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

# 2025/08/03 08:15 UTC **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"

All Apps Documents Web More ▼	<del>ہ</del> …
Best match	
View your PC name System settings	í
Search work and web ①	View your PC name
P pc name - See work and web results     >	System settings
	් Open
o D pc name	

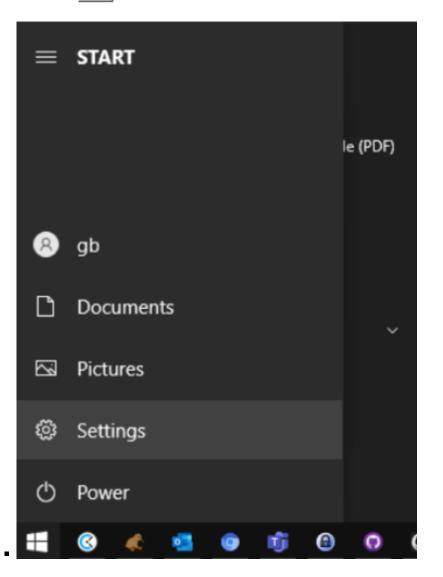
• Find your computer name next to "Device Name" (My computer is named "hal"):

Last update: 2021/12/07 20:17 UTC assessor\_assessor\_user\_support https://grandjean.net/wiki/assessor/assessor\_user\_support?rev=1638908271

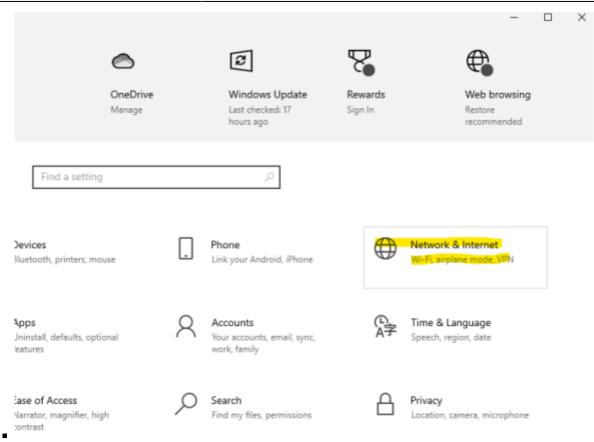
	Settings			
	û Home	About		
	Find a setting	Your PC is monitored and protected.		This page has a few new settings
	System	See details in Windows Security		Some settings from Control Panel have moved here, and you can coj your PC info so it's easier to share.
	Display	Device spe	cifications	
		Device name	hai	Related settings
	40 Sound	Processor	Intel(R) Core(TM) i7-4790K CPU @ 4.00GHz 4.00 GHz	BitLocker settings
	Notifications & actions	Installed RAM	12.0 GB (11.9 GB usable)	Device Manager
		Device ID	F55C0519-24CC-40EA-ACC4-D34694A8F788 00330-80000-00000-AA960	Remote desktop
	.∂ Focus assist	Product ID System type	64-bit operating system, x64-based processor	
	O Power & sleep	Pen and touch	No pen or touch input is available for this display	System protection
	O rowe a seep	6		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



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

← Settings		- 🗆 X
	Status	
Find a setting P	Network status	Help from the web
Network & Internet		Troubleshooting network connection issues
	└── 년 ── ∰	Updating network adapter or driver
🔁 Status	Ethernet Private 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	Ethernet 120.97 GB From the last 30 days	
Airplane mode	Properties Data usage	

Scroll down to Properties and click the Copy button

riopentes	
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

### Properties

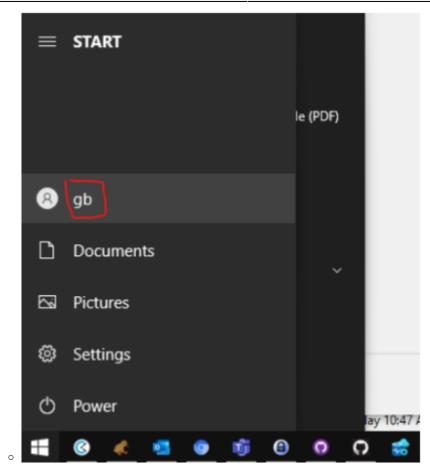
Сору

- 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:

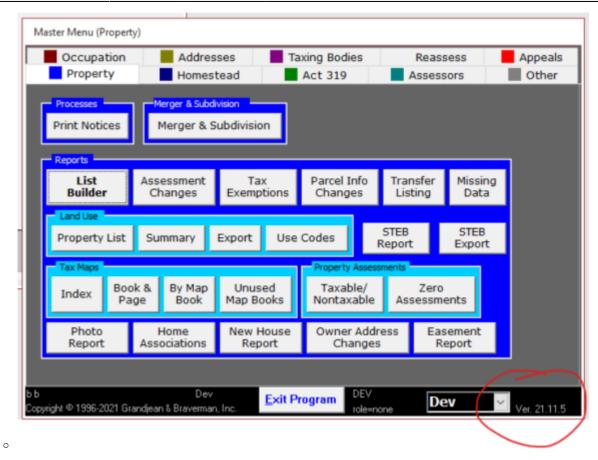
Link speed (Receive/Transmit): 1000/1000 (Mbps) Link-local IPv6 address: fe80::a874:3ef0:b4c9:f166%2 IPv4 address: 10.28.0.104 IPv4 DNS servers: 10.28.0.1 Primary DNS suffix: waynecountypa.local Manufacturer: Intel Description: Intel(R) Ethernet Connection (2) I218-V Driver version: 12.19.0.16 Physical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

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**

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