

Leaño, Karlo Jim F.

BSIT 4A

Midterm Exam

IT 141.1

I. Performance Test

A. Observation & Analysis

1. Event Log Exploration

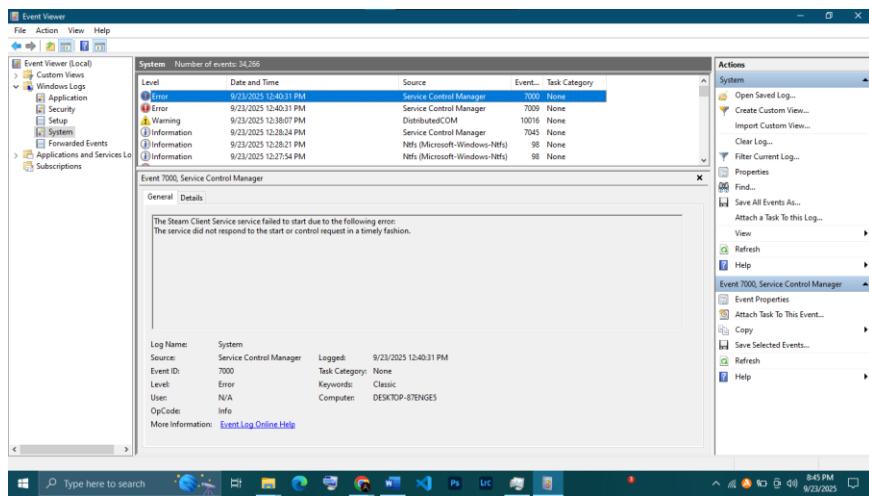
a. Normal

The screenshot shows the Windows Event Viewer application. The left pane displays a tree view of logs: Application, Security, System, and Forwarded Events. The right pane shows a list of events under the 'Application' log. One event is selected, labeled 'Event 15, SecurityCenter'. The details pane shows the event text: 'Updated Avast! status successfully to SECURITY_PRODUCT_STATE_ON.' and the event properties: Log Name: Application, Source: SecurityCenter, Level: Information, Task Category: None, Event ID: 15, Task Category: None, User: N/A, Computer: DESKTOP-8TENGES, OpCode: Info. The status bar at the bottom indicates the date and time as 9/23/2025 8:38:34 PM.

Warning

The screenshot shows the Windows Event Viewer application. The left pane displays a tree view of logs: Application, Security, System, and Forwarded Events. The right pane shows a list of events under the 'System' log. One event is selected, labeled 'Event 17, WHEA-Logger'. The details pane shows the event text: 'A corrected hardware error has occurred. Component: PCI Express Root Port Error Source: Advanced Error Reporting (PCI Express) Primary Bus Device Function: 0x001C00 Secondary Bus Device Functions: 0x000000 Primary Device Name: PCI\VEN_10DE&VEN_0B05&SUBSYS_3B4017AA&REV_F1 Secondary Device Name:'. The event properties show Log Name: System, Source: WHEA-Logger, Level: Warning, Task Category: None, Event ID: 17, Task Category: None, User: LOCAL SERVICE, Computer: DESKTOP-8TENGES, OpCode: Info. The status bar at the bottom indicates the date and time as 9/23/2025 7:20:45 PM.

Error



b. Normal – Informs that Avast Antivirus is successfully turned on or the security is on.

Warning – There is a hardware error but corrected and the component is the PCI Express Root Port.

Error – Informs that there is an error on the start of an application where the steam service failed to start in time.

