



## Report

# Uptime and Latency

Reference No : R-SVR-5.1  
Version No : 01  
Week No : 24

**Prepared by:**

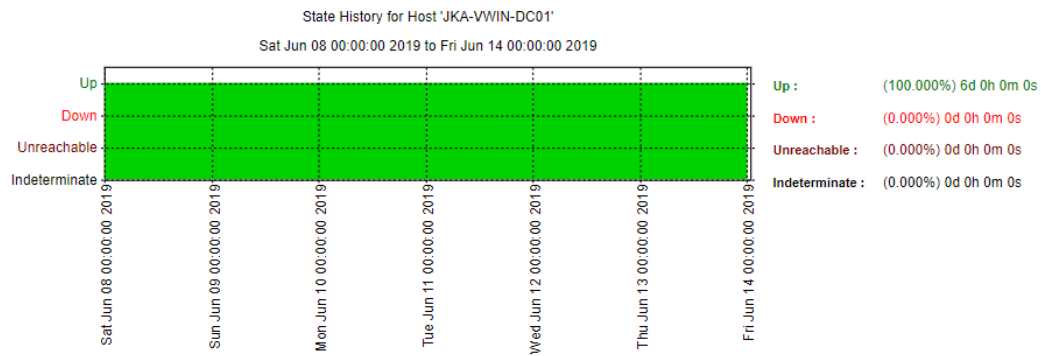
Position / Title	Name	Signature	Date
Server and Systems Operations	Jerome Bautista, Jan Francis Lictao, Alvin Medrano, Rovie Salvatierra		06-17-2019

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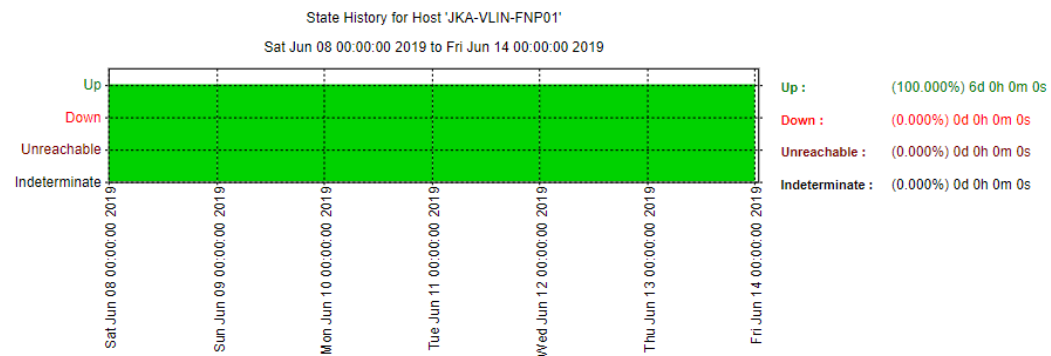
Process Owner: IT Department	REPORT	R-SVR-5.1
	Server Performance Report	

## 1.0 UPTIME GRAPHS

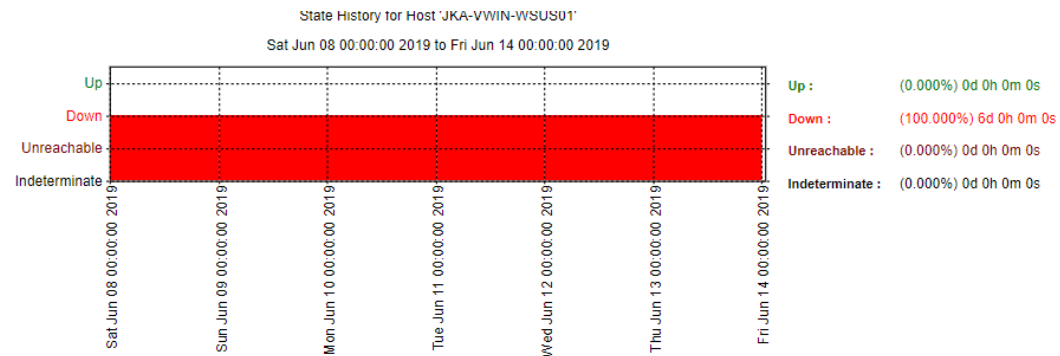
### 1.1 JKA-VWIN-DC01



### 1.2 JKA-VLIN-FNP01



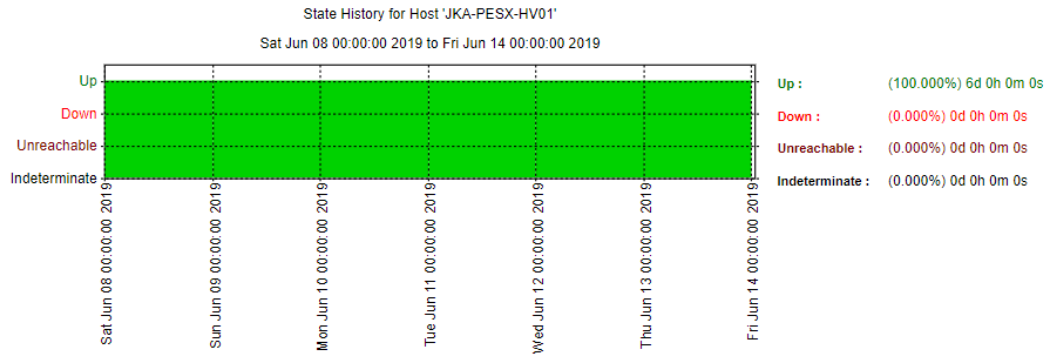
### 1.3 JKA-VWIN-WSUS01



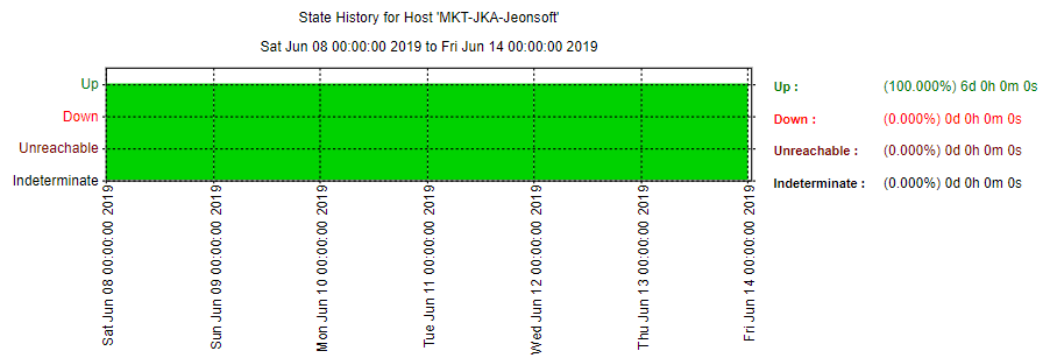
Process Owner: IT Department	REPORT	R-SVR-5.1
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#### 1.4 JKA-VLIN-FIM01

