Scrum 10/14/2019

Monday, October 14, 2019   9:05 AM
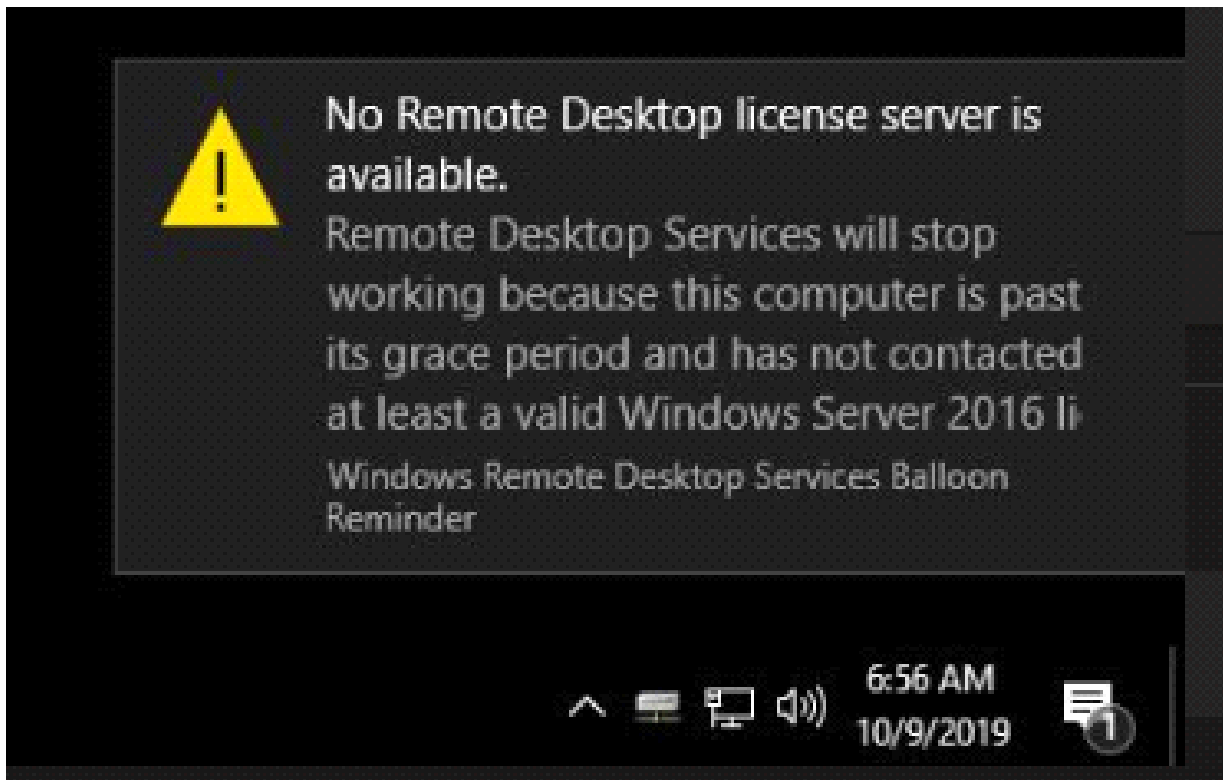
Time logs and process in ZenDesk
DNS anomalies - Rob
-- isolate the issues
-- as seen takes notes here
Space increase on offsite - good
RDS licensing on **CW-Automate**. Intermittent RDS licensing popups

Manual LT installation compliance
-- rohit to get the missing machines in NA
-- rob to push to those machines

Scrum 9/23/2019

Wednesday, September 11, 2019   9:28 AM

- Firewall rule allowing RDP traffic to Noida DC
  - Verified that the rule has been present for at least 45 days
  - Security logs on Noida DC full with brute force
- LSP account logon failures
  - Connected to LastPass?
  - = yes. Removed LastPass connector as it does not support MFA
  - = if we install the new one it will tank all groups and we would need to rebuild w created AD groups
- KCarter logon failures
  - There's a service with these creds somewhere that's trying to logon
- Need to create offboarding SOP.. That includes LastPass
- Need to IP-lock LastPass access for Noida
- Manual weekly backup process?
- LastPass for Rohit - was removed from the IT folder

Rob Notes:
DEVost locked on ESXi host, found through PRTG monitoring. Diskspace was maxed out on Storage-02. Cleared out Windows 10.ISO and deleted first Snapshot of DevOST. Currently at 3.54GB free.

SONICWALL™   Network Security Appliance

General   **Advanced**

NAT Policy Settings

Name:	
Original Source:	Any ▼
Translated Source:	Original ▼
Original Destination:	X1 IP ▼
Translated Destination:	192.168.1.2 ▼
Original Service:	Terminal Services ▼
Translated Service:	Original ▼
Inbound Interface:	X1 ▼
Outbound Interface:	Any ▼
Comment:	

IP Version: ◉ IPv4 Only   ○ IPv6 Only   ○ NAT64 Only

☑ Enable NAT Policy

☐ Enable DNS Doctoring

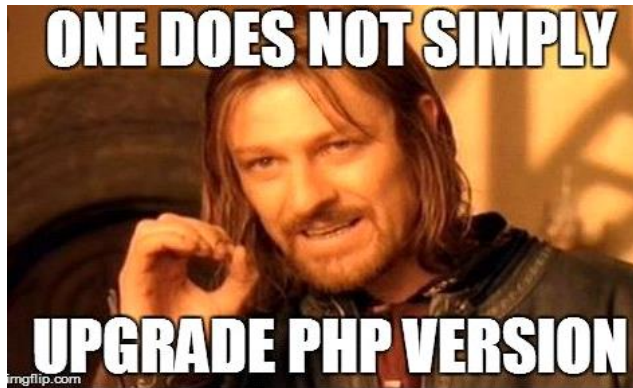**Ready**

OK   CANCEL   HELP

NAT Policy #21 - Traffic Statistics
Usage Count: 22600410
Rx Bytes: 1597723637
Rx Packets: 5808247
Tx Bytes: 1062354233
Tx Packets: 6576229
Time Last Hit: 09/21/2019 00:20:22.900

Scrum 9/13/2019

Wednesday, September 11, 2019   9:28 AM

For Rob:

- [ ] VPN Access for Sebastian
  - [ ] PRTG Access for Sebastian
- [ ] OST PHP Upgrade from 7.0 to 7.3 and Testing
  Needed to be able to upgrade to latest core
  - [ ] Need to clone current OST and spin up a Dev box
    - [ ] Need to make sure CW integration blocked
    - [ ] No public IP needed - will be just local

```
[SEBY-MBPRO:~ mircea$ host psadev.provaltech.com
psadev.provaltech.com has address 46.4.162.34
[SEBY-MBPRO:~ mircea$ host psa2.provaltech.com
psa2.provaltech.com has address 46.4.162.34
SEBY-MBPRO:~ mircea$ 
```

- Time in OST or Zen
- New DC in Orlando - Rob create ticket and then do it
1. Audit LastPass IT Links and Creds - Dave makes ticket
2. Migrate All Creds from OneNote to LastPass
- Terminal Services Solution Build and Testing
  - Get requirements for ORL infra - Rob
  - Build VPN profile - Rob
    - Profile with have both ORL and Hetzner
  - Test w NA users - Rob and Dave
  - Office licensing - per user via 365.. Just verify - Dave

Scrum 9/11/2019
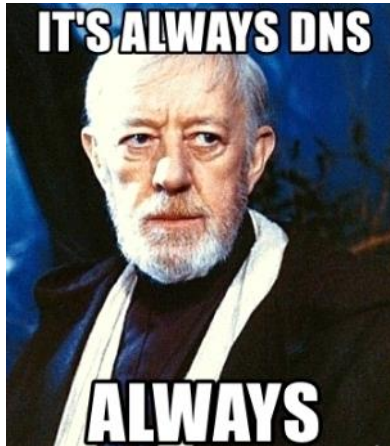
For Rob:

- Time in OST or Zen
- New DC in Orlando - Rob create ticket and then do it
1. Audit LastPass IT Links and Creds - Dave makes ticket
2. Migrate All Creds from OneNote to LastPass
- Terminal Services Solution Build and Testing
    - Get requirements for ORL infra - Rob
    - Build VPN profile - Rob
        - Profile with have both ORL and Hetzner
    - Test w NA users - Rob and Dave
    - Office licensing - per user via 365.. Just verify - Dave
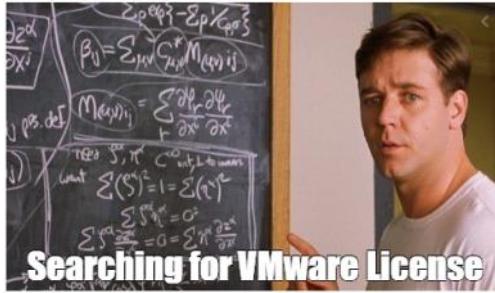
Scrum 8/26/19

