

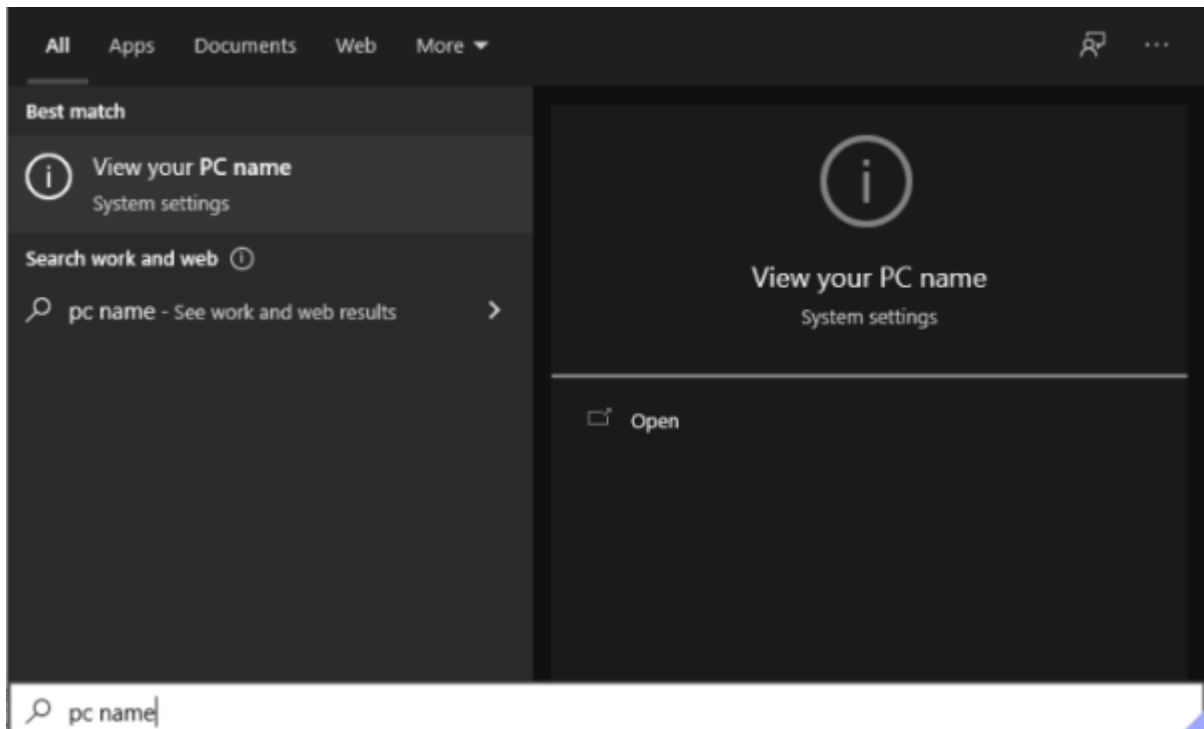
Assessor 2k User Support

General user support page for *Assessor 2k*

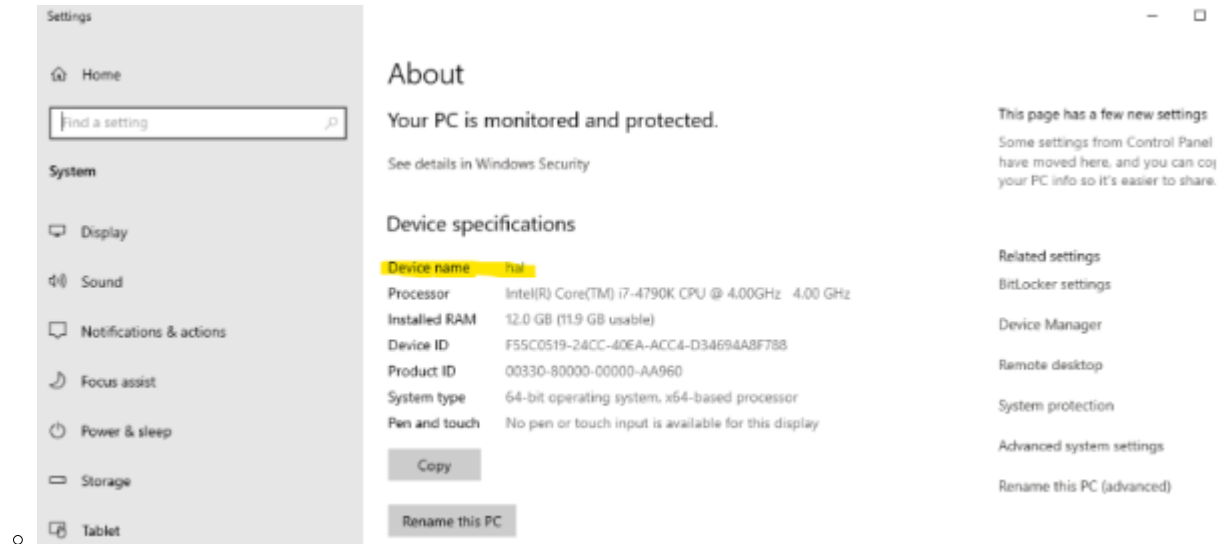
Requesting Assessor 2k User Support

When requesting support please include answers to the following questions:

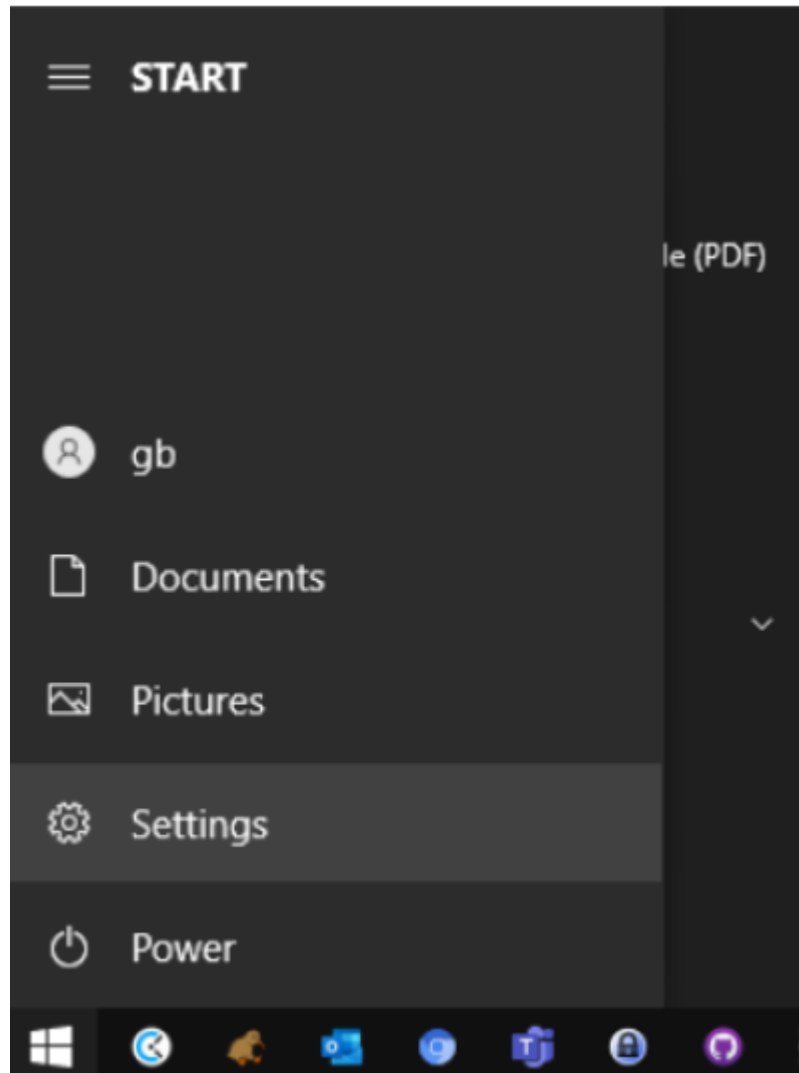
1. Which computer are you currently experiencing the issue on? (*i.e.*, *TaxRE110*, *TYL7626* and/or *IP address*)
 - If unsure, **click the Start button and type "pc name" and select "View your PC name"**

