



The
Managed
Municipality

DIGITAL TRANSFORMATION REPORT 2022

Submission Supporting Material for MMP Intake 4



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Blind River, ON

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DELIVERED ELECTRONICALLY

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January 24th, 2022

Township of the North Shore
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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, The North Shore 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 The North Shore 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 The North Shore would come to just over \$ 31,400.00 – the Province provides the balance necessary to complete the work. That shared investment would yield an efficiency and security benefit of just over \$ 300,000 in the next five year span; a greater than 9:1 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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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 capacity to the server for backlog of documents scanned
- Add new record management solution
- Replace and/or upgrade existing PCs
- 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:

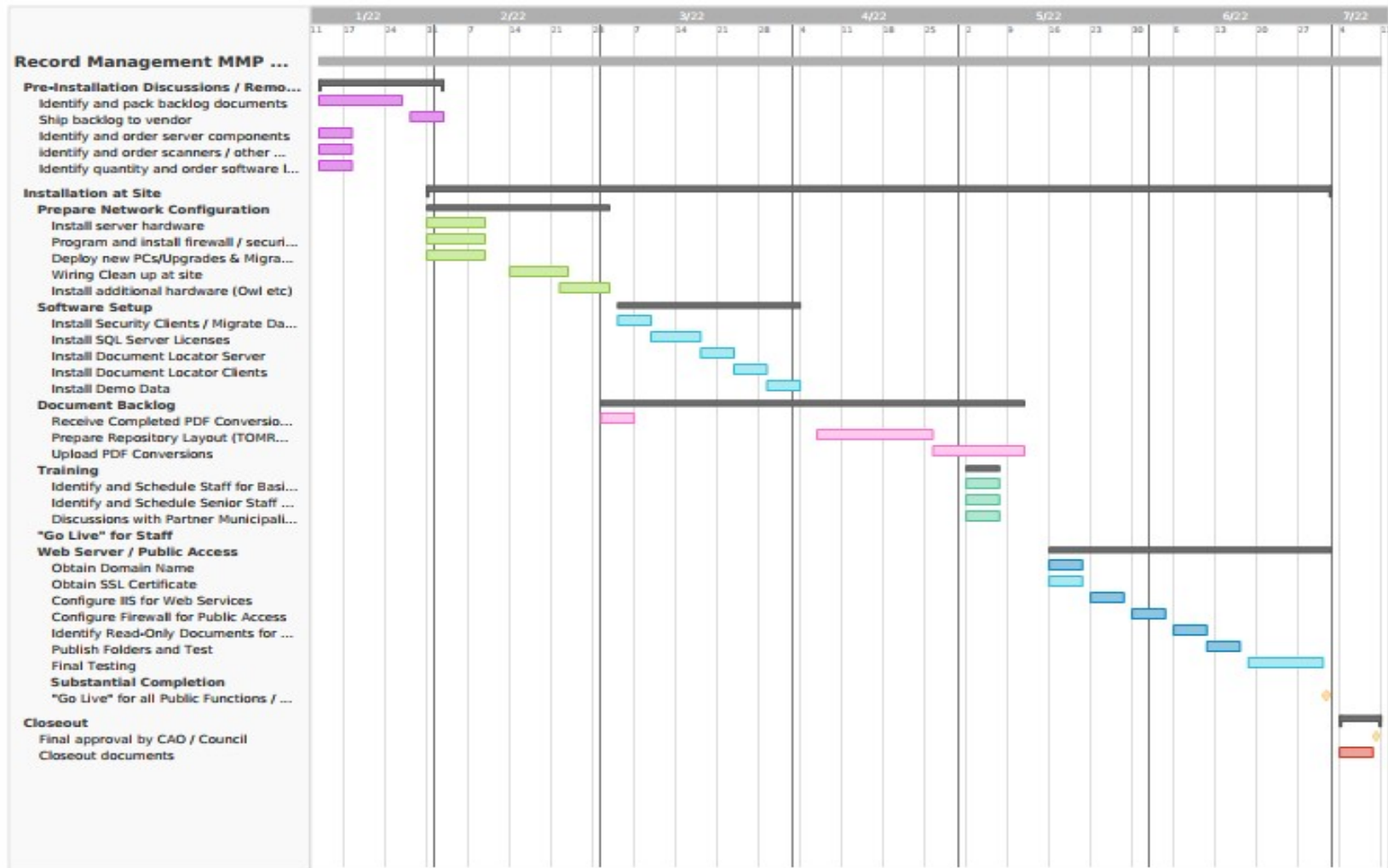
Description	Budget	Savings
Space for Server (additional storage for document backlog)	\$ 4,500.00	
Record Management (use only 1 of the following 3 costs):		
Basic	(\$ 30,500.00)	
Including Backlog Scans	(\$ 80,000.00)	
Including Backlog & Custom Programming	\$ 86,000.00	\$ 240,625.00
PC Replacements (3 + notebook)	\$ 9,455.00	\$ 10,000.00
Desk Scanners	\$ 2,740.00	\$ 14,000.00
Cable Cleanup / Rackmount	\$ 3,600.00	
Security Software Suite (5 Years)	\$ 5,000.00	\$ 10,000.00
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 (full record backlog w/customization)	\$ 125,569.00	\$ 302,025.00

We anticipate a net savings in time and material over the five year lifespan of the solutions proposed totalling \$ 176,456.00

Timeline

The timeline shown on the following page represents a typical record management installation cycle of six months. We have suggested the project to start in early January of 2022 – project timing based on approval to proceed no later than December 31st, 2021. Additional delays in funding approvals, vendor selection or other circumstances beyond our control will move the six month deployment window further into 2022.

Current timelines shown were prepared in October of 2021 and are based on funding approval in January of the 2022 calendar year – completion timelines in any subsequent award or RFP approval should be adjusted to reflect eight calendar months from award date and to comply with future MMP Intake requirements.



Recommendations

Municipal Office Status

The network currently in place at the municipality's office is configured as a 'domain' based network and uses a central 'server' computer that is responsible for security, backup and other core functions of the network. The current server dates to early 2021 and is running "Windows Server 2019" edition for its 'host' operating system. There is a 'virtual server' running an installation of "Windows Server 2012" that needs to be upgraded in conjunction with iCity technical staff. The main server is sufficiently powered to support the addition of record management; we are recommending the addition of more drive space to support the possible backlog scanning of the municipality's existing paper files (approximately 110 banker boxes / equivalents).

The municipality's current network server reliably provides:

- 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.
- 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.
- Ability to host multiple "virtual" servers if the need arises for additional office functions.

RFP Proposed Server Upgrades



For purposes of potential RFP / Purchase Request, extra space should be solicited as follows:

- Quantity 4 of at least 1 Terabyte "Serial Attached SCSI" (SAS) 3.5" Hard Drives
- Quantity of 2 "16Gb" Memory Panels – total of 32Gb "ECC RAM"
- Drives should be at least 10,000 RPM and able to transfer at 12Gb/s
- Drives should be "Lenovo" branded hot swap models to fit an "ST550" drive bay
- Quotation should include installation of drives as a "RAID 10" array
- Specifications for server in detail are attached as addenda and should be included with any RFP
- Suggested budget for four drives and on-site configuration - \$ 4,500.00



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
2 x Annual subscription cost <i>per server</i> (main, web, email) @ \$ 440.00.....	\$ 880.00
1 x Annual Email archive licensing @ \$ 580.00.....	\$ 580.00
5 x Annual Webview licenses (for public access) @ \$ 140.00	\$ 700.00
2 x Annual WebTools licenses (External use) @ \$ 330.00	\$ 660.00
Annual cost for software licenses.....	\$ 4,580.00
Total licensing costs extended over 5 year amortization period.....	\$ 22,900.00²

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	\$ 7,600.00

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..... \$ 30,500.00

Includes all licenses, training and support for a 5 year term

Record Management System Enhanced \$ 80,000.00

Includes all licenses, training, support and backlog scanning for a 5 year term

Record Management System Complete \$ 86,000.00

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: \$ 240,625.00⁶

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.

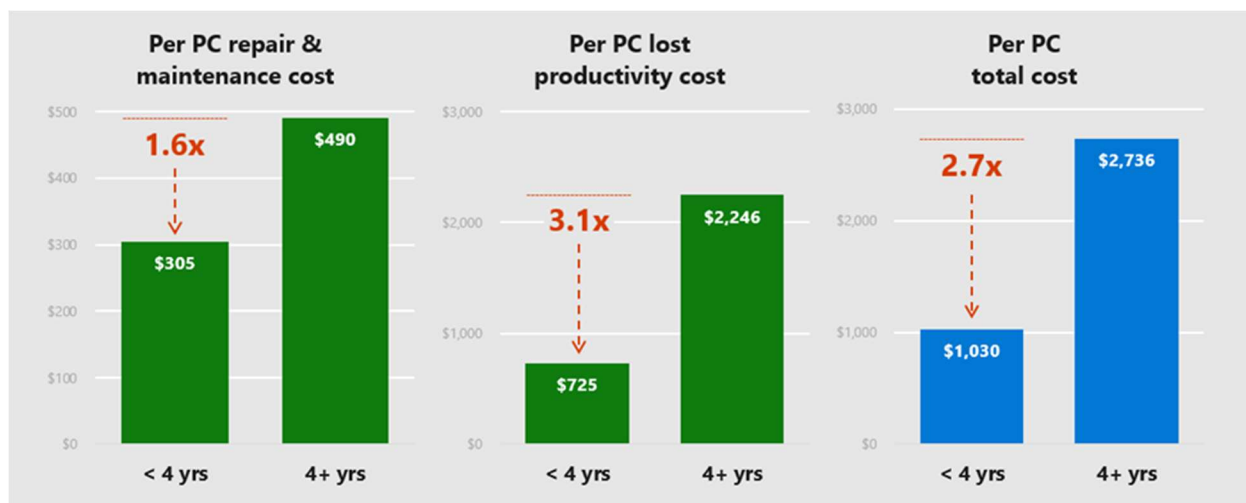
Replace or upgrade existing PCs

Currently there are four systems in regular operation.⁷ In order of performance / age, they are as follows (full technical details are provided as addenda). We are proposing replacing at least the three oldest units identified below in *coloured italics*:

- *2012 – “France”. Intel i7 very early generation – overdue for replacement*
 - *2013 – “Public Works”. Intel i7 very early generation – overdue for replacement*
 - *2016 – “Angel”. Intel i7 6th generation processor – currently due for replacement (5 years)*
 - *2020 – “Rachel”. Intel i3 – new but not recommended for heavy use*
-
- As systems age, components are increasingly prone to failure due to wear. On systems that are more than five years old, parts are unlikely to be readily available. So not only are system failures more likely and common on older computers, they will also take longer to repair given the likelihood that local technical support will not have parts in stock and may not be able to readily acquire parts on short notice.
 - Older systems have often had multiple different software tools installed and then removed, many have experienced malware infestations, virus issues, failed patch installations and other unwanted events over the course of their daily use. Each of these events can leave unwanted digital residue that not only impedes a system’s performance, but can also mean a system is less secure than a modern equivalent with a ‘clean’, modern and fully-patched operating system.
 - 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

RFP Estimated Budget Allocation

As of this writing, multiple vendors are offering Tier 1 systems meeting the above specifications at the following costs. We have opted to cost out a standard desktop Lenovo system with 3 year warranty that meets the above specifications fully. We have also provided a budget estimate for a notebook system including dock as described above. We do not expect costs to increase prior to RFP issue in 2021 / early 2022:

Desktop Systems Cost Estimate



3 x Lenovo ThinkCentre Standard i7-10th Generation @ \$ 1,550.00 = \$ 4,650.00

3 x Microsoft Office 2019/2021 Standard Edition @ \$ 300.00 = \$ 900.00

3 x 24" Widescreen ThinkCentre Monitor @ 270.00 = \$ 810.00

3 x Delivery and Setup (data migration / domain join) @ \$ 200.00 = \$ 600.00

Total for Desktop Upgrades As Described Including Listed Options \$ 6,960.00

Notebook System Cost Estimate (Emergency Use / Remote Staff If Needed)



- 1 x Lenovo ThinkBook 15-IIL @ \$ 1,240.00
- 1 x Lenovo USB-C Docking Station @ \$ 290.00
- 1 x Lenovo 24" Widescreen Monitor @ 270.00
- 1 x Microsoft Office Standard @ \$ 300.00
- 1 x Lenovo Bluetooth Keyboard and Mouse Combo @ \$ 145.00
- 1 x Delivery and Setup (data migration / domain join) @ \$ 200.00
- 1 x Basic Travel Case @ \$ 50.00

Total for Notebook As Described Including Listed Options \$ 2,495.00

Grand Total Suggested RFP Budget\$9,455.00

Existing 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.

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.

Currently North Shore has an excellent "Fortinet" Enterprise-grade firewall and is well positioned for the next several years at minimum.

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 specifications⁹



⁹ 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 12,000 total paper documents over a five year term, that equates to 500 hours of staff time saved – an ROI of roughly \$ 14,000.00 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

Security Software Subscription (5 Year)

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 governments¹⁰, 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
-

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 \$ 200,000.¹¹ 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.

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

¹⁰ https://www.datto.com/resource-downloads/Datto2018_StateOfTheChannel_RansomwareReport.pdf

¹¹ <https://www.varonis.com/blog/ransomware-statistics-2021/>

Automate Standard Processes To Match Bylaw / Policy

The municipal office uses multiple forms to manage annual operations. A partial list of common forms and frequencies 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 are referred to in record management parlance as “workflows”. 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 for a small municipality.
- **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 – Main Office		26		
Time Sheet – Satellite Location 1		26		
Time Sheet – Satellite Location 2		26		
Time Sheet – Satellite Location 3		26		
Fax Cover Sheet				
Change of Address		6		
Travel Expense		20		
Recreation / Facility Membership		100		
Other Application		100		
Gaming Application		2		
Recreation Hall Rental		3		
Water Turn On/Off Request		10		
Zoning Amendment Application		1		
Council Delegation		6		
Campground Agreement		30		
Tax Certificate Cover Letter		6		
Declaration of Interest		1		
		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		
Building Inspection				

RFP Requirements

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

- Create digital templates of standard municipal 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.

