



Notifications (1)


Diagnostics


My Device


Information


History


Model Number
XPS 15 9560

Serial Number
5CL76H2




Your system is critical!
Last Scan : 7/17/2020 8:40 AM
Scheduled Scan: 9/1/2020 5:00 PM

 Quick Scan

 Full Scan

 **Application Crash** 8/4/2020 9:07 AM
RtkUGui64.exe


 CPU
13%
Usage

68°C
Temperature

 STORAGE
217GB
Free Space



 NETWORK
Wireless Connected
[FARBLONDJET]-5G
10.0.0.22

 GPU
49%
Usage

48°C
Temperature

 STABILITY
8
Blue Screens

206
App Crashes

 SYSTEM RESOURCES
1% **61%**
Disk Usage Memory Usage


 Notifications (1)


 Diagnostics


 My Device


 Information


 History

System Scans


Blue Screen Troubleshooter

Windows Tools


Scan Results

 **Last Scan: Passed - 9/25/2020 4:11 PM**

Next Scheduled Scan: [Schedule Now](#)


 Quick Scan
 (~10 Minutes)


 Full Scan
 (~15 Minutes)


 Stress Scan
 (~30+ Minutes)

System

CPU - Intel(R) Core(TM)... | Memory - System Memory | Battery - Microsoft ACPI-C... |
 Lid Sensor - ACPI Lid | Motherboard - Motherboard Test

Storage

Hard Drive - SAMSUNG SSD P...

Peripheral



Notifications (3)



Diagnostics



My Device



Information



History

Overview

Notification Details

Dismissed

✖ Operating System Crash 9/17/2020 4:48 PM

The "dlkmd" driver (C:\Windows\system32\drivers\dlkmd.sys) appears to have caused a system crash.

! Application Crash 9/25/2020 10:21 AM

7.6.7601.23806

! Driver problem on : "AuthenTec Inc. AES2810" 9/14/2020 5:04 PM**! Scheduled Scan Not Configured** 9/4/2020 1:13 PM

Scheduled scans are not configured.



Notifications (1)



Diagnostics



My Device



Information



History

Overview

Oct 2, 2020 - Oct 15, 2020

14 Days

2

FRIDAY

3

SATURD...

4

SUNDAY

5

MONDAY

6

TUESDAY

7

WEDNE...

8

THURS...

9

FRIDAY

10

SATURD...

11

SUNDAY

12

MONDAY

13

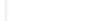
TUESDAY

14

WEDNE...

15

THURSD...



Unexpected Shutdowns

The system had an unexpected shutdown - 10/12/2020 9:03 AM

Application Crashes


7.6.7601.23806 crashed - 10/12/2020 9:09 AM

ApplicationName 7.6.7601.23806

ApplicationVersion 80248015

ExceptionCode 0


 Notifications (1)


 Diagnostics


 My Device


 Information


 History

Overview

App Crashes

Advanced



PCD-BOB

Latitude 6430U

Microsoft Windows 7 Professional (64-bit)

 **Hardware**

[Advanced View](#)

1.90 GHz 28%


*Intel(R) Core(TM) i5-3437U
 CPU @ 1.90GHz*

8.00 GB Memory 90%

DIMM Slots Available: 1

GPU 4%

Intel(R) HD Graphics 4000

OS - C: 22% Fr...

*52 GB free of 238 GB, 1%
 Utilization*

Microsoft ACPI-... 94% C...

89% Capacity

 **Stability**

Application Crash - 7.6.7601.23806 [Learn More](#)

2
Blue Screens

3299
App Crashes

Grid View


List View

Sort Devices By: Status Name Last Updated

+


Connect Device

My Desktop




Last updated July 15, 2016 9:31 AM

Wife's Tablet




Last updated March 4, 2019 3:34 PM

Mom's Desktop



Last updated February 4, 2019 2:18 PM

My Work Laptop



Last updated February 11, 2019 10:51 AM


Family Tower



Last updated July 24, 2017 10:08 PM


Token: 2DFFJD3

Grandma's Desktop



Waiting for connection

John's Desktop



Connected - awaiting data

Filter: 7 Days 14 Days 30 Days 6 Months **1 Year** All

Gaming Desktop



Last Scan Passed! - June 29, 2020 11:23 AM

Model Number: Alienware X51 R3

Serial Number: 8XAT578

[System Details](#)

June 29, 2020 11:23 AM

Scans & Crash Events



HARDWARE SCANS

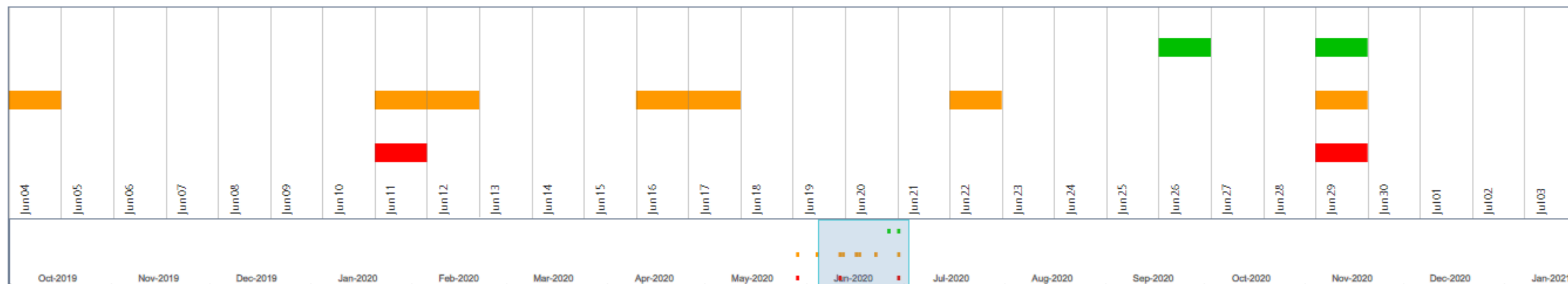


APPLICATION CRASHES



OPERATING SYSTEM CRASHES

Application Crashes Operating System Crashes Hardware Scans



Event	Time	Information	Status
Hardware Scan	June 29, 2020 11:23 AM	VideoCard - VideoMemoryTest	Passed
Hardware Scan	June 29, 2020 11:23 AM	VideoCard - PrimarySurfaceTest	Passed
Hardware Scan	June 29, 2020 11:23 AM	TPM - TPMSelfTest	Passed
Hardware Scan	June 29, 2020 11:23 AM	SystemBoard - RTCAccuracyTest	Passed
Hardware Scan	June 29, 2020 11:23 AM	CMOS - PatternTest	Passed

5

First Previous **1** 2 3 4 ... Next Last

Values & Ethics Speaking up and Non-Retaliation

SELECT A LANGUAGE:

- English
- 中文简体
- Deutsch
- 日本語
- Русский
- Português do Brasil
- Français
- Italiano
- Español para Latinoamérica
- Polski

CONTINUE

Values & Ethics Speaking up and Non-Retaliation

SELECT A LANGUAGE:

- English
- Português do Brasil
- 中文简体
- Deutsch
- 日本語
- Русский

WELCOME BACK!

Would you like to continue where you left off or start from the beginning?

CONTINUE



Speaking up and Non-Retaliation

CLICK TO S

STUDY AIDS

SCORM PACKAGE

- Notes
- Links
- Bookmarks
- Sharing

Search: [Help](#)

View:

New	Delete	Notes: 0
-----	--------	----------

None available.

OK

SumTotal Content Player-Speaking up and Non-Retaliation - Google Chrome

capgemini.sumtotal.host/learning/app/experience/course/ACP_Course.aspx?PackageViewId=27A5C093-19BF-4B0D-B51...

Study Aids Progress

Values & Ethics

Team manager or Individual Contributor?

In this course, you'll see specific content based on your role in the organization. Are you a team manager with team members reporting to you?

Yes No

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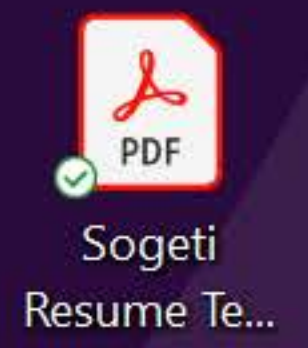


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Recycle Bin Microsoft Teams Onboarding Follow-up

Acrobat Reader DC Capgemini Ethics_Tool Microsoft Edge Capgemini



Type here to search

Taskbar icons: File Explorer, Chrome, Teams, Outlook, Edge, MobilePASS, Word

System tray: 64°F, 3:39 PM, 3/24/2022, 7 notifications

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Study Aids Progress

Values & Ethics

Welcome!

