12-Apr-2022

Update from last week:-

- Orl-RDS1 has been decommissioned**(Ref. ticket #T20220404.0031)**
- **Decom On-Prem DC and use Azure Active Directory Services? - Can't until we have VDI's in use**
- **Windows 11 Upgrade(compatibility check) - Dylan**
- T20211201.0005.001 - Internal IT Audit (Action plan?)
- Tailscale installed on some machines on India side
- Backup radar alerting (check with Puneet)
- Stephen and Dan to install Comply on our infra
- CW RMM - start using this for internal system monitoring and patching

5-Apr-2022

Tuesday, April 5, 2022   3:50 AM

- [ ] T20220405.0013 - MFA forwarding issue (Abhinav to research an alternative in Microsoft domain)
- [ ] T20220401.0089 - Twilio Authy not working
- [x] T20220404.0031 - ORL-RDS1 Server is offline (Is there an alternative? Venkatesh asked to power on to access Pendello)
- [x] T20220322.0087 - Geo Restricted Access to Office 365 logins - please assign to Abhinav Sharma
- [x] Tailscale - Testing
- [ ]

3/29/2022

Tuesday, March 29, 2022   6:39 AM

Tasks from Previous week:-

- [ ] Test environment build - Stephen and Dan
- [ ] Restrict access to ORL(Convert it into test environment)
- [x] Storage-01 and 02 are running critically low on space which may result in infra backup failures.(Dylan to check)

| Storage-01 | SSD | 469.5 GB | 394.7 GB | 74.8 GB | VMFS6 |
| Storage-02 | SSD | 476.75 GB | 365.95 GB | 110.8 GB | VMFS5 |

- [ ] **Dylan deliverables** - Determine which dept. needs access. The permission structure(least privilege)

Tasks for current week:-

- [ ] T20220329.0014 - Notification for 78.46.72.179 -> ping:OK
- [ ] T20220316.0031 - Public WiFi - Security Doc
- [ ]

3/22/2022

Monday, March 21, 2022   7:17 AM

- ☑ We have received EUR-CLOUD-VAC01 upgrade request from Asif in terms of both storage and memory **(Ticket #T20220317.0027)**. Abhinav checked and provided the details to both Asif and Puneet. Pending approval. (Need SC)
- ☐ Test environment build - Stephen and Dan
- ☑ Dan to update about the accounts lockout incident on Friday. (Abhinav provided the list of users excluding Internal IT and US consultants.
- ☑ V: volume threshold to be changed to 100 GB on HPV (**No Option to set alarm based on remaining space. We need to adjust it in terms of percent only)(** T20220308.0038)
- ☐ Restrict access to ORL(Convert it into test environment)
- ☐ Storage-01 is running critically low on space which may result in infra backup failures.(Dylan to check)
- ☐ **Dylan deliverables** - Determine which dept. needs access. The permission structure(least privilege)

3/15/2022

Tuesday, March 15, 2022   8:51 AM

- ☑ Abhinav to add 'noreply@backupradar.com' to exceptions to 'No Outside mail' group
- ☐ V: volume threshold to be changed to 100 GB on HPV (**No Option to set alarm based on remaining space. We need to adjust it in terms of percent only)**
- ☐ Restrict access to ORL-RDS1
- ☐ VAC01 upgrade request (T20220317.0027)

3/8/2022

Monday, March 7, 2022   6:12 AM

☐ Can we change alarm on drive V:(HPV-01) in terms of space instead of percentage.

- Internal IT on prod or dev Automate?
- Update on V drive audit
- VDI logoff GPO?

