

Jobsheet



Plot 1266
Nashua House, Luthuli Road, Old Industrial
Gaborone Botswana
Tel: 3113686
Email: accounts@altanovabw.com

NUMBER 112

Client	Engineer	Date	Time In	Time Out	Total Hours	Chargeable Hours	Ticket No
BECI	Tommy Sosa	19/01/24	08:00:00	18:00:00	10	10	1024

CHARGE CODE

Contract		Car Used	B611AYV	Project	None	Remote Access	Yes
Non Contract		Overtime	afterhours	DRS	0	Travel Charge(Kms)	0

STANDARD ROUTINE CHECK LIST PROCEDURE

Server Tasks	Details				Initial
Check event viewer/ all logs are resolve					
Disk Space over 80% needs attention	Server Drive :				
	Server Drive :				
	Server Drive :				
Verify succesfull backup (Fix and report any failures below)	Date:	23/01/2024			
Tested Restore of Backups	Date:	23/01/2024	Weekly:	Monthly:	
Verify Users and Groups (Add/Delete as Requested)					
Review Firewall Logs (Report suspicious activites)					
Verify UPS is working optimally (Do test power failure)	Date:	30/11/-0001			
Update Antivirus Definition Files	Def Date:	23/01/2024			
General Network operation: Speed, Internet, Email, Antivirus					
Run Necessary Tests after any changes	`				
Check users are satisfied an working correctly					

WORK CARRIED OUT ON SITE

Username	Details	Resolution	User Test and Sign
OB of BECI	Primary Active directory for BECI was taken offline by a power failure. Seems possible OS corruption. The secondary AD is not coming up and requested support from Altanova	Secondary AD was found to not be coming up. After Trouble shooting Network issues, DNS issues, AD replication issues I was finally able to get it up and running and servicing requests. DFRS was repaired and all worked fine afterwards	

EXTRA WORK REQUIRED / RECOMMENDATIONS

Recommendations is to install a new Active directory server as a backup. Get onsite backup which can do go further back in terms of restore points. Host offsite in the cloud datacenter a replicated primary server.

CUSTOMER DECLARATION - BY APPROVING THIS JOB SHEET YOU ARE AGREEING THAT THE WORK HAS BEEN CARRIED OUT SUCCESSFULLY AND AGREE TO PAY THE AMOUNT CHARGED IN FULL

Customer Comments