CBSupport (local Machine).ps1

> Support tool to gather logs and files required to assist in troubleshooting for local machine this can be run remotely and will not prompt anything to the current logged in user - Justin

```
#Support tool to gather logs and files required to assist in troubleshooting for local machine
#this can be run remotely and will not prompt anything to the current logged in user - Justin



#region Gather Intel
Set-Location -Path C:\Users\$env:USERNAME
$SupportPerson = Read-Host -Prompt 'Who is running this support tool?'
$vComments = Read-Host -Prompt 'What is the issue that your troubleshooting?'
$vTicketNo = Read-Host -Prompt 'Connectwise Ticket Number?'
#$vINCNo = Read-Host -Prompt 'Phoenix INC number?'
$vHeading = "CodeBlue Support Tool"



#endregion Gather Intel

#region GET COMP NAME

$vComputerName = (Get-Item env:\Computername).Value
$vHostName = hostname
$vUserName = $env:UserName

#endregion GET COMP NAME

#region CLEAR EXISTING

If(Test-path "C:\Temps\CBSupportTool\$vUserName") {Remove-item
"C:\Temps\CBSupportTool\$vUserName" -confirm -Recurse}

#endregion

$logFile = "C:\temps\CBSupportTool\$vUserName\$vHostName\Assets\log.log"
```

```
#region MAKE DIR

md "C:\temps\CBSupportTool\$vUserName\$vHostname\iManage"
md "C:\temps\CBSupportTool\$vUserName\$vHostname\Assets"

#endregion MAKE DIR



Out-file -FilePath $logFile -InputObject $vHeading
cls
Add-Content $logFile "*********************************"
Get-Content -Path $logFile



#region Global variables #
cls
Add-Content $logFile "Setting Global Variables..."
Get-Content -Path "C:\temps\CBSupportTool\$vUserName\$vHostName\Assets\log.log"

$Assets = "C:\temps\CBSupportTool\$vUserName\$vHostname\Assets"
$vUserName = (Get-Item env:\username).Value □□□## This will get username using environment
variable
$filepathASS = "C:\temps\CBSupportTool\$vUserName\$vHostname\Assets"
$filepath = "C:\temps\CBSupportTool\$vUserName\$vHostname"
$cpuName = (Get-WmiObject win32_processor -ComputerName $vComputerName | select Name)
$image = "<img src='https://codeblue.co.nz/wp-content/uploads/2017/05/Codeblue_blue-
writnig.png' width='400'>"
$wc = New-Object System.Net.WebClient

cls
Add-Content $logFile "Global Variables Set"
Get-Content -Path "C:\temps\CBSupportTool\$vUserName\$vHostName\Assets\log.log"

#endregion Global variables #



#region HTML Output Formatting #
cls
Add-Content $logFile "HTML Formatting..."
```

```
Get-Content -Path "C:\temps\CBSupportTool\$vUserName\$vHostName\Assets\log.log"

$a = "<style>"
$a = $a + "BODY{background-color:#456177;}"
$a = $a + "h1 { font-family:Tahoma; color:#2FD9EF;}"
$a = $a + "h2 { font-family:Tahoma; color:#EAEAE6;}"
$a = $a + "h3 { font-family:Tahoma; color:#FFC305;}"
$a = $a + "TABLE{border-width: 1px;border-style: solid;border-color: black;border-collapse:
collapse;}"
$a = $a + "TH{border-width: 1px;padding: 3px;border-style: solid;border-color:
black;background-color:#05B3EB}"
$a = $a + "TD{border-width: 1px;padding: 3px;border-style: solid;border-color:
black;background-color:#EAEAE6}"

$a = $a + "TABLE.table1{border-width: 0px;border-style: None;border-color: black;border-
collapse: collapse;}"
$a = $a + "TABLE.table1 TH{border-width: 0px;padding: 3px;border-style: solid;border-color:
black;background-color:#05B3EB}"
$a = $a + "TABLE.table1 TD{border-width: 0px;padding: 3px;border-style: solid;border-color:
black;background-color:#FFFFFF}"
$a = $a + "</style>"


cls
Add-Content $logFile "HTML Formatting set"
Get-Content -Path "C:\temps\CBSupportTool\$vUserName\$vHostName\Assets\log.log"

#endregion HTML Output Formatting #

#region Logo Heading Cell
cls
Add-Content $logFile "Gathering Machine Info...."
