



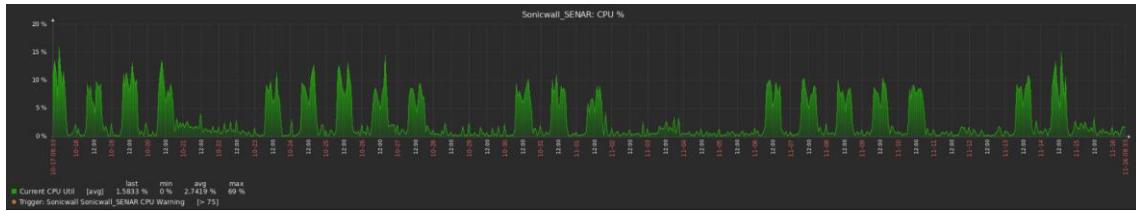
## RELATÓRIO DE CHAMADOS MENSAL

14/10 a 13/11/2023

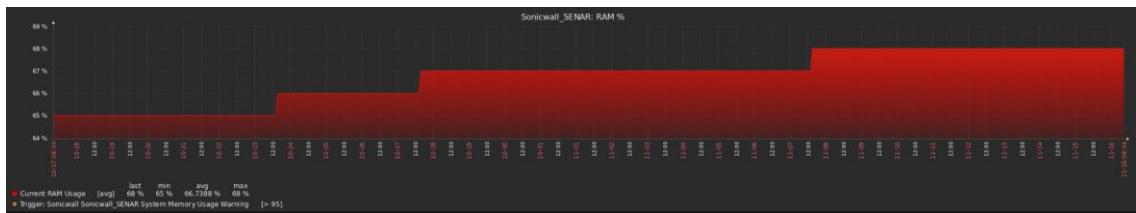


## Monitoramento SonicWall

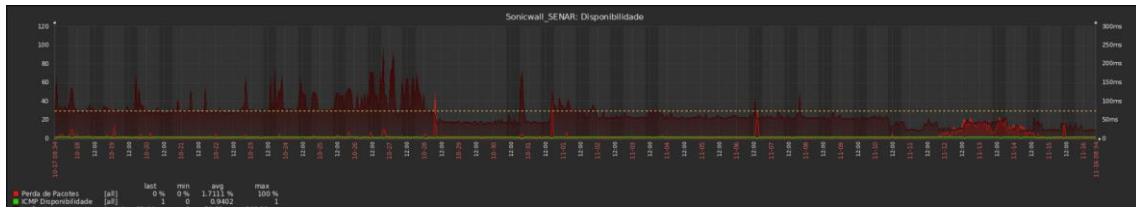
### Processador



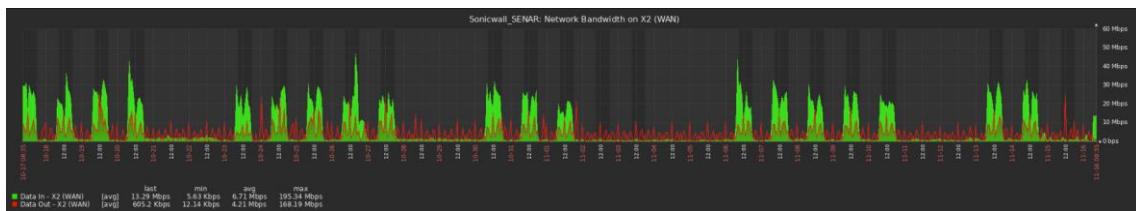
### Memória



### Disponibilidade

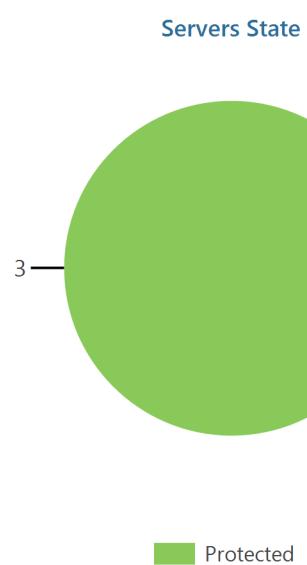


### Interface de Internet



**Description****Report Parameters**

RPO: 1 day  
Operation mode: Server  
Exclusion mask:  
Management type: Backup server  
Guest OS: Windows  
Included companies: 1

