RELATÓRIO DE CHAMADOS MENSAL

14/05 a 13/06/2023
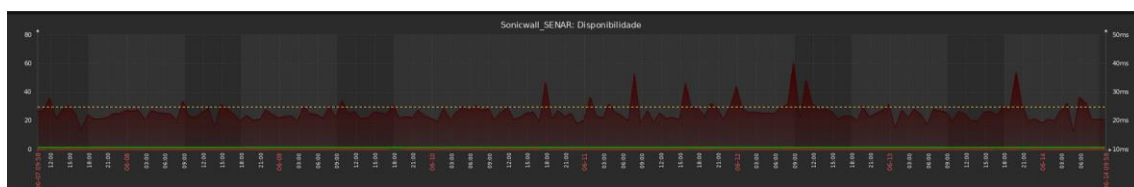
Relatório SonicWall
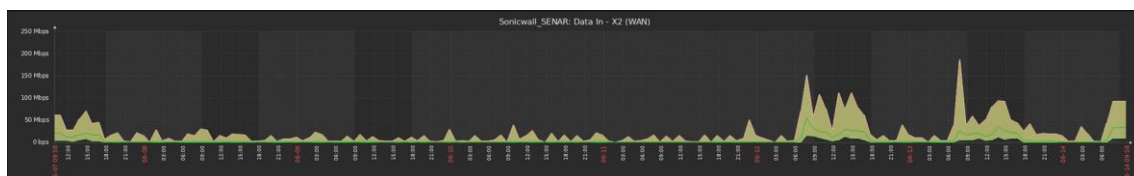
Processador

Disponibilidade

Tráfego

Atendimento Diário

TICKET	APONTAMENTO	DURAÇÃO	ASSISTÊNCIA	ATENDENTE
#2128 - Monitoramento e verificação de ameaças detectadas ...	01/06/2023 (08:20 - 08:40)	00:20	Remoto	Daniel Oliveira Santiago
#2128 - Monitoramento e verificação de ameaças detectadas ...	02/06/2023 (08:15 - 08:30)	00:15	Remoto	Daniel Oliveira Santiago
#2137 - Verificar Rotinas de Backups	02/06/2023 (08:20 - 08:50)	00:30	Remoto	Daniel Oliveira Santiago
#2137 - Verificar Rotinas de Backups	05/06/2023 (08:00 - 08:37)	00:37	Remoto	Daniel Oliveira Santiago
#2128 - Monitoramento e verificação de ameaças detectadas ...	05/06/2023 (08:10 - 08:25)	00:15	Remoto	Daniel Oliveira Santiago
#2128 - Monitoramento e verificação de ameaças detectadas ...	06/06/2023 (08:20 - 08:30)	00:10	Remoto	Daniel Oliveira Santiago
#2137 - Verificar Rotinas de Backups	07/06/2023 (08:10 - 08:20)	00:10	Remoto	Daniel Oliveira Santiago
#2128 - Monitoramento e verificação de ameaças detectadas ...	07/06/2023 (08:10 - 08:30)	00:20	Remoto	Daniel Oliveira Santiago
#2137 - Verificar Rotinas de Backups	07/06/2023 (08:20 - 08:25)	00:05	Remoto	Daniel Oliveira Santiago
#2128 - Monitoramento e verificação de ameaças detectadas ...	08/06/2023 (08:20 - 08:40)	00:20	Remoto	Daniel Oliveira Santiago
#2137 - Verificar Rotinas de Backups	08/06/2023 (08:20 - 08:30)	00:10	Remoto	Daniel Oliveira Santiago
#2128 - Monitoramento e verificação de ameaças detectadas ...	09/06/2023 (08:30 - 09:00)	00:30	Remoto	Daniel Oliveira Santiago
#2137 - Verificar Rotinas de Backups	12/06/2023 (09:00 - 09:30)	00:30	Remoto	Daniel Oliveira Santiago
#2128 - Monitoramento e verificação de ameaças detectadas ...	12/06/2023 (10:00 - 10:30)	00:30	Remoto	Daniel Oliveira Santiago
#2128 - Monitoramento e verificação de ameaças detectadas ...	13/06/2023 (08:20 - 09:00)	00:40	Remoto	Daniel Oliveira Santiago
#2137 - Verificar Rotinas de Backups	13/06/2023 (09:00 - 09:30)	00:30	Remoto	Daniel Oliveira Santiago

Relatórios SonicWall

🔁 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.
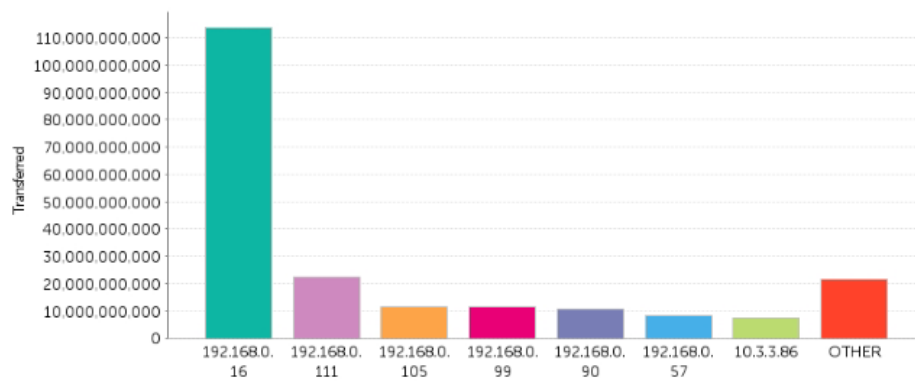