Thursday, August 15, 2019   6:01 PM

Searching for VMware License

Ticket Number	Date Created	Subject	From	Current Status	Last Updated	Agent Assigned	Notes
478450	8/15/2019 15:26	SOP for VPN Process	David Turner	In Progress	8/23/2019 16:21	Robert Haber	
249788	8/23/2019 10:50	Tymshift Reports	Diana Vargas	New	8/23/2019 10:50	Kush Chawla	
831623	8/23/2019 10:46	Tymshift Reports- James hours not populating	Diana Vargas	In Progress	8/23/2019 10:46	Kush Chawla	
623586	8/22/2019 15:32	MS Form for Onboarding Information	Diana Vargas	In Progress	8/22/2019 15:32	Rohit Vidyarthi	
760622	8/21/2019 9:09	Setup Support Mail Cloning to OST	David Turner	On Hold	8/21/2019 9:09	David Turner	
875107	8/15/2019 15:26	SonicWall Rules Documentation	David Turner	In Progress	8/21/2019 8:53	Rohit Vidyarthi	
506504	8/16/2019 10:12	Setup PRTG on EUR-GER-DC01 - Configure for LAMP	David Turner	In Progress	8/20/2019 12:03	Robert Haber	Recommend updating LAMP from Ubuntu 16 to current (18.4)
429352	8/14/2019 11:50	People cell phone info and locations	Vikram Khanna	In Progress	8/20/2019 9:38	Mohammad Imran	
350614	8/16/2019 9:50	Setup MFA for Kishore	David Turner	In Progress	8/19/2019 9:18	Rohit Vidyarthi	
478517	8/15/2019 15:22	License ORL-HYPERV1 OS - Ticket to MS	David Turner	In Progress	8/19/2019 9:13	Rohit Vidyarthi	
826786	8/15/2019 15:26	Need to Update All References for Dev Host and Firewall to Prod2	David Turner	New	8/19/2019 8:55	Rohit Vidyarthi	
323044	8/16/2019 9:44	Research Azure Policy to Disable User System PIN	David Turner	In Progress	8/16/2019 9:44	Rohit Vidyarthi	
211994	8/15/2019 15:22	Office 365 Global Org MFA Testing	David Turner	In Progress	8/16/2019 8:49	Rohit Vidyarthi	
159597	8/15/2019 15:31	Isolate Block for ORL to VCenter	David Turner	New	8/15/2019 15:31	Robert Haber	Starting today 08/26/2019
327392	8/15/2019 13:43	Create Full VPN Profile and Test	David Turner	New	8/15/2019 13:43	Robert Haber	Starting today 08/26/2019
244302	8/15/2019 11:24	Vikram's request	Diana Vargas	New	8/15/2019 11:24	Rohit Vidyarthi	

Scrum 8/23/19

Thursday, August 15, 2019   6:01 PM

Ticket Number	Date Created	Subject	From	Current Status	Last Updated	Agent Assigned	Notes
623586	8/22/2019 15:32	MS Form for Onboarding Information	Diana Vargas	In Progress	8/22/2019 15:32	Rohit Vidyarthi	
868793	8/21/2019 22:50	Patch Post-Installation Reboot Required for eur-ger-vac01.hetzner.proval	ProVal Internal	In Progress	8/21/2019 22:50	Mohammad Imran	
760622	8/21/2019 9:09	Setup Support Mail Cloning to OST	David Turner	On Hold	8/21/2019 9:09	David Turner	
875107	8/15/2019 15:26	SonicWall Rules Documentation	David Turner	In Progress	8/21/2019 8:53	Rohit Vidyarthi	
506504	8/16/2019 10:12	Setup PRTG on EUR-GER-DC01 - Configure for LAMP	David Turner	In Progress	8/20/2019 12:03	Robert Haber	
429352	8/14/2019 11:50	People cell phone info and locations	Vikram Khanna	In Progress	8/20/2019 9:38	Mohammad Imran	
350614	8/16/2019 9:50	Setup MFA for Kishore	David Turner	In Progress	8/19/2019 9:18	Rohit Vidyarthi	
478517	8/15/2019 15:22	License ORL-HYPERV1 OS - Ticket to MS	David Turner	In Progress	8/19/2019 9:13	Rohit Vidyarthi	
826786	8/15/2019 15:26	Need to Update All References for Dev Host and Firewall to Prod2	David Turner	New	8/19/2019 8:55	Rohit Vidyarthi	
323044	8/16/2019 9:44	Research Azure Policy to Disable User System PIN	David Turner	In Progress	8/16/2019 9:44	Rohit Vidyarthi	
211994	8/15/2019 15:22	Office 365 Global Org MFA Testing	David Turner	New	8/16/2019 8:49	Rohit Vidyarthi	
756583	8/15/2019 15:31	Update OneNote Doc w New ORL VM's	David Turner	New	8/15/2019 15:31	Robert Haber	
159597	8/15/2019 15:31	Isolate Block for ORL to VCenter	David Turner	New	8/15/2019 15:31	Robert Haber	
478450	8/15/2019 15:26	SOP for VPN Process	David Turner	New	8/15/2019 15:26	Robert Haber	
327392	8/15/2019 13:43	Create Full VPN Profile and Test	David Turner	New	8/15/2019 13:43	Robert Haber	
244302	8/15/2019 11:24	Vikram's request	Diana Vargas	New	8/15/2019 11:24	Rohit Vidyarthi	

Scrum 8/21/19

Thursday, August 15, 2019   6:01 PM

Ticket Number	Date Created	Subject	From	Current Status	Last Updated	Agent Assigned	Notes
506504	8/16/2019 10:12	Setup PRTG on EUR-GER-DC01 - Configure for LAMP	David Turner	In Progress	8/20/2019 12:03	Robert Haber	
429352	8/14/2019 11:50	People cell phone info and locations	Vikram Khanna	In Progress	8/20/2019 9:38	Mohammad Imran	
693139	8/15/2019 15:22	ORL-RDS1 Build Out - RD Gateway Licensing	David Turner	On Hold	8/19/2019 9:28	Rohit Vidyarthi	
350614	8/16/2019 9:50	Setup MFA for Kishore	David Turner	New	8/19/2019 9:18	Rohit Vidyarthi	
478517	8/15/2019 15:22	License ORL-HYPERV1 OS - Ticket to MS	David Turner	New	8/19/2019 9:13	Rohit Vidyarthi	
964122	8/19/2019 8:58	Azure Sync Errors for Kishore's account	Rohit Vidyarthi	New	8/19/2019 8:59	Rohit Vidyarthi	
826786	8/15/2019 15:26	Need to Update All References for Dev Host and Firewall to Prod2	David Turner	New	8/19/2019 8:55	Rohit Vidyarthi	
689205	8/19/2019 7:02	RE: Dock & Screen Setup	Mohammad Imran	New	8/19/2019 7:02	Mohammad Imran	
323044	8/16/2019 9:44	Research Azure Policy to Disable User System PIN	David Turner	New	8/16/2019 9:44	Rohit Vidyarthi	
211994	8/15/2019 15:22	Office 365 Global Org MFA Testing	David Turner	New	8/16/2019 8:49	Rohit Vidyarthi	
756583	8/15/2019 15:31	Update OneNote Doc w New ORL VM's	David Turner	New	8/15/2019 15:31	Robert Haber	
159597	8/15/2019 15:31	Isolate Block for ORL to VCenter	David Turner	New	8/15/2019 15:31	Robert Haber	
875107	8/15/2019 15:26	SonicWall Rules Documentation	David Turner	New	8/15/2019 15:26	Rohit Vidyarthi	
478450	8/15/2019 15:26	SOP for VPN Process	David Turner	New	8/15/2019 15:26	Robert Haber	
649061	8/15/2019 15:06	Remove Deprecated Test Machines from Prod2 Host	David Turner	New	8/15/2019 15:06	Rohit Vidyarthi	
327392	8/15/2019 13:43	Create Full VPN Profile and Test	David Turner	New	8/15/2019 13:43	Robert Haber	
244302	8/15/2019 11:24	Vikram's request	Diana Vargas	New	8/15/2019 11:24	Rohit Vidyarthi	

Scrum 8/15/19

Thursday, August 15, 2019   6:01 PM

Action Items:
- ☐ Assign un-assigned tickets

Ticket	Date Created	Subject	From	Current Status	Last Updated	Agent Assigned	Team Assigned	Notes
756583	8/15/2019 15:31	Update OneNote Doc w New ORL VM's	David Turner	New	8/15/2019 15:31	Robert Haber	Internal IT Team	
159597	8/15/2019 15:31	Isolate Block for ORL to VCenter	David Turner	New	8/15/2019 15:31	Robert Haber	Internal IT Team	
875107	8/15/2019 15:26	SonicWall Rules Documentation	David Turner	New	8/15/2019 15:26		Internal IT Team	
826786	8/15/2019 15:26	Need to Update All References for Dev Host and Firewall to Prod2	David Turner	New	8/15/2019 15:26		Internal IT Team	
478450	8/15/2019 15:26	SOP for VPN Process	David Turner	New	8/15/2019 15:26	Robert Haber	Internal IT Team	
693139	8/15/2019 15:22	ORL-RDS1 Build Out - RD Gateway Licensing	David Turner	New	8/15/2019 15:22		Internal IT Team	
478517	8/15/2019 15:22	License ORL-HYPERV1 OS - Ticket to MS	David Turner	New	8/15/2019 15:22		Internal IT Team	
211994	8/15/2019 15:22	Office 365 Global Org MFA Testing	David Turner	New	8/15/2019 15:22		Internal IT Team	
649061	8/15/2019 15:06	Remove Deprecated Test Machines from Prod2 Host	David Turner	New	8/15/2019 15:06	David Turner	Internal IT Team	
327392	8/15/2019 13:43	Create Full VPN Profile and Test	David Turner	New	8/15/2019 13:43	Robert Haber	Internal IT Team	
244302	8/15/2019 11:24	Vikram's request	Diana Vargas	New	8/15/2019 11:24		Internal IT Team	
340277	8/15/2019 0:32	Patch Post-Installation Reboot Required for winserv2012.testmachines.proval	ProVal Internal	New	8/15/2019 0:32		Internal IT Team	
341724	8/9/2019 17:00	Mouse not working properly	Abhinav Sharma	New	8/14/2019 14:24		Internal IT Team	
886309	8/14/2019 11:50	Vanessa Cortino Reporting Change	Vikram Khanna	New	8/14/2019 11:50		Internal IT Team	
429352	8/14/2019 11:50	People cell phone info and locations	Vikram Khanna	New	8/14/2019 11:50		Internal IT Team	
431655	8/14/2019 9:58	One Drive Issue | Backup Document	Mohammad Imran	New	8/14/2019 9:58		Internal IT Team	
972234	8/14/2019 9:58	RE: One Drive Issue | Backup Document	Saumya Dixit	New	8/14/2019 9:58		Internal IT Team	
925812	8/14/2019 6:31	Request to set up projector	Soumya Mishra	New	8/14/2019 9:38		Internal IT Team	
237862	8/14/2019 9:10	Wallpaper	Soumya Mishra	New	8/14/2019 9:10		Internal IT Team	
485137	8/14/2019 8:50	[Action Required] MySonicWall unusual sign-in activity. Verification code : 777748	donotreply-newlogin	New	8/14/2019 8:50		Internal IT Team	
983328	8/13/2019 13:26	Sean Daniels	Vikram Khanna	New	8/13/2019 13:26		Internal IT Team	
801134	7/30/2019 11:16	New Employee Onboarding - Sean Daniels	O365 Service	In Progress	7/31/2019 7:44	Mohammad Imran	Internal IT Team	
520084	7/27/2019 15:12	Critical ** Monitor is DOWN: ProVal Storagecraft (https://sc.provaltech.com)**	Harsh Niketan	New	7/27/2019 15:12		Internal IT Team	
663941	7/26/2019 2:24	Planned Maintenance Notification - Automate	Anshul Awasthi	New	7/26/2019 6:20	Mohammad Imran	Internal IT Team	
435453	6/26/2019 15:54	Connectivity to OST on June 24	Vikram Khanna	New	6/26/2019 15:54	Rohit Vidyarthi	Internal IT Team	
335255	6/4/2019 0:50	RE: One Drive sync issue	Mohammad Imran	New	6/25/2019 1:38	Mohammad Imran	Internal IT Team	
444540	6/20/2019 5:14	Urgent - Setup/Validate Alerting - Osticket	Mohit Makkar	New	6/20/2019 5:14	Rohit Vidyarthi	Internal IT Team	
948671	5/29/2019 16:02	FW: ConnectWise Manage | End-of-Life Reminder	Vikram Khanna	New	5/29/2019 16:02	Rohit Vidyarthi	Internal IT Team	
432877	5/29/2019 13:06	Configure VPN for Automate Team	Diana Vargas	New	5/29/2019 13:06	Rohit Vidyarthi	Internal IT Team	
353607	4/6/2018 13:08	Re: PROVAL TECHNOLOGIES PRIVATE LIMITED||0012005784527||594352539||High Latency||MEIS||NEW DELHI||Minor	TTLSOC NORTH	Assigned to MSP	4/6/2018 14:38		Internal IT Team	

