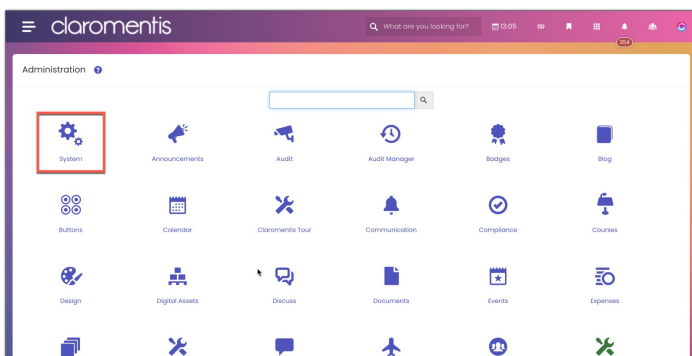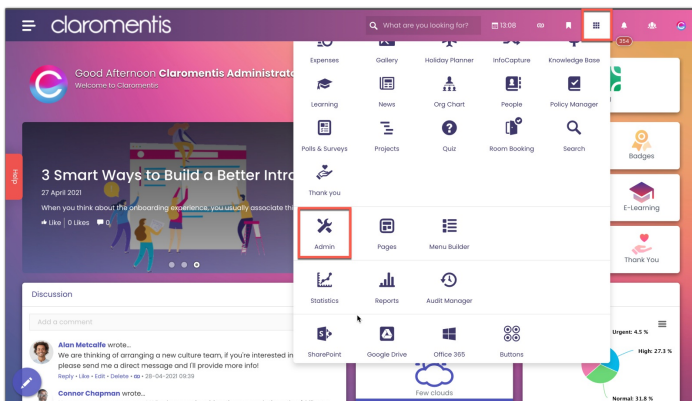# Retrieving system information

System information gives a complete output of your site's overall version and the versions of applications installed on the system.

When Claromentis requires an upgrade or you are reporting a bug, the system information is paramount in the support given.
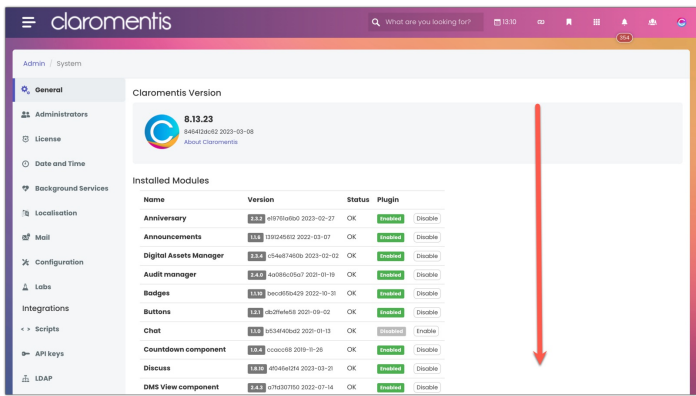
Usually, our support team can access your site to retrieve the information, however, there may be situations where it's not possible so the team will ask you to provide this.

Here are the steps to retrieve the information, so this can be pasted into Discover tickets when requested.
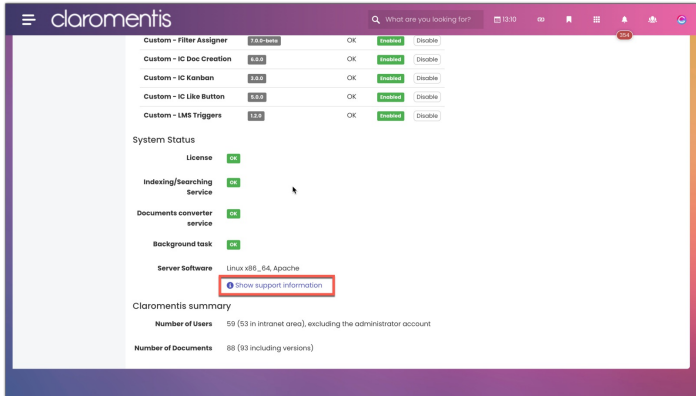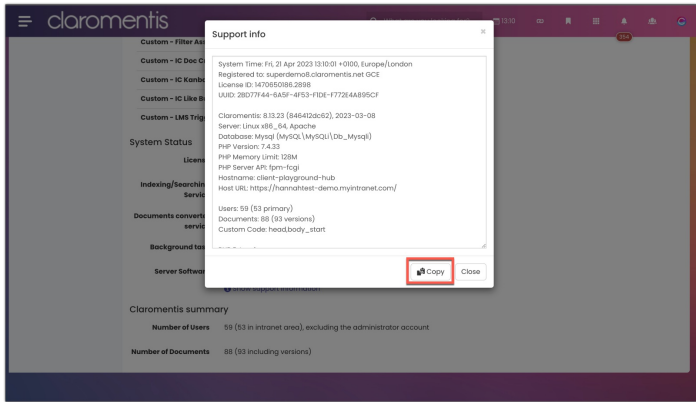
Navigate to the admin panel:

Scroll to the end of the screen

Click to open the system information

Use the button to copy its contents and paste this into a note on Discover.

Created on 17 September 2020 by Hannah Door. Last modified on 27 February 2025

Tags: system, support information, support info, system info