WinFo

User Manual

Version 1.9.7 · Windows 10 & 11 · .NET Framework 4.8

Everything about a Windows PC on one screen: hardware and software inventory, security and FTC Safeguards checks, event-log problems explained in plain English, live sensors, benchmarks, memory and network tests, and reports for every PC in a dealer group.

Created by Marc Frega · Dialsoft LLC

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> **About the pictures**
> The screens in this manual show a made-up sample PC ("SALES-DESK-04" at a sample dealership) and sample events. Your own PCs will show their own details.

1 Welcome to WinFo

One program that tells you everything about a Windows PC, explains what it finds in plain English, and helps you fix it.

When a PC acts up, the first ten minutes usually go on finding things out: what model is it, how old is the BIOS, is it encrypted, which antivirus is running, who signed in, why did it restart last night, is the network slow or is it the PC? WinFo answers all of that on one screen, in plain English, with a link to the detail behind every line.

What WinFo does

- **Inventory:** every piece of hardware and software - processor, memory sticks, drives and their health, graphics, network adapters, printers, USB devices, drivers, installed programs, updates, services and more.
- **Security:** which antivirus or EDR is protecting the PC, BitLocker, firewall, administrators and when each user last signed in, shared folders and SMB, Windows activation and Windows 11 readiness.
- **FTC Safeguards Check:** checks the PC against the technical parts of the FTC Safeguards Rule that applies to car dealers, and prints a report for the dealership's compliance file.
- **Problems explained:** blue screens, sudden shutdowns, failing disks, hardware errors and security alerts from the event logs - in plain English, with what to do and a one-click **Diagnose with AI**.
- **What changed:** WinFo remembers each PC and shows what changed since the last visit - new administrators, programs, startup items, hardware swaps.
- **Tools:** live sensors, benchmarks, a memory test, a network speed test, a QUIC (HTTP/3) check, and one-click access to Windows' own tools.
- **For a whole dealer group:** a command line for ConnectWise RMM and other RMM tools collects reports and a one-line-per-PC spreadsheet from every PC automatically.

Who it is for

WinFo is made for the people who look after Windows PCs for a living - in-house IT staff, managed service providers and field technicians - and especially for those supporting car dealerships, where the FTC Safeguards Rule applies. It is just as useful for anyone who wants to understand their own PC.

What you need

Item	Requirement

Windows	Windows 10 or Windows 11 (64-bit or 32-bit). Windows Server 2016 and later should also work.
.NET Framework	Microsoft .NET Framework 4.8 - already included in Windows 10 and 11, nothing to install.
Installation	None. WinFo is a single program file, `WinFo.exe` (about 1.3 MB). Copy it anywhere - desktop, USB stick or network share - and run it.
Rights	Runs as a normal user, but **run it as Administrator for the full picture**: drive health and temperature, TPM, BitLocker, battery health, the Security event log and several Safeguards checks need administrator rights.
Internet	Not needed. Only the update check, the public-IP line, Diagnose with AI, the speed test and the QUIC check go online (see chapter 13).
Written in	C# 7 for Microsoft .NET Framework 4.8 (Windows Forms). No third-party libraries.

2 Getting started

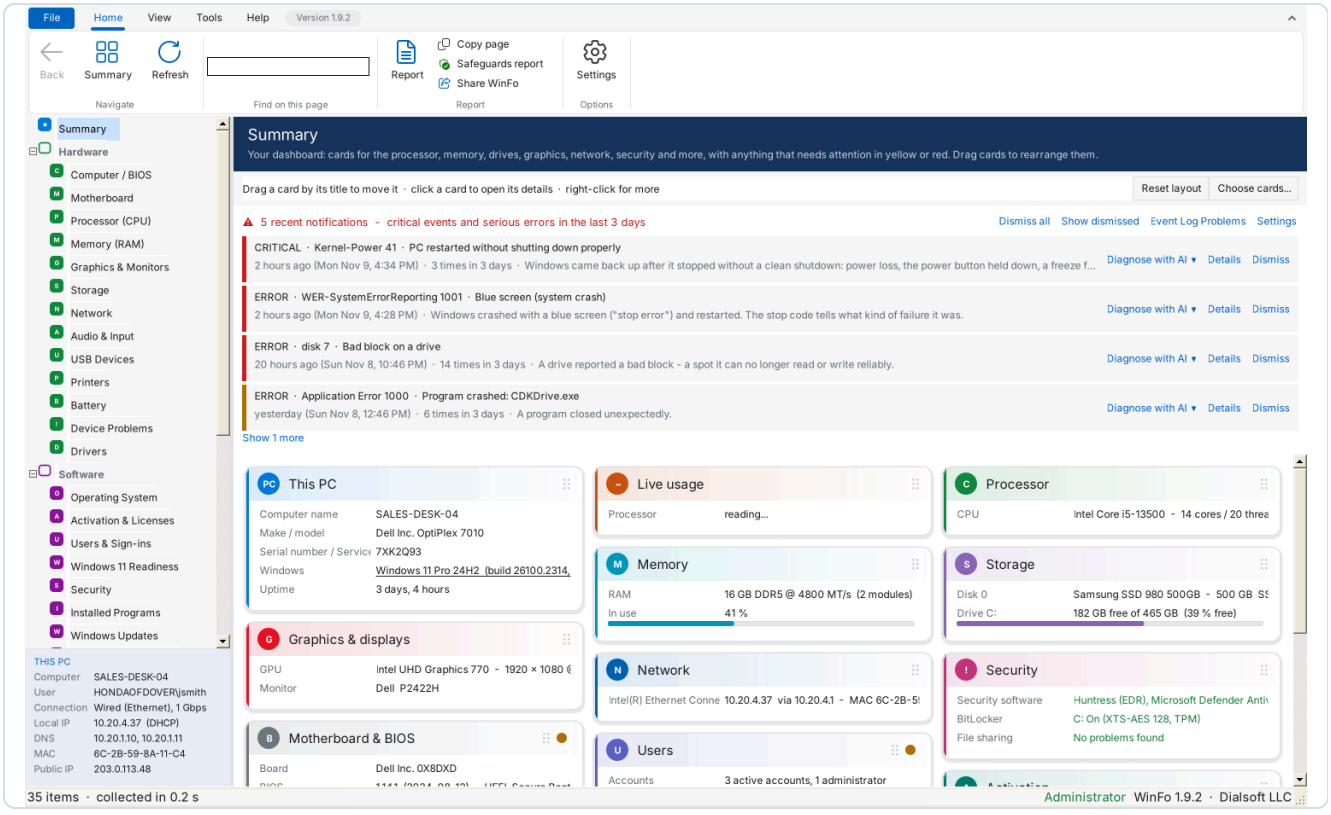
Download, open, and find your way around the window.

Download and first start

1. Download `WinFo.exe` from `github.com/Dialsoft/winfo` (click *WinFo.exe*, then the download button).
2. Double-click it. Because WinFo is new to Windows, a blue **"Windows protected your PC"** box may appear: click **More info**, then **Run anyway**.
3. WinFo asks whether to run as Administrator. Say **Yes** for the complete picture.

A short splash screen appears, then the main window opens on the **Summary**. If WinFo is already open, starting it again simply brings the open window to the front.

The window



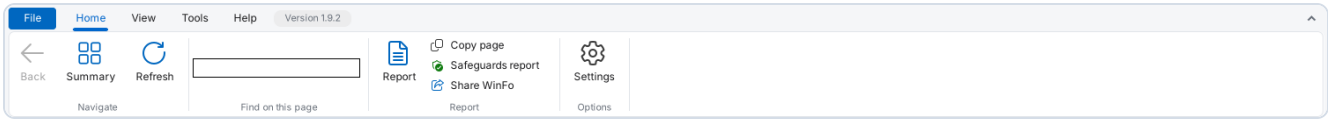
The main window: the ribbon at the top, the list of pages and the This PC box on the left, the page on the right, the status bar at the bottom.

- **The ribbon** across the top holds every command, grouped on tabs: **Home**, **View**, **Tools** and **Help**, plus the blue **File** button. Double-click a tab name (or use the arrow at the far right) to

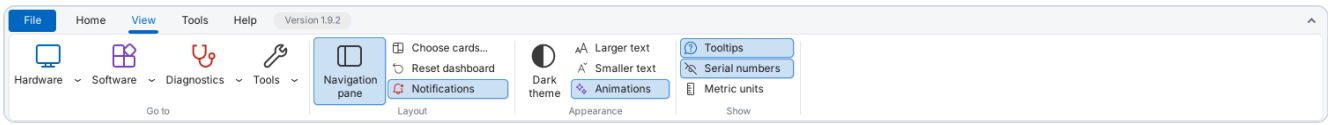
shrink the ribbon to just its tab names; WinFo remembers your choice.