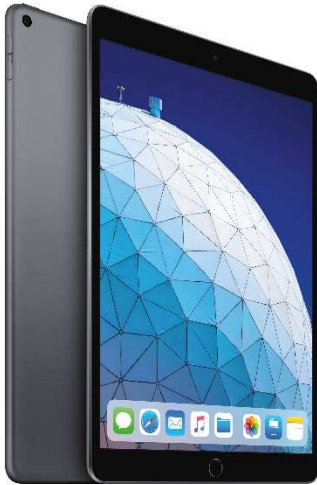
Council may want to consider implementing at least the following:

- 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 RAM¹² @ \$ 779 = \$ 4,674.00

Optional Council Items for Remote Meetings

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

Meeting Owl ¹³ - 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 ¹⁴	\$ 8,400.00
Cost of paper and toner over five years ¹⁵	\$ 1,500.00
Projected Return On Investment (5 years)	\$ 9,900.00

¹² 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/>

¹³ <https://ca-shop.owllabs.com/products/meeting-owl-pro>

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

¹⁵ 30,000 sheets (100 sheets per Council meeting x 60 meetings x 5 copies @ 5 cents per page)

SYSTEM SPECIFICATIONS

Server

Host name: NSHOST
IP-address: 169.254.99.14
User name: NORTHSHORE\Administrator
Description:
Operating system: Microsoft Windows Server 2019 Essentials (version 10.0.17763; build 17763)
 Name: Microsoft Windows Server 2019 Essentials
 Version: 10.0.17763
 Build: 17763
 Install date: 12/14/2020 11:47:51 AM
Windows product ID: 00432-80062-84382-AAOEM
Windows product key: V7T3N-4CVGC-6BBQT-KX46C-9QDGM
Internet Explorer version: 11.1790.17763.0
Model: ThinkSystem ST550 -[7X10CT01WW]-
System type: x64-based PC
BIOS: Lenovo (version: -[00E148M-2.41]-; date: 10/31/2019)
 Manufacturer: Lenovo
 Version: -[00E148M-2.41]-
 Date: 10/31/2019
Serial number: J100WEH8
Motherboard: Lenovo (-[7X10CT01WW]-; version: none)
 Manufacturer: Lenovo
 Product: -[7X10CT01WW]-
 Version: none
Chassis: Tower
Processor: Intel(R) Xeon(R) Bronze 3204 CPU @ 1.90GHz (architecture: x64; 1896 MHz)
 Name: Intel(R) Xeon(R) Bronze 3204 CPU @ 1.90GHz
 Manufacturer: GenuineIntel
 Max clock speed: 1896 MHz
 Architecture: x64
 Level 2 cache size: 6144 KB
 Socket type: CPU 1
 Version:
Physical memory: 31.7 GB
Memory slot: 16.0 GB (CPU 1; form factor: DIMM; memory type: Unknown)
 Capacity: 16.0 GB
 Device locator: DIMM 3
 Bank label: CPU 1
 Form factor: DIMM
 Memory type: Unknown
 Manufacturer: Samsung
 Speed: 2666 ns
 Max capacity: 768.0 GB
Memory slot: 16.0 GB (CPU 1; form factor: DIMM; memory type: Unknown)
 Capacity: 16.0 GB
 Device locator: DIMM 4
 Bank label: CPU 1
 Form factor: DIMM
 Memory type: Unknown

Manufacturer: SK Hynix
Speed: 2933 ns
Max capacity: 768.0 GB
Memory slot: Empty
Capacity:
Device locator:
Bank label:
Form factor:
Memory type:
Manufacturer:
Speed:
Max capacity: 768.0 GB
Memory slot: Empty
Capacity:
Device locator:
Bank label:
Form factor:
Memory type:
Manufacturer:
Speed:
Max capacity: 768.0 GB
Memory slot: Empty
Capacity:
Device locator:
Bank label:
Form factor:
Memory type:
Manufacturer:
Speed:
Max capacity: 768.0 GB
Memory slot: Empty
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Device locator:
Bank label:
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Manufacturer:
Speed:
Max capacity: 768.0 GB
Memory slot: Empty
Capacity:
Device locator:
Bank label:
Form factor:
Memory type:

Manufacturer:
Speed:
Max capacity: 768.0 GB
Memory slot: Empty
Capacity:
Device locator:
Bank label:
Form factor:
Memory type:
Manufacturer:
Speed:
Max capacity: 768.0 GB
Memory slot: Empty
Capacity:
Device locator:
Bank label:
Form factor:
Memory type:
Manufacturer:
Speed:
Max capacity: 768.0 GB
Memory slot: Empty
Capacity:
Device locator:
Bank label:
Form factor:
Memory type:
Manufacturer:
Speed:
Max capacity: 768.0 GB
Memory slot: Empty
Capacity:
Device locator:
Bank label:
Form factor:
Memory type:
Manufacturer:
Speed:
Max capacity: 768.0 GB
Disk: Lenovo RAID 730-8i 2GB SCSI Disk Device (1.8 TB)
Caption: Lenovo RAID 730-8i 2GB SCSI Disk Device
Serial number: 00c66a1aa7a7e8692710215010b00506
Size: 1.8 TB
Manufacturer: (Standard disk drives)
Interface type: SCSI
Media type: Fixed hard disk media
Bytes per sector: 512
Heads: 255
Cylinders: 242909
Sectors: 3902333085
Tracks: 61941795
Disk: WD My Passport 0748 USB Device (931.5 GB)
Caption: WD My Passport 0748 USB Device
Serial number: WXB1A9207844

Size: 931.5 GB
Manufacturer: (Standard disk drives)
Interface type: USB
Media type: External hard disk media
Bytes per sector: 512
Heads: 255
Cylinders: 121597
Sectors: 1953455805
Tracks: 31007235
Logical drive: C: (Local Fixed Disk; size: 1.8 TB; free space: 457.4 GB;
file system: NTFS)
Name: C:
Description: Local Fixed Disk
Size: 1.8 TB
Free space: 457.4 GB
File system: NTFS
Serial number: 6843F173
Network path:
Logical drive: E: (Local Fixed Disk; size: 931.5 GB; free space: 551.0 GB;
file system: NTFS)
Name: E:
Description: Local Fixed Disk
Size: 931.5 GB
Free space: 551.0 GB
File system: NTFS
Serial number: 681B6F52
Network path:
Video: Matrox G200e (Emulex) WDDM 2.0 (1280x1024x32b)
Name: Matrox G200e (Emulex) WDDM 2.0
Current horizontal resolution: 1280
Current vertical resolution: 1024
Current bits per pixel: 32
Current refresh rate: 1 Hz
Memory size: 32.0 MB
Monitor: DELL 1907FP
Manufacturer: Dell
Serial number: DC323667AD04
Manufacture date: 2006 week 23
Printer: Microsoft XPS Document Writer
Name: Microsoft XPS Document Writer
Default printer: False
Network printer: False
Port name: PORTPROMPT:
Printer: Microsoft Print to PDF (default printer)
Name: Microsoft Print to PDF
Default printer: True
Network printer: False
Port name: PORTPROMPT:
Network adapter: Intel(R) Ethernet Connection X722 for 1GbE
Adapter type: Ethernet 802.3
Net connection status: Connected
Manufacturer: Intel
Speed:
Adapter IP-address:

Adapter MAC-address: 7C:8A:E1:C6:B0:57
DHCP enabled: True
DHCP server:
DNS domain:
WINS primary server:
WINS secondary server:
Network adapter: IBM USB Remote NDIS Network Device
Adapter type: Ethernet 802.3
Net connection status: Connected
Manufacturer: IBM Corporation
Speed: 426.0 Mbps
Adapter IP-address: 169.254.95.120
Adapter MAC-address: 7E:8A:E1:C6:B0:5B
DHCP enabled: True
DHCP server: 169.254.95.118
DNS domain:
WINS primary server:
WINS secondary server:
Network adapter: Intel(R) Ethernet Connection X722 for 1GbE
Adapter type: Ethernet 802.3
Net connection status: Connected
Manufacturer: Intel
Speed:
Adapter IP-address:
Adapter MAC-address: 7C:8A:E1:C6:B0:56
DHCP enabled: True
DHCP server:
DNS domain:
WINS primary server:
WINS secondary server:
Network adapter: Hyper-V Virtual Ethernet Adapter
Adapter type: Ethernet 802.3
Net connection status: Connected
Manufacturer: Microsoft
Speed: 1.0 Gbps
Adapter IP-address: 192.168.26.9
Adapter MAC-address: 7C:8A:E1:C6:B0:56
DHCP enabled: False
DHCP server:
DNS domain:
WINS primary server:
WINS secondary server:
Network adapter: Hyper-V Virtual Ethernet Adapter #2
Adapter type: Ethernet 802.3
Net connection status: Connected
Manufacturer: Microsoft
Speed: 10.0 Gbps
Adapter IP-address: 169.254.99.14
Adapter MAC-address: 00:15:5D:6F:4A:01
DHCP enabled: True
DHCP server: 255.255.255.255
DNS domain:
WINS primary server:
WINS secondary server:

Local account: NSHOST\Administrator
Caption: NSHOST\Administrator
Name: Administrator
Domain: NSHOST
Description: Built-in account for administering the computer/domain
SID: S-1-5-21-4149112058-587527692-122726967-500
Disabled: False

Local account: NSHOST\DefaultAccount
Caption: NSHOST\DefaultAccount
Name: DefaultAccount
Domain: NSHOST
Description: A user account managed by the system.
SID: S-1-5-21-4149112058-587527692-122726967-503
Disabled: True

Local account: NSHOST\Guest
Caption: NSHOST\Guest
Name: Guest
Domain: NSHOST
Description: Built-in account for guest access to the computer/domain
SID: S-1-5-21-4149112058-587527692-122726967-501
Disabled: True

Local account: NSHOST\WDAGUtilityAccount
Caption: NSHOST\WDAGUtilityAccount
Name: WDAGUtilityAccount
Domain: NSHOST
Description: A user account managed and used by the system for Windows Defender Application Guard scenarios.
SID: S-1-5-21-4149112058-587527692-122726967-504
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: E\$ (Default share)
Name: E\$
Caption: Default share
Path: E:\
Type: Disk Drive Admin

Share: IPC\$ (Remote IPC)
Name: IPC\$
Caption: Remote IPC
Path:
Type: IPC Admin

Share: SBSServer (SBSServer)
Name: SBSServer
Caption: SBSServer
Path: C:\Virtual Machines\SBSServer
Type: Disk Drive

Share: VBRCatalog (VBRCatalog)
Name: VBRCatalog
Caption: VBRCatalog
Path: C:\VBRCatalog
Type: Disk Drive
System hotfix: KB4512577 - Security Update
System hotfix: KB4535680 - Security Update
System hotfix: KB4587735 - Security Update
System hotfix: KB4598480 - Security Update
System hotfix: KB4601393 - Security Update
System hotfix: KB5003541 - Update
System hotfix: KB5003711 - Security Update
System hotfix: KB5004947 - Security Update
Startup: Public: SecurityHealth
(%windir%\system32\SecurityHealthSystray.exe)
Name: SecurityHealth
Command: %windir%\system32\SecurityHealthSystray.exe
Location: HKLM\SOFTWARE\Microsoft\Windows\CurrentVersion\Run
User: Public

SOFTWARE =====

AWS Plug-In for Veeam Backup & Replication, Version: 11.0.3.1132,
Publisher: Veeam Software Group GmbH
Broadcom Gigabit Integrated Controller, Version: 214.0.5.4, Publisher:
Broadcom Corporation, Install date: 2020-12-14, Size: 4.8 MB
Broadcom NetXtreme-E Adapter Driver, Version: 214.0.6.3, Publisher:
Broadcom Corporation, Install date: 2020-12-14, Size: 614.0 KB
Browser for SQL Server 2016, Version: 13.2.5026.0, Publisher: Microsoft
Corporation, Install date: 2020-12-21, Size: 10.3 MB
Emulex FC kit-12.4.243.4-8, Version: 12.4.243.4-8, Publisher: Broadcom
Inc. or its subsidiaries, Install date: 2020-12-14, Size: 3.7 MB
Emulex FCoE kit-12.0.1192.0-9, Version: 12.0.1192.0-9, Publisher:
Broadcom Ltd or its subsidiaries., Install date: 2020-12-14, Size: 4.8 MB
Emulex iSCSI kit-12.0.1171.0-22, Version: 12.0.1171.0-22, Publisher:
Broadcom Ltd or its subsidiaries., Install date: 2020-12-14, Size: 4.0 MB
Emulex NIC kit-12.0.1195.0-15, Version: 12.0.1195.0-15, Publisher:
Broadcom Ltd or its subsidiaries., Install date: 2020-12-14, Size: 8.7 MB
Google Chrome, Version: 94.0.4606.81, Publisher: Google LLC, Install date:
2021-10-07
Intel(R) Chipset Device Software, Version: 10.1.17861.8101, Publisher:
Intel(R) Corporation, Size: 3.4 MB
Java 8 Update 271, Version: 8.0.2710.9, Publisher: Oracle Corporation,
Install date: 2020-12-21, Size: 108.1 MB
Matrox Graphics Software (remove only), Version: 4.4.50.4, Publisher:
Matrox Graphics Inc.
Microsoft .NET Core Runtime - 3.1.10 (x64), Version: 3.1.10.29419,
Publisher: Microsoft Corporation, Size: 91.5 MB
Microsoft ASP.NET Core 3.1.10 - Shared Framework, Version: 3.1.10.20520,
Publisher: Microsoft Corporation, Size: 26.0 MB
Microsoft Azure Plug-In for Veeam Backup & Replication, Version:
11.0.2.140, Publisher: Veeam Software Group GmbH

Microsoft ODBC Driver 13 for SQL Server, Version: 13.2.5026.0, Publisher: Microsoft Corporation, Install date: 2020-12-21, Size: 8.5 MB
Microsoft Report Viewer 2015 Runtime, Version: 12.0.2402.15, Publisher: Microsoft Corporation, Install date: 2020-12-21, Size: 25.8 MB
Microsoft SQL Server 2008 Setup Support Files, Version: 10.3.5500.0, Publisher: Microsoft Corporation, Install date: 2020-12-21, Size: 39.0 MB
Microsoft SQL Server 2012 Native Client, Version: 11.3.6518.0, Publisher: Microsoft Corporation, Install date: 2020-12-21, Size: 7.2 MB
Microsoft SQL Server 2014 Management Objects (x64), Version: 12.0.2000.8, Publisher: Microsoft Corporation, Install date: 2020-12-21, Size: 28.4 MB
Microsoft SQL Server 2016 (64-bit), Publisher: Microsoft Corporation
Microsoft SQL Server 2016 Setup (English), Version: 13.2.5026.0, Publisher: Microsoft Corporation, Install date: 2020-12-21, Size: 41.9 MB
Microsoft SQL Server 2016 T-SQL Language Service, Version: 13.0.14500.10, Publisher: Microsoft Corporation, Install date: 2020-12-21, Size: 7.3 MB
Microsoft SQL Server 2016 T-SQL ScriptDom, Version: 13.2.5026.0, Publisher: Microsoft Corporation, Install date: 2020-12-21, Size: 7.4 MB
Microsoft SQL Server Data-Tier Application Framework (x86), Version: 13.0.3225.4, Publisher: Microsoft Corporation, Install date: 2020-12-21, Size: 12.8 MB
Microsoft System CLR Types for SQL Server 2014, Version: 12.0.2402.11, Publisher: Microsoft Corporation, Install date: 2020-12-21, Size: 9.3 MB
Microsoft Visual C++ 2010 x64 Redistributable - 10.0.40219, Version: 10.0.40219, Publisher: Microsoft Corporation, Install date: 2020-12-21, Size: 13.8 MB
Microsoft Visual C++ 2010 x86 Redistributable - 10.0.40219, Version: 10.0.40219, Publisher: Microsoft Corporation, Install date: 2020-12-21, Size: 11.1 MB
Microsoft Visual C++ 2015 Redistributable (x64) - 14.0.24212, Version: 14.0.24212.0, Publisher: Microsoft Corporation, Size: 23.5 MB
Microsoft VSS Writer for SQL Server 2016, Version: 13.2.5026.0, Publisher: Microsoft Corporation, Install date: 2020-12-21, Size: 3.1 MB
QLogic FastLinQ Driver Installer, Version: 20.30.1.30, Publisher: QLogic Corporation, Install date: 2020-12-14, Size: 8.1 MB
TeamViewer, Version: 15.21.8, Publisher: TeamViewer
Ubiquiti UniFi (remove only)
Veeam Agent for Linux Redistributable, Version: 5.0.0.4318, Publisher: Veeam Software Group GmbH, Install date: 2021-07-30, Size: 902.9 MB
Veeam Agent for Mac Redistributable, Version: 1.0.0.713, Publisher: Veeam Software Group GmbH, Install date: 2021-07-30, Size: 107.0 MB
Veeam Agent for Microsoft Windows Redistributable, Version: 5.0.0.4301, Publisher: Veeam Software Group GmbH, Install date: 2021-07-30, Size: 371.8 MB
Veeam Backup & Replication, Version: 11.0.0.837, Publisher: Veeam Software Group GmbH
Veeam Backup Transport, Version: 11.0.0.839, Publisher: Veeam Software Group GmbH, Install date: 2021-07-31, Size: 442.3 MB
Veeam Hyper-V Integration, Version: 11.0.0.837, Publisher: Veeam Software Group GmbH, Install date: 2021-08-02, Size: 9.1 MB
Veeam Mount Service, Version: 11.0.0.839, Publisher: Veeam Software Group GmbH, Install date: 2021-07-31, Size: 308.2 MB
Windows Driver Package - QLogic (qlsrv) SCSIAdapter (12/18/2018 9.2.9.23), Version: 12/18/2018 9.2.9.23, Publisher: QLogic

