

## How to get system information using getsysteminfo utility while running Kaspersky Internet Security 6.0/7.0

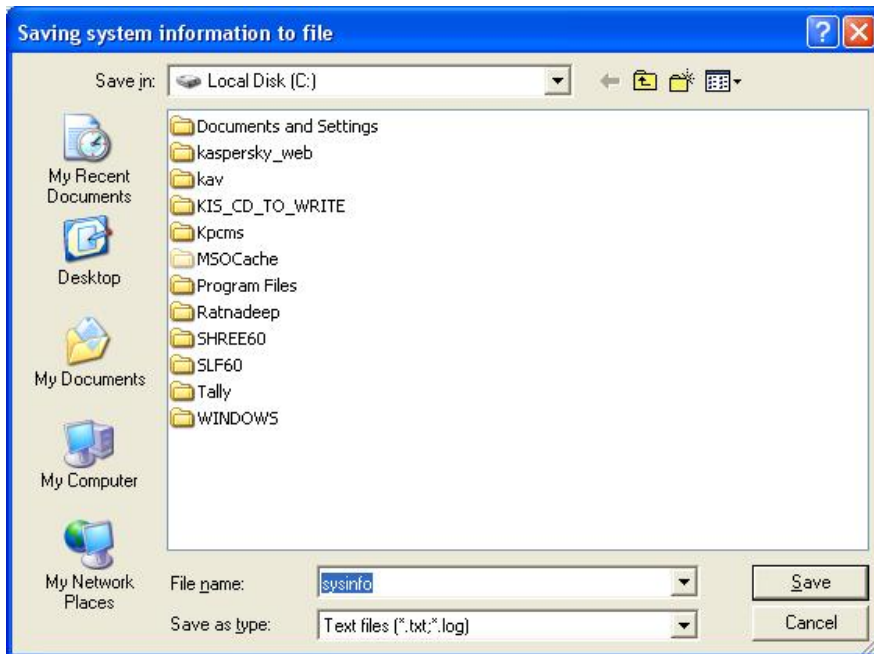
Some time there will unknown problem occurs while installation or after installation of Kaspersky Internet Security 6.0/7.0 in Computer. Kaspersky Lab needs system information to troubleshoot your problem.

you can download GetSystemInfo.exe from

[www.kasperskysupport.com/troubleshoot.htm](http://www.kasperskysupport.com/troubleshoot.htm) website link.

To get system info do following steps :

1. Run GetSystemInfo.exe, you will get following windows screen, click on save in : to save system information in specified path ex. C:\



After click on Save button, following process starts and retrieve all system info in sysinfo.txt file. **Please, don't change sysinfo.txt file name & format.**

Send this (sysinfo.txt) file to [support@kasperskysupport.com](mailto:support@kasperskysupport.com) with customer name and Activation Number for further process.

We will provide solution as early as possible.

