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Select report by clicking on the title, the report will open in a new tab at top of PDF.

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Site Overview Report

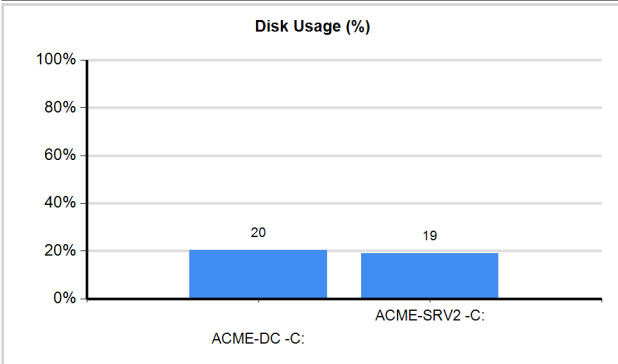


Customer: Acme Corp
Report Period: Aug 01, 2015 - Aug 12, 2015

Customer Information:	
Customer Contact:	Unknown
Servers Managed:	2
Workstations Managed:	3
Other Systems Managed:	0
Total Systems Managed:	5

Services:	
Exchange:	N/A
SQL:	N/A

Performance Incidents:	
CPU:	0
Memory:	0
Disk:	0



No incidents found

Server Uptime (10 worst):	
ACME-SRV2	100%
ACME-DC	100%

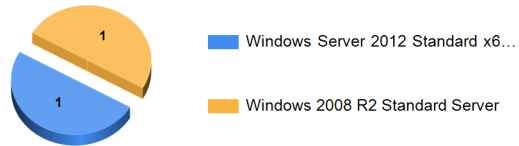
Overall Score:	
Disk Score:	100%
Event Log Score:	100%
Notification Score:	100%
Agent Uptime:	100%
100%	

Deployed Agent Count:	5
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Domain Controllers:	
Active Directory:	N/A
DNS:	N/A

License Summary:

Server Operating Systems



Top 5 Server Operating Systems	
Windows Server 2012 Standard x64 Edition	1
Windows 2008 R2 Standard Server	1
Total	2

Top 5 Workstation Operating Systems	
Windows XP Professional	1
Windows 8.1 Enterprise x64 Edition	1
Windows 7 Professional	1
Total	3

No Office installations found

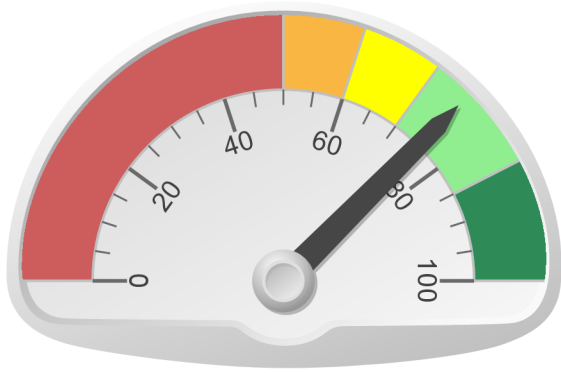
How to Read This Report:	
Services/Domain Controllers	Displays the general availability of the services specified. The availability is measured in terms of several details that are specific to the service. Example: Exchange re-try queue length is factored into Exchange availability unless otherwise configured.
Performance Incidents	Reports the number of incidents generated by each of CPU, Memory & Disk issues.
Disk Usage	Reports the top 5 devices with the highest disk utilization. Only servers are included in this chart.
Incident Trigger Names	Displays the number of incidents generated by the top 5 incident triggers for your network, over the time period of this report. Many of these incidents may have gone unnoticed by users because Service Technicians are diligently working so that users experience exceptional service with little or no noticeable downtime.
Server Uptime	Displays the general availability of the servers specified. Availability is measured in terms of the agent checking in and/or the connectivity to the device. The ten servers with the lowest availability are listed.
Overall Score	The percent-based score is a weighted average of availability and performance metrics that provide a snapshot of your site's health.
License Summary	Reports the number of licenses for the top 5 versions of Servers/Workstations Operating Systems and Microsoft Office.

Executive Summary Report

Report Period: Aug 01, 2015 - Aug 31, 2015

Produced For: Acme Corp

Overall Score



75%

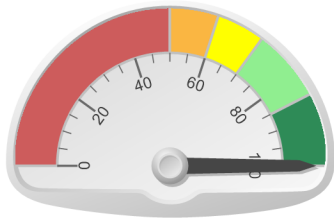
Previous: N/A

	Current Score	Previous Score
<i>Asset Management</i>		
Devices Under Management	100.00%	N/A
Server and Network Warranty	N/A	N/A
Workstation, Laptop and Mobile Warranty	N/A	N/A
<i>Security Monitoring</i>		
Antivirus	0.00%	N/A
Windows Patching	N/A	N/A
Third Party Patching	N/A	N/A
Hardware Firewall	N/A	N/A
Data Protection	N/A	N/A
Network Reliability	99.99%	N/A
<i>Performance</i>		
Servers	100.00%	N/A
Ticket Summary	N/A	N/A

Asset Management

Devices Under Management

When devices are under management, they are being proactively monitored and managed on your behalf. Below is a breakdown of device classes currently being managed compared to the total devices discovered in your environment along with any changes during this reporting period.