Updates:
1. Sonicwall Firewall has been renewed.

Security Services Summary   Serial Number: 18B1692E43C4

Security Service	Status	Count	Expiration
Nodes/Users	Licensed	Unlimited	
App Control	Licensed		22 Aug 2022
App Visualization	Licensed		22 Aug 2022
Content Filtering Client	Not Licensed		
Capture Client	Not Licensed		
DPI-SSL Enforcement	Not Licensed		
Deep Packet Inspection for SSL (DPI-SSL)	Licensed		
Deep Packet Inspection for SSH (DPI-SSH)	Not Licensed		
Virtual Assist	Not Licensed		
Global VPN Client	Licensed	2 Max: 12	
Global VPN Client Enterprise	Not Licensed		
VPN SA	Licensed	10	
SSL VPN	Licensed	1 Max: 51	
WAN Acceleration Client	Licensed	1	
WAN Acceleration Software	Not Licensed		
Geo-IP & Botnet Filter	Licensed		22 Aug 2022
Comprehensive Anti-Spam Service	Not Licensed		

2. **MFA Test**
   Created a new account test.mfa@provaltech.com and then enabled MFA. Tried logging in on a fresh build machine and it did prompt for password and then verification code.
   - It also pushed to setup a pin which can be used in case user don't want to use UPN. Tried logging in with pin and it allowed login without any other prompt.
   - Logged in to browser and opened web outlook and it did open up straight away without any further prompt.

- Logged out of web outlook and then again logged in, it prompted for password and MFA code.
- Rebooted machine and selected option forgot pin and then it prompted for UPN and then MFA code.

3. MFA not applied to Kishore's account as he was not in office today.

4. Windows 2016 activation -
Support request number: 119081623001882 opened with Microsoft.

August 2019 - Meeting Minutes

Wednesday, August 7, 2019   5:41 PM

Noida

Sr.No	Title	Details	Update
1	**RDS Box** **Ref# 432877**	Setup Jump box, Non-Domain	**14/08/19** As per my last discussion with David and Rob on Monday, working on upgrading Windows 2016 RDS server to Windows 2019. Should be completed by EOD 16 August 2019. **07/08/2019** ORL-RDS1 is running Windows 2016 standard box but is not activated yet. Rob tried to activate server but the keys are invalid. Even I tried but it did not work. We won't want Not Activated Box for RDS. I see we have Windows 2019 standard License and also 2019 Cal's available on Portal. **31/07/2019** Rob to share an update on networking part. **24/07/19:** Activated the server. Installed RD Services Need to add license after network part is fixed. **03/07/19:** LT Team requirements Pending
2	**MFA Implementation**		**14/08/2019** Rohit will be doing final testing on Azure OOBE. If good then full org 365 MFA process. **31/07/2019:** This is being worked upon by David. As per last discussion with Mohit, we were to start with Manage and then continue with one application at a time.
3	**SonicWall Firewall Backup**		**07/08/2019** Configuration and firmware backup taken on 2nd August after the last changes were made.
4	**SonicWall Rules Cleanup**		**14/08/19** Majic Jack Rules have been deleted after taking backup. **07/08/2019** 20 Majic Jack rules to be deleted.
	SonicWall Rules Documentation		**14/08/19** Document all rules on SonicWall. Column for active\inactive. Will review next meeting

Orlando

Sr.No	Title	Details	Update
1	**Possible MS License Geo-Lock Issues**	Still bumping into issues trying to activate our 2019 and 2016 servers. Rob thought it might be geo related.	**14/08/19** MS does lock keys to territories. If these keys are Noida based then possible they're reacting to activation in NA. Test: VPN to Noida.. Verify public IP as Noida.. Try activation again.
2	**OpenVPN v. IPSec for Tunnels**	Pro's Con's and support\config options on PFSense	**14/08/19** While working the anomalous traffic issue noted that our new tunnels made over OpenVPN but Noida is IPSec. Noting more options on PFSense with IPSec. Status: Not changing now as working but keep an eye open on literature for benefits of IPSec if any.
3	**Auth-Anvil Ram Increase**	Add more RAM to AA VM. Up from 3GB to 6GB now that we have resources	**14/08/19** <mark>Completed</mark> **07/08/2019:** Rohit doing it this Saturday **31/07/2019:** This can be done once the server is offline. Can we do it this Saturday ?

4	**Move All Test Boxes from Hetzner to ORL**	Needed space for Automate server snapshot Will be spinning up new versions on the ORL host	**14/08/2019:** Rob moved the rest of the boxes yesterday. Process should have been done before then though. **07/08/2019:** Get w Rob to move the rest of the boxes **31/07/2019:** 8.1, 7, 2008 moved
5	**ORL to Hetzner Tunnel**		**31/07/2019:** Rob to confirm if RDP from ORL to Hetzner is working now. **24/07/2019:** Tunnel from ORL to Hetzner = good Did have issues w RDP from ORL => Noida but could be one off Need to verify functionality - Rob
6	**NAT for ORL => Prod => Dev**		**31/07/2019:** Rob to share an update. **24/07/2019:** Rob having issues setting up NAT for ORL => Prod => Dev

7	**Time table for ORL host build**		**31/07/2019:**
			Rob to share an update.
			
			24/07/2019:
			Time table for ORL host build - Rob
			    ○ Few hours each day - will go offline to discuss
			    ○ HW challenges - Vikram

8	**Status and new SOP for new VPN access**		**07/08/2019:**
			Will be building VPN access for users to their zone i.e. Noida users to Noida NA to ORL.. Then disabling all users in Dev Hetzner
			   - Rohit will monitor VPN license count usage in Noida
			   - Rob will provision access in ORL for all of NA
			   - Then we'll test then disable NA users in Dev
			
			31/07/2019:
			
			24/07/2019:
			Need to provision James
			Need a time table for setup
			Dev access for James now..
			Rob will schedule time this week for it

	HP Server Build Out		Drives arrived - need to decide where the OS drive - Rob

	Public IP Dev Traffic	Customer sent email to LT team that we asked him to open up 76.46.72.157 (Dev LAMP \Dash) and 46.4.162.38 (Production LAMP\Dash). However, he's seeing traffic on 78.46.72.162 (the dev "prod2" firewall). We need to verify this via WireShark and then see if the changes we made correlate. If so and if as designed then we need to update the email we're sending to customers.
		
		The e-mail shows these two addresses to be allowed.
		78.46.72.157
		46.4.162.38
			14/08/2019:
			Worked a good amount on this last Friday and this past Monday. Friday we verified all possible firewall configs and no routing on our side. Trace routes from the firewalls and endpoints route correctly to client. Toggled the prod\dev tunnel (red button) and had some trouble getting it back up.
			Status: Isolated the non-operational issue down to split front-end and DB servers. The traffic from .162 on Diamond isolated own to ScreenConnect agent. Have not been able to look at KLC as their servers \web are down.
			   - Need to get w LT team to get their servers up
			   - On hold until then. When up we'll Wireshark it.
			
			07/08/2019: Define issue and assign
			   - Rob will look at it next week

Public IP	Role of Server
46.4.162.33	ConnectWise
46.4.162.34	OsTicket
46.4.162.35	StorageCraft
46.4.162.36	Kaseya
46.4.162.37	VAC
46.4.162.38	LAMP Server
Primary TATA-111.93.186.122 Secondary ICN- 103.70.201.111	Noida SonicWall
46.4.74.244	ESXi Host - Prod Infra
46.4.74.249	Prod Infra - pfSense IP/WAN IP
78.46.72.162	Dev Infra - pfSense IP/WAN IP
78.46.72.179	ESXi Host - Dev Infra
78.46.72.157	Dev Infra - LAMP IP

The e-mail shows these two addresses to be allowed.
78.46.72.157
46.4.162.38

My firewall is seeing IP 78.46.72.162 trying to make a connection when running the web test.

