Error: "encrypted file incompatible or corrupt" when generating system information file

2026-08-13 - Comments (0) - Setup / update

If you encounter the error “encrypted file incompatible or corrupt” when generating the system information file, please perform the following steps:

- Delete the file support.cmm than can be found in the TRACE32 installation directory under: demo/etc/diagnosis/environment
- Use the menu **Help > Support > System Information...** . This will trigger TRACE32 to download the newest copy of the support.cmm file with instructions on where to put it.