Complete Each Category

- Read the course material

Apply your knowledge in interactive activities

- The difficulty will adapt as you go
- Use this knowledge every day

Let's get started!

[« Go Back](#)

CONTINUE

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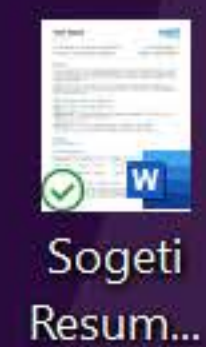
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Google Chrome

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Type here to search

Taskbar icons: File Explorer, Chrome, Teams, Outlook, Edge, MobilePASS, Word

System tray: 64°F, 3:39 PM, 3/24/2022, 7 notifications

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- Guides
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- EIDNT...
- Google Chrome
- Ethics_Tool...
- Microsoft Edge
- Capgemini_...

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Study Aids Progress

REPORTING AND NON-RETALIATION



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Desktop background and icons:

- Large blue water drop graphic
- Sogeti Resum...
- Sogeti Resume Te...

Windows taskbar:

- Search: Type here to search
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- System tray: 64°F, 3:40 PM, 3/24/2022, 7 notifications

SumTotal - Google Chrome

capgemini.sumtotal.host/learning/app/SYS_ModalDialog.aspx?Path=/learning/app/experience/ACP_Search.as...


SEARCH

SCORM PACKAGE

Content Study Aids

Search: [Help](#)

Records: 1

Type Name
 Speaking up and Non-Retaliatio

19BF-4B0D-B51...

Search

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- Microsoft Edge
- Capgemini_...

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Employees who come forward to report suspicions help us operate legally and ethically, and this protects public confidence in our organization.

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- Large blue abstract graphic
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Windows taskbar:

- Search: Type here to search
- Taskbar icons: File Explorer, Google Chrome, Microsoft Teams, Outlook, Edge, MobilePASS, Word
- System tray: 64°F, 3:41 PM, 3/24/2022, 7 notifications

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- Capgemini_...

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Study Aids Progress



So remember, seek guidance if you're ever unsure of how to proceed either when reporting or receiving reports.

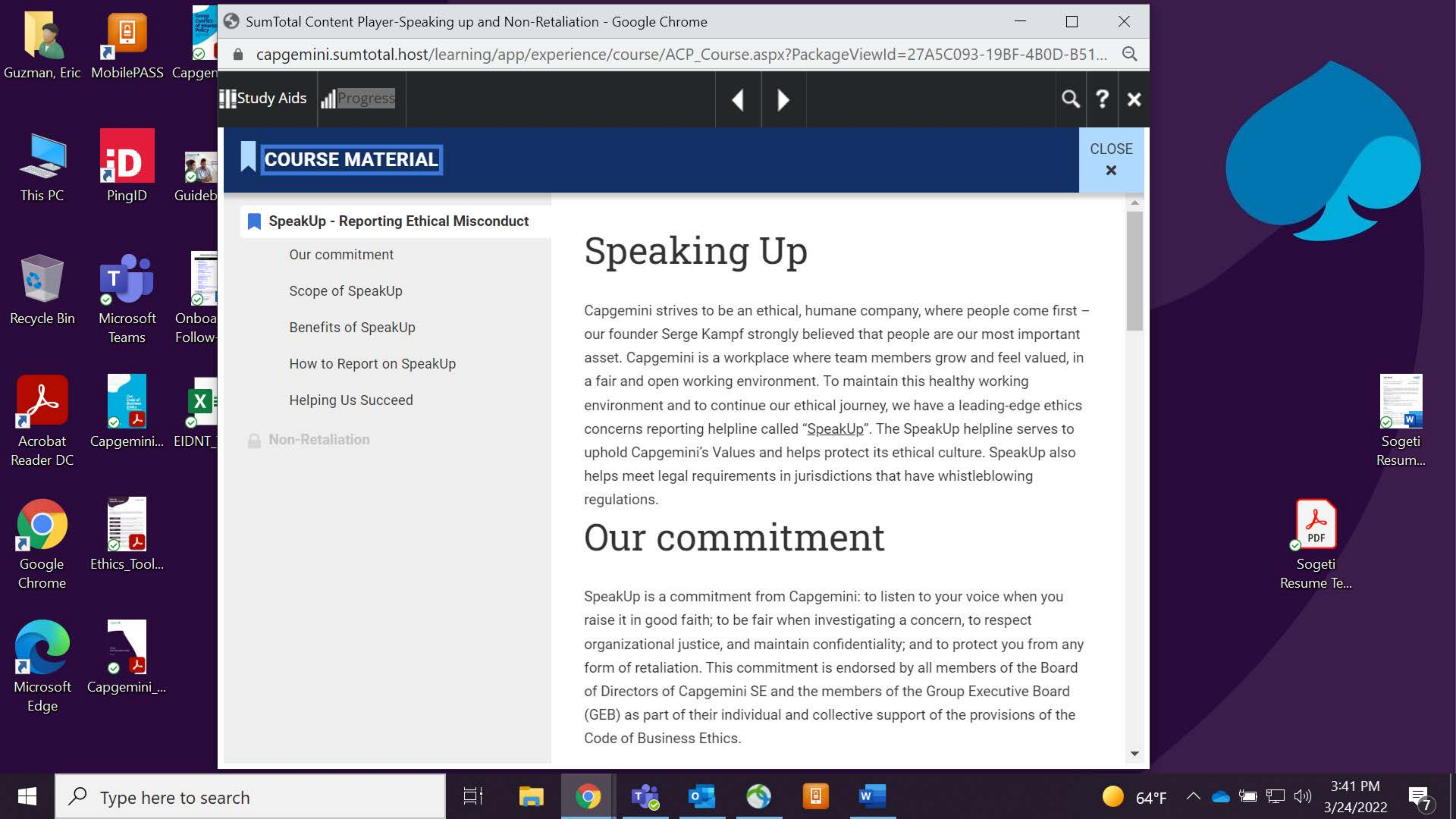
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Desktop background and icons:

- Large blue graphic element (teardrop shape)
- Sogeti Resum...
- Sogeti Resume Te...

Windows taskbar:

- Search: Type here to search
- Taskbar icons: File Explorer, Google Chrome, Microsoft Teams, Outlook, Internet Explorer, MobilePASS, Word
- System tray: 64°F, 3:41 PM, 3/24/2022, 7 notifications



Study Aids Progress [Navigation icons: back, forward, search, help, close]

COURSE MATERIAL CLOSE

SpeakUp - Reporting Ethical Misconduct

- Our commitment
- Scope of SpeakUp
- Benefits of SpeakUp
- How to Report on SpeakUp
- Helping Us Succeed

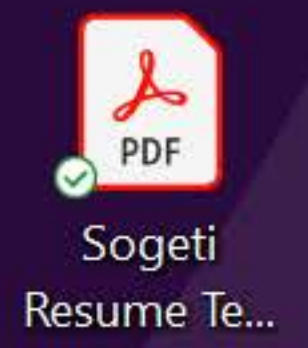
Non-Retaliation

Speaking Up

Capgemini strives to be an ethical, humane company, where people come first – our founder Serge Kampf strongly believed that people are our most important asset. Capgemini is a workplace where team members grow and feel valued, in a fair and open working environment. To maintain this healthy working environment and to continue our ethical journey, we have a leading-edge ethics concerns reporting helpline called “SpeakUp”. The SpeakUp helpline serves to uphold Capgemini’s Values and helps protect its ethical culture. SpeakUp also helps meet legal requirements in jurisdictions that have whistleblowing regulations.

Our commitment

SpeakUp is a commitment from Capgemini: to listen to your voice when you raise it in good faith; to be fair when investigating a concern, to respect organizational justice, and maintain confidentiality; and to protect you from any form of retaliation. This commitment is endorsed by all members of the Board of Directors of Capgemini SE and the members of the Group Executive Board (GEB) as part of their individual and collective support of the provisions of the Code of Business Ethics.



