

# PC Proactive Solutions Technical View

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## PC Proactive Solutions Technicians' View

The following pages briefly describe our technicians' view of our proactive management utility. Our software application is very technical, to help you understand the software, we show main snapshots of common screens we work in and briefly described each.

Each area has multiple selections and many levels of configuration. We feel that "seeing" what we work with helps our clients understand what and how we are able to manage computers from our office.

Our software minimizes on-site service calls which helps keep on-site service costs down, but allows us to manage all computers daily.

# Daily Auditing

Everything starts with an audit of all machines in our database. Information is collected by the agents running on the client computer and reports back to our servers. The screen shot below is the Daily Audit screen where we can make changes to what is audited:

The screenshot shows the 'PC Proactive Solutions' interface. The main configuration area has the following options:

- Latest Audit  Remind me when accounts need latest audit scheduled.
- Baseline Audit  PCI & Disk Audit *note* PCI & Disk Audit loads a driver to scan the PCI bus.
- System Info  Enable  Disable *note* This driver may be disabled to prevent driver conflicts on old systems.

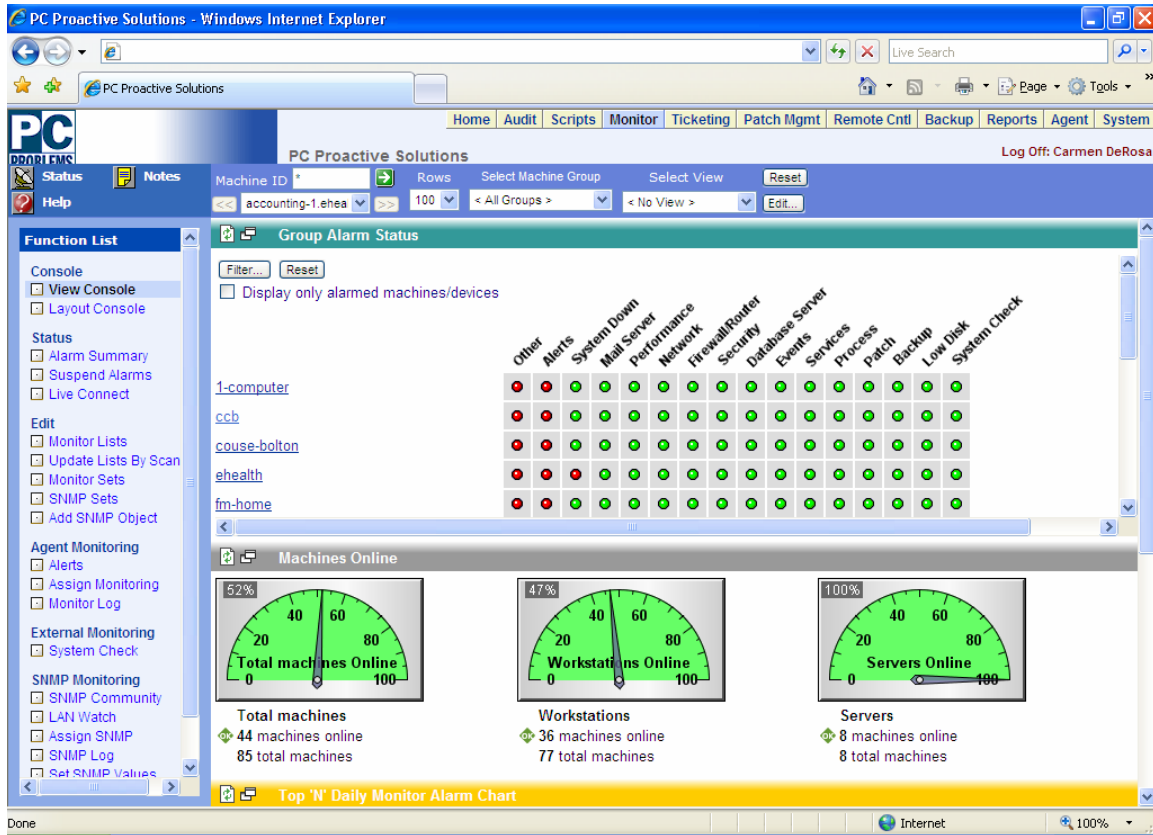
Schedule settings: 2007 Jun, 24, 12 pm, :15.  Run recurring every 1 Day, Stagger by 1 min.  Skip if machine offline.