#### 1.5 JKA-PESX-HV01

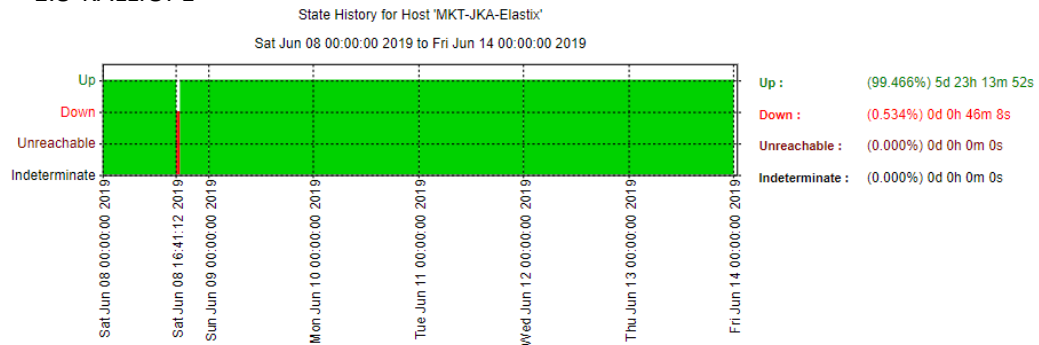


#### 1.6 APOLLO



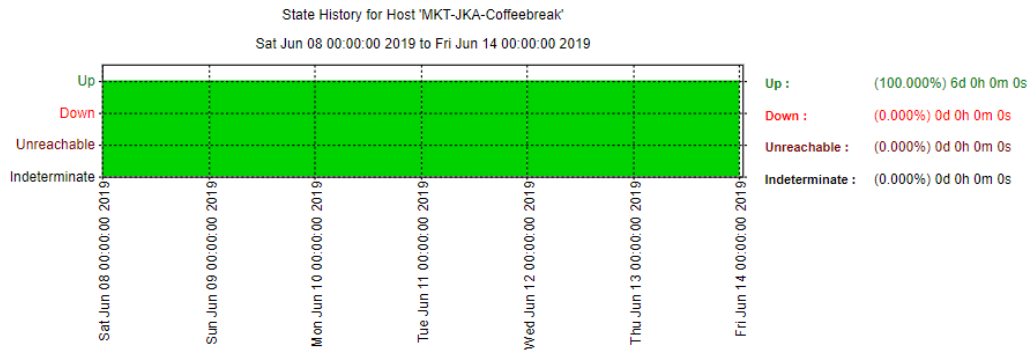
#### 1.7 KAIROS - SNMP Issue

#### 1.8 KALLIOPE

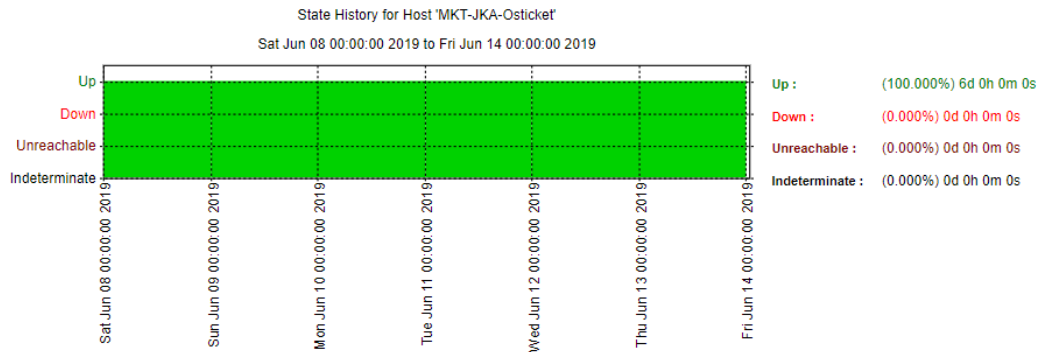


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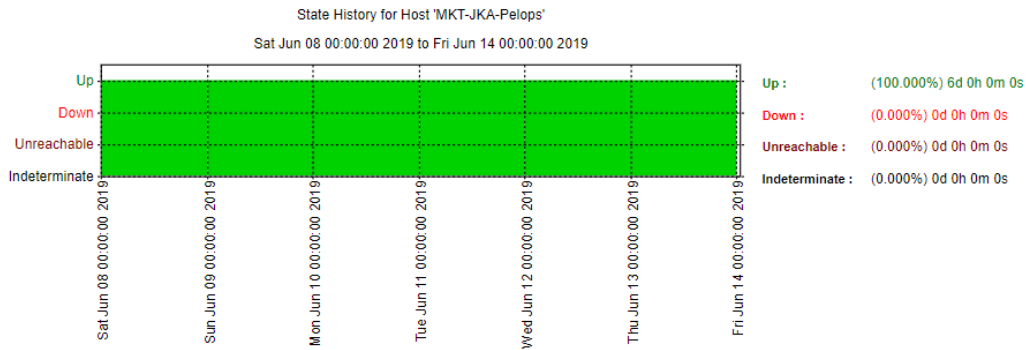
## 1.9 MARKETING