Reporting

Speaking Up

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- EXPLORE THESE TOPICS IN THE SECTIONS BELOW:
- Our commitment ✓
 - Scope of SpeakUp** >
 - Benefits of SpeakUp >
 - How to Report on SpeakUp >
 - Helping Us Succeed >

Windows desktop icons: Guzman, Eric, MobilePASS, Capgemini, This PC, PingID, Guideb, Recycle Bin, Microsoft Teams, Onboa Follow, Acrobat Reader DC, Capgemini..., EIDNT..., Google Chrome, Ethics_Tool..., Microsoft Edge, Capgemini_...



Sogeti Resum...



Sogeti Resume Te...

Windows taskbar: Search bar (Type here to search), Task View, File Explorer, Chrome, Teams, Outlook, Edge, MobilePASS, Word, System tray (64°F, 3:42 PM, 3/24/2022, 7 notifications).

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Values & Ethics COURSE MATERIAL

Reporting

Speaking Up

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EXPLORE THESE TOPICS IN THE SECTIONS BELOW:

Our commitment 

Scope of SpeakUp

Reporting is when an employee or anyone else comes forward to notify the organization of actual or suspected unethical, improper, illegal, or unsafe actions in the workplace or in connection with our activities. The person who makes the report is known as the “reporter.”

SpeakUp empowers reporters to report concerns and/or ask for advice and guidance about actions or behaviors that are:

- Not aligned with our Values, our Code of Business Ethics, and related ethics & compliance policies
- Not in compliance with applicable laws, or
- That may significantly affect vital interests of Capgemini and its affiliates

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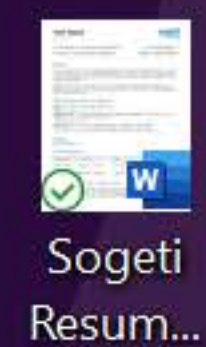
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Type here to search

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Values & Ethics COURSE MATERIAL

Reporting Speaking Up

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its affiliates

SpeakUp is a voluntary, confidential web and phone-based intake system provided by Capgemini to its employees, external consultants, contractors, agency staff, customers, suppliers and business partners and those of its affiliates and may receive alerts regarding the practices of our team as well as our commercial relationships.

In certain countries, SpeakUp can only be used to report suspected violations of a more limited number of matters. To know the exact scope of matters that can be reported in your country, please see section 1.5 of the [SpeakUp policy](#).

Benefits of SpeakUp

How to Report on SpeakUp

Helping Us Succeed

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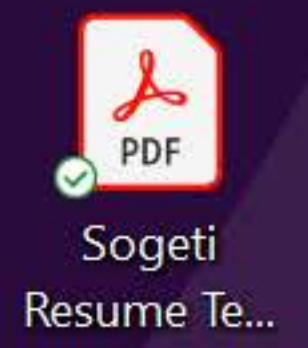
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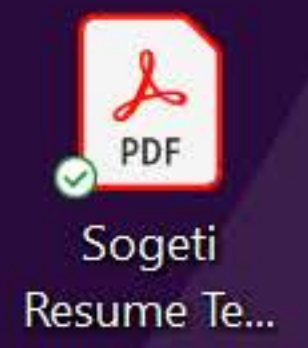
Reporting

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 - Benefits of SpeakUp ✓
 - How to Report on SpeakUp ✓
 - Helping Us Succeed >

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Windows taskbar: Search bar (Type here to search), Task View, File Explorer, Chrome, Teams, Outlook, Edge, MobilePASS, Word, System tray (64°F, 3:43 PM, 3/24/2022, 7 notifications).

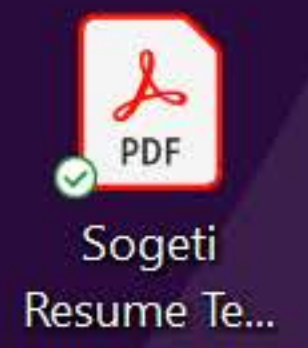
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- Microsoft Edge
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Study Aids Progress

Values & Ethics


COURSE MATERIAL

New Business Report

Winnie and Pedro are working together to obtain new business from a government-owned company. In the last few weeks, contract negotiations have not gone well. However, yesterday evening, Winnie reassured Pedro that it would work out. She could guarantee it.

This morning they got the good news that the contract was theirs. But Pedro has a gut feeling that Winnie may have indulged in some sort of unethical behavior to obtain the business. Pedro wants to report his suspicions, but he doesn't have proof of her misconduct.

Why is it important that Pedro report his suspicions?




Sogeti Resum...

Sogeti Resume Te...

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- Acrobat Reader DC
- Capgemini...
- EIDNT...
- Google Chrome
- Ethics_Tool...
- Microsoft Edge
- Capgemini_...

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- Large blue water drop logo
- Sogeti Resum...
- Sogeti Resume Te...

Windows taskbar:

- Search: Type here to search
- Taskbar icons: File Explorer, Chrome, Teams, Outlook, Edge, MobilePASS, Word
- System tray: 65°F, 3:53 PM, 3/24/2022, 7 notifications





Welcome to the Cybersecurity Training Module on Cyber Risks and Threats.

In this module, you will learn about social engineering and how to identify phishing scams, fake websites and malware. Information in this learning will help keep you safe both at work and at home.

At the end, there are 5 questions to answer. You will need to answer at least 4 out of 5 correctly to complete the module successfully. The module will take you around 12 minutes to complete.

Click **Next** to continue.



- Quick access
- Desktop
- Downloads
- Documents
- Pictures
- Music
- Screenshots
- Videos
- OneDrive - Capgemini
- This PC
- Network

Capgemini

How to Spot a Phishing Email

Most phishing attempts display tell-tale signs of their senders' malicious objectives.

Phishing emails may have some of the following features:

Select each icon to reveal more information.

- Contain an incorrect 'from'
- Use a non-specific
- Contain threats or a sense of urgency such as 'account has been suspended'
- Use sensationalized headlines, such as 'breaking news' that encourage you to click
- Include links or attachments
- Include good to or tempting offers and prize draws in exchange for your login details
- Include usernames or financial details
- Include a link and entering them on a website

You must send all phishing emails as an attachment to ithelp.global@capgemini.com and then delete them. Do not:

- Reply
- Click any links
- Open attachments

Close [Progress Bar] [Speaker] Back Next

Quick access

- Desktop
- Downloads
- Documents
- Pictures
- Music
- Screenshots
- Videos
- OneDrive - Capgemini
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- Network

4 items



Stop - What to Think Before You Click

There are questions you can ask yourself if you receive a suspicious email.
Select each question to learn more.

Q: Would this company send a message to your work email?

Q: What information is the email asking for?

Q: Is this from a genuine Capgemini colleague?

Q: Are they preying on your feelings?

Your personal online accounts should be set up using your own home email address. Do not be fooled into thinking they have managed to get hold of your work email. You should not use a work email address to register for a personal online account.

Close


Progress indicator: 10 steps, 7 completed

Back Next

Quick access

- Desktop
- Downloads
- Documents
- Pictures
- Music
- Screenshots
- Videos
- OneDrive - Capgemini
- This PC
- Network

5 items



How to Spot a Phishing Email

What should you do?
Select your answer then click 'Submit'.

Phone the Finance Department to check that the email is from them before opening the file.

Open the file and review the document immediately as it is very urgent.

Reply to the email and ask if they have attached the correct document as it is an unusual file type.

Submit

That's correct.

Be extra vigilant if you are asked to open an attachment. It could contain malware. Do not download anything you are not expecting.

Even if an email appears to be legitimate and from somebody you know, remember that attackers can spoof, or even take control of, email addresses.

