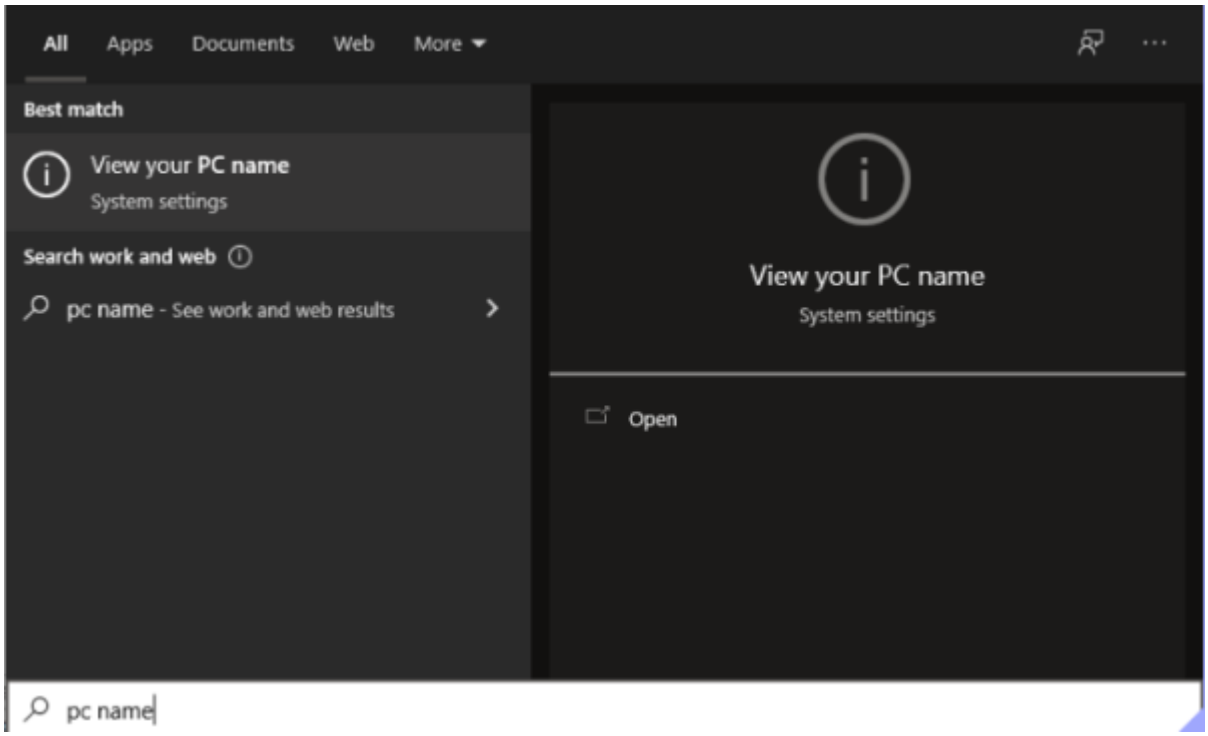
Assessor 2k User Support

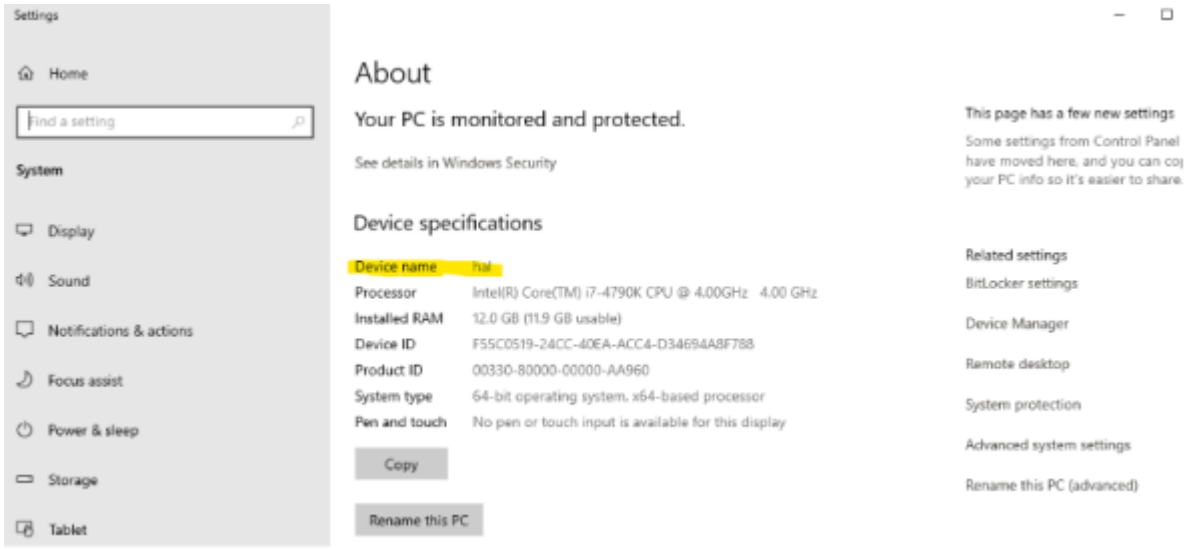
General user support page for *Assessor 2k*

