Big Windows Log Collection Tool v1.1

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Revision History:

Revision	History	Author
1.0	Tool supports ET5x, VC80, TC70x	ECRT team
1.1	Added ET51/ET56 Entries	ECRT Team

Introduction:

Big Windows log collection tool collects the logs from Windows 10, Windows 8.1 and Windows 7 machines.

This tool helps to get logs from TC70x Windows 10, VC80 Windows 7/10, ET50/55, ET51/56 Windows 8.1/ Windows 10 OS.

Following are the steps to collect logs using this tool

- 1) Copy BigWindowsLogCollectionTool.exe to device.
- 2) Run tool with admin privileges.
- 3) Select required check boxes to collect logs and click on Collect Logs button to collect logs.
- 4) It will collect logs to Logs folder in system directory (Ex: C:\Logs)
- 5) Click on OK or Cancel button to close the UI.
- 6) Click on About button to get Tool Version details.

Win10LogCollectionTool	
System Information	
General Information	
DirectX Diagnosis	
Dump Files	
Display Info	
Build Number	
IMEI	
List of Windows Updates	
WSCollect Logs	
Collect Logs About OK	Cancel

Figure (1): BigWindowsLogCollectionTool screenshot

Log Information:

Following are the list of logs this tool collects.

1. System Information:

This tool creates msinfo32.nfo file in system directory Logs folder (C:\Logs). MSINFO32 is Microsoft System Information tool.

Microsoft System Information tool collects system information, such as devices that are installed in your computer or device drivers loaded in your computer and provides a menu for displaying the associated system topics.

The information displayed in Microsoft System Information is divided into the following three categories:

- Hardware Resources
- Components
- Software Environment

System Information	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	and a second s	_ 0 ×
<u>Eile Edit View H</u> elp			
System Summary (C:\Logs\msinfo32.nfo)	Item	Value	
Hardware Resources	OS Name	Microsoft Windows 7 Professional	
Components	Version	6.1.7601 Service Pack 1 Build 7601	
Software Environment	Other OS Description	Not Available	
	OS Manufacturer	Microsoft Corporation	
	System Name	17L7-SMANDADAPU	
	System Manufacturer	HP	
	System Model	HP ZBook 15 G3	
	System Type	x64-based PC	
	Processor	Intel(R) Core(TM) i7-6820HQ CPU @ 2.70GHz, 2701 Mhz, 4 Core(s), 8 Logical Processor(s)	
	BIOS Version/Date	HP N81 Ver. 01.12, 11/1/2016	
	SMBIOS Version	2.7	
	Windows Directory	C:\WINDOWS	
	System Directory	C:\WINDOWS\system32	
	Boot Device	\Device\HarddiskVolume1	
	Locale	United States	
	Hardware Abstraction Layer	Version = "6.1.7601.24260"	
	User Name	ZGN\SMandadapu	
	Time Zone	India Standard Time	
	Installed Physical Memory (RAM)	16.0 GB	
	Total Physical Memory	15.9 GB	
	Available Physical Memory	5.92 GB	
	Total Virtual Memory	31.8 GB	
	Available Virtual Memory	21.2 GB	
	Page File Space	15.9 GB	
	Page File	C:\pagefile.sys	
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Figure (2): System Summary

System Summary:

The System Summary category provides a general file of your computer. This information includes:

• The version of Windows

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- The version of Internet Explorer
- The type of central processing unit (CPU)
- The amount of memory and system resources
- Total and free hard disk space
- The file system for each partition

Use this information at the beginning of the troubleshooting process to develop a basic picture of the environment in which the issue occurs.

Hardware Resources:

The Hardware Resources category displays hardware-specific settings, such as assigned or used interrupt requests (IRQs), input/output (I/O) addresses, and memory addresses. The following list is the sub-categories included in the Hardware Resources category.

Conflicts/Sharing:

Lists the identified resource conflicts between Industry Standard Architecture (ISA) devices, and identifies resources shared by Peripheral Component Interconnect (PCI) devices. Use this information to help identify hardware conflicts.

System Information	Real Real Victory and provided to B		
Eile Edit View Help			
System Summary (C:\Logs\msinfo32.nfo)	Resource	Device	*
Hardware Resources	Channel 1	I2C Controller	
-Conflicts/Sharing	Channel 1	I2C Controller	
DMA	Channel 1	SPI Controller	
Forced Hardware			
I/O	IRQ 86	Microsoft ACPI-Compliant System	
IRQs	IRQ 86	Intel(R) Dynamic Platform & Thermal Framework Processor Participant Driver	
Memory			=
Components Configuration of the second sec	Channel 2	I2C Controller	
B-Software Environment	Channel 2	I2C Controller	
	Channel 2	UART Controller	
	Channel 3	I2C Controller	
	Channel 3	I2C Controller	
	Channel 3	UART Controller	
	I/O Port 0x00000070-0x000000.	Motherboard resources	
	I/O Port 0x00000070-0x000000.	System CMOS/real time clock	
	Channel 4	I2C Controller	
	Channel 4	I2C Controller	
	Channel 4	UART Controller	
	100 67		
	IRQ 67		
	IRQ 67	Intel(R) Power Management IC Device	
	IRQ 67	Intel(R) Power Management IC Device	
	IRQ 67	Intel(R) Power Management IC Device	
	Channel 5	I2C Controller	-
Find what	ji channel 5		
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Search selecte	d category only 📃 Sea <u>r</u> ch category nar	nes only	

Figure (3): Conflicts/Sharing in Hardware Resources

DMA:

Reports the direct memory access (DMA) channels in use, the devices using them, and those that are free for use.

System Information	teres the Platestates	12 B		
<u>File Edit View H</u> elp				
System Summary (C:\Logs\msinfo32.nfo)	Resource	Device	Status	
Hardware Resources	Channel 0	I2C Controller	ОК	
Conflicts/Sharing	Channel 0	I2C Controller	ОК	
- DMA	Channel 0	SPI Controller	ОК	
Forced Hardware	Channel 1	I2C Controller	OK	
I/O	Channel 1	I2C Controller	OK	
IRQs	Channel 1	SPI Controller	ОК	
Memory	Channel 2	I2C Controller	OK	
E Components	Channel 2	I2C Controller	ОК	
E Software Environment	Channel 2	UART Controller	ОК	
	Channel 3	I2C Controller	ОК	
	Channel 3	I2C Controller	ОК	
	Channel 3	UART Controller	ОК	
	Channel 4	I2C Controller	ОК	
	Channel 4	I2C Controller	ОК	
	Channel 4	UART Controller	ОК	
	Channel 5	I2C Controller	ОК	
	Channel 5	I2C Controller	ОК	
	Channel 5	UART Controller	ОК	
	Channel 6	I2C Controller	ОК	
	Channel 7	I2C Controller	ОК	
Find <u>w</u> hat:			Fin <u>d</u>	<u>C</u> lose Find
Search select	ted category only Sea <u>r</u> ch ca	ategory names only		

Figure (4): DMA in Hardware Resources

Forced Hardware:

Lists hardware devices in which the PnP configuration has been disabled and resource settings have been manually set to user-specified resources. Forced hardware would also apply to devices which do not participate in the PNP process such as legacy ISA devices. This information is useful when you want to troubleshoot Plug and Play resource conflicts.

System Information			-		 _ 🗆 X
Eile Edit View Help					
Ele Edit View Help System Summary (C:\Users\smandadapu\Documents\srilaxmi\Cremore ET55\ Hardware Resources Conflicts/Sharing DMA Forced Hardware I/O IRQs Memory Components Software Environment	Device	PNP_Device_ID			
Find what:			Fin <u>d</u>	<u>C</u> lose Find	
Search selected category only	Sea <u>r</u> ch cat	egory names only			

Figure (5): Forced Hardware in Hardware Resources

I/O:

Lists all I/O port ranges in use and the devices that are using each range.