**Summary**

## Overview

Company	Protected Servers	Unprotected Servers – Out of RPO	Unprotected Servers – No Backup
SENDAR	3 of 3	0 of 3	0 of 3

## Details

### SENAR – Protected Agents

Location: Default location

Management type: by Backup server

Job Name	Backup Source	Backup Repository	Available Restore Points	Last Backup State	Last Backup Date	Guest OS
servidor.senar.local						
Senar Palmas JOB Servidor - Pastas	D:\Arrecadação D:\Asjur D:\Chefe de Gabinete D:\Contabilidade D:\Contratos D:\CPL D:\Financeiro	Default Backup Repository	134	Success	16/11/2023 04:00	Windows
SRV-AD.senar.local						
SENAR PALMAS - AD01	Entire Computer	Default Backup Repository	154	Success	16/11/2023 04:00	Windows
SRV-RM.senar.local						
SENAR PALMAS - RM	Entire Computer	Default Backup Repository	226	Success	16/11/2023 06:00	Windows

# EXTRATO DE CONSUMO CLIENTE



Filtro de datas: 13/10/2023 - 13/11/2023

Data de geração do relatório: 16/11/2023, 10:29

## SENAR

**5**

TICKETS

**04:10**

HORAS APONTADAS

**0**

VALORES EXTRAS

**0**

DESLOCAMENTOS

## ATENDIMENTOS

TIPO DE ATENDIMENTO	EXTERNO	REMOTO	INTERNO	TOTAL
Default	00:00	04:10	00:00	04:10
<b>TOTAL ATENDIMENTO</b>	<b>00:00</b>	<b>04:10</b>	<b>00:00</b>	<b>04:10</b>

# EXTRATO DE CONSUMO CLIENTE / SENAR

Filtro de datas: 13/10/2023 - 13/11/2023

## DETALHAMENTO TICKETS

#2751 - (Configuração de perfis de acessos | SonicWall)

**Fechado**

SOLICITANTE: DANIEL PEREIRA TRANCOSO BORGES

Data	Hora inicial	Hora final	Duração	Valor	Assistência	Técnico	Contrato / Serviço
16/10/2023	08:00	08:30	00:30	R\$0,00	Remoto	Daniel Oliveira Santiago	Default

#2771 - (Ajuste regras de bloqueio Firewall - Senar-AR/TO)

**Fechado**

SOLICITANTE: ASSESSORIA DE INFORMÁTICA

Data	Hora inicial	Hora final	Duração	Valor	Assistência	Técnico	Contrato / Serviço
18/10/2023	17:00	17:40	00:40	R\$0,00	Remoto	Daniel Oliveira Santiago	Default

#2772 - (Apoio para Liberação de API - Senar-AR/TO)

**Fechado**

SOLICITANTE: ASSESSORIA DE INFORMÁTICA

Data	Hora inicial	Hora final	Duração	Valor	Assistência	Técnico	Contrato / Serviço
18/10/2023	09:00	09:30	00:30	R\$0,00	Remoto	Daniel Oliveira Santiago	Default

#2784 - (Verificação alerta fonte servidor PowerEdge T550 -

Senar-AR/TO) **Fechado**

SOLICITANTE: ASSESSORIA DE INFORMÁTICA

Data	Hora inicial	Hora final	Duração	Valor	Assistência	Técnico	Contrato / Serviço
23/10/2023	16:00	16:30	00:30	R\$0,00	Remoto	Daniel Oliveira Santiago	Default

#2797 - (Monitoramento servidores - SENAR-AR/TO) **Fechado**

SOLICITANTE: ASSESSORIA DE INFORMÁTICA

Data	Hora inicial	Hora final	Duração	Valor	Assistência	Técnico	Contrato / Serviço
06/11/2023	09:30	11:30	02:00	R\$0,00	Remoto	Daniel Oliveira Santiago	Default