2. Service/ Process Monitoring

a. Service/Process 1

Task Manager					
File Options View					
Processes		App history		Startup	Users
Name	PID	Description		Status	Group
AarSvc		Agent Activation Runtime		Stopped	AarSrvGroup
AarSvc_8a743		AarSvc_8a743		Stopped	AarSrvGroup
AIRouter		AllJoyn Router Service		Stopped	LocalServiceN...
ALG		Application Layer Gateway Service		Stopped	
Apache2.4	9884	Apache2.4		Running	
ApplDsvc		Application Identity		Stopped	LocalServiceN...
AppInfo	2252	Application Information		Running	netvcs
AppReadiness		App Readiness		Stopped	AppReadiness
AppXsvc	20216	AppX Deployment Service (AppXSV)		Running	wsappx
asvibIDSagent	7644	asvibIDSagent		Running	
AtherosSvc	9896	AtherosSvc		Running	
AudioEndpointBuilder	2884	Windows Audio Endpoint Builder		Running	LocalSystemN...
Audiosrv	3660	Windows Audio		Running	LocalServiceN...
autotimesvc		Cellular Time		Stopped	autoTimeSvc
avast		Avast Browser Update Service (avast)		Stopped	
avast! Antivirus	3596	Avast Antivirus		Running	
avast! Firewall	10944	Avast Firewall Service		Running	
avast! Tools	4156	Avast Tools		Running	
AvastATServiceHost	9908	Avast AntiTrack Services		Running	
AvastCleanupSvc	9920	Avast Cleanup service		Running	
avastm		Avast Browser Update Service (avastm)		Stopped	
AvastSecureBrowserElevati...		Avast Secure Browser Elevation Service (AvastSecureBrowserElevationService)		Stopped	
AvastWackReporter	2640	AvastWackReporter		Running	
AxInstSV		ActiveX Installer (AxInstSV)		Stopped	AxInstSvGroup
BcastDVRUserService		GameDVR and Broadcast User Service		Stopped	BcastDVRUser...
BcastDVRUserService_8a743		BcastDVRUserService_8a743		Stopped	BcastDVRUser...

Service/Process 2

Name	PID	Description	Status	Group
NativePushService		Wondershare Native Push Service	Stopped	
NaturalAuthentication		Natural Authentication	Stopped	netsvcs
NcSvcs		Network Connectivity Assistant	Stopped	NetSvcs
NcbService	1512	Network Connection Broker	Running	LocalSystemN...
NcdAutoSetup		Network Connected Devices Auto-Setup	Stopped	LocalServiceN...
Netlogon		Netlogon	Stopped	
Netman	20544	Network Connections	Running	LocalSystemN...
Netrofsm	3028	Network List Service	Running	LocalService
NetSetupSvc		Network Setup Service	Stopped	netsvcs
NetTcpPortSharing		Net.Tcp Port Sharing Service	Stopped	
NgcCmrsvc		Microsoft Passport Container	Stopped	LocalServiceN...
NgcSvcs		Microsoft Passport	Stopped	LocalSystemN...
NlaSvc	2816	Network Location Awareness	Running	NetworkService
nordsec-threatprotection-s...		nordsec-threatprotection-service	Stopped	
NordDUpdateService	7736	NordSec Update Service	Running	
Nordvpn-service	4372	nordvpn-service	Running	
nsi	2096	OneDrive Update Service	Running	LocalService
OneDrive Updater Service		OneSync Host	Stopped	UnitaskSvcsGr...
OneSyncSvcs		OneSyncSvcs_8a743	Running	UnitaskSvcsGr...
OneSyncSvcs_8a743	1128		Stopped	LocalServiceP...
Opzmsvc		Peer Networking Identity Manager	Stopped	LocalServiceP...
Opzpsvc		Peer Networking Grouping	Stopped	LocalServiceP...
Opzsvcs	14824	Program Compatibility Assistant Service	Running	LocalSystemN...
perceptionsimulation		Windows Perception Simulation Service	Stopped	
PerfHost		Performance Counter DLL Host	Stopped	
PhoneSvc	1772	Phone Service	Running	LocalService

