



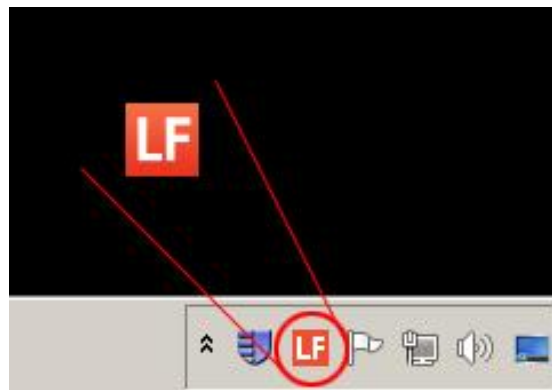
littlefish[®]
IT SUPPORT



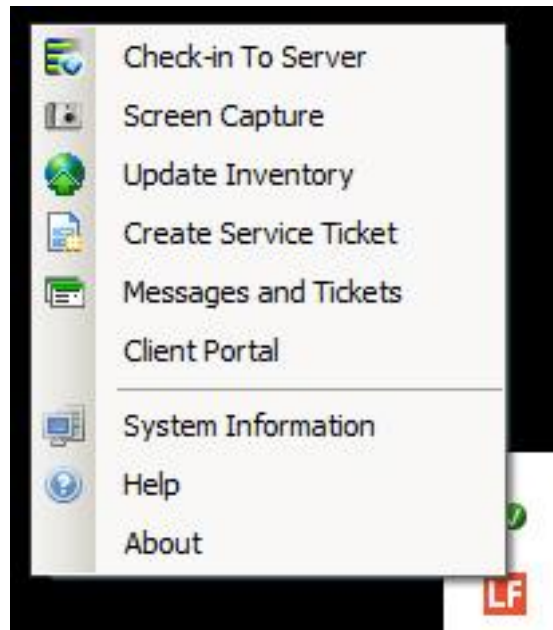
Littlefish Lab

You may have recognised a new icon in your Taskbar

This is the new system performance monitor agent. It conveys all the information about your system back to our engineers allowing us to support you even more effectively.
The LFL Icon is more than a delivery agent it also offers you the following functionality.



Right click the icon



Check In

To reduce resources your computer will only check in with our server ever 5 minutes but to bump this click Check-In and your computer will immediately connect with our server. Littlefish Technicians will generally request this of you under certain circumstances.

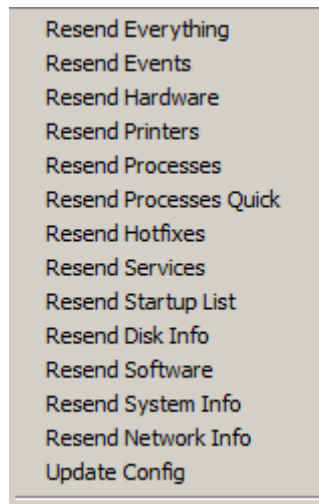
Screen Capture

Immediately sends an image of your screen and all applications currently viewable. Use this when you have an error message appear but need to continue working. This image is then stored on our server and accessible to the technician when you raise the issue.

Update Inventory

This option updates our systems with information from your computer. This enables our technicians to diagnose and commit changes to your PC.

See below for the complete list. Our technicians can also initiate this update.





Create Service Ticket

Using this option immediately creates a Helpdesk ticket.

By creating this ticket you will also be immediately contacted by a technician via live chat.

(Feel free to make us aware that you do not require live contact)

LF Create Service Ticket

Send Cancel Importance Attach Screenshot

From: user@domain.com

To: Help Desk

CC:

Subject:

14/06/2010 16.54.57

Client Portal

Clicking here will direct you to the Littlefish Client Portal on the internet.

System Information

This will present you with basic computer information regarding your computer.

An important number to both yourself and Littlefish technicians now is the LabTech ID. This single number directs us to your computer in our management console.

Name	Value
LabTech ID:	507
Computer Name:	SP-DT-LF2
Domain:	LITTLEFISHSUPPO
Username:	LITTLEFISHSUPPO\ian.hill
Operating System:	Microsoft Windows NT 6.1.7600.0
Windows Directory:	C:\Windows
Framework Version:	2.0.50727.4927
System	
Uptime:	2 hrs 22 mins
Domain:	littlefishsupport.local
Memory:	2814mb
Disk Volumes:	C:\ (Total=142485mb Free=69462mb)
Disk Volumes:	D:\ (Total=146371mb Free=87860mb)
Disk Volumes:	I:\ (Total=305242mb Free=58712mb)
Network	
Type:	Ethernet adapter
Description:	NVIDIA nForce Networking Controller
MAC Address:	00-1F-16-F0-BC-12
IP:	192.168.1.85
Netmask:	255.255.255.0
Gateway:	192.168.1.253