# Timeline

**Schedule Name:**

Ondemand

**Report on Firewall:**

SENR

**Firewall Type:**

TZ

**Report Period:**

October 17, 2023 00:00:00 to  
November 16, 2023 23:59:59

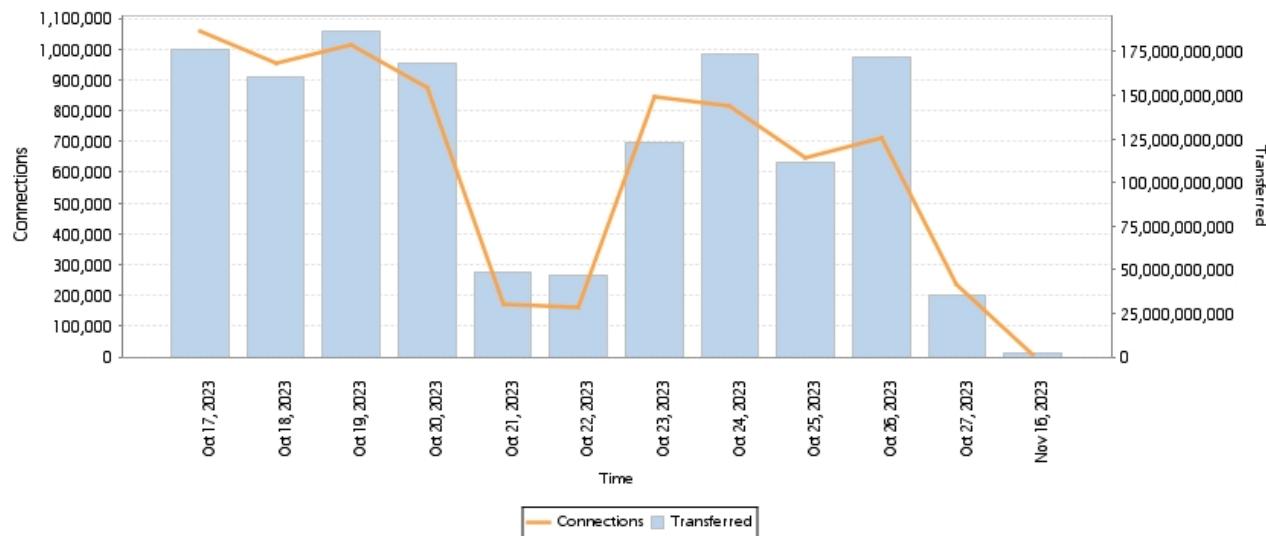


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## Data Usage - Timeline

This section provides you the details of traffic generated for the selected time period, if any.



Time	Connections	Transferred	Cost
1 Oct 17, 2023	1057410	163.9 GB	USD 1,678.34
2 Oct 18, 2023	952696	149.45 GB	USD 1,530.38
3 Oct 19, 2023	1012606	173.83 GB	USD 1,780.02
4 Oct 20, 2023	873170	157.12 GB	USD 1,608.87
5 Oct 21, 2023	171387	45.16 GB	USD 462.46
6 Oct 22, 2023	159640	43.46 GB	USD 445.01
7 Oct 23, 2023	843045	114.49 GB	USD 1,172.35
8 Oct 24, 2023	815164	161.98 GB	USD 1,658.65
9 Oct 25, 2023	644770	103.86 GB	USD 1,063.51
10 Oct 26, 2023	712295	159.97 GB	USD 1,638.11
11 Oct 27, 2023	235987	32.73 GB	USD 335.18

 Data Usage - Timeline

(Continued)

This section provides you the details of traffic generated for the selected time period, if any.

Time	Connections	Transferred	Cost
12 Nov 16, 2023	8490	1.98 GB	USD 20.27
Total:	7,486,660	1.28 TB	USD 13,393.16

- Report generated for timezone: Brasilia Time
- Report owner: System@LocalDomain