Get-Content -Path "C:\temps\CBSupportTool\$vUserName\$vHostName\Assets\log.log"

$PysicalMemory = Get-WmiObject -class "win32_physicalmemory" -namespace "root\CIMV2" -
ComputerName $vComputername
$totalmem = "$((($PysicalMemory).Capacity | Measure-Object -Sum).Sum/1GB)GB"
```

```
ConvertTo-Html -Head $b -Title "System Information for $vComputerName" -Body `
"<table class=$("Table1")>
  <tr>
     <td>$image</td>
     <td><p>Hostname: $vHostName</p><p>Username: $vuserName<p>Support Tech:
$SupportPerson</td>
     <td><p>Comments:</p><p>$vComments</p></td>
     <td><p>WLAN Report:</p><p><a href=./Assets/wlan-report-latest.html</a></p></td>
  </tr>

</table>" > "$filepath\$vComputerName.html"

#endregion Logo Heading Cell

#region  Hardware Information

cls
Add-Content $logFile "Hardware Information Start..."
Get-Content -Path "C:\temps\CBSupportTool\$vUserName\$vHostName\Assets\log.log"

ConvertTo-Html -Body "<H1>HARDWARE INFORMATION</H1>" >> "$filepath\$vComputerName.html"

#region CPU

#Get-WmiObject win32_processor -ComputerName $vComputerName | select Manufacturer,
MaxClockSpeed, Name, NumberOfCores `
#                                          | ConvertTo-html -Body "<H2>CPU Information</H2>"
>>  "$filepath\$vComputerName.html"

Get-WmiObject win32_processor  -ComputerName $vComputerName | select Manufacturer,
MaxClockSpeed, Name, NumberOfCores `
                                           | ConvertTo-html -HEAD $a -Body "<H2></H2>" >
"$filepathASS\CPU.html"


#endregion CPU

#region Memory
```

```
Get-WmiObject win32_physicalmemory -ComputerName $vComputerName | select
Manufacturer,Banklabel,Configuredclockspeed,Devicelocator,Capacity,Serialnumber `
                                          | ConvertTo-html -HEAD $a -Body "<H2></H2>" >
"$filepathASS\RAM.html"



$TotalSlots = ((Get-WmiObject -Class "win32_PhysicalMemoryArray" -namespace "root\CIMV2" -
ComputerName $vComputername).MemoryDevices | Measure-Object -Sum).Sum
$UsedSlots = (($PysicalMemory) | Measure-Object).Count

ConvertTo-Html -HEAD $a -Body "<table>
<tr>
    <th>Total Memory</th>
    <th>Used Slots</th>
    <th>Total Slots</th>
  </tr>
  <tr>
    <td>$totalmem</td>
    <td>$UsedSlots</td>
    <td>$TotalSlots</td>
  </tr>
  </table>

 " > "$filepathASS\RAM2.html"

#endregion Memory

#region GPU
Get-WmiObject win32_VideoController -ComputerName $vComputerName | select Name, DriverVersion,
Status, MaxRefreshRate, VideoModeDescription,@{Expression={$_.AdapterRAM /1GB -as
[Int]};Label="Video Memory (GB)"} `
                                          | ConvertTo-html -Head $a -Body "<H2></H2>" >
"$filepathASS\GPU.html"
#endregion GPU

#region BIOS
Get-WmiObject win32_bios -ComputerName $vComputerName | select
Status,Version,PrimaryBIOS,Manufacturer,ReleaseDate,SerialNumber `
                                          | ConvertTo-html -Head $a -Body "<H2></H2>" >
```

```
"$filepathASS\Bios.html"
#endregion BIOS□□□□□□□□□□□

#region DISK
Get-WmiObject win32_DiskDrive -ComputerName $vComputerName | Select
Model,SerialNumber,Description,MediaType,FirmwareRevision `
|ConvertTo-html -Head $a -Body "<H2></H2>" >  "$filepathASS\Disk.html"

#endregion DISK

#region NETWORK
get-WmiObject win32_networkadapter -ComputerName $vComputerName | Select
Name,Manufacturer,Description ,AdapterType,Speed,MACAddress,NetConnectionID `
                                          | ConvertTo-html -HEAD $a -Body "<H2></H2>" >
"$filepathASS\Network.html"
#endregion NETWORK

#region Collapsable Buttons

 ConvertTo-Html -Body '<style>
.collapsible {
  background-color: #456177;
  color: white;
  cursor: pointer;
  padding: 18px;
  width: 100%;
  border: none;
  text-align: left;
  outline: none;
  font-size: 15px;
}

.active, .collapsible:hover {
  background-color: #05B3EB;
}

.collapsible:after {
  content: "\002B";
  color: white;
  font-weight: bold;
```

```
  float: right;
  margin-left: 5px;
}

.active:after {
