ProActive Information Management

Service Ticket List

Period: 01/01/2024 to 12/31/2024

Location: All
Department: All
Board: Help Desk Support
Filter Date by: All
Sort By: Company
Company: Bank Design & Equipment
Details: Details

Show: All Records
Current Status: All
Service Type: All
Age: All
Source: All
Priority: All
Include Time Entry Details: Yes

Entered/Required	Summary / Company / Contact	Location / Department	Service Details	Closed
Ticket# 41178 12/20/2024 by William McCauley	**Investigate BDE-RAD Wireless network** Bank Design & Equipment Kim Davis 5409415968 kdavis@bankdesign.net **Discussion:**	Headquarter Support	**Status:** Waiting Client Response **Type:** Remote Support **Location:** Remote **Source:** Internal Do Not Respond **Team:** Tier 1	

02/19/2025 10:13 AM UTC-05/ Yes, please schedule that as well. Thank you for thinking of this and keeping on top of it all. Kim Davis Information and Technology Coordinator 1401 Hopeman Parkway, Waynesboro VA 22980 Office: 800-6
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sophospsmartbannerend

Yes, please schedule that as well.
Thank you for thinking of this and keeping on top of it all.

Kim Davis
Information and Technology Coordinator

[image]

1401 Hopeman Parkway, Waynesboro VA 22980
Office: 800-671-7300
Direct Dial: 540-941-5968
Mobile Phone: 540-471-2852
kdavis@bankdesign.net

From: helpdesk@proactive-info.com <helpdesk@proactive-info.com>
Sent: Wednesday, February 19, 2025 10:11 AM
To: Kim Davis <kdavis@bankdesign.net>
Subject: Re: Ticket # 41178 / BDE001 / Investigate BDE-RAD Wireless network

William McCauley 2/19/2025 10:11 AM Kim, We applied the free license but kirk was unable to get it set up when i was on the phone with him last week. I have also received word that the harddrives for

sophospsmartbannerend

William McCauley
2/19/2025 10:11 AM

[image]

Kim,

We applied the free license but kirk was unable to get it set up when i was on the phone with him last week.

I have also received word that the harddrives for your server should be in by Friday. Could we schedule installing those drive for Tuesday as well? This will need to be done once your closed as i will need to power the server down to add the drives.

thank you!

Will McCauley

02/19/2025 9:46 AM UTC-05/ Will see you on 25th. Teams Meeting Bar, I was out last week. I understood we weren't going to pay $50 a month for the license someone said we needed. Do you have a different solution, or did someone
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sophospsmartbannerend

Will see you on 25th.
Teams Meeting Bar, I was out last week. I understood we weren't going to pay $50 a month for the license someone said we needed. Do you have a different solution, or did someone else approve that fee?

Thanks,

Kim Davis
Information and Technology Coordinator

[image]

1401 Hopeman Parkway, Waynesboro VA 22980
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Direct Dial: 540-941-5968
Mobile Phone: 540-471-2852
kdavis@bankdesign.net

From: helpdesk@proactive-info.com <helpdesk@proactive-info.com>
Sent: Wednesday, February 19, 2025 9:39 AM
To: Kim Davis <kdavis@bankdesign.net>
Subject: Re: Ticket # 41178 / BDE001 / Investigate BDE-RAD Wireless network

William McCauley 2/19/2025 9:39 AM Good morning, Kim, I will be available @ 12pm on 2/25 to arrive onsite. While onsite i would like to set up the teams meeting bar as well. Thank you!
Will McCauley -

sophospsmartbannerend

William McCauley
2/19/2025 9:39 AM

[image]

Good morning,

Kim, I will be available @ 12pm on 2/25 to arrive onsite. While onsite i would like to set up the teams meeting bar as well.

Thank you!

Will McCauley

02/18/2025 11:36 AM UTC-05/ Thanks for keeping on this. I am available the 25th for testing the BDE-Rad Wireless Network. Do you want to pick a specific time? Kim Davis Information and Technology Coordinator 1401 Hopeman Parkway
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sophospsmartbannerend

Thanks for keeping on this. I am available the 25th for testing the BDE-Rad Wireless Network.
Do you want to pick a specific time?

Kim Davis
Information and Technology Coordinator

[cid:image001.png@01D8A681.41AC6A00]

1401 Hopeman Parkway, Waynesboro VA 22980
Office: 800-671-7300
Direct Dial: 540-941-5968
Mobile Phone: 540-471-2852
kdavis@bankdesign.net

From: helpdesk@proactive-info.com <helpdesk@proactive-info.com>
Sent: Monday, February 17, 2025 2:27 PM
To: Kim Davis <kdavis@bankdesign.net>
Subject: Re: Ticket # 41178 / BDE001 / Investigate BDE-RAD Wireless network

William McCauley 2/17/2025 2:26 PM Good afternoon, Kim, Please let me know when you are available for testing. I am free the following days 2/25-2/28. thank you! Will McCauley --REPLY above this line

sophospsmartbannerend

William McCauley
2/17/2025 2:26 PM

[image]

Good afternoon,

Kim, Please let me know when you are available for testing. I am free the following days 2/25-2/28.

thank you!

Will McCauley

02/17/2025 2:23 PM UTC-05/ William McCauley - emailed Kim for scheduling

02/14/2025 11:01 AM UTC-05/ William McCauley - Emailed kim again for scheduling

02/10/2025 10:00 AM UTC-05/ William McCauley - spoke with Kirk trying to schedule for Friday
Kirk said he is unavailable
reaching out to Kim to see if she is onsite Friday to test

02/06/2025 9:40 AM UTC-05/ Kyle Newman - Was looking over this.

I renabled the wireless clients as disabling them doesnt turn off the authentication. I did notice that one of the AP's had the wrong IP address so I updated that.

I also re-enabled a couple of basic policies and kept the rest disabled. I looked through the policies and they look fine. I did notice that the CA was issues by DC1 which is no longer in service but it doesnt expire for another couple of months.

I looked through the UniFi settings and dont see any issues there. I reached out to Will and updated him and asked to have them test again. The next step would be to send someone onsite to to extensive testing.

02/03/2025 10:48 AM UTC-05/ I am in the warehouse, not main office. I “forgot” network on phone. Under other networks, I click BDE-Rad and it asks for username and pw It does NOT let me in. It still has a “locked” symbol, wherea
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sophospsmartbannerend

I am in the warehouse, not main office.
I “forgot” network on phone.
Under other networks, I click BDE-Rad and it asks for username and pw
It does NOT let me in.
It still has a “locked” symbol, whereas BDE-Guest is open, with no lock symbol.

Thanks,

Kim Davis
Information and Technology Coordinator

[image]

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Direct Dial: 540-941-5968
Mobile Phone: 540-471-2852
kdavis@bankdesign.net

From: helpdesk@proactive-info.com <helpdesk@proactive-info.com>
Sent: Monday, February 3, 2025 10:22 AM
To: Kim Davis <kdavis@bankdesign.net>
Subject: Re: Ticket # 41178 / BDE001 / Investigate BDE-RAD Wireless network

William McCauley 2/3/2025 10:22 AM Good morning, Kim, I have completely disabled the radius server on the BDE-RAD WiFi. Could you test connecting to that wireless network and let me know the following

sophospsmartbannerend

William McCauley
2/3/2025 10:22 AM

[image]

Good morning,

Kim, I have completely disabled the radius server on the BDE-RAD WiFi. Could you test connecting to that wireless network and let me know the following.

1. The wireless network no longer ask you for domain credentials

2. If it allows you to connect to the wireless network.

These are some troubleshooting steps I'm taking before i attempt to reset the radius server set up.

Thank you!

Will McCauley

02/03/2025 10:00 AM UTC-05/ William McCauley - go in and disable all rules in the radius server
email Kim to test connecting to the BDE-RAD network and let me know if she can connect and stay connected

01/27/2025 11:00 AM UTC-05/ William McCauley - set up sophos authentication on the firewall > and match keys in the radius server
need to continue testing

12/31/2024 4:09 PM UTC-05/ Eric Nelson - Investigating

12/20/2024 4:00 PM UTC-05/ William McCauley - look through server and make notes
need to connect sophos firewall to RADIUS server > doesnt look set up on the sophos but is in the Server
the IP address of one of the switches in the RADIUS server was incorrect > i updated the IP address but need to find where to update the shared key > looking into this
Need to clean up RADIUS server still has their old Meraki listed but it is disabled
need to confirm shared keys are still valid on the APs and Switches

12/20/2024 12:45 PM UTC-05/ William McCauley - Investigate BDE-RAD wireless network
network does not seem to be working anymore
This network authenticates with the Radius server (DC2)
need to check NPAS role on DC
check ubiquity configurations
currently unable to authenticate with domain accounts for BDE-RAD network

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
McCauley, William	02/17/2025 [2:23 PM - 2:26 PM]	BD&E AIS	NC	Remote	Technician	0.05
McCauley, William	02/14/2025 [11:01 AM - 11:02 AM]	BD&E AIS	NC	Remote	Technician	0.02
McCauley, William	02/10/2025 [10:00 AM - 10:05 AM]	BD&E AIS	NC	Remote	Technician	0.08
Newman, Kyle	02/06/2025 [9:40 AM - 10:46 AM]	BD&E AIS	NC	Remote	Technician	1.10
McCauley, William	02/03/2025 [10:00 AM - 10:30 AM]	BD&E AIS	B	Remote	Technician	0.50
McCauley, William	01/27/2025 [11:00 AM - 11:30 AM]	BD&E AIS	NC	Remote	Technician	0.50
Nelson, Eric	12/31/2024 [4:09 PM - 4:11 PM]	BD&E AIS	B	Remote	Technician	0.03
McCauley, William	12/20/2024 [4:00 PM - 5:00 PM]	BD&E AIS	NC	Remote	Technician	1.00

Ticket# 41219
12/30/2024
by Dalton Boothe

FW: Broadcom Account Migration Notice - January 21st
Bank Design & Equipment
Kim Davis
5409415968
kdavis@bankdesign.net

Headquarter Support

Status: >>Closed
Type: Remote Support
Location: Remote
Source: Email Connector
Do Not Respond
Team: Tier 1

01/22/2025
Closed By: William McCauley

Discussion: 01/22/2025 9:38 AM UTC-05/ Dalton Boothe - Reach out to Kim
Have her try her email
Success
Walk her through the steps
Verify she is able to sign in
Success
No further assistance requested
Marking complete

01/22/2025 8:37 AM UTC-05/ Dalton Boothe - Reached out to Kim
She stated she thought we were handling this
Got with Will
He stated this used to be VMWare
No credentials found for VMWare or Broadcom
Will get back with Will when he has time

01/15/2025 9:15 AM UTC-05/ Evan Nelson - Called Kim, nothing to be done at this time

12/30/2024 9:31 AM UTC-05/ FYI – email notification for Broadcom January 21st. Please keep on your radar for when we might need to do something about this. Thanks Kim Davis Information and Technology Coordinator 1401 Hopeman Pa
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sophospsmartbannerend

FYI – email notification for Broadcom January 21st.
Please keep on your radar for when we might need to do something about this.

Thanks

Kim Davis
Information and Technology Coordinator

[cid:image001.png@01D8A681.41AC6A00]

1401 Hopeman Parkway, Waynesboro VA 22980
Office: 800-671-7300
Direct Dial: 540-941-5968
Mobile Phone: 540-471-2852
kdavis@bankdesign.net

From: broadcom-noreply@broadcom.com <broadcom-noreply@broadcom.com>
Sent: Friday, December 27, 2024 8:26 AM
To: Kim Davis <kdavis@bankdesign.net>
Subject: Broadcom Account Migration Notice

Dear Valued Customer, Broadcom Inc., is modifying our authentication technology and will require you to activate your account after the transition is complete. Please note, no action is required at th

sophospsmartbannerend

[Broadcom Inc Logo]

Dear Valued Customer,
Broadcom Inc., is modifying our authentication technology and will require you to activate your account after the transition is complete. Please note, no action is required at this time.
The change is planned for Jan 21, 2025. Closer to this transition date you will see additional instructions in the Broadcom Support Portal outlining the actions you will need to take.
Once the transition is complete, upon first login you will be required to:
1. Create a new password
2. Set up multi-factor authentication (if prompted)

Once the above is complete, you will be logged into the Broadcom Support Portal where you will continue to have access to all your Broadcom Products & Services as before.
If you experience any issues after we have transitioned to the new technology:
1. Please first try and resolve your issue by using Broadcom's Self Service Bot (i.e. password reset, MFA configuration, etc.).
2. Otherwise, please contact Broadcom Customer Care.

Thank you,

Broadcom Support
Broadcom 3401 Hillview Ave, Palo Alto California 94304 United States of America

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DO NOT REPLY TO THIS MESSAGE.

If you require Customer Service or Technical Support, please follow this link. You can also access and view VMware's PRIVACY POLICY

Internal: 01/20/2025 1:34 PM UTC-05/ William McCauley - Assigned / DBoothe /
01/20/2025 1:30 PM UTC-05/ William McCauley - Removed / EVNelson /
01/20/2025 1:29 PM UTC-05/ William McCauley - Removed / EVNelson /

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Boothe, Dalton	01/22/2025 [9:38 AM - 9:49 AM]	BD&E AIS	NC	Remote	Technician	0.18
Boothe, Dalton	01/22/2025 [8:37 AM - 9:02 AM]	BD&E AIS	NC	Remote	Technician	0.42
Nelson, Evan	01/15/2025 [9:15 AM - 9:20 AM]	BD&E AIS	NC	Remote	Technician	0.08

Ticket# 41224
12/30/2024
by Dalton Boothe

FW: New Office Phone System
Bank Design & Equipment
Kim Davis
5409415968
kdavis@bankdesign.net

Headquarter
Support

Status: >>Closed
Type: Remote Support
Location: Remote
Source: Email Connector
Do Not Respond
Team: Tier 1

01/22/2025
Closed By: William McCauley

Discussion: 01/14/2025 10:12 AM UTC-05/ VOIP schedule was delayed. Now Installation of new phones is 1/15/25. Porting will be done around 21st. - can reach me at 540-471-2852

01/07/2025 8:47 AM UTC-05/ Evan Nelson - Called Kim, left vm

12/30/2024 9:44 AM UTC-05/ We have ordered new office VOIP Phone system through Verizon. Please consider this the intro email between Masters Telecom and PIM-ProActive our third Party IT team. I talked this over with Will some
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sophospsmartbannerend

We have ordered new office VOIP Phone system through Verizon. Please consider this the intro email between Masters Telecom and PIM-ProActive our third Party IT team. I talked this over with Will some previously. Not sure if there will be ports/IP addresses to manage, etc. But please put this on your radar that we will be changing our phones and might need some remote network support.

Here is the schedule:

Important Dates:
- Installation – 1/7
- Training – 1/8 or 1/9
- Port – 1/10

A Verizon technician will come onsite 1/7 to setup the new phones. For just a few days, there will be both the old Fortinet phone AND the new Phone on your desk. Once the numbers have been ported over and we test out the system, we can remove the Fortinet Phones.

Once the conversion is complete, then we can talk about removing any Fortinet Phone system access to our system to close any possible lingering security issues from that system.

Thanks,

Kim Davis
Information and Technology Coordinator

[cid:image001.png@01D8A681.41AC6A00]

1401 Hopeman Parkway, Waynesboro VA 22980
Office: 800-671-7300
Direct Dial: 540-941-5968
Mobile Phone: 540-471-2852
kdavis@bankdesign.net

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Nelson, Evan	01/07/2025 [8:47 AM - 8:52 AM]	BD&E AIS	NC	Remote	Technician	0.08

Ticket# 41229
12/30/2024
by Evan Nelson

Sophos blocking email traffic
Bank Design & Equipment
Kim Davis
5409415968
kdavis@bankdesign.net

Headquarter
Support

Status: >>Closed
Type: Remote Support
Location: Remote
Source: Internal
Priority 3 - Medium
Team: Tier 1

01/06/2025
Closed By: William McCauley

Discussion: 12/30/2024 3:28 PM UTC-05/ Evan Nelson - email was being quarantined by M365
logged into exchange and released the email
called Kim back for verification

12/30/2024 3:05 PM UTC-05/ Evan Nelson - Sophos blocking docusign from external client

12/30/2024 3:05 PM UTC-05/ Evan Nelson - added "docusign.net" to allowed inbound and had them try again

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Nelson, Evan	12/30/2024 [3:28 PM - 4:26 PM]	BD&E AIS	NC	Remote	Technician	0.97
Nelson, Evan	12/30/2024 [3:05 PM - 3:15 PM]	BD&E AIS	NC	Remote	Technician	0.17

Ticket# 41176
12/20/2024
by William McCauley

Allocate additional Storage to DC2 from Host machine
Bank Design & Equipment
Kim Davis
5409415968
kdavis@bankdesign.net

Headquarter
Support

Status: >>Closed
Type: Remote Support
Location: Remote
Source: Internal
Priority 3 - Medium
Team: Tier 1

12/26/2024
Closed By: William McCauley

Discussion: 12/23/2024 4:30 PM UTC-05/ William McCauley - try to allocated more resources.
They way the datasotres are set up im unable to increase the DC data store as it is not tied to the main datastore with free space
had call with kim to discuss issues
we will proceed with giving estimate for hard drive additions
completing ticket for now

12/20/2024 12:30 PM UTC-05/ William McCauley - Allocate additional Storage to DC2 from Host machine

12/20/2024 12:30 PM UTC-05/ William McCauley - scheduled with Kim for Monday 430pm
need to move DHCP service back to the firewall temporarily
power down DC > allocate 150GB storage
power DC back on > confirm storage is seen and allocate to E drive
Move DHCP service back to the DC

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
McCauley, William	12/23/2024 [4:30 PM - 5:00 PM]	BD&E AIS	B	Remote	Technician	0.50
McCauley, William	12/20/2024 [12:30 PM - 12:33 PM]	BD&E AIS	NC	Remote	Technician	0.05

Ticket# 41180
12/20/2024
by William McCauley

Veeam Archival back ups
Bank Design & Equipment
Kim Davis
5409415968
kdavis@bankdesign.net

Headquarter
Support

Status: >>Closed
Type: Remote Support
Location: Remote
Source: Internal
Do Not Respond
Team: Tier 1

01/14/2025
Closed By: William McCauley

Discussion: 12/20/2024 12:52 PM UTC-05/ William McCauley - Veeam Archival back ups

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs

Ticket# 41122
12/17/2024
by Dalton Boothe

Please ADD VPN to Sue Bright's new Laptop
Bank Design & Equipment
Kim Davis
5409415968
kdavis@bankdesign.net

Headquarter
Support

Status: >>Closed
Type: Remote Support
Location: Remote
Source: Email Connector
Priority 3 - Medium
Team: Tier 1

12/20/2024
Closed By: William McCauley

Discussion: 12/20/2024 10:58 AM UTC-05/ Evan Nelson - Calling Sue
Remoted into Sue's pc
Not connected to VPN
Connected to vpn and opened Sage
Walked Sue through the steps of connecting to VPN and then Sage
Complete

12/19/2024 12:59 PM UTC-05/ Evan Nelson - Calling Sue
No answer, left vm

12/19/2024 11:00 AM UTC-05/ Hello Proactive, I worked with Evan on 12/17 to have remote access to SAGE from my new company laptop. Today is the first time I am trying to remotely use this computer and I am not able to again acce
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sophospsmartbannerend

Hello Proactive,

I worked with Evan on 12/17 to have remote access to SAGE from my new company laptop.

Today is the first time I am trying to remotely use this computer and I am not able to again access to SAGE.

I have attached the ticket#41122 for your information.

Are you able to help me?

Thank you,

Sue Bright

BD&E Project Manager

sbright@bankdesign.net

540-470-1224

12/17/2024 2:08 PM UTC-05/ Evan Nelson - Called Sue
Set VPN configuration
Verified VPN connection could be established
Called Colt
Created VPN profile
Set VPN configuration
Verified VPN connection could be established
Complete

12/17/2024 2:01 PM UTC-05/ Please ADD VPN to Sue Bright's new Laptop. Sue had VPN access on her previous laptop to remote into a computer in the office. This is different. This laptop needs to remote through firewall so she can
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sophospsmartbannerend

Please ADD VPN to Sue Bright's new Laptop.

Sue had VPN access on her previous laptop to remote into a computer in the office.

This is different. This laptop needs to remote through firewall so she can log into Sage and the "o" drive. To work as if she was here in the office.

Please contact Sue directly to work on this.

Thanks,

Kim Davis
Information and Technology Coordinator

[cid:image001.png@01D8A681.41AC6A00]

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Office: 800-671-7300
Direct Dial: 540-941-5968
Mobile Phone: 540-471-2852
kdavis@bankdesign.net

Resolution: 12/20/2024 10:58 AM UTC-05/ Evan Nelson - Calling Sue
Remoted into Sue's pc
Not connected to VPN
Connected to vpn and opened Sage
Walked Sue through the steps of connecting to VPN and then Sage
Complete

12/17/2024 2:08 PM UTC-05/ Evan Nelson - Called Sue
Set VPN configuration
Verified VPN connection could be established
Called Colt
Created VPN profile
Set VPN configuration
Verified VPN connection could be established
Complete

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Nelson, Evan	12/20/2024 [10:58 AM - 11:10 AM]	BD&E AIS	NC	Remote	Technician	0.20
Nelson, Evan	12/19/2024 [12:59 PM - 1:03 PM]	BD&E AIS	NC	Remote	Technician	0.07
Nelson, Evan	12/17/2024 [2:08 PM - 3:05 PM]	BD&E AIS	NC	Remote	Technician	0.95

Ticket# 41171
12/20/2024
by Dalton Boothe

Please verify SageBrush Server Qualifications for Operix - if possible today.
Bank Design & Equipment
Kim Davis
5409415968
kdavis@bankdesign.net

Headquarter Support

Status: >>Closed
Type: Remote Support
Location: Remote
Source: Email Connector
Priority 3 - Medium
Team: Tier 1

12/20/2024
Closed By: William McCauley

Discussion: 12/20/2024 10:23 AM UTC-05/ Dalton Boothe - Kim,

No problem at all! If that is all that is needed from us, I will go ahead and mark this complete. Please let us know if there are any further issues. Happy Holidays!

Thank you,
Dalton Boothe

12/20/2024 10:20 AM UTC-05/ Thanks! Sometimes Operix includes a link to update the .Net Version. Appreciate you looking into this. Kim Davis Information and Technology Coordinator 1401 Hopeman Parkway, Waynesboro VA 22980 Office
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sophospsmartbannerend

Thanks! Sometimes Operix includes a link to update the .Net Version.

Appreciate you looking into this.

Kim Davis
Information and Technology Coordinator

[cid:image001.png@01D8A681.41AC6A00]

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Mobile Phone: 540-471-2852
kdavis@bankdesign.net

12/20/2024 9:11 AM UTC-05/ Dalton Boothe - Kim,

I looked at the SageBrush server, all seems good to go except for the Microsoft .Net version 4.8 or higher.

Thank you,
Dalton Boothe

12/20/2024 9:09 AM UTC-05/ We will be updating Tech Tools/Operix on our Sage Server. Marvin is used to doing this, so we're not asking you to do the update. We want to apply this fix over the weekend, so please let us know toda
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sophospsmartbannerend

We will be updating Tech Tools/Operix on our Sage Server. Marvin is used to doing this, so we're not asking you to do the update. We want to apply this fix over the weekend, so please let us know today if possible.
But these are the recommended HW/RAM requirements for the update. Please verify that our server meets or exceeds the Highlighted requirements below, and Please file this Information for our Sage/Tech Tools record

Please verify SageBrush Server Qualifications for Operix/Tech Tools:

A lightweight Operix Connector is installed on the Company's Sage 100 Contractor server for communication between the application and the Operix Data Center.
Supported Platforms
Operix must be installed on one of the following operating systems:

Windows 2012 Server R2
Windows 2016 Server
Windows 2019 Server
Windows 2022 Server

Software Requirements
The following software must be installed in order to use the SSO Connector

Microsoft .Net 4.8 or higher

Hardware Requirements
The server hosting the SSO Connector must meet certain minimum hardware requirements.
The following minimum requirements are only appropriate for testing the SSO Connector (non-production use):

16 GB RAM
10 GB of free disk space
SSD Storage is recommended

For production use, the server hosting the SSO Connector must exceed the minimum hardware requirements set forth below:

32 GB RAM
10 GB of free disk space
SSD Storage is recommended

Note: the above requirements are general in nature and actual system performance may vary due to multiple factors, including, without limitation, the number of users and database sizes.

If the allocated RAM isn't enough, Can we add that to the Update Will is planning on Monday at 4:30?

Thanks,

Kim Davis
Information and Technology Coordinator

[cid:image001.png@01D8A681.41AC6A00]

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kdavis@bankdesign.net

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Boothe, Dalton	12/20/2024 [10:23 AM - 10:24 AM]	BD&E AIS	NC	Remote	Technician	0.02
Boothe, Dalton	12/20/2024 [9:11 AM - 9:32 AM]	BD&E AIS	NC	Remote	Technician	0.35

Ticket# 41026
12/10/2024
by William McCauley

Microsoft licenses and tenant clean up
Bank Design & Equipment
Kim Davis
5409415968
kdavis@bankdesign.net

Headquarter
Support

Status: >>Closed
Type: Remote Support
Location: Remote
Source: Internal
Priority - Planned
Team: Tier 1

12/23/2024
Closed By: William McCauley

Discussion: 12/19/2024 9:00 PM UTC-05/ William McCauley - Re-Assign licences to users list below

Bill Clements Basic
Brenda Kolls exchange online
Brett Devier Standard
Carrie V. Turner Basic
Charlie Abbey Basic
Chris Burns Basic
Chuck Turner Basic
Colt Fitzgerald Standard
Cory Conner Basic
Crystal Wood Basic
Dennis Jacobs Jr Basic
Fred Baars Standard
Harry Hailey exchange online
Herb Wilson Standard
Huck Early Standard
Hunter Grubb Basic
idrac alerts exchange online
Jacob Roberts Basic
James McIntire Basic
Jay Johnson Basic
Jeff Micklege Standard
Jeffrey Stires Basic
Jerry Morris Basic
Jessica Aites Standard
Jim Young Basic
Jon Bobbey Standard
Kevin Merritt Basic
Kim Davis Basic
Kirk Fox Basic
Lee Manchester Standard
Marvin Henderson Basic
Matt Dugas Basic
Pedro Ovalle Basic
Proactive Admin entra ID P2, exchange online
Rick Buehler Basic
Smitty Smith Basic
Sue Bright Standard
Tim Smith Basic
Tom Bright Standard
Tony Smith Basic

12/18/2024 10:19 AM UTC-05/ William McCauley - had call with kim
scheduled reassigning licenses for friday 12/20

12/17/2024 11:18 AM UTC-05/ Will, While you are cleaning up licenses, etc. We need Chris Sargent csargent@bankdesign.net Email account canceled, deleted, gone today. His replacement needs a Basic email license – ssmith@bankdesig
Caution! This message was sent from outside your organization. Block sender | Report

sophospsmartbannerend

Will, While you are cleaning up licenses, etc. We need Chris Sargent csargent@bankdesign.net Email account canceled, deleted, gone today. His replacement needs a Basic email license – ssmith@bankdesig
sophospsmartbannerend
Will,

While you are cleaning up licenses, etc.

We need Chris Sargent csargent@bankdesign.net Email account canceled, deleted, gone today.

His replacement needs a Basic email license – ssmith@bankdesign.net
For William Smitty Smith. To be set up with the same groups/permissions/ AD Sync / etc. as Kevin Merrit – kmerrit@bankdesign.net

So please remove Chris Sargent and add Smitty Smith, today if possible.

Kim Davis
Information and Technology Coordinator

[image]

1401 Hopeman Parkway, Waynesboro VA 22980
Office: 800-671-7300
Direct Dial: 540-941-5968
Mobile Phone: 540-471-2852
kdavis@bankdesign.net

12/17/2024 11:00 AM UTC-05/ William McCauley - call with appriver support
Appriver confirmed CSP transfer had been previously completed
got on call with Joey about some questions
sent kim email with license count
order licenses in appriver for basic and standard to match the count

12/10/2024 2:17 PM UTC-05/ William McCauley - Microsoft licenses and tenant clean up

12/10/2024 2:03 PM UTC-05/ William McCauley - remove disabled users/users Kim confirmed can be deleted from AD/Office
reach out to kim for questions i have on a few licensed users that need to be deleted.
waiting for client

Resolution: 12/19/2024 9:00 PM UTC-05/ William McCauley - Re-Assign licences to users list below
Bill Clements Basic
Brenda Kolls exchange online
Brett Devier Standard
Carrie V. Turner Basic
Charlie Abbey Basic
Chris Burns Basic
Chuck Turner Basic
Colt Fitzgerald Standard
Cory Conner Basic
Crystal Wood Basic
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Marvin Henderson Basic
Matt Dugas Basic
Pedro Ovalle Basic
Proactive Admin entra ID P2, exchange online
Rick Buehler Basic
Smitty Smith Basic
Sue Bright Standard
Tim Smith Basic
Tom Bright Standard
Tony Smith Basic

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
McCauley, William	12/19/2024 [9:00 PM - 9:30 PM]	BD&E AIS	NC	Remote	Technician	0.50
McCauley, William	12/18/2024 [10:19 AM - 10:20 AM]	BD&E AIS	NC	Remote	Technician	0.02
McCauley, William	12/17/2024 [11:00 AM - 12:39 PM]	BD&E AIS	NC	Remote	Technician	1.65
McCauley, William	12/10/2024 [2:03 PM - 2:57 PM]	BD&E AIS	NC	Remote	Technician	0.90

Ticket# 41005
12/10/2024
by Dalton Boothe

Need notification/Schedule for updates
Bank Design & Equipment
Kim Davis
5409415968
kdavis@bankdesign.net

Headquarter
Support

Status: >>Closed
Type: Remote Support
Location: Remote
Source: Email Connector
Priority - Planned
Team: Tier 1

12/19/2024
Closed By: William McCauley

Discussion: 12/19/2024 1:40 PM UTC-05/ William McCauley - While onsite I worked with Kim to adjust the patching policies per her request
Changed to update only Thursday and Wednesday after 7pm
[image]

12/17/2024 1:30 PM UTC-05/ William McCauley - reconfigure scan schedule
send schedule to Kim for approval

12/10/2024 9:45 AM UTC-05/ William McCauley - sent information to Kim on the update schedule
advised we can create a custom policy and request she provide days and time they would like to updates to run
waiting response
This time entry is marked No Charge

12/10/2024 9:15 AM UTC-05/ Angela, Will, PIM, This does NOT work for us. Ninja needs to be set to Schedule updates/patches, not just pick some random day to update a computer with no notification. Please let me know what kind o
Caution! This message was sent from outside your organization. Block sender | Report

sophospsmartbannerend

Angela, Will, PIM,

This does NOT work for us. Ninja needs to be set to Schedule updates/patches, not just pick some random day to update a computer with no notification. Please let me know what kind of resolution you can come up with.

Kim Davis
Information and Technology Coordinator

[cid:image001.png@01D8A681.41AC6A00]

1401 Hopeman Parkway, Waynesboro VA 22980
Office: 800-671-7300
Direct Dial: 540-941-5968
Mobile Phone: 540-471-2852
kdavis@bankdesign.net

From: helpdesk@proactive-info.com <helpdesk@proactive-info.com>
Sent: Tuesday, December 10, 2024 9:07 AM
To: Kim Davis <kdavis@bankdesign.net>
Subject: Re: Ticket # 41005 / BDE001 / Need notification/Schedule for updates

Evan Nelson 12/10/2024 9:07 AM Good morning ma'am, Looking over the event log for Jessica's pc, it looks like a software patch was applied at 5pm yesterday that required a reboot. This patch was autom

sophospsmartbannerend

Evan Nelson
12/10/2024 9:07 AM

[image]

Good morning ma'am,

Looking over the event log for Jessica's pc, it looks like a software patch was applied at 5pm yesterday that required a reboot. This patch was automatically applied after a routine scan from NinjaOne. We do not receive notification of these scans.

Any planned updates that we do after hours, we send an email to alert you beforehand.

Thank you

Evan Nelson

12/10/2024 8:44 AM UTC-05/ We need to know your schedule for updates and/or some notification about updates. At least 2 scenarios: 1. Many of our Sage users depend on using the printer, but some don't have Admin rights. Whateve
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sophospsmartbannerend

We need to know your schedule for updates and/or some notification about updates.
At least 2 scenarios:

1. Many of our Sage users depend on using the printer, but some don't have Admin rights. Whatever update ran overnight on Jessica's laptop messed with Sage's ability to connect with printer. So she could not use Sage until an Admin could sign in to allow the Printers to reconnect
2. Several people leave their desktop on and purposefully leave windows open to be ready to start the morning with those items left open. Today, all those items were gone (Jessica)

So please let me know what night you are doing regular updates?
And if you are doing a special update, we need to know.

Thanks,

Kim Davis
Information and Technology Coordinator

[cid:image001.png@01D8A681.41AC6A00]

1401 Hopeman Parkway, Waynesboro VA 22980
Office: 800-671-7300
Direct Dial: 540-941-5968
Mobile Phone: 540-471-2852
kdavis@bankdesign.net

From: Jessica Aites <jaites@bankdesign.net>
Sent: Tuesday, December 10, 2024 7:57 AM
To: Kim Davis <kdavis@bankdesign.net>
Cc: Tom Bright <tbright@bankdesign.net>
Subject: My work Laptop

A few questions here. So, Will (from PIM) is somewhere in my laptop still added in as a user I believe. Is it supposed to be that way?
Next question…. The updates they do. They used to ask permission so you could save your work and so on… But I caught one yesterday when I came in and today my system did a whole reboot because they must have pushed something. So, any documents I had open, notes I had places unsaved or projects that were left open are gone. Shouldn't we be warned of this? OR they need to ask?

Kim, didn't you want to know what they were pushing?

I feel like they get into things when they want, with out requesting. I of course was using a few things as my memory, since I was bombarded with people right before close of business, and now its all gone do to a forced shut down by someone else!? Ugh……

Heads up

[image][image]

Thank you,

Jessica Aites
Logistics & Service Coordinator
[image]

Resolution: 12/19/2024 1:40 PM UTC-05/ William McCauley - While onsite I worked with Kim to adjust the patching policies per her request
Changed to update only Thursday and Wednesday after 7pm
[image]

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
McCauley, William	12/19/2024 [1:40 PM - 2:30 PM]	BD&E AIS	NC	Onsite	Technician	0.83
McCauley, William	12/17/2024 [1:30 PM - 2:08 PM]	BD&E AIS	NC	Remote	Technician	0.63

McCauley, William	12/10/2024 [9:45 AM - 10:00 AM]	BD&E AIS	NC	Remote	Technician	0.25

Ticket# 41056
12/12/2024
by Dalton Boothe

Server Space issues?
Bank Design & Equipment
Kim Davis
5409415968
kdavis@bankdesign.net

Headquarter
Support

Status: >>Closed
Type: Remote Support
Location: Remote
Source: Email Connector
Priority - Planned
Team: Tier 1

12/19/2024
Closed By: William McCauley

Discussion: 12/19/2024 10:30 AM UTC-05/ William McCauley - Travel from pim to BDE

arrive onsite, get with kim
Checking types of drives the server has
Power down VMs (DC, SAGEBRUSH, SYNC)
Power down host
Take pics of drives (6 total) (2) open slots
Power host back up
Lost internet connection from hardwired and wifi
Took a minute to figure out where the issue was > realized the DC was handing out DHCP
Went to the firewall and enable DHCP for the LAN that had been previously created
Was able to get internet again
Got back into the host and powered on the DC, SAGEBRUSH and SYNC
Confirmed the DHCP services were running again on the DC
Disabled DHCP from the FW and confirmed I still had a connection
Confirmed PCs are back online in the Office
Spoke with Kim we are going to hold off on increasing the storage but i will still get a quote for drives still
closing ticket for now

12/16/2024 9:45 AM UTC-05/ William McCauley - go through list Kim sent and clean up server folders
sent her additional information on folder using space
need to schedule a time to go up and look at the hard drives in the physical server so i can quote the correct hardware

12/12/2024 10:30 AM UTC-05/ William McCauley - Had call with Kim to discuss
we sent them a quote in july to add additional SSDs to the Host
i will renew that quote and have angela send out again

12/12/2024 8:45 AM UTC-05/ William McCauley - Checked the server space is running low. Sent information to kim
ask that she give me a call to discuss
This time entry is marked No Charge

12/12/2024 8:39 AM UTC-05/ Will, when we look at our "o" drive – shared file space, It's showing close to full. I believe we should have plenty of space on our server. Can you look at this and make sure everything's ok? Thanks,
Caution! This message was sent from outside your organization. Block sender | Report

sophospsmartbannerend

Will, when we look at our "o" drive – shared file space,
It's showing close to full. I believe we should have plenty of space on our server.
Can you look at this and make sure everything's ok?

[image]

Thanks,

Kim Davis
Information and Technology Coordinator

[cid:image001.png@01D8A681.41AC6A00]

1401 Hopeman Parkway, Waynesboro VA 22980
Office: 800-671-7300
Direct Dial: 540-941-5968
Mobile Phone: 540-471-2852
kdavis@bankdesign.net

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
McCauley, William	12/19/2024 [10:30 AM - 1:40 PM]	BD&E AIS	NC	Onsite	Technician	3.17

McCauley, William	12/16/2024 [9:45 AM - 10:19 AM]	BD&E AIS	NC	Remote	Technician	0.57
McCauley, William	12/12/2024 [10:30 AM - 11:00 AM]	BD&E AIS	NC	Remote	Technician	0.50
McCauley, William	12/12/2024 [8:45 AM - 9:00 AM]	BD&E AIS	NC	Remote	Technician	0.25

Ticket# 41129
12/17/2024
by William McCauley

Create new user (Smitty Smith) remove inactive user (Chris Sargent)
Bank Design & Equipment
Kim Davis
5409415968
kdavis@bankdesign.net

Headquarter Support

Status: >>Closed
Type: Remote Support
Location: Remote
Source: Internal
Priority 3 - Medium
Team: Tier 1

12/18/2024
Closed By: William McCauley

Discussion: 12/18/2024 9:30 AM UTC-05/ William McCauley - Call with Kim to assist getting new user logged in and syncing password ticket complete

12/18/2024 7:56 AM UTC-05/ 9:30 Sounds good. Kim Davis Information and Technology Coordinator 1401 Hopeman Parkway, Waynesboro VA 22980 Office: 800-671-7300 Direct Dial: 540-941-5968 Mobile Phone: 540-471-2852 kdavis@bankdesign
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sophospsmartbannerend

9:30 Sounds good.

Kim Davis
Information and Technology Coordinator

[cid:image001.png@01D8A681.41AC6A00]

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Office: 800-671-7300
Direct Dial: 540-941-5968
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kdavis@bankdesign.net

12/17/2024 4:25 PM UTC-05/ Or 830. Sometime in the morning. Kim Davis Information and Technology Coordinator 1401 Hopeman Parkway, Waynesboro VA 22980 Office: 800-671-7300 Direct Dial: 540-941-5968 Mobile Phone: 540-471-2852 kd
Caution! This message was sent from outside your organization. Block sender | Report

sophospsmartbannerend

Or 830. Sometime in the morning.

Kim Davis
Information and Technology Coordinator

[cid:image001.png@01D8A681.41AC6A00]

1401 Hopeman Parkway, Waynesboro VA 22980
Office: 800-671-7300
Direct Dial: 540-941-5968
Mobile Phone: 540-471-2852
kdavis@bankdesign.net

From: Kim Davis
Sent: Tuesday, December 17, 2024 4:21 PM
To: helpdesk@proactive-info.com
Subject: RE: Ticket # 41129 / BDE001 / Create new user (Smitty Smith) remove inactive user (Chris Sargent)

Will, he comes into the office tomorrow morning. Do you want to set a time? Would 9 or 915 or 930 work?

Thanks,

Kim Davis
Information and Technology Coordinator

[cid:image001.png@01D8A681.41AC6A00]

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Office: 800-671-7300
Direct Dial: 540-941-5968
Mobile Phone: 540-471-2852
kdavis@bankdesign.net

From: helpdesk@proactive-info.com <helpdesk@proactive-info.com>
Sent: Tuesday, December 17, 2024 4:16 PM
To: Kim Davis <kdavis@bankdesign.net>
Subject: Re: Ticket # 41129 / BDE001 / Create new user (Smitty Smith) remove inactive user (Chris Sargent)

William McCauley 12/17/2024 4:16 PM Kim, below is the user information. Please let me know when you are ready to log into the AD account so i can run a sync. I need to run the sync after he changes hi

sophospsmartbannerend

William McCauley
12/17/2024 4:16 PM

[image]

Kim,

below is the user information. Please let me know when you are ready to log into the AD account so i can run a sync. I need to run the sync after he changes his AD password so it reflects in Microsoft. Last time we were trying to update both password which causes issues and conflicts with each other. Please give me a call before you start setting him up.

username: ssmith email: ssmith@bankdesign.net

password: Proactive1234!

Thank yoU!

Will McCauley

12/17/2024 4:21 PM UTC-05/ Will, he comes into the office tomorrow morning. Do you want to set a time? Would 9 or 915 or 930 work? Thanks, Kim Davis Information and Technology Coordinator 1401 Hopeman Parkway, Waynesboro VA 229
Caution! This message was sent from outside your organization. Block sender | Report

sophospsmartbannerend

Will, he comes into the office tomorrow morning. Do you want to set a time? Would 9 or 915 or 930 work?

Thanks,

Kim Davis
Information and Technology Coordinator

[cid:image001.png@01D8A681.41AC6A00]

1401 Hopeman Parkway, Waynesboro VA 22980
Office: 800-671-7300
Direct Dial: 540-941-5968
Mobile Phone: 540-471-2852
kdavis@bankdesign.net

From: helpdesk@proactive-info.com <helpdesk@proactive-info.com>
Sent: Tuesday, December 17, 2024 4:16 PM
To: Kim Davis <kdavis@bankdesign.net>
Subject: Re: Ticket # 41129 / BDE001 / Create new user (Smitty Smith) remove inactive user (Chris Sargent)

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sophospsmartbannerend

William McCauley
12/17/2024 4:16 PM

[image]

Kim,

below is the user information. Please let me know when you are ready to log into the AD account so i can run a sync. I need to run the sync after he changes his AD password so it reflects in Microsoft. Last time we were trying to update both password which causes issues and conflicts with each other. Please give me a call before you start setting him up.

username: ssmith email: ssmith@bankdesign.net

password: Proactive1234!

Thank yoU!

Will McCauley

12/17/2024 4:12 PM UTC-05/ William McCauley - Will, While you are cleaning up licenses, etc. We need Chris Sargent csargent@bankdesign.net Email account canceled, deleted, gone today. His replacement needs a Basic email license – ssmith@bankdesig
sophospsmartbannerend
Will,

While you are cleaning up licenses, etc.

We need Chris Sargent csargent@bankdesign.net Email account canceled, deleted, gone today.

His replacement needs a Basic email license – ssmith@bankdesign.net
For William Smitty Smith. To be set up with the same groups/permissions/ AD Sync / etc. as Kevin Merrit – kmerrit@bankdesign.net

So please remove Chris Sargent and add Smitty Smith, today if possible.

12/17/2024 2:08 PM UTC-05/ William McCauley - create new user in AD > sync > confirmed showing in microsoft
remove listed users in ticket
email kim this is complete and to let me know before setting them up so i can run a sync after the AD password has been changed

12/17/2024 2:08 PM UTC-05/ William McCauley - create new user as requested and remove other user
sent info to kim - request she let me know when they are ready to set up if they need assistance

Resolution: 12/18/2024 9:30 AM UTC-05/ William McCauley - Call with Kim to assist getting new user logged in and syncing password
ticket complete

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
McCauley, William	12/18/2024 [9:30 AM - 9:45 AM]	BD&E AIS	NC	Remote	Technician	0.25
McCauley, William	12/17/2024 [2:08 PM - 2:15 PM]	BD&E AIS	NC	Remote	Technician	0.12
McCauley, William	12/17/2024 [2:08 PM - 2:10 PM]	BD&E AIS	NC	Remote	Technician	0.03

Ticket# 40573
11/12/2024
by Kyle Newman

Microsoft Entra Connect Sync errors detected
Bank Design & Equipment
Tom Bright
18006717300
tbright@bankdesign.net

Headquarter Support

Status: >>Closed
Type: Remote Support
Location: Remote
Source: Internal
Do Not Respond
Team: Tier 1

12/12/2024
Closed By: William McCauley

Discussion: 12/12/2024 4:54 PM UTC-05/ William McCauley - no errors reported since 11/15, i cleaned up tenant in office
closing ticket

11/25/2024 4:36 PM UTC-05/ Dalton Boothe - Kim,

Please try your email and Cory's again.

Thank you,
Dalton Boothe

11/25/2024 2:01 PM UTC-05/ Dalton Boothe - Remoted into the DC and BDE-SYNC server
Created Admin OU in the AD
Moved Cory and Kim
Tested export
Still got errors
Informing Will

11/12/2024 9:32 AM UTC-05/ Dalton Boothe - Did some research
Performed solution 3 on Tom Bright's account
https://learn.microsoft.com/en-us/troubleshoot/entra/entra-id/user-prov-sync/troubleshoot-permission-issue-sync-service-manager
No more permission error for his account
Did the same for Cory and Kim
No change
Will reach out to the team for assistance

11/12/2024 7:32 AM UTC-05/ Kyle Newman - Created this ticket when clearing alerts: 2 sync errors at the time of last export time as mentioned above

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
McCauley, William	12/12/2024 [4:54 PM - 4:55 PM]	BD&E AIS	NC	Remote	Technician	0.02
Boothe, Dalton	11/25/2024 [4:36 PM - 4:40 PM]	BD&E AIS	NC	Remote	Technician	0.07
Boothe, Dalton	11/25/2024 [2:01 PM - 2:26 PM]	BD&E AIS	NC	Remote	Technician	0.42
Boothe, Dalton	11/12/2024 [9:32 AM - 10:42 AM]	BD&E AIS	NC	Remote	Technician	1.17

Ticket# 41064
12/12/2024
by Dalton Boothe

Erik Sherwood email box
Bank Design & Equipment
Kim Davis
5409415968
kdavis@bankdesign.net

Headquarter
Support

Status: >>Closed
Type: Remote Support
Location: Remote
Source: Email Connector
Priority 3 - Medium
Team: Tier 1

12/12/2024
Closed By: William McCauley

Discussion: 12/12/2024 4:24 PM UTC-05/ TY Matt Dugas Bank Design & Equipment mdugas@bankdesign.net Cell: 304-543-2406 From: Kim Davis Sent: Thursday, December 12, 2024 4:22 PM To: Matt Dugas ; helpdesk@proactive-info.com Cc: Cory Con
Caution! This message was sent from outside your organization. Block sender | Report

sophospsmartbannerend

TY

Matt Dugas

Bank Design & Equipment

mdugas@bankdesign.net

Cell: 304-543-2406
From: Kim Davis <kdavis@bankdesign.net>
Sent: Thursday, December 12, 2024 4:22 PM
To: Matt Dugas <mdugas@bankdesign.net>; helpdesk@proactive-info.com <helpdesk@proactive-info.com>
Cc: Cory Conner <cconner@bankdesign.net>
Subject: RE: Ticket # 41064 / BDE001 / Erik Sherwood email box

You caught it quick, before the transition was finalized, so it was just a service ticket which are covered.

Kim Davis
Information and Technology Coordinator

[cid:image001.png@01D8A681.41AC6A00]

1401 Hopeman Parkway, Waynesboro VA 22980
Office: 800-671-7300
Direct Dial: 540-941-5968
Mobile Phone: 540-471-2852
kdavis@bankdesign.net

From: Matt Dugas <mdugas@bankdesign.net>
Sent: Thursday, December 12, 2024 3:56 PM
To: Kim Davis <kdavis@bankdesign.net>; helpdesk@proactive-info.com
Cc: Cory Conner <cconner@bankdesign.net>
Subject: Re: Ticket # 41064 / BDE001 / Erik Sherwood email box

Thanks Kim it works fine (hope you didn't have to pay extra for this)

[image]

www.bankdesign.net

From: Kim Davis <kdavis@bankdesign.net>
Sent: Thursday, December 12, 2024 3:49 PM
To: helpdesk@proactive-info.com <helpdesk@proactive-info.com>
Cc: Matt Dugas <mdugas@bankdesign.net>; Cory Conner <cconner@bankdesign.net>
Subject: RE: Ticket # 41064 / BDE001 / Erik Sherwood email box

Thanks!!!

Kim Davis
Information and Technology Coordinator

[cid:image001.png@01D8A681.41AC6A00]

1401 Hopeman Parkway, Waynesboro VA 22980
Office: 800-671-7300
Direct Dial: 540-941-5968
Mobile Phone: 540-471-2852
kdavis@bankdesign.net

From: helpdesk@proactive-info.com <helpdesk@proactive-info.com>
Sent: Thursday, December 12, 2024 3:48 PM
To: Kim Davis <kdavis@bankdesign.net>
Subject: Re: Ticket # 41064 / BDE001 / Erik Sherwood email box

Evan Nelson 12/12/2024 3:47 PM Good afternoon, I have recovered Erik Sherwood's profile and changed his password to Proactive1234!. His login is still blocked, however read and manage permissions are

sophospsmartbannerend

Evan Nelson
12/12/2024 3:47 PM

[image]

Good afternoon,

I have recovered Erik Sherwood's profile and changed his password to Proactive1234!. His login is still blocked, however read and manage permissions are still set for Matt Dugas to access that inbox. Let me know if you need anything else!

Evan Nelson

12/12/2024 4:23 PM UTC-05/ You caught it quick, before the transition was finalized, so it was just a service ticket which are covered. Kim Davis Information and Technology Coordinator
1401 Hopeman Parkway, Waynesboro VA 22980
Caution! This message was sent from outside your organization. Block sender | Report

sophospsmartbannerend

You caught it quick, before the transition was finalized, so it was just a service ticket which are covered.

Kim Davis
Information and Technology Coordinator

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Office: 800-671-7300
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kdavis@bankdesign.net

From: Matt Dugas <mdugas@bankdesign.net>
Sent: Thursday, December 12, 2024 3:56 PM
To: Kim Davis <kdavis@bankdesign.net>; helpdesk@proactive-info.com
Cc: Cory Conner <cconner@bankdesign.net>
Subject: Re: Ticket # 41064 / BDE001 / Erik Sherwood email box

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[image]

www.bankdesign.net

From: Kim Davis <kdavis@bankdesign.net>
Sent: Thursday, December 12, 2024 3:49 PM
To: helpdesk@proactive-info.com <helpdesk@proactive-info.com>
Cc: Matt Dugas <mdugas@bankdesign.net>; Cory Conner <cconner@bankdesign.net>
Subject: RE: Ticket # 41064 / BDE001 / Erik Sherwood email box

Thanks!!!

Kim Davis
Information and Technology Coordinator

[cid:image001.png@01D8A681.41AC6A00]

1401 Hopeman Parkway, Waynesboro VA 22980
Office: 800-671-7300
Direct Dial: 540-941-5968
Mobile Phone: 540-471-2852
kdavis@bankdesign.net

From: helpdesk@proactive-info.com <helpdesk@proactive-info.com>
Sent: Thursday, December 12, 2024 3:48 PM
To: Kim Davis <kdavis@bankdesign.net>
Subject: Re: Ticket # 41064 / BDE001 / Erik Sherwood email box

Evan Nelson 12/12/2024 3:47 PM Good afternoon, I have recovered Erik Sherwood's profile and changed his password to Proactive1234!. His login is still blocked, however read and manage permissions are

sophospsmartbannerend

Evan Nelson
12/12/2024 3:47 PM

[image]

Good afternoon,

I have recovered Erik Sherwood's profile and changed his password to Proactive1234!. His login is still blocked, however read and manage permissions are still set for Matt Dugas to access that inbox. Let me know if you need anything else!

Evan Nelson

12/12/2024 3:57 PM UTC-05/ Thanks Kim it works fine (hope you didn't have to pay extra for this) www.bankdesign.net From: Kim Davis Sent: Thursday, December 12, 2024 3:49 PM To: helpdesk@proactive-info.com Cc: Matt Dugas ;
Caution! This message was sent from outside your organization. Block sender | Report

sophospsmartbannerend

Thanks Kim it works fine (hope you didn't have to pay extra for this)

[image]

www.bankdesign.net

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Kim Davis
Information and Technology Coordinator

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Evan Nelson

12/12/2024 3:50 PM UTC-05/ Thanks!!! Kim Davis Information and Technology Coordinator 1401 Hopeman Parkway, Waynesboro VA 22980 Office: 800-671-7300 Direct Dial: 540-941-5968 Mobile Phone: 540-471-2852 kdavis@bankdesign.net Fro
Caution! This message was sent from outside your organization. Block sender | Report

sophospsmartbannerend

Thanks!!!

Kim Davis
Information and Technology Coordinator

[cid:image001.png@01D8A681.41AC6A00]

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Office: 800-671-7300
Direct Dial: 540-941-5968
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kdavis@bankdesign.net

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To: Kim Davis <kdavis@bankdesign.net>
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Evan Nelson

12/12/2024 3:41 PM UTC-05/ Evan Nelson - Signed into O365 admin
Recovered Erik Sherwood account
Reset password to default
Verified read and manage permissions were set for Matt Dugas
Emailed Kim of completion

12/12/2024 12:46 PM UTC-05/ Will, evidently Matt Dugas was accessing Erik Sherwood's email account – as a point of reference for Sales information and deals Erik had worked on while Erik was an employee. Do you have a way to res
Caution! This message was sent from outside your organization. Block sender | Report

sophospsmartbannerend

Will, evidently Matt Dugas was accessing Erik Sherwood's email account – as a point of reference for Sales information and deals Erik had worked on while Erik was an employee.

Do you have a way to restore Erik's email account in a way that Matt Dugas can have access?

Thanks,

Kim Davis
Information and Technology Coordinator

[cid:image001.png@01D8A681.41AC6A00]

1401 Hopeman Parkway, Waynesboro VA 22980
Office: 800-671-7300
Direct Dial: 540-941-5968
Mobile Phone: 540-471-2852
kdavis@bankdesign.net

Resolution: 12/12/2024 3:41 PM UTC-05/ Evan Nelson - Signed into O365 admin
Recovered Erik Sherwood account
Reset password to default
Verified read and manage permissions were set for Matt Dugas
Emailed Kim of completion

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Nelson, Evan	12/12/2024 [3:41 PM - 3:48 PM]	BD&E AIS	NC	Remote	Technician	0.12

Ticket# 41057
12/12/2024
by William McCauley

Prep 2 PCs - remote prep
Bank Design & Equipment
Kim Davis
5409415968
kdavis@bankdesign.net

Headquarter
Support

Status: >>Closed
Type: Remote Support
Location: Remote
Source: Internal
Priority 3 - Medium
Team: Tier 1

12/12/2024
Closed By: William McCauley

Discussion: 12/12/2024 2:39 PM UTC-05/ Evan Nelson - Called Kim
Kim said she would call back

Remoted in using teamviewer
Installed NinjaOne on both machines
Installed Sophos endpoint and Sohpos connect on both machines
Instructed Kim on adding users to the domain
Verified both machines populated in NinjaOne and Sophos
Complete

12/12/2024 11:24 AM UTC-05/ Evan Nelson - Called Kirk
Not available this afternoon for setup
Mentioned fresh out the box intial setup needed
Will have to schedule with Kim

12/12/2024 9:14 AM UTC-05/ William McCauley - Kirk called support they have 2 PCs that need to be set up remotely
New PC - needs pim prep (ninjaone, sophos, Sophos VPN for Sue Bright and Colt)

Internal: 12/12/2024 11:21 AM UTC-05/ William McCauley - Assigned / EVNelson /

Resolution: 12/12/2024 2:39 PM UTC-05/ Evan Nelson - Called Kim
Kim said she would call back

Remoted in using teamviewer
Installed NinjaOne on both machines
Installed Sophos endpoint and Sohpos connect on both machines
Instructed Kim on adding users to the domain
Verified both machines populated in NinjaOne and Sophos
Complete

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Nelson, Evan	12/12/2024 [2:39 PM - 3:21 PM]	BD&E AIS	B	Remote	Technician	0.70
Nelson, Evan	12/12/2024 [11:24 AM - 11:29 AM]	BD&E AIS	NC	Remote	Technician	0.08

Ticket# 40983
12/09/2024
by Dalton Boothe

FW: Please create New User Email account
Bank Design & Equipment
Kim Davis
5409415968
kdavis@bankdesign.net

Headquarter
Support

Status: >>Closed
Type: Remote Support
Location: Remote
Source: Email Connector
Priority 3 - Medium
Team: Tier 1

12/09/2024
Closed By: William McCauley

Discussion: 12/09/2024 3:11 PM UTC-05/ William McCauley - Kim called back having issues getting into his AD account now
reset password in AD > ran sync
confirmed we can log into AD account ran sync
confirmed we can log into office with same password
issues resolved

12/09/2024 2:00 PM UTC-05/ William McCauley - Call with Kim having issues getting into Office account
reset password > user had to set up 2FA (i had to reset)
confirmed user can get into office

12/09/2024 9:14 AM UTC-05/ Eric Nelson - Created User account for Colt
did n Azure AD sync
assigned standard License
I called Kim and gave her the login for Colt

12/09/2024 8:58 AM UTC-05/ Please create new user email account for Colt Fitzgerald: cfitzgerald@bankdesign.net Please set up groups/permissions/folders to be same as Jerry Morris. He needs a Standard License. He starts today,
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sophospsmartbannerend

Please create new user email account for Colt Fitzgerald:
cfitzgerald@bankdesign.net

Please set up groups/permissions/folders to be same as Jerry Morris.
He needs a Standard License.

He starts today, so please let me know when done.

Thanks,

Kim Davis
Information and Technology Coordinator

[cid:image001.png@01D8A681.41AC6A00]

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kdavis@bankdesign.net

Resolution: 12/09/2024 3:11 PM UTC-05/ William McCauley - Kim called back having issues getting into his AD account now
reset password in AD > ran sync
confirmed we can log into AD account ran sync
confirmed we can log into office with same password
issues resolved

12/09/2024 2:00 PM UTC-05/ William McCauley - Call with Kim having issues getting into Office account
reset password > user had to set up 2FA (i had to reset)
confirmed user can get into office

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
McCauley, William	12/09/2024 [3:11 PM - 3:27 PM]	BD&E AIS	NC	Remote	Technician	0.27
McCauley, William	12/09/2024 [2:00 PM - 2:21 PM]	BD&E AIS	NC	Remote	Technician	0.35
Nelson, Eric	12/09/2024 [9:14 AM - 10:05 AM]	BD&E AIS	NC	Remote	Technician	0.85

Ticket# 40934
12/04/2024
by Eric Nelson

Kurt Fox is having a print issue not able to use the printer feature sage
Bank Design & Equipment
Tom Bright
18006717300
tbright@bankdesign.net

Headquarter
Support

Status: >>Closed
Type: Remote Support
Location: Remote
Source: Internal
Priority 3 - Medium
Team: Tier 1

12/09/2024
Closed By: William McCauley

Discussion: 12/05/2024 4:45 PM UTC-05/ William McCauley - user did not report any additional issues

12/04/2024 2:30 PM UTC-05/ William McCauley - had call with Kurt
made changed to the guest wifi network
enabled band steering
disabled data control there was a setting on that could be causing issues with connectivity
user was bale to connect asked he let me know if there are still issues

12/04/2024 8:53 AM UTC-05/ Eric Nelson - Kurt Fox is having a print issue not able to use the printer feature sage
and is having a issue with a computer not having a internet connections
Laptop is having WiFi issues.

12/04/2024 8:53 AM UTC-05/ Eric Nelson - Remoted into Kurt's computer and find out sage was asking for Admin creds fr an update entered in creds and User was able to print again.
for the computer that had no internet connection We turned it back on and internet came back up imformed user that there was a firewall firmware upgrade last night and that could of been the reason for losing connection
For his laptop it keeps disconnecting from BDE-guest and BDE-RAD User informed me that this is his personal laptop I need to check with will to see if we support personal devices

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
McCauley, William	12/05/2024 [4:45 PM - 5:00 PM]	BD&E AIS	NC	Remote	Technician	0.25
McCauley, William	12/04/2024 [2:30 PM - 3:00 PM]	BD&E AIS	NC	Remote	Technician	0.50
Nelson, Eric	12/04/2024 [8:53 AM - 10:03 AM]	BD&E AIS	NC	Remote	Technician	1.17

Ticket# 40932
12/04/2024
by Ray Fulk

BDE-SYNC Offline in Ninja
Bank Design & Equipment
Kim Davis
5409415968
kdavis@bankdesign.net

Headquarter
Support

Status: >>Closed
Type: Remote Support
Location: Remote
Source: Internal
Priority 2 - High
Team: Tier 1

12/05/2024
Closed By: William McCauley

Discussion: 12/04/2024 8:19 AM UTC-05/ Ray Fulk - I saw that BDE-SYNC was showing offline in NinjaOne, so I will investigate.

12/04/2024 8:14 AM UTC-05/ Ray Fulk - I logged into BDE-DC2 and pulled up the ESXi host to confirm that the BDE-SYNC VM was running. I then pulled up the console connection for that VM and found that while the NIC was enabled and could ping the firewall, it did not seem to be able to ping 8.8.8.8. I checked Windows Firewall and confirmed it was on the domain profile. I checked Sophos to see if it was unhealthy, as that could cause the firewall to block traffic, but that seems to be fine. I disabled the NIC and reenabled it, and that restored the connection to the internet. Closing ticket.

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Fulk, Ray	12/04/2024 [8:14 AM - 8:23 AM]	BD&E AIS	NC	Remote	Technician	0.15

Ticket# 40882
12/03/2024
by William McCauley

Firewall Firmware Upgrade - BDE-XGS116
Bank Design & Equipment
Kim Davis
5409415968
kdavis@bankdesign.net

Headquarter
Support

Status: >>Closed
Type: Remote Support
Location: Remote
Source: Internal
Priority - Planned
Team: Tier 1

12/08/2024
Closed By: William McCauley

Discussion:

12/03/2024 7:12 PM UTC-05/ Dalton Boothe - Pushed firmware update
Verified the firewall came back up
Success
Went to check SageBrush server
It was offline
Remoted into the DC
Accessed the host
Verified it was online
It came back in Ninja
Remoted in
Verified I was able to sign into Sage
Verified SYNC server was online in the host
Cleared related alerts
Marking complete

12/03/2024 11:53 AM UTC-05/ After the update, We'll need you to confirm : 1. Email is up and running 2. AD/Sync is up and running 3. Sage is available to log into – and is up and running. 4. Whatever other services are working t
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sophospsmartbannerend

After the update, We'll need you to confirm :
1. Email is up and running
2. AD/Sync is up and running
3. Sage is available to log into – and is up and running.
4. Whatever other services are working that we don't normally see.
5. Tech Tools Services are up and running and connected to Sage (found in SageBrush Server)

[image]

Kim Davis
Information and Technology Coordinator

[cid:image001.png@01D8A681.41AC6A00]

1401 Hopeman Parkway, Waynesboro VA 22980
Office: 800-671-7300
Direct Dial: 540-941-5968
Mobile Phone: 540-471-2852
kdavis@bankdesign.net

12/03/2024 11:19 AM UTC-05/ So, which services will be down for about an hour? With the firewall down, will there be no remote access to Sage, To Email, to our O Drive? Kim Davis Information and Technology Coordinator 1401 Hopem
Caution! This message was sent from outside your organization. Block sender | Report

sophospsmartbannerend

So, which services will be down for about an hour?

With the firewall down, will there be no remote access to Sage,
To Email, to our O Drive?

Kim Davis
Information and Technology Coordinator

[cid:image001.png@01D8A681.41AC6A00]

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Direct Dial: 540-941-5968
Mobile Phone: 540-471-2852
kdavis@bankdesign.net

12/03/2024 11:19 AM UTC-05/ Dalton Boothe - Kim,

Any network services will be briefly interrupted. usually only for around 10 minutes.

Thank you,
Dalton Boothe

12/03/2024 10:47 AM UTC-05/ Dalton Boothe - Good morning, Kim,

We have been notified a new firmware update is available for Sophos XG Firewall "BDE-XGS116" and we are scheduling this update for tonight 12/3/2024 between 7pm-9pm. There will be some downtime associated with this update, but this should last for no longer than 1 hour.

Please reach out to support if you have any questions or if this needs to be rescheduled.

Thank you,
Dalton Boothe

12/03/2024 10:36 AM UTC-05/ William McCauley - Firewall Firmware Upgrade - BDE-XGS116

Upgrade to SFOS 20.0.2 MR2-Build378

Internal: 12/03/2024 10:36 AM UTC-05/ William McCauley - Assigned / DBoothe /

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Boothe, Dalton	12/03/2024 [7:12 PM - 7:53 PM]	BD&E AIS	NC	Remote	Technician	0.68
Boothe, Dalton	12/03/2024 [11:19 AM - 11:23 AM]	BD&E AIS	NC	Remote	Technician	0.07
Boothe, Dalton	12/03/2024 [10:47 AM - 10:49 AM]	BD&E AIS	NC	Remote	Technician	0.03

Ticket# 40855
12/02/2024
by William McCauley

Renew Verizon MDM certificate
Bank Design & Equipment
Kim Davis
5409415968
kdavis@bankdesign.net

Headquarter
Support

Status: >>Closed
Type: Remote Support
Location: Remote
Source: Internal
Priority 3 - Medium
Team: Tier 1

12/03/2024
Closed By: William McCauley

Discussion: 12/02/2024 10:15 AM UTC-05/ Dalton Boothe - Reached out to Kim
Used instructions provided to renew certificates
Verified they were all current
No further assistance requested
Marking complete

12/02/2024 10:12 AM UTC-05/ Call me when you're ready. (540) 941-5968 540-471-2852 Kim Davis Information and Technology Coordinator 1401 Hopeman Parkway, Waynesboro VA 22980 Office: 800-671-7300 Direct Dial: 540-941-5968 Mobile
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Call me when you're ready.
(540) 941-5968
540-471-2852

Kim Davis
Information and Technology Coordinator

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Office: 800-671-7300
Direct Dial: 540-941-5968
Mobile Phone: 540-471-2852
kdavis@bankdesign.net

12/02/2024 9:46 AM UTC-05/ 10 is perfect. Thanks. Kim Davis Information and Technology Coordinator 1401 Hopeman Parkway, Waynesboro VA 22980 Office: 800-671-7300 Direct Dial: 540-941-5968 Mobile Phone: 540-471-2852 kdavis@bankd
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10 is perfect. Thanks.

Kim Davis
Information and Technology Coordinator

[cid:image001.png@01D8A681.41AC6A00]

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Office: 800-671-7300
Direct Dial: 540-941-5968
Mobile Phone: 540-471-2852
kdavis@bankdesign.net

12/02/2024 9:41 AM UTC-05/ Dalton Boothe - Kim,

Does 10AM work for you? I am free then.

Thanks,

Dalton Boothe

12/02/2024 8:31 AM UTC-05/ Now or tell me your soonest available timeslot. Kim Davis Information and Technology Coordinator 1401 Hopeman Parkway, Waynesboro VA 22980 Office: 800-671-7300 Direct Dial: 540-941-5968 Mobile Phone:
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Now or tell me your soonest available timeslot.

Kim Davis
Information and Technology Coordinator

[cid:image001.png@01D8A681.41AC6A00]

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Office: 800-671-7300
Direct Dial: 540-941-5968
Mobile Phone: 540-471-2852
kdavis@bankdesign.net

12/02/2024 8:26 AM UTC-05/ William McCauley -
Will, our Verizon MDM tokens need to be renewed. By end of day Monday or Tuesday. I asked Verizon to help but have not heard back from them. Do you have time to work with me on Monday to do this together? I have the instructions but don't want to mess it up.

If you can help, I can request a ticket.

Kim Davis
Information and Technology Coordinator
1401 Hopeman Parkway, Waynesboro VA 22980
Office: 800-671-7300
Direct Dial: 540-941-5968
Mobile Phone: 540-471-2852
kdavis@bankdesign.net

12/02/2024 8:26 AM UTC-05/ Dalton Boothe - Kim,

Good morning! What is a good time for us to connect today to work on this?

Thanks,
Dalton Boothe

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Boothe, Dalton	12/02/2024 [10:15 AM - 10:29 AM]	BD&E AIS	NC	Remote	Technician	0.23
Boothe, Dalton	12/02/2024 [9:41 AM - 9:44 AM]	BD&E AIS	NC	Remote	Technician	0.05
Boothe, Dalton	12/02/2024 [8:26 AM - 8:27 AM]	BD&E AIS	NC	Remote	Technician	0.02

Ticket# 40821
11/26/2024
by Brandon Walcott

[Failed] BDE-Backups (3 objects) 3 failed
Bank Design & Equipment
Kim Davis
5409415968
kdavis@bankdesign.net

Headquarter
Support

Status: >>Closed
Type: Alerts
Location: Remote
Source: Email Connector
Priority 3 - Medium
Team: Tier 1

11/29/2024
Closed By: Joey Musaitef

Discussion: 11/27/2024 8:14 AM UTC-05/ Ray Fulk - I logged into BDE-ECHO, then logged into BDE-NAS from there. Once logged in, I went to Control Panel > Shared Folder and confirmed that the folder was locked. I selected it, then went to Encryption > Mount and supplied the encryption key to unlock the folder. Once that was unlocked, I went into Veeam and navigated to Backup Infrastructure > Backup Repositories and rescanned the Veeam Backup repository. Finally, I went back and retried the failed backups, and monitored to confirm they completed successfully. Closing ticket.

11/26/2024 7:56 AM UTC-05/ Brandon Walcott - [Failed] BDE-Backups (3 objects) 3 failed

Task failed. Error: Selected server BDE-ECHO is unavailable.

[image]

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Fulk, Ray	11/27/2024 [8:14 AM - 8:38 AM]	BD&E AIS	NC	Remote	Technician	0.40

Ticket# 40844
11/26/2024
by William McCauley

remove user from distribution groups
Bank Design & Equipment
Kim Davis
5409415968
kdavis@bankdesign.net

Headquarter
Support

Status: >>Closed
Type: Remote Support
Location: Remote
Source: Internal
Priority 3 - Medium
Team: Tier 1

11/26/2024
Closed By: William McCauley

Discussion: 11/26/2024 4:30 PM UTC-05/ William McCauley - From: Kim Davis <kdavis@bankdesign.net>
Sent: Wednesday, November 20, 2024 9:13:46 AM
To: Support <Support@proactive-info.com>
Cc: Carrie V. Turner <cvturner@bankdesign.net>; Fred Baars <fbaars@bankdesign.net>
Subject: Please remove from Email Distribution lists

Please remove: Ed Clark – eclark@bankdesign.net from all email distribution lists – he is showing up in allemployee@bankdesign.net. Please check any other lists he might be on. He is no longer an empl
sophospsmartbannerend
Please remove:

Ed Clark – eclark@bankdesign.net from all email distribution lists – he is showing up in allemployee@bankdesign.net.
Please check any other lists he might be on. He is no longer an employee. His email address should no longer be working.

Brian Shifflett – bshifflett@bankdesign.net – is no longer with the company. Please log him out of any open sessions and cancel any access he might have and stop his emails. Please remove him from all email distribution lists. We do NOT need his emails forwarded anywhere. His email should no longer work.

