Leaño, Karlo Jim F.

BSIT 4A
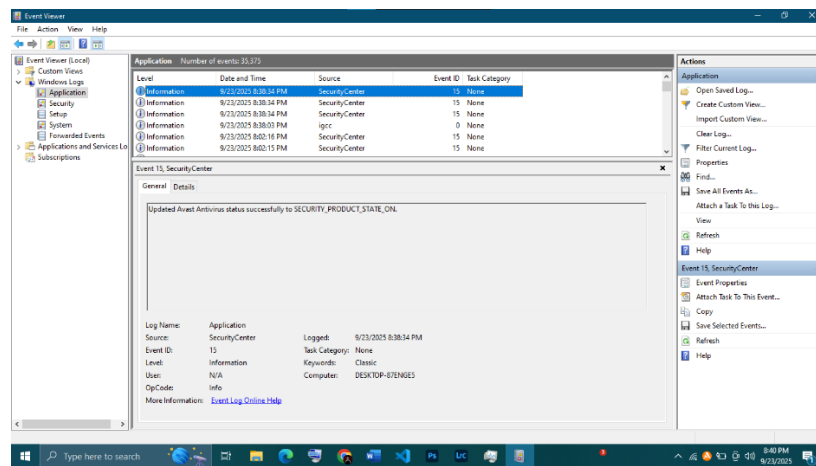
Midterm Exam

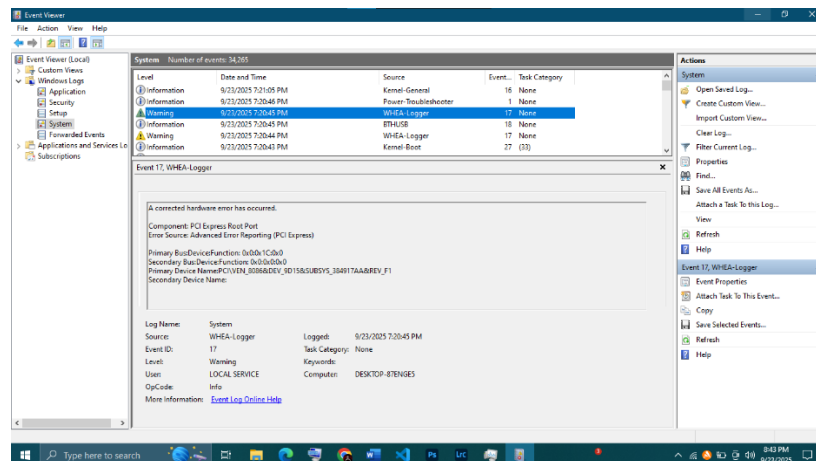## IT 141.1

I.   Performance Test

A. Observation & Analysis

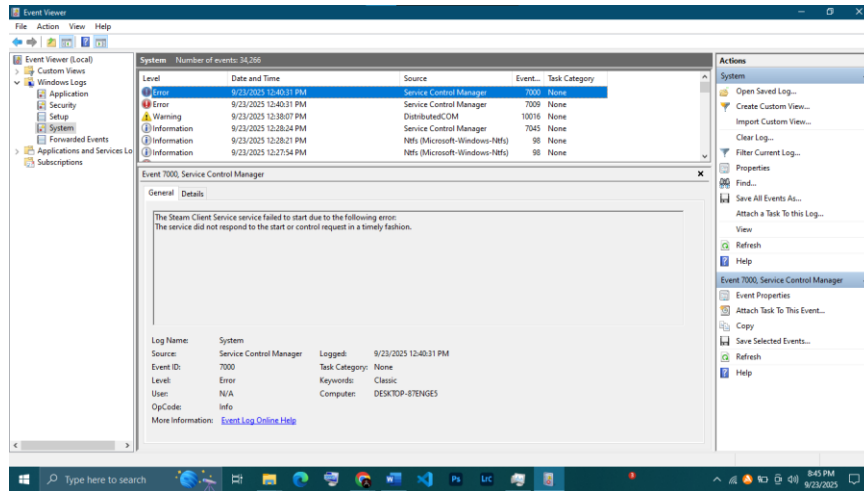**1. Event Log Exploration**

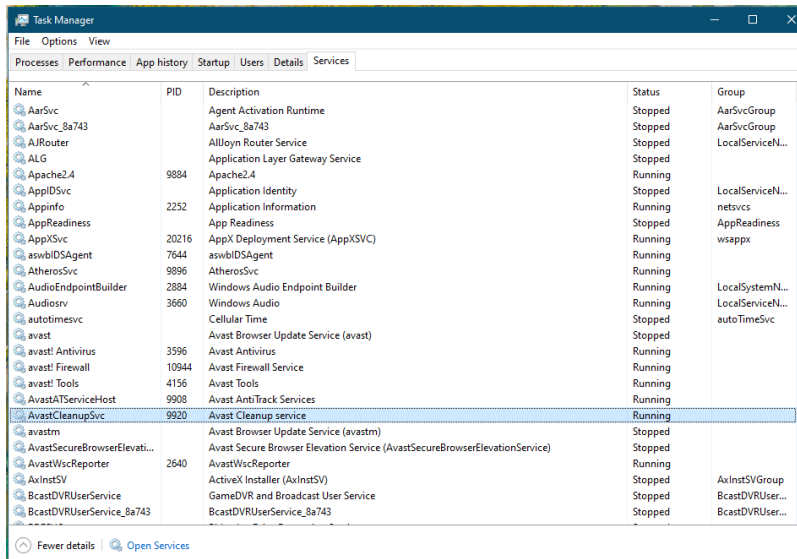   **a.   Normal**

Warning

