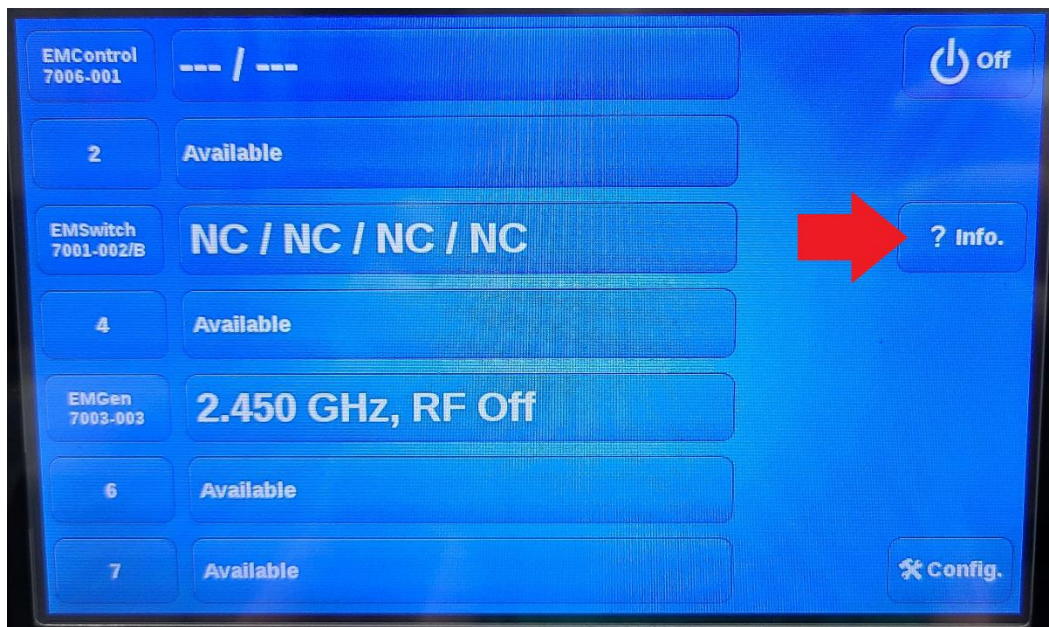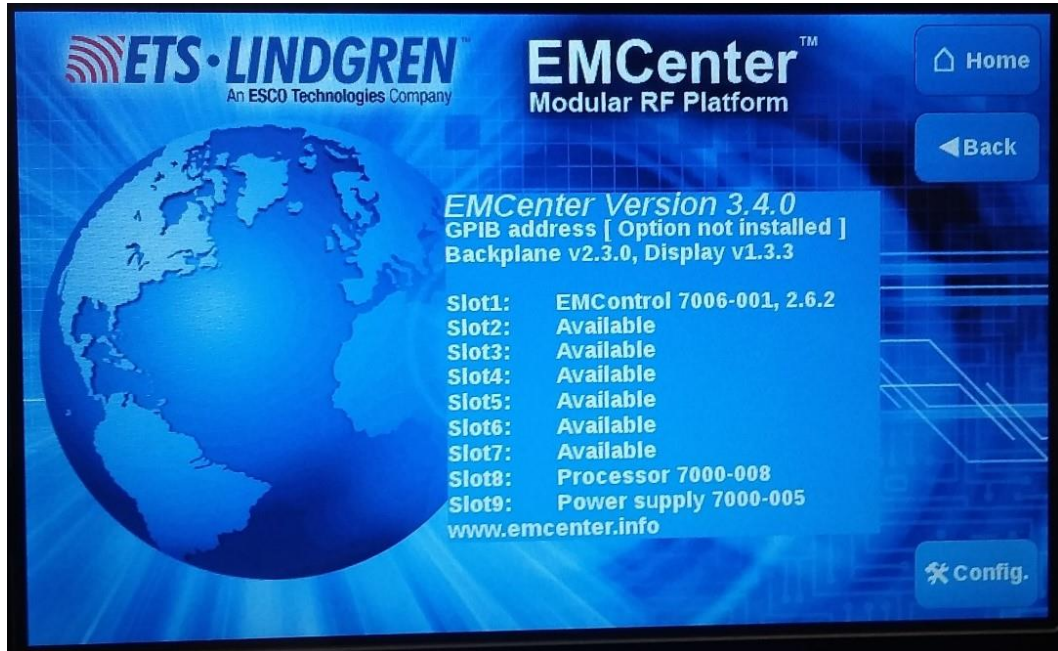# Ask for EMCenter Support Help

1. Hello everyone, this video explains who to contact at ETS-Lindgren about EMCenter related issues and what information is needed about your EMCenter.
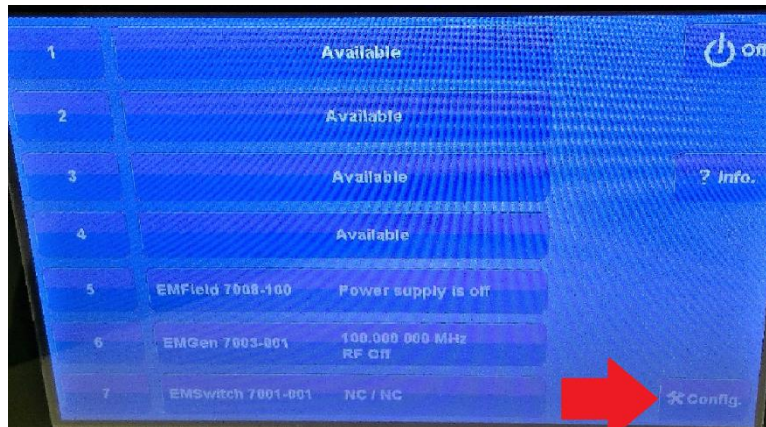

2. Other additional information that software support may need is from the EMCenter, you will want to send screenshots of the info page and the updates page.

   a. They will need any screenshots of errors shown on your EMCenter, your network settings on your Config page, and if connected to a computer please send an NI MAX error log.