Requesting Assessor 2k User Support

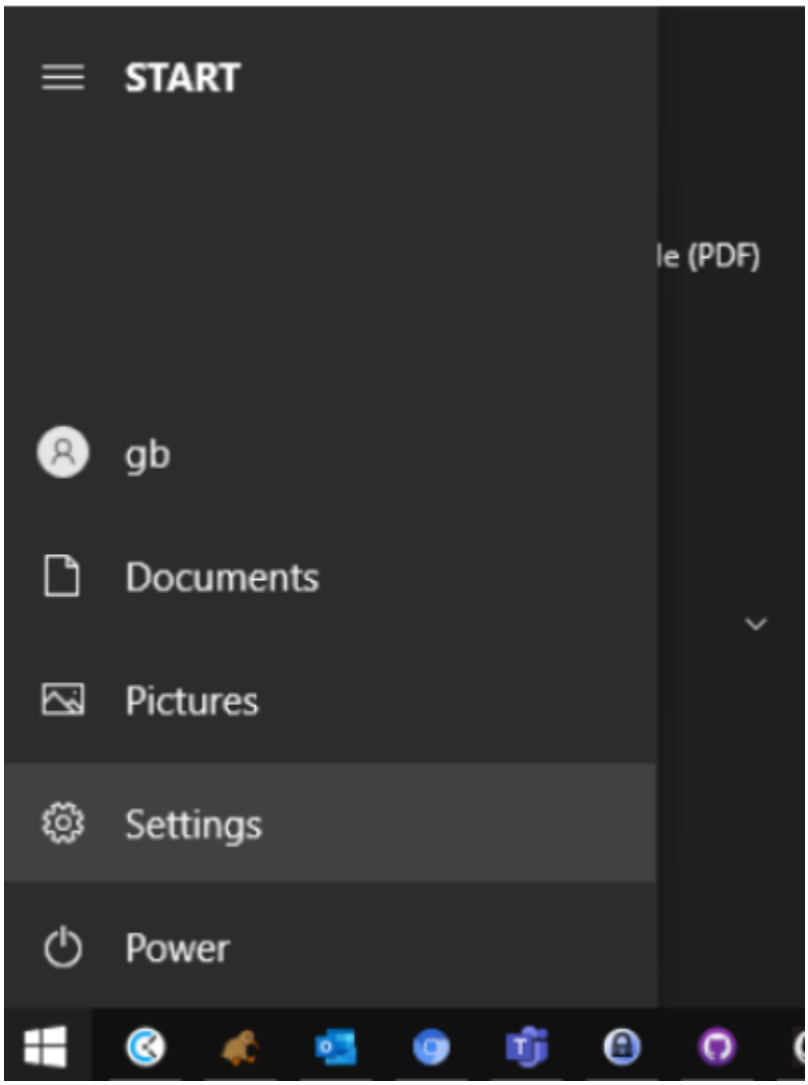
When requesting support please include answers to the following questions:

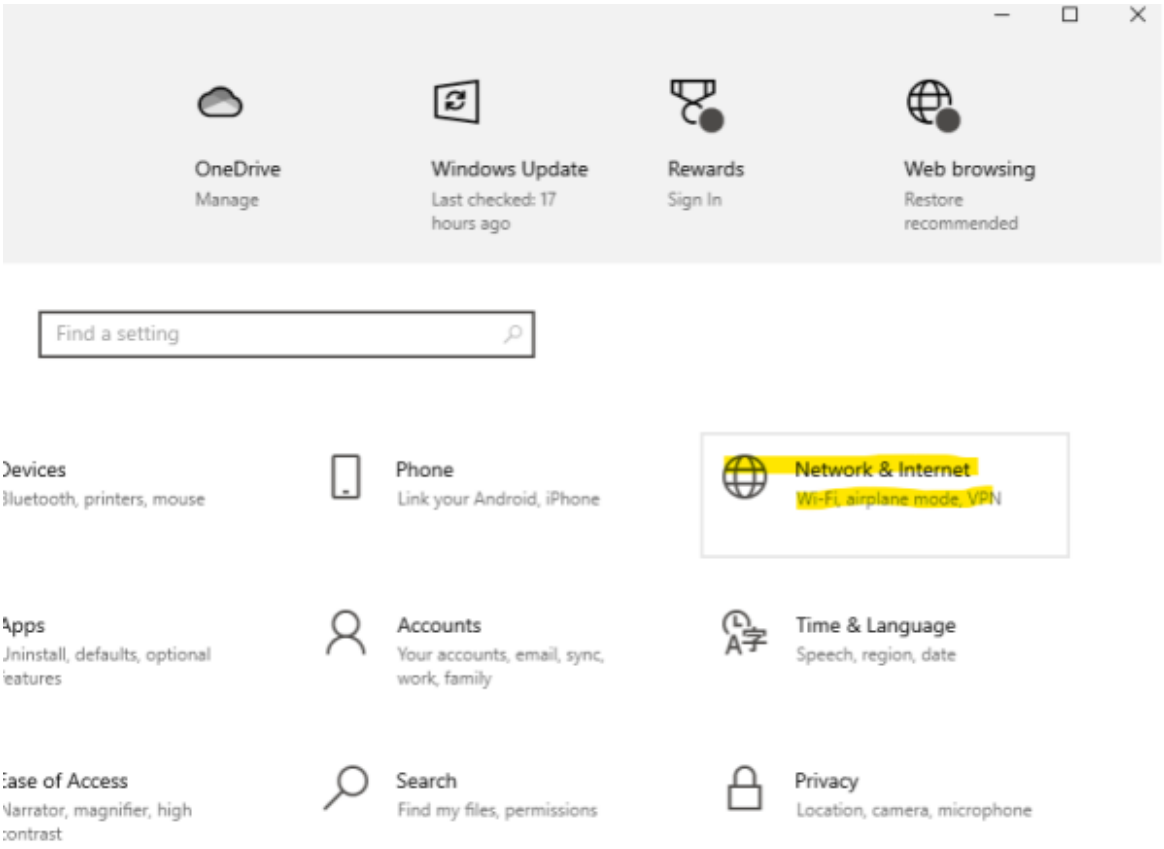
1. Which computer are you currently experiencing the issue on? *(i.e., TaxRE110, TYL7626 and/or IP address)*
    - If unsure, **click the Start button and type "pc name"** and select **"View your PC name"**
    - 

