About System Information

System Information collects your system configuration information and provides a menu for displaying the associated system topics. Support technicians require specific information about your computer when they are troubleshooting your configuration. You can use System Information to quickly find the data they need to resolve your system problem.

System Information displays a comprehensive view of your hardware, system components, and software environment. The information is organized into three categories: Resources, Components, and Software Environment.

The **Resources** view displays hardware-specific settings, namely DMA, IRQs, I/O addresses, and memory addresses. The **Conflicts/Sharing** view identifies devices that are sharing resources or are in conflict. This can help identify problems with a device.

The **Components** view displays information about your Windows configuration. This category is used to determine the status of your device drivers, networking, and multimedia software. In addition, there is a comprehensive driver history, which shows changes made to your components over time.

The **Software Environment** view displays a snapshot of the software loaded in computer memory. This information can be used to see if a process is still running or to check version information.

Depending on the individual topic, you may be presented with a choice of basic, advanced, or historical system data.

To display system data

• Click the plus signs in the left pane to expand the System Information categories, and then click the item you want information about.

Notes

When data retrieval takes longer than you expect, you can cancel the retrieval process. On the **View** menu, click **Cancel Update**.

You can update the information displayed in the right pane when a setting on your system has changed. On the **View** menu, click **Refresh**.

To save system data to a System Information file

- 1. On the **File** menu, click **Save**.
- 2. In **Save in**, enter the file location.
- 3. In **File name**, enter the file name.
- 4. In Save as type, enter MSInfo Files (*.nfo).
- 5. Click **Save**.

Note

You can view the .nfo file only by opening it in System Information.

To save system data to a text file

- 1. On the **File** menu, click **Export**.
- 2. In **Save in**, enter the file location.
- 3. In **File name**, enter the file name.
- 4. In Save as type, enter Text Files (*.TXT).
- 5. Click **Save**.

Note

You can open the .txt file with any text editor. You can use this option to get a snapshot of your system information, which you can send to others through e-mail or by fax.

To open a System Information file

- 1. On the **File** menu, click **Open**.
- 2. In **Look in**, enter the file location.
- 3. In **File name**, enter the file name.
- 4. In **Files of type**, enter **MSInfo Files (*.NFO)**.
- 5. Click **Open**.

To run a system tool

• On the **Tools** menu, click the name of the tool.

Note

You may need to run these tools when support technicians are troubleshooting your system.