Kevin Hankel
Direct: 952-258-8201
Main: 952-258-8200
Support: 952-258-8202
www.klhmn.com

	Access to VCenter from ORL	Having to RDP to RDS-01 for VCenter logons to https://eur-ger-vc01.provaltech.com/ Need to look at routing at ORL	**07/08/2019:** Define issue and assign (Rob) - Explore LDAP options and Groups for sign in - Isolate any lock downs - Remove them as only exposed internally and authent controlled

June 2019 - Meeting Minutes

Wednesday, May 29, 2019   11:53 AM

Sr.No	Title	Details	Update
1	**Orlando Firewall query**	**Need to check if we can get Subscription/Warranty from India.**	**26/06/19:** Received quote for Meraki MX67 Hardware & Advanced License. ✉ **19/06/19:** Last update of Vendor on End of Life for MX64: https://documentation.meraki.com/zGeneral_Administration/Other_Topics/Product_End-of-Life_(EOL)_Policies Also waiting for clarity on Content filtering in Enterprise License & Meraki MX-67 quote. **12/06/19:** Checked with Vendor. They informed that without appliance id/serial number, subscription/warranty is not possible. Cost for buying a new appliance with 3 years warranty in India is 53000 Rs + Taxes (764 $) Mail attached for reference. ✉ **Next**: Pricing for Cisco Meraki MX64
2	**Windows 2016 Product Keys**		**12/06/19:** Windows server 2016 product keys shared with Robert. He is currently working on activation part.
3	**OS Ticket Down issue**		**19/06/19:** Kush has shared details with David as per my last conversation with him. RDS-01 box is being used by Labtech team to connect to Labtech control center. All team members use this box as they cannot open this application on their machines. Also this is being used when working from outside office to connect to servers. ✉ **12/06/19:** There were two major CPU spikes on OS Ticket last night. Sebastian/Kush to share next update. Admin password for Test servers.
4	**Virtual Machines Details** **(In Progress)**	**Add details for all virtual machines at a single place.**	**12/06/19:** Continuing to add details **05/06/19:** VM details are being added on Virtual Machines page.

EUR-GER-DC01

Thursday, January 24, 2019   1:50 PM

Purpose: Domain Controller, holds PDC Emulator role.

Owner: Internal IT

System Overview

EUR-GER-DC01   ACTIONS ▾

Summary   Monitor   Configure   Permissions   Datastores   Networks

Guest OS: Microsoft Windows Server 2016 (64-bit)
Compatibility: ESXi 6.0 and later (VM version 11)
VMware Tools: Running, version:10249 (Current)
                  More info
DNS Name: EUR-GER-DC01.provaltech.com
IP Addresses: 10.0.1.16
Host: 46.4.74.244

Powered On

Launch Web Console
Launch Remote Console

29/05/19:
Win2012R2-Test
Guest OS: Microsoft Windows Server 2012 (64-bit)
DNS Name: WINSERV2012.Test1.com
IP Addresses: 172.16.1.10
Host: 78.46.72.179

Creds:
administrator
1q2w3e!Q@W#E

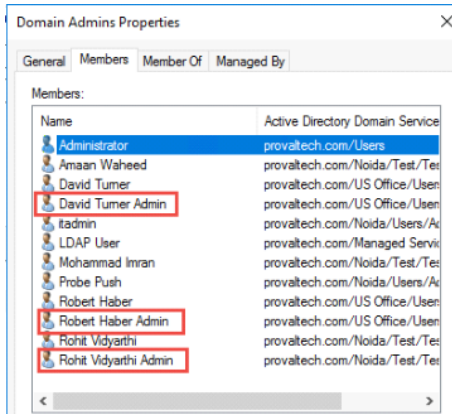| 5	**Noida Firewall Renewal** **(In Progress)**	**SonicWall Firewall Renewal:** Rohit to talk with SonicWALL on 3-yr license and if hardware will suffice for next 3 years if we renew.	**03/06/19:** In Progress **29/05/19:** Talked to SonicWALL. They confirmed that the hardware will suffice for next 3 years and more. Moreover hardware will also be covered for 3 more years on contract renewal. All services will remain same.

Vendor	3 Yrs. License	Price (Rs)	Price ($)
MILLENNIUM TECHNOLOGY	COMPREHENSIVE GATEWAY SECURITY SUITE BUNDLE FOR TZ300 SERIES 3YR	29,000 + 18% GST	416 + 18% GST
Pioneer Technologies Pvt. Ltd.	COMPREHENSIVE GATEWAY SECURITY SUITE BUNDLE FOR TZ 300 SERIES 3 YR	33500 + 18 % GST	480 + 18% GST
UNIQUE COMPUSOFT	COMPREHENSIVE GATEWAY SECURITY SUITE BUNDLE FOR TZ 300 - 3YRS	38,000 + 18% GST	544 + 18% GST

Price for SSL VPN and Global VPN

Part Code	Product Description	Unit Price (Rs)
01-SSC-8631	FIREWALL SSL VPN 10 USER LICENSE	17250/-
01-SSC-8630	FIREWALL SSL VPN 5 USER LICENSE	10000/-
01-SSC-5311	SONICWALL GLOBAL VPN CLIENT WINDOWS - 10 LICENSE	17250/-
01-SSC-5316	SONICWALL GLOBAL VPN CLIENT WINDOWS - 5 LICENSE	9500/-

			    .

7	**VMWare Segmentation**
	
	(In Progress)
		VSwitch feature let us connect our dedicated root servers in multiple locations to each other using VLAN.	**26/06/19:**
			Update from David:
			• The Hetzner-side VSwitch isn't going to help us because it can only segment Hetzner-side physical boxes
			    o Their VLAN ID's won't pass into the virtualization layer..
			    o i.e. if all of our VM's were actual Hetzner boxes then their VSwitch would be a solution
			• We're now looking at segmenting inside of our VMWare environment
			• Rob's going to do an audit of the current VMWare networking setup. After which we can start building out the desired setup
			
			19/06/19:
			David looking into it.
			
			12/06/19:
			Document shared with David for review.
			
			03/06/19:
			2 follow up emails have been sent to Hetzner. Waiting for a revert.
			
			29/05/19:
			- On Robot administration interface, configured VSwitch.
			- Assign name and VLAN ID to the VSwitch.
			- Assigned root servers to the VSwitch.
			- Servers are not communication using the VLAN Id.
			- Called Hetzner support who informed that we only have hardware support.
			- Opened case Ref #2019050203009671 with them for further assistance.

8	**Microsoft Partnership Renewal** **(In Progress)**	Need to renew current Microsoft partnership or look for other options.	**26/06/19:** In Progress **19/06/19:** This is under discussion with Vikram **05/06/19:** Working on Silver contract renewal. Discussed with Nidhi, 2 tests to be cleared. Same has been discussed with external resources. Exam 70-411: Administering Windows Server 2012 Exam 70-740: Installation, storage, and compute with Windows server 2016 Ref# https://partner.microsoft.com/en-us/membership/datacenter-competency#tab-content-2 Preparing plan for additional licenses, Discussed with Mohit **29/05/19:** Office 365 Business Plans:

Services & Features	Office 365 Business Premium	Office 365 Business Essentials
Features	Office 365 Business Premium provides the basic Office 365 functionality that most people need to be fully productive.	Office 365 Business Essentials does not allow you to install the Office 365 applications on your PC, but it does provide you with an email service. This is the 100% "online" version of Office 365.
Email and Calendar	Feature Included	Feature Included
Skype for Business/Tea	Feature Included	Feature Included

	ms/Yammer		
OneDrive for Business	Feature Included	Feature Included
Microsoft Office Apps Online	Feature Included	Feature Included
Office Client/Deskt op Apps	Feature Included	**Feature not Included**
Cost Annually (Rs)	7920	1500
Cost Monthly (Rs)	600	125

10	**RDS Box** **Ref# 432877** **Scheduled**	Setup Jump box, Non-Domain	**03/06/19:** LT Team requirements Pending
11	**Upgrade SQL Server: ConnectWise** **Ref# 948671** **July, 2019** **Scheduled**	**Upgrade SQL Server for ConnectWise Manage application.** Currently, we are running SQL Server 2014, and the support for it will end July 31. We would like to upgrade to a newer database version (2017). This is a not a production app, so there will not be a huge impact. From a timing standpoint, it is ok if this is queued up for the month of July itself. Mohit is the application owner, and you can coordinate with him for any questions you may have. There should be some documentation provided by ConnectWise that you should also be able to refer to. Let us know if you have any additional questions on this.	**26/06/19:** Scheduled for 1st week of July **03/06/19:** Discussed with Mohit. He will be checking for ConnectWise documentation required for the upgrade & will update.
12	**Backup Plan on One Note**		**26/06/19:** Backup Plan added on One Note for servers. Working on adding more details. Backup Storage Location: \\u122321.your-storagebox.de\backup
13	**Admin accounts**		**26/06/19:** Created admin accounts for myself, Robert & David.

14	**Restructuring Active Directory**		**26/06/19:** Working on it.

May 22, 2019

Thursday, January 17, 2019   10:43 AM

Agenda

- Firewalls across ProVal sites
- Email domain disclaimer
- Frequency of Uptime robot monitoring
- Hetzner VLAN
- Clean up accounts for Apoorv Yadav, Faissal Ahmed, 24x7 NOC (check with Mohit and Puneet on this account), Prem Rathor, others (check with HR), Proactive@provaltech.com?
- Umar Daraz - access to provaltech.in
- Forcing team to store docs on SharePoint and not OneDrive
- OS License for Orlando server
- Microsoft partnership renewal

Actionable

- [ ] Rohit to talk with Sonicwall on 3-yr license and if hardware will suffice for next 3 years if we renew.
- [ ] Audit of access to servers - Rohit
- [ ] Need to lock down access to DC
  - [ ] Lock down Kaseya - Dave
  - [ ] Lock down AD - Rohit
  - [ ] Get creds for test AD to everyone
  - [ ] Labtech access report - Dave - ticket assigned to Chase
- [ ] Rohit will educate Noida users
- [ ] ISP monitoring - set alerting threshold to 5 mins
- [ ] Rohit still researching Hetzner VLAN
- [ ] Rohit will delete inactive accounts
- [ ] It.servicedesk@provaltech.com - KILL ?

