

2006 - Managed Services Programs



Presented By:

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Computime IT Solutions

Computime Service Center

Central Dashboard

Sites and Groups	Devices	Websites	Tickets	(Uncategorized)	Backups	Device Down	Events	Network	Patches	Performance	Security	Server Down	Services	Web Site	Total Alerts
⊕ Firewall Services	19	N/A	0	0	0	0	0	0	0	5	0	0	0	0	5
⊖ First Insurance 	62	4	1	0	0	0	0	6	0	8	0	0	0	0	14
▶ Cisco Routers	2	N/A	0	0	0	0	0	6	0	0	0	0	0	0	6
▶ Windows 2003 Servers	30	N/A	0	0	0	0	0	0	0	4	0	0	0	0	4
▶ Windows XP Workstations	17	N/A	0	0	0	0	0	0	0	3	0	0	0	0	3
▶ Windows 2000 Servers	8	N/A	0	0	0	0	0	0	0	1	0	0	0	0	1
▶ Network Printers	2	N/A	0	0	0	0	0	0	0	0	0	0	0	0	0
▶ SonicWall Firewall	1	N/A	0	0	0	0	0	0	0	0	0	0	0	0	0
⊕ Web Design Inc 	18	0	0	0	0	0	0	1	6	0	2	0	0	0	9

Your Onsite Manager

Monitoring Setup



When you scan the network it may take some time before results appear. The delay will depend on the number of network devices. **When the process has completed, you will see a message reading "Scanning complete!"**

Step 1 - Address | Step 2 - Community | Step 3 - Exclude | Step 4 - Scan

STEP ONE **Address Range**

Set the IP address range(s) you wish to monitor.

Select a Range: Single Range Subnet

Start IP Address: End IP Address: Subnet:

Start Address	End Address	Subnet	Single Address	
10.0.1.1	10.0.1.254			Delete

Next >>

Monitoring

Devices

Browse By: Site Service Group

Site:

Site Group:

Devices: 62 (2/60)

IP Addresses: 64 (3/61)

WMI Enabled: 56

SNMP Enabled: 19

[Excluded Device](#)

Status	Device Name	IP Address	Description	Up/Dn (hrs.)	WMI	SNMP	Alerts
(All)	(All)	(All)	(All)	(All)	(All)	(All)	(All)
↓	bmorphy-lt.lpi.local	10.0.1.119	Microsoft Windows XP Professional	15.7	✓	✗	0
↓	DWENSLEY-LT DWENSLEY-LT	10.0.1.214 10.0.1.203	Microsoft Windows XP Professional	16.4	✓	✗	0
↑	afanous-dt.lpi.local	10.0.1.101	Microsoft Windows XP Professional	765.5	✓	✗	0
↑	antec3	10.0.1.84	Microsoft Windows XP Professional	599.8	✓	✓	0
↑	antec-mark.lpi.local	10.0.1.76	Microsoft(R) Windows(R) Server 2003, Enterprise Edi...	977.4	✓	✗	0
↑	borg2.lpi.local	10.0.1.22	Microsoft(R) Windows(R) Server 2003, Standard Editi...	1367.3	✓	✗	0
↑	ccolomb-dt.lpi.local	10.0.1.106	Microsoft Windows XP Professional	759.2	✓	✗	0
↑	cpayne-dt2.lpi.local	10.0.1.142	Microsoft(R) Windows(R) Server 2003, Enterprise Edi...	1310.5	✓	✗	0
↑	cpayne-tech2.lpi.local	10.0.1.112	Microsoft(R) Windows(R) Server 2003, Enterprise Edi...	205.8	✓	✗	1
↑	crm.lpi.local	10.0.1.242	Microsoft(R) Windows(R) Server 2003, Enterprise Edi...	1154.1	✓	✗	0

Alerting

Alerts

[Show filter](#)

Total Alerts: 13

[Clear all alerts](#)