Service/Process 3

Name	PID	Description	Status	Group
gpssvc	20748	Group Policy Client	Running	netsvcs
GraphicsPerfSvc		GraphicsPerfSvc	Stopped	GraphicsPerfS...
hidserv	1864	Human Interface Device Service	Running	LocalSystemN...
HvHost		HV Host Service	Stopped	LocalSystemN...
icssvc		Windows Mobile Hotspot Service	Stopped	LocalSystemN...
igccservice	10188	Intel(R) Graphics Command Center Service	Running	
igfxCUIService2.0.0	17104	Intel(R) HD Graphics Control Panel Service	Running	
KEEKT	10928	IKE and AuthIP IPsec Keying Modules	Running	netsvcs
InstallService	8392	Microsoft Store Install Service	Running	netsvcs
Intel(R) Capability Licensing...		Intel(R) Capability Licensing Service TCP IP Interface	Stopped	
Intel(R) TPM Provisioning S...		Intel(R) TPM Provisioning Service	Stopped	
iphpsvc	4328	IP Helper	Running	NetSvcs
ipxlanCfgSvc		IP Translation Configuration Service	Stopped	LocalSystemN...
iph_service	7836	Intel(R) Dynamic Application Loader Host Interface Service	Running	
keyiso	920	CNG Key Isolation	Running	
ktrm		KtrmRm for Distributed Transaction Coordinator	Stopped	NetworkService...
LannanServer	4560	Server	Running	netsvcs
LannanWorkstation	4428	Workstation	Running	NetworkService
Msvc	6064	Geolocation Service	Running	netsvcs
LicensesManager	13024	Windows License Manager Service	Running	LocalService
ltdsvc		Link-Layer Topology Discovery Mapper	Stopped	LocalService
lmhosts	20316	TCP/IP NetBIOS Helper	Running	LocalServiceN...
LMS	4280	Intel(R) Management and Security Application Local Management Service	Running	DcomLaunch
LSM	1108	Local Session Manager	Running	netsvcs
LxpSvc		Language Experience Service	Stopped	NetworkService
MapsBroker		Downloaded Maps Manager	Stopped	

b.

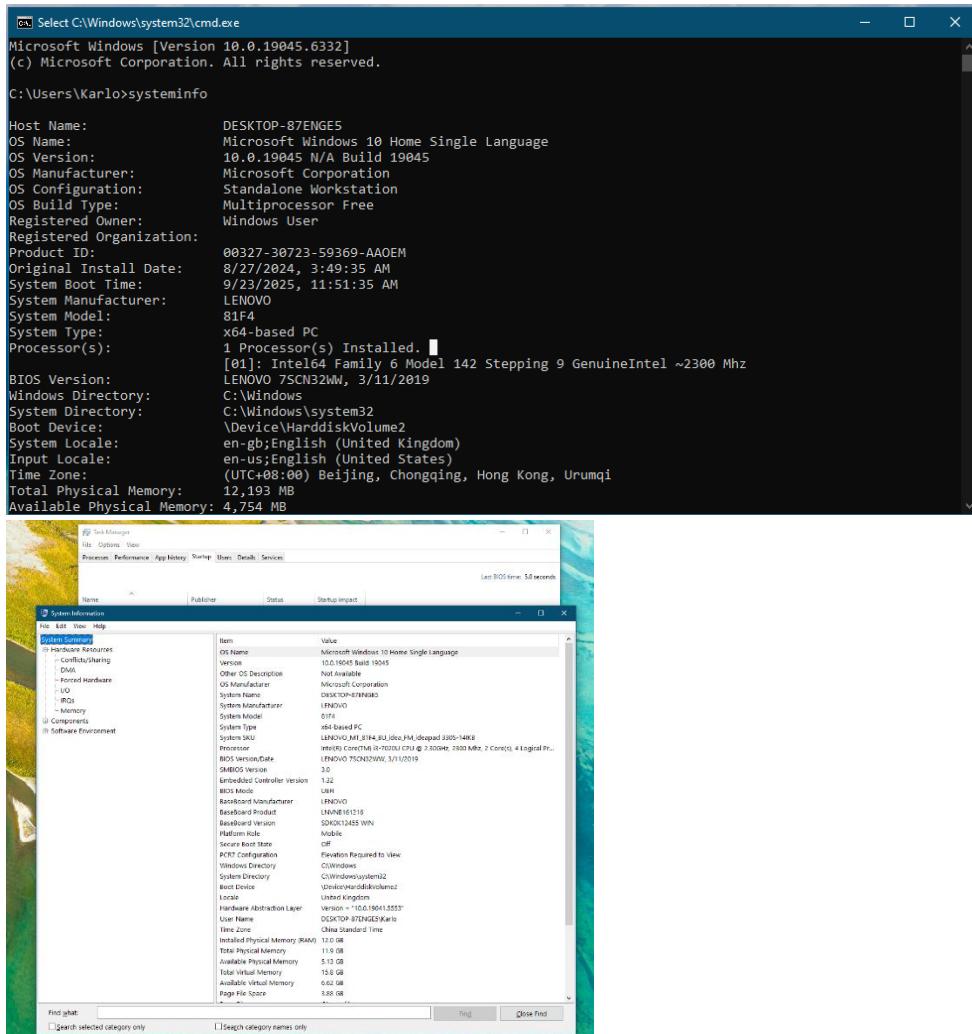
Service/Process 1 – AvastCleanupSvc is a process where it is a part of the Avast Antivirus where it helps clean junk files or caches.