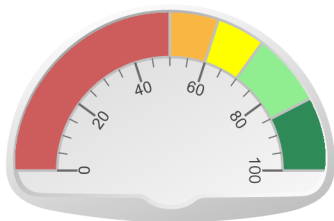
Device Classes	Managed	Added / Removed
Windows Server	100% (2/2)	+2
Windows Workstation	100% (3/3)	+3
Total	100% (5/5)	+5

Score
100%

Previous: N/A

Server and Network Warranty

Downtime of mission critical devices such as servers, switches and routers can seriously affect business. It's important to keep these warranties up-to-date. Below is the current status of the warranty on your server and network hardware.



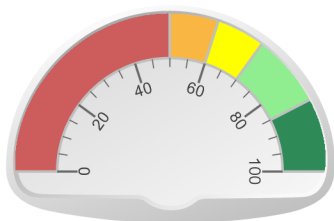
Device Warranty Status	Percentage
Valid warranties (90+ days until expiry)	0% (0/0)
Warranties that will expire soon (within 90 days)	0% (0/0)
Expired warranties	0% (0/0)
Total	0% (0/0)

Score
N/A

Previous: N/A

Workstation, Laptop and Mobile Warranty

It is important to have valid warranties for your desktop systems to maintain access to expedited resolutions and repair components. Below is the current status of the warranty on your workstations and laptops.



Device Warranty Status	Percentage
Valid warranties (90+ days until expiry)	0% (0/0)
Warranties that will expire soon (within 90 days)	0% (0/0)
Expired warranties	0% (0/0)
Total	0% (0/0)

Score
N/A

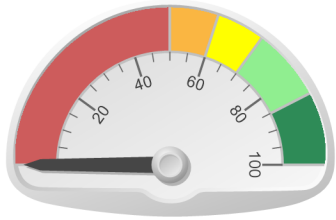
Previous: N/A

Security Monitoring

Antivirus

Devices connected to the network without up-to-date antivirus protection are vulnerable to attack and pose a potential security risk. Below is an overview of your antivirus coverage and whether their definitions are current.

Because this section failed to meet our expectations, further details have been automatically added to the report.



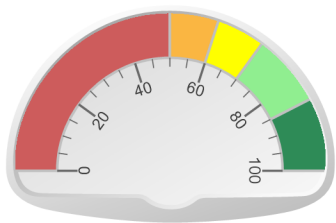
Device Class	Installed	Current
Windows Server	0% (0/2)	0% (0/2)
Windows Workstation	0% (0/3)	0% (0/3)
Total	0% (0/5)	0% (0/5)

Score
0%

Previous: N/A

Windows Patching

Windows devices connected to the network without up-to-date Windows patches pose a potential security risk. Below is a summary of Windows patch management coverage and whether the devices are up-to-date.



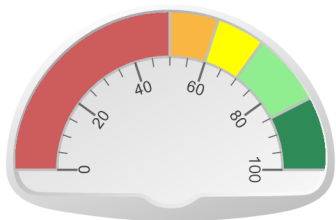
Device Class	Managed	Current
Windows Server	0% (0/2)	0% (0/0)
Windows Workstation	0% (0/3)	0% (0/0)
Total	0% (0/5)	0% (0/0)

Score
N/A

Previous: N/A

Third Party Patching

Third party patches address known problems and security issues with non-Microsoft applications. Below is a summary of third party patch management coverage and whether the devices are up-to-date.



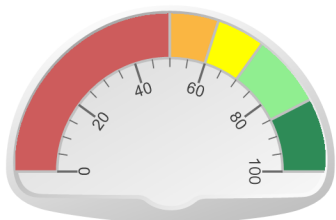
Device Class	Managed	Current
Windows Server	0% (0/2)	0% (0/0)
Windows Workstation	0% (0/3)	0% (0/0)
Total	0% (0/5)	0% (0/0)

Score
N/A

Previous: N/A

Hardware Firewall

Monitoring the firewall status on your network is an important part of keeping your network secure. Below is a summary of monitored firewalls compared to all detected hardware firewalls.



