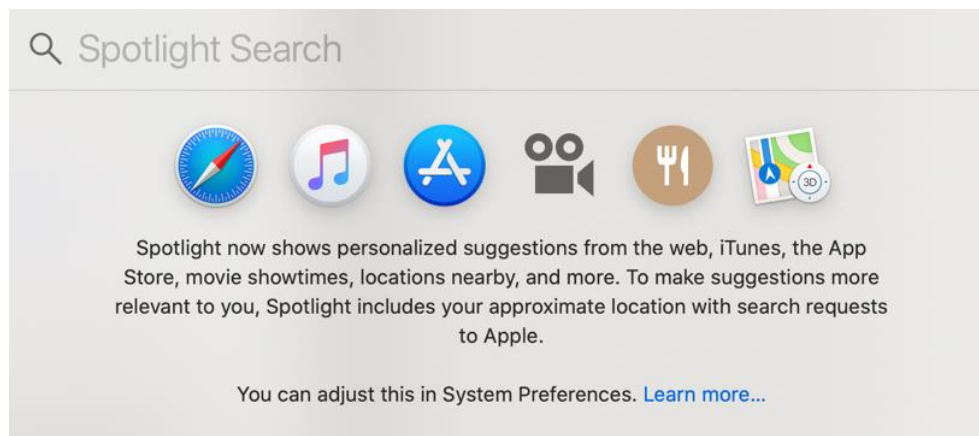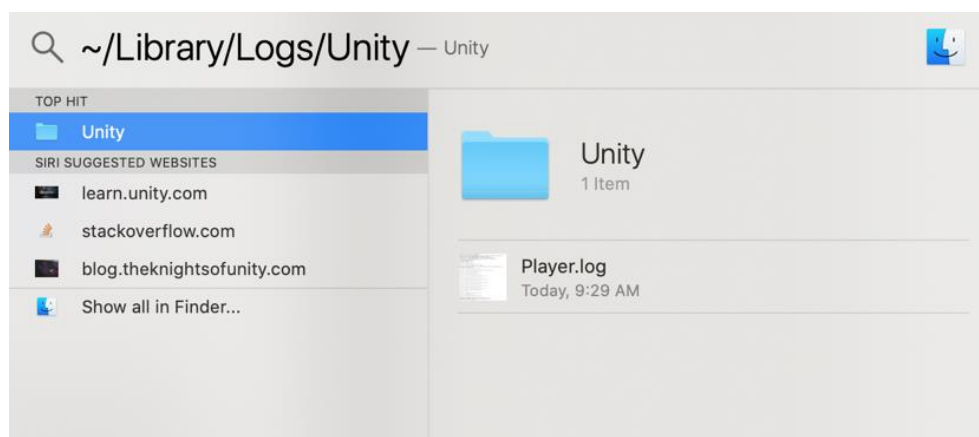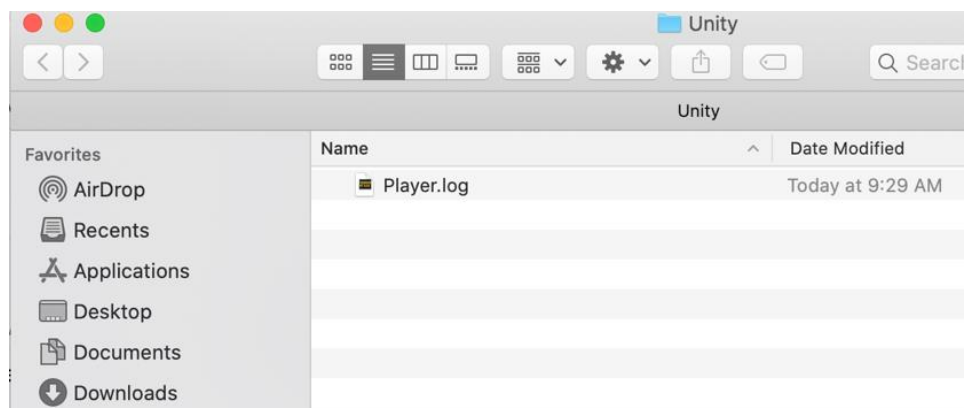# DEGY WORLD Log Collection for Mac and PC

For Mac:

1 Open up Spotlight Search (Command + Space Bar) OR click the search icon in the toolbar at the top right hand corner of your desktop
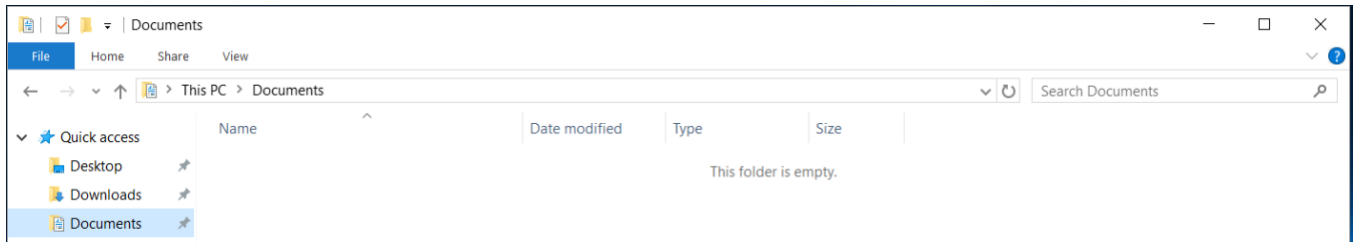

2 Type "~/Library/Logs/Unity" into the search field

3 Double click the 'Unity' folder icon to open the folder in a new finder window

4 Copy the file named "Player.log" and send to dwsupport@degyworld.com with a brief messaging describing the problem you were experiencing.
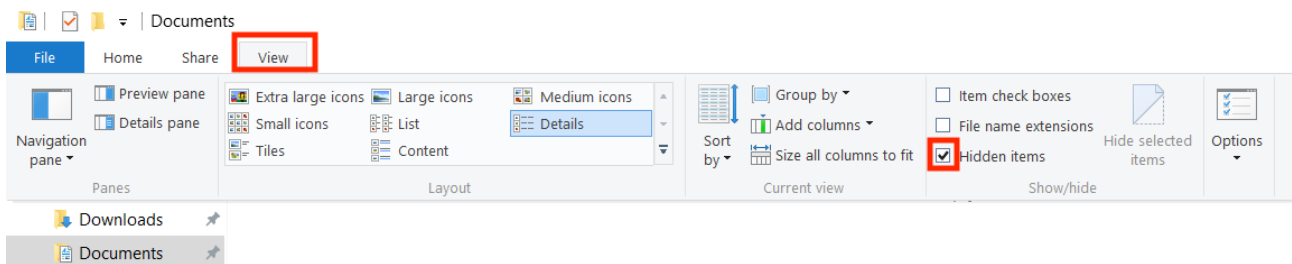
For PC:

1   Open up the File Explorer.

2   In file explorer, enable hidden folders

- Open your file explorer, click the 'View' Tab
- In the 'Show/Hide' section check the 'Hidden files' checkbox

3   Find your computer USERNAME

A.   To find your username hold the **windows key** and press the letter **R** on your keyboard. The Run dialog box is displayed.

B.   In the Run dialog box, type **cmd** in the text field and press the **Enter** key. The command prompt window will appear

C.   Type **whoami** and press **Enter.** Your current username will be displayed.

D.   The last thing on the command prompt will be C:\Users\USERNAME . Use that USERNAME for step 4.
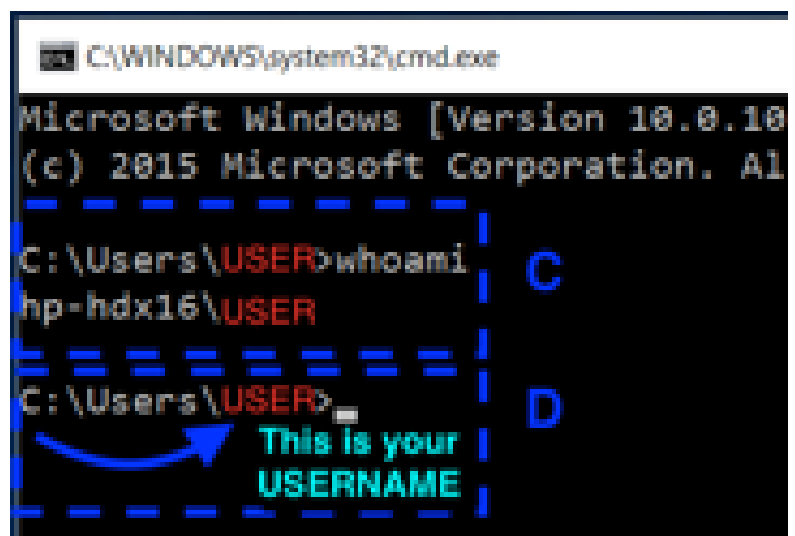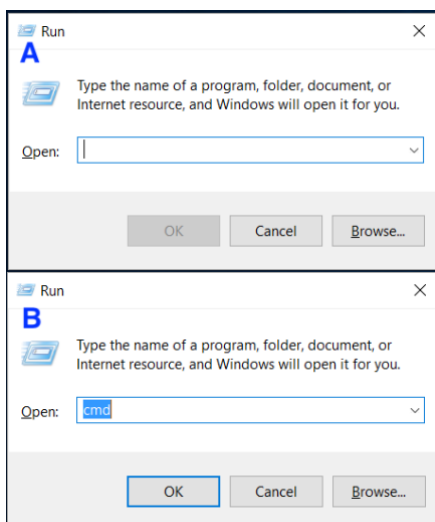
4   In the Address of your File Explorer bar put C:\Users\USERNAME\AppData\LocalLow\Virbela LLC\DEGY WORLD