# Top Categories

**Schedule Name:**

Ondemand

**Report on Firewall:**

SENR

**Firewall Type:**

TZ

**Report Period:**

October 17, 2023 00:00:00 to  
November 16, 2023 23:59:59

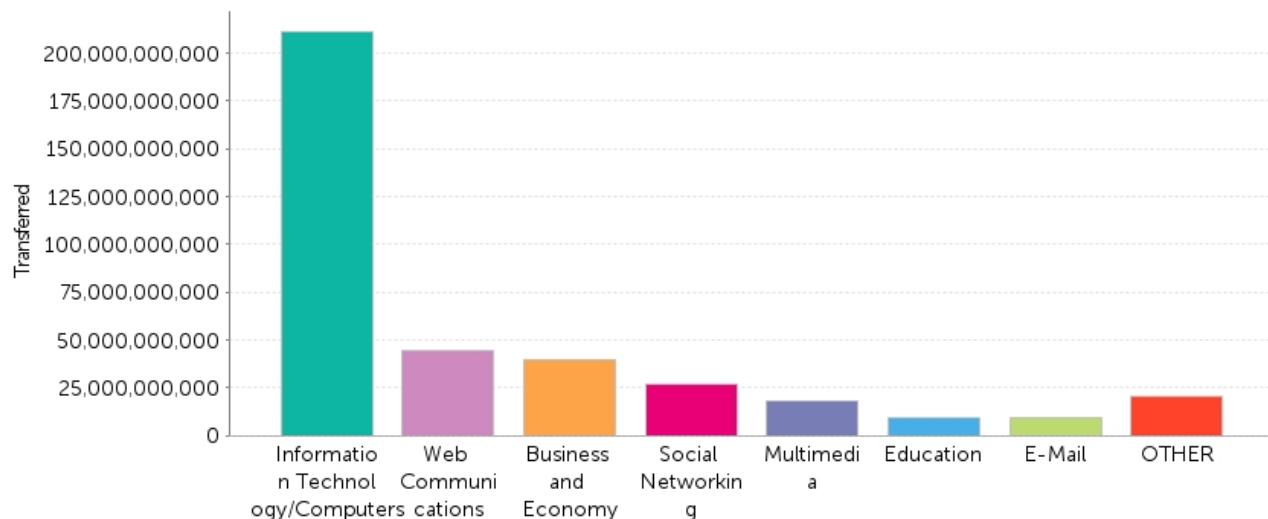


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## Web Activity - Top Categories

This section provides report containing information regarding categories of the websites along with the browse time.



	Category	Browse Time	Hits	Transferred
1	Information Technology/Computers	571h 20m 18s	1371212	196.76 GB
2	Web Communications	84h 35m 03s	203002	41.18 GB
3	Business and Economy	142h 22m 39s	341706	36.95 GB
4	Social Networking	68h 23m 51s	164154	25.02 GB
5	Multimedia	21h 07m 54s	50716	16.84 GB
6	Education	02h 51m 45s	6870	8.41 GB
7	E-Mail	25h 08m 22s	60335	8.28 GB
8	Search Engines and Portals	99h 02m 13s	237689	7.81 GB
9	Not Rated	38h 41m 04s	92843	6.88 GB
10	Advertisement	99h 14m 52s	238195	4.04 GB



## Web Activity - Top Categories

(Continued)

This section provides report containing information regarding categories of the websites along with the browse time.

Total:	2,766,722	352.17 GB
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- Report generated for timezone: Brasilia Time
- Report owner: System@LocalDomain

