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# Site Overview Report

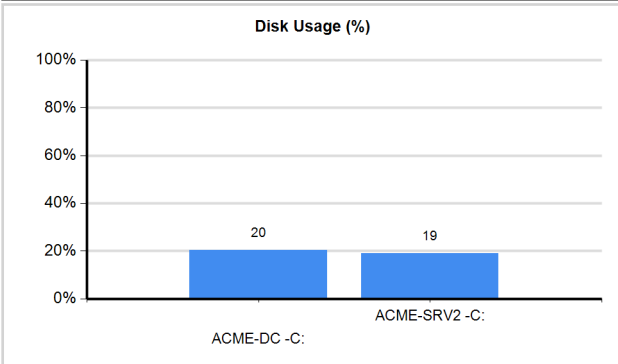


**Customer:** Acme Corp  
**Report Period:** Aug 01, 2015 - Aug 12, 2015

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%

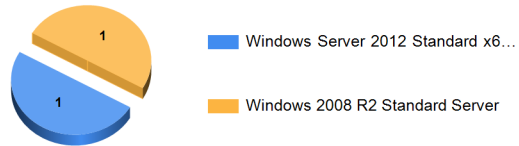
Overall Score:	
Disk Score:	100%
Event Log Score:	100%
Notification Score:	100%
Agent Uptime:	100%
<b>100%</b>	

<b>Deployed Agent Count:</b>	5
------------------------------	---

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
<b>Total</b>	<b>2</b>

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

No Office installations found

<b>How to Read This Report:</b>	
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.

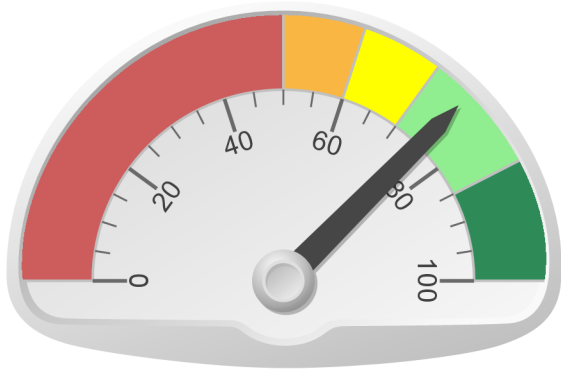
## **Executive Summary Report**

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

Produced For: Acme Corp

**REPORT MANAGER**

# Overall Score



**75%**

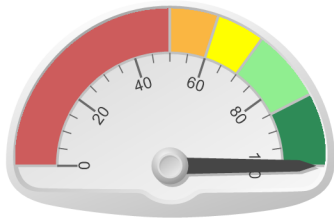
Previous: N/A

	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.



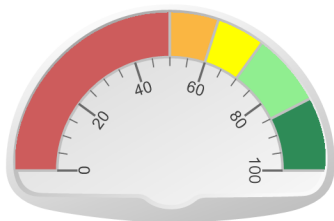
Device Classes	Managed	Added / Removed
Windows Server	100% (2/2)	+2
Windows Workstation	100% (3/3)	+3
<b>Total</b>	<b>100% (5/5)</b>	<b>+5</b>

**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.



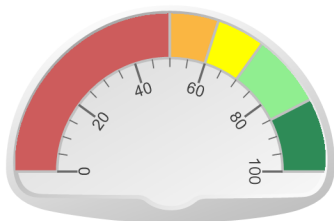
Device Warranty Status	Percentage
Valid warranties (90+ days until expiry)	0% (0/0)
Warranties that will expire soon (within 90 days)	0% (0/0)
Expired warranties	0% (0/0)
<b>Total</b>	<b>0% (0/0)</b>

**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)
<b>Total</b>	<b>0% (0/0)</b>

**Score**  
**N/A**

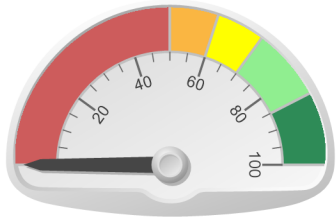
Previous: N/A

# 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.



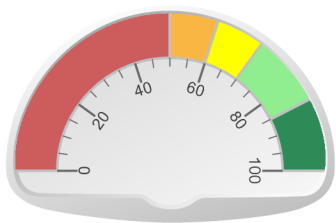
Device Class	Installed	Current
Windows Server	0% (0/2)	0% (0/2)
Windows Workstation	0% (0/3)	0% (0/3)
<b>Total</b>	<b>0% (0/5)</b>	<b>0% (0/5)</b>

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.



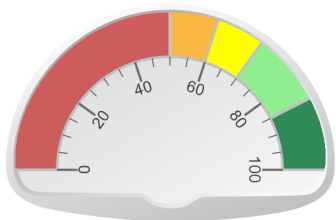
Device Class	Managed	Current
Windows Server	0% (0/2)	0% (0/0)
Windows Workstation	0% (0/3)	0% (0/0)
<b>Total</b>	<b>0% (0/5)</b>	<b>0% (0/0)</b>

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.



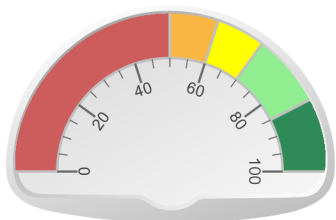
Device Class	Managed	Current
Windows Server	0% (0/2)	0% (0/0)
Windows Workstation	0% (0/3)	0% (0/0)
<b>Total</b>	<b>0% (0/5)</b>	<b>0% (0/0)</b>

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.



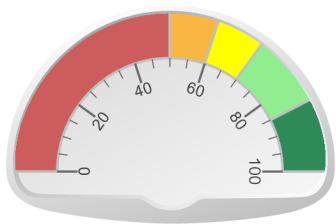
Monitoring Status	Percentage
Monitored	0% (0/0)
Unmonitored	0% (0/0)

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.

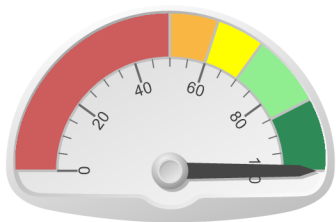


Backup Status	Servers	Workstations
Successful backups	0% (0/0)	0% (0/0)
Backups completed with warnings	0% (0/0)	0% (0/0)
Failed backups	0% (0/0)	0% (0/0)
<b>Completed Backups</b>	<b>0% (0/0)</b>	<b>0% (0/0)</b>
<b>Total</b>	<b>0% (0/0)</b>	

**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.



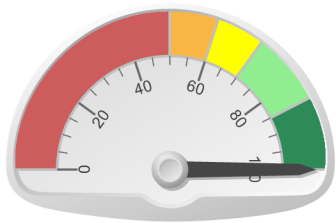
Device Class	Availability
Windows Server	99.99%
<b>Overall Availability</b>	<b>99.99%</b>

**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.

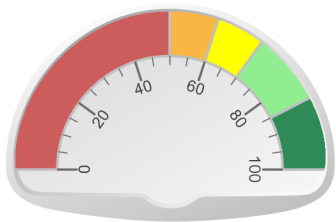


Status	Percentage
Servers within capacity	100% (2/2)
Servers reaching capacity	0% (0/2)
Servers exceeding capacity	0% (0/2)

