Grandjean & Braverman, Inc - https://grandjean.net/wiki/

# Assessor 2k User Support

General user support page for Assessor 2k

2025/08/03 20:41 UTC

## **Requesting Assessor 2k User Support**

### When requesting support please include answers to the following questions:

- 1. Which computer are you currently experiencing the issue on? (*i.e.*, *TaxRE110*, *TYL7626* and/or *IP* address)
  - If unsure, click the Start button and type "pc name" and select "View your PC name"

All Apps Documents Web More 🕶	ନ୍	
Best match		
i View your PC name System settings		
Search work and web ① View your PC name		
P pc name - See work and web results     >     System settings		
් Open		
o P pc name		

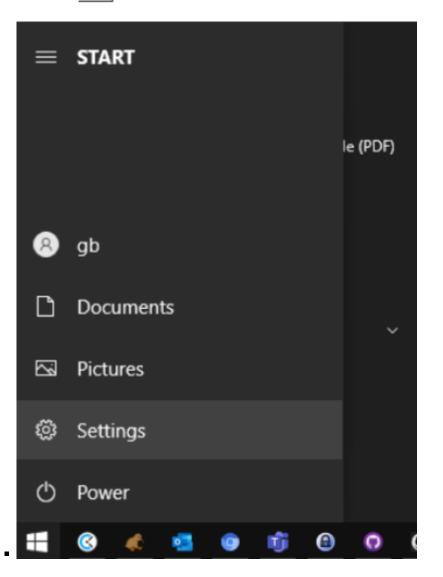
 $\circ\,$  Find your computer name next to "Device Name" (My computer is named "hal"):

Last update: 2021/12/07 20:15 UTC assessor:assessor\_user\_support https://grandjean.net/wiki/assessor/assessor\_user\_support?rev=1638908132

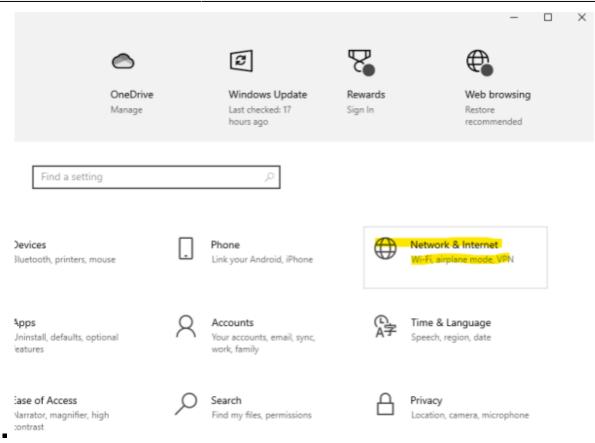
	Settings			- 0
	û Home	About		
	Find a setting P	Your PC is	monitored and protected.	This page has a few new settings
	System	See details in W	Nindows Security	Some settings from Control Panel have moved here, and you can coj your PC info so it's easier to share.
	Display	Device spe	cifications	
	40 Sound	Device name	Pai	Related settings
		Processor	Intel(R) Core(TM) i7-4790K CPU @ 4.00GHz 4.00 GHz	BitLocker settings
	<ul> <li>Notifications &amp; actions</li> <li>Focus assist</li> </ul>	Installed RAM	12.0 GB (11.9 GB usable)	Device Manager
		Device ID	F55C0519-24CC-40EA-ACC4-D34694A8F788	Remote desktop
		Product ID	00330-80000-00000-AA960	rannow Gracop
		System type Pen and touch	64-bit operating system, x64-based processor No pen or touch input is available for this display	System protection
	O Power & sleep	Terrand todor	no perior couch ripar a available for the display	Advanced system settings
	Storage	Сору		Rename this PC (advanced)
0	Tablet	Rename this	PC	

#### • To find your IP address:

• Click the Start button and go to Settings  $\rightarrow$  Network & Internet



3/6



If connected via Ethernet, select Ethernet → Properties. If connected via WIFI select
 Wifi → Properties.

← Settings		- 🗆 ×					
	Status						
Find a setting P	Network status	Help from the web					
Network & Internet		Troubleshooting network connection issues					
	니— 년 — (#)	Updating network adapter or driver					
🔁 Status	Ethernet Prixate network	Finding my IP address					
Ethernet	You're connected to the Internet	Get help					
🕆 Dial-up	If you have a limited data plan, you can make this network a metered connection or change other properties.	Give feedback					
ne ven	From the last 30 days						
Airplane mode	Properties Data usage						

Scroll down to Properties and click the Copy button

Intel

12.19.0.16

1C-87-2C-74-56-4F

Intel(R) Ethernet Connection (2) I218-V

rioperaes	
Link speed (Receive/Transmit):	1000/1000 (Mbps)
Link-local IPv6 address:	fe80::a874:3ef0:b4c9:f166%2
IPv4 address:	10.28.0.104
IPv4 DNS servers:	10.28.0.1
Primary DNS suffix:	home

#### Properties

Manufacturer:

Driver version:

Copy

Physical address (MAC):

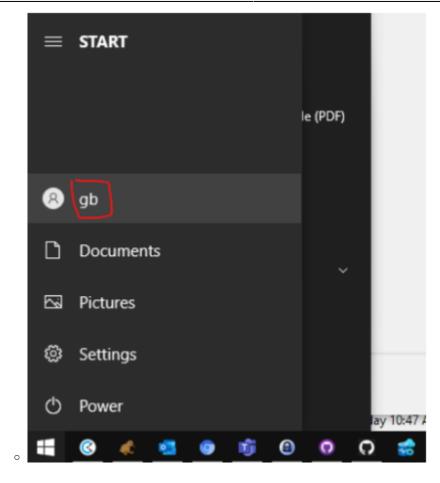
Description:

- the information above is now copied to your clipboard.
- the information above is now copied to your clipboard.
- Paste into your support request. The pasted text will look similar to this:

Link speed (Receive/Transmit): 1000/1000 (Mbps) Link-local IPv6 address: fe80::a874:3ef0:b4c9:f166%2 IPv4 address: 10.28.0.104 IPv4 DNS servers: 10.28.0.1 Primary DNS suffix: waynecountypa.local Manufacturer: Intel Description: Intel(R) Ethernet Connection (2) I218-V Driver version: 12.19.0.16 Physical address (MAC): XX-XX--XX-XX-XX

2. Which user are you currently logged in as? (i.e., tylerre10)

• If unsure, click the Start button, then hover over the "Person" icon:



3. What is the version of Assessor2k you are currently running? (i.e., "v21.11.15")
 See the bottom right corner of the master menu:

Ma	ster Menu (P		y)						8			
	Occupa Propert					axing Bodies		_	Reassess		Appeals Other	
	Processes Print Notices Reports											
	List Builder					x tions	Parcel Info ons Changes		Transfer Miss Listing Da			
	Property List Summary			mmary	Export Use		Codes STEB		STEB Report			
	Tax Maps			_	Property Assessments							
	Index	Boo Pa		By Map Book	Unus Map Bo		Taxab Nontax		Zer Assess	-		
	Photo Home Report Associations		New House Report		Owner Address Changes			Easement Report				
											2	>
b b Dev Copyright © 1996-2021 Grandjean & Braverman, Inc. Exit Program DEV role=none Ver. 21.11.5									Ver. 21.11.5			

### **Assessor 2k Tips**

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