

# Report

# **Uptime and Latency**

Reference No : R-SVR-5.1

Version No : 01

Week No : 24

#### Prepared by:

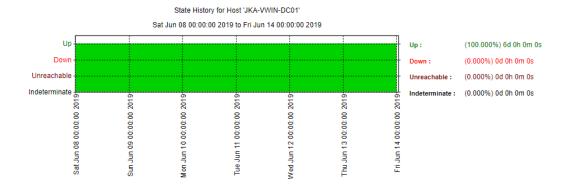
Position / Title	Name	Signature	Date
	Jerome Bautista, Jan		
Server and Systems	Francis Lictao, Alvinn		06-17-2019
Operations	Medrano, Rovie		00-17-2019
	Salvatierra		

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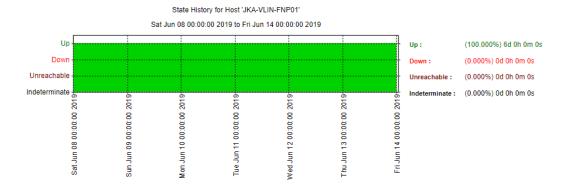
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Process Owner:  IT Department	Server Performance Report	R-SVR-5.1

#### 1.0 UPTIME GRAPHS

#### 1.1 JKA-VWIN-DC01



#### 1.2 JKA-VLIN-FNP01



#### 1.3 JKA-VWIN-WSUS01

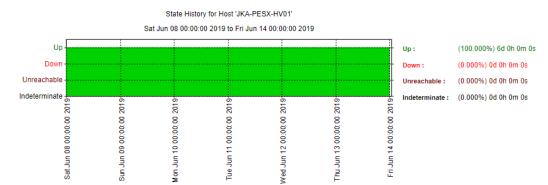
State History for Host 'JKA-VWIN-WSUS01' Sat Jun 08 00:00:00 2019 to Fri Jun 14 00:00:00 2019 (0.000%) 0d 0h 0m 0s Up: (100.000%) 6d 0h 0m 0s (0.000%) 0d 0h 0m 0s Unreachable: Indeterminate: (0.000%) 0d 0h 0m 0s 2019 Mon Jun 10 00:00:00 2019 Tue Jun 11 00:00:00 2019 Wed Jun 12 00:00:00 2019 Thu Jun 13 00:00:00 2019 Sun Jun 09 00:00:00 2019 Fri Jun 14 00:00:00

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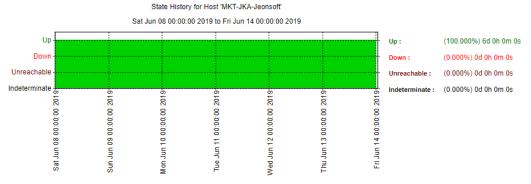
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#### 1.4 JKA-VLIN-FIM01

#### 1.5 JKA-PESX-HV01



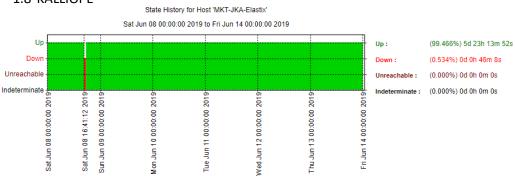
#### 1.6 APOLLO



#### 1.7 KAIROS

- SNMP Issue

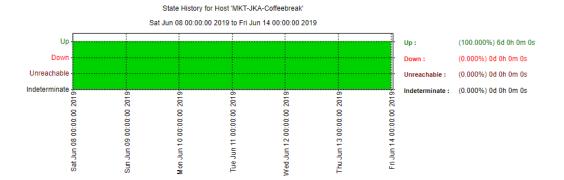
#### 1.8 KALLIOPE



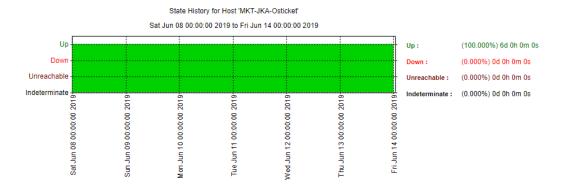
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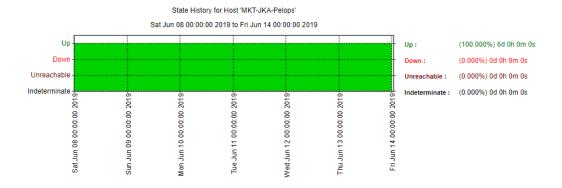
#### 1.9 MARKETING