  content: "\2212";
}

.content {
  padding: 1 18px;
  max-height: 0;
  overflow: hidden;
  transition: max-height 0.2s ease-out;
  background-color: #05B3EB;
}
</style>


</head>
<body>

 <button class="collapsible">CPU Information</button>
<div class="content">
   <embed src="./Assets/CPU.html" width="100%" height="210">
</div>

 <button class="collapsible">RAM Information</button>
<div class="content">
   <embed src="./Assets/RAM.html" width="100%" height="210">
   <embed src="./Assets/RAM2.html" width="100%" height="100">
</div>

 <button class="collapsible">Network Information</button>
<div class="content">
   <embed src="./Assets/Network.html" width="100%" height="300">
</div>

<button class="collapsible">GPU Information</button>
<div class="content">
   <embed src="./Assets/GPU.html" width="100%" height="300">
```

```
</div>

<button class="collapsible">BIOS Information</button>
<div class="content">
   <embed src="./Assets/Bios.html" width="100%" height="300">
</div>

<button class="collapsible">Disk Information</button>
<div class="content">
   <embed src="./Assets/Disk.html" width="100%" height="300">
</div>



</body>' >> "$filepath\$vComputerName.html"

#endregion Collapsable Buttons

cls
Add-Content $logFile "Hardware Information Complete"
Get-Content -Path "C:\temps\CBSupportTool\$vUserName\$vHostName\Assets\log.log"

#endregion Hardware Information□□□□□□□□□□

#region OS Information
cls
Add-Content $logFile "Software Information Start..."
Get-Content -Path "C:\temps\CBSupportTool\$vUserName\$vHostName\Assets\log.log"

ConvertTo-Html -Body "<H1>OS INFORMATION </H1>" >> "$filepath\$vComputername.html"

get-WmiObject win32_operatingsystem -ComputerName $vComputerName | select
Caption,Organization,InstallDate,OSArchitecture,Version,SerialNumber,BootDevice,WindowsDirecto
ry,CountryCode `
                                          | ConvertTo-html -Head $a -Body "<H2>Operating
System Information</H2>" >  "$filepathASS\OS.html"
□□□□□□□□□□
Get-WmiObject win32_logicalDisk -ComputerName $vComputerName | select
DeviceID,VolumeName,@{Expression={$_.Size /1Gb -as [int]};Label="Total
Size(GB)"},@{Expression={$_.Freespace / 1Gb -as [int]};Label="Free Size (GB)"} `
```

```
                                        | ConvertTo-html -Head $a -Body "<H2> Logical DISK
Drives </H2>" >  "$filepathASS\LogDisk.html"
□□□□□□□□□□
Get-WmiObject Win32_NetworkAdapterConfiguration -ComputerName $vComputerName |
    Select-Object Description, DHCPServer,
        @{Name='IpAddress';Expression={$_.IpAddress -join '; '}},
        @{Name='IpSubnet';Expression={$_.IpSubnet -join '; '}},
        @{Name='DefaultIPgateway';Expression={$_.DefaultIPgateway -join '; '}},
        @{Name='DNSServerSearchOrder';Expression={$_.DNSServerSearchOrder -join '; '}},
        WinsPrimaryServer, WINSSecondaryServer| ConvertTo-html -Head $a  >
"$filepathASS\IP.html" □

Get-Printer | select Name, Type, PrinterStatus, DriverName, JobCount, Location, PortName |
ConvertTo-html -Head $a  >  "$filepathASS\print.html"         □

#endregion OS Information

#region Collapsable Buttons OS INFO

 ConvertTo-Html -Body '

</head>
<body>


 <button class="collapsible">Operating System Information</button>
<div class="content">
   <embed src="./Assets/OS.html" width="100%" height="210">
</div>

 <button class="collapsible">Logical Disk Drives</button>
<div class="content">
   <embed src="./Assets/logDisk.html" width="100%" height="210">
</div>

 <button class="collapsible">IP Information</button>
<div class="content">
   <embed src="./Assets/Network.html" width="100%" height="300">
</div>
```

```
 <button class="collapsible">Printers</button>
<div class="content">
   <embed src="./Assets/print.html" width="100%" height="210">
</div>

</body>' >> "$filepath\$vComputerName.html"

#endregion Collapsable Buttons

#region  Software Information

cls
Add-Content $logFile "Collecting Startup Information..."