Alert Category	Device / Website	Time Of Alert	Alert Configuration	Ticket	
<input type="checkbox"/> Performance - Page File	cpayne-tech2.lpi.local	5/2/2006 6:23:51 AM	Paging File _Total % Usage	<Create>	
Performance Counter Alert :: Performance - Page File					Remote Control
Category:	Paging File	Instance:	_Total	Counter:	% Usage
Threshold:	75	Number of data points:	1	Direction:	Above
<input type="checkbox"/> Performance - Memory	liliaroum-dt.lpi.local	5/2/2006 2:12:10 AM	Memory Available MBytes	<Create>	
<input type="checkbox"/> Performance - Memory	dave-test	5/2/2006 12:01:07 AM	Memory Available MBytes	<Create>	
<input type="checkbox"/> Performance - Page File	radudev-dt.lpi.local	5/1/2006 10:01:33 AM	Paging File _Total % Usage	<Create>	
<input type="checkbox"/> Performance - Page File	dobaseki-dt.lpi.local	5/1/2006 10:01:33 AM	Paging File _Total % Usage	<Create>	
<input type="checkbox"/> Performance - Page File	liliaroum-dt.lpi.local	5/1/2006 10:01:32 AM	Paging File _Total % Usage	<Create>	
<input type="checkbox"/> Performance - Memory	lpivss01.lpi.local	5/1/2006 10:01:32 AM	Memory Available MBytes	<Create>	
<input type="checkbox"/> Network - Errors	lpirsvswitch	5/1/2006 10:01:27 AM	ipInAddrErrors.0	<Create>	
<input type="checkbox"/> Network - Resources	lpirsvswitch	5/1/2006 10:01:27 AM	CiscoMemoryPoolUsed	<Create>	
<input type="checkbox"/> Network - Performance	lpirsvswitch	5/1/2006 10:01:27 AM	ifOutQLen.1	<Create>	

Remote Management

Site: 


Device: 

 Information  Alerts  Jobs  Remote  Patches

Remote Connection Settings

Remote Machine IP:

Remote Machine Port:

Application: 

Specify application path

Application Parameters:

Remote Session History - bmorphy-lt.lpi.local

User	OM	Host IP	Host DNS	Host Port	Client IP	Client DNS	Protocol	Time Started	Time Ended	Termination Reason
Admin	First Insurance	10.0.1.119	bmorphy - lt.lpi.local	3389	10.0.1.106	bmorphy -dt	RDP	3/6/2006 4:04:26 PM	3/6/2006 4:04:28 PM	Initial connection to termi...
Admin	First Insurance	10.0.1.119	bmorphy - lt.lpi.local	3389	128.64.133.192	TLarocque -LT	RDP	4/19/2006 5:07:4...	4/19/2006 5:08:1...	Initial connection to termi...

Scripting

Scripts and Executables



Add Scripts

View: Grouped View

Scripts

Application (3)

File Name	Date Modified	Description	
▶ install_app.vbs	Feb 28, 2006 7:09:00 AM	Script to install an application on using specified MSI.	✗
▶ remove_app.vbs	Feb 28, 2006 7:09:00 AM	Script to remove an application from a machine	✗
▶ upgrade_app.vbs	Feb 28, 2006 7:09:00 AM	Script to apply an update to a specific application using...	✗

File System (7)

IIS (8)

MS SQL (1)


Networking (3)

System (1)

Security Management – Security Audits






Computer name: LPI\BMORPHY-LT
IP address: 10.0.1.119
Security report name:
Scan date: 3/6/2006 9:48 AM*** Microsoft recommends scanning on a weekly basis. This report is 57 days old. ***
Scanned with MBSA version: 2.0.5029.2
Catalog synchronization date:
Security assessment: Incomplete Scan (Could not complete one or more requested checks.)

Security Update Scan Results

Score	Issue	Result
	Security Updates	Cannot contact Windows Update Agent on target computer, possibly due to firewall settings. What was scanned How to correct this

Windows Scan Results

Administrative Vulnerabilities

Score	Issue	Result
	Password Expiration	Some user accounts (2 of 5) have non-expiring passwords. What was scanned Result details How to correct this
	Automatic Updates	Automatic Updates are managed through Group Policy on this computer. What was scanned
	Incomplete Updates	No incomplete software update installations were found. What was scanned How to correct this
	Windows Firewall	This check was skipped because it cannot be done remotely.
	Local Account Password Test	Some user accounts (1 of 5) have blank or simple passwords, or could not be analyzed. What was scanned Result details