Thanks,

Kim Davis
Information and Technology Coordinator

11/26/2024 4:30 PM UTC-05/ William McCauley - Remove ed from distribution groups
off-board Brian (Disable AD, remove from groups, block sign in, reset password, remove license, revoke sessions, revoke MFA, require re-register MFA)
issues resolved

This time entry is marked No Charge

Resolution: 11/26/2024 4:30 PM UTC-05/ William McCauley - Remove ed from distribution groups
off-board Brian (Disable AD, remove from groups, block sign in, reset password, remove license, revoke sessions, revoke MFA, require re-register MFA)
issues resolved

This time entry is marked No Charge

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
McCauley, William	11/26/2024 [4:30 PM - 5:00 PM]	BD&E AIS	NC	Remote	Technician	0.50

Ticket# 40823
11/26/2024
by Dalton Boothe

please create email for Hunter Grubb
Bank Design & Equipment
Kim Davis
5409415968
kdavis@bankdesign.net

Headquarter
Support

Status: >>Closed
Type: Remote Support
Location: Remote
Source: Email Connector
Priority 3 - Medium
Team: Tier 1

11/26/2024
Closed By: William McCauley

Discussion: 11/26/2024 1:44 PM UTC-05/ Dalton Boothe - Logged into O365 admin
User had synced over
Assigned basic license
Informing Kim

11/26/2024 1:43 PM UTC-05/ Dalton Boothe - Kim,

Good afternoon! I got that user created with a basic license. I will send you the password in an encrypted email. Please let us know if there are any further issues!

Thanks,
Dalton Boothe

11/26/2024 10:11 AM UTC-05/ Dalton Boothe - Create user in AD
Mimic the requested user's setup
Set email and proxy address
Push sync
Waited for it to come to O365
Will check back in a bit

11/26/2024 8:25 AM UTC-05/ Please create email for Hunter Grubb hgrubb@bankdesign.net Please set him up like Jay Johnson jjohnson@bankdesign.net Add Hunter to the same groups and permissions as Jay Johnson in AD and wherever el
Caution! This message was sent from outside your organization. Block sender | Report

sophospsmartbannerend

Please create email for Hunter Grubb
hgrubb@bankdesign.net

Please set him up like Jay Johnson
jjohnson@bankdesign.net

Add Hunter to the same groups and permissions as Jay Johnson in AD and wherever else you need to.

This is an email only account, not all the other 365 Apps.

Thanks,

Kim Davis
Information and Technology Coordinator

[cid:image001.png@01D8A681.41AC6A00]

1401 Hopeman Parkway, Waynesboro VA 22980
Office: 800-671-7300
Direct Dial: 540-941-5968
Mobile Phone: 540-471-2852
kdavis@bankdesign.net

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Boothe, Dalton	11/26/2024 [1:44 PM - 1:47 PM]	BD&E AIS	NC	Remote	Technician	0.05
Boothe, Dalton	11/26/2024 [1:43 PM - 1:50 PM]	BD&E AIS	NC	Remote	Technician	0.12
Boothe, Dalton	11/26/2024 [10:11 AM - 10:32 AM]	BD&E AIS	NC	Remote	Technician	0.35

Ticket# 40818
11/25/2024
by Dalton Boothe

Fwd: Undelivered Mail Returned to Sender
Bank Design & Equipment
Kim Davis
5409415968
kdavis@bankdesign.net

Headquarter
Support

Status: >>Closed
Type: Remote Support
Location: Remote
Source: Email Connector
Priority 3 - Medium
Team: Tier 1

11/26/2024
Closed By: William McCauley

Discussion: 11/26/2024 1:20 PM UTC-05/ William McCauley - call with kim to discuss
issues resolved

11/25/2024 8:00 PM UTC-05/ William McCauley - Cory replied he received my email
This time entry is marked No Charge

11/25/2024 7:21 PM UTC-05/ William McCauley - Crystal emailed me that Kim and Cory were unable to send or receive emails and were getting bounce back messages
I tested sending both emails and did not receive bounce backs
I confirmed the messages were flowing through Sophos and O365 filters
There was a Microsoft outage today 11/25/24 that caused issues with users being able to use functions of O365 applications including outlook emailing and calendar functions
I replied to crystal with Kim and Cory CCd about the outage and attached the O365 email regarding the outage.
I also let her know I tested sending Kim and Cory an email and did not receive bounce backs and see mail flowing through filter
Will call Kim in the morning to discuss

11/25/2024 3:55 PM UTC-05/ Please see email below Kim DAVIS and Cory CONNER's email are not working. It is acting like we do not have a valid BD&E account anymore. Please advise how quick this can be fixed. Cory L Conner Se
Caution! This message was sent from outside your organization.Block sender | Report
sophospsmartbannerend
Please see email below Kim DAVIS and Cory CONNER's email are not working. It is acting like we do not have a valid BD&E account anymore. Please advise how quick this can be fixed.

Cory L Conner
Sent from my iPhone

Begin forwarded message:

From: Mail Delivery System <mailer-daemon@icloud.com>
Date: November 25, 2024 at 3:41:33 PM EST
To: cconner77@icloud.com
Subject: Undelivered Mail Returned to SenderThis is a system-generated message to inform you that your email could not
be delivered to one or more recipients. Details of the email and the error are as follows:

<kdavis@bankdesign.net>: host

bankdesign-net.mail.protection.outlook.com[52.101.11.9] said: 550 5.4.1

Recipient address rejected: Access denied.

[SN1PEPF0002636E.namprd02.prod.outlook.com 2024-11-25T20:41:27.953Z

08DD0D4AD5C507DE] (in reply to RCPT TO command)
Return-Path: DKIM-Signature: v=1; a=rsa-sha256; c=relaxed/relaxed; d=icloud.com; s=1a1hai; t=1732567287; bh=3fgEMlGHRu4Du6ggY+13daAlC2DpOCcI68BTBlXN0VU=; h=From:To:Subject:Date:Message-ID:MIME-Version:Content-Type: x-icloud-hme; b=f0i7M2lo+QDS9gr4ambIJm79CIe+kAHQgUjjFGfky3XJASNgEUhycFjYq2W/x8gqS farg +cFQTPU0+69eQbEzxl1JLbdH9KsZlIah/LUyfTCCYN0/WwYB4zwJ2iaSQR5SAY AKLq62V6WF7B5l6KstZxJDzYe3Oa6elk4e8M0S86Qa5j6zDiG+K9Pw1CsTju02SFXk vFCb4tiXBZC6Aw9NWewg8OWMngI+RIK37iEYTqHmaWvUkVaAxmqAKxDLa7s8W/+kRF S2//mXYzVGFBIa+3JTBdSxX6TlGfKmewjPiGrv51bF4A4EbyJjmhpVg8XifBz4sYK9 CgZk3Uut2jkVQ== Received: from ChiefRevenueOfficer (qs51p00im-dlb-asmtp-mailmevip.me.com [17.57.155.28]) by qs51p00im-qukt01072301.me.com (Postfix) with ESMTPSA id C0B722540199; Mon, 25 Nov 2024 20:41:24 +0000 (UTC) From: To: "'Ray Fulk'" , "Kim Davis" Cc: "Tom Bright" References: In-Reply-To: Subject: RE: Ticket#40067/BDE001/Please fix Brett Devier Email -- has been updated Date: Mon, 25 Nov 2024 15:41:20 -0500 Message-ID: <000a01db3f7a$64e682f0$2eb388d0$@icloud.com> MIME-Version: 1.0 Content-Type: multipart/mixed; boundary="---- =_NextPart_000_000B_01DB3F50.7C2D51C0" X-Mailer: Microsoft Outlook 16.0 Thread-Index: AQHbGLdsPxDolWJHo0u2jbhDjPU9bLJ86iPQgEvZJZA= Content-Language: en-us X-MS-TNEF-Correlator: 0000000031A6A63A09365F4F9A9A09C9B18531E20700C3B68E10F77511CEB4CD00AA00BBB6E600000000000D00003BD3297C7E117F428318E9E04D6DF0A50000000018040000 X-Proofpoint-ORIG-GUID: q0pSTt18SqEQZ7fF1zgTXdi0MHndBs2E X-Proofpoint-GUID: q0pSTt18SqEQZ7fF1zgTXdi0MHndBs2E X-Proofpoint-Virus-Version: vendor=baseguard engine=ICAP:2.0.272,Aquarius:18.0.1057,Hydra:6.0.680,FMLib:17.12.68.34 definitions=2024-11-25_12,2024-11-25_01,2024-11-22_01 X-Proofpoint-Spam-Details: rule=notspam policy=default score=0 bulkscore=0 mlxlogscore=999 phishscore=0 spamscore=0 adultscore=0 malwarescore=0 clxscore=1011 suspectscore=0 mlxscore=0 classifier=spam adjust=0 reason=mlx scancount=1 engine=8.19.0-2308100000 definitions=main-2411250172

Resolution: 11/26/2024 1:20 PM UTC-05/ William McCauley - call with kim to discuss
issues resolved

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
McCauley, William	11/26/2024 [1:20 PM - 1:30 PM]	BD&E AIS	NC	Remote	Technician	0.17

McCauley, William	11/25/2024 [8:00 PM - 8:05 PM]	BD&E AIS	NC	Remote	Technician	0.08
McCauley, William	11/25/2024 [7:21 PM - 7:30 PM]	BD&E AIS	NC	Remote	Technician	0.15

Ticket# 40759
11/21/2024
by William McCauley

Security Initiative - Block Malicious IPs with Firewall Rule
Bank Design & Equipment
Tom Bright
18006717300
tbright@bankdesign.net

Headquarter
Support

Status: >>Closed
Type: Remote Support
Location: Remote
Source: Internal
Priority 3 - Medium
Team: Tier 1

11/22/2024
Closed By: William McCauley

Discussion: 11/21/2024 2:53 PM UTC-05/ Eric Nelson - Added firewall rule to block IPs
This time entry is marked No Charge

11/21/2024 2:43 PM UTC-05/ William McCauley - Security Initiative - Block Malicious IPs with Firewall Rule

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Nelson, Eric	11/21/2024 [2:53 PM - 3:01 PM]	BD&E AIS	NC	Remote	Technician	0.13

Ticket# 40653
11/15/2024
by William McCauley

Jeff Stires is unable to open outlook on the web
Bank Design & Equipment
Kim Davis
5409415968
kdavis@bankdesign.net

Headquarter
Support

Status: >>Closed
Type: Remote Support
Location: Remote
Source: Internal
Priority 3 - Medium
Team: Tier 1

11/15/2024
Closed By: William McCauley

Discussion: 11/15/2024 11:41 AM UTC-05/ William McCauley - Jeff Stires is unable to open outlook on the web

11/15/2024 11:20 AM UTC-05/ William McCauley - Jeff called support he is having issues logging onto outlook on the web
remote into PC
giving an error message that the account is no licensed > check O365 tenant and the account has a license
tested opening in private windows and we are able to sign in
ran update on Edge
notice that when opening edge it automatically open 5 tabs, outlook being one of them. thinking this is the issue because you are never signing into outlook it just keeps trying to open it
i reset the browser setting > tabs are no longer opening when opening Edge
went to outlook and confirmed we are now able to log in and access his email > closed and opened to confirm
issues resolved
This time entry is marked No Charge

Resolution: 11/15/2024 11:20 AM UTC-05/ William McCauley - Jeff called support he is having issues logging onto outlook on the web
remote into PC
giving an error message that the account is no licensed > check O365 tenant and the account has a license
tested opening in private windows and we are able to sign in
ran update on Edge
notice that when opening edge it automatically open 5 tabs, outlook being one of them. thinking this is the issue because you are never signing into outlook it just keeps trying to open it
i reset the browser setting > tabs are no longer opening when opening Edge
went to outlook and confirmed we are now able to log in and access his email > closed and opened to confirm
issues resolved
This time entry is marked No Charge

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
McCauley, William	11/15/2024 [11:20 AM - 11:40 AM]	BD&E AIS	NC	Remote	Technician	0.33

Ticket# 40533
11/07/2024
by Dalton Boothe

*****Urgent - please deactivate user**
Bank Design & Equipment
Kim Davis
5409415968
kdavis@bankdesign.net

Headquarter
Support

Status: >>Closed
Type: Remote Support
Location: Remote
Source: Email Connector
Priority - Planned
Team: Tier 1

11/15/2024
Closed By: William McCauley

Discussion: 11/07/2024 1:48 PM UTC-05/ William McCauley - Disable sign in for microsft account
change password
remove MFA devices
Revoke MFA
convert to shared mailbox and give access to Cory
user does not have one drive set up
remove licensing
checked FW, users is not a VPN user. nothing to remove
Emailed Kim this is complete and to let us know if she needs anything else for this user
waiting response

11/07/2024 1:16 PM UTC-05/ Brandon Walcott - Logged into the DC
Found Erik's account and disabled it
Removed Erik from all groups he was a Member of
Moved his account to the Disabled Users OU

11/07/2024 12:59 PM UTC-05/ ***Urgent, For Erik Sherwood – esherwood@bankdesign.net Please log him out of all sessions, stop him from logging in again. Please deny him any access to anything BDE digital. Please redirect his emai
Caution! This message was sent from outside your organization. Block sender | Report

sophospsmartbannerend

***Urgent,

For Erik Sherwood – esherwood@bankdesign.net
Please log him out of all sessions, stop him from logging in again. Please deny him any access to anything BDE digital.
Please redirect his email to Cory Conner –cconner@bankdesign.net

Please disconnect the Microsoft License from his email address. We don't want to "lose" that license. We will assign it to someone else later.
Whatever files he has on OneDrive, if any, we will want access to – but not let him have access.

This is an employee sudden termination. Please take appropriate action.

Thanks,

Kim Davis
Information and Technology Coordinator

[cid:image001.png@01D8A681.41AC6A00]

1401 Hopeman Parkway, Waynesboro VA 22980
Office: 800-671-7300
Direct Dial: 540-941-5968
Mobile Phone: 540-471-2852
kdavis@bankdesign.net

Resolution: 11/07/2024 1:48 PM UTC-05/ William McCauley - Disable sign in for microsft account
change password
remove MFA devices
Revoke MFA
convert to shared mailbox and give access to Cory
user does not have one drive set up
remove licensing
checked FW, users is not a VPN user. nothing to remove
Emailed Kim this is complete and to let us know if she needs anything else for this user
waiting response

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
McCauley, William	11/07/2024 [1:48 PM - 2:07 PM]	BD&E AIS	NC	Remote	Technician	0.32
Walcott, Brandon	11/07/2024 [1:16 PM - 1:44 PM]	BD&E AIS	NC	Remote	Technician	0.13

Ticket# 40440
10/31/2024
by Dalton Boothe

Please create new email
Bank Design & Equipment
Kim Davis
5409415968
kdavis@bankdesign.net

Headquarter
Support

Status: >>Closed
Type: Remote Support
Location: Remote
Source: Email Connector
Do Not Respond
Team: Tier 1

11/14/2024
Closed By: William McCauley

Discussion: 11/06/2024 2:45 PM UTC-05/ William McCauley - Kim called support
had to change the UPN as it was pointed to bankdesign1.local and needs to be bankdesign.net
ran Azure sync
i reset the password
confirmed they are able to log in
Kim need to set up his cell phone first before we can proceed with setting up the MFA
Kim will call back if she needs assistance.
Will follow up 11/7

This time entry is marked No Charge

11/01/2024 6:00 PM UTC-04/ William McCauley - left VM for kim to call back so we can discuss
also sent email to kim for a call back

11/01/2024 10:24 AM UTC-04/ That's what I'm asking you to explain. Kim Davis Information and Technology Coordinator 1401 Hopeman Parkway, Waynesboro VA 22980 Office: 800-671-7300 Direct Dial: 540-941-5968 Mobile Phone: 540-471-2
Caution! This message was sent from outside your organization. Block sender | Report

sophospsmartbannerend

That's what I'm asking you to explain.

Kim Davis
Information and Technology Coordinator

[cid:image001.png@01D8A681.41AC6A00]

1401 Hopeman Parkway, Waynesboro VA 22980
Office: 800-671-7300
Direct Dial: 540-941-5968
Mobile Phone: 540-471-2852
kdavis@bankdesign.net

From: Will McCauley <wmccauley@proactive-info.com>
Sent: Friday, November 1, 2024 10:19 AM
To: Kim Davis <kdavis@bankdesign.net>; PIM Helpdesk <helpdesk@proactive-info.com>
Cc: Angela Davis <adavis@proactive-info.com>
Subject: RE: Ticket#40440/BDE001/Please create new email -- has been updated

Good morning, Kim, I see in the ticket you put this is an "email only user." I spoke with Brandon on the set up and this is why he did not create an AD account. I have asked him to go in and create an

sophospsmartbannerend

Good morning,

Kim, I see in the ticket you put this is an "email only user." I spoke with Brandon on the set up and this is why he did not create an AD account. I have asked him to go in and create an AD account for the user.

Did the user need an AD account?

Thank you!

[A close up of a sign Description automatically generated]Will McCauley
Project Implementation Specialist

P: 804-459-8452
E: wmccauley@proactive-info.com
W: www.proactive-info.com

P.O. Box 310
Rockville, VA 23146

[signature_374555352] [signature_1781755433]

[image]Your opinion matters! Leave us Google review!

From: Kim Davis <kdavis@bankdesign.net>
Sent: Friday, November 1, 2024 9:52 AM
To: PIM Helpdesk <helpdesk@proactive-info.com>
Cc: Will McCauley <wmccauley@proactive-info.com>
Subject: RE: Ticket#40440/BDE001/Please create new email -- has been updated

Will, We need some kind of explanation here. Usually when we have a new person, and the email is setup, they are also setup in Active Directory, etc. How are they getting a usable email address if the

sophospsmartbannerend

Will, We need some kind of explanation here.

Usually when we have a new person, and the email is setup, they are also setup in Active Directory, etc. How are they getting a usable email address if they aren't a "windows user"??

We need this working by Monday morning.
Please explain this change of procedure.

Kim Davis
Information and Technology Coordinator

[image]

1401 Hopeman Parkway, Waynesboro VA 22980
Office: 800-671-7300
Direct Dial: 540-941-5968
Mobile Phone: 540-471-2852
kdavis@bankdesign.net

11/01/2024 10:19 AM UTC-04/ William McCauley - Good morning,

Kim, I see in the ticket you put this is an "email only user." I spoke with Brandon on the set up and this is why he did not create an AD account. I have asked him to go in and create an AD account for the user.

Did the user need an AD account?

Thank you!

[A close up of a sign Description automatically generated]Will McCauley
Project Implementation Specialist

P:804-459-8452
E:wmccauley@proactive-info.com
W:www.proactive-info.com

P.O. Box 310
Rockville, VA 23146

[signature_374555352] [signature_1781755433]

[image]Your opinion matters! Leave us Google review!

From: Kim Davis <kdavis@bankdesign.net>
Sent: Friday, November 1, 2024 9:52 AM
To: PIM Helpdesk <helpdesk@proactive-info.com>
Cc: Will McCauley <wmccauley@proactive-info.com>
Subject: RE: Ticket#40440/BDE001/Please create new email -- has been updated

Will, We need some kind of explanation here. Usually when we have a new person, and the email is setup, they are also setup in Active Directory, etc. How are they getting a usable email address if the

Caution! This message was sent from outside your organization.
Block sender |Report

sophospsmartbannerend

Will, We need some kind of explanation here.

Usually when we have a new person, and the email is setup, they are also setup in Active Directory, etc. How are they getting a usable email address if they aren't a "windows user"??

We need this working by Monday morning.
Please explain this change of procedure.

Kim Davis
Information and Technology Coordinator

[image]

1401 Hopeman Parkway, Waynesboro VA 22980
Office: 800-671-7300
Direct Dial: 540-941-5968
Mobile Phone: 540-471-2852
kdavis@bankdesign.net

11/01/2024 10:10 AM UTC-04/ Brandon Walcott - Logged into the DC server
Created user Brian Shifflett
Set user with a temp password
Added user to the allemployee, install, and Offsite Users - Restricted Access groups
Updating Kim

11/01/2024 9:52 AM UTC-04/ Will, We need some kind of explanation here. Usually when we have a new person, and the email is setup, they are also setup in Active Directory, etc. How are they getting a usable email address if the
Caution! This message was sent from outside your organization. Block sender | Report

sophospsmartbannerend

Will, We need some kind of explanation here.

Usually when we have a new person, and the email is setup, they are also setup in Active Directory, etc. How are they getting a usable email address if they aren't a "windows user"??

We need this working by Monday morning.
Please explain this change of procedure.

Kim Davis
Information and Technology Coordinator

[cid:image001.png@01D8A681.41AC6A00]

1401 Hopeman Parkway, Waynesboro VA 22980
Office: 800-671-7300
Direct Dial: 540-941-5968
Mobile Phone: 540-471-2852
kdavis@bankdesign.net

10/31/2024 1:27 PM UTC-04/ Brandon Walcott - Kim,

I have created the bshifflett@bankdesign.net email account. I added Brian to the All Users and Bank Design and Equipment groups that Jay Johnson is also a part of. The other groups (allemployee, install, Offsite Users - Restricted Access) that Jay is a part of will need a Windows user account in order to join them.

Thanks,
Brandon Walcott

Notes
Created email account for Brian Shifflett
Assigned email the Exchange Online Plan (1) license to match Jay Johnson
Jay Johnson is a member of All Users, allemployee, Bank Design and Equipment, install, and Offsite Users - Restricted Access
Was able to add Brian as a member to All Users and Bank Design and Equipment
Unable to add Brian to the other 3 groups without him having a Windows user account
Emailing update to Kim

10/31/2024 12:46 PM UTC-04/ Please create new email for Brian Shifflett Bshifflett@bankdesign.net This would be an email only account. Same groups and permissions as Jay Johnson. Thanks, Kim Davis Information and Technology Coor
Caution! This message was sent from outside your organization. Block sender | Report

sophospsmartbannerend

Please create new email for

Brian Shifflett

Bshifflett@bankdesign.net
This would be an email only account.

Same groups and permissions as Jay Johnson.

Thanks,

Kim Davis
Information and Technology Coordinator
1401 Hopeman Parkway, Waynesboro VA 22980
Office: 800-671-7300
Direct Dial: 540-941-5968
Mobile Phone: 540-471-2852
kdavis@bankdesign.net

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
McCauley, William	11/06/2024 [2:45 PM - 3:03 PM]	BD&E AIS	NC	Remote	Technician	0.30
McCauley, William	11/01/2024 [6:00 PM - 6:05 PM]	BD&E AIS	NC	Remote	Technician	0.08
Walcott, Brandon	11/01/2024 [10:10 AM - 10:23 AM]	BD&E AIS	NC	Remote	Technician	0.22
Walcott, Brandon	10/31/2024 [1:27 PM - 1:59 PM]	BD&E AIS	NC	Remote	Technician	0.53

Ticket# 40411
10/29/2024
by Dalton Boothe

Please turn of Phishing Training
Bank Design & Equipment
Kim Davis
5409415968
kdavis@bankdesign.net

Headquarter
Support

Status: >>Closed
Type: Remote Support
Location: Remote
Source: Email Connector
Priority - Planned
Team: Tier 1

11/05/2024
Closed By: William McCauley

Discussion: 11/05/2024 1:00 PM UTC-05/ William McCauley - disable sophos phish threat rules in O365

This time entry is marked No Charge

10/29/2024 10:15 AM UTC-04/ Please Turn off the automated phishing Training. We no longer want to receive the testing emails. Thanks, Kim Davis Information and Technology Coordinator 1401 Hopeman Parkway, Waynesboro VA 22980 Off
Caution! This message was sent from outside your organization. Block sender | Report

sophospsmartbannerend

Please Turn off the automated phishing Training.
We no longer want to receive the testing emails.

Thanks,

Kim Davis
Information and Technology Coordinator

[cid:image001.png@01D8A681.41AC6A00]

1401 Hopeman Parkway, Waynesboro VA 22980
Office: 800-671-7300
Direct Dial: 540-941-5968
Mobile Phone: 540-471-2852
kdavis@bankdesign.net

Resolution: 11/05/2024 1:00 PM UTC-05/ William McCauley - disable sophos phish threat rules in O365

This time entry is marked No Charge

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
McCauley, William	11/05/2024 [1:00 PM - 1:30 PM]	BD&E AIS	NC	Remote	Technician	0.50

Ticket# 40490
11/05/2024
by Dalton Boothe

Sending you a photo for reference. Server issue
Bank Design & Equipment
Jessica Aites
5409433150
jaites@bankdesign.net

Headquarter
Support

Status: >>Closed
Type: Remote Support
Location: Remote
Source: Email Connector
Priority 3 - Medium
Team: Tier 1

11/05/2024
Closed By: William McCauley

Discussion: 11/05/2024 9:02 AM UTC-05/ Please close ticket for now. I also left you a VM. Our IT department (Kim) saved the day. Thank you! From: Proactive Support Sent: Tuesday, November 5, 2024 8:20 AM To: Jessica Aites Cc: Kim Davis ;
Caution! This message was sent from outside your organization. Block sender | Report

sophospsmartbannerend

Please close ticket for now. I also left you a VM. Our IT department (Kim) saved the day.

Thank you!

11/05/2024 8:20 AM UTC-05/ My contact # 540-471-1504 I will try calling again. Thank you.
Caution! This message was sent from outside your organization. Block sender | Report

sophospsmartbannerend

My contact # 540-471-1504 I will try calling again.
Thank you.
[image]

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs

Ticket# 40471 11/01/2024 by Dalton Boothe	**Our email lists still need some work.** Bank Design & Equipment Kim Davis 5409415968 kdavis@bankdesign.net	Headquarter Support	**Status:** >>Closed **Type:** Remote Support **Location:** Remote **Source:** Email Connector Priority 3 - Medium **Team:** Tier 1		11/05/2024 Closed By: William McCauley

Discussion: 11/04/2024 9:10 AM UTC-05/ Brandon Walcott - Kim,

I have added Jonathan Bobbey to the All Employees and Sales groups. I have also removed David MoneyPenny from all groups that the account was a member of.

Thanks,
Brandon Walcott

Notes
Remoted into BDE-DC2
Added Jonathan Bobbey to All Employee and Sales group
Removed David MoneyPenny from all groups that the account was a member of
No further issues reported

11/01/2024 3:51 PM UTC-04/ Still not seeing Jonathan Bobbey in our All Employee List. And still not seeing Jonathan Bobbey in our "Sales" list David MoneyPenny has been removed for quite a while, but he's still showing up in th
Caution! This message was sent from outside your organization. Block sender | Report

sophospsmartbannerend

Still not seeing Jonathan Bobbey in our All Employee List.

[image]

And still not seeing Jonathan Bobbey in our "Sales" list

[image]

David MoneyPenny has been removed for quite a while, but he's still showing up in the All Service list, and the All Employee List. Please remove David Moneypenny for all email groups. His account should have been cancelled and should not be on any email lists anymore.

[image]

Thanks,

Kim Davis
Information and Technology Coordinator

[cid:image001.png@01D8A681.41AC6A00]

1401 Hopeman Parkway, Waynesboro VA 22980
Office: 800-671-7300
Direct Dial: 540-941-5968
Mobile Phone: 540-471-2852
kdavis@bankdesign.net

Resolution: 11/04/2024 9:10 AM UTC-05/ Brandon Walcott - Kim,

I have added Jonathan Bobbey to the All Employees and Sales groups. I have also removed David MoneyPenny from all groups that the account was a member of.

Thanks,
Brandon Walcott

Notes
Remoted into BDE-DC2
Added Jonathan Bobbey to All Employee and Sales group
Removed David MoneyPenny from all groups that the account was a member of
No further issues reported

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Walcott, Brandon	11/04/2024 [9:10 AM - 9:17 AM]	BD&E AIS	NC	Remote	Technician	0.12

Ticket# 40450
11/01/2024
by Brandon Walcott

New Distribution List
Bank Design & Equipment
Kiirk Fox
5409433150
kfox@bankdesign.net

Headquarter
Support

Status: >>Closed
Type: Remote Support
Location: Remote
Source: Call
Priority 3 - Medium
Team: Tier 1

11/01/2024
Closed By: Joey Musaitef

Discussion: 11/01/2024 12:27 PM UTC-04/ Brandon Walcott - Kiirk,

Please disregard my previous email. I see now that you worked with Dalton to get it resolved. I hope you have a great weekend.

Thanks,
Brandon Walcott

11/01/2024 12:22 PM UTC-04/ Brandon Walcott - Kiirk,

I have checked the Training group and I see you and Tom Bright as members. Are you both not getting emails sent to training@bankdesign.net?

Thanks,
Brandon Walcott

Notes
Went to check the Training distribution list
Saw Tom and Kirk listed under the members
Email Kirk to let him know that they are members

11/01/2024 8:30 AM UTC-04/ Brandon Walcott - New Distribution List

11/01/2024 8:29 AM UTC-04/ Brandon Walcott - Kirk Fox called in and requested a new distribution group be created
He requested it to be Training with the email being training@bankdesign.net
Logged into the admin center
Created the distribution group
Added the requested users:
-Kirk Fox
-Fred Bars
-Tom Bright
-Carrie V. Turner
-Crystal Wood
Made Kirk and Tom owners of the group
Saved changes
Informed Kirk that they should be good to go
No further issues reported

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Walcott, Brandon	11/01/2024 [12:22 PM - 12:26 PM]	BD&E AIS	NC	Remote	Technician	0.07
Walcott, Brandon	11/01/2024 [8:29 AM - 8:42 AM]	BD&E AIS	NC	Remote	Technician	0.22

Ticket# 40461
11/01/2024
by Dalton Boothe

Add users to training email
Bank Design & Equipment
Kiirk Fox
5409433150
kfox@bankdesign.net

Headquarter
Support

Status: >>Closed
Type: Remote Support
Location: Remote
Source: Call
Priority 4 - Low
Team: Tier 1

11/01/2024
Closed By: Joey Musaitef

Discussion: 11/01/2024 12:01 PM UTC-04/ Dalton Boothe - Add users to training email

11/01/2024 12:01 PM UTC-04/ Dalton Boothe - Logged into O365
Found the distribution list
Added Kirk and Tom
Informing Kirk

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Boothe, Dalton	11/01/2024 [12:01 PM - 12:11 PM]	BD&E AIS	NC	Remote	Technician	0.17

Ticket# 40371
10/24/2024
by Dalton Boothe

FW: Adjustment to New Proposals email group
Bank Design & Equipment
Kim Davis
5409415968
kdavis@bankdesign.net

Headquarter
Support

Status: >>Closed
Type: Remote Support
Location: Remote
Source: Email Connector
Priority - Planned
Team: Tier 1

11/01/2024
Closed By: Joey Musaitef

Discussion: 11/01/2024 10:26 AM UTC-04/ I have not heard any comments on our side. Please go ahead and close ticket. If it's an issue, we'll open another ticket. Kim Davis Information and Technology Coordinator 1401 Hopeman Parkway, Waynesb
Caution! This message was sent from outside your organization. Block sender | Report

sophospsmartbannerend

I have not heard any comments on our side. Please go ahead and close ticket.
If it's an issue, we'll open another ticket.

Kim Davis
Information and Technology Coordinator

[cid:image001.png@01D8A681.41AC6A00]

1401 Hopeman Parkway, Waynesboro VA 22980
Office: 800-671-7300
Direct Dial: 540-941-5968
Mobile Phone: 540-471-2852
kdavis@bankdesign.net

10/31/2024 9:25 AM UTC-04/ Dalton Boothe - Kim,

Good morning! Just checking in again to see if Lee is receiving duplicate emails from the distribution list.

Thanks,
Dalton Boothe

10/28/2024 8:44 AM UTC-04/ Dalton Boothe - Kim,

Good morning! Just checking in again to see if Lee is receiving duplicate emails from the distribution list.

Thanks,
Dalton Boothe

10/25/2024 8:24 AM UTC-04/ Dalton Boothe - Kim,

I got Jerry added. Is Lee receiving duplicate emails?

Thanks,
Dalton Boothe

Notes
Added Jmorris
Only saw lmanchester once in AD
Did some research
It stated they may appear twice but there should not be any issues as long as they are not getting duplicate emails
Seeing if Kim can verify if Lee is getting duplicates

10/24/2024 2:34 PM UTC-04/ Please update newproposals@bankdesign.net distribution group. Lee Manchester is in the list twice – please remove one of those instances. Please add Jerry Morris - jmorris@bankdesign.net Thanks, Kim D
Caution! This message was sent from outside your organization. Block sender | Report

sophospsmartbannerend

Please update newproposals@bankdesign.net distribution group.
Lee Manchester is in the list twice – please remove one of those instances.
Please add Jerry Morris -jmorris@bankdesign.net

Thanks,

Kim Davis
Information and Technology Coordinator

[cid:image001.png@01D8A681.41AC6A00]

1401 Hopeman Parkway, Waynesboro VA 22980
Office: 800-671-7300
Direct Dial: 540-941-5968
Mobile Phone: 540-471-2852
kdavis@bankdesign.net

From: Tom Bright <tbright@bankdesign.net>
Sent: Thursday, October 24, 2024 2:28 PM
To: Kim Davis <kdavis@bankdesign.net>
Subject: Adjustment to New Proposals email group

Kim,

Could you please add Jerry Morris to this email group. Lee is listed twice could you please delete one of those as well.

Thank you!

Thomas R. Bright
COO and SVP

[image]
1401 Hopeman Parkway, Waynesboro VA 22980
704.491.4774 (Cell)
tbright@bankdesign.net

Internal: 11/01/2024 10:07 AM UTC-04/ Dalton Boothe - Closing due to lack of response.

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Boothe, Dalton	10/25/2024 [8:24 AM - 8:44 AM]	BD&E AIS	NC	Remote	Technician	0.33

Ticket# 40426
10/30/2024
by Dalton Boothe

Please update groups for Brett Devier and Jonathan Bobbey
Bank Design & Equipment
Kim Davis
5409415968
kdavis@bankdesign.net

Headquarter
Support

Status: >>Closed
Type: Remote Support
Location: Remote
Source: Email Connector
Priority 3 - Medium
Team: Tier 1

11/01/2024
Closed By: Joey Musaitef

Discussion: 10/30/2024 3:16 PM UTC-04/ Thanks – and for Will - please look at one more thing: Can/Should a person be both "Domain" user and "Offsite User – restricted access?" I can't remember if "Domain" user is something "everyone" has t
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sophospsmartbannerend

Thanks – and for Will - please look at one more thing:

Can/Should a person be both "Domain" user and "Offsite User – restricted access?"

I can't remember if "Domain" user is something "everyone" has to be a member of?

I do know that "Offsite User – restricted access" is supposed to mean the user does NOT have access to our in-house servers. And both of these users most definitely are supposed to be "offsite users – restricted access."

Thanks,

Kim Davis
Information and Technology Coordinator

[cid:image001.png@01D8A681.41AC6A00]

1401 Hopeman Parkway, Waynesboro VA 22980
Office: 800-671-7300
Direct Dial: 540-941-5968
Mobile Phone: 540-471-2852
kdavis@bankdesign.net

From: helpdesk@proactive-info.com <helpdesk@proactive-info.com>
Sent: Wednesday, October 30, 2024 3:06 PM
To: Kim Davis <kdavis@bankdesign.net>
Subject: Re: Ticket # 40426 / BDE001 / Please update groups for Brett Devier and Jonathan Bobbey

William McCauley 10/30/2024 3:05 PM Good afternoon, Kim, I have completed adding users to the requested groups. Please allow up to an hour for the sync to complete. Let me know if you have any issues.

sophospsmartbannerend

William McCauley
10/30/2024 3:05 PM

[image]

Good afternoon,

Kim, I have completed adding users to the requested groups. Please allow up to an hour for the sync to complete. Let me know if you have any issues.

Thank you!

Will McCauley

[image]

[image]

10/30/2024 2:51 PM UTC-04/ William McCauley - add users to the requested distribution group on the DC
run azure sync on BDE-SYNC
email Kim this is complete
issues resolved

[image]

[image]

This time entry is marked No Charge

10/30/2024 2:00 PM UTC-04/ Please update only Brett Devier and Jonathan Bobbey: They both need to be on multiple email distributions groups. These groups are in our Active Directory and MS 365 – need to sync. 1. Brett Devier em
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sophospsmartbannerend

Please update only Brett Devier and Jonathan Bobbey:
They both need to be on multiple email distributions groups.
These groups are in our Active Directory and MS 365 – need to sync.

1. Brett Devier email distribution groups to be the same as BOTH Jeff Stires (service) and Jeff Micklege (Sales). Brett does both Sales and Service – so he needs to be on the email distribution groups for both.
2. Jonathan Bobbey email distribution groups to be the same as Jeff Micklege (sales)

Kim Davis
Information and Technology Coordinator

[cid:image001.png@01D8A681.41AC6A00]

1401 Hopeman Parkway, Waynesboro VA 22980
Office: 800-671-7300
Direct Dial: 540-941-5968
Mobile Phone: 540-471-2852
kdavis@bankdesign.net

Resolution: 10/30/2024 2:51 PM UTC-04/ William McCauley - add users to the requested distribution group on the DC
run azure sync on BDE-SYNC
email Kim this is complete
issues resolved

[image]

[image]

This time entry is marked No Charge

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
McCauley, William	10/30/2024 [2:51 PM - 3:02 PM]	BD&E AIS	NC	Remote	Technician	0.18

Ticket# 40425
10/30/2024
by William McCauley

herb wilson - issues connecting to VPN
Bank Design & Equipment
Tom Bright
18006717300
tbright@bankdesign.net

Headquarter
Support

Status: >>Closed
Type: Remote Support
Location: Remote
Source: Internal
Priority 3 - Medium
Team: Tier 1

11/01/2024
Closed By: Joey Musaitef

Discussion: 10/30/2024 11:11 AM UTC-04/ William McCauley - herb wilson - issues connecting to VPN

10/30/2024 10:50 AM UTC-04/ William McCauley - called support having issues connecting to the VPN
change password
confirmed we are able to connect to VPN again
Herb said he is getting spam emails > showed him how to report to sophos
issues resolved

Resolution: 10/30/2024 10:50 AM UTC-04/ William McCauley - called support having issues connecting to the VPN
change password
confirmed we are able to connect to VPN again
Herb said he is getting spam emails > showed him how to report to sophos
issues resolved

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
McCauley, William	10/30/2024 [10:50 AM - 11:18 AM]	BD&E AIS	NC	Remote	Technician	0.47

Ticket# 40325
10/22/2024
by Dalton Boothe

Please stop Microsoft 365 Deactivation for Brett Devier's Account
Bank Design & Equipment
Kim Davis
5409415968
kdavis@bankdesign.net

Headquarter
Support

Status: >>Closed
Type: Remote Support
Location: Remote
Source: Email Connector
Priority - Planned
Team: Tier 1

11/01/2024
Closed By: Joey Musaitef

Discussion: 10/28/2024 10:01 AM UTC-04/ Brett did login and has stopped receiving the deactivation messages. Thanks, Kim Davis Information and Technology Coordinator 1401 Hopeman Parkway, Waynesboro VA 22980 Office: 800-671-7300 Direct Dial
Caution! This message was sent from outside your organization. Block sender | Report

sophospsmartbannerend

Brett did login and has stopped receiving the deactivation messages.

Thanks,

Kim Davis
Information and Technology Coordinator

[cid:image001.png@01D8A681.41AC6A00]

1401 Hopeman Parkway, Waynesboro VA 22980
Office: 800-671-7300
Direct Dial: 540-941-5968
Mobile Phone: 540-471-2852
kdavis@bankdesign.net

10/28/2024 9:22 AM UTC-04/ William McCauley - emailed 3rd time to see if they were able to sign into the account
closing ticket if no response

10/23/2024 9:00 AM UTC-04/ William McCauley - emailed kim to see if they were able to sign into the account
This time entry is marked No Charge

10/22/2024 12:55 PM UTC-04/ William McCauley - call AppRiver support
AppRiver is not seeing any issues on their end
Kim sent below screen shot > screen shot is asking for user to sign in again. Asked Kim if they clicked sign in. Have not tried this
Kim asked brett to sign in again > waiting confirmation
Sent screen shot to appriver they confirmed the user need to sing into their account again

[image]

This time entry is marked No Charge

10/22/2024 11:51 AM UTC-04/ I will be out of the office starting Tuesday 10/22/24 and will return Monday 10/28/24. I will respond to your email as soon as I am able to. If this is an emergency, please contact someone at the
Caution! This message was sent from outside your organization. Block sender | Report

sophospsmartbannerend

I will be out of the office starting Tuesday 10/22/24 and will return Monday 10/28/24. I will respond to your email as soon as I am able to. If this is an emergency, please contact someone at the main office 540-943-3150. Thank you.

10/22/2024 11:50 AM UTC-04/ Brett Devier is getting a popup message that his Microsoft 365 Account will be deactivated at the end of this month. (in 8 days) That's shouldn't be happening. Please work with Brett to make sure his
Caution! This message was sent from outside your organization. Block sender | Report

sophospsmartbannerend
[image]
Brett Devier is getting a popup message that his Microsoft 365 Account will be deactivated at the end of this month. (in 8 days)
That's shouldn't be happening. Please work with Brett to make sure his computer is connected to the right MS365 account, etc. so that he doesn't lose access to his files, his email, etc.

Brett's contact information is below. Even though Brett has an auto reply about being out of the office – please call him anyway.

(remember, he's the one that lost access to his email account earlier)

Thanks,

Kim Davis
Information and Technology Coordinator

[cid:image001.png@01D8A681.41AC6A00]

1401 Hopeman Parkway, Waynesboro VA 22980
Office: 800-671-7300
Direct Dial: 540-941-5968
Mobile Phone: 540-471-2852
kdavis@bankdesign.net

From: Brett Devier <bdevier@bankdesign.net>
Sent: Monday, October 21, 2024 3:21 PM
To: Kim Davis <kdavis@bankdesign.net>
Subject: Microsoft 365 Deactivation

Kim,
Any updates on the deactivation of my 365 account? End of the month is drawing near and I cannot afford to have no access to Word and Excel.

[image]
Brett Devier
BANK DESIGN & EQUIPMENT
bdevier@bankdesign.net
(240) 321-1313
VP-Regional Sales Director

[Decorative]
[Decorative]
[Decorative]

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
McCauley, William	10/28/2024 [9:22 AM - 9:23 AM]	BD&E AIS	NC	Remote	Technician	0.02
McCauley, William	10/23/2024 [9:00 AM - 9:10 AM]	BD&E AIS	NC	Remote	Technician	0.17
McCauley, William	10/22/2024 [12:55 PM - 1:30 PM]	BD&E AIS	NC	Remote	Technician	0.58

Ticket# 39359
08/20/2024
by Marissa Binck

Re: Sage Issue
Bank Design & Equipment
Kim Davis
5409415968
kdavis@bankdesign.net

Headquarter
Support

Status: >>Closed
Type: Remote Support
Location: Remote
Source: Email Connector
Do Not Respond
Team: Tier 1

11/01/2024
Closed By: Joey Musaitef

Discussion: 10/28/2024 9:20 AM UTC-04/ William McCauley - not reported issues after a week
issues resolved
closing ticket

10/23/2024 12:23 PM UTC-04/ William McCauley - Per jessica no issues logging into the PC or SAGE
Will give until Friday.. if no issues closing ticket
This time entry is marked No Charge

10/23/2024 8:45 AM UTC-04/ William McCauley - emailed jessica to see if there are any issues with logging in today

10/22/2024 2:05 PM UTC-04/ William McCauley - Missed sage support call re-engage with support chat to have them call me at a specific time when the user is available
email with Kim and jessica > both state the issue has not reoccurred since removing the saved windows credentials
Jessica said she declined an update as this caused issues last time.
I would like to proceed with pushing the update and ask that they let me know if the issue start occurring again 10/23
If no issues I will complete the ticket

10/22/2024 12:00 PM UTC-04/ William McCauley - chat with sage support asked when someone will reach out
they said i am now in the call queue and someone will reach out shortly

This time entry is marked No Charge

10/22/2024 10:00 AM UTC-04/ William McCauley - reach out to sage again

This time entry is marked No Charge

10/21/2024 8:00 AM UTC-04/ William McCauley - chat with sage support and open another ticket waiting for tech to call
ticket# 8010241893

10/18/2024 7:30 AM UTC-04/ William McCauley - email with jessica she was able to log into her PC today but SAGE still is giving her issues
remote into her PC > go to event viewer and take screen shots of the errors/warning messages from this morning
Will reach out to SAGE support with this information

[image]

[image]

This time entry is marked No Charge

10/17/2024 12:33 PM UTC-04/ William McCauley - Call with Jessica
remote into her PC
Go to windows credential manager > saved windows credentials
I removed all of the credentials listed in the manager
Ask Jessica to please let me know if she still has the issues when trying to log in 10/18

This time entry is marked No Charge

10/17/2024 11:19 AM UTC-04/ Will, As I think on this some more. In the end, my issue was resolved when we updated my phone credentials trying to login to the WIFI with an old password. I have not asked Jessica to check her phone
Caution! This message was sent from outside your organization. Block sender | Report

sophospsmartbannerend

Will,

As I think on this some more. In the end, my issue was resolved when we updated my phone credentials trying to login to the WIFI with an old password. I have not asked Jessica to check her phone and wifi login in formation.

She's using the brand new laptop – so it's hard to imagine she has saved local creds causing failed logins. It's brand new.

Kim

10/17/2024 10:00 AM UTC-04/ William McCauley - Call to see if Jessica is avaliable i can check her windows credentials manager
looks like this could be the cause > saved local creds are causing failed logins (had the same issues with Kim a few months ago, she was getting the same message)
Jessica will be free closer to 12-1 I will call back then

10/17/2024 9:00 AM UTC-04/ William McCauley - call with Kim
this is not a SAGE issue > this is a domain account issue
Jessica is unable to log into her PC in the Morning and gets the below message

[image]

10/16/2024 4:08 PM UTC-04/ Will, Appreciate how you jumped in there with Jessica today and worked on the issues with Sage. I'm not trying to be pessimistic here, but I believe what you did today (except the email part) was alre
Caution! This message was sent from outside your organization. Block sender | Report

sophospsmartbannerend

Will,

Appreciate how you jumped in there with Jessica today and worked on the issues with Sage.
I'm not trying to be pessimistic here, but I believe what you did today (except the email part) was already done before.

So, just to be prepared for the morning. Some things I think we might need to be more curious about:

For the most part, Jessica works fine after she finally gets logged into Sage. So….
What happens overnight with our system, concerning automated processes?
What's part of the regular routine of our behind the scenes intranet world that stops and restarts her logins, her profiles, her firewalls, her permissions, her VPN, her anything?

Do you see where I'm going with this? What is happening between when she leaves work in the evening and then comes back in the morning?

And What is happening between 7:15 am and 8:00-8:30 am when after repeated attempts she can suddenly login again to Sage? Or when she can go to my computer and login to the computer and Sage, then go back to her computer and she can then login?

Maybe this week she'll be fine for more than one day in a row. We'll see.

Kim Davis
Information and Technology Coordinator

[cid:image001.png@01D8A681.41AC6A00]

1401 Hopeman Parkway, Waynesboro VA 22980
Office: 800-671-7300
Direct Dial: 540-941-5968
Mobile Phone: 540-471-2852
kdavis@bankdesign.net

10/16/2024 11:00 AM UTC-04/ William McCauley - Call with Jessica to look at her sage
contact sage support and give them error screen shots they provided some recommendations
i created an authenticated SQL user in SAGE > per Jessica the view is not how it should be (Brandon tried this before)
I then deleted her windows account from SAGE > re added the windows account and set to administrator
confirmed we are able to log into sage > had to make some configuration changes as he account was in view only mode
after making changes confirmed she is able to access what she needed
Ask Jessica to let me know if she still has issues with Sage 10/17

10/09/2024 3:05 PM UTC-04/ William McCauley - closing ticket, will re-open if needed.
Client has not reported any additional issues

This time entry is marked No Charge

09/26/2024 8:09 AM UTC-04/ Brandon Walcott - Attempted to contact Jessica to discuss her issue, unable to reach her
Called Kim and spoke with her instead
Kim went over the plan to get Jessica's new laptop installed on Monday during her lunch
I will be getting confirmation from Kim either later today or Friday on if it'll be Monday next week or a different day for the new device install

09/24/2024 10:04 AM UTC-04/ Brandon Walcott - Connected with Jessica
We are now on the line with the Sage technician
After looking through the error the Sage tech stated that the SSPI error stems from Microsoft
Sage technician provided me the following link:
https://learn.microsoft.com/en-us/troubleshoot/sql/database-engine/connect/cannot-generate-sspi-context-error
In the meantime, they set up Jessica's SQL Authentication profile to use in the meantime
They updated the SQL profile to match most of the settings already set up in the Windows Authentication profile
Attempted the troubleshooting steps found in the provided article, but the file path it states to scan does not exist on Jessica's device
Will set up Sage on Jessica's new laptop and test signing in with Windows Authentication there

09/24/2024 8:00 AM UTC-04/ Brandon Walcott - Spoke with Jessica
Jessica reported that she had the login issue again today
Asked if Sage had reached out to her yesterday
She informed me that they did reach out, but the call was missed due to Sage not calling the correct provided number
Sage sent an email, so I have drafted and sent an email to MARKESHA.GUINN@SAGE.COM
CC'ed Kim Davis and Jessica in the email
Also provided the correct number to call on the email and Jessica's case number (8010217076)
Waiting for either a call back to Jessica or a reply to my email

09/23/2024 10:03 AM UTC-04/ Brandon Walcott - Connected with Jessica to discuss Sage issue
Jessica is now getting a mix of the previous SQL error and a 'You are not a user in this database' error
Uninstalled and reinstalled Sage
Same error occurring
Opened up support chat with Sage
Spoke with Sage technician and provided them details of the issues Jessica has been facing
Sage will reach out for a call later today
Provided them with Jessica's work cell number and she will add me to the call once they reach out to her

09/23/2024 9:58 AM UTC-04/ She cannot log into Sage – but Not sure it’s the same issue. Kim Davis Information and Technology Coordinator 1401 Hopeman Parkway, Waynesboro VA 22980 Office: 800-671-7300 Direct Dial: 540-941-5968 M
Caution! This message was sent from outside your organization. Block sender | Report

sophospsmartbannerend

She cannot log into Sage – but Not sure it’s the same issue.

Kim Davis
Information and Technology Coordinator

[cid:image001.png@01D8A681.41AC6A00]

1401 Hopeman Parkway, Waynesboro VA 22980
Office: 800-671-7300
Direct Dial: 540-941-5968
Mobile Phone: 540-471-2852
kdavis@bankdesign.net

09/23/2024 9:46 AM UTC-04/ Jessica Aites Logistics & Service Coordinator From: Jessica Aites Sent: Monday, September 23, 2024 9:44 AM To: Brandon Walcott ; Kim Davis Cc: BDE-Helpdesk Subject: RE: Ticket#39359/BDE001/Re: S
Caution! This message was sent from outside your organization. Block sender | Report

sophospsmartbannerend

[image]

Jessica Aites
Logistics & Service Coordinator

[cid:image001.png@01D8A681.41AC6A00]

From: Jessica Aites
Sent: Monday, September 23, 2024 9:44 AM
To: Brandon Walcott <helpdesk@proactive-info.com>; Kim Davis <kdavis@bankdesign.net>
Cc: BDE-Helpdesk <BDE-helpdesk@bankdesign.net>
Subject: RE: Ticket#39359/BDE001/Re: Sage Issue -- has been updated
Importance: High

Still cannot do my job L…..

[image]

Jessica Aites
Logistics & Service Coordinator

[cid:image001.png@01D8A681.41AC6A00]

09/23/2024 9:45 AM UTC-04/ Still cannot do my job L….. Jessica Aites Logistics & Service Coordinator From: Brandon Walcott [mailto:helpdesk@proactive-info.com] Sent: Monday, September 23, 2024 8:23 AM To: Kim Davis Cc: Jes
Caution! This message was sent from outside your organization. Block sender | Report

sophospsmartbannerend

Still cannot do my job L…..

[image]

Jessica Aites
Logistics & Service Coordinator

[cid:image001.png@01D8A681.41AC6A00]

09/23/2024 8:13 AM UTC-04/ Brandon Walcott - Kim,

I have recreated Jessica's profile; please have her attempt to login after the company meeting and let me know if she is still facing the same errors.

Thanks,
Brandon Walcott

Notes
Logged into SAGEBRUSH
Opened Database Administration
Went to Company Admin/SQL Logins
Selected Delete SQL Server Logins
Selected the SAGE profile BANKDESIGN1\jaites
Deleted the account
Closed Database Administration
Reopened the application
Recreated the profile under Company Admin/SQL Logins --> Add SQL Server Login
Set Authentication to Windows Authentication
Set Username to BANKDESIGN1\jaites
Clicked Create SQL Login
Verified it was added back to the list of users

09/23/2024 7:57 AM UTC-04/ Brandon Walcott - Kim called in to report that Jessica had the login issue again
Asked Kim for permission to proceed with the second troubleshooting step recommended by Sage, recreating her Sage profile
Kim informed me that they have a company meeting at 8:15am and that I could proceed then

09/20/2024 8:44 AM UTC-04/ Dalton Boothe - Jessica did not have time
Will call in if she has time later

09/03/2024 7:55 AM UTC-04/ Joey Musaitef - I will be out of office and will return 09/3/2024.

If you need any technical assistance please reach out to help desk support @ (804) 897-8347 or https://pim.myportallogin.com/.

Thank you

09/03/2024 7:43 AM UTC-04/ Kyle Newman - Jessica Aites called in again with the Sage issue. I took a look at the ticket notes and had her reboot as that seems to be the current fix. We confirmed it worked after a reboot but she would like to have this resolved so that its not an issue at all.

I informed her i would follow up with service today to see what they are doing as far as resolving the issue and would update her.

08/28/2024 7:17 AM UTC-04/ I am using my cell phone. I do not have access to your portal. It says I need to be a Microsoft administrator so I'm sending it to this email because this is the email that I can find in my phone. Her
Caution! This message was sent from outside your organization. Block sender | Report

sophospsmartbannerend

I am using my cell phone. I do not have access to your portal. It says I need to be a Microsoft administrator so I'm sending it to this email because this is the email that I can find in my phone. Here's a photo of my issue trying to remote in from home at this time.

When I click on Sofos to remote in, it says 968-533 100 no Internet access please wait.

Sent from my iPhone

On Aug 20, 2024, at 7:50 AM, ProActive Support <helpdesk@proactive-info.com> wrote:

08/21/2024 7:38 AM UTC-04/ Joanna Peterson - Kim,

I was on Jessica's pc as soon as she logged in and we got the error message when she tried to access Sage immediately. I did a screen shot of the error message so we now have something work with to get to the bottom of it. We reboot her pc to try again, when she logged in, verified she was connected to the bank design share drives, then we tried Sage again and it worked. Having the exact error message gives us something to work with, I am going to get with someone on our staff is is a good SQL person and get this corrected. I will keep everyone posted, have a great day!

Thanks,
Joanna Peterson

Notes
Got on Jessica's pc and got the SQL error she gets when it doesn't work
Reboot her pc and made sure she was connected to the O:\ drive
Sage worked at that point
I grabbed the error message so we can get to the bottom of what is happening.

08/20/2024 2:40 PM UTC-04/ Joanna Peterson - Kim,

Jessica, no need to apologize at all! I know how frustrating things can be. PIM can put in that admin access as well. Give me a call in the morning when you are ready and I'll see if we can get to the bottom of things. Have a great rest of your day!

Thanks,
Joanna Peterson

08/20/2024 2:39 PM UTC-04/ Good afternoon Joanna, First I would like to apologize. When I sent my email out it was meant to be internal. I know we have a portal and a phone # to call after hours… but I am unaware of any specifi
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sophospsmartbannerend

Good afternoon Joanna,

First I would like to apologize. When I sent my email out it was meant to be internal. I know we have a portal and a phone # to call after hours… but I am unaware of any specifics as in what hours PIM functions for example (After hours). Since Kim met with you all, read all the information regarding your company, and is working out of the office today. I sent detailed info to her to make her aware. In regard to the Admin alert. I had also emailed her because she use to be the admin for Microsoft. Is that PIM now as well? The screen shot below is actually what I am getting when I try to utilize your portal. So I had asked if we have a company log in or do I need to be granted access to report an issue to your company through your portal?? Also I should be here around 7:30AM tomorrow morning.

Hope this is helpful.

Thank you,

- Jessica

Jessica Aites
Logistics & Service Coordinator

[cid:image001.png@01D8A681.41AC6A00]

08/20/2024 12:29 PM UTC-04/ Joanna Peterson - Kim,

Jessica, I am the after hours on call person this week. If you will call as soon as you get in, that way I can remote to your pc at the very beginning and try to catch the exact error when it happens. The times I remote to your pc, I have missed the screen where it asks you for admin privileges. Let me know what time you might get to the office tomorrow and I will be available, thanks!

Thanks,
Joanna Peterson

08/20/2024 11:13 AM UTC-04/ Joanna Peterson - Kim,

We will look into this, I do see her screen shot but each time I have been in, I've not seen the request for admin privileges. I will reach out to Jessica and ask her to call in first thing when she gets in and maybe I can catch it when it asks for admin privileges. Thanks!

Thanks,
Joanna Peterson

Notes
Kim needs us to look further into Sage issue with Jessica
Likely need to pull in Will

08/20/2024 11:05 AM UTC-04/ I'm not in the office today to see what's happening when. May be more than one problem. May or may not be related. Her screen shot of the Microsoft error should have been included with last email. Kim
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sophospsmartbannerend

I'm not in the office today to see what's happening when. May be more than one problem. May or may not be related. Her screen shot of the Microsoft error should have been included with last email.

Kim Davis
Information and Technology Coordinator
1401 Hopeman Parkway, Waynesboro VA 22980
Office: 800-671-7300
Direct Dial: 540-941-5968
Mobile Phone: 540-471-2852
kdavis@bankdesign.net

08/20/2024 10:54 AM UTC-04/ Joanna Peterson - Kim,

I got a call from Jessica this morning, and when I remote to her pc, it connected correctly. I didn't realize they were Microsoft errors popping up; the error I saw was she couldn't connect to the Sage server. This happened once before, as soon as I remote to her pc, it works. Does a Microsoft error pop up while she is using Sage?

Thanks,
Joanna Peterson

08/20/2024 10:53 AM UTC-04/ Really need to resolve Jessica's issue with Sage. Except for Active Directory which is used to login to Sage, syncing with Azure, Microsoft shouldn't be popping up when logging into Sage. Please escal
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sophospsmartbannerend

Really need to resolve Jessica's issue with Sage. Except for Active Directory which is used to login to Sage, syncing with Azure, Microsoft shouldn't be popping up when logging into Sage. Please escalate this.

Kim Davis
Information and Technology Coordinator
1401 Hopeman Parkway, Waynesboro VA 22980
Office: 800-671-7300
Direct Dial: 540-941-5968
Mobile Phone: 540-471-2852
kdavis@bankdesign.net

From: Jessica Aites <jaites@bankdesign.net>
Sent: Tuesday, August 20, 2024 9:40:14 AM
To: Kim Davis <kdavis@bankdesign.net>; Marvin Henderson <mhenderson@bankdesign.net>
Cc: BDE-Helpdesk <BDE-helpdesk@bankdesign.net>
Subject: RE: Sage Issue

Do we have a company account/login? Or do you need to grant me access? They want us to call… tired of calling every morning/sometimes their no even there yet to answer the call (including the afterhours line) or use the portal that we can't get in lol.

FYI Kim,

Since that guy was here Thursday, I have to call every morning to get into Sage, so I'm not getting to start on ticket and things like that till close to 8. Joanna has been kind but is unsure of why this is happening. Once she remotes into my computer it lets us into Sage. Like its just my access not connecting to the server. (I personally believe it has to do with remoting in, and the issue is I'm not, BUT I'm not IT J).

Thank you in advance! And Heads Up!
[image]

Jessica Aites
Logistics & Service Coordinator

[cid:image001.png@01D8A681.41AC6A00]

From: Kim Davis
Sent: Tuesday, August 13, 2024 9:21 AM
To: Jessica Aites <jaites@bankdesign.net>
Cc: homeoffice <homeoffice@bankdesign.net>
Subject: RE: Sage Issue

PIM prefers tickets to be called in or via portal.
You can also email a ticket in to helpdesk@proactive-info.com

Please burn, x out, trash the email Support@proactive-info.com – there is no support, only help.

Kim Davis
Information and Technology Coordinator

[cid:image001.png@01D8A681.41AC6A00]

1401 Hopeman Parkway, Waynesboro VA 22980
Office: 800-671-7300
Direct Dial: 540-941-5968
Mobile Phone: 540-471-2852
kdavis@bankdesign.net

From: Jessica Aites <jaites@bankdesign.net>
Sent: Tuesday, August 13, 2024 8:39 AM
To: Kim Davis <kdavis@bankdesign.net>
Cc: homeoffice <homeoffice@bankdesign.net>
Subject: RE: Sage Issue

Kim,

Didn't they just tell you last week to email it in to a different email?
This fell says they haven't done it that way since 2021!? They are interesting folks.

Jessica Aites
Logistics & Service Coordinator

[cid:image001.png@01D8A681.41AC6A00]

From: Brandon Walcott [mailto:bwalcott@proactive-info.com]
Sent: Tuesday, August 13, 2024 8:35 AM
To: Jessica Aites <jaites@bankdesign.net>
Cc: homeoffice <homeoffice@bankdesign.net>; Kim Davis <kdavis@bankdesign.net>; Support <Support@proactive-info.com>
Subject: RE: Sage Issue

Hello Jessica, As of May 4th, 2021, this email no longer serves to put in a help desk support ticket with PIM. Emails to this account are not monitored. We suggest that you put in a ticket via the cli

sophospsmartbannerend

Hello Jessica,

As of May 4th, 2021, this email no longer serves to put in a help desk support ticket with PIM. Emails to this account are not monitored. We suggest that you put in a ticket via the client portal so that your service is not delayed.

You may also contact the PIM help desk for onsite and remote service Monday-Friday, 8:00 am – 5:00 pm via (804) 897-8347. For After Hours support, you may call (804) 897-8347 and select Option 2.

Again, thank you for your continued patronage of PIM. We look forward to helping you with your issue once your ticket is received through the proper channels.

[image]Brandon Walcott
Technical Alignment Manager

P: ...

08/20/2024 7:49 AM UTC-04/ Joanna Peterson - Sage

08/20/2024 7:49 AM UTC-04/ Joanna Peterson - Jessica,

I will try to determine why Sage gives you such trouble in the morning. Glad we got you working today, I will be in touch.

Thanks,
Joanna Peterson

Notes
She could not get to Sage
Got on her system and it let her in

Internal: 10/03/2024 8:06 AM UTC-04/ Brandon Walcott - Kim has pushed back the onsite date for Jessica's new device to next week between October 7-11

09/24/2024 10:41 AM UTC-04/ Brandon Walcott - HappySlappy123

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
McCauley, William	10/28/2024 [9:20 AM - 9:21 AM]	BD&E AIS	NC	Remote	Technician	0.02
McCauley, William	10/23/2024 [12:23 PM - 12:30 PM]	BD&E AIS	NC	Remote	Technician	0.12
McCauley, William	10/23/2024 [8:45 AM - 8:50 AM]	BD&E AIS	NC	Remote	Technician	0.08
McCauley, William	10/22/2024 [2:05 PM - 2:44 PM]	BD&E AIS	NC	Remote	Technician	0.65
McCauley, William	10/22/2024 [12:00 PM - 12:42 PM]	BD&E AIS	NC	Remote	Technician	0.70
McCauley, William	10/22/2024 [10:00 AM - 10:10 AM]	BD&E AIS	NC	Remote	Technician	0.17
McCauley, William	10/21/2024 [8:00 AM - 8:30 AM]	BD&E AIS	NC	Remote	Technician	0.50
McCauley, William	10/18/2024 [7:30 AM - 8:00 AM]	BD&E AIS	NC	Remote	Technician	0.50
McCauley, William	10/17/2024 [12:33 PM - 12:45 PM]	BD&E AIS	NC	Remote	Technician	0.20
McCauley, William	10/17/2024 [10:00 AM - 10:10 AM]	BD&E AIS	NC	Remote	Technician	0.17
McCauley, William	10/17/2024 [9:00 AM - 9:30 AM]	BD&E AIS	NC	Remote	Technician	0.50
McCauley, William	10/16/2024 [11:00 AM - 12:00 PM]	BD&E AIS	NC	Remote	Technician	1.00
McCauley, William	10/09/2024 [3:05 PM - 3:10 PM]	BD&E AIS	NC	Remote	Technician	0.08
Walcott, Brandon	09/26/2024 [8:09 AM - 8:43 AM]	BD&E AIS	NC	Remote	Technician	0.57
Walcott, Brandon	09/24/2024 [10:04 AM - 10:41 AM]	BD&E AIS	NC	Remote	Technician	0.62
Walcott, Brandon	09/24/2024 [8:00 AM - 8:38 AM]	BD&E AIS	NC	Remote	Technician	0.63
Walcott, Brandon	09/23/2024 [10:03 AM - 10:57 AM]	BD&E AIS	NC	Remote	Technician	0.90
Walcott, Brandon	09/23/2024 [8:13 AM - 8:22 AM]	BD&E AIS	NC	Remote	Technician	0.15
Walcott, Brandon	09/23/2024 [7:57 AM - 8:03 AM]	BD&E AIS	NC	Remote	Technician	0.10
Boothe, Dalton	09/20/2024 [8:44 AM - 8:51 AM]	BD&E AIS	NC	Remote	Technician	0.12
Newman, Kyle	09/03/2024 [7:43 AM - 7:55 AM]	BD&E AIS	NC	Remote	Technician	0.20
Peterson, Joanna	08/21/2024 [7:38 AM - 8:01 AM]	BD&E AIS	NC	Remote	Technician	0.38
Peterson, Joanna	08/20/2024 [2:40 PM - 2:43 PM]	BD&E AIS	NC	Remote	Technician	0.05

Peterson, Joanna	08/20/2024 [12:29 PM - 12:32 PM]	BD&E AIS	NC	Remote	Technician	0.05
Peterson, Joanna	08/20/2024 [11:13 AM - 11:18 AM]	BD&E AIS	NC	Remote	Technician	0.08
Peterson, Joanna	08/20/2024 [10:54 AM - 10:58 AM]	BD&E AIS	NC	Remote	Technician	0.07
Peterson, Joanna	08/20/2024 [7:49 AM - 7:55 AM]	BD&E AIS	NC	Remote	Technician	0.10

Ticket# 40346
10/23/2024
by Dalton Boothe

Please Add Jerry Morris to Allservice email group
Bank Design & Equipment
Kim Davis
5409415968
kdavis@bankdesign.net

Headquarter
Support

Status: >>Closed
Type: Remote Support
Location: Remote
Source: Email Connector
Priority 3 - Medium
Team: Tier 1

10/27/2024
Closed By: Cari Grafton

Discussion: 10/23/2024 1:43 PM UTC-04/ William McCauley - Go to Office admin portal > add jerry to group states i need to add this in local AD
remote into DC > go to groups > Add Jerry to the all service distribution group
email Kim this is complete
issues resolved
This time entry is marked No Charge

10/23/2024 12:40 PM UTC-04/ Please Add Jerry Morris to Allservice@bankdesign.net email group jmorris@bankdesign.net Thanks, Kim Davis Information and Technology Coordinator 1401 Hopeman Parkway, Waynesboro VA 22980 Office: 800-6
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sophospsmartbannerend

Please Add Jerry Morris to Allservice@bankdesign.net email group
jmorris@bankdesign.net

Thanks,

Kim Davis
Information and Technology Coordinator

[cid:image001.png@01D8A681.41AC6A00]

1401 Hopeman Parkway, Waynesboro VA 22980
Office: 800-671-7300
Direct Dial: 540-941-5968
Mobile Phone: 540-471-2852
kdavis@bankdesign.net

Resolution: 10/23/2024 1:43 PM UTC-04/ William McCauley - Go to Office admin portal > add jerry to group states i need to add this in local AD
remote into DC > go to groups > Add Jerry to the all service distribution group
email Kim this is complete
issues resolved
This time entry is marked No Charge

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
McCauley, William	10/23/2024 [1:43 PM - 1:52 PM]	BD&E AIS	NC	Remote	Technician	0.15

Ticket# 40143
10/08/2024
by Joanna Peterson

Set remote access for Sue Bright
Bank Design & Equipment
Kiirk Fox
5409433150
kfox@bankdesign.net

Headquarter
Support

Status: >>Closed
Type: Remote Support
Location: Remote
Source: Call
Do Not Respond
Team: Tier 1

10/23/2024
Closed By: Joey Musaitef

Discussion: 10/09/2024 8:52 AM UTC-04/ Please try calling her again From: Joanna Peterson Sent: Wednesday, October 9, 2024 8:51 AM To: Kirk Fox Subject: Ticket#40143/BDE001/Set remote access for Sue Bright -- has been updated --REPLY abo
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sophospsmartbannerend

Please try calling her again

10/09/2024 8:47 AM UTC-04/ Joanna Peterson - Kiirk,

Good morning, I reached out to Sue and left a message for her to call me, just keeping you in the loop, thanks!

Thanks,
Joanna Peterson

Notes
Called and left a message for her to call me back

10/09/2024 7:56 AM UTC-04/ Joanna Peterson - Verify she has VPN client
She has a VPN user defined on the firewall
Will contact her this morning

10/08/2024 9:26 AM UTC-04/ Joanna Peterson - Set remote access for Sue Bright

10/08/2024 9:26 AM UTC-04/ Joanna Peterson - Able to get on Kirrk's pc and verify remote access is set
Will call Sue next

Internal: 10/22/2024 12:37 PM UTC-04/ Joanna Peterson - Kiirk Fox said her access is complete.

10/09/2024 7:51 AM UTC-04/ Joanna Peterson - Sue Bright phone # 540-470-1224
DESKTOP-TIQE220 is pc she needs to rdp
needs vpn and rdp set up

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Peterson, Joanna	10/09/2024 [8:47 AM - 8:50 AM]	BD&E AIS	NC	Remote	Technician	0.05
Peterson, Joanna	10/09/2024 [7:56 AM - 8:11 AM]	BD&E AIS	NC	Remote	Technician	0.25
Peterson, Joanna	10/08/2024 [9:26 AM - 10:35 AM]	BD&E AIS	NC	Remote	Technician	0.07

Ticket# 40324
10/22/2024
by Joanna Peterson

VPN install
Bank Design & Equipment
Kiirk Fox
5409433150
kfox@bankdesign.net

Headquarter
Support

Status: >>Closed
Type: Remote Support
Location: Remote
Source: Call
Priority 3 - Medium
Team: Tier 1

10/23/2024
Closed By: Joey Musaitef

Discussion: 10/22/2024 11:46 AM UTC-04/ Joanna Peterson - VPN install

10/22/2024 11:45 AM UTC-04/ Joanna Peterson - Kiirk,

Looks like all is good now with your remote access. I hope you have a good day and I will close this ticket. Let us know if you need anything else at all.

Thanks,
Joanna Peterson

Notes
Kirk has a new pc, needed to change his remote desktop to the new pc

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Peterson, Joanna	10/22/2024 [11:45 AM - 12:13 PM]	BD&E AIS	NC	Remote	Technician	0.47

Ticket# 40067
10/01/2024
by Marissa Binck

Please fix Brett Devier Email
Bank Design & Equipment
Kim Davis
5409415968
kdavis@bankdesign.net

Headquarter
Support

Status: >>Closed
Type: Remote Support
Location: Remote
Source: Email Connector
Do Not Respond
Team: Tier 1

10/20/2024
Closed By: Cari Grafton

Discussion: 10/18/2024 5:01 PM UTC-04/ Ray Fulk - I kept this open in case there were any further questions, so I will close this for now.