- **The page list** on the left lists every page, grouped into Hardware, Software, Diagnostics and Tools. Click a page to open it; hover for a description.
- **The This PC box** under the page list always shows the essentials (below).
- **The status bar** shows what WinFo is doing, how long a page took to collect, whether WinFo runs as Administrator, and the version.

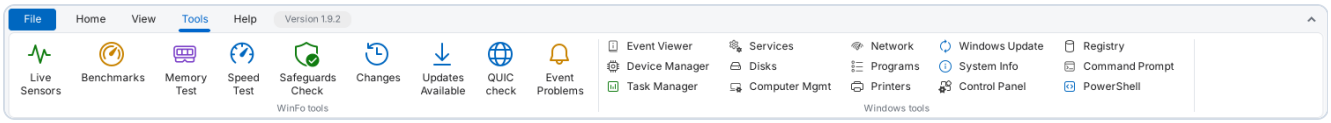
The ribbon



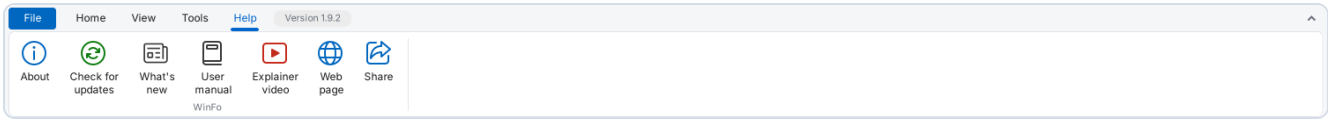
Home: Back, Summary and Refresh; the Find box; Report, Copy page, Safeguards report and Share; Run as Admin (only shown when needed) and Settings.



View: jump to any page; show or hide the navigation pane; choose and reset dashboard cards; notifications; dark theme; text size; animations; tooltips; serial numbers; metric units.



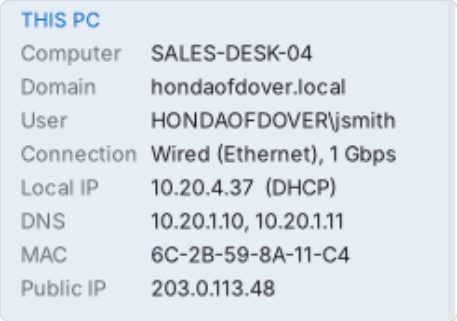
Tools: WinFo's own tools, and one-click access to fifteen Windows tools.



Help: About, check for updates, what's new, this **User manual**, the **Explainer video**, WinFo's web page, and Share.

The blue **File** button opens: *Save or print report*, *Save FTC Safeguards report*, *Copy this page*, *Refresh*, *Settings*, *Restart as Administrator* and *Exit*. Every ribbon button has a tooltip explaining what it does - hover over it.

The This PC box



Line	Shows
Computer	The computer's name on the network.
Domain	The Active Directory domain the PC is joined to, or **Workgroup** if it isn't. **Entra ID** is shown for PCs joined to Microsoft Entra ID (Azure AD).
User	Who is signed in at the PC (even when WinFo runs as another admin account).
Connection	**Wired (Ethernet)** or **Wi-Fi** with the network name, and the link speed.
Local IP	The PC's address on the local network, marked **(DHCP)** or **(static)**.
DNS	The DNS servers it uses.
MAC	The network adapter's hardware address.
Public IP	The outside address the internet sees (what ipchicken.com shows).

Click any line to copy it; right-click for **Copy all**. The box updates by itself when the network changes.

> **Tip**
> Every line in WinFo has an explanation. Hover over it for a tooltip, and click underlined values to jump to the page with the details. Turn tooltips off in View > Tooltips once you know your way around.

3 The Summary dashboard and notifications

The whole PC at a glance, with anything that needs attention in yellow or red.

The Summary is a dashboard of cards: This PC, Live usage, Thermal, Processor, Memory, Storage, Graphics, Motherboard & BIOS, Network, Security, Users, Activation, Windows 11, FTC Safeguards, Changes since last visit, Printers, Battery and Health checks. Anything that needs attention is colored yellow (worth a look) or red (a problem), and a colored dot marks the card.

Fast start

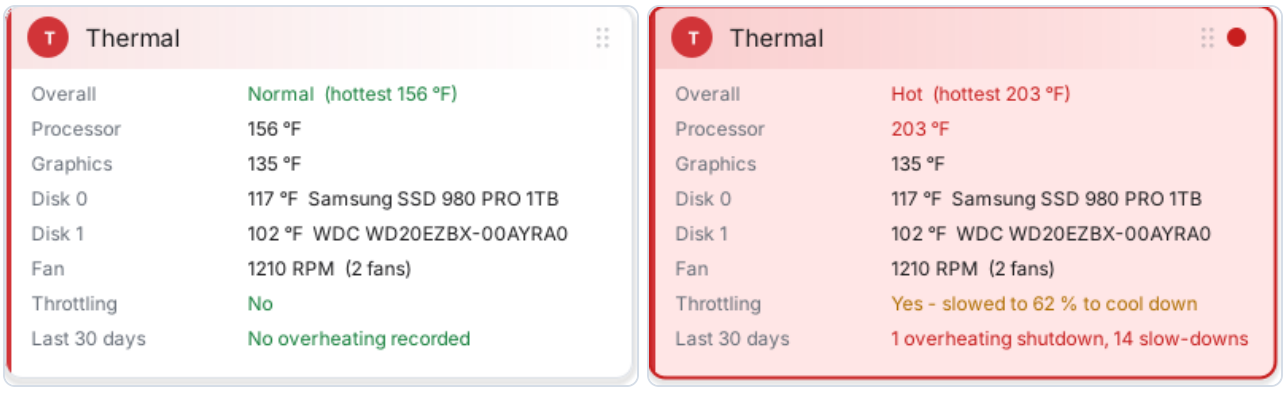
The Summary appears straight away. Cards whose information is still being collected say **Checking... please wait** and fill in by themselves a moment later; the status bar counts the checks as they finish. Slow checks - Windows activation, the Safeguards checks, the event log - never hold up the rest.

Arranging the cards

- **Move a card:** press on its title bar and drag it; the other cards slide out of the way.
- **Open the details:** click a card (or an underlined line) to open the matching page.
- **Hide or choose cards:** right-click a card, or use **Choose cards...** (top right of the Summary, or View > Choose cards).
- **Start over: Reset layout** puts every card back.

Your layout is saved automatically.

The Thermal card: is this PC overheating?



The Thermal card on a healthy PC (left) and on one that is overheating (right). Sample readings.

The Thermal card updates every second while the Summary is open. When something is wrong, the **whole card turns amber or red** with a colored border, so a heat problem stands out at a glance.

Line	Shows
Overall	**Normal**, **Warm** or **Hot**, and the hottest reading. Warm and hot use the levels in Settings > Sensors (176 °F and 194 °F unless you change them).
Processor	The processor temperature. Windows has no built-in way to read it without a hardware driver, and WinFo deliberately installs no drivers on customer PCs. Run the free **LibreHardwareMonitor** on the PC and WinFo picks up its readings automatically. Without it, many laptops still show a **Motherboard** reading from the firmware, which usually sits next to the processor.
Graphics	The graphics card temperature (NVIDIA cards, or any card with LibreHardwareMonitor running).
Disk 0, Disk 1...	Each drive's own temperature (SMART). Needs WinFo running as administrator; click the line to restart it that way.
Fan	Processor fan speed, with LibreHardwareMonitor.
Throttling	Whether the PC is **slowing its processor down to cool off**. A throttled PC feels sluggish and its fans run loud.
Last 30 days	Overheating Windows recorded in its event log, so you can see it even when the PC is cool right now: **overheating shutdowns** (the PC switched itself off or hibernated to protect itself, which to the user looks like it "just turned off") and **slow-downs**.

