

The webinar will start in just a moment.

Coffee is brewing, be right with you...



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DIY Tech Support

What to expect when calling for help?

Today's Presenters



**Jeff
Blount**

vCIO



**Jeff
Bolton**

Network Administrator

What is a Help Desk and NOC?

Internal



Outsourced



How should I contact support?

- Ways to contact
 - Email
 - Chat
 - Phone call
- Expectations on response times

Ways to make the experience successful

- Information to gather before contacting support
- Ways you can help solve your issue quicker
- What's happening on the other side of the phone call?

Common DIY tools

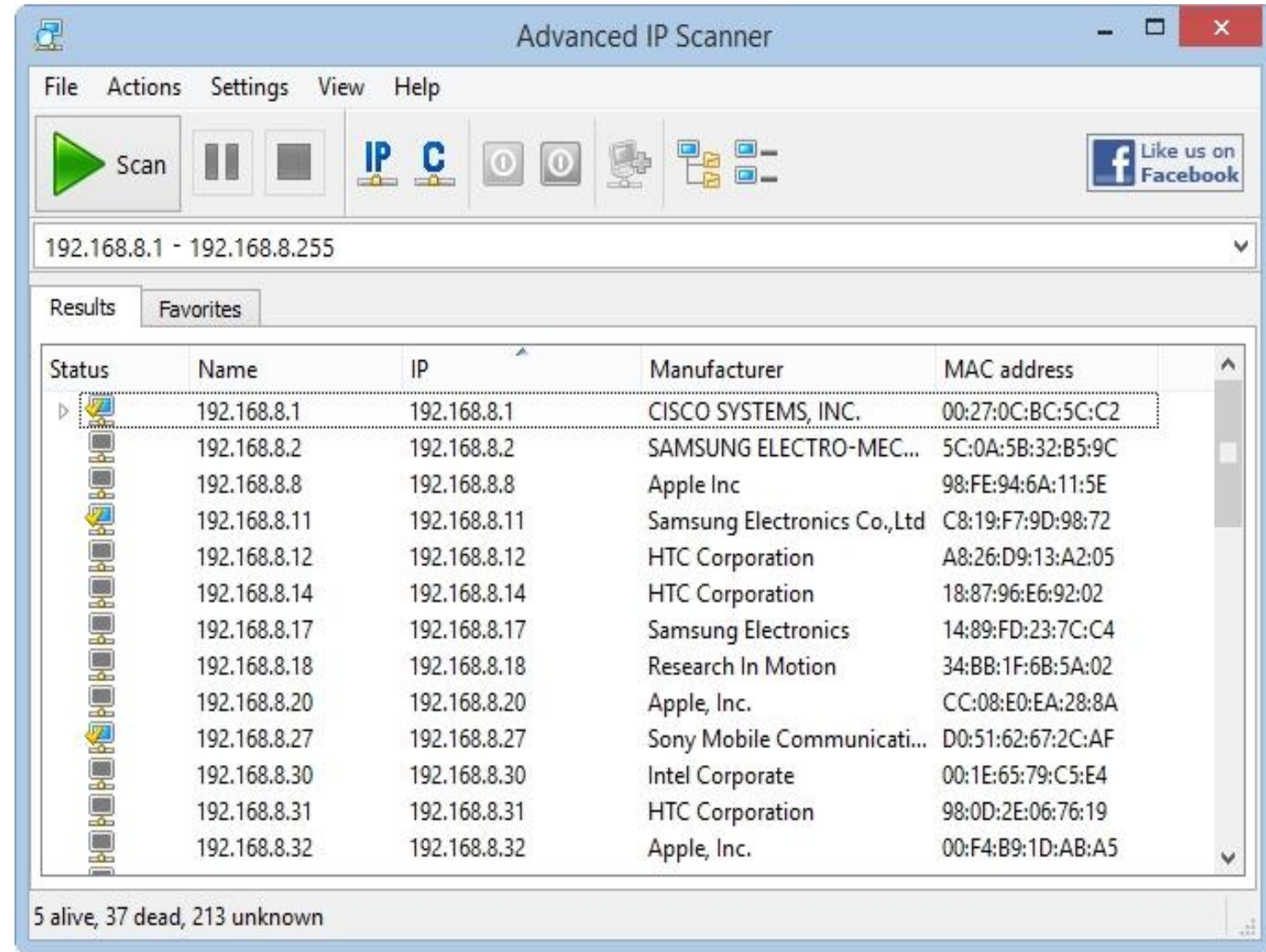
A hand holding a white mug of coffee over a laptop keyboard and a notebook. The background is a soft-focus image of a desk with a laptop, a notebook, and a cup of coffee.