# Top Initiators

**Schedule Name:**

Ondemand

**Report on Firewall:**

SENR

**Firewall Type:**

TZ

**Report Period:**

October 17, 2023 00:00:00 to  
November 16, 2023 23:59:59

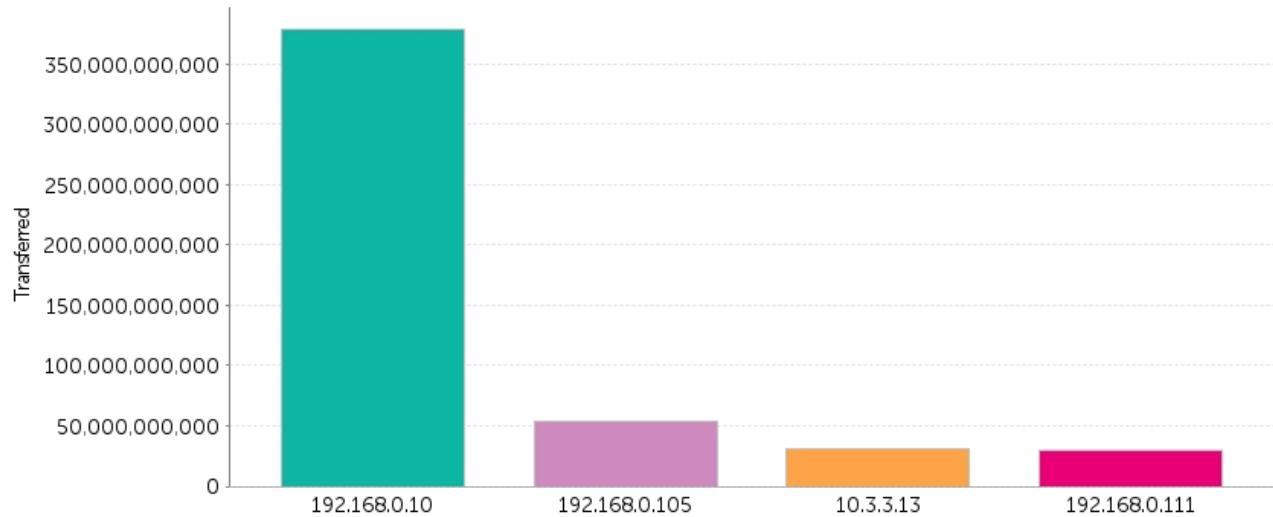


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## Data Usage - Top Initiators

This section provides a list of the top IP addresses, MAC address and the total traffic counts from devices behind your firewall. This information provides insight into the largest consumers of traffic by volume going through your firewall.



	Initiator IP	Initiator Host	Initiator MAC	User	Connections	Transferred
1	192.168.0.10		84:2b:2b:74:10:a9	Unknown (SSO failed)	14483	321.8 GB
2	192.168.0.105		d0:94:66:b2:5a:b4	SENAR\daniel.tranco	189620	50.61 GB
3	192.168.0.10		84:2b:2b:74:10:a9	SENAR\suporte	1305	30.63 GB
4	10.3.3.13		00:87:40:11:13:7c		115447	29.28 GB
5	192.168.0.111		d0:94:66:b2:55:be	SENAR\anna	45079	27.72 GB
Total:					365,934	460.04 GB

- Report generated for timezone: Brasilia Time
- Report owner: System@LocalDomain

# Report Senar

**Schedule Name:**

Report Senar

**Report on Firewall:**

SENAR (18B169C73644)

**Firewall Type:**

TZ

**Report Period:**

November 06, 2023 00:00:00 to  
November 12, 2023 23:59:59



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## Data Usage - Timeline

This section provides you the details of traffic generated for the selected time period, if any.

**No Matching Records Found**

- Report generated for timezone: Brasilia Time
- Report owner: System@LocalDomain

## Data Usage - Top Initiators

This section provides a list of the top IP addresses, MAC address and the total traffic counts from devices behind your firewall. This information provides insight into the largest consumers of traffic by volume going through your firewall.

### No Matching Records Found

- Report generated for timezone: Brasilia Time
- Report owner: System@LocalDomain

## Data Usage - Top Responders

This section provides a list of the responder IP addresses, host websites, MAC addresses and the traffic behind your firewall.

No Matching Records Found

- Report generated for timezone: Brasilia Time
- Report owner: System@LocalDomain

## Data Usage - Top Services

This section provides information on the underlying protocol used in traffic movement. It also includes the number of connections and amount of data transferred.

No Matching Records Found

- Report generated for timezone: Brasilia Time
- Report owner: System@LocalDomain

## Applications - Data Usage

This section provides you the data used by applications that were active on your network during the reporting period. Furthermore, the top applications have been plotted on the charts below to give you insight into the traffic load, as well as any threats associated with those applications.

### No Matching Records Found

- ASR cannot determine the subscription status as the appliance may be registered to a MySonicwall account that is different from the one used to register ASR.

- Report generated for timezone: Brasilia Time
- Report owner: System@LocalDomain



## Applications - Top Applications Detected

This section provides details on applications that were detected active on your network during reporting period. It also includes the applications, their treat level and events.

### No Matching Records Found

- ASR cannot determine the subscription status as the appliance may be registered to a MySonicwall account that is different from the one used to register ASR.

- Report generated for timezone: Brasilia Time
- Report owner: System@LocalDomain



## Applications - Top Applications Blocked

This section provides details on the top exploits blocked by your firewall. It also includes information on the applications blocked, the level of threat and events.

### No Matching Records Found

- ASR cannot determine the subscription status as the appliance may be registered to a MySonicwall account that is different from the one used to register ASR.