Security Management - Patching

Status of Computers								
Patch Group:	Desktops	Status:	<input type="checkbox"/> Installed	<input checked="" type="checkbox"/> Needed	<input type="checkbox"/> Not Needed	<input type="checkbox"/> Unknown	<input type="checkbox"/> Failed	Apply
Patch Group:	Desktops	Status:	Needed					
Device	380	335	4404	0	0	Last Updated		
⊕ radudev1.radudev.local	18	90	525	0	0	5/2/2006 8:45:33 AM		
⊕ qa-install.lpi.local	14	84	534	0	0	5/2/2006 8:45:33 AM		
⊕ newbuild.lpi.local	49	50	534	0	0	5/2/2006 8:45:33 AM		
⊕ lpivss01.lpi.local	65	43	525	0	0	5/2/2006 8:45:34 AM		
⊕ lpimw40.lpi.local	53	34	546	0	0	5/2/2006 8:45:34 AM		
⊕ printserver.lpi.local	61	32	540	0	0	5/2/2006 8:45:32 AM		
⊕ liliaroum-dt.lpi.local	75	1	583	0	0	5/2/2006 8:45:32 AM		
⊕ antec3	45	1	617	0	0	5/2/2006 8:45:29 AM		

User Management

User Management

Add New User

*User Name: Password:


*First Name: Last Name:




Status: Group:

*Email:

Enable Pager

(*)Required Field

 Active

User	First Name	Last Name	Group	Email	Status
Admin	Peter	Rochon	Admin	prochon@levelplatforms.com	
auto	Auto	Task	Tech	auto@autotask.com	
bill	Bill	Smith	Customer	bill@forstinsurance.com	

Trouble Tickets

Edit A Trouble Ticket

Trouble Tickets track and manage IT problems and their solutions for multiple clients. Use this page to change the contents of an existing Trouble Ticket.



Ticket ID:	43	Site:	First Insurance
Ticket:	<input type="text" value="Corporate Web Site"/>	Status:	<input type="text" value="New"/> ▼
Assigned To:	<input type="text" value="Not Assigned"/> ▼	Priority:	<input type="text" value="High"/> ▼
Category:	<input type="text" value="Onsite Manager Alerts"/> ▼	Severity:	<input type="text" value="Warning"/> ▼

History:

Alert has been recorded from Onsite Manager Site: First Insurance for Website Corporate Web Site (<http://www.levelplatforms.com:80/default.asp>) at 6:41 PM on 4/23/2006

The Website's response time exceeded : **1422 msec.**

Updated by admin, Status: 'New', Priority: 'High', Severity: 'Warning', and Category: 'Onsite Manager Alerts' on 4/28/2006 5:16:29 PM

need more toner

Executive Reporting

Executive Report - First Insurance

**YOUR COMPANY
LOGO**

[Go to Configuration>Branding](#)

Report Period: 2/20/2006 - 3/6/2006

Report Created on: 3/6/2006 11:49:36 AM

First Insurance

Street: 36 Antares Dr

City: Ottawa

Province: Alberta

Postal Code: K2C 3N8

Country: CA

Details of First Insurance

O/S

Total Count: 68

Count	Operating System
30	Microsoft(R) Windows(R) Server 2003, Enterprise Edition
26	Microsoft Windows XP Professional
9	Microsoft Windows 2000 Server
2	Microsoft(R) Windows(R) Server 2003, Standard Edition
1	Microsoft Windows 2000 Advanced Server

Benefits Summary

- Monitoring
- Alerting
- Remote management
- Scripting
- Security
- Patch management
- User management
- Executive Reporting
- Better service
- Fewer problems
- More uptime
- Improved security
- Proactive vs. reactive
- Lower IT costs



IT SOLUTIONS - Managed Services for Small Business

BOOST PERFORMANCE, TIGHTEN SECURITY, BETTER UPTIME AND EXTEND THE LIFE OF YOUR IT ASSETS

Left unmonitored, your network and computers will inevitably fail, leaving employees idle and impacting your ability to do business—costing thousands through the loss of productivity, revenue, or image.

With Managed Services from your IT service provider, we can take corrective action before the problem occurs, or before you even notice it.

Comptime IT SOLUTIONS – Managed Services