System Information	n Pierren and present the			
<u>Eile Edit V</u> iew <u>H</u> elp				
System Summary (C:\Logs\msinfo32.nfo)	Resource	Device	Status	
Hardware Resources	0x0000002E-0x0000002F	Motherboard resources	ОК	
Conflicts/Sharing	0x0000004E-0x0000004F	Motherboard resources	ОК	
- DMA	0x00000061-0x00000061	Motherboard resources	ОК	
- Forced Hardware	0x0000063-0x0000063	Motherboard resources	ОК	
	0x00000065-0x00000065	Motherboard resources	ОК	
- IRQs	0x00000067-0x00000067	Motherboard resources	ОК	
- Memory	0x00000070-0x00000070	Motherboard resources	ОК	
Components	0x00000070-0x00000070	System CMOS/real time clock	ОК	
B Software Environment	0x0000080-0x0000008F	Motherboard resources	ОК	=
	0x00000092-0x00000092	Motherboard resources	ОК	-
	0x000000B2-0x000000B3	Motherboard resources	ОК	
	0x00000680-0x0000069F	Motherboard resources	ОК	
	0x00000400-0x0000047F	Motherboard resources	ОК	
	0x00000500-0x000005FE	Motherboard resources	ОК	
	0x00000600-0x0000061F	Motherboard resources	ОК	
	0x0000164E-0x0000164F	Motherboard resources	ОК	
	0x00000040-0x00000043	System timer	ОК	
	0x00000050-0x00000053	System timer	ОК	
	0x000003F8-0x000003FF	Communications Port (COM1)	ОК	
	0x00001000-0x00001007	Intel(R) HD Graphics	ОК	
	0x0000000-0x0000006F	PCI Express Root Complex	ОК	
	0x00000078-0x00000CF7	PCI Express Root Complex	ОК	
	0x00000D00-0x0000FFFF	PCI Express Root Complex	ОК	
	0x00000020-0x00000021	Programmable interrupt controller	ОК	
	0x00000024-0x00000025	Programmable interrupt controller	ОК	
	0x00000028-0x00000029	Programmable interrupt controller	ОК	
	0x0000002C-0x0000002D	Programmable interrupt controller	ОК	
	0x00000030-0x00000031	Programmable interrupt controller	OK	τ.
Find <u>w</u> hat:			Fin <u>d</u> <u>C</u> lose Find	
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Figure (6): I/O in Hardware Resources

IRQs:

Summarizes IRQ usage, identifies the devices using the IRQs, and lists free IRQs.

System Information	- Ammeni			
<u>File E</u> dit <u>V</u> iew <u>H</u> elp				
System Summary (C:\Logs\msinfo32.nfo)	Resource	Device	Status	A
🖶 Hardware Resources	IRQ 73	Broadcom 802.11abgn Wireless SDIO Adapter	OK	3
Conflicts/Sharing	IRQ 73	Microsoft ACPI-Compliant System	OK	
DMA	IRQ 0	System timer	ОК	
Forced Hardware	IRQ 24	Intel SST Audio Device (WDM)	OK	
I/O	IRQ 25	Intel SST Audio Device (WDM)	OK	
IRQs	IRQ 26	Intel SST Audio Device (WDM)	OK	
Memory	IRQ 27	Intel SST Audio Device (WDM)	OK	
Components	IRQ 28	Intel SST Audio Device (WDM)	OK	
Software Environment	IRQ 29	Intel SST Audio Device (WDM)	OK	
	IRQ 1036	Intel SST Audio Device (WDM)	OK	
	IRQ 8	High precision event timer	OK	
	IRQ 4	Communications Port (COM1)	OK	
	IRQ 4294967294	Intel(R) USB 3.0 eXtensible Host Controller - 1.0 (Microsoft)	OK	
	IRQ 4294967293	Intel(R) Trusted Execution Engine Interface	OK	
	IRQ 4294967292	Intel(R) HD Graphics	OK	
	IRQ 70	Broadcom Serial Bus Driver over UART Bus Enumerator	OK	
	IRQ 70	Microsoft ACPI-Compliant System	OK	
	IRQ 32	I2C Controller	OK	
	IRQ 33	I2C Controller	OK	
	IRQ 34	I2C Controller	OK	
	IRQ 35	I2C Controller	OK	
	IRQ 36	I2C Controller	OK	
	IRQ 37	I2C Controller	OK	
	IRO 38	I2C Controller	ОК	
	IRO 9	GpioVirtual Controller	ОК	
	IRO 54	, Microsoft ACPI-Compliant System	ОК	
	IRO 55	Microsoft ACPI-Compliant System	ОК	
	IRO 56	Microsoft ACPI-Compliant System	ОК	Ŧ
Find <u>w</u> hat:		Find	Close Find	
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Figure (7): IRQs of Hardware Resources

Memory:

Lists memory address ranges in use by devices.

System Information							
Eile Edit View Help							
System Summary (C:\Logs\msinfo32.nfo)	Resource	Device	Status	A			
Hardware Resources	0xBFF00000-0xBFF00FFF	Trusted Platform Module 2.0	OK				
- Conflicts/Sharing	0xD0A00000-0xD0BFFFFF	Intel SST Audio Device (WDM)	ОК				
- DMA	0xD0900000-0xD0900FFF	Intel SST Audio Device (WDM)	ОК				
- Forced Hardware	0x20000000-0x200FFFFF	Intel SST Audio Device (WDM)	ОК				
I/O	0xFF000000-0xFFFFFFFF	Legacy device	ОК				
IRQs	0xD0C00000-0xD0FFFFFF	Intel(R) AVStream Camera	OK				
Memory	0xD0C00000-0xD0FFFFF	PCI Express Root Complex	ОК				
Components	0xFED00000-0xFED003FF	High precision event timer	ОК				
	0xD0800000-0xD080FFFF	Intel(R) USB 3.0 eXtensible Host Controller - 1.0 (Microsoft)	ОК				
	0xD0700000-0xD07FFFFF	Intel(R) Trusted Execution Engine Interface	ОК	Ξ			
	0xD0600000-0xD06FFFFF	Intel(R) Trusted Execution Engine Interface	OK				
	0xD0000000-0xD03FFFFF	Intel(R) HD Graphics	OK				
	0xC0000000-0xCFFFFFFF	Intel(R) HD Graphics	OK				
	0xC0000000-0xCFFFFFFF	PCI Express Root Complex	OK				
	0xD0906000-0xD0906FFF	I2C Controller	ОК				
	0xD090C000-0xD090CFFF	I2C Controller	OK				
	0xD090E000-0xD090EFFF	I2C Controller	OK				
	0xD0910000-0xD0910FFF	I2C Controller	OK				
	0xD0912000-0xD0912FFF	I2C Controller	OK				
	0xD0914000-0xD0914FFF	I2C Controller	OK				
	0xD0916000-0xD0916FFF	I2C Controller	OK				
	0xA0000-0xBFFFF	PCI Express Root Complex	OK				
	0xC0000-0xDFFFF	PCI Express Root Complex	OK				
	0xE0000-0xFFFFF	PCI Express Root Complex	OK				
	0xBAF00001-0xBEF00000	PCI Express Root Complex	OK				
	0xFED40000-0xFED40FFF	PCI Express Root Complex	OK				
	0xD0918000-0xD091BFFF	Intel(R) Serial IO DMA Controller	OK				
	0xD0908000-0xD090BFFF	Intel(R) Serial IO DMA Controller	OK	Ŧ			
Find what:		Find	<u>C</u> lose Find				
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Figure (8): Memory of Hardware Resources

Components:

The Components category displays information about your Windows 98 system configuration. This includes the status of your device drivers, network components, and multimedia software. There is also a comprehensive driver history and a summary of devices that may not be working correctly. The following list is the sub-categories included in the Components category.

Multimedia:

Lists sound card and game controller information.

Multimedia - Audio:

Lists the audio codecs that are loaded.