- TreeSizeFree
- Advanced IP Scanner
- Belarc Advisor
- Common commands
- Windows Task Manager
- GOOGLE.COM

TreeSize Free

Select Directory		Stop Scan	Refresh	Size	Allocated Space	File Count	Percent	Automatic Units	GB MB KB	Expand					
Scan		Mode			Unit		Expand								
Name		Size	Allocated	Files	Folders	% of Parent ...	Last Modified								
108.6 GB C:\		109.3 GB	108.6 GB	526,393	146,492	100.0 %	7/20/2020								
37.5 GB Windows.old		37.0 GB	37.5 GB	375,908	111,619	34.5 %	7/8/2020								
35.4 GB WINDOWS		34.9 GB	35.4 GB	371,546	109,508	94.4 %	7/8/2020								
1.2 GB \$WINDOWS.~BT		1.2 GB	1.2 GB	1,590	360	3.3 %	6/27/2020								
347.5 MB Program Files		346.0 MB	347.5 MB	951	262	0.9 %	6/27/2020								
295.9 MB Users		295.6 MB	295.9 MB	227	890	0.8 %	6/27/2020								
144.9 MB Program Files (x86)		144.3 MB	144.9 MB	418	126	0.4 %	6/27/2020								
120.5 MB ProgramData		119.5 MB	120.5 MB	1,176	464	0.3 %	6/27/2020								
0 Bytes PerfLogs		0 Bytes	0 Bytes	0	1	0.0 %	5/12/2020								
0 Bytes Recovery		0 Bytes	0 Bytes	0	0	0.0 %	6/27/2020								
27.9 GB [3 Files]		27.9 GB	27.9 GB	3	0	25.7 %	6/27/2020								
19.5 GB Windows		20.6 GB	19.5 GB	106,180	27,047	17.9 %	7/20/2020								
13.6 GB Users		13.6 GB	13.6 GB	11,577	3,086	12.6 %	7/20/2020								
4.4 GB Program Files		4.4 GB	4.4 GB	27,233	3,398	4.1 %	7/20/2020								
3.9 GB ESD		3.9 GB	3.9 GB	944	85	3.6 %	1/28/2019								
778.8 MB SWSetup		776.9 MB	778.8 MB	1,228	169	0.7 %	1/28/2019								
645.3 MB ProgramData		653.6 MB	645.3 MB	1,562	632	0.6 %	7/20/2020								
394.4 MB Program Files (x86)		391.5 MB	394.4 MB	1,697	420	0.4 %	7/20/2020								
34.8 MB \$Windows.~WS		34.9 MB	34.8 MB	31	2	0.0 %	1/28/2019								
32.0 MB Hotfix		32.0 MB	32.0 MB	9	6	0.0 %	1/28/2019								
356.0 KB System Volume Information		353.1 KB	356.0 KB	8	6	0.0 %	6/30/2020								
284.0 KB Drivers		275.2 KB	284.0 KB	6	0	0.0 %	1/28/2019								
188.0 KB Intel		183.0 KB	188.0 KB	5	2	0.0 %	6/27/2020								
0 Bytes \$Recycle.Bin		258 Bytes	0 Bytes	2	2	0.0 %	1/28/2019								
0 Bytes Documents and Settings		0 Bytes	0 Bytes	0	0	0.0 %	7/14/2009								

Advanced IP Scanner



Belarc Advisor

Belarc Advisor

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Scroll to section:
Software Licenses
Software Versions and Usage
Missing Updates
USB Storage Use
Hosted Virtual Machines
Network Map
Installed Hotfixes
Back to Top

System Security Status	SECURITY BENCHMARK SCORE	VIRUS PROTECTION	SECURITY UPDATES
	Unavailable	 Up-to-date	 6 missing

