



The
Managed
Municipality

DIGITAL TRANSFORMATION REPORT

Submission Supporting Material for MMP Intake 2022



PREPARED FOR:
Township of Laird
Echo Bay, ON

PREPARED BY:
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January 24th, 2022

Township of Laird
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As you are aware, the Province is moving toward a 'digital by default' standard for municipal data and, like many other rural municipalities, Laird needs an action plan to consider transition. Implementing a digital record system will improve staff efficiency, bring consistency to processes, increase security and backup capabilities, make appropriate data available to the public easily, and will save significantly on space.

Enclosed please find our final review of the municipal office's existing IT structures, provided as a step toward the implementation of a full digital record management system. The changes proposed in the following include – where possible – a conservative calculation of savings generated, and a rough budget figure for planning purposes along with a timeline typical for implementation projects of this nature.

We would anticipate that staff and/or Council may have questions regarding the enclosures or may wish assistance with preparing a funding application through the current Municipal Modernization Program. We would be pleased to participate in any discussion where our assistance is deemed appropriate.

The Township of Laird was approved for a full report funded entirely by the Province under MMP's "Intake 2" Assuming all our recommendations are implemented, the budgeted share of cost for Laird would come to just under \$ 36,000.00 – the Province provides the balance necessary to complete the work. That shared investment would yield an efficiency and security benefit of just under \$ 290,000 in the next five year span; a greater than 8:1 return on funds invested.

We appreciate the opportunity to work with the Township on this important transition and look forward to speaking with you further at your convenience.

Regards,

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Municipal Modernization Program

INTAKE 4 Implementation Stream Workplan Template

Municipality Name: Township of Laird		Working Project Title (Use the same title provided in the EOI form): Laird Digital Transformation Report 2022			
Phase Number	Phase Title	Task Description	Start Date	Finish Date	Project Milestone
1	Vendor Selection	Council approval and/or RFP for vendor selection	March 2022	April 2022	Vendor selection
2	Planning	Preinstallation meeting(s) with staff and – as needed – Council to review timelines	May 1 2022	May 30 2022	Finalize installation schedule and budget with vendor

3	Network Upgrades	<ul style="list-style-type: none"> - Install server upgrade hardware - Install firewall / program for secure external access - Additional hardware as proposed (Council tools etcetera) 	June 1 2022	June 30 2022	<ul style="list-style-type: none"> - Network upgraded as proposed
4	RM Installation	<ul style="list-style-type: none"> - Installation of licenses record management tool - Basic framework configuration and documentation preparation - Confirmation of all user queues 	June 1 2022	June 30 2022	Software installed / configuration completed / tested.
5	Document Backlog	<ul style="list-style-type: none"> - Determination of backlog scanning – 3rd party service or internal resourcing? - Commence scanning of existing backlog 	July 1 2022	September 30 2022	<ul style="list-style-type: none"> - Complete backlog scanning
6	Training	<ul style="list-style-type: none"> - Schedule and complete basic user training for staff - Schedule and complete administrator training for designated in-house manager 	October 1 2022	October 15 2022	Training

7	Framework and Workflows	<ul style="list-style-type: none"> - Vendor to provide flowcharted workflows for approval by staff - Completion of custom workflows 	June 1 2022	August 1 2022	Custom workflows completed and installed
8	Backlog upload / Public Access and "Go Live"	<ul style="list-style-type: none"> - Final upload of backlog documents - Public portal published to website (bylaws / agendas / minutes et al) - "Go Live" for staff - Project signoff 	October 16 2022	November 30 2022	Project completion / move to standard support model

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Executive Summary

Background

Rural and northern municipal governments in Ontario are increasingly challenged to meet the expectations of their citizens and the requirements of the upper tiers of government. The provincial government of Ontario has recognized the pressing need for additional resources by providing the *Municipal Modernization Program*. Under this program, rural and northern municipal governments can pursue funding to improve efficiencies and/or reduce costs; this report provides recommendations that, if adopted under the *MMP*, will do both.

The main body of this report is organized on a recommendation-by-recommendation basis – each section including rationale, anticipated budget needed, expected savings / productivity outcomes and additional related reference materials for those who wish a deeper understanding of the issues involved.

An executive summary is included to provide a brief non-technical overview of the municipality's current technology status and goals and to summarize the anticipated budget required to fully implement the recommendations listed. The intention of all proposed items is to position the municipal office to function securely at peak IT efficiency over the next five years. Costing and anticipated savings are structured over a five year window.

Also included are suggested technical requirements for any eventual RFP to be issued for services or products proposed in the following. Additional questions may be addressed to the study's authors; Council presentations are available as desired to further clarify the findings and recommendations presented.

General Recommendations

- Municipal office status – main office
- Add new record management solution
- Replace and/or upgrade existing PCs
- Upgrade existing router to a corporate-grade firewall appliance
- Install desktop scanners for primary users
- Replace / identify / test all network cabling / rackmount
- Upgrade security software
- Automate standard processes to match bylaw / policy
- Create policy / structure for remote work
- Add digital tools for Council(s)
- Complete security and record management training

Costing Summary

This summary is predicated on a five year window of time (including subscription licensing) after which additional upgrades / licensing / other changes should be considered. All costs and savings shown are based on five years:

Description	Budget	Savings
New Server	\$ 17,260.00	
Record Management:		
Basic	\$ 39,200.00	
Including Backlog Scans	\$ 88,700.00	
Including Backlog & Custom Programming	\$ 94,700.00	\$ 240,625.00
Firewall Appliance	\$ 1,920.00	\$ 5,000.00
PC Upgrades and Domain Configuration	\$ 3,240.00	
Desk Scanners	\$ 2,740.00	\$ 11,700.00
Cable Cleanup / Rackmount	\$ 3,600.00	
Security Software Suite (5 Years)	\$ 5,000.00	\$ 5,000.00
Standard Templating of All Provided Forms	\$ 6,000.00	\$ 17,500.00
Council Tools (Owl Pro / Screen / Projector)	\$ 3,600.00	
Council Tools (iPads)	\$ 4,674.00	\$ 9,900.00
Total Outlay (assumes full record management option)	\$ 142,734	\$ 289,725.00

We anticipate a net savings in time and material over the five year lifespan of the solutions proposed totalling \$ 146,991.00.

Recommendations

Municipal Office Status

The network currently in place at the municipality's office is configured as a simple workgroup network and uses on a central 'server' computer that is responsible for security, backup and other core functions of the network. The current server dates to early 2014 and is running "Windows Server 2012" edition. Both server hardware and server operating system need replacement; the operating system is no longer supported by Microsoft and is highly vulnerable. The hardware itself does not lend itself to quick repair as parts availability is poor – performance is also substantially lower than modern standards. The server is also not properly configured currently and is highly vulnerable to data loss / theft.

The municipality's current network server needs to reliably provide:

- Centralized management of connected network endpoints – typically PCs and printers.
- Component redundancy allowing users to continue working through common hardware failures.
- Persistent and common drive 'mapping' across all connected PCs.
- 'Group policy' to ensure all PCs / devices comply with corporate policies and security rules.
- Granular security over files and folders to ensure users only see data to which they are entitled.
- Print queuing to enhance local PC performance and print speed.
- High performance access to common applications and data.
- Full-time availability of all data files – even if users power down their individual PCs/devices.
- A stable platform for deployment of advanced applications – records management etcetera.
- Reasonably large file storage capability – far beyond a single local PCs storage ability.
- Ability to host multiple "virtual" servers if the need arises for additional office functions.

RFP Proposed Hardware Specifications



Lenovo SR650 Rack Server with:
Intel Xeon Processor capable of 8 Cores / 16 Threads
64 Gigabytes of DDR4 Error Correcting Memory
4 x Hot Swappable "SAS" 10K RPM 1.2 Terabyte Hard Disk Drives
Hardware SAS RAID Controller with Intelligent 2Gb Cache
Dual Hot Swappable Power Supply Units
3 Year Lenovo Hardware Warranty Coverage
Windows Server Standard Edition (2019 / 2022) with 2 VM Licenses

10 User Client License Pack
Small floor rack enclosure with Rackmount UPS

All technical services listed in the report including but not limited to:
Domain migration, backup configuration, integration, data transfers

RFP Technical Services Needed

- Install server hardware
- Migrate existing operating systems to new hardware
- Upgrade existing server operating systems to current standard

RFP Estimated Budget Allocation

Expected new server cost	\$13,760.00
Expected new operating system cost	\$ 1,500.00
Expected services cost	\$2,000.00
Total server project anticipated budget	\$17,260.00

Add New Record Management Software



The municipal office is currently driven by paper-based processes. Even in cases where digital files have replaced paper, the lack of a central repository for data results in wasted time daily searching for the current version of documents. The existing distribution of municipal data and the reliance on paper files creates multiple challenges / vulnerabilities and will increasingly hamper growth and efficiency efforts if left unaddressed.

AMO reports that the Province of Ontario is pursuing a 'digital by default' as rapidly as possible¹. The expectation is that even smaller municipal governments will be able to provide virtually any detailed data in digital format responsively – absent record management, this is an unrealistic hope. Despite this, future funding opportunities for all municipalities will depend on the provision and availability of municipal data to both the public and the province with a flexibility and speed that are impossible with paper-based systems.

Moving to 'digital by default' where possible will reduce storage costs, improve efficiency, increase transparency, collaboration, and responsiveness for residents; a record management system also has the 'green' benefit of reducing waste along with paper and toner consumption and cost.

Identified document-related issues at the office include the following:

- Significant time lost searching for the location of current versions of documents.
- Significant space dedicated to archival file storage.
- No 'backup' copies exist of many physical documents – single copies are vulnerable to loss in multiple ways – fire, theft, accidental destruction, misfiling.
- Difficulty fully sharing public-access documentation – something that is increasingly desirable/demanded via website access.
- Inconsistency of processes with little or no audit-trail.
- Inability to rapidly respond to [MFIPPA](#) requests or subpoena/discovery demands – especially as regards email communication.
- Inability to work remotely with broad access to paper files stored at the municipal office – increasingly an issue in the Covid / remote-work era.
- Inability to quickly search both title and full-text content of broad document types.
- Inability to centrally secure confidential documentation with audit trail for all access, alterations and attempted deletions.
- Limited ability to collaborate effectively on project documentation across all municipal departments and sites.
- Inability to rapidly assemble, approve and distribute meeting packages for Council members – this is a significant consumer of staff time monthly given the need for regular and special meetings / agendas / reference documents.
- No enforced consistency in document naming, storage location or file type.

¹ <https://www.amo.on.ca/AMO-PDFs/Reports/2017/OnMuni-Online-Towards-Digital-Transformation-2017.aspx>

RFP Record Management Software Specifications

Given the limited speed of internet access at the municipal offices and no immediate prospect of upgraded speeds, we are recommending an on-site solution rather than a cloud-based solution. The ideal on-site solution for the municipal office would have the following minimum capabilities and features:

- Rapidly search document titles, full text contents and other metadata of common municipal document types including but not limited to: Word, Excel, PowerPoint, Adobe Acrobat / PDF, Rich Text, Plain Text.
- Store and search all inbound and outbound municipal email.
- Securely publish documents to a website including Agendas, Minutes, Council Packages, Bylaws and other common municipal data types.
- Conform fully with all existing and pending Canadian regulations for data storage and privacy.
- Support for the adoption of the “TOMRMS” (The Ontario Municipal Record Management System) filing structure
- Integrate with an existing ‘Active Directory’ network.
- Common controls accessible directly through existing Windows tools – Word, Excel, PowerPoint, Outlook and File Explorer.
- Support for customized automated workflows for common municipal functions – applications, complaints, permits, purchases etcetera, including approval steps and publication steps.
- Associate customized metadata with documents stored.
- Retention and destruction rules by folder or individual document.
- Versioning of common documents.
- Simply reported audit trail for all stored documents.
- Internet accessibility for public documents with anonymous login / no login.
- Optional internet accessibility for non-public documents with secured login by user.
- Store large backlog of searchable pdf documents (100,000 +).
- Bulk uploads of existing paper-based documents.
- Custom integration with other municipal software tools is desirable.

RFP Estimated Budget Allocation

There is a broad range of software tools exist that satisfy the above requirements, making highly precise budget allocation difficult. We have opted to cost out a solution satisfying the above feature and function requirements from a common record-management vendor, [Columbiasoft](#), who provide their products to a number of similarly sized municipal governments across Canada and the US. We believe most record management vendors who satisfy the above requirements will be similarly priced over a five year amortization period:

4 x Annual subscription cost per user @ \$ 440.00	\$ 1,760.00
3 x Annual subscription cost <i>per server</i> (main, web, email) @ \$ 440.00.....	\$ 1,320.00
1 x Annual Email archive licensing @ \$ 580.00.....	\$ 580.00
10 x Annual Webview licenses (for public access) @ \$ 140.00	\$ 1,400.00
5 x Annual Webview licenses (for Council / Mayor use) @ 140.00.....	\$ 700.00
2 x Annual WebTools licenses (Public Works / Firehall use) @ \$ 330.00	\$ 660.00
Annual cost for software licenses	\$ 6,420.00
Total licensing costs extended over 5 year amortization period.....	\$ 32,100.00²

Any solution implemented will require significant time to install and configure along with the ongoing need for employee training and long-term support:

On-site server configuration including client software install.....	\$ 3,500.00
Basic user training (1 day / 4 users).....	\$ 2,000.00
Advanced user training – delivered via Zoom / VPN	\$ 2,100.00
Total training and deployment cost	\$ 7,100.00

Optionally, there will also be – regardless of the solution implemented – a cost associated with scanning and uploading the existing backlog of documents. We have allocated budget to those anticipated costs as follows:

Document Backlog – Approximately 2,500 pages per box / filing drawer.

Cost per box for scan-to-pdf services³ – \$ 450.00

Box equivalents currently on site – 110 (total pages – 275,000)

Backlog scanning cost (prior to shipment charges)	\$ 49,500.00
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² Quoted total includes direct support from vendor for the full five year term for all user support, software upgrades and fixes / new versions.

³ Estimate provided by [Blue Pencil](#) assuming clean unstapled cost per standard banker's box of documents, not including shipment to scanning facility in Oakville, ON.

The training provided during the “advanced” session shown above is sufficient to enable a municipal employee to create customized workflows that will automate many of the existing municipal paper-based processes and, in so doing, to add additional ROI savings beyond those listed below. Optionally, the municipality may elect to have their workflows modeled for them by the vendor at a cost of \$ 150 per hour for developer time.

Record Management System Basic..... \$ 39,200.00
Includes all licenses, training and support for a 5 year term

Record Management System Enhanced \$ 88,700.00
Includes all licenses, training, support and backlog scanning for a 5 year term

Record Management System Complete \$ 94,700.00
Includes all licenses, training, support, backlog scanning and workflows⁴ for a 5 year term

ROI Savings

There are multiple ROI calculators available from a variety of sources. We have used the simplified calculator available [here](#) and the following estimates to calculate basic raw ROI for the municipal office:

- Number of staff who routinely file/retrieve documents: 4
- Average number of files retrieved or returned per employee each day: 15
- Number of file cabinets or equivalent spaces: 24
- Approximate cost per square foot for office space: \$ 10
- Average hourly salary⁵: \$ 35.00

Total estimated annual ROI: \$ 48,125.00

Total estimated ROI over the five (5) year projected period: \$ 240,625⁶

⁴ Workflows completed in this cost include all custom workflows for all documents provided by the municipality that are attached to this proposal as addenda.

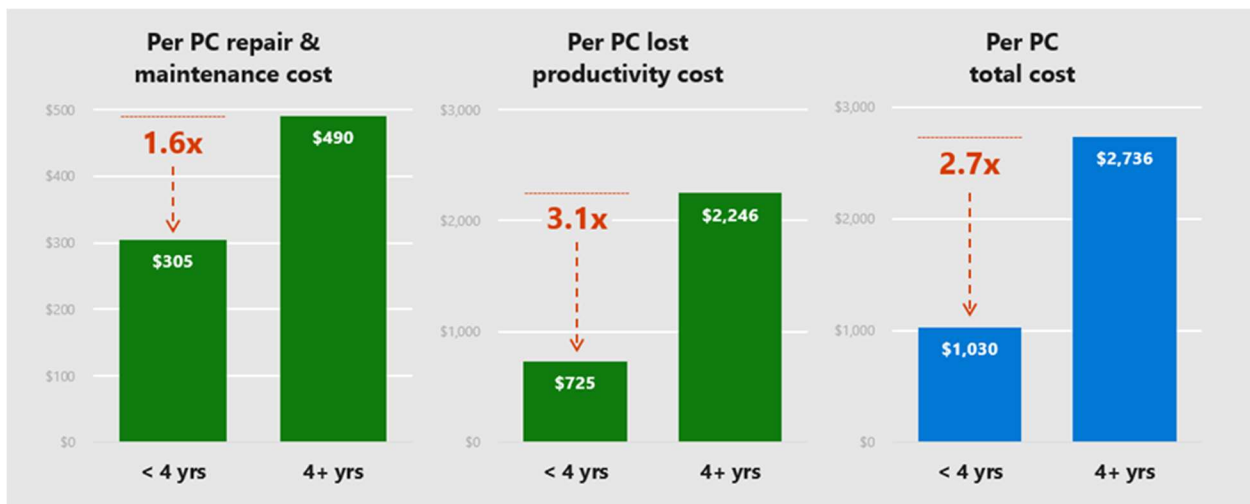
⁵ Listed hourly salary is based on conservatively-averaged public municipal wage data from a variety of sites including www.neuvoo.ca, www.indeed.ca and www.amcto.com. Salary is an approximation and does not necessarily reflect actual costs at your municipality.

⁶ Total listed does *not* include value derived from increased efficiency, reduced need for additional staff, paper/toner savings, workflow automation; it is solely the savings available from space and time reduction for existing staff.

Replace or upgrade existing PCs

Currently there are four PCs in regular operation (4 desktops).⁷ All of these units are relatively new (within 18 months) and will not need replacement for the next three to four years. We would suggest planning for replacement expenses in 2023 / 2024 but would strongly recommend the following changes to the existing systems:

- The systems currently in place all use older hard drive technology – this is a platter-based storage system that is being replaced in all newer PCs with a much faster / much more reliable “SSD” storage system (Solid State Drive). We are recommending that all four PCs receive upgrades to SSDs.
- Additionally, all systems should be connected to the server in a ‘domain’ model rather than the current simple shared drive scenario. Security is currently compromised by the existing server connections.
- System performance has improved dramatically over the last decade – processors have gained additional speed and the addition of reasonably-priced “SSD” drives has dramatically improved general computer operations. New computer systems with SSDs, modern processors and faster memory can start from an off condition and be fully operational for a user within fifteen seconds or so. The performance difference between a ten year old system and a modern computer yields an additional 12 hours of available productive time per year per employee in startup time alone.⁸



⁷ Hardware specifications for each computer are attached as addenda.