10/15/2024 2:32 PM UTC-04/ Yes, Brett is able to send and receive email now. And when we try to send him email it no longer says that his email account doesn't exist. Kim Davis
Information and Technology Coordinator 1401 Hopema
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Yes, Brett is able to send and receive email now. And when we try to send him email it no longer says that his email account doesn't exist.

Kim Davis
Information and Technology Coordinator

[cid:image001.png@01D8A681.41AC6A00]

1401 Hopeman Parkway, Waynesboro VA 22980
Office: 800-671-7300
Direct Dial: 540-941-5968
Mobile Phone: 540-471-2852
kdavis@bankdesign.net

10/14/2024 8:50 AM UTC-04/ Ray Fulk - Kim,

Good morning, I wanted to follow back up on this and make sure everything is working with Brett's email again. From what I can see on this end, it is back up and running. I also asked Microsoft Support if they had any information about why this happened all of a sudden, but all they saw was that there was that the mail user was hung in a soft delete state without an indication of why.

Thank you,
Ray Fulk

Notes
I haven't heard back from the client yet, so I logged back into 365 and made sure Brett's mailbox is still in place, and ran a message trace to confirm he's been sending and receiving emails since 10/10. I will follow up with Kim again since she should be back in the office now.
I had also asked Microsoft Support if they had any information about why this happened all of a sudden, but they weren't able to provide any. Based on the information AppRiver provided on excluding the msExchMailboxGuid attribute, I believe that this shouldn't happen again.

10/10/2024 10:56 AM UTC-04/ Ray Fulk - Kim,

I haven't heard from Microsoft yet, but from checking Microsoft 365 directly, I see the conflicting mail user is gone and that Brett's mailbox has been restored. I wanted to follow up and see if everything is working again.

Thank you,
Ray Fulk

Notes
I haven't heard back from AppRiver or Microsoft yet, but I logged into 365 and found that the mail user is gone and Brett's mailbox appears to be restored. I will follow up to see if everything is working properly.

10/10/2024 8:11 AM UTC-04/ Ray Fulk - Microsoft Support is still working on getting this conflicting Mail User removed on their end.

10/09/2024 9:25 AM UTC-04/ Ray Fulk - Kim,

I'm afraid the problem at this point is that a Mail Contact using Brett's email address in Microsoft 365 was erroneously created via the synchronization between your local domain and Microsoft 365, and that contact object is interfering with his mailbox in 365. Even when we removed him from the AD sync the other day (which temporarily deleted his 365 account and restored it), we still couldn't remove this Mail Contact on our end. Ultimately, only Microsoft can go into their servers and manually delete this item, since we keep getting an error when attempting to delete it on our end. From working with AppRiver support, I've already made changes that should prevent this from happening in the future.

Thank you,
Ray Fulk

10/09/2024 9:13 AM UTC-04/ Ray, at this point, it would have been faster to create a new account, transfer his files to it. Delete the old account. Wait 48 hours . Recreate his account. And then move everything back. Unless Mic
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sophospsmartbannerend

Ray, at this point, it would have been faster to create a new account, transfer his files to it. Delete the old account. Wait 48 hours . Recreate his account. And then move everything back. Unless Microsoft had a mandatory 30 day wait.

It's been over a week here, we need something better than waiting on a third party.

Kim Davis
Information and Technology Coordinator
1401 Hopeman Parkway, Waynesboro VA 22980
Office: 800-671-7300
Direct Dial: 540-941-5968
Mobile Phone: 540-471-2852
kdavis@bankdesign.net

10/09/2024 8:14 AM UTC-04/ Ray Fulk - Yesterday afternoon, Microsoft support identified the conflicting mail user and asked for permission to remove it. I let them know they could, and I haven't heard back yet. I confirmed that the mail user is still present, so I emailed the team to follow up.

10/08/2024 2:16 PM UTC-04/ Ray Fulk - Hunter provided the following update:
"Thank you for performing those check and providing the outputs. With that being the case, we need to involve Microsoft Support for further review, as they may be the only ones that can delete the conflicting object at this point. We are opening a case and will CC you on it once an Engineer has been assigned so you can communicate directly with the MSFT Engineer."

10/08/2024 11:01 AM UTC-04/ Ray Fulk - Cory,

I'm afraid I'm still working with AppRiver to troubleshoot this further. The ticket has been escalated, and the level 2 technician should be available this afternoon for me to call him.

Thank you,
Ray Fulk

10/08/2024 10:26 AM UTC-04/ Ray, Brett's email is still not working… Cory L Conner Chief Revenue Officer Office 800.671.7300 Cell 540.255.9500 From: Ray Fulk Sent: Monday, October 7, 2024 8:50 AM To: Kim Davis Cc: Cory Conner
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Ray,
Brett's email is still not working…

Cory L Conner
Chief Revenue Officer
Office 800.671.7300
Cell 540.255.9500
[image]

10/08/2024 8:28 AM UTC-04/ Ray Fulk - Hunter, the level 2 technician assigned to the case, responded with the following:
"Based on the steps taken so far, the conflicting MailUser Contact appears to be from a separate synced object on your Domain Controller. The errors when attempting deletion from the Cloud indicates is on-prem Synced object, not a Cloud Managed object. This most commonly indicates that there is another object in your DC with the needed Proxy address that has the GUID of 4ea019c3-e7ef-4087-86b2-e29451db89de , and that will need to be removed from syncing in you DC to remove it from the cloud as well. We are only able to manage and directly support the Cloud side of O365 and not the Domain Controller or the on-prem side of AD/Entra Sync. I would suggest searching your OUs for any other objects referencing that GUID as it is likely the cause syncing this to O365 and blocking the User Object from using that proxy address.
"
I logged into BDE-DC2 and tried using the following Powershell cmdlets on the local domain controller to search for objects with the GUID Hunter mentioned, but they do not turn up anything:

```
get-aduser -filter { ObjectGUID -eq "4ea019c3-e7ef-4087-86b2-e29451db89de" }
get-adobject -Filter { ObjectGUID -eq "4ea019c3-e7ef-4087-86b2-e29451db89de" }
```

To double-check, I also ran the following cmdlet to write a list of all AD objects and their GUIDs to a text file, then searched that file for the GUID he provided and failed to find anything:

```
get-adobject -filter  | ft Name,ObjectGuid | Out-File GUIDs.txt
```

In the same vein, I tried exporting a list of all AD objects and their mail/proxyAddresses properties. According to that list, only the bdevier user object has the address bdevier@bankdesign.net associated with it:

```
get-adobject -filter  -properties Mail,ProxyAddresses | fl Name,Mail,ProxyAddresses | Out-File mail.txt
```

For reference, here are the results of get-aduser bdevier -Properties proxyAddresses,mail:

```
DistinguishedName : CN=Brett Devier,OU=Offsite Users,OU=BDE Users,DC=bankdesign1,DC=local
Enabled           : True
GivenName         : Brett
mail              : bdevier@bankdesign.net
Name              : Brett Devier
ObjectClass       : user
ObjectGUID        : a0b4dcc1-c289-4c51-b5b0-a7079296f1f3
proxyAddresses    : {x500:/o=ExchangeLabs/ou=Exchange Administrative Group
                    (FYDIBOHF23SPDLT)/cn=Recipients/cn=877ff204c0fc43ff9c7caeba0a57b402-bdevier,
                    smtp:bdevier@bankdesign.mail.onmicrosoft.com, SMTP:bdevier@bankdesign.net}
SamAccountName    : bdevier
SID               : S-1-5-21-2167962324-2638907466-2771460176-1648
Surname           : Devier
UserPrincipalName : bdevier@bankdesign.net
```

I emailed Hunter back to let him know. According to his email, he is available M-F, 1pm-3pm and 5pm- 8pm CT, which is an hour behind us. I should be able to call him this afternoon around 2pm to try and work on this faster now that the case has been escalated.

10/08/2024 8:11 AM UTC-04/ Ray Fulk - AppRiver support has escalated this ticket to their level 2 team, who took a look and has some further items for me to check on. I have a meeting first-thing this morning, and then I can go in and check on this.

10/07/2024 4:12 PM UTC-04/ Ray Fulk - AppRiver followed up and asked me to verify that this user is not listed as a Mail Contact in the on-premises Exchange server. I double-checked to make sure that their Exchange server wasn't still active, and that in AD Brett is listed as a User rather than as a Contact. I followed up with AppRiver to let them know.

10/07/2024 8:50 AM UTC-04/ I am out of the office this week. If you need immediate assistance, please call Bank Design and Equipment at 800-671-7300 or send an email to bde-helpdesk@bankdesign.net For changes with monitoring an
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sophospsmartbannerend

I am out of the office this week. If you need immediate assistance, please call Bank Design and Equipment at 800-671-7300 or send an email to bde-helpdesk@bankdesign.net

For changes with monitoring and Rapid Account send an email to monitoring@bankdesign.net

Thanks,

Kim Davis
IT Coordinator
800-671-7300 - Office

10/07/2024 8:15 AM UTC-04/ Ray Fulk - Kim,

Good morning, AppRiver support asked me to temporarily exclude Brett's domain account from syncing to Microsoft 365, in order to try and resolve this email issue. I tried that, but it didn't seem to help. It looks like it may have recreated his 365 account in the process, so please let me know if I need to restore anything from the backup for this account.

Thank you,
Ray Fulk

Notes
AppRiver asked me to move Brett's local AD account to a non-syncing OU and run a sync, to try and remove the mail user that way. I did that and confirmed that it removed his 365 account, but it did not remove the mail user, and still prevented me from manually deleting it as wall. I put the local user account back and ran another sync, and confirmed it recreated his account. AppRiver also mentioned that they thought that the Tenant Service Principal account may still be included in conditional access, so I checked those policies and confirmed it was still excluded. I followed up with AppRiver to let them know, and will follow up with the customer as well in case there is something I need to restore from the backup due to this account being recreated.

10/04/2024 5:07 PM UTC-04/ Ray Fulk - I still don't see any change with Brett's email. I confirmed that other users are still receiving messages, and followed up with AppRiver Support.

10/04/2024 4:15 PM UTC-04/ Ray Fulk - AppRiver followed up and asked me to set up a synchronization rule that excludes the msExchMailboxGuid attribute from the sync: https://support.zixcorp.com/app/answers/detail/a_id/1412/track/AvOEwQpRDv8S~UYrGvEe~yL3dusqeC75Mv_Q~zj~PP9Z. I went in and set that up, and ran another sync as directed. So far, I don't see any changes with Brett's mailbox. I checked the inbound message trace to make sure other users are still receiving email after making this adjustment. I check again at 5pm and follow up with AppRiver on the status.

10/04/2024 3:34 PM UTC-04/ Ray Fulk - I went through and saved the zipped OneDrive files to BDE-SYNC under "C:\Users\proactive\Downloads\BDevier OneDrive," so now I can see what AppRIver determines on their end.

10/04/2024 1:33 PM UTC-04/ Thanks, appreciate that. Kim Davis Information and Technology Coordinator From: Ray Fulk Sent: Friday, October 4, 2024 1:17 PM To: Kim Davis Cc: Cory Conner ; Tom Bright Subject: Ticket#40067/BDE00
Caution! This message was sent from outside your organization. Block sender | Report

sophospsmartbannerend

Thanks, appreciate that.

Kim Davis
Information and Technology Coordinator

10/04/2024 1:09 PM UTC-04/ Ray Fulk - Kim,

I'm not sure yet if we are going to try recreating his account or not, but I wanted to be prepared for the possibility. I am exporting a copy of Brett's OneDrive now as well.

Thank you,
Ray Fulk

Notes
I went in and began exporting a copy of Brett's OneDrive as well, just in case. That is larger than his mailbox, so it may not complete today. I will check on the status of it later this afternoon.

10/04/2024 12:04 PM UTC-04/ OK. so what are you thinking to do next? You've backed up his email only or does that include his Office files - Word, Excel, etc. Do we have a good backup of those? - if you're thinking about recreating his whole account with the same name....

10/04/2024 10:24 AM UTC-04/ Ray Fulk - I don't see where the re-sync recreated Brett's mailbox, even after over an hour. I logged into AppRiver to check the archive and backups. I confirmed that Brett does have a mailbox backup up to 9/30, which coincides with the error starting on 10/1. The article AppRiver support provided also mentioned the possibility of them deleting, purging, and recreating the account. In case they intend to do that, I began exporting a copy of everything from the 9/30 backup, in order to download that onto BDE-SYNC. Deleting and recreating the 365 account shouldn't impact the cloud backup, but I would rather not take any chances.
While I waited, I reviewed the Synchronization Service Manager in order to get a better idea of what happened. It looks like a sync job on 10/1 at 7:53:34 am updated Brett's account, but I don't see exactly what changes were made. I checked the audit logs in 365, but didn't see anything there to indicate what happened either.
The export completed, so I saved that to "C:\Users\proactive\Downloads\bdevier_bankdesign.net_Exchange_20240930231607_0.zip" on BDE-SYNC.

10/04/2024 8:15 AM UTC-04/ Ray Fulk - Kim,

AppRiver provided some additional steps for me to try on this end, so I will be working on that now.

Thank you,
Ray Fulk

10/04/2024 8:14 AM UTC-04/ Ray Fulk - Kim,

I have finished applying the changes that AppRiver recommended, and it could take up to an hour before they take effect, so I will check back up on this later this morning.

Thank you,
Ray Fulk

Notes
AppRiver sent the following KB article, suggesting that AD Sync may be what is creating the MailUser object instead of the mailbox: https://support.zixcorp.com/app/answers/detail/a_id/1655/track/AvOEwQpRDv8S~SIrGkoe~yL3dusqeC75Mv8G~zj~PP~P. I reviewed option 2 of removing the local msExchMailboxGuid attribute. I went into Active Directory on BDE-SYNC and to make a note of that attribute on Brett's account (E8 0D E4 23 32 70 3F 48 9D 94 E2 32 39 20 0A F7), then cleared it and started an AD Sync job. That completed, but it could take up to an hour for the mailbox to provision, so I will need to check on this later.

10/03/2024 3:22 PM UTC-04/ Ray Fulk - Kim,

AppRiver support is still investigating this on their end, and I will let you know what they determine as they follow up with me.

Thank you,
Ray Fulk

10/03/2024 2:53 PM UTC-04/ Ray Fulk - Kim,

I've reached back out to AppRiver to ask for a status update. Once they've identified and solved the problem behind the scenes, we should then have a better idea of what happened with Brett's mailbox, since nothing changed on this end.

Thank you,
Ray Fulk

10/03/2024 2:34 PM UTC-04/ Thanks for the update. But it’s been 4 more hours. Anymore progress on this? What I don’t understand is why now? And why Just Brett? What happened overnight Sunday or Monday that changed Brett’s email
Caution! This message was sent from outside your organization. Block sender | Report

sophospsmartbannerend

Thanks for the update. But it’s been 4 more hours. Anymore progress on this?

What I don’t understand is why now? And why Just Brett? What happened overnight Sunday or Monday that changed Brett’s email? Herb Wilson, Tom Bright, Lee Manchester, Jeff Micklege, and Huck Early all have 365 and email what’s different about their accounts?

Kim Davis
Information and Technology Coordinator

10/03/2024 8:22 AM UTC-04/ Ray Fulk - Kim,

I investigated this further and confirmed that the issue is within Microsoft 365; Brett is listed as both a User and a Contact, and the Contact entry is what his email address is tied to. I get an error when I try to remove the Contact, so I've updated the AppRiver support ticket. I also called AppRiver to get another technician to look into this, since the current one only responds at night. AppRiver's back-end team is investigating the error on their end now and will let me know what they determine.

Thank you,
Ray Fulk

Notes
AppRiver responded last night and said that they believe the issue is with the local AD. I already checked that, but I decided to look over it once more. I used Powershell to confirm that the only object in the local AD with this email address is Brett's user account. I then logged into the Exchange Online Powershell using the following guide: https://learn.microsoft.com/en-us/exchange/troubleshoot/email-alias/proxy-address-being-used. From checking the objects there, I determined that there is both a User object for bdevier, and a MailUser object for that same address. The latter is a tenant-wide Contact:

I tried to remove that since Brett is also a user and will need this address for his mailbox, but it didn't work. I tried removing it via Powershell, but got the following:

This error is on Microsoft's end, and I don't see anything I can do to resolve it. I checked to see if I could set up a temporary mail flow rule for messages sent to bdevier@bankdesign.net and redirect them to bdevier@bankdesign.onmicrosoft.com. However, it looks like the User bdevier's mailbox doesn't exist due to this conflict. I emailed the AppRiver technician back in order to update the ticket, then called AppRiver directly to see if another technician can look at this since the current one only seems to be available after hours. The technician I spoke to looped in the back-end team to see what is going on. They did some digging for a while with me on the line, and are going to continue looking into this. They will update the ticket with what they find.

10/03/2024 8:05 AM UTC-04/ Dalton Boothe - Kim,

An update came through overnight from AppRiver support. They found it may be an issue with the local AD, Ray is going to be taking another look this morning.

Thanks,
Dalton Boothe

10/02/2024 4:19 PM UTC-04/ any update on this?

10/02/2024 10:15 AM UTC-04/ Ray Fulk - I received the following update from AppRiver support this morning: "
Thank you for support request, We're unable to access the tenant due to a conditional access policy. Could you please exclude tenantserviceprincipal@bankdesign.onmicrosoft.com so we can access it?"
I went into EntraID and excluded the Tenant Service Principal account from the "2FA Policy" and "US Only GeoFencing Policy" under Protection > Conditional Access. I then emailed AppRiver support back to let them know.

10/02/2024 10:14 AM UTC-04/ Dalton Boothe - Kim,

We are working with AppRiver support to try and resolve this issue. I will keep you updated as they update us.

Thanks,
Dalton Boothe

10/02/2024 10:13 AM UTC-04/ Dalton Boothe - Went in to look at the conditional access policies
Verified with Ray
He informed me he just excluded them

10/02/2024 10:02 AM UTC-04/ Any updates? His email is STILL Down - "Email is no longer valid" message make it look like Brett no longer works for the company. This needs to be resolved today.

10/01/2024 3:28 PM UTC-04/ Ray Fulk - Dalton is busy working on another ticket, so I reached out to AppRiver support about this.

10/01/2024 2:50 PM UTC-04/ Ray Fulk - I looked into this further, and it looks like the conflicting account may be within Entra ID itself: https://www.reddit.com/r/sysadmin/comments/8qxeof/need_office_365_help_unable_to_remove_specific/. I don't see any evidence of this account on the local AD like I previously thought, and I also don't see any evidence that creating the account for Jonathan Bobbey would have caused this to happen. It looks like this may be something that AppRiver/Microsoft Support needs to look at, in order to clear the conflicting account. I looked in EntraID to see if I could find the object ID 4ea019c3-e7ef-4087-86b2-e29451db89de, but could not find anything. I followed up with Dalton to let him know.

10/01/2024 11:25 AM UTC-04/ I sent in a request earlier to add a new salesman – Jonathan Bobbey. Did this happen when PIM added him? Kim Davis Information and Technology Coordinator 1401 Hopeman Parkway, Waynesboro VA 22980 Offi
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sophospsmartbannerend

I sent in a request earlier to add a new salesman – Jonathan Bobbey.
Did this happen when PIM added him?

Kim Davis
Information and Technology Coordinator

[cid:image001.png@01D8A681.41AC6A00]

1401 Hopeman Parkway, Waynesboro VA 22980
Office: 800-671-7300
Direct Dial: 540-941-5968
Mobile Phone: 540-471-2852
kdavis@bankdesign.net

10/01/2024 11:25 AM UTC-04/ Ray Fulk - I took a look into this, and it looks like the account in question is a conflict account in Active Directory: https://learn.microsoft.com/en-us/answers/questions/101494/all-about-active-directory-cnf-object-finding-vali. I spent a few minutes to look, but couldn't find it yet. I will need to check further in a bit.

10/01/2024 10:10 AM UTC-04/ Dalton Boothe - Kim,

Just wanted to update you here. It looks like Brett's SMTP address may be assigned to another user as well. We were unable to locate the other account. I am going to escalate this ticket to see if we can take a deeper dive into this.

Thanks,
Dalton Boothe

Notes
Began looking into the issue
Checked O365
Found the user's account was active and licensed
Saw the following message

Searched Identity, AD, and Exchange admin
Nothing found
Joey and I looked through the Sync jobs to see if there were any errors
Nothing stood out
Using Powershell to connect to Exchange online and attempt to locate the account using the SMTP address
Nothing found
Will ask Ray for assistance

10/01/2024 10:03 AM UTC-04/ See Below bdevier@bankdesign.net should Be a valid email. He should still be active in Microsoft, etc. He said last email he received was 5 am. Kim Davis Information and Technology Coordinator 1401 Ho
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sophospsmartbannerend

See Below bdevier@bankdesign.net should Be a valid email.
He should still be active in Microsoft, etc.
He said last email he received was 5 am.

Kim Davis
Information and Technology Coordinator

[cid:image001.png@01D8A681.41AC6A00]

1401 Hopeman Parkway, Waynesboro VA 22980
Office: 800-671-7300
Direct Dial: 540-941-5968
Mobile Phone: 540-471-2852
kdavis@bankdesign.net

From: Microsoft Outlook <MicrosoftExchange329e71ec88ae4615bbc36ab6ce41109e@bankdesign.net>
Sent: Tuesday, October 1, 2024 9:59 AM
To: Kim Davis
Subject: Undeliverable: testing email

[Image removed by sender.]
Your message to bdevier@bankdesign.net couldn't be delivered.
bdevier wasn't found at bankdesign.net.
kdavis
Office 365
bdevier
Action Required
Recipient

Unknown To address

How to Fix It
The address may be misspelled or may not exist. Try one or more of the following:
Send the message again following these steps: In Outlook, open this non-delivery report (NDR) and choose Send Again from the Report ribbon. In Outlook on the web, select this NDR, then select the link "To send this message again, click here." Then delete and retype the entire recipient address. If prompted with an Auto-Complete List suggestion don't select it. After typing the complete address, click Send.
Contact the recipient (by phone, for example) to check that the address exists and is correct.
The recipient may have set up email forwarding to an incorrect address. Ask them to check that any forwarding they've set up is working correctly.
Clear the recipient Auto-Complete List in Outlook or Outlook on the web by following the steps in this article: Fix email delivery issues for error code 5.1.10 in Office 365, and then send the message again. Retype the entire recipient address before selecting Send.
If the problem continues, forward this message to your email admin. If you're an email admin, refer to the More Info for Email Admins section below.
Was this helpful? Send feedback to Microsoft.

More Info for Email Admins
Status code: 550 5.1.10

This error occurs because the sender sent a message to an email address hosted by Office 365 but the address is incorrect or doesn't exist at the destination domain. The error is reported by the recipient domain's email server, but most often it must be fixed by the person who sent the message. If the steps in the How to Fix It section above don't fix the problem, and you're the email admin for the recipient, try one or more of the following:
The email address exists and is correct - Confirm that the recipient address exists, is correct, and is accepting messages.
Synchronize your directories - If you have a hybrid environment and are using directory synchronization make sure the recipient's email address is synced correctly in both Office 365 and in your on-premises directory.
Errant forwarding rule - Check for forwarding rules that aren't behaving as expected. Forwarding can be set up by an admin via mail flow rules or mailbox forwarding address settings, or by the recipient via the Inbox Rules feature.
Recipient has a valid license - Make sure the recipient has an Office 365 license assigned to them. The recipient's email admin can use the Office 365 admin center to assign a license (Users > Active Users > select the recipient > Assigned License > Edit).
Mail flow settings and MX records are not correct - Misconfigured mail flow or MX record settings can cause this error. Check your Office 365 mail flow settings to make sure your domain and any mail flow connectors are set up correctly. Also, work with your domain registrar to make sure the MX records for your domain are configured correctly.

For more information and additio...

Internal: 10/04/2024 10:25 AM UTC-04/ Ray Fulk - Failed to execute Ticket: #40067 (Aborted_By_System): Updated Ticket Resources
Error Received: Encountered unmatched operation: dateEnd

10/04/2024 8:28 AM UTC-04/ Ray Fulk - Failed to execute Ticket: #40067 (Aborted_By_System): Updated Ticket Resources
Error Received: Encountered unmatched operation: dateEnd

10/04/2024 8:15 AM UTC-04/ Ray Fulk - Failed to execute Ticket: #40067 (Aborted_By_System): Updated Ticket Resources
Error Received: Encountered unmatched operation: dateEnd

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Fulk, Ray	10/14/2024 [8:50 AM - 9:00 AM]	BD&E AIS	NC	Remote	Technician	0.17
Fulk, Ray	10/10/2024 [10:56 AM - 11:03 AM]	BD&E AIS	NC	Remote	Technician	0.12
Fulk, Ray	10/08/2024 [8:28 AM - 9:04 AM]	BD&E AIS	NC	Remote	Technician	0.60
Fulk, Ray	10/07/2024 [4:12 PM - 4:26 PM]	BD&E AIS	NC	Remote	Technician	0.23
Fulk, Ray	10/07/2024 [8:15 AM - 8:49 AM]	BD&E AIS	NC	Remote	Technician	0.57

Fulk, Ray	10/04/2024 [4:15 PM - 4:36 PM]	BD&E AIS	NC	Remote	Technician	0.35
Fulk, Ray	10/04/2024 [3:34 PM - 3:53 PM]	BD&E AIS	NC	Remote	Technician	0.32
Fulk, Ray	10/04/2024 [1:09 PM - 1:16 PM]	BD&E AIS	NC	Remote	Technician	0.12
Fulk, Ray	10/04/2024 [10:24 AM - 11:29 AM]	BD&E AIS	NC	Remote	Technician	1.08
Fulk, Ray	10/04/2024 [8:14 AM - 8:28 AM]	BD&E AIS	NC	Remote	Technician	0.23
Fulk, Ray	10/03/2024 [8:22 AM - 10:00 AM]	BD&E AIS	NC	Remote	Technician	1.63
Fulk, Ray	10/02/2024 [10:15 AM - 10:22 AM]	BD&E AIS	NC	Remote	Technician	0.12
Boothe, Dalton	10/02/2024 [10:13 AM - 10:22 AM]	BD&E AIS	NC	Remote	Technician	0.15
Fulk, Ray	10/01/2024 [2:50 PM - 3:06 PM]	BD&E AIS	NC	Remote	Technician	0.27
Fulk, Ray	10/01/2024 [11:25 AM - 11:38 AM]	BD&E AIS	NC	Remote	Technician	0.22
Boothe, Dalton	10/01/2024 [10:10 AM - 11:15 AM]	BD&E AIS	NC	Remote	Technician	1.08

Ticket# 40115
10/04/2024
by William McCauley

pdf blaster questions/install
Bank Design & Equipment
Carrie Turner
5409433150
cvturner@bankdesign.net

Headquarter
Support

Status: >>Closed
Type: Remote Support
Location: Remote
Source: Internal
Do Not Respond
Team: Tier 1

10/23/2024
Closed By: Joey Musaitef

Discussion: 10/17/2024 3:05 PM UTC-04/ William McCauley - call with Carrie to discuss the different options will do some more research to see if this needs to be a project or if it can be handled in a service ticket
Carrie needs to talk with Cory about pricing as well. We are going to try and set up a meeting between us 3 to discuss
completing ticket

10/17/2024 12:00 PM UTC-04/ William McCauley - Carrie got some information from their sage rep
suggest using https://www.pdfburst.com/
Carrie is not sure which version we would need
read through information on their site
Call Carrie to discuss > no answer left VM for call back

10/04/2024 1:52 PM UTC-04/ William McCauley - From: Carrie V. Turner cvturner@bankdesign.net
Sent: Wednesday, October 2, 2024 2:27 PM
To: Support support@proactive-info.com
Subject: pdf blaster

Hi,
I would like to download pdf blaster so I can email our monthly billing easier and faster. I found this website www.pdfblaster.com and at the bottom it shows a "Download Now" link but when I clicked on it nothing happens. Here is some additional information about pdf blaster www.pcmethods.com/pdfblaster This page says the vendor went of business so it's impossible to buy new copies of the software. Do you know if there is something similar?

Carrie V. Turner
AR Admin/HR Coordinator

10/04/2024 1:30 PM UTC-04/ William McCauley - Call with Carrie to get some more information
Wants to use a PDF blaster to send invoices to customers instead of printing and mailing invoices
the link PDF blaster Carrie sent is no longer in business
I reached out to SAGE support and ask if they could provide a recommendation
SAGE recommends using "PAYA" for this they sent me some information
I read through information on the products (this looks like what Carrie needs. Invoicing and electronic payments)
To be sure i send Paya a request to set up a call to discuss the product
Emailed Carrie with information on the product and will let her know once i get a call set up with Paya so she can join
waiting for 3rd party vendor

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
McCauley, William	10/17/2024 [3:05 PM - 3:17 PM]	BD&E AIS	NC	Remote	Technician	0.20

McCauley, William	10/17/2024 [12:00 PM - 12:32 PM]	BD&E AIS	NC	Remote	Technician	0.53
McCauley, William	10/04/2024 [1:30 PM - 2:50 PM]	BD&E AIS	NC	Remote	Technician	1.33

Ticket# 40256
10/16/2024
by Brandon Walcott

VPN & RDP Setup
Bank Design & Equipment
Sue Bright
5409433150
sbright@bankdesign.net

Headquarter
Support

Status: >>Closed
Type: Remote Support
Location: Remote
Source: Call
Priority 3 - Medium
Team: Tier 1

10/20/2024
Closed By: Cari Grafton

Discussion: 10/16/2024 3:43 PM UTC-04/ Brandon Walcott - VPN & RDP Setup

10/16/2024 3:42 PM UTC-04/ Brandon Walcott - Received a call from Sue Bright
Sue would like to be able to remote into her work laptop from her at home device
Remoted into her home device
Installed Sophos VPN and made sure she could connect
Setup and RDP session to would remote to her work computer
Set permissions on her work computer that would allow her to remote in
Saved RDP session and VPN to the desktop
Sue successfully connected to the VPN and RDP session
Walked Sue through on how to do the process
No further issues reported

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Walcott, Brandon	10/16/2024 [3:42 PM - 4:24 PM]	BD&E AIS	NC	Remote	Technician	0.70

Ticket# 40254
10/16/2024
by William McCauley

unable to email out of SAGE
Bank Design & Equipment
Kim Davis
5409415968
kdavis@bankdesign.net

Headquarter
Support

Status: >>Closed
Type: Remote Support
Location: Remote
Source: Internal
Priority 3 - Medium
Team: Tier 1

10/20/2024
Closed By: Cari Grafton

Discussion: 10/16/2024 3:09 PM UTC-04/ William McCauley - unable to email out of SAGE - Jessica

10/16/2024 12:00 PM UTC-04/ William McCauley - after creating a new user account for Jessica in SAGE it broke the email configuration
Tried using various account to test emailing from but keep getting a message that it could not be authorized (seems this is an issue with 2FA)
Did some research on SAGE and Microsoft 2FA > apparently outlook is not able to send emails due to 2FA in the version of SAGE we are currently on. and outlook does not allow you to create an APP Password to attach to an outlook account
I tested using one of the gmail account BDE currently has (created an app password in GMAIL . enter app password in sage configuration)
Confirmed i can successfully send emails with the gmail account
Call Jessica to reconfigure the sage email client
We created a new gmail account titled "BDEticketnotification@gmail.com" set up 2FA going to Kim and set up an app password
Entered this information into the SAGE email client and tested
confirmed we are able to send emails from sage again and its coming over from the BDeticketnotification email we created
Call Kim to explain what i had to do and set up 2FA to go to her phone
email Kim the gmail account information and app password
Had call with sage support they confirmed my suspicions of 2FA issues and stated outlook work in the new version 26.2 we are currently on 25.3
issues resolved
This time entry is marked No Charge

Resolution: 10/16/2024 12:00 PM UTC-04/ William McCauley - after creating a new user account for Jessica in SAGE it broke the email configuration
Tried using various account to test emailing from but keep getting a message that it could not be authorized (seems this is an issue with 2FA)
Did some research on SAGE and Microsoft 2FA > apparently outlook is not able to send emails due to 2FA in the version of SAGE we are currently on. and outlook does not allow you to create an APP Password to attach to an outlook account
I tested using one of the gmail account BDE currently has (created an app password in GMAIL . enter app password in sage configuration)
Confirmed i can successfully send emails with the gmail account
Call Jessica to reconfigure the sage email client
We created a new gmail account titled "BDEticketnotification@gmail.com" set up 2FA going to Kim and set up an app password
Entered this information into the SAGE email client and tested
confirmed we are able to send emails from sage again and its coming over from the BDeticketnotification email we created
Call Kim to explain what i had to do and set up 2FA to go to her phone
email Kim the gmail account information and app password
Had call with sage support they confirmed my suspicions of 2FA issues and stated outlook work in the new version 26.2 we are currently on 25.3
issues resolved
This time entry is marked No Charge

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
McCauley, William	10/16/2024 [12:00 PM - 3:18 PM]	BD&E AIS	NC	Remote	Technician	3.30

Ticket# 40159
10/09/2024
by Joanna Peterson

Needs password
Bank Design & Equipment
Jonathan Bobbey
5409433150
jbobbey@bankdesign.net

Headquarter
Support

Status: >>Closed
Type: Remote Support
Location: Remote
Source: Call
Priority - Planned
Team: Tier 1

10/20/2024
Closed By: Cari Grafton

Discussion: 10/16/2024 2:37 PM UTC-04/ Joanna Peterson - Jonathan,

Thanks for letting me know, I'll close this ticket, have a great day!

Thanks,
Joanna Peterson

10/16/2024 2:33 PM UTC-04/ Joanna, I think we are all good. Jon From: Joanna Peterson Sent: Wednesday, October 16, 2024 12:26 PM To: Jonathan Bobbey Subject: Ticket#40159/BDE001/Needs password -- has been updated --REPLY abov
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sophospsmartbannerend

Joanna,

I think we are all good.

Jon

10/16/2024 12:25 PM UTC-04/ Joanna Peterson - Jonathan,

Let me know how things are going, I may close this ticket and if you still have questions, open a new one. Thanks!

Thanks,
Joanna Peterson

10/09/2024 11:45 AM UTC-04/ Joanna Peterson - Remote to his pc with his login
Added to the domain but issues with Office365

10/09/2024 10:39 AM UTC-04/ Joanna Peterson - Jonathan,

Can you give me a call at your convenience? I got your permissions straightened out and if you have time for me to take over your pc again, I can get this all fixed for you.

Thanks,
Joanna Peterson

Notes
Updated his license

10/09/2024 9:35 AM UTC-04/ Joanna Peterson - Jonathan,

Thanks for your time and patience. Give me a little time to get the rights and all your access correct. Thank you and I'll be in touch soon.

Thanks,
Joanna Peterson

Notes
downloading authenticator then we will set up outlook
Got Outlook on the web working
He needs full rights to Office 365 not just outlook
Investigating prior tickets

10/09/2024 9:03 AM UTC-04/ Joanna Peterson - Jonathan,

Give me a call so I can help you with your password for your email, thanks!

Thanks,
Joanna Peterson

Notes
Calling Jonathan
Called and left a message for him to call me back

10/09/2024 8:55 AM UTC-04/ Joanna Peterson - Needs password

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Peterson, Joanna	10/16/2024 [2:37 PM - 2:38 PM]	BD&E AIS	NC	Remote	Technician	0.02
Peterson, Joanna	10/16/2024 [12:25 PM - 12:26 PM]	BD&E AIS	NC	Remote	Technician	0.02

Peterson, Joanna	10/09/2024 [11:45 AM - 1:08 PM]	BD&E AIS	NC	Remote	Technician	0.45
Peterson, Joanna	10/09/2024 [10:39 AM - 10:41 AM]	BD&E AIS	NC	Remote	Technician	0.03
Peterson, Joanna	10/09/2024 [9:35 AM - 10:07 AM]	BD&E AIS	NC	Remote	Technician	0.53
Peterson, Joanna	10/09/2024 [9:03 AM - 9:07 AM]	BD&E AIS	NC	Remote	Technician	0.07

Ticket# 40242
10/16/2024
by William McCauley

Microsoft Entra Connect Sync errors
Bank Design & Equipment
Kim Davis
5409415968
kdavis@bankdesign.net

Headquarter
Support

Status: >>Closed
Type: Remote Support
Location: Remote
Source: Internal
Priority 3 - Medium
Team: Tier 1

10/20/2024
Closed By: Cari Grafton

Discussion: 10/16/2024 10:30 AM UTC-04/ William McCauley - look at sync error in azure
pointing to a duplicate user Jonathan bobbey. he has 2 accounts jbobbey@onmicrosoft.com and jbobbey@bankdesign.net (only user who has this)
Azure is unable to sync the onmicrosoft.com account.
I removed this account in Entra ID (no licenses assigned nor is this account active)
ran sync and confirmed no error populate
issues resolved

10/16/2024 9:34 AM UTC-04/ William McCauley - Microsoft Entra Connect Sync errors

[image]

Resolution: 10/16/2024 10:30 AM UTC-04/ William McCauley - look at sync error in azure
pointing to a duplicate user Jonathan bobbey. he has 2 accounts jbobbey@onmicrosoft.com and jbobbey@bankdesign.net (only user who has this)
Azure is unable to sync the onmicrosoft.com account.
I removed this account in Entra ID (no licenses assigned nor is this account active)
ran sync and confirmed no error populate
issues resolved

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
McCauley, William	10/16/2024 [10:30 AM - 10:43 AM]	BD&E AIS	NC	Remote	Technician	0.22

Ticket# 40216
10/15/2024
by Marissa Binck

FIX THIS
Bank Design & Equipment
Jessica Aites
5409433150
jaites@bankdesign.net

Headquarter
Support

Status: >>Closed
Type: Remote Support
Location: Remote
Source: Email Connector
Priority 1 - ASAP/Critical
Team: Tier 1

10/20/2024
Closed By: Cari Grafton

Discussion: 10/15/2024 10:00 AM UTC-04/ William McCauley - call wit Kim
go over the new laptop set up
reconnect Jessica's office account
confirmed documents are syncing from the redirection
Kim will set up Jessicas laptop with the docking station

10/15/2024 9:33 AM UTC-04/ Good morning Joanna, I am in… sorry I do not get right back to you, once in… I am trying to make up for lost time. I appreciate your time. Kim is aware and has my laptop in hand.. she will reach out i
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sophospsmartbannerend

Good morning Joanna,

I am in… sorry I do not get right back to you, once in… I am trying to make up for lost time.
I appreciate your time. Kim is aware and has my laptop in hand.. she will reach out if needed.

Thank you again,

- Jessica

Jessica Aites
Logistics & Service Coordinator

[cid:image001.png@01D8A681.41AC6A00]

10/15/2024 8:59 AM UTC-04/ Joanna Peterson - Jessica,

So questions about today:
Are you working ok and was the resolution addressed or just you trying again until you got on?
When will Kim return to look at your new laptop and would it be helpful to have one of us either on site or scheduled to be available on the phone?
I truly want to help you!

Thanks,
Joanna Peterson

10/15/2024 8:56 AM UTC-04/ I am not on the new laptop yet. I had told Will that I didn't have time to get set up on Monday and he worked on it some while here anyway. So I left it to the side for Kim to review once she returned
Caution! This message was sent from outside your organization. Block sender | Report

sophospsmartbannerend

I am not on the new laptop yet. I had told Will that I didn't have time to get set up on Monday and he worked on it some while here anyway. So I left it to the side for Kim to review once she returned this week. I have added her to this email.

I am in the office on my desktop currently trying to catch up.

Jessica Aites
Logistics & Service Coordinator

[cid:image001.png@01D8A681.41AC6A00]

10/15/2024 8:21 AM UTC-04/ Joanna Peterson - Jessica,

Please call at your convenience.

Thanks,
Joanna Peterson

Notes
Returned her call, left a message

10/15/2024 7:57 AM UTC-04/ Joanna Peterson - Jessica,

Are you on your new laptop yet? I will send this to Angela to get this fixed.

Thanks,
Joanna Peterson

10/15/2024 7:39 AM UTC-04/ Caution! This message was sent from outside your organization.

Good morning,

I can't even log into my desktop. This has been happening since last week. My problems become worse and worse, every week there's something new. There's no reason I need to call your company every day so I can start my workday. No one else in this office has too. This is ridiculous. I have yet to hear what the issue is who's worked on it and who's supposed to be in charge of fixing it. It has been going on since before 7-24-24. This is over three months. I personally feel our company is owed some reimbursement for the money, business, and time lost… not to mention stress. But this is not my company so if needed, it can be disputed elsewhere.

-Jessica
Sent from my iPhone

Internal: 10/15/2024 8:26 AM UTC-04/ Joanna Peterson - I used Ninja One to look at her pc and she is on and all her apps are open and working. I had to leave a message, operator would not transfer me.

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
McCauley, William	10/15/2024 [10:00 AM - 11:00 AM]	BD&E AIS	NC	Remote	Technician	1.00
Peterson, Joanna	10/15/2024 [8:59 AM - 9:07 AM]	BD&E AIS	NC	Remote	Technician	0.13
Peterson, Joanna	10/15/2024 [8:21 AM - 8:24 AM]	BD&E AIS	NC	Remote	Technician	0.05
Peterson, Joanna	10/15/2024 [7:57 AM - 7:59 AM]	BD&E AIS	NC	Remote	Technician	0.03

Ticket# 40054
09/30/2024
by Marissa Binck

New User/2nd New Laptop
Bank Design & Equipment
Kim Davis
5409415968
kdavis@bankdesign.net

Headquarter
Support

Status: >>Closed
Type: Remote Support
Location: Remote
Source: Email Connector
Priority - Planned
Team: Tier 1

10/14/2024
Closed By: Joey Musaitef

Discussion: 10/01/2024 2:00 PM UTC-04/ Brandon Walcott - Logged into the Office administrative account for BDE
Created new email for a new employee, Jonathan Bobbey
Successfully created the email account jbobbey@bankdesign.net
Assigned the account an Exchange Online (Plan 1) license
Will add an additional Standard license to the tenant if needed
Set temp password for the email
No further issues

09/30/2024 5:07 PM UTC-04/ Please create new user and Microsoft Account for Jonathan Bobbey Email: jbobbey@bankdesign.net Remote Sales Team – does not have access to Office Servers, but does have company laptop. Needs full Micr
Caution! This message was sent from outside your organization. Block sender | Report

sophospsmartbannerend

Please create new user and Microsoft Account for

Jonathan Bobbey
Email: jbobbey@bankdesign.net
Remote Sales Team – does not have access to Office Servers, but does have company laptop.
Needs full Microsoft Account including Teams

I don't have a profile that exactly matches Mr. Bobbey's situation. He is sales – so Microsoft Office and Email distribution groups would be like Jeff Mickelege, Brett Devier, and Erik Sherwood – But this is a company laptop, and not a Mac.

Please use Basic Setup for Laptop – It has already been delivered to your office.
Let me know if you have any questions.

Thanks,

Kim Davis
Information and Technology Coordinator

[cid:image001.png@01D8A681.41AC6A00]

1401 Hopeman Parkway, Waynesboro VA 22980
Office: 800-671-7300
Direct Dial: 540-941-5968
Mobile Phone: 540-471-2852
kdavis@bankdesign.net

Internal: 10/13/2024 2:21 PM UTC-04/ Cari Grafton - Joey, review for license adjustment. Client is no charge for add/remove/changes.

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Walcott, Brandon	10/01/2024 [2:00 PM - 2:08 PM]	BD&E AIS	NC	Remote	Technician	0.13

Ticket# 40174
10/10/2024
by Marissa Binck

Cant Remote in
Bank Design & Equipment
Jessica Aites
5409433150
jaites@bankdesign.net

Headquarter
Support

Status: >>Closed
Type: Remote Support
Location: Remote
Source: Email Connector
Priority 3 - Medium
Team: Tier 1

10/13/2024
Closed By: Cari Grafton

Discussion:

10/11/2024 9:15 AM UTC-04/ Yes he called me at 9. Thank you Joanna. Jessica Aites Logistics & Service Coordinator From: Joanna Peterson [mailto:helpdesk@proactive-info.com] Sent: Friday, October 11, 2024 9:14 AM To: Jessica
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sophospsmartbannerend

Yes he called me at 9.

Thank you Joanna.

Jessica Aites
Logistics & Service Coordinator

[cid:image001.png@01D8A681.41AC6A00]

10/11/2024 9:11 AM UTC-04/ Joanna Peterson - Jessica,

Remote access and VPN on your home computer is good, and Dalton said he called you back about Sage. So I'm closing this particular ticket about VPN from yesterday so it doesn't get all confused. Thanks!

Thanks,
Joanna Peterson

10/10/2024 3:18 PM UTC-04/ Hello Joanna! Yes I am in still "knock on wood"! Thank you for all your hard work this morning! - Jessica Jessica Aites Logistics & Service Coordinator From: Joanna Peterson [mailto:helpdesk@proac
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sophospsmartbannerend

Hello Joanna!

Yes I am in still "knock on wood"! Thank you for all your hard work this morning!

- Jessica

Jessica Aites
Logistics & Service Coordinator

[cid:image001.png@01D8A681.41AC6A00]

10/10/2024 3:18 PM UTC-04/ Joanna Peterson - Jessica,

You are very welcome, I still feel awful that you have so many pc challenges! I am leaving this ticket open through tomorrow to be 100% sure. Have a great rest of the day!

Thanks,
Joanna Peterson

10/10/2024 3:05 PM UTC-04/ Joanna Peterson - Jessica,

Just checking on you and making sure VPN is still happy?

Thanks,
Joanna Peterson

10/10/2024 10:15 AM UTC-04/ Joanna Peterson - Jessica,

Finally got this connected! I tested your RDP also and that worked with the password you gave me. Check back in when you get back to your office!

Thanks,
Joanna Peterson

10/10/2024 8:02 AM UTC-04/ Joanna Peterson - Calling Jessica at 540-471-1504
Reset her AD password
She will try at her convenience and let me know
ON a call right now

10/10/2024 7:40 AM UTC-04/ Caution! This message was sent from outside your organization.

Good morning,
I am working from home today partially, due to an appointment. I'm unable to get in through Sophos. my laptop did updates this morning and it's telling me my authentication has failed. Please assist. You can call me on my work cell. 540-471-1504. I was told the laptop I still have at home should work fine. I want Kim when she returns to look at the laptop that was just set up because she had specifics she had requested. I wanna make sure it's the way that she wants so we don't continue to have these issues hopefully .

thank you
Sent from my iPhone

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Peterson, Joanna	10/11/2024 [9:11 AM - 9:13 AM]	BD&E AIS	NC	Remote	Technician	0.03
Peterson, Joanna	10/10/2024 [3:18 PM - 3:20 PM]	BD&E AIS	NC	Remote	Technician	0.03
Peterson, Joanna	10/10/2024 [3:05 PM - 3:06 PM]	BD&E AIS	NC	Remote	Technician	0.02
Peterson, Joanna	10/10/2024 [10:15 AM - 10:26 AM]	BD&E AIS	NC	Remote	Technician	0.18
Peterson, Joanna	10/10/2024 [8:02 AM - 8:40 AM]	BD&E AIS	NC	Remote	Technician	0.63

Ticket# 40173
10/09/2024

I billed a customer in Sage and went to email the invoice to them, but something has changed. Befor
Bank Design & Equipment
Carrie Turner
5409433150
cvturner@bankdesign.net

Headquarter Support

Status: >>Closed
Type: Remote Support
Location: Remote
Source: Portal
Priority 3 - Medium
Team: Tier 1

10/13/2024
Closed By: Cari Grafton

Discussion: 10/10/2024 11:04 AM UTC-04/ Delton helped me. This issue is resolved. Thanks! Carrie V. Turner AR Admin/HR Coordinator 1401 Hopeman Parkway, PO Box 2098, Waynesboro VA 22980 (540)943-3150 -Office (Ext 428) (540)941-5973 -Direct
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sophospsmartbannerend

Delton helped me. This issue is resolved. Thanks!

Carrie V. Turner
AR Admin/HR Coordinator

[image]

1401 Hopeman Parkway, PO Box 2098, Waynesboro VA 22980
(540)943-3150 -Office (Ext 428)
(540)941-5973 -Direct Line
cvturner@bankdesign.net
AR@bankdesign.net

10/09/2024 7:23 PM UTC-04/ I billed a customer in Sage and went to email the invoice to them, but something has changed. Before when I clicked on the outlook button it would pop up a box for me to select email addresses and name the attachment, click ok and it pops up in my email, click send and it goes to my sent folder. Now when I do that it just pops up in my email without letting me select email addresses for it to send to and without letting me name the attachment (which should be the invoice #). So, I can still email invoices from Sage but I have to pull up their client record to see who I am supposed to email invoices to…just takes more time.

When did you notice the problem?
Monday, October 7, 2024 at 8:30 AM EDT

Is it preventing you from doing work?
No

Is anyone else experiencing the problem?
No

When is the best time to contact you?
Anytime

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs

Ticket# 40151
10/08/2024
by William McCauley

Issues selecting recipient when emailing out of SAGE
Bank Design & Equipment
Tom Bright
18006717300
tbright@bankdesign.net

Headquarter
Support

Status: >>Closed
Type: Remote Support
Location: Remote
Source: Internal
Priority 3 - Medium
Team: Tier 1

10/13/2024
Closed By: Cari Grafton

Discussion: 10/10/2024 10:44 AM UTC-04/ Dalton Boothe - Carrie reached back out
Remoted into BDE71000
She showed me the issue
I started looking for a settings menu
She informed me the email settings are through the print dialogue box
Found the following setting

The highlighted setting was checked
Unchecked
Had her try again
Success
No further assistance requested
Marking complete

10/10/2024 9:01 AM UTC-04/ Dalton Boothe - Chat would not help since I am not on their list of contacts
Attempted to reach out to Carrie
Left name and number in message

10/10/2024 8:36 AM UTC-04/ Dalton Boothe - Started a chat with Sage to get some info before reaching out
They open at 9am and will respond then

10/08/2024 11:36 AM UTC-04/ William McCauley - My issue: I was busy with other things all day yesterday so last night I was remoted in (keep getting certificate pop-up, I click OK and it lets me in) to work on billing. I billed a customer in Sage and went to email the invoice to them, but something has changed. Before when I clicked on the outlook button it would pop up a box for me to select email addresses and name the attachment, click OK and it pops up in my email, click send and goes to my sent folder. Last night when I tried to do that it just pops up in my email without letting me select email addresses for it to send to and without letting me name the attachment (which should be the invoice #). So, I can still email invoices from Sage but I have to pull up their client record to see who I am supposed to email invoices to…just takes more time. Can someone please look into this issue for me? Thanks!

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Boothe, Dalton	10/10/2024 [10:44 AM - 10:51 AM]	BD&E AIS	NC	Remote	Technician	0.12
Boothe, Dalton	10/10/2024 [9:01 AM - 9:08 AM]	BD&E AIS	NC	Remote	Technician	0.12
Boothe, Dalton	10/10/2024 [8:36 AM - 8:47 AM]	BD&E AIS	NC	Remote	Technician	0.18

Ticket# 40122
10/07/2024
by Joanna Peterson

Locked out of system
Bank Design & Equipment
Jessica Aites
5409433150
jaites@bankdesign.net

Headquarter
Support

Status: >>Closed
Type: Remote Support
Location: Remote
Source: Call
Priority 3 - Medium
Team: Tier 1

10/12/2024
Closed By: Cari Grafton

Discussion: 10/07/2024 8:09 AM UTC-04/ Joanna Peterson - Called Jessica and spoke with her
She at that point was in her system with no problems

10/07/2024 8:08 AM UTC-04/ Joanna Peterson - Locked out of system

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Peterson, Joanna	10/07/2024 [8:09 AM - 8:19 AM]	BD&E AIS	NC	Remote	Technician	0.17

Ticket# 39974
09/24/2024
by Marissa Binck

New Laptops Workstation Onboarding
Bank Design & Equipment
Kim Davis
5409415968
kdavis@bankdesign.net

Headquarter
Support

Status: >>Closed
Type: Remote Support
Location: Remote
Source: Email Connector
Do Not Respond
Team: Tier 1

10/10/2024
Closed By: Cari Grafton

Discussion: 10/07/2024 7:01 AM UTC-04/ Brandon Walcott - The client has requested we set up a new machine.

10/03/2024 2:35 PM UTC-04/ Yes, we would love to have the laptops tomorrow afternoon. Before 4 pm? Kim Davis Information and Technology Coordinator 1401 Hopeman Parkway, Waynesboro VA 22980 Office: 800-671-7300 Direct Dial: 540
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sophospsmartbannerend

Yes, we would love to have the laptops tomorrow afternoon.
Before 4 pm?

Kim Davis
Information and Technology Coordinator

[cid:image001.png@01D8A681.41AC6A00]

1401 Hopeman Parkway, Waynesboro VA 22980
Office: 800-671-7300
Direct Dial: 540-941-5968
Mobile Phone: 540-471-2852
kdavis@bankdesign.net

10/03/2024 11:38 AM UTC-04/ Brandon Walcott - Kim,

Can someone be available at the office tomorrow afternoon so that I can drop off the 2 laptops? We do not have a technician available to be onsite Monday, so I can drop them off tomorrow and we can have someone ready to assist with any additional setup needed remotely for Monday.

Thanks,
Brandon Walcott

10/02/2024 4:27 PM UTC-04/ We need to delay the onsite setup for Jessica until next week - 10/7-10/11. Do you have any availability? We would like you to bring the 2nd laptop with you when you come.

09/30/2024 11:00 AM UTC-04/ Brandon Walcott - Both workstations are windows pro, Proactive created 2 local accounts for proactive and the administrator.
Created security questions as a backup for the local account.
Changed the default miscellaneous product (location, speech recognition, etc..) to off.
Changed date and time to the users time zone.
Installed the following apps:
Agent, Sophos, Ninite, Adobe, Java
Uninstalled bloatware from the machine including McAfee, Xbox , and other apps not being used.
Updated windows operating system and manufacturer's system drivers.
Verified that Sophos was running smoothly.
Ensure that the windows defender firewall is off.
Run a script to disable hibernate mode on the machine and change power and sleep settings.
Verified that all the ports on the workstation were operational.
Added both devices to NinjaOne
Added Jessica's Sophos VPN to her new laptop
Connected Jessica's new laptop to the domain
Signed in and installed Sage
Had Joey add a Standard License to their Microsoft tenant in AppRiver
Assigned that Standard license to Jessica
Downloaded and installed the Office apps on Jessica's laptop
Both devices are prepped and have been boxed up
Ready for delivery

09/24/2024 9:32 AM UTC-04/ I hear the 2 laptops have arrived at your office. Please give me a call so we can talk about the setup and licenses. Because of the Issues Jessica is having with her current computer setup, we don't w
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sophospsmartbannerend

I hear the 2 laptops have arrived at your office.

Please give me a call so we can talk about the setup and licenses.
Because of the Issues Jessica is having with her current computer setup, we don't want to just copy her setup onto the new laptop. We want to take advantage of the newness, and not transfer 10 years of computer baggage onto the new machine.

It should be more like what was done for Fred. But, she still needs to be able to work on her existing setup until the laptop can be onsite. I trust you have a plan for this transition.

1. She will be replacing her desktop with the new laptop. So when she remotes in from home, she won't be remoting into an onsite computer. Once we switch her to the new laptop she will only have the one device – to use at work or at home.
2. Her current desktop has a non-subscription version of MS Office. She will need to change her current 'email only MS license' to the Full MS office subscription – like Tom and LEE and the Sales team has.
3. She'll need Sage installed.
4. She'll need her browser information copied over, and her desktop shortcuts moved over.
5. I don't know if her files are on re-direct, or if her Files will need to be copied over.
6. Will need to verify that she can work remotely from home.
7. Other things…?

Those are the kinds of things we need to talk through and work out for Jessica's laptop.

Kim Davis
Information and Technology Coordinator

[cid:image001.png@01D8A681.41AC6A00]

1401 Hopeman Parkway, Waynesboro VA 22980
Office: 800-671-7300
Direct Dial: 540-941-5968
Mobile Phone: 540-471-2852
kdavis@bankdesign.net

Internal: 09/24/2024 9:55 AM UTC-04/ Joey Musaitef - One Sales Laptop should be basic setup. I thinking that will include a User login. We have a new Sales Person - Jonathan Bobbey – who will need the Full Microsoft license like our other sales person. I'm assuming even the basic will include him being able to login to the laptop. But I have not yet put in a request for you to create his email because I have had a chance to review the lists you sent me.

Then the 2nd Laptop would be for Jessica. She'll need the VPN and the more complete setup.

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Walcott, Brandon	09/30/2024 [11:00 AM - 2:35 PM]	BD&E AIS	NC	Remote	Technician	2.00

Ticket# 40117
10/04/2024
by Joanna Peterson

Scheduling Dropoff
Bank Design & Equipment
Kim Davis
5409415968
kdavis@bankdesign.net

Headquarter
Support

Status: >>Closed
Type: Remote Support
Location: Remote
Source: Internal
Priority 3 - Medium
Team: Tier 1

10/12/2024
Closed By: Cari Grafton

Discussion: 10/04/2024 2:43 PM UTC-04/ Joanna Peterson - Scheduling Dropoff

10/04/2024 2:42 PM UTC-04/ Joanna Peterson - Calling Kim to coordinate Will dropping off computers
Spoke with Jessica and Monday is totally fine

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Peterson, Joanna	10/04/2024 [2:42 PM - 2:49 PM]	BD&E AIS	NC	Remote	Technician	0.12

Ticket# 40087
10/02/2024
by Brandon Walcott

Unable to Access Email
Bank Design & Equipment
Jeffrey Stires
5409433150
jstires@bankdesign.net

Headquarter
Support

Status: >>Closed
Type: Remote Support
Location: Remote
Source: Call
Priority 3 - Medium
Team: Tier 1

10/13/2024
Closed By: Cari Grafton

Discussion: 10/02/2024 4:32 PM UTC-04/ Brandon Walcott - Unable to Access Email

10/02/2024 4:31 PM UTC-04/ Brandon Walcott - Called Jeff Stires
Jeff is unable to log into his email
Jeff provided me with his device name (GREG-PC)
Device was retired from Automate in July
Restored the device
Attempted to send a remote support link to Jeff's personal email
Jeff did not remember the password for his personal email
Reset Jeff's email password
Jeff was prompted to change his password, but the system gave him an error of "This is not your current password"
Reset email password to match his Windows login
Reset was successful
Jeff able to log into his email without issue

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Walcott, Brandon	10/02/2024 [4:31 PM - 4:50 PM]	BD&E AIS	NC	Remote	Technician	0.32

Ticket# 40060
10/01/2024
by Marissa Binck

Can not remote in
Bank Design & Equipment
Jessica Aites
5409433150
jaites@bankdesign.net

Headquarter
Support

Status: >>Closed
Type: Remote Support
Location: Remote
Source: Email Connector
Priority 3 - Medium
Team: Tier 1

10/01/2024
Closed By: Joey Musaitef

Discussion: 10/01/2024 8:46 AM UTC-04/ Dalton Boothe - Reached out to Jessica
Began looking into the issue
Could not find her VPN account at first
Checked the BD&E firewall
Reset user password
Verified user was able to connect
She then tried connecting to her PC
Failed
Remoted into her work device and verified RDP was enabled
Remoted into her laptop
The IP of her work device had changed
Changed to .43
Verified she could connect
Disabled Teams on startup
Verified all was good to go
Marking complete

10/01/2024 8:11 AM UTC-04/ Caution! This message was sent from outside your organization.

My user name and password disappeared for my login in. Sophos Connect

Please help. I tried calling your after hours, no one picked up
Sent from my iPhone

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Boothe, Dalton	10/01/2024 [8:46 AM - 9:17 AM]	BD&E AIS	NC	Remote	Technician	0.52

Ticket# 39824
09/16/2024
by Marissa Binck

emails sent but not received
Bank Design & Equipment
Kim Davis
5409415968
kdavis@bankdesign.net

Headquarter
Support

Status: >>Closed
Type: Remote Support
Location: Remote
Source: Email Connector
Priority - Planned
Team: Tier 1

09/30/2024
Closed By: Cari Grafton

Discussion: 09/27/2024 2:17 PM UTC-04/ Brandon Walcott - Have not seen any issues in our Office365 tenant or in Sophos
Would recommend having the recipients IT whitelist Cory's email
If further investigation is required, will open a new ticket

09/16/2024 4:38 PM UTC-04/ Brandon Walcott - Kim,

I ran a message trace on Cory's emails being sent to Clyde and I see the ones sent today state that they were delivered. It could be that they are being sent to a Spam or Junk folder on Clyde's side. Is Cory able to receive emails from Clyde without issue?

Thanks,
Brandon Walcott

Notes
Navigated to administrative center of O365
Ran a message trace on Cory's emails to Clyde
Saw that Cory had sent emails out to Clyde today and all of them state they were delivered successfully
Will email Kim to let her know the results

09/16/2024 2:03 PM UTC-04/ Cory Conner has sent several emails to Clyde Bailey clyde.bailey@bcbonline.com over the last few months. Most with attachments, but at least one reply without an attachment. Clyde Bailey has not recei
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sophospsmartbannerend

Cory Conner has sent several emails to Clyde Baileyclyde.bailey@bcbonline.com over the last few months. Most with attachments, but at least one reply without an attachment.
Clyde Bailey has not received those emails and Cory has not received any kickback notifications about a message failing to send.

Can you check if Cory's emails to Clyde Bailey have left our system? And if that's the case, does that mean that Cory's emails are being blocked on Clyde Bailey's side?
Are you able to check if Cory's email is on some cyber-space blacklist?
Lastly, is there a way for Cory (or any of us) to know if our emails are not being received? (aside from calling the person we sent the email to)

Thanks,

Kim Davis
Information and Technology Coordinator

[cid:image001.png@01D8A681.41AC6A00]

1401 Hopeman Parkway, Waynesboro VA 22980
Office: 800-671-7300
Direct Dial: 540-941-5968
Mobile Phone: 540-471-2852
kdavis@bankdesign.net

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Walcott, Brandon	09/27/2024 [2:17 PM - 2:18 PM]	BD&E AIS	NC	Remote	Technician	0.02
Walcott, Brandon	09/16/2024 [4:38 PM - 4:57 PM]	BD&E AIS	NC	Remote	Technician	0.32

Ticket# 40023
09/26/2024
by Marissa Binck

RE: New Laptops
Bank Design & Equipment
Kim Davis
5409415968
kdavis@bankdesign.net

Headquarter
Support

Status: >>Closed
Type: Remote Support
Location: Remote
Source: Email Connector
Priority 3 - Medium
Team: Tier 1

09/30/2024
Closed By: Cari Grafton

Discussion: 09/26/2024 3:37 PM UTC-04/ Thanks for the call today. Tuesday over lunch break would work best. Thanks, Kim Davis Information and Technology Coordinator 1401 Hopeman Parkway, Waynesboro VA 22980 Office: 800-671-7300 Direct Dial
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sophospsmartbannerend

Thanks for the call today.
Tuesday over lunch break would work best.

Thanks,

Kim Davis
Information and Technology Coordinator

[cid:image001.png@01D8A681.41AC6A00]

1401 Hopeman Parkway, Waynesboro VA 22980
Office: 800-671-7300
Direct Dial: 540-941-5968
Mobile Phone: 540-471-2852
kdavis@bankdesign.net

From: Kim Davis
Sent: Tuesday, September 24, 2024 9:32 AM
To: Angela Davis <adavis@proactive-info.com>
Cc: Brandon Walcott <helpdesk@proactive-info.com>; Will McCauley <wmccauley@proactive-info.com>; Tom Bright <tbright@bankdesign.net>
Subject: New Laptops

I hear the 2 laptops have arrived at your office.

Please give me a call so we can talk about the setup and licenses.
Because of the Issues Jessica is having with her current computer setup, we don't want to just copy her setup onto the new laptop. We want to take advantage of the newness, and not transfer 10 years of computer baggage onto the new machine.

It should be more like what was done for Fred. But, she still needs to be able to work on her existing setup until the laptop can be onsite. I trust you have a plan for this transition.

1. She will be replacing her desktop with the new laptop. So when she remotes in from home, she won't be remoting into an onsite computer. Once we switch her to the new laptop she will only have the one device – to use at work or at home.
2. Her current desktop has a non-subscription version of MS Office. She will need to change her current 'email only MS license' to the Full MS office subscription – like Tom and LEE and the Sales team has.
3. She'll need Sage installed.
4. She'll need her browser information copied over, and her desktop shortcuts moved over.
5. I don't know if her files are on re-direct, or if her Files will need to be copied over.
6. Will need to verify that she can work remotely from home.
7. Other things…?

Those are the kinds of things we need to talk through and work out for Jessica's laptop.

Kim Davis
Information and Technology Coordinator

[cid:image001.png@01D8A681.41AC6A00]

1401 Hopeman Parkway, Waynesboro VA 22980
Office: 800-671-7300
Direct Dial: 540-941-5968
Mobile Phone: 540-471-2852
kdavis@bankdesign.net

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs

Ticket# 39783
09/13/2024
by Marissa Binck

Yesterday afternoon
Bank Design & Equipment
Jessica Aites
5409433150
jaites@bankdesign.net

Headquarter
Support

Status: >>Closed
Type: Remote Support
Location: Remote
Source: Email Connector
Do Not Respond
Team: Tier 1

09/30/2024
Closed By: Cari Grafton

Discussion: 09/26/2024 1:27 PM UTC-04/ Brandon Walcott - Jessica will be getting a new laptop next week to replace her in office computer and at home laptop
You can follow the updates for this in ticket #39974

09/16/2024 10:08 AM UTC-04/ Cari Grafton - Email from Kim Davis:
Brandon, Jessica is off today, so I am using her computer to continue the trouble shooting.
I have logged in as myself and am having the same difficulty logging into SAGE.

Her computer system name is WS-REC-SPR.

Sophos is on her computer, but I don't see it in Ninja.

Please call me. Today is a good day to work on this since Jessica is not Using the Computer, and my login is not working on it either. Mobile Phone: 540-471-2852

Please feel free to remote into the computer and test things out. Call my cell phone if you need me to do something.

09/13/2024 8:21 AM UTC-04/ Brandon Walcott - Called Jessica to discuss the issues she brought up in the ticket
Called office line, but she is not in office today
Staff provided me with her cell number
Called her cell phone, but still no answer
Left voicemail with my name, callback number, and purpose of the call

09/13/2024 7:10 AM UTC-04/ So yesterday afternoon, I still had a decent amount to do. I was kicked off of my computer it said somebody had remote in, prior to that at some point it popped up and wanted to let Kim remote in arou
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sophospsmartbannerend
So yesterday afternoon, I still had a decent amount to do. I was kicked off of my computer it said somebody had remote in, prior to that at some point it popped up and wanted to let Kim remote in around 11 o'clock. I was very busy corresponding with customers so I declined. I had no idea what it was about and figured I'd say something in case it wasn't Kim. This morning. I turn on my laptop and it says you're almost done setting up your PC like it's been set back to factory or something. Now it's asking me to sign in with a Microsoft account, this is not Kims fault.

I'm asking PIM what is so different with my computers/laptop/system - that this seems to primarily be happening to me. Day after day. I am the front line of communication for our company so this is definitely affecting business, our customers, and my stress level.
[IMG_3765.jpg]

Sent from my iPhone

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Walcott, Brandon	09/26/2024 [1:27 PM - 1:28 PM]	BD&E AIS	NC	Remote	Technician	0.02
Grafton, Cari	09/16/2024 [10:08 AM - 10:08 AM]	BD&E AIS	NC	Remote	Technician	0.00
Walcott, Brandon	09/13/2024 [8:21 AM - 8:24 AM]	BD&E AIS	NC	Remote	Technician	0.05

Ticket# 39985
09/24/2024
by Brandon Walcott

Locked Out of Email
Bank Design & Equipment
Matt Dugas
5409433150
mdugas@bankdesign.net

Headquarter
Support

Status: >>Closed
Type: Remote Support
Location: Remote
Source: Call
Priority 3 - Medium
Team: Tier 1

09/25/2024
Closed By: Cari Grafton

Discussion: 09/24/2024 4:49 PM UTC-04/ Brandon Walcott - Locked Out of Email

09/24/2024 4:49 PM UTC-04/ Brandon Walcott - Matt Dugas called in stating he was unable to access his email
The 2FA code was not being sent to him and was not accepting his code
Logged into Administrative email and went to Entra
Reset his authenticator and had him re register his 2fa
Matt logged in successfully once re-registered
No further issues reported

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Walcott, Brandon	09/24/2024 [4:49 PM - 5:02 PM]	BD&E AIS	NC	Remote	Technician	0.22

Ticket# 39969
09/24/2024
by Marissa Binck

Sage
Bank Design & Equipment
Jessica Aites
5409433150
jaites@bankdesign.net

Headquarter
Support

Status: >>Closed
Type: Remote Support
Location: Remote
Source: Email Connector
Priority 3 - Medium
Team: Tier 1

09/25/2024
Closed By: Cari Grafton

Discussion: 09/24/2024 8:07 AM UTC-04/ Jessica Aites Logistics & Service Coordinator From: Crystal Wood Sent: Monday, September 23, 2024 1:10 PM To: Kim Davis Cc: BDE-Helpdesk Subject:
Reason: ROUTINE OFFICE MESSAGE For: OFFICE PERSO
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sophospsmartbannerend

Jessica Aites
Logistics & Service Coordinator

[cid:image001.png@01D8A681.41AC6A00]

From: Crystal Wood
Sent: Monday, September 23, 2024 1:10 PM
To: Kim Davis <kdavis@bankdesign.net>
Cc: BDE-Helpdesk <BDE-helpdesk@bankdesign.net>
Subject:

Reason: ROUTINE OFFICE MESSAGE

For: OFFICE PERSONNEL
From: MARKESHA
ER?: NO
Rapid?: NO
Phone: Ext:
Company: SAGE
Acct #:
Zone:
Address:
CSZ: ,

Message: RETURNING YOUR CALL REG: LOGGING INTO SAGE WE ONLY RESPOND
BY EMAIL. MARKESHA.GUINN@SAGE.COM

Taken By: DCE 09/23/2024 11:12 AM
Relayed By: NTV 09/23/2024 12:59 PM

,466276120002571IWX4677710

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Ticket# 39931 09/23/2024 by Marissa Binck	**I go into that meeting at 12 today to 12:30** Bank Design & Equipment Jessica Aites 5409433150 jaites@bankdesign.net	Headquarter Support	**Status:** >>Closed **Type:** Remote Support **Location:** Remote **Source:** Email Connector Priority 3 - Medium **Team:** Tier 1		10/10/2024 Closed By: Cari Grafton	

Discussion: 09/23/2024 1:14 PM UTC-04/ From Sage concerning Jessica's login issue. – see below Kim Davis Information and Technology Coordinator 1401 Hopeman Parkway, Waynesboro VA 22980 Office: 800-671-7300 Direct Dial: 540-941-5968 Mobile
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sophospsmartbannerend

From Sage concerning Jessica's login issue. – see below

Kim Davis
Information and Technology Coordinator

[cid:image001.png@01D8A681.41AC6A00]

1401 Hopeman Parkway, Waynesboro VA 22980
Office: 800-671-7300
Direct Dial: 540-941-5968
Mobile Phone: 540-471-2852
kdavis@bankdesign.net

From: Crystal Wood <cwood@bankdesign.net>
Sent: Monday, September 23, 2024 1:10 PM
To: Kim Davis <kdavis@bankdesign.net>
Cc: BDE-Helpdesk <BDE-helpdesk@bankdesign.net>
Subject:

Reason: ROUTINE OFFICE MESSAGE

For: OFFICE PERSONNEL
From: MARKESHA
ER?: NO
Rapid?: NO
Phone: Ext:
Company: SAGE
Acct #:
Zone:
Address:
CSZ: ,

Message: RETURNING YOUR CALL REG: LOGGING INTO SAGE WE ONLY RESPOND
BY EMAIL. MARKESHA.GUINN@SAGE.COM

Taken By: DCE 09/23/2024 11:12 AM
Relayed By: NTV 09/23/2024 12:59 PM

,466276120002571IWX4677710

09/23/2024 11:53 AM UTC-04/ Sage has not called me back yet. L Just a heads up. I could get in from home prior (thought about that as a 2nd half of the day fix), but I'm assuming something likely has changed to where maybe I can
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sophospsmartbannerend

Sage has not called me back yet.L Just a heads up.