**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

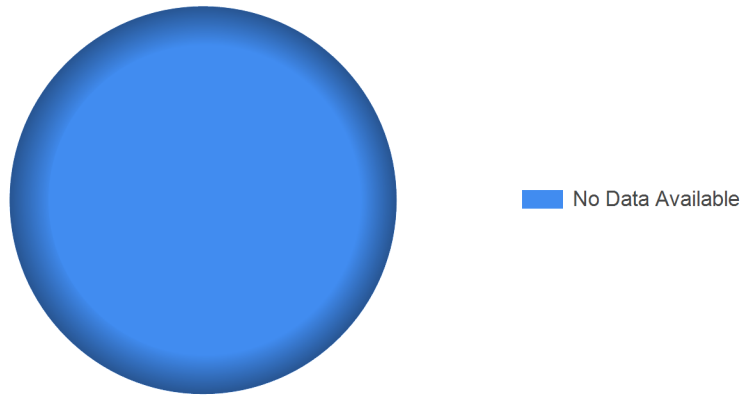
## Antivirus

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

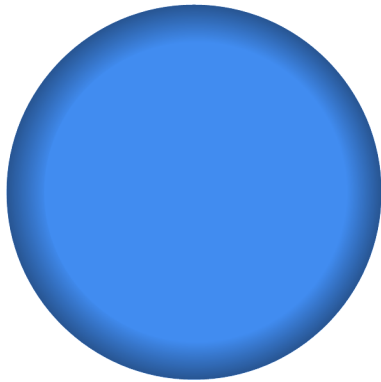
Threats Found

Scans Completed

No Data Available

## Current Status

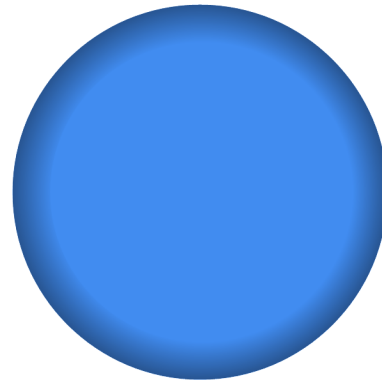
### Update Status



■ Outdated

Update Status	Count
Outdated	5 (100%)

### AV Scanning



■ Disabled

Scanning Status	Count
Disabled	5 (100%)

### Top 10 Devices With Infections

No Data Available

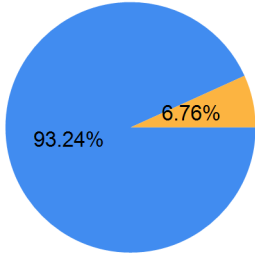
\* Device was ranked >25th or had no infections in the previous period.

## Network Health Overview Report



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

### Service Availability

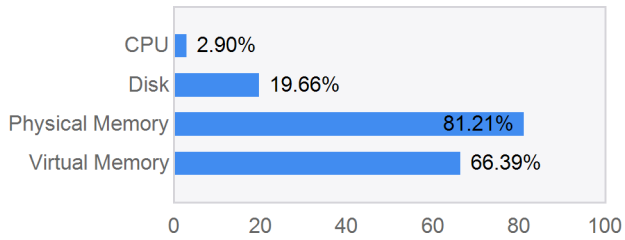


■ Avail Percentage   
 ■ Unavail Percentage

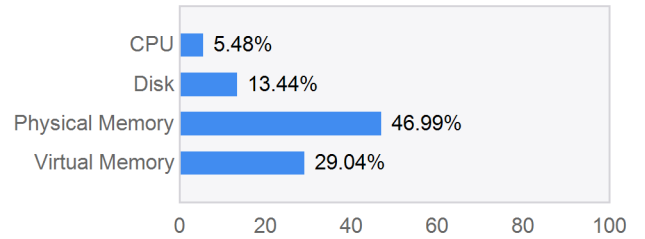
Service / Service Grouping	All Day Weekdays and Weekends		
	SLA %	Actual %	SLA Met
Agent Status	85.00	99.96	✓
Connectivity	85.00	99.99	✓
CPU	85.00	99.99	✓
Disk	85.00	99.99	✓
Disk I/O	85.00	99.99	✓
Memory	85.00	99.99	✓
Patch Status	85.00	3.73	✗
Probe Status	85.00	99.98	✓
Reboot Required	85.00	94.40	✓
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

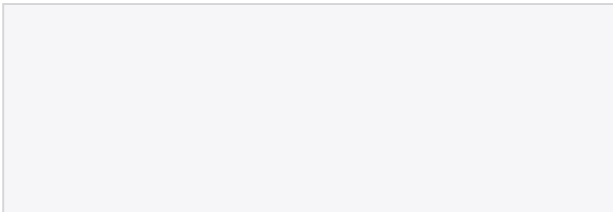


Workstation Utilization



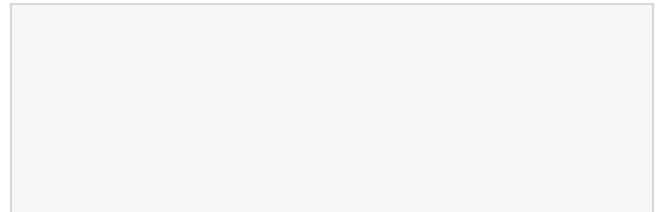
Network Utilization

No data available for the selected period.



Average Traffic I/O (Mb/sec)

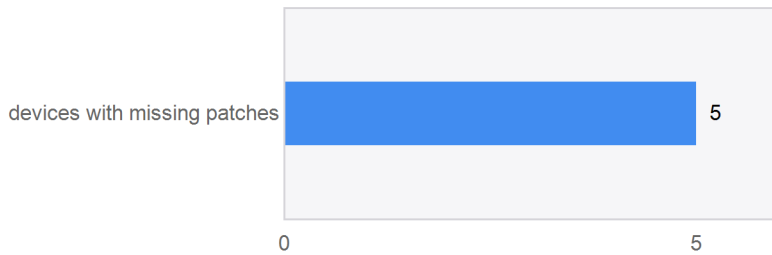
No data available for the selected period.



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

# ***REPORT MANAGER***

## **Network Assessment Report**

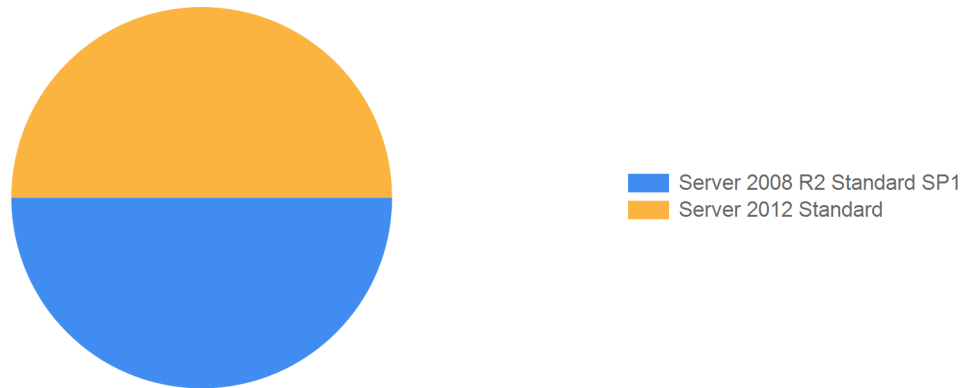
Customer: Acme Corp

Report Date: Aug 12, 2015

## Asset Overview - Servers

**Customer:** Acme Corp  
**Report Date:** Aug 12, 2015  
**Device Class:** Windows Server  
 Generic Server

Asset Overview - Servers



### Asset Overview - Server Details

The following table provides you with a list of servers found in your environment.