Bit Edit Verw Bit System Summary (CsUcgsyminidox32.nfo) CODEC Manufacturer Description Status File Version Status Coreation_Data 2.03 x18 (bit 2000) 2.03 x18 (bit 2000) 2.03 x18 (bit 2000) 2.03 x18 (bit 2000) 3.03 x18 (bit 2000) 3.04 x18 (bit 2000)	System Information	-	V fall are also provided for the							_ 🗆 🗙
System Summary (C:Logsynsinfo32.nto) Partial Resources C:Windowsystem2xmg/11.acm C:Windowsystem	<u>Eile Edit View Help</u>									
P Hardware Resources Cwinidows/system32/msg/11.acm Microsoft Corporation OK C.Winidows/system 23.1 K8 (25.802) 3/18/2017 15 - Conflict/Sharing C.Winidows/system 10.0156630 34.92 K8 (35.760) 3/18/2017 15 - MA C.Winidows/system 10.0156630 34.92 K8 (35.760) 3/18/2017 15 - Ma C.Winidows/system 10.0156630 34.94 K8 (35.260) 3/18/2017 15 - V/O - Conflict/Sharing C.Winidows/system 10.015630 34.94 K8 (32.86) 3/18/2017 15 - V/O - Conflict/Sharing C.Winidows/system 10.015630 41.49 K8 (42.48a) 3/18/2017 15 - V/O - Components - Winidows/system32/arm Microsoft Corporation OK C.Winidows/system 10.015630 41.49 K8 (42.48a) 3/18/2017 15 - Components - Winidows/system32/arm Microsoft Corporation OK C.Winidows/system 10.015630 41.49 K8 (42.48a) 3/18/2017 15 - Sound Device	System Summary (C:\Logs\msinfo32.nfo)	CC	ODEC	Manufacturer	Description	Status	File	Version	Size	Creation_Date
Confictus/Shaining Ciwindows/system32/imadp32.acm OK Ciwindows/system 10.01563.0 34.92 K8 (35.7603/18/2017 15 DMA Ciwindows/system32/imadp32.acm Microsoft Corporation OK Ciwindows/system 34.88 (35.7603/18/2017 15 Indows Ciwindows/system32/imadp32.acm Microsoft Corporation OK Ciwindows/system 34.88 (35.7603/18/2017 15 Indows Ciwindows/system32/imadp32.acm Microsoft Corporation OK Ciwindows/system 34.88 (35.7603/18/2017 15 Indows Ciwindows/system32/imadp32.acm Microsoft Corporation OK Ciwindows/system 10.01563.0 41.49 K8 (42.4883/18/2017 15 Indows Ciwindows/system32/imagp32.acm Microsoft Corporation OK Ciwindows/system 10.01563.0 41.49 K8 (42.4883/18/2017 15 Individe Codes	Hardware Resources	c:\	\windows\system32\msg711.acm	Microsoft Corporation		OK	C:\windows\syst	10.0.15063.0	25.31 KB (25,920	3/18/2017 1:5
Control Handware Covindows/system 32/msadp32.acm Microsoft Corporation OK Cvinidows/system 10.015063.0 43.80 K8 (85.208. 3/18/2017 15 Cvinidows/system 32/msadp32.acm Microsoft Corporation OK Cvinidows/syste. 10.015063.0 41.49 K8 (82.488. 3/18/2017 15 Cvinidows/system 2/18/2017 15 Cvinidows/system Cvinidows/system 2/18/2017 15 Cvinidows/system Cvinidows/syste	Conflicts/Sharing	c:\	\windows\system32\imaadp32.acm	Microsoft Corporation		ОК	C:\windows\syst	10.0.15063.0	34.92 KB (35,760	3/18/2017 1:5
Components C	DMA	c:\	\windows\system32\msadp32.acm	Microsoft Corporation		OK	C:\windows\syst	10.0.15063.0	34.38 KB (35,208	3/18/2017 1:5
I/O IRQs - IRQs C(windowskystem32)msgsm32.acm Microsoft Corporation OK C(windowskystem 10.15063.0 41.49 KB (42.488 3/18/2017 1:5 - Multimedia - Multimedia - Multimedia	Forced Hardware	c:\	\windows\system32\l3codeca.acm	Fraunhofer Institut In	Fraunhofer IIS	OK	C:\windows\syst	1.9.0.401	83.00 KB (84,992	3/18/2017 1:5
If Idg If Idg Memory Components Multimedia Idgios Codecs OR POR Or Port Sound Device Objay Infrared Input Modem Network Ports Storage Printing Printing Problem Devices Usg Usg Software Environment	-I/O	c:\	\windows\system32\msqsm32.acm	Microsoft Corporation		OK	C:\windows\syst	10.0.15063.0	41.49 KB (42,488	3/18/2017 1:5
Components Components Multimedia Multimedia CO-ROM Codecs CO-ROM Sound Device Display Infrared Prote Network Storage Protem Devices USB Storage Protem Devices USB Software Environment Find what: Find Close Find Close Find	IRQs									-,,
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Video Codecs CD-ROM Sound Device Display Infrared Input Network Ports Storage Problem Devices USB Software Environment Ind what: Find what: Fi	Audio Codecs									
Co-ROM Sound Device Display Infrared Input Modem Network Ports Storage Printing Problem Devices USB Software Environment Find what: Find what: Find ghat: Find ghat: Search selected category names only	- Video Codecs									
-Sound Device -Sound Device -Infrared Infrared Infrared Prots Ports Storage -Printing -Prothem Devices -US8 Software Environment Find what: Find Close Find Search selected category only Search category names only	CD-ROM									
-Display	Sound Device									
Infrared input Modem Modem Network inpotrs Storage -Printing -Problem Devices USB Software Environment Find what: Find what: Find Close Find	Display									
Input Modem Network Ports Storage Printing Problem Devices USB Software Environment Find what: Find what: Find close Find	Infrared									
Modem Network Ports Storage Printing Problem Devices USB Software Environment Find what: Find what: Search category names only Search category names only	input 🗄									
Ports Ports Storage Printing Problem Devices USB Software Environment	Modem									
Printing Printing Printing Printing Software Environment	Network									
Storage Printing Problem Devices USB Software Environment Find what: Find what: Find Close Find	Ports									
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	- Printing									
Software Environment ✓ Software Environment ✓	- Problem Devices									
Software Environment Software Environment Find what: Find what: Search category names only Search category names only	- USB									
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Figure (9): Audio Codecs of Multimedia

Multimedia - Video:

Lists the video codecs that are loaded.

System Information								
<u>File Edit View H</u> elp								
System Summary (C:\Logs\msinfo32.nfo)	CODEC	Manufacturer	Description	Status	File	Version	Size	Creation_Date
Hardware Resources	c:\windows\system32\iyuv_32.dll	Microsoft Corpo		OK	C:\windows\system32\IYUV	10.0.15063.0	52.50 KB (53,760	3/18/2017 1:5
-Conflicts/Sharing	c:\windows\system32\msrle32.dll	Microsoft Corpo		OK	C:\windows\system32\MSRL	10.0.15063.0	17.50 KB (17,920	3/18/2017 1:5
- DMA	c:\windows\system32\msvidc32.dll	Microsoft Corpo		OK	C:\windows\system32\MSVI	10.0.15063.0	38.00 KB (38,912	3/18/2017 1:5
- Forced Hardware	c:\windows\system32\msyuv.dll	Microsoft Corpo		OK	C:\windows\system32\MSYU	10.0.15063.0	27.50 KB (28,160	3/18/2017 1:5
-1/0	c:\windows\system32\tsbyuv.dll	Microsoft Corpo		OK	C:\windows\system32\TSBY	10.0.15063.0	16.50 KB (16,896	3/18/2017 1:5
-IRQs								
Memory								
Components								
⊨ Multimedia								
Audio Codecs Video Codecs								
-CD-ROM								
-Sound Device								
– Display								
-Infrared								
🕀 Input								
-Modem								
Network								
Ports								
⊕ Storage								
- Printing								
- Problem Devices								
USB								
Software Environment								
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Figure (10): Video Codecs of Multimedia

Multi-media - CD-ROM:

Lists the drive letter and model of your CD-ROM drive. If a data CD-ROM is in the drive, Microsoft System Information also performs a data transfer test.

Sound Device:

System Information	these 🖓 had not what your	441 B B		_ 🗆 X
Eile Edit View Help				
System Summary (C:\Logs\msinfo32.nfo) Hardware Resources - Conflicts/Sharing - DMA - Forced Hardware - I/O - IRQs - Memory Components - Multimedia - Audio Codecs - Video Codecs - Video Codecs - CD-ROM - Sound Device - Display - Infrared - Input - Modem - Network - Ports - Storage - Printing - Problem Devices - USB - Software Environment	Item Name Manufacturer Status PNP Device ID Memory Address Memory Address IRQ Channel Driver	Value Intel SST Audio Device (WDM) Intel Corporation OK ACPI\80860F28\1 0xD0A0000-0xD08FFFF 0xD000000-0xD0900FFF 0x2000000-0x200FFFF IRQ 24 IRQ 25 IRQ 26 IRQ 27 IRQ 28 IRQ 29 IRQ 1036 c:\windows\system32\\drivers\\isstrtc.system32	(604.10135.1021.65301, 338.59 KB (346,720 bytes), 12/3/2017 3:09 AM)	
Find <u>w</u> hat:	ankı 🗖 Caarab asta		Find <u>Close Find</u>	
□ <u>></u> earch selected category	only Sea <u>r</u> ch cate	egory names only		

Figure (11): Sound Device of Multimedia

Display:

Lists video card and monitor information.