I could get in from home prior (thought about that as a 2nd half of the day fix), but I'm assuming something likely has changed to where maybe I can't now, if we reloaded Sage?

I'm concerned… to our customers it's like we are closed.

Jessica Aites
Logistics & Service Coordinator

[cid:image001.png@01D8A681.41AC6A00]

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs

Ticket# 39932
09/23/2024
by Marissa Binck

RE: I go into that meeting at 12 today to 12:30
Bank Design & Equipment
Fred Baars
5409433150
fbaars@bankdesign.net

Headquarter
Support

Status: >>Closed
Type: Remote Support
Location: Remote
Source: Email Connector
Priority 3 - Medium
Team: Tier 1

10/10/2024
Closed By: Cari Grafton

Discussion: 09/23/2024 12:02 PM UTC-04/ I will answer the phones if you unroll them. -Fred From: Jessica Aites Sent: Monday, September 23, 2024 11:52 AM To: Brandon Walcott Cc: Kim Davis ; BDE-Helpdesk Subject: I go into that meeting at
Caution! This message was sent from outside your organization. Block sender | Report

sophospsmartbannerend

I will answer the phones if you unroll them. -Fred

From: Jessica Aites <jaites@bankdesign.net>
Sent: Monday, September 23, 2024 11:52 AM
To: Brandon Walcott <helpdesk@proactive-info.com>
Cc: Kim Davis <kdavis@bankdesign.net>; BDE-Helpdesk <BDE-helpdesk@bankdesign.net>
Subject: I go into that meeting at 12 today to 12:30

Sage has not called me back yet.L Just a heads up.

I could get in from home prior (thought about that as a 2nd half of the day fix), but I'm assuming something likely has changed to where maybe I can't now, if we reloaded Sage?

I'm concerned… to our customers it's like we are closed.

Jessica Aites
Logistics & Service Coordinator

[image]

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs

Ticket# 39344
08/20/2024
by Joanna Peterson

Sage not working for her
Bank Design & Equipment
Jessica Aites
5409433150
jaites@bankdesign.net

Headquarter
Support

Status: >>Closed
Type: Remote Support
Location: Remote
Source: Internal
Do Not Respond
Team: Tier 1

10/10/2024
Closed By: Cari Grafton

Discussion: 09/16/2024 10:31 AM UTC-04/ Brandon Walcott - Called Kim to look at the login issue she reported when she tried getting onto Sage from Jessica's computer
Remoted in using TeamViewer
Kim attempted to login to Sage, but it is trying to access SMOKESCREEN and not SAGEBRUSH
Kim changed the license server to point to SAGEBRUSH instead and the issue was resolved
Will monitor the Sage session to see if it disconnects Kim like Jessica reported it work sporadically do to her

09/11/2024 8:07 AM UTC-04/ Brandon Walcott - Called Jessica to begin troubleshooting steps provided by Sage
Remoted into Jessica's computer (WS-REC-SPR)
Jessica stated she faced the issue this morning
Changed the SQL Server name field from SAGEBRUSH\SAGE100CON to 192.168.0.86\SAGE100CON
Jessica signed back in with no issue
Informed Jessica to immediately call back in if she faces this issue again so we can move on to the next troubleshooting step

09/10/2024 8:04 AM UTC-04/ Brandon Walcott - Spoke with Jessica and Kim Davis on the reoccurring Sage issue
Jessica informed me that she was out most of last week, but when coming back to the office on Monday, the issue had not happened
Jessica stated that today is the first time the issue has reappeared since the reinstall
Spoke with Kim in detail about next steps
Proactive will open a support case with Sage
Kim will be sending over an email to their Sage consultant, to see if they can provide any insights

09/03/2024 4:24 PM UTC-04/ Brandon Walcott - Called Jessica to begin the uninstall
Verified that I can proceed with uninstalling Sage 2023
Uninstalled Sage
Reboot the PC
Reinstalled Sage
Logged in to Jessica's Sage account without issue
Will monitor over this week to see if the previous issues continue

09/03/2024 9:15 AM UTC-04/ Brandon Walcott - Jessica just reported that Sage crashed
Calling Jessica to assist with the issue
Jessica stated that she is back in Sage now
Asked if she would like to move up the reinstall
Jessica stated that she is fine with keeping it this afternoon due to her workload
4:25 reinstall is still the confirmed plan

09/03/2024 8:38 AM UTC-04/ Brandon Walcott - Called Jessica to discuss the Sage issue
Jessica informed me that the issue not only reappeared today, but also Friday when she first came back into the office
Informed Jessica of the plan to reinstall Sage
Scheduled a time for 4:25pm to perform the reinstall so we are not disturbing her workday
Jessica agreed to this time
Will send a follow-up email to Jessica for confirmation

08/29/2024 10:31 AM UTC-04/ Brandon – on Tuesday we put Jessica's computer on it's own Ethernet line. Meaning before – the internet cable went from wall plug to phone then to computer. Now there are 2 internet cables – one for t
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sophospsmartbannerend

Brandon – on Tuesday we put Jessica's computer on it's own Ethernet line.
Meaning before – the internet cable went from wall plug to phone then to computer.
Now there are 2 internet cables – one for the phone and a different one to a different wall plug for the computer.

Jessica has been working remotely these last 2 days – so we do NOT have any good information concerning if that change has been helpful or not. Jessica plans to be back in the office on Friday and next week.

Will you also be working on correcting the Windows Certificate Errors that are often coincidentally occurring on the same computers that have connectivity issues?

Thanks,

Kim Davis
Information and Technology Coordinator

[cid:image001.png@01D8A681.41AC6A00]

1401 Hopeman Parkway, Waynesboro VA 22980
Office: 800-671-7300
Direct Dial: 540-941-5968
Mobile Phone: 540-471-2852
kdavis@bankdesign.net

08/29/2024 9:48 AM UTC-04/ Good morning Brandon, I have been working remote the last 2 days. I'm going to say no but would like to fully answer your question once back in the office. I feel like it's more of an issue there.. es
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sophospsmartbannerend

Good morning Brandon,

I have been working remote the last 2 days. I'm going to say no but would like to fully answer your question once back in the office. I feel like it's more of an issue there.. especially 1st thing in the morning.

Thank you for your assistance.

Jessica Aites
Logistics & Service Coordinator

[cid:image001.png@01D8A681.41AC6A00]

08/29/2024 9:05 AM UTC-04/ Brandon Walcott - Jessica,

I'll be working with Joanna on this Sage issue; just to get caught up I was wondering if you have faced the issue of getting kicked out of Sage or getting error messages from Sage this week?

Thanks,
Brandon Walcott

08/27/2024 11:32 AM UTC-04/ Joanna, this has really been dragging on for a long time. Is there not a way to look at logs on this? So when Jessica gets kicked out of Sage she can mark the day and time, she logs back in and keeps
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sophospsmartbannerend

Joanna, this has really been dragging on for a long time.
Is there not a way to look at logs on this? So when Jessica gets kicked out of Sage she can mark the day and time, she logs back in and keeps working and then you can look through the logs and see what was happening around that time frame on her computer.

Yesterday – she had the Windows Certificate Error. I installed the certificate on her computer. Do you guys need to update our Email Certificates so we don't keep? We are also getting Certificate Errors on our Wifi, can you all fix that too?

Kim Davis
Information and Technology Coordinator

[cid:image001.png@01D8A681.41AC6A00]

1401 Hopeman Parkway, Waynesboro VA 22980
Office: 800-671-7300
Direct Dial: 540-941-5968
Mobile Phone: 540-471-2852
kdavis@bankdesign.net

From: Jessica Aites <jaites@bankdesign.net>
Sent: Tuesday, August 27, 2024 11:05 AM
To: Joanna Peterson <helpdesk@proactive-info.com>; Kim Davis <kdavis@bankdesign.net>
Cc: Tom Bright <tbright@bankdesign.net>
Subject: RE: Ticket#39344/BDE001/Sage not working for her -- has been updated

Good morning,

I'll reach out when it happens again, however I want to say Thursday, Friday, and Monday. Sage kicked me out completely without any warning or error code. I was working on an email went to click back on my Sage window and it was gone.

Toward the end of last week we found a temporary work around (still unable to do my work in full w/ that even) because I don't have time to call in every time this happens. There is no one else to do my work or handle all incoming from customers while having these issues.

Added Kim to the email.

Thank you for looking into this,

Jessica Aites
Logistics & Service Coordinator

[cid:image001.png@01D8A681.41AC6A00]

08/27/2024 11:11 AM UTC-04/ Good morning, I'll reach out when it happens again, however I want to say Thursday, Friday, and Monday. Sage kicked me out completely without any warning or error code. I was working on an email went
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sophospsmartbannerend

Good morning,

I'll reach out when it happens again, however I want to say Thursday, Friday, and Monday. Sage kicked me out completely without any warning or error code. I was working on an email went to click back on my Sage window and it was gone.

Toward the end of last week we found a temporary work around (still unable to do my work in full w/ that even) because I don't have time to call in every time this happens. There is no one else to do my work or handle all incoming from customers while having these issues.

Added Kim to the email.

Thank you for looking into this,

Jessica Aites
Logistics & Service Coordinator

[cid:image001.png@01D8A681.41AC6A00]

08/27/2024 9:48 AM UTC-04/ Joanna Peterson - Jessica,

Good morning, I enlisted Brandon on our team to look at the Sage server issue. We looked at the logs and see you in today. So we can catch it in the act, next time it fails, call the service line so we can look at the server and your system at the same time. Thanks Jessica!

Thanks,
Joanna Peterson

Notes
Working with Brandon on this issue

08/23/2024 3:39 PM UTC-04/ Jessica Aites Logistics & Service Coordinator From: Jessica Aites Sent: Friday, August 23, 2024 3:37 PM To: Joanna Peterson ; Kim Davis Cc: Tom Bright Subject: RE: Ticket#39344/BDE001/Sage not w
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sophospsmartbannerend

[image]

Jessica Aites
Logistics & Service Coordinator

[cid:image001.png@01D8A681.41AC6A00]

From: Jessica Aites
Sent: Friday, August 23, 2024 3:37 PM
To: Joanna Peterson <helpdesk@proactive-info.com>; Kim Davis <kdavis@bankdesign.net>
Cc: Tom Bright <tbright@bankdesign.net>
Subject: RE: Ticket#39344/BDE001/Sage not working for her -- has been updated
Importance: High

No warning this time. I'm busy, I was creating an email, went to make a ticket and realized all of a sudden Sage was completely closed.

Jessica Aites
Logistics & Service Coordinator

[cid:image001.png@01D8A681.41AC6A00]

08/23/2024 3:38 PM UTC-04/ No warning this time. I'm busy, I was creating an email, went to make a ticket and realized all of a sudden Sage was completely closed. Jessica Aites Logistics & Service Coordinator From: Joanna P
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sophospsmartbannerend

No warning this time. I'm busy, I was creating an email, went to make a ticket and realized all of a sudden Sage was completely closed.

Jessica Aites
Logistics & Service Coordinator

[cid:image001.png@01D8A681.41AC6A00]

08/21/2024 9:53 AM UTC-04/ Joanna Peterson - Jessica,

Hi Kim, the ticket is not closed. I just had two of them going for the exact same thing so I had to bundle them together. I got on to her system this morning and grabbed the error messages. We did reboot her system, made sure she was connected to the share drives, and then she was on. I am working with someone who has better SQL knowledge, as that's where the error is coming from.

Thanks,
Joanna Peterson

08/21/2024 9:23 AM UTC-04/ This issue has not been resolved. So is the ticket really closed? I'm thinking that was a mistake… Everyday when Jessica comes to work in the morning, she can't log into Sage. We start at 7:30, and yo
Caution! This message was sent from outside your organization. Block sender | Report

sophospsmartbannerend

This issue has not been resolved. So is the ticket really closed? I'm thinking that was a mistake…

Everyday when Jessica comes to work in the morning, she can't log into Sage. We start at 7:30, and you start at 8:00. So that's a lot of work time being lost – especially since Jessica and Sage is the driving force for our Service Ticketing system and our Service technicians need their tickets so they can start heading down the road early in the morning.

I just want you to understand that Jessica having access to Sage at 7:30 am is considered a critical system to our company's ability to function.

Kim Davis
Information and Technology Coordinator

[cid:image001.png@01D8A681.41AC6A00]

1401 Hopeman Parkway, Waynesboro VA 22980
Office: 800-671-7300
Direct Dial: 540-941-5968
Mobile Phone: 540-471-2852
kdavis@bankdesign.net

From: Jessica Aites <jaites@bankdesign.net>
Sent: Wednesday, August 21, 2024 8:21 AM
To: Kim Davis <kdavis@bankdesign.net>
Subject: FW: Service Ticket #39344 has been Closed

08/20/2024 7:49 AM UTC-04/ Joanna Peterson - Sage not working for her

Internal: 09/10/2024 4:18 PM UTC-04/ Brandon Walcott - Case Number 8010204525

08/20/2024 8:03 AM UTC-04/ Joanna Peterson - Worked on using MTX but no notes or communication were provided by jPeterson.

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Walcott, Brandon	09/16/2024 [10:31 AM - 10:51 AM]	BD&E AIS	NC	Remote	Technician	0.33
Walcott, Brandon	09/11/2024 [8:07 AM - 8:22 AM]	BD&E AIS	NC	Remote	Technician	0.25
Walcott, Brandon	09/10/2024 [8:04 AM - 8:45 AM]	BD&E AIS	NC	Remote	Technician	0.68

Walcott, Brandon	09/03/2024 [4:24 PM - 4:46 PM]	BD&E AIS	NC	Remote	Technician	0.37
Walcott, Brandon	09/03/2024 [9:15 AM - 9:20 AM]	BD&E AIS	NC	Remote	Technician	0.08
Walcott, Brandon	09/03/2024 [8:38 AM - 8:45 AM]	BD&E AIS	NC	Remote	Technician	0.12
Peterson, Joanna	08/27/2024 [9:48 AM - 10:04 AM]	BD&E AIS	NC	Remote	Technician	0.20
Peterson, Joanna	08/21/2024 [9:53 AM - 9:56 AM]	BD&E AIS	NC	Remote	Technician	0.05
Peterson, Joanna	08/20/2024 [8:02 AM - 8:03 AM]	BD&E AIS	NC	Remote	Technician	0.02

Ticket# 39781
09/12/2024
by William McCauley

[Failed] Offsite Backup Copy\BDE-Backups (3 objects) 1 failed
Bank Design & Equipment
Tom Bright
18006717300
tbright@bankdesign.net

Headquarter
Support

Status: >>Closed
Type: Alerts
Location: Remote
Source: Internal
Priority 3 - Medium
Team: Tier 1

09/16/2024
Closed By: Cari Grafton

Discussion: 09/13/2024 1:39 PM UTC-04/ Ray Fulk - I logged into BDE-ECHO and reviewed the error. It looks like BDE-ECHO rebooted while this backup copy job was running, which caused it to fail. It looks like Veeam retried the job at 10:24pm and it completed successfully. I retried the job manually and confirmed there was no new data that needed to be copied. Closing ticket.

09/12/2024 10:20 PM UTC-04/ William McCauley - Sagebrush Error 9:42:59 PM 9:45:29 PM 3.9 GB 674 MB 341.1 MB 0:02:30 Hard disk 1 (540 GB)
Error: Job aborted due to server termination
Processing finished with errors at 9/12/2024 9:45:29 PM

[image]

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Fulk, Ray	09/13/2024 [1:39 PM - 1:51 PM]	BD&E AIS	NC	Remote	Technician	0.20

Ticket# 39784
09/13/2024
by Marissa Binck

Re: Yesterday afternoon
Bank Design & Equipment
Jessica Aites
5409433150
jaites@bankdesign.net

Headquarter
Support

Status: >>Closed
Type: Remote Support
Location: Remote
Source: Email Connector
Priority 3 - Medium
Team: Tier 1

09/30/2024
Closed By: Cari Grafton

Discussion: 09/13/2024 7:11 AM UTC-04/ Sent from my iPhone On Sep 13, 2024, at 7:09 AM, Jessica Aites wrote: So yesterday afternoon, I still had a decent amount to do. I was kicked off of my computer it said somebody had remote in, prio
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sophospsmartbannerend
[image0.jpeg]
Sent from my iPhone

On Sep 13, 2024, at 7:09 AM, Jessica Aites <jaites@bankdesign.net> wrote:

So yesterday afternoon, I still had a decent amount to do. I was kicked off of my computer it said somebody had remote in, prior to that at some point it popped up and wanted to let Kim remote in around 11 o'clock. I was very busy corresponding with customers so I declined. I had no idea what it was about and figured I'd say something in case it wasn't Kim. This morning. I turn on my laptop and it says you're almost done setting up your PC like it's been set back to factory or something. Now it's asking me to sign in with a Microsoft account, this is not Kims fault.

I'm asking PIM what is so different with my computers/laptop/system - that this seems to primarily be happening to me. Day after day. I am the front line of communication for our company so this is definitely affecting business, our customers, and my stress level.

<IMG_3765.jpg>

Sent from my iPhone

Internal: 09/13/2024 8:28 AM UTC-04/ Brandon Walcott - All updates on this issue will be found in ticket #39783

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs

Ticket# 39778
09/12/2024
by Brandon Walcott

Internet Outage
Bank Design & Equipment
Kim Davis
5409415968
kdavis@bankdesign.net

Headquarter
Support

Status: >>Closed
Type: Remote Support
Location: Remote
Source: Call
Priority 3 - Medium
Team: Tier 1

09/16/2024
Closed By: Cari Grafton

Discussion: 09/12/2024 4:13 PM UTC-04/ Brandon Walcott - Internet Outage

09/12/2024 4:13 PM UTC-04/ Brandon Walcott - Kim Davis called in to report an outage they are having onsite
Stated that Phone, Internet, and email were disconnecting
Logged into Sophos to take a look at the firewall
As I was investigating the firewall, their connections started booting back up
Phones and internet slowly returning
Users are getting access back to the phones internet and email
No further issues reported

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Walcott, Brandon	09/12/2024 [4:13 PM - 4:23 PM]	BD&E AIS	NC	Remote	Technician	0.17

Ticket# 39757
09/12/2024
by Dalton Boothe

Issues with email on phone
Bank Design & Equipment
Cory Conner
5409433150
cconner@bankdesign.net

Headquarter
Support

Status: >>Closed
Type: Remote Support
Location: Remote
Source: Call
Priority 4 - Low
Team: Tier 1

09/12/2024
Closed By: Joey Musaitef

Discussion: 09/12/2024 9:32 AM UTC-04/ Dalton Boothe - Issues with email on phone

09/12/2024 9:32 AM UTC-04/ Dalton Boothe - Walked Cory through signing back into his email on his phone

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Boothe, Dalton	09/12/2024 [9:32 AM - 9:41 AM]	BD&E AIS	NC	Remote	Technician	0.15

Ticket# 38323
06/18/2024
by Javon Harper

Move DHCP server from DC to Firewall
Bank Design & Equipment
Kim Davis
5409415968
kdavis@bankdesign.net

Headquarter
Support

Status: >>Closed
Type: Remote Support
Location: Remote
Source: Internal
Do Not Respond
Team: Tier 1

11/14/2024
Closed By: William McCauley

Discussion: 09/11/2024 9:12 AM UTC-04/ Ray Fulk - Angela mentioned in our standup meeting yesterday that Dennis asked her to schedule a time with Kim for additional onsite work. He would like to proceed with testing the failing computers on a different switch. So far, Angela hasn't heard back yet.

09/03/2024 9:41 AM UTC-04/ Ray Fulk - Despite asking them not to, Sophos support closed the ticket while I was out last week. The last item they requested is:
"This email is regarding case ID: 01785436 where reported issue is: Devices Failing to Obtain DHCP from Firewall

From the logs till now, its not enough to determine where the problem is.
As a next plan -

we require MAC based captures on Firewall with the device we are checking

Conntrack and droppackets will help us confirm if we are dropping any traffic and to check conntrack entries for the particular MAC.
Commands are -

Open SSH of the firewall(Via putty)-

Press 5 (Device management) > press 3 (Advance shell)

drppkt | grep 00:50:56:b0:c1:ad

tcpdump -i Port1 ether host 0c:8d:ca:56:1f:2c

conntrack -E | grep <MAC>

If DHCP requests from any system is routed to firewall and not dropped anywhere in between we should also be able to see it in DHCPD logs

Thank you!"

Dennis had also mentioned taking a switch onsite and using that to test with the affected workstations, so I may need to follow up with him on that.

08/23/2024 9:00 AM UTC-04/ Ray Fulk - Sophos support is checking on the DHCP logs in the firewall and will let me know what they find.

08/21/2024 10:59 AM UTC-04/ Ray Fulk - Sophos support had a few more questions and asked me to enable support access in the firewall, so I took care of that and let them know.

08/20/2024 8:14 AM UTC-04/ Ray Fulk - Sophos reviewed the endpoing PCAP file on their end, and saw the same thing I was seeing, which is that the endpoints do eventually receive a response from the firewall for DHCP. They had also asked for a tcpdump from the firewall, so I let them know I had sent them one.

08/15/2024 2:10 PM UTC-04/ Ray Fulk - It looks like the Sagebrush server lost connection to the internet, so I had to disable and reenable the NIC on that. After that, it came back up. Dalton confirmed that they could access TechTools again as well.

08/15/2024 11:32 AM UTC-04/ Ray Fulk - I went in and cut the DHCP back over, and Dennis is going to try and reproduce the error by rebooting the computers that seem to consistently fail. So far he can't reproduce it, so I installed Wireshark on Kim's computers (DESKTOP-2SLFM1E & DESKTOP-TIQE2020), and Jerry's (OFFICE0441).
Dennis was able to reproduce the error on Kim's computer DESKTOP-2SLFM1E, so I worked with him to run a packet capture. It looks like it sends a large number of DHCP requests, and after a few minutes eventually gets a DHCP ACK from the firewall, but even when it does, it doesn't accept the IP for some reason and continues to request an IP. Dennis suggested rebooting the firewall, but that didn't help, and BDE-SYNC went down. I took the opportunity to remote into that and start Wireshark there as well. I saw the same behavior there, so I SSHed into the firewall and started a packet capture via tcpdump so that I could export that: https://community.sophos.com/sophos-xg-firewall/f/recommended-reads/114837/sophos-firewall-how-to-tcpdump. I also restarted the capture on BDE-SYNC. Dennis had to leave in a few minutes, so I ran an ipconfig release and renew to reproduce the error in the packet captures, then stopped and saved those. I switched them back to the DHCP on DC2, and Dennis confirmed everyone is able to reconnect. I exported the packet capture from the firewall and reviewed it in Wireshark on my PC next to the one from BDE-SYNC.
I followed up with Sophos support to let them know the status, and uploaded the PCAP files to the ticket.

08/14/2024 9:46 AM UTC-04/ Ray Fulk - Dennis is slated to be onsite later tomorrow morning. I checked to see if the Ubiquiti switches support port mirroring, and they do. I also checked the Netgear switch, as it looks like the firewall plugs into port 1 of that. It looks like that switch also supports port mirroring, so I will probably ask Dennis to plug into an open port on that switch and then mirror port 1 so that Wireshark will be able to see traffic to and from the firewall.

08/08/2024 10:45 AM UTC-04/ Ray Fulk - Kim,

I wanted to give you a quick update; Dennis mentioned that he is going to be in your area next week and offered to come onsite to work with me on troubleshooting this DHCP issue further. For now, I'm going to hold off on installing Wireshark on Jerry's computer while I get more details about that.

Thank you,
Ray Fulk

08/08/2024 8:46 AM UTC-04/ Ray Fulk - Kim called support and said that her computer, Corey's and Jerry's are failing to connect again this morning. I went in and switched the DHCP server back to the DC, then released/renewed the IP on BDE-SYNC.
I called Kim back, and she was under the impression that I was going to work with her to troubleshoot further before switching things back. I let her know that at this point, there isn't much I can do with her over a remote session, as we need to run a packet capture to get a better idea of what keeps failing. She said that Jerry's computer is the one that seems to fail consistently, so I'm slated to call him later this morning to install Wireshark there.

08/08/2024 7:40 AM UTC-04/ Ray Fulk - I called Kim and left a message to follow up and see if there are any devices failing to connect this morning. I monitored in Automate and see almost all of the devices that were online yesterday came back up today. I've asked the helpdesk team to let me know if anyone reports issues connecting to the LAN as well.

08/07/2024 4:19 PM UTC-04/ Ray Fulk - I logged into BDE-SYNC and downloaded the installer for Wireshark, as I wanted to have that handy just in case there are DHCP issues on that server. I then logged into BDE-DC2 and pulled up the Ubiquiti dashboard so that I can disable DHCP snooping. I pulled up the firewall from Sophos Central and enabled conflict detection in the DHCP config. Once everything was ready, I called Kim to make sure I could get started on this.
Once I received confirmation, I stopped the DHCP Server service, disabled DHCP snooping in Ubiquiti, then enabled DHCP in the firewall again. I manually released and renewed the IP on BDE-SYNC and confirmed that it obtained an IP address again.
Kim also mentioned that Joanna was going to get with me about a few other services to restart at this time. I asked Joanna about that, and there are a few services on SAGEBRUSH that need restarting to resolve a logon issue. I went in and restarted the SQL Server (MSSQLSERVER) and SQL Server (SAGE100CON) services.
I called Kim back and asked her to reboot her computer to see if it will obtain DHCP. It looks like it did according to the firewall. Also, she tested out Sage and confirmed she could log into that.
I'll keep an eye on the DHCP leases this evening to make sure other devices obtain DHCP.

08/05/2024 11:02 AM UTC-04/ Wednesday works just fine. Kim Davis Information and Technology Coordinator 1401 Hopeman Parkway, Waynesboro VA 22980 Office: 800-671-7300 Direct Dial: 540-941-5968 Mobile Phone: 540-471-2852 kdavis@b
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Wednesday works just fine.

Kim Davis
Information and Technology Coordinator

[cid:image001.png@01D8A681.41AC6A00]

1401 Hopeman Parkway, Waynesboro VA 22980
Office: 800-671-7300
Direct Dial: 540-941-5968
Mobile Phone: 540-471-2852
kdavis@bankdesign.net

08/05/2024 10:52 AM UTC-04/ Ray Fulk - Kim,

I'm afraid I already have something scheduled then, but I could do it Wednesday at 4:30pm if that works for you.

Thank you,
Ray Fulk

08/05/2024 10:44 AM UTC-04/ Would Tuesday at 4:30 work for you? Kim Davis Bank Design and Equipment kdavis@bankdesign.net 540-471-2852 From: Ray Fulk Sent: Monday, August 5, 2024 10:23 AM To: Kim Davis Cc: wmccauley@proactive-
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Would Tuesday at 4:30 work for you?

Kim Davis

Bank Design and Equipment

kdavis@bankdesign.net

540-471-2852

08/05/2024 10:23 AM UTC-04/ Ray Fulk - Kim,

Good morning, I wanted to follow up on when we could schedule a time this week to test DHCP on the firewall again.

Thank you,
Ray Fulk

08/01/2024 10:40 AM UTC-04/ Ray Fulk - Kim,

We've identified a few changes in the network configuration to make in order to try and get the DHCP service working correctly with the firewall. I wanted to see if we could schedule a day early next week to switch the DHCP server back over to the firewall.

Thank you,
Ray Fulk

Notes
Kyle and I checked on this earlier and identified a few more settings to change, so I will reach out to Kim to schedule another attempt at this next week.

08/01/2024 8:58 AM UTC-04/ Kyle Newman - Was looking at this for a 2nd pair of eyes.

I pointed out to Ray that I dont like Bridge pair configurations on the Sophos firewall and have had issues with them in the past.

I also pointed out that I alwasy enable IP conflict on the DHCP service.

We attempted to get into the switches via HTTPS,SSH or Ubiquiti controller but could not get into all of them. We did come across a DHCP snooping setting on the Ubiquiti controller that I also recommend we turn off.

Ray is going to continue more testing with the information provided.

07/30/2024 11:19 AM UTC-04/ Ray Fulk - I went back into BDE-DC2 and confirmed that more devices are obtaining leases from the DHCP server. I confirmed the devices are remaining online in Automate. I then went back into Sophos Central and opened case #07461224 for this issue.

07/30/2024 10:47 AM UTC-04/ Thanks! Kim Davis Information and Technology Coordinator 1401 Hopeman Parkway, Waynesboro VA 22980 Office: 800-671-7300 Direct Dial: 540-941-5968 Mobile Phone: 540-471-2852 kdavis@bankdesign.net From:
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Thanks!

Kim Davis
Information and Technology Coordinator

[cid:image001.png@01D8A681.41AC6A00]

1401 Hopeman Parkway, Waynesboro VA 22980
Office: 800-671-7300
Direct Dial: 540-941-5968
Mobile Phone: 540-471-2852
kdavis@bankdesign.net

07/30/2024 10:03 AM UTC-04/ Ray Fulk - Kim,

I have switched back to DC2 as the DHCP server, and confirmed that a number of computers (FEDEX, BDEInventory, and BDE-202206L002) immediately came back online. I also checked BDE-SYNC and manually renewed the lease there to ensure it successfully obtained an IP from DC2. I will continue to monitor to make sure the other workstations renew properly, and will also open a ticket with Sophos support to see if they can offer any suggestions as to why certain workstations failed to obtain IP addresses.

Thank you,
Ray Fulk

Notes
I disabled DHCP on the firewall and started the DHCP Server service back up on BDE-DC2. I confirmed that the FEDEX, BDEInventory, and BDE-202206L002 computers immediately pulled IP addresses and came back online. I went into BDE-SYNC and forced it to renew its address to make sure it correctly obtained one from DC2. I will continue to monitor to make sure that as devices' existing leases expire, they will continue to renew on DC2.

07/30/2024 9:44 AM UTC-04/ Ray Fulk - Kim,

The switch back should not require any reboots, so I should be able to take care of this in the next few minutes.

Thank you,
Ray Fulk

07/30/2024 9:41 AM UTC-04/ Sure, you can switch back – If you need to restart servers, let me know and we can schedule for 4:30 pm. Just a few thoughts: The change was on Wednesday – on Thursday only Cory and I had troubles. On
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Sure, you can switch back – If you need to restart servers, let me know and we can schedule for 4:30 pm.

Just a few thoughts:

The change was on Wednesday – on Thursday only Cory and I had troubles. On Friday as far as I know it worked fine for everyone. Monday was 4 people. Today was 3 of those 4 people.

over the last 10 years – our system/Our users/Active Directory - has been managed by BTMI (now defunct)/genius internal secretive IT person (before my time)/ EN Computers, and now you all. Each had their own way of managing IT problems – and each computer/laptop and each user has been setup and changed who knows how many times – some hard coded somewhere on the device, some in Active Directory, some in Windows, some in some special place. – so there may not be one solution for everyone. But the 3 devices with the problem today are all our newer Computers – and Fred's computer is barely a week old.

Kim Davis
Information and Technology Coordinator

[cid:image001.png@01D8A681.41AC6A00]

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kdavis@bankdesign.net

07/30/2024 9:16 AM UTC-04/ Still problems this morning with DHCP Assignment: Overall – need a solution to this problem with Jerry, Fred and Cory. Bill Clements does not return to the office until next week, so I don't know wher
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Still problems this morning with DHCP Assignment:
Overall – need a solution to this problem with Jerry, Fred and Cory.
Bill Clements does not return to the office until next week, so I don't know where he Is on the issue.

All 3 on Windows 11:
Fred Baars – new laptop, Jerry Morris – new (bought in 2024) desktop, Cory Conner newish laptop.
fbaars@bankdesign.net; jmorris@bankdesign.net; cconner@bankdesign.net.

Carrie Turner – cvturner@bankdesign.net – Windows 10 Desktop, did not have trouble with DHCP today, but did yesterday. Today seems like a different issue – can't access a specific banking website that previously had access.

Cory Fixes his problem by accessing BDE-RAD wifi, gaining a connection there and then plugging back in the Ethernet cable.

The others require assigning static ip with a Local admin account and then switching it back to DHCP.

Since we don't know the local admin account name and pw, this makes it difficult to resolve on our own. Our guys typically start working around 7:00 am and at the latest 7:30, which is not your typical business hours. Which makes it hard to fix too.

Kim Davis
Information and Technology Coordinator

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kdavis@bankdesign.net

07/30/2024 9:00 AM UTC-04/ Ray Fulk - Kim,

Good morning, I am reaching out about this ticket as it seems like workstations are continuing to run into problems obtaining IP addresses after they have been shut down. I don't see enough evidence to determine why this is happening, as it doesn't look like the Windows Firewall on the workstations is blocking the traffic. At this point, I believe it would be best to switch back to the DHCP server on your domain controller until I can get a better understanding of what the error is.

Thank you,
Ray Fulk

Notes
I took a closer look at the Windows Firewall configuration on BDE-SYNC to see if DHCP traffic was being filtered outbound. It looks like it is set to allow DHCP traffic to any server, regardless of whether it is on a domain, private, or public network, which is the expected behavior. Once I identified the rule for this traffic, I was able to use the following command to view it via the command line:
netsh advfirewall firewall show rule name="Core Networking - Dynamic Host Configuration Protocol (DHCP-Out)"
I used the remote shell function in Control to check this same firewall rule on a number of PCs that have been having trouble connecting to DHCP, and confirmed that none of them are set to block DHCP traffic.
At this point, it isn't clear why these devices are failing to obtain DHCP after they've been powered off for a few hours. Since this appears to be a persistent issue, I think it may be best to switch back to the domain controller for now for DHCP.

07/30/2024 7:53 AM UTC-04/ Kyle Newman - Worked with Kim on getting OFFICE-0441 online as it wasnt working this morning due to the DHCP server change.

07/29/2024 8:27 AM UTC-04/ Ray Fulk - I briefly checked the firewall logs, as I noticed that a few devices that were pingable on the LAN were not checking in with Automate. It looks like those devices were not communicating out to the internet via the BDE-LAN-to-WAN rule, but rather were hitting the "Outbound Rule" rule beneath it and failing due to heartbeat status. I changed the minimum source heartbeat from green to yellow to match the BDE-LAN-to-WAN rule, and then confirmed that those devices started coming online.
It looks like Joanna and Will are working on tickets about two devices unable to connect this morning, so I followed up with them as well to let them know that briefly setting a static up and then reenabling DHCP seems to work. Will tried that with his user and that worked. Joanna said she spoke with Carrie, and Kim is going to work with her.

07/29/2024 7:54 AM UTC-04/ Ray Fulk - I monitored agents in Automate this morning to see if they were coming online after the weekend, since people usually get in around 7:30 am. I see 11 devices online, which is not as many as I expected. I called Kim and left a message to follow up on this ticket.

07/28/2024 9:52 AM UTC-04/ Ray Fulk - I checked on workstations in Automate this morning to see if any were offline after updates this weekend. While the workstations appeared to be fine (compared to a list of online workstations gathered Friday afternoon), the server BDE-SYNC said it was offline again. I logged into that via vSphere, and found it was not pulling DHCP. I disabled Windows Firewall and then disabled/reenabled the NIC, but it still didn't work. I checked the firewall and confirmed that the DHCP service was still running there and that other clients were pulling IP addresses. I reset winsock and rebooted, but it didn't help. I then manually set a static IP and confirmed it then connected to the bankdesign1.local domain. I put it back on DHCP and confirmed that it pulled its reserved IP successfully.
I started a packet capture on the firewall for DHCP traffic, and tried releasing/renewing the IP on BDE-SYNC. I saw in the packet capture that there was an ACL violation, though the DHCP renewal did go through, so I looked into that. It turns out that is a false positive according to Sophos: https://support.sophos.com/support/s/article/KB-000039048?language=en_US. I will leave the packet capture running so that I can view other DHCP requests.

07/26/2024 8:02 AM UTC-04/ Ray Fulk - I briefly checked Automate to make sure that the computers that were online yesterday were also online today. In particular, I confirmed DESKTOP-2SLFM1E and CHIEFREVENUEOFF were up, since they ran into issues yesterday.

07/25/2024 7:59 AM UTC-04/ Ray Fulk - I called Kim, and she said her computer ran an update last night and now when she tries to connect, it says it is an unidentified network. This is the same computer we successfully tested yesterday. One other user ran into this issue when they connected to the wired network, but the issue went away when connecting to the wifi.
I had Kim try disconnecting and reconnecting the network cable, but that didn't work. I asked her to reboot, which also didn't work. I walked her through pulling up the network settings, and they appear to be for the BDE network, though we didn't see the IP address. I had Kim disable and reenable the NIC, though it still says that this is an unidentified network. Kim mentioned that this computer connects through a small switch, so I asked her to reboot that as well.
That still didn't work, so I walked her through setting a static IP address. Once she did that, I was able to get in. I tried checking the Event Log, but the System log wouldn't pull up. This seemed similar to the Windows Firewall issue I worked on the other day (#38879), so I disabled the Windows Firewall on her computer and then tried reenabling DHCP. It connected correctly after that, and I was able to reenable the Windows Firewall afterwards. We rebooted again to make sure it would still connect on a fresh boot, and it did. Kim will let us know if there are any other issues, but so far everyone else is working fine.

07/25/2024 7:36 AM UTC-04/ Ray Fulk - I checked the DHCP leases again to make sure clients are still connecting properly, and also pinged the copiers from BDE-DC2 again. I will keep an eye out for any calls/emails from Kim on this ticket.

07/24/2024 8:02 PM UTC-04/ Ray Fulk - Kim,

I checked up on the DHCP client list, and confirmed that all of the powered-on computers are obtaining addresses from the firewall now. I also confirmed I can still ping the copiers from BDE-DC2.

Thank you,
Ray Fulk

Notes
I checked on the DHCP leases again and confirmed that all of the online computers are obtaining addresses from the firewall. I logged back into BDE-DC2 and confirmed I can still reach the copiers at 192.168.0.5 and 192.168.0.6.

07/24/2024 4:19 PM UTC-04/ Ray Fulk - I went into Automate and put this client into maintenance mode. I then logged into BDE-DC2 and took a screenshot of the existing DHCP leases:

I then logged into the firewall and input the DHCP configuration, but didn't save/activate it yet. I called Kim at 4:30 and confirmed I was going to start making the changes. I pushed the changes through on the firewall, then stopped and disabled the DHCP Server service on BDE-DC2. I called Kim back and let her know, and asked if there was a workstation I could test on. She said I could connect to her computer DESKTOP-2SLFM1E. I logged in and manually released and renewed the IP address, and confirmed it registered with the DHCP server on the firewall and that my ScreenConnect session came back up momentarily. I ran "ipconfig /all" to confirm the DHCP server is the firewall.
I logged into BDE-SYNC and manually released/renewed the IP addresses there to make sure it pulled the correct reserved address. SAGEBRUSH has a static IP, so I didn't change anything there. I used Automate to renew the IPs for BDE-20133 and BDEINVENTORY in order to test out a few more devices. I also saw that the FEDEX client automatically renewed its lease.
Since the timeout for these leases is three hours, I will check again at 8pm tonight to ensure that all of the other online devices pick up new leases from the firewall. I made a note of the devices that are currently online in Automate.

07/24/2024 12:05 PM UTC-04/ Yes, today is still good. Kim Davis Information and Technology Coordinator 1401 Hopeman Parkway, Waynesboro VA 22980 Office: 800-671-7300 Direct Dial: 540-941-5968 Mobile Phone: 540-471-2852 kdavis@ba
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Yes, today is still good.

Kim Davis
Information and Technology Coordinator

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Office: 800-671-7300
Direct Dial: 540-941-5968
Mobile Phone: 540-471-2852
kdavis@bankdesign.net

07/24/2024 10:59 AM UTC-04/ Ray Fulk - Kim,

Good morning, I am following up to make sure we are still slated to cut over the DHCP service to the firewall this afternoon at 4:30 pm.

Thank you,
Ray Fulk

Notes
I checked and confirmed that BDE-DC2 has a static IP address, then went through and noted all of the DHCP configuration details so that I can quickly set this up in the firewall this afternoon. I checked to make sure the VM host can ping 192.168.0.1. I will follow up with Kim to make sure are still set to cut this over this afternoon.

07/18/2024 1:09 PM UTC-04/ Ray Fulk - Kim,

I will mark this down on my calendar for Wednesday at 4:30pm.

Thank you,
Ray Fulk

07/18/2024 12:22 PM UTC-04/ OK. Let's do Wednesday Afternoon. Thanks, Kim Davis Information and Technology Coordinator 1401 Hopeman Parkway, Waynesboro VA 22980 Office: 800-671-7300 Direct Dial: 540-941-5968 Mobile Phone: 540-47
Caution! This message was sent from outside your organization. Block sender | Report

sophospsmartbannerend

OK. Let's do Wednesday Afternoon.

Thanks,

Kim Davis
Information and Technology Coordinator

[cid:image001.png@01D8A681.41AC6A00]

1401 Hopeman Parkway, Waynesboro VA 22980
Office: 800-671-7300
Direct Dial: 540-941-5968
Mobile Phone: 540-471-2852
kdavis@bankdesign.net

07/18/2024 9:40 AM UTC-04/ Ray Fulk - Kim,

If you would prefer to wait until the backup project is complete, that should be fine as well, or I could do it Wednesday afternoon. I plan on disabling the DHCP service on the domain controller, so that if necessary we can start it back up if DHCP fails to work on the firewall. I plan on setting static IP addresses on the servers, but if the printers fail to obtain IP addresses from DHCP on the firewall, that would interfere with printing until we get that fixed.

Thank you,
Ray Fulk

07/18/2024 9:18 AM UTC-04/ I was really wondering about whether it was wise to wait until the backups were done before we make this kind of change. Our system is notorious for things that should be simple end up crashing other
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sophospsmartbannerend

I was really wondering about whether it was wise to wait until the backups were done before we make this kind of change. Our system is notorious for things that should be simple end up crashing other unexpected things. Will you make this "easily reversible", so if we run into problems you can just flip it back?

We can do this Monday @ 4:30 - BUT
I won't be in the office Tuesday morning if there are problems when people start logging in and trying to work – so you all would need to be ready.

Or We could do this Wednesday @ 4:30.

Will the copiers/printers still be working? Any problems connecting to Sage or the "O" Drive? Any problems with ability to remote in?

Kim Davis
Information and Technology Coordinator

[cid:image001.png@01D8A681.41AC6A00]

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kdavis@bankdesign.net

07/18/2024 8:37 AM UTC-04/ Ray Fulk - Kim,

Since Will confirmed that this won't interfere with his project, would you like to set this up for early next week, such as Monday or Tuesday?

Thank you,
Ray Fulk

07/17/2024 4:46 PM UTC-04/ William McCauley - Kim,

These changes will not affect the work I will be doing.

Thank you

[A close up of a sign Description automatically generated]Will McCauley
Project Implementation Specialist

P:804-459-8452
E:wmccauley@proactive-info.com
W:www.proactive-info.com

P.O. Box 310
Rockville, VA 23146

[signature_374555352] [signature_1781755433]

[image]Your opinion matters! Leave us Google review!

From: Kim Davis <kdavis@bankdesign.net>
Sent: Wednesday, July 17, 2024 3:58 PM
To: PIM Helpdesk <helpdesk@proactive-info.com>
Cc: Will McCauley <wmccauley@proactive-info.com>
Subject: RE: Ticket#38323/BDE001/Move DHCP server from DC to Firewall -- has been updated

Ray, Will McCauley is setting up new Veam Backup Services and will be onsite here on Thursday July 25th. Please talk with him about whether or not to make the changes before or after that installation

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sophospsmartbannerend

Ray, Will McCauley is setting up new Veam Backup Services and will be onsite here on Thursday July 25th. Please talk with him about whether or not to make the changes before or after that installation.

For us, if the change is not expected to take long. We close at 4:30 pmand I can ask everyone to log off at that time. So then we you could possibly finish your part and we could test a few devices before 5:00 pm – on any day of the week – wouldn't want to do it on a Friday.

Kim Davis
Information and Technology Coordinator

[image]

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Mobile Phone: 540-471-2852
kdavis@bankdesign.net

07/17/2024 3:58 PM UTC-04/ Ray, Will McCauley is setting up new Veam Backup Services and will be onsite here on Thursday July 25th. Please talk with him about whether or not to make the changes before or after that installation
Caution! This message was sent from outside your organization. Block sender

sophospsmartbannerend

Ray, Will McCauley is setting up new Veam Backup Services and will be onsite here on Thursday July 25th. Please talk with him about whether or not to make the changes before or after that installation.

For us, if the change is not expected to take long. We close at 4:30 pmand I can ask everyone to log off at that time. So then we you could possibly finish your part and we could test a few devices before 5:00 pm – on any day of the week – wouldn't want to do it on a Friday.

Kim Davis
Information and Technology Coordinator

[cid:image001.png@01D8A681.41AC6A00]

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kdavis@bankdesign.net

07/17/2024 3:14 PM UTC-04/ Ray Fulk - Kim,

Good afternoon, Javon had asked me to take a look into what it would take to move your DHCP services off of your domain controller and over to your firewall. It looks straightforward, so I would like to schedule a time after hours to change that over. Please let me know a time and date that works best for you.

Thank you,
Ray Fulk

07/16/2024 2:22 PM UTC-04/ Ray Fulk - I looked over the DHCP configuration on BDE-DC2 to see if there are any unusual settings. From what I see, it looks fairly standard: they have a pool of addresses from 192.168.0.19-100, a few exclusions from that pool, and 10 devices with static assignments. The lease timeout is 3 hours. I double checked the firewall and confirmed that I can replicate these settings there. I will reach out to get additional details about scheduling this.

06/20/2024 9:37 AM UTC-04/ Javon Harper - Researching how to move a DHCP server from Domain controller to Sophos Firewall
https://docs.sophos.com/nsg/sophos-firewall/19.0/Help/en-us/webhelp/onlinehelp/AdministratorHelp/Network/DHCP/NetworkConfigureDHCPServer/index.html#specify-the-dhcp-server-settings
Will ask Project team on issues that may occur and the process of migrating the dhcp server

06/18/2024 3:57 PM UTC-04/ Javon Harper - Move DHCP server from DC to Firewall

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Fulk, Ray	08/21/2024 [10:59 AM - 11:11 AM]	BD&E AIS	NC	Remote	Technician	0.20
Fulk, Ray	08/15/2024 [2:10 PM - 2:24 PM]	BD&E AIS	NC	Remote	Technician	0.23
Fulk, Ray	08/15/2024 [11:32 AM - 1:31 PM]	BD&E AIS	NC	Remote	Technician	1.98
Fulk, Ray	08/14/2024 [9:46 AM - 9:55 AM]	BD&E AIS	NC	Remote	Technician	0.15
Fulk, Ray	08/08/2024 [8:46 AM - 9:03 AM]	BD&E AIS	NC	Remote	Technician	0.28
Fulk, Ray	08/08/2024 [7:40 AM - 8:00 AM]	BD&E AIS	NC	Remote	Technician	0.33
Fulk, Ray	08/07/2024 [4:19 PM - 4:46 PM]	BD&E AIS	NC	Remote	Technician	0.45
Fulk, Ray	08/01/2024 [10:40 AM - 10:45 AM]	BD&E AIS	NC	Remote	Technician	0.08
Newman, Kyle	08/01/2024 [8:58 AM - 9:15 AM]	BD&E AIS	NC	Remote	Technician	0.28
Fulk, Ray	07/30/2024 [11:19 AM - 11:30 AM]	BD&E AIS	NC	Remote	Technician	0.18
Fulk, Ray	07/30/2024 [10:03 AM - 10:21 AM]	BD&E AIS	NC	Remote	Technician	0.30
Fulk, Ray	07/30/2024 [9:00 AM - 9:19 AM]	BD&E AIS	NC	Remote	Technician	0.32
Newman, Kyle	07/30/2024 [7:53 AM - 8:10 AM]	BD&E AIS	NC	Remote	Technician	0.28
Fulk, Ray	07/29/2024 [8:27 AM - 8:43 AM]	BD&E AIS	NC	Remote	Technician	0.27

Fulk, Ray	07/29/2024 [7:54 AM - 8:05 AM]	BD&E AIS	NC	Remote	Technician	0.18
Fulk, Ray	07/28/2024 [9:52 AM - 10:26 AM]	BD&E AIS	NC	Remote	Technician	0.57
Fulk, Ray	07/25/2024 [7:59 AM - 8:41 AM]	BD&E AIS	NC	Remote	Technician	0.70
Fulk, Ray	07/25/2024 [7:36 AM - 7:44 AM]	BD&E AIS	NC	Remote	Technician	0.13
Fulk, Ray	07/24/2024 [8:02 PM - 8:23 PM]	BD&E AIS	NC	Remote	Technician	0.35
Fulk, Ray	07/24/2024 [4:19 PM - 5:00 PM]	BD&E AIS	NC	Remote	Technician	0.68
Fulk, Ray	07/24/2024 [10:59 AM - 11:29 AM]	BD&E AIS	NC	Remote	Technician	0.50
Fulk, Ray	07/16/2024 [2:22 PM - 2:34 PM]	BD&E AIS	NC	Remote	Technician	0.20
Harper, Javon	06/20/2024 [9:37 AM - 9:54 AM]	BD&E AIS	NC	Remote	Technician	0.12

Ticket# 39654
09/06/2024
by Angela Davis

Sage Update
Bank Design & Equipment
Carrie Turner
5409433150
cvturner@bankdesign.net

Headquarter
Support

Status: >>Closed
Type: Remote Support
Location: Remote
Source: Internal
Priority 3 - Medium
Team: Tier 1

09/12/2024
Closed By: Joey Musaitef

Discussion: 09/10/2024 10:10 AM UTC-04/ Dalton Boothe - Kim,

No problem at all! Hope you all have a great one.

Thanks,
Dalton Boothe

09/10/2024 9:57 AM UTC-04/ No, that's all on this one. Thanks. Kim Davis Information and Technology Coordinator 1401 Hopeman Parkway, Waynesboro VA 22980 Office: 800-671-7300 Direct Dial: 540-941-5968 Mobile Phone: 540-471-2852
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No, that's all on this one. Thanks.

Kim Davis
Information and Technology Coordinator

[cid:image001.png@01D8A681.41AC6A00]

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Office: 800-671-7300
Direct Dial: 540-941-5968
Mobile Phone: 540-471-2852
kdavis@bankdesign.net

09/10/2024 9:54 AM UTC-04/ Dalton Boothe - Kim,

Gotcha! I appreciate that update. In that case, is there anything else we can assist with regarding this ticket?

Thanks,
Dalton Boothe

09/09/2024 8:34 AM UTC-04/ Dalton Boothe - Kim,

Gotcha! I appreciate that update. In that case, is there anything else we can assist with regarding this ticket?

Thanks,
Dalton Boothe

09/09/2024 8:33 AM UTC-04/ Usually We use our Sage Consultant for Sage Updates. Kim Davis Information and Technology Coordinator 1401 Hopeman Parkway, Waynesboro VA 22980 Office: 800-671-7300 Direct Dial: 540-941-5968 Mobile Ph
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sophospsmartbannerend

Usually We use our Sage Consultant for Sage Updates.

Kim Davis
Information and Technology Coordinator

[cid:image001.png@01D8A681.41AC6A00]

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kdavis@bankdesign.net

09/09/2024 8:23 AM UTC-04/ Dalton Boothe - Kim,

Good morning! I left a voicemail last week looking for some more info on this ticket. There was some confusion on if we handled Sage updates or if that was your realm. Please let me know!

Thanks,
Dalton Boothe

09/06/2024 11:34 AM UTC-04/ Dalton Boothe - Carrie was unsure if we should update or Kim
Reached out to Kim
Left name and number in VM

09/06/2024 9:11 AM UTC-04/ Angela Davis - Sage Update - Client is requesting help with install of latest update for Sage 24.1 please reach out to Carri Turner

Internal: 09/10/2024 4:57 PM UTC-04/ Cari Grafton - Updated / DBoothe / Hey Dalton, I can't follow this ticket, I assume there was a phone discussion. Was the update installed?

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Boothe, Dalton	09/06/2024 [11:34 AM - 11:43 AM]	BD&E AIS	NC	Remote	Technician	0.15

Ticket# 39657
09/06/2024

We need to have all the PIM Network tools removed from GREG-PC. Also Can Place sbright@bankdesign.n
Bank Design & Equipment
Kiirk Fox
5409433150
kfox@bankdesign.net

Headquarter Support

Status: >>Closed
Type: Remote Support
Location: Remote
Source: Portal
Priority 3 - Medium
Team: Tier 1

09/10/2024
Closed By: Andrew Blais

Discussion: 09/06/2024 1:24 PM UTC-04/ Dalton Boothe - Kiirk,

Got the user added to the requested groups, please let us know if there are any further issues!

Thanks,
Dalton Boothe

Notes
Added user to groups in AD

09/06/2024 11:30 AM UTC-04/ Dalton Boothe - Kiirk,

I removed the tools from GREG-PC in ticket #39539. I will add that user to the requested groups.

Thanks,
Dalton Boothe

09/06/2024 10:33 AM UTC-04/ We need to have all the PIM Network tools removed from GREG-PC. Also Can Place sbright@bankdesign.net on the Neworders and New Proposals Group.

When did you notice the problem?
Friday, September 6, 2024 at 10:33 AM EDT

Is it preventing you from doing work?
No

Is anyone else experiencing the problem?
No

When is the best time to contact you?
Morning

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Boothe, Dalton	09/06/2024 [1:24 PM - 1:32 PM]	BD&E AIS	NC	Remote	Technician	0.13

Ticket# 39595
09/03/2024
by Brandon Walcott

Local Admin Access
Bank Design & Equipment
Brett Devier
5402563204
bdevier@bankdesign.net

Headquarter
Support

Status: >>Closed
Type: Remote Support
Location: Remote
Source: Call
Priority 3 - Medium
Team: Tier 1

09/10/2024
Closed By: Cari Grafton

Discussion: 09/03/2024 3:46 PM UTC-04/ Brandon Walcott - Local Admin Access

09/03/2024 3:46 PM UTC-04/ Brandon Walcott - Spoke with Brett in regards to elevating his local account to administrative access
Checked his local user account and found that it already has administrative permissions
Reset the password for the Brett-Service account
Showed Brett that the local account username needs to be inputted as .\Brett-Service for it to work
Brett tested downloading software he needed
Brett entered his new credentials
Download was successful
No further issues reported

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Walcott, Brandon	09/03/2024 [3:46 PM - 3:58 PM]	BD&E AIS	NC	Remote	Technician	0.20

Ticket# 39566
08/30/2024
by Brandon Walcott

Decommission Blue Ridge Tunnel
Bank Design & Equipment
Kim Davis
5409415968
kdavis@bankdesign.net

Headquarter
Support

Status: >>Closed
Type: Remote Support
Location: Remote
Source: Call
Priority 3 - Medium
Team: Tier 1

09/10/2024
Closed By: Andrew Blais

Discussion: 09/03/2024 8:53 AM UTC-04/ Brandon Walcott - Remoted into the DC
Navigated to the active directory and found BLUERIDGETUNNEL pc
Disabled the computer

08/30/2024 3:08 PM UTC-04/ Brandon Walcott - Kim confirmed that Sophos uninstalled successfully
Deleted the device from Sophos
Retired the device from Automate
Will disable the Computer from the AD on Tuesday in case they still need it on the Domain for the day

08/30/2024 2:51 PM UTC-04/ Brandon Walcott - Kim,

That's perfect; whenever you all are ready the device can be rebooted. I will take care of the rest of the tools from our side.

Thanks,
Brandon Walcott

08/30/2024 2:47 PM UTC-04/ Screen says uninstall successful.,please reboot Kim Davis Information and Technology Coordinator 1401 Hopeman Parkway, Waynesboro VA 22980 Office: 800-671-7300 Direct Dial: 540-941-5968 Mobile Phone:
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Screen says uninstall successful.,please reboot

Kim Davis
Information and Technology Coordinator
1401 Hopeman Parkway, Waynesboro VA 22980
Office: 800-671-7300
Direct Dial: 540-941-5968
Mobile Phone: 540-471-2852
kdavis@bankdesign.net

08/30/2024 2:30 PM UTC-04/ Brandon Walcott - Decommission Blue Ridge Tunnel

08/30/2024 2:29 PM UTC-04/ Brandon Walcott - Kim,

Due to offboarding our tools I am unable to verify that the uninstall has completed. When you get a chance, could you please check the device and let me know if Sophos successfully uninstalled. If it did then we can take care of the rest of the tools on the backend to have it fully offboarded.

Thanks,
Brandon Walcott

Notes
Called Kim
Confirmed that she wanted our tools offboarded from the BLUERIDGETUNNEL device
Logged into Sophos
Found the device
Disabled Tamper Protection
Remoted into the device
Began uninstalling Sophos
Connection to device dropped
Will email Kim asking to verify Sophos successfully uninstalled
If so, then I will Retire the device from Automate, Disable the computer in the AD, and remove it from Sophos

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Walcott, Brandon	09/03/2024 [8:53 AM - 8:59 AM]	BD&E AIS	NC	Remote	Technician	0.10
Walcott, Brandon	08/30/2024 [3:08 PM - 3:11 PM]	BD&E AIS	NC	Remote	Technician	0.05

Walcott, Brandon	08/30/2024 [2:29 PM - 2:44 PM]	BD&E AIS	NC	Remote	Technician	0.25

Ticket# 39484
08/28/2024
by Marissa Binck

Login Local SSO
Bank Design & Equipment
Jessica Aites
5409433150
jaites@bankdesign.net

Headquarter
Support

Status: >>Closed
Type: Remote Support
Location: Remote
Source: Email Connector
Priority 3 - Medium
Team: Tier 1

09/10/2024
Closed By: Andrew Blais

Discussion: 08/30/2024 8:07 AM UTC-04/ Dalton Boothe - Jessica,

Good morning! Just following up here, were you able to sign in using ".net"?

Thanks,
Dalton Boothe

08/29/2024 8:57 AM UTC-04/ Dalton Boothe - Jessica,

Good morning! Just following up here, were you able to sign in using ".net"?

Thanks,
Dalton Boothe

08/28/2024 2:50 PM UTC-04/ Dalton Boothe - Jessica,

My apologies, I am just now seeing this. The email should read "jaites@bankdesign.net" it appears you entered "jaites@bankdesign.com"

Thanks,
Dalton Boothe

08/28/2024 7:20 AM UTC-04/ ??? Sent from my iPhone
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sophospsmartbannerend
???
[Login Local SSO.jpeg]

Sent from my iPhone

Internal: 09/03/2024 8:38 AM UTC-04/ Dalton Boothe - Closing due to lack of response.

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs

Ticket# 39539
08/29/2024
by Dalton Boothe

Remove tools from PC
Bank Design & Equipment
Kim Davis
5409415968
kdavis@bankdesign.net

Headquarter
Support

Status: >>Closed
Type: Remote Support
Location: Remote
Source: Call
Priority 3 - Medium
Team: Tier 1

08/29/2024
Closed By: Cari Grafton

Discussion: 08/29/2024 2:07 PM UTC-04/ Dalton Boothe - Remove tools from PC

08/29/2024 2:07 PM UTC-04/ Dalton Boothe - Kim requested we remove our tools from GREG-PC
It did not have Automate
Remoted in using support link
Uninstalled Sophos
She requested we remove our local proactive account
She will call in if any issues
Marking complete

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Boothe, Dalton	08/29/2024 [2:07 PM - 2:33 PM]	BD&E AIS	NC	Remote	Technician	0.43

Ticket# 39485
08/28/2024
by Marissa Binck

Remote in issue
Bank Design & Equipment
Jessica Aites
5409433150
jaites@bankdesign.net

Headquarter
Support

Status: >>Closed
Type: Remote Support
Location: Remote
Source: Email Connector
Priority 3 - Medium
Team: Tier 1

08/28/2024
Closed By: Andrew Blais

Discussion: 08/28/2024 8:21 AM UTC-04/ Brandon Walcott - Spoke with Jessica to get details on her issue
Jessica is unable to remote into her office PC from her home device
Attempted to remote into her device, but MASON-DIXON was under the Retired devices
Restored the device, but will have to wait to be able to remote in through Automate
Used the remote support link to remote in instead
Jessica attempted to remote in with RDP session saved on Desktop
Gave the following error:
Remote Desktop can't connect to the remote computer for one of these reasons:
1) Remote access to the server is not enabled
2) The remote computer is turned off
3) The remote computer is not available on the network
Tried remoting into the PC with Automate
Remoted in successfully, but saw another profile was already logged on
Signed the other user out and had Jessica try again
Same error occurred
Checked her VPN
VPN was disconnected
Reconnected the VPN
Jessica tried remoting in, but stated she did not have permissions to remote into the computer
Logged into the computer and added her as an allowed user
Jessica successfully remoted in
Asked Jessica if it was the right computer
She stated that everything did not look the same as when she usually logs in
Tried a different computer that had jaites as the last logged in user
Jessica remoted into that computer successfully and stated that this was her correct office pc
Changed the IP address saved on the RDP Session from 192.168.0.54 to 192.168.0.29
No further issues reported

08/28/2024 7:49 AM UTC-04/ Sent from my iPhone
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[IMG_3744.jpg]

Sent from my iPhone

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Walcott, Brandon	08/28/2024 [8:21 AM - 9:03 AM]	BD&E AIS	NC	Remote	Technician	0.70

Ticket# 39473
08/27/2024
by Brandon Walcott

[Failed] Offsite Backup Copy\BDE-Backups (3 objects) 1 failed
Bank Design & Equipment
Kim Davis
5409415968
kdavis@bankdesign.net

Headquarter
Support

Status: >>Closed
Type: Alerts
Location: Remote
Source: Email Connector
Do Not Respond
Team: Tier 1

09/09/2024
Closed By: Joey Musaitef

Discussion: 08/27/2024 1:21 PM UTC-04/ Brandon Walcott - Error: The process cannot access the file because it is being used by another process. Failed to open file RelativePath:\Offsite Backup Copy \BDE-Backups\SagebrushD2024-08-26T210427_DD4B.vib in readonly mode (without cache). File 'RelativePath:\Offsite Backup Copy\BDE-Backups\SagebrushD2024-08-26T210427_DD4B.vib' locked by 0 processes: Failed to open storage for read access. Storage: SagebrushD2024-08-26T210427_DD4B.vib. Agent failed to process method {Stg.EnumKeySets}.
Processing finished with errors at 8/27/2024 1:14:24 AM
Session with ID "9aa7e857-0b53-4273-9ee7-017b88427350" is not started yet.

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs

Ticket# 39439
08/23/2024
by Marissa Binck

Email Account swap needed Monday Morning August 26th
Bank Design & Equipment
Kim Davis
5409415968
kdavis@bankdesign.net

Headquarter
Support

Status: >>Closed
Type: Remote Support
Location: Remote
Source: Email Connector
Do Not Respond
Team: Tier 1

09/12/2024
Closed By: Joey Musaitef

Discussion: 08/26/2024 8:26 AM UTC-04/ Brandon Walcott - Logged into the administrative email portal
Removed the license and blocked sign in for David MoneyPenny email account
Created email account for Chris Sargent (csargent@bankdesign.net)
Added Exchange Online license to Chris's email account
Set temp password on his email account and saved changes
Logged into the DC and accessed the Active Directory
Created AD account for Chris Sargent
Added Chris to be a member of the same groups as David
Also, placed Chris in the same container as David
Did not disable David's AD account as the request did not specify to do so
Will reach out to BDE and let them know the request has been done and to help get Chris Sargent set up

08/23/2024 3:07 PM UTC-04/ In our Legacy Email Account system, On Monday morning, Please replace David MoneyPenny's email account – dmoneypenny@bankdesign.net With an email account for Chris Sargent – csargent@bankdesign.net As
Caution! This message was sent from outside your organization. Block sender | Report

sophospsmartbannerend

In our Legacy Email Account system, On Monday morning,

Please replace David MoneyPenny's email account –dmoneypenny@bankdesign.net
With an email account for Chris Sargent –csargent@bankdesign.net
As of Monday Morning, Moneypenny will no longer need an email account with us, but Chris will.

Please give Chris the same permissions, groups, etc. as David Moneypenny.
Please place in same Active Directory Folders, etc. as David Moneypenny.
Please make sure the email address can send and receive emails internal and external.

Billing-wise, this should be a swap on our old email account that was through EN, not a new email address billed on your email system. Whoever is working on this, please talk with Angela or Will or myself – if you don't understand this. We have pre-paid a certain number of licenses through the end of the year on the old system and don't want to be double billed.

Kim Davis
Information and Technology Coordinator

[cid:image001.png@01D8A681.41AC6A00]

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Direct Dial: 540-941-5968
Mobile Phone: 540-471-2852
kdavis@bankdesign.net

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Walcott, Brandon	08/26/2024 [8:26 AM - 8:49 AM]	BD&E AIS	NC	Remote	Technician	0.38

Ticket# 39269
08/14/2024
by Ray Fulk

Failed Logon Alerts from EASTSIDE340
Bank Design & Equipment
Kim Davis
5409415968
kdavis@bankdesign.net

Headquarter
Support

Status: >>Closed
Type: Remote Support
Location: Remote
Source: Internal
Priority - Planned
Team: Tier 1

08/23/2024
Closed By: Andrew Blais

Discussion: 08/23/2024 5:00 PM UTC-04/ Ray Fulk - I kept this open in case there were any further questions, so I will close the ticket now.

08/21/2024 3:47 PM UTC-04/ Are you in? I didn’t enter ip address yet. Kim Davis Information and Technology Coordinator 1401 Hopeman Parkway, Waynesboro VA 22980 Office: 800-671-7300 Direct Dial: 540-941-5968 Mobile Phone: 540-4
Caution! This message was sent from outside your organization. Block sender | Report

sophospsmartbannerend

Are you in? I didn’t enter ip address yet.

Kim Davis
Information and Technology Coordinator
1401 Hopeman Parkway, Waynesboro VA 22980
Office: 800-671-7300
Direct Dial: 540-941-5968
Mobile Phone: 540-471-2852
kdavis@bankdesign.net

08/21/2024 3:45 PM UTC-04/ Ray Fulk - Kim,

I finished checking on EASTSIDE340, and I don't see any evidence that this SMB connection is anything malicious. File and Printer sharing is enabled on the computer, and I believe that is causing this computer to periodically reach out to the only server on the network it knows of (the DC, since it is a DNS server). However, since this isn't on the domain, it tries to connect using the local computer credentials.

Thank you,
Ray Fulk

Notes
I worked with Kim to get reconnected to EASTSIDE340, then reviewed the SMBClient event logs, but they did not indicate what process is initiating the SMB connection. I ran Wireshark again, and found that the process ID is 65279, though I don't see that listed in Task Manager. From research, it looks like that is the default PID for SMB traffic. I ran Process Explorer using the following guide to filter for SMB events: https://xkln.net/blog/determining-which-process-is-making-smb-requests-on-windows/. That didn't catch anything, so I filtered for just PID 65279, but that also didn't find anything. I tried filtering just the IRP_MJ_CREATE operation, and it still didn't show any processes when Wireshark indicates a connection is trying to be established.
I did some further digging on this device, and saw that File and Printer sharing was enabled in Windows Firewall and on the NIC. I believe that sends out periodic SMB packets to other devices on the LAN, and since the only device this the DC (as a DNS server), that is why it is trying to establish a connection.

08/21/2024 3:40 PM UTC-04/ I’ll head back there now. Give me about 5 minutes. Kim Davis Information and Technology Coordinator 1401 Hopeman Parkway, Waynesboro VA 22980 Office: 800-671-7300 Direct Dial: 540-941-5968 Mobile Phon
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sophospsmartbannerend

I’ll head back there now. Give me about 5 minutes.

Kim Davis
Information and Technology Coordinator

[cid:image001.png@01D8A681.41AC6A00]

1401 Hopeman Parkway, Waynesboro VA 22980
Office: 800-671-7300
Direct Dial: 540-941-5968
Mobile Phone: 540-471-2852
kdavis@bankdesign.net

08/21/2024 3:35 PM UTC-04/ Ray Fulk - Kim,

Good afternoon, I wanted to follow up and see if we could take a few minutes for me to remote back into EASTSIDE340 to take another look at the SMB logon requests it keeps sending. If so, you should be able to go to https://pim.hostedrmm.com:8040/ on that computer and enter code 73726. I believe Dennis bookmarked that URL in the default browser when we were logged in the other day.

Thank you,
Ray Fulk

08/20/2024 10:44 AM UTC-04/ We can try again tomorrow. Kim Davis Information and Technology Coordinator 1401 Hopeman Parkway, Waynesboro VA 22980 Office: 800-671-7300 Direct Dial: 540-941-5968 Mobile Phone: 540-471-2852 kdavis@b
Caution! This message was sent from outside your organization. Block sender | Report

sophospsmartbannerend

We can try again tomorrow.

Kim Davis
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kdavis@bankdesign.net

08/20/2024 8:12 AM UTC-04/ Ray Fulk - Kim,

Good morning, I am still working with Sophos support on the DHCP server ticket. In the meantime, I wanted to see if I could schedule another remote session on this EASTSIDE340 computer, in order to further troubleshoot the SMB connection it is trying to establish with the domain controller.

Thank you,
Ray Fulk

08/16/2024 3:30 PM UTC-04/ Ray Fulk - I reviewed the SMBServer event logs on the DC and confirmed that this computer is trying and failing to connect via SMBv2. However, it doesn't indicate what the computer was trying to connect to. I may be able to gather more information by reviewing the SMBClient event logs on the computer itself.

08/15/2024 1:30 PM UTC-04/ Ray Fulk - While we were troubleshooting DHCP earlier, I had a few minutes to run Wireshark and confirm that something on this computer is trying to establish a SMBv2 connection to the DC using its local admin credentials, but I didn't have enough time to determine what might be causing it. I will need to work with Kim to establish another ScreenConnect session in order to troubleshoot further, but based on what I'm seeing, I don't think it is malicious. It only attempts to connect every few minutes, and uses the same account each time, so I suspect this SMB connection may be a holdover from when this computer was on the domain.

08/15/2024 11:09 AM UTC-04/ Ray Fulk - I worked with Dennis and Kim to find this computer. It's a Windows 10 machine that they only occasionally use with a modem to access certain devices. I started a ScreenConnect session, and took a look around. The local event log shows the last failed logon on 8/9 at 1:26 pm, but the DC shows a failed attempt in the last few minutes. I don't see any network devices that it could be trying to connect to, and this computer is not on the domain. We found a few old RMM tools from previous IT vendors, so I removed those. I don't see any services or scheduled tasks that are using the local admin account. I noted the source port in the event entry on the DC, and tried to use netstat to find that port, but it isn't in use when I check. I may need to take a closer look at this in a bit.

08/14/2024 3:32 PM UTC-04/ Appreciate the heads-up. I'm talking with Marvin to see what he knows about it. Kim Davis Information and Technology Coordinator 1401 Hopeman Parkway, Waynesboro VA 22980 Office: 800-671-7300 Direct D
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sophospsmartbannerend

Appreciate the heads-up. I'm talking with Marvin to see what he knows about it.

Kim Davis
Information and Technology Coordinator

[cid:image001.png@01D8A681.41AC6A00]

1401 Hopeman Parkway, Waynesboro VA 22980
Office: 800-671-7300
Direct Dial: 540-941-5968
Mobile Phone: 540-471-2852
kdavis@bankdesign.net

08/14/2024 1:03 PM UTC-04/ Ray Fulk - Kim,

From the event logs, it only shows that someone was trying to log in using the administrator account on that computer.