Service/Process 2 – Nordsec-threatprotection-service is a part of the app called NordVpn where it a feature where it can protect your browsing and it is not running since I'm not currently using it.

Service/Process 3 – InstallService is a part of Microsoft Store where it is the one who is responsible for the installation of the apps in the Microsoft Store.

3. Configuration Reports

a.



```
Microsoft Windows [Version 10.0.19045.6332]
(c) Microsoft Corporation. All rights reserved.

C:\Users\Karlo>systeminfo

Host Name: DESKTOP-87ENGE5
OS Name: Microsoft Windows 10 Home Single Language
OS Version: 10.0.19045 N/A Build 19045
OS Manufacturer: Microsoft Corporation
OS Configuration: Standalone Workstation
OS Build Type: Multiprocessor Free
Registered Owner: Windows User
Registered Organization:
Product ID: 00327-30723-59369-AAOEM
Original Install Date: 8/27/2024, 3:49:35 AM
System Boot Time: 9/23/2025, 11:51:35 AM
System Manufacturer: LENOVO
System Model: 81F4
System Type: x64-based PC
Processor(s):
  1 Processor(s) Installed.
    [01]: Intel® Family 6 Model 142 Stepping 9 GenuineIntel ~2300 MHz
BIOS Version: LENOVO 7SCN32WW, 3/11/2019
Windows Directory: C:\Windows
System Directory: C:\Windows\system32
Boot Device: \Device\HarddiskVolume2
System Locale: en-gb;English (United Kingdom)
Input Locale: en-us;English (United States)
Time Zone: (UTC+08:00) Beijing, Chongqing, Hong Kong, Urumqi
Total Physical Memory: 12,193 MB
Available Physical Memory: 4,754 MB
```