Device Name	Network Address	Make / Model	Serial Number	CPU (GHz)	CPU Description	RAM (MB)	Total Disk (GB)	OS and Service Pack	OS Installation	Last Logged in User
ACME-DC	192.168.20.0.1	Microsoft Corporation / Virtual Machine	8814-6401-0352-7883-5669-6685-46	3.4	Intel(R) Core(TM) i7-4770 @ 3.40GHz	3438	80	Server 2008 R2 Standard SP1	Jul 27, 2015	ACME\CSIIT
ACME-SRV2	192.168.20.0.2	Microsoft Corporation / Virtual Machine	3347-5758-7904-9807-8596-2659-14	3.4	Intel(R) Core(TM) i7-4770 @ 3.40GHz	3003	80	Server 2012 Standard	Jul 27, 2015	

Actionable Findings / Results:

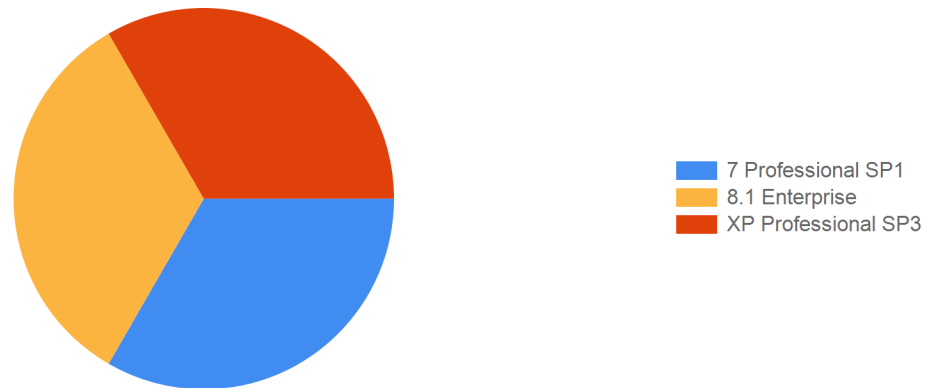
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## Asset Overview - Workstations

**Customer:** Acme Corp  
**Report Date:** Aug 12, 2015  
**Device Class:** Generic Workstation  
 Windows Workstation  
 Windows Laptop

Asset Overview - Workstations



### Asset Overview - Workstation Details

The following table provides you with a list of workstations and laptops found in your environment.

Device Name	Network Address	Make / Model	Serial Number	CPU (GHz)	CPU Description	RAM (MB)	Total Disk (GB)	OS and Service Pack	OS Installation	Last Logged in User
ACME-CL1	192.168.200.11	Microsoft Corporation / Virtual Machine	0675-7681-7392-4295-5170-9358-32	3.4	Intel(R) Core(TM) i7-4770 @ 3.40GHz	1024	80	7 Professional SP1	Jul 27, 2015	ACMEVCSIT
ACME-CL3	192.168.200.13	Microsoft Corporation / Virtual Machine	6835-9043-1708-2900-8911-7257-00	3.4	Intel(R) Core(TM) i7-4770 @ 3.40GHz	1024	80	XP Professional SP3	Jul 27, 2015	

# REPORT MANAGER

Device Name	Network Address	Make / Model	Serial Number	CPU (GHz)	CPU Description	RAM (MB)	Total Disk (GB)	OS and Service Pack	OS Installation	Last Logged in User
AMCE-CL2	192.168.200.12	Microsoft Corporation / Virtual Machine	7359-7143-0702-6199-3163-3800-51	3.4	Intel(R) Core(TM) i7-4770 @ 3.40GHz	2013	80	8.1 Enterprise	Jul 27, 2015	

## Actionable Findings / Results:

## Asset Overview - Network Devices



**Customer:** Acme Corp  
**Report Date:** Aug 12, 2015  
**Device Class:** Switch/Router

### Asset Overview - Network Device Details

The following table provides you with a list of network devices found in your environment.

No data available

### Actionable Findings / Results:

--

## Asset Overview - Printers



**Customer:** Acme Corp  
**Report Date:** Aug 12, 2015  
**Device Class:** Printer

### Asset Overview - Printer Details

The following table provides you with a list of printers found in your environment.

No data available

### Actionable Findings / Results:

--



## Warranty Summary

**Customer:** Acme Corp  
**Report Date:** Aug 12, 2015

No Data Available

### Warranty Summary Details

The following table provides you with a list of devices and their respective warranty expiry details. Devices with warranties that will expire soon are highlighted in orange and devices with expired warranties are highlighted in red. Only devices with expiring or expired warranties are displayed.

No Data Available

### Actionable Findings / Results:

## Installed Software



**Customer:** Acme Corp

**Report Date:** Aug 12, 2015

### Installed Software Details

The following table provides you with a full list of software installed in your environment.

Software	Vendor	Version	Detected Installations
Hyper-V Integration Services (version 6.2.9600.16384)	Microsoft Corporation	3.9600.16384	1
Microsoft .NET Framework 4 Client Profile	Microsoft Corporation	4.0.30319	3
Microsoft .NET Framework 4 Extended	Microsoft Corporation	4.0.30319	3
Microsoft Kernel-Mode Driver Framework Feature Pack 1.9	Microsoft Corporation		1
WebFldrs XP	Microsoft Corporation	9.50.7523	1
Windows Agent	N-able Technologies	10.0.0.1722	5
Windows Internet Explorer 10	Microsoft Corporation	10.0.9200.16384	1
Windows Internet Explorer 11	Microsoft Corporation	11.0.9600.17416	3
		11.0.9600.17728	3
		11.0.9600.17843	3
Windows Internet Explorer 6	Microsoft Corporation	6.0.2900.5512	1
Windows Software Probe	N-able Technologies	10.0.0.1722	1

Actionable Findings / Results:

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## License Key Inventory



Customer: Acme Corp  
Report Date: Aug 12, 2015

### License Key Inventory Details

The following table provides you with a list of license keys detected in your environment. Retail licenses used more than once are highlighted in red as it may represent a breach in licensing. For security reasons, only a partial license key is displayed within the report.

