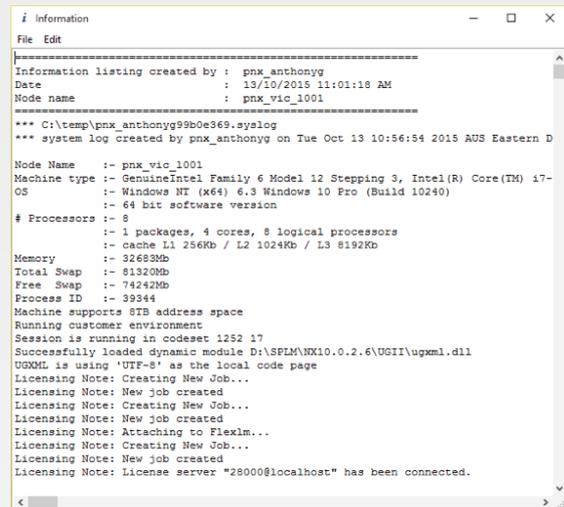
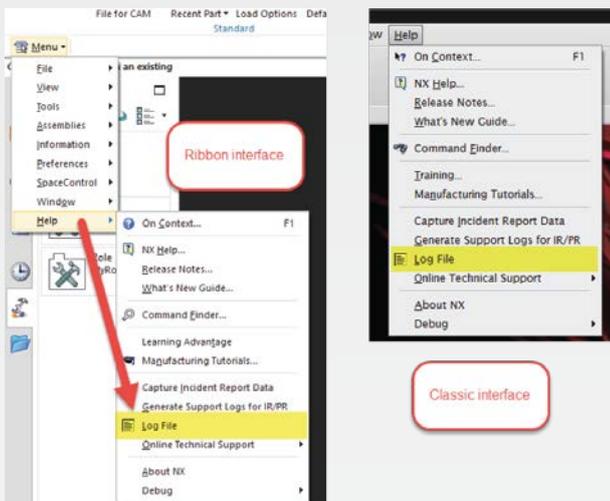


# NX Log File

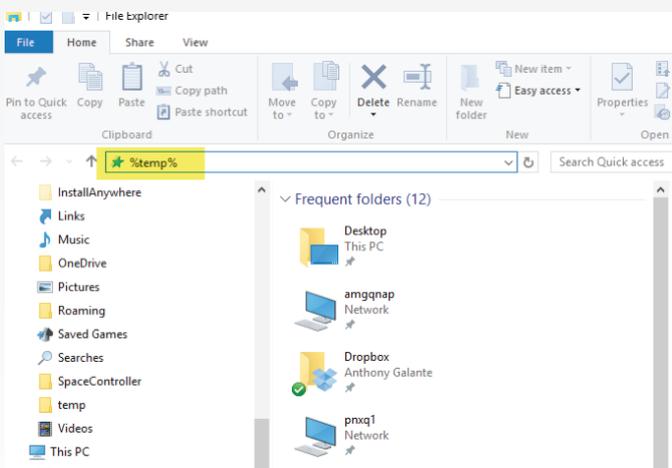
We sometimes hear from customers that open a NX part and are unable to see anything. This usually happens when opening up parts from someone else or after an import.



**1.** When we're trying to troubleshoot a problem we always like to see a copy of the NX log file.

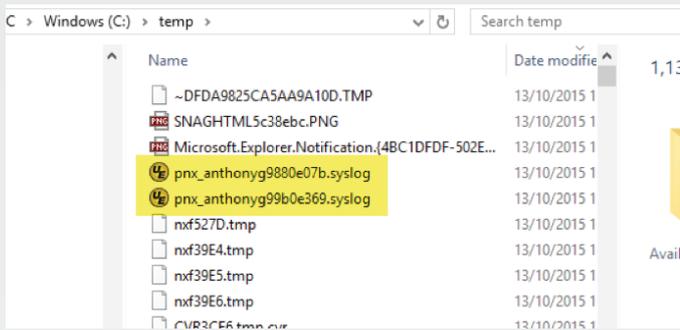
Easiest way to get it is from inside NX.

**2.** This will open the information window and display the contents on the log in it. You can then save this to send to us.



**3.** However, NX may be crashing or locking up so you can't retrieve it from inside NX.

In that case, the log file will be written to your temp folder. Open a Windows Explorer window, then type %temp% in the address bar and press enter.



**4.** This will take you to your temp files folder where NX will have created a log file.

Sort by date, to see the latest files and the NX logs begin with your username and have a .syslog extension.

---

Before sending any log, make sure you start a new session of NX to then replicate the issue you are seeing.

This way the log is concentrated on just the problem and will hopefully contain the errors you may be seeing.

If NX is still running, you can also click on the Generate Support Logs for IR/PR which generates more background information as well as the log file and places them in a folder.

---

**This will be the last Tip & Trick for 2015.**

**2016 Tips & Tricks kick off again in February!**

**If you have topic suggestions for our Tips Guru Anthony Galante,  
contact [marketing@phoenixplm.com.au](mailto:marketing@phoenixplm.com.au)**

**Merry Christmas and Happy New Year from Anthony and the Marketing Team!**