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

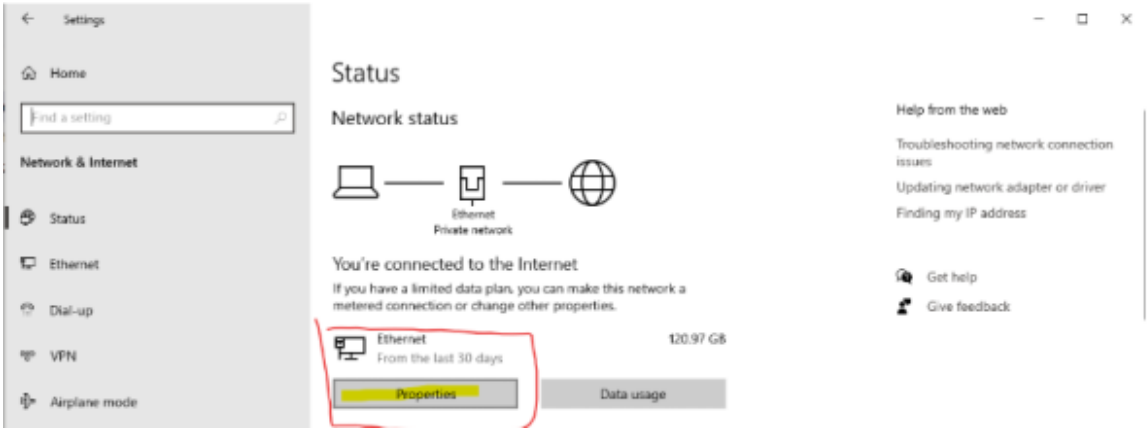


- **To find your IP address:**
  - Click the Start button and go to Settings → Network & Internet

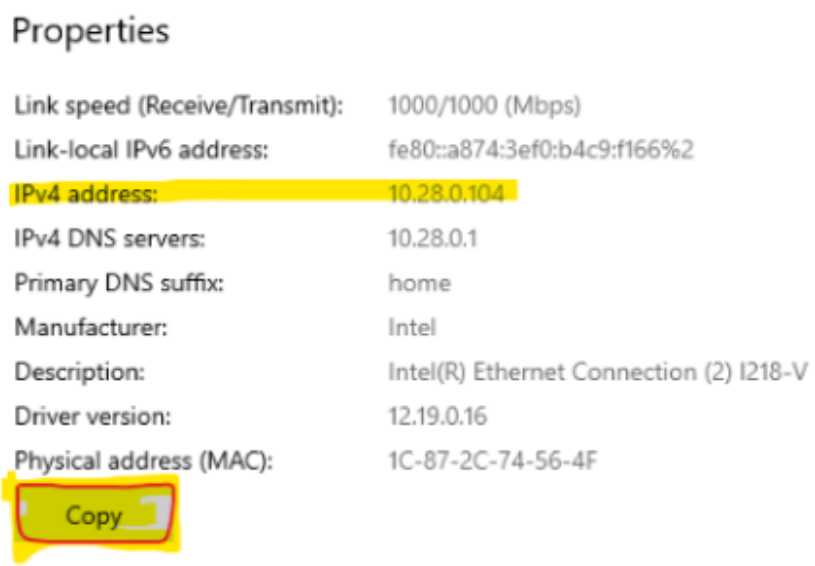




- If connected via Ethernet, select **Ethernet → Properties.** If connected via WIFI select **Wifi → Properties.**



