

**To retrieve product information**

BlasterControl Info gives you specific hardware and software product information for the selected graphics card installed in the system.

Your BlasterControl's version number, your graphics card's product name, the display driver, the device driver, the chipset and memory information are displayed in the corresponding text boxes. Your system's specific display configuration is useful when you are troubleshooting one or more components. It is also useful when included in reports of technical fault generated with the Generate Report feature of this module.

**To generate technical fault reports**

- 1 In BlasterControl Info, click the Generate Report button to launch the Report dialog box.
- 2 In the Report dialog box, enter the symptoms of the problems encountered in the Problems Encountered text box.
- 3 To save the report into a file, click the Save As button.  
To copy the contents of your report to the clipboard, click the Copy button.  
To close the BlasterControl Report dialog box and return to the BlasterControl Info module, click the Close button.

**Note**

- Your system's display adapter configuration displayed in the Graphics Card Specifications panel is an integral part of the report and will be printed or saved by default. This information will give our Technical Support personnel a better understanding of your problems and help them resolve your difficulties.

Displays the hardware and software product information for the selected graphics card.

Click this to open the Report dialog box used to generate and save technical fault reports.

Click this to copy the contents of your report to the clipboard.

Click this to open the Save As dialog box and to specify the directory where you want to save your report as a file.

Displays the hardware and software product information for the selected graphics card. The graphics card specifications are included in all generated or saved reports.

Allows you to enter the symptoms of the problems encountered.