System Information

Item	Value
OS Name	Microsoft Windows 10 Home Single Language
Version	10.0.19045 Build 19045
Other OS Description	Not Available
OS Manufacturer	Microsoft Corporation
System Model	LENOVO 81F4
System Manufacturer	LENOVO
System Model	81F4
System Type	x64-based PC
System SKU	LENOVO 81F4-BU-US&PM-Delged (200-148E)
Processor	Intel® Core™ i3-7020U CPU @ 2.30GHz; 2300 MHz, 2 Cores, 4 Logical Processors
BIOS Version/Date	LENOVO 7SCN32WW, 3/11/2019
SMBIOS Version	3.0
Embedded Controller Version	1.2
BIOS Language	EN
Baseboard Manufacturer	LENOVO
Baseboard Product	UNIBI101218
Baseboard Version	SD0010455 WIN
Motherboard	Mobile
Secure Boot State	Off
PCI\ Configuration	Reboot Required to View
Windows Directory	C:\Windows
System Directory	C:\Windows\system32
System Locale	Undeclared
Local	United Kingdom
Hardware Abstraction Layer	Version 10.0.19045.6332
User Profile	0
Time Zone	China Standard Time
Installed Physical Memory (RAM)	12.0 GB
Total Physical Memory	11.9 GB
Available Physical Memory	5.1 GB
Total Virtual Memory	15.8 GB
Available Virtual Memory	5.62 GB
Page File Space	3.88 GB

OS Type & Version: Microsoft Windows 10 Home Single Language, Version 10.0.19045

Build 19045

System Manufacturer/Model: LENOVO, IdeaPad 330S-14IKB (System Model: 81F4)

Processor: Intel(R) Core(TM) i3-7020U CPU @ 2.30GHz (~2300 MHz, 2 cores, 4 logical processors)

Installed RAM: 12.0 GB (Physical Memory: 12,190 MB)

Last Boot Time: 9/23/2025, 11:51:35 AM

b. Write one sentence explaining why OS version matters for maintenance.

- Because it ensures security updates, compatibility with applications, and stable system performance.

B. Simulation & Analysis.

1. Support Ticket Role Play

a.

Ticket: #007
Device: Lenovo ideapad 330s
OS/Version: Windows 10 Pro 22H2
Error Symptoms: “Cannot connect to the shared drive”
Time of Issue: Sept. 23, 2025, 10:00 AM
Recent Changes: Network settings updated
Urgency: High

- b. Network-related issue.
- c. The device may be functional but since the error involves accessing a shared drive the issue could be with the network connection rather than the client or server alone.

2. Server vs Client Matching

Jumbled List	Client/Server/Both	Reason
Web browser	Both	Used by both to access web and can act to local server settings.
Print spooler (system delivering print jobs)	Server	Server since they usually manage what to print and delivers print jobs to multiple users.
Email inbox	Client	Mostly clients since they usually use it to do their work
File storage system	Server	Server since it is managed by the server and where the clients store their files.
Zoom app	Client	Client since the server is different from the client app, this app is intentionally for client.
Streaming service (Netflix, YouTube)	Server	Server since it is a streaming service that mostly provided by the server to users in order to access contents.

3. Log File Puzzle

SAMPLE LOG EVENTS:

Event 1: Windows Update service stopped unexpectedly.

Event 2: User Login failed for 'admin'

Event 3: Disk check completed with no errors.