Software Name	Activation License Key	Key Type	Total Installed	Device Name
Microsoft Windows 7 Professional	Partial License Key: GPDD4	Volume License	1	ACME-CL1
Microsoft Windows 8.1 Enterprise	Partial License Key: MKKG7	Volume License	1	AMCE-CL2
Microsoft Windows Server 2008 R2 Standard	Partial License Key: 2YYCD	Retail	1	ACME-DC
Microsoft Windows Server 2012 Standard	Partial License Key: 92BT4	Volume License	1	ACME-SRV2
Microsoft Windows XP Professional	Partial License Key: HJJ9Y	Retail	1	ACME-CL3

### Actionable Findings / Results:

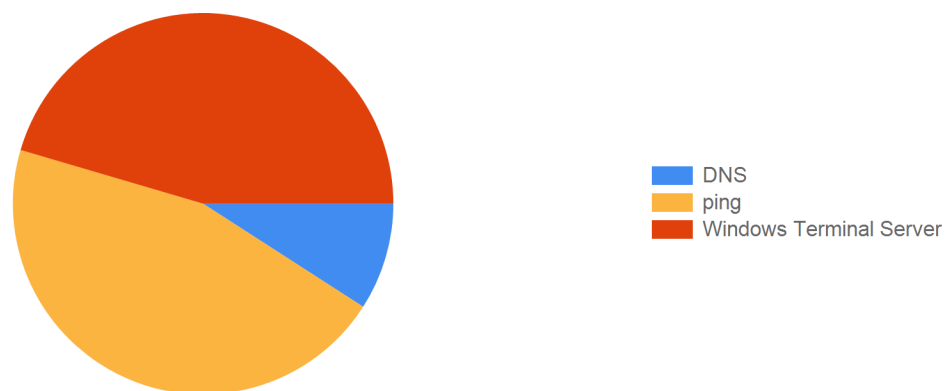


## Open Ports Overview



Customer: Acme Corp  
 Report Date: Aug 12, 2015

Number of Devices by Service



### Open Ports Details

The following table provides you with a list of open ports detected in your environment. Only Citrix, DNS, FTP, HTTP, HTTPS, ICMP, IMAP, NNTP, POP, SMTP, SQL, SSH, Telnet, Terminal Services and VNC ports are scanned.

Device Class	Device Name	URI	Service Name	Port Number
Windows Server	ACME-DC	192.168.200.1	DNS	53
			ping	N/A
			Windows Terminal Server	3389
	ACME-SRV2	192.168.200.2	ping	N/A
Windows Workstation	ACME-CL1	192.168.200.11	ping	N/A
			Windows Terminal Server	3389
	ACME-CL3	192.168.200.13	ping	N/A

Device Class	Device Name	URI	Service Name	Port Number
Windows Workstation	ACME-CL3	192.168.200.13	Windows Terminal Server	3389
	AMCE-CL2	192.168.200.12	ping	N/A
			Windows Terminal Server	3389

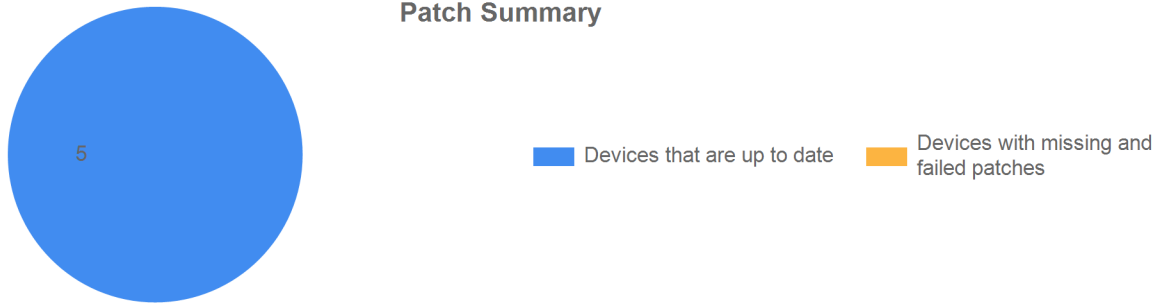
## Actionable Findings / Results:



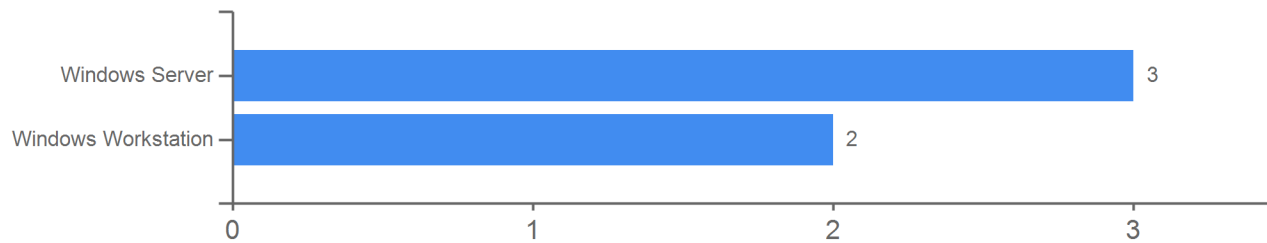
## Patch Status

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

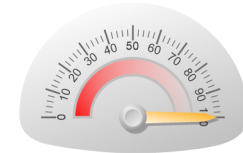
### Patch Summary



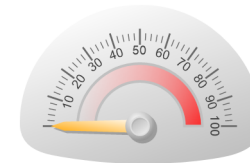
### Patches installed per Device Class



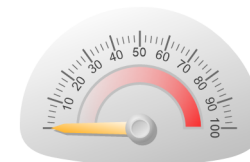
### Devices that are up to date (%)



### Devices with missing patches (%)



### Devices with failed patches (%)



### Devices With Missing Patches

The following table provides you with a list of missing patches per device as of the end date of the report. Age is the number of days from the release date of the patch until the end of the reporting period. Patches older than 60 days will be highlighted in red; those between 30 and 60 days old will be highlighted in orange.

No Data Available

## Devices With Failed Patches

This section details patches per device that have failed to install as of the end date of the report. Age is the number of days from the release date of the patch until the end of the reporting period. Patches older than 60 days will be highlighted in red; those between 30 and 60 days old will be highlighted in orange.

No devices found

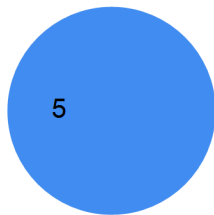
## Actionable Findings / Results:

## Antivirus Assessment



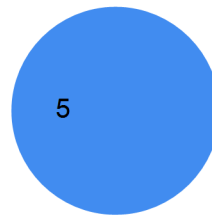
Customer: Acme Corp  
 Report Date: Aug 12, 2015

### AV Solutions



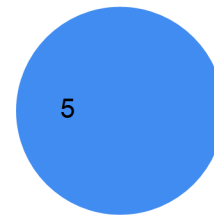
■ No Data Available

### Update Status



■ Outdated

### AV Scanning



■ Disabled

### Antivirus Details

The following table provides you with the AV Status per devices as of the end date of the report.

Device Class	Device Name	Network Address	AV Vendor Name	Version	AV Protection Up-to-Date	Version Scanning Enabled
Windows Server	ACME-DC	192.168.200.1	No Data Available			
	ACME-SRV2	192.168.200.2	No Data Available			
Windows Workstation	ACME-CL1	192.168.200.11	No Data Available			
	ACME-CL3	192.168.200.13	No Data Available			
	AMCE-CL2	192.168.200.12	No Data Available			

Actionable Findings / Results:

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## Network Share



Customer: Acme Corp  
Report Date: Aug 12, 2015

### Network Shares

The following table provides you with a list of network shares in your environment.

