



QMCFAQ: MSINFO32 REPORTS


1.1 Introduction

Microsoft provides a good system information tool with almost all versions of Windows. The tool is called “MSINFO”, but it is more commonly known as “MSINFO32” after the name of the actual executable file. The report file generated by MSINFO has proven to be an invaluable tool for determining the cause of errors on  servers. This document details how to generate a standard report, and how to send that report to  Technical Support.

1.2 Assumptions

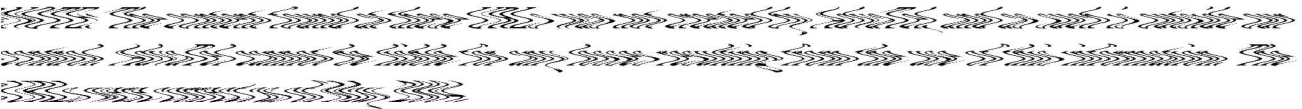
This document assumes a basic understanding of Windows based computers.

1.3 Intended Audience

This FAQ is not very technical in nature, and as such is suitable for all end users of .

If you have any questions, please contact  for further information.

1.4 Useful URLs



[MS KBase Article 159213] MSINFO: A Tool to Investigate DLL and Executable Modules

<http://support.microsoft.com/default.aspx?scid=kb;en-us;159213>

[MS KBase Article - 300887] How to Use System Information (MSINFO32) Switches

<http://support.microsoft.com/default.aspx?scid=kb;en-us;300887>

[MS KBase Article - 308549] Description of Win XP System Information Tool

<http://support.microsoft.com/default.aspx?scid=kb;en-us;308549>

[MS KBase Article – 184075] Description of Microsoft Windows 98 System Information Tool

<http://support.microsoft.com/default.aspx?scid=kb;en-us;184075>

Windows Network Article – What is MSINFO32.exe

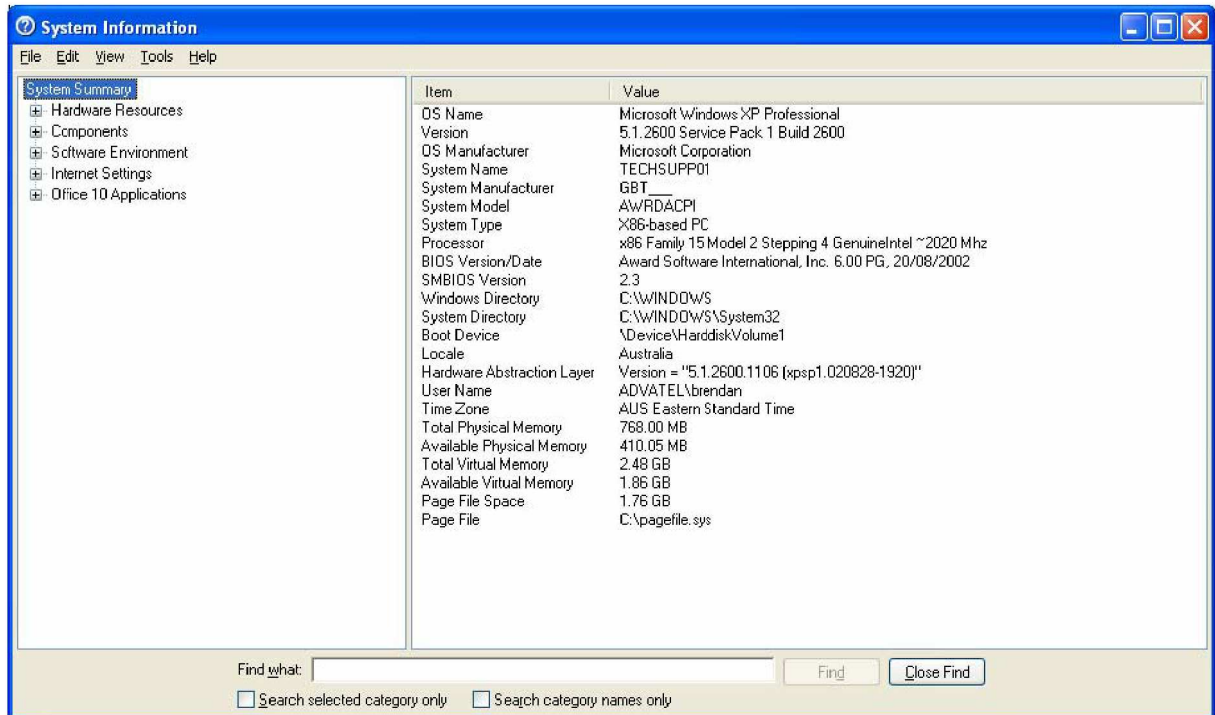
<http://www.winnetmag.com/Article/ArticleID/15138/15138.html>