Buttons: Run Now

Select All	Machine.Group ID	Latest Audit	Next Audit	PCI & Disk Audit
Unselect All	System Info	Baseline Audit	Recurring Interval	Audit
<input type="checkbox"/>	accounting-1.eheal... 3:21:42 am 19-Jun-07	3:21:42 am 19-Jun-07	✓ 12:43:16 am 25-Jun-07 1 Day	
<input type="checkbox"/>	alex.fm-home 8:53:00 am 24-Jun-07	2:10:00 pm 24-Jun-07	✓ 2:54:00 am 24-Jun-07 1 Day	✓
<input type="checkbox"/>	amy.schiffer 4:21:00 am 21-Jun-07	2:33:27 am 20-Jun-07 11:38:00 am 21-Jun-07	✓ 2:32:00 am 21-Jun-07 1 Day	✓
<input type="checkbox"/>	angelo.vision 4:29:00 am 25-Jun-07	2:37:56 am 24-Jun-07 11:46:00 am 25-Jun-07	✓ 2:33:00 am 25-Jun-07 1 Day	✓
<input type="checkbox"/>	arlene.schiffer 4:37:00 am 21-Jun-07	3:06:10 am 20-Jun-07 11:38:00 am 21-Jun-07	✓ 3:04:00 am 21-Jun-07 1 Day	✓
<input type="checkbox"/>	back-2.priority-me... 4:45:00 am 25-Jun-07	2:59:24 am 24-Jun-07 2:26:00 pm 24-Jun-07	✓ 2:56:00 am 25-Jun-07 1 Day	✓
<input type="checkbox"/>	barbara.fpa 4:53:00 am 24-Jun-07	11:38:00 am 24-Jun-07	✓ 2:30:00 am 24-Jun-07 1 Day	✓
<input type="checkbox"/>	barbara.lehman 5:01:00 am 25-Jun-07	2:47:21 am 24-Jun-07 12:26:00 pm 24-Jun-07	✓ 2:38:00 am 25-Jun-07 1 Day	✓
<input type="checkbox"/>	beer.garys.wine.bv... 2:41:06 pm 22-Jun-07	12:44:15 am 24-Jun-07 2:44:50 pm 22-Jun-07	✓ 12:43:16 am 25-Jun-07 1 Day	
<input type="checkbox"/>	bluemangroup.shop 5:09:00 am 23-Jun-07	8:59:52 am 21-Jun-07 3:09:13 pm 18-Jun-07	✓ 8:57:56 am 23-Jun-07 1 Day	✓

# Monitoring and Network Security Part 1

Once the audit is complete we can configure monitoring and alerting. The next two screens shows our view. Here we can see what computers need our attention. 24/7 auditing is performed on all machines. If something happens on any machine, we are emailed with an alert in ten minutes.