- Report generated for timezone: Brasilia Time
- Report owner: System@LocalDomain

## Applications - Top Categories

This section provides you the information about the category of the applications that were active on your network.

### No Matching Records Found

- ASR cannot determine the subscription status as the appliance may be registered to a MySonicwall account that is different from the one used to register ASR.

- Report generated for timezone: Brasilia Time
- Report owner: System@LocalDomain

## Applications - Top Initiators

This section provides a list of the top IP addresses and the total traffic counts from devices behind your firewall. This information provides insight into the largest consumers of traffic by volume going through your firewall.

### No Matching Records Found

- ASR cannot determine the subscription status as the appliance may be registered to a MySonicwall account that is different from the one used to register ASR.

- Report generated for timezone: Brasilia Time
- Report owner: System@LocalDomain

## Applications - Timeline

This section provides you the details of traffic generated for the selected time period, if any.

### No Matching Records Found

- ASR cannot determine the subscription status as the appliance may be registered to a MySonicwall account that is different from the one used to register ASR.

- Report generated for timezone: Brasilia Time
- Report owner: System@LocalDomain

## Web Activity - Top Categories

This section provides report containing information regarding categories of the websites along with the browse time.

### No Matching Records Found

- ASR cannot determine the subscription status as the appliance may be registered to a MySonicwall account that is different from the one used to register ASR.

- Report generated for timezone: Brasilia Time
- Report owner: System@LocalDomain

## Web Activity - Top Sites

This section provides report which contain the site IP, site name, category to which it belongs and the browse time.

### No Matching Records Found

- ASR cannot determine the subscription status as the appliance may be registered to a MySonicwall account that is different from the one used to register ASR.

- Report generated for timezone: Brasilia Time
- Report owner: System@LocalDomain

## Web Activity - Top Initiators

This section provides report which contain the initiator IP, initiator MAC address, browse time and amount of data transferred.

### No Matching Records Found

- ASR cannot determine the subscription status as the appliance may be registered to a MySonicwall account that is different from the one used to register ASR.

- Report generated for timezone: Brasilia Time
- Report owner: System@LocalDomain

## Web Activity - Timeline

This section provides you the details of traffic generated for the selected time period, if any.

### No Matching Records Found

- ASR cannot determine the subscription status as the appliance may be registered to a MySonicwall account that is different from the one used to register ASR.

- Report generated for timezone: Brasilia Time
- Report owner: System@LocalDomain

## Web Filter - Top Categories

This section provides report which contain the categories that are blocked along with the attempts.

### No Matching Records Found

- ASR cannot determine the subscription status as the appliance may be registered to a MySonicwall account that is different from the one used to register ASR.

- Report generated for timezone: Brasilia Time
- Report owner: System@LocalDomain

## Web Filter - Top Sites

This section provides report containing the site IP, site names, category and the attempts.

### No Matching Records Found

- ASR cannot determine the subscription status as the appliance may be registered to a MySonicwall account that is different from the one used to register ASR.

- Report generated for timezone: Brasilia Time
- Report owner: System@LocalDomain

## Web Filter - Top Initiators

This section provides report containing the initiator IP's and the attempts to browse the website.

### No Matching Records Found

- ASR cannot determine the subscription status as the appliance may be registered to a MySonicwall account that is different from the one used to register ASR.

- Report generated for timezone: Brasilia Time
- Report owner: System@LocalDomain

## Web Filter - Timeline

This section provides you the details of traffic generated for the selected time period, if any.

### No Matching Records Found

- ASR cannot determine the subscription status as the appliance may be registered to a MySonicwall account that is different from the one used to register ASR.

- Report generated for timezone: Brasilia Time
- Report owner: System@LocalDomain

## VPN Usage - Top VPN Policies

This section provides report having the VPN policy, number of connections and amount of data transferred.

No Matching Records Found

- Report generated for timezone: Brasilia Time
- Report owner: System@LocalDomain

## VPN Usage - Top VPN Initiators

This section provides report which contain the initiator IP, initiator host, number of connections, user and amount of data transferred.

No Matching Records Found

- Report generated for timezone: Brasilia Time
- Report owner: System@LocalDomain



## VPN Usage - Top VPN Services

This section provides information on the underlying protocol used in traffic movement. It also includes the number of connections and amount of data transferred.