Error

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

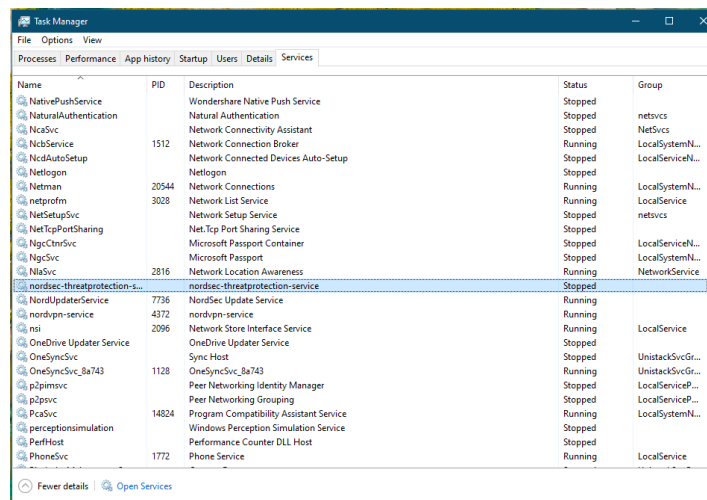**Warning –** There is a hardware error but corrected and the component is the PCI Express Root Port.

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
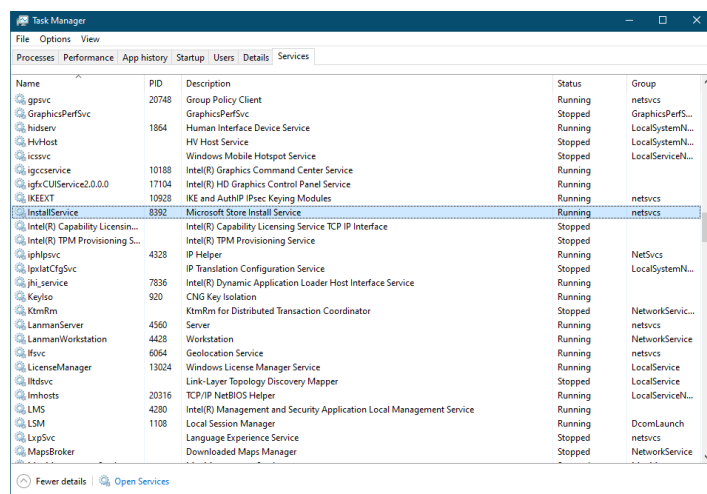
a. Service/Process 1

