

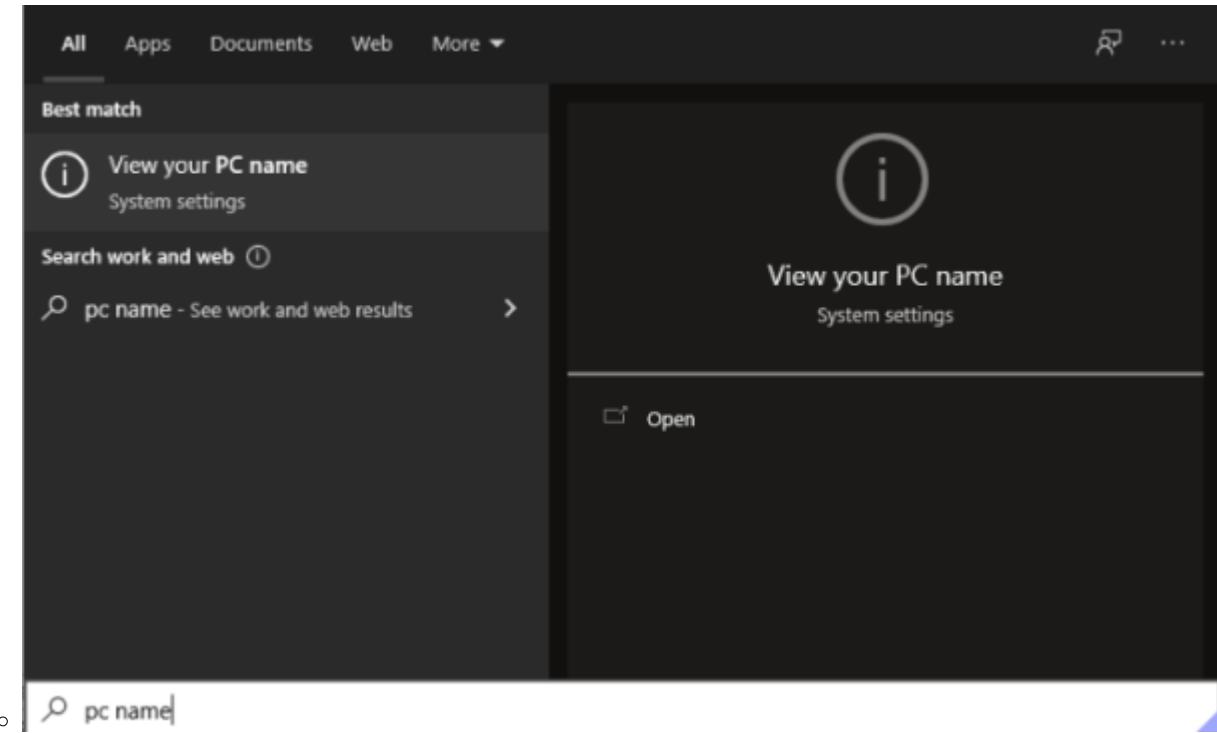
Assessor 2k User Support

General user support page for Assessor 2k

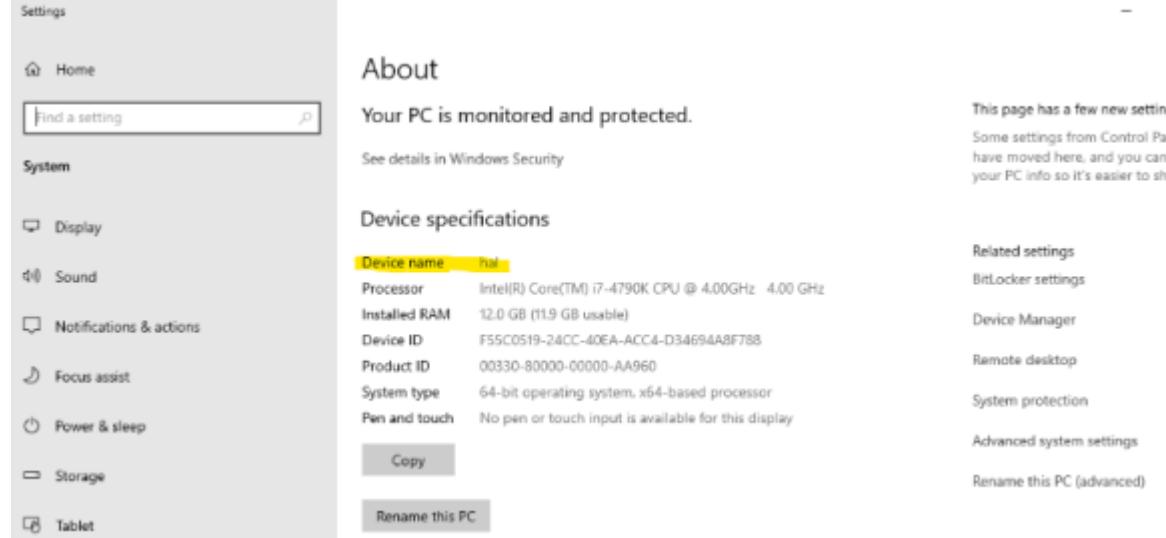
Requesting Assessor 2k User Support

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"**



- Find your computer name next to "Device Name" (My computer is named "hal"):