WinZip

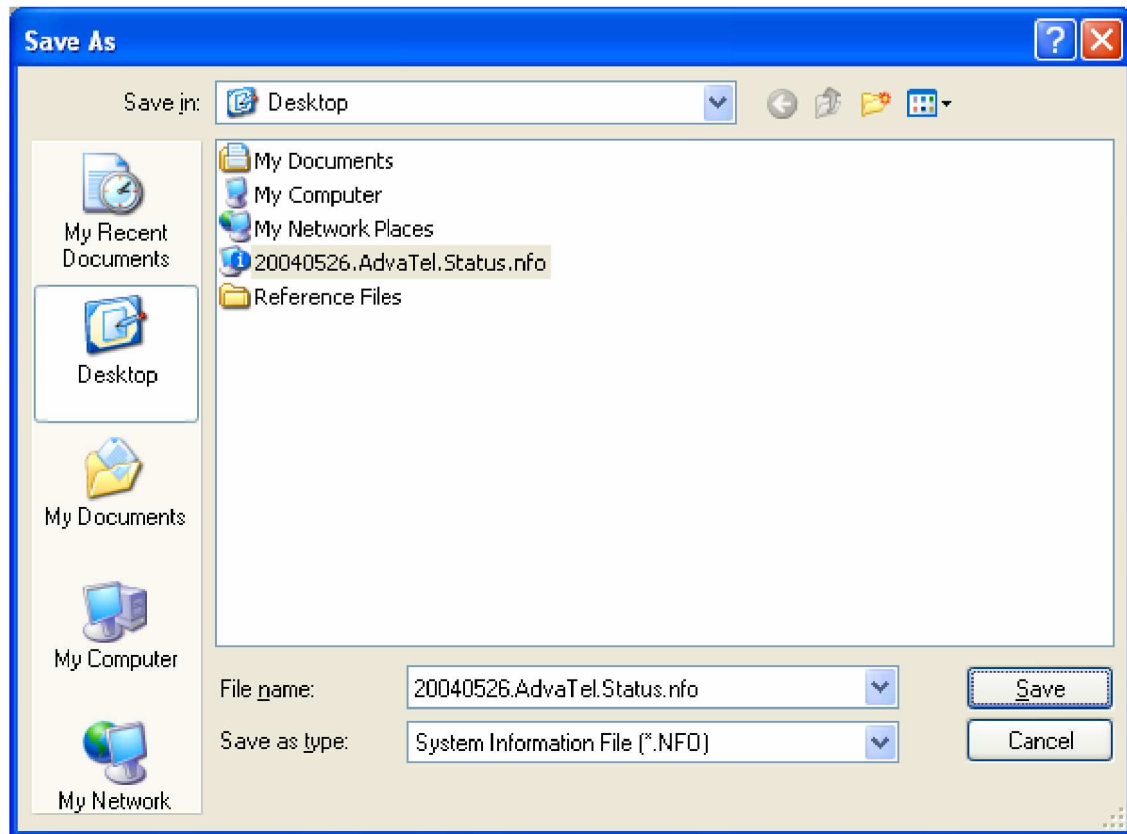
<http://www.winzip.com/>

2 PROCEDURE TO RUN MSINFO ON WINDOWS XP

1. Click "START"
2. Click "RUN"
3. Type "MSINFO32<Enter>" (do not type the quote marks). A dialog box similar to the one below should appear on screen.




4. Click "File"
5. Click "Save"



6. Enter a file name for the saved report. We would like the file name to include
 - Date the report was created (**YYYYMMDD** is preferable)
 - The name of the end user site

An example using the preferred style is shown in the picture above.

7. Ensure that "**Save as Type**" is set to a "**System Information File (*.NFO)**"
8. Click "**Save**". You will see a progress bar scroll across the display. Please allow the computer to finish this step before continuing.
9. Once it is finished, the dialog with the solid green progress indicator will disappear and you will be returned to the default MSINFO32 display.
10. Close MSINFO32 by pressing either **<ALT>+<F4>**, or by clicking the "**X**" in the top right hand corner of the window.
11. Compress the resulting file using a program such as WinZip or RAR or ARJ.  can extract almost all compression formats. The original 1.4MB file will reduce to under 100KB after compression.