RS Maint. Bahrain’s dbs had to be shrunk. Jose will switch transactional backups from 2 hour to 4 hours. Discussed chargeable by space clients…Jose has a spreadsheet that lists each of those clients. Shrink billable files quarterly. Alison will supply us with dates to shrink before each client’s end of quarter. Jose will add a list of clients who has to be shrunk that evening attached to the weekly checklist. Also keep history of sizes in Crm. On call rep has a new check list says to check log file. Avg log file rather than just those over 7 gig. Bill wants a routine run with dbs to track statistical db that we can run reports against. What are the indicators and how do we get that info? Manage health of hosted site, billing, sales-related concerns such as controllable disk space, log files, users who never logged in, users who haven’t logged in for a long while. Jose and Yvette will put list together. Can’t add big overhead, must be meaningful data.

Phone System issues. IP phones have expired certs – bill, steph and mary. Don’t need to be signed certificates – we can sign our own certs. Bill went through suggested process – didn’t work. Brian suspects something on the Firewall. Extreme Integration’s sean is involved in this.

Task cutoff research. Crystal Mtn task was so big. Sept oldest task. Jose will change purge to 45 days in task queue, not 90.

Crossbrowser DE. Yvette hasn’t been able to get thru to Yemi the Consolidated Pick List. He uses two systems 122 reference system and he works on another server. The dbs is also different. This introduces variability so Brian will rethink this. Suggested that Yvette have Yemi push the buttons when they walk through something, use non FT technical language. Consolidated Pick List is in testing now with a bug. Some confusion on which list to use. Jose has the current list. How many total items, top priority, how many are done, testing, passed. Yemi says all are done. Haven’t started the testing yet. Pick List was done last week and there are bugs. Priority to get these tested! 7 in testing of 13 now.

RS weekly reports.

RS issue. Tasks executing but never went to done. Grinders. Occurred again after Monday’s fix last week. Discussed the logic behind troubleshooting issues.

Custom – no progress – everything in the clients court

Desk – not able to email. Some do and some don’t. Brian and Yvette worked on this. Got auto acknowledgment but not agent’s email. Desk support has been contacted. Looked at error messages. Must be a proof point issue. Nov 14 is when the error log starts. Is it when MS logix was cancelled and it was only Proof Point and we can contact Noam.

CRM contact duplicates. Better with Brian’s fix. Blank last names were a problem. Calculations for hosting. New audits. Lock down some acctg fields- Yvette will do this.

5.1. Products done. Working on Isolation. Brian will finish up a few things today and create a new build tomorrow just so testing can get a preliminary start.

EOY. Monitor carefully.

Yvette will look at Brian’s revised Rota query.

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