## 1.10 OSTICKET

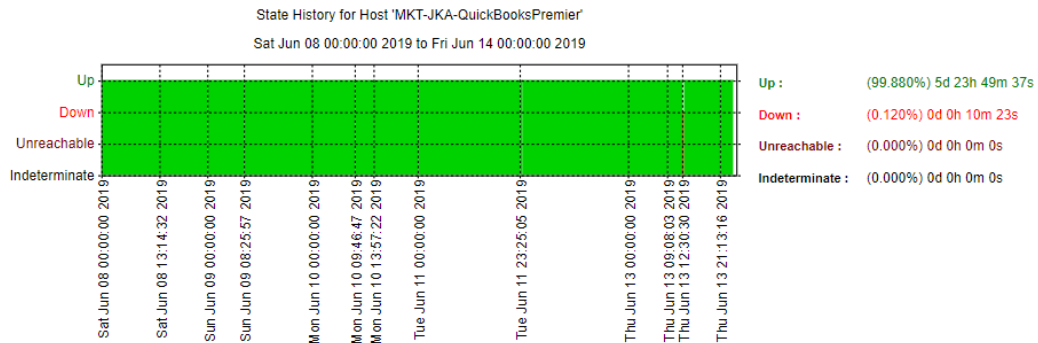


## 1.11 PELOPS

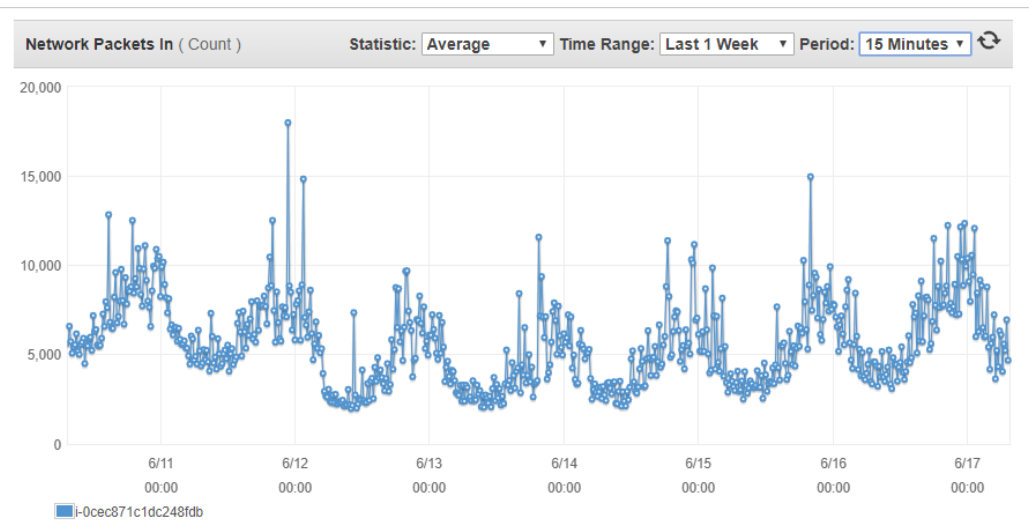


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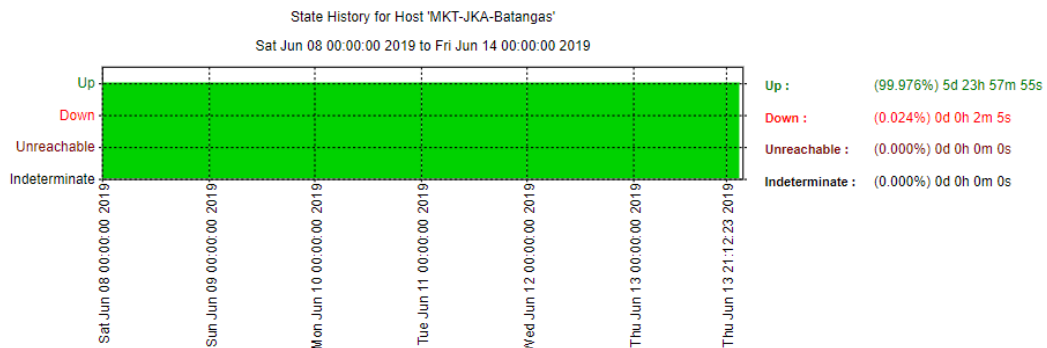
## 1.12 QUICKBOOKS