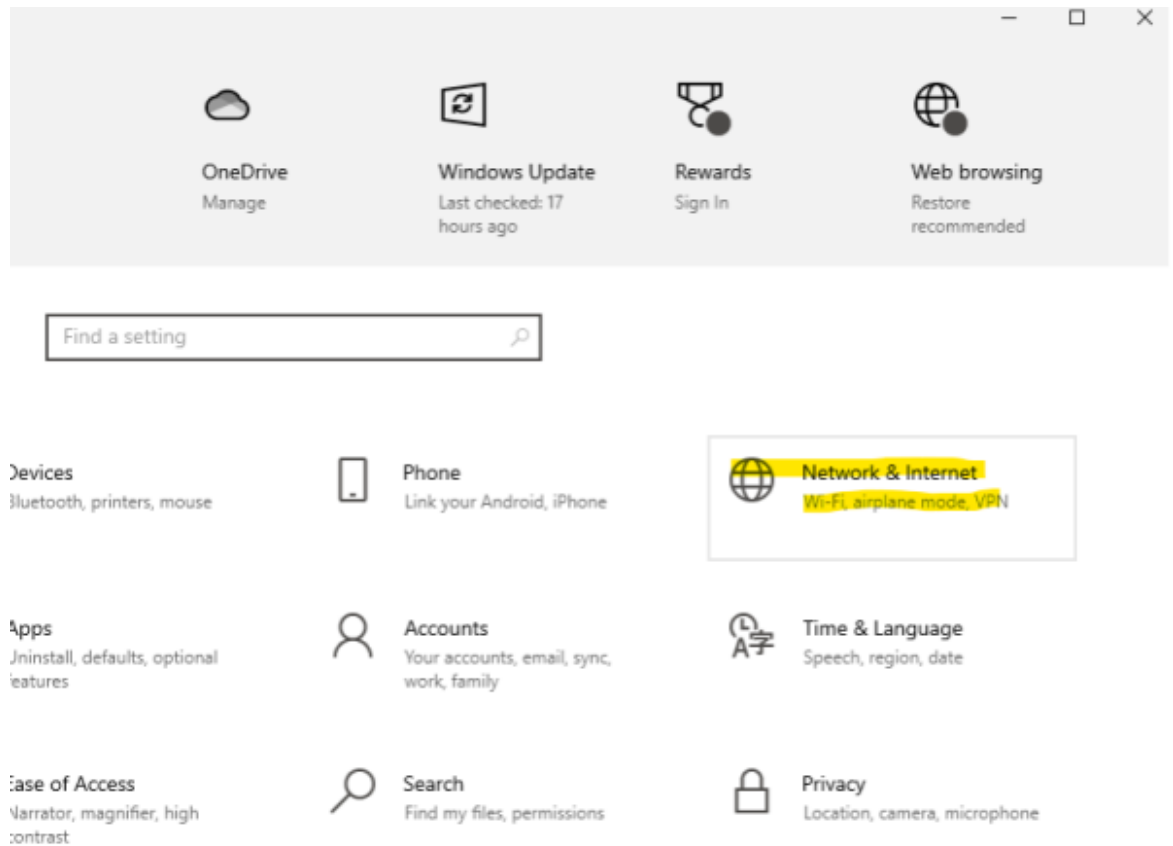


- Find your computer name next to "Device Name" (My computer is named "hal"):