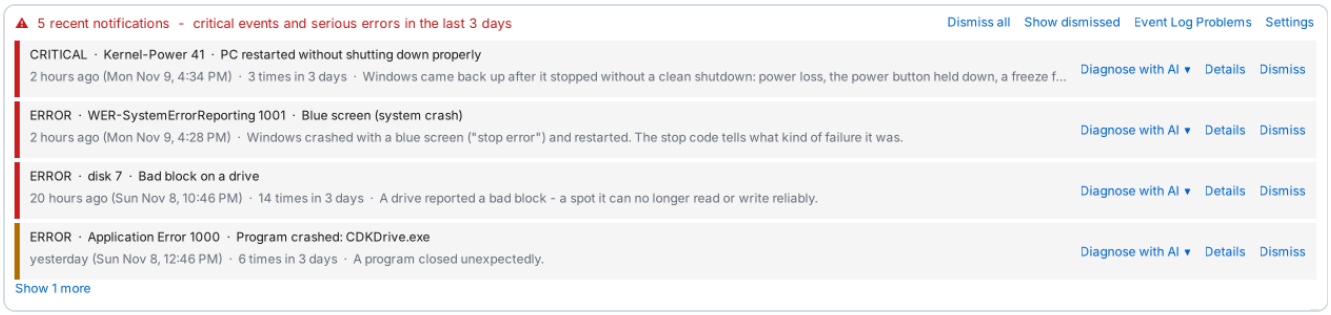


While a PC is hot or throttling, a red notification sits at the top of the Summary.

While anything is hot or the processor is being slowed down, a red **Overheating right now** notification appears at the top of the notifications strip, with **Diagnose with AI** like any other notification. Dismissing it hides it until the PC cools down and overheats again. An overheating shutdown in the last few days also appears there.

> **Tip**
>
> The usual fixes, easiest first: blow the dust out of the fans, heatsink and vents; check every fan spins; give a laptop a hard, flat surface; and on PCs older than about four years, replace the thermal paste.

Notifications: recent critical events



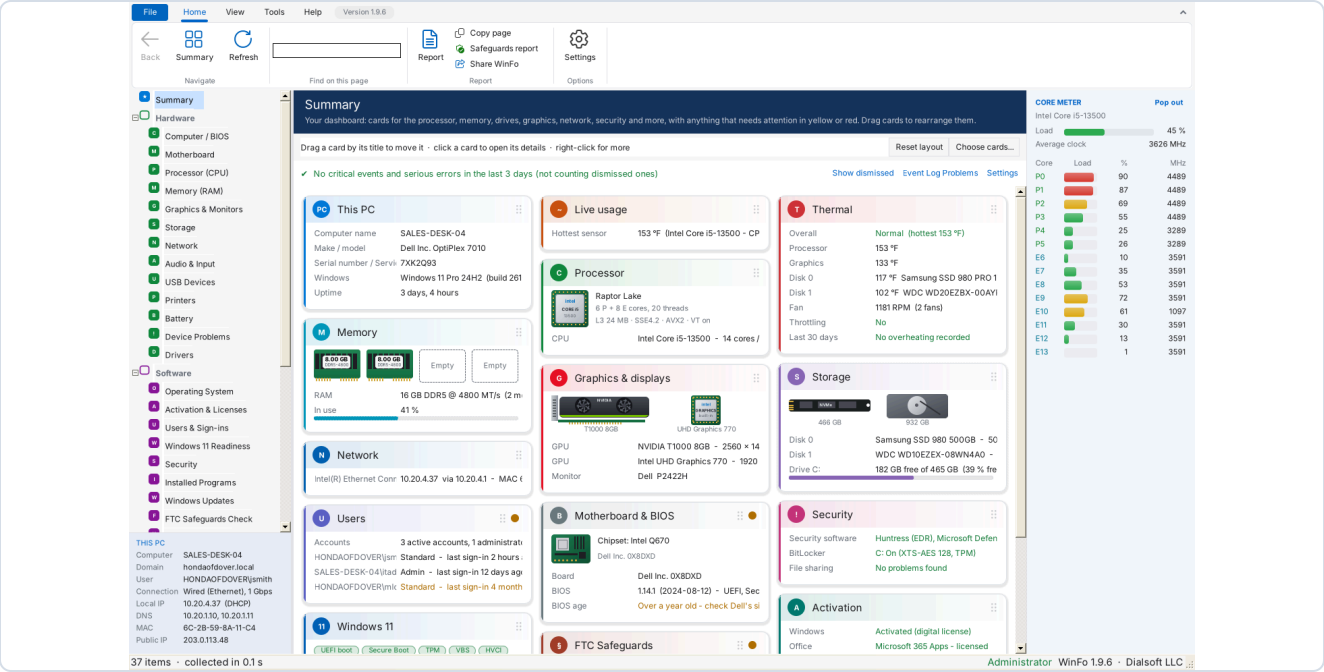
The notifications strip at the top of the Summary.

The strip at the top of the Summary lists recent critical events from the Windows event logs, newest first: sudden power loss, blue screens, bad disk blocks, hardware errors, malware and similar. Each shows the level, source and event ID, WinFo's plain-English name for it, when it last happened and how many times.

- **Diagnose with AI** opens an AI assistant with a ready-made question about the event (chapter 4).
- **Details** shows every occurrence with the full message Windows recorded, and buttons to copy it into a ticket, search the web or open Event Viewer.
- **Dismiss** hides it until it happens again. **Dismiss all** and **Show dismissed** are at the top right.

New critical events appear in the strip within a few seconds while WinFo is open - no refresh needed. Choose which events count and how far back to look in **Settings > Notifications and AI**: critical events only, critical events plus serious errors (the default), or every error; from the last 24 hours up to 30 days.

Hardware pictures and the core meter



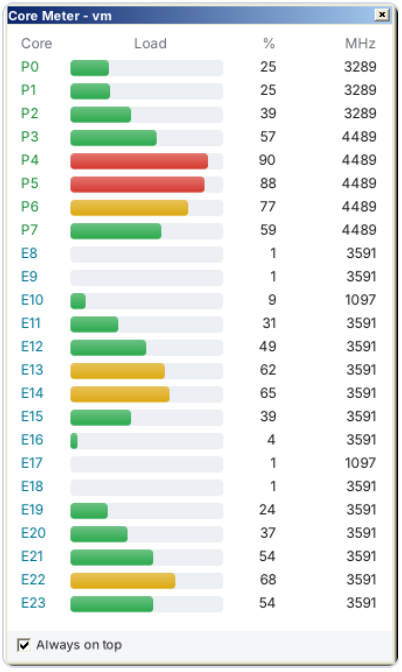
The Summary with hardware pictures in the cards and the core meter on the right (sample data).

Several Summary cards show small pictures of the hardware above their lines. Hover over a picture for the full details; click it to open that card's page.

- **Processor:** the chip with its brand and series, the codename (e.g. Raptor Lake), performance and efficiency cores (P + E), threads, the L3 cache and key instruction sets. The tooltip lists every cache, the microcode and all instruction sets.
- **Memory:** one stick per slot showing its size and speed. Empty slots are dashed outlines, so you can see at a glance whether memory can be added. The tooltip has each module's maker, part number and voltage.
- **Graphics & displays:** a graphics card for each card, or a chip for graphics built into the processor.
- **Storage:** an NVMe stick, SSD, hard drive or USB stick for each drive, with its size. The caption turns amber or red if Windows reports the drive's health as a warning or failing.
- **Motherboard & BIOS:** the board, with its chipset.
- **Windows 11:** UEFI boot, Secure Boot, TPM, VBS, HVCI (memory integrity) and Hypervisor tags: **green** = on, **gray** = off.

The core meter runs down the right edge of the window on every page. It shows the processor's overall load and average clock, then one bar per core that moves with how busy the core is (green, then yellow above 60 %, red above 85 %), with its speed in MHz. P-cores are labeled in green and E-cores in teal. Idle cores slow down to save power; that's normal.

Pop out (or a double-click on the meter, or **Tools > Core meter**) opens it in its own small window that can stay on top while you run something else. **View > Core meter** hides the right-edge meter if you want the room. Its readings stop while it's hidden or WinFo is minimized.



The Core Meter in its own window.

What Windows can't show without a driver

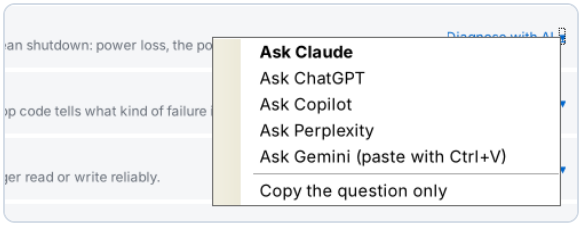
Memory timings (CL-tRCD-tRP), the processor's maximum turbo speed and live graphics clocks need a hardware driver to read, which is how tools such as HWiNFO get them. WinFo deliberately installs no drivers on customer PCs.

4 Diagnose with AI

One click turns a Windows event into a ready-made question for an AI assistant.

Diagnose with AI appears on every notification, on the right-click menu of every problem on the Event Log Problems page, and as a button in the event details window.

WinFo writes a question that gives the assistant what it needs - the PC's make and model, Windows version and build, processor and memory, the event's log, source, ID and level, how often and when it happened, WinFo's own explanation, and the event's message - and asks what it means, the most likely causes, and step-by-step how to check and fix it, easiest first.