## 1.13 ZEPHYRUS

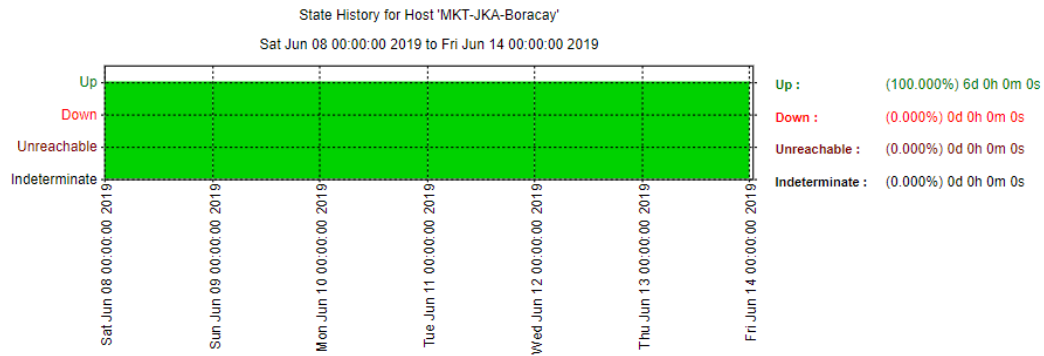


## 1.14 BATANGAS

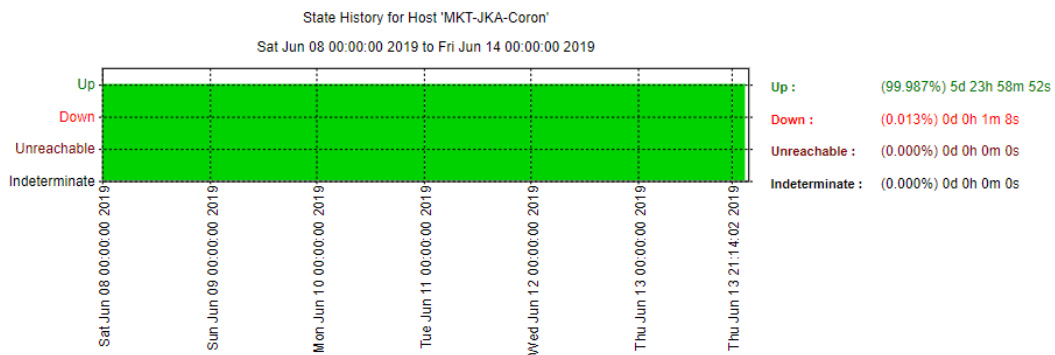


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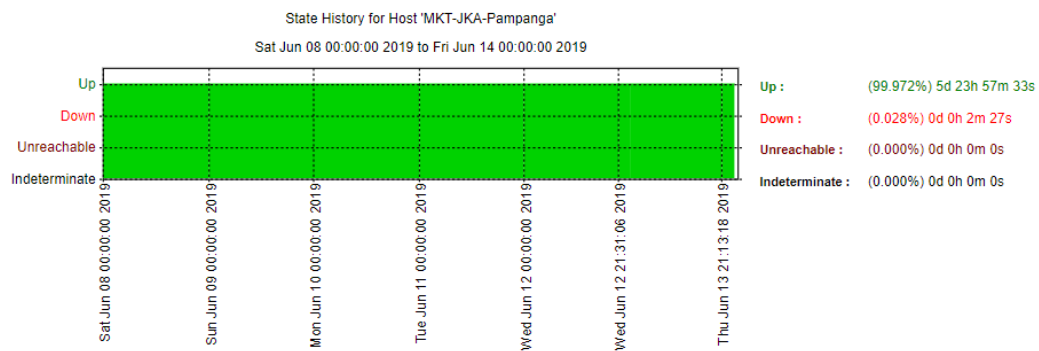
### 1.15 BORACAY



### 1.16 CORON

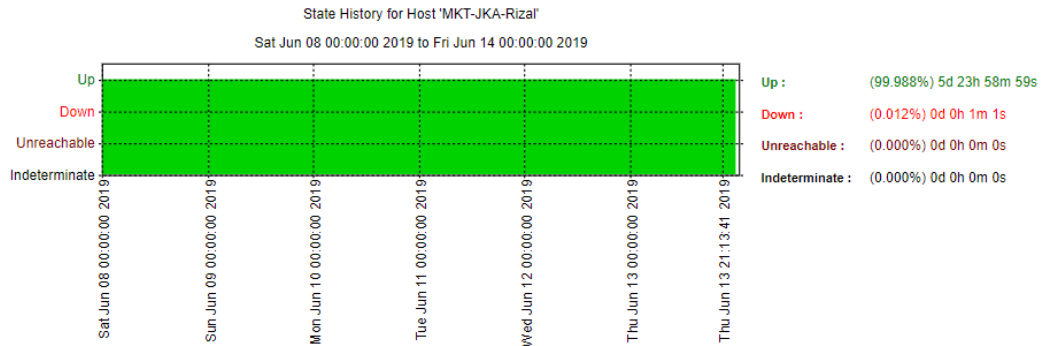


### 1.17 PAMPANGA



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	Server Performance Report	

## 1.18 RIZAL

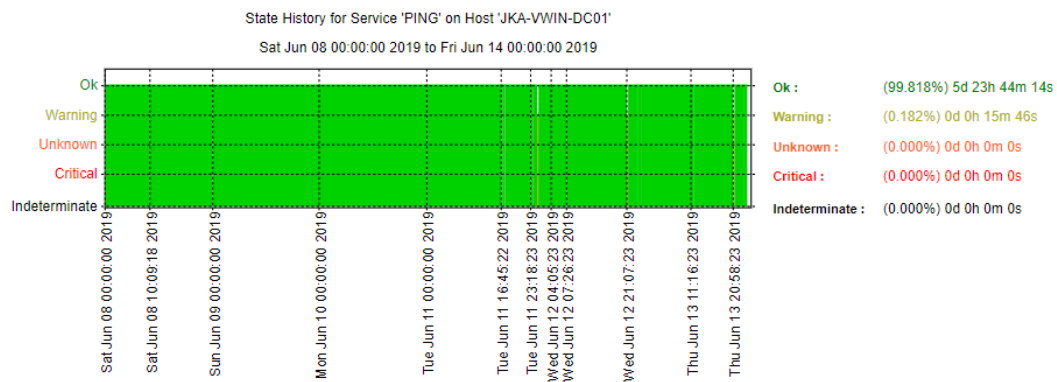


## 2.0 UPTIME REPORT

DOWNTIME	RELATED TICKETS	AFFECTED CAMPAIGNS	DURATION (HOURS)

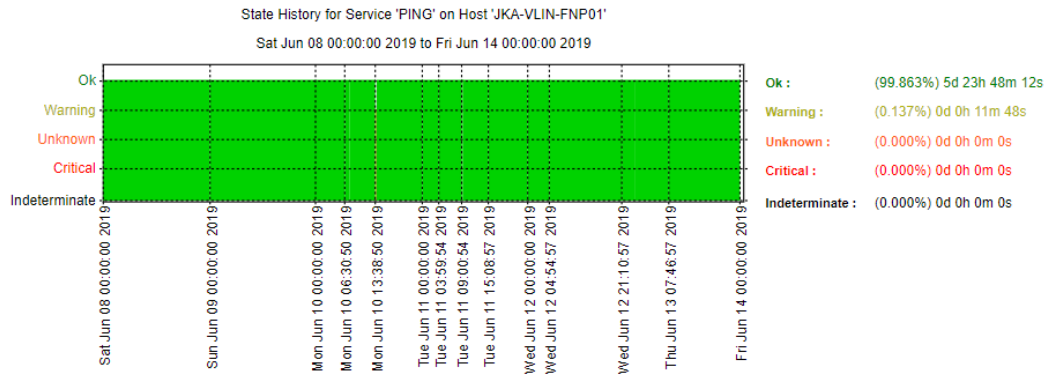
## 3.0 LATENCY GRAPHS (PING)