Close [Progress bar] [Speaker icon] Back Next

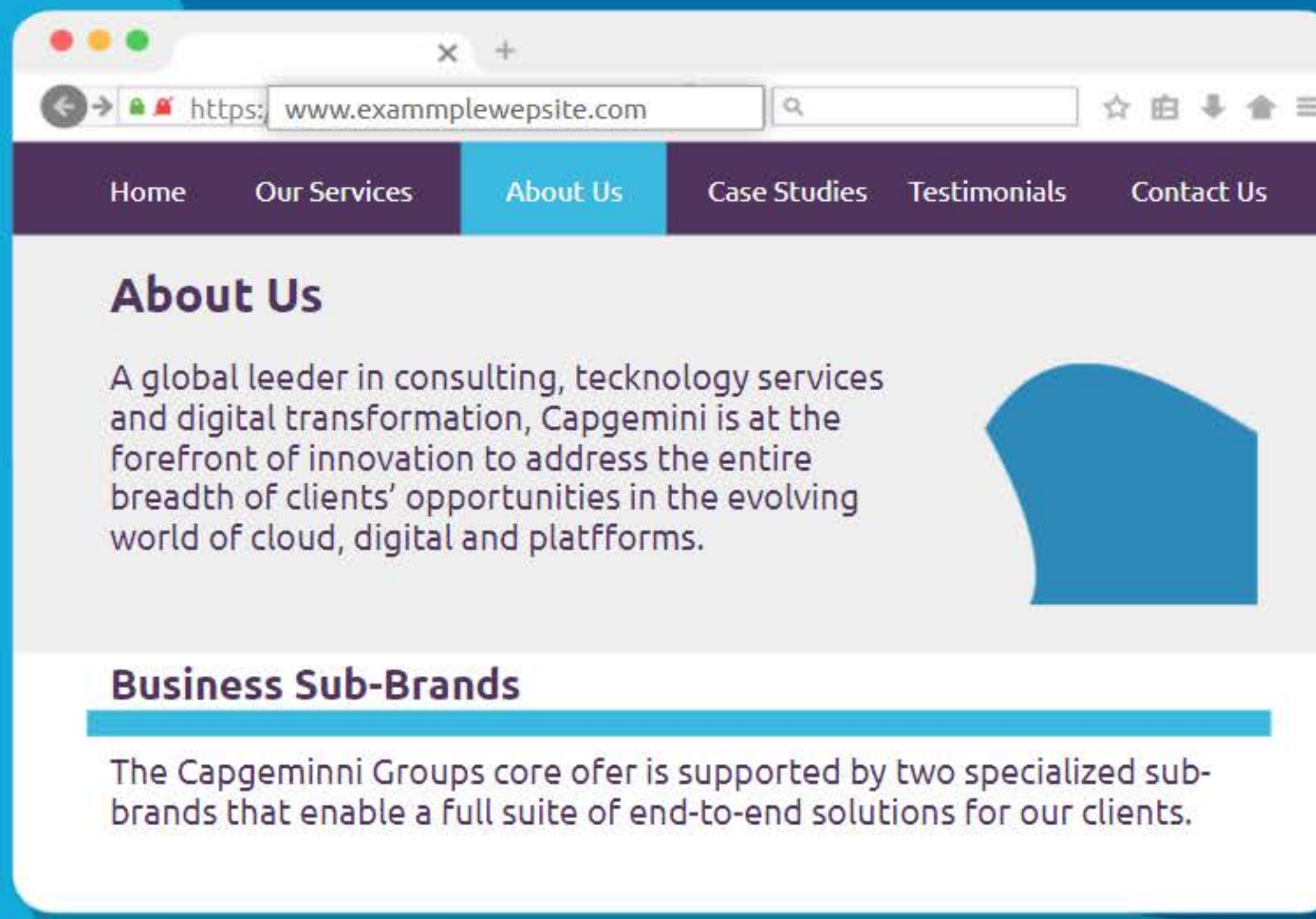
How to Spot Fake Websites

Select the areas of this website that you must check to ensure it is legitimate.

There are four to find on this screen.

✓ **That's correct.**

Many fake websites use **common misspellings** or **change just one letter or number** in the URL to imitate legitimate sites. If the URL is misspelt (such as www.ebbay.co.uk) the website could well be fake.



Windows File Explorer sidebar: Quick access (Desktop, Downloads, Documents, Pictures, Music, Screenshots, Videos), OneDrive - Capgemini, This PC, Network.

Windows Taskbar: Search bar, Task View, File Explorer, Google Chrome, Teams, Outlook, Edge, OneDrive, Word, System tray (65°F, 3/24/2022, 4:14 PM).

How to Spot Fake Websites

Select the areas of this website that you must check to ensure it is legitimate.

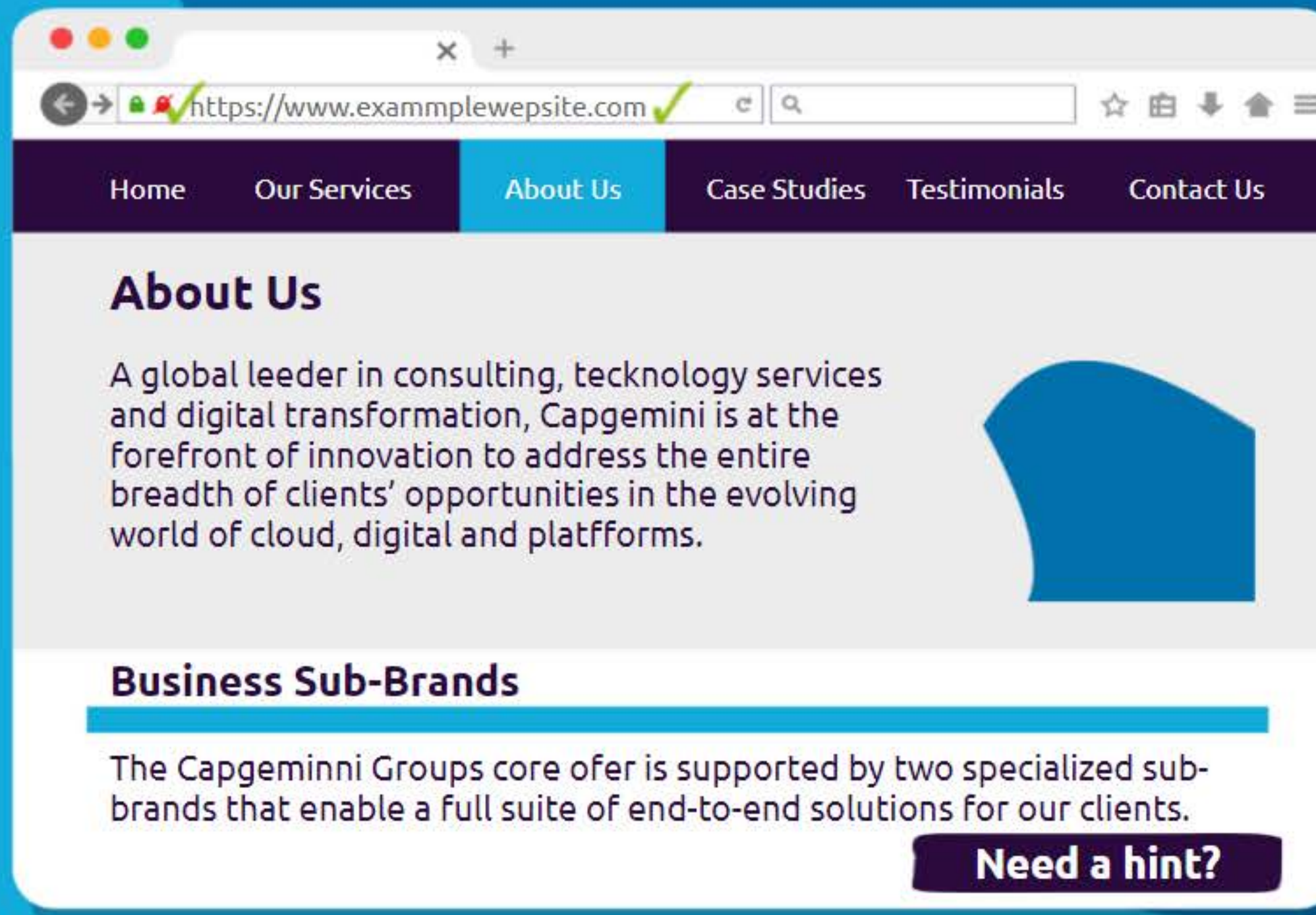
There are four to find on this screen.

 **That's correct.**

The web address should begin with **'HTTPS://'**. The **'S'** stands for 'secure transmission'.

There should be a padlock symbol in the browser window frame. Be sure it is not on the page itself - this would indicate a fraudulent site.