Key:
- [Add Ticket URL (Copy & Paste)](#)

May 15, 2019

Actionable

- [ ] Rohit to check on the following for SC issue
    - [ ] ShadowControl agent logs from all servers across clients - coordinate with Puneet
    - [x] Get access to SC app at Admin-level - Puneet
    - [x] Reach out to SC L2 support person
    - [ ] Review other options on VM layer
    - [ ] Try to reduce CPU-cores dedicated to SC appliance - work with Puneet
    - [ ] Increase memory for SC
- [x] Amaan to walk Rohit through all Internal IT docs and give KT of infra. Continue to identify what needs to be documented
- [ ] Hetzner VLAN
- [ ] Vikram Sir has to discuss with Puneet regarding increase of RAM in EUR-GER-SC01

May 8, 2019

Agenda

- SSL certs
- DNS record documentation
- Escalation matrix discussion

Actionable

- [ ] Rohit to check on the following for SC issue
  - [ ] ShadowControl agent logs from all servers across clients - coordinate with Puneet
  - [ ] Get access to SC app at Admin-level - Puneet
  - [ ] Reach out to SC L2 support person
  - [ ] Review other options on VM layer
  - [ ] Try to reduce CPU-cores dedicated to SC appliance - work with Puneet
  - [ ] Increase memory for SC
- [x] Amaan to walk Rohit through all Internal IT docs and give KT of infra. Continue to identify what needs to be documented
- [ ] Hetzner VLAN

Escalation Matrix

Internal IT Escalation Matrix	
Severity C Turnaround time: 6 hrs	User to report issue at Email address it@provaltech.com
Severity B Turnaround time: 3 hrs	User to report issue at Email address it@provaltech.com copying Amaan Waheed (Amaan.Waheed@provaltech.com)
Severity A Turnaround time: < 2 hrs	User to report issue at Email address it@provaltech.com copying Amaan Waheed (Amaan.Waheed@provaltech.com) & Rohit Vidyarthi (Rohit.vidyarthi@provaltech.com)
Contact Details	**Rohit Vidyarthi (Lead Consultant)** Email: Rohit.vidyarthi@provaltech.com Phone: +91-9811226546/ Speed Dial #103 **Amaan Waheed (Local IT)** Email: Amaan.Waheed@provaltech.com Phone: +91-9540583193 / Speed Dial. #104

Key:
- Add Ticket URL (Copy & Paste)

May 1, 2019

Thursday, January 17, 2019   10:43 AM

Agenda

- ShadowControl VM performance
- Internal IT documentation and KT
- Microsoft partnership renewal
- Hetzner VLAN feature -
  https://www.hetzner.com/news/09-18-vswitch/

Actionable

- [ ] Rohit to check on the following for SC issue
  - [ ] ShadowControl agent logs from all servers across clients - coordinate with Puneet
  - [ ] Get access to SC app at Admin-level - Puneet
  - [ ] Reach out to SC L2 support person
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Contact Details	**Rohit Vidyarthi (Lead Consultant)** Email: Rohit.vidyarthi@provaltech.com Phone: +91-9811226546/ Speed Dial #103 **Amaan Waheed (Local IT)** Email: Amaan.Waheed@provaltech.com Phone: +91-9540583193 / Speed Dial. #104

Key:
- Add Ticket URL (Copy & Paste)

April 24, 2019

Agenda
- ShadowControl VM performance
- Internal IT documentation and KT

Actionable
- ☐ Rohit to check on the following for SC issue
  - ☐ ShadowControl agent logs from all servers across clients - coordinate with Puneet
  - ☐ Get access to SC app at Admin-level - Puneet
  - ☐ Reach out to SC L2 support person
  - ☐ Review other options on VM layer
  - ☐ Try to reduce CPU-cores dedicated to SC appliance - work with Puneet
- ☐ Amaan to walk Rohit through all Internal IT docs and give KT of infra. Continue to identify what needs to be documented

Key:
- [Add Ticket URL (Copy & Paste)](#)

April 17, 2019

Agenda

- Limit VPN accounts to only access Automate server
- VPN Accounts to use AD authentication

- ☑ SonicWall firmware upgrade - April 2019
- ☐ Dave will double-check on the allproval@provaltech.com to ensure org-wide delivery

Key:
- Add Ticket URL (Copy & Paste)

April 3, 2019

Agenda

- SC appliance performance issues
- Internal IT KT

From Week of 3/27/19

- ☑ Add ping checks for virtual servers on Hetzner
- ☑ Disable daily reboot for SC VM - see if this affects CPU
- ☐ SonicWall firmware upgrade - April 2019
- ☑ Dave & Amaan to schedule time to change credentials
- ☐ Dave will double-check on the allproval@provaltech.com to ensure org-wide delivery
- ☐ Dave to schedule time with Puneet to review SC portal. Possibly do a pause on SC VM?
- ☐ Dave will take care of the Zendesk SES issue.

Key:

- [Add Ticket URL (Copy & Paste)](#)

March 27, 2019

Thursday, January 17, 2019   10:43 AM

Agenda

- Sync US users O365 account with on premise AD
- Noida ICN ISP notifications on UpTime Robot
- New employee setup - Stephen NIx
- EUR-GER-SC01 daily reboot flaw
- Yealink VOIP phone
- IP Pings for all important virtual servers on UpTime Robot

From Week of 3/20/19

- ☐ Dave will double-check on the allproval@provaltech.com to ensure org-wide delivery
- ☐ Dave to schedule time with Puneet to review SC portal. Possibly do a pause on SC VM?
- ☐ Dave will take care of the Zendesk SES issue.
- ☑ Amaan to verify mysonicwall credentials
- ☑ Dave & Amaan to schedule time to change credentials

For Week of 3/27/19

- ☑ Add ping checks for virtual servers on Hetzner
- ☑ Disable daily reboot for SC VM - see if this affects CPU
- ☐ SonicWall firmware upgrade - April 2019
- ☑ Dave & Amaan to schedule time to change credentials
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- ☐ Dave will take care of the Zendesk SES issue.

Key:
- Add Ticket URL (Copy & Paste)

March 20, 2019

Thursday, January 17, 2019   10:43 AM

Agenda

- SonicWALL firmware upgrade - <mark>Observe. No action needed</mark>
- Password Change of ESXi, Vcenter and Hetzner portal.
- DNS issue earlier this week

From Week of 3/13/19

- [x] Amaan will formalize the write-up for user de-boarding
- [ ] Dave will check SC portal for optimal settings
- [ ] Dave will take care of the Zendesk SES issue.

For Week of 3/20/19

- [ ] Dave will double-check on the allproval@provaltech.com to ensure org-wide delivery
- [ ] Dave to schedule time with Puneet to review SC portal. Possibly do a pause on SC VM?
- [ ] Dave will take care of the Zendesk SES issue.
- [ ] Amaan to verify mysonicwall credentials
- [ ] Dave & Amaan to schedule time to change credentials

Key:
- [Add Ticket URL (Copy & Paste)](#)

March 13, 2019

Thursday, January 17, 2019   10:43 AM

Agenda

- Zendesk Amazon SES (email shared with Dave)
- Dev performance issues
- Internal IT Notebook organization style / Azure AD Connect notebook no info?

From Week of 3/6/19

- [x] Employee Off-Boarding process

For Week of 3/13/19

- [ ] Amaan will formalize the write-up for user de-boarding
- [ ] Dave will check SC portal for optimal settings
- [ ] Dave will take care of the Zendesk SES issue.

Key:
- Add Ticket URL (Copy & Paste)

Dec 27, 2018

- Hetzner notifications
- Documentation for contacting Hetzner support
- LT agents on all machines. Done except few.
- New user on-boarding on all systems

Dec 27, 2018

Thursday, December 27, 2018   1:51 PM

Vikram, Amaan, Adil
- Amaan and Kishore will conduct a monthly inventory
- Get security cameras in place
- 23 machines are in inventory, and 11 are not working
    - 2 machines will be donated by Vikram to NGO
- LT agent missing on 4 machines - Adil, Nidhi, Kishore and Yamini. What do we need to do with these?
- Amaan to confirm that everyone is on domain-Everyone is on domain except kishore, Adil, Nidhi
- We will get quotes for IT inventory to get rid of them
- Keep unmanaged switch under observation
- Why is our Wifi having issues? Turned ON Unifi WAP
- Amaan will put the bandwidth utilization on the monitor by his desk
- Swap internet traffic to PreciousNet (it may have uncapped bandwidth)
- Conduct IT orientation and user-training for new joinees and existing employees
- Put labels and signs for every IT equipment

Dec 21, 2018

- [ ] Amaan to create documentation on internal IT checks - daily, weekly, monthly
- [ ] Add BIOS information for all machines to inventory sheet

Internal IT Discussion

Thursday, January 3, 2019   7:24 AM

Meeting Date: 1/3/2019 7:30 AM
Location: Microsoft Teams Meeting
Link to Outlook Item: *click here*
Invitation Message
Participants

- Vikram Khanna (Meeting Organizer)
- Amaan Waheed
- Kody Parton (Accepted in Outlook)

Notes

- ☐ Kody/Amaan - Legacy User Cleanup
- ☐ Kody - New User Onboarding step by step to Amaan #1
- ☑ Kody - Hetzner troubleshooting doc (on internal IT share?)
- ☐ Kody/Amaan - Automate Agent on all assets
  - ☐ Define software rules/policies
- ☑ Kody - Recurring Call with Amaan

