SERVICE WORKORDER

SYNERGY IT SOLUTIONS INC.
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CUSTOMER : Seydaco Pkg
Att : Manbir Saar

SITE ADDRESS :
215 CourtneyPark Drive E,
Mississauga Ontario, Canada L5T2L6

Work Order No. 600011280

Work Order Date : 06 Oct, 2017
Tech Assigned : Prem Kumar

SCOPE OF WORK

export config from current ASA and load to new cold standby ASA 5505 and test

Terms and Conditions - Synergy IT will not be responsible for any unexpected error or system crash that may occur during troubleshooting and/or Hardware/Software/ Network upgrade etc. resulting in a permanent loss of programs and data on Customers hard drive. It is Customers responsibility to provide uncorrupted restorable back-up on appropriate electronic media. In no event will Synergy IT be liable for any damages or loss of profits resulting from any downtime. Best efforts will be made to resolve the issues.

WORK PERFORMED

- The replacement cold backup ASA 5505 came shipped with asa912-K8.bin image.
- the image of ASA & ASDM on the production existing ASA is 8.4.1 & 6.4.1 respectively.
- the running config file will not be supported as the standby ASA (new ASA) has higher firmware version.
- setup TFTP & using console cable exported old bin & running config images from existing ASA; then copied over the old firmware images & the config file to the new ASA.
- set boot system image to copied bin file & loaded the config file; able to successfully access using ASDM; updated preshared key and able to test Internet & VPN successfully.

Date : Oct 6, 2017   **Time in :** 3:40PM   **Time out :** 4:55PM

By signing below Customer agrees that work performed is to his/her satisfaction. There will be minimum one hour service charge billable. Additional time will be billed half-hourly. Travel charges will be applicable.

SIGNED BY (Print Name) : _____   **SIGNATURE :** A. Smith

Authorized Business Partner

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