The arrow next to Diagnose with AI picks the assistant.

- **Click** opens your preferred assistant (Claude by default) in the browser with the question filled in. Press **Enter** to send it if the site doesn't send it by itself.
- **The arrow** (or right-click) lets you pick **Claude, ChatGPT, Copilot, Perplexity or Gemini**, open it in **another browser**, or just **copy the question** for a ticket or any other AI tool.
- The **full question is always copied to the clipboard** too. If a page opens empty (Gemini always does), click in its box and press `Ctrl` + `V`.
- Set your usual assistant and browser in **Settings > Notifications and AI**.

> **Privacy**
> Nothing is sent anywhere until you click. The question never includes the computer name, user name or serial number - but the event's own message can mention user names or folder paths.

> **If the AI page shows ERR_QUIC_PROTOCOL_ERROR**
> The browser couldn't make its fast QUIC connection to the site - a network problem, not WinFo's. Use the arrow to open it in another browser, or run the QUIC check (chapter 8), which can fix it with one click.

5 Hardware and software pages

The detail behind every card.

Each page is a list grouped into sections. Hover over a line for an explanation, double-click to copy a value, right-click for more. Type in the **Find** box on the Home tab (`Ctrl`+`F`) to show only lines containing that text - a model, "serial", an IP address or a program name. `Esc` clears it.

Hardware

Page	What it shows
Computer / BIOS	Make, model, serial number / service tag, BIOS version and date - with a warning and a link to the maker's support site when the BIOS is more than six months old - UEFI and Secure Boot.
Motherboard	Board maker and model, chipset, memory slots.
Processor (CPU)	Model, cores and threads (performance and efficiency cores), caches, speed, features, and a link to the processor's score on cpubenchmark.net.
Memory (RAM)	Each memory stick: size, type, speed, slot, maker and part number.
Graphics & Monitors	Graphics cards with video memory and driver, every monitor with maker, model, size and resolution.
Storage	Every drive (SSD, hard drive, NVMe, USB) with health, temperature, wear and power-on hours; every drive letter with free space and BitLocker.
Network	Every adapter with IP, gateway, DNS, MAC, speed, DHCP; Wi-Fi network, signal, band and standard.
Audio & Input, USB Devices	Every device with its maker and USB IDs.
Printers	Every printer with brand and model, IP address and host name, driver, the last document printed and anything stuck in the queue.
Battery	Charge, health (capacity compared with new), wear and charge cycles.
Device Problems	Every Device Manager warning with the error code explained, and a button for Device Manager.
Drivers	Every driver with version, date, publisher and signature.

Software

Page	What it shows
Operating System	Edition, version and exact build, install date, uptime, pending restart, product key, Windows 11 compatibility.
Activation & Licenses	Whether Windows and Microsoft Office are activated, the licence type, and activation errors explained.
Users & Sign-ins	Every local, domain and Microsoft / Entra ID account: last sign-in, creation date, administrator or not.
Windows 11 Readiness	Every Microsoft requirement (processor, TPM 2.0, Secure Boot, UEFI, memory, storage, graphics) with how to fix what fails.
Security	Antivirus and EDR products (about 60 recognized), Defender, firewall, UAC, TPM, BitLocker, memory integrity, SMB1.
Installed Programs, Windows Updates	Every program with version and install date; every installed update.
FTC Safeguards Check	See chapter 6.
Updates Available	Windows updates waiting to install (security updates flagged) and Store apps / programs with newer versions (via winget), with links to install them.
Startup Programs, Services, Processes	What starts with Windows, every service, everything running.
Shares & Mapped Drives	A security review of file sharing: who can reach each shared folder, guest and anonymous access, the SMB version in use explained, mapped drives and saved passwords.
Environment Variables	System and user variables.

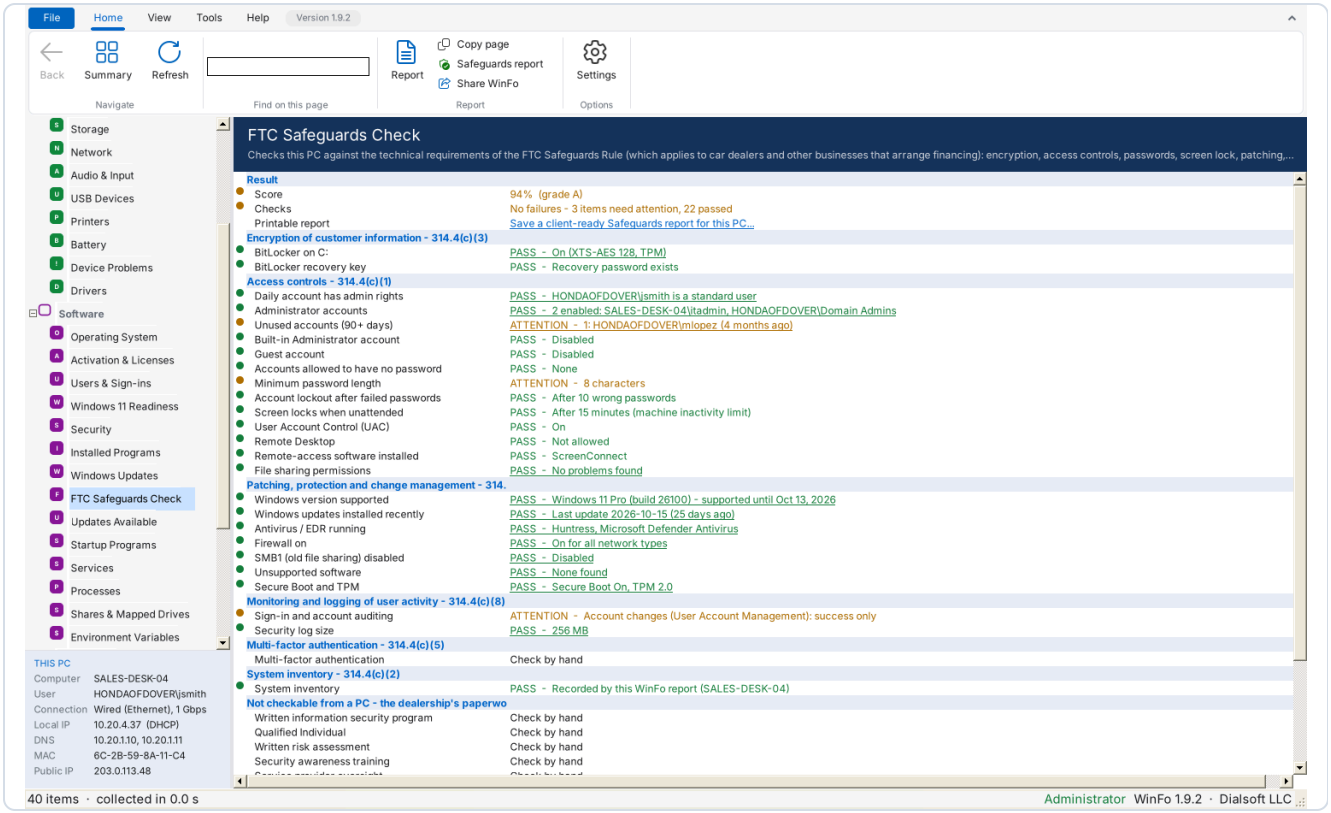
Serial numbers and screenshots

Turn off View > Serial numbers before taking screenshots or sharing a report - serial numbers and product keys are then hidden everywhere.

6 Security and the FTC Safeguards Check

Is this PC protected - and could you show it to an auditor?

Car dealers that arrange financing count as financial institutions under the Gramm-Leach-Bliley Act, so the **FTC Safeguards Rule** (16 CFR Part 314) applies to them. It requires, among other things, encryption of customer information, access controls, patching, monitoring and logging, and multi-factor authentication. The **FTC Safeguards Check** page checks the parts that can be seen on a PC.



The FTC Safeguards Check page (sample PC).