PROCESSES

=====

```
conhost.exe (C:\Windows\system32\conhost.exe)
conhost.exe (C:\Windows\system32\conhost.exe)
conhost.exe (C:\Windows\system32\conhost.exe)
conhost.exe (C:\Windows\system32\conhost.exe)
conhost.exe (C:\Windows\system32\conhost.exe)
ctfmon.exe (C:\Windows\system32\ctfmon.exe)
dfssvc.exe (C:\Windows\system32\dfssvc.exe)
dwm.exe (C:\Windows\system32\dwm.exe)
explorer.exe (C:\Windows\Explorer.EXE)
fontdrvhost.exe (C:\Windows\system32\fontdrvhost.exe)
fontdrvhost.exe (C:\Windows\system32\fontdrvhost.exe)
freepcaudit.exe
(C:\Users\Administrator.NORTHSHORE.000\Desktop\freepcaudit.exe)
GoogleCrashHandler.exe (C:\Program Files
(x86)\Google\Update\1.3.36.112\GoogleCrashHandler.exe)
GoogleCrashHandler64.exe (C:\Program Files
(x86)\Google\Update\1.3.36.112\GoogleCrashHandler64.exe)
jusched.exe (C:\Program Files (x86)\Common Files\Java\Java
Update\jusched.exe)
lsass.exe (C:\Windows\system32\lsass.exe)
msdtc.exe (C:\Windows\System32\msdtc.exe)
RuntimeBroker.exe (C:\Windows\System32\RuntimeBroker.exe)
RuntimeBroker.exe (C:\Windows\System32\RuntimeBroker.exe)
RuntimeBroker.exe (C:\Windows\System32\RuntimeBroker.exe)
SearchUI.exe
(C:\Windows\SystemApps\Microsoft.Windows.Cortana_cw5n1h2txyewy\SearchUI.ex
e)
ShellExperienceHost.exe
(C:\Windows\SystemApps\ShellExperienceHost_cw5n1h2txyewy\ShellExperienceHo
st.exe)
sihost.exe (C:\Windows\system32\sihost.exe)
silsv.exe (C:\Windows\system32\silsv.exe)
smartscreen.exe (C:\Windows\System32\smartscreen.exe)
smbhash.exe (C:\Windows\System32\smbhash.exe)
spoolsv.exe (C:\Windows\System32\spoolsv.exe)
sqlbrowser.exe (C:\Program Files (x86)\Microsoft SQL
Server\90\Shared\sqlbrowser.exe)
sqlceip.exe (C:\Program Files\Microsoft SQL
Server\MSSQL13.VEEAMSQL2016\MSSQL\Binn\sqlceip.exe)
sqlservr.exe (C:\Program Files\Microsoft SQL
Server\MSSQL13.VEEAMSQL2016\MSSQL\Binn\sqlservr.exe)
sqlwriter.exe (C:\Program Files\Microsoft SQL
Server\90\Shared\sqlwriter.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)
svchost.exe (C:\Windows\System32\svchost.exe)
svchost.exe (C:\Windows\system32\svchost.exe)
```

[illegible]

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_10.0.17763.1990_none_56b487e79942e5c0\TiWo
rker.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)
Veeam.Azure.PlatformSvc.exe (C:\Program Files\Veeam\Plugins\Microsoft
Azure\Service\Veeam.Azure.PlatformSvc.exe)
Veeam.Backup.Agent.ConfigurationService.exe (C:\Program Files\Veeam\Veeam
Distribution Service\Veeam.Backup.Agent.ConfigurationService.exe)
Veeam.Backup.BrokerService.exe (C:\Program Files\Veeam\Backup and
Replication\Backup\Veeam.Backup.BrokerService.exe)
Veeam.Backup.CatalogDataService.exe (C:\Program Files\Veeam\Backup and
Replication\Backup Catalog\Veeam.Backup.CatalogDataService.exe)
Veeam.Backup.Cdp.Service.exe (C:\Program Files\Veeam\Backup and
Replication\Backup\Veeam.Backup.Cdp.Service.exe)
Veeam.Backup.CloudService.exe (C:\Program Files\Veeam\Backup and
Replication\Backup\Veeam.Backup.CloudService.exe)
Veeam.Backup.ExternalInfrastructure.DbProvider.exe (C:\Program
Files\Veeam\Backup and
Replication\Backup\Veeam.Backup.ExternalInfrastructure.DbProvider.exe)
Veeam.Backup.Manager.exe (C:\Program Files\Veeam\Backup and
Replication\Backup\Veeam.Backup.Manager.exe)
Veeam.Backup.MountService.exe (C:\Program Files\Common Files\Veeam\Backup
and Replication\Mount Service\Veeam.Backup.MountService.exe)
Veeam.Backup.RestAPIService.exe (C:\Program Files\Veeam\Backup and
Replication\Backup\Veeam.Backup.RestAPIService.exe)
Veeam.Backup.Satellite.exe (C:\Program Files\Veeam\Backup and
Replication\Backup\Veeam.Backup.Satellite.exe)
Veeam.Backup.Service.exe (C:\Program Files\Veeam\Backup and
Replication\Backup\Veeam.Backup.Service.exe)
Veeam.Backup.UIServer.exe (C:\Program Files\Veeam\Backup and
Replication\Backup\Veeam.Backup.UIServer.exe)
Veeam.Backup.WmiServer.exe (C:\Program Files\Veeam\Backup and
Replication\Backup\Veeam.Backup.WmiServer.exe)
Veeam.CloudBackup.PlatformService.exe (C:\Program
Files\Veeam\Plugins\AWS\Service\Veeam.CloudBackup.PlatformService.exe)
Veeam.Guest.Interaction.Proxy.exe (C:\Program Files (x86)\Veeam\Backup
Transport\GuestInteraction\Veeam.Guest.Interaction.Proxy.exe)
Veeam.StandBy.Service.exe (C:\Program Files\Common Files\Veeam\Backup and
Replication\Explorers Recovery Service\Veeam.StandBy.Service.exe)
Veeam.VssHwSnapshotProvider.exe (C:\Program Files\Veeam\VSS Hardware
Provider\Veeam.VssHwSnapshotProvider.exe)
VeeamDeploymentSvc.exe (C:\Windows\Veeam\Backup\VeeamDeploymentSvc.exe)
VeeamFilesysVssSvc.exe (C:\Program Files\Veeam\Backup File System VSS
Integration\VeeamFilesysVssSvc.exe)
VeeamHvIntegrationSvc.exe (C:\Program Files\Veeam\Hyper-V
Integration\VeeamHvIntegrationSvc.exe)
VeeamNFSSvc.exe (C:\Program Files (x86)\Veeam\vPowerNFS\VeeamNFSSvc.exe)

VeeamTransportSvc.exe (C:\Program Files (x86)\Veeam\Backup
Transport\VeeamTransportSvc.exe)
vmcompute.exe (C:\Windows\system32\vmcompute.exe)
vmms.exe (C:\Windows\system32\vmms.exe)
vmwp.exe (C:\Windows\System32\vmwp.exe)
vmwp.exe (C:\Windows\System32\vmwp.exe)
winlogon.exe (C:\Windows\system32\winlogon.exe)
WmiApSrv.exe (C:\Windows\system32\wbem\WmiApSrv.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)
WmiPrvSE.exe (C:\Windows\sysWOW64\wbem\wmiprvse.exe)
WUDFHost.exe (C:\Windows\System32\WUDFHost.exe)

Angel's System

Host name: OFFICE-PC12
IP-address: 192.168.26.100
User name: NORTHSHORE\apilon
Description:
Operating system: Microsoft Windows 10 Pro (version 10.0.19043; build 19043)
 Name: Microsoft Windows 10 Pro
 Version: 10.0.19043
 Build: 19043
 Install date: 15/01/2021 2:49:12 PM
Windows product ID: 00342-50528-45870-AAOEM
Windows product key: NQBFQ-RJH73-J7MDP-W3TD6-HFTGC
Internet Explorer version: 11.789.19041.0
Model: OptiPlex 7040
System type: x64-based PC
BIOS: Dell Inc. (version: 1.2.8; date: 26/01/2016)
 Manufacturer: Dell Inc.
 Version: 1.2.8
 Date: 26/01/2016
Serial number: 83G0DD2
Motherboard: Dell Inc. (0HD5W2; version: A01)
 Manufacturer: Dell Inc.
 Product: 0HD5W2
 Version: A01
Chassis: Desktop
Processor: Intel(R) Core(TM) i7-6700 CPU @ 3.40GHz (architecture: x64; 3408 MHz)
 Name: Intel(R) Core(TM) i7-6700 CPU @ 3.40GHz
 Manufacturer: GenuineIntel
 Max clock speed: 3408 MHz
 Architecture: x64
 Level 2 cache size: 1024 KB
 Socket type: Socket 0
 Version:
Physical memory: 7.9 GB
Memory slot: 4.0 GB (form factor: DIMM; memory type: Unknown)
 Capacity: 4.0 GB
 Device locator: DIMM1
 Bank label:
 Form factor: DIMM
 Memory type: Unknown
 Manufacturer: 80AD000080AD
 Speed: 2133 ns
 Max capacity: 64.0 GB
Memory slot: 4.0 GB (form factor: DIMM; memory type: Unknown)
 Capacity: 4.0 GB
 Device locator: DIMM2
 Bank label:
 Form factor: DIMM
 Memory type: Unknown
 Manufacturer: 80AD000080AD
 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: NVMe THNSN5256GPU7 NV SCSI Disk Device (238.5 GB)
Caption: NVMe THNSN5256GPU7 NV SCSI Disk Device
Serial number: 0008_0D02_0007_C117.
Size: 238.5 GB
Manufacturer: (Standard disk drives)
Interface type: SCSI
Media type: Fixed hard disk media
Bytes per sector: 512
Heads: 255
Cylinders: 31130
Sectors: 500103450
Tracks: 7938150
Logical drive: C: (Local Fixed Disk; size: 224.7 GB; free space: 163.0 GB;
file system: NTFS)
Name: C:
Description: Local Fixed Disk
Size: 224.7 GB
Free space: 163.0 GB
File system: NTFS
Serial number: C0B65662
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: G: (Network Connection; size: 400.0 GB; free space: 349.0
GB; file system: NTFS; network path: \\NSSERVER\\General)
Name: G:
Description: Network Connection
Size: 400.0 GB
Free space: 349.0 GB

File system: NTFS
Serial number: 3CC4F6E9
Network path: \\NSSERVER\General
Logical drive: H: (Network Connection; size: 400.0 GB; free space: 349.0 GB; file system: NTFS; network path: \\NSSERVER\Users\$\apilon)
Name: H:
Description: Network Connection
Size: 400.0 GB
Free space: 349.0 GB
File system: NTFS
Serial number: 3CC4F6E9
Network path: \\NSSERVER\Users\$\apilon
CD-ROM: HL-DT-ST DVD+-RW GU90N (DVD Writer)
Name: HL-DT-ST DVD+-RW GU90N
Media type: DVD Writer
Manufacturer: (Standard CD-ROM drives)
Drive: D:
Video: Intel(R) HD Graphics 530 (1920x1080x32b)
Name: Intel(R) HD Graphics 530
Current horizontal resolution: 1920
Current vertical resolution: 1080
Current bits per pixel: 32
Current refresh rate: 59 Hz
Memory size: 1.0 GB
Monitor: DELL SE2416H
Manufacturer: Dell
Serial number: 52MT966D0J2B
Manufacture date: 2016 week 24
Printer: OneNote for Windows 10
Name: OneNote for Windows 10
Default printer: False
Network printer: False
Port name:
Microsoft.Office.OneNote_16001.14326.20458.0_x64__8wekyb3d8bbwe_microsoft.onenoteim_S-1-5-21-3386003884-1694078341-2621698960-1104
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 C5250 (default printer)
Name: iR-ADV C5250
Default printer: True
Network printer: False

Port name: 192.168.26.11
Printer: Fax
Name: Fax
Default printer: False
Network printer: False
Port name: SHRFAQ:
Printer: Canon Generic UFR II Driver
Name: Canon Generic UFR II Driver
Default printer: False
Network printer: False
Port name: 192.168.26.11_1
Printer: Bullzip PDF Printer
Name: Bullzip PDF Printer
Default printer: False
Network printer: False
Port name: BULLZIP
Multimedia: USB Audio Device
Name: USB Audio Device
Manufacturer: (Generic USB Audio)
Multimedia: Intel(R) Display Audio
Name: Intel(R) Display Audio
Manufacturer: Intel(R) Corporation
Multimedia: Realtek High Definition Audio
Name: Realtek High Definition Audio
Manufacturer: Realtek
Network adapter: Intel(R) Ethernet Connection (2) I219-LM
Adapter type: Ethernet 802.3
Net connection status: Connected
Manufacturer: Intel
Speed: 1.0 Gbps
Adapter IP-address: 192.168.26.100
Adapter MAC-address: 18:66:DA:25:77:61
DHCP enabled: True
DHCP server: 192.168.26.10
DNS domain: NORTHSHORE.local
WINS primary server:
WINS secondary server:
Local account: OFFICE-PC12\Administrator
Caption: OFFICE-PC12\Administrator
Name: Administrator
Domain: OFFICE-PC12
Description: Built-in account for administering the computer/domain
SID: S-1-5-21-384196013-3030126739-2602281845-500
Disabled: True
Local account: OFFICE-PC12\administrator2
Caption: OFFICE-PC12\administrator2
Name: administrator2
Domain: OFFICE-PC12
Description:
SID: S-1-5-21-384196013-3030126739-2602281845-1000
Disabled: False
Local account: OFFICE-PC12\DefaultAccount
Caption: OFFICE-PC12\DefaultAccount
Name: DefaultAccount

Domain: OFFICE-PC12
 Description: A user account managed by the system.
 SID: S-1-5-21-384196013-3030126739-2602281845-503
 Disabled: True
 Local account: OFFICE-PC12\Guest
 Caption: OFFICE-PC12\Guest
 Name: Guest
 Domain: OFFICE-PC12
 Description: Built-in account for guest access to the computer/domain
 SID: S-1-5-21-384196013-3030126739-2602281845-501
 Disabled: True
 Local account: OFFICE-PC12\WDAGUtilityAccount
 Caption: OFFICE-PC12\WDAGUtilityAccount
 Name: WDAGUtilityAccount
 Domain: OFFICE-PC12
 Description: A user account managed and used by the system for Windows
 Defender Application Guard scenarios.
 SID: S-1-5-21-384196013-3030126739-2602281845-504
 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: KB4577586 - Update
 System hotfix: KB4580325 - Security Update
 System hotfix: KB4589212 - Update
 System hotfix: KB4598481 - Security Update
 System hotfix: KB5000736 - Update
 System hotfix: KB5005539 - Update
 System hotfix: KB5005699 - Security Update
 System hotfix: KB5006670 - Security Update
 Startup: NORTHSHORE\apilon: OneDrive
 ("C:\Users\apilon\AppData\Local\Microsoft\OneDrive\OneDrive.exe"
 /background)
 Name: OneDrive
 Command: "C:\Users\apilon\AppData\Local\Microsoft\OneDrive\OneDrive.exe"
 /background
 Location: HKU\S-1-5-21-3386003884-1694078341-2621698960-
 1104\SOFTWARE\Microsoft\Windows\CurrentVersion\Run
 User: NORTHSHORE\apilon
 Startup: NORTHSHORE\apilon:
 MicrosoftEdgeAutoLaunch_1F3EE83A0C86AE1250F3ABE1275CD730 ("C:\Program

```

Files (x86)\Microsoft\Edge\Application\msedge.exe" --no-startup-window --
win-session-start /prefetch:5)
  Name: MicrosoftEdgeAutoLaunch_1F3EE83A0C86AE1250F3ABE1275CD730
  Command: "C:\Program Files (x86)\Microsoft\Edge\Application\msedge.exe"
--no-startup-window --win-session-start /prefetch:5
  Location: HKU\S-1-5-21-3386003884-1694078341-2621698960-
1104\SOFTWARE\Microsoft\Windows\CurrentVersion\Run
  User: NORTHSHORE\apilon
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: RthDVCpl ("C:\Program
Files\Realtek\Audio\HDA\RtkNGUI64.exe" /s)
  Name: RthDVCpl
  Command: "C:\Program Files\Realtek\Audio\HDA\RtkNGUI64.exe" /s
  Location: HKLM\SOFTWARE\Microsoft\Windows\CurrentVersion\Run
  User: Public
Startup: Public: RthDVBg_MAXX6 ("C:\Program
Files\Realtek\Audio\HDA\RAVBg64.exe" /MAXX6 /WAVES_SUBTYPE_FOR_LYNC)
  Name: RthDVBg_MAXX6
  Command: "C:\Program Files\Realtek\Audio\HDA\RAVBg64.exe" /MAXX6
/WAVES_SUBTYPE_FOR_LYNC
  Location: HKLM\SOFTWARE\Microsoft\Windows\CurrentVersion\Run
  User: Public
Startup: Public: IAStorIcon ("C:\Program Files\Intel\Intel(R) Rapid
Storage Technology\IAStorIconLaunch.exe" "C:\Program Files\Intel\Intel(R)
Rapid Storage Technology\IAStorIcon.exe" 60)
  Name: IAStorIcon
  Command: "C:\Program Files\Intel\Intel(R) Rapid Storage
Technology\IAStorIconLaunch.exe" "C:\Program Files\Intel\Intel(R) Rapid
Storage Technology\IAStorIcon.exe" 60
  Location: HKLM\SOFTWARE\Microsoft\Windows\CurrentVersion\Run
  User: Public
Startup: Public: WavesSvc ("C:\Program
Files\Waves\MaxxAudio\WavesSvc64.exe")
  Name: WavesSvc
  Command: "C:\Program Files\Waves\MaxxAudio\WavesSvc64.exe"
  Location: HKLM\SOFTWARE\Microsoft\Windows\CurrentVersion\Run
  User: Public

