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PC Health Check Report

Name: Darren Rose

Date: 12/12/2023



PASSED

Summary:

Your AVG Internet Security has been renewed for a further 12 months. New code: XXXXX-XXXXX-XXXXX

For some reason System Restore was disabled, with this setting turned off repair of the computer if it ever had a serious problem is made a lot more difficult, I have now enabled it for you.

I have placed an icon on your desktop titled PC Assist Remote Support so next time the remote connection process will be much easier, you will simply need to double click this icon, say yes to the security prompt, enter the session code I provide, click Connect and then click Join.

All working well, no problems to report.

All serviced and protected for a further 12 months.

I would recommend a further PC Health Check in 12 months time.

Disk cleanup freed up 4.07 Gb.



Operating System

Operating System Name:	Microsoft Windows 11 Home
Operating System Version:	10.0.22621.0 (22H2)
Operating System Type:	64-Bit
Internet Explorer Version:	11.1.22621.0
Owner Name:	Donna
User Name:	Donna
System Restore:	Disabled
Paging File:	System Managed
Age of PC (approx):	2019
Reboot On Error:	Enabled



Hardware

CPU Type:	Intel(R) Core(TM) i5-6200U CPU @ 2.30GHz
Number Of Processors/Cores:	4
RAM By Slot:	8.00 Gb
Total RAM:	7.92 Gb
Available RAM:	1.17 Gb
Computer Brand:	HP HP Pavilion x360 Convertible
BIOS Version:	F.28
Motherboard Slots:	4x PCI Express x1 1x PCI Express x4
Graphics Card Name:	Intel(R) HD Graphics 520
Graphics Card Resolution:	1920 Horizontal x 1080 Vertical
Chassis Type:	Laptop
Battery Type:	Lithium-ion
Battery Charge Level:	84%
Battery Wear Level:	0%
Surge Protection:	Yes
Check Cabling and Connections:	All checked and okay
Device Manager:	No problems found
Hardware Diagnostics:	Pass
Temperature Warnings:	None
Fan Warnings:	None



Performance

CPU Usage:	72.3%
Memory Load (Physical):	85.2%
Memory Load (Virtual):	78.7%
Page File Usage:	14.1%
Disk Activity:	33.6%
WEI Processor Score:	8.4
WEI Memory Score:	8.4
WEI Graphics Score:	4.9
WEI Gaming Graphics Score:	9.9
WEI Hard Disk Score:	6.9
WEI Base Score:	4.9

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Disk Cleanup

Free Space Before Cleanup: 36.16 Gb

Free Space After Cleanup: 36.23 Gb

Disk Space Freed: 0.07 Gb



Hard Disk

Disk Model:	KINGSTON SA400M8120G
Disk Size:	111.79 Gb
Drive Letter:	C:\
Drive Volume Label:	WINDOWS
Drive Format:	NTFS
Total Size:	90.38 Gb
Available Size:	36.16 Gb
Dirty Bit Status:	OK
Configuration Manager Status:	Device is working properly
SSD Remaining Life:	KINGSTON SA400M8120G (50026B76844AAA4C) = 64.0%
Hard Disk Overall Status:	No problems found



Security

Antivirus Name:	AVG Antivirus
Antivirus Enabled:	Yes
Antivirus Updated:	Yes
Firewall Name:	AVG Antivirus
Firewall Updated:	Yes
User Account Control:	Enabled
Windows Automatic Updates:	Enforced
Virus Protection Expiry Date:	12/12/2024
Virus Scan Results:	No viruses found

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Network & Internet

Internet Status:	Connected
Hostname:	DESKTOP-I0T08SB
Network Adapter:	Intel(R) Dual Band Wireless-AC 3165
Network Status:	Up
Connection Type:	Wireless
MAC Address:	00BDFB8474
IP Address:	192.168.1.235
Subnet Mask:	255.255.255.0
Gateway Address:	192.168.1.254
DNS Address:	192.168.1.254
MTU:	1492
Proxy Settings:	Disabled
External IP Address:	109.155.30.79
Internet Host:	host109-155-30-79.range109-155.btcentralplus.com
Internet Provider:	BT Public Internet Service - BT-UK-AS
Network Upload (Wired):	0Mb
Network Download (Wired):	0Mb
Network Upload (Wireless):	984.6Mb
Network Download (Wireless):	111600.0Mb
Wireless Authentication:	WPA2-Personal
Wireless SSID:	BT-5MCJTC B
Wireless Channel:	1
Wireless Signal Strength:	99%
Broadband Speed:	1000mb
Maximum Speed Available:	64 - 80mb (ADSL) 330 - 1000mb (FTTP)
Router Make/Model:	BT Smart Hub
Browser Add-Ins / Extensions:	All okay
Browser Notifications:	All okay