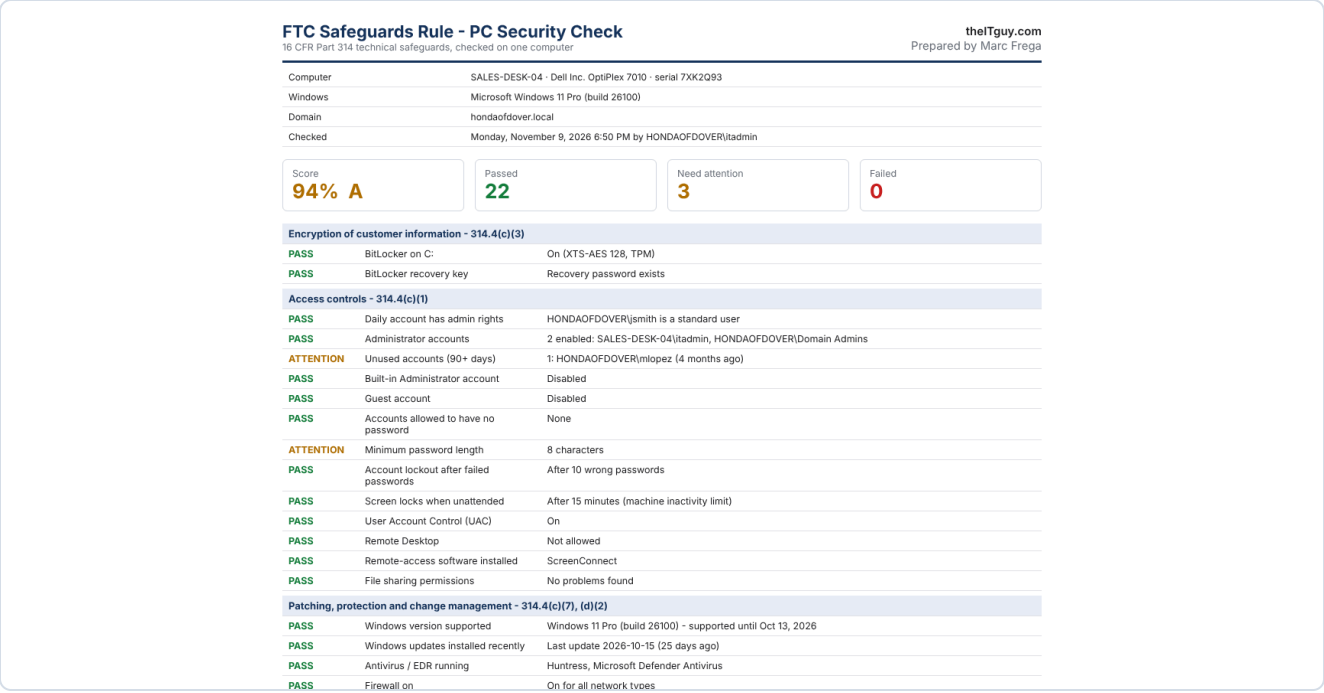
What it checks

Area	Checks
Encryption - 314.4(c)(3)	BitLocker on the Windows drive and other internal drives; recovery key saved.
Access controls - 314.4(c)(1)	Daily account with admin rights; number of administrators; accounts unused for 90+ days; built-in Administrator and Guest; accounts without passwords; password length and lockout; screen lock; UAC; Remote Desktop; remote-access tools installed; file-sharing permissions.

Patching and protection - 314.4(c)(7), (d)(2)	Supported Windows version; recent updates; antivirus / EDR running; firewall; SMB1; end-of-life software (old Office, Flash, Java...); Secure Boot and TPM.
Monitoring and logging - 314.4(c)(8)	Sign-in and account-change auditing; Security log size.
MFA - 314.4(c)(5)	Listed to check by hand (sign-ins happen in online services).

Each check shows **PASS**, **ATTENTION** or **FAIL**; hover for why it matters and how to fix it. The score counts a pass as 1, attention as a half and a fail as 0. The paperwork parts of the rule - written program, Qualified Individual, risk assessment, training, vendor oversight, penetration testing, incident response plan, annual report, breach notification, secure disposal - are listed as a checklist.

The printable report



FTC Safeguards Rule - PC Security Check
16 CFR Part 314 technical safeguards, checked on one computer

thelTguy.com
Prepared by Marc Frega

Computer	SALES-DESK-04 · Dell Inc. OptiPlex 7010 · serial 7XK2Q93
Windows	Microsoft Windows 11 Pro (build 26100)
Domain	hondaofdover.local
Checked	Monday, November 9, 2026 6:50 PM by HONDAOFDOVER\itadmin

Score	Passed	Need attention	Failed
94% A	22	3	0

Encryption of customer information - 314.4(c)(3)		
PASS	BitLocker on C:	On (XTS-AES 128, TPM)
PASS	BitLocker recovery key	Recovery password exists
Access controls - 314.4(c)(1)		
PASS	Daily account has admin rights	HONDAOFDOVER\jsmith is a standard user
PASS	Administrator accounts	2 enabled: SALES-DESK-04\itadmin, HONDAOFDOVER\Domain Admins
ATTENTION	Unused accounts (90+ days)	1: HONDAOFDOVER\mlopez (4 months ago)
PASS	Built-in Administrator account	Disabled
PASS	Guest account	Disabled
PASS	Accounts allowed to have no password	None
ATTENTION	Minimum password length	8 characters
PASS	Account lockout after failed passwords	After 10 wrong passwords
PASS	Screen locks when unattended	After 15 minutes (machine inactivity limit)
PASS	User Account Control (UAC)	On
PASS	Remote Desktop	Not allowed
PASS	Remote-access software installed	ScreenConnect
PASS	File sharing permissions	No problems found
Patching, protection and change management - 314.4(c)(7), (d)(2)		
PASS	Windows version supported	Windows 11 Pro (build 26100) - supported until Oct 13, 2026
PASS	Windows updates installed recently	Last update 2026-10-15 (25 days ago)
PASS	Antivirus / EDR running	Huntress, Microsoft Defender Antivirus
PASS	Firewall on	On for all network types

The Safeguards report, headed with your company name, with a sign-off line for the Qualified Individual.

Click **Save a client-ready Safeguards report** on the page, **Safeguards report** on the Home tab, or **File > Save FTC Safeguards report**. It opens in the browser; print it or choose *Save as PDF*. Put your company name and your own name in **Settings > Reports and snapshots** first.

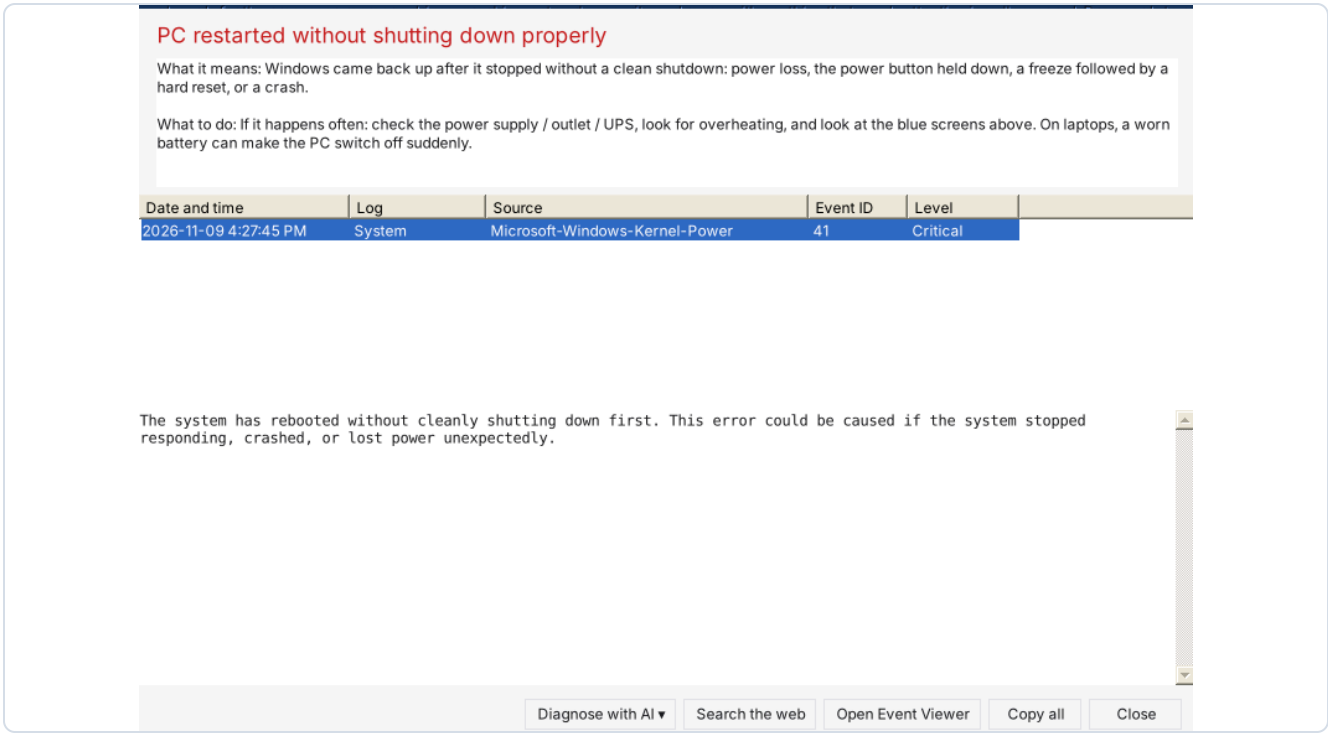
> **Not legal advice**
> The check covers the technical settings visible on one PC. It is not a complete Safeguards Rule assessment.