Device Class	Device Name	Share Name	Folder Path
Windows Server	ACME-DC	NETLOGON	C:\Windows\SYSVOL\sysvol\acme.local\SCRIPTS
		SYSVOL	C:\Windows\SYSVOL\sysvol

### Actionable Findings / Results:

## Capacity Planning



**Customer:** Acme Corp  
**Report Period:** Aug 01, 2015 - Aug 12, 2015  
**Device Class:** Windows Server  
Windows Workstation

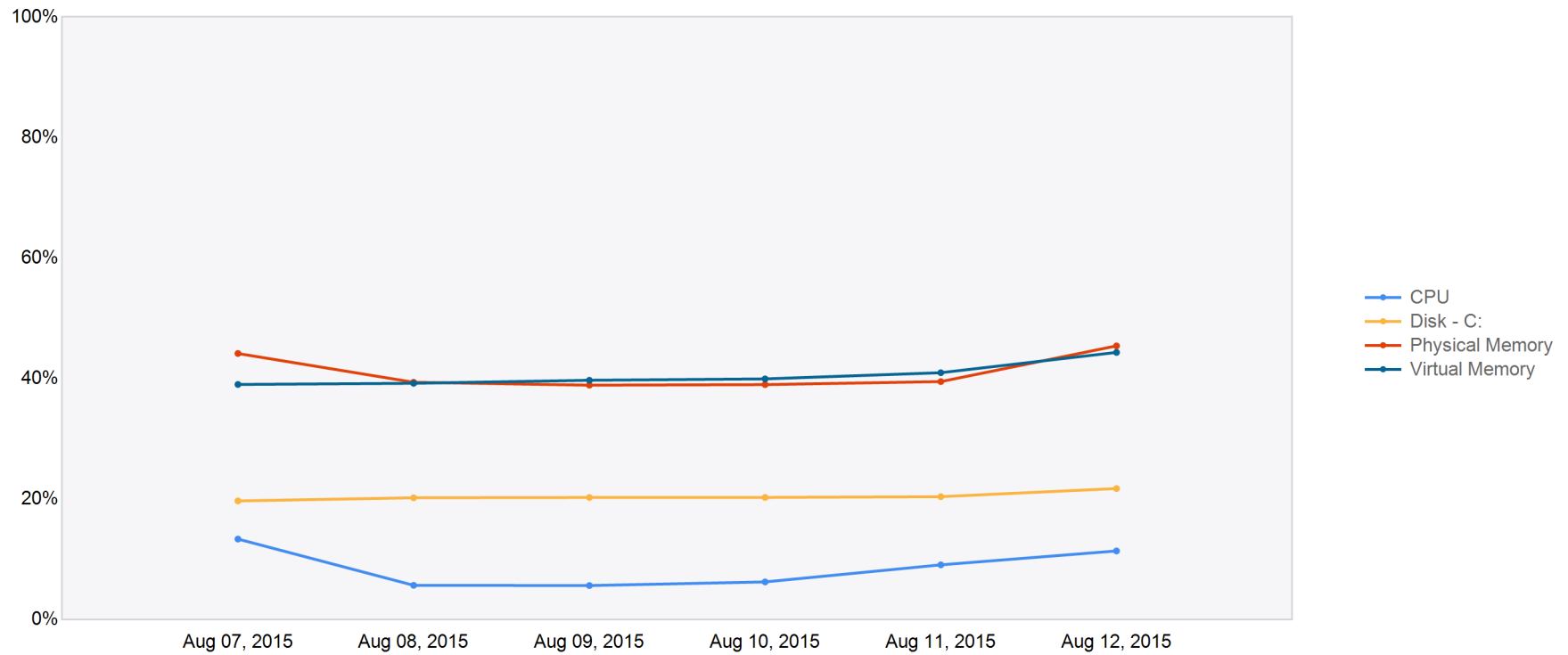
The following information takes into consideration a Utilization Limit of 80% and a Proximity to Limit of 10%.

			Utilization (%)			
Device Class	URI	Device Name	CPU	Disk Space	Physical Memory	Virtual Memory
Windows Server	192.168.200.1	ACME-DC	3.35%	C: 20.38%	80.87%	66.86%
	192.168.200.2	ACME-SRV2	2.46%	C: 18.94%	81.54%	65.93%
Windows Workstation	192.168.200.11	ACME-CL1	7.81%	C: 20.45%	40.46%	40.55%
	192.168.200.13	ACME-CL3	4.73%	C: 4.47%	38.34%	2.34%
	192.168.200.12	AMCE-CL2	3.89%	C: 15.4%	62.19%	44.24%



## Capacity Planning Device Details

Device Name: ACME-CL1  
 URI: 192.168.200.11

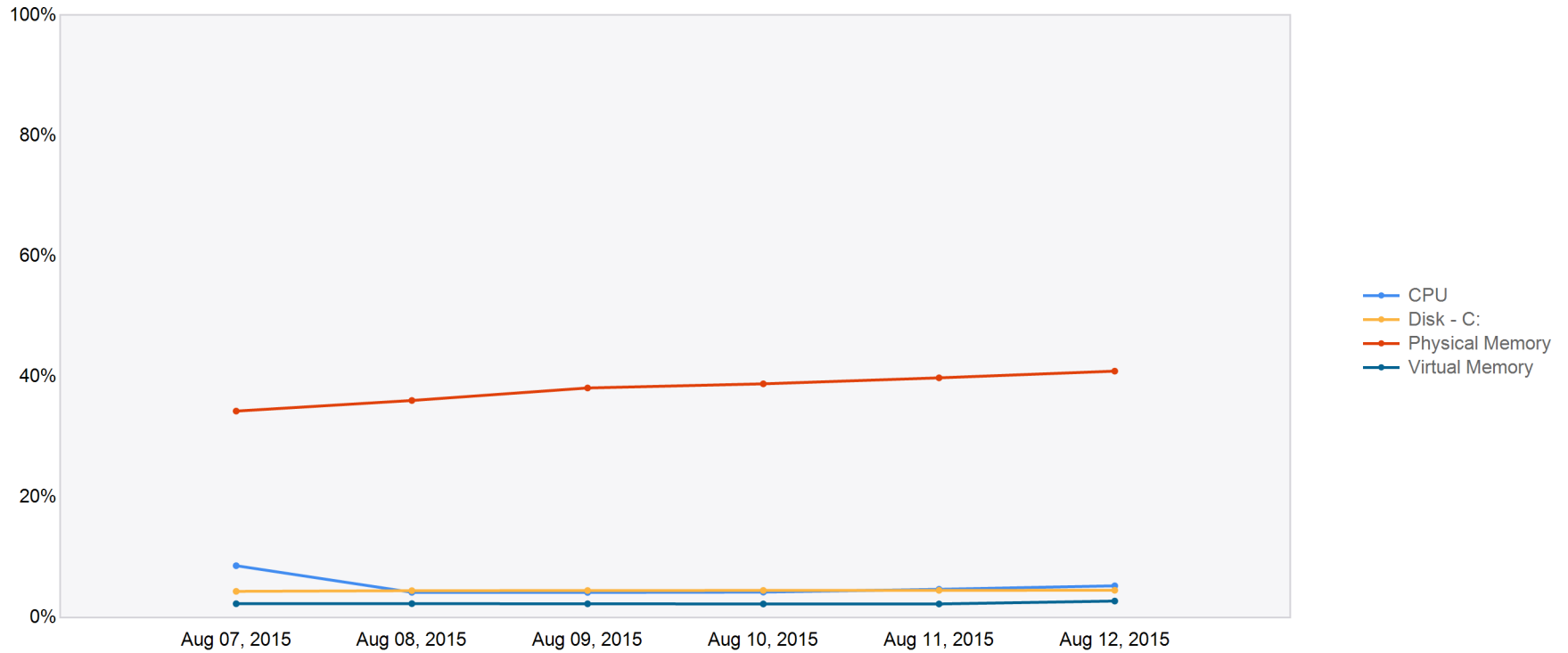


Details	Highest Daily Avg.	Lowest Daily Avg.	Std. Dev.	Overall Average	Time Over Capacity
CPU (Intel(R) Core(TM) i7-4770 CPU @ 3.40GHz)	13.34%	5.63%	3.27%	7.81%	0 days 0 hr
Disk - C: (Total size 79.90 GB)	21.73%	19.67%	.69%	20.45%	0 days 0 hr
Physical Memory (1,024 MB of RAM)	45.40%	38.88%	2.93%	40.46%	0 days 0 hr
Virtual Memory (Total size 2,048 MB)	44.32%	38.99%	1.99%	40.55%	0 days 0 hr