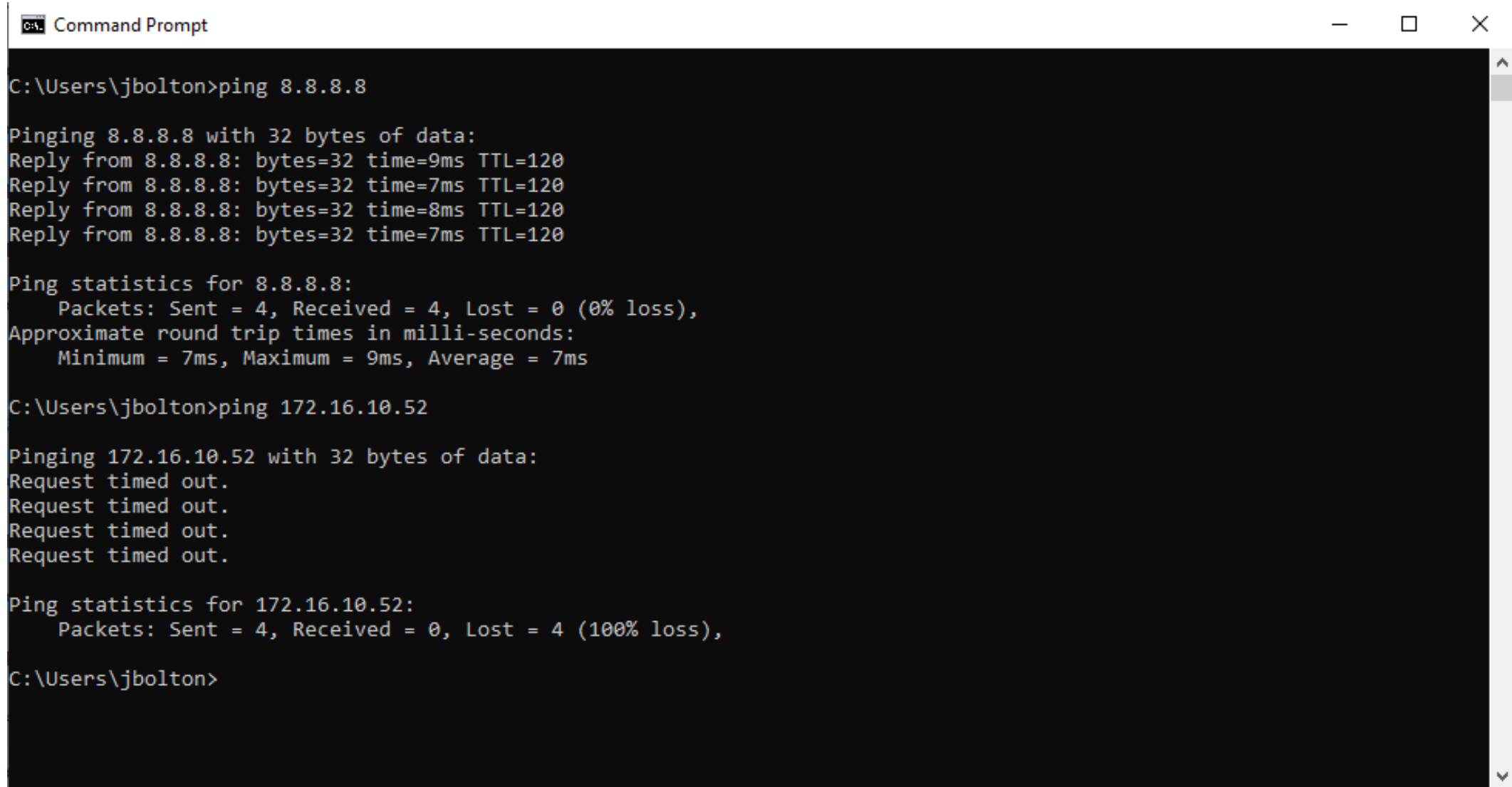
Computer Profile Summary

Computer Name: HYPERV (in WORKGROUP)
Profile Date: Monday, July 20, 2020 3:07:46 PM
Advisor Version: 9.5
Windows Logon: Jeff

