Phiilips Backups are monitored and failures are identified and handled via incident management

1.Login to saacon in below Three region

<https://emea-de-090.asn.saacon.net/Citrix/SaaconV4/auth/silentDetection.aspx> - EMEA and APAC

<https://na-tx-020.asn.saacon.net/Citrix/SAaCon_NAV4/site/default.aspx> - NAM

1. After Logged in into Saacon click on windows button and search for Microsoft Remote Desktop Client(RDP)

Graphical user interface

Description automatically generated



3.Now put IP address of Terminal/region (Ireland, North Virginia, Singapore)

EMEA Terminal Server 1 : 156.150.40.42 (Ireland)

EMEA Terminal Server 2 : 156.150.40.25 (Ireland)

NAM Terminal Server 1 : 156.150.42.53 (North Virginia)

NAM Terminal Server 2 : 156.150.42.25 (North Virginia)

APAC Terminal Server 1 : 156.150.43.44 (Singapore)

APAC Terminal Server 2 : 156.150.43.9 (Singapore)

Graphical user interface

Description automatically generated



4.Enter AD1 username and click on connect after that it will ask you for password so enter your password click on OK .

Then you will see following screen .Now open chrome /firefox browser.

A screenshot of a computer

Description automatically generated with medium confidence

Put IP Address 10.47.104.41 in search box.

Graphical user interface, text, application

Description automatically generated



Enter Username and password and click on sign in.

A screenshot of a computer

Description automatically generated

Click on **Backup Monitor** on left panel. Check the status (successfully , failed)if there is any failed backup status it need to investigate and notify to team.

Graphical user interface, application

Description automatically generated