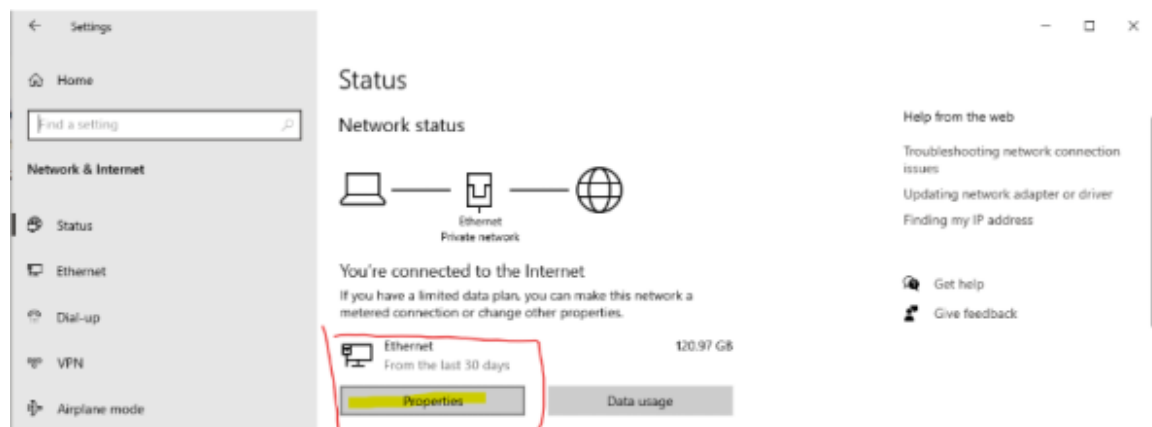


- **To find your IP address:**
 - Click the Start button and go to Settings → Network & Internet





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



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

Properties

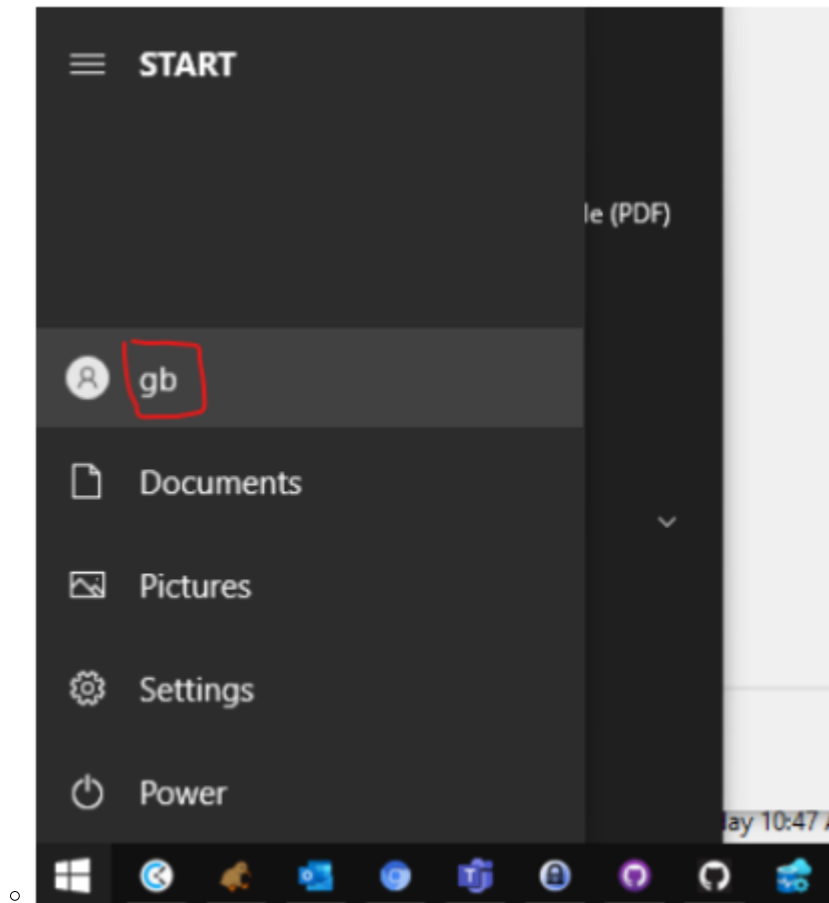
| | |
|--------------------------------|-----------------------------------------|
| Link speed (Receive/Transmit): | 1000/1000 (Mbps) |
| Link-local IPv6 address: | fe80::a874:3ef0:b4c9:f166%2 |
| IPv4 address: | 10.28.0.104 |
| IPv4 DNS servers: | 10.28.0.1 |
| Primary DNS suffix: | home |
| Manufacturer: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



