

## **How to get Dxdiag file?**

DirectX diagnostic tool reports detailed information about the DirectX components and drivers installed on your computer.

### **On Windows 7:**

Step1: Click on the "Start" Button.

Step 2: In the Search Box type dxdiag and press <Enter>.

Step 3: Click on "Save all Information."

Step 4: Save the information to your Desktop, keep the file name as is.

Step 5: Attach the file to the Support Ticket.

Refer to following video:

Win 7

<https://www.youtube.com/watch?v=zPTHzIYHC6A>

### **On Windows 8.1/10**

To start DirectX Diagnostic Tool in Windows 8 press the key combination

[Win-Logo]+[R], then simply type the command

dxdiag.exe and confirm that with [ENTER] or press the [OK] button.

Save the information to your Desktop, keep the file name as is.

Attach the file to the Support Ticket.

Refer to following video:

Win 8.1

<https://www.youtube.com/watch?v=28MI3PS77iQ>

Win 10

<https://www.youtube.com/watch?v=4Zbx1iGIlok>