Replace 'USERNAME' in the above file string with your username from step 3
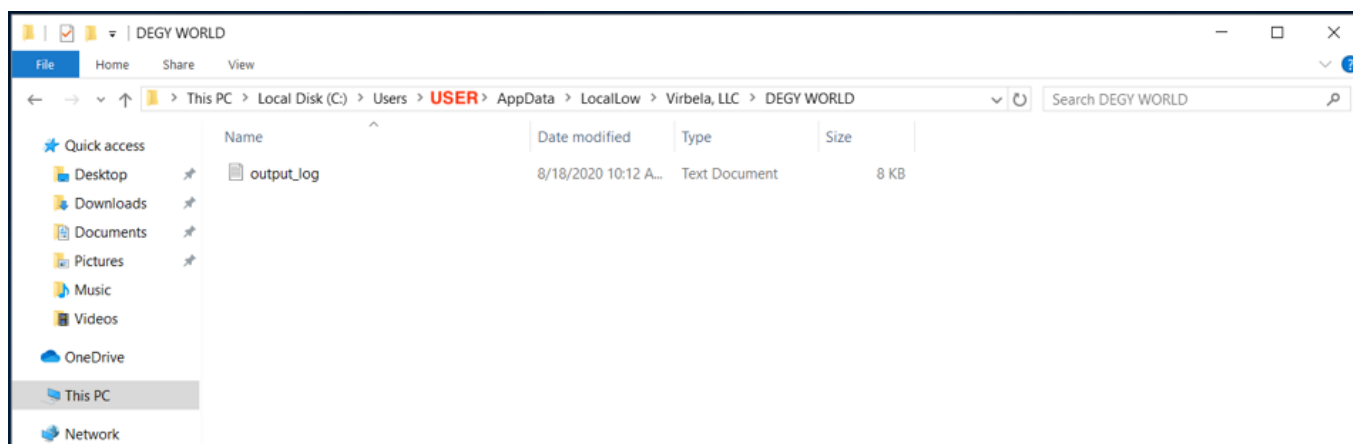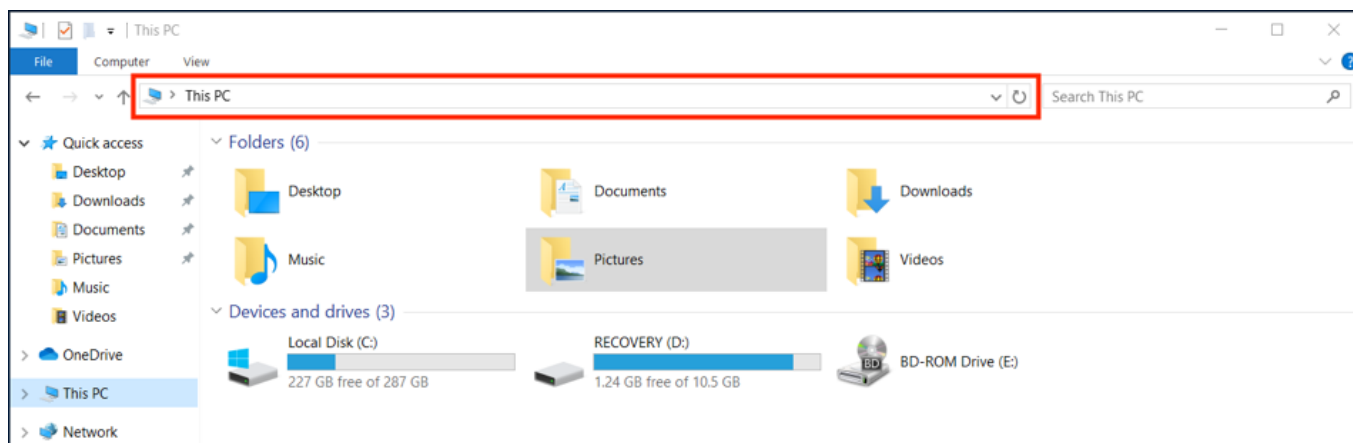
5   Windows Users: Collect your DxDiag information

This tool is used to collect info about devices to help troubleshoot problems with DirectX sound and video. A support person might ask for this info, or you might post it in a forum when you ask for help.

- In Windows, select **Start** and enter **dxdiag** into the search box on the taskbar. Select **dxdiag** from the results.
- In the tool, select **Save All Information** for an easily shared format.

6   Copy the file named "output_log.txt" and attach it to a new e-mail along with the DxDiag information and send a brief message about the issue you were experiencing to dwsupport@degyworld.com