⁸ J.Gold Associates 2018 – <https://www.intel.com/content/dam/www/public/us/en/documents/reports/sme-pc-study-report.pdf>

RFP Hardware and Technical Services Specifications

4 x Desktop Computer Upgrades As Follows:

- Create domain profiles for each of the four PCs in use
- Migrate data from four local PCs to server shares
- Install new 480 Gigabyte or larger “SSD” drives in 4 PCs
- Copy all data from existing hard drive to SSD in 4 PCs
- Remove and dispose of hard drives securely (4 PCs)

RFP Estimated Budget Allocation



Total for 4 x 480 Gb SSD Upgrades As Described Including Data Transfer	\$1, 240.00
Total for 4 x Profile Migration / Domain Setup.....	\$ 2,000.00
Grand Total Suggested RFP Budget	\$ 3,240.00

Upgrade Existing Router to Firewall Appliance

A router is a device that sits at the border between your municipal network and the rest of the world's internet activities; that outer activity includes all manner of worthwhile material but also includes a growing number of hackers and an ever-more-sophisticated volume of ransomware, malware and spam.

A network's router examines packets of information that are allowed into your network – they must transit through the router's security settings before being allowed inside. Consequently your network's first and best line of defense is the router's ability to deeply inspect and analyze everything it is asked to allow in or out.

A commodity-priced router may be sufficient to connect your network to the outside world, but it is woefully insufficient to adequately protect your users and your corporate data after it has done so. We are therefore recommending a firewall appliance be purchased and implemented in place of a more conventional router.

Enterprise-grade firewalls are capable of 'deep packet inspection' (they do not merely look at the address the information packets are being delivered to and from, but they are capable of examining the contents of those packets as they move across the firewall and into / out of the network.) While no single layer of security can be said to be 100 % effective, an appropriate firewall will filter out a large percentage of malicious traffic that might otherwise cause serious downtime and expense for the office and will be vastly superior to the existing router.

RFP Specifications

- 1 x Enterprise-grade firewall appliance
- Preferred vendors: Sonicwall, Fortigate, Cisco
- Includes rackmount options if not standard with device
- Dual WAN capability (can support failover internet connection)
- Integrated wireless or include wireless accessory suitable for small office
- Extended support agreement for 3 years of updates / upgrades

RFP Suggested Budget Allocation

Fortinet is one of several enterprise-grade vendors who offer a small office firewall capable of managing the internet speeds likely available to your office in the next five years. We have provided estimated pricing for a suitable appliance – other vendors will have similar products at similar costs but this model should provide a good budget benchmark.

Fortigate 60F Model FWF-60E⁹ with:

Dual WAN ports (for internet service failover)

Support for secure VPN (remote workers during Covid or other emergency situations)

Ability to support perpetual connection to remote sites (Public Works etcetera)

Appliance cost with annual support \$1,560.00

Setup and configuration \$ 400.00

Total firewall anticipated budget \$ 1,960.00

According to a Varonis survey, the cost of even a single ransomware infestation is increasing rapidly – between 2018 the average ransom demand was \$ 5,000. Currently, average demands have increased to more than \$ 200,000.¹⁰ Further, the same study shows that last year, more than one third of businesses experienced a ransomware attack.

While being exact about how much a security solution can save over a five year windows, our municipal experience here in Canada indicates that municipal governments in particular are targets of these attacks at an accelerated rate. We have therefore conservatively assessed a ‘savings’ of \$ 5,000 per incident and conservatively assumed two (ideally thwarted!) attacks for your municipality in the next five years. Those savings are reflected in the ROI calculations above.

⁹ Technical product documentation for Fortigate FWF-60E attached as addenda

¹⁰ <https://www.varonis.com/blog/ransomware-statistics-2021/>

Desktop Scanners

Implementing a digital record storage solution will significantly reduce the need for paper production within the office – especially large volume print jobs such as agenda packages.

However, many residents and supplier firms will continue to mail or otherwise deliver paper based documents. Moving to a digital system – as the Province mandates – will necessarily mean that staff will benefit from a rapid way to turn paper-based records into digital records quickly and efficiently.

A single large scanner/printer/copier at the office is shared by all office users and is critical to the preparation of agendas and other large / colour documents. While we expect the office to move toward electronic distribution of more and more digital documents – resulting in less need for shared copier services – other features of a shared unit will become more vital to office productivity in the coming years. The ability to scan documents quickly and reliably into electronic format for long-term storage / search or transmission to residents will become vital very quickly as the office migrates to digital transmission and storage of more material. A small purpose-specific scanner at selected desks will encourage rapid adoption of a digital standard and will increase overall office efficiency.

RFP Specifications

- 4 x Desktop Scanners
- Preferred Vendors: Fujitsu, Xerox, Kodak
- Support for multiple scan sizes up to legal
- Document feeder (30 pages or better)
- Scan speed of 60 IPM or better
- Programmable buttons / screen for direct input to network share
- Scan to text-readable PDF
- USB connection

RFP Suggested Budget Allocation

We have obtained cost on a Fujitsu Scansnap ix1500 model meeting or exceeding the above specifications¹¹



¹¹ Detailed ScanSnap specifications attached as addenda.

4 x Fujitsu ScanSnap ix1500
60 IPM
50 Page Sheet Feeder
600 DPI Resolution
11.5" x 6.3" x 6.0" Size (desk suitable) @ \$ 685.00 = \$ 2,740.00

Our experiences indicate that a small desk-based scanner will encourage user adoption of a digital standard for several reasons:

- It will make it extremely quick and simple to add paper documents to the digital record management system.
- It will not require a user to interrupt their workflow to access a shared copier/scanner.
- It will not ever require waiting because the shared scanner is in use.

We have assumed a 2 minute saving per document from the availability of a desktop scanner. Given a volume of 10,000 total paper documents over a five year term, that equates to 333 hours of staff time saved – an ROI of roughly \$ 11,700.00 as indicated above.

Replace / identify / test all network cabling / rackmount

The existing network cabling at the office has been built up over a period of years and has been added and modified as needed. The existing cabling supports multiple PCs, printers and various devices and terminates in a small closet / under a desk.

- When problems arise, they are difficult to resolve quickly; significant time can be spent tracing back a single cable run to its source.
- Cable runs vary in cable-type and speed; the network is inconsistent in speed and reliability as a result.
- Cables that are not run cleanly and securely can be found under chair rollers, furniture legs and otherwise enduring damage that interrupts or breaks network connections and ultimately create downtime.
- Loose cables present tripping hazards to staff and visitors.



We recommend replacing the existing cable runs entirely, new cables to be run inside walls / above ceilings where possible and installed in raceways if necessary. All cables should be brought back to a single central point. All cables should be labeled clearly at both ends for ease of identification and, at the server end, cables should terminate in a patch panel.

RFP Hardware Specifications

- 2 x 1,000' Rolls of CAT6 Solid Core Cable (CMP / Plenum)
- 1 x 24 Port Patch Panel (rack / wall mountable)
- 6 x Dual Port Surface Mount CAT6 Wall Jacks
- 1 x 16-port Managed Gigabit Network Switch (Layer 2 preferred)
- 16 x 1' CAT6 patch cables (switch to patch panel connection)

RFP Technical Services Needed

- Remove former cable runs
- Mount patch panel and network switch (wall or rack mount)
- Install 12 runs of varying length in small office (max of 50')
- Install 6 dual outlet wall mount boxes
- Terminate cables at wall mount boxes and patch panel
- Label wall mount box and patch panel connections clearly
- Connect patch panel to switch with provided patch cables
- Test all cable runs for speed and connectivity

RFP Estimated Budget Allocation

We would expect each cable run to take no more than an hour of labour to install, terminate and test. In addition, the hardware components are all common and broadly available from multiple vendors and sources. We are suggesting a budget that should allow a competent contractor to complete the work appropriately:

2 rolls of CAT6 cable, 24 Port Patch Panel, Jacks, Patch Cables (estimated)	\$ 1,600.00
Managed Layer 2 16 Port Gigabit Switch (estimated)	\$ 600.00
On-site Labour (14 Man Hours Estimated)	\$ 1,400.00
Total Budget Suggested	\$ 3,600.00

Upgrade security software

The municipal office currently runs on the default Windows security tools. These tools provide basic protection against common virus and malware infections but cannot be centrally controlled and monitored; in an ideal model, security software would be automatically applied to workstations on the network and would be managed by the file server.

Absent central control, it is possible for a single user to accidentally remove or disable protection and thereby introduce malware into the local network.

In light of the increasing prevalence of ransomware and the specific targeting of Canadian municipal governments¹², we strongly recommend a corporate-grade security software tool that will reduce the possibility of ransomware attack and will allow for remediation – in many cases even after a ransomware launch inside the network.

RFP Software Specifications

- Centrally managed security software for up to ten systems
- Preferred vendors: Sentinel One, Symantec, Kaspersky, Trend Micro
- Ransomware rollback or similar feature
- Renewable annual support and updates

RFP Estimate Budget Allocation

We would anticipate the annual cost for a security tool sufficient to provide coverage on all network connected devices to be available at an annual cost below \$ 1,000.00. A five year window of coverage for all devices should amount to less than \$ 5,000.00

¹² https://www.datto.com/resource-downloads/Datto2018_StateOfTheChannel_RansomwareReport.pdf

Automate standard processes to match bylaw / policy

The municipal office uses multiple forms to manage annual operations. A partial list of those forms is shown below – amounting to more than thirty (30) individual documents that are used approximately 600 + times in the course of a single year – or a minimum of 3,000 documents filled out by various personnel in the course of a five year cycle.

It is possible to create digital templates of these documents and to model standard document processes within record management software. These automated processes modeled inside a record management system (see recommendation 2 above) will enhance municipal operation in several ways:

- **Efficiency** – Given the large number of forms completed (3,000 +), significant time will be saved in finding, handwriting, processing and filing these forms. While there is a broad range of forms, given that each will need to be manually completed, processed and usually filed, we have assessed a very rough metric of 10 minutes per form. 600 forms annually yields a saving of 100 hours per year – \$ 17,500 in savings over five years.
- **Consistency** – multiple different versions of the same form will no longer be possible. Forms and information collected will be completely consistent regardless of which employee completes the form. Forms can also be automatically routed to the appropriate municipal personnel for follow up / auditing.
- **Convenience** – Templated digital forms can be made available to the public without a visit to the office; all forms that the public need to complete can be distributed via the existing website, increasing convenience for residents or potential residents.
- **Cost** – Digital templates for common forms mean less paper consumption, less toner use, less wear on existing equipment.
- **Connectivity** – Digital forms, and the data those forms contain, can be rapidly shared with Provincial or Federal levels of government. Since future funding will increasingly depend on the municipality's ability to provide data of all sorts quickly, the ability to accurately and quickly extract data is becoming vital.

Document	Responsibility	Qty/Yr	Time Needed	Other Parties
Complaint Form		10		
Building Permit		3		
Septic / Sewage		3		
Cemetery Sign Off		2		
Time Sheet – Public Works		26		
Time Sheet – Rec Hall		26		
Time Sheet – Landfill		26		
Time Sheet – Administration		26		
Fax Cover Sheet				
Change of Address		6		
Travel Expense		20		
Gaming Application		2		
Recreation Hall Rental		3		
Water Turn On/Off Request		10		
Zoning Amendment Application		1		
Council Delegation		6		
Tax Certificate Cover Letter		6		
Declaration of Interest		1		
Miscellaneous Additional Forms		230		
		407		
Processes				
Tax Bills		2		
Agendas		12		
Minutes		12		
Bylaws				
Resolutions				
		26		
Public Works				
Purchase Order Book		180		
Water On / Off – needs sign off (non Covid)		10		
Stock Consumption? No Form		-		
Insurance CVOR Forms		1		
		191		

RFP Requirements

(Requires record management system selection as outlined in Section 2 above)

- Create digital templates of provided forms (see list above)
- Install templates within record management system and add basic routing functionality

RFP Estimated Budget Allocation

In a modern record management system, tools exist to speed the creation of even complicated forms. We would therefore expect most forms to require roughly two hours of developer time to complete.

ROI Savings

60 hours of developer time @ \$ 100/hr	\$ 6,000.00
ROI anticipated	\$ 17,500.00 over five years
Net ROI	\$ 11,500.00

Create policy / structure for remote work

It is possible to secure the municipal office network in such a way that hacks and intrusions are limited and – ideally – entirely prevented. However, when access to the network is extended beyond the physical office location and remote work is necessary, security measures can become inconsistent and create risks.

Given the current pandemic being experienced across the globe, the need to enable work remotely has been wisely emphasized. This current crisis may pass in time, but others – both local and global – are certain to arise. We would therefore recommend the creation of a policy and technical framework around the remote work that will inevitably be necessary at points. This would consist of two aspects: Council policy and technical infrastructure.

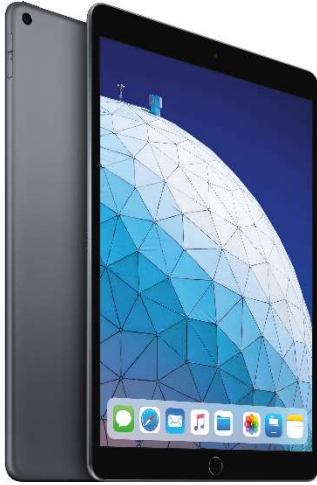
Council may want to consider implementing at least the following:

- No remote access to the corporate network allowed outside the use of an approved VPN.
- No use of USB flash drives or other media to move files from home to the municipal office.
- Only corporate notebooks allowed to connect remotely; no use of home machines or other devices not owned and managed by the municipality.

Technical staff or subcontractors should implement the following:

- Emergency notebook (Recommendation 3 above) to be configured with VPN solution suitable to connect to corporate firewall securely (Recommendation 4 above).
- Emergency notebook to be configured with corporate anti-virus / anti-ransomware / monitoring solution (Recommendation 7 above)

Add Digital Tools for Council(s)



Currently, individual Council members receive printed agenda packages prior to every Council meeting. These packages are often extremely large and can be hundreds of pages long. Each package is given to each councillor for each municipality at least once a month – barring special meetings or emergency sessions which would also require paper-based distribution. In the case of the municipal office in question, that work is multiplied four times over, for each of the four maintained municipalities' needs.

There is a significant amount of time spent in preparing, copying, collating and delivering these agenda packages to Council members. Office staff report an average of four hours per agenda, solely in the copying, collating and distribution phase. This amounts to a minimum of sixteen hours per month or two full man-days of simply moving paper. Adding weather-based delays in delivery time, special meeting needs and the supply cost of toner and paper, the expense associated with Council meeting agenda preparation is substantial.

In conjunction with recommendations 1 and 2 above, equipping Council with tablet computers and using those tablets to distribute agenda material digitally would provide two immediate benefits and would enhance the office staff's ability to deliver agendas in a timely and accurate fashion:

- Immediately eliminate at least four hours of staff time monthly.
- Immediately eliminate the cost of printing roughly 6,000 pages per year
- Council members would receive agenda material earlier than previously provided – usually within moments of the agenda being finalized, rather than hours or days.
- Office staff would have the ability to update the agenda at anytime prior to the formal meeting's beginning to address potential errors or omissions.
- Council members could use the same devices to connect to video conferences of all kinds – Council meetings or other – during Covid 19 or similar emergency situations.

RFP Hardware Recommendations

- 6 x Apple iPad with minimum 10" screen (Council, Mayor, Clerk, Spare)
- 64 Gb of storage or more
- WiFi networking
- Camera and Microphone
- Ability to voice record memos
- Optional engraving feature preferred ("Property of ...")

RFP Technical Services Needed

Staff may be able to perform basic iPad setup without assistance. iPads would need to be configured as follows:

- Corporate email assigned to each Council member & Mayor
- Email address connected to each Councillor’s iPad
- Dropbox or similar sync’ing service installed and configured
- Zoom conferencing installed and configured (free version is sufficient)
- Basic training for each Council member on use and care

RFP Estimated Budget Allocation

The cost of a basic iPad can be known with precision – Apple offers only a single fixed price and does not discount through vendor channels. Various models are available but a suitable product would be as follows:

6 x Apple iPad Air with 10.9” Screen and 64Gb RAM¹³ @ \$ 779 = \$ 4,674.00

Optional Council Items for Remote Meetings

Additional items that may be desirable for hybrid / remote Council meetings:

Meeting Owl ¹⁴ - speaker / camera for centre of board room table	\$ 1,400.00
100” 16:9 screen suitable for ceiling or wall mounting (manual).....	\$ 200.00
3,000 + Lumens Ceiling Mounted Projector	\$ 2,800.00
Total Budget Suggested	\$ 3,600.00

ROI Savings

Assuming a five year life with a new iPad, a cost analysis would be as follows:

Total paper-based staff time over four years ¹⁵	\$ 8,400.00
Cost of paper and toner over five years ¹⁶	\$ 1,500.00
Less Project Cost	(\$ 4,674.00)
Net ROI	\$ 5,226.00

¹³ Includes one unit for all Councillors and Mayor, 1 for the Clerk and 1 as a spare unit in case of emergency loss / damage. Detailed specifications attached as addenda or at <https://www.apple.com/ca/ipad-air/specs/>

¹⁴ <https://ca-shop.owllabs.com/products/meeting-owl-pro>

¹⁵ 4 hours per month x 60 months x \$ 35/hr

¹⁶ 30,000 sheets (100 sheets per Council meeting x 60 meetings x 5 copies @ 5 cents per page)

Existing System Specifications

Brenda – PC 1

SYSTEM

=====

Host name: 6WD6P23-W10

IP-address: 192.168.0.122

User name: LAIRD\reception

Description:

Operating system: Microsoft Windows 10 Pro (version 10.0.19042; build 19042)

Name: Microsoft Windows 10 Pro

Version: 10.0.19042

Build: 19042

Install date: 2021-04-17 6:52:37 PM

Windows product ID: 00330-52612-86881-AAOEM

Windows product key: 4TMN3-FKKX2-GTRVR-VGTP9-JXCKC

Internet Explorer version: 11.789.19041.0

Model: OptiPlex 5070

System type: x64-based PC

BIOS: Dell Inc. (version: 1.7.0; date: 2020-10-19)

Manufacturer: Dell Inc.

Version: 1.7.0

Date: 2020-10-19

Serial number: 6WD6P23

Motherboard: Dell Inc. (0YJMC0; version: A02)

Manufacturer: Dell Inc.