7 Diagnostics: event logs and changes since the last visit

Why did it crash - and what's different since you were last here?

Event Log Problems

Scans the Windows event logs (7 days to 1 year, set in Settings) and explains what it finds: blue screens with the stop code translated, sudden power-offs, processor and memory hardware errors, heat throttling, bad disk blocks and disk resets, file-system damage, graphics driver crashes, failed updates, crashing programs, IP conflicts, domain and time problems, Wi-Fi drops, malware detections, failed sign-ins and lockouts, users added to Administrators, a cleared Security log, suspicious new services, and who restarted the PC and why.

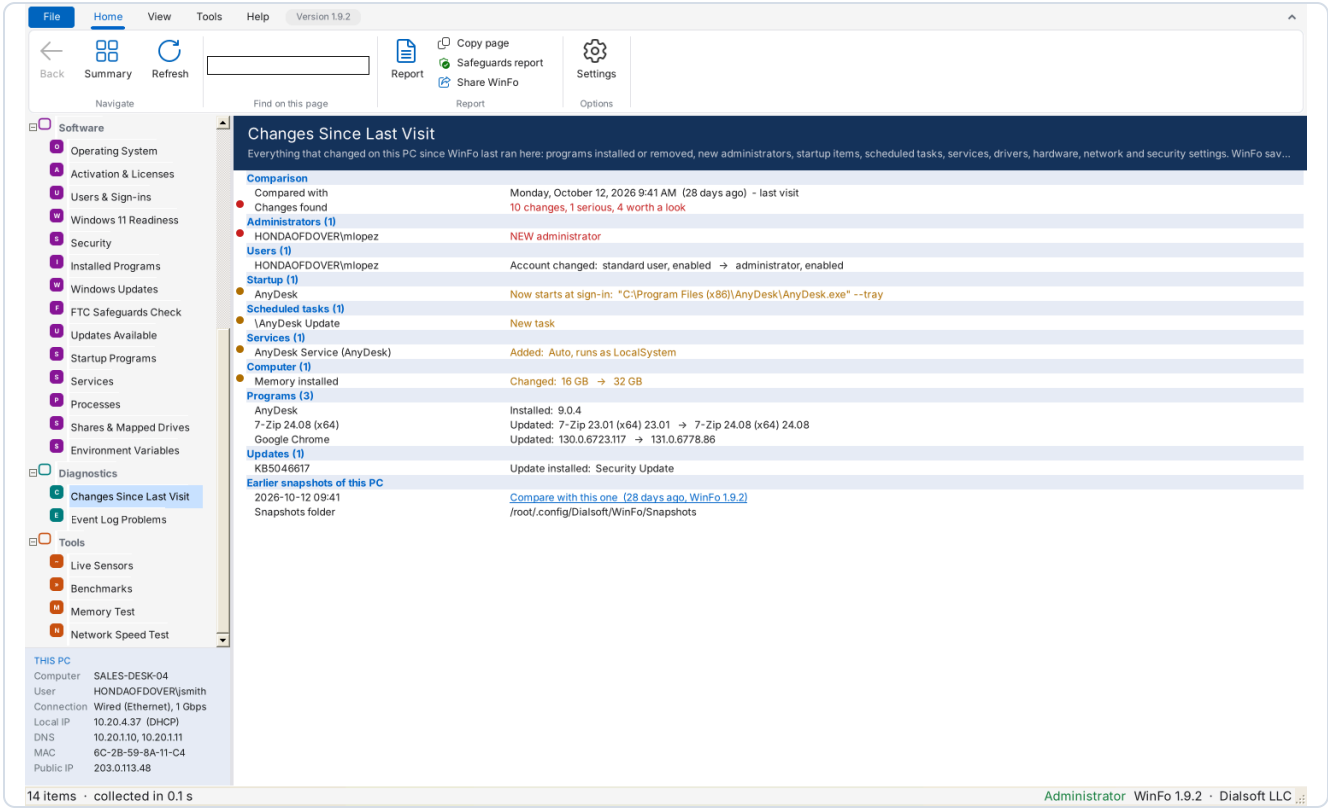


Double-click a problem to see each occurrence and its message.

Right-click a problem for **Diagnose with AI** or **Open in Event Viewer** (straight at the right log). The **Open Windows Event Viewer** line at the top opens Event Viewer itself.

Changes Since Last Visit

Every time WinFo runs it saves a small **snapshot** of the PC. This page compares the PC now with the last visit - or any earlier one - and lists what changed. Risky changes are in red or yellow.



Since the last visit: a new administrator, AnyDesk installed with a startup item, a scheduled task and a service, a memory upgrade and program updates.

It covers programs, administrators and accounts, startup items, scheduled tasks, services, drivers, hardware (memory, drives, motherboard serial), DNS / proxy / hosts-file changes, security settings and BitLocker, and installed updates. Pick an older date under **Earlier snapshots of this PC** to compare with that visit instead.

> **Run WinFo from a USB stick**
>
> When WinFo runs from a USB stick, its snapshots (and benchmark, speed-test and memory-test results) are kept on the stick in a `WinFo Snapshots` folder - so the stick remembers every PC it has visited.

8 Tools: sensors, benchmarks, memory test, speed test and QUIC

Measure it, test it, and open Windows' own tools in one click.

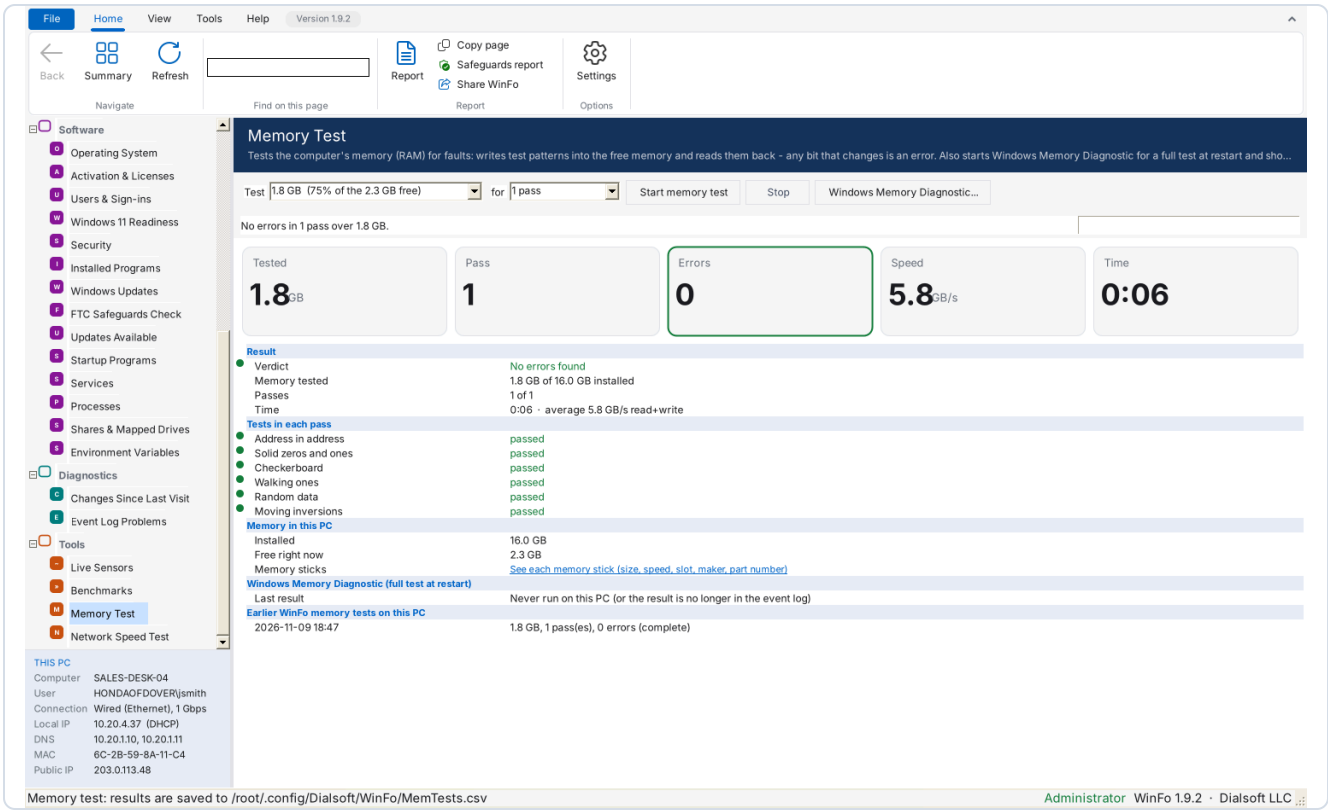
Live Sensors

Live graphs of processor use (each thread), memory, graphics engines and video memory, disk and network activity, temperatures (where Windows reports them, drives, NVIDIA graphics) and battery, with minimum and maximum values.