System Information	and the Victor designs		
<u>File Edit View H</u> elp			
Dr. Bon Jon Jong System Summary (C\Logs\msinfo32.nfo) Hardware Resources Conflicts/Sharing DMA Forced Hardware UO IRQs Memory Components Multimedia Audio Codecs Video Codecs O-ROM Sound Device Display Infrared Input Modern Network Ports Softrage Printing Problem Devices USB Software Environment 	Item Name PNP Device ID Adapter Type Adapter Poscription Adapter RAM Installed Drivers Driver Version INF File Color Planes Color Table Entries Resolution Bits/Pixel Memory Address Memory Address I/O Port IRQ Channel Driver	Value Intel(R) HD Graphics PCI_VEN_8086&DEV_0F31&SUBSYS_72801D28&REV_0D\3&115836598.0&10 Intel(R) HD Graphics, Intel Corporation compatible Intel(R) HD Graphics (2,136,817,664) bytes igdumdim64.dll.igd10iumd64.dll.igdumdim32.igd10iumd32.igd10iumd32 10.18.10.4491 oemoinf (VLV2M_w10 section) Not Available 4294967296 1920 x 60 hertz 32 0x0000000-0xD03FFFFF 0x0000000-0xD03FFFFF 0x0000100-0x0001007 IRQ 4294967292 c:\windows\system32\drivers\\gdkmd64.sys (10.18.10.4491, 3.63 MB (3.803,128 bytes), 12/3/2017 3:09 AM)	
Find <u>w</u> hat:	stagon, only 🗖 Coards actor	Find Close Find	
<u>earch</u> selected ca	aregory only search careg		

Figure (12): Display of Multimedia

Infrared:

Lists Infrared device information.

Input:

Lists keyboard and mouse information.



Figure (13): Keyboard of Input

Miscellaneous:

Lists information about any miscellaneous components.

Modems:

Lists modem information.

Network:

Lists network adapter, client, and protocol information.

System Information		n tana Pisina		X
<u>File Edit View H</u> elp				
System Summary (C:\Logs\msinfo32.nfo)		Item	Value	
Hardware Resources		Name	[00000000] Microsoft Kernel Debug Network Adapter	
- Conflicts/Sharing		Adapter Type	Not Available	=
-DMA		Product Type	Microsoft Kernel Debug Network Adapter	
Forced Hardware		Installed	Yes	
-I/O		PNP Device ID	ROOT\KDNIC\0000	
IRQs		Last Reset	12/11/2017 1:31 AM	
Memory		Index	0	
		Service Name	kdnic	
🖶 Multimedia		IP Address	Not Available	
- Audio Codecs		IP Subnet	Not Available	
Video Codecs		Default IP Gateway	Not Available	
-CD-ROM		DHCP Enabled	Yes	
-Sound Device		DHCP Server	Not Available	
-Display	-	DHCP Lease Expires	Not Available	
Intrared		DHCP Lease Obtained	Not Available	
		MAC Address	Not Available	
- Reyboard Device		Driver	c:\windows\system32\drivers\kdnic.svs (6.1.0.0, 22.50 KB (23.040 bytes), 3/18/2017 1:56 PM)	
- Pointing Device				
Notwork		Name	(00000001) Broadcom 802 11abon Wireless SDIO Adapter	
Adapter		Adapter Type	Ethernet 802.3	
Protocol		Product Type	Broadcom 802.11abon Wireless SDIO Adapter	
WinSock		Installed	Yes	
-Ports		PNP Device ID	SD/VID 02D0&PID 4324&FN 1/3&18BDFB84&0&0	
⊕ Storage		Last Reset	12/11/2017 1:31 AM	
Printing		Index	1	
- Problem Devices		Service Name	BCMSDH43XX	
USB		IP Address	10.17.201.239. fe80::8842:b825:4962:c12b	
. Software Environment	-	IP Subnet	255.255.252.0. 64	-
Find what:			Find Close Find	
	l	E Court at an		
Search selected category	only	Search category	y names only	

Figure (14): Adapter of Network

Network - Winsock:

Lists Winsock version, description, and status information.

Eile Edit View Help	
System Summary (C:\Logs\msinfo32.nfo) 1tem Value	
E Hardware Resources File c:\windows\syswow64\wsv	ock32.dll
Conflicts/Sharing Size 16.00 KB (16,384 bytes)	
-DMA Version 10.0.15063.0	
- Forced Hardware	
File c:\windows\system32\wsc	vck32.dll
- IRQs Size 18.50 KB (18,944 bytes)	
Memory Version 10.0.15063.0	
E-Components	
Multimedia	
- Audio Codecs	
- CD-ROM	
- Sound Device	
- Display =	
- Initialed	
Keyboard	
Pointing Device	
Modem	
⊖ Network	
Adapter	
Protocol	
WinSock	
Ports	
⊕ Storage	
- Printing	
Problem Devices	
USB	
🖶 Software Environment 👻	
Find <u>w</u> hat:	Find Close Find
Search selected category only Search category names only	

Figure (15): Winsock of Network

Ports:

Lists serial and parallel port information.

System Information	na 🛛 🖓 lait na mhui yna mae'r llada	
<u>File Edit View H</u> elp		
DMA A	Item	Value
Forced Hardware	Name	Communications Port (COM1)
I/O	Status	ОК
IRQs	PNP Device ID	ACPI\PNP0501\1
Memory	Maximum Input Buffer Size	0
Components	Maximum Output Buffer Size	No
🖨 Multimedia	Settable Baud Rate	Yes
- Audio Codecs	Settable Data Bits	Yes
Video Codecs	Settable Flow Control	Yes
CD-ROM	Settable Parity	Yes
Sound Device	Settable Parity Check	Yes
Display	Settable Stop Bits	Yes
- Infrared	Settable RLSD	Yes
e-Input	Supports RLSD	Yes
- Keyboard	Supports 16 Bit Mode	No
- Pointing Device	Supports Special Characters	No
Modem	Baud Rate	9600
	Bits/Byte	8
Protocol	Stop Bits	1
WinSock	Parity	None
	Busy	No
Serial	Abort Read/Write on Error	No
Parallel	Binary Mode Enabled	Yes
#-Storage	Continue XMit on XOff	No
Printing	CTS Outflow Control	No
Problem Devices	Discard NULL Bytes	No
USB	DSR Outflow Control	0
Software Environment	DSR Sensitivity	0
	DTR Flow Control Type	Enable
Find what:		Find Close Find
	ly Search category names only	
	is search category names on	

Figure (16): Serial Port

Storage:

Lists information about hard disks, floppy drives, removable media, and controllers.



Figure (17): Disks storage

Printing:

Lists installed printers and printer drivers.

System Information		n terne Victor eterat				
<u>File Edit View H</u> elp						
System Information Elle Edit View Help Components Multimedia Audio Codecs -Video Codecs -Uideo Codecs -Obiplay -Infrared Input -Keyboard -Pointing Device -Modem Network -Adapter -Protocol -VinSock Ports -Serial -Parallel Storage		Name Microsoft XPS Document Writer Microsoft Print to PDF Fax	Driver Microsoft XPS Document Writer v4 Microsoft Print To PDF Microsoft Shared Fax Driver	Port_Name PORTPROMPT: PORTPROMPT: SHRFAX:	Server_Name Not Available Not Available Not Available	
 Drives Disks SCSI IDE Printing Problem Devices USB Software Environment 						
Find <u>w</u> hat:	cted category only	V Sea <u>r</u> ch category name	es only	Fin <u>d</u>	<u>C</u> lose Find	

Figure (18): Printing

Problem Devices:

Lists devices with issues. Lists each device that is flagged in Device Manager and displays the corresponding status information.