Product: 0YJMC0

Version: A02

Chassis: Desktop

Processor: Intel(R) Core(TM) i7-9700 CPU @ 3.00GHz (architecture: x64; 3000 MHz)

Name: Intel(R) Core(TM) i7-9700 CPU @ 3.00GHz

Manufacturer: GenuineIntel

Max clock speed: 3000 MHz

Architecture: x64

Level 2 cache size: 2048 KB

Socket type: U3E1

Version:

Physical memory: 15.8 GB

Memory slot: 16.0 GB (form factor: DIMM; memory type: Unknown)

Capacity: 16.0 GB

Device locator: DIMM1

Bank label:

Form factor: DIMM
Memory type: Unknown
Manufacturer: 80AD000080AD
Speed: 2666 ns
Max capacity: 64.0 GB
Memory slot: Empty
Capacity:
Device locator:
Bank label:
Form factor:
Memory type:
Manufacturer:
Speed:
Max capacity: 64.0 GB
Memory slot: Empty
Capacity:
Device locator:
Bank label:
Form factor:
Memory type:
Manufacturer:
Speed:
Max capacity: 64.0 GB
Memory slot: Empty
Capacity:
Device locator:
Bank label:
Form factor:
Memory type:
Manufacturer:
Speed:
Max capacity: 64.0 GB
Disk: ST1000DM010-2EP102 (931.5 GB)
Caption: ST1000DM010-2EP102
Serial number: ZN1CGJE7
Size: 931.5 GB
Manufacturer: (Standard disk drives)
Interface type: SCSI
Media type: Fixed hard disk media
Bytes per sector: 512
Heads: 255
Cylinders: 121601
Sectors: 1953520065
Tracks: 31008255

Disk: Verbatim STORE N GO USB Device (28.9 GB)

Caption: Verbatim STORE N GO USB Device

Serial number: AA00000000000489

Size: 28.9 GB

Manufacturer: (Standard disk drives)

Interface type: USB

Media type: Removable Media

Bytes per sector: 512

Heads: 255

Cylinders: 3773

Sectors: 60613245

Tracks: 962115

Logical drive: C: (Local Fixed Disk; size: 930.3 GB; free space: 870.6 GB; file system: NTFS)

Name: C:

Description: Local Fixed Disk

Size: 930.3 GB

Free space: 870.6 GB

File system: NTFS

Serial number: 28BAC6FD

Network path:

Logical drive: D: (CD-ROM Disc)

Name: D:

Description: CD-ROM Disc

Size:

Free space:

File system:

Serial number:

Network path:

Logical drive: E: (Network Connection; size: 828.5 GB; free space: 756.2 GB; file system: NTFS; network path: \\lairdtwn\company\shared)

Name: E:

Description: Network Connection

Size: 828.5 GB

Free space: 756.2 GB

File system: NTFS

Serial number: 902AB9EB

Network path: \\lairdtwn\company\shared

Logical drive: F: (Network Connection; size: 828.5 GB; free space: 756.2 GB; file system: NTFS; network path: \\lairdtwn\company\apps)

Name: F:

Description: Network Connection

Size: 828.5 GB

Free space: 756.2 GB

File system: NTFS

Serial number: 902AB9EB
Network path: \\lairdtnw\company\apps
Logical drive: G: (Removable Disk; size: 28.9 GB; free space: 28.8 GB; file system: NTFS)
Name: G:
Description: Removable Disk
Size: 28.9 GB
Free space: 28.8 GB
File system: NTFS
Serial number: FE98FAE6
Network path:
Logical drive: M: (Network Connection; size: 828.5 GB; free space: 756.2 GB; file system: NTFS; network path: \\lairdtnw\users\Reception)
Name: M:
Description: Network Connection
Size: 828.5 GB
Free space: 756.2 GB
File system: NTFS
Serial number: 902AB9EB
Network path: \\lairdtnw\users\Reception
CD-ROM: PLDS DVD+-RW DU-8A5LH (DVD Writer)
Name: PLDS DVD+-RW DU-8A5LH
Media type: DVD Writer
Manufacturer: (Standard CD-ROM drives)
Drive: D:
Video: Intel(R) UHD Graphics 630 (1600x900x32b)
Name: Intel(R) UHD Graphics 630
Current horizontal resolution: 1600
Current vertical resolution: 900
Current bits per pixel: 32
Current refresh rate: 60 Hz
Memory size: 1.0 GB
Monitor: DELL E2010H
Manufacturer: Dell
Serial number: C201R984493S
Manufacture date: 2009 week 32
Printer: OneNote (Desktop)
Name: OneNote (Desktop)
Default printer: False
Network printer: False
Port name: nul:
Printer: OneNote for Windows 10
Name: OneNote for Windows 10
Default printer: False
Network printer: False

Port name:
Microsoft.Office.OneNote_16001.13801.20534.0_x64__8wekyb3d8bbwe_microsoft.onenoteim_S-1-5-21-734714256-3675333164-574950886-1622

Printer: Microsoft XPS Document Writer
Name: Microsoft XPS Document Writer
Default printer: False
Network printer: False
Port name: PORTPROMPT:

Printer: Microsoft Print to PDF
Name: Microsoft Print to PDF
Default printer: False
Network printer: False
Port name: PORTPROMPT:

Printer: iR-ADV C3525 (default printer)
Name: iR-ADV C3525
Default printer: True
Network printer: False
Port name: 192.168.0.20

Printer: Fax
Name: Fax
Default printer: False
Network printer: False
Port name: SHRFAQ:

Printer: ColorQube 8580DN-8
Name: ColorQube 8580DN-8
Default printer: False
Network printer: False
Port name: WSD-e1ce983d-a8e5-4226-ab4e-f8defa649aa4

Printer: AnyDesk Printer
Name: AnyDesk Printer
Default printer: False
Network printer: False
Port name: AD_Port

Multimedia: Realtek Audio
Name: Realtek Audio
Manufacturer: Realtek

Multimedia: Intel(R) Display Audio
Name: Intel(R) Display Audio
Manufacturer: Intel(R) Corporation

Multimedia: USB Audio Device
Name: USB Audio Device
Manufacturer: (Generic USB Audio)

Network adapter: Intel(R) Ethernet Connection (7) I219-V
Adapter type: Ethernet 802.3

Net connection status: Connected
Manufacturer: Intel
Speed: 1.0 Gbps
Adapter IP-address: 192.168.0.122
Adapter MAC-address: C8:F7:50:F9:57:C6
DHCP enabled: True
DHCP server: 192.168.0.9
DNS domain: LAIRD.local
WINS primary server:
WINS secondary server:
Local account: 6WD6P23-W10\Administrator
Caption: 6WD6P23-W10\Administrator
Name: Administrator
Domain: 6WD6P23-W10
Description: Built-in account for administering the computer/domain
SID: S-1-5-21-381958602-2584461371-3102195328-500
Disabled: True
Local account: 6WD6P23-W10\DefaultAccount
Caption: 6WD6P23-W10\DefaultAccount
Name: DefaultAccount
Domain: 6WD6P23-W10
Description: A user account managed by the system.
SID: S-1-5-21-381958602-2584461371-3102195328-503
Disabled: True
Local account: 6WD6P23-W10\Guest
Caption: 6WD6P23-W10\Guest
Name: Guest
Domain: 6WD6P23-W10
Description: Built-in account for guest access to the computer/domain
SID: S-1-5-21-381958602-2584461371-3102195328-501
Disabled: True
Local account: 6WD6P23-W10\WDAGUtilityAccount
Caption: 6WD6P23-W10\WDAGUtilityAccount
Name: WDAGUtilityAccount
Domain: 6WD6P23-W10
Description: A user account managed and used by the system for Windows Defender Application Guard scenarios.
SID: S-1-5-21-381958602-2584461371-3102195328-504
Disabled: True
Share: ADMIN\$ (Remote Admin)
Name: ADMIN\$
Caption: Remote Admin
Path: C:\WINDOWS
Type: Disk Drive Admin

Share: C\$ (Default share)

Name: C\$

Caption: Default share

Path: C:\

Type: Disk Drive Admin

Share: IPC\$ (Remote IPC)

Name: IPC\$

Caption: Remote IPC

Path:

Type: IPC Admin

System hotfix: KB4562830 - Update

System hotfix: KB4577586 - Update

System hotfix: KB4580325 - Security Update

System hotfix: KB5003537 - Update

System hotfix: KB5003742 - Security Update

System hotfix: KB5004237 - Security Update

Startup: LAIRD\reception: OneDrive

("C:\Users\Reception\AppData\Local\Microsoft\OneDrive\OneDrive.exe" /background)

Name: OneDrive

Command: "C:\Users\Reception\AppData\Local\Microsoft\OneDrive\OneDrive.exe" /background

Location: HKU\S-1-5-21-734714256-3675333164-574950886-1622\SOFTWARE\Microsoft\Windows\CurrentVersion\Run

User: LAIRD\reception

Startup: Public: AnyDesk (C:\PROGRA~2\AnyDesk\AnyDesk.exe --control)

Name: AnyDesk

Command: C:\PROGRA~2\AnyDesk\AnyDesk.exe --control

Location: Common Startup

User: Public

Startup: Public: SecurityHealth (%windir%\system32\SecurityHealthSystray.exe)

Name: SecurityHealth

Command: %windir%\system32\SecurityHealthSystray.exe

Location: HKLM\SOFTWARE\Microsoft\Windows\CurrentVersion\Run

User: Public

Startup: Public: RtkAudUService ("C:\WINDOWS\System32\RtkAudUService64.exe" -background)

Name: RtkAudUService

Command: "C:\WINDOWS\System32\RtkAudUService64.exe" -background

Location: HKLM\SOFTWARE\Microsoft\Windows\CurrentVersion\Run

User: Public

Startup: Public: WavesSvc

("C:\WINDOWS\System32\DriverStore\FileRepository\wavesapo8de.inf_amd64_9384fc4d30af89c3\WavesSvc64.exe" -Jack)

Name: WavesSvc

Command:

"C:\WINDOWS\System32\DriverStore\FileRepository\wavesapo8de.inf_amd64_9384fc4d30af89c3\WavesSvc64.exe" -Jack

Location: HKLM\SOFTWARE\Microsoft\Windows\CurrentVersion\Run

User: Public

SOFTWARE

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Adobe Acrobat Reader DC, Version: 21.005.20058, Publisher: Adobe Systems Incorporated, Install date: 2021-07-14, Size: 349.0 MB

AnyDesk, Version: ad 6.2.3, Publisher: philandro Software GmbH, Size: 2.0 MB

Bingo Card Printer 6.01, Version: 6.01, Publisher: Answers 2000 Limited, Install date: 2021-03-19, Size: 2.9 MB

Canon Generic Plus UFR II Printer Driver Uninstaller, Version: 7, 4, 0, 0, Publisher: Canon Inc.

Dell Digital Delivery Services, Version: 4.0.90.0, Publisher: Dell Inc., Install date: 2021-06-21, Size: 96.5 MB

Dell SupportAssist OS Recovery Plugin for Dell Update, Version: 5.4.1.14954, Publisher: Dell Inc., Size: 63.5 MB

Dell SupportAssist, Version: 3.10.0.47, Publisher: Dell Inc., Install date: 2021-07-13, Size: 235.4 MB

Dell Watchdog Timer Driver, Version: 1.0.0.4, Publisher: DELL, Install date: 2020-02-15

Google Chrome, Version: 91.0.4472.164, Publisher: Google LLC, Install date: 2021-07-15

Intel(R) Chipset Device Software, Version: 10.1.17861.8101, Publisher: Intel(R) Corporation, Size: 3.4 MB

Intel(R) Management Engine Components, Version: 2036.15.0.1835, Publisher: Intel Corporation, Size: 53.4 MB

Microsoft Edge, Version: 91.0.864.70, Publisher: Microsoft Corporation, Install date: 2021-07-17

Microsoft Office Home and Business 2016 - en-us, Version: 16.0.14131.20320, Publisher: Microsoft Corporation

Microsoft OneDrive, Version: 21.119.0613.0001, Publisher: Microsoft Corporation, Size: 185.0 MB

Microsoft Publisher 2019 - en-us, Version: 16.0.14131.20320, Publisher: Microsoft Corporation

Microsoft Update Health Tools, Version: 2.81.0.0, Publisher: Microsoft Corporation, Install date: 2021-06-11, Size: 1.1 MB

Microsoft Visual C++ 2012 Redistributable (x86) - 11.0.61030, Version: 11.0.61030.0, Publisher: Microsoft Corporation, Size: 17.4 MB

Microsoft Visual C++ 2013 Redistributable (x86) - 12.0.30501, Version: 12.0.30501.0, Publisher: Microsoft Corporation, Size: 17.2 MB

Microsoft Visual C++ 2017 Redistributable (x86) - 14.13.26020, Version: 14.13.26020.0, Publisher: Microsoft Corporation, Size: 20.2 MB

Mozilla Firefox 89.0.2 (x64 en-CA), Version: 89.0.2, Publisher: Mozilla, Size: 208.1 MB

Mozilla Maintenance Service, Version: 83.0, Publisher: Mozilla, Size: 327.0 KB

MySQL Connector/ODBC 3.51, Version: 3.51.28, Publisher: Oracle Corporation, Install date: 2020-11-30, Size: 9.2 MB

MySQL Connector/ODBC 5.2(a), Version: 5.2.4, Publisher: Oracle Corporation, Install date: 2020-11-30, Size: 13.0 MB
Realtek Audio Driver, Version: 6.0.8940.1, Publisher: Realtek Semiconductor Corp., Install date: 2020-11-28, Size: 224.7 MB
Sage 50 Accounting Version 2021, Version: 28.00.1001, Publisher: Sage Software, Install date: 2020-11-30, Size: 1.3 GB
TeamViewer, Version: 15.19.5, Publisher: TeamViewer

PROCESSES

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AnyDesk.exe (C:\Program Files (x86)\AnyDesk\AnyDesk.exe)
ApplicationFrameHost.exe (C:\WINDOWS\system32\ApplicationFrameHost.exe)
AppVShNotify.exe (C:\Program Files\Common Files\Microsoft Shared\ClickToRun\AppVShNotify.exe)
CompPkgSrv.exe (C:\Windows\System32\CompPkgSrv.exe)
dllhost.exe (C:\WINDOWS\system32\DllHost.exe)
explorer.exe (C:\WINDOWS\Explorer.EXE)
firefox.exe (C:\Program Files\Mozilla Firefox\firefox.exe)
firefox.exe (C:\Program Files\Mozilla Firefox\firefox.exe)
firefox.exe (C:\Program Files\Mozilla Firefox\firefox.exe)
firefox.exe (C:\Program Files\Mozilla Firefox\firefox.exe)
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firefox.exe (C:\Program Files\Mozilla Firefox\firefox.exe)
firefox.exe (C:\Program Files\Mozilla Firefox\firefox.exe)
freepcaudit - Copy.exe (G:\freepcaudit - Copy.exe)
HxAccounts.exe (C:\Program Files\WindowsApps\microsoft.windowscommunicationsapps_16005.13426.20920.0_x64__8wekyb3d8bwe\HxAccounts.exe)
HxOutlook.exe (C:\Program Files\WindowsApps\microsoft.windowscommunicationsapps_16005.13426.20920.0_x64__8wekyb3d8bwe\HxOutlook.exe)
HxTsr.exe (C:\Program Files\WindowsApps\microsoft.windowscommunicationsapps_16005.13426.20920.0_x64__8wekyb3d8bwe\HxTsr.exe)
igfxEM.exe (C:\WINDOWS\System32\DriverStore\FileRepository\cui_dch.inf_amd64_efb119a73d6b56f6\igfxEM.exe)
LockApp.exe (C:\WINDOWS\SystemApps\Microsoft.LockApp_cw5n1h2txyewy\LockApp.exe)
Microsoft.Photos.exe (C:\Program Files\WindowsApps\Microsoft.Windows.Photos_2020.20120.4004.0_x64__8wekyb3d8bbwe\Microsoft.Photos.exe)

OneDrive.exe (C:\Users\Reception\AppData\Local\Microsoft\OneDrive\OneDrive.exe)
RtkAudUService64.exe (C:\Windows\System32\RtkAudUService64.exe)
RuntimeBroker.exe (C:\Windows\System32\RuntimeBroker.exe)
RuntimeBroker.exe (C:\Windows\System32\RuntimeBroker.exe)
RuntimeBroker.exe (C:\Windows\System32\RuntimeBroker.exe)
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RuntimeBroker.exe (C:\Windows\System32\RuntimeBroker.exe)
RuntimeBroker.exe (C:\Windows\System32\RuntimeBroker.exe)
RuntimeBroker.exe (C:\Windows\System32\RuntimeBroker.exe)
SearchApp.exe
(C:\WINDOWS\SystemApps\Microsoft.Windows.Search_cw5n1h2txyewy\SearchApp.exe)
SearchApp.exe
(C:\WINDOWS\SystemApps\Microsoft.Windows.Search_cw5n1h2txyewy\SearchApp.exe)
SecurityHealthSystray.exe (C:\Windows\System32\SecurityHealthSystray.exe)
SettingSyncHost.exe (C:\WINDOWS\system32\SettingSyncHost.exe)
ShellExperienceHost.exe
(C:\WINDOWS\SystemApps\ShellExperienceHost_cw5n1h2txyewy\ShellExperienceHost.exe)
sihost.exe (C:\WINDOWS\system32\sihost.exe)
Simply.SystemTrayIcon.exe (C:\Program Files
(x86)\winsim\ConnectionManager\Simply.SystemTrayIcon.exe)
smartscreen.exe (C:\Windows\System32\smartscreen.exe)
StartMenuExperienceHost.exe
(C:\WINDOWS\SystemApps\Microsoft.Windows.StartMenuExperienceHost_cw5n1h2txyewy\StartMenu
ExperienceHost.exe)
svchost.exe (C:\WINDOWS\system32\svchost.exe)
svchost.exe (C:\WINDOWS\system32\svchost.exe)
svchost.exe (C:\WINDOWS\system32\svchost.exe)
svchost.exe (C:\WINDOWS\System32\svchost.exe)
taskhostw.exe (C:\WINDOWS\system32\taskhostw.exe)
TeamViewer.exe (C:\Program Files (x86)\TeamViewer\TeamViewer.exe)
TextInputHost.exe
(C:\WINDOWS\SystemApps\MicrosoftWindows.Client.CBS_cw5n1h2txyewy\InputApp\TextInputHost.exe)
UserOOBEBroker.exe (C:\Windows\System32\oobe\UserOOBEBroker.exe)
Video.UI.exe (C:\Program
Files\WindowsApps\Microsoft.ZuneVideo_10.21061.10121.0_x64__8wekyb3d8bbwe\Video.UI.exe)
WavesSvc64.exe
(C:\Windows\System32\DriverStore\FileRepository\wavesapo8de.inf_amd64_9384fc4d30af89c3\Wave
sSvc64.exe)
YourPhone.exe (C:\Program
Files\WindowsApps\Microsoft.YourPhone_1.21052.122.0_x64__8wekyb3d8bbwe\YourPhone.exe)

SYSTEM

=====

Host name: 7097P23-W10

IP-address: 192.168.0.121

User name: LAIRD\Jennifer

Description:

Operating system: Microsoft Windows 10 Pro (version 10.0.19042; build 19042)

Name: Microsoft Windows 10 Pro

Version: 10.0.19042

Build: 19042

Install date: 2021-04-06 12:20:06 PM

Windows product ID: 00330-52612-99091-AAOEM

Windows product key: NJ4QW-3HM8Q-H9H8B-VQCFK-YDWXC

Internet Explorer version: 11.789.19041.0

Model: OptiPlex 5070

System type: x64-based PC

BIOS: Dell Inc. (version: 1.7.0; date: 2020-10-19)

Manufacturer: Dell Inc.

Version: 1.7.0

Date: 2020-10-19

Serial number: 7097P23

Motherboard: Dell Inc. (0YJMCO; version: A02)

Manufacturer: Dell Inc.