1/16/19 - Internal IT Meeting

Wednesday, January 16, 2019   7:08 AM

- ☐ Kody - New Hire Form Dev
- ☐ Kody - Investigate PW sync to O365
- ☑ Amaan - Provide Software list/location
- ☐ Amaan - Move Software to Internal IT SP
- ☐ Amaan - Move any documentation to Internal IT SP
- ☑ Kody - Get Amaan LastPass account
- ☑ Amaan - Identify Group Policy Objects not in use
- ☐ Kody - Internal IT LastPass
- ☐

1. Lenovo System update (It is a tool used to update BIOS, Firmware and other application)
2. <mark>Go To meeting - Not Needed</mark>
3. Momentum (Needed for NOC only)
4. Microsoft Teams
5. 7 Zip
6. Adobe reader (It install online mode)
7. O365 (It install in online mode)
8. <mark>TeamViewer 11 - Not Needed</mark>
9. Labtech agent
10. Chrome with LastPass (It install online mode)
11. Firefox with LastPass (It install online mode)
12. SonicWALL Global VPN Client
13. Greenshot

\\ind-noi-dc01\Soft\Desktop Application

1/30/2019 - Internal IT Meeting

Wednesday, January 30, 2019   7:23 AM

Meeting Date: 1/30/2019 7:30 AM
Location: Microsoft Teams Meeting
Link to Outlook Item: *click here*
Invitation Message
Participants

- Internal IT (Meeting Organizer)
- Kody Parton (Accepted in Outlook)
- Amaan Waheed (Accepted in Outlook)

Notes

OpenVPN server not setup on Prod - pfSense
        Prevents creation of VPN for Sebastian

Amaan to collect list of Adil's accounts
Amaan to provide Noida ESXi host to Kody
Kody to review remaining GPOs
Kody to email managers and HR with link to employee onboarding form
Kody to review employee information sheet

Internal IT Meeting - 2/6/2019

Meeting Date: 2/6/2019 7:30 AM
Location: Microsoft Teams Meeting
Link to Outlook Item: *click here*
Invitation Message
Participants
- ☐ Internal IT (Meeting Organizer)
- ☐ Kody Parton (Accepted in Outlook)
- ☐ Amaan Waheed

Notes

OpenVPN server not setup on Prod - pfSense
    Prevents creation of VPN for Sebastian

- ☐ Amaan to collect list of Adil's accounts
- ☑ Amaan to provide Noida ESXi host to Kody
- ☐ Kody to review remaining GPOs
- ☑ Kody to email managers and HR with link to employee onboarding form
- ☑ Kody to review employee information sheet

AD Notes

Users employed but not in AD
- Lalit Chamola - (Admin Proval)

Users in AD not on employee List
- Pulkit Mahajan
- Shresth Paul
- Dharmendra Bhanj

Accounts with unknown purpose
- Guest1
- Guest2
- Guest3
- Itadmin
- Probe push
- Intern
- Nocpc
- Guest-01
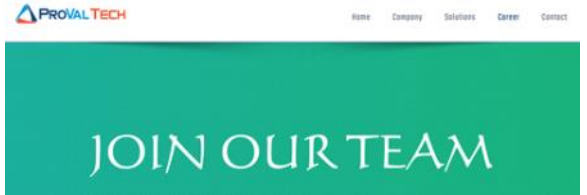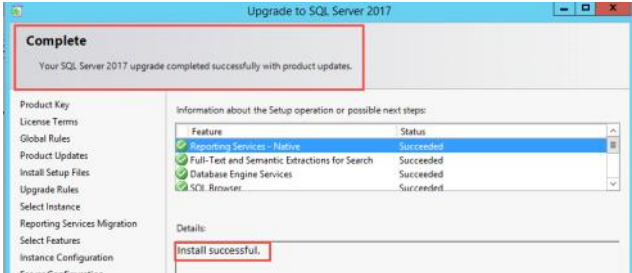
Service Accounts (Need to define use/purpose)
- ADDCServiceAcc **(AD Sync for Office 365)**
- Auth An. Vil **(Consult NOC)**
- Camera **(IP Camera Access Account)**
- DevOps Admin **(Unknown)**
- Esxi backup **(Unknown)**
- Ipad **(Delete)**
- Ipad Auth **(Delete)**
- MSOL_bc558c534f39 **(AD Sync for Office 365)**
- OSTicket **(SSO for OST?)**
- pfSense Admin **(Delete)**
- Spiceworks Monitoring **(Unknown)**
- Test.password **(Delete)**
- U122321
- vCenter User **(Delete)**
- VeeamAmin **(Veeam Backup Server Account)**

Closed Tasks

Wednesday, June 5, 2019   1:24 PM

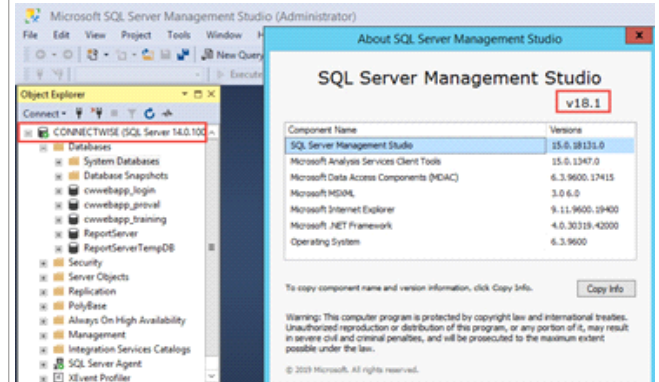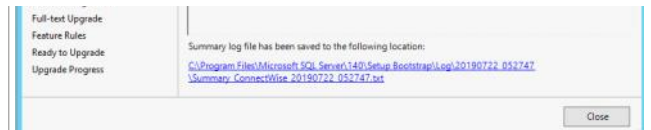| Sr.No	Title	Details	Update
1	**Airtel Broadband Upgrade (Completed)**	**Airtel Broadband Upgrade**	**05/06/19:** All 3 Airtel broadband connections have been upgraded with no extra cost. Currently we are testing the speed.
2	**ProvalTech Career Page** **Ticket Ref #858448** **(Resolved)**	**Proval India Career page was down.**	**05/06/19:** This has been resolved now after modifying SSL settings & adding CName entry for Career Page on Cloudflare portal.
3	**Patching Issue on client MENTIS Group Server.** **(Resolved)**	**Windows 2012 R2 server BABEL was not patched since November 2018.** **Check for Updates option was taking a lot of time and not showing patches.**	**05/06/19:** This issue got resolved after running DISM/System Update Readiness Tool and SFC /scannow on the server. The server is now up to date. Ref: https://support.microsoft.com/en-in/help/947821/fix-windows-update-errors-by-using-the-dism-or-system-update-readiness
4	**Internal IT Daily Infra Report**	**Internal IT Daily Infra Report**	**05/06/19:** Internal IT Daily Infra Report template has been updated & is on One Note. We have started sharing daily reports within team in the beginning & end of shift.
5	**Provaltech.in Access** **Ticket Ref #677104** **(Completed)**	Umar Daraz - Access to provaltech.in	**03/06/19:** Closed **29/05/19:** We have given SEO Manager Rights to Umar. Is it a permanent access or is there a timeline for this access?
6	**Orlando Firewall query**	**Need to check if we can get Subscription/Warranty from India.**	**10/07/19:** Need to work on tunneling between Noida & Orlando after PfSense is set up. **03/07/19:** PfSense finalized for Orlando Office. **26/06/19:** Received quote for Meraki MX67 Hardware & Advanced License. **19/06/19:** Last update of Vendor on End of Life for MX64: https://documentation.meraki.com/zGeneral_Administration/Other_Topics/Product_End-of-Life_(EOL)_Policies Also waiting for clarity on Content filtering in Enterprise License & Meraki MX-67 quote. **12/06/19:** Checked with Vendor. They informed that without appliance id/serial number, subscription/warranty is not possible. Cost for buying a new appliance with 3 years warranty in India is 53000 Rs + Taxes (764 $) Mail attached for reference.

			Next: Pricing for Cisco Meraki MX64
7	**Backup Plan on One Note**		**03/07/19:** Completed **26/06/19:** Backup Plan added on One Note for servers. Working on adding more details. Backup Storage Location: \\u122321.your-storagebox.de\backup
8	**Office 365 Phone system, domestic calling dial plan**		**10/07/19:** Haven't heard back from vendors. Seems like the only way to buy subscription is from portal. **03/07/19:** Case opened with Microsoft & other Vendors.

9	**VMWare Segmentation**
	
	(In Progress)
		VSwitch feature let us connect our dedicated root servers in multiple locations to each other using VLAN.	**17/07/19:**
			
			03/07/19:
			In Progress.
			
			26/06/19:
			Update from David:
			• The Hetzner-side VSwitch isn't going to help us because it can only segment Hetzner-side physical boxes
			   o Their VLAN ID's won't pass into the virtualization layer..
			   o i.e. if all of our VM's were actual Hetzner boxes then their VSwitch would be a solution
			• We're now looking at segmenting inside of our VMWare environment
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			19/06/19:
			David looking into it.
			
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			Document shared with David for review.
			
			03/06/19:
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			29/05/19:
			- On Robot administration interface, configured VSwitch.
			- Assign name and VLAN ID to the VSwitch.
			- Assigned root servers to the VSwitch.
			- Servers are not communication using the VLAN Id.
			- Called Hetzner support who informed that we only have hardware support.
			- Opened case Ref #2019050203009671 with them for further assistance.