Service/Process 2

Task Manager

File Options View

Processes | Performance | App history | Startup | Users | Details | **Services**

Name	PID	Description	Status	Group
NativePushService		Wondershare Native Push Service	Stopped	
NaturalAuthentication		Natural Authentication	Stopped	netsvcs
NcaSvc		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...
netprofm	3028	Network List Service	Running	LocalService
NetSetupSvc		Network Setup Service	Stopped	netsvcs
NetTcpPortSharing		Net.Tcp Port Sharing Service	Stopped	
NgcCtnrSvc		Microsoft Passport Container	Stopped	LocalServiceN...
NgcSvc		Microsoft Passport	Stopped	LocalSystemN...
NlaSvc	2816	Network Location Awareness	Running	NetworkService
nordsec-threatprotection-s...		nordsec-threatprotection-service	Stopped	
NordUpdaterService	7736	NordSec Update Service	Running	
nordvpn-service	4372	nordvpn-service	Running	
nsi	2096	Network Store Interface Service	Running	LocalService
OneDrive Updater Service		OneDrive Updater Service	Stopped	
OneSyncSvc		Sync Host	Stopped	UnistackSvcGr...
OneSyncSvc_8a743	1128	OneSyncSvc_8a743	Running	UnistackSvcGr...
p2pimsvc		Peer Networking Identity Manager	Stopped	LocalServiceP...
p2psvc		Peer Networking Grouping	Stopped	LocalServiceP...
PcaSvc	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

Fewer details | Open Services

Service/Process 3

Task Manager

File Options View

Processes | Performance | App history | Startup | Users | Details | **Services**

| Name	PID	Description	Status	Group
gpsvc	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	LocalServiceN...
igccservice	10188	Intel(R) Graphics Command Center Service	Running	
igfxCUIService2.0.0.0	17104	Intel(R) HD Graphics Control Panel Service	Running	
IKEEXT	10928	IKE and AuthIP IPsec Keying Modules	Running	netsvcs
InstallService	8392	Microsoft Store Install Service	Running	netsvcs
Intel(R) Capability Licensin...		Intel(R) Capability Licensing Service TCP IP Interface	Stopped	
Intel(R) TPM Provisioning S...		Intel(R) TPM Provisioning Service	Stopped	
iphlpsvc	4328	IP Helper	Running	NetSvcs
IpxlatCfgSvc		IP Translation Configuration Service	Stopped	LocalSystemN...
jhi_service	7836	Intel(R) Dynamic Application Loader Host Interface Service	Running	
KeyIso	920	CNG Key Isolation	Running	
KtmRm		KtmRm for Distributed Transaction Coordinator	Stopped	NetworkServic...
LanmanServer	4560	Server	Running	netsvcs
LanmanWorkstation	4428	Workstation	Running	NetworkService
lfsvc	6064	Geolocation Service	Running	netsvcs
LicenseManager	13024	Windows License Manager Service	Running	LocalService
lltdsvc		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	
LSM	1108	Local Session Manager	Running	DcomLaunch
LxpSvc		Language Experience Service	Stopped	netsvcs
MapsBroker		Downloaded Maps Manager	Stopped	NetworkService

Fewer details | Open Services

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.
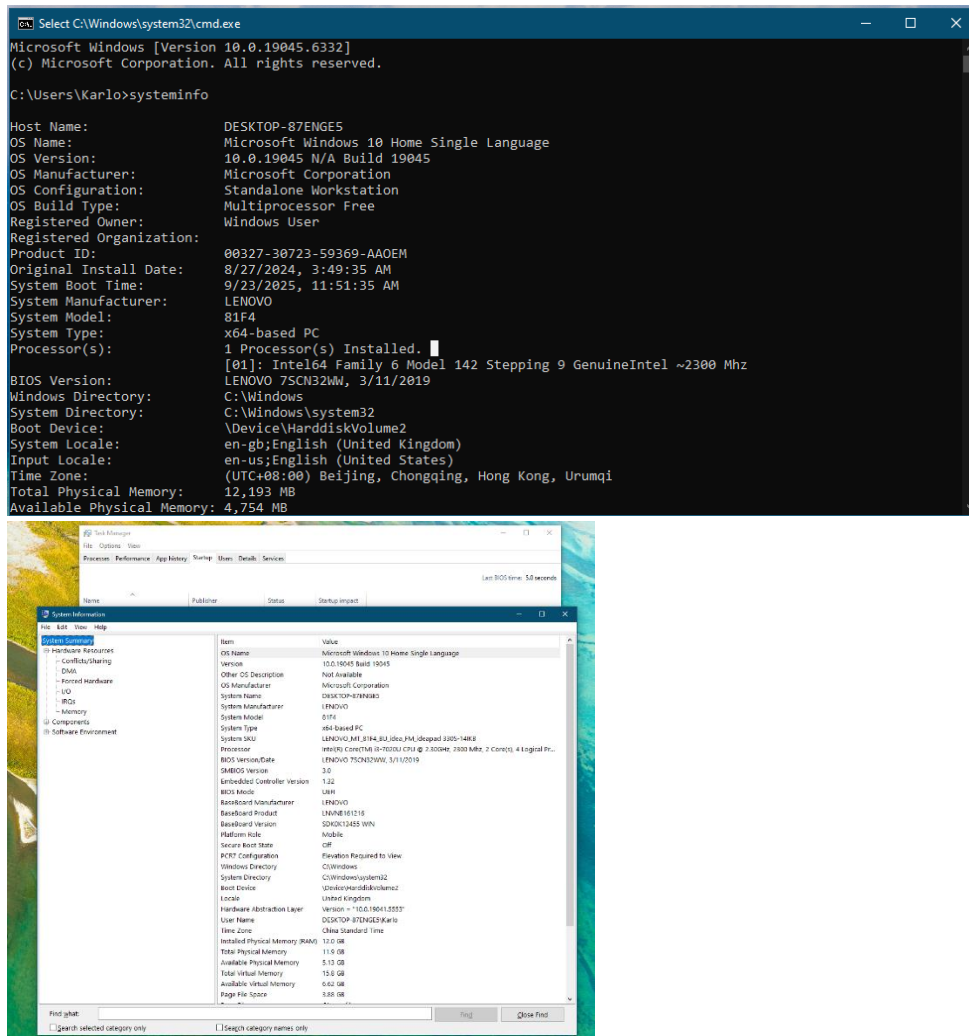
OS Type & Version: Microsoft Windows 10 Home Single Language, Version 10.0.19045 Build 19045