## Monitoring and Network Security Part 2

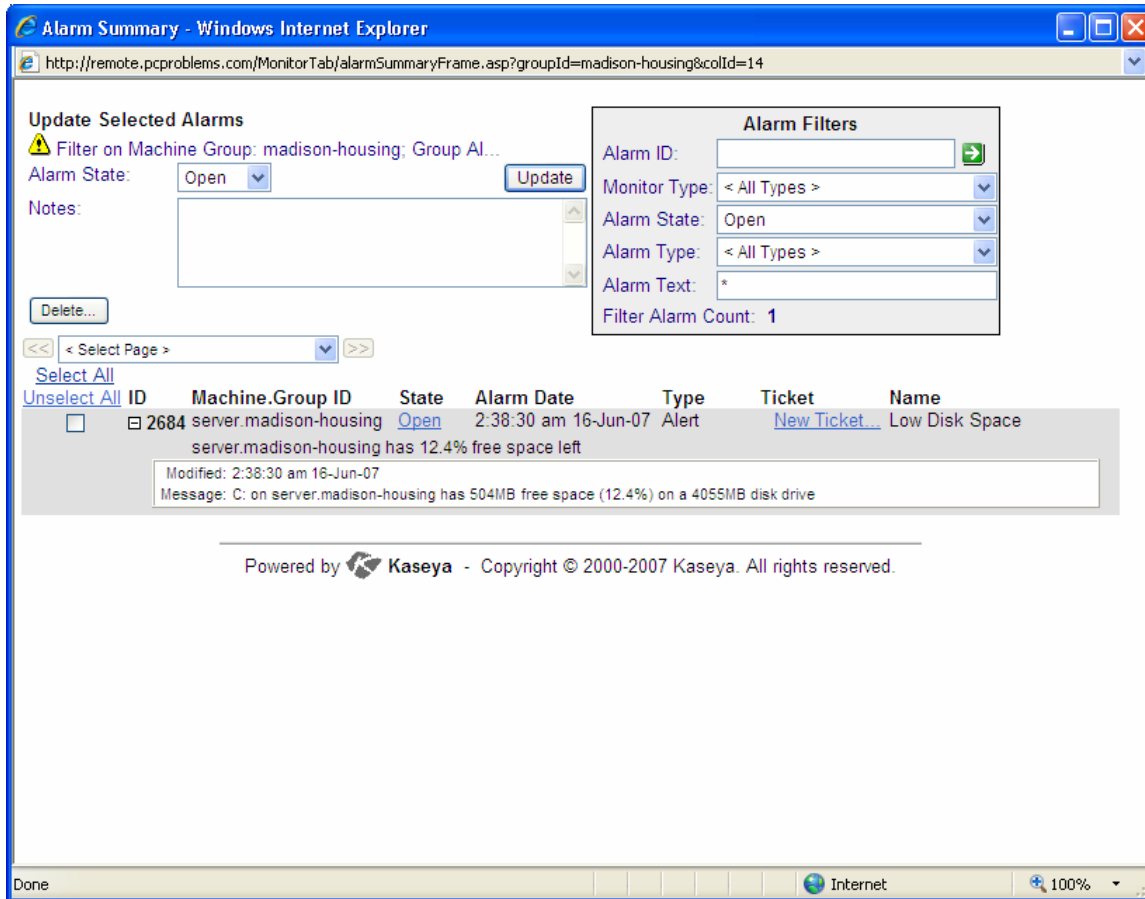
Also in the monitor view, we can set specific alerts which correspond to specific events. There are 20 different areas we can customize to each specific client within the monitor section. SNMP sets are configured to monitor routers, switches, gateways, servers and many other devices for security risks. If an intrusion attempt is found, we are alerted and the attempt is logged for reporting.

The screenshot displays the 'PC Proactive Solutions' web interface. A 'Select Alert Function' dropdown menu is open, showing a list of alert types. The main table below lists the current configuration for two machine groups: 'accounting-1.ehea' and 'alex.fm-home'.

Machine Group ID	Alert Type	ATSE	Email Address List
accounting-1.ehea	Agent Status	----	disabled
	App Changes	----	disabled
	Get Files	----	disabled
	HW Changes	----	disabled
	Low Disk	----	disabled
	App Event	----	disabled
	Sec Event	----	disabled
	Sys Event	----	disabled
	LAN Watch	----	disabled
	Script Fail	----	disabled
	Protection	----	disabled
	Patch Alert	----	disabled
	Backup Alert	----	disabled
	alex.fm-home	Agent Status	▲---
App Changes		---	

## Example Problem/Alert


Here is an example of a problem with a server running out of hard drive space. This alarm was emailed to us from our management console for further action. If this was left unnoticed, the server would have frozen, and failed, then leads to downtime. We corrected this problem and the client experienced no downtime.



The screenshot shows a web browser window titled "Alarm Summary - Windows Internet Explorer". The address bar displays the URL: <http://remote.pcpproblems.com/MonitorTab/alarmSummaryFrame.asp?groupId=madison-housing&colId=14>.

The main content area is divided into several sections:

- Update Selected Alarms:** Includes a warning icon and the text "Filter on Machine Group: madison-housing; Group Al...". Below this is an "Alarm State" dropdown menu set to "Open" and an "Update" button. A "Notes" text area is also present.
- Alarm Filters:** A panel containing fields for "Alarm ID", "Monitor Type" (set to "< All Types >"), "Alarm State" (set to "Open"), "Alarm Type" (set to "< All Types >"), and "Alarm Text" (set to "\*"). A "Filter Alarm Count" of 1 is displayed at the bottom.
- Table:** A table with columns: ID, Machine.Group ID, State, Alarm Date, Type, Ticket, and Name. One row is visible with ID 2684, Machine.Group ID server.madison-housing, State Open, Alarm Date 2:38:30 am 16-Jun-07, Type Alert, Ticket [New Ticket...](#), and Name Low Disk Space. Below the table, a message box contains the text: "Modified: 2:38:30 am 16-Jun-07" and "Message: C: on server.madison-housing has 504MB free space (12.4%) on a 4055MB disk drive".

