

## Task Manager screen shot 5 minutes after starting the BD Support Tool

| File Options View Help                                       |      |           |     |          |                     |           |            |           |                                           |
|--------------------------------------------------------------|------|-----------|-----|----------|---------------------|-----------|------------|-----------|-------------------------------------------|
| Applications Processes Services Performance Networking Users |      |           |     |          |                     |           |            |           |                                           |
| Image Name                                                   | PID  | User Name | CPU | CPU Time | Memory (Private ... | I/O Reads | I/O Writes | I/O Other | Description                               |
| System Idle Process                                          | 0    | SYSTEM    | 70  | 20:50:01 | 24 K                | 0         | 0          | 0         | Percentage of time the processor is idle  |
| sysdump.exe *32                                              | 6152 | JGT       | 25  | 0:03:00  | 1,876 K             | 200       | 9,070      | 2,906     | sysdump.exe                               |
| taskmgr.exe                                                  | 4920 | JGT       | 02  | 0:00:05  | 4,896 K             | 4         | 0          | 2,487     | Windows Task Manager                      |
| SetPoint.exe                                                 | 3328 | JGT       | 01  | 0:02:14  | 15,956 K            | 1,417     | 173        | 10,526    | Logitech SetPoint Event Manager (UNICODE) |
| dwm.exe                                                      | 2752 | JGT       | 01  | 0:02:06  | 27,624 K            | 3         | 0          | 253       | Desktop Window Manager                    |
| System                                                       | 4    | SYSTEM    | 01  | 0:02:02  | 108 K               | 38,116    | 25,708     | 60,032    | NT Kernel & System                        |
| SearchFilterHost.exe                                         | 7156 | SYSTEM    | 00  | 0:00:00  | 2,408 K             | 0         | 0          | 149       | Microsoft Windows Search Filter Host      |
| notepad.exe                                                  | 7116 | JGT       | 00  | 0:00:02  | 16,576 K            | 5,001     | 4          | 5,359     | Notepad                                   |
| supporttool_2015.exe *32                                     | 7112 | JGT       | 00  | 0:00:01  | 3,048 K             | 22,905    | 1,307      | 11,561    | supporttool_2015.exe                      |
| supporttool.exe *32                                          | 7072 | JGT       | 00  | 0:00:01  | 8,568 K             | 7         | 4          | 737       | supporttool.exe                           |
| chrome.exe *32                                               | 6856 | JGT       | 00  | 0:00:00  | 26,560 K            | 885       | 273        | 291       | Google Chrome                             |