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


```
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>
```
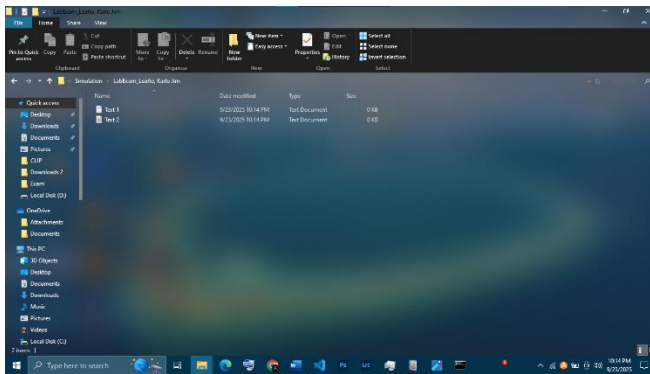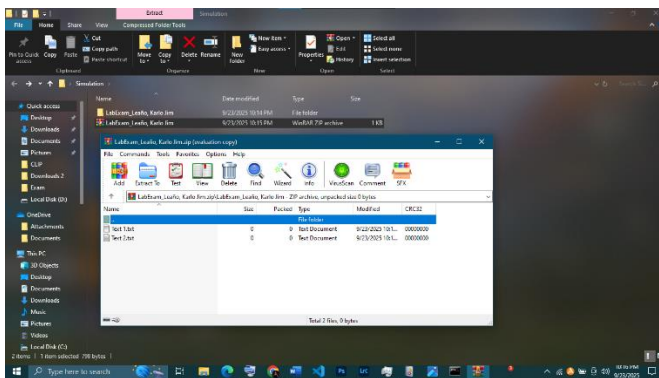
IP Address: 192.168.31.167

Default Gateway: 192.168.31.1
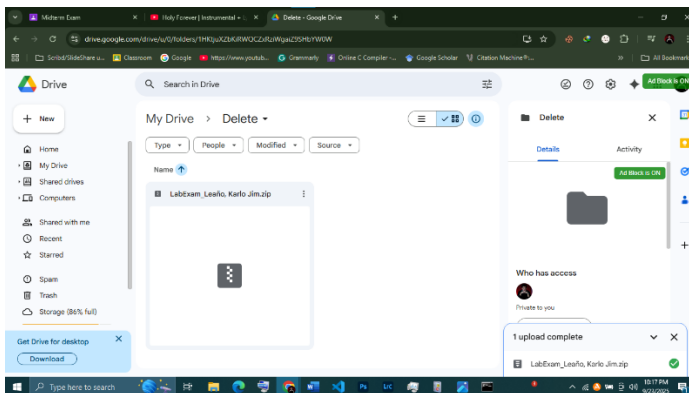
2. Backup Simulation

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