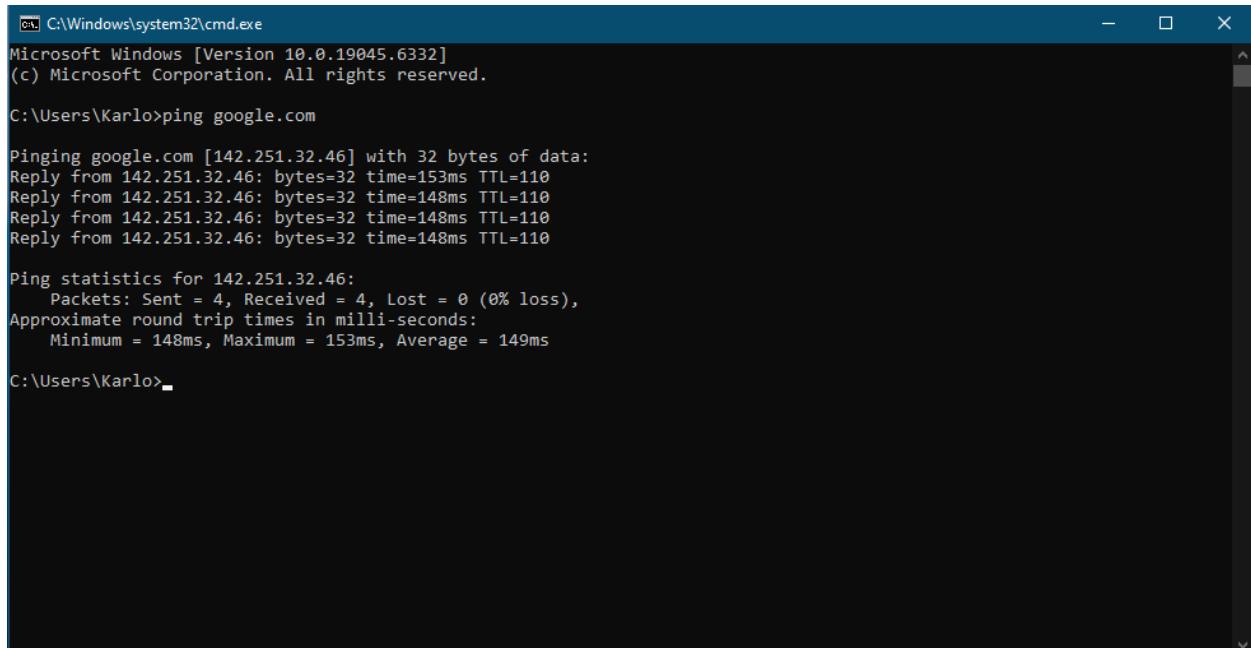
Event 4: File system error detected on drive C:.

1. Maintenance
2. Security
3. Normal
4. Maintenance

C. Safe hands-on Practice

1. Network Tools

a.



```
C:\Windows\system32\cmd.exe
Microsoft Windows [Version 10.0.19045.6332]
(c) Microsoft Corporation. All rights reserved.

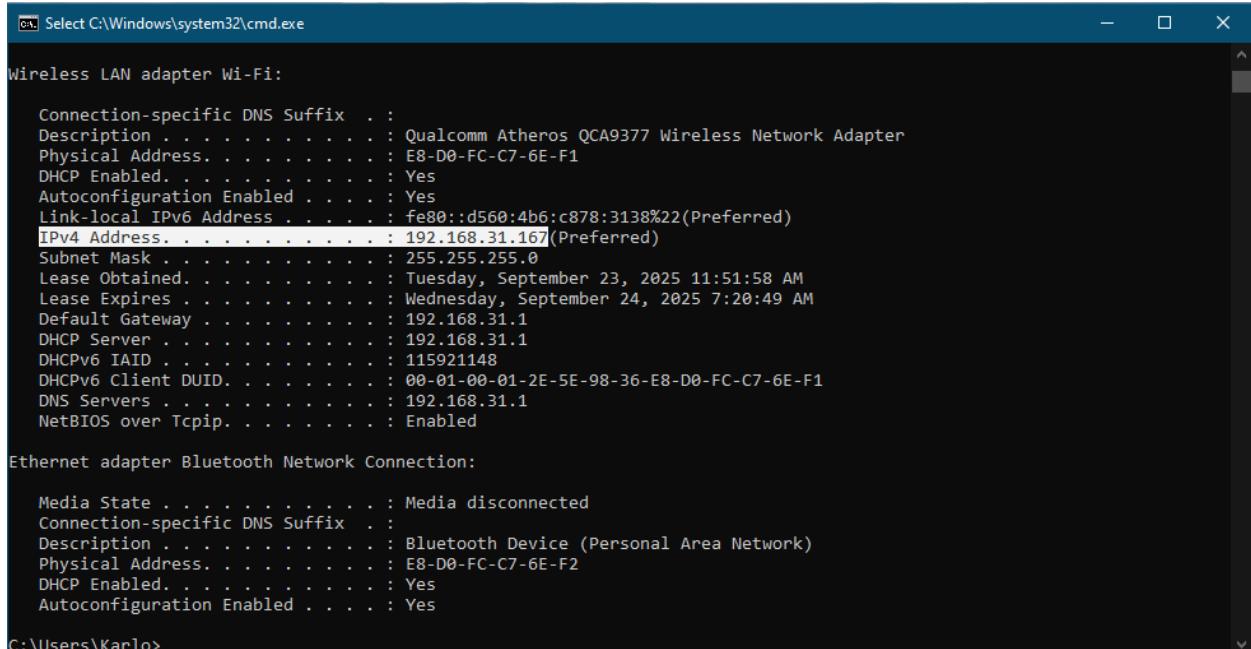
C:\Users\Karlo>ping google.com

Pinging google.com [142.251.32.46] with 32 bytes of data:
Reply from 142.251.32.46: bytes=32 time=153ms TTL=110
Reply from 142.251.32.46: bytes=32 time=148ms TTL=110
Reply from 142.251.32.46: bytes=32 time=148ms TTL=110
Reply from 142.251.32.46: bytes=32 time=148ms TTL=110

Ping statistics for 142.251.32.46:
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
    Approximate round trip times in milli-seconds:
        Minimum = 148ms, Maximum = 153ms, Average = 149ms

C:\Users\Karlo>
```

