

Date: 20 -12 2019

Location: PT.MMF

On-Site Technician: Bagus S

Person(s) Involved: Dimas P

System(s) Affected : - Main Server 192.168.0.10 (HPE Proliant DL20 Gen 10)
- Sub Server 192.168.0.48 (HPE Proliant DL20 Gen 10)

Description of Incident :

- 26 November 2019 :

Do a visit at 8.20 PM after the installation of QC apps by MMF

Found the .NET framework version 3.5 installation on both Main Server and Sub Server devices by MMF.

Check the compatibility of the Arcserve application with the .NET framework 3.5 and it is known that it does not support J2EE Arcserve on the build scenarios feature.

Enable .NET framework versions 3.5 and 4.7 together cause the build scenario menu feature don't work at all.

Ask permission from MMF to check again tomorrow

- 27 November 2019 :

Do visit at 10.00 AM to continue the investigation and solutions with team MMF.

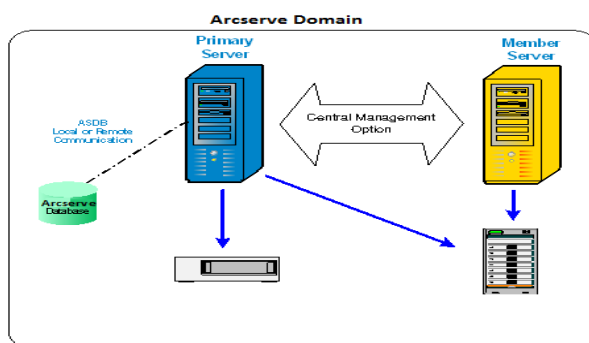
Try to delete the .NET framework 3.5 on both devices Main Server and Sub Server by MMF.

Windows Server 2019 management tools problem could not be accessed and also can not be used because it was deleted .NET 3.5 Framework so the system Windows Server 2019 could not recognize again. NET Framework 4.7

Arisma Teknika Mesari Team held discussions with the MMF team regarding the above obstacles.

The problem was escalated by the Arisma Teknika Mesari team to the ArcServe principal while waiting for an update from MMF team who will coordinate with MMF Malaysia regarding the previous implementation.

Recommendations/Resolutions:



Deploy Client Server Member with outside main dan sub server MMF.