### 3.1 JKA-VWIN-DC01

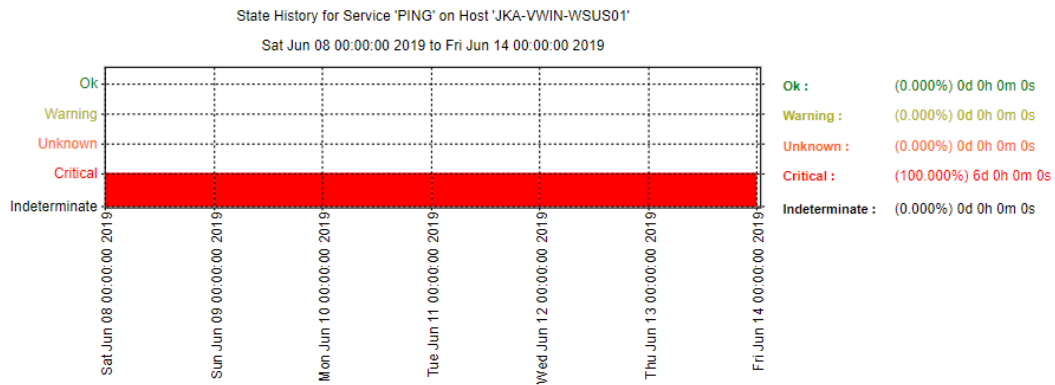


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### 3.2 JKA-VLIN-FNP01

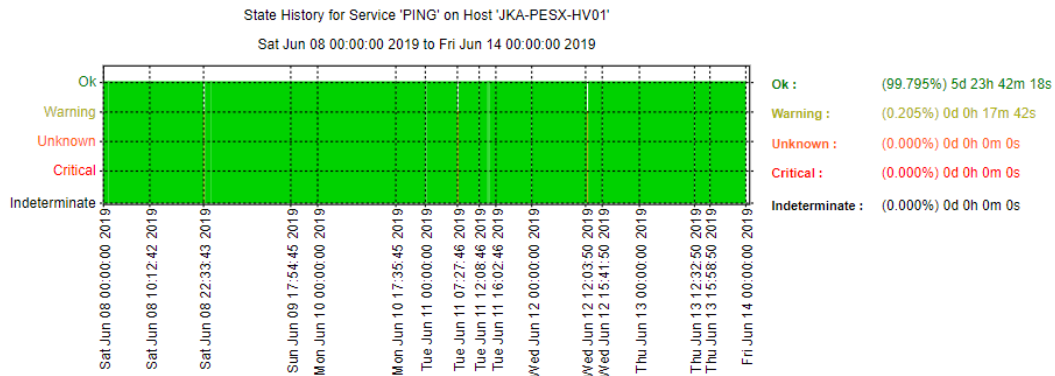


### 3.3 JKA-VWIN-WSUS01



### 3.4 JKA-VLIN-FIM01 - SNMP Issue

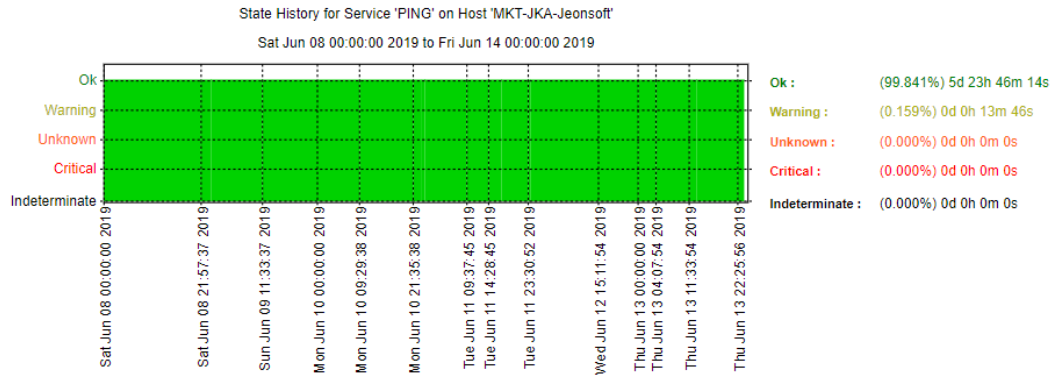
### 3.5 JKA-PESX-HV01





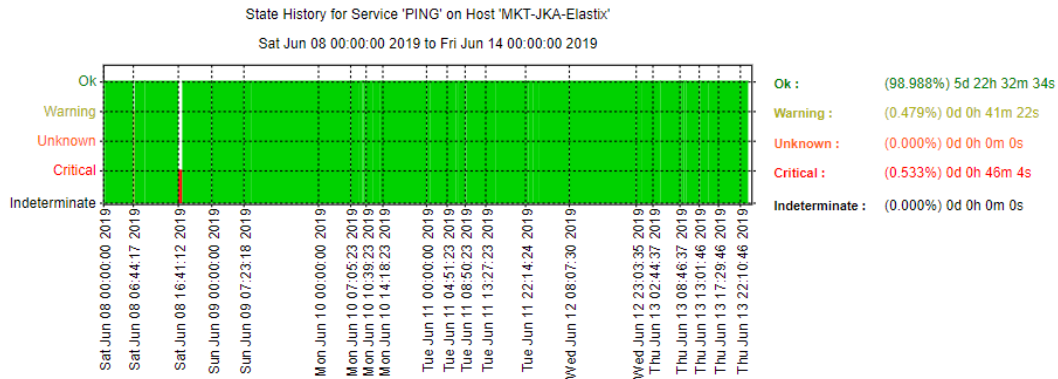
Process Owner: IT Department	REPORT	R-SVR-5.1
	<i>Server Performance Report</i>	