b. Ipconfig



```
C:\Windows\system32\cmd.exe
Select C:\Windows\system32\cmd.exe
Wireless LAN adapter Wi-Fi:

Connection-specific DNS Suffix . :
Description . . . . . : Qualcomm Atheros QCA9377 Wireless Network Adapter
Physical Address. . . . . : E8-D0-FC-C7-6E-F1
DHCP Enabled. . . . . : Yes
Autoconfiguration Enabled . . . . : Yes
Link-local IPv6 Address . . . . : fe80::d560:4b6:c878:3138%22(Preferred)
IPv4 Address. . . . . : 192.168.31.167(Preferred)
Subnet Mask . . . . . : 255.255.255.0
Lease Obtained. . . . . : Tuesday, September 23, 2025 11:51:58 AM
Lease Expires . . . . . : Wednesday, September 24, 2025 7:20:49 AM
Default Gateway . . . . . : 192.168.31.1
DHCP Server . . . . . : 192.168.31.1
DHCPv6 IAID . . . . . : 115921148
DHCPv6 Client DUID. . . . . : 00-01-00-01-2E-5E-98-36-E8-D0-FC-C7-6E-F1
DNS Servers . . . . . : 192.168.31.1
NetBIOS over Tcpip. . . . . : Enabled

Ethernet adapter Bluetooth Network Connection:

Media State . . . . . : Media disconnected
Connection-specific DNS Suffix . :
Description . . . . . : Bluetooth Device (Personal Area Network)
Physical Address. . . . . : E8-D0-FC-C7-6E-F2
DHCP Enabled. . . . . : Yes
Autoconfiguration Enabled . . . . : Yes

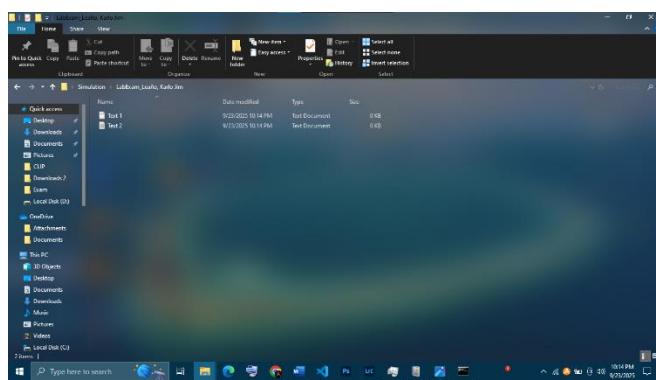
C:\Users\Karlo>
```

