

DevInfo : How to Get Device Information File

To find the reason for the problem you have, we need to know about your device information like kernel version, status of each hardware component..., etc.

You can simply let us know the information by the 'DevInfo' file.

Get DevInfo File

Android

1



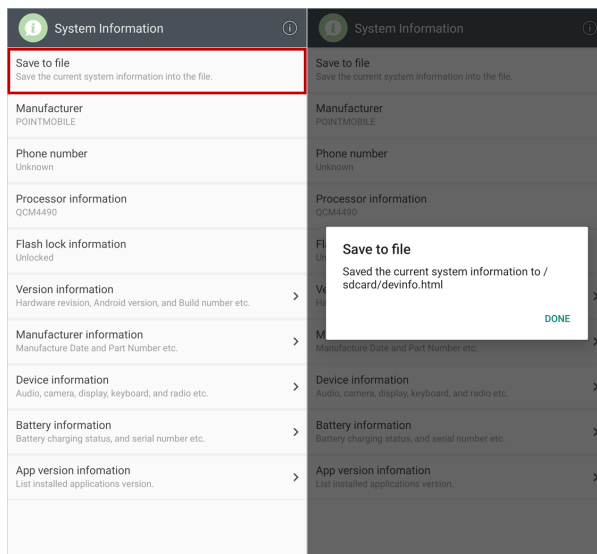
Execute EmKit . You can find the EmKit on the home screen usually.

2

Navigate to System Information Menu

3

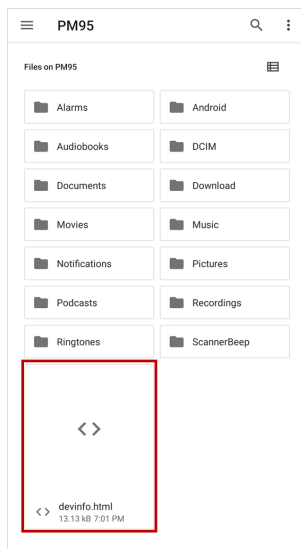
Tap 'Save to file'. the system makes the file automatically.



4

Execute **FileExplorer** and go to the root folder of internal storage.

You can find **devinfo.html** file.



WEH

1

Go to **Start > Settings > System**



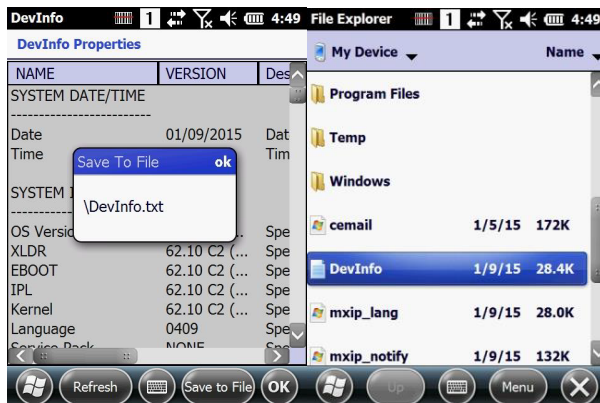
2

Select **DevInfo** and Tap **Save to File** on the bottom of the screen



3

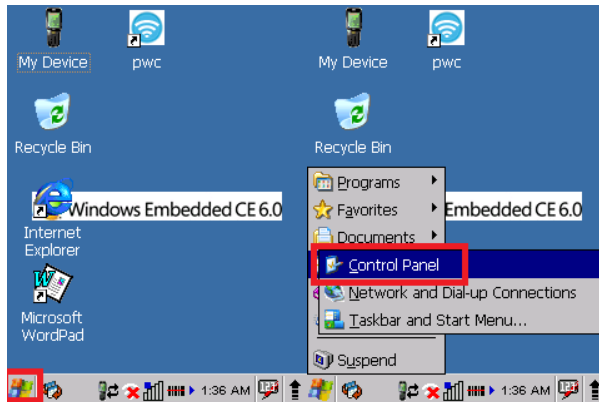
You can find the DevInfo file in the **root directory** of the device storage as **TXT** format



Win CE

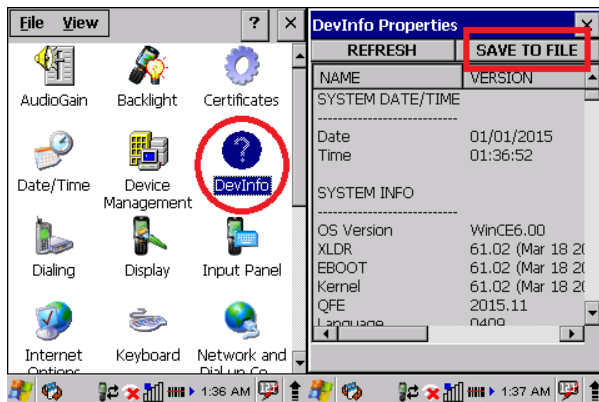
1

Go to **Start > Settings > Control Panel**



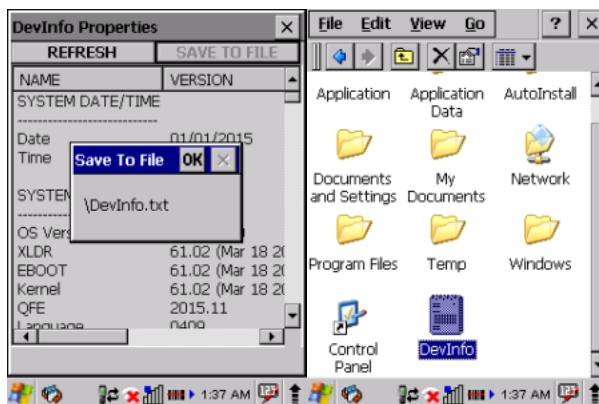
2

Select **DevInfo** and tap the **SAVE TO FILE**



3

You can find the DevInfo file in the **root directory of the device storage** as **TXT** format



Copy the DevInfo file to your PC and attach the DevInfo file to us via Ticketing System portal or email.

Don't forget you should also upload bug report file containing reproduced bug log.

Please refer to article below that is about 'How to get BugReport'.



RELATED ARTICLES

- [Bug Report - How to Take BugReport File](#)