Network

Hosts File:

```
# Copyright (c) 1993-2009 Microsoft Corp.
#
# This is a sample HOSTS file used by Microsoft TCP/IP for Windows.
#
# This file contains the mappings of IP addresses to host names. Each
# entry should be kept on an individual line. The IP address should
# be placed in the first column followed by the corresponding host name.
# The IP address and the host name should be separated by at least one
# space.
#
# Additionally, comments (such as these) may be inserted on individual
# lines or following the machine name denoted by a '#' symbol.
#
# For example:
#
# 102.54.94.97 rhino.acme.com # source server
# 38.25.63.10 x.acme.com # x client host

# localhost name resolution is handled within DNS itself.
# 127.0.0.1 localhost
# ::1 localhost
```

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Additional Checks

Install Updates:	All updates installed for Windows, Microsoft Store, Adobe and AVG
Check Event Logs:	567 events checked
Startup Items:	Cleaned
Malicious Software:	No malicious software found
Services:	All services okay
Dump Files:	No problems found
WER Logs:	27 logs checked
Windows 8/10/11 Recovery Menu:	Enabled
Backup Registry:	Done
Create System Restore Point:	Done
Check AVG Settings:	Already turned off
Check Windows 10/11 Settings	Unwanted system notifications turned off

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Installed Software

NAME	PUBLISHER	VERSION	INSTALL DATE
AVG Internet Security	AVG Technologies	23.11.3310	04/12/2023
Evernote 10.51.7	Evernote Corporation	10.51.7	22/12/2022
Google Chrome	Google LLC	120.0.6099.71	07/12/2023
IDrive version 6.7.4.47	Pro Softnet Corp	6.7.4.47	28/11/2023
Intel(R) Dynamic Platform and Thermal Framework	Intel Corporation	8.1.10600.147	15/08/2021
Intel(R) Management Engine Components	Intel Corporation	11.7.0.1069	15/03/2018
Intel® Integrated Sensor Solution	Intel Corporation	3.0.4.1012	15/08/2021
Microsoft 365 Apps for business - en-us	Microsoft Corporation	16.0.17029.20068	14/11/2023
Microsoft Edge	Microsoft Corporation	120.0.2210.61	09/12/2023
Microsoft Edge WebView2 Runtime	Microsoft Corporation	120.0.2210.61	10/12/2023
Microsoft Money	Microsoft	14	07/07/2011
Microsoft OneDrive	Microsoft Corporation	23.246.1127.0002	08/12/2023
Microsoft Teams	Microsoft Corporation	1.6.00.26474	01/10/2023
Microsoft Teams Meeting Add-in for Microsoft Office	Microsoft	1.23.33412	07/12/2023
Microsoft Update Health Tools	Microsoft Corporation	5.72.0.0	02/11/2023
Microsoft Visual C++ 2008 Redistributable - x64 9.0.30729.17	Microsoft Corporation	9.0.30729	15/08/2021
Microsoft Visual C++ 2008 Redistributable - x64 9.0.30729.6161	Microsoft Corporation	9.0.30729.6161	15/08/2021
Passwords Plus	DataViz, Inc.	3.002.253	05/11/2022
Realtek Card Reader	Realtek Semiconductor Corp.	10.0.10125.21277	15/08/2021
SharePoint Online Management Shell	Microsoft Corporation	16.0.23311.12000	17/02/2023
Synaptics ClickPad Driver	Synaptics Incorporated	19.5.10.75	-
Teams Machine-Wide Installer	Microsoft Corporation	1.4.0.7174	15/08/2021
Windows 11 Installation Assistant	Microsoft Corporation	1.4.19041.2063	18/08/2022
Windows PC Health Check	Microsoft Corporation	3.7.2204.15001	08/10/2023
Zoom	Zoom Video Communications, Inc.	5.12.9 (10650)	16/12/2022



Report Information

This report is divided into several sections - below is a summary of the checks performed for each area:

Operating System

Checks to ensure important features such as System Restore are enabled, and that settings for your Paging File are optimized to ensure your computer performs at its best.

Computer Hardware

Verify the amount of RAM (memory) available and whether it is enough to run Windows efficiently, also includes diagnostic tests of all hardware including temperatures, fans and voltages.

Performance

Make sure computer performance is okay and that no components are causing a bottleneck.

Disk Cleanup

Extensive cleanup of all temporary files that build up over time and slow down your computer.

Hard Disk

Diagnostic tests are run on your hard drive to ensure it has no faults such as bad sectors and that it is configured correctly, also checks to make sure you have enough free disk space for Windows to run at its best.

Security

Make sure adequate virus protection is installed and that it is enabled and updated, furthermore checks on important security features such as UAC and Windows Updates and concluding with a complete scan of the computer to find and remove any viruses.

Network & Internet

Checks on internet and network settings to make sure they are optimally configured, also make sure your broadband router is secure, configured correctly and that you are getting the correct broadband speed for your area.

Additional Checks

Multiple checks to make sure all the latest updates are installed for Windows and all your key software, that no serious errors have been logged, check and tidy up of all start-up items to improve performance, check that no malicious software is installed or services are running in the background that could affect your security, that all Windows settings are correct, and finally a backup of your registry is created.

Installed Software

List of all software installed on your computer along with version number and install date.



Useful Links

[PC Buyers Guide](#)

[Reference Guides](#)

[Security Software Test](#)

[Data Backup](#)

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