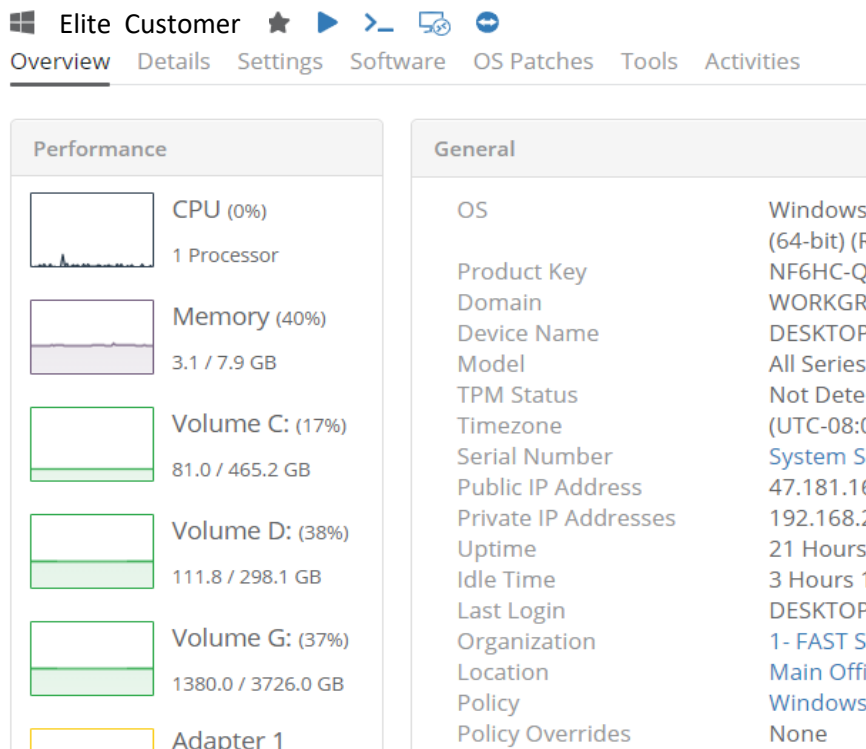


WHY YOU NEED ONGOING SUPPORT FROM AVENUE 18 COMPUTER



FLAG PROBLEMS BEFORE THEY BECOME SERIOUS.

Our System Manager Console makes on-going support happen for your Business. Automated Alerts warn of serious problems in advance. Get an affordable support plan starting at \$79.00/Month with your Backups, Anti-Virus and Remote Support Teamviewer built-in and ready to assist you anytime.

John Compton
Avenue 18 Computer
310 829-3129

***THE NinjaRMM STATUS** screen delivers timely system health status for all Avenue 18 Computer On-Going Support customers. Quickly assess System Health and internet status plus Free Disk Space, Software activity, high CPU activity, UPS battery activity and other key parameters and trouble areas.*