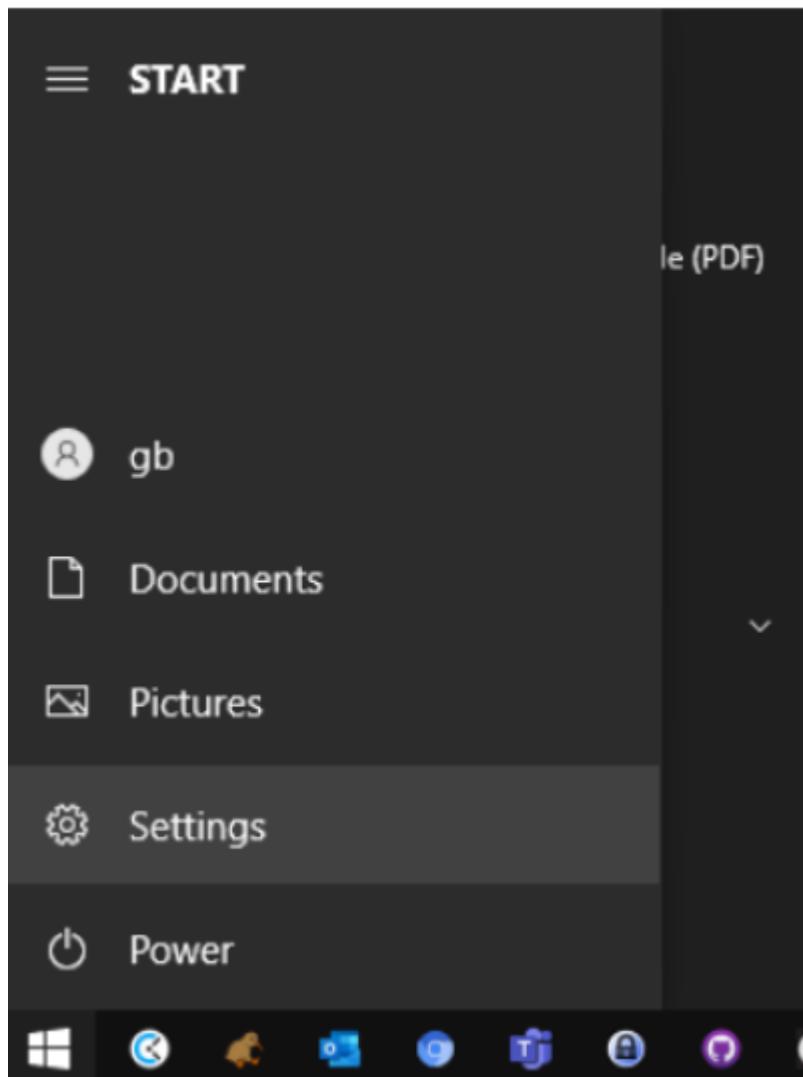


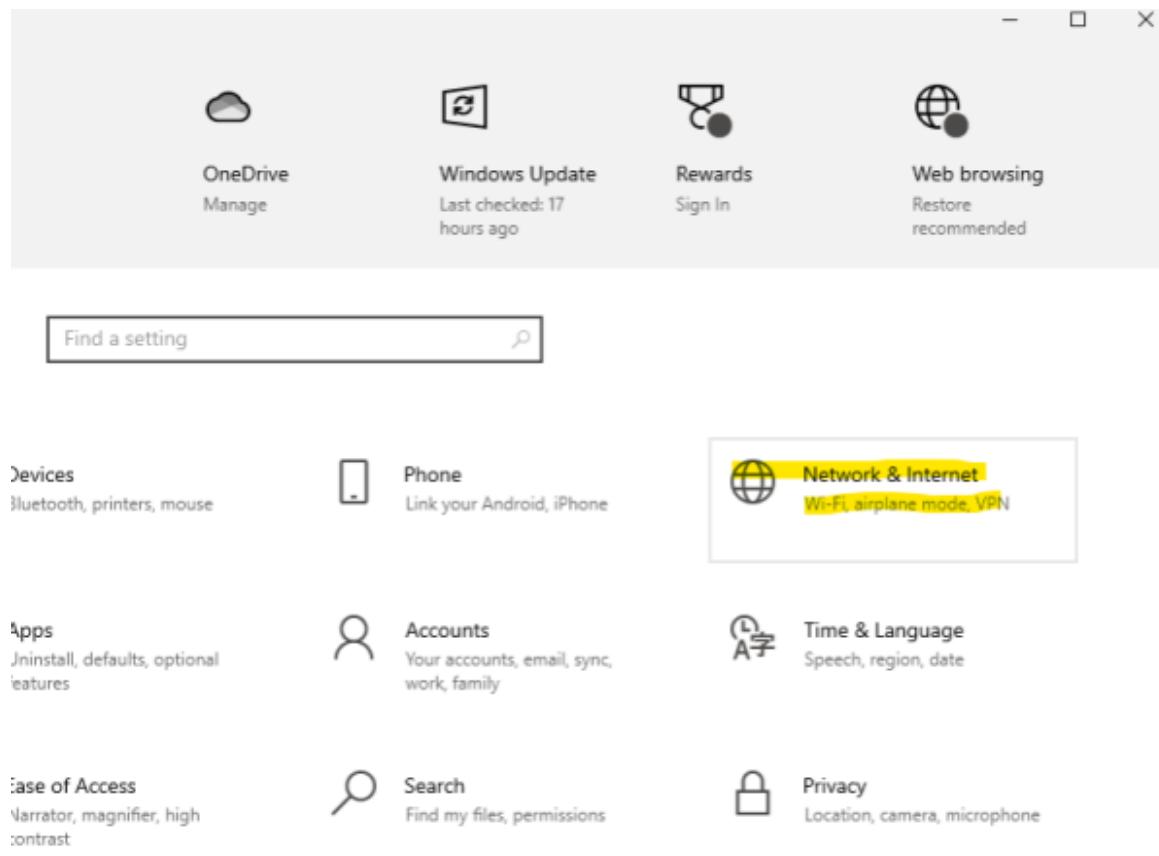
The screenshot shows the Windows Settings app with the 'About' page selected. The left sidebar lists 'Home', 'System' (with sub-options: Display, Sound, Notifications & actions, Focus assist, Power & sleep, Storage, and Tablet), and a 'Find a setting' search bar. The main content area displays 'Your PC is monitored and protected.' with a link to 'See details in Windows Security'. Below this is a 'Device specifications' section with a table of hardware information. A 'Device name' row is highlighted in yellow. The table includes: Processor (Intel(R) Core(TM) i7-4790K CPU @ 4.00GHz 4.00 GHz), Installed RAM (12.0 GB (11.9 GB usable)), Device ID (F55C0519-24CC-40EA-ACC4-D34694A8F788), Product ID (00330-80000-00000-AA960), System type (64-bit operating system, x64-based processor), and Pen and touch (No pen or touch input is available for this display). There are 'Copy' and 'Rename this PC' buttons at the bottom of this section. To the right, a sidebar lists 'Related settings' including BitLocker settings, Device Manager, Remote desktop, System protection, Advanced system settings, and Rename this PC (advanced).

Device name	hal
Processor	Intel(R) Core(TM) i7-4790K CPU @ 4.00GHz 4.00 GHz
Installed RAM	12.0 GB (11.9 GB usable)
Device ID	F55C0519-24CC-40EA-ACC4-D34694A8F788
Product ID	00330-80000-00000-AA960
System type	64-bit operating system, x64-based processor
Pen and touch	No pen or touch input is available for this display