Try BelManage, the Enterprise version of the Belarc Advisor

Operating System	System Model
Windows 10 Professional (x64) Version 1909 (build 18363.900) Install Language: English (United States) System Locale: English (United States) Installed: 1/28/2019 9:37:28 PM Servicing Branch: Current Branch (CB) Boot Mode: Legacy BIOS in UEFI (Secure Boot not supported)	Gigabyte Technology Co., Ltd. H97N Enclosure Type: Desktop
Processor ^a	Main Circuit Board ^b
3.10 gigahertz Intel Core i5-4440 256 kilobyte primary memory cache 1024 kilobyte secondary memory cache 6144 kilobyte tertiary memory cache 64-bit ready Multi-core (4 total) Not hyper-threaded	Board: Gigabyte Technology Co., Ltd. H97N Bus Clock: 100 megahertz UEFI: American Megatrends Inc. F1 06/10/2014
Drives	Memory Modules ^{c,d}
1255.33 Gigabytes Usable Hard Drive Capacity 1068.52 Gigabytes Hard Drive Free Space Micron_M510_2.5_7MM_256GB [Hard drive] (256.06 GB) -- drive 2, s/n 14350F333E40, rev DL06, SMART Status: Healthy WDC WD1003FBYZ-010FB0 [Hard drive] (1000.20 GB) -- drive 1, s/n WD-WCAW37LHULS3, rev 01.01V03, SMART Status: Healthy WDC WD1003FBYZ-010FB0 [Hard drive] (1000.20 GB) -- drive 0, s/n WD-WCAW35PL7X3K, rev 01.01V03, SMART Status: Healthy	16260 Megabytes Usable Installed Memory Slot 'ChannelA-DIMM0' has 8192 MB (serial number 743229DF) Slot 'ChannelA-DIMM1' is Empty Slot 'ChannelB-DIMM0' has 8192 MB (serial number 743236DF) Slot 'ChannelB-DIMM1' is Empty
Local Drive Volumes	
c: (NTFS on drive 2) * e: (NTFS on drive 0)	
255.26 GB 1000.07 GB	
153.41 GB free 915.11 GB free	
* Operating System is installed on c:	
Network Drives	Printers
None detected	
Users (mouse over user name for details)	

CMD Commands



```
C:\Users\jbolton>ping 8.8.8.8

Pinging 8.8.8.8 with 32 bytes of data:
Reply from 8.8.8.8: bytes=32 time=9ms TTL=120
Reply from 8.8.8.8: bytes=32 time=7ms TTL=120
Reply from 8.8.8.8: bytes=32 time=8ms TTL=120
Reply from 8.8.8.8: bytes=32 time=7ms TTL=120

Ping statistics for 8.8.8.8:
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
    Approximate round trip times in milli-seconds:
        Minimum = 7ms, Maximum = 9ms, Average = 7ms

C:\Users\jbolton>ping 172.16.10.52

Pinging 172.16.10.52 with 32 bytes of data:
Request timed out.
Request timed out.
Request timed out.
Request timed out.

Ping statistics for 172.16.10.52:
    Packets: Sent = 4, Received = 0, Lost = 4 (100% loss),

C:\Users\jbolton>
```