3. To get to the info page from the main page, click the info button here on the right-hand side.
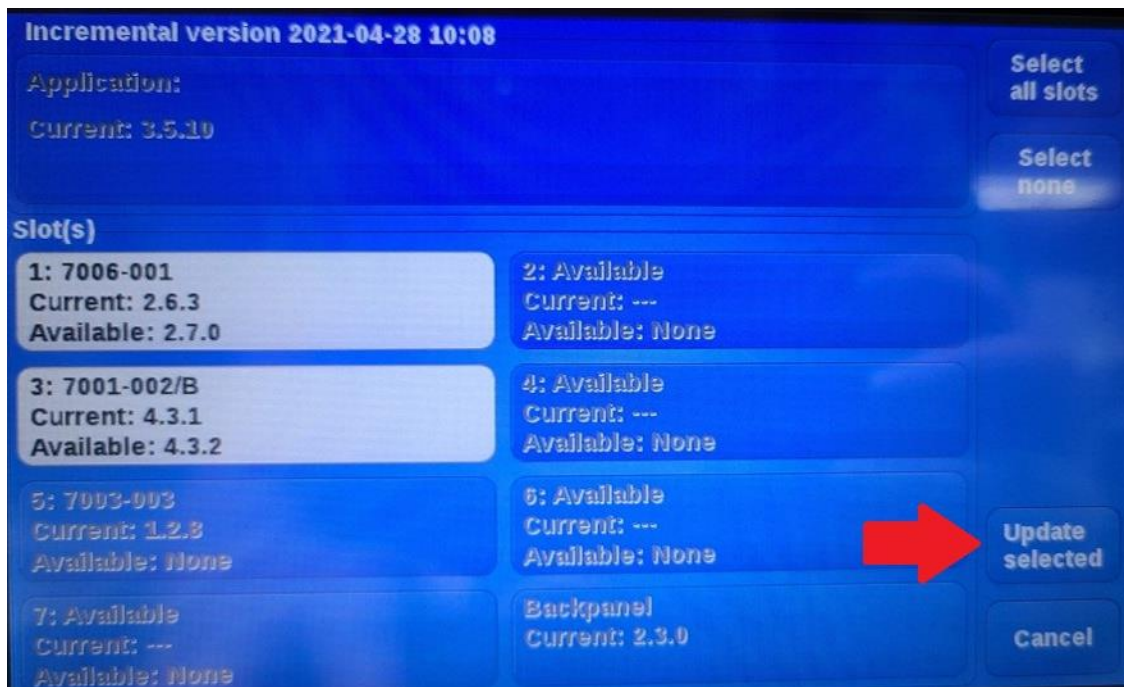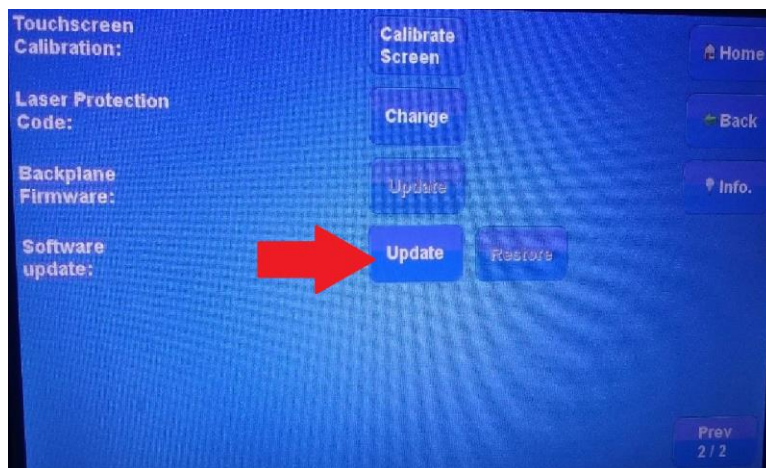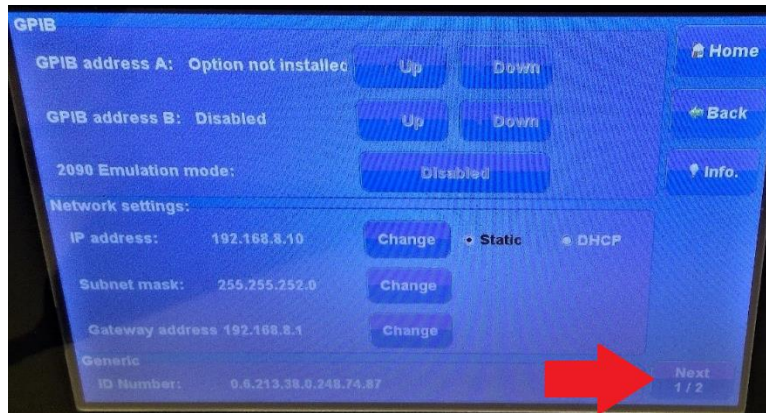
a. The info page has the system version number, the GPIB address if applicable, each slots model number and which version it's using, as well as the CPU processor type.

4. To get to the updates page from the home page, go to the second Config page and press the update button.

a. This page shows the system CPU processor version on top.

      b. Each slot shows the card model number if there is one in the chassis.

      c. The current version is shown and the text will be white if a new update is available.

      d. A newer feature that has been added was the Incremental version date at the top above the system version.

      e. However this is only applicable to newer ARM EMCenters.

5. Thank you for watching this video.