Benchmarks

Speed tests for the processor (integer, floating point, SHA-256 on one thread and all threads), memory (read, write, copy, latency) and drives (sequential and 4K random). Every result is saved, and every PC you test is ranked side by side.

Memory Test

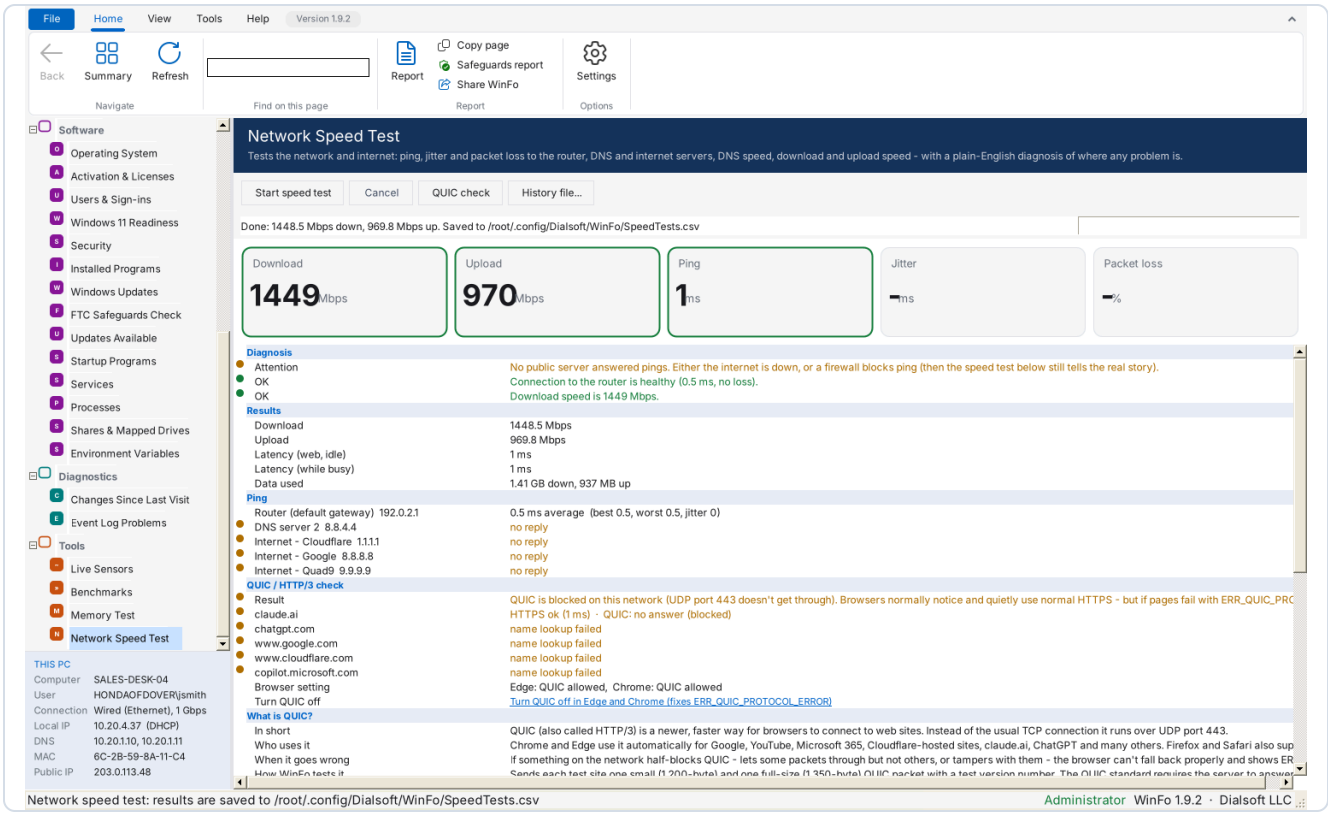


A finished memory test: 1.8 GB tested, no errors.

Tests the computer's memory (RAM) for faults while Windows keeps running. Choose how much of the **free** memory to test (50, 75 or 90%) and how many passes (1, 3, 10 or until you stop it), then click **Start memory test**. Each pass runs six classic tests over every byte, on all processor threads: address in address, solid zeros and ones, checkerboard, walking ones, random data and moving inversions. Any bit that comes back different is an error; WinFo lists each one with the bits that flipped, and the likely causes (a failing stick, memory set too fast, a loose stick, overheating).

Memory that Windows is using can't be tested from inside Windows. For a test of **all** memory, click **Windows Memory Diagnostic...** - it restarts the PC into Microsoft's own test - and WinFo shows its result afterwards.

Network Speed Test



A finished speed test with its plain-English diagnosis.

Click **Start speed test** (about 30 seconds). WinFo pings the router, the DNS server and three internet servers, times DNS lookups, then measures download and upload speed with Cloudflare's speed-test servers - and the latency while the line is busy ("bufferbloat"). The diagnosis says, in plain English, whether a problem is inside the building (cable, switch, Wi-Fi) or at the internet provider. Every test is saved to `SpeedTests.csv`.

> **Data use**
> A full test can use about 1.5 GB on a gigabit line. Avoid it on metered or cellular connections.

QUIC check

QUIC (also called HTTP/3) is the newer, faster way Chrome and Edge connect to Google, Microsoft 365, claude.ai, ChatGPT and many other sites. It runs over UDP port 443 instead of the usual TCP. When something on the network *half*-blocks it, pages fail with **ERR_QUIC_PROTOCOL_ERROR** while other sites and other browsers work.

Click **QUIC check** (Tools tab, or on the Speed Test page). WinFo sends each test site one small and one full-size test packet; QUIC servers are required to answer, so the result shows whether QUIC **works**, is **blocked** (browsers fall back by themselves - usually harmless) or **drops large packets** (the classic cause of the error).

Common cause	What happens
Firewalls / UTMs	SonicWall, FortiGate, Sophos, WatchGuard, Meraki, Palo Alto and others can't inspect QUIC and may block or mangle it. Allow UDP 443 cleanly, or block it completely - half-blocking is the problem.
VPNs and tunnels	GlobalProtect, AnyConnect, FortiClient, Zscaler and site-to-site VPNs shrink the largest packet; full-size QUIC packets are dropped.
Security software	Programs that inspect web traffic on the PC can interfere.
Internet provider	Some ISP equipment, carrier-grade NAT (cellular, fixed wireless), DSL and old routers limit UDP.

The fix that always works is to turn QUIC off in the browser: the results include **Turn QUIC off in Edge and Chrome** (one click, needs Administrator, with Undo). WinFo sets the documented `QuicAllowed = 0` policy; close and reopen the browser afterwards. Across many PCs, push the same policy with Group Policy, Intune or your RMM.

Windows tools

The **Tools** tab opens Event Viewer, Device Manager, Task Manager, Services, Disk Management, Computer Management, Network Connections, Programs and Features, Printers, Windows Update, System Information, Control Panel, Registry Editor, Command Prompt and PowerShell in one click (with WinFo's rights - Administrator if WinFo is).

9 Reports, sharing and the command line (RMM)

Get the information out of WinFo - for one PC, or for every PC in a dealer group.

Reports

Report (Home tab, `Ctrl` + `S`) creates a report of the pages you tick, to save as a web page or text, print, turn into a PDF, or copy into an email or ticket. **Copy page** copies just the current page as text.

Sharing WinFo

Share sends someone the download link by email, Gmail, Outlook, Facebook Messenger, WhatsApp, text message, Teams and more, with a ready-made message you can edit.

The command line: ConnectWise RMM and other tools

WinFo can run with **no window at all**, so an RMM tool (ConnectWise RMM, N-able, NinjaOne), a scheduled task or a login script can collect information from every PC:

Option	What it does
`/report <file>`	Full report of every page (`.html` , or `.txt` for plain text).
`/safeguards <file>`	The printable FTC Safeguards report (`.html`).
`/snapshot [folder]`	Save a snapshot for Changes Since Last Visit.
`/changes <file>`	What changed since the last snapshot.
`/fleet <file.csv>`	Add one line about this PC to a shared spreadsheet: model, serial, age, Windows and its support date, Windows 11 readiness, activation, drive health and free space, BitLocker, antivirus, last update, administrators, Safeguards score, IP and MAC.
`/site "<name>"`	The store / location name for the fleet line.
`/help`	List the options.