Thank you,
Ray Fulk

08/14/2024 12:35 PM UTC-04/ I don’t know of a computer with that name. Are you able to determine who was trying to login? Kim Davis Information and Technology Coordinator 1401 Hopeman Parkway, Waynesboro VA 22980 Office: 800-671
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sophospsmartbannerend

I don’t know of a computer with that name.
Are you able to determine who was trying to login?

Kim Davis
Information and Technology Coordinator

[cid:image001.png@01D8A681.41AC6A00]

1401 Hopeman Parkway, Waynesboro VA 22980
Office: 800-671-7300
Direct Dial: 540-941-5968
Mobile Phone: 540-471-2852
kdavis@bankdesign.net

08/14/2024 10:10 AM UTC-04/ Ray Fulk - Kim,

Good morning, in the security event logs on BDE-DC2, I noticed a large number of failed logon events for the local administrator account on EASTSIDE340. I don't see that computer in Automate or Sophos, so I wasn't able to check on it further, but I wanted to reach out to you about it to determine if we need to install our tools on this computer and if you would like to start a remote session on that computer for me to check on the failed logon alerts.

Thank you,
Ray Fulk

08/14/2024 10:07 AM UTC-04/ Ray Fulk - In Automate, I saw a large number of failed logon events in BDE-DC2 for the local Administrator account on the computer EASTSIDE340. However, I do not see that computer in Automate or Sophos. I will reach out to Kim to ask about that.

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Fulk, Ray	08/21/2024 [3:45 PM - 4:37 PM]	BD&E AIS	NC	Remote	Technician	0.87
Fulk, Ray	08/16/2024 [3:30 PM - 3:44 PM]	BD&E AIS	NC	Remote	Technician	0.23
Fulk, Ray	08/15/2024 [1:30 PM - 1:41 PM]	BD&E AIS	NC	Remote	Technician	0.18
Fulk, Ray	08/15/2024 [11:09 AM - 11:33 AM]	BD&E AIS	NC	Remote	Technician	0.40

Ticket# 38605
07/08/2024
by Kyle Newman

Review and adjust M365 Login Security Policies
Bank Design & Equipment
Tom Bright
18006717300
tbright@bankdesign.net

Headquarter Support

Status: >>Closed
Type: Remote Support
Location: Remote
Source: Internal
Do Not Respond
Team: Tier 1

08/22/2024
Closed By: Andrew Blais

Discussion: 08/22/2024 8:42 AM UTC-04/ Kyle Newman - Closing ticket due to inactivity.

08/13/2024 1:41 PM UTC-04/ Kyle Newman - Never received a response from the last remaining users. Updated Kim that I was going to send one last round of email communications and that if they didnt respond I would have to close the ticket due to inactivity.

Sent another round.

08/01/2024 1:39 PM UTC-04/ Kyle Newman - Sent out email reminders to get there password changed.

07/30/2024 9:08 AM UTC-04/ Kyle Newman - Sent out a new round of emails to the remaining identified users.

07/26/2024 3:39 PM UTC-04/ Kyle Newman - notes

07/26/2024 3:16 PM UTC-04/ Kyle Newman - Tony called me and said he attempted to use the temp password and is locked out. I informed him that I had not reset it yet because he never confirmed with me that he recieved it. I went a head and reset it and told him to wait a minute until it unlocks his account.

07/26/2024 1:52 PM UTC-04/ Kyle Newman - Tony requested his temp. I sent him one and asked that he confirm her received it then I would reset it. He never confirmed.

07/25/2024 9:04 AM UTC-04/ Kyle Newman - Sent out new email communications to the next batch of users.

Also sent out email communication to those that have not responded yet that where already notified.

07/24/2024 9:48 AM UTC-04/ Kyle Newman - Did a remote session with Herb to onboard our tools on his other system and get the password to sync.

Set it up in Automate and Sophos moved it to the do not encrypt policy as it wasn't supported. Setup the VPN client and connected but then realized this system was not joined to the domain. So I simply did hte CTRL ALT DEL and had him change his password to his local account to the new M365.

Had him test everything he wanted to test.

07/22/2024 3:37 PM UTC-04/ Kyle Newman - Worked with Herb Wilson to get his computer to sync with the password change to his computer.

Set him up a VPN user account but was unable to get it to sync. I found that the DNS servers for the connection where google and not the DC. I changed the VPN settings and then was able to get it working.

He wanted me to do his old computer but I informed him that I would need approval from Kim since it doesnt have our software on it and she informed me that he should be moving away from it. He said he would reach out to me tomorrow.

07/22/2024 3:05 PM UTC-04/ Kyle Newman - Also sent another round of emails out notifying the users that have not responded yet.

07/22/2024 2:59 PM UTC-04/ Kyle Newman - Herb Wilson called and said his Windows password has not changed to his new and he was still using the old.

I took a look and it seems his computer is on a different network and is not communicating with the domain controller. I called him and informed him this is why it has not updated yet and to give me a call back.

07/19/2024 2:07 PM UTC-04/ Kyle Newman - Herb called back having issues with his desktop. I walked him through setting out Outlook on that as well. Noticed it didn't have our tools on that system so we did it via TeamViewer. I brought that to the attention of Kim to see if we should install our tools on it.

07/19/2024 12:08 PM UTC-04/ Kyle Newman - Herb called in for assistance in resetting his password.

07/18/2024 7:09 PM UTC-04/ Kyle Newman - Kim reached out and wanted me to reset the password for Jeffrey Stires. She gave me the value for it. I reset it and informed her it was complete.

07/18/2024 10:15 AM UTC-04/ Kyle Newman - Jeffrey Stires reached out. I sent him his temp password. Waited a bit to see if he would need assistnace but have not heard back from him.

07/16/2024 10:51 AM UTC-04/ Kyle Newman - Jeff Micklege called in to have me walk him through the process.

We reset his password.

07/16/2024 8:51 AM UTC-04/ Kyle Newman - Resent email to users from yesterday as no one responded.

Updated Kim about response issue.

07/15/2024 11:16 AM UTC-04/ Kyle Newman - Charlie Abby called said his account was locked.

I reviewed his logs and didnt see anything suspicious. After a remote session and unlocking his account I had him try again and it said his password was incorrect. I had him type it but not enter it so I could see what he was inputting.

Viewing his password I noticed he was entering it wrong as this happen last week as well. He keeps putting a 01 at the end and I remember that its a year date. Once I pointed that out it clicked and he remembered and was able to enter the right password.

Seems 3 failed login attempts locked him out due to his incorrect password.

07/15/2024 8:38 AM UTC-04/ Kyle Newman - Sent another round of emails to end users for password rests.

Also sent a follow up from those who did not respond last week.

07/12/2024 11:38 AM UTC-04/ Kyle Newman - Huck called back said he wasnt able to get his email working after the change.

We did a teamviewer session and I wasnt able to find a problem. I sent and received a test message.

07/12/2024 9:12 AM UTC-04/ Kyle Newman - Chuck responded to the password change I sent him a temp but he never confirmed he recieved it.

07/11/2024 1:01 PM UTC-04/ Kyle Newman - Charlie Abbey called back and said he could not get into his account.

I asked him for his password and when he gave it to me I realized it was only 13 characters so It could not have been his new password. He then realized he had it wrong. I unlocked his account since it was locked due to 3 failed login attempts. Then had him enter the password and it worked.

07/11/2024 11:35 AM UTC-04/ Kyle Newman - Kim called and asked me to assit her with changing Chris Burns.

07/11/2024 10:18 AM UTC-04/ Kyle Newman - Took care of Brenda Kolls while I had her on the phone for a differant issue.

07/11/2024 8:45 AM UTC-04/ Kyle Newman - Had to assist Charlie Abbey in reseting his password to comply with the new policy.

07/10/2024 2:49 PM UTC-04/ Kyle Newman - Marvin Henderson called back and had issues now with his Windows login. I reset his Windows login to what we set his M365 too today and verified it worked.

07/10/2024 1:27 PM UTC-04/ Kyle Newman - Marvin responded and I sent him his temporary password then reset his acocunt.

He called me saying he never got the temp so we I had him just tell me what he wanted his password to be and we changed it to that. He confirmed he was able to get in.

07/10/2024 10:31 AM UTC-04/ Kyle Newman - Called Jacob back and got him straight.

07/10/2024 9:50 AM UTC-04/ Kyle Newman - Jacob responded so I sent him the temp password and reset his account.

He called and is now locked out. Ill have to call him back as I have a meeting to attend too.

07/10/2024 9:26 AM UTC-04/ Kyle Newman - Sent out emails to the next round of employees to reset passwords. Will work on it through the day as they respond.

07/09/2024 1:41 PM UTC-04/ Kyle Newman - Assiting with password resets for users that are having a hard time.

07/09/2024 1:30 PM UTC-04/ Kyle Newman - Worked with Corey to get is account re-enabled and to comply with new password policy.

07/09/2024 9:50 AM UTC-04/ Kyle Newman - Applied the new password policy to the domain and M365 settings. Did a password reset test on one of the employees with Kim.

We found that the AD check box, "User cannot change password" was preventing it from working but once unchecked it worked fine. We verified it immediately updated there Windows login as well as long as they where in the office and there workstation was communicating with the AD server.

I drafted up a email template to send to users to walk them through the password change. Kim sent me a list of users. I sent the email to the user.

One user responded and has completed the password rest no response from other so far.

07/09/2024 7:59 AM UTC-04/ Kyle Newman - Meeting with Kim to verify she could get back into everything this morning after a password reset.

We also confirmed that the reset did sync down to local AD. Next step is to enforce the new password policy and test another reset on a user before deploying to the company.

07/08/2024 3:30 PM UTC-04/ Kyle Newman - Did a zoom call to test out password rest options and if sync is properly setup two-way.

We reset Kims password it let her do it in M365. We where waiting to see if it sync down to local AD. We will be checking back in the morning.

07/08/2024 1:28 PM UTC-04/ Kyle Newman - Two users called having issues.

One user was stuck in a login loop. After trying multiple things to resolve it what eventually did it was temporary adding them to the exclusion list to the 2FA policy and resetting all there MFA methods to have setup from scratch.

Once completed It seem to stop the loop. I re-added them and it still was working fine. The other user didnt have any issues seemed to be user error.

07/08/2024 11:26 AM UTC-04/ Kyle Newman - Had a meeting with the client to review policy recommendations before enforcing.

We discussed enforcing Microsoft Authentication app as the 2FA method and remove the phone text option. We also discussed enforcing US only geofencing.

The polices where approved so I applied them to the tenant and updated the client via email once complete with a image of what the end users should expect to see. Will wait there response for any issues.

We also reviewed the password policy's and confirmed that have 2-way sync. Cari is going to send a password policy recommendation and once approved we will apply that and work with the customer on re-setting users passwords to comply with the new policy.

07/08/2024 9:51 AM UTC-04/ Kyle Newman - This ticket is to record the time associated with tightening up there M365 login security policies.

Resolution: 07/15/2024 11:16 AM UTC-04/ Kyle Newman - Charlie Abby called said his account was locked.

I reviewed his logs and didnt see anything suspicious. After a remote session and unlocking his account I had him try again and it said his password was incorrect. I had him type it but not enter it so I could see what he was inputting.

Viewing his password I noticed he was entering it wrong as this happen last week as well. He keeps putting a 01 at the end and I remember that its a year date. Once I pointed that out it clicked and he remembered and was able to enter the right password.

Seems 3 failed login attempts locked him out due to his incorrect password.

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Newman, Kyle	08/22/2024 [8:42 AM - 8:42 AM]	BD&E AIS	NC	Remote	Technician	0.00
Newman, Kyle	08/13/2024 [1:41 PM - 1:49 PM]	BD&E AIS	NC	Remote	Technician	0.13
Newman, Kyle	08/01/2024 [1:39 PM - 1:41 PM]	BD&E AIS	NC	Remote	Technician	0.03

Newman, Kyle	07/30/2024 [9:08 AM - 9:24 AM]	BD&E AIS	NC	Remote	Technician	0.27
Newman, Kyle	07/26/2024 [3:39 PM - 3:46 PM]	BD&E AIS	NC	Remote	Technician	0.12
Newman, Kyle	07/26/2024 [3:16 PM - 3:23 PM]	BD&E AIS	NC	Remote	Technician	0.12
Newman, Kyle	07/26/2024 [1:52 PM - 2:00 PM]	BD&E AIS	NC	Remote	Technician	0.13
Newman, Kyle	07/25/2024 [9:04 AM - 9:14 AM]	BD&E AIS	NC	Remote	Technician	0.17
Newman, Kyle	07/24/2024 [9:48 AM - 10:31 AM]	BD&E AIS	NC	Remote	Technician	0.72
Newman, Kyle	07/22/2024 [3:37 PM - 4:08 PM]	BD&E AIS	NC	Remote	Technician	0.52
Newman, Kyle	07/22/2024 [3:05 PM - 3:08 PM]	BD&E AIS	NC	Remote	Technician	0.05
Newman, Kyle	07/22/2024 [2:59 PM - 3:05 PM]	BD&E AIS	NC	Remote	Technician	0.10
Newman, Kyle	07/19/2024 [2:07 PM - 2:21 PM]	BD&E AIS	NC	Remote	Technician	0.23
Newman, Kyle	07/19/2024 [12:08 PM - 12:14 PM]	BD&E AIS	NC	Remote	Technician	0.10
Newman, Kyle	07/18/2024 [7:09 PM - 7:11 PM]	BD&E AIS	NC	Remote	Technician	0.03
Newman, Kyle	07/18/2024 [10:15 AM - 10:35 AM]	BD&E AIS	NC	Remote	Technician	0.33
Newman, Kyle	07/16/2024 [10:51 AM - 11:00 AM]	BD&E AIS	NC	Remote	Technician	0.15
Newman, Kyle	07/16/2024 [8:51 AM - 8:55 AM]	BD&E AIS	NC	Remote	Technician	0.07
Newman, Kyle	07/15/2024 [11:16 AM - 11:28 AM]	BD&E AIS	NC	Remote	Technician	0.20
Newman, Kyle	07/15/2024 [8:38 AM - 8:50 AM]	BD&E AIS	NC	Remote	Technician	0.20
Newman, Kyle	07/12/2024 [11:38 AM - 12:00 PM]	BD&E AIS	NC	Remote	Technician	0.37
Newman, Kyle	07/12/2024 [9:12 AM - 9:30 AM]	BD&E AIS	NC	Remote	Technician	0.30
Newman, Kyle	07/11/2024 [1:01 PM - 1:07 PM]	BD&E AIS	NC	Remote	Technician	0.10
Newman, Kyle	07/11/2024 [11:35 AM - 11:42 AM]	BD&E AIS	NC	Remote	Technician	0.12
Newman, Kyle	07/11/2024 [10:18 AM - 10:26 AM]	BD&E AIS	NC	Remote	Technician	0.13
Newman, Kyle	07/11/2024 [8:45 AM - 9:13 AM]	BD&E AIS	NC	Remote	Technician	0.47
Newman, Kyle	07/10/2024 [2:49 PM - 2:53 PM]	BD&E AIS	NC	Remote	Technician	0.07
Newman, Kyle	07/10/2024 [1:27 PM - 1:42 PM]	BD&E AIS	NC	Remote	Technician	0.25
Newman, Kyle	07/10/2024 [10:31 AM - 10:35 AM]	BD&E AIS	NC	Remote	Technician	0.07
Newman, Kyle	07/10/2024 [9:50 AM - 10:01 AM]	BD&E AIS	NC	Remote	Technician	0.18
Newman, Kyle	07/10/2024 [9:26 AM - 9:36 AM]	BD&E AIS	NC	Remote	Technician	0.17
Newman, Kyle	07/09/2024 [1:41 PM - 3:52 PM]	BD&E AIS	NC	Remote	Technician	2.18
Newman, Kyle	07/09/2024 [1:30 PM - 1:40 PM]	BD&E AIS	NC	Remote	Technician	0.17
Newman, Kyle	07/09/2024 [9:50 AM - 1:07 PM]	BD&E AIS	NC	Remote	Technician	2.28
Newman, Kyle	07/09/2024 [7:59 AM - 8:15 AM]	BD&E AIS	NC	Remote	Technician	0.27
Newman, Kyle	07/08/2024 [3:30 PM - 4:00 PM]	BD&E AIS	NC	Remote	Technician	0.50
Newman, Kyle	07/08/2024 [1:28 PM - 2:30 PM]	BD&E AIS	NC	Remote	Technician	1.03
Newman, Kyle	07/08/2024 [11:26 AM - 1:01 PM]	BD&E AIS	NC	Remote	Technician	1.58

Ticket# 39374
08/21/2024
by William McCauley

Issues connecting to BDE-RAD wireless network - Jeff Micklege
Bank Design & Equipment
Jeff Micklege
5409433150
jmicklege@bankdesign.net

Headquarter
Support

Status: >>Closed
Type: Remote Support
Location: Remote
Source: Internal
Priority 3 - Medium
Team: Tier 1

08/26/2024
Closed By: Andrew Blais

Discussion: 08/21/2024 9:04 AM UTC-04/ William McCauley - logging into the network at the office unable to connect to BDE-RAD wifi network

08/21/2024 9:00 AM UTC-04/ William McCauley - Jeff called support he is having issues connecting to BDE-RAD wireless network (remote user)
ask Jeff some questions > PC is personal Mac book that is not connected to the domain
in order to connect to the BDE -RAD WiFi network the PC needs to be on the domain as it authenticates through a radius server
Jeff said we can put his PC on the domain
I sent Jeff a remote link > had issues controlling his PC at first had to find the setting to allow remote control access
Tried connecting to the domain > realized he was still on the hotspot
Had Jeff connect to BDE-Guest > unable to connect to the domain > guest network does not talk with the production > confirmed i could not ping the DC from the guest network
We need to hardwire his PC > his MAC does not have an Ethernet port and he does not have an adapter to connect his PC
sent Jeff an Ethernet adapter from Amazon > Jeff will order piece and get back with me to connect his PC to the domain

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
McCauley, William	08/21/2024 [9:00 AM - 9:45 AM]	BD&E AIS	NC	Remote	Technician	0.75

Ticket# 39307
08/16/2024
by Joanna Peterson

Sage server
Bank Design & Equipment
Jessica Aites
5409433150
jaites@bankdesign.net

Headquarter
Support

Status: >>Closed
Type: Remote Support
Location: Remote
Source: Call
Priority 3 - Medium
Team: Tier 1

08/16/2024
Closed By: Andrew Blais

Discussion: 08/16/2024 7:56 AM UTC-04/ Joanna Peterson - Sage server

08/16/2024 7:55 AM UTC-04/ Joanna Peterson - Jessica,

Glad we resolved your Sage issue, please call back in if you have any issues at all, have a great day!

Thanks,
Joanna Peterson

Notes
Can't access Sage
Rebooting her pc
If no luck, will stop and start services
Tested and she is in Sage now

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Peterson, Joanna	08/16/2024 [7:55 AM - 8:07 AM]	BD&E AIS	NC	Remote	Technician	0.20

Ticket# 39303
08/15/2024
by Dalton Boothe

Tech Tools is down
Bank Design & Equipment
Kim Davis
5409415968
kdavis@bankdesign.net

Headquarter
Support

Status: >>Closed
Type: Remote Support
Location: Remote
Source: Call
Priority 2 - High
Team: Tier 1

08/16/2024
Closed By: Andrew Blais

Discussion: 08/15/2024 2:07 PM UTC-04/ Dalton Boothe - Tech Tools is down

08/15/2024 2:06 PM UTC-04/ Dalton Boothe - Kim stated TechTools was down
Reached out to the team as they had work done on the firewall today
Ray was able to get it back up
It appeared the server lost internet
No further assistance requested
Marking complete

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Boothe, Dalton	08/15/2024 [2:06 PM - 2:23 PM]	BD&E AIS	NC	Remote	Technician	0.28

Ticket# 39219
08/12/2024
by Marissa Binck

add to distribution group
Bank Design & Equipment
Kim Davis
5409415968
kdavis@bankdesign.net

Headquarter
Support

Status: >>Closed
Type: Remote Support
Location: Remote
Source: Email Connector
Priority 3 - Medium
Team: Tier 1

08/14/2024
Closed By: Andrew Blais

Discussion: 08/13/2024 3:50 PM UTC-04/ Joanna Peterson - Kim,

Kirk should be good to go with this, I am closing this ticket and if you need anything else at all, please reach out. Have a good day!

Thanks,
Joanna Peterson

08/12/2024 9:50 AM UTC-04/ Joanna Peterson - Kim,

Disregard earlier message, I found what we needed. Kirk is in that group now. Can someone test?

Thanks,
Joanna Peterson

Notes
Added Krik

08/12/2024 9:33 AM UTC-04/ Joanna Peterson - Kim,

Hi Kim, I see in Active Directory the user monitoring, but I don't see that set up in Office365. Right now, who gets this email when it is sent to monitoring@bankdesign.net?

Thanks,
Joanna Peterson

08/12/2024 9:21 AM UTC-04/ Please add Kirk Fox kfox@bankdesign.net to the monitoring@bankdesign.net email group. I looked in Active Directory and couldn't add him there because monitoring is a "user" and not a "distribution gro
Caution! This message was sent from outside your organization. Block sender | Report

sophospsmartbannerend

Please add Kirk Fox kfox@bankdesign.net to the monitoring@bankdesign.net email group.
I looked in Active Directory and couldn't add him there because monitoring is a "user" and not a "distribution group".

So please add Kirk where-ever he's supposed to be added so he can also receive emails when an email is sent to monitoring@bankdesign.net

Thanks,

Kim Davis
Information and Technology Coordinator

[cid:image001.png@01D8A681.41AC6A00]

1401 Hopeman Parkway, Waynesboro VA 22980
Office: 800-671-7300
Direct Dial: 540-941-5968
Mobile Phone: 540-471-2852
kdavis@bankdesign.net

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Peterson, Joanna	08/13/2024 [3:50 PM - 3:52 PM]	BD&E AIS	NC	Remote	Technician	0.03
Peterson, Joanna	08/12/2024 [9:50 AM - 9:51 AM]	BD&E AIS	NC	Remote	Technician	0.02
Peterson, Joanna	08/12/2024 [9:33 AM - 9:46 AM]	BD&E AIS	NC	Remote	Technician	0.22

Ticket# 39209
08/09/2024
by Marissa Binck

FW: stop email forwarding
Bank Design & Equipment
Kim Davis
5409415968
kdavis@bankdesign.net

Headquarter
Support

Status: >>Closed
Type: Remote Support
Location: Remote
Source: Email Connector
Priority 3 - Medium
Team: Tier 1

08/12/2024
Closed By: Andrew Blais

Discussion: 08/12/2024 8:27 AM UTC-04/ Joanna Peterson - Kim,

Good morning. I am going to close this out, if Jeff has any questions or issues, we can just re-open it but he should be fine, thanks! Have a great day.

Thanks,
Joanna Peterson

08/09/2024 10:47 AM UTC-04/ Joanna Peterson - Kim,

Good morning. The forwarding is turned off now and his Out of Office message is no longer in use. Please let me know if you need anything else at all, I will leave this ticket open until Jeff can verify. Thank you, have a great day.

Thanks,
Joanna Peterson

Notes
Remove the forwarding and ooo message for designated user jmicklage
No ooo set
Removed forwarding

08/09/2024 10:45 AM UTC-04/ Please stop forwarding email on Jmicklege@bankdesign.net to cconner@bankdesign.net Please disable jmicklege out of office message too. He is back in the saddle again and needs to be able to send and r
Caution! This message was sent from outside your organization. Block sender | Report

sophospsmartbannerend

Please stop forwarding email onJmicklege@bankdesign.net to cconner@bankdesign.net
Please disable jmicklege out of office message too.
He is back in the saddle again and needs to be able to send and receive email on his own.

Jeff has been trying to send emails, some are being received, some are not.
One example is sending email tomroby@bankofclarke.com it looks like it's sent - no errors on his side.
Her IT people have confirmed email is not being blocked. It's left his sent box, but not gotten into the inbox.

Thanks,

Kim Davis
Information and Technology Coordinator

[cid:image001.png@01D8A681.41AC6A00]

1401 Hopeman Parkway, Waynesboro VA 22980
Office: 800-671-7300
Direct Dial: 540-941-5968
Mobile Phone: 540-471-2852
kdavis@bankdesign.net

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Peterson, Joanna	08/12/2024 [8:27 AM - 8:29 AM]	BD&E AIS	NC	Remote	Technician	0.03
Peterson, Joanna	08/09/2024 [10:47 AM - 10:55 AM]	BD&E AIS	NC	Remote	Technician	0.13

Ticket# 39169
08/07/2024
by Marissa Binck

FW: Sage Issue - domain issue
Bank Design & Equipment
Kim Davis
5409415968
kdavis@bankdesign.net

Headquarter
Support

Status: >>Closed
Type: Remote Support
Location: Remote
Source: Email Connector
Priority 3 - Medium
Team: Tier 1

08/09/2024
Closed By: Andrew Blais

Discussion: 08/09/2024 8:18 AM UTC-04/ Joanna Peterson - Kim,

Good morning, I hope Sage is still happy. I am going to close this ticket and if it acts up again, we can re open or start a new one, have a great day!

Thanks,
Joanna Peterson

08/08/2024 4:52 PM UTC-04/ Joanna Peterson - Kim,

Aside from all the DHCP issues, does Sage seem to be working today more consistently? Ray restarted those services yesterday. I will leave this open until tomorrow.

Thanks,
Joanna Peterson

08/07/2024 4:49 PM UTC-04/ Ray Fulk - While working on the DHCP ticket, I restarted the SQL Server (MSSQLSERVER) and SQL Server (SAGE100CON) services at Joanna's request. Kim confirmed that she was able to log back into sage, so we will see if Jessica is able to connect or not.

08/07/2024 12:19 PM UTC-04/ Joanna Peterson - Kim,

Yes, I will get this coordinated, thanks.

Thanks,
Joanna Peterson

08/07/2024 12:16 PM UTC-04/ I think we're scheduled for the DNS/Sophos change today at 4:30? So can this be done at that time? Kim Davis Information and Technology Coordinator 1401 Hopeman Parkway, Waynesboro VA 22980 Office: 80
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sophospsmartbannerend

I think we're scheduled for the DNS/Sophos change today at 4:30? So can this be done at that time?

Kim Davis
Information and Technology Coordinator

[cid:image001.png@01D8A681.41AC6A00]

1401 Hopeman Parkway, Waynesboro VA 22980
Office: 800-671-7300
Direct Dial: 540-941-5968
Mobile Phone: 540-471-2852
kdavis@bankdesign.net

08/07/2024 12:05 PM UTC-04/ Right now Seems to be just Jessica. She is back in Sage, but that's not the whole point. Evidently this has been happening off and on all week. Need to check on the part of the popup that says things
Caution! This message was sent from outside your organization. Block sender | Report

sophospsmartbannerend

Right now Seems to be just Jessica. She is back in Sage, but that's not the whole point. Evidently this has been happening off and on all week. Need to check on the part of the popup that says things like – not a trusted domain, doesn't work with integrated authentication. And she's already logged in and working and then it kicks her out.

Kim Davis
Information and Technology Coordinator

[cid:image001.png@01D8A681.41AC6A00]

1401 Hopeman Parkway, Waynesboro VA 22980
Office: 800-671-7300
Direct Dial: 540-941-5968
Mobile Phone: 540-471-2852
kdavis@bankdesign.net

08/07/2024 12:05 PM UTC-04/ Joanna Peterson - Kim,

Hi Kim, I'm glad she is back in. Since this is an ongoing issue, why don't I get on your server after hours, stop and start the necessary services. Let me know if I can do this, maybe after 7:00 tonight?

Thanks,
Joanna Peterson

Notes
Jessica is back in but Kim says ongoing issue

08/07/2024 11:53 AM UTC-04/ Joanna Peterson - Kim,

Hi Kim, as far as Jessica and Sagebrush, is it just her? Has she logged out and back in/reset her pc? I can stop and start the Saebrush service, that will be a short blip for all users, so let's make sure she has tried these other steps?

Thanks,
Joanna Peterson

08/07/2024 11:42 AM UTC-04/ See below screenshot – Jessica was in Sage already then kicked her out and she is unable to reconnect to Sage – concerning about "untrusted domain" She really needs to be in Sage and Stay in Sage. Kim
Caution! This message was sent from outside your organization. Block sender | Report

sophospsmartbannerend

See below screenshot – Jessica was in Sage already then kicked her out and she is unable to reconnect to Sage – concerning about "untrusted domain" She really needs to be in Sage and Stay in Sage. Kim
sophospsmartbannerend
Please See below screenshot – Jessica was in Sage already then kicked her out and she is unable to reconnect to Sage – concerning about "untrusted domain"

She really needs to be in Sage and Stay in Sage.

Kim Davis
Information and Technology Coordinator

[image]

1401 Hopeman Parkway, Waynesboro VA 22980
Office: 800-671-7300
Direct Dial: 540-941-5968
Mobile Phone: 540-471-2852
kdavis@bankdesign.net

From: Jessica Aites <jaites@bankdesign.net>
Sent: Wednesday, August 7, 2024 10:19 AM
To: Kim Davis <kdavis@bankdesign.net>
Subject: Sage Issue

Went to exit the screen by clicking the X in the upper right hand corner and this populated.

[image]

Jessica Aites
Logistics & Service Coordinator

[image]

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Peterson, Joanna	08/09/2024 [8:18 AM - 8:20 AM]	BD&E AIS	NC	Remote	Technician	0.03
Peterson, Joanna	08/08/2024 [4:52 PM - 4:56 PM]	BD&E AIS	NC	Remote	Technician	0.07
Peterson, Joanna	08/07/2024 [12:19 PM - 12:20 PM]	BD&E AIS	NC	Remote	Technician	0.02
Peterson, Joanna	08/07/2024 [12:05 PM - 12:08 PM]	BD&E AIS	NC	Remote	Technician	0.05
Peterson, Joanna	08/07/2024 [11:53 AM - 11:55 AM]	BD&E AIS	NC	Remote	Technician	0.03

Ticket# 39118
08/05/2024
by Dalton Boothe

Issues with internet connection
Bank Design & Equipment
Jeff Micklege
5409433150
jmicklege@bankdesign.net

Headquarter
Support

Status: >>Closed
Type: Remote Support
Location: Remote
Source: Call
Priority 3 - Medium
Team: Tier 1

08/07/2024
Closed By: Andrew Blais

Discussion: 08/06/2024 9:55 AM UTC-04/ Dalton Boothe - Kim,

I do not see any open tickets regarding Jeff's email. If you do not wish to proceed with the billable time for his device, I will go ahead and close this ticket.

Thanks,
Dalton Boothe

08/06/2024 9:52 AM UTC-04/ Not at this time. I sent in a different request concerning Jeff's email account – has that been taken care of yet? That needs to be done before/if you jump onto his computer. Kim Davis Information and
Caution! This message was sent from outside your organization. Block sender | Report

sophospsmartbannerend

Not at this time. I sent in a different request concerning Jeff's email account – has that been taken care of yet? That needs to be done before/if you jump onto his computer.

Kim Davis
Information and Technology Coordinator

[cid:image001.png@01D8A681.41AC6A00]

1401 Hopeman Parkway, Waynesboro VA 22980
Office: 800-671-7300
Direct Dial: 540-941-5968
Mobile Phone: 540-471-2852
kdavis@bankdesign.net

08/06/2024 9:15 AM UTC-04/ Dalton Boothe - Kim,

Good morning! I tried to reach out yesterday regarding Jeff's issues. Since this is a personal computer, the time will be billable during troubleshooting. Would you like me to proceed with looking into the issue?

Thanks,
Dalton Boothe

08/05/2024 1:29 PM UTC-04/ Dalton Boothe - Issues with internet connection

08/05/2024 1:28 PM UTC-04/ Dalton Boothe - Reached back out to Jeff
He stated the issues were occurring on a personal Mac
Attempted to walk Jeff through finding if it was domain joined
He was unable to find the options I read off
Attempted to reach out to Kim for further info/possible fixes
Left name and number in VM

Internal: 08/07/2024 8:34 AM UTC-04/ Dalton Boothe - Client does not wish to proceed at this time, marking complete.

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Boothe, Dalton	08/05/2024 [1:28 PM - 1:41 PM]	BD&E AIS	NC	Remote	Technician	0.22

Ticket# 38927
07/23/2024
by Joanna Peterson

Need email on his desktop
Bank Design & Equipment
Lee Manchester
9802931220
lmanchester@bankdesign.net

Headquarter
Support

Status: >>Closed
Type: Remote Support
Location: Remote
Source: Email Connector
Priority - Planned
Team: Tier 1

08/01/2024
Closed By: Andrew Blais

Discussion:

08/01/2024 8:58 AM UTC-04/ yes Lee Manchester President and CEO 1401 Hopeman Parkway, Waynesboro VA 22980 980.293.1220 (Cell) lmanchester@bankdesign.net From: Joanna Peterson Sent: Thursday, August 1, 2024 8:46 AM To: Lee Manc
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sophospsmartbannerend

yes

Lee Manchester
President and CEO
1401 Hopeman Parkway, Waynesboro VA 22980
980.293.1220 (Cell)
lmanchester@bankdesign.net

08/01/2024 8:58 AM UTC-04/ Joanna Peterson - Contacting Lee
He is using the Mail app

08/01/2024 8:42 AM UTC-04/ Joanna Peterson - Lee,

Good morning, are we still good for 9:00 am?

Thanks,
Joanna Peterson

07/31/2024 8:45 AM UTC-04/ Joanna Peterson - Lee,

9:00 am Thursday (tomorrow) is fine, talk to you then!

Thanks,
Joanna Peterson

07/30/2024 5:20 PM UTC-04/ Can you do 9 am? Lee Manchester President and CEO 1401 Hopeman Parkway, Waynesboro VA 22980 980.293.1220 (Cell) lmanchester@bankdesign.net From: Joanna Peterson Sent: Tuesday, July 30, 2024 4:25 PM T
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sophospsmartbannerend

Can you do 9 am?

Lee Manchester
President and CEO
1401 Hopeman Parkway, Waynesboro VA 22980
980.293.1220 (Cell)
lmanchester@bankdesign.net

07/30/2024 4:09 PM UTC-04/ Joanna Peterson - Lee,

Thursday is fine, you pick a time and I'll put it on my calendar!

Thanks,
Joanna Peterson

07/30/2024 4:08 PM UTC-04/ I think I'd like you to look at it. Can we try to do something on Thursday? Lee Manchester President and CEO 1401 Hopeman Parkway, Waynesboro VA 22980 980.293.1220 (Cell) lmanchester@bankdesign.net Fr
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sophospsmartbannerend

I think I'd like you to look at it. Can we try to do something on Thursday?

Lee Manchester
President and CEO
1401 Hopeman Parkway, Waynesboro VA 22980
980.293.1220 (Cell)
lmanchester@bankdesign.net

07/30/2024 3:35 PM UTC-04/ Joanna Peterson - Lee,

I'm circling back to see if your email is straight or do I still need to get on your pc?

Thanks,
Joanna Peterson

07/23/2024 1:23 PM UTC-04/ My day gets booked up...how about 2:15 PM. Lee Manchester President and CEO 1401 Hopeman Parkway, Waynesboro VA 22980 980.293.1220 (Cell) lmanchester@bankdesign.net From: Joanna Peterson Sent: Tuesda
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sophospsmartbannerend

My day gets booked up...how about 2:15 PM.

Lee Manchester
President and CEO
1401 Hopeman Parkway, Waynesboro VA 22980
980.293.1220 (Cell)
lmanchester@bankdesign.net

07/23/2024 1:23 PM UTC-04/ Joanna Peterson - Lee,

2:15 is fine. Just call when you are ready.

Thanks,
Joanna Peterson

07/23/2024 1:16 PM UTC-04/ Joanna Peterson - Lee,

So we aren't rushed, do you want to call me after your meeting? I am here all day until 5:00.

Thanks,
Joanna Peterson

07/23/2024 1:05 PM UTC-04/ Can we move this to now...I forgot I have a 1:30 pm call. Lee Manchester President and CEO 1401 Hopeman Parkway, Waynesboro VA 22980 980.293.1220 (Cell) lmanchester@bankdesign.net From: Joanna Peterso
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sophospsmartbannerend

Can we move this to now...I forgot I have a 1:30 pm call.

Lee Manchester
President and CEO
1401 Hopeman Parkway, Waynesboro VA 22980
980.293.1220 (Cell)
lmanchester@bankdesign.net

07/23/2024 12:59 PM UTC-04/ I will call you. Lee Manchester President and CEO 1401 Hopeman Parkway, Waynesboro VA 22980 980.293.1220 (Cell) lmanchester@bankdesign.net From: Joanna Peterson Sent: Tuesday, July 23, 2024 12:52 PM
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sophospsmartbannerend

I will call you.

Lee Manchester
President and CEO
1401 Hopeman Parkway, Waynesboro VA 22980
980.293.1220 (Cell)
lmanchester@bankdesign.net

07/23/2024 12:59 PM UTC-04/ Joanna Peterson - Lee,

Sure, sorry I missed your call, just call me back. I'll see what we can get done before 1:30

Thanks,
Joanna Peterson

07/23/2024 12:58 PM UTC-04/ IT person is out and I have no idea what the name of the PC is..... Lee Manchester President and CEO 1401 Hopeman Parkway, Waynesboro VA 22980 980.293.1220 (Cell) lmanchester@bankdesign.net From: Jo
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sophospsmartbannerend

IT person is out and I have no idea what the name of the PC is.....

Lee Manchester
President and CEO
1401 Hopeman Parkway, Waynesboro VA 22980
980.293.1220 (Cell)
lmanchester@bankdesign.net

07/23/2024 12:51 PM UTC-04/ Joanna Peterson - Lee,

I found your system, all good. I'll talk to you at 1:30, you can call me at 804-601-0907

Thanks,
Joanna Peterson

07/23/2024 12:48 PM UTC-04/ Joanna Peterson - Lee,

1:30 is perfect. Thanks! Can you get the name of your pc so I can remote in and help you out?

Thanks,
Joanna Peterson

07/23/2024 12:47 PM UTC-04/ How about at 1:30 EST? Lee Manchester President and CEO 1401 Hopeman Parkway, Waynesboro VA 22980 980.293.1220 (Cell) lmanchester@bankdesign.net From: Joanna Peterson Sent: Tuesday, July 23, 2024 11:
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sophospsmartbannerend

How about at 1:30 EST?

Lee Manchester
President and CEO
1401 Hopeman Parkway, Waynesboro VA 22980
980.293.1220 (Cell)
lmanchester@bankdesign.net

07/23/2024 11:45 AM UTC-04/ Joanna Peterson - Lee,

I am so sorry I missed the 11:00 am window, just got off the phone. Is there another time that works?

Thanks,
Joanna Peterson

07/23/2024 10:22 AM UTC-04/ I can do this any time before 11 am. What is the best way to get this started? Lee Manchester President and CEO 1401 Hopeman Parkway, Waynesboro VA 22980 980.293.1220 (Cell) lmanchester@bankdesign.net
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sophospsmartbannerend

I can do this any time before 11 am. What is the best way to get this started?

Lee Manchester
President and CEO
1401 Hopeman Parkway, Waynesboro VA 22980
980.293.1220 (Cell)
lmanchester@bankdesign.net

07/23/2024 9:48 AM UTC-04/ Joanna Peterson - Need email on his desktop

07/23/2024 9:47 AM UTC-04/ Joanna Peterson - Lee,

Hi Lee, I'm working on your ticket for your email questions, I saw the email thread with Kim, are you still having issues? If so, let me know a good time I could remote to your desktop and see what's going on. Thank you, have a good day.

Thanks,
Joanna Peterson

Notes
Will contact Lee to see what he needs as far as email goes - laptop and/or phone app

Internal: 08/01/2024 2:05 PM UTC-04/ Joanna Peterson - Worked on using MTX but no notes or communication were provided by jPeterson.

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Peterson, Joanna	08/01/2024 [2:04 PM - 2:05 PM]	BD&E AIS	NC	Remote	Technician	0.02
Peterson, Joanna	08/01/2024 [8:58 AM - 9:14 AM]	BD&E AIS	NC	Remote	Technician	0.27
Peterson, Joanna	08/01/2024 [8:42 AM - 8:45 AM]	BD&E AIS	NC	Remote	Technician	0.05
Peterson, Joanna	07/31/2024 [8:45 AM - 8:46 AM]	BD&E AIS	NC	Remote	Technician	0.02
Peterson, Joanna	07/30/2024 [4:09 PM - 4:10 PM]	BD&E AIS	NC	Remote	Technician	0.02
Peterson, Joanna	07/30/2024 [3:35 PM - 3:36 PM]	BD&E AIS	NC	Remote	Technician	0.02
Peterson, Joanna	07/23/2024 [1:23 PM - 1:24 PM]	BD&E AIS	NC	Remote	Technician	0.02
Peterson, Joanna	07/23/2024 [1:16 PM - 1:20 PM]	BD&E AIS	NC	Remote	Technician	0.07
Peterson, Joanna	07/23/2024 [12:59 PM - 1:14 PM]	BD&E AIS	NC	Remote	Technician	0.02
Peterson, Joanna	07/23/2024 [12:51 PM - 12:52 PM]	BD&E AIS	NC	Remote	Technician	0.02
Peterson, Joanna	07/23/2024 [12:48 PM - 12:50 PM]	BD&E AIS	NC	Remote	Technician	0.03
Peterson, Joanna	07/23/2024 [11:45 AM - 11:46 AM]	BD&E AIS	NC	Remote	Technician	0.02
Peterson, Joanna	07/23/2024 [9:47 AM - 9:53 AM]	BD&E AIS	NC	Remote	Technician	0.10

Ticket# 37948
05/31/2024
by Angela Davis

Fedex server application
Bank Design & Equipment
Kim Davis
5409415968
kdavis@bankdesign.net

Headquarter
Support

Status: >>Closed
Type: Remote Support
Location: Remote
Source: Internal
Do Not Respond
Team: Tier 1

07/31/2024
Closed By: Andrew Blais

Discussion: 07/31/2024 11:15 AM UTC-04/ William McCauley - closing ticket for inactivity
will reopen when client is ready to proceed

07/30/2024 11:00 AM UTC-04/ William McCauley - Follow up on ticket
Email Jerry to see if he has time today or tomorrow we can get on a call to resolve tracking history errors

This time entry is marked No Charge

07/25/2024 9:21 AM UTC-04/ Dalton Boothe - Jerry,

Good morning! Just checking to see if there was a time where we could look at the Ship Manager Software together when you are signed in. Please let me know your availability.

Thanks,
Dalton Boothe

07/23/2024 1:10 PM UTC-04/ Dalton Boothe - Kim,

Sounds good, I appreciate that info!

Thanks,
Dalton Boothe

07/23/2024 1:09 PM UTC-04/ Dalton Boothe - Attempted to reach out to Jerry
Left name and number in VM

07/22/2024 12:11 PM UTC-04/ Jerry 's Phone number 757-651-8900 From: Kim Davis Sent: Monday, July 22, 2024 12:02 PM To: Dalton Boothe Cc: Jerry Morris Subject: RE: Ticket#37948/BDE001/Fedex server application -- has been upda
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sophospsmartbannerend

Jerry 's Phone number 757-651-8900

From: Kim Davis <kdavis@bankdesign.net>
Sent: Monday, July 22, 2024 12:02 PM
To: Dalton Boothe <helpdesk@proactive-info.com>
Cc: Jerry Morris <jmorris@bankdesign.net>
Subject: RE: Ticket#37948/BDE001/Fedex server application -- has been updated

Dalton, Jerry logs in only when he needs to ship a package and then it goes to save screen really quickly. Please contact Jerry directly to set a time for him to log in and you to remote in.

Thanks,

Kim Davis
Information and Technology Coordinator

[image]

1401 Hopeman Parkway, Waynesboro VA 22980
Office: 800-671-7300
Direct Dial: 540-941-5968
Mobile Phone: 540-471-2852
kdavis@bankdesign.net

07/22/2024 12:05 PM UTC-04/ Dalton, Jerry logs in only when he needs to ship a package and then it goes to save screen really quickly. Please contact Jerry directly to set a time for him to log in and you to remote in. Thanks, K
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sophospsmartbannerend

Dalton, Jerry logs in only when he needs to ship a package and then it goes to save screen really quickly. Please contact Jerry directly to set a time for him to log in and you to remote in.

Thanks,

Kim Davis
Information and Technology Coordinator

[cid:image001.png@01D8A681.41AC6A00]

1401 Hopeman Parkway, Waynesboro VA 22980
Office: 800-671-7300
Direct Dial: 540-941-5968
Mobile Phone: 540-471-2852
kdavis@bankdesign.net

07/22/2024 11:43 AM UTC-04/ Dalton Boothe - Kim,

Is there a time we can schedule where Jerry is logged in so I can take a look?

Thanks,
Dalton Boothe

07/19/2024 4:06 PM UTC-04/ Dalton Boothe - Kim,

I am not sure if importing the backup I took on 6/10 will keep the most recent history. I can remote in and take a look if Jerry is signed in, or we can schedule some time for next week if the device is not available.

Thanks,
Dalton Boothe

07/19/2024 4:03 PM UTC-04/ I don’t want to move forward until we get the find the missing shipping history. Kim Davis Information and Technology Coordinator 1401 Hopeman Parkway, Waynesboro VA 22980 Office: 800-671-7300 Direct
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sophospsmartbannerend

I don’t want to move forward until we get the find the missing shipping history.

Kim Davis
Information and Technology Coordinator

[cid:image001.png@01D8A681.41AC6A00]

1401 Hopeman Parkway, Waynesboro VA 22980
Office: 800-671-7300
Direct Dial: 540-941-5968
Mobile Phone: 540-471-2852
kdavis@bankdesign.net

07/19/2024 4:01 PM UTC-04/ Dalton, when you started this project you said you backed up the database. I was thinking you could restore the shipping history – hopefully without removing the current history since the restore poin
Caution! This message was sent from outside your organization. Block sender | Report

sophospsmartbannerend

Dalton, when you started this project you said you backed up the database. I was thinking you could restore the shipping history – hopefully without removing the current history since the restore point?

Kim Davis
Information and Technology Coordinator

[cid:image001.png@01D8A681.41AC6A00]

1401 Hopeman Parkway, Waynesboro VA 22980
Office: 800-671-7300
Direct Dial: 540-941-5968
Mobile Phone: 540-471-2852
kdavis@bankdesign.net

07/19/2024 1:15 PM UTC-04/ Dalton Boothe - Kim,

I can take a look, for an issue like this I may need to reach out to FedEx for assistance. But if he is signed into the device I can jump in and take a look.

Thanks,
Dalton Boothe

07/19/2024 10:36 AM UTC-04/ Dalton, we have a current problem. In the current Fedex Ship Manager, he can only retrieve 1 month of data. Can you restore the database? He need to be able to go back at least 4-5 months – usually he
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sophospsmartbannerend

Dalton, we have a current problem. In the current Fedex Ship Manager, he can only retrieve 1 month of data. Can you restore the database? He need to be able to go back at least 4-5 months – usually he has access to all history.

This is important.

Thanks

Kim Davis
Information and Technology Coordinator

[cid:image001.png@01D8A681.41AC6A00]

1401 Hopeman Parkway, Waynesboro VA 22980
Office: 800-671-7300
Direct Dial: 540-941-5968
Mobile Phone: 540-471-2852
kdavis@bankdesign.net

07/19/2024 8:50 AM UTC-04/ Dalton Boothe - Kim,

Can we shoot for Monday to try and share the printer and get the rest of this software installed?

Thanks,
Dalton Boothe

07/18/2024 1:27 PM UTC-04/ Very Good. Kim Davis Information and Technology Coordinator 1401 Hopeman Parkway, Waynesboro VA 22980 Office: 800-671-7300 Direct Dial: 540-941-5968 Mobile Phone: 540-471-2852 kdavis@bankdesign.net Fr
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Very Good.

Kim Davis
Information and Technology Coordinator

[cid:image001.png@01D8A681.41AC6A00]

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Office: 800-671-7300
Direct Dial: 540-941-5968
Mobile Phone: 540-471-2852
kdavis@bankdesign.net

07/18/2024 12:49 PM UTC-04/ Dalton Boothe - Kim,

It appears that I can share the printer so that others can print to it.

Thanks,
Dalton Boothe

Notes
Verified the printer could be shared
Informing Kim

07/18/2024 12:20 PM UTC-04/ IT is USB only. Kim Davis Information and Technology Coordinator 1401 Hopeman Parkway, Waynesboro VA 22980 Office: 800-671-7300 Direct Dial: 540-941-5968 Mobile Phone: 540-471-2852 kdavis@bankdesign.n
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IT is USB only.

Kim Davis
Information and Technology Coordinator

[cid:image001.png@01D8A681.41AC6A00]

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Direct Dial: 540-941-5968
Mobile Phone: 540-471-2852
kdavis@bankdesign.net

07/18/2024 10:36 AM UTC-04/ Dalton Boothe - Kim,

Can you check the Zebra printer and see if it has an ethernet port? Zebra support stated if it does not, then it is USB only.

Thanks,
Dalton Boothe

Notes
Spoke with Zebra support
The Z500 is typically only USB
Seeing if Kim can check if it has an ethernet port

07/18/2024 8:37 AM UTC-04/ Yes. It should always be on. Kim Davis Information and Technology Coordinator 1401 Hopeman Parkway, Waynesboro VA 22980 Office: 800-671-7300 Direct Dial: 540-941-5968 Mobile Phone: 540-471-2852 kdavis
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Yes. It should always be on.

Kim Davis
Information and Technology Coordinator

[cid:image001.png@01D8A681.41AC6A00]

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Office: 800-671-7300
Direct Dial: 540-941-5968
Mobile Phone: 540-471-2852
kdavis@bankdesign.net

07/18/2024 8:30 AM UTC-04/ Dalton Boothe - Kim,

Is the FedEx computer available for me to remote in and take a look?

Thanks,
Dalton Boothe

07/18/2024 8:15 AM UTC-04/ You would need to make the Zebra printer a network printer. I would be very surprised if it already was set up that way. Kim Davis Information and Technology Coordinator 1401 Hopeman Parkway, Waynesbo
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sophospsmartbannerend

You would need to make the Zebra printer a network printer. I would be very surprised if it already was set up that way.

Kim Davis
Information and Technology Coordinator

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1401 Hopeman Parkway, Waynesboro VA 22980
Office: 800-671-7300
Direct Dial: 540-941-5968
Mobile Phone: 540-471-2852
kdavis@bankdesign.net

07/18/2024 8:00 AM UTC-04/ Dalton Boothe - Kim,

Did you want me to proceed with the install on the server today? Or if I can get into the FedEx computer I can do some looking to see if the Zebra printer is a network printer.

Thanks,
Dalton Boothe

07/16/2024 11:25 AM UTC-04/ Dalton Boothe - Kim,

So this product key they gave is good for 3 days, after that I would just need to request a new one. We can set it in Ship Manager, but it will still be set on the individual computer. So unless the Zebra is a network printer, they may not be able to print to it.

Thanks,
Dalton Boothe

07/16/2024 11:22 AM UTC-04/ A Little confused about the 3 day product key? You have 3 days to use it or it will self-destruct after 3 days and we need to buy one? And then the label printer… we're not going to use the ship manag
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sophospsmartbannerend

A Little confused about the 3 day product key? You have 3 days to use it or it will self-destruct after 3 days and we need to buy one?

And then the label printer… we're not going to use the ship manager to determine the label printer? So each person will have to find and select the correct printer everytime they print a label and then what does that mean for their everyday printing? I really want to safeguard that we don't end up printing regular things to the label printer.

Kim Davis
Information and Technology Coordinator

[cid:image001.png@01D8A681.41AC6A00]

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Direct Dial: 540-941-5968
Mobile Phone: 540-471-2852
kdavis@bankdesign.net

07/16/2024 10:29 AM UTC-04/ Dalton Boothe - Kim,

I have the product key and answers to some of the questions.

The printers will be set up on a computer to computer basis, and the FedEx device should continue to work after the product is entered into the new installation. The product key is good for 3 days.

Thanks,
Dalton Boothe

Notes
 Received Product Key
 Printers are set up on a computer to computer basis
 Software should work on FedEx device after product key is used

07/15/2024 1:30 PM UTC-04/ Dalton Boothe - Got some info
 Need to reach back out to Support

07/15/2024 10:31 AM UTC-04/ Dalton Boothe - Kim,

Awesome! I appreciate it, I will get it on my schedule.

Thanks,
Dalton Boothe

07/15/2024 10:26 AM UTC-04/ Yes, can you give me a call at 1:30 on 540-471-2852 and also remote into the Fedex Computer. I'll be at the warehouse and stand in front of the Fedex Computer and we can search together with Jerry and
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sophospsmartbannerend

Yes, can you give me a call at 1:30 on 540-471-2852 and also remote into the Fedex Computer. I'll be at the warehouse and stand in front of the Fedex Computer and we can search together with Jerry and get things answered.

Thanks,

Kim Davis
Information and Technology Coordinator

[cid:image001.png@01D8A681.41AC6A00]

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Office: 800-671-7300
Direct Dial: 540-941-5968
Mobile Phone: 540-471-2852
kdavis@bankdesign.net

07/15/2024 9:56 AM UTC-04/ Dalton Boothe - Kim,

I can do 1:30-2:30 if that works for you all.

Thanks,
Dalton Boothe

07/15/2024 9:55 AM UTC-04/ I talked with Jerry, He's available at 11:30 today and leaves the office at 2:30. Do you have any time during then? Thanks, Kim Davis Information and Technology Coordinator 1401 Hopeman Parkway, Wayne
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sophospsmartbannerend

I talked with Jerry,

He's available at 11:30 today and leaves the office at 2:30.

Do you have any time during then?

Thanks,

Kim Davis
Information and Technology Coordinator

[cid:image001.png@01D8A681.41AC6A00]

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Office: 800-671-7300
Direct Dial: 540-941-5968
Mobile Phone: 540-471-2852
kdavis@bankdesign.net

07/15/2024 8:23 AM UTC-04/ Dalton Boothe - Kim,

That sounds good! Do you all have time from 9:30-10:30?

Thanks,
Dalton Boothe

07/12/2024 3:19 PM UTC-04/ Dalton, should we make an appointment to work on this together? Maybe Monday morning sometime between 9:00 and 10? We can be on the phone together and I can make sure Jerry is available and we can go
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sophospsmartbannerend

Dalton, should we make an appointment to work on this together?
Maybe Monday morning sometime between 9:00 and 10?
We can be on the phone together and I can make sure Jerry is available and we can go through the forms together?

Kim Davis
Information and Technology Coordinator

[cid:image001.png@01D8A681.41AC6A00]

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Mobile Phone: 540-471-2852
kdavis@bankdesign.net

07/12/2024 2:03 PM UTC-04/ Dalton Boothe - Kim,

Can you please provide the following info?

Thanks,
Dalton Boothe

Notes
Need the following info

Asking Kim

07/10/2024 2:15 PM UTC-04/ Yes, we have 2 scales – 1 for larger heavy items and one for smaller not so heavy items. Both scales are NOT Fedex scales, they are our scales. Kim Davis Information and Technology Coordinator 1401 Ho
Caution! This message was sent from outside your organization. Block sender

sophospsmartbannerend

Yes, we have 2 scales – 1 for larger heavy items and one for smaller not so heavy items. Both scales are NOT Fedex scales, they are our scales.

Kim Davis
Information and Technology Coordinator

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Mobile Phone: 540-471-2852
kdavis@bankdesign.net

07/10/2024 2:03 PM UTC-04/ Dalton Boothe - Kim,

It is now asking if you will be using a scale. Is it a scale provided by FedEx or your own?

Thanks,
Dalton Boothe

Notes
Pressed forward with the registration
It then asked about a scale
Asking Kim

07/10/2024 12:13 PM UTC-04/ We have 2 printers that print labels, one is currently connected to the "Fedex" computer. I think the other is connected to Kirk's computer or is currently offline. They are both the same kind of Prin
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sophospsmartbannerend

We have 2 printers that print labels, one is currently connected to the "Fedex" computer. I think the other is connected to Kirk's computer or is currently offline. They are both the same kind of Printer.

I remoted in to the Fedex computer- the label printer is the Zebra ZP500 (ZPL)

The report printer is currently set to an HP LaserJet 1020 –b ut I don't think that's connected anymore.

We would want the label to always be the Zebra printer, but the Report printer, we would want to be able to choose, depending on who created the label. The Report printer absolutely cannot be the Zebra printer – otherwise the reports will be printed onto labels.

Kim Davis
Information and Technology Coordinator

[cid:image001.png@01D8A681.41AC6A00]

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Mobile Phone: 540-471-2852
kdavis@bankdesign.net

07/10/2024 11:29 AM UTC-04/ Dalton Boothe - Kim,

Good morning! It appears I need some info from you all to continue with this, what printers will be used with the software? Please see the options below.

Thanks,
Dalton Boothe

07/10/2024 11:10 AM UTC-04/ Dalton Boothe - Found documentation on installing Network Clients
Need to finish registering software first
Getting additional info from Kim as requested by FedEx

07/05/2024 3:28 PM UTC-04/ Dalton Boothe - Kim,

Server is back up! Started getting the software registered and hit a road bump, it was asking about printers. I will be getting with FedEx support regarding this as well as the network clients on Monday.

Thanks,
Dalton Boothe

Notes
Completed reboot
Once back up I started looking into registering the software
Ran into an issue when it asked about the printer
Will call FedEx support on Monday

07/05/2024 1:54 PM UTC-04/ Dalton Boothe - Kim,

Works with me, I'll schedule for 3:30!

Thanks,
Dalton Boothe

07/05/2024 1:52 PM UTC-04/ You can reboot the DC today between 3 and 4 pm, if that works for you. Kim Davis Information and Technology Coordinator 1401 Hopeman Parkway, Waynesboro VA 22980 Office: 800-671-7300 Direct Dial: 540-
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sophospsmartbannerend

You can reboot the DC today between 3 and 4 pm, if that works for you.

Kim Davis
Information and Technology Coordinator

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Direct Dial: 540-941-5968
Mobile Phone: 540-471-2852
kdavis@bankdesign.net

07/05/2024 1:40 PM UTC-04/ Dalton Boothe - Kim,

Understood, that sounds like what this feature does, I'll press forward. Thanks for the update.

Thanks,
Dalton Boothe

07/05/2024 1:40 PM UTC-04/ Dalton Boothe - Kim,

After the install it is prompting for a reboot. When am I able to reboot the DC?

Thanks,
Dalton Boothe

Notes
Finished install
Need to reboot server

07/05/2024 1:39 PM UTC-04/ Dalton, it’s ok to give it a try. In the end the goal is to have the Fedex Manager Database accessible by multiple people, from their own login. To be able to access and print Fedex labels from their
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sophospsmartbannerend

Dalton, it’s ok to give it a try.
In the end the goal is to have the Fedex Manager Database accessible by multiple people, from their own login. To be able to access and print Fedex labels from their computer instead of having to login to the “Fedex Computer”.

Kim Davis
Information and Technology Coordinator

[cid:image001.png@01D8A681.41AC6A00]

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Direct Dial: 540-941-5968
Mobile Phone: 540-471-2852
kdavis@bankdesign.net

07/05/2024 1:03 PM UTC-04/ Dalton Boothe - Kim,

I began the installation and found the following feature, did you want me to try and move forward with the Network Client feature?

Thanks,
Dalton Boothe

Notes
 Began the installation of the proper software
 Found the option to install Network Clients

 Seeing if Kim wants me to try and install this

07/05/2024 10:00 AM UTC-04/ Dalton Boothe - Kim,

No problem at all! I will get with them to assist in getting the correct software installed.

Thanks,
Dalton Boothe

07/05/2024 8:56 AM UTC-04/ Yes, thanks for clearing that up. Kim Davis Information and Technology Coordinator 1401 Hopeman Parkway, Waynesboro VA 22980 Office: 800-671-7300 Direct Dial: 540-941-5968 Mobile Phone: 540-471-2852 k
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sophospsmartbannerend

Yes, thanks for clearing that up.

Kim Davis
Information and Technology Coordinator

[cid:image001.png@01D8A681.41AC6A00]

1401 Hopeman Parkway, Waynesboro VA 22980
Office: 800-671-7300
Direct Dial: 540-941-5968
Mobile Phone: 540-471-2852
kdavis@bankdesign.net

07/03/2024 1:43 PM UTC-04/ Dalton Boothe - Kim,

I spoke with FedEx, they stated that the installed software on the server is incorrect. The "server" version that is installed is for very large shippers who make their own front end software that points back to the server, typically 2 or 3 connected failover servers. They verified using the account number that you all use the "Software" rather than "server" version. Did you want me to move forward with them to get the correct version installed on the server?

Thanks,
Dalton Boothe

Notes
Spoke with FedEx
They stated we have the wrong software
Informing Kim

07/02/2024 9:30 AM UTC-04/ Dalton Boothe - Get with FedEx to see about possible client applications

07/02/2024 8:22 AM UTC-04/ Dalton Boothe - Kim,

That sounds perfect! I'll get it on my schedule.

Thanks,
Dalton Boothe

07/02/2024 8:22 AM UTC-04/ How about 9:30? Can you at that time also remote in and take some screen shots of the emails that didn't get to you? Kim Davis Information and Technology Coordinator 1401 Hopeman Parkway, Waynesboro V
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sophospsmartbannerend

How about 9:30? Can you at that time also remote in and take some screen shots of the emails that didn't get to you?

Kim Davis
Information and Technology Coordinator

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Office: 800-671-7300
Direct Dial: 540-941-5968
Mobile Phone: 540-471-2852
kdavis@bankdesign.net

07/02/2024 8:19 AM UTC-04/ Dalton Boothe - Kim,

Unfortunately I am booked from 10-11. Is there another time or day that works for you?

Thanks,
Dalton Boothe

07/02/2024 8:15 AM UTC-04/ Yes. How about anytime around 10 am? Kim Davis Information and Technology Coordinator 1401 Hopeman Parkway, Waynesboro VA 22980 Office: 800-671-7300 Direct Dial: 540-941-5968 Mobile Phone: 540-471-285
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Yes. How about anytime around 10 am?

Kim Davis
Information and Technology Coordinator

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Mobile Phone: 540-471-2852
kdavis@bankdesign.net

07/02/2024 7:48 AM UTC-04/ Dalton Boothe - Kim,

Just checking to see your availability this week to go over the FedEx application on the server. Please let me know a good time.

Thanks,
Dalton Boothe

06/28/2024 10:33 AM UTC-04/ Dalton Boothe - Kim,

Yes ma'am! I am open except for the 2nd from 10-11AM.

Thanks,
Dalton Boothe

06/28/2024 10:20 AM UTC-04/ Do you have some time next week? Kim Davis Information and Technology Coordinator 1401 Hopeman Parkway, Waynesboro VA 22980 Office: 800-671-7300 Direct Dial: 540-941-5968 Mobile Phone: 540-471-2852 kd
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Do you have some time next week?

Kim Davis
Information and Technology Coordinator

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Office: 800-671-7300
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Mobile Phone: 540-471-2852
kdavis@bankdesign.net

06/28/2024 10:02 AM UTC-04/ Dalton Boothe - Kim,

I do not believe the server application that was installed is correct. Do you have some time to go over this and review what is needed?

Thanks,
Dalton Boothe

06/14/2024 10:26 AM UTC-04/ Dalton Boothe - The software installed on the server does not look like the one on the desktop
Informing Angela

06/13/2024 9:43 AM UTC-04/ I am onsite today if you need anything give me a call 540-471-2852 Kim Davis Information and Technology Coordinator 1401 Hopeman Parkway, Waynesboro VA 22980 Office: 800-671-7300 Direct Dial: 540-941-
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sophospsmartbannerend

I am onsite today if you need anything give me a call
540-471-2852

Kim Davis
Information and Technology Coordinator

[cid:image001.png@01D8A681.41AC6A00]

1401 Hopeman Parkway, Waynesboro VA 22980
Office: 800-671-7300
Direct Dial: 540-941-5968
Mobile Phone: 540-471-2852
kdavis@bankdesign.net

06/12/2024 5:01 PM UTC-04/ Thanks! Kim Davis Information and Technology Coordinator 1401 Hopeman Parkway, Waynesboro VA 22980 Office: 800-671-7300 Direct Dial: 540-941-5968 Mobile Phone: 540-471-2852 kdavis@bankdesign.net From:
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Thanks!

Kim Davis
Information and Technology Coordinator

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Office: 800-671-7300
Direct Dial: 540-941-5968
Mobile Phone: 540-471-2852
kdavis@bankdesign.net

06/12/2024 4:18 PM UTC-04/ Dalton Boothe - Kim,

Server is back up. I will continue looking into the software tomorrow.

Thanks,
Dalton Boothe

Notes
 Rebooted the DC
 Verified it came back up
 Verified I could sign in
 Informing Kim

06/12/2024 4:17 PM UTC-04/ Dalton Boothe - Kim,

Gotcha, I'll push the restart at 4:45 and monitor to verify it comes back up.

Thanks,
Dalton Boothe

06/12/2024 4:16 PM UTC-04/ OK. I'll send the message about the server restart today at 4:45. Kim Davis Information and Technology Coordinator 1401 Hopeman Parkway, Waynesboro VA 22980 Office: 800-671-7300 Direct Dial: 540-941-5
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sophospsmartbannerend

OK. I'll send the message about the server restart today at 4:45.

Kim Davis
Information and Technology Coordinator

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1401 Hopeman Parkway, Waynesboro VA 22980
Office: 800-671-7300
Direct Dial: 540-941-5968
Mobile Phone: 540-471-2852
kdavis@bankdesign.net

06/12/2024 4:06 PM UTC-04/ Dalton Boothe - Kim,

I'm not sure about if one will stop the other from working. Since this is going to be on the server, we may need to set up RDP shortcuts for the users. As for the printers, I am not sure what that process looks like yet, right now I'm still just trying to make sure that the software on the server works, but I will be taking a look tomorrow to see about that after trying to transfer data from the desktop.

Thanks,
Dalton Boothe

06/12/2024 4:02 PM UTC-04/ OK Dalton, lets think about this. If I'm right, we can't have both the Local Shipping Manager running and the Server based one, right? So we'll need Jerry and Kirk's computer to have an shortcut icon
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sophospsmartbannerend

OK Dalton, lets think about this. If I'm right, we can't have both the Local Shipping Manager running and the Server based one, right?

So we'll need Jerry and Kirk's computer to have an shortcut icon on their desktop to access it.

And will you need to do anything to the printers so that the server based app can connect and print the labels?

I'm not onsite – so to get everything connected and running, do we need to wait for the reboot till tomorrow when I'm onsite?

Or has what you started already made the local shipping manager not working? I'm just trying to keep continuity of ability to create shipping labels.

Call me if we need to talk this out.
540-471-2852

Kim Davis
Information and Technology Coordinator

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Office: 800-671-7300
Direct Dial: 540-941-5968
Mobile Phone: 540-471-2852
kdavis@bankdesign.net

06/12/2024 3:51 PM UTC-04/ Dalton Boothe - Kim,

Yes, ma'am. DC2, 4:45 sounds perfect.

Thanks,
Dalton Boothe

06/12/2024 3:51 PM UTC-04/ Which server did you put this on? DC2? Would 4:45 work for you? I can send a warning out to everyone to make sure they are off. Thanks, Kim Davis Information and Technology Coordinator 1401 Hopeman Pa
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sophospsmartbannerend

Which server did you put this on? DC2?

Would 4:45 work for you? I can send a warning out to everyone to make sure they are off.

Thanks,

Kim Davis
Information and Technology Coordinator

[cid:image001.png@01D8A681.41AC6A00]

1401 Hopeman Parkway, Waynesboro VA 22980
Office: 800-671-7300
Direct Dial: 540-941-5968
Mobile Phone: 540-471-2852
kdavis@bankdesign.net

06/12/2024 3:36 PM UTC-04/ Dalton, here's an invoice number: invoice # 8-498-95307 dated 5/14/24 Kim Davis Information and Technology Coordinator 1401 Hopeman Parkway, Waynesboro VA 22980 Office: 800-671-7300 Direct Dial: 540-9
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sophospsmartbannerend

Dalton, here's an invoice number:

invoice # 8-498-95307 dated 5/14/24

Kim Davis
Information and Technology Coordinator

[cid:image001.png@01D8A681.41AC6A00]

1401 Hopeman Parkway, Waynesboro VA 22980
Office: 800-671-7300
Direct Dial: 540-941-5968
Mobile Phone: 540-471-2852
kdavis@bankdesign.net

06/12/2024 3:25 PM UTC-04/ Dalton Boothe - Kim,

It appears to finish the installation the server must be rebooted. When is a good time for me to restart?

Thanks,
Dalton Boothe

Notes
Received product key
Created ITBoost entry for FedEx
Installed
Server needs to reboot to install
Informing Kim

06/12/2024 3:19 PM UTC-04/ This should be it: Account 1964-7969-4 Under Jerry Morris Kim Davis Information and Technology Coordinator 1401 Hopeman Parkway, Waynesboro VA 22980 Office: 800-671-7300 Direct Dial: 540-941-5968 Mobi
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sophospsmartbannerend

This should be it:

Account 1964-7969-4

Under Jerry Morris

Kim Davis
Information and Technology Coordinator

[cid:image001.png@01D8A681.41AC6A00]

1401 Hopeman Parkway, Waynesboro VA 22980
Office: 800-671-7300
Direct Dial: 540-941-5968
Mobile Phone: 540-471-2852
kdavis@bankdesign.net

06/12/2024 12:59 PM UTC-04/ Dalton Boothe - Kim,

I just spoke with FedEx support, the last bit of info I need to get the product key is an invoice number from the account, do you all have one that can be sent over?

Thanks,
Dalton Boothe

Notes
Reached out to FedEx support
Connected with Joel
Verified some info
He then stated I needed an Invoice number that matches the account to get the product key
Will get with Kim and Jerry

06/10/2024 2:14 PM UTC-04/ Dalton Boothe - Spoke to Kim
Jerry was trying to open FedEx on his account
I still had it open on the Proactive account
Remoted into FEDEX and signed out of our Proactive account
Got a support number
Will try and call to see about getting a product key

06/10/2024 2:09 PM UTC-04/ Dalton please call asap. Can’t use desktop app anymore. 540.471.2852 Kim Davis Information and Technology Coordinator 1401 Hopeman Parkway, Waynesboro VA 22980 Office: 800-671-7300 Direct Dial: 540-94
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sophospsmartbannerend

Dalton please call asap. Can’t use desktop app anymore.

540.471.2852

Kim Davis
Information and Technology Coordinator
1401 Hopeman Parkway, Waynesboro VA 22980
Office: 800-671-7300
Direct Dial: 540-941-5968
Mobile Phone: 540-471-2852
kdavis@bankdesign.net

06/10/2024 8:56 AM UTC-04/ It's up and running now. Please put in your notes that the FedEx computer Restart function does not work. So if you send an update, don't include a Restart. Must do full shutdown and manual restart. K
Caution! This message was sent from outside your organization. Block sender

sophospsmartbannerend

It's up and running now.

Please put in your notes that the FedEx computer Restart function does not work. So if you send an update, don't include a Restart. Must do full shutdown and manual restart.

Kim Davis
Information and Technology Coordinator
1401 Hopeman Parkway, Waynesboro VA 22980
Office: 800-671-7300
Direct Dial: 540-941-5968
Mobile Phone: 540-471-2852
kdavis@bankdesign.net

06/10/2024 8:41 AM UTC-04/ Dalton Boothe - Kim,

I appreciate the heads up! I will keep that in mind, I am going to remote in and start looking into the process of installing on the server and moving data from the workstation. I will keep you updated!