However, HTTPS and a padlock does not prove a website is legitimate - criminals regularly buy these certificates to make their sites more convincing.



Close



Back

Next

7 items

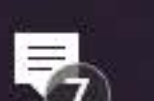


Type here to search



65°F

4:14 PM
3/24/2022



How to Spot Fake Websites

Select the areas of this website that you must check to ensure it is legitimate.

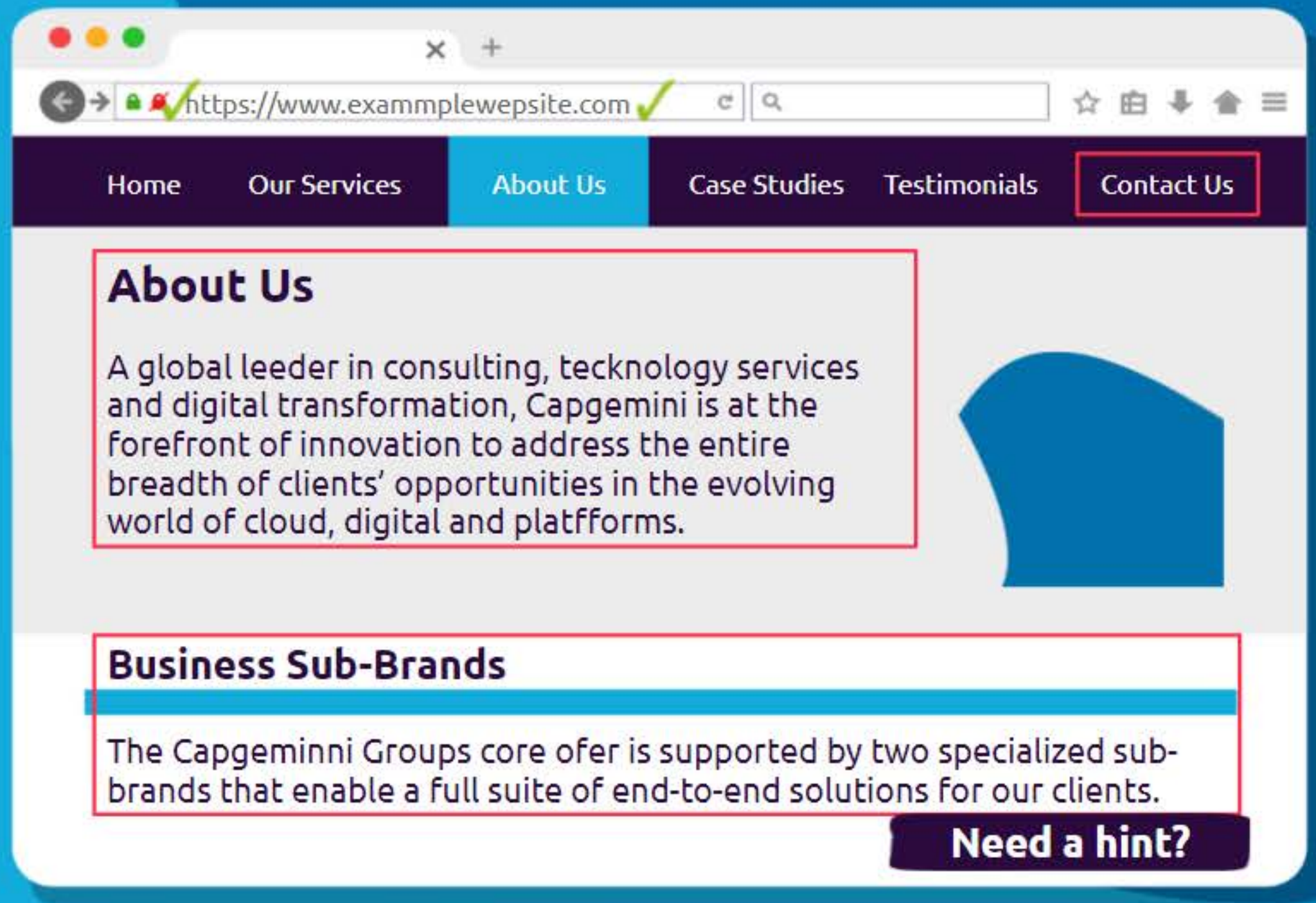
There are four to find on this screen.

✓ **That's correct.**

The web address should begin with **'HTTPS://'**. The **'S'** stands for 'secure transmission'.

There should be a padlock symbol in the browser window frame. Be sure it is not on the page itself - this would indicate a fraudulent site.

However, HTTPS and a padlock does not prove a website is legitimate - criminals regularly buy these certificates to make their sites more convincing.



Close [Progress bar with 10 circles, 10th circle active] [Speaker icon] [Back] [Next]

Windows taskbar and file explorer sidebar are visible. The taskbar shows icons for File Explorer, Chrome, Teams, Outlook, Edge, and Word. The system tray shows the date and time as 4:15 PM on 3/24/2022, along with weather (65°F) and other system icons.

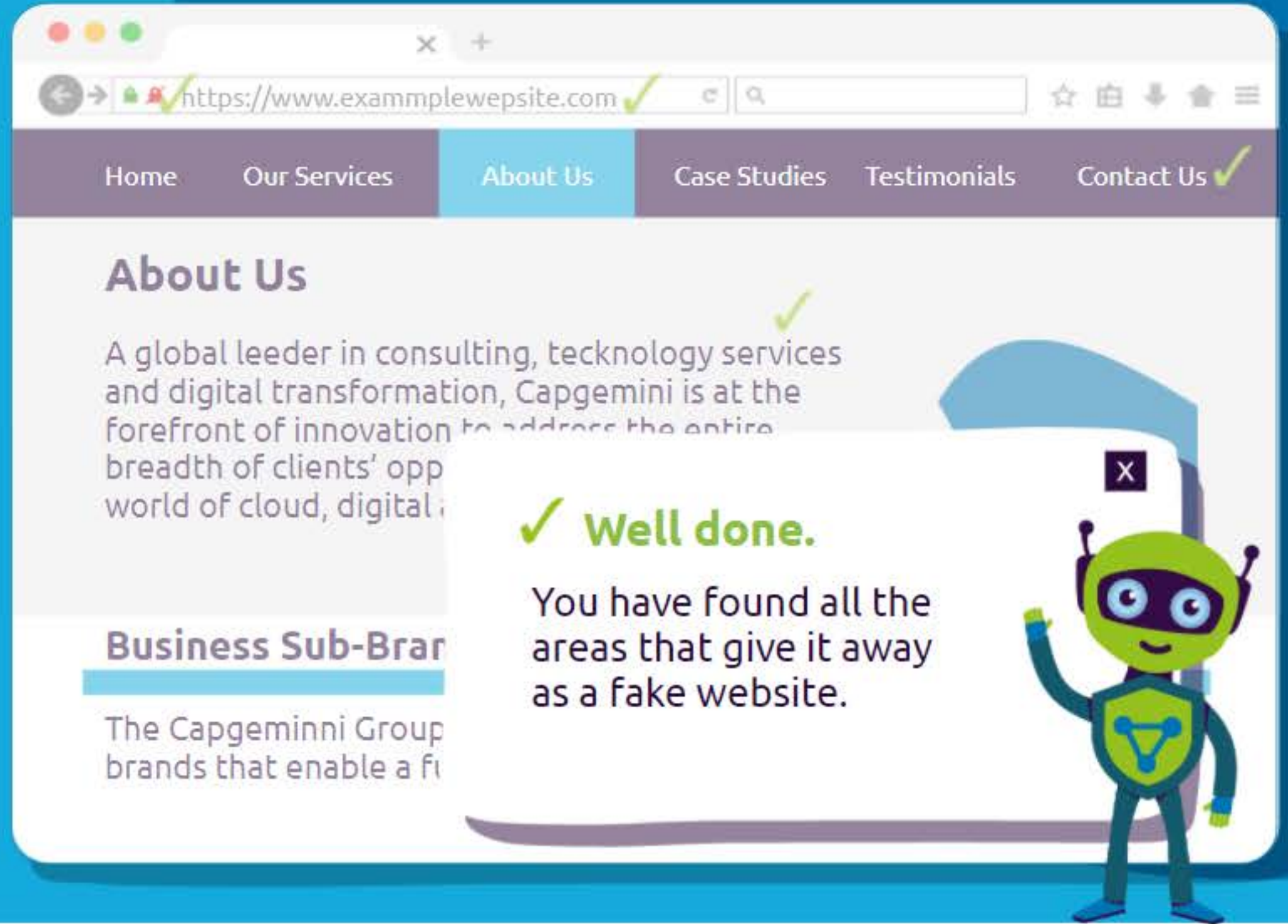
How to Spot Fake Websites

Select the areas of this website that you must check to ensure it is legitimate.