At the bottom of the page, there is a footer: "Powered by  Kaseya - Copyright © 2000-2007 Kaseya. All rights reserved."

The browser's status bar at the bottom shows "Done", "Internet", and "100%" zoom level.

# Scripting

Scripting and Remote Desktop control work hand in hand. Scripting allows us to run commands from our console to specific agents that execute the script on the computer without interfering with the user's day to day activities. Even a simple "reboot" can be done as shown here by selecting Reboot. Then select the machine, click RUN NOW. We will show remote desktop later which is where we take over the user's desktop (keyboard and mouse) and correct a problem. Scripting is also used for scanning systems for viruses and Spyware along with hundreds of other scripting tools all done in the background.

The screenshot displays the PC Proactive Solutions web interface within a Windows Internet Explorer browser. The interface includes a navigation menu with options like Home, Audit, Scripts, Monitor, Ticketing, Patch Mgmt, Remote Cntl, Backup, Reports, Agent, and System. The main content area shows the configuration for a 'Reboot' script, including a 'Schedule' section with a 'Run Now' button and a table of execution results.

**Script Configuration:**

- Script Name: Reboot
- Command: Reboot the computer.
- Schedule: 2007 Jun 24 12 pm :25
- Options:  Run recurring every 1 Day, Stagger by 1 min,  Skip if machine offline (checked)

**Execution Results Table:**

Machine.Group& ID	Last Execution Time	Last Execution Status	Next Scheduled Run
accounting-1.ehealth			
alex.fm-home			
amy.schiffer			
angelo.vision			
arlene.schiffer			
back-2.priority-medical	5:52:00 pm 15-Jun-07	Success THEN	
barbara.fpa			
barbara.lehman	1:46:09 am 15-Jun-07	Success THEN	
beer.garys-wine-bville			
bluemangroup.shop			
bob.ehealth			

# End User Trouble Ticket System

Our advanced ticketing system keeps everyone informed. The end user submits trouble tickets by double-clicking the agent icon in the lower right corner of their Windows Desktop. They fill out what the problem is, and then submit. Our technicians are immediately notified and we begin to troubleshoot. Below is our view of tickets that come in from our clients:

The screenshot displays the 'PC Proactive Solutions' web application. The interface includes a top navigation bar with options like Home, Audit, Scripts, Monitor, Ticketing, Patch Mgmt, Remote Cntl, Backup, Reports, Agent, and System. A left-hand 'Function List' menu contains sections for 'Create/View Tickets', 'Configure Ticketing', and 'Define User Access'. The main area shows a search and filter section with dropdowns for Machine ID, Rows, Select Machine Group, and Select View. Below this is a table of tickets with the following data:

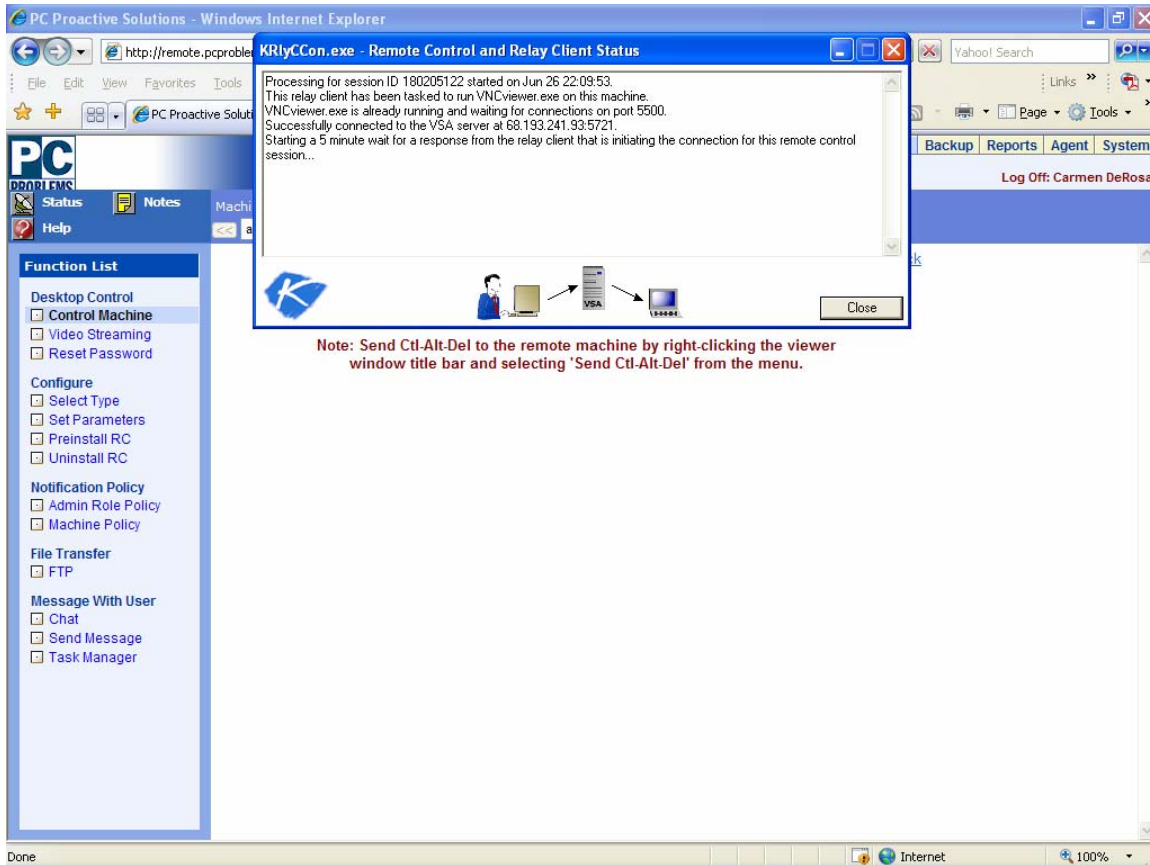
ID	Machine ID	Assignee	Category	Status	Priority	Dispatch Tech	Last Modified Date	Creation Date
53	john_hurley.1-computer	unassigned	Software problem	Open	Normal	No	11:26:06 am 30-Jun-07	11:19:54 am 30-Jun-07
52	katie.ehealth	unassigned	Network problem	Open	Normal	No	1:56:05 pm 27-Jun-07	10:19:56 am 27-Jun-07
43	katie.ehealth	Carmen DeRosa	General PC Problem	Open	Normal	No	10:44:12 am 18-Jun-07	1:06:57 pm 8-Jun-07





## Remote Desktop Support

Our enhanced remote desktop support allows us to connect to a desktop or server on demand. We can take over the machine and fix problems or provide end user training. Users have the option to disable remote desktop control at their discretion. We have the ability to transfer files, chat with end users and view the current processes running on the end user's machine. All sessions are logged and reported monthly.