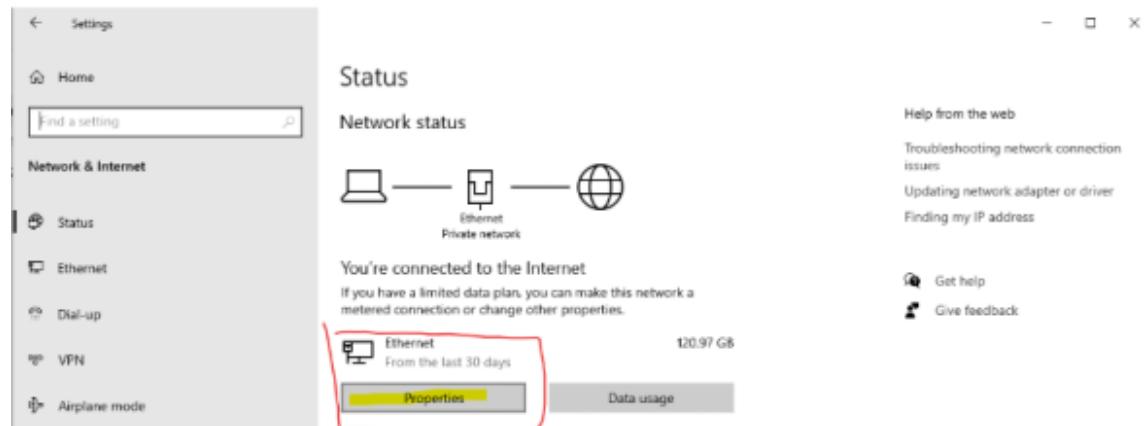
- **To find your IP address:**

- Click the Start button and go to Settings → Network & Internet





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



- Scroll down to **Properties** and **click the Copy button**

Properties

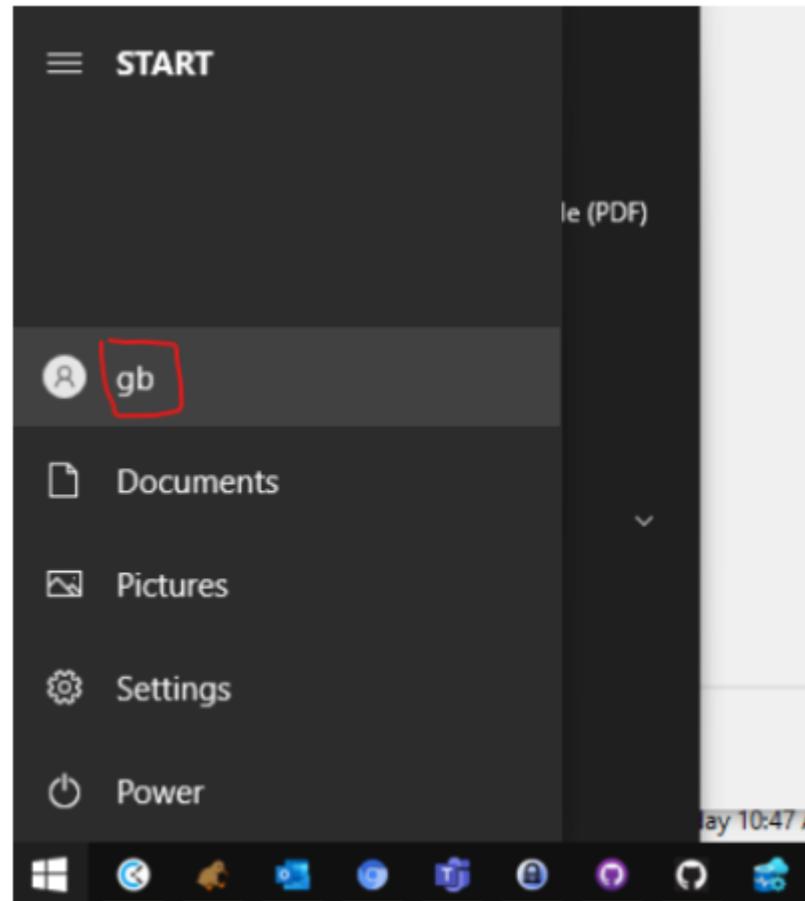
Link speed (Receive/Transmit):	1000/1000 (Mbps)
Link-local IPv6 address:	fe80::a874:3ef0:b4c9:f166%2
IPv4 address:	10.28.0.104
IPv4 DNS servers:	10.28.0.1
Primary DNS suffix:	home
Manufacturer:	Intel
Description:	Intel(R) Ethernet Connection (2) I218-V
Driver version:	12.19.0.16
Physical address (MAC):	1C-87-2C-74-56-4F

Copy

- 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:

Master Menu (Property)

Occupation	Addresses	Taxing Bodies	Reassess	Appeals
Property	Homestead	Act 319	Assessors	Other

Processes

Print Notices Merger & Subdivision

Merger & Subdivision

Reports

List Builder Assessment Changes Tax Exemptions Parcel Info Changes Transfer Listing Missing Data

Land Use

Property List Summary Export Use Codes STEB Report STEB Export

Tax Maps

Index Book & Page By Map Book Unused Map Books Taxable/ Nontaxable Zero Assessments

Photo Report Home Associations New House Report Owner Address Changes Easement Report

b b Dev
Copyright © 1996-2021 Grandjean & Braverman, Inc. [Exit Program](#) DEV
role=none **Dev** Ver. 21.11.5

Support Request Template

- Which computer are you currently experiencing the issue on? (i.e., TaxRE110, TYL7626, and IP addresss)
- Which user are you currently logged in as? (i.e., tylerre10)
- What is the version of Assessor2k you are currently running? (i.e., "v21.11.15")
- Please describe the issue (do include any screenshots or text from error messages)

Assessor 2k Tips

From:

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



Permanent link:

https://grandjean.net/wiki/assessor/assessor_user_support?rev=1638908271

Last update: **2021/12/07 20:17 UTC**