## Support Tool screen 5 minutes after starting it

BITDEFENDER SUPPORT TOOL

5

WelcomeConfirm DetailsIssue TypeReproduce IssueFinish

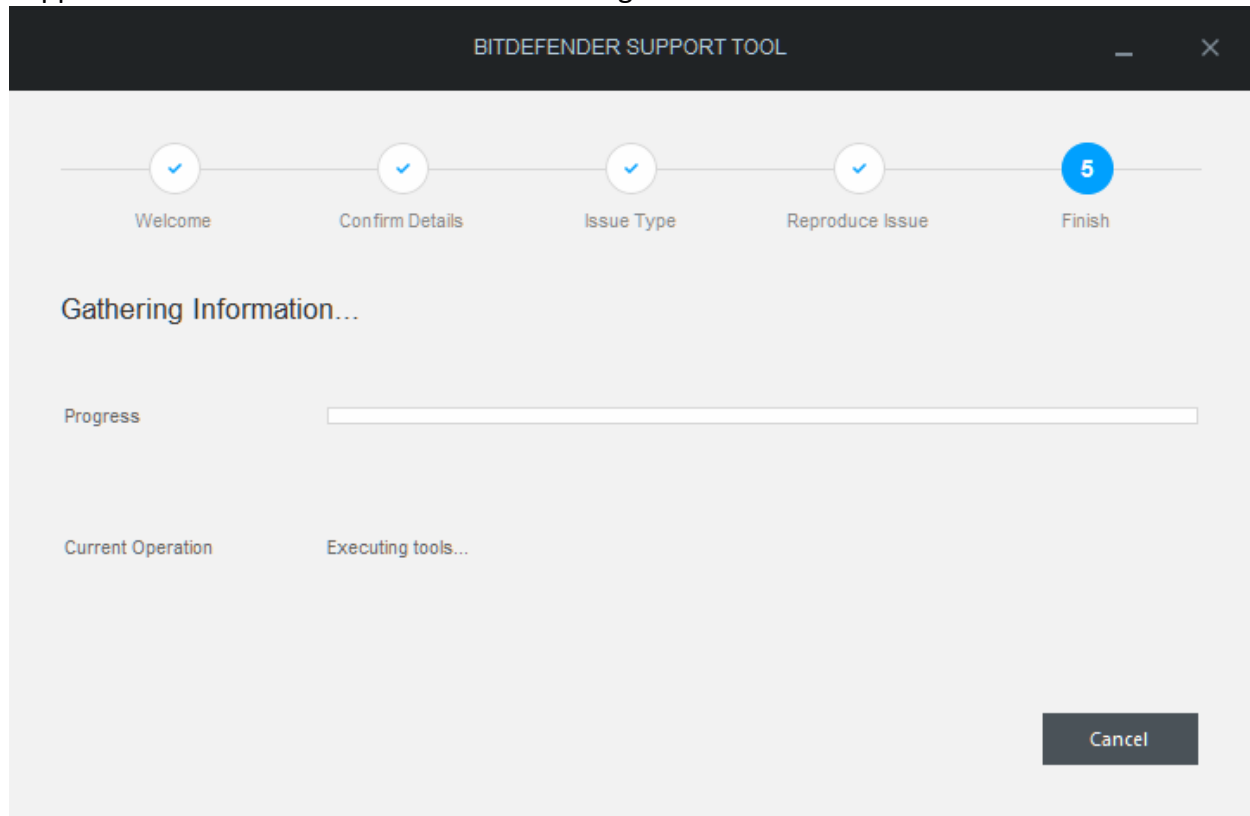
Gathering Information...

Progress

Current OperationExecuting tools...

Cancel

Support Tool screen at 20 minutes after starting it



| File Options View Help   |           |           |             |            |                     |           |            |           |                                          |
|--------------------------|-----------|-----------|-------------|------------|---------------------|-----------|------------|-----------|------------------------------------------|
| Applications             | Processes | Services  | Performance | Networking | Users               |           |            |           |                                          |
| Image Name               | PID       | User Name | CPU         | CPU Time   | Memory (Private ... | I/O Reads | I/O Writes | I/O Other | Description                              |
| System Idle Process      | 0         | SYSTEM    | 97          | 21:42:52   | 24 K                | 0         | 0          | 0         | Percentage of time the processor is idle |
| taskmgr.exe              | 4920      | JGT       | 02          | 0:01:53    | 3,928 K             | 4         | 0          | 3,307     | Windows Task Manager                     |
| dwm.exe                  | 2752      | JGT       | 01          | 0:02:20    | 28,212 K            | 3         | 0          | 253       | Desktop Window Manager                   |
| notepad.exe              | 7116      | JGT       | 00          | 0:00:02    | 16,576 K            | 5,001     | 4          | 5,359     | Notepad                                  |
| supporttool_2015.exe *32 | 7112      | JGT       | 00          | 0:00:01    | 3,048 K             | 22,905    | 1,307      | 11,561    | supporttool_2015.exe                     |
| WmiPrvSE.exe             | 7080      | SYSTEM    | 00          | 0:00:00    | 2,956 K             | 0         | 0          | 388       | WMI Provider Host                        |
| supporttool.exe *32      | 7072      | JGT       | 00          | 0:00:02    | 8,592 K             | 7         | 4          | 739       | supporttool.exe                          |