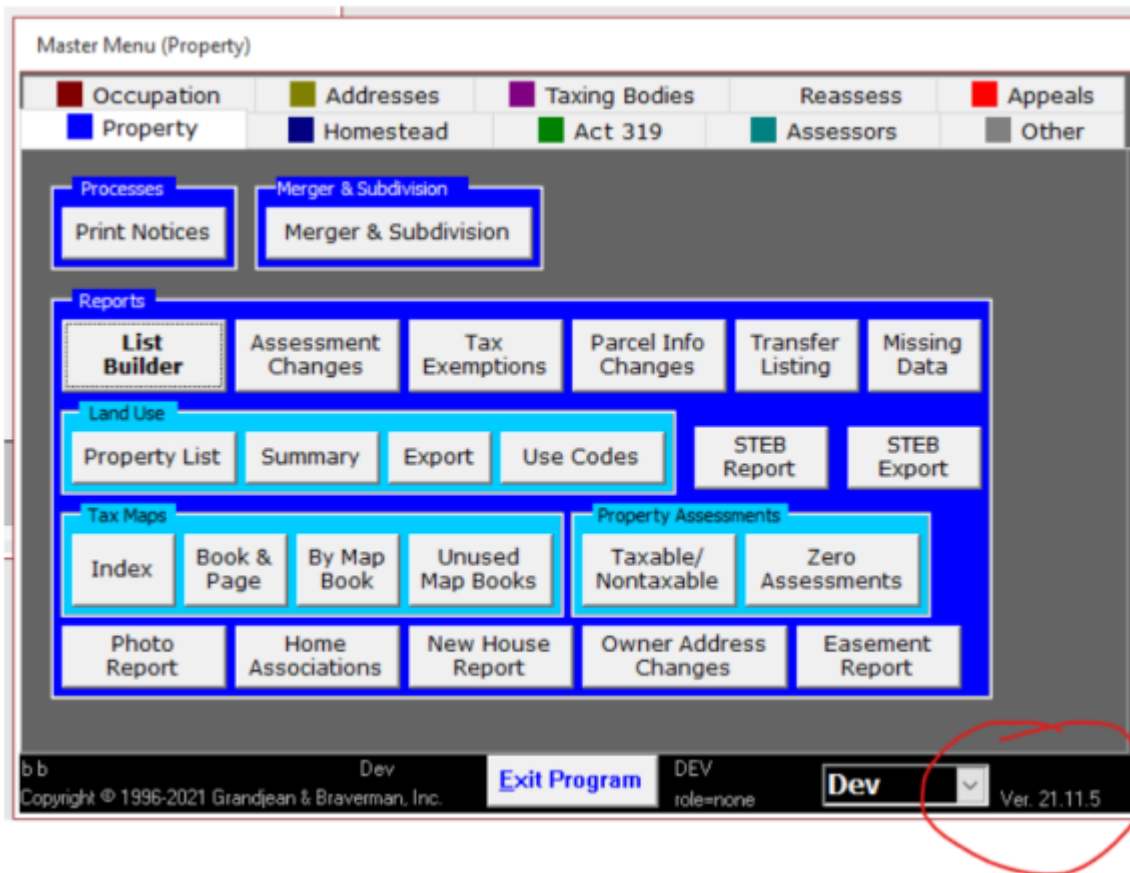
- the information above is now copied to your clipboard.
- the information above is now copied to your clipboard.
- **Paste into your support request.** The pasted text will look similar to this:

```
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:



Support Request Template

- Which computer are you currently experiencing the issue on? (i.e., TaxRE110, TYL7626, and IP address)
- 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=1638908306

Last update: **2021/12/07 20:18 UTC**