Thanks,
Dalton Boothe

06/10/2024 8:41 AM UTC-04/ Dalton Boothe - Kim,

I am attempting to install on the server and it is asking for a product key. Do you have this information as well?

Thanks,
Dalton Boothe

Notes
Found out how to backup the info from the stand alone version
Created a back up
Started the install on DC2
It asked for a product key
Checked the stand alone version
Nothing found
Checked through the account
Nothing
Asking Kim if she has this info

06/10/2024 8:39 AM UTC-04/ Fedex computer has been turned on. Please make a note that the Restart Function on this computer does NOT work. Must do a full shutdown and then manually restart. AT this time we do NOT want time spen
Caution! This message was sent from outside your organization. Block sender

sophospsmartbannerend

Fedex computer has been turned on.

Please make a note that the Restart Function on this computer does NOT work. Must do a full shutdown and then manually restart. AT this time we do NOT want time spent on fixing that problem – will most likely decommission this computer after Fedex APP is successfully moved to the server.

Kim Davis
Information and Technology Coordinator

[cid:image001.png@01D8A681.41AC6A00]

1401 Hopeman Parkway, Waynesboro VA 22980
Office: 800-671-7300
Direct Dial: 540-941-5968
Mobile Phone: 540-471-2852
kdavis@bankdesign.net

06/10/2024 8:06 AM UTC-04/ Dalton Boothe - Kim,

I am attempting to remote into the FEDEX workstation, but it appears to be offline. Can you verify if the device is powered on and connected to the internet?

Thanks,
Dalton Boothe

Notes
 Attempted to remote into FEDEX workstation
 It was offline
 Asking Kim if this can be turned on

06/03/2024 3:15 PM UTC-04/ Here's what I have – some of it may have nothing to do with the Fedex Manager App Fedex Ship Manager – App we currently use for shipping – stand alone one computer version. Located on the "Fedex" comp
Caution! This message was sent from outside your organization. Block sender

sophospsmartbannerend

Here's what I have – some of it may have nothing to do with the Fedex Manager App

Fedex Ship Manager – App we currently use for shipping – stand alone one computer version. Located on the "Fedex" computer.
Account # 0296607 in the app.
Jerry Morris – jmorris@bankdesign.net – is the person most likely to be the Fedex Point of Contact. He has had a recent death in the family and is not available at the moment.
Cory Conner - cconner@bankdesign.net – may also be listed with Fedex as a contact person.

Need to download the Fedex Server version. Load onto one of our Virtual Servers (not SageBrush). Import info from the Stand Alone version into the Server Version. Connect with the Fedex Label printer(s). Then Give permissions for Jerry Morris, Kirk Fox, Marvin Henderson, Sue Bright, Kim Davis to use the App and the printer(s).
Possible phone support (but might be for Freight Acct):
Kevin Hooper 540-435-1857
866-393-4583
901-237-4268
Fedex Express Freight Acct – 633021988
Some Fedex Account 196479694
Fedex Service Center – Doug 1-800-218-6609
Fedex Freight Acct 32101156 Vernon Lucas Cell 540-219-7522
Possible User names/PW:
PW: Bank3150
Admin: Federal1
Morrisj1234
MorrisJ3150
User ID: Bank3150 - Morr3690
Question: Ruth
BankDesign1 - Bde3150

Thanks,

Kim Davis
Information and Technology Coordinator

[cid:image001.png@01D8A681.41AC6A00]

1401 Hopeman Parkway, Waynesboro VA 22980
Office: 800-671-7300
Direct Dial: 540-941-5968
Mobile Phone: 540-471-2852
kdavis@bankdesign.net

06/03/2024 10:48 AM UTC-04/ Dalton Boothe - Kim,

I appreciate that!

Thanks,
Dalton Boothe

06/03/2024 8:28 AM UTC-04/ I will try to get that information to you this week. Timeframe is as soon as you have the information you need. You will need to pull current Fedex data from the "Fedex Machine" so our addresses autop
Caution! This message was sent from outside your organization. Block sender

sophospsmartbannerend

I will try to get that information to you this week.

Timeframe is as soon as you have the information you need.
You will need to pull current Fedex data from the "Fedex Machine" so our addresses autopopulate.

Thanks,

Kim Davis
Information and Technology Coordinator

[cid:image001.png@01D8A681.41AC6A00]

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Office: 800-671-7300
Direct Dial: 540-941-5968
Mobile Phone: 540-471-2852
kdavis@bankdesign.net

06/03/2024 8:12 AM UTC-04/ Dalton Boothe - Kim,

Good morning! I picked up this ticket and was hoping that you could provide a good timeframe for the install, as well as login credentials so we can get it installed.

Thanks,
Dalton Boothe

Notes
Draft email to Kim

05/31/2024 9:27 AM UTC-04/ Dalton Boothe - BDE-DC2

05/31/2024 9:00 AM UTC-04/ Angela Davis - https://www.fedex.com/en-us/developer/ship-manager-server.html

05/31/2024 8:59 AM UTC-04/ Angela Davis - FedEx server application- please download the server version of the FEDEX server application and set up printers. Test before Decoming the computer that uses it- need to gain access to FedEx account to get the information to handle that - reach out to Kim for login information

Internal: 07/26/2024 8:46 AM UTC-04/ Dalton Boothe - Get with Jerry and see why they can only see limited shipping history.

If moving forward with the install, remote into FEDEX and share out the Zebra printer. Reach out to FedEx support (1.877.339.2774) and use the account info in this ticket to get a product key. Proceed with install on the DC. Then roll out the network clients as well.

07/16/2024 8:03 AM UTC-04/ Dalton Boothe - Kim and Jerry requested I get the following info from FedEx support.
1. How to configure printers
2. Once we activate the new software will the previous device still work
3. Ask about scheduling with a FedEx tech to assist when we go to finalize install

06/24/2024 3:33 PM UTC-04/ Dalton Boothe - Need to get with Kim to go over what is needed.

06/05/2024 3:27 PM UTC-04/ Dalton Boothe - Will work on this Thursday after onsite.

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
McCauley, William	07/31/2024 [11:15 AM - 11:17 AM]	BD&E AIS	NC	Remote	Technician	0.03
McCauley, William	07/30/2024 [11:00 AM - 11:05 AM]	BD&E AIS	NC	Remote	Technician	0.08
Boothe, Dalton	07/23/2024 [1:09 PM - 1:11 PM]	BD&E AIS	NC	Remote	Technician	0.03
Boothe, Dalton	07/18/2024 [12:49 PM - 12:53 PM]	BD&E AIS	NC	Remote	Technician	0.07
Boothe, Dalton	07/18/2024 [10:36 AM - 11:07 AM]	BD&E AIS	NC	Remote	Technician	0.52
Boothe, Dalton	07/16/2024 [10:29 AM - 10:42 AM]	BD&E AIS	NC	Remote	Technician	0.22

Boothe, Dalton	07/15/2024 [1:30 PM - 1:51 PM]	BD&E AIS	NC	Remote	Technician	0.35
Boothe, Dalton	07/12/2024 [2:03 PM - 2:11 PM]	BD&E AIS	NC	Remote	Technician	0.13
Boothe, Dalton	07/10/2024 [2:03 PM - 2:08 PM]	BD&E AIS	NC	Remote	Technician	0.08
Boothe, Dalton	07/10/2024 [11:10 AM - 11:29 AM]	BD&E AIS	NC	Remote	Technician	0.32
Boothe, Dalton	07/05/2024 [3:28 PM - 3:53 PM]	BD&E AIS	NC	Remote	Technician	0.42
Boothe, Dalton	07/05/2024 [1:40 PM - 1:47 PM]	BD&E AIS	NC	Remote	Technician	0.12
Boothe, Dalton	07/05/2024 [1:03 PM - 1:23 PM]	BD&E AIS	NC	Remote	Technician	0.33
Boothe, Dalton	07/03/2024 [1:43 PM - 2:08 PM]	BD&E AIS	NC	Remote	Technician	0.42
Boothe, Dalton	07/02/2024 [9:30 AM - 9:41 AM]	BD&E AIS	NC	Remote	Technician	0.18
Boothe, Dalton	06/14/2024 [10:26 AM - 10:37 AM]	BD&E AIS	NC	Remote	Technician	0.18
Boothe, Dalton	06/12/2024 [4:18 PM - 4:53 PM]	BD&E AIS	NC	Remote	Technician	0.24
Boothe, Dalton	06/12/2024 [3:25 PM - 3:47 PM]	BD&E AIS	NC	Remote	Technician	0.37
Boothe, Dalton	06/12/2024 [12:59 PM - 1:20 PM]	BD&E AIS	NC	Remote	Technician	0.35
Boothe, Dalton	06/10/2024 [2:14 PM - 2:27 PM]	BD&E AIS	NC	Remote	Technician	0.22
Boothe, Dalton	06/10/2024 [8:41 AM - 9:32 AM]	BD&E AIS	NC	Remote	Technician	0.80
Boothe, Dalton	06/10/2024 [8:06 AM - 8:08 AM]	BD&E AIS	NC	Remote	Technician	0.03
Boothe, Dalton	06/03/2024 [8:12 AM - 8:14 AM]	BD&E AIS	NC	Remote	Technician	0.03

Ticket# 39033
07/30/2024
by Ray Fulk

Unable to Access Atlantic Union Bank Website
Bank Design & Equipment
Kim Davis
5409415968
kdavis@bankdesign.net

Headquarter
Support

Status: >>Closed
Type: Remote Support
Location: Remote
Source: Email Connector
Priority 3 - Medium
Team: Tier 1

07/30/2024
Closed By: Andrew Blais

Discussion: 07/30/2024 2:36 PM UTC-04/ William McCauley - Call with Sophos support
Connect support to the DC and the firewall
Support ran packet captures can see where the traffic is getting denied and unable to reach the server
Sophos support was able to reach the site with out using www.
we then tested accessing the site from the end users PC and we are now able to access atlantic union bank site.
confirmed Carrie can log into the site and access what she need.
issues resolved

This time entry is marked No Charge

07/30/2024 2:00 PM UTC-04/ Ray Fulk - Will asked me to look into this, so I checked on it and confirmed that the HTTPS traffic for AUB's web server 13.107.213.40 is going out through the test firewall rule he set up, and reaches the web server. However, the web server's replies are being blocked by the firewall as invalid traffic, and it is not clear as to why. I checked to see if it does this to other HTTPS traffic, and confirmed it does, but those connections still go through. I checked the reports and noticed that websites classified as Information Technology are being blocked, including msedge.net, which might be part of the problem. Will is on the phone with Sophos now, so I updated him in Teams.

07/30/2024 1:30 PM UTC-04/ William McCauley - Look at issue with Joanna
added global exception for website
added website to allow section in web policy under endpoint protection
added firewall rule to allow traffic to the site
confirmed i can ping the website address from the user PC and DC and get replies
can see where the her PC is hitting the firewall rule created and being allowed but the site will not load
tried opening in incognito mode > no luck
still unable to access site on user PC or on the DC
reached out to Ray to see if he can assist
This time entry is marked No Charge

07/30/2024 1:02 PM UTC-04/ I’m back from lunch now. Carrie V. Turner AR Admin/HR Coordinator 1401 Hopeman Parkway, PO Box 2098, Waynesboro VA 22980 (540)943-3150 -Office (Ext 428) (540)941-5973 -Direct Line cvturner@bankdesign.
Caution! This message was sent from outside your organization. Block sender | Report

sophospsmartbannerend

I’m back from lunch now.

Carrie V. Turner
AR Admin/HR Coordinator

[image]

1401 Hopeman Parkway, PO Box 2098, Waynesboro VA 22980
(540)943-3150 -Office (Ext 428)
(540)941-5973 -Direct Line
cvturner@bankdesign.net
AR@bankdesign.net

07/30/2024 12:35 PM UTC-04/ Joanna Peterson - Kim,

Carrie - let me know when you are back from lunch and logged in so we can test again, thanks.

Thanks,
Joanna Peterson

07/30/2024 12:23 PM UTC-04/ Joanna Peterson - Added an exception for Atlantic Union Bank
Need to test with Carrie

07/30/2024 11:53 AM UTC-04/ Joanna Peterson - Doesn't work in Edge or Chrome
Worked yesterday
Will look at firewall

07/30/2024 11:48 AM UTC-04/ Yes ma’am Carrie V. Turner AR Admin/HR Coordinator 1401 Hopeman Parkway, PO Box 2098, Waynesboro VA 22980 (540)943-3150 -Office (Ext 428) (540)941-5973 -Direct Line cvturner@bankdesign.net AR@bankdesi
Caution! This message was sent from outside your organization. Block sender | Report

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Yes ma’am

Carrie V. Turner
AR Admin/HR Coordinator

[image]

1401 Hopeman Parkway, PO Box 2098, Waynesboro VA 22980
(540)943-3150 -Office (Ext 428)
(540)941-5973 -Direct Line
cvturner@bankdesign.net
AR@bankdesign.net

07/30/2024 11:44 AM UTC-04/ Joanna Peterson - Kim,

Carrie, can I remote to your pc and see what's going on?

Thanks,
Joanna Peterson

07/30/2024 11:35 AM UTC-04/ Hi Joanna, I tried shift + F5 in the browser and still get the same message. Carrie V. Turner AR Admin/HR Coordinator 1401 Hopeman Parkway, PO Box 2098, Waynesboro VA 22980 (540)943-3150 -Office (Ext
Caution! This message was sent from outside your organization. Block sender | Report

sophospsmartbannerend

Hi Joanna,
I tried shift + F5 in the browser and still get the same message.

Carrie V. Turner
AR Admin/HR Coordinator

[image]

1401 Hopeman Parkway, PO Box 2098, Waynesboro VA 22980
(540)943-3150 -Office (Ext 428)
(540)941-5973 -Direct Line
cvturner@bankdesign.net
AR@bankdesign.net

From: Kim Davis <kdavis@bankdesign.net>
Sent: Tuesday, July 30, 2024 11:26 AM
To: Joanna Peterson <helpdesk@proactive-info.com>
Cc: Carrie V. Turner <cvturner@bankdesign.net>; Crystal Wood <cwood@bankdesign.net>
Subject: RE: Ticket#39033/BDE001/Unable to Access Atlantic Union Bank Website -- has been updated

Please work directly with Carrie or Crystal on this.

Kim Davis
Information and Technology Coordinator

[image]

1401 Hopeman Parkway, Waynesboro VA 22980
Office: 800-671-7300
Direct Dial: 540-941-5968
Mobile Phone: 540-471-2852
kdavis@bankdesign.net

07/30/2024 11:27 AM UTC-04/ Please work directly with Carrie or Crystal on this. Kim Davis Information and Technology Coordinator 1401 Hopeman Parkway, Waynesboro VA 22980 Office: 800-671-7300 Direct Dial: 540-941-5968 Mobile Ph
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sophospsmartbannerend

Please work directly with Carrie or Crystal on this.

Kim Davis
Information and Technology Coordinator

[cid:image001.png@01D8A681.41AC6A00]

1401 Hopeman Parkway, Waynesboro VA 22980
Office: 800-671-7300
Direct Dial: 540-941-5968
Mobile Phone: 540-471-2852
kdavis@bankdesign.net

07/30/2024 10:37 AM UTC-04/ Joanna Peterson - Kim,

Good morning. We can reach the site internally and also from the browser on BDE-DC2. Are the users still having issues with this site? Possibly they need to flush their browser cache (Shift + F5 in the browser). Let us know the status, have a good day!

Thanks,
Joanna Peterson

Notes
Site can be accessed remotely and from BDE-DC2.
Will reach out to Kim with this info

07/30/2024 10:23 AM UTC-04/ Ray Fulk - From Kim's email:
"Our accounting department can no longer access website:

https://www.atlanticunionbank.com/personal/online-mobile-banking/online-banking

They have been able to access the website on their cell phone using Cell Tower. So we believe the website is working. They used to be able to access the site, but today they can't.

Please help them gain access. Please talk to Carrie or Crystal if you need to. "

Internal: 07/30/2024 2:09 PM UTC-04/ Joanna Peterson - Worked on using MTX but no notes or communication were provided by jPeterson.

Resolution: 07/30/2024 2:36 PM UTC-04/ William McCauley - Call with Sophos support
Connect support to the DC and the firewall
Support ran packet captures can see where the traffic is getting denied and unable to reach the server
Sophos support was able to reach the site with out using www.
we then tested accessing the site from the end users PC and we are now able to access atlantic union bank site.
confirmed Carrie can log into the site and access what she need.
issues resolved

This time entry is marked No Charge

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
McCauley, William	07/30/2024 [2:36 PM - 3:17 PM]	BD&E AIS	NC	Remote	Technician	0.68
Fulk, Ray	07/30/2024 [2:00 PM - 2:48 PM]	BD&E AIS	NC	Remote	Technician	0.80
McCauley, William	07/30/2024 [1:30 PM - 2:04 PM]	BD&E AIS	NC	Remote	Technician	0.57
Peterson, Joanna	07/30/2024 [1:04 PM - 2:09 PM]	BD&E AIS	NC	Remote	Technician	1.08
Peterson, Joanna	07/30/2024 [12:35 PM - 12:37 PM]	BD&E AIS	NC	Remote	Technician	0.03
Peterson, Joanna	07/30/2024 [12:23 PM - 12:32 PM]	BD&E AIS	NC	Remote	Technician	0.15
Peterson, Joanna	07/30/2024 [11:53 AM - 12:05 PM]	BD&E AIS	NC	Remote	Technician	0.20
Peterson, Joanna	07/30/2024 [11:44 AM - 11:45 AM]	BD&E AIS	NC	Remote	Technician	0.02
Peterson, Joanna	07/30/2024 [10:37 AM - 10:40 AM]	BD&E AIS	NC	Remote	Technician	0.05

Ticket# 39041
07/30/2024
by William McCauley

Herb Wilson getting error message when opening excel document
Bank Design & Equipment
Kim Davis
5409415968
kdavis@bankdesign.net

Headquarter
Support

Status: >>Closed
Type: Remote Support
Location: Remote
Source: Internal
Priority 3 - Medium
Team: Tier 1

07/30/2024
Closed By: Andrew Blais

Discussion: 07/30/2024 11:30 AM UTC-04/ William McCauley - Herb Wilson getting error message when opening excel document

07/30/2024 11:24 AM UTC-04/ William McCauley - call with herb
Having issues opening excel/word documents on his PC
tested opening a document > trying to open in microsoft 2003
He has the new office 365 products installed
Tested opening the document office 365 products to confirm they will open
Go to control panel and uninstall Microsoft 2003
Test opening documents again and check box to open the new excel for all documents
tested opening a few excel and word docs and confirmed i can
issues resolved.

This time entry is marked No Charge

Resolution: 07/30/2024 11:24 AM UTC-04/ William McCauley - call with herb
Having issues opening excel/word documents on his PC
tested opening a document > trying to open in microsoft 2003
He has the new office 365 products installed
Tested opening the document office 365 products to confirm they will open
Go to control panel and uninstall Microsoft 2003
Test opening documents again and check box to open the new excel for all documents
tested opening a few excel and word docs and confirmed i can
issues resolved.

This time entry is marked No Charge

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
McCauley, William	07/30/2024 [11:24 AM - 11:38 AM]	BD&E AIS	NC	Remote	Technician	0.23

Ticket# 38594
07/05/2024
by Dalton Boothe

Issues with Teams - Erik
Bank Design & Equipment
Kim Davis
5409415968
kdavis@bankdesign.net

Headquarter
Support

Status: >>Closed
Type: Remote Support
Location: Remote
Source: Call
Do Not Respond
Team: Tier 1

07/30/2024
Closed By: Andrew Blais

Discussion: 07/30/2024 10:53 AM UTC-04/ William McCauley - emailed Kim back we will close ticket for now and to reach out when ready to apply the license

This time entry is marked No Charge

07/30/2024 10:45 AM UTC-04/ Will let you know what we decide. Kim Davis Information and Technology Coordinator 1401 Hopeman Parkway, Waynesboro VA 22980 Office: 800-671-7300 Direct Dial: 540-941-5968 Mobile Phone: 540-471-2852 k
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Will let you know what we decide.

Kim Davis
Information and Technology Coordinator

[cid:image001.png@01D8A681.41AC6A00]

1401 Hopeman Parkway, Waynesboro VA 22980
Office: 800-671-7300
Direct Dial: 540-941-5968
Mobile Phone: 540-471-2852
kdavis@bankdesign.net

From: helpdesk@proactive-info.com <helpdesk@proactive-info.com>
Sent: Tuesday, July 30, 2024 10:24 AM
To: Kim Davis <kdavis@bankdesign.net>
Subject: Re: Ticket # 38594 / BDE001 / Issues with Teams - Erik

William McCauley 7/30/2024 10:24 AM Good morning, Kim, following up on my previous email regarding teams licensing for Erik. Please let me know how you would like to proceed. The cost to upgrade licen

sophospsmartbannerend

William McCauley
7/30/2024 10:24 AM

[image]

Good morning,

Kim, following up on my previous email regarding teams licensing for Erik. Please let me know how you would like to proceed. The cost to upgrade license is $20 a month.

Thank you!

07/30/2024 10:16 AM UTC-04/ William McCauley - Emailed Kim again to see how she would like to proceed

This time entry is marked No Charge

07/29/2024 4:20 PM UTC-04/ William McCauley - Emailed Kim the price to upgrade Erik's license to allow him to access teams ($20)
waiting approval to order and apply license

This time entry is marked No Charge

07/05/2024 2:05 PM UTC-04/ Dalton Boothe - Issues with Teams

07/05/2024 2:05 PM UTC-04/ Dalton Boothe - Erik reached out
Stated he was having issues with Teams
He works from his personal laptop
Remoted in using the support link
Had him try and sign in
It stated to either start a free trial or sign out
Checked his license
Exchange online (plan 1)
This does not support Teams services
Kim got on the call
Kim asked for prices about getting just Teams
Will get with a VCIO

Internal: 07/26/2024 8:56 AM UTC-04/ Dalton Boothe - Angela is reaching out to Kim about price/moving forward.

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
McCauley, William	07/30/2024 [10:53 AM - 10:55 AM]	BD&E AIS	NC	Remote	Technician	0.03
McCauley, William	07/30/2024 [10:16 AM - 10:24 AM]	BD&E AIS	NC	Remote	Technician	0.13
McCauley, William	07/29/2024 [4:20 PM - 4:25 PM]	BD&E AIS	NC	Remote	Technician	0.08
Boothe, Dalton	07/05/2024 [2:05 PM - 2:30 PM]	BD&E AIS	NC	Remote	Technician	0.42

Ticket# 39013
07/29/2024
by Angela Davis

Forward Email and away message
Bank Design & Equipment
Kim Davis
5409415968
kdavis@bankdesign.net

Headquarter
Support

Status: >>Closed
Type: Remote Support
Location: Remote
Source: Internal
Priority 3 - Medium
Team: Tier 1

07/30/2024
Closed By: Andrew Blais

Discussion: 07/30/2024 8:47 AM UTC-04/ Cory is receiving email from Jeff's account. Please extend the forwarding and the message to August 12th. That should do it for this ticket. Kim Davis
Information and Technology Coordinator 1401 Hopem
Caution! This message was sent from outside your organization. Block sender | Report

sophospsmartbannerend

Cory is receiving email from Jeff's account.
Please extend the forwarding and the message to August 12th.
That should do it for this ticket.

Kim Davis
Information and Technology Coordinator

[cid:image001.png@01D8A681.41AC6A00]

1401 Hopeman Parkway, Waynesboro VA 22980
Office: 800-671-7300
Direct Dial: 540-941-5968
Mobile Phone: 540-471-2852
kdavis@bankdesign.net

07/30/2024 8:47 AM UTC-04/ Joanna Peterson - Kim,

I will double check but I am sure I set it to August 12th. I will close this otherwise, thanks!

Thanks,
Joanna Peterson

07/29/2024 4:10 PM UTC-04/ Joanna Peterson - Kim,

That's great, I will wait to hear from you tomorrow to make sure Cory is getting the emails.

Thanks,
Joanna Peterson

07/29/2024 4:05 PM UTC-04/ Good. I told Cory that he was the only one getting the forwards. So we are aware. Thanks, Kim Davis Information and Technology Coordinator 1401 Hopeman Parkway, Waynesboro VA 22980 Office: 800-671-730
Caution! This message was sent from outside your organization. Block sender | Report

sophospsmartbannerend

Good. I told Cory that he was the only one getting the forwards. So we are aware.

Thanks,

Kim Davis
Information and Technology Coordinator

[cid:image001.png@01D8A681.41AC6A00]

1401 Hopeman Parkway, Waynesboro VA 22980
Office: 800-671-7300
Direct Dial: 540-941-5968
Mobile Phone: 540-471-2852
kdavis@bankdesign.net

07/29/2024 3:35 PM UTC-04/ Joanna Peterson - Kim,

Hi Kim, I was able to create the out of office status message with no problem. What the Office365 portal will NOT let me do is forward his emails to multiple mailboxes. I can only set it to forward to one mailbox and I used cconner@bankdesign.net.

Thanks,
Joanna Peterson

07/29/2024 3:21 PM UTC-04/ Hi Joanna, Jeff is unavailable to create a message. We're asking that you access his account and create the Outlook out of office message for us. Thanks, Kim Davis Information and Technology Coordinat
Caution! This message was sent from outside your organization. Block sender | Report

sophospsmartbannerend

Hi Joanna,

Jeff is unavailable to create a message. We're asking that you access his account and create the Outlook out of office message for us.

Thanks,

Kim Davis
Information and Technology Coordinator

[cid:image001.png@01D8A681.41AC6A00]

1401 Hopeman Parkway, Waynesboro VA 22980
Office: 800-671-7300
Direct Dial: 540-941-5968
Mobile Phone: 540-471-2852
kdavis@bankdesign.net

07/29/2024 12:10 PM UTC-04/ Joanna Peterson - Kim,

Hi Kim, I have set the Out of Office for Jeff Micklege to go to cconner@bankdesign.net. The Office 365 admin portal only lets me forward to one mailbox so I used Cory as he was the first on the list. Unless Jeff has already gone with his laptop, here are some instructions for setting up rules in Outlook for multiple mailboxes to be set as forwarded mailboxes.

To forward to multiple email addresses, you can ask this user to set up a rule in Outlook to forward to the addresses. For more info, check out Turn on automatic forwarding in Outlook. For Outlook on the web, see Use rules to automatically forward messages.
https://support.microsoft.com/en-us/office/turn-on-automatic-forwarding-in-outlook-7f2670a1-7fff-4475-8a3c-5822d63b0c8e

Thanks,
Joanna Peterson

07/29/2024 12:04 PM UTC-04/ Joanna Peterson - Working on setting this up for the stated mailboxes

07/29/2024 11:50 AM UTC-04/ Angela Davis - 1. Please immediately forward all email going to Jeff Micklege - jmicklege@bankdesign.net

To:

Cory Conner cconner@bankdesign.net

Lee Manchester lmanchester@bankdesign.net

Tom Bright tbright@bankdesign.net

2. Please put an Out of Office email message on Jeff Micklege Account for 2 weeks from today.

Kim is not available for the next 2 weeks, Please contact Cory Conner at cconner@bankdesign.net for assistance.

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Peterson, Joanna	07/30/2024 [8:47 AM - 8:49 AM]	BD&E AIS	NC	Remote	Technician	0.03
Peterson, Joanna	07/29/2024 [4:10 PM - 4:11 PM]	BD&E AIS	NC	Remote	Technician	0.02
Peterson, Joanna	07/29/2024 [3:35 PM - 3:39 PM]	BD&E AIS	NC	Remote	Technician	0.07
Peterson, Joanna	07/29/2024 [12:10 PM - 12:35 PM]	BD&E AIS	NC	Remote	Technician	0.42
Peterson, Joanna	07/29/2024 [12:04 PM - 12:06 PM]	BD&E AIS	NC	Remote	Technician	0.03

Ticket# 39017
07/29/2024
by William McCauley

issues logging into M365 admin portal
Bank Design & Equipment
Tom Bright
18006717300
tbright@bankdesign.net

Headquarter
Support

Status: >>Closed
Type: Remote Support
Location: Remote
Source: Internal
Priority 3 - Medium
Team: Tier 1

07/30/2024
Closed By: Andrew Blais

Discussion: 07/29/2024 2:49 PM UTC-04/ William McCauley - kim need access to her admin account in office

07/29/2024 2:15 PM UTC-04/ William McCauley - Call with Kim
Needs password reset on her admin office account
First i had to find the admin account > go to admin portal (KDAdmin@bankdesign.net) > reset password > log in ITboost > kim logged on her side as well
log out and confirm we can log in > need to remove phone number from 2FA on this account so its just the authentication app
confirmed phone number is no longer 2FA option
Kim also had questions on resetting a user password and the process to sync with Azure > showed process
issue resolved. closing ticket
This time entry is marked No Charge

Resolution: 07/29/2024 2:15 PM UTC-04/ William McCauley - Call with Kim
Needs password reset on her admin office account
First i had to find the admin account > go to admin portal (KDAdmin@bankdesign.net) > reset password > log in ITboost > kim logged on her side as well
log out and confirm we can log in > need to remove phone number from 2FA on this account so its just the authentication app
confirmed phone number is no longer 2FA option
Kim also had questions on resetting a user password and the process to sync with Azure > showed process
issue resolved. closing ticket
This time entry is marked No Charge

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
McCauley, William	07/29/2024 [2:15 PM - 2:54 PM]	BD&E AIS	NC	Remote	Technician	0.65

Ticket# 39003
07/28/2024
by Brandon Walcott

[Failed] Offsite Backup Copy\BDE-Backups
Bank Design & Equipment
Kim Davis
5409415968
kdavis@bankdesign.net

Headquarter
Support

Status: >>Closed
Type: Alerts
Location: Remote
Source: Email Connector
Priority 3 - Medium
Team: Tier 1

07/29/2024
Closed By: Joey Musaitef

Discussion: 07/29/2024 9:26 AM UTC-04/ William McCauley - handling in project ticket
closing out

07/28/2024 10:24 PM UTC-04/ Brandon Walcott - Processing BDE-DC2 Error: Cloud repository quota has been exceeded
Processing BDE-SYNC Error: Cloud repository quota has been exceeded
Backup location \BDE001 is getting low on free disk space (0 B free of 1.2 TB).
Some restore points were not processed

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
McCauley, William	07/29/2024 [9:26 AM - 9:30 AM]	BD&E AIS	NC	Remote	Technician	0.07

Ticket# 39008
07/29/2024
by Joanna Peterson

Cant access network
Bank Design & Equipment
Carrie Turner
5409433150
cvturner@bankdesign.net

Headquarter
Support

Status: >>Closed
Type: Remote Support
Location: Remote
Source: Call
Priority 3 - Medium
Team: Tier 1

07/29/2024
Closed By: Joey Musaitef

Discussion: 07/29/2024 8:27 AM UTC-04/ Joanna Peterson - Cant access network

07/29/2024 8:26 AM UTC-04/ Joanna Peterson - Carrie,

Hi, Kim is coming over to see you to help out.

Thanks,
Joanna Peterson

Notes
Calling Kerry at BD&E

07/29/2024 8:10 AM UTC-04/ William McCauley - Call with Kim - 3 users unable to connect to LAN network (jmorris, cvturner, fbaars)
Worked with Kim to static the IP addresses of PC > reboot PC
Unstatic PC and confirm we are able to reach DHCP and i can access the PC via

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Peterson, Joanna	07/29/2024 [8:26 AM - 8:36 AM]	BD&E AIS	NC	Remote	Technician	0.17
McCauley, William	07/29/2024 [8:10 AM - 9:21 AM]	BD&E AIS	NC	Remote	Technician	1.18

Ticket# 38988
07/25/2024
by William McCauley

Kim is having issues with the Sophos VPN client
Bank Design & Equipment
Kim Davis
5409415968
kdavis@bankdesign.net

Headquarter
Support

Status: >>Closed
Type: Onsite Support
Location: Remote
Source: Internal
Priority 3 - Medium
Team: Tier 1

07/29/2024
Closed By: Joey Musaitef

Discussion: 07/25/2024 4:51 PM UTC-04/ William McCauley - Kim is having issues with the Sophos VPN client

07/25/2024 2:00 PM UTC-04/ William McCauley - While onsite Kim stated she is having issues getting the VPN to work correctly when at home.
Cory Conner is also having issues connecting VPN
Had her show me the process she is doing
Connecting VPN correctly but missing a step, After connecting to the Sophos VPN client she needed to open the RDP shortcut titled "Office PC"
we went through the process start to finish. Connect the Sophos VPN client and then open the RDP shortcut
She is using a company laptop that is not connected to the domain and was trying to only connect the VPN client which will not work as the PC is part of "WORKGROUP"
Kim understand process now. I am sending her some instructions on how to connect the VPN client and RDP session should she or others need it for reference
Cory stated he was able to connect, he was his VPN client now as he was doing some incorrect steps. Confirmed Cory is able to connect to the VPN
issues resolved

This time entry is marked No Charge

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
McCauley, William	07/25/2024 [2:00 PM - 2:30 PM]	BD&E AIS	NC	Remote	Technician	0.50

Ticket# 38987
07/25/2024
by William McCauley

Cory Conner getting warning message in Outlook regarding certificate
Bank Design & Equipment
Kim Davis
5409415968
kdavis@bankdesign.net

Headquarter
Support

Status: >>Closed
Type: Remote Support
Location: Remote
Source: Internal
Priority 3 - Medium
Team: Tier 1

07/26/2024
Closed By: Andrew Blais

Discussion: 07/25/2024 4:41 PM UTC-04/ William McCauley - Cory Conner getting warning message in Outlook regarding certificate (Sophos)

07/25/2024 10:20 AM UTC-04/ William McCauley - While onsite for an install Kim notified me that Cory is getting a message/warning dialog box when opening outlook
Check his PC > asking if we trust the Sophos certificate becuase it is unable to verify the certificate
I accepted the certificate (3 times) > reboot PC
Open outlook again > message is no longer appearing
Tested sending 2 emails to Cory's account and confirmed his folders are updating and he is able to send/receive emails
Certificate warning is no longer appearing
issues resolved

This time entry is marked No Charge

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
McCauley, William	07/25/2024 [10:20 AM - 10:50 AM]	BD&E AIS	NC	Remote	Technician	0.50

Ticket# 38934
07/23/2024
by Dalton Boothe

Prep laptop
Bank Design & Equipment
Kim Davis
5409415968
kdavis@bankdesign.net

Headquarter
Support

Status: >>Closed
Type: Remote Support
Location: Remote
Source: Internal
Priority 3 - Medium
Team: Tier 1

07/26/2024
Closed By: Andrew Blais

Discussion: 07/25/2024 12:00 PM UTC-04/ William McCauley - Finish prep on Fred's PC:
Change Fred Microsoft licensing to standard per Kim... so he can have downloadable apps
Have Fred log into his domain account
Install Sophos, this was missing > reboot
Install SAGE Contractor 100 SQL > confirm I am able to log in and access the BDE database from Fred's account
Copy over all documents from old PC to new PC
Turn off windows defender firewall
Remove bloatware on new PC
Change power settings and UAC settings
Install Sophos Connect VPN client
Have Fred change VPN password
Download and install office apps > connect outlook email and other Microsoft apps to Fred's account
Sync Microsoft edge with his user account so bookmarks and saved passwords come over
Go over information with Fred on how to use PC/VPN client
Ask Fred to let me know if there is any thing missing once he starts messing around with the new PC
Ticket complete
This time entry is marked No Charge

07/24/2024 10:27 AM UTC-04/ Dalton Boothe - Installed CCCleaner and Speccy
Discussed with Angela the OneDrive issue
Will need to be a manual transfer

07/24/2024 10:12 AM UTC-04/ Dalton Boothe - Remoted in
Gathered info on software used
Exported Favorites and Passwords in Edge
Attempted to connect OneDrive
Failed
Stated there was not access
Will have to discuss with Kim
Will install the apps

07/23/2024 1:19 PM UTC-04/ Dalton Boothe - Created VPN
Installed
Added to domain

07/23/2024 11:06 AM UTC-04/ Dalton Boothe - Prep laptop

07/23/2024 11:06 AM UTC-04/ Dalton Boothe - Began prep

Resolution: 07/25/2024 12:00 PM UTC-04/ William McCauley - Finish prep on Fred's PC:
Change Fred Microsoft licensing to standard per Kim... so he can have downloadable apps
Have Fred log into his domain account
Install Sophos, this was missing > reboot
Install SAGE Contractor 100 SQL > confirm I am able to log in and access the BDE database from Fred's account
Copy over all documents from old PC to new PC
Turn off windows defender firewall
Remove bloatware on new PC
Change power settings and UAC settings
Install Sophos Connect VPN client
Have Fred change VPN password
Download and install office apps > connect outlook email and other Microsoft apps to Fred's account
Sync Microsoft edge with his user account so bookmarks and saved passwords come over
Go over information with Fred on how to use PC/VPN client
Ask Fred to let me know if there is any thing missing once he starts messing around with the new PC
Ticket complete
This time entry is marked No Charge

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
McCauley, William	07/25/2024 [12:00 PM - 2:00 PM]	BD&E AIS	NC	Onsite	Technician	2.00

Boothe, Dalton	07/24/2024 [10:27 AM - 11:14 AM]	BD&E AIS	NC	Remote	Technician	0.56
Boothe, Dalton	07/24/2024 [10:12 AM - 10:23 AM]	BD&E AIS	NC	Remote	Technician	0.18
Boothe, Dalton	07/23/2024 [1:19 PM - 2:29 PM]	BD&E AIS	NC	Remote	Technician	0.56
Boothe, Dalton	07/23/2024 [11:06 AM - 11:59 AM]	BD&E AIS	NC	Remote	Technician	0.88

Ticket# 38967
07/25/2024
by Kyle Newman

Last M365 Password sync was 4 days ago
Bank Design & Equipment
Kim Davis
5409415968
kdavis@bankdesign.net

Headquarter
Support

Status: >>Closed
Type: Remote Support
Location: Remote
Source: Internal
Priority 3 - Medium
Team: Tier 1

07/26/2024
Closed By: Andrew Blais

Discussion: 07/25/2024 9:15 AM UTC-04/ Kyle Newman - Looked into the issue.

Remoted into the SYNC server and attempted to run a Delta sync. It still would not update passwords. Looked around the tenant and found a troubleshooting guide. It recommended to restart the service. I restarted the service and ran a Delta sync again and it sync the passwords.

07/25/2024 9:11 AM UTC-04/ Kyle Newman - While working on another ticket I noticed that there passwords have not synced between M365 and AD in 4 days. This ticket will be used to record the time associated with me looking into why and resolving.

Resolution: 07/25/2024 9:15 AM UTC-04/ Kyle Newman - Looked into the issue.

Remoted into the SYNC server and attempted to run a Delta sync. It still would not update passwords. Looked around the tenant and found a troubleshooting guide. It recommended to restart the service. I restarted the service and ran a Delta sync again and it sync the passwords.

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Newman, Kyle	07/25/2024 [9:15 AM - 9:50 AM]	BD&E AIS	NC	Remote	Technician	0.58

Ticket# 38951
07/24/2024
by Kyle Newman

Fixing identified Automate structure issues
Bank Design & Equipment
Tom Bright
18006717300
tbright@bankdesign.net

Headquarter
Support

Status: >>Closed
Type: Remote Support
Location: Remote
Source: Internal
Priority 3 - Medium
Team: Tier 1

07/26/2024
Closed By: Andrew Blais

Discussion: 07/24/2024 10:41 AM UTC-04/ Hello, I'm in receipt of your email. However, I'm currently out of my mind I mean out of the office on vacation for the week returining on Monday July 29th. I will have limited access to my email duri
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sophospsmartbannerend

Hello,

I'm in receipt of your email. However, I'm currently out of my mind I mean out of the office on vacation for the week returining on Monday July 29th. I will have limited access to my email during this time.

I will follow up with you upon my return. Have a great week.

Kind regards,

Tom

07/24/2024 10:40 AM UTC-04/ Kyle Newman - Fixing some issues I identified with Sophos Auto deploy and Automate sites names and structure.

07/24/2024 10:40 AM UTC-04/ Kyle Newman - When working another ticket I noticed that Sophos auto-deploy was off. I asked Will if that was for a reason and he informed me that there where two systems they did not want Sophos on.

I re-structured there Automate sites to conform with our new policy. I merged the server site with the main. Re-named the main site to there actual location, Waynesboro. I created a new site with there location Waynesboro (No Sophos) and moved the two workstations that could not have Sophos there. I setup auto-deploy for there main site. I also created a Remote/Mobile Device site and moved the system I was working on today there as I know its not in the office as well as a few others I determined to be Remote based on IP address.

I updated Will.

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Newman, Kyle	07/24/2024 [10:40 AM - 11:04 AM]	BD&E AIS	NC	Remote	Technician	0.40

Ticket# 38879
07/22/2024
by Joanna Peterson

3 servers down
Bank Design & Equipment
Kim Davis
5409415968
kdavis@bankdesign.net

Headquarter
Support

Status: >>Closed
Type: Remote Support
Location: Remote
Source: Internal
Priority 2 - High
Team: Tier 1

07/22/2024
Closed By: Andrew Blais

Discussion: 07/22/2024 8:15 AM UTC-04/ Ray Fulk - I logged into BDE-DC2 and checked the VM host. It looks like all three VMs are online, but BDE-SYNC and SAGEBRUSH cannot ping out to the internet. I can ping the firewall from both VMs, but when I try to run a traceroute out to the internet, it doesn't even get as far as the firewall. I confirmed I can ping BDE-DC2 from the VMs, but noticed I can't ping these two servers from BDE-DC2. I checked the Windows Firewall settings, and noticed that BDE-DC2 and SAGEBRUSH say they are not on domain networks. I disabled and reenabled Windows Firewall on BDE-SYNC, and that allowed it to get back out to the internet. However, doing the same on SAGEBRUSH didn't work. I logged into BDE-SYNC and accessed the VM host from there, then briefly disabled and reenabled the NIC on BDE-DC2, which allowed it to reconnect and list itself as a domain network. I did the same for SAGEBRUSH, and it appears to be online now.
It looks like these three servers rebooted at 1am yesterday, though the VM host itself did not reboot.
I called Kim and confirmed that she was able to log into Tech Tools again and access everything. We discussed what happened, and it looks like these servers rebooted to apply Windows Updates during the scheduled patch window. She would like to discuss changing the patch window so that patches don't run over the weekend. I let Angela know. Closing ticket.

07/22/2024 8:12 AM UTC-04/ Javon Harper - Javon Harper is no longer working with pim. Please contact Andrew Blais for any communication regarding Javon at ablais@proactive-info.com. Thank you!

07/22/2024 8:07 AM UTC-04/ Joanna Peterson - 3 servers down

07/22/2024 8:07 AM UTC-04/ Joanna Peterson - Kim,

Good morning I am investigating why these servers are down, possibly a switch issue? The dom.ain controller is up and I am able to login. Can you give me a call at 804-601-0907 , I'm looking at the switch also

Thanks,
Joanna Peterson

Notes
Servers BDE-SRV1 BDE-SYNC and Sagebrush all show as down
BDE-DC2 domain controller is up

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Fulk, Ray	07/22/2024 [8:15 AM - 8:56 AM]	BD&E AIS	NC	Remote	Technician	0.68
Peterson, Joanna	07/22/2024 [8:07 AM - 8:15 AM]	BD&E AIS	NC	Remote	Technician	0.13

Ticket# 38862
07/19/2024
by Kyle Newman

Kim requested I run a AD to AAD sync
Bank Design & Equipment
Kim Davis
5409415968
kdavis@bankdesign.net

Headquarter
Support

Status: >>Closed
Type: Remote Support
Location: Remote
Source: Internal
Priority 3 - Medium
Team: Tier 1

07/22/2024
Closed By: Andrew Blais

Discussion: 07/19/2024 8:16 AM UTC-04/ Kyle Newman - Remoted into the server and ran the delta sync command via powershell.

07/19/2024 8:15 AM UTC-04/ Kyle Newman - Kim called me and requested a run a AD to AAD sync.

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Newman, Kyle	07/19/2024 [8:16 AM - 8:18 AM]	BD&E AIS	NC	Remote	Technician	0.03

Ticket# 37947
05/31/2024
by Angela Davis

Ubiquity access point
Bank Design & Equipment
Kim Davis
5409415968
kdavis@bankdesign.net

Headquarter
Support

Status: >>Closed
Type: Remote Support
Location: Remote
Source: Internal
Do Not Respond
Team: Tier 1

07/18/2024
Closed By: Andrew Blais

Discussion:

07/18/2024 11:14 AM UTC-04/ Dalton Boothe - Kim,

No problem at all! Hope you have a great one!

Thanks,
Dalton Boothe

07/18/2024 10:59 AM UTC-04/ Absolutely. Thanks!! Kim Davis Information and Technology Coordinator 1401 Hopeman Parkway, Waynesboro VA 22980 Office: 800-671-7300 Direct Dial: 540-941-5968 Mobile Phone: 540-471-2852 kdavis@bankdes
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Absolutely. Thanks!!

Kim Davis
Information and Technology Coordinator

[cid:image001.png@01D8A681.41AC6A00]

1401 Hopeman Parkway, Waynesboro VA 22980
Office: 800-671-7300
Direct Dial: 540-941-5968
Mobile Phone: 540-471-2852
kdavis@bankdesign.net

07/18/2024 10:27 AM UTC-04/ Dalton Boothe - Kim,

I got Autoupdates turned on. Since we now know the scoop on that last AP, I think we can go ahead and close this ticket.

Thanks,
Dalton Boothe

Notes
Turned on AutoUpdate

07/18/2024 10:07 AM UTC-04/ Yes, that would be fine. Thanks Kim Davis Information and Technology Coordinator 1401 Hopeman Parkway, Waynesboro VA 22980 Office: 800-671-7300 Direct Dial: 540-941-5968 Mobile Phone: 540-471-2852 kda
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sophospsmartbannerend

Yes, that would be fine. Thanks

Kim Davis
Information and Technology Coordinator
1401 Hopeman Parkway, Waynesboro VA 22980
Office: 800-671-7300
Direct Dial: 540-941-5968
Mobile Phone: 540-471-2852
kdavis@bankdesign.net

07/18/2024 9:11 AM UTC-04/ Yes, that would be great. Kim Davis Information and Technology Coordinator 1401 Hopeman Parkway, Waynesboro VA 22980 Office: 800-671-7300 Direct Dial: 540-941-5968 Mobile Phone: 540-471-2852 kdavis@ba
Caution! This message was sent from outside your organization. Block sender | Report

sophospsmartbannerend

Yes, that would be great.

Kim Davis
Information and Technology Coordinator

[cid:image001.png@01D8A681.41AC6A00]

1401 Hopeman Parkway, Waynesboro VA 22980
Office: 800-671-7300
Direct Dial: 540-941-5968
Mobile Phone: 540-471-2852
kdavis@bankdesign.net

07/18/2024 9:04 AM UTC-04/ Dalton Boothe - Kim,

All APs are up to date. Did you want me to turn on auto-update so they do not have to be done manually?

Thanks,
Dalton Boothe

Notes
Updated all APs
Will mark complete since we know what is up with the missing AP

07/18/2024 8:58 AM UTC-04/ Dalton Boothe - Kim,

Will do! Do you want me to update the other APs as well? I can do them 1 at a time as to not disrupt all WiFi at once.

Thanks,
Dalton Boothe

07/18/2024 8:57 AM UTC-04/ Dalton, we tracked down the "missing" AP and Kirk has connected it to network so you can update it. No need to wait to update that unit as it's just sitting in the Warehouse IT room and not "installed
Caution! This message was sent from outside your organization. Block sender | Report

sophospsmartbannerend

Dalton, we tracked down the "missing" AP and Kirk has connected it to network so you can update it. No need to wait to update that unit as it's just sitting in the Warehouse IT room and not "installed" anywhere.

Kirk sent this: D021F9dd2171 is mac address of one that's open box.

Sometime someone decided to use the Ethernet Cable for a Camera and took down that AP. So the AP is in the IT Closet. But it would be nice to get it updated and we can put it up somewhere when we decide to run a cable and use it again.

Thanks!

Kim Davis
Information and Technology Coordinator

[cid:image001.png@01D8A681.41AC6A00]

1401 Hopeman Parkway, Waynesboro VA 22980
Office: 800-671-7300
Direct Dial: 540-941-5968
Mobile Phone: 540-471-2852
kdavis@bankdesign.net

07/18/2024 8:38 AM UTC-04/ Dalton, can you tell us the MAC Address of the “missing” AP? Kim Davis Information and Technology Coordinator 1401 Hopeman Parkway, Waynesboro VA 22980 Office: 800-671-7300 Direct Dial: 540-941-5968 M
Caution! This message was sent from outside your organization. Block sender | Report

sophospsmartbannerend

Dalton, can you tell us the MAC Address of the “missing” AP?

Kim Davis
Information and Technology Coordinator

[cid:image001.png@01D8A681.41AC6A00]

1401 Hopeman Parkway, Waynesboro VA 22980
Office: 800-671-7300
Direct Dial: 540-941-5968
Mobile Phone: 540-471-2852
kdavis@bankdesign.net

07/18/2024 8:37 AM UTC-04/ Dalton Boothe - Kim,

Awesome! I appreciate it.

Thanks,
Dalton Boothe

07/18/2024 8:37 AM UTC-04/ Dalton Boothe - Kim,

Looks like it's back online! They are all prompting for updates again as well. I can turn on auto-update and set it to install at 2am so they stay up to date but do not affect users if you would like.

Thanks,
Dalton Boothe

Notes
Checked Ubiquiti
The last AP was online
All need updates
Informing Kim

07/18/2024 8:26 AM UTC-04/ I walked through the warehouse side of the warehouse and could not find it. I have put the question to Marvin and Kirk, if they know anything about it. Hopefully can finalize an answer by end of day t
Caution! This message was sent from outside your organization. Block sender | Report

sophospsmartbannerend

I walked through the warehouse side of the warehouse and could not find it. I have put the question to Marvin and Kirk, if they know anything about it. Hopefully can finalize an answer by end of day today.

Kim Davis
Information and Technology Coordinator

[cid:image001.png@01D8A681.41AC6A00]

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Direct Dial: 540-941-5968
Mobile Phone: 540-471-2852
kdavis@bankdesign.net

07/18/2024 7:58 AM UTC-04/ Dalton Boothe - Kim,

Good morning! Any info on that remaining AP?

Thanks,
Dalton Boothe

07/16/2024 8:06 AM UTC-04/ Dalton Boothe - Kim,

Good morning! Any info on that remaining AP?

Thanks,
Dalton Boothe

07/12/2024 10:30 AM UTC-04/ Dalton Boothe - Kim,

No worries at all!

Thanks,
Dalton Boothe

07/12/2024 10:26 AM UTC-04/ Sorry, I keep going to the warehouse and work on something else and forget. I'm going over again later today. Kim Davis Information and Technology Coordinator 1401 Hopeman Parkway, Waynesboro VA 22980
Caution! This message was sent from outside your organization. Block sender

sophospsmartbannerend

Sorry, I keep going to the warehouse and work on something else and forget. I'm going over again later today.

Kim Davis
Information and Technology Coordinator

[cid:image001.png@01D8A681.41AC6A00]

1401 Hopeman Parkway, Waynesboro VA 22980
Office: 800-671-7300
Direct Dial: 540-941-5968
Mobile Phone: 540-471-2852
kdavis@bankdesign.net

07/12/2024 8:04 AM UTC-04/ Dalton Boothe - Kim,

Good morning! Just checking in, any info on that last AP?

Thanks,
Dalton Boothe

Notes
Drafting follow up

07/11/2024 2:23 PM UTC-04/ Dalton Boothe - Kim,

Just checking in, any info on that last AP?

Thanks,
Dalton Boothe

07/10/2024 4:03 PM UTC-04/ Dalton Boothe - Kim,

Just checking in, any info on that last AP?

Thanks,
Dalton Boothe

07/02/2024 9:50 AM UTC-04/ Dalton Boothe - Spoke with Kim
She knows the location of the APs and will check this afternoon

07/02/2024 7:49 AM UTC-04/ Dalton Boothe - Kim,

Good morning! Just checking to see if you were able to get some word on that last AP. Any info is greatly appreciated!

Thanks,
Dalton Boothe

06/26/2024 3:13 PM UTC-04/ Dalton Boothe - Kim stated she had access to Screen Connect
Showed her how to access the Ubiquiti controller
Got info on the powerbeams
Created shortcuts on the desktop of DC2 for these as well
She is going to get info on the last offline AP

06/26/2024 3:12 PM UTC-04/ yes Kim Davis Information and Technology Coordinator 1401 Hopeman Parkway, Waynesboro VA 22980 Office: 800-671-7300 Direct Dial: 540-941-5968 Mobile Phone: 540-471-2852 kdavis@bankdesign.net From: Dal
Caution! This message was sent from outside your organization. Block sender

sophospsmartbannerend

yes

Kim Davis
Information and Technology Coordinator

[cid:image001.png@01D8A681.41AC6A00]

1401 Hopeman Parkway, Waynesboro VA 22980
Office: 800-671-7300
Direct Dial: 540-941-5968
Mobile Phone: 540-471-2852
kdavis@bankdesign.net

06/26/2024 2:57 PM UTC-04/ Dalton Boothe - Kim,

I'm sorry, I've been booked up until now. Can I jump in and see about getting that added for you?

Thanks,
Dalton Boothe

06/25/2024 3:46 PM UTC-04/ No problem, we can do this in the morning if that works better for you. Kim Davis Information and Technology Coordinator 1401 Hopeman Parkway, Waynesboro VA 22980 Office: 800-671-7300 Direct Dial: 540
Caution! This message was sent from outside your organization. Block sender

sophospsmartbannerend

No problem, we can do this in the morning if that works better for you.

Kim Davis
Information and Technology Coordinator

[cid:image001.png@01D8A681.41AC6A00]

1401 Hopeman Parkway, Waynesboro VA 22980
Office: 800-671-7300
Direct Dial: 540-941-5968
Mobile Phone: 540-471-2852
kdavis@bankdesign.net

06/25/2024 3:43 PM UTC-04/ Dalton Boothe - Kim,

I apologize, I have been stretched pretty thin the past few hours, I will remote in when I am free.

Thanks,
Dalton Boothe

06/25/2024 2:11 PM UTC-04/ Yes, hop on board anytime you're ready! Kim Davis Information and Technology Coordinator 1401 Hopeman Parkway, Waynesboro VA 22980 Office: 800-671-7300 Direct Dial: 540-941-5968 Mobile Phone: 540-471-
Caution! This message was sent from outside your organization. Block sender

sophospsmartbannerend

Yes, hop on board anytime you're ready!

Kim Davis
Information and Technology Coordinator

[cid:image001.png@01D8A681.41AC6A00]

1401 Hopeman Parkway, Waynesboro VA 22980
Office: 800-671-7300
Direct Dial: 540-941-5968
Mobile Phone: 540-471-2852
kdavis@bankdesign.net

06/25/2024 1:26 PM UTC-04/ Dalton Boothe - Kim,

If you have a moment, can I remote in and see about getting you the site needed?

Thanks,
Dalton Boothe

06/20/2024 11:43 AM UTC-04/ Dalton, since the new server, I don't know where to go to login in. Kim Davis Information and Technology Coordinator 1401 Hopeman Parkway, Waynesboro VA 22980 Office: 800-671-7300 Direct Dial: 540-941
Caution! This message was sent from outside your organization. Block sender

sophospsmartbannerend

Dalton, since the new server, I don't know where to go to login in.

Kim Davis
Information and Technology Coordinator

[cid:image001.png@01D8A681.41AC6A00]

1401 Hopeman Parkway, Waynesboro VA 22980
Office: 800-671-7300
Direct Dial: 540-941-5968
Mobile Phone: 540-471-2852
kdavis@bankdesign.net

06/20/2024 11:21 AM UTC-04/ Dalton Boothe - Kim,

It appears that you are already listed under the admins for the UniFi controller.

Thanks,
Dalton Boothe

Notes
Checked on getting Kim access to the controller
It appeared she already had an account

Informing Kim

06/20/2024 8:48 AM UTC-04/ Dalton Boothe - Kim,

I am pushing AP updates now, I will let you know when complete.

Thanks,
Dalton Boothe

06/20/2024 8:47 AM UTC-04/ Dalton Boothe - Kim,

All of the online APs are up to date!

Thanks,
Dalton Boothe

Notes
All APs up to date

06/20/2024 8:34 AM UTC-04/ Dalton Boothe - Kim,

Understood, I can push the AP updates here soon. Is there a day that works best for the switches for you all? I can do this afternoon as well, get the updates done in one day.

Thanks,
Dalton Boothe

06/20/2024 8:21 AM UTC-04/ Thanks for the reminder about the switches. The AP updates can be done during working hours. Our office hours end at 4:30 so the switches should be done between 4:35 and 5:00 – but let me know the dat
Caution! This message was sent from outside your organization. Block sender

sophospsmartbannerend

Thanks for the reminder about the switches.
The AP updates can be done during working hours. Our office hours end at 4:30 so the switches should be done between 4:35 and 5:00 – but let me know the date, so I can warn anyone wanting to work late about the possible interruption.

If it is convenient for you all to handle the firmware update at the same time as the DHCP move to the firewall at the same time, that is fine with me – unless you don't want to do those on the same day.

Kim Davis
Information and Technology Coordinator

[cid:image001.png@01D8A681.41AC6A00]

1401 Hopeman Parkway, Waynesboro VA 22980
Office: 800-671-7300
Direct Dial: 540-941-5968
Mobile Phone: 540-471-2852
kdavis@bankdesign.net

06/20/2024 8:07 AM UTC-04/ Dalton Boothe - Kim,

I appreciate you checking on that, I will have to check to see about credentials for the UniFi controller, as for the updates, this will cause WiFi disruptions, and the switch updates may cause network interruptions as well. If you are still okay with this during regular working hours, please let me know a good time and I will push the updates.

Thanks,
Dalton Boothe

06/20/2024 7:43 AM UTC-04/ I will check on the Warehouse AP. It's ok to update the firmware on the AP's during regular office hours. Do you have a login method for me to see the Wifi dashboard, so I can know more what/how many
Caution! This message was sent from outside your organization. Block sender

sophospsmartbannerend

I will check on the Warehouse AP.
It's ok to update the firmware on the AP's during regular office hours.
Do you have a login method for me to see the Wifi dashboard, so I can know more what/how many total you show active and their names, etc.?

Thanks,

Kim Davis
Information and Technology Coordinator

[cid:image001.png@01D8A681.41AC6A00]

1401 Hopeman Parkway, Waynesboro VA 22980
Office: 800-671-7300
Direct Dial: 540-941-5968
Mobile Phone: 540-471-2852
kdavis@bankdesign.net

06/19/2024 3:42 PM UTC-04/ Dalton Boothe - Kim,

Good afternoon! It appears that the devices are good to go, except for 1 (BDE New Main Warehouse AP). They are behind on firmware updates, I will look at my schedule to see about what day afterhours I can get that done. As for the New Main Warehouse AP, do you know where this AP is and if it is active?

Thanks,
Dalton Boothe

Notes
Spoke with Andrew
Checked UniFi Network
It appeared they were all online but 1 (BDE New Main Warehouse)
All were behind on updates
Andrew recommended finding the one that is offline (will need to be onsite)
Need to schedule time to update firmware as well

06/17/2024 9:48 AM UTC-04/ Dalton Boothe - Looked into the process of readopting APs and switches
It appears the devices will need to be factory reset and then adopted
Will get with Andrew on this tomorrow

06/03/2024 9:00 AM UTC-04/ Dalton Boothe - Spoke with Will to see about the re-adoption process
He stated he thought this was supposed to be a project
Verifying with Angela what needs to be done

05/31/2024 8:57 AM UTC-04/ Angela Davis - Ubiquity access point - please re-adopt it

Internal: 06/24/2024 3:34 PM UTC-04/ Dalton Boothe - Reaching out 6/25/24

06/05/2024 3:27 PM UTC-04/ Dalton Boothe - 6 APs and 2 Switches need to be readopted, needs scheduling.

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Boothe, Dalton	07/18/2024 [10:27 AM - 10:34 AM]	BD&E AIS	NC	Remote	Technician	0.12
Boothe, Dalton	07/18/2024 [9:04 AM - 9:46 AM]	BD&E AIS	NC	Remote	Technician	0.70
Boothe, Dalton	07/18/2024 [8:37 AM - 8:43 AM]	BD&E AIS	NC	Remote	Technician	0.10
Boothe, Dalton	07/12/2024 [8:04 AM - 8:05 AM]	BD&E AIS	NC	Remote	Technician	0.02
Boothe, Dalton	07/02/2024 [9:50 AM - 9:52 AM]	BD&E AIS	NC	Remote	Technician	0.03
Boothe, Dalton	06/26/2024 [3:13 PM - 3:55 PM]	BD&E AIS	NC	Remote	Technician	0.70
Boothe, Dalton	06/20/2024 [11:21 AM - 11:27 AM]	BD&E AIS	NC	Remote	Technician	0.10

Boothe, Dalton	06/20/2024 [8:47 AM - 9:18 AM]	BD&E AIS	NC	Remote	Technician	0.52
Boothe, Dalton	06/19/2024 [3:42 PM - 3:56 PM]	BD&E AIS	NC	Remote	Technician	0.23
Boothe, Dalton	06/17/2024 [9:48 AM - 10:10 AM]	BD&E AIS	NC	Remote	Technician	0.37
Boothe, Dalton	06/03/2024 [9:00 AM - 9:05 AM]	BD&E AIS	NC	Remote	Technician	0.08

Ticket# 38806
07/17/2024
by Javon Harper

Websites blocked - one specific user(for Brett Devier – bdevier@bankdesign.net)
Bank Design & Equipment
Brett Devier
5402563204
bdevier@bankdesign.net

Headquarter
Support

Status: >>Closed
Type: Remote Support
Location: Remote
Source: Email Connector
Priority 4 - Low
Team: Tier 1

07/17/2024
Closed By: Andrew Blais

Discussion: 07/17/2024 11:11 AM UTC-04/ Sorry my internet is so slow. Fiber line is cut somewhere so I an using my Hotspot on my phone. On Jul 17, 2024 10:42 AM, Brett Devier wrote: Yes, you can remote in. Brett Devier BANK DESIGN & EQ
Caution! This message was sent from outside your organization. Block sender

sophospsmartbannerend

Sorry my internet is so slow. Fiber line is cut somewhere so I an using my Hotspot on my phone.

On Jul 17, 2024 10:42 AM, Brett Devier <bdevier@bankdesign.net> wrote:

Yes, you can remote in.

[image]
Brett Devier
BANK DESIGN & EQUIPMENT
bdevier@bankdesign.net
(240) 321-1313
VP-Regional Sales Director

[Decorative]
[Decorative]
[Decorative]

07/17/2024 10:47 AM UTC-04/ Javon Harper - Worked with Will to change the policy and had user test on his end
USer was able to access Alcohol and Tobacco websites

07/17/2024 10:45 AM UTC-04/ Yes, you can remote in. Brett Devier BANK DESIGN & EQUIPMENT bdevier@bankdesign.net (240) 321-1313 VP-Regional Sales Director From: Javon Harper Sent: Wednesday, July 17, 2024 10:37 AM To: Brett
Caution! This message was sent from outside your organization. Block sender

sophospsmartbannerend

Yes, you can remote in.

[image]
Brett Devier
BANK DESIGN & EQUIPMENT
bdevier@bankdesign.net
(240) 321-1313
VP-Regional Sales Director

[Decorative]
[Decorative]
[Decorative]

07/17/2024 10:36 AM UTC-04/ Javon Harper - Brett,

Can I remote in and take a look

Thanks,
Javon Harper

07/17/2024 10:15 AM UTC-04/ Still blocked. Brett Devier BANK DESIGN & EQUIPMENT bdevier@bankdesign.net (240) 321-1313 VP-Regional Sales Director From: Javon Harper Sent: Wednesday, July 17, 2024 8:22 AM To: Brett Devier Su
Caution! This message was sent from outside your organization. Block sender

sophospsmartbannerend

Still blocked.

[image]
Brett Devier
BANK DESIGN & EQUIPMENT
bdevier@bankdesign.net
(240) 321-1313
VP-Regional Sales Director

[Decorative]
[Decorative]
[Decorative]

07/17/2024 8:05 AM UTC-04/ Javon Harper - Websites blocked - one specific user(for Brett Devier – bdevier@bankdesign.net)

If possible, we would like for Brett Devier – bdevier@bankdesign.net to remove the restrictions from his laptop against blocking Alcohol and Tobacco websites.

He is a remote user who does NOT VPN into our Server and does not connect his laptop to our internal network.

Are you able to change the website blocking policies for one user? Or can you set up a group policy for this and he's the only one in it?

If you can make the policy change for him, he is remote, so how will you update the policy on his laptop? I've copied him on this email so you can more easily make the change.

Thanks,

Kim Davis
Information and Technology Coordinator

07/17/2024 8:05 AM UTC-04/ Javon Harper - Brett,

I created a policy to allow you to access Alcohol and Tobacco websites. When you get a chance, please reboot your Laptop and test to see if you can access the websites.

Thanks,
Javon Harper

Notes
Logged into Sophos Central and created a policy specifically for Brett Devier to allow user to access Alcohol and Tobacco websites.
Will reach out to User for Testing

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Harper, Javon	07/17/2024 [10:47 AM - 11:17 AM]	BD&E AIS	NC	Remote	Technician	0.50
Harper, Javon	07/17/2024 [8:05 AM - 8:21 AM]	BD&E AIS	NC	Remote	Technician	0.27

Ticket# 38492
06/28/2024

when responding to service ticket emails, my emails back to service are returning to me as spam
Bank Design & Equipment
Kim Davis
5409415968
kdavis@bankdesign.net

Headquarter
Support

Status: >>Closed
Type: Remote Support
Location: Remote
Source: Portal
Do Not Respond
Team: Tier 1

07/15/2024
Closed By: Andrew Blais

Discussion: 07/12/2024 8:05 AM UTC-04/ Dalton Boothe - Kim,

Good morning! Just checking to see if you have noticed any other ticket replies being blocked. If not, I think we can go ahead and mark this complete!

Thanks,
Dalton Boothe

Notes
Drafting follow up

07/11/2024 1:58 PM UTC-04/ Dalton Boothe - Kim,

Good afternoon! Just checking to see if you have noticed any other ticket replies being blocked. If not, I think we can go ahead and mark this complete!

Thanks,
Dalton Boothe

07/10/2024 3:35 PM UTC-04/ Dalton Boothe - Kim,

Received!

Thanks,
Dalton Boothe

07/10/2024 2:17 PM UTC-04/ I am send an email back about spam emails and filters to test if talking about spam and Sophos in an email gets the email blocked. Kim Davis Information and Technology Coordinator 1401 Hopeman Parkway
Caution! This message was sent from outside your organization. Block sender

sophospsmartbannerend

I am send an email back about spam emails and filters to test if talking about spam and Sophos in an email gets the email blocked.

Kim Davis
Information and Technology Coordinator

[cid:image001.png@01D8A681.41AC6A00]

1401 Hopeman Parkway, Waynesboro VA 22980
Office: 800-671-7300
Direct Dial: 540-941-5968
Mobile Phone: 540-471-2852
kdavis@bankdesign.net

07/10/2024 2:02 PM UTC-04/ Dalton Boothe - Kim,

I have been working with Sophos on this, I believe they submitted your email as not spam. Can you please test replying via email rather than the portal to see if it gets blocked?

Thanks,
Dalton Boothe

07/08/2024 11:50 AM UTC-04/ Dalton Boothe - Submitted email to the not-spam email address
Waiting on word from Sophos

07/05/2024 8:34 AM UTC-04/ Dalton Boothe - Shadowed Kyle as he created the Sophos Admin Account
Informing Sophos it is created

07/05/2024 8:29 AM UTC-04/ Dalton Boothe - Sophos informed me there is no admin account associated with BD&E's tenant
I am not familiar with setting up this aspect of Sophos
Kyle requested I forward the email to him
Waiting on word

07/03/2024 1:24 PM UTC-04/ Dalton Boothe - Gathered info and sent to Sophos Support

07/03/2024 9:46 AM UTC-04/ Dalton Boothe - Responded to Sophos

07/02/2024 3:50 PM UTC-04/ Dalton Boothe - Created case 07422200

07/02/2024 9:41 AM UTC-04/ Dalton Boothe - Kim,

Test email.

Thanks,
Dalton Boothe

07/02/2024 9:41 AM UTC-04/ Dalton Boothe - Get with Sophos to see why emails being blocked as spam

07/01/2024 9:55 AM UTC-04/ Dalton Boothe - Kim,

Unfortunately, we do not have a way to view your inbox. When doing message traces from both Sophos and O365 all that we get is log information, nothing about the contents of the email. It also appears as though other emails are coming through to the tickets, without seeing the contents of the original email I am unable to troubleshoot as Sophos indicates it contained spam.

Thanks,
Dalton Boothe

Notes
Checked Sophos
Verified emails are now being sent to ticket
Informing Kim we do not have a way to view her mailbox

07/01/2024 9:43 AM UTC-04/ Dalton, I don't really understand why you can't look at my email box on the backend and the emails that were returned to me – without having to login to my computer while I'm trying to get work done.
Caution! This message was sent from outside your organization. Block sender

sophospsmartbannerend

Dalton, I don't really understand why you can't look at my email box on the backend and the emails that were returned to me – without having to login to my computer while I'm trying to get work done.

I wasn't sending any attachments, only responding to your emails.

Kim Davis
Information and Technology Coordinator

[cid:image001.png@01D8A681.41AC6A00]

1401 Hopeman Parkway, Waynesboro VA 22980
Office: 800-671-7300
Direct Dial: 540-941-5968
Mobile Phone: 540-471-2852
kdavis@bankdesign.net

07/01/2024 9:33 AM UTC-04/ Dalton Boothe - Kim,

Let's see, a workaround I can think of is to try and capture a screenshot of the contents, or we can schedule a remote session. Please let me know your thoughts.

Thanks,
Dalton Boothe

07/01/2024 8:28 AM UTC-04/ I can’t send you the contents of the email, that’s the problem Kim Davis Information and Technology Coordinator 1401 Hopeman Parkway, Waynesboro VA 22980 Office: 800-671-7300 Direct Dial: 540-941-5968
Caution! This message was sent from outside your organization. Block sender

sophospsmartbannerend

I can’t send you the contents of the email, that’s the problem

Kim Davis
Information and Technology Coordinator

[cid:image001.png@01D8A681.41AC6A00]

1401 Hopeman Parkway, Waynesboro VA 22980
Office: 800-671-7300
Direct Dial: 540-941-5968
Mobile Phone: 540-471-2852
kdavis@bankdesign.net

07/01/2024 8:01 AM UTC-04/ Dalton Boothe - Kim,

Good morning! Just checking again to see if I can get some details on the contents of the message that was marked as containing spam. Any info is greatly appreciated.

Thanks,
Dalton Boothe

06/28/2024 8:45 AM UTC-04/ Dalton Boothe - Kim,

Unfortunately I cannot see the contents of the email. This is the info it gives me, which is why I asked about the contents of the email.

Thanks,
Dalton Boothe

06/28/2024 8:42 AM UTC-04/ Dalton, I created a ticket so your team could review what’s going on. If you can see the logs, you can see what I sent. Please figure it out. Kim Davis Information and Technology Coordinator 1401 Hope
Caution! This message was sent from outside your organization. Block sender

sophospsmartbannerend

Dalton, I created a ticket so your team could review what’s going on. If you can see the logs, you can see what I sent. Please figure it out.