Critical Events

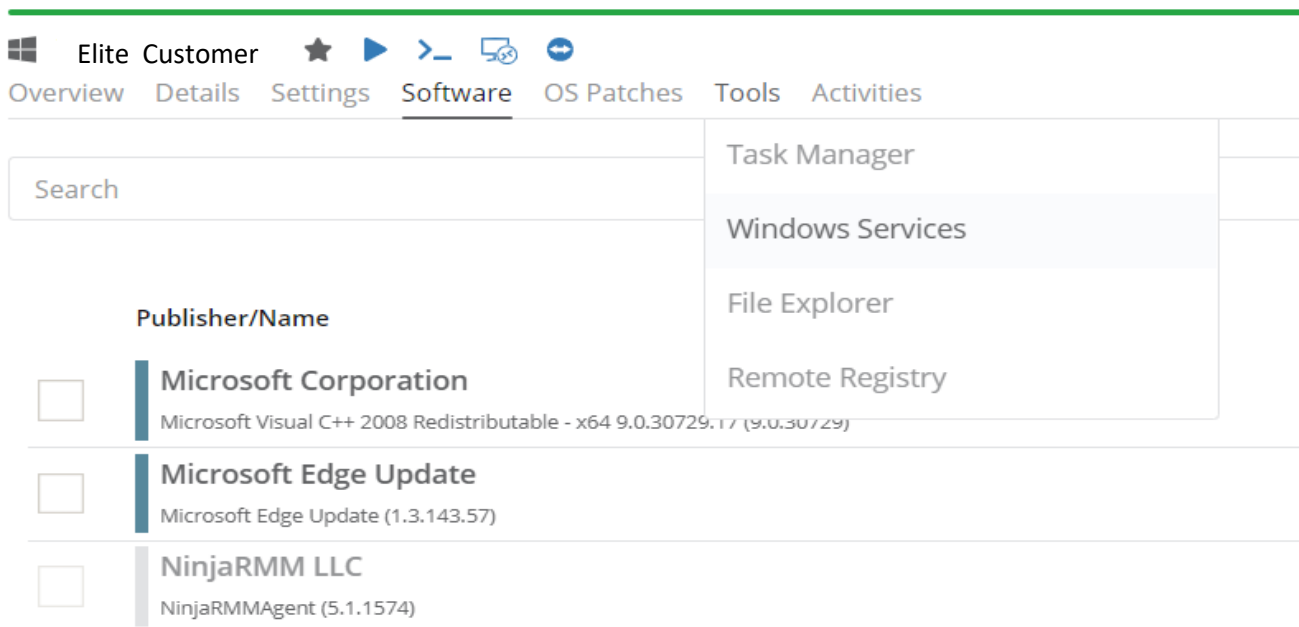
Show entries

Search:

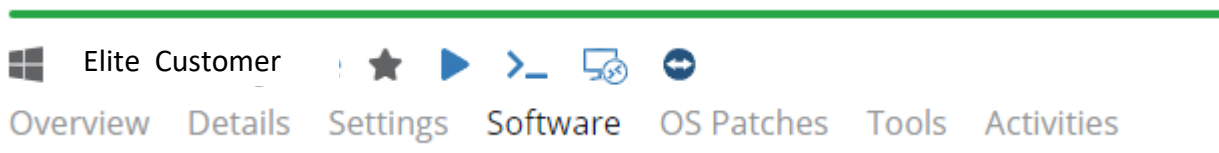
Event ID	Source	Type	Message	Occurrences
41	Microsoft-Windows-Kernel-Power	Critical	The system has rebooted without cleanly shutting down...	1
1000	Application Error	Error	Faulting application name: mbam.exe, version: 4.0.0.98...	1
1023	Microsoft-Windows-Perflib	Error	Windows cannot load the extensible counter DLL "C:\WI...	1
1101	Microsoft-Windows-Eventlog	Error	Audit events have been dropped by the transport. 0	1
2505	Server	Error	The server could not bind to the transport \Device\NetB...	3
4199	Tcpip	Error	The system detected an address conflict for IP address ...	2
10010	Microsoft-Windows-DistributedC...	Error	The server {A463FCB9-6B1C-4E0D-A80B-A2CA7999E25D...}	25

***Ungraceful Reboots, App Errors and System Events** may be tracked and investigated here. Malwarebytes/MBAM logged an error (above). No further errors found. CPU usage can be displayed to help **pinpoint** high cpu usage and corrupt apps. Low Memory or disk space? The **DETAILS** Screen reveals storage statistics.*

AVENUE 18 USES THE **NINJA RMM** REMOTE MAINTENANCE & MANAGEMENT CONSOLE



A SOFTWARE INVENTORY screen helps locate unwanted or conflicting software. In addition, a **File Explorer** feature in **TOOLS** allows remote maintenance of any full hard drives such as Microsoft Backup drives. They tend to fill up – so you must Delete the old backup jobs regularly. No intrusive Teamviewer login is needed. After hours **remote sessions** allow deeper diagnostics & hands on maintenance including system configuration and tuning for optimal PC performance.



Seamlessly integrated **Teamviewer Remote** is built for optimal support of crucial business computers. Anti-Virus (Avast or Malwarebytes) is included with your monthly service along with Backup Status and System Health reports. Our Support works with **PC, MAC** plus Linux computers and tablets so all your devices are covered.

Failover to Microsoft Remote Desktop

If Teamviewer **fails** or becomes corrupted, a secondary connection is available using Microsoft's Remote Desktop. Optional Remote access may be furnished to clients.

Call John at 310 829-3129 to review your office support needs today!