Product: 0YJMCO

Version: A02

Chassis: Desktop

Processor: Intel(R) Core(TM) i7-9700 CPU @ 3.00GHz (architecture: x64; 3000 MHz)

Name: Intel(R) Core(TM) i7-9700 CPU @ 3.00GHz

Manufacturer: GenuineIntel

Max clock speed: 3000 MHz

Architecture: x64

Level 2 cache size: 2048 KB

Socket type: U3E1

Version:

Physical memory: 15.8 GB

Memory slot: 16.0 GB (form factor: DIMM; memory type: Unknown)

Capacity: 16.0 GB

Device locator: DIMM1

Bank label:

Form factor: DIMM

Memory type: Unknown
Manufacturer: 80AD000080AD
Speed: 2666 ns
Max capacity: 64.0 GB
Memory slot: Empty
Capacity:
Device locator:
Bank label:
Form factor:
Memory type:
Manufacturer:
Speed:
Max capacity: 64.0 GB
Memory slot: Empty
Capacity:
Device locator:
Bank label:
Form factor:
Memory type:
Manufacturer:
Speed:
Max capacity: 64.0 GB
Memory slot: Empty
Capacity:
Device locator:
Bank label:
Form factor:
Memory type:
Manufacturer:
Speed:
Max capacity: 64.0 GB
Disk: ST1000DM010-2EP102 (931.5 GB)
Caption: ST1000DM010-2EP102
Serial number: ZN1CKDYT
Size: 931.5 GB
Manufacturer: (Standard disk drives)
Interface type: SCSI
Media type: Fixed hard disk media
Bytes per sector: 512
Heads: 255
Cylinders: 121601
Sectors: 1953520065
Tracks: 31008255
Disk: Verbatim STORE N GO USB Device (28.9 GB)

Caption: Verbatim STORE N GO USB Device

Serial number: AA0000000000489

Size: 28.9 GB

Manufacturer: (Standard disk drives)

Interface type: USB

Media type: Removable Media

Bytes per sector: 512

Heads: 255

Cylinders: 3773

Sectors: 60613245

Tracks: 962115

Logical drive: C: (Local Fixed Disk; size: 930.3 GB; free space: 855.9 GB; file system: NTFS)

Name: C:

Description: Local Fixed Disk

Size: 930.3 GB

Free space: 855.9 GB

File system: NTFS

Serial number: 88813977

Network path:

Logical drive: D: (CD-ROM Disc)

Name: D:

Description: CD-ROM Disc

Size:

Free space:

File system:

Serial number:

Network path:

Logical drive: E: (Network Connection; size: 828.5 GB; free space: 756.2 GB; file system: NTFS; network path: \\lairdtnw\company\shared)

Name: E:

Description: Network Connection

Size: 828.5 GB

Free space: 756.2 GB

File system: NTFS

Serial number: 902AB9EB

Network path: \\lairdtnw\company\shared

Logical drive: F: (Network Connection; size: 828.5 GB; free space: 756.2 GB; file system: NTFS; network path: \\lairdtnw\company\apps)

Name: F:

Description: Network Connection

Size: 828.5 GB

Free space: 756.2 GB

File system: NTFS

Serial number: 902AB9EB

Network path: \\lairdtwn\company\apps
Logical drive: G: (Removable Disk; size: 28.9 GB; free space: 28.8 GB; file system: NTFS)
Name: G:
Description: Removable Disk
Size: 28.9 GB
Free space: 28.8 GB
File system: NTFS
Serial number: FE98FAE6
Network path:
Logical drive: M: (Network Connection; size: 828.5 GB; free space: 756.2 GB; file system: NTFS; network path: \\lairdtwn\users\jennifer)
Name: M:
Description: Network Connection
Size: 828.5 GB
Free space: 756.2 GB
File system: NTFS
Serial number: 902AB9EB
Network path: \\lairdtwn\users\jennifer
CD-ROM: PLDS DVD+-RW DU-8A5LH (DVD Writer)
Name: PLDS DVD+-RW DU-8A5LH
Media type: DVD Writer
Manufacturer: (Standard CD-ROM drives)
Drive: D:
Video: Intel(R) UHD Graphics 630 (1600x900x32b)
Name: Intel(R) UHD Graphics 630
Current horizontal resolution: 1600
Current vertical resolution: 900
Current bits per pixel: 32
Current refresh rate: 60 Hz
Memory size: 1.0 GB
Monitor: DELL E2010H
Manufacturer: Dell
Serial number: C201R984844S
Manufacture date: 2009 week 32
Printer: OneNote for Windows 10
Name: OneNote for Windows 10
Default printer: False
Network printer: False
Port name:
Microsoft.Office.OneNote_16001.13801.20534.0_x64__8wekyb3d8bbwe_microsoft.onenoteim_S-1-5-21-734714256-3675333164-574950886-1107
Printer: OneNote (Desktop)
Name: OneNote (Desktop)
Default printer: False

Network printer: False
Port name: nul:
Printer: Microsoft XPS Document Writer
Name: Microsoft XPS Document Writer
Default printer: False
Network printer: False
Port name: PORTPROMPT:
Printer: Microsoft Print to PDF
Name: Microsoft Print to PDF
Default printer: False
Network printer: False
Port name: PORTPROMPT:
Printer: iR-ADV C3525 (default printer)
Name: iR-ADV C3525
Default printer: True
Network printer: False
Port name: WSD-6d177f21-a434-4d5a-9be8-adc220dadd25
Printer: Fax
Name: Fax
Default printer: False
Network printer: False
Port name: SHRFAQ:
Printer: ColorQube 8580DN-8
Name: ColorQube 8580DN-8
Default printer: False
Network printer: False
Port name: WSD-2434afd7-6891-48a8-a4a4-be397a71eb09
Printer: Canon iR-ADV C3525/3530
Name: Canon iR-ADV C3525/3530
Default printer: False
Network printer: False
Port name: WSD-2e4bb95b-ec1f-4635-945e-dd155de581e5
Printer: AnyDesk Printer
Name: AnyDesk Printer
Default printer: False
Network printer: False
Port name: AD_Port
Printer: Adobe PDF
Name: Adobe PDF
Default printer: False
Network printer: False
Port name: Documents*.pdf
Multimedia: Realtek Audio
Name: Realtek Audio

Manufacturer: Realtek
Multimedia: Intel(R) Display Audio
Name: Intel(R) Display Audio
Manufacturer: Intel(R) Corporation
Multimedia: USB Audio Device
Name: USB Audio Device
Manufacturer: (Generic USB Audio)
Network adapter: Intel(R) Ethernet Connection (7) I219-V
Adapter type: Ethernet 802.3
Net connection status: Connected
Manufacturer: Intel
Speed: 1.0 Gbps
Adapter IP-address: 192.168.0.121
Adapter MAC-address: C8:F7:50:F9:2A:48
DHCP enabled: True
DHCP server: 192.168.0.9
DNS domain: LAIRD.local
WINS primary server:
WINS secondary server:
Local account: 7097P23-W10\Administrator
Caption: 7097P23-W10\Administrator
Name: Administrator
Domain: 7097P23-W10
Description: Built-in account for administering the computer/domain
SID: S-1-5-21-1335188726-705434964-1317131384-500
Disabled: True
Local account: 7097P23-W10\DefaultAccount
Caption: 7097P23-W10\DefaultAccount
Name: DefaultAccount
Domain: 7097P23-W10
Description: A user account managed by the system.
SID: S-1-5-21-1335188726-705434964-1317131384-503
Disabled: True
Local account: 7097P23-W10\Guest
Caption: 7097P23-W10\Guest
Name: Guest
Domain: 7097P23-W10
Description: Built-in account for guest access to the computer/domain
SID: S-1-5-21-1335188726-705434964-1317131384-501
Disabled: True
Local account: 7097P23-W10\WDAGUtilityAccount
Caption: 7097P23-W10\WDAGUtilityAccount
Name: WDAGUtilityAccount
Domain: 7097P23-W10

Description: A user account managed and used by the system for Windows Defender Application Guard scenarios.

SID: S-1-5-21-1335188726-705434964-1317131384-504

Disabled: True

Share: ADMIN\$ (Remote Admin)

Name: ADMIN\$

Caption: Remote Admin

Path: C:\WINDOWS

Type: Disk Drive Admin

Share: C\$ (Default share)

Name: C\$

Caption: Default share

Path: C:\

Type: Disk Drive Admin

Share: IPC\$ (Remote IPC)

Name: IPC\$

Caption: Remote IPC

Path:

Type: IPC Admin

System hotfix: KB4562830 - Update

System hotfix: KB4577586 - Update

System hotfix: KB4580325 - Security Update

System hotfix: KB5003537 - Update

System hotfix: KB5003742 - Security Update

System hotfix: KB5004237 - Security Update

Startup: LAIRD\Jennifer: OneDrive

("C:\Users\Jennifer\AppData\Local\Microsoft\OneDrive\OneDrive.exe" /background)

Name: OneDrive

Command: "C:\Users\Jennifer\AppData\Local\Microsoft\OneDrive\OneDrive.exe" /background

Location: HKU\S-1-5-21-734714256-3675333164-574950886-

1107\SOFTWARE\Microsoft\Windows\CurrentVersion\Run

User: LAIRD\Jennifer

Startup: LAIRD\Jennifer: Adobe Acrobat Synchronizer ("C:\Program Files (x86)\Adobe\Acrobat 2015\Acrobat\AdobeCollabSync.exe")

Name: Adobe Acrobat Synchronizer

Command: "C:\Program Files (x86)\Adobe\Acrobat 2015\Acrobat\AdobeCollabSync.exe"

Location: HKU\S-1-5-21-734714256-3675333164-574950886-

1107\SOFTWARE\Microsoft\Windows\CurrentVersion\Run

User: LAIRD\Jennifer

Startup: LAIRD\Jennifer: Adobe Reader Synchronizer ("C:\Program Files (x86)\Adobe\Acrobat Reader DC\Reader\AdobeCollabSync.exe")

Name: Adobe Reader Synchronizer

Command: "C:\Program Files (x86)\Adobe\Acrobat Reader DC\Reader\AdobeCollabSync.exe"

Location: HKU\S-1-5-21-734714256-3675333164-574950886-1107\SOFTWARE\Microsoft\Windows\CurrentVersion\Run
User: LAIRD\Jennifer
Startup: Public: AnyDesk (C:\PROGRA~2\AnyDesk\AnyDesk.exe --control)
Name: AnyDesk
Command: C:\PROGRA~2\AnyDesk\AnyDesk.exe --control
Location: Common Startup
User: Public
Startup: Public: SecurityHealth (%windir%\system32\SecurityHealthSystray.exe)
Name: SecurityHealth
Command: %windir%\system32\SecurityHealthSystray.exe
Location: HKLM\SOFTWARE\Microsoft\Windows\CurrentVersion\Run
User: Public
Startup: Public: RtkAudUService ("C:\WINDOWS\System32\RtkAudUService64.exe" -background)
Name: RtkAudUService
Command: "C:\WINDOWS\System32\RtkAudUService64.exe" -background
Location: HKLM\SOFTWARE\Microsoft\Windows\CurrentVersion\Run
User: Public
Startup: Public: WavesSvc
("C:\WINDOWS\System32\DriverStore\FileRepository\wavesapo8de.inf_amd64_9384fc4d30af89c3\WavesSvc64.exe" -Jack)
Name: WavesSvc
Command:
"C:\WINDOWS\System32\DriverStore\FileRepository\wavesapo8de.inf_amd64_9384fc4d30af89c3\WavesSvc64.exe" -Jack
Location: HKLM\SOFTWARE\Microsoft\Windows\CurrentVersion\Run
User: Public
Startup: Public: AdobeAAMUpdater-1.0 ("C:\Program Files (x86)\Common Files\Adobe\OOBE\PDApp\UWA\UpdaterStartupUtility.exe")
Name: AdobeAAMUpdater-1.0
Command: "C:\Program Files (x86)\Common Files\Adobe\OOBE\PDApp\UWA\UpdaterStartupUtility.exe"
Location: HKLM\SOFTWARE\Microsoft\Windows\CurrentVersion\Run
User: Public
Startup: Public: AdobeGCInvoker-1.0 ("C:\Program Files (x86)\Common Files\Adobe\AdobeGCClient\AGCInvokerUtility.exe")
Name: AdobeGCInvoker-1.0
Command: "C:\Program Files (x86)\Common Files\Adobe\AdobeGCClient\AGCInvokerUtility.exe"
Location: HKLM\SOFTWARE\Microsoft\Windows\CurrentVersion\Run
User: Public

SOFTWARE

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Adobe Acrobat DC (2015), Version: 15.006.30527, Publisher: Adobe Systems Incorporated, Install date: 2021-02-16, Size: 3.7 GB

Adobe Acrobat Reader DC, Version: 21.005.20058, Publisher: Adobe Systems Incorporated, Install date: 2021-07-14, Size: 354.2 MB

Adobe Genuine Service, Publisher: Adobe

AnyDesk, Version: ad 6.2.3, Publisher: philandro Software GmbH, Size: 2.0 MB

Dell Command | Update for Windows 10, Version: 4.1.0, Publisher: Dell Inc., Install date: 2021-02-22, Size: 18.8 MB

Dell Digital Delivery Services, Version: 4.0.90.0, Publisher: Dell Inc., Install date: 2021-06-21, Size: 96.5 MB

Dell SupportAssist OS Recovery Plugin for Dell Update, Version: 5.4.1.14954, Publisher: Dell Inc., Size: 63.5 MB

Dell SupportAssist, Version: 3.10.0.47, Publisher: Dell Inc., Install date: 2021-07-08, Size: 235.4 MB

Dell Watchdog Timer Driver, Version: 1.0.0.4, Publisher: DELL, Install date: 2020-02-15

Google Chrome, Version: 91.0.4472.124, Publisher: Google LLC, Install date: 2021-06-24

GoTo Opener, Version: 1.0.539, Publisher: LogMeIn, Inc., Install date: 2020-12-03, Size: 352.0 KB

GoToMeeting 10.17.0.19796, Version: 10.17.0.19796, Publisher: LogMeIn, Inc.

Intel(R) Chipset Device Software, Version: 10.1.17861.8101, Publisher: Intel(R) Corporation, Size: 3.4 MB

Intel(R) Management Engine Components, Version: 2036.15.0.1835, Publisher: Intel Corporation, Size: 53.4 MB

Intel(R) Processor Graphics, Version: 26.20.100.6952, Publisher: Intel Corporation, Size: 74.2 MB

Microsoft Edge, Version: 91.0.864.70, Publisher: Microsoft Corporation, Install date: 2021-07-17

Microsoft Office Home and Business 2016 - en-us, Version: 16.0.14131.20320, Publisher: Microsoft Corporation

Microsoft OneDrive, Version: 21.119.0613.0001, Publisher: Microsoft Corporation, Size: 185.0 MB

Microsoft Publisher 2016 - en-us, Version: 16.0.14131.20320, Publisher: Microsoft Corporation

Microsoft Update Health Tools, Version: 2.81.0.0, Publisher: Microsoft Corporation, Install date: 2021-06-17, Size: 1.1 MB

Microsoft Visual C++ 2012 Redistributable (x86) - 11.0.61030, Version: 11.0.61030.0, Publisher: Microsoft Corporation, Size: 17.4 MB

Microsoft Visual C++ 2013 Redistributable (x86) - 12.0.30501, Version: 12.0.30501.0, Publisher: Microsoft Corporation, Size: 17.2 MB

Microsoft Visual C++ 2017 Redistributable (x86) - 14.13.26020, Version: 14.13.26020.0, Publisher: Microsoft Corporation, Size: 20.2 MB

Mozilla Firefox 89.0.2 (x64 en-US), Version: 89.0.2, Publisher: Mozilla, Size: 204.8 MB

Mozilla Maintenance Service, Version: 83.0, Publisher: Mozilla, Size: 327.0 KB

MySQL Connector/ODBC 3.51, Version: 3.51.28, Publisher: Oracle Corporation, Install date: 2020-11-26, Size: 9.2 MB

MySQL Connector/ODBC 5.2(a), Version: 5.2.4, Publisher: Oracle Corporation, Install date: 2020-11-26, Size: 13.0 MB

Realtek Audio Driver, Version: 6.0.8940.1, Publisher: Realtek Semiconductor Corp., Install date: 2021-02-22, Size: 224.7 MB

Sage 50 Accounting Version 2019, Version: 26.00.1001, Publisher: Sage Software, Install date: 2020-11-26, Size: 1.1 GB

Sage 50 Accounting Version 2021, Version: 28.00.1001, Publisher: Sage Software, Install date: 2020-11-30, Size: 1.3 GB

TeamViewer, Version: 15.19.5, Publisher: TeamViewer

Xerox Desktop Print Experience 5.0, Version: 7.192.8.0, Publisher: Xerox Corporation, Install date: 2021-01-08, Size: 38.6 MB

PROCESSES

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Acrobat.exe (C:\Program Files (x86)\Adobe\Acrobat 2015\Acrobat\Acrobat.exe)

AcrobatNotificationClient.exe (C:\Program

Files\WindowsApps\ReaderNotificationClient_1.0.4.0_x86__e1rzdqpraam7r\AcrobatNotificationClient.exe)

AcroCEF.exe (C:\Program Files (x86)\Adobe\Acrobat 2015\Acrobat\AcroCEF\AcroCEF.exe)

AcroCEF.exe (C:\Program Files (x86)\Adobe\Acrobat 2015\Acrobat\AcroCEF\AcroCEF.exe)

acrotray.exe (C:\Program Files (x86)\Adobe\Acrobat 2015\Acrobat\acrotray.exe)

AdobeCollabSync.exe (C:\Program Files (x86)\Adobe\Acrobat Reader DC\Reader\AdobeCollabSync.exe)

AdobeCollabSync.exe (C:\Program Files (x86)\Adobe\Acrobat Reader DC\Reader\AdobeCollabSync.exe)

AnyDesk.exe (C:\Program Files (x86)\AnyDesk\AnyDesk.exe)

ApplicationFrameHost.exe (C:\WINDOWS\system32\ApplicationFrameHost.exe)

chrome.exe (C:\Program Files\Google\Chrome\Application\chrome.exe)

chrome.exe (C:\Program Files\Google\Chrome\Application\chrome.exe)

chrome.exe (C:\Program Files\Google\Chrome\Application\chrome.exe)

chrome.exe (C:\Program Files\Google\Chrome\Application\chrome.exe)

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chrome.exe (C:\Program Files\Google\Chrome\Application\chrome.exe)

chrome.exe (C:\Program Files\Google\Chrome\Application\chrome.exe)

chrome.exe (C:\Program Files\Google\Chrome\Application\chrome.exe)

freepcaudit - Copy.exe (G:\freepcaudit - Copy.exe)
HxAccounts.exe (C:\Program
Files\WindowsApps\microsoft.windowscommunicationsapps_16005.13426.20920.0_x64__8wekyb3d8b
bwe\HxAccounts.exe)
HxOutlook.exe (C:\Program
Files\WindowsApps\microsoft.windowscommunicationsapps_16005.13426.20920.0_x64__8wekyb3d8b
bwe\HxOutlook.exe)
HxTsr.exe (C:\Program
Files\WindowsApps\microsoft.windowscommunicationsapps_16005.13426.20920.0_x64__8wekyb3d8b
bwe\HxTsr.exe)
igfxEM.exe
(C:\WINDOWS\System32\DriverStore\FileRepository\cui_dch.inf_amd64_efb119a73d6b56f6\igfxEM.ex
e)
LockApp.exe (C:\WINDOWS\SystemApps\Microsoft.LockApp_cw5n1h2txyewy\LockApp.exe)
Microsoft.Photos.exe (C:\Program
Files\WindowsApps\Microsoft.Windows.Photos_2021.21060.9012.0_x64__8wekyb3d8bbwe\Microsoft.
Photos.exe)
OIPDevApp.exe (C:\Program
Files\WindowsApps\34791E63.CanonOfficePrinterUtility_12.7.0.0_x64__6e5tt8cgb93ep\OIPDevApp.exe
)
OUTLOOK.EXE (C:\Program Files\Microsoft Office\root\Office16\OUTLOOK.EXE)
RtkAudUService64.exe (C:\Windows\System32\RtkAudUService64.exe)
RuntimeBroker.exe (C:\Windows\System32\RuntimeBroker.exe)
RuntimeBroker.exe (C:\Windows\System32\RuntimeBroker.exe)
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RuntimeBroker.exe (C:\Windows\System32\RuntimeBroker.exe)
RuntimeBroker.exe (C:\Windows\System32\RuntimeBroker.exe)
SearchApp.exe
(C:\WINDOWS\SystemApps\Microsoft.Windows.Search_cw5n1h2txyewy\SearchApp.exe)
SecurityHealthSystray.exe (C:\Windows\System32\SecurityHealthSystray.exe)
SettingSyncHost.exe (C:\WINDOWS\system32\SettingSyncHost.exe)
ShellExperienceHost.exe
(C:\WINDOWS\SystemApps\ShellExperienceHost_cw5n1h2txyewy\ShellExperienceHost.exe)
sihost.exe (C:\WINDOWS\system32\sihost.exe)
Simply.SystemTrayIcon.exe (C:\Program Files
(x86)\winsim\ConnectionManager\Simply.SystemTrayIcon.exe)
smartscreen.exe (C:\Windows\System32\smartscreen.exe)