Created Audit retention policy for all the global admins.
https://compliance.microsoft.com/auditlogsearch?viewid=Retention

Audit

Search   **Audit retention policies**

☐ Create audit retention policy   🗑 Delete

Policy name	Priority	Record type
Audit retention for Global admi...	1	

☐ PRTG alerting for Volume V: needs to be redefined, we will redo the threshold to size vs %
☐ Dylan looking into space issue
☐ We will email Hetzner about upgrading space

3/1/2022

Tuesday, March 1, 2022   7:22 AM

☐ Personnel update
☐ Changes to O365
☐ We need additional resources on HPV to increase the number of machines in VDI pool. Users are complaining inaccessibility to VDI.
☐ Storage-01 space need to be increased to prevent infra backup failures.
☐ Public wifi policy
☐ Notification to send to Puneet and Vikram whenever someone make major changes in M365

Action Items

☑ - Abhinav to research audit for major changes.
  - Documenting NAT rules
    ○ Stephen will create flexible asset
    ○ Dylan will expand on the sheet Naman created to make it more readable

Next meeting:

1. General channel on Teams - doesn't notify everyone, set to custom, should notify everyone default
2. Public wifi policy

02/22/2022

Tuesday, February 22, 2022   8:15 AM

- ☑ Aditya / Abhinav to reach out to users still logging into VPN. Use VDI instead
- ☑ Service operations team to open up a ticket quarterly. (Perform Pfsense update and review NAT rules and OpenVPN logs)
- ☑ Document all firewall rules - Naman
- ☐ SSL FIPS - Dan to check with Tobin, current one should suffice
- ☐ Network Diagram - Dan

Other things discussed:

- New Automate server has been setup by Stephen

Next meeting:

- VDI resources enough?
- Public wifi policy for company
- Personnel changes

02/15/2022

Tuesday, February 15, 2022   8:40 AM

- Find out people logging into the VPN.

02/08/2022

Tuesday, February 8, 2022   8:32 AM

- Decommission Google account post checking with its users.

02/01/2022

Tuesday, February 1, 2022   7:39 AM

Actionable Items:
- Migrating all VDI Image UPDs to point here:
  - V:\\VDI MSP Consultants\UPD
  - After migration performed, able to login
    - Previous UPD files not carrying over
    - Look for UPD backup from old UPD

  Naman has fixed Temporary file login on All staff VDI.

  - (Chris) Pending response from Hetzner.
    - Increase PX92 Resources
    - Hetzner login credentials
    - Can this be done without hampering any data
    - We have 16 cores
      - □ Looking to increase to 24 or 32
      - □ Increase memory to 168 GB

Current Azure Package Quotes:
ExportedEstimate.xlsx

Tickets status on Autotask Internal IT

Tickets Created vs. Completed (Last 7 Days)		
Day	**Created Ticket Count (Last 7 Days)**	**Completed Ticket Count (Last 7 Days)**
01/26/2022	35	17
01/27/2022	35	41
01/28/2022	38	52
01/29/2022	26	2
01/30/2022	22	0
01/31/2022	44	70
02/01/2022	9	16

Actionable Ticket Backlog by Resource Total: 16	
Schmidt, Dylan	5
Bali, Naman	4
Vijayvergi, Nilesh	4
None	1
Romesh, Charles	1
Sharma, Abhinav	1

Open Ticket Backlog by Resource Total: 27	
Bali, Naman	6
Schmidt, Dylan	5
Vijayvergi, Nilesh	5
None	3
Jain, Aditya	3
Gulati, Prakriti	2
Romesh, Charles	1

Takeaways!!

01/31/2022

Monday, January 31, 2022   8:30 AM

Actionable Items:
- Migrating all VDI Image UPDs to point here:
  - V:\\VDI MSP Consultants\UPD
  - After migration performed, able to login
    - Previous UPD files not carrying over
    - Look for UPD backup from old UPD
  - (Chris) Hetzner to Inquire:
    - Increase PX92 Resources
    - Hetzner login credentials
    - Can this be done without hampering any data
    - We have 16 cores
      - Looking to increase to 24 or 32
    - Increase memory to 168 GB

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01/31/2022	44	70
02/01/2022	9	16

01/27/22

Accounting for total users in Azure pricing structure

No more than 10 people that need VDI in US
      India 30-40

Recommended specs for Azure Instances:
      4gb Ram + 4 core CPU
      Pay as you go structure

Finalizing Azure options to present to Vikram & Puneet

01/26/2022

Wednesday, January 26, 2022   8:03 AM

- **Preface:**
    - ○ Created the same environment twice.
    - ○ Someone did accidental restore on the environment and consultancy had to recreate the environment.

