

ToolsOnAir-Support

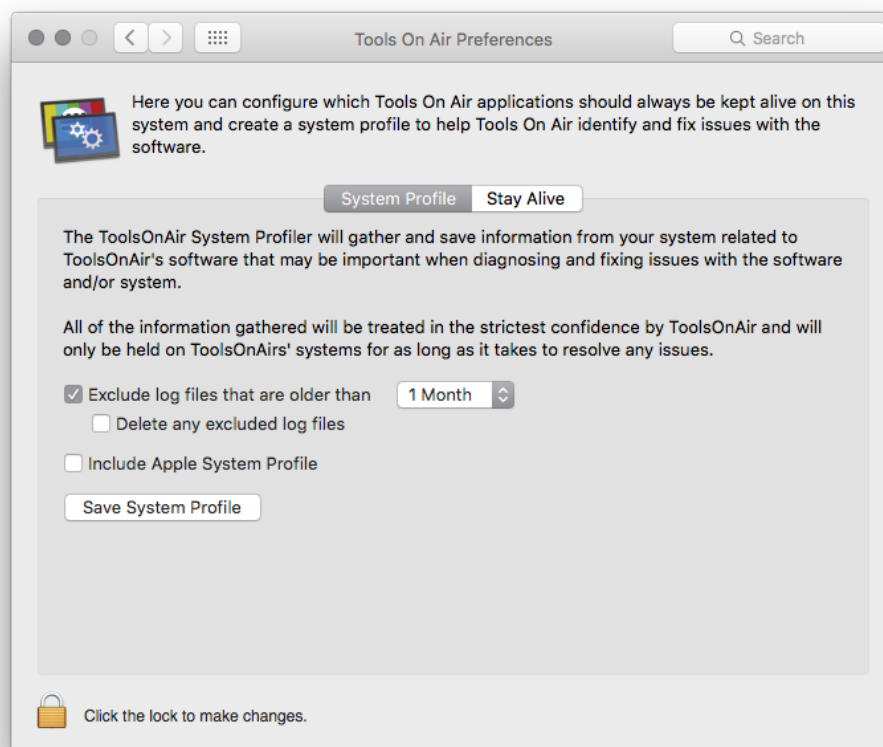
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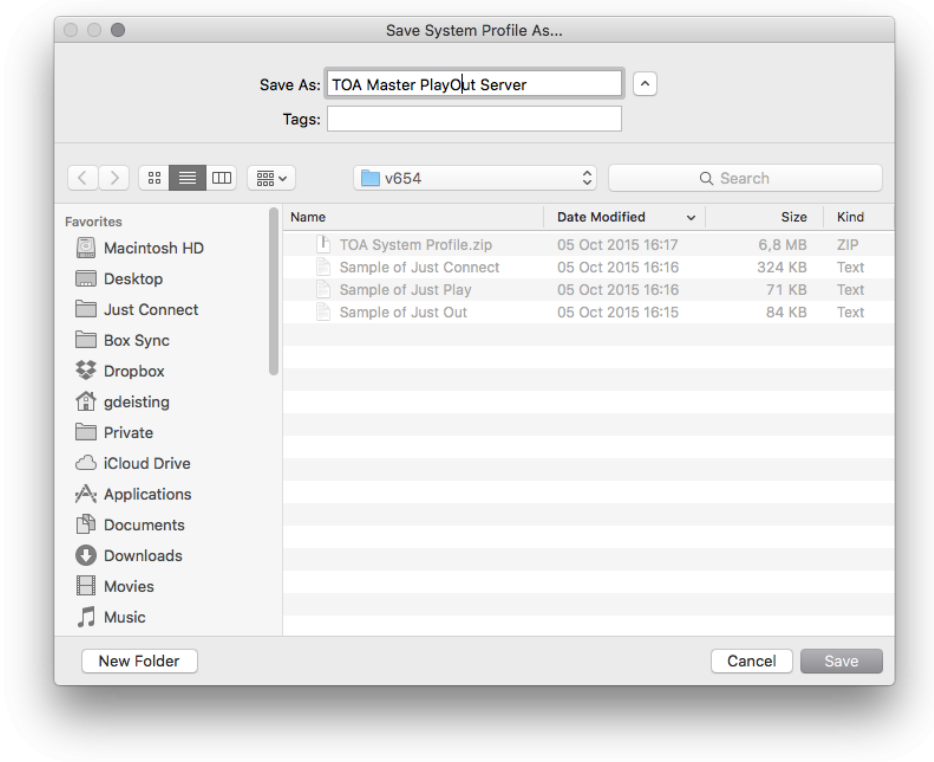
Georg - 2016-04-05 - in General Information

The "System Profile" tab in the TOA preference pane is able to gather and save information related to TOA's software that may be important when diagnosing and fixing issues with the software and/or the system it is running on. We recommend to attach a newly saved TOA System Profile every time a new support related ticket has been made. This will allow the support team to get a good overview over the system without the need for the user to give any additional informations.

To save such a profile, select the System Preferences under the Apple menu and click on the Tools On Air element. This opens the Tools On Air Preferences. If not automatically selected, click on the System Profile tab. Make sure to select a timeframe which includes the time the reported issue happened. De-activate the "Include Apple System Profile" checkbox in case the system is currently "on air", because generating an Apple System Profile can harm the capture/play out process. Activate the checkbox in case the system is currently not "in use".



Click on the "Save System Profile" button to open the "Save System Profile As..." window, type in the name you would like to use for the saved profile and choose the path, you would like to save the profile to and click on the Save button.



Attach the System Profile to the support ticket.