CMD Commands

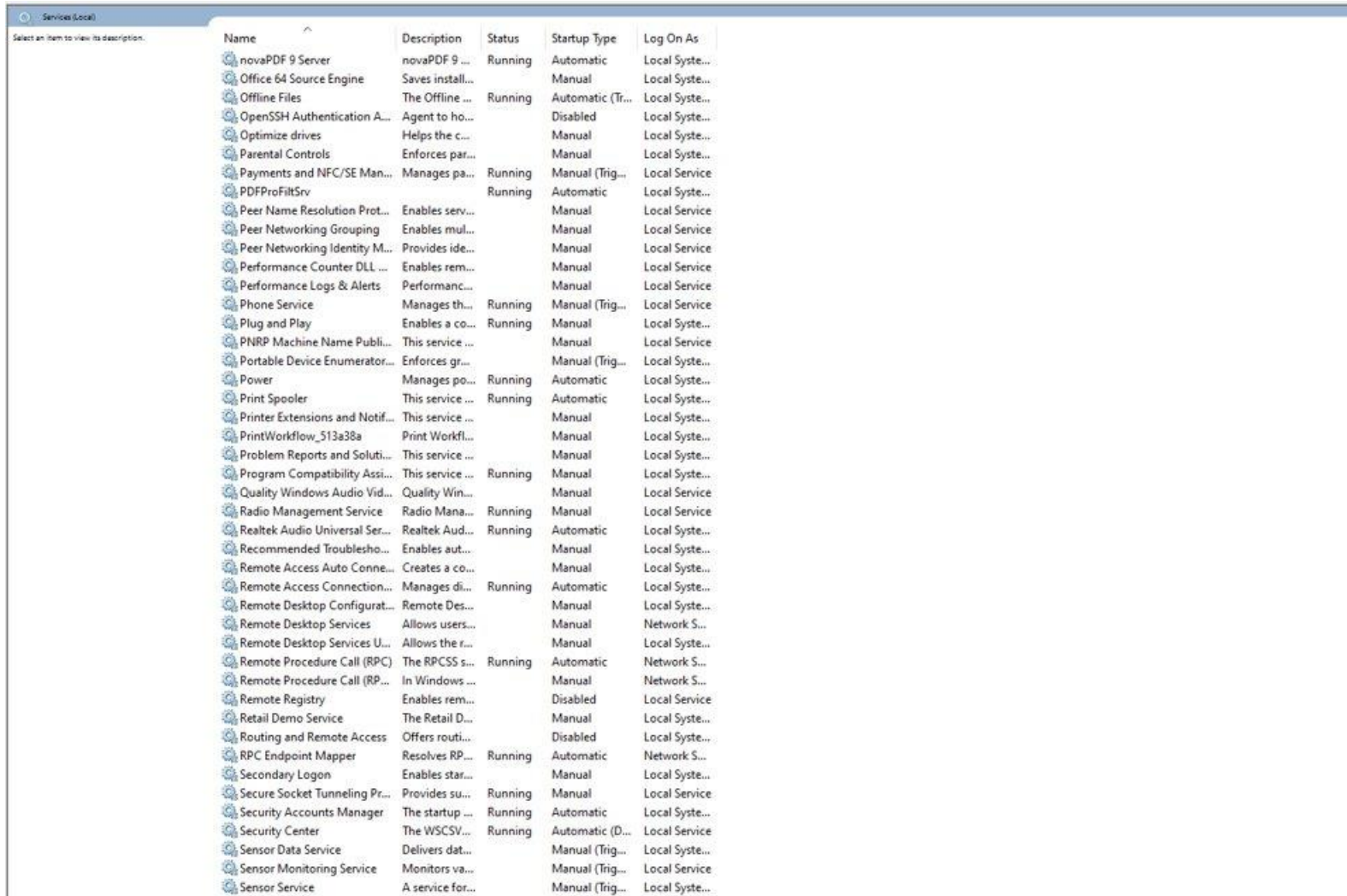
```
Command Prompt

Ethernet adapter Ethernet 2:

    Connection-specific DNS Suffix  . : fios-router.home
    Description . . . . . : Realtek USB GbE Family Controller #2
    Physical Address. . . . . : 80-00-42-00-73-00
    DHCP Enabled. . . . . : Yes
    Autoconfiguration Enabled . . . . : Yes
    IPv6 Address. . . . . : 2600:4040:1087:8100:1c4b:617d:1586:b9d4(Preferred)
    Temporary IPv6 Address. . . . . : 2600:4040:1087:8100:44ea:3668:692a:3acb(Preferred)
    Link-local IPv6 Address . . . . . : fe80::1c4b:617d:1586:b9d4%20(Preferred)
    IPv4 Address. . . . . : 192.168.1.179(Preferred)
    Subnet Mask . . . . . : 255.255.255.0
    Lease Obtained. . . . . : Saturday, July 18, 2020 3:51:28 PM
    Lease Expires . . . . . : Tuesday, July 21, 2020 9:35:01 AM
    Default Gateway . . . . . : fe80::22c0:47ff:fec8:8b56%20
                                192.168.1.1
    DHCP Server . . . . . : 192.168.1.1
    DHCPv6 IAID . . . . . : 647554883
    DHCPv6 Client DUID. . . . . : 00-01-00-01-25-23-34-0E-9C-EB-E8-BC-FC-85
    DNS Servers . . . . . : 2600:4040:1087:8100::1
                                8.8.8.8
                                192.168.1.1
                                2600:4040:1087:8100::1
    NetBIOS over Tcpip. . . . . : Enabled
    Connection-specific DNS Suffix Search List :
                                fios-router.home

Wireless LAN adapter Local Area Connection* 1:
```