- **Currently:**
    - ○ users unable to connect to VDI Allstaff, receiving "user profile cannot connect"
    - ○ When a user logs out, the UPD should still be on the folder on the server.
    - ○ The folder UPD was going to wasn't creating in initial folder. Profiles linked to GUID to that UPD.
    - ○ Regardless of configuration, shouldn't delete the UPDS.
    - ○ Server has backups as it stands.
    - ○ 3 Golden Images
        - ▪ Allstaff only golden image having issues.

    - ○ Naman attempted:
        - ○ Testbed for ALLSTAFF from working DEVOPS Copy
        - ○ Copying over DEVOPS to ALLSTAFF
        - ○ Unable to install windows, error received.
            - □ Syslog error files should be noted.

    - ○ Is there a proper way to reset/recreate UPD when each user logs in, instead of trying to find an existing one?
        - ○ Something to do with registry settings.

    - ○ **ProVal Internal IT Actionable Items:**
        - ○ Continue with Azure project initiation.
        - ○ Get with chase and get nix approved to have admin access to Azure for cosmos bb.

    - ○ Consultant to reach back out by end of week, Friday 28th Jan.
        - ○ Recommends Azure as replacement
        - ○ E3 licensing

01/24/2022

Monday, January 24, 2022   8:23 AM

Internal IT - Tickets Handled Last 7 Days [Resource]	
Total: 68	
Bali, Naman	20
Gulati, Prakriti	3
Jain, Aditya	32
Nix, Stephen	1
Romesh, Charles	1
Schmidt, Dylan	9
Vijayvergi, Puneet	2

Internal IT - Resolved Tickets in last 7 Days [Resource]	
Total: 60	
Bali, Naman	18
Gulati, Prakriti	1
Jain, Aditya	32
Nix, Stephen	1
Romesh, Charles	1
Schmidt, Dylan	6
Vijayvergi, Puneet	1

Internal IT - Hours Worked in last 7 days [Resource]	
Total: 97.08	
Nix, Stephen	0.03
Vijayvergi, Puneet	0.73
Gulati, Prakriti	12.75
Schmidt, Dylan	16.28
Bali, Naman	17.7
Jain, Aditya	18.58
Romesh, Charles	31

Internal IT - New Tickets in last 7 Days [Resource]	
Total: 66	
Bali, Naman	17
Jain, Aditya	35
Nix, Stephen	1
Romesh, Charles	1
Schmidt, Dylan	8
Vijayvergi, Nilesh	3
Vijayvergi, Puneet	1

Ticket Number	Client	Age (in days)	Primary Resource	Created	Priority	Title	Status	Total Hours Worked	Ticket Type	Current Update
T20211215.0079	ProVal Technologies	40	Schmidt, Dylan	12/15/2021 13:34	Medium	Urgent - Cannot login to VDI properly	In Progress	7.55	Service Request	
T20211224.0028	ProVal Technologies	31	Bali, Naman	12/24/2021 23:01	Low	ProVal Technologies - PVL-EUR-DC-02 - 2021-12-23 - Warning	Pending Review	1.83	Service Request	
T20220103.0155	ProVal Technologies	21	Bali, Naman	1/3/2022 21:35	Medium	Shared Mailboxes appearing in GAL and on Teams	Pending Review	7.42	Service Request	
T20220110.0032	ProVal Technologies	14	Vijayvergi, Puneet	1/10/2022 9:59	Medium	Add these folks to the Automation Team	Waiting Customer	0.67	Service Request	
T20220114.0078	ProVal Technologies	10	Schmidt, Dylan	1/14/2022 15:27	Medium	CW Automate - script history disappearing	In Progress	1.23	Service Request	
T20220118.0041	ProVal Technologies	6	Schmidt, Dylan	1/18/2022 9:25	Medium	Team's phone extensions	Waiting Customer	1.37	Service Request	
T20220119.0041	ProVal Technologies	5	Jain, Aditya	1/19/2022 10:13	Medium	Laptop's Charging pin got broken with a Spark.	Waiting Customer	0.67	Service Request	
T20220120.0030	ProVal Technologies	4	Jain, Aditya	1/20/2022 10:37	Medium	Laptop needs repair	Waiting Vendor	1.28	Service Request	
T20220120.0065	ProVal Technologies	4	Schmidt, Dylan	1/20/2022 13:24	Medium	External SharePoint	In Progress	0.75	Service Request	
T20220124.0001	ProVal Technologies	1	Jain, Aditya	1/24/2022 0:01	Medium	New Employee Onboarding - Kamal Deep Kaur	In Progress	0.93	Service Request	
T20220124.0002	ProVal Technologies	1	Jain, Aditya	1/24/2022 0:09	Medium	Request for Laptop	Assigned	0	Service Request	
T20220125.0012	ProVal Technologies	0	Bali, Naman	1/25/2022 6:36	Medium	VDI recreation of collection	Assigned	3.67	Service Request	