StartMenuExperienceHost.exe
(C:\WINDOWS\SystemApps\Microsoft.Windows.StartMenuExperienceHost_cw5n1h2txyewy\StartMenuExperienceHost.exe)
svchost.exe (C:\WINDOWS\system32\svchost.exe)
svchost.exe (C:\WINDOWS\system32\svchost.exe)
svchost.exe (C:\WINDOWS\system32\svchost.exe)
svchost.exe (C:\WINDOWS\system32\svchost.exe)
svchost.exe (C:\WINDOWS\system32\svchost.exe)
SystemSettings.exe (C:\Windows\ImmersiveControlPanel\SystemSettings.exe)
taskhostw.exe (C:\WINDOWS\system32\taskhostw.exe)
TeamViewer.exe (C:\Program Files (x86)\TeamViewer\TeamViewer.exe)
TextInputHost.exe
(C:\WINDOWS\SystemApps\MicrosoftWindows.Client.CBS_cw5n1h2txyewy\InputApp\TextInputHost.exe)
UserOOBEBroker.exe (C:\Windows\System32\oobe\UserOOBEBroker.exe)
WavesSvc64.exe
(C:\Windows\System32\DriverStore\FileRepository\wavesapo8de.inf_amd64_9384fc4d30af89c3\WavesSvc64.exe)
WinStore.App.exe (C:\Program
Files\WindowsApps\Microsoft.WindowsStore_12105.1001.23.0_x64__8wekyb3d8bbwe\WinStore.App.exe)
YourPhone.exe (C:\Program
Files\WindowsApps\Microsoft.YourPhone_1.21052.124.0_x64__8wekyb3d8bbwe\YourPhone.exe)

SYSTEM

=====

Host name: 70S5P23-W10

IP-address: 192.168.0.123

User name: LAIRD\phyllis

Description:

Operating system: Microsoft Windows 10 Pro (version 10.0.19042; build 19042)

Name: Microsoft Windows 10 Pro

Version: 10.0.19042

Build: 19042

Install date: 2021-04-17 6:43:41 PM

Windows product ID: 00330-52612-99066-AAOEM

Windows product key: MCNXM-33WCF-WG8MB-J2FH6-D3WXC

Internet Explorer version: 11.789.19041.0

Model: OptiPlex 5070

System type: x64-based PC

BIOS: Dell Inc. (version: 1.1.3; date: 2019-08-12)

Manufacturer: Dell Inc.

Version: 1.1.3

Date: 2019-08-12

Serial number: 70S5P23

Motherboard: Dell Inc. (0YJMCO; version: A02)

Manufacturer: Dell Inc.

Product: 0YJMCO

Version: A02

Chassis: Desktop

Processor: Intel(R) Core(TM) i7-9700 CPU @ 3.00GHz (architecture: x64; 3000 MHz)

Name: Intel(R) Core(TM) i7-9700 CPU @ 3.00GHz

Manufacturer: GenuineIntel

Max clock speed: 3000 MHz

Architecture: x64

Level 2 cache size: 2048 KB

Socket type: U3E1

Version:

Physical memory: 15.8 GB

Memory slot: 16.0 GB (form factor: DIMM; memory type: Unknown)

Capacity: 16.0 GB

Device locator: DIMM1

Bank label:

Form factor: DIMM

Memory type: Unknown
Manufacturer: 80AD000080AD
Speed: 2666 ns
Max capacity: 64.0 GB
Memory slot: Empty
Capacity:
Device locator:
Bank label:
Form factor:
Memory type:
Manufacturer:
Speed:
Max capacity: 64.0 GB
Memory slot: Empty
Capacity:
Device locator:
Bank label:
Form factor:
Memory type:
Manufacturer:
Speed:
Max capacity: 64.0 GB
Memory slot: Empty
Capacity:
Device locator:
Bank label:
Form factor:
Memory type:
Manufacturer:
Speed:
Max capacity: 64.0 GB
Disk: ST1000DM010-2EP102 (931.5 GB)
Caption: ST1000DM010-2EP102
Serial number: ZN1CLCLR
Size: 931.5 GB
Manufacturer: (Standard disk drives)
Interface type: SCSI
Media type: Fixed hard disk media
Bytes per sector: 512
Heads: 255
Cylinders: 121601
Sectors: 1953520065
Tracks: 31008255
Disk: Verbatim STORE N GO USB Device (28.9 GB)

Caption: Verbatim STORE N GO USB Device

Serial number: AA0000000000489

Size: 28.9 GB

Manufacturer: (Standard disk drives)

Interface type: USB

Media type: Removable Media

Bytes per sector: 512

Heads: 255

Cylinders: 3773

Sectors: 60613245

Tracks: 962115

Logical drive: C: (Local Fixed Disk; size: 930.3 GB; free space: 793.9 GB; file system: NTFS)

Name: C:

Description: Local Fixed Disk

Size: 930.3 GB

Free space: 793.9 GB

File system: NTFS

Serial number: 0EB18E02

Network path:

Logical drive: D: (CD-ROM Disc)

Name: D:

Description: CD-ROM Disc

Size:

Free space:

File system:

Serial number:

Network path:

Logical drive: E: (Network Connection; size: 828.5 GB; free space: 756.2 GB; file system: NTFS; network path: \\lairdtwn\company\shared)

Name: E:

Description: Network Connection

Size: 828.5 GB

Free space: 756.2 GB

File system: NTFS

Serial number: 902AB9EB

Network path: \\lairdtwn\company\shared

Logical drive: F: (Network Connection; size: 828.5 GB; free space: 756.2 GB; file system: NTFS; network path: \\lairdtwn\company\apps)

Name: F:

Description: Network Connection

Size: 828.5 GB

Free space: 756.2 GB

File system: NTFS

Serial number: 902AB9EB

Network path: \\lairdtwn\company\apps
Logical drive: G: (Removable Disk; size: 28.9 GB; free space: 28.8 GB; file system: NTFS)
Name: G:
Description: Removable Disk
Size: 28.9 GB
Free space: 28.8 GB
File system: NTFS
Serial number: FE98FAE6
Network path:
Logical drive: M: (Network Connection; size: 828.5 GB; free space: 756.2 GB; file system: NTFS; network path: \\lairdtwn\users\phyllis)
Name: M:
Description: Network Connection
Size: 828.5 GB
Free space: 756.2 GB
File system: NTFS
Serial number: 902AB9EB
Network path: \\lairdtwn\users\phyllis
CD-ROM: PLDS DVD+-RW DU-8A5LH (DVD Writer)
Name: PLDS DVD+-RW DU-8A5LH
Media type: DVD Writer
Manufacturer: (Standard CD-ROM drives)
Drive: D:
Video: Intel(R) UHD Graphics 630 (1280x1024x32b)
Name: Intel(R) UHD Graphics 630
Current horizontal resolution: 1280
Current vertical resolution: 1024
Current bits per pixel: 32
Current refresh rate: 60 Hz
Memory size: 1.0 GB
Monitor: DELL E170S
Manufacturer: Dell
Serial number: N445N03N1YYC
Manufacture date: 2010 week 13
Printer: OneNote for Windows 10
Name: OneNote for Windows 10
Default printer: False
Network printer: False
Port name:
Microsoft.Office.OneNote_16001.13801.20534.0_x64__8wekyb3d8bbwe_microsoft.onenoteim_S-1-5-21-734714256-3675333164-574950886-1106
Printer: OneNote (Desktop)
Name: OneNote (Desktop)
Default printer: False

Network printer: False
Port name: nul:
Printer: Microsoft XPS Document Writer
Name: Microsoft XPS Document Writer
Default printer: False
Network printer: False
Port name: PORTPROMPT:
Printer: Microsoft Print to PDF
Name: Microsoft Print to PDF
Default printer: False
Network printer: False
Port name: PORTPROMPT:
Printer: iR-ADV C3525 (default printer)
Name: iR-ADV C3525
Default printer: True
Network printer: False
Port name: WSD-3e9f62b2-8bbd-4431-a609-76a9ce3805a3
Printer: HP PSC 1400 series
Name: HP PSC 1400 series
Default printer: False
Network printer: False
Port name: USB001
Printer: Fax
Name: Fax
Default printer: False
Network printer: False
Port name: SHRFAX:
Printer: ColorQube 8580DN-8
Name: ColorQube 8580DN-8
Default printer: False
Network printer: False
Port name: WSD-dc254764-b40a-4dd9-96cb-e6932c8b8826
Printer: AnyDesk Printer
Name: AnyDesk Printer
Default printer: False
Network printer: False
Port name: AD_Port
Printer: Adobe PDF
Name: Adobe PDF
Default printer: False
Network printer: False
Port name: Documents*.pdf
Multimedia: Realtek Audio
Name: Realtek Audio

Manufacturer: Realtek
Multimedia: Intel(R) Display Audio
Name: Intel(R) Display Audio
Manufacturer: Intel(R) Corporation
Network adapter: Intel(R) Ethernet Connection (7) I219-V
Adapter type: Ethernet 802.3
Net connection status: Connected
Manufacturer: Intel
Speed: 1.0 Gbps
Adapter IP-address: 192.168.0.123
Adapter MAC-address: C8:F7:50:F9:5B:AD
DHCP enabled: True
DHCP server: 192.168.0.9
DNS domain: LAIRD.local
WINS primary server:
WINS secondary server:
Local account: 70S5P23-W10\Administrator
Caption: 70S5P23-W10\Administrator
Name: Administrator
Domain: 70S5P23-W10
Description: Built-in account for administering the computer/domain
SID: S-1-5-21-1303975606-3426744171-110896617-500
Disabled: True
Local account: 70S5P23-W10\DefaultAccount
Caption: 70S5P23-W10\DefaultAccount
Name: DefaultAccount
Domain: 70S5P23-W10
Description: A user account managed by the system.
SID: S-1-5-21-1303975606-3426744171-110896617-503
Disabled: True
Local account: 70S5P23-W10\Guest
Caption: 70S5P23-W10\Guest
Name: Guest
Domain: 70S5P23-W10
Description: Built-in account for guest access to the computer/domain
SID: S-1-5-21-1303975606-3426744171-110896617-501
Disabled: True
Local account: 70S5P23-W10\WDAGUtilityAccount
Caption: 70S5P23-W10\WDAGUtilityAccount
Name: WDAGUtilityAccount
Domain: 70S5P23-W10
Description: A user account managed and used by the system for Windows Defender Application Guard scenarios.
SID: S-1-5-21-1303975606-3426744171-110896617-504

Disabled: True
Share: ADMIN\$ (Remote Admin)
Name: ADMIN\$
Caption: Remote Admin
Path: C:\WINDOWS
Type: Disk Drive Admin
Share: C\$ (Default share)
Name: C\$
Caption: Default share
Path: C:\
Type: Disk Drive Admin
Share: IPC\$ (Remote IPC)
Name: IPC\$
Caption: Remote IPC
Path:
Type: IPC Admin
System hotfix: KB4562830 - Update
System hotfix: KB4577586 - Update
System hotfix: KB4580325 - Security Update
System hotfix: KB5003537 - Update
System hotfix: KB5003742 - Security Update
System hotfix: KB5004237 - Security Update
Startup: LAIRD\phyllis: OneDrive ("C:\Users\Phyllis\AppData\Local\Microsoft\OneDrive\OneDrive.exe"
/background)
Name: OneDrive
Command: "C:\Users\Phyllis\AppData\Local\Microsoft\OneDrive\OneDrive.exe" /background
Location: HKU\S-1-5-21-734714256-3675333164-574950886-
1106\SOFTWARE\Microsoft\Windows\CurrentVersion\Run
User: LAIRD\phyllis
Startup: LAIRD\phyllis: eM Client ("C:\Program Files (x86)\eM Client\MailClient.exe" /startup)
Name: eM Client
Command: "C:\Program Files (x86)\eM Client\MailClient.exe" /startup
Location: HKU\S-1-5-21-734714256-3675333164-574950886-
1106\SOFTWARE\Microsoft\Windows\CurrentVersion\Run
User: LAIRD\phyllis
Startup: LAIRD\phyllis: Adobe Acrobat Synchronizer ("C:\Program Files (x86)\Adobe\Acrobat
2015\Acrobat\AdobeCollabSync.exe")
Name: Adobe Acrobat Synchronizer
Command: "C:\Program Files (x86)\Adobe\Acrobat 2015\Acrobat\AdobeCollabSync.exe"
Location: HKU\S-1-5-21-734714256-3675333164-574950886-
1106\SOFTWARE\Microsoft\Windows\CurrentVersion\Run
User: LAIRD\phyllis
Startup: Public: AnyDesk (C:\PROGRA~2\AnyDesk\AnyDesk.exe --control)
Name: AnyDesk

Command: C:\PROGRA~2\AnyDesk\AnyDesk.exe --control

Location: Common Startup

User: Public

Startup: Public: SecurityHealth (%windir%\system32\SecurityHealthSystray.exe)

Name: SecurityHealth

Command: %windir%\system32\SecurityHealthSystray.exe

Location: HKLM\SOFTWARE\Microsoft\Windows\CurrentVersion\Run

User: Public

Startup: Public: RtkAudUService ("C:\WINDOWS\System32\RtkAudUService64.exe" -background)

Name: RtkAudUService

Command: "C:\WINDOWS\System32\RtkAudUService64.exe" -background

Location: HKLM\SOFTWARE\Microsoft\Windows\CurrentVersion\Run

User: Public

Startup: Public: WavesSvc

("C:\WINDOWS\System32\DriverStore\FileRepository\wavesapo8de.inf_amd64_9384fc4d30af89c3\WavesSvc64.exe" -Jack)

Name: WavesSvc

Command:

"C:\WINDOWS\System32\DriverStore\FileRepository\wavesapo8de.inf_amd64_9384fc4d30af89c3\WavesSvc64.exe" -Jack

Location: HKLM\SOFTWARE\Microsoft\Windows\CurrentVersion\Run

User: Public

Startup: Public: AdobeAAMUpdater-1.0 ("C:\Program Files (x86)\Common Files\Adobe\Oobe\PDApp\UWA\UpdaterStartupUtility.exe")

Name: AdobeAAMUpdater-1.0

Command: "C:\Program Files (x86)\Common Files\Adobe\Oobe\PDApp\UWA\UpdaterStartupUtility.exe"

Location: HKLM\SOFTWARE\Microsoft\Windows\CurrentVersion\Run

User: Public

Startup: Public: AdobeGCInvoker-1.0 ("C:\Program Files (x86)\Common Files\Adobe\AdobeGCClient\AGCInvokerUtility.exe")

Name: AdobeGCInvoker-1.0

Command: "C:\Program Files (x86)\Common Files\Adobe\AdobeGCClient\AGCInvokerUtility.exe"

Location: HKLM\SOFTWARE\Microsoft\Windows\CurrentVersion\Run

User: Public

SOFTWARE

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Adobe Acrobat DC (2015), Version: 15.006.30527, Publisher: Adobe Systems Incorporated, Install date: 2021-02-14, Size: 3.7 GB

Adobe Acrobat Reader DC, Version: 21.005.20058, Publisher: Adobe Systems Incorporated, Install date: 2021-07-16, Size: 348.3 MB

Adobe Genuine Service, Publisher: Adobe
AnyDesk, Version: ad 6.2.3, Publisher: philandro Software GmbH, Size: 2.0 MB
Dell Command | Update for Windows 10, Version: 3.1.0, Publisher: Dell, Inc., Install date: 2020-02-15, Size: 16.1 MB
Dell Digital Delivery Services, Version: 4.0.90.0, Publisher: Dell Inc., Install date: 2021-06-21, Size: 96.5 MB
Dell SupportAssist OS Recovery Plugin for Dell Update, Version: 5.4.1.14954, Publisher: Dell Inc., Size: 63.5 MB
Dell SupportAssist, Version: 3.10.0.47, Publisher: Dell Inc., Install date: 2021-07-08, Size: 235.4 MB
Dell Watchdog Timer Driver, Version: 1.0.0.4, Publisher: DELL, Install date: 2020-02-15
eM Client, Version: 8.0.3385.0, Publisher: eM Client Inc., Install date: 2020-11-29, Size: 311.1 MB
Google Chrome, Version: 91.0.4472.124, Publisher: Google LLC, Install date: 2021-06-29
Intel(R) Chipset Device Software, Version: 10.1.17861.8101, Publisher: Intel(R) Corporation, Size: 3.4 MB
Intel(R) Management Engine Components, Version: 1912.12.0.1249, Publisher: Intel Corporation, Size: 212.2 MB
Intel(R) Processor Graphics, Version: 26.20.100.6952, Publisher: Intel Corporation, Size: 74.2 MB
Microsoft Edge, Version: 91.0.864.70, Publisher: Microsoft Corporation, Install date: 2021-07-17
Microsoft Office Home and Business 2016 - en-us, Version: 16.0.14131.20320, Publisher: Microsoft Corporation
Microsoft OneDrive, Version: 21.119.0613.0001, Publisher: Microsoft Corporation, Size: 185.0 MB
Microsoft Update Health Tools, Version: 2.81.0.0, Publisher: Microsoft Corporation, Install date: 2021-06-17, Size: 1.1 MB
Microsoft Visual C++ 2012 Redistributable (x86) - 11.0.61030, Version: 11.0.61030.0, Publisher: Microsoft Corporation, Size: 17.4 MB
Microsoft Visual C++ 2013 Redistributable (x86) - 12.0.30501, Version: 12.0.30501.0, Publisher: Microsoft Corporation, Size: 17.2 MB
Microsoft Visual C++ 2015 Redistributable (x64) - 14.0.23026, Version: 14.0.23026.0, Publisher: Microsoft Corporation, Size: 22.4 MB
Microsoft Visual C++ 2017 Redistributable (x86) - 14.13.26020, Version: 14.13.26020.0, Publisher: Microsoft Corporation, Size: 20.2 MB
Mozilla Firefox 89.0.1 (x64 en-US), Version: 89.0.1, Publisher: Mozilla, Size: 204.8 MB
Mozilla Maintenance Service, Version: 83.0, Publisher: Mozilla, Size: 327.0 KB
MySQL Connector/ODBC 3.51, Version: 3.51.28, Publisher: Oracle Corporation, Install date: 2020-11-26, Size: 9.2 MB
MySQL Connector/ODBC 5.2(a), Version: 5.2.4, Publisher: Oracle Corporation, Install date: 2020-11-26, Size: 13.0 MB
Realtek High Definition Audio Driver, Version: 6.0.8777.1, Publisher: Realtek Semiconductor Corp., Install date: 2020-02-15, Size: 215.9 MB
Sage 50 Accounting Version 2021, Version: 28.00.1001, Publisher: Sage Software, Install date: 2020-11-30, Size: 1.3 GB

