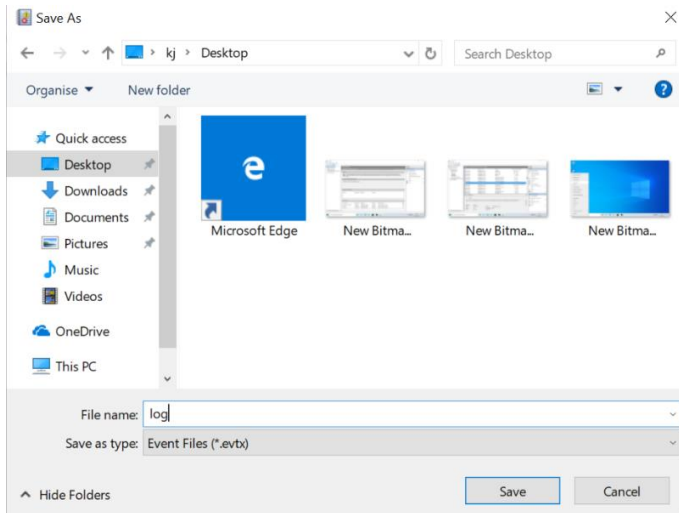




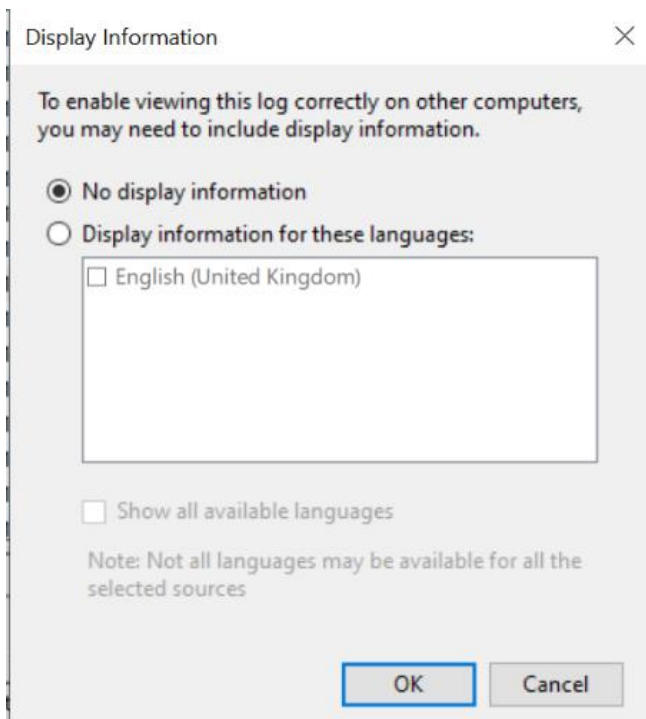
4. Choose "**Save All Events As..**" on the right:



5. Named and choose a local directory, such as desktop:



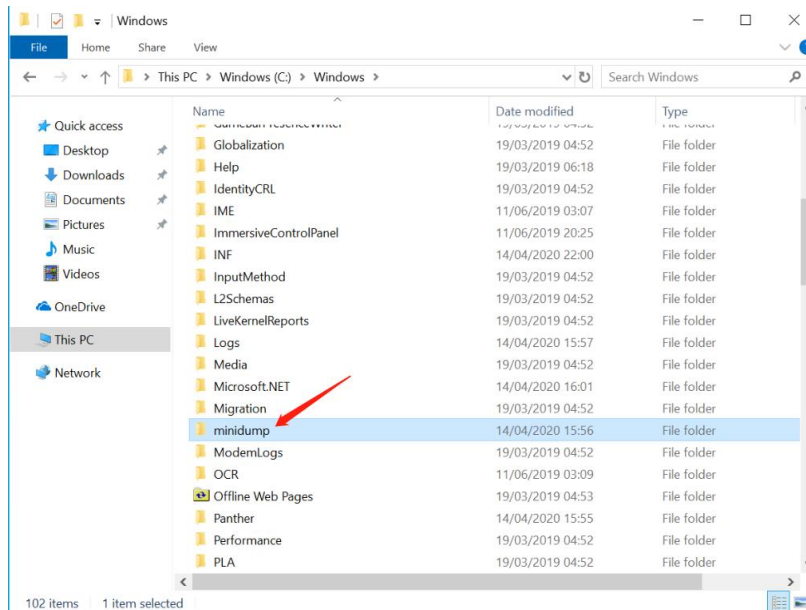
6. Click **“OK”** and finish saving the event log, and send it to us by email:



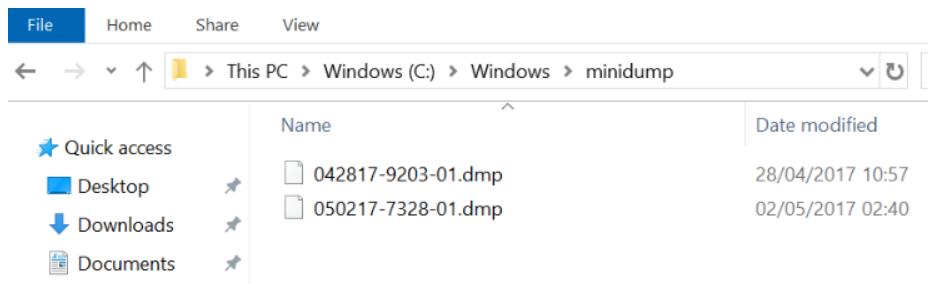


How to collect blue screen file

1. Navigate to the "**C:\Windows**" directory, see if the "**minidump**" directory exists:



2. If exists,copy all of the files in this directory and send to us by email:



Thanks for your kindness!

If you have any question, please feel free to contact us at the e-mail:

info@lincplus.com.cn

Danke für Ihre Freundlichkeit!

Wenn Sie Fragen haben, wenden Sie sich bitte an die E-Mail-Adresse:

info@lincplus.com.cn