- On Friday, All Staff VDI looked into.
- Re-formatted VDI.
- Still getting temporary profile error.
- Looking to setup a fresh collection to build from the ground up.
- Copying DEVOPS environment and renaming it ALLSTAFF as DEVOPS seems to be working properly.
    o Chris able to login to DEVOPS

- Solution currently being worked on:
    o Build Collection from the ground up
    o Testbed for ALLSTAFF from working DEVOPS Copy
    o Copying over DEVOPS to ALLSTAFF

- What we are proposing and what we need to adopt.

Solutions:

- Have current Internal IT troubleshoot the environment.
    o This has been ongoing without solid success.
    o Just short of rebuilding the environment.
    o Copying DEVOPS environment and renaming it ALLSTAFF as DEVOPS seems to be working properly.
        o Chris able to login to DEVOPS

    - Solution currently being worked on:
        o Build Collection from the ground up
        o Testbed for ALLSTAFF from working DEVOPS Copy
        o Copying over DEVOPS to ALLSTAFF

- Have Puneet get in touch with consultants who developed environment.
    o Determine cost & scope.

- Rebuild on Hetzner.
    o Potential upgrade of the current server we have for performance.
    o Cheaper than IaaS per month
        o Recurring cost would be cheaper
        o But upfront cost would be more expensive with consultant coming in

- Determine alternative solution.
    o Recurring cost would be more expensive.
    o But upfront cost would be cheaper with no consultant coming in.
        o Application Virtualization
        o Azure
            □ $800-1k per month
            □ 40%-60% discount with 1year or 3year contract obligation.
        o Citrix

\-

<u>ProVal VDI Project</u>

Phase 1: Project Initiation
- Goal
    - Define the project at a broad level.
    - Begin with the business case:
        - Current VDI Solution is EOL. Performance & Quality suffering.
        - Our proposed solution is a full VDI replacement into Azure Cloud.
    - If stakeholders greenlight, project initiation document that outlines the purpose and requirements will be reviewed and clear ed for go.
        - PID
            - □ Business Needs:
            - □ Stakeholders:
            - □ Business Case:

Phase 2: Project Planning
- This phase is key to successful project management and focuses on developing a roadmap that everyone will follow. This phase typically begins with setting goals.
    - 1.

Phase 3: Project Execution
-

Phase 4: Project Performance/Monitoring
-

Phase 5: Project Closure

21/1/22

Friday, January 21, 2022   8:30 AM

Work completed:

- Taking checkpoint of VDI-ALL-00
- Writing golden image to VDI-ALL-00

01/20/2022

Thursday, January 20, 2022   8:31 AM

VDI & PRTG Issues:

- .bak files in registry being created, corrupt registry entry creates issue where users cannot login and get "user profile cannot login" and temporary profiles are logged rather than the AD account that was attempting to login.
- PRTG for 2 weeks at the same type of day, it goes down for half an hour and then shows fine shortly after. Begins about 12:20 pm EST

  o
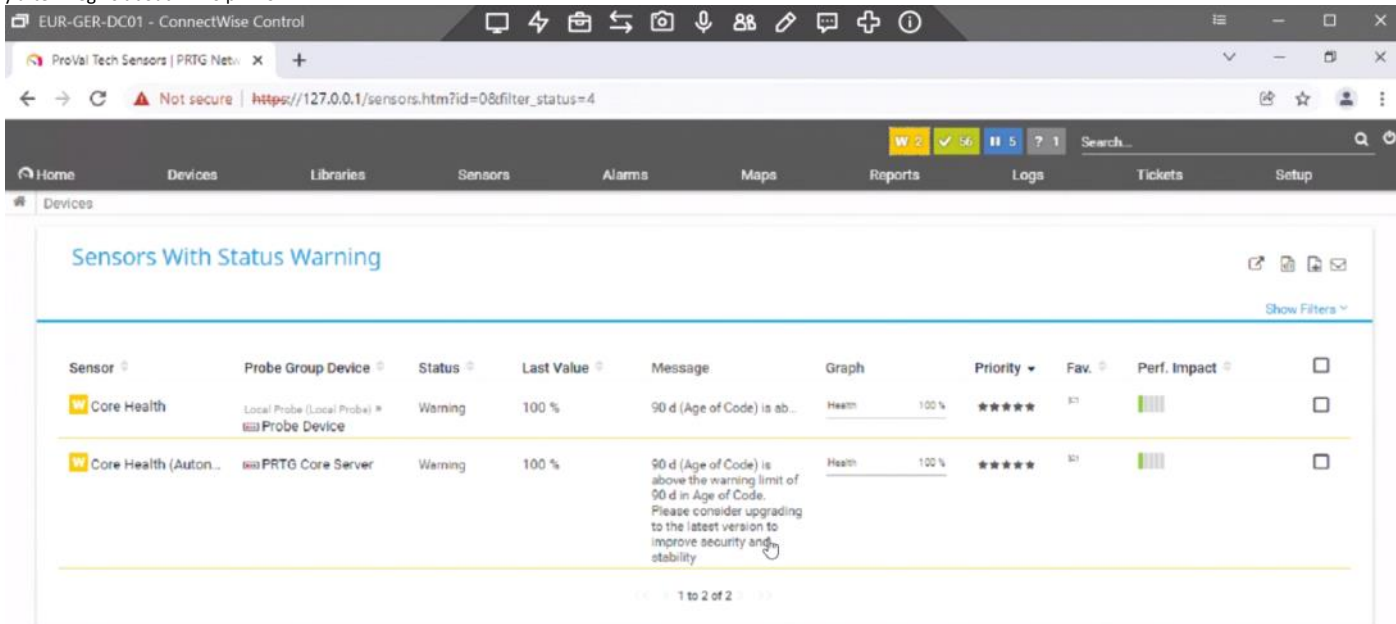
  o Storage-01 getting warning alert from VM Ware, issue is disc is above 75% storage, looking to delete data to create space. No free memory is available to increase device memory. Not necessary currently because no issues are coming about. Recurring Monitoring, if it gets above 75% storage, will remove unneeded data.

Solutions:

- .bak files on Hyper-V instances are causing issues.
- New image for VDI being recreated, formatting the OS. Making changes to the golden image.
- Making changes in the attribute editor. Naman checking main environment.
- Naman scheduling update to PRTG during the weekend non business hours because DC01 may need a restart. Confirming functionality of PRTG thereafter.
- Looking into how vswap file can be removed from vmware.

19/1/2022

VDI –
ALLSTAFF - Temporary profile on All Staff !!

17/1/2022

Monday, January 17, 2022   4:01 AM

Exchange license got unattached
As discussed with Microsoft team they disabled Office 365 license on 7th January by which we received the issue as it automatically expires the exchange license and we have two exchange licenses which are performing the same role.

Exchange Plan 1 (office E3)
Exchange Plan 2 (Microsoft E3)

Verify all the user license !