Get-Content -Path "C:\temps\CBSupportTool\$vUserName\$vHostName\Assets\log.log"

ConvertTo-Html -Body "<H1>SOFTWARE INFORMATION </H1>" >> "$filepath\$vComputerName.html"

Get-WmiObject win32_startupCommand -ComputerName $vComputerName | select
Name,Location,Command,User,caption `
                                          | ConvertTo-html  -Head $a -Body "<H2>Startup
Softwares</H2>" >  "$filepathASS\Startup.html"

                                          cls
Add-Content $logFile "Collecting Startup Information Complete"
Get-Content -Path "C:\temps\CBSupportTool\$vUserName\$vHostName\Assets\log.log"

Get-WmiObject win32_process -ComputerName $vComputerName | select
Caption,ProcessId,@{Expression={$_.Vm /1mb -as [Int]};Label="VM (MB)"},@{Expression={$_.Ws
/1Mb -as [Int]};Label="WS (MB)"} |sort "Vm (MB)" -Descending `
                                         | ConvertTo-html  -Head $a -Body "<H2> Running
Processes</H2>" >  "$filepathASS\Running.html"
□□□□□□□□□□□

Get-WmiObject win32_Service  | where {$_.StartMode -eq "Auto" -and $_.State -eq "stopped"} |
Select Name,StartMode,State `
                                          | ConvertTo-html  -Head $a -Body "<H2> Services
</H2>" >  "$filepathASS\Service.html"□□□□□□□□□□
#endregion Software Information

#region Gather Application info
```

```
cls
Add-Content $logFile "Collecting Application Information..."
Get-Content -Path "C:\temps\CBSupportTool\$vUserName\$vHostName\Assets\log.log"

Get-WmiObject -Class Win32_Product  | select Name, Vendor, Version, InstallDate,
InstallLocation, InstallSource  | Sort-Object Name | ConvertTo-html -HEAD $a -Body
"<H2>Installed Applications</H2>" > "$filepathASS\Apps.html"

cls
Add-Content $logFile "Collecting Application Information Complete"
Get-Content -Path "C:\temps\CBSupportTool\$vUserName\$vHostName\Assets\log.log"

#endregion Applications

#region Gather Wlan Report



cls
Add-Content $logFile "Gathering WLAN Report..."
Get-Content -Path "C:\temps\CBSupportTool\$vUserName\$vHostName\Assets\log.log"

netsh wlan show wlanreport
Move-Item -Path C:\ProgramData\Microsoft\Windows\WlanReport\wlan-report-latest.html -
Destination C:\temps\CBSupportTool\$vUserName\$vHostName\Assets

cls
Add-Content $logFile "Completed WLAN Report..."
Get-Content -Path "C:\temps\CBSupportTool\$vUserName\$vHostName\Assets\log.log"
#endregion Gather Wlan Report

#region Collapsable Buttons SOFTWARE

 ConvertTo-Html -head $a -Body '

</head>
<body>

<button class="collapsible">Error Events (Top 100)</button>
<div class="content">
```

```
   <embed src="./Assets/iManageErr.html" width="100%" height="1000">
</div>


<button class="collapsible">iManage Errors</button>
<div class="content">
   <embed src="./Assets/iManageEvent.html" width="100%" height="1000">
</div>


<button class="collapsible">iManage Registry Report</button>
<div class="content">
   <embed src="./Assets/iManageReg.html" width="100%" height="1000">
</div>


 <button class="collapsible">Applications</button>
<div class="content">
   <embed src="./Assets/apps.html" width="100%" height="800">
</div>

 <button class="collapsible">Startup Software</button>
<div class="content">
   <embed src="./Assets/Startup.html" width="100%" height="800">
</div>

 <button class="collapsible">Running Process</button>
<div class="content">
   <embed src="./Assets/Running.html" width="100%" height="600">
</div>

 <button class="collapsible">Service</button>
<div class="content">
   <embed src="./Assets/Service.html" width="100%" height="300">
</div>


<script>
var coll = document.getElementsByClassName("collapsible");
var i;
```

```
for (i = 0; i < coll.length; i++) {
  coll[i].addEventListener("click", function() {
    this.classList.toggle("active");
    var content = this.nextElementSibling;
    if (content.style.maxHeight){
      content.style.maxHeight = null;
    } else {
      content.style.maxHeight = content.scrollHeight + "px";
    }
  });
}
</script>

</body>' >> "$filepath\$vComputerName.html"

#endregion Collapsable Buttons

cls
Add-Content $logFile "Software Information Complete..."