Time Over Capacity: When the utilization exceeds the Utilization Limit (80%) during a given hour, the entire hour will be included in the time over capacity calculation.

# REPORT MANAGER

Device Name: ACME-CL3  
 URI: 192.168.200.13

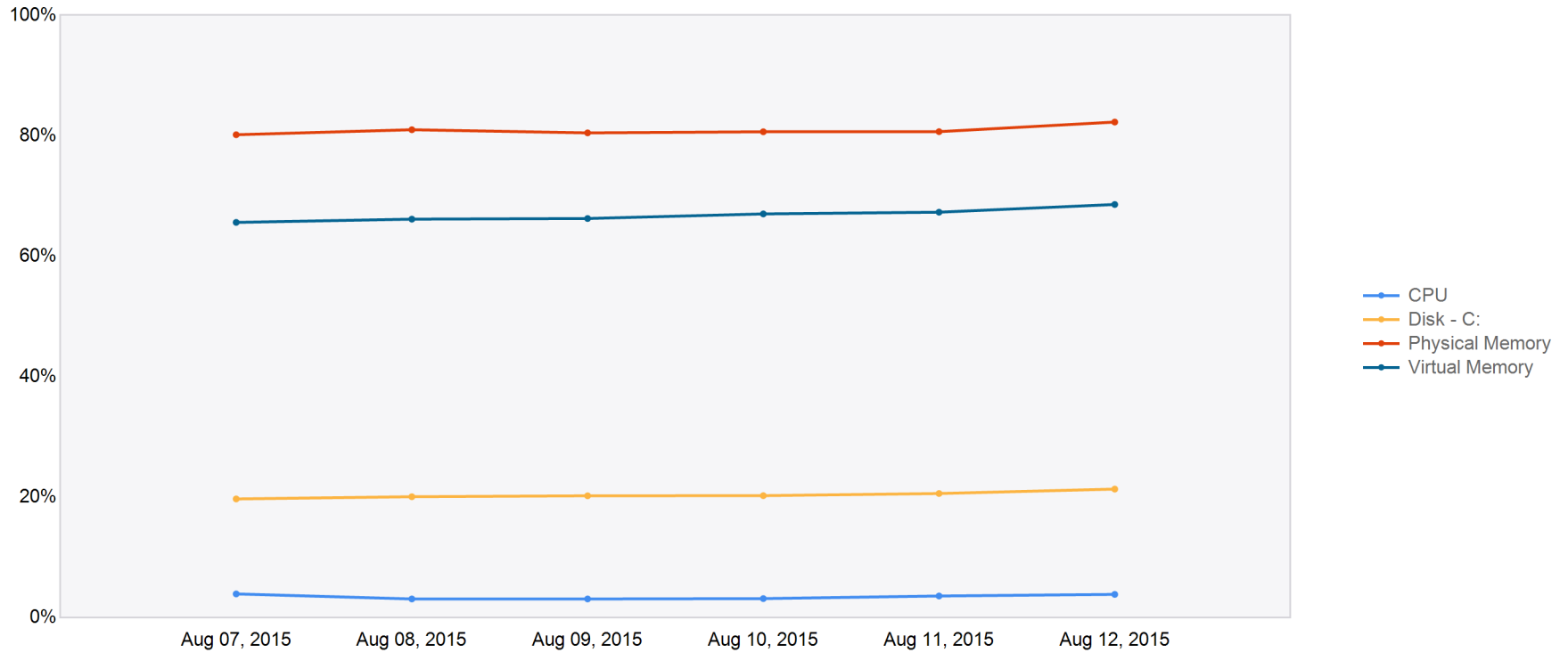


Details	Highest Daily Avg.	Lowest Daily Avg.	Std. Dev.	Overall Average	Time Over Capacity
CPU (Intel(R) Core(TM) i7-4770 CPU @ 3.40GHz)	8.59%	4.16%	1.73%	4.73%	0 days 0 hr
Disk - C: (Total size 79.99 GB)	4.51%	4.33%	.07%	4.47%	0 days 0 hr
Physical Memory (1,023 MB of RAM)	40.89%	34.26%	2.45%	38.34%	0 days 0 hr
Virtual Memory (Total size 2,048 MB)	2.73%	2.24%	.19%	2.34%	0 days 0 hr

Time Over Capacity: When the utilization exceeds the Utilization Limit (80%) during a given hour, the entire hour will be included in the time over capacity calculation.

