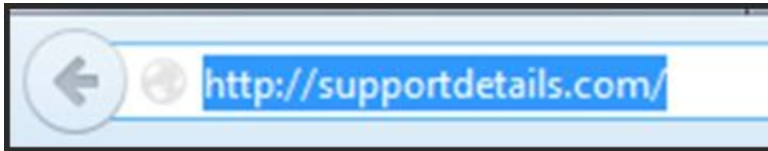
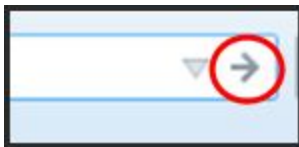


Determining what Operating System is being used

1. Type <http://supportdetails.com/> into the address bar of your web browser.



2. Select the forward arrow icon to go to the typed web address



3. This website automatically determines this information for you.

A screenshot of the "Support Details" website. The page has a dark header with a logo of a yellow and blue box and the text "Support Details | Tech Support Management". Below the header is a form with three input fields: "Your Name", "Your Email", and "Recipient's Email", followed by a "Send Details" button. The main content area displays several system information cards in a grid. The "Operating System" card, which shows "Windows Windows 7", is circled in red. Other cards include "Screen Resolution" (1680 x 1050), "Web Browser" (Firefox 38.0), "Browser Size" (1680 x 890), "IP Address" (152.27.32.110), "Color Depth" (24 bit), "Javascript" (Enabled), "Flash Version" (Not Installed), and "Cookies" (Enabled). At the bottom right, there are two buttons: "Export CSV" and "Export PDF", both with green download icons. A copyright notice "© Copyright 2015 Imulus. We love you..." is at the very bottom.