PROCESSES

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acrotray.exe (C:\Program Files (x86)\Adobe\Acrobat 2015\Acrobat\acrotray.exe)
AnyDesk.exe (C:\Program Files (x86)\AnyDesk\AnyDesk.exe)
ApplicationFrameHost.exe (C:\WINDOWS\system32\ApplicationFrameHost.exe)
backgroundTaskHost.exe (C:\WINDOWS\system32\backgroundTaskHost.exe)
backgroundTaskHost.exe (C:\WINDOWS\system32\backgroundTaskHost.exe)
backgroundTaskHost.exe (C:\WINDOWS\system32\backgroundTaskHost.exe)
EXCEL.EXE (C:\Program Files\Microsoft Office\root\Office16\EXCEL.EXE)
explorer.exe (C:\WINDOWS\Explorer.EXE)
freepcaudit - Copy.exe (G:\freepcaudit - Copy.exe)
HxAccounts.exe (C:\Program
Files\WindowsApps\microsoft.windowscommunicationsapps_16005.13426.20920.0_x64__8wekyb3d8b
bwe\HxAccounts.exe)
HxOutlook.exe (C:\Program
Files\WindowsApps\microsoft.windowscommunicationsapps_16005.13426.20920.0_x64__8wekyb3d8b
bwe\HxOutlook.exe)
HxTsr.exe (C:\Program
Files\WindowsApps\microsoft.windowscommunicationsapps_16005.13426.20920.0_x64__8wekyb3d8b
bwe\HxTsr.exe)
igfxEM.exe
(C:\WINDOWS\System32\DriverStore\FileRepository\cui_dch.inf_amd64_efb119a73d6b56f6\igfxEM.ex
e)
LockApp.exe (C:\WINDOWS\SystemApps\Microsoft.LockApp_cw5n1h2txyewy\LockApp.exe)
Microsoft.Photos.exe (C:\Program
Files\WindowsApps\Microsoft.Windows.Photos_2020.20120.4004.0_x64__8wekyb3d8bbwe\Microsoft.
Photos.exe)
OIPDevApp.exe (C:\Program
Files\WindowsApps\34791E63.CanonOfficePrinterUtility_12.7.0.0_x64__6e5tt8cgb93ep\OIPDevApp.exe
)
RtkAudUService64.exe (C:\Windows\System32\RtkAudUService64.exe)
RuntimeBroker.exe (C:\Windows\System32\RuntimeBroker.exe)
RuntimeBroker.exe (C:\Windows\System32\RuntimeBroker.exe)
RuntimeBroker.exe (C:\Windows\System32\RuntimeBroker.exe)
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RuntimeBroker.exe (C:\Windows\System32\RuntimeBroker.exe)
RuntimeBroker.exe (C:\Windows\System32\RuntimeBroker.exe)
RuntimeBroker.exe (C:\Windows\System32\RuntimeBroker.exe)
SearchApp.exe
(C:\WINDOWS\SystemApps\Microsoft.Windows.Search_cw5n1h2txyewy\SearchApp.exe)

SecurityHealthSystray.exe (C:\Windows\System32\SecurityHealthSystray.exe)
SettingSyncHost.exe (C:\WINDOWS\system32\SettingSyncHost.exe)
ShellExperienceHost.exe
(C:\WINDOWS\SystemApps\ShellExperienceHost_cw5n1h2txyewy\ShellExperienceHost.exe)
sihost.exe (C:\WINDOWS\system32\sihost.exe)
Simply.SystemTrayIcon.exe (C:\Program Files
(x86)\winsim\ConnectionManager\Simply.SystemTrayIcon.exe)
smartscreen.exe (C:\Windows\System32\smartscreen.exe)
StartMenuExperienceHost.exe
(C:\WINDOWS\SystemApps\Microsoft.Windows.StartMenuExperienceHost_cw5n1h2txyewy\StartMenu
ExperienceHost.exe)
svchost.exe (C:\WINDOWS\system32\svchost.exe)
svchost.exe (C:\WINDOWS\system32\svchost.exe)
svchost.exe (C:\WINDOWS\system32\svchost.exe)
svchost.exe (C:\WINDOWS\system32\svchost.exe)
svchost.exe (C:\WINDOWS\system32\svchost.exe)
taskhostw.exe (C:\WINDOWS\system32\taskhostw.exe)
TextInputHost.exe
(C:\WINDOWS\SystemApps\Microsoft.Windows.Client.CBS_cw5n1h2txyewy\InputApp\TextInputHost.ex
e)
UserOOBEBroker.exe (C:\Windows\System32\oobe\UserOOBEBroker.exe)
Video.UI.exe (C:\Program
Files\WindowsApps\Microsoft.ZuneVideo_10.21061.10121.0_x64__8wekyb3d8bbwe\Video.UI.exe)
WavesSvc64.exe
(C:\Windows\System32\DriverStore\FileRepository\wavesapo8de.inf_amd64_9384fc4d30af89c3\Wave
sSvc64.exe)
WinStore.App.exe (C:\Program
Files\WindowsApps\Microsoft.WindowsStore_12105.1001.23.0_x64__8wekyb3d8bbwe\WinStore.App.
exe)
YourPhone.exe (C:\Program
Files\WindowsApps\Microsoft.YourPhone_1.21052.122.0_x64__8wekyb3d8bbwe\YourPhone.exe)

SYSTEM

=====

Host name: 6WF4P23-W10

IP-address: 192.168.0.125

User name: LAIRD\rhonda

Description:

Operating system: Microsoft Windows 10 Pro (version 10.0.19042; build 19042)

Name: Microsoft Windows 10 Pro

Version: 10.0.19042

Build: 19042

Install date: 2021-04-21 7:31:15 PM

Windows product ID: 00330-52612-86882-AAOEM

Windows product key: 7W7NG-74RMH-WYGG4-XWDWT-QYH22

Internet Explorer version: 11.789.19041.0

Model: OptiPlex 5070

System type: x64-based PC

BIOS: Dell Inc. (version: 1.7.0; date: 2020-10-19)

Manufacturer: Dell Inc.

Version: 1.7.0

Date: 2020-10-19

Serial number: 6WF4P23

Motherboard: Dell Inc. (0YJMCO; version: A02)

Manufacturer: Dell Inc.

Product: 0YJMCO

Version: A02

Chassis: Desktop

Processor: Intel(R) Core(TM) i7-9700 CPU @ 3.00GHz (architecture: x64; 3000 MHz)

Name: Intel(R) Core(TM) i7-9700 CPU @ 3.00GHz

Manufacturer: GenuineIntel

Max clock speed: 3000 MHz

Architecture: x64

Level 2 cache size: 2048 KB

Socket type: U3E1

Version:

Physical memory: 15.8 GB

Memory slot: 16.0 GB (form factor: DIMM; memory type: Unknown)

Capacity: 16.0 GB

Device locator: DIMM1

Bank label:

Form factor: DIMM

Memory type: Unknown
Manufacturer: 80AD000080AD
Speed: 2666 ns
Max capacity: 64.0 GB
Memory slot: Empty
Capacity:
Device locator:
Bank label:
Form factor:
Memory type:
Manufacturer:
Speed:
Max capacity: 64.0 GB
Memory slot: Empty
Capacity:
Device locator:
Bank label:
Form factor:
Memory type:
Manufacturer:
Speed:
Max capacity: 64.0 GB
Memory slot: Empty
Capacity:
Device locator:
Bank label:
Form factor:
Memory type:
Manufacturer:
Speed:
Max capacity: 64.0 GB
Disk: JetFlash Transcend 2GB USB Device (1.9 GB)
Caption: JetFlash Transcend 2GB USB Device
Serial number: 6R3Y3WI4
Size: 1.9 GB
Manufacturer: (Standard disk drives)
Interface type: USB
Media type: Removable Media
Bytes per sector: 512
Heads: 255
Cylinders: 245
Sectors: 3935925
Tracks: 62475
Disk: ST1000DM010-2EP102 (931.5 GB)

Caption: ST1000DM010-2EP102
Serial number: ZN1CGHYM
Size: 931.5 GB
Manufacturer: (Standard disk drives)
Interface type: SCSI
Media type: Fixed hard disk media
Bytes per sector: 512
Heads: 255
Cylinders: 121601
Sectors: 1953520065
Tracks: 31008255

Disk: Verbatim STORE N GO USB Device (28.9 GB)

Caption: Verbatim STORE N GO USB Device
Serial number: AA0000000000489
Size: 28.9 GB
Manufacturer: (Standard disk drives)
Interface type: USB
Media type: Removable Media
Bytes per sector: 512
Heads: 255
Cylinders: 3773
Sectors: 60613245
Tracks: 962115

Logical drive: C: (Local Fixed Disk; size: 930.3 GB; free space: 846.2 GB; file system: NTFS)

Name: C:
Description: Local Fixed Disk
Size: 930.3 GB
Free space: 846.2 GB
File system: NTFS
Serial number: BC2DEFD9
Network path:

Logical drive: D: (CD-ROM Disc)

Name: D:
Description: CD-ROM Disc
Size:
Free space:
File system:
Serial number:
Network path:

Logical drive: E: (Network Connection; size: 828.5 GB; free space: 756.2 GB; file system: NTFS; network path: \\lairdtwn\company\shared)

Name: E:
Description: Network Connection
Size: 828.5 GB

Free space: 756.2 GB
File system: NTFS
Serial number: 902AB9EB
Network path: \\lairdtnw\company\shared
Logical drive: F: (Network Connection; size: 828.5 GB; free space: 756.2 GB; file system: NTFS; network path: \\lairdtnw\company\apps)
Name: F:
Description: Network Connection
Size: 828.5 GB
Free space: 756.2 GB
File system: NTFS
Serial number: 902AB9EB
Network path: \\lairdtnw\company\apps
Logical drive: G: (Removable Disk; size: 1.9 GB; free space: 1.8 GB; file system: FAT32)
Name: G:
Description: Removable Disk
Size: 1.9 GB
Free space: 1.8 GB
File system: FAT32
Serial number: 609C2B7F
Network path:
Logical drive: H: (Removable Disk; size: 28.9 GB; free space: 28.8 GB; file system: NTFS)
Name: H:
Description: Removable Disk
Size: 28.9 GB
Free space: 28.8 GB
File system: NTFS
Serial number: FE98FAE6
Network path:
Logical drive: M: (Network Connection; size: 828.5 GB; free space: 756.2 GB; file system: NTFS; network path: \\lairdtnw\users\rhonda)
Name: M:
Description: Network Connection
Size: 828.5 GB
Free space: 756.2 GB
File system: NTFS
Serial number: 902AB9EB
Network path: \\lairdtnw\users\rhonda
CD-ROM: PLDS DVD+-RW DU-8A5LH (DVD Writer)
Name: PLDS DVD+-RW DU-8A5LH
Media type: DVD Writer
Manufacturer: (Standard CD-ROM drives)
Drive: D:
Video: Intel(R) UHD Graphics 630 (1600x900x32b)

Name: Intel(R) UHD Graphics 630
Current horizontal resolution: 1600
Current vertical resolution: 900
Current bits per pixel: 32
Current refresh rate: 60 Hz
Memory size: 1.0 GB
Monitor: DELL E2010H
Manufacturer: Dell
Serial number: C201R984827S
Manufacture date: 2009 week 32
Printer: OneNote for Windows 10
Name: OneNote for Windows 10
Default printer: False
Network printer: False
Port name:
Microsoft.Office.OneNote_16001.13801.20534.0_x64__8wekyb3d8bbwe_microsoft.onenoteim_S-1-5-21-734714256-3675333164-574950886-1108
Printer: OneNote (Desktop)
Name: OneNote (Desktop)
Default printer: False
Network printer: False
Port name: nul:
Printer: Microsoft XPS Document Writer
Name: Microsoft XPS Document Writer
Default printer: False
Network printer: False
Port name: PORTPROMPT:
Printer: Microsoft Print to PDF
Name: Microsoft Print to PDF
Default printer: False
Network printer: False
Port name: PORTPROMPT:
Printer: iR-ADV C3525 (default printer)
Name: iR-ADV C3525
Default printer: True
Network printer: False
Port name: WSD-deb08f10-305f-4f88-be57-7d612ca219dc
Printer: Fax
Name: Fax
Default printer: False
Network printer: False
Port name: SHRFAX:
Printer: ColorQube 8580DN-8
Name: ColorQube 8580DN-8

Default printer: False
Network printer: False
Port name: WSD-3a52f60d-6089-4e71-8633-4d94fc9cf497
Printer: AnyDesk Printer
Name: AnyDesk Printer
Default printer: False
Network printer: False
Port name: AD_Port
Printer: Adobe PDF
Name: Adobe PDF
Default printer: False
Network printer: False
Port name: Documents*.pdf
Multimedia: Realtek Audio
Name: Realtek Audio
Manufacturer: Realtek
Multimedia: Intel(R) Display Audio
Name: Intel(R) Display Audio
Manufacturer: Intel(R) Corporation
Multimedia: USB Audio Device
Name: USB Audio Device
Manufacturer: (Generic USB Audio)
Network adapter: Intel(R) Ethernet Connection (7) I219-V
Adapter type: Ethernet 802.3
Net connection status: Connected
Manufacturer: Intel
Speed: 1.0 Gbps
Adapter IP-address: 192.168.0.125
Adapter MAC-address: C8:F7:50:F9:58:94
DHCP enabled: True
DHCP server: 192.168.0.9
DNS domain: LAIRD.local
WINS primary server:
WINS secondary server:
Local account: 6WF4P23-W10\Administrator
Caption: 6WF4P23-W10\Administrator
Name: Administrator
Domain: 6WF4P23-W10
Description: Built-in account for administering the computer/domain
SID: S-1-5-21-339107557-616374921-2678449749-500
Disabled: True
Local account: 6WF4P23-W10\DefaultAccount
Caption: 6WF4P23-W10\DefaultAccount
Name: DefaultAccount

Domain: 6WF4P23-W10
Description: A user account managed by the system.
SID: S-1-5-21-339107557-616374921-2678449749-503
Disabled: True
Local account: 6WF4P23-W10\Guest
Caption: 6WF4P23-W10\Guest
Name: Guest
Domain: 6WF4P23-W10
Description: Built-in account for guest access to the computer/domain
SID: S-1-5-21-339107557-616374921-2678449749-501
Disabled: True
Local account: 6WF4P23-W10\WDAGUtilityAccount
Caption: 6WF4P23-W10\WDAGUtilityAccount
Name: WDAGUtilityAccount
Domain: 6WF4P23-W10
Description: A user account managed and used by the system for Windows Defender Application Guard scenarios.
SID: S-1-5-21-339107557-616374921-2678449749-504
Disabled: True
Share: ADMIN\$ (Remote Admin)
Name: ADMIN\$
Caption: Remote Admin
Path: C:\WINDOWS
Type: Disk Drive Admin
Share: C\$ (Default share)
Name: C\$
Caption: Default share
Path: C:\
Type: Disk Drive Admin
Share: IPC\$ (Remote IPC)
Name: IPC\$
Caption: Remote IPC
Path:
Type: IPC Admin
System hotfix: KB4562830 - Update
System hotfix: KB4580325 - Security Update
System hotfix: KB5003537 - Update
System hotfix: KB5003742 - Security Update
System hotfix: KB5004237 - Security Update
Startup: LAIRD\rhonda: OneDrive
("C:\Users\rhonda\AppData\Local\Microsoft\OneDrive\OneDrive.exe" /background)
Name: OneDrive
Command: "C:\Users\rhonda\AppData\Local\Microsoft\OneDrive\OneDrive.exe" /background

Location: HKU\S-1-5-21-734714256-3675333164-574950886-1108\SOFTWARE\Microsoft\Windows\CurrentVersion\Run
User: LAIRD\rhonda
Startup: LAIRD\rhonda: Adobe Acrobat Synchronizer ("C:\Program Files (x86)\Adobe\Acrobat 2015\Acrobat\AdobeCollabSync.exe")
Name: Adobe Acrobat Synchronizer
Command: "C:\Program Files (x86)\Adobe\Acrobat 2015\Acrobat\AdobeCollabSync.exe"
Location: HKU\S-1-5-21-734714256-3675333164-574950886-1108\SOFTWARE\Microsoft\Windows\CurrentVersion\Run
User: LAIRD\rhonda
Startup: Public: AnyDesk (C:\PROGRA~2\AnyDesk\AnyDesk.exe --control)
Name: AnyDesk
Command: C:\PROGRA~2\AnyDesk\AnyDesk.exe --control
Location: Common Startup
User: Public
Startup: Public: SecurityHealth (%windir%\system32\SecurityHealthSystray.exe)
Name: SecurityHealth
Command: %windir%\system32\SecurityHealthSystray.exe
Location: HKLM\SOFTWARE\Microsoft\Windows\CurrentVersion\Run
User: Public
Startup: Public: RtkAudUService ("C:\WINDOWS\System32\RtkAudUService64.exe" -background)
Name: RtkAudUService
Command: "C:\WINDOWS\System32\RtkAudUService64.exe" -background
Location: HKLM\SOFTWARE\Microsoft\Windows\CurrentVersion\Run
User: Public
Startup: Public: WavesSvc
("C:\WINDOWS\System32\DriverStore\FileRepository\wavesapo8de.inf_amd64_9384fc4d30af89c3\WavesSvc64.exe" -Jack)
Name: WavesSvc
Command:
"C:\WINDOWS\System32\DriverStore\FileRepository\wavesapo8de.inf_amd64_9384fc4d30af89c3\WavesSvc64.exe" -Jack
Location: HKLM\SOFTWARE\Microsoft\Windows\CurrentVersion\Run
User: Public
Startup: Public: AdobeAAMUpdater-1.0 ("C:\Program Files (x86)\Common Files\Adobe\OOBE\PDApp\UWA\UpdaterStartupUtility.exe")
Name: AdobeAAMUpdater-1.0
Command: "C:\Program Files (x86)\Common Files\Adobe\OOBE\PDApp\UWA\UpdaterStartupUtility.exe"
Location: HKLM\SOFTWARE\Microsoft\Windows\CurrentVersion\Run
User: Public
Startup: Public: AdobeGCInvoker-1.0 ("C:\Program Files (x86)\Common Files\Adobe\AdobeGCClient\AGCInvokerUtility.exe")
Name: AdobeGCInvoker-1.0

Command: "C:\Program Files (x86)\Common Files\Adobe\AdobeGCClient\AGCInvokerUtility.exe"

Location: HKLM\SOFTWARE\Microsoft\Windows\CurrentVersion\Run

User: Public

Startup: Public: Logitech Download Assistant (C:\Windows\system32\rundll32.exe

C:\Windows\System32\LogiLDA.dll,LogiFetch)

Name: Logitech Download Assistant

Command: C:\Windows\system32\rundll32.exe C:\Windows\System32\LogiLDA.dll,LogiFetch