```

SOFTWARE =====

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Adobe Acrobat Reader DC, Version: 21.007.20099, Publisher: Adobe Systems
Incorporated, Install date: 2021-10-12, Size: 446.3 MB
Bullzip PDF Printer 10.24.0.2543, Version: 10.24.0.2543, Publisher:
Bullzip, Install date: 2016-08-29, Size: 21.9 MB
Create Recovery Media, Version: 1.0.0.1, Publisher: Dell, Install date:
2016-06-15, Size: 40.0 MB

```

Dell Command | Update, Version: 2.1.1, Publisher: Dell Inc., Install date: 2016-06-15, Size: 62.8 MB
Dell Digital Delivery, Version: 3.1.1002.0, Publisher: Dell Products, LP, Install date: 2016-06-15
Dell Foundation Services, Version: 3.4.16100.0, Publisher: Dell Inc., Install date: 2017-01-31
Dell Protected Workspace, Version: 4.0.18189, Publisher: Invincea, Inc., Install date: 2016-06-15, Size: 71.2 MB
Dell Update, Version: 2.1.3.0, Publisher: Dell Inc., Install date: 2018-04-04, Size: 2.4 MB
Dropbox, Version: 133.4.4089, Publisher: Dropbox, Inc.
GetFormsOnline Internet Explorer Homepage and New Tab, Publisher: Mindspark Interactive Network, Inc.
Google Chrome, Version: 94.0.4606.81, Publisher: Google LLC, Install date: 2021-10-07
GoTo Opener
GoToMeeting 10.17.0.19796, Version: 10.17.0.19796, Publisher: LogMeIn, Inc.
Intel(R) Management Engine Components, Version: 11.0.0.1167, Publisher: Intel Corporation, Size: 106.1 MB
Intel(R) Network Connections 20.2.3001.0, Version: 20.2.3001.0, Publisher: Intel, Install date: 2016-06-15, Size: 30.2 MB
Intel(R) Processor Graphics, Version: 10.18.15.4279, Publisher: Intel Corporation, Size: 74.2 MB
Intel(R) Rapid Storage Technology, Version: 14.8.1.1043, Publisher: Intel Corporation
Intel(R) USB 3.0 eXtensible Host Controller Driver, Version: 4.0.2.42, Publisher: Intel Corporation, Size: 18.5 MB
Intel® Optane™ Pinning Explorer Extensions, Version: 16.8.3.1003, Publisher: Intel Corporation, Install date: 2021-01-04, Size: 1.4 MB
Microsoft Edge, Version: 94.0.992.47, Publisher: Microsoft Corporation, Install date: 2021-10-13
Microsoft Expression Web, Version: 12.0.6215.1000, Product key: PQMFR-3JVDP-TB68J-X2R22-6HQQ8, Publisher: Microsoft Corporation, Install date: 2020-12-28
Microsoft Office 2000 Disc 2, Version: 9.00.2720, Publisher: Microsoft Corporation, Install date: 2018-02-20, Size: 100.3 MB
Microsoft Office Basic Edition 2003, Version: 11.0.8173.0, Product key: KGWH4-WHVMVW-4XCRC-FF3H7-9VRF6, Publisher: Microsoft Corporation, Install date: 2020-12-28, Size: 609.3 MB
Microsoft Office Home and Student 2016 - en-us, Version: 16.0.14430.20270, Publisher: Microsoft Corporation
Microsoft Office PowerPoint Viewer 2007 (English), Version: 12.0.6612.1000, Publisher: Microsoft Corporation, Install date: 2020-12-28, Size: 130.8 MB
Microsoft OneDrive, Version: 21.196.0921.0007, Publisher: Microsoft Corporation, Size: 191.4 MB
Microsoft Update Health Tools, Version: 2.84.0.0, Publisher: Microsoft Corporation, Install date: 2021-10-08, Size: 1.1 MB
QuickTemplateFinder Internet Explorer Homepage and New Tab, Publisher: Mindspark Interactive Network, Inc.
Realtek Audio COM Components, Version: 1.0.2, Publisher: Realtek Semiconductor Corp., Install date: 2016-06-15, Size: 599.0 KB

Realtek High Definition Audio Driver, Version: 6.0.1.6102, Publisher: Realtek Semiconductor Corp., Install date: 2016-06-15, Size: 212.1 MB
TeamViewer, Version: 15.19.5, Publisher: TeamViewer
UFR II Printer Driver Uninstaller, Version: 6, 1, 0, 0, Publisher: Canon Inc.
Vadim PDF Writer
Visual Studio 2012 x64 Redistributables, Version: 14.0.0.1, Publisher: AVG Technologies, Install date: 2016-09-07, Size: 13.0 MB
Visual Studio 2012 x86 Redistributables, Version: 14.0.0.1, Publisher: AVG Technologies CZ, s.r.o., Install date: 2016-09-07, Size: 10.5 MB
Windows Small Business Server 2011 Standard ClientAgent, Version: 6.1.7900.1, Publisher: Microsoft Corporation, Install date: 2016-08-24, Size: 75.0 KB
Zoom, Version: 5.7.7 (1105), Publisher: Zoom Video Communications, Inc., Size: 9.8 MB

PROCESSES

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conhost.exe (C:\WINDOWS\system32\conhost.exe)
DFS.Common.Agent.exe (C:\Program Files\Dell\Dell Foundation Services\DFS.Common.Agent.exe)
Dropbox.exe (C:\Program Files (x86)\Dropbox\Client\Dropbox.exe)
Dropbox.exe (C:\Program Files (x86)\Dropbox\Client\Dropbox.exe)
Dropbox.exe (C:\Program Files (x86)\Dropbox\Client\Dropbox.exe)
explorer.exe (C:\WINDOWS\Explorer.EXE)
FileCoAuth.exe
(C:\Users\apilon\AppData\Local\Microsoft\OneDrive\21.196.0921.0007\FileCoAuth.exe)
freepcaudit - Copy.exe (C:\Users\apilon\Downloads\freepcaudit - Copy.exe)
IAStorIcon.exe (C:\Program Files\Intel\Intel(R) Rapid Storage Technology\IAStorIcon.exe)
igfxEM.exe
(C:\WINDOWS\System32\DriverStore\FileRepository\cui_dch.inf_amd64_7208949846a9b9dc\igfxEM.exe)
iusb3mon.exe (C:\Program Files (x86)\Intel\Intel(R) USB 3.0 eXtensible Host Controller Driver\Application\iusb3mon.exe)
Microsoft.Photos.exe (C:\Program Files\WindowsApps\Microsoft.Windows.Photos_2021.21090.10007.0_x64__8wekyb3d8bbwe\Microsoft.Photos.exe)
mobsync.exe (C:\WINDOWS\System32\mobsync.exe)
msedge.exe (C:\Program Files (x86)\Microsoft\Edge\Application\msedge.exe)
msedge.exe (C:\Program Files (x86)\Microsoft\Edge\Application\msedge.exe)
msedge.exe (C:\Program Files (x86)\Microsoft\Edge\Application\msedge.exe)
msedge.exe (C:\Program Files (x86)\Microsoft\Edge\Application\msedge.exe)
msedge.exe (C:\Program Files (x86)\Microsoft\Edge\Application\msedge.exe)
MusNotifyIcon.exe (C:\WINDOWS\system32\MusNotifyIcon.exe)
OneDrive.exe
(C:\Users\apilon\AppData\Local\Microsoft\OneDrive\OneDrive.exe)
PrivacyIconClient.exe (C:\Program Files (x86)\Intel\Intel(R) Management Engine Components\IMSS\PrivacyIconClient.exe)
QtWebEngineProcess.exe (C:\Program Files (x86)\Dropbox\Client\133.4.4089\QtWebEngineProcess.exe)

QtWebEngineProcess.exe (C:\Program Files
(x86)\Dropbox\Client\133.4.4089\QtWebEngineProcess.exe)
RAVBg64.exe (C:\Program Files\Realtek\Audio\HDA\RAVBg64.exe)
RAVBg64.exe (C:\Program Files\Realtek\Audio\HDA\RAVBg64.exe)
RtkNGUI64.exe (C:\Program Files\Realtek\Audio\HDA\RtkNGUI64.exe)
RuntimeBroker.exe (C:\Windows\System32\RuntimeBroker.exe)
RuntimeBroker.exe (C:\Windows\System32\RuntimeBroker.exe)
RuntimeBroker.exe (C:\Windows\System32\RuntimeBroker.exe)
RuntimeBroker.exe (C:\Windows\System32\RuntimeBroker.exe)
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_cw5nlh2txyewy\SearchApp.exe)
SecurityHealthSystray.exe (C:\Windows\System32\SecurityHealthSystray.exe)
ShellExperienceHost.exe
(C:\WINDOWS\SystemApps\ShellExperienceHost_cw5nlh2txyewy\ShellExperienceHost.exe)
sihost.exe (C:\WINDOWS\system32\sihost.exe)
smartscreen.exe (C:\Windows\System32\smartscreen.exe)
StartMenuExperienceHost.exe
(C:\WINDOWS\SystemApps\Microsoft.Windows.StartMenuExperienceHost_cw5nlh2txyewy\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)
SystemSettingsBroker.exe (C:\Windows\System32\SystemSettingsBroker.exe)
taskhostw.exe (C:\WINDOWS\system32\taskhostw.exe)
TextInputHost.exe
(C:\WINDOWS\SystemApps\MicrosoftWindows.Client.CBS_cw5nlh2txyewy\InputApp\TextInputHost.exe)
UserOOBEBroker.exe (C:\Windows\System32\oobe\UserOOBEBroker.exe)
Video.UI.exe (C:\Program
Files\WindowsApps\Microsoft.ZuneVideo_10.21092.10731.0_x64__8wekyb3d8bbwe\Video.UI.exe)
WavesSvc64.exe (C:\Program Files\Waves\MaxxAudio\WavesSvc64.exe)
YourPhone.exe (C:\Program
Files\WindowsApps\Microsoft.YourPhone_1.21084.77.0_x64__8wekyb3d8bbwe\YourPhone.exe)

France's System

Host name: OFFICE-PC7
IP-address: 192.168.26.104
User name: NORTHSHORE\fgagnon
Description:
Operating system: Microsoft Windows 10 Pro (version 10.0.19041; build 19041)
 Name: Microsoft Windows 10 Pro
 Version: 10.0.19041
 Build: 19041
 Install date: 18/01/2021 12:38:14 PM
Windows product ID: 00330-80000-00000-AA293
Windows product key: VK7JG-NPHTM-C97JM-9MPGT-3V66T
Internet Explorer version: 11.789.19041.0
Model: Vostro 470
System type: x64-based PC
BIOS: Dell Inc. (version: A05; date: 18/04/2012)
 Manufacturer: Dell Inc.
 Version: A05
 Date: 18/04/2012
Serial number: HX0B4V1
Motherboard: Dell Inc. (0YJPT1; version: A00)
 Manufacturer: Dell Inc.
 Product: 0YJPT1
 Version: A00
Chassis: Desktop
Processor: Intel(R) Core(TM) i7-3770 CPU @ 3.40GHz (architecture: x64; 3401 MHz)
 Name: Intel(R) Core(TM) i7-3770 CPU @ 3.40GHz
 Manufacturer: GenuineIntel
 Max clock speed: 3401 MHz
 Architecture: x64
 Level 2 cache size: 1024 KB
 Socket type: CPU 1
 Version:
Physical memory: 8.0 GB
Memory slot: 4.0 GB (BANK 1; form factor: DIMM; memory type: Unknown)
 Capacity: 4.0 GB
 Device locator: DIMM1
 Bank label: BANK 1
 Form factor: DIMM
 Memory type: Unknown
 Manufacturer: 830B
 Speed: 1600 ns
 Max capacity: 32.0 GB
Memory slot: 4.0 GB (BANK 3; form factor: DIMM; memory type: Unknown)
 Capacity: 4.0 GB
 Device locator: DIMM2
 Bank label: BANK 3
 Form factor: DIMM
 Memory type: Unknown
 Manufacturer: 830B
 Speed: 1600 ns

Max capacity: 32.0 GB
Memory slot: Empty
Capacity:
Device locator:
Bank label:
Form factor:
Memory type:
Manufacturer:
Speed:
Max capacity: 32.0 GB
Memory slot: Empty
Capacity:
Device locator:
Bank label:
Form factor:
Memory type:
Manufacturer:
Speed:
Max capacity: 32.0 GB
Disk: ST31000524AS (931.5 GB)
Caption: ST31000524AS
Serial number: 6VPK6WLZ
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
Disk: Generic- Compact Flash USB Device
Caption: Generic- Compact Flash USB Device
Serial number: 058F63626421
Size:
Manufacturer: (Standard disk drives)
Interface type: USB
Media type:
Bytes per sector:
Heads:
Cylinders:
Sectors:
Tracks:
Disk: Generic- SD/MMC USB Device
Caption: Generic- SD/MMC USB Device
Serial number: 058F63626420
Size:
Manufacturer: (Standard disk drives)
Interface type: USB
Media type:
Bytes per sector:
Heads:
Cylinders:
Sectors:

Tracks:
Disk: Generic- SM/xD Picture USB Device
Caption: Generic- SM/xD Picture USB Device
Serial number: 058F63626422
Size:
Manufacturer: (Standard disk drives)
Interface type: USB
Media type:
Bytes per sector:
Heads:
Cylinders:
Sectors:
Tracks:
Disk: Generic- MS/MS-Pro USB Device
Caption: Generic- MS/MS-Pro USB Device
Serial number: 058F63626423
Size:
Manufacturer: (Standard disk drives)
Interface type: USB
Media type:
Bytes per sector:
Heads:
Cylinders:
Sectors:
Tracks:
Logical drive: C: (Local Fixed Disk; size: 916.3 GB; free space: 847.7 GB;
file system: NTFS)
Name: C:
Description: Local Fixed Disk
Size: 916.3 GB
Free space: 847.7 GB
File system: NTFS
Serial number: 6C7E8E4F
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: G: (Network Connection; size: 400.0 GB; free space: 349.0
GB; file system: NTFS; network path: \\NSSERVER\\General)
Name: G:
Description: Network Connection
Size: 400.0 GB
Free space: 349.0 GB
File system: NTFS
Serial number: 3CC4F6E9
Network path: \\NSSERVER\\General
Logical drive: H: (Network Connection; size: 400.0 GB; free space: 349.0
GB; file system: NTFS; network path: \\NSSERVER\\Users\$\\fgagnon)
Name: H:

Description: Network Connection
Size: 400.0 GB
Free space: 349.0 GB
File system: NTFS
Serial number: 3CC4F6E9
Network path: \\NSSERVER\Users\$\fgagnon
Logical drive: K: (Removable Disk)
Name: K:
Description: Removable Disk
Size:
Free space:
File system:
Serial number:
Network path:
Logical drive: L: (Removable Disk)
Name: L:
Description: Removable Disk
Size:
Free space:
File system:
Serial number:
Network path:
Logical drive: M: (Removable Disk)
Name: M:
Description: Removable Disk
Size:
Free space:
File system:
Serial number:
Network path:
Logical drive: N: (Removable Disk)
Name: N:
Description: Removable Disk
Size:
Free space:
File system:
Serial number:
Network path:
CD-ROM: HL-DT-ST DVD+-RW GH82N (DVD Writer)
Name: HL-DT-ST DVD+-RW GH82N
Media type: DVD Writer
Manufacturer: (Standard CD-ROM drives)
Drive: D:
Video: AMD Radeon HD 7500 Series (1680x1050x32b)
Name: AMD Radeon HD 7500 Series
Current horizontal resolution: 1680
Current vertical resolution: 1050
Current bits per pixel: 32
Current refresh rate: 60 Hz
Memory size: 1.0 GB
Monitor: DELL E228WFP
Manufacturer: Dell
Serial number: WT814858131I
Manufacture date: 2008 week 19

Printer: Vadim PDF Writer
Name: Vadim PDF Writer
Default printer: False
Network printer: False
Port name: CPWPT101:
Printer: OneNote for Windows 10
Name: OneNote for Windows 10
Default printer: False
Network printer: False
Port name:
Microsoft.Office.OneNote_16001.14326.20458.0_x64__8wekyb3d8bbwe_microsoft.
onenoteim_S-1-5-21-3386003884-1694078341-2621698960-1107
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: HP LaserJet Professional P 1102w
Name: HP LaserJet Professional P 1102w
Default printer: False
Network printer: False
Port name: USB001
Printer: Fax
Name: Fax
Default printer: False
Network printer: False
Port name: SHRFAQ:
Printer: Canon iR-ADV C5250/5255 UFR II (default printer)
Name: Canon iR-ADV C5250/5255 UFR II
Default printer: True
Network printer: False
Port name: 192.168.26.11
Printer: Canon iR-ADV C5250/5255 (FAX)
Name: Canon iR-ADV C5250/5255 (FAX)
Default printer: False
Network printer: False
Port name: 192.168.26.11
Multimedia: Intel(R) Display Audio
Name: Intel(R) Display Audio
Manufacturer: Intel(R) Corporation
Multimedia: Realtek High Definition Audio
Name: Realtek High Definition Audio
Manufacturer: Realtek
Multimedia: USB Audio Device

Name: USB Audio Device
Manufacturer: (Generic USB Audio)
Multimedia: AMD High Definition Audio Device
Name: AMD High Definition Audio Device
Manufacturer: Advanced Micro Devices
Network adapter: Dell Wireless 1703 802.11b/g/n (2.4GHz)
Adapter type: Ethernet 802.3
Net connection status: Media disconnected
Manufacturer: Qualcomm Atheros Communications Inc.
Speed: 0.0 bps
Adapter IP-address:
Adapter MAC-address: E0:06:E6:5A:46:F7
DHCP enabled: True
DHCP server:
DNS domain:
WINS primary server:
WINS secondary server:
Network adapter: Realtek PCIe GBE Family Controller
Adapter type: Ethernet 802.3
Net connection status: Connected
Manufacturer: Realtek
Speed: 1.0 Gbps
Adapter IP-address: 192.168.26.104
Adapter MAC-address: 5C:F9:DD:6E:30:51
DHCP enabled: True
DHCP server: 192.168.26.10
DNS domain: NORTHSHORE.local
WINS primary server:
WINS secondary server:
Network adapter: Bluetooth Device (Personal Area Network) #2
Adapter type: Ethernet 802.3
Net connection status: Media disconnected
Manufacturer: Microsoft
Speed: 3.0 Mbps
Adapter IP-address:
Adapter MAC-address: E0:06:E6:5A:46:F8
DHCP enabled: True
DHCP server:
DNS domain:
WINS primary server:
WINS secondary server:
Local account: OFFICE-PC7\Administrator
Caption: OFFICE-PC7\Administrator
Name: Administrator
Domain: OFFICE-PC7
Description: Built-in account for administering the computer/domain
SID: S-1-5-21-442689877-1399382538-3849403607-500
Disabled: False
Local account: OFFICE-PC7\administrator2
Caption: OFFICE-PC7\administrator2
Name: administrator2
Domain: OFFICE-PC7
Description:
SID: S-1-5-21-442689877-1399382538-3849403607-1001

Disabled: False
Local account: OFFICE-PC7\DefaultAccount
Caption: OFFICE-PC7\DefaultAccount
Name: DefaultAccount
Domain: OFFICE-PC7
Description: A user account managed by the system.
SID: S-1-5-21-442689877-1399382538-3849403607-503
Disabled: True
Local account: OFFICE-PC7\Guest
Caption: OFFICE-PC7\Guest
Name: Guest
Domain: OFFICE-PC7
Description: Built-in account for guest access to the computer/domain
SID: S-1-5-21-442689877-1399382538-3849403607-501
Disabled: True
Local account: OFFICE-PC7\remote
Caption: OFFICE-PC7\remote
Name: remote
Domain: OFFICE-PC7
Description:
SID: S-1-5-21-442689877-1399382538-3849403607-1000
Disabled: False
Local account: OFFICE-PC7\WDAGUtilityAccount
Caption: OFFICE-PC7\WDAGUtilityAccount
Name: WDAGUtilityAccount
Domain: OFFICE-PC7
Description: A user account managed and used by the system for Windows
Defender Application Guard scenarios.
SID: S-1-5-21-442689877-1399382538-3849403607-504
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: KB4577586 - Update
System hotfix: KB4580325 - Security Update
System hotfix: KB4589212 - Update
System hotfix: KB4598481 - Security Update
System hotfix: KB5005539 - Update
System hotfix: KB5005699 - Security Update
System hotfix: KB5006670 - Security Update
Startup: NORTHSHORE\fgagnon: Send to OneNote (Send to OneNote.lnk)
Name: Send to OneNote

Command: Send to OneNote.lnk
 Location: Startup
 User: NORTHSHORE\fgagnon
 Startup: NORTHSHORE\fgagnon: OneDrive
 ("C:\Users\msabourin\AppData\Local\Microsoft\OneDrive\OneDrive.exe"
 /background)
 Name: OneDrive
 Command:
 "C:\Users\msabourin\AppData\Local\Microsoft\OneDrive\OneDrive.exe"
 /background
 Location: HKU\S-1-5-21-3386003884-1694078341-2621698960-
 1107\SOFTWARE\Microsoft\Windows\CurrentVersion\Run
 User: NORTHSHORE\fgagnon
 Startup: NORTHSHORE\fgagnon: f.lux
 ("C:\Users\msabourin\AppData\Local\FluxSoftware\Flux\flux.exe" /noshow)
 Name: f.lux
 Command: "C:\Users\msabourin\AppData\Local\FluxSoftware\Flux\flux.exe"
 /noshow
 Location: HKU\S-1-5-21-3386003884-1694078341-2621698960-
 1107\SOFTWARE\Microsoft\Windows\CurrentVersion\Run
 User: NORTHSHORE\fgagnon
 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: SACMonitor ("C:\Program
 Files\SafeNet\Authentication\SAC\x64\SACMonitor.exe")
 Name: SACMonitor
 Command: "C:\Program
 Files\SafeNet\Authentication\SAC\x64\SACMonitor.exe"
 Location: HKLM\SOFTWARE\Microsoft\Windows\CurrentVersion\Run
 User: Public
 Startup: Public: AvastUI.exe ("C:\Program Files\AVAST
 Software\Avast\AvLaunch.exe" /gui)
 Name: AvastUI.exe
 Command: "C:\Program Files\AVAST Software\Avast\AvLaunch.exe" /gui
 Location: HKLM\SOFTWARE\Microsoft\Windows\CurrentVersion\Run
 User: Public
 Startup: Public: RTHDVCPL (C:\Program
 Files\Realtek\Audio\HDA\RtkNGUI64.exe -s)
 Name: RTHDVCPL
 Command: C:\Program Files\Realtek\Audio\HDA\RtkNGUI64.exe -s
 Location: HKLM\SOFTWARE\Microsoft\Windows\CurrentVersion\Run
 User: Public
 Startup: Public: RtHDVBg (C:\Program Files\Realtek\Audio\HDA\RAVBg64.exe
 /MAXX4)
 Name: RtHDVBg
 Command: C:\Program Files\Realtek\Audio\HDA\RAVBg64.exe /MAXX4
 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 =====

Adobe Acrobat Reader DC, Version: 21.007.20099, Publisher: Adobe Systems Incorporated, Install date: 2021-10-12, Size: 447.2 MB
Adobe Flash Player 32 NPAPI, Version: 32.0.0.465, Publisher: Adobe, Size: 6.0 MB
AMD Catalyst Control Center, Version: 1.00.0000, Publisher: AMD
AMD Catalyst Install Manager, Version: 3.0.851.0, Publisher: Advanced Micro Devices, Inc., Install date: 2012-06-07, Size: 22.7 MB
Avast Business CloudCare, Version: 4.17.289, Publisher: AVAST Software
Avast Business Security, Version: 21.8.2670, Publisher: Avast Software
ByteFence Anti-Malware, Version: 5.5.0.1, Publisher: Byte Technologies LLC
Cisco EAP-FAST Module, Version: 2.2.14, Publisher: Cisco Systems, Inc., Install date: 2012-06-07, Size: 1.6 MB
Cisco LEAP Module, Version: 1.0.19, Publisher: Cisco Systems, Inc., Install date: 2012-06-07, Size: 644.0 KB
Cisco PEAP Module, Version: 1.1.6, Publisher: Cisco Systems, Inc., Install date: 2012-06-07, Size: 1.2 MB
Compatibility Pack for the 2007 Office system, Version: 12.0.6612.1000, Publisher: Microsoft Corporation, Install date: 2020-12-26, Size: 157.1 MB
Dell DataSafe Local Backup - Support Software, Version: 9.4.67, Publisher: Dell Inc., Install date: 2012-06-07
Dell DataSafe Local Backup, Version: 9.4.67, Publisher: Dell Inc., Install date: 2012-06-07
Dell DataSafe Online, Version: 2.1.19634, Publisher: Dell, Install date: 2012-06-07, Size: 6.5 MB
Dell WLAN and Bluetooth Client Installation, Version: 9.0, Publisher: Dell Inc., Install date: 2012-06-07
Dropbox, Version: 133.4.4089, Publisher: Dropbox, Inc.
f.lux, Publisher: f.lux Software LLC
Google Chrome, Version: 94.0.4606.81, Publisher: Google LLC, Install date: 2021-10-12
GoTo Opener
GoToMeeting 10.17.0.19796, Version: 10.17.0.19796, Publisher: LogMeIn, Inc.
HP LaserJet Professional P1100-P1560-P1600 Series
iCity Controls, Version: 1.0, Publisher: Vadim Software, Install date: 2012-07-10, Size: 4.5 MB
Intel(R) Control Center, Version: 1.2.1.1007, Publisher: Intel Corporation, Size: 1.5 MB
Intel(R) Management Engine Components, Version: 8.0.1.1399, Publisher: Intel Corporation, Size: 20.5 MB

Intel(R) USB 3.0 eXtensible Host Controller Driver, Version: 1.0.3.214,
Publisher: Intel Corporation, Size: 18.5 MB
Intel® Trusted Connect Service Client, Version: 1.23.219.2, Publisher:
Intel Corporation, Install date: 2012-06-07, Size: 10.6 MB
Java 8 Update 201, Version: 8.0.2010.9, Publisher: Oracle Corporation,
Install date: 2019-01-25, Size: 34.5 MB
Malwarebytes Anti-Malware version 1.75.0.1300, Version: 1.75.0.1300,
Publisher: Malwarebytes Corporation, Install date: 2013-05-02, Size: 19.3
MB
Microsoft Edge, Version: 94.0.992.47, Publisher: Microsoft Corporation,
Install date: 2021-10-13
Microsoft Expression Web, Version: 12.0.6215.1000, Product key: PQMFR-
3JVDP-TB68J-X2R22-6HQQ8, Publisher: Microsoft Corporation, Install date:
2020-12-26
Microsoft Office Basic Edition 2003, Version: 11.0.8173.0, Product key:
VP8D8-G3FX9-VCPB2-KDT29-RD82G, Publisher: Microsoft Corporation, Install
date: 2020-12-23, Size: 400.5 MB
Microsoft Office Home and Student 2016 - en-us, Version: 16.0.14430.20270,
Publisher: Microsoft Corporation
Microsoft OneDrive, Version: 21.180.0905.0007, Publisher: Microsoft
Corporation, Size: 191.2 MB
Microsoft Silverlight, Version: 5.1.50918.0, Publisher: Microsoft
Corporation, Install date: 2020-12-23, Size: 50.7 MB
Microsoft SQL Server 2005 Compact Edition [ENU], Version: 3.1.0000,
Publisher: Microsoft Corporation, Install date: 2012-09-10, Size: 1.7 MB
Microsoft SQL Server 2008 Native Client, Version: 10.3.5500.0, Publisher:
Microsoft Corporation, Install date: 2013-06-07, Size: 6.1 MB
Microsoft Update Health Tools, Version: 2.84.0.0, Publisher: Microsoft
Corporation, Install date: 2021-10-04, Size: 1.1 MB
Microsoft Visual C++ 2005 Redistributable (x64), Version: 8.0.59192,
Publisher: Microsoft Corporation, Install date: 2012-06-07, Size: 3.0 MB
Microsoft Visual C++ 2005 Redistributable (x64), Version: 8.0.61000,
Publisher: Microsoft Corporation, Install date: 2012-06-07, Size: 572.0 KB
Microsoft Visual C++ 2005 Redistributable, Version: 8.0.61001, Publisher:
Microsoft Corporation, Install date: 2012-06-07, Size: 290.0 KB
Microsoft Visual C++ 2008 Redistributable - x86 9.0.30729.17, Version:
9.0.30729, Publisher: Microsoft Corporation, Install date: 2017-12-12,
Size: 586.0 KB
Microsoft Visual C++ 2008 Redistributable - x86 9.0.30729.6161, Version:
9.0.30729.6161, Publisher: Microsoft Corporation, Install date: 2020-12-
23, Size: 10.2 MB
Microsoft Visual C++ 2008 Redistributable - x86 9.0.30729, Version:
9.0.30729, Publisher: Microsoft Corporation, Install date: 2012-06-07,
Size: 608.0 KB
Microsoft Visual C++ 2010 x64 Redistributable - 10.0.30319, Version:
10.0.30319, Publisher: Microsoft Corporation, Install date: 2020-12-23,
Size: 18.1 MB
Microsoft Visual C++ 2010 x86 Redistributable - 10.0.40219, Version:
10.0.40219, Publisher: Microsoft Corporation, Install date: 2020-12-23,
Size: 15.0 MB
Microsoft Visual C++ 2012 Redistributable (x64) - 11.0.50727, Version:
11.0.50727.1, Publisher: Microsoft Corporation, Size: 20.4 MB
Microsoft Visual C++ 2012 Redistributable (x86) - 11.0.50727, Version:
11.0.50727.1, Publisher: Microsoft Corporation, Size: 17.3 MB

Mozilla Firefox 64.0.2 (x64 en-US), Version: 64.0.2, Publisher: Mozilla, Size: 171.3 MB
Mozilla Firefox 71.0 (x64 en-US), Version: 71.0, Publisher: Mozilla, Size: 192.3 MB
Mozilla Maintenance Service, Version: 55.0.3, Publisher: Mozilla, Size: 449.0 KB
Realtek High Definition Audio Driver, Version: 6.0.1.6537, Publisher: Realtek Semiconductor Corp.
RingCentral Meetings, Version: 19.4, Publisher: Zoom Video Communications, Inc. and RingCentral Inc., Size: 9.8 MB
Scotiabank Token Software, Version: 8.00.198.8000, Publisher: SafeNet, Inc., Install date: 2014-05-13, Size: 92.5 MB
Skype™ 5.5, Version: 5.5.119, Publisher: Skype Technologies S.A., Install date: 2012-06-07, Size: 17.0 MB
TeamViewer, Version: 15.16.8, Publisher: TeamViewer
uniPaaS 1.9, Version: 1.9.897, Publisher: Magic Software Enterprise
Vadim PDF Writer
Visual Studio 2010 x64 Redistributables, Version: 13.0.0.1, Publisher: AVG Technologies, Install date: 2013-05-02, Size: 12.4 MB
Visual Studio 2012 x64 Redistributables, Version: 14.0.0.1, Publisher: AVG Technologies, Install date: 2014-09-05, Size: 13.0 MB
Visual Studio 2012 x86 Redistributables, Version: 14.0.0.1, Publisher: AVG Technologies CZ, s.r.o., Install date: 2014-09-05, Size: 10.5 MB
VNC Free Edition 4.1.2, Version: 4.1.2, Publisher: RealVNC Ltd.
WeatherBuddy
Windows Live Essentials, Version: 16.4.3528.0331, Publisher: Microsoft Corporation
Windows Small Business Server 2011 Standard ClientAgent, Version: 6.1.7900.1, Publisher: Microsoft Corporation, Install date: 2013-05-03, Size: 75.0 KB
Yahoo Search Set, Publisher: Yahoo Inc.
Zoom, Version: 5.7.7 (1105), Publisher: Zoom Video Communications, Inc., Size: 9.8 MB

PROCESSES =====

ApplicationFrameHost.exe (C:\WINDOWS\system32\ApplicationFrameHost.exe)
AvastUI.exe (C:\Program Files\AVAST Software\Avast\AvastUI.exe)
AvastUI.exe (C:\Program Files\AVAST Software\Avast\AvastUI.exe)
AvastUI.exe (C:\Program Files\AVAST Software\Avast\AvastUI.exe)
Calculator.exe (C:\Program Files\WindowsApps\Microsoft.WindowsCalculator_10.2103.8.0_x64__8wekyb3d8bbwe\Calculator.exe)
CCC.exe (C:\Program Files (x86)\ATI Technologies\ATI.ACE\Core-Static\CCC.exe)
chrome.exe (C:\Program Files (x86)\Google\Chrome\Application\chrome.exe)