# REPORT MANAGER

Device Name: ACME-DC  
 URI: 192.168.200.1

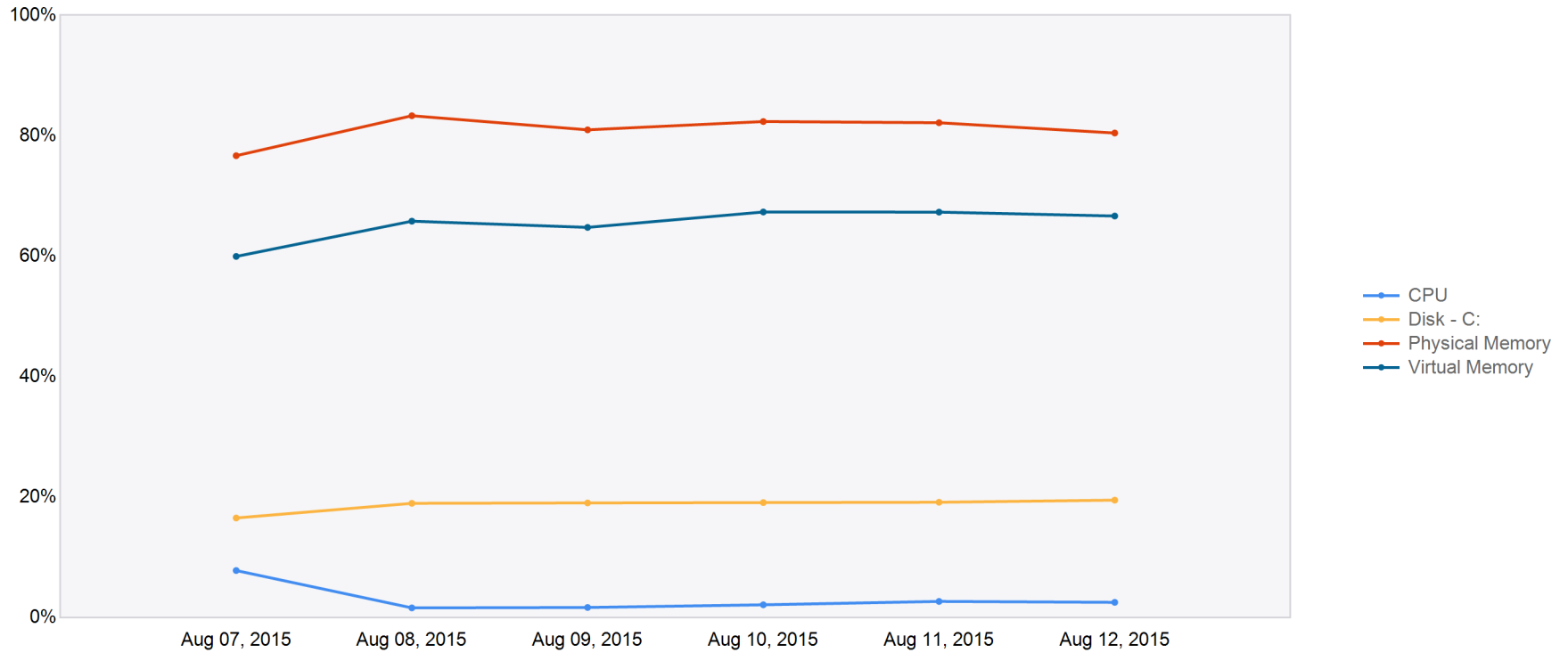


Details	Highest Daily Avg.	Lowest Daily Avg.	Std. Dev.	Overall Average	Time Over Capacity
CPU (Intel(R) Core(TM) i7-4770 CPU @ 3.40GHz)	3.91%	3.07%	.39%	3.35%	0 days 0 hr
Disk - C: (Total size 79.90 GB)	21.31%	19.68%	.56%	20.38%	0 days 0 hr
Physical Memory (3,012 MB of RAM)	82.24%	80.13%	.74%	80.87%	3 days 18 hr
Virtual Memory (Total size 4,036 MB)	68.56%	65.58%	1.06%	66.86%	0 days 0 hr

Time Over Capacity: When the utilization exceeds the Utilization Limit (80%) during a given hour, the entire hour will be included in the time over capacity calculation.

# REPORT MANAGER

Device Name: ACME-SRV2  
 URI: 192.168.200.2

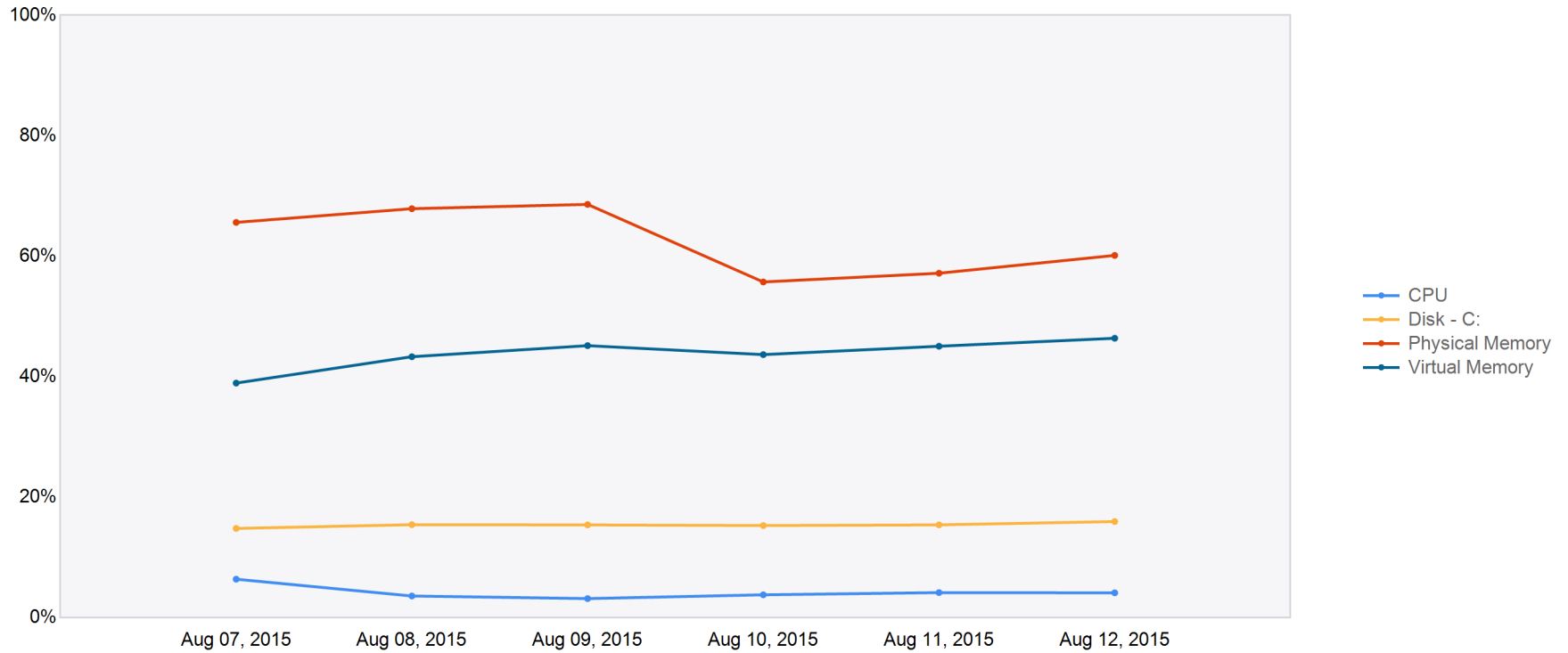


Details	Highest Daily Avg.	Lowest Daily Avg.	Std. Dev.	Overall Average	Time Over Capacity
CPU (Intel(R) Core(TM) i7-4770 CPU @ 3.40GHz)	7.79%	1.59%	2.36%	2.46%	0 days 0 hr
Disk - C: (Total size 79.48 GB)	19.48%	16.51%	1.08%	18.94%	0 days 0 hr
Physical Memory (2,443 MB of RAM)	83.29%	76.66%	2.34%	81.54%	4 days 8 hr
Virtual Memory (Total size 3,467 MB)	67.31%	59.93%	2.80%	65.93%	0 days 0 hr

Time Over Capacity: When the utilization exceeds the Utilization Limit (80%) during a given hour, the entire hour will be included in the time over capacity calculation.

# REPORT MANAGER

Device Name: AMCE-CL2  
 URI: 192.168.200.12



Details	Highest Daily Avg.	Lowest Daily Avg.	Std. Dev.	Overall Average	Time Over Capacity
CPU (Intel(R) Core(TM) i7-4770 CPU @ 3.40GHz)	6.35%	3.14%	1.13%	3.89%	0 days 0 hr
Disk - C: (Total size 79.48 GB)	15.92%	14.78%	.36%	15.40%	0 days 0 hr
Physical Memory (1,511 MB of RAM)	68.57%	55.69%	5.58%	62.19%	0 days 0 hr
Virtual Memory (Total size 3,239 MB)	46.35%	38.91%	2.60%	44.24%	0 days 0 hr

Time Over Capacity: When the utilization exceeds the Utilization Limit (80%) during a given hour, the entire hour will be included in the time over capacity calculation.