USB:

Lists Universal Serial Bus (USB) controllers and drivers that are installed.

System Information		a 🖓 hat na ainst pro ann 16.80		٢
Eile Edit View Help				
Memory	*	Device	PNP_Device_ID	
Components		Intel(R) USB 3.0 eXtensible Host Controller - 1.0 (Microsoft)	PCI\VEN_8086&DEV_0F35&SUBSYS_72708086&REV_0D\3&11583659&0&A0	
🖶 Multimedia				
- Audio Codecs				
Video Codecs				
CD-ROM				
Sound Device				
Display				
Infrared				
🖶 Input				
- Keyboard				
- Pointing Device				
Modem				
🖨 Network				
Adapter				
Protocol				
WinSock				
🖨 Ports	Ξ			
Serial				
Parallel				
🖶 Storage				
Drives				
Disks				
SCSI				
L-IDE				
Printing				
Problem Devices				
L-USB				
B-Software Environment	- -			
Find what:			Find Close Find	
Search selected category	/ only	Search category names only		
L				_

Figure (19): USB

History:

Lists complete driver history, or the history for the last seven days. This may be useful for tracking changes to your computer's configuration.

System:

Lists information about your computer's Basic Input / Output System (BIOS), motherboard, and other system devices.

NOTE: You may choose to view Basic Information, Advanced Information, or History if the component has a device driver.

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Software Environment:

The Software Environment category displays the software loaded in your computer's memory.

Drivers - Kernel Drivers:

Lists kernel-mode (ring 0) device drivers that are loaded.

Drivers - MS-DOS Drivers:

Lists real-mode device drivers that are loaded.

Drivers - User-Mode Drivers:

Lists user-mode (ring 3) device drivers that are loaded.

16-bit Modules Loaded:

Lists 16-bit system-level dynamic link libraries (.dll) and programs that are loaded. This may be useful for debugging software issues, such as application fault errors.

32-bit Modules Loaded:

Lists 32-bit system-level DLLs and programs that are loaded. This may be useful for debugging software issues, such as application fault errors.

System Information	a an American			_							- D X
<u>F</u> ile <u>E</u> dit <u>V</u> iew <u>H</u> elp											
System Summary (C:\Logs\msinfo32.nfo)	Name	Description	File	Туре	Started	Start_Mode	State	Sta	Error_Control	Accept_Pa	Accept_St
Hardware Resources	1394ohci	1394 OHCI Com	c:\windows\syste	Kernel Driver	No	Manual	Stopped	ОК	Normal	No	No
Components	3ware	3ware	c:\windows\syste	Kernel Driver	No	Manual	Stopped	ОК	Normal	No	No
Software Environment	accessoryusbvcck	Accessory USB V	c:\windows\syste	Kernel Driver	Yes	Manual	Running	ОК	Normal	No	Yes
System Drivers	acpi	Microsoft ACPI	c:\windows\syste	Kernel Driver	Yes	Boot	Running	ОК	Critical	No	Yes
Environment Variables	acpidev	ACPI Devices dri	c:\windows\syste	Kernel Driver	No	Manual	Stopped	ОК	Normal	No	No
Print Jobs	acpiex	Microsoft ACPIE	c:\windows\syste	Kernel Driver	Yes	Boot	Running	OK	Critical	No	Yes
- Network Connections	acpipagr	ACPI Processor	c:\windows\syste	Kernel Driver	Yes	Manual	Running	ОК	Normal	No	Yes
- Running Tasks	acpipmi	ACPI Power Met	c:\windows\syste	Kernel Driver	No	Manual	Stopped	ОК	Normal	No	No
- Loaded Modules	acpitime	ACPI Wake Alar	c:\windows\syste	Kernel Driver	No	Manual	Stopped	ОК	Normal	No	No
- Services	adp80xx	ADP80XX	c:\windows\syste	Kernel Driver	No	Manual	Stopped	OK	Normal	No	No
Program Groups	afd	Ancillary Functio	c:\windows\syste	Kernel Driver	Yes	System	Running	ОК	Normal	No	Yes
	ahcache	Application Co	c:\windows\syste	Kernel Driver	Yes	System	Running	ОК	Normal	No	Yes
- Windows Error Reporting	amdk8	AMD K8 Process	c:\windows\syste	Kernel Driver	No	Manual	Stopped	ОК	Normal	No	No
windows Error Reporting	amdppm	AMD Processor	c:\windows\syste	Kernel Driver	No	Manual	Stopped	OK	Normal	No	No
	amdsata	amdsata	c:\windows\syste	Kernel Driver	No	Manual	Stopped	OK	Normal	No	No
	amdsbs	amdsbs	c:\windows\syste	Kernel Driver	No	Manual	Stopped	ОК	Normal	No	No
	amdxata	amdxata	c:\windows\syste	Kernel Driver	No	Manual	Stopped	ОК	Normal	No	No
	appid	AppID Driver	c:\windows\syste	Kernel Driver	No	Manual	Stopped	ОК	Normal	No	No
	applockerfltr	Smartlocker Filte	c:\windows\syste	Kernel Driver	No	Manual	Stopped	OK	Normal	No	No
	appvstrm	AppvStrm	c:\windows\syste	File System	No	Manual	Stopped	ОК	Normal	No	No
	appvvemgr	AppvVemgr	c:\windows\syste	File System	No	Manual	Stopped	ОК	Normal	No	No
	appvvfs	AppvVfs	c:\windows\syste	File System	No	Manual	Stopped	ОК	Normal	No	No
	arcsas	Adaptec SAS/SA	c:\windows\syste	Kernel Driver	No	Manual	Stopped	ОК	Normal	No	No
	asyncmac	RAS Asynchrono	c:\windows\syste	Kernel Driver	No	Manual	Stopped	ОК	Normal	No	No
	atapi	IDE Channel	c:\windows\syste	Kernel Driver	No	Manual	Stopped	ОК	Critical	No	No
	b06bdrv	QLogic Network	c:\windows\syste	Kernel Driver	No	Manual	Stopped	ОК	Normal	No	No
	basicdisplay	BasicDisplay	c:\windows\syste	Kernel Driver	Yes	System	Running	ОК	Ignore	No	Yes
	•			111							4
Find what:					Find	Clo	ose Find				
Search colocted catego	ony only	category names on	1		-						
		category numes on									

Figure (20): System Drivers

Running Tasks:

Lists the currently running executable files or programs. This provides a comprehensive view of the processes running on your computer.

