

# PCC Contract Activity Report for XYZ Company



July

<u>Case</u>	<u>Open Date</u>	<u>Case Type/Desc</u>	<u>Duration</u>	<u>Result</u>	<u>Contract</u>	<u>Invoice</u>	<u>User</u>	<u>Activity Date</u>	<u>Total Hours</u>	<u>Debited</u>	<u>Invoiced</u>
419	PRIORITY										
10364	6/30/06	TS Issues with duplicate emails							0.08	0.08	0.00
		Call out	5	COMPLT	419		CHRISM	7/12/06	0.08	0.08	0.00
		Called John and Bill in regards to email attachment issues. John and Bill indicated that there were no further incidents. Change was to deselect "Enable Rapid E-Mail Attachment Filtering". Case Closed									
10507	7/6/06	PS Onsite Visit 7/5							4.00	4.00	0.00
		On Site @ Customer	240	COMPLT	419		CHRISM	7/5/06	4.00	4.00	0.00
		Arrived onsite to address pressing issues: Email issues, Malibu Cameras, Sonicwall Update, Domain Contact and Renwal Information, Review positioning of Laser at Accounting Office, and Add user to Linux machine. Additional work included updating the thin clients and setting the naming conventions in the accounting office. Updated the Sonicwall licensing on the sonicwall out in Chrome hearts Malibu. While updating the sonicwall, noticed that the vpn tunnel was down to the Malibu Storage unit. This explained the issue with the Malibu Cameras. Provided John with whois information for the domain so that he could set up the renewal for the domain. The lasers have been staying up consistently since the last visit.									
		In regards to email, we reviewed and replicated the email errors with Paola's user. John had found articles relating to AV scanning of large files causing this issue. Since the AV on POP3 emails was being handled by the sonicwall, this didn't seem to be an issue. Once we verified that their email provider was providing av and spam solutions for them, we disabled the sonicwall scanning and tested the emails. This solved the issue. Once we turned back on the scanning, the email issue returned. I opened a case with Sonicwall tech support to address the issue, and found they suggested disabling the "Enable Rapid E-Mail Attachment Filtering" feature on the sonicwall. Since we had the ability to make this change and could test it tomorrow, I disabled this setting and lef the Gateway AV running. Will review to see if this addresses the issue.									
10907	7/19/06	PS Patching Windows servers with latest updates							1.00	1.00	0.00
		Remote access	60	AFTERH	419		CHRISM	7/18/06	1.00	1.00	0.00
		Encountered issues remotng into maxfield last night. Citrix sessions would disconnect or fail to log in. Attempted numerous times with varying amounts of sucesss. Was able to acces the sonicwall remotely just fine. added rule from zumasys to dc1 for RDP and was able to connect briefly a few times. On one instance used servers alive to verify that there were connectivity issues on the 192.168.0.0 network . My suspicion was that the lasers and radios were on at the same time. Emailed Bill and John to that effect and will follow up with them in the morning.									
10941	7/20/06	TS Onsite Visit 7/20							2.50	2.50	0.00
		On Site @ Customer	150	COMPLT	419		CHRISM	7/19/06	2.50	2.50	0.00
		Reviewed servers for evidence of network issues experienced last night, but did not find any clues about the cause, just indications of network communications. Once Bill freed up, worked with him to take a look at the Lightpointe heads. Got on top of the accounting office roof and saw that there was only 10% signal strength on the head. Adjusted head, but could only get a max of 20% to show. The head had not changed position much. Went over to the Maxfield retail side and saw that the orientation had changed a lot on that side. Reoriented the head and was able to get 70-80% signal on both sides. Will review the link as issues are encountered, but at least we know that the heads can renegotiate when aligned.									
10951	7/20/06	TS Add printer ch_4050							0.17	0.17	0.00
		Remote access	10	COMPLT	419		ATKINS	7/20/06	0.17	0.17	0.00
		could not use printconf or redhat-config-printer. looked at printcap.local but did not want to modify until I spoke with Tom.									
10999	7/24/06	TS Out of space on the samba share							0.25	0.25	0.00
		Call In	15	COMPLT	419		DOUGC	7/24/06	0.25	0.25	0.00
		John called in.. I checked the samba share and the volume is 100% full, let john know and he is having users remove old files.									