Shared Mailboxes appearing in GAL and on Teams

I have done lot of research to enable the attribute from our on Premise server.
The easiest way to enable this is to from Exchange online but as we are having our users hosted on "on-premises". We cannot enable it from there.
The last step which is left as of now is to only install Exchange server on our On-premises server and then extend its attribute.
I will perform this in weekend so that we do not have any hamper with our environment!

https://support.exclaimer.com/hc/en-gb/articles/360019648997-Can-I-extend-Active-Directory-schema-to-include-Exchange-Attributes-

- We have checked for a machine on Hetzner which is costing us $180 per month if we go ahead for setting up a Terminal Server for our users.

CPU – 32 Core
Storage- 2 TB
Memory- 160 GB
Server- PX93

https://www.hetzner.com/dedicated-rootserver/matrix-px

I have confirmed with users that which server is good if we use RDS Server resource and configure it as Terminal server.
We received a feedback for RDS server!

From 12 January we have received 45 tickets out of which 38 tickets are completed.
We are having 7 tickets in Internal IT queue on which we are working.

T20211203.0055 - Compile a list of suggestions per our Admin Call – Hey Chris, do you have any update regarding this ticket ?
T20211215.0079 - Urgent - Cannot login to VDI properly – Hey Dylan, I hope this is the same UPD issue, have you guided the user ?
**We have 3 tickets for Headphone and mouse change for users and 3 tickets under domain change to Azure AD.**

Status update on Azure AD

https://provaltech.sharepoint.com/:x:/r/sites/InternalIT/_layouts/15/Doc.aspx?sourcedoc=%7B1828F6F7-4264-4A58-9532-6FFCA10763D2%7D&file=Azure%20Migration%20Status.xlsx&action=default&mobileredirect=true&DefaultItemOpen=1&ct=1642508123941&wdOrigin=OFFICECOM-WEB.MAIN.OTHER&cid=500c8b69-e45e-4801-98f7-949cf75a3809

Recurring ticket has been created by Nilesh to audit all the laptops in the domain.

Status on Hyper-V, we are running out of Storage as VDI-ALLSTAFF is taking lot of space.,
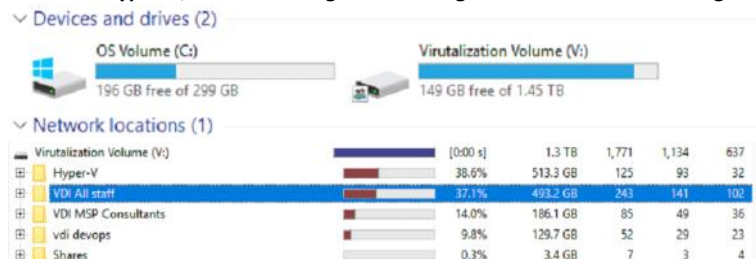
Fix is to recreate the VDI which I will be performing tomorrow!

11/1/2022

- **Setup a Persistent VDI**

- I have already created a VM for Mansi and she is using that VM since 1 week, I will be confirming a feedback from her on mail.

We have created a VM for Mansi (Persistent) to check the comfortability and flexibility of the machine,
We received a feedback from her.
I worked on virtual machine for 3-4 days & experienced that it is not very smooth to work, as it takes more time than usual in switching the tabs. Not able to make teams call. The screen size is small which increases the complexity in doing work.

The plus point is all boards are accessible without VPN. But my overall experience is that it works slower than our physical machine.

Resource

CPU – 2

Memory – 4GB

Storage – 120 GB

Persistent vs Non-persistent:-

https://provaltech.sharepoint.com/:w:/s/InternalIT/EVzrvAC_BY1NvRqgGtkFNdABd3zxiRry6_kBoHiEZ0rNVw?e=Ff8Gr4

Azure VDI

- We got response from Dylan on the balance chart for Azure VDI which was very high.

- **PVL-EUR-DC-02**
  We still have this alert in warning state, there might be a chance of SQL username password authority on database, I have installed SSMS on the server.

Shared mailbox appearing in GAL and teams.
So for this I have checked in exchange admin center, we cannot hide address list from there as our user is hosted on -premises dc01, tried stating a value true for an attribute Msexchhidefromaddresslist but it was not in Attribute editor.
Tried to create a manual attribute but it was greyed out or not selective because we need to break a sync between our AD conn ect which I didn't.
The fix is that we need to extent our directory schema so we have that option to hide a user from address list.