No Matching Records Found

- Report generated for timezone: Brasilia Time
- Report owner: System@LocalDomain

## VPN Usage - Timeline

This section provides you the details of traffic generated for the selected time period, if any.

**No Matching Records Found**

- Report generated for timezone: Brasilia Time
- Report owner: System@LocalDomain



## Intrusions - Top Intrusions Detected

This section shows if any intrusions were detected in your network. It also includes the threat priority and events along with intrusions.

### No Matching Records Found

- ASR cannot determine the subscription status as the appliance may be registered to a MySonicwall account that is different from the one used to register ASR.

- Report generated for timezone: Brasilia Time
- Report owner: System@LocalDomain



## Intrusions - Top Intrusions Blocked

This section provides the blocked intrusions in your network. It also includes the threat priority and events along with intrusions.

### No Matching Records Found

- ASR cannot determine the subscription status as the appliance may be registered to a MySonicwall account that is different from the one used to register ASR.

- Report generated for timezone: Brasilia Time
- Report owner: System@LocalDomain

## Intrusions - Top Targets

This section provides report containing the IP's which were targeted.

### No Matching Records Found

- ASR cannot determine the subscription status as the appliance may be registered to a MySonicwall account that is different from the one used to register ASR.

- Report generated for timezone: Brasilia Time
- Report owner: System@LocalDomain

## Intrusions - Top Initiators

This section provides report containing the IP's which initiated the intrusion.

### No Matching Records Found

- ASR cannot determine the subscription status as the appliance may be registered to a MySonicwall account that is different from the one used to register ASR.

- Report generated for timezone: Brasilia Time
- Report owner: System@LocalDomain

## Intrusions - Timeline

This section provides you the details of traffic generated for the selected time period, if any.

### No Matching Records Found

- ASR cannot determine the subscription status as the appliance may be registered to a MySonicwall account that is different from the one used to register ASR.

- Report generated for timezone: Brasilia Time
- Report owner: System@LocalDomain

## Botnet - Initiators

The Top Threats section provides details on the top exploits blocked by your SonicWall next-generation firewall. It also includes initiator IP, country, host and events. To learn more about other potential exploits being blocked by your firewall visit the SonicWall SonicAlerts page.

No Matching Records Found

- Report generated for timezone: Brasilia Time
- Report owner: admin@LocalDomain

## Botnet - Responders

The Top Threats section provides details on the top exploits blocked by your SonicWall next-generation firewall. It also includes responder IP, country, host and events. To learn more about other potential exploits being blocked by your firewall visit the SonicWall SonicAlerts page.

### No Matching Records Found

- Report generated for timezone: Brasilia Time
- Report owner: admin@LocalDomain

## Botnet - Attacks

This section provides report containing the botnet IP's, it's severity, country, treat and events.

**No Matching Records Found**

- Report generated for timezone: Brasilia Time
- Report owner: admin@LocalDomain

## Botnet - Timeline

This section provides you the details of traffic generated for the selected time period, if any.

**No Matching Records Found**

- Report generated for timezone: Brasilia Time
- Report owner: admin@LocalDomain

## Geo IP - Responder

The Traffic section provides a list of the responder IP addresses and the total traffic counts from devices behind your firewall. This information provides insight into the largest consumers of traffic by volume going through your firewall.

### No Matching Records Found

- Report generated for timezone: Brasilia Time
- Report owner: admin@LocalDomain

## Geo IP - Initiator

The Traffic section provides a list of the initiator IP addresses and the total traffic counts from devices behind your firewall. This information provides insight into the largest consumers of traffic by volume going through your firewall.

### No Matching Records Found

- Report generated for timezone: Brasilia Time
- Report owner: admin@LocalDomain



## Gateway Viruses - Top Viruses Blocked

This section provides report which contains the list of viruses detected and blocked in your network.

### No Matching Records Found

- ASR cannot determine the subscription status as the appliance may be registered to a MySonicwall account that is different from the one used to register ASR.

- Report generated for timezone: Brasilia Time
- Report owner: System@LocalDomain



## Gateway Viruses - Top Targets

This section provides report containing the targeted IP's.