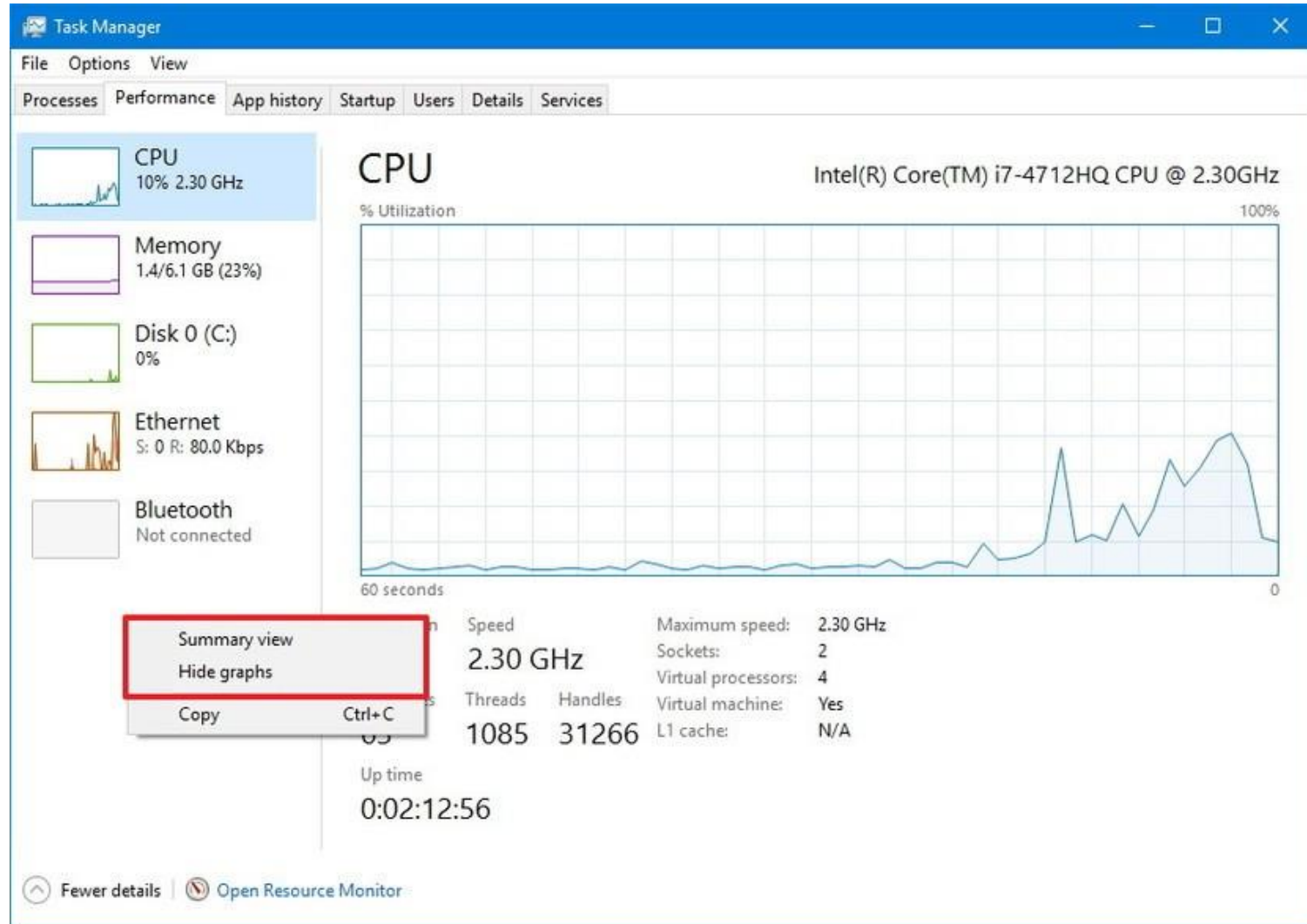
Services



The screenshot shows the Windows Services console window titled "Services (Local)". The window contains a list of services with columns for Name, Description, Status, Startup Type, and Log On As. The services are listed in alphabetical order by name. The status of each service is indicated by a colored icon (blue for running, yellow for paused, red for stopped) and the text "Running", "Paused", or "Stopped". The startup type is listed as "Automatic", "Manual", "Automatic (Trigger Start)", "Disabled", or "Automatic (Delayed Start)". The log on as account is listed as "Local System", "Local Service", or "Network Service".