chrome.exe (C:\Program Files (x86)\Google\Chrome\Application\chrome.exe)
chrome.exe (C:\Program Files (x86)\Google\Chrome\Application\chrome.exe)
chrome.exe (C:\Program Files (x86)\Google\Chrome\Application\chrome.exe)
chrome.exe (C:\Program Files (x86)\Google\Chrome\Application\chrome.exe)
chrome.exe (C:\Program Files (x86)\Google\Chrome\Application\chrome.exe)
chrome.exe (C:\Program Files (x86)\Google\Chrome\Application\chrome.exe)

Dropbox.exe (C:\Program Files (x86)\Dropbox\Client\Dropbox.exe)
 Dropbox.exe (C:\Program Files (x86)\Dropbox\Client\Dropbox.exe)
 Dropbox.exe (C:\Program Files (x86)\Dropbox\Client\Dropbox.exe)
 EXCEL.EXE (C:\Program Files (x86)\Microsoft
 Office\Root\Office16\EXCEL.EXE)
 explorer.exe (C:\WINDOWS\Explorer.EXE)
 flux.exe (C:\Users\msabourin\AppData\Local\FluxSoftware\Flux\flux.exe)
 freepcaudit - Copy.exe (C:\Users\msabourin\Downloads\freepcaudit -
 Copy.exe)
 Gateway.exe (\\SBSServer\iCity\$\Desktop\Live\App\Gateway.exe)
 jusched.exe (C:\Program Files (x86)\Common Files\Java\Java
 Update\jusched.exe)
 mobsync.exe (C:\WINDOWS\System32\mobsync.exe)
 MOM.exe (C:\Program Files (x86)\ATI Technologies\ATI.ACE\Core-
 Static\MOM.exe)
 OneDrive.exe
 (C:\Users\msabourin\AppData\Local\Microsoft\OneDrive\OneDrive.exe)
 ONENOTEM.EXE (C:\Program Files (x86)\Microsoft
 Office\root\Office16\ONENOTEM.EXE)
 QtWebEngineProcess.exe (C:\Program Files
 (x86)\Dropbox\Client\133.4.4089\QtWebEngineProcess.exe)
 QtWebEngineProcess.exe (C:\Program Files
 (x86)\Dropbox\Client\133.4.4089\QtWebEngineProcess.exe)
 RAVBg64.exe (C:\Program Files\Realtek\Audio\HDA\RAVBg64.exe)
 RtkNGUI64.exe (C:\Program Files\Realtek\Audio\HDA\RtkNGUI64.exe)
 rtop_bg.exe (C:\Program Files\ByteFence\rtop\bin\rtop_bg.exe)
 RuntimeBroker.exe (C:\Windows\System32\RuntimeBroker.exe)
 RuntimeBroker.exe (C:\Windows\System32\RuntimeBroker.exe)
 RuntimeBroker.exe (C:\Windows\System32\RuntimeBroker.exe)
 RuntimeBroker.exe (C:\Windows\System32\RuntimeBroker.exe)
 RuntimeBroker.exe (C:\Windows\System32\RuntimeBroker.exe)
 RuntimeBroker.exe (C:\Windows\System32\RuntimeBroker.exe)
 SACMonitor.exe (C:\Program
 Files\SafeNet\Authentication\SAC\x64\SACMonitor.exe)
 SearchApp.exe
 (C:\WINDOWS\SystemApps\Microsoft.Windows.Search_cw5n1h2txyewy\SearchApp.ex
 e)
 SecurityHealthSystray.exe (C:\Windows\System32\SecurityHealthSystray.exe)
 sihost.exe (C:\WINDOWS\system32\sihost.exe)
 smartscreen.exe (C:\Windows\System32\smartscreen.exe)
 software_reporter_tool.exe
 (c:\users\msabourin\appdata\local\google\chrome\user
 data\swreporter\93.269.200\software_reporter_tool.exe)
 software_reporter_tool.exe
 (c:\users\msabourin\appdata\local\google\chrome\user
 data\swreporter\93.269.200\software_reporter_tool.exe)
 software_reporter_tool.exe
 (C:\Users\msabourin\AppData\Local\Google\Chrome\User
 Data\SwReporter\93.269.200\software_reporter_tool.exe)
 software_reporter_tool.exe
 (c:\users\msabourin\appdata\local\google\chrome\user
 data\swreporter\93.269.200\software_reporter_tool.exe)

StartMenuExperienceHost.exe
(C:\WINDOWS\SystemApps\Microsoft.Windows.StartMenuExperienceHost_cw5nlh2txyewy\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)
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_cw5nlh2txyewy\InputApp\TextInputHost.exe)
UserOOBEBroker.exe (C:\Windows\System32\oobe\UserOOBEBroker.exe)
WinStore.App.exe (C:\Program
Files\WindowsApps\Microsoft.WindowsStore_12107.1001.15.0_x64__8wekyb3d8bbwe\WinStore.App.exe)
YourPhone.exe (C:\Program
Files\WindowsApps\Microsoft.YourPhone_1.21084.78.0_x64__8wekyb3d8bbwe\YourPhone.exe)

Rachel's System

Host name: LAPTOP-Q7RU29C1
IP-address: 192.168.26.118
User name: LAPTOP-Q7RU29C1\User
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: 2021-06-04 5:15:24 AM
Windows product ID: 00330-53515-31507-AAOEM
Windows product key: B2RM9-2BNBX-3D7PJ-X8TTY-6VJXC
Internet Explorer version: 11.789.19041.0
Model: 82C4
System type: x64-based PC
BIOS: LENOVO (version: DKCN51WW; date: 2020-12-23)
 Manufacturer: LENOVO
 Version: DKCN51WW
 Date: 2020-12-23
Serial number: PF2PDLH6
Motherboard: LENOVO (LNVNB161216; version: SDK0J40697 WIN)
 Manufacturer: LENOVO
 Product: LNVNB161216
 Version: SDK0J40697 WIN
Chassis: Notebook
Processor: Intel(R) Core(TM) i3-1005G1 CPU @ 1.20GHz (architecture: x64; 1190 MHz)
 Name: Intel(R) Core(TM) i3-1005G1 CPU @ 1.20GHz
 Manufacturer: GenuineIntel
 Max clock speed: 1190 MHz
 Architecture: x64
 Level 2 cache size: 1024 KB
 Socket type: U3E1
 Version:
Physical memory: 7.8 GB
Memory slot: 4.0 GB (BANK 0; form factor: SODIMM; memory type: Unknown)
 Capacity: 4.0 GB
 Device locator: ChannelA-DIMM0
 Bank label: BANK 0
 Form factor: SODIMM
 Memory type: Unknown
 Manufacturer: Ramaxel
 Speed: 2667 ns
 Max capacity: 12.0 GB
Memory slot: 4.0 GB (BANK 2; form factor: Unknown; memory type: Unknown)
 Capacity: 4.0 GB
 Device locator: ChannelB-DIMM0
 Bank label: BANK 2
 Form factor: Unknown
 Memory type: Unknown
 Manufacturer: Samsung
 Speed: 2667 ns

Max capacity: 12.0 GB
Disk: KBG40ZNT256G TOSHIBA MEMORY (238.5 GB)
Caption: KBG40ZNT256G TOSHIBA MEMORY
Serial number: 8CE3_8E04_012F_780B.
Size: 238.5 GB
Manufacturer: (Standard disk drives)
Interface type: SCSI
Media type: Fixed hard disk media
Bytes per sector: 512
Heads: 255
Cylinders: 31130
Sectors: 500103450
Tracks: 7938150
Logical drive: C: (Local Fixed Disk; size: 237.2 GB; free space: 183.9 GB;
file system: NTFS)
Name: C:
Description: Local Fixed Disk
Size: 237.2 GB
Free space: 183.9 GB
File system: NTFS
Serial number: 1A7B9E4F
Network path:
Logical drive: G: (Network Connection; size: 400.0 GB; free space: 349.0
GB; file system: NTFS; network path: \\NSSERVER\General)
Name: G:
Description: Network Connection
Size: 400.0 GB
Free space: 349.0 GB
File system: NTFS
Serial number: 3CC4F6E9
Network path: \\NSSERVER\General
Video: Intel(R) UHD Graphics (1920x1080x32b)
Name: Intel(R) UHD Graphics
Current horizontal resolution: 1920
Current vertical resolution: 1080
Current bits per pixel: 32
Current refresh rate: 59 Hz
Memory size: 1.0 GB
Monitor: Unknown
Manufacturer: Unknown BOE
Serial number: 0
Manufacture date: 2018 week 1
Printer: OneNote for Windows 10
Name: OneNote for Windows 10
Default printer: False
Network printer: False
Port name:
Microsoft.Office.OneNote_16001.14326.20458.0_x64__8wekyb3d8bbwe_microsoft.
onenoteim_S-1-5-21-3398702245-1381211921-2580835124-1001
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 C5540 (default printer)
Name: iR-ADV C5540
Default printer: True
Network printer: False
Port name: WSD-0c67f409-1f37-4757-a606-930de70e0219

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

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

Multimedia: Realtek High Definition Audio(SST)
Name: Realtek High Definition Audio(SST)
Manufacturer: Realtek

Network adapter: Intel(R) Wireless-AC 9560
Adapter type: Ethernet 802.3
Net connection status: Media disconnected
Manufacturer: Intel Corporation
Speed: 0.0 bps
Adapter IP-address:
Adapter MAC-address: 84:5C:F3:54:9E:8F
DHCP enabled: True
DHCP server:
DNS domain:
WINS primary server:
WINS secondary server:

Network adapter: Bluetooth Device (Personal Area Network)
Adapter type: Ethernet 802.3
Net connection status: Media disconnected
Manufacturer: Microsoft
Speed: 3.0 Mbps
Adapter IP-address:
Adapter MAC-address: 84:5C:F3:54:9E:93
DHCP enabled: True
DHCP server:
DNS domain:
WINS primary server:
WINS secondary server:

Network adapter: Realtek USB GbE Family Controller
Adapter type: Ethernet 802.3
Net connection status: Connected
Manufacturer: Realtek

Speed: 1.0 Gbps
Adapter IP-address: 192.168.26.118
Adapter MAC-address: 00:E0:4C:3F:3C:22
DHCP enabled: True
DHCP server: 192.168.26.10
DNS domain: NORTHSHORE.local
WINS primary server:
WINS secondary server:
Local account: LAPTOP-Q7RU29C1\Administrator
Caption: LAPTOP-Q7RU29C1\Administrator
Name: Administrator
Domain: LAPTOP-Q7RU29C1
Description: Built-in account for administering the computer/domain
SID: S-1-5-21-3398702245-1381211921-2580835124-500
Disabled: True
Local account: LAPTOP-Q7RU29C1\DefaultAccount
Caption: LAPTOP-Q7RU29C1\DefaultAccount
Name: DefaultAccount
Domain: LAPTOP-Q7RU29C1
Description: A user account managed by the system.
SID: S-1-5-21-3398702245-1381211921-2580835124-503
Disabled: True
Local account: LAPTOP-Q7RU29C1\Guest
Caption: LAPTOP-Q7RU29C1\Guest
Name: Guest
Domain: LAPTOP-Q7RU29C1
Description: Built-in account for guest access to the computer/domain
SID: S-1-5-21-3398702245-1381211921-2580835124-501
Disabled: True
Local account: LAPTOP-Q7RU29C1\User
Caption: LAPTOP-Q7RU29C1\User
Name: User
Domain: LAPTOP-Q7RU29C1
Description:
SID: S-1-5-21-3398702245-1381211921-2580835124-1001
Disabled: False
Local account: LAPTOP-Q7RU29C1\WDAGUtilityAccount
Caption: LAPTOP-Q7RU29C1\WDAGUtilityAccount
Name: WDAGUtilityAccount
Domain: LAPTOP-Q7RU29C1
Description: A user account managed and used by the system for Windows
Defender Application Guard scenarios.
SID: S-1-5-21-3398702245-1381211921-2580835124-504
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: KB4534170 - Update
 System hotfix: KB4537759 - Security Update
 System hotfix: KB4545706 - Security Update
 System hotfix: KB4562830 - Update
 System hotfix: KB4577266 - Security Update
 System hotfix: KB4577586 - Update
 System hotfix: KB4580325 - Security Update
 System hotfix: KB5005539 - Update
 System hotfix: KB5005699 - Security Update
 System hotfix: KB5006670 - Security Update

Startup: LAPTOP-Q7RU29C1\User: OneDrive ("C:\Program Files\Microsoft OneDrive\OneDrive.exe" /background)
 Name: OneDrive
 Command: "C:\Program Files\Microsoft OneDrive\OneDrive.exe" /background
 Location: HKU\S-1-5-21-3398702245-1381211921-2580835124-1001\SOFTWARE\Microsoft\Windows\CurrentVersion\Run
 User: LAPTOP-Q7RU29C1\User

Startup: LAPTOP-Q7RU29C1\User: f.lux
 ("C:\Users\User\AppData\Local\FluxSoftware\Flux\flux.exe" /noshow)
 Name: f.lux
 Command: "C:\Users\User\AppData\Local\FluxSoftware\Flux\flux.exe" /noshow
 Location: HKU\S-1-5-21-3398702245-1381211921-2580835124-1001\SOFTWARE\Microsoft\Windows\CurrentVersion\Run
 User: LAPTOP-Q7RU29C1\User

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: 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 Reader DC, Version: 21.007.20099, Publisher: Adobe Systems Incorporated, Install date: 2021-10-12, Size: 407.6 MB
f.lux, Publisher: f.lux Software LLC
Google Chrome, Version: 94.0.4606.81, Publisher: Google LLC, Install date: 2021-10-12
Intel(R) Chipset Device Software, Version: 10.1.18412.8219, Publisher: Intel(R) Corporation, Size: 2.6 MB
Lenovo Vantage Service, Version: 3.9.23.0, Publisher: Lenovo Group Ltd., Install date: 2021-10-14, Size: 33.8 MB
Microsoft Edge, Version: 94.0.992.47, Publisher: Microsoft Corporation, Install date: 2021-10-13
Microsoft Office Home and Business 2019 - en-us, Version: 16.0.14430.20270, Publisher: Microsoft Corporation
Microsoft OneDrive, Version: 21.180.0905.0007, Publisher: Microsoft Corporation, Size: 191.2 MB
Microsoft Update Health Tools, Version: 2.84.0.0, Publisher: Microsoft Corporation, Install date: 2021-10-14, Size: 1.1 MB
Microsoft Visual C++ 2015-2019 Redistributable (x64) - 14.26.28720, Version: 14.26.28720.3, Publisher: Microsoft Corporation, Size: 22.6 MB
TeamViewer, Version: 15.20.3, Publisher: TeamViewer

PROCESSES

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ApplicationFrameHost.exe (C:\Windows\system32\ApplicationFrameHost.exe)
Calculator.exe (C:\Program Files\WindowsApps\Microsoft.WindowsCalculator_10.2103.8.0_x64__8wekyb3d8bbwe\Calculator.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)
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)
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)
CompPkgSrv.exe (C:\Windows\System32\CompPkgSrv.exe)
explorer.exe (C:\Windows\Explorer.EXE)
FileCoAuth.exe (C:\Program Files\Microsoft OneDrive\21.180.0905.0007\FileCoAuth.exe)
flux.exe (C:\Users\User\AppData\Local\FluxSoftware\Flux\flux.exe)
freepcaudit - Copy.exe (C:\Users\User\Downloads\freepcaudit - Copy.exe)
Gateway.exe (\\SBSServer\iCity\Desktop\Live\App\Gateway.exe)
IGCC.exe (C:\Program Files\WindowsApps\AppUp.IntelGraphicsExperience_1.100.3370.0_x64__8j3eq9eme6ctt\IGCC.exe)

IGCCTray.exe (C:\Program
 Files\WindowsApps\AppUp.IntelGraphicsExperience_1.100.3370.0_x64__8j3eq9em
 e6ctt\GCP.ML.BackgroundSysTray\IGCCTray.exe)
 Lenovo.Modern.ImController.PluginHost.CompanionApp.exe
 (C:\Windows\Lenovo\ImController\PluginHost86\Lenovo.Modern.ImController.Pl
 uginHost.CompanionApp.exe)
 Lenovo.Modern.ImController.PluginHost.SettingsApp.exe
 (C:\Windows\Lenovo\ImController\PluginHost\Lenovo.Modern.ImController.Plug
 inHost.SettingsApp.exe)
 Lenovo.Modern.ImController.PluginHost.SettingsApp.exe
 (C:\Windows\Lenovo\ImController\PluginHost\Lenovo.Modern.ImController.Plug