Get-Content -Path "C:\temps\CBSupportTool\$vUserName\$vHostName\Assets\log.log"

#region REPORT□□□□□□□□□□
$Report = "The Report is generated On  $(get-date) by $((Get-Item env:\username).Value) on
computer $((Get-Item env:\Computername).Value)"
$Report  >> "$filepath\$vComputerName.html"
#endregion REPORT



#zip all files to email
$compress = @{
Path= "C:\temps\CBSupportTool\$vUserName\"
CompressionLevel = "Fastest"
DestinationPath = "C:\temps\CBSupportTool\$vUserName\CBSupport.zip"
}
Compress-Archive @compress



#Read-Host -Prompt "Press any key to continue to email prompt or CTRL+C to quit"
Start-Sleep -s 2
```

```
function emailrecip{


Add-Type -AssemblyName System.Windows.Forms
Add-Type -AssemblyName System.Drawing


$form = New-Object System.Windows.Forms.Form
$form.Text = 'Email Support Files'
$form.Size = New-Object System.Drawing.Size(300,200)
$form.StartPosition = 'CenterScreen'

$OKButton = New-Object System.Windows.Forms.Button
$OKButton.Location = New-Object System.Drawing.Point(75,120)
$OKButton.Size = New-Object System.Drawing.Size(75,23)
$OKButton.Text = 'OK'
$OKButton.DialogResult = [System.Windows.Forms.DialogResult]::OK
$form.AcceptButton = $OKButton
$form.Controls.Add($OKButton)

$CancelButton = New-Object System.Windows.Forms.Button
$CancelButton.Location = New-Object System.Drawing.Point(150,120)
$CancelButton.Size = New-Object System.Drawing.Size(75,23)
$CancelButton.Text = 'Cancel'
$CancelButton.DialogResult = [System.Windows.Forms.DialogResult]::Cancel
$form.CancelButton = $CancelButton
$form.Controls.Add($CancelButton)

$label = New-Object System.Windows.Forms.Label
$label.Location = New-Object System.Drawing.Point(10,20)
$label.Size = New-Object System.Drawing.Size(280,20)
$label.Text = 'Select who should recieve support files:'
$form.Controls.Add($label)

$listBox = New-Object System.Windows.Forms.ListBox
$listBox.Location = New-Object System.Drawing.Point(10,40)
$listBox.Size = New-Object System.Drawing.Size(260,20)
$listBox.Height = 80
```

```
[void] $listBox.Items.Add('justin.cartwright@codeblue.co.nz')
[void] $listBox.Items.Add('james.doody@codeblue.co.nz')
[void] $listBox.Items.Add('cbsupport@wynnwilliams.co.nz')


$form.Controls.Add($listBox)

$form.Topmost = $true

$result = $form.ShowDialog()

if ($result -eq [System.Windows.Forms.DialogResult]::OK)
{
    $x = $listBox.SelectedItem
    $x
}

$Script:emailper = $x


}


function SendEmail{
Send-MailMessage -From “codeblue@wynnwilliams.co.nz” -To $emailper -Attachments
"C:\temps\CBSupportTool\$vUserName\CBSupport.zip" -Subject “CB Support Zip $vINCNo for user:
$vUserName" -Body "$SupportPerson Wrote: $vComments. Connectwise No.$vTicketNo" -SmtpServer
“smtp.office365.com” -UseSsl -Credential “codeblue@wynnwilliams.co.nz”

}



#region Email Question

#$wshell = New-Object -ComObject Wscript.Shell
#$emailAwnser = $wshell.Popup("The report generation script has successfully completed! Do you
want to email the support files?",0,"Completed",4+32)
```

```
#If($emailAwnser -match "6") {emailrecip}

#If($emailAwnser -match "6") {SendEmail}
#$emailAwnser = "NONE"

#endregion Email Question









#open HTML
#invoke-Expression "$filepath\'$vComputerName'.html"
#Invoke-Item $filepath



#delete files
cls
Add-Content $logFile "Completed Support Tool..."
Get-Content -Path "C:\temps\CBSupportTool\$vUserName\$vHostName\Assets\log.log"

Start-Sleep -s 2
```

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