System Information	Andrew Track	-	-					-	-	_ 0 X
<u>Eile Edit View H</u> elp										
System Summary (C:\Logs\msinfo32.nfo)	Name	Path	Process_ID	Priority	Min_Working_Set	Max_Working_Set	Start_Time	Version	Size	File_Date
Hardware Resources	accessory usb vcc	c:\windows	4288	8	200	1380	12/11/2017 1:31	1.0.0.1	103.00 KB (105,4	12/3/2017 3:30
Components	applicationframeh	c:\windows	1464	8	200	1380	12/11/2017 1:37	10.0.1506	62.63 KB (64,136	3/18/2017 1:58
🖻 Software Environment	audiodg.exe	c:\windows	4988	8	8180	9360	12/12/2017 2:52	10.0.1506	569.63 KB (583,3	3/18/2017 1:57
System Drivers	backgroundtaskho	c:\windows	9348	8	200	1380	12/12/2017 2:52	10.0.1506	19.41 KB (19,872	3/18/2017 1:58
Environment Variables	cmd.exe	c:\windows	8172	8	200	1380	12/12/2017 2:57	10.0.1506	265.50 KB (271,8	3/18/2017 1:57
Print Jobs	conhost.exe	c:\windows	1556	8	200	1380	12/12/2017 2:57	10.0.1506	46.50 KB (47,616	3/18/2017 1:57
- Network Connections	corescanner.exe	c:\program	3752	8	200	1380	12/11/2017 1:31	3.0.3.0	373.50 KB (382,4	1/29/2016 12:0
-Running Tasks	csrss.exe	Not Availa	592	13	Not Available	Not Available	12/11/2017 1:31	Not Avail	Not Available	Not Available
- Loaded Modules	csrss.exe	Not Availa	700	13	Not Available	Not Available	12/11/2017 1:31	Not Avail	Not Available	Not Available
- Services	dllhost.exe	c:\windows	3372	8	200	1380	12/11/2017 1:32	10.0.1506	20.91 KB (21,408	3/18/2017 1:58
- Program Groups	dptfparticipantpro	c:\windows	3892	8	200	1380	12/11/2017 1:31	7.0.0.1	118.60 KB (121,4	12/3/2017 3:09
- Statup Programs	dptfpolicycriticalser	c:\windows	3848	8	200	1380	12/11/2017 1:31	7.0.0.1	115.60 KB (118,3	12/3/2017 3:09
Windows Error Paparting	dptfpolicylpmservic	c:\windows	3856	8	200	1380	12/11/2017 1:31	7.0.0.1	126.10 KB (129,1	12/3/2017 3:09
windows Error Reporting	dptfpolicylpmservic	c:\windows	8528	8	200	1380	12/11/2017 1:32	7.0.0.1	109.10 KB (111,7	12/3/2017 3:09
	dwm.exe	c:\windows	1080	13	200	1380	12/11/2017 1:31	10.0.1506	56.00 KB (57,344	3/18/2017 1:58
	explorer.exe	c:\windows	6044	8	200	1380	12/11/2017 1:31	10.0.1506	4.62 MB (4,847,9	3/18/2017 1:58
	fontdrvhost.exe	c:\windows	968	8	200	1380	12/11/2017 1:31	10.0.1506	732.43 KB (750,0	3/18/2017 1:57
	fontdrvhost.exe	c:\windows	976	8	200	1380	12/11/2017 1:31	10.0.1506	732.43 KB (750,0	3/18/2017 1:57
	hidkeyboardemula	c:\program	4556	8	200	1380	12/11/2017 1:31	3.0.3.0	36.00 KB (36,864	1/29/2016 12:0
	igfxcuiservice.exe	c:\windows	2072	8	200	1380	12/11/2017 1:31	6.15.10.44	311.62 KB (319,0	12/3/2017 3:09
	igfxem.exe	c:\windows	5580	8	200	1380	12/11/2017 1:31	6.15.10.44	518.12 KB (530,5	12/3/2017 3:09
	igfxhk.exe	c:\windows	5600	8	200	1380	12/11/2017 1:31	6.15.10.44	241.62 KB (247,4	12/3/2017 3:09
	igfxtray.exe	c:\windows	5612	8	200	1380	12/11/2017 1:31	6.15.10.44	364.12 KB (372,8	12/3/2017 3:09
	inputpersonalizatio	c:\program	8884	6	200	1380	12/11/2017 3:56	10.0.1506	358.50 KB (367,1	3/18/2017 1:59
	isa.exe	c:\program	6692	8	200	1380	12/11/2017 1:32	1.0.0.523	322.50 KB (330,2	2/26/2015 10:1
	isahelperservice.exe	c:\program	3864	8	200	1380	12/11/2017 1:31	Not Avail	7.50 KB (7,680 b	2/26/2015 10:1
	jhi_service.exe	c:\program	1876	8	200	1380	12/11/2017 1:33	1.2.0.1149	183.28 KB (187,6	6/15/2015 3:30
	lsass.exe	c:\windows	848	9	200	1380	12/11/2017 1:31	10.0.1506	57.12 KB (58,488	3/18/2017 1:57
	memory compressi	Not Availa	4608	8	Not Available	Not Available	12/11/2017 1:31	Not Avail	Not Available	Not Available
	msascuil.exe	c:\program	9196	8	200	1380	12/11/2017 1:32	4.11.1506	614.41 KB (629,1	3/18/2017 1:56
	msinfo32.exe	c:\windows	9968	8	200	1380	12/12/2017 2:59	10.0.1506	361.00 KB (369,6	3/18/2017 1:57
	•									···· · · · · · · · · · · · · · · · · ·
Find <u>w</u> hat:						Fin <u>d</u>	<u>C</u> lose Find			

Search selected category only

Figure (21): Running tasks of Software Environment

Startup Programs:

Lists programs started automatically either from the registry, the Startup folder, or the Win.ini file.

🖳 System Information		and the Department Star. Not	Statement Street	
<u>File Edit View Help</u>				
System Summary (C:\Logs\msinfo32.nfo)	Program	Command	User_Name	Location
Hardware Resources	OneDriveSetup	c:\windows\syswow64\onedrivesetup.exe /thfirstsetup	NT AUTHORITY\LOC	Startup
Components	OneDriveSetup	c:\windows\syswow64\onedrivesetup.exe /thfirstsetup	NT AUTHORITY\NET	Startup
🖨 Software Environment	OneDrive	"c:\users\ecrtwindows\appdata\local\microsoft\onedrive\onedrive.exe" /background	DESKTOP-0733IP9\	Startup
System Drivers	SecurityHealth	%programfiles%\windows defender\msascuil.exe	Public	HKI M\SOFTWARF\Micr
Environment Variables	DotfPolicyLpmServiceHelper	c:\windows\system32\dntfpolicylpmservicehelper.exe	Public	HKI M\SOFTWARE\Micr
- Print Jobs	OptinalBattervST	c:\windows\system32\optionalbatteryst exe	Public	HKI M\SOFTWARE\Micr
- Network Connections			- done	
- Running Tasks				
- Loaded Modules				
- Services				
Program Groups				
-Startup Programs				
- OLE Registration				
- Windows Error Reporting				
Find what:	JL	Find Close Find		
	only Search categor			
	ing search categor	y numes only		

Figure (22): Startup Programs of Software Environment

System Hooks:

Lists programs that are resident in memory and hook system calls.

OLE Registration - INI File:

Lists OLE file associations controlled by various .ini files.

OLE Registration - Registry:

Lists OLE file associations that are controlled by the Registry.



Figure (23): OLE Registration

Big Windows Log Collection Tool v1.1

Services:

System Information			free states and the state				Succession Street,		
<u>File Edit V</u> iew <u>H</u> elp									
System Summary (C:\Logs\msinfo32.nfo)	Display_Name Nar	me	State	Start_Mode	Service_Type	Path	Error_Control	Start_Name	Tag_ID ^
Hardware Resources	AllJoyn Router S AJR	Router	Stopped	Manual	Share Process	c:\windows\syste	Normal	NT AUTHORITY\	0
Components	Application Laye ALG	G	Stopped	Manual	Own Process	c:\windows\syste	Normal	NT AUTHORITY\	0 =
Software Environment	Application Iden App	pIDSvc	Stopped	Manual	Share Process	c:\windows\syste	Normal	NT Authority\Lo	0
- System Drivers	Application Infor App	pinfo	Running	Manual	Share Process	c:\windows\syste	Normal	LocalSystem	0
- Environment Variables	Application Man App	pMgmt	Stopped	Manual	Share Process	c:\windows\syste	Normal	LocalSystem	0
- Print Jobs	App Readiness App	pReadiness	Stopped	Manual	Share Process	c:\windows\syste	Normal	LocalSystem	0
Network Connections	Microsoft App-V App	pVClient	Stopped	Disabled	Own Process	c:\windows\syste	Normal	LocalSystem	0
- Running Tasks	AppX Deployme App	pXSvc	Running	Manual	Share Process	c:\windows\syste	Normal	LocalSystem	0
- Loaded Modules	Windows Audio Aud	dioEndpointB	Running	Auto	Share Process	c:\windows\syste	Normal	LocalSystem	0
- Services	Windows Audio Aud	diosrv	Running	Auto	Own Process	c:\windows\syste	Normal	NT AUTHORITY\	0
- Program Groups	ActiveX Installer AxI	nstSV	Stopped	Manual	Share Process	c:\windows\syste	Normal	LocalSystem	0
- Startup Programs	Bluetooth Driver Bcn	mBtRSupport	Stopped	Auto	Own Process	c:\windows\syste	Normal	LocalSystem	0
Windows Error Poporting	BitLocker Drive E BDE	ESVC	Running	Manual	Share Process	c:\windows\syste	Normal	localSystem	0
- windows Error Reporting	Base Filtering En BFE		Running	Auto	Share Process	c:\windows\syste	Normal	NT AUTHORITY\	0
	Background Intel BIT	S	Running	Auto	Share Process	c:\windows\syste	Normal	LocalSystem	0
	Background Task Bro	kerInfrastruc	Running	Auto	Share Process	c:\windows\syste	Normal	LocalSystem	0
	Computer Browser Bro	wser	Stopped	Manual	Share Process	c:\windows\syste	Normal	LocalSystem	0
	Bluetooth Hands Bth	HFSrv	Stopped	Manual	Share Process	c:\windows\syste	Normal	NT AUTHORITY\	0
	Bluetooth Suppo bth	iserv	Running	Manual	Share Process	c:\windows\syste	Normal	NT AUTHORITY\	0
	Connected Devic CDI	PSvc	Running	Auto	Share Process	c:\windows\syste	Normal	NT AUTHORITY\	0
	Certificate Propa Cer	rtPropSvc	Stopped	Manual	Share Process	c:\windows\syste	Normal	LocalSystem	0
	Client License Se Clip	oSVC	Running	Manual	Share Process	c:\windows\syste	Normal	LocalSystem	0
	COM+ System A COI	MSysApp	Stopped	Manual	Own Process	c:\windows\syste	Normal	LocalSystem	0
	CoreMessaging Cor	reMessaging	Running	Auto	Share Process	c:\windows\syste	Normal	NT AUTHORITY\	0
	CoreScanner Cor	reScanner	Running	Auto	Own Process	"c:\program files	Normal	LocalSystem	0
	Intel(R) Content cph	ns	Stopped	Manual	Own Process	c:\windows\sysw	Normal	LocalSystem	0
	Cryptographic S Cry	rptSvc	Running	Auto	Share Process	c:\windows\syste	Normal	NT Authority\Ne	0
	Offline Files Csc	Service	Stopped	Manual	Share Process	c:\windows\syste	Normal	LocalSystem	0
	DCOM Server Pr Dcc	omLaunch	Running	Auto	Share Process	c:\windows\syste	Normal	LocalSystem	0
	Optimize drives defi	ragsvc	Stopped	Manual	Own Process	c:\windows\syste	Normal	localSystem	0
	Device Associati Dev	viceAssociatio	Running	Manual	Share Process	c:\windows\syste	Normal	LocalSystem	0 _
			- •						
Find what					Find	Close Find			
rind <u>m</u> ridt.			1			close rinu			
Search selected category of the selected ca	only Search ca	ategory names o	inly						