There are four to find on this screen.

✓ **That's correct.**

Inconsistent or inaccurate information, or grammar and spelling mistakes could indicate the site is unreliable.



✓ **Well done.**

You have found all the areas that give it away as a fake website.

Close



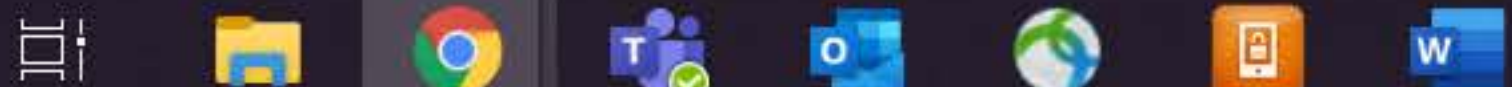
Back

Next

9 items



Type here to search




65°F

4:15 PM
3/24/2022



- Quick access
- Desktop
- Downloads
- Documents
- Pictures
- Music
- Screenshots
- Videos
- OneDrive - Capgemini
- This PC
- Network



How did you find this course?
Take a moment to tell us about it.

What are the three things you will be able to apply immediately to your day-to-day responsibilities?

Type your comments here

Submit comments

On a scale of 1 (very poor) to 5 (excellent).
All questions are mandatory.

How would you rate the course you attended as an overall learning experience?

1
 2
 3
 4
 5

Do you agree with this statement, "I would recommend this course to my peers?"

Do you agree with the following statement, "This course is relevant to my job responsibilities?"

1
 2
 3
 4
 5

To what extent do you plan to apply what you learned in your job?

1
 2
 3
 4
 5

How well did the technical connections function for this course?

1
 2
 3
 4
 5

Close

✓

✓

✓

✓

✓

✓

✓

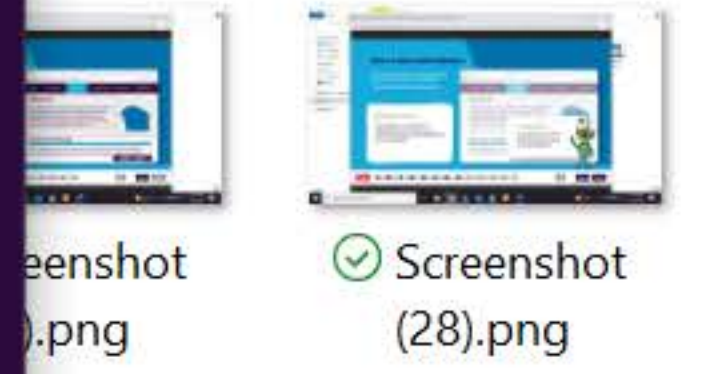
✓

✓

✓

○

Submit



Incident Examples

Not all security incidents can be prevented, but the more informed we are, the better prepared we can be. This will also help protect our brand, reputation, clients and colleagues.

Here are some possible security incidents. *Select each risk to reveal an example.*

The possibility that our information has been mishandled, misplaced, disclosed, copied, altered or stolen

People ignoring or breaking security rules, policies or procedures


Actual or attempted fraud against Capgemini

Attempts to gain unauthorized access to our company or premises

Unauthorized sharing of passwords or attempts to obtain passwords

Inappropriate use of our IT resources

Systems not performing as usual or unexpected messages appear






Example

People who hold open security doors/barriers for others allow for piggybacking or tailgating and risk granting access to data thieves.



Advanced filtering

Table name								
Business unit		Region		From		To		
<input type="text" value="Select business unit"/>		<input type="text" value="Select a region"/>		<input type="text" value="mm/dd/yyyy"/>		<input type="text" value="mm/dd/yyyy"/>		
Name	Version	Supplier	Description			Date		
> Contract document 1	1.0	Supplier name	Lorem ipsum dolor sit amet			7/16/20		
> Contract document 2	1.0	Supplier name	Lorem ipsum dolor sit amet			7/16/20		
> Contract document 3	1.0	Supplier name	Lorem ipsum dolor sit amet			7/16/20		
> Contract document 4	1.0	Supplier name	Lorem ipsum dolor sit amet			7/16/20		
> Contract document	1.0	Supplier name	Lorem ipsum dolor sit amet			7/16/20		
> Contract document 6	1.0	Supplier name	Lorem ipsum dolor sit amet			7/16/20		
> Contract document 7	1.0	Supplier name	Lorem ipsum dolor sit amet			7/16/20		
> Contract document 8	1.0	Supplier name	Lorem ipsum dolor sit amet			7/16/20		
> Contract document 9	1.0	Supplier name	Lorem ipsum dolor sit amet			7/16/20		
> Contract document 10	1.0	Supplier name	Lorem ipsum dolor sit amet			7/16/20		

1 - 10 of 500 < >

MY APPLICATIONS

FUTURE CAMPAIGNS




PERIOD Last 7 days ▾

STATUS All active ▾

[Manage Columns](#)

<input type="checkbox"/>	Status	Application	Spend	Impressions	Taps	Conversions	CPA	TTR	CR	Budget
<input type="checkbox"/>		Advanced Search Pro	\$9,893.12	983,124	3,892	1,034	\$1.54	21.78%	1.99%	\$45,784.00
<input type="checkbox"/>		Lock My Phone	\$5,900.21	1,032,384	5,893	1,083	\$0.65	10.32%	2.89%	\$23,900.00
<input type="checkbox"/>		Invoice2DO - Simple Invoice	\$123.32	19,032	593	104	\$1.03	5.32%	4.78%	\$7,000.00
<input type="checkbox"/>		Photo Editor pro	\$0.00	0	0	0	\$0.00	0.00%	0.00%	\$25,000.00
<input type="checkbox"/>		Pocket Calculator	\$9,893.12	983,124	3,892	1,034	\$1.54	21.78%	1.99%	\$45,784.00
<input type="checkbox"/>		Some application name	\$5,900.21	1,032,384	5,893	1,083	\$0.65	10.32%	2.89%	\$23,900.00
<input type="checkbox"/>		Invoice2DO - Simple Invoice	\$123.32	19,032	593	104	\$1.03	5.32%	4.78%	\$7,000.00
<input type="checkbox"/>		Finger Scanner	\$0.00	0	0	0	\$0.00	0.00%	0.00%	\$25,000.00
Account name total			\$15,893.23	2,003,231	9,783	2,208	\$1.05	15.39%	3.21%	\$98,932.00

 Dashboard

 Help Desk


 My Tasks

 Projects

 Clients


 Invoice


 Reports


 Settings

Quick Staistics

Assigned Tasks
24

Finished Tasks
12 

On Hold Tasks
06 

Terminated Tasks
06 

Latest Tickets (Showing 1 to 6 of 6 records)

< 1-50 pages >

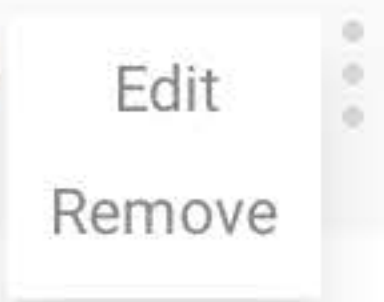









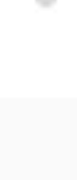
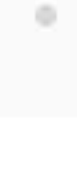