Location: HKLM\SOFTWARE\Microsoft\Windows\CurrentVersion\Run

User: Public

SOFTWARE

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Adobe Acrobat DC (2015), Version: 15.006.30527, Publisher: Adobe Systems Incorporated, Install date: 2021-02-16, Size: 3.7 GB

Adobe Acrobat Reader DC, Version: 21.005.20058, Publisher: Adobe Systems Incorporated, Install date: 2021-07-14, Size: 349.0 MB

Adobe Genuine Service, Publisher: Adobe

AnyDesk, Version: ad 6.2.3, Publisher: philandro Software GmbH, Size: 2.0 MB

Dell Command | Update for Windows 10, Version: 4.0.0, Publisher: Dell, Inc., Install date: 2020-12-09, Size: 12.1 MB

Dell Digital Delivery Services, Version: 4.0.90.0, Publisher: Dell Inc., Install date: 2021-06-21, Size: 96.5 MB

Dell SupportAssist OS Recovery Plugin for Dell Update, Version: 5.4.1.14954, Publisher: Dell Inc., Size: 63.5 MB

Dell SupportAssist, Version: 3.10.0.47, Publisher: Dell Inc., Install date: 2021-07-14, Size: 235.4 MB

Dell Watchdog Timer Driver, Version: 1.0.0.4, Publisher: DELL, Install date: 2020-02-16

Google Chrome, Version: 91.0.4472.124, Publisher: Google LLC, Install date: 2021-06-24

Intel(R) Chipset Device Software, Version: 10.1.17861.8101, Publisher: Intel(R) Corporation, Size: 3.4 MB

Intel(R) Management Engine Components, Version: 2036.15.0.1835, Publisher: Intel Corporation, Size: 53.4 MB

Microsoft Edge, Version: 91.0.864.70, Publisher: Microsoft Corporation, Install date: 2021-07-17

Microsoft Office Home and Business 2016 - en-us, Version: 16.0.14131.20278, Publisher: Microsoft Corporation

Microsoft OneDrive, Version: 21.119.0613.0001, Publisher: Microsoft Corporation, Size: 185.0 MB

Microsoft Update Health Tools, Version: 2.81.0.0, Publisher: Microsoft Corporation, Install date: 2021-06-17, Size: 1.1 MB

Microsoft Visual C++ 2012 Redistributable (x86) - 11.0.61030, Version: 11.0.61030.0, Publisher: Microsoft Corporation, Size: 17.4 MB

Microsoft Visual C++ 2013 Redistributable (x86) - 12.0.30501, Version: 12.0.30501.0, Publisher: Microsoft Corporation, Size: 17.2 MB

Microsoft Visual C++ 2017 Redistributable (x86) - 14.13.26020, Version: 14.13.26020.0, Publisher: Microsoft Corporation, Size: 20.2 MB

Mozilla Firefox (x64 en-CA), Version: 90.0, Publisher: Mozilla, Size: 208.4 MB
Mozilla Maintenance Service, Version: 83.0, Publisher: Mozilla, Size: 327.0 KB
MySQL Connector/ODBC 3.51, Version: 3.51.28, Publisher: Oracle Corporation, Install date: 2020-11-27,
Size: 9.2 MB
MySQL Connector/ODBC 5.2(a), Version: 5.2.4, Publisher: Oracle Corporation, Install date: 2020-11-27,
Size: 13.0 MB
Realtek Audio Driver, Version: 6.0.8940.1, Publisher: Realtek Semiconductor Corp., Install date: 2020-11-
28, Size: 224.7 MB
Sage 50 Accounting Version 2021, Version: 28.00.1001, Publisher: Sage Software, Install date: 2020-11-
27, Size: 1.3 GB
Sage Simply Accounting 2012, Version: 19.00.5002, Publisher: Sage Software, Install date: 2021-01-29,
Size: 762.9 MB
TeamViewer, Version: 15.12.4, Publisher: TeamViewer
Xerox Desktop Print Experience 5.0, Version: 7.192.8.0, Publisher: Xerox Corporation, Install date: 2020-
11-27, Size: 38.6 MB
Zoom, Version: 5.6.1 (617), Publisher: Zoom Video Communications, Inc., Size: 9.8 MB

PROCESSES

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acrotray.exe (C:\Program Files (x86)\Adobe\Acrobat 2015\Acrobat\acrotray.exe)
AnyDesk.exe (C:\Program Files (x86)\AnyDesk\AnyDesk.exe)
ApplicationFrameHost.exe (C:\WINDOWS\system32\ApplicationFrameHost.exe)
backgroundTaskHost.exe (C:\WINDOWS\system32\backgroundTaskHost.exe)
CompPkgSrv.exe (C:\Windows\System32\CompPkgSrv.exe)
dllhost.exe (C:\WINDOWS\system32\DllHost.exe)
explorer.exe (C:\WINDOWS\Explorer.EXE)
firefox.exe (C:\Program Files\Mozilla Firefox\firefox.exe)
firefox.exe (C:\Program Files\Mozilla Firefox\firefox.exe)
firefox.exe (C:\Program Files\Mozilla Firefox\firefox.exe)
firefox.exe (C:\Program Files\Mozilla Firefox\firefox.exe)
firefox.exe (C:\Program Files\Mozilla Firefox\firefox.exe)
firefox.exe (C:\Program Files\Mozilla Firefox\firefox.exe)
firefox.exe (C:\Program Files\Mozilla Firefox\firefox.exe)
firefox.exe (C:\Program Files\Mozilla Firefox\firefox.exe)
freepcaudit - Copy.exe (H:\freepcaudit - Copy.exe)
HxOutlook.exe (C:\Program
Files\WindowsApps\microsoft.windowscommunicationsapps_16005.13426.20920.0_x64__8wekyb3d8b
bwe\HxOutlook.exe)
HxTsr.exe (C:\Program
Files\WindowsApps\microsoft.windowscommunicationsapps_16005.13426.20920.0_x64__8wekyb3d8b
bwe\HxTsr.exe)

igfxEM.exe
(C:\WINDOWS\System32\DriverStore\FileRepository\cui_dch.inf_amd64_efb119a73d6b56f6\igfxEM.exe)
LockApp.exe (C:\WINDOWS\SystemApps\Microsoft.LockApp_cw5n1h2txyewy\LockApp.exe)
Microsoft.Photos.exe (C:\Program
Files\WindowsApps\Microsoft.Windows.Photos_2021.21060.9012.0_x64__8wekyb3d8bbwe\Microsoft.
Photos.exe)
OIPDevApp.exe (C:\Program
Files\WindowsApps\34791E63.CanonOfficePrinterUtility_12.7.0.0_x64__6e5tt8cgb93ep\OIPDevApp.exe
)
OneDrive.exe (C:\Users\Rhonda\AppData\Local\Microsoft\OneDrive\OneDrive.exe)
OUTLOOK.EXE (C:\Program Files\Microsoft Office\root\Office16\OUTLOOK.EXE)
RtkAudUService64.exe (C:\Windows\System32\RtkAudUService64.exe)
RuntimeBroker.exe (C:\Windows\System32\RuntimeBroker.exe)
RuntimeBroker.exe (C:\Windows\System32\RuntimeBroker.exe)
RuntimeBroker.exe (C:\Windows\System32\RuntimeBroker.exe)
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RuntimeBroker.exe (C:\Windows\System32\RuntimeBroker.exe)
RuntimeBroker.exe (C:\Windows\System32\RuntimeBroker.exe)
Sage50Accounting.exe (C:\Program Files (x86)\Sage 50 Premium Accounting Version
2021\Sage50Accounting.exe)
SearchApp.exe
(C:\WINDOWS\SystemApps\Microsoft.Windows.Search_cw5n1h2txyewy\SearchApp.exe)
SearchApp.exe
(C:\WINDOWS\SystemApps\Microsoft.Windows.Search_cw5n1h2txyewy\SearchApp.exe)
SecurityHealthSystray.exe (C:\Windows\System32\SecurityHealthSystray.exe)
SettingSyncHost.exe (C:\WINDOWS\system32\SettingSyncHost.exe)
ShellExperienceHost.exe
(C:\WINDOWS\SystemApps\ShellExperienceHost_cw5n1h2txyewy\ShellExperienceHost.exe)
sihost.exe (C:\WINDOWS\system32\sihost.exe)
Simply.SystemTrayIcon.exe (C:\Program Files
(x86)\winsim\ConnectionManager\Simply.SystemTrayIcon.exe)
smartscreen.exe (C:\Windows\System32\smartscreen.exe)
splwow64.exe (C:\WINDOWS\splwow64.exe)
StartMenuExperienceHost.exe
(C:\WINDOWS\SystemApps\Microsoft.Windows.StartMenuExperienceHost_cw5n1h2txyewy\StartMenu
ExperienceHost.exe)
svchost.exe (C:\WINDOWS\system32\svchost.exe)
svchost.exe (C:\WINDOWS\system32\svchost.exe)
svchost.exe (C:\WINDOWS\System32\svchost.exe)

svchost.exe (C:\WINDOWS\system32\svchost.exe)
svchost.exe (C:\WINDOWS\system32\svchost.exe)
SystemSettings.exe (C:\Windows\ImmersiveControlPanel\SystemSettings.exe)
taskhostw.exe (C:\WINDOWS\system32\taskhostw.exe)
TextInputHost.exe
(C:\WINDOWS\SystemApps\MicrosoftWindows.Client.CBS_cw5n1h2txyewy\InputApp\TextInputHost.exe)
UserOOBEBroker.exe (C:\Windows\System32\oobe\UserOOBEBroker.exe)
WavesSvc64.exe
(C:\Windows\System32\DriverStore\FileRepository\wavesapo8de.inf_amd64_9384fc4d30af89c3\WavesSvc64.exe)
WinStore.App.exe (C:\Program
Files\WindowsApps\Microsoft.WindowsStore_12105.1001.23.0_x64__8wekyb3d8bbwe\WinStore.App.exe)
WINWORD.EXE (C:\Program Files\Microsoft Office\Root\Office16\WINWORD.EXE)
YourPhone.exe (C:\Program
Files\WindowsApps\Microsoft.YourPhone_1.21052.124.0_x64__8wekyb3d8bbwe\YourPhone.exe)

SYSTEM

=====

Host name: LAIRDTWN
IP-address: 192.168.0.9
User name: LAIRD\Administrator
Description: My business server
Operating system: Microsoft Windows Server 2012 R2 Essentials (version 6.3.9600; build 9600)
Name: Microsoft Windows Server 2012 R2 Essentials
Version: 6.3.9600
Build: 9600
Install date: 2017-02-10 9:30:04 AM
Windows product ID: 00257-80000-00196-AAOEM
Windows product key: 2DKDG-V4NWC-XYW9F-8CYRY-3GMB3
Internet Explorer version: 11.0.9600.20045
Model: PowerEdge T330
System type: x64-based PC
BIOS: Dell Inc. (version: 1.4.5; date: 2016-08-09)
Manufacturer: Dell Inc.
Version: 1.4.5
Date: 2016-08-09
Serial number: GVKXBH2
Motherboard: Dell Inc. (0FGCC7; version: A02)
Manufacturer: Dell Inc.
Product: 0FGCC7
Version: A02
Chassis: Main System Chassis
Processor: Intel(R) Xeon(R) CPU E3-1220 v5 @ 3.00GHz (architecture: x64; 3000 MHz)
Name: Intel(R) Xeon(R) CPU E3-1220 v5 @ 3.00GHz
Manufacturer: GenuineIntel
Max clock speed: 3000 MHz
Architecture: x64
Level 2 cache size: 1024 KB
Socket type: CPU1
Version:
Physical memory: 32.0 GB
Memory slot: 16.0 GB (form factor: DIMM; memory type: Unknown)
Capacity: 16.0 GB
Device locator: A1
Bank label:
Form factor: DIMM

Memory type: Unknown
Manufacturer: 00AD00000000
Speed: 2133 ns
Max capacity: 64.0 GB
Memory slot: 16.0 GB (form factor: DIMM; memory type: Unknown)
Capacity: 16.0 GB
Device locator: A2
Bank label:
Form factor: DIMM
Memory type: Unknown
Manufacturer: 00AD00000800
Speed: 2133 ns
Max capacity: 64.0 GB
Memory slot: Empty
Capacity:
Device locator:
Bank label:
Form factor:
Memory type:
Manufacturer:
Speed:
Max capacity: 64.0 GB
Memory slot: Empty
Capacity:
Device locator:
Bank label:
Form factor:
Memory type:
Manufacturer:
Speed:
Max capacity: 64.0 GB
Disk: WD My Book 1230 USB Device (1.8 TB)
Caption: WD My Book 1230 USB Device
Serial number: WMC4M1166069
Size: 1.8 TB
Manufacturer: (Standard disk drives)
Interface type: USB
Media type: External hard disk media
Bytes per sector: 512
Heads: 255
Cylinders: 243197
Sectors: 3906959805
Tracks: 62015235
Disk: ST1000NX0423 (931.5 GB)

Caption: ST1000NX0423
Serial number: S470V9A2
Size: 931.5 GB
Manufacturer: (Standard disk drives)
Interface type: IDE
Media type: Fixed hard disk media
Bytes per sector: 512
Heads: 255
Cylinders: 121601
Sectors: 1953520065
Tracks: 31008255

Logical drive: C: (Local Fixed Disk; size: 100.0 GB; free space: 46.3 GB; file system: NTFS)

Name: C:
Description: Local Fixed Disk
Size: 100.0 GB
Free space: 46.3 GB
File system: NTFS
Serial number: D47C2483
Network path:

Logical drive: D: (CD-ROM Disc)

Name: D:
Description: CD-ROM Disc
Size:
Free space:
File system:
Serial number:
Network path:

Logical drive: E: (Local Fixed Disk; size: 828.5 GB; free space: 756.2 GB; file system: NTFS)

Name: E:
Description: Local Fixed Disk
Size: 828.5 GB
Free space: 756.2 GB
File system: NTFS
Serial number: 902AB9EB
Network path:

CD-ROM: HL-DT-ST DVD-ROM DH50N (DVD-ROM)

Name: HL-DT-ST DVD-ROM DH50N
Media type: DVD-ROM
Manufacturer: (Standard CD-ROM drives)
Drive: D:

Video: Matrox G200eR (Renesas) WDDM 1.2 (1280x1024x32b)

Name: Matrox G200eR (Renesas) WDDM 1.2
Current horizontal resolution: 1280
Current vertical resolution: 1024

Current bits per pixel: 32
Current refresh rate: 60 Hz
Memory size: 32.0 MB
Printer: Xerox ColorQube 8580DN V4 PS (default printer)
Name: Xerox ColorQube 8580DN V4 PS
Default printer: True
Network printer: False
Port name: 192.168.0.210
Printer: Microsoft XPS Document Writer
Name: Microsoft XPS Document Writer
Default printer: False
Network printer: False
Port name: PORTPROMPT:
Network adapter: Broadcom NetXtreme Gigabit Ethernet
Adapter type: Ethernet 802.3
Net connection status: Connected
Manufacturer: Broadcom
Speed: 1.0 Gbps
Adapter IP-address: 192.168.0.9
Adapter MAC-address: 10:98:36:AF:9C:C3
DHCP enabled: False
DHCP server:
DNS domain:
WINS primary server:
WINS secondary server:
Network adapter: Broadcom NetXtreme Gigabit Ethernet
Adapter type:
Net connection status: Hardware not present
Manufacturer: Broadcom
Speed:
Adapter IP-address:
Adapter MAC-address:
DHCP enabled: True
DHCP server:
DNS domain:
WINS primary server:
WINS secondary server:
Share: ADMIN\$ (Remote Admin)
Name: ADMIN\$
Caption: Remote Admin
Path: C:\Windows
Type: Disk Drive Admin
Share: C\$ (Default share)
Name: C\$

Caption: Default share
Path: C:\
Type: Disk Drive Admin
Share: CertEnroll (Active Directory Certificate Services share)
Name: CertEnroll
Caption: Active Directory Certificate Services share
Path: C:\Windows\system32\CertSrv\CertEnroll
Type: Disk Drive
Share: Company (Company)
Name: Company
Caption: Company
Path: E:\ServerFolders\Company
Type: Disk Drive
Share: E\$ (Default share)
Name: E\$\nCaption: Default share
Path: E:\nType: Disk Drive Admin
Share: File History Backups (File History Backups)
Name: File History Backups
Caption: File History Backups
Path: E:\ServerFolders\File History Backups
Type: Disk Drive
Share: Folder Redirection (Folder Redirection)
Name: Folder Redirection
Caption: Folder Redirection
Path: E:\ServerFolders\Folder Redirection
Type: Disk Drive
Share: IPC\$ (Remote IPC)
Name: IPC\$\nCaption: Remote IPC
Path:\nType: IPC Admin
Share: NETLOGON (Logon server share)
Name: NETLOGON
Caption: Logon server share
Path: C:\Windows\SYSTEM32\sysvol\LAIRD.local\SCRIPTS
Type: Disk Drive
Share: phaser85 (Xerox ColorQube 8580DN V4 PS)
Name: phaser85
Caption: Xerox ColorQube 8580DN V4 PS
Path: Xerox ColorQube 8580DN V4 PS,LocalsplOnly
Type: Print Queue
Share: print\$ (Printer Drivers)

Name: print\$
Caption: Printer Drivers
Path: C:\Windows\system32\spool\drivers
Type: Disk Drive
Share: Shared Folders (Shared Folders)
Name: Shared Folders
Caption: Shared Folders
Path: C:\DFSRoots\Shared Folders
Type: Disk Drive
Share: SYSVOL (Logon server share)
Name: SYSVOL
Caption: Logon server share
Path: C:\Windows\SYSVOL\sysvol
Type: Disk Drive
Share: Users (Users)
Name: Users
Caption: Users
Path: E:\ServerFolders\Users
Type: Disk Drive
System hotfix: KB2868626 - Security Update
System hotfix: KB2894852 - Security Update
System hotfix: KB2894856 - Security Update
System hotfix: KB2919355 - Update
System hotfix: KB2919442 - Update
System hotfix: KB2934520 - Update
System hotfix: KB2938066 - Update
System hotfix: KB2938772 - Update
System hotfix: KB2949621 - Hotfix
System hotfix: KB2954879 - Update
System hotfix: KB2966826 - Security Update
System hotfix: KB2966828 - Security Update
System hotfix: KB2967917 - Update
System hotfix: KB2968296 - Security Update
System hotfix: KB2972103 - Security Update
System hotfix: KB2972213 - Security Update
System hotfix: KB2973114 - Security Update
System hotfix: KB2976920 - Hotfix
System hotfix: KB2978122 - Security Update
System hotfix: KB2987107 - Security Update
System hotfix: KB2989930 - Update
System hotfix: KB3000483 - Security Update
System hotfix: KB3000850 - Update
System hotfix: KB3003057 - Security Update
System hotfix: KB3004545 - Hotfix

