

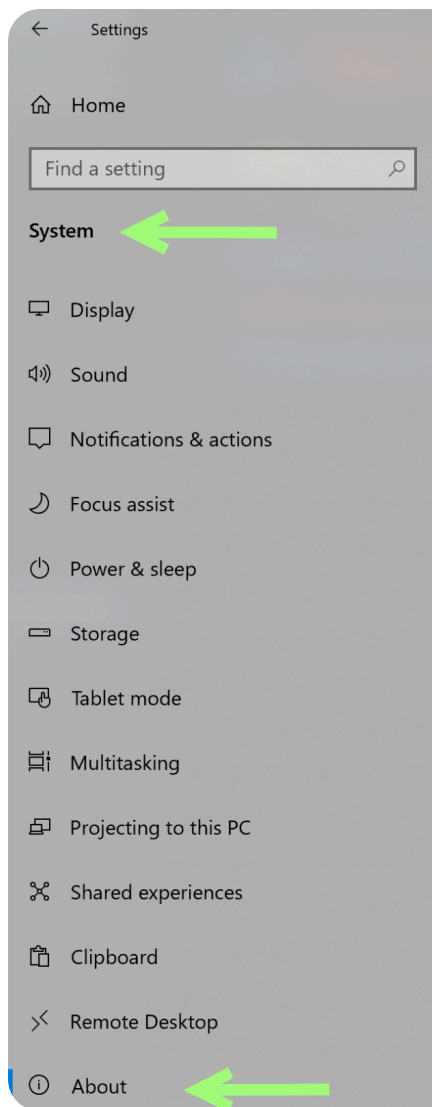


# Gathering system specs and version information

To diagnose an issue, it's sometimes necessary to gather specific information about a system. This guide provides an overview of the typical system specifications and version information we need.

## Windows version and machine specifications





## About

### Device specifications

Device name	winbox
Processor	Intel(R) Xeon(R) CPU E5-4657L v2 @ 2.40GHz 2.40 GHz
Installed RAM	16.0 GB
Device ID	[REDACTED]
Product ID	[REDACTED]
System type	64-bit operating system, x64-based processor
Pen and touch	No pen or touch input is available for this display

Rename this PC

### Windows specifications

Edition	Windows 10 Enterprise
Version	1909
Installed on	15/07/2019
OS build	18363.836

[Change product key or upgrade your edition of Windows](#)