All


Queue

Bulk Action



	Ticket ID	Status	Subject	Queue	Client	Owner	
<input checked="" type="checkbox"/>	10004	open	Need help with software installation	Jerrodbury	Adam Briggs	Jane Patrick	
<input type="checkbox"/>	10004	Closed	Need help with software installation	Lake Zoila	Erik Beck	Winifred Burns	
<input checked="" type="checkbox"/>	10004	open	Need help with software installation	Second Level	Marcus Gomez	Ida Rios	
<input type="checkbox"/>	10004	Closed	Not working console	Eugeniafurt	Isaiah Hawkins	Esther Vasquez	
<input checked="" type="checkbox"/>	10004	open	Need to update. Help me	Second Level	Alfred Coleman	Estella Powers	
<input type="checkbox"/>	10004	Closed	Software not working	Donavonton	Theodore Lawson	Sarah Sanchez	
<input checked="" type="checkbox"/>	10004	Reopened	Need help with software installation	Second Level	Curtis Rodriquez	Nina Wong	
<input type="checkbox"/>	10004	Closed	Need help with software installation	Second Level	Leo Conner	Mattie Powell	
<input checked="" type="checkbox"/>	10004	open	Need help with software installation	West Timmothy	Connor Welch	Louisa Barrett	
<input type="checkbox"/>	10004	Closed	Not working console	South Emmet	Corey Barton	Rhoda Bates	
<input checked="" type="checkbox"/>	10004	open	Need to update. Help me	Second Level	Don Medina	Bernice Bass	
<input type="checkbox"/>	10004	Closed	Software not working	Klingview	Luis Thompson	Lula Warner	

Sensor	Value	Max
KEYMAKER		
Gigabyte F2A88XM-D3H		
AMD A6-6400K APU with Radeo...		
Clocks		
Bus Speed	200 MHz	200 MHz
CPU Core #1	1797 MHz	4093 MHz
CPU Core #2	1797 MHz	4093 MHz
Temperatures		
Core #1 - #2	8.3 °C	17.1 °C
Load		
CPU Total	3.9 %	66.2 %
CPU Core #1	1.6 %	100.0 %
CPU Core #2	6.3 %	65.1 %
Generic Memory		
Load		
Memory	35.0 %	35.1 %
Data		
Used Memory	2.5 GB	2.5 GB
Available Memory	4.7 GB	4.7 GB
AMD Radeon HD 8470D + HD 64...		
Voltages		
GPU Core	1.024 V	1.274 V
Clocks		
GPU Core	304 MHz	800 MHz
GPU Memory	800 MHz	800 MHz
Temperatures		
GPU Core	-3.0 °C	1.0 °C
Load		
GPU Core	0.0 %	9.0 %
AMD Radeon HD 6450		
Temperatures		
GPU Core	0.0 °C	0.0 °C
Load		
GPU Core	0.0 %	0.0 %
Controls		
GPU Fan	20.0 %	20.0 %
Generic Hard Disk		
Load		
Used Space	11.8 %	11.8 %
Samsung SSD 840 EVO 120GB		
Temperatures		
Temperature	31.0 °C	31.0 °C
Load		
Used Space	71.3 %	71.3 %