In file names, `{computer}` and `{date}` are replaced. Point every PC at the same `/fleet` file on a server share and the whole group lands in one spreadsheet. If the file is open in Excel, a PC's line waits in a `<name> pending` folder and is added on the next run.

Exit codes: `0` done, `1` something failed (including a missing file name), `2` done but Safeguards checks failed - handy for RMM alerts. Progress is written to the console and to `cli.log`.

Example: a ConnectWise RMM PowerShell script

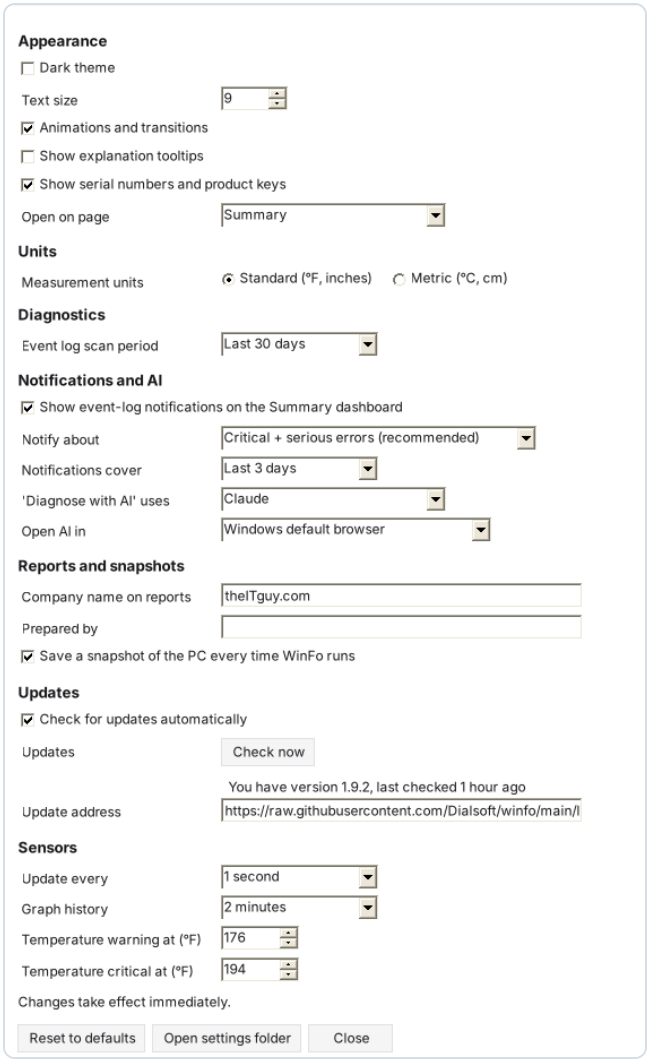
Because WinFo is a Windows (not console) program, the script must wait for it:

```
$p = Start-Process "C:\Tools\WinFo.exe" -Wait -PassThru -ArgumentList '/safeguards
"\\server\it\{computer}.html" /fleet "\\server\it\fleet.csv" /site "Main St"'
exit $p.ExitCode
```

Run it as SYSTEM or an administrator for complete results. Command-line snapshots are kept in `%ProgramData%\Dialsoft\WinFo\Snapshots`, because RMM tools often run programs from a temporary folder.

10 Settings, updates and the files WinFo keeps

Every setting takes effect instantly - nothing ever needs a restart.



Section	Settings
Appearance	Dark theme, text size, animations, tooltips, serial numbers, the page to open on.
Units	Standard (°F, inches) or metric (°C, cm).
Diagnostics	How far back Event Log Problems looks.
Notifications and AI	Show notifications; which events count; how many days; your AI assistant and browser.
Reports and snapshots	Company name and "prepared by" for the Safeguards report; save a snapshot at every run.
Updates	Check automatically; Check now.
Sensors	Update speed, graph history, temperature warning levels.

Automatic updates

Once a day WinFo checks for a newer version. When there is one, a bar offers **Update now**. The download is checked (size, SHA-256 checksum, publisher and version) before it replaces the old copy, and WinFo restarts itself. Check any time with Help > Check for updates.

Files WinFo keeps

What	Where
Settings	`%APPDATA%\Dialsoft\WinFo\settings.ini` - or, to keep settings with the program (handy on a USB stick), put an empty `WinFo.ini` next to `WinFo.exe` .
Logs	`startup.log` , `error.log` and `cli.log` in the same folder.
Results	`WinFo-benchmarks.csv` , `SpeedTests.csv` , `MemTests.csv` and the `WinFo Snapshots` folder next to `WinFo.exe` when that folder is writable, otherwise in the settings folder.

11 Keyboard shortcuts

The quick way around.

Keys	Does
`F5`	Refresh - read everything again.
`Alt` + `←`	Back to the previous page.
`Ctrl` + `F`	Find on this page.
`Esc` (in Find)	Clear the Find box.
`Ctrl` + `S`	Report: save, print or copy a report.
Double-click a line	Copy its value (or open the details of an event).
Mouse wheel over the ribbon tabs	Flip through the ribbon tabs.

12 Troubleshooting

When something isn't right.

Problem	What to do
"Windows protected your PC"	Click **More info**, then **Run anyway**. WinFo isn't code-signed yet, so Windows doesn't know it.
Lines say "Run as Administrator" or details are missing	Click **Run as Admin** on the Home tab. Drive health, TPM, BitLocker, battery health, the Security log and several Safeguards checks need it.
Summary cards stay on "Checking..." for a long time	Some checks (Windows activation, the event log) can be slow on busy PCs. Each check's time is written to `startup.log` - send the lines that say "summary part" to support.
Diagnose with AI opens an empty page	Click in the assistant's message box and press `Ctrl` + `V` - the question is on the clipboard.
The AI page shows ERR_QUIC_PROTOCOL_ERROR	Run the QUIC check (Tools tab) and click **Turn QUIC off in Edge and Chrome**, or open it in another browser from the Diagnose with AI arrow.
Public IP says "unavailable"	The PC is offline, or a firewall or proxy blocks `api.ipify.org`.
Updates Available says winget isn't available	Update "App Installer" from the Microsoft Store. winget isn't available on Windows Server or when WinFo runs as SYSTEM.
The speed test can't reach the server	A firewall or proxy may block `speed.cloudflare.com`.
The memory test finds errors	Test one memory stick at a time to find the bad one; set memory to its default speed in the BIOS (turn off XMP/EXPO); reseat the sticks; confirm with Windows Memory Diagnostic.
An RMM job reports success but makes no file	Make sure each option has its file name and the script waits for WinFo (`Start-Process -Wait`). Check `cli.log`.
Anything else	Look in `%APPDATA%\Dialsoft\WinFo\error.log` and send it with a description.

13 Technical details, privacy and credits

How WinFo is built, what it sends, and who made it.

Language and platform

WinFo is written in **C# 7** for **Microsoft .NET Framework 4.8** with Windows Forms, and ships as one self-contained `WinFo.exe` with its icons, version information and manifest embedded. It uses no third-party libraries - only parts built into Windows and .NET.

Windows features WinFo uses

Area	Resource
Hardware and system inventory	WMI (Windows Management Instrumentation): Win32_ComputerSystem, Win32_BIOS, Win32_Processor, Win32_PhysicalMemory, Win32_DiskDrive, Win32_NetworkAdapterConfiguration, Win32_Printer, Win32_Service and many more; the Storage namespace (MSFT_PhysicalDisk) for drive health.
Security	SecurityCenter2, Defender, TPM and BitLocker WMI providers; SMB WMI classes; netapi32 (accounts, password policy); advapi32 (audit policy).
Windows API	kernel32 (processor topology, memory, firmware, the memory test's locked memory, the disk benchmark); dwmapi and uxtheme (dark title bars).
Live sensors	Windows performance counters.
Event logs	The Windows Event Log API, including live watching for new critical events.
Updates available	The Windows Update Agent and winget.
Network tests	ICMP ping, UDP (QUIC check), HTTPS to Cloudflare's speed-test servers.

Privacy: what goes online

WinFo collects information **on the PC only**. Nothing about the PC is sent anywhere, except what you ask for:

- The daily **update check** reads a small file from GitHub (can be turned off).
- The **Public IP** line asks `api.ipify.org` every 10 minutes and when the network changes.
- **Diagnose with AI** opens the AI site you pick, with the question in the link - only when you click.
- The **speed test** and **QUIC check** contact Cloudflare and the test sites - only when you start them.

Credits and copyright

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```
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```