## Daily Backup Imaging and Off-Site Storage

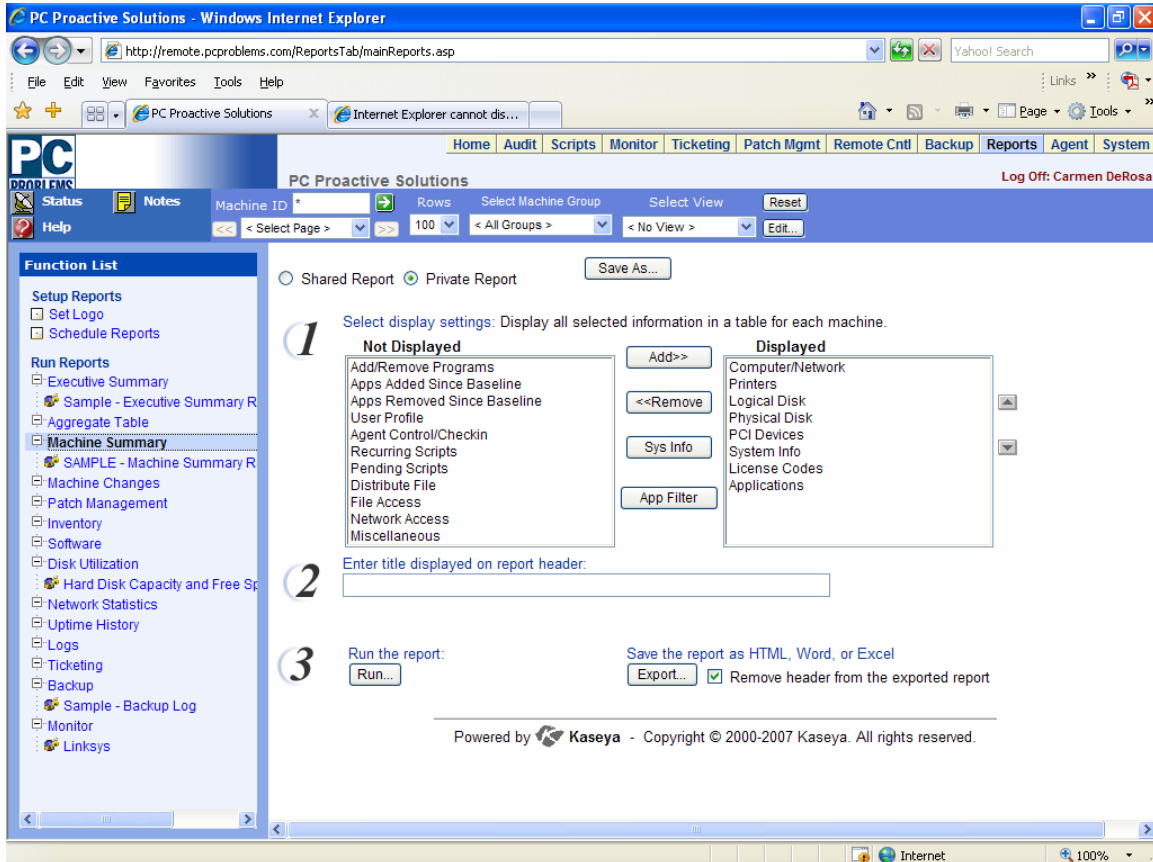
We configure backups to create “Images” to ensure that uptime after failure is minimized. Though we can monitor and manage computers with many different tools, failed devices will happen. But when they do, we minimize the downtime to hours, not days or weeks. Our backup console allows us to configure the backup and maintain it daily. If a backup fails, we are alerted. We can also configure off-site backups to our facility with your permission.

The screenshot displays the PC Proactive Solutions backup console. The interface includes a navigation menu on the left with categories like Backup, Recovery, Offsite Replication, and Configure. The main area shows a 'Schedule full volume backups on selected machines' dialog box with options for scheduling (e.g., 2007 Jun 26 at 10 pm) and a table of existing backup configurations.

Machine	Group ID	Sets	Inc/Diff	Last Backup	Skip if machine offline	Next Backup	Period (full)	Verify VSS
computer-1.couse-bolton		2 Sets	Inc	2:00:17 am 26-Jun-07	✓	2:00:10 am 27-Jun-07 (Inc/Diff)	4 Day	
john_hurley.1-computer		2 Sets	Inc	11:45:25 am 26-Jun-07	✓	11:45:10 am 27-Jun-07 (Inc/Diff)	4 Day	
lanmanager.shop		1 Set	Inc	4:00:15 pm 26-Jun-07	✓	4:00:10 pm 27-Jun-07 (Inc/Diff)	1 Month	
server.ccb						Not Scheduled		
server.ehealth		2 Sets	Inc	2:00:14 am 26-Jun-07	✓	2:00:10 am 27-Jun-07 (Inc/Diff)	4 Day	
server.fm-home						Not Scheduled		
server.g-f						Install Pending		
server.hofmann		1 Set	Inc	3:26:28 am 25-Jun-07	✓	3:25:10 am 27-Jun-07 (Inc/Diff)	1 Month	

# Monthly Reports

Every month we will schedule reports to be emailed to each client in our database. Our reports are very detailed and easy to read. Please review some of the sample reports we included. If the end user ever needs a special report created, we can do it in seconds and email or fax it out. This is our report configuration screen:



## Example Reports

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The following reports are examples of scheduled reports our clients receive monthly. There are hundreds of different reports we can create, the next few pages show the following:

- [Executive Summary](#) – Summary of the entire LAN, Patch Status, Backup and more
- [Hard Drive Report](#) – Shows Hard Drive free space of all computers
- [Mini Inventory Report](#) – We created a mini inventory report to show specifically, Processor Type and amount of RAM.
- [Security Report](#) – Shows traffic from a gateway/router and reports on usage.