### 3.6 APOLLO

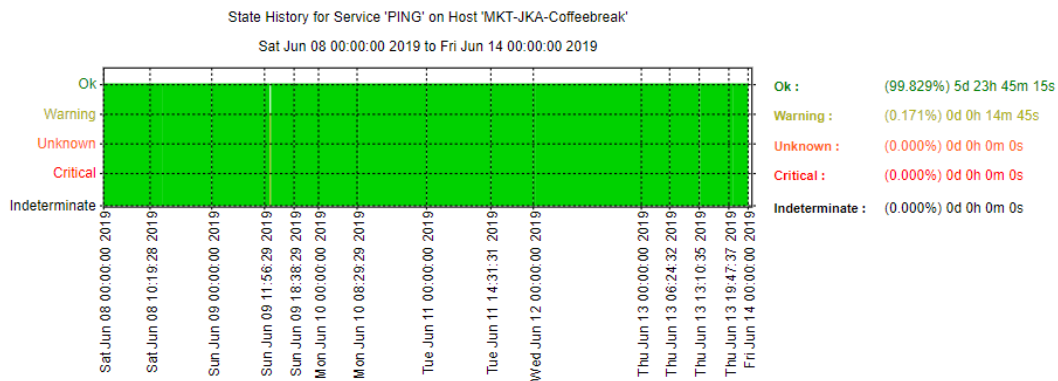


### 3.7 KAIROS - SNMP Issue

### 3.8 KALLIOPE

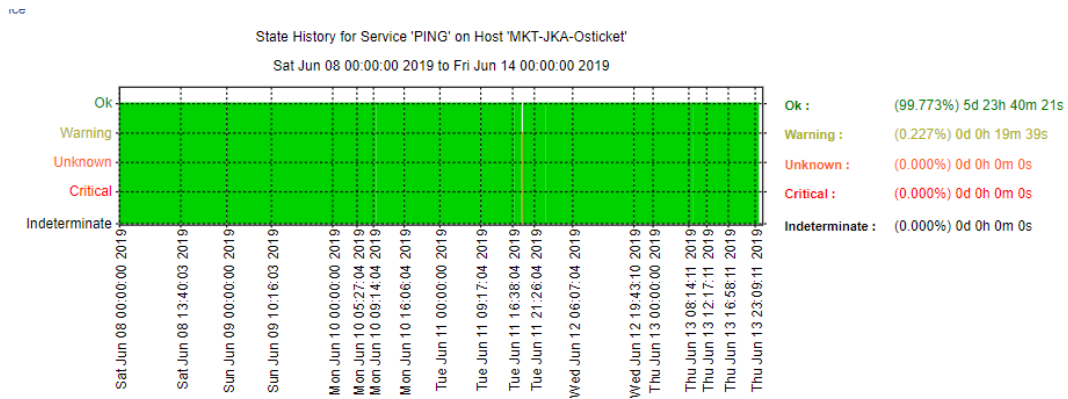


### 3.9 MARKETING

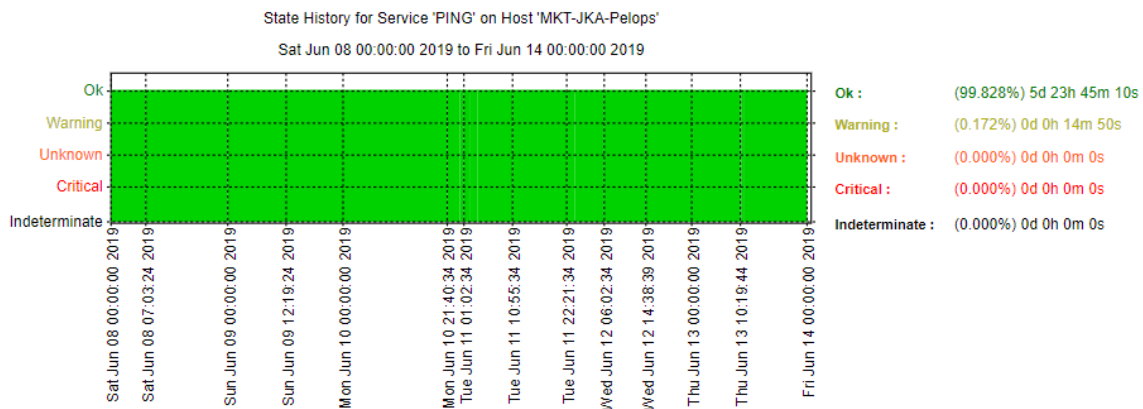


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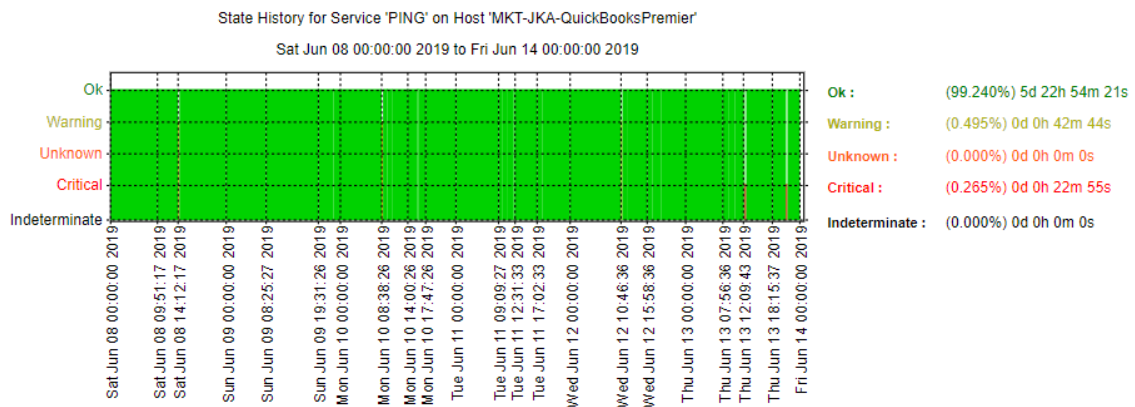
### 3.10 OSTICKET