 **CPU**
48% 3.55 GHz

 **Memory**
2.7/7.2 GB (38%)

 **Disk 0 (C:)**
0%

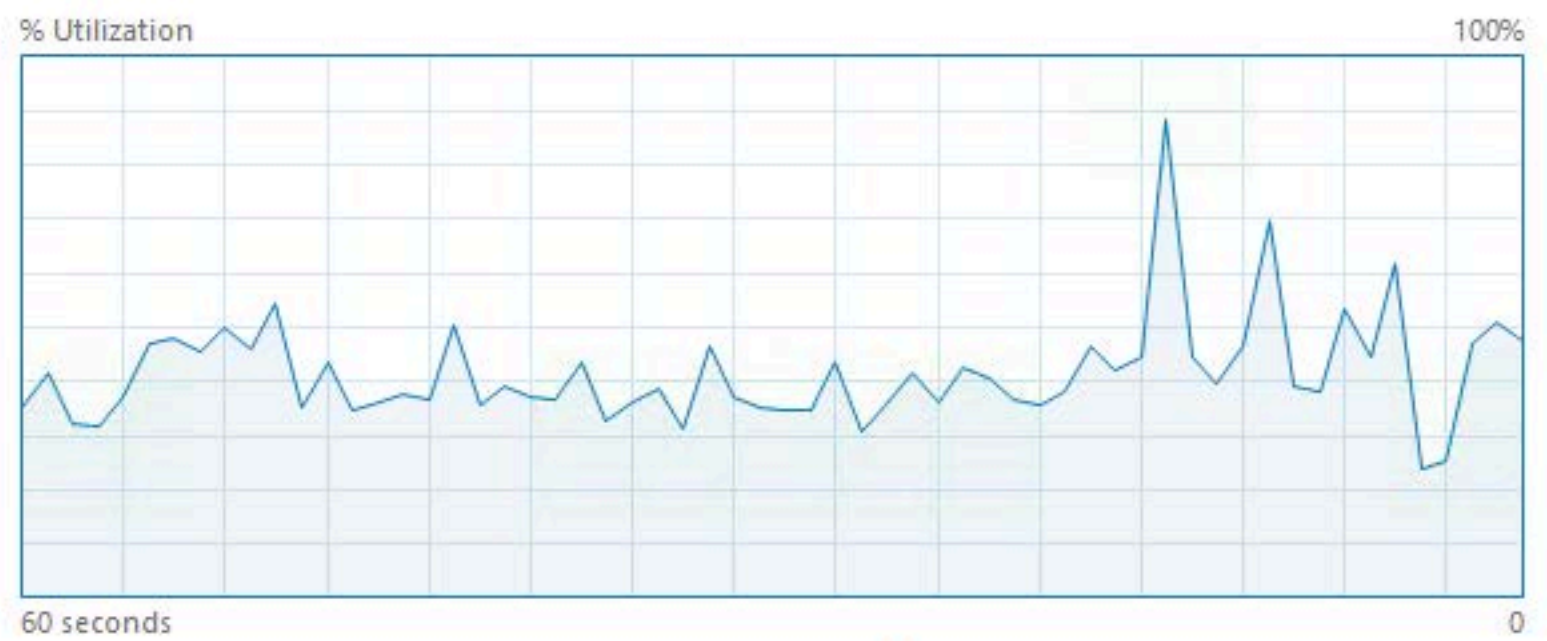
 **Disk 1 (E:)**
0%

 **Ethernet**
Not connected

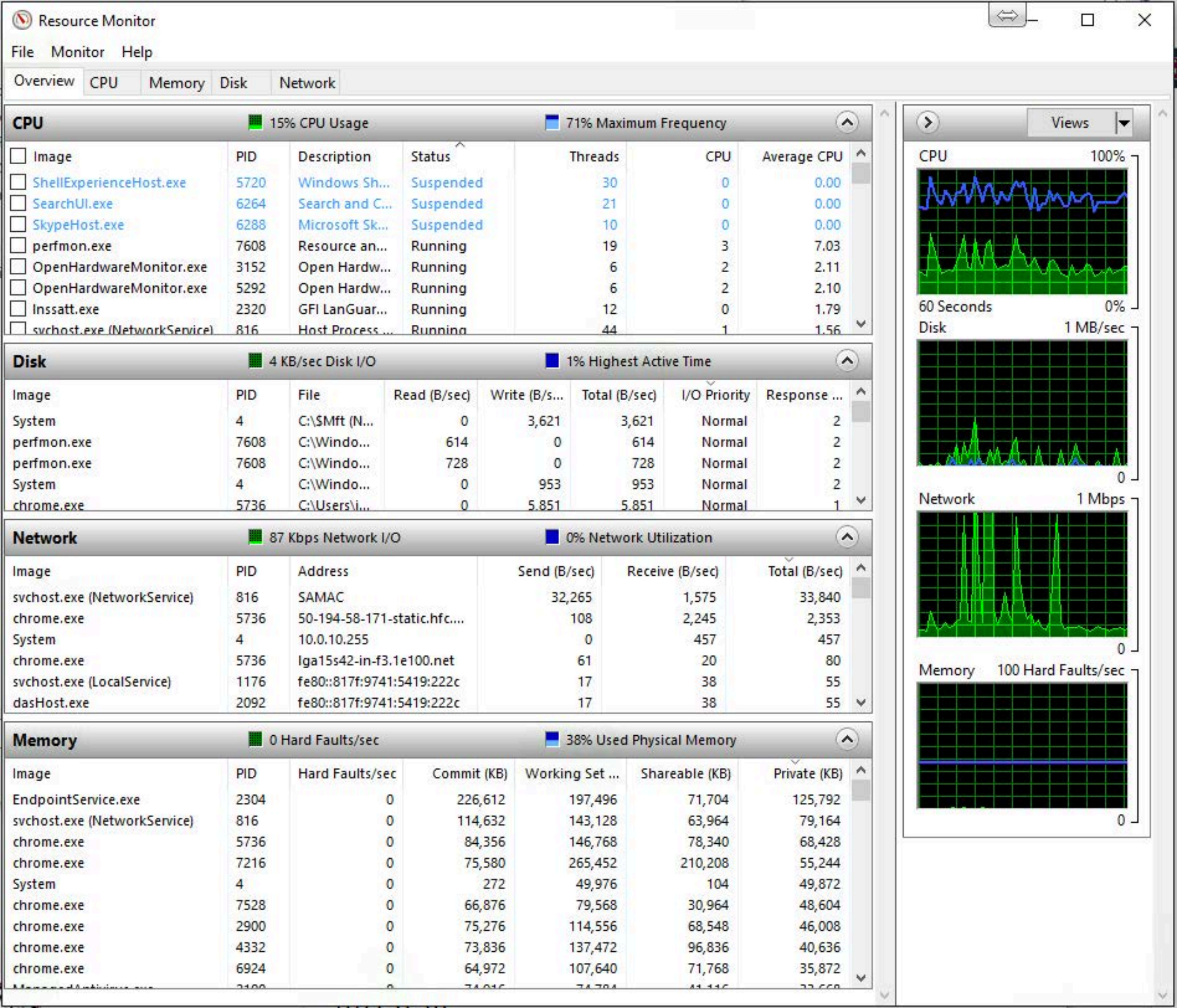
 **Ethernet**
S: 272 R: 56.0 Kbps

CPU

AMD A6-6400K APU with Radeon(tm) HD Graphics





Utilization	Speed	Maximum speed:	3.90 GHz
48%	3.55 GHz	Sockets:	1
Processes	Threads	Cores:	1
89	1349	Logical processors:	2
Up time	Handles	Virtualization:	Enabled
0:05:44:13	40136	L1 cache:	96 KB
		L2 cache:	1.0 MB



-  Summary
-  Operating System
-  CPU
-  RAM
-  Motherboard
-  Graphics
-  Storage
-  Optical Drives
-  Audio
-  Peripherals
-  Network

 CPU





AMD A6-6400K

Cores 2
 Threads 2
 Name AMD A6-6400K
 Code Name Richland
 Package Socket FM2 (904)
 Technology 32nm
 Specification AMD A6-6400K APU with Radeon HD Graphics
 Family F
 Extended Family 15
 Model 3
 Extended Model 13
 Stepping 1
 Revision RL-A1
 Instructions MMX (+), SSE, SSE2, SSE3, SSSE3, SSE4.1, SSE4.2, SSE4A, AMD 64
 Virtualization Supported, Disabled
 Hyperthreading Not supported
 Fan Speed 1762 RPM
 Bus Speed 99.8 MHz 
 Stock Core Speed 3900 MHz
 Stock Bus Speed 100 MHz
 Average Temperature 59 °C 

Caches

L1 Data Cache Size 2 x 16 KBytes
 L1 Instructions Cache Size 64 KBytes
 L2 Unified Cache Size 1024 KBytes

Cores

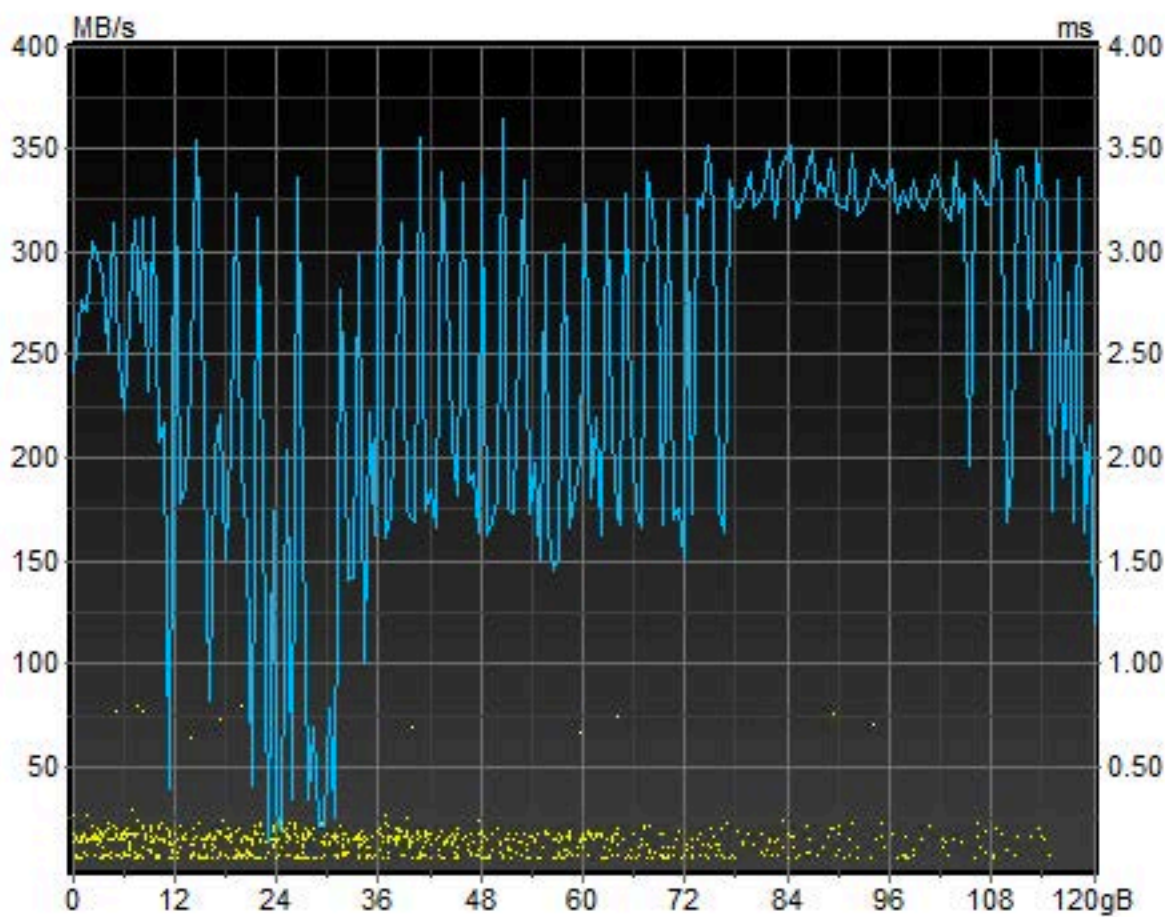
	Core Speed	Multiplier	Bus Speed	Temperature	Threads
Core 0	1796.4 MHz	x 18.0	99.8 MHz 	59 °C 	APIC ID: 0
Core 1	1796.4 MHz	x 18.0	99.8 MHz 	59 °C 	APIC ID: 1

Samsung SSD 840 EVO 120GB (120 gB)

Temperature: - °C

Exit button and icons for File, Folder, Disk, and Download

- File Benchmark
- Benchmark
- Disk monitor
- Info
- AAM
- Health
- Random Access
- Error Scan
- Folder Usage
- Extra tests
- Erase



Start

Read
 Write

Short stroke

40 gB

Transfer rate

Minimum: **13.2 MB/s**

Maximum: **364.4 MB/s**

Average: **248.1 MB/s**

Access time: **0.136 ms**

Burst rate: **204.4 MB/s**

CPU usage: **27.2%**



Printing issues



Computing issues

HP Computing Diagnostic Solutions

Find automated diagnostic tools that can help resolve common computer issues like no power no boot, slow pc, sound issues, wireless networking, recovery, and Windows issues. Select your issue from the options below to see recommended solutions from HP to solve hardware and software problems automatically.

Wireless, Wired, Bluetooth
Networking Issue



Windows Operating System
issue



Perform an HP System Recovery



Battery and Adapter Issues



Computer is slow



Display and touchscreen issues



No Power or no Boot



Sound issue



Unable to log in to Windows



Keyboard, Mouse, TouchPad,
and ClickPad issues



Computer locks up or freezes



Low disk space or memory
issues



Feedback