 inHost.SettingsApp.exe)
 Lenovo.Vantage.AddinHost.Amd64.exe (C:\Program Files
 (x86)\Lenovo\VantageService\3.9.23.0\Lenovo.Vantage.AddinHost.Amd64.exe)
 Lenovo.Vantage.AddinHost.exe (C:\Program Files
 (x86)\Lenovo\VantageService\3.9.23.0\Lenovo.Vantage.AddinHost.exe)
 msedge.exe (C:\Program Files (x86)\Microsoft\Edge\Application\msedge.exe)
 msedge.exe (C:\Program Files (x86)\Microsoft\Edge\Application\msedge.exe)
 msedge.exe (C:\Program Files (x86)\Microsoft\Edge\Application\msedge.exe)
 msedge.exe (C:\Program Files (x86)\Microsoft\Edge\Application\msedge.exe)
 msedge.exe (C:\Program Files (x86)\Microsoft\Edge\Application\msedge.exe)
 msedge.exe (C:\Program Files (x86)\Microsoft\Edge\Application\msedge.exe)
 msedge.exe (C:\Program Files (x86)\Microsoft\Edge\Application\msedge.exe)
 msedge.exe (C:\Program Files (x86)\Microsoft\Edge\Application\msedge.exe)
 msedge.exe (C:\Program Files (x86)\Microsoft\Edge\Application\msedge.exe)
 msedge.exe (C:\Program Files (x86)\Microsoft\Edge\Application\msedge.exe)
 msedge.exe (C:\Program Files (x86)\Microsoft\Edge\Application\msedge.exe)
 msedge.exe (C:\Program Files (x86)\Microsoft\Edge\Application\msedge.exe)
 msedge.exe (C:\Program Files (x86)\Microsoft\Edge\Application\msedge.exe)
 OIPDevApp.exe (C:\Program
 Files\WindowsApps\34791E63.CanonOfficePrinterUtility_12.7.0.0_x64__6e5tt8c
 gb93ep\OIPDevApp.exe)
 OneDrive.exe (C:\Program Files\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)
 RuntimeBroker.exe (C:\Windows\System32\RuntimeBroker.exe)
 RuntimeBroker.exe (C:\Windows\System32\RuntimeBroker.exe)
 RuntimeBroker.exe (C:\Windows\System32\RuntimeBroker.exe)
 RuntimeBroker.exe (C:\Windows\System32\RuntimeBroker.exe)
 SDXHelper.exe (C:\Program Files\Microsoft
 Office\Root\Office16\SDXHelper.exe)
 SearchApp.exe
 (C:\Windows\SystemApps\Microsoft.Windows.Search_cw5nlh2txyewy\SearchApp.ex
 e)
 SecurityHealthSystray.exe (C:\Windows\System32\SecurityHealthSystray.exe)
 SettingSyncHost.exe (C:\Windows\system32\SettingSyncHost.exe)
 sihost.exe (C:\Windows\system32\sihost.exe)
 smartscreen.exe (C:\Windows\System32\smartscreen.exe)
 splwow64.exe (C:\Windows\splwow64.exe)

StartMenuExperienceHost.exe
(C:\Windows\SystemApps\Microsoft.Windows.StartMenuExperienceHost_cw5nlh2txyewy\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)
svchost.exe (C:\Windows\system32\svchost.exe)
SynTPEnh.exe (C:\Windows\System32\SynTPEnh.exe)
SystemSettings.exe (C:\Windows\ImmersiveControlPanel\SystemSettings.exe)
taskhostw.exe (C:\Windows\system32\taskhostw.exe)
TeamViewer.exe (C:\Program Files\TeamViewer\TeamViewer.exe)
TextInputHost.exe
(C:\Windows\SystemApps\MicrosoftWindows.Client.CBS_cw5nlh2txyewy\InputApp\TextInputHost.exe)
UDCUserAgent.exe
(C:\Windows\System32\drivers\Lenovo\udc\Service\UDCUserAgent.exe)
UserOOBEBroker.exe (C:\Windows\System32\oobe\UserOOBEBroker.exe)
utility.exe (C:\Program
Files\WindowsApps\E0469640.LenovoUtility_4.1.22.0_x64__5grkq8ppsgwt4\LaunchUtility\utility.exe)
Video.UI.exe (C:\Program
Files\WindowsApps\Microsoft.ZuneVideo_10.21092.10731.0_x64__8wekyb3d8bbwe\Video.UI.exe)
WinStore.App.exe (C:\Program
Files\WindowsApps\Microsoft.WindowsStore_12107.1001.15.0_x64__8wekyb3d8bbwe\WinStore.App.exe)
YourPhone.exe (C:\Program
Files\WindowsApps\Microsoft.YourPhone_1.21084.78.0_x64__8wekyb3d8bbwe\YourPhone.exe)

Public Works

Host name: PUBLICWORKS
IP-address: 192.168.103.116
User name: NORTHSHORE\msimon
Description:
Operating system: Microsoft Windows 10 Pro (version 10.0.19043; build 19043)
 Name: Microsoft Windows 10 Pro
 Version: 10.0.19043
 Build: 19043
 Install date: 17/11/2020 12:02:25 PM
Windows product ID: 00330-80000-00000-AA474
Windows product key: VK7JG-NPHTM-C97JM-9MPGT-3V66T
Internet Explorer version: 11.789.19041.0
Model: HP ProBook 4540s
System type: x64-based PC
BIOS: Hewlett-Packard (version: 68IRR Ver. F.41; date: 20/05/2013)
 Manufacturer: Hewlett-Packard
 Version: 68IRR Ver. F.41
 Date: 20/05/2013
Serial number: 2CE3250MSM
Motherboard: Hewlett-Packard (17F6; version: KBC Version 58.1E)
 Manufacturer: Hewlett-Packard
 Product: 17F6
 Version: KBC Version 58.1E
Chassis: Notebook
Processor: Intel(R) Core(TM) i5-3230M CPU @ 2.60GHz (architecture: x64; 2601 MHz)
 Name: Intel(R) Core(TM) i5-3230M CPU @ 2.60GHz
 Manufacturer: GenuineIntel
 Max clock speed: 2601 MHz
 Architecture: x64
 Level 2 cache size: 256 KB
 Socket type: U3E1
 Version:
Physical memory: 7.9 GB
Memory slot: 4.0 GB (BANK 0; form factor: SODIMM; memory type: Unknown)
 Capacity: 4.0 GB
 Device locator: Bottom-Slot 1(top)
 Bank label: BANK 0
 Form factor: SODIMM
 Memory type: Unknown
 Manufacturer: Samsung
 Speed: 1600 ns
 Max capacity: 16.0 GB
Memory slot: 4.0 GB (BANK 2; form factor: SODIMM; memory type: Unknown)
 Capacity: 4.0 GB
 Device locator: Bottom-Slot 2 (under)
 Bank label: BANK 2
 Form factor: SODIMM
 Memory type: Unknown
 Manufacturer: Micron
 Speed: 1600 ns

Max capacity: 16.0 GB
Disk: WDC WD5000BPKT-60PK4T0 (465.8 GB)
Caption: WDC WD5000BPKT-60PK4T0
Serial number: W -DXW144A837094
Size: 465.8 GB
Manufacturer: (Standard disk drives)
Interface type: IDE
Media type: Fixed hard disk media
Bytes per sector: 512
Heads: 255
Cylinders: 60801
Sectors: 976768065
Tracks: 15504255
Disk: HP Officejet Pro 86 USB Device
Caption: HP Officejet Pro 86 USB Device
Serial number: CN324BWG9N05KD
Size:
Manufacturer: (Standard disk drives)
Interface type: USB
Media type:
Bytes per sector:
Heads:
Cylinders:
Sectors:
Tracks:
Logical drive: C: (Local Fixed Disk; size: 444.0 GB; free space: 377.2 GB;
file system: NTFS)
Name: C:
Description: Local Fixed Disk
Size: 444.0 GB
Free space: 377.2 GB
File system: NTFS
Serial number: 9A85ECFE
Network path:
Logical drive: D: (Removable Disk)
Name: D:
Description: Removable Disk
Size:
Free space:
File system:
Serial number:
Network path:
Logical drive: E: (Local Fixed Disk; size: 2.0 GB; free space: 2.0 MB;
file system: FAT32)
Name: E:
Description: Local Fixed Disk
Size: 2.0 GB
Free space: 2.0 MB
File system: FAT32
Serial number: 64865F4D
Network path:
Logical drive: F: (CD-ROM Disc)
Name: F:
Description: CD-ROM Disc

Size:
Free space:
File system:
Serial number:
Network path:
Logical drive: G: (Local Fixed Disk; size: 19.5 GB; free space: 3.0 GB;
file system: NTFS)
Name: G:
Description: Local Fixed Disk
Size: 19.5 GB
Free space: 3.0 GB
File system: NTFS
Serial number: B03D0D70
Network path:
Logical drive: H: (Network Connection; size: 444.0 GB; free space: 377.2
GB; file system: CSC-CACHE; network path: \\NSSERVER\Users\$\msimon)
Name: H:
Description: Network Connection
Size: 444.0 GB
Free space: 377.2 GB
File system: CSC-CACHE
Serial number:
Network path: \\NSSERVER\Users\$\msimon
Logical drive: Z: (Network Connection; network path: \\NSserver\General)
Name: Z:
Description: Network Connection
Size:
Free space:
File system:
Serial number:
Network path: \\NSserver\General
CD-ROM: hp DVD-RAM UJ8D1 (DVD Writer)
Name: hp DVD-RAM UJ8D1
Media type: DVD Writer
Manufacturer: (Standard CD-ROM drives)
Drive: F:
Video: Intel(R) HD Graphics 4000 (1366x768x32b)
Name: Intel(R) HD Graphics 4000
Current horizontal resolution: 1366
Current vertical resolution: 768
Current bits per pixel: 32
Current refresh rate: 39 Hz
Memory size: -2080374784.0 Bytes
Monitor: Unknown
Manufacturer: Hewlett-Packard
Serial number: 0
Manufacture date: 2012 week 0
Printer: OneNote for Windows 10
Name: OneNote for Windows 10
Default printer: False
Network printer: False
Port name:
Microsoft.Office.OneNote_16001.14326.20458.0_x64__8wekyb3d8bbwe_microsoft.
onenoteim_S-1-5-21-3386003884-1694078341-2621698960-1125

Printer: Send To OneNote 2013
Name: Send To OneNote 2013
Default printer: False
Network printer: False
Port name: nul:

Printer: PDF Complete
Name: PDF Complete
Default printer: False
Network printer: False
Port name: PDFC

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: HP056EF0 (HP DeskJet 2600 series)
Name: HP056EF0 (HP DeskJet 2600 series)
Default printer: False
Network printer: False
Port name: WSD-dlce185d-b587-46f6-9c14-fbd7e8836695

Printer: HP Officejet Pro 8600 (default printer)
Name: HP Officejet Pro 8600
Default printer: True
Network printer: False
Port name: USB001

Printer: HP ePrint
Name: HP ePrint
Default printer: False
Network printer: False
Port name: LPT1:

Printer: Fax - HP Officejet Pro 8600
Name: Fax - HP Officejet Pro 8600
Default printer: False
Network printer: False
Port name: USB002

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

Multimedia: IDT High Definition Audio CODEC
Name: IDT High Definition Audio CODEC
Manufacturer: IDT

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

Network adapter: Realtek PCIe GBE Family Controller
Adapter type: Ethernet 802.3
Net connection status: Media disconnected

Manufacturer: Realtek
Speed: 0.0 bps
Adapter IP-address:
Adapter MAC-address: B4:B5:2F:98:BE:FB
DHCP enabled: True
DHCP server:
DNS domain:
WINS primary server:
WINS secondary server:
Network adapter: Qualcomm Atheros AR9485 802.11b/g/n WiFi Adapter
Adapter type: Ethernet 802.3
Net connection status: Connected
Manufacturer: Qualcomm Atheros Communications Inc.
Speed: 108.3 Mbps
Adapter IP-address: 192.168.103.116
Adapter MAC-address: 24:FD:52:AD:CB:20
DHCP enabled: True
DHCP server: 192.168.103.1
DNS domain:
WINS primary server:
WINS secondary server:
Network adapter: Bluetooth Device (Personal Area Network)
Adapter type: Ethernet 802.3
Net connection status: Media disconnected
Manufacturer: Microsoft
Speed: 3.0 Mbps
Adapter IP-address:
Adapter MAC-address: 24:FD:52:AE:1B:CA
DHCP enabled: True
DHCP server:
DNS domain:
WINS primary server:
WINS secondary server:
Local account: PUBLICWORKS\admin
Caption: PUBLICWORKS\admin
Name: admin
Domain: PUBLICWORKS
Description:
SID: S-1-5-21-3453593473-1057643616-1467935663-1002
Disabled: False
Local account: PUBLICWORKS\Administrator
Caption: PUBLICWORKS\Administrator
Name: Administrator
Domain: PUBLICWORKS
Description: Built-in account for administering the computer/domain
SID: S-1-5-21-3453593473-1057643616-1467935663-500
Disabled: True
Local account: PUBLICWORKS\Angela
Caption: PUBLICWORKS\Angela
Name: Angela
Domain: PUBLICWORKS
Description:
SID: S-1-5-21-3453593473-1057643616-1467935663-1003
Disabled: False

Local account: PUBLICWORKS\DefaultAccount
Caption: PUBLICWORKS\DefaultAccount
Name: DefaultAccount
Domain: PUBLICWORKS
Description: A user account managed by the system.
SID: S-1-5-21-3453593473-1057643616-1467935663-503
Disabled: True

Local account: PUBLICWORKS\Guest
Caption: PUBLICWORKS\Guest
Name: Guest
Domain: PUBLICWORKS
Description: Built-in account for guest access to the computer/domain
SID: S-1-5-21-3453593473-1057643616-1467935663-501
Disabled: True

Local account: PUBLICWORKS\HomeGroupUser\$
Caption: PUBLICWORKS\HomeGroupUser\$
Name: HomeGroupUser\$
Domain: PUBLICWORKS
Description: Built-in account for homegroup access to the computer
SID: S-1-5-21-3453593473-1057643616-1467935663-1005
Disabled: False

Local account: PUBLICWORKS\WDAGUtilityAccount
Caption: PUBLICWORKS\WDAGUtilityAccount
Name: WDAGUtilityAccount
Domain: PUBLICWORKS
Description: A user account managed and used by the system for Windows Defender Application Guard scenarios.
SID: S-1-5-21-3453593473-1057643616-1467935663-504
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: E\$ (Default share)
Name: E\$
Caption: Default share
Path: E:\
Type: Disk Drive Admin

Share: G\$ (Default share)
Name: G\$
Caption: Default share
Path: G:\
Type: Disk Drive Admin

Share: IPC\$ (Remote IPC)
Name: IPC\$
Caption: Remote IPC
Path:
Type: IPC Admin

Share: print\$ (Printer Drivers)
 Name: print\$
 Caption: Printer Drivers
 Path: C:\windows\system32\spool\drivers
 Type: Disk Drive
 Share: Users (Users)
 Name: Users
 Caption: Users
 Path: C:\Users
 Type: Disk Drive
 System hotfix: KB4577266 - Security Update
 System hotfix: KB4577586 - Update
 System hotfix: KB4580325 - Security Update
 System hotfix: KB4586864 - Security Update
 System hotfix: KB4593175 - Security Update
 System hotfix: KB4598481 - Security Update
 System hotfix: KB5000736 - Update
 System hotfix: KB5005539 - Update
 System hotfix: KB5005565 - Security Update
 System hotfix: KB5005699 - Security Update
 Startup: NORTHSHORE\msimon: OneDrive
 ("C:\Users\msimon\AppData\Local\Microsoft\OneDrive\OneDrive.exe"
 /background)
 Name: OneDrive
 Command: "C:\Users\msimon\AppData\Local\Microsoft\OneDrive\OneDrive.exe"
 /background
 Location: HKU\S-1-5-21-3386003884-1694078341-2621698960-
 1125\SOFTWARE\Microsoft\Windows\CurrentVersion\Run
 User: NORTHSHORE\msimon
 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: SysTrayApp (C:\Program Files\IDT\WDM\sttray64.exe)
 Name: SysTrayApp
 Command: C:\Program Files\IDT\WDM\sttray64.exe