Figure (24): Services of Software Environment

NOTE: Hardware information is not available in Safe Mode. While Microsoft System Information can be run in Safe Mode, it is limited to displaying information about system components and the software environment.

When you want to troubleshoot issues with Windows 98, Microsoft recommends you start with the Microsoft System Information tool. To reduce the time needed to start other troubleshooting or system tools, you can start the following programs from the Tools menu in Microsoft System Information:

- Windows Report Tool
- Update Wizard Uninstall
- System File Checker
- Signature Verification Tool
- Registry Checker
- Automatic Skip Driver Agent
- Dr. Watson

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- System Configuration Utility
- Scandisk
- Version Conflict Manager

2. General Information:

• Windows updates:

Collects the windows update files.

Windows updates is a Microsoft service, which automates downloading and installing software updates over the internet. The service delivers software updates for Windows, as well as the various Microsoft antivirus products, including Windows Defender and Microsoft Security Essentials.

			and the second second		
Computer + OSDisk (C	.:) ► Logs ► windowsupdate			_	✓ ↓ Search windowsupdate
ile <u>E</u> dit <u>V</u> iew <u>T</u> ools <u>H</u> elp					
Organize Include in library	Share with New folder				II • 🔟 🔮
☆ Favorites	Name	Date modified	Туре	Size	
📕 Desktop	WindowsUpdate.20171211.013149.317.3.etl	12/12/2017 2:52 AM	ETL File	136 KB	
🗼 Downloads	WindowsUpdate.20171211.013149.317.4.etl	12/12/2017 2:53 AM	ETL File	136 KB	
laces Recent Places	WindowsUpdate.20171211.013149.317.5.etl	12/12/2017 2:53 AM	ETL File	136 KB	
🞇 Libraries	WindowsUpdate.20171211.013149.317.6.etl	12/12/2017 2:54 AM	ETL File	136 KB	
\land OneDrive	WindowsUpdate.20171211.013149.317.7.etl	12/12/2017 2:54 AM	ETL File	136 KB	
	WindowsUpdate.20171211.013149.317.8.etl	12/12/2017 2:54 AM	ETL File	136 KB	
🞇 Libraries	WindowsUpdate.20171211.013149.317.9.etl	12/12/2017 2:55 AM	ETL File	136 KB	
Documents	WindowsUpdate.20171211.013149.317.10.etl	12/12/2017 2:55 AM	ETL File	136 KB	
🕹 Music	WindowsUpdate.20171211.013149.317.11.etl	12/12/2017 2:55 AM	ETL File	136 KB	
Separate Pictures	WindowsUpdate.20171211.013149.317.12.etl	12/12/2017 2:56 AM	ETL File	136 KB	
💐 Videos	WindowsUpdate.20171211.013149.317.13.etl	12/12/2017 2:56 AM	ETL File	136 KB	
	WindowsUpdate.20171211.013149.317.14.etl	12/12/2017 2:57 AM	ETL File	136 KB	
🧏 Computer	WindowsUpdate.20171211.013149.317.15.etl	12/12/2017 2:57 AM	ETL File	136 KB	
	WindowsUpdate.20171211.013149.317.16.etl	12/12/2017 2:58 AM	ETL File	136 KB	
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Figure (25): Windows Updates in General Information

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• Inf:

SetupAPI logs information about device installation in a plain-text log file that you can use to verify the installation of a device and to troubleshoot device installation problems. If a signing problem exists, SetupAPI will log information about the signing problem in the log file. The name of this log file is SetupAPI.dev.log, and it is located, by

default, in the Windows INF file directory (%SystemRoot%\inf).

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Downloads	setupapi.app.log	11/26/2018 11:13 AM	Text Document	785 KB	
Perent Diaces	setupapi.dev.20170823_153044.log	8/23/2017 3:30 PM	Text Document	10,400 KB	
libraries	setupapi.dev.20180108_142311.log	1/8/2018 2:23 PM	Text Document	16,540 KB	
OneDrive	setupapi.dev.20180827_180147.log	8/2//2018 b:01 PM	Text Document	10,053 KB	
onebrive	setupapi.dev.log	12/12/2017 2:56 AM	Text Document	24 KB	
Librarian	setupapi.offline.20170318_140323.log	3/18/2017 1:03 PM	Text Document	5,937 KB	
Documents	setupapi.offline.log	12/3/201/ 3:19 AM	Text Document	337 KB	
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Figure (26): Inf folder

• Panther:

Windows Setup creates log files for all actions that occur during installation. If you are experiencing problems installing Windows, consult the log files to troubleshoot the installation. Windows Setup includes the ability to review the Windows Setup performance events in the Windows Event Log viewer. This enables you to more easily review the actions that occurred during Windows Setup and to review the performance statistics for different parts of Windows Setup.

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laces	DDACLSys.log	12/3/2017 4:35 AM	Text Document	3 KB				
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le OneDrive	diagwm.xml	12/3/2017 4:38 AM	XML Document	7 KB				
	MainQueueOnline0.que	12/3/2017 4:38 AM	SMS Data File	24 KB				
📜 Libraries	setup.etl	12/3/2017 4:38 AM	ETL File	1,152 KB				
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🕹 Music	setuperr.log	12/3/2017 4:35 AM	Text Document	0 KB				
lictures	setupinfo	12/3/2017 4:38 AM	File	17 KB				
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Figure (27): Panther folder

• Winsxs:

Windows uses a system folder called WinSxS to store files that are needed for your Windows installation, as well as backups or updates to those files.

• CBS:

CBS stands for component-based servicing. CBS.log is a file which include logs about components when they get installed or uninstalled during updates. If you want to check these files, they are located at %windir%\Logs\CBS\ You will see two files in CBS folder, one is CBS.log and the other is CBS.persist.log. CBS.persist.log is the older of these two and is generated when the CBS.log is around 35-40 MB. Persist log folder can easily be dumped.