10	**Upgrade SQL Server: ConnectWise** **Ref# 948671** **July, 2019** **In Progress**	**Upgrade SQL Server for ConnectWise Manage application.** Currently, we are running SQL Server 2014, and the support for it will end July 31. We would like to upgrade to a newer database version (2017). This is a not a production app, so there will not be a huge impact. From a timing standpoint, it is ok if this is queued up for the month of July itself. Mohit is the application owner, and you can coordinate with him for any questions you may have. There should be some documentation provided by ConnectWise that you should also be able to refer to. Let us know if you have any additional questions on this.	**22/07/19:** SQL Server upgraded from 2014 to 2017. SQL Management Studio upgraded to version 18.1

17/07/19:
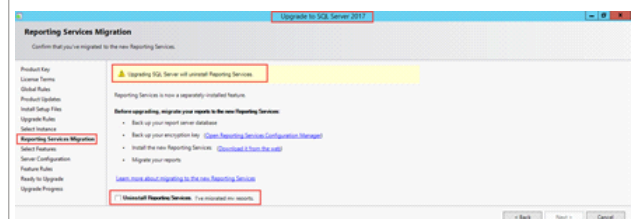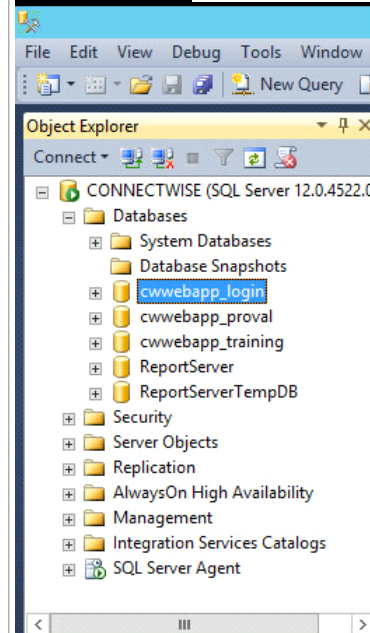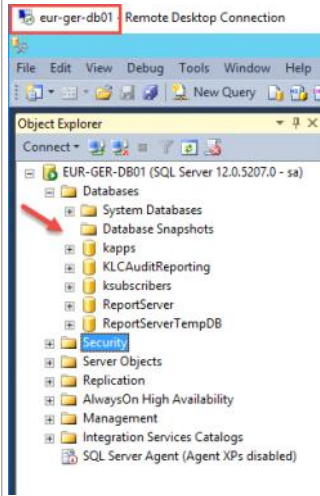Initially there was some issue with the product key not being accepted during upgrade. Downloaded the other setup from Partner center and it worked.
Took backup of database files. Continuing with setup.
Working on reporting services part.

Server Name: ConnectWise
IP: 10.0.1.3
Public IP: 46.4.162.33
SQL Server: SQL 2014 SP1 Standard
SQL : SA
P: Ke5Fuw2g

ConnectWise server

EUR-GER-DB01
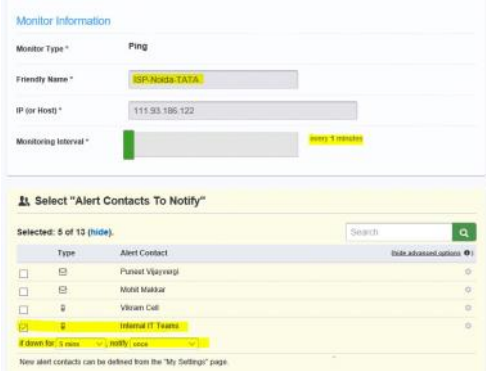
			10/07/19: There was some confusion with all the databases kept on EU-GER-DB01 and not on ConnectWise server. This should be completed by 17th July. **03/07/19:** Work in Progress. **03/06/19:** Discussed with Mohit. He will be checking for ConnectWise documentation required for the upgrade & will update.
11	**New Account for Sean Daniels**	Team Memberships: ["Development","Internal IT"] Additional Notes: Needs access to OS Ticket & ProVal Dashboard.	**07/08/2019** Same rights given to Sean as Kush and Sanju. **31/07/2019:** Permission same as Kush & Sanju
12	**Hetzner Dev VPN**		**07/08/2019** Need to understand if we need VPN tunnel between Noida/Orlando to Hetzner Development/Prod2.
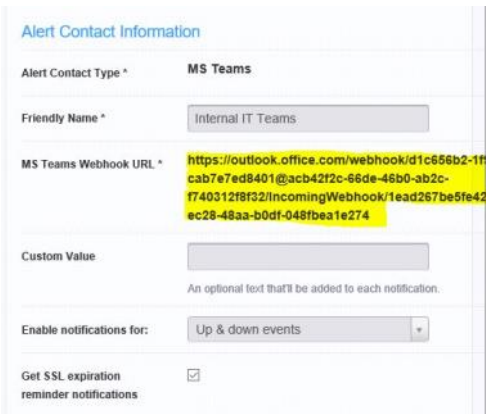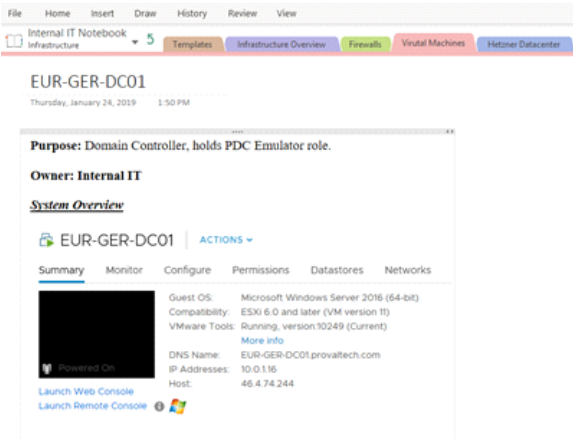
Orlando Access	Access to all ORL assets for Rohit. Firewall & Host Changes	**24/07/2019:** Works now for remote to Production. = completed

Kaseya LDAP Issues	Admin account changes affecting VSA domain probe and VSA permission changes	**07/08/2019:** Verified operation. Kaseya domain watch is now working so the service account build for it is working. Can close this item. = completed **31/07/2019:** Dave is still verifying and will confirm if everything is working fine. **24/07/2019:** Created new service account Kaseya Domain Probe named VSAProbe to fix ongoing issues.

Ongoing Activities

Wednesday, June 5, 2019   4:08 PM

Sr.No	Title	Details	Update
1	**Inactive Accounts Cleanup** **(In Progress)**	**Delete below mentioned inactive Accounts:** Apoorv Yadav, Faissal Ahmed, 24x7 NOC (check with Mohit and Puneet on this account), Prem Rathor, others (check with HR), Proactive@provaltech.com, It.servicedesk@provaltech.com **Note: Cleanup activity to be conducted in the last week of every month.**	**03/06/19:** Work in progress. HR Service account, tickets and notes for accounts. **29/05/19:** Accounts deleted - Apoorv Yadav, Faissal Ahmed, Prem Rathor, Ankit Kushwaha, Yogesh Sharma, IT Servicedesk 24x7 NOC, Proactive & some other accounts are still under discussion.
2	**Best Practice:** - Store docs on SharePoint - Email Disclaimer **(In Progress)**	1. Forcing team to store docs on SharePoint and not OneDrive 2. Be cautious with malicious emails, links in emails coming from outside.	**03/06/19:** In Progress **29/05/19**: Educating users on Email security & storing data on SharePoint instead of OneDrive.
3	**Need to lock down access to DC**	**Audit of access to servers**	**12/06/19:** Kaseya admins have been given access to domain controllers for patching and monitoring. Is it possible that we disable Kaseya remote login and monitoring will still be enabled. I checked with Automate team, they mentioned this is possible. **29/05/19:** - Checked and found that 7 users have admin rights to access domain controllers.
4	**Frequency of Uptime Robot Monitoring** **(In Progress)**	ISP monitoring - Set alerting threshold to 5 mins	**05/06/19:** Reviewing monitoring for alerts & preparing report. For instance EUR-GER-DEV-ESXi & EUR-GER-DEV-ESXi-HTTP are being monitored but alert is not set up correctly. **29/05/19:** Frequency has been set to 5 minutes for ISP-Noida-TATA

| 5 | **Virtual Machines Details**

 (In Progress) | **Add details for all virtual machines at a single place.** | **12/06/19:**
 Continuing to add details

 05/06/19:
 VM details are being added on Virtual Machines page.

 29/05/19:
 Win2012R2-Test
 Guest OS: Microsoft Windows Server 2012 (64-bit)
 DNS Name: WINSERV2012.Test1.com
 IP Addresses: 172.16.1.10
 Host: 78.46.72.179

 Creds: <br> administrator
 1q2w3e!Q@W#E |
| 6 | **Noida Firewall Renewal**

 (Scheduled) | **SonicWall Firewall Renewal:**
 Rohit to talk with SonicWALL on 3-yr license and if hardware will suffice for next 3 years if we renew. | **24/07/19:**
 This will be finalized by last week of July 2019.
 10/07/19:

 03/07/19:
 In Progress |

SonicWall licensing information			
License Type	**Status**	**No of license**	**Expiry date**
Nodes/Users	Licensed	Unlimited	

App Control	Licensed	22-Aug-19
App Visualization	Licensed	22-Aug-19
Deep Packet Inspection for SSL (DPI-SSL)	Licensed	
Global VPN Client	Licensed	2 Max: 12
VPN SA	Licensed	10
SSL VPN	Licensed	1 Max: 51
WAN Acceleration Client	Licensed	1
Geo-IP & Botnet Filter	Licensed	22-Aug-19
Gateway AV/Anti-Spyware/Intrusion Prevention/App Control/App Visualization	Licensed	22-Aug-19
Premium Content Filtering Service	Licensed	22-Aug-19
Dynamic Support 24x7	Licensed	22-Aug-19

Support Service	Status	Expiration
Dynamic Support 24x7	Licensed	22-Aug-19
Software and Firmware Updates	Licensed	22-Aug-19
Hardware Warranty	Licensed	22-Aug-19

29/05/19:
Talked to SonicWALL. They confirmed that the hardware will suffice for next 3 years and more. Moreover hardware will also be covered for 3 more years on contract renewal. All services will remain same.