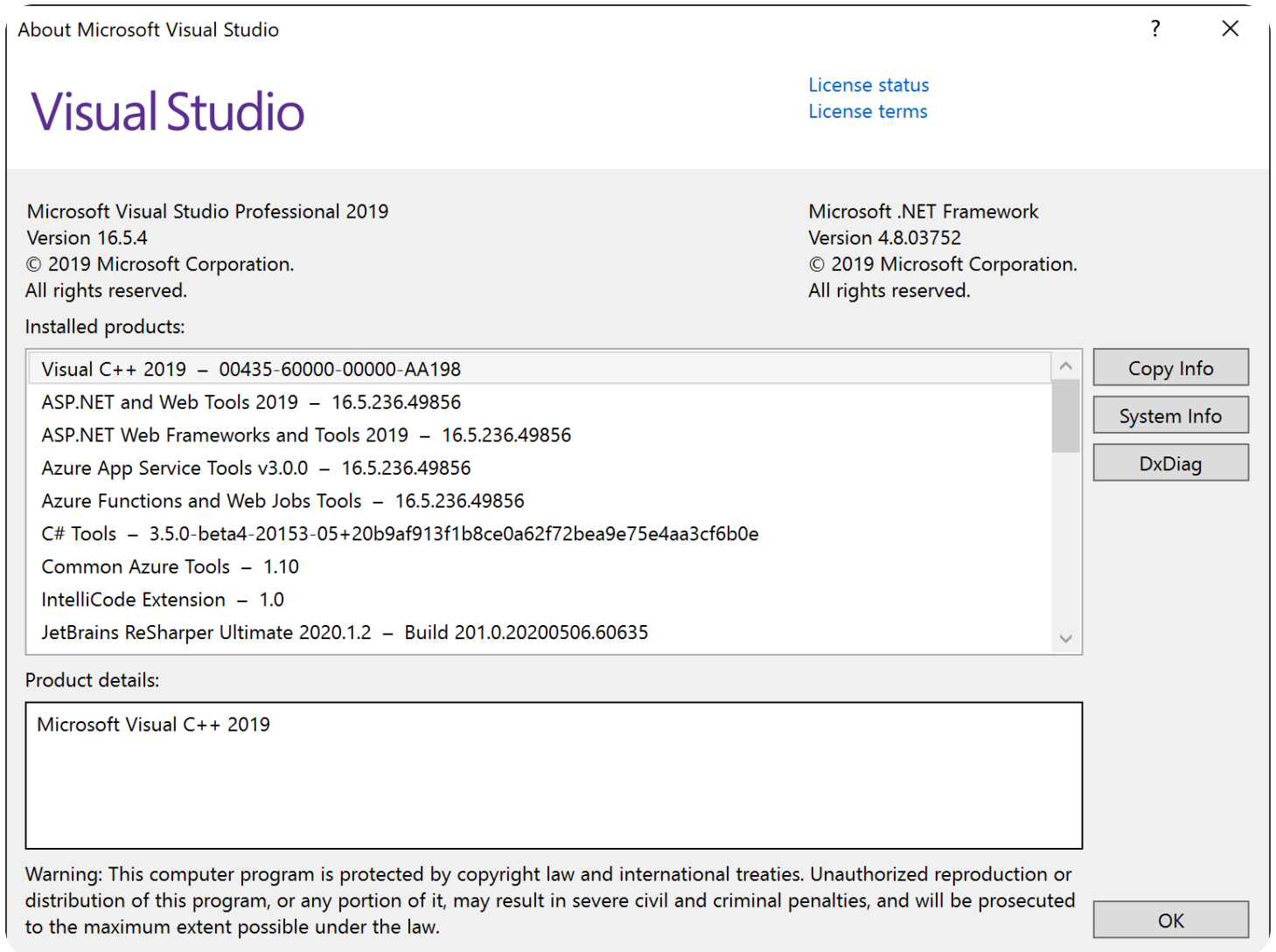
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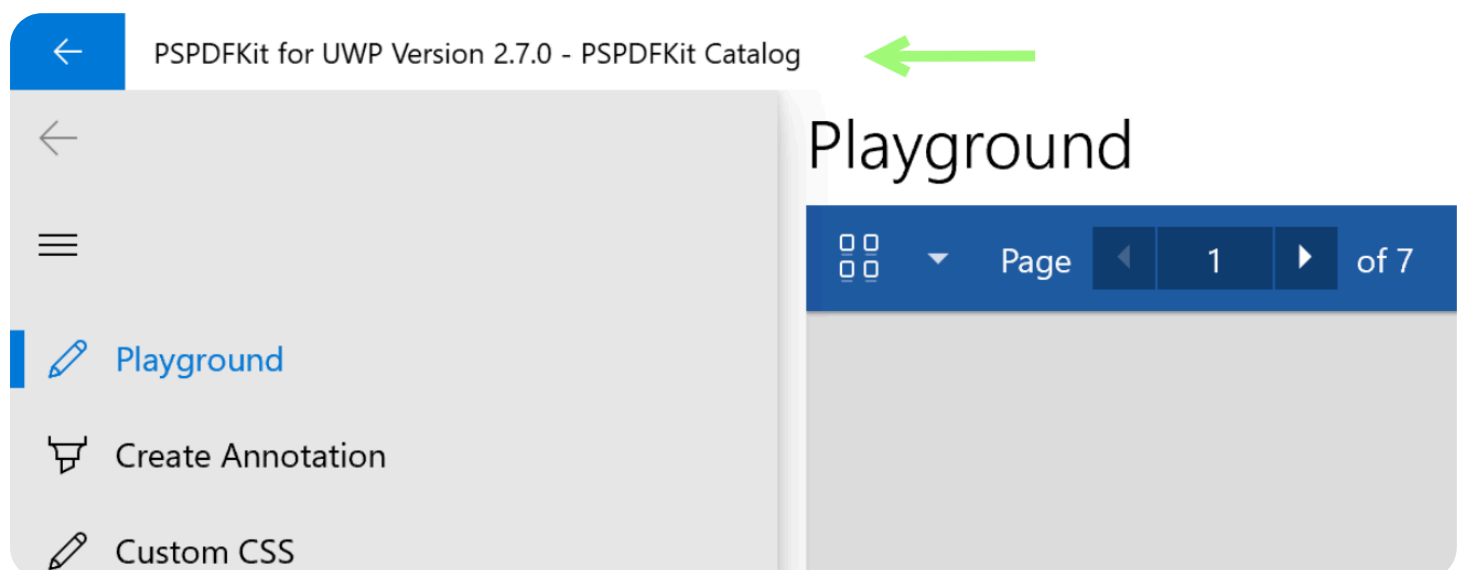
### Related settings

[BitLocker settings](#)

# Visual Studio version



## Installed Catalog app version



## Log files

The Catalog can be built from the SDK or installed from the prebuilt copy in the SDK. Alternatively, the Catalog can be installed from the store. Contact [Sales](#) or [Support](#) for access to this.

Consequently, there are two possible locations of Catalog log files.

The SDK Catalog app log files can be found in `C:\Users\[USER]\AppData\Local\Packages\com.pspdfkit.uwp.catalog_57bqnq2y39hg2\LocalState\`, where `[USER]` is the user account the Catalog is running under.

The store-installed Catalog app log files can be found in `C:\Users\[USER]\AppData\Local\Packages\PSPDFKit.PSPDFKitCatalog_2vx0rd0k7fxvr\LocalState`.

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Was this helpful?

✓ YES

✗ NO

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Questions? [Contact us](#)

