

Invoice Time Detail

Invoice Number: C61796
Company: Whitney Potts LTD

Member: Bailey, Evan Date: 1/16/2025

Staff	Agreement	Notes	Bill	Hours
Bailey, Evan	ITSS Standard	Summary: D2C Retention policy is set to 6 months our standard retention policy for DataSafe is as follows Keep all backups for 14 days After that: Keep Daily for 30 Days Keep Weekly for 10 weeks Keep Monthly for 12 months Checked retention policies in the D2C Vault The Default Axcient "Recommended" Retention policy is as follows Keep all backups for 7 days After that: Keep Daily for 7 Days Keep Weekly for 5 weeks Keep Monthly for 3 months This Recommended policy appears to be automatically assigned to devices when the Backup agent is installed Many protected systems are not assigned retention policies and just show Unassigned The retention for devices without a retention policy assigned seems to be as follows Keep all backups for 14 days After that: Keep Daily for 30 Days Keep Weekly for 10 weeks Keep Monthly for 6 months Created a retention policy in the D2C vault and assigned the new retention policy to all devices that were previously assigned the "Recommended" retention policy Set new retention policy as the default policy	Y	0.75

Member: Crayford, Alex Date: 1/21/2025

Staff	Agreement	Notes	Bill	Hours
Crayford, Alex	ITSS Standard	Summary: Outlook issue Called and spoke with Becky when opening Outlook, it was looking for 3 files Archive.pst Archive2.pst and Archive3.pst Becky didn't know anything about these files or archiving in general, so I don't believe the user created these intentionally. There was a 4th Archive that was active and had 299 deleted emails, but Becky said she didn't use that either. I closed all the open Archives that were missing their pst files. Closed and reopened Outlook to test no more errors where present when starting the app. Everything started correctly now.	Y	0.25

Member: Presley, Ethan Date: 1/13/2025

Staff	Agreement	Notes	Bill	Hours
Presley, Ethan	ITSS Standard	Summary: Unable to remote in/ needs a one time password Verify / Update ITGlue Documentation Reviewed ticket request Checked duo admin portal, user does have an account and settings look to be correct Checked recent authentications confirmed several denied requests Checked ScreenConnect confirmed session group is correct Called Gayla, confirmed phone number on Duo is correct Had user sign out of ScreenConnect and sign back in to send	Y	0.25

another push notification
 User opened up Duo app and signed into ScreenConnect again
 Approved the push notification, confirmed in logs was
 successful
 Gayla is now able to remote into her other computer
 No other issues at this time

Member: Presley, Ethan Date: 1/16/2025

Staff	Agreement	Notes	Bill	Hours
Presley, Ethan	ITSS Standard	Summary: Restore Excel file Received ticket request Checked documentation in backups WP-DC is the only device D2C Checked on WP-DC possible excel docment was saved on DC Called Cori, file was saved on the WPDisk X:\wp8\Real Estate\%FORMS\RET File name is closingstatement.exchange In D2C found device and mounted the drive 08-31-24 Went to file path D:\Shares\WPDisk\wp8\Real Estate\%FORMS\RET Downloaded file closing statement.exchange Called Cori, this file still has the same format, she said to try back to June or July Dismounted the current mount Mounted 07-31-24 12:15PM drive this is the furthest back up we can mount Located file at same file path File structure looks to be different, appears to be the file she needs Called Cori, transferred file and this is the correct file Dismounted drive No other issues at this time	Y	0.75

Invoice Time Total:

Billable Hours:

2.00