#### 1.10 OSTICKET



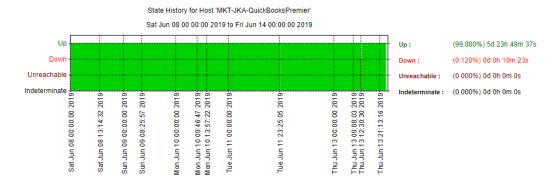
#### 1.11 PELOPS



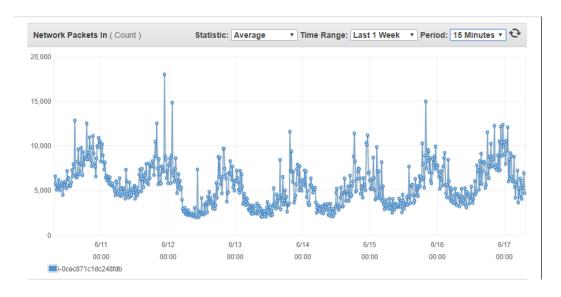
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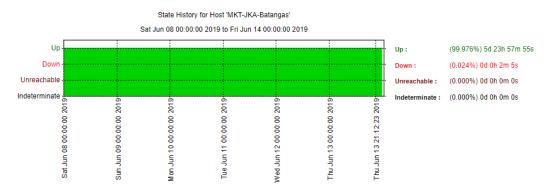
#### 1.12 QUICKBOOKS



#### 1.13 ZEPHYRUS



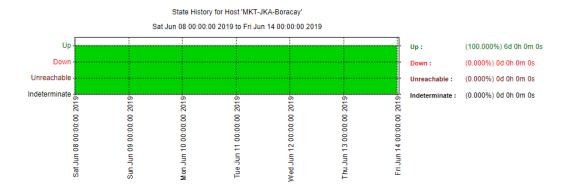
#### 1.14 BATANGAS



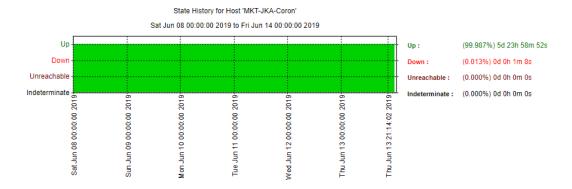
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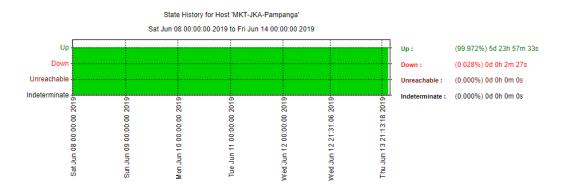
#### 1.15 BORACAY



#### **1.16 CORON**



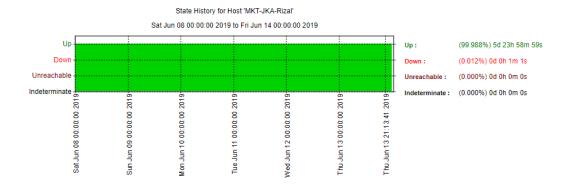
#### 1.17 PAMPANGA





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#### 1.18 RIZAL

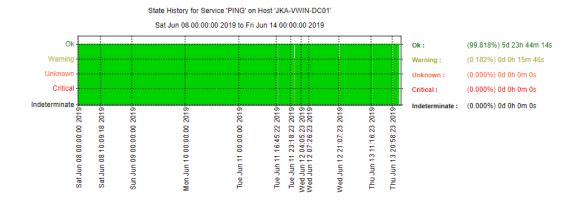


# 2.0 UPTIME REPORT

DOWNTIME	RELATED TICKETS	AFFECTED CAMPAIGNS	DURATION (HOURS)

## 3.0 LATENCY GRAPHS (PING)

#### 3.1 JKA-VWIN-DC01

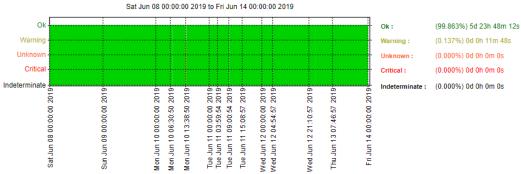


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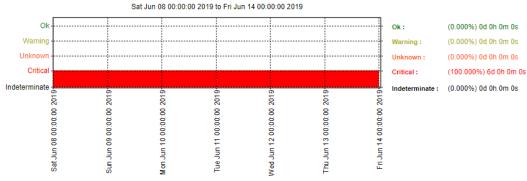
#### 3.2 JKA-VLIN-FNP01





#### 3.3 JKA-VWIN-WSUS01

# State History for Service 'PING' on Host 'JKA-VWIN-WSUS01'

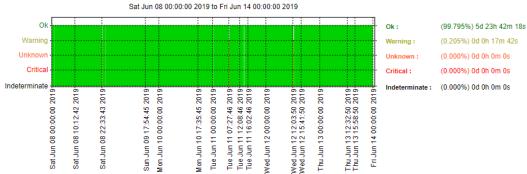


#### 3.4 JKA-VLIN-FIM01

- SNMP Issue

#### 3.5 JKA-PESX-HV01

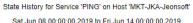
# State History for Service 'PING' on Host 'JKA-PESX-HV01'