Actionable Findings / Results:

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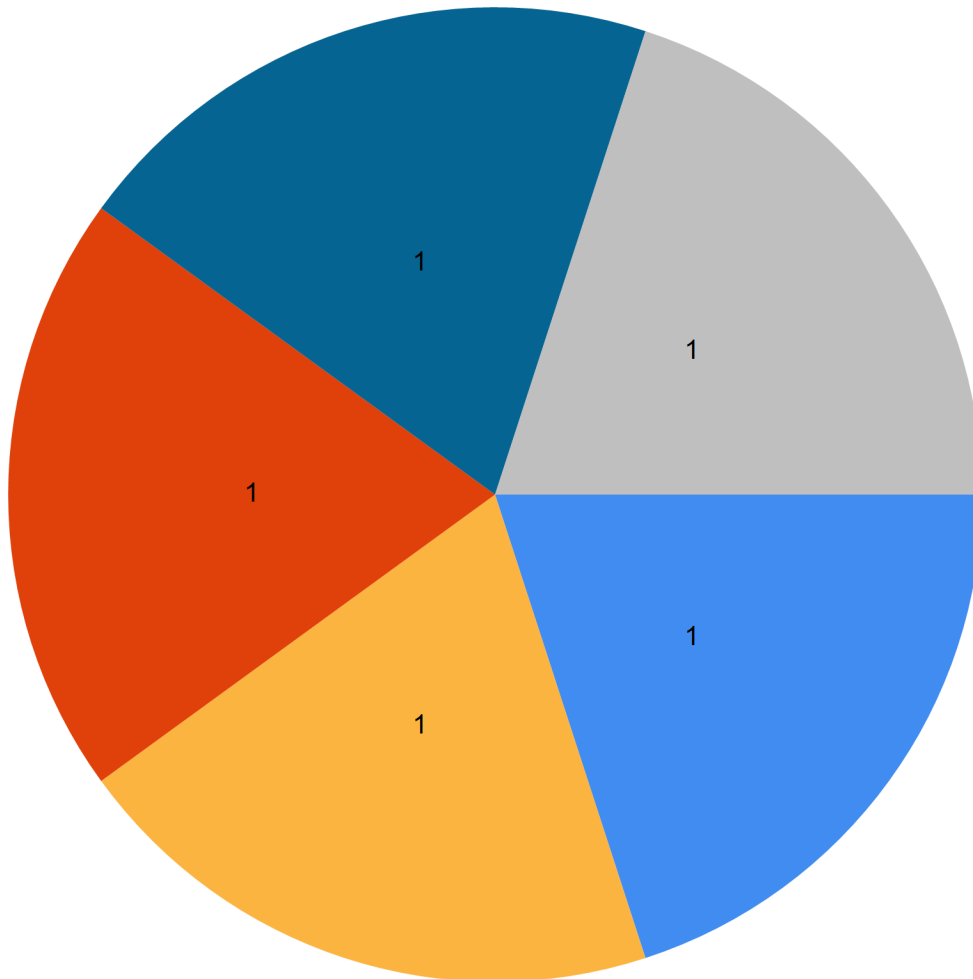
## Managed Devices by Operating System



Customer: Acme Corp

Report Date: Aug 12, 2015

This report displays the breakdown of number of devices by operating system



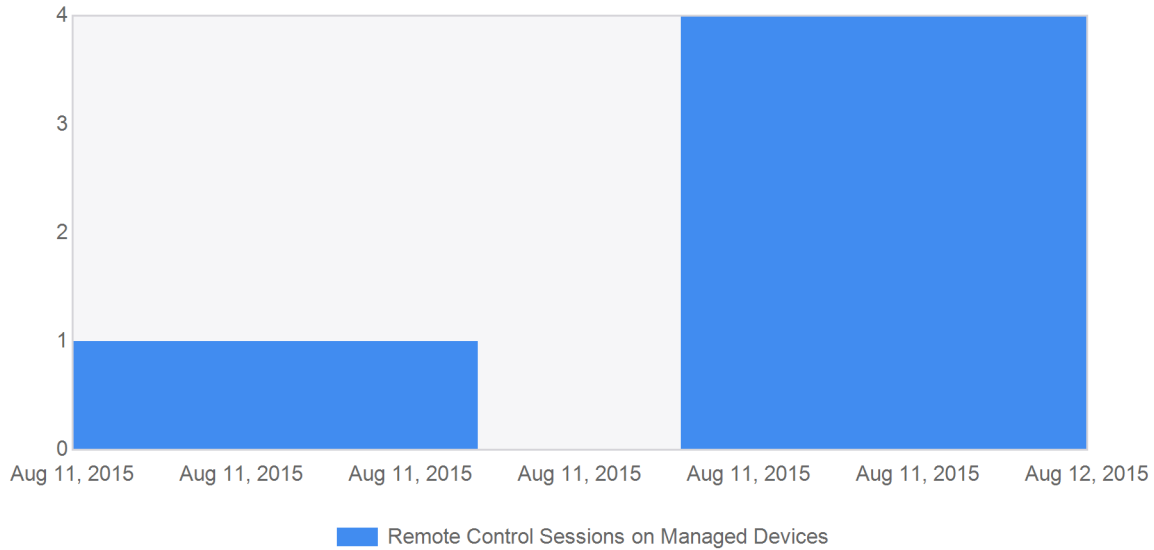
- Microsoft Windows 2008 R2 Standard Server
- Microsoft Windows 7 Professional
- Microsoft Windows 8.1 Enterprise x64 Edition
- Microsoft Windows Server 2012 Standard x64 Edition
- Microsoft Windows XP Professional

## Remote Control Usage Report

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

### Summary

#### Remote Control Requests



Session Type	Count	Percentage
Attended Remote Control Sessions on Unmanaged Devices	0	0.00 %
Remote Control Sessions on Managed Devices	5	100.00 %
<b>Total</b>	<b>5</b>	

### Attended Remote Control Sessions on Unmanaged Devices

No data available for the selected period.

### Remote Control Sessions on Managed Devices

Session Started (hh:mm:ss)	Technician	Device Name	Source IP	Destination IP	Connection Type	Duration (hh:mm:ss)
Aug 11, 2015						
10:10:42 AM	Alan Armstrong	ACME-DC	24.119.154.147	192.168.200.1	RemoteDesktop	0:19:30
Aug 12, 2015						
08:12:50 AM	Riki Crosson	ACME-CL1	71.219.244.181	192.168.200.11	RemoteDesktop	0:57:07



Session Started (hh:mm:ss)	Technician	Device Name	Source IP	Destination IP	Connection Type	Duration (hh:mm:ss)
09:22:47 AM	Riki Crosson	ACME-CL1	71.219.244.181	192.168.200.11	RemoteDesktop	0:01:25
09:24:21 AM	Riki Crosson	ACME-DC	71.219.244.181	192.168.200.1	RemoteDesktop	0:34:01
09:58:23 AM	Riki Crosson	ACME-DC	71.219.244.181	192.168.200.1	RemoteDesktop	0:03:25
					<b>Total:</b>	<b>1:55:28</b>