Exchange license got unattached
We got an issue which was reported by Puneet sir yesterday (Sunday) at 11:18 AM EST
While checking this issue, I found that Exchange License was removed for multiple user.
Puneet sir, Vikram sir, Aditya Jain and Sanjeev Kumar as far now has reported issue for the same!
I have checked the logs and found one log which from service.

✔ Jan 7, 2022 6:03 AM	ServicePrincipal_712a0dd1-cc5d-4fe8-...	Delete device.	Device_95a18517-e31c-4b3f-8807-17...

I believe that the removal of Office 365 licenses was the cause because that's where the mailbox was originally set up and th e M365 license didn't have exchange enabled by default.
As I am setting up the new machine for Keanu, he now also doesn't have a mailbox setup, when he definitely did last week. See ms like it might have affected OneDrive as well.

P1 -

- Aditya created an excel sheet of Laptop firmware which are up to date.
Firmware Update Status

- RDS license pop up on RDS server

So if we talk about our internal tickets then, we have 8 tickets that we are working on.

T20211228.0011 - Blue screen on laptop and VPN is not connecting- Aditya will be checking tracker for laptop as by tomorrow, Rahul will be getting a laptop.
T20211229.0003 - Needs to prepare the firmware upgradation status – There are 3 laptops left at India site to be updated out of which 2 laptops are Dell and one for Lenovo. 3 months recurring t icket.
T20220107.0004 - System needs to be migrated to Azure AD – We are switching the user profile on Azure AD manually.
T20220103.0155 - Shared Mailboxes appearing in GAL and on Teams – we need to extend the attribute through a azure ad connect setup file !

- Users getting **"2100 detection error on hdd0"** error on their laptops. (Issue is with connector connecting HDD and motherboard) (https://superuser.com/questions/734073/2100-detection-error-on-hdd0-black-screen-error-lenovo-thinkpad-carbon-x1)

4/1/2022

Aditya has updated the firmware for all the T430 and 430S maintained a sheet as well.
Now, we are heading forward for model T440 and T460

Hyper-V one time back has been taken care off

VDI connect with consultant for VDI errors and VDI persistent machines.

How to migrate with Win 11? I will be creating a VM and checking all the consequences
Define the role out process for win 11, compatibility issue – CPU.
Schedule the script, must have notified to users.

We are having 8 tickets in Internal IT ,
Also I have initiated a daily follow up on a private group for ticket discussion.

46 handled out of which 41 tickets have been resolved and 52.1 hours has been invested
New tickets 27 out of which 22 tickets are handled by Aditya.

T20211224.0028 - ProVal Technologies - PVL-EUR-DC-02 | We are having a warning status on DC-02 which will be cleared after a reboot so waiting for a scheduled reboot.

Microsoft support to transition users from local AD to azure ad **T20211227.0018** - Microsoft Support [Case #:29002521] | Following up with the Microsoft Azure team.

T20220103.0155 - Shared Mailboxes appearing in GAL and on Teams | I am looking into it and collecting some information.

T20211216.0079 - Jess's laptop issues – Chris what is the update on it ? Did you got any response from Lenovo team !! System board repaired

T20211203.0055 - Compile a list of suggestions per our Admin Call – Chris is what is the update on it, want to know what exactly our need is ?

T20211228.0011 - Blue screen on laptop and vpn is not connecting – As of now he is not getting any bluescreen error after I have deleted one memory.dmp file.

T20211230.0035 - New Employee Onboarding - Keanu Snow – Dylan what is the update for this ticket ?

T20211216.0035 - Create a list of tools on which Authy is required – Its pending with Nilesh, we will be following up with them

Takeaways!
Setup a Persistent VDI for Dylan and Chris,
Azure VDI
Documentation for Patch policy - reboot is set to update window +30, which is 5pm-8:30pm Est every Saturday
Define the role out process for win 11, compatibility issue – CPU.
Schedule the script, must have notified to users.
Servers should have checklist of the roles installed- to be updated by Naman This is for the Internal server.