### No Matching Records Found

- ASR cannot determine the subscription status as the appliance may be registered to a MySonicwall account that is different from the one used to register ASR.

- Report generated for timezone: Brasilia Time
- Report owner: System@LocalDomain

## Gateway Viruses - Top Initiators

This section provides report containing the initiator IP's.

### No Matching Records Found

- ASR cannot determine the subscription status as the appliance may be registered to a MySonicwall account that is different from the one used to register ASR.

- Report generated for timezone: Brasilia Time
- Report owner: System@LocalDomain

## Gateway Viruses - Timeline

This section provides you the details of traffic generated for the selected time period, if any.

### No Matching Records Found

- ASR cannot determine the subscription status as the appliance may be registered to a MySonicwall account that is different from the one used to register ASR.

- Report generated for timezone: Brasilia Time
- Report owner: System@LocalDomain



## Spyware - Top Spyware Detected

This section provides report which contains the spyware detected, its priority level and the events.

No Matching Records Found

- ASR cannot determine the subscription status as the appliance may be registered to a MySonicwall account that is different from the one used to register ASR.

- Report generated for timezone: Brasilia Time
- Report owner: System@LocalDomain



## Spyware - Top Spyware Blocked

This section provides report which shows the blocked spyware, their priority level and the events.

No Matching Records Found

- ASR cannot determine the subscription status as the appliance may be registered to a MySonicwall account that is different from the one used to register ASR.

- Report generated for timezone: Brasilia Time
- Report owner: System@LocalDomain

## Spyware - Top Targets

This section provides report which show the IP of the target, the targeted host and events.

### No Matching Records Found

- ASR cannot determine the subscription status as the appliance may be registered to a MySonicwall account that is different from the one used to register ASR.

- Report generated for timezone: Brasilia Time
- Report owner: System@LocalDomain

## Spyware - Top Initiators

This section provides report containing the initiators IP, its host, type of user and events.

No Matching Records Found

- ASR cannot determine the subscription status as the appliance may be registered to a MySonicwall account that is different from the one used to register ASR.

- Report generated for timezone: Brasilia Time
- Report owner: System@LocalDomain

## Spyware - Timeline

This section provides you the details of traffic generated for the selected time period, if any.

### No Matching Records Found

- ASR cannot determine the subscription status as the appliance may be registered to a MySonicwall account that is different from the one used to register ASR.

- Report generated for timezone: Brasilia Time
- Report owner: System@LocalDomain

## Attacks - Top Attempts

This section provides report which contains the details of any attacks if detected.

No Matching Records Found

- Report generated for timezone: Brasilia Time
- Report owner: System@LocalDomain

## Attacks - Top Targets

This section provides report which gives you the details of the target like the IP, host and its MAC address.

No Matching Records Found

- Report generated for timezone: Brasilia Time
- Report owner: System@LocalDomain

## Attacks - Top Initiators

This section provides report which give the details of the initiator IP, initiator host, user type, and initiator MAC address.

No Matching Records Found

- Report generated for timezone: Brasilia Time
- Report owner: System@LocalDomain

## Attacks - Timeline

This section provides you the details of traffic generated for the selected time period, if any.

No Matching Records Found

- Report generated for timezone: Brasilia Time
- Report owner: System@LocalDomain



## Authentication - Authenticated User Logins

This section provides report which gives you the details of the time of login, initiator IP, type of user, initiators MAC address, initiator host, duration of the login and type of service used to login.

No Matching Records Found

- Report generated for timezone: Brasilia Time
- Report owner: System@LocalDomain



## Authentication - Authenticated Admin Logins

This section provides report which gives you the details of the time of login, initiator IP, type of user, initiators MAC address, initiator host, duration of the login and type of service used to login.

No Matching Records Found

- Report generated for timezone: Brasilia Time
- Report owner: System@LocalDomain

## Authentication - Failed Logins

This section provides report which gives you the details of the time of login, initiator IP, type of user, initiators MAC address, initiator host, duration of the login and type of service used to login.

### No Matching Records Found

- Report generated for timezone: Brasilia Time
- Report owner: System@LocalDomain

## Up/Down Status - Timeline

This section provides report containing the information regarding the unit status.

No Matching Records Found

- Report generated for timezone: Brasilia Time
- Report owner: System@LocalDomain