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Figure (28): CBS Log

• DISM:

The Deployment Image Servicing and Management (DISM) tool is the primary tool for all offlineservicing tasks. DISM runs from a command prompt from Windows PE or a running Windows operating system. If a failure occurs when executing a DISM command, the tool will provide an immediate response, and log the issue in the DISM.log file. The Session.xml file is a transaction log file that captures all servicing activities on the target operating system. The Session.xml file can be used in conjunction with the DISM.log file to determine points of failures and the required servicing activity.

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Figure (29): DISM Log

• System restore:

System Restore is a feature in Microsoft Windows that allows the user to revert their computer's state (including system files, installed applications, Windows Registry, and system settings) to that of a previous point in time, which can be used to recover from system malfunctions or other problems. System restore related logs will be available in event log and in windows\logs\systemrestore folder.

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Figure (30): System Restore Folder

Pbr: •

Windows 8 includes a feature called Push-Button Reset that gives you options for returning your PC to a known configuration. You can use this to recover from a problem, or to return it to the factory state. This can be handy if you are selling a PC, or giving it to another member of the family and want to give them a fresh start.

Push Button Reset provides two options:

- Refresh your PC without affecting your files
- Remove everything and reinstall Windows ٠

Windows Events:

The Windows event log is a detailed record of system, security and application notifications stored by the Windows operating system that is used by administrators to diagnose system problems and predict future issues.

Application Log: Any event logged by an application. These are determined by the developers while developing the application. Eg.: An error while starting an application gets recorded in Application Log.

System Log: Any event logged by the Operating System. E.g.: Failure to start a drive during startup is logged under System Logs

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🐌 Downloads	Microsoft-Windows-AppReadiness%4Admin.evtx	12/11/2017 1:30 A	Event Log	1.092 KB	
location and the second	Microsoft-Windows-AppReadiness%4Operational.evtx	12/11/2017 1:30 A	Event Log	3.140 KB	
🞇 Libraries	Microsoft-Windows-SettingSync%4Debug.evtx	12/11/2017 1:32 A	Event Log	1.028 KB	
\land OneDrive	Microsoft-Windows-SettingSvnc%4Operational.evtx	12/11/2017 1:30 A	Event Log	68 KB	
	Microsoft-Windows-Shell-Core%4ActionCenter.evtx	12/3/2017 3:34 AM	Event Log	68 KB	
🎇 Libraries	Microsoft-Windows-Shell-Core%4AppDefaults.evtx	12/11/2017 1:32 A	Event Log	1,028 KB	
Documents	Microsoft-Windows-Shell-Core%4LogonTasksChannel.evtx	12/3/2017 3:34 AM	Event Log	68 KB	
🜛 Music	Kicrosoft-Windows-Shell-Core%40perational.evtx	12/11/2017 1:32 A	Event Log	1,028 KB	
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Figure (31): Windows Events

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3. DirectX Diagnosis:

DxDiag ("DirectX Diagnostic Tool ") is a diagnostics tool used to test DirectX functionality and troubleshoot video- or sound-related hardware problems. DirectX Diagnostic can save text files with the scan results.

📃 dxdiag.txt - Notepad
<u>Eile E</u> dit F <u>o</u> rmat <u>V</u> iew <u>H</u> elp
System Information
Time of this report: 12/12/2017, 02:59:15 Machine name: DESKTOP-0733IP9 Machine Id: {28C8D821-80E3-446D-8A55-A1E2D334570E} Operating System: Windows 10 Enterprise 64-bit (10.0, Build 15063) (15063.rs2_release.170317-1834) Language: English (Regional Setting: English) System Manufacture: Zebra Technologies Inc System Model: 10-LTDN-1 BIOS: 5.04.48.0060-W10-Z-013 Processor: Intel(R) Atom(TM) CPU Z3795 @ 1.60GHz (4 CPUs), ~1.6GHz Memory: 4096MB RAM Available 0S Memory: 3988MB RAM Page File: 2316MB used, 3080MB available Windows DirectX Version: DirectX 12 DX Setup Parameters: Not found User DPI Setting: Using System DPI System DPI Setting: Using System DPI System DPI Setting: Using System DPI Microsoft Graphics Hybrid: Not Supported Dyna Version: 10.00 15063.0000.64bit Unicode
DxDiag Notes Display Tab 1: No problems found. Sound Tab 1: No problems found. Input Tab: No problems found.
DirectX Debug Levels
Direct3D: 0/4 (retail) DirectDraw: 0/4 (retail) DirectInput: 0/5 (retail) DirectMusic: 0/5 (retail) DirectPlay: 0/9 (retail) DirectSound: 0/5 (retail) DirectShow: 0/6 (retail)
Display Devices
Card name: Intel(R) HD Graphics Manufacturer: Intel Corporation Chip type: Intel(R) HD Graphics DAC type: Internal Device Type: Full Device Device Key: Enum\PCI\VEN_8086&DEV_0F31&SUBSYS_72801D28&REV_0D Device Key: Enum\PCI\VEN_8086&DEV_0F31&SUBSYS_72801D28&REV_0D Device Status: 0180200A [DN_DRIVER_LOADED DN_STARTED DN_DISABLEABLE DN_NT_ENUMERATOR DN_NT_DRIVER]

Figure (32): Direct Diagnosis dxdiag.txt file

4. Dump Files:

A DMP file is a file that contains data "dumped" from a program's memory space. It is often created when a program has an error or crashes and may also be saved by the program "Savedump.exe" on the first reboot after a crash. DMP files are usually named "Memory.dmp."

5. Display Info:

Logs display information to a file.

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E Desktop	👢 CBS	12/5/2018 12:00 PM	File folder		
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🔩 Recent Places	👢 dmp	12/4/2018 4:40 PM	File folder		
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la OneDrive	🐌 Panther	12/5/2018 12:00 PM	File folder		
	🐌 systemrestore	12/4/2018 4:40 PM	File folder		
📜 Libraries 📃	👢 windowsupdate	12/5/2018 12:00 PM	File folder		
Documents	👢 winevt	12/5/2018 12:00 PM	File folder		
🕹 Music	BuildNumber.txt	12/12/2017 3:01 A	Text Document	1 KB	
S Pictures	📄 dispdiag.dat	12/12/2017 3:01 A	DAT File	179 KB	
Julie Videos	📄 dxdiag.txt	12/12/2017 2:59 A	Text Document	72 KB	
	FirmwareVersion.txt	12/12/2017 3:01 A	Text Document	1 KB	
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Figure (33): Display Info dispdiag.dat file

6. Build Number:

BuildLabEx: Provides the Windows update version EditionID: Provides Edition (Professional or Enterprise) information of the Windows ProductName: Provides Product name of the Windows (Windows 10 Enterprise)

BuildNumber.txt - Notepad	X
<u>File Edit Format View H</u> elp	
HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows NT\CurrentVersion BuildLabEx REG_SZ 15063.0.amd64fre.rs2_release.170317-1834	^
HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows NT\CurrentVersion EditionID REG_SZ Enterprise	
HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows NT\CurrentVersion ProductName REG_SZ Windows 10 Enterprise	
	-

Figure (34): BuildNumber.txt file

7. <u>IMEI:</u>

Netsh mdn show interface will show the information about list of Mobile broadband interfaces available on the system.

IMEI.txt - Notepad	
<u>F</u> ile <u>E</u> dit F <u>o</u> rmat <u>V</u> iew <u>H</u> elp	
<pre>File Edit Format View Help There is 1 interface on the system: Name : Cellular 2 Description : EM7355 GUID : {38CD1334-540B-49F6-8D0F-314 Physical Address : 98:93:8e:52:55:5a State : Not connected Device type : Mobile Broadband device is : Cellular class : GSM Device Id : 352236070036227 Manufacturer : Sierra Wireless, Incorporat Model : EM7355 Firmware Version : SWI9X15C_05.05.58.01 Provider Name : Roaming : Not roaming Signal : 0% RSSI / RSCP : 0 (-113 dBm)</pre>	c2930F76BD} embedded in the system ed
	· · · · · · · · · · · · · · · · · · ·

Figure (35): IMEI.txt file

8. List of Windows Updates:

Wmic qfe list will provide the list of all installed Microsoft and software updates.

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Figure (36): List of Windows Updates qfelist.html file

9. WSCollect Logs:

Collects few logs from system and saves it as cab file. It collects few windows updates and events.



Figure (37): WSCollect Logs cab file

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