Kim Davis
Information and Technology Coordinator

[cid:image001.png@01D8A681.41AC6A00]

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Office: 800-671-7300
Direct Dial: 540-941-5968
Mobile Phone: 540-471-2852
kdavis@bankdesign.net

06/28/2024 8:31 AM UTC-04/ Dalton Boothe - Kim,

I checked the message logs in Sophos and it states your message contained spam, what is it that you were trying to send? Is there multiple attachments? Perhaps wording that may have set off the filter?

Thanks,
Dalton Boothe

Notes
Checked Sophos
It stated her message contained spam
Seeing what she was trying to send

06/28/2024 8:21 AM UTC-04/ when responding to service ticket emails, my emails back to service are returning to me as spam

When did you notice the problem?
Monday, June 17, 2024 at 8:20 AM EDT

Is it preventing you from doing work?
Yes

Is anyone else experiencing the problem?
No

When is the best time to contact you?
Morning

Attachments:
BlockedMessage.JPG

Internal: 07/15/2024 8:21 AM UTC-04/ Dalton Boothe - No issues reported, marking completed.

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Boothe, Dalton	07/12/2024 [8:05 AM - 8:06 AM]	BD&E AIS	NC	Remote	Technician	0.02
Boothe, Dalton	07/08/2024 [11:50 AM - 12:03 PM]	BD&E AIS	NC	Remote	Technician	0.22
Boothe, Dalton	07/05/2024 [8:34 AM - 9:03 AM]	BD&E AIS	NC	Remote	Technician	0.48
Boothe, Dalton	07/05/2024 [8:29 AM - 8:33 AM]	BD&E AIS	NC	Remote	Technician	0.07
Boothe, Dalton	07/03/2024 [1:24 PM - 1:35 PM]	BD&E AIS	NC	Remote	Technician	0.18
Boothe, Dalton	07/03/2024 [9:46 AM - 9:50 AM]	BD&E AIS	NC	Remote	Technician	0.07
Boothe, Dalton	07/02/2024 [3:50 PM - 3:55 PM]	BD&E AIS	NC	Remote	Technician	0.08
Boothe, Dalton	07/02/2024 [9:41 AM - 9:53 AM]	BD&E AIS	NC	Remote	Technician	0.20
Boothe, Dalton	07/01/2024 [9:55 AM - 10:01 AM]	BD&E AIS	NC	Remote	Technician	0.10
Boothe, Dalton	06/28/2024 [8:31 AM - 8:38 AM]	BD&E AIS	NC	Remote	Technician	0.12

Ticket# 38730
07/12/2024
by Brandon Walcott

New Employee Setup
Bank Design & Equipment
Kim Davis
5409415968
kdavis@bankdesign.net

Headquarter
Support

Status: >>Closed
Type: Remote Support
Location: Remote
Source: Email Connector
Priority 3 - Medium
Team: Tier 1

07/12/2024
Closed By: Andrew Blais

Discussion: 07/12/2024 4:12 PM UTC-04/ Javon Harper - Kim,

I have added the available exchange license same as Tim Smith. I have created Kyle Greif account with the following credentials:
Email: kgreif@bankdesign.net
Windows Login:
kgreif
PW:
6AyUkaDaW4I3ik$

Thanks,
Javon Harper

07/12/2024 4:11 PM UTC-04/ Brandon Walcott - We have new employee, please create new email for
Kyle Greif – kgreif@bankdesign.net
Please set up in AD and Azure. In AD please place in same folder with same permissions and groups as Jay Johnson. Make sure AD account syncs with Azure.

For licensing, this would be an email only account – no other Office 365 products. It would be the same kind of license as Tim Smith. Please check if we have any extra licenses we can use that were purchased through EN Computers before adding a new license.

Please send me his password, so I can set up email on his phone.

Please talk with Angela our account Rep, or myself if you have any questions.

Thanks,

Kim Davis
Information and Technology Coordinator
1401 Hopeman Parkway, Waynesboro VA 22980
Office: 800-671-7300
Direct Dial: 540-941-5968
Mobile Phone: 540-471-2852
kdavis@bankdesign.net

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Harper, Javon	07/12/2024 [4:12 PM - 4:25 PM]	BD&E AIS	NC	Remote	Technician	0.22

Ticket# 38680
07/11/2024
by Kyle Newman

Cant remote into her computer
Bank Design & Equipment
Brenda Kolls
5409433150
bkolls@bankdesign.net

Headquarter
Support

Status: >>Closed
Type: Remote Support
Location: Remote
Source: Internal
Priority 3 - Medium
Team: Tier 1

07/11/2024
Closed By: Andrew Blais

Discussion: 07/11/2024 10:11 AM UTC-04/ Kyle Newman - Called me directly cause she though it had to do with he password resets. She cant remote into her computer at the office.

07/11/2024 10:11 AM UTC-04/ Kyle Newman - Remoted into her computer with TV since she doesnt have automate on her personal computer.

I checked the computer that she remotes into was online and not asleep. I then tested and was able to remote in. She signed in and I made sure the system was set to never sleep.

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Newman, Kyle	07/11/2024 [10:11 AM - 10:18 AM]	BD&E AIS	NC	Remote	Technician	0.12

Ticket# 38603
07/08/2024
by Javon Harper

Suspicious Email
Bank Design & Equipment
Kim Davis
5409415968
kdavis@bankdesign.net

Headquarter
Support

Status: >>Closed
Type: Remote Support
Location: Remote
Source: Call
Priority 3 - Medium
Team: Tier 1

07/10/2024
Closed By: Andrew Blais

Discussion: 07/08/2024 12:17 PM UTC-04/ Javon Harper - Team,

// Case Details
Case ID: 1-343712
Customer: Bank Design & Equipment
Date: 2024-07-08 13:57:00 UTC

// Analysis:

On July 8th, 2024, MDR performed a lead-driven threat hunt on the compromised account 'cconner@bankdesign.net' due to a malicious email that was sent from the account. We have created a labs case on the zip file you have sent and will send an additional update when our labs team responds with their analysis.

We investigated the account further and observed a series of failed sign in attempts on July 8th from malicious IPs, which we have listed in the technical details section below. The user then successfully was logged into from '96.85.33.100' which has an unknown reputation on OSINT, before a second login attempt was blocked due to the user being disabled.

At this time we have the following recommendations.

// Recommendations:

- Verify if the IP '96.85.33.100' is expected in your estate
- Block the following IPs at your network perimeter
- 91.72.148.106
- 218.21.246.234
- 121.202.152.34
- 1.11.62.195
- 5.228.249.154
- 81.16.170.117
- 124.74.9.190
- 59.4.55.162
- 223.171.91.147
- 49.124.149.24
- 123.207.66.17
- 68.106.227.13
- 209.146.44.171
- 119.145.190.102

Reached out to Ray for Assistance
Ray created a firewall rule to block malicious IP addresses
Informed MDR

07/08/2024 8:20 AM UTC-04/ Javon Harper - Suspicious Email

07/08/2024 8:20 AM UTC-04/ Javon Harper - Began investigation on suspicious email/ compromised email
Remoted into CHIEFREVENUEOFF
Went to retrieve the original email but was unable to find the email
User stated he did not delete the email and tried to forward proactive the email
The forward email was blocked by Microsoft due to violation policy
User must have removed the original email
Went to exchange to run a message trace and found the email was sent to and from Cory Connor email(cconner@bankdesign.net)
Went to archiver to see if I can find the original email
I found the email in archiver
Logged into Office revoked user sessions, blocked sign in signed user out of all sessions, reset Password
Informed Cari of this issue downloaded a excel sheet of log in activity and sent it to Cari
Ran Sophos scan on user device and started a MDR case
Called MDR in which they stated the mdr case is being processed
Bank Design & Equipment - Sophos MDR | Threat Hunt | Case ID: 1-343712 1-343712
Download Export_20240708065518-1.zip

Internal: 07/10/2024 3:49 PM UTC-04/ Javon Harper - MDR stated there is no further action required
Closing ticket

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Harper, Javon	07/08/2024 [12:17 PM - 2:02 PM]	BD&E AIS	NC	Remote	Technician	0.77

Harper, Javon	07/08/2024 [8:20 AM - 10:13 AM]	BD&E AIS	NC	Remote	Technician	1.88

Ticket# 37439 05/06/2024	**Windows OS Update** Bank Design & Equipment Kim Davis 5409415968 kdavis@bankdesign.net	Headquarter Support	**Status:** **Type:** **Location:** **Source:** **Team:**	>>Closed Remote Support Remote Internal Do Not Respond Tier 1	07/10/2024 Closed By: Andrew Blais

Discussion: 06/24/2024 9:45 AM UTC-04/ Joanna Peterson - Good Afternoon Kim,

Hi Kim I have updated the notes with what pc's are offline and what user with the last login. Thank you!

Thanks,
Joanna Peterson

Notes
Thank you Kim, I will put a note NOT to update OFFICE3.
I only need to remote to see why they aren't updating all the way, it could be that the updates are downloaded and they just need to power on the pc's to finish the process.
And thanks for the suggestion about the portal and computer vs. friendly names, thank you.
ROANOKE581 - OFFLINE - last login Rich_laptop
CAVALIERS - OFFLINE last login BDE Service Tech
BLUERIDGE TUNNEL - OFFLINE last login kdavis
BDE-SALES-WV - OFFLINE last login \bdevier

The rest are online and likely will update just fine next time they are reboot. Just need to get the others on line if appropriate so updates will run. Thank you!

06/24/2024 9:43 AM UTC-04/ 1. OFFICE3 – must NOT be updated – it can't be updated and should be on your list of computers to NOT update. Please make sure that is written on every document you have at PIM so you wont even try to
Caution! This message was sent from outside your organization. Block sender

sophospsmartbannerend

1. OFFICE3 – must NOT be updated – it can't be updated and should be on your list of computers to NOT update. Please make sure that is written on every document you have at PIM so you wont even try to update it.
2. Not sure why you have to remote into the devices – I thought updates were run automatically in the background on a certain night of the week. If you let me know that schedule, I can try to have everyone leave their computer on.
3. On the ConnectWise Remote Portal – it would be helpful to put the user name under the "Friendly Name" so we can better help you know which computer we're talking about. AND some of the computer's you've listed are not at the Main Office, they are "Remote" computers, so it would be good to change the Site to "Remote" to further help identify them.

Kim Davis
Information and Technology Coordinator

[cid:image001.png@01D8A681.41AC6A00]

1401 Hopeman Parkway, Waynesboro VA 22980
Office: 800-671-7300
Direct Dial: 540-941-5968
Mobile Phone: 540-471-2852
kdavis@bankdesign.net

06/24/2024 9:34 AM UTC-04/ Joanna Peterson - Good Afternoon Kim,

Sure I will check on this ticket and why you can't see it.

Thanks,
Joanna Peterson

06/24/2024 9:29 AM UTC-04/ I logged into PIM portal, and this ticket is not there. Can you get that fixed, so I can see this ticket in Portal? Kim Davis Information and Technology Coordinator 1401 Hopeman Parkway, Waynesboro VA
Caution! This message was sent from outside your organization. Block sender

sophospsmartbannerend

I logged into PIM portal, and this ticket is not there.
Can you get that fixed, so I can see this ticket in Portal?

[image]

Kim Davis
Information and Technology Coordinator

[cid:image001.png@01D8A681.41AC6A00]

1401 Hopeman Parkway, Waynesboro VA 22980
Office: 800-671-7300
Direct Dial: 540-941-5968
Mobile Phone: 540-471-2852
kdavis@bankdesign.net

06/24/2024 8:54 AM UTC-04/ Joanna Peterson - Good Afternoon Kim,

The following pc;s need updates and most are offline right now. Can you let me know a good time to get them online so I can remote in and run updates? Thank you, hope all is well!

Thanks,
Joanna Peterson

Notes
Following devices need updates:
ROANOKE581
OFFICE3
OFFICE0441
BDE-SALES-MD
CAVALIERS
BDE-SALES-WV
BDE-202206L001
BDE-202206L002
BLUERIDGETUNNEL

05/14/2024 2:49 PM UTC-04/ Tatiana Humphrey - Good Afternoon Kim,

Some updates need to be pushed on MASON-DIXON PC and OFFICE3. Could you please let me know when I can access these PCs to install the updates?

Thanks,
Tatiana Humphrey

05/06/2024 11:28 AM UTC-04/ Tatiana Humphrey - Good Morning Tom,

We require updates for MASON-DIXON PC and OFFICE3. I noticed that the MASON-DIXON PC has been offline since last Thursday. Could you please let me know when I can access these PCs to install the updates?

Thanks,
Tatiana Humphrey

05/06/2024 11:08 AM UTC-04/ MASON-DIXON and OFFICE3 need to be updated to the latest Window OS version. Please reach out to the user of each device and schedule a time to push the updates. https://new.live.myitprocess.com/reviews/318104/questions/29816847

Internal: 07/10/2024 1:18 PM UTC-04/ Joanna Peterson - Worked on using MTX but no notes or communication were provided by jPeterson.

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Peterson, Joanna	07/10/2024 [1:17 PM - 1:18 PM]	BD&E AIS	NC	Remote	Technician	0.02

Peterson, Joanna	06/24/2024 [9:45 AM - 10:05 AM]	BD&E AIS	NC	Remote	Technician	0.33
Peterson, Joanna	06/24/2024 [9:34 AM - 9:36 AM]	BD&E AIS	NC	Remote	Technician	0.03
Peterson, Joanna	06/24/2024 [8:54 AM - 9:12 AM]	BD&E AIS	NC	Remote	Technician	0.30
Humphrey, Tatiana	05/14/2024 [2:49 PM - 2:51 PM]	BD&E AIS	NC	Remote	Technician	0.03

Ticket# 37199
04/24/2024
by William McCauley

Scan to email function not working on either xerox copiers
Bank Design & Equipment
Kim Davis
5409415968
kdavis@bankdesign.net

Headquarter
Support

Status: >>Closed
Type: Remote Support
Location: Remote
Source: Internal
Do Not Respond
Team: Tier 1

07/17/2024
Closed By: Andrew Blais

Discussion: 07/08/2024 2:00 PM UTC-04/ William McCauley - tested scan to email function and still working
had to open scan to email app twice to get it to connect but no issues after connecting > confirmed i received the test email
Emailed Kim to see if we can close the ticket or if we need to figure out another method of scanning to email
waiting client response

This time entry is marked No Charge

07/02/2024 2:00 PM UTC-04/ William McCauley - tested scan to email function and it is still working
reaching out to kim to see if they are having issues on their side or if we can close out the ticket

This time entry is marked No Charge

06/28/2024 1:00 PM UTC-04/ William McCauley - tested scan to email function and appears to still be working
had issues getting app to connect at first but after opening the second time it connected and let me send and email

This time entry is marked No Charge

06/26/2024 11:00 AM UTC-04/ William McCauley - tested scan to email and function is working

06/25/2024 4:11 PM UTC-04/ So, still not working ALL the time. Crystal sent a scan to email this morning and then it didn't work the 2nd time she went to send something. It worked for me this afternoon the first time I tried to send something but the 2nd time, it wouldn't. I hit reset, wouldn't send, then I hit Restart Copier and then it sent another one for me.

06/24/2024 12:07 PM UTC-04/ I will check this afternoon. Kim Davis Information and Technology Coordinator 1401 Hopeman Parkway, Waynesboro VA 22980 Office: 800-671-7300 Direct Dial: 540-941-5968 Mobile Phone: 540-471-2852 kdavis
Caution! This message was sent from outside your organization. Block sender

sophospsmartbannerend

I will check this afternoon.

Kim Davis
Information and Technology Coordinator

[cid:image001.png@01D8A681.41AC6A00]

1401 Hopeman Parkway, Waynesboro VA 22980
Office: 800-671-7300
Direct Dial: 540-941-5968
Mobile Phone: 540-471-2852
kdavis@bankdesign.net

From: helpdesk@proactive-info.com <helpdesk@proactive-info.com>
Sent: Monday, June 24, 2024 10:03 AM
To: Kim Davis <kdavis@bankdesign.net>
Subject: Re: Ticket # 37199 / BDE001 / Scan to email function not working on either xerox copiers

William McCauley 6/24/2024 10:03 AM good morning, Kim, Following up so see if we are still having issues with scan to email function. Please let me know. If not response I will close the ticket for in

sophospsmartbannerend

William McCauley
6/24/2024 10:03 AM

[image]

good morning,

Kim, Following up so see if we are still having issues with scan to email function. Please let me know. If not response I will close the ticket for inactivity and we can re-open when you are available.

thank you!

06/24/2024 10:00 AM UTC-04/ William McCauley - email kim again to get update on if they are still having issues

This time entry is marked No Charge

06/18/2024 11:00 AM UTC-04/ William McCauley - emailed Kim to see if there is an update on if the issue is still occurring
did xerox bring out another copier to test with?
waiting response

This time entry is marked No Charge

06/10/2024 12:30 PM UTC-04/ William McCauley - REOPEN TICKET AGAIN

They are having issues scan to email again. Had call with Xerox tech as he was onsite
I checked through firewall logs again, i can see where there is some denied traffic going to the xerox IPs
I checked the firewall rule > there are no xerox IPs in the rule as the one previously created was to allow traffic for gmail and no one updated me with the new IP addresses
I had the xerox tech provide all the xerox IP address the copier would be reaching > updated the firewall rule to allow those IPs
I asked the tech to send me wireshark reports he ran so i could see the denied traffic > being denied for TCP > looks like there are additional ports that need to be added to the FW rule > i updated the FW rule with ports and moved the firewall rule to the top of the list.
After moving the rule up i can see traffic going through the rule now as this was not happening before.
We tested scanning from 192.168.0.5 and confirmed it was working > tech tested again and the "scan to cloud email" will not open
We tested scanning from 192.168.0.6 and "scan to cloud email" app will not open not will it allow you to scan
I checked the job and when you click the "scan to cloud email" app it is opening the following webpage (scantocloudemailapp.services.xerox.com)
I added this FQDN to the firewall rule under destination networks > reboot 192.168.0.5 > open scan to cloud email app > confirm i can open and scan to email (rebooted multiple times and confirmed i am able to open the app after each reboot and scan to email)
issue seems to be resolved on 192.168.0.5
I am still unable to get the app to open on 192.168.0.6 after updating firewall rules. I checked firewall traffic for 192.168.0.6 and there is no denied traffic
Emailed xerox tech and Kim to let them know .5 seems to be working now without issues but .6 will not work (might be an issue with the copier itself)
waiting response

This time entry is marked No Charge

05/30/2024 1:00 PM UTC-04/ William McCauley - RESPONSE

No, we are waiting on the Xerox server to be working to download Xerox app to scan to email.
If that doesn't work, will need to schedule a time for Jim to come onsite when you're available for remote support to check any connectivity issues.

Kim Davis
Information and Technology Coordinator

** Closing ticket for now as we have tested everything on our side and see where the printer traffic is allowed through the network and not being blocked. Will reopen if needed.

This time entry is marked No Charge

05/30/2024 11:00 AM UTC-04/ William McCauley - While i was out of office, Kim set up a time for the xerox tech to come onsite and look at copier...
Emailed Kim to see if issues have been resolved or can i close ticket

This time entry is marked No Charge

05/21/2024 8:15 PM UTC-04/ William McCauley - Xerox Tech sent credentials to a test account he has to see if this is an issues with the Gmail servers

XEROX COPIER 192.168.0.5:
I have been successful in sending and receiving scans from the 192.168.0.5 (main copier) using the email credentials xerox tech provided.
I tried scanning to email 4 separate times, and each time was successful.
However, I then changed the setting back to Gmail > reboot printer.
After reboot I changed the settings again to the email credentials xerox tech provided > reboot printer > upon reboot I tested scanning to email and the printer will no longer send emails. Using the credentials tech provided that were working just moments before….
Getting a message now that, "unable to connect to SMTP server. Check SMTP server name and DNS settings"
I confirmed that the copier is hitting the firewall, and the traffic is allowed nothing is blocking from the network side

XEROX COPIER 192.168.0.6:
I have been unsuccessful in sending and receiving scans from the 192.168.0.6 (2nd copier) using the email credentials xerox tech provided.
On this printer I get a message that "unable to connect to SMTP server. Check SMTP server name and DNS settings."
I confirmed the settings are correct from what the tech sent me but was never able to get it to work on this copier unlike the main copier

I emailed the xerox tech back to see if there are any additional steps that we can take or if we need to start looking for a workaround method as I have already spent 13 hours working on this an nothing has fixed the issues.

This time entry is marked No Charge

05/21/2024 10:00 AM UTC-04/ William McCauley - Work on main copier (192.168.0.5)
Review firewall logs again > Can see where traffic is allowed going from 192.168.0.5 to 172.253.122.109 (Gmail), 8.8.8.8 (google)
Traffic was denied going from 192.168.0.5 (main copier) to 192.168.0.15 (DNS Server, BDE-DC2)
I Added a firewall rule allowing traffic from both copiers: 192.168.0.5 & 192.168.0.6 to the DC (192.168.0.15) > test scanning to email > failed with error message "Unable to connect to SMTP server. Check SMTP server name and DNS settings"
I changed the smtp server from the IP 172.253.122.109 to smtp.gmail.com on the copier > reboot > test scanning > Failed > same message
I created a new app password on the Gmail account > loaded to printer > reboot printer > test scanning > failed > same message
I changed the DNS settings a few different times on the printer > tried the following DNS entries > reboot and test after each change > firewall logs show where it is allowed to 8.8.8.8 > no records of the printer reaching 192.168.0.15 today (5/21, only denied entry is from 5/20)
DNS entry 1: 8.8.8.8 > failed after testing, same message
DNS entry 2: 8.8.8.8 & 8.8.4.4 > failed after testing, same message
DNS entry 3: 8.8.8.8 & 192.168.0.15 > failed after testing, same message
DNS entry 4: 192.168.0.15 > failed after testing, same message
DNS entry 5: 192.168.0.15 & 8.8.8.8 > failed after testing, same message
I added DHCP MAC reservation for the main copier (192.168.0.5) > go to BDE-DC2 > open DHCP > IPv4 > filters > allow > create new filter with mac address of the copier and description > test scanning again > failed after testing, same message
Unable to get scan to email to work

Work on Carries copier (192.168.0.6)
Changed app password in gmail and on the copier
Changed the SMTP server from 172.253.122.109 to smtp.gmail.com and vice versa
Made mac reservation in DHCP pool for the copier
Tested after making each change and keep getting the same message "Unable to connect to SMTP server. Check SMTP server name and DNS settings"

I emailed the xerox tech andrew with all the steps I took after our call yesterday and still unable to get scan to email to work. Copied kim on this. Requesting If there are any additional things we can do to get this to work
This time entry is marked No Charge

05/20/2024 10:30 AM UTC-04/ William McCauley - Call with Andrew tech from Xerox
Tried scanning again > he looked at error codes still getting failed to connect to server error
Tech tried changing from STARTTLS to SSL/TLS and changed port number > tested scanning again and we were able to on the main copier > tested on the 2nd copier and it failed
The tech then tested again on the main copier and it is now failing again
We are now thinking there could be something blocking the printer on the network
I ran some logs on the firewall > I can see where the printer is going through the FW
There are a few denied entries where the printer is trying to reach the DC and the message states "could not associate packet to any connection"
Will look into networking issues more, Have call with Kirk from BDE and will revisit scanning issue
This time entry is marked No Charge

05/17/2024 4:00 PM UTC-04/ William McCauley - Email received from Crystal.. now neither copier are allowing scan to email to work...

Advised crystal what i told Carrie.. We will need to wait until the xerox tech im working with is back. The tech will be back Monday 5/20.
Until then they need to either scan to PC and then email

From: Will McCauley [mailto:wmccauley@proactive-info.com]
Sent: Friday, May 17, 2024 4:31 PM
To: Crystal Wood <cwood@bankdesign.net>; Kim Davis <kdavis@bankdesign.net>
Cc: Tom Bright <tbright@bankdesign.net>
Subject: Re: SCANNER

Okay I will let xerox know neither are working again

Will McCauley Project Implementation Specialist
P: 804-459-8452 E: wmccauley@proactive-info.com W: www.proactive-info.
sophospsmartbannerend
Okay I will let xerox know neither are working again

Will McCauley
Project Implementation Specialist

P: 804-459-8452
E: wmccauley@proactive-info.com
W: www.proactive-info.com

P.O. Box 310
Rockville, VA 23146

From: Crystal Wood <cwood@bankdesign.net>
Sent: Friday, May 17, 2024 3:58:09 PM
To: Will McCauley <wmccauley@proactive-info.com>; Kim Davis <kdavis@bankdesign.net>
Cc: Tom Bright <tbright@bankdesign.net>
Subject: RE: SCANNER

Will, I broke copier B. I was scanning to an employee address cburns@bankdesign.net.

05/17/2024 2:30 PM UTC-04/ William McCauley - Email received from Crystal...

Hi Will,
I saw that Crystal used the scanner and it worked earlier today. I just tried to scan and I got the "job undelivered" confirmation report.

It shows at the bottom
"Completed with an Error (016-781) : Server Connection Error

Carrie V. Turner
AR Admin/HR Coordinator

I asked if she can test scanning on the other copier to see if that one is working.

B405 - scan to email is working
C7130 - scan to email is not working

Advised Carrie that the xerox tech i am working with is out of the office today and will return monday /20... i will get with the tech monday to resolve issues

This time entry is marked No Charge

05/17/2024 9:00 AM UTC-04/ William McCauley - Create new app passwords on both scanner email accounts
Load the app passwords to each scanner
Reboot scanner after making changes
Tested emailing on my side and it went through
Email crystal to have them test scanning a document and emailing
Crystal confirmed that the documents are now scanning to email
Confirmed I received the test email Crystal sent

This time entry is marked No Charge

05/16/2024 4:10 PM UTC-04/ William McCauley - Call with xerox support
Confirmed we can ping gmail.smtp from the DC using CMD
I Explained what we have done previously (try creating app passwords on 2 different gmail account and still get an error when scanning to email)
I created a new app password on bdexeroxcopier2@gmail.com the previous password was deleted > load new password onto 192.168.0.5 > reboot > test scanning > tech sees the error
Tech checked settings > I confirmed the network settings are correct
Tech looked around in the printer noticed that TLS 1.3 was on > tech said that this could cause issues > test turning off TLS 1.3 > reboot printer > test scanning again > FAILED
He performed a firmware update on 192.168.0.5 > after firmware update > test scanning again and confirmed we are able to scan to email now on the main copier
I then had tech look at the 2nd copier 192.168.0.6 > tech states he needs to perform 2 firmware updates
I created a new app password on the bdexeroxcopier2@gmail.com for the 2nd copier > load password > reboot copier
Tech downloaded both firmware files > uploaded and installed the first file > confirmed complete
Uploaded and installed the 2nd firmware update > confirm complete
Tested scanning to email > failed
Changed the smtp address to gmail IP
Still having issues
Im going to load new passwrods and then have them test scanning in the AM

05/10/2024 2:25 PM UTC-04/ William McCauley - Call with Kim
created a new gmail account with 2FA and app password for the scanner
load new email and password > test scanning. FAILED
remove 2FA from the gmail account > load email and credentials > reboot scanner. FAILED
reaching back out to xerox to let them know this still is not working and need a technician to assist
This time entry is marked No Charge

05/09/2024 4:45 PM UTC-04/ William McCauley - xerox called back
they want me to try creating a new gmail account and load the credentials onto the scanner and test again before they perform any firmware updates

This time entry is marked No Charge

05/09/2024 2:00 PM UTC-04/ William McCauley - received email they are still having issues with scan to email
Call xerox support > create ticket
Waiting for call back from xerox support

This time entry is marked No Charge

05/07/2024 12:35 PM UTC-04/ Sorry, I hadn't responded because it worked for a couple days last week. However, I tried this morning and one went through but then it hasn't worked since. Thanks!

05/07/2024 8:00 AM UTC-04/ William McCauley - main scanner working closing ticket no one responding
never sent up 2nd email did not receive any response from kim

05/03/2024 12:25 PM UTC-04/ William McCauley - started setting up a new email address for the 2nd scanner > need to request access to add email to the business profile
emailed kim to see if she know who email is tied to the account. going to "ma...@gmail.com"
waiting response

05/02/2024 3:55 PM UTC-04/ William McCauley - Crystal let me know scan to email is now working on the main copier
I am going to create a new gmail account to use on the 2nd copier. For some reason it does not work having 2 app password in the gmail account.
Will reach out tomorrow to test the new account
This time entry is marked No Charge

05/02/2024 3:05 PM UTC-04/ William McCauley -
Crystal emailed that scanning is no longer working on the main copier
Created new app password in gmail > update password on device > have crystal test, fails
Tried turning off 2FA on the gmail account > use the regular email password > reboot printer > have crystal test, failed
Turned 2FA back on and created another app password > entered the app password on the printer > reboot
Emailed crystal and asked that she try scanning to email again. Waiting response
SMTP-Authorization error
This time entry is marked No Charge

04/29/2024 2:00 PM UTC-04/ William McCauley - Call with Kim
Created new app passwords for the printers
Tested on 192.168.0.5 first (main printer) > was successful in scanning to email
Tested on 192.168.0.6 > password did not work > tried using the password we used for .5 and still did not work
Had Kim test on 192.168.0.5 to see if its still working (reports the other day that after using the same password it would no longer work)
Stopped working on .5 > I removed both of the app password in the google account and created a new one
Entered the password on the main copier .5 > requested Kim test scanning again on the copier
confirmed scanning again on .5
we are going to test creating a new email for the .6 printer. for some reason its not working having 2 app passwords in the gmail account
call printer support again... waiting call back
SMTP-Authorization error

This time entry is marked No Charge

04/25/2024 1:15 PM UTC-04/ William McCauley - crystal emailed that neither copier is scanning now
i updated the password on .5 and .6 and asked they test
waiting response

This time entry is marked No Charge

04/24/2024 3:00 PM UTC-04/ William McCauley - Kim said it was working on 192.168.0.5
tested entering the same app password on 192.168.0.6 > request they test scanning

04/24/2024 1:45 PM UTC-04/ William McCauley - Get back into google account
Generate app passwords - noted passwords
Went to the web page for both xerox printers and updated the information
Took remote control of the panel on the printer and tried testing the connection but just keeps spinning not really sure if it is connecting
Request Kim to please test and see if scan to email function is now working as im unable to see if changes I made are working

This time entry is marked No Charge

04/24/2024 12:50 PM UTC-04/ William McCauley - Call with Xerox tech > gave information on how to set up the authentication with gmail
Waiting for Code from Kim to get back into the account

This time entry is marked No Charge

04/24/2024 11:20 AM UTC-04/ William McCauley - look more into issue > found a solutions but their gmail account does not have the option to add app passwords
Kim sent support number for ESI printer services > called ESI spoke with rep gave information
waiting for call back
This time entry is marked No Charge

04/24/2024 10:45 AM UTC-04/ William McCauley - Scan to email function not working on either xerox copiers - SMTP authorization issue

04/24/2024 10:45 AM UTC-04/ William McCauley - Emailed Kim to see if we can try turning off 2FA for the email account, or questioned if xerox was able to get this to work previously with 2FA on

This time entry is marked No Charge

04/24/2024 8:15 AM UTC-04/ William McCauley - Kim forwarded an email with the email log in creds
Access both printers > updated the email and password information
Checked DNS settings had to change on one it was still pointing at the old DC
Confirmed the password is correct by logging into the google account > 2FA is set up on this account and most likely causing the SMTP auth error
Asked Kim to test > still getting SMTP auth
Kim sent information for xerox rep they work with > emailed rep and got out of office reply

This time entry is marked No Charge

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
McCauley, William	07/08/2024 [2:00 PM - 2:15 PM]	BD&E AIS	NC	Remote	Technician	0.25
McCauley, William	07/02/2024 [2:00 PM - 2:30 PM]	BD&E AIS	NC	Remote	Technician	0.50
McCauley, William	06/28/2024 [1:00 PM - 1:30 PM]	BD&E AIS	NC	Remote	Technician	0.50
McCauley, William	06/26/2024 [11:00 AM - 11:15 AM]	BD&E AIS	NC	Remote	Technician	0.25
McCauley, William	06/24/2024 [10:00 AM - 10:10 AM]	BD&E AIS	NC	Remote	Technician	0.17

McCauley, William	06/18/2024 [11:00 AM - 11:10 AM]	BD&E AIS	NC	Remote	Technician	0.17
McCauley, William	06/10/2024 [12:30 PM - 3:30 PM]	BD&E AIS	NC	Remote	Technician	3.00
McCauley, William	05/30/2024 [1:00 PM - 1:10 PM]	BD&E AIS	NC	Remote	Technician	0.17
McCauley, William	05/30/2024 [11:00 AM - 11:15 AM]	BD&E AIS	NC	Remote	Technician	0.25
McCauley, William	05/21/2024 [8:15 PM - 9:45 PM]	BD&E AIS	NC	Remote	Technician	1.50
McCauley, William	05/21/2024 [10:00 AM - 2:00 PM]	BD&E AIS	NC	Remote	Technician	3.50
McCauley, William	05/20/2024 [10:30 AM - 11:00 AM]	BD&E AIS	NC	Remote	Technician	0.50
McCauley, William	05/17/2024 [4:00 PM - 4:30 PM]	BD&E AIS	NC	Remote	Technician	0.50
McCauley, William	05/17/2024 [2:30 PM - 3:00 PM]	BD&E AIS	NC	Remote	Technician	0.50
McCauley, William	05/17/2024 [9:00 AM - 10:00 AM]	BD&E AIS	NC	Remote	Technician	1.00
McCauley, William	05/16/2024 [4:10 PM - 6:00 PM]	BD&E AIS	NC	Remote	Technician	1.83
McCauley, William	05/10/2024 [2:25 PM - 2:55 PM]	BD&E AIS	NC	Remote	Technician	0.50
McCauley, William	05/09/2024 [4:45 PM - 4:50 PM]	BD&E AIS	NC	Remote	Technician	0.08
McCauley, William	05/09/2024 [2:00 PM - 2:15 PM]	BD&E AIS	NC	Remote	Technician	0.25
McCauley, William	05/07/2024 [8:00 AM - 8:05 AM]	BD&E AIS	NC	Remote	Technician	0.08
McCauley, William	05/03/2024 [12:25 PM - 12:40 PM]	BD&E AIS	NC	Remote	Technician	0.25
McCauley, William	05/02/2024 [3:55 PM - 4:05 PM]	BD&E AIS	NC	Remote	Technician	0.17
McCauley, William	05/02/2024 [3:05 PM - 3:30 PM]	BD&E AIS	NC	Remote	Technician	0.42
McCauley, William	04/29/2024 [2:00 PM - 3:02 PM]	BD&E AIS	NC	Remote	Technician	1.03
McCauley, William	04/25/2024 [1:15 PM - 2:00 PM]	BD&E AIS	NC	Remote	Technician	0.75
McCauley, William	04/24/2024 [3:00 PM - 3:15 PM]	BD&E AIS	NC	Remote	Technician	0.25
McCauley, William	04/24/2024 [1:45 PM - 2:15 PM]	BD&E AIS	NC	Remote	Technician	0.50
McCauley, William	04/24/2024 [12:50 PM - 1:00 PM]	BD&E AIS	NC	Remote	Technician	0.17
McCauley, William	04/24/2024 [11:20 AM - 12:00 PM]	BD&E AIS	NC	Remote	Technician	0.67
McCauley, William	04/24/2024 [10:45 AM - 10:50 AM]	BD&E AIS	NC	Remote	Technician	0.08
McCauley, William	04/24/2024 [8:15 AM - 9:00 AM]	BD&E AIS	NC	Remote	Technician	0.75

Ticket# 38608
07/08/2024
by Javon Harper

Please Cancel eclark@bankdesign.net email - effective immediately
Bank Design & Equipment
Kim Davis
5409415968
kdavis@bankdesign.net

Headquarter
Support

Status: >>Closed
Type: Remote Support
Location: Remote
Source: Email Connector
Priority 4 - Low
Team: Tier 1

07/08/2024
Closed By: Andrew Blais

Discussion: 07/08/2024 11:08 AM UTC-04/ Hi Javon, Ed Clark's Active Directory Account can be cancelled. I don't think you can cancel the Microsoft Account license. We were locked into a yearlong contract. We will transfer it to someone else
Caution! This message was sent from outside your organization. Block sender

sophospsmartbannerend

Hi Javon,

Ed Clark's Active Directory Account can be cancelled.
I don't think you can cancel the Microsoft Account license. We were locked into a yearlong contract. We will transfer it to someone else.

Please Verify.

Kim Davis
Information and Technology Coordinator

[cid:image001.png@01D8A681.41AC6A00]

1401 Hopeman Parkway, Waynesboro VA 22980
Office: 800-671-7300
Direct Dial: 540-941-5968
Mobile Phone: 540-471-2852
kdavis@bankdesign.net

07/08/2024 10:32 AM UTC-04/ Javon Harper - Please Cancel eclark@bankdesign.net email - effective immediately

07/08/2024 10:32 AM UTC-04/ Javon Harper - Kim,

Ed's emails have been forwarded to Cory. I disabled Ed's windows sign-in, signed him out of all email sessions, and blocked his sign-in. Once we get Cory back into his emails, he can see emails forwarded to him from Ed recipients.

Thanks,
Javon Harper

Notes
Asked client if the user needed their email forward to anyone and how long the account should stay active.

Asked client when they needed the account terminated by for AD and Office 365.
Changed the email to forward to a user. Created a reminder to reach back out to the client about disabling the user email account.
Removed the user office 365 account and pushed the ticket to Joey to update AppRiver.
Disabled the user domain account by going to the DC > Active Directory Users and Computers> Finding the user > Right clicked the username "Disable"
Went into Sophos disabled the users VPN account.

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Harper, Javon	07/08/2024 [10:32 AM - 10:44 AM]	BD&E AIS	NC	Remote	Technician	0.20

Ticket# 38607
07/08/2024
by Javon Harper

Popups on Device
Bank Design & Equipment
Jessica Aites
5409433150
jaites@bankdesign.net

Headquarter
Support

Status: >>Closed
Type: Remote Support
Location: Remote
Source: Call
Priority 3 - Medium
Team: Tier 1

07/09/2024
Closed By: Andrew Blais

Discussion: 07/08/2024 10:14 AM UTC-04/ Javon Harper - Popups on Device

07/08/2024 10:14 AM UTC-04/ Javon Harper - Remoted into WS-REC-SPR
Jessica clicked on adware while searching for Amazon on her device which created a popup stating her device was compromised
Ran task manager and closed the web browser
Ran Sophos scan and manually removed potential malware that was on Sophos endpoint
Restarted the device and educated the user on properly clicking on the correct web search
The malicious activity was a Office download located on the device listed on Kim Davis profile
Removed the malicious download and informed user I will monitor the scan from the portal

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Harper, Javon	07/08/2024 [10:14 AM - 10:31 AM]	BD&E AIS	NC	Remote	Technician	0.28

Ticket# 38370
06/20/2024
by Angela Davis

Weekly phishing campaigns
Bank Design & Equipment
Kim Davis
5409415968
kdavis@bankdesign.net

Headquarter
Support

Status: >>Closed
Type: Remote Support
Location: Remote
Source: Internal
Do Not Respond
Team: Tier 1

07/08/2024
Closed By: Andrew Blais

Discussion: 07/08/2024 8:01 AM UTC-04/ Javon Harper - Checked campaign to make sure it was running properly
Campaigns are running properly
Will inform Angela
Closing ticket

06/21/2024 9:41 AM UTC-04/ Javon Harper - Created a Weekly Phishing Campaign Series Starting June 28th
New users will be auto enrolled
Users caught by the campaign will be required to take Phishing training
Will inform Angela of the campaign start date

06/20/2024 1:14 PM UTC-04/ Angela Davis - Weekly phishing campaigns: please set up client to get weekly phishing campaigns with training if they click on the email

Internal: 06/28/2024 10:15 AM UTC-04/ Javon Harper - Campaign has started will Check on results at the end of the day

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Harper, Javon	07/08/2024 [8:01 AM - 8:07 AM]	BD&E AIS	NC	Remote	Technician	0.10
Harper, Javon	06/21/2024 [9:41 AM - 9:56 AM]	BD&E AIS	NC	Remote	Technician	0.25

Ticket# 38533
07/01/2024
by Dalton Boothe

Windows Defender Pop Up
Bank Design & Equipment
Jerry Morris
5409433150
jmorris@bankdesign.net

Headquarter
Support

Status: >>Closed
Type: Remote Support
Location: Remote
Source: Call
Priority 3 - Medium
Team: Tier 1

07/03/2024
Closed By: Andrew Blais

Discussion: 07/03/2024 9:52 AM UTC-04/ Dalton Boothe - Jerry,

Got word from Cari and Sophos MDR that you should be good to go! I appreciate the patience and cooperation.

Thanks,
Dalton Boothe

07/03/2024 8:51 AM UTC-04/ Dalton Boothe - Added URL to Blocked URLs in firewall

07/02/2024 7:50 AM UTC-04/ Dalton Boothe - MDR responded at 8:31PM last night
Case ID 1-332846
They stated the host was offline
Requested it be brought back online for further investigation
Informing Cari
Checked Automate and Sophos
It appeared the device was online
Informed MDR as well

07/01/2024 3:11 PM UTC-04/ Dalton Boothe - Changed Edge view to heading only as requested by Cari

07/01/2024 1:57 PM UTC-04/ Dalton Boothe - Windows Defender Pop Up

07/01/2024 1:56 PM UTC-04/ Dalton Boothe - Reached out to Jerry
Remoted into OFFICE0441
Collected info needed to start Sophos ticket
Sent email to MDR
Started Sophos scan on device
Informed Cari since Angela is out
Waiting on case number to call Sophos

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Boothe, Dalton	07/03/2024 [8:51 AM - 8:56 AM]	BD&E AIS	NC	Remote	Technician	0.08
Boothe, Dalton	07/02/2024 [7:50 AM - 7:55 AM]	BD&E AIS	NC	Remote	Technician	0.08
Boothe, Dalton	07/01/2024 [3:11 PM - 3:13 PM]	BD&E AIS	NC	Remote	Technician	0.03
Boothe, Dalton	07/01/2024 [1:56 PM - 2:18 PM]	BD&E AIS	NC	Remote	Technician	0.37

Ticket# 38285
06/17/2024
by Marissa Binck

Compromised email
Bank Design & Equipment
Kim Davis
5409415968
kdavis@bankdesign.net

Headquarter
Support

Status: >>Closed
Type: Remote Support
Location: Remote
Source: Email Connector
Do Not Respond
Team: Tier 1

07/01/2024
Closed By: Andrew Blais

Discussion: 06/28/2024 9:10 AM UTC-04/ Dalton Boothe - Kim,

His account was compromised. Once they gained access to his account, they must have added the additional phone number to verify they had a way in.

Thanks,
Dalton Boothe

06/28/2024 8:22 AM UTC-04/ MDR may state that – but I don't have an answer about the MFA – and we need one.

06/28/2024 8:08 AM UTC-04/ Dalton Boothe - Kim,

Good morning! Sophos MDR has stated that there is no further actions to take and all looks good. If it is okay with you, I will go ahead and mark this ticket complete.

Thanks,
Dalton Boothe

06/27/2024 2:22 PM UTC-04/ Dalton Boothe - Kim,

Sophos MDR has stated no further action is needed, all seems to be good to go! If it is okay with you, I will go ahead and mark this complete.

Thanks,
Dalton Boothe

06/27/2024 10:30 AM UTC-04/ William McCauley - Call with Angela, BDE and one of BDEs partners concerned about the account hack.
I provided a break down of the steps pim took to protect the compromised account
I explained the various email security and authentication tools we just recently implemented to help with this
answered all questions the 3rd party had and made them feel comfortable they are not at risk and the steps we took are sufficient to prevent any further issues

This time entry is marked No Charge

06/25/2024 1:28 PM UTC-04/ Dalton Boothe - Javon confirmed the O365 issue should be resolved
Informed Sophos

06/20/2024 8:42 AM UTC-04/ Dalton Boothe - Kim,

Is there a time today that I can look into reinstalling Sophos on OFFICE3? It appears that they are having issues doing the scan as their agent is not responding.

Thanks,
Dalton Boothe

06/20/2024 8:40 AM UTC-04/ Dalton Boothe - Javon forwarded email regarding the Office 365 Management Activity connectivity
Scheduling a remote session

06/19/2024 10:22 AM UTC-04/ Dalton Boothe - Saw in the Sophos email I could check Application Consents from the Entra Admin Center
Saw that the newest one wsa console-m365d
Checked on this
Entra stated it was a first party application
It appeared to be related to M365 Defender
Nothing else was added this month
Still waiting on word about reinstalling Sophos on Office3

06/19/2024 8:40 AM UTC-04/ Dalton Boothe - Spoke with Sophos
Need Header info from original sender to check for links and pdfs
Stated this is not unusual the the user deletes the email and that it is not a huge deal
Recommended we do the following
Ensure original recommended steps have been done, Password resets, Tokens revoked, etc.
Check Application Consents > any newly added applications tied to exchange accounts
Double check MFA
Get Sophos reinstalled Office3

Logged into O365
Verified no additional MFA methods were added to Cory or Charlie
Checked around in O365 for any way to view application consent
Nothing found
Will reach out to Kim for Office3 Sophos reinstall and Application consents
Called and left VM

06/19/2024 8:29 AM UTC-04/ Dalton Boothe - Kim,

Can you please have "Office3" turned on so Sophos can continue their investigation? The last user to sign is Charlie Abbey.

Thanks,
Dalton Boothe

06/18/2024 1:46 PM UTC-04/ Javon Harper - Kim,

Can you please have "Office3" turned on so Sophos can continue their investigation? The last user to sign is Charlie Abbey.

Thanks,
Javon Harper

06/18/2024 11:10 AM UTC-04/ William McCauley - Call with Kim to discuss what Dalton has performed to remediate the issue and that it is in line with with Sophos recommended we perform
Let Kim know Sophos requested we send them a copy of the email so they can investigate further and that we have sent that to sophos and waiting for a response on their analysis
Sent Kim an email with a recap of what was discussed as requested

This time entry is marked No Charge

06/18/2024 10:54 AM UTC-04/ Ray Fulk - I checked the message trace to see when this attack began, it it appears to have started at 11:35 am. The initial messages came from the IP address 104.129.24.147. That is not the external IP of the BDE office (96.85.33.100). I checked an online IP tool, which reports a hostname of 104.129.24.147.adsl.inet-telecom.org, and the ISP is QuadraNet Enterprises LLC. The tool estimates that this IP is based out of Atlanta, GA. It looks like this ISP has been used for fraud in the past: https://scamalytics.com/ip/isp/quadranet-enterprises-llc. The other, normal messages for this time period are coming from the BDE office IP.
I checked the audit logs for this user as far back at 6/14 at midnight UTC, filtering based on the suspicious IP address, and it looks like the first sign-on from this IP was at 8:27 PM on 6/15 EDT. The details indicate they used Chrome on a MacOS device. From there, they synced the user's mailbox until 11:33 AM 6/17, when they started drafting the malicious email and began sending it at 11:35 AM. Right before that, they deleted six emails from the RSS Subscription folder in the Inbox. They sent out the malicious emails until 12:52 PM, then began moving sent items and bounceback messages to the Deleted Items folder and purging them. The last entry is at 12:57 PM, when the user tried and failed to log in, which corresponds with when Dalton blocked the sign-in.

06/18/2024 10:53 AM UTC-04/ Javon Harper - Bank Design & Equipment - Sophos MDR | Severity: High | Case ID: 1-305665
Scan each device manually listed below:
BANKDESIGN70001
BDE-202206L001
ChiefRevenueOfficer
FEDEX
DESKTOP-TIQE220
BDE-FBAARS
DESKTOP-0AB2011
BDE71000
DESKTOP-2SLFM1E
BlueRidgeTunnel
OFFICE0441
BDE-202206L002
Bde-20133
BDEInventory
Waynesboro-1776
BDE-Sales-WV
WS-REC-SPR
Roanoke581
Greg-PC
WarehouseReceiv
BDE-Sales-MD
CAVALIERS
Bankdesign70003
BDE-DC2
BDE-SYNC
Sagebrush

06/17/2024 2:16 PM UTC-04/ Dalton Boothe - Kim reached out
Assisted Charlie in getting back into their email
Verified he was good to go
Spoke with Kim again
She stated one of their vendors was sending out the email
Requested I block their domain for 24hours
Added the block into Sophos
Spoke with Cory who was having issues with all incoming emails going to RSS Subcriptions
Deleted all rules
Applied
Sent test
Same issue
Win+R > Outlook.exe /cleanserverrules
Tested
Success
Waiting on word from MDR

06/17/2024 1:15 PM UTC-04/ Dalton Boothe - Cory called in
Assisted him in signing back in
Attempted to do 2FA
No notification came through
Noticed there was 2 numbers added to his 2FA he did not recognize one
Required him to reauthorize 2FA
Walked him through readding his app
He was able to sign in
We then removed all rules from his Outlook
I then blocked sign in, reset password, revoked sessions, and removed existing 2FA for Charlie Abbey as well as requested by Kim
No number listed for the user
Waiting on good number to reach out

06/17/2024 12:53 PM UTC-04/ Looks like cconner@bankdesign.net is sending encrypted emails out. We think this is compromised activity. Can you check this out? Thanks Kim Davis Information and Technology Coordinator 1401 Hopeman P
Caution! This message was sent from outside your organization. Block sender

sophospsmartbannerend

Looks like cconner@bankdesign.net is sending encrypted emails out. We think this is compromised activity. Can you check this out?

Thanks

Kim Davis
Information and Technology Coordinator
1401 Hopeman Parkway, Waynesboro VA 22980
Office: 800-671-7300
Direct Dial: 540-941-5968
Mobile Phone: 540-471-2852
kdavis@bankdesign.net

Internal: 07/01/2024 8:04 AM UTC-04/ Dalton Boothe - No further actions required by MDR, marking complete.

06/27/2024 2:21 PM UTC-04/ Dalton Boothe - MDR stated no further action is required, informing Kim.

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
McCauley, William	06/27/2024 [10:30 AM - 11:00 AM]	BD&E AIS	NC	Remote	Technician	0.50
Boothe, Dalton	06/25/2024 [1:28 PM - 1:29 PM]	BD&E AIS	NC	Remote	Technician	0.02
Boothe, Dalton	06/20/2024 [8:40 AM - 8:48 AM]	BD&E AIS	NC	Remote	Technician	0.13
Boothe, Dalton	06/19/2024 [10:22 AM - 10:33 AM]	BD&E AIS	NC	Remote	Technician	0.18
Boothe, Dalton	06/19/2024 [8:40 AM - 9:29 AM]	BD&E AIS	NC	Remote	Technician	0.82
McCauley, William	06/18/2024 [11:10 AM - 11:30 AM]	BD&E AIS	NC	Remote	Technician	0.33
Fulk, Ray	06/18/2024 [10:54 AM - 12:00 PM]	BD&E AIS	NC	Remote	Technician	1.10
Harper, Javon	06/18/2024 [10:53 AM - 12:59 PM]	BD&E AIS	NC	Remote	Technician	1.31
Boothe, Dalton	06/17/2024 [2:16 PM - 2:59 PM]	BD&E AIS	NC	Remote	Technician	0.72
Boothe, Dalton	06/17/2024 [1:15 PM - 1:44 PM]	BD&E AIS	NC	Remote	Technician	0.48

Ticket# 38509
06/28/2024
by Javon Harper

Email issue
Bank Design & Equipment
Kim Davis
5409415968
kdavis@bankdesign.net

Headquarter
Support

Status: >>Closed
Type: Remote Support
Location: Remote
Source: Call
Priority 3 - Medium
Team: Tier 1

07/01/2024
Closed By: Andrew Blais

Discussion: 06/28/2024 3:45 PM UTC-04/ Javon Harper - Email issue

06/28/2024 3:45 PM UTC-04/ Javon Harper - Remoted into Kim pc and clicked on the link she was trying to open for a secure message
Link opened up successfully
Issue resolved

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Harper, Javon	06/28/2024 [3:45 PM - 3:48 PM]	BD&E AIS	NC	Remote	Technician	0.05

Ticket# 38478
06/27/2024

Need to cancel email account for John Thomas - jthomas@bankdesign.net Please turn off and remove hi
Bank Design & Equipment
Kim Davis
5409415968
kdavis@bankdesign.net

Headquarter Support

Status: >>Closed
Type: Remote Support
Location: Remote
Source: Portal
Priority 3 - Medium
Team: Tier 1

06/27/2024
Closed By: Andrew Blais

Discussion: 06/27/2024 10:44 AM UTC-04/ Dalton Boothe - Kim,

I got them removed and moved to the disabled users OU. Please let us know if there are any further issues.

Thanks,
Dalton Boothe

Notes
Moved user to disabled user OU in AD
Removed all permission groups
Pushed sync
Verified sign in blocked in O365
Removed license
Informing Kim

06/27/2024 10:08 AM UTC-04/ Dalton Boothe - Kim,

Do you need their Active Directory account disabled as well?

Thanks,
Dalton Boothe

06/27/2024 9:59 AM UTC-04/ Need to cancel email account for John Thomas - jthomas@bankdesign.net
Please turn off and remove his account.
Please remove him from any distribution and permission groups he's in
We do NOT need his email forwarded to anyone.
Please do this as soon as possible.

Thanks - Kim Davis

When did you notice the problem?
Thursday, June 27, 2024 at 9:58 AM EDT

Is it preventing you from doing work?
No

Is anyone else experiencing the problem?
No

When is the best time to contact you?
Morning

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Boothe, Dalton	06/27/2024 [10:44 AM - 10:57 AM]	BD&E AIS	NC	Remote	Technician	0.22

Ticket# 38389
06/21/2024
by Marissa Binck

FW: Call Microsoft Computer HAck
Bank Design & Equipment
Kim Davis
5409415968
kdavis@bankdesign.net

Headquarter
Support

Status: >>Closed
Type: Remote Support
Location: Remote
Source: Email Connector
Priority 3 - Medium
Team: Tier 1

06/26/2024
Closed By: Andrew Blais

Discussion: 06/26/2024 3:10 PM UTC-04/ Dalton Boothe - Kim,

Got word from MDR, since the user did not call the number all should be good to go!

Thanks,
Dalton Boothe

06/24/2024 8:02 AM UTC-04/ Dalton Boothe - Responded to MDR
Added the site to Blocked URLs for Default Policy in their firewall
Waiting on word from MDR

06/21/2024 12:56 PM UTC-04/ Dalton Boothe - Kim,

I took a look and verified the Sophos scan was running, I am going to inform MDR for a threat hunt to verify there is nothing going on deeper in the system.

Thanks,
Dalton Boothe

Notes
Remoted into the device
Verified Sophos scan was running
Informing MDR

06/21/2024 12:50 PM UTC-04/ Jerry, clicked on some website in Edge and got the "Call Microsoft, there's a problem with your computer" popup with sound and flashing. I closed Edge and click on the Sophos Scan. Please take a look
Caution! This message was sent from outside your organization. Block sender

sophospsmartbannerend

Jerry, clicked on some website in Edge and got the "Call Microsoft, there's a problem with your computer" popup with sound and flashing. I closed Edge and click on the Sophos Scan.

Please take a look at his computer and see if something else needs to be done.

It is ok to remote into his computer. No need to call first.

Thanks,

Kim Davis
Information and Technology Coordinator

[cid:image001.png@01D8A681.41AC6A00]

1401 Hopeman Parkway, Waynesboro VA 22980
Office: 800-671-7300
Direct Dial: 540-941-5968
Mobile Phone: 540-471-2852
kdavis@bankdesign.net

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Boothe, Dalton	06/24/2024 [8:02 AM - 8:13 AM]	BD&E AIS	NC	Remote	Technician	0.18
Boothe, Dalton	06/21/2024 [12:56 PM - 1:03 PM]	BD&E AIS	NC	Remote	Technician	0.12

Ticket# 38438
06/25/2024
by William McCauley

block email for crystal
Bank Design & Equipment
Crystal Wood
5409433150
cwood@bankdesign.net

Headquarter
Support

Status: >>Closed
Type: Remote Support
Location: Remote
Source: Internal
Priority 3 - Medium
Team: Tier 1

06/25/2024
Closed By: Andrew Blais

Discussion: 06/25/2024 1:01 PM UTC-04/ William McCauley -
Will, can you block this email address for us?

robert@relaysprv.com

Thanks.

-----Original Message-----
From: Crystal Wood

06/25/2024 11:00 AM UTC-04/ William McCauley - add requested email to block list
Replied to email chain crystal sent stating this was complete and sent instructions on how she can do this in the sophos self-service portal
Got email back that the message was blocked and violated email policy "contains spam"
I tried sending her an email outside of the email chain and got same message
I tried emailing my personal email and did not have an issue
I tried emailing Kim from BDE and it went through and she replied
I called Crystal > we changed her block list (im not on it) I added myself to the allow list on her sophos email filter > tested sending and email and confirmed it is working now
I showed Crystal where to allow/block a user
I also showed Crystal how to report the message to sophos if it is spam or junk so she will not continue to recieve emails like this
issues resolved closing ticket
This time entry is marked No Charge

Resolution: 06/25/2024 11:00 AM UTC-04/ William McCauley - add requested email to block list
Replied to email chain crystal sent stating this was complete and sent instructions on how she can do this in the sophos self-service portal
Got email back that the message was blocked and violated email policy "contains spam"
I tried sending her an email outside of the email chain and got same message
I tried emailing my personal email and did not have an issue
I tried emailing Kim from BDE and it went through and she replied
I called Crystal > we changed her block list (im not on it) I added myself to the allow list on her sophos email filter > tested sending and email and confirmed it is working now
I showed Crystal where to allow/block a user
I also showed Crystal how to report the message to sophos if it is spam or junk so she will not continue to recieve emails like this
issues resolved closing ticket
This time entry is marked No Charge

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
McCauley, William	06/25/2024 [11:00 AM - 12:15 PM]	BD&E AIS	NC	Remote	Technician	1.25

Ticket# 38380
06/21/2024
by Javon Harper

RE: 07400224 / Case 1-305665 | Bank Design & Equipment M365 configuration not connecting / ref:_00D
Bank Design & Equipment
Kim Davis
5409415968
kdavis@bankdesign.net

Headquarter Support

Status: >>Closed
Type: Remote Support
Location: Remote
Source: Internal
Priority 3 - Medium
Team: Tier 1

06/24/2024
Closed By: Andrew Blais

Discussion: 06/24/2024 8:05 AM UTC-04/ Javon Harper - Hi Javon,

I just checked the status of the Office 365 Management Activity connection and it looks like it succeeded. Could you please confirm if this is now working and whether you still need assistance with the case?

Thank you!

Andy Lee | Technical Support Engineer | Sophos Support

Andy reached back out Friday evening to inform me the Configuration was working properly
Logged into Sophos and Verified it was showing connected and working properly
Closing ticket

06/21/2024 12:59 PM UTC-04/ Javon Harper - Worked with Sophos support to fix M365 Intergration
Support agent stated it may take up to 12 hours to connect
He will monitor in the back end and keep me updated

06/21/2024 8:10 AM UTC-04/ Javon Harper - RE: 07400224 / Case 1-305665 | Bank Design & Equipment M365 configuration not connecting / ref:_00D301GN6a._500KZ4JDQX:ref

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Harper, Javon	06/24/2024 [8:05 AM - 8:11 AM]	BD&E AIS	NC	Remote	Technician	0.10
Harper, Javon	06/21/2024 [12:59 PM - 2:00 PM]	BD&E AIS	NC	Remote	Technician	1.02

Ticket# 38321
06/18/2024
by Marissa Binck

Cory seems to be blocked from shared folder
Bank Design & Equipment
Kim Davis
5409415968
kdavis@bankdesign.net

Headquarter Support

Status: >>Closed
Type: Remote Support
Location: Remote
Source: Email Connector
Priority 3 - Medium
Team: Tier 1

06/20/2024
Closed By: Andrew Blais

Discussion: 06/20/2024 3:32 PM UTC-04/ Dalton Boothe - Kim,

He is good to go, please let us know if there are any further issues. Hope you have a great one.

Thanks,
Dalton Boothe

Notes
Remoted back in
Cleared creds from credential manager
Had him access the server
Success
Had him access Sage
Success
No further assistance requested
Marking complete

06/20/2024 3:31 PM UTC-04/ He cannot access the server. Kim Davis Information and Technology Coordinator 1401 Hopeman Parkway, Waynesboro VA 22980 Office: 800-671-7300 Direct Dial: 540-941-5968 Mobile Phone: 540-471-2852 kdavis
Caution! This message was sent from outside your organization. Block sender

sophospsmartbannerend

He cannot access the server.

Kim Davis
Information and Technology Coordinator

[cid:image001.png@01D8A681.41AC6A00]

1401 Hopeman Parkway, Waynesboro VA 22980
Office: 800-671-7300
Direct Dial: 540-941-5968
Mobile Phone: 540-471-2852
kdavis@bankdesign.net

06/20/2024 3:29 PM UTC-04/ Dalton Boothe - Kim,

My apologies, he cannot what? Access the server, or switch accounts?

Thanks,
Dalton Boothe

06/20/2024 3:27 PM UTC-04/ Dalton, he cannot. Please escalate this ticket up whatever chain you have to get this working the way it was. Thanks, Kim Davis Information and Technology Coordinator 1401 Hopeman Parkway, Waynesboro
Caution! This message was sent from outside your organization. Block sender

sophospsmartbannerend

Dalton, he cannot.
Please escalate this ticket up whatever chain you have to get this working the way it was.

Thanks,

Kim Davis
Information and Technology Coordinator

[cid:image001.png@01D8A681.41AC6A00]

1401 Hopeman Parkway, Waynesboro VA 22980
Office: 800-671-7300
Direct Dial: 540-941-5968
Mobile Phone: 540-471-2852
kdavis@bankdesign.net

06/20/2024 3:20 PM UTC-04/ Dalton Boothe - Kim,

He should be back up and running now, he could not access the server because his account was locked out of the DC, I unlocked it and we verified he could sign in using the new password. But it is still recommended that he starts using his domain account.

Thanks,
Dalton Boothe

06/20/2024 3:16 PM UTC-04/ So before the email hack, Cory logged in the way he always has, using his family Microsoft apps, company email, and was able to access O drive and Sage. Because of the Hack his email was shut down briefly, Sophos did some Server Investigation. Now he logs in the same way as always but does not have access to o drive or Sage. His login is now also reports blocked. Please determine what settings changed before the Hack and after the hack to see what can be restored so he can work again. Thanks.

06/20/2024 1:55 PM UTC-04/ Dalton Boothe - Kim,

It appears that Cory is using the wrong account. He is using a local account tied to a personal Microsoft rather than his domain account. It is recommended that we get his data migrated over to the domain account and he begin using that one. This is why the password never synced, it was a completely different account.

Thanks,
Dalton Boothe

Notes
Will stated the old IT set it up this way
He stated there was another ticket regarding this
Nothing found
Informing Kim

06/20/2024 1:23 PM UTC-04/ Cory was unable to login to computer with new password, still had to use the old password - please work with Cory directly on this - 540-255-9500

06/20/2024 1:23 PM UTC-04/ Dalton Boothe - Remoted into his device
Noticed the error stated his account was locked out
Remoted into the DC
Unblocked it
Signed him out
It appeared the account was tied to his personal Microsoft account
Had him sign in using domain creds
He stated this was the wrong account
Tested signing in using .\Cory Conner
Success
Verified it was a personal Microsoft Account
He stated Will set it up for him
Getting more info from Will

06/20/2024 1:21 PM UTC-04/ yes, go ahead and remote in

06/20/2024 1:19 PM UTC-04/ Dalton Boothe - Kim,

My apologies, I should have been more clear, can I remote into his device to check on the server issue.

Thanks,
Dalton Boothe

06/20/2024 1:12 PM UTC-04/ Thanks for pushing sync. I don't know what you mean by is it ok to remote into server now? You can do that when you need to. Cory can't.

06/20/2024 1:05 PM UTC-04/ Dalton Boothe - Kim,

Gotcha, let me push a sync to see if that corrects his password issue. As for the server, am I able to remote in now?

Thanks,
Dalton Boothe

06/20/2024 1:04 PM UTC-04/ Dalton Boothe - Pushed sync

06/20/2024 11:51 AM UTC-04/ Cory is not able to connect to the server. He also said that his login to the computer (his domain login) is different from his email and Microsoft login. So I think there's a problem from when he was
Caution! This message was sent from outside your organization. Block sender

sophospsmartbannerend

Cory is not able to connect to the server.
He also said that his login to the computer (his domain login) is different from his email and Microsoft login. So I think there's a problem from when he was added to Teams.

Cory said it's ok to remote into his laptop if you need to.

Kim Davis
Information and Technology Coordinator

[cid:image001.png@01D8A681.41AC6A00]

1401 Hopeman Parkway, Waynesboro VA 22980
Office: 800-671-7300
Direct Dial: 540-941-5968
Mobile Phone: 540-471-2852
kdavis@bankdesign.net

06/20/2024 9:35 AM UTC-04/ Dalton Boothe - Kim,

Good morning! Has Cory been able to test accessing the drive?

Thanks,
Dalton Boothe

06/19/2024 8:15 AM UTC-04/ Dalton Boothe - Kim,

Please have Cory test again.

Thanks,
Dalton Boothe

Notes
 Remoted into BDE-DC2
 Cory was not in the groups given permission
 Added him to the shared folder
 Having him test

06/18/2024 3:41 PM UTC-04/ Cory seems to be blocked from our shared folder on our server. Kim Davis Information and Technology Coordinator 1401 Hopeman Parkway, Waynesboro VA 22980 Office: 800-671-7300 Direct Dial: 540-941-5968
Caution! This message was sent from outside your organization. Block sender

sophospsmartbannerend

Cory seems to be blocked from our shared folder on our server.

Kim Davis
Information and Technology Coordinator
1401 Hopeman Parkway, Waynesboro VA 22980
Office: 800-671-7300
Direct Dial: 540-941-5968
Mobile Phone: 540-471-2852
kdavis@bankdesign.net

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Boothe, Dalton	06/20/2024 [3:32 PM - 3:46 PM]	BD&E AIS	NC	Remote	Technician	0.23
Boothe, Dalton	06/20/2024 [1:55 PM - 2:05 PM]	BD&E AIS	NC	Remote	Technician	0.17
Boothe, Dalton	06/20/2024 [1:23 PM - 1:46 PM]	BD&E AIS	NC	Remote	Technician	0.38

Boothe, Dalton	06/20/2024 [1:04 PM - 1:09 PM]	BD&E AIS	NC	Remote	Technician	0.08
Boothe, Dalton	06/19/2024 [8:15 AM - 8:24 AM]	BD&E AIS	NC	Remote	Technician	0.15

Ticket# 38371
06/20/2024
by Angela Davis

Increase email filtering
Bank Design & Equipment
Kim Davis
5409415968
kdavis@bankdesign.net

Headquarter
Support

Status: >>Closed
Type: Remote Support
Location: Remote
Source: Internal
Priority 3 - Medium
Team: Tier 1

06/20/2024
Closed By: Andrew Blais

Discussion: 06/20/2024 2:19 PM UTC-04/ Dalton Boothe - Upped from L1 to L3

06/20/2024 1:16 PM UTC-04/ Angela Davis - Increase email filtering: Client is aware that this could put more email into their quarantine mail but agree to having the filter tightened up. so please increase the security level on the email fliter

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Boothe, Dalton	06/20/2024 [2:19 PM - 2:23 PM]	BD&E AIS	NC	Remote	Technician	0.07

Ticket# 38374
06/20/2024
by Angela Davis

Email banner
Bank Design & Equipment
Kim Davis
5409415968
kdavis@bankdesign.net

Headquarter
Support

Status: >>Closed
Type: Remote Support
Location: Remote
Source: Internal
Priority 3 - Medium
Team: Tier 1

06/20/2024
Closed By: Andrew Blais

Discussion: 06/20/2024 2:14 PM UTC-04/ Dalton Boothe - Verified banner was turned on for incoming mail

06/20/2024 1:20 PM UTC-04/ Angela Davis - Email banner: please turn on the email banner that shows when an email is from outside of the organization

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Boothe, Dalton	06/20/2024 [2:14 PM - 2:20 PM]	BD&E AIS	NC	Remote	Technician	0.10

Ticket# 38330
06/19/2024
by Marissa Binck

Unblock Gunnebo email
Bank Design & Equipment
Kim Davis
5409415968
kdavis@bankdesign.net

Headquarter
Support

Status: >>Closed
Type: Remote Support
Location: Remote
Source: Email Connector
Priority 3 - Medium
Team: Tier 1

06/19/2024
Closed By: Andrew Blais

Discussion: 06/19/2024 9:29 AM UTC-04/ Dalton Boothe - Kim,

I got it unblocked.

Thanks,
Dalton Boothe

Notes
Removed the domain from block list
Added as an allow to verify they do not continue to get blocked
Informing Kim

06/19/2024 9:15 AM UTC-04/ If you do not have today as a holiday, can you make sure to remove the block we set in place receiving email from Gunnebo? If you're taking this holiday, please remove the block next regular business
Caution! This message was sent from outside your organization. Block sender

sophospsmartbannerend

If you do not have today as a holiday, can you make sure to remove the block we set in place receiving email from Gunnebo? If you're taking this holiday, please remove the block next regular business day.

Thanks,

Kim Davis
Information and Technology Coordinator
1401 Hopeman Parkway, Waynesboro VA 22980
Office: 800-671-7300
Direct Dial: 540-941-5968
Mobile Phone: 540-471-2852
kdavis@bankdesign.net

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Boothe, Dalton	06/19/2024 [9:29 AM - 9:31 AM]	BD&E AIS	NC	Remote	Technician	0.03

Ticket# 38311
06/18/2024
by Marissa Binck

RE: New Email Employee Email Accounts - Ticket 38108/BDE001
Bank Design & Equipment
Kim Davis
5409415968
kdavis@bankdesign.net

Headquarter
Support

Status: >>Closed
Type: Remote Support
Location: Remote
Source: Email Connector
Priority 3 - Medium
Team: Tier 1

06/19/2024
Closed By: Andrew Blais

Discussion: 06/18/2024 4:16 PM UTC-04/ Javon Harper - Kim,

I removed John Thomas from the email distribution groups and pushed a sync. I verified he is no longer in the email distribution groups.

Thanks,
Javon Harper

Notes
Remoted into DC
Removed John Thomas from email distribution groups
Pushed sync from BDE-SYNC server
Verified user was removed from groups

06/18/2024 12:05 PM UTC-04/ Please remove John Thomas from all purely email distribution groups. I removed from Active Directory, but he’s still showing up in those groups through the Microsoft version of those groups. Allservic

Caution! This message was sent from outside your organization. Block sender

sophospsmartbannerend

Please remove John Thomas from all purely email distribution groups.
I removed from Active Directory, but he's still showing up in those groups through the Microsoft version of those groups.

Allservice, allemployee, etc.

Please keep in the permission/access groups.

Kim Davis
Information and Technology Coordinator

[cid:image001.png@01D8A681.41AC6A00]

1401 Hopeman Parkway, Waynesboro VA 22980
Office: 800-671-7300
Direct Dial: 540-941-5968
Mobile Phone: 540-471-2852
kdavis@bankdesign.net

From: Will McCauley <wmccauley@proactive-info.com>
Sent: Tuesday, June 11, 2024 10:48 AM
To: Kim Davis <kdavis@bankdesign.net>; Angela Davis <adavis@proactive-info.com>
Subject: RE: New Email Employee Email Accounts

Hello, Kim, this was completed in a service ticket 6/7. Javon emailed tom who is the owner of the ticket that this was completed. Thank you! Will McCauley Project Implementation Specialist P: 804-459-

sophospsmartbannerend

Hello,

Kim, this was completed in a service ticket 6/7. Javon emailed tom who is the owner of the ticket that this was completed.
[A screenshot of a computer Description automatically generated]

Thank you!