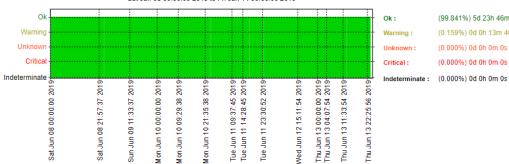


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#### 3.6 APOLLO

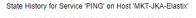


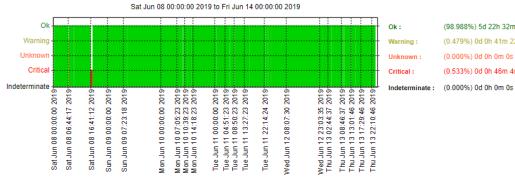


#### 3.7 KAIROS

- SNMP Issue

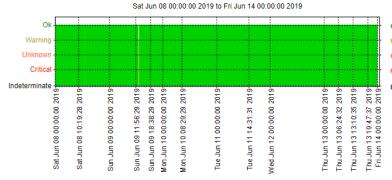
#### 3.8 KALLIOPE





#### 3.9 MARKETING

### State History for Service 'PING' on Host 'MKT-JKA-Coffeebreak'



)k:	(99.829%) 5d 23h 45m 15s
Varning :	(0.171%) 0d 0h 14m 45s

(99.841%) 5d 23h 46m 14s

(0.159%) 0d 0h 13m 46s

(0.000%) 0d 0h 0m 0s

(0.000%) 0d 0h 0m 0s

(98.988%) 5d 22h 32m 34s

(0.479%) 0d 0h 41m 22s (0.000%) 0d 0h 0m 0s

(0.533%) 0d 0h 46m 4s

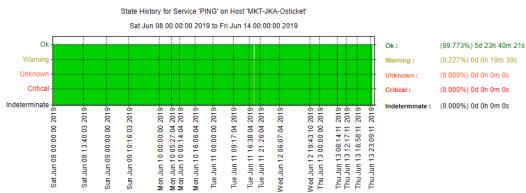
Warning:	(0.171%) 0d 0h 14m 45s
Unknown:	(0.000%) 0d 0h 0m 0s
Critical:	(0.000%) 0d 0h 0m 0s
ndeterminate :	(0.000%) 0d 0h 0m 0s

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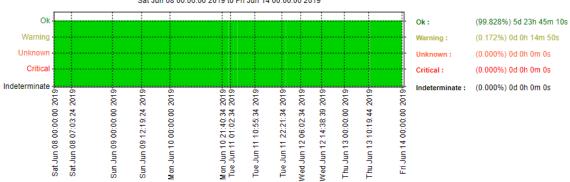
#### 3.10 OSTICKET

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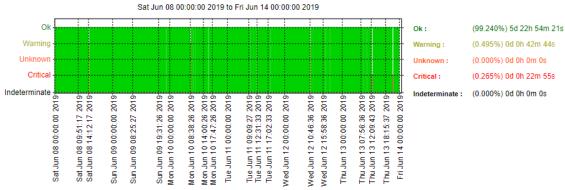
#### 3.11 PELOPS

State History for Service 'PING' on Host 'MKT-JKA-Pelops'
Sat Jun 08 00:00:00 2019 to Fri Jun 14 00:00:00 2019



#### 3.12 QUICKBOOKS

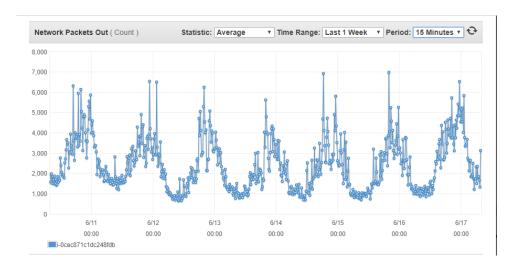
State History for Service 'PING' on Host 'MKT-JKA-QuickBooksPremier'



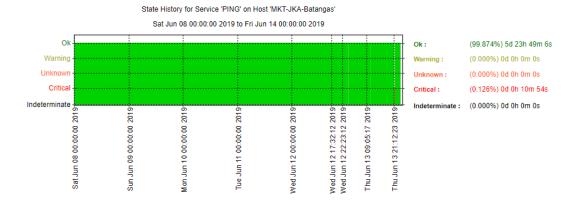
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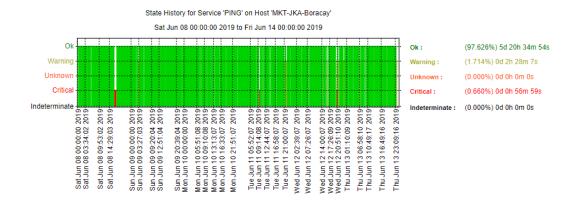
#### 3.13 ZEPHYRUS