### 3.11 PELOPS

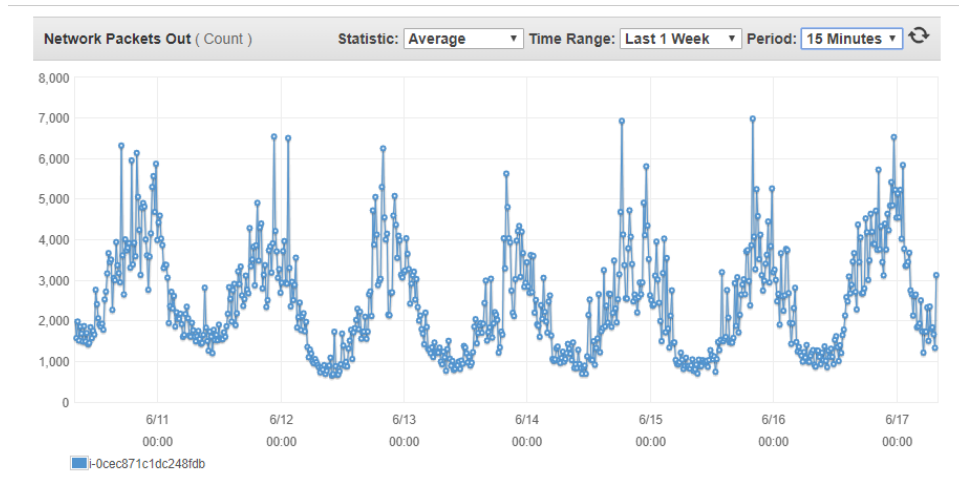


### 3.12 QUICKBOOKS

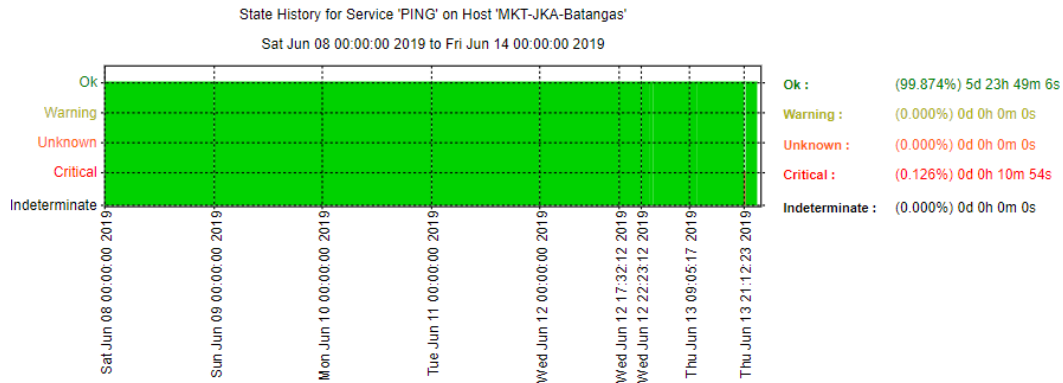


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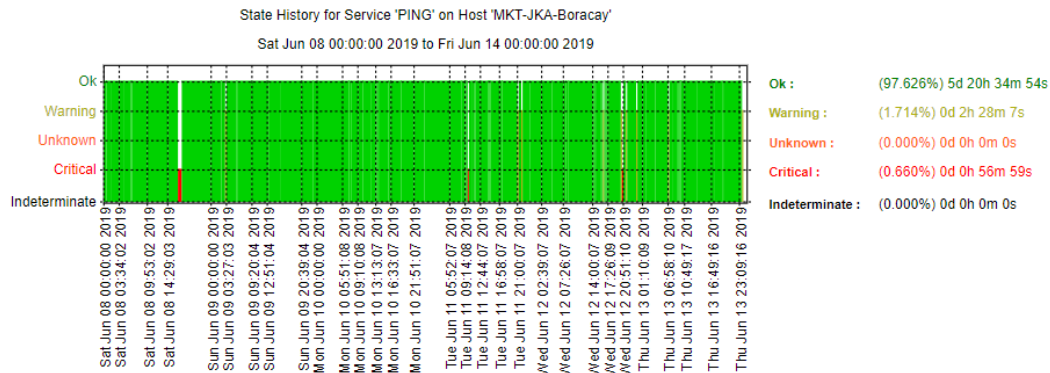
### 3.13 ZEPHYRUS