IP Address: 192.168.31.167

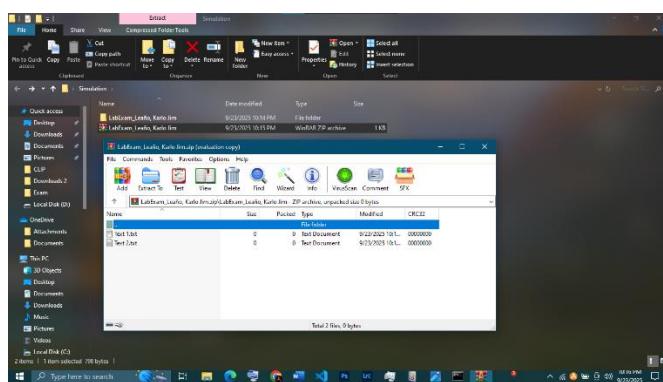
Default Gateway: 192.168.31.1

2. Backup Simulation

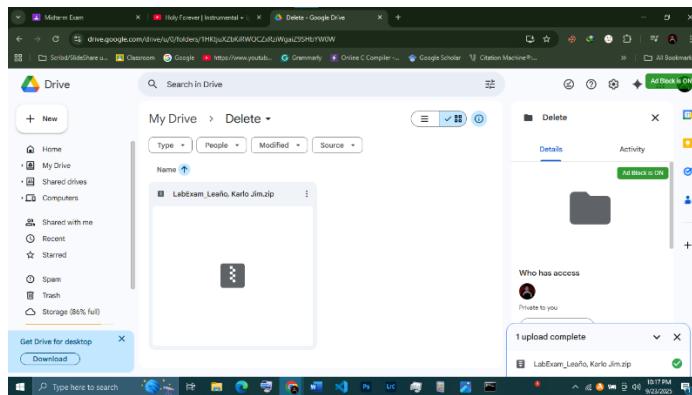
a.



b.



c.



System Information Sheet

Operating System (OS) Name & Version: Microsoft Windows 10 Home Single Language, Version 10.0.19045 Build 19045

Processor Type: Intel(R) Core(TM) i3-7020U CPU @ 2.30GHz, 2 Cores, 4 Logical Processors

Installed RAM: 12.0 GB

Disk Capacity: Local Disk (C): 237 GB

Local Disk (D): 931 GB

```
cmd Select C:\Windows\system32\cmd.exe
Microsoft Windows [Version 10.0.19045.6332]
(c) Microsoft Corporation. All rights reserved.

C:\Users\Karlo>systeminfo

Host Name:          DESKTOP-87ENGE5
OS Name:           Microsoft Windows 10 Home Single Language
OS Version:        10.0.19045 N/A Build 19045
OS Manufacturer:   Microsoft Corporation
OS Configuration: Standalone Workstation
OS Build Type:    Multiprocessor Free
Registered Owner:  Windows User
Registered Organization:
Product ID:        00327-30723-59369-AAOEM
Original Install Date: 8/27/2024, 3:49:35 AM
System Boot Time: 9/23/2025, 11:51:35 AM
System Manufacturer: LENOVO
System Model:      81F4
System Type:       x64-based PC
Processor(s):     1 Processor(s) Installed. [01]: Intel64 Family 6 Model 142 Stepping 9 GenuineIntel ~2300 Mhz
BIOS Version:      LENOVO 7SCN32WM, 3/11/2019
Windows Directory: C:\Windows
System Directory:  C:\Windows\system32
Boot Device:       \Device\HarddiskVolume2
System Locale:    en-gb;English (United Kingdom)
Input Locale:     en-us;English (United States)
Time Zone:        (UTC+08:00) Beijing, Chongqing, Hong Kong, Urumqi
Total Physical Memory: 12,193 MB
Available Physical Memory: 4,754 MB
```