System hotfix: KB3008923 - Security Update
System hotfix: KB3012702 - Update
System hotfix: KB3013172 - Update
System hotfix: KB3013769 - Update
System hotfix: KB3013791 - Update
System hotfix: KB3013816 - Update
System hotfix: KB3014442 - Update
System hotfix: KB3019270 - Update
System hotfix: KB3019978 - Security Update
System hotfix: KB3020393 - Security Update
System hotfix: KB3023219 - Security Update
System hotfix: KB3023266 - Security Update
System hotfix: KB3024751 - Update
System hotfix: KB3024755 - Update
System hotfix: KB3030947 - Update
System hotfix: KB3033446 - Update
System hotfix: KB3036612 - Update
System hotfix: KB3037576 - Security Update
System hotfix: KB3038002 - Update
System hotfix: KB3042085 - Update
System hotfix: KB3044374 - Update
System hotfix: KB3044673 - Update
System hotfix: KB3045634 - Update
System hotfix: KB3045685 - Security Update
System hotfix: KB3045717 - Update
System hotfix: KB3045719 - Update
System hotfix: KB3045999 - Security Update
System hotfix: KB3046017 - Security Update
System hotfix: KB3046737 - Hotfix
System hotfix: KB3046795 - Hotfix
System hotfix: KB3054169 - Update
System hotfix: KB3054203 - Update
System hotfix: KB3054256 - Update
System hotfix: KB3054464 - Update
System hotfix: KB3055323 - Update
System hotfix: KB3059317 - Security Update
System hotfix: KB3060681 - Update
System hotfix: KB3060793 - Update
System hotfix: KB3061512 - Security Update
System hotfix: KB3063843 - Update
System hotfix: KB3071756 - Security Update
System hotfix: KB3072307 - Security Update
System hotfix: KB3074228 - Security Update
System hotfix: KB3074545 - Security Update

System hotfix: KB3077715 - Update
System hotfix: KB3078071 - Security Update
System hotfix: KB3078405 - Update
System hotfix: KB3080149 - Update
System hotfix: KB3084135 - Security Update
System hotfix: KB3084905 - Update
System hotfix: KB3086255 - Security Update
System hotfix: KB3087137 - Update
System hotfix: KB3091297 - Update
System hotfix: KB3094486 - Update
System hotfix: KB3095711 - Hotfix
System hotfix: KB3097992 - Security Update
System hotfix: KB3099834 - Update
System hotfix: KB3100473 - Update
System hotfix: KB3102429 - Update
System hotfix: KB3103616 - Update
System hotfix: KB3103696 - Update
System hotfix: KB3103709 - Update
System hotfix: KB3104002 - Security Update
System hotfix: KB3109103 - Security Update
System hotfix: KB3109560 - Security Update
System hotfix: KB3109976 - Update
System hotfix: KB3110329 - Security Update
System hotfix: KB3115224 - Update
System hotfix: KB3118401 - Update
System hotfix: KB3121261 - Update
System hotfix: KB3122651 - Security Update
System hotfix: KB3123245 - Update
System hotfix: KB3126434 - Security Update
System hotfix: KB3126587 - Security Update
System hotfix: KB3127222 - Security Update
System hotfix: KB3133043 - Security Update
System hotfix: KB3133690 - Update
System hotfix: KB3134179 - Update
System hotfix: KB3134813 - Update
System hotfix: KB3134815 - Update
System hotfix: KB3135998 - Security Update
System hotfix: KB3137728 - Update
System hotfix: KB3138378 - Update
System hotfix: KB3138602 - Update
System hotfix: KB3138615 - Update
System hotfix: KB3138910 - Security Update
System hotfix: KB3138962 - Security Update
System hotfix: KB3139398 - Security Update

System hotfix: KB3139914 - Security Update
System hotfix: KB3139929 - Security Update
System hotfix: KB3140219 - Update
System hotfix: KB3140234 - Update
System hotfix: KB3142026 - Security Update
System hotfix: KB3142036 - Security Update
System hotfix: KB3145384 - Update
System hotfix: KB3145432 - Update
System hotfix: KB3146604 - Update
System hotfix: KB3146723 - Security Update
System hotfix: KB3146751 - Update
System hotfix: KB3147071 - Update
System hotfix: KB3151864 - Update
System hotfix: KB3156059 - Security Update
System hotfix: KB3159398 - Security Update
System hotfix: KB3161949 - Security Update
System hotfix: KB3162835 - Update
System hotfix: KB3164024 - Security Update
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System hotfix: KB3172614 - Update
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System hotfix: KB3175024 - Security Update
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System hotfix: KB3185319 - Security Update
System hotfix: KB3192392 - Security Update
System hotfix: KB3197873 - Security Update
System hotfix: KB3205400 - Security Update
System hotfix: KB3210132 - Update
System hotfix: KB4012213 - Security Update
System hotfix: KB4014512 - Update
System hotfix: KB4014555 - Update
System hotfix: KB4015547 - Security Update
System hotfix: KB4019213 - Security Update
System hotfix: KB4022717 - Security Update
System hotfix: KB4025333 - Security Update
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System hotfix: KB4034672 - Security Update
System hotfix: KB4038793 - Security Update
System hotfix: KB4040972 - Update
System hotfix: KB4040974 - Update
System hotfix: KB4040981 - Update
System hotfix: KB4041687 - Security Update
System hotfix: KB4041777 - Update

System hotfix: KB4048961 - Security Update
System hotfix: KB4054566 - Update
System hotfix: KB4074597 - Security Update
System hotfix: KB4093115 - Security Update
System hotfix: KB4095875 - Update
System hotfix: KB4095876 - Update
System hotfix: KB4096417 - Update
System hotfix: KB4103715 - Security Update
System hotfix: KB4284878 - Security Update
System hotfix: KB4338419 - Update
System hotfix: KB4338424 - Update
System hotfix: KB4343888 - Security Update
System hotfix: KB4344145 - Update
System hotfix: KB4344153 - Update
System hotfix: KB4457034 - Update
System hotfix: KB4457045 - Update
System hotfix: KB4457143 - Security Update
System hotfix: KB4462941 - Security Update
System hotfix: KB4467703 - Security Update
System hotfix: KB4470630 - Update
System hotfix: KB4470639 - Update
System hotfix: KB4471322 - Security Update
System hotfix: KB4480054 - Update
System hotfix: KB4480064 - Update
System hotfix: KB4483187 - Security Update
System hotfix: KB4483450 - Update
System hotfix: KB4483459 - Update
System hotfix: KB4486105 - Update
System hotfix: KB4486118 - Update
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System hotfix: KB4486545 - Update
System hotfix: KB4487028 - Security Update
System hotfix: KB4489883 - Security Update
System hotfix: KB4493467 - Security Update
System hotfix: KB4495585 - Update
System hotfix: KB4495608 - Update
System hotfix: KB4499165 - Security Update
System hotfix: KB4504418 - Security Update
System hotfix: KB4506996 - Update
System hotfix: KB4507005 - Update
System hotfix: KB4512938 - Security Update
System hotfix: KB4514361 - Update
System hotfix: KB4514364 - Update
System hotfix: KB4514371 - Update

System hotfix: KB4515846 - Update
System hotfix: KB4519567 - Update
System hotfix: KB4521864 - Security Update
System hotfix: KB4524445 - Security Update
System hotfix: KB4532940 - Update
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System hotfix: KB4533004 - Update
System hotfix: KB4534134 - Update
System hotfix: KB4535680 - Security Update
System hotfix: KB4540725 - Security Update
System hotfix: KB4552933 - Update
System hotfix: KB4552982 - Update
System hotfix: KB4562253 - Security Update
System hotfix: KB4565613 - Update
System hotfix: KB4565635 - Update
System hotfix: KB4566425 - Security Update
System hotfix: KB4569753 - Update
System hotfix: KB4569768 - Update
System hotfix: KB4576486 - Update
System hotfix: KB4578013 - Security Update
System hotfix: KB4578953 - Update
System hotfix: KB4578976 - Update
System hotfix: KB4585212 - Update
System hotfix: KB4597253 - Update
System hotfix: KB4601058 - Update
System hotfix: KB5001403 - Security Update
System hotfix: KB5004298 - Security Update
System hotfix: KB5004958 - Security Update
Startup: Public: AnyDesk (C:\PROGRA~2\AnyDesk\AnyDesk.exe --control)
Name: AnyDesk
Command: C:\PROGRA~2\AnyDesk\AnyDesk.exe --control
Location: Common Startup
User: Public
Startup: Public: bacstray (C:\Program Files\Broadcom\BACS\BacsTray.exe)
Name: bacstray
Command: C:\Program Files\Broadcom\BACS\BacsTray.exe
Location: HKLM\SOFTWARE\Microsoft\Windows\CurrentVersion\Run
User: Public
Startup: Public: Code42Tray ("C:\Program Files\Code42\electron\Code42Desktop.exe" --menubar --desktop=false)
Name: Code42Tray
Command: "C:\Program Files\Code42\electron\Code42Desktop.exe" --menubar --desktop=false
Location: HKLM\SOFTWARE\Microsoft\Windows\CurrentVersion\Run
User: Public

SOFTWARE

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Advanced Monitoring Agent Network Management, Version: 42.1.0.19, Publisher: Solarwinds Worldwide LLC, Install date: 2021-07-15, Size: 35.9 MB
Advanced Monitoring Agent, Install date: 2021-05-04, Size: 55.2 MB
AnyDesk, Version: ad 6.2.3, Publisher: philandro Software GmbH, Size: 2.0 MB
Backup Manager, Version: 21.4.0.21161, Publisher: Backup & Recovery, Install date: 2021-06-24, Size: 142.6 MB
Broadcom Drivers and Management Applications, Version: 20.2.2.3, Publisher: Broadcom Corporation, Install date: 2017-01-14, Size: 55.3 MB
Code42, Version: 8.6.1.3, Publisher: Code42 Software, Install date: 2021-06-02, Size: 297.2 MB
File Cache Service Agent, Version: 2.1.0.4101, Publisher: MspPlatform, Install date: 2021-06-04, Size: 7.7 MB
Matrox Graphics Software (remove only), Version: 4.1.1.5, Publisher: Matrox Graphics Inc.
Microsoft Silverlight, Version: 5.1.50918.0, Publisher: Microsoft Corporation, Install date: 2019-04-19, Size: 50.7 MB
Microsoft Visual C++ 2005 Redistributable (x64), Version: 8.0.61000, Publisher: Microsoft Corporation, Install date: 2021-06-23, Size: 6.8 MB
Microsoft Visual C++ 2008 Redistributable - x64 9.0.30729.6161, Version: 9.0.30729.6161, Publisher: Microsoft Corporation, Install date: 2021-06-23, Size: 13.2 MB
Microsoft Visual C++ 2012 Redistributable (x86) - 11.0.50727, Version: 11.0.50727.1, Publisher: Microsoft Corporation, Size: 17.3 MB
Microsoft Visual C++ 2012 Redistributable (x86) - 11.0.61030, Version: 11.0.61030.0, Publisher: Microsoft Corporation, Size: 17.4 MB
Microsoft Visual C++ 2013 Redistributable (x64) - 12.0.21005, Version: 12.0.21005.1, Publisher: Microsoft Corporation, Size: 20.6 MB
Microsoft Visual C++ 2013 Redistributable (x86) - 12.0.30501, Version: 12.0.30501.0, Publisher: Microsoft Corporation, Size: 17.2 MB
Microsoft Visual C++ 2013 Redistributable (x86) - 12.0.40649, Version: 12.0.40649.5, Publisher: Microsoft Corporation, Size: 17.2 MB
Microsoft Visual C++ 2015-2019 Redistributable (x64) - 14.22.27821, Version: 14.22.27821.0, Publisher: Microsoft Corporation, Size: 25.1 MB
Microsoft Visual C++ 2017 Redistributable (x86) - 14.13.26020, Version: 14.13.26020.0, Publisher: Microsoft Corporation, Size: 22.1 MB
MySQL Connector/ODBC 3.51, Version: 3.51.28, Publisher: Oracle Corporation, Install date: 2017-04-15, Size: 9.2 MB
MySQL Connector/ODBC 5.2(a), Version: 5.2.4, Publisher: Oracle Corporation, Install date: 2017-04-15, Size: 13.0 MB
Patch Management Service Controller, Version: 2.1.1.4189, Publisher: MspPlatform, Install date: 2021-06-04, Size: 15.7 MB

Request Handler Agent, Version: 2.1.0.4101, Publisher: MspPlatform, Install date: 2021-06-04, Size: 5.0 MB

Sage 50 Accounting Version 2018, Version: 25.20.1001, Publisher: Sage Software, Install date: 2018-05-29, Size: 1.3 GB

Sage 50 Accounting Version 2019, Version: 26.00.1001, Publisher: Sage Software, Install date: 2018-11-20, Size: 176.7 MB

Sage 50 Accounting Version 2020, Version: 27.00.1001, Publisher: Sage Software, Install date: 2019-10-21, Size: 169.1 MB

Sage 50 Accounting Version 2021, Version: 28.00.1001, Publisher: Sage Software, Install date: 2020-11-26, Size: 226.9 MB

Sage Simply Accounting 2012, Version: 19.00.3001, Publisher: Sage Software, Install date: 2017-02-10, Size: 91.6 MB

TeamViewer, Version: 15.17.7, Publisher: TeamViewer

PROCESSES

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AnyDesk.exe (C:\Program Files (x86)\AnyDesk\AnyDesk.exe)

AnyDesk.exe (C:\Program Files (x86)\AnyDesk\AnyDesk.exe)

BackupFP.exe (C:\Program Files\Backup Manager\BackupFP.exe)

BACSTray.exe (C:\Program Files\Broadcom\BACS\BACSTray.exe)

BASupSrv.exe (C:\Program Files (x86)\Take Control Agent\BASupSrv.exe)

BASupSrvCnfg.exe (C:\Program Files (x86)\Take Control Agent\BASupSrvCnfg.exe)

BASupSrvUpdater.exe (C:\Program Files (x86)\Take Control Agent\BASupSrvUpdater.exe)

certsrv.exe (C:\Windows\system32\certsrv.exe)

Code42Desktop.exe (C:\Program Files\Code42\electron\Code42Desktop.exe)

Code42Desktop.exe (C:\Program Files\Code42\electron\Code42Desktop.exe)

Code42Desktop.exe (C:\Program Files\Code42\electron\Code42Desktop.exe)

Code42Desktop.exe (C:\Program Files\Code42\electron\Code42Desktop.exe)

Code42Service.exe (C:\Program Files\Code42\Code42Service.exe)

conhost.exe (C:\Windows\system32\conhost.exe)

conhost.exe (C:\Windows\system32\conhost.exe)

dfsrs.exe (C:\Windows\system32\DFSrs.exe)

dfssvc.exe (C:\Windows\system32\dfssvc.exe)

dns.exe (C:\Windows\system32\dns.exe)

dwm.exe (C:\Windows\system32\dwm.exe)

explorer.exe (C:\Windows\Explorer.EXE)

FileCacheServiceAgent.exe (C:\Program Files (x86)\Advanced Monitoring Agent\FileCacheServiceAgent\FileCacheServiceAgent.exe)

fmplugin.exe (C:\PROGRA~2\ADVANC~1\FmPlugin\fmplugin.exe)

freepcaudit - Copy.exe (C:\Users\Administrator.LAIRD\Downloads\freepcaudit - Copy.exe)

inetinfo.exe (C:\Windows\system32\inet_srv\inetinfo.exe)

ismserv.exe (C:\Windows\System32\ismserv.exe)

lsass.exe (C:\Windows\system32\lsass.exe)
MediaStreamingProvider.exe (C:\Windows\System32\Essentials\MediaStreamingProvider.exe)
Microsoft.ActiveDirectory.WebServices.exe
(C:\Windows\ADWS\Microsoft.ActiveDirectory.WebServices.exe)
msdtc.exe (C:\Windows\System32\msdtc.exe)
mysqld.exe (C:\Program Files
(x86)\Winsim\ConnectionManager\MySQLBinary\5.7.27\mysql\mysqld.exe)
NetworkManagement.exe (C:\Program Files\Advanced Monitoring Agent Network
Management\NetworkManagement.exe)
NetworkManagementAndControl.exe (C:\Program Files\Advanced Monitoring Agent Network
Management\NetworkManagementAndControl.exe)
ntfrs.exe (C:\Windows\system32\ntfrs.exe)
PME.Agent.exe (C:\Program Files (x86)\Advanced Monitoring Agent\patchman\PME.Agent.exe)
ProcessController.exe (C:\Program Files\Backup Manager\ProcessController.exe)
ProviderRegistryService.exe (C:\Windows\System32\Essentials\ProviderRegistryService.exe)
RequestHandlerAgent.exe (C:\Program Files (x86)\Advanced Monitoring
Agent\RequestHandlerAgent\RequestHandlerAgent.exe)
RuntimeBroker.exe (C:\Windows\System32\RuntimeBroker.exe)
SearchFilterHost.exe (C:\Windows\system32\SearchFilterHost.exe)
SearchIndexer.exe (C:\Windows\system32\SearchIndexer.exe)
SearchProtocolHost.exe (C:\Windows\system32\SearchProtocolHost.exe)
SharedServiceHost.exe (C:\Windows\System32\Essentials\SharedServiceHost.exe)
SharedServiceHost.exe (C:\Windows\System32\Essentials\SharedServiceHost.exe)
SharedServiceHost.exe (C:\Windows\System32\Essentials\SharedServiceHost.exe)
silsv.exe (C:\Windows\system32\silsv.exe)
Simply.SystemTrayIcon.exe (C:\Program Files
(x86)\Winsim\ConnectionManager\Simply.SystemTrayIcon.exe)
SimplyConnectionManager.exe (C:\Program Files
(x86)\Winsim\ConnectionManager\SimplyConnectionManager.exe)
smbhash.exe (C:\Windows\System32\smbhash.exe)
SMSvcHost.exe (C:\Windows\Microsoft.NET\Framework64\v4.0.30319\SMSvcHost.exe)
spoolsv.exe (C:\Windows\System32\spoolsv.exe)
storageservice.exe (C:\Windows\System32\Essentials\storageservice.exe)
svchost.exe (C:\Windows\system32\svchost.exe)
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svchost.exe (C:\Windows\system32\svchost.exe)
taskhostex.exe (C:\Windows\system32\taskhostex.exe)
TeamViewer.exe (C:\Program Files (x86)\TeamViewer\TeamViewer.exe)
TeamViewer_Desktop.exe (C:\Program Files (x86)\TeamViewer\TeamViewer_Desktop.exe)
TeamViewer_Service.exe (C:\Program Files (x86)\TeamViewer\TeamViewer_Service.exe)
TiWorker.exe (C:\Windows\winsxs\amd64_microsoft-windows-servicingstack_31bf3856ad364e35_6.3.9600.19991_none_fa0fb7959b4c8c91\TiWorker.exe)
TrustedInstaller.exe (C:\Windows\servicing\TrustedInstaller.exe)
tv_w32.exe (C:\Program Files (x86)\TeamViewer\tv_w32.exe)
tv_x64.exe (C:\Program Files (x86)\TeamViewer\tv_x64.exe)
vds.exe (C:\Windows\System32\vds.exe)
w3wp.exe (c:\windows\system32\inetsrv\w3wp.exe)
wbengine.exe (C:\Windows\system32\wbengine.exe)
winagent.exe (C:\Program Files (x86)\Advanced Monitoring Agent\winagent.exe)
wininit.exe (C:\Windows\system32\wininit.exe)
winlogon.exe (C:\Windows\system32\winlogon.exe)
WmiPrvSE.exe (C:\Windows\system32\wbem\wmiprvse.exe)
WmiPrvSE.exe (C:\Windows\system32\wbem\wmiprvse.exe)
WmiPrvSE.exe (C:\Windows\system32\wbem\wmiprvse.exe)
WSSBackup.exe (C:\Windows\System32\Essentials\WSSBackup.exe)

PHOTO ARCHIVE – FILE STORAGE