[A close up of a sign Description automatically generated]Will McCauley
Project Implementation Specialist

P: 804-459-8452
E: wmccauley@proactive-info.com
W: www.proactive-info.com

P.O. Box 310
Rockville, VA 23146

[signature_374555352] [signature_1781755433]

[image]Your opinion matters! Leave us Google review!

From: Kim Davis <kdavis@bankdesign.net>
Sent: Tuesday, June 11, 2024 10:41 AM
To: Will McCauley <wmccauley@proactive-info.com>; Angela Davis <adavis@proactive-info.com>
Subject: RE: New Email Employee Email Accounts

Has this been done yet? We can't get them setup as a new employee without the email. So need this ASAP. Thanks, Kim Davis Information and Technology Coordinator 1401 Hopeman Parkway, Waynesboro VA 229

sophospsmartbannerend

Has this been done yet? We can't get them setup as a new employee without the email. So need this ASAP.

Thanks,

Kim Davis
Information and Technology Coordinator

[image]

1401 Hopeman Parkway, Waynesboro VA 22980
Office: 800-671-7300
Direct Dial: 540-941-5968
Mobile Phone: 540-471-2852
kdavis@bankdesign.net

From: Kim Davis
Sent: Friday, June 7, 2024 9:46 AM
To: Will McCauley <wmccauley@proactive-info.com>; Angela Davis <adavis@proactive-info.com>
Subject: New Email Employee Email Accounts

We need 2 new email accounts.

These are for remote Technicians, so email only – no apps. If we have any extra licenses on the EN Computers platform, you could use them.

The Email accounts need to have the same groups/permissions and distribution groups as Jeff Stires – jstires@bankdesign.net

The 2 new emails are:

John Thomas – jthomas@bankdesign.net
Jacob Roberts – jroberts@bankdesign.net

Angela, please talk with me about the category for these concerning billing.

Let me know when these are created, as the email address is needed to set up accounts with our vendors for training and etc.

Thanks,

Kim Davis
Information and Technology Coordinator

[image]

1401 Hopeman Parkway, Waynesboro VA 22980
Office: 800-671-7300
Direct Dial: 540-941-5968
Mobile Phone: 540-471-2852
kdavis@bankdesign.net

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Harper, Javon	06/18/2024 [4:16 PM - 4:21 PM]	BD&E AIS	NC	Remote	Technician	0.08

Ticket# 38316
06/18/2024
by Marissa Binck

Our internet is down can you help?
Bank Design & Equipment
Kim Davis
5409415968
kdavis@bankdesign.net

Headquarter
Support

Status: >>Closed
Type: Remote Support
Location: Remote
Source: Email Connector
Priority 3 - Medium
Team: Tier 1

06/18/2024
Closed By: Andrew Blais

Discussion: 06/18/2024 2:15 PM UTC-04/ Kyle Newman - Javon reached out about there Internet being down so I started to take a look at it with him to determine what the issue was.

Started at the ISP, then moved to the firewall, then to the switches. Did not identify any issues there. Saw a couple of servers where online but were unable to resolve DNS. Seems the DC is offline. Ray brought up a good point that it may be something with the VMware host.

Remoted into one of the online servers and checked on the hosts. Rebooted the DC2 VM and was able to get into it. It showed offline and I wasn't able to ping anything. After further investigation and realized that Javon had kicked off a scan of the server early this evening. That scan seemed to have picked up 5 PUAs that change the Endpoint status from Green to Yellow. I checked the firewall heartbeat rule and its set to minimum required HB to green. I changed it to yellow and the server came back online.

I updated Javon and informed him to reach out to notify the client on what the issue was and sent him a screen shot of the PUAs on the server. We should determine if they are files they require and whitelist them for future scans. I also recommended we move there DHCP service to the firewall to minimize that one server holding multiple roles.

06/18/2024 2:02 PM UTC-04/ Javon Harper - Reach out to comcast to see if there is a outage in the area
No outage was reported
Checked the firewall and was able to get into the firewall
Asked about the switch and had Kim reboot the switch but the internet was still down
Reached out to the team for assistance
Will and Kyle began looking into the issue
Informed Kim of the issue and whitelisted E:\Data\Waynesboro Office\office docs\Information Services\ATM as requested by Kim
Informed Kim of our recommendation of moving there DHCP server from the DC to the Firewall
Informed Kim of the potential risk and will create a ticket to move the dhcp server to the firewall

06/18/2024 1:53 PM UTC-04/ Our internet is down. Can you help? Sage is working, phones are working oddly, but cannot use email or access internet on our computers. Kim Davis
Information and Technology Coordinator 1401 Hopeman P
Caution! This message was sent from outside your organization. Block sender

sophospsmartbannerend

Our internet is down. Can you help?
Sage is working, phones are working oddly, but cannot use email or access internet on our computers.

Kim Davis
Information and Technology Coordinator
1401 Hopeman Parkway, Waynesboro VA 22980
Office: 800-671-7300
Direct Dial: 540-941-5968
Mobile Phone: 540-471-2852
kdavis@bankdesign.net

06/18/2024 1:50 PM UTC-04/ William McCauley - help Javon look into issue
seems the DC is down leaving us with internet but no DNS, the DC also handles production DHCP

This time entry is marked No Charge

Resolution: 06/18/2024 2:15 PM UTC-04/ Kyle Newman - Javon reached out about there Internet being down so I started to take a look at it with him to determine what the issue was.

Started at the ISP, then moved to the firewall, then to the switches. Did not identify any issues there. Saw a couple of servers where online but were unable to resolve DNS. Seems the DC is offline. Ray brought up a good point that it may be something with the VMware host.

Remoted into one of the online servers and checked on the hosts. Rebooted the DC2 VM and was able to get into it. It showed offline and I wasn't able to ping anything. After further investigation and realized that Javon had kicked off a scan of the server early this evening. That scan seemed to have picked up 5 PUAs that change the Endpoint status from Green to Yellow. I checked the firewall heartbeat rule and its set to minimum required HB to green. I changed it to yellow and the server came back online.

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Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Newman, Kyle	06/18/2024 [2:15 PM - 3:18 PM]	BD&E AIS	NC	Remote	Technician	1.05

Harper, Javon	06/18/2024 [2:02 PM - 3:55 PM]	BD&E AIS	NC	Remote	Technician	1.77
McCauley, William	06/18/2024 [1:50 PM - 2:53 PM]	BD&E AIS	NC	Remote	Technician	1.05

Ticket# 38313
06/18/2024
by Marissa Binck

Another compromise??
Bank Design & Equipment
Kim Davis
5409415968
kdavis@bankdesign.net

Headquarter
Support

Status: >>Closed
Type: Remote Support
Location: Remote
Source: Email Connector
Priority 3 - Medium
Team: Tier 1

06/18/2024
Closed By: Andrew Blais

Discussion: 06/18/2024 12:49 PM UTC-04/ Someone just let us know they received the compromised email from Cory at 12:38 yesterday. Was that before or after the remediation on his email? Thanks,
Kim Davis Information and Technology Coordinat
Caution! This message was sent from outside your organization. Block sender

sophospsmartbannerend

Someone just let us know they received the compromised email from Cory at 12:38 yesterday.
Was that before or after the remediation on his email?

Thanks,

Kim Davis
Information and Technology Coordinator

[cid:image001.png@01D8A681.41AC6A00]

1401 Hopeman Parkway, Waynesboro VA 22980
Office: 800-671-7300
Direct Dial: 540-941-5968
Mobile Phone: 540-471-2852
kdavis@bankdesign.net

From: Angela Davis <adavis@proactive-info.com>
Sent: Tuesday, June 18, 2024 12:02 PM
To: Will McCauley <wmccauley@proactive-info.com>; Kim Davis <kdavis@bankdesign.net>
Cc: Lee Manchester <lmanchester@bankdesign.net>; Tom Bright <tbright@bankdesign.net>
Subject: Re: Bank Design and Equipment - Phishing Emails -

Hi All, Will thank you for getting all that information over to Kim and team, I have been working on getting you a list of all the address that emails went out too. I have attached that list as well a

sophospsmartbannerend

Hi All,

Will thank you for getting all that information over to Kim and team, I have been working on getting you a list of all the address that emails went out too. I have attached that list as well as a sample letter to send out. I will be keeping a close watch and will let you know if I hear anything more than the information that will has provided. Please let me know if you have any else, I can help with.

Thanks,

[A close up of a sign Description automatically generated]Angela Davis

P: 804-399-7888
E: adavis@proactive-info.com
W: www.proactive-info.com

P.O. Box 310
Rockville, VA 23146

[signature_374555352] [signature_1781755433]

[image]Your opinion matters! Leave us Google review!

From: Will McCauley <wmccauley@proactive-info.com>
Sent: Tuesday, June 18, 2024 11:38 AM
To: Kim Davis <kdavis@bankdesign.net>
Cc: Lee Manchester <lmanchester@bankdesign.net>; Angela Davis <adavis@proactive-info.com>; Dalton Boothe <Dboothe@Proactive-info.com>; Javon Harper <jharper@proactive-info.com>
Subject: RE: Bank Design and Equipment - Phishing Emails -

Hi Kim,

Here is a recap of what we discussed on the phone/what was sent back from Sophos.

Sophos investigated outgoing emails from user 'cconner@bankdesign.net' and observed multiple emails with subject 'Bank Design & Equipment' sent to various users outside the domain. The email contains a URL 'rsvms[.]us/p/0e082504-4866-468e-b000-38d1032d722c' which appears to link to a website that asks users to click on a link to view an encrypted document. This activity is indicative of BEC and possible session hijacking, likely from the end user clicking on a malicious email that allowed a threat actor to hijack the session and bypass MFA to authenticate to M365. Sophos also checked inbound emails for user 'cabbey@bankdesign.net' and did not observe an email with a similar URL to the compromised account.
Sophos MDR attempted to perform a threat hunt for the user 'cconner@bankdesign.net' sending suspicious encrypted emails. However, when accessing the telemetry for M365, Sophos noticed there was no data ingested over the last 30 days. Further investigation found that the domain 'bankdesign.net' is not able to connect to the integration and does not appear to be collecting data. To provide you with the appropriate assistance for resolving your issue, Sophos opened a Sophos Support case on your behalf. We have included the Support phone number registry below and you may reference Support Case 07400224. As this case was raised at a Medium severity, please allow up to 24 hours for a Support engineer to reach out.
Below are steps Dalton performed to remediate the issue, recommended by sophos.
Reset the compromised users' credentials
Terminate the users' tokens within EntraID (Azure)
...

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs

Ticket# 38312
06/18/2024
by Marissa Binck

RE: Bank Design and Equipment - Phishing Emails -
Bank Design & Equipment
Kim Davis
5409415968
kdavis@bankdesign.net

Headquarter
Support

Status: >>Closed
Type: Remote Support
Location: Remote
Source: Email Connector
Priority 3 - Medium
Team: Tier 1

06/18/2024
Closed By: Andrew Blais

Discussion: 06/18/2024 12:48 PM UTC-04/ Thanks for this information! Kim Davis Information and Technology Coordinator 1401 Hopeman Parkway, Waynesboro VA 22980 Office: 800-671-7300 Direct Dial: 540-941-5968 Mobile Phone: 540-471-2852 kdavis
Caution! This message was sent from outside your organization. Block sender

sophospsmartbannerend

Thanks for this information!

Kim Davis
Information and Technology Coordinator

[cid:image001.png@01D8A681.41AC6A00]

1401 Hopeman Parkway, Waynesboro VA 22980
Office: 800-671-7300
Direct Dial: 540-941-5968
Mobile Phone: 540-471-2852
kdavis@bankdesign.net

From: Angela Davis <adavis@proactive-info.com>
Sent: Tuesday, June 18, 2024 12:02 PM
To: Will McCauley <wmccauley@proactive-info.com>; Kim Davis <kdavis@bankdesign.net>
Cc: Lee Manchester <lmanchester@bankdesign.net>; Tom Bright <tbright@bankdesign.net>
Subject: Re: Bank Design and Equipment - Phishing Emails -

Hi All, Will thank you for getting all that information over to Kim and team, I have been working on getting you a list of all the address that emails went out too. I have attached that list as well a

sophospsmartbannerend

Hi All,

Will thank you for getting all that information over to Kim and team, I have been working on getting you a list of all the address that emails went out too. I have attached that list as well as a sample letter to send out. I will be keeping a close watch and will let you know if I hear anything more than the information that will has provided. Please let me know if you have any else, I can help with.

Thanks,

[A close up of a sign Description automatically generated]Angela Davis

P: 804-399-7888
E: adavis@proactive-info.com
W: www.proactive-info.com

P.O. Box 310
Rockville, VA 23146

[signature_374555352] [signature_1781755433]

[image]Your opinion matters! Leave us Google review!

From: Will McCauley <wmccauley@proactive-info.com>
Sent: Tuesday, June 18, 2024 11:38 AM
To: Kim Davis <kdavis@bankdesign.net>
Cc: Lee Manchester <lmanchester@bankdesign.net>; Angela Davis <adavis@proactive-info.com>; Dalton Boothe <Dboothe@Proactive-info.com>; Javon Harper <jharper@proactive-info.com>
Subject: RE: Bank Design and Equipment - Phishing Emails -

Hi Kim,

Here is a recap of what we discussed on the phone/what was sent back from Sophos.

Sophos investigated outgoing emails from user 'cconner@bankdesign.net' and observed multiple emails with subject 'Bank Design & Equipment' sent to various users outside the domain. The email contains a URL 'rsvms[.]us/p/0e082504-4866-468e-b000-38d1032d722c' which appears to link to a website that asks users to click on a link to view an encrypted document. This activity is indicative of BEC and possible session hijacking, likely from the end user clicking on a malicious email that allowed a threat actor to hijack the session and bypass MFA to authenticate to M365. Sophos also checked inbound emails for user 'cabbey@bankdesign.net' and did not observe an email with a similar URL to the compromised account.
Sophos MDR attempted to perform a threat hunt for the user 'cconner@bankdesign.net' sending suspicious encrypted emails. However, when accessing the telemetry for M365, Sophos noticed there was no data ingested over the last 30 days. Further investigation found that the domain 'bankdesign.net' is not able to connect to the integration and does not appear to be collecting data. To provide you with the appropriate assistance for resolving your issue, Sophos opened a Sophos Support case on your behalf. We have included the Support phone number registry below and you may reference Support Case 07400224. As this case was raised at a Medium severity, please allow up to 24 hours for a Support engineer to reach out.
Below are steps Dalton performed to remediate the issue, recommended by sophos.
Reset the compromised users' credentials
Terminate the users' tokens within EntraID (Azure)
To do this via the UI, open the EntraID (Azure) blade → Users → select the user → hit the Revoke sessions
Review the impacted...

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs

Ticket# 38287 06/17/2024 by Dalton Boothe	**Possible Compromised Email** Bank Design & Equipment Kim Davis 5409415968 kdavis@bankdesign.net	Headquarter Support	**Status:** >>Closed **Type:** Remote Support **Location:** Remote **Source:** Email Connector Priority 2 - High **Team:** Tier 1		07/01/2024 Closed By: Andrew Blais

Discussion: 06/18/2024 12:46 PM UTC-04/ I talked more with the Vendor, it had been held in their ProofPoint folder for 12 hours. It was delivered yesterday at 12:38. Was that before or after remediation was taken on Cory's account?

06/18/2024 12:19 PM UTC-04/ One of our Vendors received a bogus email from Cory Conner today shortly before noon. So he's still sending bad emails?

06/18/2024 10:25 AM UTC-04/ Javon Harper - Looked in archiver and downloaded email sample and submitted it to Sophos

06/17/2024 4:45 PM UTC-04/ Our customer that received one of the compromised emails, show their analysis to include the below information. Kim Davis From: Scott Schulze Sent: Monday, June 17, 2024 4:25 PM To: Kim Davis ; theic
Caution! This message was sent from outside your organization. Block sender

sophospsmartbannerend

Our customer that received one of the compromised emails, show their analysis to include the below information.

Kim Davis

From: Scott Schulze <sschulze@pbkc.com>
Sent: Monday, June 17, 2024 4:25 PM
To: Kim Davis <kdavis@bankdesign.net>; theicecreamfamily@yahoo.com
Subject: Two other domains involved

Hi Kim, Within the Headers and Barracuda Inbound message logs with regards to the encrypted Cory Conner message, there are two additional domains that appear involved. rsvms.us elontic.us We have impl

sophospsmartbannerend

Hi Kim,

Within the Headers and Barracuda Inbound message logs with regards to the encrypted Cory Conner message, there are two additional domains that appear involved.

rsvms.us
elontic.us

We have implemented a temporary inbound protection rule to Quarantine.

[image]

These domains were revealed in the Intent Analysis section of the email from Cory Conner.

Scott

Scott Schulze
Information Technology Security Officer
Main Office
100 Spring Avenue
Chestertown,
MD
21620
410-778-3500 x1121

[image]
[image]
CONFIDENTIALITY NOTICE: This message is intended only for use of the addressee and may contain information that is confidential or privileged. If you are not the intended recipient, any disclosure, dissemination, distribution or copying of this communication is strictly prohibited. If you have received this communication in error, please notify us immediately by reply e-mail or telephone at 410-778-3500 and destroy all copies of this message. All e-mail sent to this address will be received by The Peoples Bank's corporate e-mail system and is subject to archiving and review by someone other than the recipient.

06/17/2024 12:59 PM UTC-04/ Dalton Boothe - Possible Compromised Email - cconner@bankdesign.net is sending out encrypted emails

06/17/2024 12:58 PM UTC-04/ Dalton Boothe - Blocked user sign in
Reset password for both Office and AD
Started MDR case
Attempted to reach out to Cory
Left name and number in voicemail
Waiting on call from Cory and response from MDR

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Harper, Javon	06/18/2024 [10:25 AM - 10:41 AM]	BD&E AIS	NC	Remote	Technician	0.27
Boothe, Dalton	06/17/2024 [12:58 PM - 1:13 PM]	BD&E AIS	NB	Remote	Technician	0.25

Ticket# 38294
06/17/2024
by Dalton Boothe

New User Issues Signing in
Bank Design & Equipment
Kim Davis
5409415968
kdavis@bankdesign.net

Headquarter
Support

Status: >>Closed
Type: Remote Support
Location: Remote
Source: Call
Priority 4 - Low
Team: Tier 1

06/18/2024
Closed By: Andrew Blais

Discussion: 06/17/2024 3:13 PM UTC-04/ Dalton Boothe - New User Issues Signing in

06/17/2024 3:13 PM UTC-04/ Dalton Boothe - Kim reached out
Stated that Jacob Roberts was having issues signing in for the first time
Reset user password to default
Went through fine
Walked them through 2FA
Reset John Roberts email and synced
No further assistance requested
Marking complete

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Boothe, Dalton	06/17/2024 [3:13 PM - 3:19 PM]	BD&E AIS	NC	Remote	Technician	0.10

Ticket# 38108
06/07/2024
by Angela Davis

Add two email exchange 1 only plans
Bank Design & Equipment
Tom Bright
18006717300
tbright@bankdesign.net

Headquarter
Support

Status: >>Closed
Type: Remote Support
Location: Remote
Source: Internal
Priority 3 - Medium
Team: Tier 1

06/10/2024
Closed By: Andrew Blais

Discussion: 06/07/2024 11:48 AM UTC-04/ Javon Harper - Tom,

The following emails have been created to mimic Jeff Stires's account. I set their login password to Password1 to be changed at the next login. Please let me know if you need any further assistance.

Thanks,
Javon Harper

Notes
Spoke with Will regarding the issue in which he informed me the Users need a AD account to add Users to the correct group and permissions
Removed users from O365
Remoted into DC
Created users and added them the the correct groups
Remoted into BDE-Sync
Ran Sync command
Added license to synced accounts
Made sure users accounts mimicked Jeff account
No further action is needed

06/07/2024 11:10 AM UTC-04/ Javon Harper - Logged into O365 Admin
Created John Thomas & Jacob Roberts email accounts
Added Exchange Online Plan 1 to each user email account
Went to add users to Groups and Distribution groups but users was only able to be added to All users and Bank Design and Equipment group
Received a greyed out option Directory Synced Object are not allowed
Will get with Will to see why the options are not available

06/07/2024 11:06 AM UTC-04/ Angela Davis - The Email accounts need to have the same groups/permissions and distribution groups as Jeff Stires – jstires@bankdesign.net
The 2 new emails are:
John Thomas – jthomas@bankdesign.net

Jacob Roberts – jroberts@bankdesign.net

They have no computers, tablets or devices just emails They are $15 per person per month. Email Security Suite with
Exchange Online Plan 1

Internal: 06/10/2024 8:27 AM UTC-04/ Joey Musaitef - updated agreement

06/07/2024 12:08 PM UTC-04/ Javon Harper - Add two new user & 2 Exchange Online Plan 1
@jmusaitef

Resolution: 06/10/2024 8:27 AM UTC-04/ Joey Musaitef - updated agreement

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Harper, Javon	06/07/2024 [11:48 AM - 12:08 PM]	BD&E AIS	NC	Remote	Technician	0.33
Harper, Javon	06/07/2024 [11:10 AM - 11:35 AM]	BD&E AIS	NC	Remote	Technician	0.42

Ticket# 37949
05/31/2024
by Angela Davis

Decom of old server
Bank Design & Equipment
Kim Davis
5409415968
kdavis@bankdesign.net

Headquarter
Support

Status: >>Closed
Type: Remote Support
Location: Remote
Source: Internal
Priority 3 - Medium
Team: Tier 1

06/07/2024
Closed By: Andrew Blais

Discussion:

06/07/2024 3:40 PM UTC-04/ Javon Harper - Kim,

The tools have been removed successfully, I will proceed with closing this ticket and you can manually turn the server off.

Thanks,
Javon Harper

06/07/2024 3:38 PM UTC-04/ Javon, we had already done your preliminary steps with Will and had the server turned off. We turned the server back on so you could take your tools off of it. Let us know when you have removed your t
Caution! This message was sent from outside your organization. Block sender

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Javon, we had already done your preliminary steps with Will and had the server turned off.
We turned the server back on so you could take your tools off of it. Let us know when you have removed your tools. We can then manually turn the server off. And we will repurpose the server.

This server was replaced with the New Server through EN, and except for you looking to see if there was something that EN forgot to move, your tools never really needed to be on it.

Thanks,

Kim Davis
Information and Technology Coordinator

[cid:image001.png@01D8A681.41AC6A00]

1401 Hopeman Parkway, Waynesboro VA 22980
Office: 800-671-7300
Direct Dial: 540-941-5968
Mobile Phone: 540-471-2852
kdavis@bankdesign.net

06/07/2024 2:44 PM UTC-04/ Javon Harper - Kim,

I am reaching out to verify if you would like us to delete BDE-SVR1. We have removed our Software from the server.

Thanks,
Javon Harper

06/06/2024 1:14 PM UTC-04/ Ray Fulk - Javon had a few questions about decommissioning this server, so I looked into it. Assuming they want to remove this server, we would first log into server via the console and shut the server down for a few days to make sure it isn't still being used for anything:

After a few days of being offline, if nothing breaks, we can then power it back on, log back in and remove it from the domain:

Once it has been removed from the domain, we can then shut it back down and delete the VM under Actions > Delete:

06/06/2024 11:03 AM UTC-04/ Javon Harper - Called and left a message for Kim to return my call to verify if she would like BDE-SVR1 fully removed

06/05/2024 1:18 PM UTC-04/ Javon Harper - Kim,

Sorry for the late response. We have not fully decommissioned the server and will need the server to stay on a little longer if you don't mind. I will reach out once this is complete so you can turn the server off.

Thanks,
Javon Harper

06/05/2024 12:13 PM UTC-04/ Is this done? Can I turn the server off now? Thanks, Kim Davis Information and Technology Coordinator 1401 Hopeman Parkway, Waynesboro VA 22980 Office: 800-671-7300 Direct Dial: 540-941-5968 Mobile Ph
Caution! This message was sent from outside your organization. Block sender

sophospsmartbannerend

Is this done? Can I turn the server off now?

Thanks,

Kim Davis
Information and Technology Coordinator

[cid:image001.png@01D8A681.41AC6A00]

1401 Hopeman Parkway, Waynesboro VA 22980
Office: 800-671-7300
Direct Dial: 540-941-5968
Mobile Phone: 540-471-2852
kdavis@bankdesign.net

06/03/2024 2:16 PM UTC-04/ Javon Harper - Remoted into BDE-DC2
Logged into ESXi
Located BDE-SRV1
Restarted VM
Logged into Device
Sophos or Labtech agent was not showing on device
Will bring this up in the meeting for next steps

06/03/2024 2:15 PM UTC-04/ I'm showing that the server is already on. Kim Davis Information and Technology Coordinator 1401 Hopeman Parkway, Waynesboro VA 22980 Office: 800-671-7300 Direct Dial: 540-941-5968 Mobile Phone: 540-4
Caution! This message was sent from outside your organization. Block sender

sophospsmartbannerend

I'm showing that the server is already on.

Kim Davis
Information and Technology Coordinator

[cid:image001.png@01D8A681.41AC6A00]

1401 Hopeman Parkway, Waynesboro VA 22980
Office: 800-671-7300
Direct Dial: 540-941-5968
Mobile Phone: 540-471-2852
kdavis@bankdesign.net

06/03/2024 12:39 PM UTC-04/ Javon Harper - Kim,

Are you able to turn the Host machine on so I can access the server and remove our tools?

Thanks,
Javon Harper

06/03/2024 11:21 AM UTC-04/ Yes. I'm in the office today except for lunch hour. When works for you? Kim Davis Information and Technology Coordinator 1401 Hopeman Parkway, Waynesboro VA 22980 Office: 800-671-7300 Direct Dial: 540
Caution! This message was sent from outside your organization. Block sender

sophospsmartbannerend

Yes. I'm in the office today except for lunch hour.
When works for you?

Kim Davis
Information and Technology Coordinator

[cid:image001.png@01D8A681.41AC6A00]

1401 Hopeman Parkway, Waynesboro VA 22980
Office: 800-671-7300
Direct Dial: 540-941-5968
Mobile Phone: 540-471-2852
kdavis@bankdesign.net

06/03/2024 10:41 AM UTC-04/ Javon Harper - Kim,

Can we schedule a date and time to Decom BDE-SVR1?

Thanks,
Javon Harper

05/31/2024 9:27 AM UTC-04/ Dalton Boothe - BDE-SRV1

05/31/2024 9:03 AM UTC-04/ Angela Davis - Decom of old server - work with Kim to set up time and remove tools from server and then decom the server

Internal: 06/05/2024 1:18 PM UTC-04/ Javon Harper - Will reach out to Ray for assistance upon his return.

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Fulk, Ray	06/06/2024 [1:14 PM - 1:21 PM]	BD&E AIS	NC	Remote	Technician	0.12
Harper, Javon	06/06/2024 [11:03 AM - 11:06 AM]	BD&E AIS	NC	Remote	Technician	0.05
Harper, Javon	06/03/2024 [2:16 PM - 2:48 PM]	BD&E AIS	NC	Remote	Technician	0.53

Ticket# 37866
05/24/2024
by Marissa Binck

Blue Ridge tunnel computer connected to the domain
Bank Design & Equipment
Kim Davis
5409415968
kdavis@bankdesign.net

Headquarter
Support

Status: >>Closed
Type: Remote Support
Location: Remote
Source: Call
Priority 3 - Medium
Team: Tier 1

05/24/2024
Closed By: Andrew Blais

Discussion: 05/24/2024 9:49 AM UTC-04/ Javon Harper - Remoted into BLUERIDGETUNNEL
Logged in as Proactive local admin
Joined Pc to domain and rebooted
PC was running slow so Kim stated she will call back if need be

05/24/2024 9:35 AM UTC-04/ Marissa Binck - Blue Ridge tunnel computer, and I need it to connect to the domain. And you have your tools on it already. and but I just need it connected to the domain instead of as a only local account.

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Harper, Javon	05/24/2024 [9:49 AM - 10:05 AM]	BD&E AIS	NC	Remote	Technician	0.27

Ticket# 37761
05/20/2024
by Marissa Binck

New device needs to be put on network and set up 540-255-1656
Bank Design & Equipment
Kim Davis
5409415968
kdavis@bankdesign.net

Headquarter Support

Status: >>Closed
Type: Remote Support
Location: Remote
Source: Call
Priority 4 - Low
Team: Tier 1

05/20/2024
Closed By: Marissa Binck

Discussion: 05/20/2024 12:39 PM UTC-04/ Tatiana Humphrey - Issue being handled in Ticket #37765 - Set up new PC - Kirk Fox (Bank Design & Equipment/Tom Bright) Closing Ticket

05/20/2024 9:20 AM UTC-04/ Marissa Binck - New device needs to be put on network and set up call Kirk Fox 540-255-1656

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs

Ticket# 37765
05/20/2024
by William McCauley

Set up new PC - Kirk Fox
Bank Design & Equipment
Tom Bright
18006717300
tbright@bankdesign.net

Headquarter
Support

Status: >>Closed
Type: Remote Support
Location: Remote
Source: Internal
Priority 3 - Medium
Team: Tier 1

05/21/2024
Closed By: Marissa Binck

Discussion: 05/20/2024 11:00 AM UTC-04/ William McCauley - Call with Kirk
Kirk got OS loaded and is ready for me to prep machine (BDEINVENTORY)
Send Kirk remote link
Install AV and remote tools > reboot
Connect PC to domain > reboot
Create local administrator and proactive accounts
Set power settings > turn off windows firewall > turn off UAC > remove bloatware >
Download and install the following: Chrome, Firefox, Adobe Reader
Connect Kirks email to outlook > he states they are using a different email address for this PC so they can access Microsoft Apps since Kirks license is an Exchange Online Plan 1 (bde-inventory@outlook.com)
We signed into Apps and outlook with bde-inventory@outlook.com > we got a message that the license can only be used on 1 PC and that we need to uninstall office on the old PC > we are unable to assess that PC as it died and will not boot up
Contact Microsoft support > support was able to transfer the license to the new machine
Close office application and reopen > confirmed we are able to open office applications with out issue
Install SAGE 100 Contractor > confirm Kirk is able to log into SAGE
Kirk states he will handle moving over data from the old PC to new PC
No additional items needed for prep. Closing ticket

05/20/2024 10:40 AM UTC-04/ William McCauley - Kirk Called needs new PC set up

05/20/2024 9:30 AM UTC-04/ William McCauley - Call with Kirk
Kirk called in they have a new PC they need help setting up but are having issues with the PC
Kirk explained they have a PC that was windows 11 Home and they upgraded it to windows 11 pro
After upgrading they reboot and are getting a blue screen saying it can't find the media
PC is unable to find OS. Kirk states that the boot drive is correct and that it is pointing to the OS but gives the blue screen with error message. Had kirk send me a pic of the message
We need to install the OS on a usb and boot
I had Kirk download media creation tool for and load to a USB drive to install Windows 11 OS > Kirk states he is able to perform this step and will call me back once the OS is loaded

Resolution: 05/20/2024 11:00 AM UTC-04/ William McCauley - Call with Kirk
Kirk got OS loaded and is ready for me to prep machine (BDEINVENTORY)
Send Kirk remote link
Install AV and remote tools > reboot
Connect PC to domain > reboot
Create local administrator and proactive accounts
Set power settings > turn off windows firewall > turn off UAC > remove bloatware >
Download and install the following: Chrome, Firefox, Adobe Reader
Connect Kirks email to outlook > he states they are using a different email address for this PC so they can access Microsoft Apps since Kirks license is an Exchange Online Plan 1 (bde-inventory@outlook.com)
We signed into Apps and outlook with bde-inventory@outlook.com > we got a message that the license can only be used on 1 PC and that we need to uninstall office on the old PC > we are unable to assess that PC as it died and will not boot up
Contact Microsoft support > support was able to transfer the license to the new machine
Close office application and reopen > confirmed we are able to open office applications with out issue
Install SAGE 100 Contractor > confirm Kirk is able to log into SAGE
Kirk states he will handle moving over data from the old PC to new PC
No additional items needed for prep. Closing ticket

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
McCauley, William	05/20/2024 [11:00 AM - 1:30 PM]	BD&E AIS	B	Remote	Technician	2.50
McCauley, William	05/20/2024 [9:30 AM - 10:30 AM]	BD&E AIS	B	Remote	Technician	1.00

Ticket# 37647
05/14/2024
by William McCauley

order/apply new microsoft license (Rick Buehler)
Bank Design & Equipment
Kim Davis
5409415968
kdavis@bankdesign.net

Headquarter
Support

Status: >>Closed
Type: Remote Support
Location: Remote
Source: Internal
Priority 3 - Medium
Team: Tier 1

05/17/2024
Closed By: Marissa Binck

Discussion: 05/14/2024 4:08 PM UTC-04/ William McCauley - order/apply new microsoft license (Rick Buehler), needs to be able to use teams

05/14/2024 4:00 PM UTC-04/ William McCauley - Kim approved Business Basic License
Order (1) Microsoft 365 Business Basic license in AppRiver
Go to office tenant and apply the new license and remove the current license from Rick Buehler's account
Email Kim and Rick to let them know the license has been changed and to try signing into Teams

This time entry is marked No Charge

Internal: 05/16/2024 3:28 PM UTC-04/ Joey Musaitef - updated agreement

05/14/2024 4:27 PM UTC-04/ William McCauley -
Rick would like the business basic.

Kim Davis
Information and Technology Coordinator
1401 Hopeman Parkway, Waynesboro VA 22980
Office: 800-671-7300
Direct Dial: 540-941-5968
Mobile Phone: 540-471-2852
kdavis@bankdesign.net

From: Will McCauley <wmccauley@proactive-info.com>
Sent: Tuesday, May 14, 2024 3:37:46 PM
To:Kim Davis <kdavis@bankdesign.net>
Cc: Rick Buehler <rbuehler@bankdesign.net>; Lee Manchester <lmanchester@bankdesign.net>; Angela Davis <adavis@proactive-info.com>
Subject: RE: Onboarding LIsts - Angela, lets set a time to talk a few things over.

Hello,

Kim, we can order a new license and apply it to his account. Please see below information on each and let me know how you would like to proceed.

Microsoft 365 Business Basic
Comes with Teams
Does not have downloadable desktop office apps like word, excel etc.. However, you are able to use office apps on the web
Monthly Cost: $20

Microsoft 365 Business Standard
Comes with Teams
Comes with downloadable desktop office apps
Monthly Cost: $25

Thank you!

Will McCauley
Project Implementation Specialist

P: 804-459-8452
E: wmccauley@proactive-info.com
W: www.proactive-info.com

P.O. Box 310
Rockville, VA 23146

From: Kim Davis <kdavis@bankdesign.net>
Sent: Tuesday, May 14, 2024 3:11 PM
To: Will McCauley <wmccauley@proactive-info.com>; Angela Davis <adavis@proactive-info.com>
Cc: Rick Buehler <rbuehler@bankdesign.net>; Lee Manchester <lmanchester@bankdesign.net>
Subject: RE: Onboarding LIsts - Angela, lets set a time to talk a few things over.

Will, Angela,

Don't know how to do it, but we need to get Rick Buehler an Office License that has TEAMS that can connect with the rest of the BDE Sales Team. Rick's set up is similar in part to Cory's, in that he uses a Personal O365 license on his laptop. Exception is that Rick's laptop is a personal laptop. What you did for Cory worked. We would like you to set up Rick so he can have teams. We expect there will be a cost for the new prescription.

I've copied Rick on this email.

Thanks,

Kim Davis
Information and Technology Coordinator

1401 Hopeman Parkway, Waynesboro VA 22980
Office: 800-671-7300
Direct Dial: 540-941-5968
Mobile Phone: 540-471-2852
kdavis@bankdesign.net

From: Will McCauley <wmccauley@proactive-info.com>
Sent: Tuesday, May 14, 2024 9:33 AM
To: Kim Davis <kdavis@bankdesign.net>; Angela Davis <adavis@proactive-info.com>
Subject: RE: Onboarding LIsts - Angela, lets set a time to talk a few things over.

Exchange Online Plan is a standalone email and calendar service only. This does not come with downloadable Microsoft apps/teams.
Microsoft Business basic/Standard licenses include office apps like word, excel, etc.… (standard includes downloadable apps, basic can only use apps on the web)

Will McCauley
Project Implementation Specialist

P: 804-459-8452
E: wmccauley@proactive-info.com
W: www.proactive-info.com

P.O. Box 310
Rockville, VA 23146

Your opinion matters! Leave us Google review!

From: Kim Davis <kdavis@bankdesign.net>
Sent: Tuesday, May 14, 2024 9:14 AM
To: Will McCauley <wmccauley@proactive-info.com>; Angela Davis <adavis@proactive-info.com>
Subject: RE: Onboarding LIsts - Angela, lets set a time to talk a few things

Sorry Will, what does the "exchange online plan 1" mean?
Does it include downloadable O365 APPs and TEAMS?

Kim Davis
Information and Technology Coordinator

1401 Hopeman Parkway, Waynesboro VA 22980
Office: 800-671-7300
Direct Dial: 540-941-5968

Mobile Phone: 540-471-2852
kdavis@bankdesign.net

From: Will McCauley <wmccauley@proactive-info.com>
Sent: Tuesday, May 14, 2024 8:37 AM
To: Kim Davis <kdavis@bankde...

05/14/2024 4:08 PM UTC-04/ William McCauley - Assigned / Selected Resources. /

Resolution: 05/16/2024 3:28 PM UTC-04/ Joey Musaitef - updated agreement

05/14/2024 4:00 PM UTC-04/ William McCauley - Kim approved Business Basic License
Order (1) Microsoft 365 Business Basic license in AppRiver
Go to office tenant and apply the new license and remove the current license from Rick Buehler's account
Email Kim and Rick to let them know the license has been changed and to try signing into Teams

This time entry is marked No Charge

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
McCauley, William	05/14/2024 [4:00 PM - 4:30 PM]	BD&E AIS	NC	Remote	Technician	0.50

Ticket# 37415
05/03/2024
by William McCauley

Kims account keeps getting locked out
Bank Design & Equipment
Kim Davis
5409415968
kdavis@bankdesign.net

Headquarter
Support

Status: >>Closed
Type: Remote Support
Location: Remote
Source: Internal
Do Not Respond
Team: Tier 1

06/04/2024
Closed By: Andrew Blais

Discussion: 05/16/2024 9:00 AM UTC-04/ William McCauley - look through even viewer on kims PC dont see any log off or account lock events
checked the DC again > seeing three wrong password attempts and then the account got locked out
looks like the attempts are coming from some additional saved credentials
go to credentials manager and remove and credentials tied to kdavis or kdavis@bankdesign.net
check local GPOs as well
asked kim to wait and let me know if removing those additional credentials resolves the lock out issue
kim had to leave for a meeting
I kept researching information on this problem. Found a Microsoft tool i can use to track down where credentials are stored that are being used and failing
will use this tool if what we did does not resolve the lock out issue, waiting on response from kim

This time entry is marked No Charge

05/16/2024 8:35 AM UTC-04/ William McCauley - REOPEN TICKET..... Kim emailed she is getting account lockout message again
Clearing saved windows credentials did not resolve issues. Kim is getting the account lockout message again
schedule to meet with Kim @ 9am to look at the event viewer on her PC as i have been unable to find anything on the DC event viewer

This time entry is marked No Charge

05/09/2024 12:45 PM UTC-04/ William McCauley - Call with Kim
Stated she has not had issues with her desktop PC since I made changes. Locked account issues on office PC are Resolved
However when she is trying to RDP into SAGEBRUSH she is getting the below message > checked event viewer it shows incorrect credentials entered as to why the account was locked out.
Closing ticket issues resolved. Will reopen if needed
[image]

This time entry is marked No Charge

05/06/2024 9:48 AM UTC-04/ William McCauley - remote into Kims pc and remove the saved windows credentials
Ask Kim to let me know if these changes resolve issue

This time entry is marked No Charge

05/03/2024 12:10 PM UTC-04/ William McCauley - look through audit logs on the DC to see if there are failed log in attempts dont see anything
do some research > need to check logs on the PC itself and possibly clear any saved windows credentials
reaching out to Kim to set up time

[image]

[image]

[image]

This time entry is marked No Charge

05/03/2024 11:09 AM UTC-04/ William McCauley - Kim's account keeps getting locked out randomly on office PC
she gets locked out sometime when trying to log into another PC or go in through an RDP session

When you check her account in AD sometimes its not locked even though it says locked on her PC

Sometimes when you check her account in AD it will show locked

From research, may want to check the windows credentials manager on her PC and remove and saved "windows" credentials

Check the system even log on her PC for authentication failed attempts. I could not find any on the DC

She is sometimes able to hit okay and it will let her log in after entering creds a second time. Other times it will keep her locked out.

Would be worth checking GPOs on the DC as well as local GPOs on her office PC

Office PC: DESKTOP-2SLFM1E

Internal: 05/08/2024 9:34 AM UTC-04/ Joey Musaitef - Assigned / WMccauley /

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
McCauley, William	05/16/2024 [9:00 AM - 11:00 AM]	BD&E AIS	NC	Remote	Technician	2.00

McCauley, William	05/16/2024 [8:35 AM - 8:45 AM]	BD&E AIS	NC	Remote	Technician	0.17
McCauley, William	05/09/2024 [12:45 PM - 1:15 PM]	BD&E AIS	NC	Remote	Technician	0.50
McCauley, William	05/06/2024 [9:48 AM -]	BD&E AIS	NC	Remote	Technician	0.00
McCauley, William	05/03/2024 [12:10 PM - 12:25 PM]	BD&E AIS	NC	Remote	Technician	0.25

Ticket# 37564
05/13/2024
by William McCauley

issues exporting to excel in SAGEBRUSH
Bank Design & Equipment
Kim Davis
5409415968
kdavis@bankdesign.net

Headquarter
Support

Status: >>Closed
Type: Remote Support
Location: Remote
Source: Internal
Priority 3 - Medium
Team: Tier 1

05/15/2024
Closed By: Marissa Binck

Discussion: 05/14/2024 4:39 PM UTC-04/ Dalton Boothe - Good afternoon,

Even better! I will go ahead and mark this ticket complete! I appreciate you all's patience as we got this sorted out today. Please let one of us know if there are any further issues.

Thanks,
Dalton Boothe

05/14/2024 4:35 PM UTC-04/ Its Working!!! From: Dalton Boothe Sent: Tuesday, May 14, 2024 4:19 PM To: Kim Davis Cc: Kirk Fox Subject: Ticket#37564/BDE001/issues exporting to excel in SAGEBRUSH -- has been updat

Caution! This message was sent from outside your organization. Block sender

sophospsmartbannerend

Its Working!!!

05/14/2024 3:43 PM UTC-04/ Dalton Boothe - Kim,

I am going to leave this ticket open to verify that the Sage issue is resolved tomorrow.

Thanks,
Dalton Boothe

Notes
Informed Joey and Angela of the issue
Noticed Kim reached out via the ticket
Spoke with her on the phone
She stated she wanted to purchase another one-time license
I informed her I would help her install when I got home
Reached out
Remoted into Kirk's device
Installed Office2019 with the product key provided
Once done verified all apps working
Kirk should be good to go

05/14/2024 3:01 PM UTC-04/ Dalton Boothe - A

05/14/2024 2:30 PM UTC-04/ Can someone call me about this ticket – so I can help you stop wasting your time? Kim Davis Information and Technology Coordinator 1401 Hopeman Parkway, Waynesboro VA 22980 Office

Caution! This message was sent from outside your organization. Block sender

sophospsmartbannerend

Can someone call me about this ticket – so I can help you stop wasting your time?

Kim Davis
Information and Technology Coordinator

[cid:image001.png@01D8A681.41AC6A00]

1401 Hopeman Parkway, Waynesboro VA 22980
Office: 800-671-7300
Direct Dial: 540-941-5968
Mobile Phone: 540-471-2852
kdavis@bankdesign.net

05/14/2024 9:51 AM UTC-04/ Dalton Boothe - Kim,

We are discussing how to move forward with this issue. I will let you all know when we have some steps to try.

Thanks,
Dalton Boothe

Notes
Reached out to Kim
Got transferred to Kirk
Began looking into the issue
Remoted into BANKDESIGN70003
Had him test
Got the error listed
Pushed Office update
Once done tested again
Same error
Looked at Sage Support website and tried the following
Pushed online repair of office
Once done tested again
Excel opened
Stated the user was not licensed
Checked O365
He had an Exchange Online Plan 1 license
This does not grant access to the desktop apps
Attempted to open Office 2016
Nothing found
It only opened the 365 versions
Attempted to find installers
Nothing found
Kirk mentioned maybe it was not compatible with Office 2016
Created Sage case 8010086754
They informed me it was compatible
They asked I enable all .NET Framework features and reboot
Did this
Tested again
Not licensed error
Uninstalled Office
Searched through the DC and other user profiles to find an installer
Nothing found
Will stated he will double check the server
Informing Kim we are discussing how to proceed with this issue

05/13/2024 9:55 AM UTC-04/ Dalton Boothe - Kirk,

Good morning! Will informed me that you were having issues exporting from Sage, do you have some time to take a look at this today?

Thanks,
Dalton Boothe

Notes
Did some looking on Sage's site to see if there were any KB's before reaching out
Sending email to Kirk

05/13/2024 9:37 AM UTC-04/ William McCauley - PLEASE REACH OUT TO Kirk Fox <kfox@bankdesign.net>

Caution! This message was sent from outside your organization. Block sender

Hey im having an issue with sage exporting to excel.

05/13/2024 9:30 AM UTC-04/ William McCauley -
[image]

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Boothe, Dalton	05/14/2024 [3:43 PM - 4:18 PM]	BD&E AIS	NC	Remote	Technician	0.58
Boothe, Dalton	05/14/2024 [3:01 PM - 3:20 PM]	BD&E AIS	NC	Remote	Technician	0.32
Boothe, Dalton	05/14/2024 [9:51 AM - 12:09 PM]	BD&E AIS	NC	Remote	Technician	2.30
Boothe, Dalton	05/13/2024 [9:55 AM - 10:04 AM]	BD&E AIS	NC	Remote	Technician	0.09
McCauley, William	05/13/2024 [9:30 AM - 9:31 AM]	BD&E AIS	NC	Remote	Technician	0.02

Ticket# 37528
05/09/2024
by William McCauley

teams not working - Cory Conner
Bank Design & Equipment
Kim Davis
5409415968
kdavis@bankdesign.net

Headquarter
Support

Status: >>Closed
Type: Remote Support
Location: Remote
Source: Internal
Priority 3 - Medium
Team: Tier 1

05/13/2024
Closed By: Marissa Binck

Discussion: 05/10/2024 1:00 PM UTC-04/ William McCauley - Call with Angela and joey to discuss teams licensing
we are going to order a business basic license for Cory and apply it at NO CHARGE as they will be moving over to Appriver in January
I ordered the Business basic license in app river and applied it to Corys account
Emailed Kim back to let her know this is complete and to have Cory sign into teams again
Had call with Kim to discuss the changes.. Kim would like to have teams licenses applied to other office users
waiting for list of users Kim would want teams licenses for so i can get an accurate quote
For now cory is going to keep the business basic license as he is up and working again
closing ticket

This time entry is marked No Charge

05/09/2024 3:40 PM UTC-04/ So, we don't want to purchase either business standard or basic. is there an option to purchase just Teams? And since we still have a license through the previous company, how would that work?

05/09/2024 2:27 PM UTC-04/ William McCauley - Cory is unable to open teams and gets a message that he no longer has privilege to view teams

05/09/2024 12:00 PM UTC-04/ William McCauley - Look into teams issue more
Got with pim team again, joey found information
Microsoft has retired the free teams version and you must now have a paid subscription
Corey currently has Exchange Online (Plan 1) which does not allow for teams > need to change his license to either Business standard or business basic to use teams again
Emailed Cory and Kim again with this information waiting response
This time entry is marked No Charge

05/09/2024 10:00 AM UTC-04/ William McCauley - Look at cory's pc he cant sign into teams now with work email
Cory is getting a message that he does not have permission to view teams and to contact administration
Look through teams portal in O365 admin > he is added as a member and able to access teams
Reach out to pim staff to see if anyone has seen this issue > suggested checking to see if he can access teams via web browser as there is a bug with the new teams application
He is not able to log into the web version and gets the same message
Reaching out to pim team
This time entry is marked No Charge

Resolution: 05/10/2024 1:00 PM UTC-04/ William McCauley - Call with Angela and joey to discuss teams licensing
we are going to order a business basic license for Cory and apply it at NO CHARGE as they will be moving over to Appriver in January
I ordered the Business basic license in app river and applied it to Corys account
Emailed Kim back to let her know this is complete and to have Cory sign into teams again
Had call with Kim to discuss the changes.. Kim would like to have teams licenses applied to other office users
waiting for list of users Kim would want teams licenses for so i can get an accurate quote
For now cory is going to keep the business basic license as he is up and working again
closing ticket

This time entry is marked No Charge

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
McCauley, William	05/10/2024 [1:00 PM - 2:25 PM]	BD&E AIS	NC	Remote	Technician	1.42
McCauley, William	05/09/2024 [12:00 PM - 12:45 PM]	BD&E AIS	NC	Remote	Technician	0.75
McCauley, William	05/09/2024 [10:00 AM - 10:30 AM]	BD&E AIS	NC	Remote	Technician	0.50

Ticket# 37460
05/07/2024
by William McCauley

onboard new laptops - BDE
Bank Design & Equipment
Kim Davis
5409415968
kdavis@bankdesign.net

Headquarter
Support

Status: >>Closed
Type: Remote Support
Location: Remote
Source: Internal
Priority 3 - Medium
Team: Tier 1

05/10/2024
Closed By: Andrew Blais

Discussion: 05/09/2024 2:26 PM UTC-04/ send joining info to bdevier@bankdesign.net -
my phone is 540-471-2852

05/09/2024 2:25 PM UTC-04/ Javon Harper - Kim,

Yes I am ready

Thanks,
Javon Harper

05/09/2024 2:25 PM UTC-04/ Javon Harper - Remoted into BDE-SALES-WV
Created local admin for Brett-Service
Joined PC to domain
Installed Office, Ninite, Adobe , Automate, Sophos, Teams
Changed local Passwords
Set favorites in Edge
Set adobe to default pdf
Made sure OneDrive was setup
Signed into each user profiles successfully
Issue resolved

05/09/2024 2:23 PM UTC-04/ I'm ready now, how about you?

05/08/2024 1:45 PM UTC-04/ Javon Harper - Kim,

What time works best tomorrow?

Thanks,
Javon Harper

05/08/2024 10:39 AM UTC-04/ Are you able to turn off MFA for Brett Devier for the time period of the laptop setup? If so, I can get his password and we can set up the laptop today. If not; he needs to be available f

Caution! This message was sent from outside your organization. Block sender

sophospsmartbannerend

Are you able to turn off MFA for Brett Devier for the time period of the laptop setup?
If so, I can get his password and we can set up the laptop today.

If not; he needs to be available for Authenticating logins, then he is not available until tomorrow.

Kim Davis
Information and Technology Coordinator

[cid:image001.png@01D8A681.41AC6A00]

1401 Hopeman Parkway, Waynesboro VA 22980
Office: 800-671-7300
Direct Dial: 540-941-5968
Mobile Phone: 540-471-2852
kdavis@bankdesign.net

05/08/2024 9:47 AM UTC-04/ Javon Harper - Kim,

Please give me a call when you get a chance. I can be reached at 804 299 5085

Thanks,
Javon Harper

Notes
Called Kim and left a voicemail to return my call

05/07/2024 10:17 AM UTC-04/ Just give me a call. Kim Davis Information and Technology Coordinator 1401 Hopeman Parkway, Waynesboro VA 22980 Office: 800-671-7300 Direct Dial: 540-941-5968 Mobile Phone: 540-47

Caution! This message was sent from outside your organization. Block sender

sophospsmartbannerend

Just give me a call.

Kim Davis
Information and Technology Coordinator

[cid:image001.png@01D8A681.41AC6A00]

1401 Hopeman Parkway, Waynesboro VA 22980
Office: 800-671-7300
Direct Dial: 540-941-5968
Mobile Phone: 540-471-2852
kdavis@bankdesign.net

05/07/2024 10:10 AM UTC-04/ Javon Harper - Kim,

Can we schedule some time to onboard your new laptop?

Thanks,
Javon Harper

05/07/2024 9:52 AM UTC-04/ William McCauley - Please reach out to Kim Davis to help her onboard new laptop remotely
kdavis@bankdesin.net OR 540-471-2852

NO CHARGE

I have Marvin's laptop with me and can turn on and connect with you to install your tools and get his VPN working, whenever you're ready. Is sometime today possible?

To set up Brett's computer – would you be able to turn of MFA on his profile when we install Office365 for him?

Kim Davis
Information and Technology Coordinator

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Harper, Javon	05/09/2024 [2:25 PM - 3:17 PM]	BD&E AIS	NC	Remote	Technician	0.87
Harper, Javon	05/08/2024 [9:47 AM - 9:48 AM]	BD&E AIS	NC	Remote	Technician	0.02

Ticket# 37503
05/08/2024
by William McCauley

unlock Brenda Kolls account
Bank Design & Equipment
Kim Davis
5409415968
kdavis@bankdesign.net

Headquarter
Support

Status: >>Closed
Type: Remote Support
Location: Remote
Source: Internal
Priority 3 - Medium
Team: Tier 1

05/08/2024
Closed By: Andrew Blais

Discussion: 05/08/2024 1:22 PM UTC-04/ William McCauley - unlock Brenda Kolls account

05/08/2024 12:32 PM UTC-04/ William McCauley - Call with Kim > brenda is locked out of her account
unlock account on DC > set password to never expire as she was getting a message still she couldn't log in because password expired
confirm she is able to get into account > she was also connected to the sophos VPN while in the office which could have been causing issues

This time entry is marked No Charge

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
McCauley, William	05/08/2024 [12:32 PM - 12:45 PM]	BD&E AIS	NC	Remote	Technician	0.22

Ticket# 37463
05/07/2024
by William McCauley

unblock sender in Bills emial
Bank Design & Equipment
Kim Davis
5409415968
kdavis@bankdesign.net

Headquarter
Support

Status: >>Closed
Type: Remote Support
Location: Remote
Source: Internal
Priority 3 - Medium
Team: Tier 1

05/07/2024
Closed By: Andrew Blais

Discussion: 05/07/2024 12:43 PM UTC-04/ Javon Harper - Remoted into DESKTOP-0AB2011
Went to Junk email Options
Removed cabbey@bankdesign.net
Verified there was no other recipients blocked at this time
Closing ticket

05/07/2024 10:10 AM UTC-04/ William McCauley - PLEASE REACH OUT TO BILL BLEMENTS - bclements@bankdesign.net

Good morning Will,
I have another in house email that is being diverted to my junk mail. cabbey@bankdesign.net
If you could look into that it would be much appreciated.

Thank You,

Bill Clements
Field Service Administrator
Bank Design & Equipment
800 671 7300

Internal: 05/07/2024 11:36 AM UTC-04/ Javon Harper - Sent Bill a email asking him to give me a call to look at this issue further

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Harper, Javon	05/07/2024 [12:43 PM - 12:49 PM]	BD&E AIS	NC	Remote	Technician	0.10

Ticket# 37449
05/06/2024
by William McCauley

offboard server - BDE-TS
Bank Design & Equipment
Kim Davis
5409415968
kdavis@bankdesign.net

Headquarter
Support

Status: >>Closed
Type: Remote Support
Location: Remote
Source: Internal
Priority 3 - Medium
Team: Tier 1

05/07/2024
Closed By: Andrew Blais

Discussion: 05/06/2024 5:19 PM UTC-04/ William McCauley - offboard server - BDE-TS

05/06/2024 4:30 PM UTC-04/ William McCauley - remove tools from BDE-TS
remove server from domain
delete server from VMWARE
allocate storage and RAM to SAGEBRUSH
increased storage by 40GB and increased RAM to 42GB from 32GB
performance drastically improved

This is a Billable Ticket

Resolution: 05/06/2024 4:30 PM UTC-04/ William McCauley - remove tools from BDE-TS
remove server from domain
delete server from VMWARE
allocate storage and RAM to SAGEBRUSH
increased storage by 40GB and increased RAM to 42GB from 32GB
performance drastically improved

This is a Billable Ticket

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
McCauley, William	05/06/2024 [4:30 PM - 6:30 PM]	BD&E AIS	NC	Remote	Technician	2.00

Ticket# 37410
05/03/2024
by Kyle Newman

SageBrush Offline
Bank Design & Equipment
Kim Davis
5409415968
kdavis@bankdesign.net

Headquarter
Support

Status: >>Closed
Type: Remote Support
Location: Remote
Source: Internal
Priority 3 - Medium
Team: Tier 1

05/08/2024
Closed By: Andrew Blais

Discussion: 05/05/2024 6:56 AM UTC-04/ Kyle Newman - I noticed the server was offline again this morning going through alerts.

I remoted into the server and found it was full again. I was able to free up some space by deleting a snapshot for the SageBrush VM. I was then able to power it back on. I went into Veeam and disabled the backup job for now.

I updated Will and Kim via email. I will continue to monitor the server over the weekend.

05/03/2024 7:45 AM UTC-04/ William McCauley - Kyle messaged that SAGEBRUSH is showing offline
Work with Kyle to resolve issues > on call with Kim
Remote into BDE-DC2 > ESXI host is showing the main datastore is completely full and the storage on SAGEBRUSH is full
We removed saved iso images, a powersource folder which cleared enough space to get the server back up
Will gather information and get a quote together to add additional hard drives to the host machine
Had call with Kim and discussed a few things. We are powering down BDE-TS to see if that causes issues, if not, we will decom the server to free up space on the datastore
Discussed possibly moving the BDE-SYNC data to the DC as well. Would need to look more into what that would take

This time entry is marked No Charge

05/03/2024 7:41 AM UTC-04/ Kyle Newman - After reviewing alerts from last night it seems there server SageBrush keeps going offline.

05/03/2024 7:41 AM UTC-04/ Kyle Newman - After looking into this I discover the server is a VM. The issue is there datastore is full so the VM is having issues booting. I brought Will into the discussion who was talking with the client.

We where able to free up some space by delete some ISOs and a folder called PowerSource from the datastore. It gave us 1% more free space.

I recommended to Will that we need to try to free up more space by decomming any servers no longer required or consolidating a server role with another server. At the same time we need to look into how to expand there datastore capacity. I recommended to pause Veeam backups for the time being as it does use space on the datastore to perform its actions.

Will is going to take the ticket from here since we got the VM back up for the time being.

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Newman, Kyle	05/05/2024 [6:56 AM - 7:25 AM]	BD&E AIS	NC	AIS After Hours	Technician	0.48
McCauley, William	05/03/2024 [7:45 AM - 9:15 AM]	BD&E AIS	NC	Remote	Technician	1.50
Newman, Kyle	05/03/2024 [7:41 AM - 8:11 AM]	BD&E AIS	NC	Remote	Technician	0.50

Ticket# 37422
05/03/2024
by William McCauley

Prep new laptop - Herb Wilson
Bank Design & Equipment
Kim Davis
5409415968
kdavis@bankdesign.net

Headquarter
Support

Status: >>Closed
Type: Remote Support
Location: Remote
Source: Internal
Priority 3 - Medium
Team: Tier 1

05/07/2024
Closed By: Andrew Blais

Discussion: 05/03/2024 3:14 PM UTC-04/ William McCauley - Prep new laptop - Herb Wilson

05/03/2024 1:50 PM UTC-04/ William McCauley - Set up new PC for Herb
Help Kim go through the initial set up process
Add PC to domain
Load tools (remote/antivirus)
Set up Microsoft account > connect OneDrive
Run windows and Bios updates
Confirmed documents transferred to his new PC from one drive
Outlook signatures need to be moved from the current PC to new, will get with Kim next week when he is in the office
BDE-Sales-MD

This time entry is marked No Charge

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
McCauley, William	05/03/2024 [1:50 PM - 3:20 PM]	BD&E AIS	NC	Remote	Technician	1.50

Ticket# 37217
04/24/2024
by William McCauley

Bill Clements - unable to view shared file from Tom
Bank Design & Equipment
Kim Davis
5409415968
kdavis@bankdesign.net

Headquarter Support

Status: >>Closed
Type: Remote Support
Location: Remote
Source: Internal
Do Not Respond
Team: Tier 1

05/07/2024
Closed By: Andrew Blais

Discussion: 05/02/2024 11:00 AM UTC-04/ William McCauley - Call with Bill
File will not open in chrome normally at work (chrome is signed in with bills Gmail account)
File can open in chrome on home PC
When you request access and tom approved it doesn't do anything. Still blocks access to the file
Shared file can be opened in incognito mode at the office
Tested making a new profile in chrome and the shared file link opens, thinking it could be an issue with the Gmail account he is signed in with but Bill states he can open the file at home and chrome is signed in with the same account
Tested opening the 3 files again in incognito mode and confirmed they open and changes made to the documents are saving
Bill is going to use incognito mode to open documents for now

This time entry is marked No Charge

05/02/2024 8:30 AM UTC-04/ William McCauley - emailed Bill to see when he has time we can look at the issues again

This time entry is marked No Charge

04/30/2024 4:30 PM UTC-04/ William McCauley - Bill emailed he is unable to view the shared files when in the office but can access the shared filed when he is at home scheduling time to get with Bill to resolve issue

This time entry is marked No Charge

04/24/2024 4:05 PM UTC-04/ William McCauley - Bill Clements - unable to view shared file from Tom - coming from toms one drive or sharepoint site

04/24/2024 3:50 PM UTC-04/ William McCauley - Call with Kim and Bill
Bill is unable to open a file that Tom shares with him
Its redirecting to a share point site and Bill get a message that he does not have permission to view the file
We checked request permission and ask tom to share the document > receive email that we have permission and click the link to view the document and keep getting a request denied for permissions error
Need to look at Toms side
Kim is going to schedule a time where we can all look together and let me know

This time entry is marked No Charge

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
McCauley, William	05/02/2024 [11:00 AM - 11:45 AM]	BD&E AIS	NC	Remote	Technician	0.75
McCauley, William	05/02/2024 [8:30 AM - 8:35 AM]	BD&E AIS	NC	Remote	Technician	0.08
McCauley, William	04/30/2024 [4:30 PM - 4:35 PM]	BD&E AIS	NC	Remote	Technician	0.08
McCauley, William	04/24/2024 [3:50 PM - 4:06 PM]	BD&E AIS	NC	Remote	Technician	0.27

Ticket# 37384
05/01/2024
by William McCauley

connect Crystals work email to WAREHOUSERECEIV (remote work PC)
Bank Design & Equipment
Kim Davis
5409415968
kdavis@bankdesign.net

Headquarter
Support

Status: >>Closed
Type: Remote Support
Location: Remote
Source: Internal
Priority 3 - Medium
Team: Tier 1

05/03/2024
Closed By: Andrew Blais

Discussion: 05/02/2024 8:45 AM UTC-04/ William McCauley - remote into crystal office PC
go to local group policy
change settings for remote connection, disable policy that does not allow you to save credentials for RDP session
ask that crystal let me know if changes i made resolve issue

This time entry is marked No Charge

05/01/2024 8:50 PM UTC-04/ William McCauley - connect Crystals work email to WAREHOUSERECEIV (remote work PC)

05/01/2024 6:15 PM UTC-04/ William McCauley - while working on installing VPN client Crystal would like me to install office or connect her email to the remote work PC
No office products installed on WAREHOUSERECEIV (crystals remote work PC)
Logged into her office account to see if she has downloadable products (she does not)
Per crystal she just wants to be able to access email
Open Mail app on the PC go to connect her work account and it allowed me to download Outlook
We logged into outlook and the Microsoft 365 center apps on the PC and confirmed she can now access email
not allowing her to save credentials on RDP session get a message that its not allowed. Will get with Crystal 5/2 to look at setting on her office PC
issue resolved

This time entry is marked No Charge

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
McCauley, William	05/02/2024 [8:45 AM - 8:50 AM]	BD&E AIS	NC	Remote	Technician	0.08
McCauley, William	05/01/2024 [6:15 PM - 6:25 PM]	BD&E AIS	NC	Remote	Technician	0.17

Ticket# 37282
04/29/2024
by William McCauley

kim locked out of PC
Bank Design & Equipment
Kim Davis
5409415968
kdavis@bankdesign.net

Headquarter
Support

Status: >>Closed
Type: Remote Support
Location: Remote
Source: Internal
Priority 3 - Medium
Team: Tier 1

04/29/2024
Closed By: Andrew Blais

Discussion: 04/29/2024 1:25 PM UTC-04/ William McCauley - Will, I'm locked out again on my computer. Do you have a way to check it? I only tried to login once. So , can't tell where the problem is.

Kim Davis
Information and Technology Coordinator

04/29/2024 8:00 AM UTC-04/ William McCauley - Reset Kims password, Have her log in and change password
Then set password to never expire, her account was set to never expire previously
confirmed she is able to get back into PC

This time entry is marked No Charge

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
McCauley, William	04/29/2024 [8:00 AM - 8:10 AM]	BD&E AIS	NC	Remote	Technician	0.17

Ticket# 37259
04/26/2024
by Javon Harper

Reset Herb Wilson Password
Bank Design & Equipment
Kim Davis
5409415968
kdavis@bankdesign.net

Headquarter
Support

Status: >>Closed
Type: Remote Support
Location: Remote
Source: Internal
Priority 3 - Medium
Team: Tier 1

04/29/2024
Closed By: Andrew Blais

Discussion: 04/26/2024 3:40 PM UTC-04/ Javon Harper - Reset Password for User

04/26/2024 3:39 PM UTC-04/ Javon Harper - Reset Herb Wilson Password

04/26/2024 3:38 PM UTC-04/ Javon Harper - Logged into their Domain Controller(DC) Server
Opened active directory users and computers under the Windows Administrative tools
Found the user in AD
Right clicked
Reset Password

Unchecked user must change password on next sign in.

Ask the client if they would like to reset the password themselves; if yes, put n/a for this task.
Verified that the user was able to sign in.

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Harper, Javon	04/26/2024 [3:38 PM - 3:41 PM]	BD&E AIS	NC	Remote	Technician	0.05

Ticket# 37247
04/26/2024
by William McCauley

password reset - Herb Wilson
Bank Design & Equipment
Kim Davis
5409415968
kdavis@bankdesign.net

Headquarter
Support

Status: >>Closed
Type: Remote Support
Location: Remote
Source: Internal
Priority 3 - Medium
Team: Tier 1

04/29/2024
Closed By: Andrew Blais

Discussion: 04/26/2024 9:50 AM UTC-04/ William McCauley - password reset - Herb Wilson

04/26/2024 8:00 AM UTC-04/ William McCauley - password reset - Herb Wilson

This time entry is marked No Charge

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
McCauley, William	04/26/2024 [8:00 AM - 8:15 AM]	BD&E AIS	NC	Remote	Technician	0.25

Ticket# 37237
04/25/2024
by William McCauley

Email issues with Bill
Bank Design & Equipment
Kim Davis
5409415968
kdavis@bankdesign.net

Headquarter
Support

Status: >>Closed
Type: Remote Support
Location: Remote
Source: Internal
Priority 3 - Medium
Team: Tier 1

04/29/2024
Closed By: Andrew Blais

Discussion: 04/25/2024 3:01 PM UTC-04/ William McCauley - Kim emailed, bill is having issues receiving emails from fred and they keep going to his junk folder

04/25/2024 2:45 PM UTC-04/ William McCauley - email with Kim and Bill
remote into bills PC go to blocked senders list > Fred is on the blocked senders list
remove him from the list have Fred send test email to bill > received email without an issue
issue resolved

This time entry is marked No Charge

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
McCauley, William	04/25/2024 [2:45 PM - 3:10 PM]	BD&E AIS	NC	Remote	Technician	0.42

Ticket# 37198
04/24/2024
by William McCauley

Kirk Fox unable to log into PC
Bank Design & Equipment
Kim Davis
5409415968
kdavis@bankdesign.net

Headquarter
Support

Status: >>Closed
Type: Remote Support
Location: Remote
Source: Internal
Priority 3 - Medium
Team: Tier 1

04/24/2024
Closed By: Andrew Blais

Discussion: 04/24/2024 10:43 AM UTC-04/ William McCauley - Kim called Kirk Fox is unable to log in to PC

04/24/2024 8:00 AM UTC-04/ William McCauley - Kim called Kirk Fox is unable to log in to PC > said they are getting message is unavailable
Remote in > tested logging in with proactive > successful
Switch to kirks profile had him log in > success
Confirmed he is able to get into SAGE > success
No issues closing ticket

This time entry is marked No Charge

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
McCauley, William	04/24/2024 [8:00 AM - 8:15 AM]	BD&E AIS	NC	Remote	Technician	0.25

Ticket# 37186
04/23/2024
by William McCauley

O drive folder not connecting
Bank Design & Equipment
Kim Davis
5409415968
kdavis@bankdesign.net

Headquarter
Support

Status: >>Closed
Type: Remote Support
Location: Remote
Source: Internal
Priority 3 - Medium
Team: Tier 1

04/24/2024
Closed By: Andrew Blais

Discussion: 04/23/2024 7:07 PM UTC-04/ William McCauley - O drive folder not connecting on Kims PC

04/22/2024 2:15 PM UTC-04/ William McCauley - After reenabling the GPO Kim was unable to connect to BDE-DC2 again
Changed the inbound firewall rules for file/printer sharing to allow the connection instead of allow secure connection
Ran GP update on her PC > I was then able to connect to the DC and her files (something is blocking her access when it is chosen as allow secure connection, need to look more into this or add her to the list of users for the secure connection)
I tested clicking the finance drive that she has access to and get a message that she no longer has permission to access this folder
Tried adding her to the permissions/share keep getting a permissions error message > I had to inherit the folder as an owner > I then stopped sharing the folder > re-share the folder and add the correct shares/permissions for access
Go back to her PC and confirmed I was able to access the folder again
This time entry is marked No Charge

04/22/2024 12:00 PM UTC-04/ William McCauley -
not allowing her to connect to documents hosted on BDE-DC2
Getting a message that there could be a group policy restricting access to printer and file sharing
I recently created a network detective GPO that could be causing the issues > disabled the GPO and ran gpupdate on her PC > reboot
After reboot we were able to reconnect to BDE-DC2 > I remapped the drive and confirmed we could access the documents again
Check through the GPO I created looks like I missed giving access to Domain users > corrected the issues. Let Kim know I updated permissions would like to test
This time entry is marked No Charge

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
McCauley, William	04/22/2024 [2:15 PM - 2:30 PM]	BD&E AIS	NC	Remote	Technician	0.25
McCauley, William	04/22/2024 [12:00 PM - 12:30 PM]	BD&E AIS	NC	Remote	Technician	0.50

Ticket# 37185 04/23/2024 by William McCauley	**Reset user password** Bank Design & Equipment Tom Bright 18006717300 tbright@bankdesign.net	Headquarter Support	**Status:** **Type:** **Location:** **Source:** **Team:**	>>Closed Remote Support Remote Internal Priority 3 - Medium Tier 1	04/24/2024 Closed By: Andrew Blais

Discussion: 04/23/2024 7:00 PM UTC-04/ William McCauley - Kim emailed requesting a reset for Jim Youngs account

04/23/2024 1:35 PM UTC-04/ William McCauley - reset password for Jim young

This time entry is marked No Charge

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
McCauley, William	04/23/2024 [1:35 PM - 1:45 PM]	BD&E AIS	NC	Remote	Technician	0.17

Total Services: 156