### 3.14 BATANGAS

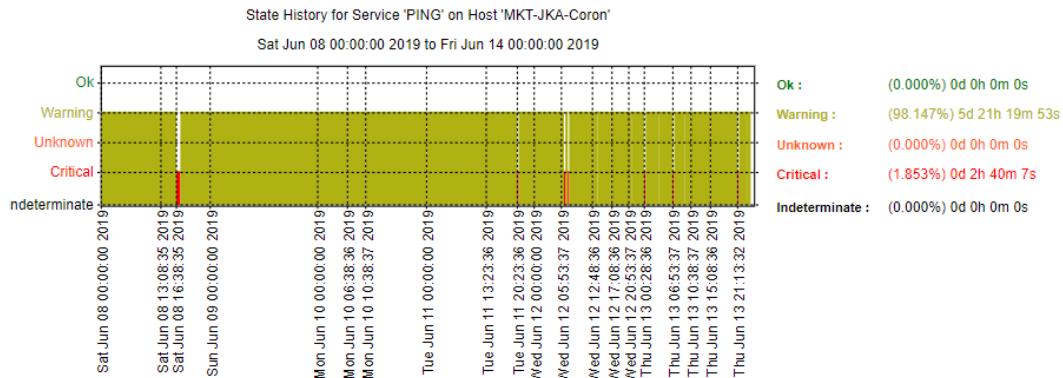


### 3.15 BORACAY

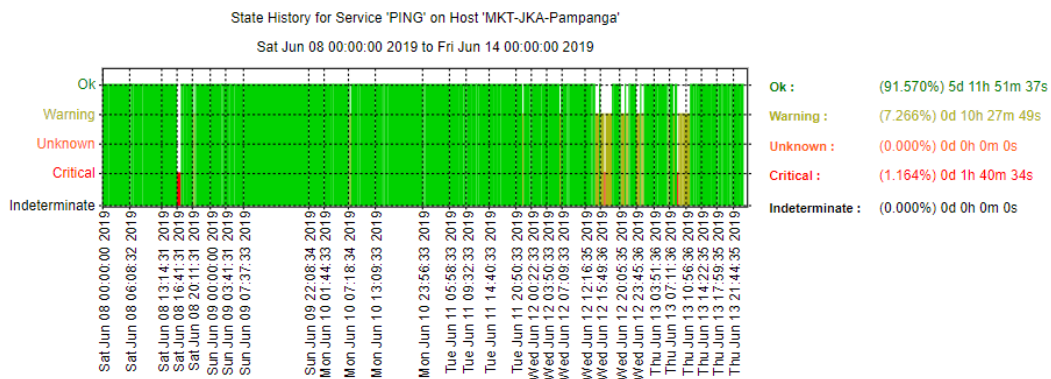


Process Owner: IT Department	REPORT	R-SVR-5.1
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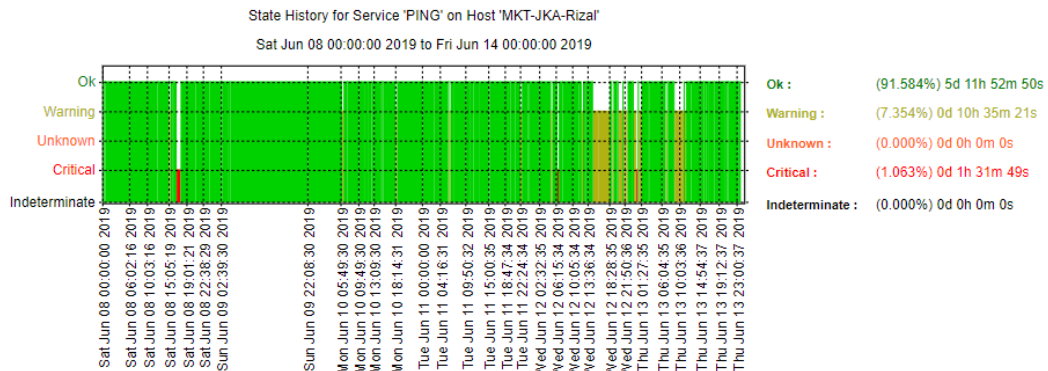
### 3.16 CORON



### 3.17 PAMPANGA



### 3.18 RIZAL



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#### 4.0 LATENCY REPORT

LATENCY RELATED ISSUE	RELATED TICKET	AFFECTED CAMPAIGN	DURATION (HOURS)

#### 5.0 ANALYSIS AND RECOMMENDATIONS

##### WSUS

We're still checking what's causing the downtime and ping latency of the server. We're able to ping the server properly. We have found out that the SNMP service was stopped, but we've already restarted it, the graphs in Cacti is okay now.



##### JKA-VLIN-FIM01

There was an issue with the SNMP service, and we have already fixed it. We just checked and it's now pulling graphs for the server hardware.

##### KALLIOPE







We are still checking with the Network Team if they had any activity on June 08, causing the downtime. We did not receive any reports so far during that weekend.

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	<i>Server Performance Report</i>	







Boracay, Coron, Pampanga, Rizal

There were several packet loss during the week, which went beyond the threshold, causing the critical warnings. But, no reported issues so far.

June 08, 2019 16:00

 [06-08-2019 16:44:02] SERVICE ALERT: MKT-JKA-Boracay;PING;CRITICAL;HARD;4;PING CRITICAL - Packet loss = 0%, RTA = 213.93 ms  
 [06-08-2019 16:43:02] SERVICE ALERT: MKT-JKA-Boracay;PING;CRITICAL;SOFT;3;PING CRITICAL - Packet loss = 0%, RTA = 213.23 ms  
 [06-08-2019 16:42:02] SERVICE ALERT: MKT-JKA-Boracay;PING;CRITICAL;SOFT;2;PING CRITICAL - Packet loss = 0%, RTA = 218.99 ms  
 [06-08-2019 16:41:02] SERVICE ALERT: MKT-JKA-Boracay;PING;CRITICAL;SOFT;1;PING CRITICAL - Packet loss = 0%, RTA = 213.46 ms  
 [06-08-2019 16:16:02] SERVICE ALERT: MKT-JKA-Boracay;PING;OK;SOFT;2;PING OK - Packet loss = 0%, RTA = 168.05 ms  
 [06-08-2019 16:15:03] SERVICE ALERT: MKT-JKA-Boracay;PING;WARNING;SOFT;1;PING WARNING - Packet loss = 0%, RTA = 174.25 ms

June 08, 2019 16:00

 [06-08-2019 16:41:22] SERVICE ALERT: MKT-JKA-Rizal;PING;CRITICAL;HARD;4;PING CRITICAL - Packet loss = 0%, RTA = 213.10 ms  
 [06-08-2019 16:40:21] SERVICE ALERT: MKT-JKA-Rizal;PING;CRITICAL;SOFT;3;PING CRITICAL - Packet loss = 0%, RTA = 213.62 ms  
 [06-08-2019 16:39:21] SERVICE ALERT: MKT-JKA-Rizal;PING;CRITICAL;SOFT;2;PING CRITICAL - Packet loss = 0%, RTA = 213.06 ms  
 [06-08-2019 16:38:21] SERVICE ALERT: MKT-JKA-Rizal;PING;CRITICAL;SOFT;1;PING CRITICAL - Packet loss = 0%, RTA = 215.31 ms  
 [06-08-2019 16:08:20] SERVICE ALERT: MKT-JKA-Rizal;PING;OK;SOFT;2;PING OK - Packet loss = 0%, RTA = 168.18 ms  
 [06-08-2019 16:07:19] SERVICE ALERT: MKT-JKA-Rizal;PING;WARNING;SOFT;1;PING WARNING - Packet loss = 0%, RTA = 170.32 ms

Quickbooks

There was a packet loss with HRC's ISP, which was due to fully utilized bandwidth, causing the ping latency. There was no downtime reported.