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

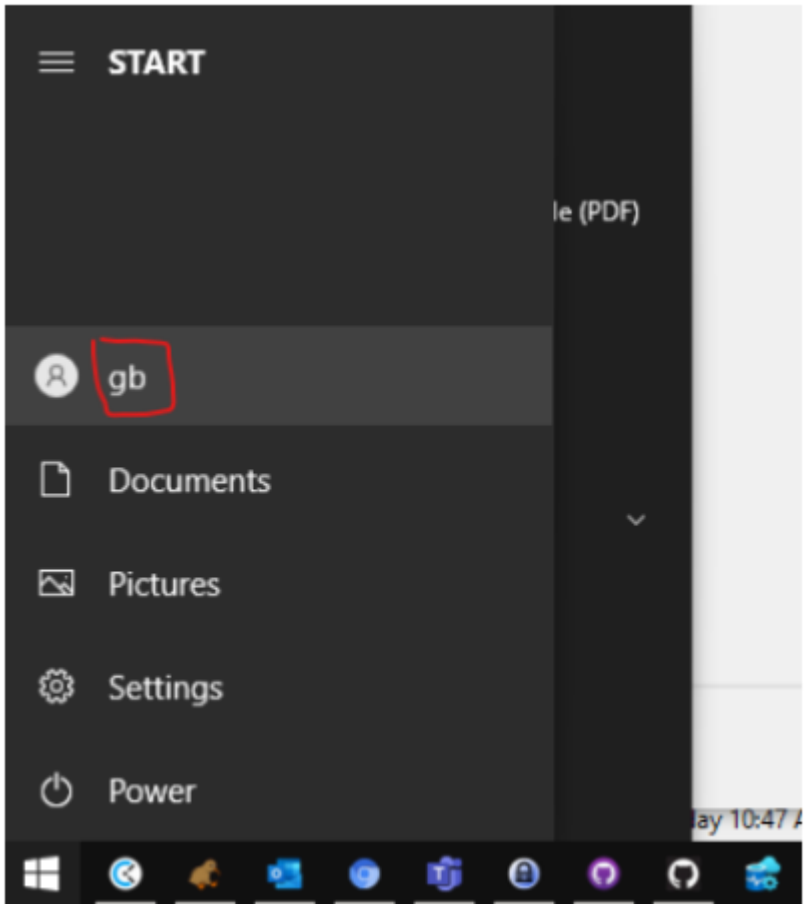


- 

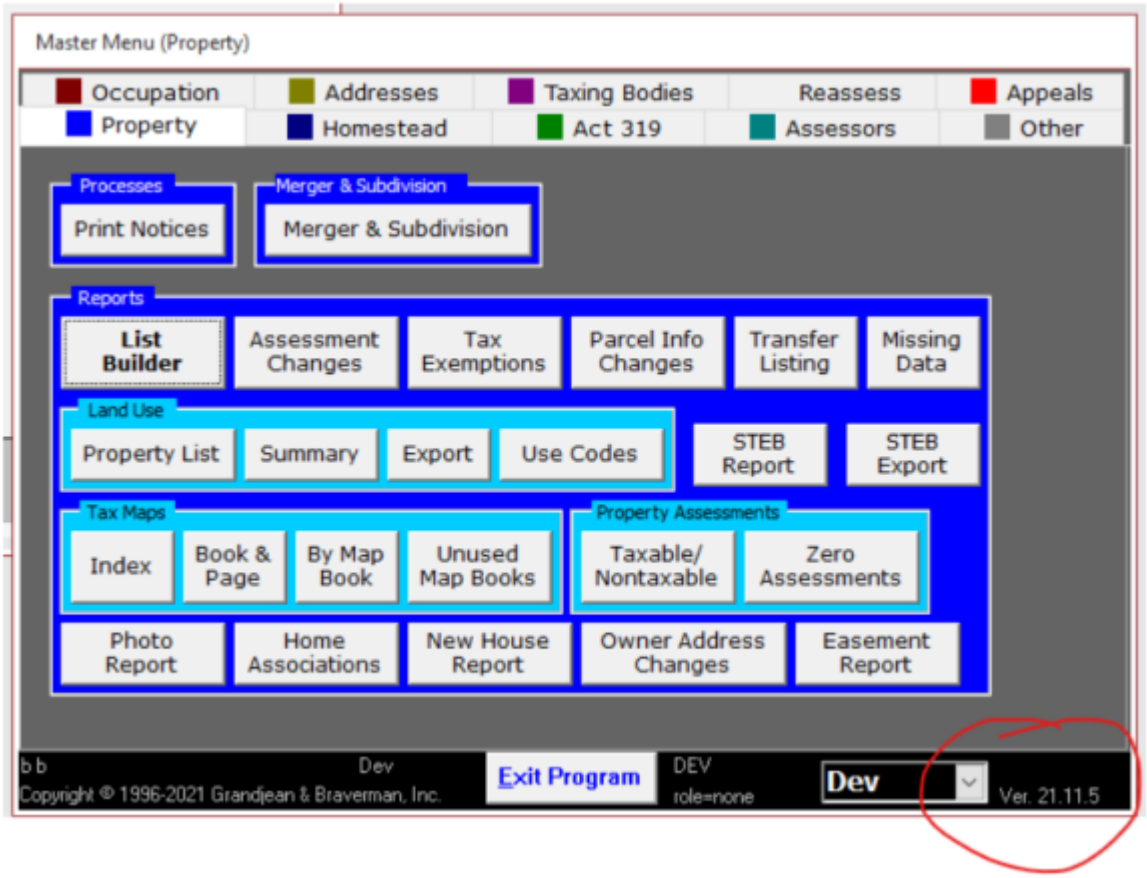
- the information above is now copied to your clipboard.
- **Paste into your support request.** The pasted text will look similar to this:

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:



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**