Vendor	3 Yrs. License	Price (Rs)	Price ($)
MILLENNIUM TECHNOLOGY	COMPREHENSIVE GATEWAY SECURITY SUITE BUNDLE FOR TZ300 SERIES 3YR	29,000 + 18% GST	416 + 18% GST
Pioneer Technologies Pvt. Ltd.	COMPREHENSIVE GATEWAY SECURITY SUITE BUNDLE FOR TZ 300 SERIES 3 YR	33500 + 18% GST	480 + 18% GST
UNIQUE COMPUSOFT	COMPREHENSIVE GATEWAY SECURITY SUITE BUNDLE FOR TZ 300 - 3YRS	38,000 + 18% GST	544 + 18% GST

Price for SSL VPN and Global VPN

Part Code	Product Description	Unit Price (Rs)
01-SSC-8631	FIREWALL SSL VPN 10 USER LICENSE	17250/-
01-SSC-8630	FIREWALL SSL VPN 5 USER LICENSE	10000/-
01-SSC-5311	SONICWALL GLOBAL VPN CLIENT WINDOWS - 10 LICENSE	17250/-
01-SSC-5316	SONICWALL GLOBAL VPN CLIENT WINDOWS - 5 LICENSE	9500/-

| 7 | **Microsoft Partnership Renewal**

(In Progress) | Need to renew current Microsoft partnership or look for other options. | **24/07/19:**
In progress

10/07/19:
Purchased Business Essential license. Further working on assigning licenses to users.

03/07/19:

Quote: Microsoft Site
45000 INR (653 $) + 18 % GST for 30 Business Essentials License
https://www.microsoft.com/en-in/p/office-365-business-essentials/cfq7ttc0k59v?activetab=pivot%3aoverviewtab

Quote: Vijay Technologies
39600 INR (575 $) + 18 % GST for 30 Business Essentials License

Quote: UDM Technologies
36180 INR (526 $)+ 18 % GST for 30 Business Essentials License

26/06/19:
In Progress

19/06/19:
This is under discussion with Vikram

05/06/19:
Working on Silver contract renewal.
Discussed with Nidhi, 2 tests to be cleared. Same has been discussed with external resources.
Exam 70-411: Administering Windows Server 2012
Exam 70-740: Installation, storage, and compute with Windows server 2016

Ref# https://partner.microsoft.com/en-us/membership/datacenter-competency#tab-content-2

Preparing plan for additional licenses, Discussed with Mohit |

29/05/19:
Office 365 Business Plans:

Services & Features	Office 365 Business Premium	Office 365 Business Essentials
Features	Office 365 Business Premium provides the basic Office 365 functionality that most people need to be fully productive.	Office 365 Business Essentials does not allow you to install the Office 365 applications on your PC, but it does provide you with an email service. This is the 100% "online" version of Office 365.
Email and Calendar	Feature Included	Feature Included
Skype for Business/Teams/Yammer	Feature Included	Feature Included
OneDrive for Business	Feature Included	Feature Included
Microsoft Office Apps Online	Feature Included	Feature Included
Office Client/Desktop Apps	Feature Included	**Feature not Included**
Cost Annually (Rs)	7920	1500
Cost Monthly (Rs)	600	125
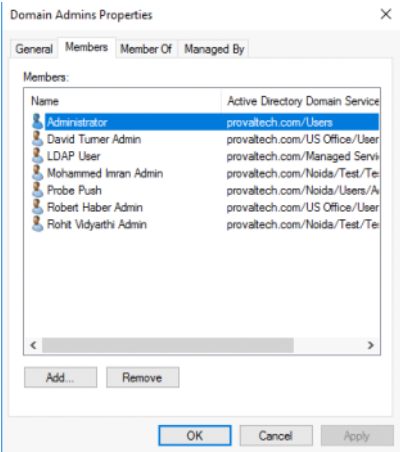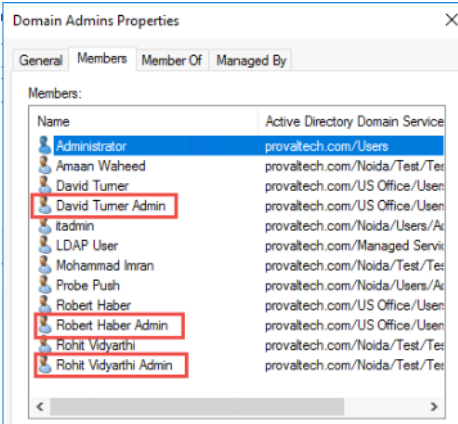
8	**Admin accounts**		**17/07/19:** Disabled below accounts. **Imran** **ITAdmin** **TestProval** **Test1** **Guest1** **Guest2** **Guest3** **Guest-01** **Intern** Revoked Domain Admin rights for below user accounts. Instead created Admin accounts. **ITAdmin** **Imran** **Rob** **David** **Imran** **Rohit**

26/06/19:
Created admin accounts for myself, Robert & David.

9	**Restructuring Active Directory**		**24/07/19:** Cleaned some computer accounts after checking with teams. Disabled some computer accounts which no one is aware of. **26/06/19:** Working on it.

10	**Partner Security Requirements**	**Need to check if these requirements are applicable to us and what will implementing MFA break.**	**31/07/2019:**
			Called Microsoft to understand it better. They asked to revert back on email. Mail has been sent again with questions. Waiting for their revert.
			
			24/07/19
			
			17/07/19:
			
			Case 619071892612076 opened with Microsoft with below details.
			
			We noticed a message in our partner center about implementing Partner Security Requirements (For CSP's & Advisors).
			
			Please clearly suggest:
			   1. If its applicable to us?
			   2. What do you mean by Cloud Solution Providers?
			   3. What will implementing MFA break?
			   4. If Microsoft Is killing application passwords ?

07-15-2019 - Sample Meeting Minutes

Thursday, January 17, 2019   10:43 AM

Agenda

- Internal infra needs
  - Local server to be added (testing server)
- CW Automate- New Client updates
  - CW Gold Implementation status (add # of hours allocated)
    - Nueske - Complete- Kevin to provide Service Proposal
    - Vulpes - 9.75 hrs remaining time
    - Sportsfield Specialties - 6.65 hrs remaining time
    - Holy Cross - 7 hrs remaining time
    - Intuitive Tech - 7.55 hrs remaining time
    - Township of Wall - 6.99 hrs remaining time
    - Drexel Chemicals - 10.5 hrs remaining time
  - April new clients:
    - PCM - Patch 6 will be installed tonight, closing this week
  - May new clients:
    - New River - Automate migration pending
  - June new client:
    - Clever Ducks - Final review call next week
    - ENT - Pending scheduling of next meeting- MIA
  - July new clients:
    - First Column - 90% through week 1 work, planning to finish work today
    - Willow Bend Systems - Week 1 call on Friday, 90% done with week 1 audit
- Kaseya- New Client updates
  - Tier 3- Will be completed this week, pushed due to customer inputs.
  - Onepath- Patching & Global Setting to be initiated this week
  - MB Technology Solutions- Patching & Global Settings to be completed this week
  - July New Clients:
    - NMS- 2nd & 3rd week audit covering monitoring and policies
- OST Updates

From Prior Week

- [x] Jumpbox firewall to be installed - Vikram/Dave
  - [x] Local testing server to be added once firewall is installed
- [ ] LT Server offline process- Update POC Client list for Kaseya - Mohit
- [ ] Security Cert for LT Dash
  - [ ] Summit- Dave to connect Keegan to review this case
  - [ ] New river- is migrating, once done then cert will be done
  - [ ] Medicus- held off due to server time taking too long to come back up
- [x] Diana to connect with Mohit on Kaseya Onboardings (add to this list)
- [x] Chase to have call with Gold team members and review feedback

Action Items

- [ ] LT Server offline process
  - [ ] Update POC Client list for Kaseya - Mohit
  - [ ] Kaseya Server Offline SOP- Dave/Keegan (117159)
- [ ] Security Cert for LT Dash
  - [x] Summit- Dave to connect with Sanju for review
    - [ ] <mark>Keegan working on completing- Deadline set for 7/26</mark>
  - [ ] New river- is migrating, once done then cert will be done
    - [ ] Anshul is working out scheduling with client
  - [ ] Medicus- held off due to server time taking too long to come back up
    - [ ] <mark>Keegan working on completing- Deadline set for 7/26</mark>
- [x] Dave/Mohit/Vikram to discuss Dave's blackout day project
- [x] Diana to update Kickoff PPT- update team members

Key:
- Add Ticket URL (Copy & Paste)

Orlando Minutes

Wednesday, July 31, 2019   6:31 PM

2019-07-24 ORL Team Notes

- Verify that Rohit has to all ORL assets as needed - Rob
  - i.e. firewall and host changes
  - Works now if he remotes to prod
- Admin account changes affecting VSA domain probe and VSA permission changes causing issues
  - Bumped into this while setting up LDAP Kaseya access for James
  - Unknown "admin" creds were used to setup Domain Disco long time ago
  - These creds were affected by the change
  - Asked Rohit to build out new Kaseya service account - done
  - Still verifying operation - Dave
- Add more RAM to AA VM. Up from 3GB to 6GB now that we have resources - Rohit
- Rob removed 2012 and Win 8.1 and Win7 test boxes
  - Needed space for Automate server snapshot
  - Will be spinning up new versions on the ORL host - Rob
- Tunnel from ORL to Hetzner = good
  - Did have issues w RDP from ORL => Noida but could be one off
  - Need to verify functionality - Rob
- Rob having issues setting up NAT for ORL => Prod => Dev
  - Troubleshoot settings and config - Rob will test one more thing then Rohit
    - Rob will test last attempt at 16:00 EST
- Setting up RDS gateway in ORL - Rohit = Done minus license cutover
- Time table for ORL host build - Rob
  - Few hours each day - will go offline to discuss
  - HW challenges - Vikram
- Status and new SOP for new VPN access - Rohit or Rob
  - Need to provision James
  - Need a time table for setup
  - Dev access for James now..
  - Rob will schedule time this week for it

Action Items
- 365 Cheaper Licenses
  - Previous MSP's contact
- Parity check between asset Excel and LT agents - will require manual installs for Azure machines - Rob
  - Patching policy, audit, and reboot weekly
  - WS cleanup and other admin
  - Verify domain push is working for Noida and then install for ORL
  - Standardize local admin creds
    - In Noida localadmin is being used
    - Use this acct and password for ORL assets too