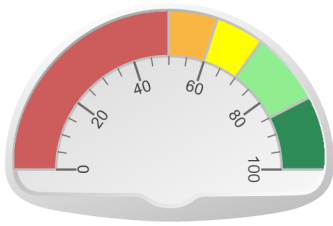
Monitoring Status	Percentage
Monitored	0% (0/0)
Unmonitored	0% (0/0)

Score
N/A

Previous: N/A

Data Protection

We recommend protecting your data by frequent backups to ensure that none of your organization's data is lost in the event of system failure. Below is a review of your ongoing backups including successful completions, warnings and failures compared against the total number of scheduled backup jobs.



Backup Status	Servers	Workstations
Successful backups	0% (0/0)	0% (0/0)
Backups completed with warnings	0% (0/0)	0% (0/0)
Failed backups	0% (0/0)	0% (0/0)
Completed Backups	0% (0/0)	0% (0/0)
Total	0% (0/0)	

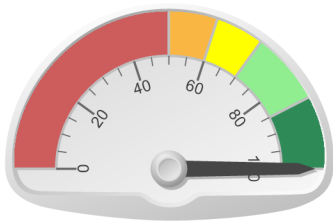
Score

N/A

Previous: N/A

Network Reliability

Downtime of server and network infrastructure can affect your ability to do business. Below is a representation of the uptime of critical hardware in your environment such as firewalls, routers and key servers.



Device Class	Availability
Windows Server	99.99%
Overall Availability	99.99%

Score

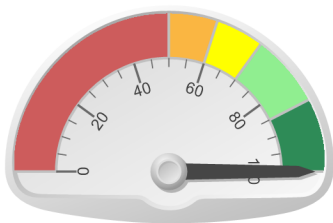
100%

Previous: N/A

Performance

Servers

Servers reaching or exceeding capacity can impact its ability to respond to your requests in a timely manner. Below is a review of the server infrastructure based on its average resource consumption in the reporting period.



Status	Percentage
Servers within capacity	100% (2/2)
Servers reaching capacity	0% (0/2)
Servers exceeding capacity	0% (0/2)

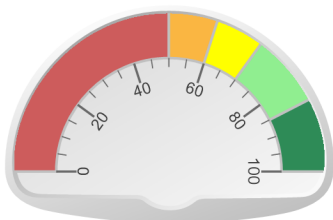
Score

100%

Previous: N/A

Ticket Summary

Tickets are created as a response to a reported issue in your environment. Below is a summary of tickets created and resolved in the reporting period.



Ticket Status	Count
Total closed during report period	0
Total opened during report period	0
Remaining open tickets created this report period	0

Score

N/A

Previous: N/A

Security Monitoring

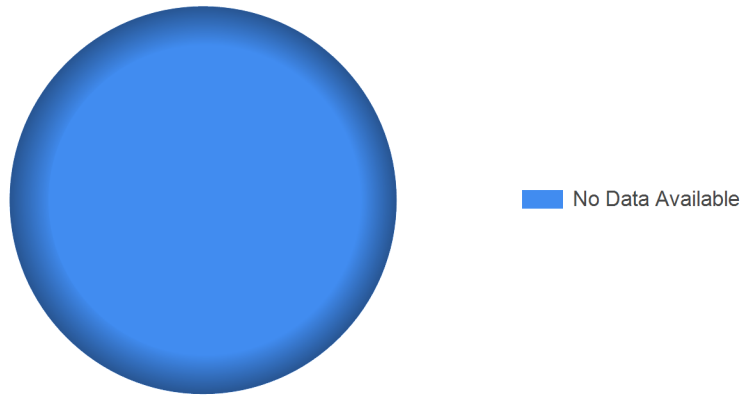
Antivirus

This section provides insight into how many devices on your network have functioning, up-to-date antivirus protection. Antivirus software detects and defeats malware including spyware, malicious dialers, hacking tools, email hoaxes and data theft attempts. Devices connected to the network without up-to-date antivirus protection are vulnerable to attack and pose a potential security risk. It is critically important that every device has up-to-date antivirus protection.

Because this section failed to meet our expectations, further details have been automatically added to the report.

Scope

AV Solutions



AV Solution Name	Count	Percentage
No Data Available	5	100.00%

Work

Updates Completed

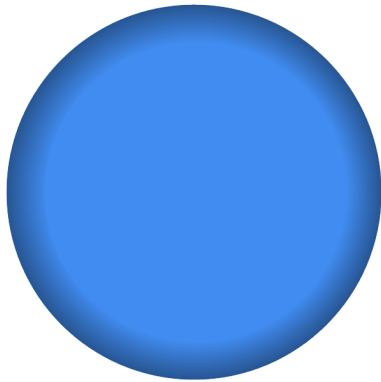
Threats Found

Scans Completed

No Data Available

Current Status

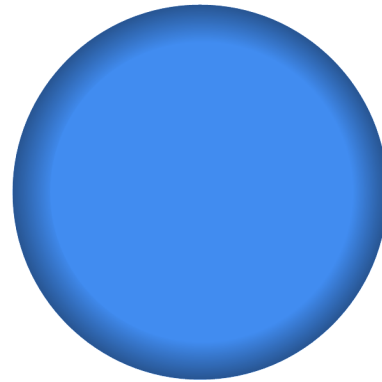
Update Status



■ Outdated

Update Status	Count
Outdated	5 (100%)

