



Portal > Knowledgebase > Support Site > How To Report Crashes, Freezes, Bugs and/or Technical Issues

How To Report Crashes, Freezes, Bugs and/or Technical Issues

Lloyd W - 2023-05-20 - in Support Site

To report bugs or technical issues in Firmament, please email support@cyan.com, and include the following information attached with your email:

- On Windows PC: the dxdiag report, and the contents of your **C:\Users\[username]\AppData\Local\Firmament\Saved** directory, zipped up.
- On Mac: Screenshots of “*About this Mac*” page, and the *Hardware* and *Graphics/Display*, and the contents of your **/Users/username/Library/Application**

Support/Epic/Firmament/Saved directory, zipped up.

- Details of the bug, with any repro steps if possible.

Thank you.