#### 3.14 BATANGAS



#### 3.15 BORACAY

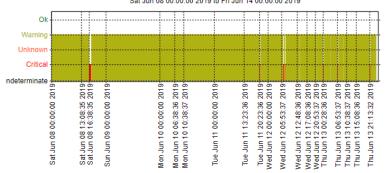


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#### **3.16 CORON**

State History for Service 'PING' on Host 'MKT-JKA-Coron' Sat Jun 08 00:00:00 2019 to Fri Jun 14 00:00:00 2019



(98.147%) 5d 21h 19m 53s (0.000%) 0d 0h 0m 0s (1.853%) 0d 2h 40m 7s Critical:

Indeterminate: (0.000%) 0d 0h 0m 0s

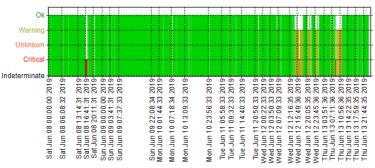
(0.000%) 0d 0h 0m 0s

Ok:

Ok:

#### 3.17 PAMPANGA

State History for Service 'PING' on Host 'MKT-JKA-Pampanga' Sat Jun 08 00:00:00 2019 to Fri Jun 14 00:00:00 2019

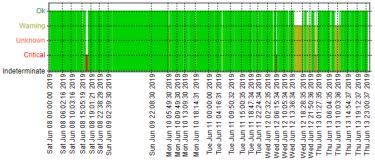


(7.266%) 0d 10h 27m 49s (0.000%) 0d 0h 0m 0s (1.164%) 0d 1h 40m 34s Indeterminate: (0.000%) 0d 0h 0m 0s

(91.570%) 5d 11h 51m 37s

#### **3.18 RIZAL**

State History for Service 'PING' on Host 'MKT-JKA-Rizal' Sat Jun 08 00:00:00 2019 to Fri Jun 14 00:00:00 2019



Ok: (91.584%) 5d 11h 52m 50s (7.354%) 0d 10h 35m 21s (0.000%) 0d 0h 0m 0s (1.063%) 0d 1h 31m 49s Critical: (0.000%) 0d 0h 0m 0s

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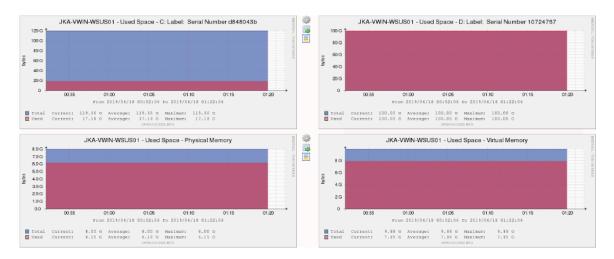
#### 4.0 LATENCY REPORT

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 is 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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#### 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 0	8, 2019 16:00 —
[ [06-08-2019 16:44:02] SERVICE ALERT: MKT-JKA-Boracay; PING; CRITICAL; HARD; 4; PING CRITICAL - Packet I	loss = 0%, RTA = 213.93 ms
[IG6-08-2019 16:43:02] SERVICE ALERT: MKT-JKA-Boracay; PING; CRITICAL; SOFT; 3; PING CRITICAL - Packet II	oss = 0%, RTA = 213.23 ms
II [06-08-2019 16:42:02] SERVICE ALERT: MKT-JKA-Boracay; PING; CRITICAL; SOFT; 2; PING CRITICAL - Packet In	oss = 0%, RTA = 218.99 ms
[06-08-2019 16:41:02] SERVICE ALERT: MKT-JKA-Boracay; PING; CRITICAL; SOFT; 1; PING CRITICAL - Packet In	
[06-08-2019 16:16:02] SERVICE ALERT: MKT-JKA-Boracay; PING; OK; SOFT; 2; PING OK - Packet loss = 0%, RTA	A = 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 los	ss = 0%, RTA = 213.10 ms
[06-08-2019 16:40:21] SERVICE ALERT: MKT-JKA-Rizal; PING; CRITICAL; SOFT; 3; PING CRITICAL - Packet los	s = 0%, RTA = 213.62 ms
[06-08-2019 16:39:21] SERVICE ALERT: MKT-JKA-Rizal; PING; CRITICAL; SOFT; 2; PING CRITICAL - Packet los	s = 0%, RTA = 213.06 ms
[06-08-2019 16:38:21] SERVICE ALERT: MKT-JKA-Rizal; PING; CRITICAL; SOFT; 1; PING CRITICAL - Packet los	s = 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 lo	ss = 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.