|	Initiator IP	Initiator Host	Initiator MAC	User	Connections	Transferred
1	192.168.0.16		00:0c:29:f2:68:c0	SENAR\crp	17417	106.06 GB
2	192.168.0.111		d0:94:66:b2:55:be	SENAR\anna	36241	21.01 GB
3	192.168.0.105		d0:94:66:b2:5a:b4	SENAR\daniel.tran coso	118916	10.64 GB
4	192.168.0.99		74:86:e2:14:5a:f4	SENAR\danielly	24235	10.61 GB
5	192.168.0.90		d0:94:66:b2:33:21	SENAR\joao.carnei ro	21166	9.89 GB
6	192.168.0.57		d8:5e:d3:f1:c2:89	Unknown (SSO failed)	13369	7.88 GB
7	10.3.3.86		dc:6a:e7:f5:01:dd		8198	7.03 GB
8	10.3.3.71		aa:1b:d2:22:36:00		1134	6.97 GB
9	10.3.3.230		ea:cd:b7:ff:c8:e5		31155	6.58 GB
10	192.168.0.152		d0:94:66:b2:58:23	Unknown (SSO failed)	26553	6.57 GB

Web Activity - Top Categories

This section provides report containing information regarding categories of the websites along with the browse time.
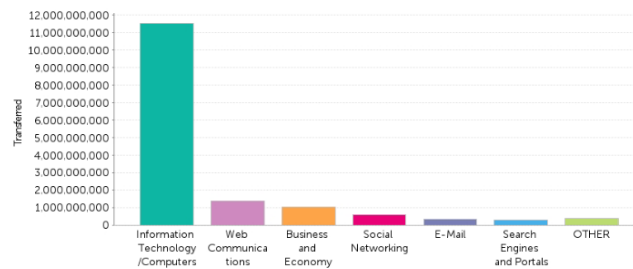
	Category	Browse Time	Hits	Transferred
1	Information Technology/Computers	14h 02m 36s	33704	9.98 GB
2	Web Communications	01h 44m 57s	4198	1.15 GB
3	Business and Economy	05h 00m 43s	12029	969.19 MB
4	Information Technology/Computers	01h 56m 46s	4671	779.65 MB
5	Social Networking	01h 36m 03s	3842	563.12 MB
6	E-Mail	00h 34m 42s	1388	303.01 MB
7	Search Engines and Portals	03h 19m 21s	7974	272.08 MB
8	Not Rated	01h 06m 45s	2670	194 MB
9	Society and Lifestyle	00h 08m 51s	354	152.84 MB
10	Web Communications	00h 15m 43s	629	122.4 MB

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.
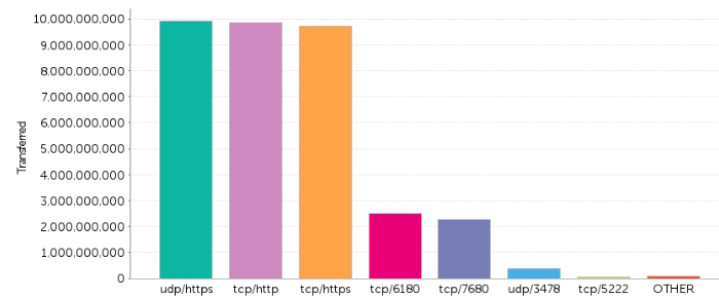
	Service	Connections	Transferred
1	udp/https	57840	9.22 GB
2	tcp/http	12574	9.17 GB
3	tcp/https	101831	9.06 GB
4	tcp/6180	1799	2.32 GB
5	tcp/7680	7702	2.11 GB
6	udp/3478	241	377.84 MB
7	tcp/5222	2093	36.71 MB
8	tcp/5938	30	33.37 MB
9	udp/8801	12	21.85 MB
10	tcp/445	182	8.53 MB

Backups Diários

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 Palmas JOB Servidor - Pastas	D:\Arrecadação D:\Asjur D:\Chefe de Gabinete D:\Contabilidade D:\Contratos D:\CPL D:\Financeiro	Default Backup Repository	123	Success	14/06/2023 08:00	Windows
SRV-AD							
	SENAR PALMAS - Agent Backup Job Servidores Windows	Entire Computer	Default Backup Repository	214	Failed	18/05/2023 12:00	Windows
	SENAR PALMAS - AD	Entire Computer	RepoSenar-4TB	123	Success	14/06/2023 08:03	Windows
SRV-RM							
	SENAR PALMAS - Agent Backup Job Servidores Windows	Entire Computer	Default Backup Repository	214	Failed	18/05/2023 12:00	Windows
	SENAR PALMAS - RM	Entire Computer	Default Backup Repository	163	Success	14/06/2023 06:00	Windows