Name	Description	Status	Startup Type	Log On As
novaPDF 9 Server	novaPDF 9 ...	Running	Automatic	Local Syste...
Office 64 Source Engine	Saves install...	Running	Manual	Local Syste...
Offline Files	The Offline ...	Running	Automatic (Trig...	Local Syste...
OpenSSH Authentication A...	Agent to ho...	Disabled	Manual	Local Syste...
Optimize drives	Helps the c...	Manual	Manual	Local Syste...
Parental Controls	Enforces par...	Manual	Manual	Local Syste...
Payments and NFC/SE Man...	Manages pa...	Running	Manual (Trig...	Local Service
PDFProFiltSrv		Running	Automatic	Local Syste...
Peer Name Resolution Prot...	Enables serv...	Manual	Manual	Local Service
Peer Networking Grouping	Enables mul...	Manual	Manual	Local Service
Peer Networking Identity M...	Provides ide...	Manual	Manual	Local Service
Performance Counter DLL ...	Enables rem...	Manual	Manual	Local Service
Performance Logs & Alerts	Performanc...	Manual	Manual	Local Service
Phone Service	Manages th...	Running	Manual (Trig...	Local Service
Plug and Play	Enables a co...	Running	Manual	Local Syste...
PNRP Machine Name Publi...	This service ...	Manual	Manual	Local Service
Portable Device Enumerator...	Enforces gr...	Manual (Trig...	Manual (Trig...	Local Syste...
Power	Manages po...	Running	Automatic	Local Syste...
Print Spooler	This service ...	Running	Automatic	Local Syste...
Printer Extensions and Notif...	This service ...	Manual	Manual	Local Syste...
PrintWorkflow_513a38a	Print Workfl...	Manual	Manual	Local Syste...
Problem Reports and Soluti...	This service ...	Manual	Manual	Local Syste...
Program Compatibility Assi...	This service ...	Running	Manual	Local Syste...
Quality Windows Audio Vid...	Quality Win...	Manual	Manual	Local Service
Radio Management Service	Radio Mana...	Running	Manual	Local Service
Realtek Audio Universal Ser...	Realtek Aud...	Running	Automatic	Local Syste...
Recommended Troublesho...	Enables aut...	Manual	Manual	Local Syste...
Remote Access Auto Conne...	Creates a co...	Manual	Manual	Local Syste...
Remote Access Connection...	Manages di...	Running	Automatic	Local Syste...
Remote Desktop Configurati...	Remote Des...	Manual	Manual	Local Syste...
Remote Desktop Services	Allows users...	Manual	Manual	Network S...
Remote Desktop Services U...	Allows the r...	Manual	Manual	Local Syste...
Remote Procedure Call (RPC)	The RPCSS s...	Running	Automatic	Network S...
Remote Procedure Call (RP...	In Windows ...	Manual	Manual	Network S...
Remote Registry	Enables rem...	Disabled	Disabled	Local Service
Retail Demo Service	The Retail D...	Manual	Manual	Local Syste...
Routing and Remote Access	Offers routi...	Disabled	Disabled	Local Syste...
RPC Endpoint Mapper	Resolves RP...	Running	Automatic	Network S...
Secondary Logon	Enables star...	Manual	Manual	Local Syste...
Secure Socket Tunneling Pr...	Provides su...	Running	Manual	Local Service
Security Accounts Manager	The startup ...	Running	Automatic	Local Syste...
Security Center	The WSCSV...	Running	Automatic (D...	Local Service
Sensor Data Service	Delivers dat...	Manual (Trig...	Manual (Trig...	Local Syste...
Sensor Monitoring Service	Monitors va...	Manual (Trig...	Manual (Trig...	Local Service
Sensor Service	A service for...	Manual (Trig...	Manual (Trig...	Local Syste...

Task Manager





 Search Google or type a URL



Ways to get yourself in trouble

A background image showing a person's hand holding a white coffee cup filled with dark liquid, resting on a light-colored wooden coaster. The cup is on a white desk. To the right, a portion of a silver laptop keyboard is visible. In the foreground, there is an orange spiral-bound notebook and a white pen.

- **Making changes to the Registry**
- **Uninstalling programs**
 - AV
 - Monitoring

More Information

Blogs about this topic

- "NOC & SOC 101"
- "What will a MITS(Managed IT Service) cost me?"

Next Week (7/30/2020): “The Power of Print Embellishments”

- **Presenters:** David DiGiacomo & Travis Brigham

The background of the image is a dense field of dark brown coffee beans. A semi-transparent blue overlay covers the entire image, creating a moody atmosphere. Centered in the upper half is the text 'Q&A' in a large, white, sans-serif font.

Q&A

Ask us questions



Thank you for Joining us.

For any other Questions contact us at



coffee@cobbtechnologies.com