AV Scanning



■ Disabled

Scanning Status	Count
Disabled	5 (100%)

Top 10 Devices With Infections

No Data Available

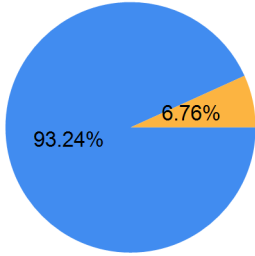
* Device was ranked >25th or had no infections in the previous period.

Network Health Overview Report



Customer: Acme Corp
 Period: Aug 01, 2015 - Aug 12, 2015

Service Availability

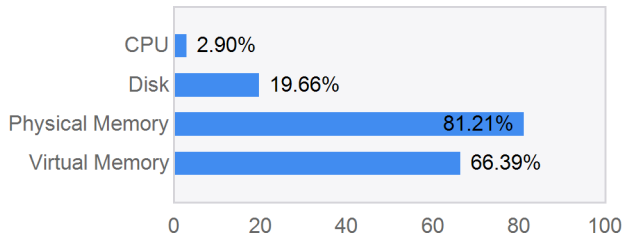


■ Avail Percentage
 ■ Unavail Percentage

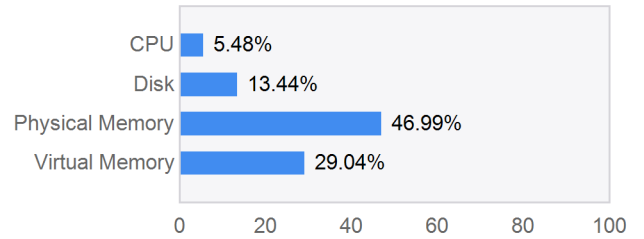
Service / Service Grouping	All Day Weekdays and Weekends		
	SLA %	Actual %	SLA Met
Agent Status	85.00	99.96	✓
Connectivity	85.00	99.99	✓
CPU	85.00	99.99	✓
Disk	85.00	99.99	✓
Disk I/O	85.00	99.99	✓
Memory	85.00	99.99	✓
Patch Status	85.00	3.73	✗
Probe Status	85.00	99.98	✓
Reboot Required	85.00	94.40	✓
Uptime	85.00	99.99	✓
Windows Action Center Status	85.00	99.99	✓
Windows Firewall AMP	85.00	99.94	✓
Windows Firewall Status	85.00	99.99	✓
Windows Firewall Status (XP, 2003)	85.00	99.99	✓
Windows Server Clock Drift	85.00	93.96	✓
Windows UAC Settings Status	85.00	99.95	✓

Performance (All Day Weekdays and Weekends)

Server Utilization

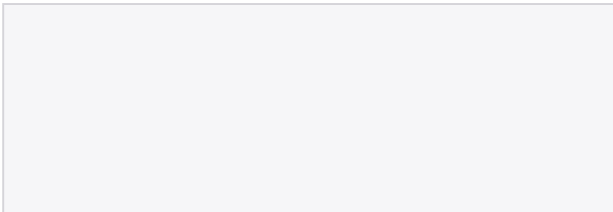


Workstation Utilization



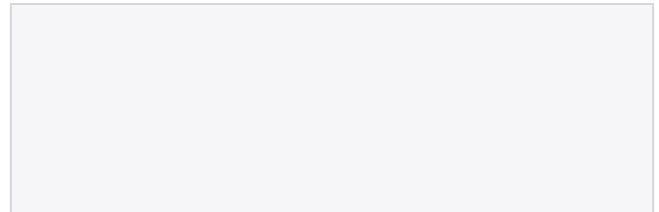
Network Utilization

No data available for the selected period.



Average Traffic I/O (Mb/sec)

No data available for the selected period.



Data Protection

This report section could not be rendered. Possible reasons include:
- No information for the selected parameters. This can happen when a service is misconfigured, has gone stale or didn't exist for the selected time period.

Critical Observations



Customer Incidents:

Detected	MTTA	SLA	MTTA SLA Met	MTTR	SLA	MTTR SLA Met
2	-	Not Specified	N/A	-	Not Specified	N/A

MTTA - Mean time to acknowledgment

MTTR - Mean time to resolution

✔ - SLA Met

✘ - SLA Not Met