 Location: HKLM\SOFTWARE\Microsoft\Windows\CurrentVersion\Run
 User: Public

SOFTWARE =====

Adobe Acrobat Reader DC, Version: 21.007.20099, Publisher: Adobe Systems
 Incorporated, Install date: 2021-10-15, Size: 453.3 MB
 Bonjour, Version: 3.0.0.10, Publisher: Apple Inc., Install date: 2013-06-
 19, Size: 2.0 MB
 Canon MX870 series MP Drivers
 Cisco EAP-FAST Module, Version: 2.2.14, Publisher: Cisco Systems, Inc.,
 Install date: 2013-06-19, Size: 1.6 MB
 Cisco LEAP Module, Version: 1.0.19, Publisher: Cisco Systems, Inc.,
 Install date: 2013-06-19, Size: 644.0 KB

Cisco PEAP Module, Version: 1.1.6, Publisher: Cisco Systems, Inc., Install date: 2013-06-19, Size: 1.2 MB
CyberLink Media Suite 10, Version: 10.0.1.2106, Publisher: CyberLink Corp., Install date: 2013-06-19, Size: 42.0 MB
CyberLink PhotoDirector, Version: 2.0.1.3317, Publisher: CyberLink Corp., Install date: 2013-06-19, Size: 167.0 MB
CyberLink Power2Go 8, Version: 8.0.2.2321, Publisher: CyberLink Corp., Install date: 2013-06-19, Size: 264.0 MB
CyberLink PowerDirector 10, Version: 10.0.2.2531, Publisher: CyberLink Corp., Install date: 2013-06-19, Size: 532.3 MB
CyberLink PowerDVD, Version: 10.0.6.5101, Publisher: CyberLink Corp., Install date: 2013-06-19, Size: 239.6 MB
CyberLink YouCam, Version: 4.1.1.3423, Publisher: CyberLink Corp., Install date: 2013-06-19, Size: 127.0 MB
Device Access Manager for HP ProtectTools, Version: 7.1.2.0, Publisher: Hewlett-Packard Company, Install date: 2013-06-19, Size: 16.7 MB
Energy Star Digital Logo, Version: 1.0.1, Publisher: Hewlett-Packard, Install date: 2013-06-19, Size: 300.0 KB
EPSON USB Display, Version: 1.45.000, Publisher: SEIKO EPSON CORPORATION
Evernote v. 4.5.4, Version: 4.5.4.6487, Publisher: Evernote Corp., Install date: 2013-04-17, Size: 124.0 MB
Google Chrome, Version: 94.0.4606.81, Publisher: Google LLC, Install date: 2021-10-07
HP 3D DriveGuard, Version: 5.0.8.0, Publisher: Hewlett-Packard Company, Install date: 2013-06-19, Size: 9.1 MB
HP Documentation, Version: 1.1.1.0, Publisher: Hewlett-Packard, Install date: 2013-06-19, Size: 575.6 MB
HP ESU for Microsoft Windows 7, Version: 2.0.6.1, Publisher: Hewlett-Packard Company, Install date: 2013-04-17, Size: 15.4 MB
HP HD Webcam [Fixed], Version: 3.5.8.2, Publisher: SunplusIT, Size: 3.9 MB
HP Hotkey Support, Version: 4.6.11.2, Publisher: Hewlett-Packard Company, Install date: 2013-04-17, Size: 17.9 MB
HP Officejet Pro 8600 Basic Device Software, Version: 28.0.1315.0, Publisher: Hewlett-Packard Co., Install date: 2013-10-03, Size: 159.9 MB
HP ProtectTools Security Manager, Version: 7.0.0.1177, Publisher: Hewlett-Packard Company, Size: 88.6 MB
HP Setup, Version: 9.1.15453.4066, Publisher: Hewlett-Packard Company, Install date: 2013-04-17, Size: 52.1 MB
HP Software Framework, Version: 4.5.10.1, Publisher: Hewlett-Packard Company, Install date: 2013-04-17, Size: 4.7 MB
HP Support Assistant, Version: 6.1.12.1, Publisher: Hewlett-Packard Company, Install date: 2013-06-19, Size: 75.9 MB
HP System Default Settings, Version: 2.4.1.2, Publisher: Hewlett-Packard Company, Install date: 2013-04-17, Size: 1.6 MB
HP Wallpaper, Version: 3.0.0.1, Publisher: Hewlett-Packard Company, Install date: 2013-06-19, Size: 709.0 KB
IDT Audio, Version: 1.0.6392.0, Publisher: IDT, Install date: 2013-06-19
Intel(R) Management Engine Components, Version: 8.0.10.1464, Publisher: Intel Corporation, Size: 20.5 MB
Intel(R) OpenCL CPU Runtime, Publisher: Intel Corporation
Intel(R) Processor Graphics, Version: 10.18.10.4358, Publisher: Intel Corporation, Size: 74.2 MB
Intel(R) Rapid Storage Technology, Version: 11.1.0.1006, Publisher: Intel Corporation, Size: 18.5 MB

Intel(R) USB 3.0 eXtensible Host Controller Driver, Version: 1.0.4.225,
Publisher: Intel Corporation, Size: 18.5 MB
JMicron Flash Media Controller Driver, Version: 1.0.68.0, Publisher:
JMicron Technology Corp.
Microsoft Edge, Version: 94.0.992.47, Publisher: Microsoft Corporation,
Install date: 2021-10-13
Microsoft Mouse and Keyboard Center, Version: 2.2.173.0, Publisher:
Microsoft Corporation
Microsoft Office Home and Business 2013 - en-us, Version: 15.0.5381.1000,
Publisher: Microsoft Corporation
Microsoft OneDrive, Version: 21.180.0905.0007, Publisher: Microsoft
Corporation, Size: 191.2 MB
Microsoft Update Health Tools, Version: 2.84.0.0, Publisher: Microsoft
Corporation, Install date: 2021-10-02, Size: 1.1 MB
Microsoft Visual C++ 2005 ATL Update kb973923 - x64 8.0.50727.4053,
Version: 8.0.50727.4053, Publisher: Microsoft Corporation, Install date:
2013-06-19, Size: 258.0 KB
Microsoft Visual C++ 2005 ATL Update kb973923 - x86 8.0.50727.4053,
Version: 8.0.50727.4053, Publisher: Microsoft Corporation, Install date:
2013-06-19, Size: 250.0 KB
Microsoft Visual C++ 2005 Redistributable (x64), Version: 8.0.50727.42,
Publisher: Microsoft Corporation, Install date: 2015-09-23, Size: 840.0 KB
Microsoft Visual C++ 2005 Redistributable (x64), Version: 8.0.56336,
Publisher: Microsoft Corporation, Install date: 2013-04-17, Size: 708.0 KB
Microsoft Visual C++ 2005 Redistributable (x64), Version: 8.0.59192,
Publisher: Microsoft Corporation, Install date: 2013-06-19, Size: 620.0 KB
Microsoft Visual C++ 2005 Redistributable (x64), Version: 8.0.61000,
Publisher: Microsoft Corporation, Install date: 2013-10-10, Size: 572.0 KB
Microsoft Visual C++ 2005 Redistributable, Version: 8.0.56336, Publisher:
Microsoft Corporation, Install date: 2015-09-23, Size: 2.7 MB
Microsoft Visual C++ 2005 Redistributable, Version: 8.0.59193, Publisher:
Microsoft Corporation, Install date: 2013-06-19, Size: 2.6 MB
Microsoft Visual C++ 2005 Redistributable, Version: 8.0.61001, Publisher:
Microsoft Corporation, Install date: 2013-06-19, Size: 298.0 KB
Microsoft Visual C++ 2008 Redistributable - x64 9.0.21022, Version:
9.0.21022, Publisher: Microsoft Corporation, Install date: 2013-06-19,
Size: 1.4 MB
Microsoft Visual C++ 2008 Redistributable - x64 9.0.30729.17, Version:
9.0.30729, Publisher: Microsoft Corporation, Install date: 2013-04-17,
Size: 788.0 KB
Microsoft Visual C++ 2008 Redistributable - x64 9.0.30729.6161, Version:
9.0.30729.6161, Publisher: Microsoft Corporation, Install date: 2013-10-
10, Size: 788.0 KB
Microsoft Visual C++ 2008 Redistributable - x86 9.0.21022, Version:
9.0.21022, Publisher: Microsoft Corporation, Install date: 2013-06-19,
Size: 1.4 MB
Microsoft Visual C++ 2008 Redistributable - x86 9.0.30729.17, Version:
9.0.30729, Publisher: Microsoft Corporation, Install date: 2013-06-19,
Size: 596.0 KB
Microsoft Visual C++ 2008 Redistributable - x86 9.0.30729.4148, Version:
9.0.30729.4148, Publisher: Microsoft Corporation, Install date: 2013-06-
19, Size: 596.0 KB

Microsoft Visual C++ 2008 Redistributable - x86 9.0.30729.6161, Version: 9.0.30729.6161, Publisher: Microsoft Corporation, Install date: 2013-10-10, Size: 600.0 KB
Microsoft Visual C++ 2010 x64 Redistributable - 10.0.40219, Version: 10.0.40219, Publisher: Microsoft Corporation, Install date: 2015-02-16, Size: 14.6 MB
Microsoft Visual C++ 2010 x86 Redistributable - 10.0.40219, Version: 10.0.40219, Publisher: Microsoft Corporation, Install date: 2015-02-16, Size: 15.0 MB
Microsoft Visual C++ 2012 Redistributable (x64) - 11.0.61030, Version: 11.0.61030.0, Publisher: Microsoft Corporation, Size: 20.5 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++ 2015 Redistributable (x64) - 14.0.24123, Version: 14.0.24123.0, Publisher: Microsoft Corporation, Size: 23.5 MB
Microsoft Visual Studio 2010 Tools for Office Runtime (x64), Version: 10.0.50903, Publisher: Microsoft Corporation
Olympus ib, Version: 1.6.3731, Publisher: OLYMPUS IMAGING CORP., Install date: 2015-09-23, Size: 290.9 MB
PDF Complete Corporate Edition, Version: 4.2.37, Publisher: PDF Complete, Inc
Qualcomm Atheros Bluetooth Suite (64), Version: 8.0.0.206, Publisher: Qualcomm Atheros Communications, Install date: 2013-06-19, Size: 86.1 MB
Qualcomm Atheros Driver Installation Program, Version: 10.0, Publisher: Qualcomm Atheros, Install date: 2013-06-19
Realtek Ethernet Controller All-In-One Windows Driver, Version: 7.50.1123.2011, Publisher: Realtek, Install date: 2013-04-17
Skype™ 7.0, Version: 7.0.102, Publisher: Skype Technologies S.A., Install date: 2015-09-09, Size: 47.9 MB
Synaptics Pointing Device Driver, Version: 19.0.19.65, Publisher: Synaptics Incorporated, Size: 46.4 MB
TeamViewer, Version: 15.22.3, Publisher: TeamViewer
Validity Fingerprint Sensor Driver, Version: 4.4.213.0, Publisher: Validity Sensors, Inc., Install date: 2013-06-19, Size: 28.2 MB
Windows Driver Package - OLYMPUS IMAGING CORP. Camera Communication Driver Package (09/09/2009 1.0.0.0), Version: 09/09/2009 1.0.0.0, Publisher: OLYMPUS IMAGING CORP.
WinZip 15.0, Version: 15.0.10039, Publisher: WinZip Computing, S.L., Install date: 2013-06-19, Size: 56.2 MB

PROCESSES =====

ApplicationFrameHost.exe (C:\WINDOWS\system32\ApplicationFrameHost.exe)
AppVShNotify.exe (C:\Program Files\Microsoft Office
15\ClientX64\AppVShNotify.exe)
chrome.exe (C:\Program Files (x86)\Google\Chrome\Application\chrome.exe)
chrome.exe (C:\Program Files (x86)\Google\Chrome\Application\chrome.exe)
chrome.exe (C:\Program Files (x86)\Google\Chrome\Application\chrome.exe)
chrome.exe (C:\Program Files (x86)\Google\Chrome\Application\chrome.exe)
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 chrome.exe (C:\Program Files (x86)\Google\Chrome\Application\chrome.exe)
 chrome.exe (C:\Program Files (x86)\Google\Chrome\Application\chrome.exe)
 chrome.exe (C:\Program Files (x86)\Google\Chrome\Application\chrome.exe)
 CLMLSvc_P2G8.exe (C:\Program Files
 (x86)\CyberLink\Power2Go8\CLMLSvc_P2G8.exe)
 dllhost.exe (C:\WINDOWS\system32\DllHost.exe)
 dllhost.exe (C:\WINDOWS\system32\DllHost.exe)
 DPAgent.exe (c:\Program Files (x86)\Hewlett-Packard\HP ProtectTools
 Security Manager\Bin\DPAgent.exe)
 DpAgent.exe (c:\Program Files\Hewlett-Packard\HP ProtectTools Security
 Manager\Bin\DPAgent.exe)
 explorer.exe (C:\WINDOWS\Explorer.EXE)
 freepcaudit - Copy.exe (C:\Users\msimon\Downloads\freepcaudit - Copy.exe)
 IAStorIcon.exe (C:\Program Files (x86)\Intel\Intel(R) Rapid Storage
 Technology\IAStorIcon.exe)
 igfxEM.exe (C:\WINDOWS\system32\igfxEM.exe)
 igfxHK.exe (C:\WINDOWS\system32\igfxHK.exe)
 igfxTray.exe (C:\WINDOWS\system32\igfxTray.exe)
 ipoint.exe (c:\Program Files\Microsoft Mouse and Keyboard
 Center\ipoint.exe)
 itype.exe (c:\Program Files\Microsoft Mouse and Keyboard Center\itype.exe)
 iusb3mon.exe (C:\Program Files (x86)\Intel\Intel(R) USB 3.0 eXtensible
 Host Controller Driver\Application\iusb3mon.exe)
 LockApp.exe
 (C:\WINDOWS\SystemApps\Microsoft.LockApp_cw5nlh2txyewy\LockApp.exe)
 Microsoft.Photos.exe (C:\Program
 Files\WindowsApps\Microsoft.Windows.Photos_2021.21090.10007.0_x64__8wekyb3
 d8bbwe\Microsoft.Photos.exe)
 mobsync.exe (C:\WINDOWS\System32\mobsync.exe)
 MusNotifyIcon.exe (C:\WINDOWS\system32\MusNotifyIcon.exe)
 olycamdetect.exe (C:\Program Files (x86)\Olympus\ib\olycamdetect.exe)
 OneDrive.exe
 (C:\Users\msimon\AppData\Local\Microsoft\OneDrive\OneDrive.exe)
 PDVD10Serv.exe (C:\Program Files
 (x86)\CyberLink\PowerDVD10\PDVD10Serv.exe)
 QLBController.exe (C:\Program Files (x86)\Hewlett-Packard\HP Hotkey
 Support\QLBController.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)

SearchApp.exe
 (C:\WINDOWS\SystemApps\Microsoft.Windows.Search_cw5nlh2txyewy\SearchApp.exe)
 SearchApp.exe
 (C:\WINDOWS\SystemApps\Microsoft.Windows.Search_cw5nlh2txyewy\SearchApp.exe)
 SecurityHealthSystray.exe (C:\Windows\System32\SecurityHealthSystray.exe)
 ShellExperienceHost.exe
 (C:\WINDOWS\SystemApps\ShellExperienceHost_cw5nlh2txyewy\ShellExperienceHost.exe)
 sihost.exe (C:\WINDOWS\system32\sihost.exe)
 smartscreen.exe (C:\Windows\System32\smartscreen.exe)
 StartMenuExperienceHost.exe
 (C:\WINDOWS\SystemApps\Microsoft.Windows.StartMenuExperienceHost_cw5nlh2txyewy\StartMenuExperienceHost.exe)
 sttray64.exe (C:\Program Files\IDT\WDM\sttray64.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)
 svchost.exe (C:\WINDOWS\system32\svchost.exe)
 SynTPEnh.exe (C:\Program Files\Synaptics\SynTP\SynTPEnh.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_cw5nlh2txyewy\InputApp\TextInputHost.exe)
 TvUpdateInfo.exe (C:\WINDOWS\TEMP\nsa2186.tmp\TvUpdateInfo.exe)
 TvUpdateInfo.exe (C:\WINDOWS\TEMP\nso36C2.tmp\TvUpdateInfo.exe)
 TvUpdateInfo.exe (C:\WINDOWS\TEMP\nsp5ED.tmp\TvUpdateInfo.exe)
 TvUpdateInfo.exe (C:\WINDOWS\TEMP\nsr74FF.tmp\TvUpdateInfo.exe)
 WinStore.App.exe (C:\Program Files\WindowsApps\Microsoft.WindowsStore_12107.1001.15.0_x64__8wekyb3d8bbwe\WinStore.App.exe)
 YCMirage.exe (C:\Program Files (x86)\CyberLink\YouCam\YCMirage.exe)
 YourPhone.exe (C:\Program Files\WindowsApps\Microsoft.YourPhone_1.21084.78.0_x64__8wekyb3d8bbwe\YourPhone.exe)

